

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3918**  
TO BE ANSWERED ON 04.01.2019

**CHILD HELPLINE NUMBER**

3918. SHRI DIBYENDU ADHIKARI:

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

- (a) whether it is a fact that calls received by the child helpline number during the last four years have doubled from 27 lakhs to 55 lakhs and if so, the details thereof
- (b) whether out of all the calls, 6 lakh calls required the helpline's intervention therein and if so, the details thereof;
- (c) out of total calls in three years period, how many calls were considered as potential cases of those who may call again; and
- (d) the total number of calls received by the child helpline and the "protective" measures taken thereof?

**ANSWER**

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

- (a): No Madam. Calls received by the child helpline number during the last four years have increased more than three-fold. CHILDLINE (1098) had answered 38,22,081 calls in the year 2013-14 which increased to 1,15,59,750 calls in the year 2017-18.
- (b): No Madam. Out of all the calls, 7,09,202 calls required direct intervention in the form of medical help, shelter, restoration, protection from abuse, sponsorship etc.
- (c) & (d): No such data is maintained. However, CHILDLINE responds to all the calls received. Child helpline takes protective measures as per the provisions of Juvenile Justice (Care and Protection of Children) Act, 2015. The total number of calls received by the child helpline during 2017-18 is 1,15,59,750. As per need of the child, assistance is provided with support of stakeholders. Out of these, direct intervention was provided in 218266 cases, where appropriate immediate help was given to children and they were connected to service delivery set up under the relevant law.

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