

दिल्ली महिला आयोग
(राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार)
'सी' ब्लॉक, दूसरी मंजिल, विकास भवन
आई.पी. एस्टेट, नई दिल्ली-110002

प्रस्ताव के लिए अनुरोध

दिल्ली महिला आयोग निम्नलिखित कार्यक्रमों को लागू करने के लिए महिला कल्याण और महिला सुरक्षा के क्षेत्र में काम कर रहे गैर-सरकारी संगठनों से प्रस्ताव आमंत्रित करता है (i) मोबाइल हेल्पलाइन (MHL) (ii) संकट हस्तक्षेप प्रकोष्ठ (CIC)। आवेदन पत्र, कार्यक्रमों का विवरण, दिशानिर्देश और अन्य विवरण आयोग की वेबसाइट यानी <http://dcw.delhigovt.nic.in/> से डाउनलोड किए जा सकते हैं या आयोग के किसी भी कार्य दिवस पर कार्यालय से प्राप्त किए जा सकते हैं। प्रासंगिक क्षेत्र में अनुभव वाले संगठनों या/और कार्यक्रमों के लिए पहचाने गए क्षेत्र में स्थित संगठनों को प्राथमिकता दी जाएगी। सभी प्रासंगिक दस्तावेजों (सभी पहलुओं में पूर्ण) के साथ आवेदन पत्र "ऑनलाइन मोड" के माध्यम से केवल 31 जुलाई 2022 शाम 5:00 बजे तक नीचे दिए गए लिंक पर जमा करने होंगे:

एमएचएल कार्यक्रम के लिए:

https://docs.google.com/forms/d/e/1FAIpQLSfmNPqffwGyF28M1I4XSKAZIX9fc7S0mNCuQil_aTDQRGgGuoA/viewform

सीआईसी कार्यक्रम के लिए:

https://docs.google.com/forms/d/e/1FAIpQLSeGhOXXKirF3gUFR_2aThBCh1yF7zGrtJw2Nm_w7MdOfyPKrEA/viewform

प्रस्ताव की अस्वीकृति या स्वीकृति के संबंध में आयोग का निर्णय अंतिम होगा।

प्रश्न, यदि कोई हों, अधोहस्ताक्षरी को संबोधित किए जा सकते हैं।

नोट: सभी आवेदन केवल ऑनलाइन मोड के माध्यम से दायर किए जाने चाहिए। भौतिक रूप से जमा किए गए आवेदनों पर विचार नहीं किया जाएगा।

सहायक सचिव
(कार्यक्रम)
दिल्ली महिला आयोग

DELHI COMMISSION FOR WOMEN

(Government of NCT of Delhi)
'C' Block, 2nd Floor, Vikas Bhawan
I.P. Estate, New Delhi-110002

Request for Proposal

The Delhi Commission for Women invites proposals from Non-Government Organisations working in the field of women welfare and women security to implement the following programmes (i) Mobile Helpline (ii) Crisis Intervention Cell of the Commission. Application Forms, details of the programmes, the governing guidelines and other details can be downloaded from the website of the Commission i.e. <http://dcw.delhigovt.nic.in/>, or can be collected from the office of the Commission on any working day. Organizations with the experience in the relevant field or/and located in the area identified for the programmes shall be given preference. The application forms accompanied by all relevant documents (complete in all aspects) should submit through "online mode" only by 31st July 2022 by 5:00 PM on the link mentioned below:

For MHL Program :

https://docs.google.com/forms/d/e/1FAIpQLSfmNPqffwGyF28M1I4XSKAZIX9fc7S0mNCuQil_aTDQRGgGuoA/viewform

For CIC Program:

https://docs.google.com/forms/d/e/1FAIpQLSeGhOXXKirF3gUFr_2aThBCh1yF7zGrtJw2Nm_w7MdOfyPKrEA/viewform

The Commission's decision with regard to the rejection or acceptance of the proposal shall be final.

Queries, if any, may be addressed to the undersigned.

NOTE: All applications should be filed through ONLINE mode only. Applications submitted physically will not be considered.

Secretary

Assistant

(Program)
DCW

DELHI COMMISSION FOR WOMEN
MOBILE HELPLINE (MHL)

The Mobile Helpline program launched by the Delhi Commission for Women in July 2009, was expanded in March 2016. It is an initiative taken by the Commission for immediate assistance to women and girls who are victims/survivors of crime against women.

