

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1279**  
TO BE ANSWERED ON 30.07.2025

**UNIVERSALIZATION OF WOMEN HELPLINE (181) AND ERSS**

1279. SMT. SUNETRA AJIT PAWAR:

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

- (a) the current status of universalization of women helpline (181) and its integration with Emergency Response Support System (ERSS 112);
- (b) the areas where these services are still not fully functional or accessible, especially in Maharashtra, State-wise details thereof;
- (c) the number of One Stop Centres (OSCs) that are currently functional across the country, particularly in Maharashtra; and
- (d) the average time taken to provide comprehensive support services to women affected by violence?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT  
(SHRIMATI SAVITRI THAKUR)

(a) and (b): Women Helpline (WHL) is a component of the Sambal vertical under the umbrella Mission Shakti. Women Helpline (181) provides 24-hour toll-free telecommunication services to support women in both emergency and non-emergency situations. It offers assistance to women affected by violence and provides information about government schemes and services. Women Helpline is operational in 35 States/ Union Territories and also integrated with Emergency Response Support System ERSS-112. State Government of West Bengal is not implementing Women Helpline. Through WHL, over 88.24 lakh women have been assisted across the country since the inception i.e. 01.04.2015 till 31.05.2025.

(c) and (d): One Stop Centre (OSC) is also a component of the Sambal vertical under the umbrella Mission Shakti. It provides integrated and immediate support and assistance under one roof to women affected by violence and those in distress, both in private and public spaces. It provides **services** like medical aid, legal aid and advice, temporary shelter, police assistance and psycho-social counselling to needy women. As on date, 843 OSCs are operational in the country including 55 OSCs in Maharashtra. Since inception, i.e. 1<sup>st</sup> April, 2015 up to 30<sup>th</sup> June, 2025, over 11.94 lakh women have been assisted in the country including Maharashtra.

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