

ONE STOP CENTRE SCHEME

IMPLEMENTATION GUIDELINES FOR STATE GOVERNMENTS / UT ADMINISTRATIONS APRIL 2015



**Ministry of Women and Child Development
Government of India
New Delhi**

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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 (OSC) 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 will initially be established in each State/UT to facilitate access to an integrated range of services including medical, legal, and psychological support.

1.3 The OSC 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 shall be established in every State/UT on a pilot basis.

5.2 For establishing a OSC, the first preference would be to obtain suitable and adequate accommodation with carpet area of at least 132 sq.m. within a hospital / medical facility. If it is not possible to locate accommodation within a hospital or medical facility, then an existing Government/Semi Government institution located within 2 km radius of the hospital/medical facility in the district headquarter with adequate accommodation will be used for the purpose.

5.3 If it is not possible, to locate the OSC in the existing Government/Semi Government accommodation, the OSC could be constructed on adequate land either within hospital / medical facility or within 2 km radius of the hospital/medical facility.

5.4 The requirement for construction of building of OSC will be assessed, after taking into account the non-availability of existing accommodation. The budgetary provision for construction has been kept up to 20 OSCs, if required.

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 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</p>
6	Shelter	<p>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.</p>
7	Video Conferencing Facility	<p>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</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

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

		<p>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).</p>
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7. SERVICE DELIVERY FRAMEWORK – ROLES AND RESPONSIBILITIES

The service providers of the OSC will have following responsibilities:

Centre Administrator – The First Point of Contact	
	<ol style="list-style-type: none"> 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

- 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

- 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

- 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

- 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 I**.

8. MODALITIES OF THE SCHEME

8.1 Construction of OSC

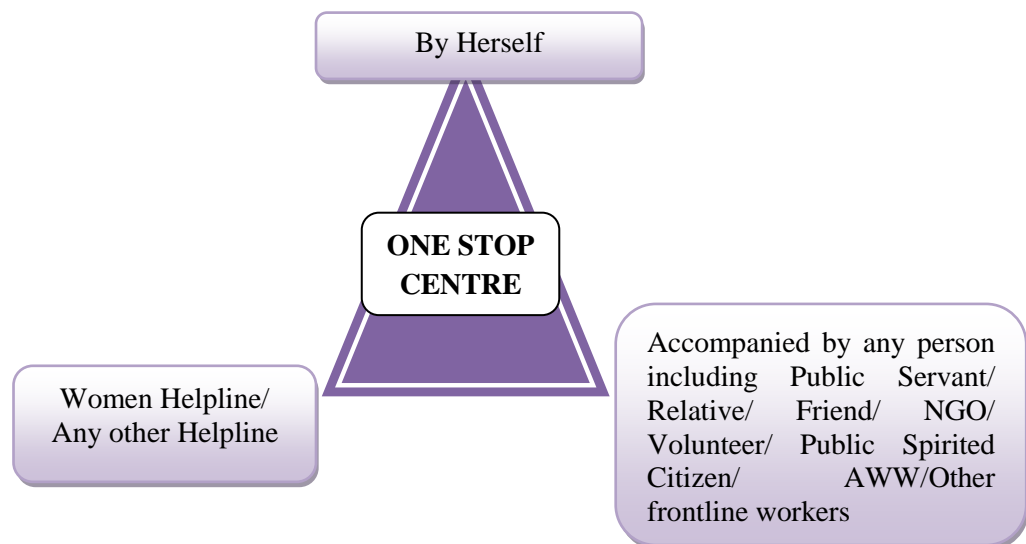
8.1.1 The requirement for construction of building of OSC will be assessed, after taking into account the non-availability of existing accommodation.

8.1.2 The Ministry with the support of National Buildings Construction Corporation (NBCC) has worked out a layout and pre-fabricated structure model. This has been done with the objective of maintaining uniformity and distinct identity of OSC as well as to complete the construction activity, wherever undertaken, in a time bound manner. The States/UTs may assign the construction activity to any agency of their choice. In case the States/UTs take up the NBCC design and assign the work to NBCC, they

would enter into a Memorandum of Understanding (MoU) with NBCC. The details of the building specifications along with the construction cost are at **Annexure II**. The construction of OSC should be completed within three months of release of funds to the State/UT and NBCC (in case the construction is assigned to them). In case, the States/UTs choose to establish OSC within existing accommodation as mentioned in para-5, the process of establishment should be completed within two months of the release of first instalment of funds.

