MISSION SHAKTI- ONE STOP CENTER (OSC)

National Informatics Centre Ministry of Electronics & Information Technology Government of India

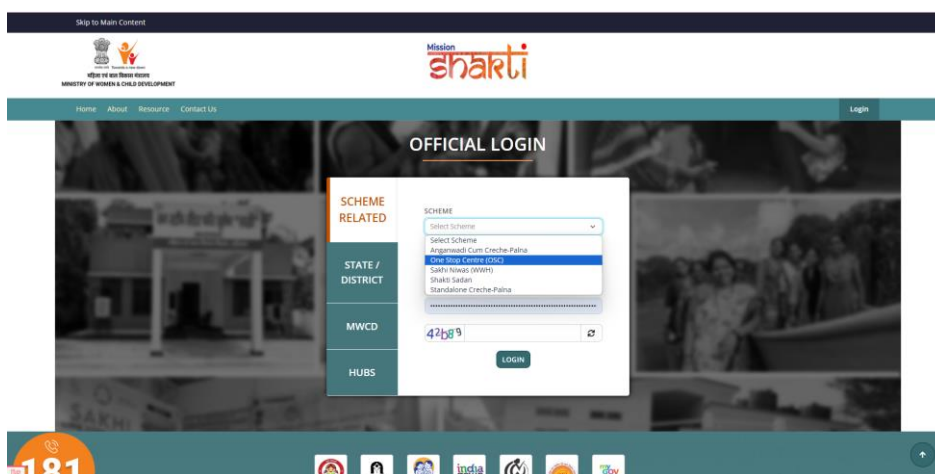One Stop Center (OSC)- User Manual

User Manual

1. Login

To access the Mission Shakti Portal, follow these steps:

1. Open your web browser.

2. Type in the URL: http://www.missionshakti.wcd.gov.in/.

3. You will be directed to the homepage of the Mission Shakti Portal
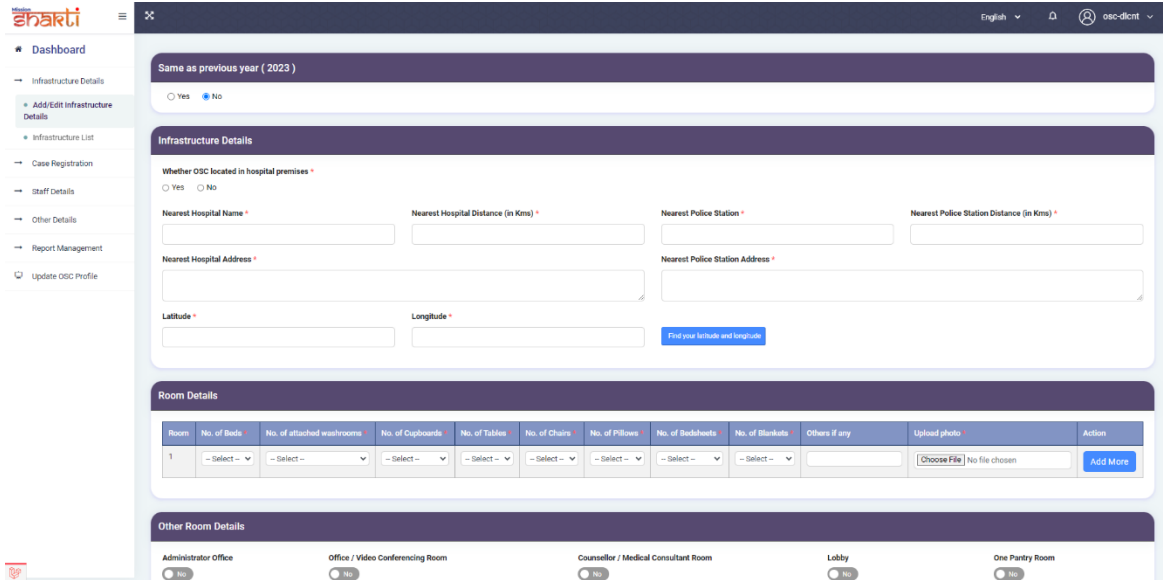
2. Click on Scheme Related

