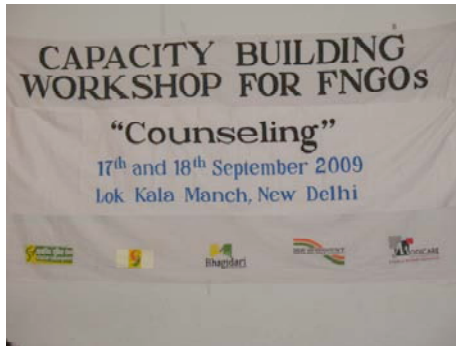


CAPACITY BUILDING WORKSHOP FOR FNGOs: COUNSELLING 17-18 SEPTEMBER 2009, LOK KALA MANCH, NEW DELHI WORKSHOP REPORT

INTRODUCTION



A 2-day workshop on feminist counselling was held for counsellors from Gender Resource Centres (GRCs) across Delhi. Over two days, **fifty one** participants representing **thirty six** NGOs participated¹.

Facilitators Nandini Rao and Madhubala, JAGORI, led the workshop.

The GRC is a Government of Delhi initiative for women empowerment specially for underprivileged sections. The community-based programme is implemented through local NGOs. There are 80 GRCs in Delhi covering a population of 8 lakh living in slums, resettlement colonies and JJ clusters. GRC services include interventions for legal aid, health care, livelihood, non-formal education.

Objectives of the workshop:

- To deepen understanding of issues around violence against women
- To understand the principles of women-centred counselling
- To strategies about incorporating these principles in one's work

DAY 1: UNDERSTANDING ISSUES OF VIOLENCE AGAINST WOMEN

Ice Breaker: Expectations, Contributions, Apprehensions

Participants were asked to write down their expectations from the workshop; what they commit to contribute to it; and apprehensions, if any.

- Expectations: To learn skills in counselling that bring about personal and professional transformation; learn to become a more effective social worker; to understand violence issues; need for legal counselling for women in distress.
- Commitment to contribute: To be a good student; participate actively.
- Most participants said they had no apprehensions. One participant suggested that the workshop proceedings be in Hindi. This was agreed upon by the group.

¹ List of participants: ANNEXURE 1

Setting the agenda for the 2-day workshop, facilitators said violence against women is the root cause for most issues for which women come for counselling. Therefore, it is important to understand violence against women, its various forms and contexts. Day 1 would be dedicated to exploring issues around violence against women while Day 2 would be dedicated to learning skills in counselling.

EXERCISE 1: DEBATE

Participants were given a statement and asked to take sides: Agree/ Disagree/ Maybe

STATEMENT 1: Men get drunk and lose control of their senses

Agree

- Participants said alcohol abuse is high; 90% men in the JJ colonies drink regularly. Even children are sniffing glue.
- Alcoholism triggers verbal and physical abuse. Men, who are 'normal' otherwise, even admit and feel sorry for their misbehaviour the next day, beat their wives under influence of alcohol.
- In some cases, drunken men don't go to work the next day, specially those who work as drivers. This affects family income.

Disagree

- A male participant countered, "Does this imply women don't get drunk and lose control? All cases that come to us are from poor sections. Does that mean the rich don't drink? If the rich don't lose control, why do the poor lose it? The fault lies not in alcohol but in the education." According to him alcohol-related violence is intentional: "Men think if they have spent Rs 20 on the alcohol they must create a nuisance. Otherwise, how is it that the *nasha* goes away the moment the drunkard sees a policeman."
- The group argued that alcohol is an excuse/ cover-up for bad behaviour. Drunkards walk back home, they walk past the mother/ sister ('they know she cannot be beaten') and head straight to the wife and beat her. "Next day, when the woman complains to the mother-in-law of violence, she says her son "must be drunk".

Maybe

- The group said the statement could not be generalized. Some women say their husbands drink and sleep soundly; they don't beat or abuse verbally which they would have done otherwise.
- People drink and go back to their own house; they are aware that 'only the wife can be beaten'.
- Violence is there even without alcohol.

- College student and rich people also drink and lose control. There have been many infamous cases of drunken driving – the BMW case, or the Salman Khan case in Delhi and Mumbai.
- Alcoholic fathers beat two-year-olds when drunk. In a patriarchal society, beating the child is one way of punishing the mother.
- One person said alcoholism is very high and a real problem in communities: “When I cross the Tigri bus stop, everyday I find someone or the other lying drunken, unconscious. It is difficult to tell if they are dead or alive. The police let them lie. Finally, it is the wife who comes and takes them home.”

