

# **One Stop Centre Scheme**

## **1. Introduction**

Gender Based Violence (GBV) is a global health, human rights and development issue that transcends geography, class, culture, age, race and religion to affect every community and country in every corner of the world. The Article 1 of UN Declaration on the Elimination of Violence 1993 provides a definition of gender-based abuse, calling it "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life".

1.2 In India, gender based violence has many manifestations; from the more universally prevalent forms of domestic and sexual violence including rape, to harmful practices such as, dowry, honour killings, acid attacks, witch-hunting, sexual harassment, child sexual abuse, trafficking for commercial sexual exploitation, child marriage, sex selective abortion, sati etc. Other than these, India is also grappling with violence due to inequities in social life more particularly in times of displacement and communal incidents.

## **2. Background**

2.1 Ministry of Finance, Government of India has established 'Nirbhaya Fund' with an initial corpus of Rs. 1000 cr. (as per the announcement in Budget 2013-14) for women safety pertaining to the strategic areas of prevention, protection and rehabilitation. For subsequent financial years of 2014-15 and 2015-16 an amount of Rs. 1000 cr. (each financial year) have been provided under the Nirbhaya Fund.

2.2 The 12<sup>th</sup> Plan Working Group on Women's Agency and Empowerment had recommended setting up of One Stop Crisis Centres, on pilot basis, for providing shelter, police desk, legal, medical and counselling services to victims of violence under one roof integrated with a 24 hour Helpline.

2.3 Justice (Retd.) Usha Mehra Commission, set up to suggest measures to improve women's safety had recommended in its report submitted on 22.02.2013, that

there is need for establishment of a “one-stop centre” at a notified hospital to help victims of sexual assault and ensure speedy punishment to culprits.

2.4 In light of the above, Ministry of Women and Child Development (MWCD), has formulated a Centrally Sponsored Scheme for setting up One Stop Centre, a sub-scheme of Umbrella Scheme for National Mission for Empowerment of women including Indira Gandhi Matritav Sahyaog Yojana. These Centres will be established across the country to provide integrated support and assistance under one roof to women affected by violence, both in private and public spaces in phased manner. In the first phase, one Centre shall be established in every State/UT on a pilot basis.

### **3. Location**

3.1 For establishing a Centre, the first preference would be to obtain suitable and adequate accommodation having 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 institutions located within 2 km radius of the hospital/medical facility in the district headquarter having adequate accommodation will be used for operating the Centre.

3.2 If it is not possible, to locate the Centre in the existing accommodation, the Centre could 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 could be constructed on the adequate and suitable land having at least total area of 300 sq.m. identified by State Government, if required. A provision of Rs.7.54 crore has been kept for construction of 20 Centre.

### **4. Services**

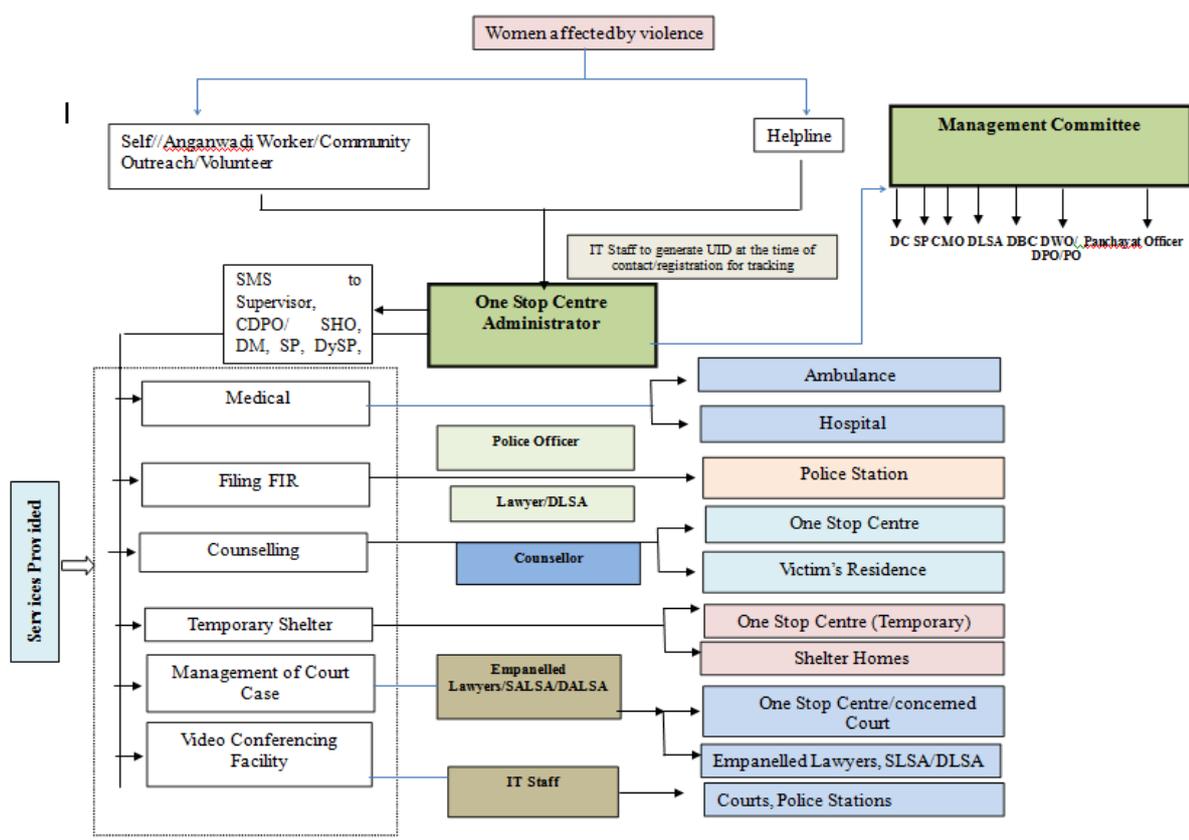
4.1 The One Stop Centre will provide support and assistance to women affected by violence, both in private and public spaces. In case girls under 18 year of age are referred to the Centre, they will also be served in coordination with authorities/institutions established under the Juvenile Justice (Care and Protection of Children) Act, 2000 and Protection of Children from Sexual Offence Act, 2012. The

