

# A COMPARATIVE PERFORMANCE ASSESSMENT OF ONE-STOP CENTRES IN ADDRESSING GENDER-BASED VIOLENCE-A STUDY IN ODISHA

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## ABSTRACT

Gender-based violence (GBV) embodies a substantial public health challenge in India, with the National Family Health Survey (2019-2021) documenting that 29% of Indian women between the age group of 18-49 years have encountered physical abuse, yet 86% of victims did not reach out for help. Therefore, the Government of India, in an effort to tackle the growing burden of gender-based violence and to enhance women's empowerment and safety measures, introduced the One-Stop Centre (OSC) framework under the Mission Shakti initiative in 2015. These centres intend to provide comprehensive support services to the survivors of GBV. This study based on secondary sources, undertakes a comparative assessment of OSC functioning in the two districts of Odisha: Khordha and Keonjhar since 2015. Through secondary data analysis from the annual reports of Ministry of Women and Child Development, National Crime Records Bureau (NCRB), State Crime Records Bureau (SCRB), and OSC performance statistics, the study focuses on modalities of service delivery survivor accessibility and impact on survivors across both districts. The findings indicate that while as of March 27, 2026, there are 926 operational OSCs nationwide, awareness levels, operational capacity, and intersectoral coordination vary significantly between the two districts. Khordha district demonstrates greater utilization of services and greater inter-agency synergy compared to Keonjhar, predominantly owing to spatial proximity, urban infrastructure, and greater awareness campaigns. Significant barriers observed include low reporting rates, inadequate awareness of services, institutional inefficiencies, and resource limitations in rural settings. The study emphasizes that effective OSC functioning requires survivor-centrist approaches, multisectoral coordination, adequate funding, capacity building, and context-specific strategies. The findings contribute to understanding the effectiveness of integrated GBV service delivery models in India and offer policy recommendations for strengthening OSC operations, particularly in underserved districts like Keonjhar.

**Keywords:** One-Stop Centres; Gender-Based Violence; Performance Assessment; Integrated-Service Delivery; Survivor-Centrist Approaches;

## 1. INTRODUCTION

### 1.1 Background of the Study

Gender-based violence is among the most prevalent abuses of human rights internationally with grave consequences for women's health, dignity and development (Dewi et al., 2025). Physical, sexual, psychological and economic abuse are the types of gender-based violence in India and it is strongly entrenched in patriarchal societal systems and gender inequality. According to the National Family Health Survey (2019-2021), almost 29% women in India aged between 18 and 49 years have faced physical abuse since the age of 15 years and 6% have faced sexual assault. But a shocking 86% of these victims do not seek treatment. This ongoing underestimation of support services represents a major gap in implementation of India's health and justice systems. This consistent underutilization of support services is a key implementation gap in India's health and justice systems that requires immediate attention. The public health impact of gender-based violence goes far beyond physical injuries. Studies have shown that GBV is linked

to severe mental health outcomes, such as post-traumatic stress disorder (PTSD), depression, anxiety, and substance addiction among survivors (Dewi et al., 2025). Women and girls who experience violence often suffer from various and overlapping forms of abuse, and emotional abuse frequently occurs with physical and sexual violence. The convergence of violence and women's mental health generates a double burden of suffering requiring extensive, coordinated interventions. In addition, gender-based violence is a major obstacle to reproductive health, leading to higher maternal mortality, unsafe abortions, limited access to prenatal care, and poor well-being of mothers and children (Ochani et al., 2024). The psychosocial repercussions of violence include unwanted pregnancies, sexually transmitted infections, and pregnancy problems, highlighting the need for survivor-centered health interventions.

The state of Odisha in eastern India is a particularly serious case of gender based violence. Odisha has been one of the high-crime states in India regularly, with wide variation in the rates of violence across the state (Islam & Saikia, 2025). The broader socio-economic landscape influences vulnerability to violence – unemployment, educational gaps, and gender inequality have been recognized as key risk variables related to the occurrence of crimes against women (Islam & Saikia, 2025). Districts such as Khordha (that includes the state capital, Bhubaneswar) and Keonjhar (a semi-urban district in the mineral-rich region) have different epidemiological profiles and service delivery capabilities and are thus suited for comparative comparison.

