

**ONE STOP CENTRE
SCHEME**

**IMPLEMENTATION GUIDELINES
FOR STATE GOVERNMENTS / UT ADMINISTRATIONS**

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**Ministry of Women and Child Development
Government of India
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GLOSSARY

ANM	Auxiliary Nurse Midwife
ASHA	Accredited Social Health Activist
AWTC	Anganwadi Training Centre
AWW	Anganwadi Worker
CBO	Community Based Organisation
CCTV	Close Circuit Television
CDPO	Community Development Programme Officer
CMO	Chief Medical Officer
CrPC	Criminal Procedure Code
CSWB	Central Social Welfare Board
DC	District Commissioner
DIR	Domestic Incident Report
DLSA	District Legal Service Authority
DM	District Magistrate
DPO	District Panchayat Officer
DPO	District Programme Officer
DYSP	Deputy Superintendent of Police
FIR	First Information Report
IA	Implementing Agency
ICDS	Integrated Child Development Services
ICPS	Integrated Child Protection Scheme
IPC	Indian Penal Code
ITDA	Integrated Tribal Development Area
ITDP	Integrated Tribal Development Programme
MC	Management Committee
MoHFW	Ministry of Health & Family Welfare
MOU	Memorandum of Understanding
MWCD	Ministry of Women and Child Development
NALSA	National Legal Service Authority
NBCC	National Building Construction Corporation Ltd.
NGO	Non-Government Organisation
NHM	National Health Mission
OSC	One Stop Centre
PAB	Programme Approval Board
PMU	Project Management Unit
PO	Protection Officer
PRI	Panchayati Raj Institutions
SHG	Self Help Group
SLSA	State Legal Service Authority
SP	Superintendent of Police
UC	Utilisation Certificate
UID	Unique Identity Number
UT	Union Territory
VAW	Violence Against Women

1. INTRODUCTION

1.1 One Stop Centres (OSCs) are intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honour related crimes, acid attacks or witch-hunting who have reached out or been referred to the OSC will be provided with specialized services.

1.2 Under this Scheme, in the first phase, one OSC envisaged to be established in each State/UT to facilitate access to an integrated range of services including medical, legal, and psychological support. Further, 150 additional Centres are taken up in second phase during 2016-17 in addition to 36 Centres in the first phase. Now, 50 additional One Stop Centres each shall be established during the years 2017-18, 2018-19 and 2019-2020.

1.3 The OSCs will be integrated with 181 and other existing helplines. Women affected by violence and in need of redressal services could be referred to OSC through these helplines¹.

2. PURPOSE OF THE IMPLEMENTATION GUIDELINES

2.1 These guidelines have been developed to support stakeholders/agencies who would be involved in implementing the Scheme, as well as State, district and grassroot level functionaries. They are intended to serve as a reference manual for officials at the National and State/Union Territory (UT) levels for policy guidance and monitoring. The guidelines list the services to be provided under the Scheme, steps and processes/procedures for implementation. The guidelines also highlight the roles and responsibilities of various line departments. It provides indicative monitoring and reporting formats to be used at different levels. The guidelines are not exhaustive and the feedback received from States/UTs from time to time will be incorporated as per requirements.

¹ Presently Ministry of Home Affairs is in the process of developing an Emergency Response System which will work as a single emergency number for the purposes of ensuring women's safety and this will be eventually integrated with OSC.

3. OBJECTIVES

The objectives of the Scheme are:

- (i) To provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof.
- (ii) To 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.

4. TARGET GROUP

The OSC will support all women including girls below 18 years of age affected by violence, irrespective of caste, class, religion, region, sexual orientation or marital status. For girls below 18 years of age, institutions and authorities established under Juvenile Justice (Care and Protection of Children) Act, 2000 and the Protection of Children from Sexual Offences Act, 2012 will be linked with the OSC.

5. LOCATION

5.1 The Ministry of Women and Child Development (MWCD) will provide support to the State Governments/UT Administrations for the establishment of OSC. In the first phase, one OSC envisaged to be established in every State/UT on a pilot basis. Further, 150 One Stop Centres were established in second phase, in addition to 36 Centre in first phase. The additional 150 OSCs has been distributed amongst the States including NCT of Delhi taking into account the number of registered crime, number of female population and Child Sex Ratio in the concerned States. The State-wise details of 150 proposed OSCs are at Annexure-I. 50 additional One Stop Centres each shall be established during the years 2017-18, 2018-19 and 2019-2020. The State Governments are required to submit their proposal within one month from the date by which the proposal will be sought.

5.2 For establishing a Centre, the first preference would be to consider proposals where suitable and adequate accommodation with separate access having at least 5 rooms and carpet area of 132 sq.m. within a hospital / medical facility, that is prominently visible and easily accessible to the women affected by violence is available. For this purpose the staff quarters within or outside the premises of the hospital may also be used.

5.3 If it is not possible to locate accommodation within a hospital or medical facility, then an existing Government/Semi Government institutions/ Women Institutions/Swadhar Grehs/Working Women Hostels located within 2 km radius of the hospital/medical facility in the district headquarter having adequate accommodation with separate access may be preferred for operating the Centre.

5.4 If it is not feasible to locate the Centre in the existing accommodation, the Centre may be constructed on adequate land either within hospital/medical facility or within 2 km radius of the hospital/medical facility. The requirement for construction of building of Centres will be assessed, after taking into account of non-availability of existing accommodation. The Centres may be constructed on suitable land having at least an area of 300 sq.m. as identified by the State Government.

5.5 Only when Government buildings are not available and land is made available by the State Government, permanent OSC may be constructed. The OSC, MSK, Women Helpline, etc., are to be co-located as far as possible to enable coordination, convergence and cost efficiency. The budgetary provision for construction has been kept up to 25 OSCs each during the years 2017-18, 2018-19 and 2019-2020, if required.

5.5 The States that opt for OSC construction are required to make the OSC operational in Temporary Locations within three months from the release of the funds for the OSC in the respective District. States opting for construction will not be given the grant for refurbishment of existing building. For temporarily setting up OSC Rs.1.00 Lakhs of non-recurring contingency grant shall be used for refurbishment of the temporary accommodation.

6. SERVICES

The OSC will facilitate access to following services:

Sl. No.	Type of Service	Description
1	Emergency Response and Rescue Services	OSC will provide rescue and referral services to the women affected by violence. For this, linkages will be developed with existing mechanisms such as National Health Mission (NHM), 108 service, police (PCR Van) so that the woman affected by violence can either be rescued from the location and referred to the nearest

		medical facility (Public/ Private) or shelter home.
2	Medical assistance	Women affected by violence would be referred to the nearest Hospital for medical aid/examination which would be undertaken as per the guidelines and protocols developed by the Ministry of Health and Family Welfare.
3	Assistance to women in lodging FIR/ NCR/DIR	The OSC will facilitate the lodging of FIR/NCR/DIR.
4	Psycho-social support/ counselling	A skilled counsellor providing psycho-social counselling services would be available on call. This counselling process will give women confidence and support to address violence or to seek justice for the violence perpetuated. Counsellors shall follow a prescribed code of ethics, guidelines and protocols in providing counselling services.
5	Legal aid and counselling	<p>To facilitate access to justice for women affected by violence, legal aid and counselling would be provided at OSC through empanelled Lawyers or National/State/District Legal Service Authority. The aggrieved woman would be provided with an advocate of her choice in case she wants to engage the same to assist the State Prosecutors in trying her case².</p> <p>It would be the responsibility of the Lawyer/Prosecutor to simplify legal procedures for the aggrieved woman and advocate for her exemption from court hearings.</p> <p>In case the trial or inquiry relates to an offence of rape</p>

² Section 24(8) of the Code of Criminal Procedure as amended by section 3 of the Code of Criminal Procedure (Amendment) Act, 2009

		as defined under section 376, 376A-D IPC, it would be the duty of the Prosecutors trying the case to complete the inquiry or trial as far as possible within a period of two months from the date of filing of charge sheet. ³
6	Shelter	The OSC will provide temporary shelter facility to aggrieved women. For long term shelter requirements, arrangements will be made with Swadhar Greh/Short Stay Homes (managed/affiliated with government/NGO). Women affected by violence along with their children (girls of all ages and boys up till 8 years of age) can avail temporary shelter at the OSC for a maximum period of 5 days. The admissibility of any woman to the temporary shelter would be at the discretion of Centre Administrator.
7	Video Conferencing Facility	To facilitate speedy and hassle free police and court proceedings the OSC will provide video conferencing facility (through Skype, Google Conferencing etc.). Through this facility if the aggrieved woman wants, she can record her statement for police/ courts from OSC itself using audio-video electronic means as prescribed under sections 161(3), 164(1) and 275(1) of the Code of Criminal Procedure and section 231(1) in line with Order XVIII Rule 4 of the Code of Civil Procedure. This facility will be provided only after consultation among Superintendent of Police, District and Sessions Judge of the concerned district (place of incident).

³ Section 309 of the Code of Criminal Procedure as amended by section 21 of the Criminal Law (Amendment) Act, 2013

7. SERVICE DELIVERY FRAMEWORK – ROLES AND RESPONSIBILITIES

The service providers of the OSC will have following responsibilities:

Centre Administrator – The First Point of Contact

- a. The Centre Administrator would be a woman with requisite qualification available at OSC. She will be a residential staff attached to OSC.
- b. The Centre Administrator would be in charge of functioning of OSC. She would be the first point of contact with the woman who is accessing OSC.
- c. The Centre Administrator would interact with every woman seeking OSC's intervention for addressing violence.
- d. The Centre Administrator will listen to the grievance, document the case history and register the case in the online/web-based case management system to generate a Unique Identity Number (UID).
- e. The Centre Administrator would be responsible for supervision of each case, taking it to a logical conclusion and later following up with the aggrieved woman.
- f. As soon as the complaint is registered, the Centre Administrator will send a text message (SMS/Internet) to the DPO/PO/CDPO/ SHO/ DM/ SP/ DYSP/CMO of the district in which the women is located at the time of accessing OSC.
- g. The Centre Administrator would be responsible for coordination with all stakeholders (police station, hospital, legal aid, counselling), registration of cases in the absence of the IT Staff.
- h. The Centre Administrator will consolidate a list of agencies/individuals providing/willing to provide legal/medical/psycho-social counselling services at OSC.
- i. The Centre Administrator will coordinate with CBOs specialized in addressing violence against women, Gender Cells, Women's Study Centres at Universities to seek technical inputs in terms of training and capacity building of women affected by violence.
- j. The Centre Administrator will monitor the functioning of OSC, (including the work of the staff), facilitate capacity building, guide and support the

team of caregivers.

- k. The Centre Administrator would approve the quarterly report prepared by the IT Staff to be submitted to the Management Committee (MC) through Implementing Agency (IA).
- l. The Centre Administrator would also document the case studies/success stories as per the prescribed format.
- m. The Quarterly Report has to be submitted 15 days prior to the end of each Quarter.
- n. The Centre Administrator will meet the MC on a monthly basis for guidance, support.
- o. The footage of the CCTV would be under the vigilance of the Centre Administrator.
- p. The Centre Administrators can design their own feedback forms for the purpose of Social Audit.