The only male participant’s comment that criminal tendencies are inborn led to a fiery discussion that that was not the case.

Facilitators’ viewpoint:

Is alcohol an excuse for crime and violence against women? Do men hide behind ‘I was not in my senses’?

It is a fact that most cases of violence are not alcohol-abuse related. When drunk, if men are aware of what the wife is wearing/ if the salt in the food is right or not, how is it they are not aware of other things. Alcohol is used as an excuse. There have been cases of gang rape where alcohol was used as an excuse: ‘He was drunk, lost control, therefore, he should be given another chance.’ In a bus, the drunken man misbehaves only with women in a sexual way.

Alcohol abuse is not a class thing. There have been cases of drunken driving by rich men – the BMW case in Delhi; or the Salman Khan case in Mumbai. In the Jessica Lal case, the high profile perpetrator shot the woman point-blank.

STATEMENT 2 – A woman’s real home is her in-laws home (sasural)

No one agreed to this statement.

Maybe

Participants said times are changing and therefore the statement is not valid:

- “Perhaps in another time I would have agreed. But times are changing. Women have a responsibility towards maternal home as well. If the maternal home needs us, we should be able to go.”
- In another time when women were not educated and independent, they were told sasural is their house; they must learn to



bear all kinds of violence. Not anymore. Today, if she's independent she can be on her own; if she's not and her life is at stake, we must save her instead of throwing her back to the sasural.

- Today women are taking responsibility for both families. To 'adjust' doesn't mean to bear violence.
- You cannot disown maternal home. Women's duty is equally towards that home as well.
- Educated women who earn well wants to be able to support her parents if needed but the in-laws don't want that.
- Today, with late marriages, women are 'transplanted' as an adult so it takes longer to adjust. If women need help they should be able to go to their mother's house; if mother's family needs them, they should be able to support.

However, participants felt that to a large extent, it was true that a woman's rightful home is '*sasural*':

- Women have a right in the sasural, they don't have rights in the maternal home once they are married.
- Women's property rights come from in-laws. They should claim their rights.
- In some situations women don't have either house – inlaws or maternal.

Disagree

- Participants disagreed saying women try and adjust but in-laws don't treat them well. They don't let women work or look after their children. Women are forced to seek help from maternal home. "Therefore, to say that only in-laws house is her real home is not correct."
- "In the maternal home, she was told in-laws is your only home. Those women were burnt and killed."
- "We are always telling our daughters you will go to another house, you have to adjust. Are we also telling our boys, when you get married to someone her parents are also your own."
- Counselling of family is required.
- "Neither house is a woman's own. She must build her own. That can be at either place – maternal home, sasural – or at a third place."

Facilitators' viewpoint

If women today are saying they will take care of parents, parents should also say we won't give dowry, we will give rights to our children. Maternal homes tell women we gave you dowry, why should we give you property rights; what will we give our sons.

Economic independence is important. Generally, parents educate girls only so that her value in the marriage market goes up. Girls fare better than boys until school board

exams. But this does not reflect in higher education or jobs. Only 15-20 per cent girls seek higher education; only 5 per cent have good jobs.

Economic independence can change many things but not everything. In one case a woman working with a multinational company was recently burnt to death. Maternal family had said you have to live in sasural. She had approached the crime women's cell, she was told to 'adjust'. She had also sought police help. Why couldn't she live alone; why don't women feel they have a choice. In another recent case 8 women were sexually assaulted then killed. The case was destroyed and made out to be that they died of electric shock. Violence against women has become a daily occurrence. It is important to address it.

Until now we have only spoken about the 'real' home of married women. What about single women/ women with live-in partners/ divorced women/ widows. Does society treat them with equal respect?

STATEMENT 3 – Children's upbringing is a mother's responsibility

Agree

- It is said that until a child turns 3 or 5, the mother's role is very critical. The mother gives birth and so parenting is her primary responsibility.
- The child's first bond is with the mother; therefore she can better understand/ fulfill the child's needs.
- The child is born of father and mother, therefore, at least half the responsibility is hers if not more.
- If a child loses a father, parenting is not so difficult; but if a child loses a mother it is extremely difficult. This shows mothers play a greater role.

Disagree

- Children's upbringing is equal responsibility of both parents. Many mothers are working women. Where parents adopt both share equal responsibility; natural parents also must share equal responsibility.
- Countering the argument that mothers understand a child's needs better, a participant said, "You say that when a child is crying and the mother picks it up, he/she is soothed immediately but not so if the father picks up the child. That is probably because the father hasn't picked up the child often enough so the child is familiar with him."

