

**DELHI COMMISSION FOR PROTECTION OF CHILD RIGHTS (DCPCR)**  
**Government of NCT of Delhi**

**PRESS RELEASE**

**30th June, 2021**

**In the first week of April, DCPCR launched an all day functional helpline (9311551393) for citizens to report any case or seek any information pertaining to the rights of Child Rights.**

**Helpline has now completed three months of operation. DCPCR received nearly 4500 complaints from April to June 2021. Of these, 2200 were SOS complaints requiring immediate attention. 85% of the SOS complaints responded within 24 hours, and 15% within 72 hours.**

**DCPCR Helpline has also been instrumental in reaching out to the families where children lost parent (s). The helpline has been useful to conduct outreach using the health department's data too to identify children who lost one or both parents. The Commission has been able to trace 2029 children who have either lost one or both parents. Of these, 67 children are those who have lost both their parents whereas 651 children have lost their mother and 1311 children have lost their father due to Covid.**

New Delhi

Delhi Commission For Protection of Child Rights (DCPCR) has launched an all day functional helpline with helpline number 9311551393 wherein any citizen of Delhi can register their grievance, share information or seek any information pertaining to rights of children.

The Helpline was launched in April and has now completed three months of operations wherein more than 4,500 complaints have been reported on this. Of these 2,200 have been complaints of the SOS category which needed attention on urgent basis. These SOS complaints consisted of children/families in urgent need for essential supplies such as ration, medical emergencies, cases of abandoned children, covid testing related requirements etc.

These SoS complaints were immediately catered to by a designated team within the Commission and it was ensured that all these complaints were addressed within 24 hours. Around 85% of the SoS complaints were successfully resolved within 24 hours while the remaining 15% were resolved within 72 hours.

Besides these, the Commission has used this helpline to undertake various well-being surveys and identification of children who have lost their parents due to Covid-19 using data provided by the Health Department. The Commission has been able to trace more than 2029 children who have either lost one or both parents due to Covid. Of these, 67

children are those who have lost both their parents whereas 651 children have lost their mother due to Covid and 1311 have lost their father due to Covid. The details of these children have been shared with the Department of Women & Child Development for necessary action on their part and ensuring enrolling the eligible beneficiary in the scheme notified by the Delhi Govt. for children who have lost their parents due to Covid.

Sh Anurag Kundu, Chairperson, DCPCR said overall in the last three months, the DCPCR Helpline has enabled the Commission to reach out to more and more children and their families and made our Commission more accessible and brought it closer to the children and their families.

He further stressed that it is just the humble beginning and the helpline has a long way to go to firmly establish itself as a useful and reliable medium. Going by the current trend, the Commission will receive nearly 20,000 complaints in the ongoing year. This is nearly 1300% of the average of the past 3 years and is 2.5 times the complaints Commission has received in 12 years! This shows how DCPCR has become accessible to ordinary citizens and commands their confidence.