



सत्यमेव जयते

Government of India

STANDARD OPERATING PROCEDURES (SoPs)

WOMEN HELPLINE

MISSION SHAKTI SCHEME



Towards a new dawn

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

ABBREVIATIONS

Sl. No.	Abbreviation	Full Form
1.	AW	Aggrieved Women
2.	AHTUs	Anti Human Trafficking Units
3.	ANM	Auxiliary Nurse Midwife
4.	ASHA	Accredited Social Health Activists
5.	C-DAC	Centre for Development of Advanced Computing
6.	CMO	Chief Medical Officer
7.	DHEW	District Hub for Empowerment of Women
8.	DLSA	District Legal Services Authority
9.	DM	District Magistrate
10.	DPO	District Program Officer
11.	DSWO	District Social Welfare Officer
12.	DYSP	Deputy Superintendent of Police
13.	ERSS	Emergency Response Support System
14.	FIR	First Information Report
15.	HEW	Hub for Empowerment of Women
16.	MHA	Ministry of Home Affairs
17.	MIS	Management Information System
18.	MPEW	Mission for Protection and Empowerment of Women
19.	MPLS	Multi-Protocol Layer Switching
20.	MWCD	Ministry of Women and Child Development
21.	NALSA	National Legal Services Authority
22.	NGOs	Non- Governmental Organizations
23.	NIMHANS	National Institute of Mental Health and Neurosciences
24.	OSC	One Stop Centre
25.	PCR	Police Control Room
26.	PO	Protection Officer
27.	SDM	Sub Divisional Magistrate
28.	SHEW	State Hub for Empowerment of Women
29.	SHO	Station House Officer
30.	SMS	Short Message Service
31.	SOP	Standard Operating Procedure
32.	SP	Superintendent of Police
33.	UT	Union Territory
34.	WHDs	Women Help Desks
35.	WHL	Universalisation of Women Helplines
36.	WWH	Working Women Hostel

1. INTRODUCTION

The Government of India enacted various legislations, namely, the Protection of Women from Domestic Violence Act, 2005, The Immoral Traffic (Prevention) Act, 1956, the Dowry Prohibition Act 1961, the Prohibition of Child Marriage Act, 2006, for women in need of protection, care, safety and security while in distress for catering to their basic needs through proper care, protection, development, treatment and social re-integration. Despite these legislative interventions, there is an urgent need to provide women with institutional help either in distress circumstances or provide them enabling environment for avail benefits offered under various schemes launched by the Central Government or State Government aimed for her betterment. During the XV Finance Commission period, the Ministry of Women & Child Development has launched Mission Shakti for the overall development of the women.

2. **'Mission Shakti'** aims at strengthening interventions for women safety, security and empowerment. It seeks to realise the Government's commitment for 'women-led development' by addressing issues affecting women on a life-cycle continuum basis and by making them equal partners in nation-building through convergence and citizen-ownership. It seeks to focus on proposing strategies for improving convergence across Ministries/Departments and at different levels of governance. It has two sub-schemes - **'Sambal'** and **'Samarthya'**. In the 'Sambal' sub-scheme, which is for safety and security of women, the existing scheme of One Stop Centre (OSC), Women Helpline (WHL), Beti Bachao Beti Padhao (BBBP) have been included with modifications and a new component of Nari Adalat - women collective has been added.

3. Women Helpline is intended to provide toll free 24X7 immediate and emergency response to women affected by violence through referral (linking with appropriate authority such as police, One Stop Centre, hospital) and information about women related government schemes programs across the country through a single uniform number. Women Helpline (WHL) will be integrated with One Stop Centre Scheme (OSC) under which one OSC shall be established in every State/UT to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women affected by violence and in need of redressal services will be referred to OSC through WHL.

4. For WHL, the States/UTs will utilise or augment their existing women helplines through a dedicated single national number. Department of Telecommunication, Government of India has allocated short code 181 to all States/UTs which are being used by some States/UTs. Under this Scheme, States/UTs need to adopt this short code 181 as Women Helpline (WHL). It is envisaged that this number would be compatible with all the existing telecommunication channels whether providing post/pre-paid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G, 4G etc. The Ministry of Women and Child Development has issued the guidelines of Mission Shakti scheme according to which States and Districts will execute the 24x7 Women Helpline '181' service for Women. The Women Helpline shall be run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of MHA.

5. The State/UTs shall submit their financial proposals annually regarding Women Helpline Services duly filled in the prescribed formats, along with their

implementation plans for scrutiny before the Project Approval Board under Mission Shakti Scheme.

6. During the 15th Finance Commission period, Women Helpline shall be 100% funded under Mission Shakti by the Government of India, for all States/UTs. The funds would be released to State/UT Governments through Public Financial Management System (PFMS). States/UTs shall comply with all the guidelines issued by the Department of Expenditure, Ministry of Finance regarding procedure of release of funds and any further protocols on operation of Women Helpline issued from time to time by the Ministry.

