

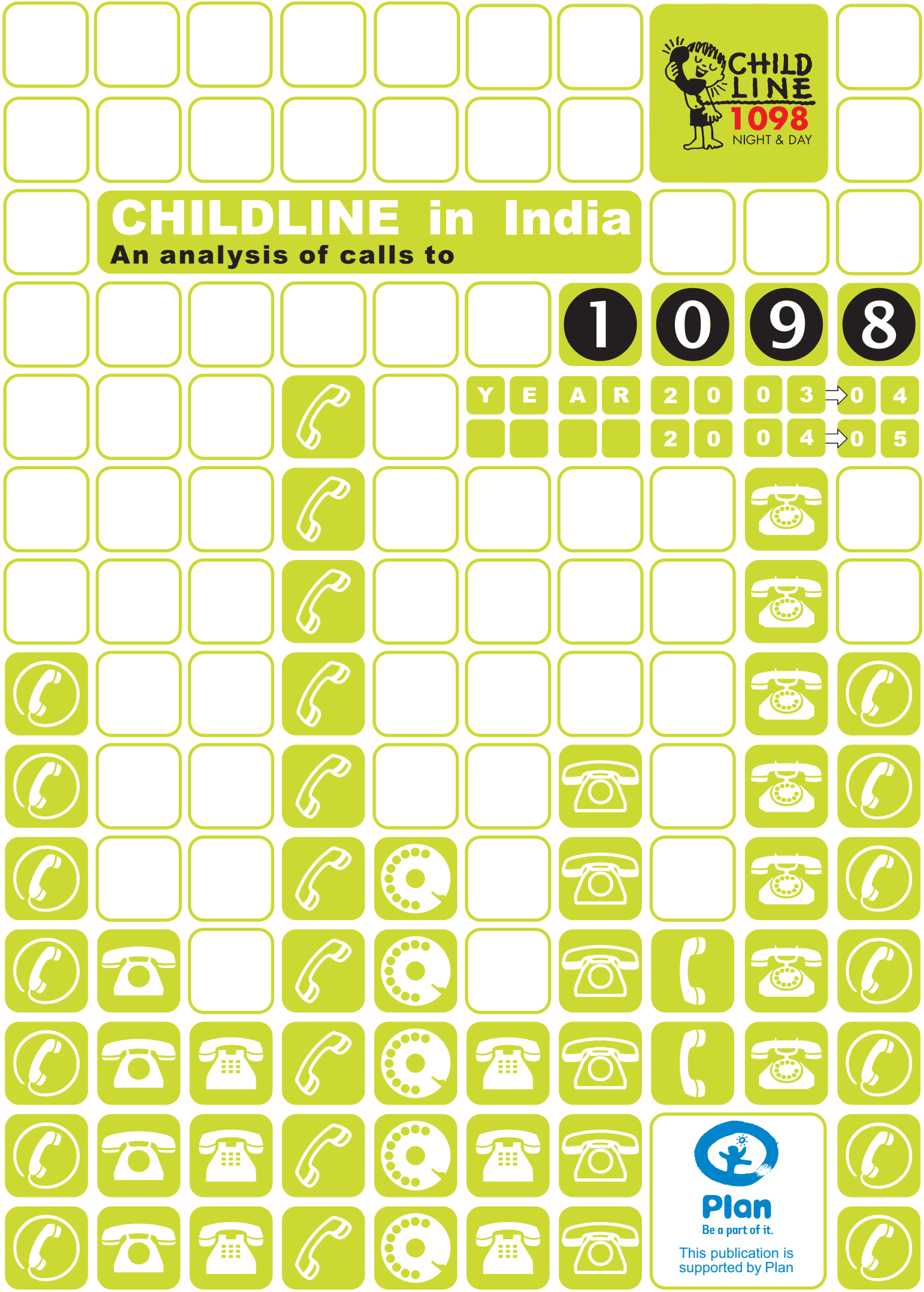


# CHILDLINE in India

An analysis of calls to

1 0 9 8

Y E A R 2 0 0 3 → 0 4  
2 0 0 4 → 0 5







# **CHILDLINE in India**

## **An Analysis of Calls to 1098**

**(April 2003 – March 2004 and April 2004 – March 2005)**

### **CHILDLINE India Foundation**

2nd Floor, Nanachowk Municipal School, Frere Bridge,  
Low Level, Near Grant Road Station, Mumbai 400 007  
Tel: 91-22-2388 1098, 2384 1098 • Fax: 91-22-2381 1098  
Email: [dial1098@childlineindia.org.in](mailto:dial1098@childlineindia.org.in)  
Web site: [www.childlineindia.org.in](http://www.childlineindia.org.in)

Publication : CHILDLINE in India  
An Analysis of Calls to 1098 (2003 -04 & 2004 -05)

Published by : CHILDLINE India Foundation

Compiled by : Denis Joseph

Analytical Inputs by : Dr. Armaity Desai (with editing), Jeroo Billimoria, Prakash Fernandes

Publication Supported by : Plan International

Software Developed by : Tata Consultancy Services

Cover Design by : Designbar

Illustration by : Nilesh Jadhav

Printed by : Jenaz Printers

**Important :**

This publication is for private circulation. All data and content is the intellectual property of CHILDLINE India Foundation (CIF). No part of this publication may be reproduced or transmitted in any manner, in any media, without due permission of CIF and with due acknowledgement of CIF as source for the content that is so reproduced or transmitted.

First Published : December 2006

© CHILDLINE India Foundation  
2nd Floor, Nanachowk Municipal School,  
Frere Bridge, Low Level,  
Near Grant Road Station,  
Mumbai 400 007

Tel: 91-22-2388 1098, 2384 1098  
Fax: 91-22-2381 1098  
Email: [dial1098@childlineindia.org.in](mailto:dial1098@childlineindia.org.in)  
Web site: [www.childlineindia.org.in](http://www.childlineindia.org.in)



## Acknowledgments

CHILDLINE in India, An Analysis of Calls to 1098 has been made possible through the tenacious spirit and hard work of individuals who have operated behind the scenes, but without whose contribution this publication would have not been possible.

Directors of CHILDLINE partner organisations, city coordinators, centre coordinators, team members and volunteers of cities and CHILDLINES especially Ahmednagar, Ahmedabad, Bhopal, Nagpur, Sholapur, Kozhikode, Mangalore, Madurai, Thriuvananthapuram, Delhi (SBT), Udaipur, Varanasi, Kolkata (DBA), Shillong, Guwahati who ensured that data entry was done at their end and exported to CIF.

CIF team members, especially Nicole Menezes, Nishit Kumar, Inu Annie Stephen, Deepika Mahajan, Brijesh Mishra, Ajitha Manjeshwar, Abhishek Laktakia, Ashish Damle, Chitrakala Acharaya, Preeti Bhatt, Sachin Khot.

Children across the country who have placed their trust in CHILDLINE service.





## Foreword

**“CHILDLINE calling....Is India listening”**....This was the theme of the National Children’s meet held at Mumbai this summer. Over 200 children, who had called CHILDLINE 1098 came together to tell a panel of Allied Systems organisations on what it would take to make our towns and cities, child-friendly. The voices of children, as expressed in various creative and communication formats, echoed one thing: India needs to listen to the voice of our children. That’s precisely what prompted us to publish the data that CHILDLINE 1098, the 24 hour toll free children’s helpline, has yielded.

Since commencement in 1996, we have received over 10 million calls. As of now, we receive over 2 million calls a year at the 73 cities and towns in which CHILDLINE 1098 services is currently available (as of October 2006). These calls have told us the stories of little lives - the suffering, the injustice, the exploitation, and the sheer brutality of life on the streets of India and some in their own homes. From these calls have come a vast variety of intervention programs, partnerships, and initiatives that have helped mainstream the lives of marginalised children. With over 42% of our population below 18 years, children form the single largest chunk of our population in terms of age groups. But when we look at the country’s development resources allocated at such meagre levels to children, we ask ourselves why is this so? One glaring reason is that the voices of children, particularly those marginalized by abuse, strife, illness, calamities, exploitation, addiction, poverty and crime are not being heard. This is where this book comes in. It represents the voices of our children – as they call us day and night throughout the year or concerned adults call us on their behalf.

In this first book, we have felt it necessary to present the data for a 2 year period along with the framework, which receives these calls. At this point, our objective is to ensure that this huge collection of children’s voices is captured for use by the country’s political, executive and social leadership. That last category includes all of CHILDLINE’s partner NGOs and Civil Society Organisations who actually deal with children in need of help and protection, the grassroots level, day in and day out. In time to come, we will publish far more detailed versions that will cover complete case histories as well. It is with great humility that we present this book containing the voices of the children of India. Those voices have taught us a lot and we hope the country will similarly learn and to listen to our children.

**Kajol Menon**  
*Executive Director*  
**CHILDLINE India Foundation**  
**Mumbai.**





# CONTENTS

	<b>Pages</b>
Executive Summary .....	10
<b>SECTION A : INTRODUCTION</b>	
1. CHIDLINE 1098- How it works .....	15
1.1. What is CHIDLINe? .....	15
1.2. Target audience .....	15
1.3. The intervention methodology.....	15
1.4. Structure of CHIDLINe at the city level.....	15
2. Documentation at CHIDLINe.....	17
2.1. Principles of documentation in CHIDLINe .....	18
2.2. The process of documentation.....	18
2.3. Features of ChildNET .....	20
3. Methodology of compiling this publication .....	21
3.1. The data used in compiling the publication.....	21
3.2. The process of compiling the publication.....	21
3.3. Limitation of this publication.....	22
<b>SECTION B : NATIONAL ANALYSIS OF CALLS TO 1098</b>	
4. Who calls CHIDLINe ? .....	25
4.1. The profile of callers.....	25
4.2. The concerns expressed by these different categories of callers .....	26
5. When and from where does CHIDLINe receive its calls ? .....	27
5.1. Time of call.....	27
5.2. Place of call.....	28
6. Who does CHIDLINe reaches out to? .....	29
6.1. Age Group of Children .....	29
6.2. Sex of children .....	32
6.3. Life Situation of Children.....	33
6.4. Family Support System of Children .....	35
6.5. Educational System of Children.....	35
7. How does CHIDLINe respond to calls?.....	36
7.1. Providing Medical Assistance .....	37
7.1.1. Providing First Aid to children .....	37
7.1.2. Taking children to the Out Patient Department (OPD).....	37
7.1.3. Taking children to the Casualty department .....	38
7.1.4. Supporting children who are admitted into Hospital .....	38
7.2. Linking children to shelter .....	39
7.2.1. Child has left home.....	39
7.2.2. Child is abandoned.....	39
7.2.3. Parents/Guardians seek shelter/boarding for child.....	40

7.3.	Calls for Repatriation .....	41
7.3.1.	Knowledge of address .....	41
7.3.2.	Repatriation within city or outside.....	41
7.4.	Calls for Missing Children .....	43
7.4.1.	Children who are lost.....	43
7.4.2.	Children reported lost by parents .....	43
7.5.	Calls for Rescue from Abuse .....	45
7.5.1.	Physical Abuse .....	45
7.5.2.	Sexual Abuse.....	47
7.6.	Calls for Emotional Support and Guidance (ES&G) .....	49
7.6.1.	Self .....	49
7.6.2.	School.....	49
7.6.3.	Family .....	50
7.7.	Calls for Sponsorship (in addition to shelter services).....	51
7.7.1.	Education.....	51
7.7.2.	Health .....	51
7.8.	Other calls.....	52

**SECTION C : CITY WISE ANALYSIS OF CALLS**

CHILDLINE in India as on March 2005.....	55
--	----

8.	City Wise Break up calls	
	Agartala .....	56
	Ahmedabad.....	58
	Ahmednagar .....	60
	Allahabad.....	62
	Alwar .....	64
	Amaravati.....	66
	Aurangabad .....	68
	Bangalore.....	70
	Baroda .....	76
	Bhopal .....	78
	Bhubaneswar .....	80
	Chandigarh .....	82
	Chennai .....	84
	Coimbatore .....	90
	Cuttack .....	92
	Delhi .....	94
	Goa .....	106
	Guwahati.....	108
	Hyderabad .....	110
	Imphal .....	112
	Indore .....	114
	Jaipur .....	116
	Jalpaiguri.....	118

Kalyan .....	120
Kochi .....	122
Kolkata .....	124
Kozhikode .....	130
Lucknow.....	132
Madurai .....	134
Mangalore.....	136
Mumbai .....	138
Nadia .....	146
Nagpur .....	148
Nashik .....	150
Paschim Medinipur .....	152
Patna .....	154
Pune .....	156
Purba Medinipur.....	158
Puri .....	160
Ranchi .....	162
District South (24) Paragana.....	164
Salem .....	166
Shillong .....	168
Solapur .....	170
Thrissur .....	172
Tirunelveli.....	174
Trichy .....	176
Thiruvananthapuram.....	178
Udaipur .....	180
Ujjain .....	182
Varanasi.....	184
Vijayawada.....	186
Vishakhapatnam .....	188
Wayanad.....	190

**SECTION D : CONCLUSION**

9. Lessons from the data .....	195
10. ChildNET : Making Child Rights work.....	197
Annexure 1 : Format for direct assistance calls (except missing) .....	199
Annexure 2: Format for calls for missing children .....	201
Annexure 3: Format for information about other services .....	202
Annexure 4: Format for information about CHILDLINE .....	203
Annexure 5: ChildNET software architecture .....	204

**List of Figures**

Figure 1:1 : CHILDLINE Intervention methodology .....	16
Figure 2:1 : Classifying calls to CHILDLINE .....	19
Figure 4:1 : Profile of Caller.....	26
Figure 5:1 :Timings of Calls.....	27
Figure 5:2 : Location of calls received .....	28
Figure 6:1 : Age distribution of children assisted .....	29
Figure 6:2 : Sex of Children.....	32
Figure 6:4 : Family support System of Children .....	35
Figure 6:5 : Educational System of Children .....	35
Figure 7:1 : Calls for Medical assistance.....	37
Figure 7:2 : Calls for Shelter assistance.....	39
Figure 7:3 : Calls for Repatriation assistance.....	41
Figure 7:4 : Calls for Missing Children.....	43
Figure 7:5 : Calls for Rescue from abuse .....	45
Figure 7:5:1 : Calls for Rescue from Physical abuse.....	45
Figure 7:5:2 : Calls for Rescue from Sexual abuse.....	47
Figure 7:6 : Calls for Emotional Support and Guidance .....	49
Figure 7:7 : Calls for sponsorship.....	51

**List of Tables**

Table 3:1 : Analysis of data (monthly report v/s ChildNET) .....	22
Table 4:1 : Profile of callers and problems Reported (2003-05) .....	26
Table 5:1 : Time of call and nature of problems (2003-05) .....	28
Table 6:1 : Age Distribution of children assisted (2003-05) .....	30
Table 6:2 : Sex of children and problems (2003-05).....	32
Table 6:3 : Relationship of Life Situation to Problems (2003-05).....	33
Table 7:1 : Nature of direct intervention provided by CHILDLINE nationally (2003-05) .....	36

## Executive Summary

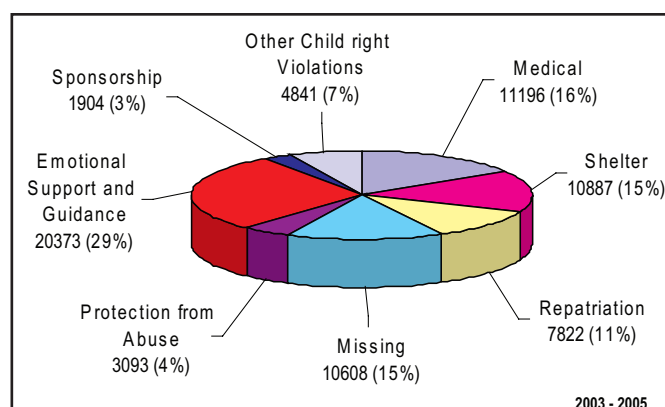
This publication presents an analysis of ChildNET data for the years 2003-04 and 2004-05. It also gives the comparative picture of data for the same period for 55 cities. It provides the first national level compilation of calls received by CHILDLINE across India. In the past, the cities faced several problems in documenting calls on the ChildNET (computer documentation software) programme. However, for the first time, calls from all the cities, operating the helpline for the period mentioned, have now been logged on to the software package. This publication thus aims to present an overview of the status of the CHILDLINE in India by examining the nature of calls and profile of callers to the service.

Although the data analysis the performance of CHILDLINE on a few basic parameters it provides important feedback about the impact of the service, the users of the service, the reasons for calling CHILDLINE, experiences of abuse faced by children and the nature of intervention provided by CHILDLINE. It provides the building blocks for more indepth research and analysis on the status of children in India and illustrates how the CHILDLINE data can be critical in monitoring the status of children in India, particularly in the area of child protection.

This publication is divided into four main sections. The introductory section explains the working of CHILDLINE at the national and city levels and highlights the partnership between children, government, NGOs, academic organisations and the community in responding to calls to 1098. This section also describes the documentation system at CHILDLINE that has evolved over the years, including the development of the computer software programme - ChildNET. This introductory section also outlines the methodology followed in the compilation of this publication and its limitations.

The second section provides a nation-wide analysis of calls to 1098. It analysis the data in an attempt to answer the questions : who calls CHILDLINE? ; when and from where are calls received?, who does CHILDLINE reach out to and finally how does CHILDLINE respond to calls? Some of the key observations regarding the data are outlined below:

Based on the ChildNET data (average from years 2003-04 and 2004-05), the data indicate the nature of assistance by the helpline nationally: medical assistance (16%), shelter (15%), repatriation (11%), missing children (15%), rescue from abuse (4%), emotional support and guidance (29%) and other child related issues (7%).



Interventions calls to 1098

- Callers to the helpline : The data indicate that 29% of calls are made by children either for themselves or to refer a friend.
- Time and Place of calls : The data highlight that 42% of calls are made to CHILDLINE from 6:00 pm to 10:00 am (after office working hours) emphasising the importance of a 24-hour phone service. However majority of the calls come during office hours and only a sixth of all calls come after midnight. The place from where the calls were made have not been documented in over 50% of calls.
- Profile of the child assisted : The data show that CHILDLINE reaches out to :-
  - o Children in the age group of 11 – 15 years (45%).
  - o Boys (67%) and Girls (33%)
  - o Children living with families (56%)
- Type of assistance provided : The data reveal that the type of assistance provided by CHILDLINE nationally includes :
  - o **Medical** (16%) : The main type of assistance provided for children with medical problems was to provide First Aid and then link them to other services 51%.
  - o **Shelter** (15%) : The main reason for children calling for shelter was that they had left home and hence, required a place to stay 40%.
  - o **Repatriation** (11%) : CHILDLINE received calls from children who wanted to go back home from mostly children who lived outside the city, but knew their home address 55%.
  - o **Missing Children** (15%) : CHILDLINE received an approximately equal number of calls from children who were found and identified themselves as missing (44%), and from parents who contacted the helpline to report their child was missing (56%).
  - o **Protection from abuse** (4%) : CHILDLINE received the most number of calls for protection from physical abuse (81%) as compared to sexual abuse.
  - o **Emotional Support and Guidance** (29%) : CHILDLINE received the most number of calls from children asking for counselling (39%).
  - o **Sponsorship** (3%) : CHILDLINE received the most number of calls seeking sponsorship for education (66%)
  - o **Other child rights violations** (7%) : CHILDLINE has also received calls for other child rights violations such as calls related to paedophilia, trafficking, child marriages and children affected by natural disasters such as the Tsunami

The third section outlines data regarding the nature of calls received in each city. As each city attempts to reach the most marginalised groups within the city, the nature of calls differ across the country. This section therefore, outlines the calls received by each city operating the 1098 service.

The fourth section concludes the publication by listing the key reflections whilst analysing the data and suggests avenues for further refinement in the data collection process and in taking the data forward to advocate for more child friendly services.

## **Section A : Introduction**

- ❖ **CHILDLINE 1098 : How It works**
- ❖ **Documentation at CHILDLINE**
- ❖ **Methodology of compiling this publication**







## 1. CHILDLINE 1098- How it works

This section provides an overview to the working of CHILDLINE at the city and national level.

### 1.1. What is CHILDLINE?

CHILDLINE is a national, 24-hour, emergency free phone service for children in need of care and protection. Any child/concerned adult can dial 1098 to access this service. Currently operational in 73 cities of India spread across 22 states, CHILDLINE 1098 receives over 2 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives 20% of all children's calls on Helplines worldwide. In India, CHILDLINE is synonymous with Child Protection and reaches more children than any other civil society organisation. As of October end, 2006, CHILDLINE has responded to over 10 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India. It expands its scope every year.

CHILDLINE was started as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences Mumbai, in June 1996. This was in response to a situation marked by lack of an emergency service for children, restricted outreach of existing organisations and adhoc role of allied systems in child protection. In May 1999, the Ministry of Social Justice and Empowerment, Government of India (GOI), having child protection within its mandate, realised the potential of such an outreach helpline reaching out to all children in need of care and protection across the country. The Ministry of Social Justice and Empowerment, (GOI), adopted the CHILDLINE service under its Integrated Programme for Street Children and set up the CHILDLINE India Foundation (CIF), a body of professionals, academicians, and corporate representatives. CIF was entrusted with the mandate of initiating and facilitating the CHILDLINE service, lobbying and advocating on child protection issues, training and capacity building of all the allied systems for the creation of child friendly service and policy. CIF was transferred to the Ministry of Women and Child Development in the year 2006 from the Ministry of SJ&E when a reorganisation took place in the GOI. In 2006, the CHILDLINE project has been identified by the Ministry of Women and Child Development, (GOI) as one of its key projects.

CIF provides crucial support to its large network across the country by doing the initial preparatory work for establishing city level CHILDLINEs networking and facilitating their operations after the CHILDLINEs are established. It also enriches their functioning by providing training inputs and supporting their research and documentation. CIF advocates for changes in law and policy issues related to children. Children's participation in service delivery is a key component in CIF's activities.

CHILDLINE 1098 evolved from a need expressed by street children in Mumbai. It was their expression of a need for a service that would voice their needs and rights, be accessible to them whenever they needed it and one that they could be partners in, that paved the way for CHILDLINE, the 24-hour emergency outreach service for children.

### 1.2. Target audience

CHILDLINE works with the marginalised child in the city/districts. This includes street children and youth living alone on the street, emotionally disturbed child, child labourers especially in the unorganised sector, children who have been abused, child victims of the flesh trade, differently abled children, child addicts, children in conflict with the law, children in institutions, mentally ill children, children affected by HIV/AIDS, children affected by conflicts and disasters, child political refugees, children whose families are in crisis.

### 1.3. The intervention methodology

A call coming into a CHILDLINE centre is attended to by one of the team members who work in shifts. This ensures that the calls coming in are attended to, all 24 hours, at the phone-receiving centre. Depending on the nature of the call, be it by a child or an adult, the team member may respond to it, by going to meet the child first and then linking him or her to medical help, shelter, repatriation, rescue from abuse or even intensive counselling.

If the team member feels that some time will be involved in reaching out to the child in terms of physical distance, then assistance from a support organisation that is located in the vicinity of the caller, is sought. After the emergency intervention measures are taken

by the CHILDLINE agency, the next step is to link the child with long-term rehabilitation. This involves referral and networking with other organisations providing specialised services.

In this process from Response to Rehabilitation, the children’s participation is an integral component.

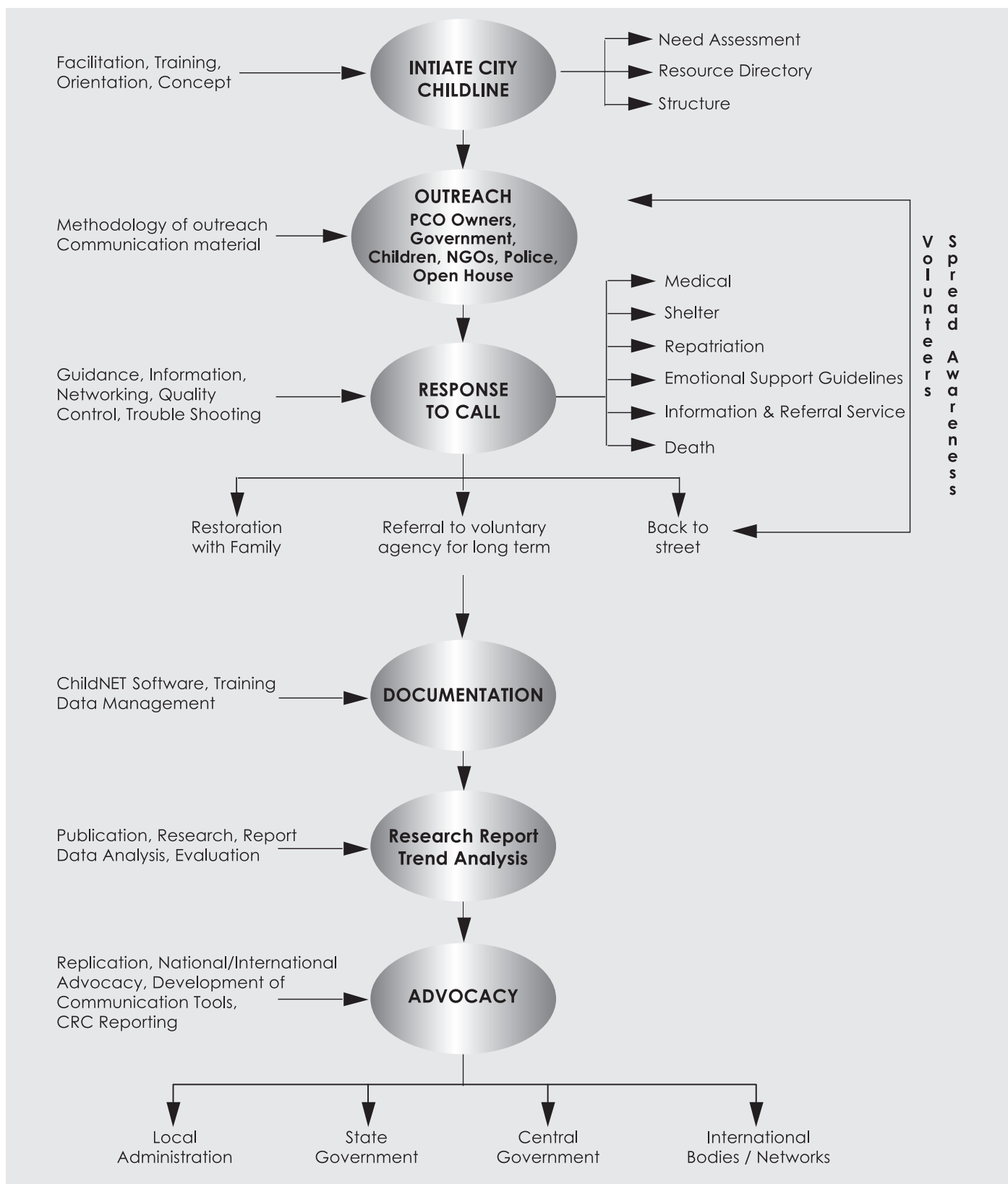


Figure 1.1: CHILDLINE Intervention methodology

CHILDLINE India plays the role of a link between service providers (government, non-government) and children in need of care and protection. Its intervention aims to bring children out of emergency situations, provide options for long term rehabilitation and then link them to appropriate agencies to ensure the same. The period of CHILDLINE intervention may vary from a few hours to a few days, and in the case of some children may stretch to some years.

CHILDLINE shares a vibrant and dynamic relationship with the children it works with. Ingrained in its daily functioning is grassroots outreach and interaction with children. Monthly Open House, an open forum for children to share feed back about the functioning of the service, as well as share their issues and concerns for themselves, is critical to the functioning of CHILDLINE. City mapping, an extensive exercise conducted highlight high risk areas where children are prone to abuse, and child protection resources enable CHILDLINE to prioritise and reach out more effectively. Children and youth identify with CHILDLINE and offer their services as volunteers. They play a large role in creating awareness about the CHILDLINE service as well as work as informers and call CHILDLINE when children are in need of assistance. Many of these children and youth grow into the CHILDLINE system and find themselves a space in the CHILDLINE call centres as paid volunteers or team members. Some success stories have been annexed. A publication Voices of the Street highlights some CHILDLINE interventions.

CHILDLINE works at three levels, functioning as a catalyst to effect systemic change. At the micro level it responds to children on the 1098 helpline, providing them emergency assistance and then linking them to agencies/family for long term rehabilitation. At the mezzo level, CHILDLINE works with the local system comprising state governments, municipal corporations, district administrative units, village panchayats, community groups, voluntary agencies and academic institutions to create child friendly systems. At the macro level, CHILDLINE works as a catalyst bringing the government, the corporate sector and voluntary agencies together to bridge gaps in services, address policy gaps, increase budgetary allocations and explore the adaptation of technology for child protection and the social sector in India. CHILDLINE's endeavour is to build partnerships to create a child protection mechanism in India. It envisages a cohesive child protection force comprising the state, corporate sector, voluntary agencies and the community working together to ensure each child his/her right to protection.

CHILDLINE's comprehensive strategy to bring about systemic change by creating child friendly systems has yielded some results. CHILDLINE works with the system and its processes on behalf of the child. Hence, impact and change are processes that take a considerable amount of time and call for perseverance. It is the surest way to ensure long-term impact and results.

#### 1.4. Structure of CHILDLINE at the city level

Every city, where a CHILDLINE centre has been set up, has a similar structure as well as a uniform process in which it assesses the needs of the city, develops a resource directory of organisations in the city, ensures the phones are ringing and provides training. CHILDLINE functions through a network of NGOs, academic institutions, the corporate sector and the allied systems.

- **CHILDLINE Advisory Board (CAB)**, comprise senior level functionaries from the allied systems, NGOs, concerned individuals, media etc. It is the policy making body for CHILDLINE at the city level and it undertakes periodic review of CHILDLINE.
- **The Nodal Organisation**, is essentially an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.
- **The Collaborative Organisation**, is essentially a 24-hour service for children, which responds to calls on 1098, provides emergency intervention, links children to services for ultimate rehabilitation, conducts awareness and outreach programmes, documents every call that comes into CHILDLINE.
- **The Support Organisation**, responds to calls referred by the collaborative organisation, conducts awareness and outreach programmes.
- **Resource Organisations**, act as referral centres for CHILDLINE. They also participate in outreach and awareness programmes for CHILDLINE.

CHILDLINE has thus evolved a partnership between children, Government, NGOs, academic organisations and the community at the city and national levels to respond to the concerns of the marginalised groups of children.



## 2. Documentation at CHILDLINE

As a phone service, CHILDLINE has the opportunity to listen to children voicing their own problems and concerns. This section describes the documentation process followed at CHILDLINE and outlines the processes undertaken in the compilation and analysis of data presented in this publication

### 2.1. Principles of documentation in CHILDLINE

The purpose of documentation at CHILDLINE is threefold, namely, to capture data to maintain the transparency and accountability of the service; to enable the helpline service to monitor so as to continuously learn from it so that service can be improved, and to enable advocacy for more child friendly systems.

- **Documentation to respect the confidentiality of children** : Given the nature of the telephone helpline, the documentation system maintains confidentiality of children in respect to the information they wish to disclose as well as the manner in which the information is shared. As a result, children are not pressurised to reveal details/information. Additionally, the real names of children are made anonymous (as in this report as well).
- **Documentation system in partnership with the frontline workers** : The documentation system has evolved based on the inputs and experiences of the frontline workers responding to the calls from children. The software package is a most user-friendly package which the frontline workers with basic levels of literacy can easily fill out. Changes in the call documentation system, and trainings for the frontline workers, are incorporated into all CHILDLINE national coordinators/team members meet in which the trainings are provided.

### 2.2. The process of documentation

The call documentation process involves three basic steps. The first step is to decide which category the call can be placed. The second step is to fill in the detail of the call in the appropriate format and third step is to enter the details onto ChildNET – the computer software package.

While documenting a call at CHILDLINE, the first step is to decide in which category the call can be placed. This decision depends on what the child perceives as the problem. And what she/he would like CHILDLINE to do. For example, a concerned adult may call CHILDLINE to report a child begging. It is only when the CHILDLINE team member goes to meet the concerned child and talks with the child to find out what she/he needs that the call could be classified. The call classification system that has evolved is outlined below and is illustrated on the following page:

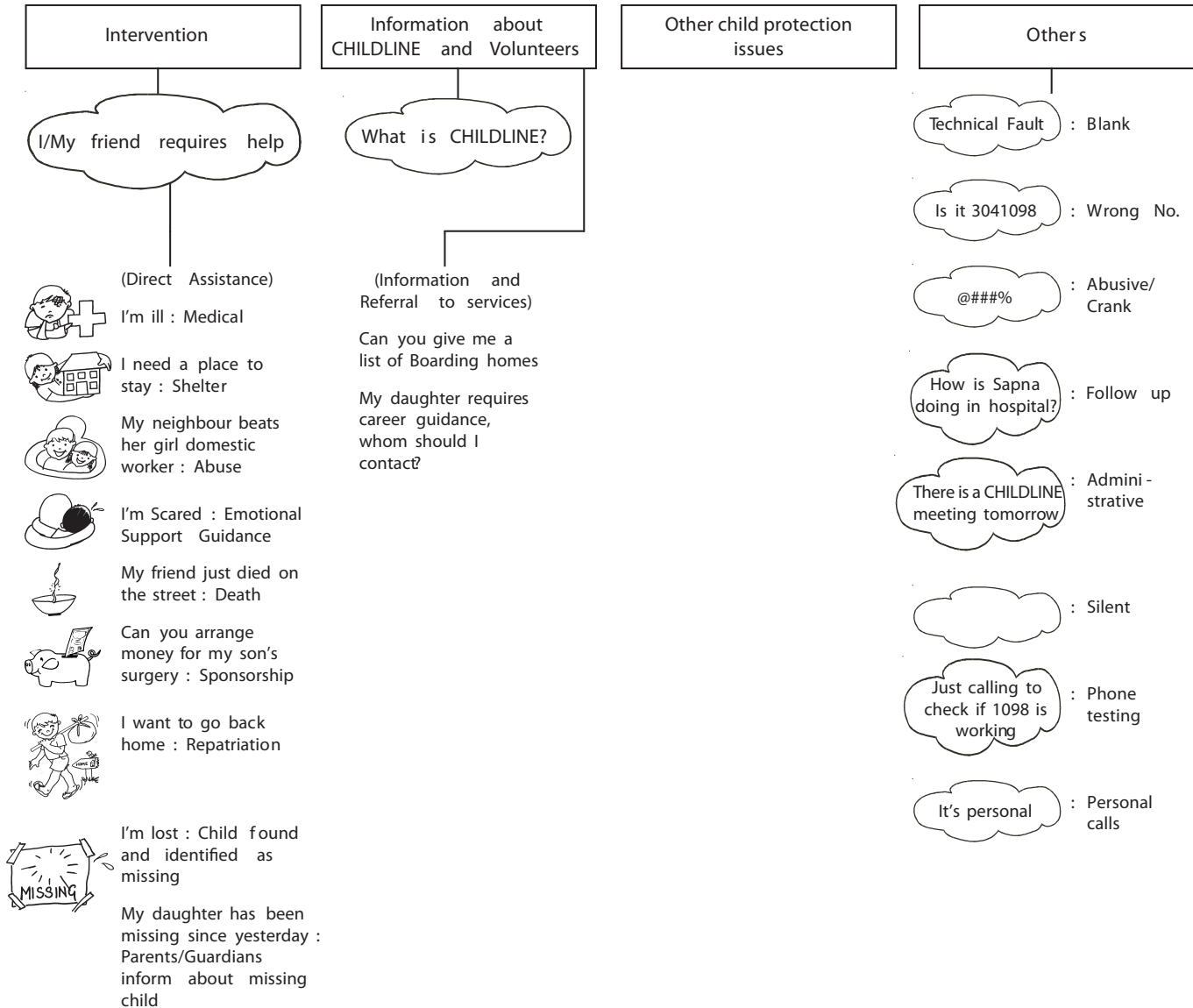
- **Calls for direct assistance** : medical, shelter, protection from abuse/rescue, emotional support and guidance, repatriation, missing, sponsorship, other child rights violations.
- **Information related Calls** : These are calls that give information about other services as well as information about the CHILDLINE service.
- **Miscellaneous Calls** : These include a tally log of blank calls, wrong numbers, silent calls, phone testing calls or administrative calls.

It is important to note that while the follow up of a call means that CHILDLINE is providing further assistance, the call is classified under the first intervention provided to the child and not under the subsequent follow-up. For example, if CHILDLINE takes a child to a hospital for treatment and subsequently, also links the child to a shelter or repatriates the child, the call is only classified under medical and not under shelter or repatriation. (We recognise that valuable data are lost in the process and need to rectify the method)

The second step is to fill in the details of the child in the correct form. Each category of call in the call classification system has a separate form to get information that may tend to get forgotten, overlooked and highlight details that would help in follow-up and analysis of calls.

There are basically four different sets of formats to document any call coming to CHILDLINE and these formats are enclosed in Annexure 1 to 4 respectively.

Classifying calls to CHILDLINE



The third step is then to translate the written documentation onto the computer software package called ChildNET and the basic features of this package are described in the next section.

### 2.3. Features of ChildNET

ChildNET is a Java based software package that classifies, records and follows-up on calls received on 1098 from all parts of the country. The software is installed in every CHILDLINE call-centre. The CHILDLINE teams follow a series of drop-down tables, and pictures to record and track every call received. At regular intervals, each centre uploads their data via the Internet to the central server based at CIF in Mumbai. The local data are aggregated into national statistics, the numbers analysed, and returned back to cities as value-added information that could inform local and national policy.

Developed by Tata Consultancy Services (TCS), ChildNET makes it possible to study the patterns of calls pouring in from everywhere, trends in child protection, identify hot spots of abuse and exploitation in the country, the quality and timeliness of response and action by the various stakeholders of child care and protection.

#### The TCS view on ChildNET



*"The ChildNET software designed by our team in TCS in 1998 was amongst the first JAVA systems ever to be written in India. This was also the first time we were venturing to create a software that would capture and analyse information for an organisation in the NGO sector.*

*We had initially conceptualised the software to be used by the street youth and had created a system where the information would be captured in the respective fields through speech recognition. An exciting option, however the current hardware available with CHILDLINE at that time was not compatible to these requirements. Therefore based on feedback from the field we designed the ChildNET software ensuring that it could be used at almost all locations and be compatible with the majority of the computers being used in the field. TCS also developed the requisite infrastructure at the CHILDLINE India Foundation office in Mumbai to ensure that information being captured from the various locations could be aggregated at Mumbai and could be collated for further analysis in a meaningful manner.*

*We had to tackle a number of challenges such as ensuring the software was simple to use and compatible with the computers being used by different NGOs associated with CHILDLINE, capturing of information where a proper internet connectivity did not exist, using ChildNET in locations where the power situation was not stable etc. However we are proud to say that we addressed these problems and provided the product to the CHILDLINE family.*

*We hope that the ChildNET software enables CHILDLINE to capture and respond to the needs of children in distress and we wish CHILDLINE all the best for the future".*

*By Mr. Behram Sethna,  
Vice President  
TCS Broad band and broad Casting*



### 3. Methodology of compiling this publication

This part describes the methodology in compiling this publication

#### 3.1. The data used in compiling the publication

The data in this publication are based on two sources. Firstly, the data sent by each city on a monthly basis to CIF and secondly, based on the data entered onto the ChildNET package.

- (a) Data sent in the Monthly report: Each city compiles a monthly report of the calls received and sends this to CIF. These data consist of a break up of calls and highlight significant case studies of calls which were responded.
- (b) Data entered into the ChildNET package: As explained in the previous part the data from the documentation forms are then entered into a computer package so that all variables related to the call, caller, child and intervention can be analysed. Whilst some cities were able to utilise the package at the city level, due to logistical and technical reasons, others could not. The cities that were able to enter the cases onto the computer package exported the data to CIF. Those cities that were unable to use the package, sent in a copy of each written documentation for the period to CIF in May 2006. CIF then appointed and trained a group of data entry operators to input the data into the computer package and this was completed in September 2006.

The analysis of the data show that there is a discrepancy in the number of calls that have been entered onto the ChildNET package and those sent in the monthly reports. The table on page 22 highlights this discrepancy:

The reasons for this discrepancy are two-fold. Firstly, several calls have been responded to but the details of these calls have not been adequately written on the documentation forms. As a result, while they have been counted in the monthly reports, due to inadequate data they have not been able to be entered into the ChildNET package. Secondly, there has been a misunderstanding in classification in the monthly reports of certain calls and this has been corrected whilst entering the data into the ChildNET package. It should be noted that this discrepancy has reduced in the second year as the team prioritised writing details of each call that they responded.

It is important to note that whilst compiling this publication, **the data that have been presented in Chapters 4 to Chapter 7 are all based only on the calls entered onto the ChildNET package. The data presented in Chapter 8 are based on the monthly reports and ChildNET that have been sent in by the cities.**

#### 3.2. The process of compiling the publication

CIF sent letters to CHILDLINE Partners in November 2004, to those who were unable to enter data at the city level, requesting the Directors to send hard copies of intervention forms so that a national trend analysis on calls could be done on a pilot basis.

CIF then appointed and trained data entry operators to enter the data centrally for the copies received from each city (that was unable to enter the data at the city level) and this process of data entry was completed in January, 2005. The Policy Research Advocacy and Documentation (PRAD) team then used CRYSTAL reports to generate reports of the data which were then sent to the respective cities, including those cities which had exported data from their end, for confirmation from cities.

Data were then analysed and a draft report was presented at the National Directors Meet in Bhopal in February 2005. During the Meet it was suggested that a two-year analysis of CHILDLINE data should be compiled for the publication.

A similar type of process of data collection, data entry and analysis was followed for the following year 2004-05. The data entry for this was completed in February, 2006. These data were presented during the National Directors meet in Mumbai in June 2006, and based on the inputs received, the publication was further revised and finalised.

	2003-04				2004-05				2003-05			
	53 Cities				55 Cities							
I. Intervention	Monthly Report	%	ChildNET	%	Monthly Report	%	ChildNET	%	Monthly Report	%	ChildNET	%
Medical	7800	13	4558	15	9146	16	6638	16	16946	15	11196	16
Shelter	7575	13	4787	16	7002	13	6100	15	14577	13	10887	15
Repatriation	4867	8	3259	11	4966	9	4563	11	9833	9	7822	11
Missing Children	9812	16	4704	16	9876	18	5904	15	19688	17	10608	15
Rescue from Abuse	2650	4	1377	5	2555	5	1716	4	5205	5	3093	4
Death Related	198	0	48	0	155	0	42	0	353	0	90	0
Sponsorship	2149	4	874	3	2318	4	1030	3	4467	4	1904	3
Emotional Support and Guidance	23804	41	7666	25	17991	31	12707	31	41795	36	20373	29
Other Child Related Issues	679	1	3022	10	1973	4	1819	4	2652	2	4841	7
<b>Total - I</b>	<b>59534</b>	<b>100</b>	<b>30295</b>	<b>100</b>	<b>55982</b>	<b>100</b>	<b>40519</b>	<b>100</b>	<b>115516</b>	<b>100</b>	<b>70814</b>	<b>100</b>
II. Information	1316				915				2231			
Information & Ref. Service	32554				26327				58881			
Information about CHILDLINE	279350				283535				562885			
<b>Total - II</b>	<b>313220</b>				<b>310777</b>				<b>623997</b>			
III. Others												
Silent	428998				425028				854026			
Blank	369398				353027				722425			
Wrong	143067				186018				329085			
Follow-up calls	59463				55069				114532			
Crank/Fun/Abusive	240875				231267				472142			
Chat	155711				188692				344403			
Phone Testing	68404				84414				152818			
Did not Find (DNF)	3012				3593				6605			
Administrative	98565				96391				194956			
Personal	33547				30465				64012			
Others	6844				7625				14469			
<b>Total - III</b>	<b>1607884</b>				<b>1661589</b>				<b>3269473</b>			
<b>Total - (I+II+III)</b>	<b>1980638</b>				<b>2028348</b>				<b>4008986</b>			

\* Death Related Calls have not been included in Analysis

\* Percentages have been rounded off

**Table 3.1: Analysis of Data (Monthly Report v/s ChildNET)**

### 3.3. Limitation of this publication

This publication has several limitations largely due to some inadequacies in the data. As the publication is largely based on the data entered into the ChildNET package and given that all the data have not been captured onto the package, the analysis suffers from limitations. Additionally, as the team gives priority to responding to calls rather than documenting details, several fields in the documentation form have been left blank and hence, a large number of variables have a not documented category. In certain cases, however, the child or caller has not disclosed information and hence, these details have not been documented. As this has been the first such publication, there have been several teething problems in presenting the data leading to a time lag in the analysis of data and the publishing of this compilation.



## **Section B : National analysis of calls to 1098**

- ❖ **Who calls CHILDLINE?**
  - Profile of callers
- ❖ **When and from where does CHILDLINE receive calls?**
  - Time of calls
  - Place from where calls are made
- ❖ **Who is CHILDLINE reaching out to?**
  - Age group of children
  - Sex of children
  - Life situation of children
  - Family support system
  - Education background
- ❖ **How does CHILDLINE respond to direct intervention calls received?**
  - Providing medical assistance
  - Linking children to shelter
  - Repatriating children home
  - Tracking missing children
  - Responding to physical and sexual abuse of children
  - Providing Emotional support and guidance
  - Providing sponsorship services





## 4. Who calls CHILDLINE ?

The calls to 1098 are made by both children and adults. The data regarding the profile of callers to 1098 are graphically represented below.

### 4.1. The profile of callers :

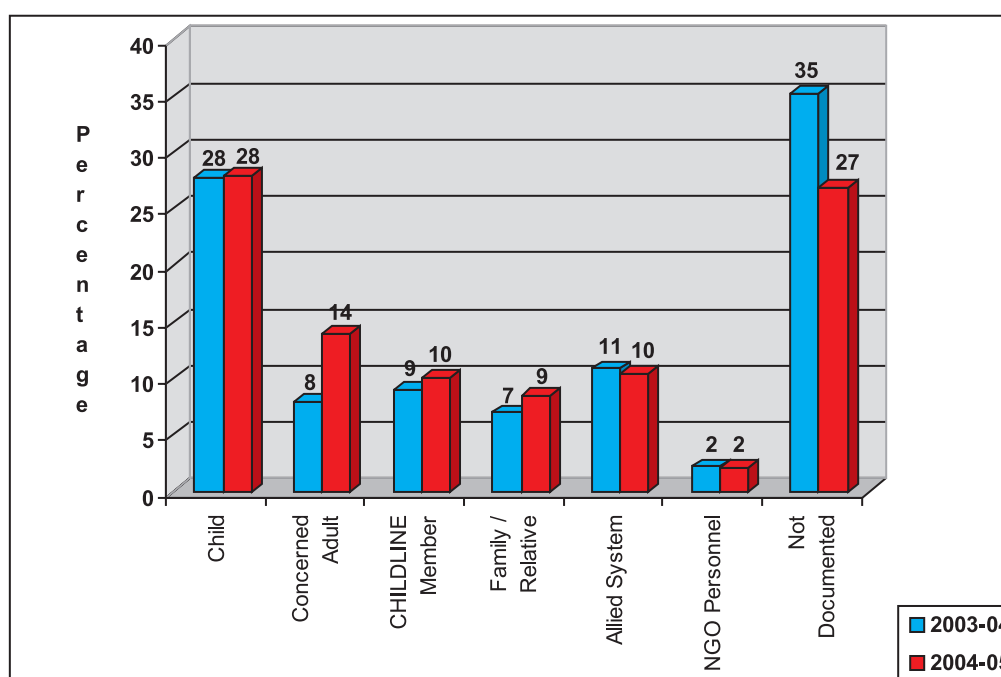


Figure 4.1: Profile of Caller

The average data of the two years reveal that

- One-third of the calls are from children themselves who need assistance, while two-third are by adults in the rest of the categories.
- 11% of calls are made by members of the public who have concern for children.
- About 10% of calls are by CHILDLINE team members during outreach when they meet children in emergency situation.
- About 11% of calls are made by members of the allied system such as the police, doctors / nurses, educational personnel, hospital personnel, juvenile justice system personnel, PCO Owners.
- About 8% of calls are by child's family members.
- About 2% of calls are from other NGOs and social workers.
- About 31% of caller were not documented as the caller did not wish to reveal his/her identity.

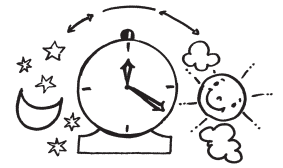
4.1: Concern expressed by callers are outlined in the table given below

Caller Types / Problems	Medical		Shelter		Repatriation		Missing		Rescue from Abuse		Sponsorship		Emotional Support and Guidance		Not Available		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<b>Child</b>	2,080	10	1,387	7	555	3	165	1	423	2	368	2	14,795	73	453	2	<b>20,226</b>
%	19		13		7		2		14		19		73		9		<b>29</b>
<b>Concerned Adult</b>	1,401	18	1,648	21	1,141	14	748	9	833	11	186	2	1,534	19	438	6	<b>7,929</b>
%	13		15		15		7		27		10		8		9		<b>11</b>
<b>CHILDLINE Member</b>	2,438	33	1,069	15	1,295	18	474	7	426	6	400	5	760	10	420	6	<b>7,282</b>
%	22		10		17		4		14		21		4		9		<b>10</b>
<b>Family Relative</b>	735	13	857	15	76	1	1986	34	215	4	494	9	1,145	20	288	5	<b>5,796</b>
%	7		8		1		19		7		26		6		6		<b>8</b>
<b>Allied System</b>	707	9	2,180	28	2,120	27	1163	15	329	4	128	2	343	4	842	11	<b>7,812</b>
%	6		20		27		11		11		7		2		17		<b>11</b>
<b>NGO Personnel</b>	293	19	496	31	311	20	76	5	120	8	51	3	120	8	109	7	<b>1,576</b>
%	3		5		4		1		4		3		1		2		<b>2</b>
<b>Not Documented</b>	3,542	18	3,250	16	2,324	12	5996	30	747	4	277	1	1,676	8	2,291	11	<b>20,103</b>
%	32		30		30		57		24		15		8		47		<b>28</b>
<b>Total</b>	<b>11,196</b>	<b>16</b>	<b>10,887</b>	<b>15</b>	<b>7,822</b>	<b>11</b>	<b>10,608</b>	<b>15</b>	<b>3,093</b>	<b>4</b>	<b>1,904</b>	<b>3</b>	<b>20,373</b>	<b>29</b>	<b>4,841</b>	<b>7</b>	<b>70,724</b>

Table 4.1: Profile of callers and problems Reported (2003-05)

The data in table 4.1 show that

- Most children (73%) call the helpline directly for Emotional Support and Guidance (ES&G).
- Members of the public call for Shelter, Medical, ES&G, Repatriation, Protection from Abuse.
- CHILDLINE team members call the helpline during their outreach, especially for children with a medical emergency.
- Family members (20%) have mostly reported concerns for ES&G.
- Most missing calls referred by family, relatives and allied system.
- Allied systems largely call CHILDLINE with concern for shelter and repatriation.
- 29% of callers to the helpline were children themselves. Most of these children (73%) called for Emotional Support and Guidance (ES&G).
- Concerned adults (members of the public) called mostly for Shelter (21%), Medical (18%), ES&G (19%), Repatriation (14%), Protection from Abuse (11%).
- CHILDLINE team members call the helpline during their outreach especially for children with a medical emergency (33%), Shelter (18%).
- Family members have mostly reported Missing Children (34 %), ES&G (20%), Shelter (13%).
- Allied Systems largely call CHILDLINE with concern for shelter (28%), Repatriation (27%), Missing Case (15%).
- NGO Personnel call the helpline seeking shelter for the child (31%), repatriation (20%)
- Whilst there have been a substantial number of callers who have not revealed their identity, the data shows that :
  - o Most medical calls were referred by CHILDLINE team (22%) followed by children (19%)
  - o Most calls for shelter (20%), repatriation (27%) and missing (11%) were referred by Allied Systems.
  - o Most calls for protection from abuse were referred by concerned adults (27%)
  - o Calls seeking sponsorship for the child are made by family or relative (26%)
  - o Most emotional support and guidance calls are by children themselves (73%)



## 5. When and from where does CHILDLINE receive its calls?

This part examines the data regarding the time when calls are received by CHILDLINE as well as the location from where these calls are made.

### 5.1. Time of call

The data have been analysed in three time slots : from 10.00 am to 6.00 pm which is the general office time of most organisations ; 6:00 pm to 12 midnight and 12 midnight to 10:00 am.

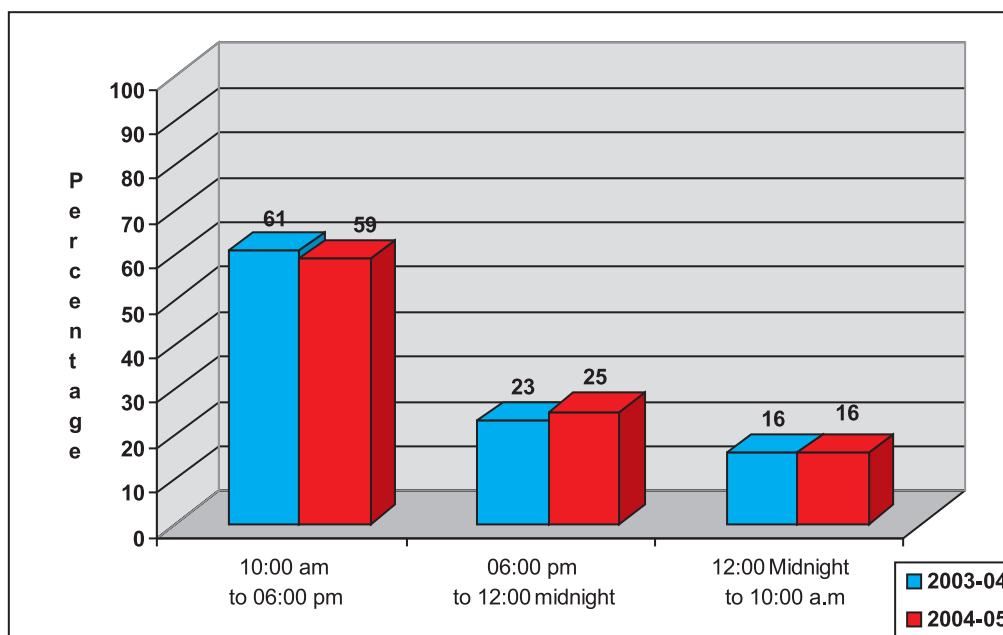


Figure 5.1: Timings of Calls

The data indicates that :

- Majority of the calls i.e. 60% are received during the working hours.
- Approximately 40% of calls received after working hours of organisations ie from 6:00 pm to 10:00 am indicating the need for a 24-hour service for children although they taper off after midnight.
- Approximately, 15% of calls are received from 12:00 midnight to 10:00 am.

The data regarding the time of calls and the problems received are summarised below

Time / Problems	Medical		Shelter		Repatriation		Missing		Rescue from Abuse		Sponsorship		Emotional Support and Guidance		Not Available		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
10:00 am to 01:00 pm	3607	21	2547	15	1557	9	2378	14	875	5	625	4	4650	27	1107	6	17346
%	32		23		20		22		28		33		23		23		25
01:00 pm to 06:00 pm	3454	15	3829	16	2504	11	3439	15	1090	5	750	3	7026	30	1589	7	23681
%	31		35		32		32		35		39		34		33		33
06:00 pm to 12:00 Midnight	2190	12	2561	14	2130	12	3191	17	694	4	346	2	5917	32	1354	7	18383
%	20		24		27		30		22		18		29		28		26
12:00 Midnight to 10:00 am	1945	17	1950	17	1631	14	1600	14	434	4	183	2	2780	25	791	7	11314
%	17		18		21		15		14		10		14		16		16
Total	11196	16	10887	15	7822	11	10608	15	3093	4	1904	3	20373	29	4841	7	70724

Table 5.1: Time of call and nature of problems (2003-05)

The above table reveals that:

- Over 40% of the calls for Shelter (42%), Repatriation (48%), Missing children (45%) and ES&G (43%) are received between 6:00 pm to 10:00 am (after working hours of organisations) indicating that these constitute emergencies.
- Over 60% of calls for ES&G (57%), Sponsorship (72%), Rescue from abuse (63%), Medical (63%) and Shelter (58%) are received between 10:00 am and 6:00 pm.

5.2. Place of call

Calls are received from a variety of locations. Over one-third are received from the house which includes building/chawls/slums (32%) followed by calls from the railway stations (14%). Some callers use the telephone booth (8%) surprisingly, these are the least and need to be a matter of concern for CHILDLINES. Unfortunately a very large percentage (57%) remain undocumented.

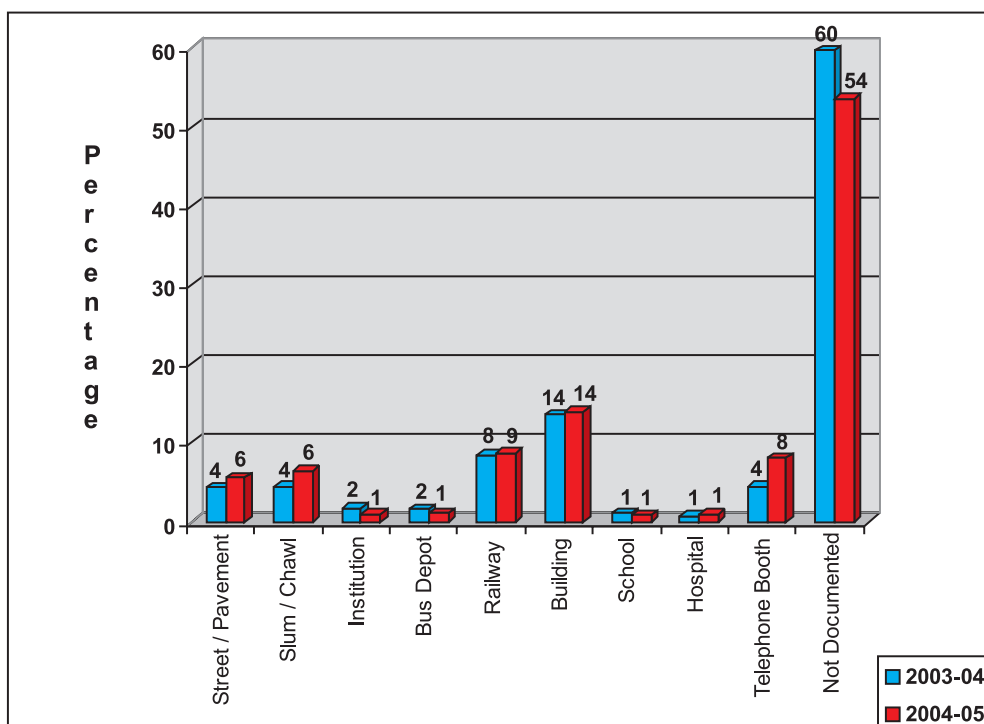


Figure 5.2: Location of calls received



## 6. Who does CHILDLINE reach out to?

This part presents the data regarding the profile of the child assisted by CHILDLINE. It examines the data with specific reference to the age distribution of children, sex of children, life situation of children, family support system and educational status of children. It should be noted that the data presented are of the children to whom assistance has been provided to by CHILDLINE.

### 6.1. Age Group of Children

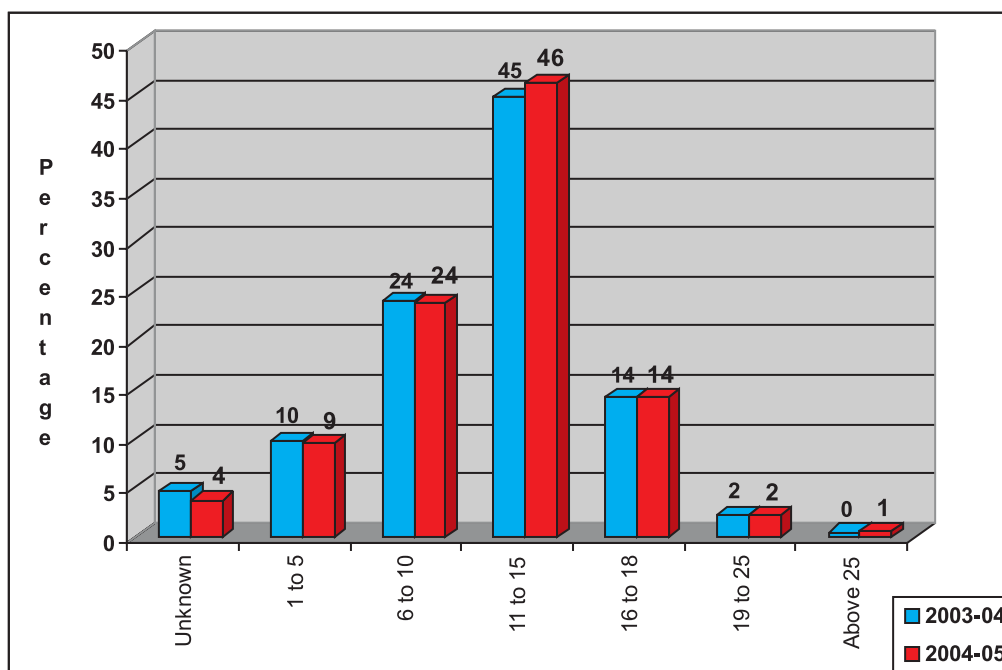


Figure 6.1: Age distribution of children assisted

The data show that most of the children assisted by CHILDLINE are in the group of 11 to 15 years. This age group comprise of children assisted by the helpline in the year 2003-04 (45%) and 2004-05 (46%).

CHILDLINE is normally used by children from age group of 6 to 15 (63%) and it is also the group which is the focus of CHILDLINE.

Further analysis of assistance provided by CHILDLINE to children according to the age group is outlined in the table 6.1 on the following page.

Age group / Problems	Medical		Shelter		Repatriation		Missing		Rescue from Abuse		Sponsorship		Emotional Support and Guidance		Not Available		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Unknown	459	14	498	16	215	7	224	7	226	7	140	4	935	29	514	16	3,211
%	4		5		3		2		7		7		5		11		5
1 to 5	1,131	17	1,059	15	495	7	2661	39	208	3	179	3	287	4	824	12	6,844
%	10		10		6		25		7		9		1		17		10
6 to 10	3,284	19	3,216	19	2,110	12	3,393	20	820	5	601	4	2,207	13	1,344	8	16,975
%	29		30		27		32		27		32		11		28		24
11 to 15	4,972	16	4,604	14	3,913	12	3,391	11	1,302	4	705	2	11,341	36	1,547	5	31,775
%	44		42		50		32		42		37		56		32		
16 to 18	1,128	11	1,171	12	897	9	706	7	410	4	176	2	4,903	50	482	5	9,873
%	10		11		11		7		13		9		24		10		14
19 to 25	200	13	245	16	136	9	148	10	100	6	28	2	575	37	117	8	1,549
%	2		2		2		1		3		1		3		2		2
Above 25	22	4	94	19	56	11	85	17	27	5	75	15	125	25	13	3	497
%	0		1		1		1		1		4		1		0		1
<b>Total</b>	<b>11,196</b>	<b>16</b>	<b>10,887</b>	<b>15</b>	<b>7,822</b>	<b>11</b>	<b>10,608</b>	<b>15</b>	<b>3,093</b>	<b>4</b>	<b>1,904</b>	<b>3</b>	<b>20,373</b>	<b>29</b>	<b>4,841</b>	<b>7</b>	<b>70,724</b>

**Table 6.1: Age Distribution of children assisted (2003-05)**

The data show that:

- The most assistance provided by CHILDLINE to:
  - o Children in the 1 to 5 age group was to reunite them with their parents as they were missing (39%) followed by medical assistance (17%).
  - o Children in the 6 to 10 age group was to reunite them with their parents as they were missing (20%) followed by providing medical assistance (19%) and linking them to a shelter (19%).
  - o Children in the 11 to 15 age group was to provide emotional support and guidance (36%) followed by medical assistance (16%).
  - o Children in the 16 to 18 age group was to provide emotional support and guidance (50%) followed by shelter (12%).
  - o In exceptional cases, CHILDLINE also provides assistance to those young people in the age group of 19 to 25 to provide emotional support and guidance (37%) followed by shelter (16%).
- In relation to the nature of intervention provided
  - o Most medical assistance was provided to children in the age group of 11 to 15 (44%) followed by children in the age group 6 to 10 years (29%).
  - o Most assistance for shelter was provided to children in the age group of 11 to 15 years (42%) followed by children in the age group of 6 to 10 (30%).
  - o Most assistance for repatriation was provided to children in the age group of 11 to 15 years (50%) followed by children in the age group of 6 to 10 years (27%).
  - o Most Missing children were found to be in the age group of 6 to 10 years (32%) and 11 to 15 years (32%) followed by children in the age group of 1 to 5 years (25%).
  - o Most cases for rescue from abuse were from the age group of 11 to 15 years (42%) followed by children in the age group of 6 to 10 years (27%).



- o Sponsorship cases were received mainly from the age group of 11 to 15 years (37%) followed by children in the age group 6 to 10 years (32%)
- o Most calls for emotional support and guidance are sought by children in the age group of 11 to 15 years (56%) followed by children in the age group of 16 to 18 years (24%)
- o Since the 11 to 15 age group was larger than 6 to 10, it is natural that a majority of calls would be from them. The data do not show any difference between these two groups, therefore in the trends. The 6 to 10 age group does not show a higher percentage in any category over those in the 11 to 15 age group.

The data also show some interesting observations that :

- o Whilst children in the 1-5 age group account for 10% of all children assisted, the assistance for reuniting them as they were missing accounted for 25% of all calls.
- o While children in the 6-10 age group account for 24% of children assisted, only 11% of all calls for emotional support and guidance were by this group.
- o While children in the age group of 11-15 years account for 45% of children assisted, only 32% of calls for missing children were in this age group but 56% of emotional support and guidance calls were from them
- o Children in the age group of 16 to 18 account for 14% of all children assisted but 24% of all emotional support and guidance calls were from this group.

### 6.2. Sex of children

Figure 6.2. highlights that, of all the children who benefit from CHILDLINE service, 67% are male, 31% female and 2% not disclosed for the two years under study. Hence, the service is predominantly used by male callers, partly due to the cultural bias for which CHILDLINE needs to initiate steps to create awareness among girls and women’s groups, as well as NGOs.

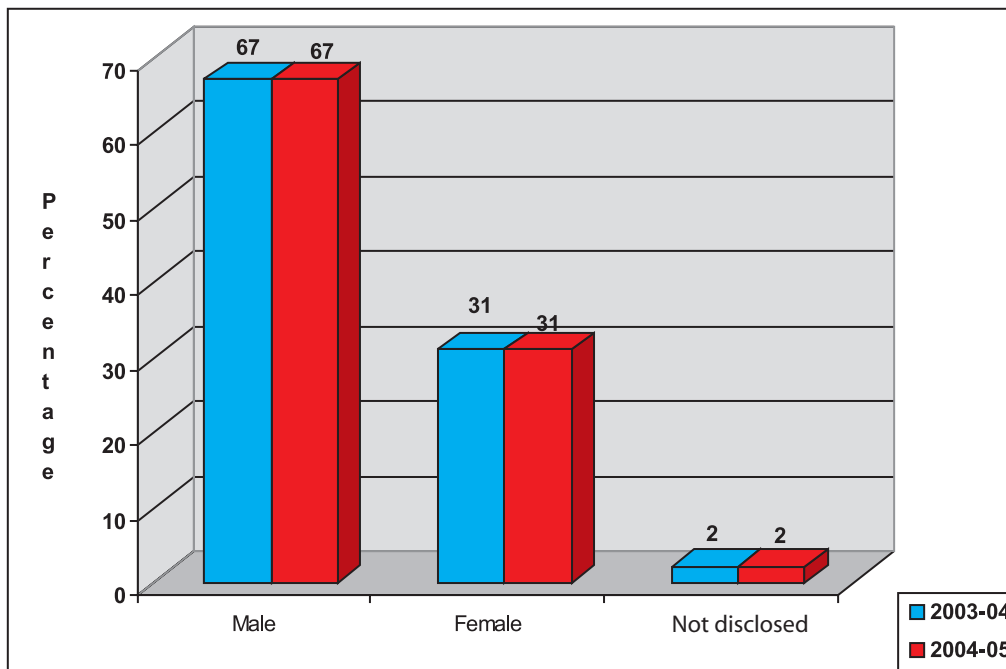


Figure 6.2: Sex of Children

The analysis of the sex of the child assisted vis a vis the assistance provided by CHILDLINE is outlined in the table below:

Sex / Problems	Medical		Shelter		Repatriation		Missing		Rescue from Abuse		Sponsorship		Emotional Support and Guidance		Not Available		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Male	7977	17	7443	16	5912	13	7548	16	1865	4	1067	2	12405	26	2996	6	47213
%	71		68		76		71		60		56		61		62		67
Female	2941	14	3172	15	1753	8	2910	13	1092	5	786	4	7461	34	1572	7	21687
%	26		29		22		27		35		41		37		32		31
Not disclosed	278	15	272	15	157	9	150	8	136	7	51	3	507	28	273	15	1824
%	2		2		2		1		4		3		2		6		3
<b>Total</b>	<b>11196</b>	<b>16</b>	<b>10887</b>	<b>15</b>	<b>7822</b>	<b>11</b>	<b>10608</b>	<b>15</b>	<b>3093</b>	<b>4</b>	<b>1904</b>	<b>3</b>	<b>20373</b>	<b>29</b>	<b>4841</b>	<b>7</b>	<b>70724</b>

Table 6.2: Sex of Children and Problems (2003-05)

While 31% of all children assisted by CHILDLINE were girls, there were certain problems.

### 6.3. Life Situation of Children

The life situation documented refers to the overall situation of the child assisted

The data regarding the nature of assistance provided to children vis-a-vis their life situation are outlined below:

Life Situation / Problems	Medical		Shelter		Repatriation		Missing		Rescue from Abuse		Sponsorship		Emotional Support and Guidance		Not Available		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Street Child	5,607	46	2,932	24	1,242	10	212	2	474	4	160	1	925	8	567	5	12,119
%	50		27		16		2		15		8		5		12		17
Child Labourer	379	15	356	14	490	20	78	3	683	28	28	1	190	8	275	11	2,479
%	3		3		6		1		22		1		1		6		4
Abused Child	209	13	284	18	105	7	59	4	588	37	7	0	240	15	90	6	1,582
%	2		3		1		1		19		0		1		2		2
Flesh Trade Victim	57	19	78	26	77	25	3	1	24	8	7	2	41	14	16	5	303
%	1		1		1		0		1		0		0		0		0
Emotionally Disturbed Child	307	2	820	6	935	6	192	1	170	1	297	2	11,377	78	432	3	14,530
%	3		8		12		2		5		16		56		9		21
Child with Family in Crisis	1502	16	2558	27	2082	22	183	2	400	4	617	6	1,676	17	587	6	9,605
%	13		23		27		2		13		32		8		12		14
Children Affected by HIV/AIDS	72	24	81	27	42	14	9	3	8	3	26	9	39	13	19	6	296
%	1		1		1		0		0		1		0		0		0
Missing	27	1	88	2	316	6	4335	86	33	1	7	0	13	0	220	4	5,039
%	0		1		4		41		1		0		0		5		7
Differently Abled Child	209	36	97	17	63	11	15	3	12	2	59	10	95	16	29	5	579
%	2		1		1		0		0		3		0		1		1
Children in Institution	79	13	53	8	76	12	192	30	76	12	55	9	75	12	25	4	631
%	1		0		1		2		2		3		0		1		1
Child Addict	33	13	31	13	25	10	0	0	20	8	1	0	121	49	15	6	246
%	0		0		0		0		1		0		1		0		0
Children in Conflict with the law	2	1	28	19	26	18	0	0	27	19	3	2	34	23	25	17	145
%	0		0		0		0		1		0		0		1		0
Mentally ill Children	97	16	151	24	95	15	133	21	9	1	9	1	66	11	60	10	620
%	1		1		1		1		0		0		0		1		1
Child Political Refugee	2	9	9	39	8	35	0	0	2	9	0	0	1	4	1	4	23
%	0		0		0		0		0		0		0		0		0
Not Documented	2,614	12	3,321	15	2,240	10	5,197	23	567	3	628	3	5,480	24	2,480	11	22,527
%	23		31		29		49		18		33		27		51		32
<b>Total</b>	<b>11,196</b>	<b>16</b>	<b>10,887</b>	<b>15</b>	<b>7,822</b>	<b>11</b>	<b>10,608</b>	<b>15</b>	<b>3,093</b>	<b>4</b>	<b>1,904</b>	<b>3</b>	<b>20,373</b>	<b>29</b>	<b>4,841</b>	<b>7</b>	<b>70,724</b>

Table 6.3: Relationship of Life Situation to Problems

**The analysis of table 6.3 reveals that:**

- **Street Children :** This category includes children of the streets, who have no families to go back to. This will also include abandoned children and missing children. Children living on the street account for 17% of all children assisted. However, it is interesting that 50% of all medical calls are by this group of children, whilst only 5% are for emotional support and guidance. The highest category of intervention provided to street children were for medical assistance 46% followed by shelter 24%.
- **Child Labourers :** This category includes working children, for example domestic labour, children working in shops, hotels, garages etc. Children living with their families but engaged in labour. They account for 4% of all children assisted by CHILDLINE. However 22% of all calls for protection from abuse/rescue are from this group. This group needs greater outreach.
- **Abused Child :** This category includes children abused physically, emotionally or sexually which accounts for 2% of the assisted children. It is observed that 19% of the calls for rescue are from this group. The identification of these children is difficult but needs to be pushed further.
- **Emotionally Disturbed Child :** This category includes children who are disturbed emotionally or psychologically due to family circumstances, study fear, love or sexual problems. This category accounts for 21% of the total number of children assisted by CHILDLINE, 56% of the children in this category of calls for emotional guidance or counselling while 16% calls are for sponsorship.
- **Child with family in crisis:** This category includes children belonging to families affected by death, disease, poor living conditions, marital problems or medical problems which is 14% of all the assisted children. Large number of calls 32% are for sponsorship for this category, while calls for repatriation 27% and shelter accounts for 23%.
- **Missing:** This category includes children who have gone missing or lost from their homes, school, street and bus or railway station which accounts for 7% of the total number of children assisted. It is interesting to note that 4% of the calls for repatriation are from missing children.
- **Children in Institution :** This includes children living in shelter homes, remand homes or any such institutions entrusted for their care and protection. Sponsorship calls account for 3% for this category of children.

### 6.4. Family Support System of Children

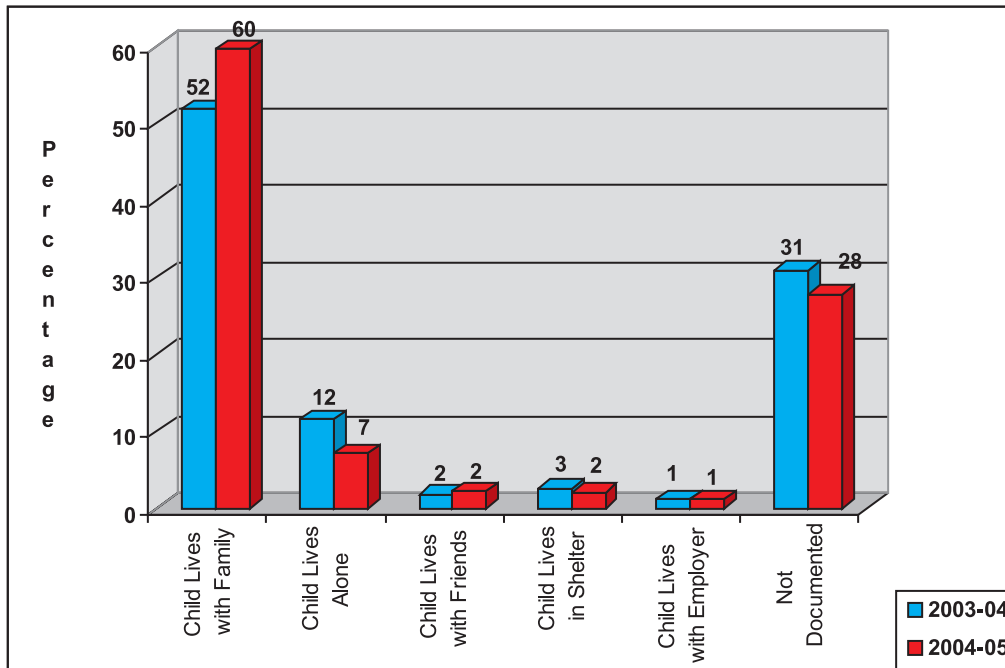


Figure 6.4 : Family Support System of Children

Interestingly, a majority of the children who call CHILDLINE are living with their families (60%) and while another (9%) have other living arrangements. Hence, CHILDLINE’S are reaching children in difficulties even though they may have a family. Unfortunately, a large number of cases are not documented.

### 6.5. Educational System of Children

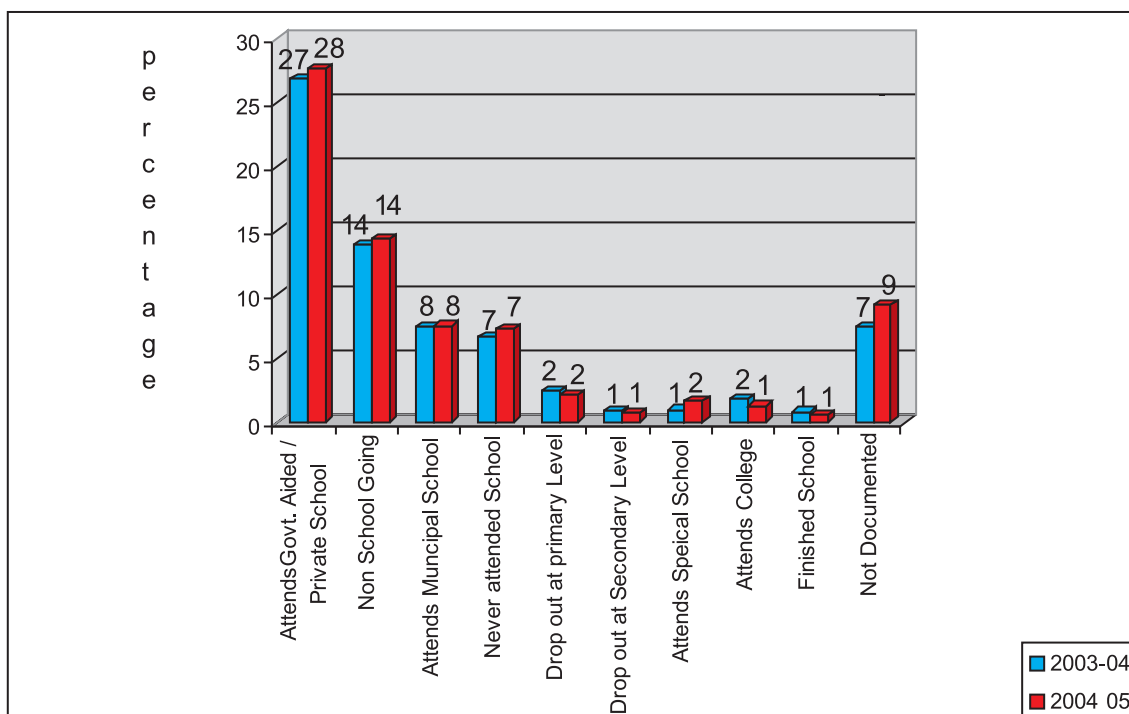


Figure 6.5: Educational System of Children

If we group children not in school, never attended school or dropped out, a significant proportion 24% of the children are not in school at the time of analysing the call, while 27% are in Government aided private schools. A much smaller proportion 8% is in Municipal schools and awareness needs to be created in these schools which serve the poor.



## 7. How does CHILDLINE respond to calls?

As already highlighted, CHILDLINE receives a range of calls from both children and adults who identify concerns relating to children. CHILDLINE response to each call is based on the active participation of the child. The key response strategies of CHILDLINE nationally for the years 2003-2004 and 2004-2005 are outlined below:

	2003-04		2004-05		2003 - 05	
	ChildNET	%	ChildNET	%	ChildNET	%
Cities	53		55			
Categories						
I. Intervention						
Medical Help	4558	15	6638	16	11196	16
Shelter	4787	16	6100	15	10887	15
Repatriation	3259	11	4563	11	7822	11
Missing Children	4702	16	5906	15	10608	15
Rescue from Abuse	1377	5	1716	4	3093	4
Death Related	48	2	42	0	90	0
Sponsorship	874	3	1030	3	1904	3
Emotional Support & Guidance	7666	25	12707	31	20373	29
Other Child Related Issues	3022	9	1819	4	4841	7
<b>Total</b>	<b>30293</b>	<b>100</b>	<b>40521</b>	<b>100</b>	<b>70814</b>	<b>100</b>

**Table 7.1: Nature of direct intervention provided by CHILDLINE nationally**

It should be noted that while calls have been classified under a particular category, often the nature of interventions overlap. For example, after providing medical assistance, the child may be linked to shelter and then repatriated. However, the call is classified according to the first intervention provided by the team.

In addition, CHILDLINE has received 32,554 calls in 2003-04 and 26,327 calls in 2004-05 from callers seeking information about services for children. The CHILDLINE team has a resource directory of different services for children such as adoption services, vocational training courses, boarding homes, child guidance clinics and this information is passed on to callers over the telephone.

CHILDLINE has also received 4,28,998 calls in 2003-2004 and 4,25,028 calls in 2004-2005, which have been classified as Silent calls. These are calls where the caller has chosen not to speak. The CHILDLINE team member plays an active role in providing information about the service as well as assuring and encouraging the caller to speak whenever she/he feels comfortable.

This part attempts to present the data regarding CHILDLINE's direct intervention in calls to 1098 namely in providing medical assistance, linking children to shelter, repatriation children home, tracking missing children, intervening with children who have been physically and/or sexually abused, providing sponsorship and other interventions related to child rights violations.

### 7.1. Providing Medical Assistance

CHILDLINE receives 16% of its intervention calls for medical assistance, which is the maximum number of calls related to direct intervention.

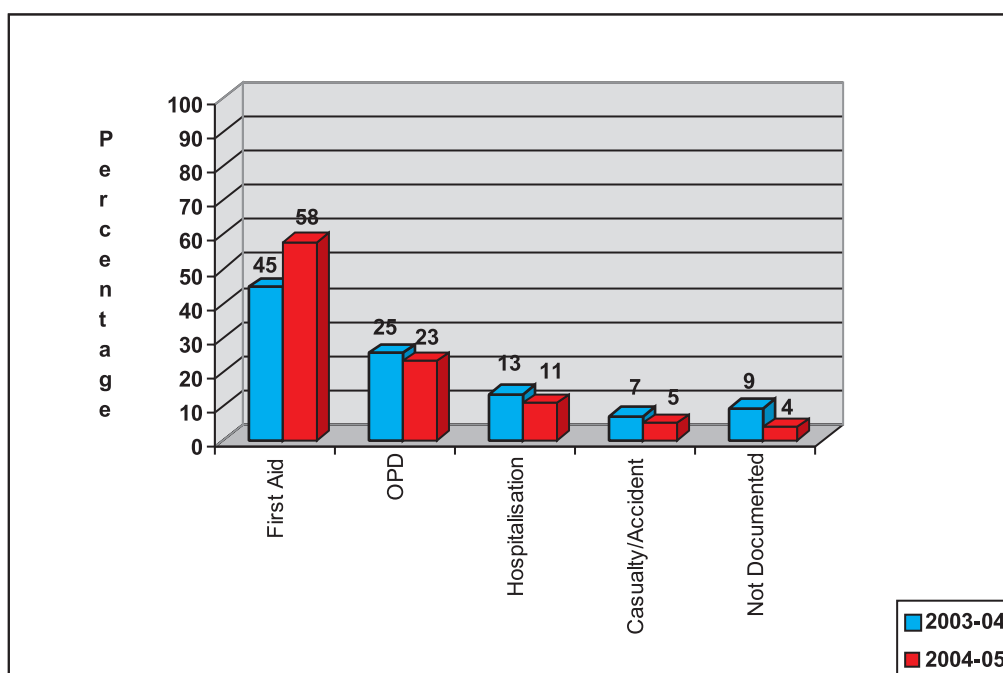


Figure 7.1: Calls for Medical assistance

The nature of CHILDLINE’s response to calls for medical assistance, as indicated above range from providing first aid, taking the child to the out-patient (walk-in) department (OPD) or casualty department and supporting children who require to be admitted into hospital.

#### 7.1.1. Providing First Aid to children

The calls for first aid are generally from children themselves. At times, the CHILDLINE team might come across a child in need of medical intervention during outreach. The CHILDLINE team have received training in first aid and have been provided with first aid kits. The team is also trained to counsel the children to seek medical attention, though a number of children are afraid to approach the public health system on their own.

The data indicate that the reasons for providing first aid includes –

- injuries/ wounds (31%)
- flue/viral (27%)
- stomach ache (5%)
- headache (5%)
- vomiting (5%)
- diarrhoea (4%)
- others such as cuts, burns (23%)

#### 7.1.2. Taking children to the Out-Patient Department (OPD):

These are calls where CHILDLINE has been able to take the child to the nearest public health care centre/ hospital for treatment and the child does not require to be admitted into the hospital. The CHILDLINE team member supports the child by talking to the doctor, addressing the fears of the child; explaining the follow-up treatment to the child. In some cases, the child though ill, is not admitted into the hospital then CHILDLINE arranges for temporary shelter for the child till she recovers.

The data indicate that calls received for OPD have shown a marginal decline from (25%) in 2003-04 to (23%) in 2004-05. The reasons for the children taken to the OPD can be broken up as :

- children suffering from fever/viral (21%)
- boils (10%)
- skin disease (10%)
- eye related (8%)
- septic wounds (8%)
- stomach ache (7%)
- Ear-Nose Throat (ENT) related problems (9%)
- others such as malaria, malnutrition, rabies, fracture, jaundice, vomiting (27%)

### 7.1.3. Taking children to the Casualty department:

These are calls that have come into CHILDLINE after the closing hours of the OPD (walk in) departments. As these have been serious medical problems and can not wait for the following day, CHILDLINE takes the child to the casualty department. As these calls are generally late at night and of a serious nature, CHILDLINE has to arrange for transport to take the child to the hospital as well as ensure temporary shelter for the child if the child does not require to be admitted into the hospital.

