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Government of India
Ministry of Rural Development
Department of Rural Development
(Rural Livelihoods Division)

7th Floor, NDCC-II Building
Jai Singh Marg, New Delhi 110001

Dated: 15-05-2026

To,

**The State Mission Director/ Chief Executive Officer
All State Rural Livelihoods Mission (SRLMs)/UTs**

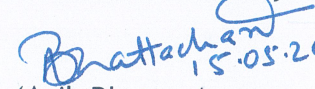
Subject: Standard Operating Procedure (SOP) for Gender Resource Centres (GRCs) under Deendayal Antyodaya Yojana - National Rural Livelihoods Mission - reg.

Sir/Madam

I am directed to inform that an advisory to establish Gender Resource Centers (GRC) was issued in the year 2023. After that a National Writeshop was organized in 2025 to develop a guiding document suggesting operational details, case management and sustenance of GRCs.

2. The approved National Standard Operating Procedure (SOP) for Gender Resource Centres (GRCs) under Deendayal Antyodaya Yojana - National Rural Livelihoods Mission is enclosed for adherence for all States and UTs.

Yours faithfully


15.05.2026
(Avik Bhattacharya)

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Sr. PPS to AS(RD)/JS(RL)/Director (RL-I & II),
DS(RL)/US(RL-II)/DD (NRLPS)

Standard Operating Procedure (SOP)
Gender Resource Centre (GRC) and Case Management
Deendayal Antyodaya Yojana-National Rural Livelihoods Mission

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Acronyms

Abbreviation	Full Form
AGM	Annual General Meeting
BDO	Block Development Officer
BMMU	Block Mission Management Unit
BPM	Block Project Manager
BRP	Block Resource Person
CLF-SAC	Cluster Level Federation- Social Action Committee
CMPO	Child Marriage Prohibition Officer
CMTC	Community Managed Training Center
CPO	Child Protection Officer
CRP	Community Resource Person
CSO	Civil Society Organisation
CSR	Corporate Social Responsibility
CWPO	Child Welfare Police Officer
DCPU	District Child Protection Unit
DAY-NRLM	Deendayal Antyodaya Yojana - National Rural Livelihoods Mission
DC	District Collector

DDUGKY	Deen Dayal Upadhaya Grameen Kaushalya Yojana
DLCC	District Level Coordination Committee
DLSA	District Legal Service Authority
DMMU	District Mission Management Unit
DMF	District Mineral Foundation
DRP	District Resource Person
DSP	Deputy Superintendent of Police
DIR	Domestic Incident Report
FPO	Farmer Producer Organisations
GBV	Gender Based Violence
GPP	Gender Point Person
GP	Gram Panchayat
GRC	Gender Resource Center
ICDS	Integrated Child Development Services
MLA	Member of the Legislative Assembly
MP	Member of Parliament
NGO	Non-Governmental Organisation
NHM	National Health Mission
OSC	One Stop Centre
PE	Producer Enterprise
PG	Producer Group
PHCs	Primary Health Centers
POCSO	Protection of Children from Sexual Offences Act, 2012
PRI	Panchayati Raj Institutions
PWDVA	Protection of Women from Domestic Violence Act, 2005
PCPNDT	Pre-Conception and Pre-Natal Diagnostic Techniques Act

SDM	Sub-Divisional Magistrate
SISD	Social Inclusion and Social Development
SMD	State Mission Director
SMM	State Mission Manager
SMMU	State Mission Management Unit
SOP	Standard Operating Procedure
SP	Superintendent of Police
SPM	State Program Manager
SRLM	State Rural Livelihoods Mission
SRP	State Resource Person
VB- G RAM G	Viksit Bharat—Guarantee for Rozgar and Ajeevika Mission (Gramin)
VO- SAC	Village Organization- Social Action Committee
VRF	Vulnerability Reduction Fund
WCD	Department of Women and Child Development

1. Context

The Deendayal Antyodaya Yojana – National Rural Livelihoods Mission (DAY-NRLM) adopts a multi-dimensional approach to poverty alleviation, embedding social development within an economic empowerment framework. Through its expansive Self-Help Group (SHG) Federations network, it currently reaches over 10 crore women across the country. Recognizing that economic empowerment alone is not sufficient to achieve gender equality, DAY-NRLM has built a structured institutional framework from SHGs to higher-tier federations. Since 2016, the program has intensified gender interventions through a well-planned gender architecture at the community level comprising platforms like Gender Point Persons (GPP), GPP Collectives (Sakhi Manch), 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. The Gender Resource Centre (GRC) as the apex body is a physical space preferably situated at the Block level to respond to the practical and strategic needs of women. GRC is premised on the principles of collective action, community ownership and management. GRC is an inclusive and safe space for women to share experiences, voice their concerns related to gender

issues (economical and social), seek redressal support and mobilize, create awareness and uptake intervention through inter-departmental convergence and advocacy.

As per the GRC Advisory dated 10th April 2023 (*annexure 1*), it aims to promote gender equality, enhance agency, enable access to schemes, services, and entitlements and foster convergence with line departments. Post release of the advisory mentioned above there is a felt need in providing step-by step guidance in rendering technical support for sustaining and managing GRCs.

The objectives of the Standard Operating Procedure (SOP) are as follows:

- To outline the prerequisites for establishing and sustaining GRC.
- To detail the functions, services and governance of GRC.
- To establish standardized protocol for case management.

2. Enabling Environment for Establishing GRC

A strong enabling environment is essential for the effective functioning, credibility, and sustainability of GRCs. It can be achieved through a foundation of Institution Mechanism, cadre system and capacity building process. A well-established enabling environment ensures coordination across institutions, promotes community ownership, builds confidence in grievance redressal mechanisms, and strengthens the ability of GRCs to address complex gender issues in a responsive and accountable manner.

2.1 Institutional Support and Gender Architecture within DAY-NRLM

- The GRCs are nested within a robust institutional architecture that includes GPPs, GPP Collectives, VO and CLF SACs and Gender Forums. The functioning of the GRC depends on the strength of the institutions and its success depends on the community ownership and collective action which is built on the lived realities of the women and the marginalized.
- **Strategic Positioning at Block Level:** GRCs function as the apex body of the entire institutional mechanisms under DAY-NRLM at Block level as this ensures better coordination and convergence owing to the proximity to the line departments and CLF. It is responsible for addressing direct cases and unresolved cases escalated from SHGs to GPPs, GPP Collectives, VO SACs, CLF SACs and Gender Forums, while ensuring timely follow-up. The States with difficult terrain or other geographical constraints may establish the GRC at a level they consider appropriate.
- **Liaison with Service Providers:** GRC needs to build strategic and institutionalized relationships with key Government stakeholders such as State Legal Service Authority (SLSA), District Legal Service Authority (DLSA), police, Women and Child Development (WCD), Health, State Law Universities and work with local administration, line

departments and public service delivery systems, facilitating faster redressal of cases and access to social service schemes and support services (working women hostel, creche, shelter, livelihoods etc.).

- **Create ownership of GRC:** State Rural Livelihood Mission (SRLM) to create ownership of GRCs at the different administrative levels- District, Block and Panchayat for impactful results.

2.2 Social Acceptance and Community Ownership

The success of GRCs depends on their acceptance by the community and the sense of ownership built around them. Community trust, participation, and collective responsibility ensure that GRCs remain relevant, responsive, and sustainable.

- **Identity Building of GRCs:** GRCs gain recognition through training, awareness and advocacy activities like Nayi Chetna Campaign which embeds a strong Social Behaviour Change Communication strategy (SBCC). Strong collective action on promoting gender and rights issues also cements the identity of GRC as a gender responsive institution.
- **Ownership of CLFs:** The GRCs are built on the collective strength and ownership of empowered, sustainable Cluster Level Federations which have gained relevance over time and are able to handhold, nurture and govern GRCs to operate effectively.
- **Local Institution Engagement:** GRCs should closely engage with Community Institutions like PRI, Village Council etc. through its various institutional mechanisms for resolving and advocating for gender issues.

2.3 Role of SRLM in Strengthening and Institutionalizing GRC

- **State Mission Management Unit (SMMU):** SMMU is the implementation unit and immediate handholding partner with CBO. The SMMU will also ensure allocation of funds, strategic supervision, interdepartmental convergence, and provide policy and administrative support for roll out. SMMU will also ensure GRCs do not operate in isolation but are integrated with the developmental approach adopted by all verticals and the Mission.
- **District Mission Management Unit (DMMU):** The DMMU will ensure a facilitative environment through convergence strengthened with District level nodals of all concerned line departments (e.g.- One Stop Centers (OSC), DLSA etc.).
- **Block Mission Management Unit (BMMU):** The BMMU plays a critical role in establishing, operating and sustaining GRC and ensuring strong linkages with all CLF-VO-SHG structures. As the primary support unit, the BMMU nurtures the GRCs into a dynamic space that evolves to address new and emerging forms of violence and remains inclusive, relevant and aligned with time. The key responsibility includes:

- Raising awareness among SHG members about GRC services and promoting community ownership.
- Facilitating convergence with Block-level nodal officers from relevant line departments.
- Planning and supporting capacity building and skilling of GRC Facilitators¹ (*refer to section 3.3 for details*), concerned Gender CRPs, Steering Committee members, nodal CLF and other CLFs.
- Assisting GRC in mobilizing financial and other resources from diverse sources.

