

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1380
ANSWERED ON:05.03.2013
HELPLINE NUMBER
Choudhary Shri Bhudeo

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Union Government has set up helpline number 181 for women in the National Capital Territory (NCT) of Delhi;
- (b) if so, the details thereof along with the number and nature of complaints received from women by the Delhi Police; and
- (c) the action taken for disposal of these complaints?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI MULLAPPALLY RAMACHANDRAN)

(a) to (c) No, Madam.

The Helpline number 181 for women has been started in the office of Chief Minister of Delhi w.e.f. 31.12.2012.

This service is to help women facing physical, sexual or domestic violence and to provide support in taking up their matter with respective service providers. The jurisdiction of this service is within Delhi. The details of calls received on "181" helpline so far and help provided so far are as under:

Phase-I – Trial Phase of Helpline w.e.f. 31.12.2012 to 14.1.2013

- (i) Total number of calls received-49736
- (ii) Number of calls attended/responded – 30308
- (iii) Number of calls abandoned-19428

Phase-II w.e.f. 15.1.2013 onwards (data upto 23.2.2013)

- (i) Total number of calls received – 24878
- (ii) Number of calls responded & help provided by taking up their matter with concerned Service providers – 9465

Nature of complaints includes abduction, acid attack, attempt to rape, confinement by parents, dangerous attack, domestic violence, dowry death, dowry violence, extra marital, illegal confinement, kidnapping, life threatening attack by family, mental harassment, missing, murder, obscene call, rape, sexual abuse, stalking, threat to life, violence by khap panchayats etc.

- (iii) Number of calls responded but no further help was required – 7789
- (iv) Number of calls abandoned - 7624