

STANDARD OPERATING PROCEDURE ON GENDER RESOURCE CENTRE – “VANAVIL MAIYAM”

1. 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), Panchayat Level Federations (PLFs), and Block Level Federations (BLFs). 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.

2. GENDER RESOURCE CENTRE (GRC):

Gender Resource Centre 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 DLF 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 marginalised at the Block level since;

3. NEED FOR GRC:

- i. Women are often unable to identify violence meted out to them because of normalization of discrimination and violence
- ii. Even if they do identify violence, they are unable to share or raise voice against it to avoid naming and shaming
- iii. Women rarely seek support and continue to suffer in silence
- iv. Even if women want to seek support, they are by and large unaware of redressal mechanisms, service providers and lack legal awareness
- v. Lack of a perceived safe space for sharing and registering violence
- vi. This institution helps in accessing the benefits of public sector schemes which otherwise remain unresolved by the lower level institutions like VO and CLF.

4. OBJECTIVES OF ESTABLISHING GRC:

- I. 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

- II. 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
- III. 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.

5. GUIDING PRINCIPLES OF GRC:

- I. **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
- II. **Convergence and linkages:** Link and converge with stakeholders like service providers, line departments, and CSOs to provide holistic support.
- III. **Confidentiality:** All information shared by the survivors are to be kept confidential.
- IV. **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
- V. **Survivor-centred approach:** All the actions and decisions should be guided by respect for the survivor's choices, rights, and dignity.
- VI. **Transparency and Accountability:** Transparent and accountable financial system.
- VII. **Community Management :** GRC needs to be managed by the SHGs and its federations. The SHGs federations shall be responsible for planning, execution, monitoring of GRC level activities and meeting the expenditures.
- VIII. **Subsidiarity principle:** GRC shall function based on subsidiarity principle. It will not duplicate the work of SHGs, VOs and CLFs. It will provide support to CBOs in delivering the services effectively.

6. 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 BLF. 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.

7. GRC FUNCTIONING:

- I. GRC shall be functional through the Gender CRPs of the all the PLFs of the block
- II. 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
- III. Day-to-day operation of the GRC will be managed and supervised by a National Gender Community Person
- IV. A nominal remuneration will be given to them as per state norms
- V. GRC can be functional for 5-6 days in a week to offer services & emergency service
- VI. The option for registering complaints should be available even after office hours.
- VII. A Helpline should be established and popularized with the support of the SRLM for registering complaints
- VIII. Opportunities to explore the IVRS platform should be focused in the future on the spread of information and seeking help

8. SERVICES TO BE PROVIDED BY THE GRC:

GRC will provide two types of services to the women both direct and referral as listed below

- I. Provide information on all relevant matters to the person seeking help
- II. 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
- III. Ensure time-bound and effective referral mechanisms in partnership with service providers
- IV. Conduct legal literacy and rights and entitlement camps
- V. Link individual affected to Social Security Schemes
- VI. Link and refer survivors of violence to police, hospitals, counsellors, One Stop Crisis Centres and lawyers, WCD.
- VII. Provide basic counselling services
- VIII. Capacity of Building and Training on FNHW, Gender, PRI-CBO convergence, SISD, MHM, MHP etc., and it shall function as Hub for all trainings resource materials, pamphlets, flipcharts, weight machine and height chart and leaning and play, material for children to be provided in the "**VANAVIL MAIYAM**" i.e GRC at Block level.

9. ROLES AND RESPONSIBILITIES OF THE GRC:

i. Information Dissemination and Capacity Building:

- a) Disseminate information to all levels of the CLF
- b) Organize awareness and sensitization camps and training
- c) Capacity Building of the cadres, CLF, VO OB and EC and SAC, GPP in

entitlements and rights, legal mechanisms from women's rights perspective, information on schemes and services for the marginalized through NRPs, NMMU and partner organizations

- d) Facilitation of different training/studies with the support of block office/CLF/VO

ii. Case Management and Documentation:

- a) Register and upload cases in the case management system
- b) Maintenance of records
- c) Registration and record filing of all cases with detailed documentation and digital updating
- d) The documentation records of the GRC should enable the formulation of agenda for the Block Level Gender Forum (BLGF)

iii. Linkages and Coordination with Public Institutions and NGOs:

- a) Linkages with NGOs and legal systems for support in intervention and action
- b) Engaging with officials like BDO, Education officials, Child Development program 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 marginalized
- c) Ensure visibility of CLF as an institution with all public institutions
- d) Engaging with marginalized communities to empathetically resolve their grievances through direct intervention or support of NGOs and legal mechanisms like Police, legal services authorities, etc.
- e) refer to and coordinate with the cadres and at the level of CLF SAC, VO SAC, and GPP for further action
- f) Develop linkage with One Stop Centre of Women Child Development department coordinate and refer cases whenever necessary.