2.4 Capacity Building

Capacity building at all levels, institutions, community, line departments and other stakeholder is essential for effective functioning of GRCs. The training approach should follow a cascading model. The process-oriented trainings (such as Basic Counselling, Case Management, Legal Literacy, etc.) is important for core functionaries like GRC Facilitators, Community Resource Persons (CRP)/ Gender CRPs managing GRCs, and State Resource Persons (SRPs), District Resource Persons (DRPs) and Block Resource Persons (BRPs); and conceptual training (such as Gender Modules and Institutional Mechanisms) for all relevant stakeholders.

Participants	Capacity Building/ Exposure Visit	Frequency	Training Content
GPP Collectives	Training	Annually	● Gender Modules (<i>annexure 2</i>) ● Institutional Mechanism (<i>annexure 3</i>) ● GRC Governance ● Basic Counselling ● Case Management (<i>annexure 4</i>) ● Legal Literacy (<i>annexure 5</i>) ● MIS systems ● Incorporate Gender and GRC in CLF Vision Exercise and Annual Action Plan of CLF
Gender Forums	Training	Annually	
Gender CRPs	Training	Annually	
GRC Facilitators	Training	Quarterly	
	Exposure Visit	Annually	
SRPs, DRPs and BRPs	Training	Half yearly	
	Exposure Visit	Annually	
Steering Committee	Training	Half yearly	
VO and CLF SAC	Training	Annually	
SRLM	Training	Annually	
	Exposure Visit	Annually	
Refresher training for all participants annually on above courses with advance training needs.			
*Explore collaboration with stakeholders with specific domain expertise for conducting training (Cyber Crime and Security, Gender Responsive Planning and Budgeting).			

¹ GRC Facilitators are Gender CRPs identified and trained to manage and support the functioning of GRC

2.5 Resource Allocation

To run a GRC that actively addresses complex gender issues, a sustained flow of financial resources is crucial. Beyond the three years of program support (INR 5 lakh), GRCs should undertake targeted activities for mobilizing resources from multiple sources. Adequate and diversified financial support is essential for effective functioning, long-term sustainability, strengthened institutional processes, and continuity of services.

Social Action Fund and Sources of Resource Generation (Suggestive measures):² To support the longer-term functioning of GRCs, there may be value in exploring the creation of a Social Action Fund. It could be helpful to orient SHG members on the broader purpose of such a fund, its potential role in sustaining GRC operation, cases by case expenditure, emergency and any other contingencies, along with general ways in which contributions might be utilized. Possible approaches for mobilizing resources could include a mix of contributions and allocations, depending on local context and feasibility:

- Member contributions (also known as Gender Fund) might be considered periodically, with the frequency and structure left to the discretion of the CLF.
- In cases where CLFs generate surplus or profit, a portion could potentially be set aside as a Social Action Fund to support gender-related initiatives, including GRC activities.
- There may also be opportunities to leverage support from State or local institutions, as well as from existing schemes or budgetary provisions. Additional avenues could be explored through district-level funds, corporate or philanthropic initiatives, partnerships with civil society organizations, or contributions linked to elected representatives' development funds.
- Support from State Governments and local bodies, and allocations from schemes like Nirbhaya or state budgets can also be explored. Additional resources may be raised through District Mineral Foundation (DMF), Corporate Social Responsibility (CSR), Non-governmental Organization (NGOs), elected representatives, Member of the Legislative Assembly (MLA) or Member of Parliament (MP) funds.
- Existing resources such as the Vulnerability Reduction Fund (VRF) at the VO level might also serve as a possible source for Social Action Fund, where appropriate.
- Over time, GRCs and CLFs could consider offering certain services—such as training, awareness activities, or exposure visits—which may generate modest income that can be channeled back into the fund.

Utilization and Maintenance of Social Action Fund: Proper financial protocols, including receipt systems and compliance with income tax regulations, should be followed. A separate account shall be maintained for the Social Action Fund by the Nodal CLF managing GRC. The

² A detailed advisory on Social Action Fund and utilization will be issued separately.

Social Action Fund will be subject to regular audits, and the utilisation of Social Action fund shall be presented annually by the CLFs. SRLM and district administrations are encouraged to facilitate and support these efforts, including promoting gender-based enterprises and innovative fundraising ideas. Details regarding the booking of expenses under Gender intervention are provided in the *annexure 6*.

3. Steps to Establish GRC

This section outlines the process of establishing GRCs. It details the key steps from administrative preparedness and infrastructure arrangements for governance mechanisms and formal inauguration, enabling GRCs to address gender issues.

3.1 Administrative Readiness

- The SRLM should translate the GRC advisory and SOP into regional languages. The State Mission Director (SMD) should issue approval orders of the translated advisory and SOP of GRC.
- All vertical SPMs should be oriented on Gender concepts (using gender modules and Gender Integration Practice guide) and on GRC functioning so that inter vertical linkages facilitate survivor based livelihood support at the GRC. CLF to ensure operational linkages between GRC, economic institutions (PG, PE, FPO) and sub committees.
- SPM with support of BMMU staff will select Blocks for setting up GRCs. Preference should be given to immersion site Blocks with MCLF. Block identification should consider:
 - Staff availability and operational preparedness
 - Capacities and readiness of the CLFs
 - Blocks where Institutional Mechanisms are saturated.
 - The training of all institutional mechanisms (*as per section 2.4*) to be ensured before establishing the GRC, as per immersion site advisory (*annexure 7*) - GPP, GPP collective VO-SACs, CLF-SACs and Gender Forums at Panchayat and Block level.
 - Presence of trained and experienced gender cadres.
- Nodal CLF shall be selected through the process as mentioned in the GRC Advisory (*annexure 1*).

3.2 Infrastructure

- **Identification of Space:** DPM, BPM and Steering Committee to identify space for GRC with safe infrastructural facilities. The GRC should be located in a visible space, preferably near the Block office and at the Block level or in the CLF office, in proximity with the

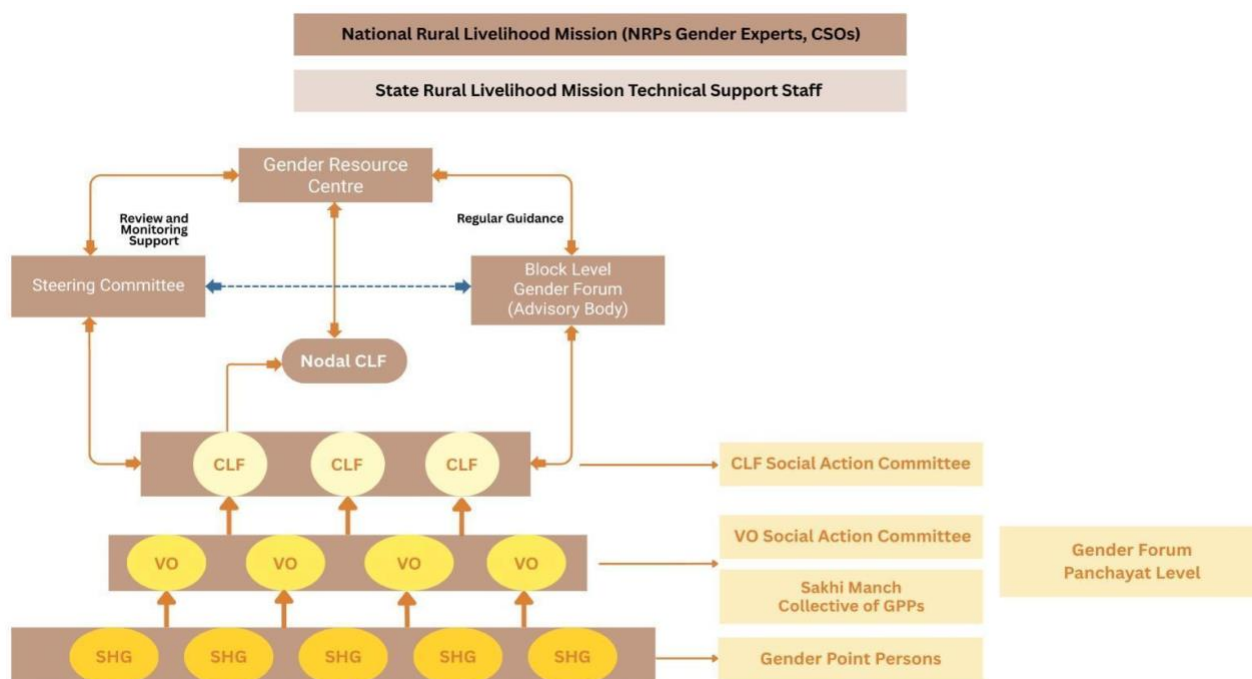
Block office. Exploration with Viksit Bharat Guarantee for Rozgar and Aajeevika Mission (Gramin) (VB-G RAM G), PRI, Sub-Division Magistrate (SDM), Block Development Officer (BDO), Janpad/ Block and District level authorities, can be initiated to find available government buildings. Additionally, a formal request may be submitted for space allocation to the BDO. The selection of the space should be based on the following criteria:

- **Safety and Security:** Adequate lighting, secure locks, and emergency contact information displayed. Ensure sanitation, drinking water and power backup.
 - **Accessibility:** Easy access for community members, especially women and marginalized groups.
 - **Visibility:** Prominent location with clear signage in local languages.
 - **Privacy:** Dedicated room for confidential discussions and case handling.
 - **Rest Space:** A separate room or space should be allotted for survivors to temporarily rest or relax in case of emergency.
- Only in the absence of availability of Government buildings, Block may seek written approval from SMMU for establishing GRCs in Community Managed Training Center (CMTTC). Nonetheless, provisions and principles in the GRC Advisory should not be compromised.
 - The infrastructural facilities should be procured as per GRC advisory, and the orders should be released in time by SRLM. Quotations are to be collected for essential items (including tables, chairs, mats, registers, files, cupboards, stationery, first-aid kit, desktop computer, printer, internet, almirah, basic kitchen and restroom accessories and essential utilities), community procurement guidelines are to be followed, prioritizing local procurement to promote community ownership and sustainability, and ensuring financial accountability and transparency for all purchases.

