

**GOVERNMENT OF INDIA  
HOME AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:3234  
ANSWERED ON:17.03.2015  
HELPLINE FOR WOMEN  
Lekhi Smt. Meenakashi

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) the details of the number of women safety/ emergency helplines and the helpline numbers used in the country, State/UT-wise;
- (b) whether these helplines have been successful in addressing emergency complaints;
- (c) if so, the details of the number of complaints addressed by each helpline and the corresponding number of calls received during each of the last three years and the current year, State-wise;
- (d) whether the Government has any proposal to introduce a single helpline for uniformity and easy recognition in the country; and
- (e) if so, the details thereof?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

- (a) to (c) There is no centralized data available with the Ministry of Home Affairs on number of women safety/emergency helplines operating in the country. Hence satisfaction level in redressal of grievances cannot be ascertained.
- (d) and (e) The Ministry of Home Affairs has decided to establish an emergency response system to attend women in distress which will have a unique number operable throughout the country. The Ministry of Women and Child Development is also setting up a universal helpline designed to support women affected by violence both in public and private places including the family, community workplace etc.