



Training Program for Protection Officers in Addressing Domestic Violence

28th June – 2nd July, 2021

In collaboration with
National Commission for Women



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About Us:



The Lal Bahadur Shastri National Academy of Administration (LBSNAA) is the premier institute of the country, entrusted with the task of training senior officers of the Indian Civil Services. It conducts several training programs such as the common Foundation Course for entrants to the All India Services; followed by professional training for the regular recruits of the Indian Administrative Service (IAS) and members of the Royal Bhutan Service. The Academy also conducts in-service and Mid-Career Training Programs (MCTPs) for members of the IAS and Induction Training Program for officers promoted to the IAS from State Civil Services. In addition, workshops and seminars on policy and governance-related issues are held from time to time.



The National Gender & Child Centre (NG&CC) has been running under the aegis of Lal Bahadur Shastri National Academy of Administration (LBSNAA) since 1995. Bringing gender into the mainstream is the first step towards addressing the related issues in entirety and Lal Bahadur Shastri National Academy of Administration has been successful in ensuring the mainstreaming of gender training into all courses at the Academy.

NG&CC, over the past 26 years, has collaborated with several national and international organizations including Ministry of Women & Child Development, Ministry of Health & Family Welfare, and National Commission for Women, NITI Aayog, both to enhance gender sensitization and to increase capacities for gender analysis and gender planning. Different pedagogical tools are used for these workshops such as movie screenings, group discussions, sessions by eminent guest speakers etc which also help in widening our perspective on the subject.

About our Partner:



National Commission for Women

The National Commission for Women was set up as statutory body in January 1992 under the National Commission for Women Act, 1990 (Act No. 20 of 1990 of Govt. of India) to : review the Constitutional and Legal safeguards for women; recommend remedial legislative measures; facilitate redressal of grievances and advise the Government on all policy matters affecting women.

In keeping with its mandate, the Commission initiated various steps to improve the status of women and worked for their economic empowerment during the year under report. NCW has been striving towards enabling women to achieve equality and equal participation in all spheres of life by securing her due rights and entitlements through suitable policy formulation, legislative measures, effective enforcement of laws, implementation of schemes/policies and devising strategies for solution of specific problems/situations arising out of discrimination and atrocities against women, especially during the pandemic.

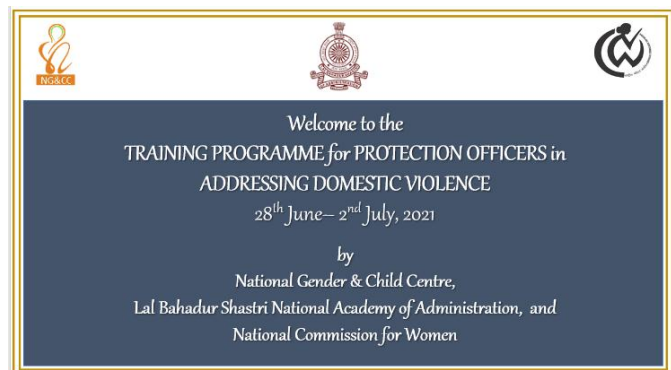
PURPOSE:

Domestic violence affects women from every social background irrespective of their age, religion, caste, or class. To minimize the cumbersome position of law, be it procedural or substantive, the Protection of Women from Domestic Violence Act, 2005 was enacted to protect the women from acts of domestic violence. During the COVID 19 pandemic situations emerged the country and the subsequent lockdowns have led to increase in the reported incidents of domestic violence due to various reasons - women were confined with their abusers for long periods of time, their mobility was restricted, loss of livelihoods and income and an increased burden of household chores and care giving, all of which resulted in a massive increase in cases of domestic violence.

The Pandemic highlighted more than ever before the necessity of coordinated services for violence being available. Declared as a shadow pandemic by the United Nations, WHO appealed to all governments to include services for survivors of gender-based violence into the essential services package. The MOHFW order reflected this and MoWCD directed all OSCs shelter homes, protection officers etc. to continue to provide services to women survivors of violence.

A key role is played by the Protection Officers who are appointed under the Protection of Women from Domestic Violence Act, 2005, who serve as the interface between the aggrieved women and the magistrate. The increase in domestic violence and the need for coordinated services for survivors of domestic violence has made the role of the POs particularly critical at this time when we are going through an unprecedented second wave of Coronavirus. However, the challenges faced by POs are many that hinder the effective implementation of the Act and in dealing the cases especially during the pandemic.

The Training Program for Protection Officers in Addressing Domestic Violence is a collaboration between National Gender and Child Centre, Lal Bahadur Shastri National Academy of Administration (NG&CC) and National Commission of Women (NCW), Delhi. The training was designed to address the specific needs of POs to respond to survivors of Domestic Violence, especially during the pandemic.



The key objectives of the training included focusing on the following:

1. Capacity building and knowledge updation of POs regarding domestic violence, its causes, forms and impact on survivors and their children
2. Principles of gender sensitive psycho-social support to survivors Domestic Violence
3. Understanding the challenges faced by the POs in effective implementation of the Act
4. A multi-sectoral approach and coordination among stakeholders under PWDVA, 2005.

5. Role of different stakeholders/service providers under the Act including police, legal aid services, health system, service providers, shelter services, one stop centres etc.

As part of this collaboration, a set of five trainings are being organized for the states of Uttar Pradesh, Haryana and West Bengal. The first virtual training was scheduled from 28th June to 2nd July 2021.

DAY ONE



The first set of training programs began with Dr. Anupam Talwar, Deputy Executive Director, National Gender & Child Centre (NG&CC), welcoming the chief guest, Ms. Smriti Zubin Irani, Hon'ble Minister, Ministry of Women and Child Development and Textiles, Ms. Rekha Sharma, Chairperson, National Commission for Women, Shri Lok Ranjan, Director, Lal Bahadur Shastri National Academy of

Administration and Chairperson, National Gender & Child Centre (NG&CC), Ms. Meeta Rajivlochan, Member Secretary, National Commission for Women, Ms. Disha Pannu, Executive Director, National Gender & Child Centre (NG&CC) and all the participants to the first virtual training program for Protection Officers in Addressing Domestic Violence.

INAUGURAL SESSION

She invited Ms. Meeta Rajivlochan, Member Secretary, National Commission of Women, to present the Welcome Address. Ms. Rajivlochan stressed the importance of training the key officials, especially the Protection Officers who play a critical role in implementing the Protection of Women from Domestic Violence Act, 2005. With examples from states and data, she shared that while there had been a slow and steady improvement as per the National Family Health Survey results, there is an enormous scope of improvement, and it is critical that the Protection Officers are trained and adequately equipped in order for the effective implementation of the Act.



Shri Lok Ranjan, Director, Lal Bahadur Shastri National Academy of Administration and Chairperson, National Gender & Child Centre (NG&CC), was then invited to address the participants. Welcoming the dignitaries to the inaugural session, he emphasized the role of the institutions in training officers who play a vital role in the implementation of the Act. He added that the purpose of training like this is exceptionally pivotal in understanding

the on-ground situation and taking steps to strengthen the interface between the system and the victim. He added that the feedback for the first training is significant as it will help in further enhancing the next set of training programs. He requested the participants to elaborate on their experience in dealing with this issue and the problems that they experience.

Ms. Rekha Sharma, Chairperson of, National Commission for Women, was invited to address all participants. Speaking of the long-standing partnership with the National Gender & Child Centre (NG&CC) on various capacity-building programs for Chairpersons and State Commissions for Women members. She shared that as per the records and data, there had been some decreases in statistics during the pandemic, domestic violence matters increased, and there is a greater need for gender sensitization. She shed light on the various initiatives the National Commission for Women adopted during the lockdown to address these challenges, including launching a WhatsApp helpline number that helped connect them with several women in need.



She thanked Ms. Smriti Zubin Irani, Hon'ble Minister, Ministry of Women and Child Development and Textiles, for encouraging the authorities' capacities for more effective implementation of the legal frameworks. She emphasized that the purpose of the training for Protection Officers is a step in this direction to build their capacities so that they can interface with victims in a more effective and empathetic manner by providing them

with the right kind of information and support.

She expressed a vote of thanks to all the dignitaries and the Lal Bahadur Shastri National Academy of Administration for partnering with the National Commission for Women on such training. She urged the participants to share their feedback to build on the learning from this training program for the upcoming ones.

Ms. Disha Pannu, Executive Director, National Gender & Child Centre (NG&CC), welcomed the chief guest for the program, Hon'ble Smt. Smriti Zubin Irani, Hon'ble Minister for Women and Child Development and Textiles for her inaugural address Ms. Smriti Zubin Irani, Hon'ble Minister, Ministry of Women and Child Development and Textiles, the chief guest for the program, was then invited for the Inaugural Address. She shared that it was a presumption that solutions on the ground would become readily available for women with the passage of laws. However, there is a gap in the implementation which makes this training program even more relevant and essential, and she thanked National Gender & Child Centre (NG&CC) and National Commission for Women for the training.



She highlighted how 1/3rd of married women have experienced domestic violence and have been harassed, and even those who have not been married are also subjected to domestic violence from the age of 15 years. As per National Crime Records Bureau (NCRB), in 2019, 36% of violence cases were registered under cruelty by the husband and his relatives. More than 7000



women were harassed and killed due to dowry issues, but only 550 cases were registered with the Protection of Women Domestic Violence Act. These statistics highlight areas where gaps exist in the translation of the implementation of the Acts.

Thus, the purpose of this training is to ensure awareness to Protection Officers who serve as a bridge between women and the administration, and even they face challenging situations. Hon'ble Minister shared the initiatives such as 'One-Stop Centres' where women can get all their aid - social, medical, legal and police under one roof. In these 30+ helplines, 490,000 women have registered calls from the state of UP alone; the use of projects worth 9000 crores were initiated under the Nirbhaya Fund, and Central Victim Compensation Fund set up in each state and responsible for sending compensation to the victim. She thanked Ms. Rekha Sharma, Chairperson, NCW, for being available throughout the lockdown period for women's issues. On

her behalf, she also requested that since this training session is a first, everyone should please share their feedback on how it can be enhanced and made more effective.



Ms. Disha Pannu, Executive Director, National Gender & Child Centre, presented the Vote of Thanks and placed on record her thanks for Ms. Smriti Zubin Irani, Hon'ble Minister for Women and Child Development and Textiles for her continued guidance and inspiration, Ms. Rekha Sharma, Chairperson, NCW for her leadership and direction in bringing this training to fruition, Shri Lok Ranjan,

Director, Lal Bahadur Shastri National Academy of Administration for his valuable guidance and continued support from the conception of the program to its roll-out. Ms. Pannu also thanked Ms. Kanchan Khattar, Sr. Legal Coordinator, National Commission for Women, Ms. Anjali Singh Chauhan, Chief Program Officer, National Gender & Child Centre, for the development and implementation of the program and the entire NG&CC and IT team. With this, the Inaugural Session came to a close.

The next session was 'Setting the context' and 'getting to know each other.' A round of interactions of all the participants was done wherein they introduced themselves and shared their expectations from the program. The participants also filled a baseline questionnaire, the results of which would be compared with the exit questionnaire to gauge the effectiveness of the training program and enhance it further.

UNDERSTANDING GENDER and DOMESTIC VIOLENCE

Mrs. Sarojini Ganju Thakur

This was followed by the session on 'Understanding Gender and Domestic Violence' in which Ms. Sarojini Ganju Thakur. Ms. Sarojini Ganju Thakur retired from the IAS (HP cadre -1977) as Additional Chief Secretary in April 2011. She has worked with the Commonwealth Secretariat in London as Adviser and Head of the Gender, as Joint Secretary in Govt. of India in the Ministry of Women and Child Development and also as Deputy Director in LBSNAA, Mussoorie, where she established the National Gender Centre and mainstreamed gender training inputs at the Academy. She has worked on various aspects of gender for several bilateral and multilateral organizations, including UN WOMEN, UNICEF and DFID.



She set the background of gender, gender equality and the inter-linkages with domestic violence as a form of gender-based violence. She began by underlining the importance of the training,

'Gendered'			
	Qualities	Space	Occupation
MALE	Reasonable Objective Ambition Power Control	Public Office Cinema, Shops Street Corners In the night	Doctor Engineer Chef Defense Services Earning Member
FEMALE	Emotional Subjective Caring Nurturing Selfless	Private Household Kitchen School	Home-maker Secretary Nurse Air Hostess Teacher

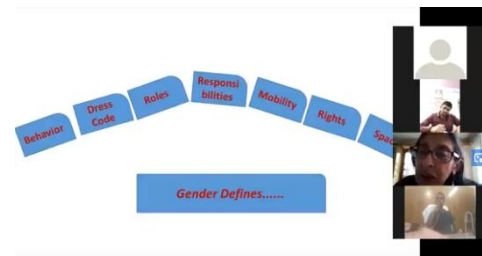
especially when statistics of domestic violence have increased manifold during the "pandemic of violence." She stressed the role of Protection Officers who play a crucial role in implementing the Protection of Women from Domestic Violence Act, 2005.

She began the session by asking the participants to draw from their personal experiences and share if they felt privileged to be born male or female.

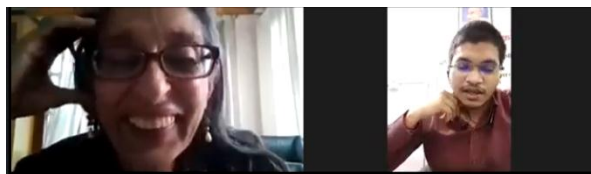
Participants shared different perspectives of how differences existed right from households between boys and girls regarding nutrition, education, clothing, travel restrictions at night. This was further explained in the context of the difference between 'sex' and 'gender'; while the first is biological, the latter is socially constructed. She explained how gender is not static but has changed from time to time to include a third gender besides the male and female binary forms.

This brought out the intersectionality of the issue and how it intersects across vulnerabilities. As duty holders, one needs to be conscious of the dynamics of intersectionality and how violence is reinforced, normalized and perpetuated in households, occupations, communities and society. A quiz followed this to understand the context and shed light on the current violence against women and children issue.

A clipping of Ms. Kamla Bhasin from Satyamev Jayate was also shown, which brought out the inherent patriarchy existing in society, how it infuses with gender-based violence, particularly domestic violence and how men and women, both are brought up with patriarchy and how it manifests itself in terms of access to nutrition, education, occupation, right to life, property, among others.



