

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 843
TO BE ANSWERED ON 29.11.2024

SPECIAL CALL CENTRES

843. SMT. DHANORKAR PRATIBHA SURESH:

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

- (a) whether the National Commission for Women has sent any proposals to the Government to set up special call centres for addressing the complaints of the women;
- (b) if so, the details thereof;
- (c) whether the Government has carried out any assessment of all the aspects related to setting up said centres, if so, the details thereof;
- (d) whether any measures have been initiated by the Government for implementation of the said proposal; and
- (e) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SAVITRI THAKUR)

(a) to (e): National Commission for Women (NCW) informed that no proposal to set up special call centres has been sent to the Government. However, this Ministry has been implementing the scheme of Women Helpline (WHL) since 1st April, 2015 facilitating referral services, linking them with appropriate authorities such as the police, One Stop Centres (OSCs), SANKALP: HUBs and hospitals. It provides a toll free 24x7x365 emergency and non- emergency assistance to women in distress or need through a single uniform number 181. Presently, Women Helpline 181 is functional in 35 States/UTs (State Government of West Bengal is not implementing the Scheme). It has assisted around 81.64 lakh women under the scheme (as on 31 October 2024). The WHL has been integrated with the Emergency Response Support System 112 (ERSS-112) helpline in 34 States/UTs and with Child Helpline 1098 in 32 States/UTs.
