

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 3403
TO BE ANSWERED ON 17.12.2021

SPECIAL CALL CENTRE

3403. SHRI BALUBHAU ALIAS SURESH
NARAYAN DHANORKAR

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

- (a) whether the National Commission for Women has forwarded any proposal to the Government for starting a Special Call Centre for redressal of the grievances of women;
- (b) if so, the salient features of the above proposal;
- (c) whether the Government has assessed all the aspects related to opening of Special Call Centre for women;
- (d) if so, whether any steps have been taken by the Government for implementation of the aforesaid proposal; and
- (e) if so, the details thereof?

ANSWER

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

(a) & (b) . There is no proposal received from National Commission for Women (NCW) for starting a Special Call Centre for redressal of the grievances of women.

The Commission has not moved any proposal to Government for starting a Special Call Centre for redressal of the grievance of Women. However, the National Commission for Women has launched dedicated 24x7 Helpline number 7827170170 in the Commission on 27.07.2021 with a view to address the grievances of Women in distress seeking support and information round the clock.

NCW has also engaged Clinical Psychologists for counseling of Complainants. For management of complaints, a software has been developed through Digital India Corporation (an undertaking of Ministry of Electronic and Information Technology (MEiTY)). Till 14/12/2021 total 37,321 number of calls has been received through Helpline.

(c) to (e). Does not arise
