



Citizen's/Client's Charter
for
Ministry of Women and Child Development
(2024-2025)



Towards a new dawn

Ministry of Women and Child Development
Shastri Bhawan, Dr. Rajendra Prasad Road
New Delhi 110001
Website: www.wcd.nic.in

Vision

Empowered women living with dignity and contributing as equal partners in development in an environment free from violence and discrimination. And, well-nurtured children with full opportunities for growth and development in a safe and protective environment.

Mission

Mission - Women

Promoting social and economic empowerment of women through cross-cutting policies and programmes, mainstreaming gender concerns, creating awareness about their rights and facilitating institutional and legislative support for enabling them to realise their human rights and develop to their full potential.

Mission - Children

Ensuring development, care and protection of children through cross-cutting policies and programmes, spreading awareness about their rights and facilitating access to learning, nutrition, institutional and legislative support for enabling them to grow and develop to their full potential.

S. No.	Our Services and Transactions	How we measure our performances in this area.	Our Service Standard (Tentative Timeframe)	Nodal Officer Details
A. Saksham Anganwadi and POSHAN 2.0				
1	Anganwadi Services			
	Saksham Anganwadi and Mission Poshan 2.0 (hereinafter referred to as Saksham Anganwadi) aim to address Government's commitment to address the challenge of child malnutrition and maternal under nutrition through a strategic shift in nutrition content and delivery and create conditions and convergent system to develop practices that nurture health, wellness and immunity. Components under Saksham Anganwadi have been reorganized in 3 primary verticals: Nutrition Support for POSHAN and for Adolescent Girls; Early Childhood Care and Education [3-6 years]; Anganwadi Infrastructure including modern upgraded Saksham Anganwadi. Beneficiaries registered at AWCs will be covered, viz., Children 6 months- 6 years of age; Pregnant Women and Lactating Mothers (PWLM); Adolescent Girls (14-18 years) in Aspirational Districts and NER.	Regular VCs under the Chairpersonship of Secretary, MWCD are held to monitor the progress (both financial physical progress) of the Scheme. Further, APIP meetings are held every year with States/UTs to have detailed discussion on the implementation of the Scheme. In addition to this, Hon'ble Minister, Women and Child Development review the progress of the schemes with States/UTs once every quarter apart from regular field visits.	It is a regular and ongoing process.	Ms. Jyotika Deputy Secretary jyotika.irs@gov.in 011-23070494

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	Under the Scheme: following six services is provided through the platform of Anganwadi Centres to the eligible beneficiaries: i. Supplementary Nutrition (SNP) ii. Pre-school Non formal Education, iii. Nutrition & Health Education, iv. Immunization v. Health Check-up, and vi. Referral Services Three of the six services, viz., Immunization, Health check-up and Referral Services are related to Health and are provided through NHM & Public Health Infrastructure.			
2	POSHAN Abhiyaan-NNM			
	Release of funds to State Governments/ UT Administrations	Average time taken for release of funds to States/UTs on receipt of relevant Statement of Expenditure (SoE)/Utilization Certificate, Statement of Expenditure(SoE) for the fourth quarter of previous year along-with completion of SNA related compliances and submission of legacy data.	30 Working days	Ms. Arkaja Das Director arkaja.das@gov.in 011-23385192

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B. Mission Vatsalya (Child Protection Services and Child Welfare Services)				
1.	Child Protection Services and Child Welfare Services			
	Services under Mission Vatsalya Scheme: Mission Vatsalya Scheme provides Institutional and Non-Institutional services to the Children in difficult circumstances. These include institutional care, family and community-based care, counselling services, emergency outreach and support services to the Children in Need of Care and Protection (CNCP) and Children in Conflict with Law (CCL) as envisaged under the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021) and Rules thereof. A. Institutional Care: The scheme supports Child Care Institutions (CCIs) for boarding, lodging and comprehensive rehabilitation of children in	a. Average time taken for releasing first installment of funds to State Governments / UT Administrations /NGO, after approval of Project Approval Board (PAB). b. Average time taken for releasing second installment of funds after approval of Integrated Finance Division (IFD).	30 Working days 05 Working days	Shri Navendra Singh, Director navendra.singh@nic.in 011-23384714

