

Draft SOP on Gender Resource Centre

Introduction

The DAY-NRLM, a flagship program of the Ministry of Rural Development (MoRD), the Government of India is mandated to mobilize rural poor women into groups for poverty alleviation through livelihoods enhancement. A well-planned gender architecture is put in place at the community level comprising of platforms like Gender Forums and Social Action Committees (SACs), Village Organizations (VOs), and Cluster Level Federations (CLFs). These bodies primarily function on the premise of uplifting women's condition and position in society by identifying, acknowledging, and addressing issues of gender discrimination.

Gender Resource Centre

Gender Resource Centre (GRC) is an apex and dedicated body in the institutional mechanism placed at the Block level. It will be equipped and positioned to respond to cases that come directly or escalate to it from the SHG/PLF or BLF by leveraging its linkages with the administrations and service providers to amplify the response and redressal mechanisms. It will be a dedicated body for representing, advocating and addressing the cause of women and marginalized at the Block level since;

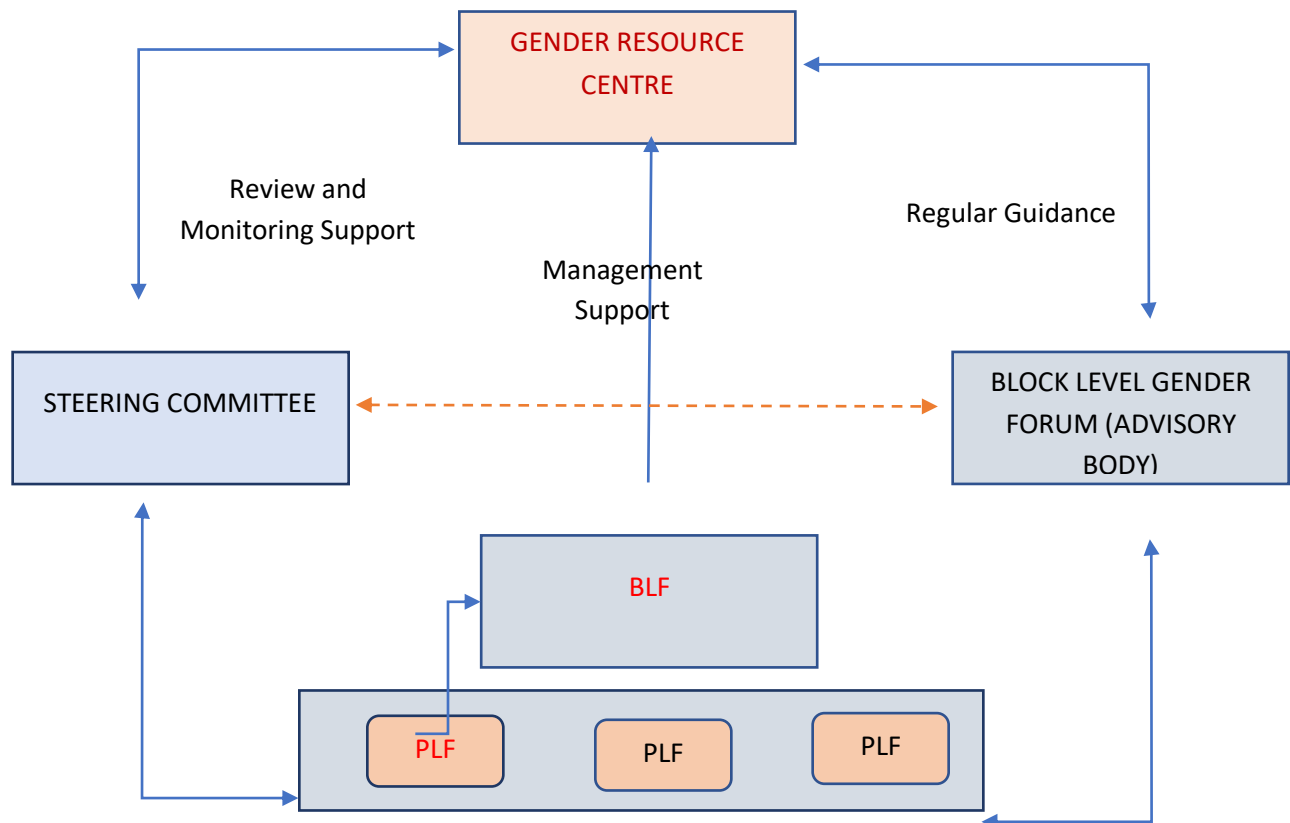
- Women are often unable to identify violence meted out to them because of normalization of discrimination and violence
- Even if they do identify violence, they are unable to share or raise voice against it to avoid naming and shaming
- Women rarely seek support and continue to suffer in silence
- Even if women want to seek support, they are by and large unaware of redressal mechanisms, service providers and lack legal awareness
- Lack of a perceived safe space for sharing and registering violence

