

Executive Report: An Examination of the One Stop Centre – *Gauravi* in Bhopal
Dr Madhumita Pandey1 June 2019

A research trip was conducted in Bhopal, India from 27–30 May 2019 to collect gender-based violence narratives from survivors along with those working on the ground to shape future policy and advocate for change. This research was supported by funding from the Global Challenges Research Fund (GCRF), which aims to promote gender equality and human rights and the project lead was Dr Sunita Toor. This report provides a quick overview of the key observations and the subsequent themes that emerged from this research trip.

Background

Madhya Pradesh (meaning “Central Province” in English) is one of the largest states in India, which lies in the heart of the country. Its capital is the city of Bhopal. The state of Madhya Pradesh is home to many diverse ethnic groups, particularly various tribes and caste communities. Figure 1 below highlights the geographical location of Madhya Pradesh and Bhopal.

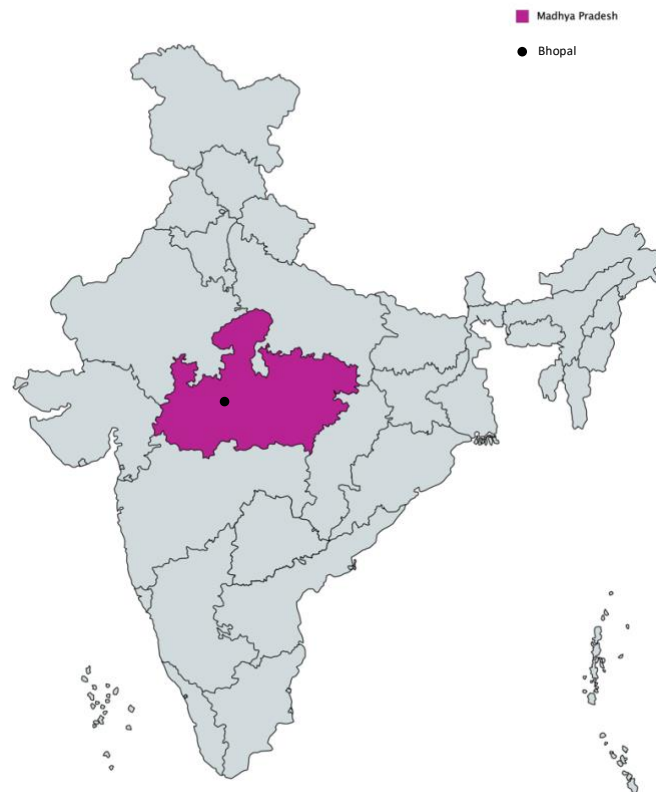


Figure 1. Geographical location of Madhya Pradesh and Bhopal

Context: One Stop Crisis Centres in India

After the brutal 2012 Delhi gang-rape¹, the Nirbhaya Trust was set up by the Government of India. The Ministry of Women and Child Development (MWCD) has formulated a Centrally Sponsored Scheme² for setting up of One Stop Centres (OSC) across India, which are funded by this Nirbhaya fund. The OSCs are intended to support women affected by violence and provide the following services:

- Emergency Response and Rescue Services
- Medical assistance
- Assistance to women in lodging FIR /NCR/DIR
- Psychological and social support/ counselling
- Legal aid and counselling
- Shelter
- Video Conferencing Facility

For a list of Sakhi – One Stop Centres currently operational in India see Appendix 1.

Currently there are 170 operational One Stop Centres across India.

Gauravi – One Stop Crisis Centre

Address: Jayaprakash Chikitsalay Main Road 1,
Inside 1250 Hospital, Shivaji Nagar, Bhopal,
Madhya Pradesh 462016

The setting for data collection was Gauravi (meaning “Pride” in English), which is the name of India’s first One Stop Crisis Centre. Gauravi - Sakhi opened in June 2014 in J P Hospital in Bhopal. It was set up by the Madhya Pradesh State Health Department and runs in collaboration with Action Aid. Action Aid International is an NGO that works in over 40 countries around the world to combat poverty and injustice, co-ordinated by their Global Secretariat, based in Johannesburg, South Africa. Figure 2. Presents a visual of Gauravi complex in Bhopal.

¹ This case involved gang-rape rape of a 23-year-old female physiotherapy intern, Jyoti Singh Pandey, in a private bus in South Delhi area. There were six accused, including a minor, all of whom raped her and beat her friend who was accompanying her that night. Nirbhaya, meaning “fearless” was the name given to the victim to symbolise her struggle and death.

² For detailed guidelines on this scheme visit - <https://wcd.nic.in>



Figure 2. A visual of Gauravi complex in Bhopal

Procedure

Prior to commencing this research, ethical approval was sought from Sheffield Hallam University's online ethics system called *Converis*. The Ethics Review ID for this project "**GCRF: Gender, Violence and Human Rights**" was ER13229177. As part of this process, participant information sheet, consent form, interview questionnaire (in both English and Hindi) were submitted along with a GCRF risk assessment and data management plan. The approval was granted by the ethics review panel on 21 May 2019 along with advisory comments.

After arriving in Bhopal, Ms. Shivani at the Gauravi-Sakhi OSC was contacted and the next four research days were planned. Gauravi-Sakhi OSC was visited every day (usually between 10 AM – 6:00 PM). Along with conducting interviews with survivors and staff members, key processes were also observed first hand. Participation in the research interviews was voluntary. Before beginning the interviews, each participant was briefed about the nature of the study and given an information sheet. They were then given an opportunity to ask any questions or clarify their doubts. Verbal and written consent was sought and in case the participant was illiterate, there was a provision to use their thumb impression as signatures.

Every consent form was cross checked by a staff member and then marked with an official stamp of the centre. All interviews were recorded electronically on an encrypted dictaphone. Table 1 below presents a summary of the research activities.

Table 1. Summary of the research activities

DAY 1 27 May 2019	Interviews were conducted with two survivors: Domestic Violence Domestic Violence + Trafficking
DAY 2 28 May 2019	Observed a Menstrual Hygiene Workshop followed by two interviews with survivors: Domestic Violence Mother of Kidnapped girl (possible trafficking case)
Day 3 29 May 2019	Interview with Soumya, Programme Officer Action Aid
Day 4 30 May 2019	Interview with one survivor of Domestic Violence + possible Trafficking Jyoti, Counsellor at Gauravi-Sakhi OSC

Facts and Figures

While India's National Crime Records Bureau (NCRB) is responsible for providing the most up to date crime statistics, which they share annually, it is often argued that the numbers presented in these reports are far away from the reality on the ground. See Appendix 2 for the latest NCRB Crimes Against Women statistics executive report (2016). Gauravi – Sakhi OSC is also involved in diligently consolidating their cases in the form of a manageable data set. Table 2 below presents Gauravi – Sakhi's consolidated data from 2014-2018 as well as from January – April 2019.

