



**KAMARAJ IAS ACADEMY**  
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# Child Helpline

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**Why is in news?** As part of the broader vision of 'One Nation One Helpline' Government takes decision for integration of Child Helpline with ERSS-112

Childline Services is defined in **Juvenile Justice (Care & Protection of Children) Act, 2015** under section 2(25) as a **twenty-four hours emergency outreach service** for children in crisis which links them to emergency or long-term care and rehabilitation service.

The service can be accessed by any child in crisis or an adult on their behalf by dialing a four digit toll free number (1098).

As part of the **broader vision of One Nation One Helpline**, and as prioritised during the 2<sup>nd</sup> National Chief Secretaries' Conference, the Ministry of woman and child development has taken a **decision of integration of Women Helpline, Child Helpline with ERSS-112** (Emergency Response Support System).

Ministry under erstwhile **Child Protection Services (CPS) Scheme** was supporting this **24x7 helpline Childline 1098** service, through **Childline India Foundation (CIF)** and its partner NGOs.

Childline India Foundation (CIF) was **the 'MOTHER NGO' managing this service as Childline.**

CIF is rendering Childline Services in 568 districts, 135 Railway Stations and 11 Bus Stands through its network of 1000+ units.

The **response time by CIF is about 60 minutes** to respond to children's distress calls.

The current system however **lacks interoperability with other services** like Police, Fire, Ambulance which leads to loss of precious time in distress situations.

Furthermore, the CIF network could cover only 568 districts which had left almost 200 districts uncovered under Childline. Therefore, Government has taken a decision to **integrate Child Helpline with ERSS-112** so that the responsibility of the administration towards children is taken over and made functional through responsible and responsive administration.

The Child Helpline system **run in collaboration with the States and UTs** will have positive effect on strengthening the Service Delivery structures under the **Juvenile Justice (Care and Protection of Children) Act of 2015** as amended in 2021

The technical integration with the ERSS-112 is expected to usher in seamless flow of information which will aid repatriation and restoration of children in vulnerable situations within the district, state and across the States and UTs effectively.

## Child Helpline:

Ministry of Woman & Child development has issued **guidelines of Mission Vatsalya Scheme subsuming erstwhile Child Protection Services (CPS) Scheme** according to which the Child Helpline will be run in

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coordination with State and District functionaries including Police, Counselors, Case Workers and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of Ministry of Home Affairs (MHA).

Ministry has entrusted the **Centre for Development of Advanced Computing (C-DAC), Kerala** as a Total Solution Provider (TSP) for automation of Child Helpline-1098 and its integration with ERSS-112.

The transition of Child Helpline is in progress and is being made operational by taking over of Childline in 09 States/UTs in phase-wise manner.

The **first phase of 9 States/UTs** are Andhra Pradesh, Arunachal Pradesh, Bihar, Dadra and Nagar Haveli & Daman & Diu, Gujarat, Goa, Ladakh, Mizoram and Puducherry for which taking over will be completed by 30.06.2023.