8.1.3 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 in to a system as per the prescribed format and a Unique ID Number will be generated. A sample Registration Form (preliminary) is annexed at **Annexure III**.

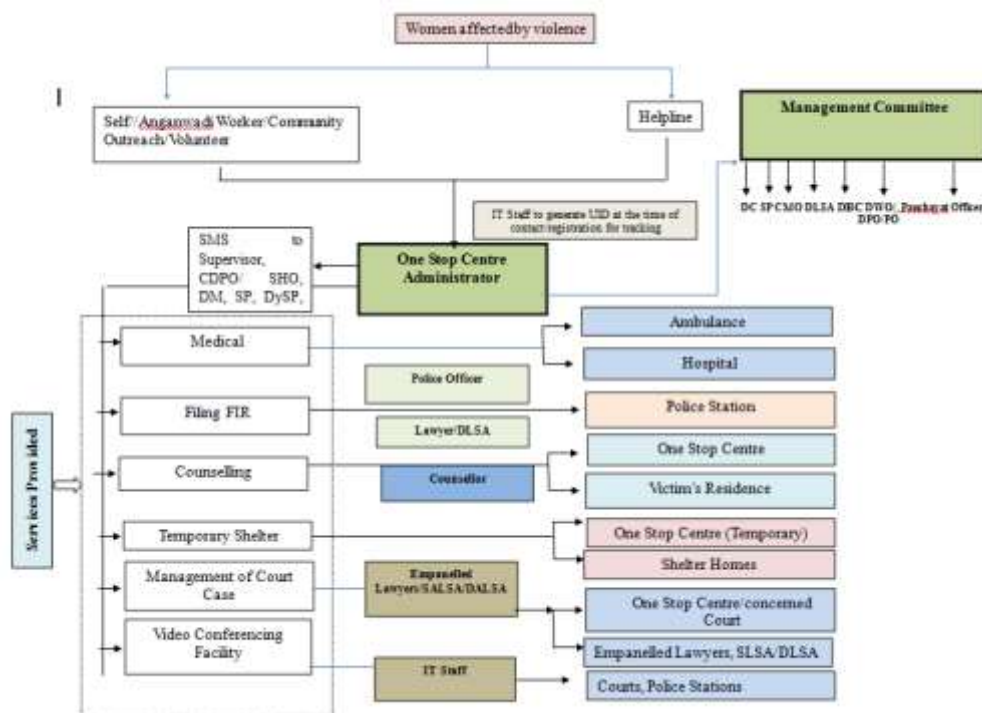
A web based software for OSC integrated with Women Helpline (181) has been developed by Aman Satya Kachroo Trust which is operational in Chhattisgarh (in Chandigarh 181 Helpline is operational). This may be adopted by the States/UTs, customized as per the OSC implementation guidelines and contextualized 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. 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 for approval. The proposal should contain specific timelines for the establishment, construction (if required) and functioning of OSC. For approving the proposal, so submitted, a Programme Approval Board (PAB) will be constituted in the MWCD. A format for OSC proposal is at **Annexure IV**.

10.2 All Proposals received by State Government/UT Administration will be submitted to a Programme Approval Board (PAB) constituted in the Ministry of Women and Child Development for approval.

The PAB will be headed by the Secretary and will comprise of inter alia the following members:

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

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

10.3 Formation of Management Committee: The Director, DWCD will be responsible for overall management of the OSC. The Management Committee (MC) would be responsible for the day to day operation of the OSC. The MC will comprise of following members from the district where the OSC is located:

- District Magistrate/Commissioner (Chairperson of the Committee)
- Superintendent of Police
- Secretary, District Legal Service Authority
- Chairperson of District Bar Council
- Chief Medical Officer
- District Programme Officer (DPO)/Protection Officer (PO)
- District Panchayat Officer
- Members of the Civil Society (3 members out of which at least 2 be women)
- Project officer ITDA/ITDP in district with ITDA/ITDP area
- Any other member co-opted by the Chairperson

The DPO/PO will be the convener of the Committee and it would be his/her responsibility to constitute such Committee.