Through examples of Bell Bajao Aandolan, Chuppi Todd Campaign by a District Magistrate in Himachal Pradesh and many such campaigns, she stressed the increasing need to be conscious and internalize how gender is integrated and manifested in our day to day life. Ms. Thakur explained how gender is an inescapable part of everyone's lives; she explored the difference between formal and substantive equality through examples. She added that a conscious effort of 'Inclusion' needs to be made to understand the evolving nature of gender and identities and include them as part of any policy discourse.



She highlighted that each participant had the potential and authority to change things for the better, and several interventions and changes can be taken up. She focused on shifting the focus from reaction to prevention and gradual elimination of violence with increased

accountability and ownership by leaders. This was followed by an interaction session in which the participants shared their perspectives and experiential learnings.

DAY TWO

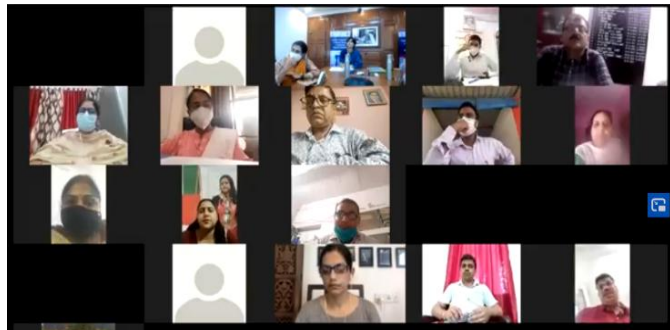
Day Two of the program began with a brief recap session with a few participants sharing key takeaways and learnings from the previous day's sessions. This served as a refresher for all the participants on the key concepts discussed the previous day before the sessions for Day two began. Escort officers were also assigned from within the participant pool to introduce the guest speakers and present the vote of thanks for them. This was done to allow the participants to gradually open up within the group and participate actively in the proceedings of the sessions.



THE WHEEL OF POWER AND CONTROL

Ms. Flavia Agnes and Ms. Audrey D Mello

Ms. Flavia Agnes is a women's rights lawyer who has worked consistently on gender and law reforms. As co-founder of MAJLIS, a legal and cultural resource center, her direct engagement has provided quality legal services to women and children. She has played an essential role in bringing women's rights to the forefront within the legal system and in contextualizing issues of gender and identity. Adv. Audrey D'Mello has been working at Majlis since 2006. She heads Majlis' comprehensive program on Gender and Law, which involves legal representation and social support of women and children in sexual and domestic violence cases, legal rights training, and campaigns for policy-level interventions. She has helped evolve several collaborations with the government to ensure the effective implementation of laws.



The focus of this session was to deepen the understanding of the participants on the dynamics of domestic violence, identify defining influencing factors, recognize the cycle of violence and its markers and enhance knowledge on reasons for lack of reporting, barriers for victims. Ms. Flavia Agnes began by explaining the prevalence of dowry deaths, harassment and the emotional and mental pressures in the 1980s, which paved the way for the domestic violence act, wherein the provisions for the criminal offense were made. The social climate was also such that women were



discouraged from registering complaints, were asked not to air their issues in public. Statements such as 'things like these happen between couples' were commonly used and this only belittled the struggle and ill-treatment being faced by them.

Ms. Audrey D'Mello highlighted that when domestic violence was initially declared as a criminal offence, the drawback was in the relief being sought by the woman where on the one hand, she was seeking monetary compensation and appropriate behaviour from her husband and on the other registering a case of domestic violence was leading to her husband being punished. Hence, the need for a civil law was felt and the demand garnered momentum intending to address the issue before the violence began. The new law came into force in 2005 and has played a critical role from the involvements of the courts, the protection officers, shelter homes, police and service providers. She underlined the pivotal role of 'Protection Officers', the participants appointed under the Act to be the bridge between the victim and the stakeholders. As time progressed, the volume of cases rose, giving way to the domestic violence act and rules for which there was a lot of training conducted in different states. Ms. Agnes outlined that the role of Protection Officers was highly critical in supporting the aggrieved women, which includes filing a report, getting a shelter home and helping the woman with the process. She highlighted that while the general perception and understanding among many is that one of the roles of Protection Officers is counselling, she emphasized that their role focused on supporting the woman, as per the Act.



The session was participatory, and many of the Protection Officers shared their experiences and challenges. Many of the participants spoke about cases where they had helped victims of domestic violence in filing FIRs, assisting in the entire judicial process, and arranging for stays in shelter homes when women were turned away from their homes. Replying to participants' questions and clarifications, Ms. Agnes explained that initially, the protection officers were required to both counselling and reconciliation, which prevented them from filing DIRs, however this was discontinued the focus on supporting women on filing DIRs. Addressing situations wherein resolutions and reconciliations occurred, Ms. Agnes emphasized that even after issues get resolved initially, there is always a chance of violence later. Therefore, their primary role is to help women with the necessary documents and procedures to go about it.



Ms. Audrey D'Mello added that though there is a general bias in approaching the court or the police, these institutions are for the convenience and security for women. She also said the one-stop centres were paramount in giving support and encouragement to aggrieved women to take their case of domestic violence ahead.

Sharing her personal experience Ms. Agnes narrated her journey – from being a victim of domestic violence to a lawyer advocating for women's rights. She shared that when she had reached out for assistance, she was counselled repeatedly and even filed a case, but no action was taken. She added that domestic violence did not just constitute physical assault but included

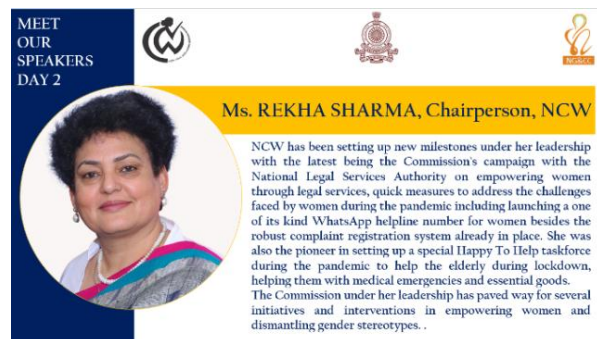
emotional breakdown, mental harassment, and financial violence recognized in the Act. She stressed that it is critical for the Protection Officers to be empathetic and supportive because by the time a woman approaches the authorities, she is already broken and frustrated. Hence, the Protection Officers should offer the proper guidance and support to the aggrieved women.

This was followed by experience-sharing and question-answer session with the participants. The escort officers for the session thanked Ms. Flavia Agnes and Ms. Audrey D'Mello for their valuable inputs and learnings from the session.

IMPACT OF COVID ON HOUSEHOLD VIOLENCE

Ms. Rekha Sharma

The next session was of "Impact of Covid on Household Violence" and the speaker was Ms. Rekha Sharma, Chairperson, National Commission for Women. NCW has been setting up new milestones under her leadership with the latest being the Commission's campaign with the National Legal Services Authority on empowering women through legal services, temporary measures to address the challenges faced by women during the pandemic including launching one of its kind WhatsApp helpline number for women besides the robust complaint registration system already in place. She was also the pioneer in setting up a special Happy To Help taskforce during the pandemic to help the elderly during lockdown, helping them with medical emergencies and essential goods. The Commission under her leadership has paved the way for several initiatives and interventions in empowering women and dismantling gender stereotypes.



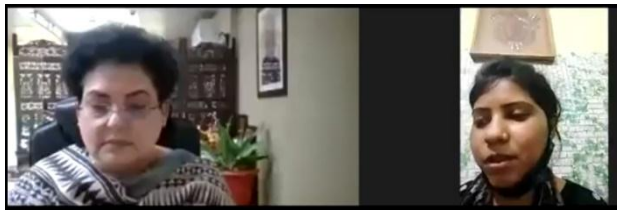
The focus of this session was to determine factors associated with an increase in domestic violence incidents during COVID-19, analyze state agencies' responses, the strategies and advocacy efforts to assist survivors, and draw from the participants' experience on the challenges and how domestic violence cases were tackled during Covid. Ms. Sharma shed light on the interventions and initiatives driven by NCW during the pandemic and also highlighted the underlying root causes from which domestic violence originates. She highlighted that while generally domestic violence initiates from home and for married women, it also occurs outside the home and for unmarried women by their family members. She also stressed that the general perception of domestic violence is to be in the form of physical assault, mental and emotional harassment, use of foul language, etc. also constitutes domestic violence.



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She emphasized the underlying differences within households in which boys and girls are raised differently, and the discrimination stems from there itself. The way society treats women is extreme - on one end, she is worshipped as a goddess, and on the other, she is on the receiving end of violence. Contrary to commonly believed, she observed that domestic violence is equally

prevalent in well-educated families as in low educated ones. Women in low educated families are still more courageous to stop the ill-treatment by calling the police or asking neighbours for help, but women from more educated families stop themselves from reaching out for help fearing



loss of stature in society. Ms. Sharma emphasized the role of cinema in reducing the role of women to a lesser species than men through such depiction in movies. Such is the effect of this phenomenon that women too start accepting mistreatment as a regular part of their life. When a girl sees her mother being

mistreated, she internalizes it as normal behaviour and so does a boy when he sees his father ill-treat his mother. It is therefore essential that children from the start are told the difference between acceptable and non-acceptable behaviours.

She mentioned how in the pandemic time there was a massive surge in the cases of domestic violence. To deal with them, NCW started a WhatsApp helpline. Many complaints were received through the helpline, and with the support of the police and one stop centres, NCW was instrumental in supporting women in seeking shelter or filing an FIR, as per the requirement in each case. Looking at the rise in cases, NCW has also pondered upon changes in the Protection of Women from Domestic Violence Act which was brought in 2005, 15 years ago and the suggestions have been shared with the government.

Addressing the Protection Officers, she emphasized the critical role they play in working for a more significant societal change. It is not possible for all women to reach the police at times, but they can be supported even with sufficient help from the Protection officers. She stressed on the fact that it was important for the women to have financial security and independence. Uttar Pradesh had been the topmost state from where domestic violence complaints had come during the lockdown. She hoped that in the future this could change through the actions and efforts of the Protection Officers on the ground and the close collaborative effort of all stakeholders to create a gender free society. The session was followed by experience-sharing and questions and answers. The participant designated as the Escort Officer for the session thanked Ms. Rekha Sharma for her valuable time and guidance.



"CHUPPI TODD" – AN INNOVATIVE CAMPAIGN

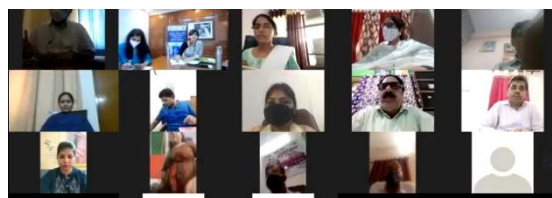
Shri Arif H Sheikh



The speaker for this session was Mr. Arif Sheikh, an Indian Police Service officer of the 2005 batch Chattisgarh cadre, has held several postings including SP Balod, Bilaspur and Bastar, SSP Raipur and is currently serving as DIG/ Director State Anti-Corruption Bureau/ EOW (C.G.). His campaigns such as 'Har Head Helmet' in addressing road safety and 'Chuppi

Todd' campaign to address domestic violence, especially during the pandemic have been widely recognized. He is a recipient of several international awards, including IACP's fourth 40 under 40 award for Young Police Leadership (2019), FICCI Award for women safety for Samvedna initiative in Bilaspur (2018) and International IACP award in 2017 and 2016 for community policing initiatives in Bastar and Balod.

He was welcomed by the participant designated as the Escort officer for the session. He began by sharing that he was stationed in Raipur when the lockdown period started and would receive 2-3 domestic violence complaints per day. As the period increased, the complaints started increasing to 10-12 per day. Amidst that, an incident occurred that forced them to direct efforts in the area of domestic violence. A murder was reported in the village area where a woman had brutally killed her husband and in-laws. On probing, it was found that during lockdown, the family members were in constant tantrum and turmoil. The woman had been beaten because of less salt in the food cooked, which enraged her and killed them. He mentioned that violence is not seen as a problem, and a mindset shift is also required first to understand that violence exists and is an issue. Only then can interventions and solutions be designed to address the issue.



MEET OUR SPEAKERS DAY 2

Mr. ARIF H. SHEIKH, IPS-2005

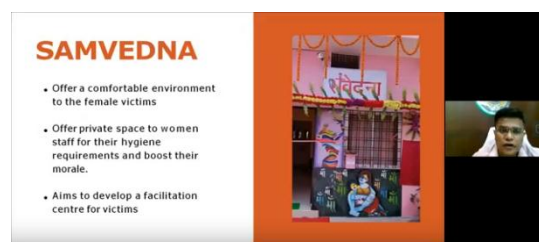
Mr. Arif Sheikh, of Chattisgarh cadre, has held several postings including SP Balod, Bilaspur and Bastar, SSP Raipur and is currently serving as DIG/ Director State Anti-Corruption Bureau/ EOW (C.G.). His campaigns such as 'Har Head Helmet' in addressing road safety and 'Chuppi Todd' campaign to address domestic violence, especially during the pandemic have been widely recognized. He is a recipient of several international awards including IACP's fourth 40 under 40 award for Young Police Leadership (2019), FICCI Award for women safety for Samvedna initiative in Bilaspur (2018) and International IACP award in 2017 and 2016 for community policing initiatives in Bastar and Balod.

He shared that this incident drove him to identify women who might be vulnerable to domestic violence. His team looked up past records of women who had registered complaints against their husbands, in-laws, in the past 3 years. Collating such records from several stations, his team made a dossier and asked the women police personnel to call up these women, checking on their well-being and breaking their silence, hence 'Chuppi Todd'. Despite

proactive efforts, there were challenges indirectly connecting and conversing with women, since all family members were in the house at that time. Many times, the husbands would pick up the phone and would not let them talk to their wife. They had to guise as personnel from the election commission or welfare commission to talk to women to deal with this. To further ease it for them, they prepared a questionnaire for which the women had to just reply in a yes or no. This

helped them to know their situation and made it easy for the women to talk without letting their family members doubt.

According to him, intervention at an early stage was capable of solving things before they got out of hand. The questionnaire responses helped them identify potential victims of violence, and they went for random checks. These measures helped a lot in also spreading awareness among women. He said that he has observed that if the police are proactive



and are out to help the people, they get more support from them in being able to complete their tasks. Social media is a significant channel of communication these days, and campaigns like these should be popularized through that medium. His team also started a helpline on WhatsApp and extended to other women issues including rape. On frequent police visits, they would act on the spot depending on the severity of the situation. He also shared that there were complaints from men regarding violence from their wives, though the ratio was significantly less. In such cases too, they took appropriate action depending on the severity of the situation. He received complaints from several states apart from Chattisgarh, such as Uttar Pradesh, Gujarat, and Rajasthan and he was able to connect them with the S.P.s in the respective states for action.