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	need of care and protection and Children in conflict with law. CCIs include Children Homes, Specialised Adoption Agencies (SAAs), Open Shelters, Observation Homes, Special Homes and Place of Safety Separate homes based on age, gender or special needs of children are established/ supported by the State/District, having similar facilities in terms of infrastructure and services. The CCIs could be either for fifty (50) children or twenty-five (25) children, depending upon the need. Specialised Adoption Agencies (SAAs) provides care and protection of ten (10) children in the age of zero to six (0-6) years. These SAAs can also be established near or within jail premises, to provide care and protection to young children of jailed mothers. The Open Shelters provide care and protection to children of working parents requiring short time day or night care support.			

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	Under Mission Vatsalya per child per month maintenance grant @Rs.2500/- in SAAs & Open Shelters and @Rs.3000/- in other Child Care Institutions (Children Homes, Observation Homes, Special Homes and Place of safety) is provided. B. Non-Institutional Care: The Scheme provides for Non-Institutional Care of vulnerable children by way of Sponsorship, Foster Care, Adoption and After Care (upto the age of 21 years). Under Non-Institutional Care, Rs.4000/- per child per month in Non-Institutional Care is provided. The details are as under : i. Sponsorship: Financial support is extended to vulnerable children living with extended families/ biological relatives for supporting their education, nutrition and health needs. ii. Foster Care: Financial support is provided to biologically unrelated Foster Parents for nurturing, protection and rehabilitation of the child. iii. Adoption: Finding families for the			

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	children who are legally free for adoption. Specialized Adoption Agencies (SAAs) facilitate the adoption programme. iv. After Care : The children who are leaving a Child Care Institutions on completion of 18 years of age is provided with financial support to facilitate the child's re-integration into mainstream of society. Such support may be given from the age of 18 years up to 21 years, extendable up to 23 years of age to help her/him become self-dependent. C. Child Helpline: Under Mission Vatsalya Scheme, a 24x7 dedicated WCD Control Room (WCD-CR) is set up for Child Helpline in each State/UT and is integrated with ERSS-112. Further, at the district level, Child Helpline (CHL) Unit at District Child Protection Unit (DCPU) is available round the clock to provide outreach service for children in crisis linking them to emergency and long-term care and rehabilitation services. The Child Helpline services are also available at the selected Railway Stations and Bus Stands.			

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C. Mission Shakti (Mission for protection and empowerment for women)				
(a) Sambal				
	One Stop Centre			
	(a) One Stop Centre (OSC):- Release of funds to States/UTs for implementation of the Scheme of One Stop Centre as per Guidelines.	Average time taken for release of funds after receipt of complete and proper Utilization Certificate and Statement of Expenditure (UC/SoE) and compliance of other conditions stipulated in DoE's SNA guidelines dated 23 March 2021 and subsequently issued amendments.	30 working days	Shri Bhaskar, Director bhaskar.irts@gov.in 011-23388715
	(b) OSC offers under one roof immediate, emergency and non-emergency range of services : 1. Medical 2. Legal aid 3. Temporary shelter 4. Police assistance 5. Psychosocial counselling	Redressal of grievances of women in need in emergency and non-emergency situations	24*7 hours	The services will be given in the respective OSC of District.