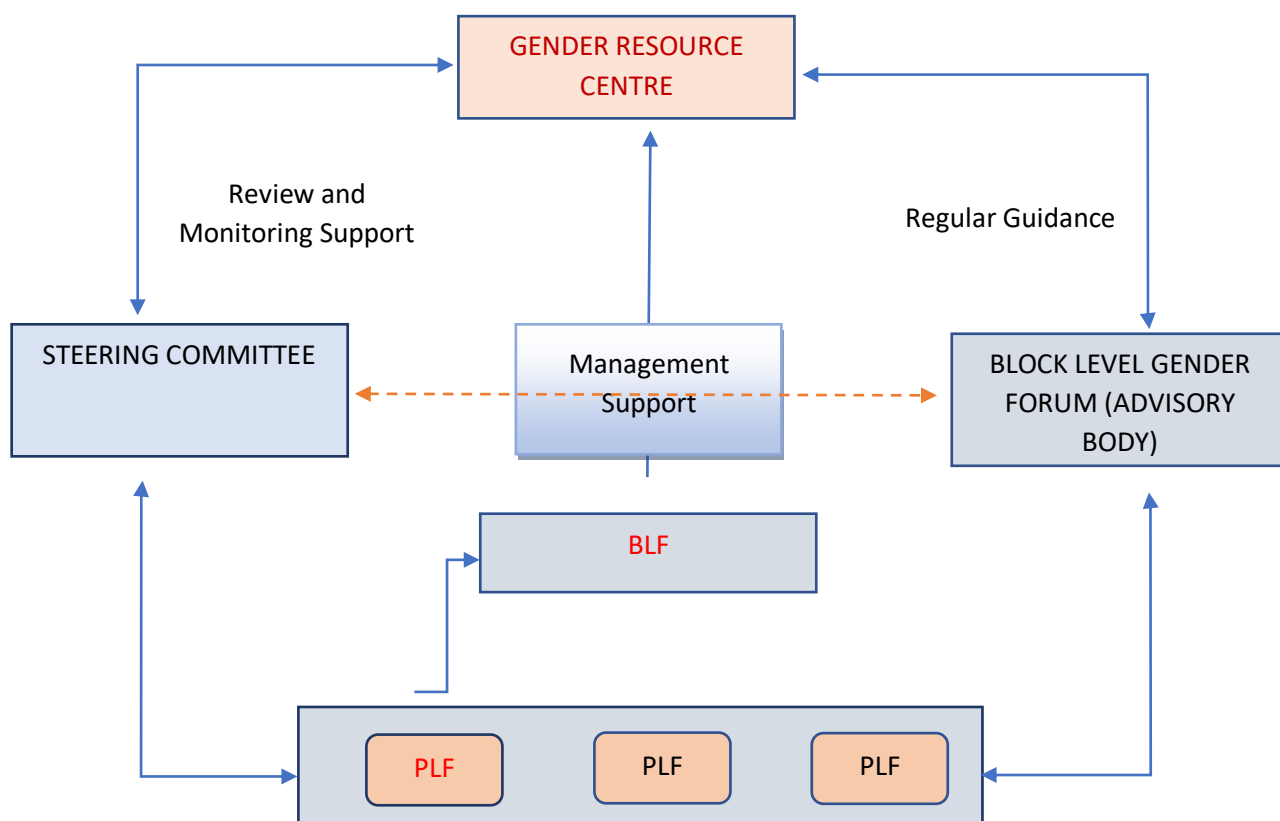
iv. Support for Survivors of Gender-Based Violence:

- a) Ensure access to emotional support, reference for legal support, and therapeutic support for survivors of gender-based violence

v. Mainstreaming Gender in Planning and Budgeting:

- a) Influencing and informing the planning and budget of panchayats (untied funds) and departments to mainstream gender.
- b) Organise activities like Gender safety audit, gender budgeting, gender auditing, etc. eventually to promote gender equality based opportunities

Structure and Management of the GRC:



10. ROLE OF BLOCK LEVEL FEDERATION:

- 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 its bank account.
- This BLF will act as a feedback facility for all administrative and coordination issues between the GRC and the Block Level Gender Forum.

