

Universalisation of Women Helpline Scheme

1. Background and Context

1.1 The right to a life free of violence is a basic human right enshrined in Article 21 of Indian Constitution. Violence or the threat of violence not only violate this right but restrict women's freedom and germinates imbalance of power between women and men. It has now been more than twenty years since India has ratified¹ the UN Convention on the Elimination of All Forms of Discrimination Against Women, thereby committing to incorporate the principle of equality of men and women within its legal system, abolish all discriminatory laws and adopt those laws which prohibit discrimination against women. Since then, changes has been made in the law not only to prevent violence but to create a system which rehabilitates women affected by violence and ensure their access to violence free life.

1.2 In recent years, there has been enactment of various legislations by the Parliament which address the issue of VAW i.e. Criminal Law Amendment Act, 2013, Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Protection of Women From Domestic Violence Act, 2005 and provided an opportunity to women facing violence to take the recourse to law. According to the latest National Crime Records Bureau data, during the year 2013, 3,09,546 incidence of crime against women (both under Indian Penal Code and other laws) were reported as against the 2,44,270 cases reported during 2012, showing an increase of 26.7% over the previous year. As observed by the Working group², *these numbers have to be viewed keeping in mind that not all crimes against women are reported. The actual numbers may give even greater cause for concern.*'

1.1.1 Present laws and policies already acknowledge the limitations of existing institutional responses i.e. intervention through the police and other implementing agencies, a large section of women affected by violence hesitate to approach the police or the court at the very first instance. Hence, there is a need to create holistic support service having strong and integrated service delivery mechanism that women affected by violence could approach whenever they are forced in violent situations.

¹ 9 July 1993

² Report of the Working Group On Women's Agency And Empowerment, 12th Five Year Plan

2. Emergency Response System in India - Current Telecom Regulatory and Licensing Framework³

2.1 Presently, the telecom access to emergency services in India such as 181 (Women in distress), 1091 (police helpline), 100 (Police), 101 (Fire), 102 (hospital/Ambulance) & 108 (Emergency Response Services) are being provided by Telecom Service Providers (TSPs). As per the National Numbering Plan 2003, these are Category-I services i.e. these are the mandatory services that are to be provided by all the TSPs. Whereas access to 100, 101 and 102 numbers is Restricted (these are the services to be accessible at least within local area); access to 108 and 181 has been defined as Unrestricted (these are the services, which shall be accessible from anywhere, national or international).

2.2 As far as telecom service licenses are concerned, in the definition of terms and expressions given in the Cellular Mobile Telephone Services (CMTS) license emergency services has been defined as, *“Emergency service means an emergency of any kind, including any circumstances whatever resulting from major accidents, natural disasters and incidents involving toxic or radio-active materials and emergency services in respect of any locality means the relevant public, police, fire, ambulance and coast guard services for that locality”*. Further, as per the clause 30.1 of the CMTS license agreement, *“licensee shall independently provide all emergency and public utility services to its subscribers, including directory information services with names and address of subscribers”*⁴.

2.3 According to the clause 29.1 of Unified Access Service License (UASL), *“the licensee shall provide independently or through mutually agreed commercial agreements with other service providers, all public utility services including TOLL FREE services such as police, fire, ambulance, railways/road/Air accident enquiry, police control, disaster management etc. While providing emergency services such as police, fire, ambulance etc. it shall be delivered to the control room of concerned authority for the area from where call is originated”*.

2.4 As far as the location information of the mobile callers is concerned, the

³ Consultation Paper 3/2013 by Telecom Regulatory Authority of India on Universal Single Number Based Integrated Emergency Communication and Response System

⁴ http://www.dot.gov.in/sites/default/files/AGREEMENT_1.PDF

Department of Telecom (DoT), vide its amendment⁵ to the CMTS/UAS License conditions, dated 31st May 2011, has mandated telecom service providers to provide location details of their mobile subscribers as per the following – *“(a) The Licensee shall provide location details of mobile customers in the License service area as per below mentioned time frame from the date of issue of this amendment and accuracy. It should be a part of CDR in the form of longitude and latitude, besides the co-ordinate of the cell sites, which is already one of the mandated fields of CDR. (b) To start with these details will be provided for specified mobile numbers. However, within a period of 3 years location details shall be part of CDR for all mobile calls. Depending upon the technological development the limits of accuracy could be modified any time in future.”*

2.5 Presently, most of the private service providers are routing calls to the emergency numbers through the network of BSNL/MTNL, as the PSU service providers have connectivity with control rooms of various emergency organisations. For this purpose, interconnection agreements between Private Access Service providers and BSNL/MTNL have been required.

