

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

RAJYA SABHA
UNSTARRED QUESTION NO.2390
TO BE ANSWERED ON 09.08.2023

CHILD HELPLINE FOR COMPLAINT OF CRIME AGAINST CHILDREN

2390 SHRI NARHARI AMIN:

Will the Minister of WOMEN AND CHILD DEVELOPMENT be pleased to state:

- (a) whether Government has launched a child helpline number for complaints of crime against children in the country;
- (b) if so, the total number of complaints related to crime against children received through this helpline number in the last one year;
- (c) the States from which the maximum number of complaints have been received;
- (d) the percentage of complaints that have been resolved out of the total number of complaints received; and
- (e) the details of the additional schemes, Government is working on to curb crime against children?

ANSWER

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

(a) to (d) : Yes Sir. Childline Services is defined under section 2(25) in Juvenile Justice (Care & Protection of Children) Act, 2015 as a twenty-four hours emergency outreach service for children in crisis which links them to emergency or long-term care and rehabilitation service. '1098' is a national toll free 24x7 helpline number dedicated for children in difficult situations. The Protection of Children from Sexual Offences Act, 2012 as amended in 2019 and Rules made thereunder also provide role of Childline Services for reporting of cases under the Act. As per Mission Vatsalya Scheme, States and Districts are mandated to execute a 24x7 helpline service for children and integrate the Child Helpline with the Emergency Response Support System-112 (ERSS-112) helpline of Ministry of Home Affairs. Standard Operating Procedure for Child Helpline has been issued to the States/UTs on 31.03.2023 for implementation of the services.

The primary aim of Child Helpline Service is to support and assist any child who has fallen out of the safety net to provide emergency and immediate response and connect the child to existing long term services. This can range from providing medical, shelter, legal aid, emotional support or guidance. Child Helpline acts as a crucial link between children in distress conditions and services available for their rehabilitation, restoration or social reintegration. During year 2022-23, 110082 calls including complaints related to crime against children have been received on Child helpline. State of Tamil Nadu (15396) has received maximum number of calls followed by Uttar Pradesh (10036). A total of 60 % cases (66068) have been closed during year 2022-23.

(e) : The Government is administering the Juvenile Justice (Care and Protection of Children) Act, 2015 (JJ Act, 2015) (as amended in 2021), which is the primary law for children in difficult circumstances. The JJ Act 2015 mandates a security net of service delivery structures to provide institutional and non-institutional care to children. The primary responsibility of implementation of the Act lies with the State Governments and UT Administrations. Further, under the JJ Act, 2015, the Child Welfare Committees (CWCs) and Juvenile Justice Boards (JJBs) have been empowered to take decisions with regard to the Children in Need of Care and Protection and Child in Conflict with Law keeping their best interest in mind. CWCs and JJBs are also mandated to monitor the functioning of the Child Care Institutions (CCIs).

Ministry of Women and Child Development is implementing a centrally sponsored scheme namely Mission Vatsalya through State and UT Governments under which financial assistance is provided on a predefined cost sharing norms for delivering services for Children in Need of Care and Protection (CNCP) and Child in Conflict with Law (CCL) The CCIs established under the scheme support *inter-alia* age-appropriate education, access to vocational training, recreation, health care, etc.

As per information received from Ministry of Home Affairs (MHA), MHA has operationalized to toll-free helpline number 1930 (earlier '155260') to provide assistance to citizens in lodging cybercrime complaints, including cybercrime against women and children and financial frauds on the National Cybercrime Reporting Portal (<https://cybercrime.gov.in>).