The data indicates that the calls for children to be taken to casualty have been for

- wound/ injury (20%)
- very high fever (17%)
- accidents (7%)
- severe cuts (7%)
- fracture (5%)
- head injury (4%)
- not documented (40%)

### 7.1.4. Supporting children who are admitted into Hospital:

These are calls where children have been taken to the hospital and require to be admitted into the hospital for treatment. CHILDLINE supports children who require to be in hospital by: arranging for volunteers to be with child, especially at night, arranging for specialised medicine\ treatment.

The data indicates that the reasons for children being hospitalised during the period (2003 – 2005) :

- malaria (8%)
- food poisoning (8%)
- Tuberculosis (7%)
- septic wounds (7%)
- drugs overdose (6%)
- cancer (6%)
- not documented (58%)

#### **Case History – 1**

Ravi Bihari, age 15, could not reveal any information about his family. He lived at the railway station. When the CHILDLINE team found him, he was in a poor mental state due to the heavy drugs he was taking. The CHILDLINE team was able to admit him into a hospital for detoxification. He ran away in a few days.

On 23.11.04 at 11p.m a call from the railway station informed CHILDLINE that Ravi was in trouble again. He had a severe pain in his stomach. Once again, Ravi was rushed to the hospital. He was not admitted but was given some medication and he went back to the railway platform. The next evening, brought no relief to Ravi, the pain continued unabated. CHILDLINE admitted him back in hospital. A series of diagnostic tests revealed that there was a severe intestinal infection for which he needed two major surgeries. After the first surgery, Ravi was in hospital for three weeks. His every need was taken care of by the CHILDLINE team. Two and a half months later, he was ready for his second surgery. For ten days after that he was under constant observation by the doctors, again under the complete care of the CHILDLINE team. Ravi's drug addiction made treatment very difficult. However, with careful counselling from the CHILDLINE team, Ravi did have a complete recovery from his drug addiction and his illness. He currently works for the 'school on wheels' programme and also volunteers his time for counseling other young people struggling with drug addictions.

#### **Case History – 2**

Karan , lived on a pavement off the foot of a bridge. One morning, a speeding car ran over Karan. His friends rushed him to the hospital in a serious condition and called CHILDLINE for help. A CAT Scan was done which indicated severe damage and Karan had to be shifted into the Intensive Care Unit. With information about the vehicle that ran over Karan, CHILDLINE registered a formal complaint against the owner of the vehicle. Meanwhile Karan was operated upon and continued to be kept in the ICU under observation.

Karan's friends gave CHILDLINE members information that enabled them to trace his parents who refused to accept any responsibility for him. As Karan was making progress. He was shifted to a general ward of the hospital and was declared out of danger. As there was a strike of the hospital staff at that time, CHILDLINE had posted a volunteer round the clock to look after Karan. The child took 4 months to recover during which time his family began to visit and with constant careful counseling, his father and mother agreed to take him back. His family was supported so that Karan could be reunited with them.



## 7.2. Linking children to shelter



The data for 2003-2005 show that CHILDLINE has received approximately 15% of calls to provide shelter for children. On receiving such calls, the CHILDLINE team meets the child and dialogues with him/her to ascertain the reasons for the child seeking shelter. Based on an assessment of the child's needs as well the preferences of the child, the CHILDLINE team contacts appropriate shelters that are able to provide accommodation to the child.

CHILDLINE tries its best to get such children admitted to a shelter or home, in co-ordination with its large network of organisations all over the country. But it is not always easy to find shelter, as shelter homes are few in number and furthermore, it is difficult to find a shelter home for a girl child. At times, there might be problems associated with low intake capacity. At a given point of time, there might not be vacancies or the policy that might not be open to admitting all kinds of children. As this process of locating a shelter may take a few days, CHILDLINE arranges temporary accommodation for these children. The CHILDLINE team member then accompanies the child to the shelter. The gap in services to provide shelter to children particularly girls, is acute. Some places have no shelter at all.

The data indicate that the reasons for children seeking shelter are either because they have left home; have been abandoned or their parents are seeking shelter for their children.

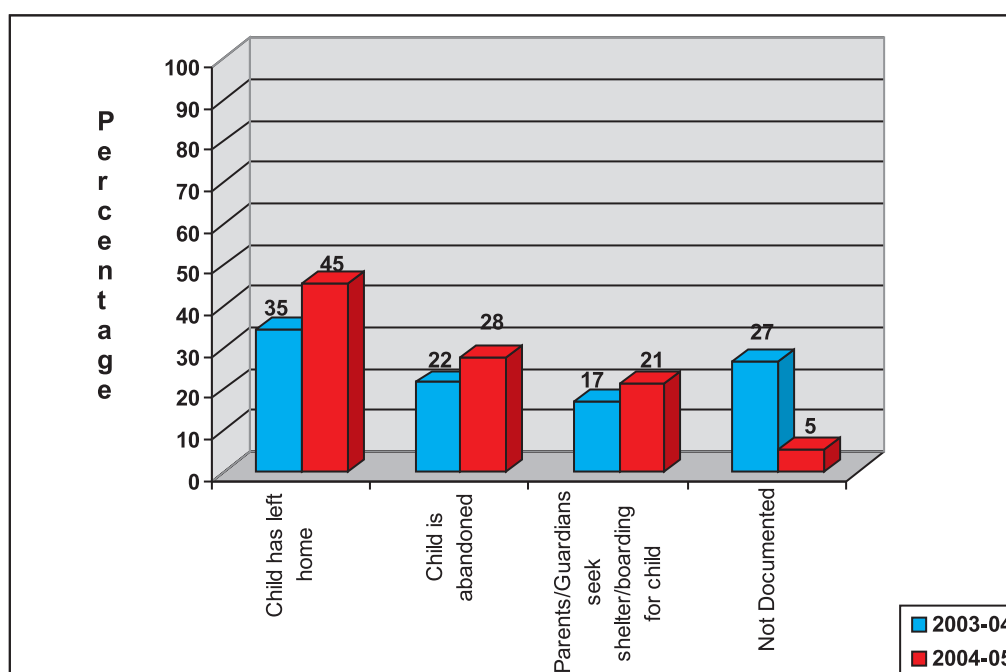


Figure 7.2: Calls for Shelter assistance

### 7.2.1. Child has left home:

The data suggest that the largest sub-category of the children who need shelter are children who leave home and hence, require shelter.

The reasons given by these children for leaving home were :

- employment (11%)
- attraction to the city (2%)
- school pressure/failure (5%)
- parents do not want child to attend school (3%)
- abuse in the family (8%)
- quarrel with family/friend (6%)
- committing petty theft/shop lifting (4%)
- not documented 47%.
- death of parents (8%)
- step mother/father (6%)

### 7.2.2. Child is abandoned:

Approximately 25% of children revealed that they had not voluntarily left home, but had been abandoned by their parents.

The reason the children gave to explain their abandonment included :

- death of parents (17%)
- illness in the family (4%)
- step parents (5%)
- financial crisis in the family (7%)
- unwed mother (5%)
- natural calamities (3%)
- differently abled child (4%)
- girl child (2%)
- not documented (53%)

### 7.2.3. Parents/Guardians seek shelter/boarding for child:

CHILDLINE also receives calls from parents who wish to place their children temporarily in a shelter facility. CHILDLINE assesses the family situation of the child before linking the child to a shelter.

The data show that the reasons for parents/guardians seeking shelter/boarding for child were:

- single parent (24%)
- death of parents (14%)
- financial crisis in the family (15%)
- education (10%)
- violence in the family (4%)
- ill parents (1%)
- child being physically abused (1%)
- alcoholic parents (6%)
- not documented (25%)

#### **Case History – 1**

A street volunteer found 16-year-old Guddu Sharma wandering on the Railway platform and brought him to CHILDLINE. His father was an agricultural labourer back home in his village in Uttar Pradesh. He was the youngest of three siblings and his mother had passed away a few years back. His sister did the housework and his brother was unemployed. The family depended on the meager daily wage of the father for their survival. Guddu had studied up to Class VIII. Deciding that he was now old enough to earn and supplement his family income, Guddu ran away to the city in search of employment. CHILDLINE immediately arranged temporary shelter for Guddu. He confided that he did not want to go back home. CHILDLINE arranged for shelter and vocational training.

#### **Case History – 2**

A concerned adult brought a speech and learning impaired child to CHILDLINE. The team decided to call him Mukesh as they were unable to get any information about him. The CHILDLINE team put Mukesh in their temporary shelter home, gave his information to the missing person's bureau, and the local Child Welfare Committee (CWC) was beginning to look for a long term residential programme for the deaf and dumb when Mukesh had a severe bout of epileptic fits. He was rushed to a local hospital from where he was referred to another one. CHILDLINE followed up on his treatment, which lasted a fortnight.

On being discharged, the local CWC sent Mukesh to the observation home, where he was referred to a shelter home for children with physical disabilities. Fearful that he might be mentally challenged, the shelter in-charge at the home requested a full medical check-up for Mukesh where he was found to be completely normal but he was denied admission to the shelter. Finally, the team admitted Mukesh at a Government Home from where he was sent back in two days, this time saying that he was HIV Positive. Test confirmed that Mukesh was not HIV Positive but was suffering from Hepatitis B.

CHILDLINE arranged his medication, but the Probation Officer of the government home simply refused to take Mukesh back as he would expose other children there to the communicable disease. CHILDLINE tried to place the child in the Observation Home for a few days but he was denied admission there too. The CWC members personally contacted a few organisations for shelter for Mukesh but they refused.

Finally, a government hospital admitted Mukesh temporarily under the condition that a full-time volunteer stays with him twenty-four hours a day. Later, the child was again presented before the CWC who issued orders for admitting the child in the observation home. Despite the court orders, and the members of CWC personally convincing him, the superintendent of the Observation Home, refused to admit Mukesh. As there was no other place for Mukesh, the CHILDLINE team member decided to stay during the night with him on the campus of the Observation Home. The CHILDLINE team member was threatened with arrest. Simultaneously, CHILDLINE contacted all the concerned authorities in the State. Finally, an Officer from Department of Wome and Child Welfare personally came from the state directorate and after a battle of 24 hours, the child was given admission into the Observation Home. The CHILDLINE team is in touch with the child.

### 7.3. Calls for Repatriation

These are calls from children who have left their homes and now want to return CHILDLINE responds to calls for repatriation based on firstly, whether the child knows his / her address and secondly, if the child's home is within the same city, or from outside.



CHILDLINE receives 11% of its intervention calls about children who ask to be repatriated.

Calls may not directly come for repatriation. Most of the calls come in seeking shelter, medical, rescue from abuse, etc. which over a period of time turn into one for repatriation. The police very often refer children to CHILDLINE. However, there is need for greater coordination between the police and CHILDLINE while undertaking repatriation.

The data reveal that CHILDLINE has responded to calls for repatriation in the following categories.

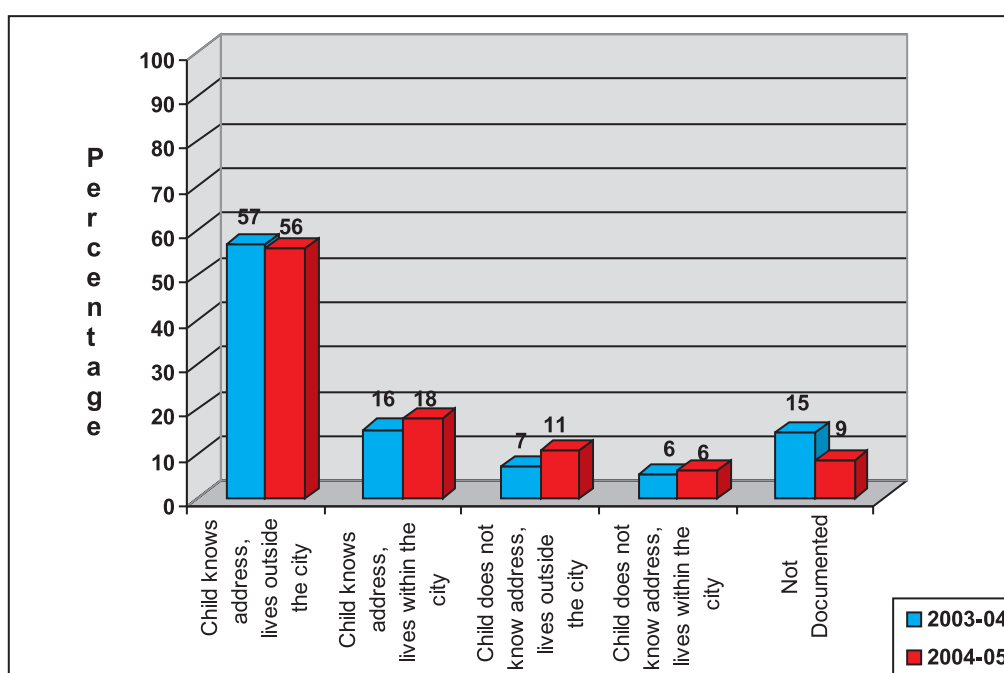


Figure 7.3: Calls for Repatriation assistance

#### 7.3.1. Knowledge of address

CHILDLINE team needs to work on leads of the child, landmarks and accompany the child to familiar areas, to assist the child to remember his/her address, especially if the child is below 10 years.

#### 7.3.2. Repatriation within city or outside

The CHILDLINE team accompanies the child home within or outside the city to counsel the parents and maintain follow-up.

### **Case History – 1**

CHILDLINE came into contact with 14-year-old Zayed Khan while conducting an open house session at a railway station. He was originally from Bangalore. He hated school and so he spent the money, his parents gave him to pay his tuition fee, on his friends. Fearful of being beaten for doing this, he boarded a train and ran away. On learning about him at an open house, Zayed was placed in a shelter home and was counseled every day. After a month, he expressed a desire to return home. CHILDLINE contacted his family who were extremely relieved and overjoyed to know that he was alive and safe. His father immediately agreed to come and pick him up. Within a week, Zayed reunited with his family.

### **Case History – 2**

In March 2004, when Kartik (A CHILDLINE team member) was having tea at a roadside tea stall in Paldi area, he noticed a 10-year-old barefoot boy serving tea in the blistering heat. The moment Kartik asked him about his family, he started crying. He brought the boy to the CHILDLINE office and asked the owner of the tea stall to come to the CHILDLINE office. While talking to him, the team came to know that he had been studying in the 4th standard. His maternal uncle had brought him to Baroda to work for the tea vendor. The child was then working at the tea stall for the last six months and he was not paid a single paisa. The child desperately wanted to go back home. When the tea stall owner came to CHILDLINE office with the boy's maternal uncle, he started threatening the team. He was asked either to pay the boy his salary or face the consequences (go to jail). He was shown Article 23 of the Juvenile Justice Act 2000 which reads: Whoever having the actual charge of control over a juvenile or the child, assaults, abandons, expose or wilfully neglects the juvenile or causes or procures him to be assaulted, abandoned, exposed or neglected in a manner likely to cause such juvenile or the child unnecessary mental and physical suffering shall be punished for a term which may be extended to six months or with both. After this, the owner agreed to pay Rs. 3,000 to the child who had worked with him for six months. In the presence of his parents and teacher it was decided to open a joint account in the name of CHILDLINE Collaborative Organisation and the boy. He would be able to withdraw the money only when he turns 18. The same day he was sent back home to Rajasthan with his parents.

### **Case History – 3**

CHILDLINE received a call from a NGO, for repatriation of a child called Rana who was 13 years old. He hailed from a village. As per the information received from the child, he said that he was from a poor family. Due to economic problems he had left home and gone to Allahabad to search for a job. There he worked for four months. During this period he saved some money for his family. He decided to go back home so he went to the Bargama railway station to take a train. There he lost his money and was very upset. He took the train and reached Raichur (Karnataka). While he was wondering what to do at the railway station, a social worker took the child back with him to the NGO. The child expressed his desire to go back to his family. The child was referred to CHILDLINE for repatriation. The team contacted the Police Station and gave the information, provided by the child. The District police of the area from where he had come, traced the address of the child and informed that the child's family was poor and did not have money to come. Therefore CHILDLINE arranged for the child to be repatriated by a team member to his native place and reunited him with his family.

## 7.4. Calls for Missing Children

CHILDLINE has logged 15% of calls for missing children for the year 2003-05 across the country. Missing children with no support systems are very vulnerable to neglect, exploitation and abuse. They are often in crisis; abused physically or sexually, exploited for illegal activities, forced into flesh trade and at times languish in a forced life of institutional care, emotional trauma, depression, fears and mental illness affect the missing child and also cause psychological damage. The crisis and trauma are not restricted to the child alone but to their families too.

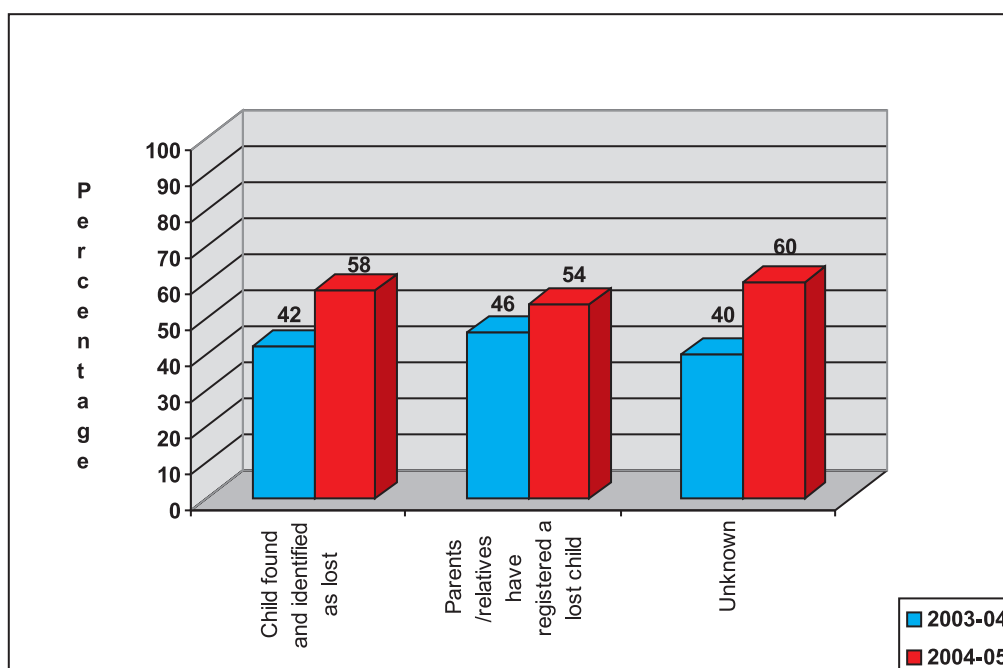


Figure 7.4: Calls for Missing Children

Missing children therefore, are an important component of children in need of care and protection. Although there are many services available for children, there are none available that focus on missing children, The challenge lies in tracing children who go missing and linking them back to their homes. CHILDLINE has undertaken this task from its inception.

The calls for missing children are either from parents reporting their child as missing or from a child that got separated from his/her family. These children are sometimes separated from their families in large crowds whilst travelling or sometimes abducted / trafficked.

### 7.4.1. Children who are lost

CHILDLINE's response strategy on finding a child who says he./she is missing is to register the case with the police, send details of the child to the CHILDLINE network across the nation and keep a lookout for the child during outreach in their city/district.

### 7.4.2. Children reported lost by parents

From the study conducted by CIF on missing children, it was reported that CHILDLINE has been able to trace 38 % of missing children based on the information provided by parents/guardians.

### **Case History 1**

Theeya, a small girl lost her mother in an unknown illness. She stayed with her brother and sister in her uncle's house. The three children later moved to their maternal grandmother's home in a District of Imphal where they were enrolled in a school.

Theeya then came to Imphal and lost her way. All she remembered was that she was to take a passenger jeep and get down at a particular place near a sawmill.

The little girl was found by a well-known media person who immediately called CHILDLINE. A CHILDLINE team member rushed to the spot. CHILDLINE Imphal contacted the Superintendent of Police, of the District from which Theeya had come to help locate the child's school from where the child's address could be obtained. Within an hour, the SP called CHILDLINE and gave all the details. Fortunately, at the same time, Theeya's uncle inquired about CHILDLINE at the ISTV office. The girl was escorted by one of the team members to the ISTV office and after proper verification of her relatives, Theeya was restored back to her family.

### **Case History 2**

Talib, a 10 year old child, was handed over to Lucknow CHILDLINE by the Hazratganj police station. He was frightened and was unable to speak clearly in Hindi. After much counselling, he could only reveal his address as 'Jhanda Chawk'. He did not go to school and was unable to provide any other detail about his home. CHILDLINE Lucknow also advertised in the newspapers. Someone suggested that there could be a place like this in Dehradun and Kotdwar. The police stations of both these places were contacted and finally, after 4 months Talib's parents from Kotdwar were located.

### 7.5. Calls for Rescue from Abuse

4% of calls are reported for protection against physical, sexual or financial abuse of children. In such calls CHILDLINE meets with the caller/child to assess the situation. The intervention is based taking into consideration the child's wishes.



The data for 2003-2005 regarding calls for protection from abuse/rescue shows that :

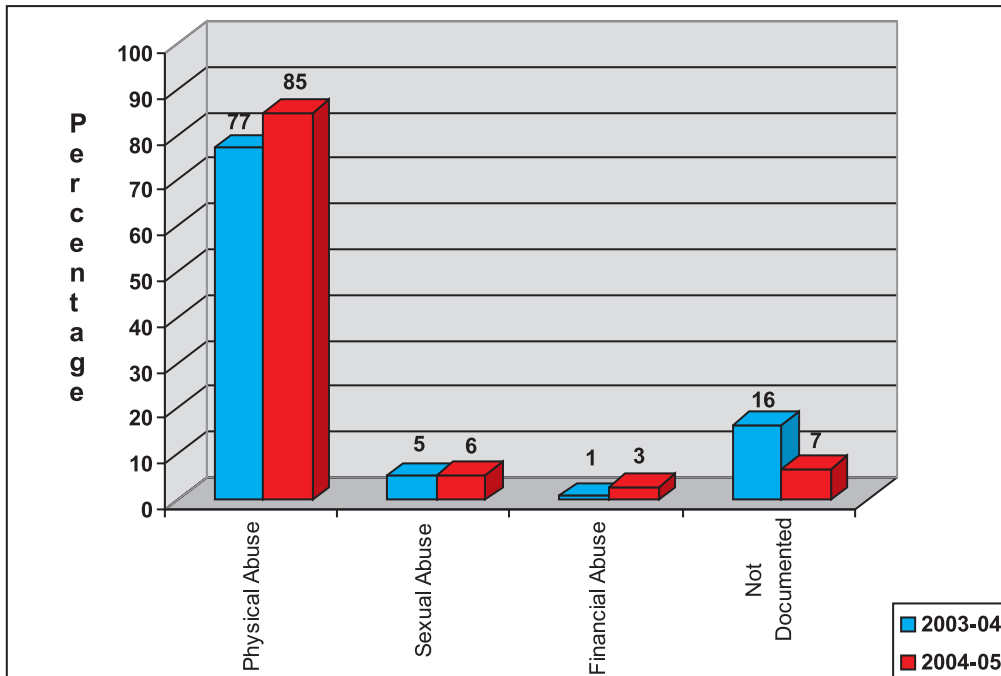


Figure 7.5: Calls for Rescue from abuse

Out of the total calls received for abuse approximately 82% constitute for physical abuse, sexual abuse constitutes for 5% and 2% for financial abuse. For other types of abuse 11% cases were recorded for the year 2003-05.

#### 7.5.1. Physical Abuse :

There has been an increase in the number of cases for physical abuse from (77%) in 2003-04 to (85%) in 2004-05. The data show the following cases which are reported for rescue from physical abuse as follows :

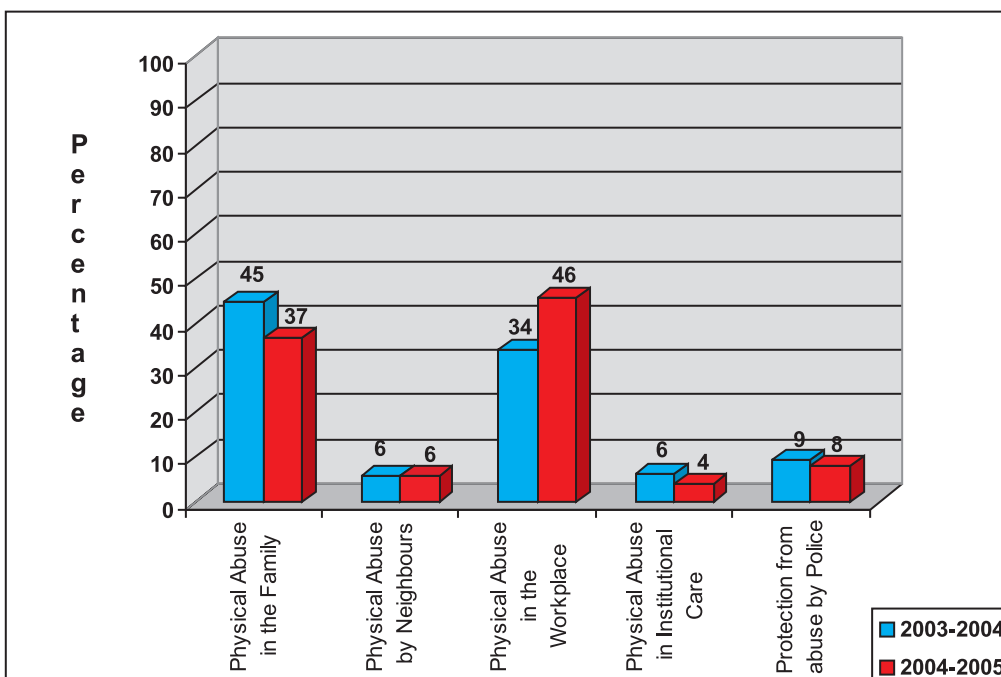


Figure 7.5.1: Calls for Rescue from Physical abuse

**Physical abuse in the family :**

Most physical abuse take place in the family which is meant to protect the child.

Physical abuse in the family : There is a decline in physical abuse in the family from (45%) in 2003-2004 to (37%) in 2004-05.

Data for 2003-05 indicate that children reported physical abuse in the family by :

- beating (35%)
- educational problems (20%)
- using objects (19%)
- not documented (13%)
- due to financial problems (13%)

**Physical abuse in the Workplace :**

There has been an increase of abuse happening at workplace from (34%) in 2003-04 to (46%) in 2004 -05.

Children are mostly vulnerable at work and it is the policy of CIF to withdraw them from employment.

Children in the workplace reported physical abuse by :

- beating (25%)
- using objects (18%)
- due to financial problems (16%)
- not documented (41%)

**Protection from abuse by Police :**

There is a marginal decline of (1%). Cases received for protection against police amounted to (9%) in 2003-04 which has gone down to (8%) in 2004-05. Like the family, the police role is to protect the child and not be the perpetrators of abuse.

The children explained that the police had physically abused as they were :

- roaming/ loitering on the street (30%)
- unjustly accused of theft (21%)
- police harassment for money (23%)
- not documented (26%)

**Physical abuse in Institutional Care**

Physical abuse in Institutional care amounted to (6%) in 2003-04 and has gone down to (4%) in 2004-05.

Children reported abuse in institution by :

- beating (29%)
- using objects (18%)
- not documented (53%)

**Physical abuse by Neighbours**

Physical abuse by neighbours remain unchanged at (6%) in the two years. Children reported abuse by neighbours by beating and by using objects. Children reported abuse by neighbours for the period (2003-05) :

- using objects (27%)
- by beating (23%)
- not documented (50%)

In case of physical abuse, the CHILDLINE team has to assess the safety of the child and the child's wishes regarding the intervention. The nature of CHILDLINE interventions range from providing medical help, supporting / befriend the child; taking action against the abuser; linking the child to an appropriate service for follow-up.



**Case history 1**

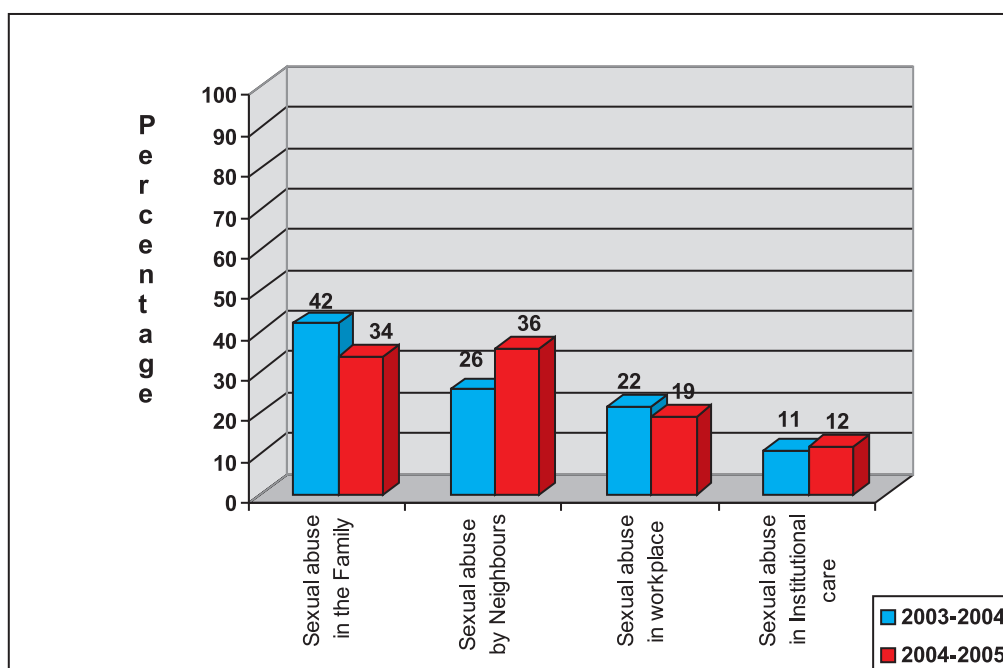
CHILDLINE team found its way to the child. He was about 13 years old and his name was Samir. His father, severely in debt, unemployed and desperate, sold him to a zari factory owner for a sum of Rs.500. Samir was then put on a train and brought to Mumbai. Once in Mumbai he was taken to a slum, kept in a small dark room without any windows or fans, and was made to work 12-14 hours a day. He was paid Rs.10 per week. One day, he was beaten very badly and managed to escape. Samir ran as fast as he could not knowing where he was going or what he was going to do, when he came across a young man who told him of CHILDLINE and made the call to 1098.

CHILDLINE lodged a complaint at the local police station. A policeman was sent to investigate and he found 4 more children working there. They rounded up the factory owner and his partner who, when interrogated by the Police, managed to convince them that these children were their relatives from their village and that they would be sending them back. They also complained about the CHILDLINE team and had the police threaten them with arrest, for interference in family matters. A false statement was recorded at the police station. Meanwhile, CHILDLINE managed to inform the local CWC and with their support had a summon issued demanding clarification from the local police station.

The children were referred by the CWC to a shelter home. A medico-legal examination was conducted, photographs were taken as evidence of injury inflicted on the children by the employer. Compensation was sought for the children from the employer and their families were contacted. At the time of reporting the case, it is to be determined whether the children would be repatriated immediately or whether they would continue to stay in the home and undergo vocational training, before they went back home.

**7.5.2. Sexual Abuse**

There is a marginal increase from (5%) in 2003-04 to (6%) in 2004-05. Cases which are reported for protection against sexual abuse are as follows :



**Figure 7.5.2: Calls for Rescue from Sexual abuse**

The child is most exposed to sexual abuse in his/her family, and in the immediate neighbourhood, safety for the child being a casualty in institutions (family and community) most required to protect the child.

**Sexual abuse in the family :**

Sexual abuse in the family has gone down from (42%) in 2003-04 to (34%) in 2004-05.

The types of sexual abuse reported by children include :

- sexual harassment (37%)
- sexual touching (35%)
- not documented (28%)

**Sexual abuse by neighbours :**

There is increase in sexual abuse by neighbours from (26%) in 2003-04 to (36%) in 2004-05.

The types of sexual abuse by neighbours include :

- rape (46%)
- sexual harassment (19%)
- sexual touching (18%)
- not documented (17%)

**Sexual abuse in the workplace :**

Sexual abuse reported at workplace have gone down from (22%) in 2003-04 to (19%) in 2004-05.

The types of sexual abuse at workplace include :

- sexual touching (34%)
- sexual harassment (20%)
- rape (16%)
- not documented (30%)

**Sexual abuse in Institutional care**

There is a marginal increase in sexual abuse in institutional care from (11%) in 2003-04 to (12%) in 2004-05.

The types of Sexual abuse in institutional care include :

- rape (21%)
- sexual harassment (16%)
- sexual touching (16%)
- not documented (47%)

**Case history 1**

A concerned adult informed CHILDLINE about an 11-year-old girl, Saniya who was being physically and sexually abused by the family members and forced into prostitution. On receiving this information, the team went to meet the child before which they established a good rapport with the people in the neighbourhood to gain their co-operation and support. The people helped the team meet the child. After regular interaction with her for three to four days, she opened up to the team and revealed that her father had separated from her mother some years ago, abandoned her two younger brothers who were being looked after by a man named Bobby and started living with a woman named Rabia. She further added about her stepsister Samira and brother Imran who sexually abused her and forced her into prostitution and in return would give her Rs 2/- per client. She was not allowed to bathe for a month, was not given food and forced to beg and feed herself. On hearing the story, the CHILDLINE team lodged a complaint against the family, rescued the child along with the police and put her up in a shelter home for girls.

### 7.6. Calls for Emotional Support and Guidance (ES&G)

Emotional Support and Guidance (ES&G) contribute to, approximately 29% of the total intervention cases for the period 2003-05.



CHILDLINE receives a lot of calls for ES&G. Children call for various problems like suicidal tendencies, depression, stress, bullying, breakdown in relationships, low self esteem, personality disorders, learning disorders, trauma due to abusive situations, sexual problems etc. It is in these above mentioned problems ES&G is provided, either by a social worker and in case the CHILDLINE team finds the trauma beyond their ability, the child is referred to a professional counselor or a psychologist. In all these calls, the child wants someone to listen to them, to support them or advise them on how they themselves can address their situation.

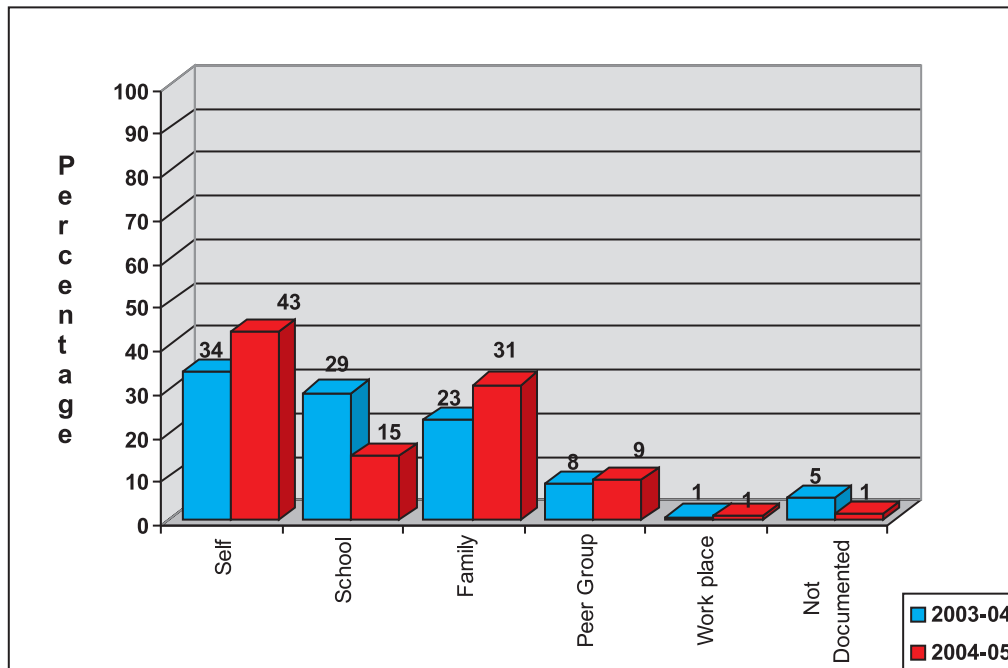


Figure 7.6 Calls for ES&G

The calls for ES&G reported during the period include :

#### 7.6.1. Self :

These are calls regarding issues affecting the child's self esteem, where the child identifies the cause of the problem with himself / herself. These seem the largest in proportion to others.

Calls regarding :

- poor performance in studies (24%)
- introverted personality (2%)
- low self esteem (4%)
- sharing a happy occasion (2%)
- negative body image (4%)
- others such as limited knowledge on sex, guilty, pregnancy, betrayal of trust, bullying (64%), which are large in number and need to be classified as the number of calls in this category has become the largest among all calls received and shows the need for helping children where anonymity is sought by them.

#### 7.6.2. School

These are calls where children wish to talk about problems experienced in school.

The nature of calls reported during the period include :

- examination pressure comprise of (35%)
- cannot cope with studies (10%)
- absenteeism (5%)
- too many expectations from parents and teachers (5%)
- others such as discrimination, bullying, teacher favouritism form the rest (45%). Again these will need further clarification as these calls are increasing in number.

### 7.6.3. Family

These are calls where children identify their family members as being the main cause of their problem comprise 27% of ES&G calls. The type of problems reported during this period include wish to talk about problems experienced in school. The nature of calls reported during the period include.

This is further broken down into the following categories:

- Educational problems (14%)
- financial problems (6%)
- discrimination among siblings (6%)
- alcoholism (3%)
- broken family (2%)
- feeling of loneliness (4%)
- others such as bullying by siblings, conflict with parents, child made to work, feeling of rejection, neglect from parents, violent behaviour of parents, stress related, high expectations from parents, sharing, child made to work, child marriage, girl child not allowed to attend school (65%)

CHILDLINE being an intervention-based service gives all children the best opportunity available, but when we are not able to help a child we make sure that the case is taken up by another agency/sponsor. Some calls are referred by schools and some by parents. In many cases, a child may call CHILDLINE directly. Though CHILDLINE responds to the best of its ability, CHILDLINE does not have qualified staff to handle all the calls. CHILDLINE's difficulty increases as they cannot afford to provide professional help and the follow-up of such calls is difficult as they are long-term. Hence, as CHILDLINE calls expand, the need for and availability of professional expertise is being increasingly felt.

CHILDLINE intervention response to ES&G calls range from listening to the child on the phone to meeting up with the child and jointly planning an intervention strategy to address the child's concerns.

#### **Case History 1**

Nilesh's father is an alcoholic. He refuses to work and has been unemployed for a long time. Nilesh's mother works in a local small scale factory and supports the family on a very meager income which is insufficient. Nilesh's father is now forcing him to stop going to school and to find a job. His father wants Nilesh to earn and fund his alcohol habit. Nilesh called CHILDLINE. He was desperate. He did not want to give up school to work. CHILDLINE visited Nilesh's family. They spoke with all of them. They warned the father that if he continues to pressurise Nilesh they would take legal action against him. They also provided information about detoxification facilities for the father. A follow-up visit a few months later indicated that Nilesh was still in school. While the father continued to drink, and the family continued to be living in abject poverty. Nilesh reported that his father was no longer pressurising him to work.

#### **Case History 2**

12-year-old Sheetal called CHILDLINE. She was feeling extremely insecure. Her father had expired some time ago and she now felt her mother was involved with someone else. She felt that her mother was paying her much less attention now and was worried about what her future would hold if her mother married this man. She also said that ever since her father passed away, people treated her like an object of pity and she hated it. CHILDLINE listened. Sheetal said she felt better just knowing that there was someone whom she could talk to. CHILDLINE asked her to call back and then they could jointly think of what Sheetal could do to deal with her situation.

### 7.7. Calls for Sponsorship/Accessing other services (in addition to shelter services)

While CHILDLINE links children to other services it also receives a large number of calls for information about services.



There are certain calls where CHILDLINE actively assists the child / family in accessing services. These have been classified as calls for sponsorship. Sponsorship accounts for 3% of the total intervention calls.

The nature of calls for sponsorship during the period include the need for accessing education, health and foster care services as shown in the diagram below.

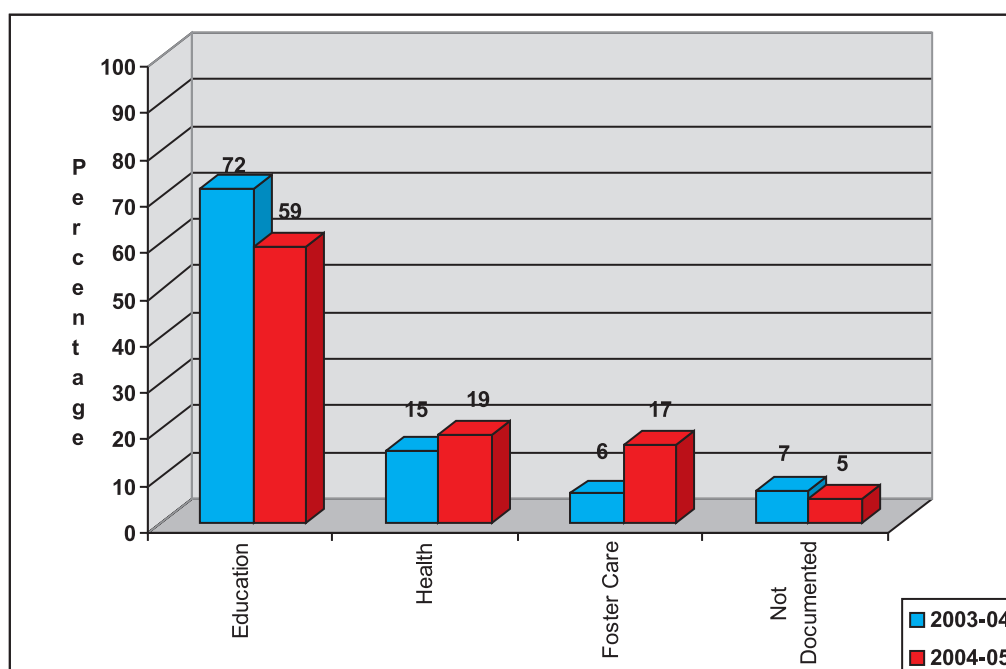


Figure 7.7 Calls for sponsorship

#### 7.7.1. Education

Under sponsorship, CHILDLINE has recorded 34% of its calls in 2003-04 regarding school uniforms; this percentage rose to 41% calls in 2004-05. Assistance for supplementing education was recorded at 7% in 2003-04 and 5% in 2004-05. CHILDLINE also helps children in seeking admission. In 2003-04 the number of children helped in seeking admission stood at 9% and this fell to 6.5% in 2004-05. In enrolment and other assistance related to education CHILDLINE plays a vital role

#### 7.7.2. Health

Thirty percent of calls in 2003-04 (of the 15% Health calls) were regarding assistance for medicines and this rose to 41% in 2004-05. If need be, CHILDLINE arrange for the surgery of the child, which requires sponsorship. Sponsors for these surgeries fell from 7.5% to 6.7% in the two years.

#### Case history 1

A concerned adult called CHILDLINE about a little boy who needed help with buying his schoolbooks and uniforms. His father, though employed as a driver, was an alcoholic and his mother was a housewife. CHILDLINE conducted a home visit. A local sponsor was mobilised and the educational material was provided.

## 7.8. Other calls

### The Tsunami - Cities

#### Case history 1

*A child rescued from labour, abuse and repatriated*

Sarath had been brought from Tanjore in Tami Nadu to Campbell bay by one of his relatives to earn a living. After a few days, Sarath's employer began to abuse him verbally and denied him food.

CHILDLINE Port Blair met the employer and told him the consequences of employing child labour. The employer promised never to employ a child and handed over the child to CHILDLINE. Sarath was taken from Port Blair by ship. CHILDLINE Chennai was contacted and details about the child were shared so that the child's family could be traced. A CHILDLINE Port Blair team member accompanied the child to the CHILDLINE Chennai centre and repatriated the child back to his native place at Tanjore.

#### Case history 2

*Assistance Provided To Tsunami Victim...*

CHILDLINE Port Blair received a complaint from Shehanaz's grandfather. The child, Tsunami victim, was provided an ex-gratia of Rupees five lakhs. The amount was transferred to another branch at Port Blair. However, the grandparents had not received any supporting documents for the transferred amount. In addition, the child had also not received the sum of Rs. 3 lakhs from the prime Minister's relief fund. The child's grandfather approached CHILDLINE for assistance.

The CHILDLINE team met the bank's branch manger. A receipt for the same was issued and handed over to his Grandfather. The CHILDLINE team members are following upon the status of the three lakhs rupees that the child has to receive through the Prime Minister's Relief Fund (Tsunami Relief Fund).

#### Case history 3

A 17-Year old girl contacted CHILDLINE to rescue her from a forced marriage. Her parents obtained a fake birth certificate from a school which she never attended. CHILDLINE helped the girl procure her original birth certificate. An uncle of the girl was helpful but the matchmaker and members of the local community did not support the child either. Community members threatened the CHILDLINE team warning them not to interfere. The team then met the groom's family, appraised them of the situation and consequences of marrying a minor. Finally, CHILDLINE managed to convince the families to cancel the marriage.

#### Case history 4

A school teacher referred a 15 year old girl called Ashima to CHILDLINE. She was caught with a syringe and some tablets in school. When CHILDLINE met Ashima they found out that she had carried these to school with her to show them to her classmates. The classmates got frightened and informed the teacher. Ashima told CHILDLINE that she had been using drugs for the past one year. The school authorities called her mother and discussed the situation. Conversation with Ashima further revealed that some boys in the neighbourhood introduced her to the drugs. She then reluctantly shared that she was being sexually abused by the boys and would visit them regularly every night. The CHILDLINE team realised that this was a large drug and sex racket and that she was being used by this group many times. There was also a female brothel owner at the centre of this racket. The CHILDLINE team admitted Ashima in a de-addiction centre with the consent of her mother who did not leave Ashima's side from then onwards. After about 15 days treatment, CHILDLINE arranged for a temporary shelter for the child and her mother at, an ashram.

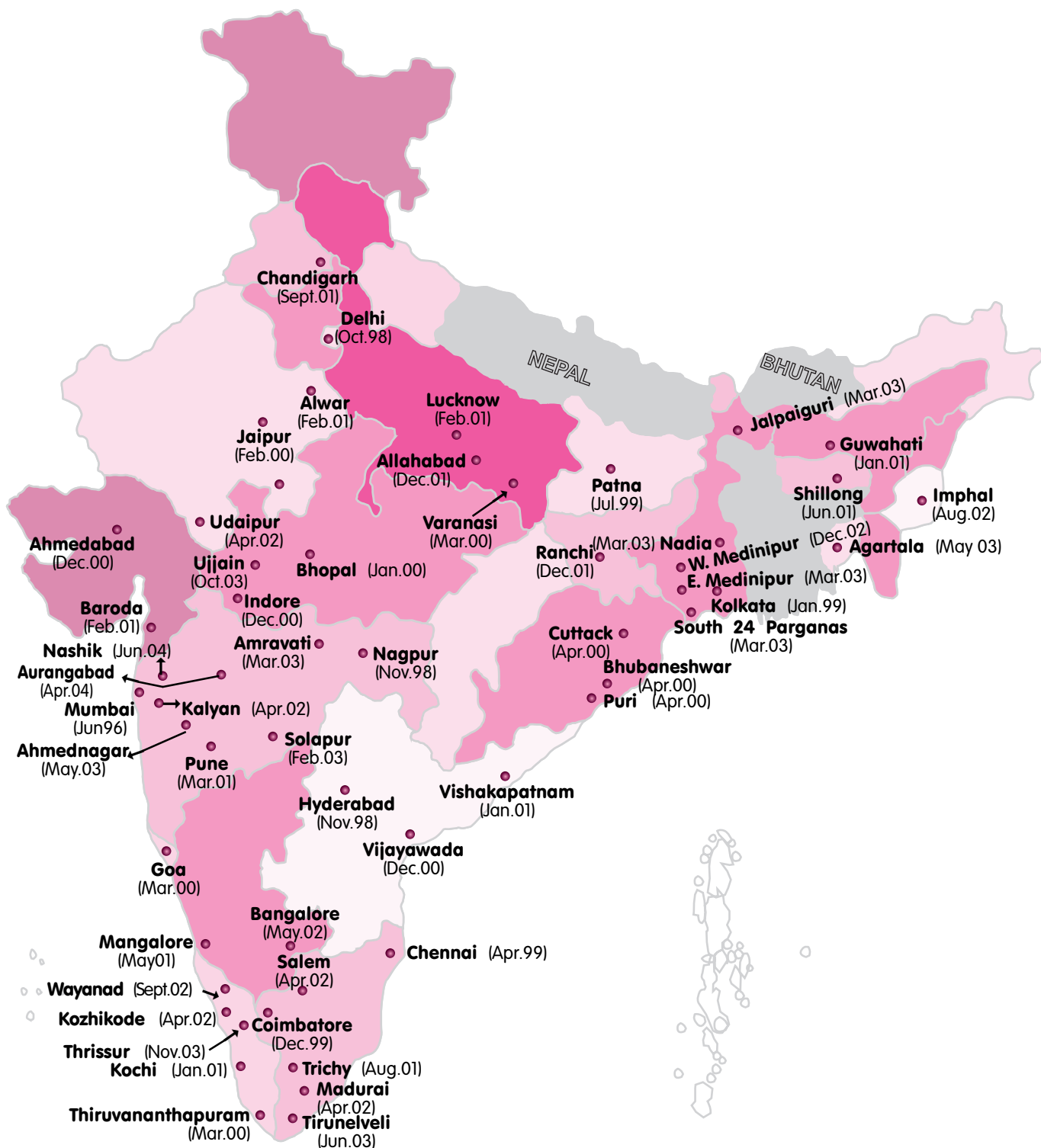
## **Section C : City wise analysis of calls**

This section outlines the calls received by each of the cities operating the CHILDLINE service. It provides an analysis of calls for each city in terms of the type of calls received, the time when calls are received, the age and sex of children assisted. It also includes a snapshot of challenging calls received at the city.





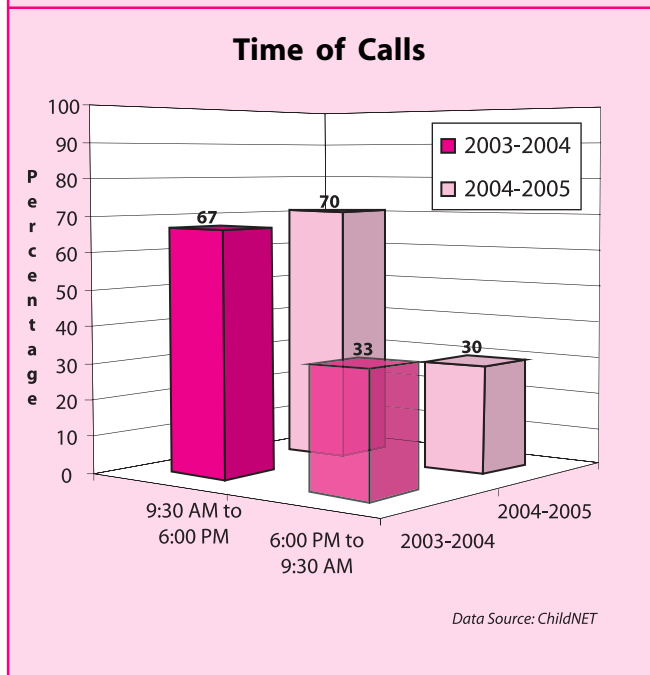
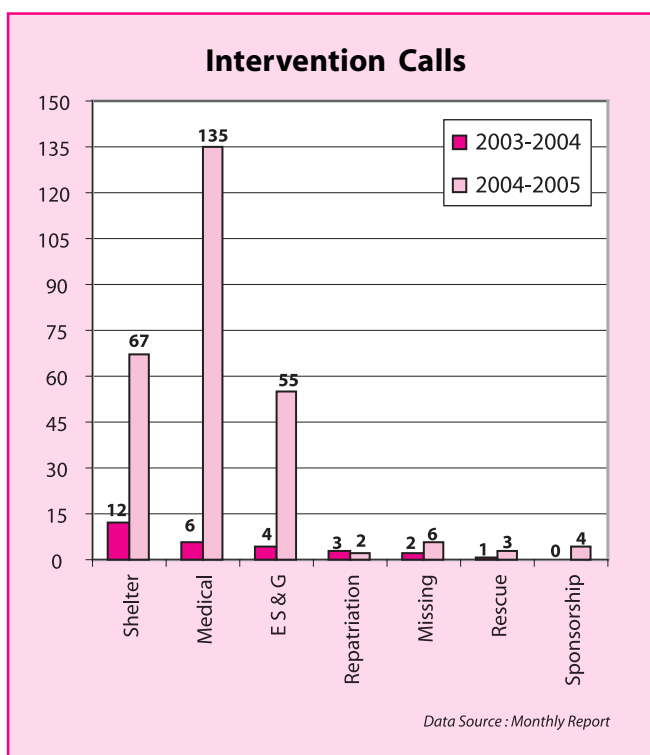
### CHILDLINE in India as on March 2005



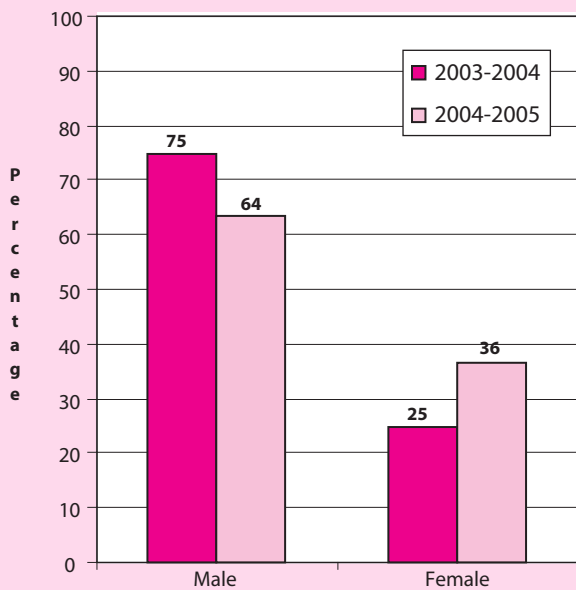
# AGARTALA, TRIPURA

<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Voluntary Health Association of Tripura
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-03
<b>Total Calls till Dec'05 since Inception</b>	: 7,838

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	6	135
Shelter	12	67
Repatriation	3	2
Rescue	1	3
Death Related	0	0
Sponsorship	0	4
<b>Total - I</b>	<b>22</b>	<b>211</b>
<b>II. Missing Children</b>		
Child Lost	2	3
Parents asking for Help	0	3
<b>Total - II</b>	<b>2</b>	<b>6</b>
<b>III. Emotional Support Guidance</b>	<b>4</b>	<b>55</b>
<b>IV. Follow-up calls</b>	<b>1</b>	<b>17</b>
<b>V. Did not Find (DNF)</b>	<b>1</b>	<b>0</b>
<b>Total I to V</b>	<b>30</b>	<b>289</b>
<b>VI. Information</b>		
Information & Referral to Service	21	372
Information about CHILDLINE & Volunteers	110	250
<b>Total - VI</b>	<b>131</b>	<b>622</b>
<b>VII. Others</b>		
Silent	110	565
Blank	164	350
Wrong	136	573
Crank/Fun/Abusive	8	47
Chat	0	0
Phone Testing	187	891
Administrative	1	93
Personal	0	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>606</b>	<b>2519</b>
<b>Total I to VII</b>	<b>767</b>	<b>3430</b>



### Gender of Children

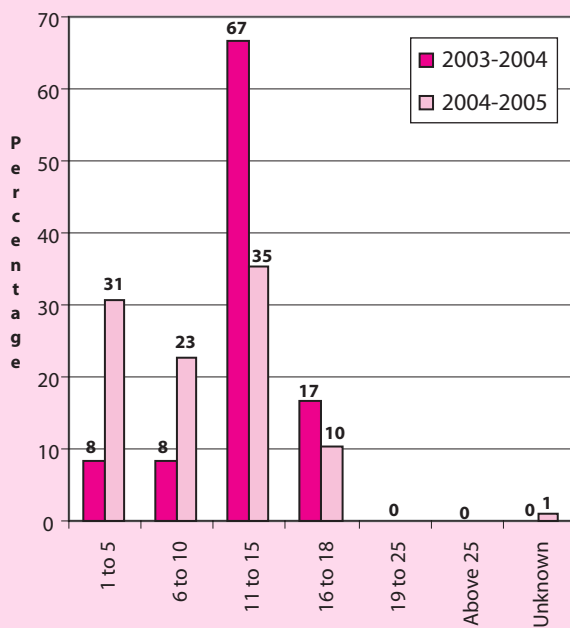


Data Source: ChildNET

### Childline Provides Medical Assistance...

15-year-old Biswas had run away from home in North Tripura as a young child and had since been living on the streets of Lalmatia. Biswas had over the years developed an addiction to dendrite. He collected empty plastic bottles, metal and other scrap items. He would sell these with the money purchase dendrite. On 5<sup>th</sup> December 2004, a member of the local citizen's club called **CHILDLINE Agartala** seeking help for Biswas. Biswas had lost consciousness after one of his dendrite sessions, and his face had caught fire. CHILDLINE team members immediately rescued the child, took him to the local hospital. The team members took care of the child till he recovered completely.

### Age Groups of Children

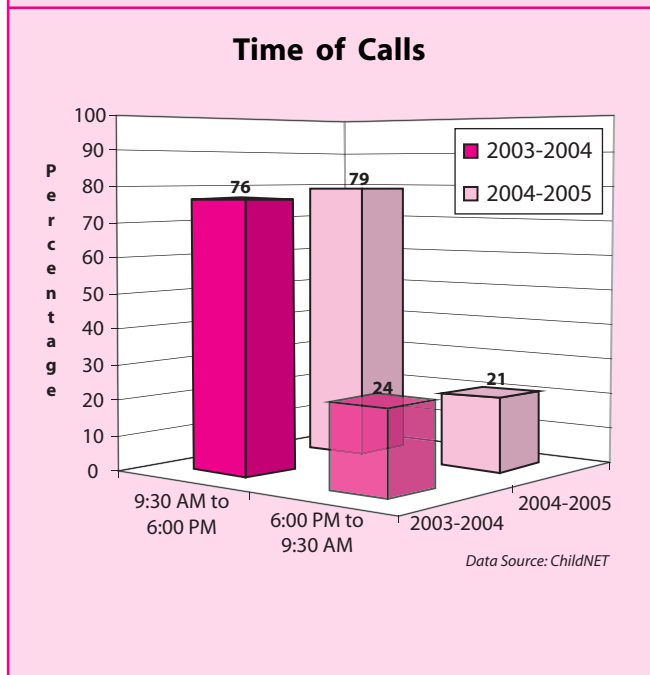
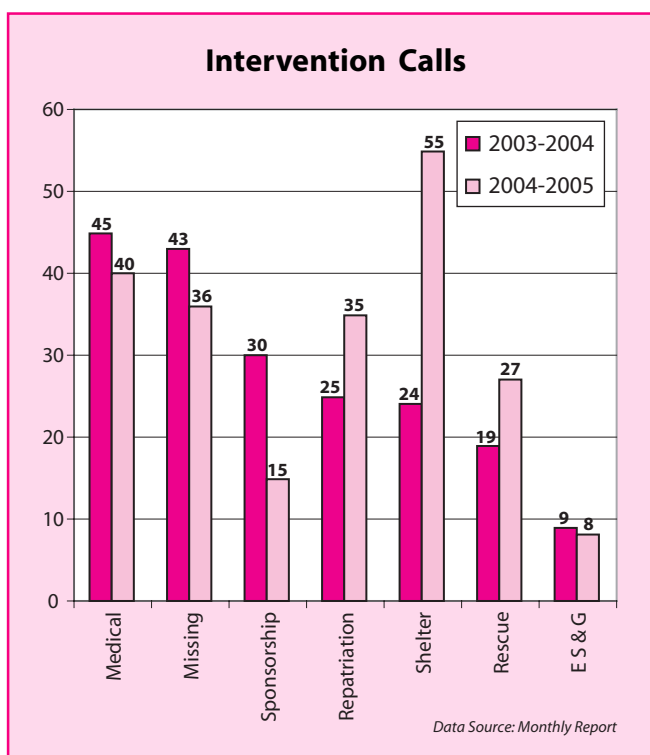


Data Source: ChildNET

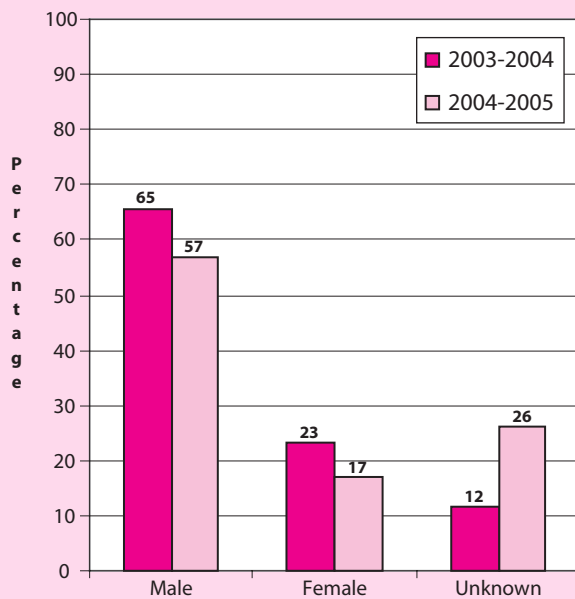
# AHMEDABAD, GUJARAT

<b>Nodal Organisation</b>	: Gujarat Vidyapith
<b>Collaborative Organisation</b>	: Ahmedabad Study Action Group
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Dec-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,19,610

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	45	40
Shelter	24	55
Repatriation	25	35
Rescue	19	27
Death Related	0	0
Sponsorship	30	15
<b>Total - I</b>	<b>143</b>	<b>172</b>
<b>II. Missing Children</b>		
Child Lost	25	17
Parents asking for Help	18	19
<b>Total - II</b>	<b>43</b>	<b>36</b>
<b>III. Emotional Support Guidance</b>	<b>9</b>	<b>8</b>
<b>IV. Follow-up calls</b>	<b>504</b>	<b>1,050</b>
<b>V. Did not Find (DNF)</b>	<b>4</b>	<b>1</b>
<b>Total I to V</b>	<b>703</b>	<b>1267</b>
<b>VI. Information</b>		
Information & Referral to Service	55	102
Information about CHILDLINE & Volunteers	619	808
<b>Total - VI</b>	<b>674</b>	<b>910</b>
<b>VII. Others</b>		
Silent	3893	4087
Blank	3215	2900
Wrong	2243	3914
Crank/Fun/Abusive	3223	3450
Chat	2647	2921
Phone Testing	835	982
Administrative	691	658
Personal	257	388
Others	68	143
Unclassified	0	0
<b>Total VII</b>	<b>17072</b>	<b>19443</b>
<b>Total I to VII</b>	<b>18449</b>	<b>21620</b>

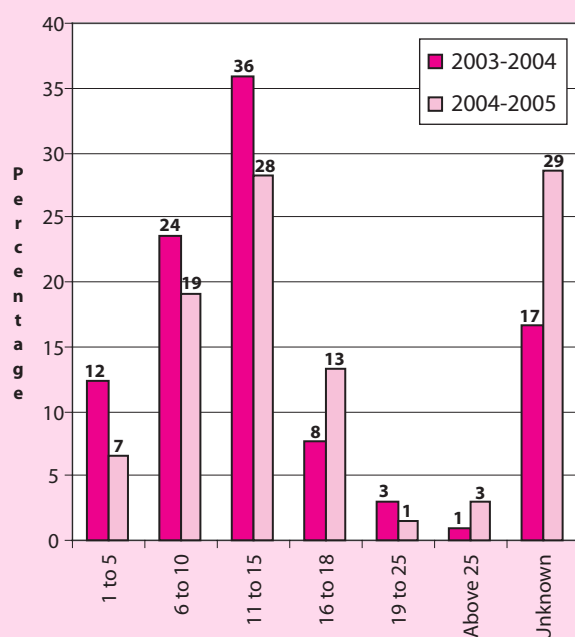


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Rescuing a child from abuse at home...

On November 22, 2004, a concerned adult informed CHILDLINE Ahmedabad about a four-year-old girl child who was regularly ill-treated and physically abused by her uncle and aunt. After taking down all the details, CHILDLINE team members found the house where the girl was allegedly residing. However, it was only with help from the neighbours that the team members were able to enter the house.

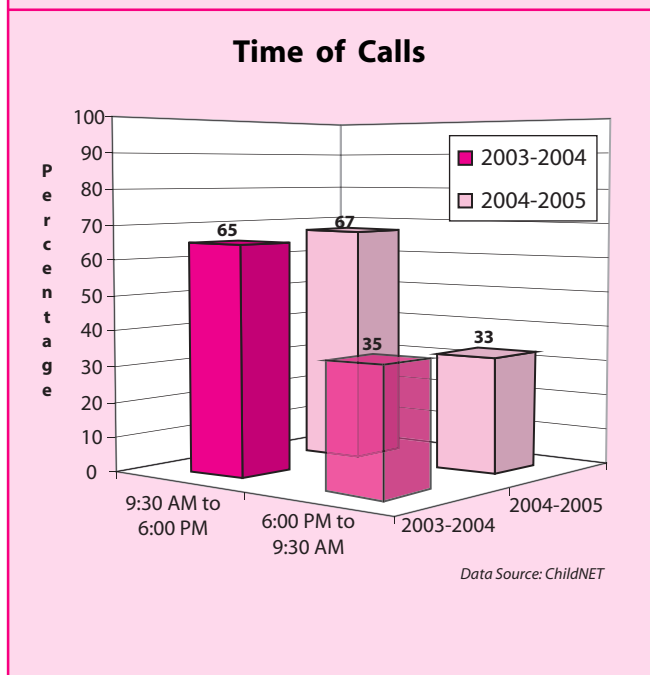
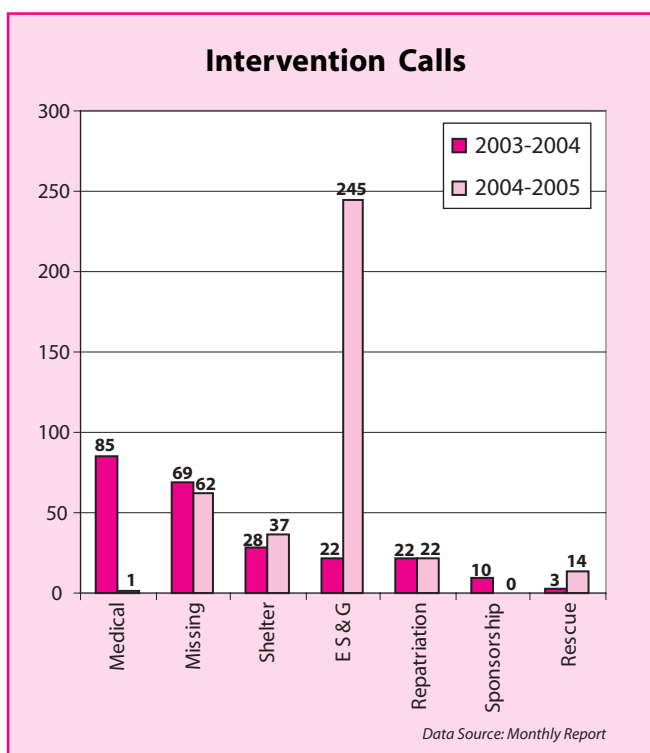
The woman in the house denied the child's presence. But sensing something amiss team members were persistent and soon enough they heard a child sobbing. The child was found hidden underneath the bed. The child was consoled and taken to the police station where an FIR was lodged against her relatives. The child was taken to the hospital. She had red and blue bruises all over her body and her head was swollen.

The next day the child's uncle along with a local leader tried to pressurise CHILDLINE team members to withdraw the FIR. Meanwhile, the child's family in Rewa district in Madhya Pradesh were traced and informed about the child. However, with help from the local media it was possible to ensure that the police took action. The child's relatives were arrested. The child was successfully repatriated.

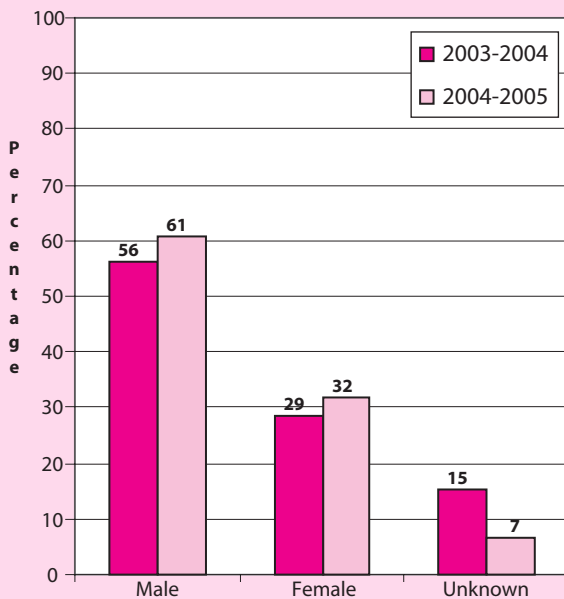
# AHMEDNAGAR, MAHARASHTRA

<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Snehalaya
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-03
<b>Total Calls till Dec'05 since Inception</b>	: 65,478

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	85	1
Shelter	28	37
Repatriation	22	22
Rescue	3	14
Death Related	2	0
Sponsorship	10	0
<b>Total - I</b>	<b>150</b>	<b>74</b>
<b>II. Missing Children</b>		
Child Lost	33	33
Parents asking for Help	36	29
<b>Total - II</b>	<b>69</b>	<b>62</b>
<b>III. Emotional Support Guidance</b>	<b>22</b>	<b>245</b>
<b>IV. Follow-up calls</b>	<b>322</b>	<b>233</b>
<b>V. Did not Find (DNF)</b>	<b>1</b>	<b>3</b>
<b>Total I to V</b>	<b>564</b>	<b>617</b>
<b>VI. Information</b>		
Information & Referral to Service	1622	392
Information about CHILDLINE & Volunteers	122	1947
<b>Total - VI</b>	<b>1744</b>	<b>2339</b>
<b>VII. Others</b>		
Silent	4912	7362
Blank	2669	5162
Wrong	417	2098
Crank/Fun/Abusive	443	1062
Chat	235	736
Phone Testing	117	655
Administrative	1739	2,249
Personal	1514	2,837
Others	163	76
Unclassified	0	53
<b>Total VII</b>	<b>12209</b>	<b>22290</b>
<b>Total I to VII</b>	<b>14517</b>	<b>25246</b>



### Gender of Children



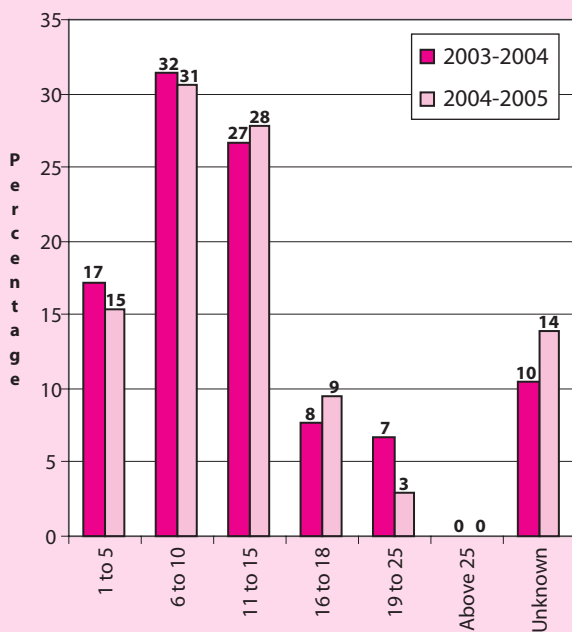
Data Source: ChildNET

## Rescuing a child from the trap set by a trafficker...

When Zaheera's mother, a commercial sex worker, died of AIDS in 1998 CHILDLINE's collaborative organisation ensured that 8-year-old Zaheera was sheltered at their shelter home. On 24th March 2005, CHILDLINE received information that one Salim Abbas claiming to be a relative of Zaheera wanted to take custody of her. CHILDLINE was familiar with Abbas, a notorious trafficker with whom Zaheera's mother had stayed for a while. Team members suspected Abbas of scheming so as to push Zaheera into flesh trade. Abbas was to take custody of the child after she had appeared for her then ongoing 12th standard exam.

CHILDLINE approached Child Welfare Committee (CWC) Ahmedabad and briefed them about Zaheera. The CWC convened an emergency meeting where it was decided that the child would not be handed over to Abbas until further notice. The CWC members met Zaheera and initiated an inquiry into Abbas's background. It then directed that the child should continue to stay at the shelter home. The child who had been sympathetic to Abbas was shocked to find out the real motive behind his kindness.

### Age Groups of Children

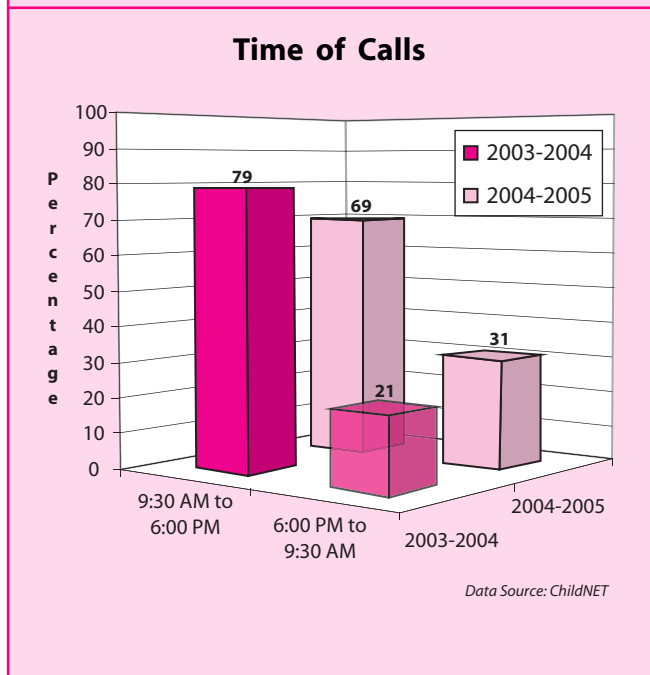
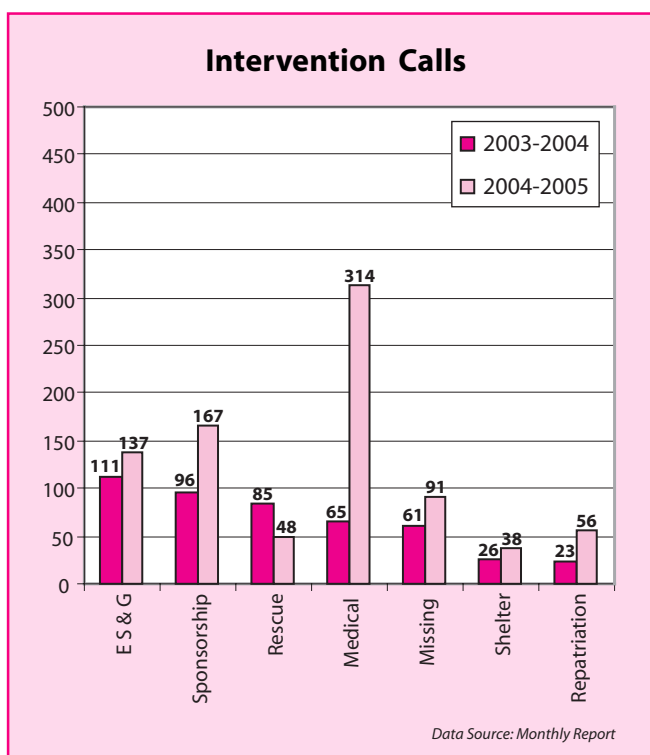


Data Source: ChildNET

# ALLAHABAD, UTTAR PRADESH

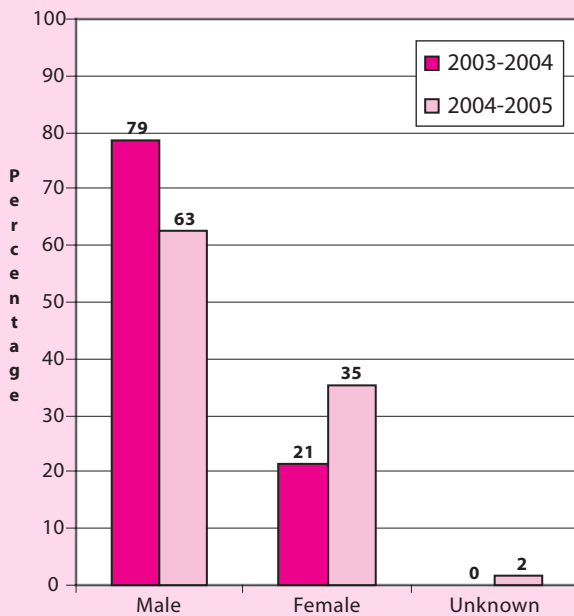
<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Diocesan Development and Welfare Society
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Dec-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,24,548

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	65	314
Shelter	26	38
Repatriation	23	56
Rescue	85	48
Death Related	3	3
Sponsorship	96	167
<b>Total - I</b>	<b>298</b>	<b>626</b>
<b>II. Missing Children</b>		
Child Lost	31	40
Parents asking for Help	30	51
<b>Total - II</b>	<b>61</b>	<b>91</b>
<b>III. Emotional Support Guidance</b>	<b>111</b>	<b>137</b>
<b>IV. Follow-up calls</b>	<b>407</b>	<b>325</b>
<b>V. Did not Find (DNF)</b>	<b>18</b>	<b>4</b>
<b>Total I to V</b>	<b>895</b>	<b>1183</b>
<b>VI. Information</b>		
Information & Referral to Service	2065	127
Information about CHILDLINE & Volunteers	7491	3,532
<b>Total - VI</b>	<b>9556</b>	<b>3659</b>
<b>VII. Others</b>		
Silent	9478	9164
Blank	4758	4419
Wrong	4061	3720
Crank/Fun/Abusive	3387	1863
Chat	8033	9694
Phone Testing	2384	1648
Administrative	910	512
Personal	573	245
Others	10	0
Unclassified	0	3
<b>Total VII</b>	<b>33594</b>	<b>31268</b>
<b>Total I to VII</b>	<b>44045</b>	<b>36110</b>



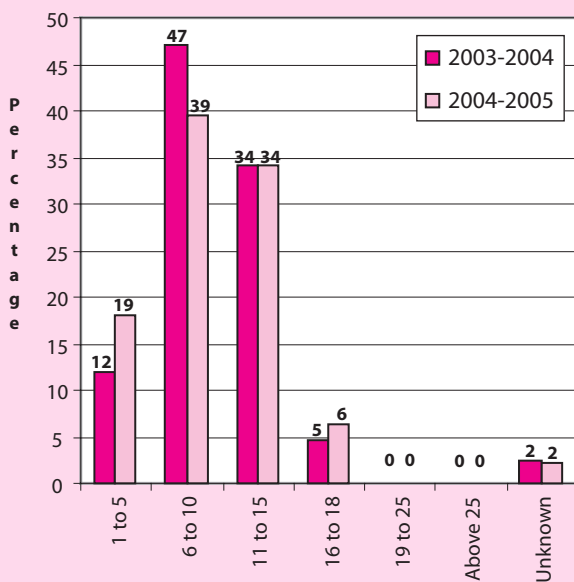


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

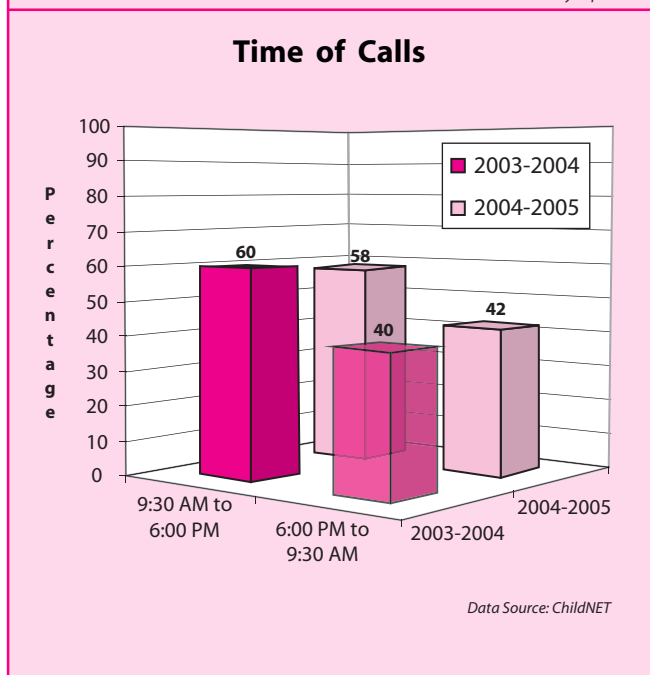
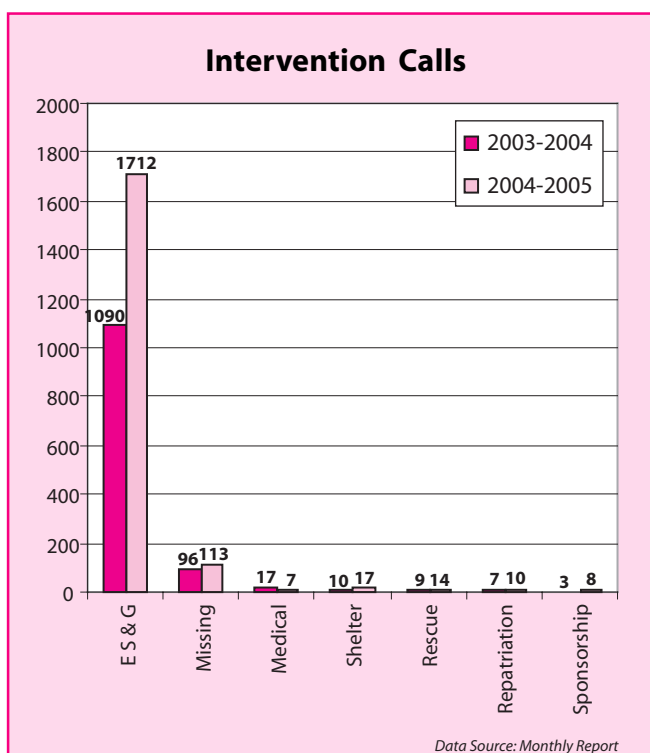
## Freedom from traffickers

Childline Allahabad received a call that four children from Bodh Gaya, who were being illegally deported to Delhi by three Tibetans, were nabbed by GRP at Allahabad junction. But due to lack of awareness regarding laws about trafficking among the concerned officials, traffickers were being acquitted for a meagre sum of Rs. 800/- only as penalty for travelling without tickets. But through the intervention of Childline Allahabad, the official interrogated the traffickers and through their testimony it was unearthed that the parents had handed over their children to them for just Rs 500/-. Children narrated that they were threatened and coerced by the traffickers to come along with them from BODH Gaya. On this basis the traffickers were sent to judicial custody. The parents of the children were called from Bihar. They revealed that they were poor enough to bring up their children and hence the traffickers told them that they will pay them more once the children start working with them. The parents of the children were counselled and persuaded them to keep the children in 'Bal Vikas Ashram' education and professional skill training.

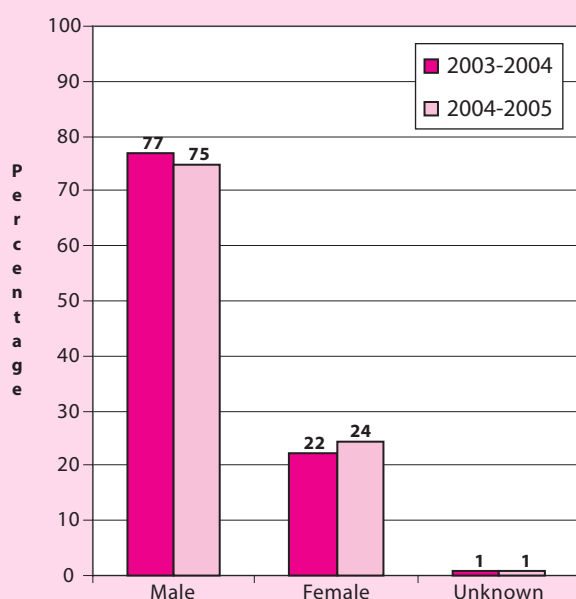
# ALWAR, RAJASTHAN

<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Nirvanavan Foundation
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Feb-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,19,627

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	17	7
Shelter	10	17
Repatriation	7	10
Rescue	9	14
Death Related	0	0
Sponsorship	3	8
<b>Total - I</b>	<b>46</b>	<b>56</b>
<b>II. Missing Children</b>		
Child Lost	60	51
Parents asking for Help	36	62
<b>Total - II</b>	<b>96</b>	<b>113</b>
<b>III. Emotional Support Guidance</b>	<b>1090</b>	<b>1712</b>
<b>IV. Follow-up calls</b>	<b>106</b>	<b>153</b>
<b>V. Did not Find (DNF)</b>	<b>17</b>	<b>18</b>
<b>Total I to V</b>	<b>1355</b>	<b>2052</b>
<b>VI. Information</b>		
Information & Referral to Service	652	829
Information about CHILDLINE & Volunteers	2718	3727
<b>Total - VI</b>	<b>3370</b>	<b>4556</b>
<b>VII. Others</b>		
Silent	6959	5421
Blank	6110	4337
Wrong	661	540
Crank/Fun/Abusive	557	1058
Chat	4775	3059
Phone Testing	254	182
Administrative	1442	1,309
Personal	835	1,313
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>21593</b>	<b>17219</b>
<b>Total I to VII</b>	<b>26318</b>	<b>23827</b>

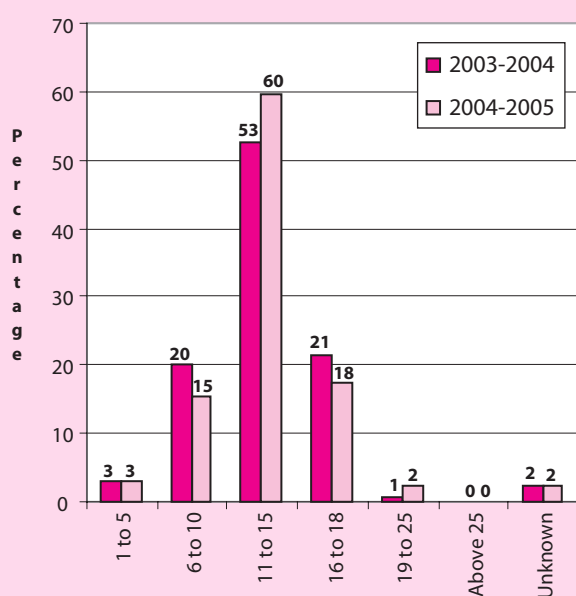


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Sexually abused gets justice...