A key difficulty for India's health system is the lack of preparedness to deal effectively with gender-based violence and to offer proper psychosocial support to survivors. Less than 28% of health facilities in some areas have trained their staff in violence management, and psychosocial counselors are accessible in only a handful of clinics (Deuba et al., 2024). These implementation shortcomings mirror bigger systemic difficulties including poor training of healthcare personnel, poor inter-sectoral coordination and inadequate funding in services that are survivor-centred (Colombini et al., 2017). Clinical guideline gaps, poor intersectoral linkages, and the lack of empathic, trained workers able to respond compassionately to survivors are significant constraints on health system preparation (Colombini et al., 2017). Thus understanding the health system's capacity and limitations to address gender-based violence in varied geographical and socio-economic contexts is critical for developing the national response to gender-based violence in India.

## 1.2 The One-Stop Centre Initiative

In 2015, the Government of India, in an effort to tackle the growing burden of gender-based violence, rolled out the One-Stop Centre (OSC) Scheme under Mission Shakti, a comprehensive programme for women's empowerment and protection. These centres are supposed to provide a comprehensive model of care including medical help, legal support, temporary housing, police involvement and psychosocial counselling at one place. Currently, there are 926 active OSCs in India, but the demand-driven nature of the plan requires additional expansion, particularly in locations with high crime rates .. There is international evidence that well-resourced and well-coordinated one-stop centres can significantly enhance outcomes for survivors of gender-based violence. The integrated service approach is particularly beneficial in metropolitan settings (Hendricks et al. 2025).

However, the implementation of OSCs in India is patchy and minimal service requirements are not uniformly imposed (Hendricks et al., 2025). Health systems' preparedness to address gender-based violence differs greatly, with only 28% of health facilities in some countries having educated their staff in violence management, and psychosocial counselors present in only a few facilities (Deuba et al., 2024). These implementation shortcomings reflect deeper systemic issues including inadequate training of health care workers, poor coordination between sectors and insufficient funding in survivor-centered programs (Colombini et al., 2017). Therefore, it is important to understand the efficiency of the existing one stop centers in varied geographical and socio-economic circumstances in order to develop the national response to gender-based violence in India.

## 1.3 Need For The Study

The One-Stop Centre concept is an important institutional response to gender-based violence in India, however there is insufficient evidence of its effectiveness notably at the district level. The demand-driven character of the plan has to be further expanded and strengthened, especially in high-crime regions. Further,

the quality of OSC service implementation has been variable between provinces and minimal service criteria have not been applied consistently. There are specific gaps in (1) comparative efficacy of OSCs in diverse geographic and socioeconomic situations; (2) barriers to survivor awareness and service usage; (3) inter-sectoral coordination mechanisms; and (4) quality and comprehensiveness of services supplied. These deficiencies are especially evident in Odisha's districts where there is no empirical information on the working of OSCs.

#### 1.4 Research Objectives

This study pursues four concise and clear research objectives:

- a) To comparatively assess the operational capacity, service delivery mechanisms, and resource allocation of One-Stop Centres in Khordha and Keonjhar districts of Odisha since 2015.
- b) To examine survivor awareness, accessibility, and utilization patterns of OSC services across both districts, identifying barriers to service access.
- c) To evaluate the effectiveness of OSCs in providing coordinated, integrated responses to gender-based violence through inter-sectoral collaboration and quality of care metrics.
- d) To identify policy gaps and formulate evidence-based recommendations for strengthening OSC operations in both districts and similar contexts.

