

**CITIZEN CHARTER OF WOMEN AND CHILD DEVELOPMENT  
DEPARTMENT, HARYANA**

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**Vision of the Department**

Facilitate women to become economically and socially empowered, so that they contribute as healthy and equal partners in an environment free from violence and discrimination.

Provision of opportunities to children and adolescent girls for growth and development to the fullest in safe and protected environment.

**Mission of the Department**

- A. Promoting social & economic empowerment of women and adolescent girls through various policies and programmes, mainstreaming gender concerns, creating awareness about their rights and facilitating institutional and legislative support for enabling them to develop to their full potential.
- B. Ensuring development and protection of women and children through various policies and programmes, spreading awareness about their rights and facilitating access to learning and supplementary nutrition for targeted groups, institutional and legislative support for enabling them to grow and develop to their full potential.

Sr. No	Schemes	Facilities /Services	Service/ Whom	Charter Display/ Campaign Mode	Time for application processing	Officials/Officers for contact
1	Beti Bachao Beti Padhao (BBBP)	To prevent gender biased sex selective elimination, ensure survival, education & participation of the girl child.	To spread awareness in the community.	Awareness rallies, celebrations of birth/Lohri, activities such as Nukad Nataks/ folk art, Gudda-Guddi boards has been displayed in Panchayat Bhawan, Film shows, Prabhat Pheries, Puppet shows, Signature campaigns, health camps /baby shows etc.	No application is required for admission to the services	<b>Village Level</b> AWW  <b>Circle Level</b> Supervisor  <b>Block Level</b> WCDPO  <b>District Level</b> District Programme Officer (DPO)
2	Village Convergence and Facilitation Services (VCFS)	Gram Panchayat and other sub committees to address to issues pertaining to education, health, nutritional needs, legal rights, safety and security of women	To spread awareness in the community.	Awareness at Gram Panchayat level	No application is required for admission to the services	<b>Village Level</b> AWW  <b>Circle Level</b> Supervisor  <b>Block Level</b> WCDPO

3	Integrated Child Development Services Scheme (ICDS)	<p>1. Supplementary Nutrition Hot cooked food i.e. Aloo Puri, Stuffed Prantha, Mithe Chawal &amp; Mitha Daliya, Pulav, Gulgale and Panjiri.</p> <p>2. Non Formal Education</p> <p>3. Immunization, Health Checkup, Referral Services &amp; Health &amp; Nutrition Education</p>	<p>Children between 0-6 yrs. Pregnant &amp; Lactating Mothers</p> <p>3-6 yrs children</p> <p>Services provided in coordination with health staff</p> <ul style="list-style-type: none"> <li>• Immunization for Children, Pregnant and Nursing Women.</li> <li>• Growth Monitoring</li> <li>• Administering IFA tablets</li> <li>• Referral Services</li> <li>• Nutrition Health Education</li> </ul>	<p>Charter display at Anganwadi Centre indicating the time of feeding</p> <p>Day wise recipies with calories and proteins i.e.</p> <p>1. 500 calories and 12-15 gms. protein for children worth Rs. 6/-</p> <p>2. 600 calories and 18-20 gms protein for mothers worth Rs. 7/-.</p> <p>3. Severely malnourished children 800 calories and 20-25 gms protein worth Rs. 9/-.</p> <p>Day wise activity according to Ankur Book.</p> <p>Schedule of immunization i.e. BCG, DPT, Polio, TT, Meseals as well as Health Checkup schedule by Lady Health Visitor, Health Supervisor at Anganwadi Centre as well as growth monitoring of sick and malnourished children in need of prompt medical attention are provided referral services.</p>	<p>No application is required for admission to the services</p> <p>No application is required for admission to the services</p> <p>No application is required for the admission to the services only the name of children &amp; mother is to be registered at Local Anganwadi Centre</p>	<p><b>Village Level AWW</b></p> <p><b>Circle Level Supervisor</b></p> <p><b>Block Level Women and Child Development Project Officer</b></p>
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		4.Provision of uniform and Name Badge	Anganwadi Workers and Helpers	Charter display at Anganwadi Centre about provision of rupees 600/- per Anganwadi Worker and Helper and name badge @ rupees 25 per annum.	AWW and AWH will submit application to WCDPO for provision of uniform & name badge.	<b>Block Level</b> Women and Child Development Project Officer (WCDPO)  <b>Distt. Level</b> District Programme Officer (DPO)
		5.Provision of Rupees 1000/- per annum at Anganwadi Centre level	For incurring expenditure for immediate care of beneficiary and Anganwadi workers	Charter display at Anganwadi centre for provision of rupees 1000 per Anganwadi centre for urgent medical care, local innovations and community contact Programmes, purchase of utensils, unforeseen referral services etc.	Immediately when emergency arises to Anganwadi worker or beneficiary	<b>Circle Level</b> Supervisor  <b>Block Level</b> Women and Child Development Project Officer (WCDPO)  <b>Distt. Level</b> District Programme Officer (DPO)
4	Surkshit Bhavishya Yojna	For AWWs &Helpers.	State Govt. invests Rs100/- to LIC every month out of which Rs. 83/- is in the form of saving and Rs. 17/- is as risk premium for an AWW/Helper who has completed one year of her service. Rs. 50,000/- will be given to AWW /Helper on her sudden death in terms of insurance cover and balance amount of Rs. 83/- will be deposited every year which will be given to her with interest at the age of 65 years on her retirement.	Display at Anganwadi Centers indicating the benefit	AWW/ Supervisor submits application to concerned WCDPO and WCDPO will forward application to DPO for providing benefit	<b>Village Level</b> AWW  <b>Circle Level</b> Supervisor  <b>Block Level</b> Women and Child Development Project Officer (WCDPO) <b>Distt. Level</b> District Programme Officer (DPO)