7. The States/UT shall reflect the amount in the audited statement of accounts together with the necessary Utilization Certificate and Statement of Expenditure in respect of the grant for Women Helpline and submit the same to the Ministry after close of financial year.

8. The Utilization Certificate and Statement of Expenditure in respect of grants received for Women Helpline shall be furnished in accordance to Rule 239-240 GFR 2017 and in the Form 12C of GFR 2017. The provision of Rule 241 GFR 2017 shall also be ensured.

2. ROLES & RESPONSIBILITIES

Women Helpline under Mission Shakti scheme at State Level shall be run under the overall supervision of the Additional Chief Secretary/Principal Secretary/Secretary of the Department of Women and Child Development/Social Justice & Empowerment of the State identified to implement the Mission Shakti scheme and District Magistrate at the district level.

2. State Level Monitoring Committee of Mission Shakti Scheme headed by Chief Secretary during their meetings shall review the performance of Women Helpline at the State level. The review of Women Helpline must inter-alia includes key performance indicators for effectiveness, impact and response time of Women Helpline.

Summary of the roles and the responsibilities of different agencies are given below:

Sl. No.	Name of Agency	Role	Responsibility
1	C-DAC	Technology solution provider	<ol style="list-style-type: none"> 1. Technology solution provider to integrate Women Helpline 181 with ERSS 112. 2. Supply hardware and technically commission the WHL Control Room in State/UT. 3. C-DAC will provide training including hands-on training at the WHL Control Room and WHL Units at OSCs. 4. Troubleshoot all technical operational issues. 5. Generate MIS and data analytics of calls.
2	State Government/UT Administration Unit (to be identified and set up by the State/UT Admin)	Overall supervision of Women Helpline under Mission Shakti	<ol style="list-style-type: none"> 1. Set up 24x7 dedicated WHL Control Room(WHL-CR). 2. Set up Women Helpline Unit at OSCs in each district. 3. Coordinate with allied departments for convergence strategies. 4. Set up Women Help Desk which shall be operational round the clock.
3	OSC - At each district	Nodal agency under administrative control of District Magistrate to implement Mission Shakti scheme. - One stop Centre	<ol style="list-style-type: none"> 1. Supervise and monitor the day-to-day operations of the Women Helpline Unit at OSCs. 2. Coordinate rescue teams with allied police, hospitals etc.

3. WHL CONTROL ROOM

As per the Mission Shakti scheme guidelines, since Women Helpline shall be run in coordination with the State and District Administration, a 24x7 dedicated WHL Control Room(WHL-CR) will be setup for Women Helpline in each State/UT and will be integrated with ERSS-112.

Ministry of Women and Child Development through C-DAC shall provide necessary technical infrastructure for setting up of WHL Control Room in all States/UTs where CHL and WHL call takers shall be co-located so as to handle women and child related calls in a single location.

3.1 Roles and responsibilities of States/UTs:

- i. Identify State-level Nodal officer and second level Nodal Officer with one of them possessing technical knowledge and expertise to support C-DAC.
- ii. Provide sufficient space for setting up the WHL Control Room.
- iii. WHL and CHL Call-Takers to be co-located in same control room premises.
- iv. Electrical wiring with necessary power sockets for powering Call-Taking consoles.
- v. Assist in establishing Multi-Protocol Layer Switching (MPLS), Internet Leased Line (ILL) and Primary Rate Interface (PRI) connectivity.
- vi. Provisioning of other basic infrastructure in WHL Control Room.
- vii. Air-Conditioned Server and Call Taker's rooms at WHL Control Room with UPS facility
- viii. Facilitate conducting user-training for WHL/CHL users.
- ix. Provide digital GIS Points of Interests (POIs) relevant to WHL and CHL operations.
- x. Ensuring data protection at the WCD Control Room.
- xi. Extend all support to C-DAC for successful installation & commissioning.
- xii. Preparing a Resource Directory for linking Women related calls to available services.

3.2 The Call Architecture is given at **Annexure-I**.

3.3 Infrastructure:

The technical infrastructure of WHL-CR shall consist of servers and client components shall be provided by C-DAC. The server infrastructure comprises of the following modules:

- i) Application Server
- ii) Database Server
- iii) GIS Server
- iv) Automated Call Distribution and Computer Telephone Integration
- v) Voice Logger
- vi) E-Mail gateway
- vii) SMS Gateway
- viii) Report Server

The client components consist of the workstations and IP Phones.

3.4 Space Requirement:

The WHL Control Room to be provided with adequate space and infrastructure by the concerned States/UTs. The WHL-CR may function from the premises of the State Department working on the women protection/welfare issues in the State. Efforts may be made to utilize the existing infrastructure of States/UTs instead of creation of new infrastructure.

Space requirement for each State/UT will vary as the number of call taking consoles (No. of workstations) for a State/UT depends on the category. Each Call-Taking console requires 30 sq.ft (6x5) and the Data Centre requires 100 sq. ft (10x10).

