

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES
RAJYA SABHA

UNSTARRED QUESTION NO.1729
TO BE ANSWERED ON 21.12.2022

HELPLINE FOR DIFFERENTLY-ABLED

1729. DR. ASHOK KUMAR MITTAL:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

- (a) whether the Ministry has overlooked the setting up of helpline number for differently-abled in the country;
- (b) if so, the current status of helpline numbers for differently-abled across the country, State/UT-wise;
- (c) the details of States/UTs that have functioning numbers till now;
- (d) whether the Ministry has urged remaining States/UTs to set up helpline numbers for differently-abled on an immediate basis; and
- (e) if so, the details of the measures initiated, and if not reasons therefor?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SUSHRI PRATIMA BHOUMIK)

(a) to (e) The Department of Empowerment of Persons with Disabilities issued comprehensive disability inclusive guidelines for protection and safety of persons with disabilities (PwDs) during COVID-19 lockdown to all States/UTs on 26.03.2020. These guidelines, inter-alia, mandates the States/UTs to set up 24x7 helpline number. As per information available with this Department some of the States/UTs have set up helpline numbers, the remaining States/UTs were subsequently advised to make expeditious arrangement for setting up of 24x7 helpline number for PwDs. Helpline number which have been set by the States/UTs are being shown below:

- 1) Bihar - 8448385590, 0612-2215041
- 2) Chandigarh – 0172-2752038, 2752031, 2704048
- 3) Haryana - 9888176357 (For Sign Language), 9876377800, 9888888363
- 4) Jharkhand - 0651-2401825
- 5) Karnataka- 18001212830
- 6) Nagaland – For other than Hearing Impaired - 8258953837, for Hearing Impaired – 9862300893
- 7) Odisha - 0674-2392803
- 8) Rajasthan – 18001806127
- 9) Tamil Nadu – 18004250111
- 10) Telangana – 18005728980
- 11) Uttar Pradesh – 18001801995
- 12) Uttarakhand (CM Helpline) – 1905
- 13) Gujarat – 6357147721
- 14) Maharashtra – 020-26111590
- 15) Puducherry – 0413-2205871, For speech impaired category through video call: 9443488322
- 16) Kerala – 18001201001
- 17) J&K – 1800-11-7776 (for ASD)

Additionally, as far as the Department is concerned, a 24X7 Toll free Mental Health Rehabilitation Helpline 'KIRAN' "1800-599-0019" was launched by this Department on 7th September 2020 for counseling services in respect of obsessive-compulsive Disorder (OCD), suicide prevention, depression, panic attack, anxiety, adjustment disorders, post-traumatic stress disorder, substance abuse, mental health emergency and other related issues. Since September 2020 till September, 2022 KIRAN has been offering tele-psychotherapy through its 27 centers (with 24x7 services) in 14 languages supported by first-line professionals and peripheral support provided by over 600 Psychiatrists and over 600 Clinical/Rehabilitation psychologist across the country. **National Institute of Mental Health Rehabilitation** (NIMHR) is coordinating Kiran Helpline at National level. However, it is being operationalised with the support of all National Institutes (NIs) and Composite Regional Centers (CRCs).

Apart from KIRAN helpline, there are various National Institutes (under DEPwD) which are coordinating/operationalising helplines for Divyangjans, as under:

(i) Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) – Mumbai started Disability Information Line (DIL) in the year 2005. Presently this service is running at AYJNISHD - Mumbai, RC - Kolkata, RC - Noida, RC - Secunderabad, RC– Odisha and CRC - Bhopal. Disability Information Line (DIL) is accessible round the clock (24 hours) through an Interactive Voice Response System (IVRS). The server provides the information in Hindi and English language. Call centre facility is also available on all working days during working hours. Details of helpline number are as under:

(1) For Maharashtra, Goa, Gujarat, Rajasthan, Dadra & Nagar Haveli, Daman & Diu: Toll Free No.1800222014,022-26404019/24/23

(2) For Delhi , Jammu & Kashmir, Punjab, Uttar Pradesh, Chandigarh, Haryana, Himachal Pradesh: Toll Free No.18001804689,0120-2500920/921/923

(3) For Madhya Pradesh, Chhattisgarh, Uttar Pradesh, Uttarakhand: Toll Free No.18002335956,0755-2685954/55/56

(4) For Andhra Pradesh, Telangana, Tamilnadu, Kerala, Karnataka, Puducherry, Lakshadweep: Toll Free No.18004259590,040-27959043,27959063,27959103

(5) For West Bengal, Bihar, Sikkim, Assam, Arunachal Pradesh, Meghalaya, Manipur, Tripura, Mizoram, Nagaland: Toll free No. 18003455492, 033-25313236/46, 25315492

(6) For Odisha, Jharkhand, Andaman & Nicobar: Toll Free No. 18003457115, 0674-2460021/31/41

(ii) National Institute for the Empowerment of Persons with Intellectual Disabilities (**NIEPID**), Secunderabad has set up 24/7 Toll Free Helpline Number-1800 572 6422 and is in operation for all the Divyangjan.

(iii) National Institute for Empowerment of Persons with Multiple Disabilities (**NIEPMD**), Chennai has helpline number 18004250345 for Divyangjans.

(iv) In addition to the above, National Handicapped Finance and Development (NHFDC), a Public Sector Enterprise under this Department, has its own Toll free No. (Helpline) for PwDs – 1800114515, for guiding interested PwDs in availing loan facilities from NHFDC.
