

Protection of Women from Domestic Violence: Implications of State and NGO Partnership Model of Intervention in India

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ABSTRACT

Domestic violence, especially in the Indian context, has by and large been a gender-specific crime inflicted by men on women and perceived as a system of a social classification that regulates access to power and resources. The Constitution of India protects the rights of women through various legal provisions. The Protection of Women (and Children) against Domestic Violence Act, 2005 which India passed in October 2006 is one 'Special Law' which primarily aims at providing protection to the wife or female live-in partner, from domestic violence at the hands of the husband or male live-in –partner and/or his relatives. Under the provisions of the Act, as a part of the intervention, the Department of Nagpur City Police, Maharashtra state-initiated Bharosa (means trust) Cell, which is a special model of intervention for violence against women reported to the police. A quantitative study was conducted to understand the prevalence of domestic violence against women and intervention ensuring protection and empowerment of women. The data was analysed from the registered cases from January 2017 to December 2018 at Bharosa Cell. It was found that total cases registered were 4360, out of which 59 per cent were referred through different police stations of the city while 41 per cent cases approached independently. 70 per cent of cases reported were in the age group 18-35 years. Intimate partner violence reported specifically as physical and mental harassment in 60.35 per cent cases. The successful outcome of the intervention yielded in 39 per cent reconciliation, out of 4291 total number of cases closed. This paper focuses on the collaborative and effective intervention model of state and NGO partnership.

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INTRODUCTION

Violence within the family is a hidden problem. Protected by the privacy of intimate relationships, domestic violence becomes difficult to document and quantify. In the years past,

society largely ignored domestic violence or relegated it to the status of a private matter for families. In all the societies, to a greater or lesser degree, women and girls are subjected to physical, sexual and psychological abuse that cuts across lines of income, class and culture, the low social and economic status of women can be both a cause and a consequence of violence against women. Feminist perspective of violence focuses primarily on the concept of patriarchy and the social institutions that help and maintain it. Feminist analyses of violence against women centre on the structure of relationships in a male-dominated (patriarchal) culture, on power and on gender. Violence against women in India is actually more present than it may appear at first glance, as many expressions of violence are not considered crimes or may otherwise go unreported or undocumented due to certain Indian values and beliefs. These reasons all contribute to India's Gender Inequality Index rating 0.524 in 2017, putting it in the bottom 20 per cent of ranked countries ("Human Development Reports," n.d.). Gender can be perceived as a system of a social classification that regulates access to power and resources. The unequal gender relation in the family, which is a sad reality in India even today, needs to be acknowledged while approaching the issue of domestic violence. Domestic violence can be subtle, coercive or violent. In India 70 per cent, women are victims of Domestic Violence (Chowdhury, 2006). 65 per cent of Indian men believe women should tolerate violence in order to keep family together and women sometimes deserve to be beaten. In January 2011, the International Men and Gender Equality Survey (IMAGES) questionnaire reported that 24 per cent of Indian men had committed sexual violence at some point during their lives ("International Men and Gender Equality Survey (IMAGES)," n.d.). In 2018, still as many as 5,000 dowry deaths are recorded each year (Peters & Wolper, 2018).

Article two of the Universal Declaration of Human rights defines Violence against Women as (a) physical, sexual and psychological violence occurring in the family ,including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women ,non-spousal violence and violence related to exploitation; (b) physical , sexual and psychological violence occurring within the general community ,including rape ,sexual abuse ,sexual harassment and intimidation at work, in educational institutions and elsewhere ,trafficking in women and forced prostitution;(c) physical, sexual and psychological violence or condoned by the state ,wherever it occurs ("A/RES/48/104. Declaration on the Elimination of Violence against Women," n.d.). General Assembly resolution on the elimination of Domestic violence against Women recognizes that "domestic violence can include economic deprivation and isolation and that such conduct may cause imminent harm to the safety, health or well-being of women ("A/RES/58/147. Elimination of domestic violence against women," 2003).

