

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:4031  
ANSWERED ON:03.08.2009  
SETTING UP OF TOLL FREE HELPLINE  
Reddy Shri K. Jayasurya Prakash

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Government proposes to set up a toll-free helpline to deal with complaints of atrocities and violence on women in the country;
- (b) if so, the details thereof, State-wise including Andhra Pradesh;
- (c) the time by which it is likely to be implemented; and
- (d) if not, the reasons therefor?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) to (d) Helpline to deal with complaints of atrocities and violence on women is setup by Police Authority of the State or Women Welfare Organizations. Since December 2008, a short Code '1096' for Crime against Women type of service has been reserved and allocated on receipt of request from respective State Government. This is metered service and can be made Called Party Service in which case the State Government or the Women Welfare Organizations will have to bear expenses for calls made by the calling party. As per available information, this number has been allocated in Delhi & Assam at the request of respective State Government in December 2008 and July 2009 respectively. Further, at the request of Andhra Pradesh Police in February 2007, it was clarified that short code of '1091' can be operationalised in Police Control Room as Women Helpline as metered service.