

PROJECT KRIYA

Journey to a New Normal



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IN COLLABORATION WITH EDELGIVE FOUNDATION AND JAN SAHAS

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ACKNOWLEDGEMENT

This case investigation was initiated and funded by EdelGive Foundation, the philanthropic initiative of Edelweiss Group, in partnership with Jan Sahas, a non-profit organisation. We would like to thank Jan Sahas for their immense support in helping us to understand their context and ecosystem, as well as for all their help coordinating our project. We also thank the women and their families who provided us with accounts and opinions of their emotional and legal experiences post sexual violence, and travelled to meet us at the Jan Sahas offices. Our case investigation was greatly aided by insights from their conversations with us.

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Executive Summary

- Sexual violence as experienced by a girl/woman doesn't just bring **pain from the physical violation** that she undergoes, but also, additionally an emotional trauma from the **deep sense of loss** she has for her identity, **an eroded sense of normalcy**, a **difficulty trusting and feeling safe** in her environment and **struggles with her self worth** and social value.
 - The decision to report is a **collective family decision**, which sets into motion a long-drawn legal system that is slow and frustrating.
 - It is our understanding that while for the family, sympathetic officials and voluntary organisations the **primary goal becomes to ensure the perpetrator gets punished**, her personal sense of justice and recovery is tied more to **absolving herself of blame** in the eyes of those around her and **finding a path to normalcy**.
 - This project, in collaboration with EdelGive Foundation and Jan Sahas, is aimed at **developing deep insights into a victim's journey from trauma to her new normal**. These learnings have been used to design the interactions between Jan Sahas, the victim and her family (ecosystem), in order to **strengthen and hasten her path to normalcy**, and **enhance the experience for her and her family**.
 - At a broad level her journey extends through three states: Victimhood, Survivorship and New Normal. These stages are disengaged from time and her legal journey and hence often overlap each other through the process. The interventions aim to ensure that she is able to **navigate from one state to the next**, without getting stuck in any of the states or **leaving the journey to a New Normal incomplete**.
- The design takes into consideration the following:
 - a. **Jan Sahas as the key point of influence**, being both a figure of authority and support, having the ability and existing relationship to largely shape language, beliefs, and actions, mainly for the family and the girl/woman
 - b. **Ability to locate a girl/woman** on the journey map
 - c. Providing **easy to roll out/scalable interactions artefacts**, cues, scripts and tools for Jan Sahas to enable the desired outcomes

Partnership



Final Mile is an award-winning Research & Design consultancy built on the precepts of Behavioral Economics, Cognitive Neuroscience and Design. We address behavioral challenges in business and social contexts by systematically understanding the role of emotions, heuristics and context in the decision making process and developing design interventions that influence behavior. Final Mile has managed projects across a wide variety of sectors and wicked problems such as HIV prevention in Africa, Reducing child trafficking in India, Maternal health in rural UP, medical adherence, Financial inclusion, Transportation safety, Sanitation etc



The case investigation aims to contribute towards driving greater impact for Jan Sahas program. Jan Sahas is committed to promote the development and protect the rights of socially excluded communities with the special focus on girls and women through eradication of all forms of bondage including manual scavenging and caste based prostitution; empowerment of adolescent girls and women to end violence and gender justice, skill development for dignified livelihoods and social entrepreneurship; legal aid for access to justice and reform in criminal justice system; develop barefoot lawyers to build victim or survivors as leader and empowerment of communities through capacity and organization building.



This case investigation is funded by EdelGive Foundation. EdelGive Foundation is the philanthropic initiative of Edelweiss group. Since its inception in 2008, EdelGive Foundation has evolved into a grant-making organisation, that is helping build and expand philanthropy in India by funding and supporting the growth of small to mid-sized NGOs. EdelGive makes, receives and manages grants, to empower vulnerable children, women and communities via a zero-cost platform. EdelGive's grants and grants received from other funding and institutional partners are used towards both financial and capacity building needs of the NGOs it supports.

Project Background

Sexual violence is known to be one of the most horrific and severe of traumas a person can undergo. Its ever-growing prevalence is a disturbing reflection of our society. There is large incidence of under-reported cases. Driving greater reporting and legal justice for incidents of sexual violence at a systemic level will result in an increased criminalisation of sexual violence to drive fear in perpetrators, leading to greater deterrence in society.

However even with driving reporting for survivors of sexual violence, the process of seeking and going through legal proceedings towards justice can come with an intensive psychological, financial and even physical drain on her and her family.

While Government and well-meaning NGOs have been at the forefront of helping the situation and have been working towards increasing access for survivors to legal system, the ordeal remains traumatic. There is a need to improve the experience of survivors during the process of legal justice, in order to help them manage better and facilitate recovery.

Jan Sahas, situated in Dewas has been working to promote the development and protect the rights of socially excluded communities with a guided focus on girls and women through legal advisory, counseling and prevention activities. They have a survivor focused lens. While they have built a system of access to legal, psychological counselling and rehabilitation activities, they are still challenged by fundamental behavior changes within the family towards her, and aim to evolve from a purely judicial sense of justice towards addressing her personal sense of justice too.

Problem Reframe

Shift from building adaptive coping strategies for her and her family, to mapping a girl/woman's journey to her new normal :

For her relationships, identity and sense of future, there is rarely a way that she can "go back to normal", therefore there is a need to help her reach a "new normal"

Design interactions between Jan Sahas, the victim and her family in order to hasten her path to normalcy and make the insufferable journey more meaningful for her and her family.

Process and Methodology



- a. Stakeholder immersion
- b. Case study review
- c. Immersive in-depth interviews:
 - i. Survivors
 - ii. Family Members

- a. Analysis of interviews, and artefacts
- b. Synthesis using emotional appraisal framework to map out girl/women's coping journey

- a. Building a journey map to explain current behaviors, decision-making and emotions
- b. Building non-conscious design interventions to address the gaps for her and her family

- a. Dissemination of journey map insights
- b. Further develop interventions and disseminate them via a workshop

Case Investigation Design

Immersion

The immersion phase was aimed at building a deep contextual understanding, in order for us to embed ourselves in the Jan Sahas ecosystem. Existing secondary literature was also reviewed to aid our study. We were able to identify the required tools and information sources in collaboration with Jan Sahas stakeholders, and developed a robust set of hypotheses for the subsequent field study

The modules which were used as part of the methodology include:

Interviews with Stakeholders from Jan Sahas: case coordinators, case workers, the founder, data researchers, helpline workers, the lawyer’s initiative and counsellors

Interviews with Government officials: key government stakeholders from the legal and medical system including a psychiatrist, a nurse, police officers, doctors, constables etc. No survivors were met during these interactions

Observational studies at the office of the helpline staff and One Stop Centre

Behavioural Case Investigation

This phase in the study was conducted in order to develop an in-depth understanding of a woman’s journey through the stages of the process. We aimed to map the survivors experience through:

Part A.
Analysis of the case files and case artefacts (FIR, Witness Statement, Charge sheet, Verdict, Compensation, Court Summons)

Part B.
Case retelling from a judicial, from a case worker, and counsellor point of view

Part C.
Deep Storytelling from the Survivor and key Family Member

Sample

The cases were chosen from the case files of Jan Sahas in collaboration with the case coordinators and caseworkers. The criteria for selecting the 18 cases:

AGE	STAGE OF CASE
Minor	1. Charge sheet filed
Adult	2. In legal process
	3. Waiting for the verdict
	4. Positive verdict
5. Negative verdict/compromised cases	
Other variables accounted for:	
<ul style="list-style-type: none"> - Caste - Religion - Perpetrator type (unknown/known) - Marital status 	
Key family member involved in the case Included a mix of:	
<ul style="list-style-type: none"> - Brother - Father - Mother - Sister 	

The stakeholders covered in the qualitative study are:

- Caseworkers and case coordinators from JanSahas
- Helpline workers
- Officials in the system: doctors, medical practitioners
- Lawyers
- Counsellors
- Survivors and their families

Project Segmentation



< 18 years
(girl who is perceived by society as incapable of giving consent)



> 18 years and Unmarried



> 18 years and Married

Journey Context

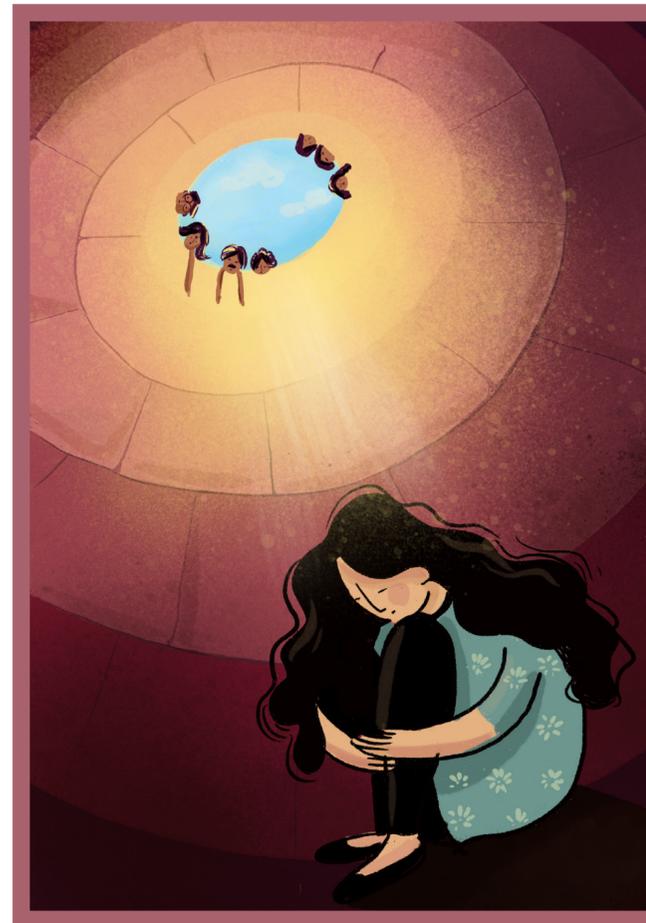
Various factors like the burdensome legal process, stigmatisation and threats from the perpetrator can extend and inhibit her natural healing process. Whilst the legal journey cannot be altered or alleviated, the **experiences** that surround it can be enhanced and **made more meaningful**, in order to drive better adaptive coping - and help her reach her new normal. Trauma creates high vulnerability, and disrupts her sense of future, however, as she heals, she finds a new identity, a new sense of future, a stronger sense of self and redefines her relations: in this, she finds her new normal.

Her journey can be divided into the **3 distinct states of - Victimhood, Survivorship and New Normal**. The aim is to ensure that we cement and accelerate her journey, so that she does not remain in a single state for too long, or abandon her journey before normalcy. It is important to bear in mind that these are states, not stages, and thus while it is possible for enabling factors to move her forward, it is also possible for barriers to send her back to a previous state. Enablers and barriers are different for different demographics of women, with minor girls having the most number of enablers - however we aim to achieve a desirable outcome with even the most vulnerable women.

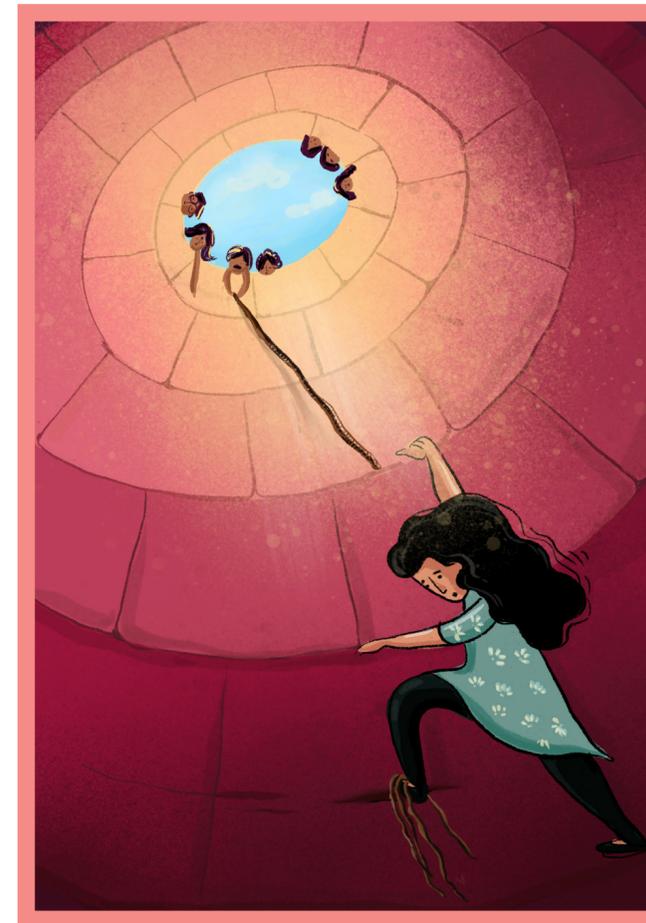
JOURNEY TO NORMALCY

Journey to Normalcy

Her journey can be divided into the 3 distinct states of - Victimhood, Survivorship and Normalcy. Each state is representative of her identity, where she begins as a victim who is actively suffering, moves on to being a survivor who is driven to action and has gained some distance from the trauma, and finally reaches a new normal - where her identity is no longer defined by the experience of sexual violence. While it is not possible to circumvent the process through the three states as they are all essential to her coping, we aim to strengthen and hasten her journey to her new normal.



VICTIMHOOD



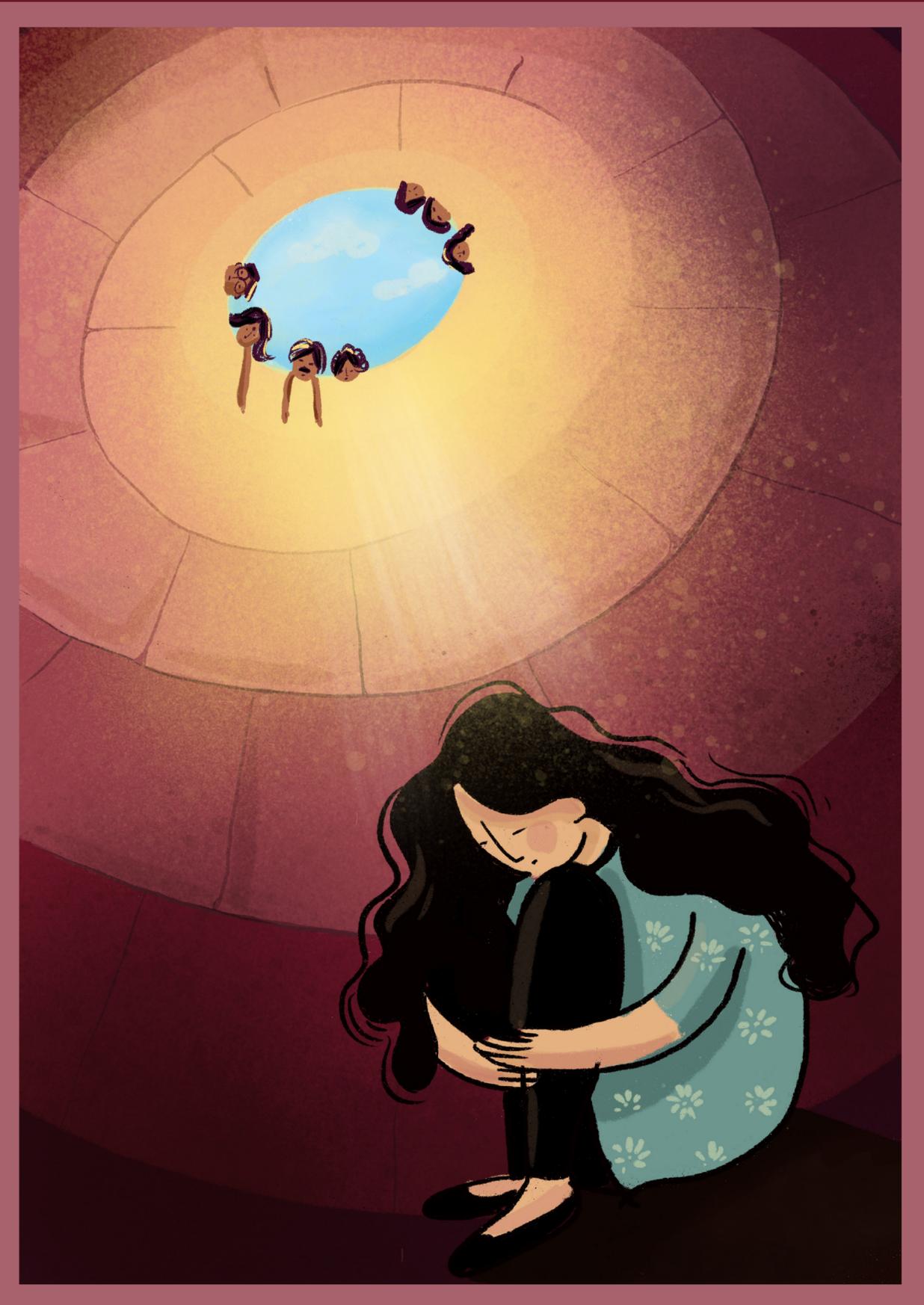
SURVIVORSHIP



NORMALCY

VICTIMHOOD

Victimhood is marked by an activated and deep sense of threat, the victim is unable to feel safe and secure in their surroundings, constantly wary of where harm could come from next. The victim feels vulnerable, helpless and unable to escape reliving of trauma. Her suffering is worsened due to the lack of control she has in this state.

