
HEALTH, LEGAL & SAFETY

Sakhi One Stop Centre

WHAT THIS INSTITUTION IS

A Sakhi One Stop Centre (OSC) is a single-window facility providing integrated support to women affected by violence – physical, sexual, emotional, economic, or psychological – in both public and private spaces. Each OSC provides medical aid, police assistance, legal counsel, psycho-social counselling, and temporary shelter (typically up to five days) under one roof. Established under the Mission Shakti Umbrella Scheme of the Ministry of Women and Child Development, there is at least one OSC in every district, often located at or near the district hospital so medical help is immediate. Over 960 OSCs are operational across the country and the network has assisted nearly 14 lakh women to date. Every woman, regardless of age, caste, class, religion, marital status, sexual orientation, or gender identity, has the right to access an OSC. Services are free.

WHY THIS MATTERS TO YOU

If you, a sister, a friend, or a colleague faces violence – at home, at work, in public, or online – this is the institution specifically designed to provide immediate, integrated support. The 181 Women Helpline routes calls to the nearest OSC, and the OSC is supposed to coordinate police, medical, legal, and shelter services without making the woman run from office to office.

**GOVERNANCE**

LAW / POLICY	SCOPE
Protection of Women from Domestic Violence Act, 2005 (PWDV Act)	Civil remedies against domestic violence; OSCs are referral nodes
Mission Shakti Scheme Guidelines (MoWCD, July 2022)	Umbrella scheme architecture: Sambal sub-scheme houses OSC, Women Helpline, BBBP, Nari Adalat
SOP for One Stop Centres (MoWCD, August 2025)	Survivor-centric service delivery, staffing norms, monitoring mechanism
Sexual Harassment of Women at Workplace Act, 2013	Local Complaints Committee at district level; OSC often the access point for unorganised-sector women
Protection of Children from Sexual Offences (POCSO) Act, 2012	Child-sexual offences; OSC provides first response alongside Child Welfare Committee
Indecent Representation of Women (Prohibition) Act, 1986	OSC can refer

- **Centre:** Ministry of Women and Child Development → Mission Shakti (Sambal component)
- **State:** State WCD Department / Women Development Corporation
- **District:** District Magistrate / Collector (administrative oversight); District WCD Officer / District Social Welfare Officer (operational link); **One Stop Centre Administrator** runs day-to-day operations
- **Implementing agency:** Usually a government hospital, NGO, or women's cooperative – OSC is often co-located at the district hospital
- **State Monitoring Committee:** chaired by the Chief Secretary, serviced by the State WCD / Social Welfare Department; meets at least twice a year
- **District Monitoring Committee:** chaired by the District Magistrate / Collector, supported by District WCD officers; meets quarterly to prepare district / block / village Annual Action Plans
- **Funding:** Centrally sponsored: 100% Central funding under the Sambal sub-scheme of Mission Shakti, covering both recurring management cost and non-recurring set-up grants

KEY POSITIONS

POSITION	SANCTIONED	RESPONSIBILITY
Centre Administrator	1	Heads the OSC; coordinates all service providers
Case Worker	2	First responder; case history, FIR facilitation, medical referral
Psycho-Social Counsellor	1	Trauma counselling, safety planning, long-term emotional support
Para-Legal Officer / Lawyer	1	Legal options; DLSA linkage; PWDV remedies; compensation applications
Para-Medical Staff	1	Coordinates medical examination, sexual-assault protocol, forensic evidence
IT Staff	1	Data entry to Mission Shakti OSC dashboard, MIS, online reporting
Multi-Purpose Helper	3	Day-to-day operations, hospitality, kitchen support, night cover
Security / Night Guard (in shifts)	3	Round-the-clock security; women guards preferred
Total cap	13	Management cost ceiling: Rs 2.35 lakh per OSC per month



The Police Facilitation Officer is a designated police-side post (under State Police / Department of Home), not on the OSC payroll, and acts as the linkage point for FIR and medico-legal case registration.

