

Training Module

**NALSA (Victims of Trafficking
and Commercial Sexual Exploitation)
Scheme, 2015**

National Legal Services Authority

1. NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015
2. NALSA (Legal Services to the Workers in the Unorganized Sector) Scheme, 2015
3. NALSA (Child Friendly Legal Services to Children and their Protection) Scheme, 2015
4. NALSA (Legal Services to the mentally ill and Mentally Disabled Persons) Scheme, 2015
5. NALSA (Effective Implementation of Poverty Alleviation Schemes) Scheme, 2015
6. NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015
7. NALSA (Legal Services to the Victims of Drug Abuse and Eradication of Drug Menace) Scheme, 2015



2015

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NALSA
**(Victims of Trafficking and Commercial
Sexual Exploitation)**
Scheme, 2015

The National Legal Services Authority, Government of India, on 7th November 2015, launched a Scheme at the hands of the Chief Justice of India, Hon Shri H L Dattu for strengthening the legal and social protection of the most marginalised and vulnerable sections of the society such as women in sex work, workers in the unorganised sector, children, mentally challenged persons, tribal, victims of drug abuse and for poverty alleviation.

NALSA has been proactively engaged in strengthening the legal rights of sex workers and transgender populations and the new Scheme for marginalized women is indeed a watershed in the community's struggle for securing dignity and a life of quality.

What is critical in the Scheme is that it addresses the concerns of victims of trafficking including women of all age groups and at every stage: i.e. prevention, rescue and rehabilitation and further provides a road map for legal service providers, judiciary, civil society, NGOs and community organisations for ensuring community access to all economic, legal and social protections available to all citizens.

This training module is an effort to simplify the road map and present an operational framework for the implementation of the said scheme titled, "NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015"

Using a step by step approach the module first explains the significance of the NALSA mandate for weaker sections of the society and within that highlights the vulnerability of the most marginalised populations and justifies the special attention and special provisions that is most required to address the many concerns that face the community.

Further, it orients the user of the module to understand the scope, approach and strategy required to implement the scheme, the role of the Legal Service Authorities, the operational principles that need to be borne in mind and finally a doable framework and action plan for translating these principles and processes into action

The module ends with a demonstration of how the scheme performance can be monitored through a community centric MIS that record all processes and efforts undertaken to establish the first contact with the community beneficiary till the final delivery of the scheme and its benefits to the beneficiary.

It is hoped that the module will surely strengthen the scheme praxis and implementation in its true spirit

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NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015

1. INTRODUCTORY SEGMENT

A. Mandate

- Under Section 4 (b) of the Legal Services Authorities Act, 1987 the "Central Authority", i.e. the National Legal Services Authority, has been obligated to "frame the most effective and economical schemes for the purpose of making legal services available under the provisions" of the Act.
- The Preamble of the Legal Services Authorities Act, 1987, underscores that:
 - Legal services authorities (LSAs) are concerned with the weaker sections of the society
 - Imposes a duty on them to ensure that opportunities for securing justice are not denied to any citizen by reason of economic or other disabilities

Expanded Mandate

Given the thrust of the Preamble there is recognition that:

- Victims of commercial sexual exploitation, whether trafficked or voluntary sex workers are by far a highly marginalized group
- Their rights are forgotten
- Their conditions of life and living are not anybody's concern
- What happens to them and their children interest no one
- Yet they are all entitled to benefits of the various schemes of the government by the mere fact of who they are.
- By their much marginalized existence they are entitled to all benefits that accrue to them as are available to other marginalized sections of the society.

- Victims of trafficking for commercial sexual exploitation face a great deal of trauma not just following such trafficking but also after their rescue.
- They need to be protected against the traffickers who would want them to come back or not pursue their case.
- There are also livelihood issues and if a viable alternative is not given, chances of being re-trafficked are high.

B. Significance

- Recognizes that the most vulnerable or at-risk communities and populations have to battle against discriminatory attitudes and lack of access to justice
- While launching the Seven Schemes to bridge the gap between the State and the marginalized and vulnerable population Chief Justice of India and Patron in Chief of National Legal Services Authority, Justice H.L. Dattu stated,

“Many sections of our society continue to be vulnerable to abuse and exploitation in various forms. It is essential that these vulnerable sections be provided equal and effective access to justice,”

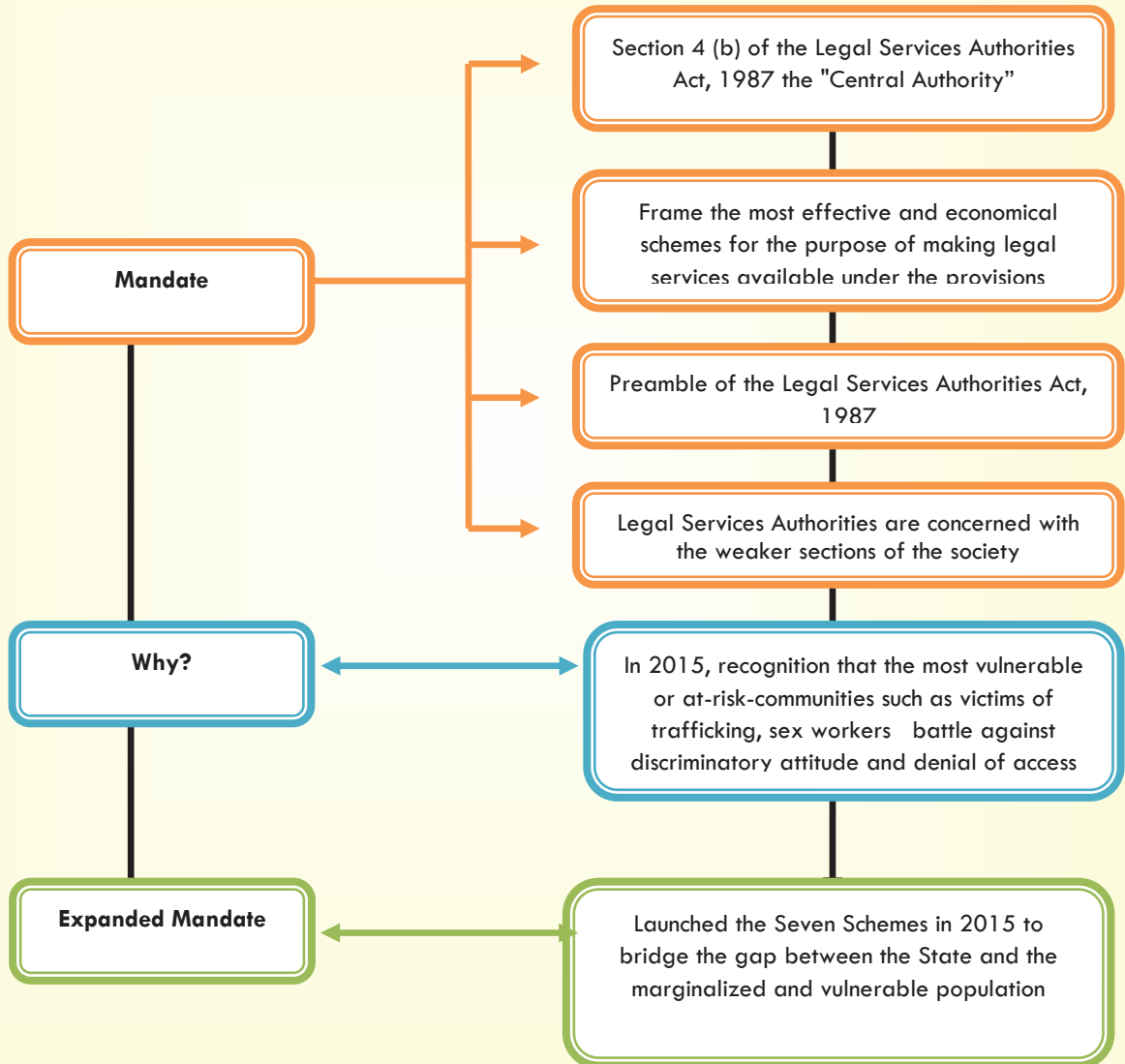
Hon’ble Justice T.S. Thakur, in his Keynote Address as Executive Chairman, NALSA stated that

“We are not an authority that is sitting over judgments of what the government does... Our role is that of a bridge between the beneficiary on one hand and the government on the other. That role of a bridge and as a facilitator need not be confused as an encroachment...”