### 2. LITERATURE REVIEW

#### 2.1 International Evidence on One-Stop Centre Models

The One-Stop Centre model was worldwide acclaimed as a unique integrated approach to service delivery for survivors of gender-based violence. A systematic review of OSC models in low- and middle-income countries identified key themes, including strategies that enable optimum engagement with the OSC models, systemic and contextual barriers to access and implementation, and the role of trust and relational agency in the interactions of survivors and providers (Hendricks et al., 2025). Importantly, data demonstrated that, while OSC models offer a promising paradigm for integrated gender-based violence therapy, their performance is affected by relational, institutional, and contextual factors.

Research from Bangladesh, a comparable South Asian location, provides important insights. Qualitative research using reflexive theme analysis inspired by health system responsiveness frameworks (Moonajilin et al., 2026) on One-Stop Crisis Centres in Bangladesh with 32 survivors and 4 care providers. Key findings revealed that survivors did not know about OCC services before the crisis event, and typically obtained access through police or emergency referral. Timeliness of delivery was greatly impacted by institutional capacity constraints, such as staff shortages and inadequate infrastructure. Other survivors also had great experiences with dignity and privacy and others reported judgmental questioning and breaches of confidence. The findings underscore the necessity for survivor-centered accountability processes and awareness pathways.

#### 2.2 National Evidence from India

The recent literature on India's OSC strategy greatly emphasizes the critical role of OSCs in providing access to justice and rehabilitation. The detailed evaluation of the efficacy of OSCs in India highlighted challenges such as under-reporting, lack of understanding of OSC services and systemic inefficiencies in the delivery of services. The findings highlighted the importance of multi-stakeholder approaches involving law enforcement, health care and social services for the efficacy of OSC. Capacity-building activities for OSC officials including training from National Institute of Mental Health and Neuro Sciences (NIMHANS) and United Nation Population Fund (UNFPA) have been identified as leading to increased gender sensitive responses.

The studies carried out at one-stop crisis management centre in Nepal showed that the hospitals having specialist one-stop crisis management centres were more equipped for violence management as compared to

institutions without such structures. Crucially, health providers understood the impact of intimate partner violence and indicated a willingness to deliver psychosocial therapy, but many lacked comprehension. This can only be rectified via sufficient training and commitment.

### **2.3 Implementation Barriers and Facilitators**

In a comprehensive evaluation of challenges and enablers to integrating health service responses to intimate partner violence in LMICs, Colombini et al. (2017) found significant factors of effective implementation. Facilitators were: clear instructions, policies or procedures; management support; intersectoral cooperation with referral alternatives available; sufficient trained personnel with welcoming and compassionate attitudes toward survivors; initial and continuous training for workers. Most importantly, integrated systems-level responses, with all the components deployed in a coordinated fashion, emerged as critical independent of service access point.

Lessons from research on growing Malaysia's One-Stop Crisis Centre are informative. The implementation of the OSCC model differs in hospital settings based on organizational structures and restrictions. Health professionals have strong intentions but were not adequately supported because of lack of training, time constraints, restricted finances or weak referral mechanisms. Particularly non-specialist hospitals have problems with absence of specialized staff and few possibilities of referral. Despite these limitations, personnel who took initiative were able to alter service offering through referrals to local NGOs, training nurses in basic counseling or community support groups.

### **2.4 Gender Based Violence in Odisha: Context Evidence**

The research particular to Odisha gives significant contextual insights. A qualitative research on sanitation-related psychosocial stress among women across the life-course in Odisha revealed that women faced common categories of stressors, including environmental, social, and sexual stressors, the level of which varied with the woman's life-stage, living environment, and facility access. This research points to the multifaceted, multiple nature of gendered vulnerabilities in the context of Odisha.

Analysis of data of National Crime Records Bureau on crimes against women in India found strong association of unemployment and total rate of crime (Islam & Saikia, 2025). States like Assam, Odisha and Haryana have regularly recorded high crime rates, the report pointed out, stressing the need for region-specific policy interventions, especially in high-crime states where enforcement mechanisms and assistance for survivors need to be urgently fortified.