The data centre facility envisaged is common for WHL and CHL operations and there shall be no separate sanction for physical infrastructure, building, machines etc. for WHL or CHL. For the optimum and efficient use of available resources, it is mandated that WHL and CHL Call-Takers are co-located in the same venue (WHL-CR). The Data Centre will be setup in the WHL Centre. In any case if the CHL Call-Takers sit at a different location, additional dedicated MPLS connectivity would be arranged between WCD CR and CHL unit by the State/UT.

3.5 Call Classification:

All incoming calls to 181 may be classified into following categories:

- i) Emergency calls, ii) Non-emergency calls and iii) Information calls

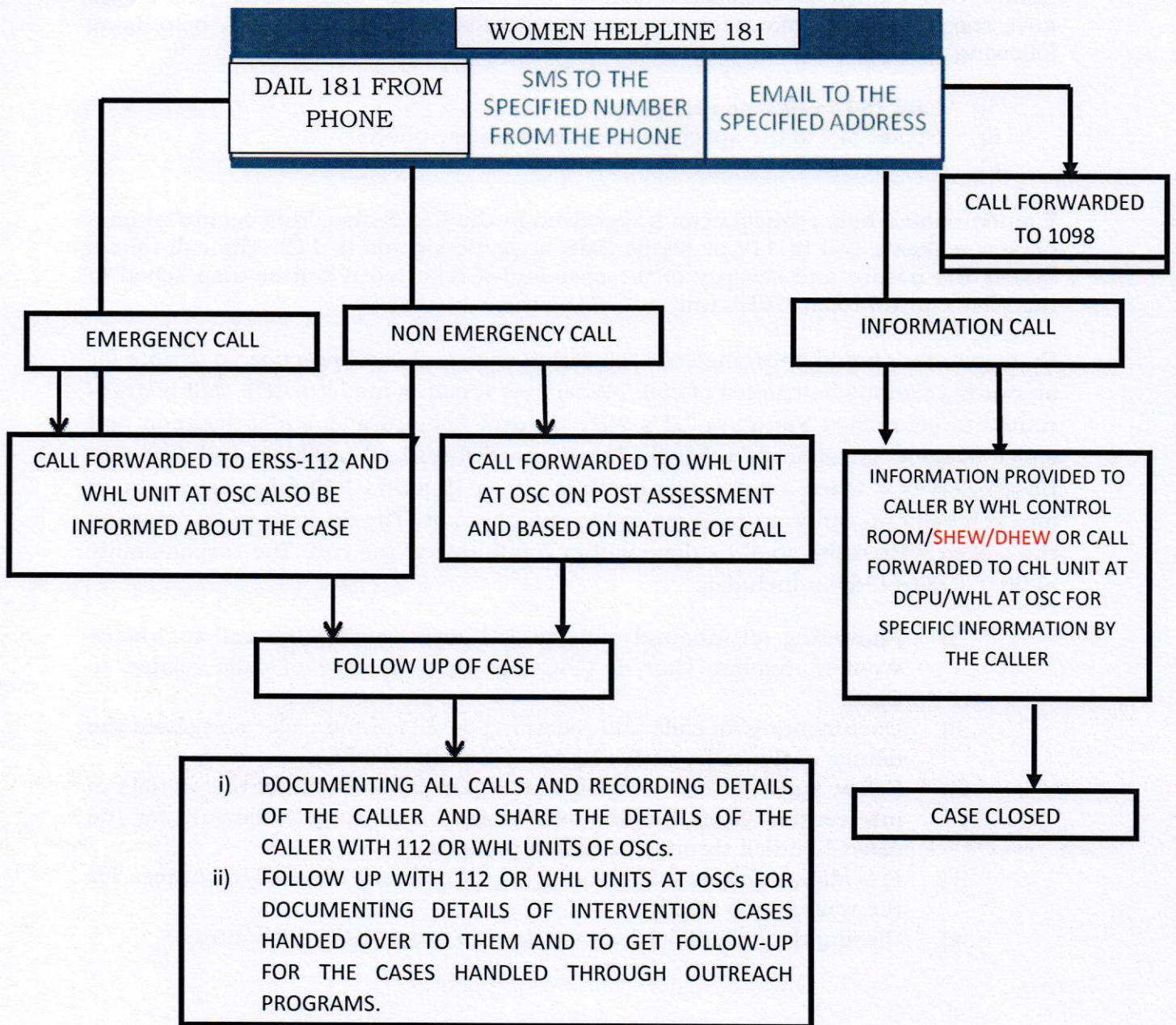
Emergency calls	Non-Emergency calls/matters	Information calls
Medical/Health	Psycho-social support/ Emotional Support and guidance	Information about referral and other services
Police	Legal support	
Fire	Education	
Ambulance	Technical/ Customer Care	
Protection from abuse	Blank/Silent	
Women in conflict with law	Wrong/fun/crank	
Child Marriage	Personal calls/calls from friends and family	
Missing	Inbound other calls	
	Follow up calls	
Death related	Administrative	
Restoration		