“Ours is a society of great diversity and complexity. While great strides have been made in breaking down age-old barriers in the years since our Independence, there is much that still needs to be done. Many sections of our society continue to be vulnerable to abuse and exploitation in various forms. It is essential that these vulnerable sections be provided equal and effective access to justice,”- Justice H.L. Dattu, Chief Justice of India and Patron-in-Chief of National Legal Services Authority (NALSA)

“Present legal services activities have been expanded from village to national for community empowerment and protection. Under protection of human rights we are inviting the officials to support the community social inclusion by enrolling them into schemes. For that convergence between administration and DLSA is necessary.” – **Ms. Bhanumati, Chairperson, DLSA, East Godavari**

Flow Chart: On Mandate



2. LOOKING BACK-2011-15

- Realizing the magnitude of violence faced by marginal communities such as Transgender, in 2011, NALSA issued a directive to all State and District Legal Services Authority (LSA) to strengthen legal awareness to and legal protection of Transgender and PLHIV.
- To further concretize and energize the mandate of the LSA, Five-State Seminar on “*Strengthening Legal Aid and Education for Marginal Communities and Most-at-Risk of HIV/AIDS*” was organized on 22nd June, 2013 in Hyderabad, by the National Legal Services Authority (NALSA) in coordination with the Andhra Pradesh State Legal Services Authority (APSLSA) and Centre for Advocacy and Research (CFAR).

The then Executive Chairman Justice P. Sathasivam strongly affirmed the right of sex workers and transgender to legal entitlement.

Key Recommendations

- There should be a legal protection against all forms of discrimination inflicted by both state and civil society on the marginal communities (sex Workers, transgender people, men having sex with men and injecting drug users) many of which is very akin to the offence of practicing untouchability and bordering on hate crimes.
- Delivery of all schemes of the legal services authority must be enhanced to ensure a wider coverage of marginalized communities.
- All existing schemes being implemented by Legal Services Authority such as legal literacy, legal aid clinic, Paralegal volunteer training and Lok Adalats may be delivered as is being done like a package of services with the support of community based organizations.
- Civil rights under law such as the right to get a passport, ration card, make a will, inherit property and adopt children must be available to all regardless of change in gender /sex identities.
- The legal services authority must set up a cell or engage community Para Legal Volunteers (PLV) in all major police stations to provide instant assistance to marginalized communities and in order to ensure strict adherence to rules and procedures set out under law with reference to raids, arrests, detention, etc.

- Just as any other allegedly accused person, the sex worker or transgender person must be informed about the availability of free legal services when they are first produced before the court and referred to the District Legal Services Authority (DLSA).
- Prevent harassment and police excesses in the name of enforcement of Laws such as Immoral Trafficking Prevention Act, 1956, The Andhra Pradesh (Telangana Area) Eunuchs Act, Bombay Police Act, Karnataka Police Act and follow the standard operating procedures in letter and spirit.

Taking the Recommendations Forward

Launched a Community led Legal Engagement Campaign - 2013-2015

- With the encouragement from NALSA and support from State Legal Services Authority (SLSA) and District Legal Services Authority (DLSA), community based organizations (CBOs) across the four states of Andhra Pradesh, Karnataka, Maharashtra and Tamil Nadu led this campaign to reach out to the most hidden populations and communities.
- 120 representatives of community-based organizations were trained by legal and gender experts on laws such as:
 1. Protection of Women from Domestic Violence Act, 2005
 2. Criminal Amendment Law, 2013
 3. Protection of Children from Sexual Offences Act, 2012
 4. Prevention of Sexual Harassment at Work Place, 2013
- The CBOs demonstrated their capacity and commitment to act as an effective link between the LSA and Survivors of Violence.

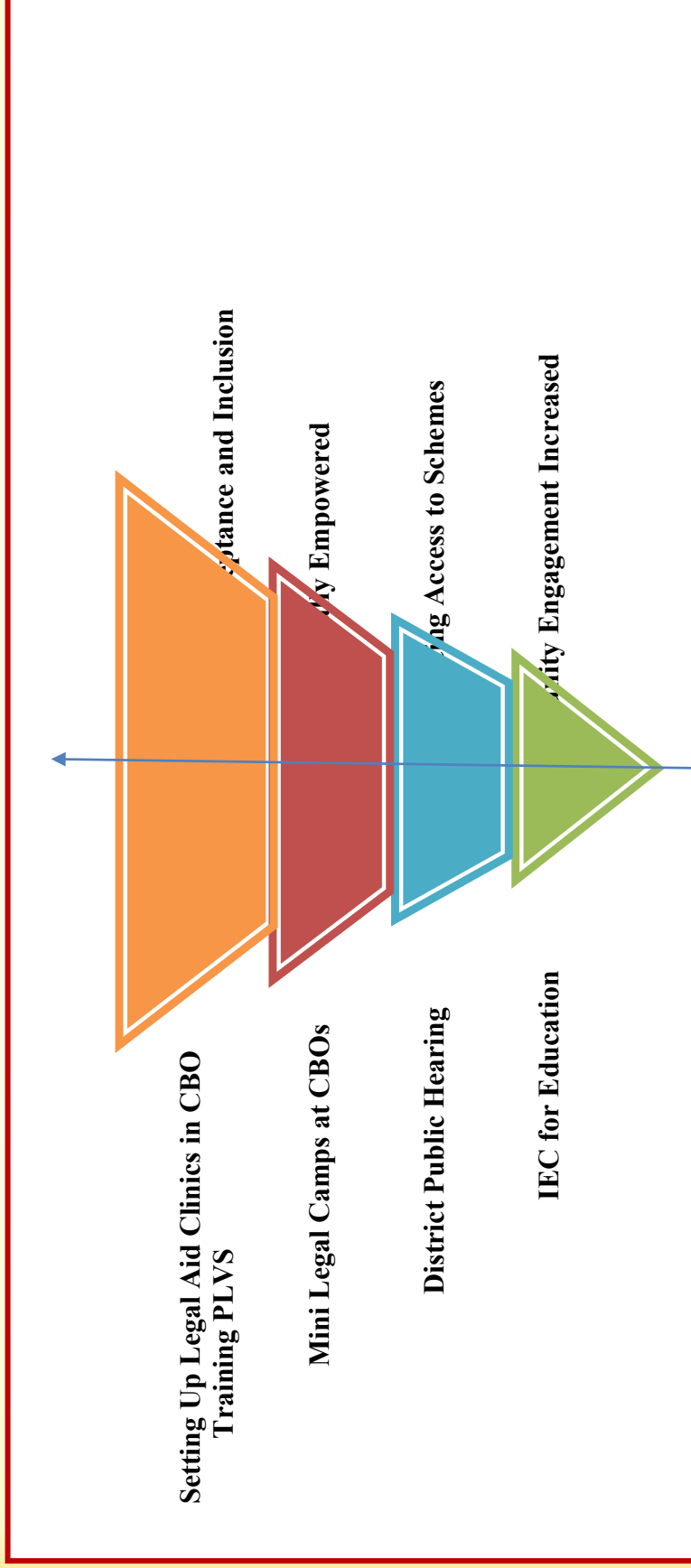
Extending wholehearted support to this Campaign **Ms. Asha Menon, Member Secretary, NALSA in 2015**, stated:

"Many recently legislated gender laws that have strengthened the framework for legal protection and entitlements, especially for women who are socially marginalized, they must pro-actively use it to gain timely protection and institutional redress."

Ms. Sarada Ali Khan, Joint Secretary, Ministry of Women and Child Development pointed out that

"The community's role does not end by taking the woman to the police station or referring a case to DLSA; you have to go many steps further and provide the victim emotional support and counsel and assist her in preparing her case and deposing in court of law without fear and tension."

Impact



Exercise I

Discuss- What does the Introductory Segment- Mandate and Looking Back-tell us?

