



KANYASHREE PRAKALPA

IMPLEMENTATION GUIDELINES

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**Department of Women Development and Social Welfare
Government of West Bengal**

TABLE OF CONTENTS

Abbreviations	5
Commonly used terms	5
Section I Introduction	6
1 Scheme Rationale.....	7
1.1 Child marriage a concern for West Bengal.....	7
1.1.1 Negative Impact of child marriage.....	7
1.1.2 Child marriage and female school dropout	7
1.1.3 Child and maternal ill-health and mortality.....	8
1.1.4 Child marriage and trafficking:.....	8
1.2 Challenges in child marriage prevention.....	9
1.3 Scheme Design	9
1.3.1 Conditional Cash Transfers.....	9
1.3.2 Communication Strategy.....	10
1.3.3 Kanyashree Plus	11
1.4 Coverage	11
Section II Implementation& Monitoring Mechanisms	12
2 Convergence of Departments	13
3 Project Management Units	14
3.1 State Project Management Unit (SPMU)	15
3.2 District Project Management Unit (DPMU)	16
3.3 Sub-divisional / Block -level Project Management	17
3.4 Role of District Inspector (Secondary) / Sub-Inspector(Secondary) of Schools.....	18
3.5 Role of Educational Institutions	18
4 Steering & Monitoring Committees.....	20
4.1 Role of Steering and Monitoring Committees at all levels	20
4.2 Members of State-level Steering and Monitoring Committee	20
4.3 Members of District-level Steering & Monitoring Committees.....	21
4.3.1 All Districts	21
4.3.2 Kolkata.....	22
4.3.3 Sub-divisional Steering & Monitoring Committee (for municipalities).....	22

4.3.4	Block Steering & Monitoring Committee	22
5	Single-window Service Delivery through Educational Institutions	23
6	E-Governance (G2C) through Kanyashree Online	25
	Section III: Conditional Cash Transfers	28
7	Conditional Cash Transfer Benefits.....	29
7.1	Annual Scholarships (K1).....	29
7.2	One-Time Grant (K2)	30
7.3	Notes on Eligibility Criteria and Certification	31
7.3.1	Calculation of Family Income	31
7.3.2	Competent Authorities	31
7.4	Submission & Safekeeping of Certificates.....	31
7.5	Bank Accounts and Payment Mode	32
7.6	Sanctioning Officers	33
8	Processing of Conditional Cash Transfers.....	34
8.1	Enrollment of educational institutions on e-portal	34
8.2	Opening of bank accounts for eligible applicants	34
8.3	Distribution of application forms	35
8.3.1	Pre-Printed Application Forms (K1 and K2) for first time Kanyashree applicants	35
8.3.2	Portal-generated Application Forms for Upgradation (K1 to K2 upgrade)	35
8.4	Processing at educational institution level	36
8.4.1	Uploading of application forms at educational institution level	36
8.4.2	Online bulk process for renewal of annual scholarships (K1 to K1 renewal).....	37
8.4.3	Online Transfer of beneficiaries from one institution to another	37
8.5	Processing of applications at block and district levels.....	38
8.6	Online tracking of status of application	39
8.7	Grievance Redressal.....	39

Appendix.....40

- Appendix I. Application form for Annual Scholarship: (K1)
- Appendix II. Application form for One-Time Grant (K2)
- Appendix III. Simplified One-page bank account opening form
- Appendix IV. Physical Verification Form
- Appendix V. Kanyashree Pledge
- Appendix VI. Kanyashree Identity Card
- Appendix VII. District Monitoring Format
- Appendix VIII. Stipulated time of service provision in accordance with the WBPSDA.
- Appendix IX. Order for payment to education institutions for scanning / uploading
- Appendix X. Orders for Selection Committees for State Project Management Unit

Abbreviations

APIP	Annual Programme Implementation Plan
CCT	Conditional Cash Transfers
CLRC	Circle Level Resource Centre
DBT	Direct Bank Transfers
DLHS 3 2007-08	District-Level Household Survey 3 (2007-08)
DLHS 4 2012-13	District-Level Household Survey 4 (2012-13)
DPMU	District Project Management Unit
DWD	Department of Women Development & Social Welfare and Child Development
G2C	Government-To-Citizen
GER	Gross Enrollment Ratio
GTA	Gorkhaland Territorial Area
HOI	Head of Institution
IFMS	Integrated Financial Management System
MIS	Management Information Systems
NER	Net Enrollment Ratio
NFHS 3 2005-06	National Family Health Survey 3 (2005-06)
PCMA	Prohibition of Child Marriage Act, 2006
PFMS	Public Financial Management System
SPMU	State Project Management Unit
WBPSDA	West Bengal Public Services Delivery Act, 2013

Commonly used terms

K1	Annual Scholarship Component of Kanyashree Prakalpa for girls between ages 13-18
K2	One-Time Grant component of Kanyashree Prakalpa for girls between ages 18-19
Renewal	Cases of renewal of annual scholarship of girls
Upgradation	Cases where girls who have received one or more installments of the Annual Scholarship, and are now eligible to apply for the One-Time grant as they have turned age 18 and meet other eligibility criteria

Section I

Introduction

1 Scheme Rationale

1.1 Child marriage a concern for West Bengal

Under the Prohibition of Child Marriage Act, 2006 (PCMA), 18 is the legal age of marriage for girls, and 21 for boys in India. Despite several years of this Act being in existence, the early marriage of children continues to be practiced in West Bengal.

- According to DLHS -3, 2007-08, the state ranked fifth highest in the country when it came to the prevalence of child marriage, with almost every second girl a child bride (54.7%). Although more pervasive in rural areas, statistics revealed that even in non-slum areas of Kolkata, more than a quarter of girls are married before they reach adulthood.
- According to DLHS-4 2012-13, the percentage of girls aged 18 years currently getting married before 18 years was 32.1% (36.3% in rural areas, and 21.3% in urban areas). Bankura, Murshidabad, Purba Midnapore, Bardhaman, Birbhum, Dakshin Dinajpur, Cooch Behar, Nadia and Purulia were identified as the districts with the highest incidence of child marriage in the state.
- According to the Census 2011, the percentage of women married below the age of 18 is almost 40.24% of its 27.45 million ever-married women, as compared to the national average of 30.21%
- As per Rapid Survey On Children (2013-2014), 44.47% of women aged 20-24 were married before age 18.

1.1.1 Negative Impact of child marriage

Child marriage is a gendered practice, affecting far more girls than boys. It is perhaps the most prevalent form of sexual abuse of minor girls, and has a negative impact on their health, leaves them financially and socially disempowered, and vulnerable to child labour, trafficking and other forms of exploitation. Child marriages and low education levels perpetuate generational cycles of ill-health, illiteracy and poverty, and contribute to the feminization of poverty.