11. THE BLF TO ACT AS THE NODAL AND SHOULD HAVE THE FOLLOWING CONDITIONS FULFILLED:

- 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/in a nearby building.

12. RESPONSIBILITIES OF THE BLF:

- a) Ensuring the establishment of the GRC centre and its functionality
- b) Establishing linkages and conducting follow-ups with the block/district for ensuring the basic facilities available to the centre for its proper functioning
- c) BLF will establish and maintain a monthly reporting system of GRC
- d) BLF will be responsible for overall fund management of the GRC
- e) Ensuring regular maintenance of books of account, minutes, and finance related Training and Management of required GRC level community cadres and their payments on a regular basis.

13. STEERING COMMITTEE:

- a) In our state only one BLF at Block level is available which shall be represented by all PLFs in the Block.
- b) BLF is the Nodal for Managing the GRC, which has the authority to manage the operational cost, resource fee/salary disbursement, managing the bank account etc. Also will act as a feedback facility for all administrative and coordination issues between the GRC and the BlockLevel Gender Forum.
- c) A steering committee will be formed for the purpose of review and monitoring of the programmatic aspects of the GRC. The steering committee will facilitate the escalation of the issues and concerns of the BLFs to the GRC and Block Level Gender Forum and will also feedback inputs and redirect cases as and when required to the BLFs.
- d) Constitution of the Steering Committee - Depending on the number of BLFs existing in the block, 5 or 7 member steering committee shall be constituted with one ex officio member who is also signatory for the BLF (the President or Secretary), one CRP and one or two SAC members from each of the PLFs

13.1. SELECTION PROCESS OF STEERING COMMITTEE MEMBERS:

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

13.2. RESPONSIBILITIES OF THE STEERING COMMITTEE:

- a) Overall governance of the centre on behalf of the BLFs
- b) Assigning CRPs for the centre through appropriate and transparent selection processes, payment and management of CRPs.
- c) Ensuring regular training of the GRC members.
- d) Payment to GRC level community cadres.
- e) Empanelment of the resource persons/agencies required for providing technical services to the survivors.
- f) Concurrent monitoring of the GRC.

- g) Ensuring the regular maintenance of the case related documents following all protocol related to case management system
- h) Verification of the CRP report for their payment.
- i) Ensuring adherence of GRC and its functioning to its core principles.
- j) Developing linkages with line departments and One Stop Centre of SW & WE department.
- k) Referring cases to the One Stop Centre of SW & WE department.

14. BLOCK LEVEL GENDER FORUM (BLGF):

The Block Level Gender Forum (BLGF) consists of representatives from all the PLFs (preferably Executive active committee members), Officials from 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 Block Level Administration i.e BDO/ The BLGF shall consist of MS of SW&WE Dept, Police, Revenue Dept or any other person capacitated by head of the Block Administration.

14.1. ROLES AND RESPONSIBILITIES OF BLGF:

- a) It is 'Advisory Body' to the GRC by facilitating linkages with service providers & line departments
- b) It provide regular guidance to the GRC on its operation and in engaging with the community
- c) The cases handled by the GRC will in return feed into the objective and agenda setting of the Block level gender forum.

14.2. LINKAGES WITH COMMUNITY INSTITUTIONS AND OTHER STAKEHOLDERS.

- a) The GRC will have upward and downward linkages with the institutional mechanisms. It will include dissemination of information and knowledge up to the level of the SHGs on concepts, institutional mechanisms, rights and entitlements, etc.
- b) It will also support in having awareness building programmes like Nukkad Nataks, wall paintings, etc. on specific gender issues
- c) The capacity building for all institutional mechanisms like the CLF SAC, VO SAC, GPP in SHG and Gender Forum has to be ensured.
- d) The issues from the level of the SHG can be escalated to the GRC through VO SAC, CLF SAC and Gender Forum as per the choice of the survivor.
- e) Gender CRP can support in facilitation of the process of resolving issues at the CLF and VO level through social pressure, connecting with stakeholders.
- f) The survivor- centred perspective can be embedded in dealing with issues at each level.
- g) The GRC will provide regular data and analytics from its case management system to the CLF to carry out their work on networking and

advocacy to strengthen the agency of women and other marginalised sections eventually.

- h) The GRC would be integrally linked to the Gender forum at the block level, CLF SAC, Gender forum at the panchayat level and the VO SAC.

