

Role and Challenges of Sakhi One Stop Centre as Crisis Intervention Centre

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ABSTRACT

Sakhi One Stop Centres (OSC) play significant role as crisis intervention centres for women experiencing violence and suffering, especially in Uttar Pradesh, where the prevalence of domestic violence, maltreatment related to dowries, marital discord, and family adjustment issues is still startlingly high. Women in crisis situations frequently have economic, social, psychological, and physical vulnerabilities that call for prompt, attentive, and coordinated response. Sakhi One Stop Centres offer a vital institutional platform where women can safely speak out against abuse and receive integrated services like police facilitation, medical support, legal aid, counselling, and shelter all in one place. The study focuses on assessing the use of decision-making policies during crisis intervention, role of Sakhi One Stop Centre and face various challenges in facilitation and problem solving process of women experiencing violence and suffering and investigating the working environment of Sakhi One Stop Centres in Uttar Pradesh and The effectiveness of interagency coordination, the responsiveness of service delivery mechanisms, and the operational responsibilities of OSC in handling women's emergencies are all examined. The study also lists some of the biggest problems that OSC have to deal with, such as a lack of staff, poor coordination, limited infrastructure, societal and cultural barriers, and limits on how policies can be used in emergencies. The study's goal is to find out how well Sakhi One Stop Centres work as crisis intervention tools and give some suggestions for betterment of women in crisis can get help quickly, know their rights, get justice, and gain self- confidence.

Keywords: Sakhi One Stop Centre, Crisis Intervention, Women in Crisis- Domestic Violence, Dowry, Marital Conflict, Decision-Making Policy, Working Environment

INTRODUCTION

Women in India are revered as goddesses who embody divine feminine power Shakti through figures such as Durga for strength, Lakshmi for wealth, Saraswati for knowledge, and Kali for time/destruction, representing ideals of creation, protection, and wisdom. Nevertheless, this spiritual elevation frequently contrasts with the social marginalization and discrimination women experience on a daily basis, with the goddess archetype sometimes being used to reinforce traditional roles rather than empowering women practically, creating a complex duality. Women are suffering from gender base discrimination, female foeticide, domestic violence, rape, structural

discrimination, dowry etc. Our government focuses on women's empowerment in all the area of development of women. Women empowerment is the significance weapon for safety, decision making, and all the area of development. Women Empowerment is the process of giving women the authority, resources, and self-reliance to make choices, control their lives, and participate equally in society, challenging traditional power imbalances and discriminatory practices to achieve gender equality and societal development. It involves equal access to education, healthcare, economic opportunities, and decision-making, fostering self-worth and transforming systemic barriers. The Government of India declared 2001 as the Year of Women's Empowerment

(*Swashakti*). The National Policy for the Empowerment of Women was passed too.

Women have many safety guards in the frame of legislation like Dowry Prohibition Act, 1961; Protection from Domestic Violence Act, 2005; Sexual Harassment of Women at workplace 2013; Maternity Benefit Act 1961, amended 2017; Equal Remuneration Act 1976; Medical Termination of Pregnancy Act 1971 amended 2021; Prohibition of Child Marriage Act 2006 as well as The Indian Constitution prohibits discrimination based on sex and empowers the government to undertake special measures for them. Women's rights under the Constitution of India mainly include equality, dignity, and freedom from discrimination; additionally, India has various statutes governing the rights of women. These acts, along with constitutional provisions like Articles 14, 15(1), 15(3)), form a comprehensive legal framework to empower women and ensure their rights in India. For support to women's safety, National Commission for Women (NCW) investigates violations, suggests legislative changes, and offers assistance through helplines for problems like domestic abuse, harassment, and discrimination in order to protect women's rights, review laws, advise the government on policies affecting women, and facilitate grievance redressal.