- To select the "One Stop Centre (OSC)" scheme from the given options, follow these steps:
- Go to the "Schemes" section on the Mission Shakti Portal.
- Click on the "One Stop Centre (OSC)" option from the list of schemes.
- To proceed with logging in, please follow these steps:
    - (i)   Enter your ID, password, and captcha in the respective fields.
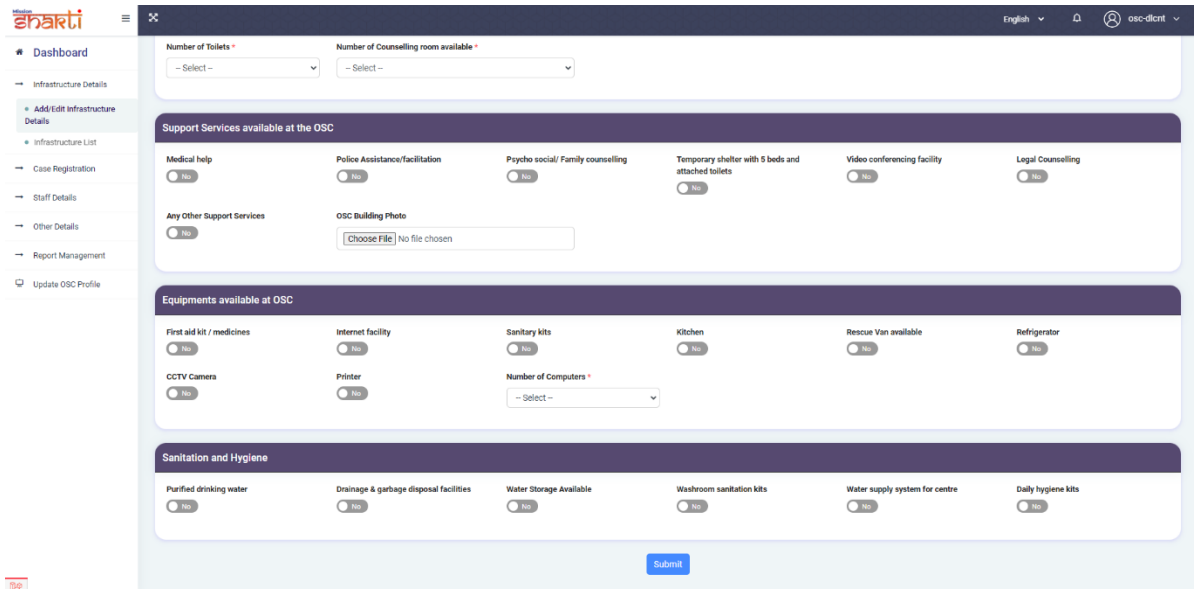   - (ii)   Click on the "Login" button to open your account

3. Fill in the Infrastructure Details

To fill the infrastructure details, follow these instructions:

- Go to the "Infrastructure Details" section.
- Click on the "Add/Edit Infrastructure Details" option.
- If the Infrastructure Details are same as the previous year kindly Choose 'Yes' and the previous year details will be fetched automatically.
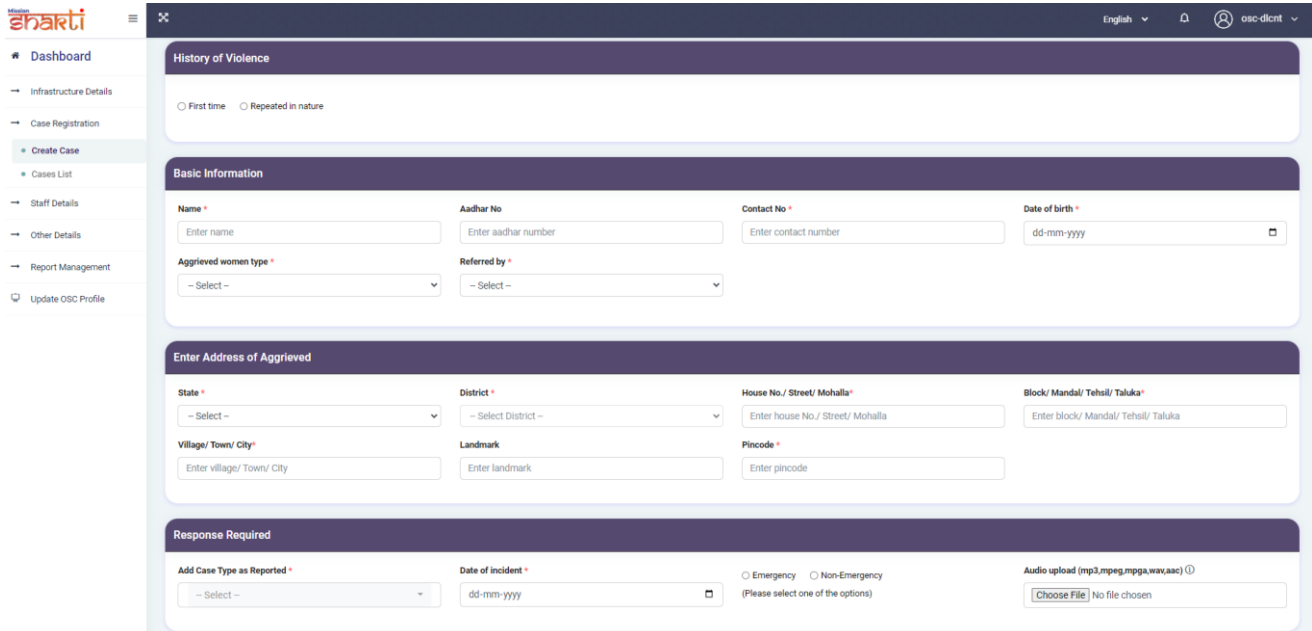