15. CASE FLOW AND MANAGEMENT:

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

I. Case Flow:

- a) 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.
- b) The PLF SAC can work with frontline workers, and elected representatives to resolve the issue
- c) 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.
- d) The issues unresolved at this level would then be escalated to the Gender forum from PLF SAC at GP.
- e) 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
- f) 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.

II. Case management protocol:

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

- a) 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.
- b) 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.

- c) All cases of rights and entitlements for the survivors of violence should be redirected with confidentiality to the concerned PLFs for further action.
- d) The protocols should include separate filing system for cases of violence and rights and entitlements.
- e) Gender based violences shall be categorised based on the nature at types of case/violence like child sexual abuse, domestic violence, child marriage etc., which will help in tracking the care effectively.

III. Principles to be adopted in the Case- Management:

- a) Seeking consent for services from the survivor before seeking any information.
- b) Discuss about the mandatory reporting with the survivor, in case the legislation requires so.
- c) Discuss the protection needs of the survivor, if the mandatory reporting is putting the survivor at risk, with the steering committee.
- d) Ambience of empathy and care is maintained in the GRC.
- e) Confidential space to establish rapport and communicate is available.
- f) Listening carefully with non-judgemental approach.
- g) Registering details in file and register with the consent.
- h) Comfort and assure support to the survivor without making any false promise
- i) Provide list of choices and support her in making decision on legal aid, therapeutic aid, referral to short-term stay support, legal aid, approaching police station, etc.
- j) keeping the safety of the survivor in view, taking the perspective of the accused as well.
- k) Follow-up through VO SAC, gender CRP and GPPs.
- l) Closure of the case with the approval from multiple levels including the concerned survivor

16. REVIEW AND MONITORING:

- a) 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.
- b) 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.
- c) Mission staff should establish, facilitate and regularize a system of review and monitoring to be done by the BLF in the GRC.
- d) BLF and the DMMU 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 2 & 3.

17. FINANCING OF THE GENDER RESOURCE CENTRE:

- I. The Establishment and the Recurring cost of the GRC shall be financed under the NRETP and DAY-NRLM based on the following cost norms under the mentioned IUFR Budget Components in the first year.

II. Cost norms for financing the GRC under NRETP and DAY-NRLM

Table 1: Cost Norms for Establishing and running GRCs under NRETP and NRLM Blocks

S.No.	Types of Cost for GRC	NRETP	DAY-NRLM
1	Establishment Cost		
1.a	One time Establishment Cost	Rs. 1.5 Lakh	Rs. 1.5 Lakh
2	Office & Maintenance Cost		
2.a	Annual Office & Maintenance (O&M) Cost	Year 1: Rs. 1.5 lakh Year 2: Rs. 1.2 lakh Year 3: Rs. 80,000	Year 1: Rs. 1.5 lakh Year 2: Rs. 1.2 lakh Year 3: Rs. 80,000
	IUFR Code Proposed for Establishment and O&M Cost	<i>The entire 5 Lakh may be released to the Nodal CLF for GRC under B2.2.4." GRC Establishment, Operation and Maintenance cost" (GRC establishment, CRP development, Capacity Building, operation and maintenance component) component of NRETP. in the first year only, but it should be spend over a period of three years as mentioned above.</i>	<i>The entire 5 Lakh may be released to the Nodal CLF for B2.7.6-"GRC Establishment, CRP Development, Capacity Building, Operation and maintenance Cost" in the first year only, but it should be spend over a period of three years as mentioned above</i>

3	Resource Fee and CB Cost		
3.a	Resource Fee and CB Cost	<i>To be provisioned under B2.2.4." GRC Establishment, Operation and Maintenance cost"</i>	<i>To be provisioned under B2.7.6-"GRC Establishment, CRP Development, Capacity Building, Operation and maintenance Cost" budget component of DAY-NRLM for Gender in the AAP as per the state policy.</i>

- I. From 2nd year onwards, the gap amount shall be met out from the gender fund created at the CLF/BLF level.
- II. From 4th Year onwards, the Nodal CLF shall be able to finance 100% of the GRC cost from the gender fund and should have developed the necessary financial modalities of releasing the fund from the gender fund to the GRC bank account.
- III. The cost details of the Establishment and Office and Maintenance (O&M) of GRC is provided in the table no. 2 & 3 respectively in the advisory.

