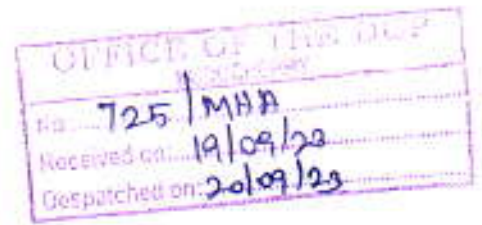


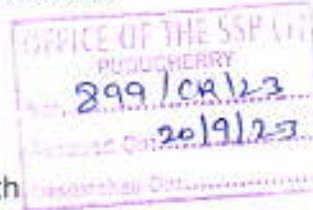


NO. 1312/HOME/P3/2023/Misc.
GOVERNMENT OF PUDUCHERRY
HOME DEPARTMENT



Puducherry, dt. 15.09.2023

I.D. NOTE



SSP (12)

CPCW/112

Sub : Home (Police) –Integration of Child Helpline (1098) with
Emergency Response Support System (112)– reg.

Ref: Letter No. F.No.1/2/2021-WS-IV (e-3531848) dated 16.08.2023
of the Commandant (Women safety Division) Ministry of Home
Affairs, New Delhi.

A copy of the letter cited under reference on the subject mentioned above,
which is self explanatory, is forwarded herewith for information and necessary action.

(M.V.HIRAN)
UNDER SECRETARY TO GOVT. (HOME)

Encl: As above

To

1. The Secretary,
Department of Women and Child Development,
Puducherry.

2. The Director General of Police
Puducherry

Imp. ERSS / FMS

26.09.23

OFFICE SECRETARY
CHIEF SECRETARY
DEPT. OF HOME AFFAIRS
SECRETARY TO GOVT. OF INDIA

3591/Secy/How/03/23
24 AUG 2023
25 AUG 2023

File No.: 1/2/2021-WS-IV (e-3531848)

Government of India
Ministry of Home Affairs
(Women Safety Division)

Jaisalmer House, New Delhi- 110001

Dated: 16 August, 2023

To,

Additional Chief Secretary/Principal Secretary /Secretary (Home Department) of
all States/UTs

Subject- Integration of Child Helpline (1098) with Emergency Response Support
System (112)- reg.

Sir/Madam,

The Ministry of Women and Child Development (MoWCD), is implementing a Centrally Sponsored Scheme "Mission Vatsalya", erstwhile Child Protection Services (CPS) Scheme, for the welfare and rehabilitation of children in difficult circumstances.

2. As per the clause 2.14 of the Implementation Guidelines, the Mission Vatsalya in partnership with States and Districts will execute a 24x7 helpline service for children as defined under the Juvenile Justice Act, 2015. The Child Helpline under Mission Vatsalya shall run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of MHA.

3. Accordingly, integration of 1098 with 112 is underway under Mission Vatsalya and is expected to be completed in four phases in the following manner:

- Phase- 1: Integration of 09 States/UTs by 07.07.2023
- Phase- 2: Integration of 02 States/UTs by 31.07.2023
- Phase- 3: Integration of 06 States/UTs by 11.08.2023
- Phase- 4: Integration of 19 States/UTs by 31.08.2023

4. The Standard Operating Procedure (SOP) has already been shared by Ministry of Women and Child Development (MoWCD) with all the States/UTs vide D.O. Letter No. CW-II-22/42/2022-CW-II dated 31.03.2023 (enclosed).

5. In view of the above, all the States/UTs are requested to follow the SOP (enclosed) for handling the 1098 calls, as and when the integration of 1098 with 112 is completed in their respective States/UTs. The details regarding Phase-wise and State/UT-wise integration are also enclosed herewith as Annexure-1.
6. This issues with the approval of competent authority.

Encl.: As above (the enclosures will be sent via email).


(Santosh Kumar)
Commandant (WS)
Women Safety Division
Ministry of Home Affairs
Ph. No.: 011-23071083

Copy to:-

1. Smt. Indra Mallo, IAS, Joint Secretary,
Ministry of Women and Child Development, New Delhi- 110001
2. Shri. Kalai Selvan A., Director,
C-DAC Thiruvananthapuram, Kerala- 695033