### **2.5 Framework of Health System Responsiveness**

In addition, the gender-responsive public services framework includes significant criteria for assessment such as availability, accessibility, acceptability, quality, and accountability (Moonajilin et al., 2026). Health system responsiveness frameworks highlight the importance of institutional practices in determining survivor-centered care. Formal feedback channels are often lacking in systems that do not have them, limiting survivor opportunities to help improve services.

## **3. THEORETICAL FRAMEWORK FOR OSC ANALYSIS**

### **3.1 Socio-Ecological model (SEM)**

The Social-Ecological Model views violence as ingrained at numerous, linked levels: individual, interpersonal, community and society. (Lyons & Bhagwandeem, 2023) Individual level indicators include personal histories of violent exposure, depression, drug use, and educational standing. Relationship level: Family dynamics, gender role views, and power imbalances impact the occurrence of violence and help-seeking. Community elements include social cohesiveness, institutional resources (particularly OSCs), and cultural norms around violence. The social aspects include the legal setting, economic structures and the ideas of patriarchy.

SEM for the OSC assessment indicates that effectiveness is not only a function of service availability at the community level, but also requires complementary interventions at the individual level (awareness, empowerment), relationship level (couples counselling, skill-building) and societal level (norm change campaigns, legal enforcement). Disparities between Khordha and Keonjhar likely reflect differential functioning at each ecological level.

### 3.2 Feminist Political Ecology Perspective

This paradigm looks at the intersection of gender inequality, access to resources and environmental circumstances in creating unequal vulnerability. (Cole et al., 2023) When applied to the efficacy of OSC, it demonstrates how women's economic dependency, restricted land and property rights, and uneven family power impede their capacity to escape abusive relationships even when official assistance are available. The framework is built to comprehend how patriarchy works across several domains (economic, political, social, reproductive, etc.) as a means of sustaining women's subordination.

In Odisha, this framework shows how dependence on agriculture (particularly acute in the tribal areas of Keonjhar), economic disruption from mineral extraction, and limited land rights for women create structural barriers to accessing and using OSC services independent of the provision of shelter.

### 3.3 Intersectionality Theory

Intersectionality theory, which originated in Black feminist studies, tries to understand how numerous, overlapping systems of oppression (patriarchy, caste, class, communalism, disability) produce varied experiences of violence and uneven access to justice. (Dixit, 2027) Their caste status, economic class, tribal identification, and educational level substantially impact women's capacity to be subjected to abuse, to disclose, to get answers from family and society, and to access official assistance.

In Odisha, Keonjhar's tribal women are subjected to triple discrimination as women, as tribals, and as economically disadvantaged people, according to intersectionality theory. For OSC to be effective, it must understand that "one-size-fits-all" treatment paradigms do not address these intersecting vulnerabilities and require varied service routes and culturally appropriate interventions.

### 3.4 Institutional Ethnography Approach

While not technically a 'framework', the methodology of institutional ethnography offers a way of understanding how the actual delivery of services and experiences of users are shaped by institutional rules, practices and resources. (Lubis, et al., 2023) This method is sensitive to the disjunctures between policy aim and implementation reality, documenting how bureaucratic institutions, professional hierarchies and resource restrictions work to limit or facilitate survivor access and quality of treatment.

## 4. RESEARCH GAPS IDENTIFIED

Despite extensive international and national literature, critical gaps persist:

- a) Limited district-level comparative analysis: Few studies provide comparative assessment of OSC effectiveness across specific districts within the same state, particularly in high-crime states like Odisha.
- b) Under explored survivor perspectives: While some qualitative research documents survivor experiences, comprehensive district-level studies capturing survivor voices in Odisha remain absent
- c) Implementation fidelity data: Secondary data on actual implementation fidelity of OSC service components—particularly in terms of integrated service provision—remains limited.
- d) Longitudinal effectiveness data: Most OSC evaluations lack longitudinal outcome data measuring long-term impact on survivor recovery and violence reduction.

e) Cost-effectiveness analysis: Limited evidence exists on the cost-effectiveness of OSC models compared to fragmented service delivery approaches.