Centres will be integrated with a Women Helpline to provide a range of services which are outlined in the table below:

Sl. No.	Type of Service	Service Provider
i)	<p><b>Medical assistance<sup>1</sup>:</b></p> <ul style="list-style-type: none"> <li>Referral to hospital through helpline/Centre.</li> <li>If required, provide ambulance.</li> </ul>	<ul style="list-style-type: none"> <li>Centre Administrator through empanelled hospital/medical practitioner/paramedical staff</li> <li>Public and private ambulance providers</li> </ul>
ii)	<p><b>Police assistance:</b></p> <p>Facilitate/Assisting in filing First Information Report (FIR/NCR)</p>	<ul style="list-style-type: none"> <li>A Police Officer to facilitate the process.</li> </ul>
iii)	<p><b>Psycho-social support/ counselling</b></p>	<ul style="list-style-type: none"> <li>Empanelled counsellors on pro-bono basis or for honorarium.</li> </ul>
iv)	<p><b>Legal aid/counselling</b></p>	<ul style="list-style-type: none"> <li>Lawyers empanelled with District Legal Services Authority (DLSA/SLSA) or empanelled on pro-bono basis or for honorarium.</li> </ul>
v)	<p><b>Shelter:</b></p> <p>Short stay with food and clothing</p> <p>Referral to shelter homes for prolonged stay</p>	<ul style="list-style-type: none"> <li>One Stop Centre for short stay</li> <li>Swadhar Homes /Short Stay Homes / other Shelter Homes for long stay</li> </ul>
vi).	<p><b>Video Conferencing Facility</b></p>	<ul style="list-style-type: none"> <li>To facilitate police and court proceedings</li> </ul>

4.2 The flow chart indicating the services to be rendered through the Centre along with the service providers is given below:

<sup>1</sup>As per Criminal Law (Amendment) Act, 2013, all hospitals, public or private, shall have to immediately, provide the first-aid or medical treatment, free of cost, to victims of acid attack or sexual violence.



## 5. Roles and responsibilities of key stakeholders

5.1 The roles and responsibilities of the concerned Ministries/Departments are outlined in the table below.

Sl. No.	Ministry	Primary Role	Other Support
i)	Ministry of Health & Family Welfare/ State/ District	<ul style="list-style-type: none"> <li>• Protocols for doctors issued by the Ministry to be made available in local dialect</li> <li>• To be given in a “calendar form” to OSC.</li> <li>• Directories of Doctors/Hospitals/ Clinics (public &amp; private) operational within the State/UT.</li> <li>• Directories with complete</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure enforcement of Protocols.</li> <li>• Training and sensitization of Health personnel including para-medical staff.</li> <li>• Ensure proper collection of evidence in cases of sexual assault.</li> <li>• Support process of identifying para-medical staff.</li> </ul>

