

HUB FOR EMPOWERMENT OF WOMEN

SANKALP

SUPPORTIVE ACTION FOR NURTURING & KNOWLEDGE BASED ADVANCEMENT,
LAST MILE DELIVERY & POTENTIAL REALIZATION OF WOMEN

STANDARD OPERATING PROCEDURE



MISSION SHAKTI
सक्षम नारी, सशक्त भारत



SANKALP:HUB FOR EMPOWERMENT OF WOMEN

**(Supportive Action for Nurturing & Knowledge-based Advancement,
Last-Mile Delivery & Potential Realization of Women)**

सक्षम नारी सशक्त भारत

Ministry of Women and Child Development, Government of India



सत्यमेव जयते



Message

Under the leadership of our Hon'ble Prime Minister, 'Nari Shakti' has provided vital momentum towards women-led development. This will prove to be a significant milestone in the era of 'Amrit Kaal' towards the journey of India in becoming a developed nation. Women today have emerged as impactful leaders, integral part of the workforce, and vital stalwarts of Indian society.

The government has taken significant steps to ensure a safe and encouraging environment for women, broadening their opportunities through enactment of several key legislations and implementing several schemes. These recent laws include amendments to the Maternity Benefit Act, 1967, extending paid maternity leave from 12 to 26 weeks. Another important law is the 'Nari Shakti VandanAdhiniyam', 2023. This is the Constitution (One Hundred and Sixth Amendment) Act, 2023, a major step forward in reserving one-third of all seats for women in the Lok Sabha and state legislative assemblies. These laws have played a major role in promoting fairness between genders and furthering women's rights in India.

Sankalp - Hub for Empowerment of Women, under Samarthya sub-scheme of 'Mission Shakti, have been established as a monitoring and supervisory units for Mission Shakti. Sankalp Hubs is a single window inter-sectoral convergence mechanism to bridge the information and knowledge gap regarding schemes and facilities available for women as well as guide them to avail the benefits and entitlements. Sankalp Hubs will be functional at the State and District Level, where dedicated staff will work in co-ordination with one another and facilitate seamless access to schemes and welfare programs implemented for empowerment of women. The HEW will address issues of women on a life-cycle continuum basis through conducting awareness generation campaigns, seminars, camps and other outreach activities at village, block and district levels. The government's sustained efforts through Sankalp hubs aim to further the social, educational, economic, and political advancement of women, embodying the ethos of 'women-led development'.

The Ministry of Women and Child Development has developed a Standard Operating Procedure (SOP) to aid the States and Districts in implementing Sankalp Hubs. The SOP outlines the main objectives of the Sankalp Hubs and will provide guidance to the State/UT and district levels. It also includes an activity calendar aligned with key themes on women empowerment. The SOP further comprises essential factors for creating an inclusive hub infrastructure. The ultimate goal of the SOP is to foster a safe space where women could openly discuss their daily challenges and seek redressal.

In pursuit of 'Saksham Nari, Shashakt Bharat', the Sankalp centres are set to catalyze women-led development and increase women's participation in the journey towards 'Viksit Bharat' by 2047. The Ministry of Women and Child Development is glad to release the Standard Operating Procedure for Hub for Empowerment of Women.

I extend my warm wishes to the citizens of Bharat on the launch of this initiative.


(Smriti Zubin Irani)



डॉ. मुंजपरा महेन्द्रभाई
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राज्य मंत्री
महिला एवं बाल विकास और आयुष
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Women & Child Development and Ayush
Government of India



MESSAGE

The Government of India's commitment towards promoting women-led development is evident in the implementation of numerous legislations, schemes, and actions designed to foster a conducive environment for women. Mission Shakti scheme of the Ministry of Women and Child Development is a prime example of efforts to cultivate an encouraging ecosystem for women of all ages, which aims to enhance the safety, security and empowerment of women.

For advancing the engagement of women in all aspects of life, ranging from social to economic and political spheres, it is imperative to ensure that initiatives targeted towards women are effectively communicated and implemented. Creating awareness and ensuring efficient dissemination of information regarding government legislation, policies, and schemes is vital for achieving comprehensive outreach to all women. For this purpose, a special unit, Sankalp – Hub for Empowerment of Women (HEW), have been developed at State and District level by the Ministry of Women and Child Development. The functionaries of Sankalp Hubs aims to enhance the awareness and active participation of women in various welfare programmes, which in turn will improve crucial indicators of women's development.

The Ministry is glad to release the Standard Operating Procedure (SOP) for the HEW, outlining its key objectives and the responsibilities of each staff member. The impact of the HEW is projected to be transformative for millions of women, substantially improving societal social, economic, and cultural conditions. The network of HEW units expected to be set up in the future will continue to positively impact the lives of women across the nation.

I offer my heartfelt wishes to all the citizens of Bharat on the launch of the SOP.

(Dr. MunjparaMahendrabhai)

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Government of India

Ministry of Women & Child Development



MESSAGE

The Ministry of Women and Child Development, Government of India has made consistent efforts to reach out to women beneficiaries across all age groups and ensure their social, economic, educational, and political empowerment through various initiatives under Mission Shakti. To consolidate these initiatives, Sankalp - Hub for Empowerment of Women has been launched which will serve as a single window inter-sectoral convergence mechanism and provide access to key welfare programs for women being implemented by Central as well as State/UT Governments.

The Sankalp - Hubs for Empowerment of Women have been operationalised at State and District levels and provision has been made in the budget for recruiting full-time staff in these Hubs which includes gender specialists, financial literacy specialists, research and training professionals besides administrative staff. Provisions have also been made to build their capacity at regular intervals to equip them to address the needs of women beneficiaries. These Hubs have also been instructed to maintain a compendium of key schemes for welfare and empowerment of women and also a directory consisting of contact information of helplines and officers of the district.

This Standard Operating Procedure will guide the functionaries across all levels to act as facilitators to enable women to realise their full potential. Functionaries of these Sankalp centres will conduct regular awareness generation campaigns, organise camps and outreach activities, street plays, drives, seminars, workshop, etc. at Gram Panchayat, block and district levels to ensure last mile reach of information, benefits and entitlements.

The Ministry is delighted to release this SOP with the hope that all the stakeholders will benefit from it and implement its provisions.


(Anil Malik)

Contents

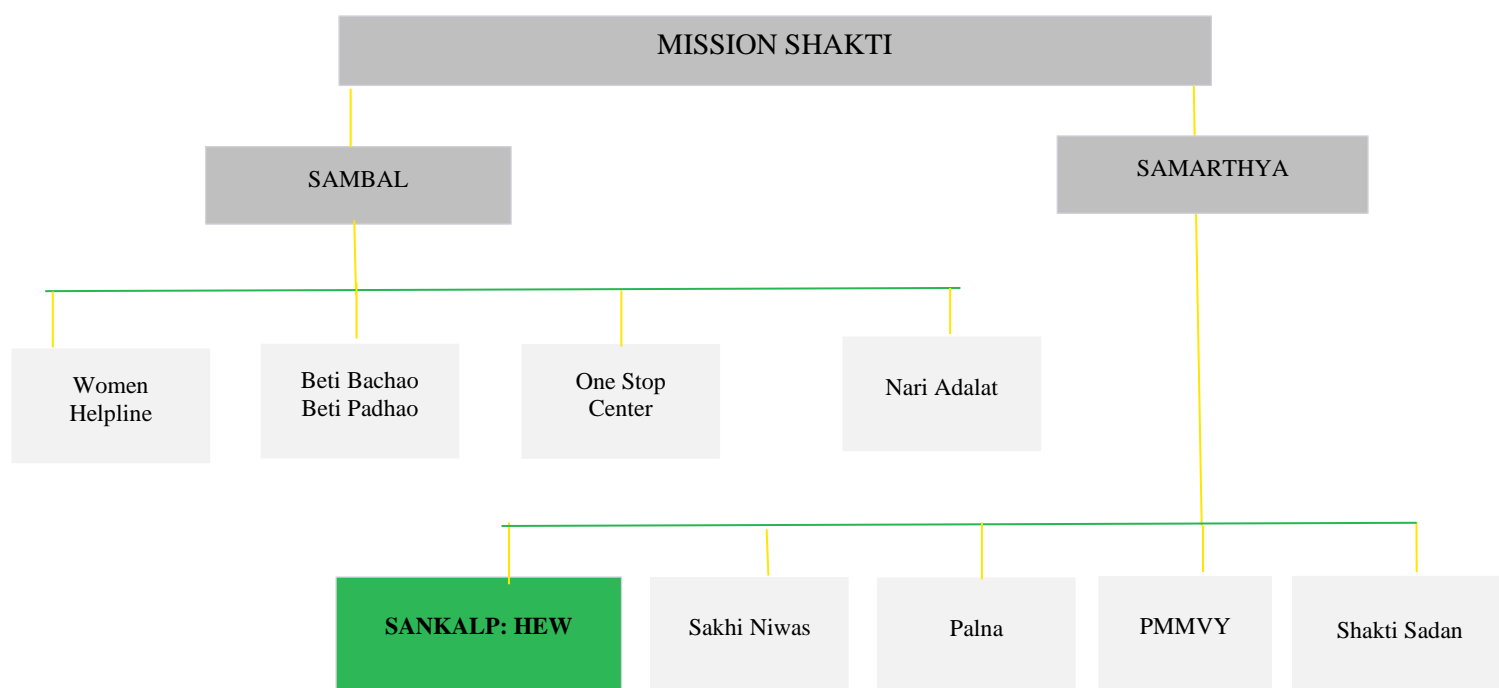
Contents	9
Preface	11
1. Introduction to SANKALP: HEW	12
2. Scheme overview	14
2.1 About SANKALP: HEW	14
2.2 Purpose of SoP	15
2.3 Objectives	15
2.4 Target Beneficiaries	16
3. SANKALP: HEW Administrative hierarchy	16
4. Roles and responsibilities of service providers	18
4.1 National SANKALP: HEW	18
4.2 State SANKALP: HEW	20
4.3 District SANKALP: HEW	21
5. Details of Responsibility Clusters	23
6. SANKALP: HEW -Beti Bachao Beti Padhao convergence	24
7. District SANKALP: HEW Activity Protocol	25
7.1. Operative Mechanism	25
8. Infrastructural arrangement	25
9. Activity Plan and Monitoring of SANKALP: HEW	26
9.1. Thematic Activity Calendar	26
9.2. Monitoring	27
9.3. Contact details of Government offices	27

