

## **1) Universal Women Helpline (WHL)**

The Scheme of universalisation of Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence through referral (linking with appropriate authority such as police, One Stop Centre, hospital) and information about women related government schemes programs across the country a single uniform number.

Women Helpline (WHL) will be integrated with One Stop Centre Scheme (OSC) under which one OSC shall be established in every State/UT to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women affected by violence and in need of redressal services will be referred to OSC through WHL.

Under the WHL Scheme, the States/UTs will utilize or augment their existing women helplines through a dedicated single national number. Department of Telecommunication, Government of India has allocated short code 181 to all States/UTs which is being used by some States/UTs such as Delhi, Chandigarh, Chhattisgarh as Women Helpline. Under this Scheme, States/UTs need to adopt this code 181 as Women Helpline (WHL). It is envisaged that this number would be compatible with all the existing telecommunication channels whether providing post/pre paid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G,4G etc. All the state/district/city level helplines whether private or public or public would be integrated with this women helpline.