

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT
RAJYA SABHA
UNSTARRED QUESTION NO -2063
ANSWERED ON – 06/08/2025

NATIONAL HELPLINE FOR PREVENTION OF ATROCITIES AGAINST SCs/STs

2063. SHRI RANDEEP SINGH SURJEWALA

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:-

- (a) the number of calls received and resolved through the National helpline for prevention of atrocities against SCs/STs, year-wise and State-wise/UT-wise;
- (b) the categorised data on the nature of atrocities reported through the helpline and the number of such cases resolved; and
- (c) the criteria or official metric used by Government to classify a complaint as an atrocity under the relevant legal framework?

ANSWER

THE MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI RAMDAS ATHAWALE)

(a) & (b) A National Helpline Against Atrocities (NHAA), having toll free number 14566, is operational to facilitate the members of Scheduled Castes and the Scheduled Tribes with an objective of their grievance redressal and to generate awareness about the provisions and processes under the Law. As on 30.07.2025, a total of 6,34,066 calls have been received on NHAA. The year wise details is at Annexure-1. The details of categorised data on the nature of atrocities reported through the helpline and the number of such cases resolved is at Annexure-2.

(c) Two central Acts have been enacted namely, The Protection of Civil Rights {PCR} Act, 1955, which prescribes punishment for enforcement of any disability arising from practice of 'untouchability' and The Scheduled Castes and The Scheduled Tribes (Prevention of Atrocities) {PoA} Act, 1989 to prevent the commission of offences of atrocities against members of Scheduled Castes (SCs) and Scheduled Tribes (STs). The offences of atrocities are defined in the two Acts , and Rules made thereon, are the basis for classification of a complaint as an atrocity.

ANNEXURE TO RAJYA SABHA UNSTARRED QUESTION NO. 2063 FOR REPLY ON 6 TH AUGUST, 2025								
Calls received through National Helpline Against Atrocities (14566)								
Sno	State	Number of received calls as on 31.July.2025						Grand Total
		2020	2021	2022	2023	2024	2025	
1.	ANDHRA PRADESH	149	1460	1983	814	954	633	5993
2.	ASSAM	256	294	217	157	136	78	1138
3.	BIHAR	216	2066	9288	38338	6716	2581	59205
4.	CHHATTISGARH	37	32	2	4	3552	2291	5918
5.	GOA	296	1734	5279	4193	2079	653	14234
6.	GUJARAT	191	705	3755	7432	2144	1076	15303
7.	HARYANA	175	530	1302	2390	914	546	5857
8.	HIMACHAL PRADESH	219	268	242	413	183	95	1420
9.	JHARKHAND	40	18	102	68	231	1	460
10.	KARNATAKA	257	1022	2183	2094	1867	1168	8591
11.	KERALA	159	541	728	2454	231	137	4250
12.	MADHYA PRADESH	166	1592	2886	21005	4957	2320	32926
13.	MAHARASHTRA	202	698	1165	6812	3023	654	12554
14.	ARUNACHAL PRADESH, MANIPUR, MEGHALAYA, MIZORAM and NAGALAND *	188	215	216	60	62	48	789
15.	ODISHA	140	955	1111	897	686	387	4176
16.	PUNJAB	183	629	1009	1143	853	464	4281
17.	RAJASTHAN	492	1614	16217	12438	6255	3212	40228
18.	SIKKIM	131	13	0	0	0	0	144
19.	TAMIL NADU	228	2282	2275	2591	1635	1317	10328
20.	TELANGANA	122	1593	1886	578	717	550	5446
21.	TRIPURA	37	16	3				56
22.	UTTAR PRADESH	607	4505	44163	208212	64195	19060	340742
23.	UTTARAKHAND	123	8	0	0	14	0	145
24.	WEST BENGAL	478	1330	3845	18225	1739	739	26356
25.	ANDAMAN AND NICOBAR ISLANDS	137	46	6	1	0	0	190
26.	CHANDIGARH	227	29	147	1188	17		1608
27.	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	223	12	0	1	83	1	320
28.	DELHI	378	6615	4893	13225	1850	2171	29132
29.	JAMMU AND KASHMIR	148	355	611	669	211	134	2128
30.	LADAKH	0	0	0	0	0	0	0
31.	LAKSHADWEEP	0	0	0	0	0	0	0
32.	PUDUCHERRY	131	15	2	0	0	0	148
	Grand Total	6336	31192	105516	345402	105304	40316	634066

Note: 1) The data has been taken from calls received from helpline CRM.

