



# Impact Assessment of Bharosa Cell Pune Police



## Study Conducted by

**Dr. Madhavi Kulkarni, Vice Principal and Associate Professor of Commerce**  
**Dr. Manasee Rajhans, HOD and Associate Professor of Psychology**  
**SNDT Arts and Commerce College for Women, Karve Road, Pune**

**Center for Police Research,  
Chavan Nagar, Panshan Road, Pune- 411008**

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## Introduction

This report is prepared and submitted to Centre for Police Research (CPR), Pune on the occasion of first anniversary of Bharosa Cell on 9 January 2020. This is the second Cell in Maharashtra established under Community Policing Scheme. Community policing is a major pillar of law enforcement. As a policing strategy, it focuses on working closely with members of communities. It aims to bring down the crime rates by improving public police partnership.

Community policing program in Pune has been working towards creating safe space to help weaker sections of the community - especially women- through identifying and resolving their problems and protecting them from violence and injustice. This program leads to empowerment of communities through redressal of their grievances and creation of positive attitude towards police.

This report is a narrative of the successful journey of Bharosa Cell during last twelve months. The primary objective of this review is to assess the impact of the functioning of Bharosa Cell. It is expected that due to availability of such a facility the disputes among the members of the society are resolved amicably; the confidence of people in policing enhances and people start approaching Police before it is too late.

This report is based on the data made available by the Department of Police, Pune for the period from inception of Bharosa Cell till the date of commencement of the review process. The main objectives of this data review are:

1. To study and review the functioning of Bharosa Cell
2. To ascertain the areas and aspects of progress made by Bharosa Cell
3. To suggest the areas for improvement.

## About Bharosa

The Pune City Police have set up Bharosa Cell to provide assistance and counselling to senior citizens, women and children. In this Cell, a team of police officers provides assistance to people in dealing with stress and helps to juveniles. This Cell provides every kind of support including psychiatric and legal advice to them.

Bharosa Cell functions as a Community Policing Scheme; and, aims **security, safety and service** of people. It tries to bridge gap between the aspirations as well as the needs of the community and the police services that the department is mandated to render by law. It aims at creating a positive impact on **prevention of crime**.

The Cell provides professionalised services of the Women Grievance Redressal Cell by offering multiple services like counselling, legal assistance, police protection, medical help, psychological services, temporary shelter etc under one roof.

The major objectives of the Cell are to:

- (i) Provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof; and
- (ii) Facilitate immediate, emergency and non- emergency access to a range of services including medical, legal, psychological and counselling support under one roof to fight against any forms of violence against women.

## Procedure Followed

### Application:

Application received in person or through government offices or through emails

### Entry and registration:

By allotting bar-coded case number and creating case file

### File Transfer:

1. To enquiry officer

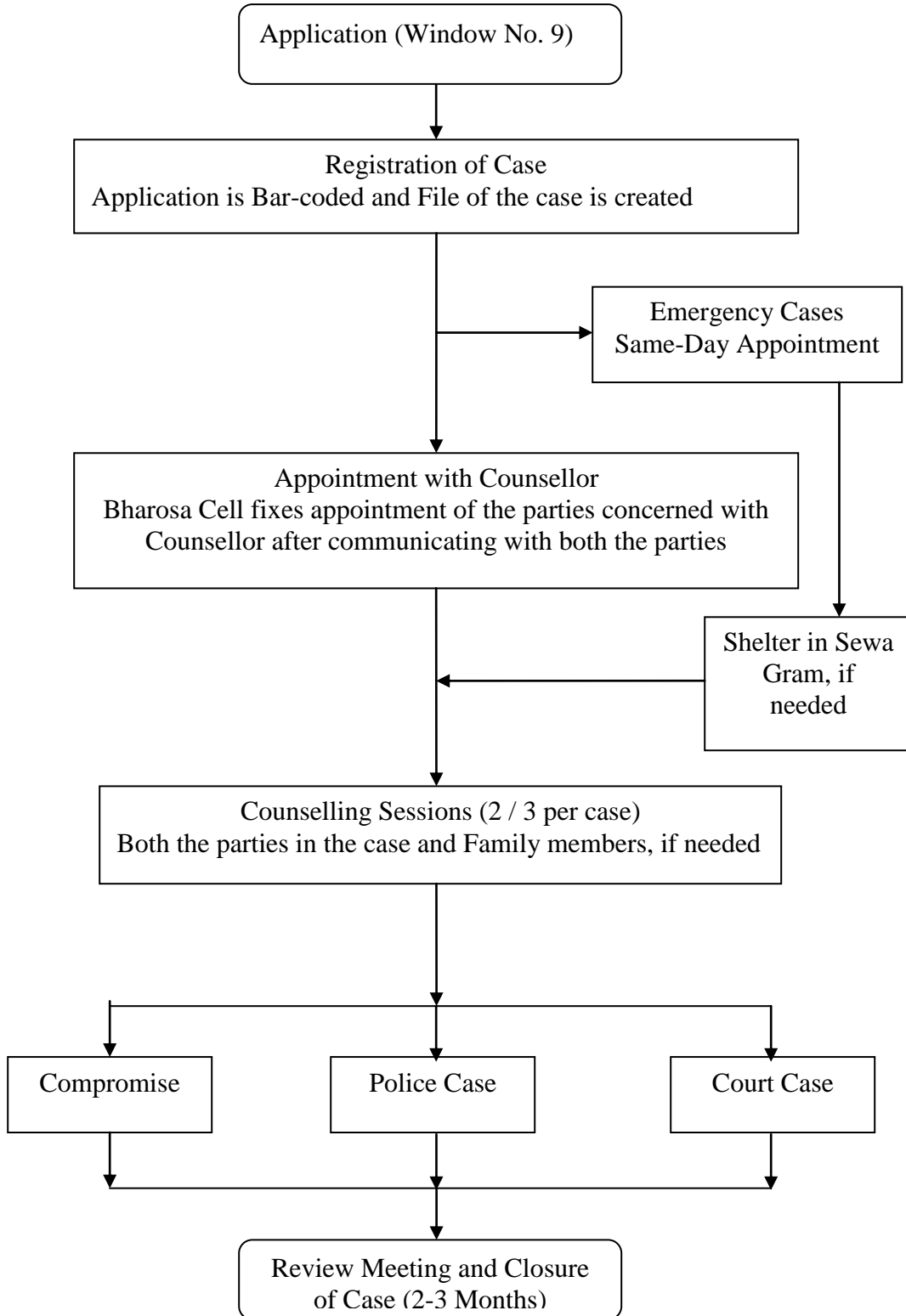
Bharosa Cell officer makes phone call or send notice to the Applicant and Non-applicants asking them to remain present in Bharosa Cell for enquiry. Every case is rigorously followed up to its final disposal.