Preface

Mission Shakti is an umbrella scheme under Ministry of Women and Child Development, aimed to strengthen interventions for safety, security, and empowerment of women. It adopts a lifecycle continuum approach to create an ecosystem that instils confidence in women. This comprehensive policy addresses the gaps between policy advancements and the actual delivery of services at the community level, as well as the disparate development pattern in extremely marginalized and socially excluded women.

Mission Shakti aims to realize the Government's commitment for women-led development by making them equal partners in nation building. It strives to strengthen interventions for women safety, security, and empowerment, to focus on improving convergence across Ministries and Departments at different levels of governance, while promoting greater participation and support of Panchayati Raj Institutions. It will also focus on strengthening digital infrastructure support for last mile tracking of service delivery. It will also work in convergence with other ministries to address the gap in service-delivery by bringing governance to the doorstep of people as well as in enabling women to avail of the benefits of schemes implemented by other ministries.

The Mission has two sub-schemes: Sambal and Samarthya respectively focusing on safety and security, and empowerment of women. The two sub-schemes include existing schemes in the following manner:



The components under Mission Shakti have the broad objectives of either protecting or assisting women who are victims of violence or in difficult circumstances or for empowering women. The objectives of the Mission are as under:

1. Provide immediate and comprehensive continuum of care, support and assistance to women affected by violence and for those in distress
2. To put in place quality mechanisms for rescue, protection and rehabilitation of women in need of assistance and victims of crime and violence
3. To improve accessibility to various government services available for women at various levels
4. Making people aware about Government schemes and programmes as well as legal provisions to fight social evils like dowry, domestic violence, Sexual Harassment at Workplace and to promote gender equality etc.
5. Capacity building and training of functionaries/ duty bearers under various schemes/ Legislations.
6. Collaboration with partner Ministries/ Departments/ States/ UTs for convergence of policies, programmes/ schemes and to create an enabling environment for public private partnership for safety and empowerment of women across sectors. .
7. To prevent gender-biased sex selective elimination; to ensure survival, protection, education, and development of the girl child.

1. Introduction to SANKALP: HUB FOR EMPOWERMENT OF WOMEN

The principle of gender equality is enshrined within the Constitution of India which guarantees gender equality and empowers the State to formulate affirmative action in favour of women. Women constitute nearly 50% of the total population of India. To facilitate women to realize their full potential, a supportive ecosystem should be created that would provide them with opportunities for development as well as access to quality education, healthcare, employment, and other necessities that would enhance quality of life.

The Government of India has taken various steps to ensure empowerment of women and have framed and formulated many legislations, laws, schemes, and policies for social, educational, economic, cultural and political upliftment of women. Schemes and policies implemented by the Government of India like *Beti Bachao Beti Padhao* (BBBP), *Pradhan Mantri Awas Yojana* (Urban & Rural), *National Social Assistance Programme* (NSAP), *Pradhan Mantri Vyay Vandana Yojana* (PMVVY) and Scheme for Adolescent Girls (SAG) among others support women and girls towards their empowerment. Initiatives and schemes like *Pradhan Mantri Matru Vandana Yojana*, *Janani Suraksha Yojana*, and *PM Surakshit Matritva Abhiyan* (PM SUMAN) ensure that all women, have adequate facilities in place to access quality healthcare, irrespective of their financial status. Similarly, Skill India Mission, *PM Kaushal Vikash Yojana* and National Skill Development Policy provide impetus to enable women to secure financial independence thorough support for capacity building and entrepreneurship. To facilitate smooth entry of women in the workforce, schemes like Palna are implemented by the Ministry of Women and Child Development to provide quality day-care creche facilities to women through the largest network of child-care institutions, the Anganwadi centres. The Government has also invested in providing as well as improving apparatus for caregiving to different sections of women including new-born children, adolescents, women in the working age group, pregnant women, and lactating mothers as well as elderly women.

To ensure wider coverage of schemes and policies, it was imperative to ensure that women enrol in different schemes and programmatic interventions by Government at all levels. There was a felt need to create awareness among women regarding different schemes and policies to bridge the knowledge and information gap. A special unit was proposed by the Ministry of Women and Child Development that would achieve the twin objective of providing awareness as well as access to women regarding schemes and policies for their welfare and empowerment. Such a unit was required, especially at the district level, which will work in convergence with different departments and units of district governance to reach all groups of women.

In recent years, the Government of India has implemented several schemes with the objective of empowering women, socially and economically, and ensuring last-mile delivery of services and entitlements. The SANKALP: Hub for Empowerment of Women (SANKALP: HEW) is one such initiative, under the ambit of Mission Shakti, that will serve to address issues affecting women on a life-cycle continuum basis, besides serving as a vehicle to bridge the information and knowledge gap regarding schemes and facilities available for women. The SANKALP: HEW will also serve as a Project Monitoring Unit (PMU) for all components under Mission Shakti. The SANKALP:HEW will serve as a single window inter-sectoral convergence mechanism and ensure that women have access to benefits and entitlements implemented by Central as well as state Government.

Several key initiatives that focus on empowerment of girls and women will be implemented under the aegis of the SANKALP: HEW. The scheme, *Beti Bachao Beti Padhao* (BBBP), implemented by Ministry of Women and Child Development, has been successful in improving the Sex Ratio at Birth (SRB) across the country. The combined efforts of the Government along with many initiatives under the ambit of BBBP have resulted in significant improvement in SRB, rising from 915 in 2012-13 to 934 in 2021-22. Besides improving SRB and childbirth registration, BBBP has also been successful in inculcating a positive approach towards girl child that has resulted in reduction of regressive practices like sex-selective abortion and female foeticide through district and block-level activities streamline according to different thematic areas as reflected in the BBBP calendar. The SANKALP: HEW will work in joint co-ordination to effectively implement the different components of the scheme and provide technical and manpower support to enable wider outreach to the last mile.

Inter-sectoral convergence is also planned with a wide range of stakeholders and the SANKALP: HEW will act as a medium to implement initiatives in close coordination with different ministries and departments. Such an arrangement ensures that awareness campaigns at grassroots level for gender equity, convergence and awareness generation, which fuels demand by women as rightful entitlement holders for delivery of services under different

schemes/programs, can be organized. With primary focus on mobilization of women, the SANKALP: HEW plans to leverage the existing network of human resources working under the ambit of schemes that work towards collective betterment of women.

Ministry of Rural Development has the largest network of Self-Help Group (SHG)s under the ambit of Deen Dayal Antyodaya Yojana- National Rural Livelihoods Mission (DDAY-NRLM). Financial independence is among the key indicators of human development, and SHGs can be leveraged to collectivise women to and to promote entrepreneurship and digital literacy among women. The wide network of ASHA/AWW workers, under the administrative expanse of Ministry of Health and Family Welfare, too can similarly be leveraged to ensure holistic care for women. An example of convergence afforded by tapping the potential of networks is the maternity benefit scheme, Pradhan Mantri Matru Vandana Yojana (PMMVY), implemented by the Ministry of Women and Child Development, that provides financial assistance to Pregnant Women and Lactating Mothers (PW & LM). At the lowest level of decentralization, the ASHA/AWW workers enroll eligible beneficiaries and ensure that the benefits are availed by PW&LM beneficiaries. Providing such platforms also have the potential of increasing women's participation in the functioning of PRI institutions and village level institutions like Anganwadi Centres, thereby empowering them to participate in policy and decision-making.