1.1.2 Child marriage and female school dropout

Child marriage leads to girls dropping out of school, which limit their scope of future development. In West Bengal, attendance of girls in school drops from 85% in the age-group 6-10 years to a mere 33% in the age group 15-17 years. (NFHS 3, 2005-06). After the implementation *Sarva Shiksha Abhiyan* towards universalization of elementary education, significant progress has been noticed

among girls, both in terms of enrolment and completion rate at the elementary level.

However, the transition from elementary to secondary school levels remains a concern. The Selected Educational Statistics (2010-11) published by MoHRD, Government of India shows that for the state of West Bengal, the Gross Enrollment Ratio (GER) for girls gradually decrease from 88% at elementary level(VI-VIII) to 59% at high school (IX-X) and 33.3% at higher secondary (XI-XII) . It means that more girls are leaving schools in the adolescent age group. The drop-out rates between Class I-X was found to be as high as 47.9% by the same report.

According to the DISE Flash Statistics 2013-14, while the dropout rate among adolescent boys (6.3%) at the upper primary level is more than that of the girls (4.2%), at the secondary and higher secondary levels more adolescent girls drop out of school. However, at the secondary level this trend is reversed, with nearly of 15% of adolescent boys and 19.4 % of adolescent girls in West Bengal dropping out of school.

Secondary education is not free, and many impoverished parents, failing to see the economic rationale for investing in their daughters education, marry them off at this age in the belief that this will enhance the girl's and the family's security. This step however, condemns the girls to a life of financial and social insecurity. Field studies show that most women have to take up some economic activity in later years, and that their lack of qualifications and work experience makes them ill-equipped for the labour market, and therefore susceptible to poverty and exploitation throughout life. As a result, poverty, one of the factors that fuels child marriage, in turn perpetuates the feminization of poverty.

1.1.3 Child and maternal ill-health and mortality

Child marriage is one of the factors which is limiting the progress of maternal and child health and improvements in the nutritional status of children in West Bengal. Child marriages result in early pregnancies, which in turn lead to high maternal and infant deaths, and are also a leading cause for malnutrition among children.

Child marriages result in girls becoming mothers at an age when they are not out of childhood themselves: of all teenage girls aged 15 – 19 in West Bengal, **one-fourth** are already mothers or pregnant at the time of the survey, a percentage that is much higher than the national average (16%) and also higher than all other Indian states except Jharkhand (NFHS-3 2005-06).

1.1.4 Child marriage and trafficking:

Child marriage is one of the lures used by human exploitation rackets to entice poor parents to part with young girls. Although it is not possible to disaggregate data on children who have gone missing because of child marriages arranged by fraudulent means, it is significant to note that the districts which rank the highest

amongst all districts for child marriages, namely, Murshidabad and Malda, are also considered the most vulnerable to trafficking.

1.2 Challenges in child marriage prevention

After the enactment of the PCMA 2006, the Department of Women Development and Social Welfare and Child Development (DWD) implemented anti-child marriage campaigns spreading the message of prevention, and endorsing enforcement of the law and its penal provisions for adults aiding and abetting child marriage,.

However it quickly became evident that legal prohibition and social messaging are largely ineffective in addressing child marriage. For one, India's multiplicity of formal and religious laws complicates the issue of what constitutes the 'appropriate' age of marriage for girls. Secondly, the practice is ascribed to time-honoured tradition and is justified from a patriarchal perspective as essential for protection of girls from the 'evils of society'. Therefore eradicating it requires tangible drivers of social change that can transform victims, made vulnerable by their age and gender, into actors determining their own lives.

1.3 Scheme Design

Kanyashree Prakalpa is a Conditional Cash Transfer (CCT) Scheme that concentrates on girls currently most at-risk for dropping out of school and for child marriage: adolescents between the ages of 13 and 18. The CCT component of the scheme is supported by a multipronged communication strategy addressing key stakeholders' attitudes and practices towards female adolescents in families and communities and other key stakeholders from state to institution levels.

1.3.1 Conditional Cash Transfers

The scheme has two benefit components. The first is a cash benefit to be paid annually to the girls in the target age group for every year that they remain in education, provided they are unmarried at the time. The second benefit is a one-time grant to be paid to a girl between the age of 18 and 19, provided that she is enrolled in an educational institution and is unmarried.

The term 'education' encompasses secondary, higher secondary and higher education, as well as the various vocational, technical and sports courses available for this age group. Girls must be enrolled and regularly attending educational institutions located in West Bengal that are recognized by the government.

To ensure an equity focus, the scheme is open only to girls from families below a certain income ceiling. For girls with special needs, orphans and for girls currently residing in registered Juvenile Justice Homes, this criterion is waived.

Features of Conditional Cash Transfers

By making financial benefits conditional upon the receiver's actions, CCT programs negotiate a behavioural change in an area of developmental concern. In this case, the behavioural areas of concern are the high incidence of child marriage and the low attendance and retention of adolescent girls in education. Kanyashree Prakalpa therefore seeks to empower girls, specifically girls from socio-economically disadvantaged families by:

- Incentivizing them to continue in education for a longer period of time, and complete secondary, higher secondary, higher education, or equivalent in technical, vocational or sports streams, thereby giving them a better footing in both the economic and social spheres.
- Disincentivising marriage till at least the age of 18, the legal age of marriage, thereby reducing the risks of early pregnancies, associated risks of maternal and child mortality, and other debilitating health conditions, including those of malnutrition.
- The Scheme lays the foundation for the financial inclusion of girls by mandating that its financial benefits are paid into bank accounts where the Kanyashree beneficiary herself is the account holder.

1.3.2 Communication Strategy

The Scheme recognizes that while conditional cash transfers address the immediate vulnerability of adolescent girls by keeping them in the protected environs of educational institutions, they will not necessarily change the attitudes of parents, extended families and communities towards girl children. And unless these attitudes shift, girls who complete their education will return to an environment which still largely associates their lives with the domestic domain, without allowing them to access facets of life beyond family duties, and especially not as economically productive providers for themselves and their families.

To ensure that the scheme's conditional cash transfers go beyond a mere compliance of the PCMA 2006, the Scheme has a communication strategy based on public advocacy and behavior change communication methods designed to bring about changes in attitudes, perceptions and behavior of adolescent girls, their families and other significant stakeholders in their lives.

The Scheme's Communication Strategy is designed to create influence on three levels:

- The cultural-environmental level where, through institutional and mass media, society at large is informed of the negative impact of child marriage, the law against child marriage, the options offered by Kanyashree Prakalpa and the objectives of the Scheme.