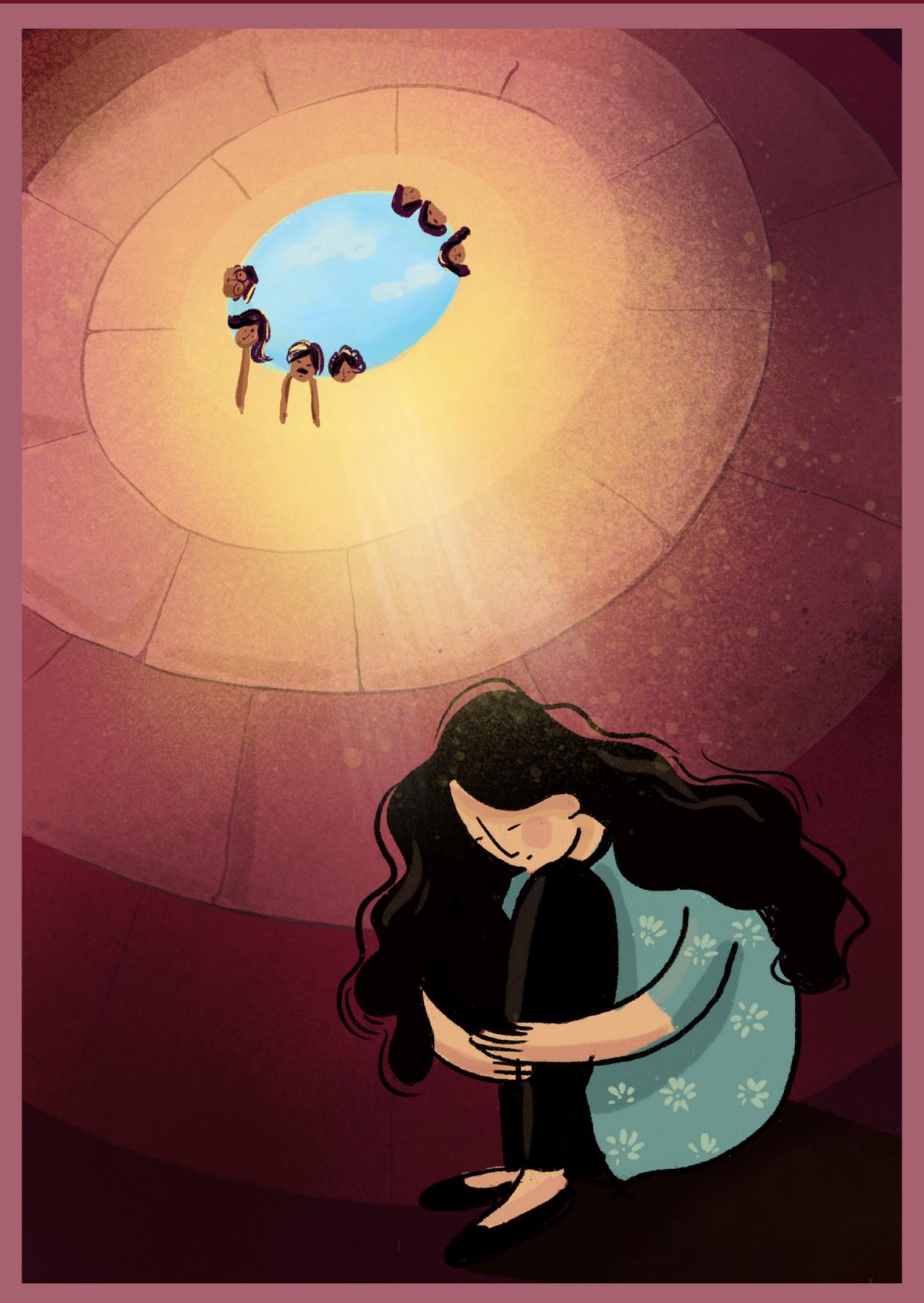


VICTIMHOOD

She sat up in bed, having spent all day there - in and out of sleep. Her father and brother would be home from the field soon, and she could hear her mother calling her for dinner. It had been weeks since she had been outside and met people, even the thought of it made her tense up. Whispers about her had been reaching her parents whenever they left the house "their daughter, she's like that, she talks to boys na..." The idea of uncomfortable run-ins, and people saying things like this to her face was enough to curb any thoughts of stepping out. "Why did I ever speak to him? Everything would have been fine right now if I had just ignored him. I can't imagine what else they're saying about me". Suddenly she looked up, and saw her mother standing there - now impatiently - asking her to come for dinner. She had been so lost in thought, she didn't realise it had been half an hour since her mother had first called her.

At dinner, she fidgeted with her food while her family discussed the case. They were planning out the next few weeks. Her mind wandered "maybe I shouldn't have smiled", she thought, "papa had told me to stay away from him, but the boy wouldn't leave me alone even when I asked him to..". Her thoughts were interrupted by her brother: " you have to be ready tomorrow morning by 10:00 okay?". She stared at her plate and nodded. "We have the first meeting with the lawyer, and after that we will all go to the court", he said. She nodded again. Nothing felt okay, the past few days had been emotionally draining and she was tired of feeling this way. "I wonder what there is to even live for anymore..", she thought.

* The stories you see are inspired from true stories, of real victims, but are not any one victim's story alone. This tells the story of one version of victimhood, there can be many more manifestations of the markers of this state, depending on the factors of the case, the family, the trauma and the victim herself.



VICTIMHOOD

वह बिस्तर पर बैठी थी, पूरा दिन वही बीत चुका था. उसके पिताजी और भाई जल्दी ही खेत से घर आने वाले थे | रात के खाने के लिए माँ उसे रसोई से बुला रही थी. उसे बाहर गए हुए कई हफ्ते बीत चुके थे | लोगो से मिलना, उनसे बातें करना - आज कल इन ख्यालों से ही उसे तनाव महसूस होता था |

जब कभी उसके माता पिता घर से बाहर जाते थे, उसके बारे में कानाफूसी उन तक पहुँच ही जाती थी “उनकी बेटी, वह ऐसे ही है, वह लड़कों से बात करती है न..” इससे घर में तनावपूर्ण माहौल रहता था |

"भला मैंने उससे कभी बात ही क्यों की? अगर मैंने उसे अनदेखा किया होता तो सब कुछ ठीक होता ना ? क्या पता लोग मेरे बारे में और क्या क्या बोलते होंगे?" उसकी माँ की आवाज़ ने उसे अपने ख्यालों से बाहर निकाला | माँ उसे अब बेसब्री से बुला रही थी | ये अपने ख्यालों में इतनी गुम थी की उसे एहसास ही नहीं हुआ की माँ उसे आधे घंटे से आवाज़ दे रही थी..

खाने के वक्त पर उसके परिवार वाले केस के बारे में चर्चा कर रहे थे, अगले कुछ हफ्तों की योजना बना रहे थे | दूसरी तरफ, वह अपनी थाली में खाने को देखते देखते अपने ख्यालों में फिर से खो गयी | वह मन ही मन में सोचने लगी “शायद मुझे मुस्कुराना नहीं चाहिए था, पापा ने मुझे कहा था उससे दूर रहना, लेकिन वो लड़का मेरे बोलने पर भी मुझे अकेला नहीं छोड़ता था”

वो इन्हीं ख्यालों में डूबी थी, की तभी उसके भाई ने कहा: “तुम्हे कल सुबह दस बजे तक तैयार होना है, ठीक है?” उसने अपनी थाली की ओर देखा और हामी में सिर हिलाया | “हम पहले वकील से मिलेंगे, और उसके बाद कचहरी में जायेंगे”, भाई ने कहा | उसने फिर से हामी में अपना सर हिलाया..हालाँकि उससे अभी भी ठीक महसूस नहीं हो रहा था, पिछले कुछ दिनों में वो इतना सह चुकी थी की थक गयी थी |

उसने सोचा... “अब जीने के लिए कुछ बच्चे भी है क्या?”



VICTIMHOOD INSIGHTS

She sat up in bed, having **spent all day there** - in and out of sleep. Her father and brother would be home from the field soon, and she could hear her mother calling her for dinner. **It had been weeks since she had been outside and met people**, even the thought of it made her tense up. Whispers about her had been reaching her parents whenever they left the house "their daughter, she's like that, she talks to boys na..." The idea of uncomfortable run-ins, and people saying things like this to her face was enough to curb any thoughts of stepping out. "Why did I ever speak to him? Everything would have been fine right now if I had just ignored him. I can't imagine what else they're saying about me". Suddenly she looked up, and saw her mother standing there - now impatiently - asking her to come for dinner. She had been so lost in thought, she didn't realise it had been half an hour since her mother had first called her.

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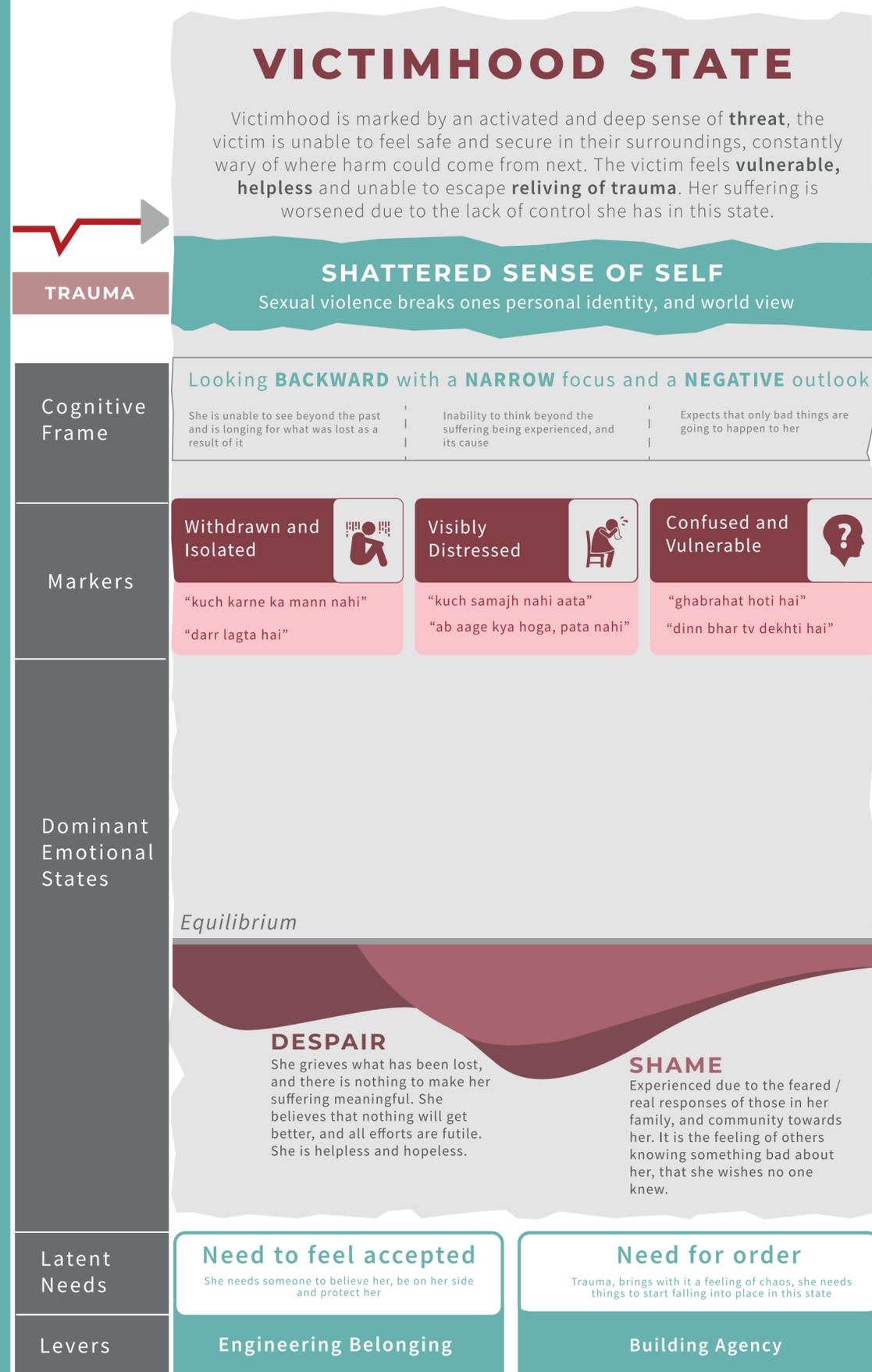
* The stories you see are inspired from true stories, of real victims, but are not any one victim's story alone. This tells the story of one version of victimhood, there can be many more manifestations of the markers of this state, depending on the factors of the case, the family, the trauma and the victim herself.