Next, Mr. Sheikh spoke about their unique initiative called 'Samvedna' that was implemented in Raipur. He shared the incident which prompted him to create such private cells for women. As S.P., Bastar, he had visited a police station where he found a six-year-old girl, crying and bleeding profusely. He was told that she had been raped by a man living nearby. On being asked to sit inside the station, the girl and her father refused to sit inside. This got him thinking, and he recognized the lack of a proper facility for aggrieved, victimized women, and he worked towards creating one. The result was 'Samvedna' centres - from the exterior look to the environment inside, it was made sure that it helps women approach the police and discuss their grievances



freely. It also offered women staff private space for their hygiene requirements to boost their morale. They also created a Samvedna committee led by women personnel who were in charge of the Samvedna centre. Any woman who approached the station would first go to the Samvedna centre. Every committee comprised a female doctor, a lawyer, social worker and police personnel who support and guide the woman according to the requirements.

To ensure women save the helpline numbers run by them, he ran another campaign called 'Rakhi with Khaki'. This initiative aimed to inculcate the faith among women that the police are there to protect them just like a brother would. Using the occasion of Rakshabandhan, he urged the women to come and tie rakhis to police officers and click a selfie with them. This selfie had to be sent on their helpline number. A reward was promised for participating in this campaign. As a result, they got close to 50,000 selfies that day. This initiative also got recorded in the Limca Book of Records and the Guinness Book of Records.

Mr. Sheikh shared that the value of connecting with the people to do such initiatives is a part of organizational values. Under 'Chuppi Todd' the team registered 2500 complaints and 80% of

them were solved only through guidance and discussions. Direct intervention was required in less than 10% cases. He emphasized the cooperation and synergy between duty holders and departments within the system to help the people. This was followed by experience-sharing and interactions between the participants and Mr. Sheikh, bringing Day Two close.

DAY THREE

Day Three of the program began with a brief recap session with a few participants sharing key takeaways and learnings from the previous day's sessions. The escort officer then welcomed the first speaker of the day.

OVERVIEW ON LEGAL PROVISIONS ON DOMESTIC VIOLENCE

Ms. Geetanjali Goel

The speaker for the session was Ms. Geetanjali Goel. After practicing for some years, she joined the Delhi Judicial Service in 2003. Have presided over several jurisdictions such as Civil Court, Court of Metropolitan Magistrate, Mahila Court, Juvenile Justice Board. Got promoted as Additional District and Sessions Judge in 2014 and, after that have presided over Motor Accident Claims Tribunal, Civil Court, Special Fast Track Court (dealing with Rape Matters). She has also been the Director of National Legal Services Authority and Special Secretary of Delhi State Legal Services Authority; and also a Member of the Committee which drafted the Juvenile Justice (Care and Protection of Children) Model Rules, 2016.



Before commencing the session Ms. Gitanjali Goel took an overview of the challenges faced by the participants. Most of them stated that they were faced with cases of men marrying for a second time despite being in the first marriage. Equally high were the cases of aggrieved women not returning to their own homes and stuck with their husband's second marriage. Ms Gitanjali stated that patriarchy is a big reason why women faced domestic violence in our country. When an intimate partner tries to control or pressure their female counterpart into doing anything by force or sexual assault it is domestic violence. The perpetrator tries to control the woman in some way. A majority of deaths in such cases are due to dowry. This means that cases of violence are even more in number.

The common reasons for domestic violence were alcoholism, dowry issues, financial issues, frustration due to lockdown and the overall pandemic situation. Due to lockdown, the cases have risen significantly. Even children have been vulnerable to violence during this period.


For many women, she said physical violence had become customary, the partner caring or loving them after hitting them made them feel this was a regular thing. The portrayal of women in Indian society has led to the belief that actions like these are acceptable. Women are viewed as property of men, which enables them to take all their life decisions and treat them as they wish.

Lack of financial dependence, no recognition of her role in the house, excessive patriarchal dominance are reasons women are disadvantaged. The consequences of this are grave, and it is seen that children who see their mothers in a situation of domestic violence are more likely to engage in similar behaviours with their spouses later on. Hence, domestic violence in the family affects not just the woman but also the children - physically, mentally, and emotionally.

A case study was discussed with the participants, inviting their responses for the best solution to the described situation. They were guided on the legal provisions of handling the situation in such cases and answered their queries. Next, Ms Gitanjali discussed international conventions on domestic violence. Laws in India also take inspiration from these conventions. Under that influence, child marriage and female infanticide had started being abolished in India from the

Case Study

- Sunita has been married to Ramesh for 8 years. She has one son aged 5 years and one daughter aged 2 years. She was subjected to frequent dowry demands and beatings by her husband and in laws and finally thrown out of the matrimonial home. Her children were also kept by her husband and in laws. She has no source of income either. Her stridhan and other items were also retained by her in laws. She approaches you. What advise would you give her?



20th century onwards. Dowry related issues however, saw legal provisions later on. Legal provisions of domestic violence present before the Act were discussed. The inclusion for dowry related provisions came about only after women started a campaign regarding it in 1980. Next the Evidence Act was discussed. In cases of bigamy, Ms Gitanjali mentioned

that the divorce facilitated by the panchayat was not legally accepted and hence a woman who has married such a man can put a case against him for not separating from his first wife. She also mentioned ways in which a woman can seek relief in the court based on provisions of the civil act.

Other ways of seeking relief for domestic violence are possible through matrimonial law. It is applicable as per the religion of the applicant. Senior citizens who are being mistreated by their son & daughter-in-law seek relief under the Senior Citizens Act. She also talked about Hindu adoption and maintenance act which applies to widows. The need for the domestic violence act was felt due to the lack of a comprehensive law for women's issues. The act is not just for married women, but also for unmarried women who feel harassed by their immediate family members. Towards the end of the session, a case study was discussed and Ms Gitanjali clarified the doubts of the participants. She also discussed the Supreme Court judgment of shared household in Satish C. Ahuja vs Sneha Ahuja case.



ROLES AND RESPONSIBILITIES OF PROTECTION OFFICERS (PRE-LITIGATION, LITIGATION AND POST-LITIGATION)

Ms. Flavia Agnes and Ms. Audrey D'Mello

Ms Audrey was welcomed for her session by Manoj Kumar Pushkar Ji. She started the session with a poll regarding the role of protection officers. It was discussed with the participants. She said that the domestic violence act is important because it provides all relief to women under one window. In general, there is an understanding that the probation officers should do everything to protect a woman from getting harassed and, as far as possible, avoid going to the court.



It was observed that despite having a civil and criminal act, domestic violence cases were not being recorded. She explained in detail how different stakeholders - the police, medical officer,

UP DV Data	18-19	19-20	20-21	21-22
No data from Agra, Deoria, Fatehpur, Kaushambi, Maharajganj, Mathura, Pratapgarh				
Mainpuri	93	83	45	18
Aligarh	465	371	221	17
Etah	85	79	30	61
Kanhiram Nagar (Kanpur)	94	173	116	10
Hathras	152	213	182	7
Azamgarh	278	190	139	6
Mau	135	7	29	37
Prayagraj (Allahabad)	217	246	344	78
Kanpur Nagar	1235	1130	843	49
Kanpur Dehat	159	208	167	150
Etawah	197	254	63	17
Farrukhabad	169	212	319	12
Kanauj	63	83	210	12
Aunrya	9	0	149	71
Gorakhpur	861	996	340	232
Siddharth Nagar	383	363	118	25
Rampur	45	72	18	10

shelter home provider were responsible for bringing up a victim to the Protection Officers. Often when women approached the police, they would counsel her and her spouse, but it would not help in the long run. Most such women succumbed to death from violence later. Ms Audrey also shared the 4-year statistics from several UP districts, showing the decrease in several reported cases.

As laid down in the domestic violence act, she explained in detail each of their duties under the various sections, highlighting how critical their role was – right from filing the DIR to spreading awareness and guiding the aggrieved woman about the choices in front of her. From receiving the information from an aggrieved woman to providing information & referral, giving support to go ahead in the court - each of these plays a critical role in delivering justice to a woman. She explained the different sections from the Act and the requisite forms to fill to tackle different requirements of the aggrieved woman. The session underlined the various roles and responsibilities that the Protection Officers must shoulder and take practical steps to carry out their duty.

Lastly, Ms Flavia added that there is a need for a functional model for this act. There is a need for other national agencies to come forward and help create one such model so that it can be implemented in all the states. The session ended with participants highlighting some of the day-to-day challenges they face in the field and discussing the steps to resolve them.



incidents that happened so long ago, it must be so difficult for the victims of domestic violence and sexual abuse to forget these incidences and move past them. He emphasized that the participants could overcome these adverse incidents with the support of their family and loved ones. However, in the case of victims of domestic violence, their support system is limited, when their family members are hurting them; and since the process becomes long-drawn, it takes them longer to move past such traumatic incidences in their life.

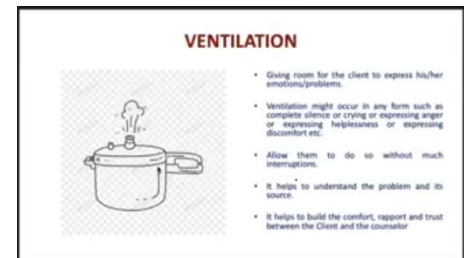
ACTIVE LISTENING

- Sitting Squarely
- Open mind/open posture
- Leaning Forward
- Eye contact
- Relaxed position



Comparing psychosocial support to 'salt' in food, which is extremely necessary but only in adequate amounts so that the aggrieved woman is supported appropriately in addition to legal aid, administrative procedures and support. He asked the participants to share why aggrieved women do not come forward to report domestic violence and keep sustaining it for years at a stretch. The participants shared how threats of physical harm to the women or the children, fear of being ostracized or not being believed, shame or guilt can be probable reasons.

Another example he shared was a pressure cooker and the importance of a safety valve to release the pressure. Dr. Raj emphasized that since an aggrieved woman is tackling so many fears and is hesitant to come forward, the duty holders serve as a safety valve to relieve them of the pressure and allow ventilation which helps them talk and speak freely with the duty holders. He encouraged the Protection Officers to empathize and understand the mental difficulties and challenges and the courage it takes to approach any duty holder. The duty holders should also try to make the woman feel comfortable, give the woman space, time, and privacy to open up, and have the right attitude when working with the aggrieved woman.



He also touched upon the importance of non-verbal communication through the SOLER model and the criticality of active listening and gestures. He stressed that duty holders need to be aware and sensitive to short-term symptoms like children not wanting to go to school, unexplained body aches, self-harm, running away from home, etc so that necessary actions can be taken to ensure long-term rehabilitation. An interaction with the participants followed this.

MULTI-SECTORAL APPROACH IN PREVENTION OF DOMESTIC VIOLENCE

Ms. Suman Malik & Ms. Madhu, Shri Arif H Sheikh, Ms. Audrey D Mello, Dr. Aravind Raj, Shri Atul Srivastava, Ms. Shalini Phansalkar Joshi

The next session was on Multi-Sectoral Approach and the objective behind the session was to understand the role of duty holders and service providers in providing support to the survivors, identify challenges and convergence of ideas to address the gaps in the prevention of domestic violence, promote a closer cooperation and networking of all relevant stakeholders and

exchanging knowledge and good practices. The speakers included police representatives, mental health experts, public prosecutor, judiciary, service provider, and a survivor.

The first speaker of the session was Ms. Suman Malik, a survivor of domestic violence. She shared that she was married with great difficulty as she only had her mother and brother in the family. Within a week of her marriage, Ms. Suman was harassed and beaten for not getting enough dowry. The incidents only increased with physical injuries and harassment. Ms. Malik shared that despite multiple attempts at approaching the police, no formal complaint was registered. There was a time when even the DCP was requested however, the husband and his family ensured that a formal complaint was not registered. Ms. Malik shared distressing instances of being locked, of her phone being taken away. She then shared about reaching out to the National Commission for Women through the 181 helpline number and the instant help provided by Ms. Madhu, the Protection Officer and the entire team with the assistance of the police. Ms. Madhu, the Protection Officer who supported Ms. Malik, had accompanied her for the session and threw light on the one-stop centres and the entire gamut of services and support provided under one roof. She stressed the need for awareness of One Stop Centres and the role of Protection Officers so that women in need can reach out to the right people for support which can avoid delays.



The second speaker of the session was Mr. Atul Srivastava. He is a senior Public Prosecutor in Delhi High Court. Mr. Atul Srivastava began by sharing how, while the role of public prosecutors is limited under the PWDVA, the role and responsibilities of the Protection Officers are pivotal. Drawing from his experiences from the time he was in Mahila Court, he spoke of marital issues. He highlighted that efforts are also made to save the matrimony which is why in many cases, FIRs are not be registered under 498A directly. He highlighted that if violence occurs in front of the magistrate, service providers or any of the other duty holders, it can and should be considered in the decision-making of the case. He also highlighted that earlier, under 198 A of CrPC, only relatives could file an FIR, not neighbours. However, as per the PWDVA, the FIR can be filed by anyone. However, if a complaint is made but it turns out to be incorrect information, no actions will be taken against the person making the complaint if it is in good faith.



He shared an instance wherein a 75 years old woman, adopted by a family, inherited a large fortune and was a millionaire. However, she married her assistant, who was much younger to her and he cheated her out of all her money. He shared that the Protection Officers reached out and supported the woman financially, especially during Covid because she was in a miserable condition. He highlighted that sharing this instance was to emphasize that Protection Officers' role is highly critical. Highlighting the powers accorded to Protection Officers under the PWDVA, he shared that the law is dynamic and keeps evolving and under it. Protection Officers can proceed and take action in cases of cognizable offences such as breach of order wherein they can go for execution rather than filing for an FIR, highlighting the critical role that the POs play.

The next speaker was Ms. Audrey D'Mello. She highlighted that women's rights are human rights and the numerous laws provide opportunities and aspects for protection of women's rights. Highlighting the Lalita Kumar case, a five-bench Supreme Court judgment stated that the police have to record a FIR if there is a cognizable offense. If it is not a cognizable offence, such as verbal violence, police are given one week to report. She stressed that even when a woman is suffocating and maybe dying inside the marriage, the social fabrics try to save the marriage; whereas the condition of the women should be the main priority.



