

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO.2945
TO BE ANSWERED ON 03.08.2018

CHILDLINE HELPLINE

2945: SHRI PRALHAD JOSHI:
SHRIMATI ANJU BALA:
SHRI TEJ PRATAP SINGH YADAV:

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

- (a) the salient features and objectives of Childline Helpline service set up by the Government for children in distress;
- (b) whether the Government has expanded helpline to more locations in the country and if so, the details thereof, State/ UT-wise;
- (c) the number of calls received by the helpline during each of the last three years and the current year, State/UT-wise;
- (d) whether the Ministry has signed any agreement with the Ministry of Railways to rescue and rehabilitate runaway, kidnapped and trafficked children and if so, details thereof and children rescued so far; and
- (e) the other steps taken by the Government to empower and protect women and children in the country?

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. 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 CPS, 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.
- (b) : The number of Childline Services existing in the country, State/UT-wise is at **Annexure-I.**

- (c) : The number of calls reported during each of the last three years and the current year, State/UT-wise is at **Annexure-II**.
- (d) : The Ministry of Women and Child Development and Ministry of Railways have jointly taken an initiative to ensure the care and protection, security and well being of run away, unaccompanied and trafficked children who may come in contact with Railway. In order to address the issue a Standard Operating Procedure was formulated in March, 2015 and a Memorandum of Understanding signed between Ministry of Railway and Ministry of Women and Child Development on 19th May, 2015. Towards implementation of above SOP, one of the operative instructions was to set up Child Help Desk at selective Railway Stations. Accordingly, Child Help Desk has been set up and functional at 76 Railways Stations up to 30.06.2018. A total of 45,067 children have been assisted by this Help Desk since inception till 30th June, 2018.
- (e) : Central Govt is executing a scheme namely ICPS (now “Child protection Services”) for providing financial assistance to State Governments/UT Administrations, on sharing pattern, for execution of the Act and with the objective to create a safe and secure environment for overall development of children in need of care and protection, including orphan/destitute/neglected/abandoned/surrendered etc. These include placement in Children Homes if there is no family to look after the said child, or sponsorship support if the child is living with family (financial support for education) to ensure that their education can continue in an undisturbed manner. Once placed in a children’s home the said child would receive multiple kinds of care and support including food, education, medical attention, vocational training, counseling etc so that despite their disturbed family circumstances they can continue to develop to their full potential.

The Ministry of Women and Child Development is implementing the Swadhar Greh Scheme which targets the women victims of unfortunate circumstances who are in need of institutional support for rehabilitation so that they could lead their life with dignity. The Scheme envisages providing shelter, food, clothing and health as well as economic and social security for the women victims of difficult circumstances which includes widows, destitute women and aged women.

Annexure referred to in reply to part (b) of the Lok Sabha Un-Starred Question No.2945 for answer on 03.08.2018 raised by Shri Pralhad Joshi, Shrimati Anju Bala & Shri Tej Pratap Singh Yadav regarding 'Childline Helpline'.

State/UT-wise details of number of Childline Services existing in the country as on date is as follows:

Number of CHILDLINE Districts/ Cities as on 30th July,2018		
Sr No	State/Union territory	Number of Districts/cities
1	Andaman (UT)	1
2	Andhra Pradesh	13
3	Arunachal Pradesh	1
4	Assam	11
5	Bihar	21
6	Chandigarh (UT)	1
7	Chattisgarh	15
8	Dadra & Nagar Haveli (UT)	1
9	Delhi	11
10	Goa	1
11	Gujarat	25
12	Haryana	12
13	Himachal Pradesh	7
14	Jammu & Kashmir	8
15	Jharkhand	15
16	Lakshadweep (UT)	1
17	Karnataka	29
18	Kerala	14
19	Madhya Pradesh	40
20	Maharashtra	28
21	Manipur	5
22	Meghalaya	5
23	Mizoram	2
24	Nagaland	3
25	Odisha	21
26	Puducherry (UT)	4
27	Punjab	13
28	Rajasthan	25
29	Sikkim	2
30	Tamilnadu	32
31	Telangana	14
32	Tripura	7
33	Uttar Pradesh	40
34	Uttarakhand	9
35	West Bengal	19
Total		456

Annexure referred to in reply to part (c) of the Lok Sabha Un-Starred Question No.2945 for answer on 03.08.2018 raised by Shri Pralhad Joshi, Shrimati Anju Bala & Shri Tej Pratap Singh Yadav regarding 'Childline Helpline'.

State/UT-wise details of number of calls reported during each of the last three years and the current year as on date is as follows:

NO. of Calls received at CHILDLINE (1098)					
Sr. No.	State/ UTs	2015-16	2016-17	2017-18	2018-19
1	Uttar Pradesh	1387643	558161	2904317	745922
2	Rajasthan	425871	83199	287070	108771
3	Punjab	307179	69007	118030	49411
4	Himachal Pradesh	157069	22125	115769	42661
5	Haryana	107761	42148	139205	52623
6	Jammu & Kashmir	30393	9577	32422	9763
7	Uttarakhand	9051	32494	73213	19985
8	Chandigarh	4300	16607	14180	4883
9	Delhi	119787	744096	566332	212856
10	West Bengal	541699	150457	532640	212406
11	Odisha	108535	47335	91432	31039
12	Bihar	604717	82156	979782	336825
13	Jharkhand	16947	14874	42449	23169
14	Chhattisgarh	49676	27509	42046	19004
15	Tripura	15963	7121	2498	1454
16	Assam	60171	12025	47915	20624
17	Meghalaya	3221	3628	1232	630
18	Manipur	2056	1737	1011	725
19	Mizoram	1134	1136	557	482
20	Arunachal Pradesh	4378	1823	2972	630
21	Nagaland	5569	1809	904	551
22	Sikkim	444	1157	899	362
23	Andaman & Nicobar	3818	1548	2147	616
24	Tamil Nadu	300889	133999	373883	107017
25	Andhra Pradesh	428375	43968	713145	175706
26	Telangana	16792	29249	23896	4813
27	Karnataka	1095696	106649	744307	184740
28	Kerala	89007	41070	120975	42610
29	Puducherry	2186	3398	3214	1040
30	Lakshadweep	0	135	207	124
31	Maharashtra	581388	633894	1529205	394224
32	Madhya Pradesh	354868	230246	1050372	205478
33	Gujarat	217527	96490	432231	94729
34	Goa	2934	11727	15228	1764
35	Dadra & Nagar Haveli	1319	3327	11520	425
36	Mobile	145493	10211387	542545	76843
	Total	7203856	13477268	11559750	3184905