Criminalization of Domestic Violence

Not only has domestic violence been acknowledged worldwide as a violation of basic human rights but an increasing amount of research highlights the health burdens, intergenerational effects, and demographic consequences of such violence. The eighties witnessed the emergence of the new women's movement in India. The movement focused attention on the issue of the unequal power relationship between men and women. This is considered as the golden age for women's right in India. During this period every campaign on violence against women ended in legislative reforms. There were a series of enactments and amendments to existing statutes. The

amendment of rape law was the first in this series. Similarly, cruelty to wives was made an offence by insertion of new section i.e. 498 A to the Indian Penal Code (IPC) later it was made an offence adding a new section 304 B to the Indian Penal Code. The Dowry Prohibition Act was amended twice in 1984 and then in 1986. The Family Court Act was part of legislative reforms concerning women (Agnes, 2004).

The passing of The Protection of Women (and Children) against Domestic Violence Act, 2005, is an important marker in the history of the women's movement in India. Most importantly, it marks a departure from the penal provisions, which hinged on stringent punishments, to positive civil rights of protection and injunction (Agnes, 2005). It provides the scope for protective injunctions against violence, dispossession from the matrimonial home and alternate residence. It also provides the scope to claim economic protection, including maintenance.

Legislative Intervention

The constitution of India ("Constitution of India | National Portal of India," 1949) guarantees to all women equality (Article 14), no discrimination by the state (Article 15(1)), equality of opportunity (Article 16), an equal pay for equal work (Article 39(d)). In addition, it allows special provision to be made by the state in favour of women and children (Article 15(3)), renounces practices derogatory to the dignity of women (Article 51(A)(e)) and provisions to be made by the state securing just humane condition of work and maternity relief (Article 42). Despite all these constitutional and legal measures, the state of affairs still exists.

Domestic violence was recognized as a criminal offence in India in 1983. The offence chargeable under section 498-A of the Indian Penal Code that relates to domestic violence is any act of cruelty by a husband (or his family) towards his wife. However, until recently, there was no separate civil law addressing the specific complexities associated with domestic violence and related issues. This includes the embedded nature of violence within familial networks, the need for protection and maintenance of abused women and the fact that punishment and imprisonment for the husband may not be the best resolution in every case. Accordingly, after a decade-long process of consultations and revisions, a comprehensive domestic violence law, known as the Protection of Women (and Children) against Domestic Violence Act, 2005, took effect in 2006 ("Protection of Women from Domestic Violence Act," 2005). Key elements of the law include the prohibition of marital rape and the provision of protection and maintenance orders against husbands and partners who are emotionally, physically or economically abusive.

State Intervention

Foremost among state interventions has been the criminalization of domestic violence and the passing of several amendments to address the issue of dowry harassment and dowry death. Other measures have involved efforts to make legal services more accessible to women. This has resulted in the setting up of Legal Aid Cells, Family Courts, Lok Adalats or Peoples' Courts, and Mahila Lok Adalats or Women's Courts. Attempts to make the police more accessible to women have taken the form of All Women Police Stations. Police counselling Cells, community policing initiatives, and special Cells run by NGOs at police stations have also sought to address the different needs of women experiencing abuse. Other state initiatives

have been counselling Cells and shelter homes. Certain states-initiated district-level programs to address the additional needs of income generation and employment (Domestic Violence in India: A Summary Report, Promoting Women in Development, 1999).

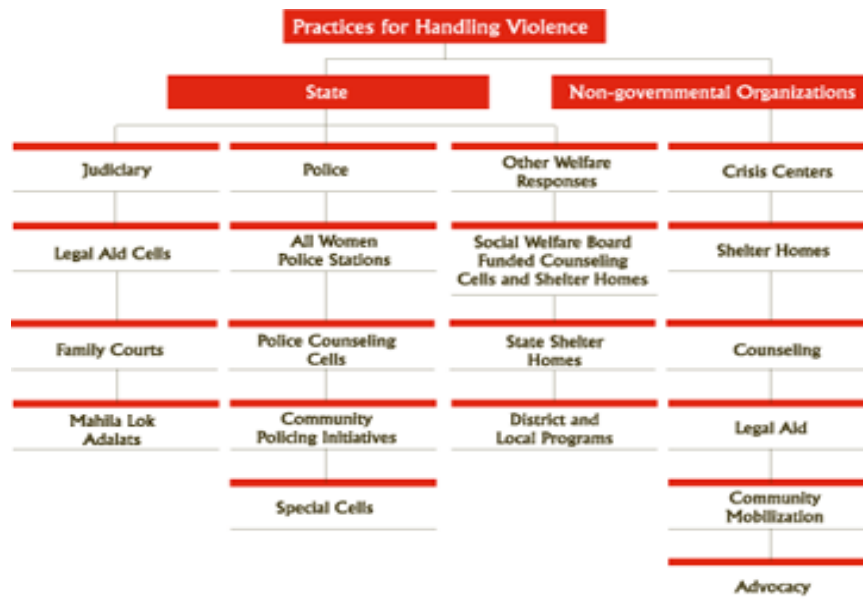


Figure 1: Practices for Handling Violence
 Source: Department of Family and Child Welfare