She highlighted that under the PWDVA, the role of service providers is significant wherein different institutions come together such as legal aid, medical, police, among others. She emphasized that as the service providers work on the ground level, there is also a need for social rehabilitation of the aggrieved women. Shedding light on the conditions of shelter homes, which were made for trafficked women and children. The actual condition of the shelter homes is worse to such an extent that aggrieved women do not want to go to shelter homes. The situation becomes such that they neither want to go to shelter homes nor return to their parents or husband's house. Hence, vocational trainings, job support and rehabilitation is essential. The complexities of cases only increase when children education is to be considered, especially when the woman herself needs support. She shared that addressing domestic violence is a collaborative effort, sharing the example of the Sukano committee under the District Magistrate, which meets every three months to address and resolve issues amongst the various stakeholders.

The next speaker was Mr. Arif Sheikh. He emphasized the need for inter-departmental



coordination such as Women and Child Development, Health, and Administration. He also stressed on the coordination between the duty holders under the PWDVA. He shared the initiatives implemented in Bilaspur for destitute women. Tie up with Rotary International was also done to increase avenues of rehabilitation. He also shared about Project Pink Line, which was set up with a bank loan of Rs. 1.5 Lacs for electronic rickshaws, only for women. The women began earning Rs. 200-

300 per day, which gradually increased to Rs. 500+. He shared how the police worked closely with other departments. He also shared about the 'samvedna' centres where aggrieved women can find legal aid, medical, and police support under the same roof.

The next speaker was Ms. Shalini Joshi, Judge of the Bombay High Court and distinguished between being the first lady Advocate and then the first lady Judge from Karad. She heralded the PWDVA to be the pioneering and landmark Act to make rights available to women who were not there earlier. Stressing on the role of the Protection Officers in the effective implementation of the Act, she highlighted that POs play a vital role and a liaison



officer between the aggrieved woman and court; assist the magistrate in discharging the duty. She emphasized that the Act acknowledges that women need assistance; hence, the POs play various roles and responsibilities – from advising the women to filing the Domestic Incident Report, an essential document that even the magistrate also considers and is vital. She highlighted that the DIR should contain all the points that the woman shares, and that is the responsibility of the PO as often the woman may not be literate enough to read or write.

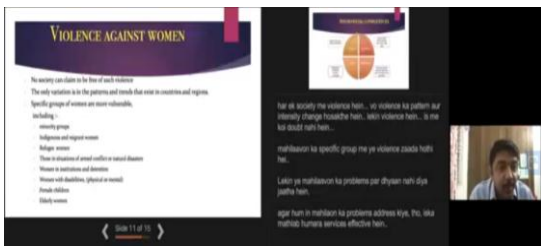
Also touching upon a critical aspect of how women approach advocates more than Protection



Officers, the objective of the PWDVA is to establish the utility of the post of POs. With a focus on spreading awareness regarding the role of Protection Officers, she highlighted that the DIR should be comprehensive and the POs should provide guidance to the aggrieved women regarding the services available. She also highlighted that their judicial knowledge should be updated in terms of the recent judgements and the High Courts and Supreme Court rulings. She then shared

examples of the interpretations of various rulings such as the S.R. Batra case on shared household wherein if the house is in the name of the in-laws, it could not be considered a shared household. However, this judgment was set aside in 2019 and shared household now means any house.

Similarly, while monetary relief can be granted under Section 125 of CrPC, the Protection Officers can play a role in guiding the aggrieved woman for maintenance under the PWDVA. Referring to women's rights under the Constitution, she emphasized that domestic violence needs to be seen as discrimination against women, which takes away their dignity. She also highlighted the role of POs in ensuring the order is breached or not implemented effectively and in enabling the woman and building their capabilities to stay updated so that their duties can be carried out effectively.



The next speaker of the session was Dr. Aravind Raj. He shared the importance of mental health and psychosocial support to aggrieved women. Highlighting that many a time, women are not able to reach the service providers, and hence, they should try and reach out to the women in cases of refugees, women affected by natural disasters or covid-19

situation. Sensitization programs on whom to reach out to, the service providers, should also be

done to make the women aware of the right people to reach out to for support. Highlighting that while physical violence leaves injury, such is not the case of mental violence. He also highlighted that women who may be subjected to mental violence might have different psychological consequences. Often they may not depict emotions or may not be sad all the time as is often assumed. However, they may become withdrawn, avoid gathering, feel lonely, and the POs must dive deeper, ask probing questions. He also highlighted that the POs can refer the local mental health professionals to connect with the victim and create a safe environment for sharing.

Citing cases of second marriages, which are expected, or cases where the spouse is suspicious of the other, he highlighted that these instances are seen as normal; however, individuals may also have mental illness, hence involving the individual plus their family members is critical. Efforts should be made for long term prevention through awareness and sensitization programs, positive coping strategies and life skills education program for children and adolescents focusing on the impact of violence.



This was followed by a question-answer interaction of the participants with the speakers. The participants then went to the break-out rooms for discussions on their group work presentations.

DAY FIVE



Day Five of the program began with a brief recap session with a few participants sharing key takeaways and learnings from the previous day's sessions. As this was the final day of the five-day training program, the participants made their group-work presentations. The participants had been divided into groups of 5-6 members and were given caselets on Day Two to

review. With the context of the caselets, they were asked to make presentations highlighting the probable hurdles and challenges on the ground that they would face while solving the caselets, preparing an action plan on the approaches and actions that should be adopted in addressing these challenges and proposing a comprehensive strategy for prevention and redressal of Domestic Violence using a multi-stakeholder approach. Each group was allocated 15 minutes for the presentation. Ms. Anjali Singh Chauhan reiterated the purpose of the group work session and invited Group 1 to initiate the presentations.

Group 1 began by sharing a brief overview of the caselet assigned to them. They brought out the aspects of the types of violence - physical, mental, emotional and economic violence. Referring to judgements related to shared households and the reliefs available, Group 1 highlighted how

women who have faced domestic violence before the enactment of the PWDVA, could still file a case under the Act and apply for claims related to safety, residence, monetary relief and children support. A comparison was also done between PWDVA and Section 498A – time limitation of filing the case under 498A within 7 years of marriage, physical violence case within 3 years of the incident and how 498 A has a unidirectional approach only in terms of physical violence; while PWDVA provides options while are more holistic. The challenges they highlighted were divided into 3 phases of pre-litigation, litigation and post-litigation which included evidence collection, renewed coordination between stakeholders as it was a cold case, recording of statements and more importantly, compatibility between the victim and the husband as the victim wanted to live with her husband. In terms of solutions, the Group highlighted the role of Protection Officers in filing the DIR to restart the case, hold rounds of discussions with the dutyholders like Police and Prosecution Officers, review internal and external resources like landmark judgements to strengthen the case.



Group 2 began by sharing an overview of the caselet and spoke on the role of One Stop Centres in providing all services under one roof, such as those of medical facilities, police support, psycho-social support, legal aid, service providers and shelter for the aggrieved woman and children. They enumerated the multiple provisions available under the PWDVA for immediate relief and compensatory order. They highlighted that as per the government schemes

running for widows, women and children, effort must be made to ensure that the aggrieved women get the required support and assistance. They cited inter-departmental coordination, challenge in reaching out to the 2nd party, extension in time limit for the dispensation of orders as the critical challenges faced on the ground. As part of their presentation, they listed the key learnings from the various sessions like empathy and duty holder coordination that would enable them to approach and address the challenges effectively.

Ms. Audrey D’Mello provided additional context to the purpose of One Stop Centres which were created for victims of sexual violence after the Nirbhaya case. The objective was to provide all aspects of support – medical and forensic facilities, psycho-social support, police and even shelter. Once the One-Stop Centres model was established, it was expanded to victims of domestic violence as well. She emphasized that the One-Stop Centres served as a temporary service provider for the victims and aggrieved women.



Group 3 also shared an overview of the caselet which was regarding a 19-year-old girl who wanted to pursue her education, and her parents were not in favour and had stopped talking to her. They even wanted her to get married at the

earliest. The role of the Protection Officer is critical, and this was brought out in reserving his/her perspective but support the aggrieved woman for her education and living through the court. This case highlighted that violence need not be of only physical violence and did not apply only to married women. The rights of the 19-year-old in ascertaining her right to pursue studies and career was brought out. Their Action Plan involved speaking to the parents of the girl in convincing them to support their daughter in pursuing studies. However, if the parents are not supportive, action would be pursued through the legal mechanism.

Ms. Audrey D'Mello highlighted that the situation in caselet constituted an 'emergency and the Protection Officers would have to take the help of police, go to rescue the girl and then to the Magistrate. However, cases can take a downturn wherein the girl/ woman can be taken away to another place. Ms. Disha Pannu reiterated this in how the Protection Officers should take proactive actions.

Group 4 provided a brief overview of the case, which related to a couple who married without the parents' consent; however, due to financial issues and the inability for the couple to conceive, the husband left their rented house and went to his parents. The group brought out aspects of shared household, even in cases where the household is in the name of other family members; case can be filed against in-laws as they are considered part of 'respondents' under the Act. The group also brought out the challenges which would increase because the marriage was under Special Marriage Act. They highlighted the role of the Protection Officers in filing the DIR and supporting the woman in getting the required help and support.

Ms. Audrey D'Mello highlighted that if a woman requests counseling support, the Protection Officer should request the Magistrate to pass an order under Section 14 for counseling support from a trained counselor.



Group 5 also began by sharing the caselet overview wherein a woman had been bearing domestic violence for 8 years and her husband remarries. She got a court order for maintenance which her husband does not support. The group focused on several aspects, including maintenance, shared

household, and live-in relationships. They highlighted that under Section 125 of CrPC and under PWDVA, the Protection Officers play a crucial role in facilitating the immediate facilities and aids to the aggrieved woman. They highlighted the multiple stake holders including District State Legal Authority (DSLTA), medical personnel, psycho-social experts, service providers, police and judiciary. Protection Officers should ensure that the court order and the relief entitled to the victim is arranged. They also highlighted that the woman can hire a lawyer of her own as it is her right under Article 22 of the Constitution; however, the Protection Officer should ensure that facilities like free legal aid and counselling support should be made available to the victims.

This was followed by an open floor where participants shared their thoughts and viewpoints. Ms. Anjali Singh Chauhan thanked all the participants and groups for their presentations, despite the technical challenges. A google form link was then shared with the participants towards the

endline questionnaire, recorded to measure the training effectiveness. Another link was also circulated with the participants to fill in their feedback for the training program.

Learning Effectiveness of the Program

On Day One, all the participants were asked to fill in their responses to a Baseline Questionnaire. The questionnaire was designed to gauge the current conceptual understanding of the participants with aspects related to sex and gender, intersectionality, laws and provisions related to the protection of women from domestic violence and the role of Protection Officers. The responses to the baseline questionnaire served to provide the participants' current understanding, and the average score was 40.9%. Each answer was allocated a marking scheme based on which the average score of all the participants at the start of the training program was 40.9%.



In order to gauge the incremental difference in the understanding of the participants following the five day training program and to derive the learning effectiveness of the program, the participants were asked to fill the Endline Questionnaire. We received 24 responses of the questionnaire, of which 17 were valid and eligible while the rest were incomplete and hence could not be considered for the overall score. Of these 17 eligible responses, 16 participants saw an increase in their knowledge - ranging from 42.6% to 2.8%. The overall score of the endline questionnaire was 56.7%, thereby representing an increase of 15.8% of learning effectiveness for almost all participants.

Feedback Analysis

Feedback from participants forms a critical component of the training program. Both written and verbal feedback is requested from participants to refine and enhance the training program's content, methodology, and quality. This became all the more important as the entire training program was held online. 22 responses were received as part of the feedback. Of this, 90% of the participants rated the overall program as 'Extremely Effective', 5% as 'Very Effective' and 5% as 'Moderately Effective'. Feedback was also taken on the various sessions held throughout the five day program and on the effectiveness of the guest speakers.

The participants shared that their key takeaways included an enhanced understanding of their roles and responsibilities, provisions of the Act, various updations and landmark judgements, subject understanding and most importantly, awareness. Many of them shared that they are returning to the field with a more nuanced understanding of how to play a critical role and bring about a difference. Many participants also acknowledged the importance of multi-sectoral coordination and inter-departmental coordination to get justice for the aggrieved woman. They also shared several on-the ground challenges and removing those barriers will help in effective implementation and carrying out their duties.

Key Feedback Items

- i. **Building increased interaction between various departments and multi-sectoral dutyholders for a more practical approach in implementation of the PWDVA.** The participants shared that increased and recurring interactions and coordination between the State Women & Child Development Departments and the Protection Officers will serve as a platform to not only address several challenges that are faced by them on the ground. However, they will also help in providing a coordinated approach in dealing effectively and equipping the Protection Officers in carrying out their roles and responsibilities. It was also suggested that for the upcoming training programs, representatives from the Women & Child Development Department are invited to attend the training and initiate a dialogue on the resolution of the challenges faced by the Protection Officers on the ground.
- ii. **Awareness Campaigns on the role of Protection Officers among the public and masses.**
In case of domestic violence, the first instance is to reach out to the police. However, with the help of awareness campaigns across various media platforms, it should be highlighted that the Protection Officers are the right dutyholder so that women and family members can reach out to the POs at the earliest.
- iii. **Effective delineation of roles and responsibilities of Protection Officers.**
While sharing the on-ground challenges, many participants highlighted that they are often responsible for an entire district, which becomes challenging given the increasing instances of violence against women. They often engage in counselling, which was highlighted during the training, was beyond the scope of their roles and responsibilities, yet a lot of their time goes in it. Hence, an exercise of defining effective description of roles and responsibilities as per the PWDVA will aid in laying out their scope of work and help in effective implementation and carrying out of their duties.
- iv. **Development of Standard Operating Procedures (SOPs)**
Many participants, during interactions, shared that while each and every process is defined under the PWDVA, subjectivity flows in with each case. Hence, if SOPs in dealing with different types of scenarios through case studies, FAQs, and recurring training can be done, it will be very effective.
- v. **Recurring Training Programs**
The initiative of this dedicated training for Protection Officers was widely appreciated, and it was shared that such training programs for POs will help in strengthen their capacity further. Updation of knowledge, especially in terms of recent landmark judgements, aids the Protection Officers in effectively understanding the legal provisions and how they are interpreted and can be used ineffectively to guide the aggrieved woman. Recurring knowledge updation training programs, focused on key aspects like landmark judgements, case studies, best practices, non-verbal communication, will aid the Protection Officers in staying up-to-date and carrying out their duties effectively.

