

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UN-STARRED QUESTION NO. 1317
TO BE ANSWERED ON 06.02.2026

PROTECTION SERVICES FOR WOMEN FACING DOMESTIC VIOLENCE

1317. DR. AMAR SINGH:

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

- (a) whether the Government has examined the requirement for strengthening protection services including One Stop Centres, helplines, shelter support and counselling services for women facing domestic violence and harassment in Fatehgarh Sahib district in Punjab;
- (b) if so, the details of Government support systems, staffing adequacy, outreach processes/referral protocols reviewed for timely assistance in the said district;
- (c) whether the Government has assessed gaps in psycho-social support, counselling capacity, shelter support, legal assistance in the said district; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI ANNPURNA DEVI)

(a) to (d): The Central Government gives the highest priority to ensuring the safety and security of women and has undertaken various interventions in this regard. During the 15th Finance Commission period, the Ministry of Women and Child Development is implementing Centrally Sponsored Schemes under three verticals, viz. (i) Mission Shakti for safety, protection and empowerment of women, (ii) Saksham Anganwadi & Poshan 2.0 for improving nutrition and health indicators, and (iii) Mission Vatsalya for protection and welfare of children in difficult circumstances.

Mission Shakti aims at strengthening interventions for women's safety, security and empowerment, and comprises two verticals. Sambal, for safety and security of women, and Samarthya, for women's empowerment. Under the Sambal vertical, the One Stop Centre (OSC) 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 scheme is demand-driven.

As per the Mission Shakti guidelines, the Central Government provides 100% financial assistance to States and UTs under Sambal sub-scheme. Adequate staff and infrastructural support is provided for smooth operationalization of OSCs across the country. However, the implementation of the all schemes under Mission Shakti lies with the State Governments and UT Administrations. Funds are released to the States/ UTs as per the procedure prescribed by the Department of Expenditure, Ministry of Finance, including Single Nodal agency (SNA) or SNA SPARSH of the Public Financial Management System (PFMS). Further, once in a year, the Programme Approval Board (PAB) monitors with States and UTs, the progress of activities under the scheme and reviews status of achievement of objectives and effective delivery of services to women and children including rural and marginalized communities. Apart from this, officials of the Ministry continuously review the scheme through meetings, video conferencing and by making field visits to States and UTs from time to time.

Based on the proposals received from the State of Punjab, 23 One Stop Centres (OSCs) have been approved. All of these, 23 OSCs are operational, including one OSC in Fatehgarh Sahib district. Since inception i.e. 1st April, 2015 up to 30th September, 2025, 25489 women have been assisted by the OSCs in the State of Punjab including those assisted in Fatehgarh Sahib district.

In order to strengthen transparency and accessibility in service delivery with respect to reliefs and rehabilitation to women in distress, the Ministry of WCD launched Mission Shakti Dashboard, on 22.01.2025 (<https://missionshakti.wcd.gov.in/>). The Mission Shakti Dashboard data is now accessible *via* the Mission Shakti Mobile Application with multi-lingual feature thereby expanding outreach and convenience for users. These enhancements mark a significant step towards strengthening last-mile connectivity, improving ease of access and empowering women with digital tools for safety and support. A new feature has also been added whereby a woman in distress can now book an appointment with her nearest OSC through both the portal and the mobile application. The location of the nearest OSC can be easily identified through the mobile application ensuring timely support and access to essential services.

Further, a publicly accessible list of Protection Officers (POs) under the Protection of Women from Domestic Violence Act, 2005 (PWDVA) is now available on the dashboard. As on 04.02.2026, The States and UTs have updated the details of over 2,432 POs. In addition, the dashboard hosts updated lists of Anti-Human Trafficking Units (AHTUs) and Nodal Officers of various schemes, including:- One Stop Centres (OSCs), Women Helpline (WHL), Shakti Sadan, Sakhi Niwas etc. The portal also consolidates all major helplines for easy public access: Women Helpline (181), NALSA Legal Aid (15100), Child Helpline (1098), Emergency Response Support System (112), National Cyber Crime Helpline (1930), Tele Manas (14416).

The Ministry of WCD vide letter dated 11th Nov, 2024, has conveyed approval to all States/UTs for provision of extension of stay of distressed woman and provision of items like wheelchair, Stretcher and additional beds. While OSCs currently provide temporary shelter for a maximum of 5 days, a longer stay may be required in specific cases where relocation to Shakti Sadan is not feasible. In such cases, Centre Administrators have been given discretion to extend the stay up to 10 days on a case-by-case basis. For any further extension beyond 10 days, the District Nodal Officer (DNO)/ District Program Officer (DPO) has been authorized to allow additional stay of up to 10 more days, ensuring victims have continuous access to essential services, as required. States/UTs have also been intimated that they may ask for establishment of more than one OSC in a district should the need justify this.

Furthermore, the Ministry has also developed a SOP for OSCs to provide a comprehensive framework for coordinated survivor-centric operations and management ensuring uniform support for women in distress with the objective to establish clear consistent guidelines to standardize service delivery across all OSCs and define roles and responsibilities for stakeholders including OSC staff, health professionals, police, lawyers and legal aid providers. The SOP for OSC is accessible on Mission Shakti dashboard.

Under the “Samarthya” vertical, Shakti Sadan is an Integrated Relief and Rehabilitation Home for women in distressful situations including trafficked women. It aims at creating a safe and enabling environment for the women in such difficult situations, to enable them to overcome the adverse circumstances. The resident of Shakti Sadan provided with help, care and support and all the daily needs and services to such women. The residents are also provided vocational training, facility for opening of bank accounts etc. in convergence with schemes of the relevant departments.
