



**STANDARD OPERATIONAL PROCEDURE (SOP)**  
**FOR**  
**ESTABLISHMENT OF**  
**GENDER RESOURCE CENTRE (GRC)**

## **Tripura Rural Livelihood Mission (TRLM)**

### **STATE PERSPECTIVE PLAN TO ESTABLISH GRC**

#### **I. DAY-NRLM Gender Mandate:**

The Deendayal Antyodaya Yojana National Rural Livelihoods Mission (DAY-NRLM), a flagship programme 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. DAY-NRLM is built on the belief that mobilizing, building, and sustaining specialized institutions of the poor is a pre-requisite and core investment for large-scale poverty reduction. The Mission departs from an only income or economic understanding of poverty to recognizing poverty as a multi-dimensional cause and effect of intersectional vulnerabilities based on gender, caste, class, and ethnicity faced by women.

To achieve this, a well-planned gender architecture has been put in place at the community level comprising of platforms like Gender Point persons, Gender Forums and Social Action Committees (SAC) at village organization (VO), and cluster level federation (CLF) level. These bodies primarily function on the premise of uplifting women's condition and position in society by identifying, acknowledging, and addressing issues of discrimination. These bodies capitalize on the strength of the collective to ensure, rights and entitlements, safety and security, and normative shifts in society to promote the cause of the marginalized. They strategize to create awareness of women's rights perspective and address issues through organic linkages with public institutions and advocacy. Series of training and perspective- building inputs are made in these platforms which are supported by Gender Point Person (GPP) and Gender CRPs. These trained point persons raise and anchor discussions at the SHG and VO level. Also, they try to address the gender issues and escalate the unresolved issues to the CLF level. Sometimes CLF may also require support from block and higher levels to resolve the issues.

#### **II. Background and Need for Gender Resource Centre:**

DAY-NRLM conducted various studies, pilot projects and special innovative projects on gender that clearly depicted the need of having a dedicated body at the block level for providing support to CLFs in resolving higher-order gender issues to represent and advocate the cause of women and marginalized sections. This body with the last mile connect was not only required for resolving cases of gender based violence but also for providing active support on rights and entitlement issues. Testimonies & drafts gathered from the field suggested that the areas of acute concern needs to be addressed for limiting the cause of violence.

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

The apex body functioning at the block level will be equipped and positioned to respond to the cases that arrive directly into the SHG/VO/CLFs by leveraging with the administrations and service providers to amplify the response and redressal mechanisms.

### **III. Vision/Goal:**

TRLM focuses on building institutions that enables women towards gaining support. Moreover, the perceived vision/goals are:

- a. Enhancing Self-esteem and dignity to boost their Identity,
- b. Strengthening collectively to enable them in decision-making process,
- c. Access to entitlements through capacity building,
- d. Equip them with skills to augment livelihood opportunities for holistic development.

### **IV. Objectives of GRC:**

- i. Act as a platform for the Community Institutions to raise issues, engage with service providers & line departments for intervening & advocating social barriers leading to violence & discrimination against women & marginalized sections of the society;
- ii. Influence policy-level changes by advocating the cause of the marginalized 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.

### **V. Guiding Principles in Operationalization of GRC:**

- i) **Non-Discrimination:** The center shall function as an inclusive organization. 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 need to be managed the SHG federations. The SHG federations shall be responsible for planning, execution, monitoring of GRC I activities and meet 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.

#### VI. Implementation Strategy of GRC ( As per Phase-I CLF, FY 17-18)

Sl.No	Districts	Block	CLF Name	Total CLF	Total VOs	Total SHGs
1	Dhalai	Dumburnagar	Laxmipur	1	15	170
		Ambassa	Sarbajaya	1	15	269
2	Gomati	Matabari	Kalaban	2	8	149
			Rajnagar		9	212
		Killa	Killa	2	16	268
			Dewanbari		22	254
3	South Tripura	Satchand	Kalachara	2	13	421
			Manubazar		15	362
		Jolaibari	Kalsi	1	17	333
<b>State Total</b>				<b>9</b>	<b>130</b>	<b>2438</b>