VALEDICTORY SESSION

Ms. Disha Pannu, Executive Director, National Gender & Child Centre presented the Course Report for the 5 day training program. She shared that there were 25 participants - 17 male and 8 female participants, representing 24 districts of Uttar Pradesh. Of these 25 participants, 19 were District Protection Officers, 2 Protection Officers appointed under Juvenile Justice Act, 1 woman welfare officer under Mahila Shakti Kendra, 1 psycho-social counsellor from One Stop Centres, 1 Deputy Director from Women and Child Development, Govt. of Uttar Pradesh.

She captured the key highlights and learnings from the sessions by Ms. Sarojini Ganju Thakur on



the key difference between gender and sex and how it related to domestic violence, Ms. Rekha Sharma on the impact of covid on domestic violence in households, the inspiring campaigns at ground level by Mr. Arif Sheikh, the dynamics and inter-linkages of violence by Ms. Flavia Agnes and Ms. Audrey D'Mello who also explained the role of Protection Officers, Ms. Geetanjali Goel who shared the key provisions of the Act as per the law. In this multi-sectoral

session, duty holders shared their perspectives and stressed on coordination and cooperation and most importantly the group presentations made by the participants which brought out their learnings and key takeaways from the five day course. Ms. Pannu expressed her thanks to Ms. Rekha Sharma for her interest and involvement in the rolling out of the training program and the collaboration with Ms. Kanchan Khattar from National Commission for Women in the implementation and coordination of the program. She hoped that this training can be built upon and taken to the next level by the participants in implementing their learnings on the ground.

Ms. Kanchan Khattar, Sr. Legal Coordinator, National Commission for Women, expressed her thanks to Lal Bahadur Shastri National Academy of Administration, Ms. Disha Pannu and Ms. Anjali Singh Chauhan, in the development, implementation and smooth execution of the training program. She highlighted that while there is no paucity of laws in India related to the protection of women and children, the challenges arise in the implementation of the laws. She stressed that the key takeaways from the five-day program included the need for sensitization and awareness about the presence of Protection Officer under the PWDVA. She cited that women and victims are often not aware that they can approach Protection Officers and approach the police. She emphasized the need for clarity in the roles and responsibilities in the minds of the Protection Officers and reiterated the need for documentation of every order so that the case of the victim is strengthened.



Ms. Anu Singh, Deputy Director, Women and Child Development, Govt. of Uttar Pradesh, who had been part of the training program shared that the training was instrumental in not only enhancing the knowledge of the participants but the speakers provided a blend of theoretical and



practical knowledge on ways to support the aggrieved woman. She emphasized that inter-departmental coordination is critical for success. As ways to build on the training, she shared that training of One Stop Centres in their role and scope along with drafting of SOPs for all

duty holders. She expressed her gratitude for the organization of such a training.

This was followed by a short video titled, Mann ke Manjeeré was played for the participants. Breakthrough launched this video, and a campaign by the same name was also promoted in creating sensitization and awareness regarding domestic violence and women’s rights.

VOTE OF THANKS

Ms. Anjali Singh Chauhan, Chief Program Officer, National Gender & Child Centre, presented the Vote of Thanks. She placed on record her thanks to the Hon’ble Minister, Ms. Smriti Zubin Irani, Ministry of Women and Child Development, for her encouragement and valuable guidance and support in this program, Ms. Rekha Sharma, Chairperson, National Commission for Women, for her continued passion and drive in conducting this program for the Protection Officers, members of National Commission for Women including Ms. Kanchan Khattar who played a vital role in the roll out of the program, Mr. Lok Ranjan, Director, Lal Bahadur Shastri National Academy of Administration and Ms. Disha Pannu, Executive Director, National Gender & Child Centre for their unwavering support and constant guidance in bringing



this program to its fruition and Dr. Anupam Talwar, Deputy Executive Director, National Gender & Child Centre for her valuable inputs. She thanked Ms. Kanchan Khattar, NCW for the constant support provided by her and Anu Singh for her support in the nominations for the training program, the NG&CC team – Ms. Sangeeta and Mr. Chandan Singh, the IT team and the many others who facilitated in the successful completion of the program. Lastly, she thanked all the participants for their time and energy in participating enthusiastically over the entire duration of five days, especially during an online program and the Resource Persons of all the sessions for taking out the time to share their experiences and learnings.

**

Written by: Ms. Smriti Gupta

Edited by: Ms. Anjali Singh Chauhan



**Training Program for Protection Officers
in Addressing Domestic Violence
(28 June to 02 July, 2021)
Agenda**

28 June, 2021 (Monday)			
	TIME	TOPIC/THEME	SPEAKERS
DAY-1	2:30 - 3:15 PM	Inaugural Session Group Photograph	<ul style="list-style-type: none"> Ms. Meeta Rajivlochan, Member Secretary, NCW Shri Lok Ranjan, Director, LBSNAA Ms. Rekha Sharma, Chairperson, NCW Ms. Smriti Zubin Irani, Hon'ble Minister, Ministry of Women and Child Development Ms. Disha Pannu, Executive Director, NG&CC
	3:15 - 3:25 PM	Administering Baseline Questionnaire	NG&CC Team
	3:25 - 3:55 PM	Setting the Context Getting to know each other	NG&CC Team
	3:55 - 4:00 PM	Break	
	4:00 - 5:30 PM	Understanding Gender and Domestic Violence	Ms. Sarojini Ganju Thakur
29 June, 2021 (Tuesday)			

DAY-2	2:30 - 2:45 PM	Recap Session	NG&CC Team
	2:45 - 3:40 PM	The Wheel of Power and Control	Ms. Flavia Agnes Ms. Audrey D Mello
	3:40 - 3:45 PM	Break	
	3:45 - 4:15 PM	Impact of Covid on Household Violence	Ms. Rekha Sharma
	4:15 - 5:15 PM	“Chuppi Todd” – An Innovative Campaign	Shri Arif H Sheikh
	5:15 - 5:30 PM	Introduction to Group Work	NG&CC Team
30 June, 2021 (Wednesday)			
DAY-3	2:30 - 2:45 PM	Recap Session	NG&CC Team
	2:45 - 4:15 PM	Overview on Legal Provisions on Domestic Violence	Ms. Geetanjali Goel
	4:15 - 4:20 PM	Break	
	4:20 - 5:30 PM	Roles and Responsibilities of Protection Officers (Pre Litigation, Litigation and Post Litigation)	Ms. Flavia Agnes Ms. Audrey D Mello
	5:30 - 6:00 PM	Group Work	NG&CC Team
1 July, 2021 (Thursday)			
DAY-4	2:30 - 2:45 PM	Recap Session	NG&CC Team
	2:45 - 3:40 PM	Turning the Table Around – Seeing Things from the Perspective of the Survivor	Dr. Aravind Raj & Team
	3:40 - 3:45 PM	Break	
	3:45 - 5:30 PM	Multi Sectoral Approach in Prevention of Domestic Violence	Ms. Suman Malik & Ms. Madhu Shri Arif H Sheikh Ms. Audrey D Mello Dr. Aravind Raj Shri Atul Srivatava Ms. Shalini Phansalkar Joshi
	5:30 - 6:00 PM	Group Work – Finalization of the Presentation	NG&CC Team
2 July, 2021 (Friday)			
D	2:30 - 2:45 PM	Recap Session	NG&CC Team

	2:45 - 4:15 PM	Group Work Presentations	
	4:15 - 4:20 PM	Break	
	4:20 - 4:30 PM	Administering Endline Questionnaire	NG&CC Team
	4:30 - 5:00 PM	Feedback	NG&CC Team
	5:00 - 5:30 PM	Valedictory Session	Ms. Meeta Rajivlochan

Course Team:

- Ms. Rekha Sharma, Chairperson, National Commission for Women (NCW)
- Shri Lok Ranjan, Director, Lal Bahadur Shastri National Academy of Administration (LBSNAA) and Chairperson, National Gender & Child Centre (NG&CC)
- Ms. Meeta Rajivlochan, Member Secretary, National Commission for Women
- Ms. Disha Pannu, Executive Director, National Gender & Child Centre (NG&CC), Lal Bahadur Shastri National Academy of Administration
- Dr. Anupam Talwar, Deputy Executive Director, National Gender & Child Centre (NG&CC), Lal Bahadur Shastri National Academy of Administration
- Ms. Anjali S Chauhan, Chief Programme Officer, National Gender & Child Centre, Lal Bahadur Shastri National Academy of Administration
- Ms. Kanchan Khattar, Sr. Legal Coordinator, National Commission for Women (NCW)

Resource Persons:

- Ms. Sarojini Ganju Thakur, IAS (Rtd.), Gender Expert
- Adv. Flavia Agnes, Legal Scholar on Women's Rights and Founder of Majlis
- Adv. Audrey Dmello, Director, Majlis
- Shri Arif Sheikh Hussain, IPS, Director, State Anti-Corruption Bureau and Economic offences Wing, Chhattisgarh
- Ms. Geetanjali Goel, ASJ/Special Judge (PC Act), CBI, Delhi High Court
- Dr. E Aravind Raj, Associate Professor of Psychiatric Social Work, Department of Psychiatric Social Work, NIMHANS, Bangalore
- Dr. Shalini Phansalkar Joshi, Former Judge, Bombay High Court
- Shri Atul Srivastava, Additional/ Senior Public Prosecutor, New Delhi
- Ms. Suman Malik, Survivor & Ms. Madhu, New Delhi

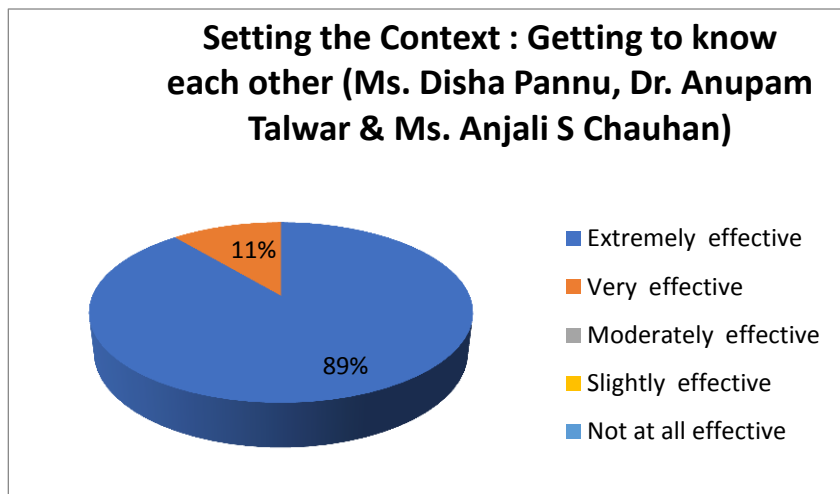
Support Staff:

- Ms. Sangeeta Bisht, National Gender & Child Centre, Lal Bahadur Shastri National Academy of Administration
- Ms. Palak Jain, Legal Counsellor, National Commission for Women
- Ms. Priya Bhardwaj Legal Counsellor, National Commission for Women
- Ms. Ananya Singh, Legal Counsellor, National Commission for Women
- Shri Sumit Negi, IT, Lal Bahadur Shastri National Academy of Administration
- Shri Shaayeqe Sohail, IT, Lal Bahadur Shastri National Academy of Administration
- Shri Chandan Singh, National Gender & Child Centre, Lal Bahadur Shastri National Academy of Administration

**Feedback
Training Program for Protection Officers in
Addressing Domestic Violence (28 June to 02 July, 2021)**

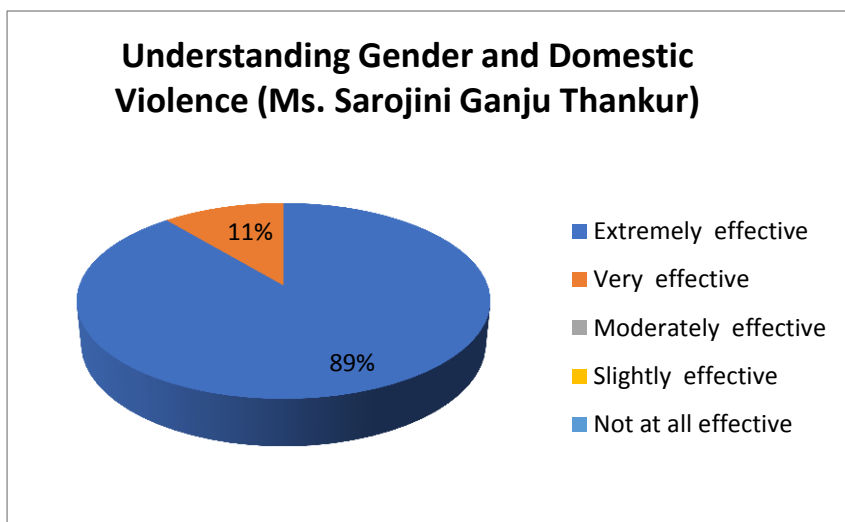
1. Setting the Context : Getting to know each other (Ms. Disha Pannu, Dr. Anupam Talwar & Ms. Anjali S Chauhan)

Extremely effective	16
Very effective	2
Moderately effective	0
Slightly effective	0
Not at all effective	0



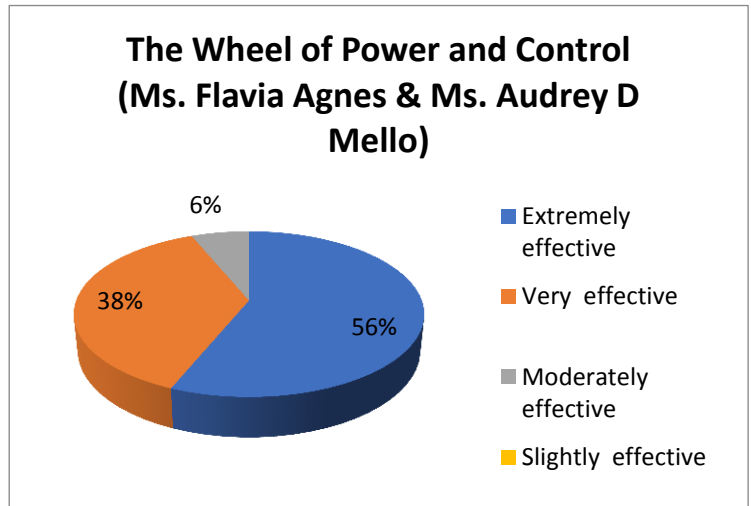
2. Understanding Gender and Domestic Violence (Ms. Sarojini Ganju Thankur)