As Judicial Officials, Service Providers, Representatives of Civil Society and Community-Based Organizations share experiences and insights you have on implementing the Mandate and Association with LSA

Discuss the process, benefit and impact of forging strong association with LSA

3. OBJECTIVE, STRATEGY, APPROACH AND SCOPE OF THE SCHEME

Objectives-

To address the concerns of victims of trafficking including women of all age groups and at every stage: i.e. prevention, rescue and rehabilitation.

- 1. To provide economic and social pathways for these marginalized groups so that they are socially included and thus get all social protections available to an ordinary citizen**
- 2. To ensure the protection of the dignity of the victims and their fundamental right to a life as of any other citizen**

Strategy and Approach - Adopt 360 degree approach Include children, adolescent girls, young women and older women; Address prevention, rescue and rehabilitation; Integrate with all appropriate schemes; Document each case Follow up for three years so that reintegration is complete.

Bridge the Gap

Enhance Engagement

Scheme linkages:

Pension for the elderly women

Housing: Subsidy for construction, Land Pattas from Urban development, Housing Corporation

Universal entitlements: Jan Dhan, Aadhar, Voter Card, Ration card

Legal aid schemes: Legal Literacy, Para Legal Volunteers, Legal Services clinics to ensure free legal aid and protection

Social Security, Pension
Food security
Health Cards
SHG

Difficult to work
 Lack of support
 Age related illness
 Requires social Security

Elderly Women

Anganwadi schools, ICDS, ICPS

Malnutrition
Unevenness in child care
Low weight

Child

Scheme linkages:

ICDS or Child Care Development: 0-6 years, Pregnant women, Lactating mothers (as care givers)

Educational schemes: Midday meal, Bridge schools, Residential schools of Sarva Shiksha Abhiyan

Scholarships for the primary, education from Social Welfare Department

Scheme linkages:

Livelihood: Skill Development, Financial Inclusion, Micro Enterprise- from SC/ST/BC/Minority and Women's development Corporation and CSR funds from government and public sector undertakings

Housing: Subsidy for construction, Land Pattas from Urban development, Housing Corporation

Universal entitlements: Jan Dhan, Aadhar, Voter Card, SHG membership

Legal aid schemes: Legal Literacy, Para Legal Volunteers, Legal Services clinics to ensure free legal aid and protection

Social Security, Pension
Food security
Health Cards, Education

Single women
 Illiteracy
 More responsibilities
 No livelihood

Adult Women

Adolescents

Lack of access to schooling
 Vulnerable to neglect
 No Life skills
 Child marriage & child labour

Scheme linkages:

Skill building: SABLA

Educational schemes:

Scholarships for the secondary and higher education from Social Welfare Department for adolescents and specifically girls

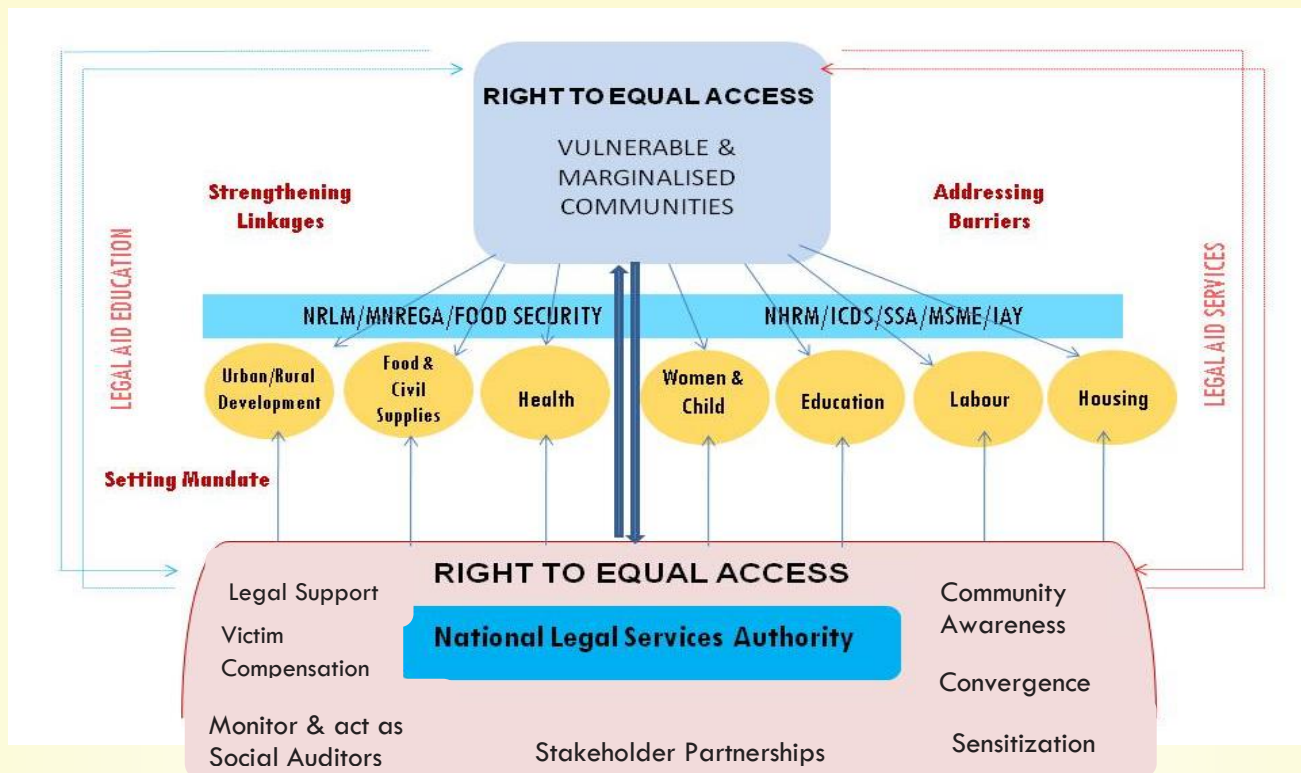
Nutrition, Hostel, Scholarships
Vocational trainings

Participation & Ownership

Sensitization

Strengthening Accountability

Role of the Legal Services Authorities



Key Areas of Support are:

- Provide legal assistance to the victims of trafficking and sexual exploitation at the time of rescue and thereafter during trial
- Facilitate award of victim compensation under Section 357A Cr.P.C
- Monitor and act as Social Auditors
- Spread awareness in the community through the panel lawyers and Para-legal volunteers
- Act as converging nodes to ensure that the government schemes meant for the marginalized actually reach them
- Initiate steps to sensitize the corporate world to support rehabilitation measures for trafficked victims including skill building and employment under the head of CSR

- Assist in the training and sensitization of stakeholders, like police, lawyers including legal services lawyers, prosecutors, government servants and the judiciary
- Collaborate with the local educational institutions and civil society organizations and NGOs working in this field

It is clear from the above two visuals and the Key Areas of Support that under the Scheme, the Legal Services Authority is mandated to strengthen both Legal and Social Entitlements of Marginal Communities

Exercise

Given the Objective, Strategy and Approach of 360 degree develop a framework and if possible identify your priorities for strengthening the linkages with schemes and the areas of support you want to get from LSA

