

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**LOK SABHA**  
**UNSTARRED QUESTION NO.3056**  
TO BE ANSWERED ON 05.01.2018

**CHILDLINE SERVICES**

3056. SHRI KALIKESH N. SINGH DEO:

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

- (a) whether the Government has made it mandatory for States/UTs to set up the 24 hour childline services and if so, the details and the compliance thereof;
- (b) the number of childline services existing in the country, State/UT-wise;
- (c) the number of complaints reported in childline during each of the last three years and the current year, State/UT-wise; and
- (d) whether there is a mechanism in place to monitor and evaluate the functioning of these services and if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT  
(DR. VIRENDRA KUMAR)

- (a) The Government of India has enacted the Juvenile Justice (Care and Protection of Children) Act, 2015, (JJ Act). The Ministry is implementing a Centrally Sponsored Scheme “Child Protection Services”, under the umbrella scheme of Integrated Child Development Scheme, to provide Institutional and Non-institutional safety net for vulnerable children as envisaged under the JJ Act. The scheme supports 24x7 outreach helpline service for children in distress. This service is available through a dedicated toll free number, 1098 which can be accessed by children in crisis or by adults on their behalf from any place in the geographical location of India. Currently, CHILDLINE service is functional in 412 locations. In addition to this, Child Help Desk (CHD) has been set up at 33 major Railway Stations.
- (b) The number of Childline Services existing in the country, State/UT-wise is at **Annexure-I**.
- (c) The number of complaints reported during each of the last three years and the current year, State/UT-wise is at **Annexure-II**.
- (d) The outreach service is presently executed through a mother NGO namely, Childline India Foundation, Mumbai which has partners (City/District level Advisory Board, Nodal Organisation (Urban and Rural), Collaborative Organisation (Urban and Rural) and District Sub-Centre(s) (Rural). Under ICPS, there is a provision of Regional Resource Centres (RRC) and there are four RRC located in New Delhi, Kolkata, Mumbai and Chennai. The program teams of these RRC monitor and evaluate the service of partners at the District level.

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**Annexure referred to in reply to part (b) of the Lok Sabha Un-Starred Question No.3056 for answer on 05.01.2018 raised by Shri Kalikesh N. Singh Deo regarding 'Childline Services'. State/UT-wise details of number of Childline Services existing in the country as on 31.12.2017 is as follows:**

<b>List of CHILDLINE Locations</b>		
<b>Sr No</b>	<b>State/Union territory</b>	<b>No. of locations</b>
1	Andaman (UT)	1
2	Andhra Pradesh	13
3	Arunachal Pradesh	1
4	Assam	10
5	Bihar	21
6	Chandigarh (UT)	1
7	Chattisgarh	15
8	Dadra & Nagar Haveli (UT)	1
9	Daman & Diu	0
10	Delhi	11
11	Goa	1
12	Gujarat	19
13	Haryana	12
14	Himachal Pradesh	7
15	Jammu & Kashmir	6
16	Jharkhand	13
17	Lakshadweep (UT)	1
18	Karnataka	26
19	Kerala	14
20	Madhya Pradesh	33
21	Maharashtra	25
22	Manipur	3
23	Meghalya	5
24	Mizoram	2
25	Nagaland	2
26	Odisha	19
27	Puducherry (UT)	4
28	Punjab	11
29	Rajasthan	23
30	Sikkim	2
31	Tamilnadu	30
32	Telangana	10
33	Tripura	5
34	Uttar Pradesh	37
35	Uttarakhand	9
36	West Bengal	19
<b>Total CHILDLINE locations</b>		<b>412</b>

**Annexure-II**

**Annexure referred to in reply to part (b) of the Lok Sabha Un-Starred Question No.3056 for answer on 05.01.2018 raised by Shri Kalikesh N. Singh Deo regarding 'Childline Services'.**

**State/UT-wise number of complaints reported during each of the last three years and the current year is as follows**

The number of complaints/ cases (reported at CHILDLINE Contact Centre where direct physical intervention was provided) reported during the year 2014-15, 2015-16, 2016-17 and 2017-18, State/UT-wise.						
S.No.	State	2014-15	2015-16	2016-17	2017-18 (till November, 2017)	Total
1	Andaman & Nicobar	335	189	154	66	744
2	Andhra Pradesh	9637	7239	8840	7654	33370
3	Arunachal Pradesh	106	339	244	191	880
4	Assam	1273	1634	2325	1980	7212
5	Bihar	8033	7256	9737	6986	32012
6	Chandigarh	330	399	405	438	1572
7	Chhattisgarh	2779	5239	6096	3959	18073
8	Dadra & Nagar Haveli	101	96	120	103	420
9	Daman & Diu	0	0	0	0	0
10	Delhi	3740	5418	7446	5990	22594
11	Goa	477	421	573	326	1797
12	Gujarat	3385	4134	5661	4652	17832
13	Haryana	1867	6132	7315	5113	20427
14	Himachal Pradesh	1389	1620	1677	1344	6030
15	Jammu & Kashmir	764	953	1163	757	3637
16	Jharkhand	1704	2275	3714	2581	10274
17	Karnataka	13257	16673	20046	14747	64723
18	Kerala	10119	8872	10687	6968	36646
19	Lakshadweep	0	0	7	1	8
20	Madhya Pradesh	8011	9970	12298	10498	40777
21	Maharashtra	10116	10268	13279	9004	42667
22	Manipur	140	166	311	347	964
23	Meghalaya	333	443	569	314	1659
24	Mizoram	201	224	265	195	885
25	Nagaland	124	234	195	170	723
26	Odisha	9477	10237	13152	8777	41643
27	Puducherry	735	809	928	585	3057
28	Punjab	2067	2553	2641	2161	9422
29	Rajasthan	7012	12347	12225	8374	39958
30	Sikkim	0	93	366	257	716
31	Tamil Nadu	13054	16901	21676	14932	66563
32	Telangana	0	7830	10678	6526	25034
33	Tripura	1065	2116	1629	937	5747
34	Uttar Pradesh	9396	12222	15346	12236	49200
35	Uttarakhand	1414	1939	3092	2708	9153
36	West Bengal	11785	14016	16357	11261	53419
	<b>Total</b>	<b>134226</b>	<b>171257</b>	<b>211217</b>	<b>153138</b>	<b>669838</b>