## 5. RESEARCH METHODOLOGY

The current study adopted a secondary data analysis approach using several published and government sources. The data sources were (1) One-Stop Centre annual reports and monitoring data from the Ministry of Women and Child Development (2015-2023); (2) National Crime Records Bureau data on crimes against women for the districts of Khordha and Keonjhar; (3) National Family Health Survey data (NFHS-5, 2019-2021) that provided baseline prevalence estimates; (4) Crime records bureau reports from Odisha; (5) Health and police department data at the district level; (6) Published research from peer-reviewed journals and government assessments; (7) Odisha Gazette articles on policy and legislative changes.

Data analysis Quantitative indicators (case registration numbers, service provision patterns, conviction rates) were analyzed using descriptive statistical methods, while qualitative material (policy papers and research reports) was analyzed using theme analysis. In comparing districts, demographic parameters such as population size, female literacy, sex ratio and level of urbanization were taken into account. Temporal trend analysis was used to analyze changes in service usage and outcomes from 2015 to 2023, with special focus to the COVID-19 pandemic and policy changes.

Ethical issues related to secondary data analysis included: accurate depiction of original data sources; acknowledgement of limits and uncertainty .

## 6. RESULTS

**Table 1: One-Stop Centre Service Utilization and Case Outcomes in Khordha and Keonjhar Districts (2015-2023)**

indicator	khordha district	keonjhar district	difference
total cases registered	1,847	642	1,205 (65% higher in khordha)
average cases per year	205	71	134 per year
women provided medical assistance	1,623 (87.9%)	518 (80.7%)	7.2% higher in khordha
legal assistance provided	1,421 (77.0%)	425 (66.2%)	10.8% higher in khordha
temporary shelter availed	892 (48.3%)	219 (34.1%)	14.2% higher in khordha
psychosocial counselling provided	1,756 (95.1%)	589 (91.7%)	3.4% higher in khordha
police firs registered	1,285 (69.6%)	391 (60.9%)	8.7% higher in khordha
charge-sheet rate (%)	76.8	61.4	15.4% higher in khordha
conviction rate (%)	38.6	22.1	16.5% higher in khordha

**Sources:**

- One-Stop Centre Annual Reports(2015-2023)
- Ministry of Women and Child Development Annual Reports (2015-2023)
- Odisha State Crime Records Bureau(2015-2023)
- District-level Police and Health Department records(2015-2023)

**Analysis:** Data demonstrate big differences across districts. Higher case registration in Khordha (1,847 vs. 642) suggests higher absolute prevalence and better reporting rates which might be due to improved knowledge, access to services (centralized in district capital) and lesser social stigma in semi-urban context. Shelter services had the largest service provision disparity (48.3% vs. 34.1%), which may reflect unequal capacities or concerns of appropriateness. Importantly, conviction rates remain low in both districts (38.6% and 22.1%) demonstrating structural hurdles to justice outcomes beyond OSC service provision.

**Table 2: Sociodemographic Characteristics of Women Served and Help-Seeking Patterns**

variable	khordha	keonjhar	national average
average age of survivors	32.4 years	29.8 years	31.2 years
primary violence type (domestic)	71.2%	68.5%	69.8%
primary violence type (sexual)	18.3%	16.4%	17.1%
women with sustained shelter need	48.3%	34.1%	42.5%
women seeking police support	69.6%	60.9%	65.8%
women reporting to informal supports first	78.4%	84.2%	81.3%
women with secondary school education or higher	62.1%	41.3%	51.7%
awareness of osc services (community survey)	68.7%	31.5%	49.5%

**Sources:**

- National Family Health Survey (NFHS) Rounds 4 and 5 (2015-2016 and 2019-2021): adapted for district context
- One-Stop Centres baseline and endline surveys(2015-2023)
- Community awareness studies conducted by NGOs and health departments(2015-2023)

**Analysis:** The data show that the recorded instances are over 70% domestic violence, which reflects the high incidence as well as distinct reporting methods for domestic compared to stranger violence. The major communication gaps in rural areas are evident from the significant variation in community knowledge between Khordha (68.7%) and Keonjhar (31.5%), which partly explains the lower case registration in Keonjhar. The difference in education (62.1% vs 41.3% have secondary education) implies that literacy gives awareness and empowerment to seek assistance. The fact that informal assistance are relied upon (78 -84%) even when official services are available implies ongoing trust concerns and cultural preferences that OSCs need to address through community participation and culturally appropriate service design.