Facilitators' viewpoint:

Men are also good caregivers; sometimes they are not "given" the opportunity. There are fathers who are involved even during the woman's pregnancy. When the infant is born, if fathers do not get involved in nurturing, they deny themselves the joy of parenthood.

Their role need not just be limited to being the bread winner. Breastfeeding is the only thing only mothers can do; other than that, fathers can do everything: feeding, bathing, cleaning, putting children to sleep.

Women learn parenting, just as men can also learn. Today, both men and women are working out of home but household responsibilities are not shared equally. In some cases where women work outside the home, men share housework; but where women don't work outside, men think it's fine if they don't share housework. If the older sibling is a girl she looks after younger children; but are we teaching boys also to take care of younger siblings "We teaching our girls to be boys; but do we also teach our boys to be girls?"

EXERCISE 2: RISK CONTINUUM (“KHATRE KI LAKHEER”)

Participants were divided into groups; each group was given a space as topic of discussion. The group had to arrive at a consensus where they would rate women's safety in that space on a scale of 1-5 (1 being the safest; 5 most unsafe).

Home

The group ranked the home as 1: The most safe and secure space for women. They said in comparison to other spaces, home is the safest. Other groups said they would rank women's safety within the home at 3 (middle); one group said 5 (most unsafe). The said group, however, did not change its position from 1.

The discussion:

- Women are not safe inside homes from father/ husband /brother/ cousins/ relatives
- Women are not safe anywhere – not even in the foetus – how can they be safe at home. Example: The Arushi case.
- Cases of domestic violence are highest when it comes to crimes against women. People beat women inside homes; there are cases of fathers raping children. This happens across class.
- The decision of female foeticide is also taken at home.

Facilitators' viewpoint:

Why is it that most cases of crimes against women reported are those of domestic violence? When our own people are perpetrators, it hurts the most. We think the home should be safe, but it is not. There is a lot of violence within homes: sexual harassment

from relatives; incest; wife beating. Many of these matters never come out in the open because it is associated with family 'honour'. Women are told to keep silent; sometimes they are told that it is their own fault that the abuse happened.

Road

The group ranked the road at 5 (most unsafe). "The road is always unsafe any time of the day. Women have been abducted and raped in moving cars; there is eve teasing and sexual harassment at bus stops. Men stare, cars slow down, people follow. Perpetrators are men – largely strangers but sometimes also acquaintances. Therefore, safety level is most unsafe."



Most of the other groups agreed. One group positioned the road at 3: "Crowds make us feel safe. Quiet, lonely roads make us feel unsafe. If something happens, there are people who will help. Simple precautions can help us be safe."

Workspace

The group positioned women's safety at workspace at 3. Working women would include casual labourers at construction sites; domestic workers; women who work in offices, schools and factories.

- The group said casual labourers are safe as they can raise an alarm; in factories and other places where there are unions, women feel safer. Offices are safe as everyone knows the laws on sexual harassment.
- "Office violence is subtle. The boss can stop a promotion/ threaten to fire an employee. Women may be asked to stay back late by the boss in which case taking advice from colleagues helps. Exploitation against women can take different forms such as different wages for men and women."
- Schools and factories are safe for women workers.
- Late hours may be an issue for women working night shifts or in call centers.
- Women should take precautions to be safe: Follow appropriate dress code; ensure their behaviour or attire does not send out any misleading signals.

Members of other groups felt that while casual labourers can go to unions, domestic workers have nowhere to go to seek help. Their ability to negotiate is very low; there is no job security or employee benefits, they don't even get the respect of a labourer. Schools, although considered a safe workspace for women who work as teachers, may not be as safe for other female staff such as sweepers who may be exploited by peons and security guards.

Bus

The group ranked the safety level at 3.

- An auto or taxi is not as safe as a bus. If someone misbehaves, it is possible to get help.
- Sometimes drivers and conductors get over familiar with regular women passengers. They might offer them a seat upfront where the driver is.
- Sometimes known people – friends and colleagues – harass under the pretext of crowd.

Some of the other participants agreed with 3; one put it at 4. One ranked ranked it at 5 saying women are constantly harassed in buses: “Standing, sitting, it doesn’t matter. There are even cases of rape in an empty bus.”

Facilitators’ viewpoint:

A study done by Jagori shows that among public spaces, women feel most unsafe in a bus. There is a lot of sexual harrasment; it is not certain if anyone will come forward for help. In one instance, a woman who is a karate expert and trainer was harassed by two men in a bus. She was able to fight back and dragged one of the men to the police station. She did all this by herself; no one came to her rescue. There can be so much violence even without touching physically: Women restrict their sitting space while men spread themselves; men play lewd songs on their mobile phones and stare.