3.3 Governance

- Responsibilities of Nodal CLF is to be followed as per the GRC Advisory (refer to section 10.1).
- Constitution of Steering Committee, selection process and responsibilities to be followed per the GRC Advisory (*annexure 1*).
- **Selection of GRC Facilitators:** Potential candidates shall be identified from within the existing CLF human resource network, particularly from among experienced Gender CRPs. The selection process to be followed by the Steering Committee. The candidates will be selected/shortlisted based on the following parameters:
 - Social sensitivity and leadership competencies.
 - Prior experience in addressing gender-related issues and providing appropriate guidance and support.
- After recruitment is finalized, essential information of the selected candidates to be communicated to all CLFs and an onboarding training is to be organized.

- GRC Facilitators would be paid cadres. GRC Facilitator will manage GRC with support of Nodal CLF and Gender CRPs



3.4 Inauguration

- Organize a formal inauguration ceremony to mark the launch of GRC. The DMMU/BMMU will be responsible for planning and facilitating the entire inauguration process. The key stakeholders to be invited include:
 - The BDO, local government officials, PRI representatives, MLAs, and MPs.
 - Representatives from relevant community-based organizations.
 - Media personnel to enhance public visibility.
 - SHG members and other dignitaries from relevant Departments.
- Prepare and circulate an agenda and schedule for the event.
- Encourage public declarations of support from officials to strengthen institutional backing for the GRC's long-term operations.
- An inaugural letter shall be drafted and issued by the SRLM. This letter should be formally read aloud during the inauguration event and shared across all CLFs in the Block to ensure consistent messaging.
(*annexure 1 and 8*)

4. Key Functions and Services of GRC

The GRC serves as a comprehensive support and facilitation platform for addressing gender issues at the Block level. It undertakes a range of functions including awareness generation, capacity building, case management, facilitation of rights and entitlements, convergence with stakeholders, and policy advocacy. Together, these functions enable timely support to survivors, strengthen institutional response, and promote last mile access to rights and entitlements.

S. No	Awareness and Capacity Building	Case Management	Rights and Entitlements	Convergence & Linkages /Integration	Policy Advocacy
1.	Analysing reported cases in GRC to plan awareness drives	Assessment of type of case and support required	Assessing needs and eligibility and support required for availing rights and entitlement	Regular liaisoning with line departments	Resource mobilization (line department, CSOs, funding organisation) for establishing functional and sustainable GRC
2.	Community sensitization through training, workshops, and campaigns on the identified gender issues, engaging Gender CRPs, VO and CLF SAC and GPPs along with relevant departments and organizations	Emotional and psychosocial support-through survivor centric approach	Ensure the procedural support required like form filling, writing application, accompaniment and follow up	Involving experts from line departments and CSOs in awareness and capacity building, block forum meetings.	Investing in strengthening institutional linkages for advancing gender equality.
3.	Orientation of departments and front-line workers and other stakeholders on gender concepts and institutional architecture	Information and support to make informed decision	Follow -up with panchayats and in gender forum meetings at panchayat and block level	Access to skill and livelihoods opportunities	
4.	Provide technical support to PRI	Address direct and escalated cases through		Help in expediting the referred cases for	

	and other line departments in planning and budgeting (long run)	referrals		action and follow up by GRCs	
5.		Case Assistance -lodging complaint, legal, health, shelter, accompaniment		Present the case analysis (number, type etc) to line departments and experts for necessary long term strategic intervention.	

5. Operationalization

- Nodal CLF provides operational oversight to GRC functions with the support of the Steering Committee.
- The GRC should remain operational for a minimum of five days a week. GRC Facilitators and CRPs/Gender CRPs undertake regular field visits extending operational support (handholding and guidance to Social Action Committees, GPP, Forums for case assistance and formulation of Gender Action Plans) and awareness generation in the field.
- Emergency contact numbers must be prominently displayed at the GRC and circulated to cadres, SHGs and GPPs.
- Widespread awareness and information on GRC and its services, within SHG ecosystem and other community institutions like Panchayats, Block offices, PHCs, Police station etc (during monthly meetings, campaign, CLF AGM) to be done by Nodal CLF and GRC Facilitator.
- Monthly meeting to be organized between GRC Facilitators, CRPs/Gender CRPs and Social Action Committees
- Meetings to be organized with the office bearers of the economic institutions (PG, PE, FPO) towards information exchange about livelihoods opportunities for mainstreaming survivors
- All IEC materials to be displayed at the GRC, CLF, VO and permitted public spaces/offices.
- The budget for the GRC to be released as per the GRC advisory, in a single tranche, to the GRC bank account which needs to be opened after formation of the GRC. The budget is to be only used for purposes mentioned in the advisory. An audit of the GRC fund is to be conducted annually and the Nodal CLF is expected to make presentation of fund utilization to the CLFs EC-OB

- GRC should have registers and documentation of cases to be maintained in confidentiality (*refer to section 7*).

6. Convergence Architecture to Institutionalize GRC

Convergence at District Level

To ensure effective action and coordination, a District Level Coordination Committee (DLCC) headed by the District Collector (DC) to be formed, including representatives of line departments, DPM, BPMs etc. The meeting will be convened quarterly and should be chaired by the DC. The meeting should address operational challenges, emerging issues, garner institutionalized support from departments and prioritize the functioning of GRC as an important development agenda and extend support and guidance for better performance of the GRC. The steps to follow before DLCC meetings:

- DPM to convene meetings with the all BPMs before the DLCC meeting
- BPM to provide information to DPM on current functioning, issues and challenges faced by GRC
- DPM to consolidate the observations received from all the BPMs
- Identify key agenda points for discussion in DLCC
- Discuss key areas of concerns for support from DC

Convergence at State Level

- Effective functioning of GRC requires strong convergence with relevant departments, schemes, and institutional mechanisms at the State level. Such convergence ensures coordinated action, pooling of resources, and streamlined support for addressing gender-based violence and rights and entitlements issues.
- SRLM provides overall guidance, capacity building and monitoring support to GRC at State level.
- SRLM facilitates integration and ownership over GRC across verticals at the State Mission Manager (SMM) level.
- A joint advisory converging with all concerned departments to be issued for addressing key gender issues (*annexure 9*). The suggested list of interventions is mentioned below:
 - Women & Child Development Department: To facilitate coordination with OSC, Women Helplines, Sakhi Niwas and shelter homes to ensure immediate response, counselling, temporary shelter, rehabilitation support, and referral services for survivors of violence.
 - Home/Police Department: For ensuring immediate and emergency response, patrolling near GRC locations where required, facilitating access to Protection Officers, Women Police Stations, and timely registration of complaints under relevant laws including the Protection of Women from Domestic Violence Act (PWDVA) and the Protection of Children from Sexual Offences Act (POCSO).

- Health Department: For ensuring survivor-friendly healthcare services, including emergency medical care, medico-legal examination, trauma-informed treatment, mental health and psychosocial counselling support, and referral linkages with District Hospitals and Community Health Centres.
- Legal Services Authority: For provision of free legal aid, legal counselling, assistance in filing cases, support in court procedures, and facilitation of survivor access to justice mechanisms.
- Education and Social Welfare Departments: For promoting awareness and preventive interventions in schools and communities, facilitating access to social welfare and protection schemes and entitlements for vulnerable women and children.
- SRLM ensures representation of GRCs in State-level committees on gender, social protection, and convergence platforms.
- Linkages with State Resource Centres for Women (SRCW), State Commissions for Women, and State-level GBV Redressal Forums.
- Pooling financial and technical resources from different schemes (DAY-NRLM, Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDUGKY), Nirbhaya Fund, Integrated Child Development Services (ICDS), National Health Mission (NHM), etc.) to strengthen GRC activities.
- Joint training and capacity building of GRC staff and SAC members by State resource institutions.

7. Review and Monitoring Mechanism

- Gender and GRC should be included in the regular monitoring and reviewing process of RD at all levels and concerned departments should be accountable for and support in regular functioning of GRC.
- Daily digital data entry on case management in EQUAL (Gender MIS) portal by GRC Facilitator or Gender CRP.
- All files to be maintained in physical copies with utmost confidentiality.
- Monthly presentation of the key activities, achieved results and challenges to be made to the Steering Committee by the GRC Facilitator.
- Steering committee to present the monthly report to all the Block Level CLFs.
- GRC review to be done on the parameters such as administrative readiness (establishment of institutional mechanism), case management, governance and convergence with other departments (*annexure 10*).
- Nodal CLF to review with the support of DPMs /DM-SISD and BPMs steering committee and cases on a regular basis and render hand-holding support to ensure sustainability.

- Evaluation of GRCs can be undertaken internally or externally with support of external agencies (to be decided in discussion with SMMU and NMMU) to have mid-term course corrections.
- Conduct bi-annual evaluations of GRC effectiveness.
- SRLM to include GRCs in their regular M&E mechanism.
- Engage in feedback collection from beneficiaries and stakeholders.
- Regular updating of the EQUAL (Gender MIS) and review of the State reports by the concerned SPM.