Extremely effective	16
Very effective	2
Moderately effective	0
Slightly effective	0
Not at all effective	0



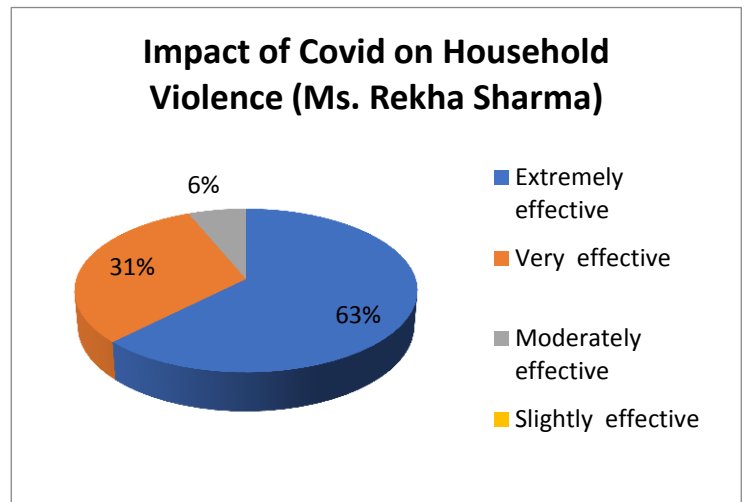
3. The Wheel of Power and Control (Ms. Flavia Agnes & Ms. Audrey D Mello)

Extremely effective	9
Very effective	6
Moderately effective	1
Slightly effective	0
Not at all effective	0



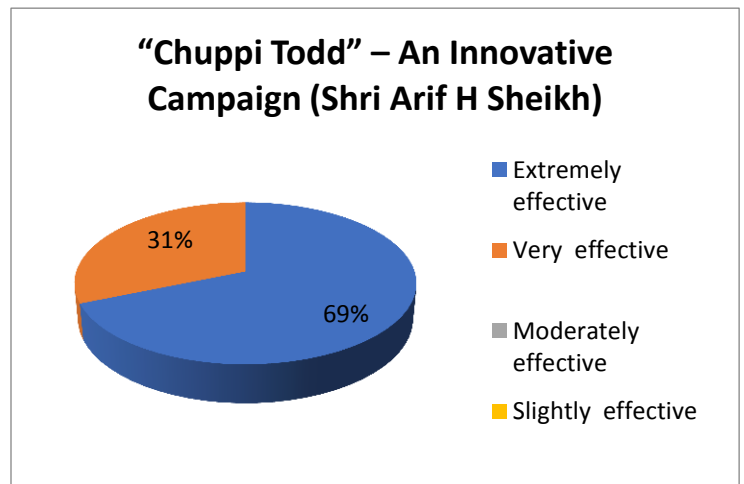
4. Impact of Covid on Household Violence (Ms. Rekha Sharma)

Extremely effective	10
Very effective	5
Moderately effective	1
Slightly effective	0
Not at all effective	0



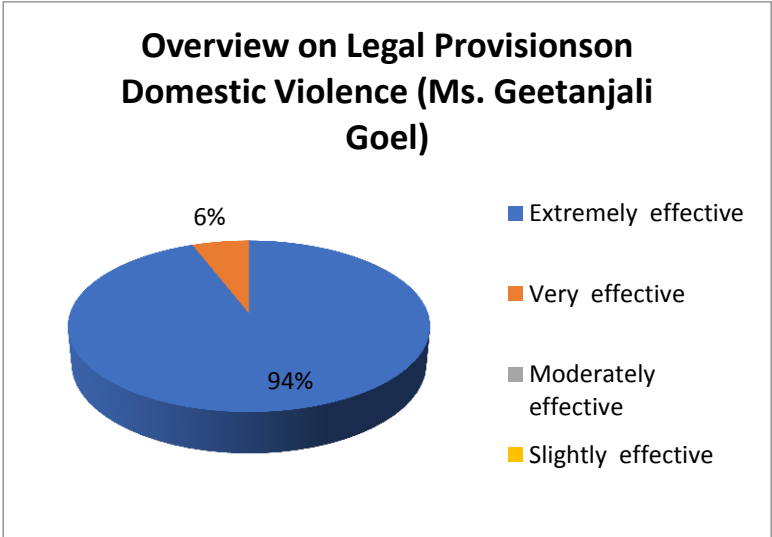
5. "Chuppi Todd" – An Innovative Campaign (Shri Arif H Sheikh)

Extremely effective	11
Very effective	5
Moderately effective	0
Slightly effective	0
Not at all effective	0



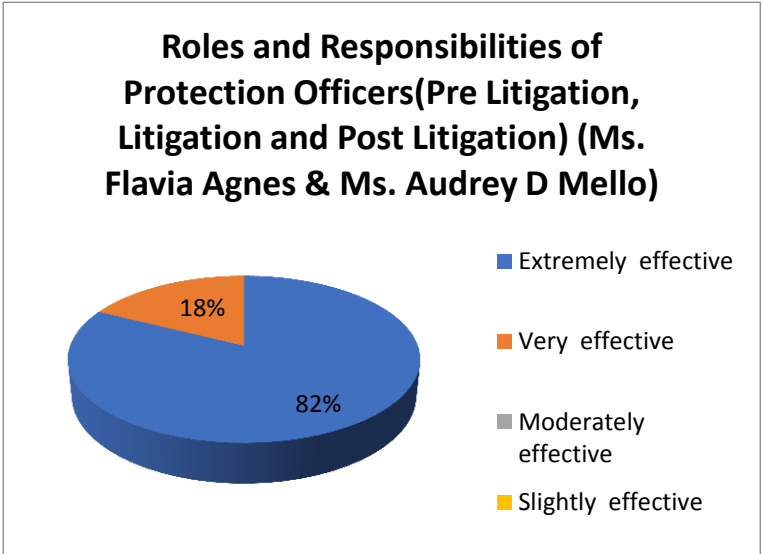
6. Overview on Legal Provisionson Domestic Violence (Ms. Geetanjali Goel)

Extremely effective	16
Very effective	1
Moderately effective	0
Slightly effective	0
Not at all effective	0



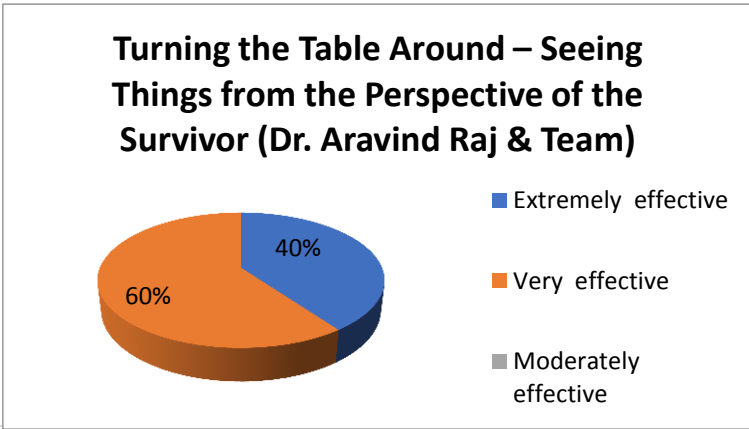
7. Roles and Responsibilities of Protection Officers(Pre Litigation, Litigation and Post Litigation) (Ms. Flavia Agnes & Ms. Audrey D Mello)

Extremely effective	14
Very effective	3
Moderately effective	0
Slightly effective	0
Not at all effective	0



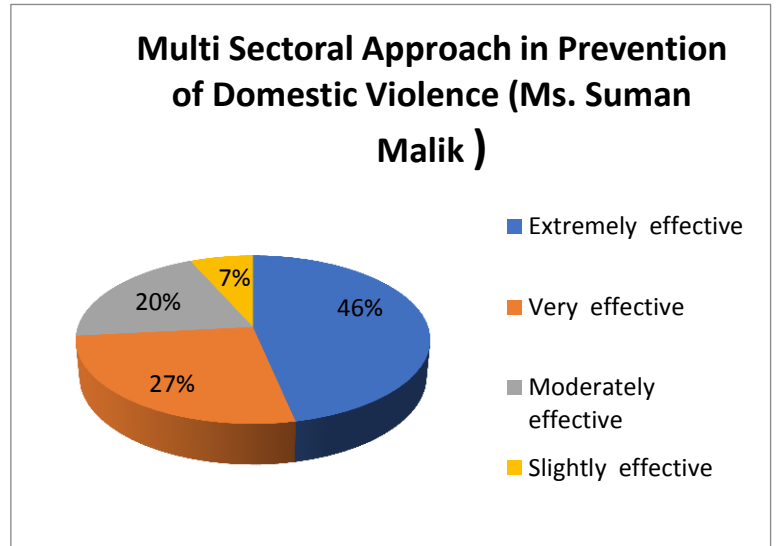
8. Turning the Table Around – Seeing Things from the Perspective of the Survivor (Dr. Aravind Raj & Team)

Extremely effective	6
Very effective	9
Moderately effective	0
Slightly effective	0
Not at all effective	0



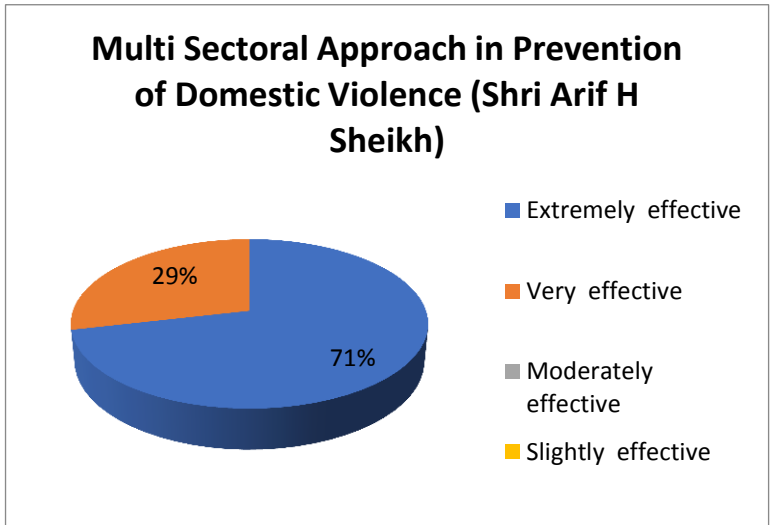
9. Multi Sectoral Approach in Prevention of Domestic Violence (Ms. Suman Malik)

Extremely effective	7
Very effective	4
Moderately effective	3
Slightly effective	1
Not at all effective	0



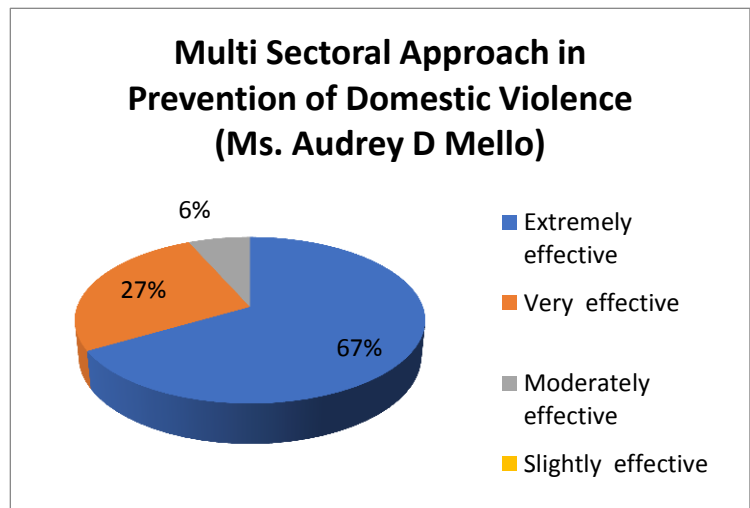
10. Multi Sectoral Approach in Prevention of Domestic Violence (Shri Arif H Sheikh)

Extremely effective	10
Very effective	4
Moderately effective	0
Slightly effective	0
Not at all effective	0



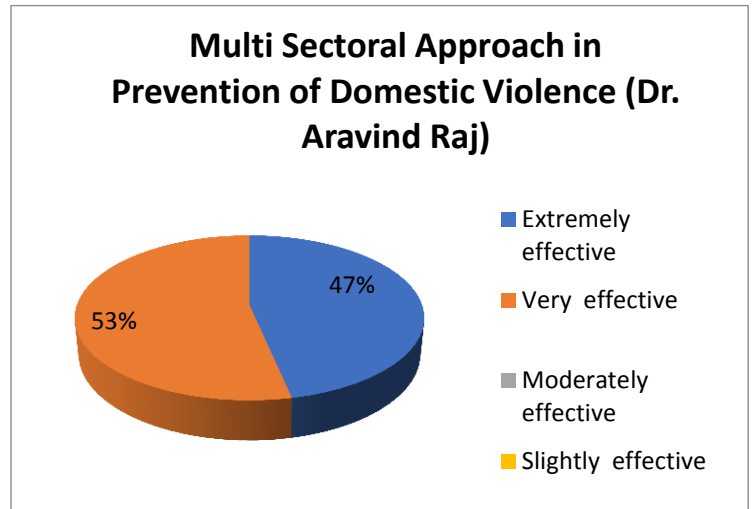
11. Multi Sectoral Approach in Prevention of Domestic Violence (Ms. Audrey D Mello)

Extremely effective	10
Very effective	4
Moderately effective	1
Slightly effective	0
Not at all effective	0



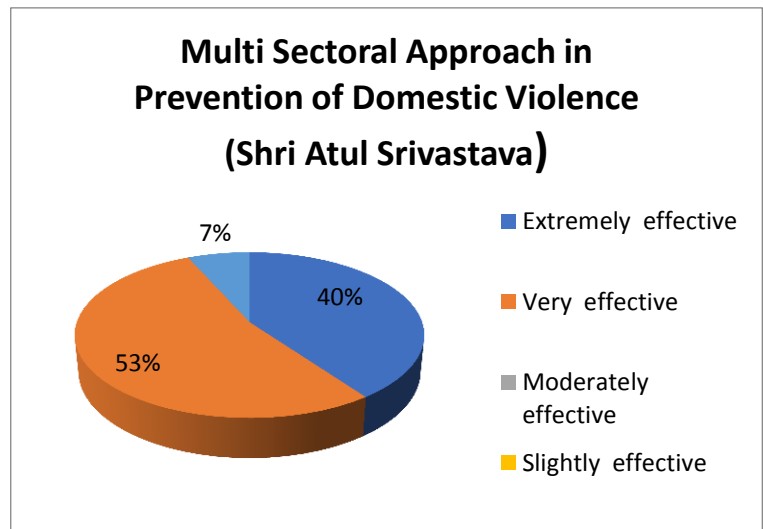
12. Multi Sectoral Approach in Prevention of Domestic Violence (Dr. Aravind Raj)

