

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1853
ANSWERED ON:17.12.2013
DELHI POLICE HELPLINE
Punia Shri P.L.

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) the total number of complaints received on the 1091 and 1291 helpline run by the Delhi Police separately, during each of the last three years and the current year;
- (b) the number of such complaints solved/unsolved by the Delhi Police during the said period; and
- (c) the steps taken by the Government to clear all the unsolved cases?

Answer

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

(a): The details of complaints received on Delhi Police women Helpline No. 1091 and senior citizen Helpline No. 1291 during the last three years i.e. 2010, 2011, 2012 and 2013 (upto 30th November, 2013) separately are as under:-

Helpline Number	2010	2011	2012	2013 (upto 30.11.13)
1091	496	554	557	898
1291	1599	528	376	454

(b): The details of cases of crime committed against women and senior citizens including the calls received on Delhi Police Helplines, registered by Delhi Police along-with action taken during the last three years 2010, 2011, 2012 and 2013 (upto 30th November, 2013) are at Annexure 'A & B' respectively.

(c): Delhi Police has been working ceaselessly for ensuring the safety of women and senior citizens in the city and takes quick and concrete steps to work out all unsolved cases, arrest the accused and charge sheet them in the shortest possible time.