- Inter-personal social influence level, where families, peer groups, community and other immediate social networks that support the education of young girls with the long-term objective of their economic independence, rather than perpetuate the expectation of early marriage for them.
- Intra-Personal Influences – create a sense of self, personal capacity and well-being in adolescent girls

1.3.3 Kanyashree Plus

The impact of the Scheme is proposed to be further strengthened through Kanyashree Plus, its graduation strategy. Kanyashree Plus is being designed to ensure stronger inclusion of out-of-school adolescent girls in the Kanyashree CCT component, and facilitation of beneficiaries' transition from secondary education into tertiary education so that they may graduate into sustainable livelihoods and employment. Under consideration are the following activities:

1. Reintegration of out-of-school girls into education through non-formal education or bridge education and livelihoods support
2. Career counseling and coaching to young women enrolled in Kanyashree starting at age 16.
3. Life skills education (consisting of rights education, soft skills development, health and nutrition and financial literacy) delivered to young women
4. Facilitate each Kanyashree beneficiary's access to tertiary education and employment /business services, enabled by performance-based contracts with qualified providers.
5. Conduct outreach and public education activities to parents, caregivers and young men to generate support of young women's socio-economic empowerment.

1.4 Coverage

Launched on October 1, 2013, Kanyashree Prakalpa is applicable to the State of West Bengal only. Girls must be resident of the state, and be studying in institutions that are registered in West Bengal and recognized by the government.

ALL girls resident in West Bengal and studying in above-mentioned institutions and meeting the eligibility criteria listed in Section 7.1 (Annual Scholarship) and Section 7.2 (One-Time Grant) MUST be allowed to apply for the scheme's benefits.

This includes eligible girls who may be receiving scholarships from other sources, including other government schemes.

Section II

Implementation & Monitoring Mechanisms

2 Convergence of Departments

The Scheme is implemented in a convergent manner by the following Departments of the Government of West Bengal and other organizations in the state:

Department / Organization	Main Responsibilities
Implementing Department	
Department of Women Development & Social Welfare and Child Development	State, district and sub-divisional / block level functionaries of the department are responsible for leading the programme development, e-governance and management through the State and District Project Management Units and block offices
Partner Departments	
The Departments of <ol style="list-style-type: none"> 1. School Education 2. Higher Education 3. Technical Education & Training 4. Minority Affairs and Madrasah Education, 5. Sports and Youth Affairs 	State, district, block level / sub-divisional and institutional-level functionaries of these departments are responsible for implementing the scheme's programmatic components through their offices and resources, and for ensuring that educational institutions under their respective domains are capacitated in providing high-quality delivery of the scheme's services to its beneficiaries.
Finance Department	Budgetary allocations, financial monitoring, assistance in integration with Integrated Financial Management System (IFMS) and facilitating cash transfers.
Supporting Departments	
The Departments of <ol style="list-style-type: none"> 1. Health & Family Welfare 2. Backward Classes Welfare 3. Municipal Affairs 4. Panchayat and Rural Affairs 5. Mass Education 6. Information and Cultural Affairs 	Responsible for linking Kanyashree beneficiaries to opportunities and schemes in their respective domains, and for supporting the scheme in their respective domains.
e-Governance Agency	
National Informatics Centre, West Bengal State Center	Assisting the DWD in implementation of end-to-end e-governance mechanisms of the scheme

Banking Sector	
State Level Bankers Committee	Responsible for facilitating the financial inclusion of Kanyashree beneficiaries through zero-balance no-frills banking facilities, monitoring direct bank transfers to beneficiaries, and in ensuring that banks provide full and complete customer-friendly services to beneficiaries.
Lead banks in Districts	<p>Ensure that all eligible Kanyashree applicants are provided with no-frills zero balance accounts through simplified application forms (See Appendix 3) and receive full banking services.</p> <p>Responsible for managing direct fund transfers to beneficiaries based on sanction orders from District Magistrates, and providing fund usage related statements, till alternative systems are put in place.</p>
Technical Partner	
UNICEF	Providing technical support on several aspects of the scheme, especially in developing communication and capacity building strategy, programme monitoring and evaluation

In addition, as and when necessary, the following bodies may be invited to participate in providing support to the Scheme:

Organizations / Agencies	Suggested roles
Corporate houses	Extending CSR funding, employment focused trainings and employment opportunities to Kanyashree beneficiaries
Multilateral agencies	Extending technical support and funding towards programmes and projects that complement or extend Kanyashree's components
NGOs, CBOs and other community based organizations, such as SHGs, micro-finance groups etc	Extending linkages, funding and technical support towards projects and activities that complement or extend Kanyashree's components

3 Project Management Units

3.1 State Project Management Unit (SPMU)

The State Project Management Unit will be established under the Department of Women Development and Social Welfare, and will comprise the **following** **functionaries**, who will be recruited from regular service or consultants on contract:

1. State Project Manager
2. Deputy Project Manager
3. Accounts Officer
4. Two Accountants-cum-data managers

Consultants: The SPMU may be supported by consultants employed on a contractual basis, to provide technical support to the design and implementation of the communication and capacity building strategy, towards programme monitoring, and any other technical services that may be required from time to time.

The SPMU will be responsible for:

1. Providing technical and managerial inputs into effective and efficient state-wide implementation of the scheme's programmatic components
2. Issuing need-based guidelines, and revisions thereof, for effective implementation of the scheme
3. Developing state level annual plans including implementation plans, capacity building plans Annual Programme Implementation Plans (APIPs) and Calendar of Events.
4. Developing an overall monitoring and evaluation strategy and annual monitoring plans
5. Developing an overall Management Information System (MIS) plan, and compiling and reviewing reports from districts into a state-wide MIS.
6. Liaisoning with NIC-WB to ensure that the Kanyashree portal's design and functioning meets the Scheme's implementation and MIS needs, and thereby meets standards of e-governance.
7. Liaising with State Level Bankers Committee to ensure that fund transfers to beneficiaries are effectively implemented
8. Maintaining close liaison with the district administration and the District Project Management Units through regular telephonic or video conferences and field visits.
9. Ensuring timely release of funds to districts, and monitoring fund utilization
10. Maintaining linkages with with other state-level departments, multi-lateral agencies, NGOs and corporates for effective convergence initiatives
11. Monitoring grievances and technical issues to ensure that are resolved in a timely manner

12. Reporting periodically to the State Steering & Monitoring Committee
13. Conducting regular research into issues and trends in social protection and adolescent programming
14. Documenting progress, district initiatives and lessons learnt through a range of communication platforms.
15. Ensuring dissemination of all publications created by the programme to ensure cross-district learning and programme improvement.
16. Developing an annual media plan in close consultation with all DPMUs of the state.

3.2 District Project Management Unit (DPMU)

Each district shall have a District Project Management Unit functioning under the office of the District Magistrate. In Kolkata, the DPMU shall function under office of the Director, Social Welfare. In the district of Darjeeling, there will be two district project management units, one for GTA and the other for non GTA areas.

