



# MARGADARSHAK

Handbook 2020



# Introduction

## Margadarshak Programme

### Mission

To create an efficient team of volunteers who are trained and certified to provide support to the victims of sexual / domestic / online abuse and empower them to take informed decisions and regain control of their lives.

### Who are Margadarshaks?

Margadarshaks are volunteers who will –

- a) a. Provide information on the various procedures and processes involved in reporting the matter to the concerned authorities and help the person in distress take an informed decision
- b) b. Facilitate consultations with the police and provide an avenue for navigating through the law enforcement system
- c) c. Provide information on legal services, counselling services, public and private schemes such as Shelter Homes, Medical Aid, Legal aid etc.
- d) d. Offer emotional support by creating a nurturing environment.

Margadarshaks need not necessarily be fluent in law themselves but will have basic knowledge of related law and regular interaction with law-enforcing authorities to help the distressed person to resolve the issue

### Skills of a Margadarshak

A Margadarshak should:

- Be empathetic towards the person in distress/ person in distress
- Be objective and non-judgmental
- Be genuine, supportive and inclusive
- Be an effective communicator including clear verbal delivery and positive body language
- Have active listening skills and the ability to respond empathetically to the person in distress/ person in distress
- Have knowledge of relevant local statutory and voluntary agencies and the roles they can play in supporting the person in distress/ person in distress
- Have understanding of the social context and the impact of the distressing situation on the psychological, emotional, financial and physical ability of the person in distress/ person in distress

## Where can we find them?

Within your Organization or neighborhood.

Margadarshaks can be reached on the she safe app.

For more information, download:



**She Safe App**

*Available on Android and  
IOS platforms*

**Margadarshaks are encouraged to communicate the message of the programme within their circle of influence.**

## Essential Qualities of a Strong Mind

When a person is strong-minded, they have the mental skills, and the physical capabilities to face a challenge without being robbed of inner strength.

Mental toughness gives the courage to overcome the distressing situations one experiences in life.



**A Margadarshak should encourage the person in distress to develop the essential qualities of a strong mind.**

# Standard Operating Procedure for a Margadarshak

Person in distress reaches out to Margadarshak for help



Refer to the IC in the organization where the person works

YES

Margadarshak notes the case details in the online form on She Safe App



Is the complaint regarding sexual harassment at workplace



NO

[Link to Google Drive](#)

Margadarshak to share the details of the case on Google Drive



Margadarshak explains to the person in distress the available options and resources



Margadarshak introduces the designated SHE Team/ Person from the resource center to the person in distress



Margadarshak supports the person in distress and follows up till the issue gets resolved



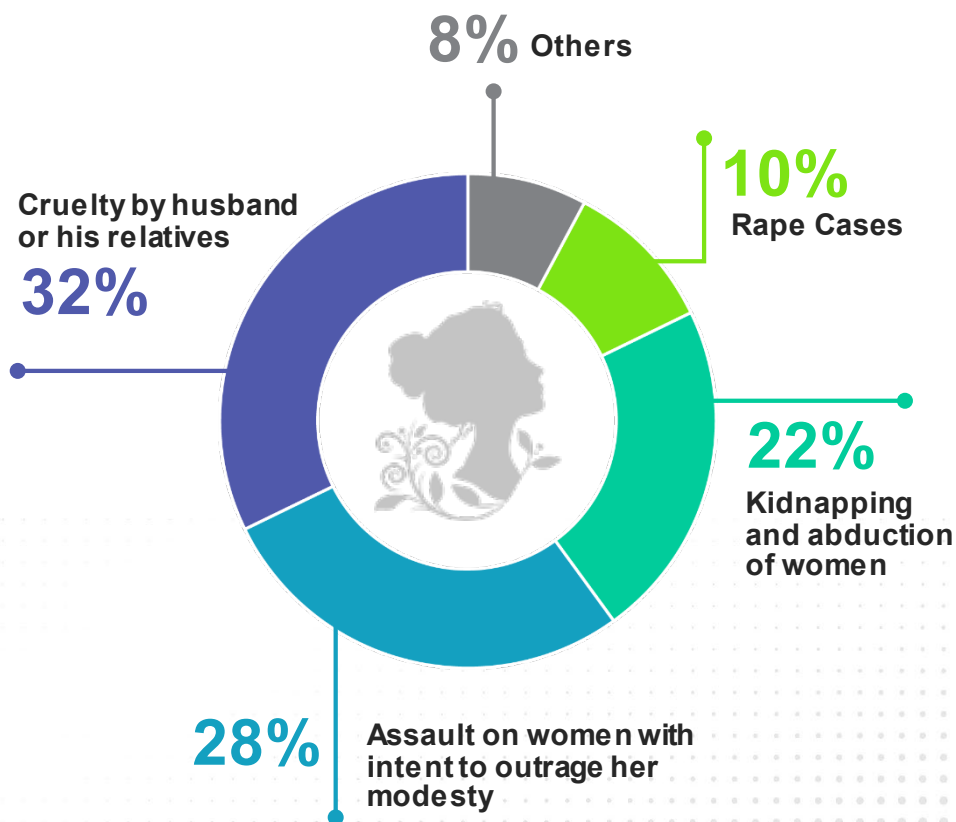
Margadarshak records the progress and the final outcome of the case on She Safe App and Google Drive



## Violence against women can happen anywhere



### Violence against Women in India



Source : Crime in India – 2018,  
National Crime Records Bureau



# MARGADARSHAK



## Society for Cyberabad Security Council

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