Political empowerment of women has received a fresh impetus with the introduction of *Nari Shakti Vandana Adhinyam*. The SANKALP: HEW will enable greater participation of women in policymaking at the grassroots level by acting as a forum for addressing women's issues in the near vicinity and giving them space to convene and explore their collective potential and possibilities. With focus on inter-sectoral convergence, the SANKALP: HEW will organize meetings of Convergence Committees to highlight issues related to women and ensure effective community-level monitoring of convergence efforts at the grass root level and also work in close coordination with Nari Adalat. The SANKALP: HEW will also conduct gender-sensitization workshops and build capacity of government functionaries at National, State, District and Block level and orient them about various schemes and programs meant for empowering women, especially rural women.

Besides strengthening women collectives to disseminate information on various initiatives undertaken by the Government, provisions have also been made to reach out to wider beneficiaries through organizing programs in venues like schools/colleges, community meeting halls, especially information on schemes that promote safety and security of women. Information about Government initiatives like One-Stop Centres, National Commission for Women and Women helpline, besides other helplines like 1098, 112 (Emergency Response Support System) and 14567 (National Helpline for Elderly) too may be provided along with knowledge of different acts like The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013", "The Protection of Women from Domestic Violence Act, 2006", "The Dowry Prohibition Act, 1961", etc. Under Nirbhaya Fund, Bureau of Police Research and Development (BPR&D) has undertaken several initiatives, notably, Standard Operating Procedure (SoP) for 'Women Help Desk at Police Stations' to ensure smooth functioning of Women Help Desks by focusing on four critical components viz. infrastructure, training, human resource development and response mechanism.

The results of schemes and programs meant for empowerment of women has seen transformational impact in recent times. It has been observed that the proportion of women participating in household decisions have improved in recent times. NFHS-5 data shows that 88.7% women participate in major household decisions as against 84% reported in NFHS-4. Similarly, the incidence of spousal violence has reduced considerably in the past ten years. NFHS-5 data shows that 29% married women report experiencing spousal violence as compared to 39% 10 years ago and 33% five years ago. Similarly, care-giving facilities implemented by MWCD like Palna has contributed to improving female labour force participation. As per Annual PLFS report, the estimated Labour Force Participation Rate (LFPR) for women of age 15 years and above in the country was 30%, 32.5%, 32.8% and 37% during 2019-20, 2020-21, 2021-22 and 2022-23 which clearly indicates a rising trend and inclusion of women in large numbers in the workforce.

The SANKALP: HEW at all levels of governance, will be provided with a **handbook** by the Ministry of Women and Child Development that will contain detailed information on the schemes and policies implemented across the country for welfare and empowerment of women. The booklet will serve as a ready-reference material for the staff at SANKALP: HEW, which will be updated at regular intervals to reflect modification in guidelines or entitlements or mode of application. The handbook will also be translated in regional languages for ease of comprehension and update.

Overall, the SANKALP: HEW will be successful in enhancing the social, economic and cultural fabric of the society with active involvement of women. The approach taken is holistic, aiming to address the multidimensional aspects of women's empowerment, encompassing social, economic, political, and cultural dimensions, towards the goal of achieving *Women-Led Development* and Viksit Bharat.

2. Scheme overview

2.1 About SANKALP: HUB FOR EMPOWERMENT OF WOMEN

SANKALP: Hub for Empowerment of Women aims to facilitate inter-sectoral convergence of several programs and schemes targeted at women at all levels of government. The mandate of SANKALP: HEW is to address gaps in state action for women through strengthening the processes that promote holistic empowerment of women by creating an environment conducive to social change by improving access and utilization of government schemes by women. It also aims close the information gap, conduct awareness campaigns, create common platforms, and organize women into collectives. It seeks to empower women by abolishing exploitation and discrimination and ensure that they receive their fair share of resources and decision-making opportunities.

The SANKALP: HEW will function as a *Project Management Unit (PMU)* to offer coordination, technical assistance, and human resources. The SANKALP: HEW will also serve as a *single window inter sectoral and inter-ministerial convergence mechanism* to inform and assist women to avail the benefits of schemes implemented by different ministries that support comprehensive female empowerment and close gaps in state action for women. It will be a single window solution to address issues affecting women on a life-cycle continuum basis to facilitate achievement of goal of women-led development.

The goal is to enable women to reach their full potential through assisting, directing, and connecting them to a variety of resources for empowerment and development. Those resources include:

- Safety and security
- Financial inclusion
- Employment
- Legal Awareness
- Entrepreneurship
- Access to healthcare
- Quality education
- Digital literacy
- Social security

Organizational divisions

There are three main divisions at which SANKALP: Hub for Empowerment of Women operates in coordination with one another:

1. National SANKALP: HEW
2. State SANKALP: HEW
3. District SANKALP: HEW

At the Gram Panchayat level, the services will be offered through District SANKALP: HEW that will act as a focal point for various government schemes and programs across departments. Frontline workers from various departments will be involved in the outreach for District SANKALP: HEW operations, along with human resources mandated to be recruited according to Mission Shakti Guidelines.

All the SANKALP: Hubs for Empowerment of Women, at the National, State/UT and District level will be provided vehicles with branding. Sufficient budgetary provisions have been made for SANKALP: HEW at National, State and District level for hiring of vehicles to undertake outreach activities and to reach out to the last-mile beneficiary. The vehicle can be used for travel of the staff/functionaries in the field for attending meetings or for organizing awareness sessions or workshops with women beneficiaries. The vehicle will also be provided with provision for IEC Material that can be distributed in the field.

In order to enable states and UTs to undertake outreach activities including counselling, seminars, camps, awareness programs, campaigns, acts on gender sensitization, dowry, domestic violence etc. in schools, colleges, Government offices and general public forums, sufficient budgetary provisions have also been made. The SANKALP: Hubs for Empowerment of Women, at the national and state level will also be responsible for designing and circulating IEC material for awareness dissemination. The SANKALP: Hubs for Empowerment of Women at the district level may also prepare such material for dissemination purpose.

2.2 Purpose of SoP

The purpose of SoP is to guide the functionaries at the National, State and District Level with all necessary information related to implementation, monitoring and reporting at various levels. These are also intended to serve as an effective reference manual for officials at all levels for policy guidance and monitoring. The Guidelines cover key components of the Scheme as well as modalities of implementation. It also lays down monitoring and reporting formats to be used at different levels for ensuring that all information related to safety, security and empowerment of women is available with all SANKALP: Hubs for Empowerment of Women at all times. The SoP will also help the functionaries to ensure effective implementation of the Scheme at all levels. The Standard Operating Procedure (SoP) for SANKALP: HEW for administration and implementation has been detailed below, which includes scheme overview, services offered by the SANKALP: HEW, administrative hierarchy, roles and responsibilities of service providers, details of responsibility clusters, district activity protocol, infrastructural arrangement and thematic activity calendar.

2.3 Objectives

SANKALP: HEW strives to create a supportive, informative, and empowering environment that encourages women to maximize their potential. The broad objectives of the SANKALP: HEW are as follows:

Focus Area	Objectives
Implementation and Monitoring	<ul style="list-style-type: none"> • Act as a Project Management Unit (PMU) for monitoring as well as effective implementation of schemes under Mission Shakti. • Ensure policies and initiatives achieve desired outcome of ensuring safety, security and empowerment of women • Identifying scope as well as ensuring effective convergence with schemes for women at the national and state level adopting a 'whole of Government' approach • Maintain updated directory of officers at the national, state and district level, especially implementation officers of women-centric legislations
Information Dissemination	<ul style="list-style-type: none"> • Fill the information and knowledge gaps regarding schemes and facilities for women • Raising awareness through campaigns, nukkad nataks, prabhat pheris at grassroot level • Ensure utilization of opportunities by providing information to women • Ensure regular updating of central as well as state schemes for safety, security and empowerment of women in the dashboard • Ensure follow-up on referrals to women beneficiaries who have been directed to need-specific schemes
Capacity Building, Orientation and Sensitization	<ul style="list-style-type: none"> • To build the capacity of government functionaries at the National, State, District, and Block levels • Build capacity of women beneficiaries to avail the benefits and entitlements of various schemes, programs, and legislations to facilitate their access to these resources • Create awareness about Beti Bachao Beti Padhao scheme and ensure that activities under BBBP are implemented under the SANKALP: HEW scheme • Prepare and circulate capacity building modules, preferably in the vernacular for wider dissemination in the districts and for use by the master trainers identified by the state • Organize atleast 3 quarterly capacity building sessions at the national and state level for state and district SANKALP: HEW staff respectively
Creating a Forum for Women's Issues	<ul style="list-style-type: none"> • Platform to discuss issues and seek grievance redressal through community led models like Nari Adalat • Follow-up of cases in appropriate forums such as Panchayats, One Stop Centers, Nari Adalat (in pilot phase in Assam and Jammu and Kashmir) • Maintain updated records for effective follow-up of grievance redressal

