

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO.3826
TO BE ANSWERED ON 11.08.2023

CHILD HELPLINE

3826. SHRI E.T. MOHAMMED BASHEER:

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

- (a) whether the Government proposes to integrate Child Helpline 1098 with an emergency response support system 112; and
- (b) if so, the details and the current status thereof?

ANSWER

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

(a) & (b) : Yes Sir. The Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021) under section 2(25) defines the Childline Services as a twenty-four hours emergency outreach service for children in crisis which links them to emergency or long-term care and rehabilitation service.

Ministry of Women and Child Development is implementing Centrally Sponsored Scheme namely 'Mission Vatsalya' through the State/ UT Governments for delivering services for children in difficult circumstances. The Ministry has issued Guidelines to the States/UTs on 05.07.2022 for implementation of Mission Vatsalya Scheme. As per Mission Vatsalya Scheme, States are mandated to execute a 24x7 helpline service for children as defined under the Juvenile Justice (Care and Protection) Act, 2015 (as amended in 2021). There is also a provision for automation of Child Helpline -1098 and its integration with the Emergency Response Support System-112 (ERSS-112) helpline of Ministry of Home Affairs. Standard Operating Procedure (SoP) has been issued to the States/UTs on 31.03.2023 for implementation of the Child Helpline services. As per SoP, the aim of Child Helpline Service is to support and assist any child who is in difficult circumstances to provide emergency and immediate response and connect the child to existing long term services. This can range from immediate rescue to providing medical, shelter, legal aid, emotional support or guidance. Child Helpline therefore acts as a crucial link between children in distress conditions and services available for their rehabilitation, restoration or social reintegration.

Transition of Child Helpline is done in phased manner. In the first and second phase, integration of child helpline with ERSS-112 has been completed in 11 States i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadra and Nagar Haveli and Daman and Diu, Goa, Gujarat, Ladakh, Puducherry, Mizoram, Kerala and Tamil Nadu.