Partnership between the State and Voluntary Organization (NGOs)

There have also been effective partnerships between the state and voluntary organizations (NGOs). Special Cells for women and children that work from the police station as well as counselling Cells located in police stations are examples of coordination between the police and the voluntary organizations (NGOs). This collaboration integrates valuable experience with the state's financial resources to provide more sensitive and professional services to women victims.

A very common initiative taken against domestic violence present among at both state and voluntary institutions is the Family Counseling Cell (FCC) or unit. In response to increased reporting of family and marriage related disputes and crimes, the Central Social Welfare Board (CSWB) initiated a nation-wide effort to fund these Cells in and around police stations and among a network of voluntary organizations. The hope was that these Cells might help to strengthen and improve family ties with the help of community intervention and thus avoid legal prosecution. Overseen by state-level Voluntary Action Boards (VAB), the official mandate for the Cells was to facilitate reconciliation and an amicable settlement before undertaking any legal action. Centres were to provide preventive, referral and rehabilitative services to the victims of domestic violence and what is termed "marital maladjustment." Together with the VAB and the state-level CSWB, the Cells were to be overseen by a sub-committee of professional experts who might advise and monitor the practices and activities of each Cell. Government and non-governmental efforts are thus uniquely combined in the implementation of the FCC. This is because both the police counselling Cells and those situated within non-

governmental organizations share a common mandate and funding source (Domestic Violence in India: A Summary Report, Promoting Women in Development, 1999).

Review of Literature

National Family Health Survey (Ministry of Health and Family Welfare, Government of India, n.d.) (NFHS) – III carried out in 29 states of India in 2005-06 has found that nationwide 37.2 per cent of women experience violence after marriage. Bihar was highest with 59 per cent had the highest percentage of women experiencing violence after marriage and West Bengal stood second with 40.3 per cent. Of these incidences, 63 per cent were reported from urban families. Studies done in slum population in Bangalore and Nagpur have reported the same as 50 per cent and 66 per cent, respectively. Nishi Mitra of the Tata Institute of Social Sciences (TISS) focuses specifically on the governmental and non-governmental interventions being implemented in the states of Maharashtra and Madhya Pradesh. This study undertakes a non-random, cross-sectional survey of various factors involved in interventions. A qualitative analysis of purposively selected samples of state and responses from NGOs was also undertaken. Counseling oriented towards preserving family inviolability is found to be a predominant response from all institutions. The non-governmental sector does attempt to extend the range of services provided by offering an array of rehabilitative programs (Domestic Violence in India, Summary Report of Three Studies, 1999). The principle of gender equality is enshrined in the Constitution of India. In order to uphold and implement this constitutional mandate, the state has enacted various laws and take measures intended to ensure equal rights, check social discrimination and various forms of violence and atrocities. A closer look at crime statistics in the ensuing paragraphs should testify that various types of crime against women, both within and outside the family, continue to be in the rise causing concern in India (NCRB, 2015). 20 per cent of Indian men admits to forcing their wives or partners to have sex. Marital rape can be classified into one of three types 1) Battering rape: This includes both physical and sexual violence. The majority of marital rape victims experience battering rape. 2) Force-only rape: Husbands use the minimum amount of force necessary to coerce his wife. 3) Compulsive or obsessive rape: Torture and/or "perverse" sexual acts occur and are often physically violent (Lodhia, 2015).