2. To counsellor

- a. After counselling, compromise between applicant and non-applicant will be made or problem will be solved and file will be closed. Thereafter, follow up will be taken at regular intervals.
- b. If compromise does not happen, then applicant will be directed to approach the concerned police station or court or concerned protection officer for further disposal.

**File Closure:**

The file is closed after a common review meeting of Senior Police Inspector, consellor, and both the parties in the case.



## Services Provided



## Facilitation at Bharosa

Sr. No.	Facility	Description
1	Centre Administrator and Head of Bharosa Cell	Senior Police Inspector
2	Regular communication with community through press and visits of opinion makers	Periodically through press notes provided to Crime Cell.
3	24 Hour Helpline	1091 or 100
4	Police Facilitation Officer (PFO)	During working hours facility is available
5	Para Legal Personnel/ Lawyer	During counselling sessions
6	Para Medical Personnel Counsellor	During Counselling sessions
7	IT Infrastructure / Facilities/ Staff	Available for reporting and documentation
8	Security Guard/ Night Guard	Available 24 hour

1. It has pleasant welcoming atmosphere with simple Interiors, proper furniture, welcome desk, visitors' lounge and display of proper signage in Marathi and English.
2. Each counsellor is provided separate cabin to maintain privacy. There are six counsellors' cabins.
3. It has ample space to accommodate entire family consisting of children and senior citizens, and has play area for children.
4. Bharosa Cell has a team of counsellors with educational qualification in Law or Social Work. These counsellors provide voluntary counselling services to complainants from 11 a.m. to 6.00 p.m. every day.
5. Bharosa Cell communicates with both the parties through phone calls, postal channel as well as emails. On an average, two phone calls are required to be made for every case.
6. The average time for closure of any case is three months with average three to four counselling sessions; and, a common review meeting.
7. There are no cases closed in Bharosa Cell on account of non-response from other party (गैरअर्जदार).

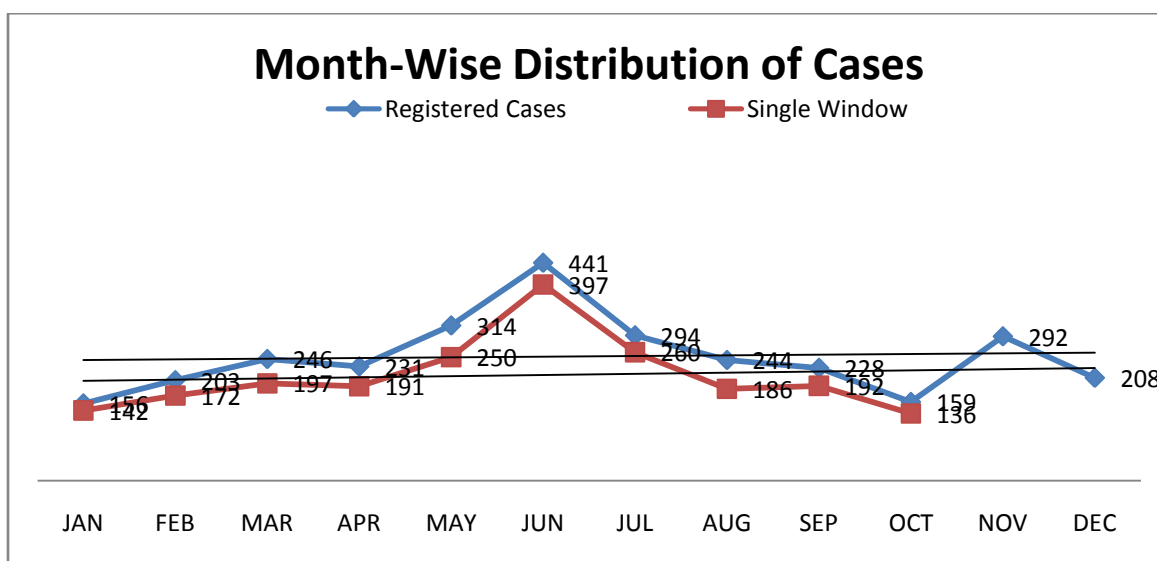
# Report- 2019-20

## Annual Report:

Total cases registered during last twelve months are 3016, with monthly average of 251 cases.

