

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 1061
TO BE ANSWERED ON 08.12.2023

UTILIZATION OF WOMEN HELPLINE SERVICE

1061. SHRIMATI JYOTSNA CHARANDAS MAHANT:

Will the Minister of Women and Child Development be pleased to state:

- (a) whether 24 hour emergency and nonemergency response system is provided in public and private institutions for the safety and assistance of women through the women helpline facility;
- (b) if so, the number and details of women helpline established in the country to provide the said assistance and help, State-wise including Chhattisgarh;
- (c) whether help and support along with housing and counselling is provided to the victims of domestic abuse; and
- (d) if so, the details and the number of the said women victims who have been provided the said facility in Chhattisgarh during the last three years?

ANSWER

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SMRITI ZUBIN IRANI)

(a) to (d): The Ministry of Women and Child Development has been implementing the erstwhile the scheme of Women Helpline (WHL) since 01.04.2015. WHL has now become a component of Sambal sub-scheme under Mission Shakti w.e.f 01.04.2022 which aims to provide 24X7 emergency and non-emergency response through telephonic short-code 181 to women, both in public and private spaces by linking them with appropriate authorities such as Police, One Stop Centres, Hospitals, Legal Services Authorities etc.

Women Help Lines (WHLs) also help and support women in distress including victims of domestic abuse with counselling services in addition to providing information about women welfare schemes and programs across the country. Presently, WHL is functional in 35 States/ UTs including State of Chhattisgarh. Since inception of the scheme, WHLs have assisted over 69.75 lakh women across the country including 20124 women including victims of domestic abuse in the State of Chhattisgarh. The details of State/UT-wise total calls registered and women assisted since inception of the scheme are at **Annexure**.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (a) to (d) OF THE LOK SABHA UN-STARRED QUESTION NO. 1061 FOR 08.12.2023 ASKED BY SHRIMATI JYOTSNA CHARANDAS MAHANT REGARDING 'UTILIZATION OF WOMEN HELPLINE SERVICE'

The details of State/UT-wise total calls registered and women assisted from 1.4.2015 to 30.09.2023

S. No.	State / UT	Calls registered/ received	Women assisted
1	Andaman and Nicobar Islands	2267	206
2	Andhra Pradesh	1279677	10809
3	Arunachal Pradesh	7820	1593
4	Assam	362042	13960
5	Bihar	682517	6795
6	Chandigarh	86015	76525
7	Chattishgarh	691927	20124
8	Dadra and Nagar Haveli and Daman and Diu	432	432
9	Delhi	4083792	3946112
10	Goa	56795	39969
11	Gujarat	1265839	1265839
12	Haryana	69705	17153
13	Himachal Pradesh	53331	41608
14	Jammu and Kashmir and Ladakh	9148	8998
15	Jharkhand	98461	41397
16	Karnataka	404129	32162
17	Kerala	273076	133908
18	Lakshadweep	0	0
19	Madhya Pradesh	200726	60820
20	Maharashtra	24870	24495
21	Manipur	33784	928
22	Meghalaya	33396	2945
23	Mizoram	15405	14640
24	Nagaland	4843	3110
25	Odisha	138063	42033
26	Puducherry	163	3
27	Punjab	220257	219713
28	Rajasthan	62444	60623
29	Sikkim	59380	503
30	Tamil Nadu	756553	91713
31	Telangana	1888793	60728
32	Tripura	434	412
33	Uttar Pradesh	721322	721322
34	Uttarakhand	14290	14290
35	West Bengal*	0	0
	Total	13601696	6975868

*** State of West Bengal does not provide Women Helpline facility.**
