



CHILDLINE Calling.... Is India Listening

Volume – III, 2008

For the period April 2007- March 2008
CHILDLINE in India - An analysis of calls to 1098

CHILDLINE India Foundation

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Towards a new dawn
Ministry of Women and
Child Development



“A nation-wide phone outreach emergency helpline for children in need of care and protection. Project supported by the Union Ministry of Women and Child Development and linking State Government, NGOs, Bilateral/Multilateral Agencies and corporate sector.”

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Finally children across the country, who have placed their trust in CHILDLINE service.

NORTH	SOUTH	EAST	WEST
Allahabad	Bangalore	Bhubaneshwar	Ahmednagar
Alwar	<i>BOSCO</i>	Berhampur	Aurangabad
Chandigarh	<i>APSA</i>	Cuttack	Amravati
Delhi	Cuddalore	Jalpaiguri-JWO	Ahmedabad
<i>Butterflies</i>	Kozhikode (Calicut)	Kolkata	Baroda
<i>DBA</i>	Kanyakumari	<i>Don Bosco</i>	Bhopal
<i>SBT</i>	Madurai	<i>Cini Asha</i>	Goa - Don Bosco
<i>Prayas</i>	Mangalore	Nadia	Indore
Gorakhpur	Nagapattinam	Paschim Medinipur	Kalyan
Jaipur - I-India	Trichy	Purba Medinipur	Mumbai
Kota	Tirunelveli	Patna	Nagpur
Lucknow	Vijayawada	<i>Bal Sakha</i>	Nasik
Udaipur	Vishakhapatnam	<i>Tripolia</i>	Thane
	Wayanad	Puri	Sholapur
		Rourkela	
		S(24) Paragana	
		<i>Cini DH Unit</i>	
		<i>Sabuj Sangh</i>	
		Sitamarhi	
		Shillong	

Executive Summary	11
1. Overview of CHILDLINE	
1.1 What is CHILDLINE?.....	13
1.2 Target Audience	13
1.3 Structure of CHILDLINE at the city level.....	14
1.4 CHILDLINE 1098: How it works	15
2. CHILDLINE Calling is India Listening	
2.1 About the publication.....	16
2.2 Objectives of this publication.....	16
2.3 Features of ChildNET.....	16
2.4 The process of compiling this publication.....	16
2.5 The data used in compiling this publication.....	17
2.6 Limitation of this publication.....	19
2.7 The way forward.....	19
National Analysis of calls to 1098	
3. CHILDLINE responds to calls	
3.1 Nature of intervention provided by CHILDLINE Nationally.....	21
3.2 Medical Assistance.....	22
3.3 Assistance for Shelter.....	24
3.4 Restoration.....	26
3.5 Calls for Missing Children.....	27
3.6 Protection from Abuse.....	27
3.7 Death Related.....	30
3.8 Calls for Sponsorship.....	32
3.9 Calls for Emotional Support and Guidance.....	33
4. The Intervention Methodology	35
5. Profile of children assisted	37
5.1 Gender of children.....	37
5.2 Age group of children.....	37
5.3 Children with problem/difficulty circumstances.....	39
5.4 Family support of children.....	40
5.5 Education status of children.....	42
6. Caller details	44
6.1 Profile of the individual contacting CHILDLINE.....	44
6.2 Place of call.....	45
6.3 Time of call.....	46

Zonal Analysis of calls to 1098

7.	North zone	
	North zone analysis.....	47
	City level data.....	56
8.	South zone	
	South zone analysis.....	103
	City level data.....	112
9.	East zone	
	East zone analysis.....	161
	City level data.....	170
10.	West zone	
	West zone analysis.....	223
	City level data.....	230

NORTH

Delhi	56
Uttar Pradesh	
Allahabad.....	68
Chandauli.....	70
Gorakhpur.....	72
Kanpur.....	74
Lucknow.....	76
Meerut.....	78
Varanasi.....	80
Rajasthan	
Alwar.....	82
Jaipur.....	84
Kota.....	90
Udaipur.....	92
Jammu & Kashmir	
Jammu.....	94
Punjab	
Chandigarh.....	96
Himachal Pradesh	
Shimla.....	98
Haryana	
Gurgaon.....	100

SOUTH

Tamil Nadu	
Cuddalore.....	112
Kanchipuram.....	114
Kanyakumari.....	116
Madurai.....	118
Nagapattinam.....	120
Salem.....	122
Tirunelveli.....	124
Trichy.....	126
Kerala	
Kozhikode.....	128
Kochi.....	130
Malappuram.....	132
Thrissur.....	134
Trivendrum.....	136
Wayanad.....	138
Andhra Pradesh	
Eluru.....	140
Hyderabad.....	142
Kakinada.....	144
Vijayawada.....	146
Vishakhapatnam.....	148
Karnataka	
Bangalore.....	150
Mangalore.....	156
Andaman & Nicobar	
Port Blair.....	158

EAST

West Bengal	
Kolkata.....	170
Jalpaiguri.....	176
Murshidabad.....	178
Nadia.....	180
Paschim Medinipur.....	182
Purba Medinipur.....	184
South (24) Paragana.....	186
Orrisa	
Berhampur.....	192
Bhubaneswar.....	194
Cuttack.....	196
Puri.....	198
Rourkela.....	200
Bihar	
Darbhanga.....	202
Patna.....	204
Sitamarhi.....	210
Tripura	
Agartala.....	212
Assam	
Guwahati.....	214
Manipur	
Imphal.....	216
Meghalay	
Shillong.....	218
Jharkhand	
Ranchi.....	220
WEST	
Maharashtra	
Mumbai.....	230
Ahmednagar.....	238
Amravati.....	240
Aurangabad.....	242
Kalyan.....	244
Nagpur.....	246
Nasik.....	248
Pune.....	250
Sholapur.....	252
Thane.....	254
Madhya Pradesh	
Bhopal.....	256
Gwalior.....	258
Indore.....	260
Ujjain.....	262
Gujarat	
Ahmedabad.....	264
Baroda.....	266
Goa	268

List of Figures

Figure 1.1	:	Intervention calls to 1098.....	11
Figure 2	:	Intervention calls : Monthly report.....	18
Figure 3	:	Intervention calls : ChildNET.....	18
Figure 3.1	:	Intervention calls : ChildNET.....	21
Figure 3.2	:	Medical.....	22
Figure 3.2.1	:	Medical : OPD.....	22
Figure 3.2.2	:	Medical : First aid.....	23
Figure 3.2.3	:	Medical : Hospitalisation.....	23
Figure 3.2.4	:	Medical : Accident.....	23
Figure 3.2.5	:	Medical : Mental illness.....	23
Figure 3.2.6	:	Medical : Addiction.....	24
Figure 3.3	:	Shelter.....	24
Figure 3.3.1	:	Shelter : Abandoned.....	24
Figure 3.3.2	:	Shelter : Child has left home.....	25
Figure 3.3.3	:	Shelter : Parents/Gardians seek shelter for the child.....	25
Figure 3.3.4	:	Shelter : Child has left shelter.....	25
Figure 3.3.5	:	Shelter : Child is medically ill.....	25
Figure 3.4	:	Restoration.....	26
Figure 3.4.1	:	Restoration : Child knows address, lives outside the city.....	26
Figure 3.4.2	:	Restoration : Child knows address, lives within the city.....	26
Figure 3.4.3	:	Restoration : Child does not know address, lives within the city.....	27
Figure 3.5	:	Missing.....	27
Figure 3.6	:	Types of abuse.....	28
Figure 3.6.1	:	Abuse : Physical abuse.....	28
Figure 3.6.1.1	:	Abuse : Physical abuse and Gender.....	28
Figure 3.6.1.2	:	Physical abuse : Workplace.....	29
Figure 3.6.1.3	:	Physical abuse : Family.....	29
Figure 3.6.1.4	:	Physical abuse : Institution care.....	29
Figure 3.6.1.5	:	Physical abuse : Neighbours.....	29
Figure 3.6.1.6	:	Physical abuse : Police.....	29
Figure 3.6.2	:	Sexual abuse.....	30
Figure 3.6.2.1	:	Types of sexual abuse.....	30
Figure 3.6.2.2	:	Sexual abuse : Neighbours.....	30
Figure 3.6.2.3	:	Sexual abuse : Family.....	31
Figure 3.6.2.4	:	Sexual abuse : Workplace.....	31
Figure 3.6.2.5	:	Sexual abuse : Institutional care.....	31
Figure 3.7	:	Death related.....	31
Figure 3.8	:	Sponsorship.....	32
Figure 3.8.1	:	Sponsorship : Education.....	32
Figure 3.8.2	:	Sponsorship : Health.....	32
Figure 3.9	:	Emotional support and guidance.....	33
Figure 3.9.1	:	Emotional support and guidance : Self.....	34
Figure 3.9.2	:	Emotional support and guidance : School.....	34
Figure 3.9.3	:	Emotional support and guidance : Family.....	34
Figure 4	:	Intervention methodology.....	35
Figure 4.1	:	Intervention gender.....	36
Figure 5.1	:	Gender of children.....	37
Figure 5.2	:	Age distribution of children.....	37
Figure 5.2.1	:	Age group and gender.....	38
Figure 5.3	:	Life situation of children assisted.....	39

Figure 5.4	:	Family situation.....	40
Figure 5.5	:	Educational status.....	42
Figure 6.1	:	Profile of caller.....	44
Figure 6.2	:	Location of call received.....	45
Figure 6.3	:	Time of call.....	46
Figure 7.1	:	Intervention.....	49
Figure 7.2	:	Gender of children.....	49
Figure 7.3	:	Age group of children.....	50
Figure 7.4	:	Life situation of children assisted.....	50
Figure 7.5	:	Educational status.....	50
Figure 7.6	:	Medical assistance.....	50
Figure 7.6.1	:	Medical : First aid.....	51
Figure 7.6.2	:	Medical : OPD.....	51
Figure 7.6.3	:	Medical : Hospitalisation.....	51
Figure 7.7	:	Emotional support and guidance.....	52
Figure 7.7.1	:	Emotional support and guidance : Self.....	52
Figure 7.7.2	:	Emotional support and guidance : Family.....	52
Figure 7.7.3	:	Emotional support and guidance : School.....	52
Figure 8.1	:	Intervention.....	105
Figure 8.2	:	Gender of children.....	105
Figure 8.3	:	Age group of children.....	106
Figure 8.4	:	Life situation of children assisted.....	106
Figure 8.5	:	Educational status.....	106
Figure 8.6	:	Emotional support and guidance.....	106
Figure 8.6.1	:	Emotional support and guidance : Self.....	107
Figure 8.6.2	:	Emotional support and guidance : School.....	107
Figure 8.6.3	:	Emotional support and guidance : Family.....	107
Figure 8.7	:	Restoration.....	108
Figure 8.7.1	:	Restoration : Child knows address, lives outside the city.....	108
Figure 9.1	:	Intervention.....	163
Figure 9.2	:	Gender of children.....	163
Figure 9.3	:	Age group of children.....	164
Figure 9.4	:	Life situation of children assisted.....	164
Figure 9.5	:	Educational status.....	164
Figure 9.6	:	Medical assistance.....	164
Figure 9.6.1	:	Medical : OPD.....	165
Figure 9.6.2	:	Medical : First aid.....	165
Figure 9.6.3	:	Medical : Hospitalisation.....	165
Figure 9.7	:	Emotional support and guidance.....	166
Figure 9.7.1	:	Emotional support and guidance : Self.....	166
Figure 9.7.2	:	Emotional support and guidance : Family.....	166
Figure 10.1	:	Intervention.....	225
Figure 10.2	:	Gender of children.....	225
Figure 10.3	:	Age group of children.....	225
Figure 10.4	:	Life situation of children assisted.....	225
Figure 10.5	:	Educational status.....	226
Figure 10.6	:	Medical assistance.....	226
Figure 10.6.1	:	Medical : First aid.....	226
Figure 10.6.2	:	Medical : OPD.....	227
Figure 10.7	:	Assistance for shelter.....	227
Figure 10.7.1	:	Shelter : Parents/Gardians seek shelter.....	227
Figure 10.7.2	:	Shelter : Child is abandoned.....	227

LIST OF TABLES

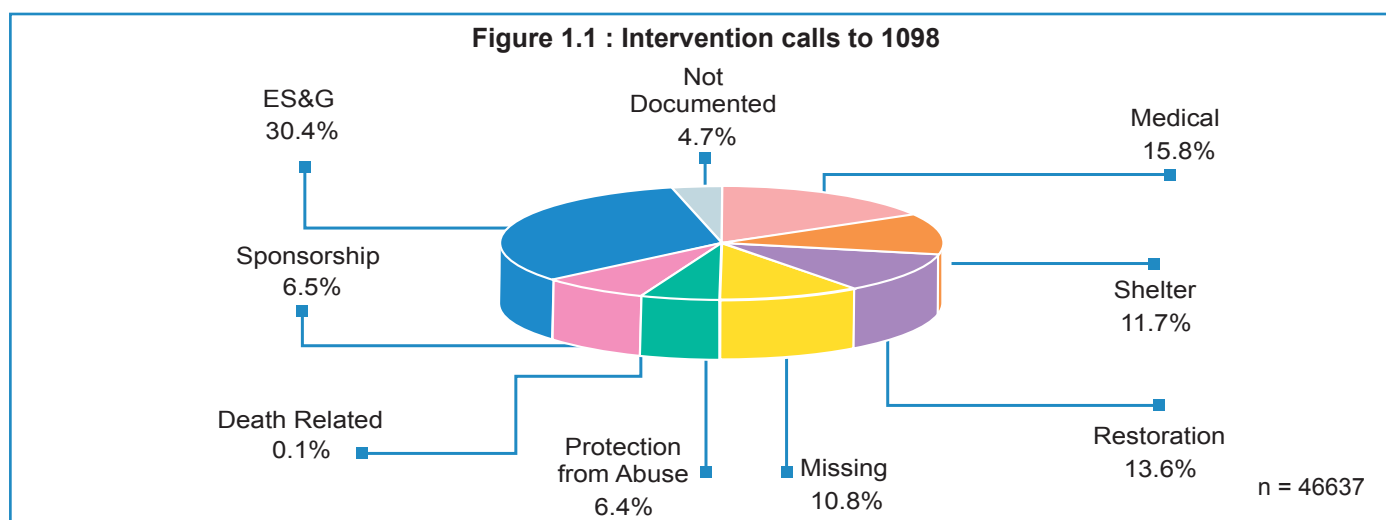
Table 1.1	:	Intervention Calls.....	17
Table 1.2	:	Other intervention calls.....	18
Table 3.1	:	Intervention Calls.....	21
Table 3.2	:	Medical Assistance.....	22
Table 3.3	:	Assistance for Shelter.....	24
Table 3.4	:	Restoration.....	26
Table 3.5	:	Missing Children.....	27
Table 3.6	:	Protection from Abuse.....	28
Table 3.6.1	:	Physical Abuse.....	28
Table 3.6.2	:	Sexual abuse.....	30
Table 3.7	:	Death Related.....	31
Table 3.8	:	Sponsorship.....	32
Table 3.9	:	Emotional Support and Guidance.....	33
Table 4	:	Intervention Methodology and Assistance Provided.....	36
Table 5.1	:	Gender of Children and Assistance Provided.....	37
Table 5.2	:	Age distribution and children assisted.....	38
Table 5.3	:	Problems/difficult circumstances of children and assistance provided.....	39
Table 5.4	:	Family support system of children and assistance provided.....	41
Table 5.5	:	Educational Status and Children assisted.....	43
Table 6.1	:	Profile of Caller.....	44
Table 6.2	:	Location of Call Received.....	45
Table 6.3	:	Time of Call.....	46
Table 7.1	:	Intervention Calls.....	49
Table 7.3	:	Gender and Age group of children assisted.....	50
Table 7.6	:	Medical Assistance.....	50
Table 7.7	:	Emotional Support and Guidance.....	51
Table 8.1	:	Intervention Calls.....	105
Table 8.6	:	Emotional Support and Guidance.....	107
Table 9.1	:	Intervention Calls.....	163
Table 9.6	:	Medical Assistance.....	164
Table 9.7	:	Emotional Support and Guidance.....	166
Table 10.1	:	Intervention Calls.....	225
Table 10.6	:	Medical Assistance.....	226
Table 10.7	:	Assistance for Shelter.....	227

Executive summary

“**CHILDLINE Calling is India Listening**”, presents an analysis of ChildNET data for the year 2007-08. This publication aims to showcase the nature of calls, the type of intervention, the profile of callers and the status of the CHILDLINE service in India.

Although the data analyses the performance of CHILDLINE on a few basic parameters, it offers important feedback about the impact of the service, 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 in-depth research and analysis on the status of children in India, particularly in the area of child protection.

INTERVENTION CASES : Intervention involves reaching out to children and providing SOS assistance of linking children to services available for long term care.



Some of the key observations regarding the data based on ChildNET for the period 2007-08 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical 7389 (16%)**: Out of the total 7389 medical calls, OPD 48%, first aid 37%, hospitalisation 9%, casualty/accident 4% and other medical assistance.
- **Shelter 5466 (12%)**: 31% were abandoned children, who were provided shelter, 29% children had left home and, hence required a place to stay, 25% children had their parents/guardians of the children seeking assistance for shelter of their children. While the remaining 5% of the children needed shelter because they had left their previous shelter.
- **Restoration 6320 (14%)**: Children living outside their own city, who knew their address and wanted to return home, accounted for 55% of the total cases. 23% of the children lived in their city and knew their residential address and wanted CHILDLINE help to return home.
- **Missing Children 5023 (11%)**: Parents who contacted the CHILDLINE team, to report their child missing made up 65%, while children who were found and identified themselves as missing comprised of 34%.
- **Protection from abuse 2978 (6%)**: Of the total intervention cases for protection from abuse, 91% of children were provided protection from physical abuse, as compared to 6% from sexual abuse and 2% from financial abuse.

- **Death Related 39 (<1%):** 43% of the total cases were death due to natural causes, 35% were death due to accidents and 22% deaths were recorded under suspicious circumstances. These were mainly of street children.
- **Sponsorship 3054 (7%):** 63% cases were for sponsorship of education and 24% for sponsorship of health.
- **Emotional Support and Guidance 14196 (30%):** CHILDLINE received the most number of calls from children asking for counselling were maximum number of calls were from children themselves (36%), concerning problems related to studies (27%), family (21%), love relationship (9%).
- **Other Child Related Issues 2172 (5%):** CHILDLINE also received calls concerning other child rights violations such as calls related to paedophilia, trafficking, child marriages and children affected by natural disasters.
- **Information Calls(305806):** These are calls seeking information on variety of issues as well as contact details. CHILDLINE team uses our extensive Resource Directory to answer. These calls are not “Cases” and no cases form are filled up in ChildNET for these calls. The intervention for these calls is closed over the telephone.

Profile of the child assisted:

- The data highlights that CHILDLINE reaches out to
 - Maximum number of children in the age group of 11-15 years (46%)
 - 68% Males and 32% Females
 - 84% Children who are living with their families.

Caller to the helpline

- **Profile of the caller:** As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 30% of calls are made by children either for themselves or to refer a friend, while 70% of the calls come from concerned adults
- **Time of calls:** The data indicates that one-fourth of the calls are made between 06:00 pm to 10:00 am (evening hours), emphasising the importance of a 24-hour phone service. However majority of the calls come during office morning hours and only a sixth of all calls come after midnight.
- **Place of calls:** The places from where calls were made mainly include Residential areas 24%, Slum/Chawls 16%, and Railway Stations and telephone booths 15% each.

The data reveals the type of assistance provided by CHILDLINE in each of the zones

- **North :** 30% of the total intervention cases are for counselling, while medical and missing account for 20% each.
- **South :** 45% of the total intervention cases are for counselling, while shelter and restoration account for 15% each.
- **East :** 50% of the intervention cases are for counselling and medical assistance, while missing and restoration account for 16% each.
- **West :** 60% of the total calls are for counselling with 12% of medical cases.

As each city attempts to reach the most marginalised groups within the city, the nature of calls differ across the country. The second outlines the calls received by each city operating the 1098 service.

1. OVERVIEW OF CHILDLINE

1.1 What is CHILDLINE?

CHILDLINE 1098 evolved from a need expressed by street children in Mumbai for a service that would be accessible to them whenever they needed it and one that they could be partners in. A service which not only responded to their needs but also advocated for their rights. This paved the way for CHILDLINE, the 24-hour emergency outreach service for children in need of care and protection in India. Any child/concerned adult can dial 1098 to access this service.

This model of service was initiated 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 organisation and adhoc role of allied systems in child protection.

CHILDLINE India Foundation (CIF) was founded in 1999 after initiating and running this service for Mumbai city from inception. Based on the partnership model, CIF is the nodal organisation for CHILDLINE service across the country. The goal of CIF is to reach out to marginalised children in need of care and protection, through telephones, outreach in the community.

Currently operational in 82 cities of India spread across 25 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 working worldwide. As of October end, 2008, CHILDLINE has responded to over 14 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India.

1.2 Target audience

CHILDLINE works with marginalised children from various cities/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 able children
- Child addicts, children in conflicts with the law,
- Children in institutions
- Mentally ill children,
- Children affected by HIV/AIDS
- Children affected by conflicts or disasters
- Child political refugees and
- Children whose families are in crisis.

1.3 Structure of CHILDLINE at the city level

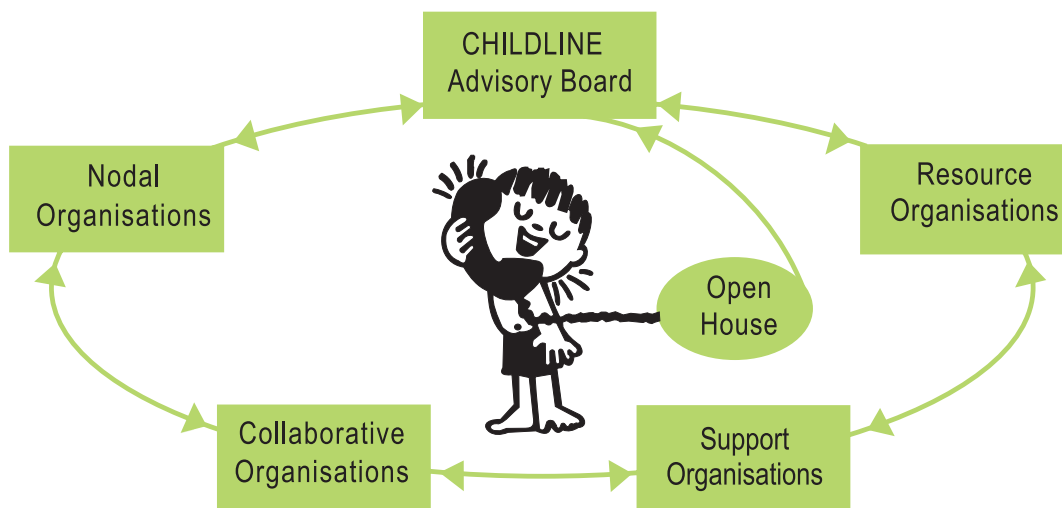
Every city, where the CHILDLINE service is running, has a similar structure, as well as a uniform process in which it assesses the needs of the children, develops a resource directory of organisations in the city, ensures the phones are ringing and provides training to the new team. CHILDLINE functions through a network of NGOs, academic institutions, the corporate sector and the allied systems.

- CHILDLINE Advisory Board (CAB), comprises of 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 the CHILDLINE service.
- The Nodal Organisation, is essentially an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.
- The Collaborative Organisation, is the 24-hour service for children, which responds to the calls on 1098, provides emergency intervention if required, links the children to the services for ultimate rehabilitation, conducts awareness and outreach programmes and documents every call that comes into CHILDLINE and the intervention or follow up done.

- 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 into a partnership between children, the Government, NGOs academic organisations and the community, at the city and national levels, to respond to the concerns of marginalised groups of children.

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



1.4 CHILDLINE 1098 - How it works

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 are attended for all the 24 hours. Depending on the nature of the call, be it by a child or an adult, the team member will respond to it, either by going to meet the child first and then linking him or her to medical help, shelter, restoration, protection from abuse or providing intensive counselling as required.

If the team member feels that he will not be able to reach the child soon then assistance from a support organisation that is located in the vicinity of the caller, is sought. After the emergency is addressed the next step is to link the child with long-term rehabilitation. This involves referral and networking with other organisations providing specialised services. The children's participation is an integral component in this process from response to rehabilitation.

CHILDLINE India plays the role of a link between service providers (government, non-government) and children in need of care and protection. All CHILDLINE 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 years.

CHILDLINE shares a vibrant and dynamic relationship with the children it works with, Ingrained in its daily functioning, is grassroot outreach and interaction with children. Monthly Open House, an open forum for children to share feedback 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 to highlight high risk areas where children are prone to abuse, and child protection resources, enables CHILDLINE to prioritise and reach out more effectively. Children and youth identify with CHILDLINE and often offer their services as volunteers. They play a critical large role in creating awareness about the CHILDLINE service and work as informers who inform CHILDLINE about children in need of assistance. Many of these children and youth grow into the CHILDLINE system and find themselves a space in the CHILDLINE 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 the services, address policy gaps, increase budgetary allocations and explore the adaptation of technology for 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 IN ACTION



Child / Concerned
Adult dials 1098



Connected to a CHILDLINE
Collaborative agency



CHILDLINE team rushes to
child within 60 minutes



Child provided rehabilitation,
Constant follow up with child

2. CHILDLINE Calling... Is India Listening

2.1 About the publication

CHILDLINE Calling... Is India Listening, April 2007- March 2008, is CHILDLINE India Foundation's third annual compilation of data from CHILDLINE partners across 76 cities in India. This publication, presents comprehensive data voicing the concerns of children that can enable CHILDLINE to advocate before policy makers for ensuring child rights. This publication provides valuable information about: child helplines and the children who contact them, the profile of the caller and/or the concerned child and the reasons why children call. This document demonstrates the effectiveness of CHILDLINE as a strategy towards child protection and demonstrates the various methods used to reach out to children, especially the most marginalised children.

2.2 Objectives of this publication

- **Compile the data available on the calls to 1098 :**

The primary objective of this publication is to compile the data received by CHILDLINE across the country. At times our CHILDLINE partners have faced problems in documenting calls on the ChildNET software, and hence there has been variation in actual calls received and the data entered into the software. This publication aims to present an overview of the status of CHILDLINE in India by examining the nature of calls and the profile of caller to the service.

- **Identify trends in calls at the National, Zonal and City level:**

This publication seeks to continue the process of analysing the data by identifying and highlighting trends in the calls to the services. This data would also provide the inputs for helplines and organisations working with the children to advocate for services and for the Governments at the centre and states to identify the information needs for policy formulation and programme development. ChildNET brings out the regional variations and is able to identify specific problems and interventions related to specific cities. In the past few years additional comparative data are available as CHILD Helpline International that compiles information on use of child helplines across the globe also uses the information compiled by ChildNET.

- **Assist in evaluating the impact of the service**

The publication also aims to provide data to assist in assessing the impact of the service and to identify strategies to strengthen the functioning of the service.

It must be noted that CHILDLINE is an emergency response helpline and therefore, records of calls from children in distress reflect immediate action taken to link children to other organisations for long term assistance and rehabilitation. Upon such referrals, children move out of the purview of CHILDLINE service. CHILDLINE India Foundation aims to publish **CHILDLINE Calling... Is India Listening** annually to provide a comprehensive and more topical data which can be used by the individual CHILDLINEs to look at the emerging issues and interventions required. This can provide direction to programme planning for partner organisations.

2.3 Features of ChildNET

ChildNET is a java based software package developed by Tata Consultance Services (TCS) for CHILDLINE, which classifies, records and allows for the follow-up of calls received on 1098 . The written documentation is then translated onto the computer software package. The software is installed in CHILDLINE call centre. The CHILDLINE teams follow a series of drop-down menus, 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 is aggregated into national statistics; analysed, and feedback given to cities as value added information that could inform local and national policy. ChildNET makes it possible to study the patterns of calls: trends in child protection, hot spots of abuse and exploitation in the country, the quality and timelines of response and action by the various stakeholders of child care and protection.

2.4 The process of compiling this publication

In 2008, CIF had requested CHILDLINE partners to send photocopies of Intervention forms (documentation forms for Intervention cases) so that a national trend analysis on calls could be compiled for the year 2007-08. Data were used from two sources, namely

a) Data sent in the Monthly reports: Each city compiles a monthly report of the calls received and emails this to CIF. This data consists of a break up of calls and highlight significant case studies of calls which were responded to by the respective CHILDLINEs.

b) Data entered into ChildNET software: Significant calls, which are recorded in the monthly report, are then entered into the ChildNET package by the cities and is uploaded

at regular intervals by them. However, some cities, where the software is not installed, photocopy of the intervention cases sheets were sent to CIF, who then appoint and trained data entry operators who entered the data in the package. On completion of the data entry, reports were sent to the respective cities for their perusal.

2.5 The data used in compiling the publication

The total number of calls received is always much larger than the intervention calls. However, for trend analysis only intervention calls are taken into account.

The intervention calls documented from the monthly reports received by 76 CHILDLINE Nationally amounted to 86,019 calls in 2007-08, whereas, the total number of calls reported by ChildNET were 46637 for the same period, representing approximately over 60% of the total intervention calls documented in ChildNET as compared to monthly report. Variation in figures reported in Monthly reports and ChildNET is due to a variety of factors: The team member expressed difficulty in getting information from the caller especially in cases where counselling was provided hence the basic details were noted in the register whereas information captured in ChildNET requires complete case file to be filled for each intervention case.

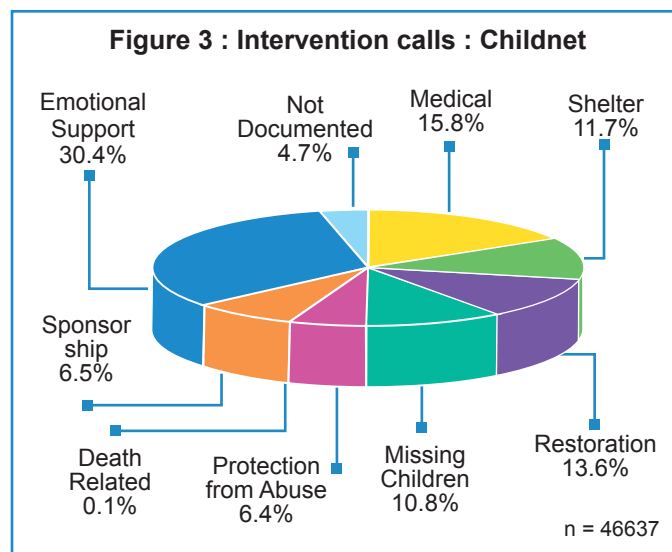
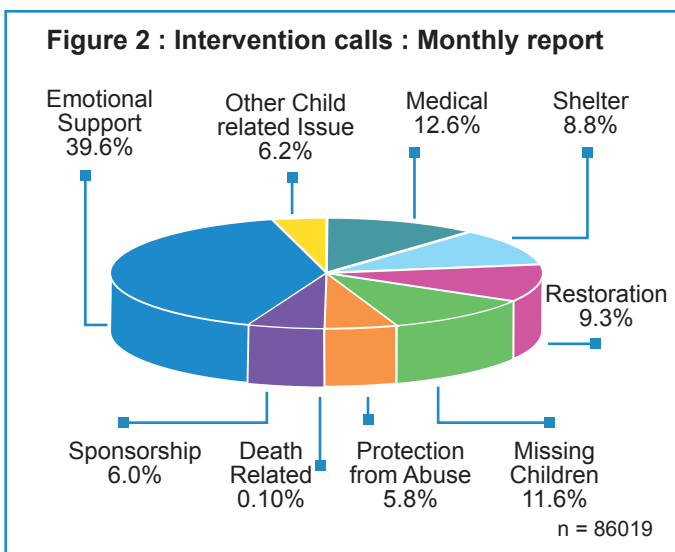
This publication is based on the analysis of this sample of calls captured by ChildNET for the period April 2007-08.

A comparison of the total calls to CHILDLINE and the sample from ChildNET is outlined below.

Table 1.1 : Intervention Calls

Categories	Monthly Report		ChildNET		Variation in Reporting
Intervention	Total	%	Total	%	Total
Medical	10,825	12.6	7,389	15.8	3,436
Shelter	7,560	8.8	5,466	11.7	2,094
Restoration	7,991	9.3	6,320	13.6	1,671
Missing Children	9,939	11.6	5,023	10.8	4,916
Protection from Abuse	5,017	5.8	2,978	6.4	2,039
Death Related	80	0.1	39	0.1	41
Sponsorship	5,157	6.0	3,054	6.5	2,103
Emotional Support and Guidance	34,101	39.6	14,196	30.4	19,905
Not Documented	5349	6.2	2,172	4.7	3,177
Total - I	86019	100	46,637	100	39,382

As indicated in table the ChildNET data are largely representative of the total calls received during the period with almost 35-40% difference in the category of medical, shelter, restoration and missing.



It is important to note that this publication analyses only the intervention related calls recorded in ChildNET.

In addition to intervention calls, CHILDLINE nationally has received 3,05,806 calls in 2007-08, as pointed out in table 1.2, caller's seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boarding homes, child guidance clinic's and this information is passed on to callers over the telephone.

CHILDLINE has received 3,93,952 calls in 2007-08 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. Similarly in the past few years, the number of black calls gave gone up due to the technical connectivity problems. CHILDLINE has received 51,199 calls for follow-up of cases.

Table 1.2 : Other Intervention Calls

II	Information	
	Refferal to Service	40367
	About CHILDLINE & Volunteers	265439
	Total - II	305806
III	Others	
	Silent	393952
	Blank	400711
	Wrong	210940
	Follow-up calls	51199
	Crank/Fun/Abusive	254006
	Chat	205268
	Phone Testing	103860
	Did Not Find (DNF)	6198
	Administrative	102467
	Personal	26303
	Others	5349
	Total - III	1760253
	Total- I to III	2146729

* The above calls have been excluded from this publication.

2.6 Limitations of this publication

This publication has some limitations largely due to some inadequacy in the data, since all data have not been captured onto the package. Several fields in the documentation form have been left blank and hence a large number shows as not documented. In certain cases, the child or caller has not disclosed enough information and hence these details could not be documented. Additionally the teams give greater priority to responding to calls than rather documenting each case in detail.

Note : Calls received by CHILDLINE cities are compiled and sent to CIF in a monthly report, along with other activities and tasks undertaken is then sent by CIF with comments and suggestion.

2.7 The way forward

Feedback from the CHILDLINE teams and analysis of data over the past few years, brought to our notice that certain problems and vulnerabilities amongst children like trafficking of children where CHILDLINEs intervene need to be highlighted. The first intervention format documented the problem for which child called and the first intervention provided by the CHILDLINE. However, the successive interventions provided to the same child were often not reflected in the aggregate call classification. Hence, after research and debate at various levels in CHILDLINE a modified intervention form has been introduced from January 2009.

The process changes included using simpler term, capturing multiple interventions and other issues related to child protection are addressed.

Experts from statistical field were appointed who studied the whole process of documentation at CHILDLINE and along with CIF, designed the new intervention form which was first piloted in selected cities. The data base was compiled and analysed by CIF and need for further improvisation was felt, it was then discussed at the various CHILDLINE regional meets where CHILDLINE coordinators and team members meet at a common forum, before a second pilot was successfully conducted in cities.

CIF approached TCS, who had developed the original ChildNET-I software. TCS agreed to develop the phase two of the software, which would incorporate the features of the revised intervention form. Under the guidance of Mr. Behram Sethna, Vice President, TCS, a team of software professionals incorporated the changes in addition to providing more advanced features. The software will be piloted in cities for the period April to May 2009 and CIF plans to install the new software in all cities from mid June 2009 at all CHILDLINE centres.



3. CHILDLINE RESPONSE TO CALLS

3.1 Nature of intervention provided by CHILDLINE Nationally

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

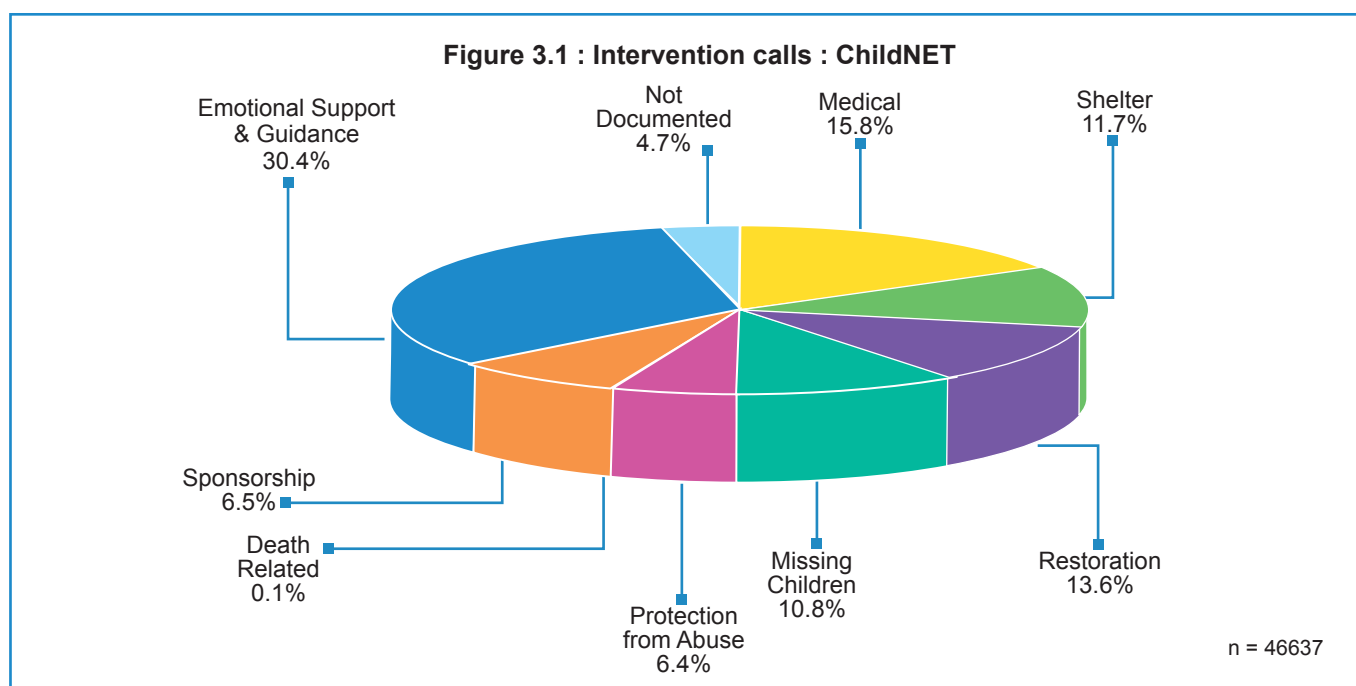


Table 3.1: Intervention Calls

Categories	ChildNET	%
Intervention	2007-08	
Medical	7,389	15.8
Shelter	5,466	11.7
Restoration	6,320	13.6
Missing Children	5,023	10.8
Protection from Abuse	2,978	6.4
Death Related	39	0.1
Sponsorship	3,054	6.5
Emotional Support & Guidance	14,196	30.4
Not Documented	2,172	4.7
Total	46,637	100

Intervention call data are used for analysis of the services. While calls are classified often the nature of interventions is varied and/or multiple. For example after providing shelter, the child may be provided counselling and then repatriated. However the call is classified according to the first intervention provided by them.

The nature of assistance by CHILDLINE nationally show that major intervention are for medical assistance, shelter and restoration covering 40% of the cases followed by missing children cases which together constitute 50% of cases of intervention.

NOTE : In table that show "not documented" -the specific information is not reported in the case form.

MAJOR CATEGORIES OF INTERVENTION

Children contact CHILDLINE for different reasons and seek different types of assistance. Some of the main reasons why children contact CHILDLINE are listed below.

CHILDLINE reaches out to marginalised children, out of which many are street children or children who live with their parents, or come from a family in crisis or who are living alone, their dependency on CHILDLINE for assisting them with medical problems is hence considerably high.

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

The nature of CHILDLINE’s response to calls for medical assistance, range from taking the child to out-patient department (OPD) (walk-in), or providing first aid or assisting children who require to be hospitalised. Cases which require OPD and first aid together constitute 85%. As a large number of children to whom CHILDLINE’s cater to the poorest section whether are street children or children living with their families, the assistance provided either emergency or routine – becomes very critical.

3.2 Medical Assistance

Most number of calls where CHILDLINE teams physically go out and meet the child to provide assistance is for medical emergencies.

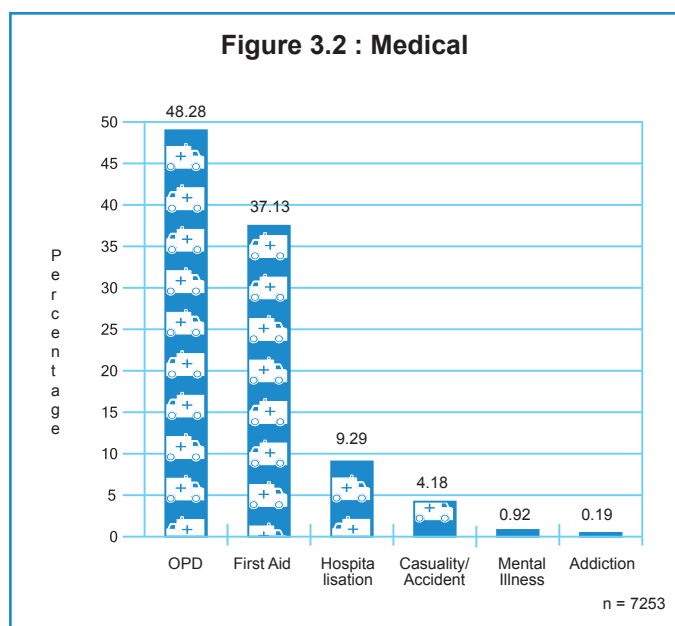
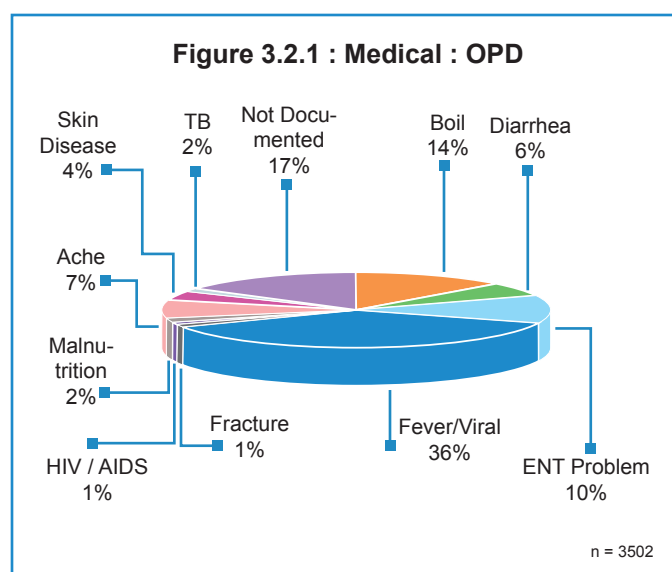


Table 3.2: Medical Assistance

Nature of Assistance	Calls	%
OPD	3502	47.4
First Aid	2693	36.4
Hospitalisation	674	9.1
Casualty/ Accident	303	4.1
Mental illness	67	0.9
Addiction	14	0.2
Not Documented	136	1.8
Total	7389	100.00

3.2.1 : Taking Children to OPD



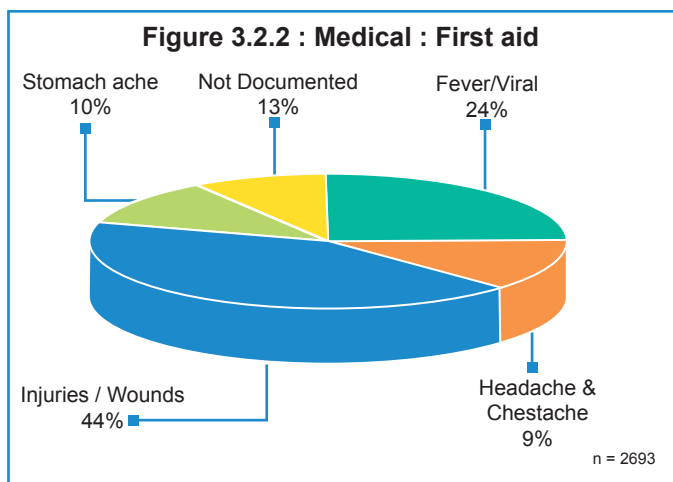
Public hospital are open to all. However, children belonging to poorer section find even these inaccessible because they cannot offe of the nominal registration fees or because of their physical appearance, they feel discouraged to walk into big institutions. This is when CHILDLINE team’s supportive role becomes very imperative.

The pie diagram above shows the details of cases where the child has to be taken by CHILDLINE team to the nearest public health care centre/ hospital for treatment and but does not require to be hospitalised.

The problems for which children were taken to OPD included fever/viral 36%, ENT problems 10%, boil 14%, aches 7%, diarrhea 6%. 17% of the cases reasons were not documented.

3.2.2 : Providing First Aid

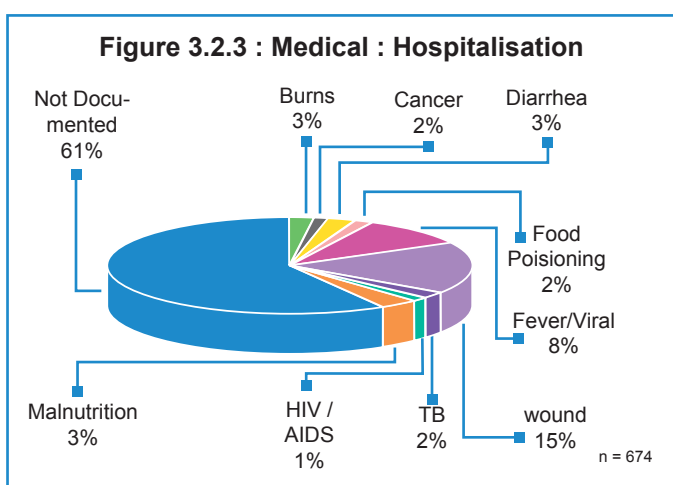
Generally, first aid calls are from children themselves. CHILDLINE team members as most of them have received first aid training and have been provided with first aid kits which are useful for medical intervention during outreach. The figure below indicates where first aid was required.



More than 40% of the cases were for injuries or wounds, fever/viral 24%, headache 9% and stomach ache 10%, not documented accounted for 13% of the total cases.

3.2.3: Hospitalisation of the child

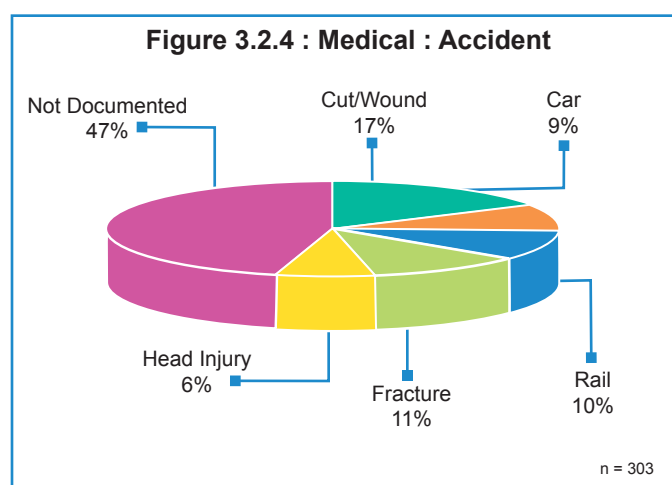
These are calls where children have been hospitalised by CHILDLINE and require further treatment. CHILDLINE arranges for volunteers to be with the child, especially at night, specialised medical treatment, etc.



Burns accounted for 3%, wound 15%, fever and viral 8%, diarrhea 3%, malnutrition 3%, food poisoning 2%, TB related 2%, cancer 2%. However a major portion has been reported as not documented (61%), which is a loss as inputs of human and material resources are higher than in cases of OPD.

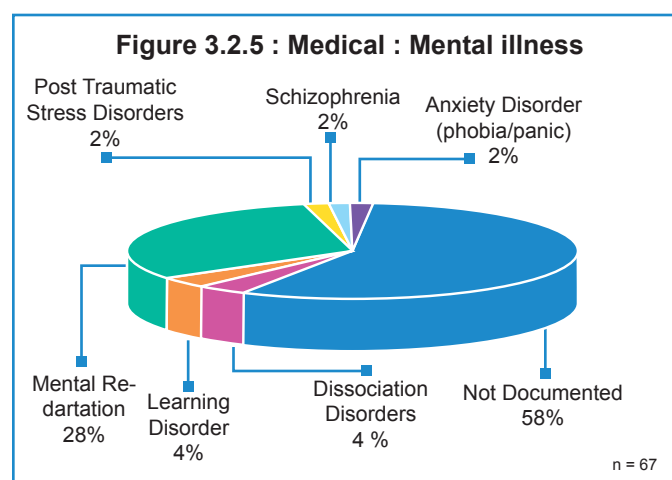
3.2.4: Accident

Accidental injuries in resulting cut/wounds accounted for 17%, accidents by rail 10%, accidents on road 9%, head injury 6% and not documented for 47% of the cases.



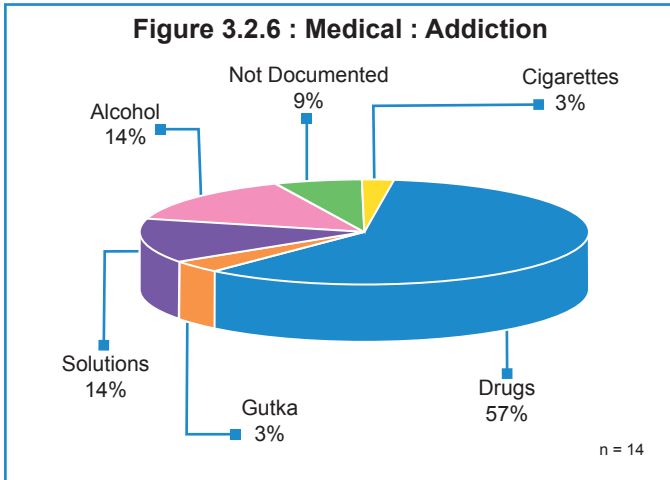
3.2.5: Mental illness

Mental retardation 28%, learning disorder 4%, dissociation disorders (lack of confidence) 4%, schizophrenia 2%, post traumatic stress disorder and anxiety disorder at 2% each. In 58% of the cases details were not documented. This may be also because often it is difficult to diagnose the illness.



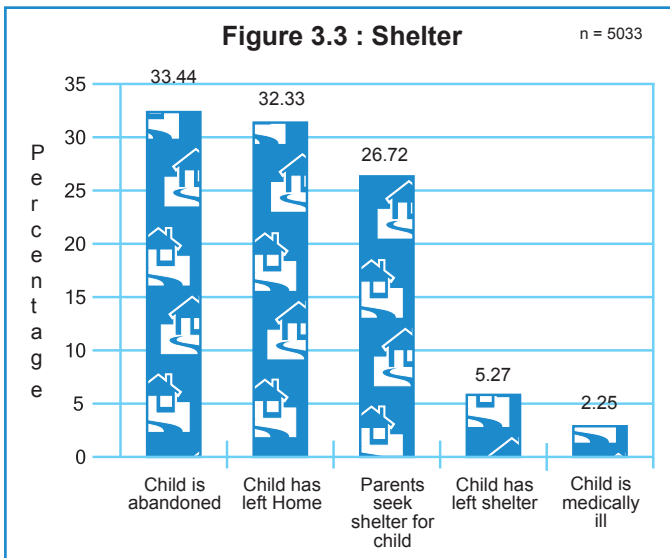
3.2.6 Addiction

Addiction of alcohol accounted for 14%, solution 14%, children addicted to drugs accounted for 57% of the cases, cigarettes and gutka at 3% each. 9% of the cases were not documented. We see here a fair reporting of problems shows by street children.



3.3 Assistance for Shelter

In the last year 5,466 children were assisted for shelter accounting for 12% of the total number of intervention cases. On receiving such calls, the CHILDLINE team meets the child and dialogues with him or her to ascertain the reason for the child seeking shelter. Based on an assessment of the child's need as well as the preference of the child, the CHILDLINE contacts appropriate shelters that can provide accommodation.



The data indicates that the main reasons for children seeking shelter are either because they have been abandoned or have left home or parents have sought shelter for their children. This is due to abject poverty, and especially in cases of single parents, who find it difficult to work and look after children.

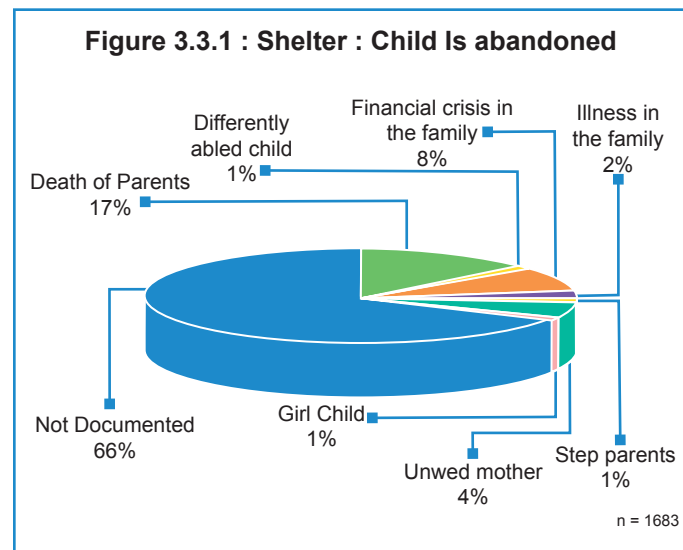
Table 3.3 : Assistance For Shelter

Shelter	Total	%
Child is abandoned	1683	30.8
Child has left home	1627	29.8
Parents / Guardians seek shelter for child	1345	24.6
Child has left shelter	265	4.8
Child is Medically ill	113	2.1
Not Documented	433	7.9
Total	5466	100

The other instances where CHILDLINE intervene to locate a shelter is when a child who was in a shelter is looking for an alternative, due to adjustment problem in the existing shelter home. The most challenging task CHILDLINES come across is finding shelter for children who are mentally challenged or suffer from a mental illness.

3.3.1 The Abandoned Child

The above figure highlights some of the reasons why children were abandoned prominent among them were death of parents 17%, financial crisis in the family 8%, unwed mother 4%, illness in the family 2%, girl child 1%, while 66% of cases the reasons are not documented.

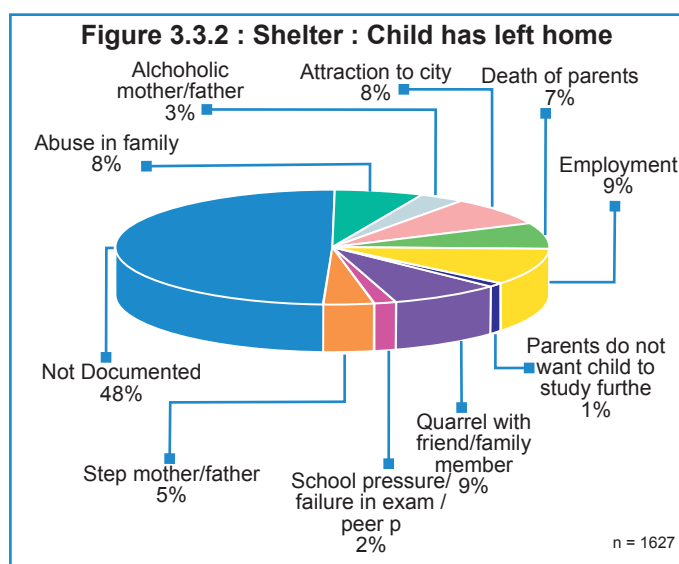


3.3.2 The Runaway Child

This category includes children who have left home, come to the city and are now seeking shelter

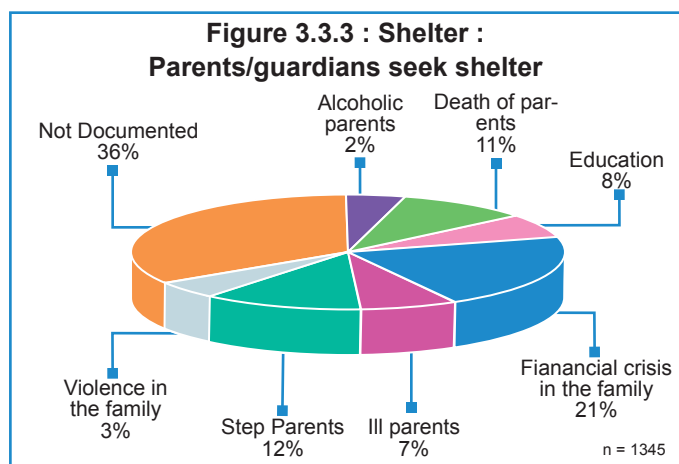
The below figure suggests that some of these children need shelter because of a quarrel with family member (19%), other due to attraction to city (15%), abuse in the family (16%), employment (17%).

Both pull and push factors have contributed to child leaving home. However, on close observation it is more the push factor like abuse within the family or vulnerability due to loss of parents, that form a sizable number.



3.3.3 : Parents/Guardians seek shelter for the child

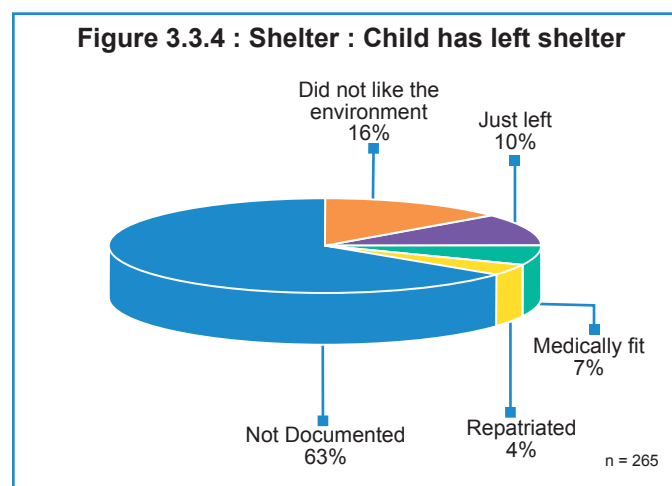
CHILDLINE also receives calls from parents who wish to place their children temporarily in a shelter facility. CHILDLINE assesses the family situation of the child before linking the child to a shelter. Reasons why parents in need of seek shelter are as follows : Financial crisis in the



family (21%), death of parents (11%), single parents (12%) and illness of parents (7%). In 36% of the cases reasons were unknown.

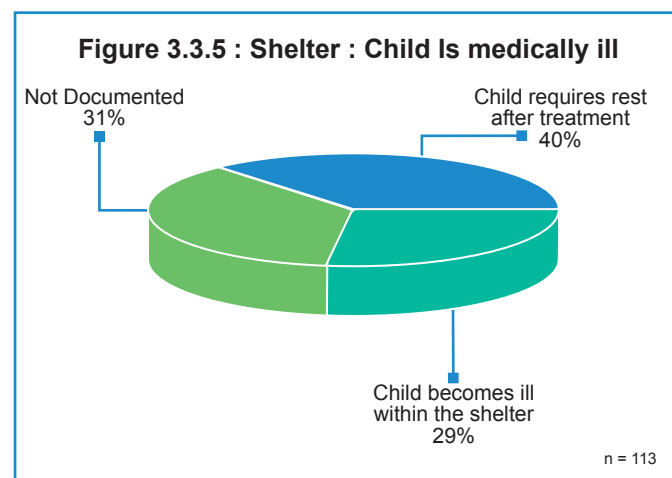
3.3.4 : Child has left shelter

More than 16% of the children leave the shelter, because they are not happy with the environment, 10% just left without giving reasons, 7% left the shelter after they felt they were medically fit, 4% were restored back home, while not documented cases accounted for 63%.