Identity Documentation Facilitation	<ul style="list-style-type: none"> • Need-based assessment of requirements of documentation for women beneficiaries like Aadhaar seeding of bank accounts and DBT enablement • Assist women in preparing necessary documentation for enrolling in government program and if required assist women with filling up forms related to Government social welfare schemes • Referring the beneficiaries to the concerned departments or nodal agencies for resolution and follow-up • Facilitating access to BPL surveys, Aadhar (UID), MNREGS, job cards and other government mechanisms for establishing identity.
Best Practices Identification and Dissemination	<ul style="list-style-type: none"> • Identification and documentation of best practices in various sectoral areas (Health, Education, Microfinance, Livelihoods etc.) • Maintain a database of key development indicators pertaining to women empowerment for evidence-based decision making at state and district level in thematic areas like sexual and reproductive health, adolescent health, drop-out rate from education, workforce participation etc.
Evaluation and Analysis	<ul style="list-style-type: none"> • Gather feedback, evaluate, and analyze all initiatives of MWCD, in particular Mission Shakti and other Ministries/Departments of the Government of India pertaining to women and girls • Recommendation of necessary changes in implementation and with context specificity to suit the local conditions
Community Mobilization and Involvement	<ul style="list-style-type: none"> • Mobilize women into joining collectives like Self-Help Groups • Strengthening existing collectives for women empowerment at the village level • Coordinate and encourage involvement of volunteers including students, NCC and retired citizens in various activities related to women empowerment • Integrated camp on improving access to women-centric schemes implemented by different ministries/departments, for e.g. SHG, Rural health checkups, Aadhaar enrolment and DBT enablement
Coordination with Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs):	<ul style="list-style-type: none"> • Work closely with Local Civil Society Organizations, utilizing opportunities for collaboration and outreach • Enhance the reach and impact of identified initiatives • Increase women's participation in local governance institutions, like Anganwadi Centers, Gram Sabhas, and PRIs
Beti Bachao Beti Padhao (BBBP)	<ul style="list-style-type: none"> • Implement thematic activities for social and behavioral change towards girl child in a bid to end sex-selective abortion and female foeticide

2.4 Target Beneficiaries

SANKALP: HEW aims to reach out to women across all sections of society, including girls, adolescent girls and elderly women. Through the involvement of diverse stakeholder groups, SANKALP: HEW will facilitate holistic development of girl child, adolescent girls and women of all age groups.

3. SANKALP: HEW Administrative hierarchy

The diagram represents the institutional framework of SANKALP: HEW at the National, State and District level.

SANKALP: HEW functions within a **structured institutional framework** designed to promote and disseminate information related to women's empowerment schemes while simultaneously collating data on women beneficiaries and effective follow-up. A detailed break-up of the staff composition is given in the table below:

Levels	Staff	Responsibilities
NATIONAL SANKALP: HEW	<p>A dedicated Project Management Unit (PMU) at the National Level featuring 26 specialists:</p> <ul style="list-style-type: none"> • Senior Consultants (Mission Shakti) – 2 • Sr. Gender Consultants – 2 • Legal Consultants – 2 • Consultants (MIS) – 2 • Young Professionals – 12 • IT Consultants - 6 	<ul style="list-style-type: none"> • To oversee the implementation of schemes of Mission Shakti at regular intervals • To monitor effective implementation of schemes of Mission Shakti at the state level • To identify gaps in effective implementation of schemes of Mission Shakti at the state level and suggest measures for course correction • To maintain effective communication channels with the SANKALP: HEW at the state level • To prepare IEC material and other materials for awareness dissemination for use of SANKALP: HEW at the state and district level
STATE SANKALP: HEW	<p>State SANKALP: HEW comprises eight specialists, namely:</p> <ul style="list-style-type: none"> • State Mission Coordinator-1 • Gender Specialists – 2 • Research and Training Specialists – 2 • Accounts Assistant-1 • Office Assistant-1 • MTS-1 	<ul style="list-style-type: none"> • To act as a nodal agency for communication about the progress of implementation of Mission Shakti schemes to SANKALP: HEW at the national level • To act as a convergence and coordination point between central ministries and SANKALP: HEW at district level • To act as a nodal point for all SANKALP: HEW in the state for information dissemination and collation of scheme data • To provide the National SANKALP: HEW with state and district level data on implementation of schemes of Mission Shakti • To provide training to District SANKALP: HEW staff and field functionaries on effective implementation of activities under Mission Shakti • To organize awareness camps and enrolment drives at the state and district level in coordination with departments implementing women-centric schemes • To ensure effective implementation of activities under Beti Bachao Beti Padhao at the district level and to issue directions for SANKALP: HEW-BBBP convergence • To ensure participation of line ministries interested in conducting outreach about respective schemes through outreach camps organized by SANKALP: HEW • To prepare IEC material for dissemination for awareness campaigns at the district level
DISTRICT SANKALP: SANKALP: HEW	<p>District SANKALP: HEW comprises team of eight experts:</p> <ul style="list-style-type: none"> • District Mission Coordinator-1 • Gender Specialists – 2 • Financial Literacy specialist- 1 • DEO for PMMVY-1 	<ul style="list-style-type: none"> • To aid in community mobilization, awareness-raising, convergence and coordination, and delivery of government programs as well as training and capacity-building for stakeholders and beneficiaries • To ensure the monitoring of women-centric legislations like Dowry Prohibition Act

	<ul style="list-style-type: none"> • DEO for SANKALP: HEW and Mission Shakti-1 • MTS-1 • Accounts assistant-1 • District SANKALP: HEW works alongside a district committee led by the respective district magistrates 	<p>(DPA), 1961, Prevention of Sexual Harassment at Workplace, 2013 etc.</p> <ul style="list-style-type: none"> • To act as a focal point for SANKALP: HEW activities at the level of district and below • To maintain regular contact with district level Government officials and field level functionaries for ensuring effective convergence and coordination • To ensure effective implementation of BBBP at the level of district • To facilitate the District Committee to make annual district action plan for the districts as per the SANKALP: HEW and BBBP thematic calendars
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4. Roles and responsibilities of service providers

The section below lists the key roles and responsibilities of the functionaries of the SANKALP: HEW at the national, state and district level. The responsibilities of the functionaries have been listed against the role. The State Government and UT administration have to ensure that all the functionaries have been deployed in the SANKALP: HEW, in accordance with Mission Shakti guidelines. All the functionaries will be provided with mandatory and regular training or capacity building on duties that they will be expected to discharge as part of the role assigned to them, which will evolve over time. Further, trainings for Master trainers will be provided as a refresher course, every quarter, post which they will be expected to provide trainings to functionaries at the state level to the districts. All job responsibilities listed in the section below is indicative, any task as and when assigned by the centre or state SANKALP: HEW is expected to be fulfilled by the functionary responsible for its implementation.

4.1 National SANKALP: HEW

Position	Primary Duties	Support Duties
Senior Consultant (a)	<ul style="list-style-type: none"> • Primary point of contact between the Ministry of Women and Child Development and SANKALP: HEW at the national level. • Preparation and submission of monthly progress report of all schemes under Mission Shakti and progress of SANKALP: HEW at the national level. 	Review of SOPs, guidelines, strategies, and other documents/ reports prepared by the team before submission to concerned official.
Senior Consultant (b)	<ul style="list-style-type: none"> • Intra-ministerial and Inter-ministerial convergence and partnership. 	Review of SOPs, guidelines, strategies, and other documents/ reports prepared by the team before submission to concerned official.
Sr. Gender Specialist (Sambal)	<ul style="list-style-type: none"> • Oversee implementation as well as monitoring of schemes under Sambal like OSC, WHL, Nari Adalat etc. • Strategy development and technical inputs • Development of concept note, guidelines, and SOPs for effective implementation of schemes. 	<ul style="list-style-type: none"> • Develop strategy for enhancing participation of women in discussions on issues related to women. • Support in development of outreach strategy and awareness materials. • Networking and partnership with women-centric institutions, academic institutions.