Weekly market

The group ranked safety at 3.

- The weekly market is held close to homes, most people are regulars; familiarity is high. Often neighbours go together. Girls complain of eve teasing so prefer to go together. Most buyers are women. Most men and boys there are not buyers but come with the specific intention of amusement and inflicting harassment on women.

The other groups agreed 3 is fine because the weekly market is fairly safe.

Facilitators’ viewpoint:

Are perpetrators always strangers? Participants said sometimes they can be acquaintances as well. Women traders at the weekly market report that policemen exploit, abuse, and demand money. Shopkeepers themselves could be perpetrators as well.

Metro

The group ranked safety at 4.

- The metro is safe because it is fast moving; doors get locked; stops are of very short duration so it is difficult for someone to run away quickly.
- Educated people travel in it.

Discussion:

One participant said public display of affection inside the metro and in metro stations is high. Is that violence? The consensus was it is not violence if it is happening with mutual consent, but it is if the man is forcing himself.

Facilitators' viewpoint:

This triggered a discussion on morality and policing in public places where couples are together with consent. The case of a young couple harassed in Buddha Jayanti Park by the President's guards was discussed. The boy was beaten up and the girl was raped by the guards who decided to play moral police. Sometimes, men tend to think if a woman is with a man, she is of loose character and "available" for anyone. At the end of the day, who decides what is acceptable in a public place and what is not?

Violence against women is about asserting power, control over women's sexuality so they cannot express themselves. Women face violence in all spheres and spaces. Little girls are raped by fathers in homes. We are told take precautions when we go outside (for example, dress codes). But even burqa-clad women complain of harassment. Being harassed has less to do with being fair/ dark/ beautiful/ ugly and more to do with a man's urge to control a woman and express his power over her.

During riots, both men and women face violence. In case of women it is sexual violence, such as in Gujarat. Even children and elderly women are harassed – it is not about age. Women should be able to go out not just for work but also for entertainment. The only real place we are safe is within ourselves, and we need to recognise that we are our best protectors. We need to learn to build our own strength.

STRATEGIES: WOMEN'S SAFETY IN PUBLIC/ PRIVATE SPACES

What strategies can be adopted to help women be safe in public and private spaces? Participants suggested different solutions. One of the overarching strategies across spaces was access to legal information and knowledge about rights.

- Education helps raise people's awareness about rights and responsibilities.
- Awareness for women about domestic violence
- Awareness for children about "good touch" and "bad touch". Life-skills education for children can help prevent child sexual abuse.
- Carrying important contact information (like helpline numbers) handy and staying connected with home
- Taking precautions, like avoiding late hours and lonely places, avoiding overcrowded buses and using Ladies Specials buses, specially at night

- Learning martial arts for self defence
- Provision of legal information to women
- Seeking help from sexual harassment committees and/ or unions
- Being self-confident and self-reliant

Facilitators' viewpoint:

- The facilitators pointed out that while on one side the solution offered is to be self-reliant; at another the suggestion is to take an escort. Most of these solutions have to be implemented by women themselves, while the system remains unchanged. What is the role of the State to make public and private spaces safer for women? Not much can change until systemic changes are made.
- Women taking precautions does not always keep her safe. Is it necessary or viable to go with an escort each time? Self empowerment of women is important; however, the system too must change.
- In crimes against women, the perpetrator gets away. The victim is told to be careful, and to be under control. She needs to know that she is not at fault so she does not carry the guilt with her.
- It is important to know **how** to use weapons in self defence, as they can be used against the woman herself.
- Women should demand for transportation that is safe and accessible to all.
- Personal is political. Violence against women is not only an individual phenomenon, but needs to be understood as a structural issue too. It has taken 40 years of the women's movement to take the issue of violence from inside the home to the public space.

DAY 2: LEARNING SKILLS IN FEMINIST COUNSELLING

EXERCISE 1: ROLE PLAYS

Role plays were done to explore counselling situations. Two volunteers were asked to play women who come to the GRC for counselling. Two other volunteers were asked to play counsellors. The rest of the group were observers.



Role Play 1: The woman, 62, complained of husband's alcoholism and beating. He is suspicious of her each time she leaves the house. She has been married 45 years and has children and grandchildren. He has been beating her for the last 10 years ever since he became an alcoholic. Earlier, he used to work; now, he does nothing".

The counsellor advised the woman to bring her husband to the centre for counselling; in case he refused to come, the counsellor offered to visit her house.