- Make sure you fill all the '*' marked fields as they are mandatory
- Click on Submit after filling all the information

4. Case Registration

To create a new Case, follow these steps:

i. **Go to the "Case Registration" section.**
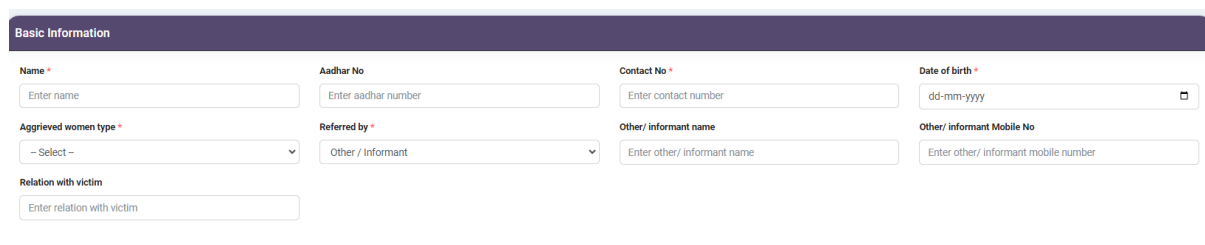ii. **Click on the "Create Case" option.**

iii. **Kindly mention the History of the Violence**
- Select First time or repeated in nature
- In case, it is repeated in nature kindly mention Previous Case no.
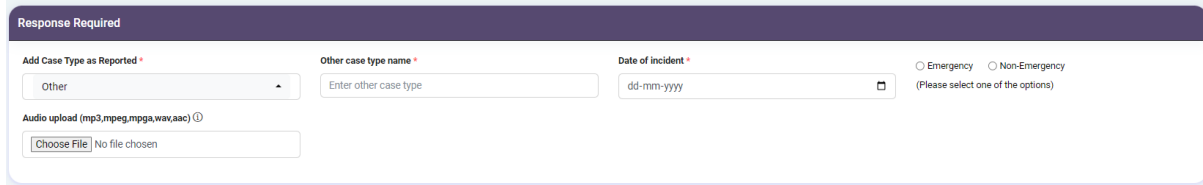
iv. **Basic information**
- Kindly fill all fill all the '*' marked fields as they are mandatory
- In case, the option listed in referred by does not match from your scenario, you can choose other/Informant from the options and write it in the given text fields.
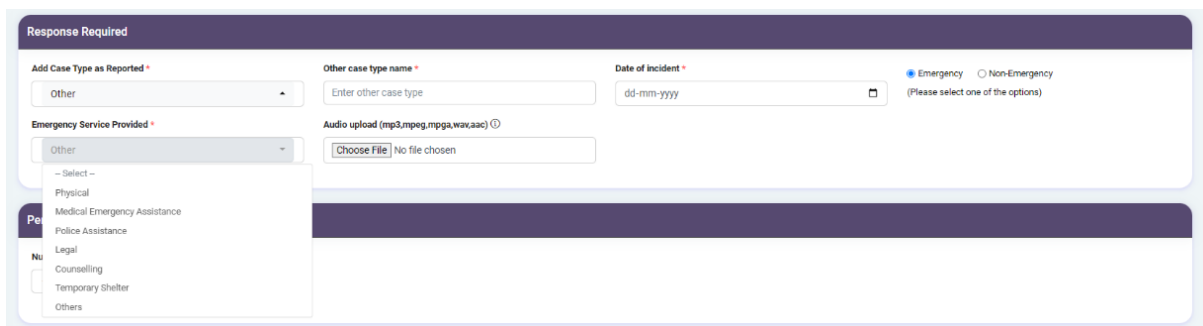
v.   Enter Address of Aggrieved
vi.   Response Required