3. Present Situation/Existing Models of Helplines

3.1 The ‘Help Emergency Assistance Rescue Terminal’ (HEART) – a software led application/initiative where women can register themselves for emergency help by police. HEART has been assigned a toll free number (1091) on which any women, who urgently needs police assistance, can call either from their mobile or landline and within minutes police assistance will reach her. The survivor does not need to speak at all. Once the call is connected HEART immediately searches the location and sends the police mobile van, which rushes to the spot immediately. Registration forms are available in regional languages in which anyone can put maximum ten contact numbers so that police can simultaneously send messages to those numbers and inform them⁶.

3.2 The Ministry of Home Affairs is in the process of implementing a single number i.e. 100 – as the emergency hotline number for the entire country and for all exigencies. The callers will be routed to the police, fire department or ambulance depending on the emergency. The number will be accessible from any phone across

⁵ <http://dot.gov.in/AS-III/2011/as-iii.pdf>

⁶ Press Trust of India, Gujarat Police launches mobile phone helpline for women, May 18, 2013

the country⁷.

3.3 Apart from this, various NGOs in collaboration with the State Government and/or independently have also operationalised helplines in few States. Akshara (an NGO) started an emergency helpline for women in distress in collaboration with the police department, accessible on a toll free number 103 in Mumbai and Thane, Maharashtra⁸. The control room has multiple operating lines which are managed by 3 women police constables who work in 3 shifts every day for the 24/7 helpline. These police constables are gender sensitized and trained in elimination of violence, communication skills and handling crisis.

3.4 Tarshi (an NGO) created a helpline that provides information, counseling and referrals on sexuality, sexual and reproductive health, HIV, contraceptive choices, sexual and gender identities, violence, safety and pleasure related concern through an Interactive Voice Response System. All calls received are to be documented meticulously in order to provide high quality of services to the callers⁹.

3.5 Another initiative is the establishment of iCall, a psychosocial helpline which was launched on 4th September 2012 by Tata Institute of Social Sciences (TISS), responds to callers from all over India. The helpline operates for 11 hours in a day (from 10 am to 11 pm). This is a telephonic counseling service for addressing psychosocial needs of callers in distress. It also provides legal guidance. The helpline is open to individual across all age groups with a special emphasis on vulnerable groups such as children, adolescents, women and elderly. Currently, counseling is provided in six different languages (English, Hindi, Marathi, Malayalam, Tamil and Gujarati). The helpline maintains the anonymity of callers¹⁰.

3.6 Chief Minister Helpline, Delhi - On 31st December 2012, Chief Minister Helpline was initiated in Delhi through toll free number 181 with a mandate to provide round the clock support to women in distress and to follow up and monitor the cases with different implementing agencies. The helpline has three active lines with option of 60 lines and has trained social workers with strong experience of working on violence against women attending the calls. These callers are supported by a floor supervisor and human right consultant who apart from maintaining quality and intervening in heinous cases of VAW are also responsible for follow up of the

⁷ Aman Sharma India to Get 911 – Like Helpline Soon, Mail Today, New Delhi, September 13, 2012

⁸ http://aksharacentre.org/?page_id=206

⁹ <http://tarshi.net/program/helpline.asp>

¹⁰ iCall Helpline- A Psychosocial Helpline, Concept Developed By: Centre for Hume Ecology, Tata Institute of Social Sciences (TISS), Mumbai

cases with law enforcement agencies. As of 14th July 2014 the helpline has received 956942¹¹ calls from women in distress.

4. Gaps in the existing system

4.1 Lack of centralised system functional across the country: At present, there is no systematic mechanism to ensure that women could access various support services, whether government or private, through information and referral from a centralised and integrated body. Currently, different State governments had set up helpline in collaboration with NGOs, and private organizations. Various NGOs working on women's issues have also undertaken helpline initiatives to provide information and referral service to women facing violence within the home as well as outside, but these attempts have been sporadic and state/ city-centric due to the limitations of outreach and resources.

4.2 Tracing the location of the caller: In the existing emergency response system, the information about the location is provided by the caller and the emergency responders rely on this information. If the caller is not able to convey her location or location conveyed by her is vague or erroneous, then there is a possibility that responding unit may not locate her or a responding unit which may not be in the immediate vicinity of caller could be asked to help her resulting in the loss of crucial time during emergency response.

4.3 Lack of unified approach: Presently, there are different numbers for different emergency services i.e. 100-Police, 101-Fire, 102 and 108-Ambulance, 1091 and 181-women in distress etc. The caller needs to dial the correct number depending upon the type of emergency situation. In case the caller does not know the correct emergency number to dial or is confused between various emergency numbers, he will be either deprived of any help or will get help after avoidable delay. Given the low literacy level in India, it is likely that crucial time may be lost in figuring out which number to dial.