Each DPMU shall comprise the following functionaries, who shall be recruited from regular service or consultants on contract:

1. District Project Manager
2. Accountant
3. Two Accountants-cum-data managers

District Project Management Units shall be responsible for:

1. Implementation of the Scheme in the district, including issuing need-based directives and ensuring that all directives from the SPMU are complied with.
2. Developing district-level annual plans including implementation plans, capacity building plans, Annual Programme Implementation Plans (APIPs) and Calendar of Events
3. Ensuring that the district's annual targets cover all possible eligible girls, and ensuring that all eligible girls have timely access to the scheme.
4. Managing the supply-chain of application forms and other Kanyashree material in the the district.
5. Compiling and reviewing reports from blocks / sub-divisions, maintaining a district level MIS.
6. Updating the Kanyashree Portal in the Monthly District Monitoring Format.

7. Maintaining close liaison with Sub-division / Block level functionaries through regular telephonic or video conferences and field visits.
8. Liaising with district's lead bank to ensure that fund transfers to beneficiaries are effectively managed and reconciled
9. Management of the programme's funds, including reconciling fund utilization statements from banks, and providing fund utilization statements to the SPMU
10. Reporting periodically to the District Steering & Monitoring Committee and to the SPMU
11. Document progress, district initiatives and lessons learnt and update the SPMU with publications. in every quarter of the year.
12. Ensuring that all grievances are recorded using the Online Grievance Redressal Mechanism, and are satisfactorily resolved in a time-bound manner under intimation to the aggrieved party.
13. Ensuring a sanitised database of the database of beneficiaries by regular checking and removal of duplicate entries.
14. Ensure tracking of drop-out cases, institution-wise investigation into the reasons for drop-out, and conducting PR campaigns to create awareness and bringing them back into mainstream education by counseling their key influencers, including parents, peer groups and communities.
15. Ensure tracking of application forms distributed serial number-wise to educational institutions, and ensuring that they are filled up and uploaded in time.
16. Ensure accountability through random physical visits and field verifications (a minimum of 5% of field verification to be done at each level).

3.3 Sub-divisional / Block -level Project Management

Sub-divisional / Block Development Officers shall be the nodal persons for the Scheme in their block / sub-division, and shall be responsible for ensuring that all educational institutions with eligible beneficiaries are making the scheme available to them.

Sub-divisional / Block officers shall be assisted by data managers recruited for the purpose of management of data-entry of applications and other tasks at this level.

Sub-divisional / Block level Project Management responsibilities include:

1. Ensuring that application forms are made available in a timely manner to educational institutions.
2. Ensure tracking of application forms distributed serial number-wise to educational institutions, and ensuring that they are filled up and uploaded in time.

3. Ensuring data-entry of applications for educational institutions that have no computer facilities, and regularly reviewing the MIS at sub-divisional levels.
4. Verification of applications uploaded by educational institutions (a minimum of 5% of field verification to be done at each level).
5. Ensuring that all eligible girls have timely access to the scheme.
6. Ensure tracking of drop-out cases, institution-wise investigation into the reasons for drop-out, and conducting PR campaigns to create awareness and bringing them back into mainstream education by counseling their key influencers, including parents, peer groups and communities.

3.4 Role of District Inspector (Secondary) / Sub-Inspector(Secondary) of Schools

1. Identify all schools under their administrative domains with female students between the ages of 13 – 19 who qualify for the scheme, and ensure that they:
 - a. Are aware of the Scheme
 - b. Enroll all eligible students in the scheme
 - c. Extend all help and guidance to eligible girls and enrolled beneficiaries.
2. Maintaining a database of girls who have dropped out of Kanyashree Prakalpa and supporting the Block units in tracking and investigating cases of such girls and bringing them back to education.
3. Tracking out-of-school children, motivating them to return to school and linking them to Kanyashree Prakalpa

3.5 Role of Educational Institutions

1. Provide a single-window service delivery mechanism for the scheme, including the following activities:
 - a. Providing adequate and timely knowledge of the scheme, its provisions and intent to its students, with a prominent display of the scheme's features through communication materials provided by the DPMU, as well as the Standard Operating Procedures of the Scheme as stipulated under the WBPSDA 2013.
 - b. Ensuring that all eligible girls are assisted in opening no-frills banking accounts, filling up application forms and collating certificates of eligibility
 - c. Ensuring that all filled-in forms are uploaded in time.

- d. Ensuring the e-processing of applications either through their own facilities or through the Block / CLRC offices
- e. Ensuring that all applicants receive acknowledgement of their application with Application Form No. as per the WBPSDA 2013, their Kanyashree Id, Kanyashree Identity card and Kanyashree bangles.
- f. Ensuring taking of the Kanyashree Pledge by all beneficiaries
- g. Acting as the first point of grievance redressal, and assist applicants in escalating their grievances through the online grievance redressal mechanism or block and district offices, and with local banks.
- h. Ensuring that the institution participates in the various Kanyashree programmes in the district, and conducts regular advocacy and behaviour change programmes as laid out in the Kanyashree Communication Strategy.
- i. Escalating cases of bank failure complaints to DPMUs in time.
- j. Ensuring that the HOI, as designated officers maintain the stipulated time limit for rendering services as per order under WBPSDA 2013 (See Appendix 8)

4 Steering & Monitoring Committees

4.1 Role of Steering and Monitoring Committees at all levels

Steering and Monitoring Committees are instituted at State, District and Sub-divisional / block levels.

The Steering & Monitoring Committees will meet periodically (Every two months at the state level, and monthly at district and sub-divisional / block level) or earlier, if needed, at the discretion of the Chairperson of the Committee. If required, technical experts, NGOs or civil society groups may be invited to attend to meetings.

State, District and Sub-division / Block level Steering and Monitoring Committees shall, at their respective levels:

1. Provide strategic guidance into the programme strategy and implementation of the Scheme.
2. Promote convergence between stakeholders to ensure coordination in service delivery of the scheme's benefits, and creation of linkages and partnerships that will directly or indirectly promote positive outcomes for Kanyashree beneficiaries.
3. Review and monitor on all matters relating to the implementation of the Scheme
4. Consider the bottlenecks faced during the implementation of the Scheme and suggest modifications required for improving implementation.