- In case, the option listed in referred by does not match from your scenario, you can choose other from the options given in **Add Case Type as Reported** and write it in
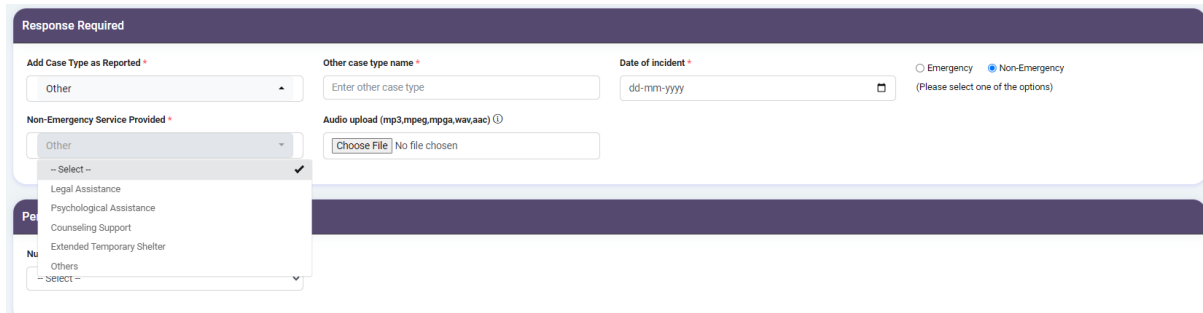
Response Required

Add Case Type as Reported *	Other case type name *	Date of incident *	○ Emergency ○ Non-Emergency
Other ▲	Enter other case type	dd-mm-yyyy 🗓	(Please select one of the options)

Audio upload (mp3,mpeg,mpga,wav,aac) ⓘ
[Choose File] No file chosen

the given text field.
- In case, the case type is emergency, kindly mention the emergency service provided in the list given below.

Response Required

Add Case Type as Reported *	Other case type name *	Date of incident *	● Emergency ○ Non-Emergency
Other ▲	Enter other case type	dd-mm-yyyy 🗓	(Please select one of the options)

Emergency Service Provided *
| Other ▼ |

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[Choose File] No file chosen

-- Select --
Physical
Medical Emergency Assistance
Police Assistance
Legal
Counselling
Temporary Shelter
Others

- In case, the case type is Non-emergency, kindly mention the emergency service provided in the list given below.

Response Required

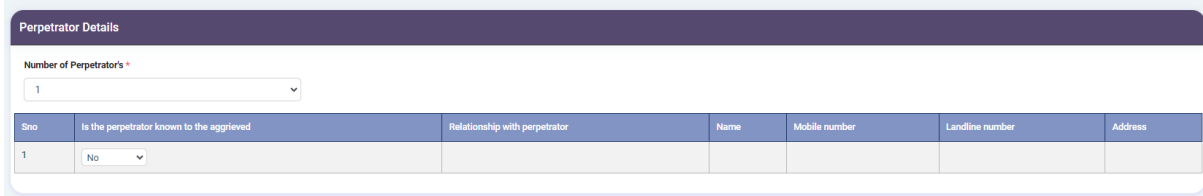| Add Case Type as Reported *	Other case type name *	Date of incident *	○ Emergency ● Non-Emergency
Other ▲	Enter other case type	dd-mm-yyyy 🗓	(Please select one of the options)

Non-Emergency Service Provided *
| Other ▼ |

Audio upload (mp3,mpeg,mpga,wav,aac) ⓘ
[Choose File] No file chosen

-- Select -- ✓
Legal Assistance
Psychological Assistance
Counseling Support
Extended Temporary Shelter
Others

-- Select --

vii.   Perpetrator Details

- In case, there is no perpetrator, kindly select '0' from the drop down list

Perpetrator Details

Number of Perpetrator's *
| 0 ▼ |

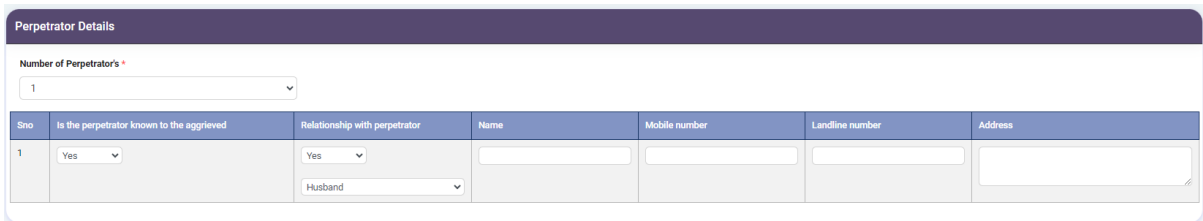- In case, there is a perpetrator involved kindly select the number of Perpetrators.