Extremely effective	7
Very effective	8
Moderately effective	0
Slightly effective	0
Not at all effective	0



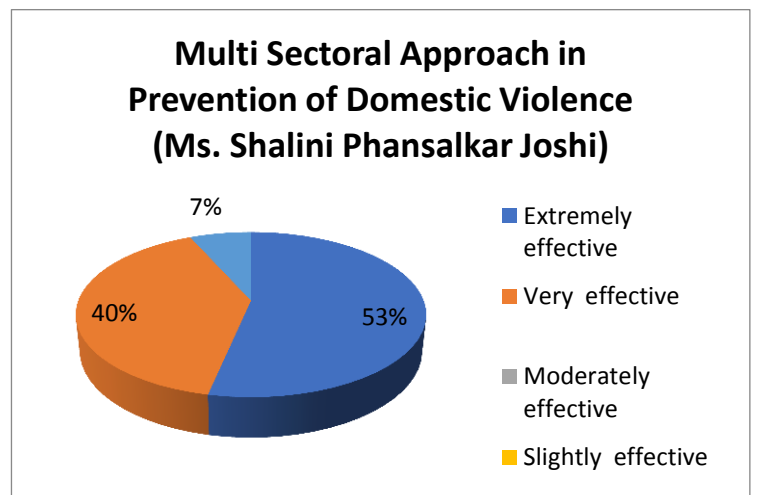
13. Multi Sectoral Approach in Prevention of Domestic Violence (Shri Atul Srivastava)

Extremely effective	6
Very effective	8
Moderately effective	0
Slightly effective	0
Not at all effective	1



14. Multi Sectoral Approach in Prevention of Domestic Violence (Ms. Shalini Phansalkar Joshi)

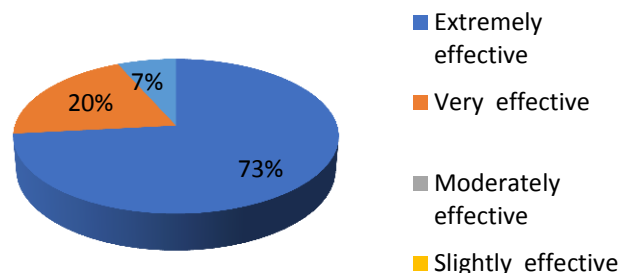
Extremely effective	8
Very effective	6
Moderately effective	0
Slightly effective	0
Not at all effective	1



15. Group Work – Finalization of the Presentation (Ms. Disha Pannu, Dr. Anupam Talwar & Ms. Anjali S Chauhan)

Extremely effective	11
Very effective	3
Moderately effective	0
Slightly effective	0
Not at all effective	1

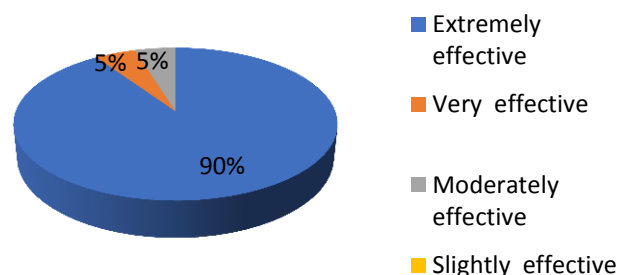
Group Work – Finalization of the Presentation (Ms. Disha Pannu, Dr. Anupam Talwar & Ms. Anjali S Chauhan)



16. Rate the overall effectiveness of the five days program

Extremely effective	19
Very effective	1
Moderately effective	1
Slightly effective	0
Not at all effective	0

Rate the overall effectiveness of the five days programme



17. What are your three most important takeaways from the program?

- Updation of act
- Doubts clearance, Knowledge enhancement, Wider aspects of our profile
- Field work knowledge Act knowledge Work determination.
- D I R ka importance No counselling Legal provisions
- Subject understanding, knowledge and awareness, helpful in field work
- Act, process, disposal
- Good workshop
- Prohibition of women from domestic violence act 2005 ka sara processor samjha
- Write way of send the DIR in honourable court

- a. Received Effective information and had vast discussion about PWDVA Act
- b. Got updated with the role of Protection officer in helping aggrieved women as per the process of PWDVA act
- c. Explore the possible ways of implementing Provisions of PWDVA
- DPO की भूमिका, DIR भरना, Pwdv act का विस्तृत ज्ञान
- Dir report, court me counselling, medical
- 1. Objectives of the Act
- 2. Roles and Responsibilities of POs
- 3. Attitude building as POs to address DVs
- About Act, learning and how to implement it.
- A better understanding developed as to how to provide adequate assistance to the aggrieved woman and it has been made clear from interacting with the experts that PO cannot counsel the victim and her husband to exonerate the violence done.
- PWDV ACT ke prati samajh badi
- Legal provision about act, role of protection officer, and knowledge for providing quick relief to aggrieved.
- घरेलू हिंसा के बारे में जानकारी प्राप्त हुई जिससे कार्य करने में आसानी होगी समय समय पर मीटिंग होनी चाहिए

18. What are the three immediate actions that you will take after training, in addressing Domestic Violence cases

- Active action on DAV act., Need to work on Counselling sessions., Will actively start dealing with DV cases
- DV act ke bare me spread information Team ko sensual banana Find work pr emphasis
- DIR Assist Departmental coordination
- DIR feeding, forum 1 2 filup, to take help of service provider
- DIR, medical, police
- Fir farm fill
- Direct fir fill krke mahila ki help 2-jo bhi pending case hai un pr tatkal action 3-sambndhit vibhag ke saath coordinate
- Police help medical and legal help
- D I r form fill Rescue service provide Counselling
- More and more publications, ring the bell and legally aid
- 1. I will firstly pass the information to all the departmental officers/employees about provision of PWDVA
- 2. I will ensure that DIR should be made as per provision of Said Act and also to present the case before Court.
- 3. I will Implement the provision of PWDVA effectively in concerned cases
- 1. To sensitise fellow employees at the office regarding DV , so that we act immediately to address DV.
- 2. DIRs will be filled immediately as soon the aggrieved person reaches to us.
- 3. Safety plans for the future for aggrieved person will be presented to the court.
- DIR भरना, DLSA से मदद दिलाना, Magistrate की सहायता करना।
- Dir report, court me counselling, medical
- Coordinate to all service providers
- As A nodal officer I will try to get the orders issued regarding inter departmental coordination and apprise the stakeholders with their role in the implementation of this Act. Besides , draft the standard operating procedures keeping in view all the resources , agencies and manpower available to DPOs.
- DV case take over properly, support to victims in all stapes during the court process

- Review all the cases of D.V.Act, fulfil D I.R. of all cases, Co-ordinating with Hon'ble Courts to pass appropriate order.
- घरेलू हिंसा रोकने के लिए कानून का कठोरता से पालन करना 2. घरेलू हिंसा रोकने के लिए आपस में दोनों पक्ष को बुला कर समझौता एवम काउंसिल कराना जिससे आपसी मतभेद खत्म कराना 3. घरेलू हिंसा को रोकने के लिए समय समय पर नोटिस भेजना

19. What changes would you recommend to improve the course?

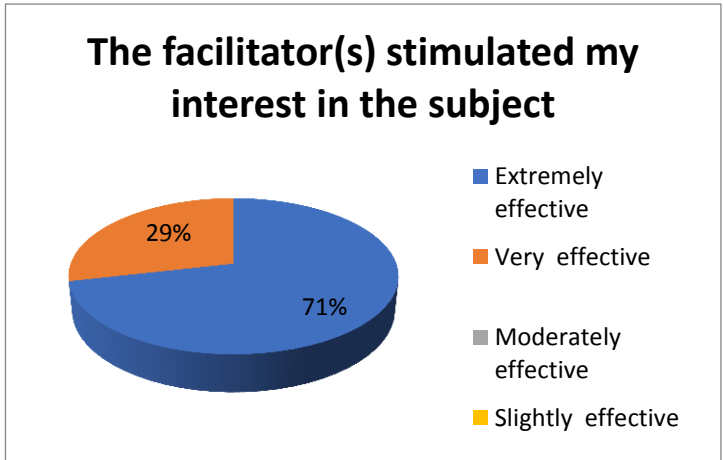
- No
- It was Perfect
- Visual ar vedio jyada share ho
- Offline training will be too affective
- Course
- Protection officer jo janpad mai tenat hai unko es important work ko diya jaye jisse mahila and unke baccho ko protection di jaa sake
- No changes for improvement the course.It is already effective.
- As per my view this course should be made more participatory by organising more practical activities of Participants.
- PO की सहायता के लिए स्टाफ की नियुक्ति हो
- Multi sectoral session needs to be more innovative.
- 3. Session on multi organization cooperation
- A regular protection officer should be appointed.
- More relevant judgements and case studies need to be discussed during training session.
- Requesting follow up at least after 3 months
- आपसी समझ में कमी, सहनशीलता का अभाव, आर्थिक और सामाजिक समस्याएं घरेलू हिंसा को बढ़ावा दे रही हैं ।

शिक्षा, संस्कृति, प्रेम और एक दूसरे के प्रति सम्मान की भावना ही घरेलू हिंसा पर प्रभावी रोक लगा सकती हैं। इसके अतिरिक्त घरेलू हिंसा रोकने के लिए कानून का कठोरता से पालन भी आवश्यक है। सबसे जरूरी है कि परिवार के मुखिया की समझ, सामंजस्यता और नियंत्रण। यदि परिवार में संस्कारों का उचित प्रवाह बना रहेगा, तो घरेलू हिंसा पर स्वतः रोक लग जाएगी।

20. Please share feedback with respect to the following: Course design and delivery (Tick the relevant box)

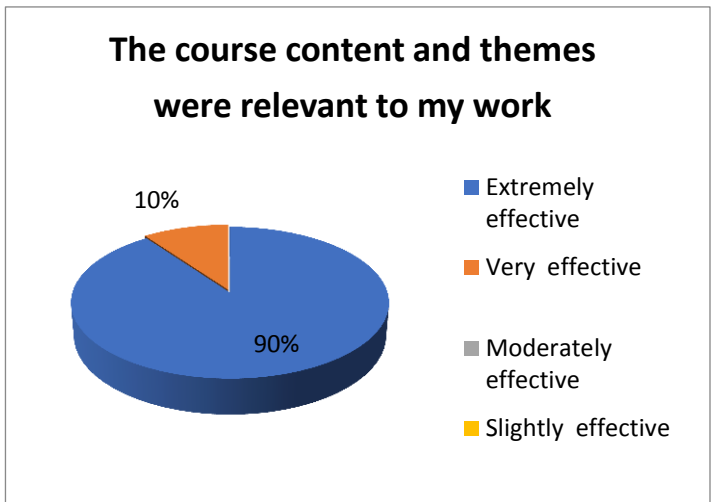
a. The facilitator(s) stimulated my interest in the subject

Extremely effective	15
Very effective	6
Moderately effective	0
Slightly effective	0
Not at all effective	0



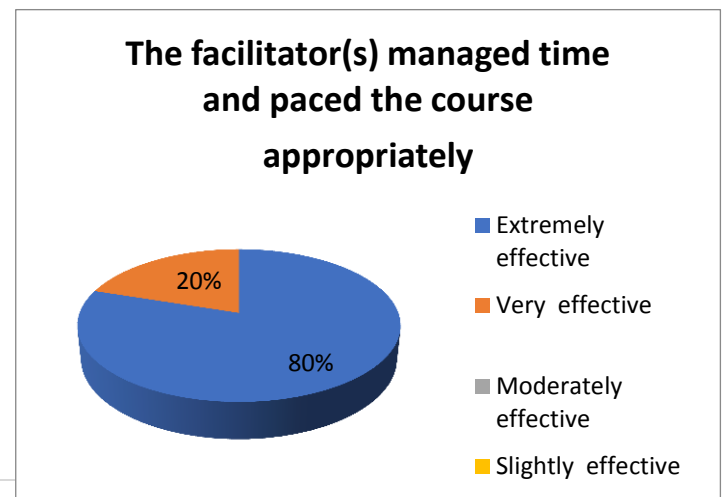
b. The course content and themes were relevant to my work

Extremely effective	18
Very effective	2
Moderately effective	0
Slightly effective	0
Not at all effective	0



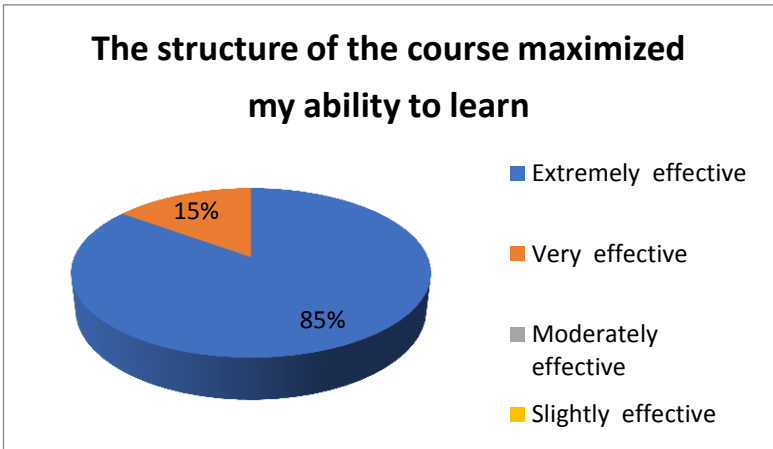
c. The facilitator(s) managed time and paced the course appropriately

Extremely effective	16
Very effective	4
Moderately effective	0
Slightly effective	0
Not at all effective	0