File and Registers to be Maintained (*annexure 11*)

Applications received file / Case registration form
Visitor register
Individual case file
Case register
Log register
Follow-up register
Format to Serve Notice to Party
Stock/Asset register
Order keeping file (Government Order, guidelines, advisories, Act, SOP etc.)
Resolved cases file (At GRC, at CLF level and at VO level)
Attendance register/ CRP signature file
Minutes Register (Steering Committee/ Advisory Committee meetings)
Directory of service providers and stakeholders (Referral Directory)
Cash Book (maintained by Nodal CLF)
Gender Fund /Social Action Fund register (maintained by Nodal CLF)

8. Data Entry Protocols in EQUAL (Gender MIS) for Case Management

To ensure accuracy, confidentiality, accountability, and uniformity in case documentation, the following data entry protocols shall be adhered to by all GRC users while entering and managing cases on the EQUAL platform.

- General Principles
 - All case entries must be made using existing LokOS login credentials. SMMU/DMMU/BMMU ensure the “Block Cadre (SISD)” role has been assigned to the GRC users.
 - Data must be entered promptly after receiving a complaint or taking action to ensure real-time tracking.

- Information recorded must be factual, accurate, and based on verified details shared by the survivor.
- Confidentiality of survivor information must be strictly maintained at all stages of data entry and case handling.
- Users shall not share login credentials or allow unauthorized access to the system.
- **Case Creation Protocol**
 - All new complaints received directly at GRC level or flagged through CLF meetings must be entered using the “+ New Cases” option in the “Case” section.
 - Mandatory fields must be filled completely before submission.
 - Cases may be saved as ‘Draft’ if complete information is not immediately available; however, drafts should be finalized and submitted at the earliest.
 - Once submitted, the case becomes active and will reflect under the “Open” status.
- **Viewing Case Details**
 - From the case list, tap on any case to view its details. The screen will display three tabs:
 - Case Info – Displays basic case information.
 - Service Provided – Lists case actions of the case.
 - Entitlements – Shows entitlements provided for the case.
 - To edit the case, tap the Edit button (pencil button) available on the Case Info tab.
 - Users must review case details carefully before making any updates to ensure data consistency and accuracy.
- **Case Status Management**
 - Cases shall be updated accurately based on progress:
 - Open: Case is under process and requires further action.
 - Referred: Case has been formally referred to another authority/ department and requires no further action at GRC level (follow-up may still be recorded where applicable).
 - Closed: Case is resolved and no further action is required
 - Status updates must reflect actual field-level progress and not be delayed.
- **Case Action -Service Provided Entry Protocol**
 - Every action taken in a case must be recorded under the “Service Provided” tab using the “+ New Service” option.
 - Details entered must clearly specify the type of support provided (counselling, referral, legal aid facilitation, medical support, police coordination, etc.).
 - Once submitted, case actions cannot be edited. Therefore, users must carefully verify details before submission.

- Multiple actions may be recorded sequentially to reflect the continuum of support.
- Entitlement Entry Protocol
 - Entitlements facilitated for the survivor must be recorded under the “Entitlements” tab.
 - Multiple entitlements may be added during the first entry.
 - On subsequent edits, only the status of the entitlement application can be updated; new entitlements cannot be added later.
 - Users must ensure that entitlement details are entered only after confirmation of facilitation or application submission.
- Issues Flagged by CLF
 - Issues flagged during CLF meetings must be reviewed under the “Issues Flagged by CLF” section.
 - Upon verification, a formal case should be created using the “Create Case” option.
 - Duplicate case entries for the same issue must be avoided.
- Data Quality and Review
 - Users must review entries before submission to avoid incomplete or incorrect information.
 - Reports generated through the system should be used to track pendency, identify gaps, and improve response mechanisms.

9. Case Management

Case management provides step-by-step guidance on the entire case management process adopting a survivor centric approach—from intake to closure—and enables community cadres to effectively engage with institutional mechanisms and relevant service providers at various levels for addressing cases of rights and entitlement, gender-based violence and discrimination in the community. The case management guidelines aims to:

- Provide clear, actionable steps for case intake, classification, action, referral, follow-up and closure.
- Define roles, timelines and escalation points for each institutional level.
- Present emergency procedures for severe cases and life-threatening situations.
- Offer checklists and templates for on-the-ground use.

9.1 Survivor Centric Approach

- A survivor-centric approach places the survivor at the centre of all actions and decisions. It aims to create a safe and supportive environment where survivors’ rights are respected and they are treated with dignity and respect. This approach recognizes that every survivor

is unique, has an equal right to care and support, and may respond differently to their experience of violence. Survivors have different strengths, capacities, resources, coping mechanisms, and needs. Therefore, they have the right — appropriate to their age and circumstances—to make informed decisions about their lives, including who should know about their experience.

- A survivor-centric approach focuses on providing accurate information, resources, and support so that survivors can make their own choices, while ensuring confidentiality, safety, and non-discrimination at every step (*annexure 12*).

9.2 Ethical Guidelines

Ensure all responses to cases should be survivor-centered, safe, confidential, and accountable. Providing below clear direction on the conduct, responsibilities, and boundaries of GRC Facilitators and Gender CRPs.

Do's	Don'ts
● Practice active, non-judgmental listening. ● Maintain strict confidentiality and privacy. ● Obtain informed consent (written/verbal) before any action. ● Prioritise survivor safety and dignity. ● Keep accurate, time-stamped records of all actions and referrals. ● Inform the authorities/agency made responsible by the Government and toll-free numbers issued to report. ● Inform the steering Committee of GRC for support.	● Do not blame or shame the survivor. ● Do not disclose personal information without explicit consent. ● Do not delay action in life-threatening situations. ● No compromise or mediation shall be facilitated in cases related to rape or offences under the POCSO Act at the GRC or at any institutional level under DAY- NRLM. ● GRC should not take any step toward legal proceedings unless approval has been obtained from the Steering Committee.

9.3 Case Escalation Process within Institutional Mechanism under DAY-NRLM

- A case may originate anywhere – at the SHG, VO, GP Gender Forum or CLF level, or it may be brought directly to the GRC.
- It is important to understand the difference between an **issue** and a **case**, so that proper action and documentation can be done.
 - **Issue-** Any problem or concern raised, which requires attention, at the individual or community level. It may be informal, may only require information or discussion, and is not necessarily recorded for structured follow-up. *Examples-* a

SHG member facing difficulty in accessing a loan; a woman not receiving her pension; delay in MGNREGA payments in the village etc.

- **Case-** A specific situation of an individual or group that is formally recorded, requires structured support, documentation, and follow-up action until resolution or closure. When a specific group of people faces the same issue and it is taken up collectively for resolution, it becomes a group case. *Examples-* a woman facing domestic violence seeks help and wants to report; a girl at risk of child marriage is formally supported and monitored until the risk is addressed; several women from one hamlet are being excluded from ration cards etc.
- GPP will support issues related to rights and entitlements originating at SHG level. GPP may seek guidance and support from Gender CRP or the GPP collective for resolving the issue at local level. If the issue is not resolved GPP will be escalating the issue to VO SAC. In context of cases related to GBV and child abuse the GPP is advised to escalate the case to VO SAC or directly to CLF SAC through Gender CRP (to ensure confidentiality). As these cases are sensitive and risky in nature, dealing may lead to community backlash. However, when approached by any survivors they should listen empathetically, maintain confidentiality and with consent of the survivor escalate the case. In cases of mandatory reporting such as the POCSO Act, GPP needs to immediately reach out and inform VO SAC/ CLF SAC and collectively report it to the Police.
- VO-SAC will coordinate with frontline service providers such as health workers, police, or social protection services and elected representatives to solve the cases and issues. They will maintain records of the cases handled and escalate unresolved cases to the GP level Gender Forum. If the case is not still resolved then it will escalate to CLF-SAC.
- CLF-SAC will address more complex or systemic issues and unresolved cases. It coordinates with officials and departments at Block level to resolve the cases. They will maintain records of the cases handled and escalate unresolved cases to GRC.
- GRC Facilitator or Gender CRP will receive the escalated and direct cases in GRC and follow the case management process (*refer to sections below- 9.4, 9.5 and 9.6*), legal and institutional referrals, follow up and monitoring to ensure effective resolution and support for survivors. The Gender CRP or GRC Facilitator will seek support and refer cases to Block Level Gender Forum and District/ External Level institutions such as Police, OSC, DLSA, NGOs etc.