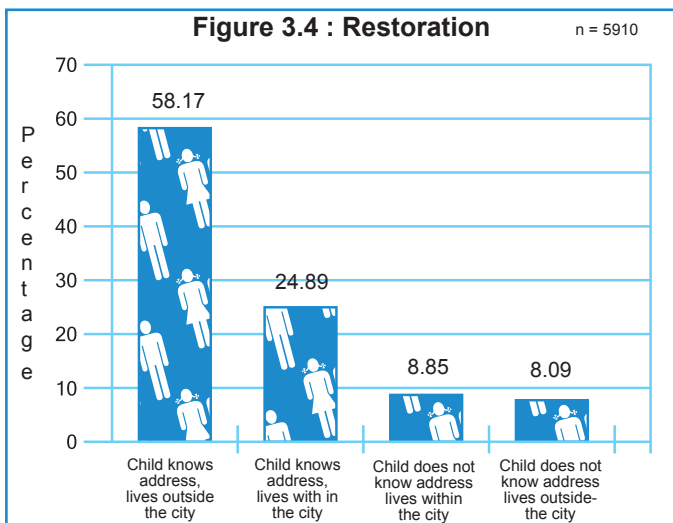
3.3.5 : Child is medically ill

Children call CHILDLINE seeking shelter, if they are unwell and require rest (40%). Most of these calls are from street children, who manage living on the street, but when they are unwell they seek assistances to recover and access these basic needs like food and shelter. They are also cases where child becomes ill within the shelter (29%) and calls CHILDLINES for the special attention that they need for recovering. Some cases were not able to be documented accounted (31%).



3.4 Restoration

Restoration is one service for which the allied systems and other NGO's working in the field, find CHILDLINE's contribution most useful. Calls for restoration account for 11% of the total direct intervention cases where children are repatriated back to their home. Most of the calls come to seek assistance like shelter, medical or protection from abuse. Which over a period of time, turn into one for restoration. The police very often refer children



to CHILDLINE and in some cases even the Child Welfare Committees (CWC) direct CHILDLINE to undertake restoration. However, there is need for greater coordination between the police and CHILDLINE while undertaking restoration. CHILDLINE'S strong network across 83 cities (as on March 2009) and dedication of CHILDLINE teams, have helped in tremendously successful restoration of such a large number of children.

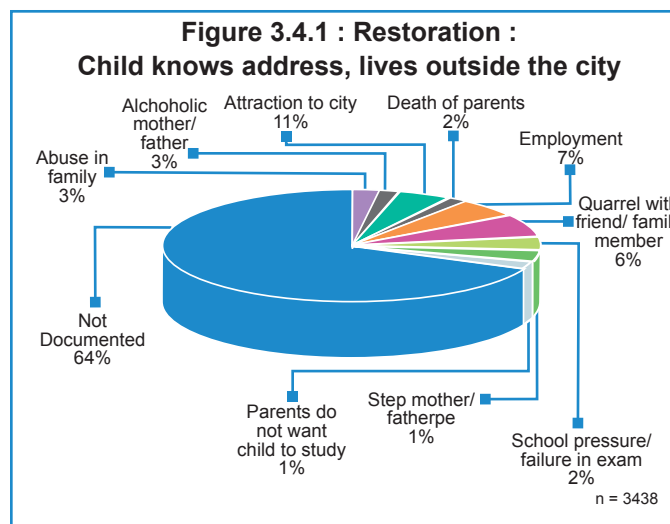
The data reveals that, out of the total 6,320 cases for restoration, 55% of the children who were repatriated knew their address but had left their house and were living in another city and 23% of the children knew their address but lived elsewhere in their city.

Table 3.4: Restoration

Restoration	Total	%
Child knows address, lives outside the city	3438	54.4
Child knows address, lives within the city	1471	23.3
Child does not know address lives within the city	523	8.3
Child does not know address lives outside the city	478	7.6
Not Documented	410	6.5
Total	6320	100

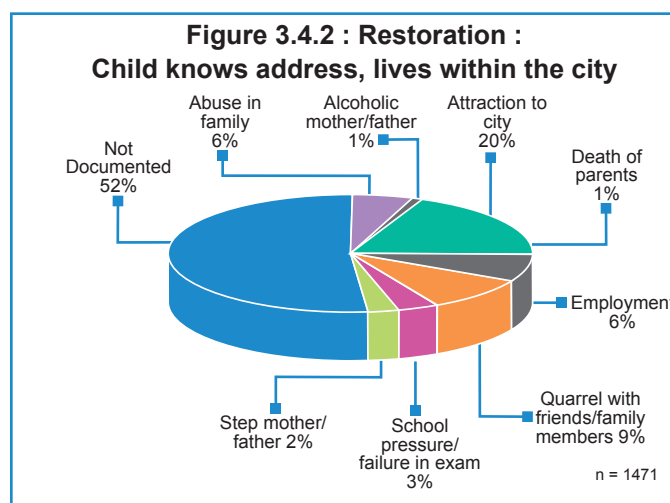
3.4.1 : Child knows address, lives outside the city

The below figure shows some of the main reasons for which the children left home and ran away to other city. Attraction to the city amounted to 11%, children coming in search for employment accounted for 7%, quarrel with family member 6%, abuse in the family 3%, alcoholic mother/father 3%, not documented cases were at 64%.



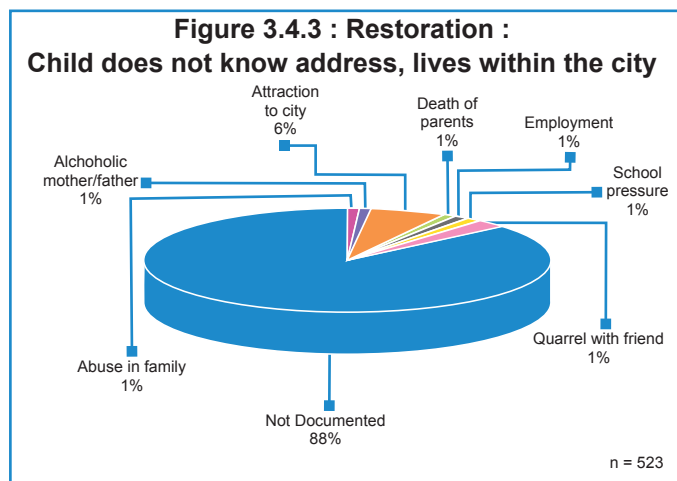
3.4.2 : Child knows address, lives within the city

Some of the prominent reasons included attraction to the city (20%), quarrel with family (9%), employment (6%), abuse in the family (6%), but not documented were more than 50%.



3.4.3 Child does not know address, lives within the city

The details of cases as children within the city were as follows around 6% of the cases of living home were due to attraction to the city, 1% for employment, more than 80% of the cases were not documented.



The analysis of reasons for which the child has left home in both types of restoration cases shows that cases where the child knew the address, but did not go home is over 20%. There could have been some form of abuse in the family. Around 2-3% left home because of factors at school-abuse, stress, failure. A similar percentage of children left their homes in search of better prospect - attraction to city or for employment. Most of these restoration cases are found in large cities like Mumbai or Kolkata, where a major attraction is to meet a film star or other celebrities. Unfortunately in large number of cases reasons are not documented. Hence valuable data about dynamic processes like urbanisation and migration is lost.

3.5 Missing Children

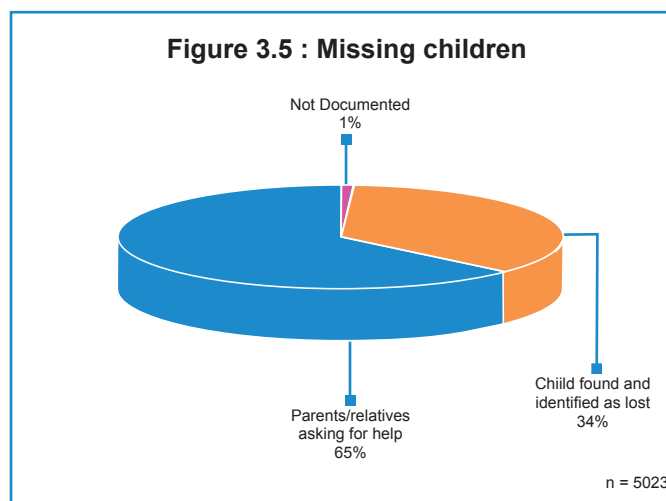
CHILDLINES come across missing children cases from two sources : from children who are lost and reported to the CHILDLINE and parents who're looking for their lost children.

Missing children accounts for 12 % of the intervention cases. Missing children with no support system are very vulnerable to neglect, exploitation, abuse and especially girls.

Cases where parents/relatives asking for help from CHILDLINE, to trace children accounted for 65%, while in 34% of the cases the child was found and identified as lost by CHILDLINE or concerned adult who, in turn informed CHILDLINE.

Table 3.5 : Missing children

Missing Children	Male	%	Female	%	Total
Parents/relatives asking for help	2559	79	708	21	3267
Child found and identified as lost	1168	69	542	31	1710
Not Documented	34	74	12	26	46
Total	3761	75	1262	25	5023



3.6 Protection from abuse

Child abuse is a state of emotional, physical, economic and sexual maltreatment meted out to a person below the age of eighteen and is a globally prevalent phenomenon. However, in India, as in many other countries, there has been no understanding of the extent, magnitude and trends of the problem. The growing complexities of life and the dramatic changes brought about by socio-economic transitions in India have played a major role in increasing the vulnerability of children to various and newer forms of abuse.

7% 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. In many cases children have to be rescued with the aid of the police and other relevant departments of government such as Labour and women and child. The intervention is done taking into consideration the child's wishes.

Out of the total calls received for abuse approximately, 91% constitute cases of physical abuse, 6% constitutes sexual abuse and 3% of cases are for financial abuse.

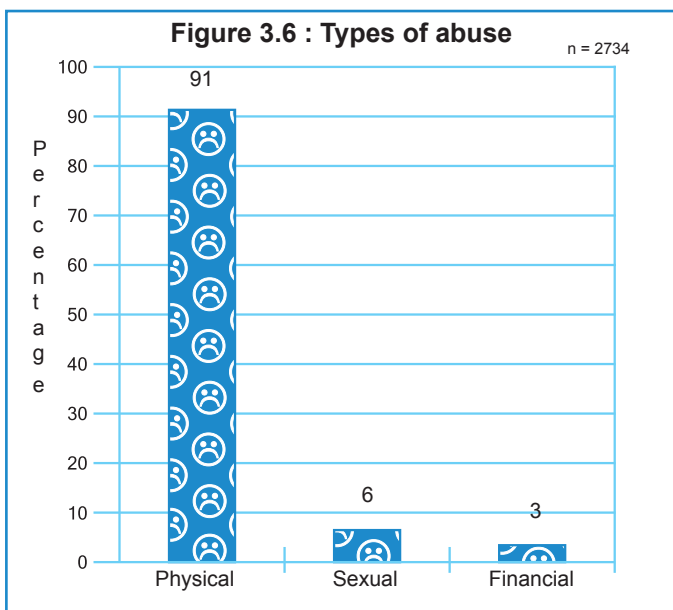


Table 3.6: Protection From Abuse

Types of Abuse	Total
Physical Abuse	2482
Sexual Abuse	170
Financial Abuse	82
Not Documented	244
Total	2978

3.6.1 : Physical Abuse

The data show the following cases which are reported for rescue from physical abuse are as follows:

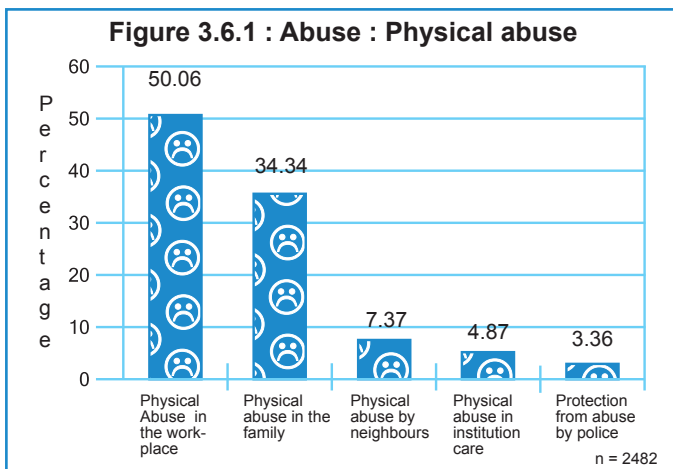
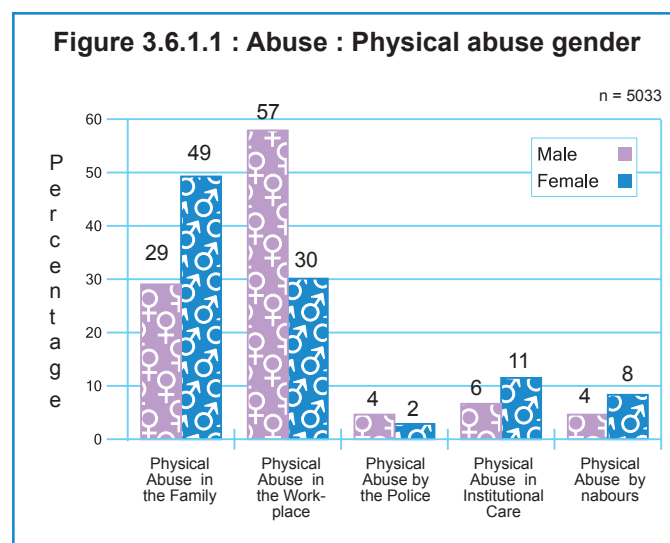


Table 3.6.1 : Physical Abuse

Physical Abuse	Total	%
Physical Abuse in the workplace	1243	50
Physical abuse in the family	849	35
Physical abuse in institutional care	185	7
Physical abuse by neighbours	119	5
Protection from abuse by police	86	3
Total	2482	100



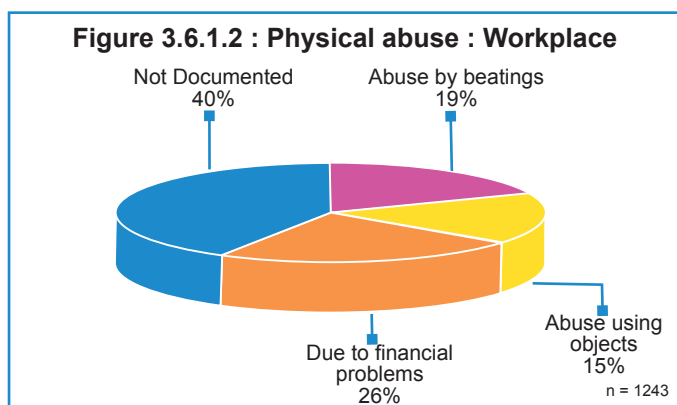
3.6.1.1 : Physical Abuse And Gender

Out of the total number of cases of physical abuse was reported by girls, abuse within the family was as high as 50%, followed by abuse at workplace 30%, abuse in institutional care accounted for 11%, and physical abuse by neighbours was 8%.

Physical abuse of male children was reported high at workplace, almost 60%, followed by abuse in the family 30%, and abuse in institutional care 6%.

3.6.1.2 : Physical abuse in the workplace

A large number of physical abuse are cases of abuse as child labourers. Out of the total number of cases where CHILDLINE intervened for protection against abuse, the workplace accounted for 50%. As this is the largest category, the physical abuse are further classified

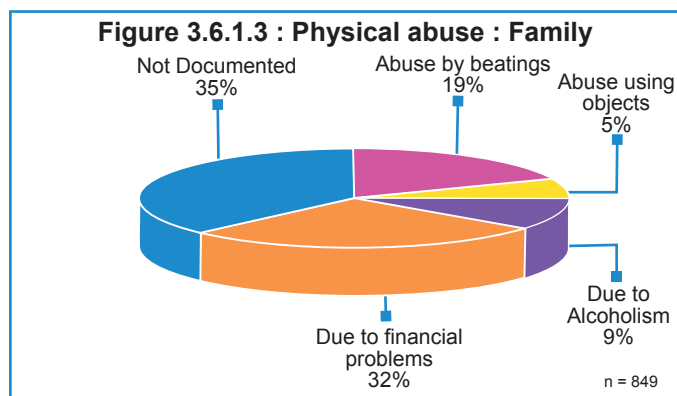


Abuse in the form of financial problems or economic exploitation at workplace accounted for 26%. Abuse in the form of beating accounted for 19%, while abuse using an object accounted for 15%. Cases where no data were available accounted for 40%.

It is very common that children are not paid their due wages. Wages they have been promised are not paid for long period of time. Many times when they demand wages they get into trouble, as the employees see this as a sign of rebellion, and they handle this by physically abusing the child.

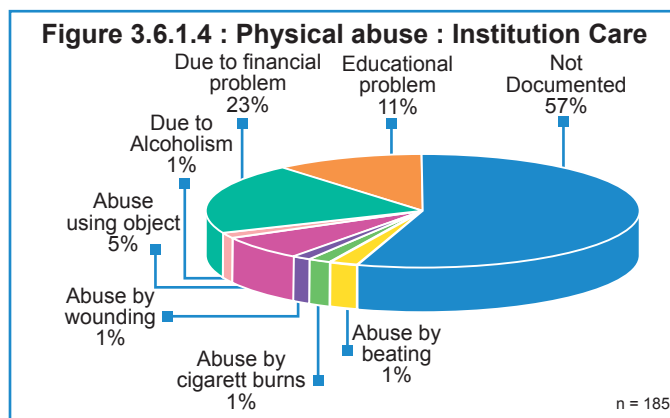
3.6.1.3 : Physical abuse in the family

Physical abuse in the family was mainly due to financial problems which accounted for 32%, abuse by beating accounted for 19%, due to alcoholism 9%, using object for beating 5%, cases which were not documented 35%.



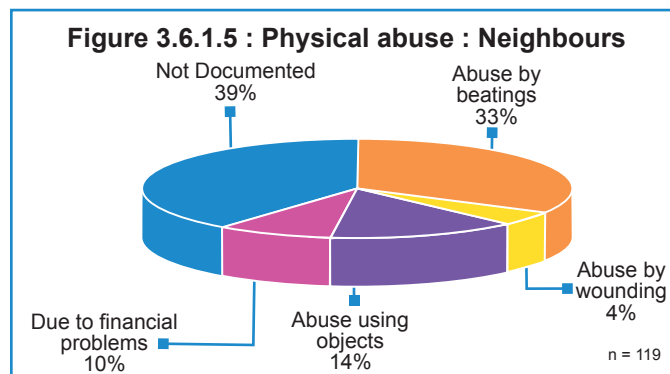
3.6.1.4 : Physical abuse in institution care

Physical abuse due to financial problem accounted for 32 %, educational problems were at 11%, while 57% of the cases were not documented.



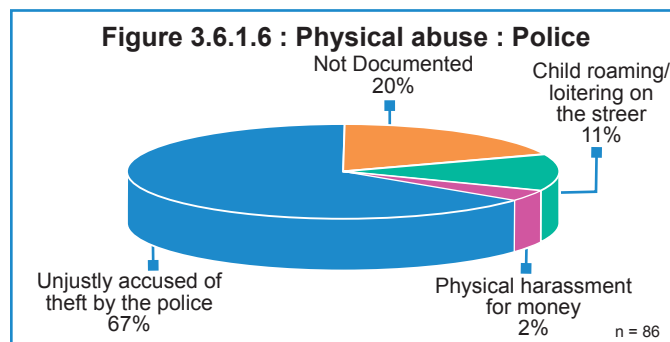
3.6.1.5 : Physical abuse by neighbours

Abuse by beating was reported more than 39%, abuse using object was around 14%, due to financial problem 10% and not documented 39%.



3.6.1.6 : Protection from abuse by police

Cases where CHILDLINE intervened in protecting the child from abuse by the police, 67% of the cases were reported for protection against police, while child roaming/loitering 11% compressed of the cases, police harassing the child for money was 2% and not documented accounted for 20%.



In most cases physically abused by beating or using an object especially by those supposed to be care givers such as family and institutional personnel including the police. This points a very sad picture of the environment in which these children are reared.

3.6.2 : SEXUAL ABUSE

The number of sexual abuse cases currently reported both to CHILDLINE’s and with the police are the tip of the ice berg, due to multiple emotions like fear, guilt, emotional trauma of the abused.

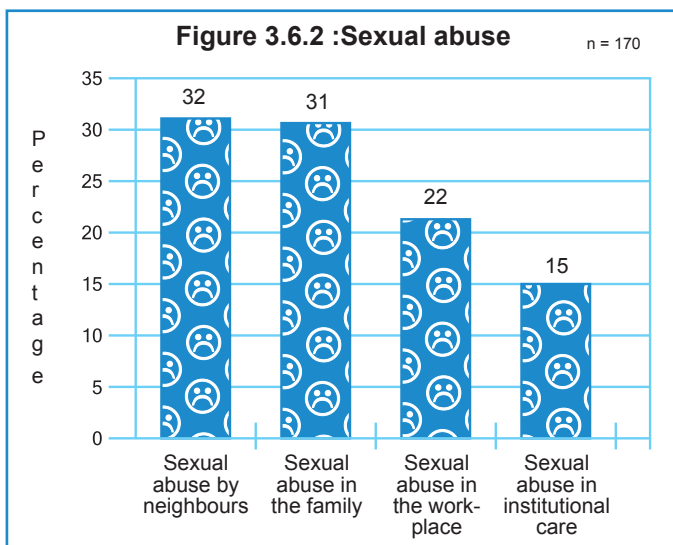


Table 3.6.2 : Sexual abuse

Sexual abuse	Total	%
Sexual abuse by neighbours	54	32
Sexual abuse in the family	53	31
Sexual abuse in the workplace	38	22
Sexual abuse in institutional care	25	15
Total	170	100

Cases which were reported for protection against sexual abuse are as follows:

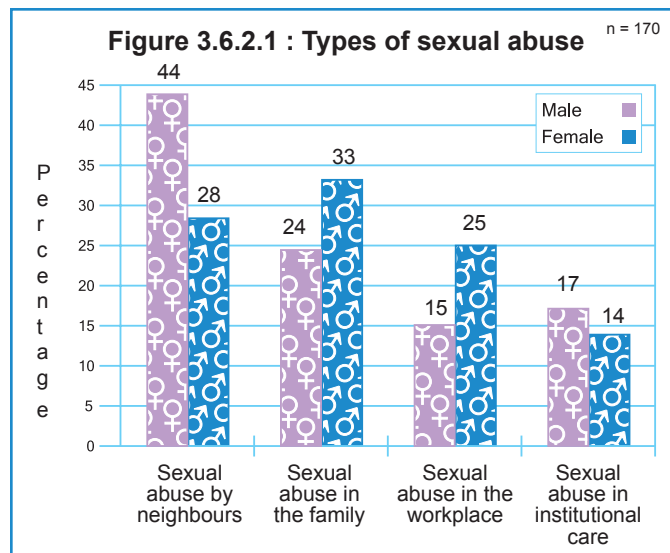
The child is at high risk to sexual abuse in his/her family and in the immediate neighbourhood. More surprisingly more cases are abused in the family then elsewhere, which raises many social concerns for child protection. Sexual abuse at workplace also forms a substantial category with 22% of cases.

3.6.2.1. Sexual Abuse Gender-Wise Distribution

Female : Out of total females who reported sexual abuse 33% reported sexual abuse in the family, 28% reported

that they were abused by neighbours, 25% reported sexual abuse at work place while the remaining 14% reported sexual abuse in institutional care.

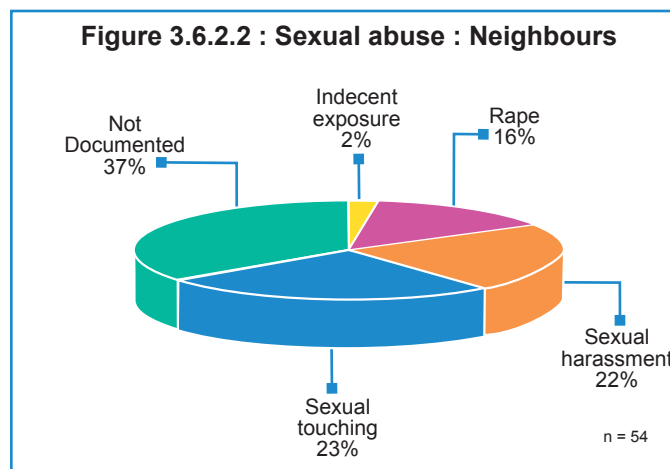
Male : Out of the total males who reported sexual abuse, 44% reported sexual abuse by neighbours, while 24% reported to have been sexually abused in the family, another 17% reported abuse in institutional care, while 15% reported abuse in the workplace.



As a site of abuse for boys the most common site of abuse was from neighbours, while for girls 1/3rd of the causes were related to abuse within the family. This finding is very alarming as children find it most difficult to raise voice against them and find external support, when their abuse happens inside the family.

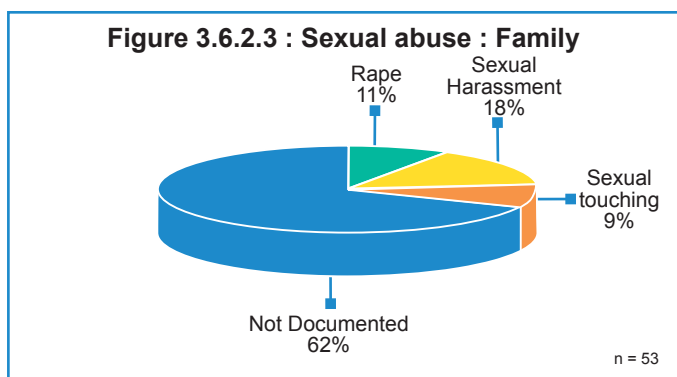
3.6.2.2 : Sexual abuse by neighbours

Out of the total number of cases where type of sexual abuse was sexual harassment 22%, sexual touching 23%, rape 16%, indecent exposure 2% and 37% of the cases were not documented.



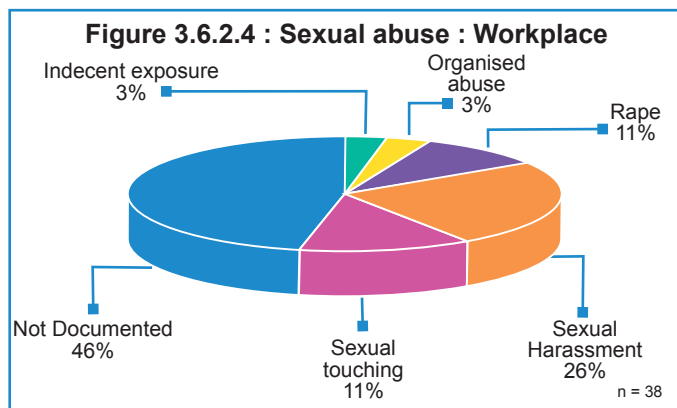
3.6.2.3 Sexual abuse in the Family

The nature and extent of sexual abuse takes many forms. Sexual abuse in the family mainly reported as sexual harassment (18%), while rape reported (11%), sexual touching (9%). While not documented accounted for more than 60% of the cases, which is a concern as these are very important cases for child protection.



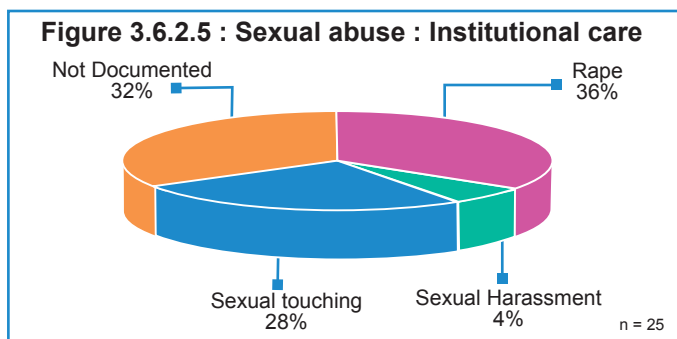
3.6.2.4 Sexual abuse in the workplace

Sexual abuse was reported as sexual harassment (26%), sexual touching and rape (11%). Organised abuse and indecent exposure to private parts 3% each and not documented accounted for 46%.



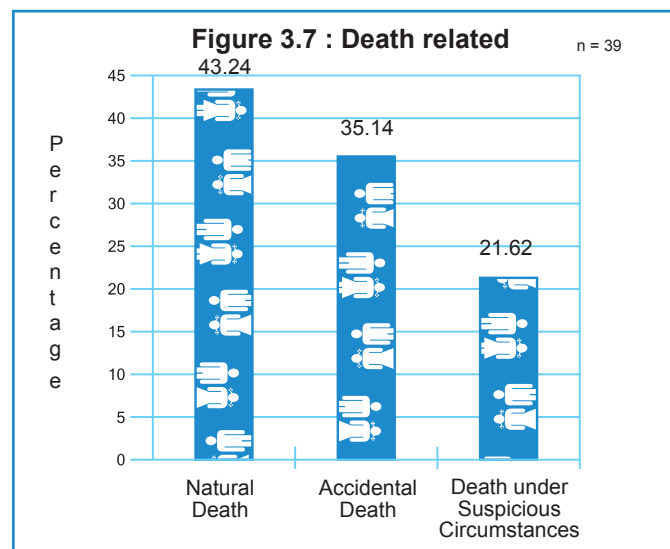
3.6.2.5 Sexual abuse in Institutional care

Sexual abuse in institutional care where 36% were reported as rape, 7% sexual touching, sexual harassment 4%, not documented 32%.



These cases of sexual abuse strongly highlight the assault on children by caregivers and those in their immediate environment and not strangers or casual contact. This also reflects the need to empower children with self developed confidence, knowledge as body and signs of abuse, self defence.

3.7 : Death Related < 1%



Cases where natural deaths was reported were, 40%, 35% of the deaths were reported as accidental death, while 20% of the death reported were under suspicious circumstances. A large number of these calls are related to street children.

Further breakup of cause of death have not been recorded

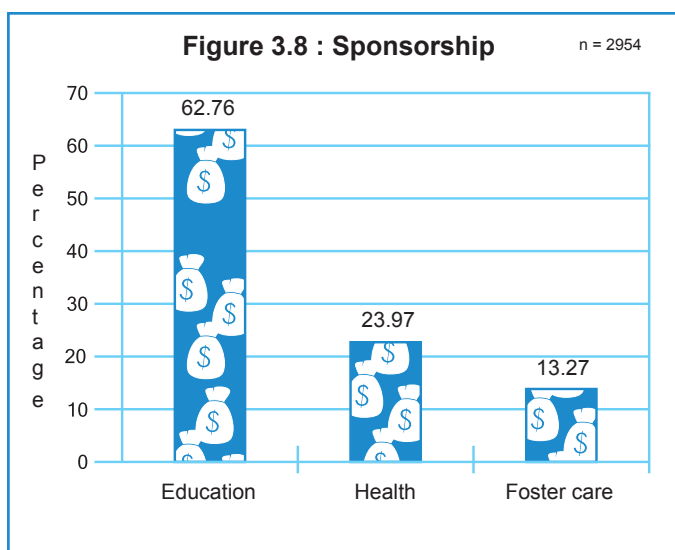
Table 3.7 : Death Related

Death Related	Total
Natural Death	17
Accidental Death	14
Death Under Suspicious Circumstances	8
Total	39

3.8 : Sponsorship

In a large number of cases CHILDLINE links children to other services. It also receives a large number of calls for information about services. In addition there are calls where CHILDLINE actively assists the child/family in accessing services which includes financial support. Sponsorship accounts for more than 7% of the total intervention cases.

The nature of calls for sponsorship during the period included sponsorship for education, health and foster care service as shown in the diagram below.



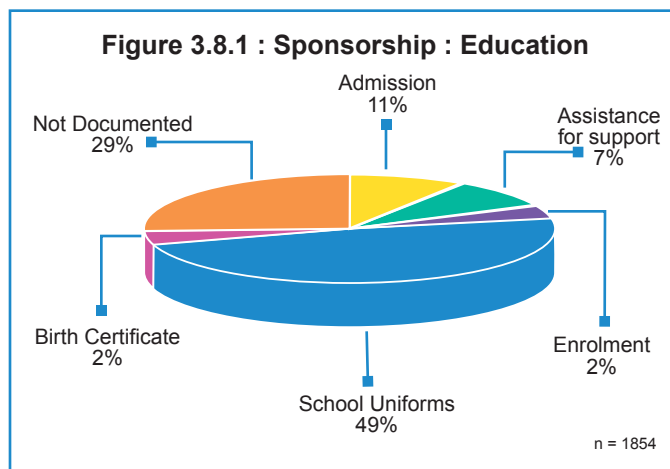
In sponsorship the highest number of assistance was given for education (62%), followed by health. These cases are from children or from families who are very poor and who cannot support their education. The health related sponsorship (23.97%) are mainly for cases with major health problem for which they can not get free service from general hospitals. These also include cases of organ donation or heart surgeries. Foster care (13.27%) is provided for children without parental support or even cases where parents are in an environment which is not conducive for a child's growth.

Table 3.8 : Sponsorship

Sponsorship	Total	%
Education	1854	60.7
Health	708	23.2
Foster Care	392	12.8
Not Documented	100	3.3
Total	3054	100

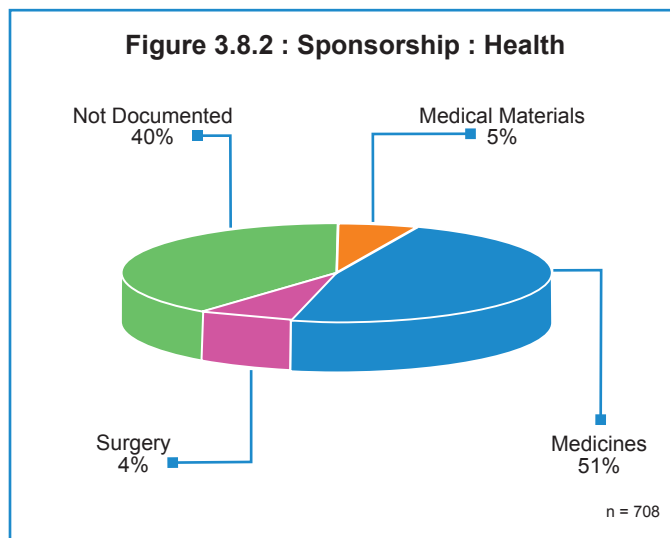
3.8.1 : Education

Under sponsorship for education, CHILDLINE has assisted almost 50% of the children with school uniforms, the number of children helped in seeking admission accounted for 11% and not documented accounted for almost 30% of the total cases.



3.8.2 : Health

More than 20% of calls were regarding assistance for health problems which need for medicines (51%), medical materials (5%) and surgery (4%). A substantial number is not documented (40%).



3.9 : Calls for Emotional Support and Guidance

Emotional Support and Guidance (ES&G) contributes to, approximately 31% of the total intervention cases for the year 2007-08 forming the largest category of intervention. Children call for various problems like suicidal tendencies, depression, stress, bullying, breakdown in relationship, low self esteem, personality disorder, learning disorders, trauma due to abusive situations, sexual problems etc. Normally these cases are handled either by a social worker or team members and in case the case is too traumatic, the child is referred to a professional counsellor or psychologist. In all calls, children want someone to listen to them, to support them, or advise them on how they can address their situation. Thus even through these counselling calls CHILDLINE provides emotional support.

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

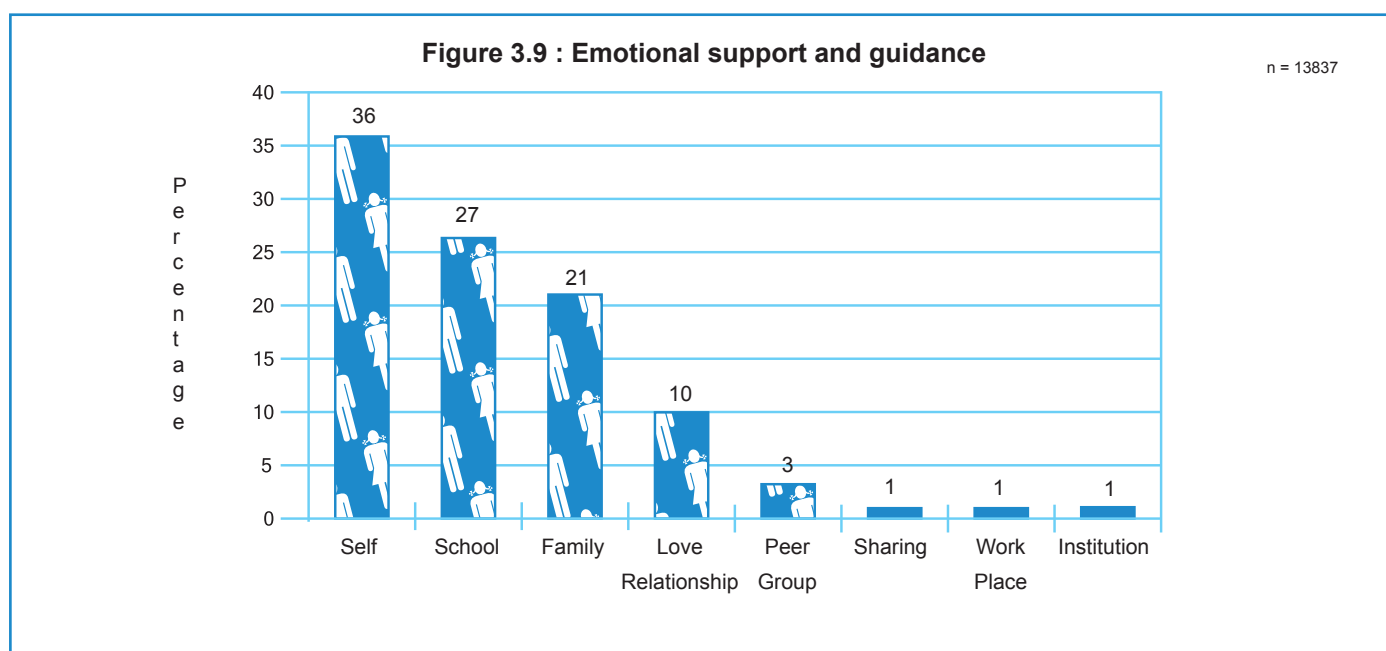


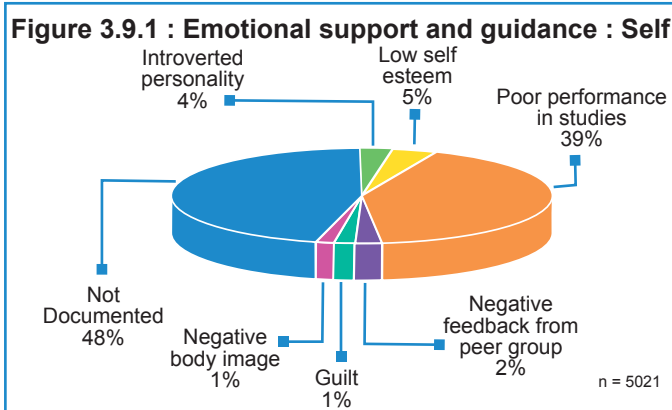
Table 3.9 : Emotional Support and Guidance

Factors contributing to Emotional Support and Guidance trauma	Total	%
Self	5021	35.4
School	3693	26.0
Family	2992	21.1
Love Relationship	1312	9.2
Peer Group	466	3.3
Institution	70	0.5
Work Place	89	0.6
Sharing	194	1.4
Not Documented	359	2.5
Total	14196	100

As the figure and table show the largest number of cases, the child where the main source of emotional trauma were related to self, academic issues and situation in the family.

3.9.1 : Emotional Support and Guidance : Self

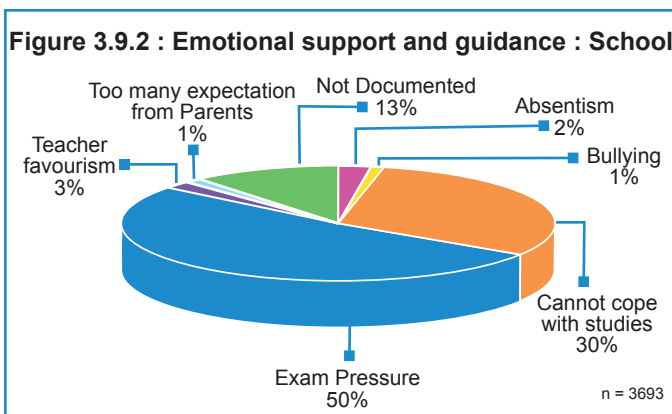
These are calls regarding issues affecting the child’s self esteem, where the child identifies the cause of the problem with himself or herself.



The factors related to the child’s need for emotional support were: poor performance in studies are the maximum (39%) followed by low self esteem (5%), Introverted personality (4%), negative feedback from peer group (2%), guilt and negative body image (1%), numbers where factors are not recorded accounted for 48%.

3.9.2 : Emotional Support and Guidance : School

These are calls where children wish to talk about problems experienced in school. The kind of problems that the children referred to were exam pressure 50%, inability to cope with studies 30%, favouritism by teacher 3%, not documented 13%.

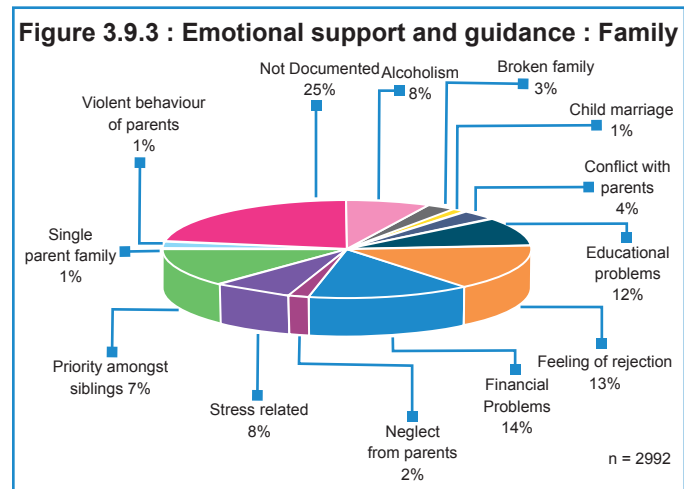


The above two diagram show that poor performance, difficulty in coping with studies and examination pressure were the reasons for needing psychological support through the help line.

3.9.3 : Emotional Support and Guidance : Family

These calls, children identify their family members as being the main cause of their problem comprising 21%.

This is further broken down into the following categories of financial problem 14%, feeling of rejection 13%, educational problems 12%, priority amongst siblings 7% and not documented 25%. Here again 12% of the cases were identified as educational problems.



ES&G highlights that maximum number of calls are related to studies, where there is pressure on the children within their families and schools, to perform better.

This section described the main reasons for which the children called CHILDLINE and the intervention provided by the CHILDLINE teams. The following chapter gives an account of profile and life situation of the children, the most common places from where children call and the intervention strategies used by the teams.

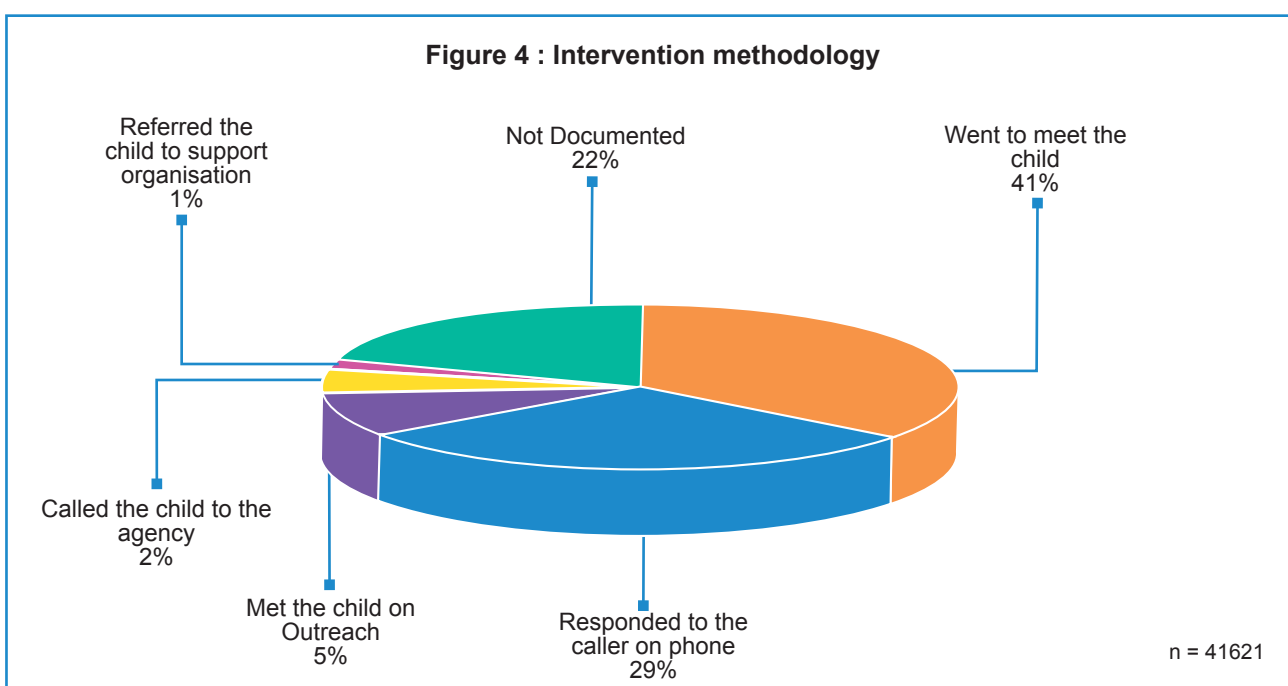
4. The Intervention Methodology used to contact children

CHILDLINE in India is different from helplines in many other countries where the child /client is in touch with the helpline only by phone. There is no physical contact. However, as we cater to the poorer segment of the society with a large number of children in need of specific tangible assistance, CHILDLINE is an outreach based telephone helpline. Thus in 40% of the cases, the team members respond by going to meet the child and then linking him or her to the required service.

If the team member feels that it will take time to reach out to the child (in terms of physical distance) then assist-

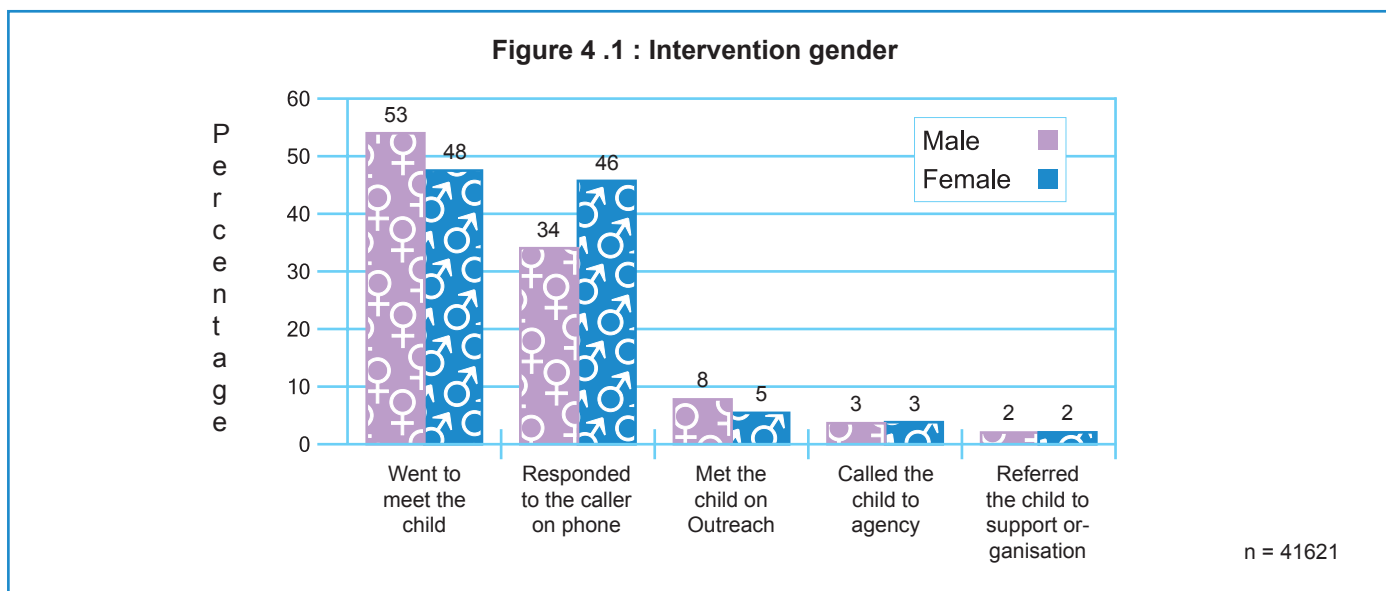
ance is taken from a support organisation that is located in the vicinity of the child. In about 30% of the cases, especially ES&G, information of the service is provided on the telephone. The teams also come across a number of children in need of support when they carry out outreach in the community.

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 special services.



Depending on the nature of the call, be it by a child or an adult, in 50% of the cases, the team members respond by going to meet the child and then linking him or her to the required service. If the team member feels that some time will be involved in reaching out to the child, in terms of physical distance, then assistance is taken from a support organisation that is located in the vicinity of the caller. In about 40% of the cases, the service was completed on the telephone,

In more than 40% of the cases, CHILDLINE has met the child on receiving the call, while nearly 30% of the calls were responded over the phone (counselling or referral) primarily dealing with counselling calls which accounted for more than 85%.



Assistance provided in relation to Intervention methodology

- Out of the total cases where CHILDLINE team went and met the child, 31% of the cases were for medical assistance, followed by 21% for restoration, 19% for shelter and 13% for rescue from abuse.
- Almost 85% of the children responded over the phone were related to counselling.
- From the cases where the child was called to the CHILDLINE agency, 35% were for shelter followed by 28% medical and Restoration 15%.
- The children referred to support organisation, were largely for shelter 42%, followed by 19% for sponsorship and 13% related to Restoration.
- 23% of the cases were not documented by the team

Table 4 : Intervention Methodology and Assistance Provided

Intervention Response Method/Type of Assistance	Medical	%	Shelter	%	Restoration	%	Rescue	%	Death Related	%	Sponsorship	%	ES&G	%	Not Doc.	%	Total
Went to meet the child	5109	31	3198	19	3565	21	2131	13	24	0	1540	9	1141	7	24	0	16732
Responded to the caller on phone	287	2	341	3	346	3	222	2	5	0	619	5	10325	85	30	0	12175
Met the child on outreach	927	43	234	11	347	16	103	5	3	0	292	14	249	12	0	0	2155
Called the child to the agency	265	28	328	35	141	15	14	1	0	0	86	9	102	11	0	0	936
Referred the child to support organisation	21	8	115	42	37	13	26	9	0	0	52	19	25	9	0	0	276
Not Documented	780	8	1250	13	1904	20	473	5	7	0	465	5	2354	25	2114	23	9347
Total	7389	18	5466	13	6340	15	2969	7	39	0	3054	7	14196	34	2168	5	41621

5. PROFILE OF CHILDREN ASSISTED BY CHILDLINE

5.1 : Gender of children

Analysis of data on the National level shows that there is a statistically significant difference between the number of males and females that contact CHILDLINE. The majority are males. Males accounting for 2/3rds of the total number of children assisted by CHILDLINE. The gender divide is similar to the one found in the figures for street children in India.

The gender of the children assisted vis a vis the assistance provided by CHILDLINE is outlined in the table below.

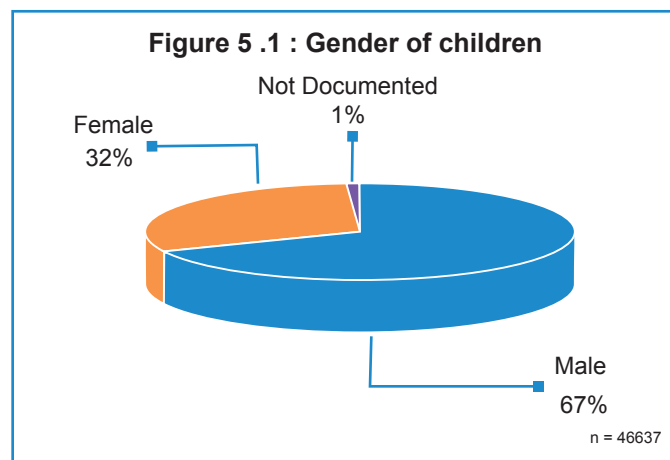


Table 5.1 : Gender of Children and Assistance Provided

Gender/ Problems	Medical	%	Shelter	%	Restoration	%	Missing	%	Rescue	%	Death Related	%	ES&G	%	Sponsorship	%	Not Doc.	%	Total
Male	5259	17	3877	12	4825	15	3656	12	2038	6	25	0	8496	27	1696	5	1331	4	31213
Female	2009	13	1564	10	1458	10	1336	9	913	6	14	0	5563	37	1344	9	813	5	5014
Not Documented	111	27	25	6	37	9	31	8	27	7	0	0	137	33	14	3	28	7	410
Total	7389	16	5466	12	6320	14	5023	11	2978	6	39	0	14196	30	3054	6	2172	5	46637

In relation to gender of children

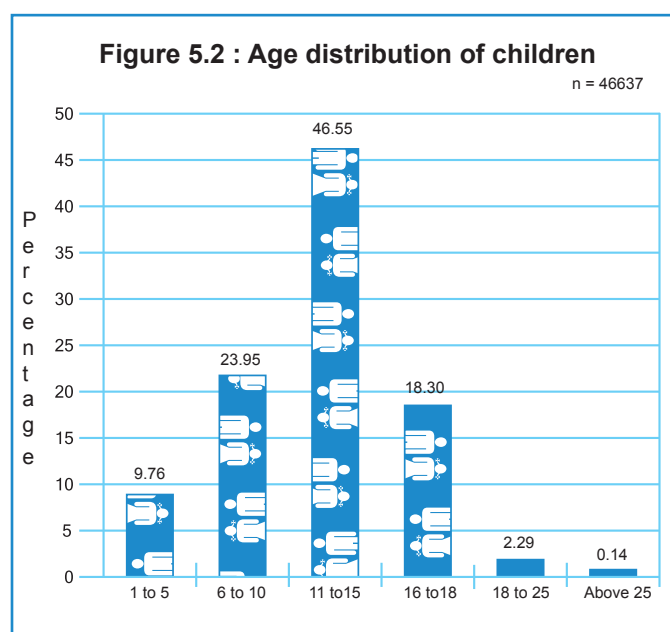
Among males 27% were provided with ES&G and 17% were assisted with medical aid, 15% of males were restored back home, 12% were provided shelter and also an equal number of children were reported missing.

Among females 37% were provided counselling, 13% of them were provided medical assistance, 10% shelter and almost another 10% sponsorship.

More females called for counselling than males, while the need for shelter was almost equal as also protection from abuse. Fewer females were missing as compared to males and correspondingly, lesser percentage were restored back to their families.

5.2 : Age group of Children

Almost 50% of the children assisted by CHILDLINE are in the age group of 11 to 15 years and school going age of 6 to 15 years constitutes 70% of the children assisted by CHILDLINE.



Age group and Gender of Children

In the adjoining figure, children in the 11 to 15 age group consist of 49% male, and 42% female.

In special cases, where assistance is provided to children above 18 the number of female beneficiaries are more than the male children. Staff reach out to their greater vulnerability.

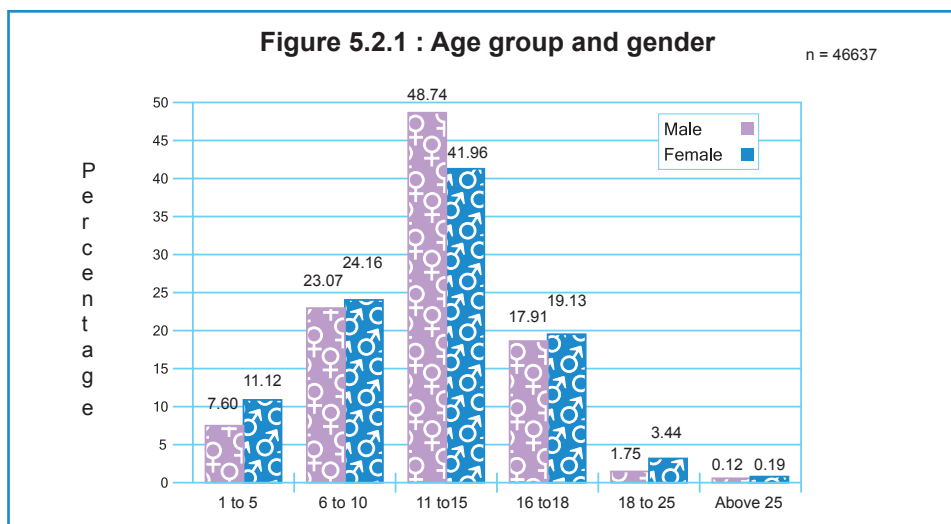


Table 5.2 : Age distribution and children assisted

Age / Assistance	Medical	%	Shelter	20	Resto-ration	%	Missing	%	Death Related	%	Abuse	%	Spon-sorship	%	ES&G	%	Not Doc.	%	Total
1 to 5	1187	26	648	14	508	11	1013	22	16	0	201	4	506	11	275	6	198	4	4552
6 to 10	2349	21	1740	16	1681	15	1487	13	4	0	837	7	1081	10	1528	14	515	5	11222
11 to 15	2866	14	2216	11	3152	15	1918	9	4	0	1427	7	1130	5	7155	34	986	5	20854
16 to 18	719	9	606	8	853	11	497	6	9	0	289	4	234	3	4479	56	272	3	7958
19 to 25	95	10	95	10	61	7	64	7	2	0	48	5	36	4	475	51	48	5	924
Above25	10	7	22	15	7	5	9	6	0	0	6	4	12	8	19	13	65	43	150
Unknown	163	17	139	14	58	6	35	4	4	0	170	17	55	6	265	27	88	9	977
Total	7389	16	5466	12	6320	14	5023	11	39	0	2978	6	3054	7	14196	30	2172	5	46637

In relation to age group

- In the category of 11 to 15, which also forms the category with the highest number of children, 36% sought counselling, while 16% were restored back.
- The second highest age group of 6 to 10, 22% children were provided medical assistance, while 16% were given shelter and 16% were restored back.
- Children in the age group of 1 to 5, 27% of the children were provided medical assistance, while 23% of cases from this age group were reported as missing, which is an alarming number and 16% as death related.
- In the age group of 16 and above, almost 60% of the children were calling for counselling.

There is greater need to work with children in school-going age group, though all of them may not be in school. A large proportion of missing children are in the age group 1-5. This should guide strategies for tracking missing children. It also indicates that a large number of these children may be trafficked or lost rather than them being runaway children.

5.3 Children in difficult circumstances

The children assisted by CHILDLINE highlights that, of the total number of children, 42% were emotionally disturbed, 24% were living with their family in crisis, street children accounted for 15% and child labour accounted for 7%.