## Month-wise Distribution of Cases:

Month	Registered Cases	Single Window	RMA (रा. म. आ.)	Upper (वरिष्ठ अर्ज)	Police Station /Self Registered
JAN	156	142	11	3	0
FEB	203	172	5	7	19
MAR	246	197	12	5	32
APR	231	191	1	11	28
MAY	314	250	12	12	40
JUN	441	397	6	5	33
JUL	294	260	7	6	21
AUG	244	186	14	10	34
SEP	228	192	7	4	25
OCT	159	136	1	0	21
NOV	292				
DEC	208				
<b>TOTAL</b>	<b>3016</b>				

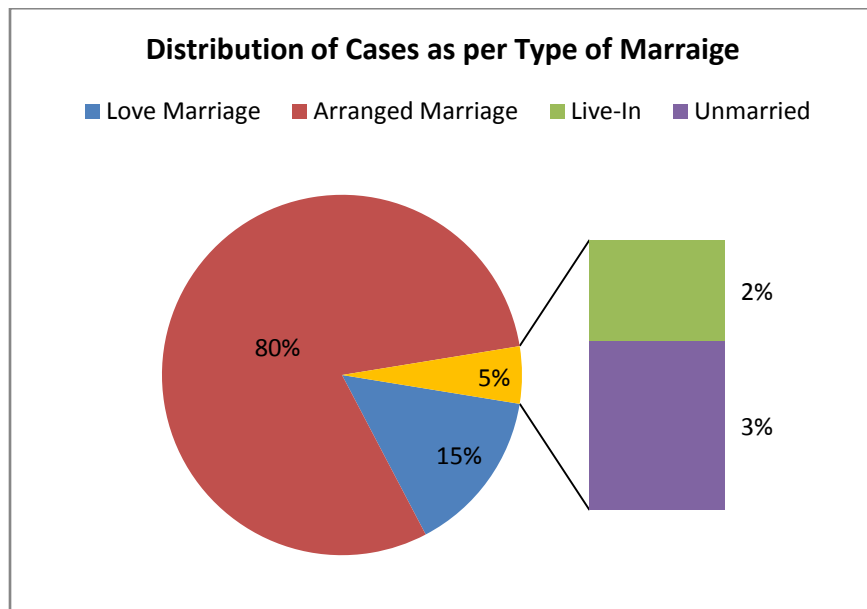




On an average, monthly 251 cases are registered in Bharosa. Even though, the graph above shows ups and downs in the number of cases registered, the trend lines indicate that the number of cases registered as well as number of cases registered in the single window have slight upward movement.

**Distribution of Cases as per Type of Marriage:**

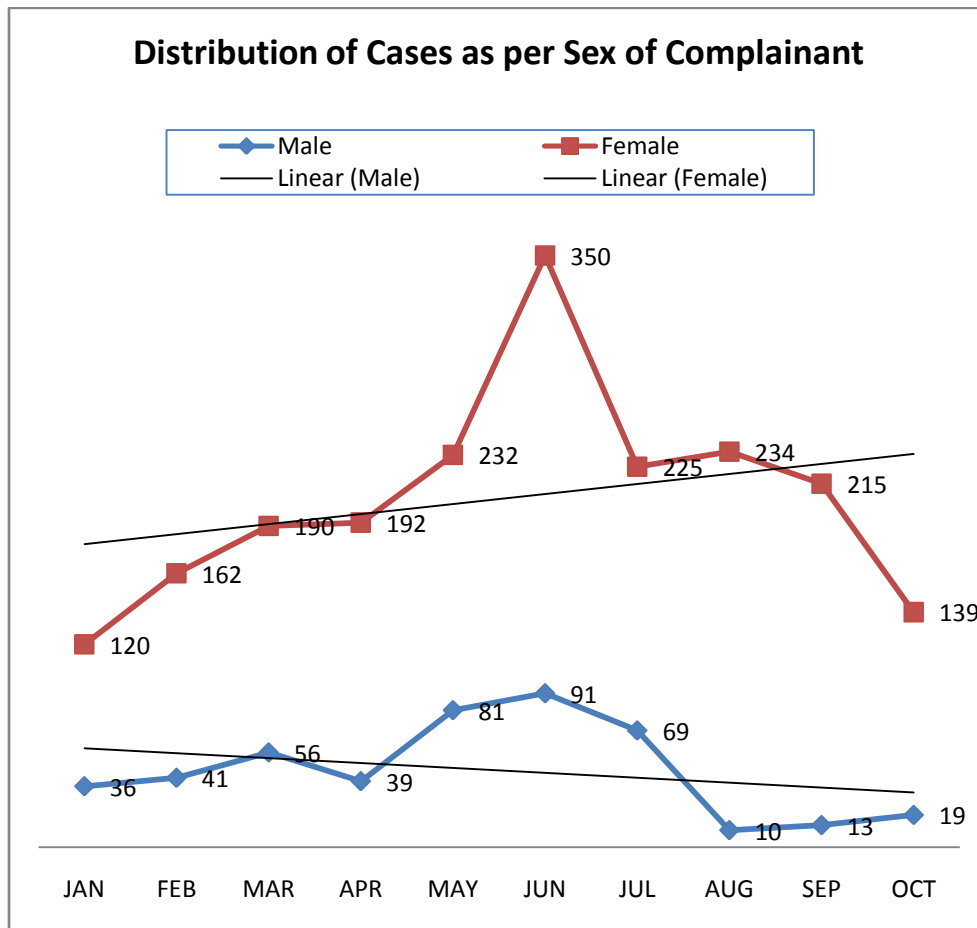
Month	Love Marriage	Arranged Marriage	Live-In Relation	Unmarried
JAN	23	125	3	5
FEB	27	166	5	5
MAR	31	200	8	7
APR	35	183	7	6
MAY	9	294	7	3
JUN	12	417	6	6
JUL	21	258	6	9
AUG	12	226	2	2
SEP	14	208	1	3
OCT	59	80	3	1



The above table and graph show that majority of the cases filed belong to couples with arranged marriages. Five percent cases are filed by unmarried complainants and, complainants in live-in relations. The relational discord is experienced more in arranged marriages.