Case Worker

Case Workers will work in shifts to provide 24 hour service at OSC.

- a. She will provide assistance and support to the Centre Administrator in facilitating services to women accessing OSC.
- b. She will intervene in cases of VAW and will take them to their logical conclusion.
- c. She will be responsible for other work as assigned by the Centre Administrator.

Police Facilitation Officer (PFO)

- a. The Police Facilitation Officer will help the aggrieved women in initiating appropriate police proceedings against the perpetrators. In case a woman affected by violence is denied lodging of FIR/Complaint or any other assistance at the police station, the Police Facilitation Officer would help expedite the process and in special cases flag the issue to the Superintendent of Police and other relevant authorities.
- b. In case the denial to initiate proceedings relates to the commission of offences punishable u/s 326A, 326B, 354, 354B, 370, 370A, 376, 376A, 376B, 376C, 376D, 376E or 509 IPC, he/she will initiate proceedings under section 166A IPC against the accused police officials.

- c. The Police Facilitation Officer would advise on which laws are to be invoked for issues related to violence against women.
- d. She/he will ensure that the women affected by violence are not further harassed.
- e. In case the aggrieved woman is unable to go to the Police Station for lodging her complaint/FIR, the Police Facilitation Officer will ensure the recording of information from her home/ OSC /hospital after obtaining due permissions.
- f. She/he would facilitate recording of women's statement under section 161 and 164 CrPC through audio-video electronic means or otherwise.

Para Legal Personnel/ Lawyer

- a. She/he will inform and orient the woman about her legal rights and help/guide the woman to initiate legal proceedings against the abuse/violence suffered, if she is willing to do so.
- b. She/he will coordinate/liaise with the Public Prosecutor or the SLSA/DLSA Lawyer, to support the woman even after her case has been filed in court as well as to ensure there is follow-up of the case to its logical conclusion.
- c. She/he will simplify legal procedures for the affected women and advocate for her exemption from court hearings.
- d. She/he will facilitate speedy and hassle free police and court proceedings through the employment of video conferencing facility for the recording of statement of women affected by violence.

Para Medical Personnel

- Para Medical Personnel will work in shifts to provide 24 hour service at OSC.
- a. She will provide first aid and immediate life-saving medical assistance to the aggrieved woman until she reaches the hospital.
 - b. She will accompany the woman affected by violence to the Hospital. In cases of women affected by sexual violence, she will ensure strict compliance of the protocols developed by MoHFW to conduct forensic examination and other tests by the Doctors.
 - c. She will help in drafting the medical case history of the women affected by violence.

Counsellor

- a. She will provide psychological counselling and guidance to the woman affected by violence and support in referral services that may be deemed fit for the women affected by violence based on her needs.
- b. She will help draft the case history of the women affected by violence.

IT Staff

IT Staff will work in shifts to provide 24 hour service at OSC.

- a. The IT Staff would generate the Unique ID of the women affected by violence through web based software.
- b. She/he would document the case history as provided by the Centre Administrator, Counsellor, Paramedic, Lawyer and Police Facilitation Officer and record proceedings for case management as well as develop the web based data, help in video conferencing, data entry operations etc.
- c. She/he would be responsible for keeping record of CCTV footage at OSC.
- d. She/he would follow strict proceedings to maintain privacy with regard to data generated and will ensure that name and other details of aggrieved women remain confidential in each step of case history documentation.
- e. She/he will assist the police facilitation officer/counsellor/ Para Medical Personnel/ Para Legal Personnel to document the case history.
- f. She/he would draft the monthly/quarterly report based on the MIS, web based data collection which would be approved at the level of the Centre Administrator for submission to the Management Committee.

Multi- purpose Helper

Multi- purpose Helper will work in shifts to provide 24 hour service at OSC.

- a. She would be responsible for maintaining hygiene and sanitation at OSC.
- b. It would be her responsibility to clean the toilets (daily at such frequency which keeps it clean all the time), dispose the garbage, change the bed sheets, pillow covers (weekly) of shelter room.
- c. She will offer water to the visitors, maintain visitor register, provide information on legal aid/ police/ medical assistance sheet to the women,
- d. She will provide basic Kit containing soap, comb, shampoo, sanitary pad, tooth brush, tooth paste, diapers (in case of infants) and sewing kit to the woman who is availing the facility of temporary shelter at OSC.

e. She will help any other staff with referrals and do such other ancillary work as requested by the Centre Administrator.
Security Guard/ Night Guard
Security Guard/Night Guard will work in shifts to provide 24 hour service at OSC.
a. The Security Guard/ Night Guard would be responsible for the overall security of OSC.
b. She/he would be responsible for safety of all capital assets, furniture and equipment at OSC.

A graphic representation of Standard Operating Procedures for day to day administration and operation of the OSC is at **Annexure II**.

8. MODALITIES OF THE SCHEME

8.1 Construction of OSC

8.1.1 The requirement for construction of building of Centres will be assessed, after taking into account of non-availability of existing accommodation.

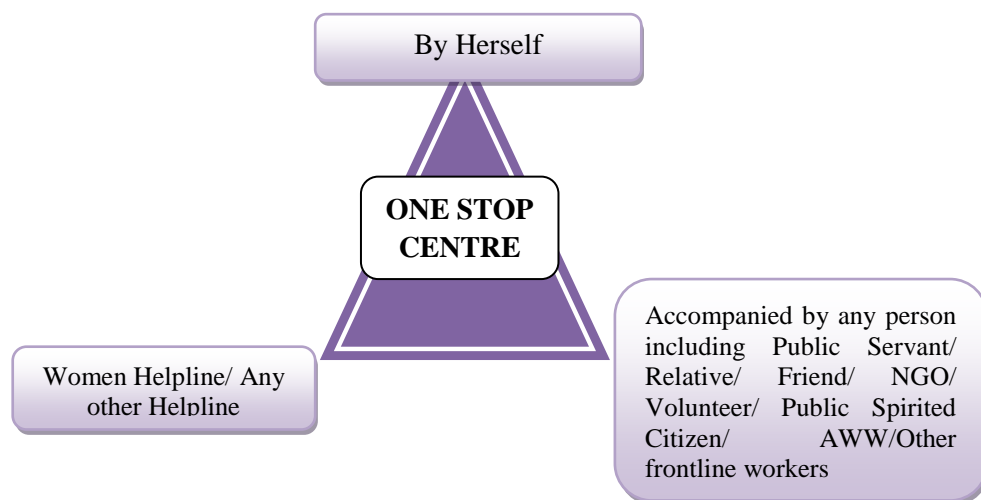
8.1.2 The Centres could be constructed on the adequate and suitable land having at least total area of 300 sq.m. identified by State Government, if required. The physical requirement of One Stop Centre in terms of total area is 300 sq m and carpet area is 132 sq.m. The details of the building specifications along with the construction cost are at **Annexure III**. The construction of OSC should be completed within three months of release of funds to the **District Collector/District Magistrate** and NBCC (in case the construction is assigned to them). In case, the States/UTs choose to establish OSC within existing accommodation, the process of establishment should be completed within two months of the release of first installment of funds.

8.1.3 The States that opt for OSC construction are required to make the OSC operational in Temporary Locations within three months from the release of the funds for the OSC in the respective District. States opting for construction will not be given the grant for refurbishment of existing building. However, for temporarily setting up OSC Rs.1.00 Lakh of non-recurring contingency grant will be given for refurbishment of the temporary accommodation.

8.1.4. The State DWCD/ Social Welfare Departments in coordination with the District Collectors/Magistrates should ensure to forward the land details for OSC construction and relevant documents such as Survey Number/Plot/Khasra Number, OSC Site/Plot demarcation diagram with a covering letter to the Ministry while submitting the documents to the Ministry for availing the grants for OSC.

8.1.5 In case the States/UTs choose to establish the OSC within an existing institution, refurbishment of the institution can also be carried out.

8.2 Accessing One Stop Centre



A woman affected by violence can access OSC in the following manner:

- By herself; or
- Through any person including any public spirited citizen, public servant (as defined under section 21 of Indian Penal Code, 1860), relative, friend, NGO, volunteer, etc., or
- Through Women Helpline integrated with police, ambulance and other emergency response helplines.

As soon as the complaint is registered a text message (SMS/Internet) would be sent to the DPO/PO/CDPO/ SHO/ DM/ SP/ DYSP/CMO/PO of the district/area as required.

When an aggrieved woman approaches the OSC for help either in person or if anybody approaches on her behalf, the case details will be fed into a system as per the prescribed format and a Unique ID Number will be generated. A sample Registration Form (preliminary) is annexed at **Annexure IV**.

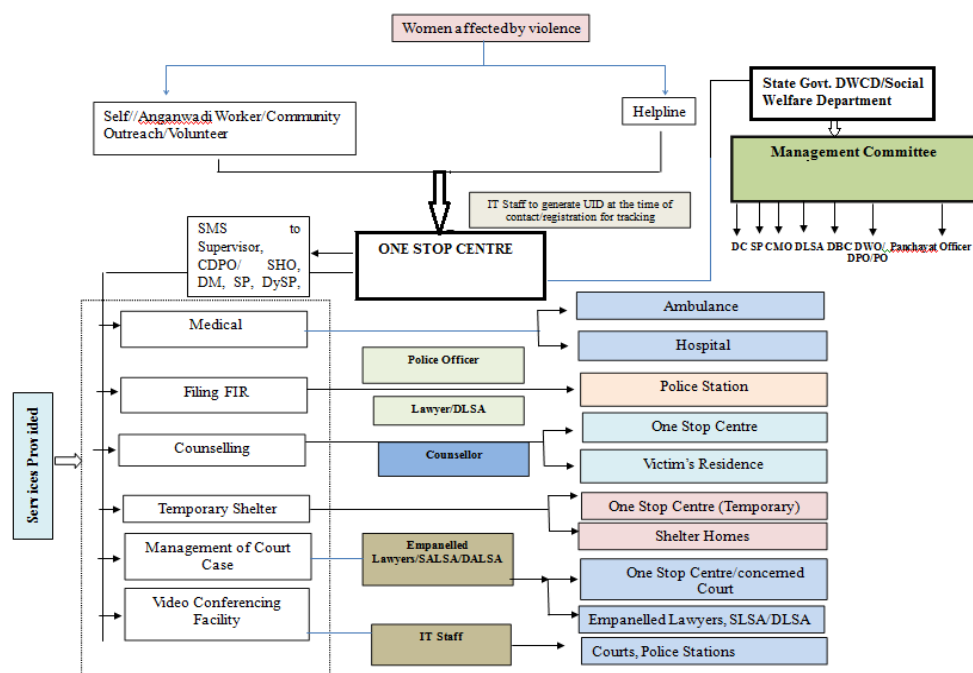
For integration of OSC with Women Helpline (181), a Web based software is required. The Ministry is in consultation with NIC for developing the required web based software. Presently, a web based software for OSC is operational in Chhattisgarh. This model may be adopted by the States/UTs, customized as per the OSC implementation guidelines and contextualized as per their local requirements (regional language version of the software).