A seventeen-year-old girl was found wandering by a Sub-inspector. She was brought into **Alwar CHILDLINE** for shelter. During the counselling session she revealed that she was kidnapped and brought to Delhi from Kolkata. In Delhi Mr. Ratti Ram took her to his house in Kishangadh village. The girl was sexually abused for over a year. One fine day she managed to escape from the house and reach Alwar city. A FIR was lodged at the local police station and temporary shelter at Mother Teresa's Home was provided to her.

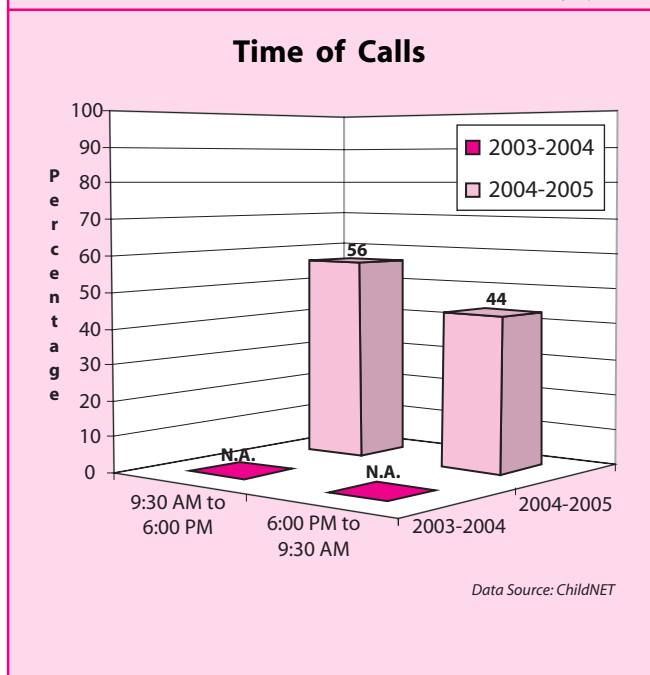
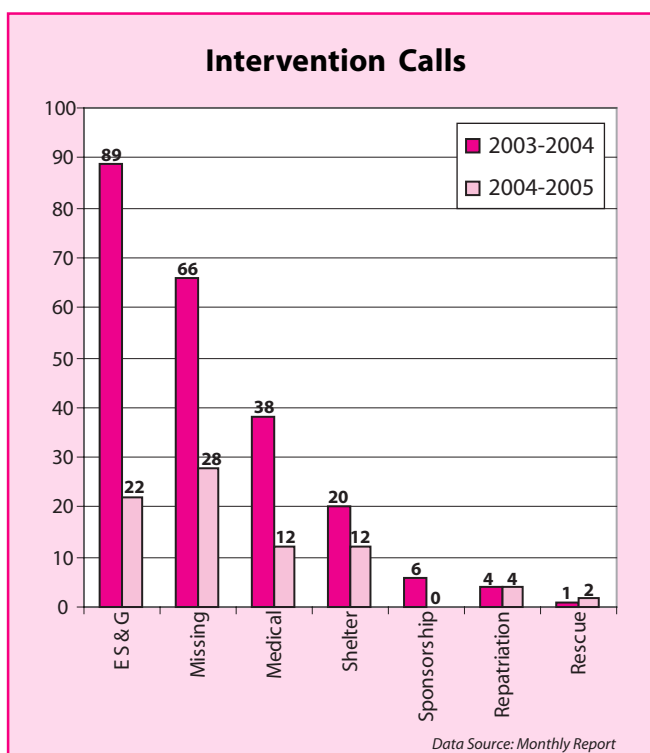
A **MLC** was done with the police assistance. The girl was produced before the CWC and she was referred to the Mahila Sadan at Jaipur. Alwar CHILDLINE contacted **Kolkata CHILDLINE** for assistance to trace the girl's home address at Kolkata. Meanwhile the girl was shifted to the liluah State Home at Kolkata as per the orders of the CWC. Kolkata CHILDLINE was successful in tracing the home address of the girl and the parents were informed of their daughter's whereabouts. The next day the parents visited her at the State Home. The girl was reunited with her family after one year.

The accused Mr. Ratti Ram was arrested and sentenced to serve seven years jail term.

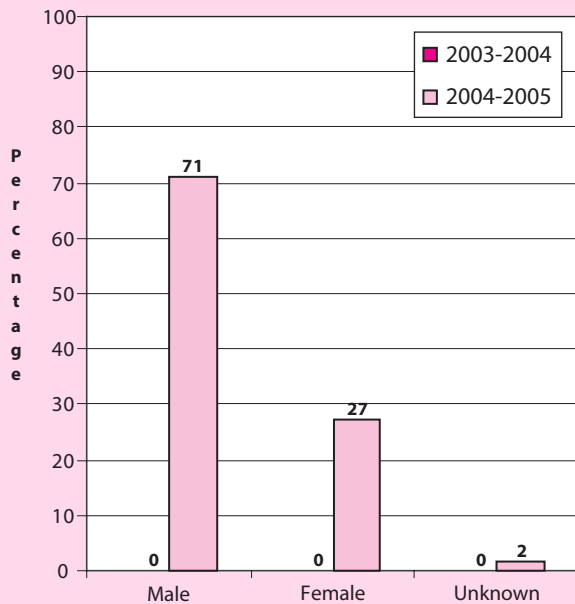
# AMRAVATI, MAHARASHTRA

<b>Nodal Organisation</b>	: College of Social Work
<b>Collaborative Organisation</b>	: Shree Hanuman Vyayam Prasark Mandal
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Mar-03
<b>Total Calls till Dec'05 since Inception</b>	: 32,464

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	38	12
Shelter	20	12
Repatriation	4	4
Rescue	1	2
Death Related	0	0
Sponsorship	6	0
<b>Total - I</b>	<b>69</b>	<b>30</b>
<b>II. Missing Children</b>		
Child Lost	38	10
Parents asking for Help	28	18
<b>Total - II</b>	<b>66</b>	<b>28</b>
<b>III. Emotional Support Guidance</b>	<b>89</b>	<b>22</b>
<b>IV. Follow-up calls</b>	<b>191</b>	<b>109</b>
<b>V. Did not Find (DNF)</b>	<b>25</b>	<b>7</b>
<b>Total I to V</b>	<b>440</b>	<b>196</b>
<b>VI. Information</b>		
Information & Referral to Service	11	134
Information about CHILDLINE & Volunteers	4073	4087
<b>Total - VI</b>	<b>4084</b>	<b>4221</b>
<b>VII. Others</b>		
Silent	3022	3984
Blank	1874	541
Wrong	328	287
Crank/Fun/Abusive	822	335
Chat	273	79
Phone Testing	179	84
Administrative	1479	841
Personal	1945	182
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>9922</b>	<b>6333</b>
<b>Total I to VII</b>	<b>14446</b>	<b>10750</b>

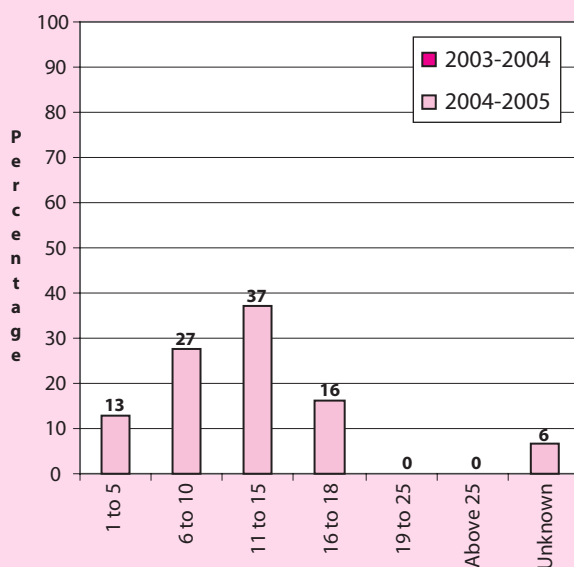


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

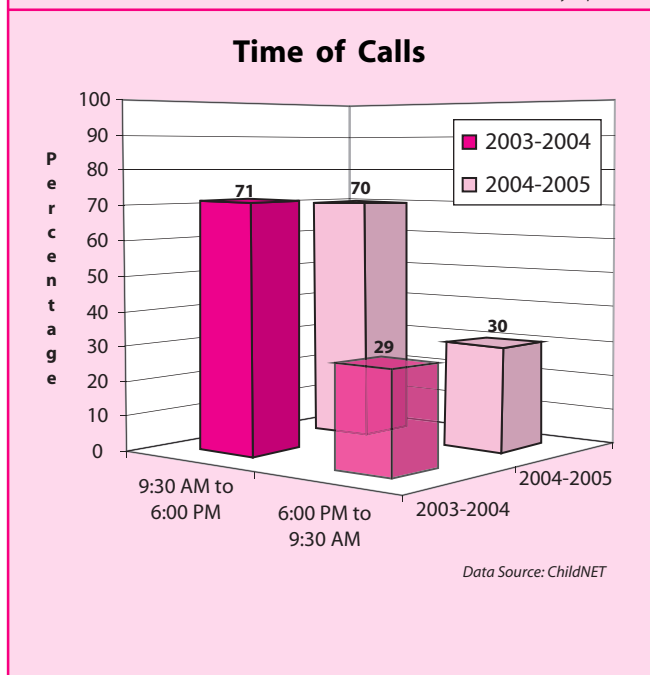
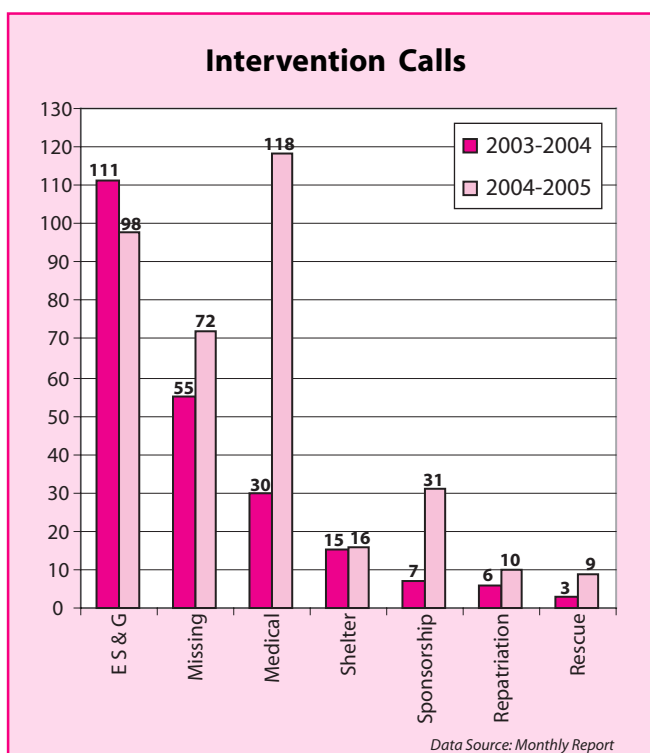
## Helping a mentally challenged child...

**CHILDLINE Amravati** received a call from a concerned adult seeking help for a 14-year-old mentally challenged boy. The caller informed CHILDLINE that the child's parents ill-treated the child and locked him in a room for long hours. During their home visit, the parents told CHILDLINE team members that their child had received sever head injures after a fall, some years ago, which resulted in the loss mental balance. The child's parents also informed CHILDLINE team members that a psychiatrist was currently treating the child but there has been no improvement in the child's condition. The parents admitted that when the child became violent or tiresome they locked him in a room because they did not know how to handle him. They sought CHILDLINE's help saying that they had run out of financial resources to support the child's treatment. CHILDLINE team members collected the child's medical records. The Chairperson of Child Welfare Committee who is also a renowned psychiatrist was contacted, details about the child's condition and his medical records were shared. Team members were are asked to bring the child to his clinic where the child is now under treatment.

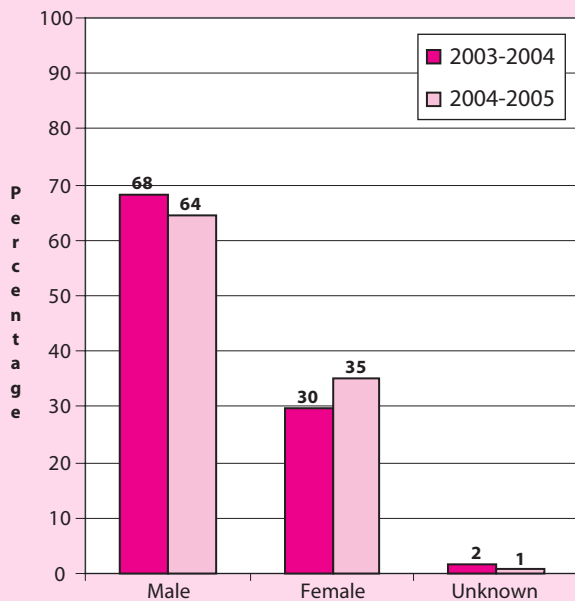
# AURANGABAD, MAHARASHTRA

<b>Nodal Organisation</b>	: Sahyog India Foundation
<b>Collaborative Organisation</b>	: Aapulki Samaj Seva Sanstha
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-03
<b>Total Calls till Dec'05 since Inception</b>	: 76,531

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	30	118
Shelter	15	16
Repatriation	6	10
Rescue	3	9
Death Related	0	0
Sponsorship	7	31
<b>Total - I</b>	<b>61</b>	<b>184</b>
<b>II. Missing Children</b>		
Child Lost	36	48
Parents asking for Help	19	24
<b>Total - II</b>	<b>55</b>	<b>72</b>
<b>III. Emotional Support Guidance</b>	<b>111</b>	<b>98</b>
<b>IV. Follow-up calls</b>	<b>314</b>	<b>284</b>
<b>V. Did not Find (DNF)</b>	<b>20</b>	<b>7</b>
<b>Total I to V</b>	<b>561</b>	<b>645</b>
<b>VI. Information</b>		
Information & Referral to Service	96	69
Information about CHILDLINE & Volunteers	2312	2875
<b>Total - VI</b>	<b>2408</b>	<b>2944</b>
<b>VII. Others</b>		
Silent	5753	16763
Blank	2541	10709
Wrong	486	1435
Crank/Fun/Abusive	1204	4889
Chat	463	3960
Phone Testing	222	519
Administrative	1825	2,148
Personal	1347	840
Others	25	6
Unclassified	1	3
<b>Total VII</b>	<b>13867</b>	<b>41272</b>
<b>Total I to VII</b>	<b>16836</b>	<b>44861</b>



### Gender of Children

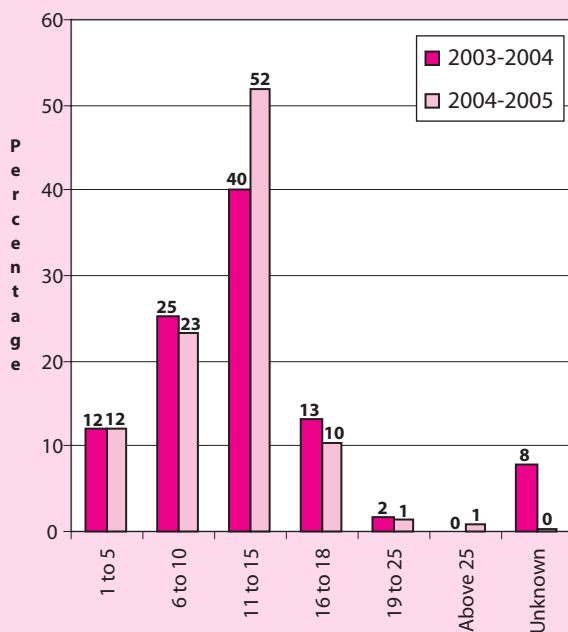


Data Source: ChildNET

## A child victim of rape gets justice...

On 4th April 2004, **CHILDLINE Aurangabad** filed a case against Babu Bhai and Farhan Ansari for kidnapping and rape of 15 year old Meena. Meena had gone missing a year back. Her father a farmer had borrowed money from the accused but was unable to return the same. To avenge the unreturned debt the accused kidnapped and raped Meena. Meena's father approached CHILDLINE as the police refused to lodge a complain. CHILDLINE team members with help from the Additional Commissioner (ACP) and two constables rescued the child from the accused house. The accused have been put behind bars and have been charge sheeted under IPC 376, atrocity Act 1995 and under IPC 363 A for kidnapping.

### Age Groups of Children

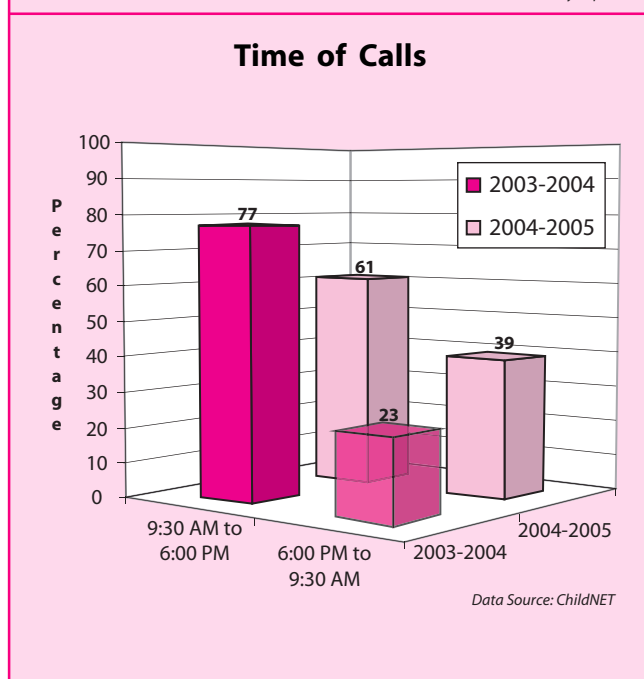
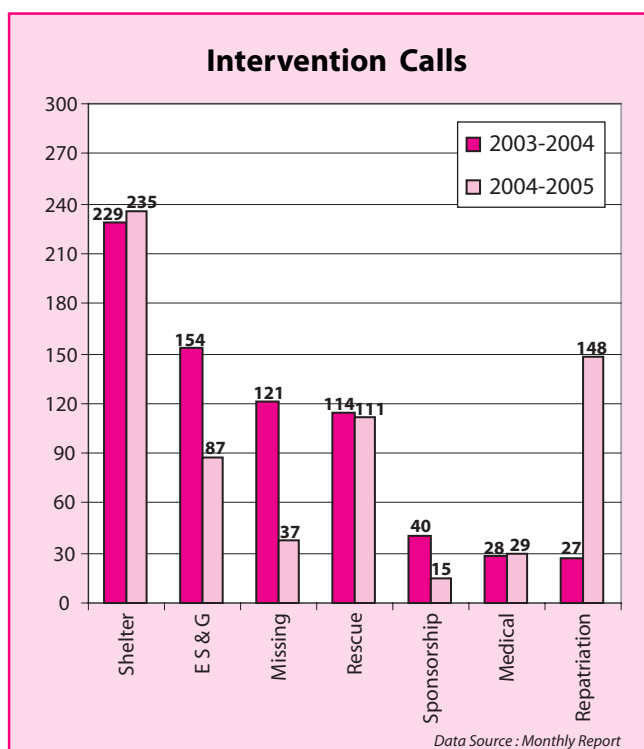


Data Source: ChildNET

# BANGALORE, KARNATAKA

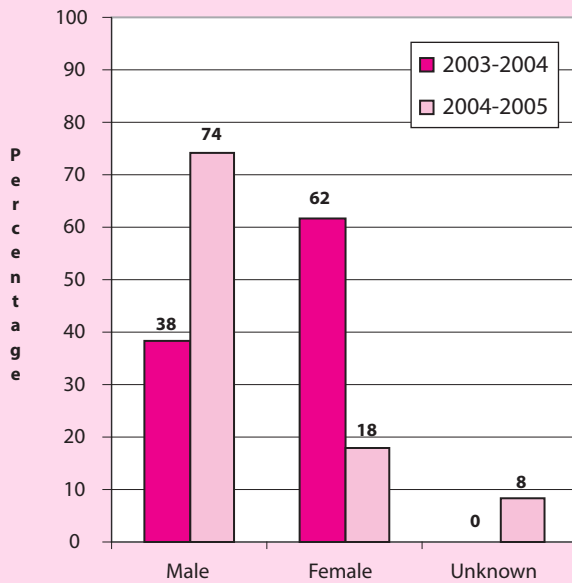
<b>Nodal Organisation</b>	: NIMHANS
<b>Collaborative Organisation(s)</b>	: Association for Promoting Social Action (APSA), 'Banglore Oniyavara Seva Coota (Bosco)
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-02
<b>Total Calls till Dec'05 since Inception</b>	: 85,076

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	28	29
Shelter	229	235
Repatriation	27	148
Rescue	114	111
Death Related	8	0
Sponsorship	40	15
<b>Total - I</b>	<b>446</b>	<b>538</b>
<b>II. Missing Children</b>		
Child Lost	121	34
Parents asking for Help	0	3
<b>Total - II</b>	<b>121</b>	<b>37</b>
<b>III. Emotional Support Guidance</b>	<b>154</b>	<b>87</b>
<b>IV. Follow-up calls</b>	<b>439</b>	<b>84</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>1160</b>	<b>746</b>
<b>VI. Information</b>		
Information & Referral to Service	672	1629
Information about CHILDLINE & Volunteers	909	50
<b>Total - VI</b>	<b>1581</b>	<b>1679</b>
<b>VII. Others</b>		
Silent	4453	5484
Blank	7532	6618
Wrong	2688	3609
Crank/Fun/Abusive	2247	2674
Chat	729	2880
Phone Testing	2137	2885
Administrative	800	597
Personal	357	3
Others	401	518
Unclassified	0	2
<b>Total VII</b>	<b>21344</b>	<b>25270</b>
<b>Total I to VII</b>	<b>24085</b>	<b>27695</b>





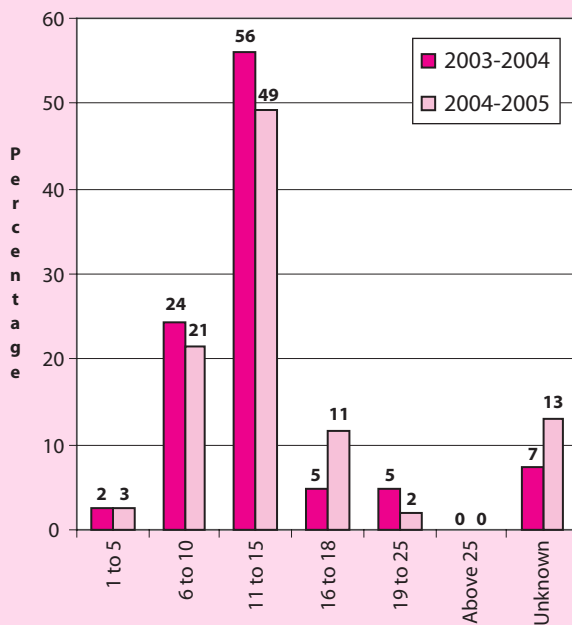
### Gender of Children



Data Source: ChildNET

Dr. Shanthi called up CHILDLINE and informed that she had found a four year old boy in her hospital premises. CHILDLINE team member went to the hospital and brought the boy to the CHILDLINE Office. A missing complaint was lodged at Vijayanagar & Kamakshipalya police station. Child was provide shelter at BOSCO Mane.

### Age Groups of Children



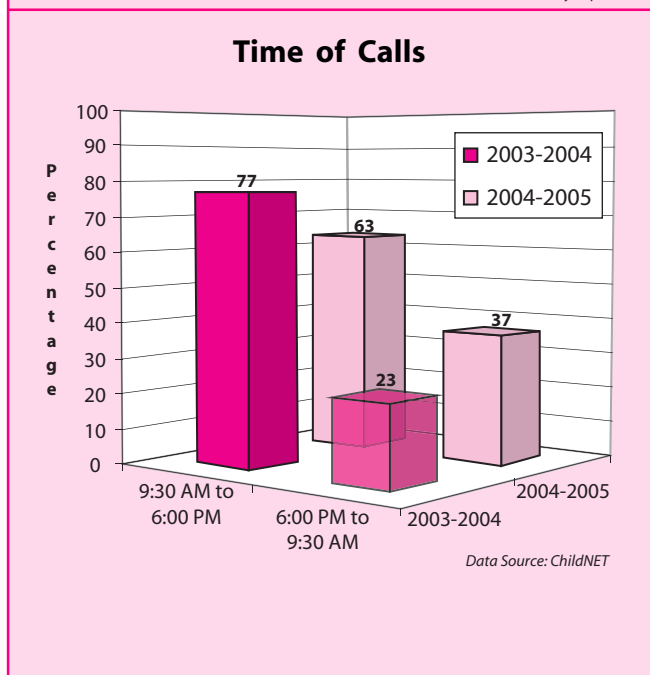
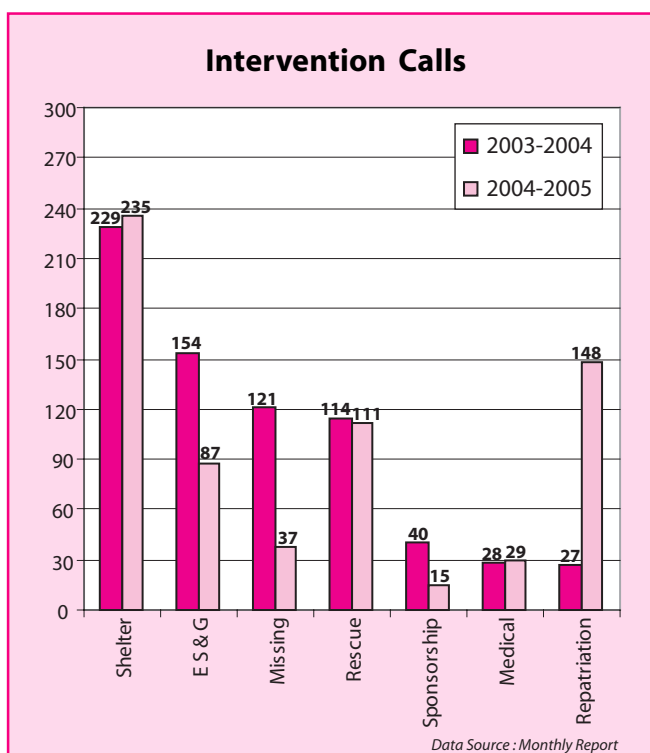
Data Source: ChildNET

# BANGALORE, KARNATAKA

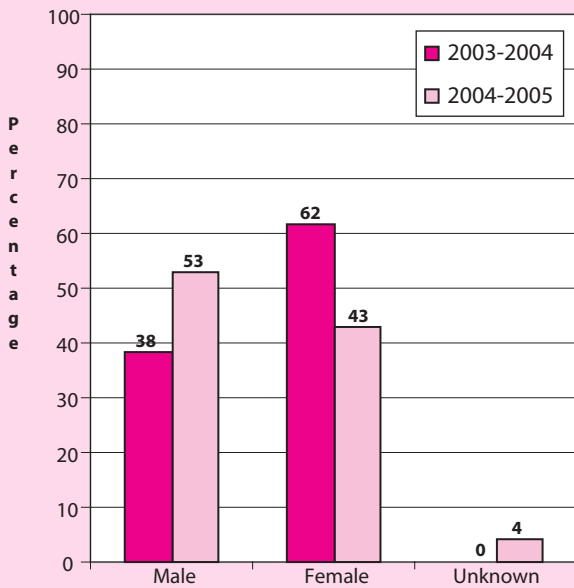
APSA

<b>Nodal Organisation</b>	: NIMHANS
<b>Collaborative Organisation</b>	: Association for Promoting Social Action (APSA)
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-02
<b>Total Calls till Dec'05 since Inception</b>	: 85076*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	28	29
Shelter	229	235
Repatriation	27	148
Rescue	114	111
Death Related	8	0
Sponsorship	40	15
<b>Total - I</b>	<b>446</b>	<b>538</b>
<b>II. Missing Children</b>		
Child Lost	121	34
Parents ask Help	0	3
<b>Total - II</b>	<b>121</b>	<b>37</b>
<b>III. Emotional Support Guidance</b>	<b>154</b>	<b>87</b>
<b>IV. Follow-up calls</b>	<b>439</b>	<b>84</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>1160</b>	<b>746</b>
<b>VI. Information</b>		
Informaton & Referral to Service	672	1629
Information about CHILDLINE & Volunteers	909	50
<b>Total - VI</b>	<b>1581</b>	<b>1679</b>
<b>VII. Others</b>		
Silent	4453	5484
Blank	7532	6618
Wrong	2688	3609
Crank/Fun/Abusive	2247	2674
Chat	729	2880
Phone Testing	2137	2885
Administrative	800	597
Personal	357	3
Others	401	518
Unclassified	0	2
<b>Total VII</b>	<b>21344</b>	<b>25270</b>
<b>Total I to VII</b>	<b>24085</b>	<b>27695</b>



### Gender of Children

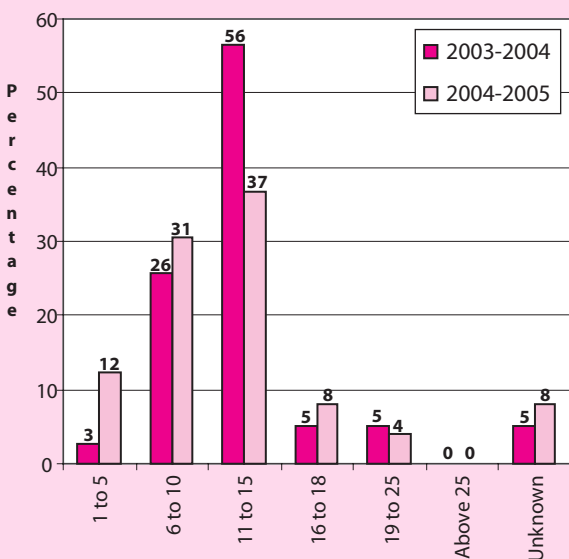


Data Source: ChildNET

CHILDLINE Bangalore received a complaint from a concerned adult saying a small boy was working in a cycle shop for long hours. Immediately the team went to the spot and met the boy named Ritesh. He had been working in the cycle garage for a couple of days. As Ritesh stayed close to the garage, his parents were called and the team spoke to them about the harm being caused to their child. The parents were asked to send the boy to the school.

The employer also assured the team members that he would not employ any more children in the future. Prior to this he had no knowledge about the child Labour Act. After a week the team visited the cycle shop again and did not find any children employed there.

### Age Groups of Children



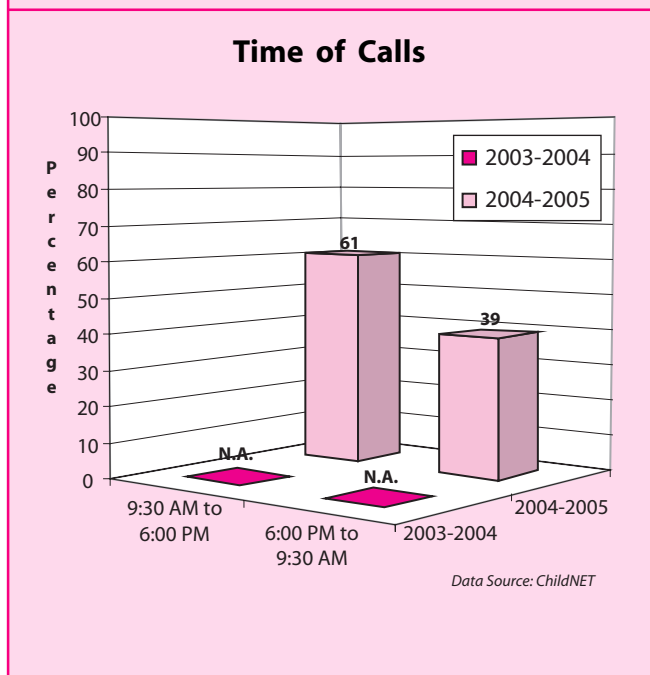
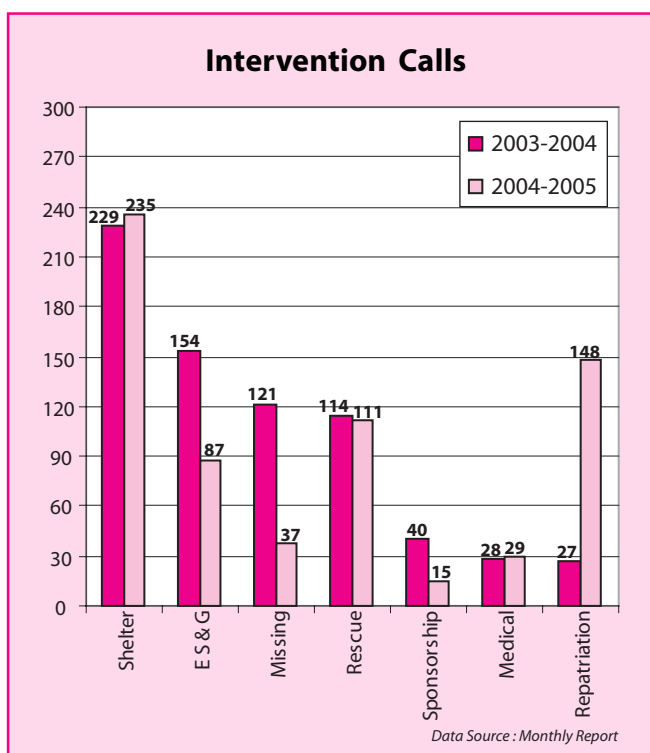
Data Source: ChildNET

# BANGALORE, KARNATAKA

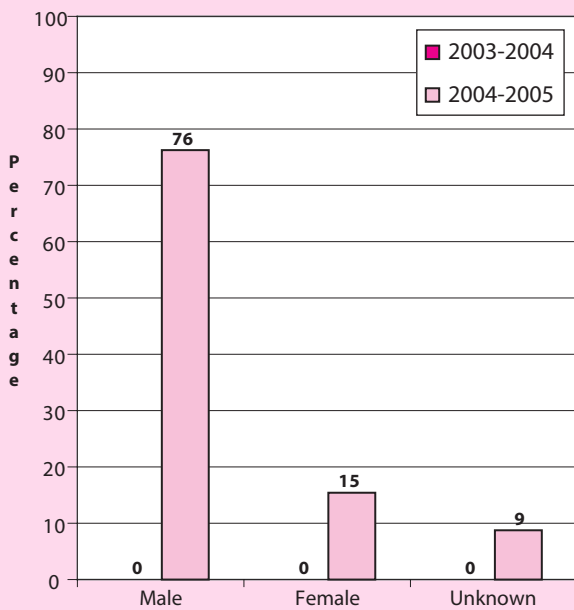
**BOSCO**

<b>Nodal Organisation</b>	: NIMHANS
<b>Collaborative Organisation</b>	: Bangalore Oniyavara Seva Coota ( Bosco)
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-02
<b>Total Calls till Dec'05 since Inception</b>	: 85076*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	28	29
Shelter	229	235
Repatriation	27	148
Rescue	114	111
Death Related	8	0
Sponsorship	40	15
<b>Total - I</b>	<b>446</b>	<b>538</b>
<b>II. Missing Children</b>		
Child Lost	121	34
Parents ask Help	0	3
<b>Total - II</b>	<b>121</b>	<b>37</b>
<b>III. Emotional Support Guidance</b>	<b>154</b>	<b>87</b>
<b>IV. Follow-up calls</b>	<b>439</b>	<b>84</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>1160</b>	<b>746</b>
<b>VI. Information</b>		
Informaton & Referral to Service	672	1629
Information about CHILDLINE & Volunteers	909	50
<b>Total - VI</b>	<b>1581</b>	<b>1679</b>
<b>VII. Others</b>		
Silent	4453	5484
Blank	7532	6618
Wrong	2688	3609
Crank/Fun/Abusive	2247	2674
Chat	729	2880
Phone Testing	2137	2885
Administrative	800	597
Personal	357	3
Others	401	518
Unclassified	0	2
<b>Total VII</b>	<b>21344</b>	<b>25270</b>
<b>Total I to VII</b>	<b>24085</b>	<b>27695</b>



### Gender of Children

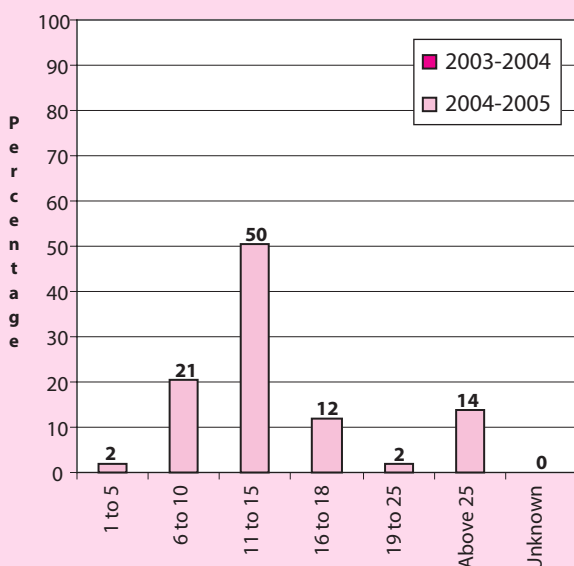


Data Source : ChildNET

Arti was referred to CHILDLINE Bangalore for shelter. She did not have a mother, her father was an alcoholic and the child needed a shelter.

During the counselling session the team members realised she had lots of psychological problems. On the 24<sup>th</sup> she was taken to NIMHANS. There the team met Dr.Shoba Srinath, a senior Child Psychiatrist, and after assessing the child she said that the child needed immediate treatment. She was admitted in the Child Psychiatry ward and diagnosed to have severe emotional problems, stress, epilepsy, behavioural problems and a high tendency of doing deliberate self-harm. The CHILDLINE team stayed with her and gave a letter to the Resident Medical Officer for waving off ward charges. Later the team spoke to the RMO, NIMHANS. The team also succeeded in getting her medical expenses sanctioned from the Chief Minister's Relief Fund.

### Age Groups of Children

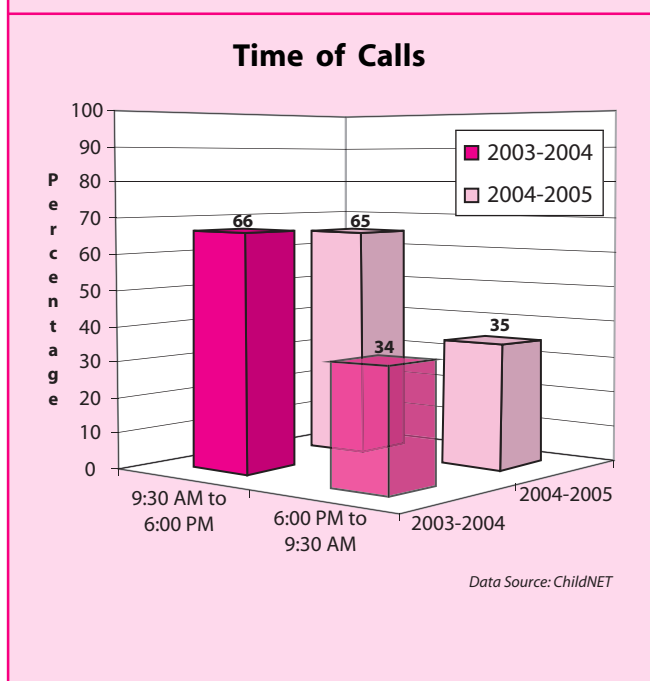
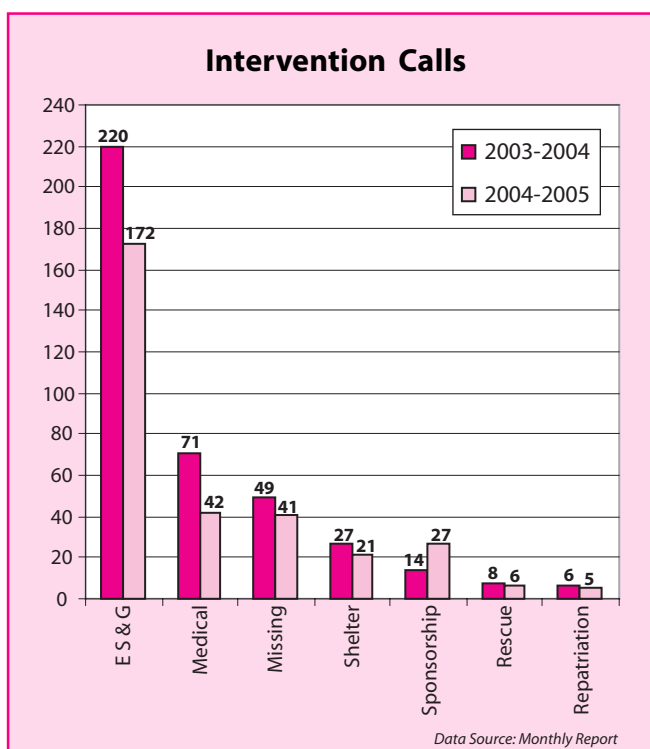


Data Source : ChildNET

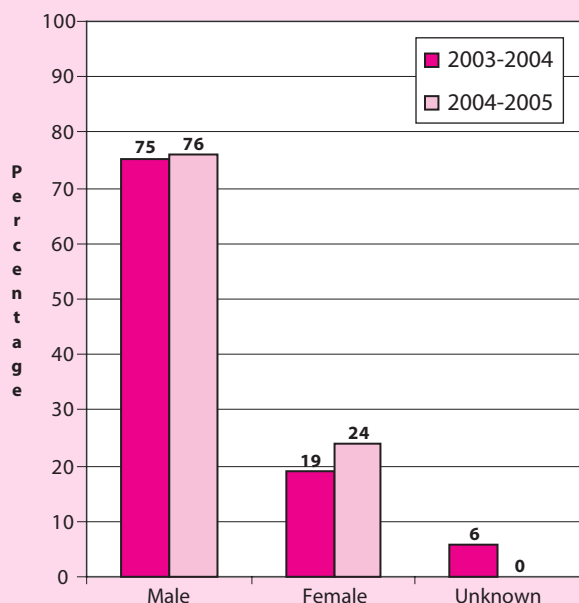
# BARODA, GUJARAT

<b>Nodal Organisation</b>	: MS University, Dept. of Social Work
<b>Collaborative Organisation</b>	: BARODA CITIZENS COUNCIL
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Feb-01
<b>Total Calls till Dec'05 since Inception</b>	: 2,78,295

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	71	42
Shelter	27	21
Repatriation	6	5
Rescue	8	6
Death Related	0	0
Sponsorship	14	27
<b>Total - I</b>	<b>126</b>	<b>101</b>
<b>II. Missing Children</b>		
Child Lost	17	18
Parents asking for Help	32	23
<b>Total - II</b>	<b>49</b>	<b>41</b>
<b>III. Emotional Support Guidance</b>	<b>220</b>	<b>172</b>
<b>IV. Follow-up calls</b>	<b>662</b>	<b>739</b>
<b>V. Did not Find (DNF)</b>	<b>13</b>	<b>24</b>
<b>Total I to V</b>	<b>1070</b>	<b>1077</b>
<b>VI. Information</b>		
Information & Referral to Service	305	215
Information about CHILDLINE & Volunteers	9722	16869
<b>Total - VI</b>	<b>10027</b>	<b>17084</b>
<b>VII. Others</b>		
Silent	23192	21034
Blank	9109	10584
Wrong	1259	2340
Crank/Fun/Abusive	4526	6517
Chat	1353	2659
Phone Testing	1724	4214
Administrative	2417	2,162
Personal	253	147
Others	0	0
Unclassified	52	6
<b>Total VII</b>	<b>43885</b>	<b>49663</b>
<b>Total I to VII</b>	<b>54982</b>	<b>67824</b>

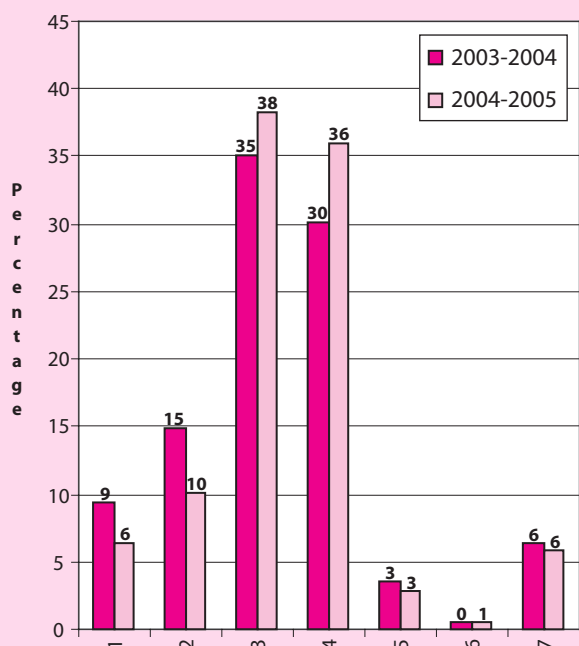


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

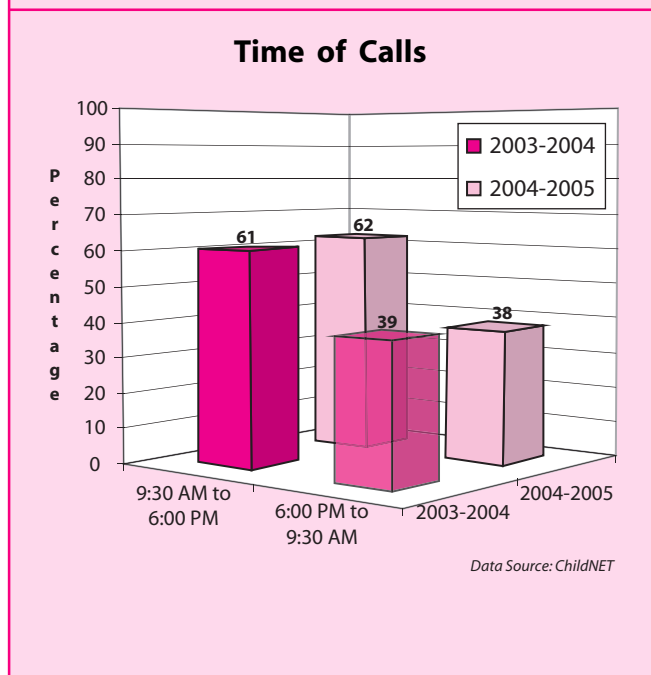
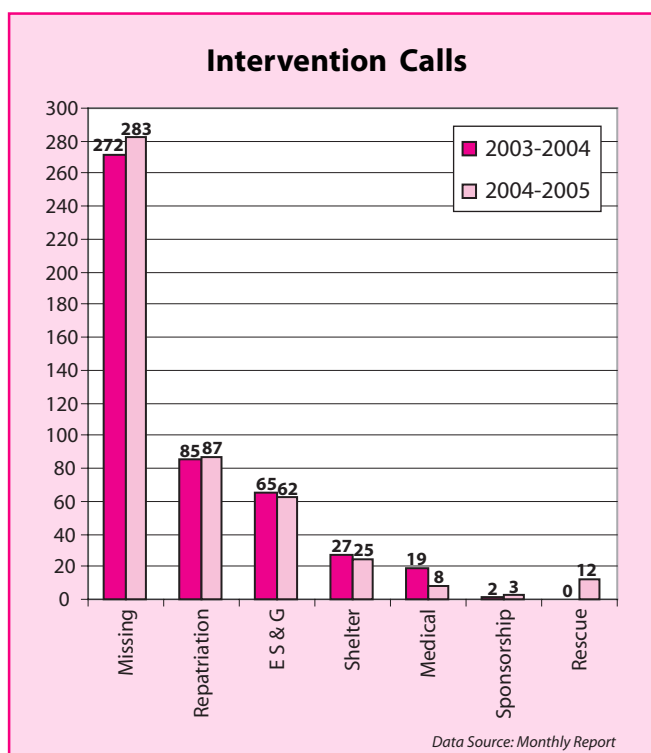
## A child victim of domestic labour receives compensation...

**CHILDLINE Baroda** received a call on 24th March 2005 informing about a 8 year old child whom the caller had seen roaming unaccompanied in the locality. Based on the information provided by the caller, CHILDLINE team members managed to find the child, Vicky and brought him to the CHILDLINE centre. Vicky told team members that he was originally from Bihar and had come to Baroda with his father but, had been separated from him while boarding the train. Meanwhile a journalist visiting CHILDLINE for a 'story' printed the child's photograph in the newspaper. The following day CHILDLINE received a call from Mr Desai claiming that Vicky used to work in his house but had run away. Mr Desai's contact details were noted. When Vicky was cross-questioned, he revealed that he had indeed been working at Mr Desai's house but since his employer used to beat him he ran away. CHILDLINE team members assured Vicky that he was safe with them. The child expressed a desire to return to his parents and was promised a safe repatriation. Mr Desai called CHILDLINE again and threatened dire consequences if CHILDLINE did not hand over the child. Team members told Mr Desai that CHILDLINE would lodge a complaint against him at the police station and he would be put behind bars. After this, nothing was heard from the employer. Meanwhile Vicky's parents were contacted and a team member repatriated the child back to his home in Bihar. Vicky's parents told the CHILDLINE team member that they were caretakers of Mr Desai's farm and had been promised that the child would receive an education and some work. They assured the team member that the child would not be sent back to work again.

# BHOPAL, MADHYA PRADESH

<b>Nodal Organisation</b>	: Bhopal School of Social Sciences
<b>Collaborative Organisation</b>	: AARAMBH
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jan-00
<b>Total Calls till Dec'05 since Inception</b>	: 77,046

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	19	8
Shelter	27	25
Repatriation	85	87
Rescue	0	12
Death Related	0	1
Sponsorship	2	3
<b>Total - I</b>	<b>133</b>	<b>136</b>
<b>II. Missing Children</b>		
Child Lost	120	92
Parents asking for Help	152	191
<b>Total - II</b>	<b>272</b>	<b>283</b>
<b>III. Emotional Support Guidance</b>	<b>65</b>	<b>62</b>
<b>IV. Follow-up calls</b>	<b>1146</b>	<b>1,050</b>
<b>V. Did not Find (DNF)</b>	<b>677</b>	<b>41</b>
<b>Total I to V</b>	<b>2293</b>	<b>1572</b>
<b>VI. Information</b>		
Information & Referral to Service	350	404
Information about CHILDLINE & Volunteers	939	1394
<b>Total - VI</b>	<b>1289</b>	<b>1798</b>
<b>VII. Others</b>		
Silent	1138	1491
Blank	2022	1346
Wrong	755	1129
Crank/Fun/Abusive	510	433
Chat	728	976
Phone Testing	303	393
Administrative	52	442
Personal	1097	156
Others	17	0
Unclassified	123	106
<b>Total VII</b>	<b>6745</b>	<b>6472</b>
<b>Total I to VII</b>	<b>10327</b>	<b>9842</b>





### Gender of Children

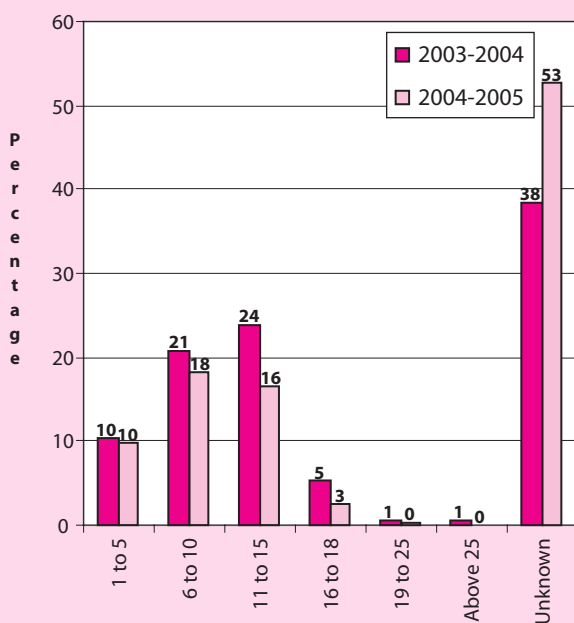


Data Source: ChildNET

## An abandoned victim of child marriage finds succour....

A concerned adult saw a young girl sitting all alone at a traffic signal, looking lost and called CHILDLINE Bhopal for help. CHILDLINE team members rescued the child and brought her to the CHILDLINE centre. The child was given something to eat and some water and allowed to rest. After a while, the child revealed to team members that she had been married at the age of 15 by her parents. However soon her husband abandoned her and she had to return to her parents. Her mother then put her in an Ashram but since the environment was extremely distressing, she had run away from there. The child had said she was originally from Nanded in Maharashtra therefore CHILDLINE Bhopal shared details about the child with CHILDLINE Ahmednagar so that the child's parents could be traced. However, it was soon found that the girl's parents had shifted their residence without any follow up address. The child was then produced before the Child Welfare Committee (CWC), which directed for her to be sheltered at an observation home for girls.

### Age Groups of Children

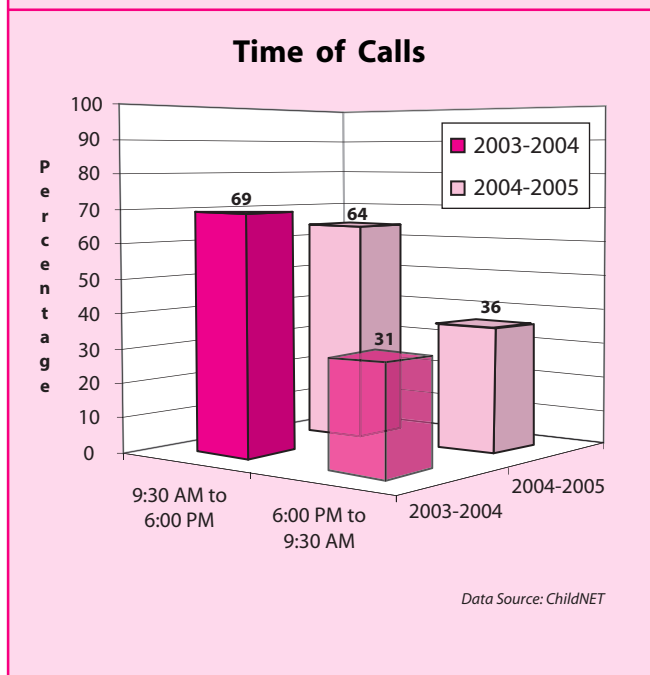
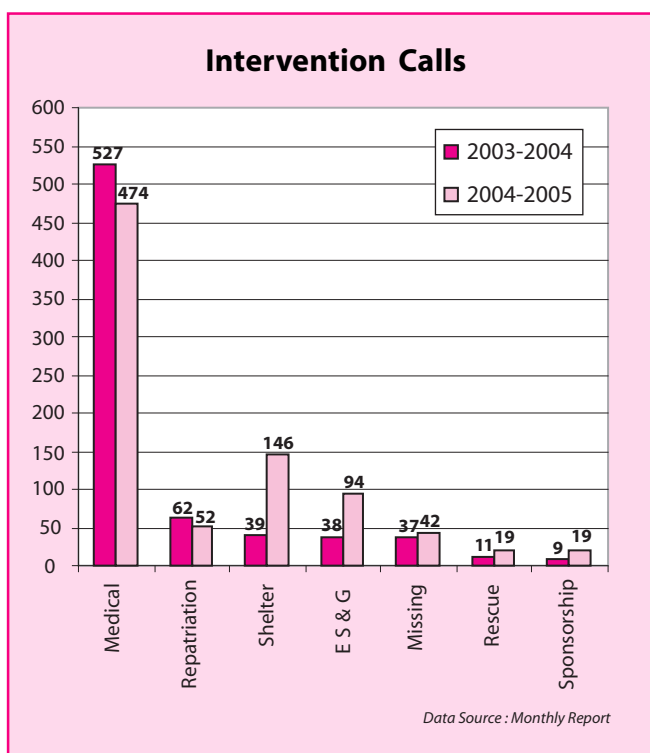


Data Source: ChildNET

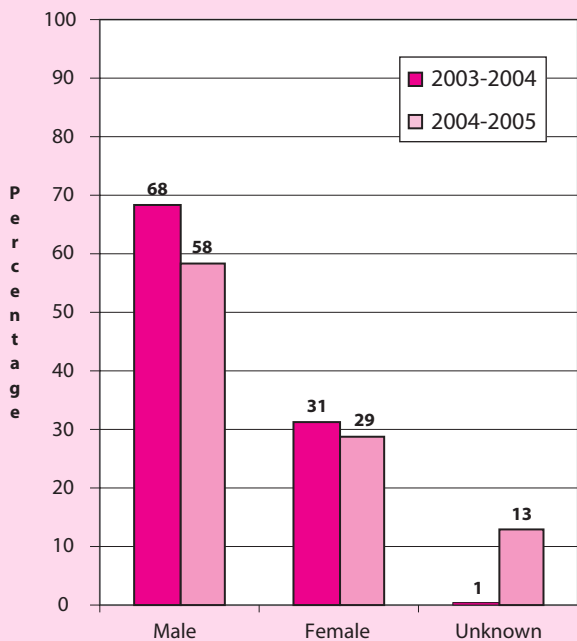
# BHUBANESHWAR, ORISSA

<b>Nodal Organisation</b>	: SIET
<b>Collaborative Organisation</b>	: Ruchika Social Service Organisation
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: April-2000
<b>Total Calls till Dec'05 since Inception</b>	: 43,005

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	527	474
Shelter	39	146
Repatriation	62	52
Rescue	11	19
Death Related	2	4
Sponsorship	9	19
<b>Total - I</b>	<b>650</b>	<b>714</b>
<b>II. Missing Children</b>		
Child Lost	16	17
Parents asking for Help	21	25
<b>Total - II</b>	<b>37</b>	<b>42</b>
<b>III. Emotional Support Guidance</b>	<b>38</b>	<b>94</b>
<b>IV. Follow-up calls</b>	<b>314</b>	<b>1173</b>
<b>V. Did not Find (DNF)</b>	<b>29</b>	<b>134</b>
<b>Total I to V</b>	<b>1068</b>	<b>2157</b>
<b>VI. Information</b>		
Information & Referral to Service	614	154
Information about CHILDLINE & Volunteers	1720	1293
<b>Total - VI</b>	<b>2334</b>	<b>1447</b>
<b>VII. Others</b>		
Silent	550	396
Blank	861	447
Wrong	946	748
Crank/Fun/Abusive	1409	1400
Chat	100	343
Phone Testing	503	802
Administrative	701	802
Personal	75	105
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>5145</b>	<b>5043</b>
<b>Total I to VII</b>	<b>8547</b>	<b>8647</b>

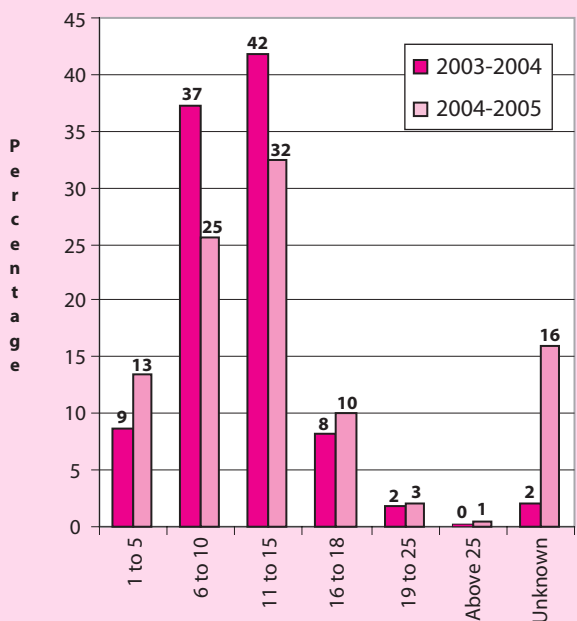


### Gender of Children



Data Source : ChildNET

### Age Groups of Children



Data Source : ChildNET

## Providing care and attention for a ailing child...

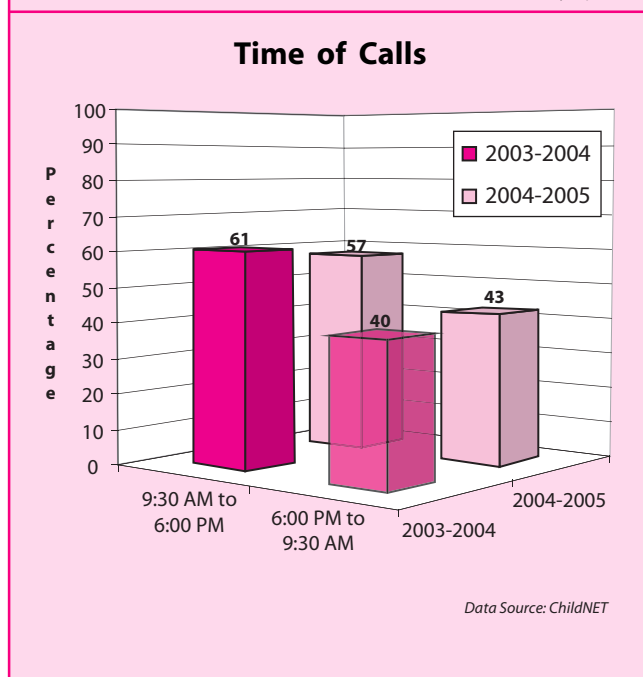
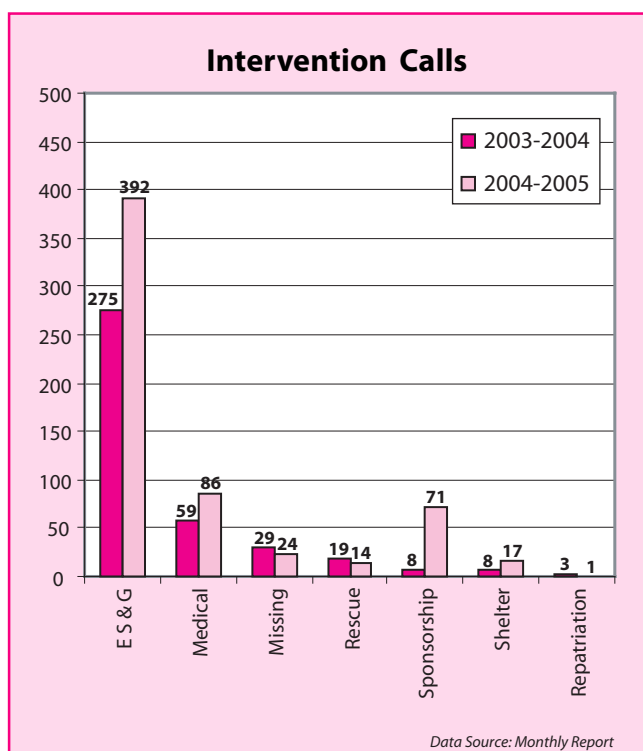
On 17<sup>th</sup> January 2005, a concerned adult called CHILDLINE Bhubaneswar seeking help for 14-year-old Kanu who was suffering from high fever and had lost consciousness. CHILDLINE immediately rescued the child and admitted him in a hospital. Subsequently, the child was moved to two other hospitals since his health kept deteriorating. Eventually, the child was placed at a Hi-Tech Medical College hospital for further treatment. Here, the child was diagnosed as suffering from Tubercular Meningo-encephalitis. He had lost his speech and communicated through eye contact and gestures. Meningitis had damaged his brain cells and the extent of the damage could not be measured. Apart from this the child had no control over his bladder and bowel movements. The doctor assured that this could be corrected but it would take anything between six months to one year. Two CHILDLINE team members regularly attended to the child full-time.

For Kanu’s treatment Red Cross contributed Rs.1, 500, Rs 10,000 was received from the Chief Minister’s relief fund and Rs 4,611 was donated by concerned citizens who had read about Kanu in the newspapers. On 9<sup>th</sup> June 2005, Kanu was discharged and had regained his health. CHILDLINE team members had managed to trace his parents and the child was repatriated back home on 16<sup>th</sup> July 2005.

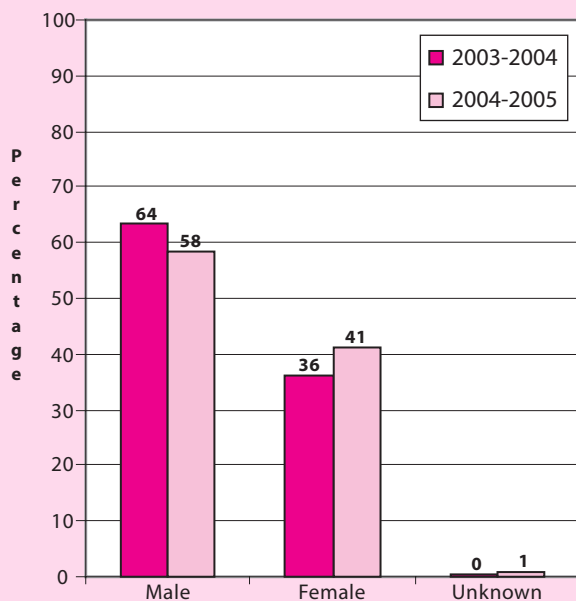
# CHANDIGARH

<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation(s)</b>	: PGIMER
<b>Support Organisation</b>	: YTTS
<b>Date Of Inception</b>	: Sep-01
<b>Total Calls till Dec'05 since Inception</b>	: 44,646

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	59	86
Shelter	8	17
Repatriation	3	1
Rescue	19	14
Death Related	1	0
Sponsorship	8	71
<b>Total - I</b>	<b>98</b>	<b>189</b>
<b>II. Missing Children</b>		
Child Lost	10	9
Parents asking for Help	19	15
<b>Total - II</b>	<b>29</b>	<b>24</b>
<b>III. Emotional Support Guidance</b>	<b>275</b>	<b>392</b>
<b>IV. Follow-up calls</b>	<b>319</b>	<b>494</b>
<b>V. Did not Find (DNF)</b>	<b>29</b>	<b>12</b>
<b>Total I to V</b>	<b>750</b>	<b>1111</b>
<b>VI. Information</b>		
Information & Referral to Service	223	306
Information about CHILDLINE & Volunteers	651	786
<b>Total - VI</b>	<b>874</b>	<b>1092</b>
<b>VII. Others</b>		
Silent	1870	1516
Blank	3921	3040
Wrong	1321	1331
Crank/Fun/Abusive	1162	341
Chat	0	0
Phone Testing	225	356
Administrative	576	865
Personal	260	280
Others	43	36
Unclassified	0	0
<b>Total VII</b>	<b>9378</b>	<b>7765</b>
<b>Total I to VII</b>	<b>11002</b>	<b>9968</b>

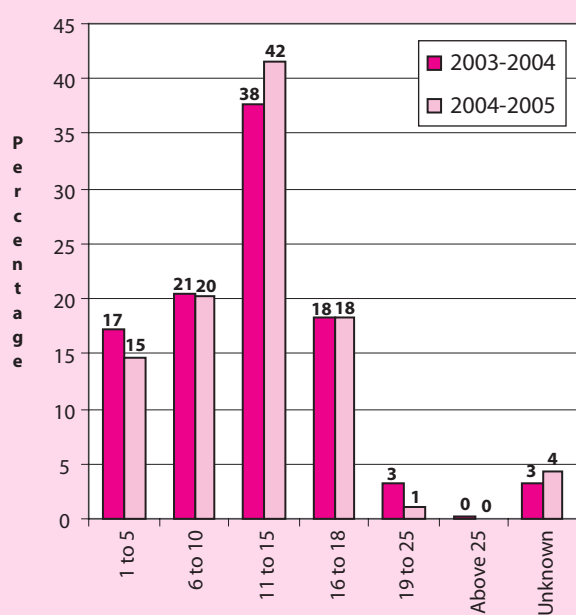


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

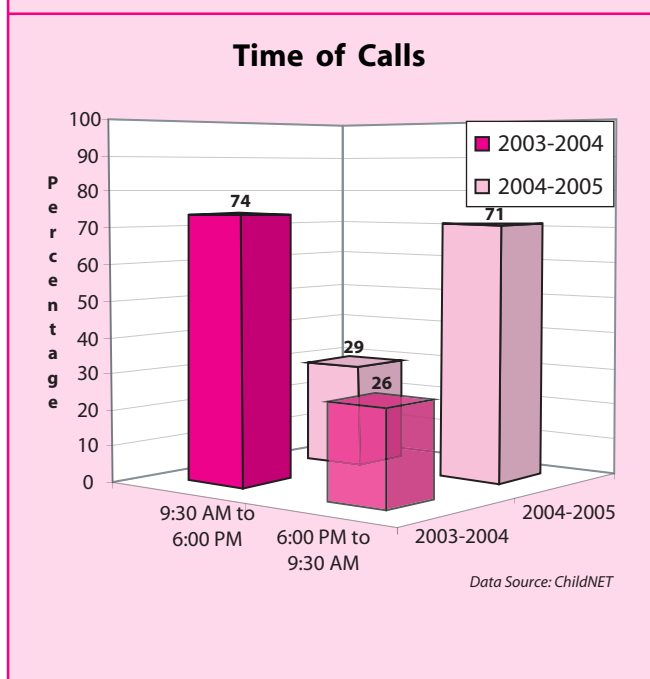
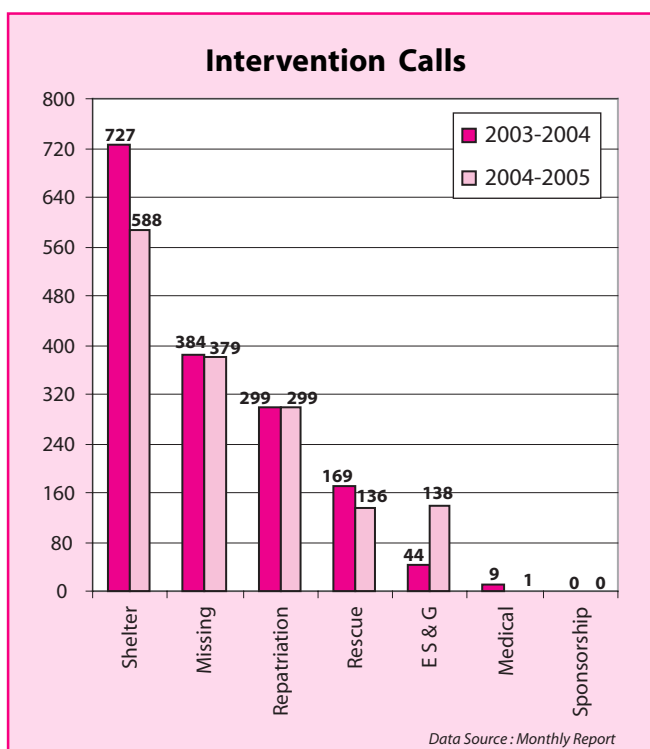
## Providing shelter and emotional support and guidance...

On 1st December, 2004, CHILDLINE Chandigarh received a call from 16 years old Kumar seeking temporary shelter as he was new to the city and did not have any relatives. The child was given directions to reach the CHILDLINE office. During their consequent interaction with the child team members learnt that the boy was originally from Delhi. The child said a man he met in Delhi had promised him a lucrative job at a chemist in Chandigarh. However, when he came to Chandigarh he could not establish contact with the man and feared that his father 's retribution. Sine it was late in the night the child was provided temporary shelter. Over the next few days the child was counselled, ultimately after a lot of reassurance and confidence building he gave his address and phone number. Kumar's parents were contacted and informed. When they came to the CHILDLINE centre they were advised not to be harsh on Kumar. Kumar promised to study hard for his 10th standard exams. After proper verification the child was handed over to his parents.

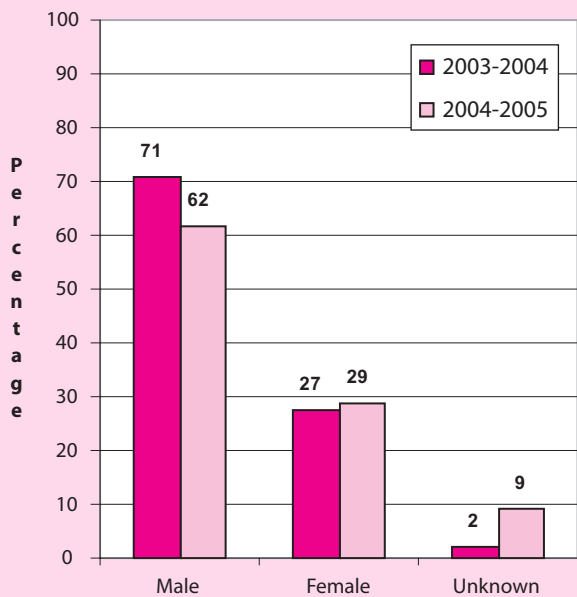
# CHENNAI, TAMIL NADU

<b>Nodal Organisation</b>	: Department of Social Defence
<b>Collaborative Organisation(s)</b>	: Indian Council for Child Welfare, Don Bosco Anbu Illam Social Service Society
<b>Support Organisation(s)</b>	: NHADP, NESAKKARAM-SEEDS, Asian Youth Centre
<b>Date Of Inception</b>	: Apr-99
<b>Total Calls till Dec'05 since Inception</b>	: 1,71,187

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	9	1
Shelter	727	588
Repatriation	299	299
Rescue	169	136
Death Related	21	0
Sponsorship	0	0
<b>Total - I</b>	<b>1225</b>	<b>1024</b>
<b>II. Missing Children</b>		
Child Lost	384	329
Parents asking for Help	0	50
<b>Total - II</b>	<b>384</b>	<b>379</b>
<b>III. Emotional Support Guidance</b>	<b>44</b>	<b>138</b>
<b>IV. Follow-up calls</b>	<b>1615</b>	<b>2,547</b>
<b>V. Did not Find (DNF)</b>	<b>44</b>	<b>127</b>
<b>Total I to V</b>	<b>3312</b>	<b>4215</b>
<b>VI. Information</b>		
Information & Referral to Service	578	599
Information about CHILDLINE & Volunteers	2187	3915
<b>Total - VI</b>	<b>2765</b>	<b>4514</b>
<b>VII. Others</b>		
Silent	5068	3346
Blank	2227	6258
Wrong	4611	11611
Crank/Fun/Abusive	2702	3247
Chat	418	0
Phone Testing	808	643
Administrative	1696	963
Personal	0	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>17530</b>	<b>26068</b>
<b>Total I to VII</b>	<b>23607</b>	<b>34797</b>



### Gender of Children

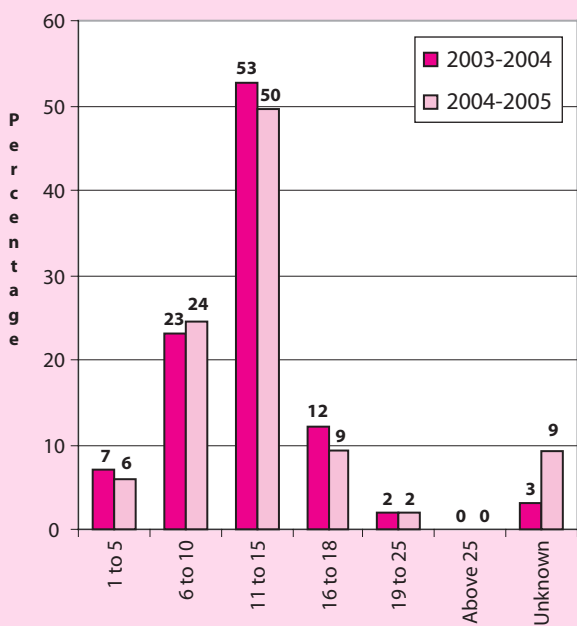


Data Source: ChildNET

### A blind boy is sheltered...

CHILDLINE Chennai received a call from the Commissioner of Police seeking help for a blind boy. The child was brought to the CHILDLINE centre where he disclosed that he was an orphan. The child was produced before the Child Welfare Committee (CWC). The CWC directed the child to be sheltered with CHILDLINE for a week. After a week, the CWC referred the child to the State Special Commission for the Disabled for shelter. It was decided that the child be sent to the Little Flower school for the Deaf and Blind. But, the school authorities refused to admit the child. The District Rehabilitation Officer was approached, he too refused to help. The child was provided temporary shelter at the Juvenile Home for boys. The child was eventually provided long-term shelter at a partner organization's shelter home on 15th July 2005.

### Age Groups of Children



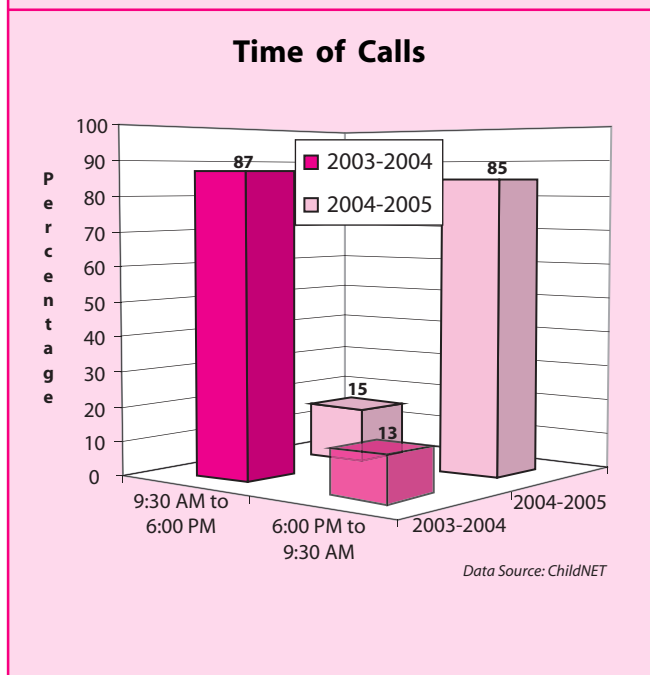
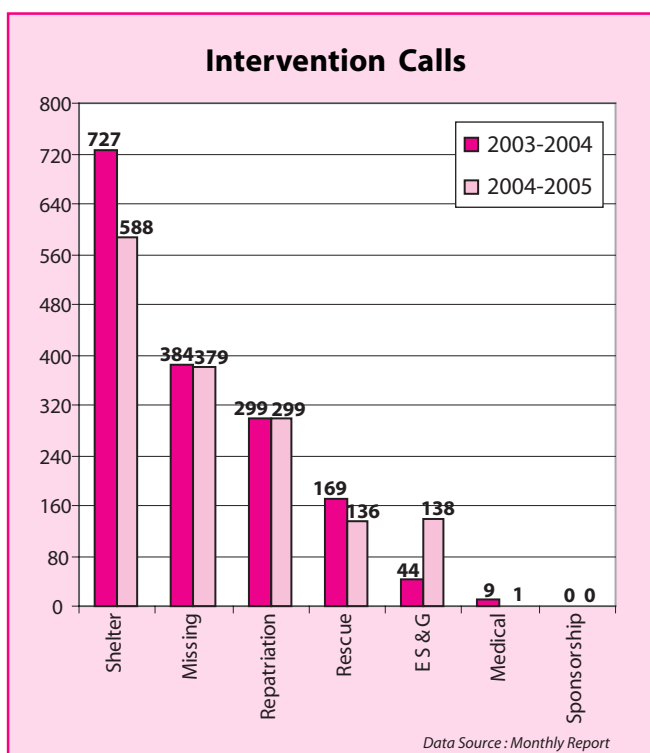
Data Source: ChildNET

# CHENNAI, TAMIL NADU

**DON BOSCO**

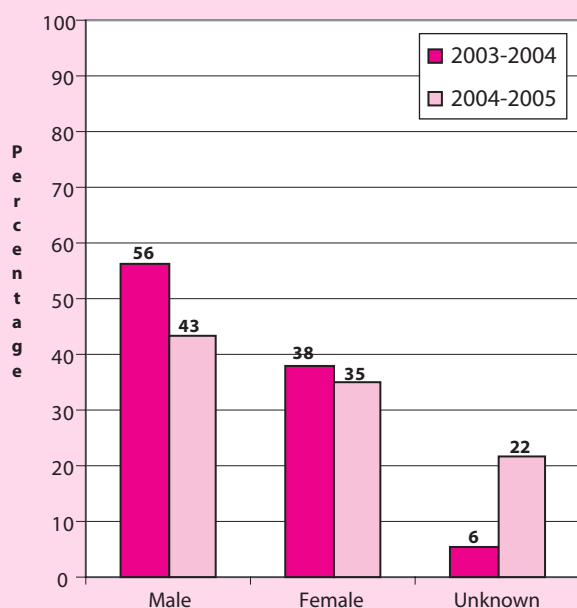
<b>Nodal Organisation</b>	: Department of Social Defence
<b>Collaborative Organisation</b>	: Don Bosco Anbu Illam Social Service Society
<b>Support Organisation</b>	: NHADP, NESAKKARAM-SEEDS, Asian Youth Centre
<b>Date Of Inception</b>	: Apr-99
<b>Total Calls till Dec'05 since Inception</b>	: 1,71,187

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	9	1
Shelter	727	588
Repatriation	299	299
Rescue	169	136
Death Related	21	0
Sponsorship	0	0
<b>Total - I</b>	<b>1225</b>	<b>1024</b>
<b>II. Missing Children</b>		
Child Lost	384	329
Parents ask Help	0	50
<b>Total - II</b>	<b>384</b>	<b>379</b>
<b>III. Emotional Support Guidance</b>	<b>44</b>	<b>138</b>
<b>IV. Follow-up calls</b>	<b>1615</b>	<b>2,547</b>
<b>V. Did not Find (DNF)</b>	<b>44</b>	<b>127</b>
<b>Total I to V</b>	<b>3312</b>	<b>4215</b>
<b>VI. Information</b>		
Informaton & Referral to Service	578	599
Information about CHILDLINE & Volunteers	2187	3915
<b>Total - VI</b>	<b>2765</b>	<b>4514</b>
<b>VII. Others</b>		
Silent	5068	3346
Blank	2227	6258
Wrong	4611	11611
Crank/Fun/Abusive	2702	3247
Chat	418	0
Phone Testing	808	643
Administrative	1696	963
Personal	0	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>17530</b>	<b>26068</b>
<b>Total I to VII</b>	<b>23607</b>	<b>34797</b>



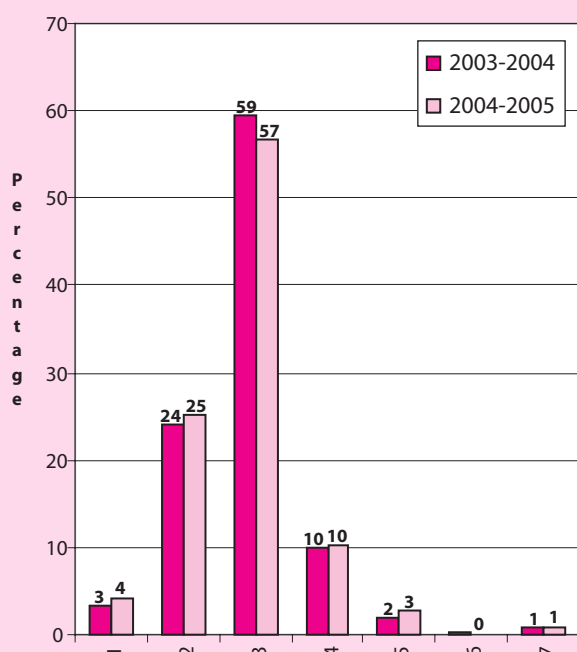


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Shelter... to a disabled child...

Chennai CHILDLINE received a call from the Office of Commissioner informing about 4-year-old boy. As per the information given the child was rescued by the Melmaruvathur police. CHILDLINE team called up the Melmaruvathur police station and requested them to bring the child to the CHILDLINE office. The police brought the child to the center 3<sup>rd</sup> July 2005.

It was found that the child had multiple disability (blind, dumb and mentally challenged). He was also an orphan. He was provided shelter and produced before the Child Welfare Committee (CWC) three days later. The CWC suggested the child to be shelter by the CHILDLINE for a period of another one week. The child's details were published in the local dailies. However, this did not elicit any response.

Following the one-week period the child was again presented before the CWC, and was referred to State Special Commission for the disabled for shelter. The team met the Joint Commissioner and was told to admit the into a school for the deaf and blind. Despite the Joint Commissioner's order the correspondent of the school refused to admit the child. The team then met the District Rehabilitation Officer and briefed about the case. The District Rehabilitation Officer too refused to arrange for shelter or assist in any manner to rehabilitate the child.