Table 2. Gauravi – Sakhi's Consolidated Data from 2014-2018 and January – April 2019

Consolidated Data 2014 – 2018		January – April 2019
No. of women supported	51,074	No. of Calls: 2674
Total no. medical support	1641	
Total no. FIR	748	No. of Cases: 205
Total no. of legal cases	714	
Total no. of women given shelter	512	No. of Counselling: 4102
Total no. of women rehabilitated	1010	
Girls linked with education	58	

Observation of Gauravi – Sakhi’s Menstrual Hygiene Management Workshop

Each year, May 28th is celebrated as Menstrual Hygiene Day, which aims to highlight the importance of good menstrual hygiene management. While on this research trip, I was able to observe a menstrual hygiene management workshop conducted by Rag Innovations³ in collaboration with Gauravi-Sakhi. The workshop was held in a local primary school, which falls under Bhim Nagar Slum in Bhopal. The workshop was attended by women and girls from the slum between the ages of six and fifty. Four women volunteers conducted the workshop, which involved a power-point presentation as well as other demonstrations. This was followed by a question-answer session.

Finally, free sanitary pads were distributed along with flyers of Gauravi-Sakhi one stop crisis centre. Figure 3 below presents visuals from the menstrual hygiene management workshop.

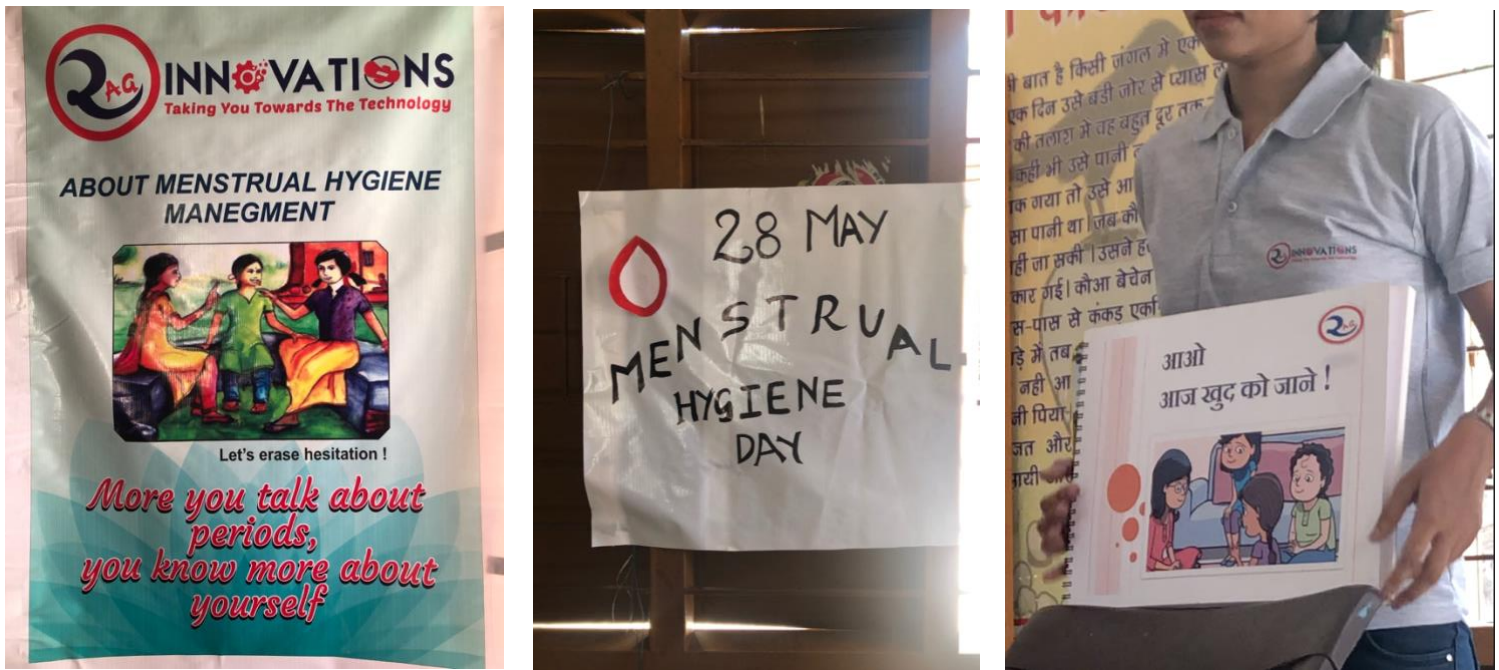


Figure 3. Visuals from the Menstrual Hygiene Management Workshop

Observation of Gauravi – Sakhi’s Support Process

Based on the observation and interviews with staff members, Figure 4 elucidates the support process for survivors in the form of a flowchart.

³ Rag Innovations is an organization that deals in products like sanitary napkin pads manufacturing machines setup, trading of sanitary napkin pads and sanitary napkin making materials. For more information visit - <https://www.raginnovations.com/#ourproject>

