

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UN-STARRED QUESTION NO. 2837
TO BE ANSWERED ON 17.03.2023

COMPLAINTS ON CYBER CRIME PORTAL

2837. DR. PRITAM GOPINATHRAO MUNDE:
SHRI GIRISH BHALCHANDRA BAPAT:
SHRI RAHUL RAMESH SHEWALE:
SHRI CHANDRA SEKHAR SAHU:

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

- a. the number of complaints by women received on the Cyber Crime Portal and the actions taken by the Union Government to address such complaints along with the number of people convicted and arrested in Maharashtra, Odisha and other States during each of the last three years;
- b. the number of women assisted through the women helpline number during the said period, State-wise particularly in Maharashtra and Odisha;
- c. the number of women affected by violence who approached the Women Helpline-181 through NIMHANS for psycho-social counselling, State-wise particularly in Maharashtra during the said period;
- d. whether the Central Government has taken any measures to fast track the complaints received on the Portal in various States; and
- e. if so, the details thereof?

ANSWER

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SMRITI ZUBIN IRANI)

(a): 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. State/UTs are primarily responsible for prevention, detection, investigation and prosecution of crimes including Cyber Crimes against women, through their Law Enforcement Agencies (LEAs). Government of India supplements the initiatives of the States/UTs through advisories and providing financial assistance under various schemes for capacity building.

Government has launched the National Cyber Crime Reporting Portal (NCRP) with the following website -www.cybercrime.gov.in, to enable public to report all types of cyber crimes, with special focus on cyber crimes against women and children. Cyber Crime incidents reported on this portal are routed automatically to the respective State/UT's law enforcement agencies for further handling, as per the provisions of law. State / UT-wise complaints of Cyber Crime against women and children (including Maharashtra and Odisha) reported through the NCRP dashboard for reporting during last three years are at **Annexure-I**.

(b) & (c) : The component of Women Helpline (WHL) under "Sambal" sub-scheme of umbrella scheme "Mission Shakti" aims to provide 24 hours 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. WHL also supports women in distress with counseling services in addition to providing information about women welfare schemes and programs across the country. Presently, WHLs are functional in 34 States/ UTs except West Bengal and Puducherry. The State/UT-wise number of calls handled by WHLs is at **Annexure-II**.

Further, the Government issued an advisory to States / UTs for diversion of calls received at WHL-181 from women and girls seeking psychological counseling and / or showing aggravated behaviour to the National Institute of Mental Health and Neuro Sciences (NIMHANS) for providing pscho-social counselling. As such calls from WHL are referred to NIMHANS and not from NIMHANS to WHL.

(d) & (e): To strengthen the mechanism to deal with cyber crimes in a comprehensives and coordinated manner, the Government of India has taken steps for spreading awareness about cyber crimes; issuance of alerts/ advisories; capacity building/ training of law enforcement personnel/ prosecution/ judicial officers; improving cyber forensic facilities etc. The Government has established the Indian Cyber Crime Coordination Centre (I4C) to provide a framework and eco-system for LEAs to deal with cyber crimes in a comprehensive and coordinated manner. The Government of India has provided financial assistance under the Cyber Crime Prevention against women and children (CCPWC) Scheme, to the States/UTs for their capacity building such as setting up of cyber forensic-cum-training laboratories, hiring of junior cyber consultants and training of LEAs' personnel, public prosecutors and judicial officers.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) OF THE LOK SABHA UN-STARRED QUESTION NO.2837 FOR ANSWER ON 17.03.2023 ASKED BY DR. PRITAM GOPINATHRAO MUNDE, SHRI GIRISH BHALCHANDRA BAPAT, SHRI RAHUL RAMESH SHEWALE AND SHRI CHANDRA SEKHAR SAHU REGARDING 'COMPLAINTS ON CYBER CRIME PORTAL'

Year-wise and State/UT-wise details of complaints (including Anonymous) regarding cybercrimes against women and children lodged with the NCRP