	<ul style="list-style-type: none"> • Provide handholding and capacity building support to the gender specialists as well as build capacity of grassroots functionaries like ASHA/ANM/AWW, as and when required or instructed 	<ul style="list-style-type: none"> • Capacity building of state and district functionaries
Sr. Gender Specialist (Samarthya)	<ul style="list-style-type: none"> • Oversee monitoring and evaluation of schemes under Samarthya like PMMVY, Palna • Development of monitoring framework and templates for periodic review from states regarding implementation of schemes • Provide handholding and capacity building support to the gender specialists as well as build capacity of grassroots functionaries like ASHA/ANM/AWW, as and when required or instructed 	<ul style="list-style-type: none"> • Analysis of scheme data and reporting. • Drafting of letters and communication material for State/ UT • Develop strategy for enhancing participation of women in discussions on issues related to women. • Support in development of outreach strategy and awareness materials. • Networking and partnership with women-centric institutions, academic institutions. • Capacity building of state and district functionaries
Consultant (Knowledge Management and capacity building and training)	<ul style="list-style-type: none"> • Preparing learning calendar for Central and State Officials. Preparation of training modules in consultation with the division. • Support in conducting capacity building programs at state/district and block levels. Monitoring of training programs. • Preparation of Success Stories/Case Studies/ Human Interest stories; Knowledge Materials. • Coordinating with stakeholders for meetings, workshops, seminars etc. 	<ul style="list-style-type: none"> • Assist in preparing presentation and support material. • Conduct benchmarking studies of various women empowerment schemes and policies.
Consultant (Outreach Strategy)	<ul style="list-style-type: none"> • Central and State Outreach Strategies and outreach calendar. IEC materials – brochures, posters, flyers, videos, presentations on Mission Shakti. • Identify priority geographical areas within target states. • Information dissemination workshops, seminars, webinars for priority states implemented. 	Designing outreach strategy for encouraging participation of retired citizens in activities related to women empowerment.
Legal Consultants	<ul style="list-style-type: none"> • Provide technical inputs to concerned officials on legislations being governed by and related to Mission Shakti. • Assist in handling legal/official matters with government autonomous bodies or private organizations. • Provide legal support in policy making matters of Mission Shakti Scheme. 	<ul style="list-style-type: none"> • Assist in coordinate with ASGs/ Central Govt. council/Advocates for Court Cases. • Assist in preparing para-wise comments counter replies of court cases of Mission Shakti and follow-up of all court matters relating to scheme.
IT Consultants	<ul style="list-style-type: none"> • Training the state/district officials to understand the existing and new features of Central Ministry portals/dashboards as well as modules of programmes and schemes 	<ul style="list-style-type: none"> • Create technical documentation for reference and reporting especially for secretary-level meetings • Troubleshoot, de-bug and upgrade existing software

	<ul style="list-style-type: none"> • Doing gap analysis of existing software and dashboard • Co-ordination with NIC on back-end systems and configuration • Capacity building and training of the officials in the states regarding IT systems and follow-up on resolution; effective handholding for the states on any new IT systems that would be deployed 	<ul style="list-style-type: none"> • Generation of reports that come from states, regular monitoring, follow-up with states on regularly filling up data for Ministry portal reporting • Monitoring of dashboard and subsequent follow-up with states
Young Professionals	<ul style="list-style-type: none"> • Each Young Professional will be tagged with each of the seven specialists mentioned above for research and documentation support to respective schemes. • In addition to above, each YP will be responsible for coordination with 3 States/ UTs. • Collecting financial and physical progress report from the States/ UTs. 	<ul style="list-style-type: none"> • Dissemination of information to SANKALP: HEW at the state and district level from SANKALP: HEW at national level. • Engage with beneficiaries (whenever applicable). Support in conducting meetings, training sessions etc for SANKALP: HEW at the state and district level

*Any other task assigned by the administration under the purview of SANKALP: HEW

4.2 State SANKALP: HEW

State Coordinator	<ol style="list-style-type: none"> 1. Overall management and operations of the SANKALP: HEW 2. Act as a liaison between National and State SANKALP: HEW 3. Review information and reports from State SANKALP: HEW to be sent to SANKALP: HEW at national level regarding beneficiaries reached out 4. Review and submit monthly reports to SANKALP: HEW at the national level about center activities including field visits, training sessions, and awareness programs conducted at the state and district level 5. Prepare a calendar of field visits and ensure that the state team conducts atleast 6 visits to the District Hubs for Empowerment of Women 6. Prepare yearly action plans to be submitted to National SANKALP: HEW in collaboration with other center specialists. 7. Ensure inter-departmental coordination or coordination with nodal agencies at the state level to organize camps for distribution of services at the district level. 8. Ensure technical and resource support to the activities conducted under BBBP at the level of state.
Gender Specialist – Sambal	<ol style="list-style-type: none"> 1. Collect and update knowledge about Sambal schemes and themes such as gender-based violence and discrimination, social justice, and health, based on research and inputs from SANKALP: HEW at national level. 2. Conduct visits to institutions under Sambal such as OSC to monitor infrastructure and services such as helpline, counselling, legal aid. 3. Collate information about the number of women beneficiaries assisted and ensure follow-up 4. Develop training calendar in consultation with Research and Training specialist, prepare training modules in the vernacular to impart training to SANKALP: HEW functionaries and other stakeholders like department officials and PRI members.
Gender Specialist - Samarthya	<ol style="list-style-type: none"> 1. Collect and update knowledge related to Samarthya schemes and themes like women education, employment, entrepreneurship, and leadership, based on research and inputs from SANKALP: HEW at national level. 2. Conduct meetings with women's groups like SHGs, VOs, CLFs, and CBOs.

	<ol style="list-style-type: none"> 3. Ensure that periodic camps to register women in intra-departmental schemes like PMMVY and inter-departmental schemes are organized 4. Perform gap analysis of schemes and programs under Samarthya sub-scheme of Mission Shakti
Research and Training Specialist – (Training and Outreach)	<ol style="list-style-type: none"> 1. Develop context-specific IEC material for dissemination to the districts. 2. Prepare training courses and schedules for building capacity, which will help with SANKALP: HEW’s training and capacity-building efforts. 3. Ensure co-ordination with line departments to update IEC material as well as for purpose of training. 4. Encourage departments and CBOs to work together to improve gender equality projects. 5. Maintain an updated directory of district level officials responsible for implementing women-centric laws and legislations and schemes 6. Ensure implementation of activities according to the training calendar as provided 7. Prepare scheme wise handouts to be provided to women beneficiaries with complete information, including address of the district level officials
Research and Training Specialist– Record	<ol style="list-style-type: none"> 1. Collect and look at collated data to present evidence-based recommendations. 2. Maintain and collate regular records of district data to be sent to SANKALP: HEW at national level. 3. Prepare monthly reports about SANKALP: HEW at the state level activities to be sent to SANKALP: HEW at the national level including awareness programs, training sessions, and field visits 4. Coordinate with SANKALP: HEW at the district level and provide support as needed with information and inputs to analyze training needs and prepare training modules 5. Attend committee meetings at the district level and conduct field trips with SANKALP: HEW at the district level. 6. Develop a mechanism for periodic monitoring as well as evaluation of different schemes. 7. Evaluation and feedback analysis of trainings conducted.
Accounts Assistant	<ol style="list-style-type: none"> 1. Preparing Utilization Certificate and SOE 2. Ensure budget utilization at the SANKALP: HEW for the entire state, including District Hubs for Empowerment of Women 3. Verifying expenditure incurred as reported by the districts. 4. Supervising the procurement of materials for use in the SANKALP: HEW and ensuring timely delivery. 5. Providing support to the state department in preparation of UC/SOE and other finance-related deliverables.
Office Assistant with computer knowledge	<ol style="list-style-type: none"> 1. Co-ordinate with districts and Ministry and set-up videoconferencing 2. Trouble-shoot IT related issues with the concerned agency at the state and National level, especially implementation of Mission Shakti schemes 3. Data-entry tasks as and when assigned 4. Update information in the SANKALP: HEW dashboard 5. Train the district SANKALP: SANKALP: HEW functionaries in the use of dashboard
Multi-Tasking Staff	<ol style="list-style-type: none"> 1. Data-entry 2. Any task as assigned by the functionaries at the SANKALP: HEW at the state level

*Any other task assigned by the administration under the purview of SANKALP: HEW

4.3 District SANKALP: HEW

District Coordinator	<ol style="list-style-type: none"> 1. Overall management and operations of the center 2. Act as the nodal person for the State Mission Coordinator at the district level
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	<ol style="list-style-type: none"> 3. Review and information and data collated at SANKALP: HEW at the district level to be sent to SANKALP: HEW at the state level regarding schemes and beneficiary visits/calls. 4. Conduct atleast 6 monthly visits to the Blocks and ensure implementation of schemes of Mission Shakti at the ground level. 5. Ensure that the calendar of activities or activity plan shared by the SANKALP: HEW at the state level is followed and implemented. 6. Ensure coordination with departments or nodal agencies at the district level to organize camps for distribution of services. 7. Organize awareness camps or enrolment drives for schemes of Mission Shakti as well as other departments on a periodic basis or as instructed by the SANKALP: HEW at the district level. 8. Provide support to the DPO in implementation of Beti Bachao Beti Padhao activities at the district level and ensure coordination with District Magistrate's office. 9. Follow-up with women beneficiaries on the status of redressal of queries or any other assistance provided
Gender Specialist – Sambal	<ol style="list-style-type: none"> 1. Receive visiting women/attend incoming calls. 2. Record personal information as well as nature of query using proforma. 3. Refer beneficiary to concerned specialist in the center 4. Answer queries related to Sambal sub-scheme under Mission Shakti or refer/link the women beneficiaries to the nearest institutions like One-Stop Centres 5. Provide detailed up-to-date information about the concerned scheme or program in the query. 6. Refer beneficiary to the right official in the right department, along with contact information of the department/scheme SPOC. 7. Work with the Financial Literacy Specialist with awareness campaigns and capacity building of stakeholders.
Gender Specialist - Samarthyia	<ol style="list-style-type: none"> 1. Receive visiting women/attend incoming calls. 2. Record personal information as well as nature and using proforma. 3. Record nature and details of query using probing questions. 4. Refer beneficiary to concerned specialist in the center. 5. Answer queries related to Samarthyia sub-scheme under Mission Shakti 6. Provide detailed up-to-date information about the concerned scheme or program in the query. 7. Refer beneficiary to the right official in the right department. 8. Provide contact information of the department/scheme SPOC
Specialist in Financial Literacy	<ol style="list-style-type: none"> 1. Answer queries related to women employment, leadership, and entrepreneurship and link them to the nearest Government run skill development centre. 2. Provide detailed up-to-date information about the concerned scheme or program in the query. 3. Provide contact information of the department/scheme SPOC. 4. Conduct periodic visits to the blocks and panchayats in the districts and conduct awareness camps and campaign programmes on schemes and programs pertaining to women employment and entrepreneurship. 5. Conduct field visits to attend meetings with SHGs, VOs, CLFs, and CBOs and 6. Work with the Gender Specialists on awareness campaigns and coordinate and help gender experts conduct events to mobilize community on gender issues.

