

F.No.3/2/2017-PRP&P

**National Human Rights Commission
SRO Unit-PRP&P Division**

**Subject: Recommendations emerging out of a One Day Meeting
On 'One Stop Crisis Centres' held in the Commission on
26 September 2017**

A One Day Meeting on 'One Stop Crisis Centers' was held in the Commission on Tuesday, 26 September 2017. The meeting was held under the chairmanship of Smt. Jyotika Kalra, Member, NHRC. In this meeting, Senior officials from the States of Delhi, Himachal Pradesh, Haryana, Punjab, Rajasthan, Uttarakhand and Uttar Pradesh, Ministry of Health and Family Welfare, Delhi Legal Services Authority (DLSA), Delhi Judiciary, Prosecution Branch, Delhi Police, and civil society organizations participated.

The recommendations that emerged from the meeting are as follows:

Simple name

1. 'One Stop Crisis Centre', name be simplified like 'Sakhi', 'Bharosa', 'Asha Jyoti Kendra' and made acceptable nomenclature across India .
2. Integrate *Women Help line number 181* with OSCC .

Awareness

3. Awareness through mediums like advertisement, flex boards, newspaper, radio, television, social media and group messaging. Further, through Primary Health Centers, sub-centers, *Anganwadi* centers, Primary Schools, different level of Courts, Bar Associations and Medical Associations. And through training programs in government and private sector.

Standard of procedures

4. Simple and detailed and uniform SOPs (across States) in form of simple steps for all stakeholders (including police, counselors, case handlers, doctors, NGOs, administrators, para-medics, social workers, magistrates, and forensics) should be prepared in vernacular for ease of understanding and emulation.

Working of Center

5. There should be a *single tier system*, one Centre with all the facilities like shelter, medical care, legal aid and psycho-social counseling (good in number) under one roof. One dedicated person per survivor should coordinate between police, medical, local authorities, compensation & throughout the legal process.
6. In case accommodation is not available in Government premises, there should be option of *renting premises*.
7. Also a *check list of functions* to be performed by the One Stop Crisis Centre must be put up on a board in Local language for the victims to understand.
8. The infrastructure at the Centre be designed in accordance to the needs of the *differently-abled*. (*Ramps, wheelchairs, Braille*)
9. Include *collection of samples for Forensic* within Centre.
10. Each Centre needs to have *Shelter Home* with minimum five beds at the district level. In Rajasthan, there are 12 Shelter Homes for 33 districts.

Training

11. A uniform *training of State level Master Trainers* should be organized by the Gol on counseling as well as management of One Stop Crisis Centre.

Inter-link and connect all Centers

12. A *website/ online platform* should be designed to inter-link and connect all One Stop Crisis Centers across India, to enable learning, sharing & dealing inter-state cases.

Assess the functioning

13. Develop a mechanism *to assess the functioning* of the One Stop Crisis Centre. It can include, feedback forms.

Victim Compensation Scheme

14. Victim Compensation Scheme of Delhi Government could be adopted by other States where it is presently not there. Scale of compensation needs to be standardized (SC judgment).



(Dr. Ranjit Singh)
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