8.3 Provision for Shelter under OSC

8.3.1 Women affected by violence along with their children (girls of all ages and boys up till 8 years of age) can avail temporary shelter at OSC for a maximum period of 5 days. The admissibility of any woman to the temporary shelter would be at the discretion of Centre Administrator.

8.3.2 The women accessing temporary shelter at OSC would be provided with basic facilities i.e. food, medicine, clothes, etc. A basic Kit having soap, shampoo, hair oil, sanitary pads, sewing kit, comb, tooth brush, tooth paste and diapers (in case of infants), etc., will be provided to every women availing shelter facility at OSC. At any given time, OSC will provide shelter facility to maximum number of 5 women. The cost of each Kit should not exceed Rs.100.00. The list of items is indicative and State may adopt this as per the local requirements.

9. DIAGRAMMATIC OVERVIEW OF ONE STOP CENTRE: HUMAN RESOURCE AND SERVICES



10. STEPS TO BE TAKEN BY STATE GOVERNMENTS / UT ADMINISTRATIONS

10.1 **Formulation of proposal for OSC:** At the State/UT level, the Department of Women and Child Development will formulate a proposal for the establishment of OSC and submit the same to the Ministry of Women and Child Development, GOI for approval. The proposal should contain specific timelines for the establishment, construction (if required) and functioning of OSC. The MWCD will transfer the funds to concerned District Collector/District Magistrate directly after obtaining due approvals. The District Collector/District Magistrate will operate a separate bank account for scheme of OSC. Therefore, the proposal should invariably contain the details of the Bank Account along with IFSC Code, Mobile Number, etc., of the concerned District Authority holding the designated account for implementing the OSC Scheme so that necessary action for transferring the fund may be taken. The details of procedure to be followed District Magistrate/District Collectors to access under Women Welfare Scheme is at **Annexure-V**. For approving the proposal, so submitted, a Programme Approval Board (PAB) will be constituted in the MWCD. A format for sending proposal for setting up OSC is at **Annexure VI-A**. A check List for sending proposal is at **Annexure VI-B**.

10.2 All proposals received from State Governments/UT Administrations will be submitted to a Programme Approval Board (PAB) constituted in the Ministry of Women and Child Development, GOI for approval. The PAB will be headed by the Secretary and will comprise of the following members:

- Financial Advisor, Ministry of Women & Child Development
- Additional Secretary/Joint Secretary of the concerned Bureau in the MWCD
- Director/DS of concerned Division, Ministry of WCD
- Representative of the concerned State Government
- Any other expert/statutory body/invitees as co-opted by Chairperson

The PAB shall be the final authority for accepting, reviewing the proposals and sanctioning the grants under the scheme.

10.3 **Formation of Task Force :** The overall implementation of the One Stop Centre Scheme would be done by the State/UT Department of Women and Child Development/Social Welfare Department. This essentially includes the setting up of One

Stop Centre in the respective districts. The State/UT DWCD/Social Welfare Department would accordingly ensure the constitution of the Task Force which would be chaired by the District Collector /District Magistrate of the concerned district. The Task Force would be headed by the District Collector/Deputy Commissioner of the respective District who would apprise the State DWCD/Social Welfare Department about the OSC operations in the respective districts. The Task Force would comprise of the following members:

- District Magistrate/Commissioner (Chairperson of the Committee)
- Superintendent of Police
- Secretary, District Legal Service Authority (DLSA)
- Chairperson of the Bar Council
- Chief Medical Officer
- District Programme Officer (DPO)/Protection Officer
- District Panchayat Officer
- Members of the Civil Society (3 members out of which at least 2 be women) preferably who have valid/relevant experience in dealing with issues related to gender issues, women survivors of violence, sexual assault and violence against women.
- Project officer ITDA/ITDP in district with ITDA/ITDP area
- Any other member co-opted by the Chairperson

10.4 The functions of the Task Force will be as follows:

10.4.1 Location of OSC:

- The District Collector /District Magistrate of the concerned district will identify the location or land for setting up the One Stop Centre. In case where such establishments are not available, the State/UT Government may explore the possibility of an alternative operating structure. Day-to-day coordination will be done by the District Programme Officer/Protection Officer appointed under Protection of Women from Domestic Violence Act, 2005.
- Make suitable, viable administrative arrangements for running the Centre that includes allotting space for OSCs to be made operational in temporary buildings till OSC construction is completed by ensuring installation of a telephone line, internet facility, Solar panels, CCTV, video conferencing facility, integration of OSC with Women Helpline, etc.

10.4.2 Human Resource at OSC:

- Undertake OSC staff recruitment in a fair and transparent manner or alternatively decide outsourcing of activities required for functioning of Centre by an Implementing Agency preferably that has valid/ relevant experience in dealing with issues related to gender issues, women survivors of violence, sexual assault and violence against women to entrust day-to-day operations.
- Appoint/Recruit/Select empanelled agencies/individuals to provide legal counselling /Medical aid/psycho-social counselling.
- Ensure periodic training of OSC staff including that of new members, officials/stakeholders concerned with OSC operations such as DWCD official, DPOs, etc.

10.4.3 Coordination:

- Coordinate the actions of different stakeholders, agencies and Government Departments providing services to the Centre; this includes involving experts to solve the Technical issues of integration of One Stop Centre and Women Helpline.

10.4.4 Review:

- Appraise the performance of the One Stop Centre to the State DWCD/Social Welfare department from time to time
- Receive the financial accounts provided by the Implementing Agency
- Monitor the functioning of the Centre regularly and to provide guidance, support and advice to the Centre Administrator for effective functioning of the One Stop Centre
- Review the physical and financial progress of the Centre regularly.

10.4.5 Reporting/OSC Data Management:

- Report on the functioning of the Centre to the State Government on a quarterly basis on the financial, administrative and operational aspects of the Centre.
- To ensure a mechanism to provide monthly/quarterly information to the State DWCD/Social Welfare Department regarding the number of cases registered at OSCs including those referred by Women Helpline.
- To ensure the confidentiality of cases of women accessing the OSC.
- To ensure the back up of OSC cases/case management MIS in case of Data loss.

10.5 The District Collector/District Magistrate will also direct the concerned to ensure 24x7 operations of the activities required for functioning of OSC such as management, legal assistance, medical assistance, counselling, IT, related multipurpose activities and security, etc.

10.6 Human Resource Requirements: For smooth functioning of the One Stop Centre, the State Government may outsource the manpower to carry out activities required for functioning of Centre such as centre administrator, case worker, dispatch rider, legal assistance, medical assistance, counselling, IT, MIS operator, multipurpose and security, etc. The service of case worker, medical assistance, multipurpose helper, IT staff and security should be outsourced on shift basis to provide the service round the clock. The eligibility requirements for the agencies providing these above-mentioned services are mentioned in **Annexure-VII**.

10.7 Convergence with Other Departments: The roles/responsibilities of other Departments to facilitate the functioning of OSC are outlined in the table below:

Sl. No.	Ministry	Primary Role	Other Support
1.	Ministry of Health & Family Welfare/ State/ District	<ul style="list-style-type: none"> • Protocols for doctors issued by the Ministry to be made available in local dialect • To be given in a “calendar form” to OSC • Directories of Doctors/Hospitals/ Clinics Blood Banks (public & private) operational within the State/UT • Directories with complete address, phone number of in-charge/nodal Doctor and hospital • Directories of Ambulances (public and private) 	<ul style="list-style-type: none"> • The Hospitals follow the New Medico-Legal Guidelines, 2014 for survivors and victims of sexual violence developed by Ministry of Health and Family Welfare recording the case in the Medico-Legal Case (MLC) examination proforma of 13 pages. • A copy of the duly filled MLC form to be given to the aggrieved woman being examined for her record • Ensure enforcement of Protocols. • Training and sensitization of health personnel including para-medical staff • Ensure proper collection of evidence in cases of

Sl. No.	Ministry	Primary Role	Other Support
			sexual assault. <ul style="list-style-type: none"> • Support process of identifying para- medical staff. • MOUs with each identified institutional resource
2.	Ministry of Home Affairs/ State/ District	<ul style="list-style-type: none"> • Designate police officer for OSC to facilitate prompt and proper filing of FIR • Facilitation in proper collection of evidence 	<ul style="list-style-type: none"> • Sensitize police personnel dealing with violence against women cases
3.	Ministry of Law & Justice/ NLSA/ SLSA/ DLSA	<ul style="list-style-type: none"> • List of dedicated and sensitive lawyers ready to give legal aid to the women affected by violence and liaison with OSC • List of district wise para legal volunteers 	<ul style="list-style-type: none"> • Support in ensuring expeditious disposal of cases. • Facilitating compensation to the survivors of violence

10.8 The integrated nature of OSC will require linkages with the other two agencies of the justice system – the police and the Courts. Towards this, the Guidelines envisage support of the District Legal Services Authority to provide assistance of the para-legal personnel/PLVs in liaising with the police, and in liaising with the Public Prosecutor/Courts⁴.

10.9 **Engagement with stakeholders** such as CBOs, civil society groups, women’s organisation working on gender based violence, Gender Cells, Special Cells of reputed institutions such as TISS and Women’s Studies Centres in Universities for providing training, capacity building and technical support. It is envisaged that OSC will provide a platform for leveraging these support systems to enhance the effectiveness of the services provided by it.

10.10 Apart from the panel of par-legal or legal experts provided by DLSA/SLSA/NALSA, the OSC may induct the services of other Lawyers at the rates approved for DLSA/SLSA.

⁴. This is as per the Supreme Court directives provided in *Bachpan Bachao Andolan v. GOI* [Writ Petition (C) 51/2006], which called for provision of “support persons” in police stations in case of missing children. In furtherance of this, the NALSA has revised its ‘Scheme for Para Legal Volunteers’.

10.11 As per the Criminal Amendment Act, 2013, it is mandatory for every hospital whether public or private to provide free of cost first aid or medical treatment to any women affected by acid attack or against whom an offence of rape has been committed. For providing medical treatment to women afflicted with violence other than acid attack or rape, the MC has the authority to empanel any private hospital/clinic/medical practitioner willing to provide emergency response/free/compulsory/voluntary medical or psycho-social counselling services to the OSC.

10.12 The OSC will remain under 24 hrs CCTV surveillance. However, no camera would be used to record any counselling sessions. The CCTV footage of day to day functioning of OSC would be maintained for a minimum period of two years.

10.13 **Leveraging with existing institutional structures:** The institutional structures under MWCD (ICDS, ICPS, NIPCCD, CSWB, State Commission for Women etc.) at the state/district/village level will be leveraged for creating awareness about the OSC and issues pertinent to violence against women. Anganwadi Worker (AWW) will be the frontline worker at the village level for these activities.