	<ol style="list-style-type: none"> 7. Work with Gender Experts on the capacity building of stakeholders and conduct occasional training needs surveys. 8. Organize camps for ensuring financial inclusion of women through opening of bank accounts and Aadhaar-seeding and DBT enablement
IT Assistant for PMMVY	<ol style="list-style-type: none"> 1. Conduct field trips for SANKALP: HEW personnel at the district level to one block per week. 2. Collect and collate data regarding PMMVY and other schemes under Mission Shakti 3. Prepare monthly reports to share with SANKALP: HEW at the state level 4. Attend Gram Panchayat meetings and share this information with SANKALP: HEW at the state level as part of monthly report. 5. Update contact information of scheme and department SPOCs on a regular basis as per directions 6. Responsible for developing a meticulous system for record-keeping and recording
IT Assistant for other schemes of Mission Shakti	<ol style="list-style-type: none"> 1. Responsible for data entry related to other schemes of Mission Shakti 2. Document the activities conducted under Mission Shakti and ensure entry into relevant portals 3. Trouble shoot for any IT/technical issues for any portals/apps/dashboard under Mission Shakti
Accounts Assistant	<ol style="list-style-type: none"> 1. Preparing Utilization Certificate and SOE 2. Ensure budget utilization at the SANKALP: HEW for the entire state, including SANKALP: HEW at the district level. 3. Verifying expenditure incurred as reported by the districts. 4. Supervising the procurement of materials for use in the SANKALP: HEW and ensuring timely delivery. 5. Providing support to the state department in preparation of UC/SOE and other finance-related deliverables.
MTS	<ol style="list-style-type: none"> 1. Data-entry 2. Any task as assigned by the functionaries at the SANKALP: HEW at the state level

*Any other task assigned by the administration under the purview of SANKALP: HEW

5. Details of Responsibility Clusters

The below section lists the key services that will be provided at the SANKALP: HEW and the functionary responsible for ensuring implementation. The tasks or services to be provided through the centre is indicative and may be further subjected to change based on instructions issued either at the national or state level.

Responsibility Clusters	Staff members responsible	
	SANKALP: HEW AT THE STATE LEVEL	SANKALP: HEW AT THE DISTRICT LEVEL
Interface with SANKALP: HEW at the National , State and District Level	State Coordinator	District Coordinator
Interface with beneficiaries	Gender Specialists	Gender Specialists
Scheme specific information dissemination	Gender Specialists	Gender Specialists and Financial Literacy Specialist
Legal Information- referral to SLSA/DLSA	Gender specialists	Gender specialists

Upkeep and update directory of relevant contacts	Research and Training Specialist– Record	DEO for PMMVY
Training and Capacity Building	Research and Training Specialist – (Training and Outreach) with support from Gender Specialists	Financial Literacy Specialist with support from Gender Specialists
Awareness Generation	Research and Training Specialist – (Training and Outreach) with support from Gender Specialists	Financial Literacy Specialist with support from Gender Specialists
Record-keeping	Research and Training Specialist– Record	DEO for PPMVY – (Records and Reporting)
Field visits	Research and Training Specialist – (Training and Outreach)	Financial Literacy Specialist (Training and Outreach)
Report and action plan preparation	DEO for PPMVY – (Records and Reporting)	Research and Training Specialist– Records and Reporting

6. SANKALP: HEW-Beti Bachao Beti Padhao convergence

SANKALP: HEW is responsible for planning and implementation of Beti Bachao Beti Padhao component. Effective implementation of activities under BBBP is to be ensured by the SANKALP: HEW functionaries under the guidance of State Nodal Officer (SNO) and District Nodal Officer (DNO).

The responsibility of SANKALP: HEW at various administrative level as per operational manual is as under:

- i. At Central Level, Beti Bachao Beti Padhao, as a part of Mission Shakti, will be looked after by a single and dedicated PMU called SANKALP: HEW at national level. This has two verticals, one for administrative work and other for specialized and dedicated services for coordination and convergence.
- ii. At State Level, a dedicated PMU, Mission Shakti, SANKALP: HEW at state level will work for all Beti Bachao Beti Padhao related convergence/coordination with Central Ministries as well as district governance.
- iii. At District level, dedicated PMU for Mission Shakti, SANKALP: HEW at district level with financial assistance from MWCD, will provide technical/manpower support to State/ District Beti Bachao Beti Padhao machinery.

District Probation/Programme Officer (DPO) at district level will be nodal officer for implementation and execution of Beti Bachao Beti Padhao under the overall supervision of District Magistrate.

District SANKALP: HEW will facilitate District committee to make annual district action plan for the districts as per template and the suggestive Beti Bachao Beti Padhao calendar of activities.

District Nodal officer will ensure that quarterly reporting is done on the MIS portal made by Mission Shakti under the Beti Bachao Beti Padhao section. SANKALP: HEW at district level will be responsible for collating and compiling the quarterly reports for submission in the portal.

In convergence with BBBP, the SANKALP: HEW is to disseminate information on key legislations/acts/policies to school and college students as well as conduct outreach at the level of Gram Panchayats. The activities are to be strictly conducted under the banner and logo of BBBP.

The following officers at the district level will be responsible for ensuring convergence between SANKALP: HEW and BBBP.

1. District Probation/Programme Officer (DPO) at district level will be nodal officer for implementation and execution of BBBP under the overall supervision of District Magistrate.
2. District SANKALP: HEW will facilitate District committee to make annual district action plan for the districts as per template and the BBBP calendar of activities.

3. District Nodal Officer will ensure that quarterly reporting is done on the MIS portal made by Mission Shakti under the BBBP section.

The implementation of activities under SANKALP: HEW and BBBP is dependent on extensive engagement with the community. The Gender specialist in the SANKALP: HEW may be handed the specific task of implementation of women-centric legislations. The monitoring of effective implementation of BBBP may be done through staff deployed at SANKALP: HEW. Regarding approvals from the competent district authority in relation to implementation of BBBP, the follow-up may be done by the staff deployed at SANKALP: HEW at the district level.

7. District SANKALP: HEW Activity Protocol

7.1. Operative Mechanism

The section will detail the protocols to be followed while registering a query received at the center. The following steps are undertaken once a query comes in from women via physical visits at the SANKALP: HEW or Women Helpline (WHL):

1. SANKALP: HEW will provide women seeking support with a welcoming environment. Beneficiaries will be greeted with comfortable seating arrangements upon arrival at the center.
2. The visiting beneficiaries will be greeted by personnel responsible for registration, who will serve as the initial point of contact.
3. Once a query comes in, Gender Specialist will attend to the woman seeking information at the SANKALP: HEW at the district level or on call. In instances of large volumes of queries coming in, the other Gender Specialist or Financial Literacy specialist will be acting as first point of contact too.
4. SANKALP: HEW will ensure that information is provided in accordance with the beneficiaries' particular requirements.
5. The first responder would record personal information of the woman and her query.
6. Once the query has been categorized under a specific scheme or program, she will be redirected to meet with the concerned specialist. They will be assigned based on their expertise and the allocation of schemes, ensuring that the recipient receives the most pertinent and knowledgeable response possible.
7. These specialists will then process the information, identifying the most appropriate scheme and way forward to address the query.
8. The final step in this protocol involves referring the case to the relevant department or institution to take the case forward. Referral protocol will be an important aspect of the operation of the SANKALP: HEW.
9. After identifying the appropriate department and officer to resolve the beneficiary's inquiry, the woman will be provided with comprehensive printed information. This information will include the specifics of the government officer or office to be contacted to facilitate effective communication and resolution.

8. Infrastructural arrangement

The below table presents the key infrastructural arrangements to be considered while setting up the SANKALP: HEW.