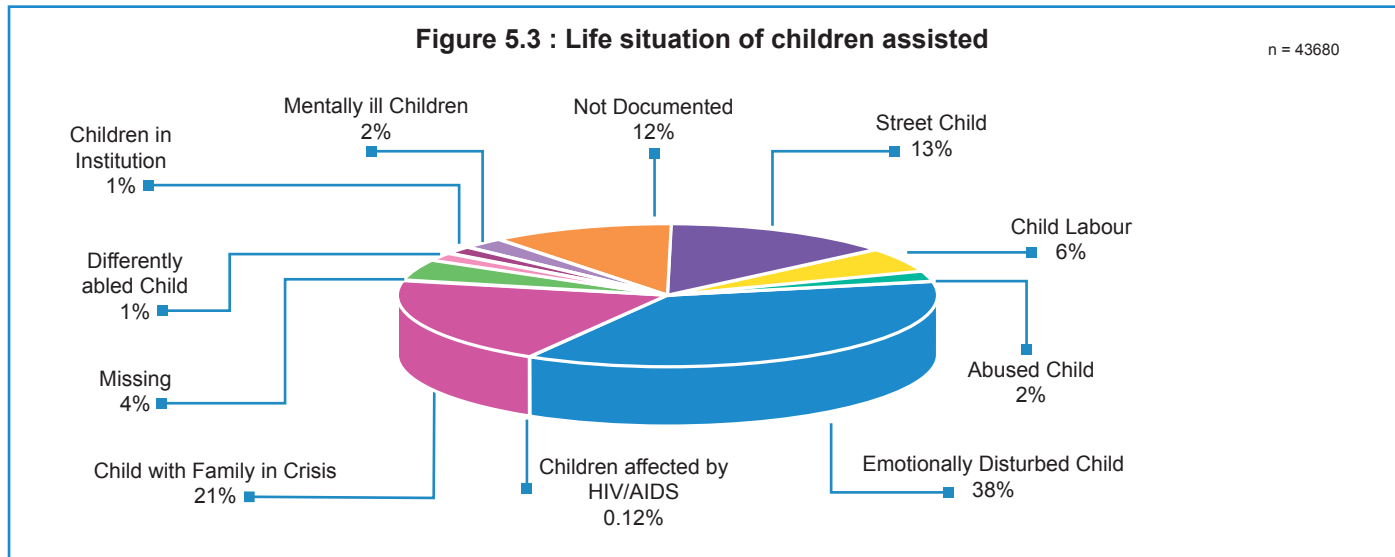


Table 5.3 : Problems/difficult circumstances of children and assistance provided.

Life situation / Problems	Medical	%	Shelter	%	Resto-ration	%	Rescue	%	Death Related	%	Spon-sorship	%	ES&G	%	Not Doc.	%	Total
Street Child	2475	46	1260	23	869	16	197	4	3	0	141	3	323	6	161	3	5429
Child Labour	121	5	286	11	499	20	1314	53	1	0	15	1	82	3	180	7	2498
Abused Child	40	5	116	14	98	12	497	59	1	0	6	1	46	5	39	5	843
Flesh Trade Victim	12	13	5	5	14	15	39	42	0	0	0	0	5	5	18	19	93
Emotionally Disturbed Child	386	3	867	6	1536	10	183	1	3	0	414	3	11223	75	257	2	14869
Child with Family in Crisis	2963	33	1433	16	1056	12	444	5	15	0	1814	20	1075	12	293	3	9093
Children affected by HIV/AIDS	10	24	23	55	3	7	0	0	0	0	3	7	2	5	1	2	42
Missing	11	0	330	10	1091	35	10	0	2	0	8	0	21	1	1672	53	3145
Differently Abled Child	114	19	56	9	47	8	5	1	1	0	35	6	33	5	318	52	609
Children in Institution	80	14	53	9	65	12	45	8	1	0	12	2	14	3	290	52	560
Child Addict	21	7	15	5	19	6	3	1	0	0	8	3	88	28	161	51	315
Children in conflict with the Law	5	2	30	13	39	17	14	6	0	0	5	2	19	8	116	51	228
Mentally ill Children	66	6	197	17	180	16	5	0	0	0	8	1	40	3	653	57	1149
Child Political refugee	3	7	6	13	9	20	2	4	0	0	0	0	3	7	23	50	46
Children affected by conflict or disaster	15	8	23	12	20	10	6	3	0	0	3	2	25	13	99	52	191
Not Documented	1023	22	608	13	645	14	159	3	10	0	574	13	832	18	719	16	4570
Total	7345	17	5308	12	6190	14	2923	7	37	0	3046	7	13831	32	5000	11	43680

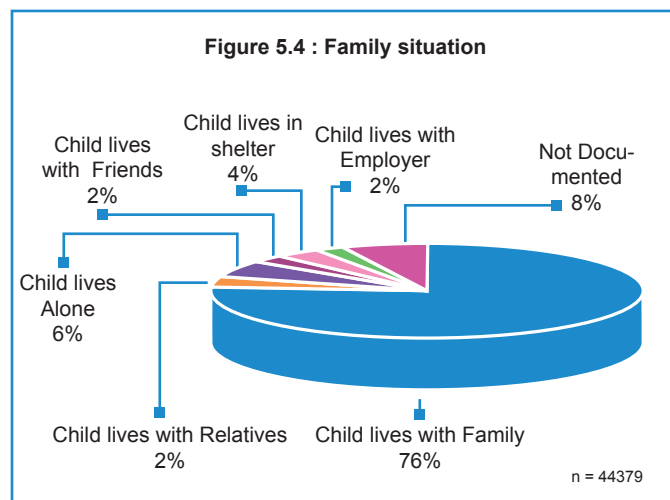
The analysis of the table reveals the main reasons why different groups of vulnerable children need CHILDLINE and thus help identify actual needs of these specific groups.

- **Street children:** Out of the 5429 street children, 46% called for medical assistance while 23% needed shelter.
- **Child Labourers:** Out of the 2498 child labourers, 53% reported abuse hence were rescued from the situation, 22% were restored, while 12% were provided shelter.
- **Flesh trade Victim:** Out of the 93 cases reported as flesh trade victims, 42% were protected from abuse, 15% were restored while 13% were given medical treatment and 19% were not documented.
- **Child with Family in crisis:** 33% were provided medical assistance, while 20% were provided with sponsorship.
- **Differently abled children:** Out of the total 609, 19% of the children were provided medical assistance, while 9% were provided shelter.
- **Children involved in substance abuse:** 57% were provided counselling, while 14% were given medical assistance.
- **Mentally ill children:** 40% of them were provided shelter, while 36% were repatriated back home.
- **Children affected by HIV/AIDS:** Out of the total number of children who were reported to be affected by HIV/AIDS, more than 50% of the children were provided shelter, followed by medical assistance 24%.
- **Child in conflict with law:** 17% of the children were restored by home, while 13% were provided shelter.
- **Children affected by conflict or disaster:** Out of the total 92 children, 25% were provided shelter, while 22% were repatriated back home.

To Summarise briefly,

While in cases of child labour, abuse and flesh trade, the children needed protection, shelter and restoration. Those cases where children were mentally ill and with HIV/AIDS, needed shelter. The children on the streets or with families in crisis or who were differently abled, needed medical assistance. Street children and differently abled needed shelter, while those from families in crisis needed sponsorship. Counselling was the need of children involved in substance abuse and those in conflict/disaster situations.

5.4 : Family support system of children



Out of the total cases documented into ChildNET for family details, 76% of the children are living with their families, and around 6% stay alone, 4% live in Shelter, while children who live with employer, friend and relative account for 2% each.

This means that a large proportion of the street children that call CHILDLINE may be children on the street i.e living with families on the street. However it is also likely that they have family back home, and hence implying that they are not destitute.

Family situation and the type of assistance sought

- **Children living with their families:** Out of the 34,436 children who stay with their families, 38% called seeking ES&G, while 15% were given medical assistance, another 14% had to be reunited with their families.
- **Children living alone:** Out of the total 2,567, 41% were provided shelter and 28% were assisted for medical needs.
- **Children in Shelter homes:** 29% of the children were provided assistance with alternative shelter homes (those who already lived in some shelter home), 24% were restored back by CHILDLINE, while 23% were provided medical assistance.

- **Children who lived with employer:** 65% sought CHILDLINE intervention to protect them from abuse, while 14% of these children who lived with employer were restored, 11% were provided shelter.
- **Children who lived with relatives:** 32% of the children asked for Shelter, while 17% desired to be sent back home.

These findings shows that shelter has been the main need for children living alone or in existing shelters where they are not happy. While counselling seems to be the highest need for children living with families, protection from abuse seems to be the most sought after assistance by child labourers.

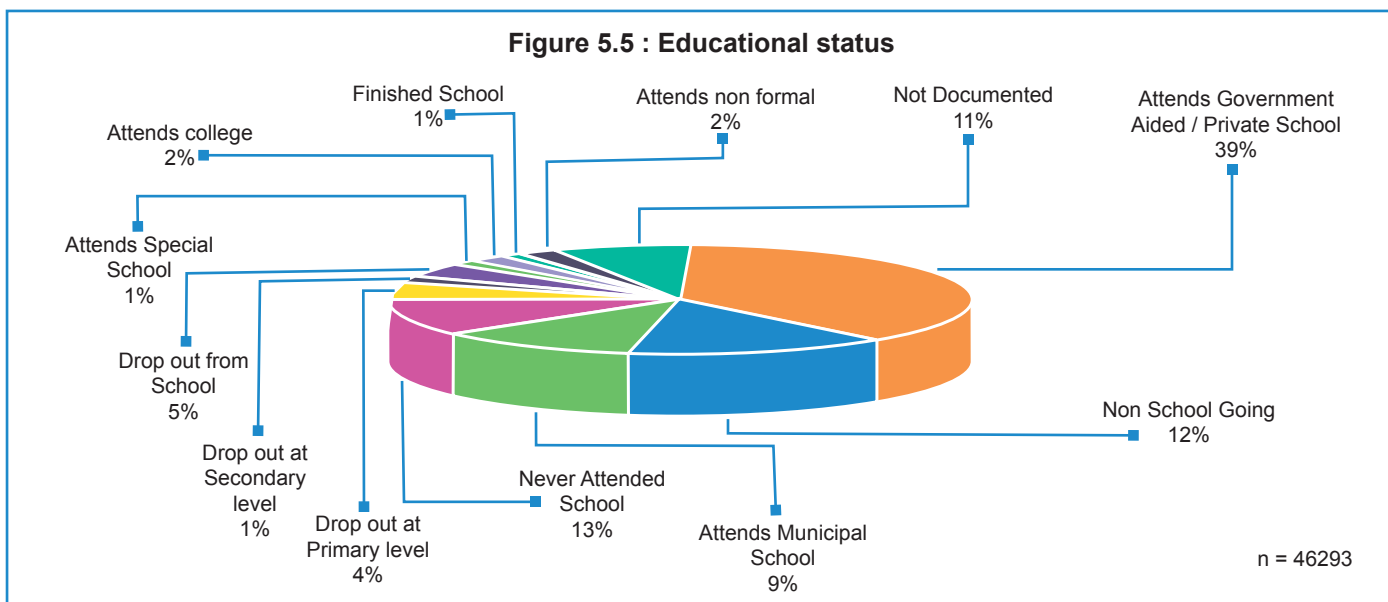
Unfortunately the current system of documentation is not yet able to capture the range of intervention provided by the team to the child. They are indicative of the most dominant need expressed by the children.

Table 5.4 : Family support system of children and assistance provided

Family situation	Medical	%	Shelter	%	Restoration	%	Missing	%	Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Total
Child lives with Family	5320	15	2921	8	4879	14	3712	11	1662	5	22	0.06	2699	8	13221	38	34436
Child lives Alone	720	28	1056	41	382	15	65	3	169	7	3	0.12	12	0	160	6	2567
Child lives in shelter	356	23	451	29	374	24	125	8	110	7	2	0.13	88	6	67	4	1573
Child lives with Relatives	97	11	293	32	156	17	37	4	108	12	1	0.11	86	10	124	14	902
Child lives with Friends	483	61	88	11	65	8	12	2	26	3	0	0.00	45	6	73	9	792
Child lives with Employer	20	3	82	11	99	14	17	2	471	65	2	0.28	5	1	29	4	725
Not Documented	377	11	570	17	384	11	1149	34	427	13	9	0.27	113	3	355	10	3384
Total	7373	17	5461	12	6339	14	5117	12	2973	7	39	0.09	3048	7	14029	32	44379

5.5 Educational status of children

Maximum number of children assisted during this period, attend Government aided private school 34%, non school going and children who have never attended school accounted for 12% each. 10% of children had dropped out of primary school.



Educational Status and gender of children

Number of female who attend Government aided/private school were more by 20%, There are equal number of male and female (15%) who are non school going, 16% of the male reported to have never attended school, followed by 15% who drop out at Primary level.

In relation to educational status:

- Out of the total children who attended Government aided school, 55% of the children called for ES&G, while 10% requested for medical assistance.
- Amongst non school going children, equal percentage of children i.e. 21% seek medical assistance and shelter, each 14% of the non school going children were reported as missing.
- Attends Municipal School: 24% of the children seek for ES&G, while 20% were provided Medical assistance followed by Restoration 12%.
- Never Attended School: 37% of the total children assisted for Medical were those who never attended school, followed by Shelter 19% and Restoration 15%.
- Drop out from School: 28% of the children were repatriated, 10% of them contacted CHILDLINE for ES&G.
- Attends College : 80% of the College going children asked for ES&G

Table 5.5 : Educational Status and Children assisted

Educational Status / Gender	Medical	%	Shelter	%	Restoration	%	Missing	%	Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total
Attends Government Aided / Private School	1947	10	869	5	1571	8	1334	7	623	3	9	0	1467	8	10259	55	492	3	18571
Non School Going	1168	21	1124	20	924	16	792	14	610	11	10	0	439	8	342	6	221	4	5630
Attends Municipal School	786	18	448	10	621	14	463	11	121	3	2	0	548	13	1054	24	290	7	4333
Never Attended School	2188	37	1145	19	909	15	512	9	292	5	7	0	147	2	447	8	263	4	5910
Drop out from School	354	8	864	21	1182	28	153	4	714	17	1	0	153	4	425	10	328	8	4174
Attends Special School	69	27	47	19	32	13	1	0	12	5	0	0	9	4	71	28	13	5	254
Attends college	26	3	24	3	25	3	46	5	27	3	0	0	18	2	750	80	20	2	936
Finished School	30	9	61	18	69	20	20	6	10	3	2	1	11	3	119	35	19	6	341
Attends non formal	276	29	201	21	208	22	1	0	75	8	1	0	79	8	86	9	29	3	956
Not Documented	529	10	678	13	778	15	1565	30	489	9	7	0	177	3	476	9	489	9	5188
Total	7373	16	5461	12	6319	14	4887	11	2973	6	39	0	3048	7	14029	30	2164	5	46293

If we classify the various educational status categories, the main groups are school going and non-school going. The non-school going children clearly come out as more vulnerable category needing assistance like shelter and medical while a large number of school going children called for stress related reasons seeking emotional support and guidance. A large number of non-school going urban children are also street children.

6. CALLER DETAILS

6.1 : Profile of the individual contacting CHILDLINE

CHILDLINE provides an invaluable and, often, immeasurable service to children and young people in India. As a telecommunication service for children, CHILDLINE provides a platform for children to voice their problems and concerns. However, not every child is in a position to contact a CHILDLINE. Concerned adults also call CHILDLINE on behalf of a child suspected to be in need of care and protection.

In the adjoining figure, data regarding the individual contacting the child helpline is presented. Of all contacts, 57% of the contacts were from different categories of adult callers, ranging from a stranger on the street to allied system. Nevertheless, a large number of calls -14,695, constituting 33% of calls, were from children themselves.

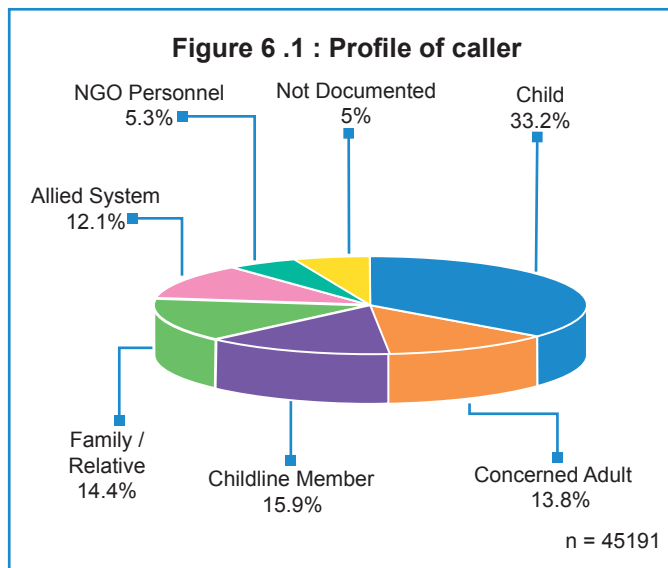


Table 6.1 : Profile of Caller

Profile of Caller/ Problems	Medical	%	Shelter	%	Restoration	%	Missing	%	Rescue	%	Death Related	%	Sponsorship	%	ES&G	%	Not Doc.	%	Total
Child	1616	11	354	2	215	1	292	2	301	2	4	0	578	4	11436	76	190	1	14986
Concerned Adult	922	15	1045	17	1011	883	883	14	1317	21	12	0	221	4	578	9	267	4	6256
Childline Member	2276	32	883	12	1359	19	491	7	428	6	8	0	733	10	691	10	318	4	7187
Family / Relative	1520	23	621	10	120	2	2180	34	183	3	4	0	1037	16	609	9	226	3	6500
Allied System	299	5	1375	25	2024	37	619	11	407	7	7	0	244	4	174	3	301	6	5450
NGO Personnel	211	9	628	26	1110	47	33	1	56	2	1	0	45	2	119	5	171	7	2374
Not Documented	501	21	550	23	261	11	117	5	261	11	3	0	187	8	279	11	279	11	2438
Total	7345	16	5456	12	6100	13	4615	10	2953	7	39	0	3045	7	13886	31	1752	4	45191

In relation to profile of the caller

- Out of 14,986 calls made by children, 76% of these calls were for emotional support and guidance, followed by medical at 11%.
- Concerned adults call CHILDLINE when they see a child in need of care and protection. They are most likely to call for protection from abuse 21%, or for shelter 17%, or for medical assistance 15%.
- 17% of calls made by CHILDLINE members are made during their outreach visits when they see a child in need of medical assistance (33%).

- Family/relative were most likely to call seeking assistance to trace their missing children (34%) or for medical assistance (23%) or for sponsorship (16%).
- Allied systems account for 12% of the total callers seeking for restoration of the child (37%), shelter (25%) or if they see a missing child (11%) indicating their trust in the service.

As the above points reveal, while large number of children call for their immediate needs like emotional support while the families called mainly for location of missing children.

6.2 : Place of call

CHILDLINE considers it very important to record the place of calls as this reveals a lot about the probable profile of the child, types of vulnerabilities or protections risks associated with certain spaces. More importantly this also gives inputs into our outreach strategies and for designing appropriate protection nets/programmes for children.

Places from where CHILDLINE receives its calls mainly highlight that 40% of the calls are received from residential areas, 16% of calls are from railway stations, 15% of calls from telephone booth. Lower numbers from important likely places of abuse like institutions or schools may be indicative of lack of access to the telephone for this category, though a large number of children calling from residential areas may include school going children in need.

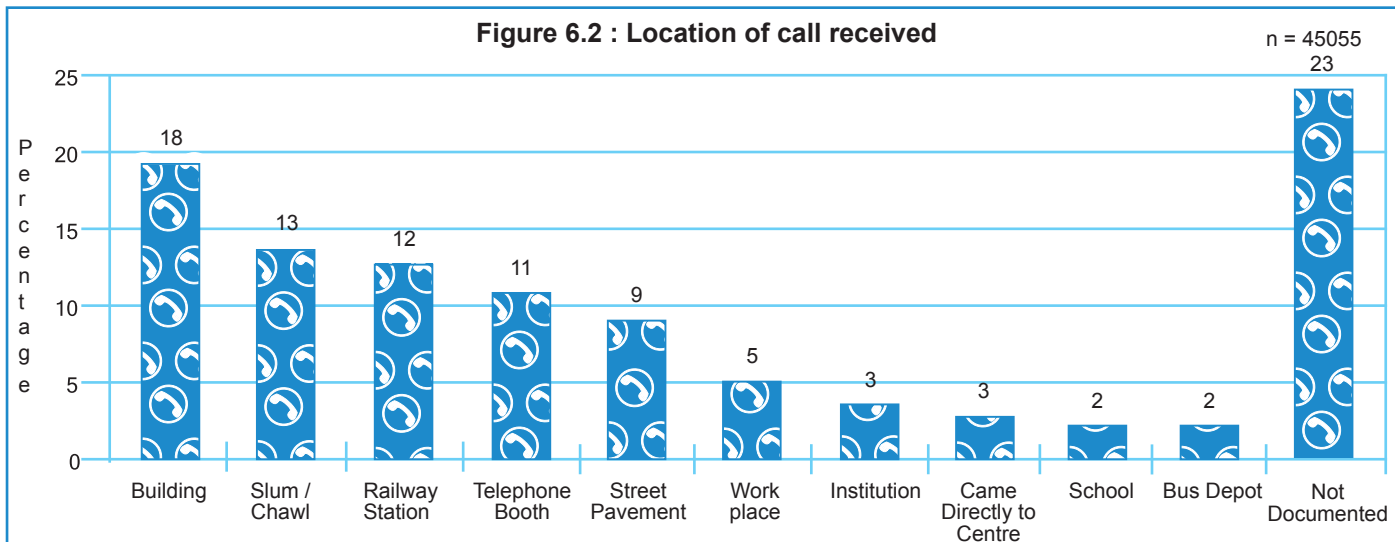


Table 6.2 : Location of Call Received

Time/ Problems	Medical	%	Shelter	%	Resto-ration	%	Missing	%	Rescue	%	Death Re-lated	%	Spon-sorship	%	ES&G	%	Not Doc.	%	Total
Street Pavement	860	21	583	14	751	18	664	16	353	9	7	0	108	3	622	15	173	4	4121
Slum / Chawl	1876	31	473	8	194	3	766	13	200	3	3	0	1243	21	1077	18	222	4	6054
Building	287	3	501	6	476	6	393	5	413	5	3	0	294	3	5.947	70	130	2	8444
Institution	654	34	249	13	163	8	373	19	67	3	4	0	301	16	99	5	15	1	1925
Bus Depot	42	3	200	14	309	21	641	44	56	4	0	0	24	2	161	11	25	2	1458
Railway Station	874	15	1456	26	2276	40	402	7	122	2	2	0	16	0	215	4	294	5	5657
School	27	3	34	4	15	2	31	3	53	6	0	0	63	7	718	75	13	1	954
Telephone Booth	1067	22	414	8	310	6	108	2	683	14	9	0	345	7	1903	38	111	2	4950
Come Di-rectly to	590	55	90	8	75	7	37	3	36	3	0	0	142	13	37	3	64	6	1071
Work Place	156	8	362	19	742	40	60	3	239	13	4	0	48	3	90	5	169	9	1870
Not Docu-mented	756	9	1197	14	1396	16	767	9	921	11	11	0	431	5	2146	25	926	11	8551
Total	7189	16	5559	12	6707	15	4242	9	3143	7	43	0	2584	6	10869	24	2142	5	45055

In relation to location

- Maximum calls from street/pavements and slums are for medical assistance 22%, followed by sponsorship 21%, missing 17% and ES&G 16%.
- Maximum calls from railway stations are for shelter (27%), followed by calls for medical assistance (16%).
- It is interesting to note that almost 76% of the calls for counselling are from school.

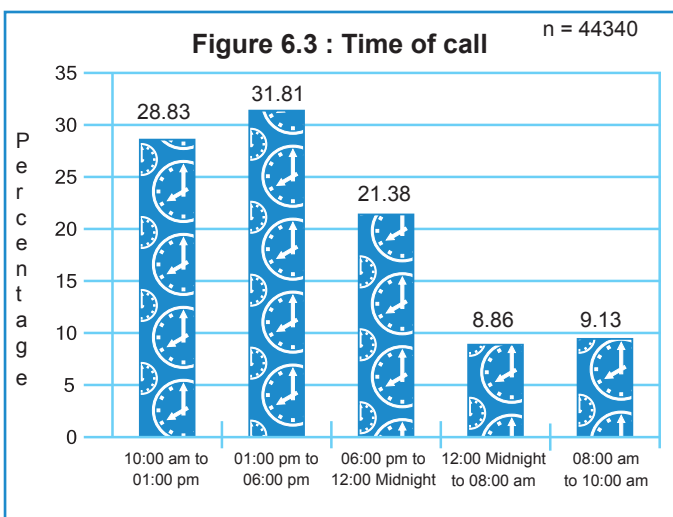
- 40% of calls coming from telephone booth are for ES&G, while 22% are for medical.
- Children who come directly to the CHILDLINE centre for medical assistance account for 59%.
- Calls coming from a workplace, 21% calls for shelter, while 14% call for protection against abuse.

The call locations are closely connected to the type of problem e.g. Street children calling for medical assistance.

6.3 : Time of call

The data has been analysed in five time slots. The first two slots are from 10:00 am to 1:00 pm and 1:00 pm to 6:00 pm which is the general office time of most organisation.

The remaining three slots are 6:00 pm to 12:00 midnight, 12:00 midnight to 8:00am and 8:00 am to 10:00 am.



60% are received during the working hours. 40% of the calls are received after working hours of the organisations strengthening the need for a 24-hour service for children however, after midnight, calls are much less.

- 60% of the calls were received during 10:00 am to 01:00 pm, 40% of the calls for ES&G are received during 06:00 pm to 12:00 midnight after working hours of organisation, followed by 10% for medical assistance. 9% from mid-night to 8am.

This chapter looked at the major trends in terms of problems classified and assistance provided by the CHILDLINE's. It also looked at the aggregate data on profile of caller, call location and demographic profile. The following section will examine whether there are any major regional variations in major indications. These would develop intervention strategies and guide an efficient at capacity building of CHILDLINE's teams.

Table 6.3 : Time of Call

Time/ Problems	Medical	%	Shelter	%	Resto-ration	%	Missing	%	Rescue	%	Death Related	%	Spon-sorship	%	ES&G	%	Total	%
10.00 am to 01.00 pm	2666	21	1778	14	1785	14	1217	10	937	7	8	0	1073	8	3318	26	12782	28.83
01.00 pm to 06.00 pm	2247	16	1638	12	1892	13	1624	12	932	7	8	0	1329	9	4433	31	14103	31.81
06.00 pm to 12.00 Mid-night	977	10	996	11	1475	16	1388	15	488	5	13	0	306	3	3836	40	9479	9.479
12.00 Mid-night to 08.00 am	575	15	629	16	689	18	409	10	381	10	6	0	123	3	1115	28	3927	8.86
08.00 am to 10.00 am	908	22	418	10	478	12	462	11	235	6	4	0	217	5	1327	33	4049	9.13
Total	7373	17	5459	12	6319	14	5100	12	2973	7	39	0	3048	7	14029	32	44340	100

Zonal analysis of reasons for contacting CHILDLINE (N/S/E/W)

north zone



Northern India lies mainly on continental India, north of peninsular India. Towards its North are the Himalayas which define the boundary between the Indian Subcontinent and the Tibetan plateau. To its west is the Thar Desert, shared between North India and Pakistan and the Aravalli Range, beyond which lies the state of Gujarat.

The Vindhya Mountains are, in some interpretations, taken to be the southern boundary of North India.

Northern India lies mainly in the North Temperate Zone of the earth. Though cool or cold winters, hot summers and moderate monsoons are the general pattern, Northern India is one of the most climatically diverse regions on Earth

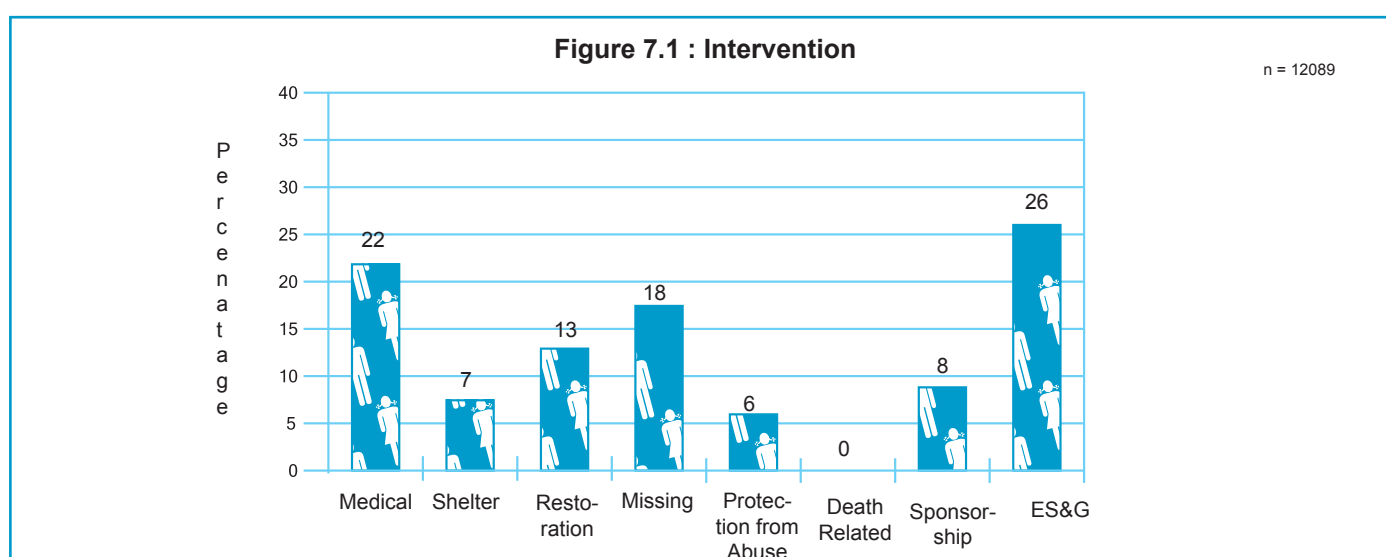
The economy of northern India is predominantly agrarian like other parts of the country; culturally, socially and historically the country has always been defined by its village societies. But with the rapid growth of more than 8% GDP per annum, the economic landscape is changing fast. Several parts of North India have prospered as a consequence of the Green Revolution, including Haryana, Punjab and Western Uttar Pradesh, and experienced both economic and social development. The eastern areas of East Uttar Pradesh and Bihar, however, have lagged and the resulting disparity has, in the case of Uttar Pradesh, contributed to a demand for separate statehood in West Uttar Pradesh (the Harit Pradesh movement).

The highest per capita income states in Northern India include Punjab, Delhi, Haryana, Himachal Pradesh and the union territory of Chandigarh. Reflecting the prosperity of the western part of North India, Chandigarh has the highest per-capita State Domestic Product (SDP) of any Indian state or union territory, while Delhi and Haryana rank second and third (after Goa) among the states (see main article: States of India by size of economy). On the eastern flank, Bihar has the lowest per-capita SDP of any Indian state. The region contains both Himachal Pradesh, which is one of India's most literate states (fourth after Mizoram, Kerala and Goa in decreasing rank, see main article: Indian states ranking by literacy rate) as well as Bihar, which is India's least literate state.

(Source : Wikimedia Foundation, Inc.)

Table 7.1 : Intervention Calls

Categories	Monthly Report		ChildNET		Variation in Reporting
Intervention	Total	%	Total	%	Total
Medical	2,981	20	2,720	22	261
Shelter	1,101	7	824	7	277
Restoration	1,471	10	1,552	13	-81
Missing	3,166	21	2,177	18	989
Protection from Abuse	918	6	766	6	152
Death Related	15	0	12	0	3
Sponsorship	1,106	7	939	8	167
ES&G	4,491	29	3,099	26	1,392
Total	15,249	100	12,089	100	3,160

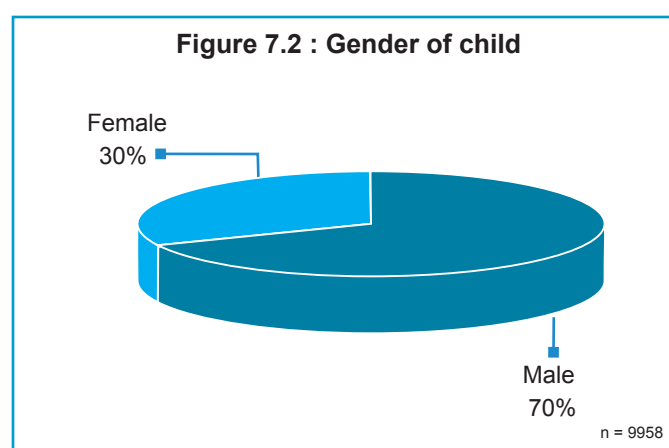


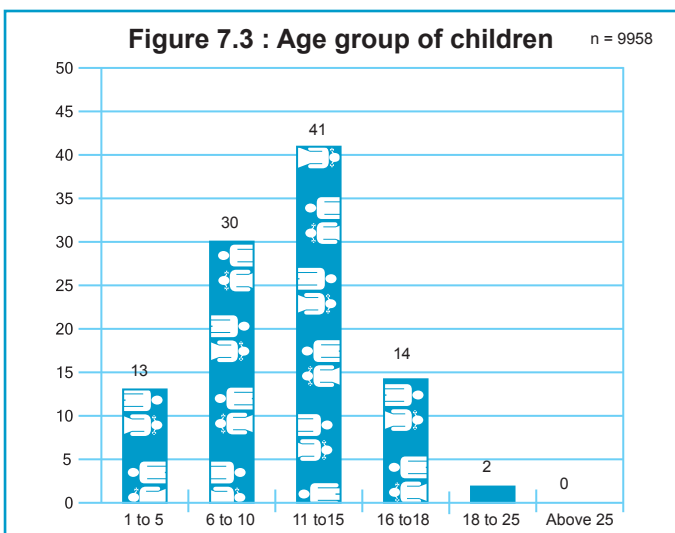
Comparative analysis of Monthly Report v/s ChildNET for the north zone highlights a difference of around 3000 (21%) cases which were not recorded in ChildNET, major difference has been noticed in Missing, ES&G and Shelter.

Thus highlights the nature of intervention calls - ES&G calls and Medical are prominent categories of direct intervention in the northern zone which have been further discussed below. Besides these missing 18% and restoration 13% are other major categories requiring direct intervention. Both categories include cases of trafficking and child labour.

For the period under study, in the north zone CHILDLINE is present in the following states of which covers Jammu & Kashmir, Punjab, Haryana, Delhi, Uttar Pradesh & Rajasthan. CHILDLINE is operational in 16 cities

The analysis of data pertaining to different age groups and gender of children who have been assisted by CHILDLINE, indicates that male account for 70% of the children who were assisted while female at 30%. The proportion of male children is slightly higher than the national figures. The age and gender variables show that the maximum gap in the age group of 11 to 15. This age group largely compress by street children and school going children.





Out of the total children assisted by CHILDLINE in 16 cities, 20% of the children were reported to be emotionally disturbed; 19% were street children, 14% were with family in crisis, 5% were children reported as child labourers. In 15% of the cases Life situation was not documented.

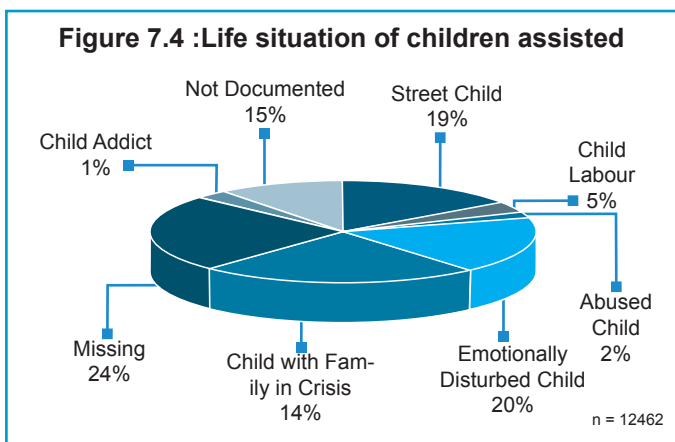
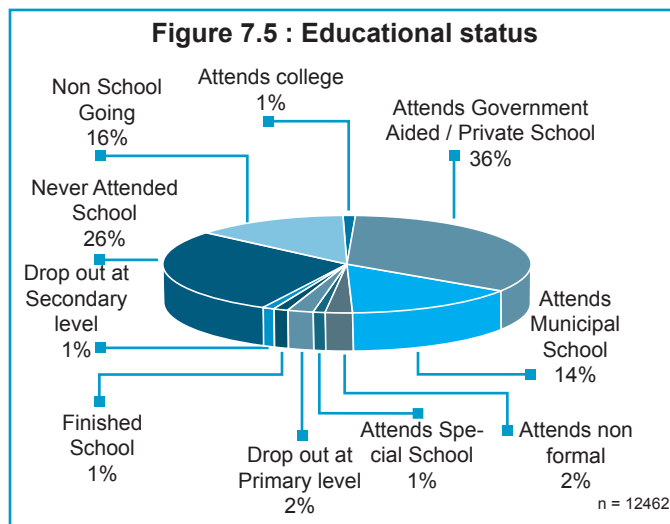


Table 7.3: Gender and Age group of children assisted

Age group / Gender	Male	Female	Total
1 to 5	809	477	1286
6 to 10	2195	817	3012
11 to 15	3051	1024	4075
16 to 18	778	587	1365
19 to 25	88	90	178
Above 25	19	23	42
Total	6940	3018	9958

As evident, 36% of the children reported that they attended government aided/private school, 26% never attended school, 16% non school going, while 14% is heart warming to know attended municipal school. Thus over 50% are going to some school or have finished school.



MEDICAL ASSISTANCE

Further break up of Medical cases reveals that first aid and OPD accounts for more than 45%, while hospitalisation, accident casualty and mental illness accounts for the remaining 4%.

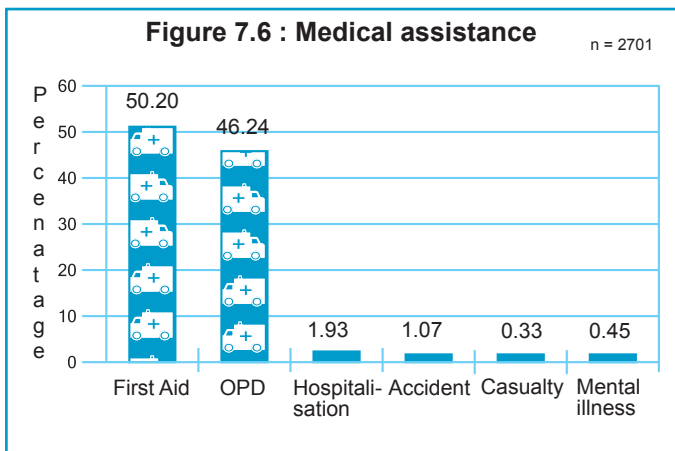


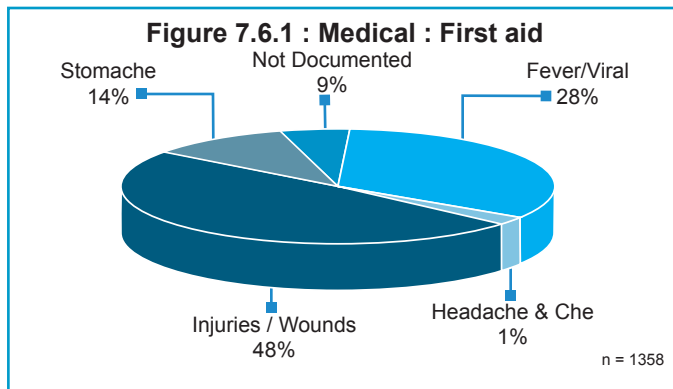
Table 7.6 : Medical Assistance

Medical	Total	%
First Aid	1358	50.28
OPD	1249	46.24
Hospitalisation	52	1.93
Accident	29	1.07
Casualty	9	0.33
Mental illness	4	0.15
Total	2701	100

Nature of problems which were reported in first aid were as follows:

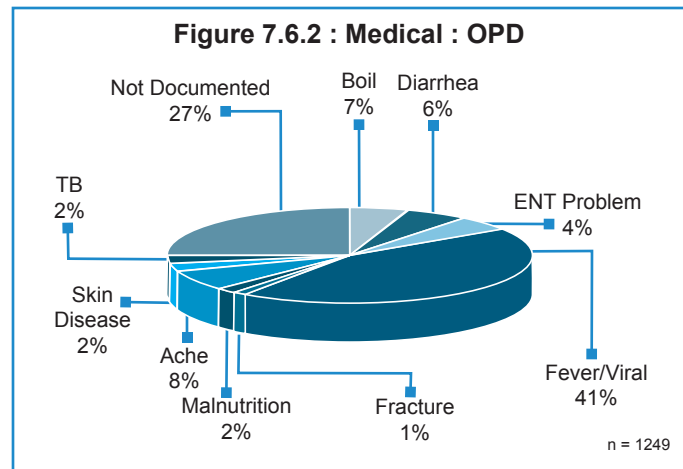
Medical : First Aid - 1358 (50%)

Injuries and Wounds account for 48%, Fever/Viral 28%, Stomach ache 14%.



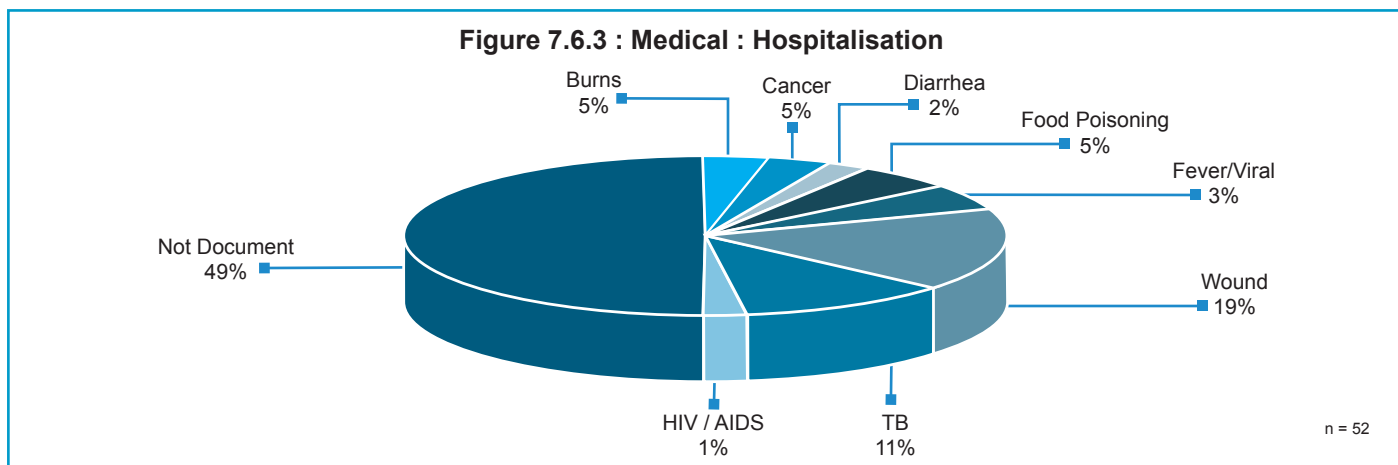
Medical : OPD- 1249 (48%)

Fever/Viral 41%, Boil 7%, ENT problem 4%, Diarrhoea 8%, Not Documented 27%



Medical : Hospitalisation - 52 (2%)

Wounds 37%, TB 19%, Food Poisoning 12%, HIV/AIDS 4%, Not Documented 49%

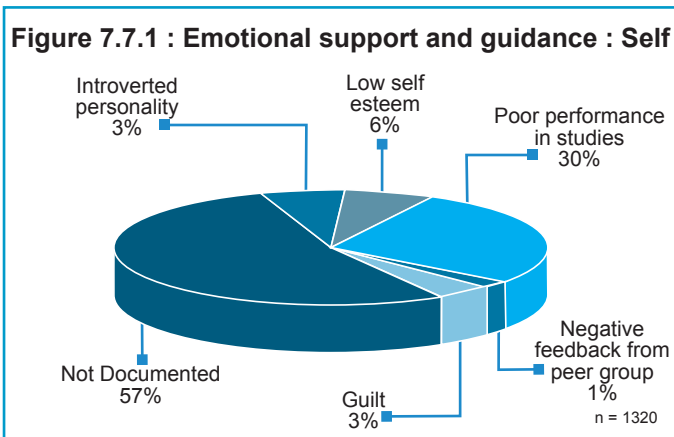
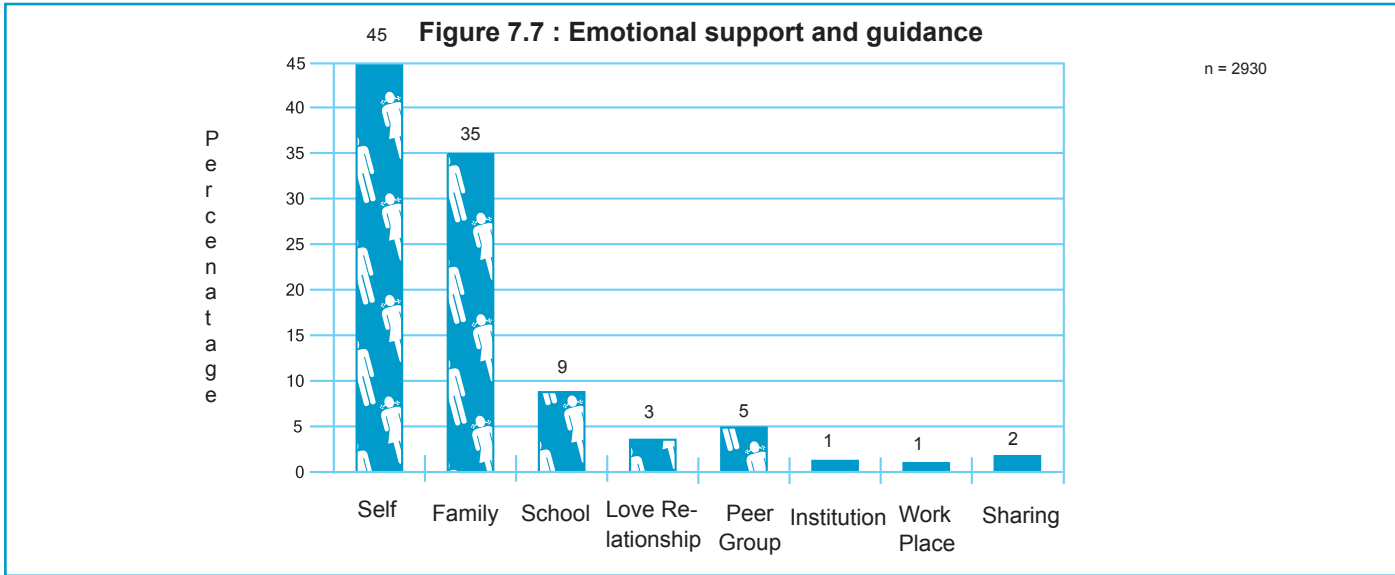


EMOTIONAL SUPPORT AND GUIDANCE

Calls seeking Counselling account for 26% of the total intervention cases, 45% of the children who call seeking counselling are children themselves, further break-up on why children seek counselling is given below

Table 7.7 : Emotional Support and Guidance

Factors contributing to Emotional Support and Guidance trauma	Total	%
Self	1320	45
Family	1022	35
School	251	9
Love Relationship	92	3
Peer Group	136	5
Institution	35	1
Work Place	28	1
Sharing	46	2
Total	2930	100

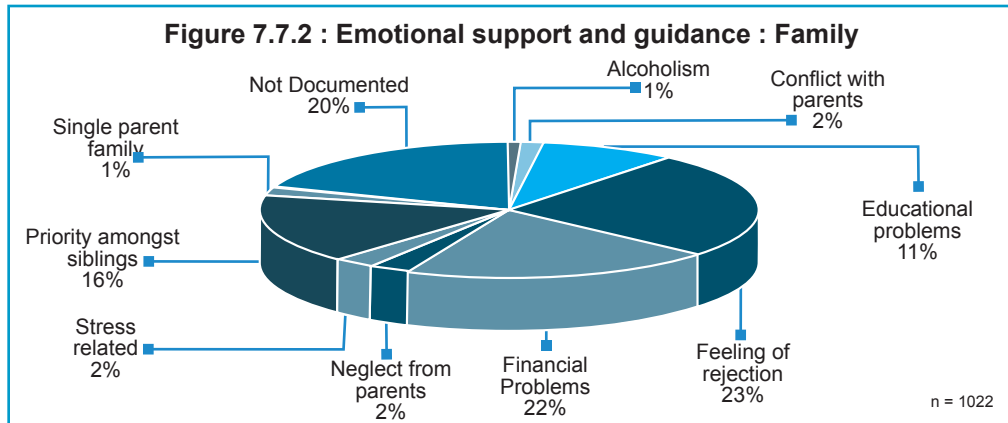


Emotional Support and Guidance : Self-1320 (43%)

30% of the children reported poor performance in studies as a major issue affecting their self esteem, 6% reported low self esteem, guilt and Introverted personality was reported at 3% each. In more than 50 % of the cases the reasons were not documented

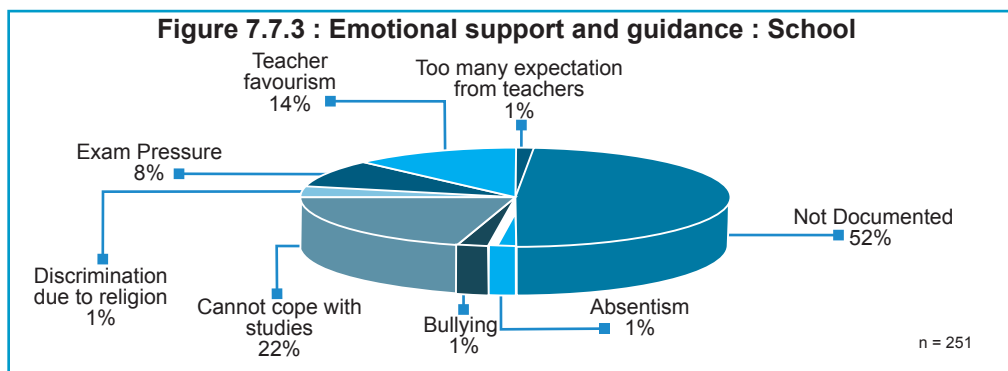
Emotional Support and Guidance : Family-1022 (35%)

Problems related to family were as follows: Financial problems 22%, Feeling of rejection 23%, Priority amongst siblings 16%, Not documented were 20%.



Emotional Support and Guidance : School-251 (8%)

22 % of the children reported that they find difficult coping with studies, 14% reported teacher favourism, while 8% reported exam pressure. In more than 50% of the cases the reasons were not documented.



Case Studies

Allahabad

Death Related Call

CHILDLINE performs the last rites...

The low value placed on girls subjects them to exclusion, exploitation and violence. Innumerable and unrecorded numbers of baby girls are killed within hours of being born. They are more often than not easily abandoned to fate – death or a good Samaritan.

CHILDLINE Allahabad received a call from the Station Officer of Koroan, a village in Uttar Pradesh reporting a new born baby girl found in the bushes. A villager while walking along the river heard the baby crying and informed the officer who then called CHILDLINE for assistance.

The team reached the spot to find the baby in critical condition and so needed to be brought to Allahabad. But tragically before they reached the city the baby died on the way. The matter was brought to the notice of Senior Superintendent of Police (SSP) Allahabad. As per the procedures, the postmortem and other legal formalities were conducted and the baby was handed over to the CHILDLINE team. A few days later, the CHILDLINE team arranged for the funeral.

Gorakhpur

Restoration

Anil restored home in Sitamari, Bihar ...

Poverty in families often leads to older children taking up work to add to family income. Young boys travel to towns and cities and coming into contact with new Afflictions

Drug addiction has become a large phenomenon in India in the past two decades affecting all segments of society, the use of whitener, alcohol, tobacco, hard and soft drugs is an especially wide spread phenomenon among street children, working children and trafficked children

CHILDLINE Gorakhpur was informed about a teenager who had deep wounds on his legs and was lying on the road. The team rushed to the spot to find the boy with wounds severely infected with worms. The boy was admitted for three days to hospital for treatment. Following his recovery he told CHILDLINE that he was from a poor family and was working in Bihar in a small hotel. Here he got addicted to drugs and on one occasion met with an accident and was probably unconscious for some time.

He injured his leg severely and did not get any medical attention. He was confused and unknowingly boarded a train which reached Gorakhpur.

Anil provided the team with details of family and village in Sitamarhi, Bihar. The team contacted CHILDLINE Sitamarhi. CHILDLINE Sitamarhi appraised the team about the flood situation in the area of his village and so it would be impossible for him to travel back home. In a few weeks, Anil was taken to Bihar and was soon reunited with his overjoyed family. The family was cautioned that their overall negligence of their son, could have been fateful.

Lucknow

Restoration

Raj reunited with his family after six months...

The urban population is also rapidly growing due to large-scale internal migration from rural areas to cities for a possible better life. A large proportion of this migrating population ends up residing in slums in inhuman conditions. All this has led to a huge number of homeless children, pavement dwellers, street and working children and child beggars, who are left alone.

Himesh was from Unnao District in Uttar Pradesh. After his father passed away, his mother was remarried and he was sent to live with his grandparents. One day, he was beaten up by his uncle after which he left the house in a fury and travelled to Lucknow to earn a living. He survived in this huge city for six months without a stable income or a proper place to live.

Late one night, CHILDLINE Lucknow receives a call about an 8-year-old boy found unconscious near Hanuman Mandir. After providing immediate first aid, the CHILDLINE team shifted Himesh, who appeared malnourished to another hospital for further treatment. Here the staff were not very cooperative. The team persuaded a police officer and media crew present in the hospital to help them get the doctors attention. The tests were finally conducted and the result confirmed the team's worst fear – Lung Tuberculosis. Raj's details were put in local newspapers and his mother and grandparents were soon reunited with an overjoyed Raj ! They were explained his situation and the long term treatment he required. Raj was lucky that he was able to go back home and get the love and care he required.

Meerut

Restoration

Visually impaired child restored home...

80% of persons with disabilities live in developing countries and less than 10 % of the 120 to 150 million disabled children and young people, attend school. Disability is a source of stigma for children and their families. They are ostracized and looked down upon by the community. They are especially vulnerable to neglect, physical abuse, sexual violence, exploitation and lack recognition in their communities and more appallingly in their families.

Such was the case of 16 year old Shankar who was visually impaired. He stayed with his siblings and parents in Delhi. The family could not afford to send him to any special school and so spent his days at home, often made fun off by his siblings and the children in the neighbourhood. The last straw was when his sister began teasing him. He got fed up and started beating her. After the incident he worried about the consequences, when his father found out and so, took a rickshaw to the station and got into a train. He landed in Meerut, Uttar Pradesh a new city which confused and scarred him.

A PCO owner spotted him and informed the CHILDLINE team. The team brought him to the centre where he gave details of where he lives and how he came to the city. The team members soon got in touch with his parents who were glad to know he was safe. After proper verification Shankar was accompanied back home. The team members met his parents and said how lucky Shankar was to be safe and that they should be more sensitive to his needs as a child.

Alwar

Rescue

15-year-old Shalini fights back with the support of CHILDLINE...

Violence against children includes neglect or negligent treatment, harassing behaviour like bullying; mental and physical abuse and injury; exploitation and sexual abuse. A small proportion of violence against children leads to death, but most often the violence does not even leave visible marks. Child abuse may have its roots in issues such as the power relations associated with children or gender and hence children often keep quite. But this was not the case of Shalini, a courageous girl.

Shalini lived with her father and her grandmother in Alwar, Rajasthan. After the passing away of her mother, her relatives began treating her very badly. Her father used to often beat her brutally and Shalini's aunt even tried to sell Shalini off. So one day Shalini finally decided to go the police station and register a complaint against her father. CHILDLINE had got to know about Shalini and took up the case. Shalini told the team about the continuous abuse and threat to her life she was facing while living with her father and his sister. Yet she wanted to continue staying home, as she was convinced that her grandmother could take care of her. Her aunt came to the centre and threatened the CHILDLINE team about filing a case against them if they did not hand over Shalini to them. CHILDLINE infact produced Shalini before the Child Welfare Committee who would decide what is in the best interest of Shalini.

The CWC finally came to the decision that Shalini's request to live with her grandmother would be granted provided her father would financially support her and she would contact CHILDLINE in case of further abuse.

Gorakhpur

Protection from abuse

CHILDLINE community awareness program with coolies at Gorakhpur railway station results in prevention of trafficking of your girls from Nepal

Every year, children are smuggled across borders or trafficked within their home countries, usually from rural to urban areas and sold like commodities. Trafficking violates the children rights guaranteed under international law and it threatens children's survival, development and clearly their protection. Children are trafficked for a number of reasons including labour, entertainment, sport, organ trade, armed conflict or the most common, sexual exploitation.

During an awareness program with porters at the railway station, CHILDLINE staff had highlighted the fact that Gorakhpur Railway Station, being on the border of Nepal and India (Bihar), was an ideal place for traffickers to pass with their victims (women and children).

Within a week of the meeting CHILDLINE received a phone about two possible traffickers with seven young women, who were heading to Mumbai. Team members reached the station, and assessed the situation with the coolies. The Government Railway Police (GRP) was informed and they were quick to respond, apprehending

one of the traffickers. The young women were taken into custody and later released to CHILDLINE who arranged for their temporary shelter. One of the girls was a member of the trafficking group who had planned to sell these girls in Mumbai, under the pretext of finding them jobs in Dubai and Kuwait.

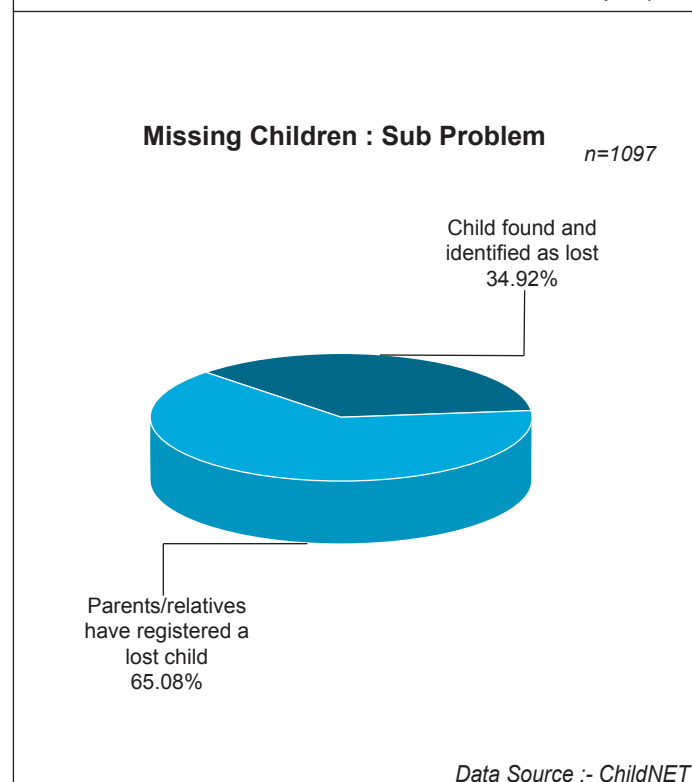
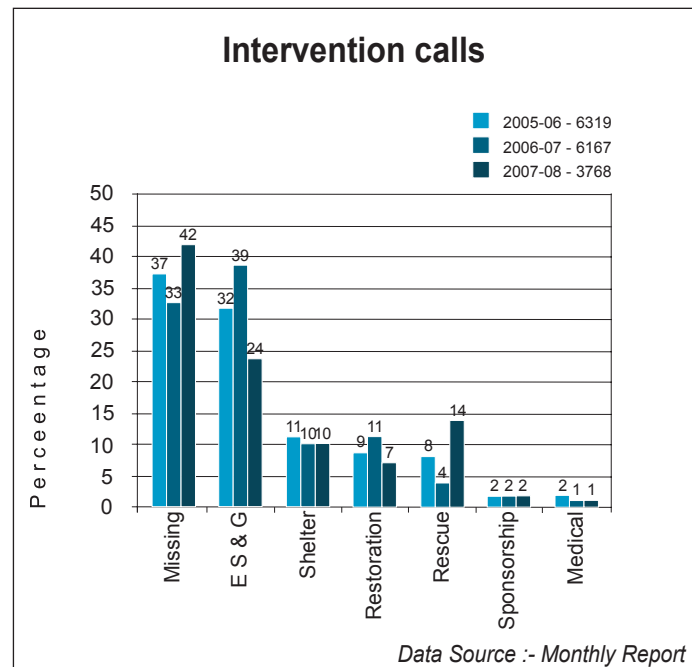
The CHILDLINE team met with an advocate to discuss the filing of the FIR, but the unfortunate part was that police did not comply. The Senior Superintendent of Police Gorakhpur and the Divisional Inspector General, Railway Police Force, referred the case to Superintendent of Police, by which time, the trafficker was released without an FIR, as there was no prima facie case.