Dobash and Dobash (2004) conducted a study of intimate partner violence reported by couples. In order to consider the claim of equivalence in the perpetration of violence by men and by women, they conducted in-depth interviews with couples that were part of a larger study of criminal justice intervention in intimate partner violence in the UK. The wider study included a sample of 122 men and 134 women, drawn from the cases dealt with in two different courts. The sample used for this study was based on 190 interviews with 95 men and 95 women. A context method was used both quantitative and qualitative data were gathered. While men's violence was the main focus of the study, women's violence and aggression were also examined. The findings suggest that intimate partner violence is a primarily asymmetrical problem of men's violence to women, and women's violence does not equate to men's in terms of frequency, severity, consequences and the victim's sense of safety and well-being. Johnson (2001) tried to examine the link between alcohol and violence against wives through secondary analysis of the National Violence against Women Survey conducted by Statistics Canada in 1993. A random sample of 12,300 women 18 years of age and older were interviewed by

telephone for this survey about their experiences of physical and sexual assault by spouses and other men since the age of 16. The result shows that heavy drinking predicts violence against wives in zero-order analysis and remains significant when the effects of class, age and type of relationship were factored out. Men who were usually drinking at the time of assault were more likely than non-drinkers (65 per cent compared to 40 per cent) to use serious acts of violence against their wives (beating up, choking, threatening with gun or knife or sexual assault). Intoxicated men were more likely to inflict physical injuries on their wives (56 per cent compared to 33 per cent) and the injuries were more likely to require medical attention (47 per cent compared to 36 per cent).

Bharosa Cell – A Partnership between the State and NGOs

Nagpur is the third-largest city and the winter capital of the Indian state of Maharashtra. It is the 13th largest Indian city by population. According to the 2011 Population census, Nagpur has a population of 2,405,665. The total population constitute 1,225,405 males and 1,180,270 females.

Integrated Multiagency Centre (Bharosa Cell) is a brainchild of Police Commissioner started for distressed women. This Cell has all the facilities under one roof, like police help, counselling, legal service, Child Protection Officer and linkages with other departments that can help a woman. It is a first of its kind of experiment to help women in distress in a more comprehensive manner. Bharosa Cell is a model launched on 1st January 2017 in Nagpur city to provide immediate assistance to the victims of domestic violence. It is a support centre for women and children intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honour-related crimes that have reached out or have been referred to the centre are provided with specialized services. "Bharosa Cell" is set up in Nagpur city to provide integrated assistance through police, medical, legal and prosecution services along with counselling. These services are provided apart from relief and rehabilitation as per the requirements.

Objectives of Bharosa Cell

(i) To provide integrated support and assistance to women affected by violence both in private and public spaces under one roof. (ii) To facilitate immediate, emergency and non-emergency access to a range of services including medical, legal, psychological counselling and counselling by trained social work counsellors under one roof to fight against any forms of violence against women. (iii) To work towards a balanced society where equality between men and women exists by resolving conflict in the families and society at large which helps in creating a safe city for women.

Administrative Structure of Bharosa Cell:

The Commissioner of Police is the Chief Administrative Authority. The Bharosa Cell is coordinated by the Inspector of Police, two Assistant Police Inspectors, One Police Sub Inspector, Head Constables and Constable. All the police personnel working in the Cell are women police officers. The “Bharosa Cell” works on a holistic convergence approach where a victim in distress gets all the help and support at one place.

24/7 Helpline run by Police Department with number 100 and 1091 can take the calls related to women cases which direct these calls to Bharosa Cell where each case is received and directed to the concerned service experts. Every case which comes to Bharosa Cell is recorded by well-trained social work counsellors who interact with the victim empathetically and prepare a case profile, categorize each case and guide the victim depending on the requirement of her needs. Preliminary enquiry about facts of the case is taken up with the help of the local Police and NGOs working in the field. Depending on the assistance required the victim is sent to trained Social work counsellors, Psychological Counsellor or Legal Counsellor or Medical Officer or Temporary Shelter. The concerned personnel take the case forward. The environment is made conducive for the victim and her supporters at Bharosa Cell by providing proper seating arrangements, child play area and refreshments. Every registered case is taken up until the victim receives justice, relief and rehabilitation and is brought to a logical conclusion before closing the case. An induction training and refresher training is given to the staff of Bharosa Cell and various stakeholders.

Services Offered:

Women Help Line

Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence. It provides rescue and referral services to the women affected by violence. It aims to facilitate crisis and non-crisis intervention through referral to the appropriate agencies as per the need. Receives the calls of women survivors of domestic violence and allocate the case to the concerned authorities (e.g. Police/Hospital/Ambulance services/District legal service authority (DLSA) /Protection officer) as per the requirement of services to be offered.