Objectives of Establishing GRC

1. A platform for the Community Institutions to raise issues, engage with service providers and line departments and advocate for ending systemic and social barriers leading to violence and discrimination against women and marginalised sections of the society
2. Building on the ongoing work of the Community Institutions, the GRC will influence policy-level changes by advocating the cause of the marginalised and by emphasizing the strength of the collective actions
3. Provide integrated support, services, and guidance to rural women and marginalized sections under one roof, like rights and entitlements, medical, psychological, legal, shelter, rehabilitation, and other counselling support through its reference mechanism.

Guiding Principles of GRC

1. **Non-Discrimination:** The center will not discriminate against the survivors based on their caste, class, political beliefs, language, region, age, disability, sexuality, religion, or any other characteristics
2. **Convergence and linkages:** Link and converge with stakeholders like service providers, line departments, and CSOs to provide holistic support.
3. **Confidentiality:** All information shared by the survivors are to be kept confidential.
4. **Accessible:** Ease of access to the services to be kept in mind even for the remotest and most vulnerable possible survivor in the geographical service territory of the centre
5. **Survivor-centred approach:** All the actions and decisions should be guided by respect for the survivor's choices, rights, and dignity.
6. **Transparency and Accountability:** Transparent and accountable financial system.



Structure and Management of the GRC

Nodal BLF:

- The BLF of the Block concerned will be the Nodal and provide day-to-day management support to the GRC.

- This Nodal BLF will have the authority to manage the operational cost, salary disbursement, signatory power through BLF its bank account. T
- This BLF will act as a feedback facility for all administrative and coordination issues between the GRC and the Block Level Gender Forum.

The BLF to act as the nodal and should have completed the following:

- Have received training on gender concepts
- BLF should have functional institutional mechanisms like an active SAC
- BLF SAC initiated work on gender issues at least a year before the date of selection
- BLF office should be easily accessible transportation wise and shall be situated in BMMU

Responsibilities of the BLF

- Ensuring the establishment of the GRC centre and its functionality
- Establishing linkages and conducting follow-ups with the block/district for ensuring the basic facilities available to the centre for its proper functioning
- BLF will establish and maintain a monthly reporting system of GRC
- BLF will be responsible for overall fund management of the GRC
- Ensuring regular maintenance of books of account, minutes, and finance related

Steering Committee

The committee will consist of one ex-officio member who is also a signatory for the BLF (President or Secretary), one CRP and one SAC member from each of the PLFs. The members will be selected collectively in the EC meeting of the BLF, based on the interest of the individual and the eligibility criteria given below:

- Preference to women from marginalized communities (SC/ST/PVTG/PWD/Single women and survivors of violence etc)
- Should have received gender training
- Should have experience of handling and dealing with cases of violence
- Should have exposure to working with police and judiciary
- Should have exposure to working on rights and entitlements and engaging with line departments.

Responsibilities of the steering committee

- Overall governance of the centre on behalf of the BLFs
- Assigning CRPs for the centre through appropriate and transparent selection processes
- Ensuring regular training of the GRC members

- Empanelment of the resource persons/agencies required for providing technical services to the survivors
- Concurrent monitoring of the GRC
- Ensuring the regular maintenance of the case related documents following all protocol related to case management system
- Verification of the CRP report for their payment
- Ensuring adherence of GRC and its functioning to its core principles
- Review and monitor the programmatic aspects of the GRC.
- Facilitate the escalation of the issues of the PLFs to the GRC and Block Level Gender Forum and give feedback / redirect cases as and when required to the CLFs

Block Level Gender Forum consists of representatives from all the PLFs (preferably steering committee members), TNSRLM, relevant line departments at the block levels, representatives of the CSOs and any other invitee members as decided by the chairperson of BLGF. The chairperson will be the head of the BDO/MS of SWEW department, Police, Revenue or any other person capacitated by head of the Block Administration.