11. Training & Capacity-building

11.1 For implementation of the scheme, the National Institute of Public Cooperation and Child Development (NIPCCD) is organizing training programmes for Master Trainers at its Regional Centre who will further train other functionaries. Further, the National Institute of Public Cooperation and Child Development (NIPCCD) has developed a module for Master Trainers and functionaries associated with One Stop Centre to equip the master trainers with necessary skills to further train other functionaries by providing step-by-step guidance on assisting the women affected by violence.

11.2 The States/UTs may request NIPCCD to provide induction training to all the personnel involved in the functioning of OSC in the respective State/UTs. Towards fulfilling this objective, the State will coordinate with its various departments so that people providing services at OSC and those belonging to various departments can be sensitized and trained in handling the issues related to violence against women.

11.3 The **District Collector/District Magistrate** will provide induction training to all the personnel involved in the functioning of OSC. Towards fulfilling this objective, the **District Collector/District Magistrate** will coordinate with its various departments so

that people providing services at OSC and those belonging to various departments could be sensitized and trained in handling the issues related to violence against women. **District Collector/District Magistrate** will involve agencies, civil society groups, Mahila Police Volunteers (wherever available), Village Convergence and Facilitation Service (wherever available), community based groups, institutions or resource persons for imparting education of the services mentioned above and for training the staff. These will be selected by the States/UTs in consultation with MC based on the accessibility and availability of these organizations at the field level. Besides, Gender Cells, Women's Studies Centres in Universities could also be involved to provide technical inputs in terms of training and capacity building for women affected by violence.

12. Awareness Generation

12.1 The State Govt./UT/ State DWCD/ Social Welfare Departments may ensure the signage of OSC which should be prominently placed at the OSC. The contents of the signage of the OSC essentially mentioning "Sakhi- One Stop Centre" should be in written in English, Hindi and Local Language. The State Govt./UT/State DWCD/Social Welfare Departments may ensure development of gender sensitive IEC material towards the awareness generation about the OSCs.

13. ADMINISTRATION OF THE SCHEME

13.1 At the national level, MWCD would be responsible for budgetary regulation and administration of the scheme. The scheme will be implemented under overall supervision of MWCD.

13.2 At the State level, Department of Women and Child Development will be responsible for overall direction and implementation of the scheme. The MC will report to the Director, WCD through DPO/PO for all reporting and monitoring purposes.

13.3 The Centre Administrator, at the OSC will report to the MC on monthly basis and submit quarterly reports.

14. MONITORING AND SUPERVISION COMMITTEES

Monitoring of the OSC would be at three levels:

14.1 At the National level, a Task Force may be set up with the Secretary, WCD, GOI as the Chairperson and concerned Joint Secretary, Financial Advisor and representatives of the relevant line Ministries as members. The Task Force would develop a mechanism for monitoring, coordinating and course correction of the OSCs working across the country. Secretary, WCD, GOI may cause minor changes in OSC guidelines for operational exigencies in needed cases without affecting basic aim, objective, substance of the scheme and without additional financial implications. A Project Management Unit (PMU) will be created under MSK which will monitor the implementation of all the sub-schemes under Umbrella Scheme.

14.2 At the State level, a Task Force may be set up with the Principal Secretary, DWCD/Social Welfare Department as the Chairperson with the representation of the relevant line departments to undertake a review of the working OSCs. The Task Force would be involved in monitoring, coordinating and course correction of the OSCs across the State.

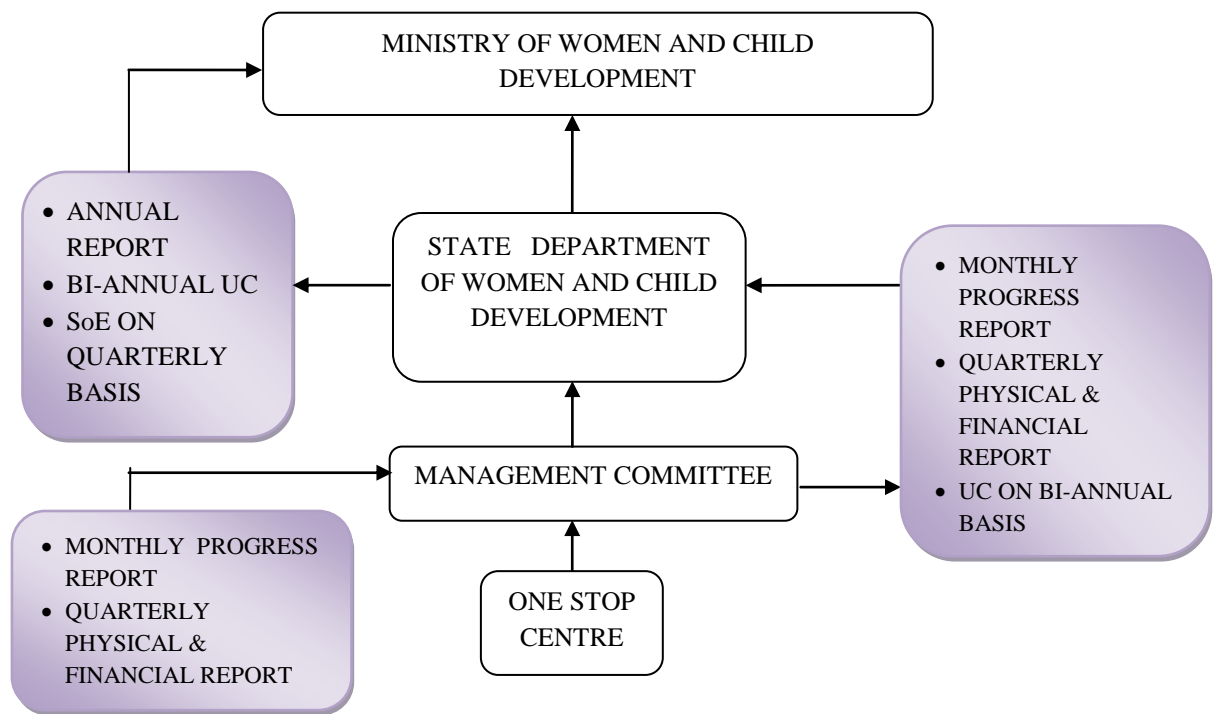
14.3 At the District level, a Task Force may be set up with District Collector/District Magistrate as Chairperson who will also be responsible for oversight, monitoring, coordinating review and course correction of the OSCs working across the country.

15. REPORTING

15.1 The State/UTs DWCDs/ State Social Welfare Departments should ensure that the integration of the OSC and Women Helplines should be undertaken and data on women accessing the OSCs including that referred by Women Helplines should be made available to MWCD periodically. **The Task Force will submit the monthly progress reports (MPR) and quarterly physical and financial reports (QPR) to the concerned District Collector/District Magistrate. The Utilisation Certificate (UC) will be submitted by the Task Force on bi-annual basis to the District Collector/District Magistrate. The District Collector/District Magistrate will submit quarterly SoE, consolidated annual report to the Ministry and UC on bi-annual basis with a copy endorsed to the States/UTs.** The PMU will compile District monitoring reports of a State/UT on a six

monthly basis and place them before the National level Task Force for review. In addition, the Unique ID issued at the time of registration at OSC may be used for follow up on cases.

DIAGRAMATIC REPRESENTATION OF MONITORING MECHANISMS



15.2 SoEs are to be furnished to GoI as per formats given at **Annexure VIII** along with the physical and financial report as under:

- Annual SoE for previous year : by 31st May
- Quarter ending 30th June : by 15th July
- Quarter ending 30th September : by 15th October
- Quarter ending 31st December : by 15th January
- Quarter ending 31st March : by 15th April

15.3 Utilisation Certificates (UC) are to be furnished to as per formats given at **Annexure VII** as under

- 1st Bi-Annual UC : by 15th October
- 2nd Bi-annual UC : by 15th April

16. GRIEVANCE REDRESSAL MECHANISM

The State Government will have the authority to constitute a grievance redressal mechanism to address the complaints related to the functioning of OSC. The purpose is to have enough checks and balances in place to provide quality service that is timely, appropriate and dealt with sensitivity, respect and confidentiality wherever required. The States/UTs have the power to establish this mechanism in any manner they choose.

17. SOCIAL AUDIT

17.1 Audit will be done as per Comptroller & Auditor General of India norms and that channel will be followed at the Central and State Government levels.

17.2 Social Audit will also be undertaken which will be conducted by Civil Society Groups who have valid/ relevant experience in dealing with issues related to gender issues, women survivors of violence, sexual assault and violence against women.

18. RESOURCE DIRECTORY

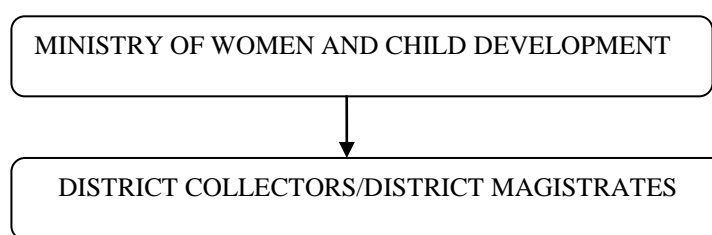
18.1 The Resource Directory would be collated from resource mapping at the State level and uploaded in the computer managed by the IT Staff. The OSC will have this Resource Directory for redressal of issues faced by women affected by violence. This list is suggestive and not exhaustive. The indicative Directory format is at **Annexure X**.

19. FINANCIAL MANAGEMENT

19.1 The scheme will be implemented through States through the Nirbhaya Fund. The Central Government will provide 100% financial assistance. The funds would be made available by Ministry of Women and Child Development, GOI to the District Collector/District Magistrate directly.

19.2 The MWCD, GOI will be responsible for budgetary control and administration of the scheme at the Central level. After receiving the proposals from the States/UTs and with the approval of the competent authority, the MWCD will transfer the funds to the concerned District Collectors directly. Funds shall be released to the District Collector/District Magistrate bi-annually and second installment will be released after receiving the Statement of Expenditure (SoE) and Utilisation Certificate (UC) of the grant from the concerned District Collector/District Magistrate.

DIAGRAMATIC REPRESENTATION OF FUND FLOW



19.3 The financial assistance to the Districts shall be released in two installments. **However, the initial budget will be allocated to the District as per the proposals received by the respective States/UTs. Further release of funds to the District Collector/District Magistrate will be made bi-annually;** first installment will be released by 15th April and second installment will be released by 15th October of the calendar year after receiving the Statement of Expenditure (SoE) and Utilisation Certificate (UC) of the grant from them. The format of the SoE and UC are annexed at **Annexure-VIII.**

Timelines for submission of reports:

- i) SoE and UC : **by 15th October (for the 1st bi-annual), 15th April (for the 2nd bi-annual)**
- ii) Annual SoE, along with UC for previous year : **by 31st May**

Time schedule for submission of the Utilisation Certificate (UC) may be strictly adhered to enable the MWCD to release the funds to District Collector/District Magistrate in time.