3.6 Call Management:

Depending upon the category of the call, the Call Operator shall follow the below laid down procedure for transferring the call to 112 or WHL unit of OSCs:

- i) **Emergency calls:** All Emergency calls requiring intervention of medical/health/police/fire/ambulance/protection from abuse involving violence against women/child marriage etc. shall be forwarded by the WHL Control Rooms to ERSS-112. While forwarding the calls to 112, concerned WHL Unit/OSC also be informed of the case for intervention.
- ii) **Non-Emergency calls:** Non-emergency calls requiring psycho-social support/emotional support and guidance/legal support/education etc. on post assessment and nature of the call shall be transferred to WHL Units of OSCs for providing necessary support and intervention as per the case.
- iii) **Information Calls:** These are calls wherein caller is looking for information either pertaining to other services/schemes of the Government. The call may be handled by the Call Operators of the WHL-CR wherever information is available or may be transferred to SHEW/DHEW/WHL Units of OSCs for providing information to the caller.

3.7 Call Flow:



WHL Control Room shall answer the calls 24x7, 365 days in a weekly shift pattern. The State level control room for WHL will have dedicated infrastructure that can handle different types of distress signals like voice calls, SMS, emails etc. It will have specialized call takers for women related calls. A woman can seek help using following options:

- i) Dial 181 for Women Helpline
- ii) Send SMS to the specified number from the phone
- iii) Send email to the specified address

Women related help requests can be received in the ERSS also. This occurs when a person makes a call to 112 or sends SMS or panic signals to 112. The call takers assess the nature and severity of the case and if required it will be dispatched to the WHL control room/ WHL unit at OSC as the case may be.

Call Operator should be trained for answering calls and shall practice on scripts for answering various categories of calls. Whenever a call is made to 181, call is auto-routed to concerned State's or UT's WHL Control Room. Caller's identification and caller location is obtained through Telephone Subscriber database and Location Based Services. Once a call lands on WHL-CR, a Unique ID Number is generated for each call and call is transferred to the call operator. The decision of transferring the call to WHL units shall be done within 5 minutes of the call. The responsibility of WHL Control Room includes:

- i) Answering all inbound calls to 181 and transfer the call to 112 or Women Helpline Unit at OSCs or 1098 in case of calls related to Child.
- ii) Documenting all calls and recording details of the caller and share the details of the caller with 112 or WHL units of OSCs.
- iii) Follow up with 112 or WHL unit at OSCs for documenting details of intervention cases handed over to them and to get follow-up for the cases handled through outreach programs.
- iv) Providing information to the caller of different services/resources for the welfare of women.
- v) Closing the call after seeking follow up from 112 or WHL units.

4. WOMEN HELPLINE UNIT (CHL) AT OSCs

A. Women Helpline Unit at One Stop Centres (OSCs):

The One Stop Centre working under the overall supervision of District Magistrate is the nodal agency for ensuring service delivery and care and protection of women in the district. The OSC shall implement all women protection legislations, schemes and work for achievement of women protection goals as laid out in the Mission Shakti scheme guidelines.