4.4 Jurisdictional Issues: Many a time call made to emergency numbers land at the control room that may not have jurisdiction of the location of caller causing delay in

¹¹ As per the data provided by women helpline

response. This is quite common in cases where the caller is using mobile handsets and calling from a place that is at the boundary of a District or State i.e. if someone is travelling from Delhi to Jhansi, the state jurisdictions changes frequently as he has to pass through Delhi-Haryana-UP-Rajasthan-MP-UP. In such a scenario, if a distress call is made at the border of say UP and MP, when the caller is entering MP, it is likely that the call may land at the control room located in UP, while the nearest help can be provided from a town located in MP and if the control rooms do not have backend facility to pass calls and information gathered, the response to the caller will be delayed.

In view of the above, it has been decided that a Women Helpline (state level toll free number such as 181) would be made universal for providing an immediate and 24 hour emergency response to women affected by violence including rescue (where necessary), information, first point contact counseling and referral (linking with appropriate authority such as police, One Stop Centre, hospital) services to any woman in distress across the country. This number would be compatible with all the existing telecommunication channels whether providing post/ pre paid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G, 4G etc. All the state/ district/ city level helplines whether private or public would be integrated with this women helpline.

5. Proposal and Objectives of the Women Helpline

5.1 The scheme of Universalisation of Women Helpline is exclusively designed to support women affected by violence, both in private and public spaces, including in the family, community, workplace etc. Women who are victims of physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race, culture, and geography will be provided support. In addition, woman facing any kind of violence due to attempted honour related crimes, acid attacks, witch hunting, sexual harassment, child sexual abuse, trafficking etc will also be provided with immediate and emergency services. There shall be no discrimination of any kind which affects the treatment of the aggrieved. This is specifically with reference to married women/ women in consensual sexual relationships who are raped by their intimate partners, sex workers and transgenders

who might be sexually assaulted but are refused treatment due to patriarchal mindsets and prejudices.

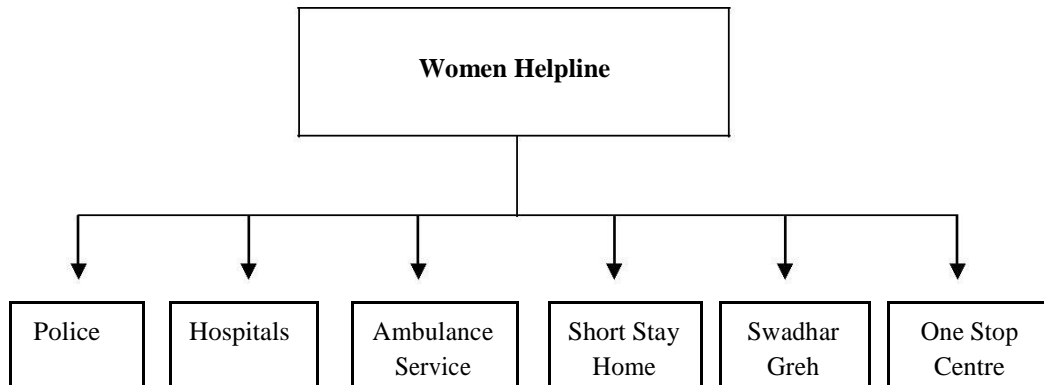
5.2 The Women Helpline(Helpline) will provide 24 hour emergency response to all women affected by violence both in public and private sphere. All the existing emergency services such as Police (100), Fire (101), women helpline (1091), hospital/Ambulance (102), Emergency Response Services (108), NALSA Helpline for Free Legal Service (15100) and Child helpline (1098) would be integrated with this women helpline. The proposed Women Helpline will utilize the infrastructure of existing Chief Minister Helpline functioning in some States through 181 as well as that of 108 services. It will be established in every State/ UT. Following are some of the significant objectives of the Women's Helpline:

- Provide **toll-free 24-hours telecom service** to women affected by violence seeking support and information.
- **Facilitate crisis intervention** through referral to police/ Hospital/ Ambulance services
- Provide **information** about the appropriate support services available to the woman affected by violence, in her particular situation within the local area in which she resides or is employed.
- Creation and maintenance of a comprehensive **referral database** by the Helpline within its local area.