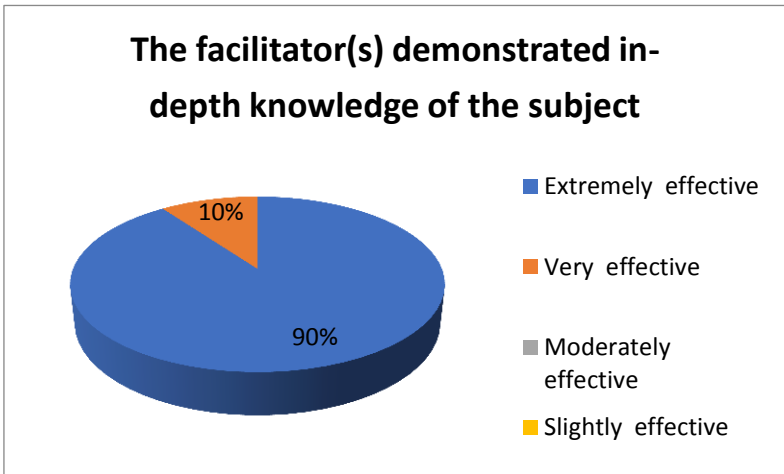
d. The structure of the course maximized my ability to learn

Extremely effective	17
Very effective	3
Moderately effective	0
Slightly effective	0
Not at all effective	0



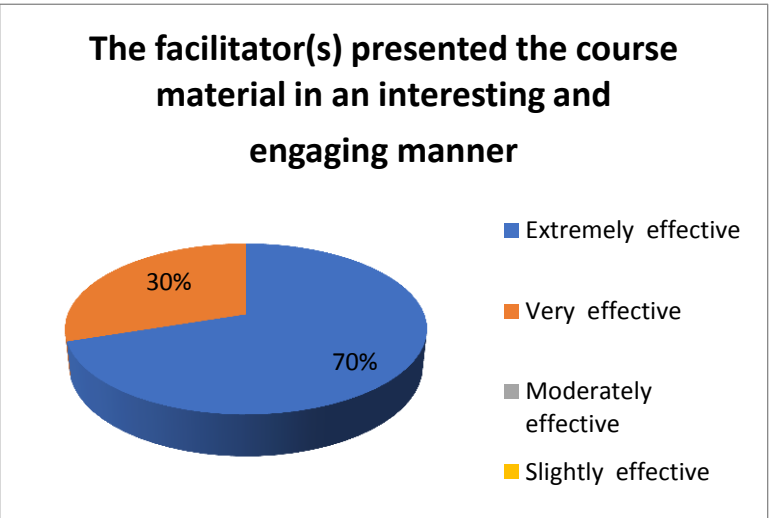
e. The facilitator(s) demonstrated in-depth knowledge of the subject

Extremely effective	18
Very effective	2
Moderately effective	0
Slightly effective	0
Not at all effective	0



f. The facilitator(s) presented the course material in an interesting and engaging manner

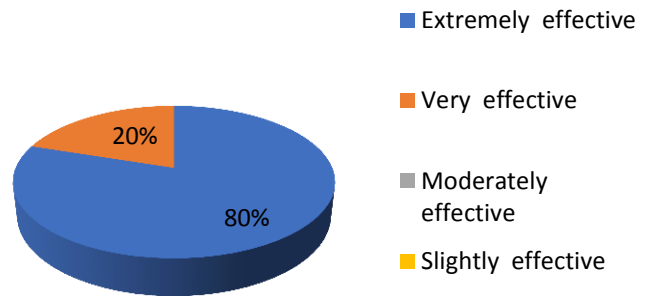
Extremely effective	14
Very effective	6
Moderately effective	0
Slightly effective	0
Not at all effective	0



g. The activities/exercises were well explained and useful

Extremely effective	16
Very effective	4
Moderately effective	0
Slightly effective	0
Not at all effective	0

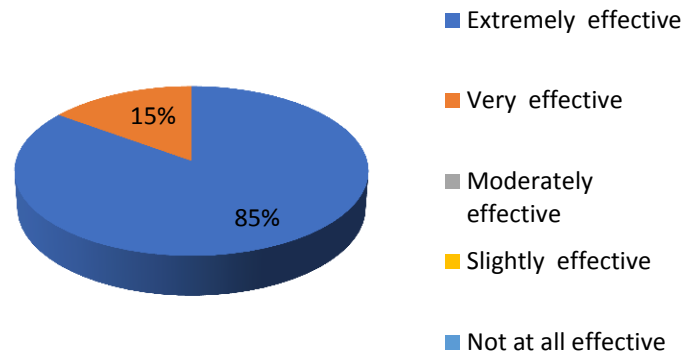
The activities/exercises were well explained and useful



H. Support from NG&CC team

Extremely effective	17
Very effective	3
Moderately effective	0
Slightly effective	0
Not at all effective	0

H. Support from NG&CC team



Any additional comments?

- 1 It was wonderful session. Pls arrange another one soon.
- 2 Aise session hote rhe
- 3 Very good and effective session for protection officer
- 4 Very innovative
- 5 Satisfactory session
- 6 The training session was fruitful indeed and if possible there should be more like session on regular basis.
- 7 ऐसे ही session आगे भी होते रहे।

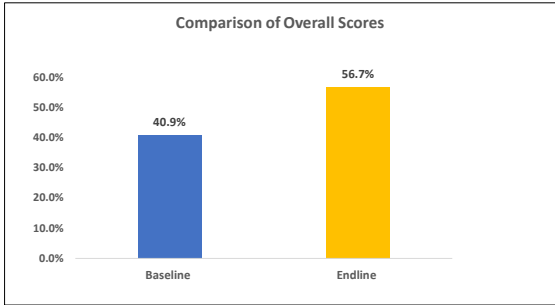
- 8 Rural and urban settings are different. A universal approach cannot be successful to achieve desired goal. Therefore, it is my request to our speakers and LBSNAA team to orient future trainees in such a way that they develop an approach to address DV issues case by case basis.
- 9 Once again i want training with LBSNA offline.
- 10 Requested to provide such informative training on Dowry Prohibition Act, POSH Act, POCSO Act and JJ Act also.
- 11 Please give us an opportunity again and organize a training on major issue like child protection system.
- 12 घरेलू दायरे में हिंसा को घरेलू हिंसा कहा जाता है। किसी महिला का शारीरिक, मानसिक, भावनात्मक, मौखिक, मनोवैज्ञानिक या यौन शोषण किसी ऐसे व्यक्ति द्वारा किया जाना जिसके साथ महिला के पारिवारिक सम्बन्ध हैं, घरेलू हिंसा में शामिल है इसे दूर किया जाना चाहिए

Oral Feedback

1. मेरी इस प्रोग्राम से अपेक्षा है कि जो changes है आज के परिपक्व में उनसे हमे अपडेट कराया जाये।
2. इस प्रोग्राम से सीख का ओर best कर पाये और महिलाओ की अच्छे से मदद कर पाये
3. इस प्रोग्राम से अपेक्षा है कि जो महिलाओ से related issues आते है उन्हे ओर बेहतर ढंग से हैंडल कर सके।
4. इस प्रोग्राम के session के मार्गदर्शन से हम और अच्छा कर पाएंगे।
5. इस प्रोग्राम के माध्यम से जो विवाहित जीवन में जो परेशानी आती है। उसे हल करने में मदद मिलेगी।
6. इस प्रोग्राम के माध्यम से ओर बेहतर तंग से सीखने को मिलेगा।
7. इस प्रोग्राम के माध्यम से हमे कुछ नया सीखने को मिलेगा और मैं अनुरोध करता हूँ कि इस प्रोग्राम में पुलिस विभाग को भी शामिल किया जाये।
8. One Stop Centre, स्टाफ और वाहन की आवश्यकता है ताकि 24 hrs. पीड़ित महिला कि मद्दत समय पर की जा सके और इस पाँच दिवसीय प्रोग्राम से बहुत कुछ सीखने को मिलेगा।
9. इस प्रोग्राम के माध्यम से हमे जो DV से सबन्धित फील्ड में जो परेशानी आती है इसे समझने का मोका मिलेगा।
10. As well as this training session it is very good consent to NCW and LBSNAA and as new appointee as DPO, and I this trg. Prog enhance our knowledge DV and learning its session I will make to know about our role and responsibility as a protection officer and secondly it will help us to be remain object while looking at such cases in DV.

BASELINE AND ENDLINE QUESTIONNAIRE ANALYSIS

Comparison of Scores to understand overall increase in learning

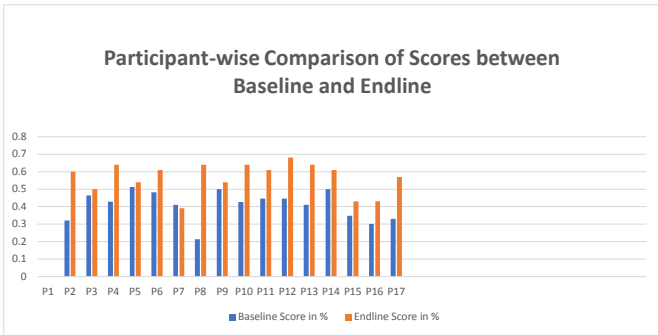


17 participants

15.80%
Overall Increase in Learning between
Baseline & Endline Scores

Comparison between the overall scores of baseline and endline survey indicate an increase of **15.80% of learning** before and after the training. This indicates the positive impact of the training for 17 participants.

1.1 Comparison of Scores between baseline and endline for each participant



Participants	Baseline Score in %	Endline Score in %	Difference
P1	Baseline Score in %	Endline Score in %	Difference
P2	32.1%	60%	27.9%
P3	46.4%	50%	3.6%
P4	42.9%	64%	21.1%
P5	51.2%	54%	2.8%
P6	48.2%	61%	12.8%
P7	41.1%	39%	-2.1%
P8	21.4%	64%	42.6%
P9	50.0%	54%	4.0%
P10	42.6%	64%	21.4%
P11	44.6%	61%	16.4%
P12	44.6%	68%	23.4%
P13	41.1%	64%	22.9%
P14	50.0%	61%	11.0%
P15	34.8%	43%	8.2%
P16	30.0%	43%	13.0%
P17	33.0%	57%	24.0%

Table indicates participant wise scores

Participant-wise comparison of scores of baseline and endline indicate an **increase in learning for every participant.**

List of Participants
Training Program for Protection Officers in Addressing Domestic Violence
(28 June to 2 July 2021)

Sl. No.	Name	District	Contact Details
1.	Shri Manoj Kumar Pushkar District Probation Officer/PO under PWDVA	Agra	Mob. No.- 7388689467/7518024061 Email- dpo_agra@rediffmail.com
2.	Ms. Alka Mishra Protection Officer under JJ Act	Mainpuri	Mob. No.- 7906670661 Email- mpi3@gmail.com
3.	Shri Anurag Shyam Rastogi District Probation Officer/PO under PWDVA	Mathura	Mob. No.- 9450211971/7518024066 Email- probationmathura123@gmail.com
4.	Ms. Smita Singh District Probation Officer/PO under PWDVA	Aligarh	Mob. No.- 9917389809/7518024062 Email- dposmita@gmail.com
5.	Shri Sukhlal Verma District Probation Officer/PO under PWDVA	Etah	Mob. No.- 9149087907/7518024063 Email- sukhv1101975@gmail.com
6.	Shri Om PrakashYadav District Probation Officer/PO under PWDVA	Kasganj	Mob. No.- 7081202228/7518024068 Email- dpokasganj@gmail.com
7.	Ms. Monika Gautam Women Welfare Officer under MSK	Hathras	Mob. No.- 7007918645 Email- monikagautam1988@yahoo.com
8.	Shri BachchaLal Yadav District Probation Officer/PO under PWDVA	Azamgarh	Mob. No.- 9453861648/7518024034 Email- probationoffice.azh@gmail.com
9.	Shri Samar Bahadur Saroj District Probation Officer/PO under PWDVA	Mau&Ballia	Mob. No.- 9450700447/7518024038 Email- dpomau54@gmail.com
10.	Shri Pankaj Mishra District Probation Officer/PO under PWDVA	Prayagraj	Mob. No.- 9415639012/7518024051 Email- dpoalld09@gmail.com

11.	Shri Raj Nath District Probation Officer/PO under PWDVA	Kaushambi	Mob. No.- 9415918230/7518024054 Email- dpokausha@gmail.com
12.	Ms. Mohini Sahu Psychosocial Counselor under OSC	Fatehpur	Mob. No.- 7905942768 Email- mohinisahu10980@gmail.com
13.	Shri Ran Bahadur Verma District Probation Officer/PO under PWDVA	Pratapgarh	Mob. No.-08887969476 Email- dpopbh16@gmail.com
14.	Shri Abhay Kumar District Probation Officer/PO under PWDVA	Kanpur Nagar	Mob. No.- 7518024059/9451787443 Email- dpokanpur@gmail.com
15.	Ms. Deepika Sexena Protection Officer under JJ Act	Kanpur Dehat	Mob. No.- 8009074151/9415358934/ 7518024058 Email- probationkd@gmail.com
16.	Shri Suraj Singh District Probation Officer/PO under PWDVA	Etawah	Mob. No.- 7518024056/8604011644 Email- dpoetawah2000@gmail.com
17.	Shri Anil Chandra District Probation Officer/PO under PWDVA	Farrukhabad	Mob. No.- 7518024057/9648580460 Email- dpofarrukhabad@gmail.com ; anil92chandra@gmail.com
18.	Shri Pramendra Kumar District Probation Officer/PO under PWDVA	Kannauj	Mob. No.-7518024055 Email- provationkannauj@gmail.com
19.	Ms. Vandna Sharma Women Welfare Officer under MSK	Auraiya	Mob. No.-8272893015/7518024060 Email- disaurmahilakalyan@gmail.com
20.	Shri Sarvjit Singh District Probation Officer/PO under PWDVA	Gorakhpur	Mob. No.-8896502684/7518024037 Email- probationgkp@gmail.com
21.	Shri Bijay Kumar Pandey District Probation Officer/PO under PWDVA	Kushinagar	Mob. No.- 9450625116/7518024041 Email- icpskushinagar369@gmail.com / icpskushinagar1972@gmail.com
22.	Shri Prabhat Kumar District Probation Officer/PO under PWDVA	Deoria	Mob. No.-9044374060/7518024036 Email- dpodeoria1977@gmail.com

23.	Shri Dhruv Chandra Tripathi District Probation Officer/PO under PWDVA	Maharajganj	Mob. No.- 9450559883/7518024040 Email- dpomaharajganj@gmail.com
24.	Ms. Seema Maurya District Probation Officer/PO under PWDVA	Firozabad	Mob. No.- 9518024064/9452705064 Email- dpofirozabad123@gmail.com
25.	Dr. Anu Singh Deputy Director Department of Women Welfare	Govt. of Uttar Pradesh	Email- dpodirectorate7@gmail.com Mob. No.- 7518024157