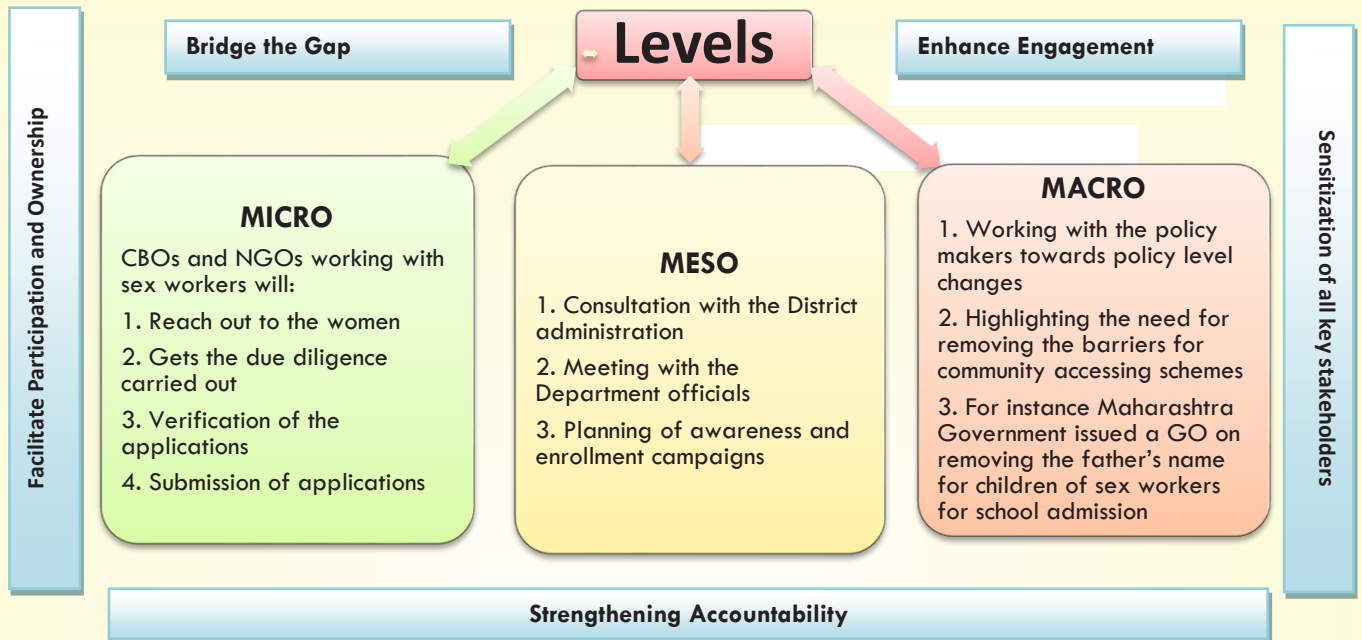
4. LEARNING ABOUT PRINCIPLE AND PROCESS

Operational Principle

Convergence Oversight-To ensure that Administrative Convergence under the District Collector and Convergence of Social and Legal protection the SLSA/DLSA will do the following:

- **Bridge the Gap:** Between all departments and trafficked women, women in sex work and those vulnerable to trafficking and extreme violence
- **Enhance Engagement:** Through Scheme Education Drive organized by DLSA bringing together community organizations and its members and government-department-district and sub-district administration
- **Facilitate Participation and Ownership:** Led by DLSA in collaboration with community organizations through community meetings and camps
- **Sensitization of all key stakeholders-** Enabling all departments and institutions to learn about dynamics of community, remove misconceptions.
- **Strengthening Accountability:** Through an MIS capturing all processes from identifying entitlement holder to scheme delivery

5. LEARNING TO TRANSLATE PRINCIPLE AND PROCESS INTO ACTION- FROM MICRO TO MACRO



Action Plan

MICRO

Anti-Trafficking:

- Along with Anti-Human Trafficking units and NGOs/CBOs, the DLSA should map the vulnerable areas and the vulnerable populations
- Initiate preventive strategies
- Do Scheme Education
- Connect vulnerable people to appropriate schemes
- Spread legal awareness and about the dangers posed by prospective traffickers
- Make children and adolescents aware of the dangers of strangers befriending them
- Parents cautioned not to be prey to false promises made to better the lives of their children
- Young adults warned about false promises of jobs and better lives

Sex Workers:

- Understand sex workers needs by organizing meetings between the Member Secretary, SLSA or full time Secretary, DLSA and the CBO representatives or community leaders
- Enable community leaders to explain the difficulties they face in accessing social entitlements such as widow and old age pension schemes
- Organize public hearings to enable community members to "depose", or share their experience with governance at all levels
- The Jury for Public Hearing should be made up of DLSA Chairperson and /or full time Secretary, other judicial officers also District Collector, Principal Secretaries or Chief Secretaries, Police Officers and Protection Officers, if possible

Prevention:

- SLSAs/DLSAs should build on the structures created under Integrated Child Protection Scheme
- This includes: Setting up of the Village Level Child Protection Committees (VLCPC)
- Committees can have Panchayat members, School teachers, students and parents from the community
- Organize special awareness programs for the VLCPC
- Sensitize Teachers to stay alert and be watchful to prevent problem of missing children
- Sensitize Anganwadi and Health Workers
- Student Legal Literacy Clubs (SLLCs) be encouraged to write, talk and discuss about trafficking issues
- SLLCs could play the role of peer educators
- SLSAs/DLSAs should strengthen groups working to prevent child marriages and empowerment of women
- Student groups should be formed in vulnerable areas

MESO

Anti-Trafficking

- SLSAs/DLSAs create a team of panel lawyers and social workers to spread awareness about the welfare schemes of the government
- PLVs should be used to ensure that all the due diligence processes including eligibility documents and proofs are collected
- PLVs must facilitate the vulnerable communities to access the various schemes

Sex Workers:

- DLSAs should also involve senior Advocates and Panel Lawyers in Public Hearing
- Post the Public Hearing the Secretary or the Panel Advocate should explain about the legal services available in LSA
- Encourage the community to file complaints and seek free legal aid
- Legal Services Authority can enable the target groups to redress the violence and harassment they face
- In cases of violence from partners or husbands, the DLSA along with Protection Officers can provide legal aid and counseling services

Prevention:

- SLSAs/DLSAs should pay attention to the structure already available under the Integrated Child Protection Scheme –
- Setting up of the Village Level Child Protection Committees (VLCPC)
- Committees have Panchayat members, School teachers, students and parents from the community
- Special awareness programmes should be organized for the VLCPC to ensure safety of children
- Teachers should be sensitized on the issue of missing children
- Anganwadi and Health workers must be sensitized

MACRO**Anti-Trafficking**

- DLSAs must facilitate PLVs to interact with the District Collector or Chief Secretary and build on it to ensure the final realization of the scheme
- PLVs attached to or assigned to a police station in compliance of the orders of the Supreme Court of India to handle cases of missing children should be given special training by the SLSAs /DLSAs
- Must be sensitized on children's issues as well as trafficking issues
- PLVs must inform the SLSAs/DLSAs whenever such a case of trafficking is reported

Sex Workers

- DLSAs can accredit PLVs drawn from the community and train them as per the NALSA module
- PLVs can then act as the front line workers of the Authority
- Efforts must be to ensure "saturation coverage" by having representation from all the blocks of the district and ultimately the entire State
- DLSAs should assess the need for schemes in the community and facilitate the access of the community to the various welfare schemes
- PLVs must inform the SLSAs/DLSAs whenever arrest of a sex worker occurs at the police station.
- Women could be encouraged to save money and channelize the money into entrepreneurship

Prevention

- SLSAs/DLSAs must ensure that children remaining absent are followed up and reported immediately
- PLVs drawn from the VLCPCs and Anganwadis as well as teachers should be trained with special emphasis on the issues of trafficking and sexual exploitation
- Work of PLVs must be closely monitored
- PLVs must be given effective mentors and support so that any incident reported is given full and complete attention by the SLSNDLSA concerned
- Strategies of prevention and protection of victims of trafficking implemented by RLMs should also be understood and explored
- Replicate some of the successful methods and establish collaborative efforts

Exercise: Depending on the Level and Constituency, Prioritize the Planning Process

Decide the Actions you would like to advance in order to:

- Strengthen awareness and engagement with the scheme
- Build credibility and stake in the processes, approach and strategies recommended in the scheme
- Foster collaborations with all key stakeholders
- Develop strong networks with like-minded organizations
- Track the initiative step by step

6. HOW TO EXECUTE THE ACTION PLAN-ROAD MAP

<u>Process</u>	<u>Stages</u>
How to do it?	
Micro Planning Survey	→ Will enumerate the demand for each Scheme
Public Hearing	→ Based on the enumeration, will ascertain and aggregate the number of persons demanding and seeking each scheme
Interaction with Key Officials to Sensitize them about uneven access	→ Facilitators drawn from community will assist peers in integration with officials and providers
Scheme Education Camps	→ Led by officials and community representatives to go beyond giving information on scheme to strengthening trust, belief and involvement in the scheme
Enrolment Camps	→ Beneficiary registration for each scheme or service done in the presence of implementers
Connecting the Beneficiary With the Services	→ Accompanying beneficiary to service point or centre or offices
Monitoring Quality of Integration	→ enable beneficiary and CBO to get involved in scheme monitoring, visit service nodes and beneficiary
Scale up the above process to new settlements and groups	→ Do local and area wise campaigns, conduct street plays, public hearing, dialogue with local officials