### Distribution of Cases as per Sex of Complainant:

Month	Male	Female	Total
JAN	36	120	156
FEB	41	162	203
MAR	56	190	246
APR	39	192	231
MAY	81	232	313
JUN	91	350	441
JUL	69	225	294
AUG	10	234	244
SEP	13	215	228
OCT	19	139	158
TOTAL	455	2059	2514

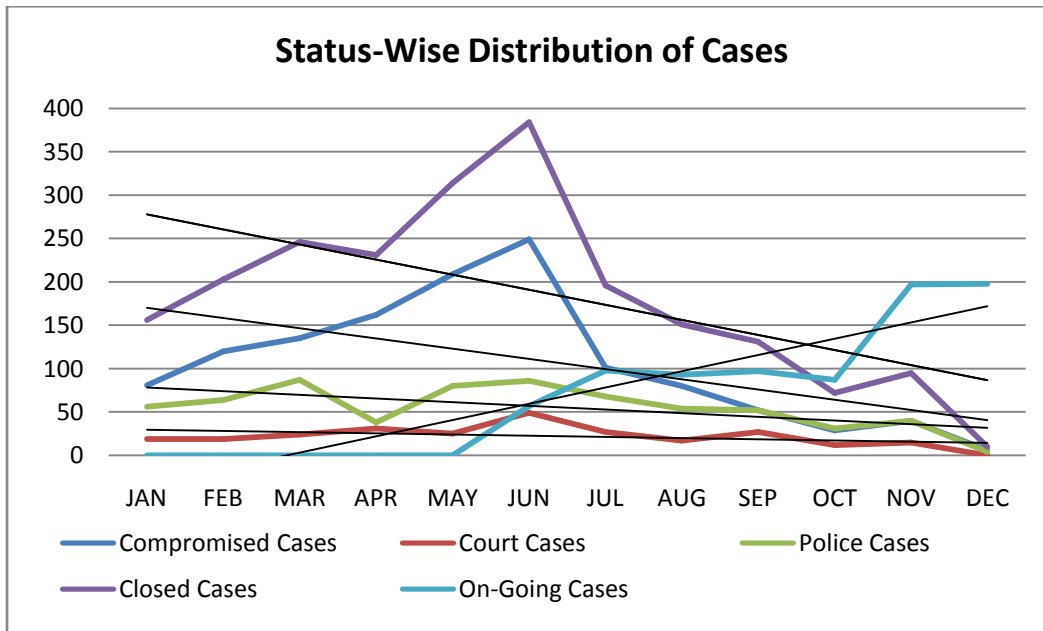


It is worth noticing that nearly 20 percent of the complainants in Bharosa Cell are male members. In the first half of the year, the number of both male and female complainants showed gradual increase; in the second half, the numbers have declined. However, the trend line of

female complainants shows upward movement; and, trend line of male complainants is showing downward movement.

**Status-Wise Distribution of Cases:**

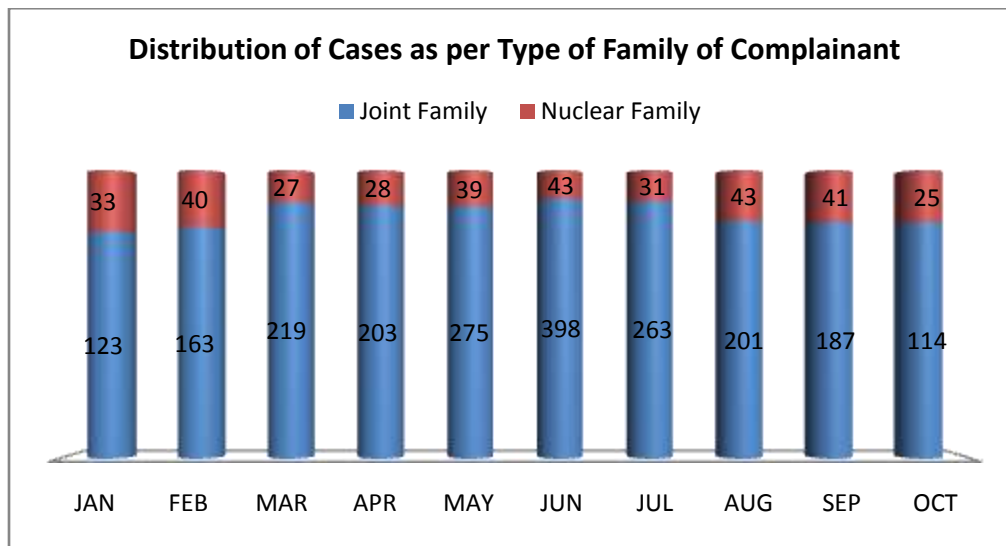
Month	Reconciled Cases	Court Cases	Police Cases	Closed Cases	On-Going Cases
JAN	81	19	56	156	0
FEB	120	19	64	203	0
MAR	135	24	87	246	0
APR	162	31	38	231	0
MAY	209	25	80	314	0
JUN	249	49	86	384	57
JUL	101	27	68	196	98
AUG	80	17	54	151	93
SEP	52	27	52	131	97
OCT	29	12	31	72	87
NOV	40	15	40	95	197
DEC	6	0	4	10	198



The table and graph about the status-wise distribution of cases depict that the number of on-going cases is gradually increasing, surpassing the expected average time period of three months.