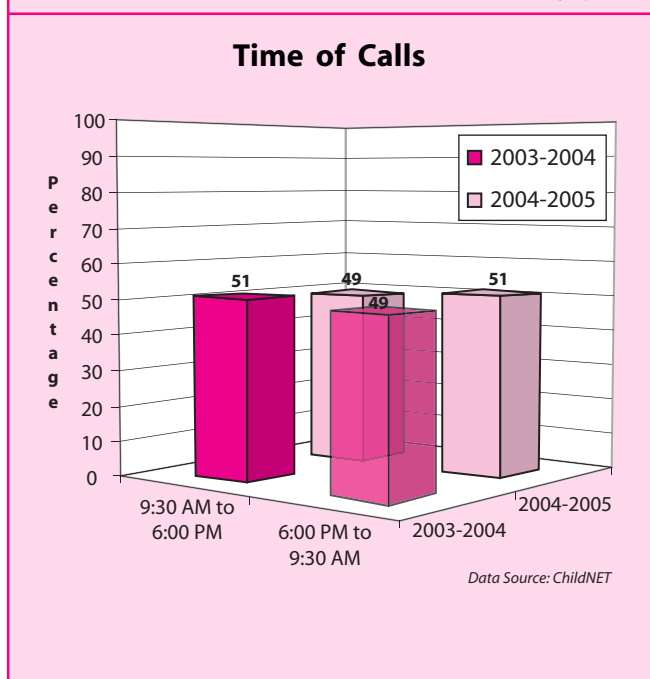
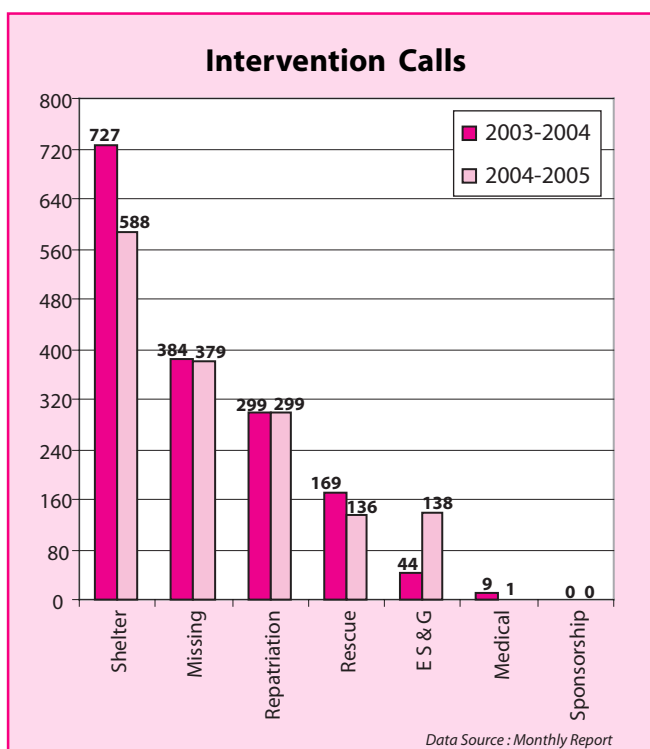
Finally the team approached the Juvenile Home for boys for rehabilitation. Here an order was given to place the child at the Sree Arunodhayam. 15<sup>th</sup> July 2005 the child was provided shelter at Sree Arunodhayam.

# CHENNAI, TAMIL NADU

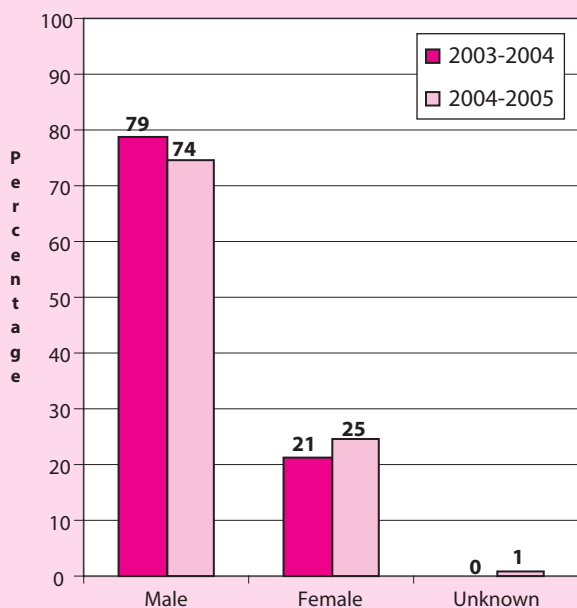
ICCW

<b>Nodal Organisation</b>	: Department of Social Defence
<b>Collaborative Organisation</b>	: Indian Council for Child Welfare
<b>Support Organisation(s)</b>	: NHADP, NESAKKARAM-SEEDS, Asian Youth Centre
<b>Date Of Inception</b>	: Apr-99
<b>Total Calls till Dec'05 since Inception</b>	: 1,71,187*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	9	1
Shelter	727	588
Repatriation	299	299
Rescue	169	136
Death Related	21	0
Sponsorship	0	0
<b>Total - I</b>	<b>1225</b>	<b>1024</b>
<b>II. Missing Children</b>		
Child Lost	384	329
Parents ask Help	0	50
<b>Total - II</b>	<b>384</b>	<b>379</b>
<b>III. Emotional Support Guidance</b>	<b>44</b>	<b>138</b>
<b>IV. Follow-up calls</b>	<b>1615</b>	<b>2,547</b>
<b>V. Did not Find (DNF)</b>	<b>44</b>	<b>127</b>
<b>Total I to V</b>	<b>3312</b>	<b>4215</b>
<b>VI. Information</b>		
Informaton & Referral to Service	578	599
Information about CHILDLINE & Volunteers	2187	3915
<b>Total - VI</b>	<b>2765</b>	<b>4514</b>
<b>VII. Others</b>		
Silent	5068	3346
Blank	2227	6258
Wrong	4611	11611
Crank/Fun/Abusive	2702	3247
Chat	418	0
Phone Testing	808	643
Administrative	1696	963
Personal	0	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>17530</b>	<b>26068</b>
<b>Total I to VII</b>	<b>23607</b>	<b>34797</b>



### Gender of Children



Data Source: ChildNET

A lady called up ICCW, Tamil Nadu on 5<sup>th</sup> February 2005 at 11.50 A.M and informed about a 15 year old girl being abused in an apartment at Choolaimedu.

Responding immediately to the call CHILDLINE team informed the police and along with the Police Sub Inspector visited the house at the given address.

A man who informed that he was the driver opened the door. The house belonged to a customs officer. Initially the custom officer refused to give any information regarding the girl but on further probing by the police he agreed that there was 15-year-old girl residing in the house with them. He introduced the girl as his niece. Since there was no lady staff to take the girl along, instruction were given not send the girl away until next morning.

The following morning at 6.30 A.M a written complaint was lodged at the All Women Police Station (AWPS) and along with a lady constable the team visited the apartment. Even before any questions could be asked the girl informed that she is 20 years old and that she had come to her uncle's house for vacation. But during further interrogation she was not able to give clear answers. The child was brought to the center and questioned further.

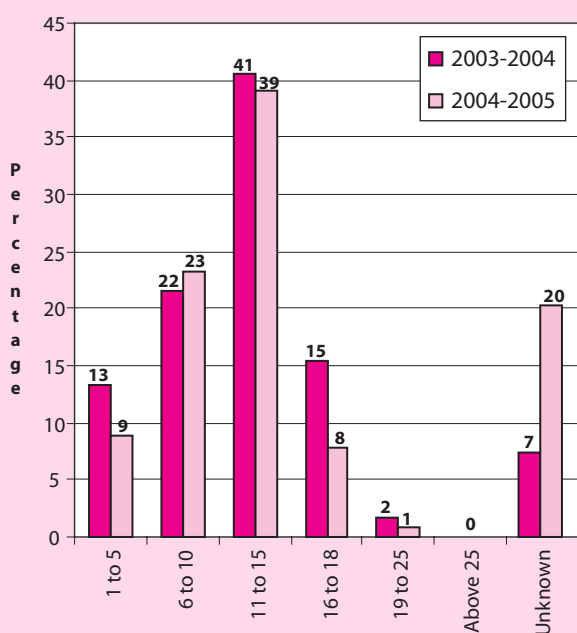
At the center she informed that she comes to her uncle's house every month and stays for two days. She travels alone from her village to Chennai and is received at the station by her uncle (Custom Officer). Her parents sent her to Chennai.

The girl was provided temporary shelter and produced before the Child Welfare Committee on 11<sup>th</sup> February 2005. CWC ordered for medical test to be done, the test revealed evidenced of sexual abuse.

During this course the estranged wife and daughter of the custom officer visited the center and gave further details. The daughter gave a letter stating that her father is a child abuser and was witness to his activities. Written statements were also received from the watchman of the building and other girls who were abused by the custom officer.

CHILDLINE gave a petition to the Joint Commissioner and a F.I.R was lodged with the AWPS for immediate action. The custom officer was arrested and remanded to police custody and the girl received a compensation of Rs. 1 Lakh from the Chief Minister's Relief Fund.

### Age Groups of Children

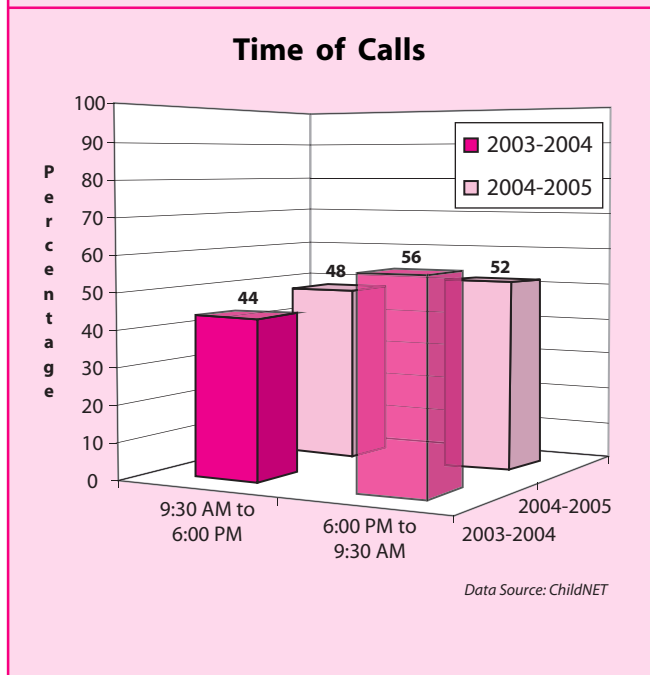
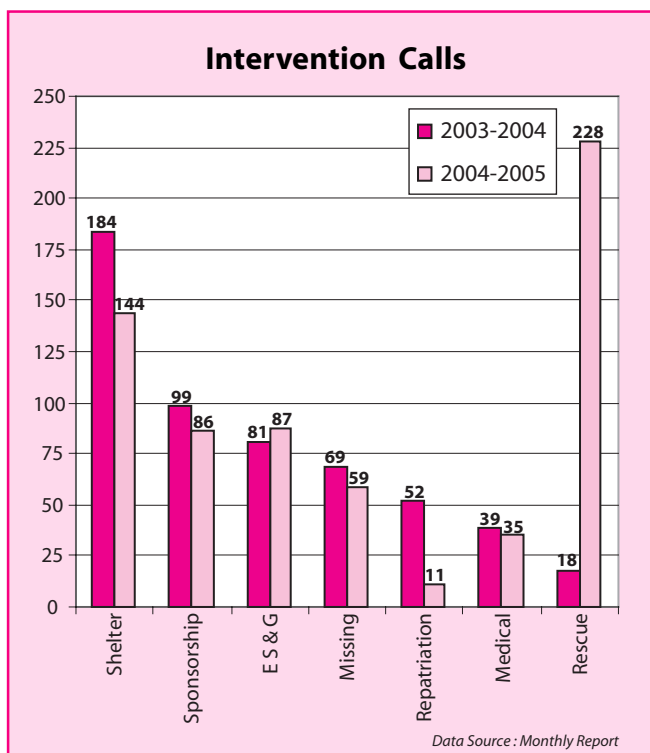


Data Source: ChildNET

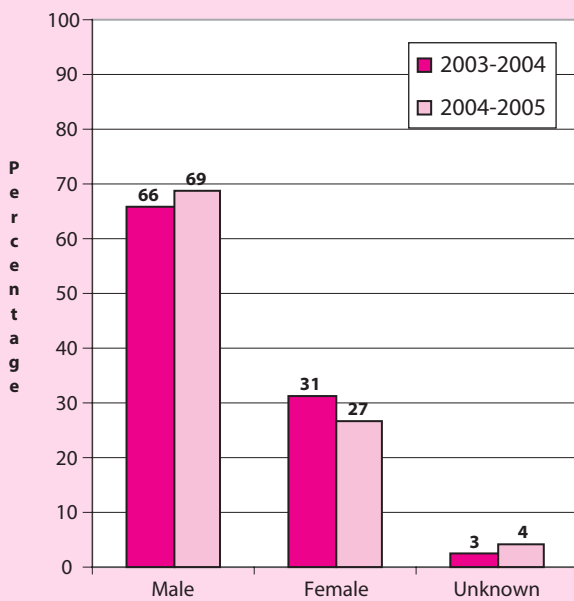
# COIMBATORE, TAMIL NADU

<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Don Bosco Anbu Illam Social Service Society
<b>Support Organisation</b>	: Families For Children
<b>Date Of Inception</b>	: Dec-99
<b>Total Calls till Dec'05 since Inception</b>	: 89,552

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	39	35
Shelter	184	144
Repatriation	52	11
Rescue	18	228
Death Related	7	44
Sponsorship	99	86
<b>Total - I</b>	<b>399</b>	<b>548</b>
<b>II. Missing Children</b>		
Child Lost	0	20
Parents asking for Help	69	39
<b>Total - II</b>	<b>69</b>	<b>59</b>
<b>III. Emotional Support Guidance</b>	<b>81</b>	<b>87</b>
<b>IV. Follow-up calls</b>	<b>1625</b>	<b>1,289</b>
<b>V. Did not Find (DNF)</b>	<b>56</b>	<b>131</b>
<b>Total I to V</b>	<b>2230</b>	<b>2114</b>
<b>VI. Information</b>		
Information & Referral to Service	11683	714
Information about CHILDLINE & Volunteers	3497	10361
<b>Total - VI</b>	<b>15180</b>	<b>11075</b>
<b>VII. Others</b>		
Silent	1489	3647
Blank	858	3630
Wrong	1256	2077
Crank/Fun/Abusive	625	1561
Chat	59	0
Phone Testing	297	339
Administrative	44	401
Personal	19	7
Others	0	3,443
Unclassified	0	0
<b>Total VII</b>	<b>4647</b>	<b>15105</b>
<b>Total I to VII</b>	<b>22057</b>	<b>28294</b>



### Gender of Children

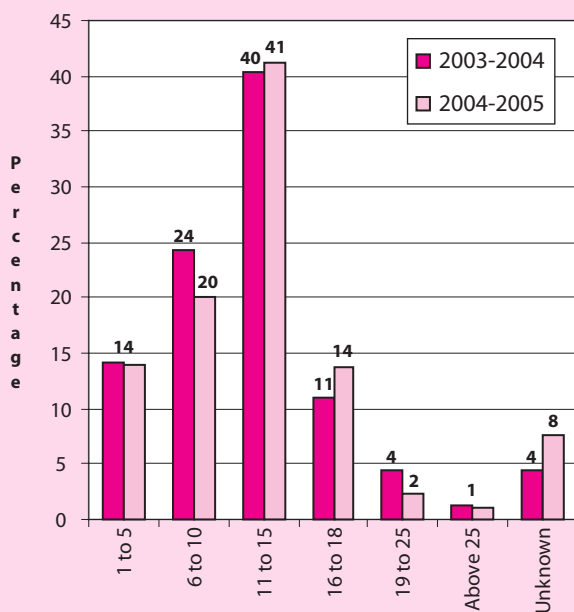


Data Source: ChildNET

## A runaway child is rehabilitated...

13 year old Seema was found by a group of teachers travelling unaccompanied in the train. They referred the child to **CHILDLINE Coimbatore**. During their interaction with Seema, CHILDLINE team members learnt that her father was a daily labourer in Delhi and her mother had passed away three years back. After her mothers death Seema was admitted into a boarding school by her father. Her father never visited her. Seema ran away from the school because the teachers over there meted out severe corporal punishment. The child was provided temporary shelter at a partner organisation's short stay home. Meanwhile she was produced before the Child Welfare Committee for suitable rehabilitation.

### Age Groups of Children

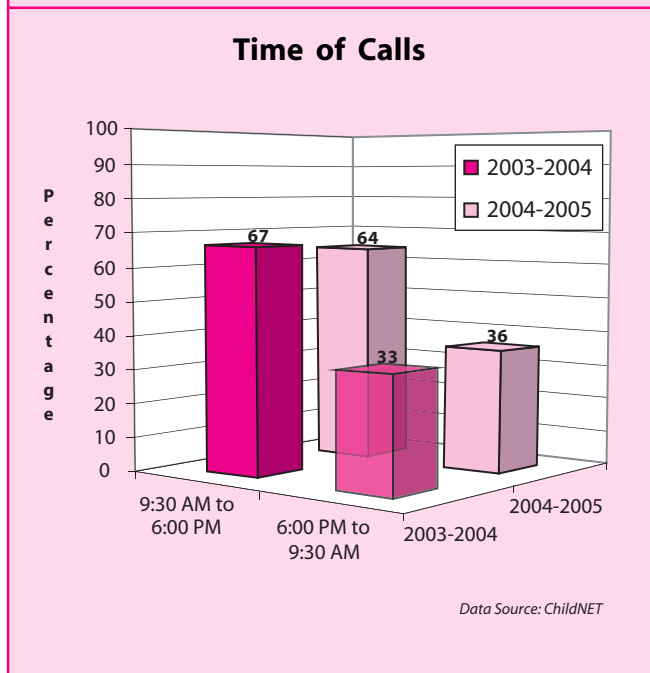
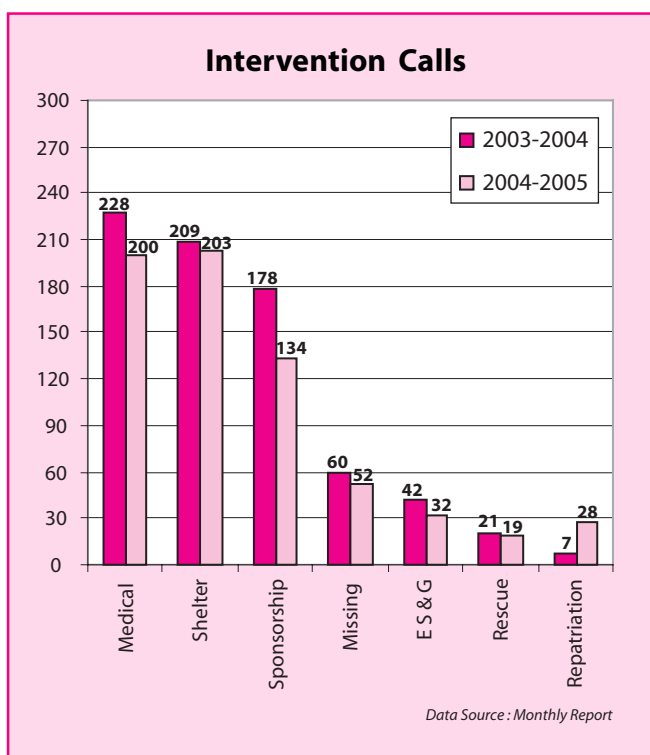


Data Source: ChildNET

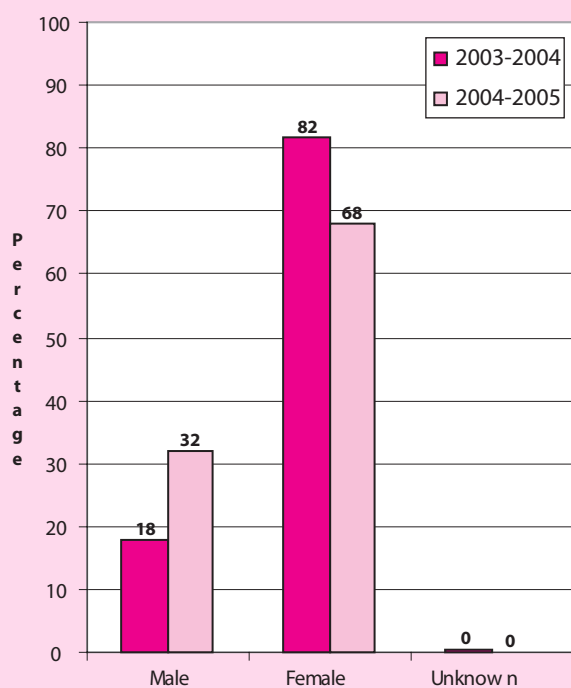
# CUTTACK, ORISSA

<b>Nodal Organisation</b>	: Open Learning System (OLS)
<b>Collaborative Organisation</b>	: Basundhara
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: April-2000
<b>Total Calls till Dec'05 since Inception</b>	: 44,114

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	228	200
Shelter	208	203
Repatriation	9	43
Rescue	21	15
Death Related	21	24
Sponsorship	176	132
<b>Total - I</b>	<b>663</b>	<b>617</b>
<b>II. Missing Children</b>		
Child Lost	28	20
Parents asking for Help	45	29
<b>Total - II</b>	<b>73</b>	<b>49</b>
<b>III. Emotional Support Guidance</b>	<b>42</b>	<b>32</b>
<b>IV. Follow-up calls</b>	<b>1136</b>	<b>857</b>
<b>V. Did not Find (DNF)</b>	<b>452</b>	<b>134</b>
<b>Total I to V</b>	<b>2366</b>	<b>1689</b>
<b>VI. Information</b>		
Information & Referral to Service	543	305
Information about CHILDLINE & Volunteers	2092	1877
<b>Total - VI</b>	<b>2635</b>	<b>2182</b>
<b>VII. Others</b>		
Silent	1636	1037
Blank	1022	699
Wrong	804	980
Crank/Fun/Abusive	725	693
Chat	0	0
Phone Testing	441	99
Administrative	729	786
Personal	0	161
Others	0	5
Unclassified	0	0
<b>Total VII</b>	<b>5357</b>	<b>4460</b>
<b>Total I to VII</b>	<b>10358</b>	<b>8358</b>



### Gender of Children

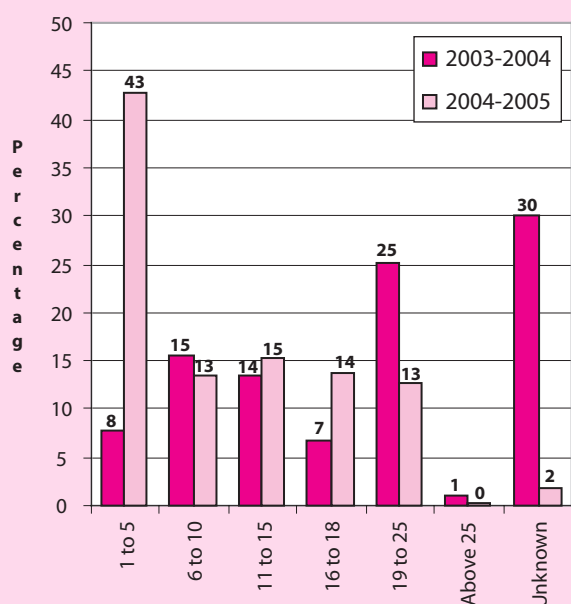


Data Source: ChildNET

### Medical aid to an unwed mother:

A 17yrs old girl with the advanced stage of pregnancy approached CHILDLINE along with her parents. The parents were too poor to meet the medical expenses. The team member on night duty took her to the hospital with the help of ambulance. She was admitted in the hospital. All of her treatment cost was borned by CHILDLINE. She gave birth to a female child. She handed over the the child to the childcare home, as she was afraid of the social stigma attached to the child born out of wedlock.

### Age Groups of Children



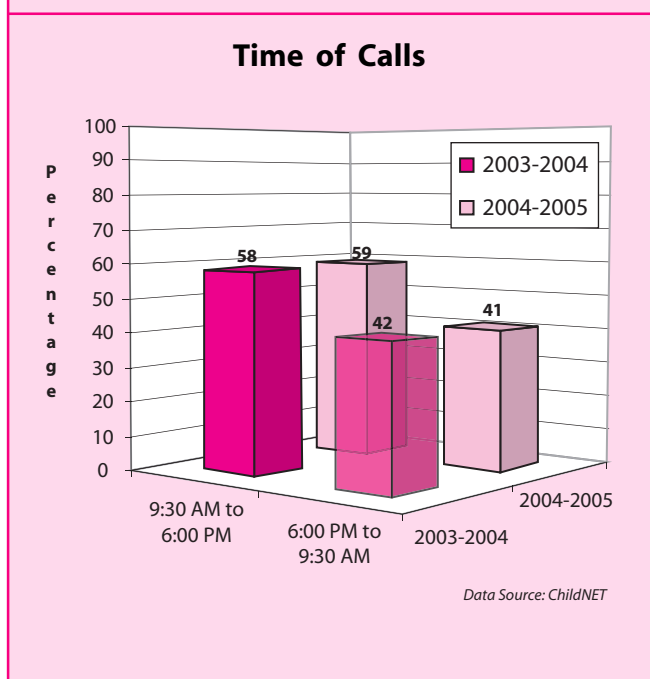
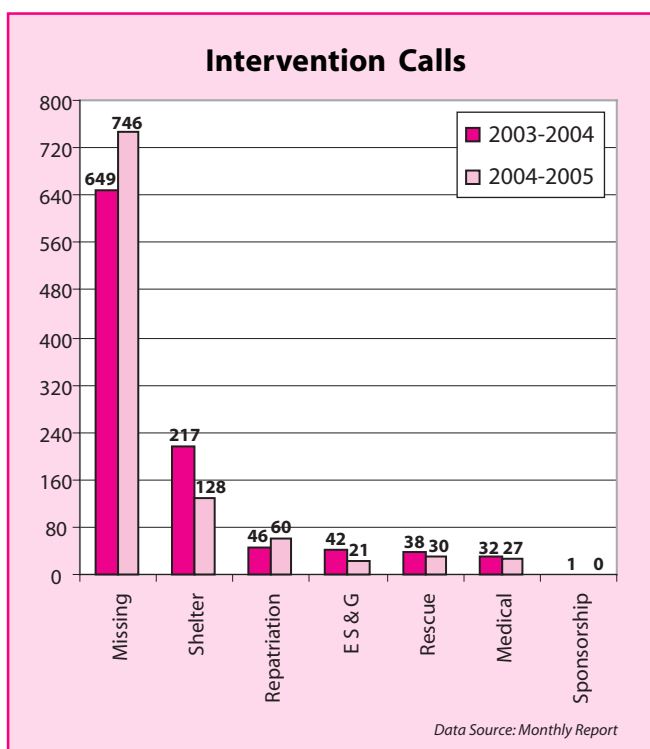
Data Source: ChildNET

# DELHI

# PRAYAS

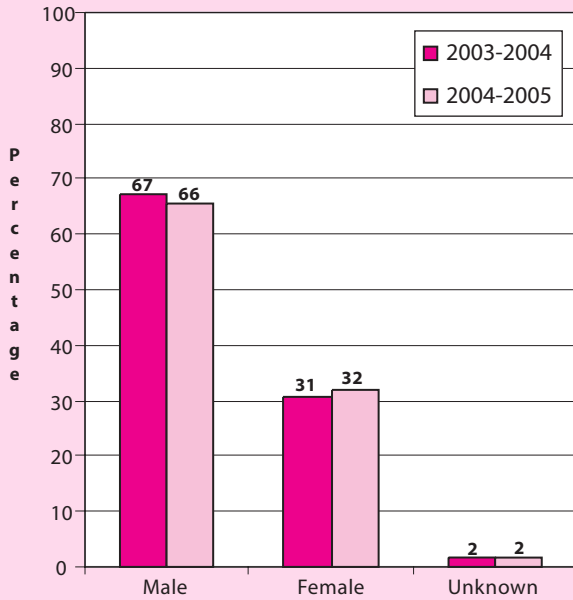
<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	32	27
Shelter	217	128
Repatriation	46	60
Rescue	38	30
Death Related	2	1
Sponsorship	1	0
<b>Total - I</b>	<b>336</b>	<b>246</b>
<b>II. Missing Children</b>		
Child Lost	247	241
Parents asking for Help	402	505
<b>Total - II</b>	<b>649</b>	<b>746</b>
<b>III. Emotional Support Guidance</b>	<b>42</b>	<b>21</b>
<b>IV. Follow-up calls</b>	<b>347</b>	<b>351</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>1374</b>	<b>1364</b>
<b>VI. Information</b>		
Information & Referral to Service	108	98
Information about CHILDLINE & Volunteers	71	93
<b>Total - VI</b>	<b>179</b>	<b>191</b>
<b>VII. Others</b>		
Silent	3195	2673
Blank	5587	4459
Wrong	2320	2506
Crank/Fun/Abusive	3433	2486
Chat	0	0
Phone Testing	287	431
Administrative	1114	1,202
Personal	1323	938
Others	663	0
Unclassified	0	0
<b>Total VII</b>	<b>17922</b>	<b>14695</b>
<b>Total I to VII</b>	<b>19475</b>	<b>16250</b>



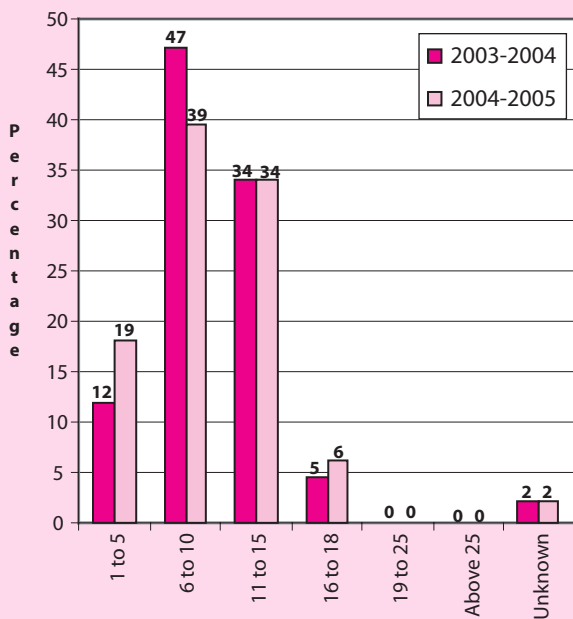


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## A successful Restoration in Nepal...

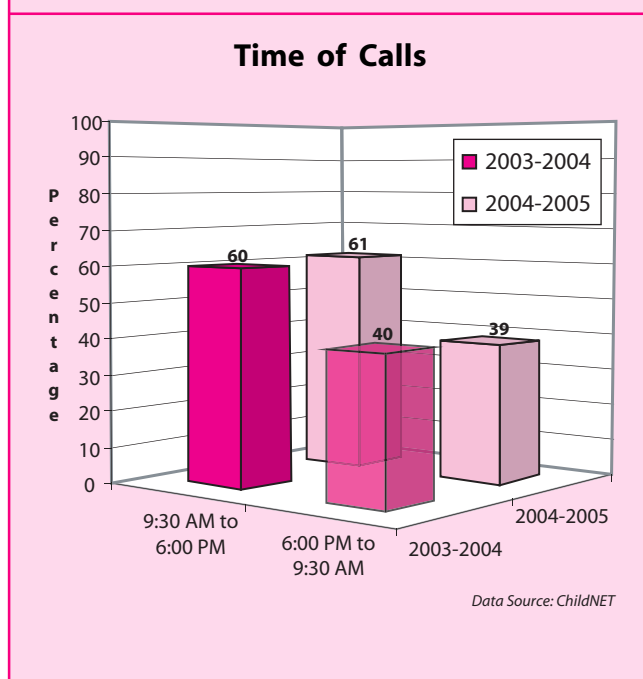
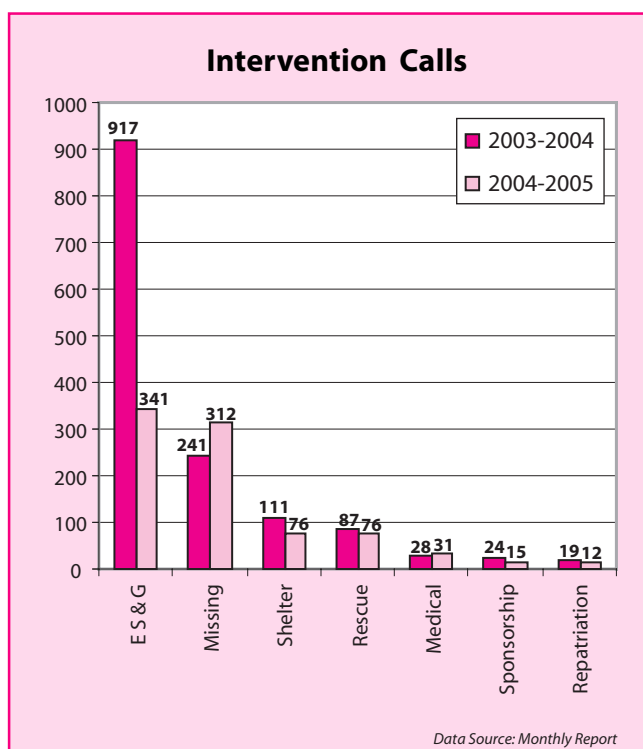
CHILDLINE volunteer came across the child and brought him to CHILDLINE prayas from railway station where he had been staying for three month. The child was very home sick and wanted to go to home but circumstances did not allow him to do so. He informed that he belong to a small village in Nepal and had left home in search of employment Initially, he took up a job in a restaurant but not properly paid by the employer so he came to Delhi in search of better job and since then he is wandering in search of job and barely manages to sustain himself. He was emotionally supported and counselled regularly. At the beginning the child could not reveal the proper home address. For emotional support and information he was kept in CHILDLINE for one week. After that he was transferred to prayas childrens home for shelter, care and protection. It was only after a consistent follow up by CHILDLINE that he revealed his home address properly. CHILDLINE worker took the child to his native place village in NEPAL about 300 km from border and handed over the child to the family.

# DELHI

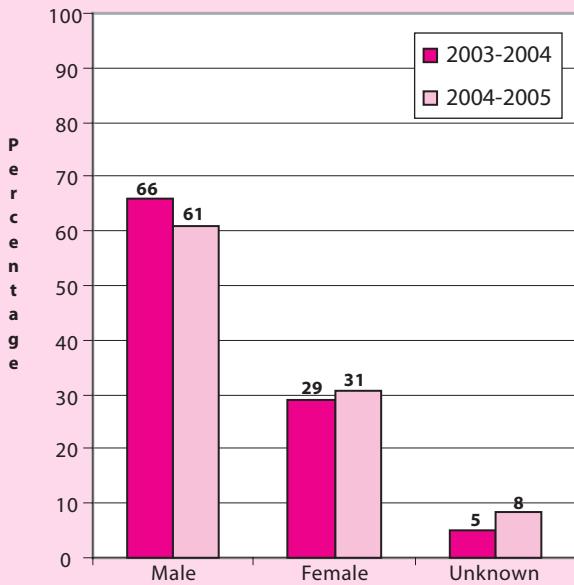
# BUTTERFLIES

<b>Nodal Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Collaborative Organisation</b>	: Butterflies
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	28	31
Shelter	111	76
Repatriation	19	12
Rescue	87	76
Death Related	0	0
Sponsorship	24	15
<b>Total - I</b>	<b>269</b>	<b>210</b>
<b>II. Missing Children</b>		
Child Lost	115	179
Parents asking for Help	126	133
<b>Total - II</b>	<b>241</b>	<b>312</b>
<b>III. Emotional Support Guidance</b>	<b>917</b>	<b>341</b>
<b>IV. Follow-up calls</b>	<b>1824</b>	<b>1,879</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>10</b>
<b>Total I to V</b>	<b>3251</b>	<b>2752</b>
<b>VI. Information</b>		
Information & Referral to Service	1041	799
Information about CHILDLINE & Volunteers	607	417
<b>Total - VI</b>	<b>1648</b>	<b>1216</b>
<b>VII. Others</b>		
Silent	5781	4554
Blank	8568	6120
Wrong	5646	4354
Crank/Fun/Abusive	1054	553
Chat	963	1141
Phone Testing	213	674
Administrative	1684	1,297
Personal	760	588
Others	0	0
Unclassified	32	24
<b>Total VII</b>	<b>24701</b>	<b>19305</b>
<b>Total I to VII</b>	<b>29600</b>	<b>23273</b>



### Gender of Children



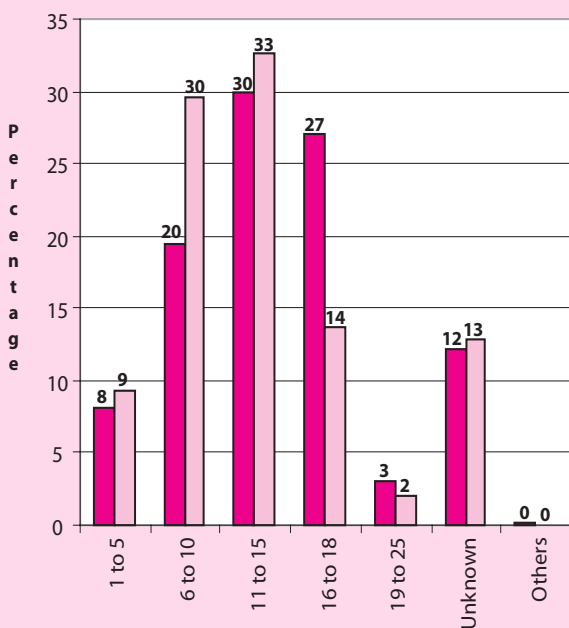
Data Source: ChildNET

**CHILDLINE Butterflies** received a call from a NGO informing about the sexual abuse of a minor girl. The girl was residing with her step-parent and was constantly sexually abused by her relative. During one of the outreach programmes the child had narrated the incident to one of the adults who had then called the CHILDLINE office.

The team visited the community to verify the details given by the caller. The team then interacted with the child. The girl revealed that she was adopted at a very young age. She was being sexually abused by her chacha (uncle) for the past one and half years. Her stepmother knew about this but was party to the offence. The child's mother wanted the girl to marry the chacha. The girl did not want to live with her stepparents.

In the presence of the concerned adults and the community members the girl was rescued from her stepparents house and was produced before the CWC, Nirmalchaya. She was placed at the Children's Home for Girls, Nirmalchaya. Medical test revealed the girl to be pregnant. A FIR was lodged against the girl's chacha. The case is on at the Patiala High court of Delhi.

### Age Groups of Children



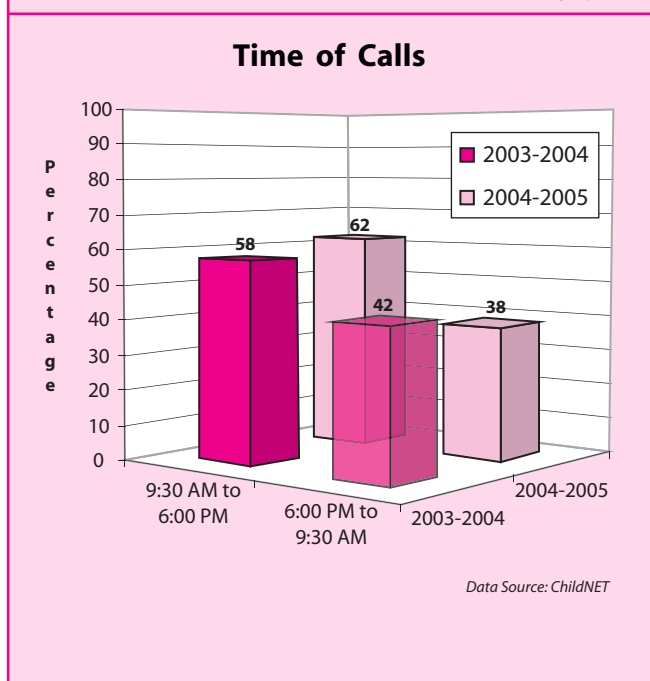
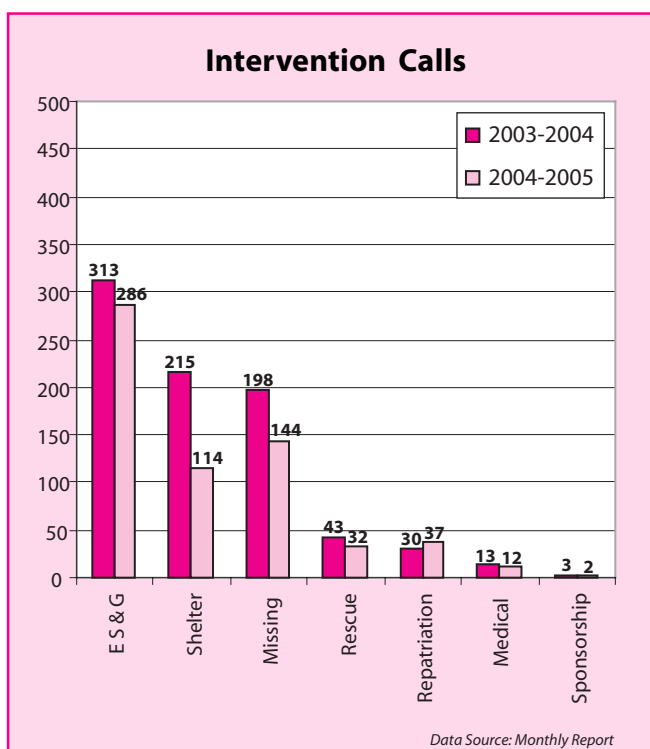
Data Source: ChildNET

# DELHI

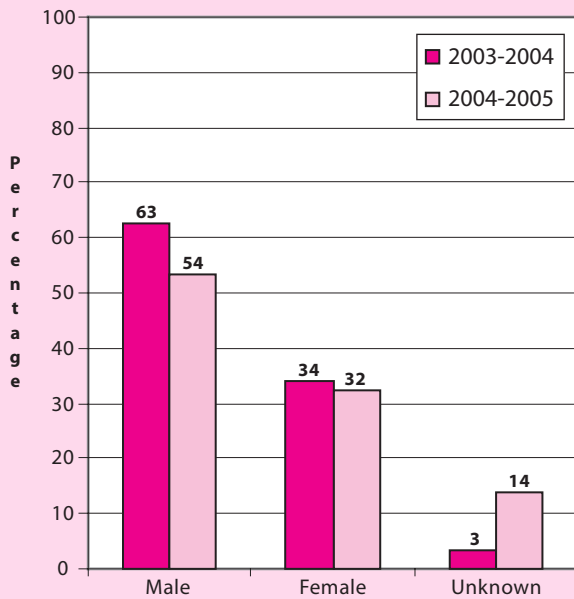
# DON BOSCO ASHALAYAM

<b>Nodal Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Collaborative Organisation</b>	: Don Bosco Ashalayam
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	13	12
Shelter	215	114
Repatriation	30	37
Rescue	43	32
Death Related	1	1
Sponsorship	3	2
<b>Total - I</b>	<b>305</b>	<b>198</b>
<b>II. Missing Children</b>		
Child Lost	110	70
Parents asking for Help	88	74
<b>Total - II</b>	<b>198</b>	<b>144</b>
<b>III. Emotional Support Guidance</b>	<b>313</b>	<b>286</b>
<b>IV. Follow-up calls</b>	<b>1220</b>	<b>1,030</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>2036</b>	<b>1658</b>
<b>VI. Information</b>		
Information & Referral to Service	393	518
Information about CHILDLINE & Volunteers	695	1139
<b>Total - VI</b>	<b>1088</b>	<b>1657</b>
<b>VII. Others</b>		
Silent	19246	17957
Blank	8745	8451
Wrong	5577	9525
Crank/Fun/Abusive	4919	4780
Chat	1546	1578
Phone Testing	1276	1897
Administrative	2665	1,138
Personal	1166	753
Others	0	0
Unclassified	1	1
<b>Total VII</b>	<b>45141</b>	<b>46080</b>
<b>Total I to VII</b>	<b>48265</b>	<b>49395</b>

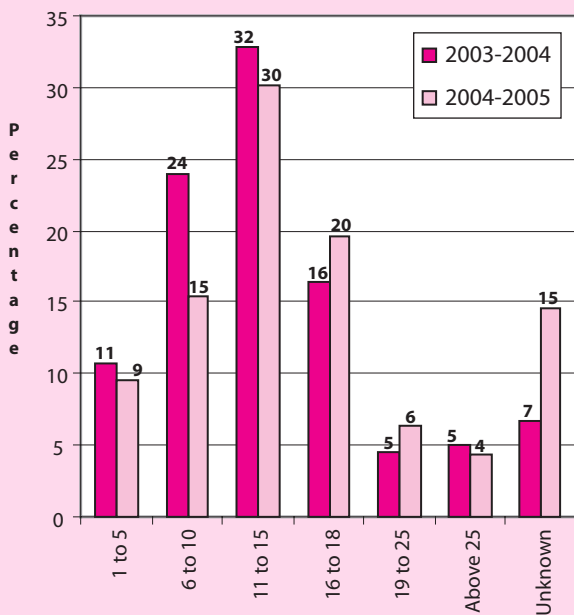


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Ensuring care and protection for an orphaned child...

A concerned adult informed CHILDLINE Delhi team member late at night about an unaccompanied girl child sitting on the footpath and crying close to her house.

The team member along with her brother rescued the child and sheltered her at the team member's home for the night. The child was given some warm food and allowed to rest, the next day the girl was brought to the CHILDLINE centre.

During the team member's consequent interaction, the child said that she was an orphan staying with her uncle and aunty. She added that she was ill treated by her relatives and was often beaten and verbally abused. Once when she refused to work, she was given an electric shock. Finding an opportunity, she ran away from her uncle's place and was found by the CHILDLINE team member. The child was provided temporary shelter at a partner organization's short stay home.

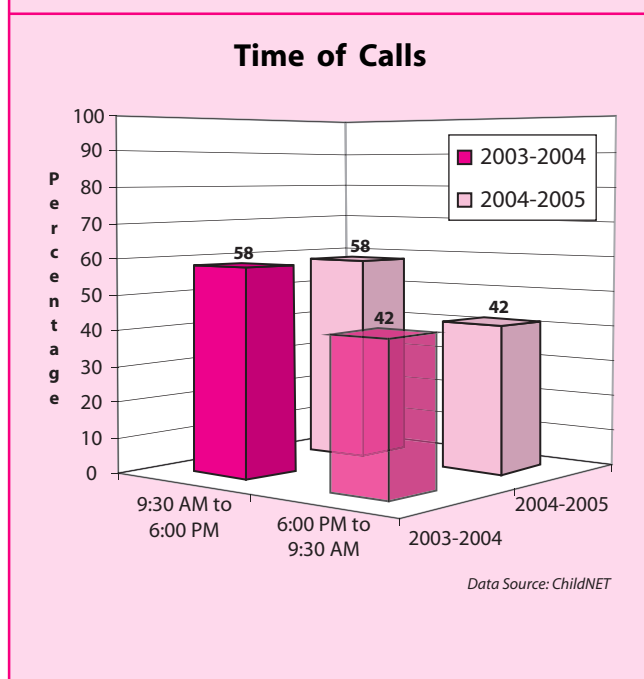
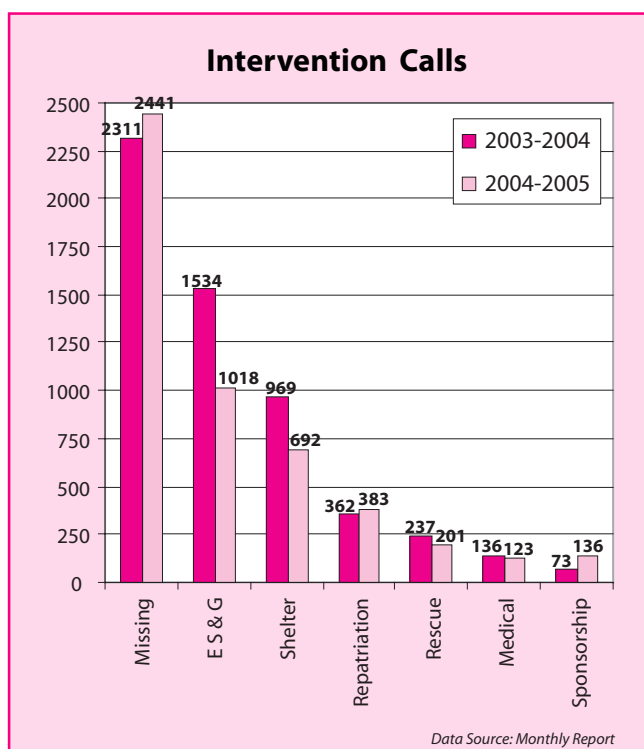
Upon investigation, it was found that the relatives in question were not closely related to the child and since she had no immediate relatives, they had taken custody of the child with the intention to usurp her property. CHILDLINE team members warned the relatives that if they troubled the child any more a police case would be lodged against them.

The child was produced before the Child Welfare Committee (CWC), which directed the child to be sheltered at SOS Village, Kanjawala Road, Bawana, in order to ensure her safety. It further added that the girl would reside there until she attains the age of 18.

# DELHI

<b>Nodal Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Collaborative Organisation</b>	: Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salam Balak Trust
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	136	123
Shelter	969	692
Repatriation	362	383
Rescue	237	201
Death Related	6	2
Sponsorship	73	136
<b>Total - I</b>	<b>1783</b>	<b>1537</b>
<b>II. Missing Children</b>		
Child Lost	946	963
Parents asking for Help	1365	1478
<b>Total - II</b>	<b>2311</b>	<b>2441</b>
<b>III. Emotional Support Guidance</b>	<b>1534</b>	<b>1018</b>
<b>IV. Follow-up calls</b>	<b>6277</b>	<b>5,523</b>
<b>V. Did not Find (DNF)</b>	<b>12</b>	<b>13</b>
<b>Total I to V</b>	<b>11917</b>	<b>10532</b>
<b>VI. Information</b>		
Information & Referral to Service	1976	1991
Information about CHILDLINE & Volunteers	2288	2712
<b>Total - VI</b>	<b>4264</b>	<b>4703</b>
<b>VII. Others</b>		
Silent	48657	45549
Blank	45829	40389
Wrong	29701	34508
Crank/Fun/Abusive	24440	24017
Chat	14543	16291
Phone Testing	3321	4852
Administrative	8850	7,450
Personal	5291	4,291
Others	394	0
Unclassified	169	70
<b>Total VII</b>	<b>181195</b>	<b>177417</b>
<b>Total I to VII</b>	<b>197376</b>	<b>192652</b>

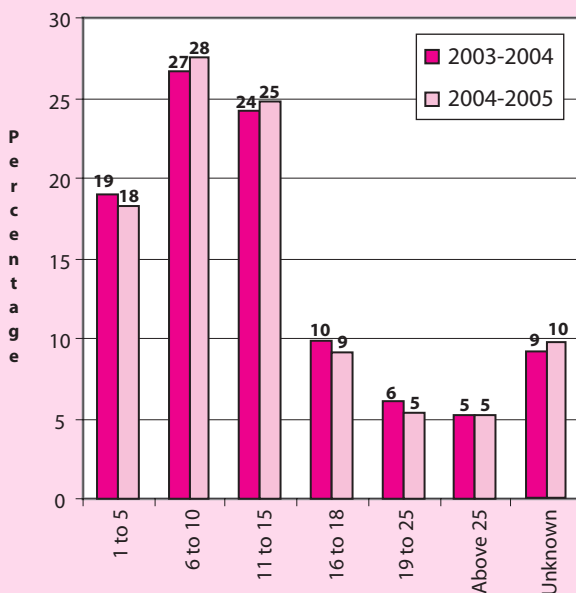


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

### Wanting and trying to go back home...

A 16-year-old boy named Irfan was referred to CHILDLINE - Salaam Baalak Trust, New Delhi by Chanakyapuri Police Station, New Delhi. The child was desperate to go back to his home in Pakistan but did not have any evidence of being a resident of Pakistan. He only had a receipt of a jeweler's shop dated 10/09/03 and knew his address and phone number there. The boy's father belonged to Bangladesh but a long time ago, he moved to Pakistan, where he received Pakistani citizenship. On June 3, 2004 the boy went to Dhaka, Bangladesh along with his father to meet his relatives. At that time his father re-married and threw the boy out of the house.

The child came to Kolkata with the help of his paternal uncle. From there he went to Amritsar with the hope of getting back to his home country (Pakistan). He then landed up in Delhi. In Delhi he lost his passport. He lodged an FIR for it with the Railway Police Station, Delhi. One of the Police officials advised him to go to the Pakistan Embassy but the High Commission of Pakistan did not take the matter seriously. Then one concerned citizen advised him to work in a restaurant to earn money, so that he would be able to collect money go back to his home. Being helpless, he started roaming on the streets near Chanakyapuri, where he was spotted by the police and then referred to CHILDLINE.

In August Irfan was produced before the Child Welfare Committee and as per committee orders Childline investigated about his address and contacted the Pakistan embassy. The phone numbers given by the boy turned out to be wrong. They wrote to the addresses provided by him and fortunately one of his friends replied.

In September the boy was again produced before the CWC, which referred him to a children's home. In December the boy escaped from the home and contacted Childline in January. He told CHILDLINE that he is very emotionally disturbed as he has not been able to return to his home and asked for help. Both the shelter and the CWC were informed about the child and the staff of the shelter came to get him.

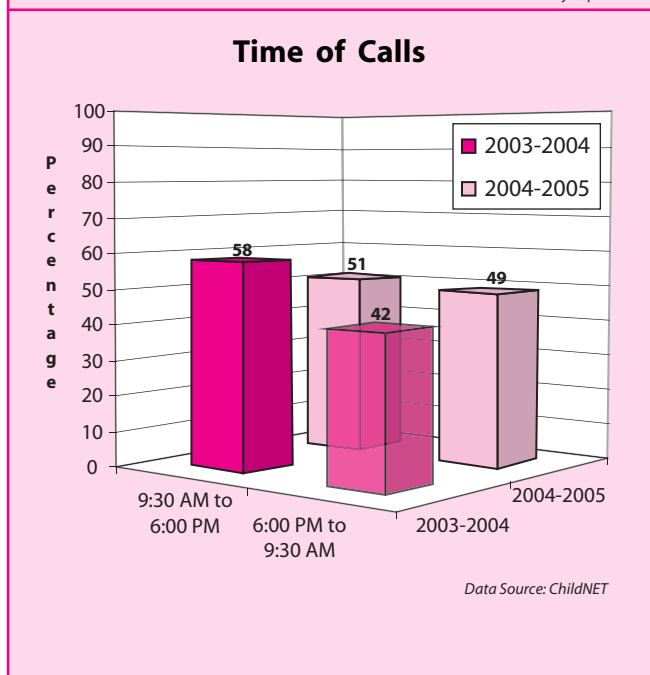
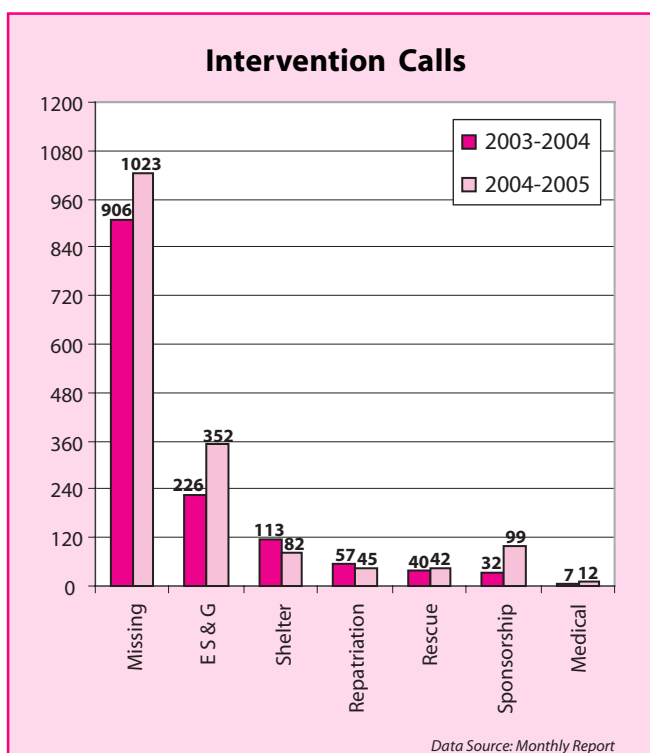
CHILDLINE continued follow-up through phone and found that the boy was still in India because of the long drawn out bureaucratic procedures of the Government. Clearly such issues are out of our purview at the intervention level but such cases need to be highlighted so that they can be addressed at a larger level.

# DELHI

# DELHI BROTHERHOOD SOCIETY

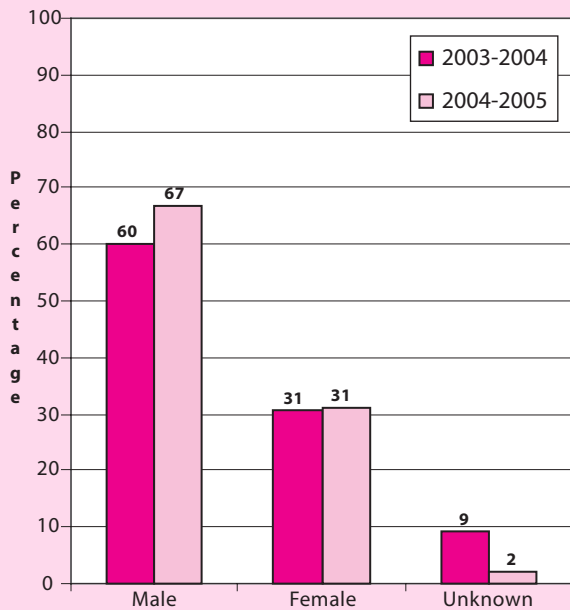
<b>Nodal Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Collaborative Organisation</b>	: Delhi Brotherhood Society
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	7	12
Shelter	113	82
Repatriation	57	45
Rescue	40	42
Death Related	3	0
Sponsorship	32	99
<b>Total - I</b>	<b>252</b>	<b>280</b>
<b>II. Missing Children</b>		
Child Lost	327	370
Parents asking for Help	579	653
<b>Total - II</b>	<b>906</b>	<b>1023</b>
<b>III. Emotional Support Guidance</b>	<b>226</b>	<b>352</b>
<b>IV. Follow-up calls</b>	<b>1790</b>	<b>1,642</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>3174</b>	<b>3297</b>
<b>VI. Information</b>		
Information & Referral to Service	323	441
Information about CHILDLINE & Volunteers	875	946
<b>Total - VI</b>	<b>1198</b>	<b>1387</b>
<b>VII. Others</b>		
Silent	11609	11057
Blank	13604	11930
Wrong	7731	9824
Crank/Fun/Abusive	7307	7464
Chat	5808	7028
Phone Testing	1249	1258
Administrative	1864	1,882
Personal	1431	1,523
Others	135	0
Unclassified	0	0
<b>Total VII</b>	<b>50738</b>	<b>51966</b>
<b>Total I to VII</b>	<b>55110</b>	<b>56650</b>





### Gender of Children

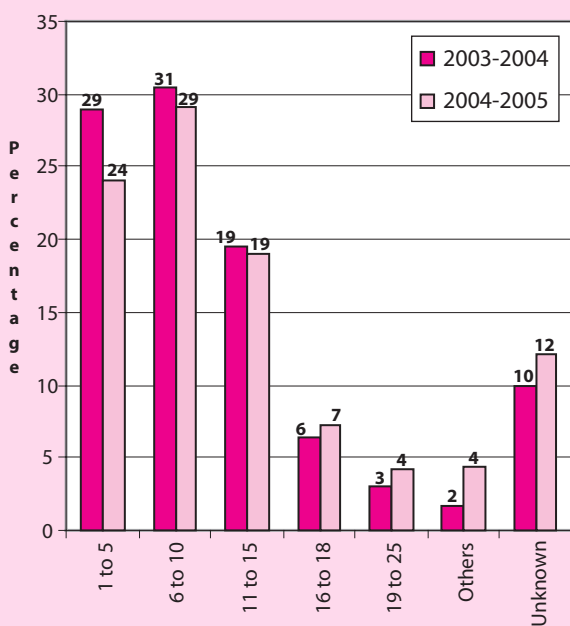


Data Source: ChildNET

### Justice to an innocent child

Ratan Lal called CHILDLINE to say that his son was beaten up badly by some neighbours on the pretext of his having stolen some thing from the neighbourhood. He asked CHILDLINE for help. The team member went there and found the child wounded badly. He accompanied the child and his father to hospital and got him admitted. Later, the police were called arrested the cuprites. The child has recovered fully and the father-son duo thanked the chidline for their support.

### Age Groups of Children



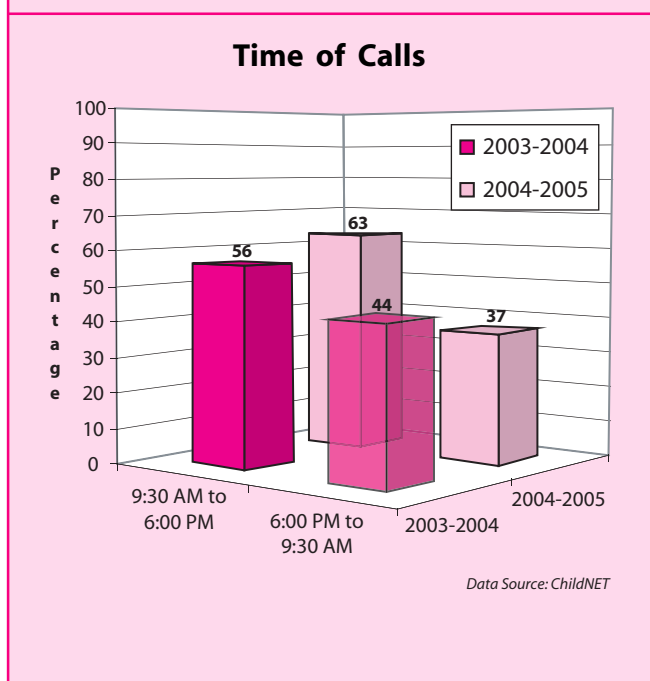
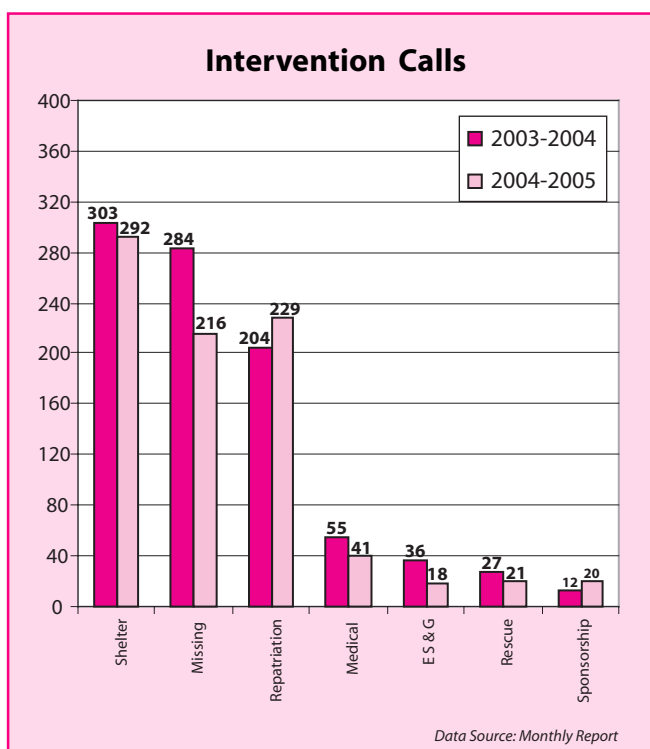
Data Source: ChildNET

# DELHI

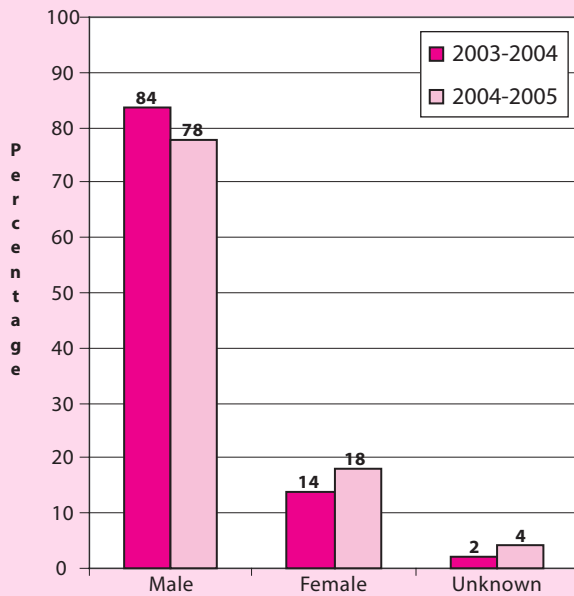
# SALAAM BALAK TRUST

<b>Nodal Organisation</b>	: Prayas Institute of Juvenile Justice
<b>Collaborative Organisation</b>	: Salaam Balak Trust
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-98
<b>Total Calls till Dec'05 since Inception</b>	: 12,82,732*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	55	41
Shelter	303	292
Repatriation	204	229
Rescue	27	21
Death Related	0	0
Sponsorship	12	20
<b>Total - I</b>	<b>601</b>	<b>603</b>
<b>II. Missing Children</b>		
Child Lost	141	103
Parents asking for Help	143	113
<b>Total - II</b>	<b>284</b>	<b>216</b>
<b>III. Emotional Support Guidance</b>	<b>36</b>	<b>18</b>
<b>IV. Follow-up calls</b>	<b>1065</b>	<b>621</b>
<b>V. Did not Find (DNF)</b>	<b>24</b>	<b>3</b>
<b>Total I to V</b>	<b>2010</b>	<b>1461</b>
<b>VI. Information</b>		
Information & Referral to Service	83	135
Information about CHILDLINE & Volunteers	68	117
<b>Total - VI</b>	<b>151</b>	<b>252</b>
<b>VII. Others</b>		
Silent	8826	9308
Blank	9325	9429
Wrong	8427	8299
Crank/Fun/Abusive	7727	8734
Chat	6226	6544
Phone Testing	262	592
Administrative	1523	1,931
Personal	406	489
Others	1	0
Unclassified	0	45
<b>Total VII</b>	<b>42723</b>	<b>45371</b>
<b>Total I to VII</b>	<b>44884</b>	<b>47084</b>

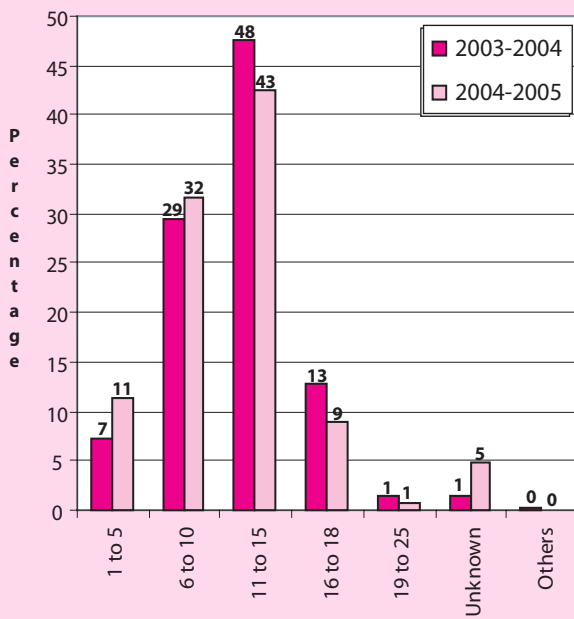


### Gender of Children



Source Data: ChildNET

### Age Groups of Children



Data Source: ChildNET

## CHILDLINE repatriates missing child...

CHILDLINE SBT received a call from P. S. Tis Hazari regarding a child in need of shelter. Dilip aged ten was brought into CHILDLINE office and referred to Salaam Baalak Trust, New Delhi for shelter.

During the interaction sessions the child expressed his desire to return home, but the very next he would refuse to return home. The child was unable to make a firm decision. Dilip did not adjust well at the shelter home. He would often sit aloof and not participate in any activities with other children. The child needed professional counseling.

During the counseling sessions the child revealed that his parents had separated for reasons beyond his comprehension. He was not allowed to stay with his mother by his father and paternal grandparents. He was studying in a public English medium school, but could not provide the postal address. He did mention the names of three cities in Madhya Pradesh.

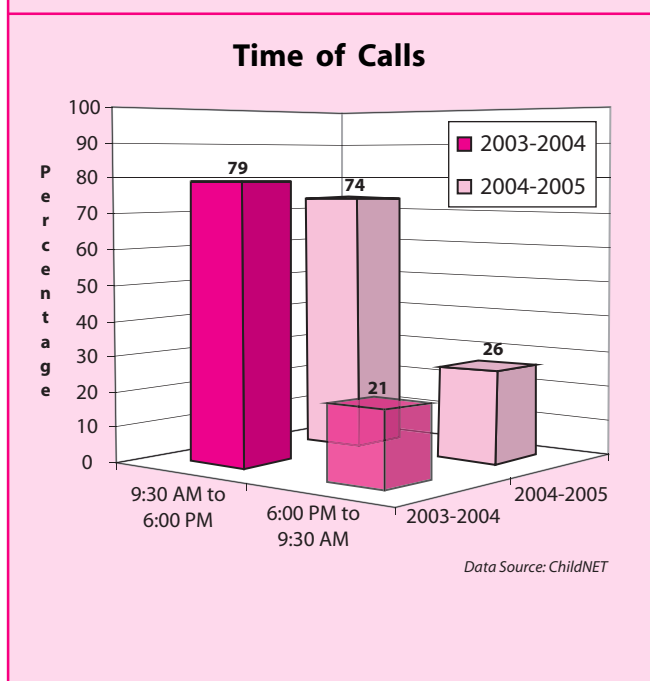
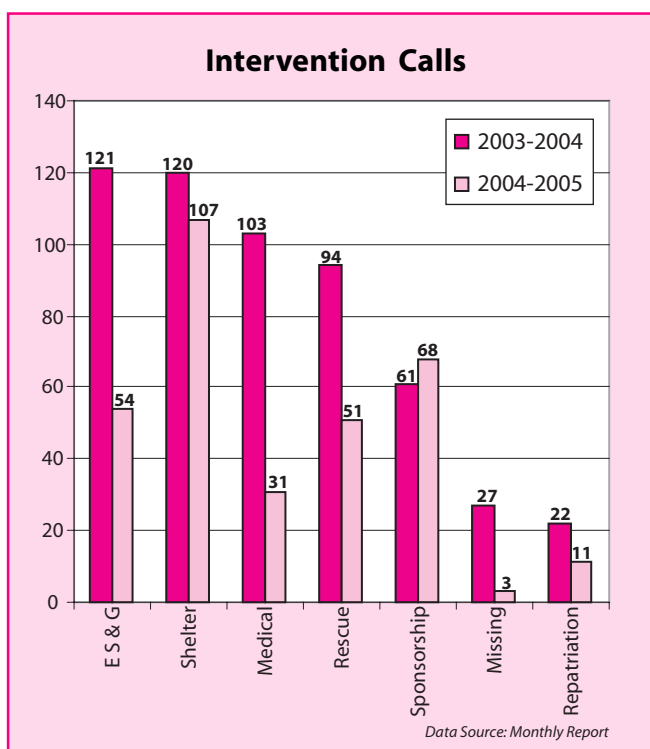
The Superintendent of Police of all the three cities were contacted and requested to help in tracing his family. The police were unable to trace his family. Efforts continued. During the search operation a person from one of the cities approached the CHILDLINE office in search of his son. After having the places mentioned by the child the team arranged for an escort to take the child to his hometown.

The team was successful in finding his mother who was engaged in commercial sex work. She refused to accept her son, as he would be a hindrance in her work. The team approached the local police station and the panchayat. In a joint session with the consent from the mother Dilip was handed over to his father.

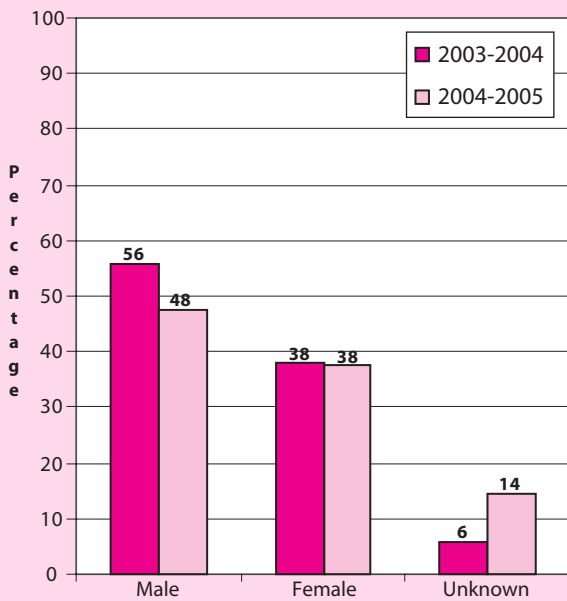
# GOA

<b>Nodal Organisation</b>	: Nirmala Education Society
<b>Collaborative Organisation</b>	: Don Bosco
<b>Support Organisation</b>	: Vikalp Trust
<b>Date Of Inception</b>	: Mar-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,65,015

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	103	31
Shelter	120	107
Repatriation	22	11
Rescue	94	51
Death Related	4	1
Sponsorship	61	68
<b>Total - I</b>	<b>404</b>	<b>269</b>
<b>II. Missing Children</b>		
Child Lost	26	2
Parents asking for Help	1	1
<b>Total - II</b>	<b>27</b>	<b>3</b>
<b>III. Emotional Support Guidance</b>	<b>121</b>	<b>54</b>
<b>IV. Follow-up calls</b>	<b>1533</b>	<b>2,299</b>
<b>V. Did not Find (DNF)</b>	<b>7</b>	<b>3</b>
<b>Total I to V</b>	<b>2092</b>	<b>2628</b>
<b>VI. Information</b>		
Information & Referral to Service	32	26
Information about CHILDLINE & Volunteers	15	11
<b>Total - VI</b>	<b>47</b>	<b>37</b>
<b>VII. Others</b>		
Silent	3924	4804
Blank	3372	2851
Wrong	1367	1395
Crank/Fun/Abusive	9293	5774
Chat	187	0
Phone Testing	493	493
Administrative	1740	3,948
Personal	1557	590
Others	238	301
Unclassified	0	0
<b>Total VII</b>	<b>22171</b>	<b>20156</b>
<b>Total I to VII</b>	<b>24310</b>	<b>22821</b>



### Gender of Children



Data Source: ChildNET

### Rescue from abuse...

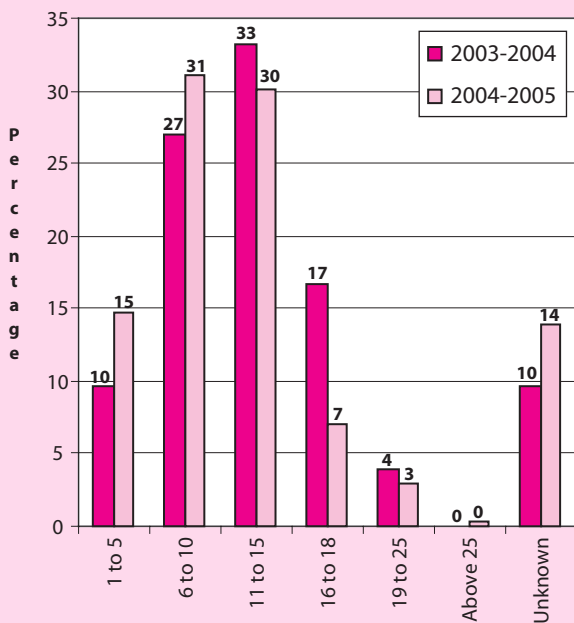
On 18th April 2005, CHILDLINE Goa received a call from a concerned adult informing about a 11-year-old girl child working as a domestic labourer. The caller claimed that the child was ill-treated and often beaten by her employers. The caller requested CHILDLINE to intervene as soon as possible.

After taking down all the details, CHILDLINE team members rescued the child and provided her with temporary shelter. During her interaction with team members, the child gave details about her native place which helped in a big way to trace the child's mother.

The child's mother requested team members to repatriate the child since she could not afford to travel to Goa.

On 22nd April 2005, two team members repatriated the child to her home.

### Age Groups of Children

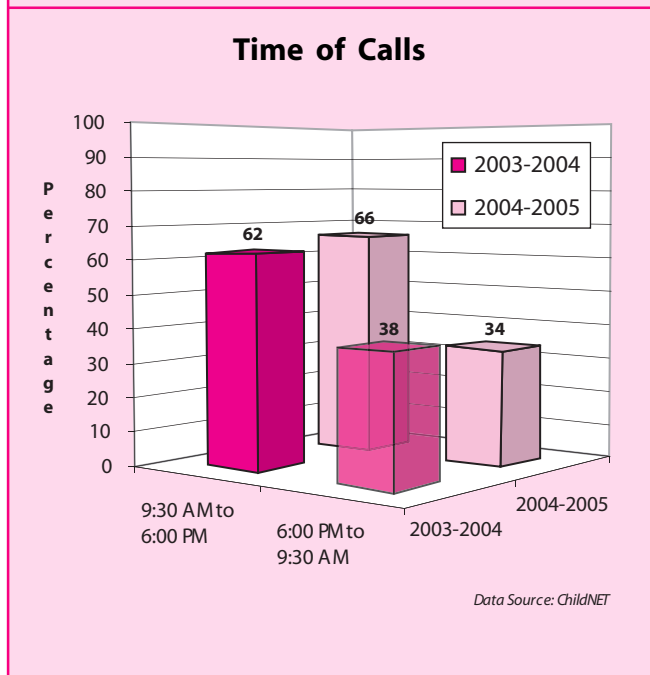
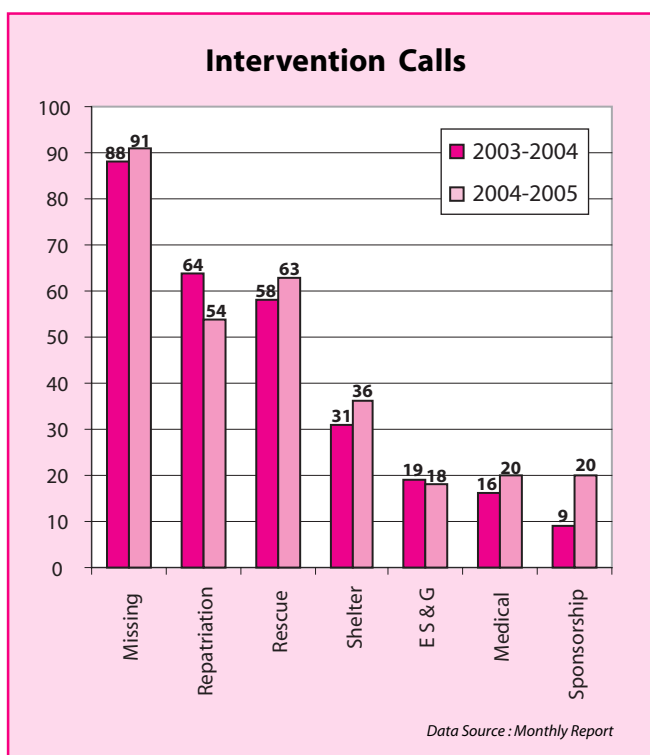


Data Source: ChildNET

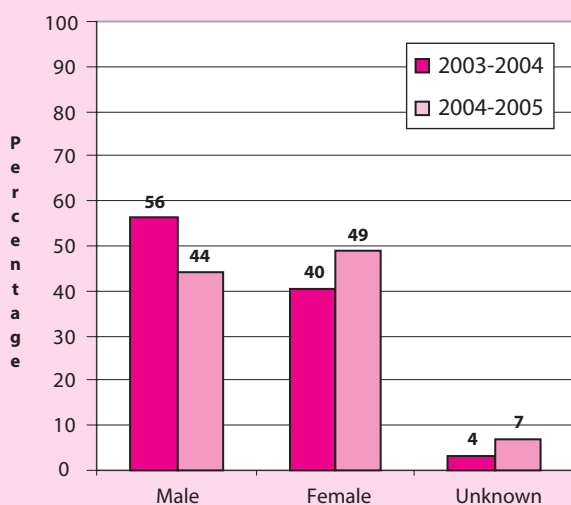
# GUWAHATI, ASSAM

<b>Nodal Organisation</b>	: NIPCCD
<b>Collaborative Organisation</b>	: Indian Council for Child Welfare
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jan-01
<b>Total Calls till Dec'05 since Inception</b>	: 96,514

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	16	20
Shelter	31	36
Repatriation	64	54
Rescue	58	63
Death Related	3	3
Sponsorship	9	20
<b>Total - I</b>	<b>181</b>	<b>196</b>
<b>II. Missing Children</b>		
Child Lost	29	42
Parents asking for Help	59	49
<b>Total - II</b>	<b>88</b>	<b>91</b>
<b>III. Emotional Support Guidance</b>	<b>19</b>	<b>18</b>
<b>IV. Follow-up calls</b>	<b>469</b>	<b>603</b>
<b>V. Did not Find (DNF)</b>	<b>6</b>	<b>563</b>
<b>Total I to V</b>	<b>763</b>	<b>1471</b>
<b>VI. Information</b>		
Information & Referral to Service	50	56
Information about CHILDLINE & Volunteers	13598	13119
<b>Total - VI</b>	<b>13648</b>	<b>13175</b>
<b>VII. Others</b>		
Silent	415	635
Blank	1040	864
Wrong	1050	933
Crank/Fun/Abusive	60	260
Chat	16	199
Phone Testing	1810	1346
Administrative	503	515
Personal	26	381
Others	15	0
Unclassified	7	4
<b>Total VII</b>	<b>4942</b>	<b>5137</b>
<b>Total I to VII</b>	<b>19353</b>	<b>19783</b>

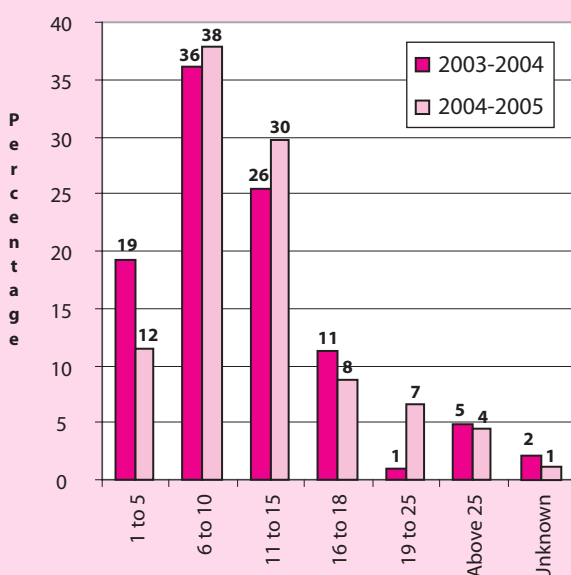


### Gender of Children



Data Source: CHILDNET

### Age Groups of Children



Data Source: ChildNET

## Child labour rescued and repatriated...

**CHILDLINE Guwahati** received a call on 13th May 2004 providing information regarding physical abuse of a ten-year-old girl. Madhavi was employed as a domestic helper for nearly two and half years. However during these two and half years the child was not paid her salary. Also her employer constantly beat her up. Upon receiving the call from the neighbour the CHILDLINE team visited the employer's house the next morning and spoke to the child and the lady of the house. During the conversation the child revealed that she had been working for the family for the past two and half years, but was not aware of any money that is due to her. The child also clearly stated that she was not ill treated by her employer. The child gave the team her home address.

The girl along with the owner was asked to come to the CHILDLINE office the next day. The following day during the session, the employer revealed that she did beat the child at times for her misbehaviour. The child too in a separate session stated that she was beaten up at times. On closer examination the child showed bruises on her body. According to the owner the child bruised herself when she fell down. Meanwhile the team also communicated with the neighbour who had given the complaint. He reaffirmed his complaint stating that the employer beat the child and the other neighbours too knew of this fact.

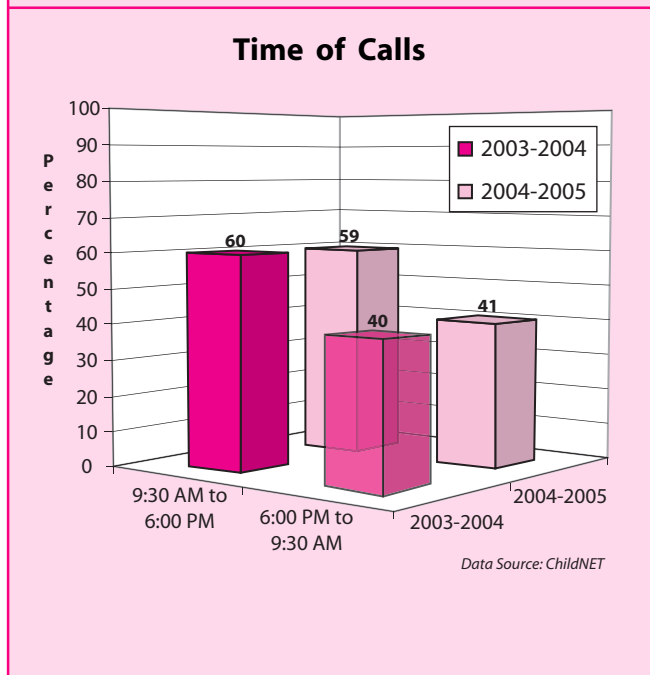
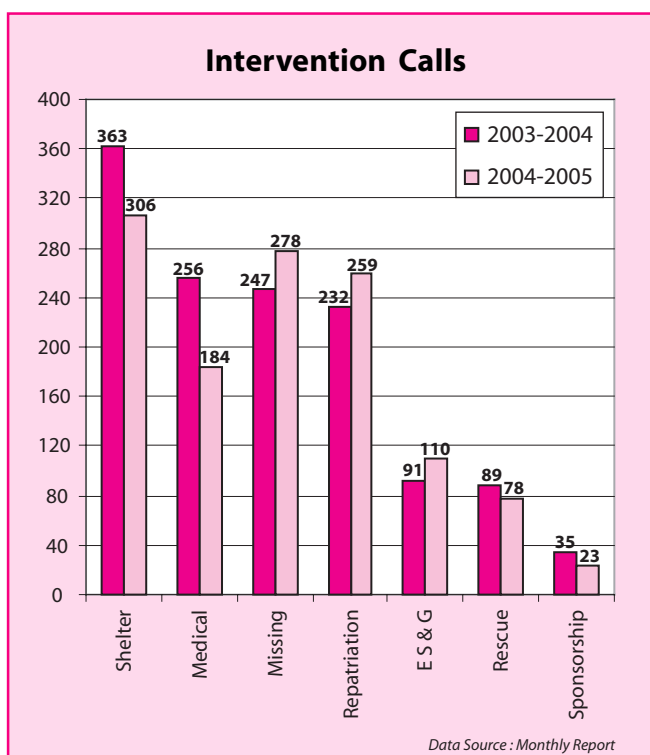
The team felt that the child was not revealing the truth due to fear. The team then took the joint decision of sending the child to her hometown with a compensation of Rs. 10,000 apart from the dues entitled to the child. The child was handed over to the CHILDLINE team with the compensation.