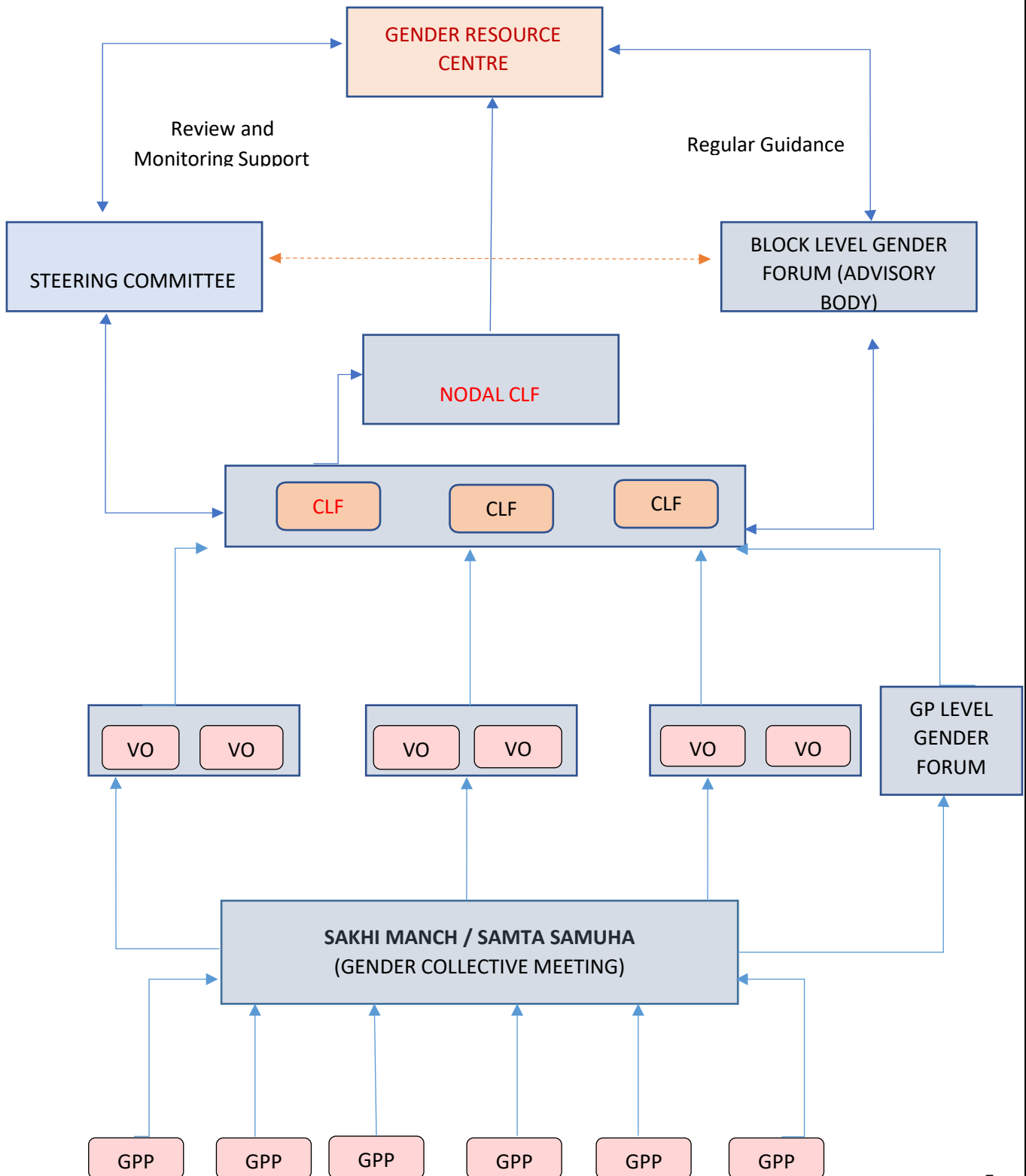
#### Key Interventions to be taken up at community level:

- Ensuring Inclusion of Vulnerable women who are destitute, SC/ST/PVTG and deprived women, trafficked survivors, single women/widows etc. as members and

office bearers.