There is an implicit construct for officials and family members of what a "victim", "rape (crime)" and "perpetrator" are; depending on the case type highlighted details highly drive the narrative created

The family's focus on tangible action against the perpetrator can distract them from her intangible needs of care



JOURNEY TO NORMALCY



There is an implicit construct for officials and family members of what a "victim", "rape (crime)" and "perpetrator" are; depending on the case type highlighted details highly drive the narrative created

"Bure ghar se tha, sab jaante the"
He was from a bad family, everyone knew it
-Father

"Kitni baar batana padega, pata nahi kabh kya bolu, kuch galat nahi bolna"
I don't know how many times I'll have to tell them, don't know what to say, what if I say something wrong
-Victim

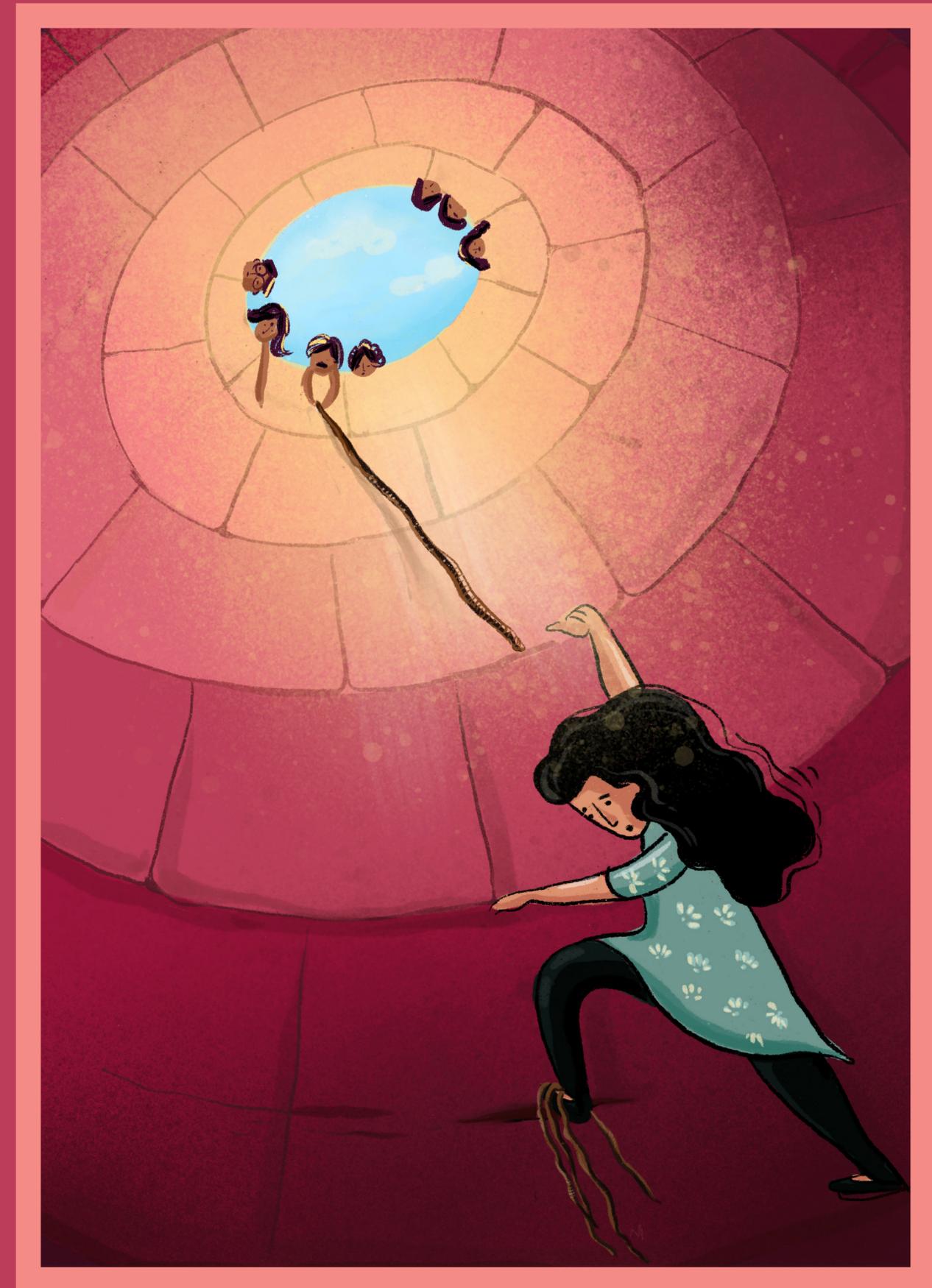
The family's focus on tangible action against the perpetrator can distract them from her intangible needs of care

"Agar meri jagah koi dusara hota toh woh case nahi ladta"
If there was someone other than me, they wouldn't have fought the case
- Brother

"Woh mere liye kitna karte hai, meri wajah se unko kitna sehna padta hai"
They do so much for me, they have to bear with so much because of me
- Victim

SURVIVORSHIP

Survivorship is marked by a diffused sense of threat, the survivor feels stronger, more assured that she is not alone, and that there is a way forward. She has gained some distance from the trauma and the threat, and starts to regain her sense of control in her life, still largely consumed by the case.



SURVIVORSHIP

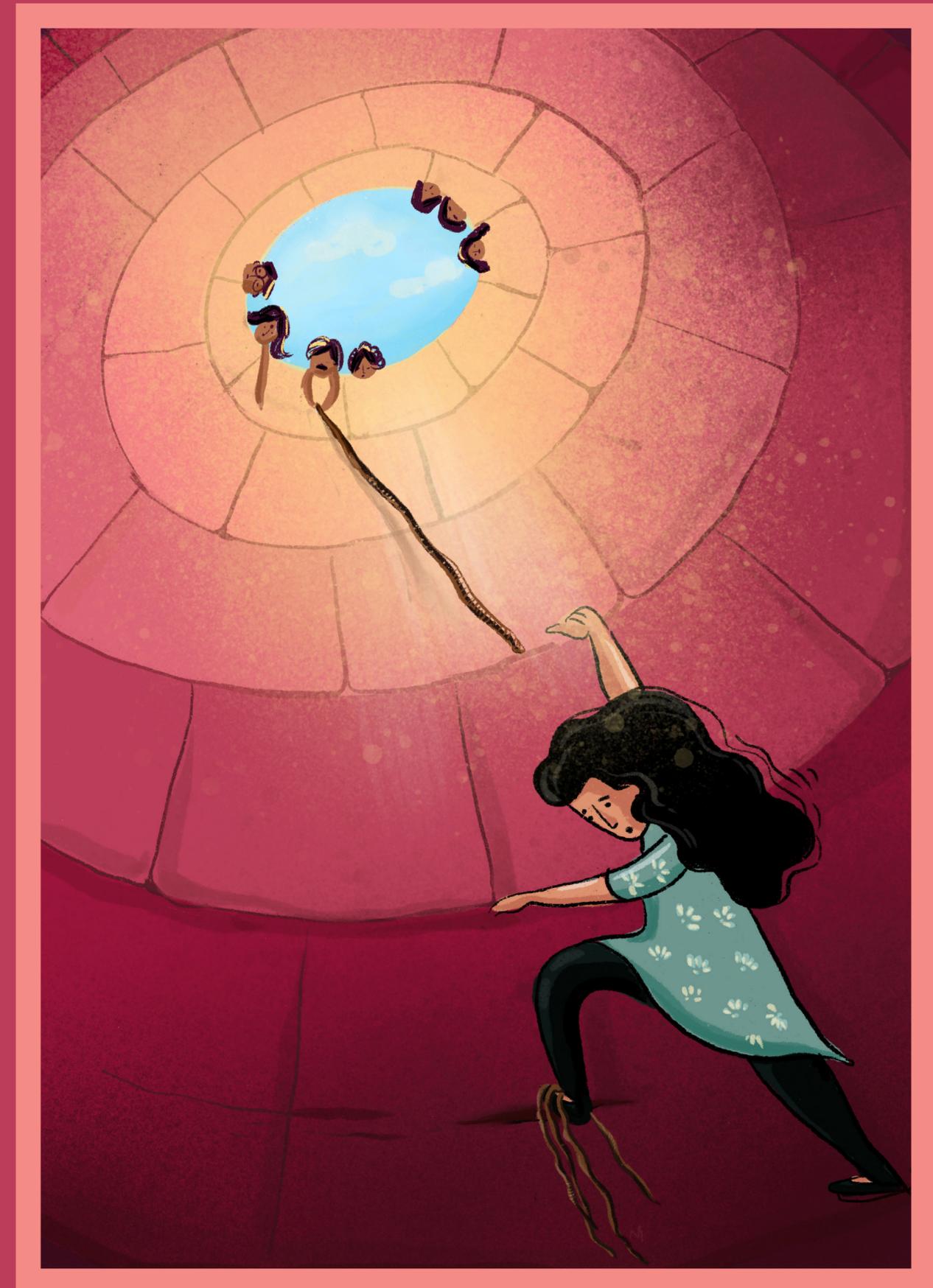
She had just about started going to the market again. Some neighbour or the other was usually there too. They always gave her looks when she walked by, either staring too much or quickly averting their gaze because of everything that was happening with the case, and today was no different. This was frustrating, but for her own sake, she knew it was something she had to get used to.

Later that evening, she sat at her sewing machine while her father and brother chatted in the hall. She wasn't trying to listen in on the conversation, but her door was open and she couldn't help but hear them. "Sometimes I wonder why this had to happen to us", her father was saying, "I lose out on my labour-day wages with all these court visits, and whenever I do go, no one really talks to me anymore". "But we can't be weak, we need to fight", said her brother, "Yes, if we win this case we can show them that we are not wrong", said her father.

She winced, there was a lot riding on this case - they had already spent almost 16,000 rupees on petrol, ferrying between meetings with the lawyer and court appointments. Her mind began to wander "I know that they are fighting for me...but I wish I knew what they really think of me now", she thought. The case trial was coming up. Her statement had gone well, just as they practiced. Now that it was over, it almost felt good to realise that she had managed to speak in a room full of so many strangers. "But what next?", she thought, "what if the lawyer cross questions me, and I say something wrong...what will that do to my family.."

A positive verdict clearly meant a lot to all of them, but for her it mostly meant being able to get on with the rest of her life. She wasn't sure what the future might look like, but at least she felt she could have one, someday. For now, sewing had been keeping her busy and distracted. "Maybe once this is all over, I can take up tailoring of clothes for others also, and maybe even earn a little something..." she thought.

The stories you see are inspired from true stories, of real survivors, but are not any one survivor's story alone. This tells the story of one version of survivorship, there can be many more manifestations of the markers of this state, depending on the factors of the case, the family, the trauma and the survivor herself.



SURVIVORSHIP

अब वो फिर से बाज़ार जाने लगी थी | आम तौर पर, वो कोई पडोसी या कोई पहचान के मिल ही जाते थे | जब भी वो पास से निकलती थी तोह लोग हमेशा उससे या तोह नफ़रत से देखते थे या घूरकर, या फिर नज़र ही घुमा देते | आज भी कुछ अलग नहीं हुआ था. यह बहुत परेशानी की बात थी लेकिन अपनी और अपने परिवार के खातिर, वह जानती थी की उसे इन सब चीज़ों को नज़रंदाज़ करने की आदत डालनी ही होगी...

उसी शाम, वह अपनी सिलाई मशीन लेकर बैठी थी और पिताजी और भाई आँगन में बातचीत कर रहे थे | वो उनकी बातचीत को सुनने की कोशिश नहीं कर रही थी लेकिन दरवाज़ा खुला था और उसने ना चाहते हुए भी उनकी बातें सुनाई दे रही थी |

“कभी-कभी मैं सोचता हूँ की ये हमारे साथ ही क्यों होना था”, पिताजी हताश होकर बोले - “अदालत के चक्कर लगाने में मेरी मजदूरी का नुक्सान होता जा रहा है, और जब भी मैं काम करने जाता हूँ तो कोई मुझसे ज्यादा बात भी नहीं करता” इस पर भाई बोला “लेकिन हम कमजोर नहीं दिख सकते, हमें हिम्मत दिखानी होगी” | फिर पिताजी बोले - “हाँ..अगर हम यह मुकदमा जीत जाते हैं तोह हम सबको दिखा सकते हैं की हम गलत नहीं थे” |

वह एकदम से चिंतित हो गयी और सोचने लगी की इस मुकदमे के उपर तो काफी कुछ दांव पर लगा था | भाई ने बताया था - वकील से मुलाक़ातें और अदालत के चक्कर लगाने में लगभग सोलह हज़ार रुपए पेट्रोल पे ही खर्च हो चुके थे | उसका मन विचलित हो उठा “मुझे मालूम है मेरे परिवार वाले मेरे लिए लड़ रहे हैं..लेकिन काश मुझे पता होता कि अब वह मेरे बारे में क्या सोचते हैं”...

मुकदमे की अगली सुनवाई नज़दीक आ रही थी | पछिली बार, उसका बयान अच्छा हुआ था, ठीक वैसे ही जैसे उसने तयारी में किया था | उस बयान के बाद, उसे ये एहसास हुआ की वह अनजान लोगो के सामने भी धैर्य से अपनी बात कह पायी | उसने सोचा “लेकिन अब आगे क्या होगा? अगर वकील ने मुझसे और कुछ पूछा और मैंने कुछ गलत कह दिया तो क्या होगा.. इसका मेरे परिवार पर क्या असर होगा?”

यह स्पष्ट था की उसके परिवार के लिए ये मुकदमा जीतना बहुत अहमियत रखता था | लेकिन, उसके लिए तो केस खत्म होने का मतलब कुछ और था - ये था की वह अपनी जिन्दगी आगे जी सकेगी | उसे नहीं पता कि आगे क्या होगा लेकिन उसे यह ज़रूर महसूस हुआ कि किसी दिन उसका भी एक बेहतर भविष्य बन सकता है | अभी तो सिलाई ने उसे व्यस्त रखा था और और इस वजह से उसका ध्यान बँटा हुआ था | उसने सोचा “हो सकता है कि यह सब खत्म हो जाने के बाद मैं दूसरों के लिए भी कपडे सील पाउ, हो सकता है की मैं थोड़ा कमा पाउ”...



SURVIVORSHIP

She had just about started going to the market again. Some neighbour or the other was usually there too. They always gave her looks when she walked by, either staring too much or quickly averting their gaze because of everything that was happening with the case, and today was no different. This was frustrating, but for her own sake, she knew it was something she had to get used to.

Later that evening, she sat at her sewing machine while her father and brother chatted in the hall. She wasn't trying to listen in on the conversation, but her door was open and she couldn't help but hear them. "Sometimes I wonder why this had to happen to us", her father was saying, "I lose out on my labour-day wages with all these court visits, and whenever I do go, no one really talks to me anymore". **"But we can't be weak, we need to fight", said her brother, "Yes, if we win this case we can show them that we are not wrong", said her father.**

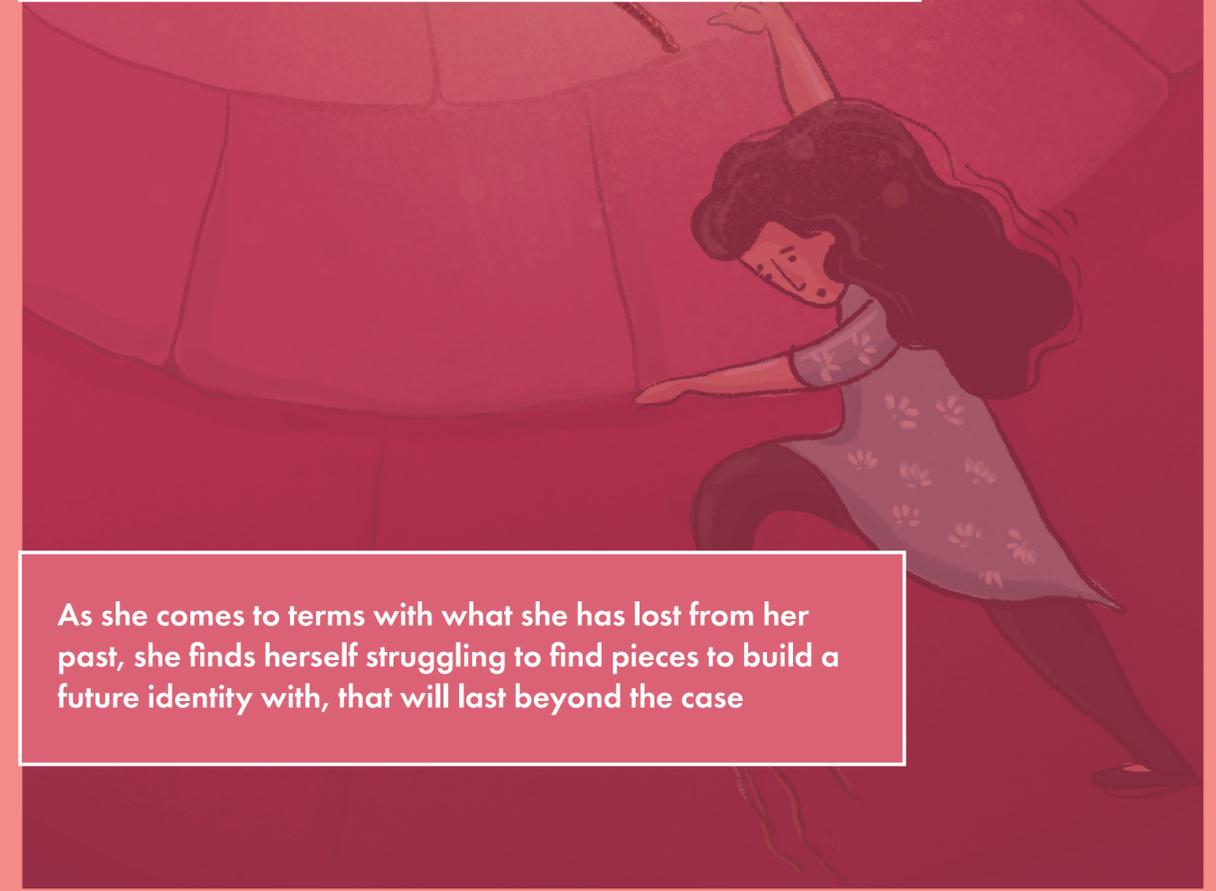
She winced, there was a lot riding on this case - they had already spent almost 16,000 rupees on petrol, ferrying between meetings with the lawyer and court appointments. Her mind began to wander "I know that they are fighting for me...but I wish I knew what they really think of me now", she thought. The case trial was coming up. Her statement had gone well, just as they practiced. Now that it was over, it almost felt good to realise that she had managed to speak in a room full of so many strangers. "But what next?", she thought, "what if the lawyer cross questions me, and I say something wrong...what will that do to my family.."