Role Play 2: The woman, 20, complained of alcoholism and wife beating. She got married young and has a child. Her husband, a rickshawallah, spends his entire income on alcohol. The woman is a domestic worker. He takes away her money. She went to her *maika* seeking help but they sent her back. He goes to the houses where she works and creates more nuisance for her there. He beats me".

The counsellor advised that she bring her husband so that he can be counselled.

Role Play 3: The woman, 28, said she was married at 15 and has 5 daughters. She complained of harrassment and abuse from husband and mother-in-law. When their fifth daughter was born, her husband asked her to drink her urine as her punishment". She complained her husband is an alcoholic who strips her and beats her; no one comes forward to intervene. She filed a police complaint but her husband and mother-in-law begged her to withdraw it. Her mother-in-law instigates violence. The maternal family has refused any support.

The counsellor explained that the child's sex is determined by the male sperm and made her understand that it's not her "fault". She emphasized of the need for economic independence. The counsellor asked her if she would like them to come to her house and talk to her husband. The woman refused saying that would create more trouble for her. She said she has a son now; the family discriminates between the daughters and the son.

The counsellor advised her to fight back, "Don't tolerate; don't feel afraid. You have to find your own courage. Don't feel guilty about having five daughters."

Responses of the women seeking help:

- RP 1: The woman said she didn't get any real help. "They said bring husband, we'll counsel him. But that is not an option."
- RP 2: The woman said she didn't get any real help and came away with expectations not fulfilled.
- RP 3: The woman said she got help and the counsellor instilled a sense of self confidence.

Responses of observers:

- All women got advice and self-confidence, but no substantive help.
- The counsellors did not ask to hear the other side of the story, the perpetrators' version.
- One of the counsellors advised her to retaliate. Is it acceptable to advise this when one does not know the woman's complete circumstances?
- The counsellors did not always listen well and sometimes interrupted when the women were speaking.
- Counsellors should tell women about other services available at the GRC, like legal aid and health care that would encourage them to come back.
- During counselling, women should be told of the different options/ services available to her, like seeking legal or police help or filing for maintenance.
- The counsellors did not explore the option of help from within the family.

Responses of counsellors:

- Sometimes in the first meeting it is not possible to give all information; we should give little information at one time. If we give too much the woman may not come back.

Response of facilitators:

- All women face violence in some form or the other, at home or outside, at some time or another. Letting women speak about their problems helps them understand that they are not alone.
- The woman's interest is foremost. The counsellor has to ask her what she wants to do and accept that sometimes she may only want to share her problem.
- Victims of violence sometimes become numb because of the prolonged abuse. Therefore, saying they should have come earlier may put the onus/ blame back on her. She may be unable to come to an immediate decision because she may not be able to think straight.
- Often, women will not discuss the entire problem at the first instance. A degree of trust has to be built before she can share her story fully.

- It is good to ascertain if the woman is prepared to respond. Counsellors could also check if there is anyone else in the house/ neighbourhood whose help she could take.
- In some cases, JAGORI takes the woman's permission to do a *gali baithak*. We talk to the neighbourhood about the problem and ask them if they can intervene. People may or may not be prepared to make their problem public. However, if they do, there is the strength of the community they can look towards as a possible solution.
- When one advises a woman to raise her voice or retaliate, it is not necessary that in every case the violence would stop; it may also increase violence. Therefore, it is important for the counsellor to understand the consequences of the advice given. She should inform the woman seeking help of the possible consequences so that she can make an informed decision about her response.
- We need to work with men (husbands, partners, sons, brothers) too, as well as youth groups of men to discuss skewed notions of masculinity, pressures that men face and how patriarchy plays a negative role in their lives too.
- Networking is vital to supporting women; different organisations or self help groups working in the area can be approached for help. Networking with the police too is important.
- "*Jiski ladai uski agvai*". The goal of a counsellor should be to make the woman seeking help self reliant so that she is not dependent on us for help. The woman needs to know that the team is there to support her; however, it is her battle and she must lead it.

EXERCISE 2: GROUP WORK

Participants were divided into groups and were asked to take up one case study from their own experience related to violence and discuss strategies to address it.

Case 1: Domestic violence by in-laws

In a case of wife beating, the girl's parents who live in Delhi brought her back from her in-laws house in Jhansi. Two sisters have been married into the same family. The woman does not want to live in the in-laws house but fears if she files for divorce her sister will bear the consequences. She has three children. Maternal family lives in a house on rent and is not able to support her and her three children financially. The second sister also faces violence but it is not as bad. Parents are saying they will bring the second daughter but are not in a position to do so rightaway.