Purpose of Service: To provide immediate assistance to women who are victims of violence by reaching on the spot, on receipt of complaints on the Women helpline 181 and other channels of communication.

How the services are provided: The service operates on 24x7 basis and the MHL program consists of trained counselors manning the MHL vans round the clock. When calls are received on the 181 Helpline number or cases are received in the Commission, the counselors reach the aggrieved woman and provide necessary assistance. The same may entail coordination with and visit to the concerned police station, so that one police personnel (preferably a lady police officer) may reach the place of incident and/or provide counselling to the aggrieved in the police station and help the woman in registration of the grievance. MHL assists the survivor in seeking remedies which may include counseling of the people involved in the incident or getting FIR registered with the help of the police personnel. If required, the survivor is taken to a short-stay home/shelter home for immediate relief.

Infrastructure required: The Commission seeks to operationalise 2 vans per police district (15 police districts as of 01.04.2022 hence a total of 30 vans). The implementation of the MHL program is done through NGO partners working in different parts of Delhi so that calls pertaining to the respective areas are attended immediately. The NGO shall be required to possess an office space and be operational round the clock in the concerned district where it proposes to operate the helpline.

These vans shall also cater to the needs of Crisis Intervention Centers in their respective areas and would be allowed to be taken outside the district strictly depending on the exigencies of service.

Job Responsibilities of Helpline Counselor:

- a. Respond to the calls received from 181/DCW;
- b. Visit survivors at their location;
- c. Ensure strict compliance of SOPs/instructions from DCW;
- d. Provide on the spot counseling and facilitate necessary action for safeguarding the complainant. If required, assist in providing medical facility, filing of police complaint and accompanying the survivor to a safe shelter home;
- e. Maintain records pertaining to the above.
- f. Any other work assigned by the Commission from time to time.

Guidelines for Voluntary Organization/Non-Government Organization/Community Based Organizations for selection

- The organizations, after their registration, should be active in their chosen field for at least 3 years. However, this requirement may be relaxed in rare cases, such as, if the organization is promoted by or associated with persons, who have distinguished themselves in public affairs/community welfare programs/women welfare and empowerment programs in the NCT of Delhi; the decision of the Commission in this regard shall be final and binding.
- The NGO should have an office premise - owned or rented and fixed assets of at least Rs.1.00 lakh; the office is required to be operational 24 hours x 7 days a week.
- Organizations running or having run the mobile helpline program and/or govt. approved rescue homes/shelter home shall be given preference;
- The organization should not run for profit of any individual or body of individuals and should be solely a non-profit organization.
- Its services should be open to all without discrimination on the basis of caste, creed or religion.

The Commission reserves the right to relax one or more conditions at its sole and absolute discretion in exceptional circumstances on a case-to-case basis. Its decision shall be final.

Documents to be submitted:

Applications should be submitted in a prescribed Performa and should contain the following information/documents:

1. Details of Voluntary Organization/Non-Government Organization/Community Based Organization and the proposal for Mobile Helpline program in the prescribed application format;
2. Copy of Registration Certificate;
3. Copy of Memorandum of Association/Articles of Association;
4. Annual Reports of the organizations of last three years;
5. Quarterly Report of Mobile Helpline program for the last three years if the NGO is currently running the Mobile Helpline Program (maximum 10 pages).
6. Audited Statements of last three financial years;
7. Details of programs that the organization is executing/has executed during the last three years along with documents to verify that the programs have been/are being successfully implemented (Maximum 2 pages);

8. Certificate to the effect that the ORGANIZATION has not obtained or applied for grants for the same purpose or activity from any other ministry or department of Govt of India/State Government/Delhi Government;
9. A notarized undertaking to the effect that the ORGANIZATION has not been blacklisted by the any Ministry/Department/Agency of the government (Central or State).

Eligibility Criteria for Program Staff

Helpline Counselors : Post Graduate in Social Work, Sociology, Psychology or related field with minimum of 2 years of relevant experience

The Commission reserves the right to relax one or more conditions at its sole and absolute discretion in exceptional circumstances on a case-to-case basis. Its decision shall be final.

Quantum of Assistance

S.N.	Description	Amount per month
1.	Helpline Counselors [#]	30,000/- per counselor
2.	Admin Expenses	10,000/-
3.	Reporting Expenses	10,000/-
4.	Vehicle Expenses [*]	To be notified

#Number of counselors to be notified by the Commission and may be revised from time to time.