SI No	State/Uts	2020	2021	2022
1	ANDAMAN & NICOBAR	20	17	21
2	ANDHRA PRADESH	684	788	1029
3	ARUNACHAL PRADESH	9	21	23
4	ASSAM	177	260	320
5	BIHAR	1159	1618	1955
6	CHANDIGARH	107	111	184
7	CHHATTISGARH	231	286	347
8	DADRA & NAGAR HAVELI AND DAMAN & DIU	15	20	23
9	DELHI	2327	2309	3283
10	GOA	52	60	69
11	GUJARAT	917	857	1037
12	HARYANA	717	788	1134
13	HIMACHAL PRADESH	155	157	210
14	JAMMU & KASHMIR	193	285	347
15	JHARKHAND	468	518	566
16	KARNATAKA	1731	1921	2482
17	KERALA	327	621	453
18	LADAKH	7	9	3
19	LAKSHADWEEP	1	3	7
20	MADHYA PRADESH	825	934	1095
21	MAHARASHTRA	3305	3025	3304
22	MANIPUR	10	42	27
23	MEGHALAYA	10	21	31
24	MIZORAM	7	9	14
25	NAGALAND	14	14	23
26	ODISHA	310	512	620
27	PUDUCHERRY	31	75	74
28	PUNJAB	542	590	1061
29	RAJASTHAN	812	926	1173
30	SIKKIM	10	501	17
31	TAMIL NADU	1848	3541	5635
32	TELANGANA	1069	1898	2993
33	TRIPURA	49	47	73
34	UTTARAKHAND	301	288	351
35	UTTAR PRADESH	2218	2515	3825
36	WEST BENGAL	1529	26461	28501
	Total	22187	52048	62310

ANNEXURE REFERRED TO IN REPLY TO PARTS (b) & (c) OF THE LOK SABHA UN-STARRED QUESTION NO.2837 FOR ANSWER ON 17.03.2023 ASKED BY DR. PRITAM GOPINATHRAO MUNDE, SHRI GIRISH BHALCHANDRA BAPAT, SHRI RAHUL RAMESH SHEWALE AND SHRI CHANDRA SEKHAR SAHU REGARDING 'COMPLAINTS ON CYBER CRIME PORTAL'

Year-wise and State/UT-wise number of calls registered/ received and women assisted through Women Helplines (WHLs-181) during last three years

Sl. No.	State / UT	2019-20		2020-21		2021-22	
		Calls registered/received	women assisted	Calls registered/received	women assisted	Calls registered/received	women assisted
1	Andaman and Nicobar Islands	307	39	391	42	454	39
2	Andhra Pradesh	239444	2349	125440	2035	93421	1510
3	Arunachal Pradesh	1021	164	471	280	354	238
4	Assam	61786	1118	68543	1208	76658	1715
5	Bihar	34974	417	32218	415	78268	731
6	Chandigarh	8958	8958	10047	10047	11021	11021
7	Chattishgarh	91437	3027	97960	3647	84862	3378
8	Dadra and Nagra Haveli and Daman and Diu	77	77	73	73	55	55
9	Delhi	568693	541261	536282	510154	542618	509185
10	Goa	7434	5026	16254	12365	15476	11952
11	Gujarat	157378	157378	147030	147030	164952	164952
12	Haryana	12022	2714	12503	3492	15847	6530
13	Himachal Pradesh	1838	1838	2120	2120	4235	4235
14	Jammu and Kashmir and Ladakh	981	981	2422	2422	1563	1563
15	Jharkhand	0	0	13990	2644	43023	11214
16	Karnataka	240251	6159	54469	9095	61093	10790
17	Kerala	18853	18853	25591	25591	41497	41497
19	Madhya Pradesh	1336	1096	72783	15029	72426	17989
20	Maharashtra	1168	1168	8741	8741	5742	5742
21	Manipur	4529	125	5452	172	4824	131
22	Meghalaya	3136	362	3171	736	1977	577
23	Mizoram	1624	1624	2677	2677	2645	2645
24	Nagaland	104	79	601	112	1925	996
25	Odisha	20332	8442	25342	8020	23367	6074
26	Puducherry*	0	0	0	0	0	0
27	Punjab	0	0	0	0	33929	33929
28	Rajasthan	16725	16725	5707	5707	8656	8656
29	Sikkim	8604	53	3459	85	1582	67
30	Tamil Nadu	5828	121420	5787	93659	119001	15046
31	Telangana	230000	4842	246948	10635	262041	13319
32	Tripura	0	0	83	80	264	255
33	Uttar Pradesh	123206	123206	16992	16992	51586	51586
34	Uttarakhand	1105	1105	1396	1396	1247	1246
	Total	1863151	1030606	1544943	896701	1826609	938863