5	Integrated Child Protection Scheme (ICPS)	<p><b>1. Sponsorship</b> to provide supplementary financial support to families to meet the educational, medical, nutritional and other needs of children with a view to improve the quality of the child's life and would include preventive and rehabilitative support.</p> <p><b>Sponsorship provision:</b> Rs. 2000/- per month per child</p> <p><b>2. Foster Care</b> aims at re-uniting the child with his/her own family when the family circumstances improve, and thus prevent institutionalization of children in difficult circumstances.</p> <p><b>Foster Care provision:</b> Rs. 2000/- per month per child</p> <p><b>3. After Care</b> To help children who have no family support socially reintegrate once they leave institutional care</p> <p><b>4. Grant -</b> Rs. 2000/- per month per child</p> <p>Adoption –of orphaned, surrendered, abandoned children through specialized addition agency (SAA)</p>	<ul style="list-style-type: none"> <li>• <b>Children in need of care and protection (0-18)-</b> Any other vulnerable Child (including to) – e.g.</li> <li>• Children of migrant families</li> <li>• Children living on the streets</li> <li>• SCs /STs</li> <li>• Child beggars, exploited/trafficked/ drug-affected children,</li> <li>• Children of prisoners, women in prostitution etc.</li> <li>• Children affected/infected with HIV/AIDS</li> <li>• <b>Child in conflict with law</b>– alleged to have committed an offence</li> </ul>	<p>Awareness camps at district, village and block level</p> <p>Publicity through banner/pamphlets, Posters, handouts, brochures</p>	<p>No application is required for admission for the services</p> <p>Request letter with necessary documents to be given to the DCPO</p>	<p><b>Distt. Level</b> Deputy Commissioner District Programme Officer (DPO)</p> <p>District Child Protection Officer (DCPO)</p> <p><b>State level</b> Member Secretary cum Director , WCD.</p>
6	Apki Beti Hamari Beti (Ladli Scheme is merged in this scheme)	<p>On the birth of 1<sup>st</sup> (SC,BPL) Girl child 2<sup>nd</sup> &amp; 3<sup>rd</sup> girl child all families.</p>	<p>1<sup>st</sup> Girl child born on or after 22.1.2015 (SC,BPL)</p> <p>2<sup>nd</sup> girl child born on or after 22.1.2015 (all families)</p> <p>3<sup>rd</sup> girl child born on or after 24.8.2015 (all families)</p>	<p>Rs. 21000/- will be invested in the LIC of India in the name of girl child through mother/father/guardian. Matured amount approx. Rs. 1.00 lac will be paid after the daughter attains the age of 18 years.</p>	<p>Applicant will apply on the prescribed format immediately after the registration of birth.</p>	<p><b>Village Level</b> AWW</p> <p><b>Circle Level</b> Supervisor</p> <p><b>Block Level</b> Women and Child Dev. Project Officer (WCDPO) for ICDS area and BMO/SMO for Non ICDS area</p>