6. Structure and Key Features

The proposed Helpline will function across the country by developing linkages with existing helplines i.e. 181 and 1091 number allocated by the Department of Telecommunications to all States and Union Territories as Chief Minister's Helpline or Women Helpline. The proposed helpline will act as a centralised service within the entire State/ UT which will cater to the needs of women in distress residing in village, block and town of different districts. This will ensure that there is a systematic approach to providing the services as well as a state wide database of referrals and information. The police, hospitals, Ambulance services, One Stop Centres (proposed), Swadhar Greh and Short Stay Homes will be linked with this helpline service along with other existing services and the moment, a

woman approach the helpline with a request for shelter, rescue, medical assistance or counseling, she will be referred to these above mentioned centres functioning within her local area.



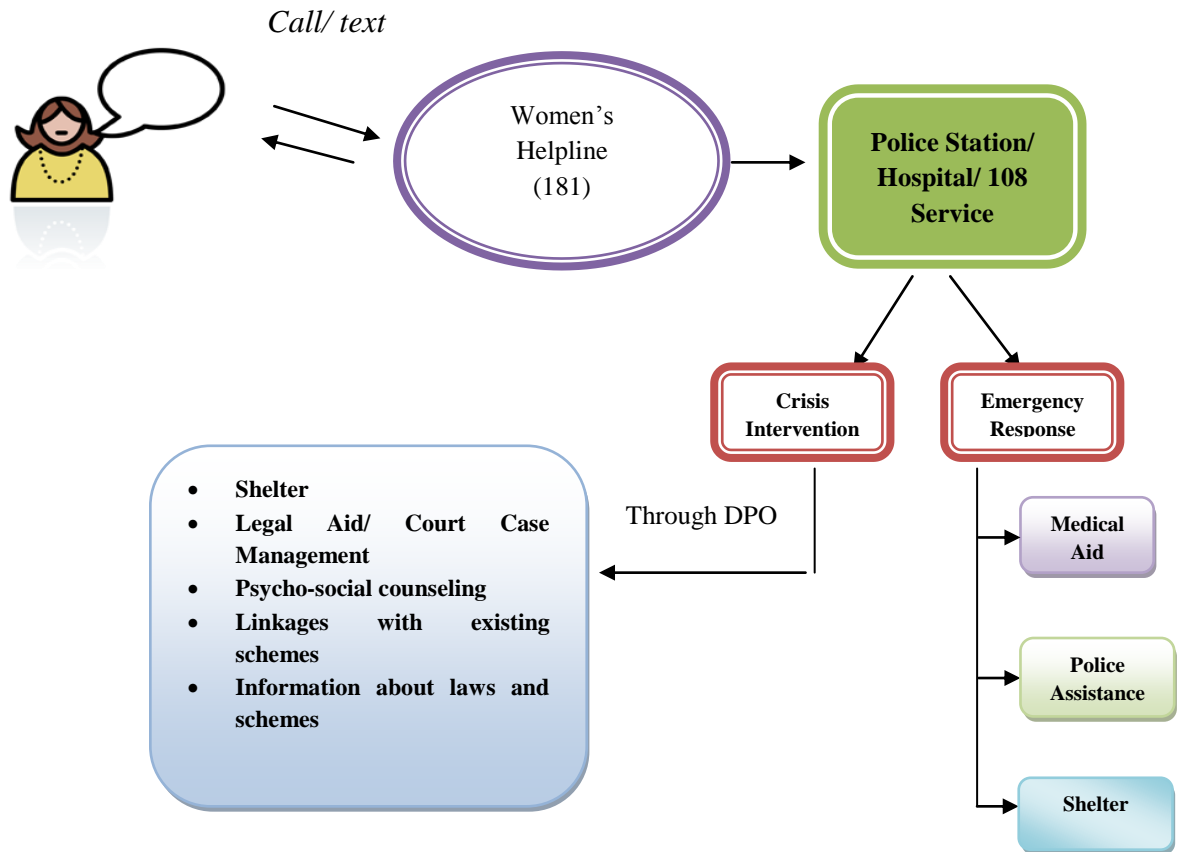
7. How will the Women's Helpline Work

Women's helpline will be accessible through a single universal toll-free number across the country. A woman in distress or in difficult circumstances or somebody on her behalf will be able to call this toll-free number and will reach the responder appointed there. Based on the urgency and the requirements explained by the women, the responder will refer her to relevant support services like medical aid, police assistance or connect her to One Stop Centre for professional counseling, shelter, legal aid etc; if the women needs to be rescued or is in urgent need of medical assistance then the PCR Van from the nearest police station or ambulance from nearest hospital/ 108 service/ One Stop Centre (whichever is closer) would be dispatched. In case woman need information about the laws and existing schemes of government then call would be connected to the nearest One Stop Centre which will provide this information to the women.