Registration of Cases

Each case is registered, and a comprehensive case profile is prepared by the police, counselling services are provided by the counsellor of the Family Counseling Center who works as a service provider for Bharosa Cell.

Police and Prosecution Services

Police officials of the concerned area Police Stations register the cases and also help the victim in the prosecution of the culprit. They see that safety and security are provided to the victim and victim’s family and supporters and does follow- up of the case until the problem is resolved.

Medical help

Complete medical help to the victim (in case of Emergency) is provided under the supervision of the police. In case of severe nature of the form of violence, FIR is registered as per the law and order. The medical Examination room is available at Bharosa Cell. After preliminary examination at Bharosa Cell women affected by violence are referred to the nearest hospital for further medical aid after preliminary examination at Bharosa Cell. This process is undertaken as per the guidelines and protocols developed by the Ministry of Health and Family Welfare.

Counselling and Therapy

The most common response to domestic violence present among both state and NGO is the Family Counseling Centre. A counsellor provides psycho-social counselling to the needed victim. This counselling process gives women confidence and support to address the violence or to seek justice if the violence perpetrated. Psychological counselling and therapy are also provided by empanelled trained psychologists and on-call psychiatrists. Social workers provide individual and joint sessions to women and the concerned members of the family. Developmental sessions are also provided to women where her career options and other life alternatives, risk in reconciliation or separation are discussed for a better life ahead and to make an informed decision.

Legal interventions

To facilitate access to justice for women affected by violence, legal aid and counselling would be provided through empanelled Lawyers or National/ State/District Legal Service Authority. The aggrieved woman would be provided with an advocate of her choice in case she wants to engage the same to assist the State Prosecutors in trying her case. It would be the responsibility of the Lawyer or Prosecutor to simplify legal procedures for the aggrieved woman and advocate for her exemption from court hearings. In case the trial or inquiry relates to an offence of rape as defined under section 376, 376A - D IPC, it would be the duty of the Prosecutors trying the case to complete the inquiry or trial as far as possible within a period of two months from the date of filing of the charge sheet. Legal interventions include changing reporting requirements so that health care professionals must report suspected domestic violence, protective or restraining orders, arrest, treatment for offenders, criminal prosecution, integrating criminal justice efforts with those of the other systems and agencies.

Victim Rehabilitation Shelter

(Short Stay Home): Social service intervention includes temporary shelter facility to aggrieved women referred to the empanelled NGOs. It provides temporary protection and support for women escaping domestic violence and intimate partner violence. The shelter offers a variety of services to help women including counselling to empower emotionally and legal guidance on how to move forward.

METHODS

The main objective of the present study was: 1. To understand the nature of domestic violence reported at Bharosa cell 2. To study the intervention strategies designed by the Department of Police in collaboration with other organisations. 3. To evaluate the outcome of an intervention model offering relief to women survivors of violence.

Analytical research design was used for the purpose of the study. The cases of domestic violence registered at Bharosa cell formed the Universe of the study. Data was collected through the census method; all the cases reported at Bharosa Cell since the inception from January 2017 to December 2018 were considered for the purpose of the study.

RESULTS AND DISCUSSION

Prevention, assessment and treatment of domestic violence is an overwhelming task. While the problem is old and very widespread one it has taken years for people in the helping profession to recognize it and want to do something about it. Violence is universally under-reported. The Bharosa Cell was established for the specific objective to prevent and control domestic violence and intervenes to help the victim. The quantum of domestic violence is unknown. Therefore, it is important to understand an effective response to domestic violence which includes a number of cases approached police, the range of services offered and the outcome of offered services.

Sl No	Particulars of the case registered	Year		Total
		2017	2018	
1	Cases registered at police stations of Nagpur city	1315 (51)	1259 (49)	2574 (59)
2	Cases approached Independently	988 (55.3)	798 (44.7)	1786 (41)
	Total number of cases	2303	2057	4360

Table 1: Details of Cases Registered at Bharosa Cell during January 2017-December 2018

The table shows 4360 cases registered at Bharosa cell since the inception. In the year 2017 and 2018, the total 2574(59 per cent) cases of domestic violence were reported referred from various police stations of Nagpur city while 1786 (41 per cent) cases approached Bharosa Cell independently. The total number of cases registered in the year 2017 was 52.82 per cent while 47.18 per cent cases registered in the year 2018. It is seen that women seek help through police stations and independently also.