10.3 The functions of the Management Committee (MC) will be as follows:

- Decide the location of the OSC
- Outsource the activities required for daily functioning of the OSC
- Select the Implementing Agency (IA), and entrust day-to-day operations of Centres to them as per prescribed norms
- Make suitable, viable administrative arrangements for running the OSC
- Approve the proposal for the OSC
- Select agencies/individuals to provide legal counselling/medical aid / psycho-social counselling at the OSC
- Coordinate the actions of different stakeholders, agencies and government departments providing services at the OSC
- Appraise the performance of the OSC
- Receive the financial accounts provided by the IA
- Monitor the functioning of the OSC on monthly basis and provide guidance, support and advice to the Centre Administrator towards the effective functioning of OSC
- Review the physical and financial progress of the OSC on quarterly basis
- Report on the functioning of the OSC to the State Government through submission of monthly progress report (MPR) and quarterly physical and

financial reports. The Utilisation Certificate and quarterly SoE will be submitted on bi-annual basis to the State/UT.

10.4 The MC has the authority to entrust day-to-day operations of the OSC to a designated Implementing Agency. This IA could be the hospital administration of the Hospital where OSC is located, or an existing health society/ institution/outsourced agency/civil society organisations working on the issue of VAW identified by the State Government or a Service Provider (SP) notified under Protection of Women from Domestic Violence Act, 2005 (PWDVA). In case, where such establishments are not available, the State Government/UT administration may explore the option of an alternative operating structure.

10.5 The IA will be responsible for the smooth functioning of the OSC.

10.6 **Human Resource Requirements:** For smooth functioning of the OSC, the State Government through IA may outsource activities required for functioning of OSC such as management, legal assistance, medical assistance, counselling, IT, related multipurpose activities and security etc. The eligibility requirements for the agencies providing these above-mentioned services are mentioned in **Annexure V**.

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	Department of Health & Family Welfare	<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 (public & private) operational within the State/UT. • Directories with complete address, phone number of in- 	<ul style="list-style-type: none"> • Ensure strict enforcement of Protocols. • Training and sensitization of Health personnel including para-medical staff. • Ensure proper collection of evidence in cases of sexual assault.

Sl. No.	Ministry	Primary Role	Other Support
		charge/nodal Doctor and hospital. <ul style="list-style-type: none"> • Directories of Ambulances (public and private). 	<ul style="list-style-type: none"> • Support process of identifying para-medical staff.
2	Department of Home	<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	State Legal Service Authority	<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.

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’.

10.10 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.

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.

10.14 **Training:** The State Government will provide induction training to all the personnel involved in the functioning of OSC. 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 could be sensitized and trained in handling the issues related to violence against women. State Governments/UTs will involve agencies, civil society groups, 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.

11. ADMINISTRATION OF THE SCHEME

11.1 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.

11.3 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.

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

12. MONITORING AND SUPERVISION COMMITTEES

Monitoring of the OSC would be at three levels:

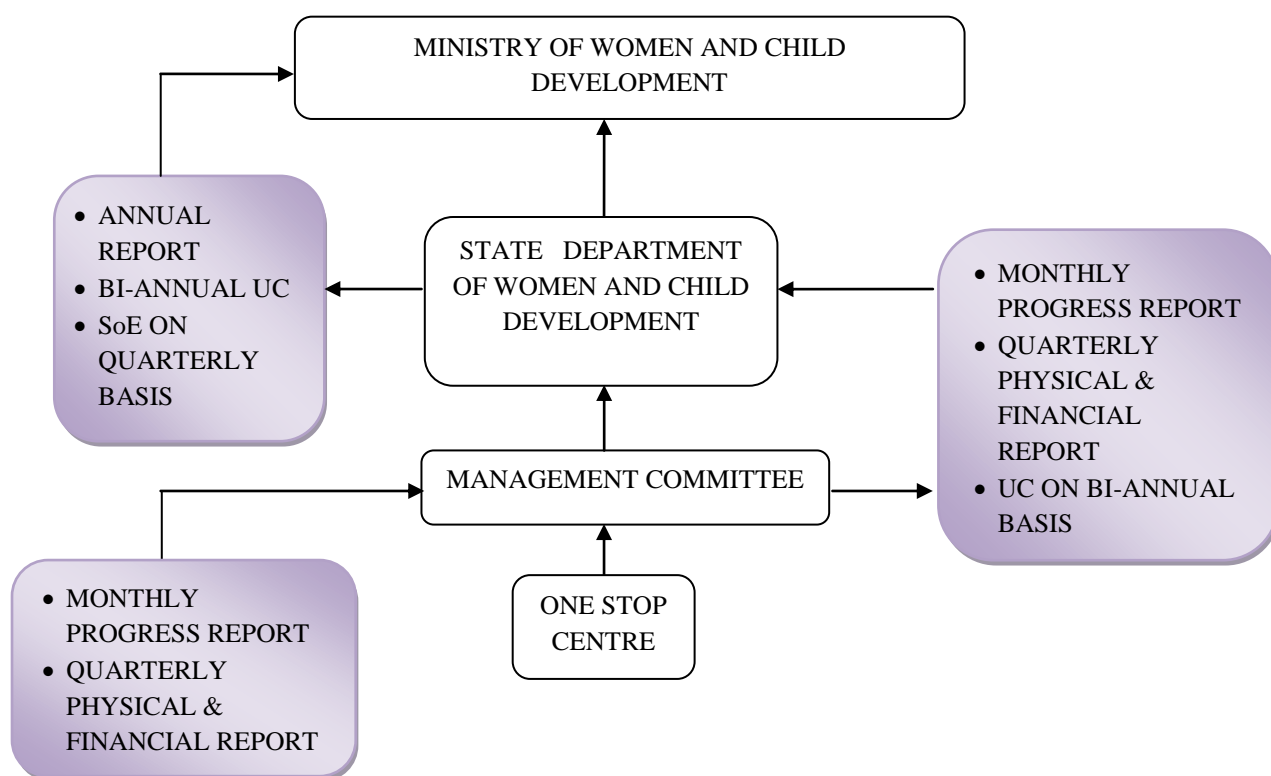
12.1 At the National level, a National Steering and Monitoring Committee will be constituted under the chairpersonship of the Secretary, WCD comprising of representation from the Ministry of Home Affairs, Ministry of Social Justice, Ministry of Health and Family Welfare, Ministry of Law and Justice, Ministry of Tribal Affairs, National Legal Service Authority (NALSA), Civil Society representatives, five representative members from the State Steering and Monitoring Committee on a rotation basis. The basis of selection of the State Steering and Monitoring Committee members would depend on regional representation. The National Steering and Monitoring Committee will monitor and evaluate the functioning of all OSC at every six months. A Project Management Unit (PMU) will be set up which is to act as the Secretariat to the National Steering and Monitoring Committee.

12.2 At the State level, there will be a State Steering and Monitoring Committee under the chairpersonship of the Principal Secretary, WCD with representatives from the Department of Home Affairs, Health and Family Welfare, Social Justice, SLSA and Civil Society members. The Principal Secretary/Secretary for Tribal welfare in Schedule-V and North Eastern Region will also be the member of the Committee. The State Level Project Management Unit (PMU) functional under the supervision of the Secretary, Department of Women and Child Development will monitor the functioning of OSC on quarterly basis.

13. REPORTING

13.1 OSC will submit monthly progress reports to the MC through IA. The MC will submit the monthly progress reports (MPR) and quarterly physical and financial reports (QPR) to the State. The Utilisation Certificate (UC) will be submitted by the MC on bi-annual basis to the State. The State will submit quarterly SoE, consolidated annual report to the Ministry and UC on bi-annual basis. The PMU will compile state monitoring reports on a six monthly basis and place them before the National Steering and Monitoring Committee 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



13.2 SoEs are to be furnished to GoI as per formats given at **Annexure VI** 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

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

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

14. 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.

15. SOCIAL AUDIT

15.1 It is crucial for any service provider to review and monitor its services provided and also receive feedback from its users (in this case women affected by violence seeking support/help from OSC) and other stakeholders such as the service providers working in close association with the OSC to provide a holistic service package to women affected by violence. A Feedback Form is attached at **Annexure VII**. Identity of feedback providers will be kept confidential if desired by the feedback provider.

15.2 This record will be maintained at OSC by the IT staff to be shared with the Centre Administrator, MC and Steering and Monitoring Committees at the State/National Level on a quarterly basis for appropriate action. Forums at district level will also be considered as platforms for feedback from the general audience or village dwellers who could be indirect beneficiaries/target group of the OSC.

