

**GOVERNMENT OF INDIA
WOMEN AND CHILD DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:2290
ANSWERED ON:28.07.2017
Web Portals on Missing Children
Mahtab Shri Bhartruhari

Will the Minister of WOMEN AND CHILD DEVELOPMENT be pleased to state:

- (a) whether the web portals 'Track Child' and 'Khoya-Paya' set up by the Government under the Integrated Child Protection Scheme (ICPS) have achieved the desired results in the country;
- (b) if so, the details thereof indicating the number of website hits on missing children along with the number of children tracked/found from the said portals across the country since inception, State/UT-wise and if not, the reasons therefor;
- (c) whether the Government has received suggestions from various quarters to improve efficiency of the said portals;
- (d) if so, the details thereof along with the action taken/being taken by the Government on such suggestions so far; and
- (e) the other steps taken/being taken by the Government to track missing children across the country along with achievements thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI KRISHNA RAJ)

(a): Yes, Madam, the portals have been found to be useful in achieving the desired results in the country.

(b) The number of website hits on TrackChild web portal since Jan, 2012 to till 24.7.2017 are 131834014. State/UT-wise details of recovered/found children from 01-01-2012 to 24-07-2017 is annexed. The number of cases reported on KhoyaPaya from June 2015 to 24.7.2017 are as follows:

- i. Number of registered users: 8054
- ii. Total App downloaded by Citizen/Parents: 4946
- iii. Number of missing cases published: 1088
- iv. Number of sighted cases published: 7631
- v. Total Missing/Sighted cases closed on the portal: 3917

(c) & (d): Yes, Madam. The Track Child portal was studied by the Faculty of Managements Studies (FMS) University of Delhi, and suggestion to make it more user friendly have been incorporated.

(e): The Ministry of WCD has developed Standard Operating Procedure (SOP) for tracing of missing children for different stake holders. Emergency outreach services for children in crisis, including missing children, through a toll free 24*7 Child Helpline 1098 is also provided. Also, since 2015, Ministry of Women & Child Development in partnership with Ministry of Railways has initiated Child Help Desk (CHILDLINE Porta Cabin) at 33 Major Railway Stations covering 14 States/UTs.
