

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

RAJYA SABHA
UN-STARRED QUESTION No. 2546
TO BE ANSWERED ON 22.03.2023

SETTING UP OF WOMEN HELPLINE IN THE COUNTRY

2546. SHRI DHANANJAY BHIMRAO MAHADIK:

Will the Minister of Women and Child Development be pleased to state:

- a. whether Government has achieved the aims and objective for setting up the women helpline in the country and if so, the details thereof and if not, the corrective steps taken in this regard;
- b. whether Government has launched any awareness programme about the implementation of the scheme and if so, the details thereof and its outcome;
- c. the details of number of women benefited from such helpline during the last three years and the current year; and
- d. whether Government has conducted any periodic assessment of the functioning of women helpline across the country and if so, the outcome thereof?

ANSWER

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SMRITI ZUBIN IRANI)

(a) to (d): The Women Helpline aims to provide 24 hours emergency and non-emergency response through telephonic short-code 181 to women, both in public and private spaces by linking them with appropriate authorities such as Police, One Stop Centres, hospitals, Legal Services Authorities etc. Women Help Lines (WHL) also support women in distress with counseling services in addition to providing information about women welfare schemes and programs across the country. Presently, WHLs is functional in 34 States/ UTs.

Further, the Government has decided to integrate the Women Helpline (WHL-181) with Childline-1098 and Emergency Response Support System (ERSS-112) and their linkage with One Stop Centres as well as Districts Child Protection Units for providing smooth and seamless helpline services to women and children.

The Ministry of Women and Child Development undertakes reviews of the implementation of its schemes, including Women Helpline, through official visits, meetings, video conferences, workshops etc. from time to time with concerned authorities and functionaries of the scheme. The number of calls registered/ received and women benefitted/ assisted during each of the last three years and the current year is enclosed at **Annexure.**

A third party evaluation of the schemes of the Ministry, including analysis of implementation the WHL Scheme was conducted during the Financial Year 2020-21 by NITI Aayog. The study found the relevance, efficiency and sustainability of the scheme as satisfactory. Based on the findings of the said study, the scheme has been included as a component of sub-scheme 'Sambal' under Mission Shakti for implementation during period of 15th Finance Commission Cycle i.e. upto 2025-26.

Annexure

ANNEXURE REFERRED TO IN REPLY TO PART (a) to (d) OF THE RAJYA SABHA UN-STARRED QUESTION NO. 2546 FOR ANSWER ON 22.03.2023 ASKED BY SHRI DHANANJAY BHIMRAO MAHADIK REGARDING 'SETTING UP OF WOMEN HELPLINE IN THE COUNTRY'

Year-wise and State/UT-wise number of calls registered/ received and women assisted through Women Helpline during each of the last three years and the current year.

Sl. No.	State / UT	2019-20		2020-21		2021-22		2022-23 (as on 31.12.2022)	
		Calls registered/ received	women benefitted/ assisted	Calls registered/ received	women benefitted/ assisted	Calls registered/ received	women benefitted/ assisted	Calls registered/ received	women benefitted/ assisted
1	Andaman and Nicobar Islands	307	39	391	42	454	39	423	31
2	Andhra Pradesh	239444	2349	125440	2035	93421	1510	117013	1322
3	Arunachal Pradesh	1021	164	471	280	354	238	298	183
4	Assam	61786	1118	68543	1208	76658	1715	57224	4360
5	Bihar	34974	417	32218	415	78268	731	67367	2044
6	Chandigarh	8958	8958	10047	10047	11021	11021	10154	10154
7	Chattishgarh	91437	3027	97960	3647	84862	3378	82431	2454
8	Dadra and Nagra Haveli and Daman and Diu	77	77	73	73	55	55	30	30
9	Delhi	568693	541261	536282	510154	542618	509185	657052	632289
10	Goa	7434	5026	16254	12365	15476	11952	9573	9093
11	Gujarat	157378	157378	147030	147030	164952	164952	144078	144078
12	Haryana	12022	2714	12503	3492	15847	6530	14210	2485
13	Himachal Pradesh	1838	1838	2120	2120	4235	4235	28418	28418
14	Jammu and Kashmir and Ladakh	981	981	2422	2422	1563	1563	1722	1722
15	Jharkhand	0	0	13990	2644	43023	11214	20928	14329
16	Karnataka	240251	6159	54469	9095	61093	10790	48316	6118
17	Kerala	18853	18853	25591	25591	41497	41497	76463	76463
19	Madhya Pradesh	1336	1096	72783	15029	72426	17989	38294	14501
20	Maharashtra	1168	1168	8741	8741	5742	5742	2737	2737

	ra								
21	Manipur	4529	125	5452	172	4824	131	5018	90
22	Meghalaya	3136	362	3171	736	1977	577	2122	376
23	Mizoram	1624	1624	2677	2677	2645	2645	2488	2488
24	Nagaland	104	79	601	112	1925	996	46	44
25	Odisha	20332	8442	25342	8020	23367	6074	15588	3500
26	Puducherry*	0	0	0	0	0	0	0	0
27	Punjab	0	0	0	0	33929	33929	33813	33813
28	Rajasthan	16725	16725	5707	5707	8656	8656	6636	6636
29	Sikkim	8604	53	3459	85	1582	67	3204	51
30	Tamil Nadu	5828	121420	5787	93659	119001	15046	84552	27294
31	Telangana	230000	4842	246948	10635	262041	13319	426650	15035
32	Tripura	0	0	83	80	264	255	33	32
33	Uttar Pradesh	123206	123206	16992	16992	51586	51586	57341	57341
34	Uttarakhand	1105	1105	1396	1396	1247	1246	634	634
	Total	1863151	1030606	1544943	896701	1826609	938863	2014856	1100145