- Facilitation for effective access to entitlements.
- Promotion of Education of children, especially girl child.
- Prevent drop outs and help them in back school processes.
- Promotion of women's participation in Gram Sabha

### VII. Structure and Management of the GRC



## **VI.I Selection of GPP**

- The Gender Point Person (GPP) will be a representative among the individual SHGs;
- The SHG members will select the GPP based on their self-motivation, sensitization, proactive approach based on their readiness in devoting time to support SHG members;
- The GPP will bridge the gap between the community & its institutions in creating an enabling environment to address all issues covering gender inequity.
- **Role of GPP**
  - i. GPP will collect disaggregated information about the children of SHG & Non-SHG members;
  - ii. GPPs will make a checklist of names of girls & boys dropped out of school & reason behind;
  - iii. GPP will address the incidents of Domestic Violence, Child Marriage, Dowry cases, Discrimination against girl child within their respective SHGs;
  - iv. GPP will raise gender issues regularly in the Gender Meetings within their SHGs on a weekly basis.
  - v. GPP will play a critical role in Sakhi Manch/Samta Samuha & VO SAC.
- **Actions & Interventions of GPP**
  - i. Incorporate social agenda in SHG meetings on a monthly basis and regularly initiate discussions;
  - ii. Facilitate SHG members in taking gender pledge;
  - iii. Intervene in any needs and issues faced by SHG;
  - iv. Take the needs & issues to the Sakhi Manch/ Samta Samuha (Gender Collective Meeting);
  - v. Maintain information about children of members not attending school/ dropped out;
  - vi. Prevent Child Marriages through concerned authorities & line departments;
  - vii. Ensure Asset Creation & Gender Enquiry register;
  - viii. Awareness campaign at village & panchayat level;
  - ix. Maintaining confidentiality of personal experiences while dealing with cases among the SHG members;
  - x. Address DV cases & to bring it to the GPP collective meeting;
  - xi. Escalate DV cases to VO SAC
  - xii. Awareness generation within SHGs on VRP & VRF ( that can be utilized for gender issues, social action, intervention and collective action plan)

## **VI.II. Sakhi Manch/ Samta Samuha (GPP Collective Meeting)**

- Sakhi Manch is a solidarity forum which is a consolidation of GPPs at the village level. 2-3 members of the Sakhi Manch also serve as ex-officio members of the SAC to look into social issues.
- Sakhi Manch is a collective of GPP to address the social issues covering,
  - a) Domestic Violence,
  - b) Child Marriage,
  - c) Dowry cases,
  - d) Discrimination against Girl Child,
  - e) Trafficked survivors;
  - f) Single Women/ Widows;
  - g) Destitute
  - h) Deprived women
  - i) Drop outs
  - j) Participation of Women in Gram Sabha
- **Roles & Responsibilities:**
  - i. Create spaces for discussions & deliberations on gender issues;
  - ii. Facilitate discussions on social agenda in all meetings of their respective SHGs & record the discussions & resolutions taken in the minutes book of SHG;
  - iii. Facilitate Gender Pledge in every SHG meeting;
  - iv. Monthly meeting to discuss the issues and actions taken at SHG level;
  - v. Intervene in issues at SHG level like retention of children in education, prevention of child marriages, access to entitlements through awareness building & creation of social pressure;
  - vi. Intervene in issues of gender based violence
  - vii. Escalate issues to the VO-SAC if not resolved

### **VI.III. Village Organization Social Action Committee (VO SAC):**

- VO SAC is constituted with 3-5 members from VO EC and 2 GPPs from Sakhi Manch as ex-officio members;
- VO SAC conducts meetings once a month before the VO meeting focused on developing gender action plans & intervening gender & social issues.
- **Roles & Responsibilities of VO SAC:**
  - i. Develop a social agenda and gender pledge on the gender action plan,
  - ii. Facilitate gender pledge & discussions on social agenda in every meeting of VO,