*Subject to the decision of the Commission regarding MHL fleet deployment

The Commission reserves the right to amend the quantum of assistance from time to time at its sole and absolute discretion. Its decision shall be final.

Performance Guaranty & Penalty for Non-Performance:

Performance Undertaking shall be submitted by the implementing organizations. Action would be taken for non-performance in order to ensure that only performing NGOs receive assistance. Legal conditions to be imposed on the NGOs can be included in a draft agreement to be signed by the NGO before release of grant or during the course of operationalization of the program. In the event of unsatisfactory performance, one or more of the following steps could be taken:

- i) Cancellation of allotment of the program to the Organization and recovery of the grant already released and/or non-release of further installments;
- ii) Discontinuance of funding in subsequent years;
- iii) Black listing for period as deemed appropriate by the Commission.

The Commission reserves the right to decide at its sole and absolute discretion and its decision shall be final.

Scrutiny and inspection of the NGOs:

The Commission shall conduct inspection of the organization's office premises and verify the records. The organization shall make available all the records and materials that may be called for this purpose by the visiting team. Any discrepancy in the documents submitted to the Commission which may not corroborate with the inspection report shall not entitle the organization to be a part of the program.

Sanction of the program and Memorandum of Understanding:

Once the formal orders of sanctioning a program are allotted to an organization, a Memorandum of Understanding is to be entered into with the Commission. The NGOs shall all bear the cost involved in procuring the stamp paper etc.

Costs, guidelines, norms and yardsticks:

- The Commission has the sole authority for determining the quantum of assistance to be provided to an organization for a particular program including fixation of remuneration of program staff and the conditions there-forth. Its decision shall be final and binding.
- Unit costs are standardized for similar programs.
- No capital expenditures/creation of fixed assets are permitted out of the grants from the Commission.
- The Commission does not provide for transport to the office bearers of the organization for attending meetings held in the Commission or elsewhere etc.; but transportation costs for those employees for whom adequate justifications are provided and if it forms part of the standardized budget, are allowed at the sole discretion of the Commission or any officer designated by it on case-to-case basis.

- Rentals are permitted where/if they are part of the main core of the standardized cost, namely- to set up an office to hold training, networking and Mobile Helpline meetings.
- The Commission has the sole authority for determining the schedule of payment and installments of financial assistance to be released by the Commission.

Maintenance of Accounts and financial monitoring:

Accounts will be maintained by the organization strictly in accordance with the laid down norms/guidelines as well as those issued by the Delhi Commission for Women from time to time. Any variation/violation of the guidelines or/and terms and conditions will lead to discontinuance of the sanctioned program. NGOs have to get internal accounting completed and to submit financial statements for the period that the Commission may demand, to facilitate the process of obtaining next installment.

The accounts of the NGO for the program shall be open to audit by the Delhi Commission for Women through its officials or any agency authorized by the Commission to do so on its behalf. Any discrepancy/misappropriation of funds released by the Commission shall be recoverable/deductible.

Qualitative and quantitative reports:

Qualitative and quantitative reports in respect of the program are to be submitted by the organization as per terms and conditions specified by the Commission from time to time.

Monitoring/Evaluation:

The program shall be open for monitoring by the Commission or any agency authorized by it for the purpose. The observations/recommendations that may come up during the monitoring is binding on the NGO.

The program shall also be open for evaluation by the Commission or any other government agency/department or any organization authorized for this purpose by the Commission. The NGO shall extend all cooperation for the evaluation during the tenure of the program or after completion of the program period.

Application Form for Submission for Proposal for Mobile Helpline Program

Application Form- Part – I

1. Name of the Organization:
2. Registered Address:
3. Present address of NGO activities:
4. Whether the office premises is owned/rented/leased:
5. Registration Number of Organization, Date, State and Act under which registration was done :
6. Name of Office bearers:
7. Principal Executive Officer :
8. Sources of Fund: (Own/Govt./Others) :
9. Experience (Details of past experience including other programs/projects):

Part – II

Details of the proposal for Mobile Helpline program¹

1. No of proposed Mobile Helplines:
2. Proposed Area(s) with details of revenue district(s); police district(s); assembly constituency(s); municipal ward(s) and concerned police station(s):
3. Address(s) of proposed office(s), if any:
4. Details of proposed staff, if any:
5. Past experience of running Mobile Helplines /voluntary work at community level:
6. Other relevant details for the proposal :

¹ Give details separately for each proposed Mobile Helpline

DELHI COMMISSION FOR WOMEN

Crisis Intervention Centre (CIC) Program

Crisis Intervention Centre launched by the Commission in 1998, was expanded in 2016 exclusively to help victims of sexual assault. In a pioneering attempt to establish a network of NGOs, the Commission brought together NGOs who were willing to assist and as till date CICs are functioning in all police districts of Delhi.