Women have very important platform to handle the crisis situation in all over India but Women are still adjusted in all situation with lots of problems and move in their life but during that situation they face trauma, stress, anxiety, suicidal, loneliness thoughts and physical challenges and they not enjoy their individual, family, societal, professional life.

In Uttar Pradesh, Many Crisis Intervention Centre like Sakhi One Stop Centre (OSC), Help Line Strength like Women Power Line 1090, 181, 112, etc., Pink Shakti App, Suraksha, Nari Seva Simiti, Saanjhi Duniya and many more are working for women safety in crisis for rights, justice and empowerment.

Sakhi One Stop Centre (OSC), a significant initiative of the Indian government's Nirbhaya Fund, are managed by the Ministry of Women and Child Development. They work as crisis intervention centres for women affected by violence, providing all-encompassing assistance under one roof. Since April 1st, 2015, the government has been implementing the One Stop Centre (OSC) program nationwide to offer women impacted by abuse and those in distress comprehensive support and assistance under one roof in both private and public settings. Additionally,

it offers a comprehensive range of services to women in need, such as medical assistance, legal guidance and assistance, temporary housing, police support, and psycho-social counselling.

For the reformation and solution of these problems, Sakhi One Stop Centre is best platform which is perform as Crisis Intervention Centre. In order to prevent further harm and restore functioning, this Crisis Intervention Centre's main responsibilities include providing immediate emotional support, stabilizing people in acute distress, assessing their needs, providing short-term counselling such as de-escalation, connecting them to resources, and working with other professionals (Police Administration, Health Delivery System) to provide comprehensive care. This entails evaluating circumstances, reducing stress, putting them in touch with necessary services (Food, Shelter, Health Emergency Treatment), and connecting them to long-term mental health assistance. It frequently serves as a bridge amid unexpected trauma, domestic abuse, or mental health crises.

The One Stop Centre (OSC) scheme, also known as Sakhi, aims to provide integrated support and assistance under one umbrella to women affected by violence. The scheme focuses on offering a coordinated support system for women facing various forms of abuse, regardless of their background, and facilitating access to services to address violence against women. The OSC scheme has since been integrated into the "Sambal" sub-scheme under the umbrella program of "Mission Shakti", which runs from 2021-22 to 2025-26.

Dealing with Target Group:

Sakhi One Stop Centre work for some targeted group like domestic violence victim, dowry victim, rape, extra marital affairs, sexual assault, trafficking, suicidal ideation or severe mental health crises, natural disasters or traumatic accidents, substance abuse and homelessness especially for women victim and achieve the goal in restore a sense of control and self-reliance, facilitate understanding of the traumatic event. prevent long-term psychological trauma. Ensure safety and connect to comprehensive care.

Need of the Study:

This Study focuses on Role and Challenges of Sakhi One Stop Centre as Crisis Intervention Centre in Uttar Pradesh. One Stop Centre is very good platform in the field of welfare and safety of women and it's established

in 77 District of Uttar Pradesh but very few populations know about this Centre. This Centre established for quick help and support to women in Crisis. Now One Stop Centre have lack of Staff, lack of infrastructure, burden of others welfare of schemes of women, pressure of political body, lack of awareness programmes in the community, limitation of Centre, lack of fund are existed which have cause face many challenges in the run of centre and it's not played the role on the way of women in crisis. Status of One Stop Centre's picture is going to little fed due to many challenges. That's why need of the study on Sakhi One Stop Centre as Crisis Intervention very much needed.

Objective of the study:

This research paper focuses on following objectives:

- To study of Sakhi One stop Centre as Crisis Intervention Centre.
- To study of services which provide to victim and working conditions,
- To study of role and face challenges by Sakhi One Stop Centre as Crisis Intervention Centre.

Area of study:

This study base on Sakhi One Stop Centre which establish in Uttar Pradesh to serve in public and private spaces.