Table 2: Estimated cost of items and its Cost for establishing a GRC (Suggestive)

S. No	Item	Specifications	Unit Cost	Qty	Total Cost
1.	Desktop Computer	3/i5/ 8th Gen/ 4GB/ 1TB/ DOS/ 21.5"/ 3Year Warranty	35500	1	35500
2.	MS Office Software with Windows OS	Win 10Pro + MS Office Home for PC	10000	1	10000
3.	UPS	1 KVA UPS	4200	1	4200
4.	Printer Scanner and Copier,	Laser B/w, two sided printing option, Min 20 ppm printing speed	15000	1	15000
5.	Computer Table and Chair	Computer table and Chair	15000	1	15000
6.	Steel Almirah	Office steel almirah with safe locker	15000	1	15000
7.	Web Cam, Mic, Speaker and other accessories (extension cord, etc.)	Web cam, mic and speaker for the desk top	1300	1	1300

8.	Steel File Cabinet	3 steel office cabinets with locks	15000	1	15000
9.	Work Stations	Plastic table, Cushion chair	2000	3	6000
10.	Plastic Chairs	Plastic armless chair	500	10	5000
11.	Notice Board	2*3 feet notice pin-up board	1000	1	1000
12.	White Board	3*4 feet, double sided, non-magnet, aluminium frame	3000	2	6000
13.	Bed, Bedsheet, Pillow with case, blanket, and Mosquito net)	Single size specification (Two Sets)	2500	2	5000
14.	Toilet and Bathroom accessories	Mirror, Bucket, Mug, Toilet Brush, etc.	500	2	1000
15.	Office premise	Lumpsum			15000
Annual Grand Total (INR)					150000*

*** Note- Additional items can also be taken in accordance with the perceived requirements of the GRC, as per cost norms fixed by the SRLM within overall the ceiling of Rs. 1.50 lakh per GRC.**

Table 3: Estimated costing for annual maintenance of the GRC

S. No.	Particulars	Unit Description	Total Unit	Unit Cost	Amount per annum
1	Office Rent	Per Month	12	5000	60000
2	Stationeries per month	Lumpsum permonth	12	2000	24000
3	Annual Maintenance (cleaning, services to the equipment, etc.)	Per Year	1	10000	10000
4	Electricity, water and Communication	per month	12	3000	36000
5	Miscellaneous (for emergency support to any survivor, etc.)	Per Year	1	20000	20000
Annual Grand Total (INR)					150000**

****Note- Additional items can also be taken in accordance with the perceived requirements of the GRC, as per cost norms fixed by the SRLM within overall the ceiling of Rs. 1.5 lakh per GRC per annum.**

18. Gender Fund and Corpus for GRC:

A gender fund from 2nd year onwards, the 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.

- a) Motivate every SHG member to make a minimum contribution of Rs.100 on yearly basis. The fund shall be transferred to the BLF in a separate Bank Account.
- b) One-time establishment cost, recurring cost, and capacity building cost can be earmarked for currently under NRETP and then eventually under the DAY-NRLM.
- c) District Administration and PRI functionalised may like to earmark some funds from lines from Donations, CSR funding or PRI funds etc,.
- d) BLF shall be encouraged to dedicate 10% percentages of their profit to this fund
- e) TNSRLM and the District Administration may facilitate the BLFs to mobilise resources for the GRCs from Non-Government agencies, CSRs, local leaders, MLA or MP fund.
- f) 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.
- g) 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.
- h) VRF can be utilised for supporting gender and violence-related activities at the PLF and SHG levels and the affected persons shall be assisted with VRF/CIF funds.
- i) Contribution can be derived from schemes of the Government e.g., Nirbhaya of SW & WE department, or allocation through the state budget.
- j) Relevant income tax rules and provisions shall be adhered while maintaining the gender fund.
- k) The system of acknowledging the receipt of the payment by giving receipt or acknowledgement slip may be introduced by the BLF. The DMMV shall facilitate the BLF/GRC in doing so.

19. Fund Management:

- a) BLF shall open a separate bank account & signatories shall be decided in the BLF meeting.
- b) Establishment cost may be transferred directly to the BLF
- c) 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.
- d) PDs TNSRLM shall ensure and facilitate the services of relevant legal and financial advisors in deciding the modalities.
- e) 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.

- f) The payment of the CRPs associated with the GRC may be made after the verification of the reports submitted by their respective BLFs
- g) GRC maintains books of account of all expenditures and vouchers as per the statutory modalities
- h) IUFR and Utilisation certificates shall be submitted in the prescribed formats by the GRC to the BLF at regular interval as decided in the financial modalities.
- i) 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.
- j) GRC and BLF shall meet all the mandatory criteria for transparency and accountability in maintaining the financial system and books of account.
- k) 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.