Classification of the cases registered at Bharosa Cell	Year				Total*	
	2017		2018			
Gender	M	F	M	F	M	F
Total No. of cases registered	273	2030	204	1853	477 (10.94)	3883 (89)
Total	2303		2057		4360	
Gender	M	F	M	F	M	F
Cases in the age group 18-35 Years out of total registered cases	05	1741	49	1265	54	3006 (98)

Total	1746	1314	3060 (70.18)
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Table 2: Age and Gender Classification of the Cases Registered

Source: Bharosa Cell, Dept of Police, Nagpur City

* Figures in the parentheses shows the percentage

Among the registered cases the prevalence of domestic violence was found to be 3883 (89 per cent) where perpetrators were mostly the husband, followed by other members of the family like in-laws. 477 (10.94 per cent) cases were registered by men. The number of women in the reproductive age group was 3060(70.18 per cent). The reporting of cases by men in the age group of 18-35 years was 54. The reported cases show similarities to the studies conducted by Madhurima (1996), TISS(1997), Ahuja (1998), Jejeebhoy (1997), Dave and Solanki (2001) and Dabir (1992) that victims were younger than 30 years. The period of 5-7 years of married life has the highest risk of wife abuse. Most marriages are arranged and the system of patrilocal residence being the norm, women have to adjust in the matrimonial family. This initial adjustment phase is fraught with problems.

In India, it is presumed that as women grow old, they gain more power and have increased access to resources and other protective mechanisms against abuse in the presence of grown-up children. This could be the reason for a lower percentage of victimization in the other age group. Young women have to invest a considerable amount of time and energy in forging new relationships not all of which are caring and accommodative.

Integration of all of the best practice criteria is essential for delivering effective responses to domestic violence. For example, state responses such as All Women Police Stations, Family Counseling Cells, Family Courts, Lok Adalats, and Mahila Lok Adalats. All have each attempted to make primarily legal and reconciliation services more accessible to women. By promoting “reconciliation”, these services place the family itself outside the scope of critical inquiry. An effort of Bharosa Cell in suitable intervention has resulted in delivering the following services to women in need of help.

Sl No	Services Provided	Year		Total
		2017	2018	
1.	Counselling Services	2044	2007	4051 (93)
2.	Legal Intervention	371	464	835 (19)
3.	Protection Officer	320	183	503(11.6)
4.	Medical Help	17	05	22(0.6)
5.	Psychologist Intervention	46	57	103 (2.36)
6.	IPC 498-A (Family Welfare Committee)	-	34	34 (0.78)
7.	Police Assistance	29	1369	1403(32.18)
8.	Home visit	-	03	03 (0.07)
9.	Senior citizen helpline unit	47	36	83(2)

Table 3: Services delivered as a part of an Intervention

Source: Bharosa Cell, Dept of Police, Nagpur City

* Figures in the parentheses shows the percentage

As a part of the intervention by the Bharosa Cell, all the above services are provided to the survivors of domestic violence. Since inception, 93 per cent cases were provided counselling

services which constitute a significant number. Counselling serves as the backbone of the problem-solving process. The counselling process is responsible for: 1) Facilitating the client to make an informed choice or decision is the first step during the intervention process. 2) Negotiating and working towards non-violence, gender equality and harmony in family or reconciliation. 3) Negotiation for separation providing the client with information on govt. and non-govt. agencies and their services as per the client need like plans and programs for women and children, de-addiction, mental health etc. 4) Considering the male client's application as well. The wife's (mutual) consent is a must for the intervention of social workers.

Legal advice through District Legal Advisory services wherein free legal service is availed by 19 per cent survivors of domestic violence. It ensures that opportunities for securing justice are not denied to any woman by reason of economic or other disability. Legal aid strives to ensure that constitutional pledge is fulfilled in its letter and spirit and equal justice is made available to the poor, downtrodden and weaker sections of the society. Around 32.18 per cent cases were given police assistance such as the prosecution of the non-applicant ensuring safety and security to the respondent and her family and supporters. Police carry on follow-up of the case until the problem is resolved. About 2.36 per cent cases availed the help of psychologist and medical help. A skilled counsellor providing psychosocial counselling services would be available on call. This counselling process will give women confidence and support to address violence or to seek justice for the violence perpetuated. Counsellors shall follow a prescribed code of ethics, guidelines and protocols in providing counselling services. Only two per cent senior citizens availed police help.