Possible strategies:

Group:

- She can file a case for maintenance.
- Short stay home where she can stay until the legal case is on.

Facilitators:

- Both sisters being together can strengthen their fight.
- She can file for maintenance; an FIR could be lodged; she could take help from the DLSA for free legal action.
- Networking with organisations in Jhansi (or Madhya Pradesh) necessary to put pressure on in-laws to give maintenance.
- Filing an FIR requires leg work. Therefore, if the family is poor and the woman has three children, she should know that this, so she can prepare herself for the battle ahead.
- Filing under the Domestic Violence Act.
- Taking help from the State Commission of Women.

Case 2: Domestic violence

An orphan woman said her husband beats her as he believes she was not a virgin when she got married. She is the eldest of three sisters and guardian for her younger sisters. She got her younger sisters married before getting married herself. She has a son. She works in a hospital. Her husband has a girlfriend to whom he gives money.

Possible strategies:

Group:

- The husband needs to be counselled about sex and sexuality. Clinical advice can be given to clear any misinformation or unfounded doubts.
- The woman can also be given legal options for separation, if she wants one.

Facilitators:

- She seems to be a strong woman. She can be asked what help she wants.

Case 3: Incest, rape of minor girl by father

A 13-year-old girl is raped by her father. Her mother is aware but does not want to go against her husband. They don't let her go to school. The child came to the GRC for a health service along with a neighbour when her mother was not at home. She has given an incomplete address.

Possible strategies:

Group:

- The girl can be counseled that if she comes out she can protect her two younger sisters.
- Her mother is probably worried about financial security if her husband goes to jail; she can be told that NCW and NGOs have a provision to give financial support to families in need.
- Community and neighbours can be asked for support.

Facilitators:

- Action should be taken against the father.
- Anyone outside the family can file a complaint. The victim has to be ready to support the claim.
- Use of Domestic Violence Act can be suggested.
- Section 376 can also be applied but the child has to be ready for it. She can also be provided a lawyer.
- She can be given a place to stay in a shelter home.

Case 4: Child sexual abuse of minor

An 8-year-old girl was found soaked in blood, a victim of child sexual abuse. The perpetrator is a teenager, the son of a powerful man who is the landlord (pradhan). A police case was filed and the perpetrator arrested. The victim's family has been thrown out of the house that they are renting. Earlier the community did not support the victim's family but after discussions with the GRC members, they are now on the little girl's side. The boy is in prison and has not yet been given bail. The girl now goes to school.

Possible strategies:

Facilitators:

- Women's organisations from elsewhere can be contacted for support. Pressure building helps. Networking with other NGOs working on rights issues becomes very important.
- The child should be given trauma counselling by a professional psychologist.

Case 4: Sexual harassment at workplace

A divorced woman employee was harassed by the office peon making lewd remarks on her character. A police complaint was filed. A committee was set up in the office to look into the matter. The police officials came; the witnesses backed out. The case is now closed. The woman is now married but the incident led to marital discord between the couple. She has a son and earns well but says she will continue with the marriage because if she leaves this husband, the stigma of a double divorce would be too much for her to handle.



Possible strategies:

Group:

It is the woman's decision if she wants to let the status quo continue. Counsellors cannot intervene if she does not want to fight.

Facilitators:

- Could something else have been done at the workplace to ensure quick justice. For eg., according to Vishakha guidelines to prevent sexual harassment at workplace, NGO members can be asked to become members of sexual harassment committees. The head of the committee should be a person in a higher position of authority. One person can be called from outside the organisation or company to prevent influence of any sort.

PRINCIPLES OF COUNSELLING ²

The facilitators gave tips and tools³ to help counsellors be more effective.

Approach

- The counsellor would constantly encourage and motivate her about her abilities to fight her own battles.
- Instill confidence in the woman. Even if you feel afraid, do not let it show.
- It is important to bring equality in the relationship. Respect her thoughts, ideas, circumstance.
- Respect confidentiality; build trust, let her know that the information she shares with us will not be shared outside/ is protected.
- Remain detached. Keep the distance. Don't get over-involved or emotional about the issues being discussed.

Non-verbal communication

- Give the woman your complete attention. Interferences and disturbances like phone calls or other conversations could make her feel you are not interested in what she has to say.
- Sit in a manner that reinforces equality between woman and counsellor.
- Speak in a language the woman is comfortable in. Use simple language, words she can completely fully understand. Seek translator help if required. Normally people use a language they are most comfortable in when they are sharing complex personal matters.
- The important thing is to make her feel welcome, that she is in a safe space.