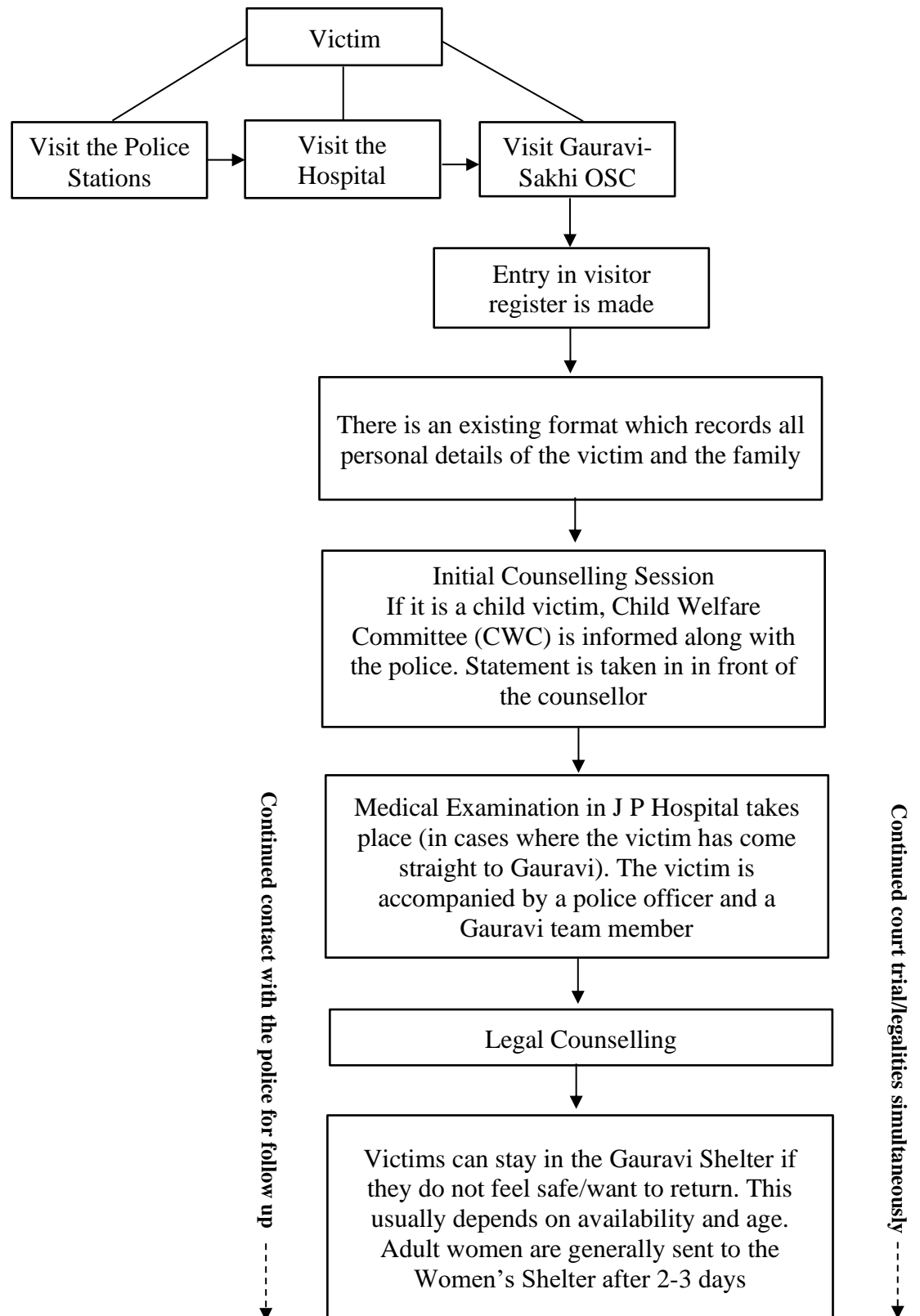


Figure 4. The support process for survivors in Gauravi-Sakhi

Preliminary Key Themes

- Lack of awareness/knowledge – helplines, location of OSCC, accessibility
- Lack of women police officers – even when present, they were not helpful or supportive
- Police can be more pro-active, creative and take initiatives – sometimes no action/follow up is done despite giving evidence, however some did express trust in the police
- Mahila Ayog (Women’s Commission) is not particularly helpful either
- Child Marriages continue (especially in the tribal areas)
- Tribal norms act as a barrier to justice (particularly the Jati Panchayat)
- Registering complaints continues to be an ordeal for the victim and their families – chasing the case in court is a further nightmare
- Technology – internet and the use of smart phones was found to be quite useful

Print Media Coverage of Gender-Based Violence in Times of India during the Research Trip

Each morning, the Times of India newspaper was received. While most pages were dominated by India’s right wing Bhartiya Janta Party’s (BJP) second win in the recent parliamentary elections and PM Narendra Modi’s swearing in ceremony, there were also some hidden headlines of gender-based violence:

Monday – 27 May 2019

“Man beats, threatens survivor to withdraw rape case, booked”
“Rescued Hyderabad & Kanpur ‘beggars’ sent to judicial custody”
“Cops bust inter-state bride trafficking racket, four held”

Tuesday – 28 May 2019

“Begging racket: SIT teams set to visit Kanpur, Hyderabad”
“20-year old raped by her friend in Chhola”
“Abandoned newborn’s health improving”

Wednesday – 29 May 2019

“Medical check-up finds minor pregnant, rape case filed”
“Beaten for not bearing son, mother throws 2 daughters in well”

Thursday – 30 May 2019

“Domestic help molested in Shyamla Hills”

Friday – 31 May 2019

“Girl abducted, molested in moving car”

Conclusion and Next Steps

Gauravi has indeed set an excellent example of how a One Stop Centre should work and support victims of gender-based violence. Despite the changes in the socio-political landscape of the country, the dedicated team of staff at this centre ensures that victims and their families are directed towards the right services. The interviews with the survivors of gender-based violence currently housed in the centre's shelter housing reveal that there is a great deal of trust and comfort between members of staff and those who have availed the centre's services. The centre continues to make numerous efforts in creating awareness around issues of gender-based violence along with encouraging victims to come forward and report the crimes. The centre is easy to find and contact details are regularly circulated within communities. Needless to say, there remain quite a few challenges for a centre of this nature which relies heavily on funding from the government and NGOs, however based on the observations, development of a "good practice model" was possible.

At present the data is being analysed in detail and the GCRF project lead Dr Toor along with Dr Pandey are working on developing a research article based on our findings. We are also going to use the findings from this project to inform future GCRF bids to expand our work to other geographical areas. The preliminary findings from this in-depth qualitative work have been presented by Dr Madhumita Pandey at *International Conference of Victim Assistance* on Saturday, 31st October 2020 organized by Centre for Victimology & Psychological Studies, Jindal Institute of Behavioural Sciences, O.P. Jindal Global University, India.

Please feel free to contact me should you need any further information:

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Appendix 1

LIST OF FUNCTIONAL SAKHI-ONE STOP CENTRES: (As on 10.1.2018)							
S.No.	States/UTs	No. of Districts	District	Sakhi-One Stop Centre Location	Contact No.	Email	Date of operationalisation
1.	Andaman & Nicobar Islands (UT) (1)	1.	South Andaman	One Stop Centre, JG 6-Type V Quarter, Near Ayush (Govt.) Hospital, Junglighat, Port Blair, South Andaman District, Andaman & Nicobar Islands	03192230504	sakhiandaman@gmail.com	1 st January, 2016
2.	Andhra Pradesh (13)	2.	Krishna	One Stop Centre, Shaik Raja Sahib Municipal Maternity Hospital, Kothapet, Vijaywada City, Krishna District, Andhra Pradesh	8662566589	apsrcw@gmail.com	29 th August, 2015
		3.	Chittoor	One Stop Centre, RIMS-General Hospital, Municipal Maternity Ward, Chittoor City, Chittoor District, Andhra Pradesh	08572-232444	apsrcw@gmail.com	15 th December, 2016
		4.	Srikakulam	One Stop Centre, RIMS-General Hospital, Balaga, Srikakulam City, Srikakulam District, Andhra Pradesh-532001	8919596202	apsrcw@gmail.com	15 th December, 2016
		5.	Anantapur	One Stop Centre, Room No.12&13, Trauma Care, Upstairs, Emergency Centre, Govt. General Hospital, Anantapur City, Anantapur District, Andhra Pradesh-515001	08554-222205	apsrcw@gmail.com	15 th December, 2016
		6.	Kurnool	One Stop Centre, Room No.214, Upstairs, Ntr Vidya Seva, Karyalayam, Govt.General Hospital, Kurnool City, Kurnool	08518-255057	apsrcw@gmail.com	15 th December, 2016
						District, Andhra Pradesh-581002	
		7.	Kadapa	One Stop Centre, Second Floor, Near Administrative Office, O.P.Block,RIMS General Hospital, Kadapa City, Kadapa District, Andhra Pradesh-516001	8919596202	apsrcw@gmail.com	15 th December, 2016
		8.	East Godavari	One Stop Centre, Room No:7&8, Outpatients Super Specialty, Second Floor, Govt. General Hospital, Kakinada, East Godavari District, Andhra Pradesh-533004	0884-2368446	apsrcw@gmail.com	15 th December, 2016
		9.	Nellore	One Stop Centre, DSR Govt. Hospital, SPS, Nellore City, Nellore District, Andhra Pradesh	0861-2347990	apsrcw@gmail.com	15 th December, 2016
		10.	Guntur	One Stop Centre, Government General Hospital, Ward No.117, Guntur City, Guntur District, Andhra Pradesh	0863-2233525	apsrcw@gmail.com	15 th December, 2016
		11.	Vishakapatnam	One Stop Centre, King George Hospital, Maternity Hospital, Ground Floor, Near Collector Hospital, Vishakapatnam City, Vishakapatnam District, Andhra Pradesh	0891-2654575	apsrcw@gmail.com	15 th December, 2016
		12.	Vizianagaram	One Stop Centre, The Protection Officer PWDV Act-2005 Cell, Near 29 th Ward, Maharaja District Govt. Hospital, Vizianagaram, Vizianagaram District, Andhra Pradesh-535003	08922-277986	apsrcw@gmail.com	15 th December, 2016

		13.	Prakasam	One Stop Centre, Second Floor, Ward No.211, RIMS Hospital, Ongole City, Prakasam District, Andhra Pradesh	08592-284506	apsrcw@gmail.com	15 th December, 2016
		14.	West Godavari	One Stop Centre, Govt. General Hospital, DV Cell, Eluru City, West Godavari District, Andhra Pradesh	08812-223218	apsrcw@gmail.com	15 th December, 2016
3.	Arunachal Pradesh (2)	15.	Papumpare	One Stop Centre, B-Sector, Near Police Station, Naharlagun, Papumpare District, Arunachal Pradesh <i>Will be shortly shifted to: Tomo Riba State Hospital (TRSH), Naharlagun, Papumpare District, Arunachal Pradesh</i>	0360-2217216	welfaresocial71@yahoo.com	14 th January, 2016
		16.	East Pasighat	One Stop Centre, High Region, Near General Hospital, Pasighat, East Siang District, Arunachal Pradesh	0360-2217216	welfaresocial71@yahoo.com	7 th March, 2017
4.	Assam (5)	17.	Kamrup Metropolitan	One Stop Centre, Rajgarh Road, Byelane No.-2, H.No.-1 Chandmari, Guwahati, Kamrup Metropolitan District, Assam-781003	8811077425	srcwassam@gmail.com	20 th December, 2016
		18.	Cachar	One Stop Centre, Nivedita Nari Sangathan, Silchar, Cachar District, Assam	9435070157	srcwassam@gmail.com	February, 2017
		19.	Jorahat	One Stop Centre, Prerona Pratibandhi Shishu Vikash Kendra, Chinamara, Jorahat District, Assam	9435352138	srcwassam@gmail.com	February, 2017
		20.	Kokrajhar	One Stop Centre, District RNB Hospital, Kokrajhar, Kokrajhar District, Assam	9435026430	srcwassam@gmail.com	February, 2017
		21.	Nagaon	Gram Vikas Parishad, Rangloo, Nagaon, Nagaon District, Assam	9435060538	srcwassam@gmail.com	February, 2017
5.	Bihar (7)	22.	Patna	One Stop Centre, Chajjubagh Executive Bungalow, Patna District, Bihar	0162-2547843, 2547967, 2547968, 2547969	support@wcdbihar.org.in	5 th December, 2016
		23.	Begusarai	One Stop Centre, Collectorate Campus, Above DM Begusarai office, Begusarai City, Begusarai District, Bihar	0162-2547843, 2547967, 2547968, 2547969, 8406001052	support@wcdbihar.org.in	31 st March, 2017
		24.	Darbhanga	One Stop Centre, Collectorate Campus, Darbhanga City, Darbhanga District, Bihar	0162-2547843, 2547967, 2547968, 2547969	support@wcdbihar.org.in	17 th January, 2017
		25.	Gaya	Collectorate, Gaya District, Gaya-823001, Bihar	9774168011	support@wcdbihar.org.in	17 th January, 2017
		26.	Saran	Collectorate, Saran, Chapra-841301, Bihar	9774168029	support@wcdbihar.org.in	15 th August, 2017
		27.	Purnea	Collectorate, Purnea, Bihar	0162-2547843, 2547967, 2547968, 2547969	support@wcdbihar.org.in	30 th September, 2017
		28.	Gopalganj	One Stop Centre, Collectorate Campus, Near SDO residence, Gopalganj City, Gopalganj District, Bihar	0162-2547843, 2547967, 2547968, 2547969, 9431	support@wcdbihar.org.in	17 th January, 2017