Sl. No.	Ministry	Primary Role	Other Support
		address, phone number of in-charge/nodal Doctor and hospital. <ul style="list-style-type: none"> <li>• Directories of Ambulances (public and private).</li> </ul>	<ul style="list-style-type: none"> <li>• MOUs with each identified institutional resource.</li> </ul>
ii)	Ministry of Home Affairs/ State/ District	<ul style="list-style-type: none"> <li>• Designate police officer for OSC to facilitate prompt and proper filing of FIR.</li> <li>• Facilitation in proper collection of evidence.</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitize police personnel dealing with violence against women cases.</li> </ul>
iii)	Ministry of Law & Justice/ NLSA/ SLSA/ DLSA	<ul style="list-style-type: none"> <li>• List of dedicated and sensitive lawyers ready to give legal aid to the women affected by violence and liaison with OSC.</li> <li>• List of district wise para legal volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Support in ensuring expeditious disposal of cases.</li> <li>• Facilitating compensation to the survivors of violence</li> </ul>

## 6. Human Resource Requirements

For smooth functioning of the One Stop Centre, the State Government may outsource activities required for functioning of Centre such as management, legal assistance, medical assistance, counseling, IT, multipurpose and security etc.

## 7. Construction of the Centres

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

7.2 The MWCD will send a suggestive layout and pre-fabricated structured model based on the NBCC developed design. 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.

7.3 The physical requirement of One Stop Centre in terms of total area is 300 sq m and carpet area 132 sq.m with following structure:

### **Ground Floor**

- One room for Office of Administrator
- One room for office/video Conferencing.
- One room for counsellor/Medical Consultant
- one room to accommodate a ward with 5 beds where the women affected with violence can be admitted,
- Lobby, two Toilets, One Pantry Room, Stairs etc.

### **First Floor**

- Two Room accommodation for Administrator on First Floor
- One Pantry Room, One Toilet, Stairs etc.

7.4 The Centre will be open 24 hours with referral services. To provide referral services, lists of hospital, police stations, lawyers, counsellors will be available at the Centre.

## **8. Administrations and Management of the Centres**

8.1 The overall management of the Centre will be undertaken by the Management Committee headed by the District Collector/Deputy Commissioner of the respective District. The Management Committee comprising 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)
- Project officer ITDA/ITDP in district with ITDA/ITDP area
- Any other member co-opted by the Chairperson

8.2 Oversight, monitoring, coordination, review and corrective functions would be exercised by a Management Committee (MC). The functions of the Management Committee (MC) will be as follows:-

- Decide the location of the Centre;
- Outsource activities required for functioning of Centre;
- Decide the Implementing Agency, and entrust day-to-day operations to a suitable agency as per prescribed norms;
- Make suitable, viable administrative arrangements for running the Centre;
- Approve the annual action plan for the Centre ;
- Select empanelled agencies/individuals to provide legal counseling /Medical aid / psycho-social counselling;
- Coordinate the actions of different stakeholders, agencies and Government Departments providing services to the Centre;
- Appraise the performance of the One Stop Centre;
- Receive the financial accounts provided by the Implementing Agency;
- Monitor the functioning of the Centre on quarterly basis 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 on a quarterly basis;
- 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.

8.3 The day-to-day operations of the Centre could be entrusted to a designated Implementing Agency to be decided by the MC of the concerned district. This could be the District Hospital, or by an existing medical facility identified by the State Government. In cases where such establishments are not available, the State/UT Government may explore the option 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. The Standard Operating Procedures (SOPs) for the day to day Administrations and operation of the Centre are in the guidelines for the implementation of the Scheme. These SOPs would further evolve and be modified based on experiences gained and the further inputs of State Governments.

## **9. Approval of the Proposal**

A Programme Approval Board (PAB) shall be constituted in the Ministry of Women and Child Development. The financial proposal of the States/UTs under the Scheme

will be approved by this Board. 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, and sanctioning of proposals for assistance under the scheme.

## **10. Institutional arrangements for monitoring**

### **10.1 At the National level:**

- At the National level, a National Steering & Monitoring Committee will be created under the chairpersonship of the Secretary, WCD comprising of representation from the Ministry of Home Affairs, Ministry of Social Justice & Empowerment, Ministry of Health and Family Welfare, Ministry of Law and Justice, Ministry of Tribal Affairs, NALSA, Civil Society representatives, five representative members from the State Steering Monitoring Committee on a rotation basis.
- The National Steering & Monitoring Committee will monitor and evaluate the functioning of the Centres every six months.

### **10.2 At the State level:**

- At the State level there will be a State Steering & Monitoring Committee under the Chairpersonship of the Chief Secretary/ Principal Secretary WCD with representatives from the Departments of Home Affairs, Health and Family Welfare, SLSA and Civil Society members. The Principal Secretary/Secretary for Tribal Welfare in Schedule-V and North Eastern Region will also the Members of the Committee. The State Steering & Monitoring Committee will monitor the functioning of One Stop Centre in the States/UTs on quarterly basis.