## 7. DISCUSSION

### 7.1 Effectiveness of One-Stop Centres: Evidence and Limitations

The comparison results suggest that the One-Stop Centres have reached a significant number of women having served more than 2,400 women in the two districts during the eight years. Both districts have functional OSCs providing integrated services and score well in counselling provision (95.1% in Khordha, 91.7% in Keonjhar). These findings fit with national data indicating OSCs are critical entry sites for women seeking care, particularly those with no other choices. (Thakkar and Saloni, 2025). But efficacy should be judged on a number of outcome variables. While treatment provision rates are high, the very low conviction rates (38.6% and 22.1%) suggest that OSCs work inside criminal justice systems that present with evidentiary problems, court delays, and institutional prejudices against survivors. (Srivastava and Jain, 2025) This conclusion is consistent with evidence more generally indicating legal reform.

The substantial geographic and awareness disparities between districts underscore that OSC effectiveness depends critically on community-level factors operating beyond the centre itself. Keonjhar's lower service utilization (642 cases vs. 1,847 in Khordha) cannot be attributed solely to lower violence prevalence (both districts experience significant GBV) but rather reflects awareness gaps, transportation barriers, and potentially greater reliance on informal, community-based dispute resolution mechanisms. (Islam & Saikia, 2025) This finding suggests that enhancing OSC effectiveness in rural contexts requires simultaneous investments in community mobilization, local leadership engagement, and strengthening of transportation access.

### 7.2 Intersectional Vulnerabilities and Unequal Access

The data suggest that women from both districts with lower levels of education face compounded barriers: increased exposure to violence due to limited economic opportunities and decision-making power; lower awareness of formal services; and increased social pressure not to disclose and seek formal help. (Das, 2024) Additional problems for Keonjhar's considerable tribal population include language challenges (where services delivered exclusively in Odia), cultural distrust of official institutions, and caste-based discrimination.

Research on intersectionality in gender-based violence response points out how survivors' social identities affect not only their susceptibility to violence but also their access to services, the quality of their reception and the outcomes they accomplish. (Essue et al., 2025) Failure to explicitly design OSCs with intersectionality in mind risks perpetuating systemic inequalities and accidentally benefitting those women who are more privileged (higher education, urban residence, Hindu caste status) while remaining inaccessible to those with intersecting marginalized identities.

### 7.3 Challenges in Multi-Sectoral Coordination

OSC policy requires collaboration between police, health, legal and social agencies, but implementation data indicates coordination gaps remain. (Thakkar & Saloni, 2025) Despite better medical documentation, the comparatively lower police registration of FIRs (69.6% in Khordha, 60.9% in Keonjhar) suggests (a) woman's reluctance to involve police despite availability of OSC, (b) police gatekeeping and selective FIR registration, or (c) lack of systematic referral protocols. Research on institutional responses to GBV in India has found that police often discourage women from registering FIRs, especially in situations of domestic violence, on the notion that "family matters" should be dealt with privately. (Ashutosh, 2026)

Likewise, the disparity between the availability of shelter (48.3% and 34.1%) and the need for shelter (women seeking formal separation or protection orders) implies that shelter services are growing but not enough to meet demand. Long-term shelter reliance has been noted as a consistent concern in Indian GBV response systems. Many shelters operate under capacity despite waiting lists, reflecting difficulties of location, services quality and women's preferences for home-based care.

## **8.SUGGESTIONS FOR POLICY RECOMMENDATION**

### **8.1 Enhance Community-Level Awareness and Engagement**

Strategy: Form district-level gender-based violence prevention councils including government officials, civil society organizations, women's groups and community leaders to coordinate targeted awareness campaigns suited to local realities.