19.4 The non-recurring grant for setting up One Stop Centre will be released to the District Collector/District Magistrate directly. Similarly, the recurring grant for running the One Stop Centre will be released to the District Collector/District Magistrate in bi-annual installments. The District Collector/District Magistrate will operate a separate bank account for scheme of One Stop Centre in District.

19.5 The estimated construction cost of the Centre based on CPWD 2012 rates is Rs. 48.69 lakh for Delhi and National Capital Region. Rates of other regions/locations would be as per the SOR of the Concerned States/UTs. Therefore, a variable cost @ 5% of the construction cost has been kept to meet any variation in the construction cost. **The grant for construction of the building (capital expenditure) of the Centres shall be released to District Collector/District Magistrate in two installments based on the progress of**

the work. The land will be provided by the State Governments. The details of the construction cost along with the specifications are at **Annexure-III**.

19.6 The summary of the estimated cost for its scheduled duration along with a break-up of year-wise, component-wise expenses segregated into non-recurring and recurring expenses are as under:

Details of revised cost of One Stop Centre Scheme

(Rs. in crore)

Sl No.	Items/Components	No. of units	Per month/Case	Annual	2017-18		2018-19		2019-20		Total
					No of centre		No of centre		No of centre	Cost	
A	Central Level										
1	Program Management Unit (PMU)										
a)	NON RECURRING										
	Establishment cost (Purchase of necessary office/ ICT etc. items etc. once every five years)			0.01		0.01					0.01
b)	RECURRING										
1	MIS Development and Certification, Training and IEC	Annual		2.586		2.586		2.596		2.596	7.788
	Sub-Total A			2.596	0	2.596	0	2.596	0	2.596	7.788
B	State Level										
a)	Recurring										
1	One Stop Centre Management @ 200000 pm			0.24	236	56.640	286	68.640	336	80.640	205.920
2	One Stop Centre Administrative Cost (Stationary (Cartridge, Paper etc.), Electricity Telephone/Fax,Catering/Food, Clothing & Medicine & Kit etc., Transportation)	monthly	0.0034	0.0408	236	9.6288	286	11.66	336	13.7088	35.0062
3	Training,IEC, Advocacy	Annual		0.005	236	1.180	286	1.43	336	1.68	4.290
4	Contingency	5% of recurring budget		0.01429	236	3.372	286	4.087	336	4.801	12.261
	Sub-Total (a-Rec)			0.300		70.821		85.826		100.830	257.477
	Non-recurring										
1	Refurbishment of Existing facility			0.1	25	2.5	25	2.5	25	2.5	7.5
2	Administration cost (Refrigerator,Computer Peripherals, Telephone, Fax, Internet, Furnishing for the ward & other rooms, CCTV Camera & its installation etc.)			0.0241	50	1.205	50	1.205	50	1.205	3.615
3	Contingency			0.01	25	0.25	25	0.25	25	0.25	0.75
	Sub-Total (b-Non Rec)			0.1341		3.955		3.955		3.955	11.865
C	Construction of the Centre										
1	Construction Cost for One Stop Centre @ Rs.4869371.73			0.4869	25	12.173	25	12.173	25	12.173	36.520
2	Construction Cost for 50 One Stop Centre			0.4869	50	22.845					22.845
3	Variable Cost for the construction of OSC @5% of the construction Cost	5% of the construction Cost				0.609		0.609		0.609	1.826
	Sub-Total C					35.627		12.782		12.782	61.191
	Total Cost (A+B+C)					112.999		105.159		120.163	338.321

ANNEXURE-I

State-wise details of proposed additional 150 OSCs

Sl.No	State/UTs	Crime during 2014	Child Sex Ration (CSR) 918	Female population	Crime	CSR	Female population	40% of crime+ 30%CSR+30% Female population
1	Uttar Pradesh	38467	902	786,32,552	17	7	22	15
2	West Bengal	38299	956	387,10,212	17	3	11	10
3	Rajasthan	31151	888	270,87,177	14	7	7	10
4	Madhya Pradesh	28678	918	289,04,371	13	5	8	9
5	Maharashtra	26693	894	464,78,031	12	7	13	11
6	Assam	19139	962	128,78,491	9	3	4	5
7	Andhra Pradesh	16512	918	376,82,594	7	5	10	8
8	Bihar	15383	935	397,54,714	7	4	11	7
9	Odisha	14606	941	181,44,090	6	4	5	5
10	Telangana	14136	914	421,38,631	6	6	12	8
11	Karnataka	13914	948	259,51,644	6	3	7	6
12	Kerala	11380	964	163,72,760	5	2	4	4
13	Gujarat	10837	890	242,85,440	5	7	7	6
14	Haryana	8974	834	97,80,611	4	11	3	6
15	Tamil Nadu	6325	943	310,04,770	3	4	8	5
16	Chhattisgarh	6255	969	103,59,585	3	2	3	3
17	Jharkhand	5972	948	130,60,792	3	3	4	3
18	Punjab	5425	846	113,73,954	2	10	3	5
19	Jammu & Kashmir	3321	862	47,82,774	1	9	1	4
20	Tripura	1615	957	15,56,978	1	3	0	1
21	Himachal Pradesh	1517	909	29,89,960	1	6	1	2
22	Uttarakhand	1395	890	41,63,425	1	7	1	3
23	Goa	488	942	6,60,420	0	4	0	1
24	Meghalaya	388	970	11,42,735	0	2	0	1
25	Arunachal Pradesh	351	972	5,18,027	0	2	0	1
26	Manipur	337	930	11,31,944	0	5	0	2
27	Mizoram	258	970	4,29,464	0	2	0	1
28	Sikkim	110	957	2,52,367	0	3	0	1
29	Nagaland	67	943	9,42,895	0	4	0	1
30	NCT of Delhi	15265	871	167,87,941	7	9	5	6
	Total	337258	27743	547959349	150	150	150	150

**STANDARD OPERATING PROCEDURE FOR DAY TO DAY ADMINISTRATIONS
AND OPERATION OF THE ONE STOP CENTRE**

Steps for Initial Handholding of women coming to One Stop Centre:

- a. Greet the survivor by name; use her preferred name.
- b. Make her your central focus.
- c. Introduce yourself to the survivor and tell her your role, e.g. Centre Administrator, Para-medic
- d. Offer her water, put her at ease.
- e. Ensure privacy for history taking, examination and counseling.
- f. Aim for an attitude of respect, professionalism within the boundaries of your survivor's culture.
- g. Have a calm demeanor. A frightened survivor will want to be in the company of people who are not frightened.
- h. Be unhurried, give time.
- i. Maintain eye contact. Be empathetic and non-judgmental as your survivor recounts her experiences.
- j. Aim to limit the number of care givers attending to the survivor: 'one-on-one' care works best in sexual assault cases.
- k. Ask the survivor if she wants to have a specific person present for support.
- l. Ask the survivor if she has any questions.

Case Specific Steps:

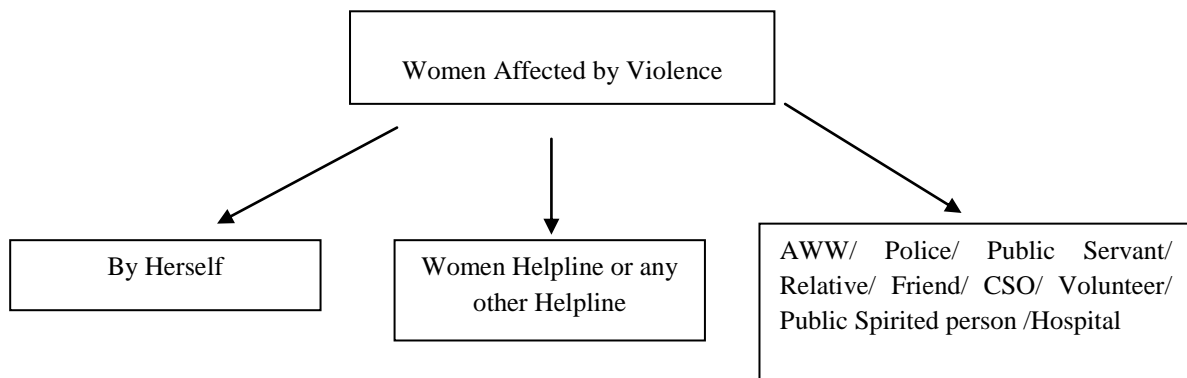
The first point of contact for women approaching One Stop Centre would be the Centre Administrator or Case Worker (authorized by her in this behalf) who will take following steps:

- a. She would listen to her grievance; document the case history and ask the IT person to register the case in the online/web-based case management to generate a UID. She would be responsible for overall supervision of each case.
- b. As soon as the complaint is registered a text message (SMS/Internet) would be sent to the PO/DPO/CDPO/ SHO/ DM/ SP/ DYSP/CMO of the district/area as required.
- c. Based on an assessment of the needs of the women affected by violence as expressed by her, the Centre Administrator will refer her to the Counsellor or the

Para legal worker, to the hospital, or to the Police Facilitation Person where she is desirous of registering an FIR.

- d. In case the woman was provided temporary shelter at Centre, she will be provided with a Basic Kit having soap, comb, shampoo, hair oil, sanitary pad, tooth brush, tooth paste, diapers (in case of infants).
- e. The next functionary interacting with the woman will document the additional information received, the remedy/support sought by the woman, and action taken into the online case management system. This would be done through the password-protected access and adding to the UID generated case documentation made by the IT person. For instance, if the aggrieved woman is referred to the Police Facilitation Officer for registration of FIR, she will do the needful and document the progress and any additional details in the case management system. This will ensure that the aggrieved does not have to repeat/narrate her story/incident each time she interacts with a new functionary.