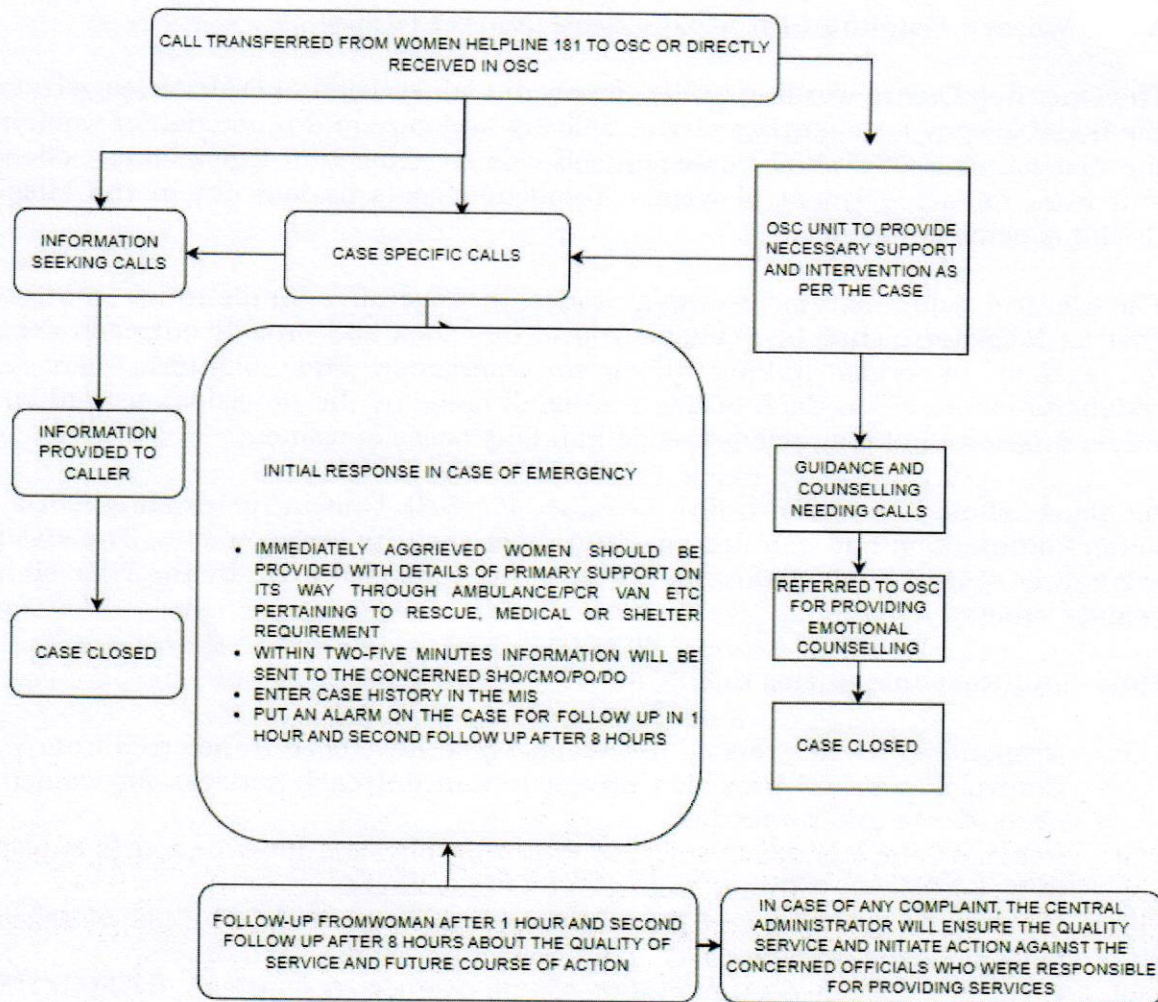
The Central Administrator working under the overall administrative control of District Magistrate shall be available round the clock and provide outreach service for women in crisis linking them to emergency and long-term care and rehabilitation services. Each of this unit shall abide by the provisions as laid down under Mission Shakti guidelines while handling cases of women.

All efforts should be made to provide space for WHL Unit in the existing OSCs for better coordination and monitoring with proper security arrangement. The existing manpower of OSC shall ensure that none of the calls forwarded by the WHL should remain unanswered.

Roles and Responsibilities of OSC:

- i) Responding to calls related to women which have been transferred from WHL Control Room and provision of rescue and outreach services for women in need of care and protection;
- ii) Reaching the woman in distress requiring physical intervention is expected to be completed within 30 minutes on an average;
- iii) Coordinating rescue and other outreach services with the help of relevant local departments like police, administration, health, and others;
- iv) Ensuring proper documentation of all women rescued to facilitate their rehabilitation and restoration;
- v) Functioning under overall supervision of the OSC concerned;
- vi) Providing data related to women rescued and rehabilitated to OSC/Sakhi Niwas/SwadharGreh for compilation of a national comprehensive database of women protection;
- vii) Creating awareness and ensuring access to the 181 Women Helpline number;
- viii) Research, documentation, awareness and advocacy on issues related to Women Helpline;
- ix) Establishing linkages with other women protection services, community and local bodies for meeting the immediate needs of women rescued;
- x) Compiling and updating the Resource Directory of Services for women in the city.
- xi) Monthly reporting to the DM/DC/**Mission Shakti Dashboard** about the functioning of WHL unit in the district;
- xii) Orientation and sensitization of various Government Departments on women protection in coordination with the OSC;

4.2 Call Flow:



4.3 Call Management:

The WHL unit staff shall respond to the transferred calls to OSC as given below:

- i) **Emergency calls:** Emergency calls as forwarded by the WHL Control Rooms for assistance.
- ii) **Non-Emergency calls:** Non-emergency calls on post assessment and nature of the call as transferred to OSCs for providing necessary support and intervention as per the case.
- iii) **Information Calls:** Calls as transferred by WHL Control Room to the OSC. These are calls wherein caller is looking for information either pertaining to other services/schemes of the Governmentt which may be provided by the call taker.

4.4 Timelines for Follow Up of Cases by WHL Unit and Closing of the Case:

Each call shall be followed up to ascertain whether the women in distress has been rescued/given medical aid and temporary rehabilitation status and any other necessary intervention. OSC should take follow-up of cases transferred to them by WHL Control Room as per the time lines given below:

In emergency cases

- i) First follow-up to be done within 1 hour of transferring the case.
- ii) Second follow-up within 8 hours of transferring the case.
- iii) Third follow-up to be done within 24 hours of transferring the case.
- iv) Subsequent follow-up after every 7 days from 1st day of case handover till case is marked as closed by the WHL unit.

In non-emergency cases

- v) Follow-up to be after 24 hours of providing the information to the caller seeking information about Government Schemes.
- vi) Subsequent follow-up after every 7 days from 1st day of case handover till case is marked as closed by the WHL unit.

