



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India,
Rail Nilayam, Secunderabad-500 025 (Telangana)

No.C.447/GII/HELPDESK/2018

Date: 15.06.2023

ADRM/O/SC, HYB, BZA, GTL, GNT & NED

Sub: Circulation of guidelines issued by Ministry of Women and
Child Development - 'Mission Vatsalya Scheme' and 'SOP of
Child Helpline' - Reg.

Ref: 1) PCSC/RPF/SCR Lr.No.SCR/SC/PS-HQ/09/GM/2023
dated 02.06.23

2) IG/HQ/Railway Board Lr.No. 2023/Sec(Cr.)/45/26 dated
31.05.23

Please find enclosed copy of letter from under reference(1) from
PCSC/SCR, along with Railway Board letter under reference(2). Railway Board vide
letter under reference(2) have circulated guidelines issued by Ministry of Women
and Child Development - 'Mission Vatsalya Scheme' and 'Standard Operating
Procedure of Child Helpline'.

As advised by Railway Board, the guidelines of "Mission Vatsalya
Scheme' & 'SOP of Child Helpline" may be downloaded from official website of
Ministry of Women & Child Development.

Submitted for information and necessary action.

Encl: AA

Digitally Signed by Bhaskar

Reddy Pinreddy

Date: 15-06-2023 17:42:26

Reason: Approved

(Bhaskar Reddy Pinreddy)

Dy.CCM/G

for Principal Chief Commercial Manager

Copy to:- Sr.DCM/SC,HYB,BZA,GTL,GNT & NED-For information & necessary
action.

PCCM
PCPD

दक्षिण मध्य रेलवे

SOUTH CENTRAL RAILWAY

महा निरीक्षक एवं प्रधान मुख्य सुरक्षा आयुक्त कार्यालय

Office of the IG & Principal Chief Security Commissioner,
सुरक्षा शाखा / Security Department

रेल निलयम / Rail Nilayam, सिकंदराबाद / Secunderabad.

सं/No.SCR/SC/PS-HQ/09/GM/2023

दि/Date:02/06/2023

Secy to GM,
PCE, PCCM, PCOM,
Secy to AGM.

- विषय/Sub :- Circulation of guidelines issued by Ministry of Women and Child Development 'Mission Vatsalya Scheme' and 'Standard Operating Procedure of Child Helpline' -Reg
- संदर्भ/Ref :- Railway Board's Lr.No. 2023/Sec(Cr.)/45/26, Dtd: 31.05.2023.

Please find enclosed herewith a copy of Railway Board's letter cited under reference on the above subject matter which is self-explanatory for kind information and necessary action please.

Encl: As above

MD. SHADAN ZEB KHAN

(MD. SHADAN ZEB KHAN)
CSC/SC

कृतेमहानी.रे.म.द/ब.सु.रे/एवंप्रधानमुख्यासुरक्षाआयुक्त .

For IG & PRINCIPAL CHIEF SECURITY COMMISSIONER/RPF/SCR.

Copy to

1. DRMs/SC, HYB, BZA, GNT, GTL & NED for information and necessary action.
2. Sr.DSCs/SC, HYB, BZA, NED, DSCs/GTL & GNT for information and advised to forward the subject letter along with enclosures to concerned DRM & ADRM and also submit the compliance by coordinating with concerned DRMs to this office by 10.06.2023.

महा प्रबंधक कार्यालय
Office of the General Manager

05 JUN 2023

द. म. रेलवे, सिकंदराबाद

S.C. Rly, Secunderabad

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GOVERNMENT OF INDIA/ भारत सरकार
MINISTRY OF RAILWAYS/ रेल मंत्रालय
(RAILWAY BOARD/ रेलवे बोर्ड)

No.2023/Sec(Cr.)/45/26

New Delhi, Dated: 31.05.2023

General Managers,
All Zonal Railways.

Sub: Circulation of Guidelines issued by Ministry of Women and Child Development –
'Mission Vatsalya Scheme' and 'Standard Operating Procedure of Child Helpline'.

The Ministry of Women and Child Development (M/oWCD) has implemented a Centrally Sponsored Scheme "Mission Vatsalya Scheme" for the welfare and rehabilitation of children in difficult circumstances w.e.f. 1st April 2022 subsuming all earlier schemes. Further the "Standard Operating Procedure (SOP) of Child Helpline" has been issued by M/o WCD on 31.03.2023.

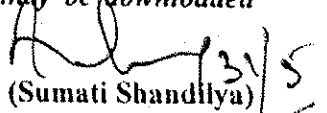
The 'Mission Vatsalya Scheme', envisages institutional arrangement to efficient implementation framework for welfare and rehabilitation of children in difficult circumstances that will be monitored at different levels by Centre, State and District. For effective implementation of the 'Mission Vatsalya Scheme' interalia 'Revised SOP for the Railways 2021 to ensure Care and Protection of Children in contact with Indian Railways, the list of railway officers to coordinate with the Officers of Civil Administration is enclosed as :-

- ❖ **Annexure A** – at the level of various States mentioned in the annexure :- AGMs of the concerned Zonal Railways to coordinate with Chief Secretary/Addl. Chief Secy./ Principal Secretary/ Secretary of the Department of Women and Child Development/ Social Justice & Empowerment mentioned against them.
- ❖ **Annexure B** - at the level of various Districts :- ADRMs mentioned against each district or a suitable officer nominated by DRM concerned in case the districts where CHDs are operational in the division are more and cannot be handled by ADRM alone .

The revised guidelines /SOP issued by M/oWCD may be circulated to the field formation of Railways for thorough study, coordination with the concerned stakeholders at State and District level, setting up and operationalisation of Child Help Desks/Kiosk/Booth at railway stations etc.

This issues with the approval of Chairman & CEO, Railway Board.

** Guidelines of "Mission Vatsalya Scheme" & "SOP of Child Helpline" may be downloaded from official website of M/o WCD.*


(Sumati Shandilya)
Inspector General/HQ
Railway Board

Tele No.011-23385836

Email ID : sumati.shandilya@gov.inRoom No.434, 4th Floor

Copy to:-

1. Chief Secretary of all States for information please.

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2. PCSCs/ PCEs/ PCCMs/ PCOMs all Zonal Railways for information please.
 3. CMD/ KRCL for information please.
 4. Sr.PPS/Chairman & CEO/ RB for information of Chairman & CEO, Railway Board.
 5. PPS to M(F), M(I), M(O&BD) & M(T&RS) for information of all Board Members.
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List of ADRMs or a suitable officer nominated by DRM for Implementation SOP of Railways 2021 of District level and coordinating with concerned District Child Protection Units (DCPU)		
Zone	Division	District
WR	BCT	Mumbai, Thane, Palghar, Valsad, Navsari, Surat, Vyara, Nandurbar
	BRC	Anand, Kheda, Bharuch, Surat, Vadodara, Narmada, Arwali, Chhota Udaipur, Alirajpur, Panchmahal, Mahisagar
	ADI	Ahmedabad, Gandhinagar, Meshana, Banaskantha, Katch, Patan, Morabi
	RTM	Dewas, Jhabua, Neemuch, Ujjain, Barwani, Indore, Khargone, Mandsaur, Railam, Dhar, Alirajpur, Banswara, Pratapgarh, Dahod
	RJT	Morbi, Rajkot, Dev Bhumi Dwarka
	BVP	Botad, Surendranagar, Bhavanagar, Amreli, Junagadh, Gir-Somnath, Porabandar, Jamanagar
SR	MAS	Chennai, Thiruvallur, Chengalpattu, Kanchipuram, Vellore, Tirupattur, Ranipet, Viluppuram
	MDU	Madurai, Dindigul, Ramanathapuram, Sivaganga, Virudhunagar, Tuticorin, Tirunelveli, Theni, Tenkasi, Coimbatore, Trichy(TN)
	TPJ	Tiruchchirappalli, Perambalur, Ariyalur, Pudukkottai, Thanjavur, Thiruvarur, Nagappattinam, Villupuram, Tiruvannamalai, Mayiladuthurai, Karaikal (Union Territory of Puducherry)
	PGT	Dakshina Kannada (KA), Kasaragod, Kannur, Wayanad, Kozhikkode, Malappuram, Palaghat(KL)
	TVC	Thrissur, Ernakulam, Kottayam, Idukki, Alappuzha, Pathanamthitta, Kollam & Thiruvananthapuram (KL) Kanyakumari (TN)
	SA	Dharmapuri, Krishnagiri, Salem, Erode, Karur, Tiruppur, Tiruchirappalli, Nilgiri, Namakkal, Kallakurchi, Cuddalore
SCR	SC	Bhadradi Kothagudem, Hanumakonda, Hyderabad, Jagtial, Jangoan, Jayashankar Bhoopallipally, Karimnagar, Khammam, Komaram Bheem Asifabad, Mahabubabad, Mancherial, Medchal-Malkajgiri, Mulug, Peddapalli, Rajanna sircilla, Sangareddy, Vikarabad, Warangal, Yadadri Bhuvanagiri, Bidar, Kalaburagi, Chandrapur, Latur, Beed
	HYB	Manded, Nirmal, Nizamabad, Kamareddy, Siddipet, Medak, Hyderabad, Mehboobnagar, Rangareddy, Vanaparthy, Joyulamba Gadwal, Karnool
	GTL	Anantapur, Sri Satya Sai Puttaparhi, Kurnool, Nandyal, Kadapa, Annamayya, Chittoor, Tirupati, Narayanpet, Raichur, Yadgir, Bellari, Kalburgi
	BZA	Anakapalli, Alluri Seetharama Raju, B.R.Ambedkar Konaseema, Kakinada, East Godavari, West Godavari, Eluru, Krishna, NTR, Guntur, Bapatla, SPSR Nellore
	NED	Akola, Washim, Hingoli, Khandwa, Nanded, Parbhani, Jalna, Aurangabad, Adilabad, Yeotmal, Amravati
	GNT	YadadriBhavnagiri, Suryapet, Nalgonda, Palanadu, Prakasam
CR	BB	Pune, Raigarh
	BSL	Nashik, Dhule, Jalgaon, Buldhana, Yavatmal, Burhanpur, Khndva
	SUR	Solapur, Ahmednagar, Dharashiv (Usmanabad), Sangli
	NGP	Nagpur, Wardha, Chandarpur, Baitul, Chindvada, Narmdapuram
	PA	Satara, Sangali, Kolhapur

NFR	LMG	Kamrup(Metro), Kamrup(Rural),Morigaon, Nagaon, Hoaji,Karbi Anglong, DimaHasao, Cachar, Karimganj, Hallakandi, Dalai, West Tripura, South Tripura, Khowai, Sipajila, Gomti, Unakoti, Dimapur , Chumukdima, Jribum, Kolaship
	KIR	Katihar, Purnia, Arariya, Kishanganj, Jalpaiguri, North Dinagpur, South Dinagpur, Darjeeling
	TSK	Golaghat, Jorhat, Sivasagar, Charaldeo, Dirbrugarh, Tinsukia, Dhemaji
	APDJ	Alipurduar, Coochbehar, Kokrajhar,Chirang,Dhubri
	RNY	Vishwanath Chariali, Barpeta, Bongaigaon, Nalbari, Lakhimpur, Goalpara, Kaprup (Metro), Kaprup (Rural), Udalguri, Sonitpur, Baksa,Papumpara
NWR	All	Ajmer, Bhilwara, Udaipur, Chittorgarh, Dungarpur, Pali, Sirohi, Rajsamand, Sabarkantha
	BKN	Bikaner, Chruru, Shriganganagar, Hanumangarh, Hisar, Bhiwani, Rewari, Mahendragarh, Sirsa,Charkhidadri, Bhatinda
	JP	Jaipur, Alwar, Dausa, Tonk, Swaimadhapur, Sikar, Churu, Jhunjhunu
	JU	Jodhpur, Nagour, Jalour, Badmer, Jaisalmer,
SWR	Hubballi	Dharward, Gadag, Vijayapura, Belagavi
	Bengaluru	Bengaluru City, Mandya, Kollar
	Mysuru	Mysuru, Hasan, Davangere, Shivmoga town
SECR	BSP	Bilaspur, Korba, Raigarh, Janjgir-Champa, Mungeli, Gaurela-Pendra-Marwahi, Shakti, Koriya, Manendragarh-Chirmiri-Bharatpur, Surajpur, Surguja
	Raipur	Baloda Bazar, Raipur, Durg, Kanker, Balod
	Nagpur	Bhandara, Gadchiroli, Gondia, Balaghat, Mandla, Chindwara, Shivani
ER	HWH	Howrah, Purbi Burdwan, Hoogly, Murshidabad, Nadia, Birbhum, Pakur
	SDAH	Kolkata, North 24 Paraganas, South 24 Parganas
	ASN	Pacshim Burdwan, Purva Burdwan, Giridih, Jamtara, Deoghar, Dumka, Jamui
	MLDT	Malda, Sahibganj, Godda, Bhagalpur, Banka, Munger
	SON	Chapra, Vaishali, Muzaffarpur, Samastipur, Begusarai, Khagaria
ECR	SPJ	Motihari (East Champaran),Betiya(West Champaran), Madhubani, Darbhanga, Saharsa, Madhepura, Araria, Purnea, Sitamadhi
	DHN	Sonebhadra, Singarauli, Koderma, Dhanbad, Hazaibag, Bokaro, Ramgarh,Latehar, Palamau, Garhara, Chetra
	DNR	Buxar, Bhojpur, Patna, Lakhisarai, Nawada, Shekhpura, Jehanabad, Nalanda, Ghazipur
	DDU	Chandauli, Kaimur, Rohtas, Bhojpur(Ara), Aurangabad, Gaya, Palamu
SER	ADRA	West Midnapore, Bankura, Purulia
	CKP	East Singhbhum,West Singhbhum, Saraikela, Sundargarh, Jharsuguda
	KGP	Purbamednipur, Paschim Medinipur, Mayurbhanj, Balashure
	RNC	Ranchi, Lohardaga, Gumla, Simdega, Khunti, Latehar, Rangwah
ECoR	KUR	Bhadrak, Keonjhar, JJPUR, Jagatshingpur, Cuttack, Khurda, Dhenkanal, Puri, Ganjan, Srikakulam, Angul, Kendrapara, Nayagarh
	SBP	Sambalpur, Bargarh, Balangir, Sonepur, Kalahandi, Rayagada, Nuapara, Mahasamund
	WAT	Koraput, Vizianagaram, Visakhapatnam, Bastar, Dantewada
DLI Divi		Gurgaon, Rohtak, Jhajhar, Kurkhstra, Karnal, Panipat, Sonipat, Jind, Kaithal, Fetehabad, Faridabad, Palwal, Gaziabad, Muzafarnagar, Shamli, Baghpat, Saharanpur, North West Delhi, South Delhi, North East Delhi, East Delhi, Central Delhi, South West Delhi, West Delhi, North Delhi, Sangrur, Mansa
	Ambala	Panchkula, Ambala, Yamunanagar

NR	Firozpur	Hoshiyarpur, Gurdashpur, Kapurthala, Moga, Tarantaran, Shrimukhteshwar Sahib, Nawanshahr, Kathua, Jammu, Udhampur, Kangra, Hamirpur, Mandi, Baramulla, Anantnag, Budgam, Shrinagar, Shopian, Kulgam, Pulwama, Ganderbal, Kupwara, Bandipure
	LKO	Unnao, Sultanpur, Sant Ravidas Nagar, Raibareilly, Pratapgarh, Lucknow, Jaunpur, Faizabad, Barabanki, Amethi, Ambedkar Nagar
	MB	Dehradun, Pauri Garhwal, Haridwar, Meerut, Hapur, Amroha, Bijnor, Moradabad, Sambhal, Rampur, Bareilly, Bulanshar, Aligarh, Shahjahanpur, Sitapur, Hardoi
NCR	Prayagraj	Prayagraj, Mirzapur, Fatehpur, Kanpur Nagar, Oraiya, Etawah, Firozabad, Hathras, Aligarh, Khurja, Gautam Budh Nagar
	Jhansi	Banda, Jaloan, Jhansi, Lalitpur, Mahoba, Gwalior, Muraina, Chatarpur, Bhind, Chitrakoot
	Agra	Agra, Mathura, Dholpur
WCR	BPL	Bhopal, Sehore, Raisen, Vidisha, Sagar, Ashok Nagar, Guna, Shivpuri, Byavara Rajgarh, Shajapur, Harda
	JBP	Narmadapuram, Jabalpur, Katni, Satna, Rewa, Damoh, Panna, Umariya, Shahdol, Sidhi
	KOTA	Bharatpur, Karoli, Sawai Madhopur, Tonk, Boondi, Kota, Bhilwara, Baran, Jhalawad, Matura, Mandour
NER	Izzatnagar	Kannauj, Kanpur Dehat, Kashganj, Farrukabad, Etah, Budaun, Bareilly, Pilibhit, Champawat, Nanital, Udham Singh Nagar, ,
	Lucknow	Gorakhpur, Maharajganj, Basti, Sant Kabir Nagar, Sidharthnagar, Balrampur, Bahraich, Shravasti, Gonda, Ayodhya, Lakhimpur Khiri
	Varansi	Bhadohi, Varanasi, Gazipur, Ballia, Azamgarh, Mau, Devariya, Khushinagar, Siwan, Saran, Gopalganj
KRCL	RTN	Sindhudurg, Ratnagiri, Raigadh
	KR	North Goa, South Goa, Uttar Kannada, Udupi, Dakshina Kannada

2312547(2)/2023/O/o ADGM/GMO/SCR

List of AGMs of the concerned Zonal Railways authorised for Implementation of SOP of Railways 2021 at State/UTs and coordinating with concerned State Child Protection Society (SCPS)

Sr.No.	Name of zones	Name of States
1	CR	Maharashtra
2	ER	West Bengal
3	ECR	Bihar
4	ECoR	Odisha
5	NR	Haryana, Himachal Pradesh, Punjab, Uttarakhand, Chandigarh, Delhi, Jammu & Kashmir
6	NCR	Uttar Pradesh
7	NFR	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
8	NWR	Rajasthan
9	SR	Kerala, Tamilnadu, Puducherry
10	SCR	Andhra Pradesh, Telangana
11	SECR	Chhattisgarh
12	SWR	Karnataka
13	WR	Gujarat
14	WCR	Madhya Pradesh
15	SER	Jharkhand
16	SWR	Goa