



# Child Helpline 1098 Desk to be open at District Level

## Why in News?

According to information received from the media on November 13, 2023, Child Helpline 1098 desks will soon be opened at the district level in the state. The process has been started by the Women and Child Development Department.

## Key Points

- There is no separate district level help desk for Child Helpline 1098 across the state. Complaints received for help on the child helpline go to the nodal help desk of Panchkula headquarters, which is then forwarded to the child protection officer of the concerned districts for action.
- This process is not only delayed at times, but it is also not possible to take timely action on most complaints due to lack of adequate staff with the Child Protection Officer. Due to this, the Women and Child Development Department has decided to set up a separate Child Line Help Desk at the district headquarters soon.
- Earlier, the child helpline was operated through NGOs, but now the department has taken it into its own hands. Now the Women and Child Development Department itself will operate child helplines at district headquarters. With the opening of the child helpline 1098 desk at the district level, quick action will be possible on complaints related to children.
- Instead of the Panchkula headquarters, the child helpline desk will receive calls for help from the district headquarters itself. The authorities will be able to take cognizance of these promptly and take effective steps to get them out of that trouble along with relief and rescue of the children.
- New staff will also be appointed separately for the child helpline at the district level. In this, the command of the child helpline will be in the hands of the District Coordinator. At the same time, employees will also be appointed to ten posts including counselors.
- Child Welfare Police Officers have also been appointed in every police station to investigate cases related to child crime and to deal with child sexual abuse cases. The CWPO also works closely with the Child Protection Officer in cases related to child crime.

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