OSC will send a daily report to the WHL Control Room regarding transferred cases to the WHL unit.

5. HUMAN RESOURCE

States/UTs as per their population have been categorized as A, B & C (Large, Medium and Small), accordingly financial support shall be provided to each State/UT. States/UTs will be responsible for extending support and cooperation to C-DAC in setting up of WCD Control Rooms. The categorization of States/UTs is given at **Annexure-II**.

A. Human Resource at WCD Control Room:

The WHL Control Room shall consist of following contractual staff:

- i) Helpline Administrator – 01
- ii) Call Operators – from 12 to 18*
- iii) IT Supervisor - 01
- iv) Multi-purpose Staff – 03
- v) Security Guard/Night Guard - 03

*Number of Call Operators at WHL Control Rooms may vary on the basis of categorization of the State/UT given at **Annexure-II**.

B. Human Resource at WHL Unit at OSC: The existing manpower of OSC will attend the telephone calls diverted from the WHL CR.

D. Welfare Measures for the WHL Staff : The Human resources engaged for the welfare of women in need of care and protection and women in conflict with law will play a vital role in the prompt and effective delivery of services as well as ensuring safety and protection of children in difficult circumstances. The staff shall be engaged on contract or outsource basis by the States/UTs and shall ordinarily be upto the 15th Finance Commission cycle i.e., upto 2025-26 subject to annual performance appraisal.

Background verification of Staff by Police is mandatory prior to their appointment, to ensure credibility and accountability of Staff. All manpower engaged under the Women Helpline shall maintain confidentiality of all records failing which suitable action may be taken.

5.1 The Indicative Qualifications of staff at WHL-CR, is given at **Annexure-III**.

5.2 Financial Support for WHL Control Room is given at **Annexure-IV**.

Data Security:

Data Security is one of the most important functions and should be given high priority by all States/UTs. Any report should only be accessible to authorized personnel working in WCD Control Rooms/SHEW. Servers should be kept in secured environment.

Engagement of different stakeholders at State, Districts and others for case management:

All States/UTs must make concerted efforts to work closely with all allied departments like Education, Health, Home/Police, hospitals etc., in order to ensure

convergence, support and cooperation during case intervention. This takes place through four main areas of collaboration: (a) case intervention (rescue, restoration with families, access to entitlements and rehabilitation); (b) orientation capacity building of allied departments to share understanding towards more effective interventions mentioned in (a); (c) co-organizing with state and district administration special campaigns, events on days of significance, awareness drives, facilitating access of schemes, (d) coordination and convergence from micro to macro level, a continued work in progress towards better women friendly services, timely effective rehabilitation and access to justice.

The feedback and findings of women protection issues intervened by WHL CR/OSCs should be collated and shared as and when asked by the Central/State Government/UT Administration.

- (i) In case of requirement of police or medical assistance, call shall be transferred to ERSS-112 to provide all possible assistance to the caller.

6. TRAINING AND CAPACITY BUILDING

C-DAC will provide technical training including hands-on training at the WHL Control Room/SHEW/DHEW where WHL/CHL/OSC personnel to work on the system and to familiarize the operations of the system. Manuals required for operations will be provided by C-DAC. State/UT shall extend all support to C-DAC for conducting the training.

Ministry will also collaborate with C-DAC, National Institute of Public Cooperation and Child Development (NIPCCD), and National Institute of Mental Health and Neurosciences (NIMHANS) for capacity building of staff, developing of intervention protocols/training modules for effective implementation of the Mission Shakti schemes and for providing psycho-social support to women during calls and physical interventions.

Ministry will also support outreach strategies to universalize access and use of the Women Helpline in the States/UTs.

7. REPORTING MECHANISM

C-DAC shall develop MIS report generation modules for States/UTs for reviewing of cases and better decision making which may be customized as per specific needs of the States, if required. An MIS module shall also be prepared for the Ministry for monitoring of WHL at State and district levels. This MIS will generate data which would enable policy decision making for the best interest of the Women. Reporting module based on following parameters is to be developed by C-DAC:

- i) State-wise calls related to women landing at 181.
- ii) State-wise calls landing at 112 forwarded to 181.
- iii) State-wise calls forwarded from 181 to 112 requiring specialized services of Police, fire and medical.
- iv) Categorization of calls answered based on providing merely information, advice, psychosocial support or requiring physical intervention and forwarded to OSCs as the case may be.
- v) Average time taken to close the call.
- vi) Make Women Helpline data available on Mission Shakti dashboard portal.

