

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UN-STARRED QUESTION NO. 3373
TO BE ANSWERED ON 05.08.2022

COMPLAINTS THROUGH WOMEN HELPLINE

3373. SHRIMATI SUNITA DUGGAL:

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

- (a) the number of complaints received specifically relating to harassment of women at workplace through Women Helpline, State/UT-wise;
- (b) whether any stringent action had been taken and fine or penalty imposed on the organizations/employer in this regard;
- (c) if so, the details thereof; and
- (d) whether victims of domestic abuse were directed for appropriate counseling services or shelter homes and if so, the details thereof and if not, reasons therefor?

ANSWER

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

(a) to (c): The component of Women Helpline under 'Sambal' sub-scheme of umbrella scheme 'Mission Shakti' aims to provide 24 hours 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 (WHL) also support women in distress with counseling services in addition to providing information about women welfare schemes and programs across the country.

Presently, WHLs is functional in 34 States/ UTs. As per information received from States / UTs, till March, 2022, over 70.00 lakh calls have been handled by 181- WHL across the country. The WHL scheme is not functional in West Bengal and Puducherry.

The number of calls received at Women Helplines, State/UT-wise since inception till March, 2022, is at **Annexure**. Further, Section 23 of 'the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013' provides that it is the responsibility of the appropriate Government to monitor the implementation of this Act and to maintain data on number of cases filed and disposed of in respect of all cases of sexual harassment at workplace. As such, maintaining the details of the complaints filed, action taken and fine or penalty imposed on the organizations /employer etc. is the responsibility of the concerned authorities under the appropriate Government, i.e., Central or State Government in relation to workplaces falling within their respective jurisdiction.

(d): The victims of domestic abuse are referred to One Stop Centres or Shakti Sadan (erstwhile Swadhar Greh) by the Women Helpline, where they are provided support and assistance, including shelter and counseling services.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (a) to (c) OF THE LOK SABHA UN-STARRED QUESTION NO. 3373 FOR ANSWER ON 05.08.2022 ASKED BY SHRIMATI SUNITA DUGGAL REGARDING 'COMPLAINTS THROUGH WOMEN HELPLINE'

State-wise details of calls received through Women Helpline since inception to till March, 2022, State/UT-wise

Sl. No.	State / UT	Total Calls
1	Andaman and Nicobar Islands	1539
2	Andhra Pradesh	931396
3	Arunachal Pradesh	7309
4	Assam	157811
5	Bihar	244803
6	Chandigarh	74507
7	Chattishgarh	81263
8	Dadra and Nagar Haveli and Daman and Diu	528
9	Delhi	1121711
10	Goa	18383
11	Gujarat	1004258
12	Haryana	43208
13	Himachal Pradesh	4663
14*	Jammu and Kashmir and Ladakh	126457
15	Jharkhand	464151
16	Karnataka	26184
17	Kerala	113885
18	Lakshadweep	0
19	Madhya Pradesh	194616
20	Maharashtra	295424
21	Manipur	768
22	Meghalaya	30898
23	Mizoram	11044
24	Nagaland	2290
25	Odisha	76058
26	Puducherry **	0
27	Punjab	1053006
28	Rajasthan	25531
29	Sikkim	314
30	Tamil Nadu	256412
31	Telangana	89843
32	Tripura	59
33	Uttar Pradesh	553667
34	Uttarakhand	5939
35	West Bengal**	0
	TOTAL	7017925

* WHLs data with respect to J&K and Ladakh

**WHLs are not function in the State/UT.