7	Kishori Shakti Yojna	SNP Providing Medical Checkup -IFA tablets -Deworming -Skill Development Services -Empowerment of Adolescent Girls	Girl Between 11-18 years	Through 10% AWCs in 87 ICDS blocks.	No application is required for receiving the services /benefit	<b>Village Level</b> AWW  <b>Circle Level</b> Supervisor  <b>Block Level</b> Women and Child Development Project Officer (WCDPO) for ICDS area and BMO/SMO for Non ICDS area
8	SABLA	To improve nutrition & health status, promote awareness about health, hygiene, adolescent reproductive and sexual health, ARSH & family and child care. Provide information about access to existing public servicing	11-18 yrs. all out of school adolescent girl and 14-18 yrs. all school going girls in the AWCs of six districts i.e. Ambala, Hisar, Rewari, Rohtak, Yamunanagar & Kaithal.	11-18 yrs.all out of school adolescent girl and 14-18 yrs. all school going girls are being provided SNP containing 600 calories and 18-20 gms protein per day for 300 days in a year @ Rs. 5/- per beneficiaries.	Eligible beneficiaries to register in the nearest Anganwadi Centre.	<b>Village Level</b> AWW <b>Circle Level</b> Supervisor <b>Block Level</b> Women and Child Development Project Officer (WCDPO)
9	Protection of women from domestic violence	Physical sexual verbal, emotional & economic violence with any women in the house. It also includes physical sexual harassment using abusive language topic for job snatching of salary forcibly marriage etc.	All the aggrieved women's in the state	Publicity through Awareness Programme, advertisements, printing of banners/ pamphlets & through radio jingle etc.	Immediately in the special cell established for women & children in each district within the Mahila Police Thana	<b>District level</b> 1. Protection-cum-Child Marriage Prohibition Officer 2. Distt. Police Head Quarter  <b>State level</b> 1. Consultant DV Act 2 DWCD
10	Women Acid Victim	Scheme for relief and rehabilitation of women acid victim	Residents of Haryana and who become victim in Haryana of acid attack.	Press notification and display on board, notice board of offices, through radio jingle & awareness & publicity. 1. Rs. 1.00 lac adhoc relief is provided to the victim. 2. 100% medical treatment from approved Hospital.	Immediately.	<b>Block level</b> Women and Child Development Project Officer (WCDPO) <b>Distt. Level</b> DPO <b>State Level</b> Programme Officer DWCD

11	Sport Meet for Rural Women	1. Women's above the age of 30 yrs. 2. Women's below the age of 30 yrs.	1. Women's above the age of 30 yrs. Potato Race, Matka Race, 100 Meter. race 2. Girls/Women below the age of 30 yrs. 300 Meter Race, 400 Meter Race and 5 KMs Cycle Race	Advertisement through News Papers, Display on Boards, Notice Boards of Offices & awareness & publicity. 3 prizes Rs 2100/- Rs 1100/- & Rs750/- for each event for securing 1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> Position at Block level. Rs 4100/-,Rs 3100/-,Rs 2100/-at district level ,Rs11000, Rs8100 & Rs 4100 for each event for securing 1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> position holder( Winner) at state a level & Rs. 1000/- to all participants.	To the participants in the games on fixation of dates by WCDPO, DPO	<b>Village level</b> AWW  <b>Circle level</b> Supervisor  <b>Block level</b> Women and Child Development Project Officer (WCDPO)  <b>Distt. level</b> DPO  <b>State level</b> DWCD
12	Working Women Hostel	Providing safe accommodation to working women Running in the 10 district i.e. Panchkula, Kurukshetra, Jind, Yamunanagar, Sirsa, Faridabad, Rohtak(2), Hisar (2)	Working women technical and professional students	Press notification and display on notice board of offices, through Publicity.	On receiving application from needy women's	<b>Distt. level</b> Deputy Commissioner & DPO
13	Awards	State Level Awards for Women	To honor the women having exceptional achievements in different fields.	Advertisement News Papers and display on board, notice board of offices, awareness & publicity for 1. Indira Gandhi Shakti Award Rs. 1.50 lac 2. Kalpna Chawla Shaurya Award Rs. 1.00 lac 3. Bahin Shanno Devi Panchayati Raj Award Rs. 1.00 lac 4. Life Time achievement Award Rs. 51,000/- In addition to above women achievers from the field of sports, education, cultural, Best Anganwadi Workers, Best Shakshar Mahila Smaoohs, Female Nurses/ANM are also given awards @ 21000/-	Applications are invited through DPO and Deputy Commissioner by publishing advertisement through press.	<b>Distt. level</b> Deputy Commissioner & DPO