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	Women Help Scheme			
	a) Universalisation of Women Helpline (181) Scheme: - Release of funds to States/UTs for implementation of the Scheme of Women Helpline as per Guidelines.	Average time taken for release of funds after receipt of complete and proper Utilization Certificate and Statement of Expenditure (UC/SoE) and compliance of other conditions stipulated in DoE's SNA guidelines dated 23 March 2021 and subsequently issued amendments.	30 Working days	Shri Bhaskar, Director bhaskar.irts@gov.in 011-23388715
	(b) Toll-free telecom service (Emergency and Non-Emergency services)	Redressal of grievances of women in need by way of connecting them to Emergency institutional support available nearby and information about government scheme/ programmes.	24*7 hours	Call Women Helpline 181

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	Beti Bachao Beti Padhao Campaign (BBBP)			
	Beti Bachao Beti Padhao is focused on creating behavioral and social change in the way girl child is perceived across the country by informing, influencing, motivating, engaging and empowering all stakeholders.	Average time taken for release of funds after receipt of complete and proper Utilization Certificate and Statement of Expenditure (UC/SoE) and compliance of other conditions stipulated in DoE's SNA guidelines dated 23 March 2021 and subsequently issued amendments. It is a multi-ministerial effort which aims to create an enabling environment for: Improvement in the Sex Ratio at Birth (SRB), Improvement in the percentage of institutional deliveries, Increase in 1st Trimester Anti-Natal Care (ANC) Registration per year, Increase in enrolment at secondary education level and skilling of girls/women per year. To check dropout rate among girls at secondary and higher secondary levels. Raising awareness about safe Menstrual Hygiene Management (MHM).	30 working days It is a continuous process.	Shri Bhaskar, Director bhaskar.irts@gov.in 011-23388715 District Administration concerned.

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(b) Samarthya.				
	PMMVY:			
	Release of funds to State Governments/UT Administrations.	Average time taken for releasing funds after receiving the relevant Statement of Expenditure (SoE) and Physical Progress Report of last grant. Release of funds of State/UT upon mapping of SNA account. GoI funds are released to State treasury subject to all SNA compliances.	30 Working days	Shri Abhishek Anand Deputy Secretary abhishek.anand88@gov.in 011-23362376
	Cash Incentive of Rs. 5000/- is provided in two instalments i.e. Rs 3000 as first instalment and Rs. 2000 as second instalment for the Pregnant women in a DBT mode in her Aadhaar seeded bank/post office account for the birth of first child.	Disbursement of Maternity benefit in a timely manner.	First Instalment - Within 30 days of successful enrolment in the PMMVYsoft MIS portal Second Instalment - Within 30 days of completion of universal first cycle of 14 weeks immunization details in PMMVYsoft MIS portal	Anganwadi worker at Anganwadi level in states implemented by department of WCD/ SW. ASHA worker in states implemented by Department of Health and Family welfare. Sanctioning Officer i.e. CDPO/ Medical Officer/

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	Cash Incentive of Rs. 6000/- is provided in single instalment for the Pregnant women in a DBT mode in her Aadhaar seeded bank/post office account for the birth of second child if girl child.	Disbursement of Maternity benefit in a timely manner.	Single instalment for second girl child - Within 30 days of successful enrolment including completion of universal first cycle of 14 weeks immunization details in PMMVYsoft MIS portal	Taluka Health officer at the Project/ Block level.
	Palna:			
	a. Release of funds to State Government/UT Administrations.	Average time taken for releasing funds to State Governments/UT Administrations after receipt of proposal/UCs/SOE and all required supporting documents. Release of funds to State/UT upon mapping of SNA account. GoI funds are released to State treasury subject to all SNA compliances.	30 Working days	Shri Abhishek Anand Deputy Secretary abhishek.anand88@gov.in 011-23362376

