

No.CW-II-22/36/2022-CW-II (e-102313)
Government of India
Ministry of Women & Child Development
(Child Welfare-II Division)

Room No.310, 3rd Floor,
A-Wing, Shastri Bhawan,
New Delhi-110001
Dated: 12th September, 2022

To,
Principal Secretary
Department of Women and Child Development/Social Justice
(All States/UTs)

Subject: Integration of Child Helpline (1098) with ERSS with telephonic short code 112 and 112 India App and their linkage with District Child Protection Units (DCPUs) – Reg.

Sir,

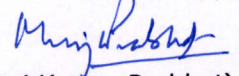
I am directed to refer to the subject mentioned above and to say that as per the Mission Vatsalya Scheme, Ministry of Women and Child Development in partnership with States and Districts will execute a 24x7 helpline service for children as defined under the JJ Act, 2015. The Child Helpline under Mission Vatsalya shall be run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of Ministry of Home Affairs.

2. The Ministry has decided to integrate the Child Helpline (1098) with Emergency Response Support System (ERSS) with telephonic short code 112 and 112 India App and their linkage with District Child Protection Units (DCPUs) with the help on Centre for Development of Advanced Computing (C-DAC).

3. In this regard, all the States/UTs are requested to identify a State level Nodal Officer and the second level officers for the State/UTs, to support the C-DAC by providing necessary inputs etc. States/UTs will provide suitable and sufficient space/building for setting up WCD Control Room, with proper electrical wiring with necessary power sockets and other basic infrastructure, wherein CHL and WHL call takers may be co-located. C-DAC may also appoint a Nodal Officer as point of contact for coordinating the activities with the Central Government and States/UTs for this purpose.

4. This issues with the approval of competent authority.

Yours faithfully,



(Manoj Kumar Prabhat)

Under Secretary to the Government of India

Copy to:

The Centre for Development of Advanced Computing (C-DAC)
[Attn: Shri Kalai Selvan A., Senior Director / Scientist]
Vellayambalam, Thiruvananthapuram.
Kerala-695033
(Email: kselvan@cdac.in)

Copy for information to:

1. Secretary, Ministry of Electronics & Information Technology, Electronics Niketan, CGO Complex, Lodhi Road, New Delhi-110003.
2. Secretary, Ministry of Home Affairs, North Block, New Delhi.
3. Sr. PPS to Secretary, WCD
4. JS (IM)/JS(RG)