4.2 Members of State-level Steering and Monitoring Committee

The Committee shall comprise the following officials:	Position
Finance Minister, Government of West Bengal	Chairperson
Minister, Women Development and Social Welfare and Child Development	Member
Chief Secretary, Government of West Bengal	Member
Principal Secretary / Secretary, Department of Women Development & Social Welfare and Child Development	Convener, Member
Principal Secretary / Secretary, Department of Higher Education	Member
Principal Secretary / Secretary, Department of School Education	Member
Principal Secretary / Secretary, Department of Health and Family Welfare	Member
Principal Secretary / Principal Secretary, Department Panchayat and	Member

Rural Development	
Principal Secretary / Secretary, Department of Minority Affairs and Madrasah Education	Member
Principal Secretary / Secretary, Department of Mass Education Extension and Library Services	Member
Principal Secretary / Secretary, Sports and Youth Services	Member
Principal Secretary / Secretary, Department of Finance	Member
Principal Secretary / Secretary, Department of Technical Education & Training	Member
Principal Secretary / Secretary, Department of Information & Cultural Affairs	Member
Principal Secretary / Secretary, Department of Municipal Affairs	Member
Principal Secretary / Secretary, Department of Backward Class Welfare	Member
State Informatics Officer, NIC West Bengal	Member
State Project Director, Sarva Shiksha Abhiyan	Member
Chief of Field Office , UNICEF Office for West Bengal	Member

4.3 Members of District-level Steering & Monitoring Committees

4.3.1 All Districts

The Committee shall comprise the following officials:	Position
District Magistrate	Chairperson
District Nodal Officer, Kanyashree	Member
District Project Manager, Kanyashree	Convener, Member
District Social Welfare Officer	Member
All Sub-Divisional Officers	Member
District Project Officer, Sarva Shiksha Mission	Member
District Inspector of Schools (Secondary)	Member
District Programme Officer, ICDS	Member
District Panchayat and Rural Development Officer	Member
Chief Medical Officer of Health	Member
District Officer for Minority Welfares or Officer in-charge of Minority Affairs	Member

Chairpersons, Municipality	Member
District Officer for Information & Cultural Affairs	Member

4.3.2 Kolkata

The Committee shall comprise the following officials:	Position
Mayor, Kolkata Municipal Corporation	Chairperson
Director, Social Welfare	Convener, Member
Commissioner, Kolkata Municipal Corporation	Member
Commissioner for the Persons with Disabilities	Member
Joint Secretary, Department of Higher Education	Member
State Project Director – Sarva Shiksha Mission	Member
Commissioner of School Education	Member
District Collector, Kolkata	Member
District Inspector of Schools (Secondary)	Member
District Programme Officer, ICDS	Member
Nodal Officer (Asst Director) Minority Affairs	Member

4.3.3 Sub-divisional Steering & Monitoring Committee (for municipalities)

The Committee shall comprise the following officials:	Position
Sub-Divisional Officer	Chairperson
Any officer nominated by SDO or SDDMO	Convener, Member
Chairman, local municipality	Member
Asst. Inspector of Schools (Secondary)	Member

4.3.4 Block Steering & Monitoring Committee

The Committee shall comprise the following officials:	Position
Block Development Officer	Chairperson
Block Welfare Officer	Convener, Member
Asst. Inspector of Schools (Secondary)/ Sub-inspector of Schools	Member
Block Medical Officer of Health	Member
Child Development Programme Officer (ICDS)	Member

5 Single-window Service Delivery through Educational Institutions

All first-time Kanyashree applicants, whether applying for the Annual Scholarship (K1) or for the One-Time Grant (K2), will be provided pre-printed forms by the educational institution they are enrolled in. For convenience, K1 forms are printed on light green paper (See Appendix 1), and K2 forms are printed on light blue paper (See Appendix 2). Beneficiaries will have to fill in their application forms and hand them over, along with necessary certifications to designated persons in their educational institutions. As per the West Bengal Public Services Delivery Act, 2013 (WBPSDA 2013), HOIs will provide acknowledgement receipt (marked with their Application Form No.) to the applicants.

All application forms received by the education institutions shall be immediately entered into the portal along with scanned bank details. Only in cases where the educational institutions are unable to process applications because of lack of computer facilities, application forms are sent for data-entry to the appropriate block office / sub-divisional office or to the nearest CLRC.

Once an application has been successfully uploaded, the portal creates a unique Kanyashree Identification Number (Kanyashree ID) and a Kanyashree Identity Card, which must be handed over to the beneficiary. Until upload of the application form, the Form ID shall serve as the applicant's identification.

Once uploaded, applications and certifications become visible for scrutiny and subsequently sanction and payment through direct bank transfer. There is no physical movement of paper forms, and no manual generation of scrutiny or sanction lists. These are entirely automated, and applications become visible to the appropriate officer / unit (user) depending on the user's authorization level. Wherever possible, batch processing of applications has been implemented, without compromising on data or process integrity.

Each pre-printed form has its own unique identification number (Form ID). District, sub-divisional and block units shall maintain a track of application forms distributed to educational institutions in their respective administrative domains, and check the portal to ensure that beneficiaries' applications are being uploaded in a timely manner.

All sanctioned and rejected application forms are retained for sample verifications with the institutions or in offices of BDOs (for rural areas), Sub Divisional Officers (for urban areas) and Director, Social Welfare (Kolkata).

Renewal of the Annual Scholarships are to be processed in bulk by Heads of Institutions, with beneficiaries only providing certificates of eligibility. For girls up-grading from the annual scholarship to the one-time grant, application forms with details of the applicant will be generated

on-demand on the portal by the educational institution. Once filled in, these, along with necessary certificates, will be handed back to the Heads of Institutions for further processing.

For complete details of the process, see Chapter Processing of Conditional Cash Transfers

6 E-Governance (G2C) through Kanyashree Online

Kanyashree Online (wbkanyashree.gov.in) is a multi-user Government-to-Citizen (G2C) portal that provides comprehensive e-governance of Kanyashree Prakalpa. The Scheme's Management Information Systems and e-Governance mechanisms are dynamic in nature, and will be continually strengthened and updated as the Scheme evolves.

The following table lists the portal's key features and functions. Detailed explanations of functions and processes of the portal are explained in relevant chapters elsewhere in the guidelines.

Kanyashree Online 2.0: Key Features	
<p>Accessible, single-window Service Delivery (G2C)</p>	<ul style="list-style-type: none"> • Educational Institutions> single-window delivery mechanism : <ul style="list-style-type: none"> ○ Application Forms <ul style="list-style-type: none"> ▪ Preprinted application forms (Bi-lingual) are available with schools and other institutions for first-time applicants to Kanyashree Prakalpa (See Appendix 1 & 2 for K1 and K2 forms respectively) ▪ Portal generated application forms will be provided to girls who are upgrading from the Annual Scholarship to the One-Time Grant ▪ Once a girl is accepted in the Annual Scholarship scheme, renewal of her scholarship in subsequent years will be automated through a bulk-renewal process conducted by the HOI of the educational institution. ○ Certifications <ul style="list-style-type: none"> ▪ Fresh applicants to Kanyashree, both K1 and K2, as well as girls who are upgrading from K1 to K2 will need to provide certificates for each eligibility criteria. ▪ At time of renewal of scholarships, girls do not need to provide birth certificates or income certificates. HOIs are responsible however, for conducting due diligence on the marital status of the applicants before processing their renewals. ○ Girls are supported by the institutional staff in filling up application forms, collecting and collating supporting documents and in opening of bank accounts • Simplified eligibility criteria: <ul style="list-style-type: none"> ○ Eligibility criteria have been kept to a minimum, ○ Certification by local competent authorities. • Simplified banking: <ul style="list-style-type: none"> ○ Simplified single page account opening forms (See Appendix 3), zero balance bank accounts ○ Account opening camps held in educational institutions and neighbouring areas ○ Benefits disbursed through Direct Bank Transfer (DBT)
<p>Cost-effective,</p>	<ul style="list-style-type: none"> • Service Delivery Processes