9.4 Case Handling and Intake Process

The GRC Facilitator/ Gender CRP shall ensure a survivor-centred, confidential, and rights-based approach at every stage. The case intake process is as following:

- **Step 1: Entry and Reception-** A case can origin from anywhere or come directly to the GRC. The procedure for receiving survivors is as following:

- Ensure a safe, private, and non-threatening space
 - Introduce yourself, explain confidentiality, take consent
 - Provide basic counselling support to the survivor to facilitate emotional stabilization and recovery.
 - Provide water/resting space if needed
 - Empathetically listen and reassure confidentiality
- **Step 2: Immediate Safety Check-** Conduct a preliminary safety check to assess whether the survivor is in immediate danger. Check the following:
 - Is the survivor in immediate physical danger?
 - Is there visible injury requiring medical attention?
 - Is there risk of continued violence?
 - Is there suicidal tendencies or severe distress?
 - If the answer to any of the above questions is ‘yes’ then follow the Emergency Protocol (*refer to section 8.6*). If the answer is ‘no’ then proceed to intake documentation.
- **Step 3: Documentation and Consent-** Use the suggested standard intake form (*annexure 14*). Record the following:
 - Basic demographic details (with consent)
 - Nature of grievance
 - Immediate needs
 - Risk assessment findings
 - Explain to survivor how the information will be used
 - Obtain informed consent before sharing any details, while making referrals and contacting external agencies
 - For Child-related cases follow POCSO and child protection protocols (*annexure 12*). Inform Child Welfare Police Officer (CWPO) / Childline (1098) as per legal requirement.
 - Documentation should be factual, neutral, and confidential. Document the case progress in the GRC case register.
- **Step 4: Classification and Preliminary Assessment of the Case (*annexure 12 and 13*)**
 - Classify the cases as Education-related, Child-related issues (child sexual abuse, marriage, labour), Gender Based Violence (GBV), Elderly, People with Disability (PwD) rights, SC/ST atrocities, Entitlements etc.
 - The cases shall be marked as routine, priority or emergency. Prioritise immediate protection and medical/legal needs.
 - Based on the assessment of the case, allocate apt services such as counselling services (psychosocial support); legal aid (guidance on legal aid, filing cases); Police and protection services; medical assistance (including MLC where

required); shelter services; social protection and entitlement linkage; livelihood rehabilitation support etc.

Step 5: Action Plan- Develop a consent-based action plan jointly with the survivor. Clearly define immediate referrals and timeline. The survivor's choice and readiness must guide all decisions. (*annexure 15*)

9.5 Referral Mechanism

- Referrals are an integral component of the GRC case management process. The GRC shall function through effective convergence and coordination with relevant service providers and line departments. The GRC must establish and maintain strong working relationships with external stakeholders, including: OSC, Police Department, Health Department and Medical Facilities, DLSA, Child Protection Services, Shelter Homes, Anti-Human Trafficking Units, CSOs and NGOs.
- Ensure proper referral through official channels.
- Cases requiring specialized services such as medical examination (including MLC), legal representation, safe shelter, trauma counselling, or child protection interventions shall be referred promptly to the appropriate authority.
- Each GRC shall maintain a Directory of Service Providers, containing updated contact details of relevant institutions and nodal officers. The directory must be readily accessible at the GRC, reviewed and updated periodically. (*annexure 16*)
- Every referral shall be recorded in a Referral Register / Log (*annexure 17*). Details of agency contacted, date of referral, purpose, and follow-up status must be documented.
- As required GRC Facilitator / Gender CRP shall accompany the survivor to ensure their safety and dignity are upheld.
- Maintain follow-up until the immediate risk is mitigated; required services are accessed; survivor indicates satisfaction or stabilization. Ensure to document progress in the GRC case register.

9.6 Emergency and Severe Cases Protocol

The GRC Facilitator/ Gender CRP shall follow the below mentioned emergency action checklist and escalation framework for handling life-threatening or high-risk cases.

Immediate Actions (Within first few hours)

- Ensure immediate safety of the survivor. Move the survivor (and child, if applicable) to a safe location. For child-related cases inform the Child Protection Officer (CPO); report to the local police as per mandatory reporting norms. If immediate relocation is required then coordinate with shelter homes or temporary safe houses through WCD / CPO. In case of non-responsiveness, escalate to police with support from 4–5 CLF Office Bearers (OBs)

and SAC members. Ensure actions are taken with informed consent, except in mandatory reporting situations.

- As required, call emergency services such as Police (local number or 100/112), Childline (1098) for child-related cases, and ambulance/ nearest Government health facility.
- Facilitate survivors immediate medical examination at the nearest Government health facility. Ensure medico-legal case (MLC) documentation.
- Support preservation of evidence by avoiding washing wounds, changing clothes before medical examination (unless necessary for safety).
- Assist the survivor in filing an FIR / complaint. In child cases, follow mandatory reporting under POCSO. If police refuse to register FIR, escalate to Superintendent of Police (SP) and document refusal in writing. Keep Nodal CLF and Steering Committee members informed.
- Inform concerned VO-SAC / CLF-SAC and GRC immediately. A trained Gender Facilitator/ Gender CRP should accompany the survivor wherever possible and maintain strict confidentiality throughout the process.

Follow-up Actions (Within next 24–72 hours)

- Facilitate shelter and protection orders, if required.
- Link survivor to OSC for counselling, medico-legal assistance, and temporary shelter.
- Initiate legal aid process through DLSA.
- Notify relevant district protection mechanisms:
 - District Child Protection Unit (DCPU) – for child cases
 - Anti-Human Trafficking Unit – for trafficking cases
 - Child Marriage Prevention Officer (CMPO) – for child marriage cases

Escalation Protocol (If services are not responsive)

If immediate response is not received, then:

- Escalate to Superintendent of Police (SP) or Deputy SP (DSP).
- If unresolved, escalate to:
 - District Collector
 - State Women's Commission
- Maintain a detailed timeline log of:
 - Calls made
 - Visits conducted
 - Officials contacted
 - Responses received

Follow-up, Monitoring and Case Closure

- Frequency of Follow-Up
 - Priority / Emergency cases:
 - Weekly follow-up during first month

- Fortnightly or monthly thereafter, as required
- Documentation
 - Record each follow-up in the case file.
 - Mention date, action taken, progress status, and next steps.
- Closure Criteria
 - A case may be closed when:
 - The survivor confirms that immediate needs are met and safety is ensured.
 - Legal process is concluded, or
 - The survivor voluntarily chooses to close the case.
 - The case closure must be based on informed consent. It should be documented with a summary note and archived confidentially.

Conclusion

This SOP enables SRLMs to develop and strengthen the GRC as a community owned and managed institution. It serves as a guiding document for operationalisation of the GRC advisory under DAY-NRLM. It reinforces the collective responsibility of community institutions to identify and respond to gender-based and social injustices; challenge discriminatory norms and structural barriers; and promote equality, safety, and dignity for women, children, and vulnerable groups. Through systematic case management, convergence, and survivor-centred practices, the GRC advances inclusive and accountable community-led governance.

Annexures

Annexure 1: GRC Advisory ([GRC Advisory](#) Link)

Annexure 2: 17 Gender Modules Session Plan ([17 Gender Training Modules Session Plan](#))

Annexure 3:

Draft Training Session Plan

Training of Trainer (ToT) on Institutional Mechanism and Immersion Sites

Objectives

- To understand the Institutional Mechanisms within the DAY-NRLM, including their structure, roles, responsibilities, convergence potential, and scope of issue based action and intervention at each level
- To understand the need and importance of Gender Integration under the DAY-NRLM
- To gain clarity on the concept of Immersion Sites, including their objectives, purpose, and essential prerequisites for their establishment

Number of Days Required: 4 Days

Time	Session	Contents	Methodology	Key Learning /Outcome
DAY 1: Gender within the DAY-NRLM Framework; Power and Gender Based Violence				
09:30 to 10:30 am	Introduction and Context Setting	• Introduction • Participants Expectations and Contributions • Schedule of the training • Setting Ground Rules	• Pairing Exercise • Individual Exercise • Open Interaction • Short Lecture	• Participants have a clear understanding of the training objectives
10:30 to 10:45 am	Pre-Training Test		• Google form	• Quick assessment of the participants current understanding
10:45 to 11:00 am	Tea Break			
11:00 to 01:00 pm	Revisiting Basic Concepts of Gender	• Basic concepts of Gender • Gender and Socialization • Gender Division of Labour • Access and Control • Mobility	• Quiz use mentimeter • Group Discussion	• The participants will revisit the key learning.
01:00 to 02:00 pm	Lunch Break			
02:00 to 04:00 pm	Gender Integration Architecture under DAY-NRLM	Why we talk about Gender within DAY-NRLM • SHGs and the need for Gender Mainstreaming Approach to Gender Integration • Goals, Outcomes, Strategy • Gender Integration in verticals • Institutional Mechanisms	• Brainstorming • Interactive Lecture • PPT Presentation	• The participants will have a deeper understanding of Gender Integration Architecture under DAY-NRLM

		Thematic Interventions		
04:00 to 04:15 pm	Tea Break			
04:15 to 06:30 pm	Power and Gender Based Violence (GBV)	- Power in Structural Institutions - Understanding of GBV	- Roleplays - Story analysis - PPT presentation - Discussions	Deeper understanding on power and GBV within social structure
DAY 2: Rights and Entitlements; and Social Development and Social Inclusion				
09:30 to 10:00 am	Recap	Summary of Day 1 learning	Open interaction	
10:00 to 01:00 pm	Rights and Entitlements	- Basic Rights & Opportunities - Constitutional Rights - Basic Entitlements - Mapping women's access to Institutions that deliver rights and entitlements	- Group Work - Mapping Exercise - Interactive Lecture	Clear understanding on rights and access to entitlement
11:00 to 11:15 pm	Tea Break			
01:00 to 02:00 pm	Lunch Break			
02:00 to 06:00 pm	Social Development and Social Inclusion	- What is Development - Social Exclusion and Inclusion - Practical Gender Needs (PGN) and Strategic Gender Interest (SGI)	- Brainstorming - Group Discussion - Power Walk - Discussions - PPT Presentation - Explanation	- The participants will have better understanding about social exclusion and vulnerable people in society and map access and control over resources - Clarity over PGN and SGI

