

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 4318**  
TO BE ANSWERED ON 01.04.2026

**STATUS OF WOMEN HELPLINE NO. 181**

4318. MS. SWATI MALIWAL:

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

- (a) the total number of calls received on the 181 women helpline no. during the last five years, with year-wise and State-wise/UT-wise details;
- (b) the number of cases in which assistance, police intervention, counselling or shelter support was provided, including outcomes of such interventions;
- (c) the current staff strength of the helpline compared to sanctioned positions, including counsellors, coordinators and support personnel;
- (d) whether Government proposes to enhance ground-level support, including recruitment of additional counsellors, provision of vehicles and expansion of operational capacity; and
- (e) if so, the details of such measures, the resources allocated and the proposed timeline for implementation across States and UTs?

**ANSWER**

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

(a) to (e): 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 99.09 lakh women have been assisted across the country since the inception i.e. 01.04.2015 upto 28.02.2026. The details of State/ UT-wise and year-wise women assisted through WHL, during the last five years upto 28.02.2026 are at **Annexure**.

Women Helpline (WHL) is also integrated with over 650 One Stop Centres (OSCs) across the country. 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. Vehicle facility has also been provisioned for each OSC for ground-level support.

As per the Mission Shakti guidelines, the Central Government provides 100% financial assistance to States and UTs for appointment/hiring 20 to 26 manpower resources including 1 Helpline Administrator, 12 to 18 Call Operators, 1 IT supervisor, 3 Multi-purpose Staff, 3 Security Guards/ Night Guard at each WHL. The overall implementation of the Women Helpline scheme lies with the State Governments and UT Administrations.

Further, once in a year, the Programme Approval Board (PAB) monitors with States and UTs, the progress of activities under the Mission Shakti scheme and reviews status of achievement of objectives and effective delivery of services to women and children. Apart from this, officials of the Ministry continuously review the scheme through meetings, video conferencing and by making field visits to States and UTs from time to time.

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**Annexure**

**ANNEXURE REFERRED TO IN PARTS (a) TO (e) OF RAJYA SABHA UNSTARRED QUESTION NO. 4318 FOR REPLY ON 01.04.2026 ASKED BY MS. SWATI MALIWAL REGARDING STATUS OF WOMEN HELPLINE NO. 181**

The details of State/ UT-wise and year-wise women assisted through WHL, during the last five years upto 28.02.2026

<b>Sl. No</b>	<b>State /UTs</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26 till 28<sup>th</sup> February, 2026</b>
1	Andaman and Nicobar Islands	39	35	25	71	835
2	Andhra Pradesh	1510	1852	1585	1650	9376
3	Arunachal Pradesh	238	425	233	274	296
4	Assam	1715	5711	8674	13057	15630
5	Bihar	731	2602	2556	61479	31647
6	Chandigarh	11021	12237	1699	7801	7485
7	Chhattisgarh	3378	3181	10309	10395	14897
8	Dadra and Nagra Haveli and Daman and Diu	55	42	180	960	1732
9	Delhi	509185	756147	544070	330852	76916
10	Goa	11952	9149	374	955	881
11	Gujarat	164952	160891	183795	208000	234192
12	Haryana	6530	3270	2227	5324	5598
13	Himachal Pradesh	4235	32957	1198	1925	6614
14	Jammu and Kashmir and Ladakh	1563	2504	1061	4171	28215
15	Jharkhand	11214	18894	20917	27416	23239
16	Karnataka	10790	6118	604	3332	60027
17	Keralam	32246	7541	18061	12595	33056
18	Ladakh	-	-	41	142	271
19	Lakshadweep*	0	0	0	0	0
20	Madhya Pradesh	17989	20022	17385	103334	151952
21	Maharashtra	5742	3785	4682	182324	168431
22	Manipur	131	109	269	95	520
23	Meghalaya	577	402	317	1231	998
24	Mizoram	2645	3094	3050	4584	1933
25	Nagaland	1925	57	67	152	504
26	Odisha	6074	4435	9207	5581	18807
27	Puducherry	-	-	33	825	1734
28	Punjab	33929	42349	39771	52871	83538
29	Rajasthan	8656	8079	9670	9976	20405
30	Sikkim	67	62	140	128	379
31	Tamil Nadu	15046	36671	40838	37227	73208

32	Telangana	13319	18848	9627	3862	21722
33	Tripura	255	41	110	478	1247
34	Uttar Pradesh	51586	72118	61360	87915	119156
35	Uttarakhand	1247	744	23094	27253	14301

**\* In the UT of Lakshadweep, the Women Helpline (WHL) is integrated with Emergency Response Support System (ERSS) and calls received are taken care by the ERSS.**

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