Services provided by Sakhi One Stop Centre to the victim in crisis:

OSCs bring together a range of services that were earlier spread across multiple agencies, with the goal of minimizing additional trauma for women. These integrated services include:

- 1. Emergency Response and Rescue Services:** Linking women to existing support systems such as the police and ambulance services for rescue and transportation to hospitals or shelters.
- 2. Medical Assistance:** Ensuring immediate first aid along with referrals for medical examination and treatment.
- 3. Police Assistance:** Supporting women in filing police reports (FIRs, NCRs, DIRs) and facilitating a smooth investigation process.
- 4. Psycho-social Support and Counselling:** Providing professional counselling to help women

cope with and recover from the trauma of violence.

- 5. Legal Aid /Support and Counselling:** Offering legal information, guidance, and support throughout the legal proceedings.
- 6. Temporary Shelter:** Providing temporary accommodation for the woman and her young children for up to five days, with arrangements made for longer-term shelter if required.
- 7. Digital Services as Video Conferencing Facility:** Allowing survivors to record statements remotely for legal proceedings.

Role of Sakhi One Stop Centre:

Sakhi One Stop Centre have specialized staff to serve the victim in many areas of problem and play its role in different settings.

- 1. Immediate Response and Support:** Sakhi One Stop Centre give immediate support to victim according resources which are available in the centre and provide a calm, sympathy with non-judgmental attitude, actively listening to reassure and comfort victim in distress.
- 2. Assessment and Triage:** OSCs assess the seriousness of problem of victim and assess need of the situation rapidly, identify immediate risks such as self-harm of victim first, and decide on the appropriate level of response.
- 3. De-escalation:** OSCs staff apply verbal and non-verbal strategies to reduce heightened emotions and prevent the crisis from escalating further.
- 4. Stabilization:** Assist individuals in regaining emotional balance by addressing immediate concerns and ensuring basic needs such as safety, food, and water are met.
- 5. Resource Linkage:** Connect individuals with continued support services, including social welfare programs, legal assistance (particularly for survivors of violence), or long-term mental health care.
- 6. Collaboration:** Coordinate with law enforcement, healthcare providers, and community organizations to ensure a comprehensive and effective response, especially in cases involving violence or serious mental health conditions.

Role of Social Work in a Crisis Intervention Centre:

Social work plays a vital role in Crisis Intervention Centres by providing timely, compassionate, and professional support to individuals facing acute emotional, psychological, or social distress. Key roles include:

1. **Crisis Assessment and Intervention:** Social workers assess the nature and severity of the crisis, identify immediate risks such as self-harm or violence, and implement appropriate intervention strategies to ensure safety.
2. **Emotional Support and Counselling:** They offer empathetic, non-judgmental listening and short-term counselling to help individuals manage intense emotions and regain emotional stability.
3. **Safety Planning:** Social workers develop personalized safety plans, especially for survivors of violence, to reduce risk and protect individuals from further harm.
4. **Advocacy:** They advocate for clients' rights and needs, ensuring access to services such as healthcare, legal aid, shelter, and protection services.
5. **Case Management and Referrals:** Social workers coordinate services by linking individuals to medical care, mental health services, legal support, shelters, and other community resources for ongoing assistance.
6. **Collaboration and Coordination:** They work closely with police, healthcare professionals, legal authorities, and community organizations to provide a holistic and integrated response.
7. **Follow-up and Rehabilitation:** Social workers ensure continuity of care through follow-up support, monitoring recovery, and assisting with long-term rehabilitation and reintegration.
8. **Awareness and Prevention:** They contribute to community awareness, education, and prevention programs aimed at reducing crises such as domestic violence, substance abuse, and mental health emergencies.

Overall, social workers act as a bridge between individuals in crisis and the support systems needed to restore safety, dignity, and well-being.

Challenges of OSC:

Crisis intervention centres face significant challenges Systemic, Man Power, Infrastructural, Fake

Case Dealings, Policy Implementation, Operational, and Interpersonal challenges, including a shortage of Mental health professionals, lack of social worker, lack of coordination with other government and non-government agencies/ organization (like law enforcement, hospitals, community leaders etc.), and the emotional toll on staff.