Aims and Objectives:

- To reduce trauma, provide counseling and assistance to the survivor, family and the immediate attached community;
- To assist the sexual assault survivor in getting an FIR registered and/or in any problem that has been encountered by the survivor in registration of the FIR;
- To ensure transparency in registration of FIR and medical examination;
- To facilitate medical assistance wherever required, particularly for treatment of the survivor
- To facilitate financial assistance to a minor survivor and her family, as well as to take care of the survivor's nutritional needs;
- To help in the rehabilitation of the survivor.
- To ensure strict adherence to SOPs laid down by the Commission.

How do the CICs function?

Crisis Intervention Centers (CICs) set up in each police district work in close coordination with important stakeholders viz. the Police, Doctors/Psychologists, Lawyers of Rape Crisis Cell at DCW and NGOs on cases of sexual assault.

The counselors of the NGO designated for the concerned district are informed about rape and sexual assault matters by 181 Women helpline or by the Commission. The counselors contact the survivors and their families immediately when a case is reported. They provide counseling to the survivor, accompany survivors to the police station, hospital, court or shelter home and co-ordinate with police, doctors/psychologist for helping the survivor and her family to manage the crisis, as the case may be.

All CICs are run under the ambit of the DCW. The Commission monitors the cases and also guides the functioning of CICs at periodic intervals. Quarterly meetings are held by the Delhi Police to review the functioning of the CICs, which are attended by all stakeholders.

Infrastructure required:

The Commission seeks to establish CICs in each police district (15 police districts as of 01.04.2022 hence a total of 15 CIC projects). The implementation of the CIC program is done through NGO partners working in different parts of Delhi so that the cases pertaining to the respective areas are attended immediately. The NGO shall be required to possess an office space and be operational round the clock in the concerned district where it proposes to operate the CIC.

Eligibility Criteria for Program Staff

CIC Counselors: Post Graduate in Social Work (Counselling), Sociology, Psychology or related field with minimum of 2 years of relevant experience

The Commission reserves the right to relax one or more conditions at its sole and absolute discretion in exceptional circumstances on a case-to-case basis. Its decision shall be final.

Quantum of Assistance

S.N.	Description	Amount per month
1.	CIC Counselors [#]	30,000/- per counselor
2.	Admin Expenses	10,000/-
3.	Reporting Expenses	10,000/-

#Number of counselors to be notified by the Commission and may be revised from time to time.

The Commission reserves the right to amend the quantum of assistance from time to time at its sole and absolute discretion. Its decision shall be final.

Guidelines for Organizations for selection

- The Organization, after its registration, should be active in their chosen field for at least 3 years. However, this requirement may be relaxed in rare cases, such as, if the

organization is promoted by or associated with persons, who have distinguished themselves in public affairs/community welfare programs/women welfare and empowerment programs in the NCT of Delhi; the decision of the Commission in this regard shall be final and binding.

- The NGO should have an office premise - owned or rented and fixed assets of at least Rs.1.00 lakh; the office is required to be operational 24 hours x 7 days a week.
- Organizations running govt. approved rescue homes/shelter home shall be given preference;
- The organization should not be run for profit of any individual or body of individuals and should be solely a non-profit organization.
- Its services should be open to all without discrimination on the basis of caste, creed or religion.

The Commission reserves the right to relax one or more conditions at its sole and absolute discretion in exceptional circumstances on a case-to-case basis. Its decision shall be final.