<p>Centralized, Real-time data management (G2C)</p>	<ul style="list-style-type: none"> ○ Data-entry and primary validation at institutional level, with alternative facilities at CLRC, Sub-divisional / Block level ○ Scrutiny and validation (checking of duplication etc), at sub-divisional / block level ○ Sanctioning at district level ○ Direct bank transfer ● Need-based real-time reporting <ul style="list-style-type: none"> ○ Institutional level: Tracking of progress of application of institution ○ Sub-divisional / block and District level MIS for daily management, scrutiny and sanctioning ○ Monthly update of District Monitoring Format ○ State level MIS for strategic management and monitoring.
<p>Multiple Communication channels between service provider and citizen (G2C)</p>	<ul style="list-style-type: none"> ● Beneficiary updated at each step of the process: <ul style="list-style-type: none"> ○ Receives SMS alerts on registration / renewal, sanction and fund transfer ○ Receives unique Form ID and Kanyashree ID and can track her application online ● Beneficiary Queries and grievances are handled at: <ul style="list-style-type: none"> ○ Mainly at Institutional level by head of institution (HOI) / teachers, with escalation to higher levels if necessary. ○ Nodal officers names and contact details (phone and email) are available online ○ At state level queries are handled through dedicated email (support.kanyashree@nic.in) and Help Desk (+91 9007462088) manned by the SPMU, NIC and other state officials ○ Online grievance redressal mechanism available (wbkanyashree.gov.in), with SMS alerts. ● Citizen's charter documentation: <ul style="list-style-type: none"> ○ Implementation Guidelines ○ Stipulated time of service provision in accordance with the WBPSDA. (See Appendix 8)
<p>Content Management</p>	<ul style="list-style-type: none"> ● The portal has a content management facility whereby public notices, government notifications, orders, letters etc are be uploaded. ● Each district has a 'District Corner' where they upload documents, photographs, monthly District Monitoring Formats etc.
<p>User Management & Usability</p>	<ul style="list-style-type: none"> ● User-friendly, simple data-entry forms, and step-by-step processes ● Uses Responsive Web Design (RWD) Approach: can be used optimally over a wide range of devices (from desktop computers to mobile phones) ● Online FAQs and user manuals for procedures
<p>Problem resolution and query handling</p>	<ul style="list-style-type: none"> ● Dedicated e-mail id: support.kanyashree@nic.in ● Technical Help Desk (+91 9007462088) (10 am to 6 pm) ● Regular video-conferencing

- Privacy and Security
- User authentication through
 - Secured logins and passwords
 - Digital signatures of users at all levels (DMs, ADMs, SDOs, BDOs and Heads of Institutions)
 - Data security features
 - Photographs of beneficiaries watermarked.
 - Detailed user-footprint audit trails
 - All user-computer nodes monitored by NIC and uses 128 bit encryption for all network traffic.
 - Central hosting of application at NIC iNOC Data Centre with in-built security features like IDS (Intrusion Detection System), multiple level Firewalls.
 - Audited by STQC. (Standarization Testing and Quality Certification Directorate, GOI)

- Technical Features
- Uses open-source web technology
 - Coded in php
 - Data base: PostGRESql

Section III: Conditional Cash Transfers

7 Conditional Cash Transfer Benefits

7.1 Annual Scholarships (K1)

The Scheme assures an annual scholarship of Rs. 750/- to girls who fulfill the following eligibility criteria:

Eligibility Criteria		Certification
1. Age	Is between 13 and 18 years of age	Birth Certificate issued by Municipal or Panchayat authorities ¹
Producing birth certificate is waived if: If the applicant is currently resident in a Home registered under the Juvenile Justice Act, 2000 and does not have a birth certificate		Certificate of age by Head of Institution
2. Marital Status	Is Unmarried	Declaration by parent / guardian, certificate by a Competent Certifying Authority
3. Education	Is enrolled in any one of the following educational institutions: 1. In class VIII or above in a formal school, madrassah or equivalent open school course 2. A college or equivalent open university course 3. A Vocational Training Centre, Technical Training Centre or Industrial Training Centre	Certificate of enrolment and attendance by Head of Institution
Minimum Class VIII is waived if: If the applicant has special needs (disability 40% or more)		Certificate of Disability furnished by appropriate authority
4. Family Income	Is less than or equal to Rs. 1,20,000/- per annum	A declaration by self-employed parents / guardian stating definite income from all sources; or Income certificate furnished by employer for employed parents / guardians, certificate by a Competent Authority
Family income criteria to be waived if one or more of the following is true:	a) If the applicant has special needs (disability 40% or more),	Certificate of Disability furnished by appropriate authority
	b) both parents are deceased	1. Declaration by guardian, certificate by a Competent Authorities

1. ¹ If an applicant to the Annual Scholarship (K1) does not have a birth certificate, her application may be accepted and her age certified from records available with the educational institution; however, she will not be eligible for renewal of the annual scholarship or upgrade to the One-Time Grant unless she obtains and submits a birth certificate in the interim

		2. Death certificates of the deceased parents
	c) If the applicant is currently resident in a Home registered under the Juvenile Justice Act, 2000	Certificate of residence by Superintendent of Home

7.2 One-Time Grant (K2)

The Scheme assures a One-Time Grant of Rs. 25,000/- to girls who fulfill the following eligibility criteria:

Eligibility Criteria		Certification
1. Age	Is Between 18 and 19 years of age	Birth Certificate issued by Municipal or Panchayat authorities
Producing birth certificate is waived if: If the applicant is currently resident in a Home registered under the Juvenile Justice Act, 2000 and does not have a birth certificate		Certificate of age by Head of Institution
2. Marital Status	Is unmarried	Declaration by applicant, certificate by a Competent Authority
3. Education	Is enrolled in any one of the following educational institutions: 1. Class VIII or above in a school, madrassah or equivalent open school course 2. A college or equivalent open university course 3. A Vocational Training Centre, Technical Training Centre or Industrial Training Centre 4. Sports Training Institute	Certificate of enrolment and attendance by Head of Institution
Minimum Class VIII is waived if: If the applicant has special needs (disability 40% or more)		Certificate of Disability furnished by appropriate authority
4. Family Income	Is less than or equal to Rs. 1,20,000/- per annum	A declaration by self-employed parents / guardian stating definite income from all sources; or Income certificate furnished by employer for employed parents / guardians, certificate by the Competent Authority
Family income criteria to be waived if one or more of the following is true:	a) If the applicant has special needs (disability 40% or more)	Certificate of Disability furnished by appropriate authority
	b) both parents are deceased	1. Declaration by guardian, certificate by a Competent Authority. 2. Death certificates of the

		deceased parents
	c) If the applicant is currently resident in a Home registered under the Juvenile Justice Act, 2000	Certificate of residence by Superintendent of Home

7.3 Notes on Eligibility Criteria and Certification

7.3.1 Calculation of Family Income

1. So long as either of the parents is alive, only income of the parents will be taken into account and of no other family members even though they may be earning.