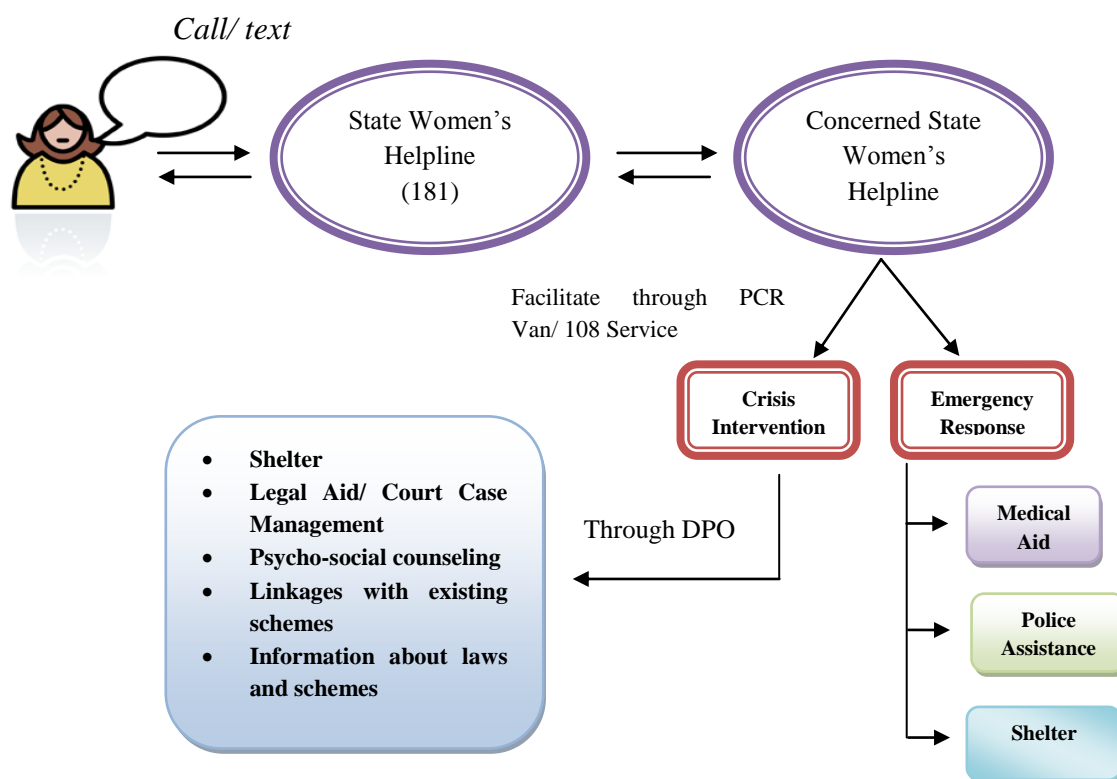
The helpline will also be accessed through text message for those who are unable to speak and will be sensitive to the needs of persons who are hearing and speech impaired or people with disability. It will have provision to locate/ trace the number from which a call has been received. In case woman has been interrupted during her call or was unable to specify her problem or her address due to being sick/disabled then the same would be traced and within minutes the helpline will facilitate an emergency response through nearest One Stop Centre/ police station/ hospital.

A visual representation of how the helpline will function is provided below:

Scenario 1: Women in distress calling for help



Scenario 2: In case somebody calling from one State is seeking help for a woman in distress residing/ presently located in another State



A comprehensive manual or guidelines will be prepared, detailing the standard operating procedures of the helpline, roles and responsibilities, Do's and Don'ts. This will include information about procedures to be followed, forms to be filled, monitoring mechanisms and documentation. There will be protocols for operationalisation of effective functioning of Helpline, how the service will be delivered, best practices guidelines and creation of operation manual. These documents will be handed over to all helpline centres working at state level.

8. Roles and Responsibilities of Key Stakeholders

The roles and responsibilities of the concerned Ministries/Departments are outlined in the table below.

S. No	Ministry	Primary Role	Other Support
1	Ministry of Communications and Information Technology,	<ul style="list-style-type: none"> Provide toll free text message service to 181 helpline 	<ul style="list-style-type: none"> Examine requirement for suitable amendments in existing law/procedures i.e.