### Distribution of Cases as per Type of Family of Complainant:

Month	Joint	Nuclear	Total
JAN	123	33	156
FEB	163	40	203
MAR	219	27	246
APR	203	28	231
MAY	275	39	314
JUN	398	43	441
JUL	263	31	294
AUG	201	43	244
SEP	187	41	228
OCT	114	25	139

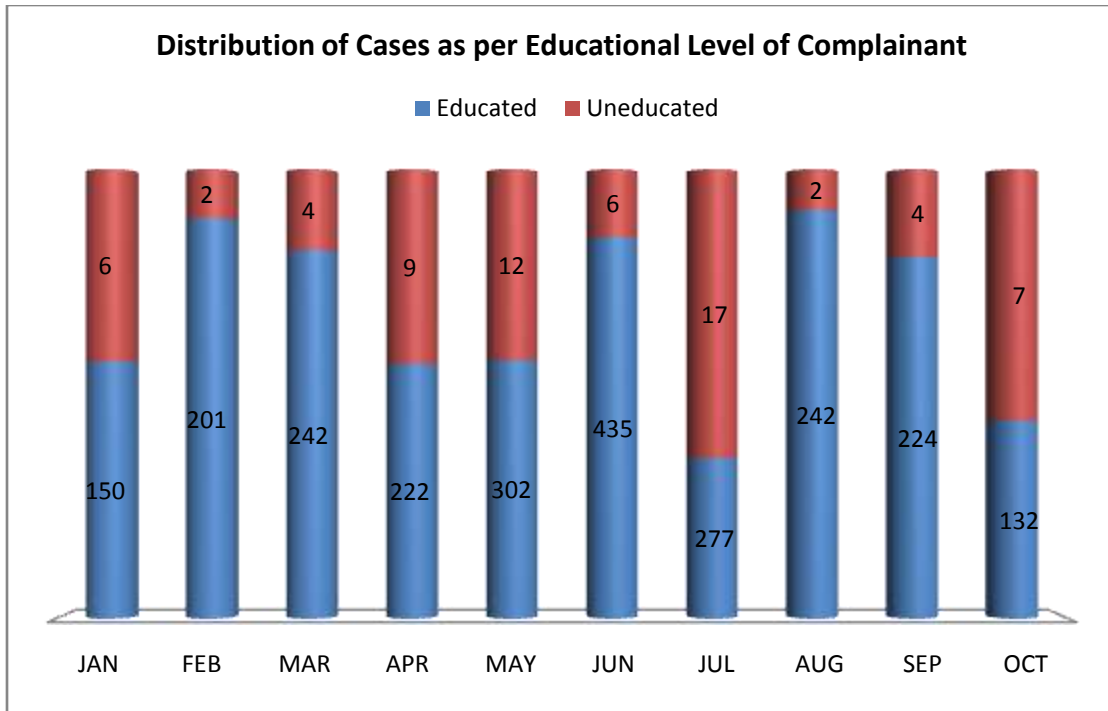


Average monthly cases filed by complainants in Joint Family are 215 in contrast to average of 35 cases belonging to nuclear families.

### Distribution of Cases as per Educational Level of Complainant:

Month	Educated	Uneducated	Total	Month	Educated	Uneducated	Total
JAN	150	6	156	JUN	435	6	441
FEB	201	2	203	JUL	277	17	294
MAR	242	4	246	AUG	242	2	244
APR	222	9	231	SEP	224	4	228
MAY	302	12	314	OCT	132	7	139

The above table shows that the number of educated complainants is very high as compared to uneducated complainants. Educated people are availing Bharosa Cell facilities more than uneducated people.



**Distribution of Cases as per Complaints against Criterion:**

Sr. No.	Complaint Against	Number of Complaints
1	Husband	972
2	Wife	436
3	In-Laws and family members	938
4	Extra-marital affair	091
5	Daughter-in-Law	078

The above table shows that majority of cases are filed by wives against husbands; and slightly below this comes number of cases filed against in-laws and their family members. The cases filed against wives are nearly half of the cases filed against husbands. This varied nature of complaints registered indicates that all sections of family structure are availing resort of Bharosa Cell, not only women.

It is found that marital discord is not only found in first marriages but also in second marriages. The average number of monthly cases registered by complainants with second marriage is **seven**.

## About Cases Registered through Police Stations:

The following section deals with the cases referred to Bharosa Cell by different police stations in Pune. It is found that nearly ten percent of the cases registered in the Cell are referred by the police stations. The following table shows that Hadapsar, Kondhwa and Chandannagar police stations have referred highest number of cases during the previous year. On an average, sixteen cases per month are registered by the police stations in Bharosa Cell.