14		Adolescent Girls Award	To the rural girls obtaining top three position in Haryana Education Board 10 <sup>th</sup> & 12 <sup>th</sup> Examination	Matriculation 1. 8000 2. 6000 3. 4000 Senior Secondary 1. 12000 2. 10000 3. 8000	On receiving the result from District Education Officer	<b>Block level</b> WCDPO  <b>Distt. level</b> DPO
15		Best Mother Award	To the women's for proper rearing their children especially the girl child to provide their nutrition & health status	3 Mothers having at least one girl child are selected at Circle Level for 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> prize @ Rs. 2000/-, Rs. 1200/- and Rs. 800/- at the Circle Level. 3 Mothers from selected best mothers at circle level for 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> prizes, @ Rs. 4000/- Rs. 3000/- and Rs. 2000/- respectively at block level at circle level by a block level committee comprising of WCDPO & Medical Officer, Supervisor	Registration of mothers in AWCs is essential	<b>Circle level</b> Supervisor  <b>Block level</b> WCDPO  <b>Distt. level</b> DPO
16	One Stop Centre	Women/Girl	1 Emergency Response and Rescue Services. 2. Medical Assistance. 3. Assistance to women in lodging FIR/NCR/DIR 4. Psycho-social support /counseling 5. Legal aid and Counseling 6. Temporary Shelter 7. Video Conferencing Facility	Through One Stop Centre, Karnal, Gurgaon, Rewari, Faridabad, Narnaul, Hisar and Bhiwani	Affected Women/Girl will apply.	District Programme Officer, District Child Protection Officer & Protection-cum-Prohibition Officer
17	Sexual Harassment of Women at Workplace Act, 2013	To provide safe environment to Women/Girls at Workplace	To prevent Sexual Harassment of Women at Workplace	Constitution of Internal Complaint Committees and Local Complaint Committees. All Deputy Commissioners have been notified as District Officers to exercise powers or discharge functions under the Act.	Complainant can file an application within a period of 3 months from the date of incidents.	<b>Village Level</b> AWW  <b>Circle Level</b> Supervisor  <b>Block Level</b> WCDPO  <b>Village Level</b> AWW

						<b>Circle Level</b> Supervisor  <b>Block Level</b> WCDPO  <b>District Level</b> DPO
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**Following Officers at Hqr and District Level can be contacted for the disposal of grievances and for giving suggestions:-**