					005033		
6.	Chandigarh (UT) (1)	29.	Chandigarh (UT)	One Stop Centre, Nari Niketan, Sector 26, Chandigarh (UT)	0172-2793026	oscchd@gmail.com	9 th October, 2015
7.	Chhattisgarh (27)	30.	Raipur	One Stop Centre, District Hospital, Janta Colony, Raipur City, Raipur District, Chhattisgarh – 492001	0771-4061215	raipursakhi@181chhattisgarh.in	16 th July, 2015
		31.	Balod	One Stop Centre, Jhalmala Primary Centre, Balod, Balod District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		32.	Baloda Bazar	One Stop Centre, Panchsheel Nagar, Baloda Bazaar, Baloda Bazaar District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		33.	Balrampur	One Stop Centre, Behind Planning Office, BRT Training Centre, School Colony, Balrampur, Balrampur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		34.	Bastar	One Stop Centre, RTO Bhawan, Near Akashvani Kendra, Bastar, Bastar District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		35.	Bemetara	One Stop Centre, District Hospital, New Dharmshala Bhawan, Bemtara, Bemtara District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		36.	Bijapur	One Stop Centre, Near District Hospital, Bijapur, Bijapur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		37.	Bilaspur	One Stop Centre, Nutan Chowk Sarkanda, Opp. Balika Greh, Bilaspur, Bilaspur	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		38.	Dantewada	District, Chhattisgarh One Stop Centre, Shakti Mahila Sahaktikaran Kendra, Kailash Nagar, Dantewada District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		39.	Dhamtari	One Stop Centre, Old Kendriya Vidhyalaya Bhawan, Collectorate Road, Rudri, Near Police Station Dhamtari, Dhamtari District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		40.	Durg	One Stop Centre, Near District Hospital, CMHO Office, Durg, Durg District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		41.	Gariyaband	One Stop Centre, Collector Office, Below Bal Kalyan Samiti Office, Gariyaband, Gariyaband District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		42.	Jangir-Champa	One Stop Centre, ICDS Bhawan, Shahari, Jangir-Champa, Jangir-Champa District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		43.	Jashpur	One Stop Centre, Near District Hospital, Bhagalpur Road, Jashpur, Jashpur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		44.	Kabirdham	One Stop Centre, District Hospital, Paying Ward, Kabirdham, Kabirdham District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		45.	Kanker	One Stop Centre, Near Gyani Dhaba, Bardebata, Kanker,	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017

			Kanker District, Chhattisgarh			
		46.	Kondagaon One Stop Centre, District Nishaktijan Kendra, Kondagaon, Kondagaon District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		47.	Korba One Stop Centre, H.No.482,Kharmora Road, Near Podi Bahar Road,Korba, Korba District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		48.	Koriya One Stop Centre, District Hospital, Koriya, Koriya District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		49.	Mahasamund One Stop Centre, District Hospital, G.A.N. Training Centre, Mahasamand, Mahasamand District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		50.	Mungeli One Stop Centre, District Hospital Ramgarh, Mungeli, Mungeli District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		51.	Narayanpur One Stop Centre, Old Planning Office, Bijapur, Bijapur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		52.	Raigarh One Stop Centre, Near Atarmuda TV Tower, Raigarh, Raigarh District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		53.	Rajnandgaon One Stop Centre, Near Collector Office, Mahesh Nagar, Rajnandgaon, Rajnandgaon District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		54.	Sarguja (Ambikapur) One Stop Centre, F-2, Gaurav Path, Ambikapur, Ambikapur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		55.	Sukuma One Stop Centre, Old District Hospital, Opp. Mini Stadium, Sukuma, Sukuma District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
		56.	Surajpur Old Livelihood College,Opp.Shiv Park, Surajpur, Surajpur District, Chhattisgarh	0771-4061215	raipursakhi@181chhattisgarh.in	10 th March, 2017
8.	Daman & Diu	57.	Diu One Stop Centre, Govt. Primary Health Center, Near S.T. Bus Station, Diu, Daman & Diu (UT)	09824829977	masskff@gmail.com	8 th March, 2016
9.	Dadra & Nagar Haveli (UT) (1)	58.	Diu One Stop Centre, Govt. Primary Health Center, Near S.T. Bus Station, Diu, Daman & Diu (UT)	09824829977	masskff@gmail.com	8 th March, 2016
10.	Goa (2)	59.	North Goa One Stop Centre, Goa Medical College, NH-17, Bambolim, Tiswadi, North Goa District, Goa-403202	0832-2458700	dir-wcd.goa.nic.in	11 th January, 2017
11.	Gujarat (3)	60.	Rajkot One Stop Centre,Civil Hospital Campus,New Animal Hostel Building,Rajkot, Rajkot District,Gujarat	9925152595	info@grcgujarat.org	30.06.2017
		61.	Kutchh One Stop Centre, G.K.General Hospital, Kutchh, Kutchh District, Gujarat	02832221195	info@grcgujarat.org	31.08.2017
		62.	Sabarkantha One Stop Centre, First Floor, GMERS, Sir Pratap General Hospital, Himmatnagar,Sabarkantha, Sabarkantha District,Gujarat-383001	9925152595	oscmershimmatnagar@gmail.com	30.06.2017
12.	Haryana (7)	63.	Karnal One Stop Centre, Mahila Complex, Behind State Transport Corporation, Bus Stand, Karnal,Karnal District, Haryana	0184-2270175, 08396955213	Pokrl.wcd@gmail.com	31 st August ,2015
		64.	Bhiwani One Stop Centre, District Child Protection Office, Bhiwani, Bhiwani	01664-243956, 7357428352	Pobhw.wcd@gmail.com	30 th December, 2016