Police Station	Female	Male	Total
Bandgarden	1		1
Bharati Vidyapeeth	6	2	8
Bibvewadi	4	2	6
Chandannagar	11	3	<b>14</b>
Chatushrugi	5	1	6
Dattawadi	4	1	5
Deccan	1		1
Hadpsar	21	2	<b>23</b>
Khadak	8	2	10
Kondhwa	10	4	<b>14</b>
Kothrud	5	1	6
Lashkar	2	2	4
Marketyard		1	1
Mundhwa	8	2	10
Other	6	3	9
Pharaskhana	5	1	6
Sahakarnagar	11	2	13
Samarth	3	3	6
Shivajinagar	3	1	4
Sinhgad Road	5	5	10
Swargate	1		1
Uttamnagar		1	1
Vimantal	6		6
Vishrambag	4	2	6
Vishrantwadi	3	2	5
Wanvadi	2	1	3
Warje	1		1
Yervada	9	1	10
Khadki	3		3
Total	148	45	193

### Police Station-Wise Distribution of Cases

Police Station	Female	Male
Khadki	3	0
Yervada	9	1
Warje	1	0
Wanvadi	2	1
Vishrantwadi	3	2
Vishrambag	4	2
Vimantal	6	0
Uttamnagar	0	1
Swargate	1	0
Sinhgad Road	5	5
Shivajinagar	3	1
Samarth	3	3
Sahakarnagar	11	2
Pharaskhana	5	1
Other	6	3
Mundhwa	8	2
Marketyard	0	1
Lashkar	2	2
Kothrud	5	1
Kondhwa	10	4
Khadak	8	2
Hadapsar	21	2
Deccan	1	0
Dattawadi	4	1
Chatushrugi	5	1
Chandannagar	11	3
Bibvewadi	4	2
Bharati...	6	2
Bandgarden	1	0

■ Male

■ Female

### Distribution of Cases Filed by Police Stations as per Status of cases:

The following table gives the distribution of cases as per their status. It is found that nearly **sixty percent** of the cases registered by police stations are closed by reconciliation. Median of cases closed by reconciliation is six with maximum of twelve.

Police Station	Court Case	On-Going	Police Case	Reconciled	Total
Bandgarden				1	1
Bharati Vidyapeeth	1		3	4	8
Bibvewadi				6	6
Chandannagar		2	4	8	14
Chatushrugi	3		2	1	6
Dattawadi	1			4	5
Deccan			1		1
Hadpsar			11	12	23
Khadak	1		2	7	10
Kondhwa	1	2	5	6	14
Kothrud			1	5	6
Lashkar	1			3	4
Marketyard				1	1
Mundhwa	3		2	5	10
Other	1	1	1	6	9
Pharaskhana			3	3	6
Sahakarnagar	2	3	2	6	13
Samarth	2		1	3	6
Shivajinagar	1			3	4
Sinhgad Road			1	9	10
Swargate				1	1
Uttamnagar				1	1
Vimantal			3	3	6
Vishrambag	1		2	3	6
Vishrantwadi	2		1	2	5
Wanvadi			1	2	3
Warje	1				1
Yervada	1	1		8	10
Khadki			1	2	3
<b>Total</b>	<b>22</b>	<b>9</b>	<b>47</b>	<b>115</b>	<b>193</b>

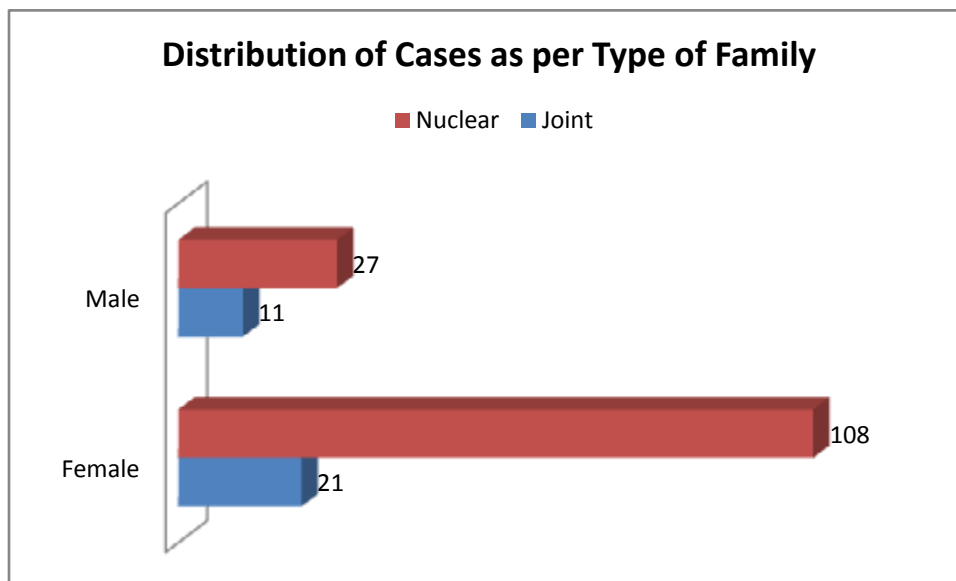
### Month-Wise Status of Cases Registered by Police Stations:

Month	Number of Registered Cases	Number of Closed Cases	On-Going Cases
Jan-19	14	14	0
Feb-19	4	4	0
Mar-19	1	1	0
Apr-19	44	43	1
May-19	111	111	0
Jun-19	4	4	0
Jul-19	2	2	0
Aug-19	3	2	1
Sep-19	6	3	3
Oct-19	4	0	4
Total	193	185	9

Even though the average time required to close any case filed is as low as one month; the number of cases not closed during previous three months is found increasing.