04:00 to 04:15 pm	Tea Break			
DAY 3: Institutional Mechanism-Compositions, Roles & Responsibilities; and Issue Based Action & Intervention				
09:30 to 10:00 pm	Recap	Summary of Day 2 learning	Open Interaction	
10:00 to 12:00 pm	Institutional Mechanisms-I	- Composition - Roles and Responsibilities	- Interactive Lecture - PPT presentation	Clearly understand Institutional Mechanisms structure, functions, roles and responsibilities
11:00 to 11:15 pm	Tea Break			
12:00 to 6:00 pm	Institutional Mechanisms-II	Issue based Action and Intervention at each level - GPP - GPP Collective - SAC- VO and CLF - Gender Forum- GP and Block Level - GRC Significance of VO and CLF SAC to address issues of rights and entitlements and GBV Significance of Gender Forum - Challenges and Opportunities - Ways to Strengthen the Gender Forums Convergence Strategies	- Case stories - Role Play - Interactive Lecture	The participants will have practical insight into how to address issues related to rights and entitlement, and GBV at each level
01:00 to 02:00 pm	Lunch Break			
04:00 to 04:15 pm	Tea Break			

DAY 4: Gender Immersion Sites; and Plan of Action				
09:30 to 10:00 pm	Recap	Summary of Day 3 learning	Open Interaction	
10:00 to 11:30 pm	Gender Immersion Sites in DAY-NRLM	- Definition - Objective for setting up Immersion Site - Prerequisites for establishing Immersion Site - Strategies	- Interactive Lecture - PPT presentation	Participants understand the purpose and process of setting up of Immersion Sites
11:00 to 11:15 pm	Tea Break			
11:30 to 12:30 pm	Plan of Action	State-specific plan of action outlining how the key learnings will be transferred and applied	Group work and Presentation	Actionable state-level plans for transfer of learning
12:30 to 01:00 pm	Consolidation and Clarification	Open reflections and Q&A	Open Interaction	Participants doubts addressed and clarity on next steps
01:00 to 01:15 pm	Post Training Test		Google form	Quick assessment of training effectiveness
01:15 to 2:00 pm	Feedback and closure	Training feedback and concluding remarks	Open Interaction	Feedback gathered for improvement
02:00 pm onwards	Lunch and Departure			
Reference Materials 17 Gender Modules- Module 1 to Module 8 - Immersion site Advisory				

Annexure 4:**Draft Training Session Plan****GRC Strengthening, Case Management and Legal Literacy****OBJECTIVES**

- To strengthen understanding on Gender-Based Violence (GBV) and the role of institutional mechanisms in addressing it.
- To understand the relevance of Gender Resource Centres (GRC) in handling rights and entitlement and GBV cases.
- To strengthen participants' perspectives and build capacity in case management.
- Educate participants on *key laws related to GBV**, with a focus on the Protection of Women from Domestic Violence (PWDV) Act, Protection of Children from Sexual Offences (POCSO) Act, Prohibition of Child Marriage Act, Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, and The Bharatiya Nyaya Sanhita (BNS) 2023.

METHODOLOGY

- Case Study / Case Stories
- Role Play
- Short Films/ Videos
- Interactive Open Sessions
- Group Work
- PPT

NUMBER OF DAYS REQUIRED: 5 Days

**Note- Add on session on laws relevant to States*

Time	Session	Contents	Methodology
Day 1: <i>Basic Concepts of Gender, Intersectionality, Equity and Equality, Social Development and Inclusion</i>			
10:30 to 11:15 am	Welcome, Introduction and Context Setting	• Introduction • Understanding expectations from the participants • Setting context for the training, clearly stating training objectives and schedule • Ground rules for the training	• Ice breaking exercise • Open Interaction
11:15 to 11:30 am	Tea Break		
11:30 to 01:30 pm	Basic Concepts of Gender	• Gender and Socialization • Division of Labour • Access and Control • Rights and opportunity and mobility	• Debate/ Group work
01:30 to 02:30 pm	Lunch		
02:30 to 03:00 pm	Gender and Intersectionality	• Understand the concept of intersectionality • Recognize how gender intersects with other aspects of identities (caste, class, race, ethnicity, disability, age, sexuality etc.	• PPT and Discussion
03:00 to 5:30 pm	Equity and Equality Social Development and Social Inclusion	• Difference between Equity and Equality • What is Development • Social Exclusion and Inclusion • Practical Gender	• PPT and discussion • Activity- Walking towards the wall

		Needs (PGN) and Strategic Gender Interest (SGI)	
04:00 to 04:15 pm	Tea Break		
Day 2: National Perspective on Gender Integration and Institutional Mechanism, Rights and Entitlement, Gender Based Violence (GBV), Role of Institutional Mechanism to Address GBV, and Gender Resource Centre (GRC)			
09:30 to 10:00 am	Recap		● Facilitated by Participants
10:00 to 11:00 am	National Perspective: Gender Integration and Institutional Mechanism	Why we talk about Gender within DAY-NRLM Approach to Gender Integration ● Goals, Outcomes, Strategy ● Gender Integration in verticals ● Institutional Mechanisms - Thematic Interventions	● PPT ● Open Interaction
11:00 to 11:15 am	Tea break		
11:15 to 12:30 pm	Rights and Entitlements	● Basic Rights and Opportunities ● Constitutional Rights ● Basic Entitlements ● Mapping women's access to Institutions that deliver rights and entitlement	● Group work-facilitated by the participants

12:30 to 03:00 pm	Gender Based Violence (GBV) and Role of Institutional Mechanism to Address GBV and Rights and Entitlements issues	• Structural and cultural roots of GBV • Identify groups more vulnerable to violence due to intersecting factors such as caste, class, disability, and gender identity • Identify systemic causes of violence • Break myths related to GBV • Role of Institutional Mechanism to Address GBV	• Group work- Violence Matrix • Presentation and Discussion
01:00 to 02:00 pm	Lunch Break		
03:00 to 05:30 pm	My/ Our GRC	• GRC Functions, Service, Roles and Responsibilities • Relevance of GRC and in handling GBV and other cases • Convergence • Sustainability	• Group work and presentation
04:00 to 04:15 pm	Tea Break		
Day 3: Convergence and Case Management			
09:30 to 10:00 am	Recap		• Facilitated by Participants
10:00 am to 12:00 pm	Mechanisms for Convergence: Partnership with Stakeholder	• How can GRC activate Convergence? • Existing convergence model and good practices	• Panel Discussion – Experts from different service providers OR • Stakeholder Mapping Exercise
11:00 to 11:15 am	Tea Break (working tea break)		

12:00 to 05:30 pm	Case Management	● Survivor Centric Approach ● Case Management Protocols ● Record Keeping ● Case Segregation ● Referral and Follow up mechanism ● Dos and Don'ts	● Case Study ● Role Play ● Open Discussion ● PPT
01:00 to 02:00 pm	Lunch		
04:00 to 04:15 pm	Tea Break		
Day 4: Legal Redressal Mechanisms to Address GBV: Protection of Women from Domestic Violence Act, The Prohibition of Child Marriage Act, and Protection of Children from Sexual Offences Act			
09:30 to 10:00 am	Recap		● Facilitated by Participants
10:00 to 12:30 pm	Protection of Women from Domestic Violence Act, 2005	● Significance of the PWDV Act ● Key provisions under the act	● PPT ● Short Films ● Open Interaction ● Q and A
11:00 to 11:15 am	Tea Break		
12:30 to 03:30 pm	The Prohibition of Child Marriage Act, 2006	● Significance of the Act ● Key provisions under the act	● PPT ● Short Films ● Open Interaction ● Q and A
01:00 to 02:00 pm	Lunch		
03:30 to 05:30 pm	Protection of Children from Sexual Offences Act, 2012 (POCSO)	● Significance of the Act ● Key provisions under the act	● PPT ● Short Films ● Open Interaction ● Q and A
04:00 to 04:15 pm	Tea Break		

Day 5: Legal Redressal Mechanisms to Address GBV: Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act; and The Bharatiya Nyaya Sanhita (BNS) 2023 and Formal Closing Session				
09:30 to 10:00 am	Recap		● Facilitated by Participants	
10:00 to 12:00 pm	Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act	● Significance of the Act ● Key provisions under the act ● Focus on Local Committee (LC)	● PPT ● Short Films ● Open Interaction ● Q and A	
12:00 to 01:00 pm	The Bharatiya Nyaya Sanhita (BNS) 2023	● Significance of the BNS ● Key provisions under the BNS	● PPT ● Short Films ● Open Interaction ● Q and A	
01:00 to 02:00 pm	Lunch			
02:00 to 03:00 pm	Previous session continues: The Bharatiya Nyaya Sanhita (BNS) 2023	● Significance ● Key provisions	● PPT ● Short Films ● Open Interaction ● Q and A	
03:00 to 04:00 pm	Feedback, Next Step and Closure		● Open Interaction ● Filling Feedback Forms	
04:00 to 04:15 pm	Tea Break			
Reference Materials ● GRC Advisory ● Legal Literacy Handbook				

Annexure 5: Legal Literacy Session Plan (5 Days and 2 Days)

(https://drive.google.com/file/d/1K_EZyjO1hUz78qq7JGHHkWVgXZDDF80v/view?usp=drive_link)

Annexure 6: Booking of Expense Under Gender Initiative

B.2.7	Capacity Building & Gender Initiatives
B.2.7.1	Development of Resource Persons (SRP/DRP/BRP/CRP) including honorarium, CB etc
B.2.7.2	Training and capacity building of CBOs and community cadres
B.2.7.3	Honorarium to SISD cadre at CBO level
B.2.7.4	Organizing convergence meetings/workshops/campus/campaign
B.2.7.5	TSA/NRO/NRP support cost
B.2.7.6	GRC Establishment, Operation and Maintenance Cost

