

CENTRAL SOCIAL WELFARE BOARD

STANDARD OPERATING PROCEDURE (SOP) FOR IMPLEMENTATION OF FAMILY COUNSELLING CENTRE SCHEME.

- 1) **Name of Scheme** : Family Counselling Centre (FCC)
- 2) **Target group** : The scheme focuses on women who are victim of atrocities, family maladjustment and social ostracism etc. and it is implemented through voluntary organisations across the country. The FCCs provide professional counselling, referral and rehabilitative services apart from crisis intervention and trauma counselling. The FCCs work in close collaboration with the local administration, police, courts, free legal aid cells, medical and psychiatric institutions, vocational training centres, short stay homes etc.
- 3) **Total Funds released in last 3 years is given below:**

(Rs. in lakh)

Year	Released
2013-14	2232.12
2014-15	1645.22
2015-16	1937.81

- 4) **Average amount extended to beneficiary/Budget of FCC**

S. No.	Head of Expenditure	Budget
1.	Honorarium of two counsellors: @Rs.10,000/- p.m. per counsellor (irrespective of location of the centre).	Rs. 2,40,000/-
2.	a) Expenditure on rent @ Rs. 3000/- p.m. b) Contingencies @ Rs. 44,000/- per annum.	Rs. 80,000/-
	TOTAL	Rs. 3,20,000/-

Note : 90% contribution by CSWB i.e. Rs. 2,88,000/- per annum. 10% matching contribution by VO i.e. Rs. 32,000/- per annum.

- 5) **Timeline of Scheme/project at difficult stages (time taken)**

The FCC is a continuation programme and is run on yearly basis after ascertaining satisfactory performance and settlement of accounts of previous year.

6) Criteria/conditions required to avail the benefit under the scheme i.e. by States/UTs/NGOs (checks and balance employed) at Pre-sanction stage so as to correctly reach intended beneficiaries/targets.

In order to be eligible for financial assistance under this scheme, the institution/organization should fulfill the following conditions:-

- The organization should be registered under an appropriate Act or be a regularly constituted branch of a registered organization (mere affiliation to a registered body or recognition by the Central/State Govt. will not suffice for this purpose.
- All voluntary organizations should be registered at NITI Aayog portal and their Unique Identification Number (UID), along with PAN of NGO and Aadhar No. and PAN No. of the office bearers should be provided.
- It should have been normally engaged in social welfare work for a minimum period of three years prior to the date of application for a grant under the programme. Relaxation may however be made (i) in case of institutions in hilly, remote, border and backward tribal areas ii) in case of those institutions which provide specialized services where these are not available and (iii) in case where the need for starting an altogether new services is recognized.
- It should have properly constituted Managing Committee with powers, duties and responsibilities clearly defined and laid down in the written constitution. The Managing Committee should also have adequate number of female members.
- A certificate to the effect that all members in the Managing Committee are not related to each other.
- It should have facilities, resources, personnel, managerial skill and experience to initiate the scheme.
- Its financial position should be sound and it should be in a position to raise such additional funds, as may be required, to complete the programme for which assistance is given by the Board and in addition, where necessary to continue to maintain the existing level of services from its own resources.
- It should be open to all citizens of India without any discrimination on account of religion, race, caste, creed and languages.

7) 'Checks and balances' (SOPs) exercise post sanction stage by way of inspections/visits so as to ensure intended benefits/reaching the target groups (Monitoring Mechanism) and goals are attained.

CSWB has its own existing structure of monitoring framework through a network of field officers and VAB counsellors deputed in the State Social Welfare Boards throughout country under the administrative control of CSWB. The field officers visit the FCCs in their respective states and provide regular guidance to the FCCs in better implementation of the programme and submit

the reports to CSWB. The State Board also organize training programs for functionaries of organizations and counsellors of FCCs for capacity building and maintenance of records. The field officers and VAB counsellors also have the task of identifying gaps in areas of development and recommend suitable organizations to run the FCC programme.

The audit of the programme is done on yearly basis through Chartered Accountant .

Regular monitoring is done by conducting inspection of the FCCs by Field Officers deputed in State Social Welfare Boards. Joint Inspection by Field Officers along with State Govt. Officers is also conducted .

A sub-committee of FCC with each representative of Local Social Workers, Legal Aid Authority, Health Department, Local Administration and Police have been constituted for overall monitoring.

8) During inspections/visits, steps adopted from vigilance point of view or the SOPs employed. When complaints received, redressal mechanism adopted.

- Funds to the implementing agencies are being electronically transferred in order to ensure transparency.
- In case misappropriation of funds are found during the inspections/visits further release of funds is stalled to the voluntary organization. Show Cause Notice is, thereafter, given to the organization for explaining/clarifying their stance and specific comments of the State Board are obtained.
- A joint inspection of the voluntary organization by representative of State Govt. and State Board official is again conducted for obtaining their views and observation in order to facilitate just & fair decision.
- If the explanation of the voluntary organization and comments of the State Board are not satisfactory, the case is processed for blacklisting of the organization.
- Approval of Competent Authority is obtained and matter is referred to the Vigilance Cell of CSWB for blacklisting the voluntary organization.
- In case of refund of grant by the voluntary organization, the case is again processed for de-blacklisting.
- In case the voluntary organization does not refund back the funds, legal action can also be taken.
- If the voluntary organization is blacklisted by any other Ministry/Department of the Govt., the name of voluntary organization is kept in the list of blacklisted organizations.

9) Difficulties faced in implementation.

- Non-availability of Identity Cards to the FCC counsellors by the district authorities leading to lack of security to the counsellors.
- Low remuneration to the professionally qualified Post Graduate (Social Work/Psychology) counsellors lead to high attrition rate.
- Lack of support infrastructure eg. availability of ICT, vehicle especially in hilly, tribal, remote places etc. particularly in north-eastern states and Jammu & Kashmir having typical topography.
- Interference of local pressure groups and religious organizations which influence the local culture of the area.
- Lack of legal authority to the FCC makes it difficult for the FCC counsellors to 'summon' the concerned person to the FCC for resolving the problems.