

GOVERNMENT OF ODISHA

DEPARTMENT OF WOMEN & CHILD DEVELOPMENT

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/WCD, Dt. 17-12-2024

From

Sri. Asutosh Behera(OSS)

Under Secretary to Govt.

To

All PO-cum-Programme Officer.

Sub: Standard Operating Procedure (SOP) for integration of Child Helpline(CHL)1098, Women Helpline (WHL) 181 and Emergency Response Support System (ERSS) 112

Madam/Sir,

In inviting a reference to the subject cited above, I am directed to forward Standard Operating Procedure (SOP) for integration of Child Helpline (CHL) 1098, Women Helpline (WHL) 181 and Emergency Response Support System (ERSS) 112 .

This is for information & necessary action.

Yours faithfully,

Asutosh Behera
17-12-24

Under Secretary to Govt.

Memo No. 29540

/WCD ,Dated. 17-12-2024

Copy forwarded to All DSWO for kind information & necessary action.

Asutosh Behera
17-12-24

Under Secretary to Govt.



Integration of Child Helpline (CHL) 1098, Women Helpline (WHL) 181, and Emergency Response Support System (ERSS) 112

Standard Operating Procedure (SOP)

1. Why intervention:

The response time will be minimised and interoperability with services like police, fire, ambulance will be easier.

2. Feasibility for Space:

2.1 State Level:

- As per the specifications provided by the CDAC team (technical support provider assigned by the Ministry of Women and Child Development, Govt. of India), the State Control Room for CHL and WHL has been allocated at Room No. 70 on the 3rd floor of the W&CD Complex, Ganga Nagar, Bhubaneswar.
- There is a dedicated server room in Room No. 71 that serves both helplines, ensuring integrated operations.
- The control room for WHL was previously functioning in Room No. 69 but has now been shifted to Room No. 70 for better integration.
- Workstations can be set up in Room No. 69 for the seating of the Administrator and IT Supervisors of both helplines.
- Currently, the control room is equipped with 8 computer systems (4 for each helpline), which can accommodate 24 call responder (4 for each helpline in 3 shifts during a day)s working in 3 shifts. These systems are integrated with ERSS 112 for streamlined emergency response.

2.2 District Level:

- For **Child Helpline (CHL)**, district call centers are installed and activated at the District Child Protection Units (DCPUs). Interventions are carried out by Supervisors and Case Workers posted at the district level. They use the DCPU vehicle or, when necessary, hire vehicles for interventions.
- For **Women Helpline (WHL)**, district call centers have not yet been

installed. Currently, the staff from One Stop Centers (OSCs) handle interventions based on manual call referrals received from the State Control Room. They would continue to do so till staff for WHL are deployed

- It is proposed that the district call centers for WHL be co-located with the existing CHL call centers at the DCPUs. Staff for both helplines may be deployed at the same location to ensure efficient, integrated service delivery. Vehicle available with OSC would be used for attending to calls when needed.

3. Call Reception and Triage:

- All incoming calls on WHL (181), CHL (1098), will be received and documented at the integrated State Control Room.
- Calls will be triaged based on urgency and the nature of the case (child-related, women-related, or both).
- If a call pertains to both a child and a woman in distress, it will be jointly handled by CHL and WHL teams, ensuring a coordinated response.
- **Emergency calls:**

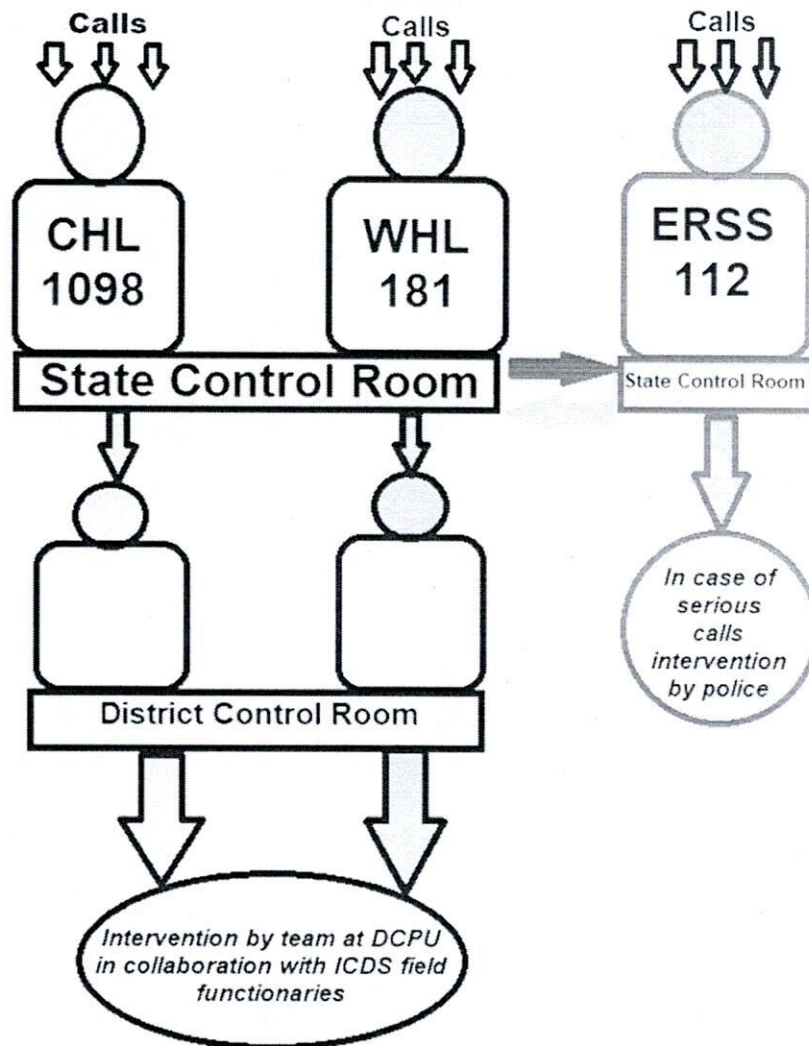
All Emergency calls shall be forwarded by the WCD Control Rooms to ERSS-112. While forwarding the calls to 112, concerned CHL Unit also be informed of the case for intervention.

- **Non-Emergency calls:**

Non-emergency calls on post assessment and nature of the call shall be transferred to CHL Units of DCPUs for providing necessary support and intervention as per the case.

- **Information Calls:**

These are calls wherein caller is looking for information either pertaining to other services/schemes of the Government. The call may be handled by the Call Operators of the Control Rooms wherever information is available or may be transferred to CHL Units of DCPUs for providing information to the caller.



4. District and Field Level Intervention:

At the district level, CHL and WHL staff will collaborate to respond to emergency cases using shared resources.

- The District Child Protection Unit (DCPU) will continue to support CHL operations, while One Stop Center (OSC) staff will assist with WHL cases until dedicated WHL call centers are established.
- In cases requiring immediate field intervention, the OSC and DCPU vehicle will be used, or additional transport will be arranged as needed.
- As mentioned in the SOP for WHL issued by MWCD, Govt. of India, emergency cases are to be referred to ERSS 112 where police will intervene. In case of non-emergency cases DCPU and OSC will coordinate with concerned CDPO for on time intervention.

- In case of emergency/night shelter is required for the women/child in distress; they can be housed at the OSC for temporary care.

5. Documentation and Reporting:

WCD Control Room shall answer the calls 24x7, 365 days in a weekly shift pattern. The State level control room for WCD will have dedicated infrastructure that can handle different types of distress signals like voice calls, SMS, emails etc. It will have specialized call takers for child related calls. A Child can seek help using following options:

- I. Dial 1098 for child helpline
- II. Send SMS to the specified number from the phone
- III. Send email to the specified address

Child related help requests can be received in the ERSS also. This occurs when a person makes a call to 112 or sends SMS or panic signals to 112. The call takers assess the nature and severity of the case and if required it will be dispatched to the WCD control room.

Call Operator should be trained for answering calls and shall practice on scripts for answering various categories of calls. Whenever a call is made to 1098, call is auto-routed to concerned State's WCD Control Room. Caller's identification and caller location is obtained through Telephone Subscriber database and Location Based Services. Once a call lands on WCD-CR, a Unique ID Number is generated for each call and call is transferred to the call operator. The decision of transferring the call to CHL units shall be done within 5 minutes of the call. The responsibility of WCD Control Room includes:

- I. Answering all inbound calls to 1098 and 181 and transfer the call to 112 or Child Helpline Unit at DCPUs or OSC in case of calls related to women.
- II. Documenting all calls and recording details of the caller and share the details of the caller with 112 or CHL units of DCPUs.
- III. Follow up with 112 or CHL units at DCPUs for documenting details of intervention cases handed over to them and to get follow-up for the cases handled through outreach programs.
- IV. Providing information to the caller of different services/resources for the welfare of children. Closing the call after seeking follow up from 112 or CHL units.

- All cases received and handled by the integrated control room must be documented in a centralized case management system.
- Regular reports should be submitted to the State Women and Child Development Department for monitoring and evaluation.
- A monthly review meeting should be held by the DSWO or PO (in-charge of women related issues) with DCPU, OSC staff, and control room personnel to assess the performance of the integrated response system.

6. Staff Training and Capacity Building:

- Joint training sessions will be conducted for CHL, WHL, and ERSS personnel to ensure familiarity with the integrated response protocols.
- Emphasis will be placed on gender sensitivity, child protection laws (JJ Act, POCSO Act), and trauma-informed care.

7. Supervision:

- DCPO of the district will be the day to day supervision authority of the helplines under the guidance of DSWO/ PO.
- The Gender Specialist of District Hub for Empowerment of Women will join district call centre of CHL and WHL to coordinate the activities, intervention and in emergency receive the calls.
- The field intervention for both helplines will be made in collaboration with ICDS functionaries.
- District Collector will review the matter in every quarter and share report with Director, OSCPS.

8. Funding:

For smooth functioning of the WHL 1098 services, the WEA section of W&CD Department will release funds to OSCPS through SNA to implement the programme.

9. Monitoring and Evaluation:

- At state level OSCPS will be nodal agency for functioning of both the helplines.
- The Monthly report on functioning of WHL is to be submitted to OSCPS

in joint signature of DSWO/ PO and DCPO.

- Feedback mechanism should be established to gather input from callers and service users about their experience with the helpline services.
- Performance metrics, such as response time, case resolution rate, and user satisfaction, should be tracked and analyzed to identify areas for improvement.