Verbal communication

- Listen well with the entire body. Seek clarifications where necessary and summarise to make sure that you have understood correctly.
- Give options and discuss risks too
- The counsellor needs to avoid imposing her own decision on the woman survivor.

² ANNEXURE 2: Principles

³ ANNEXURE 3: Other handouts

- Confidentiality needs to be maintained; however, the woman needs to know if her problem will be shared with the team involved. It is also important to help the woman understand the politics of silence and why women do not speak up or raise their voices.
- The counsellor should work on being non-judgemental.

Challenges

- If counsellor has gone through a similar situation there might be the temptation for disclosure. It is important to remember the woman is here to share her own story and seek help, not listen to the counsellor's experiences. However, disclosure may be used strategically, to help the woman arrive at her decision.
- The counsellor needs to keep control of her own emotions.

STRATEGIES

Participants were asked what strategies they would like to adopt to bring about a constructive change in their role as counsellor at the individual, collective and organisational levels.

Individual:

- To not get caught in emotions; to keep distance; help women overcome guilt; to not impose one's own decision on others; to listen actively
- To respect confidentiality and to establish trust
- When suggesting options, also make women aware of likely risks
- To ensure women arrive at their decision in an informed and well considered manner
- To be fully committed to the role and take full responsibility of the consequences
- To respect her opinion even if she keeps changing her stance

Collective:

- Take help of local leaders and elders in the community
- Hold *gully* meetings to discuss issues of violence against women
- Include couples and families in counselling sessions
- Effective networking with other organisations, as well as the police and other State agencies
- Where possible, start youth watch groups to prevent sexual harassment
- Use street plays to raise community awareness

Organisational:

- To build links with the police, NGOs and professionals (like psychologists)
- Explore access to schemes to help better women's economic situation. Women can look at learning non-traditional skills to improve her economic situation. Some instances are mobile repair, electric work and plumbing
- Give women information about different services like legal aid, the Right to Information (RTI) Act and GRC services in the community.

List of Participants

S.N.	Name of the NGO	Name of the Participants	Designation
1	Casp Delhi	Kiran Arora	Project Coordinator
2		Dinbandhu	Advocate
3	Prayatn	Garima	Project Officer
4	J.M.C.	Meeta Bhandari	Help Desk Counselor
5		Yojana Agnihotri	Lawyer
6	Health Fitness Society	Mukesh Kumari	Project Coordinator
7		Meenakshi Agnihotri	Lawyer
8		Vardi Devi	Community Mobiliser
9	Sakaar Outreach	Archna	Family Counselor
10		Yojna Agnihoti	Lawyer
11	Mamta Health Institute for Mother & Child	Santosh Dave	Legal Counselor
12	(NOW) New Opportunity for Women	Sarita Rawat	Legal Counselor
13	Kalynam	Meenakshi Agnihotri	Lawyer
14	CASP PLAN	Kanchan	Help Desk Counselor
15		Shane Zehra	Advocate
16	Sakaar Outreach (New)	Yojna Agnihotri	Lawyer
17	CEQUIN	Nishi Jeeshan	Project Officer
18		Zulfia	Help Desk Counselor
19	EFRAH	Shane Zehra	Advocate
20		Sughra Bano	Counselor
21	Shape India	-----	----
22	NavJyoti Development Society	Yojna Agnihotri	Lawyer
23	Navsrishti	Priyank Kumar	Advocate
24	Caring Foundation`	Kiran	Legal Counselor
25	Adhaar	Sunita Chauhan	Legal Counselor
26	AIWEFA	Bulbul Das	Project Director
27		Dr. Chitralekha Mohanty	Counsellor
28	DCVS	Fatima	Family Counsellor
29		Jasleen	Computer Teacher
30	Amba Foundation	Neelam Thapliyal	Help Desk Counselor
31		Anju	Legal/ Family Counselor
32		Archna Kaul	Project Coordinator
33	Sadik Masih Medical	Shane Zehra	Advocate

	Servant Society		
34		Pragya Sethi	Project Officer
35	Savera (Old)	Babita	Help Desk Counselor
36	Savera (New)	Babita	Help Desk Counselor
37	Sai Charitable Society	Minakshi Agnihotri	Lawyer
38	SSMI	Kaushal	NFE Teacher
39		Yojna Agnihotri	Lawyer
40	WARUDA	Minakshi Agnihotri	Lawyer
41	MANCH	Sambhavta	Family Counselor
42	All India Parivartan Sewa Samiti	Minakshi Agnihotri	Lawyer
43		Kanchan	
44	GDSS	Archna	Family Counselor
45		Nishu Sharma	Project Officer
46	Stri Shakti	Minakshi Agnihotri	Lawyer
47	Ekta Shiksha Sansthan	Yojna Agnihotri	Lawyer
48	NOVLOK	Yojna Agnihotri	Lawyer
49	PRAYAS	Sandhya Sharma	Advocate
	N A R I R A K S H A S A M I T I	-----	-----
50	SOUBHAGYA	Anju	Project Officer
51	DSSWS	Yojna Agnihotri	Lawyer