- iii. Maintain records of discussions in the meetings, issues received and action taken at VO-level,
- iv. Provide counselling to the survivors of violence,
- v. Resolve the cases received,
- vi. Refer cases to Gender Forum at the Panchayat level & the CLF,
- vii. Work with village level institutions and Panchayats to facilitate access to entitlements,
- viii. Intervene on issues of retention of children in education, prevention of early marriages, VAW and asset creation in the names of women,
- ix. Refer cases to CLF if they cannot be resolved by the VO,
- x. Registering any cases at the VO-level and support the woman in resolving the problem,
- xi. Provide Counselling to the victim with the help of SAC

#### **VI.IV. Gram Panchayat / Village Council Level Gender Forum:**

- Gender Forum is a space for discussions, deliberations and resolutions on issues such as gender inequalities, needs and issues related to Practical Gender Needs (PGN) & Strategic Gender Needs (SGN).
- **Structure of GP/VC Level Gender Forum:**  
The GP/VC Level Gender Forum will be comprised of:
  - a. President of GP/VC;
  - b. Elected Representative;
  - c. Panchayat Secretary;
  - d. ASHA, ANM & AWW;
  - e. School Principal;
  - f. Police Beat;
  - g. NGO Representative;
  - h. Sensitive/ Influential Leaders/Elders in the village VO/GP SAC including 2 GPPs
- **Responsibilities of GP/VC Level Gender Forum:**
  - a. Discussions and Deliberations on gender issues in a pre-fixed monthly meeting;
  - b. Facilitating the discussion on action points or actions to be taken;
  - c. Plans for interventions in issues and their resolution;
  - d. Records of discussions in the meetings, issues received and action taken at VO-level

#### **VI.V Cluster Level Federation Social Action Committee (CLF SAC):**



- CLF SAC consists of 3-5 members from the VO leadership;
- CLF SAC can take up Practical Gender Needs and Strategic Gender Needs;
- CLF can work with Block Level Officials like BDO, CDPO, ICDS Supervisor, Police Department, Education Officer on high-order issues or issues which are escalated from the VO-level
- **Roles & Responsibilities of CLF SAC:**
  - a) Review, support & monitor the work of VO SACs;
  - b) Monitor the planning & implementation process of Gender Action Plan at VO-Level;
  - c) Monitor training of community cadres & community;
  - d) Developing an action plan based on the Gender Plan submitted by V.O;
  - e) Intervene to facilitate access to entitlements, schemes and services;
  - f) Maintain minutes of the meeting, issues received and action taken along with monthly review meeting of all the issues/interventions/ cases on a monthly basis;
  - g) Convergence with line departments to intervene various case related to its nature & severity.

#### **VI.VI. Nodal CLF**

- In a block one of the CLF will be identified as the Nodal CLF for managing GRC. This Nodal CLF will provide day to day management support to the GRC. This CLF will have the authority to manage the operational cost, resource fee/salary disbursement, managing the bank account etc. The Nodal CLF will act as a feedback facility for all administrative and coordination issues between the GRC and the Block Level Gender Forum
- **Selection process of Nodal CLF**

With support of SRLMs, the CLFs that exist in a block will select the nodal CLF based on the following criteria:

  - a) Should have received training on gender concepts
  - b) Should have trained and functional institutional mechanisms like GPP, Sakhi Manch, GP level gender forum, SAC action committees at VO and CLF level
  - c) Should have at least one year experience in addressing gender issues
  - d) Should have transportation facility and well connected
  - e) If all the 3 criteria match for all the CLFs of the Block, the CLF situated in the Block HQ shall be given preference.
- **Responsibilities of the Nodal CLF**

- i. Establishment of the centre and ensuring effective functioning.
- ii. Establishing linkages and conducting follow-ups with the block/district for ensuring the basic facilities available to the centre for its proper functioning.
- iii. Establishment and maintenance of monthly reporting system of GRC.
- iv. Responsible for overall fund management of the GRC
- v. Ensuring regular maintenance of books of account, minutes, and other finance and fund-related issues.
- vi. Training and management of required GRC level community cadres and their payments on a regular basis.