Direction signages	<p>Way finding signage, or directional signage, is defined as signs that display text, typically paired with directional arrows, to guide people in finding their way into the SANKALP: HEW. Appropriate signages should be placed within the centre as well as outside the facility, with adequate lighting, which would include entry and exit, seating area and directions to access facilities like toilets and drinking water. In case, the building is co-located with any other facility like the District Hospital, Collectorate or the One-Stop Centres, signages should be placed at the entrance of such facility clearly indicating the location of the SANKALP: HEW and directions to be followed to reach the facility.</p> <p>Serious consideration should be given to the provision of alternate low-level signs in Braille (as well as plain text) in the space leading to the facility, lifts/ramps, and other public amenities. To help the visually impaired persons to use the stairs or escalators, tactile guide paths should be made with audible warnings at top and bottom.</p>
Information signages	<p>Identification signage is defined as signs that identify a place, space, entity, or object. Signages to guide the women beneficiary inside the centre include names of the personnel in the hub and the position. Braille signages may also be considered, with sign plaques to be mounted with the sign's centerline 1524 mm above the ground or floor.</p>
Accessibility	<p>The district authorities should ensure that the SANKALP: HEW is made accessible to women beneficiaries of all age groups, including children, adolescents, pregnant women, women with disability and elderly women. The centre should be made universally accessible with provision for ramps and lifts with adequate space to enable movement of wheelchairs and clutches. The guidelines of 'Sugamya Bharat Abhiyan' may be referred for specifications on how to make public buildings physically accessible. HG2021_MOHUAN_merged.pdf (disabilityaffairs.gov.in)</p>
Seating area	<p>Adequate seating facilities should be provided to the beneficiaries or any other visitor who may visit the centre. The seating area may be provided with facilities like IEC material and drinking water. In case, there are more visitors than the centre can accommodate, the coordinator should ensure that the centre is not crowded. A token system may be introduced in such cases, where the beneficiary may be called to avail the services according to serial number. From the seating area, the beneficiary or the visitor may be guided by the personnel within the centre as the coordinator may appoint.</p>

9. Activity Plan and Monitoring of SANKALP: HEW

9.1. Thematic Activity Calendar

An indicative thematic calendar has been suggested in **Annexure 1** for the reference of State and District SANKALP: HEW to map activities to be conducted round the year. Two main events have been described below:

1. **Events for collective participation of women** to be organized by District SANKALP: HEW at district level quarterly. The event will have the following objectives:
 - a. To mobilize women, women organizations, PRI women under the guidance of District Program Officer, WCD
 - b. To gather officials from all departments with women-centric schemes and introduce SANKALP: HEW
 - c. On the spot registration and application of women as per requirement at department stalls
2. **Mahila Sankalp Sabha** to be organized by District SANKALP: HEW at regular intervals. The event will aim to generate awareness about schemes and identify new beneficiary women with the help of block and Gram Panchayat officials.

9.2. Monitoring

SANKALP: HEW, at the state and district level will report their respective progress at the center and on the field on a quarterly basis as per the reporting format enclosed in **Annexure 2** and **Annexure 3**. The districts will report to SANKALP: HEW at the state level and the States will submit their reports with the SANKALP: HEW at the national level.

9.3. Contact details of Government offices

Both SANKALP: HEW, at the state and district level are required to maintain an updated directory of important Government offices for information dissemination as well as for referral and linkages. The format can be found in **Annexure 5**.

Annexure: 1
Indicative Thematic Activity Calendar

Month	Theme	Ministerial Convergence	Suggested Activity
January	Saksham Nari Sashakt Bharat	Ministry of Women and Child Development	Sensitization drive at block level about girl child education
		Ministry of Skill Development and Entrepreneurship	Block level camps to understand vocational training needs among girls
		Ministry of Panchayati Raj/Ministry of Housing and Urban Affairs	Collaborate with Beti Bachao Beti Padhao program – plantation drives in the name of girl child
		Ministry of Education	Life skill training in schools
February	Women in Politics	Ministry of Panchayati Raj	Interaction and meeting with Women Panchayat leaders at block level
		Ministry of Rural Development	Meeting with SHG groups at block level to discuss decision making in their daily lives
	Health	Ministry of Women and Child Development	Registration drive for Pradhan Mantri Matru Vandana Yojana
		Ministry of Health and Family Welfare	Maternal health awareness sessions
March	Financial Inclusion	Ministry of Finance	Registration drive for Pradhan Mantri Jan Dhan Yojana
		Ministry of Education	Awareness sessions in schools about importance of financial literacy among girls
	Leadership	Ministry of Education	Awareness drive in colleges about importance of women leadership
		Ministry of Panchayati Raj and Ministry of Rural Development	Local women panchayat leaders invited as guest speakers to address local SHG groups
April	Women Farmers	Ministry of Agriculture and Farmers Welfare	Workshops on sustainable farming techniques for local women farmers Promoting agriculture allied sectors like horticulture, poultry, fisheries, bee keeping, animal husbandry and dairy etc.
		Ministry of Skill Development and Entrepreneurship	Training assessment drive among local women farmers
	Safety and security	Ministry of Women and Child Development	Awareness drive on laws for safety and security of women and children – Trafficking in Persons, POCSO, JJ Act

		Ministry of Home Affairs	Interaction with Mahila Police Station functionaries at block level
May	Digital Literacy of Women	Ministry of Skill Development and Entrepreneurship	Workshop on basic computer skills for girls at block level
		Ministry of Education	Sessions on importance of digital literacy for girls in schools
	Health and hygiene	Ministry of Women and Child Development	Awareness session on importance of reproductive health and hygiene in women at Anganwadi centers
		Ministry of Health and Family Welfare	Capacity building of ASHA workers on the importance of reproductive health and hygiene among women
June	Legal Awareness	Ministry of Law and Justice	Awareness camps for women on their legal entitlements such as legal aid and counsel
		Ministry of Women and Child Development	Mobilization drives by One Stop Center and Shakti Sadan functionaries to identify instances of violence at block level
	Traditional businesses	Ministry of Textile/Ministry of Rural Development	Identification of local traditional business such as handloom in need of forward linkages with banks and markets
		Ministry of Skill Development and Entrepreneurship	Identification of training needs among local female business owners and registering them with training institutes
July	Gender Sensitization	Ministry of Women and Child Development	Gender sensitization sessions in schools and Anganwadi centers
		Ministry of Youth Affairs and Sports	Sessions encouraging sports and ending sports related stigma among girls in schools and colleges
	Education	Ministry of Education	Conduct awareness programs at block level about the importance of girl child education Encourage girls to re-enroll in the mainstream
		Ministry of Social Justice and Empowerment	Registration drives for scholarship schemes among women from marginalized communities
August	Women Economic Empowerment	Ministry of Rural Development	Awareness about MGNREGA scheme and identification of challenges among women workers locally
		Ministry of Labor and Employment	Awareness about benefits for women labor and education on their rights and entitlements such as Pradhan Mantri Shram Yogi Maandhan
	Women Entrepreneurship	Ministry of Finance	Awareness and registration drive on Pradhan Mantri Mudra Yojana and Stand Up India for helping women set up enterprises
		Ministry of MSME	Awareness and registration drive on Prime Minister's Employment Generation Program (PMEGP) for helping women set up enterprises

September	Nutrition	Ministry of Women and Child Development	Overseeing Mission Poshan activities at Anganwadi centers - anemia awareness camps, promoting breast feeding
		Ministry of Health and Family Welfare	Awareness and registration drive for Janani Suraksha Yojana for pregnant and lactating mothers
	Social evils	Ministry of Women and Child Development	Awareness about child marriage and early motherhood at block level through movie screenings
		Ministry of Women and Child Development	Awareness about dowry and sex-based discrimination through guest speakers
October	Mental Health	Ministry of Education	Workshops in schools ending stigma about mental health issues
		Ministry of Rural Development	Sessions with SHG groups about stress and mental health issues among women
	Health and sanitation	Ministry of Petroleum and Natural Gas	Registration drive for cooking gas connections under Pradhan Mantri Ujjwala Yojana
		Ministry of Drinking Water and Sanitation	Awareness drive for constructing toilets in rural areas
November	Gender based Violence	Ministry of Women and Child Development	Awareness sessions on domestic violence at One Stop Centers
		Ministry of Home Affairs	Capacity building of One Stop Center and Shakti Sadan functionaries on crimes against women
	Technology and safety	Ministry of Skill Development and Entrepreneurship	Sessions teaching girls to access online educational courses through platforms
		Ministry of Women and Child Development/Ministry of Education	Safety sessions in schools with guest speakers
December	Know your Rights	Ministry of Minority Affairs	Conduct job fairs for artisans from marginalized communities and linkages for marketing platforms
		Ministry of Social Welfare and Empowerment	Awareness sessions for rights and entitlements for women from marginalized communities for education and employment
	Social security	Ministry of Rural Development	Awareness and registration drive for widow, disability, and old age pension schemes
		Ministry of Social Welfare and Empowerment	Awareness and registration drive for pension and loan schemes for women from backward classes

***The list provided is indicative. Any additional activities may also be included by State/UTs and District as per the local conditions.**

Annexure 2

SANKALP: HEW Field Activities - Monitoring Report Format*

Components	Achievements- Names of sessions and	Timeline			
		Q1	Q2	Q3	Q4
Orientation and Sensitization	1. 2. 3. 4.				
Outreach	1. 2. 3. 4.				
Innovation	1. 2. 3. 4.				
Capacity Building	1. 2. 3. 4.				
IEC material	1. 2. 3. 4.				
Monitoring and Documentation	1. 2. 3. 4.				
Others	1. 2. 3. 4.				