**E-mail IDs of Officers posted at Directorate Office**

Sr. No.	Name	Designation	E mail Address	Office Ph. No.	Mobile No.
1	Smt.Renu Phullia	Director	<a href="mailto:wcd@hry.nic.in">wcd@hry.nic.in</a>	0172- 2560349 FAX: 2560225	9501115544
2	Sh. Mahavir Singh	Additional Director-I		0172- 2570012	9417500199
3	Smt. Shashi Doon	Additional Director-II	<a href="mailto:adwcd.hry@gmail.com">adwcd.hry@gmail.com</a>	0172-2560348	9465787797
4	Smt. Vinod Sehgal	Joint Director	<a href="mailto:icds.wcd@gmail.com">icds.wcd@gmail.com</a>	0172-2580110	9876043299
5	Sh. Ram Kumar	Chief Accounts Officer	<a href="mailto:caowcd.hry@gmail.com">caowcd.hry@gmail.com</a>	0172-2560249	9467437025
6	Smt. Sushila Rawal	Deputy Director-I	<a href="mailto:icds.wcd@gmail.com">icds.wcd@gmail.com</a>	0172-2560359	9466603023
7	Sh. Vijay Rana	Deputy Director- II	<a href="mailto:research.wcd@gmail.com">research.wcd@gmail.com</a>	0172-2560359	9464951587
8	Sh. Mahesh Gupta	Accounts Officer (Budget)	<a href="mailto:budget.wcd@gmail.com">budget.wcd@gmail.com</a>	0172-2560249	9888804608
9	Sh. Parvinder Singh	Accounts Officer (WCD)	<a href="mailto:parvindergirh@gmail.com">parvindergirh@gmail.com</a>	0172-2560580	8699027116
10	Smt. Rachna Yadav	PO-II	<a href="mailto:sablaicds.wcd@gmail.com">sablaicds.wcd@gmail.com</a>	0172-2560368	9467374055
11	Smt. Suraj Kaur	PO-III	<a href="mailto:wcd.dwc@gmail.com">wcd.dwc@gmail.com</a>	0172-2560368	9814694612
12	Amjad Khan	ADA	<a href="mailto:ada.wcd2013@gmail.com">ada.wcd2013@gmail.com</a>	0172-2560368	8313930005
13	Smt. Vidya Devi	Section Officer	<a href="mailto:v.narwal17@gmail.com">v.narwal17@gmail.com</a>	--	9463205921
14	Sh. Nand Kishore	Superintendent Estt.	<a href="mailto:kishorenand1961@gmail.com">kishorenand1961@gmail.com</a>	0172-2570215	9988703865
15	Smt. Kanta Rani	Superintendent Estt.	<a href="mailto:establishmentbranch6@gmail.com">establishmentbranch6@gmail.com</a>	0172-2570215	9988717802
14	Ramesh Kumar	Superintendent	<a href="mailto:icds.wcd@gmail.com">icds.wcd@gmail.com</a>	0172-2570215	8701251623
15	Ramesh Kumar	Superintendent	<a href="mailto:wcd.dwc@gmail.com">wcd.dwc@gmail.com</a>	0172-2560368	9417962283
16	Smt.Kamlesh Rana	Nutritionist	<a href="mailto:icds.wcd@gmail.com">icds.wcd@gmail.com</a>	0172-2580110	9814955880
17	Smt.Manju Sharma	CDPO	<a href="mailto:cdpoicds.wcd@gmail.com">cdpoicds.wcd@gmail.com</a>	0172-2560359	9815606912
18	Smt.Pooja Malik	Consultant	<a href="mailto:consultantwcd@gmail.com">consultantwcd@gmail.com</a>	0172-2560368	8699984035
19	Sh.Baghel Ashwani Kumar	System Analyst	<a href="mailto:systemanalystwcd@gmail.com">systemanalystwcd@gmail.com</a>	0172-2560359	9876536780
20	Smt. Rachita Gupta	Programme Manager (Child Protection)	<a href="mailto:cncp.icps@gmail.com">cncp.icps@gmail.com</a>	0172-2571141	9876184631

**District Programme Officers**

District name	Name of DPO	Phone no.	E-mail ID
Ambala	Smt. Rajbala Kataria	0171-2530910	poamb.wcd@gmail.com
Bhiwani	Smt. Deepika Bajaj WCDPO, Addl. Charge, DPO	01664-243956	pobhw.wcd@gmail.com
Faridabad	Smt. Kamlesh Bhatia	0129-2264207	pofbd.wcd@gmail.com
Fatehabad	Smt. Asha Setia	01667-230606	poftb.wcd@gmail.com
Gurgaon	Smt. Sunita Sharma	0124-2331148	pogrgwcd.123@gmail.com
Hisar	Smt. Poonam Raman	01662-239097	pohsr.wcd@gmail.com
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