Nature of problems

Domestic violence as Intimate Partner Violence (IPV) is a behaviour that causes physical, psychological or sexual harm to those in the relationship. Such behaviours include acts of physical aggression, psychological abuse, forced intercourse and other forms of sexual coercion, and various controlling behaviours such as isolating a person from their family and friends, monitoring movements and restricting their access to information or assistance (Heise and Garcia-Moreno, 2002).

A World Bank study (1993) highlighted the cost of violence in terms of health burden estimating that rape and domestic violence “account for five per cent of the healthy years of life lost to women of reproductive age in demographically developing countries.” Women suffer many types of physical and emotional abuse as a result of illegal actions taken within the private home, and those who have experienced some form of domestic violence tend to have greater long-term mental disorders and drug dependencies than those who do not.

SI No	Nature of Violence	Year		Total
		2017	2018	
1	Physical and mental harassment	1150	643	1793 (60.35)
2	Extramarital relationship	95	182	277 (9.32)
3	Emotional and mental harassment	188	283	471 (15 .85)
4	Economic harassment	224	155	379 (12.75)

5	Sexual violence	24	27	51 (1.72)
	Total	1681 (96.27)	1290 (98.1)	2971

Table 4: Nature of Intimate Partner Violence

Source: Bharosa Cell, Dept of Police, Nagpur City

* Figures in the parentheses shows the percentage

In 18 to 35 years age group the total numbers of cases reported were 2917 (97.09 per cent) under intimate partner violence. It is very imperative to understand the nature and dimensions of violence by the intimate partner. 89 cases were not included in the present analysis as they were not reported under intimate partner violence. In the table above, in the year 2017 and 2018, the total number of cases reported against the intimate partner violence was 1681 and 1290 respectively. 60.35 per cent of cases were reported as physical and mental harassment. Hitting, beating and slapping were the commonest forms of physical violence, whereas insulting, threatening and withholding or delaying food were the most common forms of psychological violence reported. Alcohol addiction and multiple sex partners of the husband were the leading causes behind domestic violence. In this context, more social support for the women, community awareness about domestic violence and income generation for the women can be recommended. Physical violence was elicited if the respondent mentioned about hitting, kicking, beating, slapping, forced sex etc. Alcohol use and dowry were primary and important determinants of abuse (Rao 1997). It is found in the study that 15.85 per cent of respondents reported emotional and mental harassment as a form of violence while 12.75 per cent reported economic harassment. Insulting, demeaning, frightening, withholding food, threatening someone the wife cares for are considered as psychological violence. Social support and the presence of property were assessed by asking the relevant questions to the respondent. 9.32 per cent reported the extramarital relationship of the husband; Sexual violence was reported by 1.72 per cent of them. According to NCRB (2017), 38 per cent cases were reported under cruelty by the husband plausible to the present findings.

Sl No	Particulars of cases registered	Year		Total
		2017	2018	
1	Total cases registered	2303	2057	4360
2	Cases closed	2303	1988	4291
3	Ongoing cases	-	69	69

Table 5: Progress of the cases Registered at Bharosa Cell during January 2017-December 2018

Source: Bharosa Cell, Dept of Police, Nagpur City

* Figures in the parentheses shows the percentage

As per the expectations of the clients, services were provided and the cases were closed after the appropriate solution to their problems. 4291 (98.41 per cent) cases were closed after delivering effective intervention services. This is the most significant finding of the study which shows an overwhelming response to the assistance provided. Only 69 cases (1.59 per cent) were still ongoing and intervention through counselling is continued. Incidence of violence is seen to emerge from intra-family conflicts, quarrel due to other stress factors, personal differences or weakness. Thus, efforts are made to fill the gaps and finding ways to restore harmony as efficiently as possible. In counselling practices, the perspective might emphasize 'objective' or 'neutral' position among counsellors and reconciliation of families through whatever measures

are given priority. The strategic planning of intervention with each client according to her or his expectations is well articulated. Every client comes with expectations of immediate relief for her problems and it is very well taken up by the entire system of Bharosa Cell. The very first step is receiving the client in a manner which makes her feels comfortable to express the problem. The help desk at the first place receives the client in a non -threatening environment. It makes her feel safe to reveal her situation. At the help desk, women police receive the client in a civil dress. The entire system of redressal works in a fashion where quick relief measures are systematically executed without any delay.

