GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

RAJYA SABHA
UNSTARRED QUESTION NO. 3828
TO BE ANSWERED ON 25.03.2026

EXPANSION OF ONE STOP CENTRES AND WORKPLACE SAFETY INITIATIVES

3828. SMT. KIRAN CHOUDHRY:
SHRI NARHARI AMIN:
SHRI RYAGA KRISHNAIAH:

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

(a)   the number of One Stop Centres (OSCs) that have been made fully operational across the country;

(b)   how the new appointment booking feature on the Mission Shakti app has improved accessibility for women in distress;

(c)   what specific outcomes were achieved during the National Workshop on Workplace Safety held in New Delhi in February, 2026;

(d)   whether the Women Helpline (181) has been successfully integrated with the ERSS-112 across all 35 States and UTs;

(e)   if so, the details thereof; and

(f)   how many Internal Committees (ICs) have successfully on-boarded the new digital portal for monitoring workplace sexual harassment complaints?

ANSWER

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

(a) & (b): The One Stop Centre (OSC) is a component of the Sambal vertical under the Mission Shakti. It provides integrated 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, 926 One Stop Centres have been made operational. The details of One Stop Centre that have been made fully operational across the country are at **Annexure**

The "Book Appointment" feature available on the Mission Shakti Portal, and Mobile Application facilitates online scheduling of appointments in One Stop Centre. This module serves as an additional online feature enabling any woman to book an appointment at any One Stop Centre (OSC).

(c):   The National Workshop on Safety was held in New Delhi on 14th February, 2026, highlighted a significant milestone of the SHe-Box (Sexual Harassment Electronic Box) under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Over 1,500 representatives, including Nodal Officers and members of Internal Committees/Local Committees of Ministries/Departments/Organizations from Central, States and Union Territories participated in the workshop and over 60,000 participants joined through live webcast. It contributed to promoting awareness and outreach of PoSH provisions, strengthening compliance, encouraging the adoption of SHe-Box, and fostering a culture of safety and dignity for women in workplaces across the country.

(d) & (e): 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 and integrated with Emergency Response Support System ERSS-112 in 35 States and Union Territories. State Government of West Bengal is not implementing Women Helpline.

(f) :   SHe-Box is a digital platform to lodge complaints and to ensure the effective implementation of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (SH Act). As on date, over 67 thousand of Internal Committees (ICs) have been updated on the portal.

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ANNEXURE REFERRED TO IN PARTS (A) TO (F) OF RAJYA SABHA UNSTARRED QUESTION NO. 3828 FOR REPLY ON 25.03.2026 ASKED BY SMT. KIRAN CHOUDHRY, SHRI NARHARI AMIN AND SHRI RYAGA KRISHNAIAH REGARDING "EXPANSION OF ONE STOP CENTRES AND WORKPLACE SAFETY INITIATIVES"

The details of number of One Stop Centres (OSCs) made fully operational across the country are as under:

SL	State/ UTs	Number of operational OSCs
1	Andaman and Nicobar Islands	3
2	Andhra Pradesh	36
3	Arunachal Pradesh	25
4	Assam	36
5	Bihar	50
6	Chandigarh	1
7	Chhattisgarh	42
8	Dadra NHDD	3
9	Delhi	11
10	Goa	2
11	Gujarat	36
12	Haryana	22
13	Himachal Pradesh	13
14	Jammu and Kashmir	20
15	Jharkhand	26
16	Karnataka	42
17	Kerala	14
18	Ladakh	2
19	Lakshadweep	1
20	Madhya Pradesh	57
21	Maharashtra	67
22	Manipur	16
23	Meghalaya	13
24	Mizoram	13
25	Nagaland	17
26	Odisha	34
27	Puducherry	4
28	Punjab	23
29	Rajasthan	52
30	Sikkim	6
31	Tamil Nadu	59
32	Telangana	36
33	Tripura	10
34	Uttar Pradesh	96
35	Uttarakhand	14
36	West Bengal	24
	Total	**926**

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