

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

UNSTARRED QUESTION NO:1461

ANSWERED ON:14.08.2013

CENTRALIZED HELPLINE SYSTEM

Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari;Reddy Shri Mekapati Rajamohan

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

- (a) whether the Government has started centralized helpline system for the convenience of students in the country;
- (b) if so, the details thereof;
- (c) whether the Government has received complaints regarding malfunctioning of such system in the recent past and if so, the details thereof and the reasons therefor;
- (d) the action taken on such complaints; and
- (e) the other corrective steps taken/being taken by the Government in this regard?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (DR. SHASHI THAROOR)

(a)&(b): Yes, Madam. As per information received from University Grants Commission (UGC), a nationwide toll free Anti-Ragging Helpline (1800-180-5522) has been established on 20.06.2009 with 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 directly receives complaints from the complainant/victim of ragging and forwards the same to the respective institutions and the local administration (SHO & SP) for taking necessary corrective action.

(c): No complaints regarding malfunctioning of the System has been received by the Government.

(d)&(e): Do not arise.