16. RESOURCE DIRECTORY

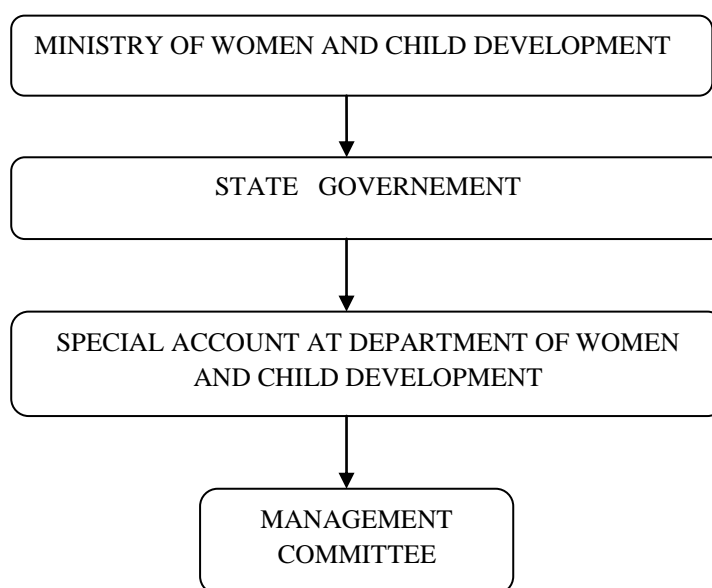
16.1 The Resource Directory would be collated from resource mapping at the State level and uploaded in the computer managed by the IT Staff. The OSC will have this Resource Directory for redressal of issues faced by women affected by violence. This list is suggestive and not exhaustive. The indicative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

17. FINANCIAL MANAGEMENT

17.1 The Scheme will be funded through Nirbhaya Fund. The Central Government will provide 100% financial assistance to the State Government /UT Administrations under the Scheme. The day to day implementation and administrative matters would be the responsibility of the State Government.

17.2 The MWCD will be responsible for budgetary regulation and administration of the scheme at the Central level. The MWCD will transfer the funds to the consolidated funds of the State Government after obtaining due approvals. The State Government will operate a separate bank account for scheme of OSC. The State Department will transfer the funds to MC (headed by DM/DC) who will operate a separate bank account in the name of the scheme.

DIAGRAMATIC REPRESENTATION OF FUND FLOW



17.3 The financial assistance to the State Governments/UT Administrations shall be released in two installments. However, **the initial budget will be allocated to the State Governments/UT Administrations as per the Proposals received by the respective States/UTs.** Further release of funds to the State Governments /UT Administrations 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. The format of the SoE and UC are annexed at **Annexure VII.**

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 States/UTs in time.

17.4 The estimated construction cost of OSC based on CPWD 2012 rates is Rs. 37.69 Lakhs. The grant for construction of the building (capital expenditure) of OSC shall be released to State Government /UT Administrations in two installments based on the progress of the work. The details of the construction cost along with the specifications are at **Annexure-III**.

17.5 The financial projections for operationalisation of OSC is Rs 11.04 crore (2015-16 to 2016-17). The total financial projections for operationalisation for One Stop Centre including construction cost for 18.58 crore.

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:

Sl. No.	Items/Components	No. of Units	Per month/ Case (Rs)	2015-16	2016-17	Total
A	Recurring					
1	One Stop Centre Management * @78400 pm			940800	940800	1881600
2	Stationery (Cartridge, Paper etc.)	monthly	2000	24000	24000	48000
3	Electricity	monthly	3000	36000	36000	72000
4	Telephone/Fax	monthly	3000	36000	36000	72000
5	Catering/Food	monthly	4000	48000	48000	96000
6	Clothing & Medicine & Kit etc	monthly	2000	24000	24000	48000
7	Contingency	5% of recurring budget		55440	55440	110880
	Sub-Total			1164240	1164240	2328480
B	Non-recurring					
1	Refurbishment of Existing facility			500000		
2	Refrigerator			6000	0	6000
3	Computer Peripherals (Desktop, Printer, Scanner)			100000	0	100000
4	Telephone, Fax, Internet, Modem			6000	0	6000

5	Furnishing for the ward (bed, side table, chair) mattresses, pillows and curtains	5 beds with furnishing @ 10000		50000	0	50000
6	Furnishing for other rooms			50000	0	50000
7	CCTV Camera			25000	0	25000
	Sub-Total			737000	0	737000
	Total cost per OSC			1901240	1164240	3065480
	Total Cost for 36 OSC s (One OSC in each State/UTs)			68444640	41912640	110357280
C	Construction Cost for 20 OSC @ Rs. 37,68,927.06					7,53,78,541
	Grand- Total Project cost including construction					18,57,35,821