Annexure 7: Immersion Site Advisory ([Gender Immersion Site Advisory](#))**Annexure 8: Timeline of Activities for Establishing a GRC**

Year 1	Year 2	Year 3
Gender operational strategy designed by the state, approved by SRLM and sent to NRLM SMMU trained on gender concepts and institutional mechanisms Blocks selected for gender action and intervention in phases DPMs and BPMs trained on gender concepts, institutional mechanism Cadres empanelled based on understanding of social development and gender equality by CLF Cadres trained by NRPs on gender concepts, institutional mechanisms, GRC Institutional mechanisms instituted by SRLM and trained by cadres SRLM issues orders for Gender forum at the panchayat and block level CLF should have plan of establishment of GRC	Establishment and management of GRC Creation of immersion site Implementation of SOP for better functioning of GRC Blocks selected by SMMU, DMMU and BMMU Nodal CLF selected based on robustness and steering committee formed Cadres, steering committee trained on gender concepts and institutional mechanisms and GRC Physical space, safe and secure located either in the block or in CLF office in close proximity to the block offices Infrastructure to be set up and funds to be released GRC and cadres to be trained in gender-responsive ecosystem, case management, referrals, documentation, interface with public systems CLF should have plan of establishment of GRC	GRC to be trained in case management and legal training GRCs to have effective interface with all public systems and service providers in the block GRCs to take up preventive and remedial action based on gender action plan of the CLFs GRCs to support in gender planning and budgeting for other departments Co-ordination committee at the state level led by the nodal committee of Collector, CDPO, WCD and DPM to prevent and redress issues

Annexure 9: Suggestive Convergence Activities

Department of Women and Child Development	● Gender sensitization of frontline workers (AWCs/ CCIs/OSCs/ Shakti Sadan/Sakhi Niwas etc.) ● Establish linkage between GRC and OSCs. ● Formalize collaboration between GRCs and local shelter homes (like Short Stay Homes, Mahila Mandir, Ujjawala Homes) for survivors. ● Raise awareness on emergency response support system (112) and women helpline(181)/childline (1098) to facilitate quick access of emergency/non-emergency services. ● Awareness on Domestic Violence Act 2005, filing Domestic Incident Report (DIR), POSH Act 2013, POCSO Act 2012 and Bharatiya Nagarik Suraksha Sanhita (BNSS) with regard to victim compensation ● Raise awareness on IC, LC and SHE BOX portal
Department of Panchayati Raj	● Mahila Sabha/ Special Gram Sabha to address issues of GBV- Linkage with preparation of GPDP. ● Gender sensitization training of PRI Officials and Elected Representative ● Training of Panchayat Committees on gender laws to respond to issues of GBV- Child Marriage, Gender Baised Sex Selection, Dowry, Domestic Violence and other harmful practices. ● Monthly Gender Forum meeting between PRI and CLF/VO
Department of School Education and Literacy	● Girl child enrollment drive ● Awareness camps in schools on gender, good touch-bad touch, eliminating stereotypes etc. ● Bal Mela across schools themed on gender equality ● Quiz/wall painting/ drawing competition/ extempore/ debate across schools themed on Gender Equality
Department of Home Affairs	● Gender sensitization training of Beat Officers and Police professionals, Mahila Thana ● Awareness raising on reporting mechanisms (Zero FIR/DIR) and Women Help Desk.
Department of Sports and Youth Affairs	● Awareness activities such as webinars/workshops with Nehru Yuva Kendra and National Service Schemes on role of youth in preventing violence ● Sports tournaments in villages/ schools challenging gender stereotypes
Department of Health	● Gender sensitization training/ workshop with frontline functionaries

	● Awareness programmes on addressing GBV with a health system approach ● Awareness on roles of medical professionals ● Sensitization of doctors and nurses on respectful maternity care ● Access to health care, especially related to institutional delivery, social security programmes like Matru Vandana Yojana to be regularised and access ensured for marginalised communities and remote areas ● Focus on awareness generation among adolescents against teenage marriage and pregnancy where this issue is prevalent ● Awareness raising amongst the frontline workers of all the department on sex selection, implementing the Pre-Conception and Pre-Natal Diagnostic Techniques (PCPNDT) act ● Promotion of Beti Bachao Beti Padhao
Legal Services Authority/ Department of Justice	● Legal Literacy camps at Panchayat level/ with SHG members byDLSA ● Information on and promotion of services like Tele Law ● Awareness generation activities on legal remedies

Annexure 10: Parameters— National Report Structure

1. Institutional Mechanisms

- Number of Districts conducting activities as per GOS (Institutional mechanism & addressing issues: [Count] out of [Total Districts] ([Percentage]%)
- Number of Districts saturated with Gender Institutional Mechanism: [Count] out of [Total Districts] ([Percentage]%)
- Number of Blocks conducting activities as per GOS (Institutional mechanism & addressing issues): [Count] out of [Total Blocks] ([Percentage]%)
- Number of Blocks where Gender Institutional Mechanism is saturated: [Count] out of [Total Blocks] ([Percentage]%)
- Number of Blocks where Gender Forums are established: [Count] out of [Total Blocks] ([Percentage]%)
- Number of Blocks where Gender Forums are functional: [Count] out of [Total Blocks] ([Percentage]%)
- Number of ICCs constituted at Block level: [Count] out of [Total Blocks: to be fetched from LokOS] ([Percentage]%)
- Number of CLFs where Gender Forums are established: [Count] out of [Total CLFs] ([Percentage]%)

- Number of CLFs where Gender Forums are functional: [Count] out of [Total CLFs] ([Percentage]%)
- Number of CLF SACs trained on Gender: [Count] out of [Total CLFs] ([Percentage]%)
- Number of MCLFs: [Count]
- Number of MCLFs trained on all 17 modules: [Count] out of [Total MCLFs] ([Percentage]%)
- Number of MCLFs trained on V3 (Gender): [Count] out of [Total MCLFs] ([Percentage]%)
- Number of MCLFs linked to GRC: [Count] out of [Total MCLFs] ([Percentage]%)
- Number of MCLFs developed Gender Action Plan: [Count] out of [Total MCLFs] ([Percentage]%)
- Number of MCLFs initiated Gender Fund/Social Action Fund: [Count] out of [Total MCLFs] ([Percentage]%)
- Number of VO SACs trained on Gender: [Count] out of [Total VOs] ([Percentage]%)
- Number of GPs where Gender Forums are established: [Count]
- Number of GPs where Gender Forums are functional: [Count]
- Number of GPP Collectives established: [Count]
- Number of GPP Collectives functional: [Count]

2. Training Status

- Number of SMMU staff trained/oriented on Gender: [Sum across States]
- Number of SRPs trained on Gender: [Sum across States]
- Number of SRPs deployed on Gender: [Sum across States]
- Number of CLFs completed training on all 17 modules: [Count] out of [Total CLFs] ([Percentage]%)
- Number of VOs completed training on all 17 modules: [Count] out of [Total VOs] ([Percentage]%)
- Number of SHGs completed basic training on Gender: [Count] out of [Total SHGs] ([Percentage]%)
- Number of SHGs completed training on all 17 modules: [Count] out of [Total SHGs] ([Percentage]%)
- Number of GPPs: [Count] out of [Total SHGs] ([Percentage]%)
- Number of GPPs received basic training on Gender: [Count] out of [Total GPPs] ([Percentage]%)
- Number of GPPs received training on 17 modules: [Count] out of [Total GPPs] ([Percentage]%)

3. Gender Resource Centers

- Number of GRCs already established at Block level: [Count]
- Number of GRCs to be established at Block level: [Count]

- Number of GRCs already established at CLF level: [Count]
- Number of GRCs to be established at CLF level: [Count]
- Number of GRCs already established at GP level: [Count]
- Number of GRCs to be established at GP level: [Count]
- Number of Nodal CLF identified: [Count] out of [Total GRCs] ([Percentage]%)
- Number of Block level GRC- Coordinators trained on Case Handling (legal literacy, case counselling, referrals): [Count] out of [Total GRC- Coordinators at Block level] ([Percentage]%)
- Number of CLF level GRCs trained on Case Handling (legal literacy, case counselling, referrals): [Count] out of [Total GRCs at CLF level] ([Percentage]%)
- Number of GP level GRCs trained on Case Handling (legal literacy, case counselling, referrals): [Count] out of [Total GRCs at GP level] ([Percentage]%)
- Number of Gender CRPs trained: [Number]
- Number of Gender CRPs deployed: [Count] out of [Total CRPs trained] ([Percentage]%)

4. Annual Gender Campaign

- Number of States budgeted for the Annual Gender Campaign in AAP: [Count] out of [Total States] ([Percentage]%)
- Number of Districts to be covered in the Annual Gender Campaign: [Count] out of [Total Districts] ([Percentage]%)
- Number of Districts budgeted for Annual Gender Campaign: [Count] out of [Total Districts: to be fetched from LokOS] ([Percentage]%)
- Number of Blocks to be covered in the Annual Gender Campaign: [Count] out of [Total Blocks] ([Percentage]%)
- Number of CLFs to be covered in the Annual Gender Campaign: [Count] out of [Total CLFs] ([Percentage]%)
- Number of VOs to be covered in the Annual Gender Campaign: [Count] out of [Total Blocks] ([Percentage]%)
- Number of SHGs to be covered in the Annual Gender Campaign: [Count] out of [Total SHGs] ([Percentage]%)