The team visited the child's hometown where she was handed over to her mother. Madhavi's mother informed that she had kept her daughter with one Mr. Hazarika who had taken the girl to Guwahati without her consent. Madhavi's mother had desperately tried to get the address from the middleman to trace her daughter but was not successful. The CHILDLINE team counselled her not to send her daughter off to work in future and approach the police for assistance.

# HYDERABAD, ANDHRA PRADESH

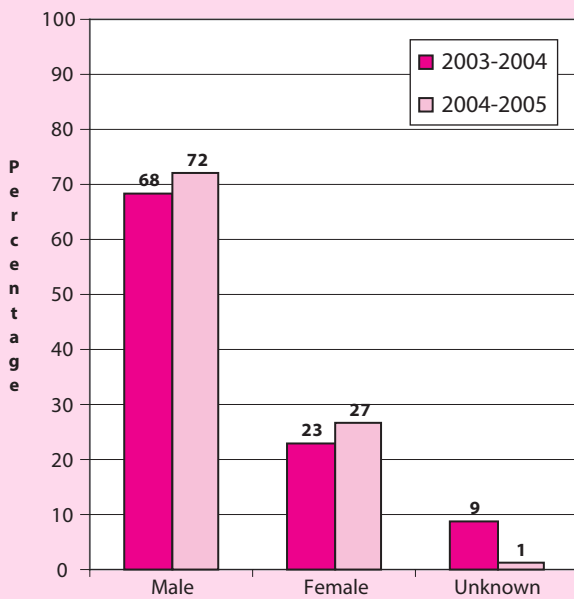
<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Divya Disha
<b>Support Organisation(s)</b>	: SIDUR, COVA
<b>Date Of Inception</b>	: Nov-98
<b>Total Calls till Dec'05 since Inception</b>	: 4,39,053

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	256	184
Shelter	363	306
Repatriation	232	259
Rescue	89	78
Death Related	1	0
Sponsorship	35	23
<b>Total - I</b>	<b>976</b>	<b>850</b>
<b>II. Missing Children</b>		
Child Lost	62	90
Parents asking for Help	185	188
<b>Total - II</b>	<b>247</b>	<b>278</b>
<b>III. Emotional Support Guidance</b>	<b>91</b>	<b>110</b>
<b>IV. Follow-up calls</b>	<b>3614</b>	<b>3,625</b>
<b>V. Did not Find (DNF)</b>	<b>20</b>	<b>6</b>
<b>Total I to V</b>	<b>4948</b>	<b>4869</b>
<b>VI. Information</b>		
Information & Referral to Service	484	6949
Information about CHILDLINE & Volunteers	48082	39568
<b>Total - VI</b>	<b>48566</b>	<b>46517</b>
<b>VII. Others</b>		
Silent	14343	13018
Blank	18318	14260
Wrong	14629	12827
Crank/Fun/Abusive	13767	7510
Chat	0	4534
Phone Testing	5253	5053
Administrative	1725	1,865
Personal	590	1,018
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>68625</b>	<b>60085</b>
<b>Total I to VII</b>	<b>122139</b>	<b>111471</b>





### Gender of Children

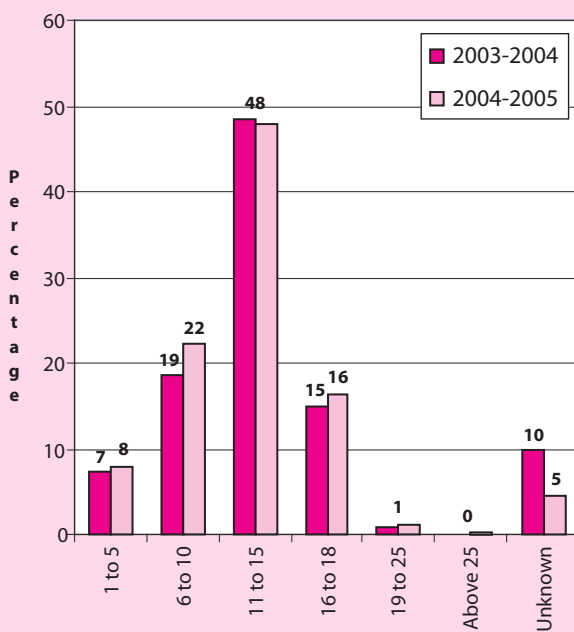


Data Source: ChildNET

## A runaway child is repatriated. . .

Kumar ran away from home after a tussle with his mother and reached Hyderabad where he lived for two months. Childline members found him wandering on the road and brought him to the Childline office. The child was provided food and proper counselling was done. When the child agreed to go back home, he was handed over to the TC of the Tirupati bound train. The Child called Childline after reaching home and his parents expressed gratitude.

### Age Groups of Children

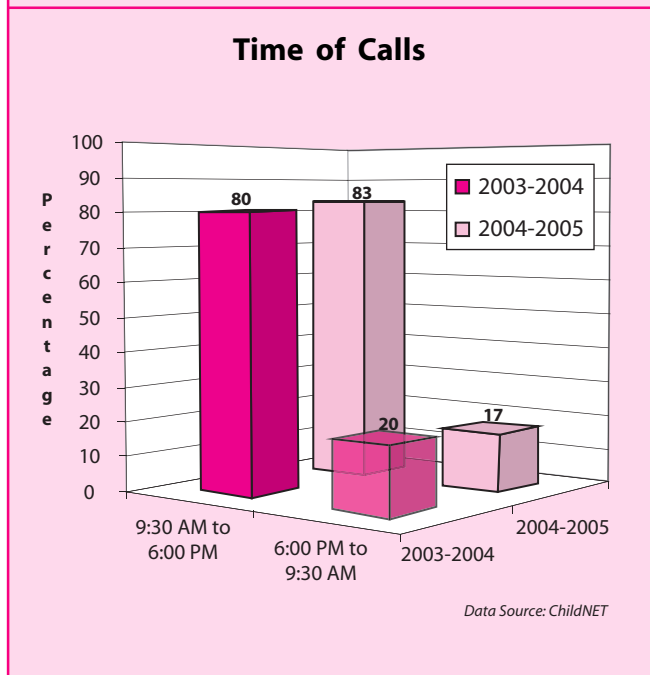
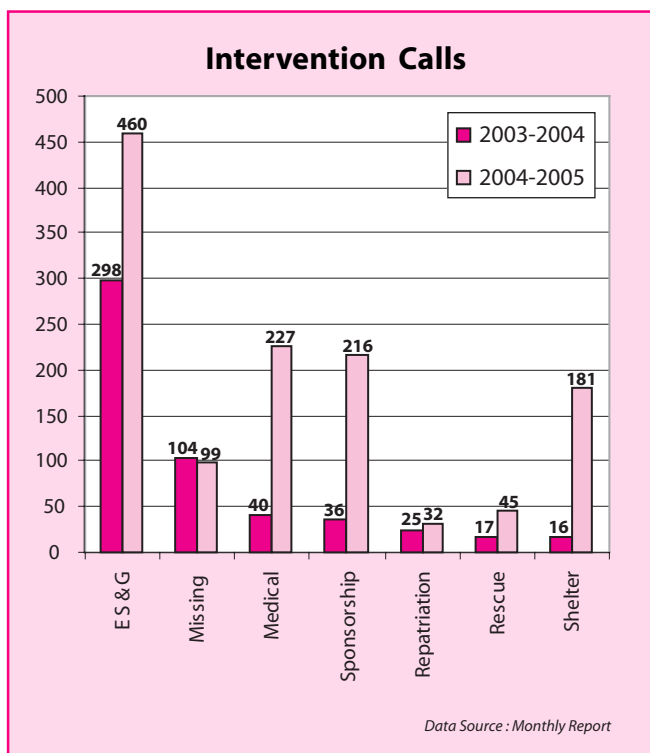


Data Source: ChildNET

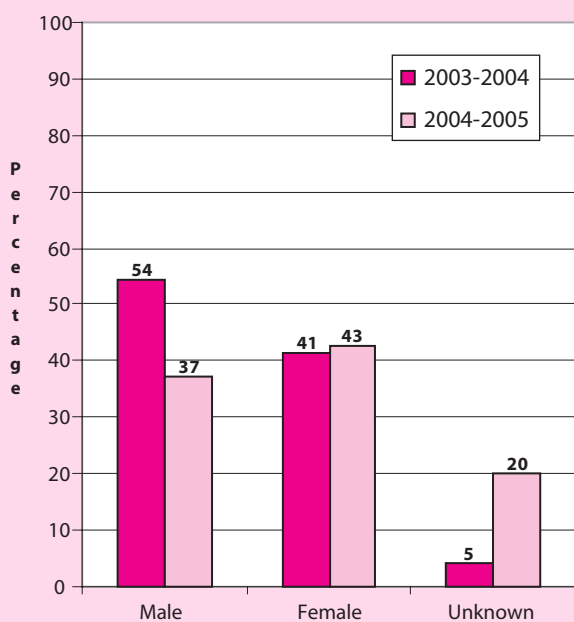
# IMPHAL, MANIPUR

<b>Nodal Organisation</b>	: Manipur University – Dept. of Anthropology
<b>Collaborative Organisation</b>	: Manipur Voluntary Health Association
<b>Support Organisation</b>	: Manipur Mahila Kalyan Samiti
<b>Date Of Inception</b>	: Aug-02
<b>Total Calls till Dec'05 since Inception</b>	: 10,973

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	40	227
Shelter	16	181
Repatriation	25	32
Rescue	17	45
Death Related	4	0
Sponsorship	36	216
<b>Total - I</b>	<b>138</b>	<b>701</b>
<b>II. Missing Children</b>		
Child Lost	24	36
Parents asking for Help	80	63
<b>Total - II</b>	<b>104</b>	<b>99</b>
<b>III. Emotional Support Guidance</b>	<b>298</b>	<b>460</b>
<b>IV. Follow-up calls</b>	<b>225</b>	<b>215</b>
<b>V. Did not Find (DNF)</b>	<b>17</b>	<b>23</b>
<b>Total I to V</b>	<b>782</b>	<b>1498</b>
<b>VI. Information</b>		
Information & Referral to Service	191	209
Information about CHILDLINE & Volunteers	448	600
<b>Total - VI</b>	<b>639</b>	<b>809</b>
<b>VII. Others</b>		
Silent	136	157
Blank	161	236
Wrong	157	365
Crank/Fun/Abusive	131	100
Chat	27	76
Phone Testing	377	437
Administrative	394	344
Personal	41	84
Others	0	0
Unclassified	0	24
<b>Total VII</b>	<b>1424</b>	<b>1823</b>
<b>Total I to VII</b>	<b>2845</b>	<b>4130</b>

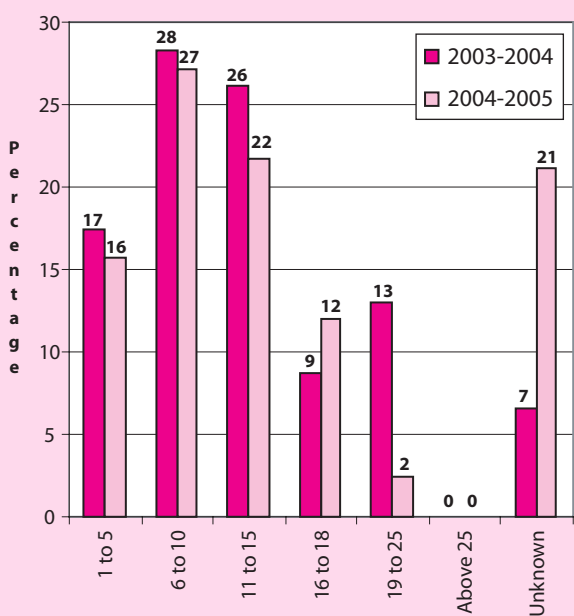


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

### Restoring childhood.....

The members of a local youth club called CHILDLINE Imphal to inform about a young girl Reema of 12 years. She was working as a domestic help for the last 5/6 years. She ran away from her employers' house after the employer's son beat her up for a silly mistake. CHILDLINE team reported the case to the concerned police station, but the police refused to lodge a case against the employers. Reema was counselled and given temporary shelter in a short stay home. After the media published the case in the newspapers, some local women torch bearers "Meira Paibi" of Kakwa came to CHILDLINE with Ranjit, who they claimed was Reema's brother. To ascertain the fact, the Pradhan of Kakwa was contacted; he also identified Reema as Ranjit's own sister. Reema recounted her story before she started living on the streets: Reema had an elder sister and an elder brother (Ranjit) who was

taken care of by their mother. The mother lost her mental balance self immediately after their father expired. The family started living on the streets. After a few years Reema's mother died. The 3 children got separated from one another, Reema somehow landed at her maternal aunt's place. She sold her off to the employers where the girl had been working for the past 5/6 years. Knowing their father well, these women and the pradhan requested CHILDLINE to unite the 3 children. Reema was later handed over to her brother in the presence of the club members, the Meira Paibis group and the employers on June 18, 2004 after a written document was procured from the pradhan.

# INDORE, MADHYA PRADESH

**Nodal Organisation** : Indore School of Social Work

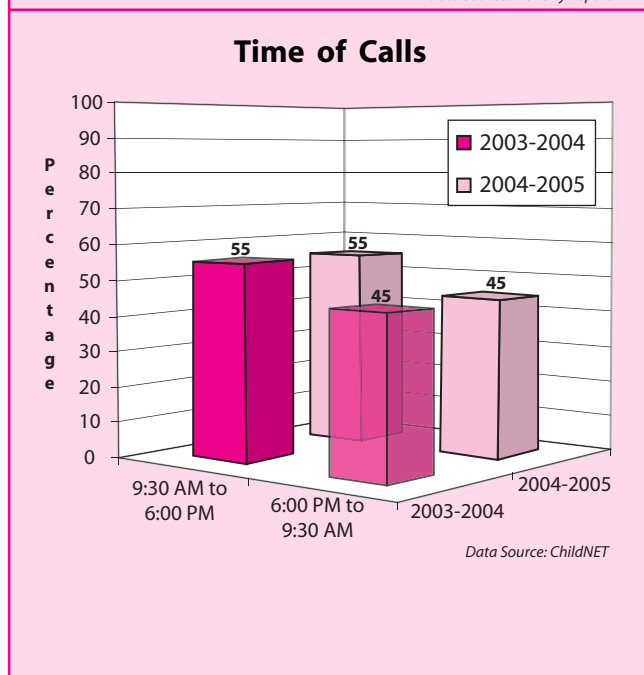
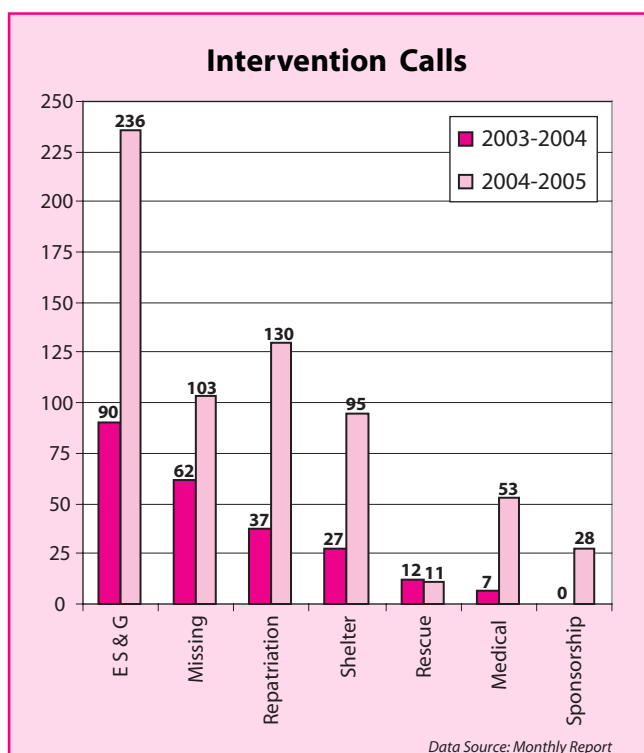
**Collaborative Organisation** : Lok Biradari Trust

**Support Organisation** : —

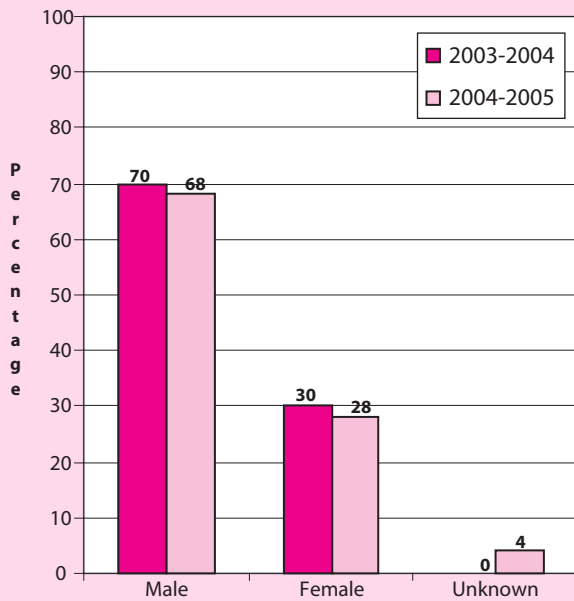
**Date Of Inception** : Dec-00

**Total Calls till Dec'05 since Inception** : 1,31,264

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	7	53
Shelter	27	95
Repatriation	37	130
Rescue	12	11
Death Related	1	0
Sponsorship	0	28
<b>Total - I</b>	<b>84</b>	<b>317</b>
<b>II. Missing Children</b>		
Child Lost	54	65
Parents asking for Help	8	38
<b>Total - II</b>	<b>62</b>	<b>103</b>
<b>III. Emotional Support Guidance</b>	<b>90</b>	<b>236</b>
<b>IV. Follow-up calls</b>	<b>135</b>	<b>231</b>
<b>V. Did not Find (DNF)</b>	<b>20</b>	<b>33</b>
<b>Total I to V</b>	<b>391</b>	<b>920</b>
<b>VI. Information</b>		
Information & Referral to Service	443	395
Information about CHILDLINE & Volunteers	6521	9856
<b>Total - VI</b>	<b>6964</b>	<b>10251</b>
<b>VII. Others</b>		
Silent	11104	8379
Blank	6270	5026
Wrong	1125	2093
Crank/Fun/Abusive	2361	1991
Chat	9	818
Phone Testing	936	1917
Administrative	771	887
Personal	194	351
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>22770</b>	<b>21462</b>
<b>Total I to VII</b>	<b>30125</b>	<b>32633</b>



### Gender of Children



Data Source: ChildNET

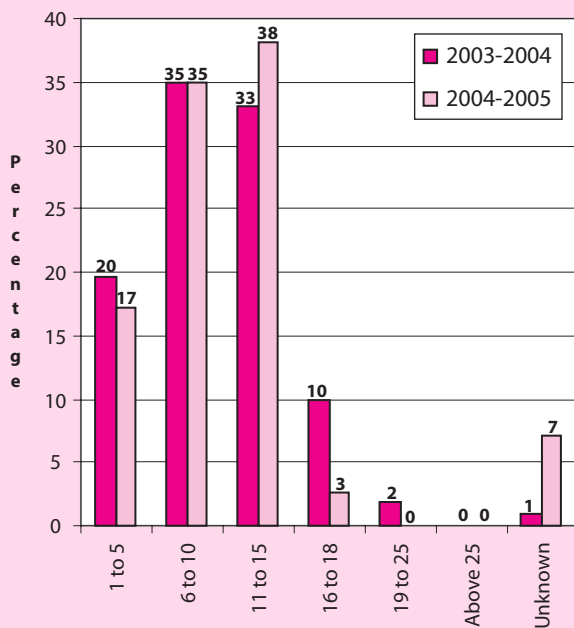
### A baby finds a safe haven...

A mentally ill woman sat near a bus-stop with a child she had delivered three days back. The child was still covered with blood. After some time the woman held the child by her feet and began to sing to her. Seeing this, people standing at the bus-stop called the police. The police took the mother and child to the local hospital. The doctor attending to the mother and the child called **CHILDLINE Indore** seeking help for the baby.

Team members went to the hospital and found that the mother was incapable of caring for the child. The child had not been fed and was crying profusely. Team members brought some milk for the child and after feeding, her put her to sleep.

Since the mother was mentally unfit to take care of the child, after much deliberation the hospital administration handed over the child over to CHILDLINE for further care. The child was provided shelter at a support organization's shelter home. This case received a lot of media attention and CHILDLINE received many calls from concerned citizens expressing gratitude and congratulating the team members.

### Age Groups of Children

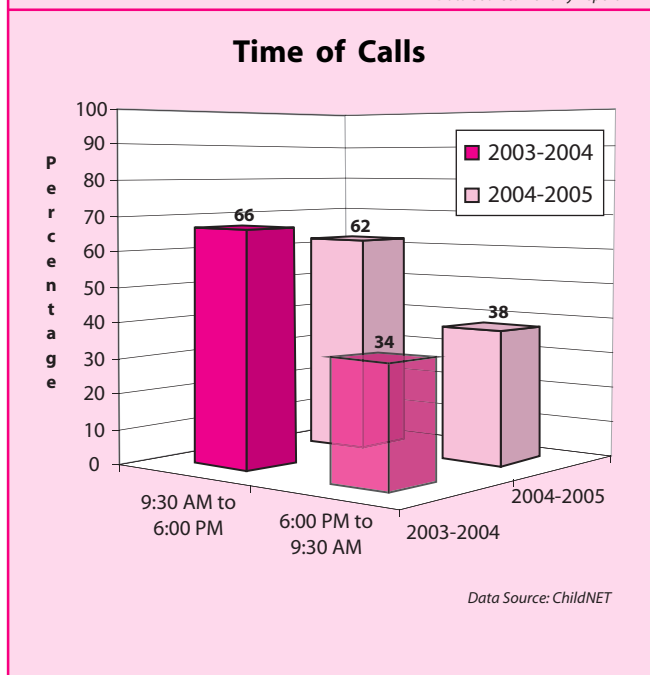
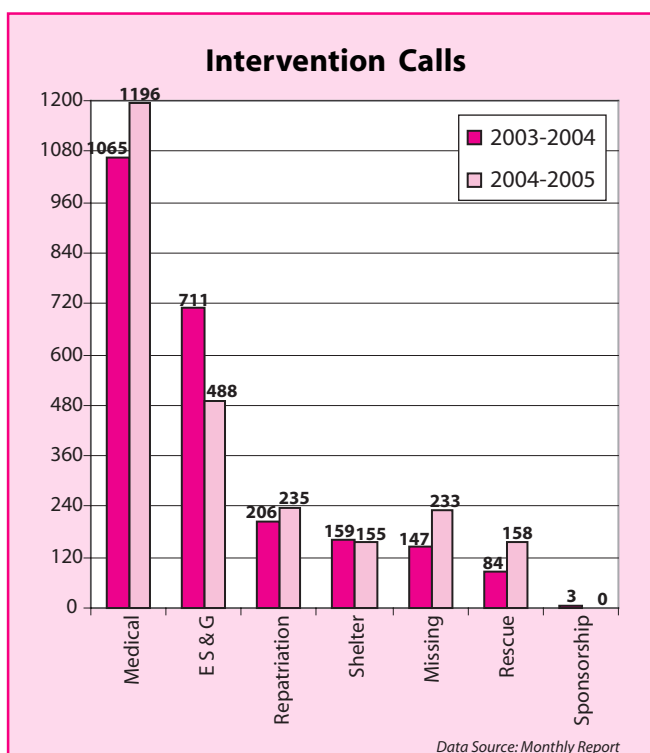


Data Source: ChildNET

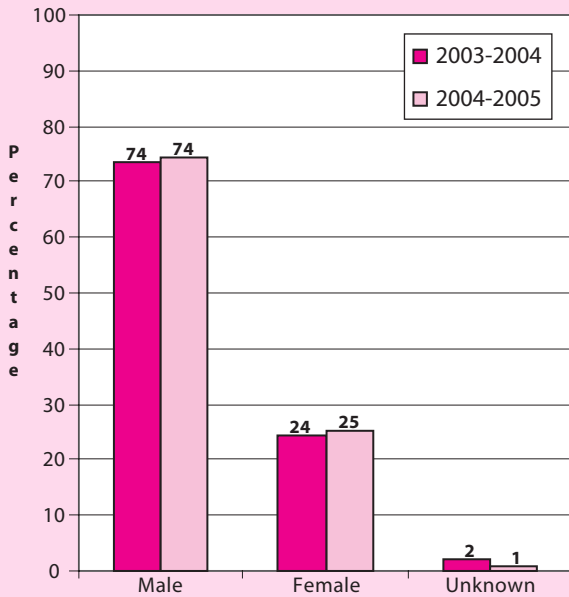
# JAIPUR

<b>Nodal Organisation</b>	: Institute of Development Studies
<b>Collaborative Organisation</b>	: I-INDIA
<b>Support Organisation</b>	: Jan Kala Sahitya Manch Sanstha, VIHAAN
<b>Date Of Inception</b>	: Feb-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,30,926

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	1065	1196
Shelter	159	155
Repatriation	206	235
Rescue	84	158
Death Related	0	0
Sponsorship	3	0
<b>Total - I</b>	<b>1517</b>	<b>1744</b>
<b>II. Missing Children</b>		
Child Lost	88	147
Parents asking for Help	59	86
<b>Total - II</b>	<b>147</b>	<b>233</b>
<b>III. Emotional Support Guidance</b>	<b>711</b>	<b>488</b>
<b>IV. Follow-up calls</b>	<b>696</b>	<b>530</b>
<b>V. Did not Find (DNF)</b>	<b>190</b>	<b>111</b>
<b>Total I to V</b>	<b>3261</b>	<b>3106</b>
<b>VI. Information</b>		
Information & Referral to Service	427	416
Information about CHILDLINE & Volunteers	3991	2355
<b>Total - VI</b>	<b>4418</b>	<b>2771</b>
<b>VII. Others</b>		
Silent	4958	6372
Blank	3969	5153
Wrong	4083	5580
Crank/Fun/Abusive	2026	3908
Chat	2637	3359
Phone Testing	2036	2728
Administrative	1195	1,577
Personal	1331	2,050
Others	0	0
Unclassified	0	4
<b>Total VII</b>	<b>22235</b>	<b>30731</b>
<b>Total I to VII</b>	<b>29914</b>	<b>36608</b>



### Gender of Children

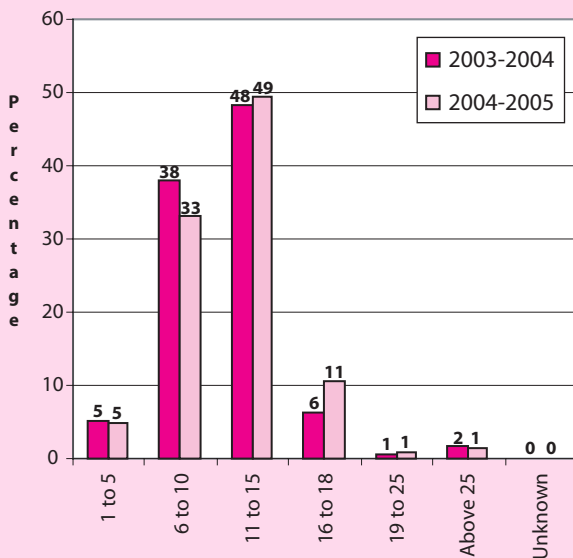


Data Source: ChildNET

### Abandoned... a child and her brother return home...

Kiran married Kunal Verma and was brought from Assam to Jaipur. Kiran's bother Rajesh also accompanied her. Kiran was blind and Kunal took advantage of her disability and her lack of knowledge of hindi language and kept her and her brother in confinement for two weeks. Kunal used to make Rajesh beg. However, after two months, Kunal abandoned Kiran and Rajesh on the Jaipur station. A concerned adult saw Kiran crying and informed the Railway Police who inturn contacted CHILDLINE Jaipur.

### Age Groups of Children



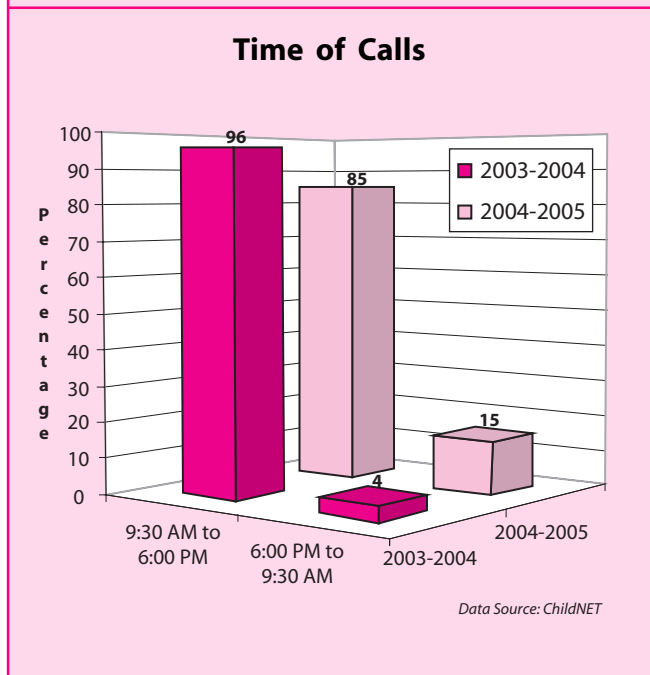
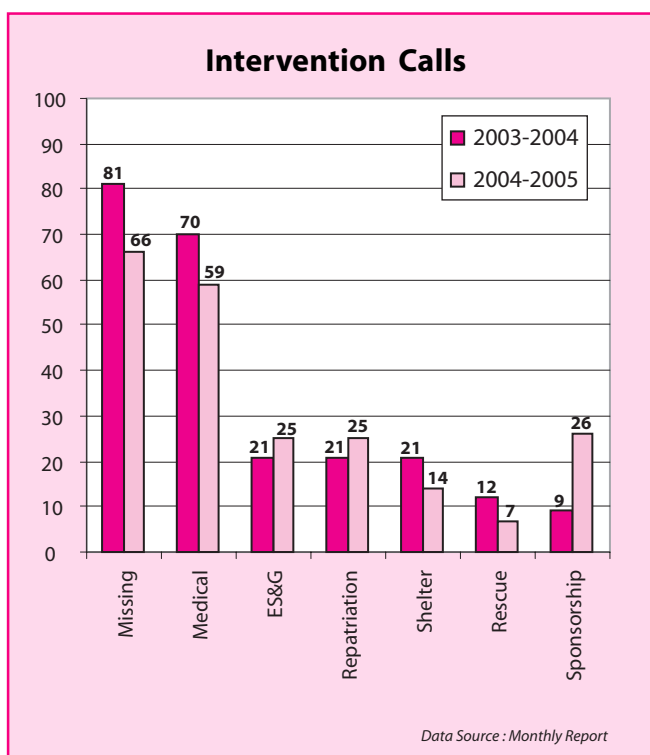
Data Source: ChildNET

The children were found and brought to the CHILDLINE Centre. Over the consequent counselling sessions, it was learnt that the child was from Guwahati. CHILDLINE Guwahati was contacted and details about the children were shared. Meanwhile they were provided temporary shelter at partner organization's short stay home. CHILDLINE team members were able to trace the children's father; the children were repatriated back home. The father expressed immense gratitude.

# JALPAIGURI, WEST BENGAL

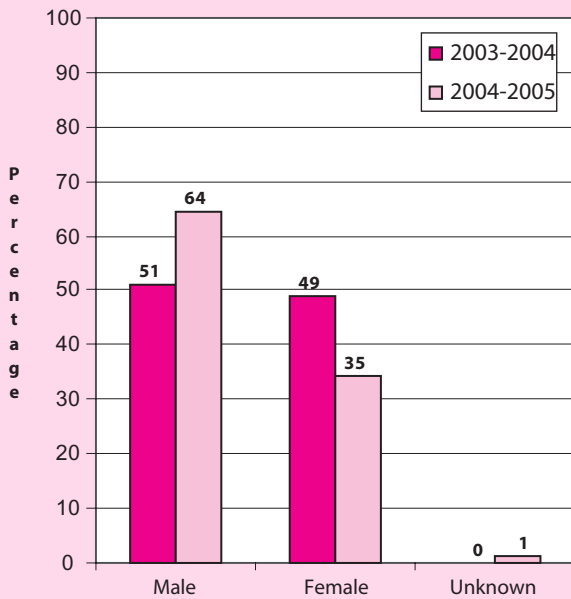
<b>Nodal Organisation</b>	: Department Of Economics-Ananda Chandra College
<b>Collaborative Organisation</b>	: Jalpaiguri Welfare Oraganisation
<b>Support Organisation</b>	: Universal Progressive Study and Cultural Organisation
<b>Date Of Inception</b>	: Mar-03
<b>Total Calls till Dec'05 since Inception</b>	: 5,025

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	70	59
Shelter	21	14
Repatriation	21	25
Rescue	12	7
Death Related	10	6
Sponsorship	9	26
<b>Total - I</b>	<b>143</b>	<b>137</b>
<b>II. Missing Children</b>		
Child Lost	46	31
Parents asking for Help	35	35
<b>Total - II</b>	<b>81</b>	<b>66</b>
<b>III. Emotional Support Guidance</b>	<b>21</b>	<b>25</b>
<b>IV. Follow-up calls</b>	<b>81</b>	<b>158</b>
<b>V. Did not Find (DNF)</b>	<b>2</b>	<b>0</b>
<b>Total I to V</b>	<b>328</b>	<b>386</b>
<b>VI. Information</b>		
Information & Referral to Service	57	74
Information about CHILDLINE & Volunteers	68	81
<b>Total - VI</b>	<b>125</b>	<b>155</b>
<b>VII. Others</b>		
Silent	56	143
Blank	55	177
Wrong	124	214
Crank/Fun/Abusive	103	119
Chat	6	76
Phone Testing	127	56
Administrative	90	122
Personal	40	0
Others	0	0
Unclassified	0	2
<b>Total VII</b>	<b>601</b>	<b>909</b>
<b>Total I to VII</b>	<b>1054</b>	<b>1450</b>



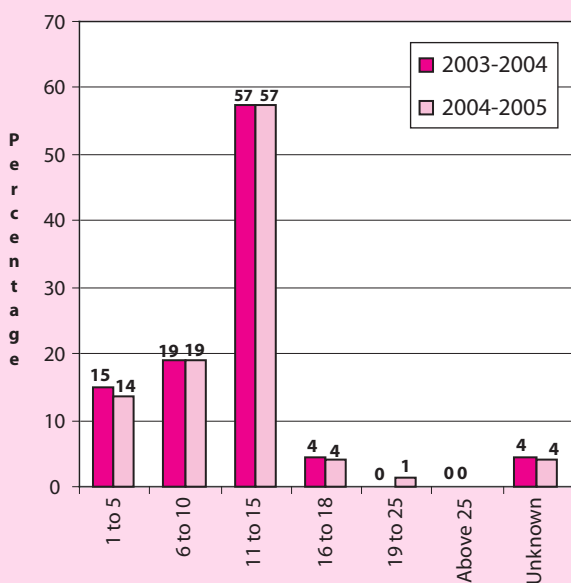


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

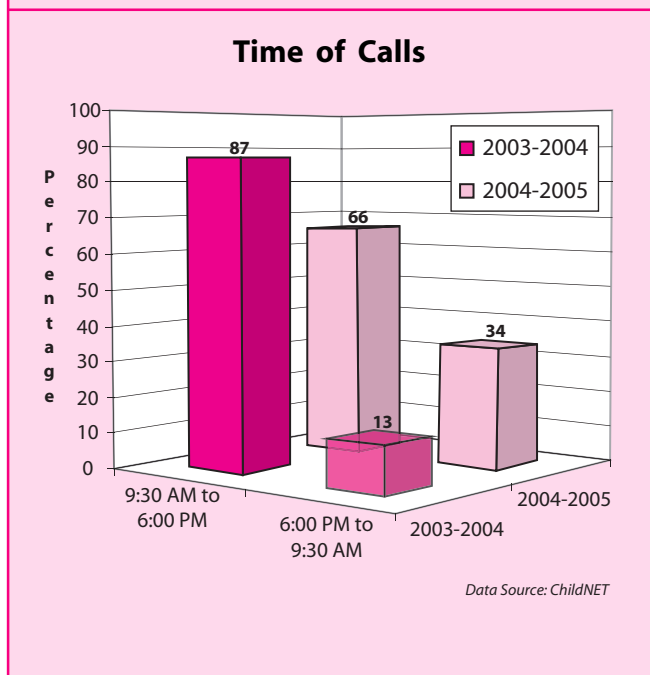
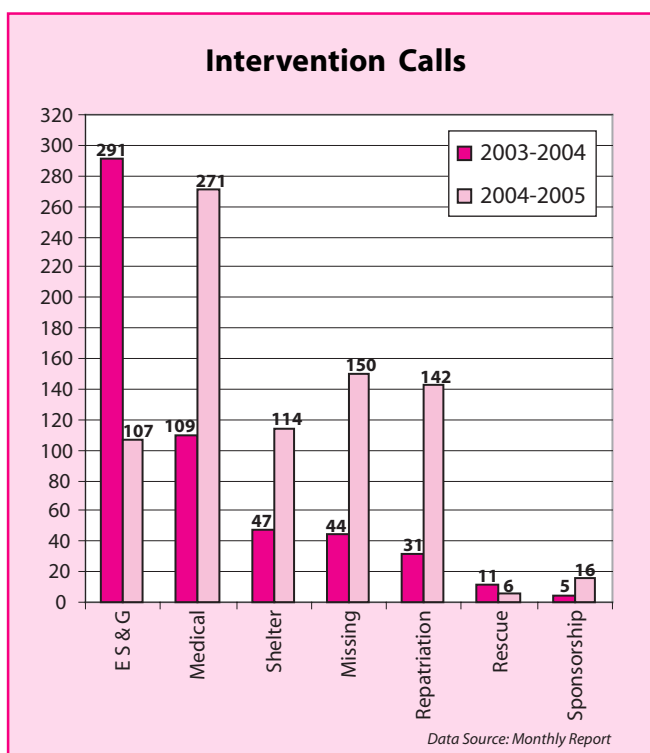
## Reaching a safe shelter.....

A caller from Chalpatty, Dinbazar, Jalpaiguri informed CHILDLINE Jalpaiguri about a woman wandering aimlessly along with her two children. On receiving the information the team members went to the spot immediately. A diary was lodged in the local Kotwali Police Station and they were brought to the collaborative center. On speaking to the woman, she revealed that she along with her two daughters and her husband Mr. Krishna Das set out for Dibrugarh from Bhagalpur by Brahmaputra Mail 4 days back. But at NJP station her husband asked her to get down. He went to buy food after making them sit near a shop and didn't come back. Rima waited there for about 3-4 hours and then went out in search of her husband. She stayed at NJP station for 3 days and on 19th April she asked an unknown person for a train going to Dibrugarh and on his advice she got on to a train in a hope to reach Dibrugarh. But actually it was a Jalpaiguri Local Train. And thus she reached Jalpaiguri. CHILDLINE Jalpaiguri contacted the Child Welfare Committee for further steps. As the mother was with the two girls, CWC referred the case to the Family Counselling Centre for further action. After listening to the case FCC decided to send mother and the two girls to a Short Stay Home in Coochbehar. But it was about 4 pm and it was not possible to take them to the Short Stay Home so late in the evening. So the CHILDLINE team went to the DSWO, Jalpaiguri for help. He understood the problem and agreed to provide shelter in a School for Orphan Child for the night. Next day the team members went to New Bharati Club, Short Stay Home, Baneshwar, Coochbehar and provided shelter to the three of them.

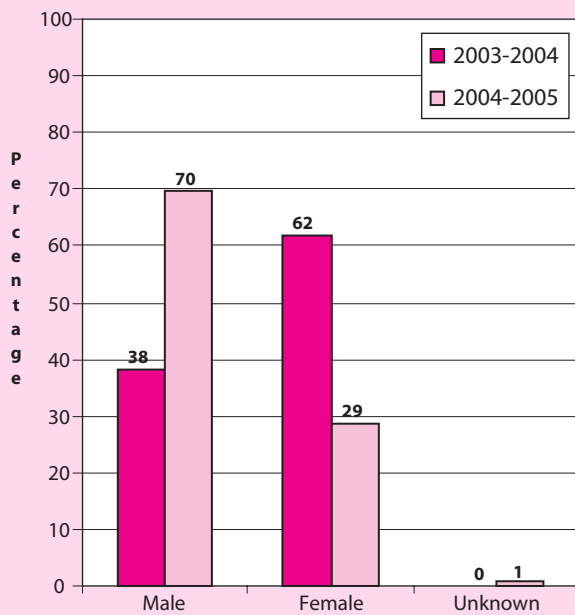
# KALYAN, MAHARASHTRA

<b>Nodal Organisation</b>	: Media Matters
<b>Collaborative Organisation</b>	: AASARA
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-02
<b>Total Calls till Dec'05 since Inception</b>	: 1,75,517

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	109	271
Shelter	47	114
Repatriation	31	142
Rescue	11	6
Death Related	0	8
Sponsorship	5	16
<b>Total - I</b>	<b>203</b>	<b>557</b>
<b>II. Missing Children</b>		
Child Lost	3	121
Parents asking for Help	41	29
<b>Total - II</b>	<b>44</b>	<b>150</b>
<b>III. Emotional Support Guidance</b>	<b>291</b>	<b>107</b>
<b>IV. Follow-up calls</b>	<b>552</b>	<b>1,109</b>
<b>V. Did not Find (DNF)</b>	<b>3</b>	<b>0</b>
<b>Total I to V</b>	<b>1093</b>	<b>1923</b>
<b>VI. Information</b>		
Information & Referral to Service	22	94
Information about CHILDLINE & Volunteers	1558	2242
<b>Total - VI</b>	<b>1580</b>	<b>2336</b>
<b>VII. Others</b>		
Silent	20408	19007
Blank	14510	8096
Wrong	3268	1791
Crank/Fun/Abusive	6365	1576
Chat	5141	3421
Phone Testing	2395	933
Administrative	4831	5,897
Personal	689	612
Others	135	0
Unclassified	1	2
<b>Total VII</b>	<b>57743</b>	<b>41335</b>
<b>Total I to VII</b>	<b>60416</b>	<b>45594</b>



### Gender of Children

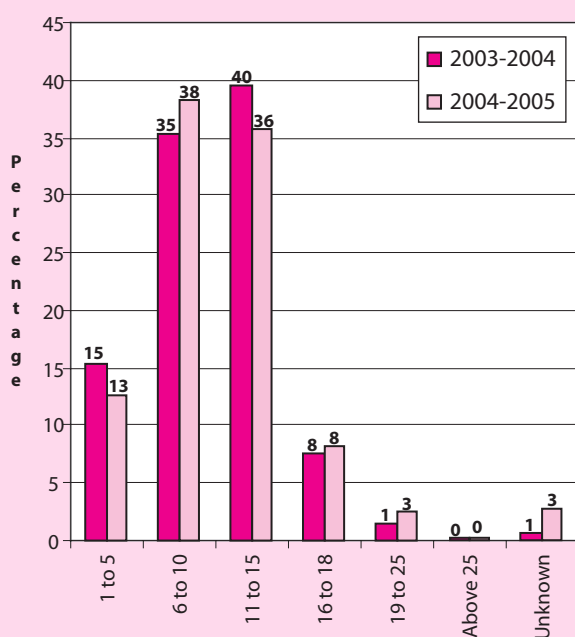


Data Source: ChildNET

## Providing care and ensuring medical attention to a child...

A social worker called **CHILDLINE Kalyan** late at night seeking help for a 14-year-old boy whom she had found on the road lying unconscious. CHILDLINE team members rescued the child and took him to the hospital. A team member attended to the child through the night. The next day although the child had gained consciousness he was very weak and unable to say much. The doctor attending to the child suggested that the child be shifted to Niar hospital for better care and attention. For 23 days CHILDLINE team members took care of the child and nurtured him back to good health. The child gave his family's contact details to the team members. A home visit was conducted. The child's parents were very grateful and thanked the team members profusely.

### Age Groups of Children

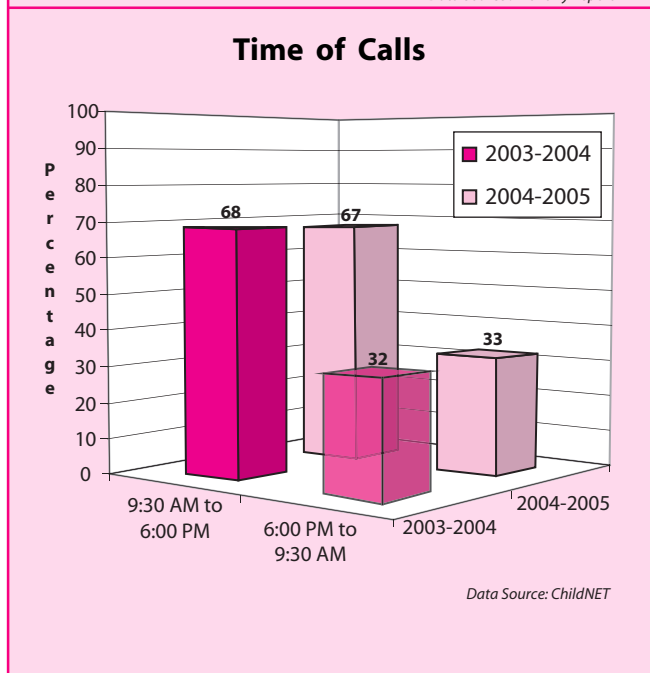
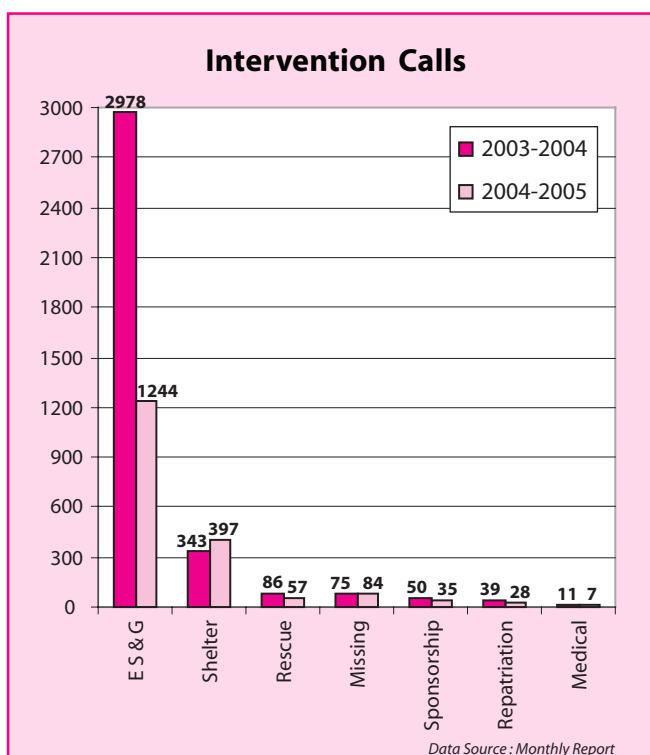


Data Source: ChildNET

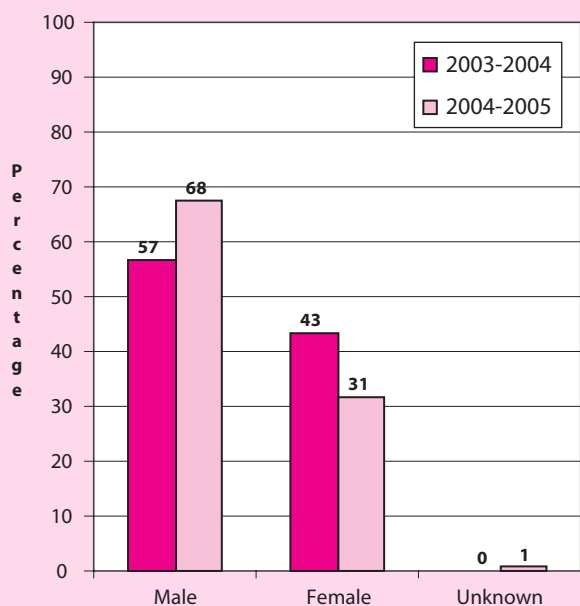
# KOCHI, KERALA

<b>Nodal Organisation</b>	: Rajagiri College of Social Sciences
<b>Collaborative Organisation</b>	: Don Bosco Sneha Bhavan
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jan-01
<b>Total Calls till Dec'05 since Inception</b>	: 65,100

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	11	7
Shelter	343	397
Repatriation	39	28
Rescue	86	57
Death Related	1	0
Sponsorship	50	35
<b>Total - I</b>	<b>530</b>	<b>524</b>
<b>II. Missing Children</b>		
Child Lost	24	36
Parents asking for Help	51	48
<b>Total - II</b>	<b>75</b>	<b>84</b>
<b>III. Emotional Support Guidance</b>	<b>2978</b>	<b>1244</b>
<b>IV. Follow-up calls</b>	<b>739</b>	<b>1,076</b>
<b>V. Did not Find (DNF)</b>	<b>5</b>	<b>1</b>
<b>Total I to V</b>	<b>4327</b>	<b>2929</b>
<b>VI. Information</b>		
Information & Referral to Service	318	197
Information about CHILDLINE & Volunteers	4942	2929
<b>Total - VI</b>	<b>5260</b>	<b>3126</b>
<b>VII. Others</b>		
Silent	1591	4157
Blank	165	94
Wrong	447	1632
Crank/Fun/Abusive	371	262
Chat	0	0
Phone Testing	1743	3199
Administrative	618	835
Personal	136	144
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>5071</b>	<b>10323</b>
<b>Total I to VII</b>	<b>14658</b>	<b>16378</b>



### Gender of Children

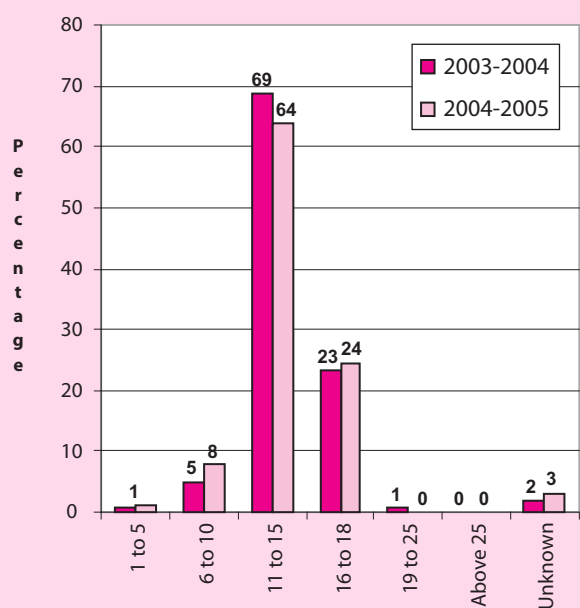


Data Source: ChildNET

## CHILDLINE rescues trafficked children....

After an outreach programme, CHILDLINE Kochi team members were waiting at a bus stop when they noticed two small children dressed in dirty torn clothes in a vehicle that had stopped to ask for directions. On questioning the driver and the children, it was found that the children had been brought from Bihar to work as domestic labours. The team members posing to be prospective employers struck a deal with the people accompanying the children. CHILDLINE team members contacted the police and got the men arrested. The children were siblings and did not know their parents contact details. They were provided a temporary shelter and produced before the Chief Judicial Magistrate who directed the children to be placed at the Government Children's home at Kottayam till their parents could be traced.

### Age Groups of Children

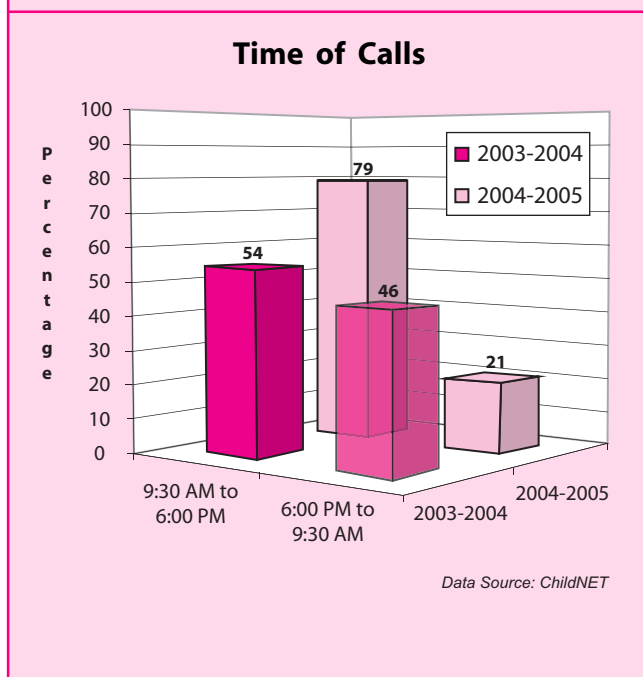
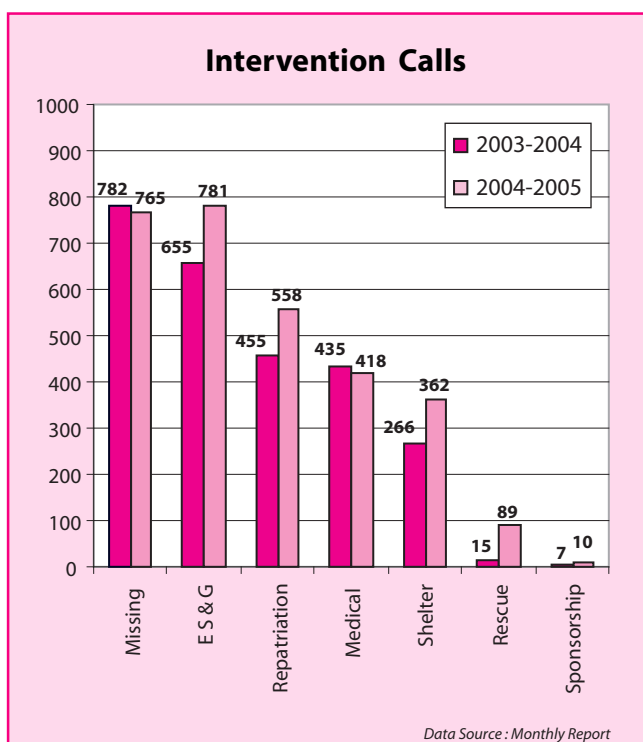


Data Source: ChildNET

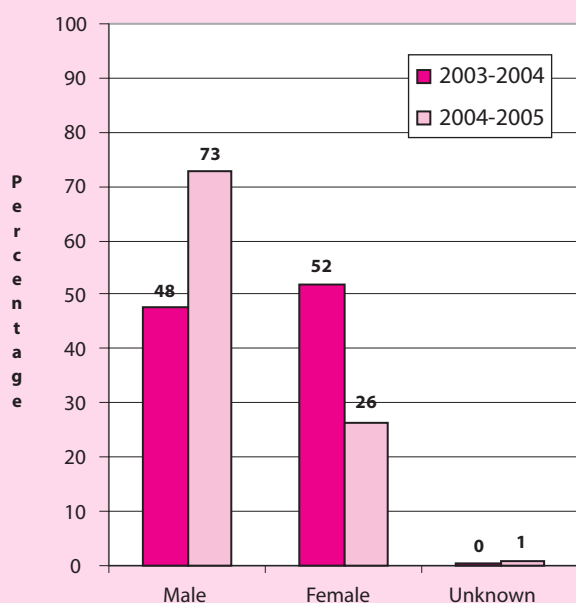
# KOLKATA, WEST BENGAL

<b>Nodal Organisation</b>	: City level Programme for Street and Working Children (CLPOA)
<b>Collaborative Organisation</b>	: Cini Asha, Don Bosco Ashalayam
<b>Support Organisation</b>	: SEED, Bustee Local Committee, IPER, Loreto Day School
<b>Date Of Inception</b>	: Jan-99
<b>Total Calls till Dec'05 since Inception</b>	: 3,80,358*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	435	418
Shelter	266	362
Repatriation	455	558
Rescue	15	89
Death Related	4	3
Sponsorship	7	10
<b>Total - I</b>	<b>1182</b>	<b>1440</b>
<b>II. Missing Children</b>		
Child Lost	352	194
Parents asking for Help	430	571
<b>Total - II</b>	<b>782</b>	<b>765</b>
<b>III. Emotional Support Guidance</b>	<b>655</b>	<b>781</b>
<b>IV. Follow-up calls</b>	<b>5093</b>	<b>3468</b>
<b>V. Did not Find (DNF)</b>	<b>479</b>	<b>3</b>
<b>Total I to V</b>	<b>8191</b>	<b>6457</b>
<b>VI. Information</b>		
Information & Referral to Service	1512	1156
Information about CHILDLINE & Volunteers	8704	8416
<b>Total - VI</b>	<b>10216</b>	<b>9572</b>
<b>VII. Others</b>		
Silent	10102	7063
Blank	9924	9531
Wrong	10310	9467
Crank/Fun/Abusive	4818	5001
Chat	3918	3149
Phone Testing	836	1188
Administrative	2750	2273
Personal	74	109
Others	0	0
Unclassified	13	25
<b>Total VII</b>	<b>42745</b>	<b>37806</b>
<b>Total I to VII</b>	<b>61152</b>	<b>53835</b>



### Gender of Children



Data Source : CHILDNET

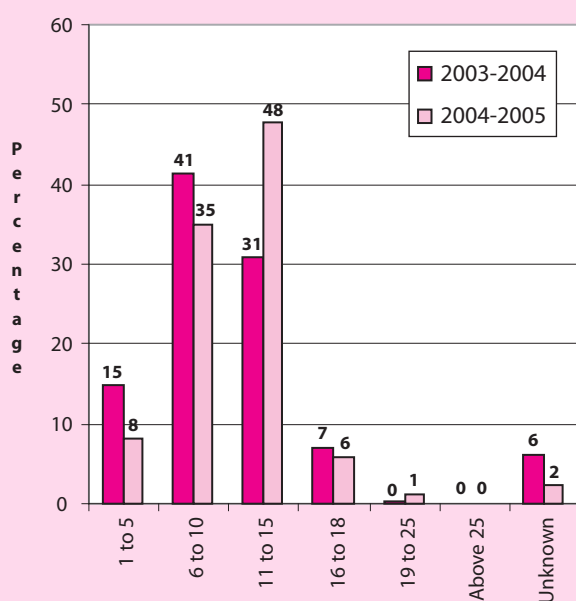
### A new ray of hope...

Thirteen-year-old Priya was handed over to Kolkata CHILDLINE by the police. She was found at the Sealdah station. As the days passed Priya kept coming up with new stories about her family. None of them were true. She was asked to pen down her feelings and desire. Gory details of the past were revealed. Poverty had forced Priya's mother into flesh trade. She lived in a red light area with women in the same profession. Initially Priya stayed with her aunty, but when she came to know of her sister's professions, she refused to look after Priya. Priya's uncle too did not want her. Finally Priya's mother placed her at house of one of her customers.

Here she was made to work at house in the mornings and was sexually abused by the customer's brother in the night. Unable to take this for long Priya ran away. She did not know the way to her mother. She was found wandering at Sealdah station. The team established contacts with a number of local clubs, members of political parties, and organisations running programmes for children at the red light areas with a hope of tracing her mother. But all efforts turned futile when the team found that the child's mother had left for Siliguri. The team was successful in tracing her mother at Siliguri. The mother visited the CHILDLINE office the next day to meet her daughter. It was a happy reunion.

Priya's mother wants her daughter to grow like any other normal child. Priya wants to study and grow up like every other happy child. Efforts are on to rehabilitate the child.

### Age Groups of Children



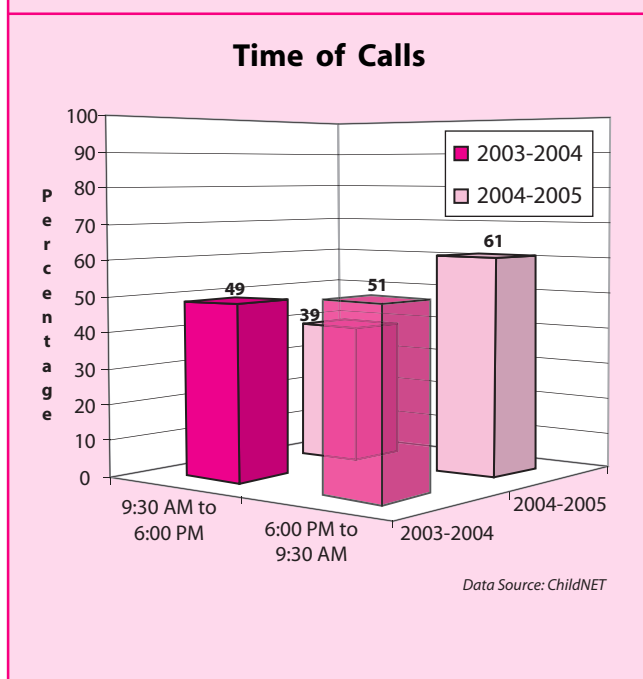
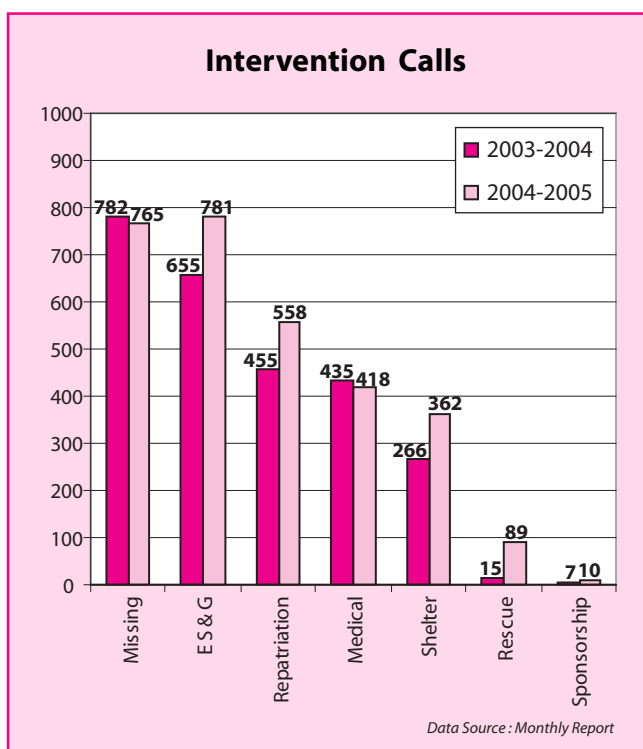
Data Source: ChildNET

# KOLKATA, WEST BENGAL

CINI ASHA

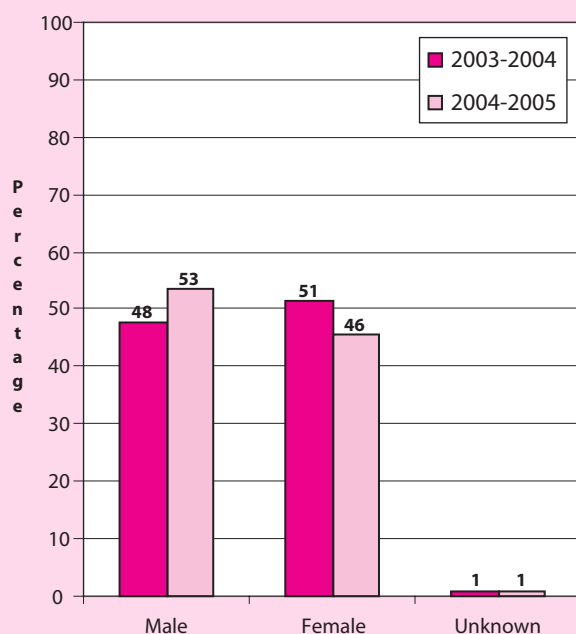
<b>Nodal Organisation</b>	: City level Programme for Street and Working Children (CLPOA)
<b>Collaborative Organisation</b>	: Cini Asha
<b>Support Organisation(s)</b>	: SEED, Bustee Local Committee, IPER, Loreto Day School
<b>Date Of Inception</b>	: Jan-99
<b>Total Calls till Dec'05 since Inception</b>	: 3,80,358*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	435	418
Shelter	266	362
Repatriation	455	558
Rescue	15	89
Death Related	4	3
Sponsorship	7	10
<b>Total - I</b>	<b>1182</b>	<b>1440</b>
<b>II. Missing Children</b>		
Child Lost	352	194
Parents ask Help	430	571
<b>Total - II</b>	<b>782</b>	<b>765</b>
<b>III. Emotional Support Guidance</b>	<b>655</b>	<b>781</b>
<b>IV. Follow-up calls</b>	<b>5093</b>	<b>3468</b>
<b>V. Did not Find (DNF)</b>	<b>479</b>	<b>3</b>
<b>Total I to V</b>	<b>8191</b>	<b>6457</b>
<b>VI. Information</b>		
Informaton & Referral to Service	1512	1156
Information about CHILDLINE & Volunteers	8704	8416
<b>Total - VI</b>	<b>10216</b>	<b>9572</b>
<b>VII. Others</b>		
Silent	10102	7063
Blank	9924	9531
Wrong	10310	9467
Crank/Fun/Abusive	4818	5001
Chat	3918	3149
Phone Testing	836	1188
Administrative	2750	2273
Personal	74	109
Others	0	0
Unclassified	13	25
<b>Total VII</b>	<b>42745</b>	<b>37806</b>
<b>Total I to VII</b>	<b>61152</b>	<b>53835</b>

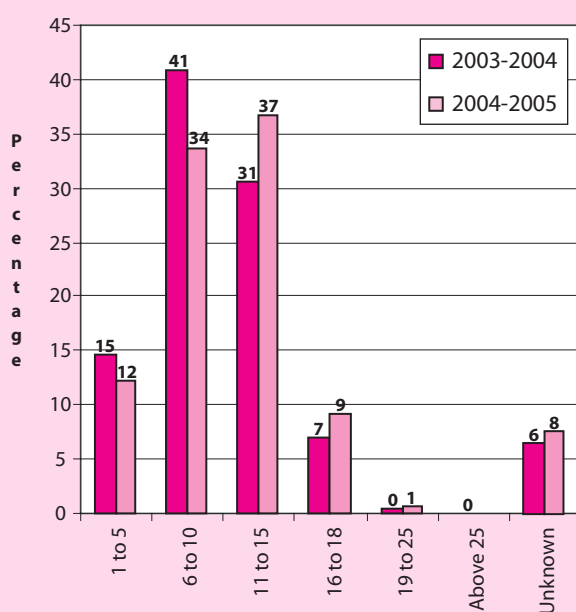




### Gender of Children



### Age Groups of Children



Data Source: ChildNET

## A bright new dawn...

Kushi, all of thirteen was found loitering near Sealdah station by the police. She was brought to the CHILDLINE centre. Kushi was in the care of CHILDLINE team. Every new day, the child would come up with a new story that would baffle. The team realised that this could be due to her mistrust in people and hence the hesitance to share her past. Following a few counselling sessions the child was asked to pen down her story of life. The child revealed the saga of her life.

Kushi had no memory of her father. To look after her only child, Kushi's mother entered into flesh trade. Since she could not keep the child with her, Kushi was placed with her sister. The child went to a school for a short while and her expenses were taken care of by her mother. But upon knowing the reality, the sister refused to look after Kushi and put her out of the house. "***We refuse to let Kushi reside with us***", was the curt reply. As a last resort, Kushi is placed in the house of one of her mother's clients. Very soon the client places the child for domestic work at his brother's house. Here she was made to do all the household chores from dawn to dusk, and was later abused by the employer in the night. Finally unable to take anymore of this, the child ran away from the house in search of her mother.

Based on the details provided by the child, the team contacted the local club members, member of political parties, and organisation working in the red light areas. Here the team was successful in tracing the child's mother; however when the team reached the spot the mother had left for her brother's house at Siliguri. She was contacted at Siliguri and was told about her daughter.

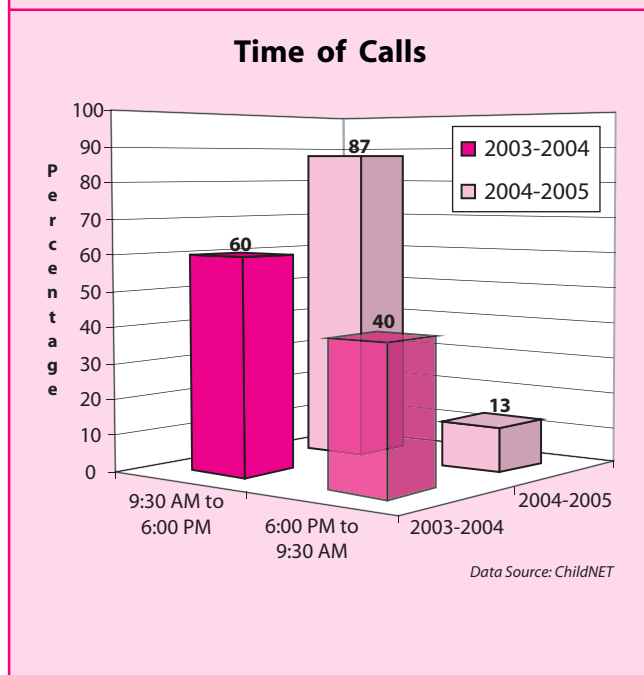
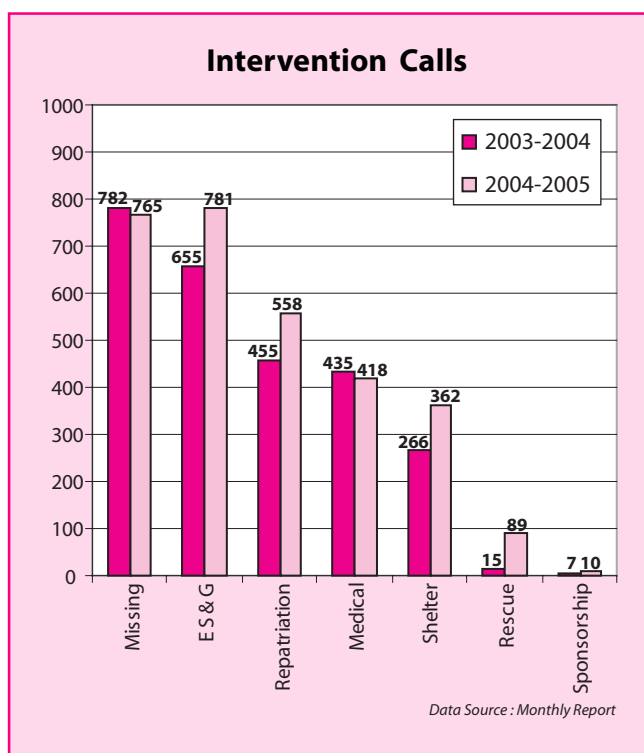
Kushi's mother is very keen that her daughter continues her education. Just like any other parent wanting their child to have happy life, she too dreams of a bright future for her only child. Kushi is presently placed in an institution. She is pursuing her education and doing well.

# KOLKATA, WEST BENGAL

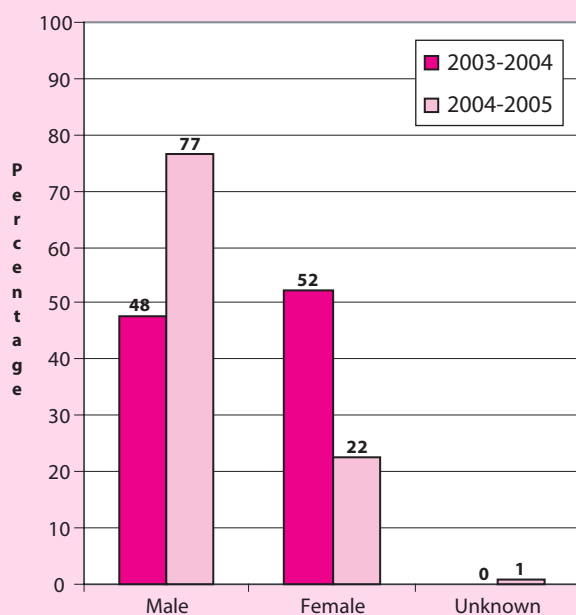
DBA

<b>Nodal Organisation</b>	: City level Programme for Street and Working Children (CLPOA)
<b>Collaborative Organisation</b>	: Don Bosco Ashalayam
<b>Support Organisation(s)</b>	: SEED, Bustee Local Committee, IPER, Loreto Day School
<b>Date Of Inception</b>	: Jan-99
<b>Total Calls till Dec'05 since Inception</b>	: 3,80,358*

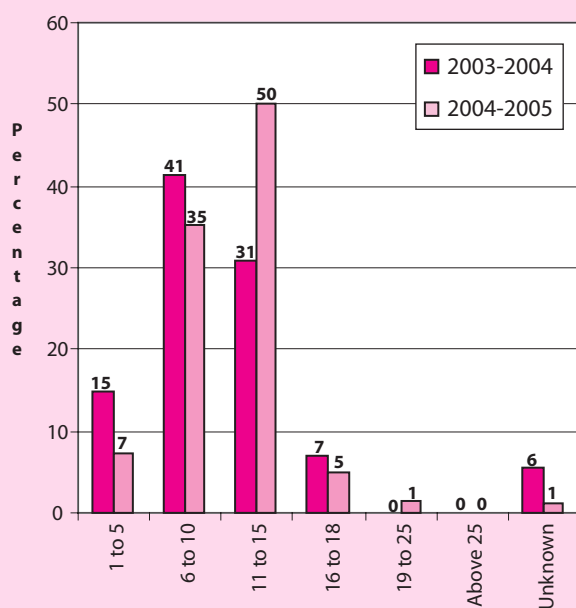
Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	435	418
Shelter	266	362
Repatriation	455	558
Rescue	15	89
Death Related	4	3
Sponsorship	7	10
<b>Total - I</b>	<b>1182</b>	<b>1440</b>
<b>II. Missing Children</b>		
Child Lost	352	194
Parents ask Help	430	571
<b>Total - II</b>	<b>782</b>	<b>765</b>
<b>III. Emotional Support Guidance</b>	<b>655</b>	<b>781</b>
<b>IV. Follow-up calls</b>	<b>5093</b>	<b>3468</b>
<b>V. Did not Find (DNF)</b>	<b>479</b>	<b>3</b>
<b>Total I to V</b>	<b>8191</b>	<b>6457</b>
<b>VI. Information</b>		
Informaton & Referral to Service	1512	1156
Information about CHILDLINE & Volunteers	8704	8416
<b>Total - VI</b>	<b>10216</b>	<b>9572</b>
<b>VII. Others</b>		
Silent	10102	7063
Blank	9924	9531
Wrong	10310	9467
Crank/Fun/Abusive	4818	5001
Chat	3918	3149
Phone Testing	836	1188
Administrative	2750	2273
Personal	74	109
Others	0	0
Unclassified	13	25
<b>Total VII</b>	<b>42745</b>	<b>37806</b>
<b>Total I to VII</b>	<b>61152</b>	<b>53835</b>



### Gender of Children



### Age Groups of Children



Data Source: ChildNET

## CHILDLINE unites a boy with his family in his last moments...

16 year old Tanveer was like any other street child living on the platforms of Howrah Station. The station was his house for the past two years. During the day he would work in the nearby hotels and at night sleep on the platform.

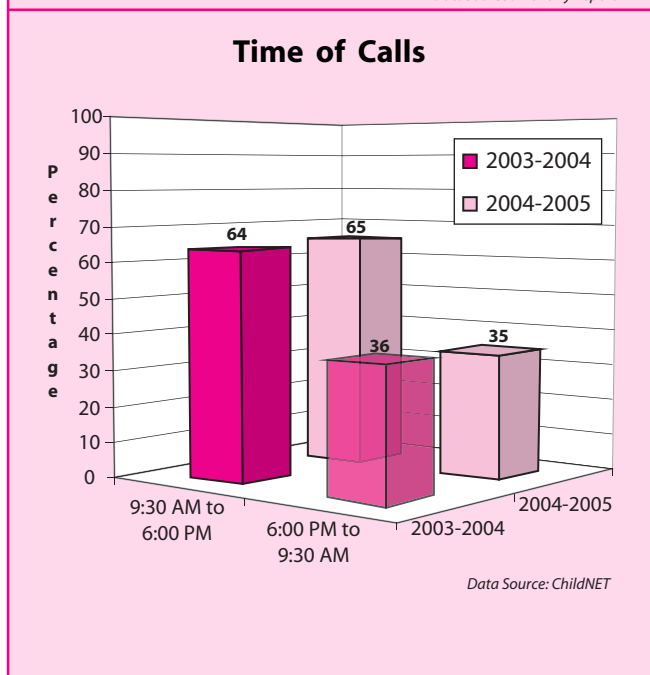
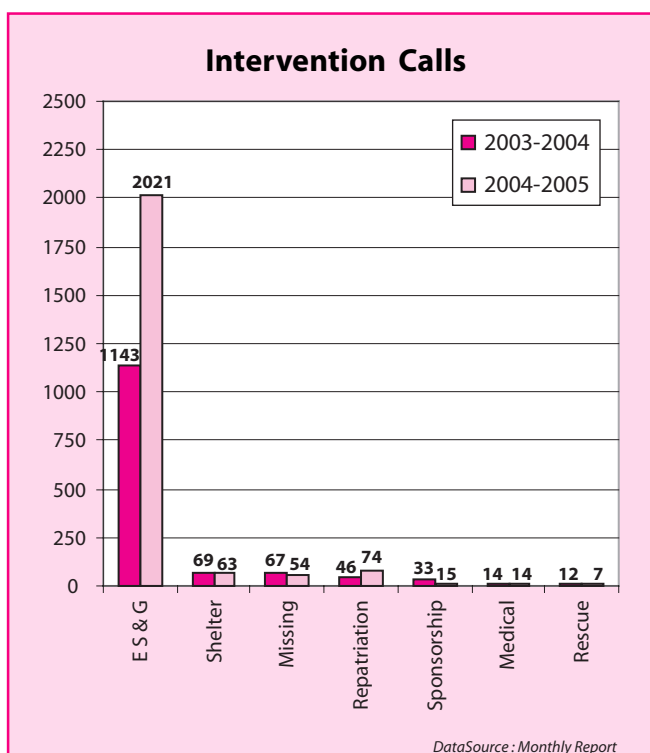
23<sup>rd</sup> August 2003 Kolkatta CHILDLINE received a call from the children on Howrah platform. A taxi had run over Tanveer on 22<sup>nd</sup> night when the boy was sleeping under the Howrah Bridge. The team immediately rushed to the spot. At the time of the incident Tanveer was under the influence of drugs. He had consumed Ganja. Tanveer was immediately rushed to the Howrah Hospital. The next the hospital referred the case to Medical College Hospital, Kolkatta. The boy was severely injured.

CHILDLINE team set out enquiring about his whereabouts. With information provided by the children, the team traced Tanveer's family. However, Tanveer succumbed to his injuries on 2<sup>nd</sup> September at 12.30 P.M. CHILDLINE team organised the last rites of the boy. Tanveer's parents and a few close relatives were there at the last moments of his life.

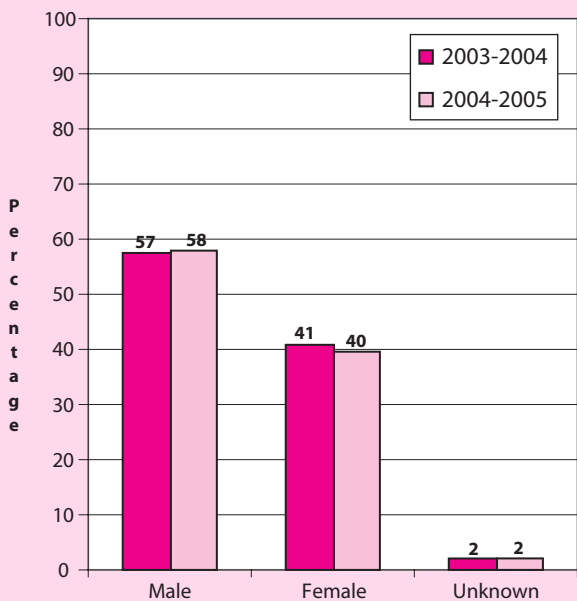
# KOZHIKODE, KERALA

<b>Nodal Organisation</b>	: Farook College
<b>Collaborative Organisation</b>	: Association for the Welfare of the Handicapped
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-02
<b>Total Calls till Dec'05 since Inception</b>	: 68,159

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	14	14
Shelter	69	63
Repatriation	46	74
Rescue	12	7
Death Related	2	3
Sponsorship	33	15
<b>Total - I</b>	<b>176</b>	<b>176</b>
<b>II. Missing Children</b>		
Child Lost	0	0
Parents asking for Help	67	54
<b>Total - II</b>	<b>67</b>	<b>54</b>
<b>III. Emotional Support Guidance</b>	<b>1143</b>	<b>2021</b>
<b>IV. Follow-up calls</b>	<b>379</b>	<b>447</b>
<b>V. Did not Find (DNF)</b>	<b>16</b>	<b>7</b>
<b>Total I to V</b>	<b>1781</b>	<b>2705</b>
<b>VI. Information</b>		
Information & Referral to Service	135	260
Information about CHILDLINE & Volunteers	3816	3372
<b>Total - VI</b>	<b>3951</b>	<b>3632</b>
<b>VII. Others</b>		
Silent	3947	5479
Blank	3541	4276
Wrong	1450	1894
Crank/Fun/Abusive	1128	1313
Chat	370	407
Phone Testing	831	1206
Administrative	655	547
Personal	163	70
Others	0	0
Unclassified	22	7
<b>Total VII</b>	<b>12107</b>	<b>15199</b>
<b>Total I to VII</b>	<b>17839</b>	<b>21536</b>



### Gender of Children

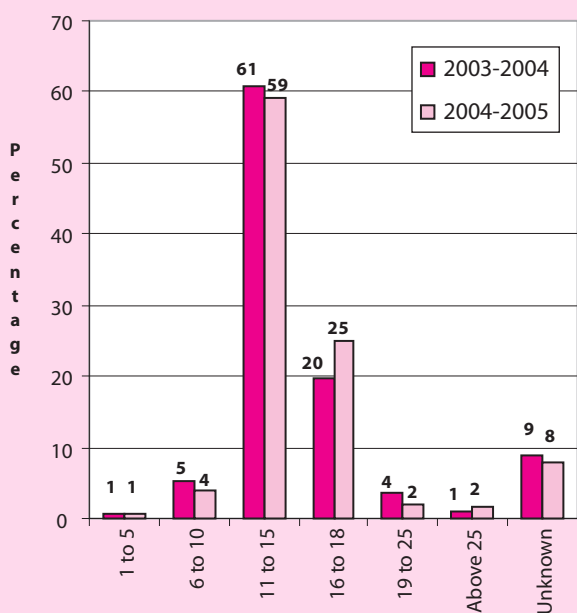


Data Source : ChildNET

## Finding medical sponsorship for an ailing child...

7-year-old Raman's mother called CHILDLINE Kozhikode from Kozhikode Medical Hospital seeking help for her son who was suffering from Leukaemia and admitted in Medical College. CHILDLINE team members conducted a home visit and also met the child at the hospital. Raman's mother was the only earning member as his father was also hospitalised. She expressed her inability to pay for her child's treatment and asked for help for the same. CHILDLINE team members spoke to the doctor to continue the child's medication and assured to arrange the money for the child's treatment. Meanwhile, team members arranged for an welfare organisation working for poor patients to sponsor the child's treatment.