1. **Systemic Challenges:** Sakhi One Stop Centre is government undertaking crisis intervention centre that why it's had lots of limitations to run. Sometime have lots of workload of government scheme implementation at grassroot level, shortage of trained professionals (like Social Worker, Health Professional etc.), Inadequate and unstable funding, data management and confidentiality risks, legal and policy gaps. So many difficulties face by the centre and impact on victim is not good.
2. **Challenge related to Human Resources:** Sakhi One Stop Centre face the challenges of lack of human resources, lack of trained staff as well as multitasking professionals due to gaps in funding, inadequate funds and delay in release of fund by the government.
3. **Challenge related to Workload of implementation of Government Scheme:** OSCs mainly established for Women in crisis and deal the traumatic situation of victim. It done as well but also have lots of workload of government scheme like Kanya Sumangal Scheme, Beti Bachao Beti Padhao, Pension Scheme related women, Ujjavala Sneme
4. **Policy Implementation Challenge:** Uttar Pradesh is most populous state in India and Its policy system is very good but State have covered the portions of female with 47.71% according to Census 2011 and women related crime rate is very high in Uttar Pradesh. So, safety and empowerment are a big challenge regarding policy implementation. State follows the SDGs goal to achieve gender equality and empower all women and girls in education, social Justice, health care, employment. Policy related women have many drawbacks at the level of policy maker, judicial /Court, Police System, local body as well as individual level.
5. **Infrastructural Challenges:** OSCs is government funded agencies then it's depended at the level of Infrastructural development.

Very few OSCs have own Building, Mobile ambulance. Rescue transport, CCTV camera, Record Room etc and maintained. Most of the OSCs face the lack of resources as Inadequate buildings, space, mobile ambulance, rescue van, one room centre etc. in some centres and maintenance of infrastructure is very difficult due to fund release that why could not able to smooth deliver service to the victim.

6. **Challenge of Coordination Gap with related Agencies:** OSCs work for women safety and lots of non-government also work on it. OSCs could not able to refer the case other agencies. Its only refer to legal processing because of coordination gap.
7. **Client-Related Challenges:** Social and cultural stigma surrounding of the victim due to OSCs staff face the challenge in gather the confidential information related to violence. Many women, especially in rural and marginalized communities, are unaware of OSC services. Social stigma and fear discourage reporting to victim. Patriarchal norms and victim-blaming attitudes hinder service utilization. Many cases have pressure from families or communities to withdraw complaints.
8. **Fake cases and false Information:** Sometime fake case and false information a big challenge for OSCs to deal with client and client gives false information to meld the case in favour of victim just for reprisal or alimony and take a quality time of OSCs.
9. **Communication Barriers:** During a crisis, clients may find it difficult to express their emotions or experiences, which makes evaluation challenging. Additionally, language barriers or a lack of cultural competence among staff can hinder effective intervention.
10. **Emotional Imbalance:** Crisis work is extremely demanding and puts staff and volunteers at risk of emotional exhaustion, vicarious trauma, and burnout.
11. **Insufficient Training:** Many first responders, and occasionally even dispatchers, may lack specialized training in mental health crisis management, leading to potential missteps or a reliance on general law enforcement tactics in

sensitive situations.

12. **Role Conflict:** Professionals from different backgrounds (e.g., police officers and mental health clinicians) working on integrated teams may have a lack of respect for one another's professional skills and approaches.
13. **Accountability, Monitoring and Follow-up-** There is often a gap in post-crisis care, with victim being released from short-term interventions without adequate longer-term support or a clear transition plan to ongoing treatment. When OSCs as Crisis Intervention Centre process solve the problem of client then accountability, monitoring and follow-up is very significant part of the centre. Sometime due to lack of resources, staff, fund, workload these principles not implemented properly. So, Inadequate monitoring, evaluation, data management systems and inconsistent quality of services big challenge across states and districts.