A positive verdict clearly meant a lot to all of them, but for her it mostly meant being able to get on with the rest of her life. She wasn't sure what the future might look like, but at least she felt she could have one, someday. For now, sewing had been keeping her busy and distracted. "Maybe once this is all over, I can take up tailoring of clothes for others also, and maybe even earn a little something..." she thought.

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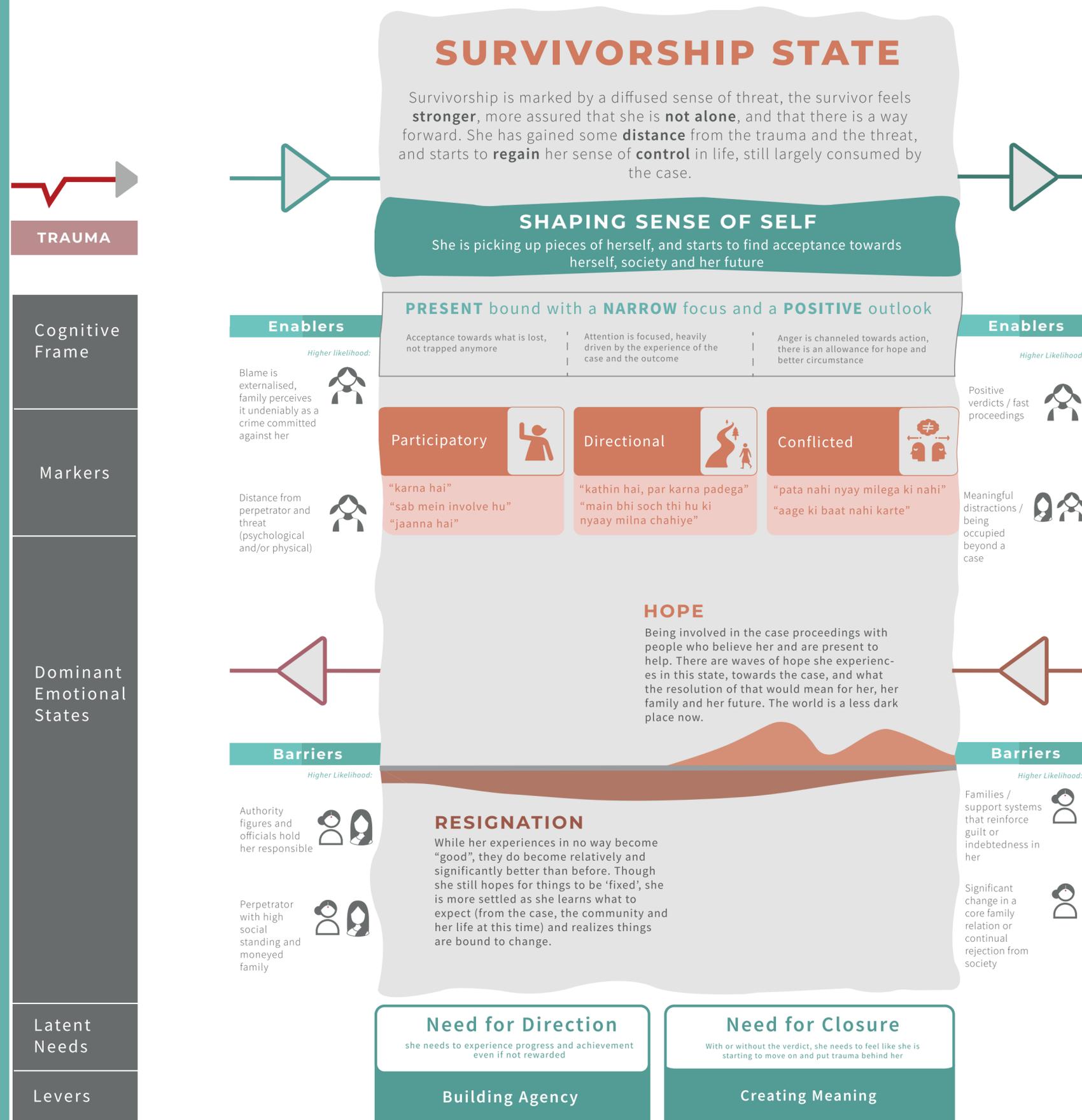


Her identity largely comes from how her family sees her. Yet, well into the process, the family still holds their breath, waiting for the verdict to acquit her of any blame



As she comes to terms with what she has lost from her past, she finds herself struggling to find pieces to build a future identity with, that will last beyond the case

JOURNEY TO NORMALCY



Her identity largely comes from how her family sees her. Yet, well into the process, the family still holds their breath, waiting for the verdict to acquit her of any blame

“Starting mein mujhe bhi laga shaayad meri kuch galathi hai, sab bolrahe thei..phir kuch din ke baad maine socha, meri galti toh nahi hain.. mein toh mera kaam kar rahe thi...”
In the beginning I used think it's probably my mistake, but then after some time I realized it's not my mistake, I was just doing my work.
- Survivor

“Case abhi abhi khatam hone ko hai, ajeeb sa lagta hai.. Case mein itni busy rahe hai, socha bhi nahi aage kya hoga”
It feels strange that the case is about to get over. I have been so busy with the case, that I didnt even think about what would happen next.
- Mother

As she comes to terms with what she has lost from her past, she finds herself struggling to find pieces to build a future identity with, that will last beyond the case

“Darr abhi bhi hi ki iss ladki ke saath kya hoga? Aaj tho hum hai khade...kal agar kuch hoga tho kya karege woh..”
I am scared about what will happen to her? Today we are there beside her... what if something happens tomorrow.. what will she do..
- Mother

“Case khatam hoga...tab hum normal honge”
Once the case gets over, we will all be normal
- Husband

NORMALCY

Normalcy is a new way of being, where the constant associations with being a “victim” or “survivor” start to get left behind. She has a sense of closure from the trauma and the case, and is no longer haunted or consumed by it. She finds that she has lived through it all, and made it through - with strong family ties, and a stable, new identity.



NEW NORMAL

It was well past noon and she had already dropped her father's tiffin off at the field for him. Her sister-in-law was away for the week, so she had been helping out, by taking care of her brother's kids while he was at work.

They wouldn't be home from school until 4:00 pm, so she had a few hours to herself to sit down at her sewing machine and work on some garments. She had been getting better at it recently - her mother and aunt had even given her some fabric for blouses they wanted stitched. "By the end of this year I should be able to start tailoring properly", she thought, "I might need to buy a new machine for that, which means I'll have to save up".

Her mother, having finished her own errands, came and sat by her to chat. "It's been so hot recently, the clothes have been drying so fast", she said. "Haan, even Papa was saying it's been getting hot at the field", she replied, "I took two bottles of water for him when I went today". October heat had set in, and it felt like summer. The last time it was this warm, it had been insufferable - not just because of the heat, but because of everything she went through with the case.

In the evening, she made tea for everyone, and her mother put out some snacks for the children. "Have you spoken to bhabhi?", she asked her brother, "the children were saying they wanted to talk to her, I think they miss her". "Not yet", he said, "I will give her a call before they sleep, right now she must be at the fair with her sisters". Her mind wandered, and her body tensed up for a second, remembering how her sister-in-law's family had reacted to the case, and treated her since. She knew she shouldn't care about those people, but of course it didn't feel good to think about it, even though it was all over now.

She was aware this train of thought wouldn't do her any good, so she quickly shook off that feeling and looked up from her cup of tea, "Ma, Pa, do you want more tea? There is some more remaining if anyone wants a second helping", she said half-smiling, knowing they'd all have another cup of her tea.

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NEW NORMAL

दोपहर हो गयी थी और वह बस अभी-अभी अपने पिताजी को खेत में खाना देकर आई थी | उसकी भाभी हफ्ते भर के लिए बाहर गयी थी, इसलिए वह अपने भाई के बच्चों की देखभाल कर रही थी |

बच्चे स्कूल से घर शाम तक नहीं आने वाले थे, इसलिए उसके पास अपने लिए कुछ समय था | वह कुछ कपड़ों पर काम करने के लिए अपनी सिलाई मशीन लेकर बैठ गयी | हाली में वह सिलाई में काफी अच्छी हो गयी थी - पड़ोस की मौसी ने ब्लाउज सिलवाने के लिए उसे कपडा भी दिया था | उसने सोचा “इस साल के अंत तक मैं ठीक से सिलाई करने लगूंगी” इसके लिए मुझे एक नयी मशीन खरीदनी होगी. इसका मतलब है मुझे कुछ बचत करनी होगी”

अब तक उसकी माँ घर का काम खत्म कर चुकी थी. वह बात करने के लिए उसके पास बैठ गयी | माँ ने कहा, “आजकल बहुत तेज धूप है न? कपडे बहुत जल्दी सूख रहे है” उसने जवाब दिया, “हाँ पापा भी बोल रहे थे, की खेत में बहुत गर्मी पड़ रही है.. आज जब मैं गयी थी तो मैं उनके लिए दो बोतल पानी पीने के लिए भी ले गयी”

अक्टूबर का महीना आ चुका था और गर्मी महसूस हो रही था. उसे याद था कि पिछली बार जब इतनी गर्मी थी, घर का माहौल खराब था..

शाम को उसने सबके लिए चाय बनाई, और माँ ने बच्चों के लिए कुछ नाश्ता रखा. उसने अपने भाई से पूछा “क्या भाभी से आपकी बात हुई? बच्चे कह रहे थे कि वह उनसे बात करना चाहते है, भाभी की काफी याद आ रही है उन्हें” | उसने जवाब दिया “अभी नहीं.. सोने से पहले उसे फ़ोन करूँगा, अभी तो वो अपनी बहनों के साथ मेले में होगी”

तब वह सोचने लगी.. “भाभी के परिवार वालों ने मेरे साथ कैसे बर्ताव किया था जब केस चल रहा था | मुझे उनकी परवाह नहीं करनी चाहिए थी पर...”. भले ही आज सब खत्म हो चुका है, लेकिन उन दिनों की कड़वाहट अभी भी उसके मन में थी | लेकिन अब, उसे पता था कि यह सब सोचने का कुछ फ़ायदा नहीं है, और चाय की अगली घुट लेते हुए खुद को उस सोच से बाहर निकाला | वह बोली “माँ, पापा क्या आपको और चाय चाहिए, थोड़ी और बची है किसी को और चाहिए तो”.. हल्की मुस्कान के साथ वो रसोई में गयी, उसको पता था की उसके हाथ की चाय है तो सब एक और कप ज़रूर पीयेंगे...



NEW NORMAL INSIGHTS

It was well past noon and she had already dropped her father's tiffin off at the field for him. Her sister-in-law was away for the week, so she had been helping out, by taking care of her brother's kids while he was at work.

They wouldn't be home from school until 4:00 pm, so she had a few hours to herself to sit down at her sewing machine and work on some garments. She had been getting better at it recently - her mother and aunt had even given her some fabric for blouses they wanted stitched. "By the end of this year I should be able to start tailoring properly", she thought, "I might need to buy a new machine for that, which means I'll have to save up".

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As the association with trauma starts to fade, she seeks mundane ways of being, leaving behind her "survivor" identity for good

Her identity can be deeply shaped by the pursuit of justice, regardless of the outcome of the case

JOURNEY TO NORMALCY



TRAUMA

Cognitive Frame

Markers

Dominant Emotional States

Latent Needs

Levers

NEW NORMAL STATE

In this state she is actively working towards a **'better'** future state. She now approaches situations with **positivity**, **agency** and experiences a strong **connection** with her core, family and immediate environment.

STRONG SENSE OF SELF

She has a strong foundation and self-worth that is anchored in her sense of personal achievement, and a genuine connection with a close network of people

Looking **FORWARD** with a **BROAD** focus and a **SEEKING** outlook

Looking to the future without regrets or yearning	A more holistic, inclusive, bigger picture lens on life	The belief that good things will happen, and that they are attainable
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Re-Balanced and in Equilibrium

⚖️

“sab theek hai”
“khud ke baare mein soch sakti hoon”

Present, Engaged and Untroubled

👤📅

“ab sirf exam se tension hota hai”
“aur bhi kamana hai”

Proactive and Unrelenting

🗣️👤

“mujhe bhi haq hai”
“mujhe yeh karna hai”

RESOLVE

Feels a strong determination towards taking control of her life and exercising it in her everyday existence. Has an increased ability to make decisions and take ownership of the way her life will be from here onwards.

OPTIMISM

She has a generalized expectancy that she will have positive outcomes in whatever she undertakes, and that she will be able to overcome challenges when confronted by them in her life across domains.

Equilibrium

Need for Opportunity

She needs avenues to engage herself positively, beyond the case and the survivor identity

Building Agency

Need for Companionship

While she may not be reliant on others to help her anymore, she does need warmth and closeness in her life, without sympathy from them

Creating Meaning

As the association with trauma starts to fade, she seeks mundane ways of being, leaving behind her “survivor” identity for good

“

Phir se doobara apni zindagi mein waahaan lotna nahi chaheti hu, apni purani zindagi bhool kar abh nayi zindagi jeena chahti hu

”

I don't want to go back to that part of my life. I want to forget my old life and start a new one. - Woman

“

Aawaz uthana chaiye, jurm toh jurm hai

”

We must speak up, crime is a crime - Husband

Her identity can be deeply shaped by the pursuit of justice, regardless of the outcome of the case

“

Sahare aur saath mein farak hota hai, mujhe sahare ki nahi saath ki zaroorat hai

”

There is a difference between support and companionship, I dont need support I need a companion.. - Woman

“

Subhe aur shaam bulate hain aur main jaati hu

”

They call me in the morning and in the evening.. and I end up going - Woman
(talking about JanSahas)

How To Use the Map

The aim of this map is to help build empathy with a girl/woman who has experienced sexual violence, and is in the pursuit of legal justice.

