

**GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT**

LOK SABHA

**UNSTARRED QUESTION NO. 889
TO BE ANSWERED ON 29.11.2024**

Child Helpline

889. Dr. Thirumaavalavan Tholkappiyan :

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

(a) the number of calls annually received on the Child Helpline Number 1098 during the last three years ;

(b) the details of the children provided help and assistance annually through the said helpline;

(c) whether the Government has any record of assistance provided through the said helpline; and

(d) if so, the details thereof?

ANSWER

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

(a) to (d) : The number of calls annually received on Child Helpline Number 1098 during the last three years is as follows :

Sl. No.	Financial Year	Number of Calls Received
1	2021-22	54,55,892
2	2022-23	59,96,388
3	2023-24	35,34,452

Childline Services are defined in the Juvenile Justice (Care and Protection of Children) Act, 2015 under section 2(25) as a twenty-four hours emergency outreach service for children in crisis which links them to emergency or long-term care and rehabilitation service. The Child Helpline 1098 is run by the respective State/UT in coordination with the district functionaries where the District Magistrate/ District Collector chairs the District Child Protection Units (DCPUs) and the Child Helpline services have been integrated with the Emergency Response Support System-112 (ERSS-112) helpline of Ministry of Home Affairs. 1098 is also integrated at district level with the DCPUs which are the district level units and are mandated to provide

requisite assistance and support for children in need of care and protection and children in conflict with law. DCPUs supervise and monitor the day-to-day operations of the Child Helpline Unit, coordinate rescue teams with allied Special Juvenile Police Unit, Railways and also coordinate to ensure protection of children before the Child Welfare Committee/ Juvenile Justice Board as the case may be.