*** Note: The cost of OSC Management includes the activities pertaining to Outsourcing of Services, Training/Capacity Building and Information Education and Communication (IEC) activities.**

**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.

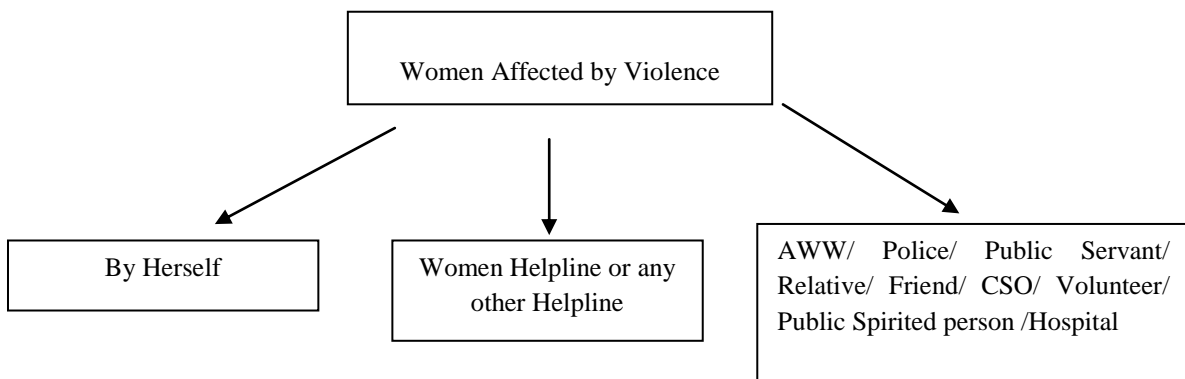
Case Specific Steps:

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

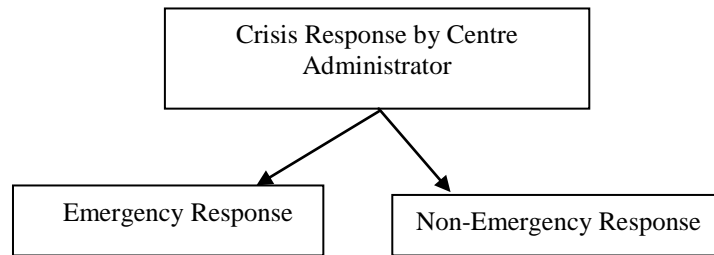


B. Response

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:

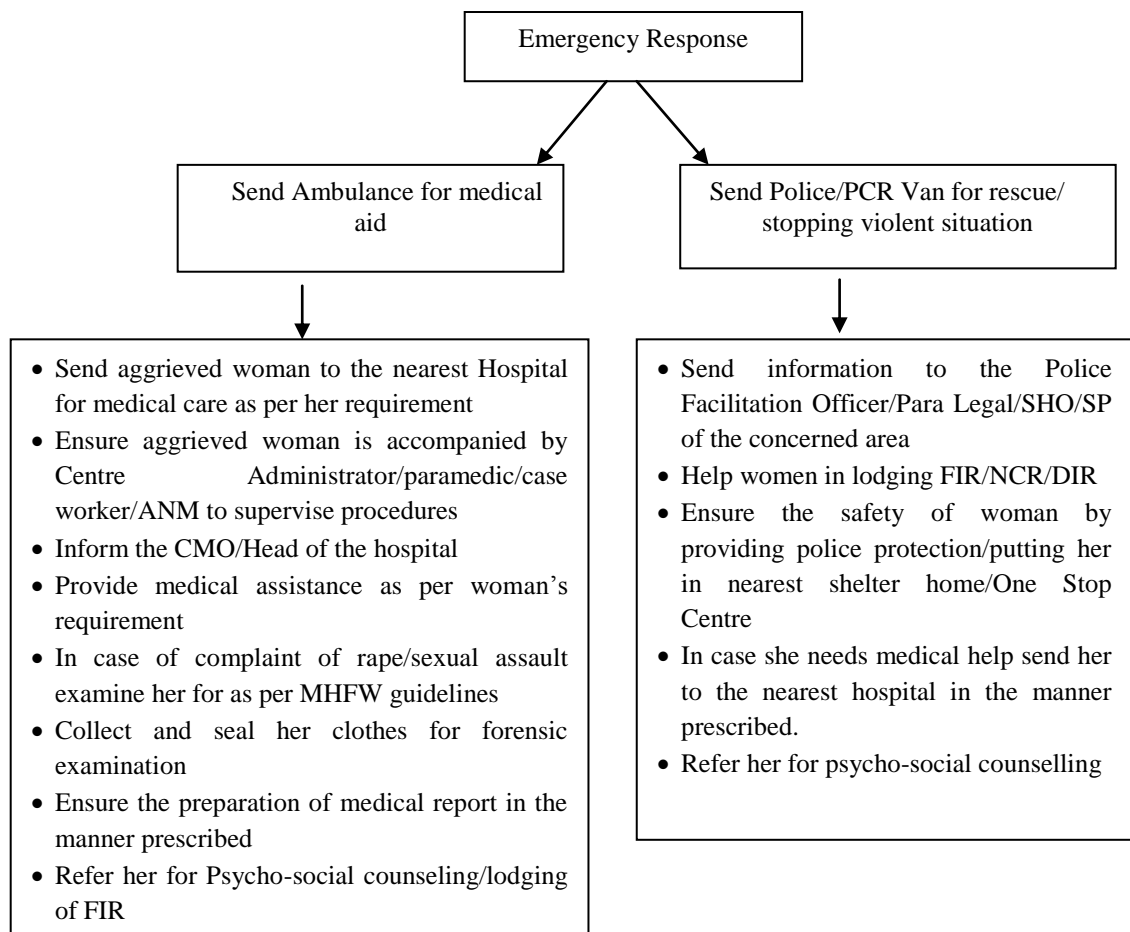
- a. Safety of the aggrieved woman shall be the foremost priority.
- b. Ensure respect for aggrieved woman by:
 - i. Maintaining confidentiality
 - ii. Ensuring independent decision-making