Key Steps

- Take any scheme of central or state government
- Adopt life-cycle approach to reach out to all ages and marginalized groups
- DLSA and NGOs and CBOs do micro planning and surveys to ascertain the demand for schemes
- Set up Help Desks across the district to facilitate registration for the schemes
- Motivate and educate community to apply for schemes they wish to enroll or register for
- Comply with all due diligence process- enable applicant to get the supportive documents that are required to be furnished including getting proof of residence, age certificate nativity certificate, income certificate, to prove eligibility
- Post the scheme sanction, DLSA should provide support to the community till the scheme gets delivered or the benefit reaches the beneficiary
- The DLSA, with the support of the concerned department would facilitate the applicant to fulfill the procedures stipulated under each scheme

Exercise-1

Take any constituency or group - victim of trafficking, sex worker or those commercially sexually exploited

Using 360 degree approach across geographies, ages, period of three years and the various stages:

Develop a Plan on Any Scheme to strengthen mobilization, education, interface between stakeholders and community and the process of scheme implementation, role of community-based organizations and the official structure

Exercise-2

Strengthening Scheme Engagement-Role of Civil Society and Community-Based Organization- **Case Study**

Programme

Sarva Shiksha Abhiyan (SSA) is programme for Universalization of Elementary Education (UEE) in a time bound manner, mandated by 86th Amendment to the Constitution of India.

The Amendment makes free and compulsory Education to Children of 6-14 years age group, a Fundamental Right

Schemes:

1. Kasturba Gandhi Balika Vidyalaya (KGBV)
2. Residential Special Training Centres (RSTCs) or Urban Residential (UR) Hostels
3. Monitoring the health of children under the School Health Scheme
4. Re-admission of children who had discontinued schooling

Situational Assessment in Anantapur:

CBOs found that in six mandals or taluqs 2300 sex workers were keen to know about SSA schemes

Reaching Out:

In all 35 mandals or taluqs 19 public meetings were held from 11 February to 14 February, 2014 to strengthen information and engagement with the schemes

Community Coordinators focused on the following aspects:

- Importance of education
- Inform and deliberate on the various schemes and eligibility criteria for schools, colleges and hostels
- Highlight the services in the hostels.

Reaching Decision Makers and Implementers:

At a Convergence Meeting held on 19 October 2013 with District Collector, the District Education Officer, Mr. Madhusudhan Rao was directed to explore ways

to enroll sex workers children into Concept or Model Schools and give them priority while sanctioning scholarships. The Collector stated that under the Right to Education Act, educational access is a legal right. The Project Director, Rajiv Vidya Mission submitted on the same day to the District Collector and CBOs, the list of Schemes that can be availed and used to admit children.

Scheme Enrolment:

- 2750 community members received information on the scheme
- 104 children received education support.
- Supported applicants in getting from e-Seva the following documents -
- Caste and Income Certificate
- Bona fide Certificates (from School Headmaster for Model Schools and Best Available Schools run by Social Welfare Department
- Orphan Certificate
- Residence and Identity proofs in the name of the mother

Testimony:

My 12 year-old daughter Sirisha was not going to school and had dropped out. She studied up to class 5 in our village R.K. Thanda. She had to go walking to Reddypalli which is one and half km away from home. She was not interested in walking that far. The EC Member of our CBO and Community Coordinator, Single Window, Ademma explained about Kasturba Gandhi Balika Vidyalaya (KGBV) residential school facility run by the Government for girls and it is free. Another good thing is the school is situated in our Mandal only. Ademma processed my daughter's admission in 6th Standard at KGBV. I am glad that my daughter started studying again which will be good for her future -
Ramanamma, R.K. Thanda, Nallamada Mandal. Prathibha Mythri Mahila Sangham CBO

Exercise - Based on the Case Study, critically examine and assess the processes used on the ground by Civil Society and Community Based Organization. Did it work? In what way can it be strengthened or adapted?

7. DEVELOP A MONITORING AND INFORMATION SYSTEM (MIS) AT DISTRICT AND STATE LEVEL

Management Information Systems:

- The SLSAs and DLSAs will have to develop a sound MIS so that every activity under this scheme is recorded, followed up and assessed
- The support of the PLVs and the Panel Lawyers given to the victims will have to be recorded and monitored closely by the Secretary DLSA
- Where the DLSA has facilitated the rehabilitation, there must be a tracking of the person for at least three years so that the rehabilitation is complete and there is no danger of re-trafficking.

Key Steps

Capture and Collate Field Level Information

Field Workers meet the women in the field or at CBO office and discuss activities like providing education on new schemes, explaining the application process, facilitating them to get necessary documents to apply for the scheme, follow-up on the scheme applied for and meeting local officials along with applicants etc.

They will note down the entire activity on their daily field work formats.

Daily Worksheet or field worker's diary:

Date	Community Outreach (One to one/CBO/ Other community meetings)	Name of the places she visited	Community member & Family member of community Name	Single Window Registration no (New and repeated)	meeting (Scheme education/ Finding the requirements of beneficiary / Follow-up of	Type of scheme : Ex: livelihood Aadhaar /Education/Pension / Housing	How many application received/ any other requests	What kind of the actions taken	Community sharing on challenges/ problems	Remarks/ Follow up
12.03 .2015	Scheme Campai gn	Gooty	Rani	ATP009 9	Scheme educatio n camp	Educati on	15	Documen ts verified	Dropout of the children discussed	

Example: Education scheme

- 110 persons received information on the scheme
- 22 persons expressed interest
- 15 persons submitted applications

Develop District Level Information System:

When field workers visit the community for the first time, they give an identification number to each community member.

She records their names in her diary with the identification nos.

Then she comes to the Single Window and provides the details of community members and their demands for schemes. The identification number remains the same for all schemes.

Sl. No	Name	Address	Single Window Registration Number
1.	C. Soniya	D/O C.Khadarvali, 2-157, Amadagur, Anantapur	ATPV0306
2.	G. Sravani	W/O G.Venkatesulu, 1-35, Gonipeta, Penukonda	ATPV0307
3.	C. Neelavathi	W/O C.Narayanareddy, 5-240, Penukonda	ATPV0308
4.	Jonna Akkamma	S/O Jonna Shivasankar Rao, 7/02, Vajpai Nagar, Kakkalapalli Colony, Anantapur	ATPV2290

This data will then be entered into district specific formats under four segments. They are:

General and CBO related information:

Name of the Unit (East Godavari/Anantapur/Guntur)	Date of the Enrollment in single window			Community Information	Beneficiary Information				Address	Contact No.	Name of the Site	Name of the CC	Name of Taluka/Mandal	
	Date	Month	Year		Name of the Visitor (Community Member)	Name of the Beneficiary	Age	Education						Gender
				Age	Education									Relationship with Community
ATP	4	5	2015	Jonna Akkamma	Jonna Venkatesh	42	9 th	M	Son	S/O Jonna Shivasankar Rao, 7/02, Vajpai Nagar, Kakkalapali Colony, Anantapur	9959884469(PP)	ATP	Leela	ATP

Initially, we collect the basic information such as name of the district, date of enrolment, name of the person and their family members and if that person is a beneficiary her home address along with contact telephone number.

Through this information the Field Worker can reach the community and do further follow-up according to the schemes and its requirement.

In most cases, community bring their family members

For example, if a child of a sex worker needs education support, the parent should possess Aadhar Card, husband of FSW should possess ration card as family head etc. We can track their status through this information

The name of the CBO, status of CBO membership, Single Window registration number (identification number given to the community), whether she is first time contact or a follow-up case and date of submission of application all gets recorded.

Through this information, we track the community from CBOs.

Most of the time, the field workers coordinate with Peer Educators (PEs) and Community Guides (CBO employees) to reach out to the community.