7.3.2 Competent Authorities

Declarations made by the applicant or applicant's parents/guardians may be certified by any of the following:

1. Group A Officer of State Government or Government of India who is either posted in the area, or is a resident of the area of residence of the applicant
2. Member of Parliament, Member of Legislature of the area of residence of the applicant
3. Counsellor of ward of municipal areas, Gram Panchayat Pradhan of the area of residence of the applicant

7.4 Submission & Safekeeping of Certificates

1. All applicants to the Annual Scholarship, when applying for the first time using the K1 Application Form, must provide all necessary certificates of eligibility. However, at time of renewal of Annual Scholarships in successive years applicants need only provide a certificate of Marital Status.
2. All applicants to the One-Time Grant, whether first-time Kanyashree beneficiaries or cases of upgrade from K1 to K2, must provide all necessary certificates of eligibility.
3. Certificates do not need to be uploaded on the portal. However, all certificates provided by applicants must be safely kept at the educational institution, and be made available for inspection to field verifying officers of the DPMU or Sub-divisional / Block officers on demand.

The following table summarizes the list of certificates to be provided by applicants:

Certificate	Annual Scholarship		One-Time Grant	
	First time beneficiary	Renewal	First time beneficiary	Upgrade from K1 to K2

Birth Certificate issued by municipal or panchayat authorities	Yes	No	Yes	Yes
<p>If an applicant to the Annual Scholarship does not have a birth certificate, her application may be accepted and her age certified from records available with the educational institution; however her scholarship may not be renewed in the subsequent year unless she submits a birth certificate in the interim.</p> <p>No applications for One-Time Grant will be allowed without a birth certificate issued by municipal / panchayat authorities</p>				
Marital Status statement	Yes	Yes	Yes	Yes
Income Certificate	Yes	No	Yes	Yes
Income Certificate is not to be submitted if applicant provides				
Disability Certificate (in case of disability of 40% or more)	Yes	No	Yes	Yes
Certificate of Residence in Home registered under the J. J. Act 2000 (incase applicant is resident in such home)	Yes	No	Yes	Yes
Statement of death of both parents by legal guardian AND Death certificates of both parents (incase both the parents of the applicant are deceased)	Yes	No	Yes	Yes

7.5 Bank Accounts and Payment Mode

1. Having a bank account in the applicant's name is a pre-requisite for applying to the Scheme's benefits, as the Scholarship or One-Time grant will be paid to the beneficiaries by way of Direct Cash Transfer only.
2. The applicant's bank account should have her mother / female guardian as a nominee.
3. Educational Institutions will coordinate with local banks to facilitate the opening and operating of zero-balance no-frills bank accounts for eligible applicants using simplified one-page application forms (See Appendix 3)
4. The District administration will, along with education institutions and local banks, facilitate the organization of camps to help girls open bank accounts.

5. Banks shall provide the account holder with a passbook and other applicable facilities such as a Rupay Card etc. as soon as an account is opened. If the bank is unable to provide the account holder with a passbook immediately upon account-opening, the bank will provide a letter stating the account holder's name, address and account number, duly signed and stamped by the bank manager.
6. All applicants to the Annual Scholarship and the One-Time Grant shall provide photocopies of the page of their bank passbook / letter from bank that states their name, address and bank account number along with their application form. At the time of renewal of annual scholarship however, the applicant need not provide a copy of the bank passbook / letter from bank. Such photocopies shall be scanned and uploaded to the portal during K1 and K2 application upload, and during K1 to K2 upgrade.

The following table summarizes actions to be taken for bank passbook photocopies:

	Annual Scholarship		One-Time Grant	
	First time beneficiary	Renewal	First time beneficiary	Upgrade from K1 to K2
Scan and upload at time of application processing	Yes	No	Yes	Yes

7.6 Sanctioning Officers

1. In all districts barring Kolkata, the District Magistrate will be the Sanctioning Officer;
2. In Kolkata, the Director, Social Welfare Department shall be the Sanctioning Officer.

8 Processing of Conditional Cash Transfers

8.1 Enrollment of educational institutions on e-portal

Activity	Responsibility	Guidelines
Enrollment of educational institutions on e-governance portal	DPMU, SDO/ Block Officers / DIs & SIs of schools	<p>Administrators at block and district must ensure that all schools, colleges, technical and vocational institutions as well as homes registered under the J. J. Act in the district are aware of the scheme, have enrolled on the portal and are making the scheme accessible to all eligible beneficiaries</p> <p>The DPMU will periodically send a list of educational institutions and their details, including DISE Code to the Kanyashree Technical Help Desk (Wbkanyashree@nic. In) for enrollment on the portal. Such list shall be duly signed by the District Magistrate / Director, Social Welfare</p> <p>Educational Institutions that do not have a DISE Code will be provided an identifying code by the portal</p>
	Educational Institutions	As educational institutions are the single-window service delivery point for Kanyashree Prakalpa, every educational institution with female students between the ages of 13 to 19 must liaison with their block/sub-divisional office to enroll on the portal.

8.2 Opening of bank accounts for eligible applicants

Activity	Responsibility	Guidelines
Opening of bank accounts for eligible applicants	Educational Institutions and local banks	<p>Banks and educational institutions shall assist eligible beneficiaries in opening zero-balance, no-frills accounts using a single-page account opening form (See appendix 3).</p> <p>Banks shall provide the account holder with a passbook and other applicable facilities such as a Rupay Card etc. as soon as an account is opened. If the bank is unable to provide the account holder with a passbook immediately upon account-opening, the bank will provide a letter stating the account holder's name, address and account number, duly signed and stamped by the bank manager.</p>

8.3 Distribution of application forms

All application forms, whether pre-printed or portal-generated shall be made available to applicants free-of-cost from the educational institution they are enrolled in. Applicants are not to be charged by educational institutions or district / block offices for processing applications.

8.3.1 Pre-Printed Application Forms (K1 and K2) for first time Kanyashree applicants

Pre-printed application forms will only be given to girls who are applying for the schemes benefits (either for the Annual Scholarship (K1) or the One-Time Grant (K2) for the very first time.