ANNEXURE 1

Suggested list of files and registers to be maintained are:

1	Applications received files
2	Individual Case Files
3	Referral cases file
4	Resolved cases File
5	CRP work done, payment, Tour Claims, etc. file
6	Minutes Register
7	Monthly Progress Reporting file
8	Attendance Register
9	Visiting Register
10	Cashbook for petty cashes
11	Minutes of Block level gender forum
12	Movement Register
13	Action Taken report

ANNEXURE 2

Review and monitoring parameters for the clf and the srlm:

i. Maintenance of Infrastructure and Establishment: The indicative parameters are as follows

- a. Office space
- b. Records
- c. Hygiene and sanitation
- d. Furniture and equipment
- e. Electricity and Video Conferencing facility
- f. Helpline
- g. First aid and counselling facility
- h. Meeting Facility
- i. Internet
- j. Others

ii. Training

- a. 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

iii. Linkages with institutional mechanisms

- a. Number of cases, issues referred by GPP, PLF SAC, and Gender Forum
- b. Number of escalated cases resolved
- c. Representation of PLF SAC and CLF SAC in Gender Forums

iv. Case Management

- a. Documentation of cases by Gender CRPs and signed by BLF SAC and survivor
- b. Number of Cases received
- c. Processes and actions undertaken
- d. Number of cases resolved
- e. Number of cases pending and reasons

v. Entitlements accessed

- a. Number of entitlements accessed
- b. Number of applications for entitlements pending
- c. Challenges / Barriers in resolution

vi. Interface with public institutions

- a. Number of issues resolved through interface with various departments
- b. Number of issues pending

vii. Capacity Building including training and other means

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

ANNEXURE 3

MONITORING BY BLF-

Parameters	BLF OB and SAC	BMMU	DMMU
Frequency of monitoring	Monthly	Quarterly	Quarterly
Infrastructure	Ensuring office space like room, tables with drawers, cupboards and cots and space available in block offices as offered by the block panchayat, BDO or BLF office	Ensuring office space like room, tables with drawers, cupboards and cots and space available in block offices as offered by the block panchayat, BDO or BLF office	Ensuring office space like room, tables with drawers, cupboards and cots and space available in block offices as offered by the block panchayat, BDO or BLF office

Training	BMMU/BLF/PLF/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs	BMMU/BLF/PLF/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs	BMMU/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	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	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 action undertaken Number of cases resolved Number of cases pending and reasons Challenges experienced in resolution	Documentation of cases by Gender CRPs and signed by BLF SAC and survivor Number of Cases received Processes and action undertaken Number of cases resolved Number of cases pending and reasons Challenges experienced in resolution	Documentation of cases by Gender CRPs and signed by BLF SAC and survivor Number of Cases received Processes and action undertaken Number of cases resolved Number of cases pending and reasons Challenges experienced in resolution

Entitlements accessed	Number of entitlements accessed Number of applications for entitlements pending Challenges/ Barriers in resolution	Number of entitlements accessed Number of applications for entitlements pending Challenges / Barriers in resolution	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		Consultation with other departments to establish convergence in smooth functioning of GRC

ANNEXURE 4

CONVERGENCE 'HUB' - VANAVAL MAIYAM GRC

S. No	Practical Needs	Strategic Needs
1	Food, Nutrition	Nutrition, Well- being
2	House	Housing for vulnerable communities on priority Clean and unpolluted environment
3	Toilet	Facilities for hygiene environment, clearance of sewage
4	Health Services	Health services, access, quality, treatment facilities, awareness and knowledge on health, fertility and reproductive health
5	Personal Hygiene	Knowledge and control over body and fertility
6	Literacy, Education	Knowledge on entitlements and rights, enhanced capacity for informed decision making
7	Infrastructural facilities like road, lighting	Access to infrastructure and technology for the vulnerable communities
8	Livelihood development, agricultural inputs like seeds, equipment, tools, social forestry, fisheries, milch animals, small ruminants, poultry, etc.	Diversified livelihood activities, knowledge enhancement on access to services and schemes for vulnerable communities, access to resources for women to enhance livelihoods like land, water, equipment

9	Security like pensions, insurance, legal assistance	Knowledge, awareness and technical support for seeking awareness to social security
10	Malnutrition	Weight machine, Height charts, Play materials and learning materials for adolescent girls and children.

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 PLF SAC/gender forum for action

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



Managing Director/CEO
TNCDW /TNSRLM

M. O. P. 28/5/23