

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 1307
TO BE ANSWERED ON 9TH FEBRUARY, 2018**

HELPLINES FOR WOMEN HEALTH AND SAFETY

1307. DR. BHAGIRATH PRASAD:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) the number of helplines started for women's health and safety by the Government, State/UT-wise;
- (b) the number of complaints received and the steps taken thereon in this regard during the last three years; and
- (c) the steps being taken by the Government for the betterment of women's health and safety?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) There are 28 Women Helplines (181) operational under the Universalization of Women Helpline Scheme of Ministry of Women and Child Development in the States/UTs of Andhra Pradesh, Arunachal Pradesh, Bihar, Chandigarh (UT), Chhattisgarh, Daman & Diu, Delhi, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Jammu & Kashmir, Kerala, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Nagaland, Odisha, Punjab, Puducherry, Rajasthan, Sikkim, Telangana, Uttarakhand, Uttar Pradesh and West Bengal.

ò Apart from that, 21 states/ UTs have established a 104/1031 Grievance Redressal and Health Helpline as per direction from Ministry of Health and Family Welfare to inter alia register complaints by women related to accessing services in the government health facilities. States of Assam, Himachal Pradesh, Chhattisgarh, Jharkhand, Karnataka, Maharashtra, Kerala, Jammu & Kashmir, Andhra Pradesh, Bihar, D & N Haveli, Daman & Diu, Uttarakhand, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Odisha, Telangana and Lakshadweep have started 104 helpline.

ò Delhi has started 1031 helpline.

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(b) As on 6.02.2018, a total of 12,14,763 complaints have been received and addressed under the Universalisation of Women Helpline Scheme of MoWCD.

c) The Ministry of WCD is implementing Scheme for setting up One Stop Centre since 1st April 2015 to support women affected by violence.

ò Government of India has set up a dedicated fund called “Nirbhaya Fund for enhancing the safety and security for women in the country

ò Pre Conception and Pre Natal Diagnostic Techniques (Prohibition of Sex Selection) Act, 1994

ò Medical Termination of Pregnancy Act, 1971

ò Protection of Women from Domestic Violence Act, 2005

ò The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

ò Guidelines & Protocols for Medico-Legal Care for Survivors/Victims of Sexual Violence, 2014

ò Programme for Maternal and reproductive health.

ò Under National Programme for prevention and control of Cancer, Diabetes and Cardiovascular diseases and Stroke (NPCDCS), prevention, control and management of breast and cervical cancer interalia contribute to betterment of women’s health.