A. Accessing One Stop Centre

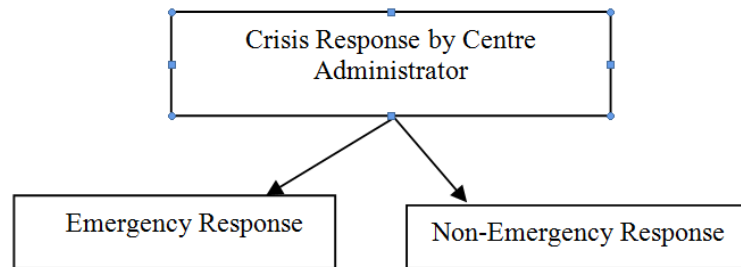


B. Response

The Centre Administrator will receive the information about aggrieved woman in the above mentioned manner and after quick assessment of situation presented will formulate crisis response giving due regard to following core values:

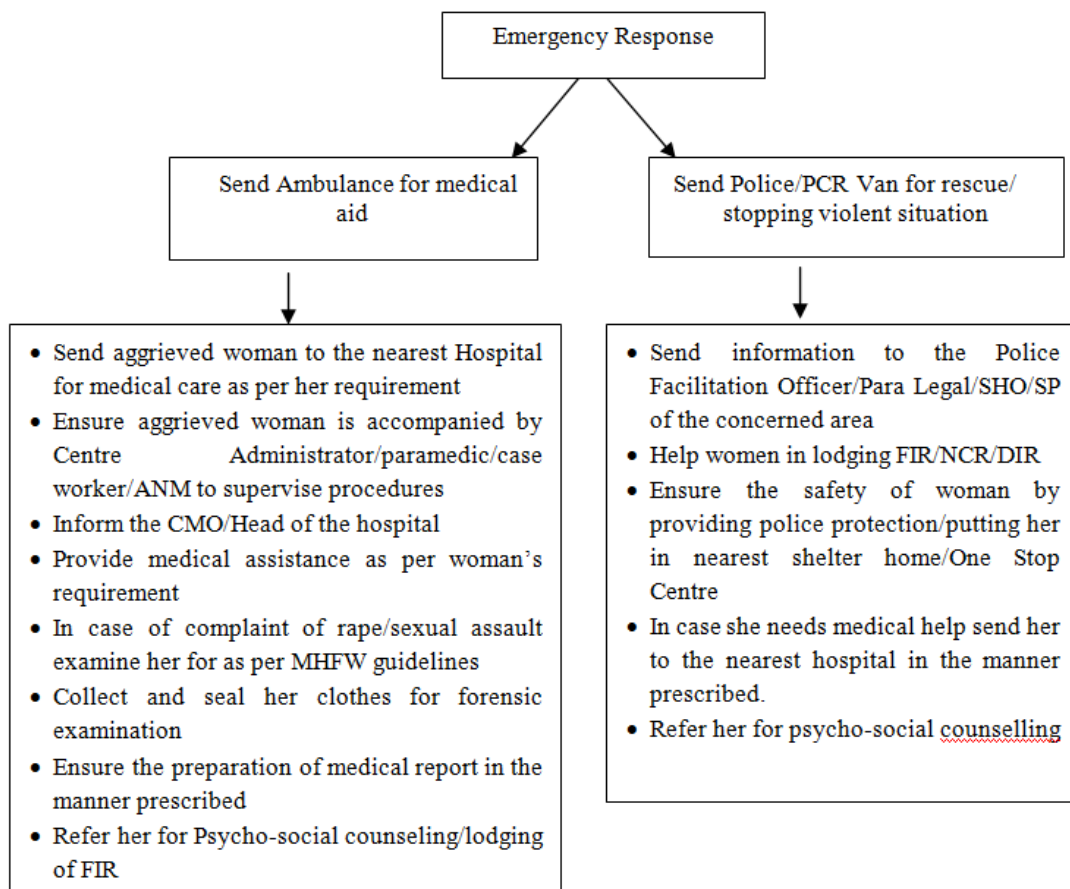
- a. Safety of the aggrieved woman shall be the foremost priority.
- b. Ensure respect for aggrieved woman by:
 - i. Maintaining confidentiality
 - ii. Ensuring independent decision-making
 - iii. Ensuring privacy
 - iv. Obtaining informed consent from the aggrieved

- c. Ensure proper medical assistance for the aggrieved
- d. Ensure proper collection of evidence through strict compliance of protocols framed by police and Ministry of Health and Family Affairs.
- e. Best interest of the aggrieved women will have precedent over anything else.

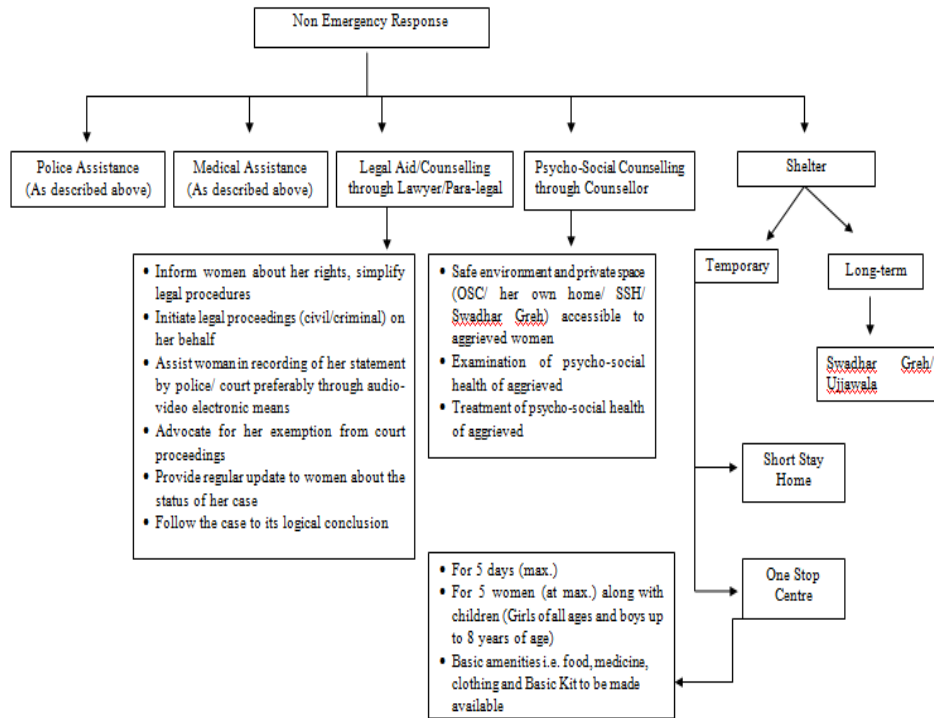


(i) Emergency Response

The Centre Administrator will respond in the following manner:



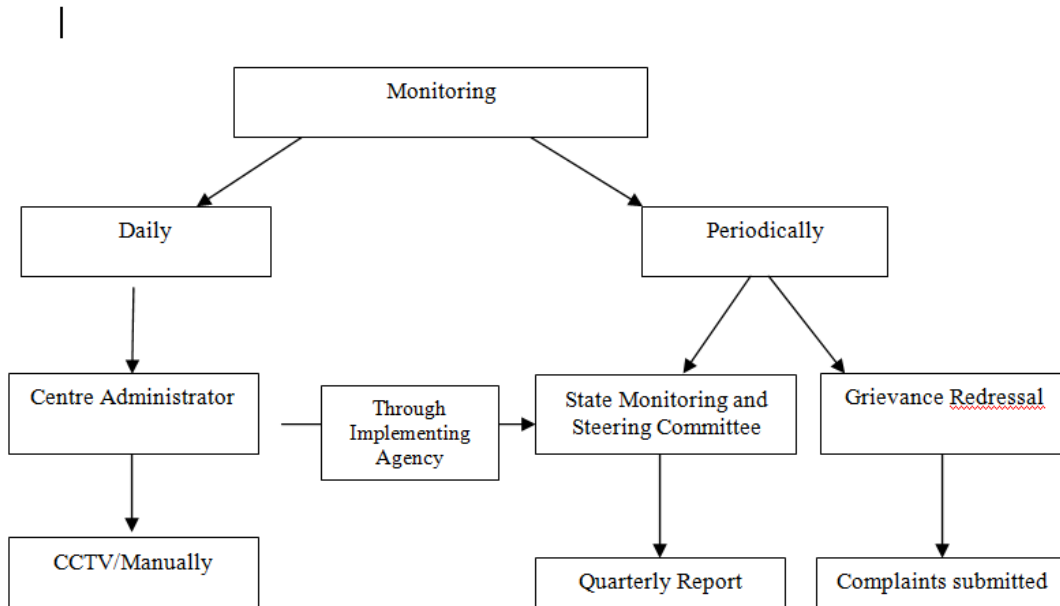
(ii) Non-Emergency Response



3

C. Monitoring Process

The Centre would remain under 24 hour constant surveillance of CCTV camera to monitor the day to day functioning of the staff.





Specifications for Construction of One Stop Centre are mentioned below:

- | | | |
|------|--------------------------|--------------------------|
| i. | Plot Area | 300 Sq. M (3229.2 sq ft) |
| ii. | Ground Coverage | 102 Sq. M (1098 sq. ft) |
| iii. | Total area (Carpet area) | 132 Sq. M (1421 sq ft) |

Ground Floor			
Sl. No.	Purpose /Uses	Unit	Area (Sq. ft.)
1	Office /Video Conferencing	1	1100 Sq.ft. (102.19 sq. m)
2	Administrator	1	
3	Counsellor/Medical Consultant	1	
4	Toilet	2	
5	Short Shelter with 5 beds	1	
6	Pantry	1	
7	Others (Lobby, Stairs)		
First Floor (Accommodation for Administrator)			
1	Room	2	300 sq.ft. (27.87 sq. m)
2	Pantry	1	
3	Toilets	1	
4	Others (Stairs etc)		

Preliminary Cost Estimate based on CPWD PAR-2012			
S.No.	DESCRIPTION	AREA (SQ.M.)	AMOUNT
1	One Stop Centre Building	132.00	3578820.00
2	Site Development	300.00	228000.00
3	Solar Photo Voltaic Power Generation System	750 watt	93750.00
4	Total (sl.no.1+2+3)		3900570.00
5	Add cost Index @ 4% on PAR 2012 (for Delhi, NCR Region)		156022.80
6	Total		4056592.80
7	Add for Contingency @ 3%		121697.78
8	Add for Agency charges @ 10%		405659.28
9	Add Service Tax @ 14.5% on work contract i.e. 40% of total value		235282.38
10	Add Service Tax on Agency Charges @ 14.5%		50139.49
	GRAND TOTAL(Sl.no. 6 to 10)		4869371.73

Note * The above rates are applicable in Delhi NCR Region only, For Rates of other
*** Regions/locations, prevailing cost index of respective regions/ Locations shall be added on above rates.**

Construction cost for One Stop Centre = Rs. **4869371.73**

Construction cost for the 60 One Stop Centre **4869371.73 X 25 = Rs. 36,52,02,879**

REGISTRATION FORM

Registration No:	Date:
------------------	-------

1. Name (in capital letters):
 Aggrieved Women:
 Referred by:
2. Address Contact No.
3. Response Required:
 Emergency Non Emergency
4. **In case of Emergency:**
 Police: Medical Assistance/Services:
5. Present address/location (Mention Landmark)
6. **In case of non-emergency**
 - (i) Has she filed an NCR/FIR/DIR?
 - (ii) In case Yes, Details of the same:
7. **Assailants:**
 Number of Assailants: Relationship with the assailant:
 Name of assailant:
7. Police station nearest to residence: Police station nearest to incident:
8. **History of Violence**
9. *Expectations from the center (In the woman's words)*
10. Feedback from the caller about the case, suggestive course of action:
11. Recourse Undertaken

Procedure to be followed by District Magistrate/ District Collectors/Implementing Agency to access under Women Welfare Scheme

