

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 2681**

TO BE ANSWERED ON THE 1ST AUGUST, 2017/ SHRAVANA 10, 1939 (SAKA)

CRPF'S HELPLINE IN J&K

2681. DR. P. VENUGOPAL:

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the CRPF's helpline in Jammu and Kashmir has drawn a blank;**
- (b) whether the helpline was started by the CRPF some months back amid the strife over the last one year in an attempt to reach out to the masses;**
- (c) whether it is true that while the phones ring continuously and calls are made every two minutes on an average, the complainants don't speak most of the time; and**
- (d) if so, the details thereof and the reaction of the Government thereto?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)**

(a): The CRPF Helpline was launched on 16.06.2017. The helpline is getting good response with callers seeking help in matters relating to medical assistance, misbehavior by anti-socials, recruitment details and complaints about unavailability of civic amenities. They also seek assistance in organizing sports events and improving sports facilities especially in rural areas. Thus, Helpline has not drawn a blank.

(b): The Helpline has been started to build bridge of trust and confidence with citizens.

(c): It is true that some calls are silent. It is difficult to attribute a particular reason though it may possibly be that citizens are trying to confirm about the existence of toll free helpline.

(d): CRPF has undertaken Publicity Campaigns through print, electronics, social media and audio-visual media also to reach out to every Kashmiri and for increasing the awareness about CRPF Helpline among local public.