Activity	Responsibility	Guidelines
Printing and distribution of pre-printed application forms (K1 and K2) for first-time applicants.	SPMU	Application forms shall be printed at state level by an agency selected by the SPMU, with each application form having a unique serial number. For convenience, K1 forms are printed on light green paper (See Appendix 1), and K2 forms on light blue paper (See appendix 2).
	DPMU / SDO . BDO	DPMUs shall periodically estimate the number of forms required and requisition the SPMU accordingly. District and sub-divisional / block offices shall ensure that educational institutions have an adequate stock of application forms based on an estimated number of beneficiaries.
	Educational Institutions	Educational institutions shall liaise with their SDO/Block office to ensure a continuous supply of pre-printed application forms and ensure that all eligible applicants receive forms in time.

8.3.2 Portal-generated Application Forms for Upgradation (K1 to K2 upgrade)

For existing K1 beneficiaries who become eligible for the One-Time Grant, K2 application forms will be printed by the educational institution from the portal and handed over to the applicants. Such forms will have certain pre-filled in fields to facilitate application form-filling and data-entry.

Activity	Responsibility	Guidelines
Printing & distribution of portal generated K2 forms for upgrade cases	Educational Institutions	Educational institutions shall monitor the portal for beneficiaries who become eligible for through the 'Upgrade module', and print and distribute their forms in a timely manner.

Note:

- i. In cases where educational institutions do not have computer facilities, the Heads of Institutions (HOI) shall approach their respective sub-divisional / block offices / CLRC for usage of their facilities for processing of applications.
- ii. In cases where educational institutions upload applications using their own facilities, a fixed amount will be paid for each document scanned and form uploaded. (See Appendix 9)

8.4 Processing at educational institution level

8.4.1 Uploading of application forms at educational institution level

Activity	Responsibility	Guidelines
Receiving applications and uploading to e-portal	Educational Institutions	<p>Institutions shall assist eligible beneficiaries in filling up application forms and support them in collating the certificates required to prove their eligibility for the scheme.</p> <p>On receipt of completed application forms along with certificates from applicants, the head of the institution shall ensure that</p> <ol style="list-style-type: none">a) Forms have been filled up in full, certificates of eligibility and a photo-copy of the first page of the bank passbook (containing the name, address and bank account number) of the account holder, are attached. In cases where the applicant has not been provided a bank passbook, a letter from the bank providing the account holder's name, address and account no. may be provided).b) The tear-off portion of the application containing the application form no. and acknowledgement is signed with the date of receipt and official stamp and returned to the applicant as per provision of WBRTPSA 2013c) The application is uploaded on the e-portal immediately, along with the scanned copy of the bank passbook page/ letter from bank.d) The applicants Identity Card is printed and handed over to the applicant along with a Kanyashree bangle.e) Physical copies of applications and certificates will be kept by the institution safely. <p>Note: Till the applicant receives her Kanyashree ID (Generated by the portal), the Application Form ID shall</p>

		<p>serve as her ID for tracking purposes)</p> <p>All applicants should be made aware of the importance of keeping a record of their application Form Id, Kanyashree ID and their bank account no. to facilitate queries and grievances.</p> <p>At no point should the institution keep completed application forms pending: all forms must be uploaded within a week of their receipt by the institution. Application forms in excess of requirement should be returned by institutions to their respective blocks/subdivisions so that they can be reallocated to other institutions.</p>
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8.4.2 Online bulk process for renewal of annual scholarships (K1 to K1 renewal)

For existing Kanyashree beneficiaries receiving the annual scholarship (K1) , application forms are NOT to be distributed at the time of renewal of their scholarship. Instead, educational institutions will use the bulk-renewal module provided by the portal and process the renewals of such beneficiaries after verifying their eligibility status.

Activity	Responsibility	Guidelines
Bulk processing of renewals of annual scholarships	Educational Institutions	<p>The e-portal provides a Bulk Renewal module through which renewal of applications have been largely automated.</p> <p>The Bulk Renewal module identifies beneficiaries who are currently eligible for renewal of their annual scholarship, and allows the HOI to certify their eligibility and forward their applications to block level in bulk. At renewal, beneficiaries need to only declare their unmarried status.</p> <p>The HOI shall satisfy herself of the unmarried status of each of the applicants before certifying their eligibility. All such documents / certificates will be carefully preserved at the institution.</p> <p>After processing the applications in bulk, the HOI must display a list of such applications and the date of bulk renewal on the institution’s notice board.</p>

8.4.3 Online Transfer of beneficiaries from one institution to another

Activity	Responsibility	Guidelines
Transfer of beneficiary	Educational Institutions	When a Kanyashree beneficiary leaves one educational institution for another after obtaining a Transfer Certificate, the HOI must, without delay, use the “Transfer Beneficiary” module to ensure that the institution she is now enrolling in may process her K1 or K2 application.

8.5 Processing of applications at block and district levels

Activity	Responsibility	Guidelines
Verification & Scrutiny of applications	Block level	<p>The designated officer shall check the details of the applicant on the e-portal with the scanned certifications and ensure they match. Applications shall also be verified to ensure that no duplicate applications / fraudulent applications pass the verification process.</p> <p>K1 Scrutiny: The designated officer shall scrutinize every form and ensure that at least 5% of the first-time applicants for the Annual Scholarship are physically verified. Selection of applications shall be randomized.</p> <p>K2 Scrutiny: The designated officer shall ensure that every application for the one-time grant is scrutinized, and physical verification conducted through a home visit using the Physical Verification Form (see appendix 4).</p> <p>All applications that pass the verification and / or scrutiny process will be forwarded to DPMU for sanctioning.</p> <p>For rejected applications, the reason of rejection must be mentioned and action taken accordingly.</p>
Sanctioning of applications	District Sanctioning Officer	<ol style="list-style-type: none"> <li data-bbox="767 1173 1465 1308">1. The District Magistrate / Director, Social Welfare shall periodically sanction a batch of verified applications through the e-portal and send the list to the concerned bank of the district. <li data-bbox="767 1339 1465 1406">2. For cases of duplicate sanction, sanitization should be done within a week.
Disbursement of Funds to beneficiaries	Lead Bank of District	<ol style="list-style-type: none"> <li data-bbox="767 1442 1465 1576">1. On receipt of the Sanction Order, banks shall electronically transfer the requisite amount to beneficiaries' accounts, and send a confirmatory SMS to the beneficiary's cell phone. <li data-bbox="767 1608 1465 1823">2. After processing the transfers, the bank shall provide a list of beneficiaries for whom transfers have successfully been made, as well as an MIS of failed transactions with details of beneficiaries whose transfers have failed, and reasons for failure in each case.

8.6 Online tracking of status of application

All applicants should be informed that they can use their Application Form ID and / or Kanyashree ID to log into the portal to check the progress of their application and be assisted in the process.

8.7 Grievance Redressal

1. Applicants / beneficiaries may report a grievance by phone, online, or in a letter. Any official receiving a grievance over phone or in a letter must upload it online through the Grievance Redressal Module within 24 hours.
2. DPMUs shall ensure that a proper record of the grievances lodged by beneficiaries are maintained, and are addressed without delay.

Appendix