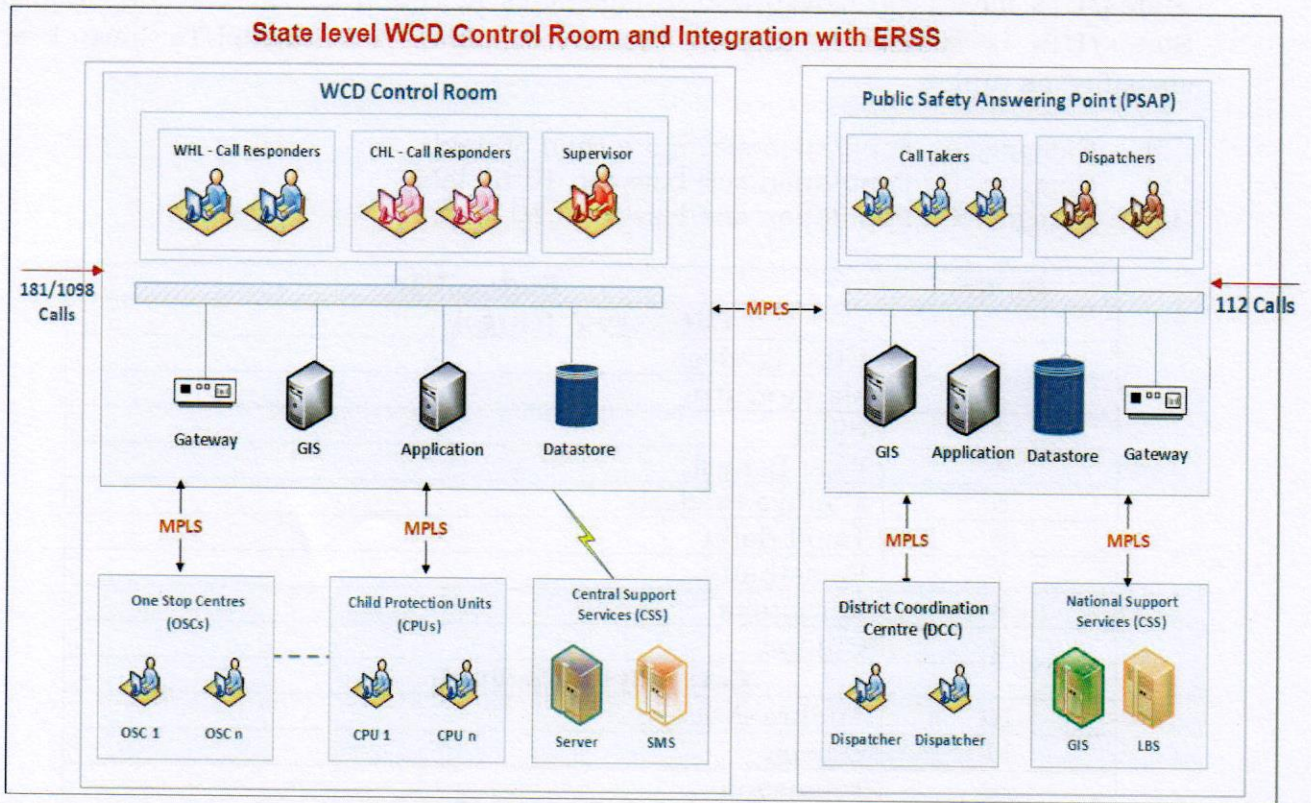
8. CONVERGENCE

States/UTs shall encourage convergence for Women Helpline Services with other line departments, agencies, organizations and all stakeholders for enabling a protective environment for women.

Indicative list of activities for convergence under WHL are as under:

- i) First level intervention by Social Workers of Districts/Village/Block/OSC staff,
- ii) Medical check-up by District Health Department,
- iii) Tracing of family members with the help of Police
- iv) Legal support by Law Department/~~NALSA~~ etc,
- v) Counselling and guidance from counsellors/OSC staff,
- vi) Repatriation of the women with help of police/PRI's.

Call Architecture:



Annexure-II

Category of States/UTs: Based on the data of population as per 2011 Census, States/UTs have been categorized in categories A, B and C. The categorization of States/UTs is similar to that of Women Helpline. All States/UTs have been classified as under:

- i) Category A : Population size more than 60 lakh
- ii) Category B : Population size between 10-60 lakh
- iii) Category C : Population size less than 10 lakh

Sl. No	States/UTs
Category-A (Large)	
1	Uttar Pradesh
2	Maharashtra
3	Bihar
4	West Bengal
5	Madhya Pradesh
6	Tamil Nadu
7	Rajasthan
8	Karnataka
9	Gujarat
Category-B (Medium)	
10	Andhra Pradesh
11	Odisha
12	Telangana
13	Kerala
14	Jharkhand
15	Assam
16	Punjab
17	Chhatisgarh
18	Haryana
19	Delhi
20	Jammu & Kashmir
21	Uttarakhand
Category-C (Small)	
22	Himachal Pradesh
23	Tripura
24	Meghalaya
25	Manipur
26	Nagaland
27	Goa
28	Arunachal Pradesh
29	Puducherry
30	Mizoram
31	Chandigarh
32	Sikkim
33	A & N Islands
34	Dadra & Nagar Haveli and Daman & Diu
35	Lakshadweep
36	Ladakh