Documents to be submitted:

Applications should be submitted in a prescribed Performa and should contain the following information/documents:

1. Details of Voluntary Organization/Non-Government Organization/Community Based Organization and the proposal for Crisis Intervention Centre program in the prescribed application format;
2. Copy of Registration Certificate;
3. Copy of Memorandum of Association/Articles of Association;
4. Annual Reports of the NGO of last three years;
5. Quarterly Report of Crisis Intervention Centre program for the last three years if the NGO is currently running the Crisis Intervention Centre Program.
6. Audited Statements of last three financial years;
7. Details of programs that the NGO is executing/has executed during the last three years along with documents to verify that the programs have been/are being successfully implemented;
8. Performance certificates/other documents to support that the Organization has successfully implemented/is implementing the project/program for which grant has been received from other agencies;

9. Certificate to the effect that the Organization has not obtained or applied for grants for the same purpose or activity from any other ministry or department of Govt of India/State Government/Delhi Government;
10. An undertaking to the effect that the Organization has not been blacklisted by the any Ministry/Department/agency of the government (Central or State).

Performance Guaranty & Penalty for Non-Performance:

Performance Undertaking shall be submitted by the implementing organizations. Action would be taken for non-performance in order to ensure that only performing NGOs receive assistance. The legal conditions to be imposed on the NGOs can be included in a draft agreement to be signed by the NGO before release of grant or during the course of operationalization of the program. In the event of unsatisfactory performance, one or more of the following steps could be taken:

- i) Cancellation of allotment of the program to the Organization and recovery of the grant already released and/or non-release of further installments;
- ii) Discontinuance of funding in subsequent years;
- iii) Black listing for period as deemed appropriate by the Commission.

The Commission reserves the right to decide at its sole and absolute discretion and its decision shall be final.

Scrutiny and inspection of the NGOs:

The Commission shall make an inspection of the NGOs office premises and verify the records. The organization shall make available all the records and materials that may be called for this purpose by the visiting team. Any discrepancy in the documents submitted to the Commission which may not corroborate with the inspection report shall not entitle the organization to be part of the program.

Sanction of the program and Memorandum of Understanding:

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Costs, guidelines, norms and yardsticks:

- The Commission has the sole authority for determining the quantum of assistance to be provided to an organization for a particular program including fixation of remuneration of program staff and the conditions there-forth. Its decision shall be final and binding.
- Unit costs are standardized for similar programs.
- No capital expenditures/creation of fixed assets are permitted out of the grants from Commission.
- The Commission does not provide for transport to the office bearers of the organization for attending meetings held in the Commission or elsewhere etc.; but transportation costs for those employees for whom adequate justifications are provided and if it forms part of the standardized budget, are allowed at the sole discretion of the Commission or any officer designated by it on case-to-case basis.
- Rentals are permitted where they were part of the main core of the standardized cost, namely- to set up an office to hold training, networking and Crisis Intervention Centre meetings.
- The Commission has the sole authority for determining the schedule of payment and installments of financial assistance to be released by the Commission.

Maintenance of Accounts and financial monitoring:

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The accounts of the NGO for the program shall be open to audit by the Delhi Commission for Women through its officials or any agency authorized by the Commission to do so on its behalf. Any discrepancy/misappropriation of funds released by the Commission shall be recoverable/deductible.

Qualitative and quantitative reports:

Qualitative and quantitative reports in respect of the program are to be submitted by the organization as per terms and conditions specified by the Commission from time to time.

Monitoring/Evaluation:

The program shall be open for monitoring by the Commission or any agency authorized by it for the purpose. The observations/recommendations that may come up during the monitoring is binding on the NGO.

The program shall also be open for evaluation by the Commission or any other government agency/department or any organization authorized for this purpose by the Commission. The NGO shall extend all cooperation for the evaluation during the tenure of the program or after completion of the program period.

Application Form for Submission for Proposal for Mobile Helpline Program

Application Form- Part – I (ONLINE)

10. Name of the Organization:
11. Registered Address:
12. Present address of NGO activities:
13. Whether the office premises is owned/rented/leased:
14. Registration Number of Organization, Date, State and Act under which registration was done :
15. Name of Office bearers:
16. Principal Executive Officer :
17. Sources of Fund: (Own/Govt./Others) :
18. Experience (Details of past experience including other programs/projects):

Part – II (ONLINE)

Details of the proposal for CIC program²

7. No of proposed Mobile Helplines:
8. Proposed Area(s) with details of revenue district(s); police district(s); assembly constituency(s); municipal ward(s) and concerned police station(s):
9. Address(s) of proposed office(s), if any:
10. Details of proposed staff, if any:
11. Past experience of running Mobile Helplines /voluntary work at community level:
12. Other relevant details for the proposal :

² Give details separately for each proposed CIC Program