#### **VI.VII. Steering Committee**

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 CLFs to the GRC and Block Level Gender Forum and will also feedback inputs and redirect cases as and when required to the CLFs.

- **Constitution of the Steering Committee**

Depending on the number of CLFs exist in the block, 5 or 7 member steering committee can be constituted with one ex officio member who is also signatory for the CLF (the President or Secretary), one CRP and one or two SAC members from each of the CLFs. In case, if there are 4 CLFs in the block, two SAC members from the nodal CLF will be there in the steering committee.

- **Selection Process:** The steering committee members will be selected collectively in the EC meeting of the CLFs, based on the interest of the individual and the eligibility criteria given below:

- a) Preference should be given 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.

- **Responsibilities of the steering committee**

- a) Overall governance of the centre on behalf of the CLFs
- 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 Department of Women and Child development.
  - k) Referring cases to One Stop Centre at WCD

#### **VI.VIII. Block Level Gender Forum (BLGF)**

The Block level Gender Forum (BLGF) consists of representatives from all the CLFs (preferably steering committee members), SRLM, relevant line departments at the block levels, representatives of the civil society organizations and any other invitee members as decided by the chairperson of BLGF. The chairperson will be the head of the Block level Administration or any other person capacitated by head of the Block Administration.

- **Structure of BLGF**

The GP/VC Level Gender Forum will be comprised of:

- a. Block/ Mandal Development Officer
- b. CDPO
- c. ICDS Officer
- d. Department Officials from Education, Health, Revenue, Agriculture, etc.
- e. Police Department
- f. NGO representative
- g. Internal Community Person (ICP)
- h. Block /Mandal SAC including 2 GPPs

- **Roles and Responsibilities of the BLGF**

- a. The Block level Gender Forum will act as an advisory body to the GRC supporting it by facilitating linkages with service providers and line departments;
- b. It will also 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.

#### **VI.IX. Establishment of GRC**

- GRC is a physical space situated at the block level to respond to the practical and strategic needs of women. Being at the block level it will be 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 these units by ensuring the availability of tables, chairs, computer systems, telephone, basic first aid provisions, cots, pillows, mattresses, blankets, file management facilities, UPS, internet, sanitary supplies, etc. Also, there should be place for survivor's to take rest or relax in case of emergencies. Safety, security, privacy, ease of access and proximity to the public service systems should be the key determinants in identifying these spaces.
- **Functioning**
  - i. The GRC shall be functional through the Gender – CRPs of the all the CLFs 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 CLF.
  - iii. The day-to-day operation of the GRC will be managed and supervised by a National Gender Community resource Person.
  - iv. A nominal remuneration will be given to them as per the state norms.
  - v. The Centre can be functional for 5-6 days in a week to offer its services, however, can also create a mechanism to facilitate for the emergency service as and when required.
  - 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.
- **Services to be provided by the GRC**

The GRC will provide two types of services to the women both direct and referral. The services to be provided are listed below:

- a. Provide information on all relevant matters to the person seeking help
- b. Handhold survivors through the redressal seeking process like lodging the FIR/DIR/NCR or facilitate the person in filing the case at the appropriate judiciary

court, etc

- c. Ensure time-bound and effective referral mechanisms in partnership with service providers
- d. Conduct legal literacy and rights and entitlement camps
- e. Link individual to Social Security Schemes
- f. Link and refer survivors of violence to police, hospitals, counsellors, One Stop Centres and lawyers, WCD etc.
- g. Provide basic counselling services
- **Roles and Responsibilities of the GRC**
  - a. Disseminate information to all levels of the CLF
  - b. Register and upload cases in the case management system
  - c. Organize awareness and sensitization camps and training
  - d. Linkages with NGOs and legal systems for support in intervention and action
  - e. 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 marginalized
  - f. Ensure access to emotional support, reference for legal support, and therapeutic support for survivors of gender-based violence
  - g. Ensure visibility of CLF as an institution in interface with public-level institutions
  - h. Influencing and informing the planning and budget of panchayats (untied funds) and departments to mainstream gender.
  - i. 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 organisations
  - j. Facilitation of different training/studies with the support of block office/CLF/VO
  - k. Maintenance of records
  - l. Registration and record filing of all cases with detailed documentation and digital updating
  - m. 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.
  - n. Refer to and co-ordinate with the cadres and at the level of CLF SAC, VO SAC, and GPP for further action.