				District,Haryana-127021			
		65.	Gurugram	One Stop Centre, Civil Hospital, Gurugram, Gurugram District, Haryana-122001,Phone: 70656192903	0124-2331148, 70656192903	Pogrgwcd.123@gmail.com	15 th December, 2016
		66.	Faridabad	One Stop Centre, First floor in B.K Hospital, NIT, Faridabad, Faridabad District, Haryana -121001	0129-2265199, 9999367552	Pofbd.wcd@gmail.com	15 th December, 2016
		67.	Hissar	One Stop Centre, Police Hospital in Women Police Station, Hissar, Hissar District, Haryana -125001	01662-239097, 09416588635	Pohsr.wcd@gmail.com	30 th December, 2016
		68.	Narnaul	H.No. 772, 1 st Floor, Sector-1, Narnaul, Narnaul District, Haryana-123001	01282-252331,82950 13333	Ponrl.wcd@gmail.com	30 th December, 2016
		69.	Rewari	One Stop Centre, First Floor in the Trauma Centre General Hospital, Rewari, Rewari District, Haryana-123401	01274-223694, 09671284402	Porewari.wcd@gmail.com	30 th December, 2016
13.	Himachal Pradesh	70.	Solan	One Stop Centre , Red Cross Building, Zonal Hospital, Solan- 173212, Himachal Pradesh	01792-220181	neelam_mehta@emri.in	15 th September, 2017
14.	Jharkhand (3)	71.	Ranchi	One Stop Centre, Ranchi Institute of Neuro-Psychiatry and Allied Sciences (RINPAS),Kanke, Kanke District, Ranchi , Jharkhand-834006	0651-2451911, 9931523455	oscsakhirinpas@gmail.com	14 th December, 2016
		72.	East Singhbhum	One Stop Centre, Red Cross Bhavan 3rd floor – Sakchi,Near Jubilee Park Gate, Jamshedpur, East Singhbhum District, Jharkhand-831001	06572221414, 7209407209	onestopjamshedpur2@gmail.com	16 th March, 2017
		73.	Dhanbad	One Stop Centre, One Stop Centre, Red Cross Bhavan, Behind Golf Ground Dhanbad, Dhanbad District Jharkhand-831001	09334261037	singh2953@gmail.com	25 th May,2017
15.	Karnataka (4)	74.	Udupi	One Stop Centre, Stree Sevaniketana District Hospital premises, Udupi, Udupi District, Karnataka	080-22353992	deputysecretary123@gmail.com	1 st March, 2016
		75.	Dharwad	One Stop Center, District Hospital, Special Treatment Unit, KIMS Hospital , Hubli Dharwad, Dharwad District, Karnataka -580020	2270020	wcdmvcg.udp@gmail.com	31 st May, 2017
		76.	Chamarajnagar	One Stop Centre, Special Treatment Unit, District Hospital 2 nd Floor B.Rachaiah Jodi Rd., Chamaraja Nagara, Chamaraja Nagara District, Karnataka-571313	08226-224720	ddwcdchnagar@gmail.com	31 st May, 2017
		77.	Chitradurg	One Stop Centre, Special Treatment Unit, District Hospital Chitradurga, Chitradurga District, Karnataka -577501	08194-234579	ddwcdcta@gmail.com	31 st May, 2017
16.	Kerala (1)	78.	Thiruvananthapuram	One Stop Centre, Nirbhaya Cell Office, House#40,First Floor, Chabakanagar,Bakery Junction,Thiruvananthapuram , Thiruvananthapuram District, Kerala-695001	0471-2331059	nirbhayacell@gmail.com	29 th May, 2017
17.	Madhya Pradesh (18)	79.	Indore	One Stop Centre, K.E.I. Compound, Opp. Narsingh School, Indore, Indore, District, Madhya Pradesh	9827321705	socialdovtwe@gmail.com	18 th November, 2016
		80.	Bhopal	One Stop Centre, Near State	9425037714	socialdovtwe@g	3 rd February,

			District, Madhya Pradesh-486886				
		96.	Ujjain	One Stop Centre, Madhav Nagar Hospital, Free Ganj, Ujjain, Ujjain District, Madhya Pradesh	9926017866, 0734-2530517	socialdovtwe@gmail.com	18 th October, 2016
18.	Maharashtra (10)	97.	Akola	One Stop Centre, Govt. District Hospital, Bhandaraj BK, Akola, Akola District, Maharashtra -444002	022-22814906	dy.commissionerwd@yahoo.com	17 th January, 2017
		98.	Amravati	One Stop Centre, Govt. Civil Hospital, Khaparde Bagicha, Maltekdi, Amravati, Amravati District, Maharashtra -444606	022-22814906	dy.commissionerwd@yahoo.com	17 th January, 2017
		99.	Nasik	One Stop Centre, Govt. Vatsalya Hostel for Women, Nasik, Nasik District, Maharashtra	022-22814906	dy.commissionerwd@yahoo.com	17 th January, 2017
		100.	Pune -1	One Stop Centre, Rajiv Gandhi Hospital of Municipal Corporation, Nawanagar, Salwe Nagar, Yerawada, Pune, Pune District, Maharashtra -411006	022-22814906	dy.commissionerwd@yahoo.com	17 th January, 2017
		101.	Pune -2	Data to be updated			
		102.	Thane	Data to be updated			
		103.	Nanded	One Stop Centre, Ravidas Bhawan, Shastri Nagar, Nanded District, Maharashtra.	7038064090	sakhioscndanded@gmail.com	17 th January, 2017
		104.	Satara	One Stop Centre, Government Begar Home, Satara, Satara District, Maharashtra	02162-239346	dwcdosc.satara@gmail.com	17 th January, 2017
		105.	Raigarh	One Stop Centre, Civil Hospital, Alibag, Raigarh,	02141-2225321	oscraigad@gmail.com	17 th January, 2017
				Raigarh District, Maharashtra	9673125066		
		106.	Ahmadnagar	One Stop Centre, Sankalp Pratishthan Savalee, Plot No.3, Kedgaon, Ahmednagar, Ahmednagar District, Maharashtra	0241-2550289 9890969315	oscahmednagar@gmail.com	17 th January, 2017
		107.	Aurangabad	One Stop Centre, Municipal Corporation Hospital, Aurangabad, Aurangabad District, Maharashtra	9404950079	Osc.aurangabad@gmail.com	17 th January, 2017
		108.	Nagpur	One Stop Centre, Bharosa Centre, Nagpur, Nagpur District, Maharashtra	022-22814906	dy.commissionerwd@yahoo.com	17 th January, 2017
19.	Manipur (1)	109.	Thoubal	One Stop Centre, Thoubal Mini Secretariat Complex, Thoubal, Thoubal District, Manipur	0385-2450513	to be updated	2 nd February, 2017
20.	Meghalaya (2)	110.	Shillong	One Stop Centre, Ganesh Das Hospital, Shillong City, Shillong District, Meghalaya	0364-2591075	megoscdgdh@gmail.com	1 st July, 2016
		111.	West Garo Hills	One Stop Centre, TE-Tengkol, Hawakhana, Tura, West Garo Hills, Meghalaya-794001	9615456188	oscctrura@gmail.com	12 th June, 2017
21.	Mizoram (1)	112.	Aizwal	One Stop Centre, Khatla, Aizwal Mizoram	03892312735	whlmizoram@gmail.com	12 th October, 2016
22.	Nagaland (2)	113.	Dimapur	One Stop Centre, District Hospital, Below Anganwadi Centre, Hospital Colony, Dimapur, Dimapur District, Nagaland-797112	03862-237448, 9485239094	nld.srcw@gmail.com, sakhiosc.dmp@gmail.com	23 rd June, 2016
		114.	Kohima	One Stop Centre, 4 th Floor, K.M Building, Upper Chandmari, Next to Bethel hospital, Kohima, Kohima District, Nagaland-797001	0370-2240146, 9856087726	nld.srcw@gmail.com, sakhiosc.kohima@gmail.com	25 th November, 2016