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	b. Services to beneficiaries under AWCC.	Provision of meals, play area, drinking water facility toilet, etc. as per scheme guidelines.	300 days in a calendar year (average of 25 days per month) in the nearest mapped AWCC.	
	Shakti Sadan			
	Shakti Sadan is an integrated Relief and Rehabilitation Home which aims at creating a Safe and enabling environment for the women in distress situations and women affected by trafficking.	The Quarterly Progress Report sought from the State Govt. on functioning of the Shakti Sadan to evaluate the performances.	At the time of admission of any woman who is in distress, one kit containing daily use essential items and other things are provided for her use. After that vocational training is also given to her.	Shri Deen Dayal, Deputy Secretary deen.dayal69@nic.in 011-23343832
	Release of funds to the State Governments/UT Administrations etc.	Average time taken for release of funds to the State Governments/UT Administrations after receipt of Utilization Certificate, Statement of Expenditure and all required supporting documents.	30 working days	

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	Sakshi Niwas			
	Sakhi Niwas scheme aims to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist.	The Quarterly Progress Report sought from the State Govt. on functioning of the Sakhi Niwas to evaluate the performance.	During the period of stay, The women residents of Sakhi Niwas are provided with accommodation and essential amenities.	Shri Deen Dayal, Deputy Secretary deen.dayal69@nic.in 011-23343832
	Release of funds to State Governments/UT Administrations.	Average time taken for release of funds to the State Governments/UT Administrations after receipt of Utilization Certificate, Statement of Expenditure, Physical Progress Report, Completion Certificate, Photographs and all required supporting documents.	30 Working days	

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	SANKALP: Hub for Empowerment of Women (HEW):			
	The SANKALP: HEW (Hub for Empowerment), under the Samarthya sub-scheme of Mission Shakti, functions as a PMU for all components of Mission Shakti and will serve as a single window inter-sectoral convergence mechanism provided for all women to avail the benefits of Central and State Government schemes. The goal of SANKALP: HEW is to enable women to reach their full potential through assisting, directing, and connecting them to a variety of resources for empowerment and development.	Fund release: Average time taken for releasing funds to State Governments/UT Administrations after receipt of proposal/UCs/SOE of last released grant by GoI and all required supporting documents. Release of funds to State/UT upon mapping SNA account by State/UT. GoI funds are released to State treasury subject to all SNA compliance by State/UT.	30 Working days	Shri Abhishek Anand Deputy Secretary abhishek.anand88@gov.in 011-23362376
		Services to Beneficiaries: Raising awareness and ensuring access to relevant information on schemes and facilities for women. Conducting activities pertaining to awareness on government schemes and entitlements etc. for women.	Monthly updates on the central/state dashboard.	SHEW (State level), DHEW (District level) Officers and Officials.

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	Gender Budgeting:			
	a. Release of funds to State Governments/UT Administrations/ Govt. Institutes/ Govt. Universities for Gender Budgeting trainings/workshops.	Average time taken for releasing funds to the implementing agencies after approval of the proposals by the competent authority.	30 Working days	Dr. Saroj Kr Adhikari Assistant Director sk.adhikari@nic.in
	b. Organizing/ Facilitating Gender Budgeting trainings/workshops conducted by State Governments/UT Administrations identified.	Percentage of trainings/workshops organized within three months of sanction.	80%	
	Research			
	Release of funds to agencies for research studies, programme evaluations, seminars, workshops and publications	Average time taken for releasing of funds to agencies, after administrative approvals.	30 Working days	Ms Poonam Deputy Director poonam.yadav92@gov.in 011-23341589

S. No.	Our Services and Transactions	How we measure our performances in this area.	Our Service Standard (Tentative Timeframe)	Nodal Officer Details
D. Nirbhaya Fund				
	Nirbhaya Fund			
	Release of funds to State Governments/ UT Administrations/ Implementing agencies.	Average time taken for sanction and release of funds to the State Governments/ UT Administrations through the respective Central Ministries/Departments for the proposals after examination appraisal and recommendation by the Empowered Committee and concurrence of IFD.	30 Working days	Shri Daya Shankar Director daya.shankar@nic.in 011-23386553
E. Public Grievances				
	Public Grievances: Prompt redressal of public grievance	Average time taken to acknowledge grievance	10 Working days	Shri. Sukh lal Meena Director meena.sukh@nic.in 011-23380547
		Average time taken for grievance settlement.	30 Working days	
	Client communication: Promptly responding to written communication received from clients.	Average time taken to respond, after receiving letter/e-mail from client.	15 Working days	