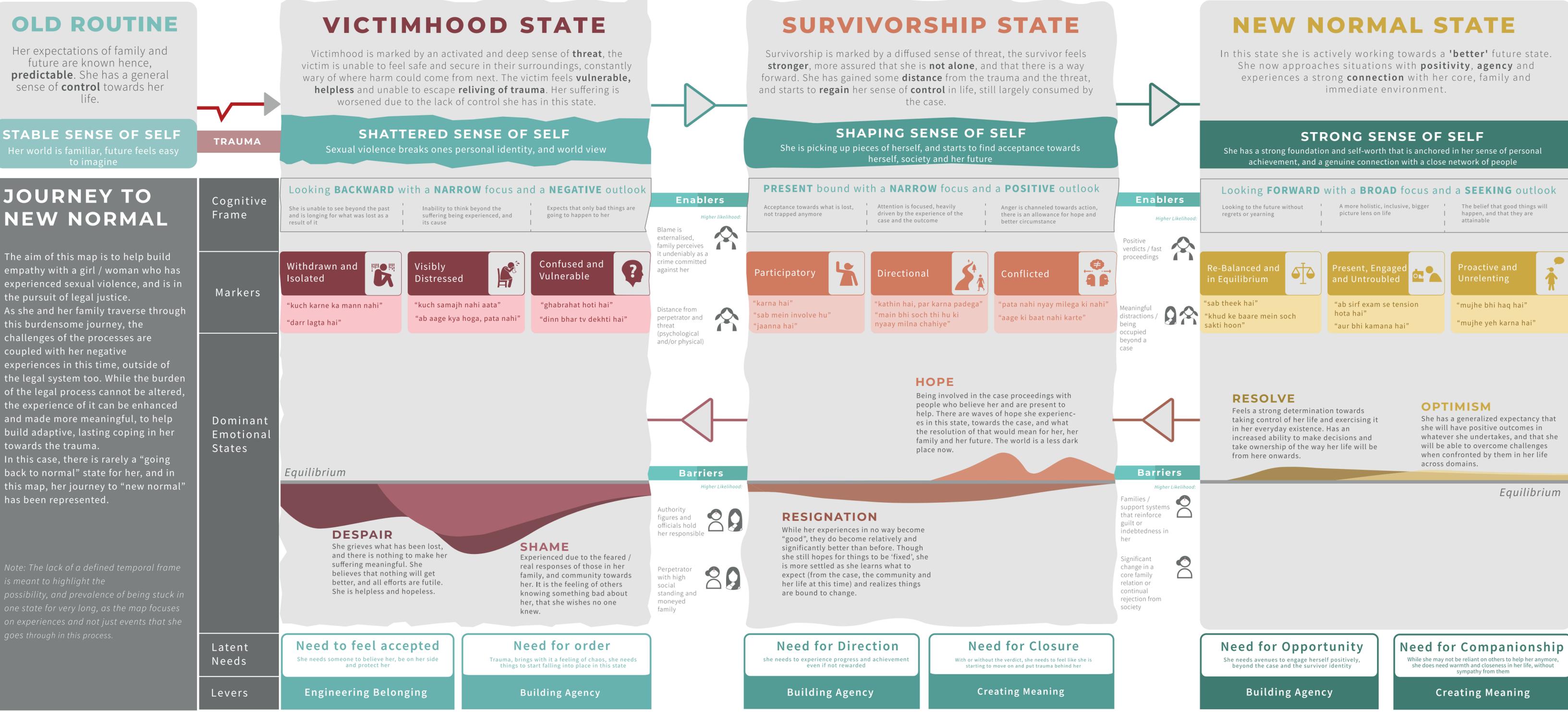
As she and her family traverse through this burdensome journey - the challenges of the processes are coupled with her negative experiences in this time, outside of the legal system too. While the burden of the legal process cannot be altered, the experience of it can be enhanced and made more meaningful, to help build adaptive, lasting coping in her towards the trauma she has experienced. In this case, there is rarely a "going back to normal" state for the girl, and in this map, her journey to her "new normal" has been laid out.

Note: The lack of a defined temporal frame is meant to highlight the possibility, and prevalence of being stuck in one state for very long, as the map focuses on experiences and not just events that she goes through in this process.

How to read:

The map should be looked upon as a strategic tool. It represents three states that the survivor goes through as she copes from the trauma. Each state has been detailed to highlight her cognitive frame, behaviors, emotions and needs. This map helps to locate a girl/ woman who has experienced sexual assault in a state in her coping journey. Each state recommends the use of tools that alter interactions between her, facilitator and her family - in order to accelerate her journey towards normalcy.

The levers at the end of each state address her respective needs. Enablers showcase aspects that can be leveraged in order to move her forward (eg, a minor journey has more enablers than an adult journey). In terms of barriers, the aim is to help her overcome them so that she doesn't slip into a previous state.



KEY	Definitions	Engineering Belonging	Building Agency	Creating Meaning
< 18 years (girl who is perceived by society as incapable of giving consent) > 18 years and Unmarried > 18 years and Married	Cognitive Frame: The lens through which she perceives herself and the world in that state. Markers: Behaviours and language that are indicative of the stage she is in; cues to make this state more identifiable. Dominant Emotional States: The key emotions that are characteristic of this state. Latent Needs: The core needs that when satisfied aid progressing in the journey. Levers: Principles and opportunities for intervention that can be leveraged.	Characterised by having a strong support system - usually best found within her immediate environment. It provides her with necessary feelings of acceptance and protection in the journey.	Characterised by the feeling of being in control of events and situations she finds herself in. It is the realisation of having alternatives, and the ability to choose amongst them, for herself.	Characterised by finding a sense of purpose in negative events that have caused her suffering. It is the channeling of those learnings, experiences and overcoming of challenges, towards approaching the future more positively.

INTERVENTION GUIDE

Solution Frame

The solution guide aims to help design the enhanced experience for a girl/ woman who has experienced sexual violence and is in the pursuit of legal justice. It traverses through her journey by highlighting her latent needs in each state. While the journey map showcases the ideal journey of a girl/ woman to a New Normal across the 3 states - of victimhood, survivorship and New Normal, the aim of the project is to improve the experience of the journey by ensuring that she progresses from one state to the next and finally to a state of New Normal. Currently the barriers in the journey result in a possibility, and prevalence of her being stuck in one state or leaving the journey incomplete altogether. The cyclic nature of the solution frame elucidates the need to constantly track progress through the states and towards a state of New Normal.

UNDERSTAND

This aims to help locate a girl/woman in her journey across one of the 3 stages in order to help understand her needs and the journey ahead. Further, it is important to understand her context, which includes demographics, case type and family support, to uncover the existing enablers or barriers. This will aid in a better understanding of her journey, and the potential gaps - providing levers for influence. The cyclic nature of the solution frame elucidates the need to constantly track progress through the states and towards a state of normalcy.

ENHANCE

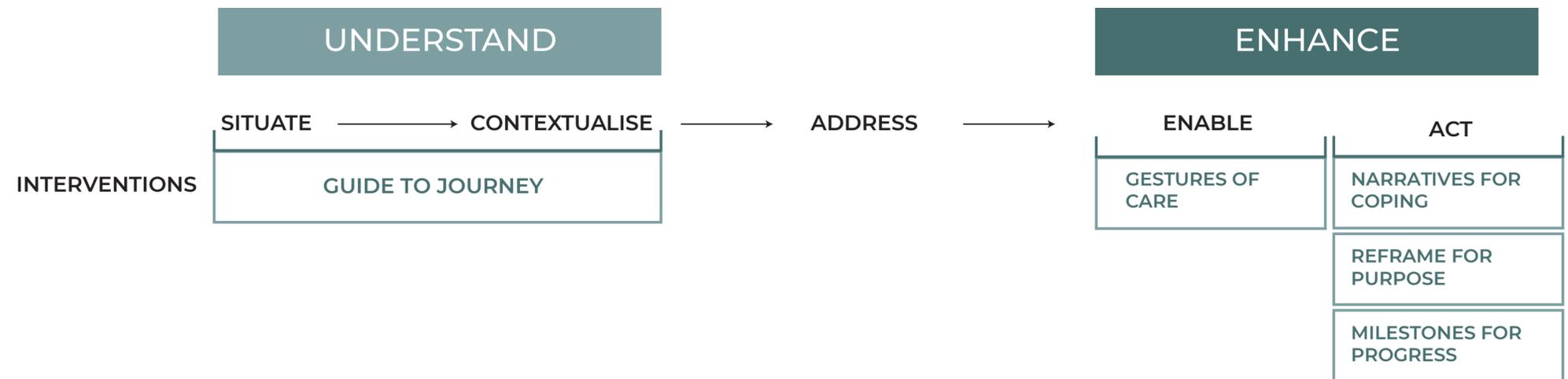
The intervention kit helps design a smooth experience throughout her journey to normalcy, by addressing her latent needs in each state. The interventions are of two types, one that needs to be enabled by Jan Sahas, but delivered by another stakeholder (such as the parent), and interventions that are delivered by Jan Sahas itself.



One where Jan Sahas enables another to act
 Interventions where Jan Sahas is the primary actor themselves.

This guide includes five key tools for intervention.

The aim is to be able to first understand her needs, by situating her in a state on the map, with the help of the markers, following which, her case is contextualised, and those needs can be addressed by way of interventions which utilise the three levers - Sense of Belonging, Building Agency and Creating Meaning - in order to facilitate her movement towards a new normal.



Design Levers

Sense of Belonging

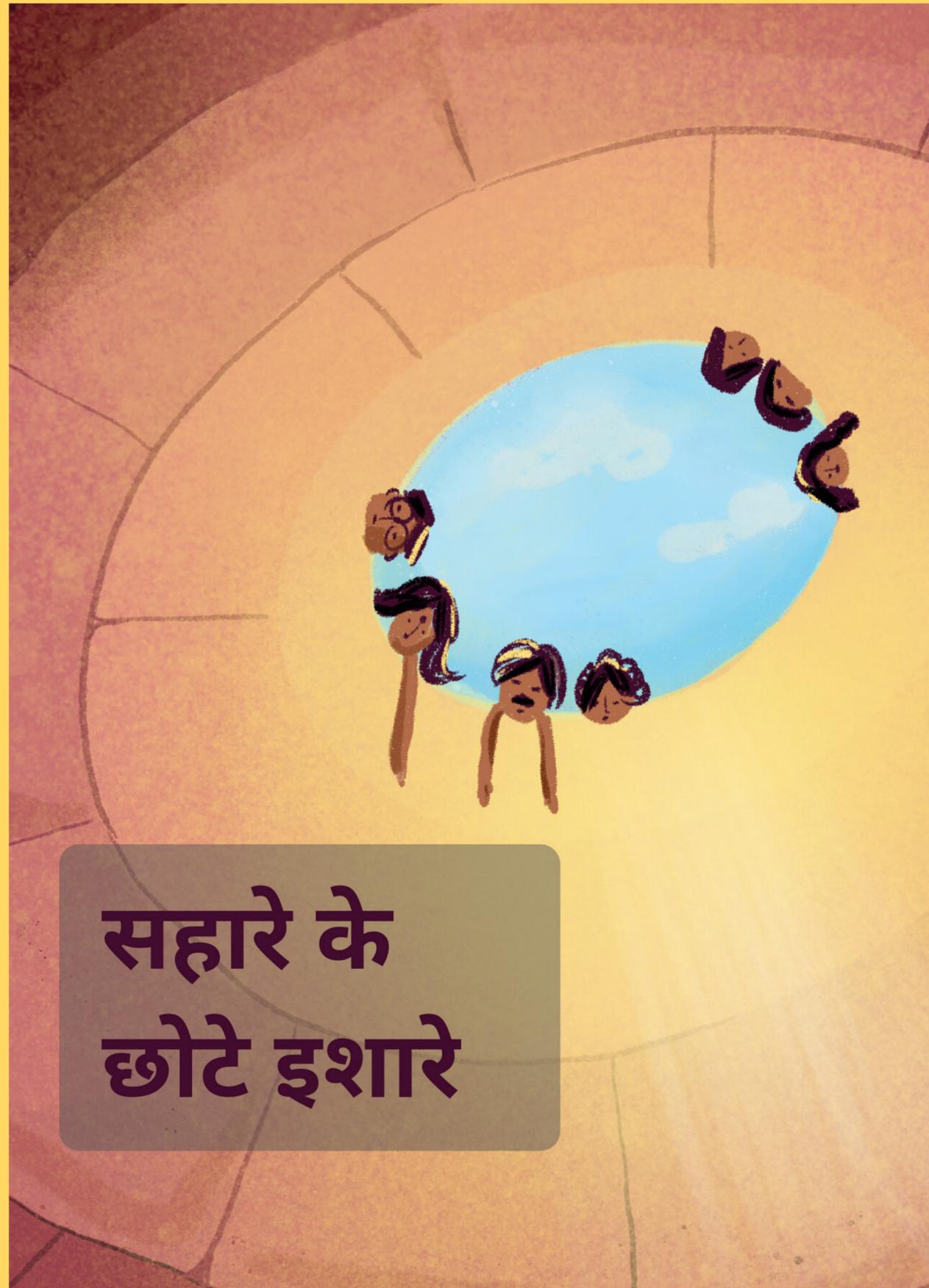
A sense of belonging needs to be created in order for her to experience a strong connection with her core, immediate family, and be more open and trusting. She wants to move 'back to normal' in her sense of belonging that she felt towards her family members. It can also lead to her believing that she will find belonging in the community and her relationships in the future.

Creating Meaning

There is a need to create and help her identify meaning in her narrative, and what this might mean for her beyond the verdict. Recognition of non-storied actions can help her realise her capability and find meaning in the process, both in terms of the present as well as her sense of future.

Building Agency

Refers to the feeling of control she has over her actions and their consequences. It is for her to believe in her capacity to influence her own thoughts and behaviours, as well as have faith in her ability to handle a wide range of tasks or situations.



सहारे के
छोटे इशारे

1. GESTURES OF CARE

सहारे के छोटे इशारे | Share small gestures of care

Principle:

Support beyond displays of action

जो परिवार वाले उसे देते हैं: समर्थन का प्रदर्शन
जिसकी जरूरत है उसे: सहारा जो बोला नहीं, महसूस किया जाता है

State it addresses: Victimhood

Lever it uses: Sense of Belonging

Role:

Enable and inspire warmth, gentleness, care and comfort towards her, by showing unspoken gestures of care to the family, who is also suffering (whatever is natural in their context & family)

सहारे के छोटे, सरल इशारों के साथ परिवार को दिखाएं कि उन्हें हमेशा समर्थन के बड़े प्रदर्शन दिखाने की जरूरत नहीं है, जरूरत है अनकहे इशारों की

It is important for JanSahas to enable and encourage the family to take on the roles of care for the girl/woman, and not step in to fulfil it*

इस भूमिका को परिवार द्वारा पूरा किया जाना महत्वपूर्ण है

Note: *unless she is completely abandoned by her community and family, and there is a real void to be filled

ऐसे मामलों में जहां उसके परिवार और समुदाय ने उसे पूरी तरह से अस्वीकार कर दिया है, फिर भूमिका अधिक होगी

सहारे के छोटे इशारे | Share small gestures of care

Act: Jan Sahas with the Family	व्यवहार जो प्रतिबिंबित होता है
<p>Physical gestures (not spoken) to show encouragement and care</p>	
<p>Acknowledge her struggles and needs</p>	<p>“मैं समझता हूँ कि यह आपके लिए भी कितना कठिन है, आप कैसे हैं?”</p>
<p>Regular conversation beyond the case focused on them</p>	<p>“केस के अलावा, मैं जानना चाहता था कि आप कैसे हैं? आपके साथ और क्या हो रहा है?”</p>
Enable: Family with Her	व्यवहार जो प्रतिबिंबित होता है
<p>Physical gestures (not spoken) to show encouragement and care</p>	
<p>Acknowledge that no matter what, she is their own and is the same to them</p>	<p>“जो कुछ भी हुआ है, और जो भी होगा, तुम हमेशा मेरी बेटी / बहन रहोगी कुछ भी नहीं बदला है, तुम अब भी मेरे लिए वही हो”</p>
<p>Regular conversations, rituals and interactions beyond the case focused on her and them</p>	<p>“आज तुम क्या करने के मूड में हो?” साथ में चाय पीने की नई रस्म, उसे एक नई गतिविधि लेने में मदद करना, उसे घर और परिवार के लिए छोटे निर्णय लेने दें</p>



आरोपी पर ध्यान,
लड़की कभी नहीं बेईमान

2. NARRATIVES FOR COPING

आरोपी पर ध्यान, लड़की कभी नहीं बेईमान | Situate & reinforce blame on perpetrator

Principle:

Drive **focus on perpetrator upfront** during fact finding, ensure she, the family and everyone discussing the case attributes blame to the perpetrator, and away from her (towards the situation)

सवाल अपराधी पर ध्यान लगाकर पूछें, उस पर नहीं जिसकी जरूरत है उसे: सहारा जो बोला नहीं, महसूस किया जाता है.

