

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UN-STARRED QUESTION NO. 897
TO BE ANSWERED ON 26.07.2024

WOMEN HELPLINE SCHEME

897. SHRI OMPRAKASH BHUPALSINH ALIAS PAVAN RAJENIMBALKAR:

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

- (a) the details of the implementation of Women Helpline Scheme (WHS) in the country;
- (b) whether the Government has achieved the targets and goals set for these helplines, if so, details thereof and if not, the corrective steps taken in this regard;
- (c) the challenges faced by the Government at the time of implementing the WHS;
- (d) whether the Government has started any awareness campaign for WHS and if so, the details and outcome thereof;
- (e) the number of cases received on Women Helplines during each of the last three years and the current year in Maharashtra and the number of women benefited therefrom; and
- (f) whether the Government has conducted any periodic assessment with regard to the working of Women Helpline in the country and if so, the outcome thereof?

ANSWER

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI ANNPURNA DEVI)

(a) to (c) : The Ministry of Women and Child Development has been implementing 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 integrating it with Emergency Response Support System ERSS-112, One Stop Centres, Child Helpline 1098 etc. Presently, WHL is functional in 35 States/ UTs (Except West Bengal). Through WHL, 76,02,460 women have been assisted till 31/5/2024 across the country.

(d) As per Mission Shakti Guidelines, the overall implementation of the Scheme at State/UT level is being done by the Department of Women and Child Development/ Social Welfare Department of concerned States/ UTs.

(e) As reported by the State Government of Maharashtra, the details of calls registered/received and women assisted during each of the last three years and the current year in Maharashtra are as under:

2021-22		2022-23		2023-24		2024-25 (Up to 31 st May 2024)	
Call registered/ Received	Women assisted	Call registered/ Received	Women assisted	Call registered/ Received	Women assisted	Call registered/ Received	Women assisted
5,742	5,742	3,785	3,785	1,42,280	4,682	58,099	655

(f) A third party evaluation of the schemes of the Ministry, including Women Helpline (WHL) Scheme, was conducted during the Financial Year 2020-21 through NITI Aayog. The study found the relevance, effectiveness and sustainability of the scheme as satisfactory.