The Team now began looking into repatriating the women back to Nepal. Attempts to lodge an FIR here too proved futile. The Nepal Child Welfare Foundation suggested that they hand over the young women to them for further rehabilitation in Nepal.

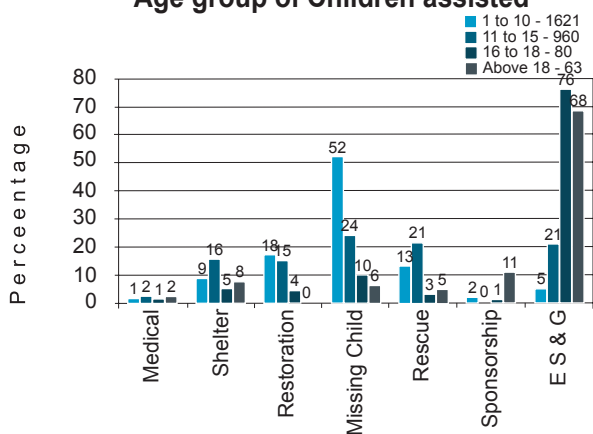
DELHI

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Baalak Trust
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

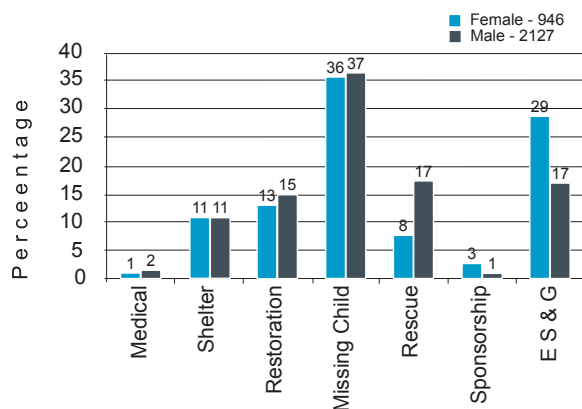
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	47	41
Shelter	382	350
Restoration	270	478
Protection from Abuse (Rescue)	534	471
Death Related	1	1
Sponsorship	58	60
Missing Children	1,583	1,127
Emotional Support and Guidance	893	781
Not Documented	-	110
Total - I	3,768	3,420
II. Follow-up calls	1,839	
III. Did not Find	121	
Total I to III	5,728	
IV. Information		
Information & Referral to Service	1,999	
Information about CHILDLINE & Volunteers	1,789	
Total - IV	3,788	
V. Others		
Silent	31,294	
Blank	51,869	
Wrong	40,139	
Crank/Fun/Abusive	23,564	
Chat	16,650	
Phone Testing	5,692	
Administrative	5,751	
Personal	2,533	
Others	-	
Unclassified	79	
Total - V	177,571	
Total I to V	187,087	



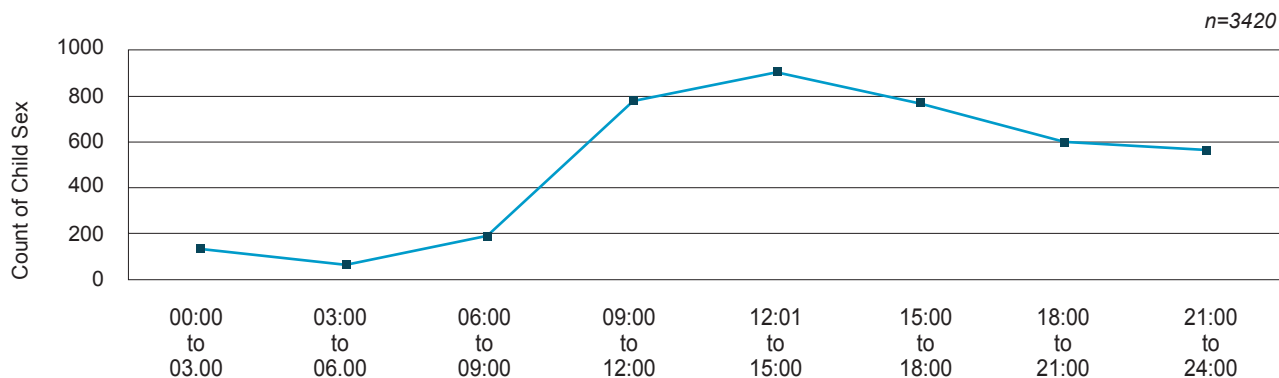
Age group of Children assisted



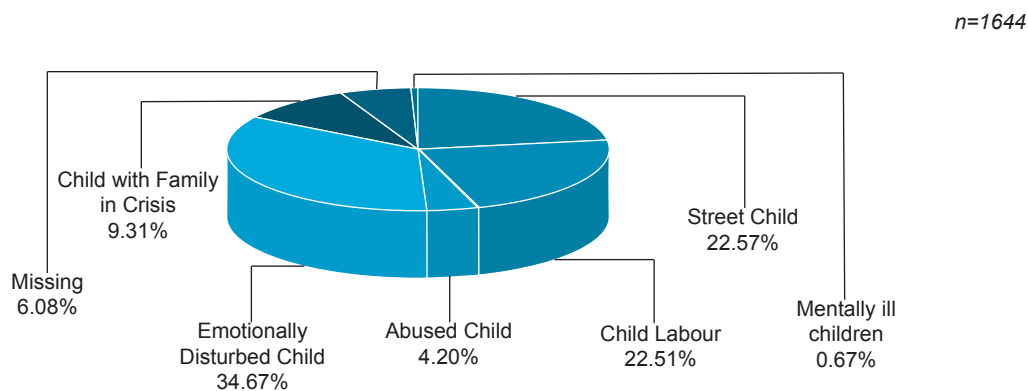
Gender and Problem



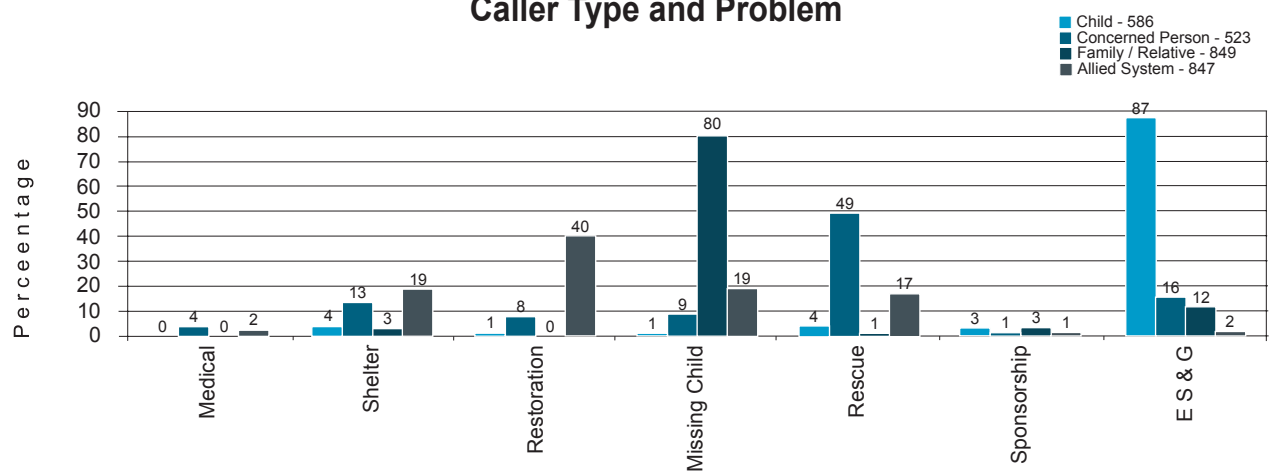
Time of Calls



Life Situation of Children Assisted



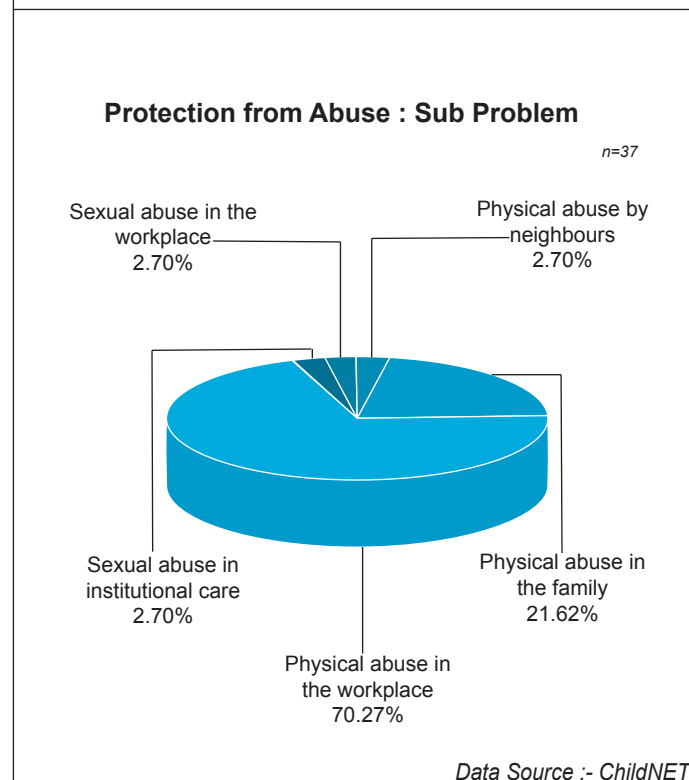
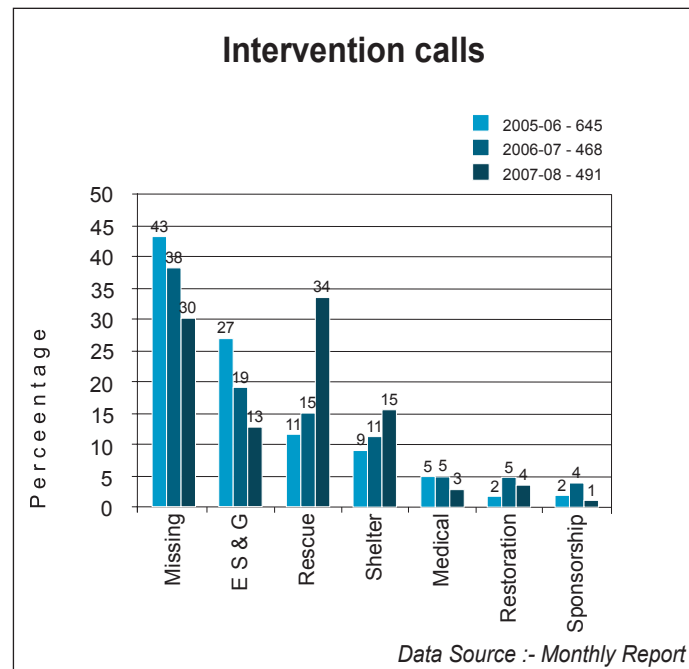
Caller Type and Problem



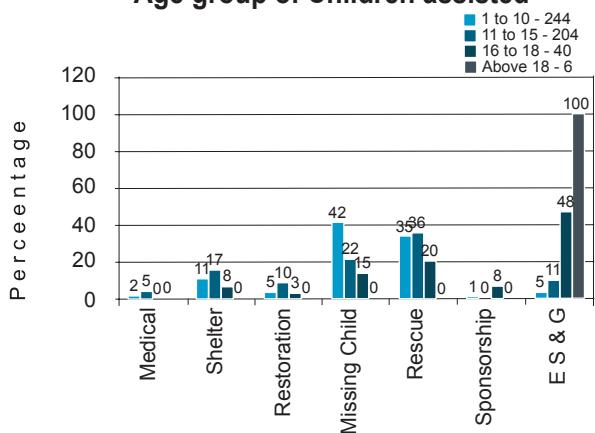
Data Source :- ChildNET

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Butterflies
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

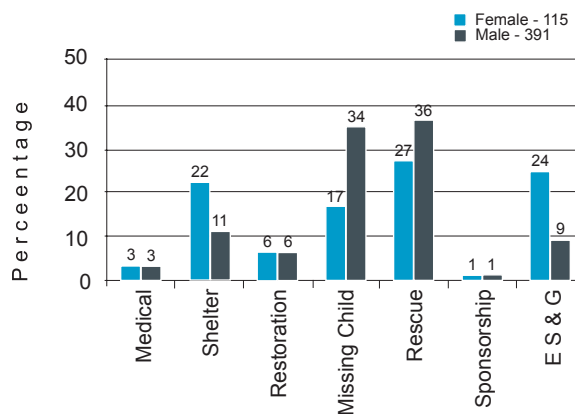
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	13	16
Shelter	76	69
Restoration	18	32
Protection from Abuse (Rescue)	165	174
Death Related	1	1
Sponsorship	6	5
Missing Children	149	153
Emotional Support and Guidance	63	68
Not Documented	-	7
Total - I	491	525
II. Follow-up calls	923	
III. Did not Find	25	
Total I to III	1,439	
IV. Information		
Information & Referral to Service	392	
Information about CHILDLINE & Volunteers	267	
Total - IV	659	
V. Others		
Silent	1,700	
Blank	4,863	
Wrong	2,530	
Crank/Fun/Abusive	53	
Chat	142	
Phone Testing	660	
Administrative	621	
Personal	167	
Others	-	
Unclassified	17	
Total - V	10,753	
Total I to V	12,851	



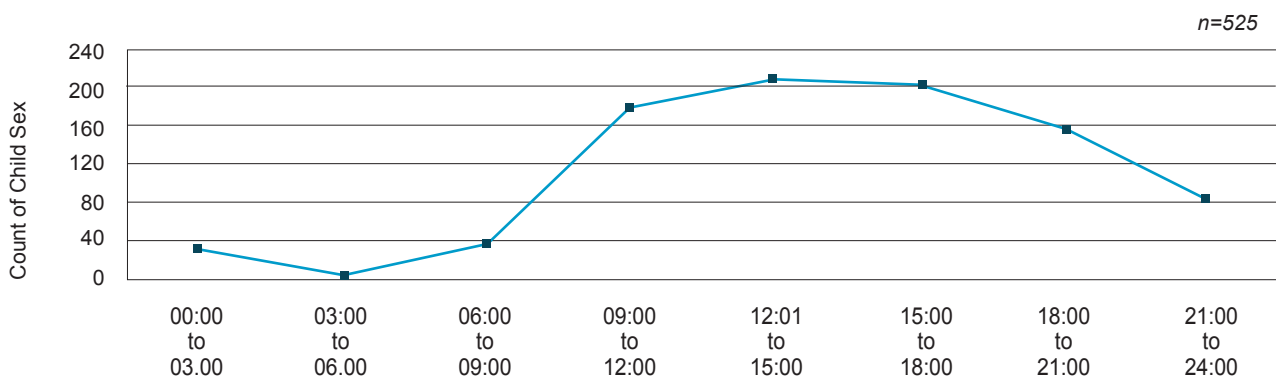
Age group of Children assisted



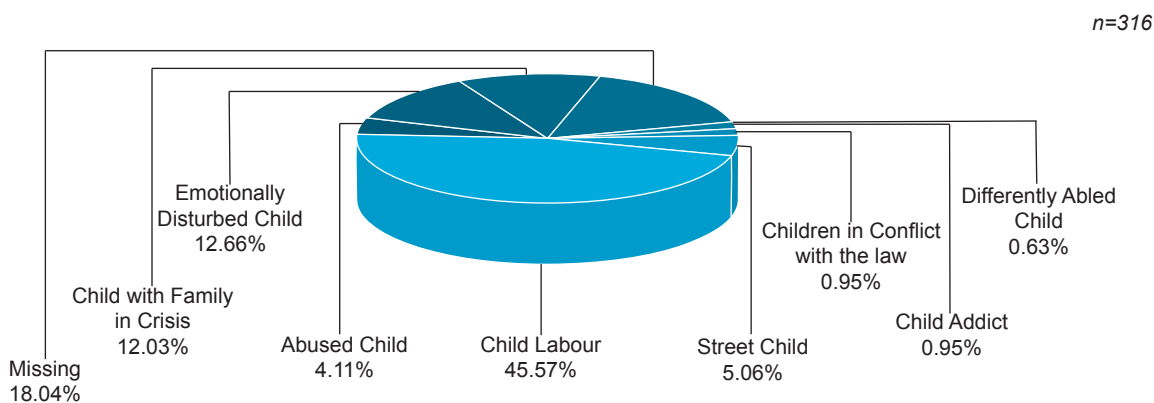
Gender and Problem



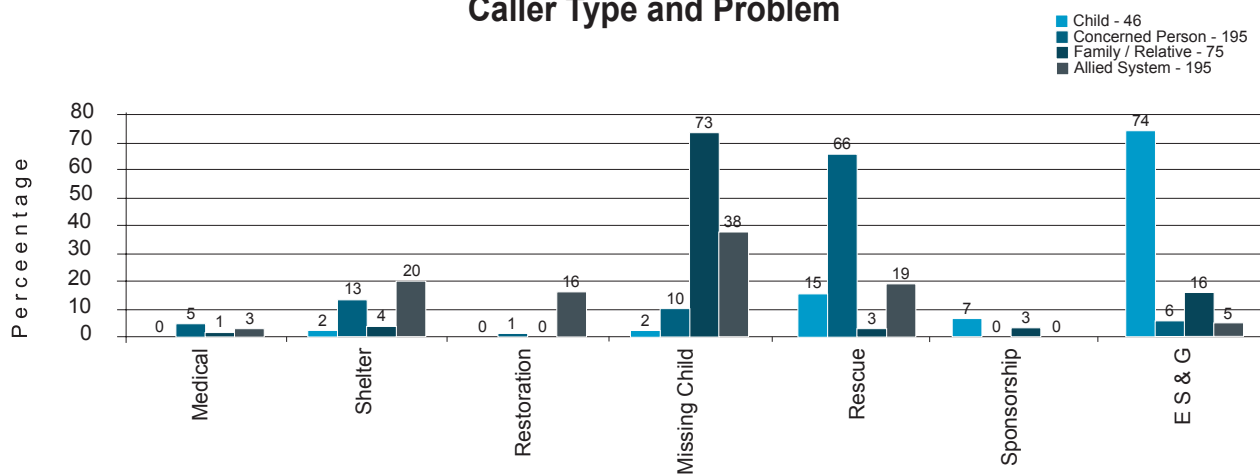
Time of Calls



Life Situation of Children Assisted



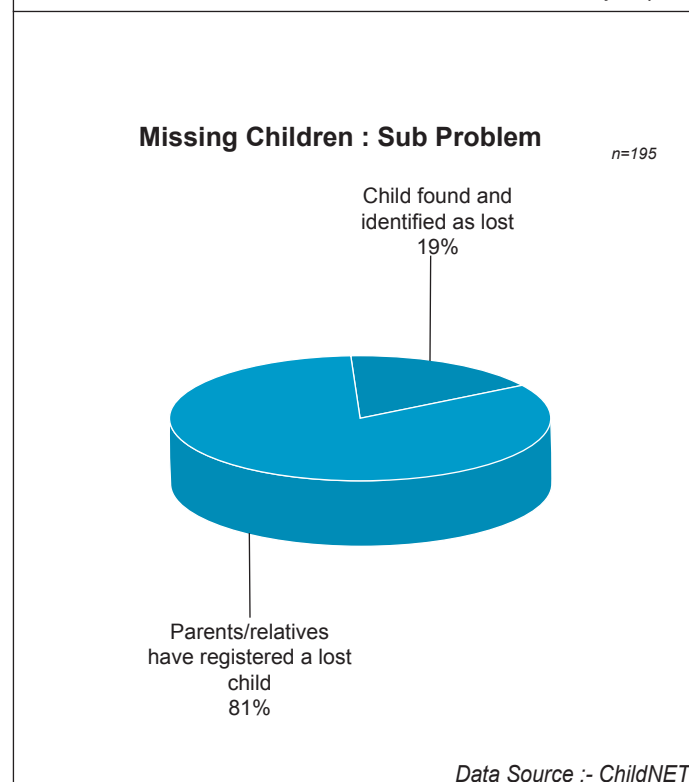
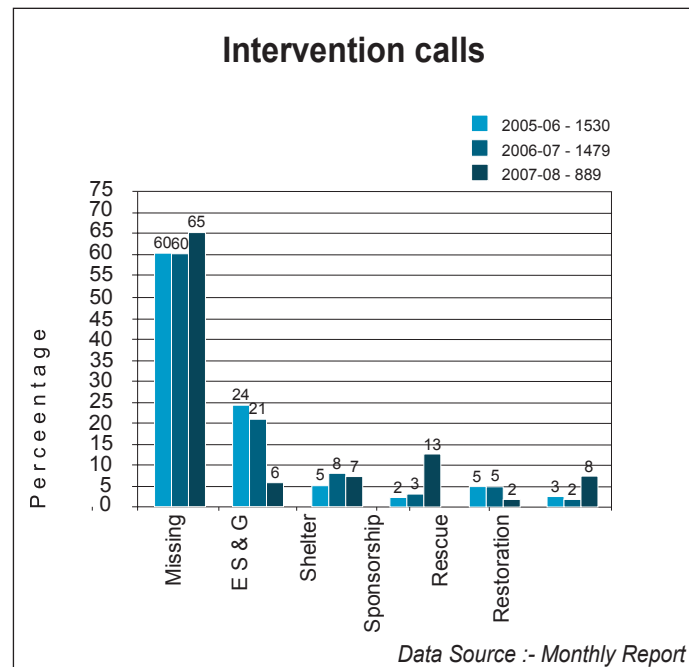
Caller Type and Problem



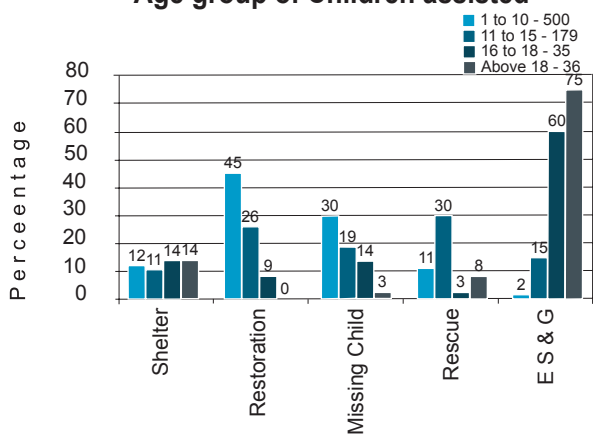
Data Source :- ChildNET

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Delhi Brotherhood Society
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

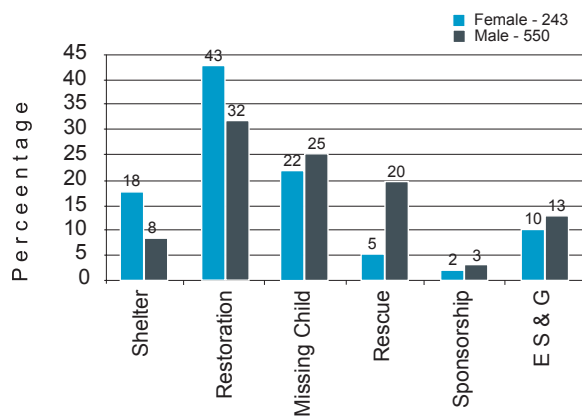
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	0	2
Shelter	66	109
Restoration	67	306
Protection from Abuse (Rescue)	112	133
Death Related	-	-
Sponsorship	16	18
Missing Children	576	195
Emotional Support and Guidance	52	149
Not Documented	-	71
Total - I	889	983
II. Follow-up calls	249	
III. Did not Find	15	
Total I to III	1,153	
IV. Information		
Information & Referral to Service	190	
Information about CHILDLINE & Volunteers	176	
Total - IV	366	
V. Others		
Silent	9,169	
Blank	11,055	
Wrong	11,196	
Crank/Fun/Abusive	5,543	
Chat	3,740	
Phone Testing	1,182	
Administrative	1,363	
Personal	962	
Others	-	
Unclassified	-	
Total - V	44,210	
Total I to V	45,729	



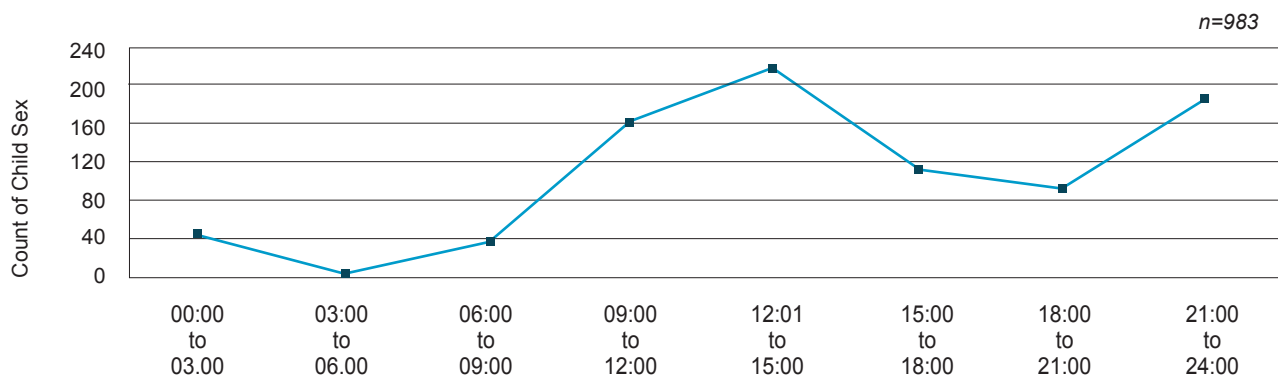
Age group of Children assisted



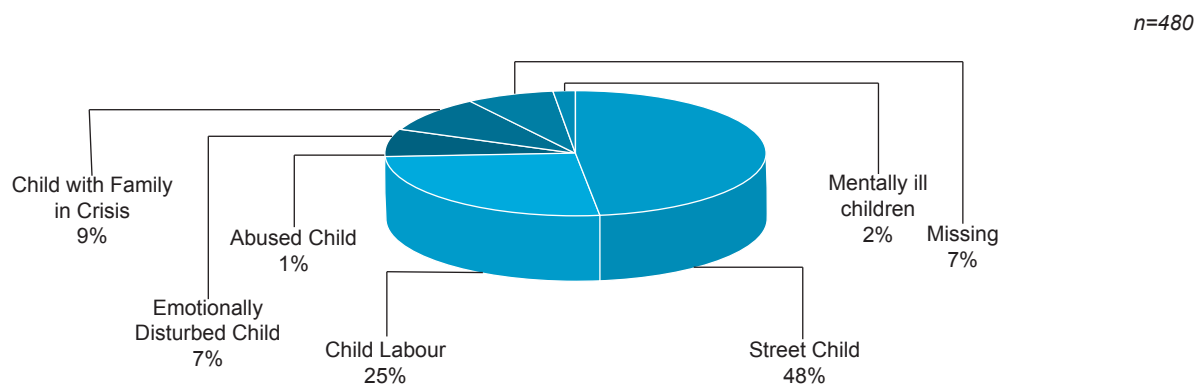
Gender and Problem



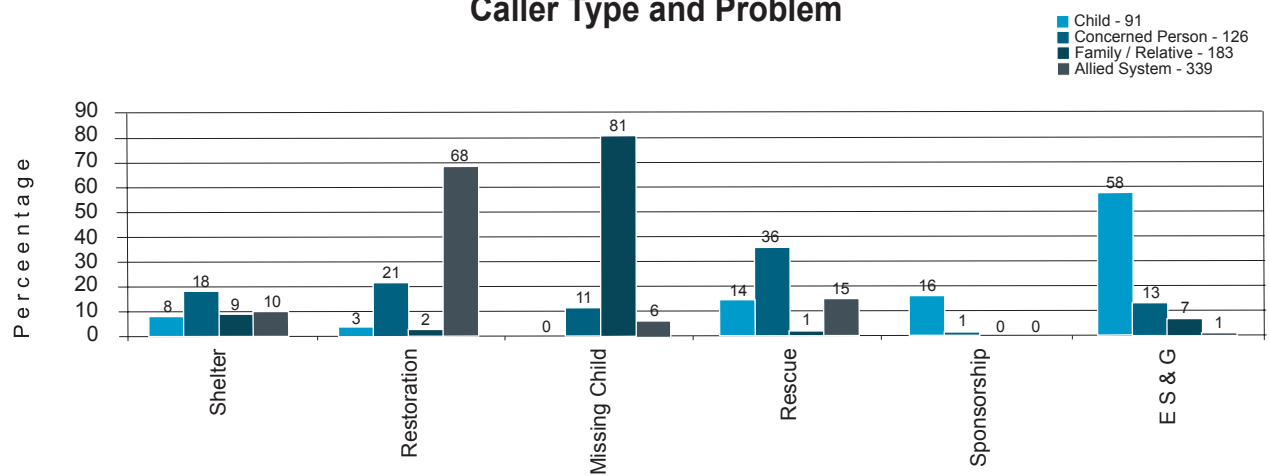
Time of Calls



Life Situation of Children Assisted



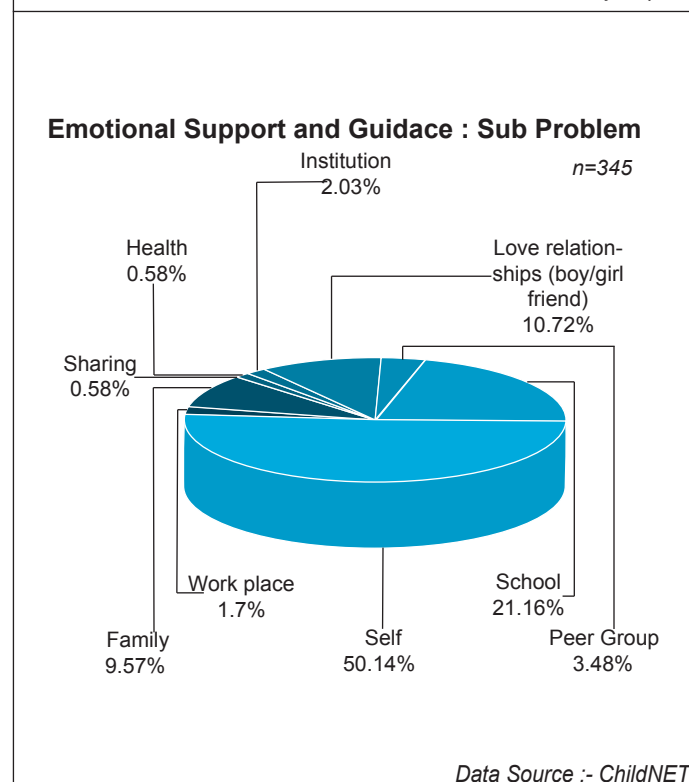
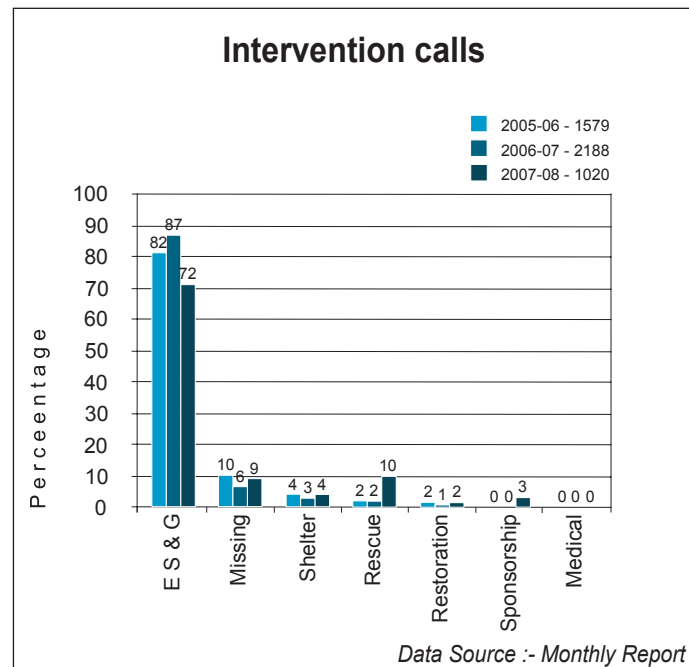
Caller Type and Problem



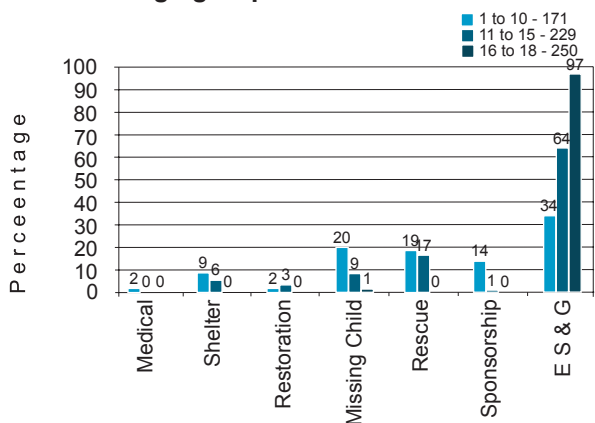
Data Source :- ChildNET

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Don Bosco Ashalayam
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

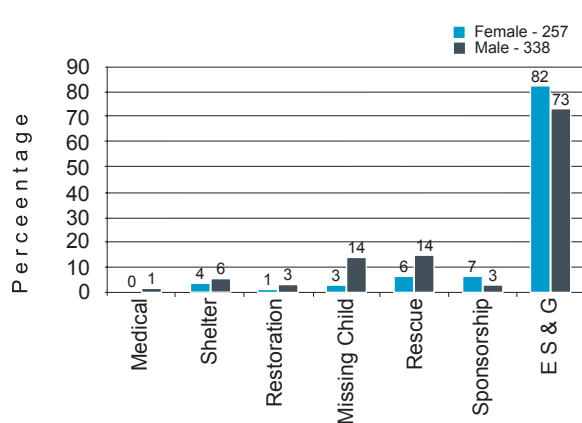
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	4	5
Shelter	36	29
Restoration	21	11
Protection from Abuse (Rescue)	106	75
Death Related	-	-
Sponsorship	28	27
Missing Children	93	59
Emotional Support and Guidance	732	544
Not Documented	-	2
Total - I	1,020	752
II. Follow-up calls	220	
III. Did not Find	-	
Total I to III	1,240	
IV. Information		
Information & Referral to Service	887	
Information about CHILDLINE & Volunteers	1,169	
Total - IV	2,056	
V. Others		
Silent	8,775	
Blank	8,878	
Wrong	11,526	
Crank/Fun/Abusive	4,372	
Chat	2,189	
Phone Testing	2,907	
Administrative	901	
Personal	463	
Others	-	
Unclassified	14	
Total - V	40,025	
Total I to V	43,321	



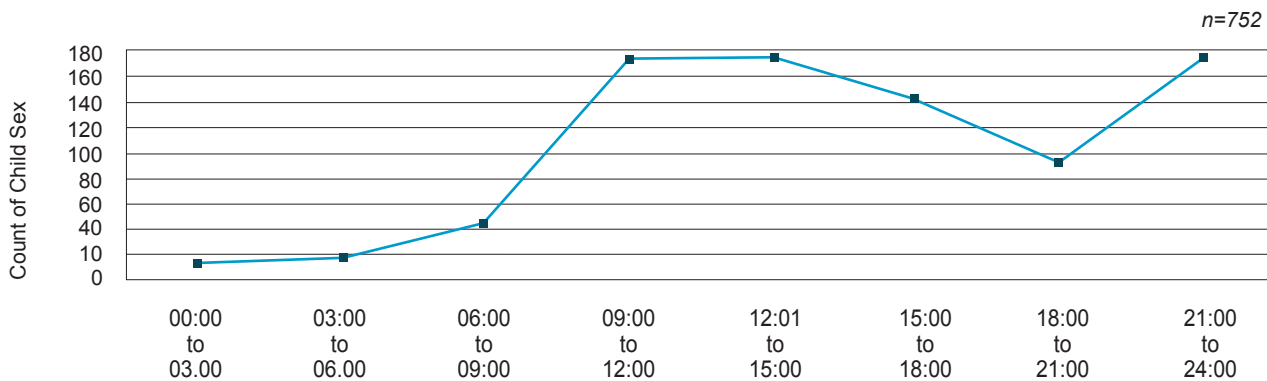
Age group of Children assisted



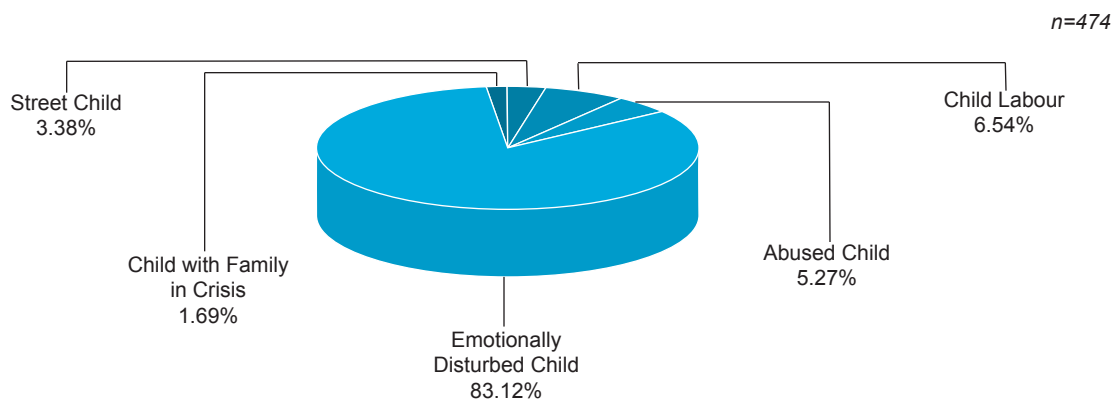
Gender and Problem



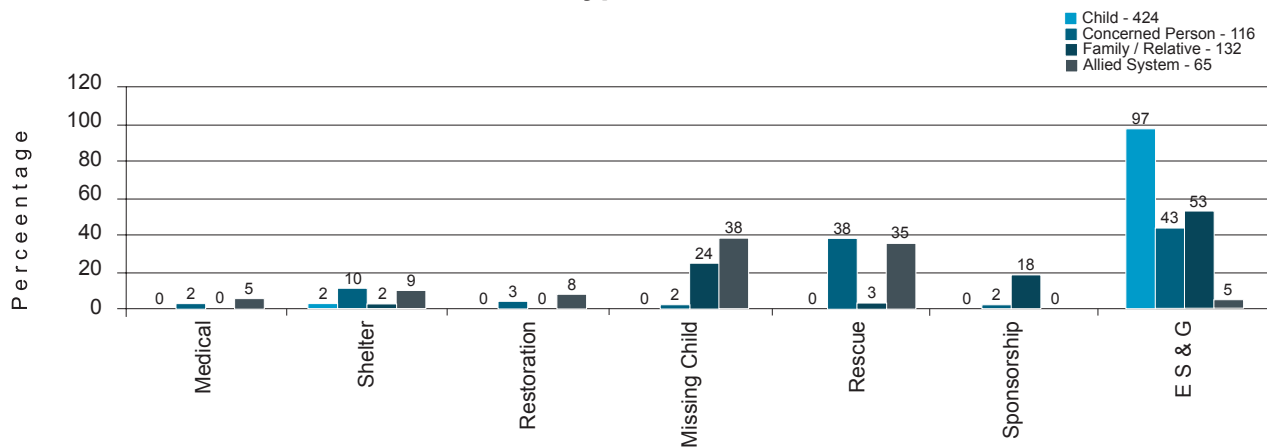
Time of Calls



Life Situation of Children Assisted



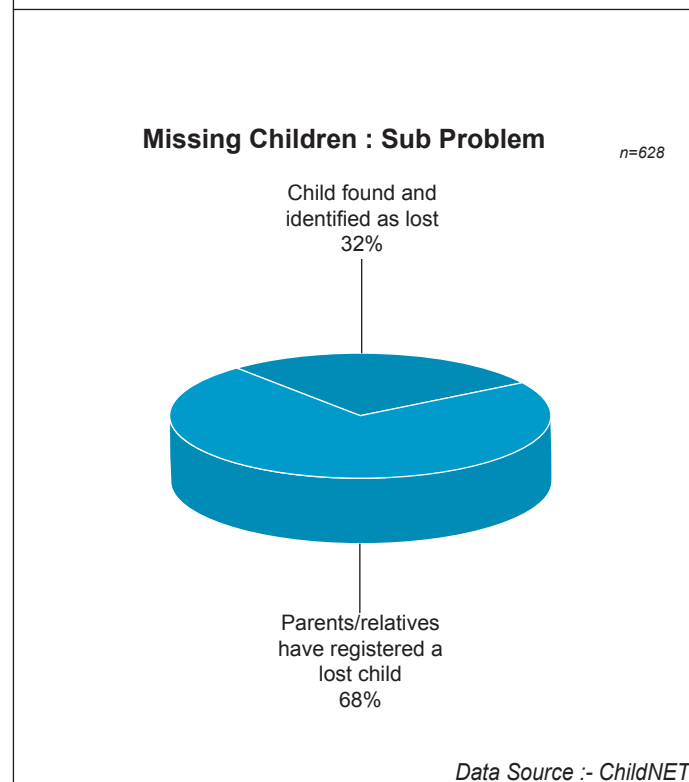
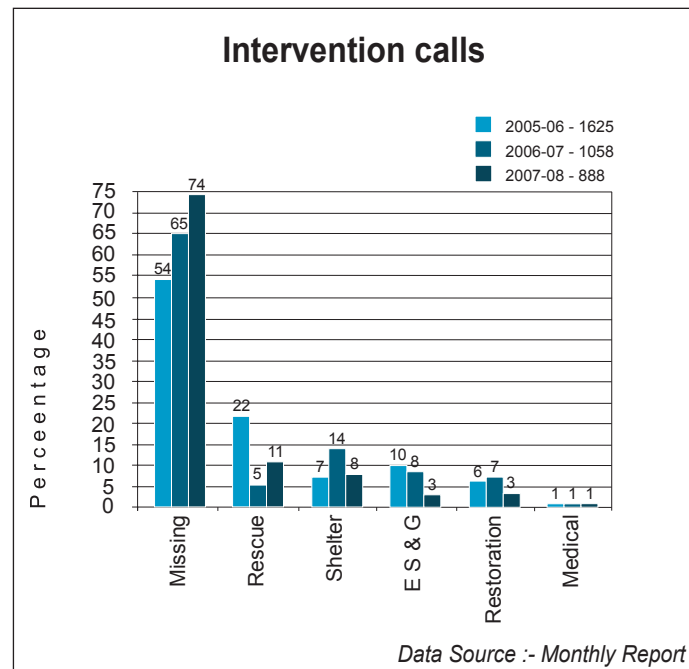
Caller Type and Problem



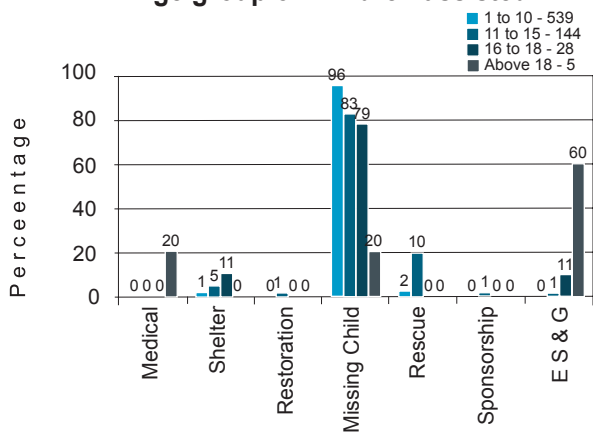
Data Source :- ChildNET

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Prayas
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

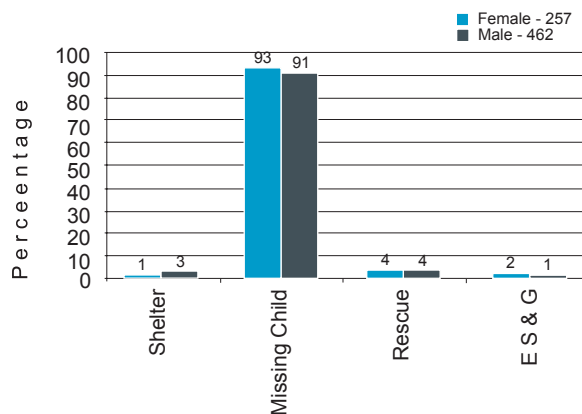
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	1
Shelter	69	18
Restoration	30	1
Protection from Abuse (Rescue)	94	26
Death Related	-	-
Sponsorship	3	2
Missing Children	660	61
Emotional Support and Guidance	24	10
Not Documented	-	5
Total - I	888	724
II. Follow-up calls	408	
III. Did not Find	32	
Total I to III	1,328	
IV. Information		
Information & Referral to Service	321	
Information about CHILDLINE & Volunteers	89	
Total - IV	410	
V. Others		
Silent	3,092	
Blank	9,751	
Wrong	5,772	
Crank/Fun/Abusive	4,116	
Chat	660	
Phone Testing	448	
Administrative	812	
Personal	195	
Others	-	
Unclassified	11	
Total - V	24,857	
Total I to V	26,595	



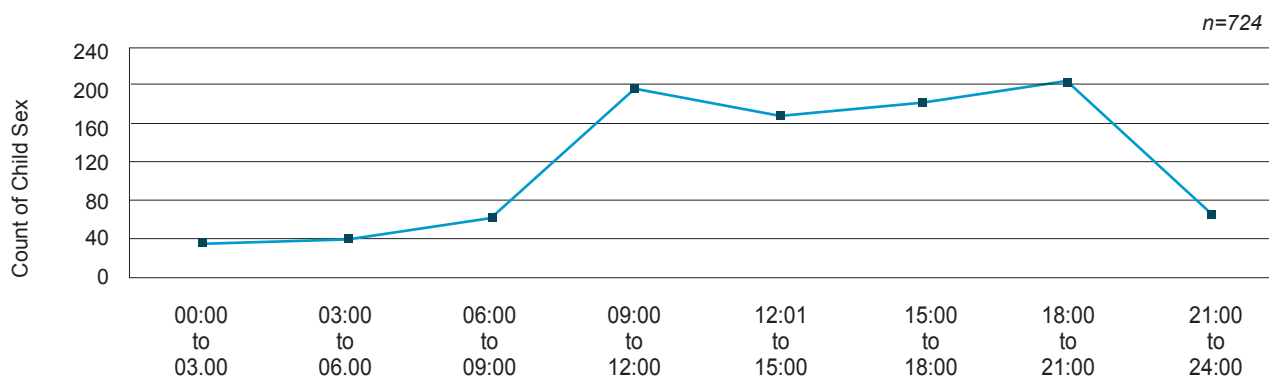
Age group of Children assisted



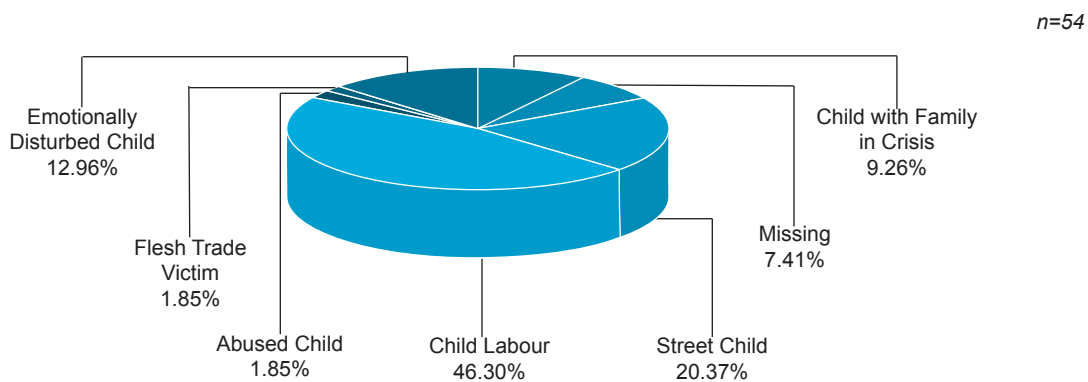
Gender and Problem



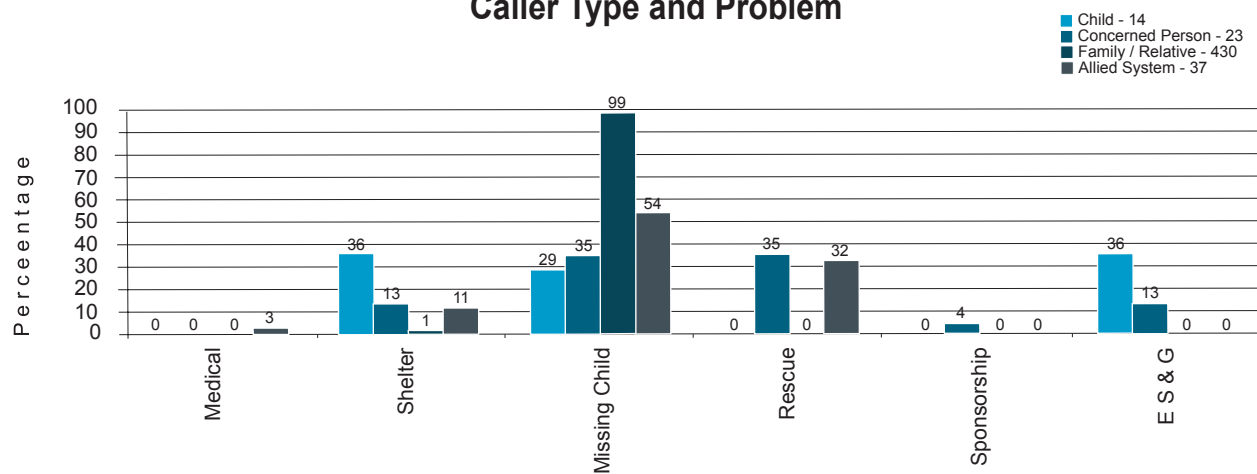
Time of Calls



Life Situation of Children Assisted



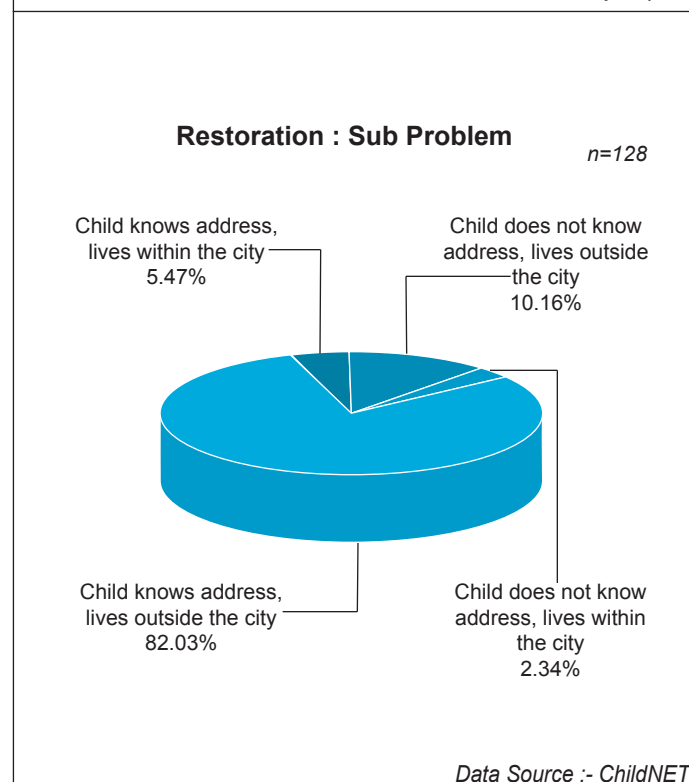
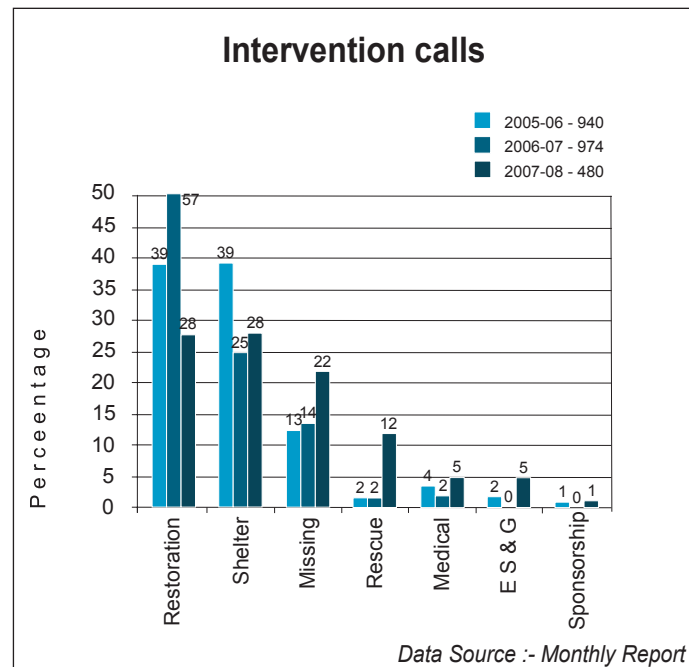
Caller Type and Problem



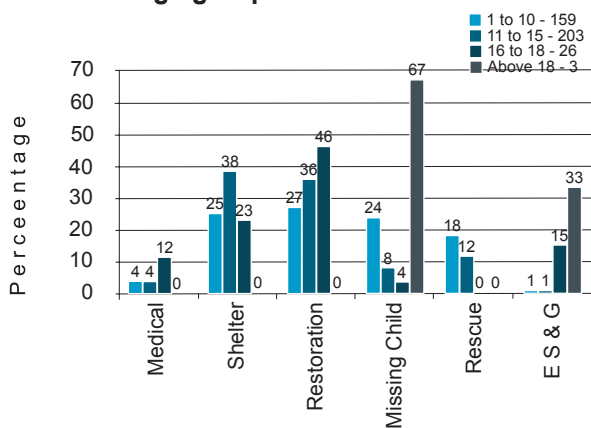
Data Source :- ChildNET

Nodal Organisation	:	Don Bosco Ashalayam
Collaborative Organisation	:	Salaam Baalak Trust
Support Organisation	:	-
Date of Inception	:	October - 1998
Total Calls till March 08 Since Inception	:	17,44,559

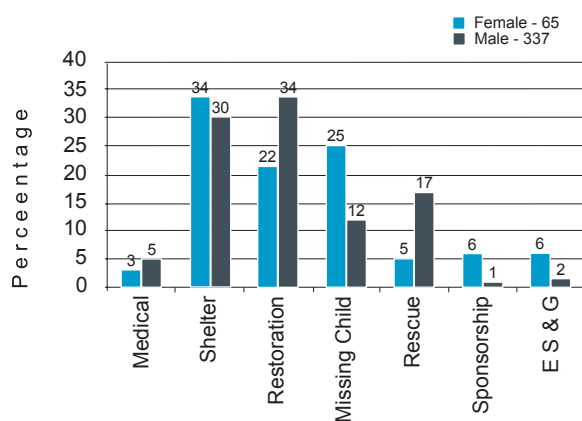
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	22	18
Shelter	135	125
Restoration	134	128
Protection from Abuse (Rescue)	57	63
Death Related	-	-
Sponsorship	5	8
Missing Children	105	59
Emotional Support and Guidance	22	10
Not Documented	-	25
Total - I	480	436
II. Follow-up calls	39	
III. Did not Find	49	
Total I to III	568	
IV. Information		
Information & Referral to Service	209	
Information about CHILDLINE & Volunteers	88	
Total - IV	297	
V. Others		
Silent	8,558	
Blank	17,322	
Wrong	9,115	
Crank/Fun/Abusive	9,480	
Chat	9,919	
Phone Testing	495	
Administrative	2,054	
Personal	746	
Others	-	
Unclassified	37	
Total - V	57,726	
Total I to V	58,591	



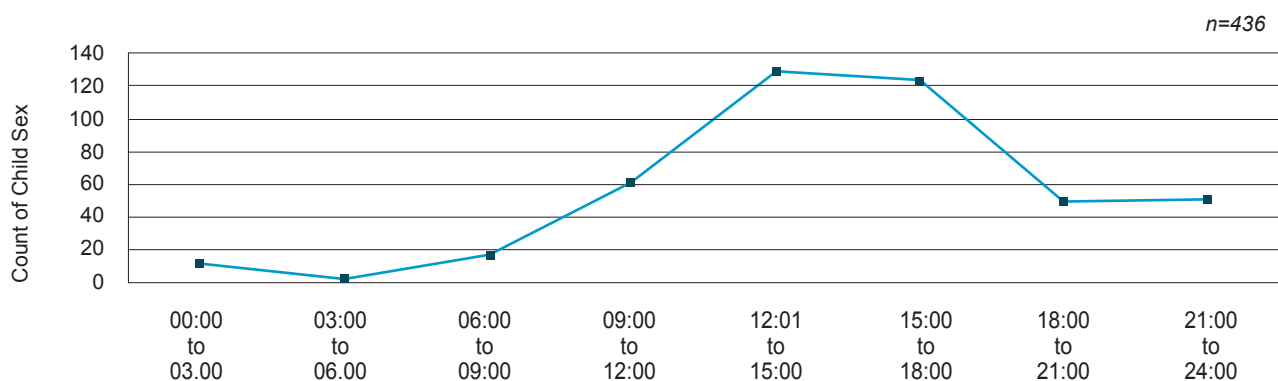
Age group of Children assisted



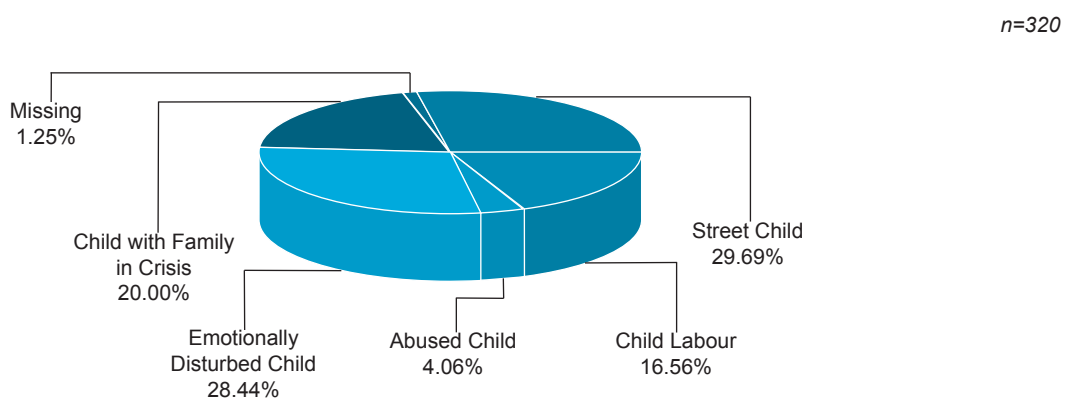
Gender and Problem



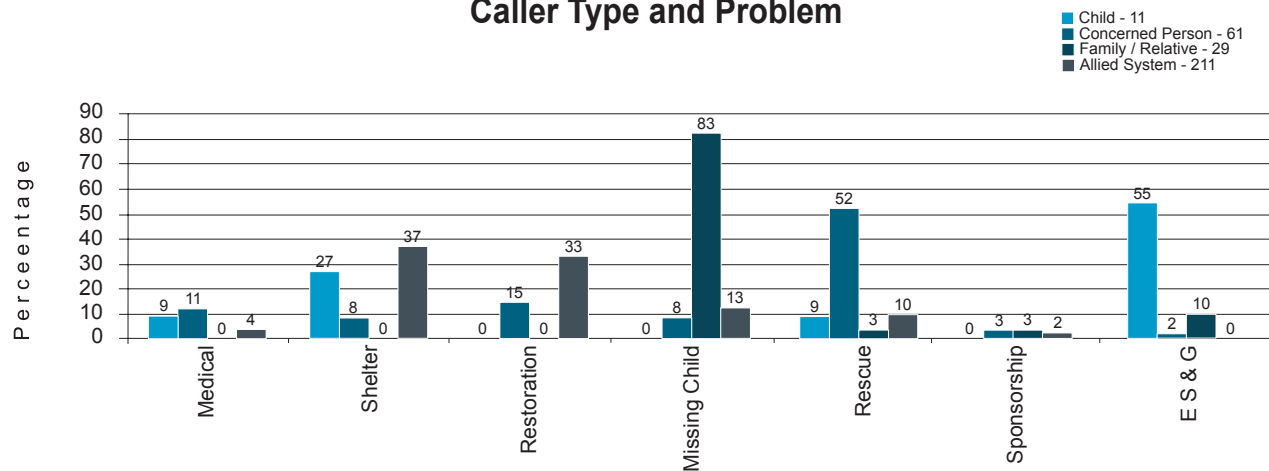
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