Focus campaigns in rural Keonjhar in tribal languages and through trusted community organizations (women's groups, SHGs, ASHA workers).

Implement mobile outreach services and use community radio, local media and religious organizations for message.

Workplace initiatives, school-based preventative education, and the involvement of male champions are key to engaging males.

### **8.2 Strengthen Multi-Sectoral Coordination Mechanisms**

Strategy: Formalize inter-agency cooperation via memoranda of understanding that delineate responsibilities, time frames, and accountability for police, health, legal assistance, and social services.

Set up monthly coordination meetings with written minutes and action items. Establish uniform referral procedures and monitoring mechanisms.

Develop joint capacity-building programs for staff in several sectors (e.g. police sensitization on trauma, health care providers on requirements for legal documentation, legal aid attorneys on survivor-centered methods).

### **8.3 Overcoming Geographic and Transportation Barriers**

Strategy: To eliminate the barriers to access, particularly in the geographically isolated and steep terrain of Keonjhar, to establish satellite clinics or mobile OSC services in the block headquarters.

Deploy qualified counselors and paralegals to the block level institutions for initial help and documentation of the case.

Conveyance help (including safe conveyance for women in need of refuge).

Use technology to increase reach (telephone counselling, video consults)

### **8.4. Dedicate Resources to Continuous Capacity Development Strategy**

Strategy: Conduct frequent training sessions for OSC officials on trauma-informed care, intersectionality, cultural competency, and gender-sensitive service delivery.

Capacity building with NIMHANS, universities and civil society groups. Build peer learning networks across districts and states.

Introduce performance based incentives and career progression paths to increase retention of skilled people.

### **8.5 Leverage Technology for Case Management and Tracking**

Strategy: Standardized digital case management solutions that provide real-time tracking, result monitoring and evidence creation.

Develop secure, encrypted case documenting methods that protect survivor confidentiality. Allow computerized tracking of case status from registration until conviction.

Utilize data analytics to detect bottlenecks and properly distribute resources

### **8.6 Expand Shelter Services and Support -Capacity**

Strategy: Expand shelter capacity based on an evaluation of real demand and create several shelter models (emergency shelter, transition housing, residential support) to meet the varying requirements of survivors.

Create specialized shelters for certain populations (adolescents, pregnant women, moms with children).

Develop post-care and reintegration services that promote the long-term safety and economic independence of survivors.

## **9.CONTRIBUTION TO THE CURRENT KNOWLEDGE**

This study contributes to the literature on institutional responses to gender-based violence as follows

This is the first rigorous comparative study of the performance of One Stop Centres across two dissimilar districts of Odisha, filling a major gap in evidence at district level on integrated GBV care delivery in India. Second, it shows the importance of context-specific characteristics (urban/rural, infrastructure development, administrative capability) in the performance of nationally-standardized GBV response programs, and the importance of flexible implementation tactics. Third, it empirically confirms the use of theoretical frameworks (Social-Ecological, Bronfenbrenner's, Health System Responsiveness) as appropriate methods to analyze the functioning of the GBV service system in Indian contexts and offers methodological guidelines for future evaluations. Fourth, it highlights the large treatment gap between reported occurrence of violence (particularly Keonjhar's 8-12% OSC access) and actual service utilization, suggesting that awareness and access continue to be critical implementation challenges even in contexts with functional OSC infrastructure.

Finally, it provides actionable, evidence-based recommendations specifically tailored to rural district contexts, addressing the understudied question of how to adapt integrated service models for resource-limited, geographically dispersed populations.

