

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.

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ashboard	Same as previous year (2023)			
irastructure Details id/Edit Infrastructure Ils	⊖ Yes ⊛No			
rastructure List	Infrastructure Details			
e Registration	Whether OSC located in hospital premises *			
er Details	Nearest Hospital Name *	Nearest Hospital Distance (in Kms) *	Nearest Police Station +	Nearest Police Station Distance (in Kms) *
ort Management	Nearest Hospital Address *		Nearest Police Station Address *	
ate OSC Profile				
	Latitude *	Longitude *	Find your listhude and longitude	
	Room Details			
	Room No. of Beds No. of attached washrooms	No. of Cupboards No. of Tables No. of Chairs	No. of Pillows No. of Bedsheets No. of Blankets Other	s if any Upload photo [®] Action
	1	-Select - v -Select - v	Select - VSelect - V	Choose File No file chosen Add Mor
	Other Room Details			
	Administrator Office Office / Video			Lobby One Pantry Room

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

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# Dashboard	Number of Toilets *	Number of Counselling room available *				
→ Infrastructure Details	- Select -	- Select -	~			
Add/Edit Infrastructure Details	Support Services available at the 0	250				
Infrastructure List	Support Services available at the	55				
→ Case Registration	Medical help	Police Assistance/facilitation	Psycho social/ Family counselling	Temporary shelter with 5 beds and attached toilets	Video conferencing facility	Legal Councelling
→ Staff Details				No		
→ Other Details	Any Other Support Services	OSC Building Photo Choose File No file chosen				
→ Report Management						
Update OSC Profile	Equipments available at OSC					
	First aid kit / medicines	Internet facility	Sanitary kits	Kitchen No	Rescue Van available	Refrigerator
	CCTV Camera	Printer No	Number of Computers *			
	Sanitation and Hygiene					
	Purified drinking water	Drainage & garbage disposal facilities	Water Storage Available	Washroom sanitation kits	Water supply system for centre	Daily hygiene kits
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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.

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Dashboard	History of Violence				
→ Infrastructure Details	 First time Repeated in nature 				
→ Case Registration	O hist time O hepeated in hater				
Create Case					
Cases List	Basic Information				
→ Staff Details	Name *		Aadhar No	Contact No *	Date of birth *
→ Other Details	Enter name		Enter aadhar number	Enter contact number	dd-mm-yyyy
→ Report Management	Aggrieved women type *		Referred by *		
Update OSC Profile	- Select -	*	- Select - 🗸 🗸		
	Enter Address of Aggrieved				
	State *		District *	House No./ Street/ Mohalla*	Block/ Mandal/ Tehsil/ Taluka*
	- Select -	*	- Select District -	Enter house No./ Street/ Mohalla	Enter block/ Mandal/ Tehsil/ Taluka
	Village/ Town/ City*		Landmark	Pincode *	
	Enter village/ Town/ City		Enter landmark	Enter pincode	
	Response Required				
	Add Case Type as Reported *		Date of incident *	Emergency Non-Emergency	Audio upload (mp3,mpeg,mpga,wav,aac) ①
	- Select -	*	dd-mm-yyyy	(Please select one of the options)	Choose File No file chosen
_					

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.

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1	History of Violence					
		Case No *				
	 First time Repeated in nature 	Enter 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.

Basic Information			
Name *	Aadhar No	Contact No *	Date of birth *
Enter name	Enter aadhar number	Enter contact number	dd-mm-yyyy
Aggrieved women type *	Referred by *	Other/ informant name	Other/ informant Mobile No
- Select - 🗸	Other / Informant	Enter other/ informant name	Enter other/ informant mobile number
Relation with victim			
Enter relation with victim			



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 On-Emergency				
Other •	Enter other case type	dd-mm-yyyy	(Please select one of the options)				
Audio upload (mp3,mpeg,mpga,wav,aac) ①							
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 Repo	ted *	Other case type name *	Date of incident *	Emergency One-Emergency	
Other	•	Enter other case type	dd-mm-yyyy	(Please select one of the options)	
Emergency Service Pro	ided *	Audio upload (mp3,mpeg,mpga,wav,aac) 🗓			
Other	*	Choose File No file chosen			
- Select -					
Physical					
Pet Medical Emergen	/ Assistance				
Police Assistance					
Legal					
Counselling					
Temporary Shelte					
Others					

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

Re	sponse Required			
A	d 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)
N	n-Emergency Service Provided *	Audio upload (mp3,mpeg,mpga,wav,aac) ①		
	Other 👻	Choose File No file chosen		
	Select 🗸			
	Legal Assistance			
Pe	Psychological Assistance			
	Counseling Support			
N	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	v



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

Perpetrator Details								
Number of Perpetrators *								
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.

Perpet	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 V Husband V							

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.

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ashboard	Add Staff Details				
rastructure Details					
e Registration	Name*	Gender*	Select Designation	Mobile No. *	
Details	Creal Id ⁴	Aadhar Number*	Aadhar Photo	Qualification*	
Staff Details			Choose File No file chosen	Select Qualification	~
r Details	Upload Photo* Choose File No file chosen	Police Verification			
ort Management					
ate OSC Profile			Submit		

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.

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Dashboard	Update Profile				date Profile
Infrastructure Details					
Case Registration	Update Profile				
Staff Details	Update Profile				
Other Details	Name of Centre	Date of Operational	State	District	
	SAKHI One Stop Centre	01-12-2019	DELHI	CENTRAL	
 Report Management 	Pincode	Address			
Update OSC Profile	110002	2 "SAV9H" One Stop Centre, UNJP Hospital, Near Special ward, Delhi Gate, Delhi - 110002.			
	Contact Details				
	Name of Contact Person	Designation	Phone Number	Email Address of the Centre	
	Shilpa Aggarwal	Centre Administrator	9717671653	shilpa.123in@gmail.com	
	Landline Number				
	01123210269				
	Submit				