	Department of Telecommunications	<ul style="list-style-type: none"> • Compatibility with all the existing telecommunication channels i.e. Post/Pre paid mobile/landline across all networks • Ensure interstate connectivity • Provide technology to record and immediately trace the current location from which call/text has been made 	<p>Indian Telegraph Act, License conditions etc to facilitate connectivity through various telecommunication channels</p> <ul style="list-style-type: none"> • Enforce strict compliance of connectivity to 181 through private channels or networks
2	Ministry of Home Affairs/ State/District	<ul style="list-style-type: none"> • Integrate all helpline ran by police department with women helpline • Designate police help and support whenever requested by helpline • Depute women police personnel to provide security to helpline • SOPs to be issued in this regard 	<ul style="list-style-type: none"> • Support gender sensitization of police personnel dealing with cases of women affected by violence
3	Ministry of Health and Family Affairs/ State/ District	<ul style="list-style-type: none"> • Protocols for Doctors • To be placed in public domain • Made available in regional languages • To be given in a calendar form to Helplines • List of Doctors/ 	<ul style="list-style-type: none"> • Ensure strict enforcement of protocols • Training and sensitization of Health personnel including para-medical staff • Support process of identifying para-medical staff

		Hospitals/ Clinics (public or private) <ul style="list-style-type: none"> • List with complete address, phone number of in-charge/ nodal Doctor to be made available • List of Ambulances (public or private) available for hire in the district. 	<ul style="list-style-type: none"> • MOUs with each identified resource
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9. Implementation of the Project

9.1 The Ministry of Women and Child Development would be responsible for budgetary control and administration of the scheme from the Centre. At the State level, the Secretary, Department of Women and Child Development will be responsible for overall direction and implementation of the scheme. **The State Government may designate a District Collector/District Magistrate for implementation of the Women helpline Scheme in the State and funds will be released to the designated District Collector/District Magistrate directly.** The day to day implementation and administrative matters would be the responsibility of the State Governments/UT Administrations.

9.2 **At Central Level:** The scheme will implemented under overall supervision of Additional Secretary/Joint Secretary along with one Director. At the **State level**, Centre will work under the supervision of the Secretary, Department of Women and Child Development along with one Director/Joint Director and **designated District Collector/District Magistrate.**

9.3 The States/UTs have been categorised based upon the population of States/UTs. For smooth functioning of Women Helpline Centre, the State Government may outsource activities required for functioning of Centre such as management, counseling, call responding, IT, multipurpose and security etc.

- ***Having more than 5 crore of population*** : The States/UTs having more than 5 crore of population, a maximum amount of Rs. 18,00,000 as non-recurring and a maximum amount of Rs. 89,40,000 as recurring grant will be provided.(No of States/UTs- 9)
- ***Having more than 1 crore and less than 5 crore of population:*** The States/UTs having more than 1 crore and less than 5 crore of population, a maximum amount of Rs. 17,50,000 as non-recurring and a maximum amount of Rs. 68,16,000 as recurring grant will be provided. (No of States/UTs- 12)
- ***Having less than 1 crore of population:*** The States/UTs having less than 1 crore of population, a maximum amount of Rs. 17,00,000 as non-recurring and an amount of Rs. 68,16,000 a maximum recurring grant will be provided. (No of States/UTs- 15)

The population wise details of State/UTs are provided at Annexure-I.

10. Location of the Helpline

It is envisaged that the Helpline will utilize the infrastructure of existing Chief Minister Helpline functioning in various States through 181 or the infrastructure of any other women related Helpline.

11. Approval of the Project

A Programme Approval Board (PAB) shall be constituted in the Ministry of Women and Child Development, headed by the Secretary. The financial proposal and action plan of the States/UTs under the Scheme will be approved by this Board. The PAB will comprise of inter alia the following members

- i) Financial Advisor, Ministry of Women & Child Development;
- ii) Additional Secretary/Joint Secretary of the concerned Bureau in the MWCD;
- iii) Director of concerned Division, Ministry of WCD - Member
- iv) Representative of Department of Telecommunication
- v) Representative of the respective State Government-
- vi) Any other expert/statutory body/invitees as decided by Chairperson

The PAB shall be the final authority for accepting, reviewing, and sanctioning of proposals for assistance under the scheme.

12. Monitoring Mechanisms

The State Steering and Monitoring Committee under the chairpersonship of the Chief Secretary/ Principal Secretary WCD comprising representation from Department of Home, Health and Telecommunications, State Legal Service Authority and Civil Society representatives will monitor and evaluate the functioning of helplines at quarterly basis.

Similarly, at the National level, National Steering and Monitoring Committee under the chairpersonship of Secretary, WCD having representation from Ministry of Home Affairs, Health and Family Affairs, Communications and Information Technology and Law and Justice along with National Legal Service Authority will monitor and evaluate the functioning of all helplines annually.

13. Monitoring Protocols

13.1 Call Response wise:

- All calls will be reviewed to check the performance of the responders. The review should be based on following standard:
 - ✓ 90% of the total distress calls were answered within 10 seconds
 - ✓ 100% of the total distress calls were answered in not more than 20 seconds and
 - ✓ In any given hour, not more than 1% of emergency calls had encountered busy signal.
- Cases will be tracked to check an adequacy of interventions made by the stakeholders i.e. police, hospitals, Lawyers etc.
- Regular performance appraisal of helpline staff
- Systematic feedback, either of all callers or those selected by random sampling.