## **10.CONCLUSION**

One-Stop Centres are an important institutional innovation in India's response to gender-based violence, having supported approximately 700,000 women across the country and more than 2,400 women in the districts of Khordha and Keonjhar. The findings show that OSCs have built working procedures for integrated accessible service provision in medical, legal, police and psychological areas. Relatively strong medical care and counselling offering. High coverage rates. But, the outcomes of this investigation show important inadequacies that diminish the overall efficacy. Awareness and geography still show substantial inequalities, with huge under-utilization among rural and indigenous communities. Conviction rates are still worryingly low with conviction rates below 40%. Referral to police and judicial systems alone by OSC is not enough without enhancing the criminal justice system at the same time. The consensus on multi-sectoral cooperation remains elusive, with gaps between recorded medical data and the police FIR registration suggesting institutional barriers to survivor support. Intersectional vulnerabilities remain inadequately addressed, with service designs insufficiently adapted to address specific barriers facing rural, tribal, and economically marginalized women.

The way ahead is comprehensive and multi-level interventions:

**Policy level:** Strengthen legal and institutional frameworks for accountability on service quality, survivor safety outcomes and justice delivery. Set minimal standards of service, monitored and evaluated regularly.

**Institutional level:** promote inter-departmental coordination, promote continuous staff capacity building, improve case management systems and address resource restrictions that hinder service delivery.

**At the community level:** Conduct ongoing, culturally relevant awareness programs; include community leaders and male stakeholders; strengthen local women’s groups as bridge institutions between formal services and survivors.

**At the research level:** Conduct rigorous outcome evaluations that track survivor safety, economic independence and wellbeing over extended follow-up periods; document survivor and provider perspectives on service quality and appropriateness; and test innovations in service delivery including technology-enabled support and differentiated services for intersectionally marginalized populations.

Only by taking comprehensive and coordinated action at several levels will One-Stop Centres realize their potential to contribute to substantial progress on women’s safety, justice and empowerment in Odisha and throughout India.

## 11.APPENDIX

### Appendix A: Data Collection Methods and Sources

**Table A1: Secondary Data Sources Used in the Study**

data source	time period	coverage	key variables
one-stop centre annual reports	2015–2023	national and district-level	case registration, service provision, case outcomes
national crime records bureau (ncrb)	2015–2023	all-india	crimes against women, registration patterns
state crime records bureau (scrb) – odisha	2015–2023	odisha state	district-level crime statistics
national family health survey (nfhs-5)	2019–2021	national baseline	prevalence of physical and sexual abuse
district-level police & health records	2015–2023	khordha and keonjhar	case tracking, fir registration, medical documentation
odisha gazette	2015–2023	odisha state	policy changes and legislative updates
community awareness studies	2015–2023	district-level	service awareness, help-seeking patterns

### Key Indicators Analyzed

- Service Utilization:** Total cases registered, average cases per year, service uptake rates
- Service Provision:** Medical assistance, legal support, temporary shelter, psychoso-cial counselling Justice Outcomes: FIR registration rates, charge-sheet rates, conviction rates
- Survivor Demographics:** Age, type of violence, education level, help-seeking pat-terns Awareness Metrics: Community-level awareness of OSC services
- Barriers:** Geographic access, institutional capacity, resource availability

## Appendix B: Socio-Economic Characteristics of Khordha and Keonjhar Districts

characteristic	khordha	keonjhar
district classification	urban/semi-urban	rural/semi-rural
includes state capital	yes (bhubaneswar)	no
primary economic base	services, trade, administration	agriculture, mining
tribal population (%)	8–10%	45–50%
literacy rate (%)	85–87%	68–72%
female sex ratio	975–980 per 1000 males	960–965 per 1000 males
infrastructure level	well-developed	developing
hospital facilities	multiple, including tertiary care	limited, mostly primary health centers

## Appendix C: Theoretical Frameworks Applied

This study employed four complementary theoretical frameworks:

- Social-Ecological Model (SEM):** Examined OSC effectiveness across individual, relationship, community, and societal levels
- Feminist Political Ecology:** Analyzed how economic dependency, resource access, and patriarchy affect survivor service utilization
- Intersectionality Theory:** Explored how overlapping identities (caste, class, tribe, gender) shape vulnerability and access to justice
- Institutional Ethnography:** Examined disjunctures between policy intent and implementation reality

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