1. **Step-I:- Opening of Bank Accounts:-** The District Magistrate/District Collectors Or the Nodal Agency for this purpose will be designated as the implementing agency at District level. The District Magistrate/District Collectors will be required to open separate scheme-wise Bank Accounts at the District HQ for transfer of funds directly by the PAO. The Bank Account will be opened in the name of the Scheme e.g '**District Magistrate/District Collectors, One Stop Centre, Agra (place of the Centre)**'. Details of the Bank Account along with one cancelled cheque shall be sent to the concerned program division of the Ministry.
2. **Step-II:- Agency Registration on PFMS:** Once the Step-I is completed, the District Magistrate/District Collectors are required to register themselves on PFMS portal as implementing agency. For this purpose the following steps are required to be followed:-
 - (a) Access the website pfms.nic.in and follow the steps for implementing agency, as available on website <http://pfms.nic.in/Static/UserGuide>. In this way Unique ID, Login and password will be created.
 - (b) Login ID and password will also be automatically sent to the email filled in the registration form. The User ID and Password may not be disclosed for security purposes.
 - (c) For further login District Magistrate/District Collectors may use the same Login ID and Password but it is better to change the password after 1st login and thereafter periodically.
 - (d) The District Magistrate/District Collectors are also required to send their unique code along with Bank Mandate form and cancelled cheque to the respective Programme Division for agency mapping in PFMS.
3. **Step-III- Agency and Scheme mapping by Programme Division:** The Program Division of the Ministry will map Agency with the respective schemes and get them approved from Pr. Accounts Officer by submitting the Bank Mandate Form.
4. Once the above requirements are completed, the Programme Division will generate Sanction ID separately both scheme-wise as well as district-wise for further processing of transfer of funds by the PAO as per the standard operating procedures relating to the release of grant. It is worth mentioning here that the grants to the District Magistrate/District Collectors under these schemes shall be released from functional Major Heads other than MH '3601/3602'.
5. Once the fund is released by the PAO directly in the Bank Account of the District Magistrate/District Collectors as above, the fund will be available to them for utilization. The District Magistrate/District Collectors are required to use the PFMS portal for further disbursement of these funds. A quarterly bank statement shall be furnished by the District Magistrate/District Collectors to the Program Divisions for monitoring of unspent balances. All the Rules/Orders as applicable from time to time are available on PFMS portal and their compliance may be ensured by the Implementing agencies.

PROFORMA FOR PROPOSAL FOR SETTING UP ONE STOP CENTRE (OSC)

1. Location of the OSC -----

2. Name of the hospital/medical facility/Government
Semi -Government institution identified for setting up of OSC -----

3. Requirement of Fund for setting up OSC

a) Recurring Expenditure:

(Rs. in Lakhs)

Sl. No	Items/Components	2016-17		
		1 st Half Year	2 nd Half Year	Total
i)	One Stop Centre Management:			
ii)	Stationary (Cartridge, Paper etc.)			
iii)	Electricity			
iv)	Telephone/Fax			
v)	Catering/Food			
vi)	Clothing & Medicine & Kit etc			
vii)	Training, IEC, Advocacy			
viii)	Transportation			
ix)	Any other item out of Contingency fund			

b) Non Recurring Expenditure:

(Rs. in Lakhs)

Sl. No	Items/Components	2016-17
i)	Refurbishment of Existing facility (Minor Civil Work) :	
ii)	Refrigerator:	
iii)	Computer Peripherals (Desktop, Printer, Scanner)	

iv)	Telephone, Fax, Internet, Modem	
v)	Furnishing for the ward (bed, side table, chair) mattresses, pillows and curtains	
vi)	Furnishing for other rooms	
vii)	CCTV Camera	
viii)	Contingency (Refurbishment of temporary accommodation who opt for construction of the OSC)	
	Total	

c) For Construction of the Centre, if required -----

4. The fund required for setting up OSC [3 (a)+(b)+(c)] -----

5. Details of Land (land should be free from all encumbrance) :

a. Location of the land -----

b. Area of the land -----

c. Copy of the approved plan for construction has been enclosed (Y/N) -----

d. Name of the Agency identified by State for construction
(NBCC/CPWD/State PWD/District Development Authority etc. -----

e. Is the State has entered in MOU with the identified Agency (Y/N) -----

Authorized Signatory
Name and Designation:
Principle Secretary/Secretary/Director, DWCD

Check List for Sending proposal for Setting up One Stop Centre (OSC)

1. Location of the OSC furnished (Y/N)
2. Details of identified land furnished (if construction required)
 - i) Details of Land (land should be free from all encumbrance) (Y/N)
 - ii) Location of the land (Y/N)
 - iii) Area of the land (Y/N)
 - iv) Copy of the approved plan for construction (Y/N)
 - v) Name of the Agency identified by State for construction (Y/N)
 - vi) State has entered in MOU with the identified Agency (Y/N)
3. Details of location for temporarily setting up the OSC furnished
(till completion of newly constructed building, if
construction involved) (Y/N)
4. Details of Recurring Expenditure furnished (Y/N)
5. Details of Non Recurring Expenditure furnished (Y/N)
6. Details of Construction cost of the Centre as per the approved plan furnished (Y/N)
7. Details of Bank Account opened in the name of the Scheme furnished (Y/N)
8. One cancelled cheque furnished (Y/N)
9. Registration of District Magistrate/District Collectors/Agency on PFMS
portal have been done (Y/N)

ELIGIBILITY REQUIREMENTS FOR THE SERVICE PROVIDING AGENCIES

The outsourcing agency looking after the day to day functioning such as management, counseling, call responding etc. at One Stop Centre needs to have expertise in chosen fields in order to accomplish the effective functioning of the Centre. Keeping in mind the qualitative nature of the services, an indicative qualification criterion is provided:

- A. Centre Management – The management of One Stop Centre could be outsourced to any woman having a Law degree/ Masters in Social Work with at least 5 years’ experience of working on violence against women issues in an administrative set-up with a Government or Non-Government project/programme and preferably with at least 1 years’ experience of counselling either within or outside the same set-up. She should be a resident of the local community so that local human resource and expertise is utilised for effective functioning of the centre.
- B. Case Worker: This service could be outsourced to any woman having a Law degree/ Masters in Social Work with at least 3 years’ experience of working on violence against women issues in a Government or Non-Government project/programme. She should be a resident of the local community so that local human resource and expertise is utilised for effective functioning of the centre.
- C. For Police Assistance –The police assistance service could be outsourced to a Police Officer deployed from amongst serving cadre/ retired preferably a woman police officer at the Sub-Inspector level, with experience of working for at least 5 years. He/she will be qualified as per the requirements of the Ministry of Home Affairs for police personnel at the SI rank.
- D. For Legal Counselling –The legal counseling service could be outsourced to any person having a background in Law/ Social Sciences with para legal training or knowledge of laws with at least 3 years’ experience of working within a Government or Non-Government project/programme on VAW at the district.
- E. For Legal Aid and Counselling –The legal aid service could be outsourced to any practicing Lawyer with at least 2 years’ experience of litigation in the court of fact.
- F. For Medical Assistance –The medical assistance service could be outsourced to anywoman having professional degree in paramedics with a background in health right and preferably with at least 3 years’ experience of working within a

Government or Non-Government health project/programme on VAW at the district.

- G. For Psycho-social Counselling –The counseling service could be outsourced to any woman having a postgraduate degree in Social Work/ Clinical Psychology with at least 3 years of experience of working as Counsellor/Psychotherapist in a reputed Mental Health Institute/Clinic at the District/State level.
- H. For IT Activities –The IT services could be outsourced to any person who is a graduate with a diploma in computers/ IT etc with a minimum of 3 years of experience in data management, process documentation and web based reporting formats, video conferencing in either at the level of state/ district/ Non-Governmental/ IT based organization.
- I. For Multi-purpose Activities –The multi-purpose activity could be outsourced to any person who is literate with at least 3 years of experience of working as a helper, peon etc.
- J. For Maintaining Safety and Security - The safety and security of the One Stop Centre could be outsourced to any person having at least 2 years of experience of working as security personnel in a government or reputed organization in the district/ state level. He/ She should preferably be retired military personnel and should be hired after police verification and registration.

MONTHLY PROGRESS REPORT

1. Reporting Month/Year: -----
2. Name of the Location : -----
3. No. of meetings of Management Committee held for review the progress/
function of the centre :- -----
4. Orientation & sensitization programme:
- i). No. of orientation/workshop organized for Government officers/
/Judiciary/Legal Expert/Police officers/ NGOs/Staff of OSCC : -----
- ii). No. of participants attended the orientations/workshops:- -----
5. No. of awareness generation activities organized (if any) : -----
6. No. of cases registered at the centre and service provided:
- a. Domestic violence cases:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								
18-35								
35-60								
60 and above								

b. Rape:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								
18-35								
35-60								
60 and above								

c. Sexual Offence / Sexual Harassment :

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								
18-35								
35-60								
60 and above								

d. Acid Attack :

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								
18-35								
35-60								
60 and above								

e. Trafficking of Women :

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								
18-35								
35-60								
60 and above								

f. Child sexual abuse:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 14								
14-18								

g. Child Marriage:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
Below 18								

h. Missing/kidnapping/abduction :

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
0-18								
18-35								
35-60								
60 and above								

i. Cyber Crime:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
0-18								
18-35								
35-60								
60 and above								

j. Dowry Harassment/ Death:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
18-35								
35-60								
60 and above								

k. Any other crime:

Age group (in yrs)	No of cases registered		Service/assistance provided					
	Direct	On reference	legal aid/ counseling	Medical	Police	Psycho-social support/counseling	Shelter	Any other
0-18								
18-35								
35-60								
60 and above								

7. No. of visits conducted by State officers -----

8. Documentation of at least one case study/success story of a women with a positive end (as per the sample enclosed)

SUCCESS STORIES: CASE STUDY FORMAT

This is the story of _____⁵ from _____ village; district _____ who has been living in _____ shelter home. She is _____ years old and belongs to a _____ community. She came to the Centre on _____ to access legal support in relation to the abuse she had been facing for the past _____ years.

She was referred to a lawyer immediately and we ensured that we followed up on her case every 15 days to understand the progress she had made in consultation with the lawyer from DALSA.

Story after this.....

Prepared By:

Approved By (with seal):

⁵ Urgent consent has to be taken from the survivor

QUARTERLY STATEMENT OF EXPENDITURE

One Stop Centre (OSC)

Name of the State/UT _____

Financial Year _____

Quarter:
(Jan-Mar)

I (Apr-June)

II (Jul-Sept)

III (Oct-Dec)

IV

PART A: HALF YEARLY OSC BUDGET

UTILISATION CERTIFICATE

Certified that out of the total amount of ` _____ released under **One Stop Centre (OSC)** during 20__ - 20__ to the State/UT of _____ by Government of India upto Half yearly I / II, a sum of ` _____ has been utilized for the purpose for which the amount was released as per Scheme norms. Out of this, ` _____ was utilized in the current Half Year (I / II).

