

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3313**  
TO BE ANSWERED ON 08.08.2025

**ONE STOP CENTRES AND SHAKTI SADANS**

3313. SHRI ATUL GARG:

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

- (a) the details of the steps being taken to ensure that all approved One Stop Centres (OSCs) become operational to maximize support for women in distress;
- (b) the manner in which the Government proposes to enhance the resources/services provided at these centres to better assist women affected by violence;
- (c) whether any initiatives have been taken to increase public awareness about the availability of OSCs and Shakti Sadans among women in need of assistance, if so, the details thereof; and
- (d) the manner in which the Government evaluate the effectiveness of the said centres in providing integrated support/rehabilitation for women in distress situations?

**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.

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. 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.

For early operationalisation of newly approved OSCs, a provision for starting the OSC in rented premises has been given as an interim measure. Further, the Ministry of Women and Child Development, along with State Governments/UT Administrations, is continuously working to strengthen the outreach, visibility, and effectiveness of the institutions to ensure that the needy women can access the support of One Stop Centre and Shakti Sadan. Templates for signage, standees, information boards, and vehicle branding for One Stop Centres have been shared with States and UTs for display at prominent public locations. Similarly, Women Helpline (WHL) -181 and Emergency Response Support System (ERSS)-112 are 24x7x365 toll-free helpline services readily available to needy women for information, assistance and support from OSC and Shakti Sadan.

Evaluation of the schemes of the Ministry, including the One Stop Centre (OSC) Scheme, was conducted during the Financial Year 2020-21 by NITI Aayog. The study found the relevance, effectiveness, and sustainability of the schemes as satisfactory.

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