

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 3283
TO BE ANSWERED ON 08.08.2025

**COVERAGE GAPS AND SERVICE INTEGRATION UNDER THE ONE-STOP
CENTRE**

3283. SMT. SANGEETA KUMARI SINGH DEO:

Will the Minister of Women and Child Development be pleased to state:

- (a) whether the Ministry has assessed inter-district variations in the functionality, case disposal rates and inter-agency coordination of One-Stop Centres established under the Sambal sub-scheme and if so, the extent to which service delivery outcomes vary across States and tribal districts;
- (b) whether the One-Stop Centres established in Odisha have been effectively integrated with district hospitals, legal aid authorities and police systems for real-time referrals/survivor support and if so, the number of districts where such convergence mechanisms are fully operational;
- (c) whether the One-Stop Centre at Bolangir district, is equipped with sufficient trained counsellors, 24/7 accessibility/follow-up mechanisms for survivors of gender-based violence, if so, the details thereof; and
- (d) whether the Ministry proposes to undertake a service audit/strengthen infrastructure and personnel deployment in high-vulnerability districts, if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SAVITRI THAKUR)

(a) to (d) : One Stop Centre (OSC) is a component of the Sambal vertical under the umbrella Mission Shakti. It provides integrated support and assistance under one roof to women affected by violence and those in distress, both in private and public spaces. It provides services like **medical aid**, legal aid and advice, temporary shelter, police assistance and psycho-social counselling to needy women across the country including the State of Odisha.

One-Stop Centre in Bolangir district of Odisha is functional in Bhima Bhoi Medical College & Hospital, Bolangir with the services of trained counsellors and 24/7

accessibility is available with follow- up mechanisms for survivors of gender based violence.

An evaluation of the Ministry's schemes, including the One Stop Centre (OSC) Scheme, was conducted during the Financial Year 2020-21 through NITI Aayog. The study found the scheme's relevance, effectiveness, and sustainability to be satisfactory.

The implementation of scheme lies with the State Governments/UT Administrations. Further, once in a year, the Programme Approval Board monitors with States/UTs, the progress of activities under the scheme and reviews status of achievement of objectives including infrastructure and personnel deployment. Apart from this, officials of the Ministry continuously review the scheme through meetings, video conferencing and by making field visits to States/UTs from time to time.