BLGF Roles and Responsibilities

- Advisory body to the GRC by facilitating linkages with service providers & line departments
- Provide regular guidance to the GRC on its operation and in engaging with the community
- The cases handled by the GRC will in return feed into the objective and agenda setting of the Block level gender forum.

Establishment of GRC: GRC is a physical space situated at the block level and strategically positioned to leverage from the proximity to the Block Administration and the CLF. It can operate out of any functional office space in a government building identified by the administration or any rented space. The SRLM and the concerned district can help in the establishment of GRC by ensuring the availability of tables, chairs, computer systems, telephone, basic first aid provisions, cot, file management facilities, UPS, internet, sanitary supplies, etc. Safety, security, privacy, ease of access and proximity to the public service systems should be the key determinants in identifying these spaces.

GRC Functioning

1. GRC shall be functional through the Gender CRPs of the all the PLFs of the block

2. At any point of time, 2-3 Gender-CRPs shall be attached to the GRC as decided by the Steering Committee of the GRC along with the nodal BLF
3. Day-to-day operation of the GRC will be managed and supervised by a National Gender Community Person
4. A nominal remuneration will be given to them as per state norms
5. GRC can be functional for 5-6 days in a week to offer services & emergency service
6. The option for registering complaints should be available even after office hours.
7. A Helpline should be established and popularized with the support of the SRLM for registering complaints
8. Opportunities to explore the IVRS platform should be focused in the future on the spread of information and seeking help

Services to be provided by the GRC: GRC will provide two types of services to the women both direct and referral as listed below

1. Provide information on all relevant matters to the person seeking help
2. Handhold survivors through the redressal seeking process like lodging the FIR/DIR/NCR or facilitate in filing the case at the appropriate judiciary court, etc
3. Ensure time-bound and effective referral mechanisms in partnership with service providers
4. Conduct legal literacy and rights and entitlement camps
5. Link individual to Social Security Schemes
6. Link and refer survivors of violence to police, hospitals, counsellors, One Stop Crisis Centres and lawyers, WCD.
7. Provide basic counselling services

Roles and Responsibilities of the GRC

1. Disseminate information to all levels of the BLF
2. Register and upload cases in the case management system
3. Organize awareness and sensitization camps and training
4. Linkages with NGOs and legal systems for support in intervention and action
5. Engaging with officials like BDO, Education officials, Child Development programme officer, Integrated Child development scheme, health officials, revenue officials, MGNREGA, Panchayat Raj, Agriculture, and Allied Departments, Police for interface and access to entitlements for the marginalised
6. Ensure access to emotional support, reference for legal support, and therapeutic support for survivors of gender-based violence
7. Ensure visibility of BLF as an institution in interface with public level institutions
8. Influencing and informing the planning and budget of panchayats (untied funds) and departments to mainstream gender

9. Capacity Building of the cadres, BLF, PLF OB and EC and SAC, GPP in entitlements and rights, legal mechanisms from women's rights perspective, information on schemes and services for the marginalised through NRPs, NMMU and partners
10. Facilitation of different training/studies with the support of block office/BLF/PLF
11. Maintenance of records
12. Registration and record filing of all cases with detailed documentation and digital updating
13. Engaging with marginalised communities to empathetically resolve their grievances through direct intervention or support of NGOs and legal mechanisms like Police, legal services authorities, etc.
14. Refer to and co-ordinate with the cadres and at the level of BLF SAC, PLF SAC, and GPP for further action
15. Documentation of the GRC should enable the formulating of agenda for the BLGF

Case Flow is the process of reporting cases to the GRC through the institutional mechanisms

1. The issue/demand for entitlements originating at the level of the SHG would be escalated to the PLF SAC/BLF SAC, Gender forum if it is not resolved at the level of the GPP/Sakhi Manch.
2. The PLF SAC can work with frontline workers, and elected representatives to resolve the issue
3. The PLF SAC would be responsible for dealing with practical gender needs like drinking water, pensions, job cards, PDS, etc, and strategic gender needs like prevention of child marriages, retention of children in education, prevention of gender-based violence, and asset creation in the names of women.
4. The issues unresolved at this level would then be escalated to the Gender forum from PLF SAC at GP.
5. Then it would be taken to the BLF SAC working with officials at the block level like ICDS supervisors, health officials, educational officials, revenue officials, police department, and legal service providers
6. It would be further escalated to GRC for action. The GRC can work with block-level officials to resolve the issues. The GRC would receive the technical support of CRP in understanding the legal issues, documenting, undertaking field visits, referrals to NGOs, and legal services. Counselling support would be provided with the support of Gender CRPs trained in rendering emotional support and referring to NGOs.