- o. The documentation records of the GRC should enable the formulating of agenda for the BGF.

### **VIII. Case flow and management**

The case flow is the process of reporting cases to the GRC through the institutional mechanisms. Whereas, the cases management is a system of registering, assigning, tracking and resolving a case.

- **Case Flow**

- a) The issue/demand for entitlements originating at the level of the SHG would be escalated to the VO SAC/CLF SAC, Gender forum, if it is not resolved at the level of the GPP/Sakhi Manch.
- b) The VO SAC can work with frontline workers, and elected representatives to resolve the issue
- c) The VO 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 VO SAC at GP
- e) Then it would be taken to the CLF 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.

- **Case management protocol**

- i. The Case Management system to be adopted by the CLF 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.
- ii. These Protocols are to be decided by the CLFs 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.

- iii. All cases of linkage of the survivors of violence with the government schemes as per her eligibility should be redirected with confidentiality to the concerned CLFs for further action.
- iv. The protocols should include separate filing system for cases of violence and rights and entitlements.

- **Review and Monitoring**

- i. A regular review and monitoring system would be a strong pillar for the effective functioning of the GRC. Not only is it essential to ensure the quality of the work being taken up by the GRC but also to keep a track of all cases being registered. For this, a both regular as well concurrent reviewing system would be put in place. The concurrent monitoring will be done by the steering committee members.
- ii. While the regular and periodic monitoring can be done by the Nodal CLF. It shall present the progress as per the format decided by the CLF on monthly basis. It can also collect written feedback from the beneficiaries who have been served successfully.
- iii. The mission staff should establish, facilitate and regularize a system of review and monitoring to be done by the nodal CLF in the GRC.
- iv. The nodal CLF and the SRLM should come up with their own review and monitoring parameters for different levels as per their monitoring needs.

## **IX. Gender Fund**

A gender fund and corpus may be created at the CLF level for running the GRC and other gender-based support services. The gender fund /corpus would ensure the sustainability of GRC and its services to the community even after the DAY-NRLM. The fund and corpus may be created through the following options.

- i. CLF shall motivate every SHG member to make a minimum contribution, as decided by the CLF, on monthly/ half yearly or yearly basis. The fund shall be transferred to the CLF in a separate bank account.
- ii. An amount including the initial one-time establishment cost, recurring cost, and capacity building cost can be earmarked for currently under NRETP and then eventually under the DAY-NRLM.
- iii. District Administration and Local Self Governance may like to earmark some funds from the appropriate budget component for the GRCs.

- iv. CLF may be encouraged to dedicate some percentages of their profit to be given to the Gender fund or Corpus.
- v. TRLM along with the partner organization and the District Administration will facilitate the CLFs to mobilize resources for the GRCs from Non-Government agencies and CSRs. CLF may also approach Local leaders to mobilize resources from the MLA or MP fund.
- vi. Services of GRC and CLF 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. Funds generated through such paid services may also be utilized in augmenting gender fund/corpus as per the modalities decided by the CLFs.
- vii. Services of GRCs may also be utilized by the SRLM for developing more such centres in other geographies on a payment basis. CLF shall also be encouraged to initiate gender- based enterprises, especially for the survivors, which can support the gender fund. Likewise, SRLM and District Administration shall support CLFs in coming out with innovative ideas for the augmentation of the gender fund.
- viii. VRF can be utilized for supporting gender and violence-related activities at the VO and SHG levels. Also, VOs may contribute from the VRF to create gender fund.
- ix. Contribution can be derived from schemes of the Government e.g., Nirbhaya of WCD, or allocation through the state budget.

