

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 3349
ANSWERED ON 07.08.2026

IMPLEMENTATION OF ONE STOP CENTRES

3349. SHRI DARSHAN SINGH CHOUDHARY:

- (a) whether the Ministry has reviewed the implementation of One Stop Centres (OSCs), Women Helplines and other support services being operated under Mission Shakti; if so, the details thereof including the number of women benefitted from these services in the Hoshangabad–Narsinghpur Parliamentary Constituency during the last few years;
- (b) whether the Ministry has reviewed the effectiveness of the measures for the prevention of crimes against women and children and the coordination mechanism among various Departments; if so, the details thereof;
- (c) whether the Government is aware of any cases in which women have again been subjected to domestic violence/harassment even after a settlement through OSCs; if so, the details thereof; and
- (d) whether any special provisions/policy are in place for stringent legal action against such habitual offenders, special monitoring, protection of the victim and prevention of recurrence; if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SAVITRI THAKUR)

(a) to (d): The Government gives utmost priority to the safety, security, rehabilitation and empowerment of women in the country. Government has adopted multi-pronged approach to address the needs of women on a life-cycle continuum basis for their educational, social, economic and political empowerment so that they become equal partners in fast paced and sustainable national development. This vision of 'Women led development' is essential for realising the goal of a developed India, or 'Viksit Bharat' by 2047.

Mission Shakti aims at strengthening interventions for women safety, security and empowerment. Mission Shakti comprises of two verticals 'sambal' for safety and security of women and 'Samarthya' for empowerment of women across the country.

One Stop Centre (OSC) is a component of the Sambal vertical under the umbrella Mission Shakti. It provides integrated and immediate support and assistance under one roof to women affected by violence and those in distress, both in private and public spaces all across the country. It provides services like medical aid, legal aid and advice, temporary shelter, police assistance and psycho-social counselling to needy women across the country. Since inception, i.e. 1st April, 2015 to 30th June, 2026, 991 One Stop Centres have been made operational across the country and over 15.20 lakh women have been assisted in the country through these OSCs. As on date, 63 One Stop Centres are operational in the State of Madhya Pradesh including one OSC each in the districts of Narmadapuram, Narsinghpur, Raisen of the Hoshangabad–Narsinghpur Parliamentary Constituency and over 1.65 lakh women in the State have been assisted since inception.

Women Helpline (181) is also a component of the Sambal vertical under the umbrella Mission Shakti. Women Helpline (181) provides 24-hour toll-free telecommunication services to support women in both emergency and non-emergency situations. Since inception till 30th June, 2026, over 1.04 crore women have been assisted in the country and out of which 3.83 lakhs women assisted are from Madhya Pradesh.

To strengthen convergence and ensure seamless access to support services, OSCs have been integrated with the Women Helpline (WHL), and so far, 661 OSCs have been integrated. Through this integration, women can be referred to appropriate services in a timely and coordinated manner. Further, the Women Helpline has been integrated with the Emergency Response Support System (ERSS-112), Child Helpline (1098) and other relevant service delivery mechanisms to facilitate prompt emergency response and effective inter-agency coordination. In addition, OSCs have also been integrated with Shakti Sadan to enable referral of women requiring long-term institutional support, rehabilitation and safe accommodation, thereby ensuring a continuum of care under the Mission Shakti framework.

Mission Shakti is a Centrally Sponsored Scheme and implementation of this scheme lies with the State Governments and UT Administrations. Adequate staff and infrastructure support is provided for smooth operationalization of Mission Shakti Scheme across the country.

Further, once in a year, the Programme Approval Board (PAB) monitors with States and UTs the progress of activities under the scheme and reviews status of achievement of objectives, effective delivery of services to women and children. Apart from this, officials of the Ministry continuously review the scheme through meetings, video conferencing and by making field visits to States/UTs from time to time. The Ministry has also developed the Mission Shakti Dashboard, which facilitates real-time tracking of functioning of the Schemes under the Mission Shakti at the district, State, and National levels.

The Ministry of Women and Child Development is the nodal Ministry for the administration of Juvenile Justice (Care and Protection of Children) Act, 2015 (JJ Act, 2015) which is the primary legislation for ensuring safety, security, dignity and well-being of children and is implemented by all the States and Union Territories. The Act creates statutory structures at the State and District levels which include State Child Protection Society, Child Welfare Committees, Juvenile Justice Boards (JJBs), District Child Protection Units. It also provides for establishment of Child Care Institutions (CCIs).

Ministry of Women and Child Development is implementing a Centrally Sponsored Scheme namely 'Mission Vatsalya' in all States and Union Territories including on predefined cost sharing basis between the Central and the State Governments to deliver various services for children in difficult circumstances. The scheme provides institutional care and non-institutional care. Child Care Institutions (CCIs) established under the Mission Vatsalya scheme provide, inter-alia, age-appropriate education, access to vocational training, recreation, health care, counselling etc. Under Non-Institutional Care Service, support is provided through Sponsorship, Foster Care, Adoption and After Care.