Case Management is a system of registering, assigning, tracking and resolving a case.

Case management protocol

1. The Case Management system to be adopted by the BLF should have separate protocols for dealing with cases of violence, which require confidentiality and in-person counselling, and the cases related to rights and entitlements.
2. These Protocols are to be decided by the BLFs and facilitated by the SRLMs. Efforts should be made for most of the rights and entitlements cases to come to the GRC through the institutional mechanism.
3. All cases of rights and entitlements for the survivors of violence should be redirected with confidentiality to the concerned PLFs for further action.
4. The protocols should include separate filing system for cases of violence and rights and entitlements.

Review and Monitoring

1. Regular review & concurrent monitoring will be in place to ensure the quality of the work taken up and to keep a track of all cases being registered. The concurrent monitoring will be done by the Steering Committee members.
2. BLF will do the regular and periodic monitoring and present the progress on monthly basis as per the format. It will also collect written feedback from the beneficiaries who have been served successfully.
3. Mission staff should establish, facilitate and regularize a system of review and monitoring to be done by the nodal CLF in the GRC.
4. BLF and the TNSRLM should come up with their own review and monitoring parameters for different levels as per their monitoring needs. A list of indicative parameters is provided in the annexure 3

Gender Fund and Corpus for GRC shall be created at the BLF level for running the GRC and other gender-based support services to ensure the sustainability of GRC and its services to the community in the long run. The fund & corpus may be created through the following options.

- Motivate every SHG member to make a minimum contribution of its 100 on yearly basis. The fund shall be transferred to the BLF in a separate bank account.
- One-time establishment cost, recurring cost, and capacity building cost can be earmarked for currently under NRETP and then eventually under the DAY-NRLM.
- District Administration and Local Self Governance may like to earmark some funds from the appropriate budget component for the GRCs.
- BLF shall be encouraged to dedicate 10% percentages of their profit to the fund
- SRLM and the District Administration may facilitate the CLFs to mobilize resources for the GRCs from Non-Government agencies, CSRs, local leaders, MLA or MP fund.
- Services of GRC and BLF cadres may be hired by the district administration for awareness generation, conducting gender budgeting, sensitizing the public

institutions on the concept of gender, training on the relevant subjects, hosting exposure visits from different districts or other geographies, etc. on a payment basis.

- Services of GRCs may also be utilized by the TNSRLM for developing more such centres in other geographies on a payment basis. BLF shall also be encouraged to initiate gender-based enterprises, especially for the survivors, which can support the gender fund. Likewise, TNSRLM and District Administration shall support BLFs in coming out with innovative ideas for the augmentation of the gender fund
- VRF can be utilized for supporting gender and violence-related activities at the PLF and SHG levels, and the affected person shall be assisted with VRF/CIF funds.

Fund Management

- BLF open a separate bank account & signatories shall be decided in the BLF meeting.
- Establishment cost may be transferred directly to the nodal CLF
- Recurring cost of the GRC shall be shared by all the PLFs of the block, as per the modalities decided by them in a joint meeting.
- TNSRLM shall ensure and facilitate the services of relevant legal and financial advisors in deciding the modalities.
- GRC shall present a quarterly or half-yearly financial plan to the BLF for approval. Releasing advance for meeting and recurring expenses may be provisioned for the smooth functioning of the GRC. GRC shall present its monthly statement of expenditure to the BLF with other supporting documents.
- The payment of the CRPs associated with the GRC may be made after the verification of the reports submitted by their respective BLFs
- GRC maintains books of account of all expenditures and vouchers as per the statutory modalities
- IUFRR and Utilization certificates shall be submitted in the prescribed formats by the GRC to the BLF at regular interval as decided in the financial modalities.
- PD TNSRLM shall help the GRC and the BLFs in maintaining and deciding formats for all relevant voucher/receipt books, stamps, advance seeking, advance settlement, etc.
- GRC and BLF shall meet all the mandatory criteria for transparency and accountability in maintaining the financial system and books of account.
- The gender fund should be audited along with the audit of other books of accounts of the BLF both by the internal as well statutory auditors.