## **X. Fund Management**

- a. For mobilization of the resources for the gender fund, CLF shall open a separate bank account so that mobilization of the resources and their utilization may be tracked. Signatories of the separate bank account shall be decided in the CLF meeting.
- b. While the establishment cost may be transferred directly to the nodal CLF the recurring cost of the GRC shall be shared by all the CLFs of the block, as per the modalities decided by them in a joint meeting.
- c. The nodal CLF account shall maintain the books of accounts of GRC also.
- d. The SRLM & Partner Organization shall ensure and facilitate the services of relevant legal and financial advisors to them in deciding the modalities.
- e. GRC shall present a quarterly or half-yearly financial plan to the Nodal CLF for their approval. Accordingly, releasing advance for meeting and recurring expenses may be provisioned for the smooth functioning of the GRC. Similarly, GRC shall be able to present



- its monthly statement of expenditure to the Nodal CLF 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 CLFs
  - g. GRC shall maintain books of account of all expenditures and their vouchers as per the statutory modalities.
  - h. IUFRR and Utilization certificates shall be submitted in the prescribed formats by the GRC to the Nodal CLF at regular intervals as decided in the financial modalities.
  - i. TRLM shall help the GRC and the CLFs in maintaining and deciding formats for all relevant voucher/receipt books, stamps, advance seeking, advance settlement, etc.

## XI. Cost of the Centre

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

S.No.	Types of Cost for GRC	NRETP	DAY-NRLM
<b>1</b>	<b>Establishment Cost</b>		
1.a	One time Establishment Cost	<i>Rs. 1.5 Lakh</i>	<i>Rs. 1.5 Lakh</i>
1.b	Establishment cost is Provisioned under	<i>Infrastructure Support Fund for GRC</i>	<i>Start-up Fund of CLF</i>
<b>2</b>	<b>Office &amp; Maintenance Cost</b>		
2.a	Annual Office & Maintenance(O&M) Cost	<i>Year 1: Rs. 1.2 lakh Year 2: Rs. 90,000 Year 3: Rs. 60,000</i>	<i>Year 1: Rs. 1.2 lakh Year 2: Rs. 90,000 Year 3: Rs. 60,000</i>
2.b	O&M Cost is provisioned under	<i>O&amp;M Cost in NRETP</i>	<i>O&amp;M Cost of the CLF</i>
<b>3</b>	<b>Resource Fee and CB Cost</b>		
3.a	Resource Fee and CB Cost	<i>To be provisioned under CB component of Gender in the AAP as per the state policy</i>	<i>To be provisioned under CB component of Gender in the AAP as per the state policy.</i>

### i. Establishment Cost:

- a) NRETP One time establishment cost of Rs. 1.5 lakhs is provisioned in the NRETP for the establishment of GRC under the ‘infrastructure support fund’ under GRC.
- b) NRLM: Similarly, for the DAY-NRLM blocks, Rs. 1.5 Lakhs may be provisioned in the Annual Action Plan (AAP) under the ‘Startup fund’.

- ii. **Office and Maintenance Cost:** An annual O&M cost of Rs. 1.2 Lakhs @ Rs.10,000 per month will also need to be budgeted for the purpose of maintenance of the centre in the first financial year of its establishment. In the second and third financial year of the GRC, the SRLM will gradually wean away its support by bearing 75% and 50% of the annual recurring cost of Rs.1.2 lakh respectively. However, SRLM must ensure that the recurring cost is borne by all the CLFs of the block through the gender fund in the

weaning years and thereafter.

- iii. **Resource Fee and Capacity Building Cost:** Resource fee and CB cost like honorarium of the gender CRPs and members of the steering committee, monitoring, documentation, meeting, CB, etc. may be provisioned in the AAP, thereafter under the gender Capacity Building component of the budget as per the state policy.
- iv. The fund should be provided to the Nodal CLF, designated by the SRLM on the recommendation of all the CLF of the block as per the eligibility criteria given in the advisory, for establishing the GRC and thereafter for its annual maintenance. The Fund should be disbursed strictly through the 'NRLM Fund Disbursement Module' only. All assets purchased through this fund should be entered in the Asset Registers of the nodal CLF, coded and properly maintained for longer service. These assets must be physically verified in terms of its usability and presented in the annual audit process as per the statutory norms.