- 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.

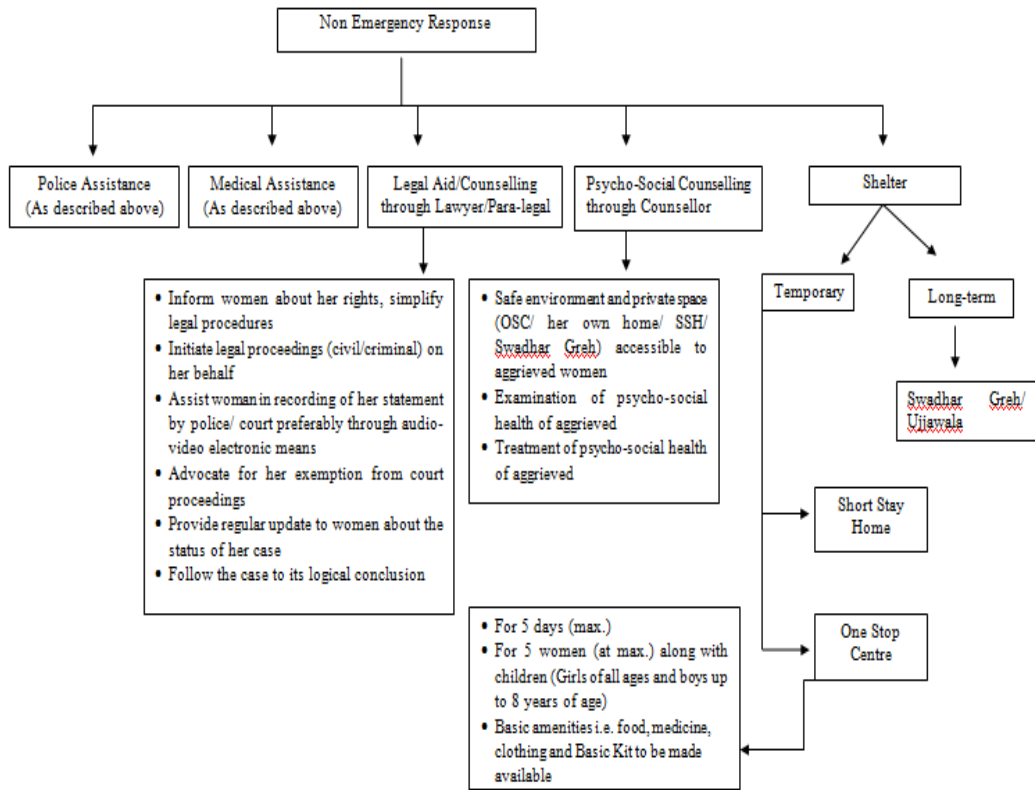


(i) Emergency Response

The Centre Administrator will respond in the following manner:

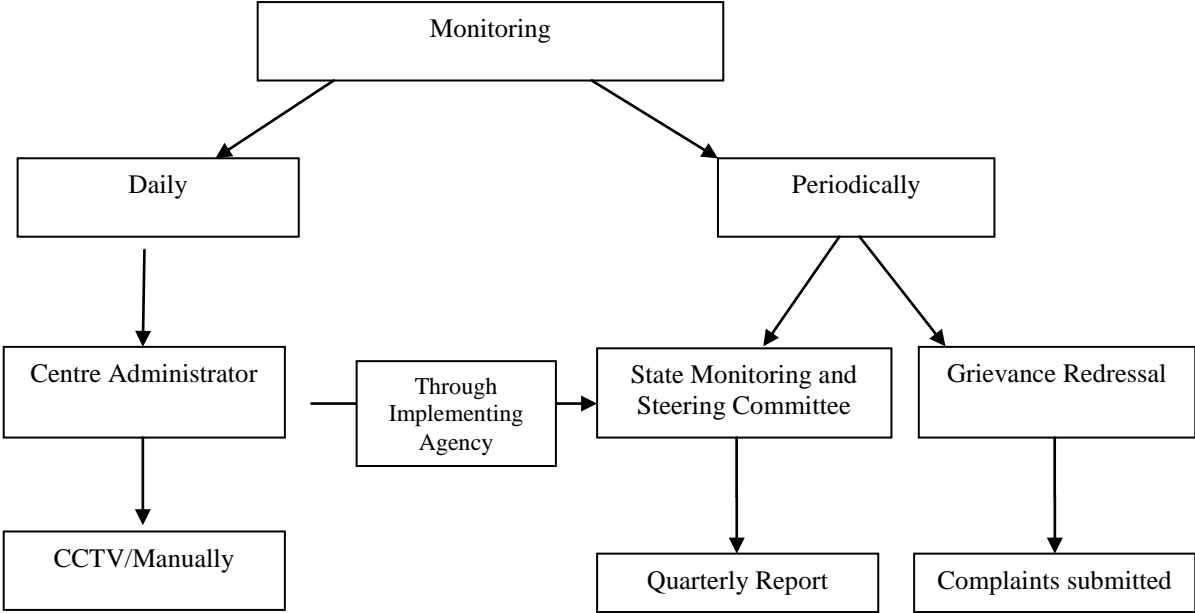


(ii) Non- Emergency Response



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)		

Construction Cost

Cost Estimate based on CPWD PAR- 2012			
S. No.	Description	Area (Sq.ft.)	Amount
1	Office Building	132.00	2761657.80
2	Site Development	300.00	228000.00
3	Solar Photo Voltaic Power Generation System	750 Watt	93,750.00
4	Total		30,83,407.80
5	Add Cost Index @ 7% on PAR 2012(for Delhi, NCR Region)		2,15,838.55
6	Total		32,99,246.35
7	Add for Contingency @ 3%		98,977.39
8	Add for Agency charges @ 10%		3,29,924.64
9	Add Service Tax on Agency Charges @ 12.36%		40,778.68
	Grand total		37,68,927.06

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 each One Stop Centre =Rs. 37,68,927.06**
- **Construction cost for the 20 One Stop Centers $37,68,927.06 \times 20 = \text{Rs. } 7,53,78,541.20$**

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

ANNEXURE IV

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	2015-16			2016-17		
		1 st Half Year	2 nd Half Year	Total	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)	Any other item out of Contingency fund						

b) Non Recurring Expenditure:

(Rs. in Lakhs)

Sl. No	Items/Components	2015-16
i)	Refurbishment of Existing facility:	
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	
	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

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 any woman 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: I (Apr-June) II (Jul-Sept) III (Oct-Dec) IV
(Jan-Mar)

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
1. 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	-----	----
2. 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) 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:	----- --
	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 _____ 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 ` _____OR the excess expenditure incurred by the State

as on 31.03.____is ` _____.

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) Stationary (Cartridge, Paper etc.): -----
- c) Electricity -----
- d) Telephone/Fax -----
- e) Catering/Food -----
- f) Clothing & Medicine & Kit etc -----
- 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:	-----
	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