

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UN-STARRED QUESTION NO. 3903
TO BE ANSWERED ON 25.03.2022

NATIONAL DOMESTIC VIOLENCE HELPLINE

3903. SHRI VIJAY KUMAR:

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

- (a) the number of women who used the National Domestic Violence Helpline to complain against domestic violence during April, 2020 to March 2021;
- (b) the status of the complaints filed through the said helpline;
- (c) whether feedback has been sought electronically, orally or in any other form regarding the quality of assistance received by them after using the said helpline by women/ family members; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) to (d): The Government implements the Universalisation of Women Helpline (WHL) Scheme since 1st April, 2015 with the aim to provide 24x7 emergency and non-emergency responses, including assistance to women facing any kind of violence and distress, through a toll-free telecom service with short code 181 across the country by referral service. Women helpline is operational in 34 States/ UTs and it has handled more than 68.70 lakh calls since its operationalization.

The Government also implements Emergency Response Support System (ERSS) under Nirbhaya Fund, which is a pan-India, single, internationally recognized number, i.e. 112 based system for various emergencies such as police, fire and ambulance services, with computer aided dispatch of field resources to the location of distress. It has been operationalized in 35 States/ UTs.

Further, to protect women from any kind of violence including domestic violence, the National Commission for Women (NCW) has launched Helpline number(s) for reporting of domestic violence incidence during the year 2020-21. One of such helpline number is 7827170170 to provide 24x7 online support to women in distress through referral by linking them with Police, Hospitals, District Legal Services Authority, psychological counsellors etc. The portal is driven by Interactive Voice Response (IVR) mechanism through Digital India in collaboration with Ministry of Electronics and Information Technology.

Further, to assist the women facing domestic violence during the pandemic when the survivors were confined at homes with their abusers, a WhatsApp number 7217735372 was also launched as emergency response during lockdown. In matters which require urgent intervention, the State Police authorities were also approached through telephone calls/ email for providing immediate assistance to these women. A total of 1430 complaints were reported during the period of its functioning (10th April, 2020 to 16th September, 2020).