*Record to be maintained in physical form till the development of Dashboard.

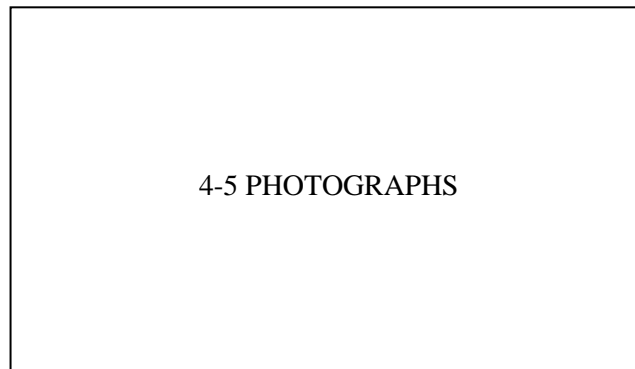
Annexure 3

SANKALP: HEW Queries – Monitoring Report Format*

Department	Name of the Scheme	Total Number of women who visited the SANKALP:HEW	Total Number of Women/Girls assisted with information on schemes/policies	Total number of cases referred to relevant departments	Total number of Cases resolved real-time	Total number of cases resolved through WHL
Health Department	Medical Assistance					
	Janani Suraksha Yojana					
	UD ID Card					
Social Welfare Department	State Marriage Assistance					
	Pension					
	Prosthetic Aids					
Women and Child Development Department	One Stop Center					
	PMMVY					
	Shakti Sadan/Sakhi Nivas					
	Mission Saksham Anganwadi and Poshan 2.0					
	Mission Vatsalya					
Revenue Department	Certificates					
Women Development Corporation	Loan					
Labor Department	Financial Assistance					
RSETI	Training					
Rural Development	MGNREGA/Job cards					
Judicial assistance	Women-centric legislations/acts					
State-specific schemes for women						
Any other assistance						

*Record to be maintained in physical form till the development of Dashboard.

Annexure 4
Capturing Success Stories – Format*



Title of the event:

Date:

Village/block/district:

Venue:

Relevant Department:

Relevant Officers:

Point of Contact:

Description of the event:

- What was the theme of the event?
- What activities were performed?
- Who were the facilitators/organizers?
- Who were the participants? How many participated?
- What was the outcome and impact of the event?
- What was done differently?
- Testimonials from participants (written/videos)

Social media coverage: Facebook, Instagram, LinkedIn, WhatsApp (links)

*Record to be maintained in physical form till the development of Dashboard. Photos may be maintained in digital form.

Annexure 5

Directory for Government officials– Format*

Important Contact Details				
S.No.	Designation/Institution/Organisation	Contact Number (Phone)	Contact Number (Mobile)	Email
Administration and Department Details*				
1.	District Magistrate/District Collector			
2.	CEO – Zilla Parishad/ (DDC/CDO)			
3.	Municipal Commissioner			
4.	Sub-division Officer (SDO)			
5.	Block Development Officer (BDO)			
6.	District Control Room			
7.	Emergency Control Room			
8.	District Programe Officer (DPO)			
9.	Dept. of Sports (DSO)			
10.	Dept. of Education (DEO)			
11.	District Planning Officer (DPO)			
12.	District Industries Centre (General Manager)			
13.	Dept. of Agriculture - District Agriculture Officer (DAO) Dept. of Fisheries -District Fisheries Officer (DFO) District Dairy Development Officer Director - ATMA			
14.	Dept. of Minority Welfare - District Welfare Officer (DWO) Social Security Dept.			
15.	Dept. of Cooperation - District Cooperative Officer (DCO)			

16.	Dept. of Food Supply and Consumer Welfare - District Supply Officer (DSO)			
17.	Dept. of Labour and Employment - Labour Superintendent			
18.	Financial Institutions - Lead District Manager (LDM)			
19.	Dept of Panchayati Raj - District Panchayati Raj Officer (DPRO)			
20.	Executive Engineer PWD/RWD/etc.			
21.	District Information Officer			
22.	District Program Officer (ICDS)			
23.	ANY other Dept. Officer			
*The designations listed above serve as a guide and the designations may be aligned with relevant departmental designations within the States/UTs. Contact information from other essential departments and additional key officers form departments can be added to the directory.				
Police				
1.	Superintend of Police (SP)/CP as per district)			
2.	ASP			
3.	DSP			
4.	Mahila Thana			
5.	Thana-1 Name wise			
6.	Thana-2 Name wise			
7.	Police Control Room			
Health				
1.	Civil Surgeon /Chief Medical Officer			
2.	Hospital-1 (Name Wise)			
3.	Hospital-2 (Name Wise)			
Institutions				

1.	College-1			
2.	College-1			
Other Organisation				
1.	Railway Control Room			
2.	Airport Help Desk			
3.	Inter State Bus Terminal/Bus Stop			
Helpline Numbers				
1.	Women Helpline			
2.	Child Helpline			
3.	ERSS			
4.	Senior Citizens Helpline			
5.	Disaster Helpline			
6.	Fire			
7.	Ambulance			
8.	Police			
9.	Accident Services			
10.	Cyber Crime			
11.	POSHAN and PMMVY Helpline			
12.	Any other			
Information/Inquiry Assistance Numbers				
1.	One Stop Centre			
2.	Farmer/Kisan			
3.	Education (Career Counselling, General Advice, etc.)			
4.	Skill Development			
5.	Health Related			
6.	Any other			

Frequently Asked Questions (FAQ) on the SANKALP: HEW

1. What is SANKALP: HEW?

SANKALP: HEW is a component under the Samarthya Sub Scheme of Mission Shakti.

2. What is the aim of this scheme?

The SANKALP: HEW, a dedicated PMU and will serve as a single window system for guiding, linking and hand-holding women to various institutional and schematic set ups for their empowerment and development, as well as monitoring of schemes related to Mission Shakti. It will create awareness among women regarding different schemes, policies, legislations and acts implemented with the purpose of ensuring safety, security and empowerment of women.

3. What are the key responsibilities of the Hubs for Empowerment within Mission Shakti?

The SANKALP:HEW will oversee scheme implementation of Mission Shakti, facilitate information dissemination through awareness generation campaigns on several schemes, legislations and acts, conduct capacity building, ensure data entry of the different sub-schemes of Mission Shakti and converge with different ministries/departments to address women's issues effectively.

4. What types of activities are conducted by the SANKALP: HEW under Mission Shakti?

The activities conducted include organizing awareness campaigns, conferences, and seminars to empower and educate women. A month-wise indicative calendar of activities to be conducted under SANKALP: HEW has been issued.

5. In what ways does the SANKALP: HEW contribute to women's empowerment and security?

The SANKALP: HEW will facilitate to bridge the information and knowledge gap regarding schemes and facilities available for women through awareness campaigns, capacity building, conducting seminars and workshops, convergence with different ministries/departments and stakeholders, thereby empowering and securing women within their communities.

6. How does the SANKALP:HEW contribute to district administration and women's welfare?

The SANKALP:HEW monitors schemes across departments, conducts regular evaluations, highlights challenges at the district level, organizes women camps, disseminates information at the grassroots, and ensures initiatives like BBBP reach the last mile through awareness campaigns and local outreach activities.

7. Is there a provision of funds for training within this scheme?

Yes. There is a provision of sufficient fund for training at the State Level.

8. Is there a provision for vehicles to enhance outreach efforts?

Yes, there is provision of vehicles to facilitate better outreach initiatives and to reach the last-mile beneficiary.

9. What is the allocation of funds for outreach activities at the state and district levels under Mission Shakti?

Funds are allocated based on the guidelines of Samarthya sub-scheme of Mission Shakti, given to States/UTs and districts, to support outreach activities, capacity building.

10. Where will the hub office be in the district?

The SANKALP:HEW at the district level may preferably be located in the DM/DC's office for close coordination and smooth functioning.

11. Who will avail the facility of SANKALP: HEW?

The SANKALP: HEW facility is open to all women, irrespective of their age.

12. What type of information will be provided to beneficiaries through SANKALP: HEW?

Information on different types of government scheme (central and state) of Women and Child Development as well as schemes of other Ministries/Departments, Legislations, Acts etc. will be provided through SANKALP: HEW.



सत्यमेव जयते

Ministry of
Women & Child Development
Government of India