SI No	The outcome of the Cases	Year		Total	Percentage
		2017	2018		
1.	Reconciliation	903	776	1679	39.12
2.	Referred to concerned police station	19	-	19	0.44
3.	Under Protection of Women (and Children) against Domestic Violence Act, 2005 referred to court	108	29	137	3.19
4.	Moved to family court	206	237	443	10.32
5.	Closed the case	1063	886	1949	45.42
6.	IPC 498 A	04	60	64	1.49
	Total	2303	1988	4291	100.00

Table 6: Outcome of the cases closed from January 2017- December 2018

Source: Bharosa Cell, Dept of Police, Nagpur City

* Figures in the parentheses shows the percentage

Since the services are provided in consideration with the expectations of the cases the Bharosa Cell has developed a strategy to initiate immediate relief services. The main aim of the Cell is to save the family and marriage therefore it is seen from the analysis that 39.12 per cent cases out of the total number of registered cases were reconciled through counselling services, 0.44 per cent cases were referred to concerned police station for further necessary actions, 3.19 per cent cases were registered under Protection of Women (and Children) against Domestic Violence Act, 2005, 10 per cent cases moved to family court for further proceedings such as for child custody, maintenance and divorce. Around 45.42 per cent cases closed down by giving all necessary services to the survivors of domestic violence while 1.49 per cent cases were registered under IPC section 498 A under criminal offence. Section 498A has been ground-breaking in highlighting the criminal dimension of mental and physical cruelty inflicted by the husband and/or his relatives for reasons that may extend beyond “unlawful demands.” It is believed to have a strong deterrent value because of its immediate repercussions. Section 498A classifies domestic violence as a cognizable offence, which means that the accused can be arrested without a warrant. Therefore, it serves in deterring the abuser from inflicting harm on the woman. It also gives the woman leverage to negotiate a solution to her plight.

The significant number of cases are settled through reconciliation is the achievement of Bharosa Cell as through its intervention attempt is done to save the family and marriage. Others argue that hierarchical gender relations, perpetuated through gender socialization and socio-economic inequities, are the root cause of violence against women. In addition to economic inequality between men and women, Levinson (1989) outlines three other factors that together help predict violence against women: a pattern of using physical violence for conflict resolution, male

authority in the home. Family reconciliation is clearly a commonly desired end sought by most community intervention strategies and this is telling a very significant feature of social response to violence against women in India.

CONCLUSION

The findings emphasized that there are critical elements of effective strategies like availability of a wide range of accessible quality range of services together with an intervention that seek to challenge the broader range of unequal gender relations resulting in an imbalance in power between men and women. High-quality services offer a wide range of choices that are responsible for the diverse needs of women and their families. The state perspective and approach to domestic violence with several amendments in law has the widest impact on the responses. The Act is designed to stop the violence immediately and provide unconditional protection to the victim. It is based on the premise that inadequate judicial response to or general attitude condoning violence would not succeed in preventing future violence. It is also designed to provide adequate support to the interventions and other similar activities of protection officers, police and other agencies like 'Special Cells for Women in Distress', in dealing effectively with cases of domestic violence. Thus, the analysis also highlights two critical success of the programme such as collaboration between state and Family Counselling Cells within the police stations shows the value of the partnership between sectors with different strengths. The voluntary sector's strength lies in progressive ideologies, dedication to women's rights, innovative and often community-based mechanism for outreach. The range of NGO response varies from provision of alternate shelter, counselling, community mobilization, education, awareness and advocacy efforts. This collaboration integrates valuable NGO experience with the state's financial resources to provide more sensitive and professional services to women victims. Holistic response to domestic violence entails linking all short term and long term support services, reconstructive interventions and preventive strategies into a coordinated public response. A woman who seeks help is provided with access to short and long term whole range of referral services and programs. The relationship between the state and voluntary sectors appears to be a key factor in implementing effective strategies.

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