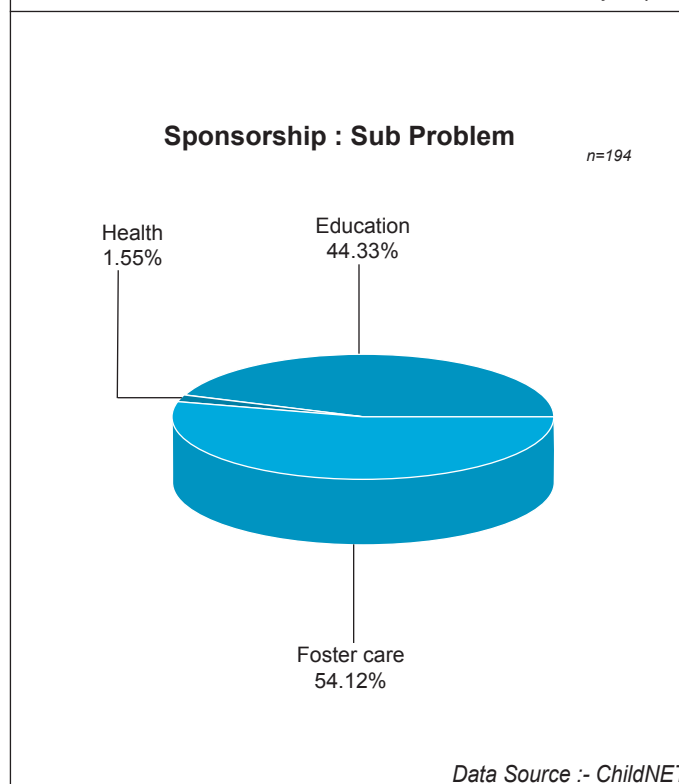
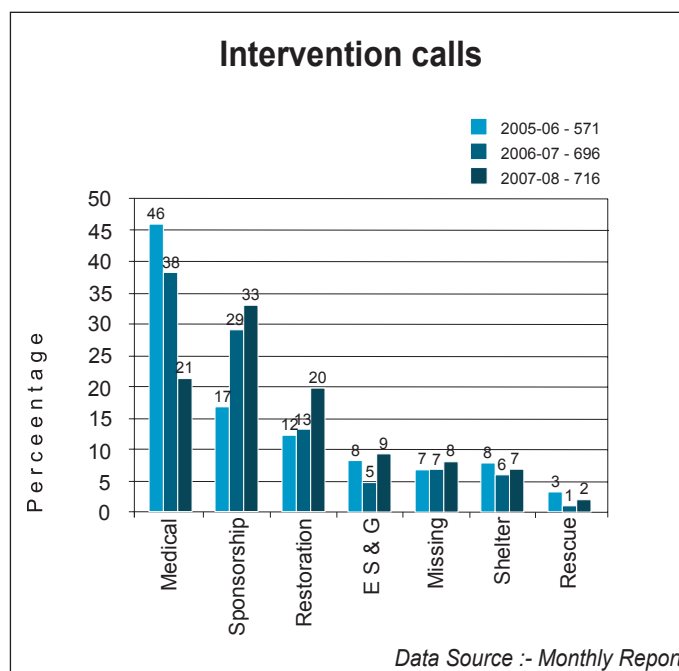


Data Source :- ChildNET

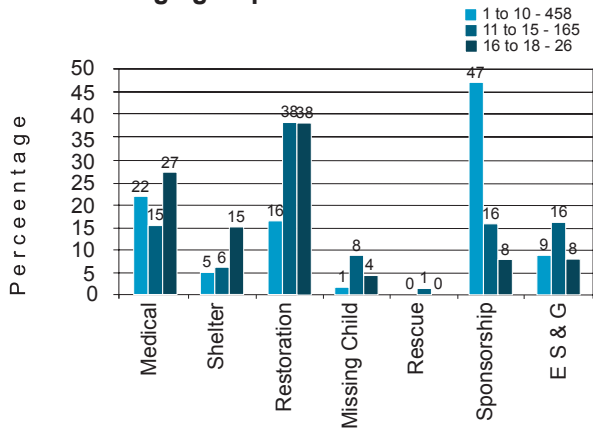
ALLAHABAD, UTTAR PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Dioceson Development and Welfare Society (DDWS)
Support Organisation	:	-
Date of Inception	:	December - 2001
Total Calls till March 08 Since Inception	:	1,87,618

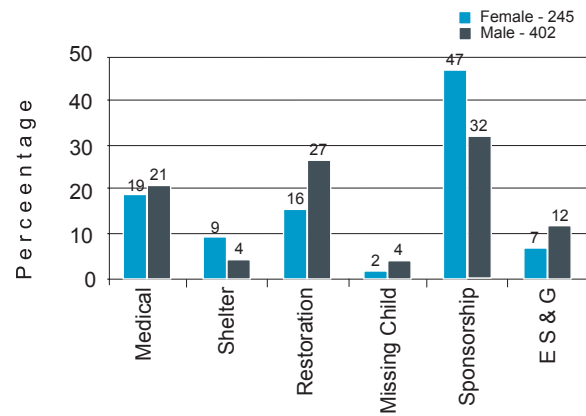
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	153	132
Shelter	48	40
Restoration	143	147
Protection from Abuse (Rescue)	12	1
Death Related	1	1
Sponsorship	236	247
Missing Children	57	21
Emotional Support and Guidance	66	68
Not Documented	-	82
Total - I	716	739
II. Follow-up calls	26	
III. Did not Find	2	
Total I to III	744	
IV. Information		
Information & Referral to Service	8	
Information about CHILDLINE & Volunteers	1,520	
Total - IV	1,528	
V. Others		
Silent	7,555	
Blank	4,336	
Wrong	2,858	
Crank/Fun/Abusive	2,075	
Chat	5,160	
Phone Testing	5,909	
Administrative	374	
Personal	668	
Others	-	
Unclassified	-	
Total - V	28,935	
Total I to V	31,207	



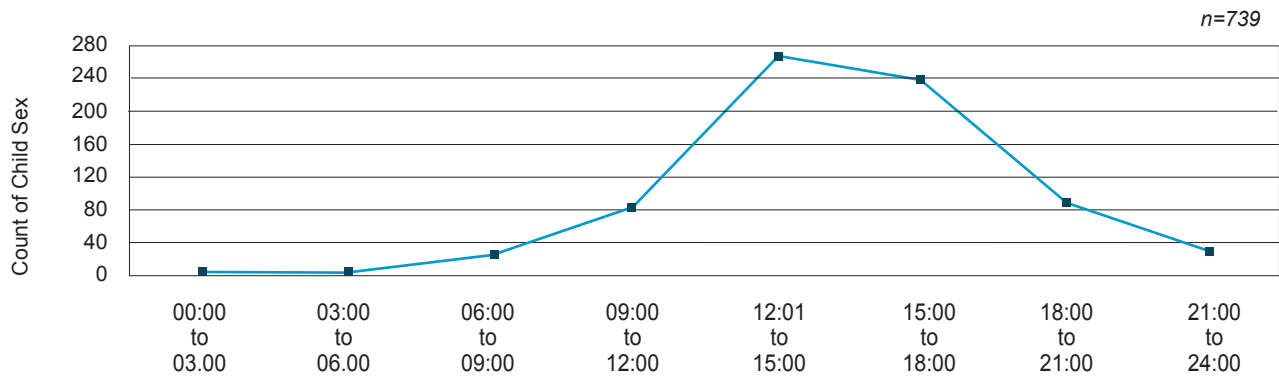
Age group of Children assisted



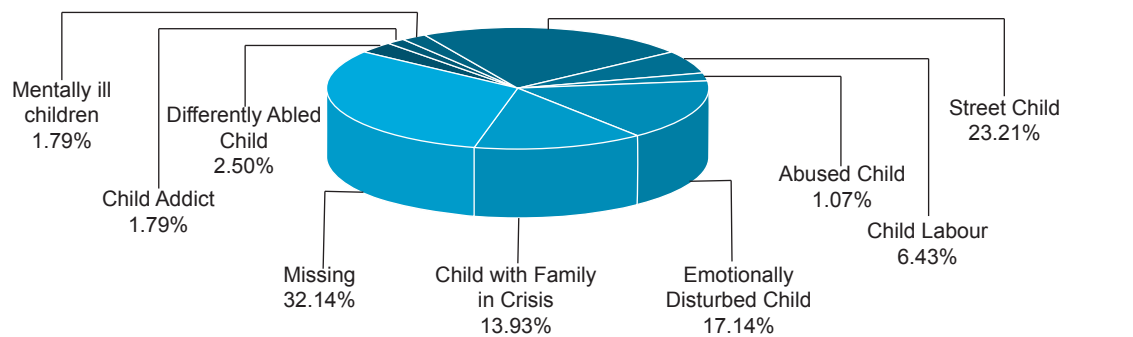
Gender and Problem



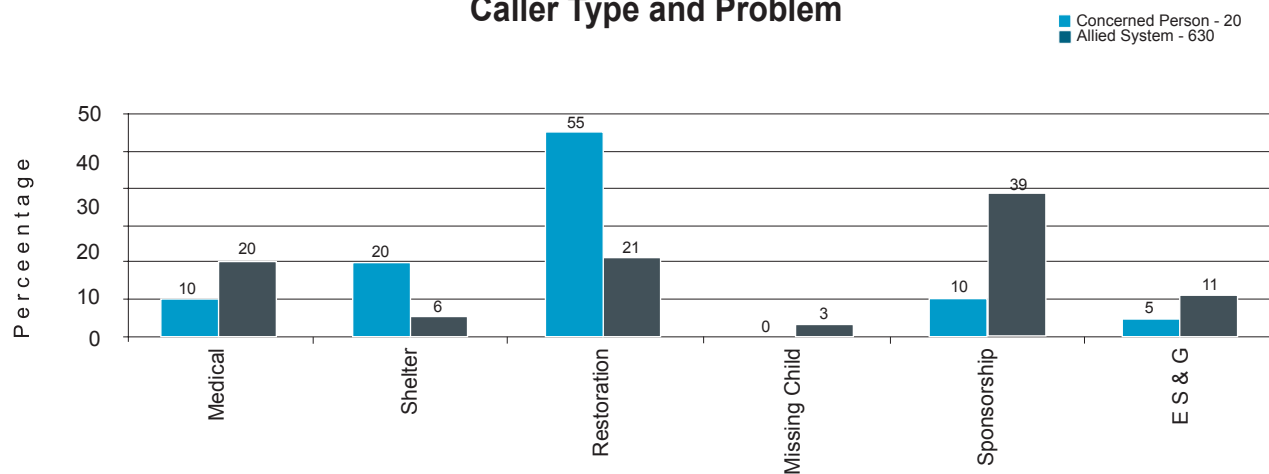
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

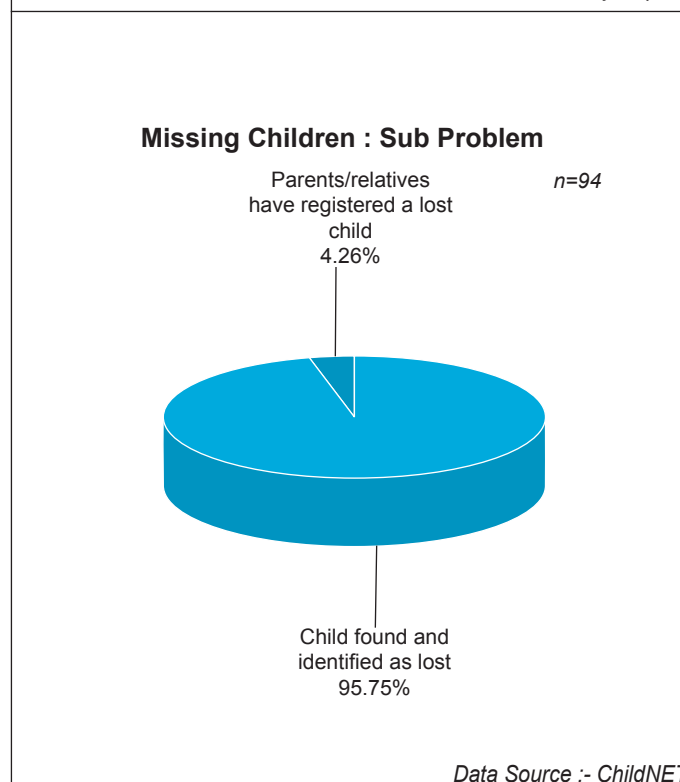
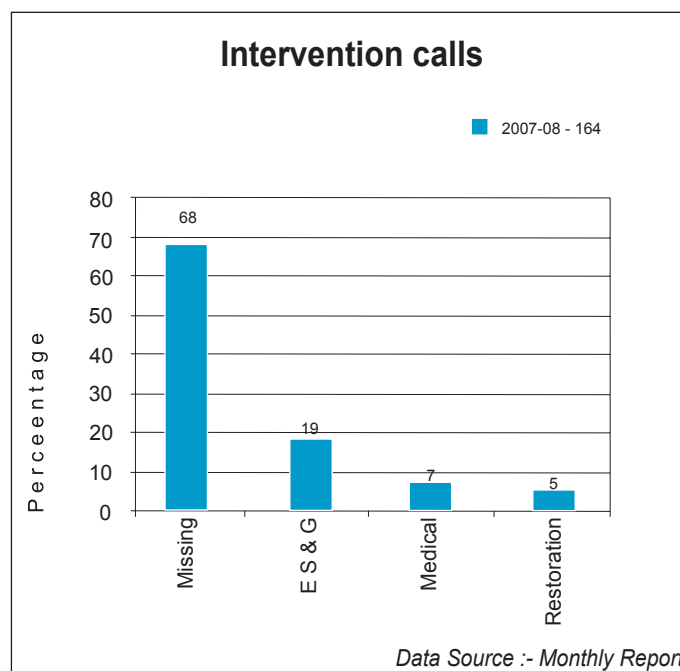


Data Source :- ChildNET

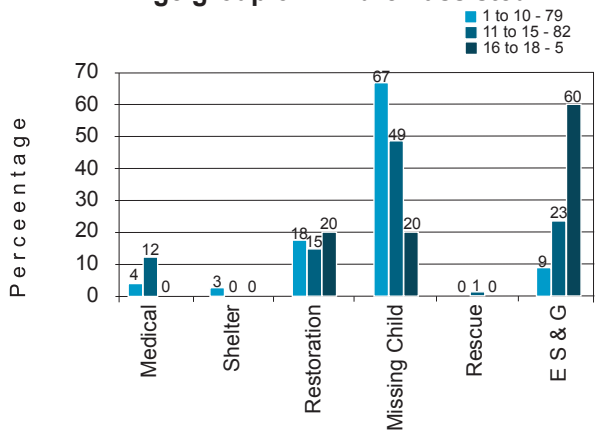
CHANDAULI, UTTAR PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Gramanchal Seva Samiti
Support Organisation	:	-
Date of Inception	:	January - 2008
Total Calls till March 08 Since Inception	:	2,354

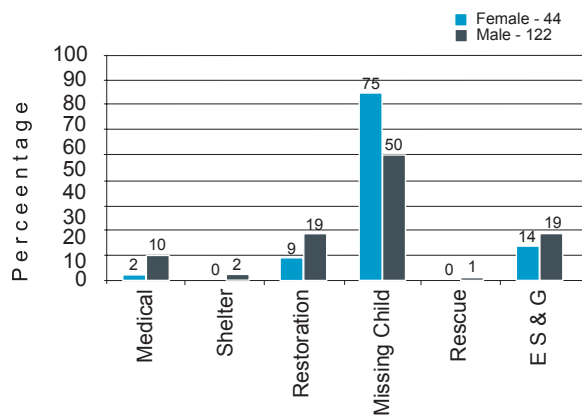
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	12	13
Shelter	-	2
Restoration	9	27
Protection from Abuse (Rescue)	-	1
Death Related	-	-
Sponsorship	-	-
Missing Children	112	94
Emotional Support and Guidance	31	29
Not Documented	-	-
Total - I	164	166
II. Follow-up calls	10	
III. Did not Find	6	
Total I to III	180	
IV. Information		
Information & Referral to Service	1	
Information about CHILDLINE & Volunteers	267	
Total - IV	268	
V. Others		
Silent	91	
Blank	1,302	
Wrong	47	
Crank/Fun/Abusive	13	
Chat	228	
Phone Testing	64	
Administrative	66	
Personal	93	
Others	-	
Unclassified	2	
Total - V	1,906	
Total I to V	2,354	



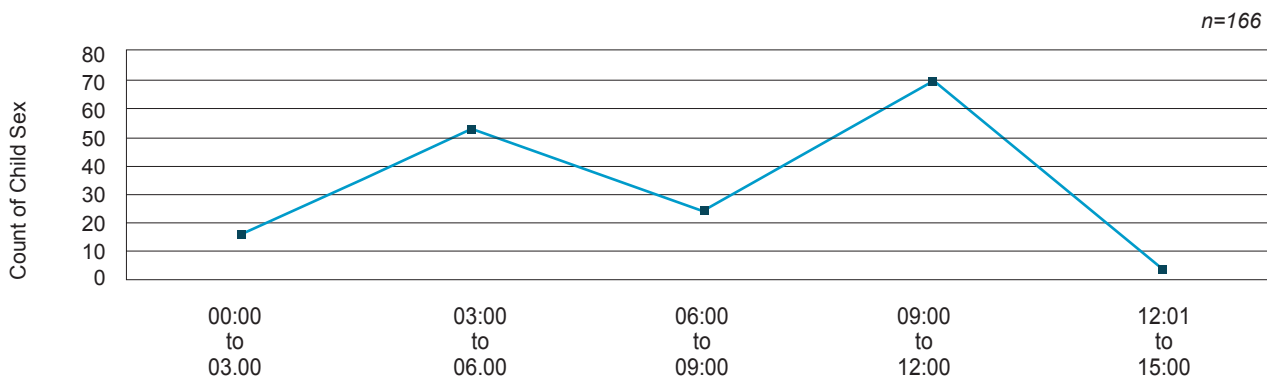
Age group of Children assisted



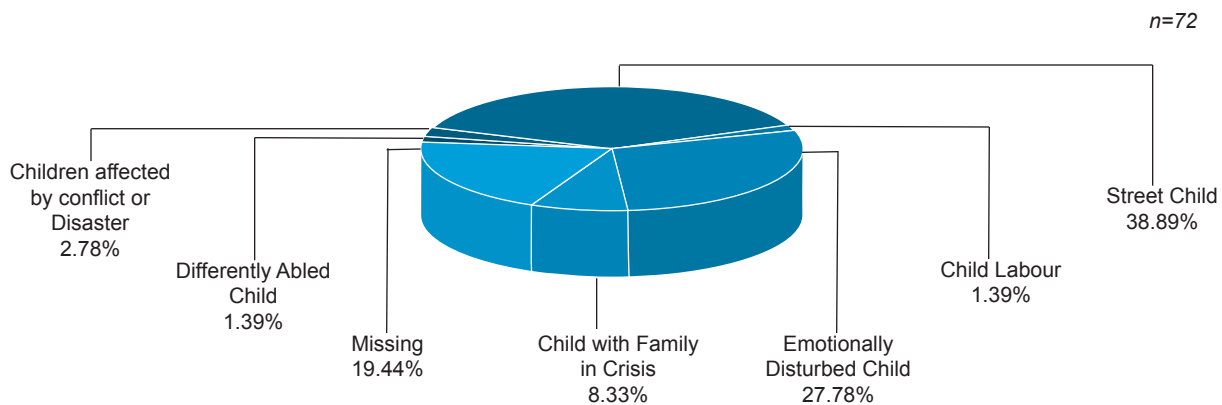
Gender and Problem



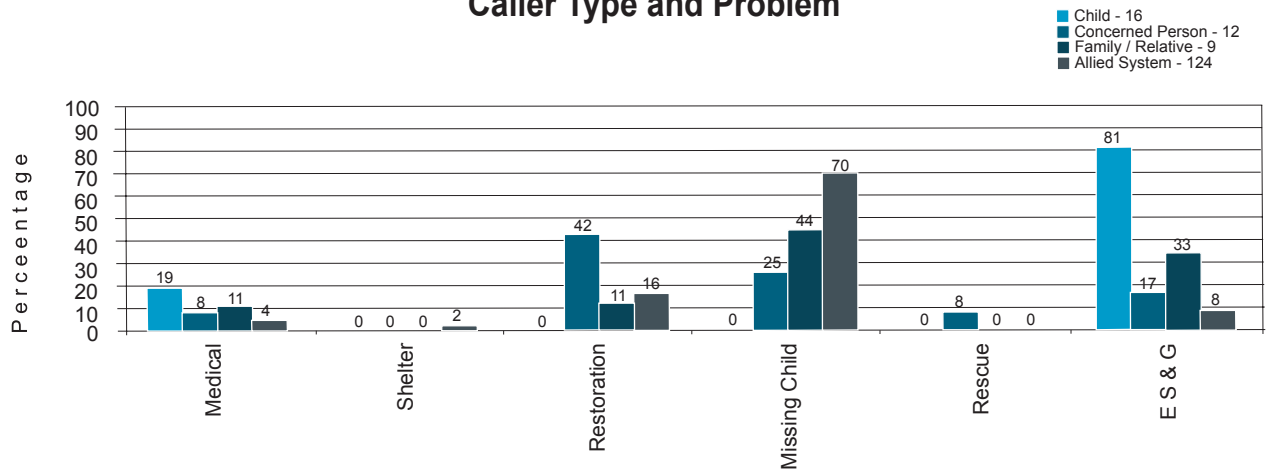
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

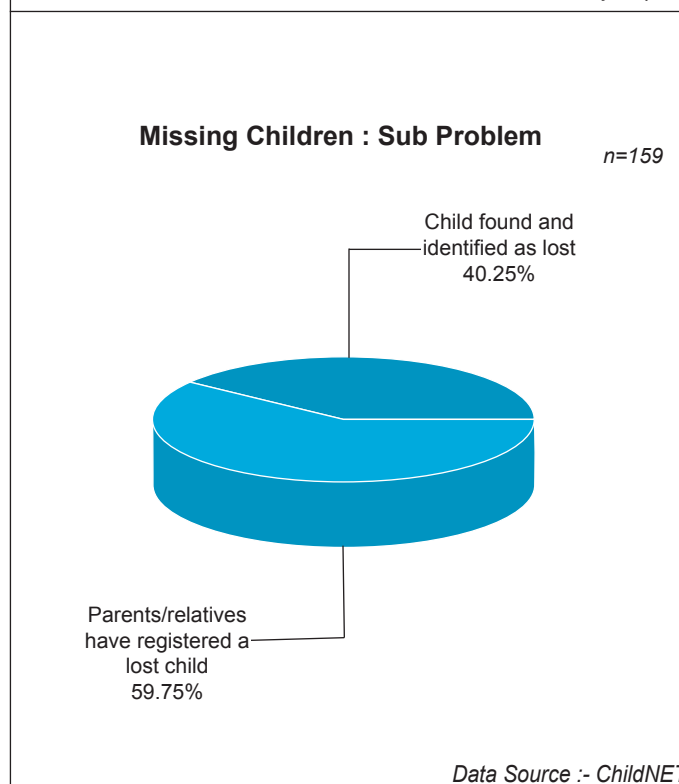
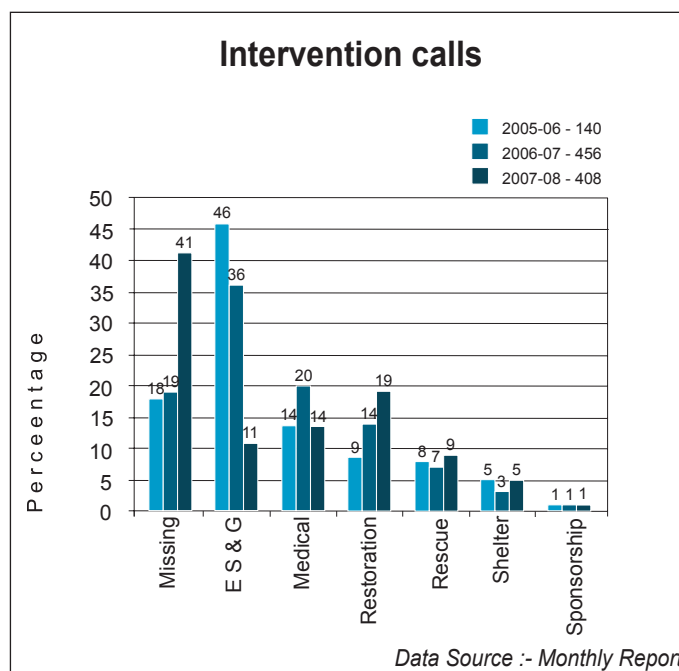


Data Source :- ChildNET

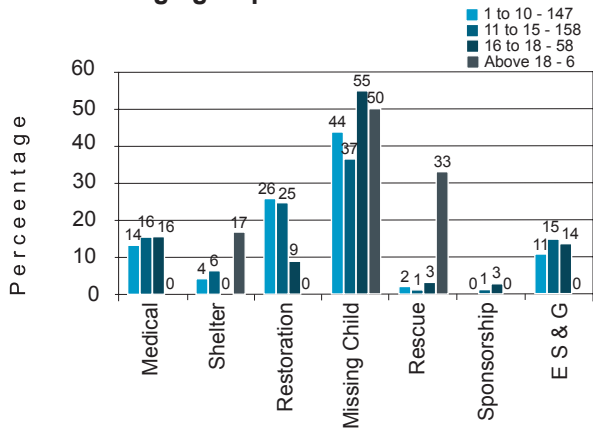
GORAKHPUR, UTTAR PRADESH

Nodal Organisation	:	Development Initiatives by Social Animation (DISA)
Collaborative Organisation	:	Purvanchal Gramin Sewa Samiti (PGSS)
Support Organisation	:	-
Date of Inception	:	September - 2005
Total Calls till March 08 Since Inception	:	27,427

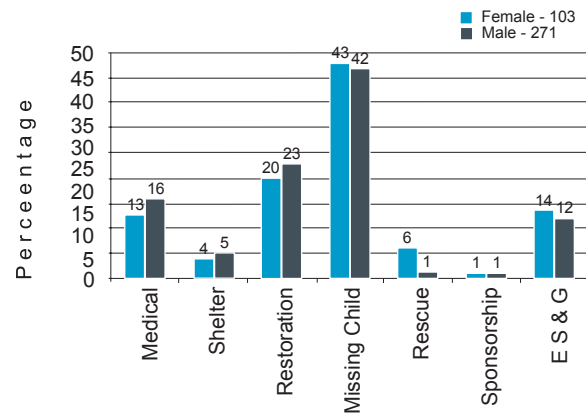
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	59	56
Shelter	20	18
Restoration	78	82
Protection from Abuse (Rescue)	35	9
Death Related	1	1
Sponsorship	3	3
Missing Children	168	159
Emotional Support and Guidance	44	47
Not Documented	-	56
Total - I	408	431
II. Follow-up calls	506	
III. Did not Find	8	
Total I to III	922	
IV. Information		
Information & Referral to Service	41	
Information about CHILDLINE & Volunteers	3,514	
Total - IV	3,555	
V. Others		
Silent	2,522	
Blank	1,641	
Wrong	1,065	
Crank/Fun/Abusive	1,327	
Chat	93	
Phone Testing	1,104	
Administrative	1,890	
Personal	230	
Others	-	
Unclassified	1	
Total - V	9,873	
Total I to V	14,350	



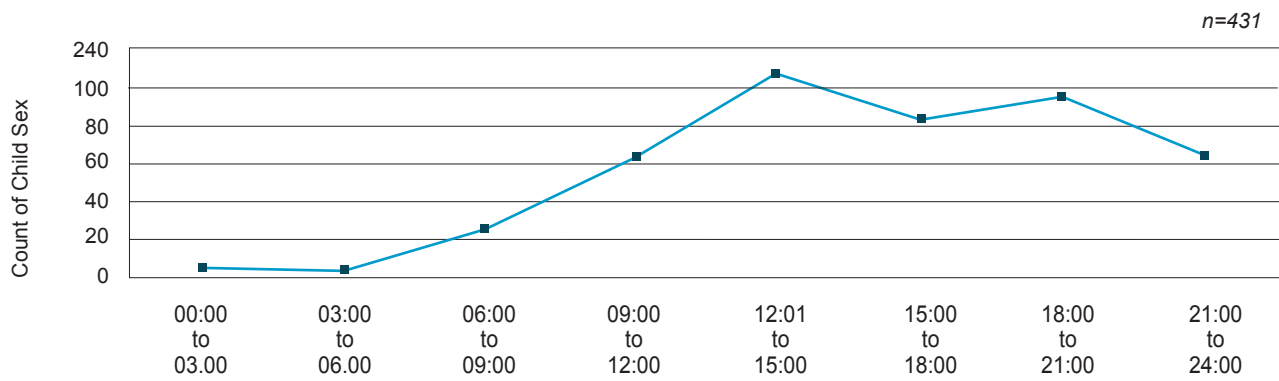
Age group of Children assisted



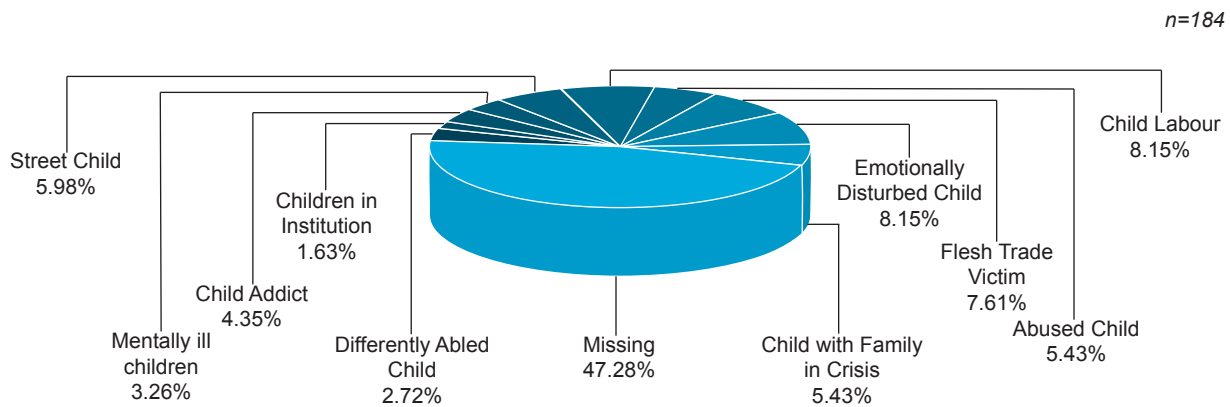
Gender and Problem



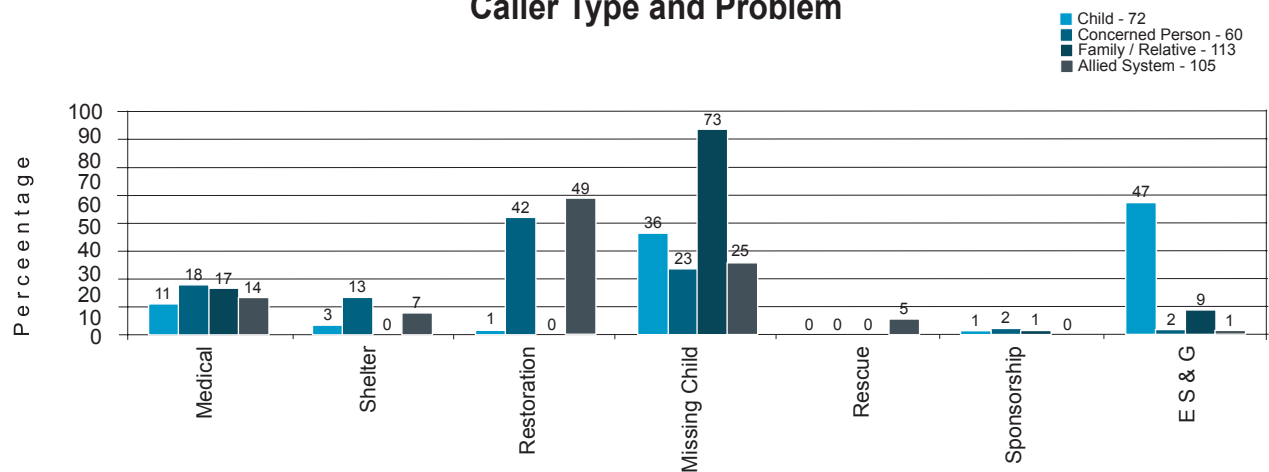
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

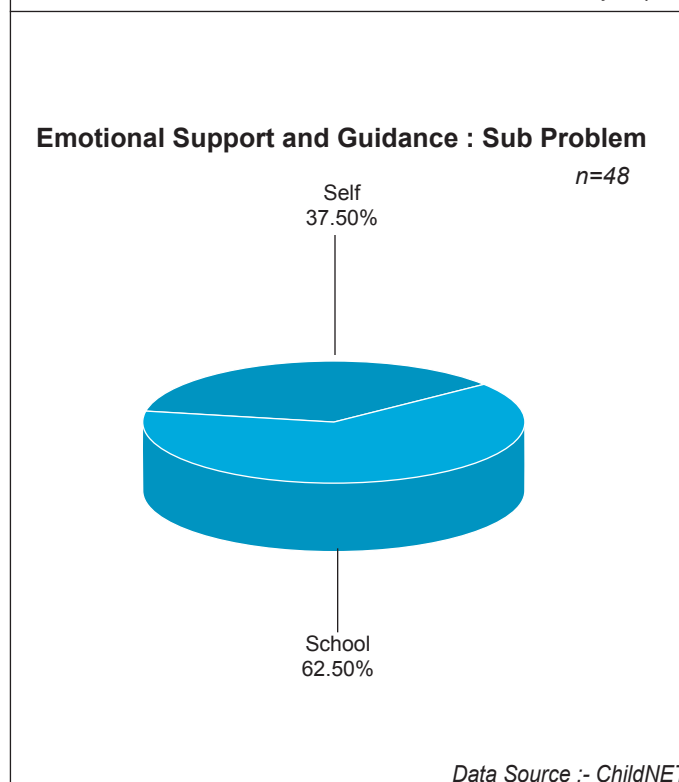
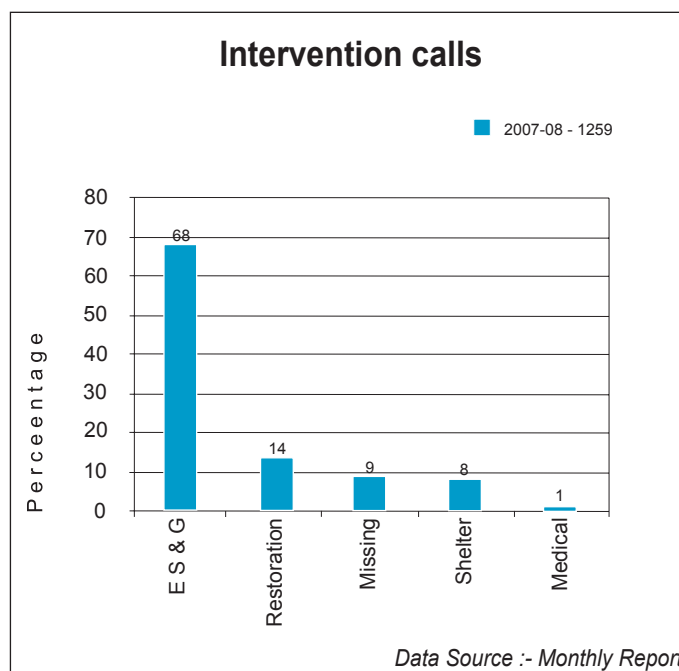


Data Source :- ChildNET

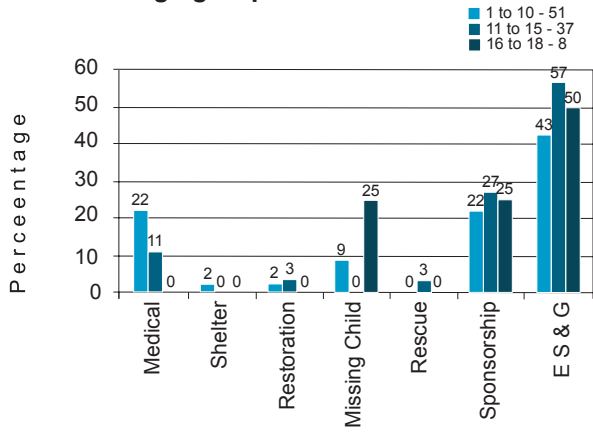
KANPUR, UTTAR PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Subhash Children's Society
Support Organisation	:	-
Date of Inception	:	February - 2007
Total Calls till March 08 Since Inception	:	16,037

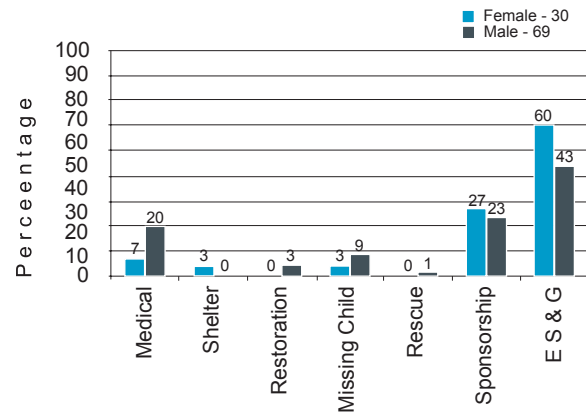
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	13	1
Shelter	102	11
Restoration	172	197
Protection from Abuse (Rescue)	-	2
Death Related	-	-
Sponsorship	4	-
Missing Children	112	37
Emotional Support and Guidance	856	-
Not Documented	-	-
Total - I	1,259	248
II. Follow-up calls	26	
III. Did not Find	88	
Total I to III	1,373	
IV. Information		
Information & Referral to Service	170	
Information about CHILDLINE & Volunteers	3,824	
Total - IV	3,994	
V. Others		
Silent	189	
Blank	3,151	
Wrong	1,338	
Crank/Fun/Abusive	323	
Chat	2,764	
Phone Testing	2,480	
Administrative	106	
Personal	297	
Others	-	
Unclassified	22	
Total - V	10,670	
Total I to V	16,037	



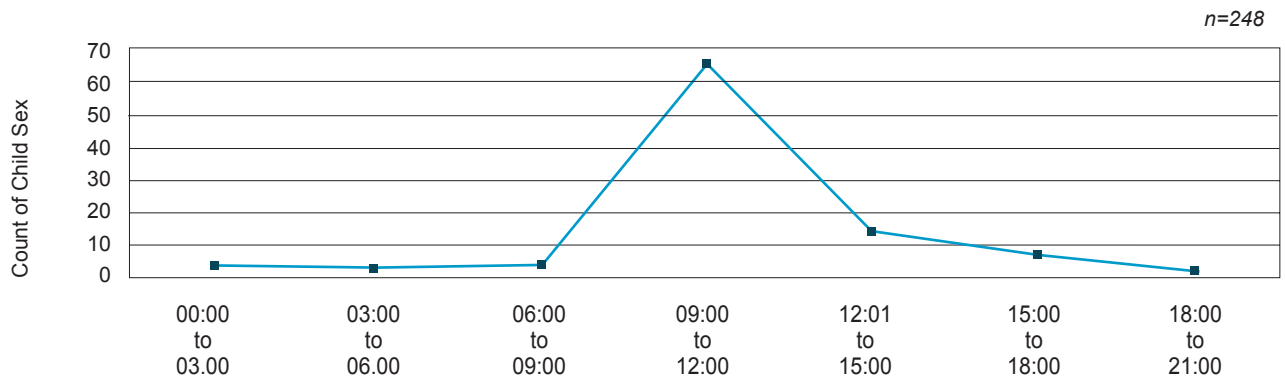
Age group of Children assisted



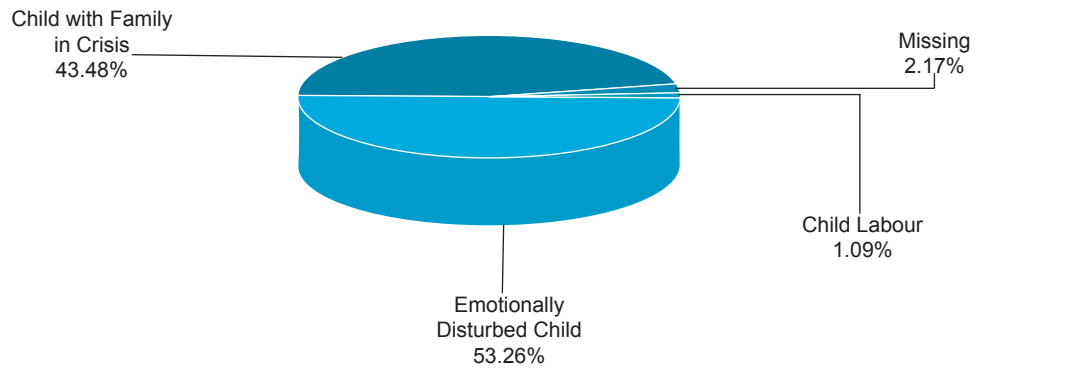
Gender and Problem



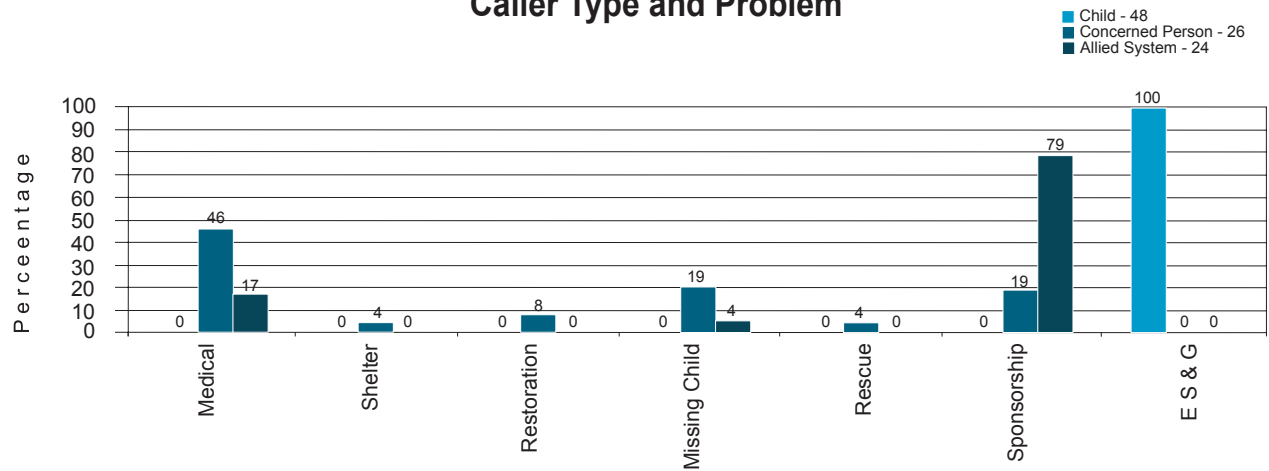
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

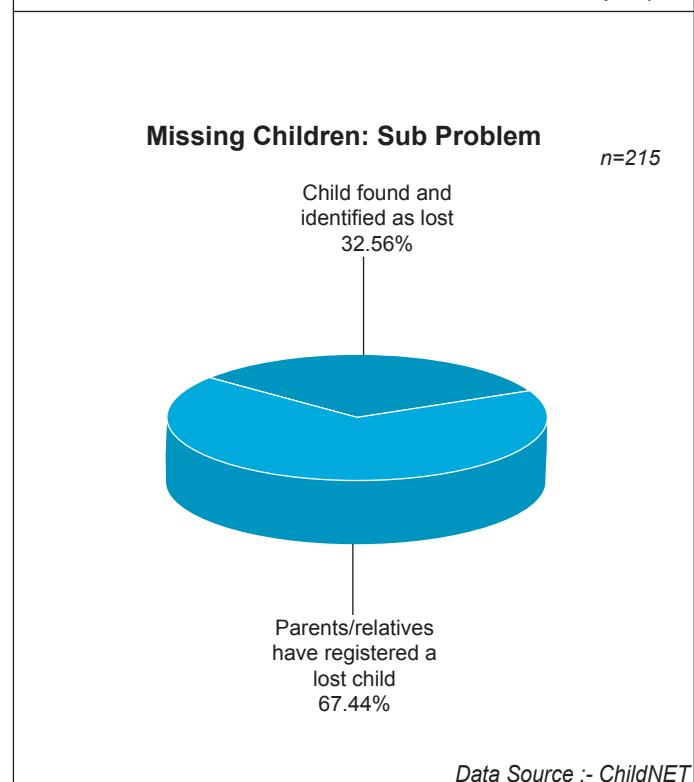
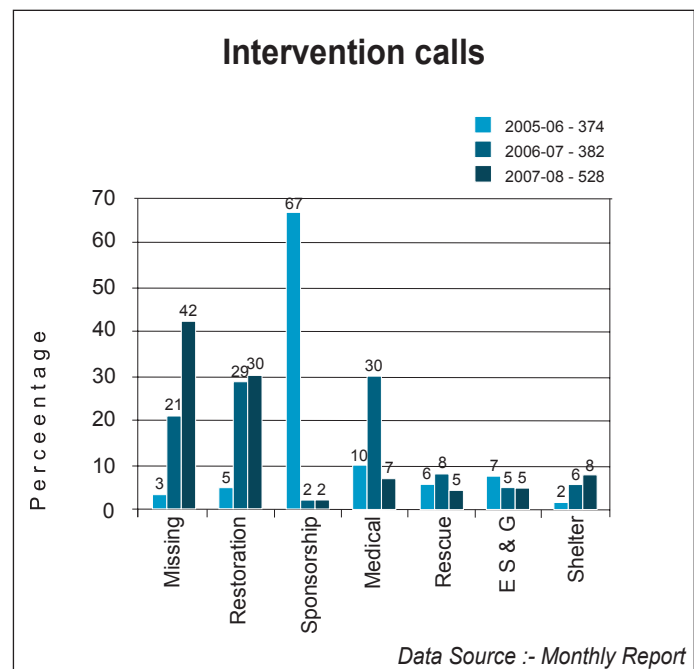


Data Source :- ChildNET

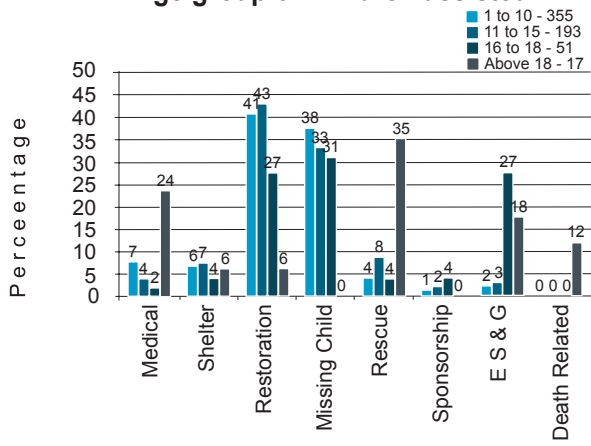
LUCKNOW, UTTAR PRADESH

Nodal Organisation	:	National Institute of Public Co-operation and Child Development (NIPCCD)
Collaborative Organisation	:	Human Unit Movement (HUM)
Support Organisation	:	-
Date of Inception	:	February - 2001
Total Calls till March 08 Since Inception	:	1, 98,907

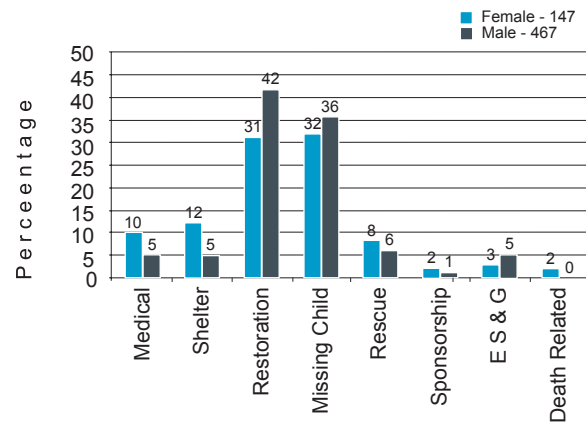
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	36	39
Shelter	40	40
Restoration	161	243
Protection from Abuse (Rescue)	28	41
Death Related	2	3
Sponsorship	10	10
Missing Children	222	216
Emotional Support and Guidance	29	29
Not Documented	-	4
Total - I	528	625
II. Follow-up calls	657	
III. Did not Find	46	
Total I to III	1,231	
IV. Information		
Information & Referral to Service	93	
Information about CHILDLINE & Volunteers	445	
Total - IV	538	
V. Others		
Silent	10,576	
Blank	17,548	
Wrong	7,578	
Crank/Fun/Abusive	8,110	
Chat	3,144	
Phone Testing	3,610	
Administrative	1,734	
Personal	232	
Others	151	
Unclassified	-	
Total - V	52,683	
Total I to V	54,452	



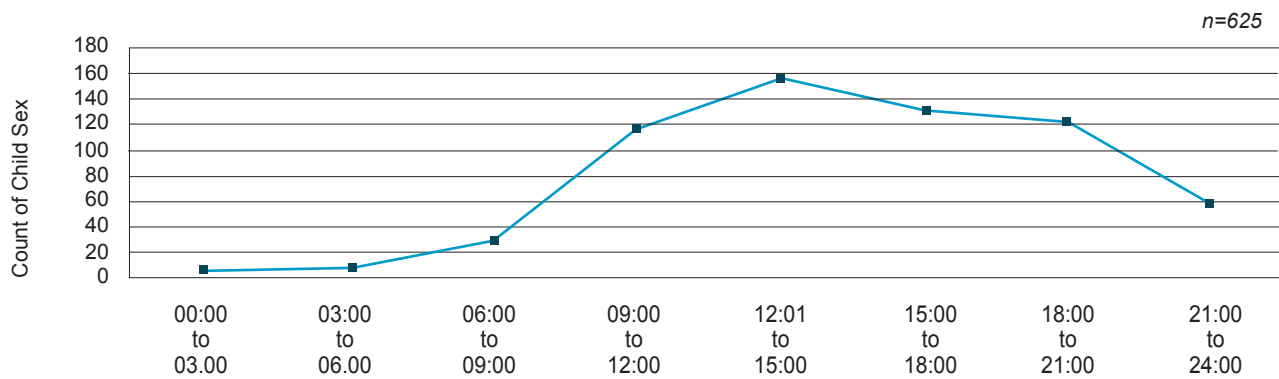
Age group of Children assisted



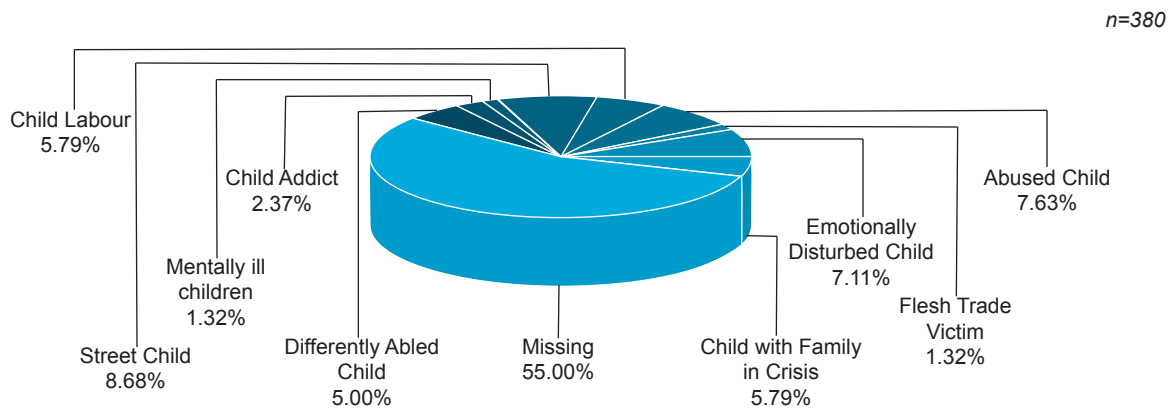
Gender and Problem



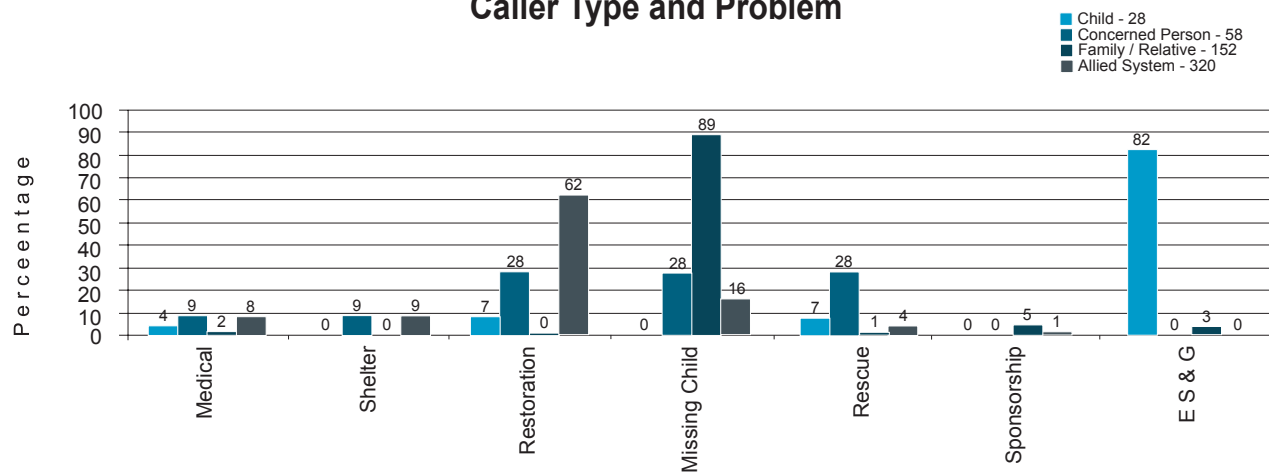
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

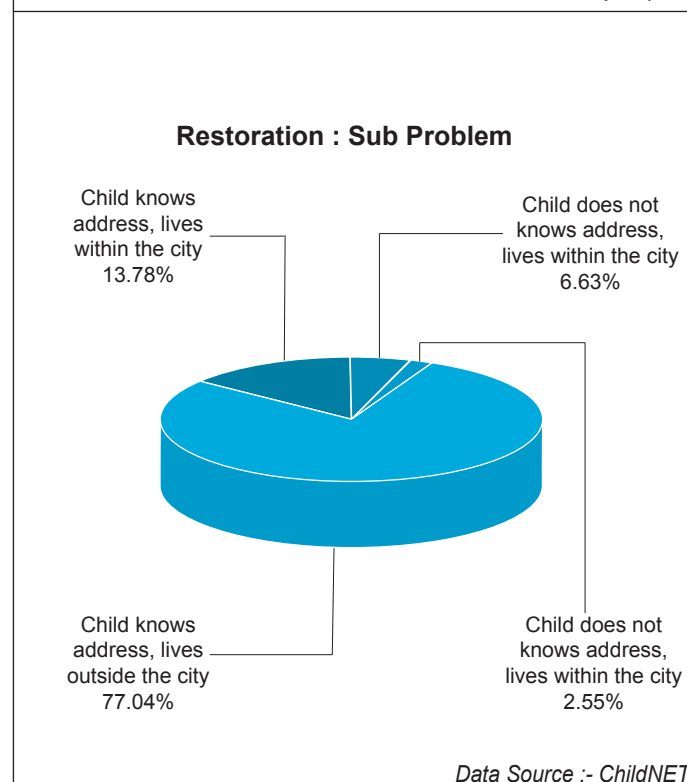
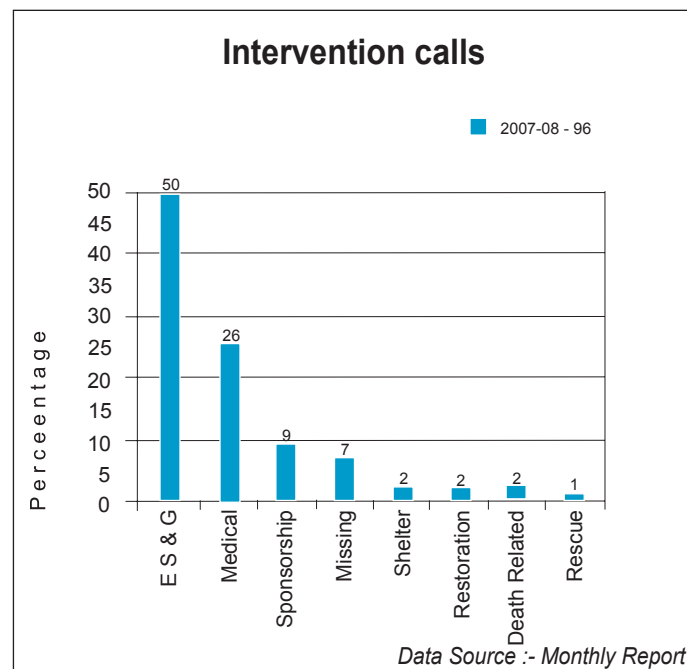


Data Source :- ChildNET

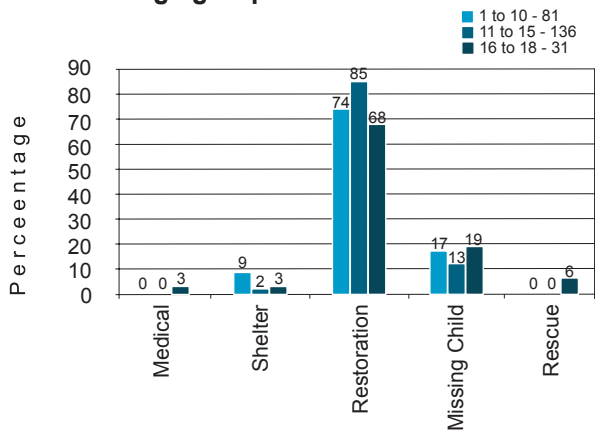
MEERUT, UTTAR PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Janhit Foundation
Support Organisation	:	-
Date of Inception	:	February - 2007
Total Calls till March 08 Since Inception	:	1,802

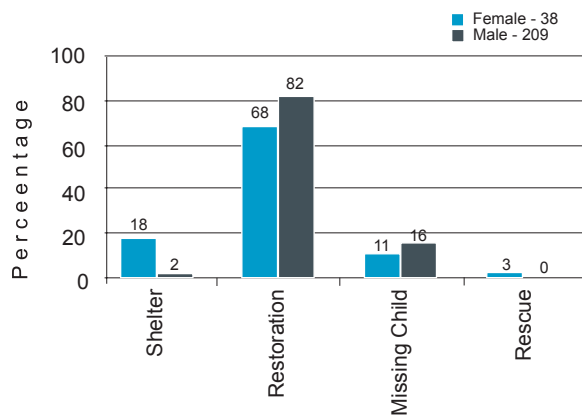
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	25	16
Shelter	2	1
Restoration	2	2
Protection from Abuse (Rescue)	1	1
Death Related	2	-
Sponsorship	9	24
Missing Children	7	7
Emotional Support and Guidance	48	48
Not Documented	-	-
Total - I	96	99
II. Follow-up calls	4	
III. Did not Find	1	
Total I to III	101	
IV. Information		
Information & Referral to Service	36	
Information about CHILDLINE & Volunteers	81	
Total - IV	117	
V. Others		
Silent	303	
Blank	292	
Wrong	451	
Crank/Fun/Abusive	88	
Chat	56	
Phone Testing	152	
Administrative	167	
Personal	75	
Others	-	
Unclassified	-	
Total - V	1,584	
Total I to V	1,802	



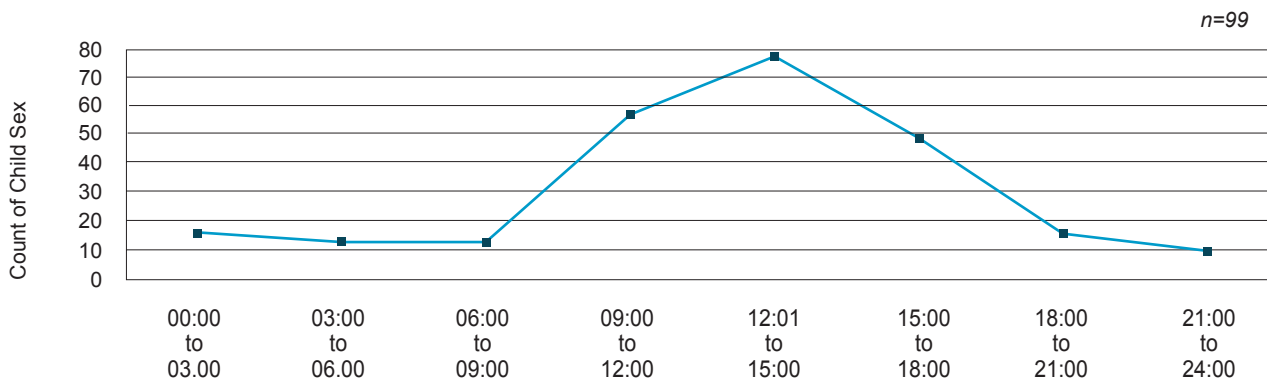
Age group of Children assisted



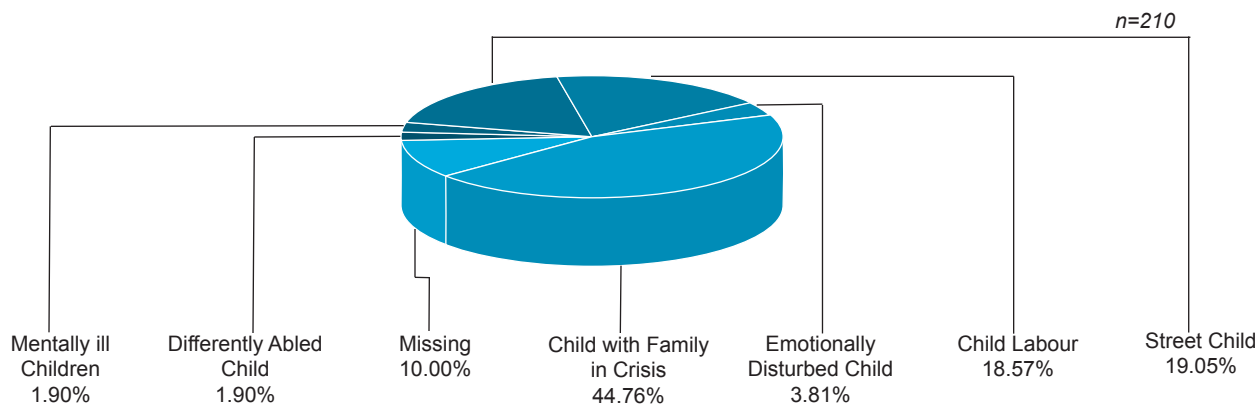
Gender and Problem



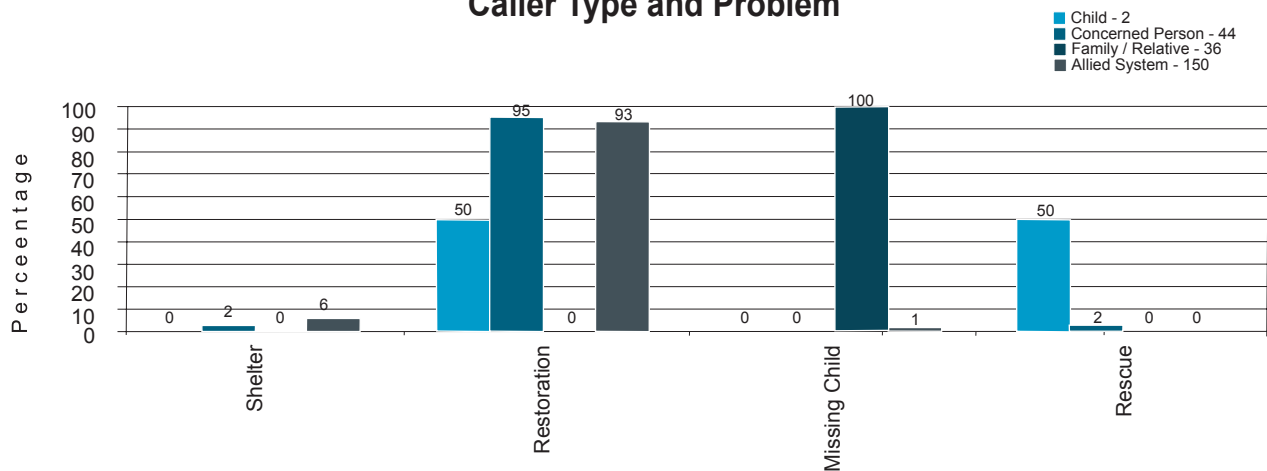
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

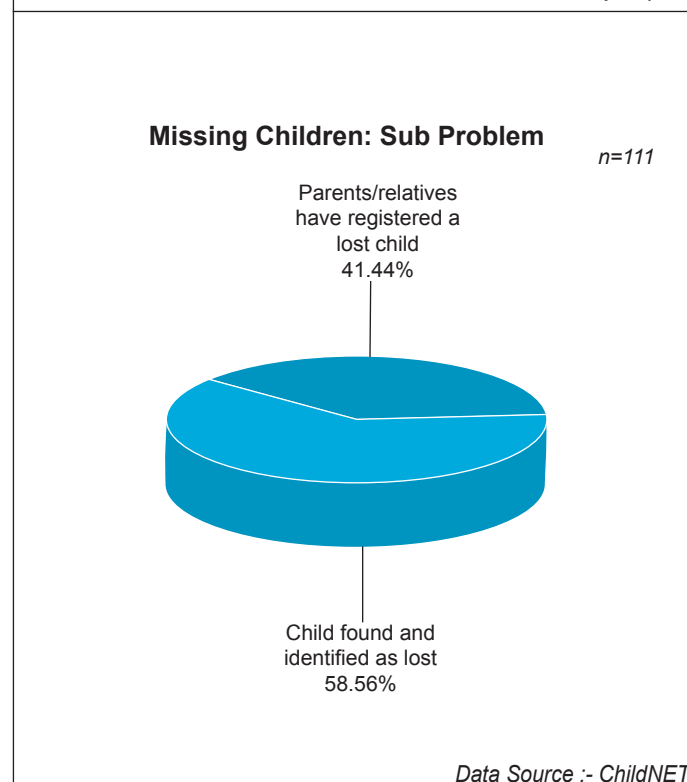
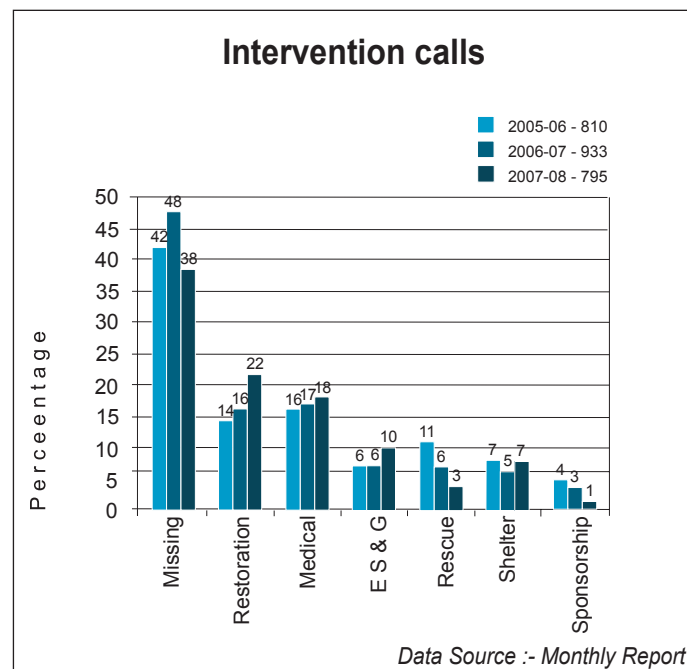


Data Source :- ChildNET

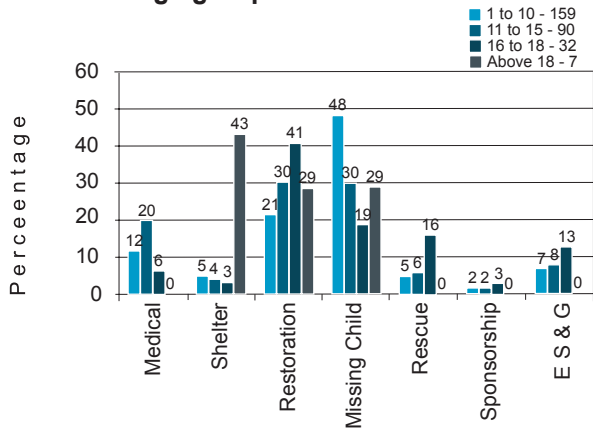
VARANASI, UTTAR PRADESH

Nodal Organisation	:	Gandhi Adhyayan Peeth
Collaborative Organisation	:	ASMITA
Support Organisation	:	Shri Shanti Vikas Sewa Sansthan
Date of Inception	:	March - 2000
Total Calls till March 08 Since Inception	:	2,38,801

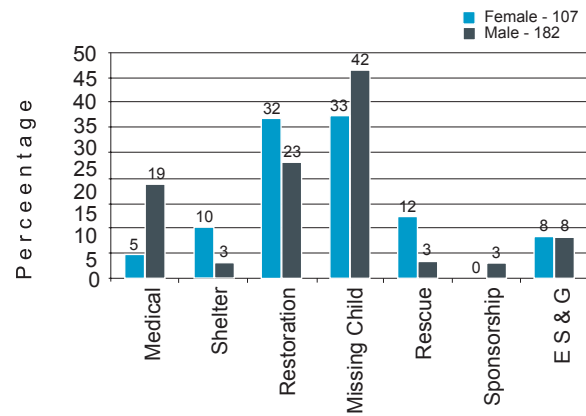
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	144	39
Shelter	55	16
Restoration	172	76
Protection from Abuse (Rescue)	26	18
Death Related	-	-
Sponsorship	9	6
Missing Children	306	111
Emotional Support and Guidance	83	23
Not Documented	-	5
Total - I	795	294
II. Follow-up calls	138	
III. Did not Find	68	
Total I to III	1,001	
IV. Information		
Information & Referral to Service	358	
Information about CHILDLINE & Volunteers	4,689	
Total - IV	5,047	
V. Others		
Silent	6,000	
Blank	9,528	
Wrong	4,509	
Crank/Fun/Abusive	5,016	
Chat	5,618	
Phone Testing	342	
Administrative	593	
Personal	410	
Others	-	
Unclassified	1	
Total - V	32,017	
Total I to V	38,065	



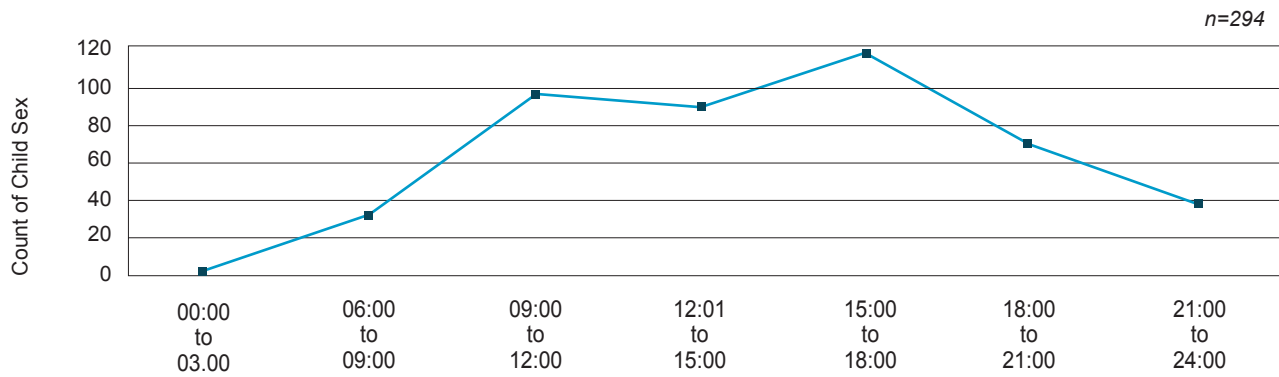
Age group of Children assisted



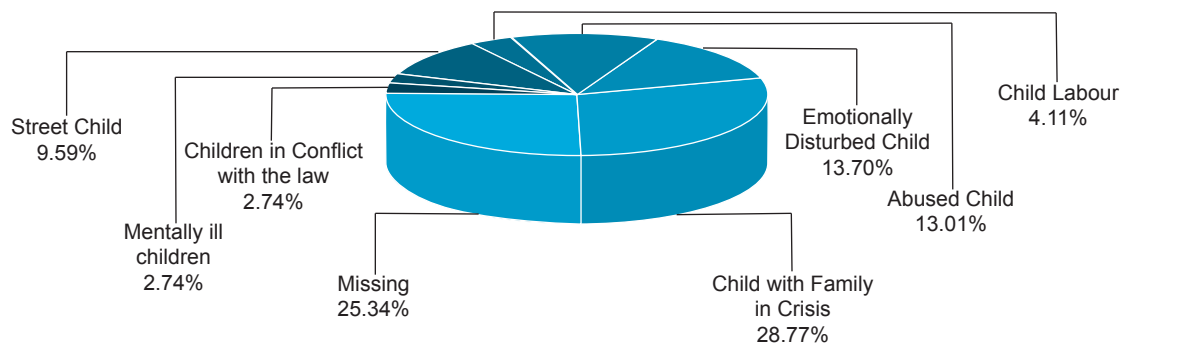
Gender and Problem



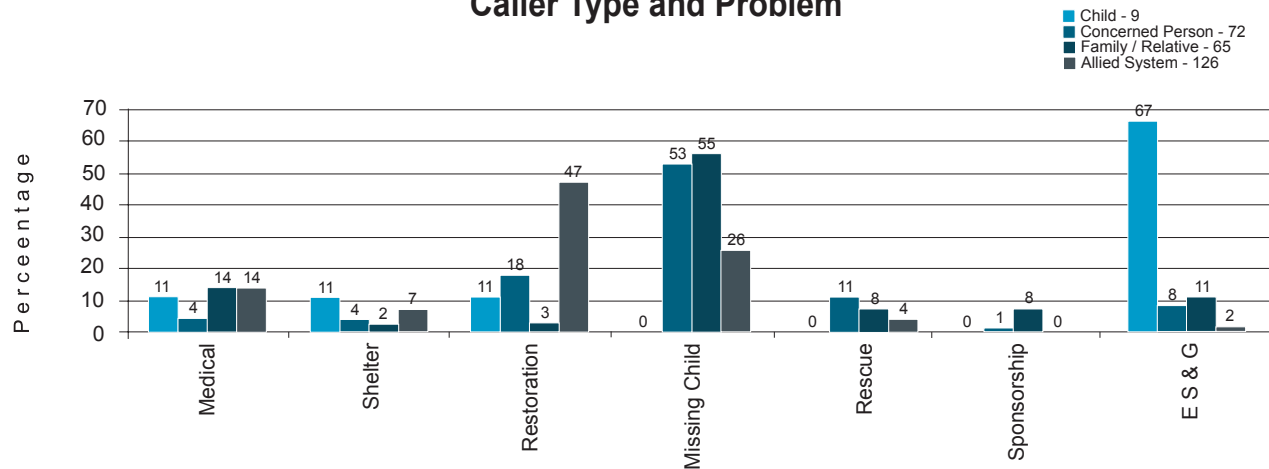
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

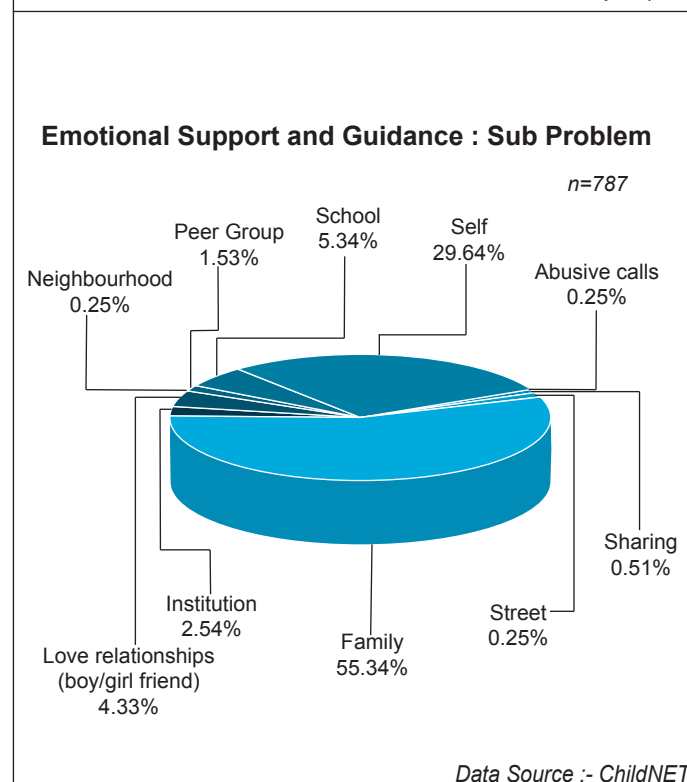
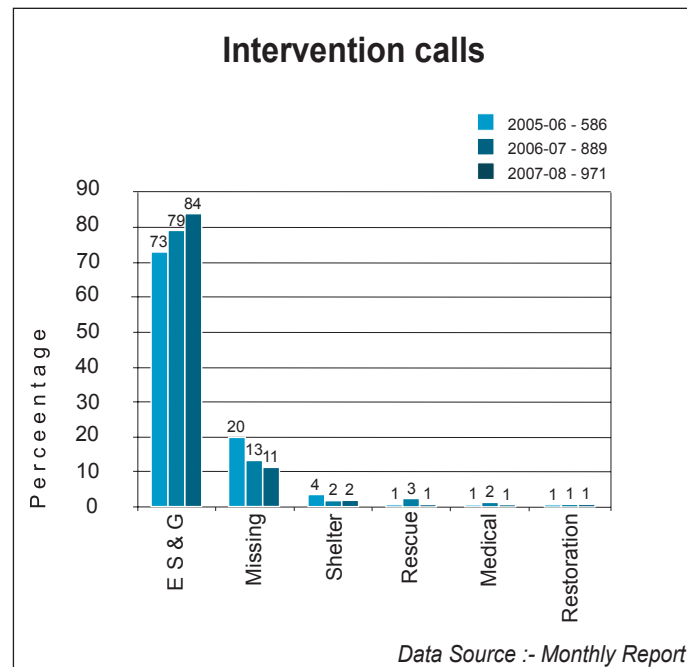


Data Source :- ChildNET

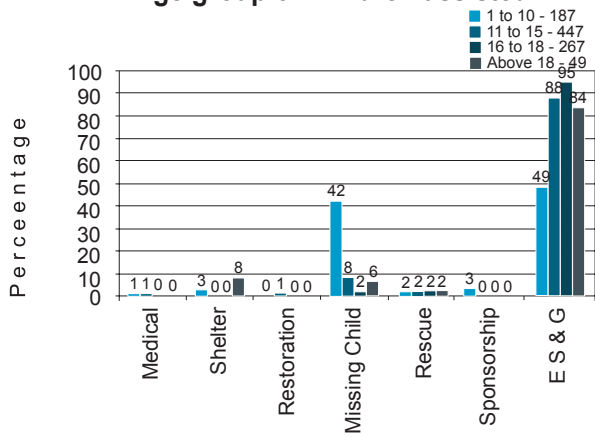
ALWAR, RAJASTHAN

Nodal Organisation	:	-
Collaborative Organisation	:	Nirvanavan Foundation
Support Organisation	:	-
Date of Inception	:	February - 2001
Total Calls till March 08 Since Inception	:	1,64,502

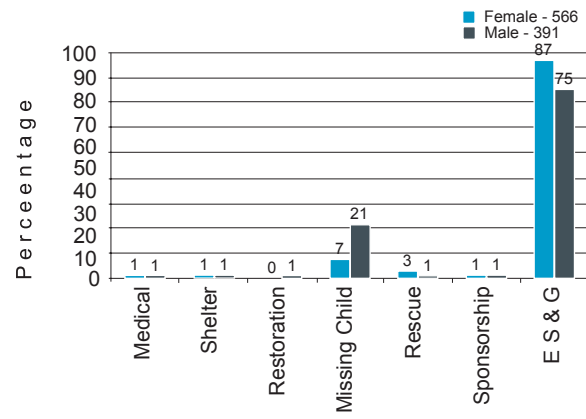
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	5
Shelter	21	10
Restoration	9	3
Protection from Abuse (Rescue)	5	21
Death Related	1	1
Sponsorship	6	9
Missing Children	108	123
Emotional Support and Guidance	813	787
Not Documented	-	2
Total - I	971	961
II. Follow-up calls	64	
III. Did not Find	-	
Total I to III	1,035	
IV. Information		
Information & Referral to Service	1,966	
Information about CHILDLINE & Volunteers	3,922	
Total - IV	5,888	
V. Others		
Silent	1,557	
Blank	2,808	
Wrong	1,039	
Crank/Fun/Abusive	772	
Chat	3,850	
Phone Testing	387	
Administrative	1,057	
Personal	377	
Others	-	
Unclassified	-	
Total - V	11,847	
Total I to V	18,770	



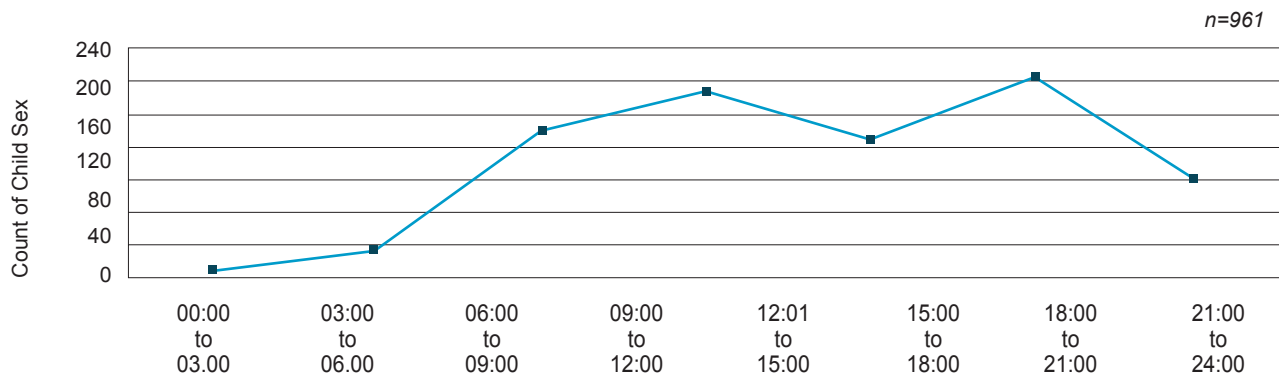
Age group of Children assisted



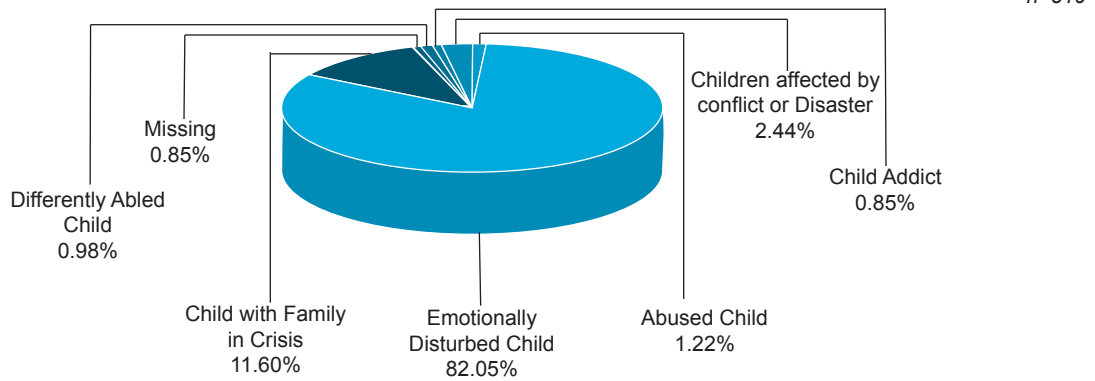
Gender and Problem



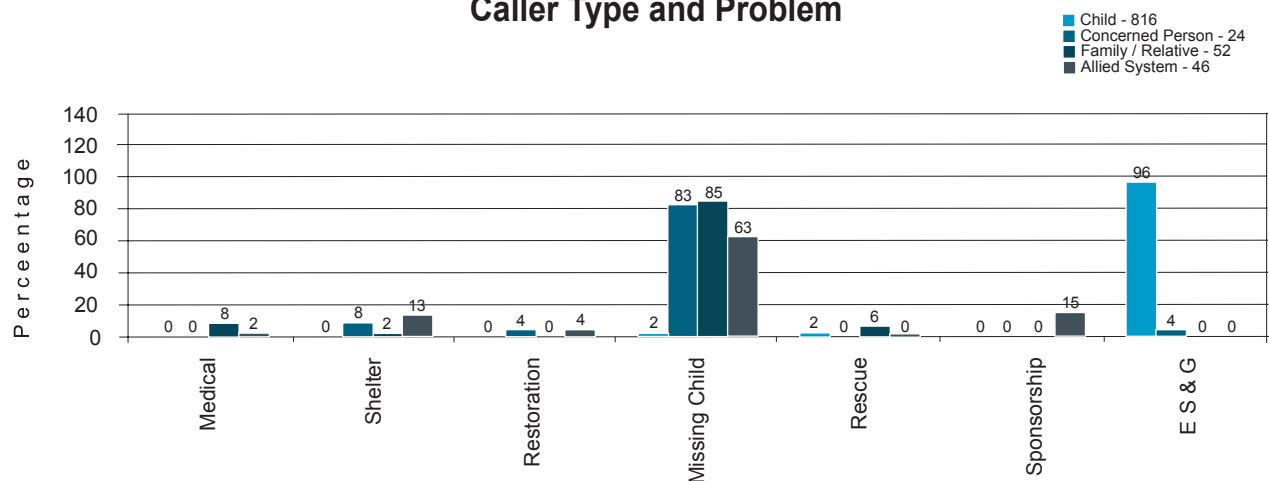
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

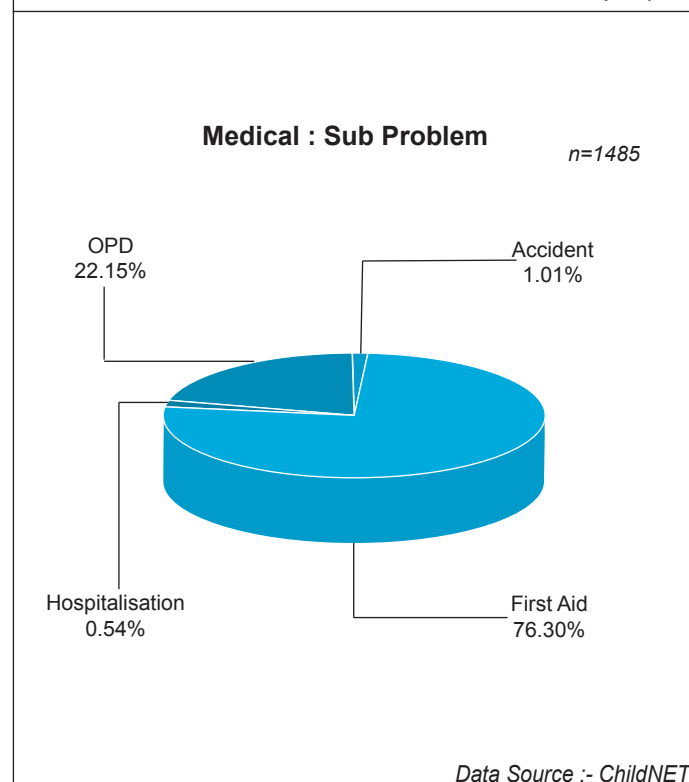
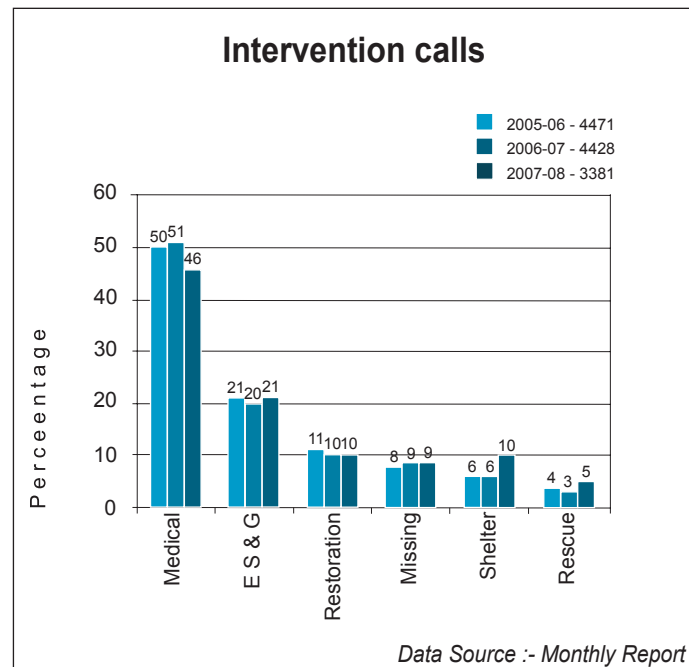


Data Source :- ChildNET

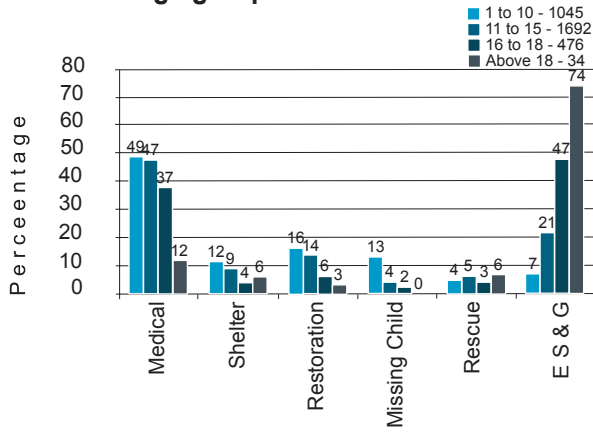
JAIPUR, RAJASTHAN

Nodal Organisation	:	Institute of Development Studies (IDS)
Collaborative Organisation	:	I - India, Jan Kala Sahitya Manch Sanstha (JKSMS)
Support Organisation	:	-
Date of Inception	:	February - 2000
Total Calls till March 08 Since Inception	:	2,06,672

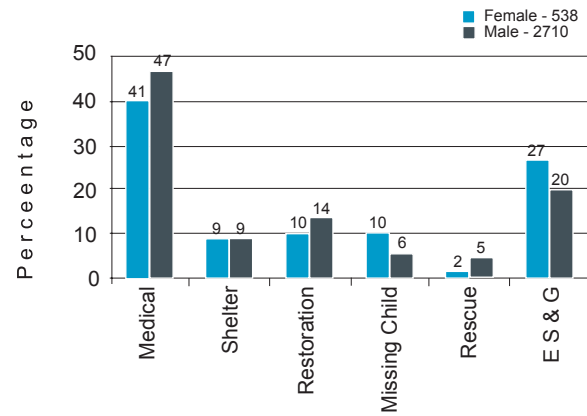
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	1,540	1,525
Shelter	325	307
Restoration	335	429
Protection from Abuse (Rescue)	170	141
Death Related	4	2
Sponsorship	2	1
Missing Children	288	208
Emotional Support and Guidance	717	709
Not Documented	-	22
Total - I	3,381	3,344
II. Follow-up calls	339	
III. Did not Find	95	
Total I to III	3,815	
IV. Information		
Information & Referral to Service	1,667	
Information about CHILDLINE & Volunteers	3,490	
Total - IV	5,157	
V. Others		
Silent	3,419	
Blank	4,000	
Wrong	3,816	
Crank/Fun/Abusive	2,069	
Chat	2,951	
Phone Testing	1,769	
Administrative	174	
Personal	137	
Others	-	
Unclassified	13	
Total - V	18,348	
Total I to V	27,320	



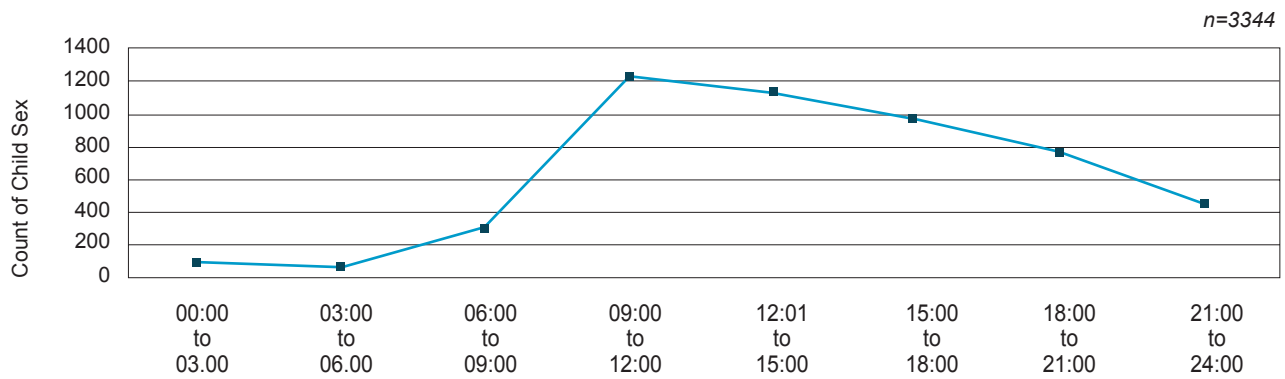
Age group of Children assisted



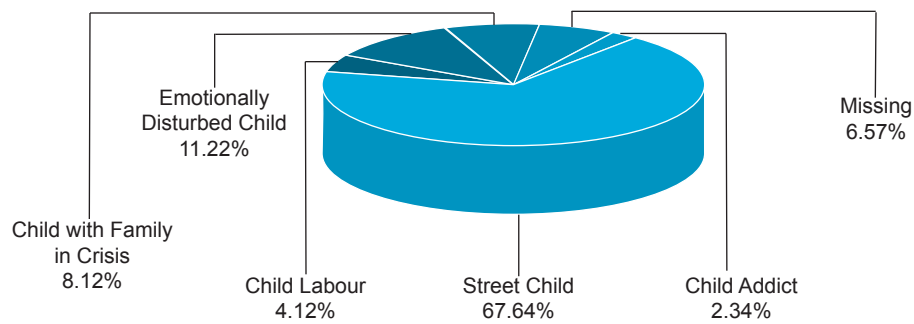
Gender and Problem



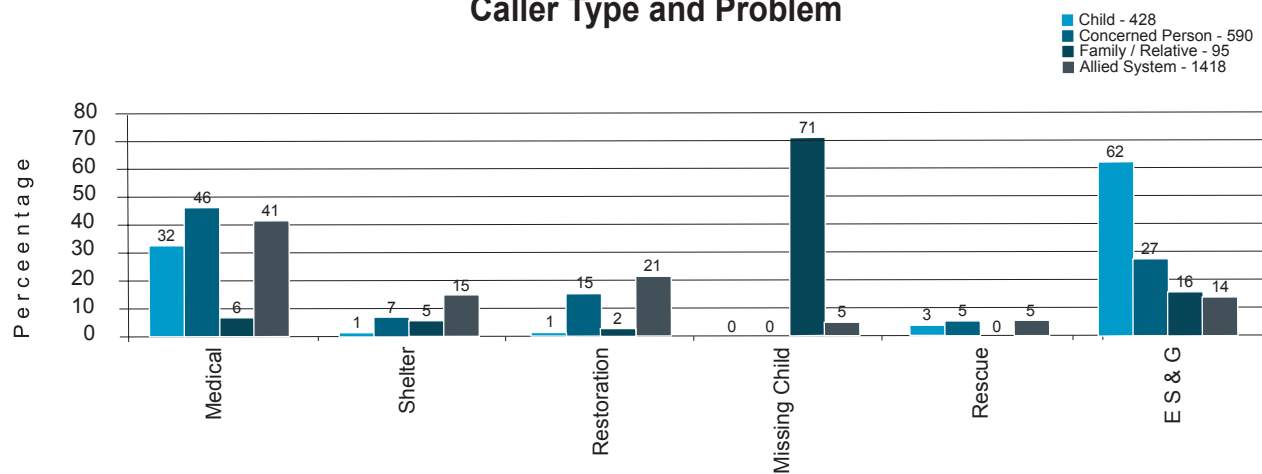
Time of Calls



Life Situation of Children Assisted



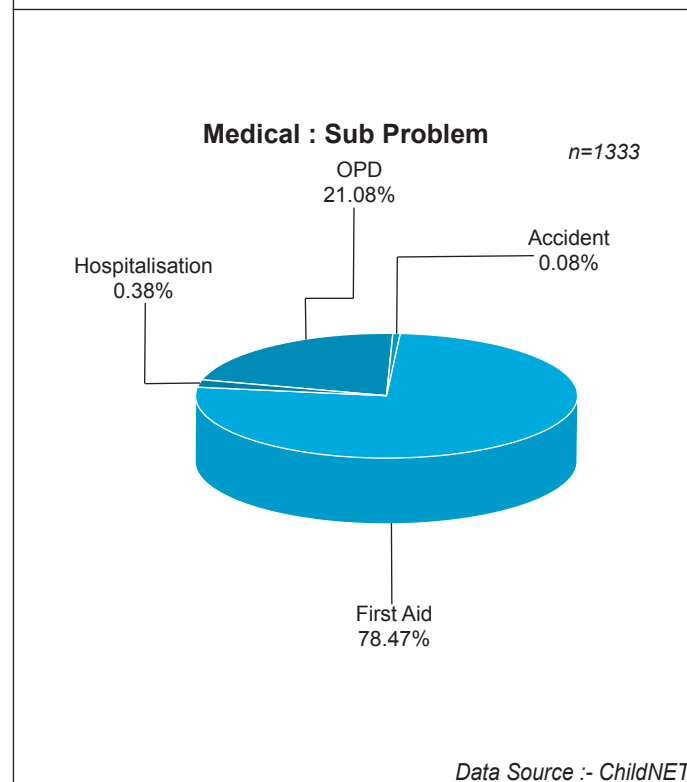
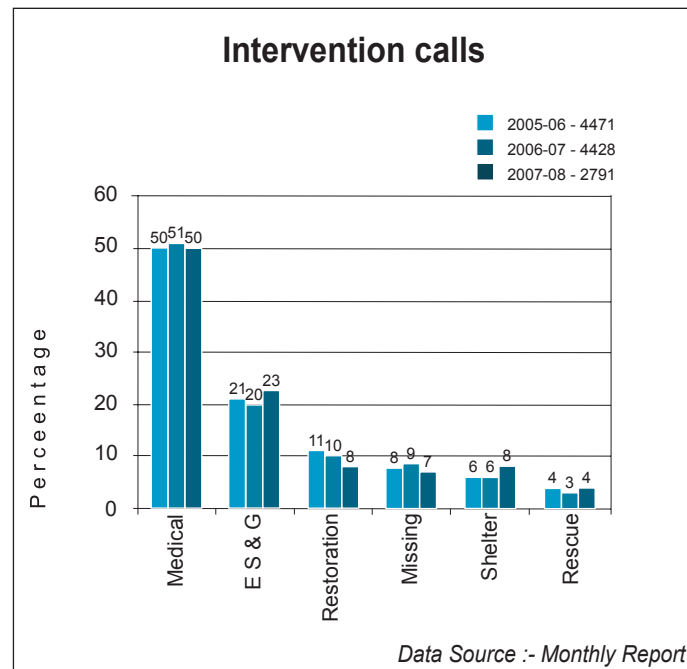
Caller Type and Problem



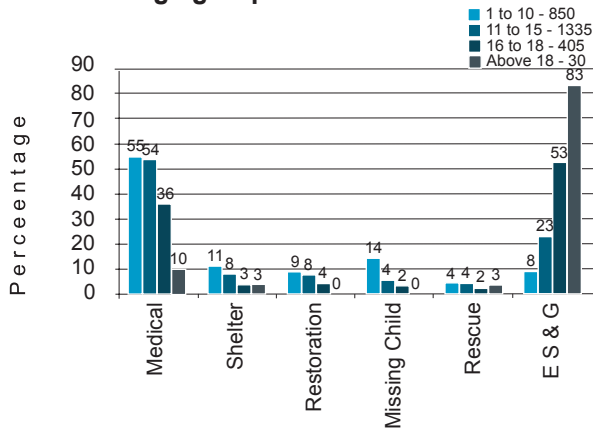
Data Source :- ChildNET

Nodal Organisation	:	Institute of Development Studies (IDS)
Collaborative Organisation	:	I - India
Support Organisation	:	-
Date of Inception	:	February - 2000
Total Calls till March 08 Since Inception	:	2,06,672

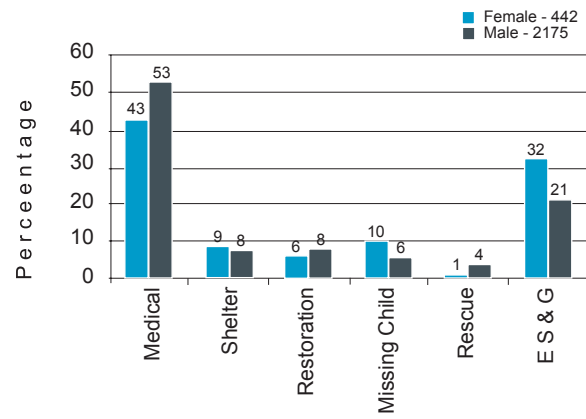
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	1,394	1372
Shelter	226	207
Restoration	220	207
Protection from Abuse (Rescue)	117	101
Death Related	1	-
Sponsorship	1	-
Missing Children	202	177
Emotional Support and Guidance	630	629
Not Documented	-	21
Total - I	2,791	2714
II. Follow-up calls	328	
III. Did not Find	82	
Total I to III	3,201	
IV. Information		
Information & Referral to Service	1,649	
Information about CHILDLINE & Volunteers	3,490	
Total - IV	5,139	
V. Others		
Silent	3,419	
Blank	4,000	
Wrong	3,816	
Crank/Fun/Abusive	2,069	
Chat	2,951	
Phone Testing	1,759	
Administrative	174	
Personal	137	
Others	-	
Unclassified	-	
Total - V	18,325	
Total I to V	26,665	



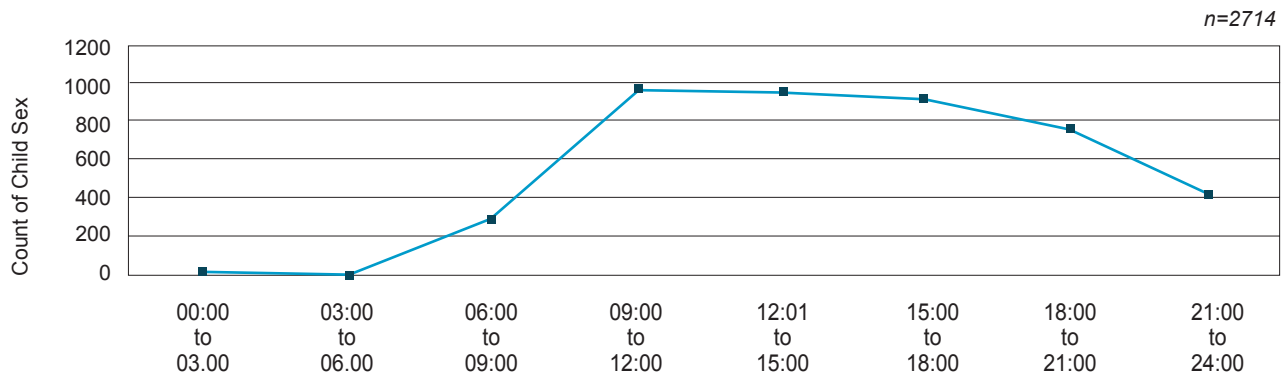
Age group of Children assisted



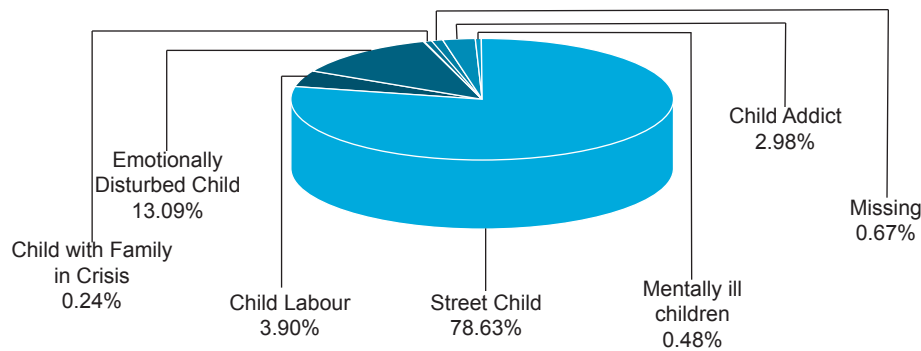
Gender and Problem



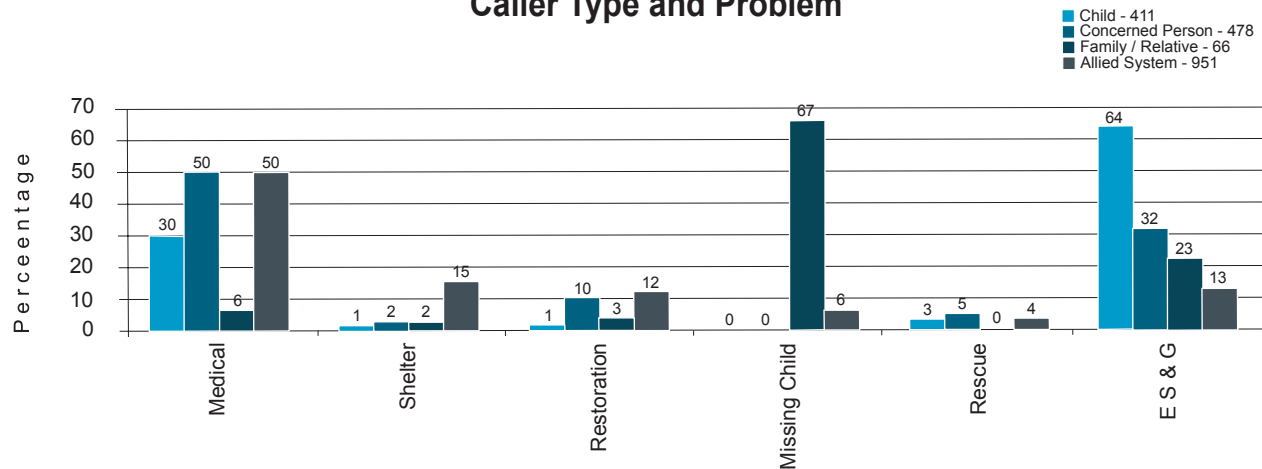
Time of Calls



Life Situation of Children Assisted



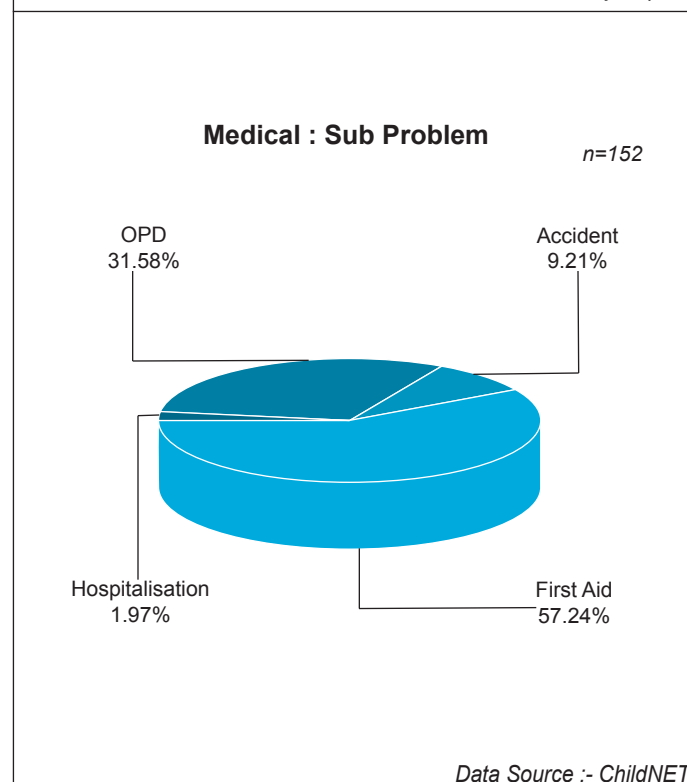
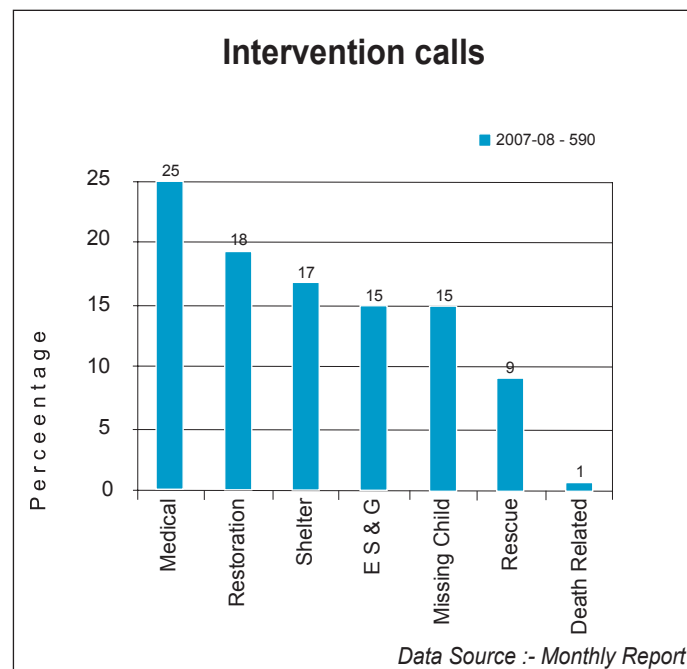
Caller Type and Problem



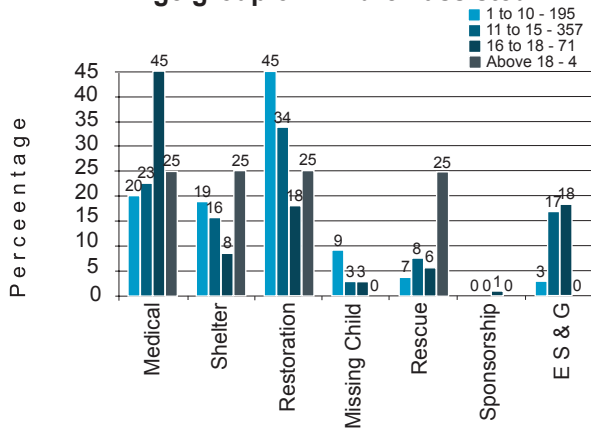
Data Source :- ChildNET

Nodal Organisation	:	Institute of Development Studies (IDS)
Collaborative Organisation	:	Jan Kala Sahitya Manch Sanstha (JKSMS)
Support Organisation	:	-
Date of Inception	:	February - 2000
Total Calls till March 08 Since Inception	:	2,06,672

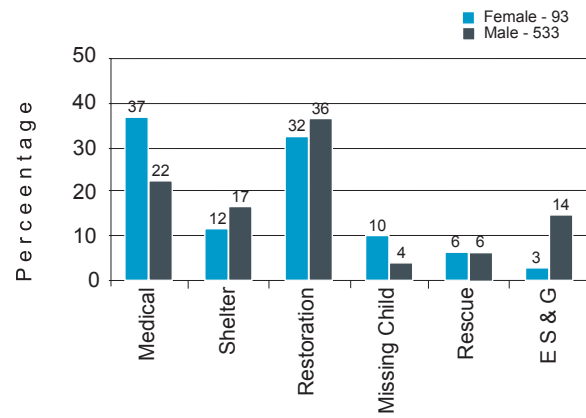
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	146	153
Shelter	99	100
Restoration	115	222
Protection from Abuse (Rescue)	53	40
Death Related	3	2
Sponsorship	1	1
Missing Children	86	31
Emotional Support and Guidance	87	80
Not Documented	-	1
Total - I	590	630
II. Follow-up calls	11	
III. Did not Find	13	
Total I to III	614	
IV. Information		
Information & Referral to Service	18	
Information about CHILDLINE & Volunteers	0	
Total - IV	18	
V. Others		
Silent	0	
Blank	0	
Wrong	0	
Crank/Fun/Abusive	0	
Chat	0	
Phone Testing	10	
Administrative	0	
Personal	0	
Others	0	
Unclassified	13	
Total - V	23	
Total I to V	655	



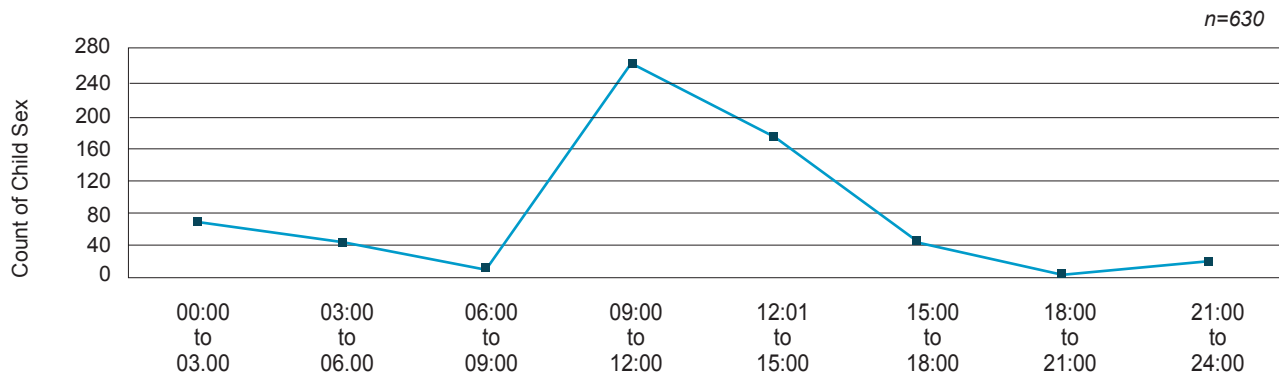
Age group of Children assisted



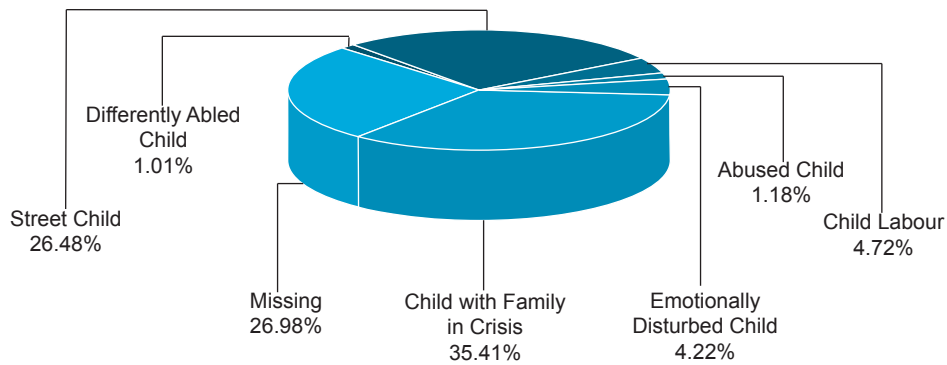
Gender and Problem



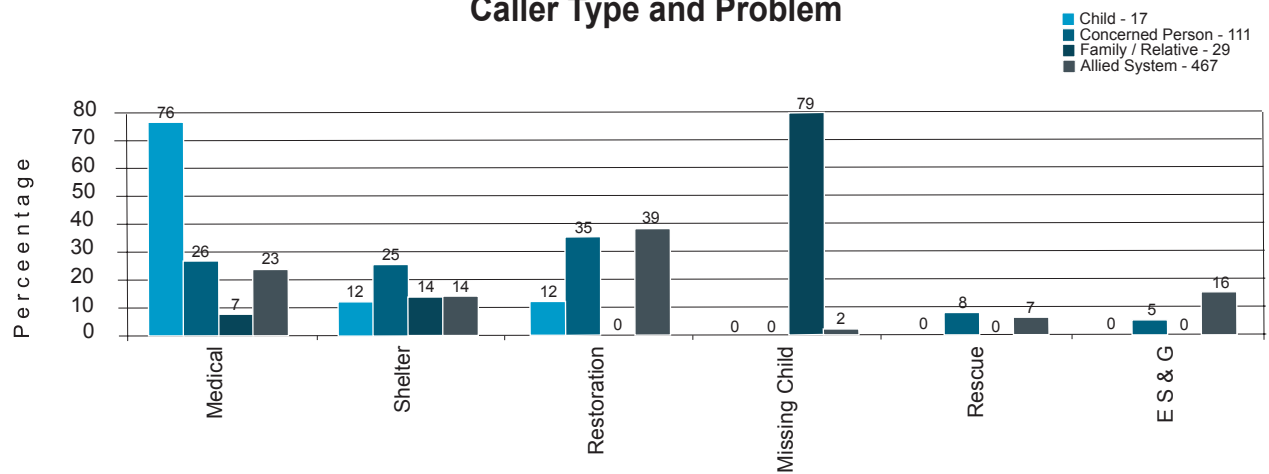
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

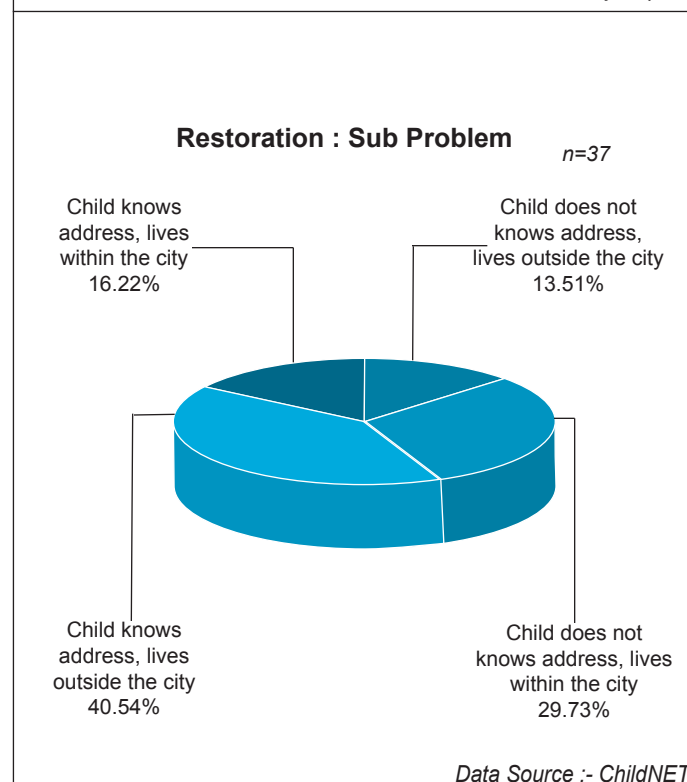
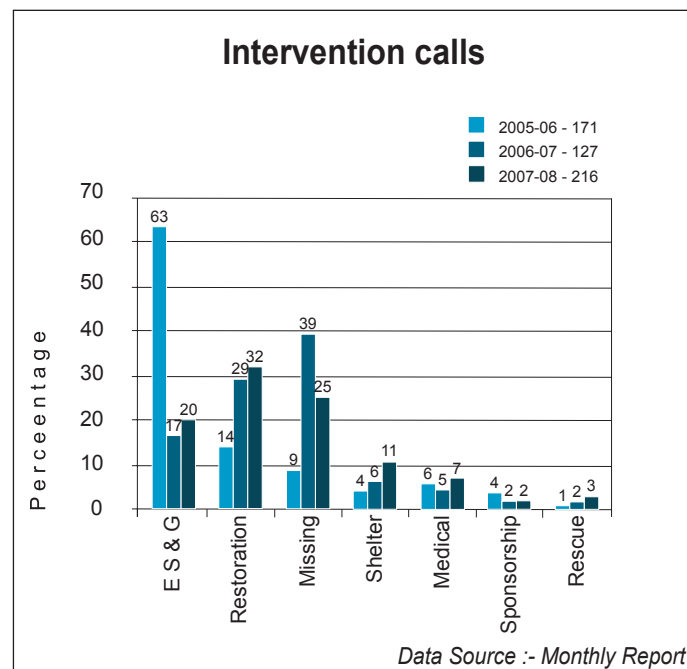


