

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

RAJYA SABHA
UNSTARRED QUESTION NO. 1271
TO BE ANSWERED ON 29.07.2026

ONE STOP CENTRE AND WOMEN HELPLINES IN MAHARASHTRA

1271. SHRI DHANANJAY BHIMRAO MAHADIK:

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

- (a) whether Government has undertaken measures to strengthen One Stop Centres (OSCs) and women helplines in Maharashtra;
- (b) the district-wise details of centres functioning;
- (c) the number of women assisted during the last three years; and
- (d) the steps taken to improve access to legal, medical and counselling services?

ANSWER

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

(a) to (c): One Stop Centre (OSC) Scheme for women is being implemented since 1st April 2015. 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 all across the country. As on date, 988 One Stop Centres have been made operational across the country and since inception, i.e. 1st April, 2015 to 30th June, 2026, over 15.20 lakh women have been assisted in the country including in the State of Maharashtra. One Stop Centres provides services like medical aid, legal aid and advice, temporary shelter, police assistance and psycho-social counselling to needy women. As on date, 68 OSCs are operational in Maharashtra. Since inception till 30th June, 2026, over 15.20 lakhs women have been assisted in the country, including Maharashtra. During the last three years i.e. 2023-24 to 2025-26 over 26,019 women have been assisted in the state of Maharashtra. The district-wise details of functional OSCs in the State of Maharashtra is placed at **Annexure-I**.

Women Helpline (181) provides 24-hour toll-free telecommunication services to support women in both emergency and non-emergency situations. Since inception till 30th June, 2026, over 1.04 crore women have been assisted in the country, including Maharashtra. During the last three years, i.e. 2023-24 to 2025-26, over 3.55 lakh women have been assisted in the State of Maharashtra through Women Helpline.

(d): The Central Government provides 100% financial assistance to States/ UTs for appointment/hiring 13 manpower resources including 1 Centre Administrator, 2 Case Workers, 1 Psycho-social Counsellor, 1 Para Legal Personnel/ Lawyer, 1 Para Medical Personnel at each OSC.

The overall implementation of the OSC scheme lies with the State Governments and UT Administrations.

The Ministry has also taken keen action in standardizing capacity building sessions for the functionaries of One Stop Centres. This involves engaging expert resource persons from National Institute of Mental Health and Neurosciences (NIMHANS), United Nations Population Fund (UNFPA), Savitribai Phule National Institute of Women and Child Development (SPNIWCD), National Legal Services Authority (NALSA), and National Informatics Centre (C-DAC) for facilitating technical sessions on psycho-social counselling, gender-based violence case management, gender sensitization and dashboard operations to improve access to legal, medical and counselling services.

To strengthen convergence and ensure seamless access to support services, OSCs have been integrated with the Women Helpline (WHL), and so far, 657 OSCs have been integrated. Through this integration, women can be referred to appropriate services in a timely and coordinated manner. Further, the Women Helpline has been integrated with the Emergency Response Support System (ERSS-112), Child Helpline (1098) and other relevant service delivery mechanisms to facilitate prompt emergency response and effective inter-agency coordination. In addition, OSCs have also been integrated with Shakti Sadan to enable referral of women requiring long-term institutional support, rehabilitation and safe accommodation, thereby ensuring a continuum of care under the Mission Shakti framework

Further, once in a year, the Programme Approval Board (PAB) monitors with States and UTs the progress of activities under the scheme and reviews status of achievement of objectives, 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/UTs from time to time. The Ministry has also developed the Mission Shakti Dashboard, which facilitates real-time tracking of functioning of the Schemes under the Mission Shakti at the district, State, and National levels.

Annexure-I**ANNEXURE REFERRED TO IN PART (b) OF RAJYA SABHA UNSTARRED QUESTION NO. 1271 FOR REPLY ON 29.07.2026 REGARDING ONE STOP CENTRE AND WOMEN HELPLINES IN MAHARASHTRA.**

The details of district-wise functional One Stop Centres in the State of Maharashtra are as follows:

Sl.No	District	No. of Operational OSCs
1	Ahilyanagar	2
2	Akola	1
3	Amravati	2
4	Chhatrapati Sambhajnagar	3
5	Beed	2
6	Bhandara	1
7	Buldhana	2
8	Chandrapur	2
9	Dhule	1
10	Gadchiroli	1
11	Gondia	1
12	Hingoli	1
13	Jalgaon	1
14	Jalna	1
15	Kolhapur	2
16	Latur	2
17	Mumbai	2
18	Mumbai Suburban	5
19	Nagpur	3
20	Nanded	1
21	Nandurbar	1
22	Nashik	3
23	Dharashiv	1
24	Palghar	2
25	Parbhani	1
26	Pune	4
27	Raigad	2
28	Ratnagiri	1
29	Sangli	1
30	Satara	2
31	Sindhudurg	1
32	Solapur	2
33	Thane	6
34	Wardha	2
35	Washim	1
36	Yavatmal	2
	Total	68