Indicative Qualifications and Roles and Responsibilities of staff for Women Helpline:

A. WHL Control Room Independent Set-up / or with SHEW				
S. No	Position	Number of Staff	Qualification	Roles & Responsibilities
1	Helpline Administrator	01	<ul style="list-style-type: none"> • Any women having a Masters in Law/ Social Work/ Sociology/Social Science/Psychology with at least 5 years' experience of working on women related relevant domains in an administrative set-up with a Government or Non-Government project/programme and preferably with at least 1-year experience of counselling either within or outside the same set-up. • She should be preferably a resident of the local community so that local human resource and expertise is utilized for effective functioning of the centre. 	<ul style="list-style-type: none"> i) The Helpline Administrator will be in charge for the overall smooth functioning of WHL. ii) She will ensure prompt and meaningful response towards every call received at the Helpline. iii) She will be responsible to monitor and intervene (if required) in any ongoing calls. iv) She will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child. v) She will ensure effective convergence with concerned agencies/institutions. vi) She will facilitate redressal of issues related to non responsiveness of State agencies/institutions in collaboration with Director, WCD. vii) She will be responsible for making schedules for the team and managing the team in such a way that the Helpline is up and active 24 hours a day seven day a week. viii) She will be responsible for preparing daily, weekly and monthly reports and preparing periodical reports. ix) She will be responsible for formulating Resource Directory

				<p>containing information about the relevant State and private authorities/institutions / individuals related to child protection and child rights.</p> <p>x) She will be responsible for conducting advocacy meetings to create good working culture between WHL and different service providers.</p> <p>xi) She will conduct awareness generation activities within community to raise awareness around WHL.</p> <p>xii) She will monitor the functioning of WHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team.</p> <p>xiii) She will be responsible for day-to-day management of WHL team and reporting to Director, WCD and any other competent authority as and when required.</p>
2	Call Operator	12 to 18	Can be outsourced to any women having good communication skills in Hindi, English and / or regional languages and having requisite qualifications and experience of working on telecom / web based relevant systems.	<p>i) She will attend the calls; do primary referrals, does data entry and forward serious cases and cases which need first point counselling to Helpline Administrator.</p> <p>ii) She will provide information about the Government Schemes and programmes related to Women protection and Women Rights.</p> <p>iii) She will provide all the assistance to women applying for any such above mentioned schemes or programmes and guide them through</p>

				<p>the process to be adopted for accessing the same.</p> <p>iv) She will help the Helpline Administrator in attending missed calls.</p> <p>v) She will be responsible for other work as assigned by the Helpline Administrator.</p>
3	IT Supervisor	01	<p>The IT services could be outsourced to any person who is a graduate with at least diploma in computers/ IT etc with a minimum of 3 years' experience in data management, process documentation and web-based reporting formats, video conferencing at state or district level with government or Non-Governmental/ IT based organizations.</p>	<p>i) The IT staff will look after the technological aspect of WHL and ensure that it remains functional at all times.</p> <p>ii) She/he would follow strict proceedings to maintain privacy with regard to data generated and will ensure that name and other details of aggrieved woman remain confidential in each step of case history documentation.</p> <p>iii) She/he would draft the daily/monthly/quarterly report based on the MIS, web based data collection which would be approved at the level of the Helpline Administrator for submission.</p> <p>iv) She/he with the help of Helpline Administrator will formulate the resource directory containing information about the relevant State and private authorities/institutions/ individual related to women protection.</p>
4	Multi-purpose Staff	03	<p>The multi-purpose activity could be outsourced to any person who is literate with knowledge/ experience of working in the relevant domain</p>	<p>i) She/he would be responsible for maintaining hygiene and sanitation at Helpline.</p> <p>ii) She/he will be responsible for the house keeping at WHL.</p>
5	Security Guard/ Night	03	<p>The services could be outsourced to</p>	<p>i) She/he will be responsible for the overall security of</p>

	Guard	<p>any person having at least 2 years' experience of working as security personnel in a government or reputed organization at the district/state level. He/she should preferably be retired military / para-military personnel.</p>	<p>Helpline Centre. ii) She/he would be responsible for safety of all capital assets, furniture and equipment at WHL.</p>
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Annexure-IV

A. Financial Support for State/UT level WHL:

I. Category A (Large States/UTs)

S. No.	Items of Expenditure	Amount (in Rs.)
(A) Recurring Expenditure (per annum)		
1	Women Helpline Management @ Rs.5.75 lakh per month including insurance@ Rs.330/- per person	69,00,000
2	Telephone rent @Rs.55,000/- per month	6,60,000
Total		75,60,000

II. Category B & C (Medium and Small States/UTs)

S. No	Items of Expenditure	Amount (in Rs.)
(B) Recurring Expenditure (per annum)		
1	Women Helpline Management @Rs.4.25 lakh per month including insurance@ Rs.330/- per person	51,00,000
2	Telephone rent @Rs.35,000/- per month	4,20,000
Total		55,20,000