### **10.3 At the District level:**

- MC will act as Monitoring Committee at district level.

## **11. Reporting**

Standardized monitoring reports, covering both financial as well as operational performance data will be prepared at One Stop Centre and will be sent to the State Steering Monitoring Committee on a quarterly basis and National Steering Monitoring Committee will review the monitoring reports on a quarterly basis.

It is envisaged that a web based reporting system will be developed and put in place to enable real time monitoring. Appropriate workflows, data capture templates and reporting formats may be developed to facilitate this process.

## **12. Community involvement and awareness generation**

In addition to the services which can be accessed at and through the One Stop Centres, women will also benefit significantly from peer support as well as support from stakeholders embedded within the local community, including NGOs and religious leaders. It is envisaged that the Centre will provide a platform for leveraging these support systems to enhance the effectiveness of the services provided by it.

## **13. Budgetary Provision**

13.1 The annual recurring grant for running the One Stop Centre i.e., Rs.11.64 lakh will be released to the State/UT Government in bi-annual installments. The State Government will operate a separate bank account for scheme of One Stop Centre in States/UTs. 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.

13.2 The estimated construction cost of the Centre based on CPWD 2012 rates is Rs. 37.69 lakh. The grant for construction of the building (capital expenditure) of the Centres shall be released to State/UT Government in two installments based on the progress of the work. The contribution of the State/UT Government will be in terms of land provided and the cost of the maintenance of the building. The details of the construction cost along with the specifications are at **Annexure-I**.

13.3 The financial projections for operationalization of One Stop Centres is Rs 11.04 crore (2015-16 to 2016-17). The total financial projections for

operationalisation for One Stop Centres including construction cost for 18.58 crore. The details of total estimated cost required are placed at **Annexure- II**.

#### **14. Funding Pattern**

This is a centrally sponsored Scheme 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.

#### **15. Fund Flow**

The MWCD will be responsible for budgetary control and administration of the scheme at the Central level. The MWCD will transfer the funds to the consolidated funds of the State Government. Funds 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.**

#### **16. Evaluation**

The functioning of these Centres would be assessed after six month of the operation after which Ministry will move the proposal for expansion of the project to cover more districts Mapping exercise, baseline survey, action research conducted by the State/UTs in this regard will help in assessing the impact or outcome of the Scheme.

#### **17. Audit and 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 to obtain direct feedback from those who have availed the services from the One Stop Centre through appropriate evidence gathering methods.

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## Annexure-I

### **Construction of One Stop Centre**

Plot Area	– 300 Sq. m
Ground Coverage	– 102.00 Sq.m
Total area	– 132 Sq.m.

<b>Ground Floor</b>				
Sl. No.	Purpose /Uses	Unit	Room Size (in ft.)	Area (Sq. ft.)
1	Office /Video Conferencing		1100 Sq.ft	
2	Administrator			
3	Counsellor/Medical Consultant			
4	Toilet (1)			
	Toilet (2)			
5	Short Shelter			
6	Others (Lobby, Stairs )			
<b>First Floor (Accommodation for Administrator)</b>				
1	Room (1)		300 sq.ft	
2	Room (2)			
3	Pantry			
4	Toilets			

<b>Preliminary Cost Estimate based on CPWD 2012 RATES</b>			
S. No.	Description	Area (Sq.m)	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 rate 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. 37,68,927.06

Construction cost for the 20 One Stop Centre 37,68,927.06 X 20 = Rs. 7,53,78,541.2

## Annexure-II

Sl. No.	Items/Components	No. of units	Per month/ Case (Rs)	2015-16	2016-17	Total
<b>A</b>	<b>Recurring</b>					
1	One Stop Centre Management @78400 pm			940800	940800	1881600
2	Stationary (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
	<b>Sub-Total</b>			<b>1164240</b>	<b>1164240</b>	<b>2328480</b>
<b>B</b>	<b>Non-recurring</b>					
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
	<b>Sub-Total</b>			<b>737000</b>	<b>0</b>	<b>737000</b>
	<b>Total cost per Centre</b>			<b>1901240</b>	<b>1164240</b>	<b>3065480</b>
	<b>Total Cost for 36 Centres (One Centre in each State/UTs)</b>			<b>68444640</b>	<b>41912640</b>	<b>110357280</b>
<b>C</b>	<b>Construction Cost for 20 One Stop Centre @ Rs. 37,68,927.06</b>					<b>7,53,78,541</b>
	<b>Grand- Total Project cost including construction</b>					<b>18,57,35,821</b>