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
14	Bed, Bedsheet, Pillow with case, blanket, and Mosquito net)	Single size specification (Two Sets)	2500	2	5000
15	Toilet and Bathroom accessories	Mirror, Bucket, Mug, Toilet Brush, etc.	500	2	1000
16	Office premise Refurbishment	Lumpsum			15000
					<b>150000</b>

**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 per month	12	1000	12000
3	Annual Maintenance (cleaning, services to the equipment, etc.)	Per Year	1	10000	10000
4	Electricity, water and Communication	per month	12	2000	24000
5	Miscellaneous ( for emergency support to any survivor, etc.)	Per Year	1	14000	14000
<b>Annual Grand Total (INR)</b>					<b>120000</b>

**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. 1.20 lakh per GRC.

### 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

### 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**
- Cadres/CLF/VO/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, VO SAC, and Gender Forum
  - b. Number of escalated cases resolved
  - c. Representation of VO SAC and CLF SAC in Gender Forums
- iv. Case Management**
- a. Documentation of cases by Gender CRPs and signed by CLF 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

Parameters	CLF OB and SAC	BMMU	SMMU
<b>Frequency of monitoring</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Quarterly</b>
<b>Infrastructure</b>	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 CLF 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 CLF 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 CLF office
<b>Training</b>	Cadres/CLF/VO/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs	Cadres/CLF/VO/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs	Cadres/CLF/VO/GPP members on concepts, institutional mechanisms, public institutions, access to rights and entitlements, laws and legal instruments, practical and strategic gender needs
<b>Linkages with institutional mechanisms</b>	<ul style="list-style-type: none"> <li>• Number of cases, issues referred by GPP, VO SAC and Gender Forum</li> <li>• Number of escalated cases resolved</li> <li>• Representation of VO SAC and CLF SAC in Gender Forums</li> </ul>	<ul style="list-style-type: none"> <li>• Number of cases, issues referred by GPP, VO SAC and Gender Forum</li> <li>• Number of escalated cases resolved</li> <li>• Representation of VO SAC and CLF SAC in Gender Forums</li> </ul>	<ul style="list-style-type: none"> <li>• Number of cases, issues referred by GPP, VO SAC and Gender Forum</li> <li>• Number of escalated cases resolved</li> <li>• Representation of VO SAC and CLF SAC in Gender Forums</li> </ul>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Documentation of cases by Gender CRPs and signed by CLF SAC and survivor</li> <li>• Number of Cases received</li> <li>• Processes and action undertaken</li> <li>• Number of cases resolved</li> <li>• Number of cases pending and reasons</li> <li>• Challenges experienced in resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of cases by Gender CRPs and signed by CLF SAC and survivor</li> <li>• Number of Cases received</li> <li>• Processes and action undertaken</li> <li>• Number of cases resolved</li> <li>• Number of cases pending and reasons</li> <li>• Challenges experienced in resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of cases by Gender CRPs and signed by CLF SAC and survivor</li> <li>• Number of Cases received</li> <li>• Processes and action undertaken</li> <li>• Number of cases resolved</li> <li>• Number of cases pending and reasons</li> <li>• Challenges experienced in resolution</li> </ul>

<b>Entitlements accessed</b>	Number of entitlements accessed	Number of entitlements accessed	Number of entitlements accessed
	Number of applications for entitlements pending Challenges / Barriers in resolution	Number of applications for entitlements pending Challenges / Barriers in resolution	Number of applications for entitlements pending Challenges / Barriers in resolution
<b>Interface with public institutions</b>	<ul style="list-style-type: none"> <li>• Number of issues resolved through interface with various departments</li> <li>• Number of issues pending</li> </ul>		Consultation with other departments to establish convergence in smooth functioning of GRC

#### Annexure 4

Sl No.	Practical Needs	Strategic Needs
1	Food, Nutrition	Nutrition, Wellbeing
2	House	Housing for vulnerable communities on priority Clean and unpolluted environment
3	Toilet	Facilities for hygienic environment, clearance of sewage
4	Clothes	Health services, access, quality, treatment facilities, awareness and knowledge on health, fertility and reproductive health
5	Health services	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