Whether first time visitor (Yes/No)	Member of the CBO (Yes/No)	If Yes, name of the CBO	Single Window Reg. No.	Network / CBO Reg. No	Date of application Submission at Department		
					Date	Month	Year
YES	YES	JL CBO	ATPV2290	JL CBO	6	5	2015

Purpose of the Visit

Purpose of the Visit						
Information On?				Counselling for	Filing Complaints	Application Submission
Schemes - Stree Shakti, ICDS, Right to Education, other schemes (Mention the name of the Scheme).	Filling up Application Forms for any scheme (Ration Card, Voter Card.....)	Health Services	Any other	For Counseling - • Domestic Violence • Sexual Harassment (Assault) Legal Awareness	To file complaint /seek redress for • Incidents of Violence • Stigma and Discrimination • Denial of Services (information, linkages, referrals)	For different schemes such as: • ICDS • Stree Shakti • Health scheme • Old Age • Daughter marriage schemes • Others...
Right to Education	School Admission and Hostel Admission	NA	NA	NA	NA	School Admission and Hostel Admission

While, the Field Workers visit the community, sometimes community also pays direct visits to the Window for different schemes.

The information provided by the Field Worker on field, or through group and CBO meetings, or given at the Single Window is duly entered in the MIS. Sometimes the purpose of the visit could be filing or submitting an application or a complaint under the DV Act) or requiring counseling, etc. – all such details are also recorded diligently. At times, the Window Coordinator will conduct camps at CBO level, organize official visits to CBOs and Window etc. This information is also entered in the MIS stating the kind of outreach that has taken place.

Process of Securing the Scheme

The MIS records all processes required to be done according to the scheme applied for – such as information on types of schemes, counseling on types of issues, whether the application got submitted or not, the referral linkages (Primary Referral/Direct Referral) and the linkages with concerned department/s.

Process						
Information	Counseling	App Submission	Visitor Feedback	Referral and Linkages to departments /Nodal agencies/health services		
Information provided on - Schemes – Pensions, RTI, RTE, Health Services/ Legal Services/ Education/ICDS/Aadhar/ Subsidy loans - Filling up application forms - Related Processes	Counseling provided on - Domestic Violence - Sexual Harassment at Work Place - POCSO - Sexual Assault - Denial of Entitlements- Right to Education, Food Security.	Application submitted /forwarded for further processing	Was the visitor/entitlement holder satisfied with information/ counselling provided through Single Window? - Yes - No	Primary Referral	Direct Referral	Linkages with - Health services - WCD Services - Other department Schemes
Filling Up Application Forms	NA	Application submitted	Yes	JL CBO	RVM /SSA	Other services

Follow-up

Single Window team does the follow-up with primary referral people and departments. This information is updated whenever they do the follow-up on the status and mark the date for next follow-up. This helps track the application date wise.

We can identify which scheme is under process and the date we need to meet the persons concerned. At the same time, we can see those applications that got sanctioned and also those not sanctioned in the format.

We can track the record of individual beneficiary by using her identity number. We can check the status of follow-up scheme wise and individual wise.

Taluk wise, CBO wise, Field Worker wise, Scheme wise information will also be available.

Follow up							
Primary Referral				Direct Referral			
First Referral Date			Write the date of next referrals in comment box and give Remarks	First Referral Date			Write the date of next referrals in comment box and give Remarks
Date	Month	Year	Remarks	Date	Month	Year	Remarks
11	5	2015	NA	12	5	2015	NA
Status							
Under Process	Completed	Sanctioned/Not sanctioned (S / NS)		Reason for not Sanctioning	Follow-up (Awaited / Review / Re-assigned / Under Consideration / Wait listed)		
NA	Completed	Sanctioned		NA	NA		

“This comprehensive and detailed MIS is showing the whole process. Through this we are able to find each individual’s track record, scheme status, file status, reasons of not benefitting and steps for next action plan. It will help us to do perfect monitoring of the program” –

Shri Srinivas, Administrative Officer, APSLSA

Exercises

Situation I

Sujatha applied for Aadhar Card to admit her son. She also applied for Food Security Card and a loan from BC Corporation. She received Aadhar Card within a month and got her son admitted. She wanted to find out about the status of her Food Security Card and BC Corporation loan. She attended series of meetings at Panchayat level to know the status of her loan but she did not get proper information. She went and met the officials of BC Corporation and enquired about the loan. They searched for her file but could not find.

Situation II

Scheme Education Camps on education schemes were conducted at the CBO. Ms. Sri Devi, ALESCO visited and explained about the different schemes which are available under Sarva Shiksha Abhiyan. Immediately, eleven women came forward to enroll their children.

Situation III

Single Window team conduct fortnightly meeting to review the gaps emerging from the MIS

For example:

Name of the Field Worker: Rama Devi

Name of the schemes:

Aadhar: Reached out to 350; Applied 221; Benefitted 215; Under Process -2; Not Benefitted- 4 (migrated-2, finger prints did not match-2)

Housing: Reached out to 520; Applied 29; Benefitted 2; Under Process -27

Education: Reached out to 210; Applied-14. Benefitted – 14

Group work:

- In the case of Sujatha, how did the MIS help to track the status of her three applications?
- How does the Single Window monitor the interactions that the Field workers have with women interested in enrolling for schemes? How does the MIS help to review the work of the Single Window?

Module on NALSA Scheme: Tips for Facilitators

Ice-Breaking Exercise

Check out Assumptions that Learners have:

For example

Legal Services Authority only strengthens legal awareness and in specific cases and on-demand can also provide or confer legal aid and services. Accessing law or engaging with law or filing a case in the court is only done if all other remedies fail and is the last recourse for persons seeking social justice. The Authority will expect sex workers to leave sex work rather than become an empowered person making life choices from a position of strength and advantage. Scheme will undermine the confidentiality about the work and identity.

Any other, Let the Learners discuss any Assumptions, encourage them to reflect on it and developed a shared view on what the assumption means to them and what needs to be confronted and engaged with:

For example one of the learners may have had bitter experience with law and lawyers and even free legal aid. She may have found the advocate to be corrupt and sexist and hence may voice her reservation about the scheme.

- *How does one respond to such feelings or negative perceptions and most importantly lack of confidence in the instrumentality of law?*

Firstly allow the discussion to happen let a mix of experiences be shared, enable many points of view and perceptions some diametrically opposed to each other to emerge.

After that try and sift what happened when one could intervene or make a difference and what happened when one could not? What happened when one knew how to tackle the problem and register a timely complaint and when one could not do so? Separate situations where one had some measure of control and where one did not.

Ensure at the end of this discussion there is an understanding that what the scheme will do will be to give everyone a fighting chance to rid the systems of all their biases, prejudices and the potential harm it can cause; it cannot change existing realities; that has to be changed institutionally

Another example could be taking recourse to law or getting caught up with judiciary can be very stressful because the party you are trying to charge against can level counter charges against you or harass you. So how do we use this Scheme and the access it gives us to LSA without getting caught up in such situations?

Yes it is very important that a Scheme of this kind which enables you to work closely with the Judiciary must be seen as an opportunity to change institutional culture; make duty-bearers aware of rights of the community. In every case or grievance or issue that we want to address we must be

careful not to point fingers at individuals but to show the malaise or flaws in the system and how this pervades every level and whatever facts we present must give proof of systemic gaps and flaws.

With LSA largely giving legal aid and service how will they suddenly start converging with the administration?

- *Yes it is difficult and cannot be reduced to one monthly meeting where all departments come together-that is coordination and not convergence*
- *It is to achieve convergence in spirit and letter that the Scheme has detailed out Approach, Strategies, Process, Action Plan and M&E*

This Introductory or Ice-Breaking Session will be followed by two sessions which will focus on Mandate and Objective to in the First Session followed by Approach and Strategy in the Second Session:

First Session

Facilitating the Session on Mandate

- **Learning Objective**
- **Get Clarity about what is Mandate**
- **Engage with Mandate as a statement of intent as well as scope**
- **Understand how the Mandate has been translated into Objectives**

Keeping this in mind discuss about:

Original Mandate-Intent and Scope & Expanded Mandate-Intent and Scope

1. What is the difference?
2. From legal entitlements to social entitlements
3. What does it imply?

In the first mandate you are confining yourself to your jurisdiction of legal aid and services. In the second mandate you are intervening in the executive or administrative jurisdiction.

What did Justices Dattu and Thakur say; deconstruct their statements; yes we are intervening but not in any way undermining the executive.