Basic information on GRCs

- Is GRC located at the immersion site? (Yes/No)
- Month in which GRC was formed
- Year in which GRC was formed
- At what level GRC is formed? (GP/CLF/Block)
- Who manages the GRC? (Nodal CLF/Gender CRP/Others)
- Has the GRC started handling cases? (No/Yes)
- Does the GRC have linkages with DLSA/Police/Health/One stop centre/Any other ? (specify)

- Does the GRC have an office?
- How many days the GRC is open in a week?
- Does the GRC have trained CRP?
- Does the GRC have a steering committee?
- Has the nodal CLF been identified?
- Is the Block level Gender Forum functional?
- Is the GRC linked to CLF, VO, SACs, forums and SHGs?
- Does the GRC have required registers in place
- Has the GRC fund been released?
- Number of cases that has come to the GRC
- Number of cases facilitated

Parameters for GRC Establishment		
Indicators	Status (Yes/No, Available/Not Available, Functional/Not Functional)	Remarks
GRC advisory and SOP translated into the regional language		
Immersion/resource blocks identified for GRC setup		
Presence of at least one trained gender cadre in each selected block		
GRC space identified and approved by DPM, BPM, and Steering Committee		
Dedicated room available for private/case-related discussions		
Temporary rest space available for survivors in distress		
Proper lighting and secure locks installed at GRC premises		
Emergency contact numbers displayed prominently		
Functional and clean toilets available in premises		
Safe drinking water accessible within GRC		

Power backup system (e.g., inverter/generator) installed and functional		
GRC signage prominently displayed in the local language		

Annexure 11: Sample Formats of GRC Files and Registers

https://drive.google.com/drive/folders/15AEoFT9BXzIza_09hHxIZGCL1l0RqEwY?usp=drive_link

Annexure 12: Legal Literacy Handbook

(https://drive.google.com/file/d/17V88Pr69X4P6560N79dgEyUCcVxki7nk/view?usp=drive_link)

Annexure 13: Case Specific Action and Intervention and Supporting Marginalised Community

Issue/ Area	Identification & Enquiry (GPP/SHG)	Immediate Safety Steps	Community- level Actions (GPP/VO)	System-level (VO-SAC / CLF-SAC)	GRC / Gender Forum Actions & Timeline
Retention in Education	GPP checks SHG households for dropouts. Discuss reasons in SHG meetings.	Assess if the child requires immediate protection (e.g., forced to work, unsafe commute). If danger, mark as Priority/Emer gency and follow Emergency steps.	Counselling for parents and children. Peer learning groups; escort systems. Pool SHG resources for uniforms/books. Local awareness (skits, meetings).	Raise issues with the School Management Committee (SMC), Principal, Assistance Education Officer (AEO). Advocate for facilities (toilets, mid-day meals). File formal complaints if necessary.	GRC facilitates parental counselling with the Education Department. Support scholarships, bicycles, or school transport. Escalate to Block/District within 7 days if no remedy.
Child Marriage	GPP spots early signs; listens to adolescents/ families. Record planned marriage details confidentially.	If marriage is imminent and a child is at risk, inform Child Marriage Prohibition Authorities (CMPAs)- Anganwadi Worker (AWW), Police Station (PS), Child Development Project	Community awareness drives; family counselling; adolescent federations intervene. VO-SAC liaises with Panchayat and Anganwadi.	CLF-SAC engages Women and Child Development Department (WCD) and police for prevention orders. GRC runs larger campaigns with WCD/police; escalate to Superintendent of Police (SP) if	GRC ensures to provide support to family or Boy/Girl in lodging FIR/complaint registration when required; monitors till the case is resolved involving GPP, VO-SAC and CLF-SAC.

		Officer (CDPO), and Block Development Officer (BDO), mobilise the community to prevent child marriage and if CMPAs do not take action, contact police/ Childline (1098), if necessary.		police are non-responsive.	
Child Sexual Abuse (CSA)	GPP speaks sensitively to the child/caregiver . Report to Anganwadi worker/Childline/Child Protection officers for POCSO Act registration. In this case, mandatory reporting	Immediate medical check-up; collect wound certificate before cleaning. Keep the child safe; do not interview repeatedly. If there is an immediate threat, follow the emergency protocol (<i>refer to section 9</i>).	VO-SAC supports FIR registration; ensures involvement of Anganwadi/ASHA/Health workers/PRI representatives/Child Protection Units at Village/GP level Community awareness on child protection.	GRC coordinates with Child Protection Officer at Block level (BDO), police, OSC health and legal services. Escalate to SP if the local police fail to register FIR (First Information Report). Ensure counselling and long-term support.	Register under POCSO, refer to OSC and District Child Protection Unit (DCPU); follow-up weekly initially.

Child Labour	GPP gathers data on children working in households/shops. Identify reasons: migration, poverty, and employer coercion.	Immediate removal from hazardous work if necessary; ensure safe placement. If the employer threatens, involve the police.	Awareness among families, encourage school enrolment. Use federations to provide alternatives and small-scale support.	VO-SAC files complaints with the Labour Department; Panchayat issues orders where possible. Coordinate with the Education Department for enrolment drives.	GRC escalates to Collector/District authorities; arrange rehabilitation and entitlements. Monitor the child's school attendance for 3 months. (For this an MoU with Education department will be helpful)
Gender - Based Violence (GBV)	GPP creates safe spaces in SHG to disclose incidents. Document confidentially; identify the survivor's immediate needs and wishes.	Safety planning (safe house, police, restraining orders). If there is immediate danger, call police/112/Women Helpline and follow emergency protocol (<i>refer to section 9</i>). Offer medical attention if needed.	Collective counselling and social pressure were safe and appropriate. Engage men's groups and local leaders in prevention dialogues. Support survivors to seek entitlements and livelihood options.	VO-SAC assists in raising issues to GRC; links the survivor to OSC, protection officers, and District Legal Service Authority (DLSA). For workplace harassment, refer to the Local Committee (LC). Mobilize VO members to collectively intervene and ensure the offender faces	GRC refers to the One Stop Centre, DLSA, courts and rehabilitation services. Coordinate with police, WCD and health department for protection and legal aid. Escalate to SP/Collector/Women's Commission if unresolved. Timeline: Immediate action within 24 hours for protection; legal steps within

- For SC/ST/PVTGs, ensure access to education, scholarships, health care, hostels, housing, and other welfare schemes.
- For transgender persons, facilitate access to identity documents and social protection schemes.

Addressing Rights Violations and Ensuring Redress

- GPPs and VOs can listen to grievances and rights violations.
- Report violations to appropriate authorities.
- VO Social Action Committees (SACs) can escalate issues to Panchayats, Anganwadi Centers, Health Sub-Centres, and Police.
- CLF SACs can coordinate with departments (social welfare, SC/ST, tribal welfare) for entitlements and services.
- GRCs can escalate cases to the Superintendent of Police (SP) for general violations and to the Deputy Superintendent of Police (DYSP) for SC/ST/PVTG atrocities, as per legal provisions.
- GRCs should support survivors in filing complaints and following up for protection and justice.

Annexures 14: Brief Intake Form (Mandatory Details)

- Date & Time:
- Name (if survivor prefers anonymity, note 'anonymous'):
- Age/sex:
- Contact (if shared):
- SHG / VO/CLF:
- Nature of complaint (brief):
- Immediate safety risk (Y/N):
- Immediate needs (medical/shelter/legal):
- Consent to share details (Y/N):
- Person taking intake & contact:
- Agreed next steps:

Annexure 15: Checklist for GRC Facilitator/ Gender CRP

Intake Checklist

- Private and safe meeting space arranged
- GRC Facilitator/ Gender CRP should introduce themselves and explain the purpose
- Do Counselling to make the complainant emotionally stable
- Obtain informed consent to record details.
- Ask immediate safety questions (eg, is the survivor in danger/difficult situation?)
- Record basic details and immediate needs

- Explain and agree on next steps with survivor and note who will do what

Consent Checklist

- Explain what information will be recorded and who will see it.
- Explain possible referrals and get consent before referral.
- In the case of children, record caregiver consent and follow POCSO procedures and protocols.
- If the survivor refuses referral, record the refusal and agreed alternative support.

Emergency Checklist

- Is the survivor/child in immediate danger? (If yes → Emergency SOP)
- Call police/181 or Childline 1098 (for child cases)
- Proceed to the nearest medical facility/centre(government hospital) for medical support/forensic exam
- Preserve evidence (do not wash wounds/change clothes unless needed for safety)
- Arrange safe shelter/temporary relocation if required
- Notify CLF-SAC and GRC; record time, name of person contacted

Follow-up Checklist

- Set follow-up date and responsible person
- Confirm that referrals were accessed (medical/legal/OSC). Ensure information is given to concerned officials, child protection units responsible for the safety of women and children.
- Check the survivor's physical and emotional well-being
- Update case file and referral log

Annexure 16: Directory of Service Providers

- Local Police Station:
- Superintendent of Police (name & contact):
- One Stop Centre (OSC):
- District Legal Services Authority (DLSA):
- Childline (1098):
- Child Protection Officer
- District Welfare Officer
- Local Health Centre & MLC contact:
- Shelter Home (nearest):
- Anti-Human Trafficking Unit contact:

Annexure 17: Referral Register/ Log

- Case ID:

- Date of referral:
- Referred to (agency/person):
- Contact details:
- Purpose of referral:
- Outcome/notes: