

## MESSAGE

TO : **All District Police Chief's**

The Superintendent of Police  
Women's Cell

INFO : The Director General of Police North Zone The Additional  
Director General of Police South Zone The Insepctor's  
General of Police All Ranges. Superintendent of Police  
Women's Cell

FROM : **State Police Chief**  
Kerala  
Thiruvananthapuram

**No. C1-169806/2016/PHQ Dt 04-04-2017**

The National Women's Help Line "Mithra 181" set up by the Union Ministry of Women and Child Development has become operational in the State of Kerala on 27/03/2017. The "Mithra 181" is a 24/7 helpline number functioning exclusively to Women, and will be accessible from mobile and landline line numbers. All other Help Lines at the Districts and State level in Kerala were integrated to this helpline.

The functioning of the 181 help line is co-ordinated through a control room at Techno Park under a Women Help Line Manager, who will be responsible for every phone calls seeking intervention. She will evaluate the calls and intervene on subsequent occasions on behalf of the complainant. She would be assisted by a team including supervisor, Senior Call responder, Call responders and IT experts. Informations regarding the nearest Police Station. Major hospitals, ambulance services, one stop centers, and the information regarding the Government welfare schemes and various womens's services facilities will be available through this number. The helpline is run by the Kerala State Women's Development Corporation Ltd, in Kerala.

The role of the Police force is crucial at this juncture to facilitate the action to be taken and to respond quickly to the calls from this helpline number. The success of this helpline mainly depends on the response of the Police force. The District Police Chief's should issue directions to the respective Police Stations, and Control Rooms under their jurisdiction to provide immediate assistance to the calls made to them through the "Mithra 181". It should be ensured that no calls would be left unattended or unheard. This is vital for the realization of the newly launched helpline "Mithra 181".



**Kaliraj Mahesh Kumar S IPS**  
**Superintendent of Police**  
For State Police Chief