23.	Odisha (1)	115.	Bhubaneswar	One Stop Centre, Capital Hospital, Bhubaneswar City, Bhubaneswar District, Odisha	0674-2397703	onestopcentre.bb sr@gmail.com	1 st October, 2015
24.	Puducherry (UT) (1)	116.	Puducherry	One Stop Centre, Rajiv Gandhi Hospital, 100 Feet Road, Ellaipillaichavadi, Puducherry	0413-2244964 9842349918, 9894132392	wcd.pon@nic.in	1 st July, 2016
25.	Punjab (6)	117.	Bathinda	One Stop Centre, D-1 Civil Station, Near Income Tax Office, Bathinda City, Bathinda District, Punjab	9415440810	oscsakhbiti2017@gmail.com	31 st March, 2017
		118.	Gurdaspur	One Stop Centre, New Civil Hospital, Jeewanwal Babri, Gurdaspur City, Gurdaspur District, Punjab-143521	01874-240165	oscgsp@gmail.com	31 st May, 2017
		119.	Jalandhar	One Stop Centre, MCH Ward, Civil Hospital, Jalandhar City, Jalandhar District, Punjab	0181-2230181	oscjalandhar@gmail.com	10 th May, 2017
		120.	Patiala	One Stop Centre, Red Cross Society, Jail Road Near Environment Park, Patiala, Patiala District, Punjab - 147001	01752358713	oscpatiala@gmail.com	5 th May, 2017
		121.	SBS Nagar	One Stop Centre, Civil Hospital, Floor #2, Room #9, Shaheed Bhagat Singh Nagar, Bhagat Singh Nagar District, Punjab	01823-298322	oscsbsnagar@gmail.com	15 th May, 2017
		122.	Shri Muktsar Sahib	One Stop Centre, Civil Hospital, Room No. 105, Sri Muktsar Sahib, Sri Muktsar Sahib District, Punjab - 152026	9814041223	dpomuksar@yahoo.in	31 st March, 2017
26.	Rajasthan (15)	123.	Ajmer	Raj Lok Sewa Ayog, Ajmer	0145-2627154	poweajm@gmail.com	30 th September, 2017
		124.	Baran	One Stop Centre, Room	9783130752	icdsbaran@gmail	30 th June,
				No.10,11, First Floor, Mother & Child Health Bhawan, District Hospital, Baran, Baran District, Rajasthan		.com	2017
		125.	Bhilwara	One Stop Centre, Mahatma Gandhi Hospital Premises, Bhilwara, Bhilwara District, Rajasthan -311001	8058058397, 01482-233020	oscbhilwara@gmail.com	19 th July, 2017
		126.	Bikaner	P.B.M. Hospital premises, Bikaner	9950333025	po.we.bika@gmail.com	30 th September, 2017
		127.	Dholpur	District Hospital Premises, Dholpur City, Dholpur District	05642-220015, 9461072118	icdsdholpur@yahoo.in	30 th September, 2017
		128.	Jaipur	One Stop Centre, Govt. Jaipur Hospital Premises, Jaipur, Jaipur District, Rajasthan	0141-2553763, 2553764	wedjpcl@gmail.com	17 th August 2015
		129.	Jalore	Dist Hospital, Jalore City, Jalore District, Rajasthan	9829796449	powejalore@gmail.com	12 th October, 2017
		130.	Jhunjhunu	One Stop Centre Red Cross Society Building, BDK Govt. Hospital, Jhunjhunu, Jhunjhunu District, Rajasthan	0159-232453	viplavneola@gmail.com	1 st May, 2017
		131.	Hanumangarh	One Stop Centre, Mahatma Gandhi Smriti Zila Hospital Hanumangarh, Hanumangarh District, Rajasthan -230130	01552-230130	sakhimh@gmail.com, icdshmh@gmail.com	1 st May, 2017
		132.	Karauli	District Hospital, Karauli City, Karauli District, Rajasthan	9413201551	pokaroli@gmail.com	30 th September, 2017

		133.	Tonk	Mother and Child Health Center, Tonk City, Tonk District, Rajasthan	9929738386	powetonk@gmail.com	30 th September, 2017
		134.	Pali	Regional Bangar Diristrict Hospital, Pali City, Pali District, Rajasthan	998339817	ddicdspali002@gmail.com	30 th September, 2017
		135.	Pratapgarh	District Hospital Premises, Pratapgarh City, Pratapgarh, Rajasthan	9462779001	poprataphgarh@gmail.com	30 th September, 2017
		136.	Rajsamand	State R.K. Hospital , Rajsamand City, Rajsamand District, Rajasthan	9983987188,0295-2221728	Ddrajsamand.wcd@rajasthan.gov.in	30 th September, 2017
		137.	Chhittorgarh	Rajkiya Saavliyaji District Hospital, Chittorgarh City, Chittorgarh District, Rajasthan	0142-256674	pochittor@gmail.com	1 st November, 2017
27.	Sikkim (1)	138.	Gangtok	One Stop Centre, Lumsey, 5 th Mile, Tadong, Gangtok, District, Sikkim	0359-2280100	wcdsikkim@gmail.com	1 st July, 2016
28.	Tamil Nadu (1)	139.	Chennai	One Stop Centre, Tambaram Deptt. of Social Welfare, No.6, Home Road, Tambaram Sanitorium, Chennai, Tamil Nadu	044-22232341	shtbm0081@gmail.com	1 st February, 2017
29.	Telangana (9)	140.	Nizamabad	One Stop Centre, Nizamabad District Hospital, Nizamabad District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		141.	Adilabad	One Stop Centre, Adilabad District Hospital, Adilabad District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		142.	Karimnagar	One Stop Centre, Karimnagar	040-	osc.pmu.telanga	21 st
				District Hospital, Karimnagar, Karimnagar District, Telangana	23733848	na@gmail.com	December, 2016
		143.	Khammam	One Stop Centre, Khammam District Hospital, Khammam, Khammam District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		144.	Mahboobnagar	One Stop Centre, Mahboobnagar District Hospital, Mahboobnagar, Mahboobnagar District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		145.	Medak	One Stop Centre, Medak District Hospital, Medak, Medak District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		146.	Nalgonda	One Stop Centre, Department of Ayush, District Government Hospital, Nalgonda, Nalgonda District, Telangana-508001	040-23733848, 08682222566	osc.pmu.telangana@gmail.com	21 st December, 2016
		147.	Rangareddy	One Stop Centre, Rangareddy District Hospital, Rangareddy, Rangareddy District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
		148.	Warangal	One Stop Centre, Warangal District Hospital, Warangal, Warangal District, Telangana	040-23733848	osc.pmu.telangana@gmail.com	21 st December, 2016
30.	Tripura (1)	149.	West Tripura	One Stop Centre, Office Of Tripura Commission for Women, HGB Road, Melarmath, Agartala, West Tripura District, Tripura	9774499381 0381-2318967	tripuracommissionforwomen@gmail.com	4 th April, 2017
31.	Uttar Pradesh (17)	150.	Banda	One Stop Centre, District Hospital, Civil Lines, Banda, Banda District, Uttar Pradesh-210001	8795813206	sudhiricps@gmail.com	8 th March, 2017
		151.	Agra	One Stop Centre, Raja Mandi	7235004607	dpo_agra@rediff	8 th March,