Data Source :- ChildNET

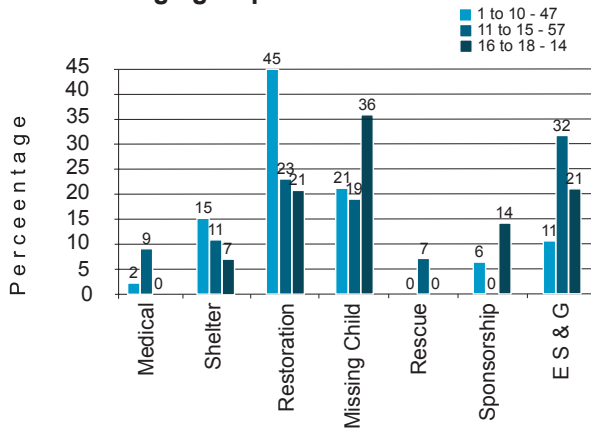
KOTA, RAJASTHAN

Nodal Organisation	:	Rajasthan Bharat Scouts & Guides
Collaborative Organisation	:	Utkarsh Sanstha
Support Organisation	:	-
Date of Inception	:	November - 2004
Total Calls till March 08 Since Inception	:	27,871

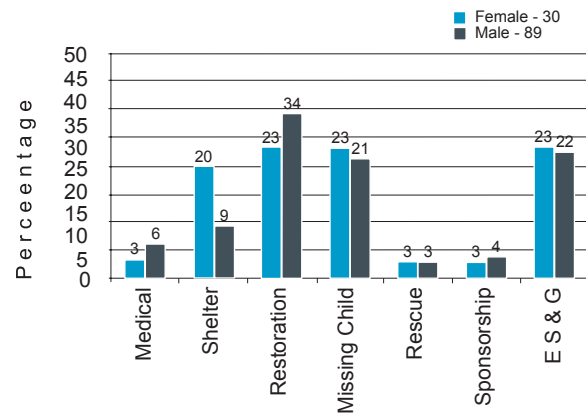
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	15	6
Shelter	23	14
Restoration	69	37
Protection from Abuse (Rescue)	6	4
Death Related	-	-
Sponsorship	5	5
Missing Children	54	26
Emotional Support and Guidance	44	27
Not Documented		3
Total - I	216	122
II. Follow-up calls	297	
III. Did not Find	17	
Total I to III	530	
IV. Information		
Information & Referral to Service	42	
Information about CHILDLINE & Volunteers	4,873	
Total - IV	4,915	
V. Others		
Silent	751	
Blank	40	
Wrong	198	
Crank/Fun/Abusive	44	
Chat	30	
Phone Testing	704	
Administrative	380	
Personal	36	
Others	-	
Unclassified	5	
Total - V	2,188	
Total I to V	7,633	



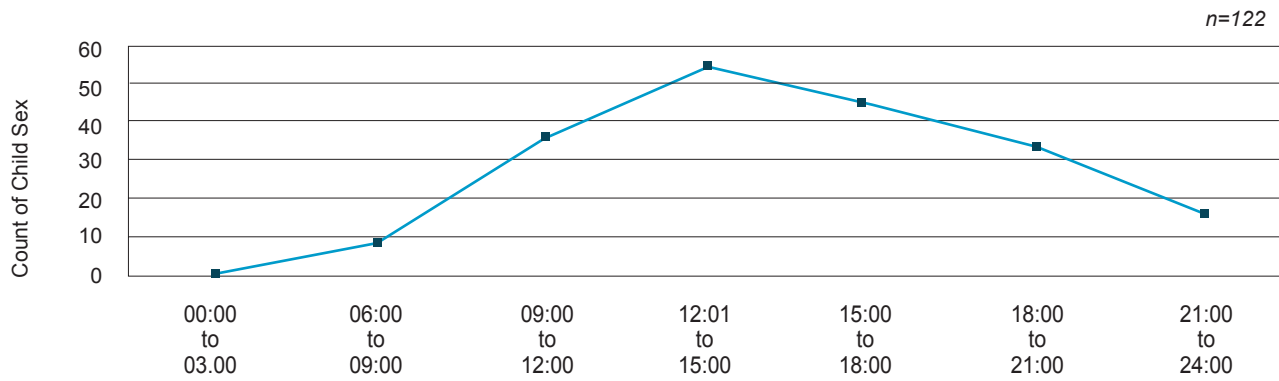
Age group of Children assisted



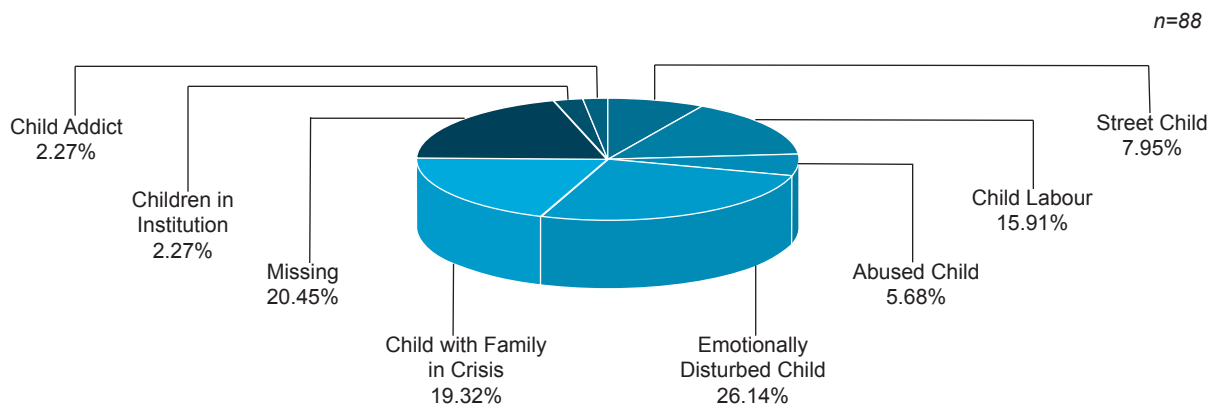
Gender and Problem



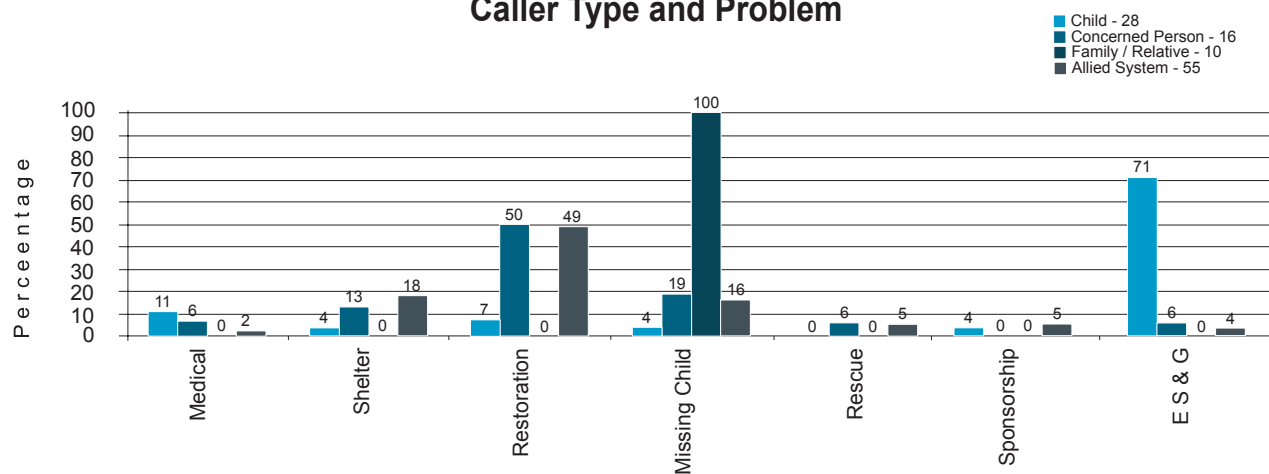
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

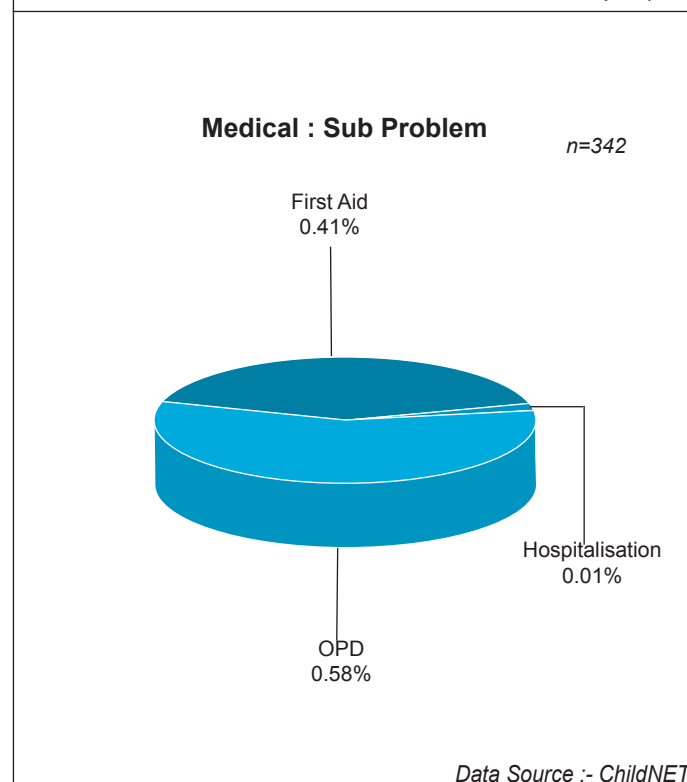
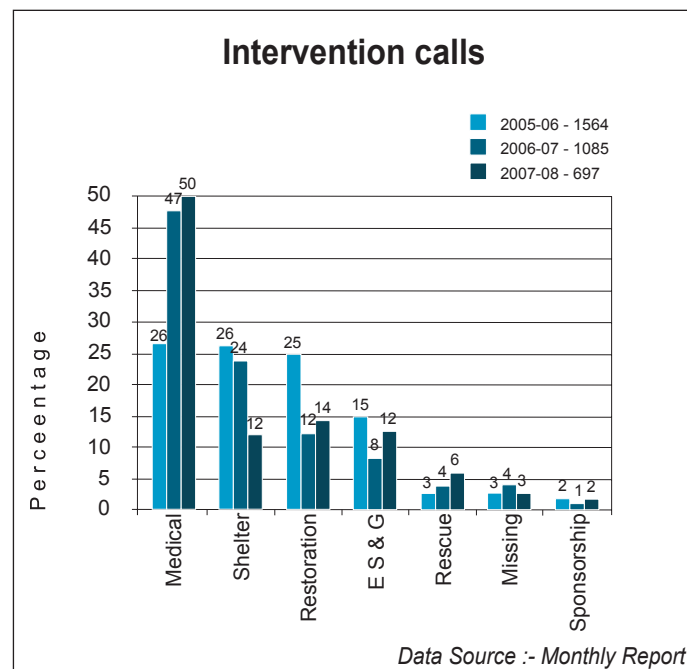


Data Source :- ChildNET

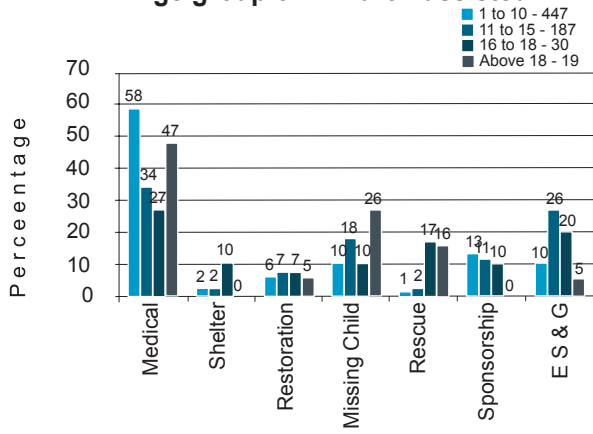
UDAIPUR, RAJASTHAN

Nodal Organisation	:	Udaipur School of Social Work (USSW)
Collaborative Organisation	:	Seva Mandir
Support Organisation	:	-
Date of Inception	:	April - 2002
Total Calls till March 08 Since Inception	:	1,76,959

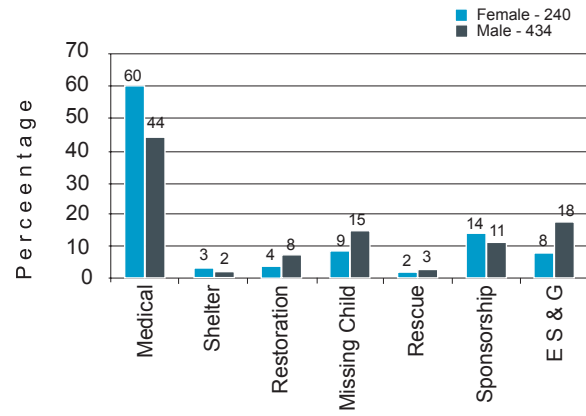
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	347	345
Shelter	21	19
Restoration	40	43
Protection from Abuse (Rescue)	16	15
Death Related	1	1
Sponsorship	85	82
Missing Children	87	86
Emotional Support and Guidance	100	100
Not Documented	-	33
Total - I	697	724
II. Follow-up calls	162	
III. Did not Find	162	
Total I to III	1,021	
IV. Information		
Information & Referral to Service	62	
Information about CHILDLINE & Volunteers	31	
Total - IV	93	
V. Others		
Silent	5,859	
Blank	4,162	
Wrong	1,003	
Crank/Fun/Abusive	8,492	
Chat	9,976	
Phone Testing	135	
Administrative	220	
Personal	140	
Others	-	
Unclassified	2	
Total - V	29,989	
Total I to V	31,103	



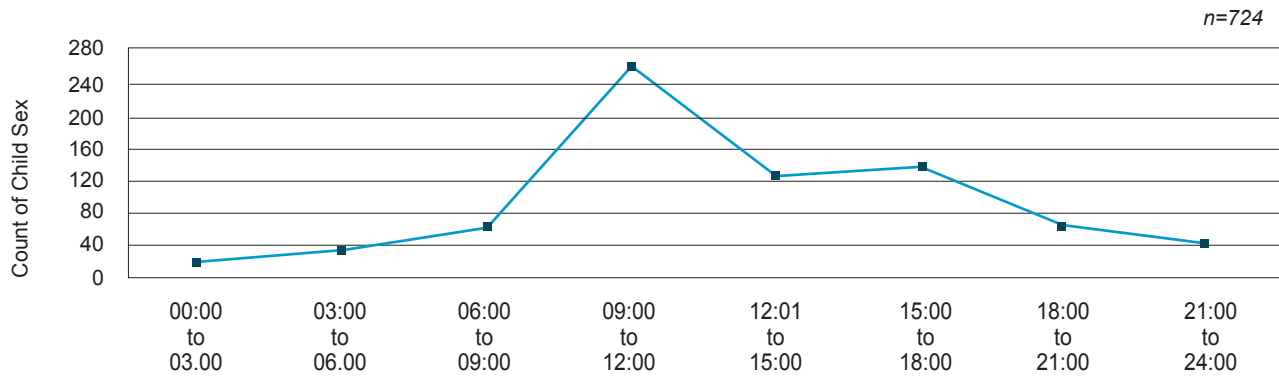
Age group of Children assisted



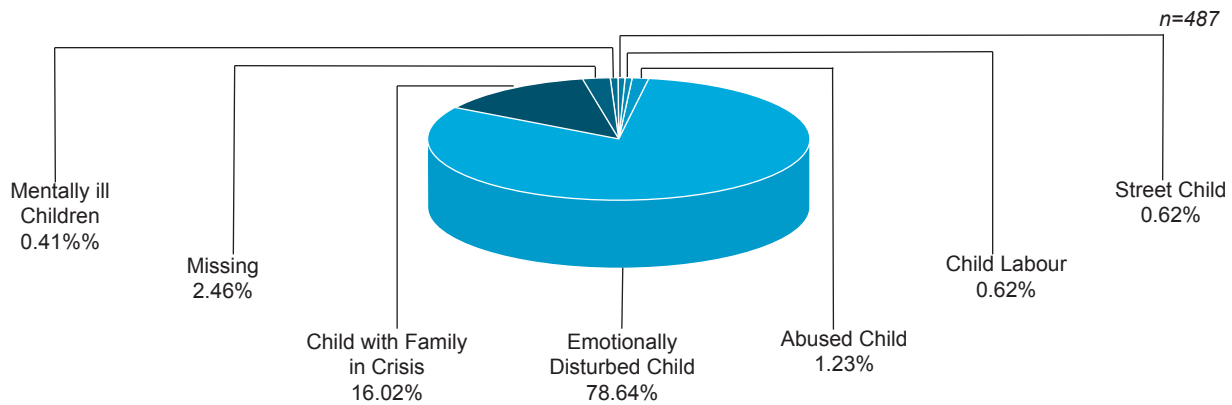
Gender and Problem



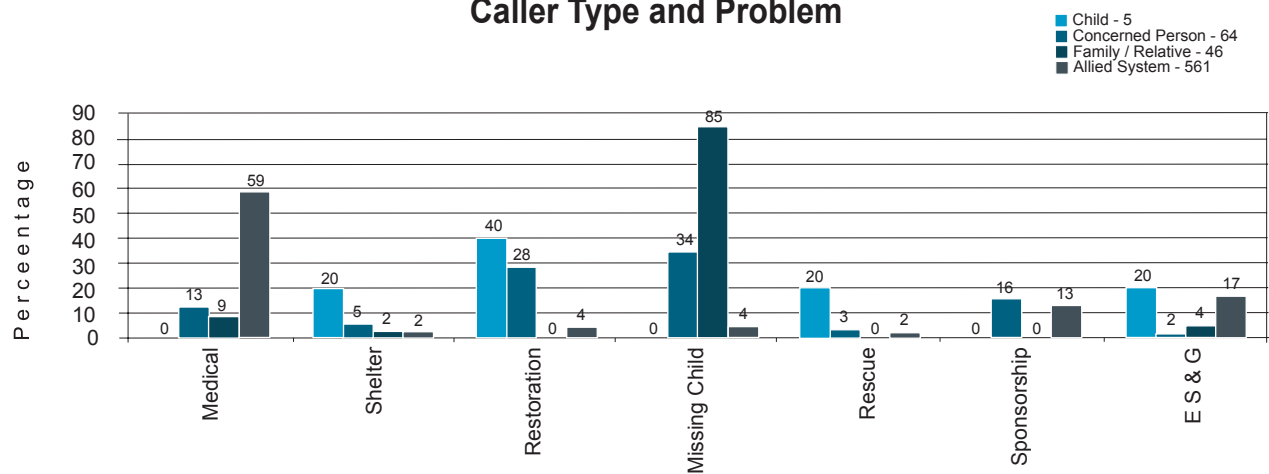
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

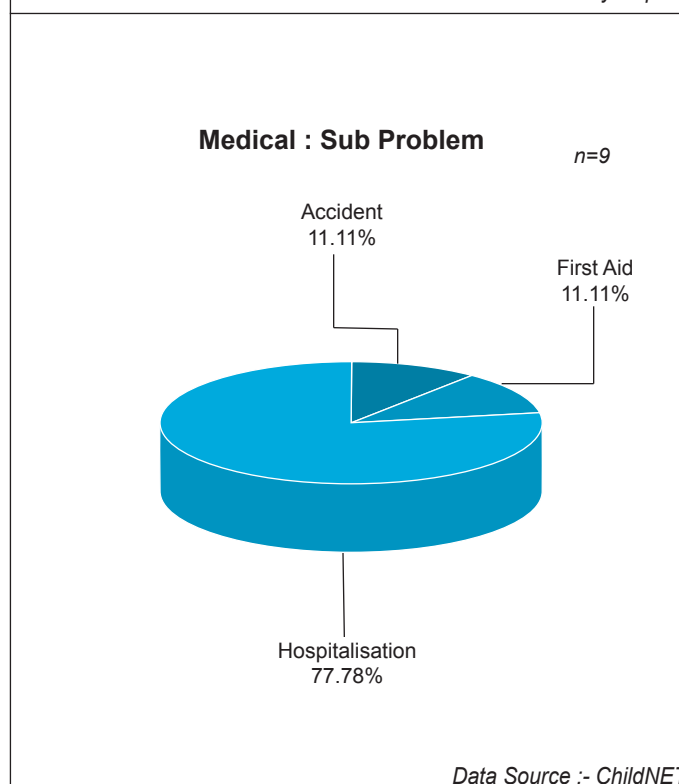
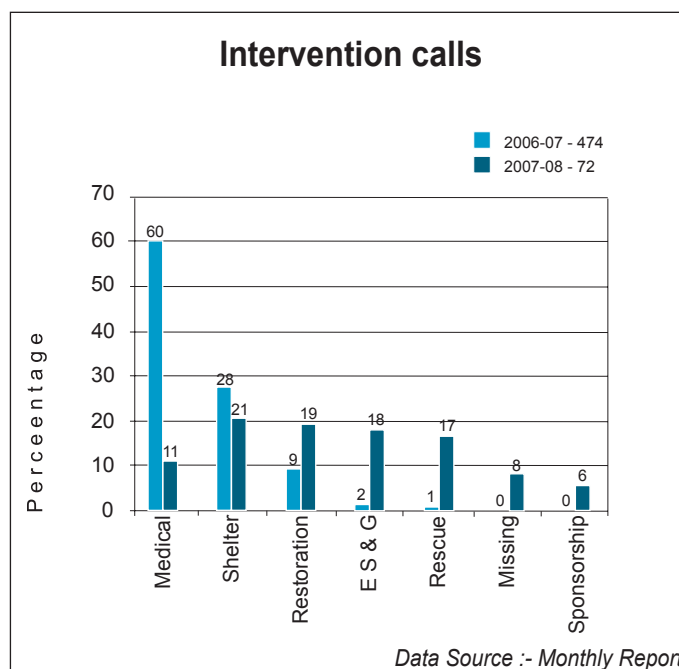


Data Source :- ChildNET

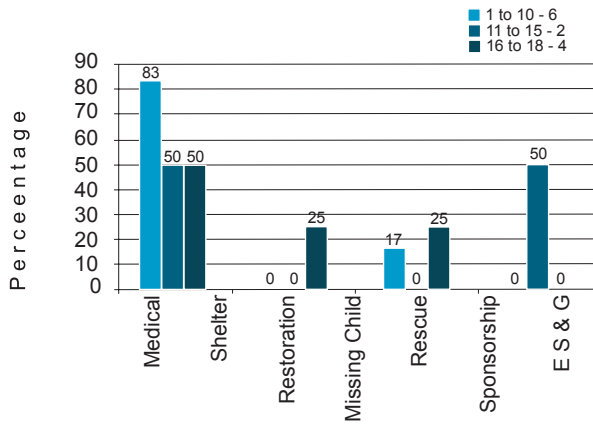
JAMMU, JAMMU & KASHMIR

Nodal Organisation	:	University of Jammu
Collaborative Organisation	:	Indian Red Cross Society (IRCS)
Support Organisation	:	-
Date of Inception	:	December - 2005
Total Calls till March 08 Since Inception	:	16,405

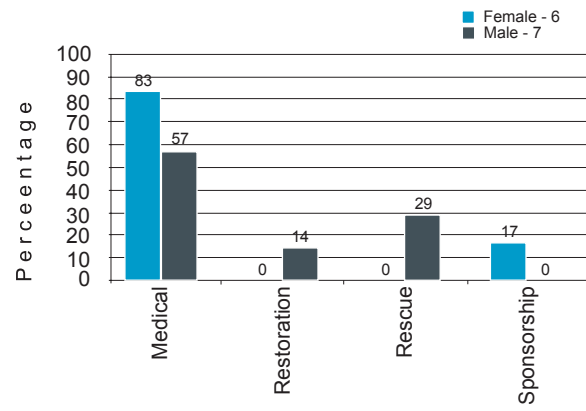
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	15	9
Shelter	12	-
Restoration	6	1
Protection from Abuse (Rescue)	4	2
Death Related	-	-
Sponsorship	8	1
Missing Children	13	-
Emotional Support and Guidance	14	-
Not Documented	-	26
Total - I	72	39
II. Follow-up calls	168	
III. Did not Find	3	
Total I to III	243	
IV. Information		
Information & Referral to Service	41	
Information about CHILDLINE & Volunteers	178	
Total - IV	219	
V. Others		
Silent	773	
Blank	386	
Wrong	1,756	
Crank/Fun/Abusive	189	
Chat	411	
Phone Testing	903	
Administrative	2,507	
Personal	1,342	
Others	12	
Unclassified	5	
Total - V	8,284	
Total I to V	8,746	



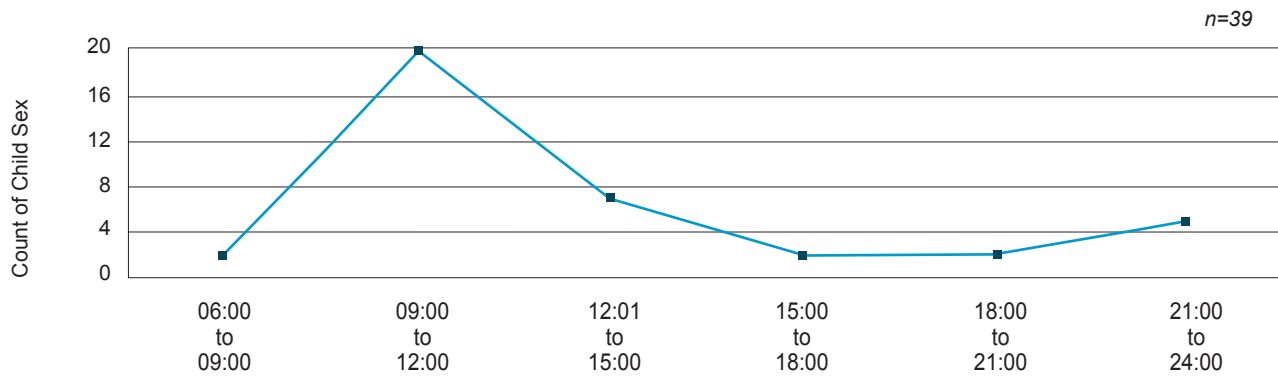
Age group of Children assisted



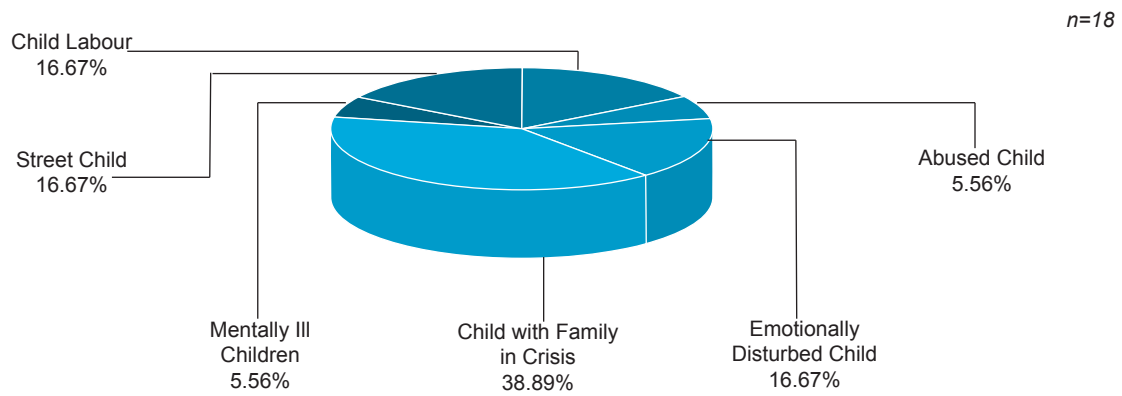
Gender and Problem



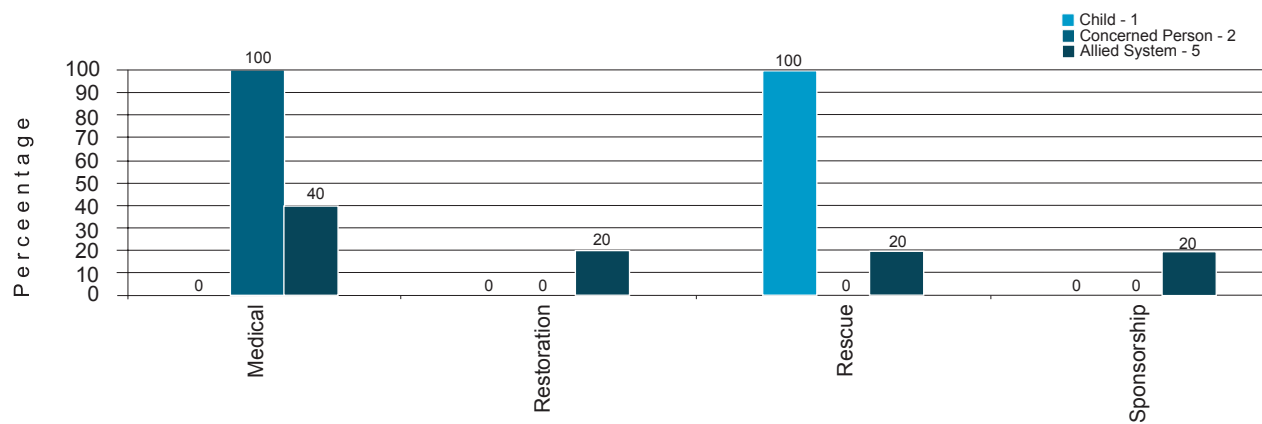
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

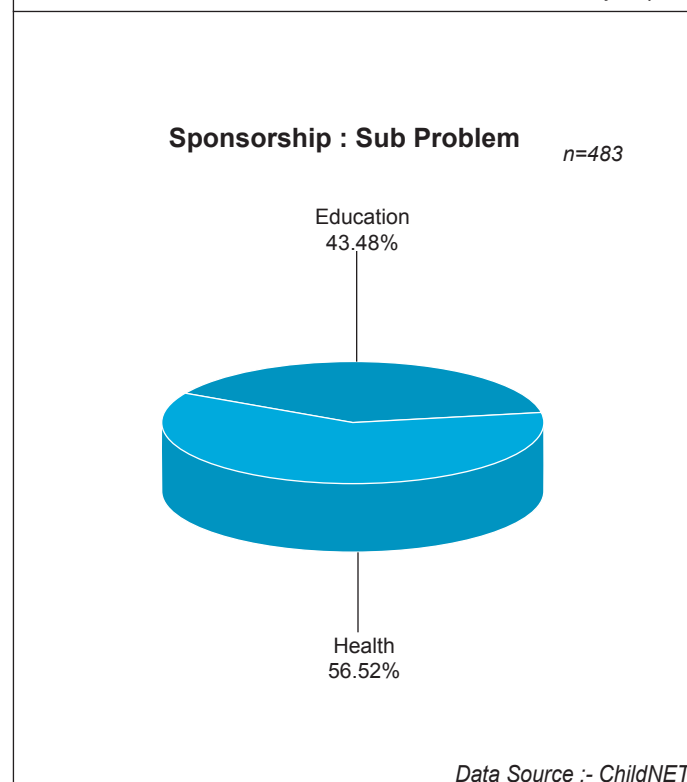
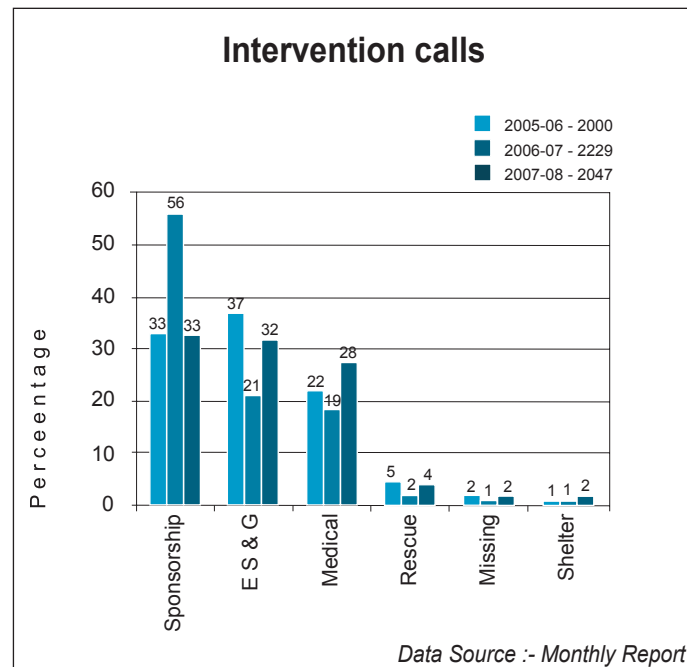


Data Source :- ChildNET

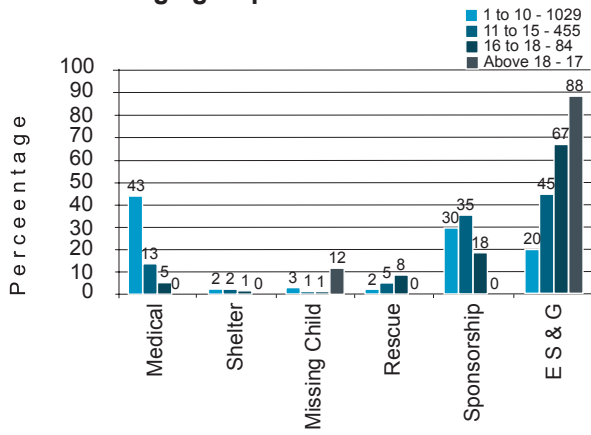
PUNJAB, CHANDIGARH

Nodal Organisation	:	-
Collaborative Organisation	:	PGIMER
Support Organisation	:	Youth Technical Training Society
Date of Inception	:	September - 2001
Total Calls till March 08 Since Inception	:	69,838

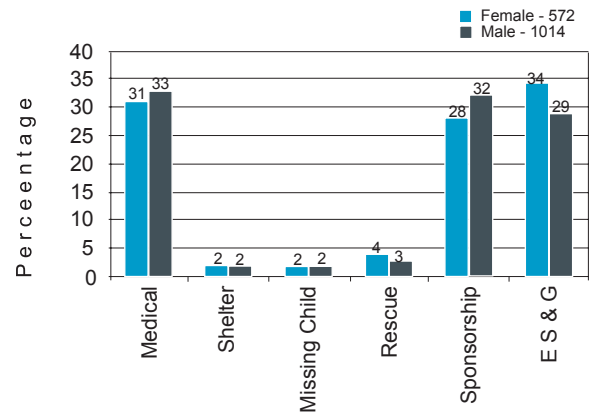
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	566	514
Shelter	41	28
Restoration	2	1
Protection from Abuse (Rescue)	80	51
Death Related	2	2
Sponsorship	667	486
Missing Children	41	34
Emotional Support and Guidance	648	489
Not Documented	-	6
Total - I	2,047	1,611
II. Follow-up calls	384	
III. Did not Find	1	
Total I to III	2,432	
IV. Information		
Information & Referral to Service	457	
Information about CHILDLINE & Volunteers	201	
Total - IV	658	
V. Others		
Silent	3,265	
Blank	1,182	
Wrong	1,136	
Crank/Fun/Abusive	21	
Chat	93	
Phone Testing	132	
Administrative	910	
Personal	197	
Others	3	
Unclassified	-	
Total - V	6,939	
Total I to V	10,029	



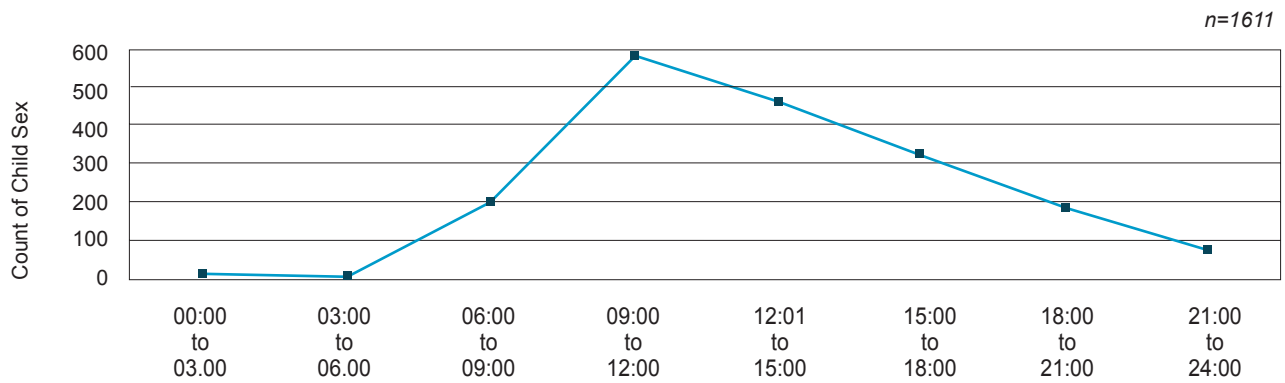
Age group of Children assisted



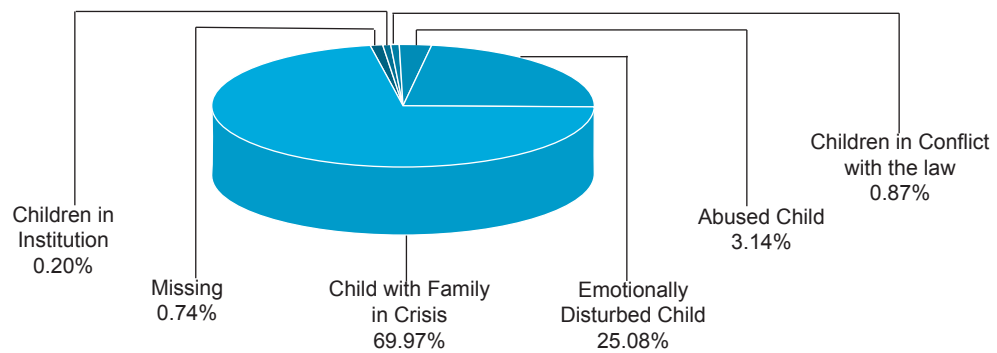
Gender and Problem



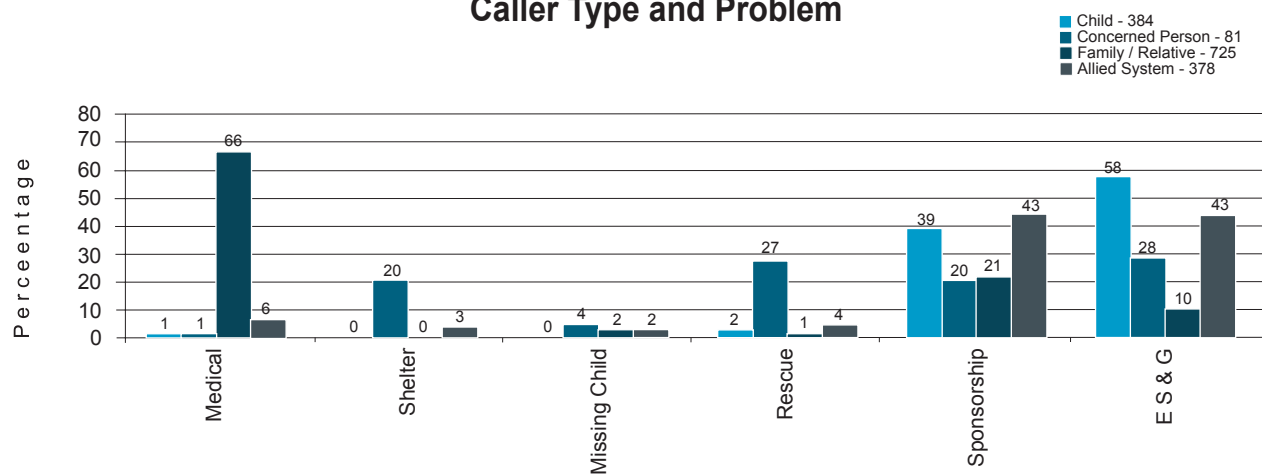
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

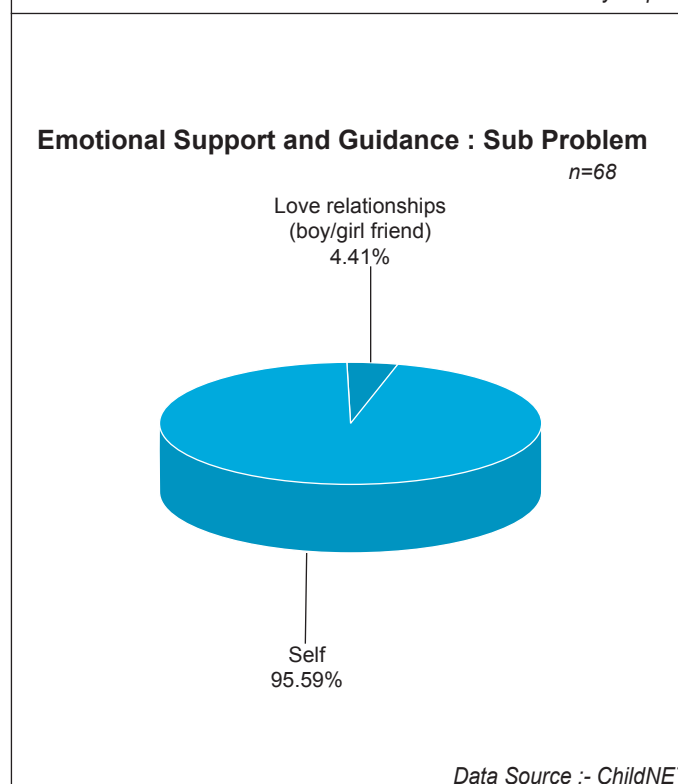
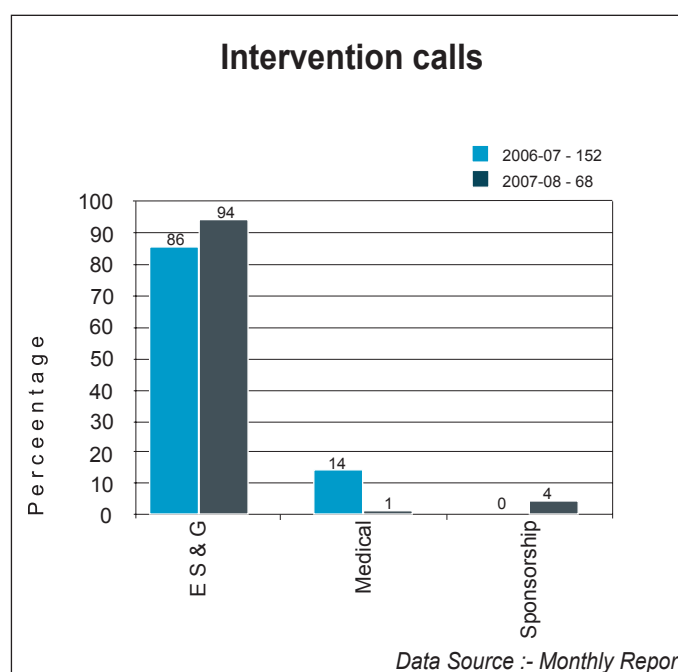


Data Source :- ChildNET

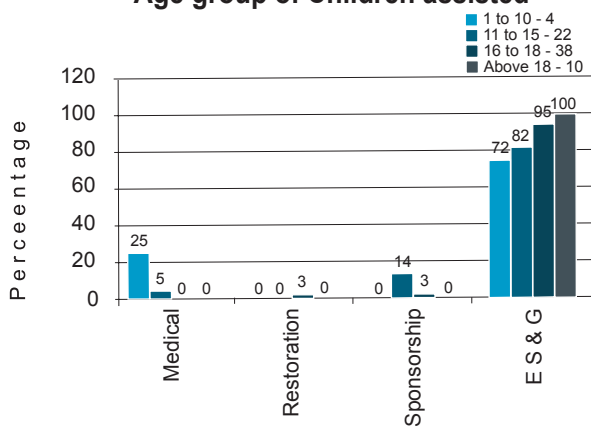
SHIMLA, HIMACHAL PRADESH

Nodal Organisation	:	Population Research Centre (PRC)
Collaborative Organisation	:	Himachal Pradesh Voluntary Health Association (HPVHA)
Support Organisation	:	-
Date of Inception	:	April - 2006
Total Calls till March 08 Since Inception	:	2,971

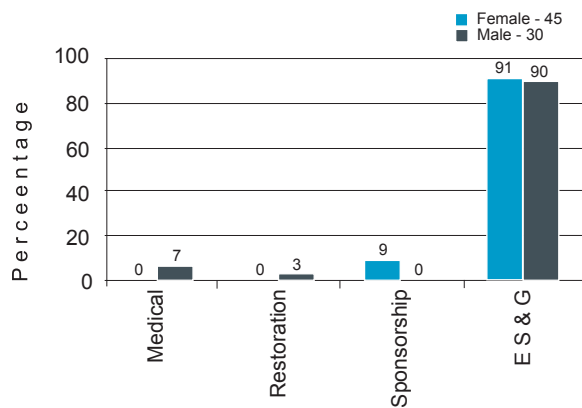
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	1	2
Shelter	-	-
Restoration	-	1
Protection from Abuse (Rescue)	-	-
Death Related	-	-
Sponsorship	3	4
Missing Children	-	-
Emotional Support and Guidance	64	68
Not Documented	-	1
Total - I	68	76
II. Follow-up calls	19	
III. Did not Find	6	
Total I to III	93	
IV. Information		
Information & Referral to Service	1	
Information about CHILDLINE & Volunteers	149	
Total - IV	150	
V. Others		
Silent	131	
Blank	404	
Wrong	161	
Crank/Fun/Abusive	142	
Chat	229	
Phone Testing	181	
Administrative	149	
Personal	68	
Others	-	
Unclassified	9	
Total - V	1,474	
Total I to V	1,717	



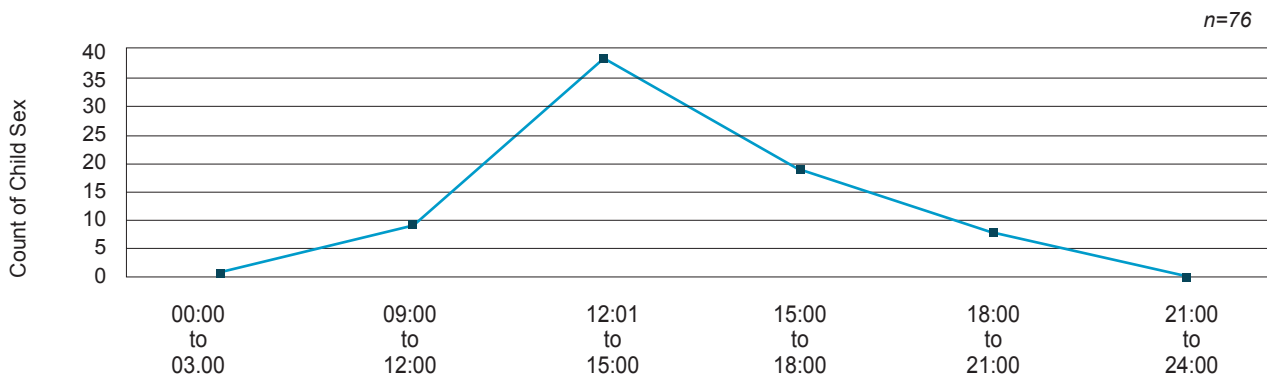
Age group of Children assisted



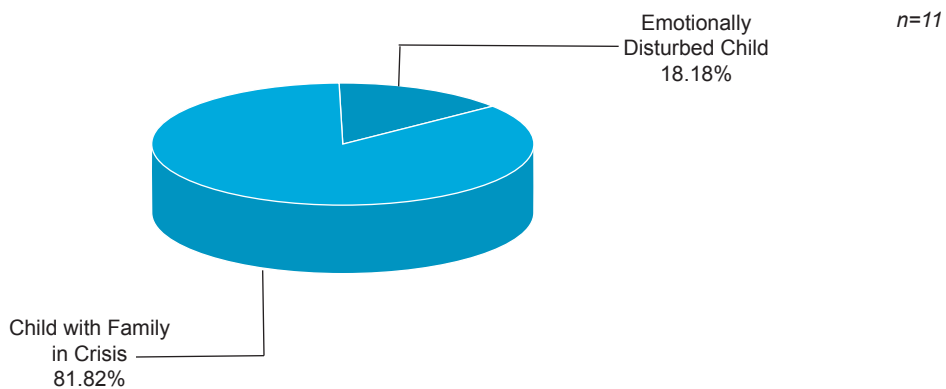
Gender and Problem



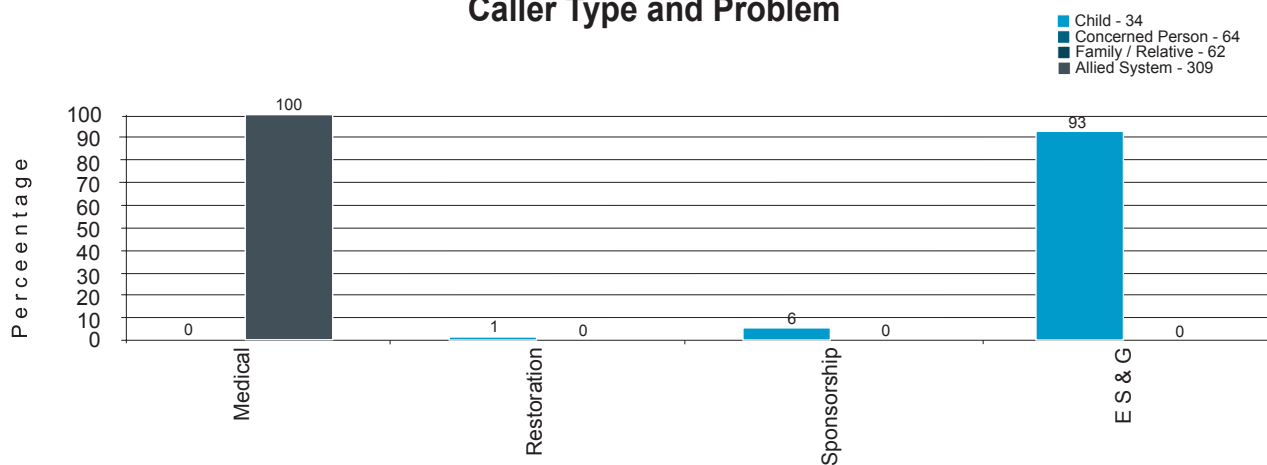
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

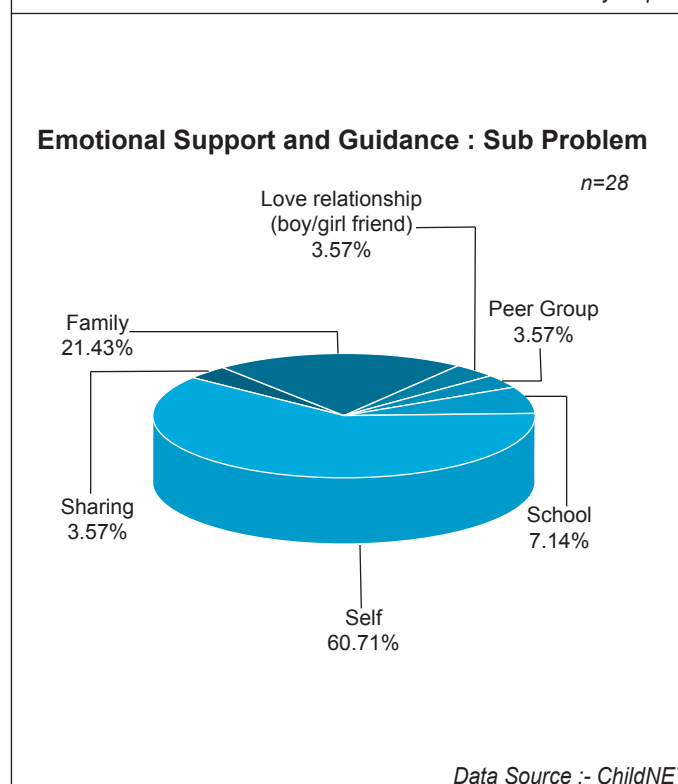
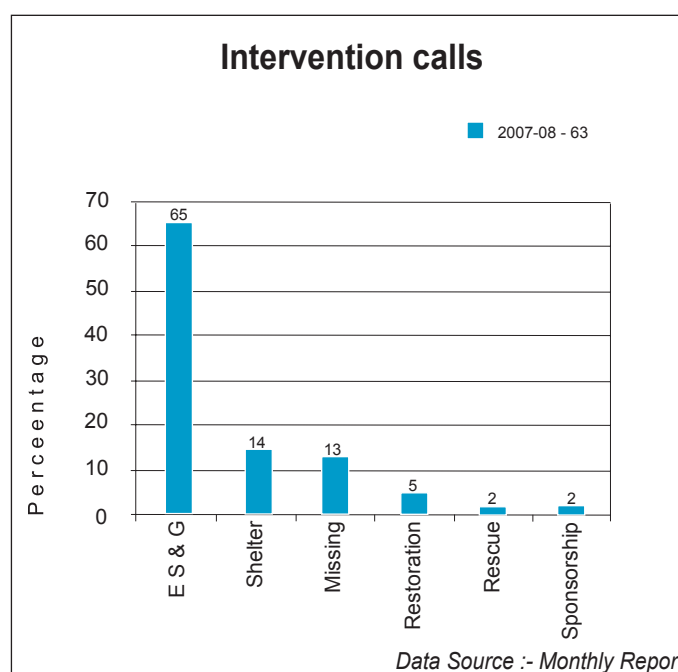


Data Source :- ChildNET

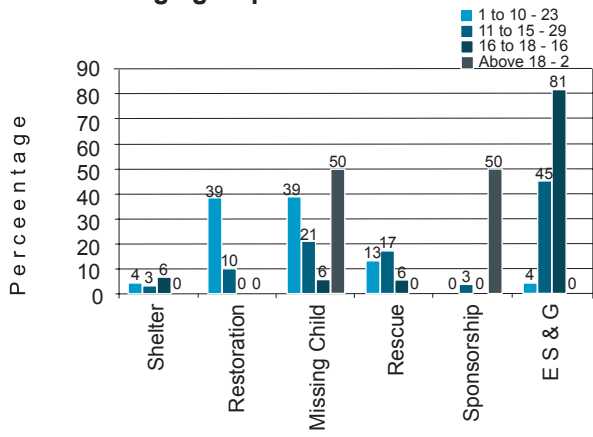
GURGAON, HARIYANA

Nodal Organisation	:	-
Collaborative Organisation	:	Shakti Vahini
Support Organisation	:	-
Date of Inception	:	April - 2006
Total Calls till March 08 Since Inception	:	2,519

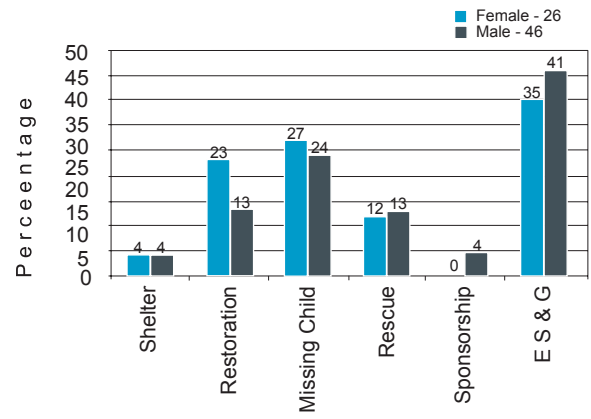
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	-	-
Shelter	9	3
Restoration	3	12
Protection from Abuse (Rescue)	1	9
Death Related	-	-
Sponsorship	1	2
Missing Children	8	18
Emotional Support and Guidance	41	28
Not Documented	-	9
Total - I	63	81
II. Follow-up calls	41	
III. Did not Find	17	
Total I to III	121	
IV. Information		
Information & Referral to Service	143	
Information about CHILDLINE & Volunteers	458	
Total - IV	601	
V. Others		
Silent	1,030	
Blank	230	
Wrong	339	
Crank/Fun/Abusive	53	
Chat	2	
Phone Testing	60	
Administrative	6	
Personal	77	
Others	-	
Unclassified	-	
Total - V	1,797	
Total I to V	2,519	



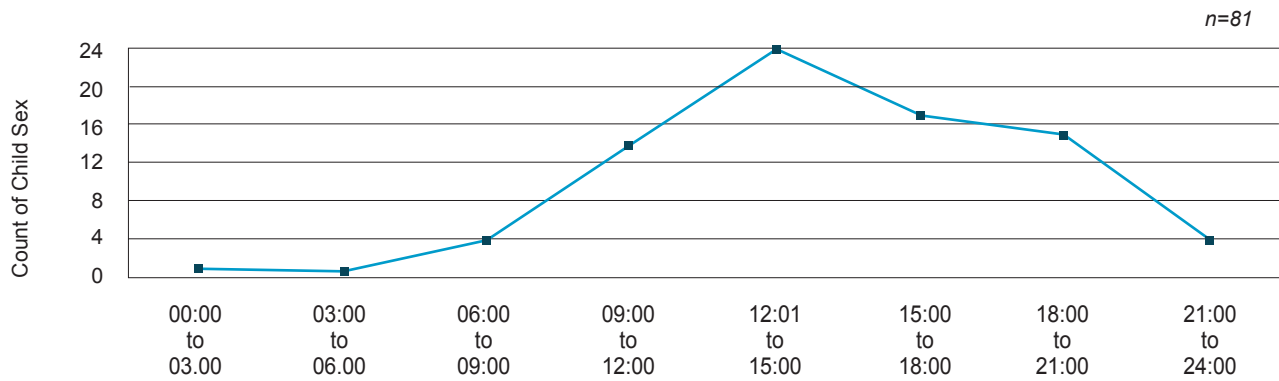
Age group of Children assisted



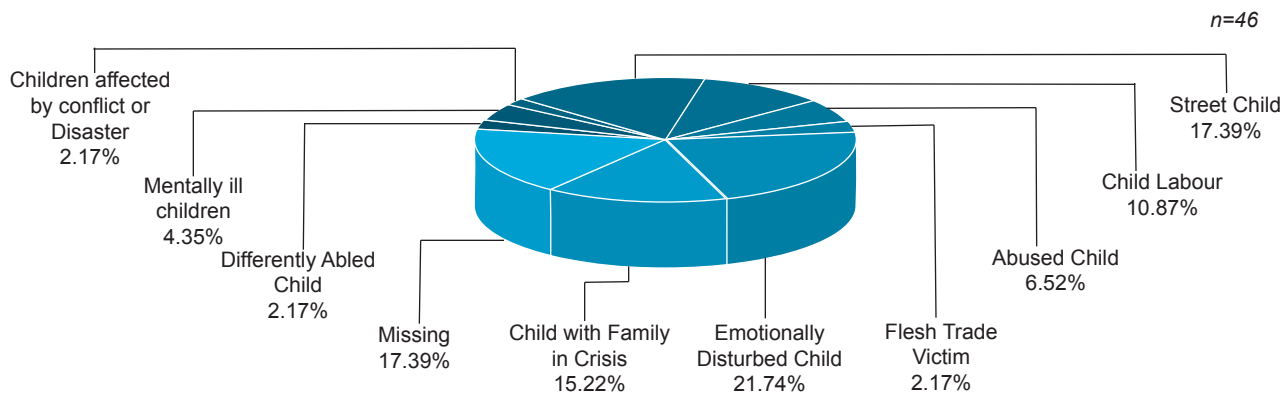
Gender and Problem



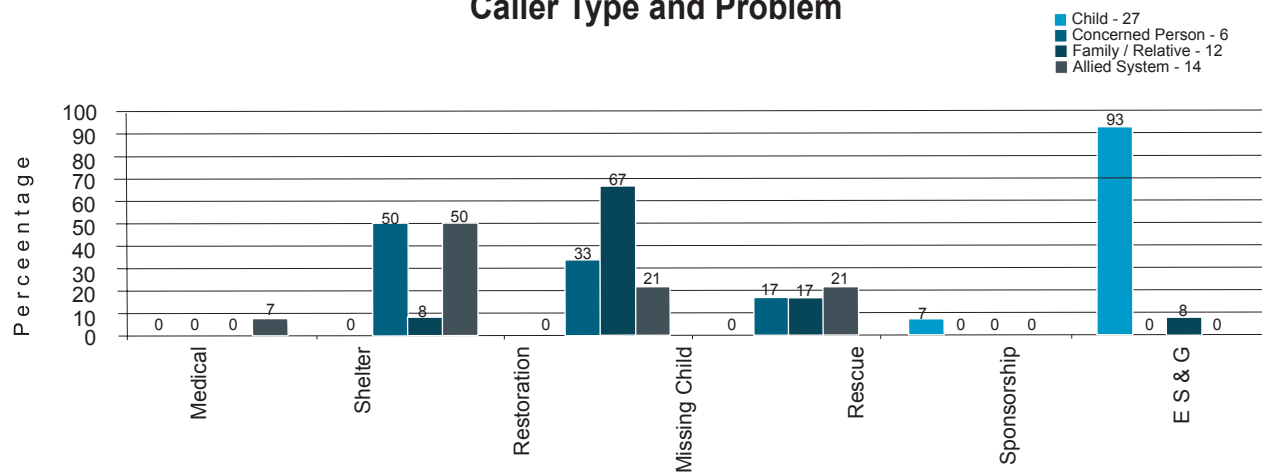
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



Data Source :- ChildNET

south zone



South India is a peninsula in the shape of a vast inverted triangle, bounded on the west by the Arabian Sea, on the east by the Bay of Bengal and on the north by the Vindhya and Satpura ranges.