Let the learner reflect on this because in democracy one of the key principles of democratic governance is separation of powers and respect for each other's jurisdiction and yet for very strong reasons this can be changed. What reasons did Justices Dattu and Thakur give for creating a scheme that goes beyond their legal jurisdiction?

Facilitate the Session on Looking Back

Establish the connect between the Expanded Mandate and the Exchange that was taking place between Community Organizations and LSA at National and Other levels before the Scheme was announced.

1. In what way was this expansion of mandate influenced by civil society and community organizations?
2. What does it tell us? What were the issues faced by the communities?
3. What kind of support were they looking for?
4. Was it relief and redress or was it a change in the attitude of mainstream institutions towards them?
5. What did the Former Executive Chair do to address their concerns?
6. Is it of any relevance to us if so which one's should we prioritize?
7. Establish the Continuum of Objectives from Mandate

Second Session on Objectives and Approach:

Engage with the twofold objective- providing economic and social pathways for these marginalized groups and ensuring the protection of the dignity and their fundamental right to a life as of any other citizen. Discuss and strengthen the engagement with the Objectives by asking them to articulate strong statement of Why and to What Extent they want the two objective to change their quality of life.

Follow up Session

Take the two visuals which bring together strategy, approach and process of being a convergent platform and emphasize their interconnectedness.

- Strategy of strengthening access to both legal and social entitlements
- Approach -360 degree and ensuring that all age groups and needs are met
- Process-Converging through LSA departments, schemes, social entitlements and legal services

Conduct Two Exercise to Facilitate Engagement

First Exercise

Divide the Learners into different demographic groups and based on their needs and schemes enumerated in the graphic let them work out for any scheme or a set of schemes:

- Rationale or justification for it
- Situational assessment-challenges they are facing without this support
- Past experiences of engagement with these schemes and programs
- What needs to be changed or strengthened or removed to strengthen information, motivation to apply, due process to be followed and finally the ability to use it consistently

Second Exercise

Let them also present their understanding based on any Scheme or Program on what do they see as:

- Roles and Responsibility of LSA in order to converge
- Administration in order to deliver
- Community Organizations in order to Mobilize, Educate and Aggregate and Facilitate Demand

Third Session

Operational Principles, Translating Principles into Micro, Meso and Macro Actions

Operational Principles: In this Session Learner must separate what is stated and what is expected,

Under **what is stated-** they can list out what is stated and how do they understand what is stated

- *For example-What Does Bridging the Gap mean? It means that we are not subjected to any indignity and treated like a client or more essentially as a fellow human being?*
- *What does enhancing engagement mean? It means going beyond announcing schemes and programs and laying down clearly the value chain from beginning to end?*

Under **what is expected** they must put down or think aloud on how it should change:

- What terms of reference do they want to set as CBOs to have a healthy relationship with different departments and government institutions? The Principles can be collectively brainstormed and discussed.

Session on Action Plans

- **Micro Level** - Community centric-Reaching out; facilitating the persons wanting to access scheme to complete due diligence; ensure its verification and submission.
- **Meso-Level-** Administration-centric- Coordinate with district officials; organize campaigns.
- **Macro Level**—Policy Makers- Address barriers and create community friendly action.

Exercise

- Distribute the Participants into three Groups- Micro-Meso and Macro
- Let each group select from the plan of action the initiatives they must take forward let them work out their way to strengthen the rights of victims of trafficking, sex workers and address prevention

For Example

Action plan:

Step-1:

- *Identify a minimum of 10 community workers or leaders who will shoulder the responsibility of working with DLSA and Departments.*
- *If they are enrolled as PLV then they will take the responsibility seriously.*
- *Provide them the training on schemes and procedures*

Step-2:

- *Develop simplified IEC materials on both the NALSA schemes for trafficked women and Unorganised workers (Flyers)*

Step-3:

- *Conduct Training for All*

Step-4:

- *Hold Inter-department consultation:*
- *We can organize a meeting presided over by Secretary, DLSA, District Collector and departments and showcase the role the DLSA in addressing the concerns of the community members and how the CBO and DLSA have made a difference in the lives of the women.*
- *Facilitate experience sharing of community members, speak about the campaigns and the importance of the Scheme*
- *Government officials can then share about the role of the CBO in strengthening the Scheme delivery.*
- *DLSA can then speak about the mandate of NALSA for marginal women*
- *Jointly the community and departments can develop an Action Plan*

Session on Road Map

This is a session where they have to assume the role of a service provider or PLV and as PLVs they will be expected to contribute to the implementation of the Scheme.

What does this entail?

- *Firstly they must revisit the operational principles stated above because they have to uphold it as the service providers at the community level.*
- *Here it is important to use Role Play to Show How Space, Changing Attitudes through Sensitization and Processes to improve the identification and facilitation of beneficiaries needs to be shared.*

- We can show how neutral Space such as Single Window; Inclusive Attitudes through Common Problem Solving Process at Single Window and in Official Meetings and Processes like Scheme Education Camps, training them as social auditors can help to strengthen the operational principles.
- After this, get into specific processes.

Take a Case Study and divide the Road Map into many Steps highlighted in the Figure and match it with the following:

- Finding out about the beneficiary
- Reaching out information to them
- Motivating them to Apply
- Helping them to bring the documentation together
- Facilitating them to get it verified
- Helping both community and department to complete due diligence process
- Staying the beneficiary till she gets the sanction of the scheme

Session on MIS

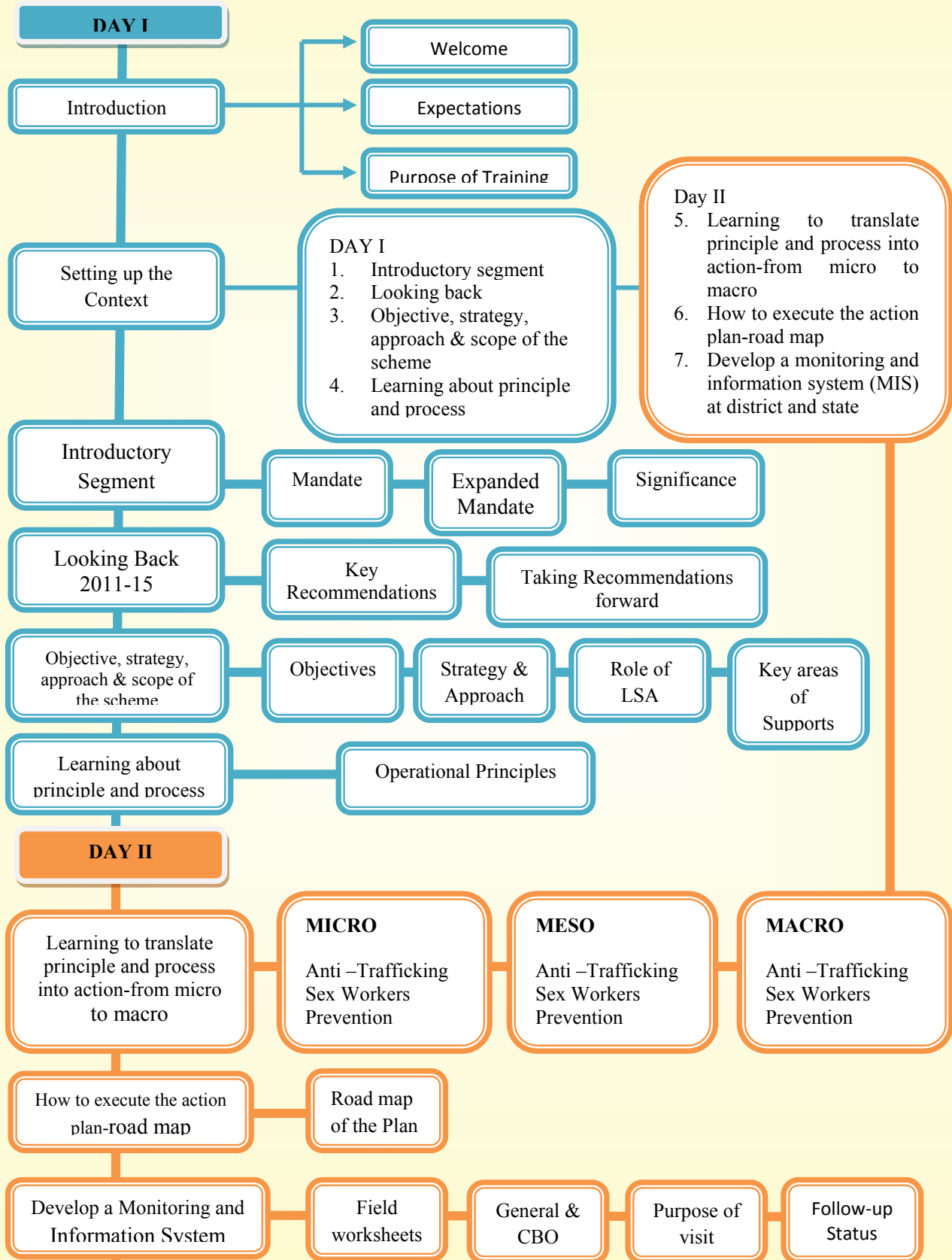
Take an MIS and enter all data-beneficiary-wise, scheme-wise, sub district wise, community or group-wise into it.