Role of Sakhi One Stop Centre as a Crisis Intervention Centre:

Sakhi One Stop Centres play a critical role as crisis intervention centres by offering integrated, survivor-centric support to women affected by violence. Its play very significant role in the process of crisis intervention.

1. **Emergency Support:** The service provides a comprehensive, survivor-centric support system for women in distress by offering immediate crisis response through 24x7 emergency assistance for those facing physical, sexual, emotional, economic, or psychological violence, along with first aid, emergency medical care, and temporary shelter to ensure safety.
2. **Legal Support:** It extends legal assistance by supporting the filing of FIRs and complaints, facilitating access to legal aid, protection orders, and court procedures, and coordinating closely with police, judiciary, and legal services authorities.
3. **Psycho- social Support:** Psycho-social support is provided through counselling to help survivors cope with trauma, achieve emotional stabilization, and make informed decisions, while also supporting their rehabilitation and reintegration into society.

4. **Provide Shelter:** The service further arranges short-term shelter and connects survivors to long-term shelter homes, skill development initiatives, livelihood programs, and relevant government welfare schemes.
5. **Medical Support** -Medical assistance is ensured through medical examinations, treatment, medico-legal documentation, forensic evidence collection in cases of sexual assault, and access to reproductive and mental health support.
6. **Coordinates with others admiration-** Acting as a key convergence point, the service coordinates among police, health services, legal institutions, and NGOs to streamline service delivery, reduce secondary victimization, and maintain systematic case records with regular follow-up.

Suggestions to improve Sakhi One Stop Centre:

1. **Strengthen Staffing and Training:** OSC need improvement in recruitment of appropriate and trained staff as well-trained social workers, counsellors, legal experts, and medical staff and Coordinator. Provide regular capacity-building and trauma-informed care training because of everyday change in technology, pattern of violence, treatment etc.
2. **Enhance Accessibility of Services:** Centre should be ensured about 24x7 availability of services like helpline no with emergency response, counselling, and legal support and medical services.
3. **Improve Infrastructure and Privacy:** Centre should be creating safe, comfortable, and confidential spaces for counselling, medical examinations, and legal consultations to protect dignity and privacy and follow the rule of confidentiality of victim in every step.
4. **Faster Inter-Departmental Coordination:** Centre should be strengthening coordination with police, hospitals, legal services, and shelters to immediate reduce crisis and delays and create barrier free delivery system.
5. **Awareness and Outreach:** Centre should be organizing various awareness programmes regarding women safety, empowerment, justice and development especially in community,

- school, collages and higher Institution timely for accessibility of Sakhi One Stop Centre.
6. **Use of Technology:** Centre should be creating a window system and implementing digital case management systems for tracking cases, record maintenance, follow-ups, and inter-agency communication while ensuring data confidentiality and create some testimony digitally for establishment of belief in client and her family.
7. **Psychological Support and Follow-up:** Centre should be ensured and expand mental health services with long-term counselling and structured follow-up to support recovery and rehabilitation properly.
8. **Strengthening Legal Support:** Centre ensure legal support, fast-track referrals, and legal counselling to help women aware their rights and legal options and also support in raise their voice against violence.
9. **Child-Friendly Services:** Centre ensure to victim about care and protection their child also develop child-sensitive spaces and provide counselling.
10. **Strengthening Monitoring and Feedback Mechanism:** Centre should be regular monitoring, evaluation, and survivor feedback systems to improve service quality and accountability.

Above suggestions can help Sakhi One Stop Centres become more responsive, survivor-centric, and effective in supporting women facing violence and crisis.

Conclusion:

Sakhi One Stop Centre is very good frame which exist many phases of victim and have boundary of violence against women in society and family.

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