

No.CW-II-22/36/2022-CW-II-Part (2) (e-104294)
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: 23rd December, 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 Child Protection Units (CPUs) – Reg.

Madam/Sir,

I am directed to refer to this Ministry's letter No.CW-II-22/36/2022-CW-II (e-102313) dated 12.09.2022, 02.11.2022 and further discussion in the meeting held on 28.11.2022 under the chairpersonship of AS&FA, M/o WCD on the subject mentioned above and to say that as per the Mission Vatsalya Scheme, the Child Helpline shall be run in coordination with State and District functionaries and integrated with the ERSS-112 helpline of Ministry of Home Affairs for which Ministry has decided to avail the services of Centre for Development of Advanced Computing (C-DAC).

2. In this regard, all the States/UTs were 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.

3. Ministry is in receipt of State-wise delivery schedule of Hardware (Annexure-I) which is being shared for information and extending support and cooperation to C-DAC during the process.

4. In view of the above, since automation of CHL-1098 and its integration with ERSS-112 is a time bound process, therefore, all States/UTs are requested to take necessary action at their end.

Yours faithfully,



(Manoj Kumar Prabhat)

Under Secretary to the Government of India

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. Joint Secretary (PA), Ministry of Women and Child Development, Shastri Bhawan, New Delhi
4. Shri Kalai Selvan A., Senior Director / Scientist, The Centre for Development of Advanced Computing (C-DAC)
5. Smt. Deepa PP, Scientist-E, Joint Director, C-DAC
6. Smt. Hudlin Leo E, Scientist-E, Joint Director, C-DAC

Annexure-I**Automation of CHL/WHL - Delivery Schedule of Hardware Items**

Delivery Schedule of hardware items - Servers, Desktop PCs, IP phones and Gateways

Phase-1 States		
No	Name of State/UT	Expected Date
1	Tripura	28 Dec, 2022
2	Mizoram	29 Dec, 2022
3	Puducherry	30 Dec, 2022
4	Dadra & Daman	4 Jan, 2023
5	Kerala	6 Jan, 2023
6	Punjab	10 Jan, 2023
7	Haryana	12 Jan, 2023
8	Delhi	16 Jan, 2023
Phase-2 States		
1	Himachal Pradesh	20 Jan, 2023
2	Uttarakhand	23 Jan, 2023
3	Chandigarh	24 Jan, 2023
4	Rajasthan	25 Jan, 2023
5	Jammu & Kashmir	27 Jan, 2023
6	Ladakh	30 Jan, 2023
7	West Bengal	20 Jan, 2023
8	Nagaland	23 Jan, 2023
9	Manipur	24 Jan, 2023
10	Arunachal Pradesh	25 Jan, 2023
11	Andhra Pradesh	20 Jan, 2023
12	Jharkhand	23 Jan, 2023
13	Telangana	24 Jan, 2023
14	Gujarat	25 Jan, 2023
Phase-3 States		
1	Goa	30 Jan, 2023
2	Karnataka	31 Jan, 2023
3	Maharashtra	01 Feb, 2023
4	Madhya Pradesh	06 Feb, 2023
5	Odisha	10 Feb, 2023
6	Bihar	13 Feb, 2023
7	Chhattisgarh	16 Feb, 2023
8	Meghalaya	31 Jan, 2023
9	Assam	01 Feb, 2023
10	Sikkim	03 Feb, 2023
11	Tamil Nadu	10 Feb, 2023
12	Uttar Pradesh	13 Feb, 2023
13	Lakshadweep	16 Feb, 2023
14	Andaman & Nicobar	16 Feb, 2023

- Exact site address is required for hardware delivery and establishing connectivity
- Require up to 14 days for installation and operationalizing after hardware delivery, subject to readiness of site