Reviewing the data; See where the scheme is working and where it is not;

- Develop an action plan to address gaps and shortcomings
- Advocating with the district administration

NAL SA (VICTIMS OF TRAFFICKING AND COMMERCIAL SEXUAL EXPLOITATION) SCHEME – 2015

Two-day Training Flow Chart



**NAL SA (VICTIMS OF TRAFFICKING AND COMMERCIAL
SEXUAL EXPLOITATION) SCHEME – 2015**

Two-day Training

Topic	Content	Time
DAY – I		
Introduction	<ul style="list-style-type: none"> • Welcome • Expectations • Purpose of Training 	10.00 -1100
Setting up the Context	<p>DAY I</p> <ol style="list-style-type: none"> 1. Introductory segment 2. Looking back 3. Objective, strategy, approach & scope of the scheme 4. Learning about principle and process <p>Day II</p> <ol style="list-style-type: none"> 5. Learning to translate principle and process into action- from micro to macro 6. How to execute the action plan-road map 7. Develop a monitoring and information system (MIS) at district and state 	11.00 -11.30
Tea Break 11.30 -12.00		
Introductory Segment	<ul style="list-style-type: none"> • Mandate <p><i>The Preamble of the Legal Services Authorities Act will explain</i></p> <ul style="list-style-type: none"> • Expanded Mandate <p><i>This LSA Preamble was expanded into few specific reorganizations like recognizing the marginal population, their rights, their conditions of living life, exclusion into schemes, rescue after rehabilitation after trafficking trauma, protection from traffickers, Alternative livelihood to the victims will elaborate</i></p> <ul style="list-style-type: none"> • Significance <p><i>Significantly the actions placed by community in the country and responses from Chief Justice of India and Patron in Chief of National Legal Services Authority, Justice H.L. Dattu and Hon'ble Justice T.S. Thakur, in his Keynote Address as Executive Chairman, NALSA stated</i></p>	12.00 – 13.30
Lunch Break 13.30 to 14.15		
Looking Back 2011-15	<ul style="list-style-type: none"> • Key Recommendations <p><i>NALSA recommendations towards marginal population Conducted a National conference by NALSA to take forward the recommendations further</i></p> <ul style="list-style-type: none"> • Taking Recommendations forward <p><i>The Executive Chairman Justice P. Sathasivam strongly affirmed the</i></p>	14.15 – 15.00

	<p>rights of sex workers and transgender to legal entitlements.</p> <p>Legal campaigns and how can we take it forward and what kind of the impact can emerge out of it</p>	
Objective, strategy, approach & scope of the scheme	<ul style="list-style-type: none"> • Objectives Social protection through providing economic and social pathways – Protection of their fundamental rights and to live in dignity • Strategy and Approach 360° approach from child to elderly women vulnerabilities, integrated schemes and scheme linkages through DLSAs can be elaborated • Role of the Legal Services Authorities Right to equal access of social security schemes in linkage with government by legal services authority functioning to take forward the above said mandate. • Key Areas of Supports National Legal Services Authority mentioned few specific key areas where the vulnerable population require the support can be detailed 	15-00 – 16-00
Tea Break 16.00 to 16.30		
Learning about principle and process	<ul style="list-style-type: none"> • Operational Principles The process of administrative convergence under the District Collector in coordination with Legal Services authority can be oversight the following: Bridge the gap, Enhance Engagement, Facilitate Participation and Ownership, Sensitization of all key stakeholders and Strengthening Accountability Each expected outcome of convergence will be explained by exercises and sharing by Single Window Coordinators, community representatives and officials of Kakinada where they had successful convergence activities ➤ K. Dhana lakshmi, CC, EG – Explain about the public hearing how it was helped them to bridge the gap ➤ G. Nirmala, Representative, EG – Evidence of scheme engagement under the jury of LSA and administration ➤ Obulamma, President, ATP – Showcase the case studies how they engaged legal knowledge into ground through meetings and camps ➤ Mr. Ramanjaneyulu, PD, MEPMA, EG – Elucidate the whole process how they involved in the convergence and sensitized by DLSA 	16.30 – 5.30
Home Work	<p>Ask the participants to write their so far engagement activities with the legal services authority at their respective areas in charts</p> <p>This will help them to understand their present journey with legal services authority to assess the future course of action plan</p>	30 to 40 min (At their comfort time)
DAY – II		
Recap	Recap the first day sessions by four (4) participants session wise	09.30 – 10 .10

<p>Learning to translate principle and process into action-from micro to macro</p>	<p>Action Plan</p> <p>MICRO – <i>Identifying the need and making the ground ready</i></p> <p>Anti – Trafficking: <i>Explaining the steps and necessary measures to prevent the trafficking, providing Livelihood in coordination with NGOs/CBO by LSA</i></p> <p>Sex Workers: <i>Process of mainstreaming the community by using inclusive approaches under the jurisdiction of LSA</i></p> <p>Prevention: <i>Implementing specific action plan on prevention through law enforcement.</i></p> <p>MESO – <i>Creating a platform for understanding both provider and seeker side through different awareness activities</i></p> <p>Anti – Trafficking: <i>LSA creates a platform for awareness within the system and out of the system</i></p> <p>Sex Workers: <i>Creating awareness to Primary and Secondary stakeholders of sex workers through different activities</i></p> <p>Prevention: <i>Using the existed mechanism in the system and enable the stakeholders towards community social inclusion</i></p> <p>MACRO – <i>Bringing our specific policies through policy advocacy with policy makers</i></p> <p>Anti – Trafficking: <i>Use statutory mechanism by involving state policy makers</i></p> <p>Sex Workers: <i>PLV/Sex Worker-led system inclusive of activities by LSAs</i></p> <p>Prevention: <i>Activities of PLVs will be taken into the ground for expansion</i></p>	<p>10.10 - 13.30 (Including Tea Break)</p>
<p>LUNCH BREAK – 13.30 -14.15</p>		
<p>How to execute the action plan-road map</p>	<p>Road Map of the Plan:</p> <p><i>The key steps of the process and stages of the plan will be detailed with exercise</i></p>	<p>14.15 -15.00</p>
<p>Develop a monitoring and information system (MIS) at district and state</p>	<p>Comprehensive process Monitoring Information System (MIS)</p> <ul style="list-style-type: none"> • <i>Why we need the MIS</i> • <i>What are the key steps in the information system</i> • <i>What kind of the assessments we can incorporate from the system</i> • <i>Exercises on sample MIS</i> 	<p>15.00- 16.30</p>
<p>Tea Break – 16.30 – 17.00</p>		
<p>Take outs and Action Plan</p>	<p>Group work & Presentation - Action Plan on the following:</p> <ul style="list-style-type: none"> ➤ <i>Strengthen awareness and engagement with the scheme</i> 	<p>17.00– 17.30</p>

	<ul style="list-style-type: none"> ➤ <i>Build credibility and stake in the processes, approach and strategies recommended in the scheme</i> ➤ <i>Foster collaborations with all key stakeholders</i> ➤ <i>Develop strong networks with like-minded organizations</i> ➤ <i>Track the initiative step by step</i> 	
Conclusion		17.30 -18.00



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