नारीवादी काउंसलिंग के सिद्धांत

नारीवादी काउंसलिंग की परिभाषा

नारीवादी काउंसलिंग हिंसा का सामना कर रही महिलाओं के साथ काम करने की एक ऐसी प्रक्रिया है जो हिंसा को पितृसत्तात्मक संस्थानों और ढांचों का परिणाम मानती है। इसकी सबसेअलग राजनीति और विचारधारा है कि परिवार सहित अन्य सामाजिक संस्थान हिंसा को बढ़ावा देने वाले केंद्र हैं। यह एक मूल्य व्यवस्था है जो महिला की हिस्सेदारी (एजेंसी) को केंद्र में देखती है व इस हिंसा को खत्म करने के लिए उसे अपनी एजेंसी (सशक्त प्रयासों) का इस्तेमाल के लिए सक्षम बनाती है।

नारीवादी काउंसलिंग कुछ सिद्धान्त

- फेमिनिस्ट काउंसलिंग अधिकारों पर आधारित अवधारणा/सोच है।
- फेमिनिस्ट काउंसलिंग का उद्देश्य मदद के लिए आने वाली महिला को इस तरह से सशक्त बनाना है कि वह पीड़िता से हटकर हिंसा का सामना करके एक सरवाइवर के रूप में उभरे और फिर अपने व दूसरों के जीवन में बदलाव लाने में सक्षम हो।
- यह प्रक्रिया हिंसा का सामना करने वाली महिला को अन्य महिलाओं की मदद के लिए तैयार करती है। यह सामूहिक पहल की ओर भी अग्रसर होती है।
- यह प्रक्रिया औरत को अपने अपरोधबोध से उभरने में सहायता करती है, उसे अपने जीवन व फैसलों पर नियंत्रण रखते हुए जीने में सक्षम और सशक्त बनाती है।
- एक ऐसी नारीवादी जगह जहां औरत अपनी बात रख पाए, अपनी जीवन स्थितियों का विश्लेषण करते हुए अपने लिए सकारात्मक हल ढूंढ पाए।
- औरत के हर अनुभव को स्वीकारना और उसका सम्मान करना। उसे अपना निर्णय खुद लेने और बदलने की आज़ादी हो।
- आत्मनिर्णय और विकल्पों का चयन नारीवादी काउंसलिंग के महत्वपूर्ण पक्ष हैं।
- गोपनीयता को बनाए रखना- चुप्पी की राजनीति को समझते हुए जो महिलाओं को हिंसात्मक स्थितियों में भी चुप रहने को मजबूर करती है। च

- केस कार्यकर्ता महिला की हर बात पर यकीन करती है, जो वह हिंसा झेलने के बारे में बताती है। साथ ही वह पूरी स्थिति को उस महिला की नज़र से ही से देखती है।
- केस कार्यकर्ता संवेदनशील होती है तथा मदद के लिए आने वाली महिला के प्रति निर्णयात्मक रवैया नहीं अपनाती।
- केस कार्यकर्ता अपने उद्देश्य को ध्यान में रखते हुए महिला के साथ दूरी बनाए रखती तथा अपनी भावनाओं पर नियंत्रण रखती है।
- केस कार्यकर्ता महिला की विभिन्न (वर्ग, जाति, नस्ल, धर्म, उम्र, यौनिकता, जेंडर एवं विकलांगता से जुड़ी) सामाजिक पहचानों को समझती है। वह हर महिला को अलग व खास रूप में देखती है। उसकी ज़रूरतों को सामान्य या एक समान नहीं समझती।
- केस कार्यकर्ता व सरवाइवर के बीच एक असमान सत्ता संबंध होता है। नारीवादी काउंसलर की पूरी कोशिश होती है कि वह इस हायरारकी को कम करे और जहां तक संभव हो महसूस न होने दे।
- नारीवादी काउंसलिंग मदद के लिए आने वाली महिला को हिंसा की राजनीति के प्रति निरंतर सचेत करते हुए बदलाव के लिए प्रेरित करती है।