

**GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:573
ANSWERED ON:03.08.2011
TOLL FREE ANTI RAGGING HELPLINE
J Helen Davidson

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the Government has launched a round-the clock toll-free anti- ragging `helpline`;
- (b) if so, the details thereof;
- (c) the number of cases registered and solved, so far, under the helpline, State-wise;
- (d) whether the Government has received any complaints regarding poor performance of the `helpline`;
- (e) if so, the details thereof; and
- (f) the action taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (Dr. D. PURANDESWARI)

(a) & (b): As per information received from University Grants Commission (UGC), a toll free Anti-Ragging Helpline (1800-180-5522) has been established, which is operated by Ed.CIL (India) Ltd. w.e.f. 20.06.2009 through BSNL. The helpline has Call Centre facilities in 12 languages, viz. English, Hindi and regional languages (Tamil, Telugu, Malayalam, Kannada, Punjabi, Marathi, Oriya, Assamese, Gujarati and Bengali) for helping victims of ragging and facilitating effective remedial action. The Helpline receives complaints from the complainant and forwards the same to the respective institutions and the local administration for taking necessary corrective action.

(c): As reported by Ed. CIL (India) Ltd., the number of cases registered and solved, State-wise is given in the Annexure.

(d) to (f): The Call Centre is fully functional. However, whenever complaints regarding the functioning of the Centre are received or noticed during the course of monitoring the performance, these are attended to immediately. Performance and sensitivity of the Call Centre towards the complaint is also checked through test calls.