

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

RAJYASABHA
UNSTARRED QUESTION NO. 1912
TO BE ANSWERED ON 11.12.2024

WOMEN HELPLINE SCHEME

1912. SHRI TEJVEER SINGH:

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

- (a) the manner in which Government is providing 24-hour emergency and non-emergency assistance to women affected by violence under the Mahila Helpline scheme (WHL) and the types of services available under this scheme;
- (b) the measures taken by Government to connect women with police, hospital and legal services through the MHL scheme and Government's perspective on the impact of this scheme; and
- (c) whether Government propose to run any awareness campaign for women under the Mahila Helpline scheme, the details of its implementation and objective?

ANSWER

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

(a) to (c): The Women Helpline (WHL) scheme is being implemented since 1st April, 2015. It is a component of Sambal vertical under the umbrella Mission Shakti. It aims to provide 24x7x365 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. Additionally, it provides information about women welfare schemes and programs. Presently, WHL is functional in 35 States/ UTs (Government of West Bengal is not implementing WHL) and over 81.64 lakh women have been assisted since inception till 31.10.2024.

As per Mission Shakti Guidelines, the States/UTs are responsible for the implementation of the scheme. The State/UT concerned undertake public awareness activities from time to time keeping in view the requirement.