Perpetrator Details

Number of Perpetrator's *

Sno	Is the perpetrator known to the aggrieved	Relationship with perpetrator	Name	Mobile number	Landline number	Address
1	No					

- In case, Perpetrator is known to the aggrieved, mention the relationship with the perpetrator along with several other details, which are non-mandatory.
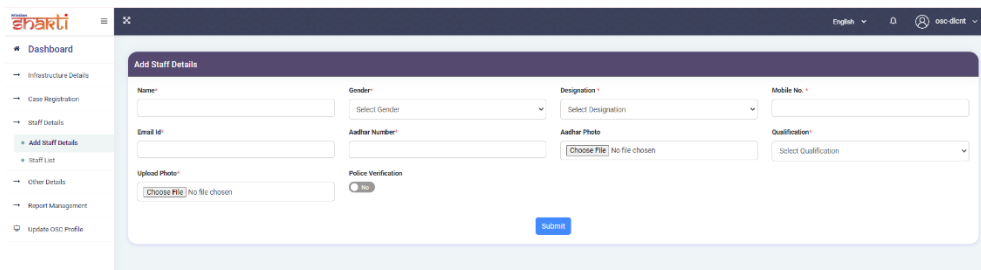
Perpetrator Details

Number of Perpetrator's *

Sno	Is the perpetrator known to the aggrieved	Relationship with perpetrator	Name	Mobile number	Landline number	Address
1	Yes	Yes / Husband				

5. Fill in the Staff Details

To add staff information, follow these steps:

(i) Go to the "Staff Details" section.
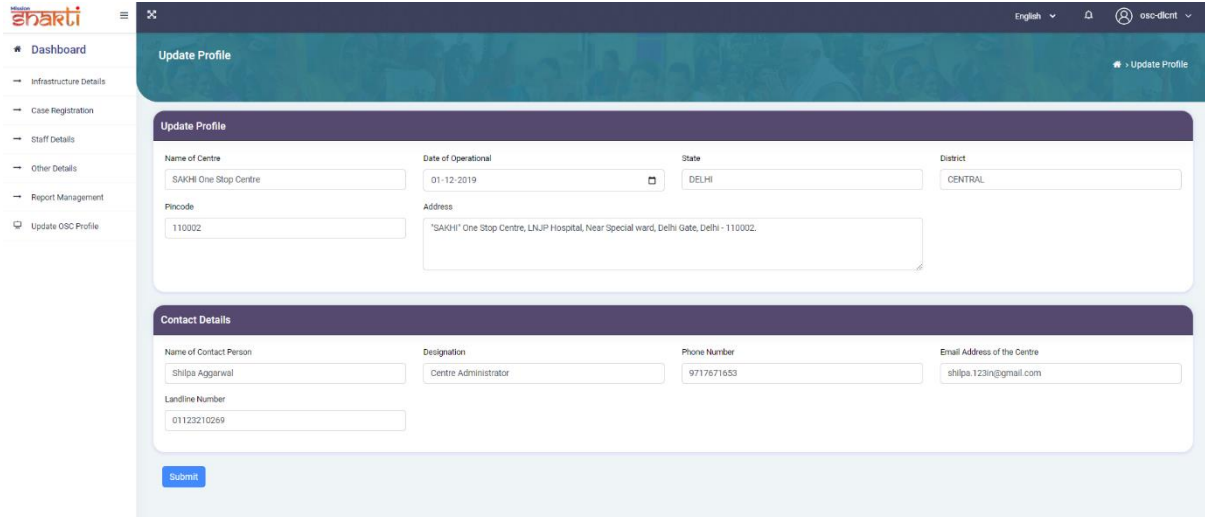
(ii) Click on the "Add Staff Details" option.

Make sure you fill all the '*' marked fields as they are mandatory

6. Update OSC Profile

To Update OSC Profile, follow these steps:

(i)   Go to the ' Update OSC Profile'

(ii)   Click on update OSC profile and fill the required information along with the contact details.