### Distribution of Cases of Police Stations as per Sex of Complainant and Family:

Sex	Joint	Nuclear	Total
Female	21	108	129
Male	11	27	38
Total	32	135	167



The table and graph above show that the discord in relationship is found more in nuclear families in cases filed by both women as well as men.



### Distribution of Cases as per Sex of Complainant and Reasons:

It is found from the table below that majority of complaints filed by women are against husbands; and, majority of complaints filed by men are against wives.

Police Station	Female					Male					
	Extra-marital affair	Husband	In-Laws and family members	Other	Total	Daughter-in-Law	Extra-marital affair	In-Laws and family members	Wife	Other	Total
Bandgarden		1			1						
Bharati											
Vidyapeeth		5		1	6			1	1		2
Bibvewadi		3		1	4			1	1		2
Chandannagar	1	9	1		11				3		3
Chatushrugi		4	1		5				1		1
Dattawadi	1	3			4				1		1
Deccan			1		1						
Hadpsar		18	3		21				2		2
Khadak	1	7			8		1	1			2
Kondhwa		3	6	1	10			1	3		4
Kothrud	1	4			5				1		1
Lashkar		2			2			1	1		2
Marketyard									1		1
Mundhwa	1	6	1		8			1	1		2
Other	1	3		2	6	1			1	1	3
Pharaskhana		4		1	5				1		1
Sahakarnagar	1	6	4		11	1			1		2
Samarth	1	2			3			2	1		3
Shivajinagar		2		1	3			1			1
Sinhgad Road	1	4			5	1		1	3		5
Swargate		1			1						
Uttamnagar									1		1
Vimantal		3	2	1	6						
Vishrambag		3	1		4	1			1		2
Vishrantwadi	1	1	1		3				2		2
Wanvadi		2			2				1		1
Warje		1			1						
Yervada		7	1	1	9			1			1
Khadki		2	1		3						
<b>Grand Total</b>	<b>10</b>	<b>106</b>	<b>23</b>	<b>9</b>	<b>148</b>	<b>4</b>	<b>1</b>	<b>11</b>	<b>28</b>	<b>1</b>	<b>45</b>

The above table shows that majority of the cases are filed against spouses and their family members. Extra-marital affairs are one of the reasons for complaint in case of female complainants.

### **About Counselling in Bharosa Cell:**

The Women's Hub in Bharosa Cell functions through counselling. This counselling has following characteristics:

1. A team of qualified professional counsellors:  
Bharosa Cell has a fifteen-member team of counsellors offering voluntary services.
2. Team Counselling Sessions:  
The counselling sessions are conducted in rounds, by the team of police officers and professional counsellors.
3. Transparent family counselling sessions:  
Counselling sessions are conducted with both the parties, at a time, giving every opportunity to both the parties to express their views and opinions.
4. Counselling is useful not only for reconciled cases but also in case of non-reconciled cases helping women complainants to regain their confidence.
5. Review counselling sessions at regular intervals after closure of cases are conducted.
6. Every counsellor in Bharosa Cell conducts on an average three to four counselling sessions per case.

### **Descriptive Statistics of Counselling in Bharosa Cell:**

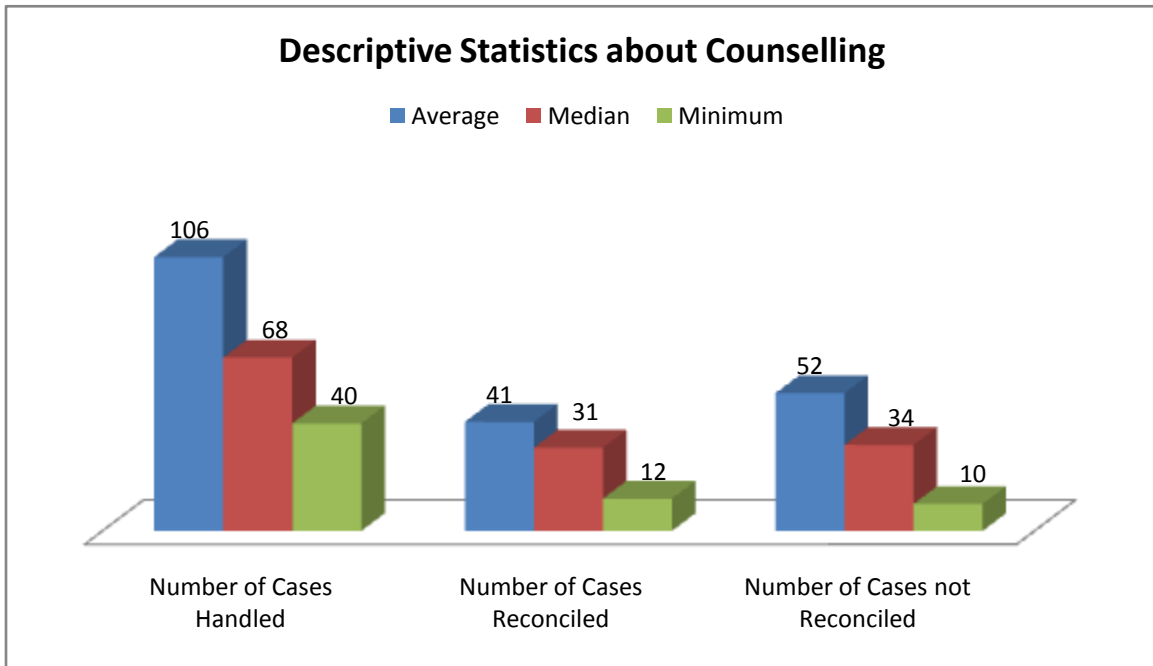
During January 2019 and December 2019, total number of cases dealt with by thirteen counsellors in Bharosa Cell is one thousand three hundred and eighty. The following tables and graph give the information about the counselling sessions.