State it addresses: Victimhood

Levers it uses: Meaning and Agency

Role:

Assign blame to perpetrator through **leading questions** (first asked questions), and **reframe** all questions that could **unintentionally** make her think she had any **responsibility** in the **violation**

प्रमुख प्रश्नों के माध्यम से अपराधी को दोष सौंपें (पहले पूछे गए सवाल), और उन सभी सवालों को खारिज कर दें जो अनजाने में उसे लगता है कि उल्लंघन में उसकी कोई ज़म्मेदारी थी

Saying “she is not to blame” / “don’t blame her” is not enough, need to use the fact-finding meeting(s) to **help her** and **her family attribute blame outside of her** (either more towards the perpetrator or the situation, but consistently away from her)

कहना की “उसे दोष मत दो” काफी नहीं है, उसे और परिवार को कहीं और दोष देने की जरूरत है आरोपी के बारे में सवाल शुरुआत में करें (fact finding)

आरोपी पर ध्यान, लड़की कभी नहीं बेईमान | Situate & reinforce blame on perpetrator

1. पहले आरोपी के बारे में थोड़ा बताइये
 - a. वह कौन है? (नाम)
 - b. कहाँ से है?
 - c. उसने क्या किया?
 - d. कहा पे थे ?
 - e. कितनी बार किया?
2. वोह जेल में है या बाहर?
3. क्या आप उसकी वजह से गर्भवती हुईं?
4. उसके बाद आप डॉक्टर से मिली? मेडिकल हुआ?
 - a. कहा पे?
 - b. आपको कोई इलाज मिली?
 - c. मेडिकल स्टाफ का सहयोग कैसा था?
 - d. मेडिकल किसके द्वारा हुआ? महिला या पुरुष?
 - e. किस प्रकार से हुआ? स्लाइड से या दो फिंगर टेस्ट?
 - f. क्या वे जांच कर रहे हैं?
5. आरोपी का व्यवसाय?
 - a. और उसका उम्र ?
 - b. जाती?
6. पहले से जान पहचान/ पडोसी/ रिश्तेदार/ है क्या/नहीं?
7. आपसी समझौता का कारन हुआ हो तोह ?
8. आपके गांव से पुलिस स्टेशन कितनी दूर है?
9. रिपोर्ट के समय पुलिस का सहयोग मिली?
 - a. क्या कार्रवाई की थी उन्होंने? (पुलिस)
10. पुलिस रिपोर्ट में धाराएं लगाई थी या नहीं?
 - a. IPC/POCSO Act/ SC, ST Act/ Other
11. आपको वन स्टॉप सेंटर भेजा गया या नहीं?
 - a. शिशु गृह? (यदि लागू हो)
 - b. नारि निकेतन?
 - c. किशोरी बालिका कार्यक्रम द्वारा आपको कोई मदद मिली?
12. हम आपके बारे में थोड़ा जानना चाहते हैं, क्या यह ठीक है?
 - a. आप कैसे हो ?
 - b. क्या आप पढ़ रहे हो?
 - c. परिवार का व्यवसाय क्या है ?
13. फैक्ट फाइंडिंग टीम सदस्य

A. Start with 'leading questions' about the perpetrator, who he is and what his past is, not questions about her and why this happened to her

“पहले आरोपी के बारे में थोड़ा बताइए”

“वह कौन है? वो कहाँ से है? उसने पहले क्या किया है?” (उल्लंघन से संबंधित)

आरोपी के बारे में प्रश्नों के साथ शुरू करें और “घटना का कारण” प्रश्न को बदलें

B. Probe on the aspects that establish the accused's' faults “he is from a bad family” “he has always been like this” “he has done this before” and reinforce

जब वे कहे कि “वह एक बुरे परिवार से है”, “वह उसे कुछ समय से परेशान कर रहा है”,

वह पहले भी ऐसा कर चुका है”, इसे दोष को मजबूत करने के लिए उपयोग करें

C. Ask about the environment and the circumstance remember to acknowledge all aspects that were out of her control as they help to attribute blame outside of her; help her identify unstoried moments of resistance

“हम समझते हैं कि उस समय कुछ भी सोचना या फिर कुछ भी करना बहुत कठिन रहा होगा, लेकिन आपने क्या किया?”

Note: Make her and the family articulate the above, say it out loud as a shared narrative and reinforce it through-out the case proceedings at every opportunity possible

परिवार और लड़की इसे समझें और जब भी संभव हो इसे दोहराएं

अँधेरे में,
किरण की खोज



3. REFRAME FOR PURPOSE

अंधेरे में, किरण की खोज | Find meaning in the inevitable suffering

Principle:

“Rehabilitation” refers to the action of **restoring** something that has been damaged to its **former condition**. Instead, here we are looking to move her to a ‘new’, potentially **better normal**.

यह पुराने को बहाल करने के बारे में नहीं है, लेकिन नए के लिए जगह बनाने के बारे में - जो कि पहले जो संभव हुआ करता था उससे बेहतर हो सकता है

State it addresses: Victimhood, Survivorship and Normalcy

Levers it uses: Meaning and Agency

Role:

Through the struggle of the legal process she (and her family members involved in the case) are bound to evolve and change, Jan Sahas can use these existing, prevalent challenges as opportunities to help them create a sense of purpose, making these experiences more bearable and meaningful in the long-term.

Avoid speaking to her about “rehabilitation”, reframe challenges as contributing to “strengthening self” and “building competence for future”

उसके अनुभव उसे सबल बनाने में मदद करेंगे, लेकिन उसे निर्देशित करने की आवश्यकता है, यह सुनिश्चित करने के लिए कि उसका संघर्ष थोड़ा आसान हो जाए जब वह इस परिस्थिति से गुजर रही है, लंबे समय के बाद नहीं

अंधेरे में, किरण की खोज | Find meaning in the inevitable suffering

वाक्यांशों को क्रिया से संज्ञा में विवरण बदलने के लिए:

Phrases to change descriptions from verb to noun

Avoid telling her / the family what they “should be”, instead acknowledge what they are - in challenging moments such as giving their statement in court (relate it to specific small moments of achievement / accomplishment in the journey)

“केवल वही जो हिम्मतवाला है, वह वही कर सकता है जो आप कर रहे हैं”
 “मुझे आशा है कि यह आपको दिखाता है कि आप कितने सक्षम हैं” (eg. बयान का समय)

Make them feel acknowledged, and special for the hardship they are enduring in this process

“आपके जैसे बहुत कम लोग हैं, आप दूसरों के लिए प्रेरणा हैं”

Making them realise that they are picking up real life skills in this process, that they could use beyond this time for another, better purpose

“आप बदले नहीं, विकसित हुए हैं, क्या आप इसे महसूस करते हैं?”
 “अब जब आप इस प्रक्रिया में बहुत कुछ सीख रहे हैं, तो आप इसे अपने जीवन में अन्य चीजों के लिए भी उपयोग कर सकते हैं”



4. MILESTONES FOR PROGRESS

आज और कल
की कहानी

आज और कल की कहानी | Map milestones for progress & future

Principle:

Help locate and acknowledge moments of bravery, agency and achievement for her in legal, personal and social context to provide a sense of progress and showcase how it is contributing to her future self to both her and her family (better-new normal)

छोटे-छोटे क्षण जहाँ उसने साहस दिखाया है, उसे पहचानकर उसकी आगे की ज़िन्दगी में आगे बढ़ा सकते हैं

State it addresses: Survivorship

Levers it uses: Meaning and Agency

Role:

Showcase key moments in the three key journeys of legal, social and personal contribute towards better future

चकित्सिय क्षण कानूनी प्रक्रिया, व्यक्तिगत संबंधों या सामाजिक संदर्भ के संबंध में हो सकते हैं

As a collaborative activity at debriefs, Jan Sahas should locate and acknowledge moments in each touchpoint to highlight competency, skills or agency which contributes to a better future self. Make her future self visible, achievable and desirable through role model future states.

एक सहयोगी बातचीत के रूप में - रोल मॉडल और कहानियों के माध्यम से उसकी भविष्य को स्पष्ट, साध्य और अच्छा के रूप में दर्शाएं

आज और कल की कहानी | Map milestones for progress & future

आज और कल की कहानी
आज की महत्वपूर्ण घटनाओं को उसकी कल को बेहतर बनाने में

Verdict

Trial

Witness Statements

Statement to court

FIR + Medical

Name: _____

Case No. : _____

- A. Have a simple artefact that showcases the **legal, social** and **personal journey**, mapped towards leading to her better self
कागज पर, तीन श्रेणियों में संकेत दें, यह दिखाने के लिए कि यह आगे के जीवन में उसकी मदद कैसे करेगा

JanSahas should locate moments of **competency, agency** and **achievement** through the **3 journeys** (with prompts and cues), help the **family** and **her** recognise and acknowledge them, with an understanding of how they will feed into her **future self**

इसका उपयोग करें: बातचीत के लिए संकेत के साथ, आप को खोजने के लिए और उसके लिए भी पहचान करने के लिए
इन्हें परिवार और उसके साथ साझा करें

- B. Highlight various future states through a **variety of role model stories**; the stories should not be the most unique or dramatic, but **regular, aspirational** and **attainable** for her

रोल मॉडल कहानियों के माध्यम से भविष्य के विभिन्न संभावित रास्तों पर प्रकाश डालें

कहानियाँ सबसे अनोखी नहीं होनी चाहिए, लेकिन नियमित, आकांक्षी और प्राप्य होनी चाहिए

कुछ संकेत: अब स्कूल की पढ़ाई में ध्यान देने लगी, अब अच्छे तरह से शिक्षा है; एक विवाहित महिला जिसके अब बच्चे हैं, एक महिला जो अब एक किराना स्टोर चलाती है



वापसी नहीं,
एक प्रस्थान

5. GUIDE TO JOURNEY

वापसी नहीं, एक प्रस्थान | Guide to new normal

Principle:

Need to ensure that girl/woman moves to a state of normalcy as she traverses through journey states of victimhood and survivorship, **without getting stuck or reversing in progress** in any state.

डर यह है कि वह एक चरण में फंस जाएगी या प्रगति में उलट जाएगी, यह मार्गदर्शिका यह सुनिश्चित करने के लिए है कि उसकी जरूरतें हर चरण में पूरी हों

Role:

An easy-access guideline to the journey map for Jan Sahas caseworkers, that exist in the case file and acts as a reminder to locate and track the journey across the states, to ensure that her experience is **focused and guided by Jan Sahas**, to have a **shift** from **victimhood to survivorship**, and importantly from **survivorship** to have a **positive exit**, from where she can get to her **new normal**.

यह एक आसान दिशा निर्देशक है जो हमेशा केस फाइल में रहेगा: पीड़ित (victim) से जीवित (survivor) रहने के लिए एक बदलाव के लिए, और महत्वपूर्ण रूप से उत्तरजीविता से एक सकारात्मक निकास है, जहां से वह अपनी नई पहचान (new normal) बना सकती है

वापसी नहीं, एक प्रस्थान

Victimhood



अधूरी जरूरतें

उसके जीवन में अनुक्रम का होना	संबंध में स्वीकर होना और अपनेपन का एहसास
इस तरह का तनाव उसके जीवन में अराजकता पैदा करता है, उसे महसूस करने की जरूरत है कि कुछ चीजें ठीक हैं और सही जगह पर हैं	उससे लगना चाहिए की उसके परिवार वाले उसपर भरोसा रखते हैं, उसे किसी के साथ होने की जरूरत है

Survivorship



अधूरी जरूरतें

संपूर्णता महसूस करना	कुछ दिशा दिखना
फैसले के साथ या उसके बिना उसे महसूस करने की जरूरत है कि वह आगे बढ़ रही है और तनाव समाप्त हो रहा है। स्वयं के लिए भविष्य-निर्देशित गतिविधियों पर ध्यान दें	उसे प्रगति और उपलब्धि का अनुभव करने की आवश्यकता है

New Normal



अधूरी जरूरतें

खुद को विकसित करने के लिए अवसर और रास्ते दिए जाने की आवश्यकता है उसे अपनी “Survivor” पहचान को पीछे छोड़ने के लिए स्थान, रास्ते और दिशा की आवश्यकता है	बन्धुत्व और साहचर्या की जरूरत उसे अपने अनुभवों को साझा करने के लिए एक समुदाय की आवश्यकता है, जरूरी नहीं कि केस के बारे में, बल्कि खुद के बारे में है
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Path to new normal

Victimhood



Latent Needs

Need to feel Accepted

She needs someone to believe her, be on her side and protect her

Need for Order

Trauma comes with a feeling of chaos, she needs things to start falling into place in this state.

Survivorship



Latent Needs

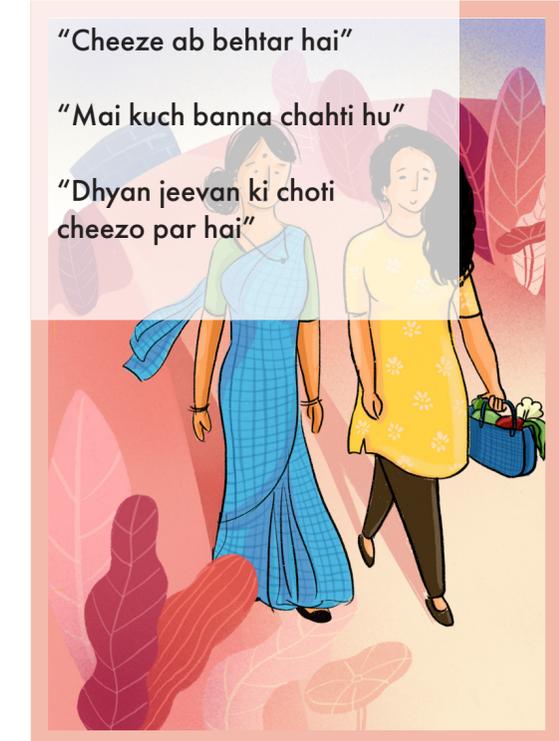
Need for Direction

She needs to experience progress and achievement even if not rewarded

Need for Closure

With or without the verdict she needs to feel like she is starting to move on and put trauma behind her

New Normal



Latent Needs

Need for Opportunity

She needs avenues to engage herself positively, beyond the case and survivor identity

Need for Companionship

While she may not be reliant on others to help her anymore, she does need warmth and closeness in her life, without sympathy from them

Impact of Interventions suggested

The aim of the interventions would be to help Jan Sahas in the following areas:

- Greater coping for her and the family, therefore more proactive case continuity and lesser cases of compromise from the side of the family
- Reduced need for high touch support by her and her family, and the ability for a positive exit for cases where she has reached normalcy therefore ability for Jan Sahas to handle more cases, and help more families
- Greater scalability for the Jan Sahas Program

Guidelines

- Select subset of caseworkers and teams under each case coordinator (at least one under each) to implement the interventions
Note: ensure there is a representation of different types of cases (consider victim, perpetrator and crime typology)
- Have periodic debriefs (at least once a month for a period of 3 months, with frequent informal discussions) with all the “test” teams and compare the learnings + experiences + impact they are having in the cases the interventions were implemented, with the “control” teams that have not adopted / been exposed to any of the interventions yet
- Curate the monthly debriefs with all the “test” teams to have cross team learnings shared, use exercises to evolve and better the existing interventions
Suggestions:
 - » Use prompts for the 3 states to write more stories that can be shared, basis ongoing / recent cases (eg. how might this play out for a married woman, how might this play out in the case of perpetrator being a family member);
 - » Updation of markers, enablers and barriers if any; depth on “best actions” upon locating a girl/woman in any of the states (what has worked well in accelerating the journey, what has worked well in cementing the journey, open gaps, what isn’t working well)
- Filter and finalise the interventions and plan for roll-out of them (the most effective version upon iterations, debriefs and extended learning across cases from multiple team members) to the “control” team members
Continue to have periodic debriefs and check-ins to adapt the interventions and share learnings across teams and case types (suggested period of check-ins: every 3-6 months)
Note: Include in induction to organisation for new team members

METHODS OF SCALABILITY

1. DESIGN OF ARTEFACTS

2. TRAINING MODULE

3. MONTHLY RITUAL

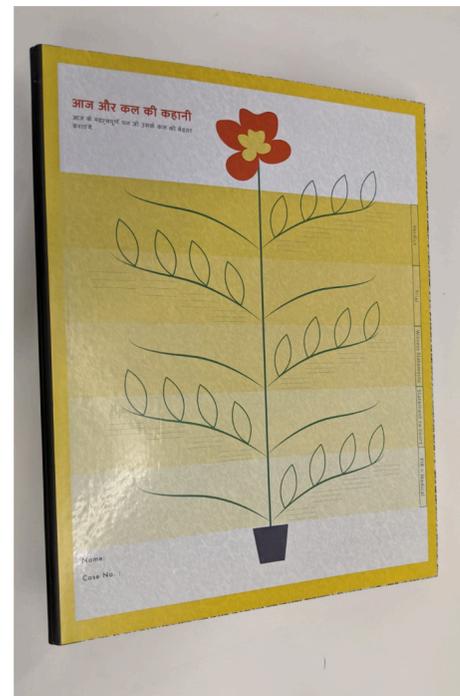
Design of Artefacts

To ensure that the interventions get executed across the program, we have designed artefacts to ensure that they are embedded into the case workers' context and work.