Establishment Cost: One time establishment cost of Rs.2.00 Lakhs shall be provisioned in the NRETP/NRLM through AAP 22-23 in 10 blocks in 5 district to a range of 2 to 3 lakhs which shall include, refurbishment, furniture, electronic equipment, connections, helpline setup. Recurring cost like maintenance of the

centre, operational cost, honorarium of the gender CRP and members of governing body, monitoring, documentation, meeting, CB, etc. is to be provisioned in the AAP thereafter. A recurring cost will also need to be budgeted for the purpose of managing all operational and programme cost. This will include programme costs like Capacity Building, training, Workshops, Camps and day to day case management cost. The recurring cost will also include administrative cost including Honorarium, allowances, overhead, maintenance.

1	One time establishment Cost:	2 lacs
2	Recurring Cost	
2a	Administrative Cost	5-10%
2b	Programme cost	70-80%
2c	Contingency	10%

Files to be maintained are

1	Format of request letters (Avedan file)
2	Case Files (Prakaran file)
3	Acknowledgement File (Pavati File)
4	Resolved cases File (Nirakaran File)
5	CRP signature file (All CRP documents)
6	Minutes Register
7	Action taken report

Case File

#	Particulars	
1	Name	
2	Age	
3	Social Category	
4	Address	
5	Type of Case	
6	Support provided	Counselling, Treatment, Referral to NGO, Referral to the police station, One-stop crisis centre, legal aid, CWC, Childline, Therapeutic aid, application to departments, referral to VO SAC/gender forum for action

GRC – Formation Cost

S.No	Description of the GRC establishment	No's	Cost
1.	Table	1	3,000
2.	S type Chair	4	10,000

3.	Plastic Chair	15	7,500
4.	Cupboard	2	14,000
5.	Cot/mattress/ Pillow-2Nos	1 set	8,000
6.	Ceiling Fan	2	5,000
7.	Desktop computers with UPS	1	70,000
8.	Printer with scanner	1	12,000
9.	Computer table	1	7,000
10.	Landline phone connection with internet- (Deposit & expense for 12 months)		4,000
11.	Stationary/ Registers	1 set	7,000
12.	T.V	1	25,000
13.	IEC Materials/Charts/Posters/Banners/Flipchart		7,500
14.	Training Kits (white board/ pen/ wiper, etc)	1 set	10,000
15.	Miscellaneous (First aid kit/ mat/ bed covers/ water pot/ mug/ broom stick, etc)		10,000
	Total cost for GRC establishment		2,00,000

Monthly Maintenance:

S.No	Description of the GRC establishment	No's	Cost
1.	Honorarium -ICRP in charge of the center	1	6,000
2.	Telephone/ internet- recharge	1	1,000
3.	Stationary		1,000
4.	Contingency		1,000
5.	Documentation charges for cases /Reporting		1,000
	Total cost for GRC maintenance		10,000

Format of request letter-

Addressed to
Address of official concerned

Date

Subject-

Content- Application for entitlements/ resolution of dispute/grievance redressal

Thanks,

Name

Address of complainant

Acknowledgment File

Name
Address
Date

Acknowledgment of case received No. - Type -

Name
Signature

Resolved Case File-

Name
Age
Address

Type of Case-
Action taken
Follow Up-
Redressal/Resolved- present status

CRP File

Name
Address
Case No.
Action taken
Signature
Date

Review and monitoring parameters

Maintenance of Infrastructure and Establishment: The indicative parameters are:

- Office space
- Records
- Hygiene and sanitation
- Furniture and equipment
- Electricity and Video Conferencing facility
- Helpline
- First aid and counselling facility
- Meeting Facility
- Internet
- Others

Training

Cadres/BLF/PLF/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs

Linkages with institutional mechanisms

- Number of cases, issues referred by GPP, PLF SAC, and Gender Forum
- Number of escalated cases resolved
- Representation of PLF SAC and BLF SAC in Gender Forums

Case Management

- Documentation of cases by Gender CRPs and signed by BLF SAC and survivor
- Number of Cases received
- Processes and actions undertaken
- Number of cases resolved
- Number of cases pending and reasons

Entitlements accessed

- Number of entitlements accessed
- Number of applications for entitlements pending
- Challenges / Barriers in resolution

Interface with public institutions

- Number of issues resolved through interface with various departments
- Number of issues pending

Capacity Building including training and other means

- Data of Gender CRPs and GPPs based on their role in the case management system
- Of the SAC members, and members of Gender Forums based on their role in the institutional mechanism
- Refresher and need-based training based on the regular appraisal and assessment of the emerging needs.
- Others, as per the CB plan