The scheme also provides for emergency outreach services namely Child Helpline 1098 (24x7x365) for children in difficult circumstances which is integrated with Emergency Response Support System-112 (ERSS-112) Helpline of Ministry of Home Affairs.

This Ministry has developed an integrated unified Mission Vatsalya Portal in consultation and coordination with States and Union Territories. The Track Child portal for Missing/Found Children, and Khoya-Paya application for Missing/Sighted Children have been integrated with this unified Mission Vatsalya Portal. The TrackChild portal is implemented with support and involvement of various stakeholders namely Ministry of Home Affairs, Ministry of Railways, State Governments and UT Administrations, Child Welfare Committees, Juvenile Justice Boards, National Legal Services Authority, etc. Standard operating procedure have been issued in this regard. It is also integrated with the Crime and Criminal Tracking & Network Systems (CCTNS) of the Ministry of Home Affairs which allows interoperability in terms of matching of FIRs of missing children with data base of TrackChild to trace and match missing children by the State and Union Territory police concerned. Further, through Khoya Paya module any citizen can report about any missing or sighted children.

Several Steps have been taken by Ministry of Home Affairs on Crime against Children. Many legal provisions have also been adopted in the recent years to deal with crime against Children in the new Criminal Laws effective from 1.7.2024 - Bharatiya Nyaya Sanhita, 2023 (BNS). Various advisories have been issued by Ministry of Home Affairs to States/UTs on Crime against Children. Further, for strengthening the law enforcement response against trafficking in persons especially women and children, the Ministry of Home Affairs has taken various initiatives and measures from time to time. One of such initiatives is the setting up of an Anti Human Trafficking Unit (AHTU) in every district of the State and Union territory all over the country. Border Guarding Forces viz BSF and SSB and Railway Protection Force (RPF) for strengthening the existing AHTUs and setting up new AHTUs covering all the districts of States and UTs. AHTUs are integrated task forces to prevent and combat trafficking in persons and comprise of a group of trained sensitive officials of Police, Women and child Welfare Department and other relevant Departments of the States.

Other initiatives taken by the Ministry of Home Affairs to prevent crime against children are as under:

- (i) A national level communication platform- Crime Multi Agency Centre (Cri-MAC) was set up by the Government of India which facilitates dissemination of information about

significant crimes, including human trafficking cases across the country, on real time basis, and enables inter-State coordination by Police officers.

(ii) Under initiative of MHA, a National Database of Human Trafficking Offenders (NDHTO), is maintained to facilitate the LEAs to search the trafficker's portfolio which provides crime history, personal details etc. Trafficker's data search provides details for prevention/detection of such crimes.

(iii) Crime and Criminal Tracking Network and Systems (CCTNS):- In order to facilitate police in State/UTs with a common platform for collecting and sharing information on crimes and criminals at national level, the Ministry of Home Affairs (MHA) started implementation of CCTNS project in 2009. CCTNS interconnects all police station and higher police offices on a common digital platform for the purpose of collecting and sharing information on crime & criminals, which is a crucial contributing factor for timeliness and efficiency in criminal investigation and also in facilitating use of this database for the purpose of crime analytics and research.

(iv) National Database on Sexual Offenders" (NDSO):- It facilitate investigation and tracking of sexual offenders across the country to specifically impact and reduce crime and violence against women and children through identification of known and habitual sexual offenders.

(v) Investigation Tracking System for Sexual Offences (ITSSO):- It is an online analytic tool "Investigation Tracking System for Sexual Offences" to monitor and track time bound investigation in sexual assault cases in accordance with Criminal Laws.

(vi) Emergency Response Support System (ERSS):- provides a single emergency number (112) based computer aided dispatch of field resources to the location of distress, has been operationalized in 36 States/ UTs. A safety application, 112 India Mobile App, especially for Women has also been launched, which has feature to send emergency signal to nearest volunteers and pre-registered emergency contacts and law enforcement agencies in times of distress for quick response.

(vii) Cyber Crime:- Government has established the Indian Cyber Crime Coordination Centre (I4C) to provide a framework and eco-system for Law Enforcement Agencies (LEAs) to deal with cyber-crimes in a comprehensive and coordinated manner. Government has launched National Cyber Crime Reporting Portal (www.cybercrime.gov.in) to enable the public to report all types of cyber-crimes, with special focus on cyber-crimes against women and children. Further, Financial assistance under the 'Cyber Crime Prevention against Women and Children (CCPWC) Scheme has been provided to the States/UTs for their capacity building.

The Ministry of Women and Child Development alongwith the State Governments and UT administrations is continuously working to strengthen the growing demand, visibility and timely support to the beneficiaries.