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F. Women Welfare				
	Legislations relating to the welfare of Women in the Country. i. The Sexual Harassment of Women at the Work Place (Prevention, Protection & Redressal Act, 2013 (POSH Act). ii. The Protection of Women from Domestic Violence Act, 2005 (PWDVA) iii. Prohibition of Child Marriage Act, 2006 (PCMA, 2006). iv. The Dowry Prohibition Act, 1961. The Immoral Traffic (Prevention) Act, 1956. v. The Indecent Representation of Women (Prohibition) Act, 1986 vi. The Commission of Sati (Prevention) Act, 1987.	Regular VCs and interactions held with the State/UTS and other Stakeholders to spread awareness about the legislations and Rights of the Women in the Country.	It is a regular and ongoing process.	Shri Daya Shankar Director daya.shankar@nic.in 011-23386553

Grievance Redress Mechanism

S. No	Name of the Public Grievance Officer	Helpline Number	Email	Address
1	Shri Sukh Lal Meena, Director	011-23380547	meena.sukh@nic.in	6th Floor, Shastri Bhawan, New Delhi-110001.

Website url to lodge grievance: *<http://pgportal.gov.in>*

List of Stakeholders/Clients

S. No	Stakeholders/Clients
1	State Governments/UT Administrations
2	Line Ministries/Departments with converging service delivery
3	Attached/Autonomous Bodies
4	Panchayati Raj Institutions/District and Local Level Administrations
5	NITI Aayog
6	Law Enforcement Agencies
7	United Nations Bodies
8	International NGOs and Aid Agencies
9	Service Providers/Implementing Partners/NGOs/Civil Society Organizations
10	Community Based Organizations/Community and Religious Leaders
11	Academic and Research Institutions
12	Independent Experts
13	Independent Evaluation Agencies

Responsibility Centres and Subordinate Organisations

S. No	Responsibility Centres and Subordinate Organizations	Landline Number	Email	FAX	Address
1	Central Adoption Resource Authority (CARA)	011- 26760474, 011-26760471, 011-26760472, 011-26760473	carahdesk.wcd@nic.in ceo-cara@gov.in	----	West Block, 8, Wing 2, 1 st Floor, R.K.Puram, New Delhi-110066.
2	National Commission for Protection of Child Rights (NCPCR)	011-23478228	ms.ncpcr@nic.in	011-23724026	5 th Floor, Chanderlok Building, 36, Janpath, New Delhi-110001
3	National Commission for Women (NCW)	011-26944780, 011-26944816	ms-ncw@nic.in jsncw-wcd@nic.in	011-26944780	Plot-21,Jasola Institutional Area, New Delhi-110025
4	National Institute of Public Cooperation and Child Development (NIPCCD)	011-26564096	triptigurha.edu@nic.in	011-26515579	5, Siri Institutional Area, Hauz Khaz, New Delhi-110016.

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Implementation of projects/programmes/schemes as per norms prescribed by the Ministry
2	Assistance through attending Project Sanctioning Committee (PSC)/ Project Approval Board (PAB) meetings with all relevant information and details
3	Using Ministry's website for getting updates
4	Facilitating monitoring and review visits by officers of the Ministry and independent evaluation agency
5	Timely submission of complete applications with all details in prescribed format, along with authentic supporting document
6	Providing feedback on implementation of projects/programmes/schemes of the Ministry
7	Maintaining records of all communications with the Ministry
8	Participating in meetings/consultations/capacity building programmes/workshops/conferences/events as and when requested by the Ministry
9	Giving suggestions/inputs on drafts circulated or placed on the Ministry's website

Month and year of next review of the Charter: April, 2025