

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2111**  
TO BE ANSWERED ON 12.12.2025

**EFFECTIVE OPERATION OF ONE STOP CENTRES**

2111. SMT. ANITA NAGARSINGH CHOUHAN:

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

- (a) whether the Government is implementing any new action plan for effective operation of One Stop Centres (OSCs) and the 181 women helpline in every district of the country; and
- (b) if so, the details of OSCs operating and those proposed to be opened in near future in Madhya Pradesh alongwith the services provided by them during the last three years?

**ANSWER**

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

**(a) and (b): One Stop Centre (OSC) and Women Helpline (WHL)** are components of the Sambal vertical under the umbrella Mission Shakti. One Stop Centre (OSC) provides integrated support and assistance under one roof to women affected by violence and those in distress, both in private and public spaces. It provides services like medical aid, legal aid and advice, temporary shelter, police assistance and psycho-social counselling to needy women.

As on date, 864 OSCs are operational across the country. Since inception i.e. 1st April, 2015 up to 30th September, 2025, over 12.67 lakh women have been assisted in the country. Women Helpline (WHL) provides seamless emergency and non-emergency support and information service to women and girls across the country through **a 24/7 universal tollfree number 181**. Women Helpline is operational in 35 States/ Union Territories. State Government of West Bengal is not implementing Women Helpline. Through WHL, over 93.48 lakh women have been assisted across the country since the inception i.e. 1st April, 2015 up to 30th September, 2025.

The implementation of One Stop Centre (OSC) and Women Helpline (WHL) schemes lie with the State Governments and UT Administrations. Further, once in a year, the Programme

Approval Board monitors with States and UTs, the progress of activities under the scheme and reviews status of achievement of objectives. Apart from this, officials of the Ministry continuously review the scheme through meetings, video conferencing and by making field visits to States and UTs from time to time.

As on date, out of approved 65 One Stop Centres (OSCs) in Madhya Pradesh, 57 OSCs are operational and 65,187 women have been assisted through these OSCs during the last three years. As the scheme is demand driven, the States and UTs are encouraged to set-up at least one OSC in each district and additional OSC(s) in those districts which have higher rate of crime against women or have bigger geographical area and in aspirational districts.

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