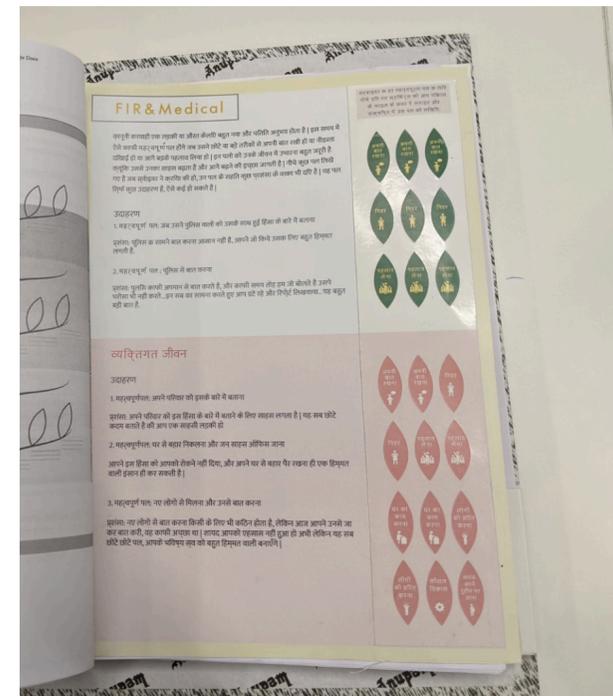
The redesign of the case file aims to expand its scope beyond the legal journey, by ensuring that it represents the movement of her self and her identity towards normalcy. The case file now includes the milestone mapping tool, a guide for identifying states and a mechanism to track the states. Furthermore, we have redesigned the fact finding form to externalise blame, while collecting key information about the perpetrator, case details, and her support system. We aim to identify one co-ordinator in Jan Sahas to ensure that the interventions get implemented.



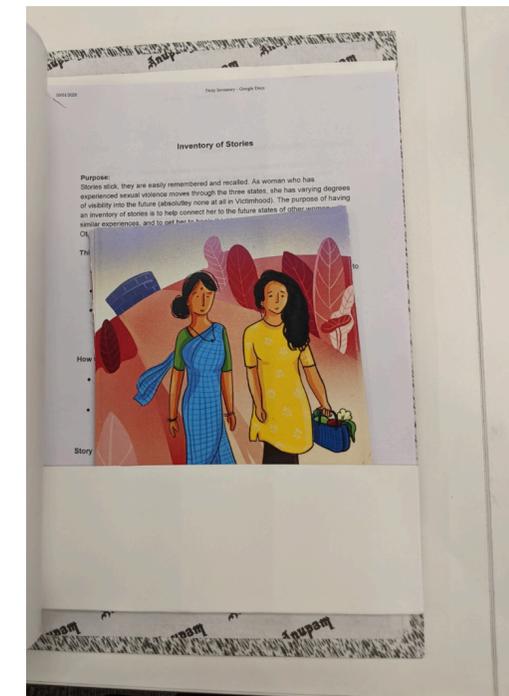
Inside the case file



Cover of the Case File



Divider for every legal milestone



Pocket on the pack of the case file

Training module

Conducted an immersive 'Train the Trainer' workshop, for the handover of research insights, strategy and interventions. The purpose of the workshop is to provide an in-depth understanding of the three states and build greater ownership over the interventions. It also helps to create and identify project champions who can take these project learnings ahead. We co-created a customised training module for the scalable transfer of information through the entire system. We aim to watch two training sessions to ensure transfer of key knowledge.



Monthly Ritual

Create a monthly knowledge sharing ritual consisting of focused discussions, where people from different levels of the organisation discuss the interventions, what's working, and what isn't. Their learnings and insights from the field can be used to evolve these interventions so that they are better suited contextually. A main task at the monthly ritual is also to re-assess the state of the survivors in the system and record key milestones in the file as a group. This ritual is not only useful in keeping the interventions alive in the system, but it also works to help the language better filter in.

Keep in Mind

- It is important that the champions/leaders facilitate the conversation to ensure evolution of the interventions
- Record minutes of every meeting for documentation purposes

Execution Tips

- Start with one group of people from the top to grassroots level. Have the case coordinator lead the conversation and continue the ritual for 3 months so that people are familiarized with the discussions
- After 3 months review the experience of the ritual based on which, if working well, can be rolled out into the organization

APPENDIX

Problem and Solution Context

While the learnings and interventions from this project could be leveraged across contexts and organisations, due to the origin and scope, they are likely to be best adapted in contexts and organisations some of the following factors prevalent:

- Provide support to victims of sexual violence (especially focused on girls/woman and their families)
- Provide legal aid / play an active role in the legal journey for receipts of aid
- Specialise in aid towards cases for marginalised communities and victims from lower social-economic backgrounds
- Take a holistic approach to coping and rehabilitation for the victims
- Have deep, high touch direct engagement with the survivor and the family
- In regions that are predominantly collectivist, and where families and society play an essential role in the journey of rehabilitation

Note: To scale learnings and interventions further, a short immersion phase & a design phase to customise the interventions to the new context will be necessary.

Victimhood Insights

There is an implicit construct for officials and family members of what a “victim”, “rape (crime)” and “perpetrator” are; depending on the case type highlighted details highly drive the narrative created

- Narratives are constructed (can be primed), dynamic (can be altered) and reinforced (repetition = believing)
- They can be influenced, and are internalized from the narrative of those that are proximate. Especially from those perceived as authority, or whom she depends on / trusts, especially from their “ first responses”
Note: often times a male member in the household: husband, father, brother
- Situating blame provides the necessary cognitive closure needed to process such a complex, weighted trauma

Relevance For Jan Sahas

- The **highlighted** details (first prompted details) are a filter put on the whole narrative for anyone listening to it, for officials, family members and even for the victim
- The **highlighted** details (most often recalled) frame either a blame-to-self or a strong crime narrative.
- Jan Sahas is perceived as an “expert” or “guide” (authority figure for the family and the girl); has a strong influence on their language and behaviour

“Bure ghar se tha, sab jaante the”
He was from a bad family, everyone knew it
-Father

“Kitni baar batana padega, pata nahi kabh kya bolu, kuch galat nahi bolna”
I don't know how many times I'll have to tell them, don't know what to say, what if I say something wrong
-Victim

Victimhood Insights

The family's focus on tangible action against the perpetrator can distract them from her intangible needs of care

- Their inability to process that something "like this" would happen to them leads them to show anger towards her, as their own role as her protector feels threatened
- There is a high chance of 'co-victimisation' happening with the family at this stage, where instead of building empathy with her, they can become focused on their own personal cause (vengeance)
- Smaller moments of care are overlooked because the sole focus becomes the case (eg. not taking the time and space to actually tell her they believe her, and that she is still their sister / daughter / wife, no matter what)
- The family often talks (and boasts) about how much they are doing for her; while they see this as support being made evident, it drives a sense of guilt and indebtedness in her
- *More action done* by the family, does not equal more support felt by her (intent of the giver (family) does not assure the experience of the receiver (the victim))

Relevance For Jan Sahas

- JanSahas taking on primary care role reduces likelihood of family stepping in
- The case can serve as a channel for the family to cope better, as it allows them to take some corrective actions for the trauma experienced, but disproportionate focus on punishing the perpetrator takes their attention away from her and her need to feel accepted

“**Agar meri jagah koi dusara hota toh woh case nahi ladta**”
If there was someone other than me, they wouldn't have fought the case
- Brother

“**Woh mere liye kitna karte hai, meri wajah se unko kitna sehna padta hai**”
They do so much for me, they have to bear with so much because of me
- Victim

Survivorship Insights

As she comes to terms with what she has lost from her past, she finds herself struggling to find pieces to build a future identity with, that will last beyond the case

- She is highly vulnerable, and thus her identity is malleable in this state
- She can be strongly influenced by those around her, the suggestions they give her, and the details that get reinforced by them. This affects how she responds to moments of doubt when they occur felt when she is alone, at home, or in her interactions with those beyond her immediate family
- Their reality is dramatically altered and their everyday lives now bear reminders of the trauma either directly from the perpetrator / social judgement, or indirectly, from the case itself; not allowing them to think beyond the what happened
- The family's alterations in identity are often not acknowledged. They also need to rebuild their social identities which in their context are very personal too

Relevance For Jan Sahas

- There is a belief that the case will "x" everything and that once it's done, all will return to normal; but, this is both unrealistic and inaccurate, and puts undue pressure and weight on the verdict; there is no quick fix
- As time passes, the family's care needs (from the co-victimisation they experience) are increasingly unaddressed and that could start to interfere with their interactions with her as well as motivation towards the case

“Starting mein mujhe bhi laga shaayad meri kuch galath hai, sab bolrahe thei..phir kuch din ke baad maine socha, meri galti toh nahi hain.. mein toh mera kaam kar rahe thi...”

In the beginning I used think it's probably my mistake, but then after some time I realized it's not my mistake, I was just doing my work.

- Survivor

“Case abhi abhi khatam hone ko hai, ajeeb sa lagta hai.. Case mein itni busy rahe hai, socha bhi nahi aage kya hoga”

It feels strange that the case is about to get over. I have been so busy with the case, that I didnt even think about what would happen next.

- Mother

Survivorship Insights

Her identity largely comes from how her family sees her
Yet, well into the process, the family still holds their breath, waiting for the verdict to acquit her of any blame

- The family hinges their interactions with her on how the case is going. More negative interactions could spring up when the case isn't going well which is when she most needs them to be on her side (which goes beyond fighting for a punishment in the case)
- The case can often become the sole point of conversation in the house, making it all consuming even if no processes are ongoing
- For the survivor, the importance of the case reduces in comparison to what she yearns for - not being treated differently in her family and immediate environments

Relevance For Jan Sahas

- Even a positive verdict doesn't give her or the family the closure they need, despite having anticipation for this moment for so long
- While the end of the case is expected to come with a natural conclusiveness to the trauma, it often times brings anxiety towards "what next"

“Darr abhi bhi hi ki iss ladki ke saath kya hoga? Aaj tho hum hai khade... kal agar kuch hoga tho kya karege woh..”

I am scared about what will happen to her? Today we are there beside her... what if something happens tomorrow.. what will she do..

- Mother

“Case khatam hoga...tab hum normal honge”

- Husband

Once the case gets over, we will all be normal

Normalcy Insights

Her identity can be deeply shaped by the pursuit of justice regardless of the outcome of the case

- She copes with those who judge her by filtering them out as unevolved or “bad” people; her expectations now sit closer to home for validation and a sense of community
- Often times a natural change in her environment from moving between life stages could help her cope better where her “old self” may not be known to most (eg. school --> college, marriage into new village)
- She now has skills (both learned and acquired) from everything she had to prepare and do during the case, she feels capable of being “someone” beyond being occupied for the sake of it

Relevance For Jan Sahas

- Her “new normal” is not achieved, it is only initiated and needs to be reinforced and aided in the beginning

“Phir se doobara apni zindagi mein waahaan lotna nahi chaheti hu, apni purani zindagi bhool kar abh nayi zindagi jeena chahti hu” - Woman

I don't want to go back to that part of my life. I want to forget my old life and start a new one.

“Aawaz uthana chaiye, jurm toh jurm hai” - Husband

We must speak up, crime is a crime

Normalcy Insights

As the association with trauma starts to fade she seeks mundane ways of being, leaving behind her “survivor” identity for good

- She begins to form new relationships thereby reducing the impact of society’s rejection or isolation she had faced
- Her environment has settled around her and moved on to the next “news” in the area
- While the “victim” and “survivor” identity served a purpose in the past (for others to feel protective towards her, and for her to feel more empowered respectively) this is a point of departure from both.

As they were transient and temporary roles she took on because of what life threw her way, she now has choices for her future

Relevance For Jan Sahas

- There might be programs and processes that contribute to keeping those identities alive for her

“Sahare aur saath mein farak hota hai, mujhe sahare ki nahi saath ki zaroorat hai”
- Woman

There is a difference between support and companionship, I dont need support I need a companion..

“Subhe aur shaam bulate hain aur main jaati hu”
- Woman
(talking about Jan Sahas)

They call me in the morning and in the evening.. and I end up going

Markers

Victimhood:

Withdrawn and Isolated:

- Anticipates more harm to come her way - directly from the perpetrator or indirectly from social judgement (even in the house)
- Strongly avoids leaving the house, to protect herself
- Might even stop speaking or interacting much at home with family

Visibly distressed:

- Symptoms of experienced stress could manifest physiologically (eg. fever, illness, coughs, pains)
- Constantly scanning her environment for where harm could come from next, highly anxious
- Disturbance in routine: Sleeping, eating behaviours could change, she might become highly inactive
- Easily triggered - Cries or appears to be numb / not reacting, becomes uncomfortable (lowers eyes, fidgets with clothes), becomes distant in conversations when trauma is brought up

Confused and Vulnerable:

- Inability to make decisions, often taken over by family (about the case, her daily routine, where to go, whom to trust)
- Fragile, influenced deeply by what her family says, does and thinks; she worries about being a disappointment
- Might even stop speaking or interacting much at home with family

Markers

Survivorship:

Participatory

- Even with a family member often being in control, she plays a participatory role in the case
- Once her physical safety is secured, she is keen to return to what was familiar - eg. school, field work, occasions, market

Directional

- She has a focus on the case outcome, because of what it means to her family, and relatedly to her
- She doesn't seem lost or hopeless, she starts to see is starting to see that her efforts and her struggle isn't aren't for nothing
- Though it will always be difficult to relieve the trauma, she has composure when she speaks about it now

Conflicted

- She still doesn't know who she is outside of the case and her "survivor" identity
- She no longer feels alone, but still has constant reminders of the trauma she suffered due the ongoing case
- She hopes for a positive future (family life, work, studies) but cannot fully see it yet and doesn't feel certain she will be able to have that
- Navigates her position in her family and society even when difficult

Markers

New Normal:

Re-Balanced and in Equilibrium

- She has a comfortable routine in her present, with visibility into what her near future will pan out like, she no longer longs for her past life
- She has something to look forward to in her everyday, and in her future life and isn't afraid to feel hopeful about achieving it

Present, Engaged, and Untroubled

- She is able to be in the present wherever she is, and in whatever she is doing (eg. school, in her marriage / family life, her work), not consumed by intrusive thoughts of the trauma or the case
- Her concerns are far more "everyday" and regular in nature, and not overwhelming

