

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**RAJYA SABHA**  
**STARRED QUESTION NO.\*173**  
TO BE ANSWERED ON 11.12.2024

**INTEGRATED CHILD HELPLINE**

\*173#. SHRI MITHLESH KUMAR :

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

- (a) the objective of integrating child helpline services in nine States and Union Territories and the manner whereby it would improve support for children in distress;
- (b) the details of selection criteria for the nine States and Union Territories identified for the launch of Child Helpline;
- (c) whether Government plans to extend this initiative to other areas; and
- (d) if so, the details thereof, and if not, the reasons therefor?

**ANSWER**

MINISTER OF WOMEN AND CHILD DEVELOPMENT  
(SHRIMATI ANNPURNA DEVI)

- (a) to (d): A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE RAJYA SABHA STARRED QUESTION NO.173 FOR ANSWER ON 11.12.2024 RAISED BY SHRI MITHLESH KUMAR REGARDING INTEGRATED CHILD HELPLINE**

(a) to (d) : Ministry of Women and Child Development is the nodal Ministry for The Juvenile Justice (Care and Protection of Children) Act, 2015 (JJ Act, 2015). It is the primary legislation for ensuring safety, security, dignity and well-being of children. It provides for protection of Children in Need of Care and Protection (CNCP) as well as for those in Conflict with Law (CCL) by catering to their basic needs through care, protection, development, treatment and social re-integration. The primary responsibility of implementation of the provisions of The JJ Act lies with the respective State/UT Governments.

Section 2(25) of The JJ Act, 2015 provides for twenty-four hours emergency outreach services 'Childline' for children in crisis which links them to emergency or long term care and rehabilitation services.

Ministry of Women and Child Development is also implementing a Centrally Sponsored Scheme namely 'Mission Vatsalya' through States/ Union Territories (UTs) to deliver various services for Children in Need of Care and Protection (CNCP) as well as Children in Conflict with Law (CCL). States and Districts have been mandated to implement 24x7x365 Child Helpline Service (1098). It has been done in all 36 States and UTs. This Child Helpline 1098 is also integrated with the Emergency Response Support System-112 (ERSS-112) Helpline of the Ministry of Home Affairs for providing a faster relief and rescue response. State Control Rooms have been established in all the 36 States/UTs. Districts level services are provided through the District Child Protection Units (DCPUs) as per The JJ Act, 2015.

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