

No.WW-22011/27/2016-WW  
Government of India  
Ministry of Women and Child Development  
(Women Welfare Division)

A-Wing, Room No.313,  
Shastri Bhawan, New Delhi-1  
Dated : 25<sup>th</sup> March, 2020

To

All Principal Secretaries/ Secretaries,  
D/o Women and Child Development/ Social Welfare.  
(All States/ UTs).

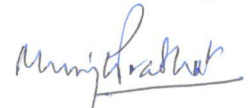
**Subject : Operation of One Stop Centres and Women Help Lines and designated officials to help violence affected women due to special circumstances prevailing.**

Madam/ Sir,

I am directed to say that operations of One Stop Centres and 181-Women Help Lines, as well as the institutional machinery implementing various women safety related legislations (such as Protection Officers and Service Providers under The Protection of Women from Domestic Violence Act, 2005; the Dowry Prohibition Officers under the Dowry Prohibition Act, 1961; the Child Marriage Prohibition Officers under the Child Marriage Prohibition Act, 2006 etc.) are required to be carried on to address issues and problems of women facing any kind of violence . A quick response mechanism is required due to special circumstances prevailing. Accordingly, in continuation of the Department of Personnel & Training's OM No.11013/9/2014-Estt-A(III), dated 22.03.2020 addressed to all Central Government Ministries/Departments, the following instructions are issued:

- i. District Collectors/ District Magistrates are advised to suitably make duty rosters for the concerned officers/ staff so that all these facilities and designated officials are able to provide the essential services delineated to be provided by them to violence affected women, despite the more difficult situations which may arise during the following few months .
  - ii. The District Collectors/ District Magistrates should undertake appropriate measures to provide transport and other support logistics as well as protective gears and mechanisms, if required for OSC and Women Helpline personnel and other officials referred to above.
  - iii. Appropriate measures be undertaken for ensuring institutional and personal hygiene. Prompt referral to higher medical facilities may also be ensured in case of symptoms of Covid 19.
  - iv. Officials who are allowed to work from home as per roster duty should be directed to remain available on call as well as over telephone and electronic means of communication.
  - v. These instructions shall be applicable with immediate effect.
2. This issues with the approval of competent authority.

Yours faithfully,



(M. K. Prabhat)

Under Secretary to the Government of India  
Tel. : 011-23381970

Copy to:

1. Chief Secretaries/ Administrators of all States/ UTs
2. District Collectors/ District Magistrates (all districts)

....for immediate needful action please.

3. PPS to Secretary, MWCD, Shastri Bhawan, New Delhi, for information.
4. PPS to Special Secretary, MWCD, Shastri Bhawan, New Delhi for information.