



PRESS RELEASE

DELHI COMMISSION FOR PROTECTION OF CHILD RIGHTS (DCPCR) GOVERNMENT OF NCT OF DELHI

Delhi's first DCPCR-run on-field emergency response helpline launched for distressed children.

13th April 2022

New Delhi

Having handled nearly 2.5 lakh calls in the past 1 year, DCPCR Helpline is now expanding to include an **emergency response system** by means of an **on-field distress helpline team**.

The '**Children Distress Response Helpline**' will be a critical government helpline service for physically reaching out to children in distressed and SOS situations.

The team will not only provide relief to children who are in need of help but also proactively undertake preventative measures and conduct field visits to protect children at the risk of danger and exploitation, which may include children at the risk of child marriage, child labour, trafficking, etc.

On 13.04.2022, five 4-wheeler and five 2-wheeler helpline vehicles were flagged off from Sarvodaya Bal Vidyalaya, Rouse Avenue by Hon'ble Minister Shri Kailash Gahlot, Hon'ble Minister Shri Satyendar Jain and Chief Secretary Shri Vijay Kumar Dev.

In his address to the audience, Chief Secretary Shri Vijay Kumar Dev said, *"Every child deserves a happy childhood & DCPCR's Children Distress Helpline is an important milestone in ensuring the same for Delhi children. We will ensure that every child in Delhi gets a childhood free from all violations"*

The helpline vehicles have been graciously given to DCPCR by Delhi State Industrial and Infrastructure Development Corporation (DSIIDC). With this collaboration between DCPCR and DSIIDC, the event honored an important milestone in the Commission's mission towards saving children from atrocities and safeguarding their well-being.

Hon'ble Minister Shri Satyendar Jain, who is also the chairperson of DSIIDC, said, *"The launch of helpline vehicles for immediate response to the children in distress will ensure that within 30 minutes help can be extended to a child in distress"*

The event was also graced by the presence of the Managing Director DSIIDC Shri Vivek Pandey, the Executive Director DSIIDC Shri Aman Gupta and Director Women and Child Development Ms Rashmi Singh. Shri Vivek Pandey highlighted, *"It is the little efforts from DSIIDC to bring attention and change in areas that require more focus. If this effort brings a small change, it will set the base for a better future for the children in Delhi "*

At this phase of recovery from the pandemic after almost two years, the children of Delhi need our support more than anything. While all the government functionaries perform their duty when reached out to, a critical step is connecting these children with the relevant government bodies. What the children and their parents need is someone to be physically present with them and provide them with all the support that they need, when they are at their most vulnerable and helpless stage. Their immediate reaction should be to pick up the phone and dial the DCPCR helpline number. This on-field distress helpline team, set up by the Child Rights Fellowship team of DCPCR in collaboration with Ashoka University, will serve as the first point of contact for any child in need of support.

Hon'ble Minister Shri Kailash Gahlot, whose portfolio includes women and child development, made a critical announcement at the event stating, *"We will move the proposal for every sub-division in Delhi to have a mobile unit for reaching out to children in distress. Under the guidance of Shri Arvind Kejriwal, we'll ensure its implementation"*.

The Children Distress Response Helpline will be rolled-out in a phased manner, catering to children in SOS or emergency situations, out of school children who may be at risk of exploitation and danger, mothers facing pregnancy emergencies, missing children, abandoned or orphaned children, children in street situations, etc.

The distress response helpline will function all-week from 9 am - 11 pm in the first phase and will later be expanded to a 24*7 helpline service. The response team will be stationed across districts in Delhi to cater to children in need of help as instantly as possible.

Shri Anurag Kundu, Chairperson, Delhi Commission for Protection of Child Rights concluded the event at the Sarvodaya Bal Vidyalaya Rouse Avenue school with the following, *"The only children whose lives I want to transform today are the ones peeping through the gates, and work more to ensure that they can be a part of the school and know how it feels like."*

We humbly request all the citizens of Delhi to join hands with us to secure the future of children in distressed or SOS situations by informing us on our Helpline number +919311551393. The Commission shall deploy its efforts to physically reach out to these children as instantly as possible.

Annexure: Photographs