* Due to technical reasons data of five states has been clubbed together.

ANNEXURE TO RAJYA SABHA UNSTARRED QUESTION NO. 2063 FOR REPLY ON 6TH AUGUST, 2025

Categorised data reported through National Helpline Against Atrocities

(As on 31.7.2025)

S.No	State	Charge Sheet			FIR			Relief			Grand Total
		Total Complaints received	Pending Complaints	Resolved Complaints	Total Complaints received	Pending Complaints	Resolved Complaints	Total Complaints received	Pending Complaints	Resolved Complaints	
1.	ANDHRA PRADESH	11	11	0	103	102	1	20	20	0	134
2.	ARUNACHAL PRADESH	0	0	0	1	1	0	0	0	0	1
3.	ASSAM	0	0	0	7	0	7	0	0	0	7
4.	BIHAR	30	0	30	721	8	713	17	0	17	768
5.	CHHATTISGARH	2	2	0	76	76	0	2	2	0	80
6.	GOA	0	0	0	1	1	0	0	0	0	1
7.	GUJARAT	7	0	7	223	2	221	9	0	9	239
8.	HARYANA	31	0	31	383	4	379	3	0	3	417
9.	HIMACHAL PRADESH	0	0	0	32	32	0	0	0	0	32
10.	JHARKHAND	13	6	7	163	91	72	3	1	2	179
11.	KARNATAKA	3	0	3	162	13	149	11	0	11	176
12.	KERALA	1	1	0	9	1	8	2	1	1	12
13.	MADHYA PRADESH	72	30	42	1634	712	922	21	8	13	1727
14.	MAHARASHTRA	27	27	0	249	249	0	11	11	0	287
15.	MANIPUR	0	0	0	0	0	0	0	0	0	0
16.	MEGHALAYA	0	0	0	0	0	0	0	0	0	0
17.	MIZORAM	0	0	0	0	0	0	0	0	0	0
18.	NAGALAND	0	0	0	0	0	0	0	0	0	0
19.	ODISHA	3	3	0	52	52	0	1	1	0	56
20.	PUNJAB	6	0	6	135	6	129	2	0	2	143
21.	RAJASTHAN	46	5	41	722	126	596	27	9	18	795
22.	SIKKIM	0	0	0	0	0	0	0	0	0	0
23.	TAMIL NADU	4	1	3	228	60	168	4	1	3	236
24.	TELANGANA	8	8	0	101	101	0	1	1	0	110
25.	TRIPURA	0	0	0	1	1	0	0	0	0	1
26.	UTTAR PRADESH	45	3	42	1905	290	1615	31	1	30	1981
27.	UTTARAKHAND	2	0	2	38	0	38	2	0	2	42
28.	WEST BENGAL	2	0	2	29	4	25	0	0	0	31
29.	ANDAMAN AND NICOBAR ISLANDS	0	0	0	0	0	0	0	0	0	0
30.	CHANDIGARH	0	0	0	7	2	5	0	0	0	7
31.	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	0	0	0	1	1	0	0	0	0	1
32.	DELHI	6	0	6	130	23	107	3	1	2	139
33.	JAMMU AND KASHMIR	0	0	0	49	2	47	8	0	8	57
34.	LADAKH	0	0	0	0	0	0	0	0	0	0
35.	LAKSHADWEEP	0	0	0	0	0	0	0	0	0	0
36.	PUDUCHERRY	0	0	0	2	2	0	0	0	0	2
	Grand Total	319	97	222	7164	1962	5202	178	57	121	7661

Note: The data has been taken from NHAA portal as registered by the complainant or by the call agents.