13.2 State wise:

- Every day the data of the last 24 hours would be extracted and analysed by Helpline Coordinator and a report would be send to Director, State WCD mentioning the challenges faced through designated District Collector/District Magistrate.

- A monthly report will be sent to Principal Secretary, WCD who will discuss the same every month in a meeting held with Secretaries of concerned departments.
- The Principal Secretary, WCD will organize a review meeting with State Steering and Monitoring Committee representatives at the end of every quarter.

14. Budgetary Provision

Under the 12th Five Year Plan, there is an allocation of Rs. 180 crore for Women Helpline. It will be a centrally sponsored scheme, implemented through the State Government. The Ministry of Women and Child Development will be responsible for budgetary control and administration of the project at the Central level.

For setting up women helpline one time non-recurring grant will be provided to the designated District Collector/District Magistrate. Similarly for running the Centre, recurring grants which include rent for the Centre, outsourcing of services for management of the Centre, administrative cost of the Centre etc. will also be provided to the to the designated District Collector/District Magistrate .

The requirement proposed for the scheme for the remaining 2 years of the 12th Five Year Plan (2014-17) is Rs. 69.49 crore . The details of recurring and non-recurring cost estimates for the remaining plan period are at **Annexure 2**.

15. Funding Pattern

This scheme will be implemented as a Centrally Sponsored Scheme through States to be funded through Nirbhaya Fund. The Central Government will provide 100% financial assistance. The funds would be made available by Ministry of Women and Child Development to the designated District Collector/District Magistrate directly.

16. Fund Flow

The MWCD will be responsible for budgetary control and administration of the scheme at the Central level. The MWCD will transfer the funds to the designated District Collector/District Magistrate after obtaining the approval from Programme Approval Board (PAB) constituted under the Scheme. Funds shall be released to the designated District Collector/District Magistrate bi-annually and second installment will be released after receiving the Statement of Expenditure (SoE) and Utilisation Certificate (UC) of the grant from the concerned District Collector/District Magistrate. The designated District Collectors/District Magistrate will operate a separate bank account for scheme of Women Helpline.

17. Evaluation

The Scheme would be evaluated at the end of the 12th Five Year Plan to assess its impact and take corrective measures. Mapping exercise, baseline survey, action research conducted by the State/UTs in this regard would not only help in identification of beneficiaries but will also help in assessing the impact or outcome.

18 Audit and Social Audit

18.1 Audit: Audit shall be done as per Comptroller & Auditor General of India norms and that channel will be followed at the Central and State Government levels.

18.2 Social Audit: Social Audit will also be undertaken which will be conducted by Civil Society Groups to obtain direct feedback from those who have availed the services of the women helpline and other services provided under the scheme through appropriate evidence gathering methods.

Annexure-I

Sl. No	States/UTs	Population
Category -A		
1	Uttar Pradesh	199,812,341
2	Maharashtra	112,374,333
3	Bihar	104,099,452
4	West Bengal	91,276,115
5	Madhya Pradesh	72,626,809
6	Tamil Nadu	72,147,030
7	Rajasthan	68,548,437
8	Karnataka	61,095,297
9	Gujarat	60,439,692
Category -B		
10	Andhra Pradesh	49,386,799
11	Odisha	41,974,218
12	Telangana	35,193,978
13	Kerala	33,406,061
14	Jharkhand	32,988,134
15	Assam	31,205,576
16	Punjab	27,743,338
17	Chhattisgarh	25,545,198
18	Haryana	25,351,462
19	Delhi UT	16,787,941
20	Jammu & Kashmir	12,541,302
21	Uttarakhand	10,086,292
Category -C		
22	Himachal Pradesh	6,864,602
23	Tripura	3,673,917
24	Meghalaya	2,966,889
25	Manipur	2,570,390
26	Nagaland	1,978,502
27	Goa	1,458,545
28	Arunachal Pradesh	1,383,727
29	Puducherry	1,247,953
30	Mizoram	1,097,206
31	Chandigarh	1,055,450
32	Sikkim	610,577
33	A&N Islands	380,581
34	D&N Haveli	343,709
35	Daman & Diu	243,247
36	Lakshadweep	64,473

Annexure- 2 (i)

Proposed Component Wise and Year Wise Estimated Expenditure for Universalisation of Women Helpline in States/UTs