Number of Counsellors and their services per week:

<b>Sr. No.</b>		<b>Number</b>
1	Counsellors visiting once in a week	08
2	Counsellors visiting twice in a week	05
3	Total number of Counsellors	13

Status-Wise distribution of cases handled by counselors:

	Cases Handled	Cases Reconciled	Cases registered with police stations/court	Sessions required to close Case
Total	1223	487	423	
Average	106	41	52	3.80
Median	68	31	34	4
Minimum	40	12	10	3
Percentage		38.62	30.65	



Bharosa Cell is also equipped with the support of Protection Officer to needy complainants. This Protection Officer assists the women in filing the case of domestic violence by extending free legal advice.

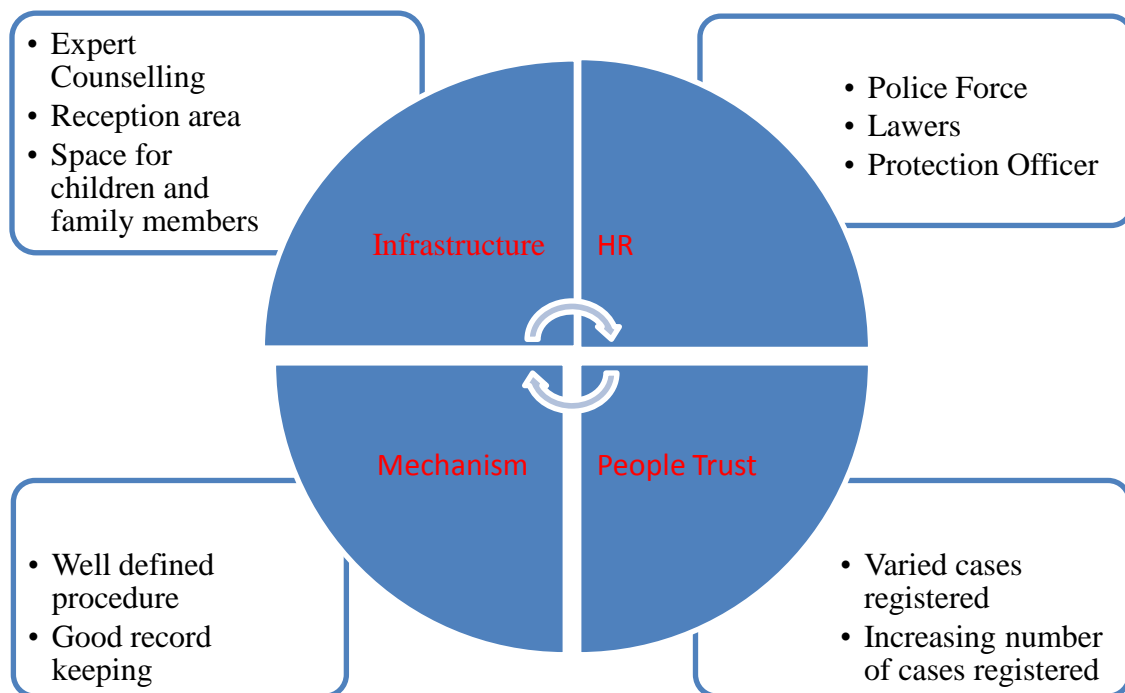
### Conclusions and Recommendations:

On the basis of the above analysis, main highlights of the functioning of Bharosa Cell are:

- Number of cases registered is not only noticeably significant but also increasing gradually.
- Number of cases filed by male complainants is nearly one fifth of total registered cases. It denotes confidence of community members on Bharosa Cell.

- Average number of monthly cases settled by reconciliation is one hundred and five. It means forty-one percent of the cases registered every month get amicably sorted out in Bharosa Cell.
- Single window bar-coded registration system and proper documentation of case files are noticed in Bharosa Cell.
- The number of cases referred by different police stations is unevenly distributed.
- Nearly one third of the cases referred by police stations are closed either by filing court case or police case.
- The team counselling at Bharosa Cell creates peer and social pressure on both the parties making reconciliations more viable in cases of joint families.
- The collaboration with the family counselling centres (FCC) may be sought for resolving joint family cases.
- The awareness programmes and workshops for the joint family members may be organised as a preventive measure.

The following pictorial presentation narrates strengths of Bharosa Cell.



**Bharosa Cell is suggested to focus on the following points for strengthening its functioning:**

- The number of monthly unresolved cases is increasing.
- The number of cases registered by male complainants is on decline.
- The number of cases due to extra-marital affairs is significantly noticeable.
- Bharosa Cell facilities are availed more by educated people than uneducated people.

- Information technology support at every stage of implementation, documentation and reporting is found essential.
- Standard guidebook for regulating the functioning to be made available.
- Use of video conferencing facility to be done as per need.
- Training and orientation of police force deputed in Bharosa Cell regarding community-oriented policing; and division of cases among them will streamline the functioning.
- Documentation and reporting of successfully reconciled cases and best practices be done.

**[REPORT SUBMITTED TO THE CENTRE FOR POLICE RESEARCH , PUNE]**

This report is submitted to the Centre for Police Research, Pashan, Pune. This report is based on the analysis of the monthly reports and other secondary data about Bharosa Cell, Pune from January 2019 to December 2019.

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Pune Police

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