### Age Groups of Children

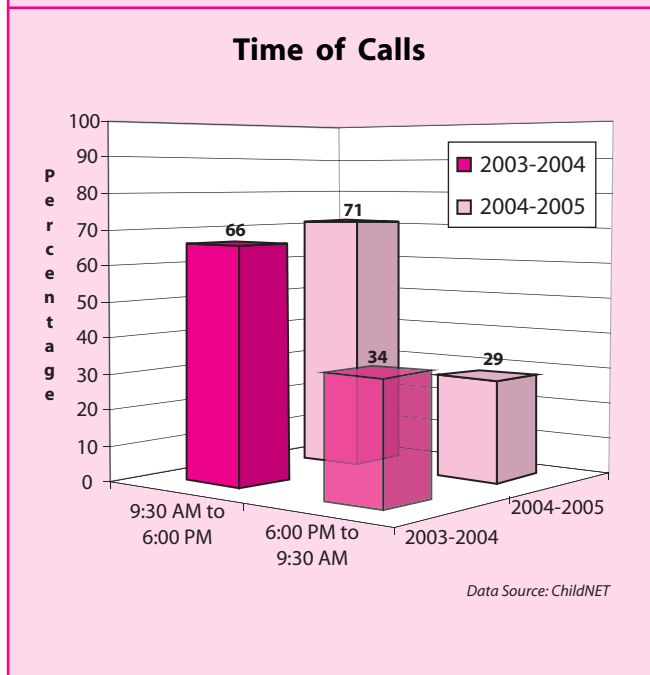
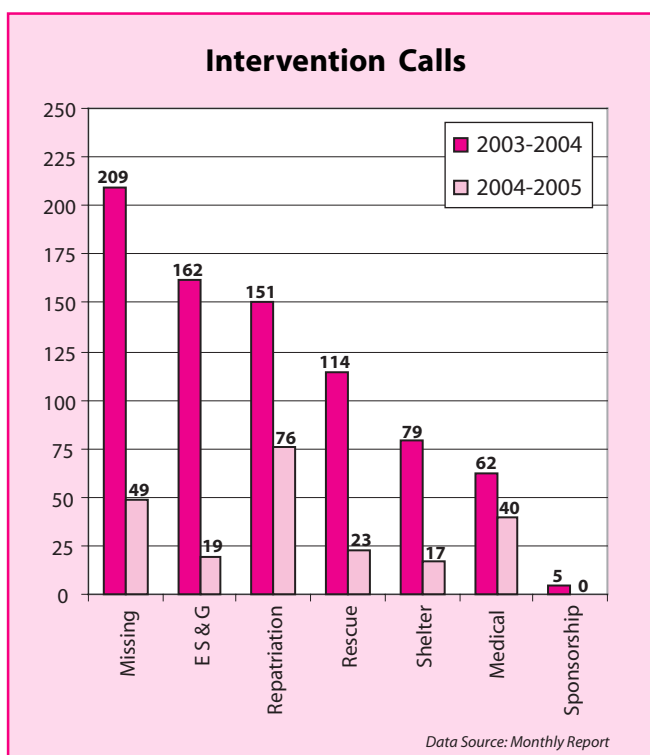


Data Source: ChildNET

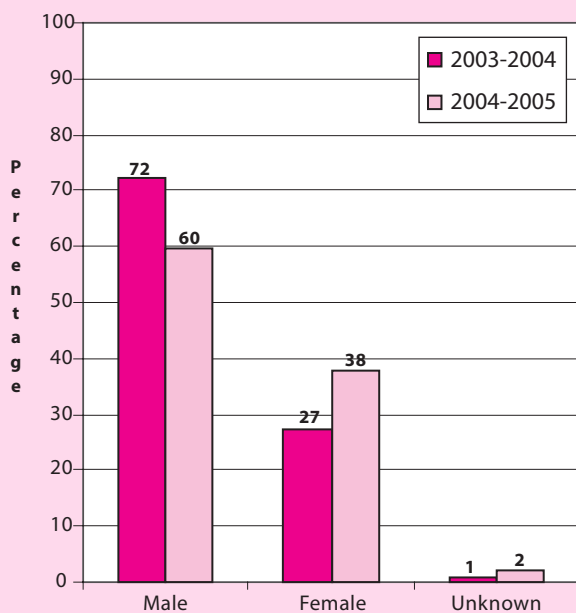
# LUCKNOW, UTTAR PRADESH

<b>Nodal Organisation</b>	: NIPCCD
<b>Collaborative Organisation</b>	: NEED
<b>Support Organisation</b>	: Human Unity Movement
<b>Date Of Inception</b>	: Feb-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,18,718

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	62	40
Shelter	79	17
Repatriation	151	76
Rescue	114	23
Death Related	2	0
Sponsorship	5	0
<b>Total - I</b>	<b>413</b>	<b>156</b>
<b>II. Missing Children</b>		
Child Lost	64	3
Parents asking for Help	145	46
<b>Total - II</b>	<b>209</b>	<b>49</b>
<b>III. Emotional Support Guidance</b>	<b>162</b>	<b>19</b>
<b>IV. Follow-up calls</b>	<b>1069</b>	<b>287</b>
<b>V. Did not Find (DNF)</b>	<b>97</b>	<b>9</b>
<b>Total I to V</b>	<b>1950</b>	<b>520</b>
<b>VI. Information</b>		
Information & Referral to Service	820	29
Information about CHILDLINE & Volunteers	3601	190
<b>Total - VI</b>	<b>4421</b>	<b>219</b>
<b>VII. Others</b>		
Silent	11840	6665
Blank	9646	6199
Wrong	2174	2340
Crank/Fun/Abusive	3139	1174
Chat	10354	4685
Phone Testing	2048	88
Administrative	1570	784
Personal	618	387
Others	0	26
Unclassified	65	16
<b>Total VII</b>	<b>41454</b>	<b>22364</b>
<b>Total I to VII</b>	<b>47825</b>	<b>23103</b>



### Gender of Children

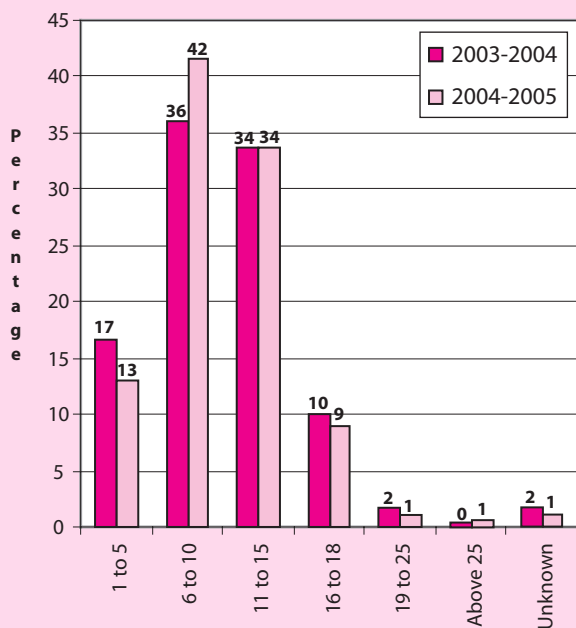


Data Source: ChildNET

### A runaway girl child is sheltered...

The Lucknow government Railway Police called CHILDLINE Lucknow seeking help for a 16 year old runaway girl child. The child had been forcefully married to a 40 year old mentally retarded man. Finding a chance the child had escaped. CHILD LINE produced the girl before the C.W.C. which directed for the child to be sheltered at a shelter home owned by the State Government.

### Age Groups of Children

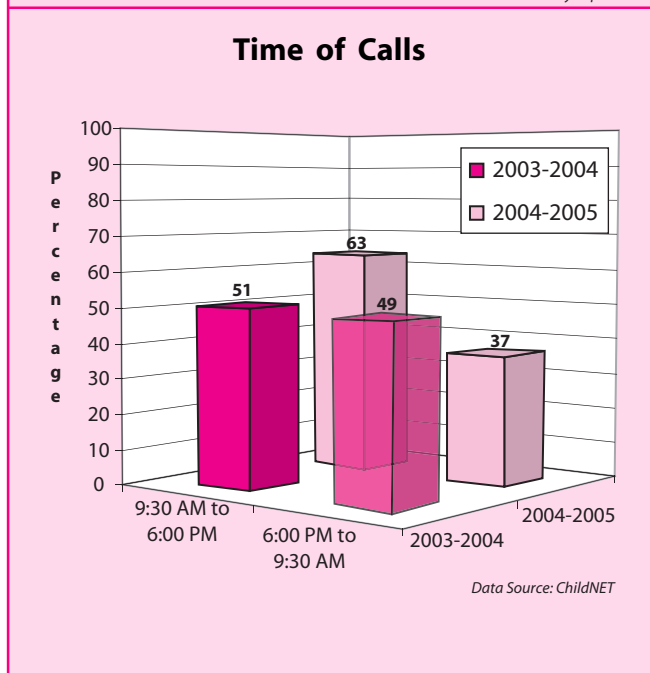
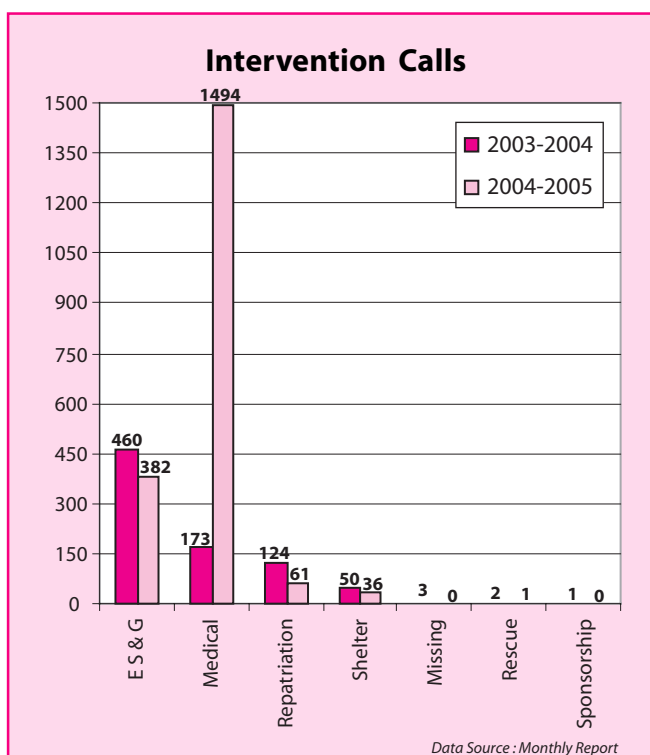


Data Source: ChildNET

# MADURAI, TAMIL NADU

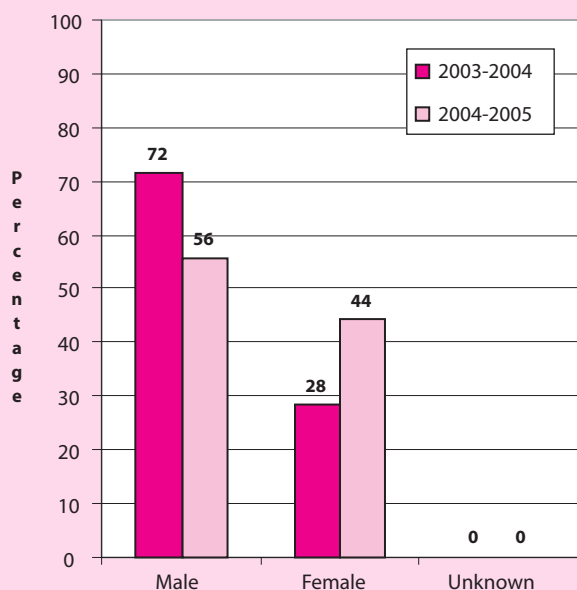
<b>Nodal Organisation</b>	: Madurai Insitute of Social Sciences
<b>Collaborative Organisation</b>	: Grace Kennett Foundation Hospital
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-02
<b>Total Calls till Dec'05 since Inception</b>	: 1,19,016

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	173	1494
Shelter	50	36
Repatriation	124	61
Rescue	2	1
Death Related	3	0
Sponsorship	1	0
<b>Total - I</b>	<b>353</b>	<b>1592</b>
<b>II. Missing Children</b>		
Child Lost	0	0
Parents asking for Help	3	0
<b>Total - II</b>	<b>3</b>	<b>0</b>
<b>III. Emotional Support Guidance</b>	<b>460</b>	<b>382</b>
<b>IV. Follow-up calls</b>	<b>556</b>	<b>41</b>
<b>V. Did not Find (DNF)</b>	<b>6</b>	<b>0</b>
<b>Total I to V</b>	<b>1378</b>	<b>2015</b>
<b>VI. Information</b>		
Information & Referral to Service	75	996
Information about CHILDLINE & Volunteers	8253	7941
<b>Total - VI</b>	<b>8328</b>	<b>8937</b>
<b>VII. Others</b>		
Silent	2622	5330
Blank	9911	9053
Wrong	638	1813
Crank/Fun/Abusive	7257	10823
Chat	0	0
Phone Testing	344	298
Administrative	959	127
Personal	0	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>21731</b>	<b>27444</b>
<b>Total I to VII</b>	<b>31437</b>	<b>38396</b>





### Gender of Children

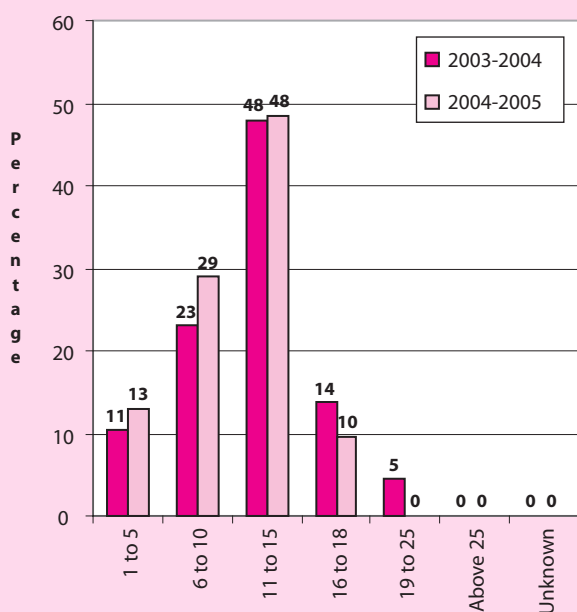


Data Source : CHILNET

### Parents find their lost child...

A 3-year-old girl child was found crying by the roadside by a passerby who took the child to the all women's police station. On the same day the police handed over the child to CHILDLINE Madurai. The child did not know her residential address. She said she lived by a riverside and her mother worked near by. But was unable to identify the locality. Therefore, a missing child's report along with the child's photograph was published in the newspaper. The very same day the child's parents contacted CHILDLINE. After proper verification the child was handed over to the parents.

### Age Groups of Children

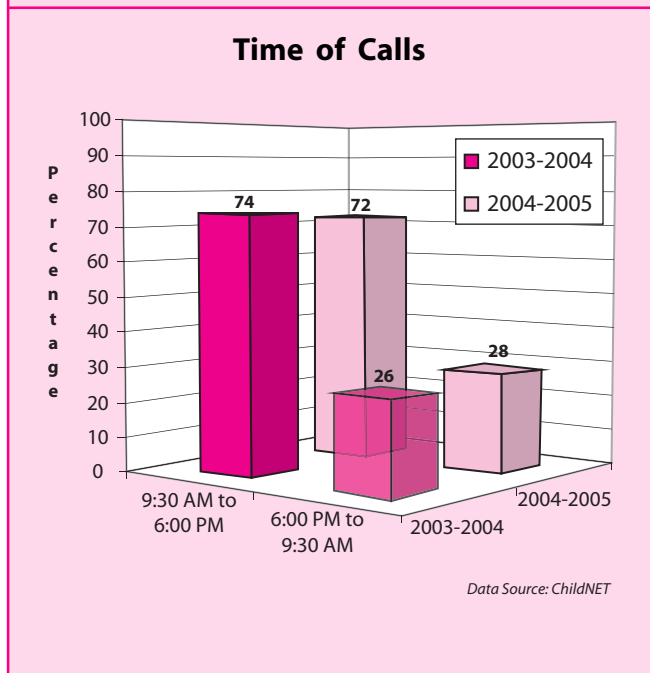
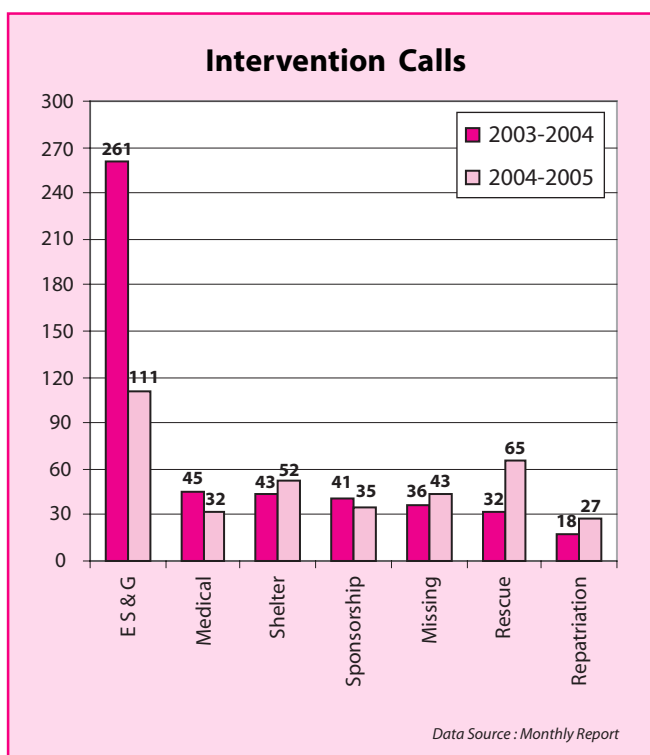


Data Source: CHILNET

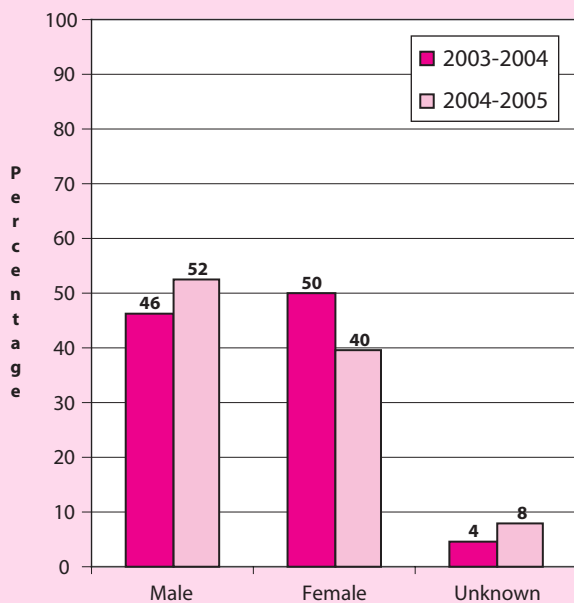
# MANGALORE, KARNATAKA

<b>Nodal Organisation</b>	: School of Social Work Roshni Nilaya
<b>Collaborative Organisation</b>	: Young Mens' Christians Association
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: May-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,14,149

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	45	32
Shelter	43	52
Repatriation	18	27
Rescue	32	65
Death Related	1	0
Sponsorship	41	35
<b>Total - I</b>	<b>180</b>	<b>211</b>
<b>II. Missing Children</b>		
Child Lost	21	25
Parents asking for Help	15	18
<b>Total - II</b>	<b>36</b>	<b>43</b>
<b>III. Emotional Support Guidance</b>	<b>261</b>	<b>111</b>
<b>IV. Follow-up calls</b>	<b>3546</b>	<b>2,040</b>
<b>V. Did not Find (DNF)</b>	<b>7</b>	<b>10</b>
<b>Total I to V</b>	<b>4030</b>	<b>2415</b>
<b>VI. Information</b>		
Information & Referral to Service	41	39
Information about CHILDLINE & Volunteers	3731	4014
<b>Total - VI</b>	<b>3772</b>	<b>4053</b>
<b>VII. Others</b>		
Silent	4949	1965
Blank	2783	1988
Wrong	1349	1429
Crank/Fun/Abusive	3246	1991
Chat	4866	8019
Phone Testing	2135	7871
Administrative	1141	937
Personal	250	271
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>20719</b>	<b>24471</b>
<b>Total I to VII</b>	<b>28521</b>	<b>30939</b>

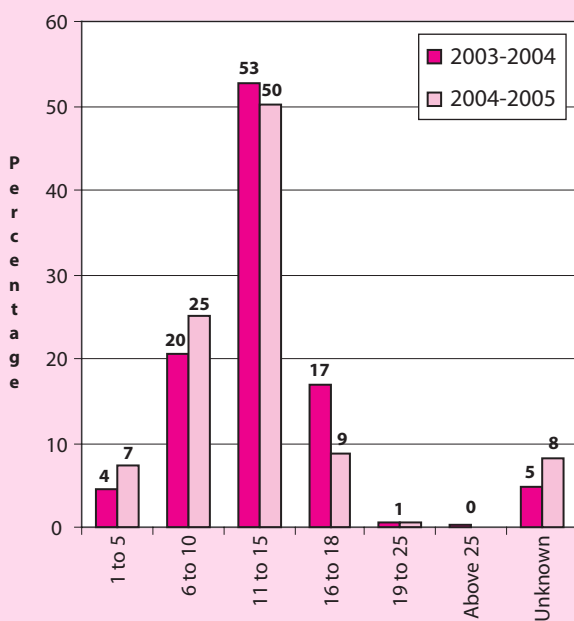


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

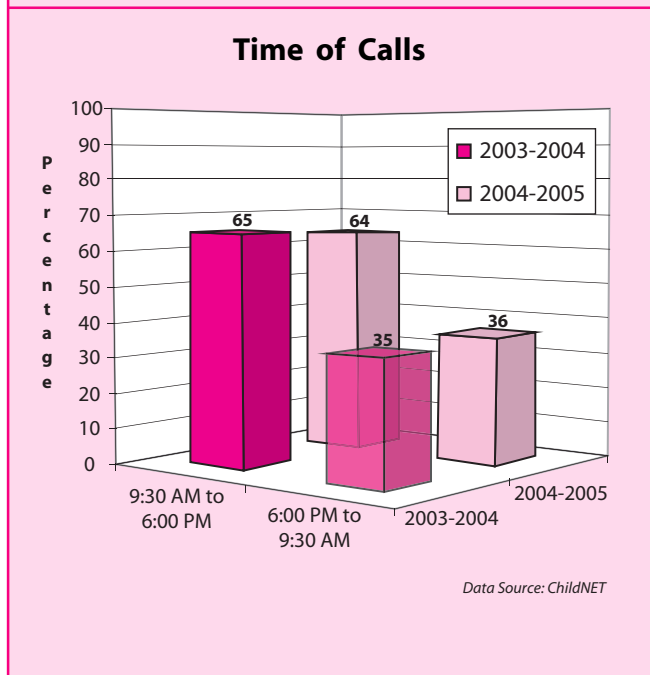
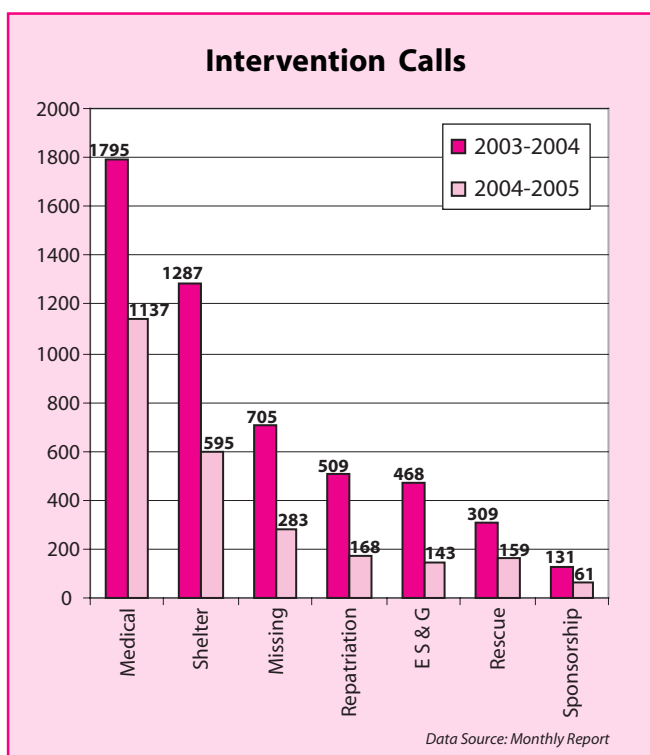
## Freeing children from the shackles of bonded labour...

Vishal, Sriram and Ramya aged 14yrs, 9yrs & 8yrs respectively used to beg and were involved in rag picking for a man they referred to as uncle. Allegedly, they were forced into these activities so that they could repay the debts their parents owed to the 'uncle'. This became known when the Railway Police found the 'uncle' travelling ticket less. The railway police handed the child over to CHILDLINE Mangalore. The children informed CHILDLINE team members that their parents lived in Ananthapur in Andhra Pradesh. The three children were placed in a Child Labour residential school. Meanwhile their parents were contacted. The parents were counselled about the importance of educating their children. The parents assured team members that they would send the children to school. The children were handed over to the parents after proper verification.

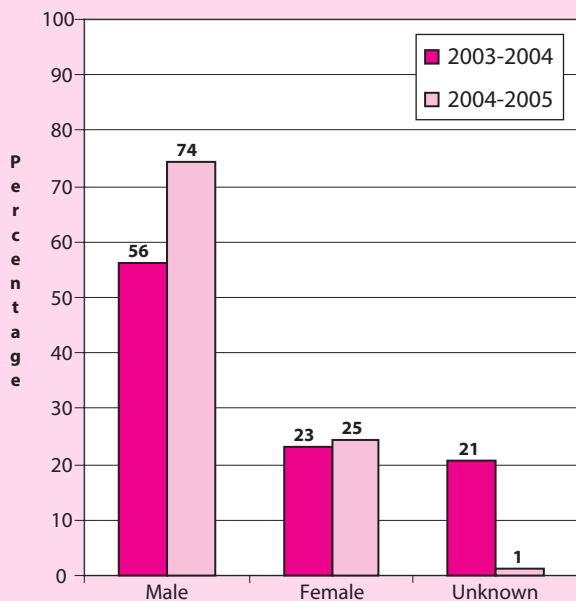
# MUMBAI, MAHARASHTRA

<b>Nodal Organisation</b>	: CHILDLINE INDIA FOUNDATION
<b>Collaborative Organisation(s)</b>	: Balprafullata, AAMRAE, YUVA
<b>Support Organisation(s)</b>	: Hamara Club, PRERANA, SNEHA, AASARA
<b>Date Of Inception</b>	: Jun-96
<b>Total Calls till Dec'05 since Inception</b>	: 24,59,143

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	1795	1137
Shelter	1287	595
Repatriation	509	168
Rescue	309	159
Death Related	12	13
Sponsorship	131	61
<b>Total - I</b>	<b>4043</b>	<b>2133</b>
<b>II. Missing Children</b>		
Child Lost	241	153
Parents asking for Help	464	130
<b>Total - II</b>	<b>705</b>	<b>283</b>
<b>III. Emotional Support Guidance</b>	<b>468</b>	<b>143</b>
<b>IV. Follow-up calls</b>	<b>7473</b>	<b>3,032</b>
<b>V. Did not Find (DNF)</b>	<b>217</b>	<b>710</b>
<b>Total I to V</b>	<b>12906</b>	<b>6301</b>
<b>VI. Information</b>		
Information & Referral to Service	1094	1324
Information about CHILDLINE & Volunteers	65378	47644
<b>Total - VI</b>	<b>66472</b>	<b>48968</b>
<b>VII. Others</b>		
Silent	152144	124730
Blank	138248	110619
Wrong	22599	36665
Crank/Fun/Abusive	107390	93719
Chat	56552	58836
Phone Testing	17816	7978
Administrative	25430	20,919
Personal	5032	3,882
Others	0	127
Unclassified	19	705
<b>Total VII</b>	<b>525230</b>	<b>458180</b>
<b>Total I to VII</b>	<b>604608</b>	<b>513449</b>

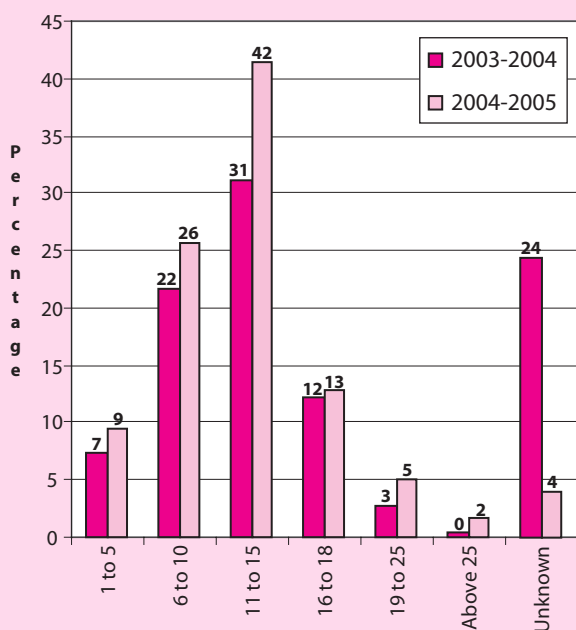


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Without parents...and the world is no rosy place

**CHILDLINE Yuva**, Mumbai received a call reporting that two children, four and three years old, were alone on the streets. The caller informed the team that the children were orphans. The CHILDLINE team traced the children. While making their inquiry, the neighbors showed them the house that belonged to the parents of the children. The upper storey of their house was given on rent and the family lived on the ground floor. The CHILDLINE team introduced themselves and the service they provide. The neighbours told the team that they have been taking care of the children ever since their parents passed away. Even though the children were being taken care of by the neighbours, the team thought it was necessary to present the children before the CWC and then come to a final decision.

However, during the next visit when the team tried to intervene the neighbours took offence. A political leader threatened the CHILDLINE team if they took the children. It was unveiled that the neighbours and political leader wanted to take over the house, since the parents were no more and the papers of the house could not be found.

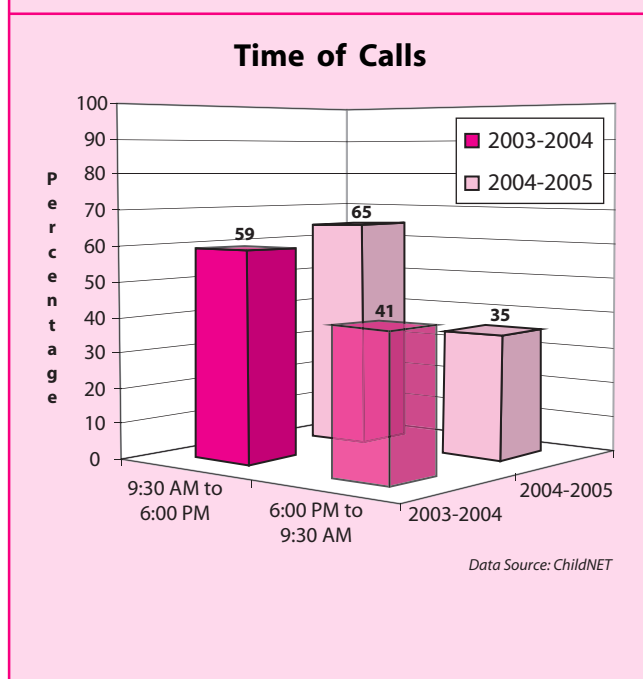
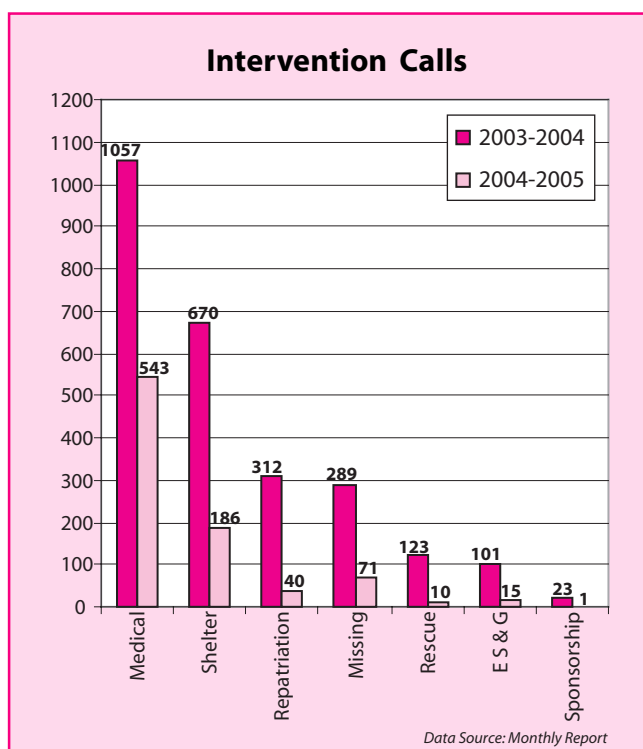
There was a meeting of the nagar sevaks where the political party tried to pressurize the team. But the team members did not pay any heed to the threats. CHILDLINE team members prepared a letter to appeal to the CWC to look into this case. The CWC asked Asha Sadan to intervene and submit a report. Based on the report submitted by Asha Sadan the CWC summoned the children in the presence of the team members, neighbours and political group. The verdict of the CWC was to place the children together at Asha Sadan Children's Home. Both children are keeping well. CHILDLINE shall ensure that the children are not cheated.

# MUMBAI, MAHARASHTRA

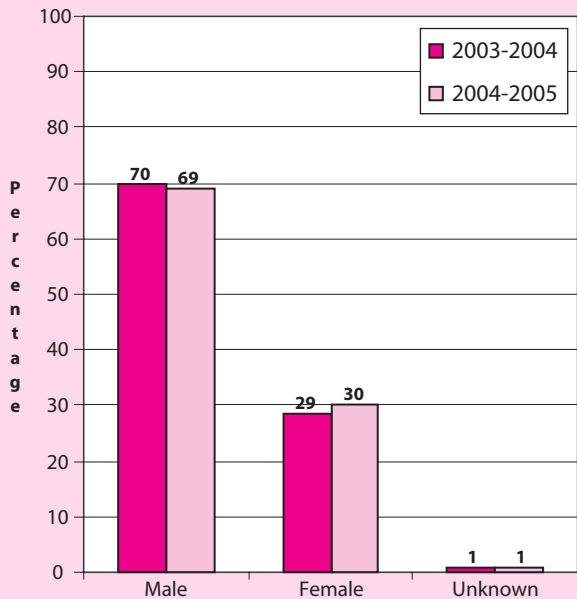
AAMRAE

<b>Nodal Organisation</b>	: CHILDLINE INDIA FOUNDATION
<b>Collaborative Organisation</b>	: AAMRAE
<b>Support Organisation(s)</b>	: Hamara Club, PRERANA
<b>Date Of Inception</b>	: Jun-96
<b>Total Calls till Dec'05 since Inception</b>	: 24,59,143*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	1057	543
Shelter	670	186
Repatriation	312	40
Rescue	123	10
Death Related	2	0
Sponsorship	23	1
<b>Total - I</b>	<b>2187</b>	<b>780</b>
<b>II. Missing Children</b>		
Child Lost	104	51
Parents ask Help	185	20
<b>Total - II</b>	<b>289</b>	<b>71</b>
<b>III. Emotional Support Guidance</b>	<b>101</b>	<b>15</b>
<b>IV. Follow-up calls</b>	<b>412</b>	<b>273</b>
<b>V. Did not Find (DNF)</b>	<b>96</b>	<b>645</b>
<b>Total I to V</b>	<b>3085</b>	<b>1784</b>
<b>VI. Information</b>		
Informaton & Referral to Service	217	272
Information about CHILDLINE & Volunteers	853	210
<b>Total - VI</b>	<b>1070</b>	<b>482</b>
<b>VII. Others</b>		
Silent	33510	33885
Blank	36488	31633
Wrong	7976	8325
Crank/Fun/Abusive	17303	14105
Chat	31231	27872
Phone Testing	568	129
Administrative	4195	2,357
Personal	983	1,905
Others	1122	127
Unclassified	4	693
<b>Total VII</b>	<b>133380</b>	<b>121031</b>
<b>Total I to VII</b>	<b>137535</b>	<b>123297</b>



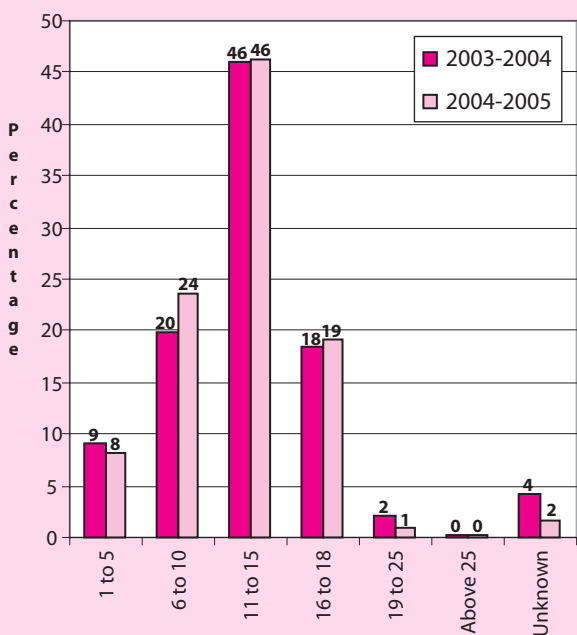
### Gender of Children



Data Source: ChildNET

A reporter called childline Aamrae and informed about shravan who was injured and bleeding profusely . Team member went to the spot and provided him proper medical treatment. Shravan informed the team member that his mother was forcing him to go the work but when he refused, in a fit of rage she dashed his head to the floor. So he ran away from home. Shravan was provided shelter at Yuva Shelter home as he was not ready to go back home. When his parents came to know about this, they wanted to take him back home but Shravan refused to go with them. So he was presented in front of court who ordered to sent him to Dongari remand home.

### Age Groups of Children



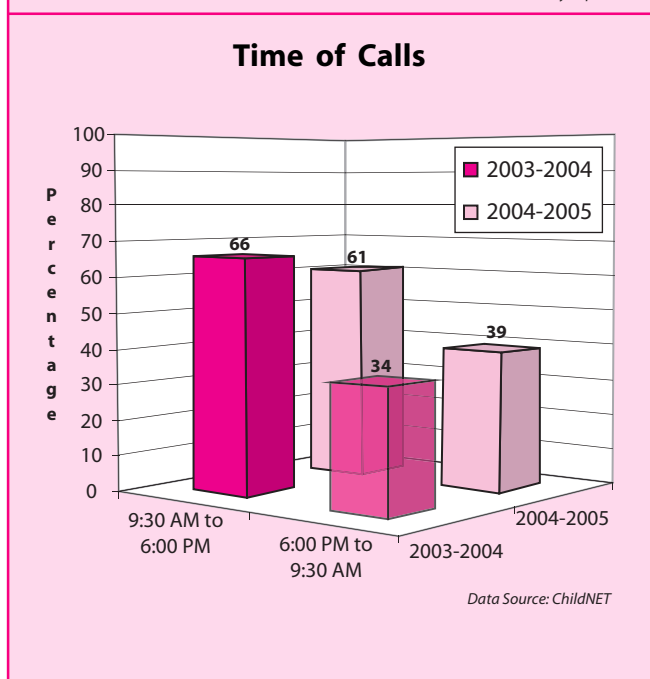
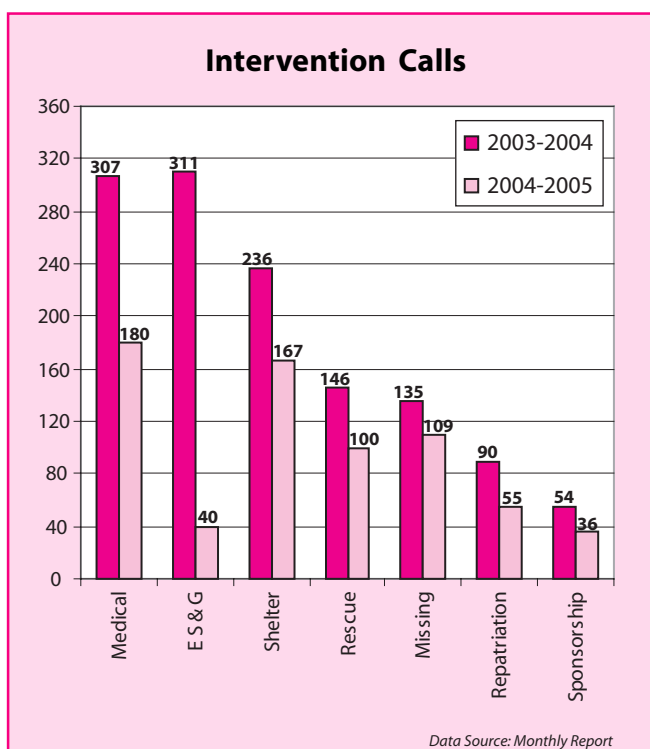
Data Source: ChildNET

# MUMBAI, MAHARASHTRA

BALPRAFULLATA

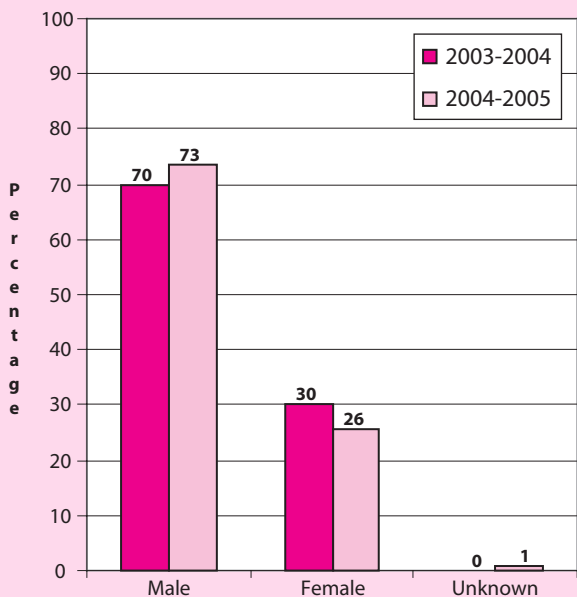
<b>Nodal Organisation</b>	: CHILDLINE INDIA FOUNDATION
<b>Collaborative Organisation</b>	: Balprafullata
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jun-96
<b>Total Calls till Dec'05 since Inception</b>	: 24,59,143*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	307	180
Shelter	236	167
Repatriation	90	55
Rescue	146	100
Death Related	1	3
Sponsorship	54	36
<b>Total - I</b>	<b>834</b>	<b>541</b>
<b>II. Missing Children</b>		
Child Lost	43	44
Parents ask Help	92	65
<b>Total - II</b>	<b>135</b>	<b>109</b>
<b>III. Emotional Support Guidance</b>	<b>311</b>	<b>40</b>
<b>IV. Follow-up calls</b>	<b>5497</b>	<b>1,902</b>
<b>V. Did not Find (DNF)</b>	<b>203</b>	<b>33</b>
<b>Total I to V</b>	<b>6980</b>	<b>2625</b>
<b>VI. Information</b>		
Informaton & Referral to Service	562	230
Information about CHILDLINE & Volunteers	45653	35430
<b>Total - VI</b>	<b>46215</b>	<b>35660</b>
<b>VII. Others</b>		
Silent	58966	35620
Blank	47562	29313
Wrong	5557	6283
Crank/Fun/Abusive	65144	51951
Chat	10484	3330
Phone Testing	11943	4282
Administrative	13688	12,206
Personal	1628	398
Others	0	0
Unclassified	29	12
<b>Total VII</b>	<b>215001</b>	<b>143395</b>
<b>Total I to VII</b>	<b>268196</b>	<b>181680</b>





### Gender of Children



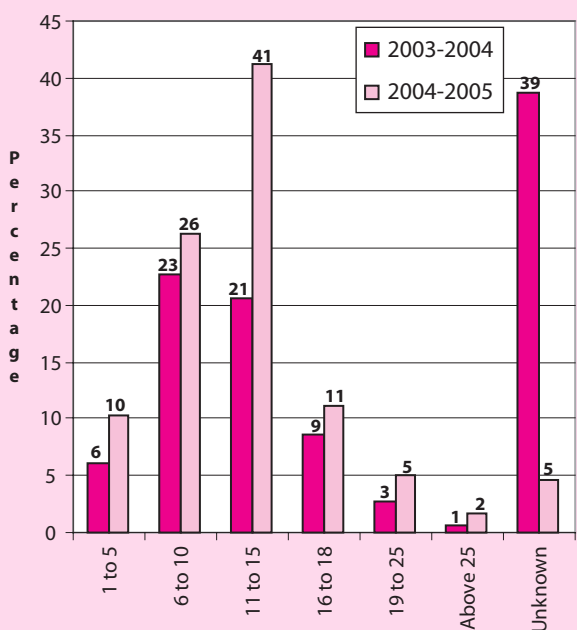
Data Source: ChildNET

### Medical aid for a poor child . . .

Nadira, a 4th standard student of 11 years old. Her father a blouse piece seller and earns around Rs 50/- per day and mother ,a house maid, and gets Rs 1000/- a month. Nadira has two school going sisters and brother.

She was suffering from the cardiac problem and needed Rs.55000/- for the operation.The family could not afford the cost of treatment. So they approached Balprafulta Childline. Home visits were done and later the hospital authorities were contacted and treatment was started.

### Age Groups of Children



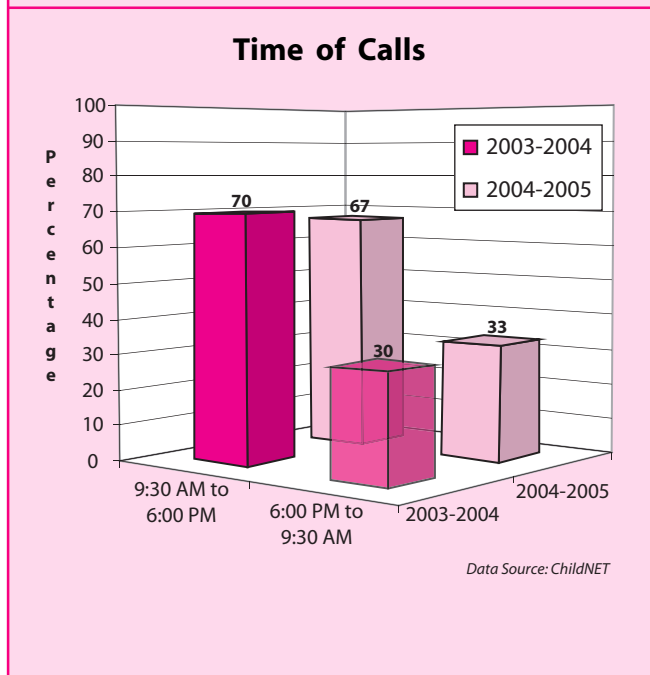
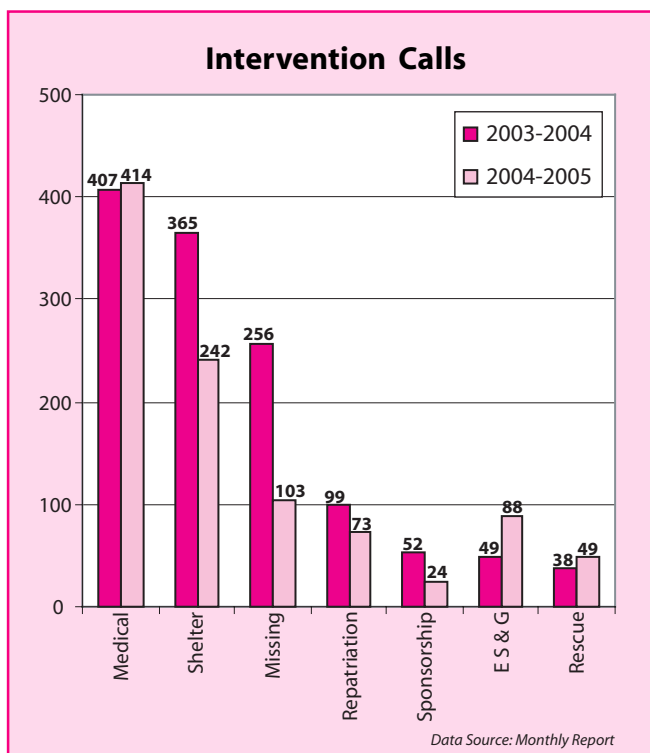
Data Source: ChildNET

# MUMBAI, MAHARASHTRA

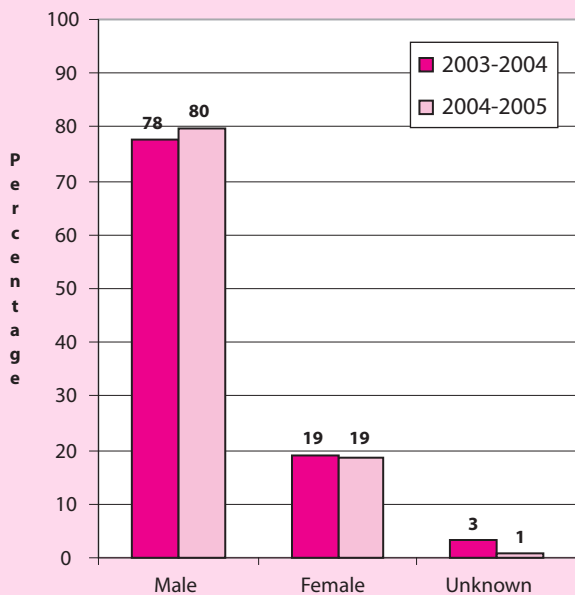
YUVA

<b>Nodal Organisation</b>	: CHILDLINE INDIA FOUNDATION
<b>Collaborative Organisation</b>	: YUVA
<b>Support Organisation</b>	: SNEHA, AASARA
<b>Date Of Inception</b>	: Jun-96
<b>Total Calls till Dec'05 since Inception</b>	: 24,59,143*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	407	414
Shelter	365	242
Repatriation	99	73
Rescue	38	49
Death Related	8	10
Sponsorship	52	24
<b>Total - I</b>	<b>969</b>	<b>812</b>
<b>II. Missing Children</b>		
Child Lost	83	58
Parents ask Help	173	45
<b>Total - II</b>	<b>256</b>	<b>103</b>
<b>III. Emotional Support Guidance</b>	<b>49</b>	<b>88</b>
<b>IV. Follow-up calls</b>	<b>1464</b>	<b>857</b>
<b>V. Did not Find (DNF)</b>	<b>40</b>	<b>32</b>
<b>Total I to V</b>	<b>2778</b>	<b>1892</b>
<b>VI. Information</b>		
Informaton & Referral to Service	308	822
Information about CHILDLINE & Volunteers	16892	12004
<b>Total - VI</b>	<b>17200</b>	<b>12826</b>
<b>VII. Others</b>		
Silent	53819	55225
Blank	48771	49673
Wrong	8112	22057
Crank/Fun/Abusive	21389	27663
Chat	13922	27634
Phone Testing	4946	3567
Administrative	6925	6,356
Personal	1224	1,579
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>159108</b>	<b>193754</b>
<b>Total I to VII</b>	<b>179086</b>	<b>208472</b>



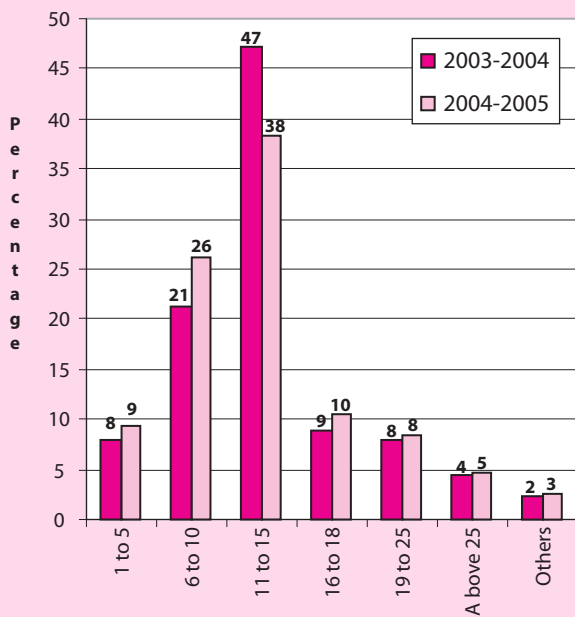
### Gender of Children



Data Source: ChildNET

An anonymous caller informed Childline that a woman police inspector who stays in his neighbourhood is torturing her adopted son. Childline members went to the place but nobody were ready to speak about the lady out of fear. Team members succeeded in perusing a women who gave the address of the child's school. Childline members went to his school but the child did not reveal anything. The matter was placed before the CWC who called the women for questioning. The women disclosed that she had great expectation from her son. She did not like her son to play with the other children from the vernacular medium school. The woman was counselled persuaded to look after her son properly.

### Age Groups of Children

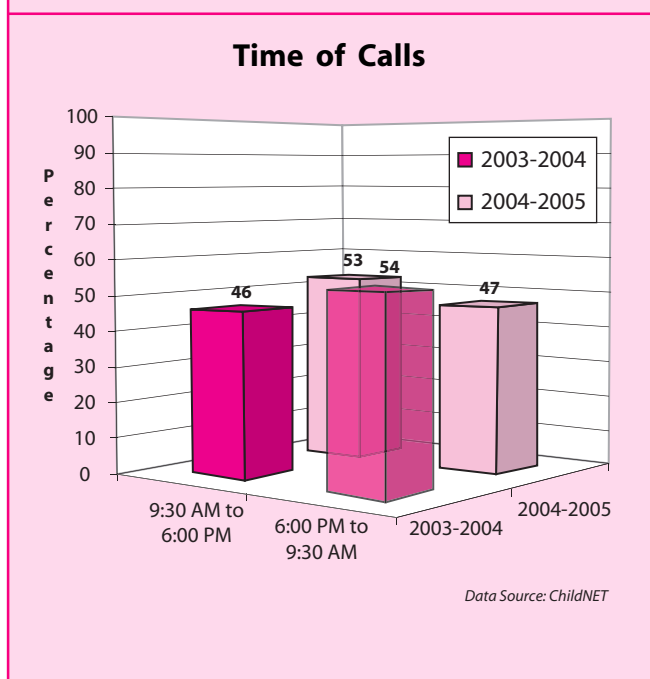
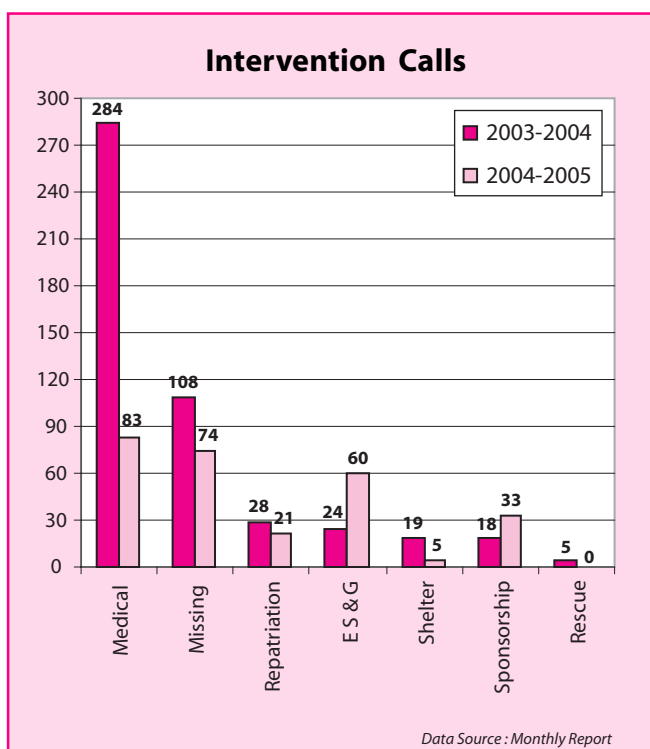


Data Source: ChildNET

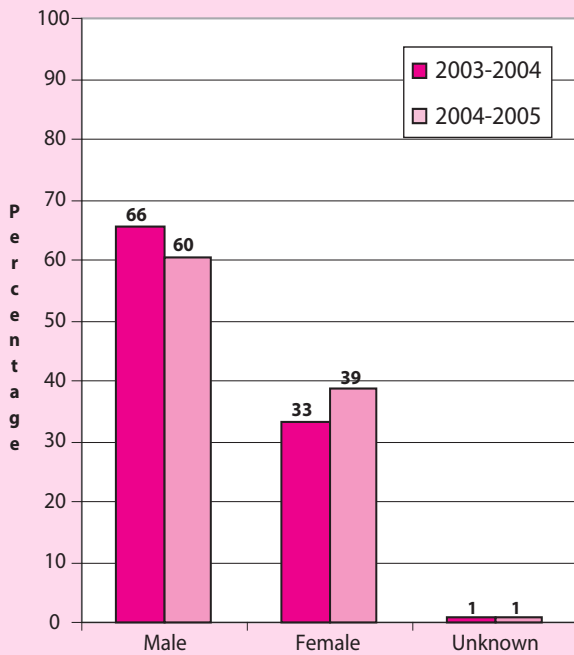
# NADIA, WEST BENGAL

<b>Nodal Organisation</b>	: Sudhiranjan Lehari Mahavidyalaya
<b>Collaborative Organisation</b>	: Sreema Mahila Samity
<b>Support Organisation</b>	: Karimpur Social Welfare Society
<b>Date Of Inception</b>	: Mar-03
<b>Total Calls till Dec'05 since Inception</b>	: 17,909

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	284	83
Shelter	19	5
Repatriation	28	21
Rescue	5	0
Death Related	3	1
Sponsorship	18	33
<b>Total - I</b>	<b>357</b>	<b>143</b>
<b>II. Missing Children</b>		
Child Lost	80	24
Parents asking for Help	28	50
<b>Total - II</b>	<b>108</b>	<b>74</b>
<b>III. Emotional Support Guidance</b>	<b>24</b>	<b>60</b>
<b>IV. Follow-up calls</b>	<b>145</b>	<b>222</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>634</b>	<b>499</b>
<b>VI. Information</b>		
Information & Referral to Service	468	760
Information about CHILDLINE & Volunteers	654	305
<b>Total - VI</b>	<b>1122</b>	<b>1065</b>
<b>VII. Others</b>		
Silent	794	753
Blank	2032	1976
Wrong	407	741
Crank/Fun/Abusive	679	856
Chat	163	466
Phone Testing	359	295
Administrative	848	674
Personal	219	20
Others	0	0
Unclassified	23	3
<b>Total VII</b>	<b>5524</b>	<b>5784</b>
<b>Total I to VII</b>	<b>7280</b>	<b>7348</b>

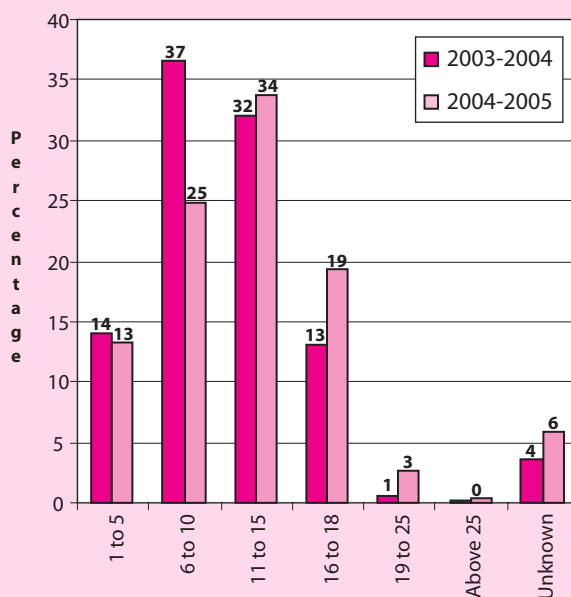


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Shelter provided to a disabled child...

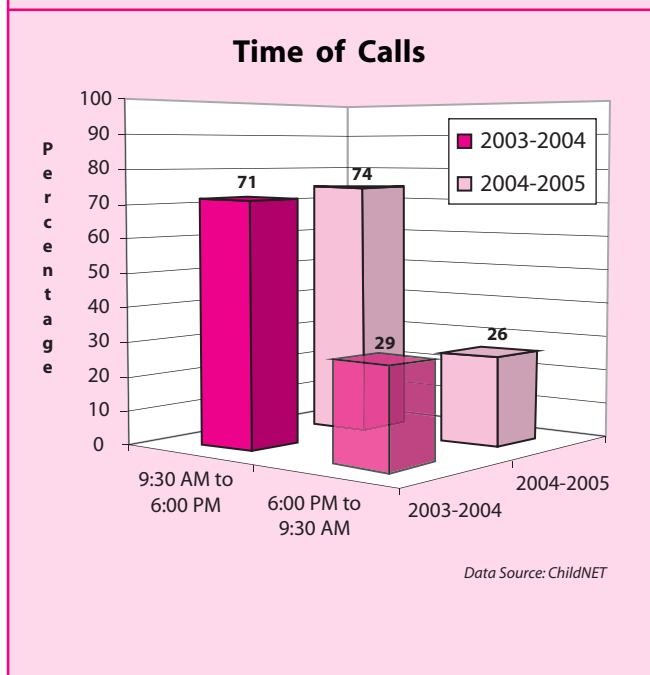
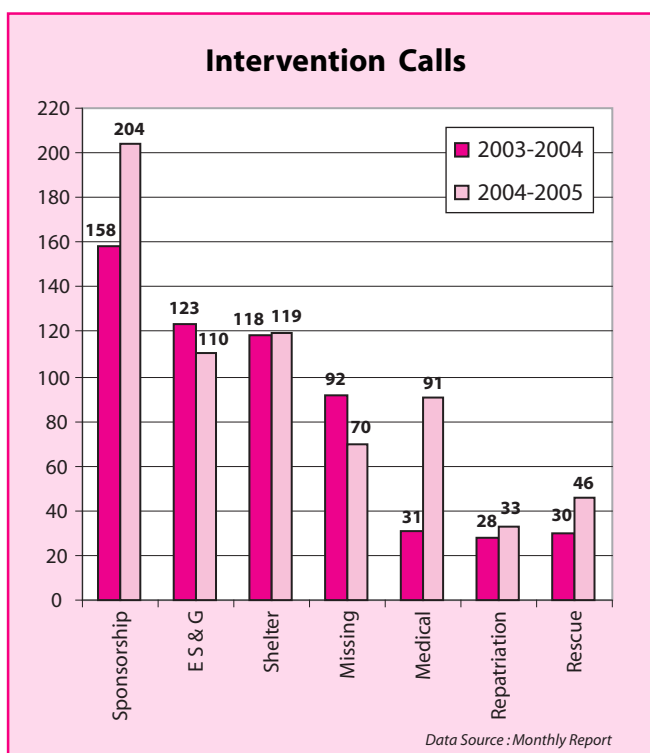
Four-year-old Gour was brought into CHILDLINE Nadia office by the Ranaghat G.R.P.S. The child was physically and mentally challenged. The child could not sit, stand, hear and respond. A case was registered at the local police station and the child brought to the CHILDLINE office. The child stayed at the office for nearly 20-25 days. During his stay the team took care of the child and catered to all his basic needs. He was later transferred to Sabujpally shelter home. Gour was happy to be among other kids of his age group. He began to show changes. He would respond when his name was called, hear a bit and follow others movement with squint eyes. Like any other child he would get jealous when attention was showered on other children. Meanwhile efforts were being made for his long-term rehabilitation.

Gour was produced before the CWC. With the recommendation passed by the CWC, the team approached the Director of Social Welfare who proposed Indian Society for Sponsorship and Adoption for the child's long-term rehabilitation. On 4th April 2004 Gour was admitted into Indian Society for Sponsorship and Adoption. A follow-up visit one month later showed Gour in a much-improved state. The child is happy and doing well at the center.

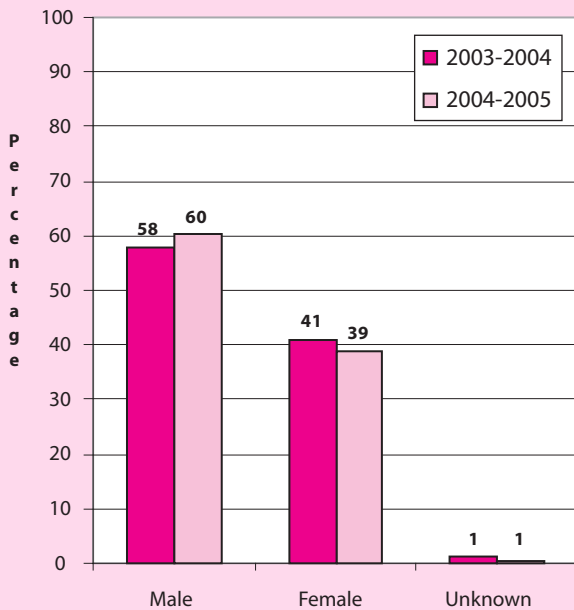
# NAGPUR, MAHARASHTRA

<b>Nodal Organisation</b>	: MSS Institute of Social Work
<b>Collaborative Organisation</b>	: Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha
<b>Support Organisation</b>	: ISSUE, Varadaan, BBSKBS
<b>Date Of Inception</b>	: Nov-98
<b>Total Calls till Dec'05 since Inception</b>	: 1,25,198

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	31	91
Shelter	118	119
Repatriation	28	33
Rescue	30	46
Death Related	0	0
Sponsorship	158	204
<b>Total - I</b>	<b>365</b>	<b>493</b>
<b>II. Missing Children</b>		
Child Lost	57	52
Parents ask Help	35	18
<b>Total - II</b>	<b>92</b>	<b>70</b>
<b>III. Emotional Support Guidance</b>	<b>123</b>	<b>110</b>
<b>IV. Follow-up calls</b>	<b>686</b>	<b>480</b>
<b>V. Did not Find (DNF)</b>	<b>18</b>	<b>11</b>
<b>Total I to V</b>	<b>1284</b>	<b>1164</b>
<b>VI. Information</b>		
Informaton & Referral to Service	35	31
Information about CHILDLINE & Volunteers	5340	4736
<b>Total - VI</b>	<b>5375</b>	<b>4767</b>
<b>VII. Others</b>		
Silent	2303	3355
Blank	1707	2193
Wrong	1529	2266
Crank/Fun/Abusive	3473	3076
Chat	0	0
Phone Testing	223	224
Administrative	1830	2,405
Personal	768	850
Others	0	0
Unclassified	46	33
<b>Total VII</b>	<b>11879</b>	<b>14402</b>
<b>Total I to VII</b>	<b>18538</b>	<b>20333</b>



### Gender of Children

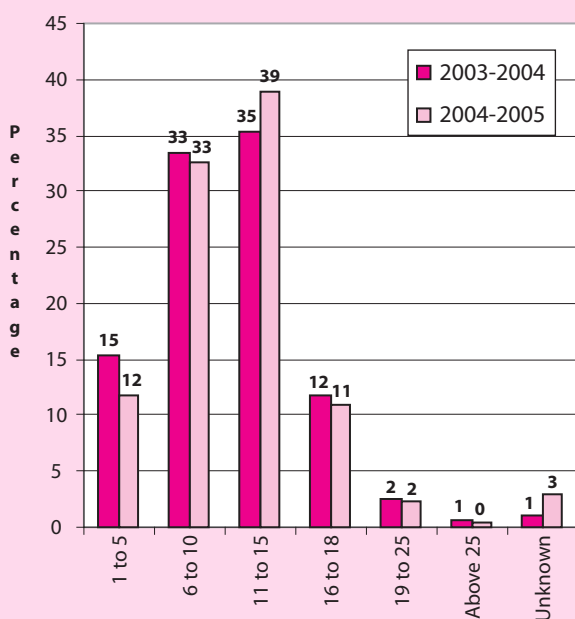


Data Source: ChildNET

## Repatriating a runaway child...

Arun's mother passed away when he was 3 years old. His father worked as a home guard. But after his mother's death his father often got drunk and beat him and his siblings. Unable to bear the battering any longer Arun ran away from home. In May 2005, a concerned adult called CHILDLINE Nagpur seeking help for 11-year-old Arun. The child was brought to the CHILDLINE centre, was given some warm food and temporary shelter. Over some counselling sessions, the child told CHILDLINE team members about his family and the reasons he ran away from home. The child did not wish to go back home but after some time team members successfully persuaded the child to try to reconcile with his father. He was assured of CHILDLINE's help whenever he dialled 1098. The child gave details, which helped establish contact with his father. When the child's father finally arrived at the CHILDLINE centre he was counselled and then Arun was handed over to him. Arun calls CHILDLINE regularly and is happy to be back with his family.

### Age Groups of Children

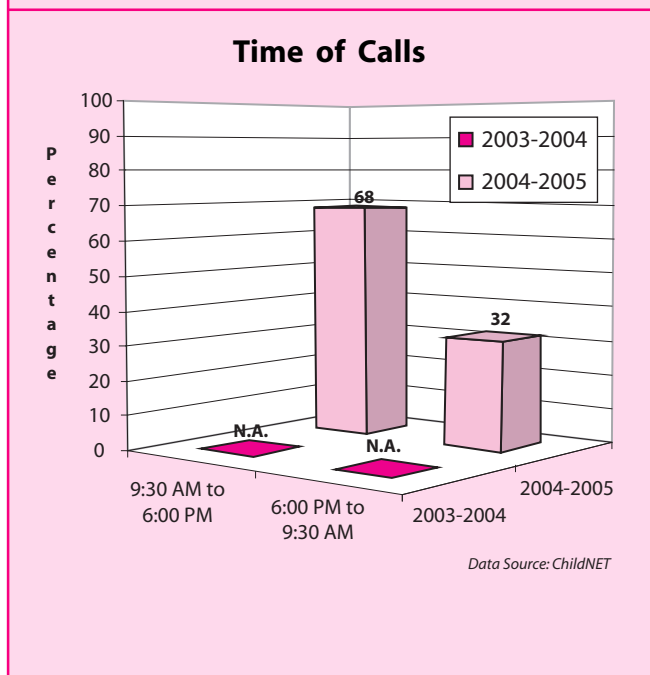
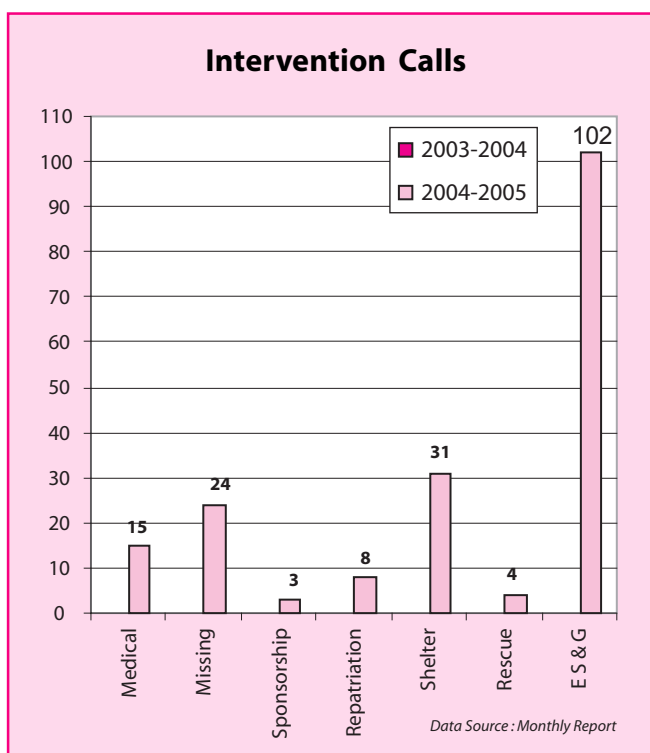


Data Source: ChildNET

# NASIK, MAHARASHTRA

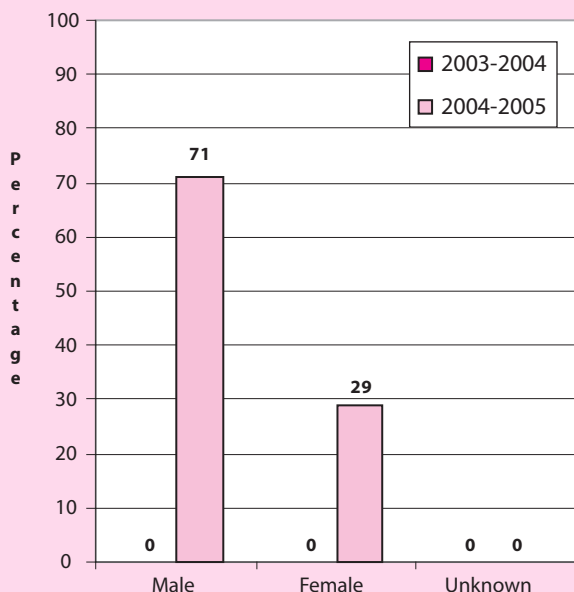
<b>Nodal Organisation</b>	: —
<b>Collaborative Organisation</b>	: Navjeen World Peace & Research Foundation
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jun-04
<b>Total Calls till Dec'05 since Inception</b>	: 73,996

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help		15
Shelter		31
Repatriation		8
Rescue		4
Death Related		0
Sponsorship		3
<b>Total - I</b>		<b>61</b>
<b>II. Missing Children</b>		
Child Lost		11
Parents ask Help		13
<b>Total - II</b>		<b>24</b>
<b>III. Emotional Support Guidance</b>		<b>102</b>
<b>IV. Follow-up calls</b>		<b>199</b>
<b>V. Did not Find (DNF)</b>		<b>0</b>
<b>Total I to V</b>		<b>386</b>
<b>VI. Information</b>		
Informaton & Referral to Service		86
Information about CHILDLINE & Volunteers		1581
<b>Total - VI</b>		<b>1667</b>
<b>VII. Others</b>		
Silent		8660
Blank		6071
Wrong		842
Crank/Fun/Abusive		3207
Chat		5127
Phone Testing		9826
Administrative		2,359
Personal		696
Others		24
Unclassified		3
<b>Total VII</b>		<b>36815</b>
<b>Total I to VII</b>		<b>38868</b>





### Gender of Children



Data Source : ChildNET

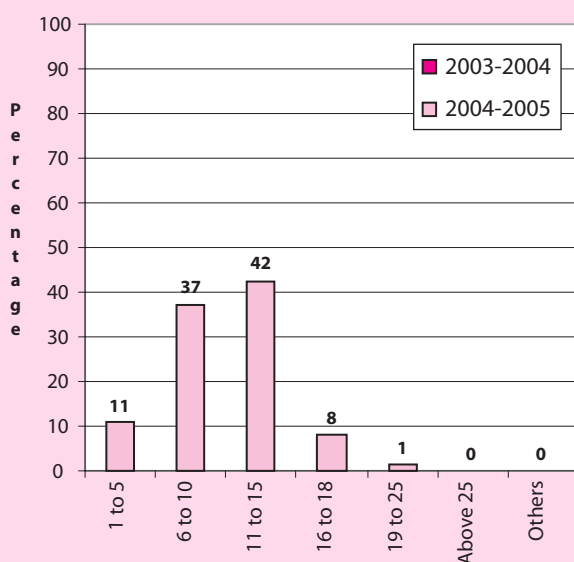
## Raising funds for a child suffering from cancer...

The Manmad Child Welfare Committee (CWC) called CHILDLINE Nashik seeking help for a 17-year-old boy called Pranay who was suffering from Cancer and required an urgent operation. The cost of operation and treatment was an estimated Rs. 40,000 to 70,000.

Pranay's father was very poor, he worked in the railway station canteen and could not afford the cost of the treatment of the cost.

CHILDLINE got the child admitted at the NAMCO Charitable Hospital where the charges for treatment were significantly lower than elsewhere. CHILDLINE appealed to various sections of the society including industrialist, socialites, advocates, doctors etc. and were able to raise the required sum of Rs 30,000 for the child's treatment.

### Age Groups of Children

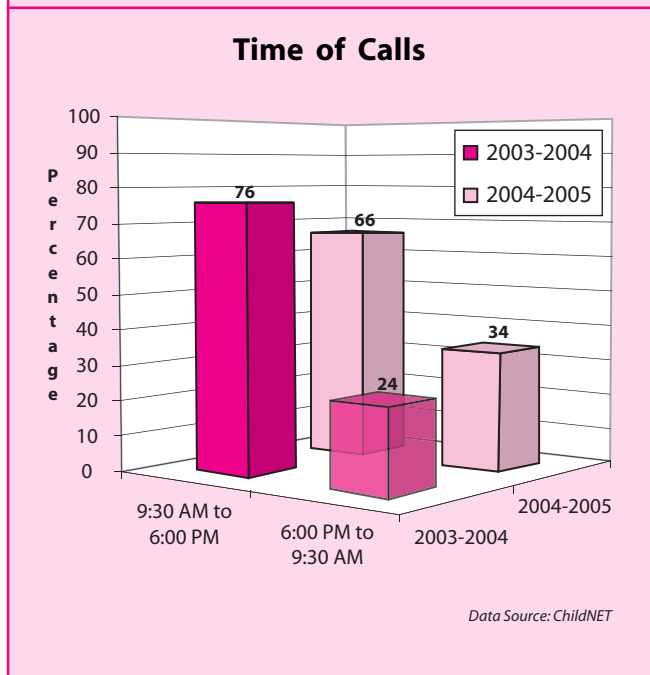
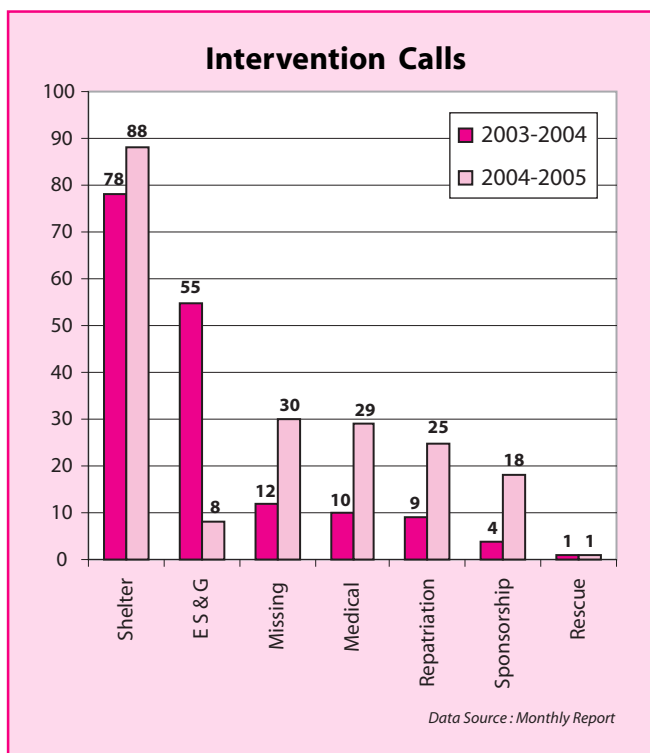


Data Source : ChildNET

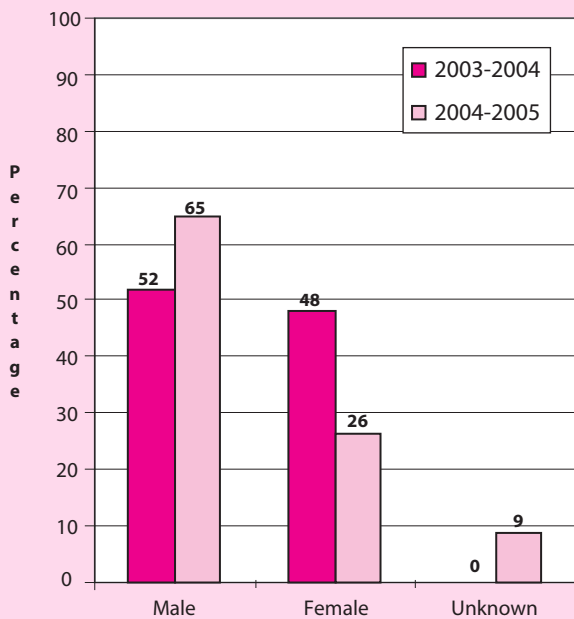
# PASCHIM MEDINIPUR, WEST BENGAL

<b>Nodal Organisation</b>	: Vidya Sagar School of Social Work
<b>Collaborative Organisation</b>	: Prabuddha Bharati Shishu tirtha
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Dec-02
<b>Total Calls till Dec'05 since Inception</b>	: 13,575

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	10	29
Shelter	78	88
Repatriation	9	25
Rescue	1	1
Death Related	0	0
Sponsorship	4	18
<b>Total - I</b>	<b>102</b>	<b>161</b>
<b>II. Missing Children</b>		
Child Lost	4	12
Parents asking for Help	8	18
<b>Total - II</b>	<b>12</b>	<b>30</b>
<b>III. Emotional Support Guidance</b>	<b>55</b>	<b>8</b>
<b>IV. Follow-up calls</b>	<b>77</b>	<b>381</b>
<b>V. Did not Find (DNF)</b>	<b>20</b>	<b>5</b>
<b>Total I to V</b>	<b>266</b>	<b>585</b>
<b>VI. Information</b>		
Information & Referral to Service	14	12
Information about CHILDLINE & Volunteers	593	409
<b>Total - VI</b>	<b>607</b>	<b>421</b>
<b>VII. Others</b>		
Silent	554	713
Blank	619	449
Wrong	1113	1541
Crank/Fun/Abusive	284	275
Chat	83	301
Phone Testing	403	490
Administrative	834	946
Personal	6	37
Others	0	0
Unclassified	18	38
<b>Total VII</b>	<b>3914</b>	<b>4790</b>
<b>Total I to VII</b>	<b>4787</b>	<b>5796</b>



### Gender of Children



Data Source: ChildNET

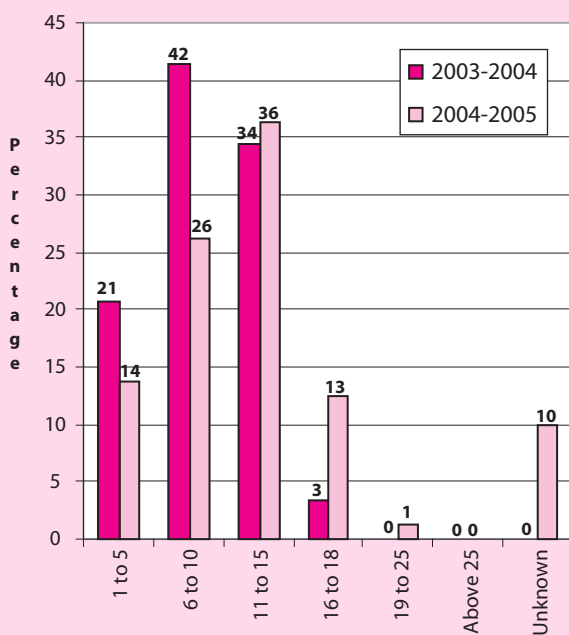
### Providing shelter for a trafficked child...

On 1st March 2005 CHLDLINE Paschim Medinipur received a call from Government Railway Police officials seeking help for 15 -year- old, Haseena, who had been trafficked from Bangladesh to Kharagpur. She was rescued by the railway police.

Haseena told team members that her father was involved in trafficking drugs and her stepmother had sold her to a trafficker for Rs. 2000. The child did not want to return home. CHLDLINE team members, therefore, produced the child before the Kolkata Child Welfare Committee which directed for the child to be sheltered at a CHLDLINE's support organization's shelter home.

This case received wide media coverage.

### Age Groups of Children

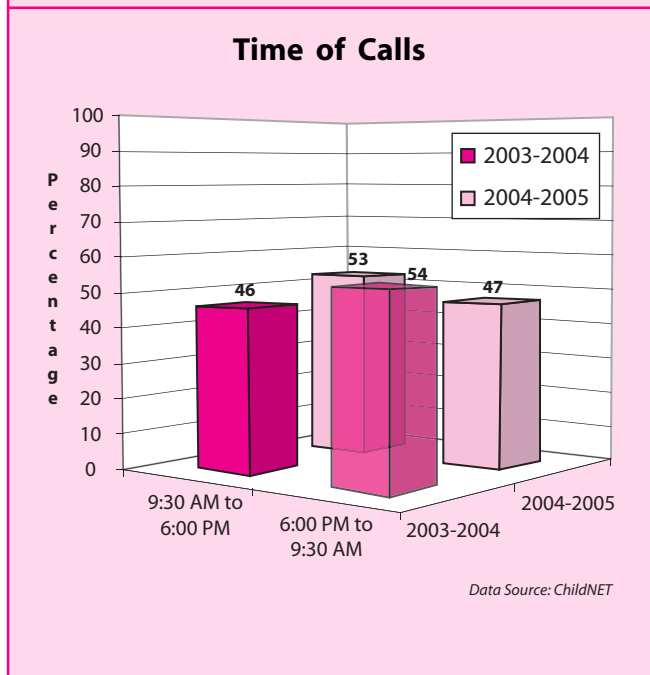
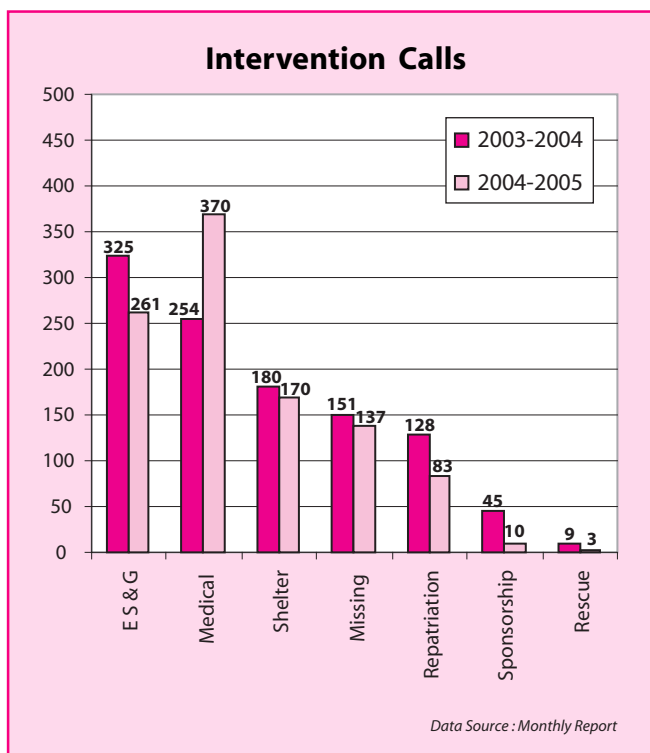


Data Source: ChildNET

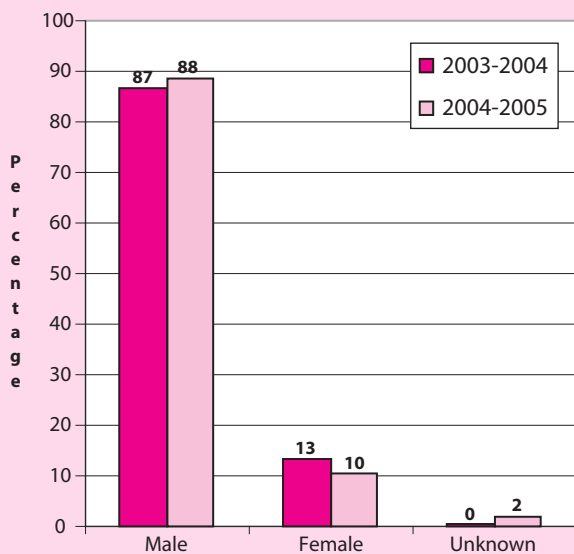
# PATNA, BIHAR

<b>Nodal Organisation</b>	: East West Educational Society
<b>Collaborative Organisation</b>	: Bal Sakha
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jul-99
<b>Total Calls till Dec'05 since Inception</b>	: 76,066

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	254	370
Shelter	180	170
Repatriation	128	83
Rescue	9	3
Death Related	0	1
Sponsorship	45	10
<b>Total - I</b>	<b>616</b>	<b>637</b>
<b>II. Missing Children</b>		
Child Lost	54	25
Parents asking for Help	97	112
<b>Total - II</b>	<b>151</b>	<b>137</b>
<b>III. Emotional Support Guidance</b>	<b>325</b>	<b>261</b>
<b>IV. Follow-up calls</b>	<b>874</b>	<b>1073</b>
<b>V. Did not Find (DNF)</b>	<b>107</b>	<b>9</b>
<b>Total I to V</b>	<b>2073</b>	<b>2117</b>
<b>VI. Information</b>		
Information & Referral to Service	375	460
Information about CHILDLINE & Volunteers	1067	1439
<b>Total - VI</b>	<b>1442</b>	<b>1899</b>
<b>VII. Others</b>		
Silent	960	1263
Blank	525	598
Wrong	1006	1022
Crank/Fun/Abusive	670	1173
Chat	0	0
Phone Testing	368	468
Administrative	1989	2203
Personal	929	383
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>6447</b>	<b>7110</b>
<b>Total I to VII</b>	<b>9962</b>	<b>11126</b>



### Gender of Children

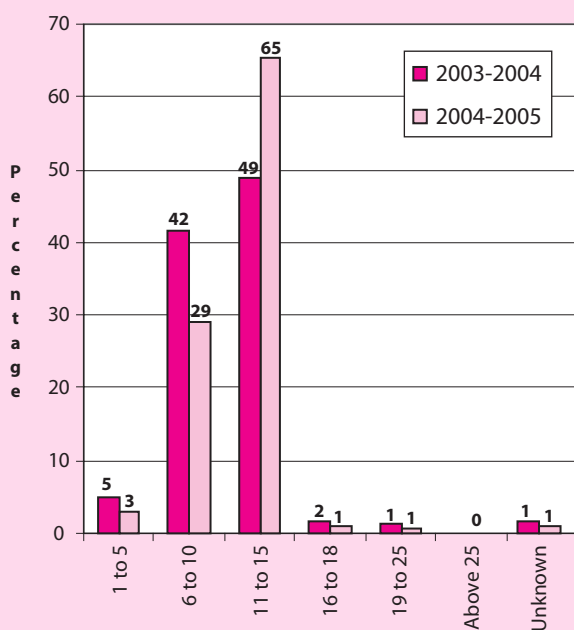


Data Source: ChildNET

## Repatriation of ran away children

CHILDLINE Patna received a call from G.R.P.S. Patna Junction informing about five boys they had found at the railway station. The boys had run away from Delhi and reached Patna. While going to school these boys, without informing their parents, had taken a train and reached Patna. All the children belonged to Bihar but their parents were settled in Delhi. The children were provided shelter in the residential centre of Bal Sakha. With the help of the G.R.P.S. Patna all the parents were informed in Delhi. Thereafter the parents came to Patna and the children were handed over to them.

### Age Groups of Children

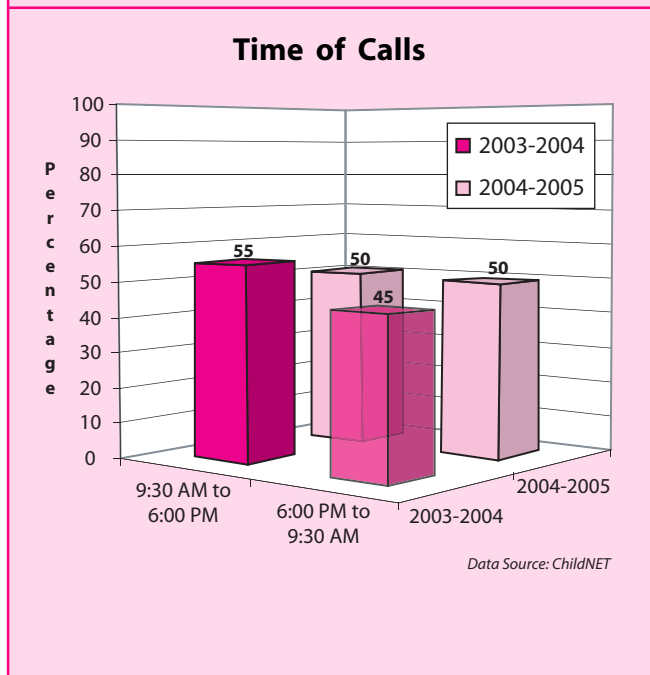
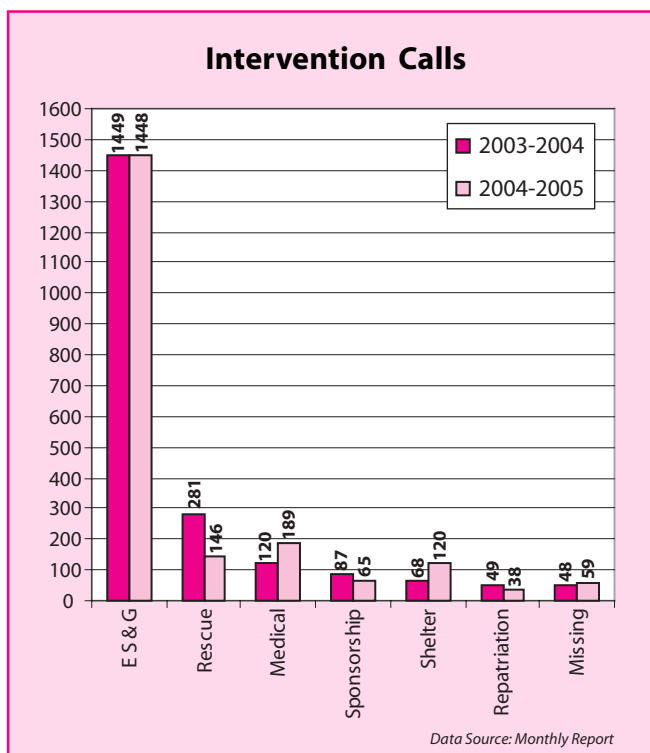


Data Source: ChildNET

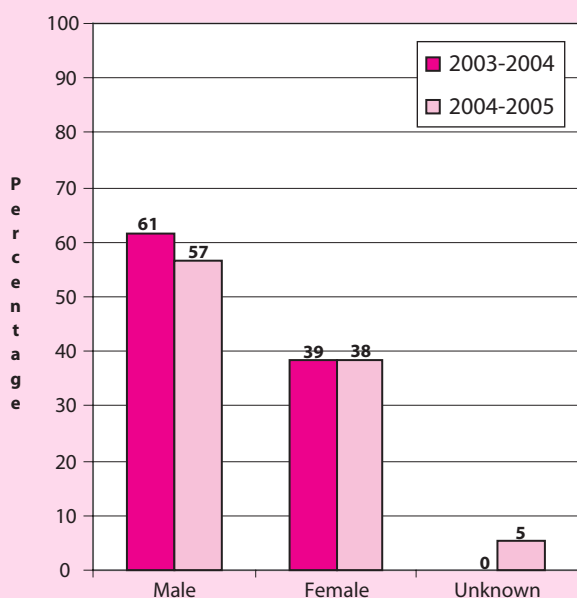
# PUNE, MAHARASHTRA

<b>Nodal Organisation</b>	: Karve Institute of Social Service
<b>Collaborative Organisation</b>	: Dnyana Devi
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Mar-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,59,414

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	120	189
Shelter	68	120
Repatriation	49	38
Rescue	281	146
Death Related	3	3
Sponsorship	87	65
<b>Total - I</b>	<b>608</b>	<b>561</b>
<b>II. Missing Children</b>		
Child Lost	28	9
Parents ask Help	20	50
<b>Total - II</b>	<b>48</b>	<b>59</b>
<b>III. Emotional Support Guidance</b>	<b>1449</b>	<b>1448</b>
<b>IV. Follow-up calls</b>	<b>904</b>	<b>814</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>3009</b>	<b>2882</b>
<b>VI. Information</b>		
Informaton & Referral to Service	273	326
Information about CHILDLINE & Volunteers	1202	714
<b>Total - VI</b>	<b>1475</b>	<b>1040</b>
<b>VII. Others</b>		
Silent	9908	12542
Blank	2474	3346
Wrong	3603	4585
Crank/Fun/Abusive	1125	1022
Chat	1864	2576
Phone Testing	1347	857
Administrative	1326	1,308
Personal	0	662
Others	1100	491
Unclassified	79	345
<b>Total VII</b>	<b>22826</b>	<b>27734</b>
<b>Total I to VII</b>	<b>27310</b>	<b>31656</b>

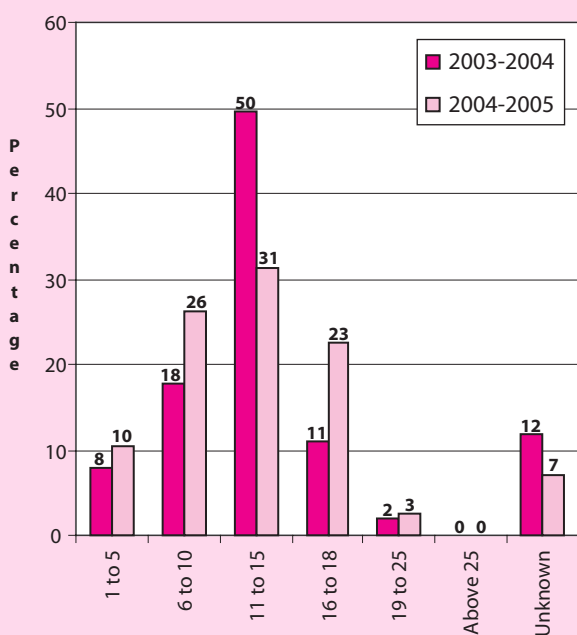


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Rescue and Repatriation...

Ten-year-old Pooja was brought to Pune by her aunty from Bihar to be employed as a domestic helper. She was employed in the house of a Soft ware professional. Though she was fed well her employer abused her regularly. A concerned neighbour reported the matter to CHLDLINE Pune. The team visited the house and spoke to the child. Pooja initially refused talk and stated that she had no complaints. The team members coaxed the child to talk. Pooja was taught not to complain against elders and hence her silence. During the session it was observed that the child had bruises on her body. She showed marks of burns, bite marks and nail marks on her neck.

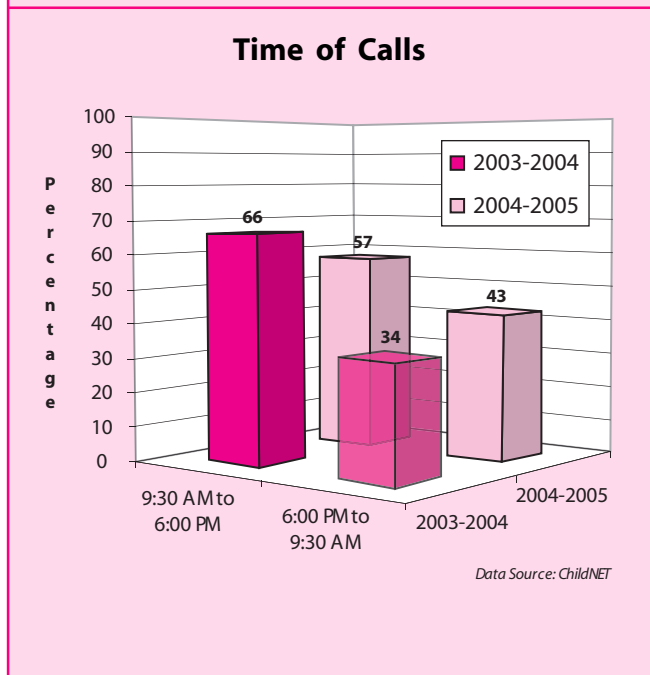
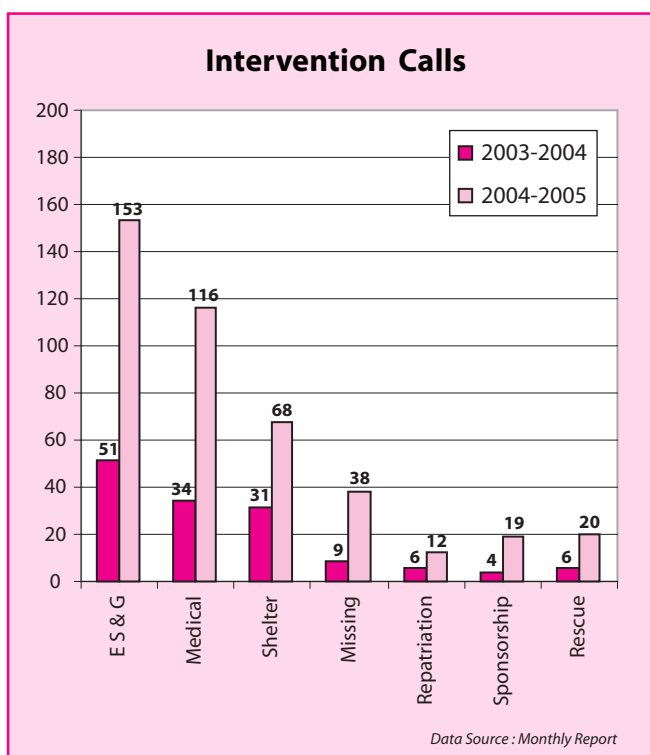
Pooja's employer was given warning to take care of the child until her parents were traced and the child repatriated. CHLDLINE Pune contacted CHLDLINE Patna to assist in finding her parents. Meanwhile the employer threatened the child with knife. The child was immediately placed at a temporary shelter. Pooja did not adjust well at the shelter home and so had to be shifted to the neighbour's house. One the day the child was to leave for Patna the employer's brother-in-law visited the CHLDLINE office and abused the staff questioning their authority to take the child away. The police had to intervene to settle the situation. However this resulted in delay and the child could leave on the day. She shifted to another shelter home.

Pooja has been repatriated to her hometown, Maheshpur, Bihar.

# PURBO MEDINIPUR, WEST BENGAL

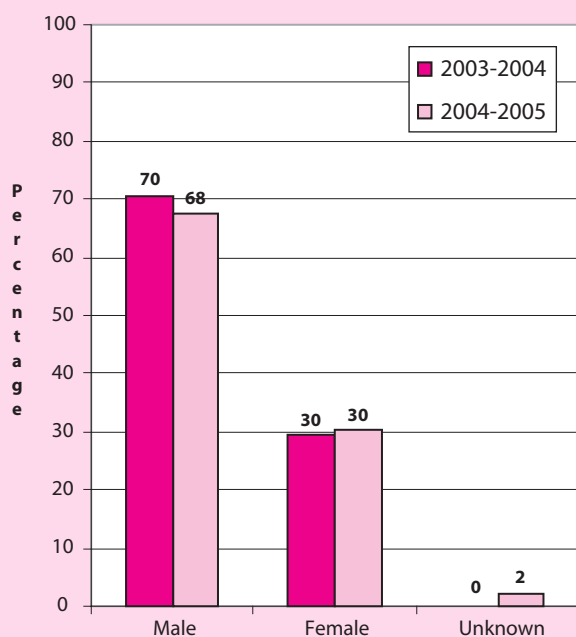
<b>Nodal Organisation</b>	: Egra College
<b>Collaborative Organisation</b>	: Vivekananda Lok Siksha Niketan
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Mar-03
<b>Total Calls till Dec'05 since Inception</b>	: 24,763

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	34	116
Shelter	31	68
Repatriation	6	12
Rescue	6	20
Death Related	0	0
Sponsorship	4	19
<b>Total - I</b>	<b>81</b>	<b>235</b>
<b>II. Missing Children</b>		
Child Lost	5	14
Parents asking for Help	4	24
<b>Total - II</b>	<b>9</b>	<b>38</b>
<b>III. Emotional Support Guidance</b>	<b>51</b>	<b>153</b>
<b>IV. Follow-up calls</b>	<b>202</b>	<b>398</b>
<b>V. Did not Find (DNF)</b>	<b>6</b>	<b>25</b>
<b>Total I to V</b>	<b>349</b>	<b>849</b>
<b>VI. Information</b>		
Information & Referral to Service	77	184
Information about CHILDLINE & Volunteers	348	414
<b>Total - VI</b>	<b>425</b>	<b>598</b>
<b>VII. Others</b>		
Silent	431	1160
Blank	1429	2200
Wrong	225	612
Crank/Fun/Abusive	213	1218
Chat	24	423
Phone Testing	441	752
Administrative	261	801
Personal	30	7
Others	0	0
Unclassified	0	5
<b>Total VII</b>	<b>3054</b>	<b>7178</b>
<b>Total I to VII</b>	<b>3828</b>	<b>8625</b>



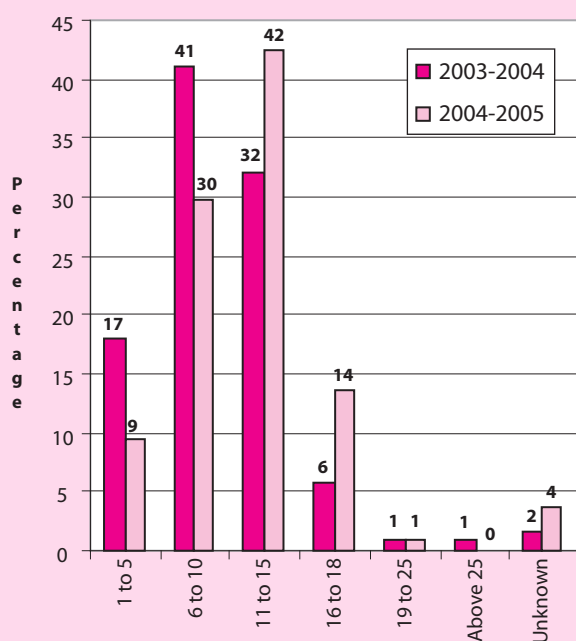


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## A ten year old rescued...

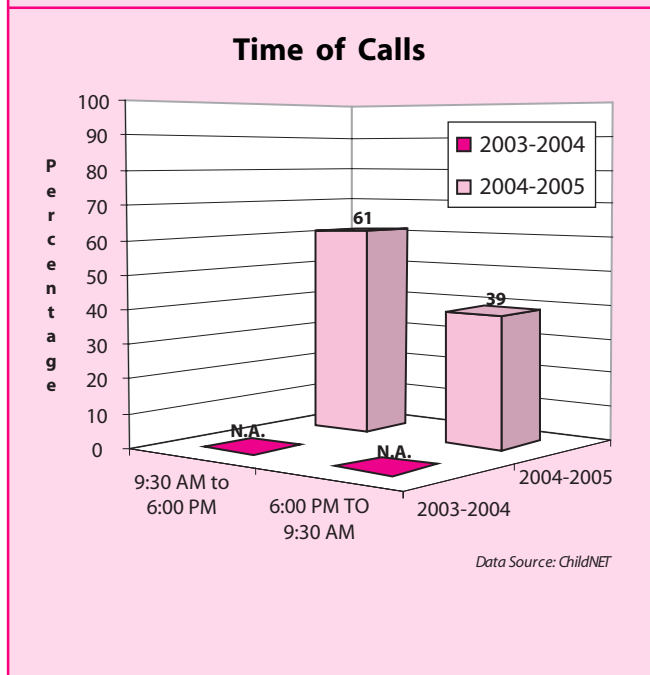
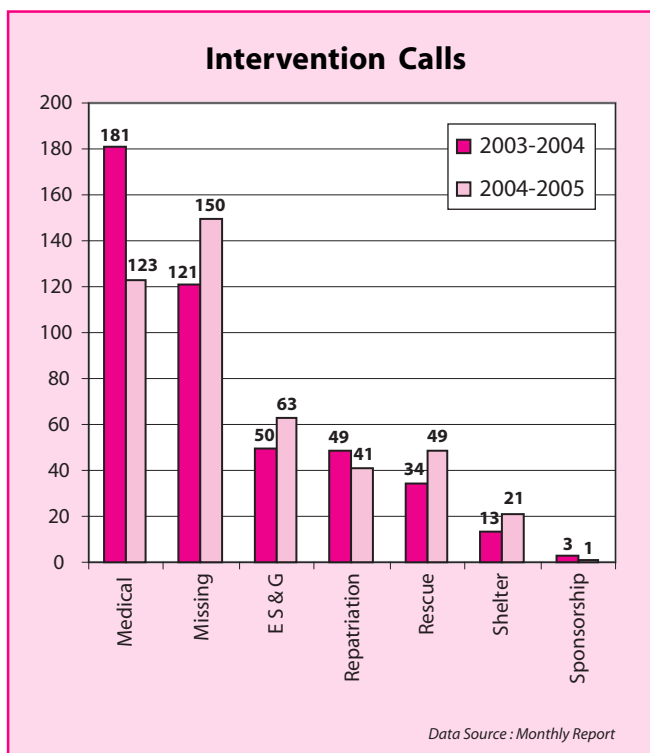
A concerned adult found 10 year old Sikha (name changed) in a distressed condition and immediately called up CHILDLINE Purba Medinipur. The girl was given temporary shelter at the CHILDLINE office. Meanwhile, a police diary was lodged. The girl had been working as a domestic servant. The employer and his wife would regularly physically and mentally abuse the child. One day Sikha ran away from their house and came to the central bus stand. She was in a state of shock when she was found. CHILDLINE carried out trauma counseling sessions with her. CHILDLINE then contacted and informed Sikha's parents. In the meantime, the employer, who lodged a missing diary in the local police station was directed to the CHILDLINE office.

CHILDLINE team members spoke to the employer and made him aware about the consequences of using child labour and of child abuse. He requested CHILDLINE not to initiate action against him, and assured that he would never again employ a child. Sikha was handed over to her parents after they assured CHILDLINE that they would enroll their child in a school. CHILDLINE will follow the case.

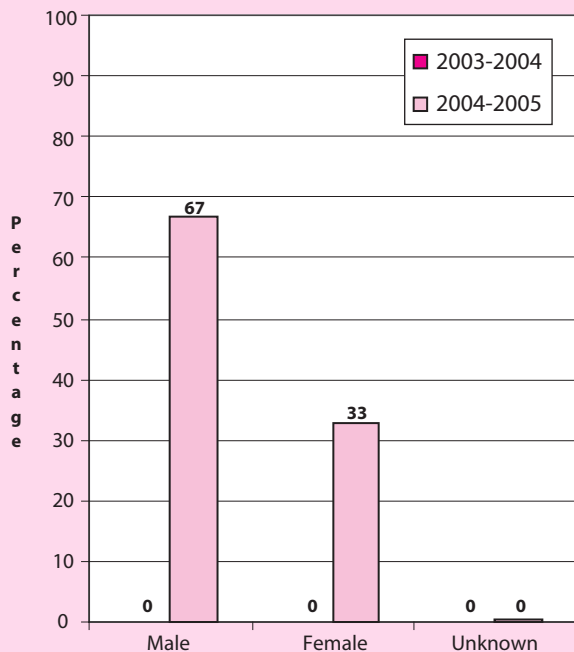
# PURI, ORISSA

<b>Nodal Organisation</b>	: Open Learning System
<b>Collaborative Organisation</b>	: Rural & Urban Socio-Cultural help
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-00
<b>Total Calls till Dec'05 since Inception</b>	: 57,749

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	181	123
Shelter	13	21
Repatriation	49	41
Rescue	34	49
Death Related	21	9
Sponsorship	3	1
<b>Total - I</b>	<b>301</b>	<b>244</b>
<b>II. Missing Children</b>		
Child Lost	73	84
Parents asking for Help	48	66
<b>Total - II</b>	<b>121</b>	<b>150</b>
<b>III. Emotional Support Guidance</b>	<b>50</b>	<b>63</b>
<b>IV. Follow-up calls</b>	<b>792</b>	<b>1,164</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>1264</b>	<b>1621</b>
<b>VI. Information</b>		
Information & Referral to Service	508	692
Information about CHILDLINE & Volunteers	3300	4,023
<b>Total - VI</b>	<b>3808</b>	<b>4715</b>
<b>VII. Others</b>		
Silent	251	341
Blank	912	1,386
Wrong	424	498
Crank/Fun/Abusive	599	906
Chat	0	0
Phone Testing	800	1,540
Administrative	913	1,157
Personal	171	206
Others	0	-
Unclassified	0	-
<b>Total VII</b>	<b>4070</b>	<b>6034</b>
<b>Total I to VII</b>	<b>9142</b>	<b>12370</b>

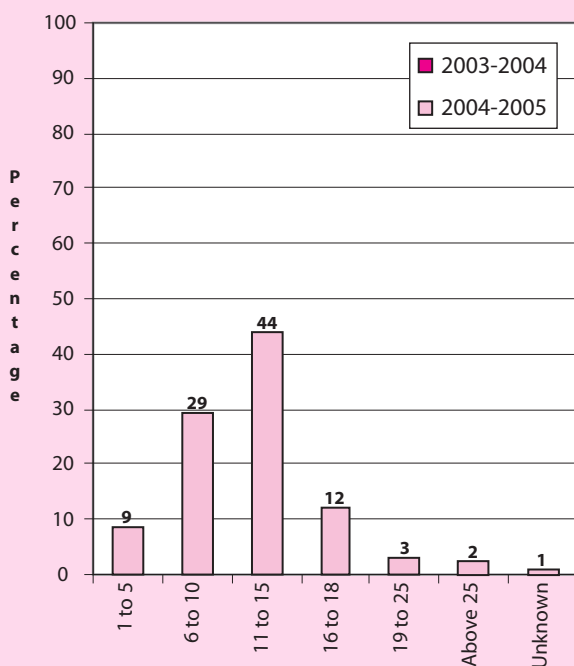


### Gender of Children



Data Source : ChildNET

### Age Groups of Children



Data Source : ChildNET

## CHILDLINE ensures the rights of a gifted child...

The Constitution provides every child the right to survival and protection. Disabled children too have these rights but someone has to claim it for them. Eleven years old Shekar was bought in to CHILDLINE Puri. The child could not speak. He was suffering from chronic T.B and frequent bouts of fits. As the child was mentally retarded the team was unable to gain any information pertaining to either his parents or his home address.

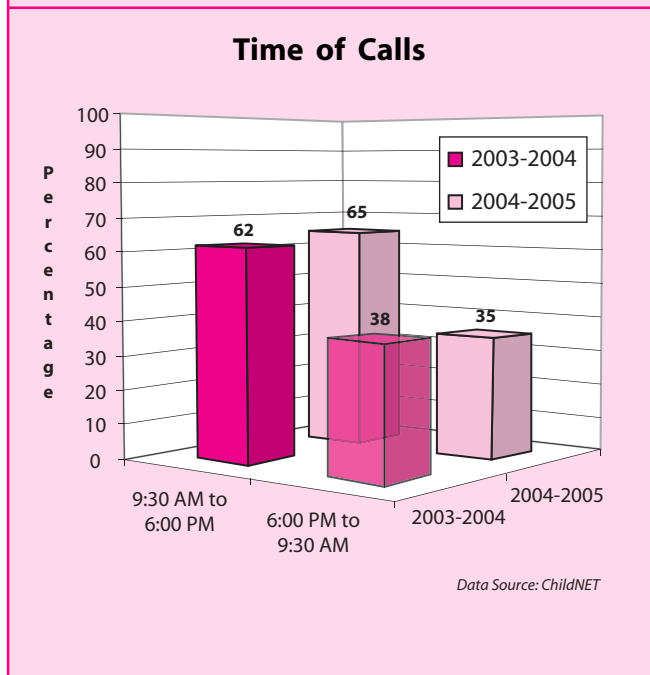
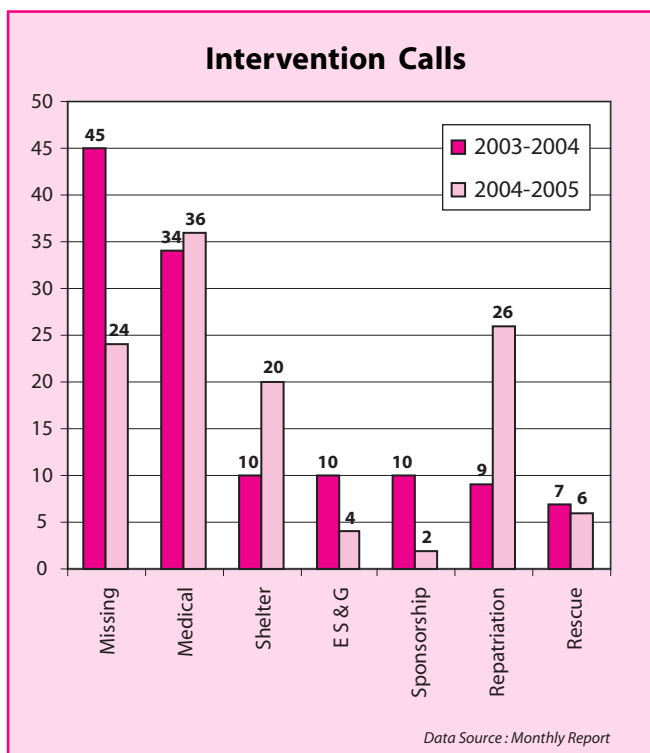
A complaint was lodged with police and his photographs were telecasted with the hope of gaining any clues to his whereabouts. But all was in vain. Also no complaint of a missing child had been lodged. This is not surprising cause lack of awareness, inaccessibility to services and failing coping mechanism often compels parents to abandon their children. CHILDLINE had a tough task seeking shelter for the child, as most of the agencies seem to be reluctant to take in a disabled child. As none of them were willing to take him he stayed at the CHILDLINE office until an alternative was found. Meanwhile Shekar underwent treatment for T.B and fits and had showed remarkable improvement in his condition.

Seven months later Shekar was rehabilitated at the shelter created for the "orphan-disabled children" in Bhubaneswar. Today he is at the Brother's Home in Baliapanda, Puri. Following the coverage of his case in the print media, television/radio a man came to see Shekar, but left immediately. CHILDLINE Puri is hopeful that one day some one will claim the child.

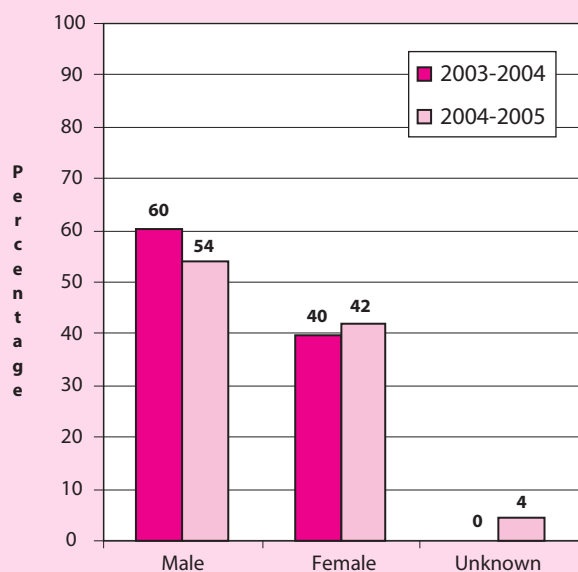
# RANCHI, JHARKHAND

<b>Nodal Organisation</b>	: Xaviers' Institute of Social Service
<b>Collaborative Organisation</b>	: YMCA Vocational Training Centre
<b>Support Organisation</b>	: Samadhan, Chhota Nagpur Sanskritik Sangh
<b>Date Of Inception</b>	: Dec-01
<b>Total Calls till Dec'05 since Inception</b>	: 18,000

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	34	36
Shelter	10	20
Repatriation	9	26
Rescue	7	6
Death Related	0	0
Sponsorship	10	2
<b>Total - I</b>	<b>70</b>	<b>90</b>
<b>II. Missing Children</b>		
Child Lost	15	2
Parents asking for Help	30	22
<b>Total - II</b>	<b>45</b>	<b>24</b>
<b>III. Emotional Support Guidance</b>	<b>10</b>	<b>4</b>
<b>IV. Follow-up calls</b>	<b>497</b>	<b>556</b>
<b>V. Did not Find (DNF)</b>	<b>3</b>	<b>1</b>
<b>Total I to V</b>	<b>625</b>	<b>675</b>
<b>VI. Information</b>		
Information & Referral to Service	43	0
Information about CHILDLINE & Volunteers	735	1,022
<b>Total - VI</b>	<b>778</b>	<b>1022</b>
<b>VII. Others</b>		
Silent	28	351
Blank	29	379
Wrong	33	334
Crank/Fun/Abusive	50	201
Chat	0	0
Phone Testing	851	527
Administrative	218	282
Personal	5	35
Others	1970	951
Unclassified	0	0
<b>Total VII</b>	<b>3184</b>	<b>3060</b>
<b>Total I to VII</b>	<b>4587</b>	<b>4757</b>



### Gender of Children

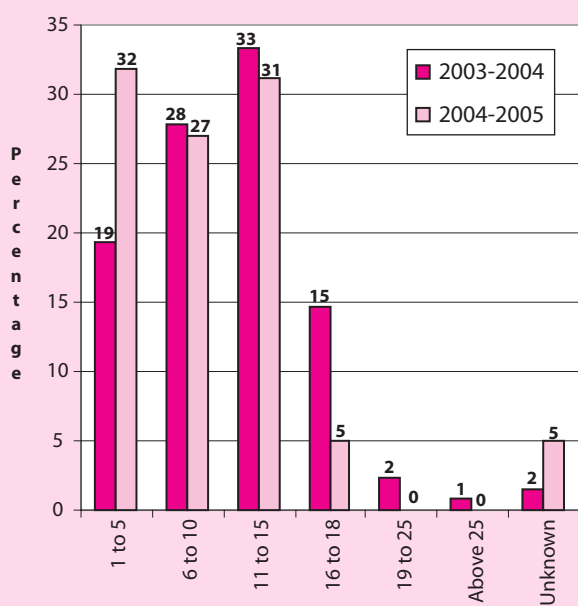


Data Source : ChildNET

## A run away child was repatriated...

Ranchi Railway Station Master called CHIDLINe and informed about a child who was roaming on the platform. The child belonged to Bihar and had ran away from his house. Childline team members went to Ranchi Railway Station and after counselling repatriated the child.

### Age Groups of Children

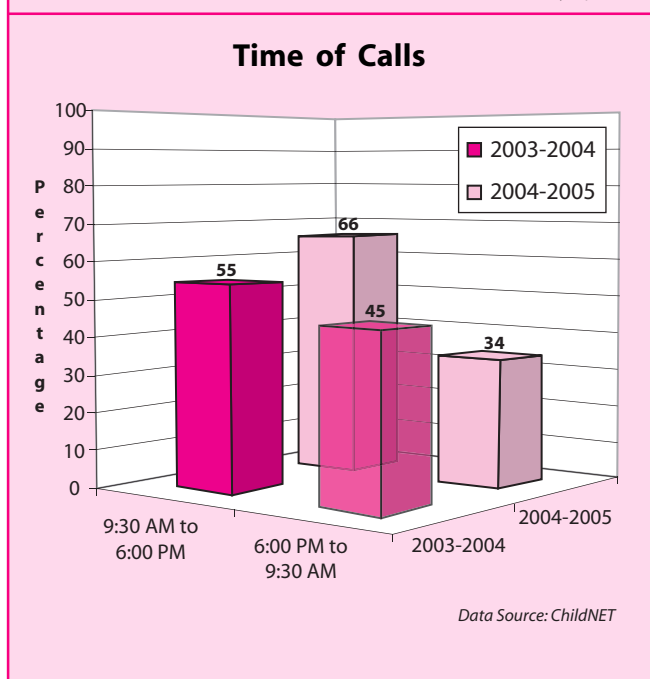
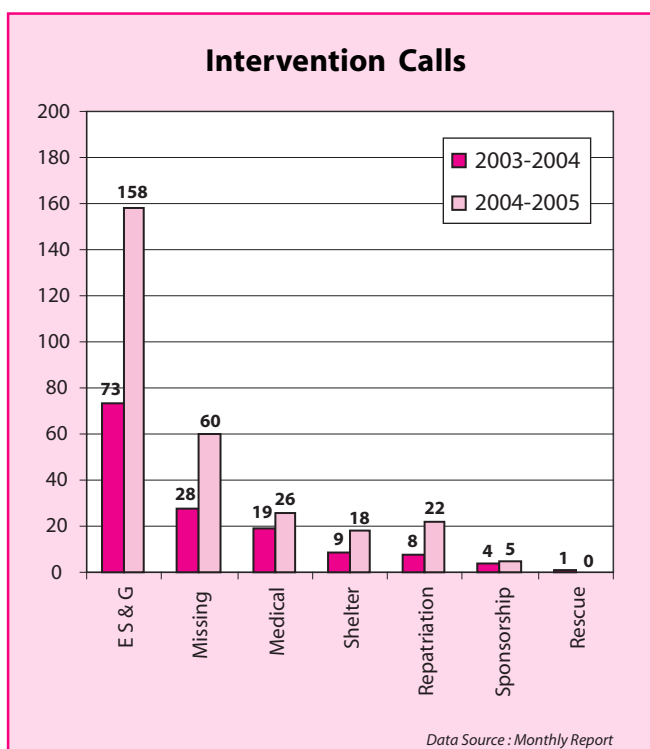


Data Source : ChildNET

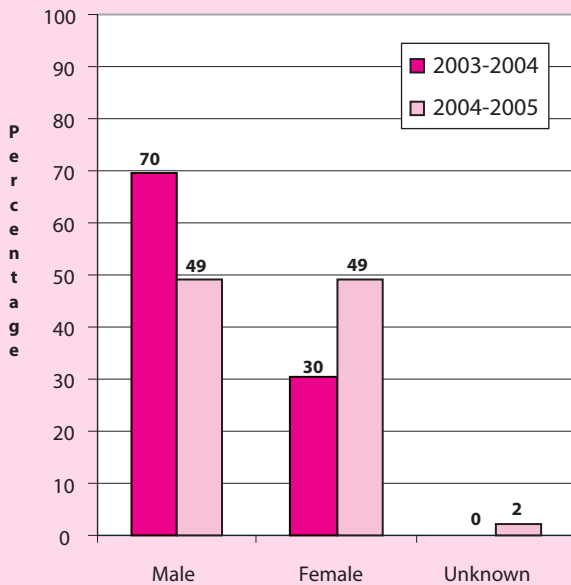
# DISTRICT SOUTH (24) PARAGANAS, WEST BENGAL

<b>Nodal Organisation</b>	: School of Women's Studies
<b>Collaborative Organisation</b>	: CINI Diamond Harbour Unit, Sabuj Sangha
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Mar-03
<b>Total Calls till Dec'05 since Inception</b>	: 12,310*

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	19	26
Shelter	9	18
Repatriation	8	22
Rescue	1	0
Death Related	1	0
Sponsorship	4	5
<b>Total - I</b>	<b>42</b>	<b>71</b>
<b>II. Missing Children</b>		
Child Lost	12	38
Parents asking for Help	16	22
<b>Total - II</b>	<b>28</b>	<b>60</b>
<b>III. Emotional Support Guidance</b>	<b>73</b>	<b>158</b>
<b>IV. Follow-up calls</b>	<b>88</b>	<b>92</b>
<b>V. Did not Find (DNF)</b>	<b>1</b>	<b>9</b>
<b>Total I to V</b>	<b>232</b>	<b>390</b>
<b>VI. Information</b>		
Information & Referral to Service	51	137
Information about CHILDLINE & Volunteers	443	739
<b>Total - VI</b>	<b>494</b>	<b>876</b>
<b>VII. Others</b>		
Silent	320	274
Blank	244	721
Wrong	313	422
Crank/Fun/Abusive	45	81
Chat	0	0
Phone Testing	126	148
Administrative	86	139
Personal	18	36
Others	12	0
Unclassified	0	3
<b>Total VII</b>	<b>1164</b>	<b>1824</b>
<b>Total I to VII</b>	<b>1890</b>	<b>3090</b>

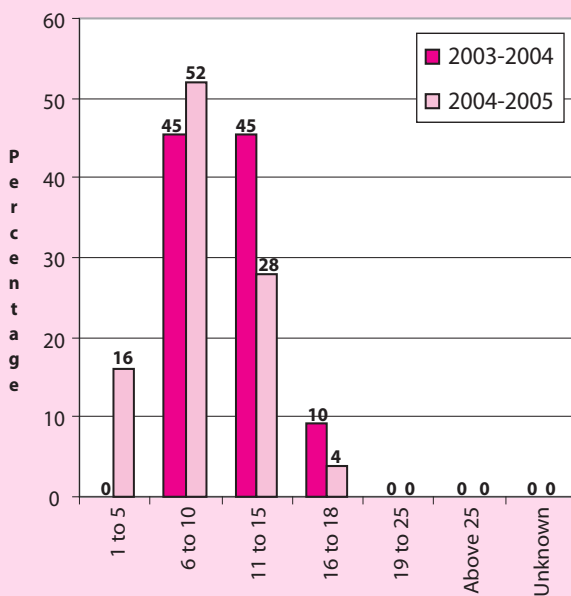


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

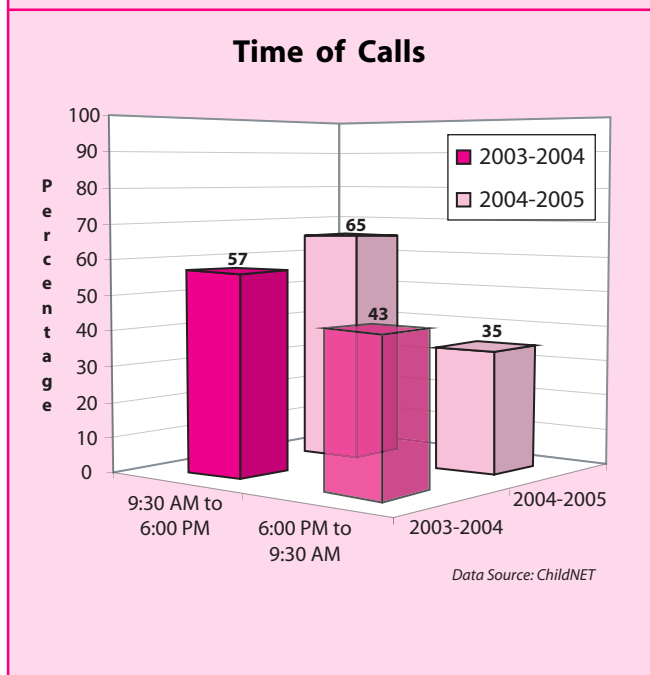
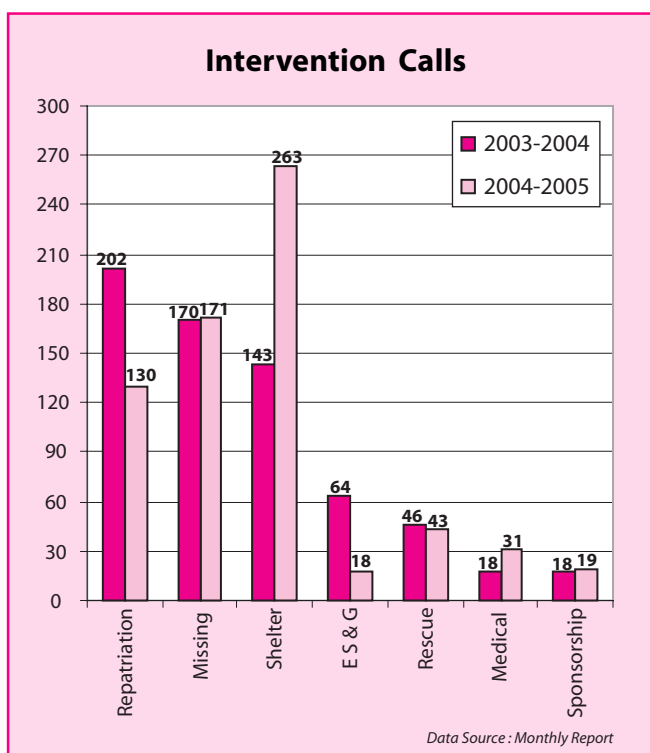
## Solace to a 13 year old girl

CHILDLINE South 24 Parganas received a call from Canning railway station. One of the team members rushed to the Canning station and found an adolescent girl crying. The girl's name was Anju. The team member informed the station master about the girl. The station master discussed with Anju the consequences she would have to face if she remained at the station and requested the team member to do as per CHILDLINE norms. The team member spoke to the girl who revealed that she was 13 years old and hailed from Ghutiary Sharif. She was a student of Class III in a mazaar school. Her father was a sweeper and her mother a housewife. Her father often used to beat his wife and daughter as he had a relationship with another woman. On February 5 he beat both his wife and daughter and asked them to leave the house. Anju left Ghutiary Shariff and arrived at Canning station at night. She spent the whole night crying at the station. On February 6 an educator at the non-formal education centre noticed her and informed CHILDLINE. Anju was escorted by one of the team members to the call centre. She remained there for the night and refused to go back home. On February 7 her mother arrived at the call centre and talked to Anju. It was very difficult to convince her since she was afraid to go back because of her father. The next day both parents arrived at the centre and assured her that such incidents would never happen again. The girl finally agreed and she was escorted back to her family with a CHILDLINE team member accompanying the family. The local panchayat members and schoolteachers of the locality were informed about the case.

# SALEM, TAMIL NADU

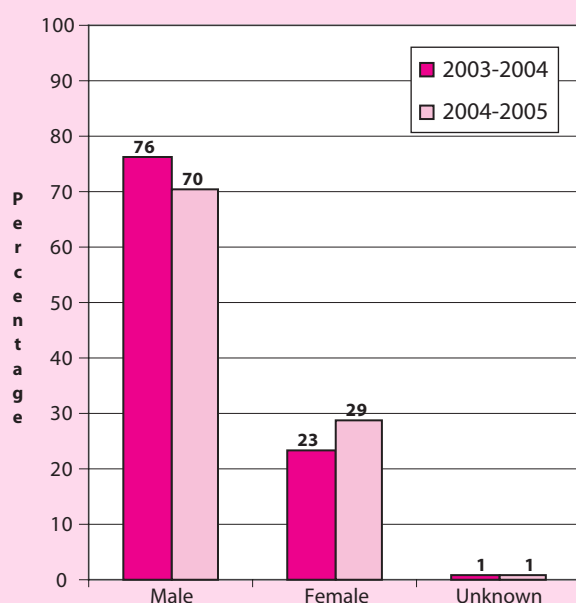
<b>Nodal Organisation</b>	: Young Women's Christian Association (YWCA)
<b>Collaborative Organisation</b>	: Don Bosco Anbu Illam Social Service Society
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-02
<b>Total Calls till Dec'05 since Inception</b>	: 1,35,906

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	18	31
Shelter	143	263
Repatriation	202	130
Rescue	46	43
Death Related	2	2
Sponsorship	18	19
<b>Total - I</b>	<b>429</b>	<b>488</b>
<b>II. Missing Children</b>		
Child Lost	18	15
Parents asking for Help	152	156
<b>Total - II</b>	<b>170</b>	<b>171</b>
<b>III. Emotional Support Guidance</b>	<b>64</b>	<b>18</b>
<b>IV. Follow-up calls</b>	<b>1425</b>	<b>1,031</b>
<b>V. Did not Find (DNF)</b>	<b>187</b>	<b>36</b>
<b>Total I to V</b>	<b>2275</b>	<b>1744</b>
<b>VI. Information</b>		
Information & Referral to Service	303	127
Information about CHILDLINE & Volunteers	29894	33135
<b>Total - VI</b>	<b>30197</b>	<b>33262</b>
<b>VII. Others</b>		
Silent	2417	2061
Blank	5427	5333
Wrong	1386	644
Crank/Fun/Abusive	7723	7176
Chat	0	0
Phone Testing	497	406
Administrative	756	828
Personal	48	2
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>18254</b>	<b>16450</b>
<b>Total I to VII</b>	<b>50726</b>	<b>51456</b>





### Gender of Children



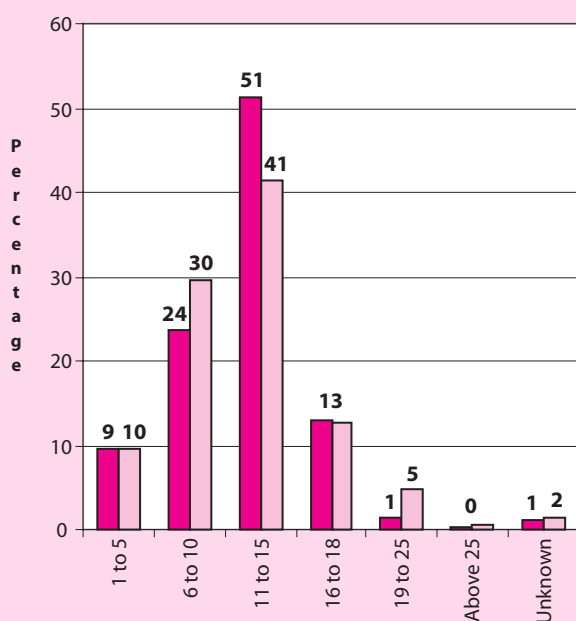
Data Source: ChildNET

### A child receives his dues...

CHILDLINE Salem received a call from the Sub-Inspector seeking help for a 13-year-old boy called Raghu. The child was brought to the CHILDLINE centre. The child did not speak Tamil as he was originally from Rajasthan. Team members with help from a translator discovered that the child had been working in a tea shop and he had run away because the owner had beaten him.

Details given by the child helped the team members identify the child's employer. The employer was contacted and asked to come to the CHILDLINE centre. Team members informed the employer about the J.J Act and asked him not to employ children. The employer assured the same and agreed to sponsor the child's repatriation and provided Rs. 10,000 for his education. He immediately paid Rs. 3000 and offered to send Rs. 500 every month to the child's home in order to repay the remaining 7000 rupees. CHILDLINE team member repatriated the child to his home. Regular follow-up has helped to ensure that the child gets his dues as promised by his former employer.

### Age Groups of Children

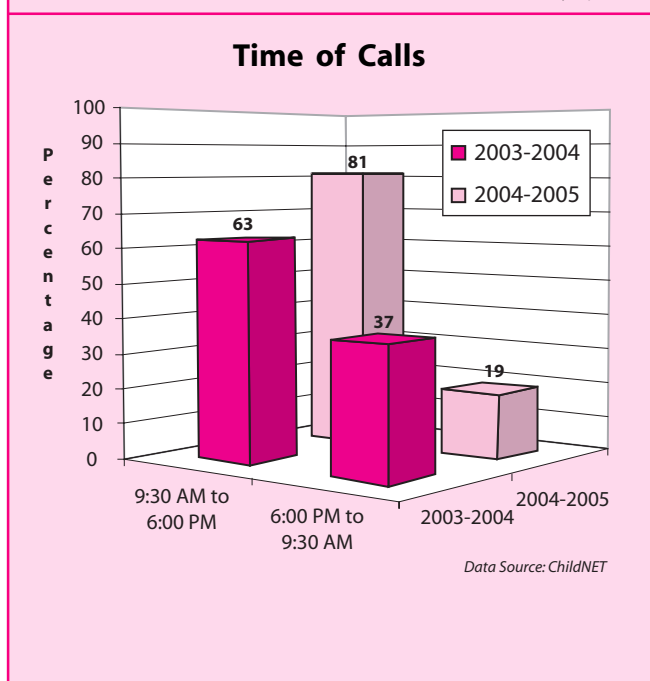
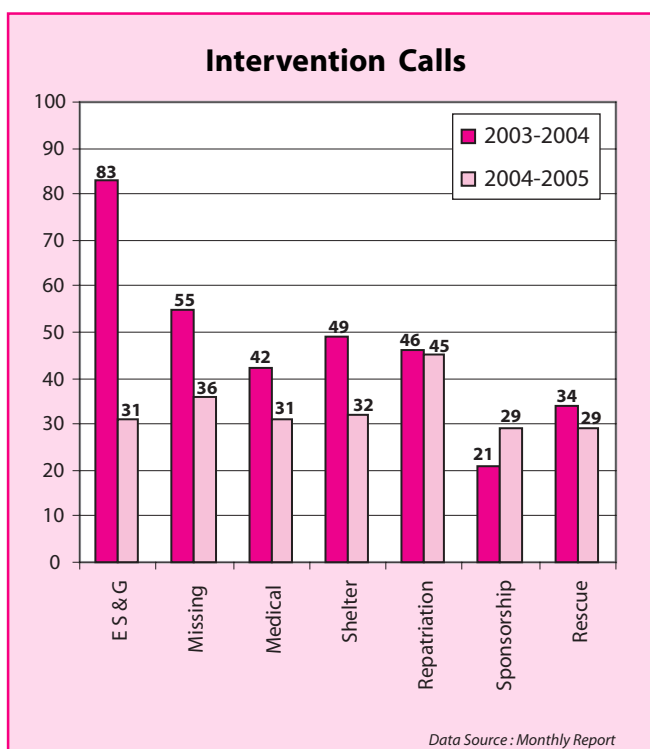


Data Source: ChildNET

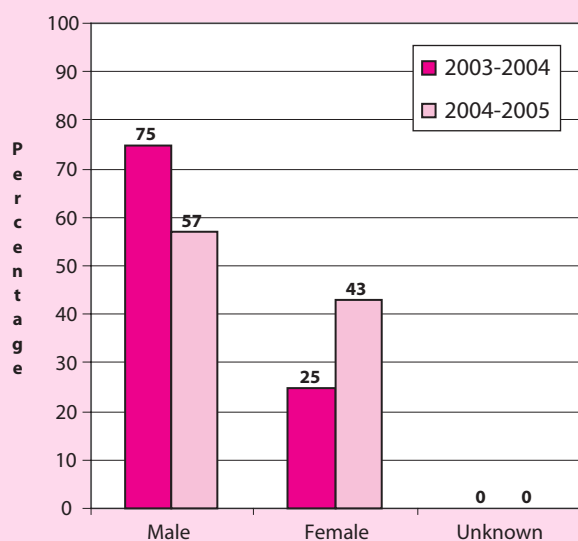
# SHILLONG, MEGHALAYA

<b>Nodal Organisation</b>	: Impulse NGO Network
<b>Collaborative Organisation</b>	: Bosco Reach Out
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jun-01
<b>Total Calls till Dec'05 since Inception</b>	: 19,102

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	42	31
Shelter	49	32
Repatriation	48	45
Rescue	35	29
Death Related	1	0
Sponsorship	21	29
<b>Total - I</b>	<b>196</b>	<b>166</b>
<b>II. Missing Children</b>		
Child Lost	27	15
Parents asking for Help	24	21
<b>Total - II</b>	<b>51</b>	<b>36</b>
<b>III. Emotional Support Guidance</b>	<b>83</b>	<b>31</b>
<b>IV. Follow-up calls</b>	<b>1016</b>	<b>744</b>
<b>V. Did not Find (DNF)</b>	<b>10</b>	<b>4</b>
<b>Total I to V</b>	<b>1356</b>	<b>981</b>
<b>VI. Information</b>		
Information & Referral to Service	168	157
Information about CHILDLINE & Volunteers	204	165
<b>Total - VI</b>	<b>372</b>	<b>322</b>
<b>VII. Others</b>		
Silent	363	372
Blank	695	595
Wrong	341	485
Crank/Fun/Abusive	242	175
Chat	614	447
Phone Testing	203	292
Administrative	543	398
Personal	71	10
Others	0	0
Unclassified	0	7
<b>Total VII</b>	<b>3072</b>	<b>2781</b>
<b>Total I to VII</b>	<b>4800</b>	<b>4084</b>

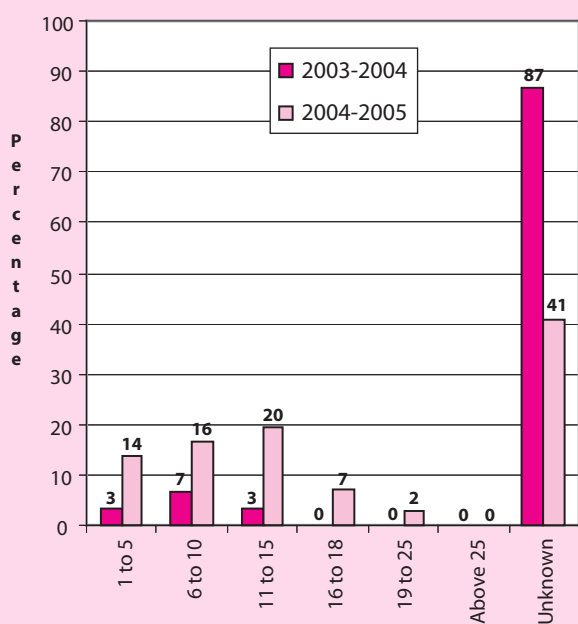


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

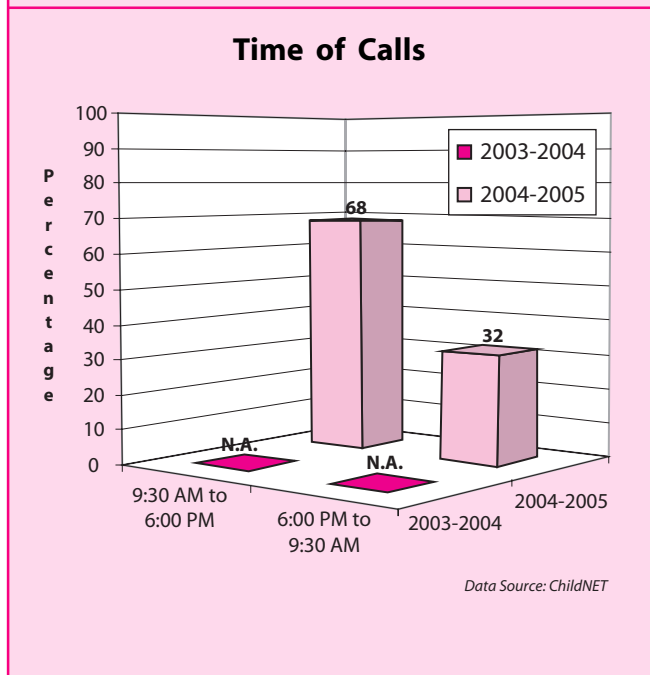
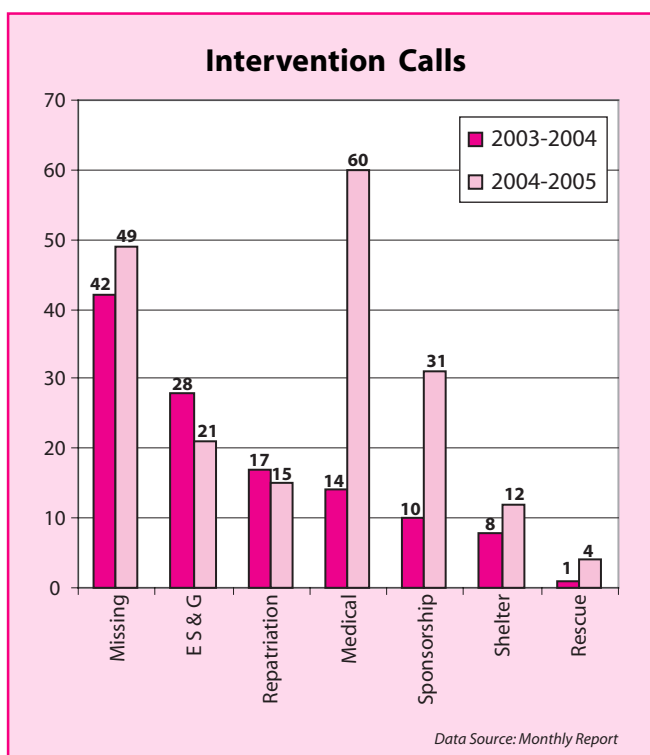
## A local leader sponsors a light...

During an outreach programme conducted by CHILDLINE Shillong at a school, one of the students, Glen, voicing his problem shared that he could not study because there is no electricity in his house. A home visit was conducted during which it was found that Glen, his brother, his sister and their parents together with two uncles and an aunt stayed in a rented house of two small rooms without electricity. One of Glen's uncles had met with an accident and since then was bed-ridden. Another uncle also sharing the same roof is mentally challenged since birth. The child's father is a casual laborer and his mother works as a domestic help. On the same day CHILDLINE team members met the local MLA of that area and requested him to sponsor a solar lantern for Glen, his brother and his sister so that they can study even after sunset. The next day the MLA along with the CHILDLINE team members visited Glen and his family. The MLA spoke to the parents about their role and responsibilities towards their children and donated an amount of Rs. 1000/- to the mother to purchase the lantern. Glen and his parents thanked the MLA and CHILDLINE for the assistance. The MLA assured CHILDLINE his support whenever required.

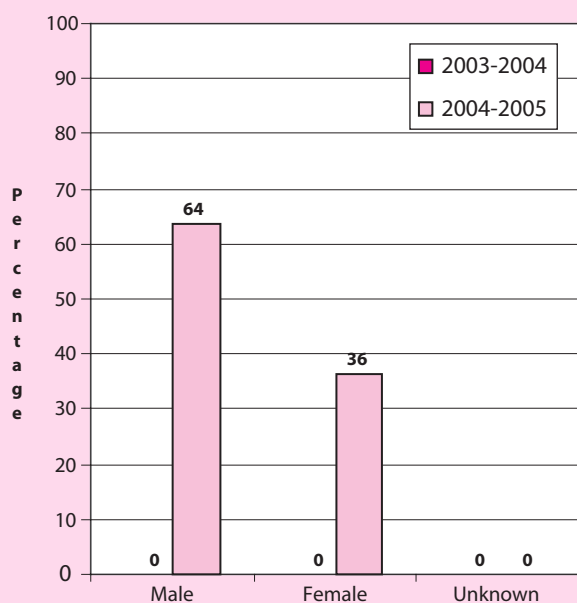
# SHOLAPUR, MAHARASHTRA

<b>Nodal Organisation</b>	: Walchand College of Arts & Science – Dept. of Social Work
<b>Collaborative Organisation</b>	: Akkalkot Education Society
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Feb-03
<b>Total Calls till Dec'05 since Inception</b>	: 70,022

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	14	60
Shelter	8	12
Repatriation	17	15
Rescue	1	4
Death Related	2	0
Sponsorship	10	31
<b>Total - I</b>	<b>52</b>	<b>122</b>
<b>II. Missing Children</b>		
Child Lost	18	30
Parents ask Help	24	19
<b>Total - II</b>	<b>42</b>	<b>49</b>
<b>III. Emotional Support Guidance</b>	<b>28</b>	<b>21</b>
<b>IV. Follow-up calls</b>	<b>487</b>	<b>655</b>
<b>V. Did not Find (DNF)</b>	<b>91</b>	<b>0</b>
<b>Total I to V</b>	<b>700</b>	<b>847</b>
<b>VI. Information</b>		
Informaton & Referral to Service	424	57
Information about CHILDLINE & Volunteers	2827	8931
<b>Total - VI</b>	<b>3251</b>	<b>8988</b>
<b>VII. Others</b>		
Silent	5252	6513
Blank	2280	1357
Wrong	760	1463
Crank/Fun/Abusive	1507	1544
Chat	843	2198
Phone Testing	904	1445
Administrative	1761	1,611
Personal	681	417
Others	32	0
Unclassified	24	13
<b>Total VII</b>	<b>14044</b>	<b>16561</b>
<b>Total I to VII</b>	<b>17995</b>	<b>26396</b>



### Gender of Children

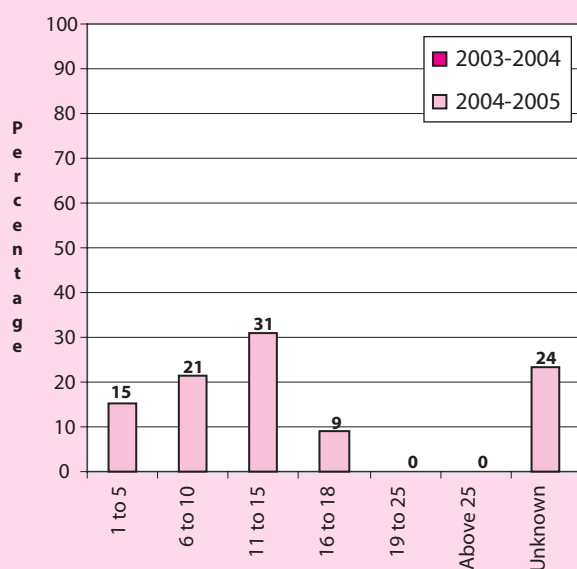


Data Source: ChildNET

### Medical assistance for critically ill child . . .

Rubina, a two year old girl, was suffering from heart disease. Her family could not afford her treatment, so her father approached CHILDLINE requesting help for her. Childline members visited the house to verify the details provided. Charitable Hospitals in Delhi & Bangalore were contacted and an appeal was made to the general public for sponsorship through Tehelka Dot Com. The child was admitted in a nursing home. A Bangalore hospital agreed to perform the surgery on the child at a concessional rate. A separate account was opened in the name of the child for collecting donation.

### Age Groups of Children

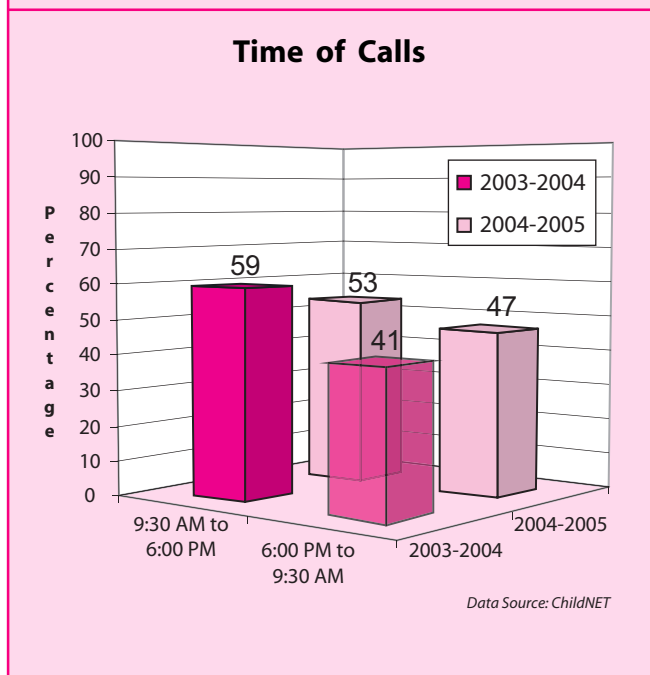
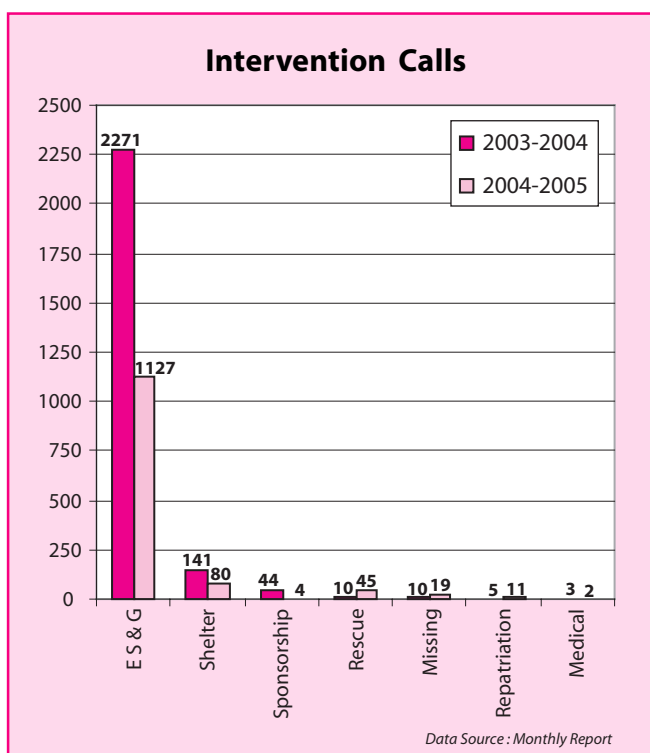


Data Source: ChildNET

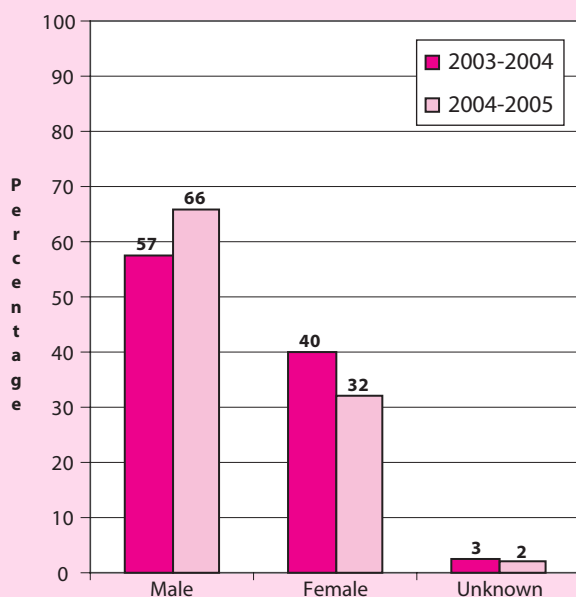
# THRISSUR, KERALA

<b>Nodal Organisation</b>	: Vimla Community Extension Centre
<b>Collaborative Organisation</b>	: St.Christina Home
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Nov-03
<b>Total Calls till Dec'05 since Inception</b>	: 93,829

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	3	2
Shelter	141	80
Repatriation	5	11
Rescue	10	45
Death Related	0	0
Sponsorship	44	4
<b>Total - I</b>	<b>203</b>	<b>142</b>
<b>II. Missing Children</b>		
Child Lost	7	9
Parents asking for Help	3	10
<b>Total - II</b>	<b>10</b>	<b>19</b>
<b>III. Emotional Support Guidance</b>	<b>2271</b>	<b>1127</b>
<b>IV. Follow-up calls</b>	<b>1595</b>	<b>870</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>4079</b>	<b>2158</b>
<b>VI. Information</b>		
Information & Referral to Service	155	128
Information about CHILDLINE & Volunteers	6454	3418
<b>Total - VI</b>	<b>6609</b>	<b>3546</b>
<b>VII. Others</b>		
Silent	5437	5692
Blank	4961	9264
Wrong	3547	3908
Crank/Fun/Abusive	1820	1016
Chat	3211	5110
Phone Testing	714	1032
Administrative	914	1,032
Personal	355	440
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>20959</b>	<b>27494</b>
<b>Total I to VII</b>	<b>31647</b>	<b>33198</b>



### Gender of Children

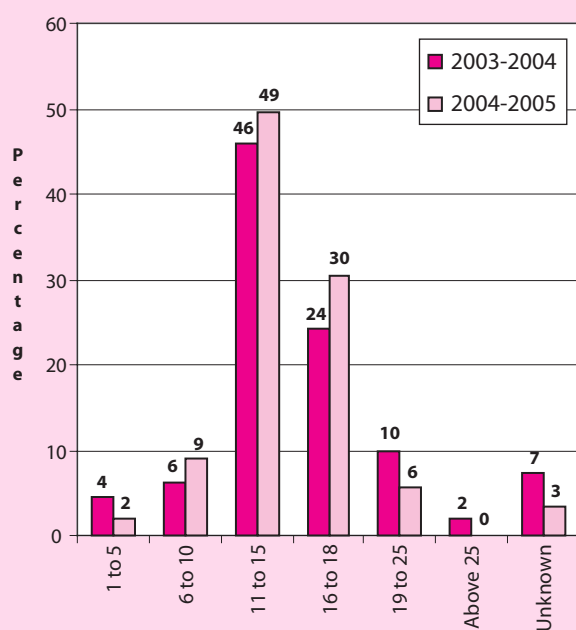


Data Source: ChildNET

## Freedom for a bonded labourer . . .

Shalini called Childline and informed that she was working at a lodge for tourist and was brought there by an agent. The agent used to get the salary of the Shalini. Team member went to the spot and with help of police rescued the girl child. The parents of the girl came to take her but she refused to go with them. Finally, the girl was repatriated to Trichy at her will.

### Age Groups of Children

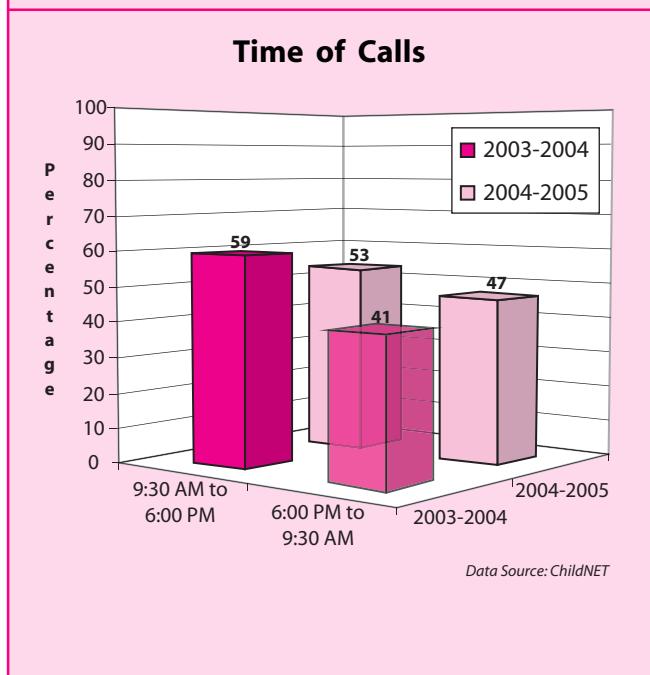
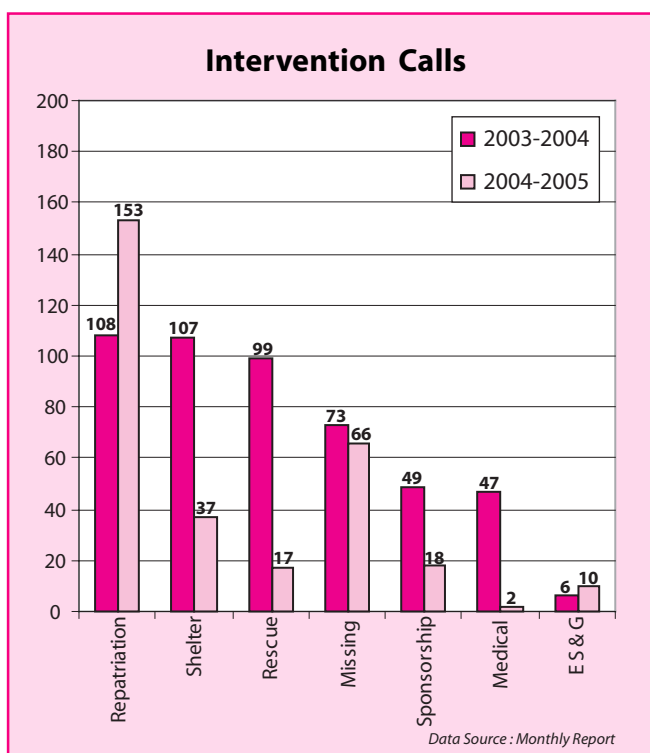


Data Source: ChildNET

# TIRUNELVELI

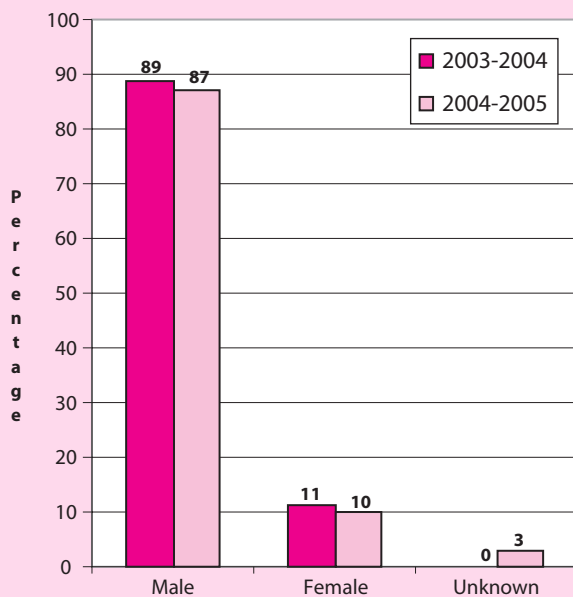
<b>Nodal Organisation</b>	: Centre for Empowerment of Women and Children (MNMM)
<b>Collaborative Organisation</b>	: Tirunelveli Social Service Society (Saranalayam)
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: June-03
<b>Total Calls till Dec'05 since Inception</b>	: 38,830

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	47	2
Shelter	107	37
Repatriation	108	153
Rescue	99	17
Death Related	4	5
Sponsorship	49	18
<b>Total - I</b>	<b>414</b>	<b>232</b>
<b>II. Missing Children</b>		
Child Lost	4	11
Parents asking for Help	69	55
<b>Total - II</b>	<b>73</b>	<b>66</b>
<b>III. Emotional Support Guidance</b>	<b>6</b>	<b>10</b>
<b>IV. Follow-up calls</b>	<b>276</b>	<b>364</b>
<b>V. Did not Find (DNF)</b>	<b>325</b>	<b>25</b>
<b>Total I to V</b>	<b>1094</b>	<b>697</b>
<b>VI. Information</b>		
Information & Referral to Service	153	88
Information about CHILDLINE & Volunteers	526	1027
<b>Total - VI</b>	<b>679</b>	<b>1115</b>
<b>VII. Others</b>		
Silent	460	2508
Blank	354	1155
Wrong	824	1203
Crank/Fun/Abusive	813	4690
Chat	0	0
Phone Testing	541	621
Administrative	57	228
Personal	12	0
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>3061</b>	<b>10405</b>
<b>Total I to VII</b>	<b>4834</b>	<b>12217</b>





### Gender of Children

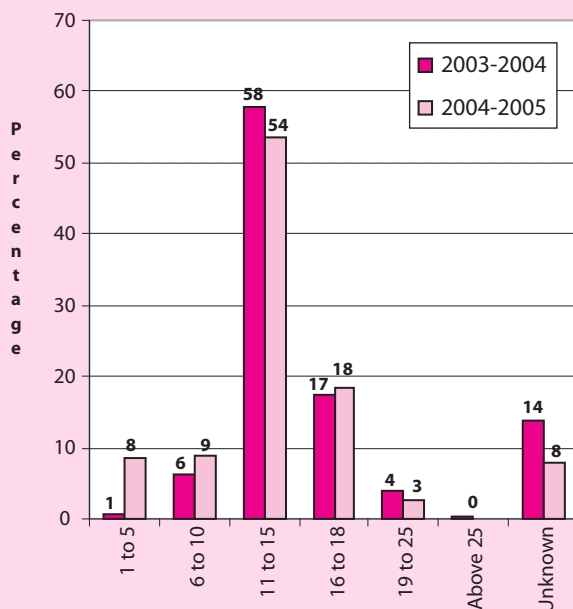


Data Source : ChildNET

## Repartration of mentally challenged . . .

Kumar, a ten year old mentally challenged boy, was referred to Child line by the police. He came out of his house when his mother went for work and lost the way. Child line informed all the media to publish his photo in Newspaper and local Television. On the same evening his mother came to the Childline office after watching kumar's photo on television and took the custody of the child

### Age Groups of Children

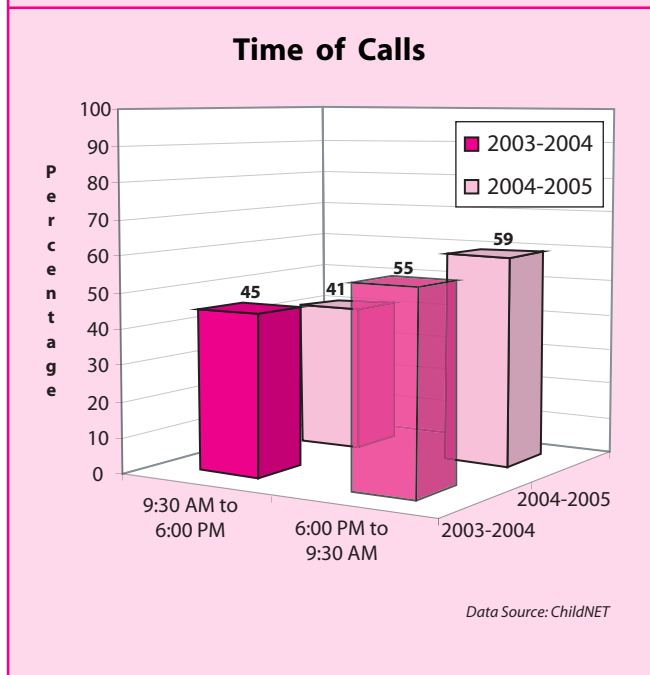
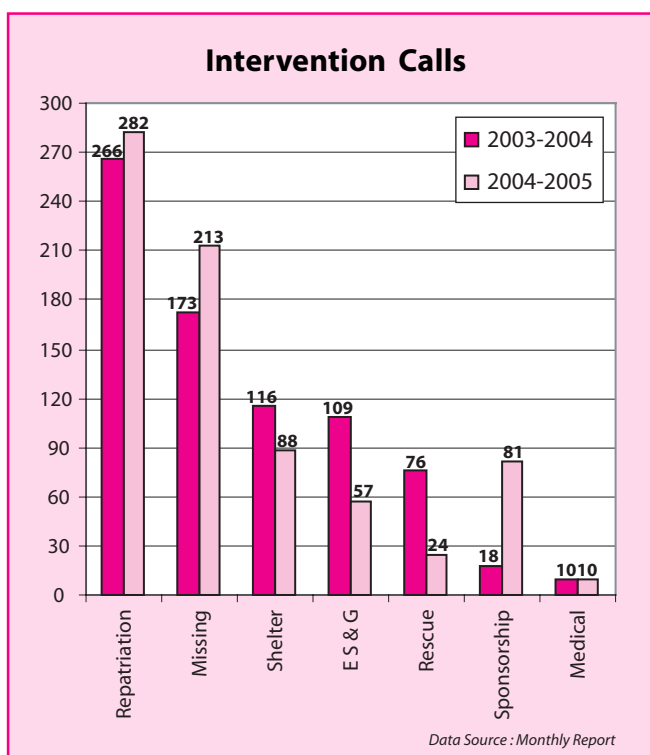


Data Source: ChildNET

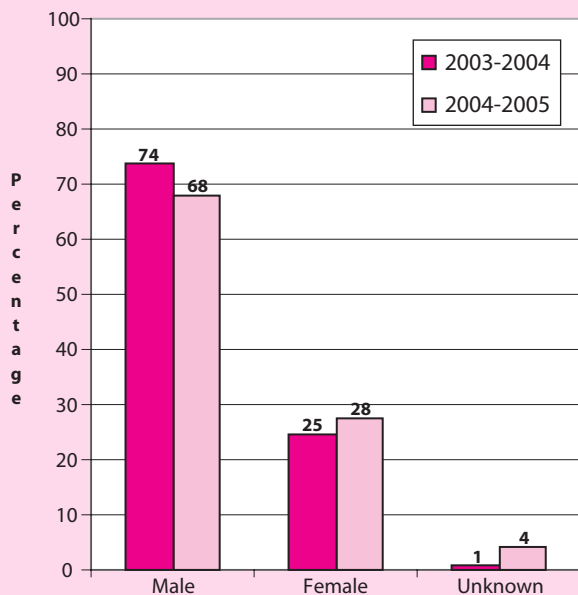
# TRICHY, TAMIL NADU

<b>Nodal Organisation</b>	: Department of Social Work,Bishop Heber Collage
<b>Collaborative Organisation</b>	: Sister of the Cross Society for Education and Development
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Aug-01
<b>Total Calls till Dec'05 since Inception</b>	: 80,442

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	10	10
Shelter	116	88
Repatriation	266	282
Rescue	76	24
Death Related	0	5
Sponsorship	18	81
<b>Total - I</b>	<b>486</b>	<b>490</b>
<b>II. Missing Children</b>		
Child Lost	36	0
Parents asking for Help	137	213
<b>Total - II</b>	<b>173</b>	<b>213</b>
<b>III. Emotional Support Guidance</b>	<b>109</b>	<b>57</b>
<b>IV. Follow-up calls</b>	<b>2725</b>	<b>2,811</b>
<b>V. Did not Find (DNF)</b>	<b>204</b>	<b>48</b>
<b>Total I to V</b>	<b>3697</b>	<b>3619</b>
<b>VI. Information</b>		
Information & Referral to Service	463	616
Information about CHILDLINE & Volunteers	692	1133
<b>Total - VI</b>	<b>1155</b>	<b>1749</b>
<b>VII. Others</b>		
Silent	2228	4870
Blank	2957	7158
Wrong	1348	1351
Crank/Fun/Abusive	1179	2406
Chat	0	0
Phone Testing	405	1223
Administrative	1164	1,052
Personal	257	0
Others	1843	1,431
Unclassified	0	166
<b>Total VII</b>	<b>11381</b>	<b>19657</b>
<b>Total I to VII</b>	<b>16233</b>	<b>25025</b>

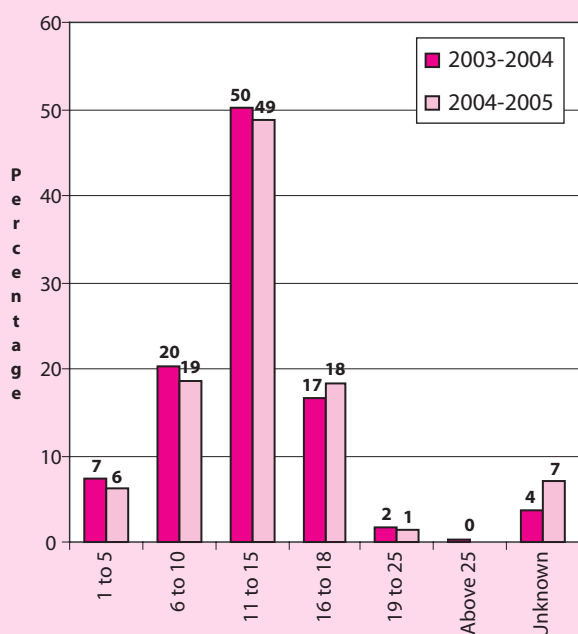


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## CHILDLINE rehabilitates a trafficked child...

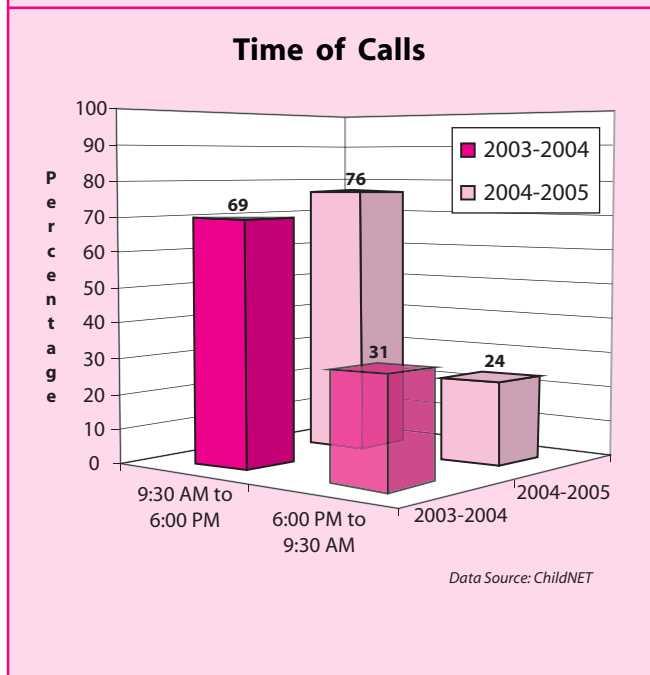
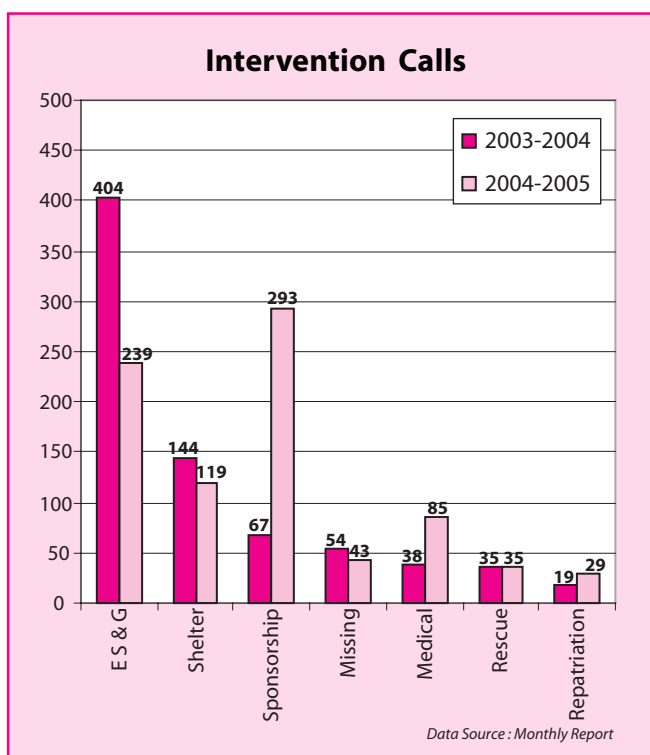
A Rickshaw driver called CHILDLINE Trichy seeking help for a child working in a hotel who he claimed was being beaten by his employer. CHILDLINE team members along with the rickshaw driver met the child and the employer. The child was then brought to the CHILDLINE centre. At the centre, the child informed the team members that he had been trafficked at the age of 4 and used to beg on Trichy railway station. One day Mr Arokiadoss took him home to work as a domestic help. He was treated well by his employer and was also enrolled in a local school in the 5th standard. One day the child accidentally poisoned a hen belonging to the family instead of the rat. Fearing repercussions the child did not return home from the school. He then found a job with his current employer with whom he had been working for over a year. He was not paid his wages since he joined and was regularly beaten up.

The child was produced before the Child Welfare Committee (CWC). The CWC directed the employer to pay for the child's educational expenses. Legal action against the employer is being pursued.

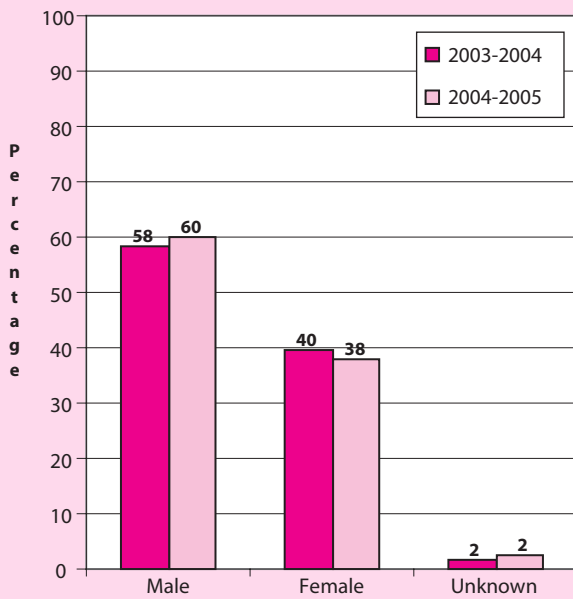
# THIRUVANANTHAPURAM, KERALA

<b>Nodal Organisation</b>	: Loyola Extension Services
<b>Collaborative Organisation</b>	: Don Bosco Veedu Society
<b>Support Organisation</b>	: Trivendrum Social Service Society
<b>Date Of Inception</b>	: Mar-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,00,315

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	38	85
Shelter	144	119
Repatriation	19	29
Rescue	35	35
Death Related	5	1
Sponsorship	67	293
<b>Total - I</b>	<b>308</b>	<b>562</b>
<b>II. Missing Children</b>		
Child Lost	4	5
Parents asking for Help	50	38
<b>Total - II</b>	<b>54</b>	<b>43</b>
<b>III. Emotional Support Guidance</b>	<b>404</b>	<b>239</b>
<b>IV. Follow-up calls</b>	<b>1449</b>	<b>2,426</b>
<b>V. Did not Find (DNF)</b>	<b>5</b>	<b>46</b>
<b>Total I to V</b>	<b>2220</b>	<b>3316</b>
<b>VI. Information</b>		
Information & Referral to Service	57	29
Information about CHILDLINE & Volunteers	1486	736
<b>Total - VI</b>	<b>1543</b>	<b>765</b>
<b>VII. Others</b>		
Silent	7790	6370
Blank	6381	6069
Wrong	1475	1808
Crank/Fun/Abusive	754	970
Chat	115	718
Phone Testing	571	908
Administrative	1481	1,607
Personal	1075	1,279
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>19642</b>	<b>19729</b>
<b>Total I to VII</b>	<b>23405</b>	<b>23810</b>



### Gender of Children

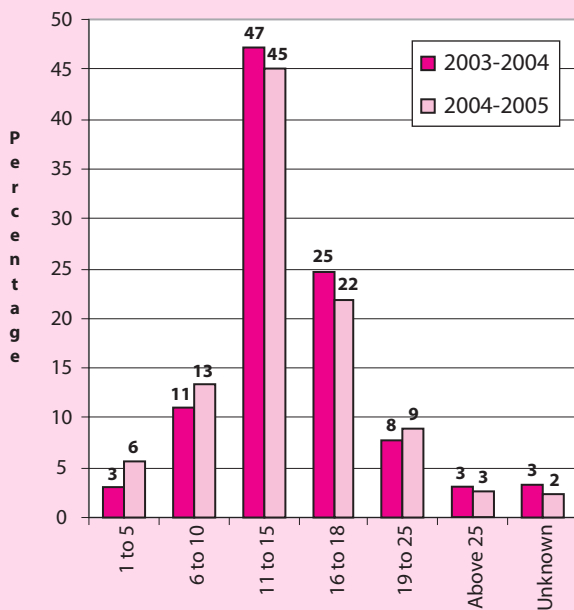


Data Source: CHILDNET

### Sexual Abuse at School...

The caller who was the aunt of the victim informed Childline that her niece is being sexually abused by her male school teacher. The teacher was also abusing other girls in the school but no body was ready to come forward and speak against the teacher. Childline members visited the school and after a meeting with the Principal, arranged an awareness campaign in the school in the following month and also persuaded the caller to provide more information about the matter.

### Age Groups of Children

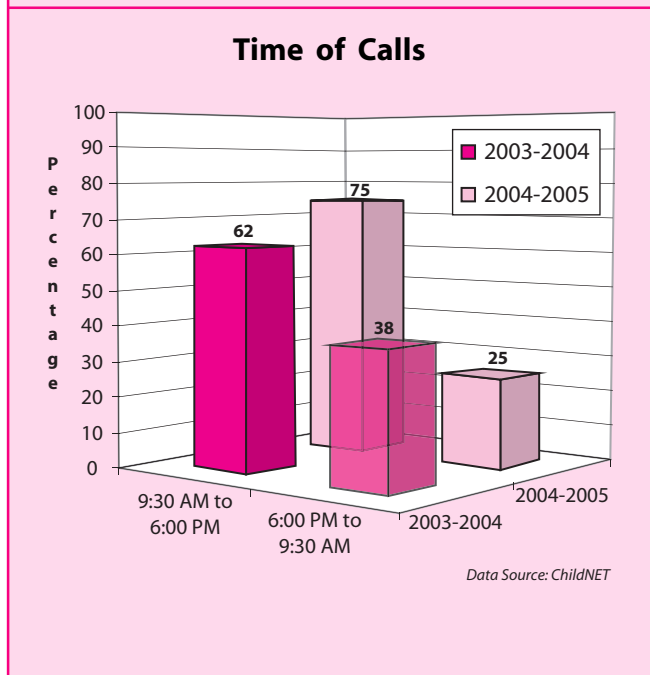
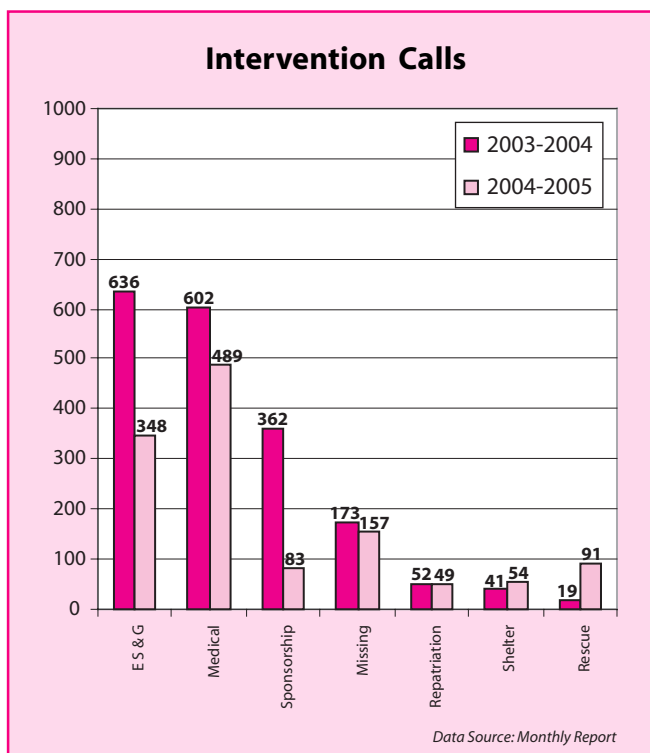


Data Source: ChildNET

# UDAIPUR, RAJASTHAN

<b>Nodal Organisation</b>	: Udaipur School of Social Work
<b>Collaborative Organisation</b>	: Seva Mandir
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Apr-02
<b>Total Calls till Dec'05 since Inception</b>	: 1,19,068

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	602	489
Shelter	41	54
Repatriation	52	49
Rescue	19	91
Death Related	2	0
Sponsorship	362	83
<b>Total - I</b>	<b>1078</b>	<b>766</b>
<b>II. Missing Children</b>		
Child Lost	93	60
Parents asking for Help	80	97
<b>Total - II</b>	<b>173</b>	<b>157</b>
<b>III. Emotional Support Guidance</b>	<b>636</b>	<b>348</b>
<b>IV. Follow-up calls</b>	<b>908</b>	<b>1,000</b>
<b>V. Did not Find (DNF)</b>	<b>11</b>	<b>11</b>
<b>Total I to V</b>	<b>2806</b>	<b>2282</b>
<b>VI. Information</b>		
Information & Referral to Service	102	57
Information about CHILDLINE & Volunteers	318	157
<b>Total - VI</b>	<b>420</b>	<b>214</b>
<b>VII. Others</b>		
Silent	8993	6791
Blank	7906	6840
Wrong	2272	1676
Crank/Fun/Abusive	4832	3492
Chat	7311	8100
Phone Testing	1557	1693
Administrative	1643	1,149
Personal	467	258
Others	0	0
Unclassified	0	0
<b>Total VII</b>	<b>34981</b>	<b>29999</b>
<b>Total I to VII</b>	<b>38207</b>	<b>32495</b>

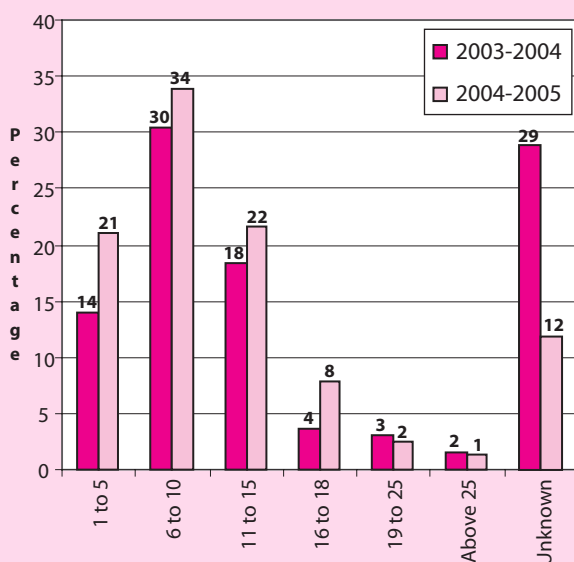


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## A child returns home after a year...

Childline Udaipur received a call from the local police station at 9:00 pm seeking help for a 15 yrs old girl whom they had found unaccompanied at a bus stop. The child was brought to the CHILDLINE center where she was given some warm food to eat. During their subsequent interaction with the child team members realized that they could not comprehend the language spoken by the child. Over the next 22 days various persons tried to identify her dialect. Police stations across Udaipur and also those bordering neighboring states were contacted.

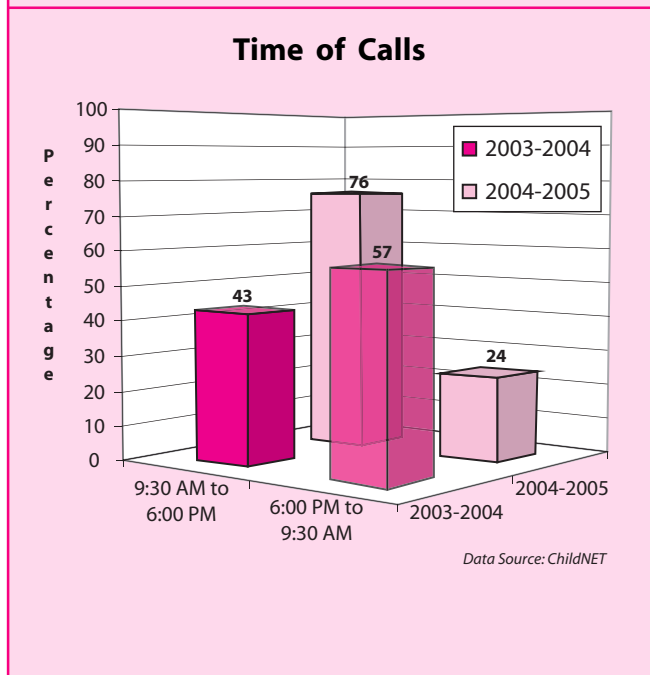
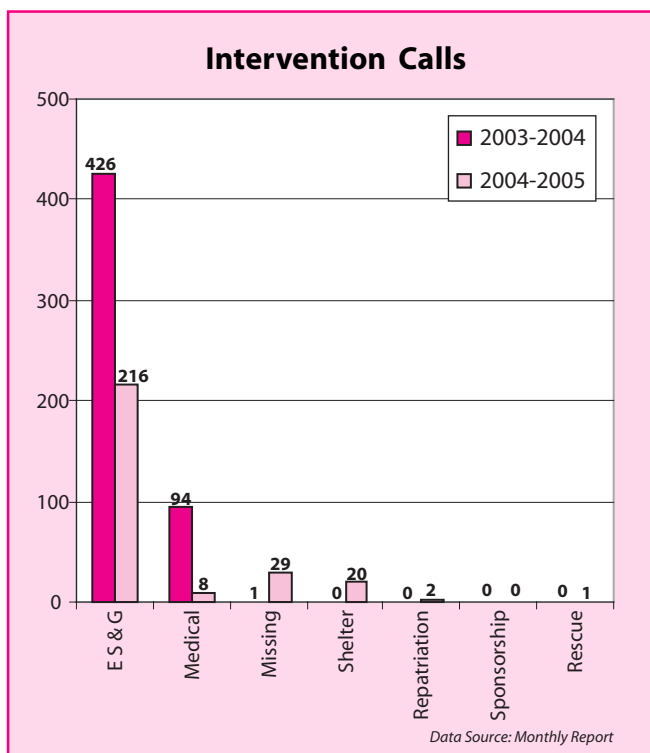
Finally, a police officer from Bora Ri Chokri area in Madhya Pradesh spoke to the child over phone and identified the child's language as a dialect of Gujarati spoken by people of chagtala village, Jambua District on the Gujarat border. He also gave contact details of one Bharat Bhai who belonged to that village.

Bharat Bhai was contacted and details about the girl child were shared. Bharat Bhai said he would get back to CHILDLINE as soon as he got some leads. CHILDLINE soon heard from him and he informed team members that the girl belonged to a village called Sinkiumbri near chagtala and that she has been missing for a over a year. The next day under the directions of Bharat Bhai the child's father called CHILDLINE. The father said he was very poor and could not afford to come to Udaipur and requested team members to repatriate the child. The very next day a CHILDLINE team member accompanied the child back home. When the team member and child reached the village, all the villagers came to receive them and were very happy to see the child. The child's parents, the sarpanch and the people thanked the team member profusely. The villagers had collected money to reimburse the team member his travel expenses, the team member refused the money and told the villages about CHILDLINE and said that they could always call and seek help for any child in distress.

# UJJAIN, MADHYA PRADESH

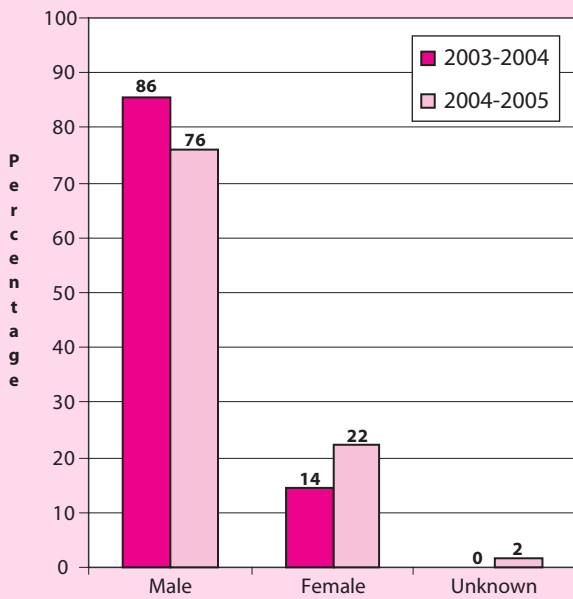
<b>Nodal Organisation</b>	: Madhya Pradesh Institute of Social Science & Research
<b>Collaborative Organisation</b>	: Sewa Bharati
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Oct-03
<b>Total Calls till Dec'05 since Inception</b>	: 6,693

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	94	8
Shelter	0	20
Repatriation	0	2
Rescue	0	1
Death Related	0	0
Sponsorship	0	0
<b>Total - I</b>	<b>94</b>	<b>31</b>
<b>II. Missing Children</b>		
Child Lost	1	27
Parents ask Help	0	2
<b>Total - II</b>	<b>1</b>	<b>29</b>
<b>III. Emotional Support Guidance</b>	<b>426</b>	<b>216</b>
<b>IV. Follow-up calls</b>	<b>0</b>	<b>30</b>
<b>V. Did not Find (DNF)</b>	<b>0</b>	<b>0</b>
<b>Total I to V</b>	<b>521</b>	<b>306</b>
<b>VI. Information</b>		
Informaton & Referral to Service	0	67
Information about CHILDLINE & Volunteers	330	284
<b>Total - VI</b>	<b>330</b>	<b>351</b>
<b>VII. Others</b>		
Silent	55	216
Blank	120	927
Wrong	59	381
Crank/Fun/Abusive	39	69
Chat	0	62
Phone Testing	0	92
Administrative	33	213
Personal	0	175
Others	210	20
Unclassified	0	321
<b>Total VII</b>	<b>516</b>	<b>2476</b>
<b>Total I to VII</b>	<b>1367</b>	<b>3133</b>





### Gender of Children



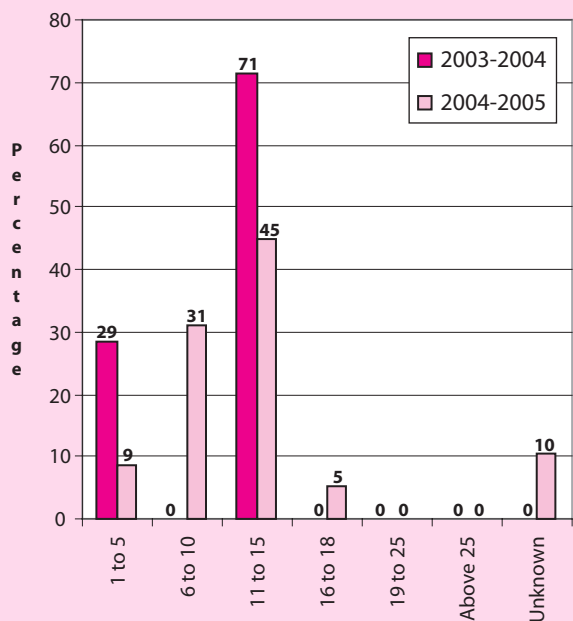
Data Source: ChildNET

## Repatriating a child victim of domestic abuse...

Ravi a 14 year old boy from Gargtur village in Tamil Nadu was sold to a doctor by his stepmother for a partly sum of Rs 2000. The doctor made the child work very hard and often subjected him to physical and verbal abuse. One day, finding an opportunity, Ravi ran away from the doctor's home. He saw a poster giving information about CHILDLINE Ujjain and dialled 1098 for help.

Since the child did not speak hindi fluently communicating with him was a problem. However, CHILDLINE team members, managed to find out his name and address. The child's father was traced and contacted. With help from the Superintendent of Police, the child was repatriated back home. The entire process took six months.

### Age Groups of Children

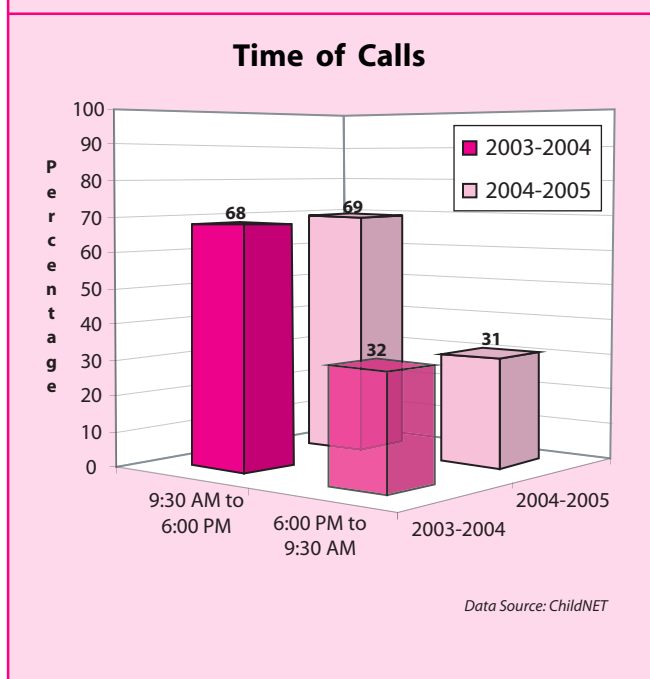
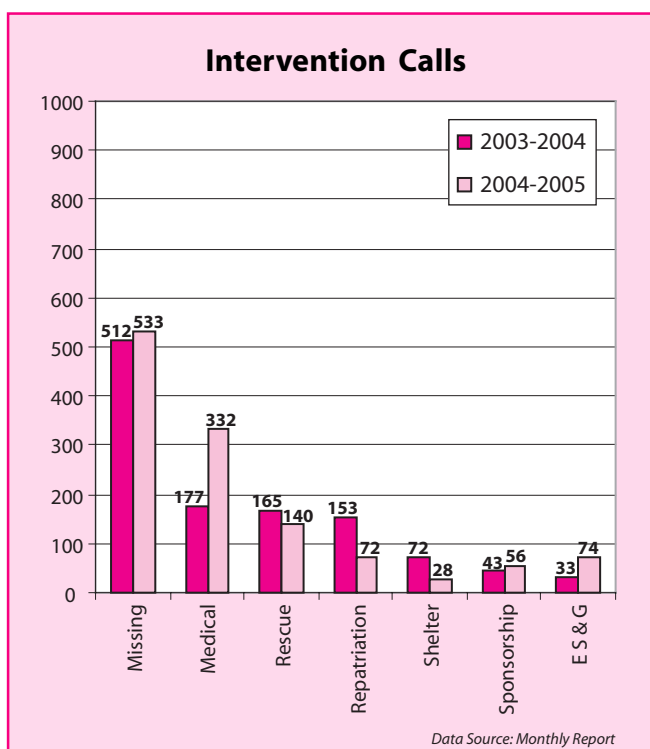


Data Source: ChildNET

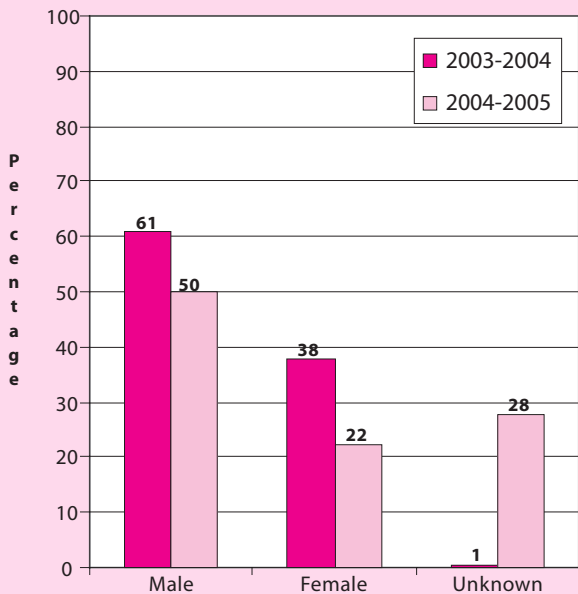
# VARANASI, UTTAR PRADESH

<b>Nodal Organisation</b>	: Gandhi Adhyayan Peeth
<b>Collaborative Organisation</b>	: Dr. Shambunath Singh Research Foundation
<b>Support Organisation</b>	: PVCHR Jan Mitra Nyas, 'Gramyanchal Sewa Samiti, Shri Shanti Vikas Seva Sansthan
<b>Date Of Inception</b>	: Mar-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,46,389

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	177	332
Shelter	72	28
Repatriation	153	72
Rescue	165	140
Death Related	7	8
Sponsorship	43	56
<b>Total - I</b>	<b>617</b>	<b>636</b>
<b>II. Missing Children</b>		
Child Lost	273	313
Parents asking for Help	239	220
<b>Total - II</b>	<b>512</b>	<b>533</b>
<b>III. Emotional Support Guidance</b>	<b>33</b>	<b>74</b>
<b>IV. Follow-up calls</b>	<b>922</b>	<b>1,124</b>
<b>V. Did not Find (DNF)</b>	<b>37</b>	<b>16</b>
<b>Total I to V</b>	<b>2121</b>	<b>2383</b>
<b>VI. Information</b>		
Information & Referral to Service	1114	659
Information about CHILDLINE & Volunteers	593	598
<b>Total - VI</b>	<b>1707</b>	<b>1257</b>
<b>VII. Others</b>		
Silent	5717	5746
Blank	5636	6775
Wrong	4805	7255
Crank/Fun/Abusive	4111	6237
Chat	3369	8402
Phone Testing	1907	4047
Administrative	914	1,691
Personal	785	374
Others	130	27
Unclassified	3	1
<b>Total VII</b>	<b>27377</b>	<b>40555</b>
<b>Total I to VII</b>	<b>31205</b>	<b>44195</b>

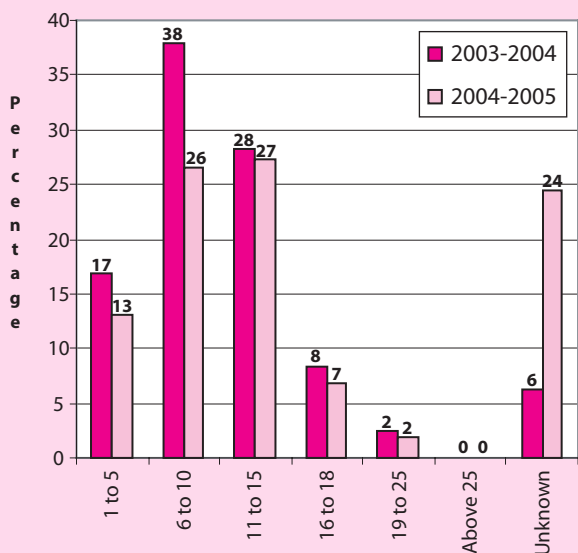


### Gender of Children



Data Source: ChildNET

### Age Groups of Children



Data Source: ChildNET

## Repatriating a runaway child...

Sanjay was handed over to CHILDLINE Varanasi by the Varanasi Tourist Police. At first Sanjay told CHILDLINE team members that he did not know anything about his parents and that he had been staying at a shelter home in Delhi. One day the shelter home caught fire and in his panic he injured another child resident of the shelter home. The shelter authorities allegedly beat him up for this and so he ran away from there and went to Lucknow where he spent some time living on the railway station. He then moved to Pratapgarh before coming to Varanasi where he was found by the Tourist Police and handed over to CHILDLINE.

Meanwhile CHILDLINE Varanasi contacted CHILDLINE Delhi for further investigation into the shelter home where Sanjay was originally put up. Meanwhile, the child was provided temporary shelter at a partner organization's short stay home. However since the child spoke English fluently and was well versed with using a computer the team members felt that the child was not telling them the truth. After some more persuasion, the child told team members that he was from Lucknow. His parents had separated after which his mother had re married. He said that he had three brothers and one sister who lived with his mother. The child said that his stepfather did not earn well and hence the children were made to go to a hindi medium school rather than a convent school.

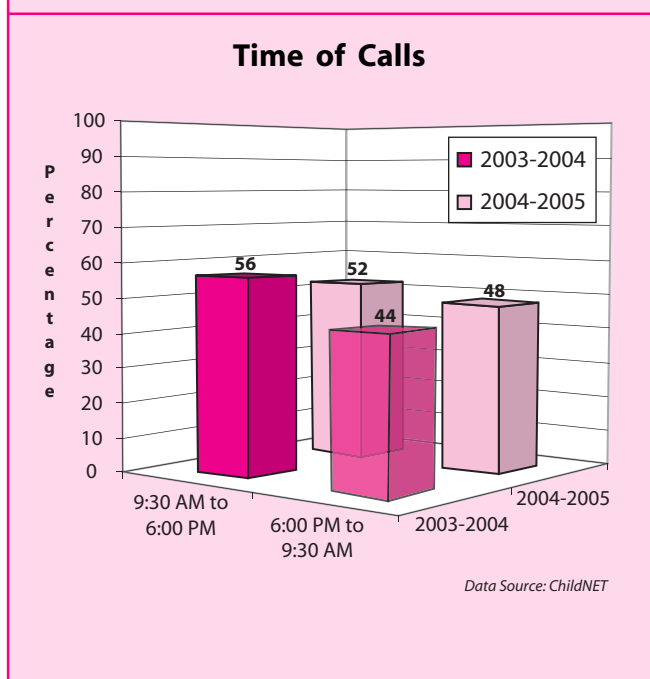
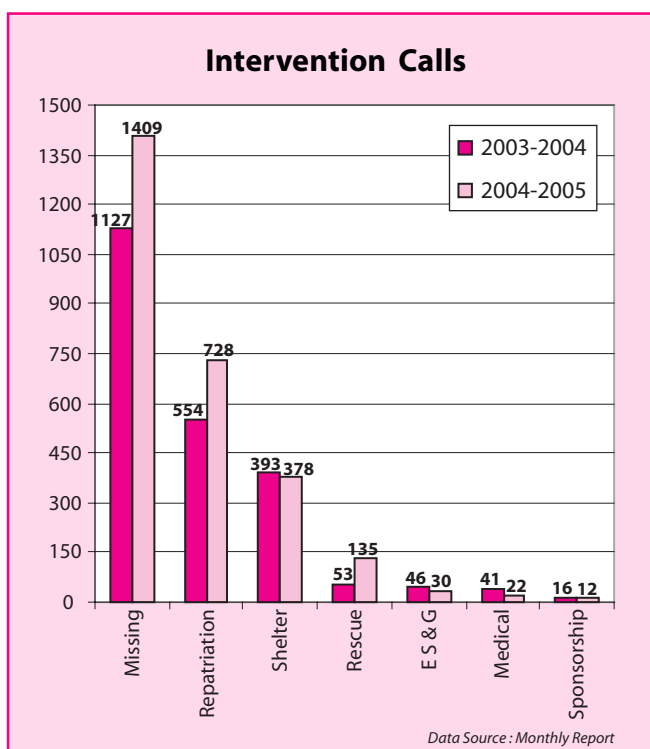
His stepfather always said mean things and spoke about how much he was spending on the children's education and that all the money was getting wasted. Unable to take this anymore he ran away. To confirm the child's second story, team members took down his mother's residential address. However, on investigation the address turned out to be fake.

At 6:30 one morning, 7-8 police officers entered CHILDLINE Varanasi office and with a snap identified Sanjay as Nassir alias Chotu. His father had lodged a missing persons report at the local police station. But when he started to get blank calls he thought his son had been kidnapped and that the blank calls were made by the kidnappers. Hence the child's father had installed a caller id. Meanwhile, what came of it was that while Sanjay was at the CHILDLINE office he used to dial his parent's number everyday. So the officers and the child's parents were under the impression that the phone number belonged to the kidnappers of the child. The inspector was briefed about the case. The same day the child's parents came to the CHILDLINE centre and after proper verification the child was handed over to the parents.

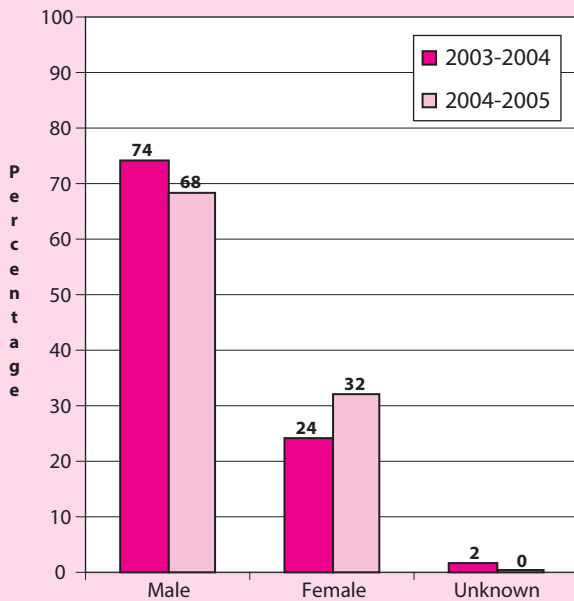
# VIJAYAWADA, ANDHRA PRADESH

<b>Nodal Organisation</b>	: Forum For Child Rights
<b>Collaborative Organisation</b>	: Forum For Child Rights
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Dec-00
<b>Total Calls till Dec'05 since Inception</b>	: 1,19,225

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	41	22
Shelter	393	378
Repatriation	554	728
Rescue	53	135
Death Related	8	2
Sponsorship	16	12
<b>Total - I</b>	<b>1065</b>	<b>1277</b>
<b>II. Missing Children</b>		
Child Lost	140	276
Parents asking for Help	987	1133
<b>Total - II</b>	<b>1127</b>	<b>1409</b>
<b>III. Emotional Support Guidance</b>	<b>46</b>	<b>30</b>
<b>IV. Follow-up calls</b>	<b>1785</b>	<b>1,963</b>
<b>V. Did not Find (DNF)</b>	<b>10</b>	<b>19</b>
<b>Total I to V</b>	<b>4033</b>	<b>4698</b>
<b>VI. Information</b>		
Information & Referral to Service	30	13
Information about CHILDLINE & Volunteers	871	1030
<b>Total - VI</b>	<b>901</b>	<b>1043</b>
<b>VII. Others</b>		
Silent	2501	3509
Blank	1755	3213
Wrong	431	449
Crank/Fun/Abusive	38	84
Chat	2876	4127
Phone Testing	446	54
Administrative	7708	7,435
Personal	3563	2,273
Others	55	0
Unclassified	1	1
<b>Total VII</b>	<b>19374</b>	<b>21145</b>
<b>Total I to VII</b>	<b>24308</b>	<b>26886</b>



### Gender of Children

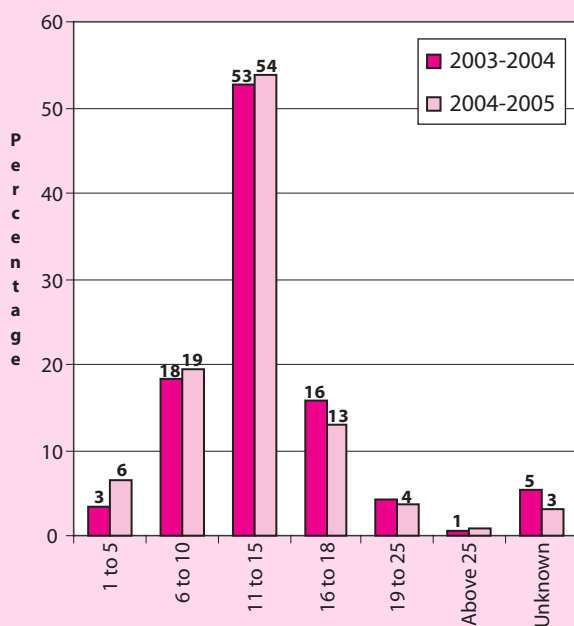


Data Source: ChildNET

## Ensuring a girl child her Right to Education...

13-year-old Divya's parents had passed away some years back. She lived under the guardianship of her aunty and grandmother who forced her to work as a domestic helper. The child was very keen on studying and did not want to work, so she ran away from home. Two railway police constables, who found her, referred her to CHILDLINE Vijayawada. CHILDLINE team members counselled the child and convinced her to give her relatives a second chance. They assured her that they would ensure that she would be sent to school and not forced to engage in domestic labour. The child's grandmother and aunt were contacted. They were told about the importance of educating the child and that engaging her in labour was against the law. The child's relatives assured team members that they would not force the child to work. Divya is currently enrolled in a local school and is happy.

### Age Groups of Children

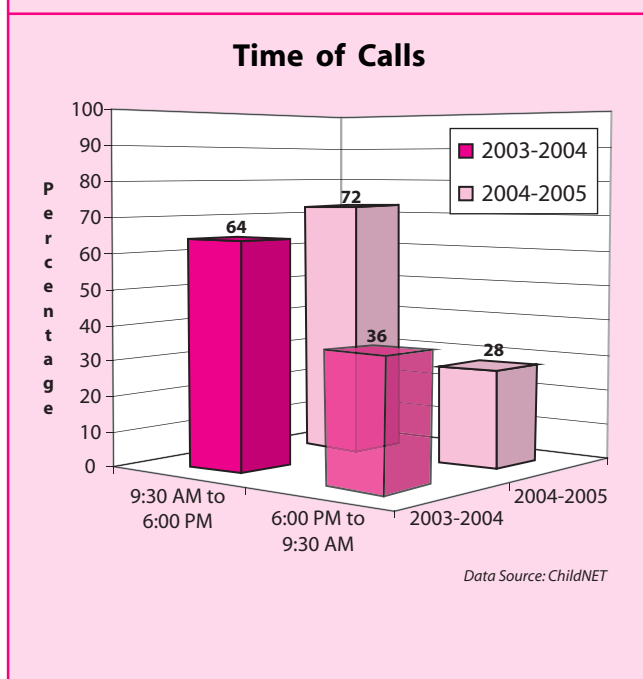
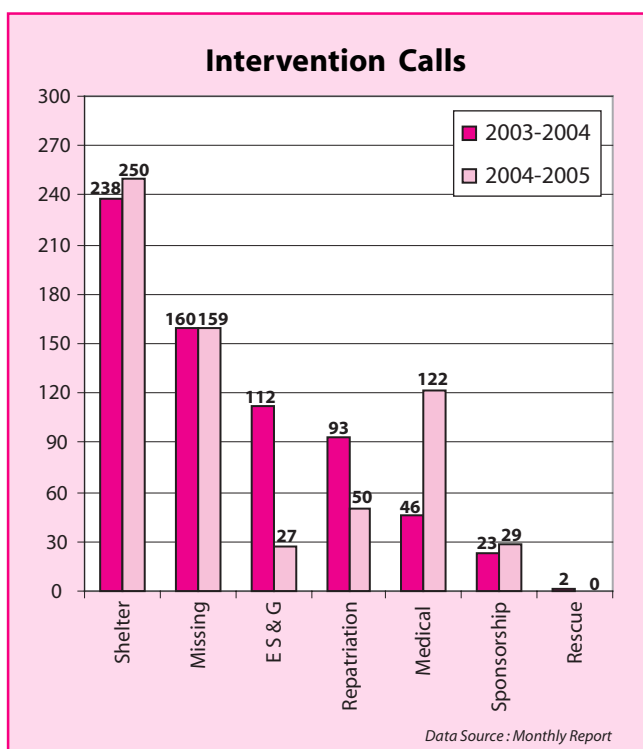


Data Source: ChildNET

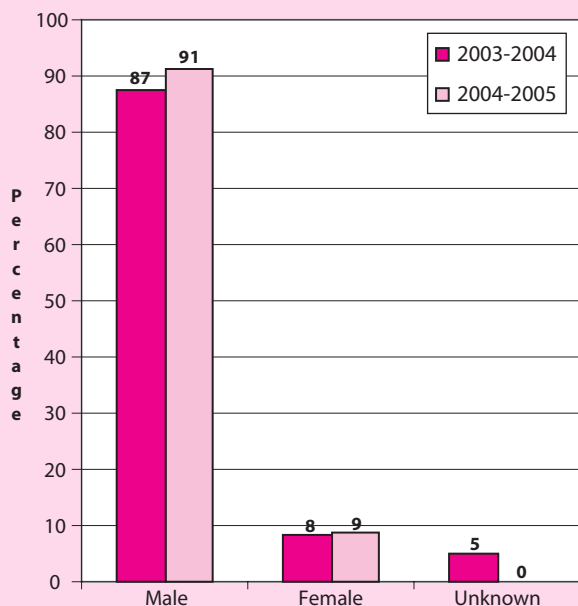
# VISHAKAPATNAM

<b>Nodal Organisation</b>	: UGC-DRS Programme, Department of Social Work, Andhra University
<b>Collaborative Organisation</b>	: Priyadarsini Service Organisation
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Jan-01
<b>Total Calls till Dec'05 since Inception</b>	: 1,50,741

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	46	122
Shelter	238	250
Repatriation	93	50
Rescue	2	0
Death Related	0	0
Sponsorship	23	29
<b>Total - I</b>	<b>402</b>	<b>451</b>
<b>II. Missing Children</b>		
Child Lost	13	13
Parents asking for Help	147	146
<b>Total - II</b>	<b>160</b>	<b>159</b>
<b>III. Emotional Support Guidance</b>	<b>112</b>	<b>27</b>
<b>IV. Follow-up calls</b>	<b>470</b>	<b>210</b>
<b>V. Did not Find (DNF)</b>	<b>32</b>	<b>10</b>
<b>Total I to V</b>	<b>1176</b>	<b>857</b>
<b>VI. Information</b>		
Information & Referral to Service	17	0
Information about CHILDLINE & Volunteers	4102	2770
<b>Total - VI</b>	<b>4119</b>	<b>2770</b>
<b>VII. Others</b>		
Silent	6809	10912
Blank	3754	4628
Wrong	426	574
Crank/Fun/Abusive	999	1843
Chat	16402	19317
Phone Testing	573	248
Administrative	2901	2,531
Personal	82	13
Others	0	0
Unclassified	9	0
<b>Total VII</b>	<b>31955</b>	<b>40066</b>
<b>Total I to VII</b>	<b>37250</b>	<b>43693</b>



### Gender of Children



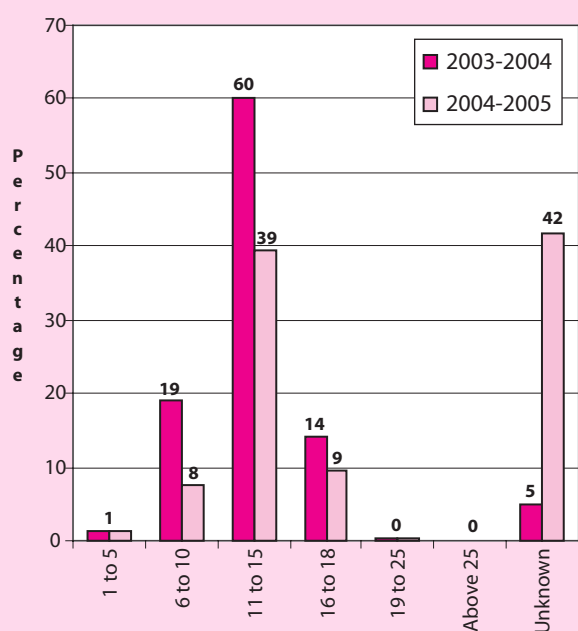
Data Source: ChildNET

## Caring for an mentally challenged child...

Vinay was found by a concerned adult and referred to the local police station. The head constable of the police station called CHILDLINE Visakhapatnam seeking help for Vinay. CHILDLINE team members brought the child to the centre where the he was provided temporary shelter. After a hot water bath, Vinay was given some warm food to eat. Team members soon discovered that the child was mentally retarded. He made minimal and uncoordinated actions, not speak coherently and seemed to experience memory loss.

A missing person's complaint was lodged at the police station. All the shelter homes in the city were briefed about the child. On 17th October, CHILDLINE team members finally got a breakthrough while accessing the records of a school for mentally challenged children. They found a application form containing Vinay's photograph and other particulars. Team members tried to trace Vinay's parents using the address given on the application form, however they soon found that his parents had shifted residence. With help from the neighbours the team members finally managed to establish contact and intimate the parents about the child's whereabouts. The same evening the parents came to the CHILDLINE centre. After proper verification, the child was handed over to the parents. Presently he is enrolled in the school. The local media highlighted Vinay's story.

### Age Groups of Children

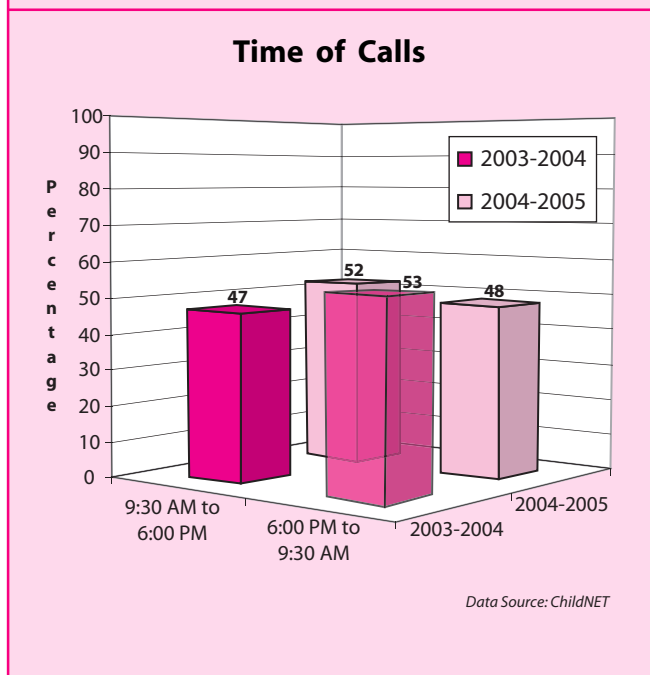
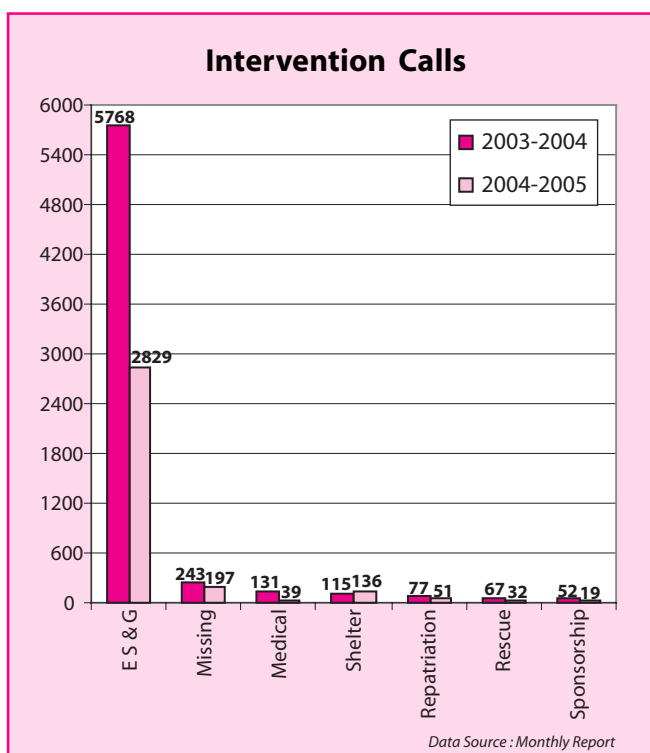


Data Source: ChildNET

# WAYANAD, KERALA

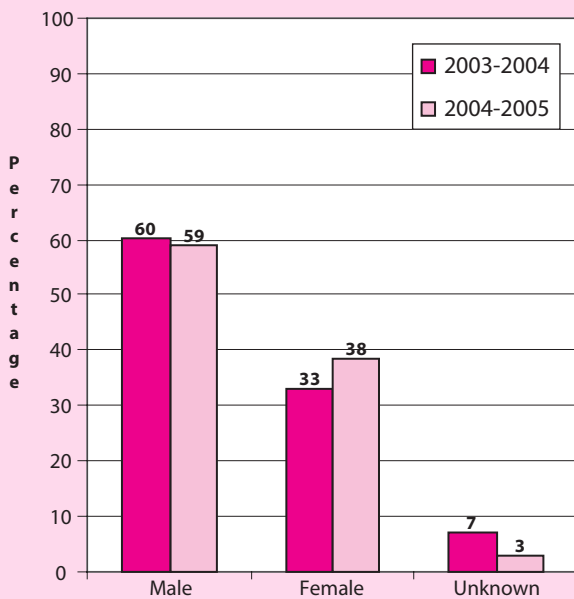
<b>Nodal Organisation</b>	: HILDA Trust
<b>Collaborative Organisation</b>	: Joint Voluntary Action for Legal Alternatives (JVALA)
<b>Support Organisation</b>	: —
<b>Date Of Inception</b>	: Sep-02
<b>Total Calls till Dec'05 since Inception</b>	: 60,444

Categories	Monthly Report	
	2003-2004	2004-2005
<b>I. Intervention</b>		
Medical Help	131	39
Shelter	115	136
Repatriation	77	51
Rescue	67	32
Death Related	21	3
Sponsorship	52	19
<b>Total - I</b>	<b>463</b>	<b>280</b>
<b>II. Missing Children</b>		
Child Lost	82	61
Parents asking for Help	161	136
<b>Total - II</b>	<b>243</b>	<b>197</b>
<b>III. Emotional Support Guidance</b>	<b>5768</b>	<b>2829</b>
<b>IV. Follow-up calls</b>	<b>602</b>	<b>1,279</b>
<b>V. Did not Find (DNF)</b>	<b>80</b>	<b>93</b>
<b>Total I to V</b>	<b>7156</b>	<b>4678</b>
<b>VI. Information</b>		
Information & Referral to Service	1100	1374
Information about CHILDLINE & Volunteers	3956	15200
<b>Total - VI</b>	<b>5056</b>	<b>16574</b>
<b>VII. Others</b>		
Silent	708	710
Blank	496	496
Wrong	297	312
Crank/Fun/Abusive	238	301
Chat	97	238
Phone Testing	1677	3726
Administrative	816	921
Personal	195	228
Others	0	0
Unclassified	4	2
<b>Total VII</b>	<b>4528</b>	<b>6934</b>
<b>Total I to VII</b>	<b>16740</b>	<b>28186</b>



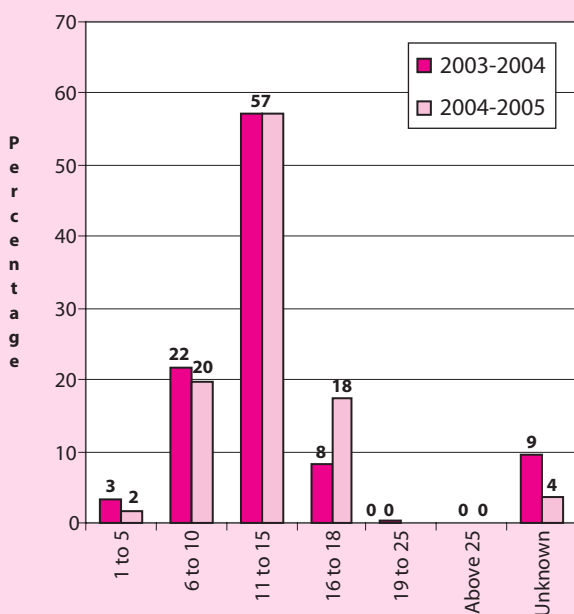


### Gender of Children



Data Source : ChildNET

### Age Groups of Children



Data Source: ChildNET

## Victim of sexual abuse...

A concerned adult informed CHILDLINE Wayanad about a 14-year-old girl child. The child was sexually abused by her step-father for over a year. She was from a very poor family and her mother was mentally ill. The girl was hospitalised after her third suicide attempt. She informed her grandmother about the abuse when she was in the hospital. The grand-mother shared this information with a neighbour who in turn informed CHILDLINE. CHILDLINE team visited the hospital and interacted with the child and her relatives. The grand mother filed a complaint with the police. On instructions from the District Juvenile Police Officer, the police registered a case, arrested the accused and produced him before the court. The court sentenced him to jail. The child was brought to the CHILDLINE office after obtaining permission from her relatives. The child was given counselling, shelter, and enrolled into a school run by a resource organisation of CHILDLINE Wayanad.



## **Section D : Conclusion**

- ❖ **Lessons from the data and reflections**
- ❖ **ChildNET : Making Child Rights work**





## 9. Lessons from the data

This compilation has attempted to provide a starting point for further analysing of calls to 1098. It has highlighted problems with the existing documentation system as well as provided reflection on lessons to enhance the documentation system. The purpose of collating information is to highlight policy and programming implications including gaps in services and problems in service delivery in child protection.

### 9.1. Problems with the existing documentation systems

- Basis for classifying a call : The current documentation system does not specify the basis for classifying a call. Hence there is confusion regarding classifying according to
  - The need as expressed by the child
  - The need as expressed by the caller
  - The need identified for the first intervention done by the CHILDLINE team
- Clarity in terminology : There is also lack of clarity amongst team members regarding the present documentation system regarding terminology used in the form with specific reference to :
  - Life situation and circumstances of the child
  - Sub-sub problems
- Clarifying existing categories by developing glossary of terms. There is also a need to clarify the basis for identifying problems and sub problems in the existing documentation form for all the problems especially Emotional Support and Guidance where sub-categories do not exist.
- New emerging categories of calls : There are certain categories of calls that are frequently received and the team is not able to classify them into any existing category such as:
  - Child Trafficking
  - Child marriages
  - Other child rights violations
- Capturing details regarding interventions : The present documentation system also fails to capture details regarding the nature of intervention by the CHILDLINE team. The specific areas where this is lacking relate to:
  - The range of interventions and not only the first intervention, especially since the major intervention comes only when the child gains trust and the actual problem emerges.
  - Defining the outcome for the child at the end of CHILDLINE intervention
  - The views of the child during the intervention process
- ChildNET and manual documentation : The present documentation system also has certain gaps regarding the compatibility between ChildNET and the manual documentation. As a result, separate reports need to be generated for some problems. Some areas that need attention
  - Missing children have a separate form
  - Information about CHILDLINE and referral to services also have a separate form

## 9.2. Lessons to enhance the documentation system

- Identifying gaps in data entry: There were several fields of data entry not done amounting to a large number where data have been marked as Not Available e.g for the Caller Types, Location, Life Situation, Circumstances, Educational Status. Further investigation is required to find out whether children did not disclose this information or there is no clarity amongst frontline workers as to the need to capture all the information.
- Reviewing how documentation can be more effective: CHILDLINE captures data on intervention forms, which are not only in English and Hindi but also translated into regional language for the benefit of the frontline worker. It has been observed that some cities have intervention forms, which do not match the format prescribed at the national level; hence, vital data are lost in the process. Also, the current format needs to be revised and simplified further at the national level and policies to be set to use uniform format for documentation of CHILDLINE service.
- Data Entry : The data are entered by the CHILDLINE team, many of whom have educational levels of SSC and HSC or graduation in the vernacular language. It is to their credit that they have been able to listen to the child, counsel the child and at the same time, note the relevant details especially whenever the public telephone is wired to cut off after a few minutes. Constant improvement of skills is required to improve the quality of the data as well as to work with the Department of Telecommunication to allow the calls to be engaged for atleast 15 minutes.
- Analysing the trends in calls: While this publication has provided an overview of the trends in calls, further inputs are required amongst the CHILDLINE cities and frontline workers for advocating CHILDLINE service so as to suggest ways to strengthen the service in reaching out to marginalised groups of children.
- Using the data to advocate for the services: In order to ensure that the data captured are effectively used, and strategies evolved for analysis and sharing of data with other organisations working with children.

## 10. ChildNET : Making Child Rights work

The data collected on ChildNET, based on incoming calls to 1098, represents probably the only and the single largest dynamic data source, in India, about the needs of marginalized children, as stated by such children directly.

This, therefore, is an extremely important source of primary information about the immediate SOS needs of marginalized children.

Given that telephones have become ubiquitous and less than one in every ten Indians today owns a phone, the 1098 service offers a very credible source of information about the state of marginalized children. When taken at the scale of over 50 cities- representing metros/Class A/B/C&D cities, the information is fairly representative of the needs of marginalized children in urban areas.

A large segment of children who are marginalized in urban areas are children who have either runaway from impoverished rural homes or have been trafficked in one form or the other- therefore the information is also a reasonably accurate picture of the bewildering variety of problems faced by such children in urban areas.

### Currently the application for the data is as follows:

#### Development of Intervention strategies:

The information from each city and from each category of caller is qualified by the feedback of children in Open House meets and from the outcomes of Children Advisory Boards (CAB) and this then becomes the basis for developing Intervention strategies.

These Intervention strategies are then converted into an operational model along with our partner organizations, at the grassroots level. CIF's Services and Policy Research Advocacy and Documentation (PRAD) departments then develop a training/capacity development module to institutionalize the intervention model, and cover the module in the training workshops, across the country, attended by city coordinators and volunteers of our partner organizations.

The actual implementation is then monitored by CIF's Regional Resource Centres in each region.

#### Shaping Advocacy initiatives:

Data about specific segments such as missing children, trafficked children or about children in exploitative situations forms the basis for CIF's advocacy initiatives. Often the data coupled with a single case has resulted in advocacy covering very specific programmatic areas.

#### Anchorage Case:

Calls emanating from a Shelter home in Colaba Mumbai 6 years ago about child inmates being in abusive situations led us to investigate and subsequently file a legal case against the two British and one Indian persons who were running the shelter.

During the proceedings, while the Police were initially reluctant to investigate, the data from ChildNET effectively helped us establish a case for High Court intervention- the Mumbai High Court intervention proved invaluable in ensuring the exploiters were punished.

Critically, this single case, backed by the wealth of ChildNET data and the CHILDLINE network experience, triggered advocacy initiatives in two areas:

- a. Child Shelter management and monitoring
- b. Child Trafficking and Paediophilia

#### a. Shelter homes management and monitoring:

CIF set up a Consultative Workshop on the implications of the case, in April 2006. At the workshop ChildNet statistics and case studies were presented.

The workshop, which was attended by representatives of the Police, the Judiciary, the Government, NGOs, and a number of other allied sector organizations, agreed on a number of innovative steps to address the key issue of monitoring of Children's shelters and setting standards for managing such shelters.

Once put into practice effectively, these steps will have a far reaching impact on child shelter management in the country.

#### b. Child Trafficking:

ChildNET data was used to identify level of child trafficking in high tourist footfall cities/regions in the country.

CIF used the data from ChildNET to launch an intensive program, in one of the country's premier tourist locations, to covering mass media awareness, social research into practices, and consultative workshops.

This resulted in some unique issues such as tagging of paedophilia-convicted tourists, seeking cooperation from the hotel and restaurant associations, transport service providers being identified as methods of cutting down on child trafficking.

### **Other Advocacy initiatives:**

#### **Implementing Juvenile Justice laws:**

Similarly, CIF's data on the problem areas faced by children in conflict with law coupled with the CHILDLINE network experience on dealing with Police Stations and Courts formed the basis of a state level Consultative workshop in the states of West Bengal and UP.

These state level workshops addressed the issue of how to effectively implement the Juvenile Justice Act, 2000. CIF's own research into how different countries address Juvenile Justice added to the proceedings and the resultant conclusions from the workshops are now the basis for committed state policy on JJ Act implementation, in the respective states. This is now being extended to other states as well.

#### **1098 toll-free connectivity:**

One of the most crucial areas in which ChildNET data helps in advocacy initiatives is with the Telecom Service providers in India- the data showcases the needs of marginalized children and has been the basis for getting the 1098 number reserved for CHILDLINE service in the National Numbering Plan for Telecom services in India.

The state run Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited have earmarked 1098 as exclusively for CHILDLINE service, as non-metered services. Slowly advocacy efforts with private telecom service providers are beginning to provide connectivity for 1098.

#### **Impacting National development strategies relating to Children:**

- a. CRC response: CIF, which sets up and runs the CHILDLINE service across the country, in partnership with various stake holders, has been cited as India's response to the Child Rights Convention, United Nations. India is a signatory to the convention, which lays down practices, and frameworks for implementation of Child Rights Protection. ChildNET statistics and the entire CHILDLINE 1098 implementation model is therefore an essential part of the Child Rights Protection framework in India.
- b. The UN study on violence against Children sought data from India. The primary data provided by the Government of India was based on CHILDLINE statistics.
- c. CIF was asked to make recommendations to the Xth 5-year Plan by the Planning Commission. In 2006, the Planning Commission once again invited CIF to be part of the XIth Plan consultations. The ChildNET data was critical in building our case with the Planning Commission to incorporate "Child Protection" as a significant aspect of the XIth Plan. CIF's specific recommendations regarding various child related issues were welcomed.
- d. CIF is a part of the Consultative Committee setup by the Union Ministry of Women and Child Development, on Missing Children and Child Protection. This Committee is entrusted with the task of developing an comprehensive program to ensure an direct impact on the huge number of missing children in India, each year.
- e. ChildNET data is used to provide answer to queries raised in Parliament.
- f. The Ministry of Women and Child Development has integrated CHILDLINE service as part of it's Integrated Child Protection Service and uses ChildNET data for framing policy documents.

#### **Raising resources for Children in need of Care and Protection:**

Child NET data is at the heart of submissions made to national and international Corporates and funding bodies on the need to expand coverage of CHILDLINE 1098 service in India- which in itself implies finding the resources to meet CIF's growth needs.

The Awareness and Advocacy group at CIF uses the statistics at national and international forums as well as part of proposals to funding bodies and corporates, in order to raise resources for expansion of the 1098 network as well as qualitatively improve it.

As of March 2007, the number of calls received annually on CHILDLINE 1098 in India, at over 2 million calls per annum, represents 20% of all the calls received by Children's helplines the world over. This fact alone makes the ChildNET data invaluable. It directly helps CIF raise more resources for Child Protection.

#### **Replication of the CHILDLINE model in other countries:**




The ChildNET data showcases the effectiveness of using a tele-helpline in reaching marginalized children across a highly differentiated geographic and socio-cultural terrain. This has led to over 2-dozen countries seeking exposure to training in and understanding the CHILDLINE model and many countries have sought guidance in implementing the model in their own countries. This involves a process known as Twinning- where team members across disciplines from the organization in the country which plans to implement a CHILDLINE-type service and CIF teams sharing practices and methods.




Annexure 1: Format for direct assistance calls (except missing)

N:\CHILD-04\FORMS.PMD		PG-1
<b>CHILDLINE</b>		
		Form No. A : _____
<b>CALL INFORMATION</b>		
Case I.D. No : _____	Cross Referral Case : _____	Date: _____
Time  : _____	Name of Team Member : _____	
Collab : _____	<b>Status : Open/Closed</b>	
<b>CALL-CALLER INFORMATION</b>		
Caller Name : _____		Caller Type : (Select one of the below options)
<input type="checkbox"/> Self	<input type="checkbox"/> Concerned Adult	<input type="checkbox"/> Street Child/Youth
<input type="checkbox"/> Family/Relative	<input type="checkbox"/> Juvenile Justice Personnel	<input type="checkbox"/> Education Personnel
<input type="checkbox"/> Police Personnel	<input type="checkbox"/> Hospital Personnel	<input type="checkbox"/> Media Personnel
<input type="checkbox"/> Transport Personnel	<input type="checkbox"/> Judicial Personnel	<input type="checkbox"/> Any other _____
Calling Number : _____	<b>Child Located / Not Located</b> (circle one)	<input type="checkbox"/> Repeat Caller
Location :	<input type="checkbox"/> Street/Pavement	<input type="checkbox"/> Slum/Chawl
	<input type="checkbox"/> Railway	<input type="checkbox"/> Building
	<input type="checkbox"/> Telephone booth	<input type="checkbox"/> Any other _____
	<input type="checkbox"/> Institution	<input type="checkbox"/> School
		<input type="checkbox"/> Bus Depot
		<input type="checkbox"/> Hospital
<b>CHILD INFORMATION</b>		
Name : _____	Age: _____	Sex : <input type="checkbox"/> Male <input type="checkbox"/> Female
Child Origin : _____	Affiliation Agency : _____	Call Place : _____
Address : _____		
<b>Situation :</b>		
Life Situation :	<input type="checkbox"/> Street Child	<input type="checkbox"/> Child Labourer
	<input type="checkbox"/> Flesh trade victim	<input type="checkbox"/> Differently abled Child
	<input type="checkbox"/> Children in conflict with the law	<input type="checkbox"/> Children in Institution
	<input type="checkbox"/> Children affected by HIV/AIDS	<input type="checkbox"/> Children affected by conflicts or disasters
	<input type="checkbox"/> Child with family crisis	<input type="checkbox"/> Abused Child
	<input type="checkbox"/> Emotionally disturbed child	
	<input type="checkbox"/> Child addict	<input type="checkbox"/> Mentally ill children
		<input type="checkbox"/> Child political refugee
		<input type="checkbox"/> Any other _____
Circumstances (*) :	<input type="checkbox"/> Runaway Child	<input type="checkbox"/> Abandoned
	<input type="checkbox"/> Hearing disability	<input type="checkbox"/> Visual disability
	<input type="checkbox"/> Learning disability	<input type="checkbox"/> Spastic disability
	<input type="checkbox"/> Cerebral palsy affected	<input type="checkbox"/> Employed in domestic labour
	<input type="checkbox"/> Physical abuse	<input type="checkbox"/> Drug abuse
	<input type="checkbox"/> Emotional abuse	<input type="checkbox"/> Affected by national conflict
	<input type="checkbox"/> Affected by disasters	<input type="checkbox"/> Parents are ill
	<input type="checkbox"/> Affected by displacement	<input type="checkbox"/> Parents are economically deprived
	<input type="checkbox"/> Parents are stigmatised	<input type="checkbox"/> Any other _____
	<input type="checkbox"/> Mother/Father death	<input type="checkbox"/> Physical disability
	<input type="checkbox"/> Child is missing	<input type="checkbox"/> Mental disability
		<input type="checkbox"/> Leprosy affected
		<input type="checkbox"/> Bonded child labour
		<input type="checkbox"/> Sexual abuse
		<input type="checkbox"/> Solvent abuse
		<input type="checkbox"/> Affected by international conflict
		<input type="checkbox"/> Family has migrated
		<input type="checkbox"/> Child affected by HIV/AIDS
Educational Status :	<input type="checkbox"/> Non-school going	<input type="checkbox"/> Attends Municipal School
	<input type="checkbox"/> Attends Govt. aided/Private School	<input type="checkbox"/> Never attended school
	<input type="checkbox"/> Drop out from school	<input type="checkbox"/> Attends college
	<input type="checkbox"/> Drop out at primary level	<input type="checkbox"/> Drop out at secondary level
		<input type="checkbox"/> Attends non-formal education classes only
		<input type="checkbox"/> Finished school
		<input type="checkbox"/> Attends Special School
Support System :	<input type="checkbox"/> Child lives alone	<input type="checkbox"/> Child lives with family
	<input type="checkbox"/> Child lives with friends	<input type="checkbox"/> Child lives with employer
	<input type="checkbox"/> Child lives in shelter	<input type="checkbox"/> Child lives in Government Institutions
	<input type="checkbox"/> Child new to city	<input type="checkbox"/> Child lives with relatives
		<input type="checkbox"/> Any other : _____
<b>PROBLEM IDENTIFICATION</b>		
<b>MEDICAL</b>	<b>REPATRIATION</b>	<b>RESCUE/ABUSE</b>
<input type="checkbox"/> First Aid	<input type="checkbox"/> Child knows address, lives outside the city	<input type="radio"/> Physical <input type="radio"/> Sexual <input type="radio"/> Financial
<input type="checkbox"/> Hospitalisation	<input type="checkbox"/> Child does not know address, lives outside the city	<input type="checkbox"/> Abuse in the family
<input type="checkbox"/> Mental Illness	<input type="checkbox"/> Child knows address, lives within the city	<input type="checkbox"/> Abuse by neighbours
<input type="checkbox"/> Casualty	<input type="checkbox"/> Child does not know address, lives within the city	<input type="checkbox"/> Abuse in work place
<input type="checkbox"/> OPD		<input type="checkbox"/> Abuse in institutional care
<input type="checkbox"/> Accident		<input type="checkbox"/> Protection from abuse by police
<input type="checkbox"/> Addiction		<input type="checkbox"/> Death
Type of illness (*) : _____	Reason for Repatriation (*) : _____	Type of Abuse (*) : _____
_____	_____	_____
_____	_____	_____

**Annexure 1: Format for direct assistance calls (except missing) (contd.)**

<p style="text-align: center;"><b>SHELTER</b></p> <p><input type="checkbox"/> Child is ill</p> <p><input type="checkbox"/> Child is abandoned</p> <p><input type="checkbox"/> Child has left home</p> <p><input type="checkbox"/> Parents/Guardians seek shelter for child</p> <p><input type="checkbox"/> Child has left shelter</p> <p>Reasons for Shelter (*) : _____</p> <p>_____</p> <p>_____</p>	<p style="text-align: center;"><b>DEATH RELATED CALLS</b></p> <p><input type="checkbox"/> Natural Death</p> <p><input type="checkbox"/> Accidental Death</p> <p><input type="checkbox"/> Death under suspicious circumstances</p> <p style="text-align: center;"></p> <p>Details (*) : _____</p> <p>_____</p> <p>_____</p>	<p style="text-align: center;"><b>EMOTIONAL SUPPORT &amp; GUIDANCE</b></p> <p><input type="checkbox"/> Family      <input type="checkbox"/> Self</p> <p><input type="checkbox"/> Peer Group    <input type="checkbox"/> Institution</p> <p><input type="checkbox"/> School          <input type="checkbox"/> Sharing</p> <p><input type="checkbox"/> Work Place</p> <p><input type="checkbox"/> Love Relationship : Boyfriend/Girlfriend</p> <p style="text-align: center;"></p> <p>Type (*) : _____</p> <p>_____</p> <p>_____</p>
<p style="text-align: center;"><b>SPONSORSHIP</b></p> <p><input type="checkbox"/> Health    <input type="checkbox"/> Education    <input type="checkbox"/> Foster care</p> <p style="text-align: center;"></p> <p>Details (*) : _____</p> <p>_____</p> <p>_____</p>	<p style="text-align: center;"><b>ADDITIONAL DETAILS OF ANY OF THE ABOVE PROBLEMS</b></p> <p>_____</p> <p>_____</p> <p>_____</p>	

<b>IMMEDIATE RESPONSE</b>
<p><input type="checkbox"/> Went to meet the child/caller    <input type="checkbox"/> Met child on outreach    <input type="checkbox"/> Referred to Support Organization</p> <p><input type="checkbox"/> Responded to the child on the phone    <input type="checkbox"/> Child from Collaborative agency require assistance    <input type="checkbox"/> Received a letter</p> <p><input type="checkbox"/> Called the child to the agency</p>
<b>INTERVENTION (Particulars &amp; Follow-up)</b>
<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

	<b>PROBLEMS FACED IN INTERVENTION</b>
_____	
_____	
_____	
_____	
_____	
_____	
_____	
_____	
_____	

FAMILY DETAILS		
Name	Age	Relationship
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

EXPENSES	
Type of Expense	Amount
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Annexure 2: Format for calls for missing children**

<b>MISSING CHILD</b>		Form No. M : _____
<b>CALL INFORMATION</b>		
Case I.D. No : _____	Cross Referral Case : _____	Date: _____
Time : _____	Name of Team Member : _____	
Collab : _____	<b>Status : Open/Closed</b>	
<input type="checkbox"/> Parents/relatives have registered a lost child <input type="checkbox"/> Child found and identified as lost.		<b>PHOTOGRAPH</b>
Name of the Caller : _____		
<b>DETAILS</b>		
Name : _____	Age _____	Sex _____
Pet name : _____	_____	
Birth mark : _____	_____	
Languages spoken by child : _____	_____	
Parents name : _____	_____	
Address of the child : _____	_____	
Telephone number : _____	_____	
Local contact address : _____	_____	
Description of clothes at time of missing : _____	_____	
Child lost for the first time <input type="checkbox"/> Yes <input type="checkbox"/> No. If No : Specify how many times _____	_____	
How did the child get lost : _____	_____	
_____	_____	
_____	_____	
Date since child is missing : _____	_____	
Place from where child is missing : _____	_____	
School attended by child : _____	_____	
School address : _____	_____	
Any other information : _____	_____	
Last place of stay : _____	_____	
Native contact address : _____	_____	
Police station N.C. no. : _____	_____	
Police station address : _____	_____	
Police beat No. : _____	_____	
Action steps already taken : _____	_____	
_____	_____	
Action steps to be taken : _____	_____	
_____	_____	

**Annexure 3:** Format for information about other services

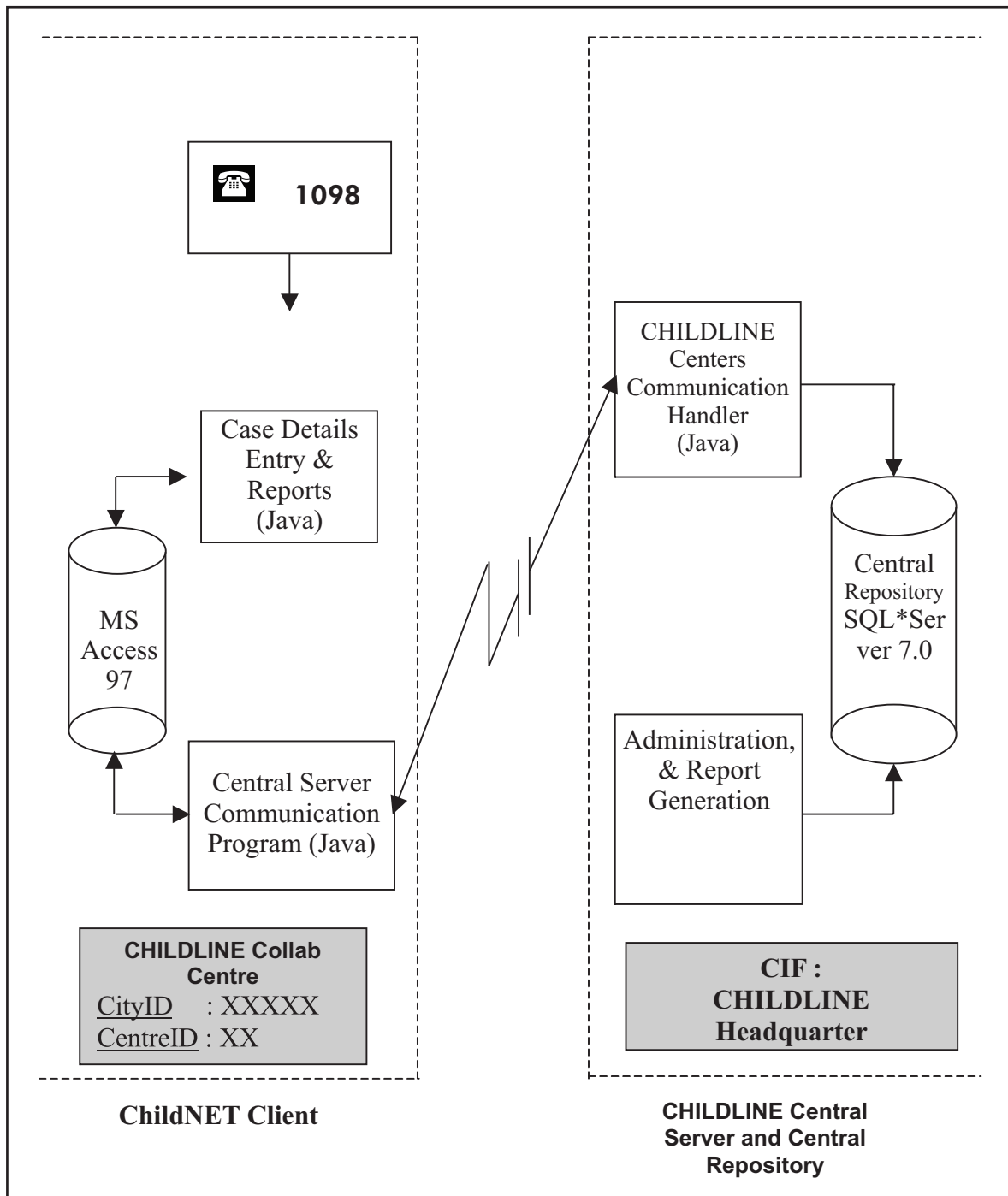
**INFORMATION**

<b>INFORMATION AND REFERRAL TO SERVICES</b>		Form No. I : _____
Date _____	Time : _____	
<b>Caller Information</b>		
Name : _____		Age : _____
Sex : <input type="checkbox"/> Male <input type="checkbox"/> Female		
Address: _____ _____		
Email : _____ Tel. (off) : _____ Tel. (Res.) : _____		
Mobile / Pager : _____		
<b>Information required for :</b>		
<input type="checkbox"/> Adoption services	<input type="checkbox"/> Boarding homes for children	
<input type="checkbox"/> Child guidance clinics	<input type="checkbox"/> Organisations working with hearing/speech impaired	
<input type="checkbox"/> Organisations working with the visually impaired	<input type="checkbox"/> Organisations working with the orthopaedic impaired	
<input type="checkbox"/> Organisations working with the mentally impaired	<input type="checkbox"/> Organisations working with learning disability	
<input type="checkbox"/> Services for children affected by cerebral palsy	<input type="checkbox"/> Residential homes for children	
<input type="checkbox"/> Organisations working with de-addiction	<input type="checkbox"/> Organisations providing educational sponsorship	
<input type="checkbox"/> Organisations providing medical sponsorship	<input type="checkbox"/> Night shelters	
<input type="checkbox"/> Organisations working with sexually abused children	<input type="checkbox"/> Day contact centers	
<input type="checkbox"/> Open schools	<input type="checkbox"/> Community based organisations	
<input type="checkbox"/> Vocational training	<input type="checkbox"/> Extracurricular activities	
<input type="checkbox"/> Legal services	<input type="checkbox"/> Senior citizens organisations	
<input type="checkbox"/> Women organisations	<input type="checkbox"/> Hospitals	
<input type="checkbox"/> Phone counselling services	<input type="checkbox"/> Blood banks	
<input type="checkbox"/> Ambulance services	<input type="checkbox"/> Fire related services	
<input type="checkbox"/> Police stations		
Details/Comments : _____ _____		
Action Steps : _____ _____		
Assistance Provided : <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure		

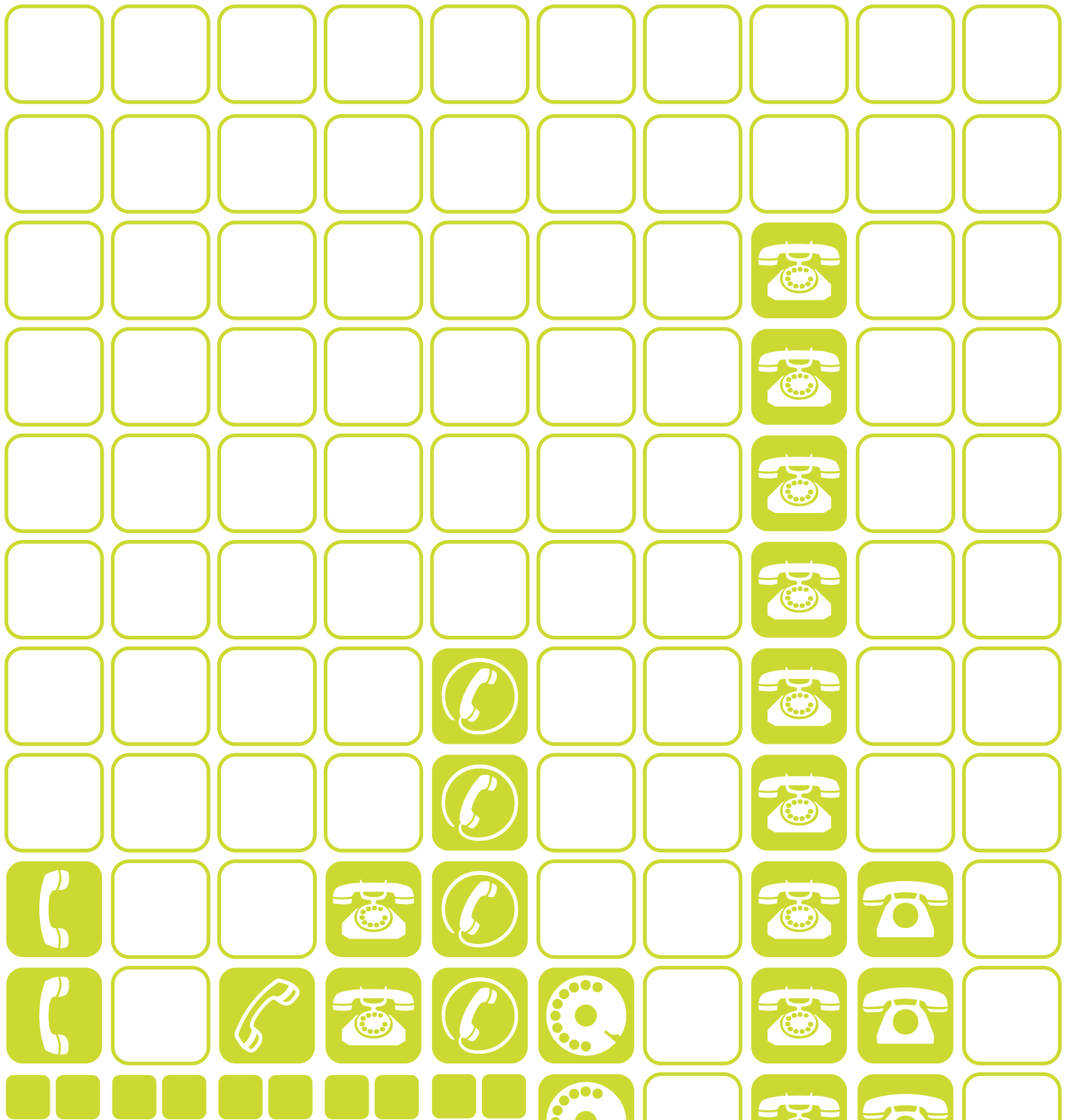
**Annexure 4:** Format for information about CHILDLINE

<b>INFORMATION ABOUT VOLUNTEERS/CHILDLINE</b>		Form No. : _____
Date _____	Time : _____	
<b>Caller/Volunteer Information</b>		
Name : _____	Age : _____	
Sex : <input type="checkbox"/> Male <input type="checkbox"/> Female		
Address: _____ _____		
Email : _____	Tel. (off) : _____	Tel. (Res.) : _____
Mobile / Pager : _____		
<b>Occupation :</b>		
<input type="checkbox"/> Media	<input type="checkbox"/> Housewife	<input type="checkbox"/> Business
<input type="checkbox"/> Unemployed	<input type="checkbox"/> Self Employed	<input type="checkbox"/> Service
<input type="checkbox"/> Student	<input type="checkbox"/> PCO Owner	<input type="checkbox"/> Any other : _____
<b>Assistance volunteered for :</b>		
<input type="checkbox"/> Volunteer time for attending the calls	<input type="checkbox"/> Volunteer to publicise CHILDLINE in the Media	
<input type="checkbox"/> Volunteer time for counselling	<input type="checkbox"/> Volunteer assistance in kind	
<input type="checkbox"/> Volunteer professional services	<input type="checkbox"/> Refer Children to CHILDLINE	
<input type="checkbox"/> Education sponsorship	<input type="checkbox"/> Medical sponsorsip	
<input type="checkbox"/> Sponsorship for repatriating children	<input type="checkbox"/> Volunteer to teach children	
<input type="checkbox"/> Volunteer for awareness on CHILDLINE in one's neighbourhood / workplace		
<input type="checkbox"/> Volunteer to attend children admitted in hospitals		
Details/Comments : _____ _____		
<b>Action Steps :</b>		
<input type="checkbox"/> Refer calls seeking to publicize CHILDLINE in the media to the centre co-ordinator.	<input type="checkbox"/> Meet with the caller/volunteer	<input type="checkbox"/> Send brochures/stickers for caller to put up
<b>Assistance Provided :</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure		

Annexure 5: ChildNET software architecture







**CHILDLINE India Foundation**

Nana Chowk Municipal School, 2nd Floor, Frere Bridge, Low Level  
Nana Chowk, Near Grant Road Station, Mumbai - 400007, India  
Telephone: (91-22) 23881098 / 23841098, Fax: (91-22) 23811098  
email: dial1098@childlineindia.org.in, Web: www.childlineindia.org.in