Estimated Cost for Setting up Women Helpline in States/UTs

SI. No.	Particulars at each level	Cost per unit (In Rs)	No of States/ Uts	Year wise (In Rs)		Total (In Rs)	Total Rs. in crore
				2015-16	2016-17		
Central Level							
	Central Level						
	ii) Research & Documentation	5000000		5000000	5000000	10000000	1.00
	iii) Training and IEC	5000000		5000000	5000000	10000000	1.00
	iv) Evaluation	2000000		2000000	2000000	4000000	0.40
	v) Database Management	10000000		10000000	10000000	20000000	2.00
	Sub total (Central Level)			22000000	22000000	44000000	4.40
State Level							
A	State Norms for A Category States						
	(a) Non Recurring	1800000	9	16200000		16200000	1.62
	(b) Recurring	8940000	9	80460000	80460000	160920000	16.09
	Sub Total -A			96660000	80460000	177120000	17.71
B	State Norms for B Category States						
	(a) Non Recurring	1750000	12	21000000.0		21000000	2.10
	(b) Recurring	6816000	12	81792000	81792000	163584000	16.36
	Sub Total-B			102792000	81792000	184584000	18.46
C	State Norms for C Category States						
	(a) Non Recurring	1700000	15	25500000.0		25500000	2.55
	(b) Recurring	6816000	15	102240000	102240000	204480000	20.45
	Sub Total-B			127740000	102240000	229980000	23.00
D	Flexi Fund 10% of A+B+C			32719200	26449200	59168400	5.92
	Sub total (State Level)			359911200	290941200	650852400	65.09
	Total Cost			381911200	312941200	694852400	69.49

State Level Norms for A Category States

Sl. No.	Item	Unit	Estimated Cost (In Rs)
A	RECURRING		
1	Women Helpline Centre Management @600000 pm	12	72,00,000
2	Rent @ Rs. 30000 pm	12	3,60,000
3	Administrative Cost including Hiring vehicle @ Rs. 65000 pm	12	7,80,000
4	Telephone Bills for the call centre @ Rs. 50000	12	6,00,000
	Sub-Total (Recurring)		89,40,000
B	NON RECURRING		
1	EPABX-Cum Call Centre Solution		600,000
2	PRI Lines/ Dialers/Intercom/Extension Instrument etc		130,000
3	Headphones/Earphone & Dialer (Analog Phone) Audio Port/Head set with dialer		200,000
4	Computer/Lap tops and Printers/Scanners	8	300,000
5	UPS/Generator of 5 KVA For Power Backup	1	70,000
6	Furniture, Air Conditioners, Renovation etc.		500,000
	Total Non Recurring		1,800,000

Annexure- 2 (iii)

State Level Norms for B Category States

Sl. No.	Item	Unit	Estimated Cost (In Rs)
A	RECURRING		
1	Women Helpline Centre Management @4,23,000 pm	12	50,76,000
2	Rent @ Rs. 30000 pm	12	3,60,000
3	Administrative Cost including Hiring vehicle @ Rs. 65000 pm	12	7,80,000
4	Telephone Bills @ Rs. 50000	12	6,00,000
	Sub Total (Recurring)		68,16,000
B	NON RECURRING		
1	EPABX-Cum Call Centre Solution		6,00,000
2	PRI Lines/ Dialers/Intercom/Extension Instrument etc		1,30,000
3	Headphones/Earphone & Dialar (Analog Phone) Audio Port/Head set with dialer		2,00,000
4	Computer/Lap tops and Printers/Scanners	6	2,50,000
5	UPS/Generator of 5 KVA For Power Backup	1	70,000
6	Furniture, Air Conditioners, Painting, Renovation etc.		5,00,000
	Total Non Recurring		1,750,000

State Level Norms for C Category States

Sl. No.	Item	Unit	Estimated Cost (In Rs)
A	RECURRING		
1	Women Helpline Centre Management @4,23,000 pm	12	50,76,000
2	Rent @ Rs. 30000 pm	12	360000
3	Administrative Cost including Hiring vehicle @ Rs. 65000 pm	12	7,80,000
4	Telephone Bills @ Rs. 50000	12	600000
	Sub Total (Recurring)		68,16,000
B	NON RECURRING		
1	EPABX-Cum Call Centre Solution		600,000
2	PRI Lines/ Dialers/Intercom/Extension Instrument etc		130,000
3	Headphones/Earphone & Dialer (Analog Phone) Audio Port/Head set with dialer		200,000
4	Computer/Lap tops and Printers/Scanners	6	250,000
5	UPS/Generator of 5 KVA For Power Backup	1	70,000
6	Furniture, Air Conditioners, Painting, Renovation etc.		4,50,000
	Total Non Recurring		1,700,000