Proactive & Unrelenting

- She is stronger in the face of struggle, and feels capable of taking on bigger challenges than before
- She is more willing to take on small risks and responsibilities that she may never have done before
- She takes a bigger interest in her own life, and in shaping it towards more, she doesn't "settle" for a substandard life, because she considers herself deserving of a good, satisfying life

Case Investigation Tools for Stakeholder Immersion

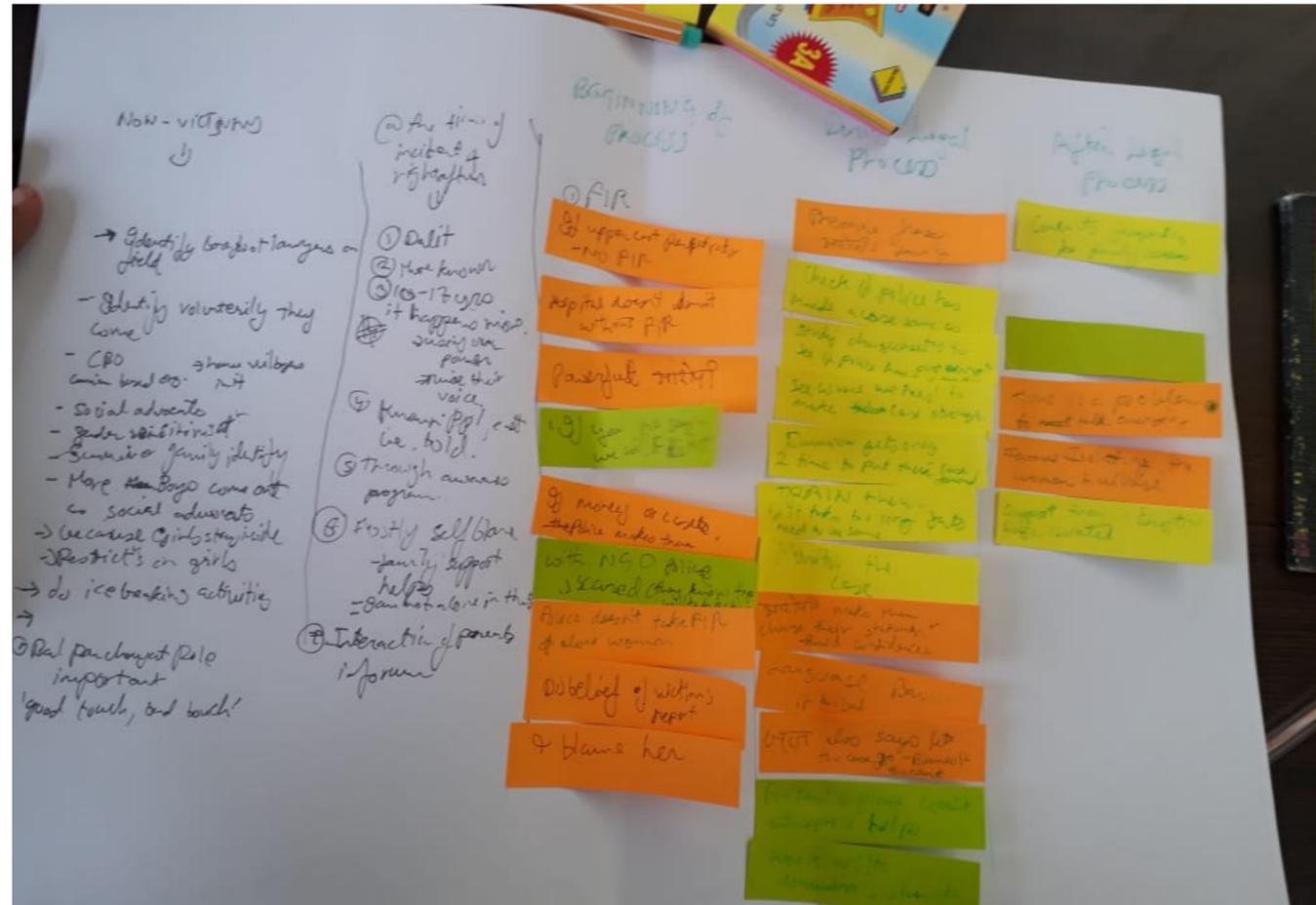
Objective of Immersion was to:

1. Identify key stakeholders and their role
 - Understand each stakeholder's role and involvement
 - Their influence on survivor and her family
 - Determine potential moments, stakeholder and interactions points for intervention
2. Protocol and guidelines for legal processes
3. Community dynamics
 - Interplay of caste, gender and power
 - Norms in the community
4. Survivor narrative and coping
 - How narratives of the crime, perpetrator and victim are shaped across case typologies
 - Barriers and enablers towards adaptive coping in the survivor and

Who we met:

1. Case workers
2. Co-ordinators
3. Jan Sahas Women's Helpline Members
4. Counsellors
5. Barefoot Lawyers
6. Lawyers from Lawyer Forum
7. Police
8. Psychiatrist
9. Doctor
10. Asif Ji
11. Dignity center / One stop center visit

Artefact used: Ecosystem map



Case Investigation Design

<p>Part A. Analysis of the case files and case artefacts (FIR, Witness Statement, Charge sheet, Verdict, Compensation, Court Summons)</p>	<ul style="list-style-type: none"> • Review and sense-making of artefacts • Understand the relationship between the facts and the shaped narratives of cases
<p>Part B. Case retelling of the Jan Sahas Stakeholders involved</p>	<ul style="list-style-type: none"> • From the judicial point of view • From the case worker point of view • From a counsellor point of view
<p>Part C. Storytelling from the Survivor and key Family</p>	<ul style="list-style-type: none"> • About the survivor, their relationships and roles • Community entrenched mental models, goals and motivations • Sense of coping from the Survivor and her family's point of view • Survivor and family emotions and recovery

Part C: Storytelling from the Survivor and Family

Project Objective:

Identify and frame actionable insights, with suitable intervention strategies for Jan Sahas to implement towards:

- Survivor recovery and adaptive coping (short & long term)
- Enhancing the experience of the legal process attached with justice for the survivor and their family

Study Intent:

- Study how narratives of the incident, perpetrator & victim are shaped across case typologies, with depth on case segmentations based on relevance and pervasiveness
- Identify barriers & enablers towards adaptive coping in the survivor and their family
- Develop deep insight on the perception(s) the survivor and family hold of Jan Sahas (role, gaps, hidden associations - positive / negative)

Purpose: Use the above explorations to narrow down opportunities for interventions (stakeholders, inflection moments, addressing gaps, leveraging what is working)

Sessions: 15 Sets of Survivor & Family Member Sessions

Set-up:

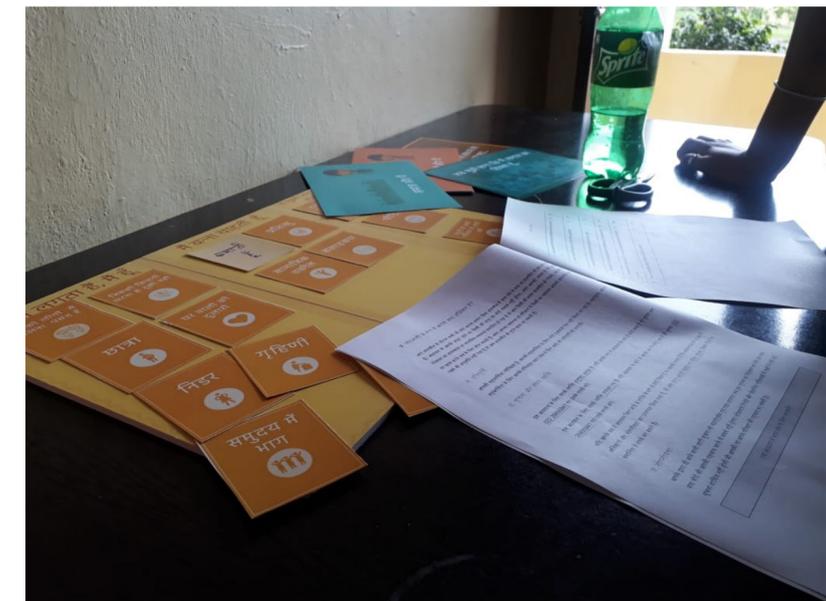
Separate one-on-one Interviews (Conversational) with the Survivor & the core Family member (Husband / Mother / Father / Brother) who has been most involved in her case, in parallel

Case Investigation type:

Semi-structured, Tools with open-ended conversation

Activities:

- Identity Mapping
Survivor
Jan Sahas & Ecosystem
- Moments (Prompted Storytelling)



Case Investigation Tool: Identity Mapping Board + Cards

मुझे लगता है, मैं हूँ	मैं बनना चाहती हूँ	ये मुझपे लागू नहीं होता	गृहिणी 	छात्रा 	 रक्षा करने वाले	 मुझे अपने पैर पर खड़े होने में मदद की
मुझे लगता है वह है	मुझे आशा है कि वह बन जाएगी	हमपर लागू नहीं होता	खुशी से अच्छे परिवार में शादी की 	कमाने वाली 	 राह दिखाने वाले	 मुरिकल समय में जिससे मैं मदद लेती हूँ

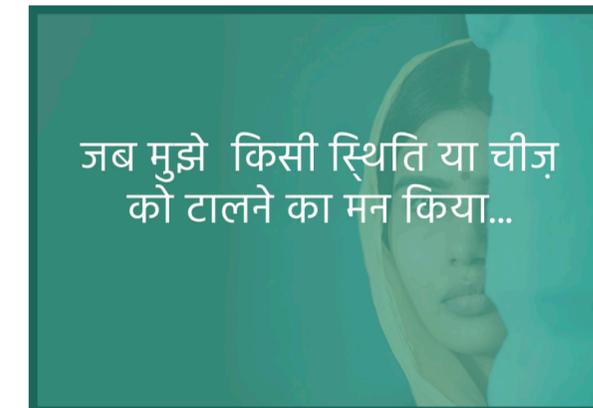
Purpose: For us to understand what she identifies with, what roles does she see herself in (or others see her in), what expectations are held of her, and what her narrative of self is - past, current and aspirational.

Purpose: To help us better understand her perception of the role, implicit associations and impact attributed to Jan Sahas (wrt, her legal and emotional journey), and how they have impacted her life. We would also like her to think about who helped her post the crime, and talk about them.

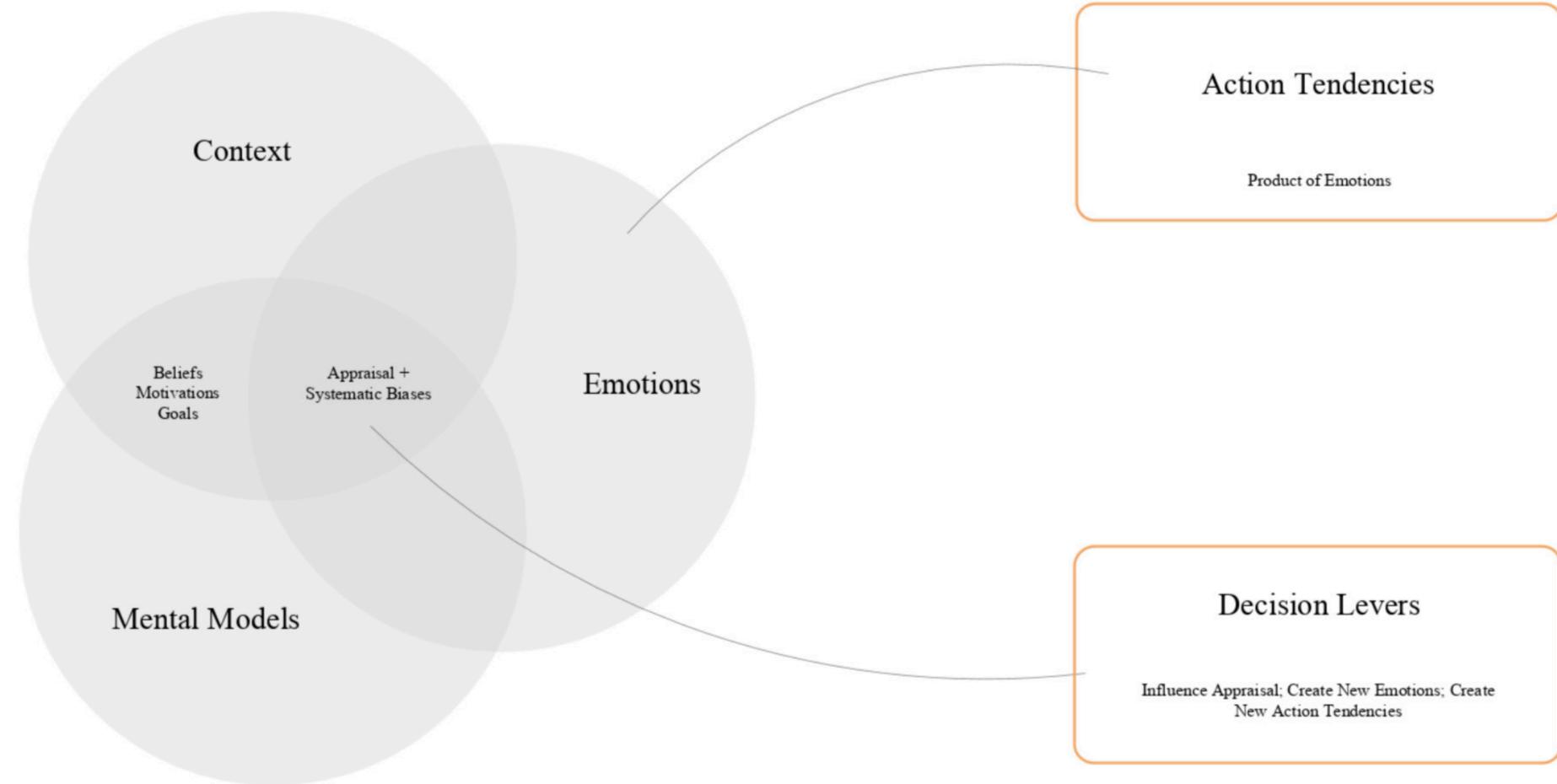
Case Investigation Tool: Moments Cards (prompted storytelling)



Purpose: To understand survivor's emotions, coping and narrative that has built as a result of her storied actions. To identify key moments that drive her narrative which will help us map the level of influence Jan Sahas has at those moments. Also, to understand enablers and barriers in her coping.



Sense-making Framework



Sense-making Framework



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About Final Mile

Final Mile Consulting is involved in Behavioral Change. Final Mile's unique approach helps tackle tough behavioral challenges specifically where there exists an Intent-Action gap and where traditional approaches to changing behavior offer suboptimal outcomes. In the past nine years Final Mile has developed solutions to improve road safety, improve adherence to medication, reduce accidents due to trespassing of rail tracks, increase usage of toilets, reduce littering, mitigate girl trafficking etc. Final Mile has worked on projects in USA, UK, France, Zambia, Zimbabwe and India.



About EdelGive

EdelGive Foundation is the philanthropic initiative of Edelweiss group. Since its inception in 2008, EdelGive Foundation has evolved into a grant-making organisation, that is helping build and expand philanthropy in India by funding and supporting the growth of small to mid-sized NGOs. EdelGive makes, receives and manages grants, to empower vulnerable children, women and communities via a zero-cost platform. EdelGive's grants and grants received from other funding and institutional partners are used towards both financial and capacity building needs of the NGOs it supports.



About Jan Sahas

JanSahas is a non profit organisation that works to promote the development of and protect the rights of socially excluded communities, with a special focus on girls and women. It focuses on the eradication of all forms of bondage, the empowerment of girls and women, food and nutrition security, skill development, education support and also provides access to legal aid for women who have experienced sexual violence/ or caste based atrocities, amongst other things. Their organisation works in 15 districts of Madhya Pradesh, Rajasthan and Uttar Pradesh. Jan Sahas is also involved in national level policy initiatives with the government and UN Agencies.

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