Signature and seal of the Authorized Officer

PART B: PHYSICAL

	In Quarter I/ II/ III/ IV	Cumulative upto the Quarter I/ II/ III/ IV
10. Meetings of Committees		
a. No. of State steering Committee meetings held to review the function of the centre	-----	----
b. No. of Meetings of Management Committee held for review the progress/function of the centre	-----	----
11. Orientation & sensitization programme		
a. No. of orientation/workshop organized for Government officers/		
i. Elected representative/Judiciary/Legal Expert/Police officers/		
ii. NGOs/Staff of OSCC	-----	----
b. No. of participants attended the orientations/workshops:-	-----	----
3. No. of awareness generation activities organized (if any)	-----	----
4. Number of Cases registered at Centre:-		
a. Domestic violence		
i. Below 18 yrs	-----	
ii. 18-35 yrs	-----	
iii. 36-60 yrs	-----	
iv. 60 and above	-----	
b. Rape		
i. Below 18 yrs	-----	
ii. 18-35 yrs	-----	
iii. 36-60 yrs	-----	
iv. 60 and above	-----	
c. Sexual Offence / Sexual Harassment		
i. Below 18 yrs	-----	ii.
18-35 yrs	-----	iii.
36-60 yrs	-----	
iv. 60 and above	-----	
d. Acid Attack		
i. Below 18 yrs	-----	
ii. 18-35 yrs	-----	
iii. 36-60 yrs	-----	
iv. 60 and above	-----	
e. Women trafficking		
i. Below 18 yrs	-----	
ii. 18-35 yrs	-----	

iii. 36-60 yrs	-----
iv. 60 and above	-----
f. Child sexual abuse	-----
g. Child Marriage	-----
h. Missing/kidnapping/Abduction	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
i. Cyber crime	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
j. Dowry Harassment/ death	-----
i. 18-35 yrs	-----
ii. 36-60 yrs	-----
iii. 60 and above	-----
k. Any other	-----
Total	-----

5. Services provided at centre:

a. No. of legal aid/counseling support provided	-----
b. No. of medical assistance provided	-----
c. No. of police assistance services provided	-----
d. No. of cases in which Shelter support required	-----
e. No. of Psycho-social support/counseling support provided	-----
f. No. of cases in which survivor linked with the government Scheme	-----

6. No. of case study/success story of women documented/reported -----

7. Monitoring

i) No. of visits conducted by State officers-	-----
---	-------

PART C: FINANCIAL

(In lakhs)

- 1. Funds released during previous financial year by GoI _____
- 2. Expenditure incurred in previous financial year _____
- 3. (a) Unutilized balance of previous financial year (1-2) _____

OR

- (b) Excess expenditure incurred in previous financial year (2-1) _____
- 4. Funds released upto previous Quarter in current year by GoI _____
- 5. Funds released during the current Quarter by GoI _____
(Sanction Order No. _____ Date: _____)
- 6. Cumulative release during the year (4+ 5) _____
- 7. Net Central funds available (6 + 3(a) OR
6 – (b) as the case may be) _____

8. Expenditure incurred during the Quarter (*in lakhs*)

	Cumulative up to	
	In Quarter	the Quarter
	I/ II/ III/ IV	I/ II/ III/ IV
i) Recurring Expenditure:		
a) One Stop Centre Management:	-----	----
b) Stationary (Cartridge, Paper etc.):	-----	----
c) Electricity	-----	----
d) Telephone/Fax	-----	----
e) Catering/Food	-----	----
f) Clothing & Medicine & Kit etc	-----	----
h) Training, IEC, Advocacy	-----	----
i) Transportation	-----	----
h) Any other item out of Contingency fund	-----	----

ii) Non recurring Expenditure:	
a) Refurbishment of Existing facility:	----- ---
b) Refrigerator:	----- --
c) Computer Peripherals (Desktop, Printer, Scanner)	----- --
d) Telephone, Fax, Internet, Modem	----- ---
e) Furnishing for the ward (bed, side table, chair) mattresses, pillows and curtains:	----- ---
f) Furnishing for other rooms:	----- ---
g) CCTV Camera:	----- --
h)	
	Total ----- ---
iii). Construction of the centre, if required	----- ---
9. Grand Total 8 (i) +8 (ii) + 8(iii)	----- ---
10 Utilization Funds (7-9) :	----- ---
11. Saving, if any along with reasons:	----- ---

ANNUAL STATEMENT OF EXPENDITURE

One Stop Centre (OSC)

Name of the State/UT _____

Financial Year _____

PART A: ANNUAL One Stop Centre (OSC) BUDGET

Central

1.OSC

_____ (in lakhs)

UTILISATION CERTIFICATE

Certified that out of the total amount of Rs. _____ released under **One Stop Centre (OSC)** during 201_ - 201__ to the State/UT of _____ by Government of India, a sum of _____ has been utilized for the purpose for which the amount was released as per Scheme norms. The unspent balance available with the State as on 31.03._____ is Rs. _____ OR the excess expenditure incurred by the State

as on 31.03._____ is Rs. _____.

Signature and Seal of the Authorized Officer

PART B: PHYSICAL

6. Meetings of Committees

- i) No. of State steering Committee meetings held to review the function of the centre -----
- ii) No. of Meetings of Local Management Committee held for review the progress/function of the centr -----

7. Orientation & sensitization programme

- ii) No. of orientation/workshop organized for Government officers/
Elected representative/Judiciary/Legal Expert/Police officers/
NGOs -----
- iii) No. of participants attended the orientations/workshops:- -----

3. No. of awareness generation activities organized (if any) -----

4. Number of Cases registered:-

- a. Domestic violence
 - i. Below 18 yrs -----
 - ii. 18-35 yrs -----
 - iii. 36-60 yrs -----
 - iv. 60 and above -----
- b. Rape
 - i. Below 18 yrs -----
 - ii. 18-35 yrs -----
 - iii. 36-60 yrs -----
 - iv. 60 and above -----
- c. Sexual Offence / Sexual Harassment
 - i. Below 18 yrs -----
 - ii. 18-35 yrs -----
 - iii. 36-60 yrs -----
 - iv. 60 and above -----

d. Acid Attack	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
e. Women trafficking	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
f. Child sexual abuse	-----
g. Child Marriage	-----
h. Missing/kidnapping/abduction	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
i. Cyber crime	
i. Below 18 yrs	-----
ii. 18-35 yrs	-----
iii. 36-60 yrs	-----
iv. 60 and above	-----
j. Dowry Harassment/death	-----
i. 18-35 yrs	-----
ii. 36-60 yrs	-----
iii. 60 and above	-----
k. Any other	-----
Total	-----

5. Services provided:

- a. No. of legal aid/counseling support provided -----
- b. No. of medical assistance provided -----
- c. No. of police assistance services provided -----
- d. No. of cases in which Shelter support required -----
- e. No. of Psycho-social support/counseling support provided -----
- f. No. of cases in which survivor linked with the government
Scheme -----

6. Monitoring

- ii) No. of visits conducted by State officers- -----

PART C: FINANCIAL

(`In lakhs)

- 1. Funds released during previous financial year by GoI _____
- 2. Expenditure incurred in previous financial year _____
- 3. (a) Unutilized balance of previous financial year (1-2) _____

OR

- (b) Excess expenditure incurred in previous financial year (2-1) _____
- 4. Funds released upto previous Quarter in current year by GoI _____
- 5. Funds released during the current Quarter by GoI _____

(Sanction Order No. _____ Date: _____)

- 6. Cumulative release during the year (4+ 5) _____
- 7. Net Central funds available (6 + 3(a) OR
6 – (b) as the case may be) _____

8. Expenditure incurred during the annual (`in lakhs)

i) Recurring Expenditure:

- a) One Stop Centre Management: -----
- b) One Stop Centre Administrative Cost:
Stationary (Cartridge, Paper etc.)
Electricity, Telephone/Fax, Catering/Food,
Clothing & Medicine & Kit etc -----
- c) Training, IEC, Advocacy -----
- d) Any other item out of Contingency fund -----

ii) Non recurring Expenditure:

a) Refurbishment of Existing facility:	-----
b) One Stop Centre Administrative Cost:	
(Refrigerator, Computer Peripherals, Telephone, Fax, Internet, Furnishing for the ward & other rooms, CCTV Camera& its installation etc.)	
c) Contingency (Refurbishment of temporary accommodation who opt for construction of the OSC)	
Total	-----
iii). Construction of the centre, if required	-----
9. Grand Total 8 (i) +8 (ii) + 8(iii)	-----
10 Utilization Funds (7-9) :	-----
11. Saving, if any along with reasons:	-----

INDICATIVE GRIEVANCE REDRESSAL/FEEDBACK FORM

Address of One Stop Centre: _____

State: _____

Name of the Administrator: _____

Form No.: _____

-----**Administrator's Receipt**-----

OSC-ID No.: _____

Date: _____

Time: _____

Place: _____

Signature of the Survivor: _____

Signature with official seal of the Administrator of One Stop Centre: _____

-----**Complainant's Receipt**-----

OSC: _____ ID No.: _____

Date: _____ Time: _____

Place: _____

Signature of the Survivor: _____

Signature with official seal of the Administrator of One Stop Centre: _____

Details of the Complainant

1. Your full name: _____
2. Address: _____
3. Photo ID Number: _____
4. Contact Number: : _____
5. Email address: _____
6. Would you like a copy of your grievance emailed to you?
7. Are you making this grievance on behalf of someone else?
8. Details of the issue to be resolved:
9. Please name the person concerned:
10. What kind of outcome do you want to resolve your complaint?
11. Other ways you have tried to resolve your complaint?
12. Complaints to other agency?
13. If Yes, details about the agency along with name. address and date of contact with agency: _____

Feedback from survivor

1. Are you satisfied with the grievance redressal mechanism of the One Stop Centre?
2. If no, provide details in what you feel you have been treated unfairly?
3. If you have been treated unfairly by a person, please provide the details: name/designation of the personnel:
4. If you have been treated unfairly by the organization, please provide details of the Police Station/ Hospital/Any other Referral Service Provider/ Shelter Home:
5. Suggestions regarding the improvement of services of the One Stop Centre:

**SUGGESTED REFERRAL SERVICES DIRECTORIES NEEDED FOR ONE
STOP CENTRE**

1. All Hospitals Chief Medical Officer
2. List of Forensic Labs
3. Ambulance Service
4. District Magistrate/ District Collectors Office
5. Office of the SP, DSP and all Police Thana
6. Crime Against Women Cell
7. Protection Officers
8. District Legal Services Authority
9. District Panchayat Raj Officer
10. District Education Officer
11. District Social Welfare Officer
12. Elected Representatives of the PRI
13. Rural Development Functionaries
14. NGOs/ CBOs Directory specialized in dealing with services for women affected with violence and volunteers.
15. Community Leaders
16. Members of Nehru Yuva Kendras/ Youth Clubs
17. Swadhar Greh/ Short Stay Home
18. Helplines by Social Justice Ministry, Home Ministry, Women and Child Development
19. Local Chemists
20. Blood Banks
21. Counsellor
22. Ward/ Municipality's Directory
23. Resident's Welfare Association (RWA)
24. Directory of WCD Functionaries namely CDPOs, Supervisors and Anganwadi Workers, ASHA's and ANMs
25. Poorna Shakti Kendras
26. Mahila Police Volunteers (MPVs)
27. Village Convergence and Facilitation Service (VCFS)