			Chauraha, Mahila Chikitsalaya, Asha Jyoti Kendra, Agra, Agra District, Uttar Pradesh		mmail.com	2017	
		152.	Allahabad	One Stop Centre, Rani Laxmi Bai Asha Jyoti Kendra, Dr. Kaatju Road, Samira Hotel, Behind Parivar Niyojan Kendra, Allahabad, Adilabad District Uttar Pradesh	7235004604	dpoalld09@gmail.com	8 th March, 2017
		153.	Bareilly	One Stop Centre, Asha Jyoti Kendra, Near Khurram Gohotiya, opposite Mental Hospital, Bareilly, Bareilly District, Uttar Pradesh	7235004602	provationbar@gmail.com	8 th March, 2017
		154.	Ghaziabad	One Stop Centre, MMG Hospital AJK, Near Shambu Dayal Degree College Ghaziabad, Ghaziabad District Uttar Pradesh	7235004603	dpoghaziabad2g@mail.com	8 th March, 2017
		155.	Ghazipur	One Stop Centre, CMO office, Adarsh Nagar, Gora Bazar, Janpath, Ghazipur, Ghazipur District, Uttar Pradesh	7235004600	dpogzp94@gmail.com	8 th March, 2017
		156.	Gorakhpur	One Stop Centre, BRD Medical College, Thana Gulaahriya, Gorakhpur, Gorakhpur District, Uttar Pradesh	7235004590	provationgkp@gmail.com	8 th March, 2017
		157.	Jhansi,	One Stop Centre, Rani Laxmi Bai Asha Jyoti Medical College Complex, Jhansi, Jhansi District, Uttar Pradesh	0510370226	dpojhsrajsharma@gmail.com	2 nd January, 2017
		158.	Kannauj	One Stop Centre, Vinod Dixit Hospital, Makrand Nagar, GP Road, Kannauj Kannauj District, Uttar Pradesh	7235004554	provationkannauj@gmail.com	8 th March, 2017
		159.	Kanpur	One Stop Centre, Rani Laxmi	7235004547	dpokanpur@gmail.com	8 th March,
				Bai Asha Jyoti Medical College, Sankraamad Rog Sansthan, Gol Chauraha, Kanpur, Kanpur District, U.P.		l.com	2017
		160.	Lucknow	One Stop Centre, Lok Bandhu Hospital, AKJ LDA Kanpur Road Yojna, Lucknow, Uttar Pradesh	7235004513	lkodpo34@gmail.com	8 th March, 2017
		161.	Mirzapur	One Stop Centre, DPO Office, Next to Collectorate Treasury, Mirzapur District, Uttar Pradesh - 231001	9506600723, 0542-253048	mztdpo@gmail.com	8 th March, 2017
		162.	Meerut	One Stop Centre, Sardar Ballabh Bhai Patel Chikitsalya, Gadh Road, Meerut, Meerut District, Uttar Pradesh	7235004568	pandeysudhakarsaran@gmail.com	8 th March, 2017
		163.	Muzaffarnagar	One Stop Centre, Community Health Centre, Vikas Khand, Sadar, Muzaffarnagar. Muzaffarnagar District, Uttar Pradesh	9454465195	dpomzn1@gmail.com	2 nd January, 2017
		164.	Pilibheet,	One Stop Centre, District Hospital, Pilibheet, Pilibheet District, Uttar Pradesh	9450229760	probationofficepbtt@gmail.com	2 nd January, 2017
		165.	Sahajahanpur	One Stop Centre, Women Hospital Complex, Shahjahanpur, Shahjahanpur District, Uttar Pradesh	9452877281	districtprobationoffice@gmail.com	2 nd January, 2017
		166.	Varanasi	One Stop Centre, Pandit Deen Dayal Hospital Near Mahaveer Mandir, Varanasi, Varanasi, District Uttar Pradesh	7235004581	dpovanasi1@gmail.com	8 th March, 2017
32.	Uttarakhand (2)	167.	Haridwar	One Stop Centre, CCR, Hari ki Pauri, Haridwar, Haridwar District Uttarakhand - 249401	01334-221166	samarpanhealth@gmail.com	8 th March, 2017
		168.	Dehradun	One Stop Centre, Survey	To be updated	onestopcentredd	15 th

			Chowk, Dehradun-2480015, Uttarakhand		m@gmail.com	December, 2017
	169.	Nainital	One Stop Centre, Govt. Medical College, Haldwani, Nainital District, Uttarakhand	01334-221166	samarpanhealth@gmail.com	4 th July, 2017
	170.	Udham Singh Nagar	One Stop Centre, Near G.G.I.C., Fazalpur, Mehraulla, Rudarpur-263153, Udham Singh Nagar, Uttarakhand	05944-240426	oscnagar@gmail.com	28 th December, 2017
	Total	170 One Stop Centres				

Appendix 2

E) Crime Against Women

Crime Head	Crime Incidence			Crime Rate			Percentage Variation	
	2014	2015	2016	2014	2015	2016	2014 - 2015	2015 - 2016
Total Crime against Women	3,39,457	3,29,243	3,38,954	56.6	54.2	55.2	-3.0%	2.9%

S. No.	Crime Head	Total Cases Reported	Major State/UT during 2016		
1.	Cruelty by husband or his relatives	1,10,378	West Bengal (19,302)	Rajasthan (13,811)	Uttar Pradesh (11,156)
2.	Assault on women with intent to outrage her modesty	84,746	Maharashtra (11,396)	Uttar Pradesh (11,335)	Madhya Pradesh (8,717)
3.	Kidnapping & Abduction	64,519	Uttar Pradesh (12,994)	Maharashtra (6,170)	Bihar (5,496)
4.	Rape	38,947	Madhya Pradesh (4,882)	Uttar Pradesh (4,816)	Maharashtra (4,189)

F. 1) Crime against Children

Crime Head	Crime Incidence			Crime Rate			Percentage Variation	
	2014	2015	2016	2014	2015	2016	2014 - 2015	2015 - 2016
Total Crime against Children	89,423	94,172	1,06,958	20.1	21.1	24.0	5.3%	13.6%

Crime Head	Total Cases Reported	Major State/UT during 2016		
Kidnapping & Abduction	54,723	Uttar Pradesh (9,657)	Maharashtra (7,956)	Madhya Pradesh (6,016)
Protection of Children from Sexual Offences Act, 2012	36,022	Uttar Pradesh (4,954)	Maharashtra (4,815)	Madhya Pradesh (4,717)