MANDATED SERVICES

- **Emergency response** 24×7 for any woman in distress – walk-in, 181 Women Helpline referral, or police escort
- **Medical aid** – coordinated with the district hospital where co-located; medico-legal case registration; emergency contraception and sexual-assault protocol per MoHFW 2014 guidelines
- **Police assistance** – FIR registration through the designated facilitation officer; Zero FIR where applicable
- **Legal aid and counsel** – DLSA linkage, PWDV Act remedies, custody and maintenance support, compensation applications under BNSS Section 396
- **Psychological counselling** – initial and ongoing, including safety planning and long-term trauma support
- **Temporary shelter** for up to five days; long-term referrals go to Shakti Sadan (or Sakhi Niwas for working women)
- **Women Helpline 181** – immediate telephonic response, referral, and location-based routing to nearest OSC
- **Coordination with Sakhi Niwas, Mahila Police Helpdesk, Child Welfare Committee, and District Hospital**
- **Awareness and outreach** – community outreach, school and college sessions, workplace PoSH training, Mission Shakti Hubs at block level

LINKED SCHEMES

- **Mission Shakti (Sambal + Samarthya):** umbrella for women's safety and empowerment
- **Sakhi Niwas / Working Women's Hostel (Samarthya sub-scheme):** long-stay accommodation referral
- **Shakti Sadan (Samarthya sub-scheme):** Integrated Relief and Rehabilitation Home; long-term residential support (up to 3 years; 5 years for women above 55) for distressed and destitute women, trafficking survivors, and others. Replaces the erstwhile Swadhar Greh (women in difficult circumstances) and Ujjawala (anti-trafficking) schemes, merged 2022
- **Nari Adalat (Sambal sub-scheme):** Gram Panchayat-level women's collectives offering alternative dispute resolution for petty grievances (harassment, denial of entitlements). Phased rollout, prioritised in Aspirational Districts with women-headed GPs
- **Nirbhaya Fund:** central corpus funding women's safety initiatives; Mahila Police Helpdesks, Emergency Response Support System (112)
- **Beti Bachao Beti Padhao (Sambal sub-scheme):** convergence on awareness campaigns

HOW TO LOCATE

Portal: Mission Shakti OSC locator at missionshakti.wcd.gov.in/statisticsOsc (state- and district-wise list with map links); online appointment booking at missionshakti.wcd.gov.in/appointmentBooking; 181 Women Helpline (24×7).

Also: Every district has at least one OSC, usually at or adjacent to the district hospital. Ask at the District Collectorate, the Mahila Thana / Women's Police Station, or call 181 / 112.

KEY FACILITIES

A functioning OSC should have: a dedicated building (often with separate entrance near the district hospital) with reception, private counselling rooms, a secure short-stay unit with 5–10 beds (separate



for women with children), kitchen, accessible toilets, a medical examination room, a waiting area, CCTV at gates, round-the-clock security with at least one female guard, 24×7 generator or solar backup, a functional landline, and a dedicated vehicle (where sanctioned). The OSC must be accessible to persons with disabilities.

WHAT A FUNCTIONING OSC LOOKS LIKE

- OSC is accessible 24×7, with visible signage directing walk-in cases
- Case register shows cases handled in the last month with service categories (medical / legal / police / counselling / shelter)
- Centre Administrator and a Case Worker are present on-site; a counsellor is on-call
- Linkage with the district hospital is formal – a written MoU or protocol exists
- DLSA linkage is formal – legal counsellor available at least twice a week
- 181 Helpline routes calls to this OSC with a documented response time
- Medical examination room is stocked per MoHFW sexual-assault protocol
- Mission Shakti Hubs at block level have been activated
- Awareness sessions have been conducted in the last quarter at schools, colleges, and workplaces

GRIEVANCE REDRESSAL

During service delivery. The first point of contact is the OSC Centre Administrator. Complaints about service denial, staff conduct, delays, or breach of confidentiality are raised here.

After service. Escalation is to the District Magistrate / Collector (administrative oversight) or the District WCD Officer. Every OSC is required to display the DM's grievance contact alongside the 181 number.

External. The Ministry of Women and Child Development runs a dedicated Mission Shakti grievance route through pgportal.gov.in (Centralised Public Grievance Redress and Monitoring System (CPGRAMS)). The National Commission for Women (NCW) at ncw.nic.in has direct jurisdiction in cases of service denial by any OSC; the NCW helpline is 7827170170. Serious confidentiality breaches or child-related cases can be escalated to the State Commission for Protection of Child Rights or the Child Welfare Committee. For police non-cooperation, the Superintendent of Police / District Police Complaints Authority is the route.