The estimated population of South India is 233 million. The largest linguistic groups in South India include the Telugus, Tamils, Kannadigas, Malayalis, Tuluvas, Kodavas and Konkanis. About 83% of South Indians follow Hinduism. Islam has the second-highest number of followers in the region, with 11%, while 5% follow Christianity.

The average literacy rate of South India is approximately 73%, considerably higher than the Indian national average of 60%. Kerala leads the nation with a literacy rate of 91%. The sex ratio in South India is fairly equable at 997; Kerala is the only state in India with a favourable sex ratio. The population density of the region is approximately 463.

Scheduled Castes and Tribes form 18% of the population of the region. Agriculture is the major employer in the region — 47.5% of the population is involved in agrarian activities. About 60% of the population lives in permanent housing structure.

(Source : Wikimedia Foundation, Inc.)

The CHILDLINE service is spread over 25 cities across the four states of Kerala, Andhra Pradesh, Tamil Nadu and Karnataka in South India.

Table 8.1 : Intervention Calls

Categories	Monthly Report		ChildNET		Variation in Reporting
Intervention	Total	%	Total	%	Total
Medical	705	3	303	1.83	402
Shelter	3,484	15	2,271	13.61	1,213
Restoration	3,773	16	2,488	14.91	1,285
Missing	2,317	10	1,330	7.97	987
Protection from Abuse	1,499	6	640	3.84	859
Death Related	23	0	2	0.01	21
Sponsorship	1,218	5	382	4.09	836
ES&G	10,353	44	8,968	53.75	1,385
Total	23,372	100	16,684	100	6,688

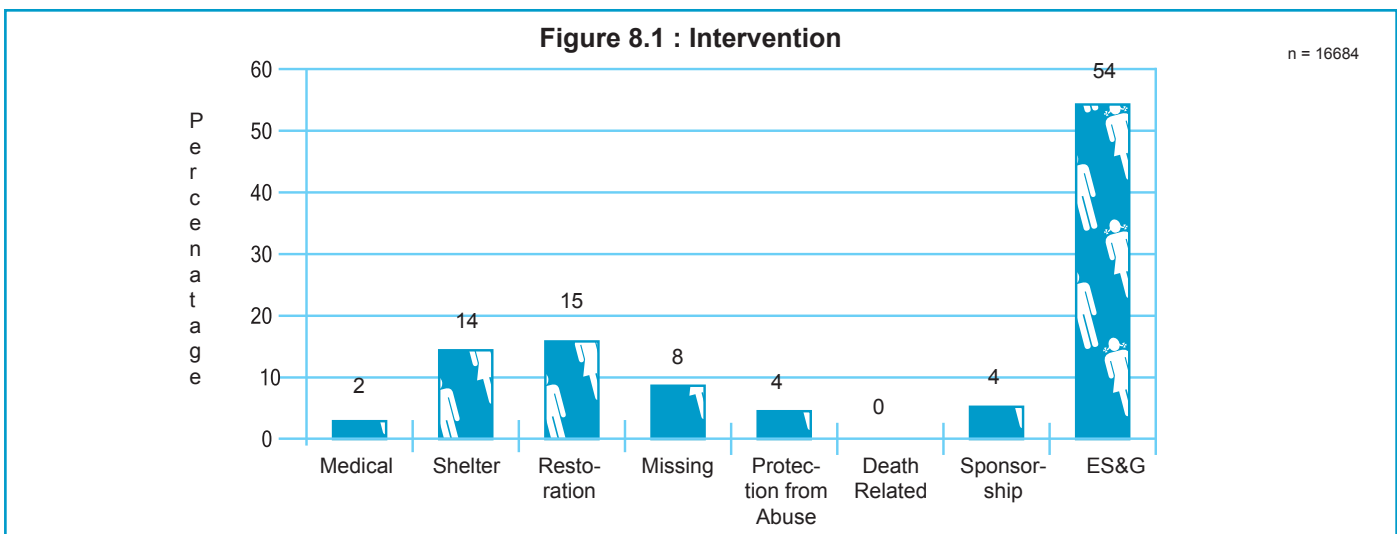
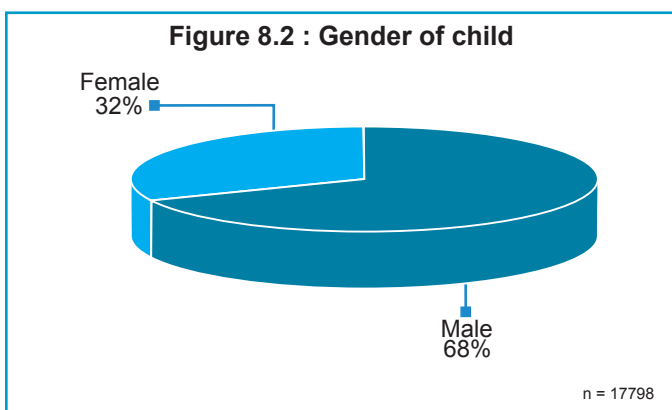


Table above highlights that the maximum number of cases intervened by CHILDLINE southern zone were reported under ES&G accounting for more than 50% followed by restoration and shelter.

However there is a considerable difference of overall of almost 30% in the monthly report when compared to ChildNET. Cases which were reported under abuse, sponsorship, death related, missing and medical highlight a major difference when compared with Monthly report.



The pertaining figure 8.2 on gender of children who have been assisted by CHILDLINE, highlights that male account for 68% of the children assisted.

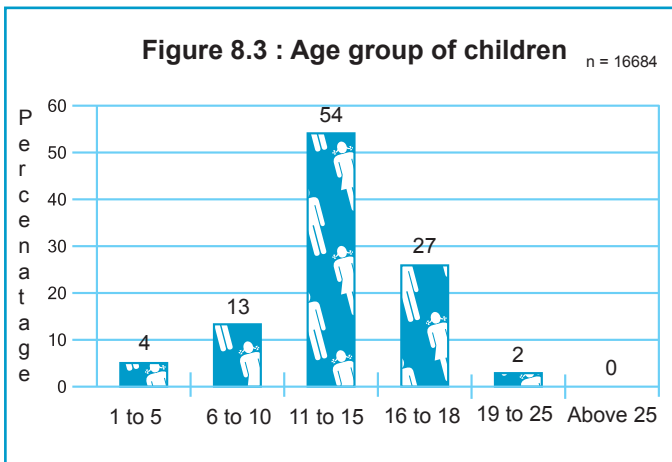


Figure 8.3 Children in the age group of 11 to 15 account for more than 50% while children in the age group of 11 to 18 together account for more than 75%.

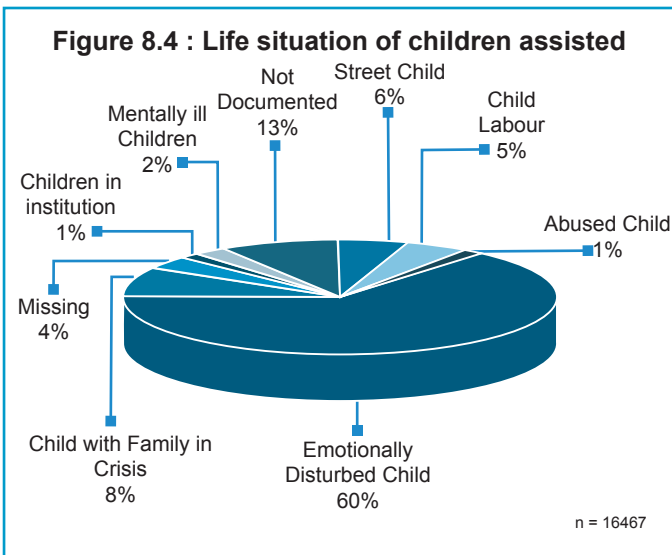


Figure 8.4 categorises the children that access the service 60% of the children were emotionally disturbed children, followed by 8% of the children with family in crisis. In 13 % of the cases life situation of the children was not documented.

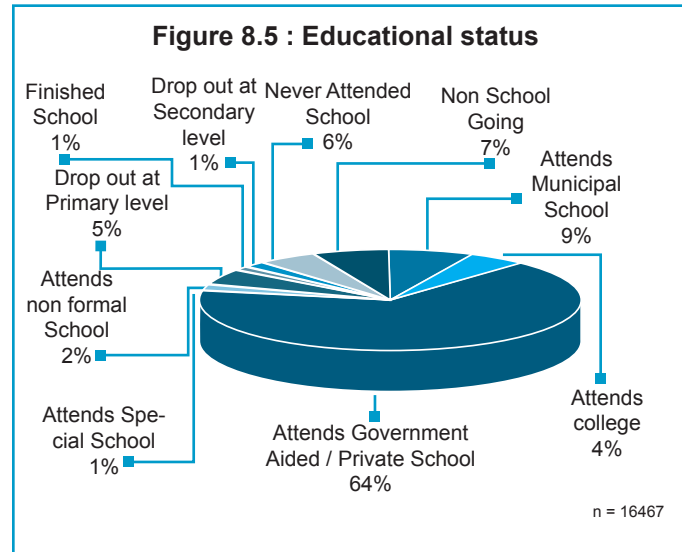
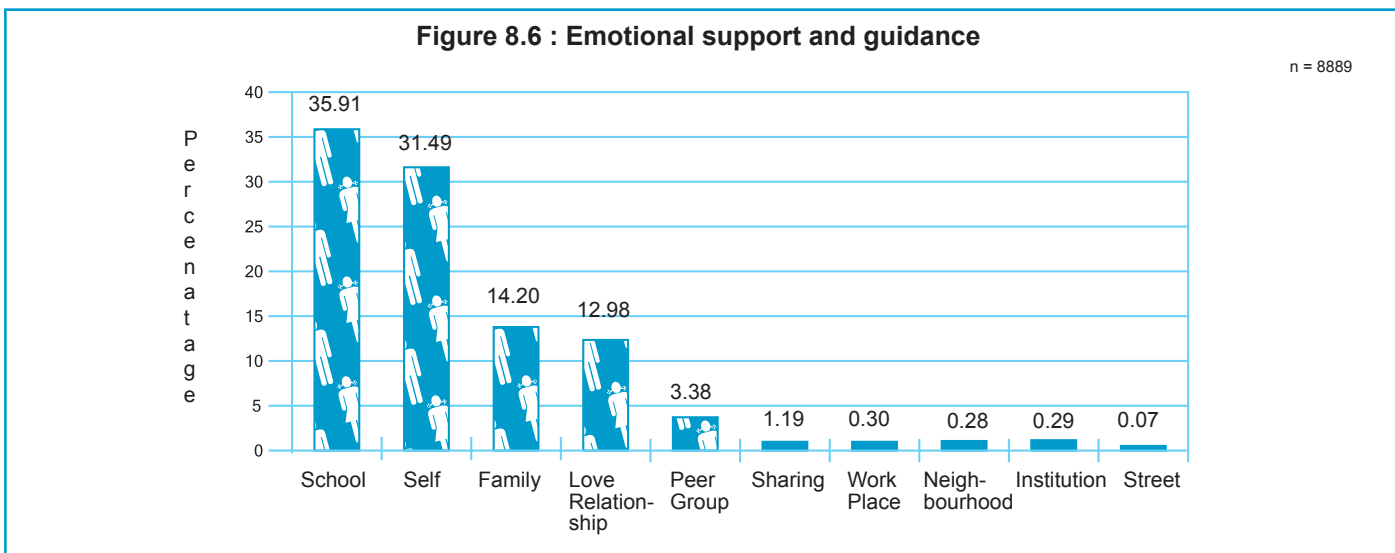


Figure 8.5 points out that more than 60% of the children attend government aided/private school, this is very encouraging, 9% of the children attend municipal school, 6% of the children reported drop out at primary level, while an equal percent of children reported to have never attended school. Thus 78% of children have been part of the education system, which is much than the rest of the zones or national figures.



Under counselling related to school matters accounted for 35%, followed by problems related to self at 30%, family and love relationship were reported at 14% each

Table 8.6 : Emotional Support and Guidance

Factors contributing to Emotional Support and Guidance trauma	Total	%
Family	1267	14.13
Love relationships (boy/girl friend)	1158	12.91
Neighbourhood	25	0.28
Peer Group	302	3.37
School	3204	35.73
Self	2810	31.33
Sharing	98	1.09
Work place	27	0.30
Not Documented	40	0.45
Total	8929	100

Figure 8.6.2 : Emotional support and guidance : School

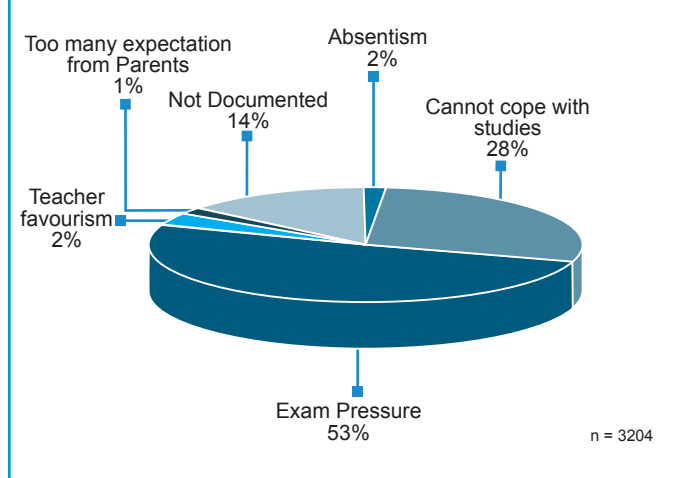
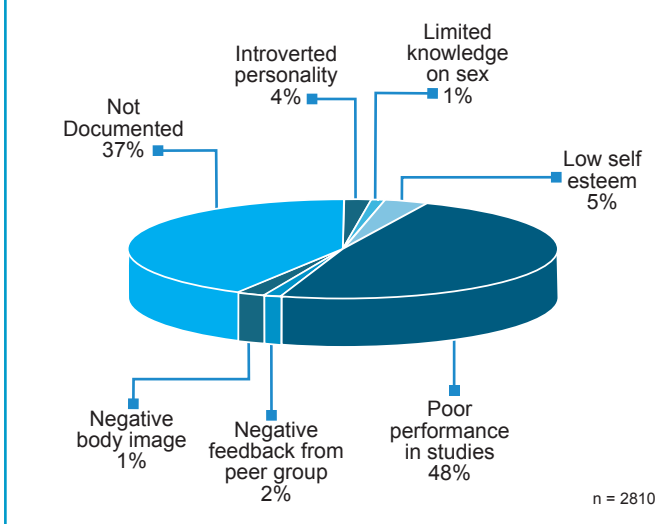


Figure 8.6.1 : Emotional support and guidance : Self



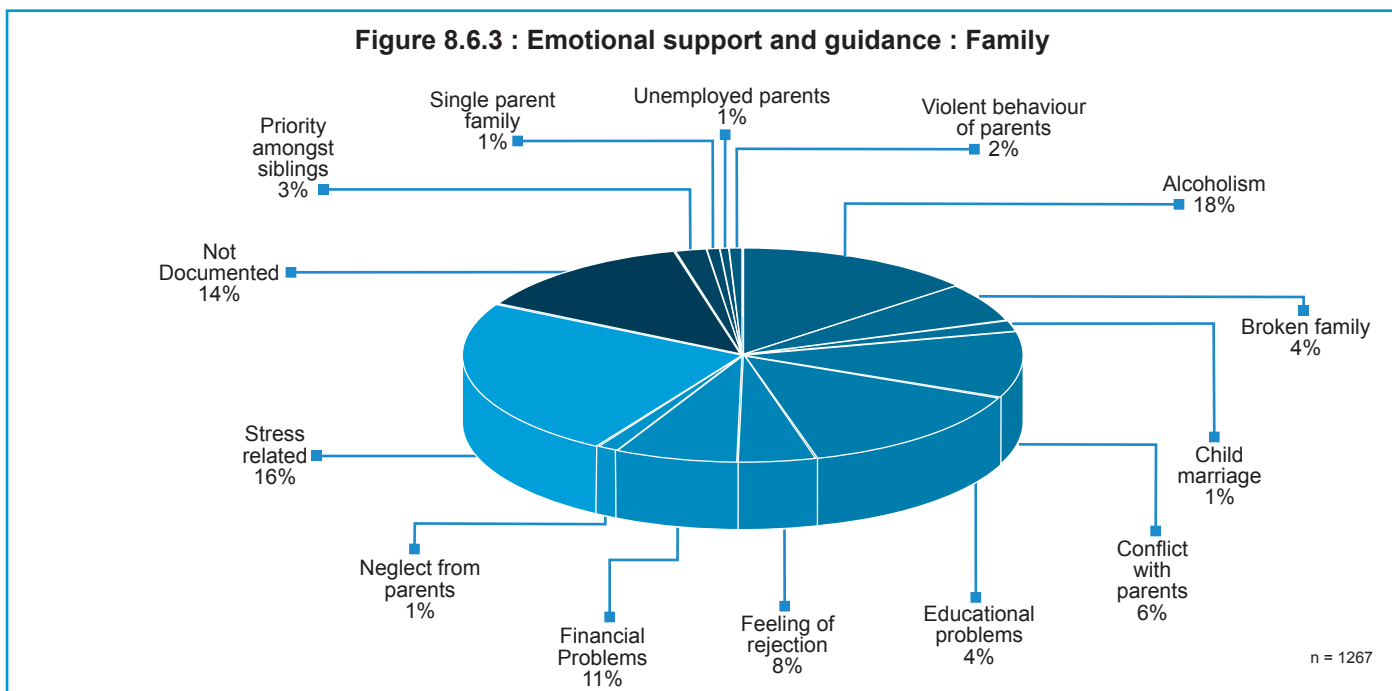
Emotional Support and Guidance : School – 3204 (35%)

Within the ES&G calls school related problems, are more than 55 % of the children reported exam pressure, while 31% reported their stress on coping with the studies.

Emotional Support and Guidance : Self - 2810 (31%)

Again more than 75% of the children reported poor performance in studies as a major constrain under counselling for self related problems. Thus academic performance seems to be the most significant source of stress for children in this region.

Figure 8.6.3 : Emotional support and guidance : Family

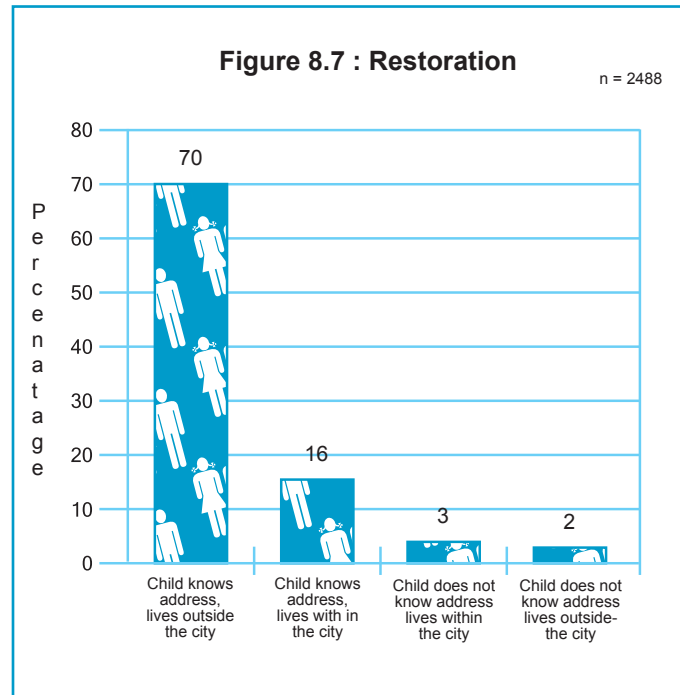


Emotional Support and Guidance : Family -1267 (14%)

In figure 8.6.3 amongst the calls for counselling related to family matters with children, 18% of cases were related to alcoholism, 14% were related to educational problems, 11% were due to financial problems, 16% were due to stress and cases which were not documented accounted for 14%.

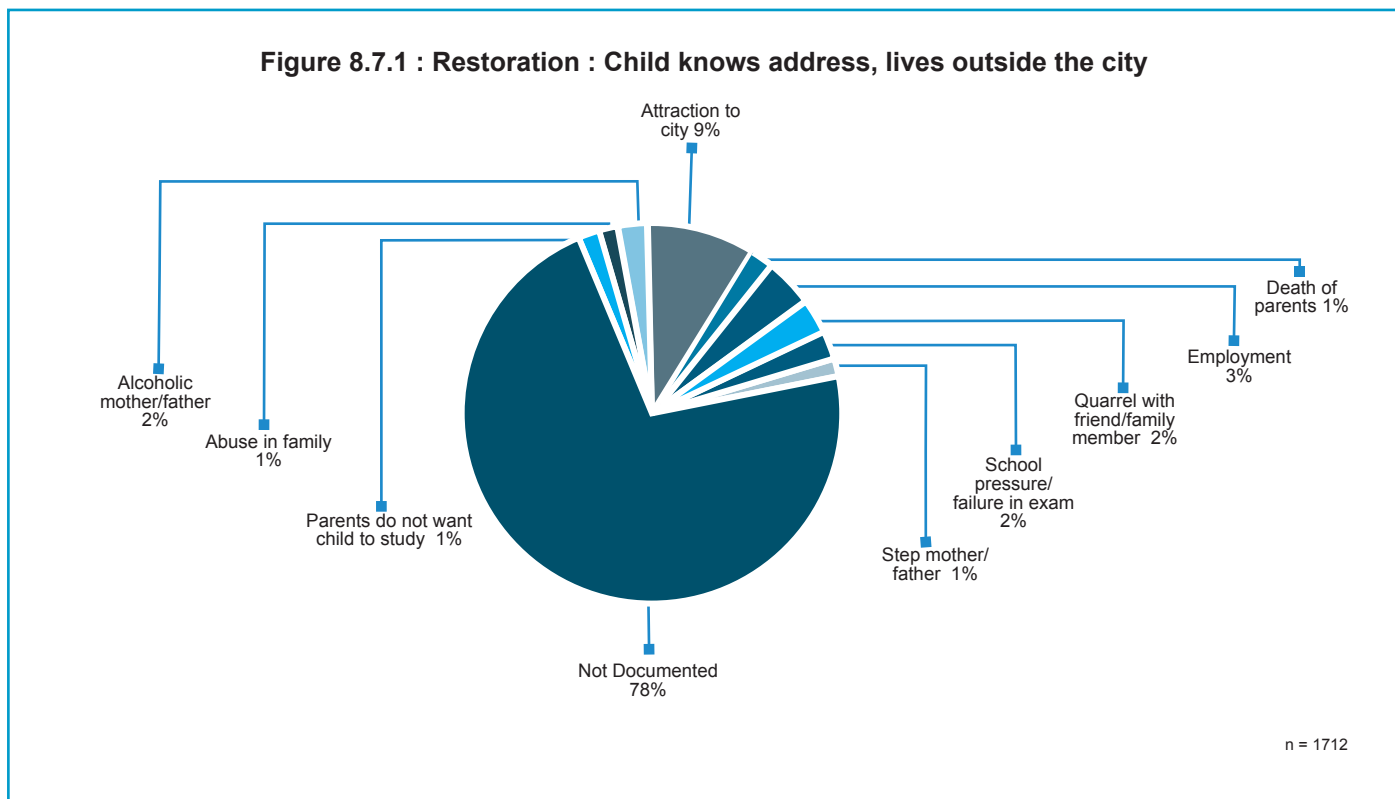
RESTORATION

The second highest group of direct intervention by the southern zone is for Restoration where 80% of the children knew their residential address, but lived outside the city and wanted CHIDLINe to repatriate them back home.



Restoration : Child Knows address lives outside the city -1714 (69%)

Almost 9% of the children reported that they were attracted to the city and hence had left their home, while 2% reported alcoholic Parents % of the children had left home reason being school pressure.12% came for Employment 3%. Cases which were not documented accounted for more than 75%



Case Study

Hut Bay, Andaman

Protection from abuse

CHILD Marriage stopped...

Child Marriage is a violation of human rights. It forces children to assume responsibilities and handle situations for which they are often physically and psychologically unprepared. It can have serious harmful consequences for children, including abuse, denial of education, curtailing freedom to interact with peers and community.

During an outreach to the community in Hut Bay Andaman, CHILDLINE team member were informed about a 15-year-old girl being forced into marriage by her parents. The girl belonged to a local fishing community and the neighbours of the family told them that without her knowledge, she was taken to the temple where the engagement ceremony took place. The girl was keen to study further and did not want to marry so early. But her education was soon stopped much before the wedding and was physically abused when she tried to reason with her parents.

The CHILDLINE team met her parents and informed them about the effects of an early marriage especially serious health risks like premature pregnancy, high rate of maternal and infant mortality. The parents promised to stop the abuse and not marry her off so soon, but on a follow-up visit the team realised they had not changed their mind and the abuse had continued. So the matter was brought to the notice of the local police station. The girl's parents along with the Pramukh (head man of the village) were summoned to the police station. They were warned that if they continued with their plans, legal action would be taken against them and they would be punished as per the law. The Pramukh assured the police that he will look into the matter and ensure no such marriage took place.

Bangalore

Protection from abuse

Girl freed from child labour...

Abuses against domestic workers, typically take place in private homes and hidden from the public eye. The long list of abuses committed by employers and labour agents includes physical, psychological, and sexual abuse; forced confinement in the workplace; non-payment of wages; and excessively long working hours with no rest days.

16 year old Naina, was sent to Bangalore to work for a family. From the very first days she was mal treated and constantly had wounds on her face and body. She was denied food often to the degree that she begged for food from her window at times. She had grown very weak and scarred. A neighbour made a call to CHILDLINE Bangalore about the abuse in the house which was adjacent.

The team carried out the necessary enquiry and then brought it to the notice of the local police station. Initially the owners were rude and angry with the questions of the team members abusing them for trying to imply that they were abusing the girl who they claimed was their relative from Bihar. With the help of the Sub inspector from the local police station, the child was taken away from the abusive environment for her safety. Naina told her story before the Child Welfare Committee. After ascertaining her family details, it was decided that in the best interest of Naina, she be sent back to Bihar. Her previous employers had to compensate her and sign a statement promising that no other children would be employed by them.

Vijaywada

Protection from abuse

New born baby rescued...

At 11pm, CHILDLINE Vijayawada received a call from Government Railway Police about an abandoned baby found on the tracks. A rag pickers had found a bundle which had a newborn baby covered in blood and immediately informed the police. The rag picker told the team that he had infact seen a bundle of cloth being thrown from the toilet of a moving train. The crying had drawn his attention to this bundle.

The baby was given first aid treatment at a nearby hospital and then sent for further medical tests. The teams efforts to trace the parents were futile and the baby was shifted to a state government home for children

Vishakapattanam

Protection from abuse

Freed from domestic work....child joins school...

After the death of her father due to Tuberculosis, Manu's mother remarried a man who was not happy with Manu living with them. He was not willing to let her stay with them, leave alone send her to school. After enduring a lot of physical abuse at home, the mother finally got her employed as a domestic worker. But things did not work out there as she was exploited by the family there. Her mother then decided to enrolled her in a residential school.

Manu used to spend the school vacations alone in the hostel because her mother had long stopped visiting her. One of the teachers suggested that she stay with her sister in law's family and help around the house there. Here again she was subjected to a load of physical work. She told a panshop owner of her ordeal. The shop owner soon handed her over to the closest police station.

The officer on duty after getting the details of the case, requested CHILDLINE in Vishakapattnam to take up the case. CHILDLINE just a little while ago had received a complaint from a neighbour of that family reporting how Mani had been seriously exploited by the family.

The team soon made arrangements for her temporary shelter and visited her ex-employer. The family denied any abuse and stated that in fact the girl used to come to spend the weekends at their home on her own accord. So they allowed her to stay with them, but made sure that she attended school regularly. This was denied by the school who said that Mani never attended regularly.

This was enough to register a complaint with the Labour Commissioner's Office and the Police. The child was referred to the department of Women and Child Development and was given admission in a government school. On a follow up visit, the child was found to be happier and adjusting well.

Thrissur

Medical assistance

CHILDLINE assists a child with disability...

Nyasa was born with Celebral Palsy. Her father had deserted her mother before her birth and her mother worked tirelessly to ensure good medical help for her daughter. Doctors in Bangalore diagnosed Nyasa as having Spastic Quadriplegia which makes her completely dependent on her mother for all her needs. She was in need of a particular Orthosis treatment which costs approx. Rs. 25,000/-.

Her mother was not able to afford the physiotherapy or the travel expenses to reach the hospital and so that was stopped. The mother finally approached CHILDLINE for some support. The team visited the mother and child at home which confirmed that the mother had infact had put in a lot of effort to find hospitals which would provide the treatment at a

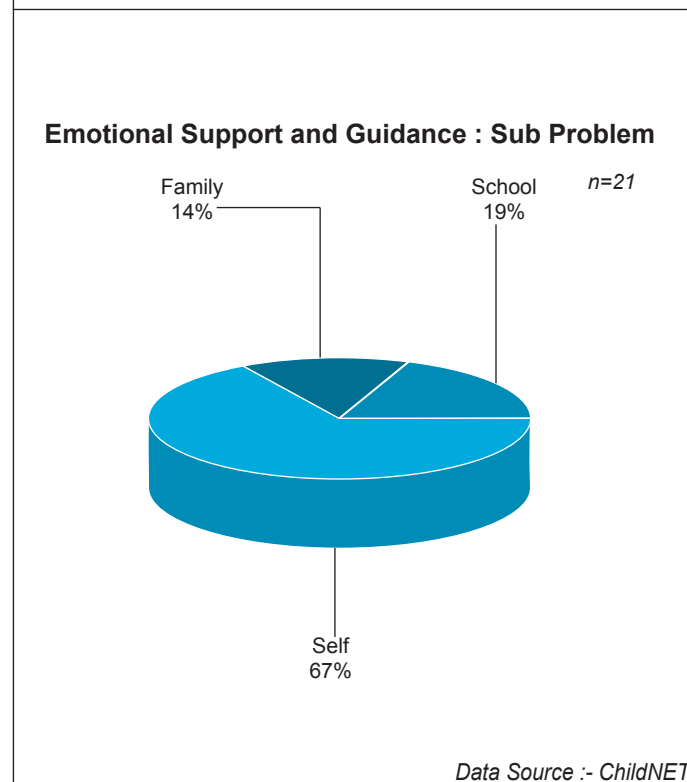
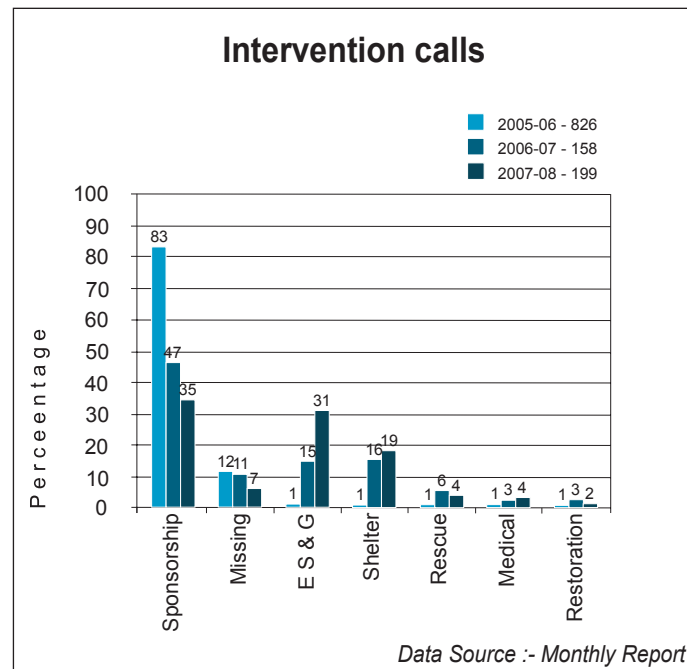
subsidised rate or other substitute treatments. The team came to a decision that physiotherapy needed to restart immediately. The funds were arranged for her physiotherapy, a special education teacher was found to give home tuition. Once she improves and becomes more mobile, she will be admitted to a regular school. The mother was explained about various schemes and grants that she could apply for under the disability act. An upcoming Annual Medical camp organized by the Block Resource Development would also provide mobility aids free of cost.

Today Nyasa is continuing her education at home and receiving her grant regularly. She also continues her treatment in the same hospital. CHILDLINE continues to check on her from time to time.

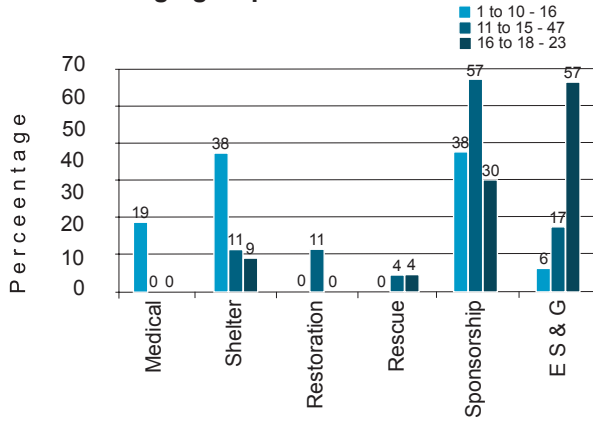
CUDDALORE, TAMIL NADU

Nodal Organisation	:	-
Collaborative Organisation	:	Indian Council For Child Welfare (ICCW)
Support Organisation	:	-
Date of Inception	:	March - 2005
Total Calls till March 08 Since Inception	:	16,832

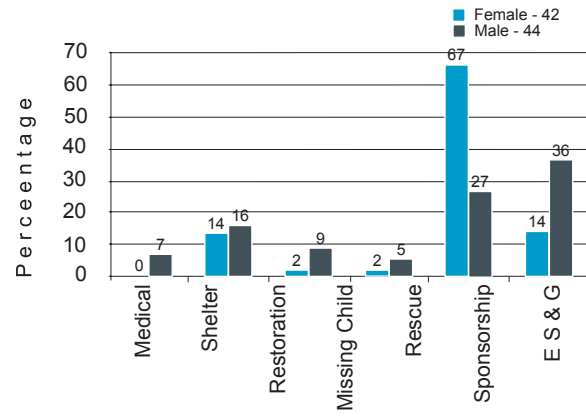
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	7	3
Shelter	37	13
Restoration	4	5
Protection from Abuse (Rescue)	7	3
Death Related	-	-
Sponsorship	69	40
Missing Children	13	-
Emotional Support and Guidance	62	22
Not Documented	-	3
Total - I	199	89
II. Follow-up calls	72	
III. Did not Find	8	
Total I to III	279	
IV. Information		
Information & Referral to Service	149	
Information about CHILDLINE & Volunteers	268	
Total - IV	417	
V. Others		
Silent	711	
Blank	1,964	
Wrong	747	
Crank/Fun/Abusive	286	
Chat	768	
Phone Testing	774	
Administrative	308	
Personal	70	
Others	-	
Unclassified	2	
Total - V	5,630	
Total I to V	6,326	



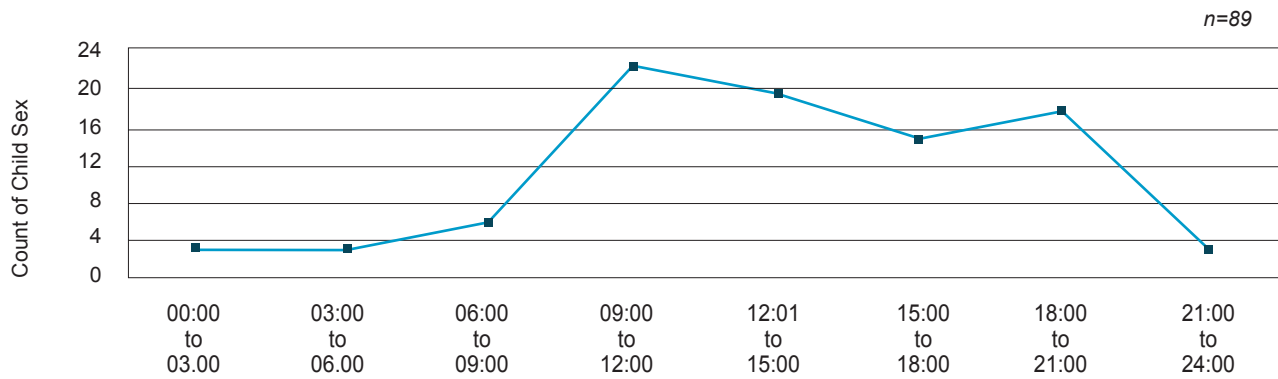
Age group of Children assisted



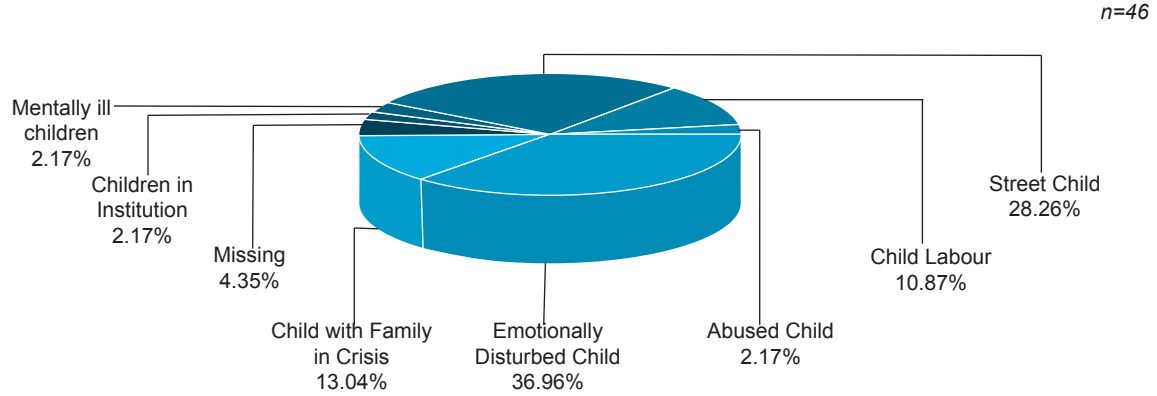
Gender and Problem



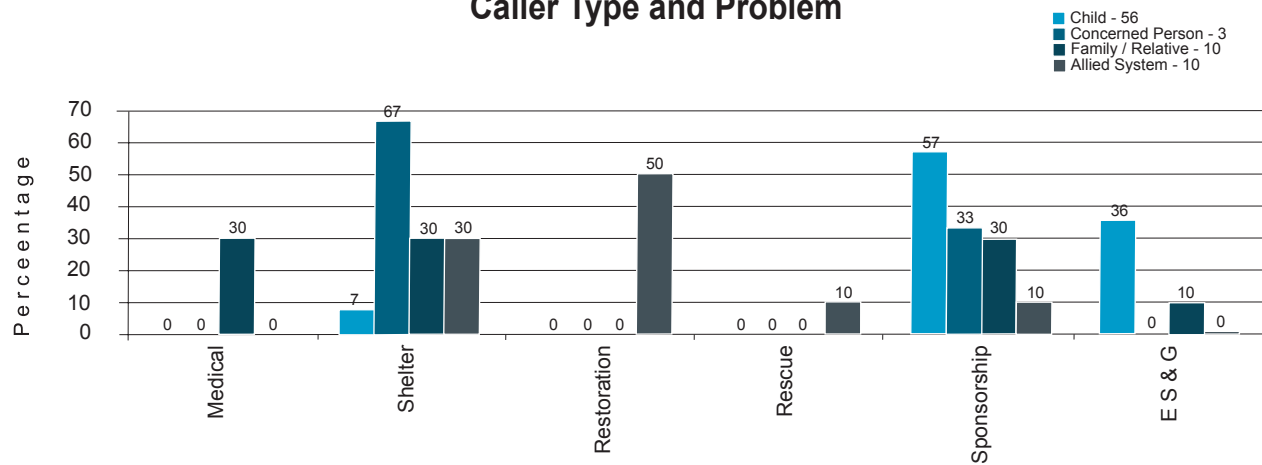
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

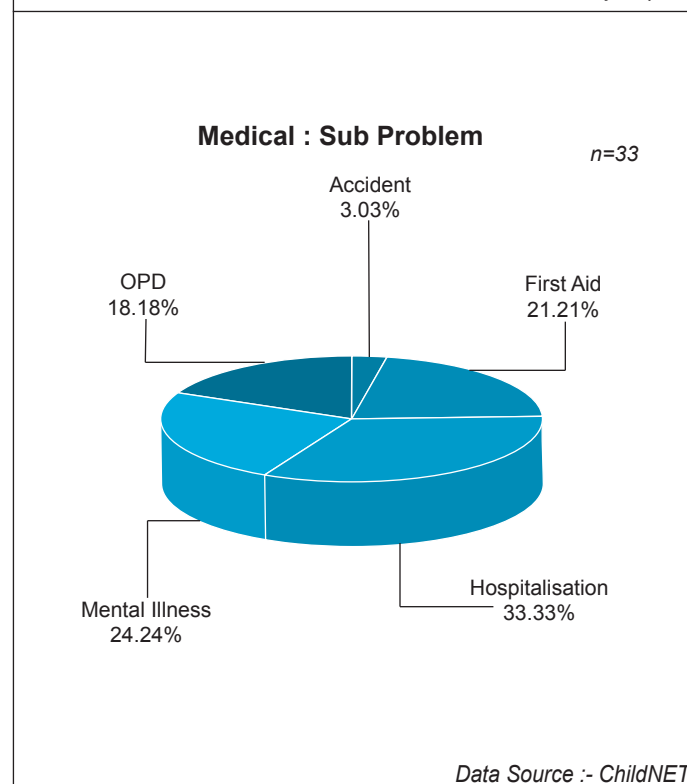
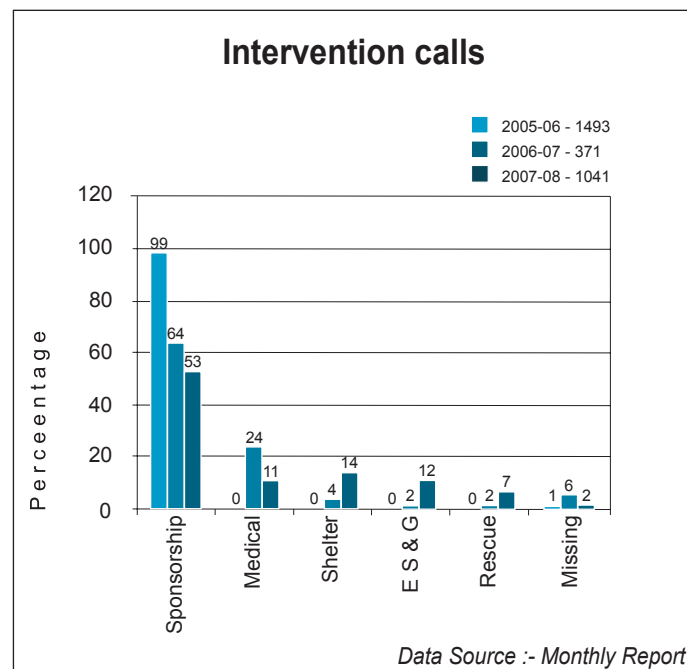


Data Source :- ChildNET

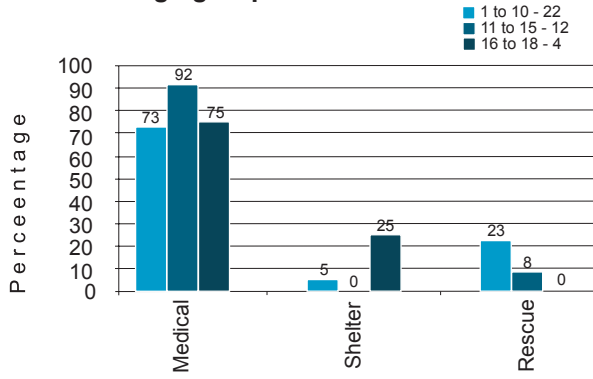
KANCHIPURAM, TAMIL NADU

Nodal Organisation	:	-
Collaborative Organisation	:	Asian Youth Centre
Support Organisation	:	-
Date of Inception	:	February - 2005
Total Calls till March 08 Since Inception	:	12,680

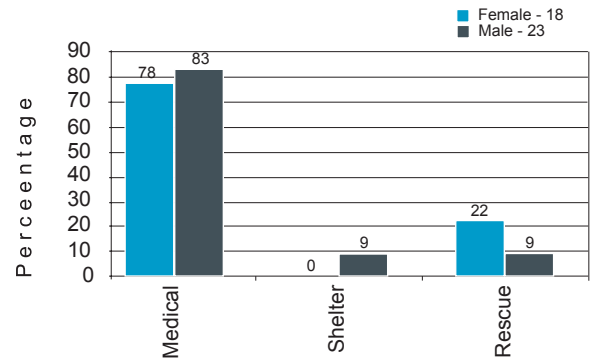
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	119	33
Shelter	146	2
Restoration	1	-
Protection from Abuse (Rescue)	74	6
Death Related	4	-
Sponsorship	554	-
Missing Children	23	-
Emotional Support and Guidance	120	-
Not Documented	-	143
Total - I	1,041	184
II. Follow-up calls	1	
III. Did not Find	-	
Total I to III	1,042	
IV. Information		
Information & Referral to Service	1,116	
Information about CHILDLINE & Volunteers	38	
Total - IV	1,154	
V. Others		
Silent	218	
Blank	774	
Wrong	401	
Crank/Fun/Abusive	10	
Chat	85	
Phone Testing	1,686	
Administrative	779	
Personal	154	
Others	-	
Unclassified	-	
Total - V	4,107	
Total I to V	6,303	



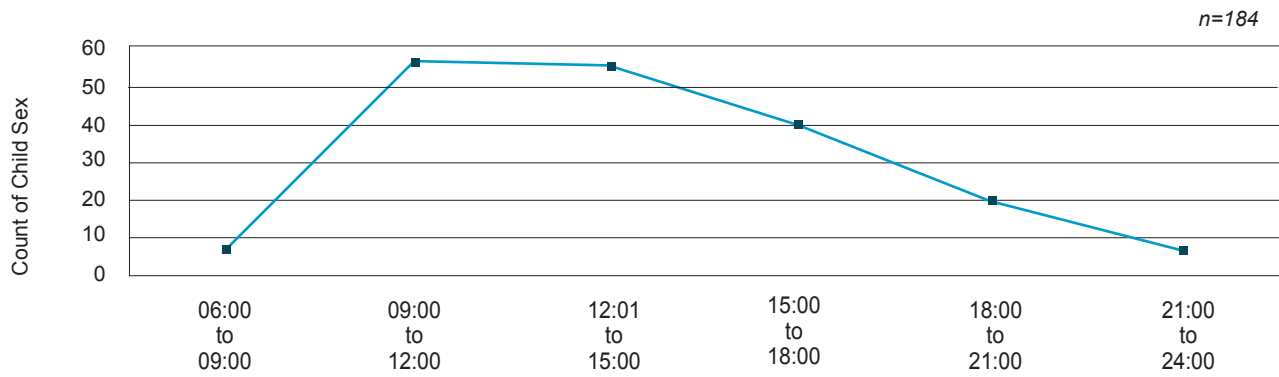
Age group of Children assisted



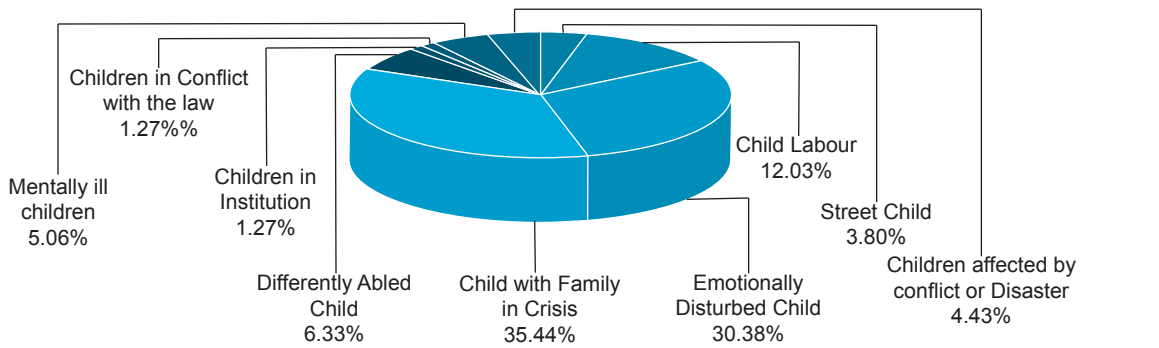
Gender and Problem



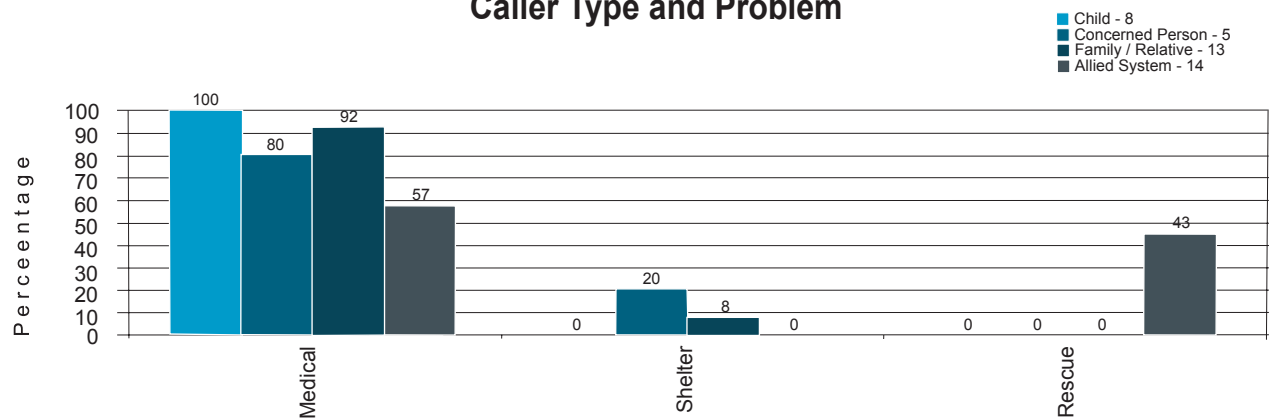
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

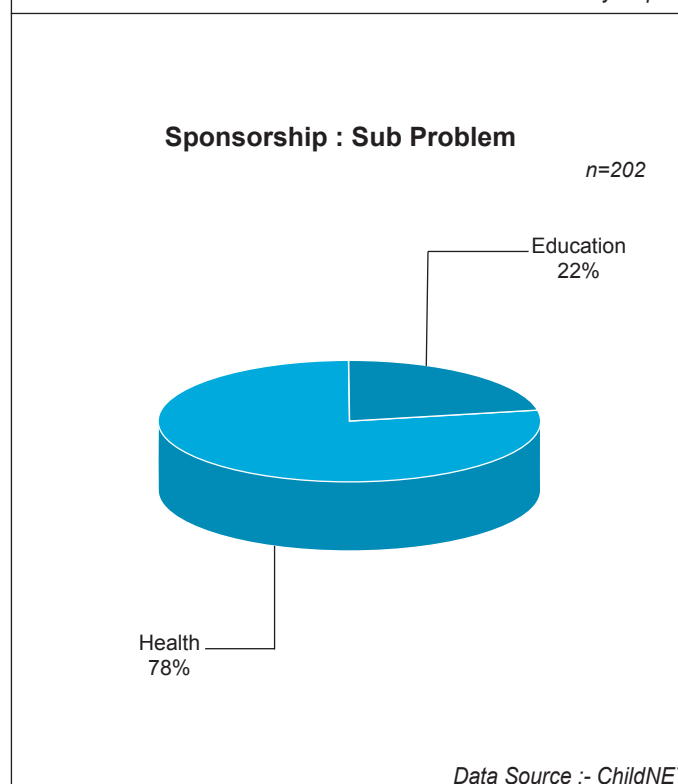
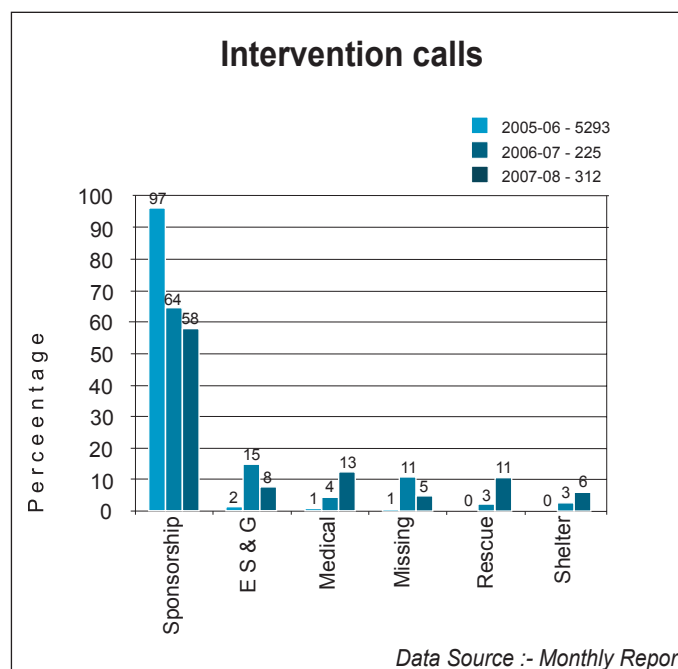


Data Source :- ChildNET

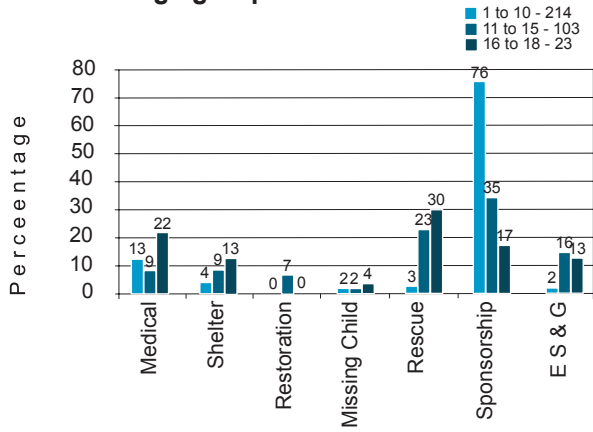
KANYAKUMARI, TAMIL NADU

Nodal Organisation	:	-
Collaborative Organisation	:	Kottar Social Service Society
Support Organisation	:	-
Date of Inception	:	February - 2005
Total Calls till March 08 Since Inception	:	17,348

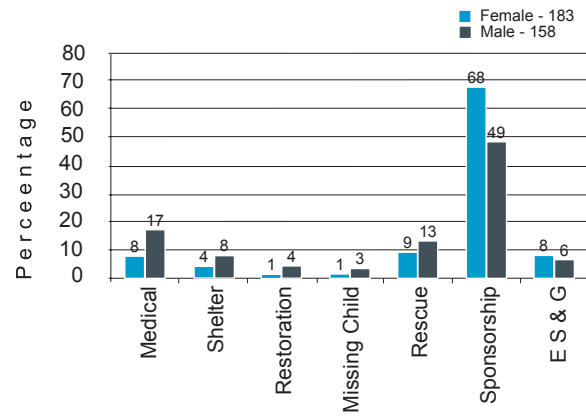
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	39	42
Shelter	20	21
Restoration	1	8
Protection from Abuse (Rescue)	33	37
Death Related	-	-
Sponsorship	180	202
Missing Children	15	7
Emotional Support and Guidance	24	24
Not Documented	-	3
Total - I	312	344
II. Follow-up calls	68	
III. Did not Find	10	
Total I to III	390	
IV. Information		
Information & Referral to Service	29	
Information about CHILDLINE & Volunteers	769	
Total - IV	798	
V. Others		
Silent	704	
Blank	293	
Wrong	418	
Crank/Fun/Abusive	35	
Chat	750	
Phone Testing	694	
Administrative	42	
Personal	-	
Others	12	
Unclassified	295	
Total - V	3,243	
Total I to V	4,431	



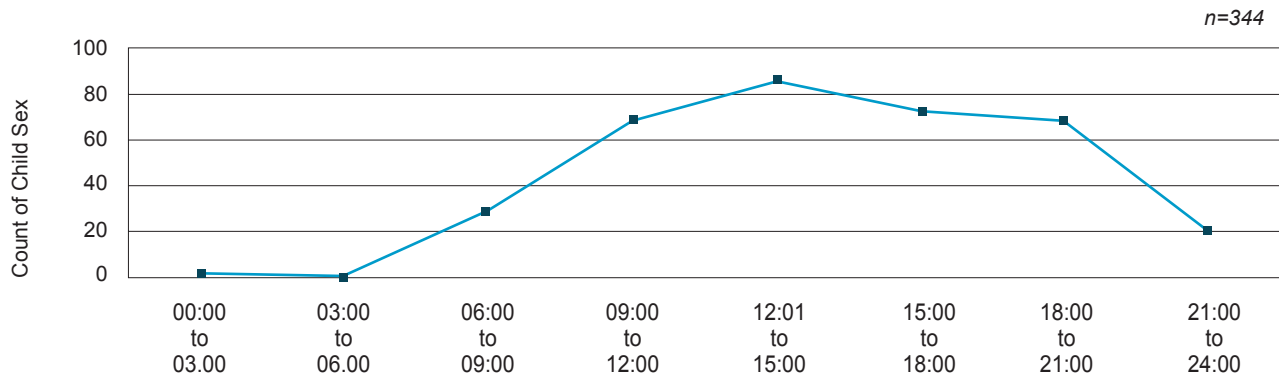
Age group of Children assisted



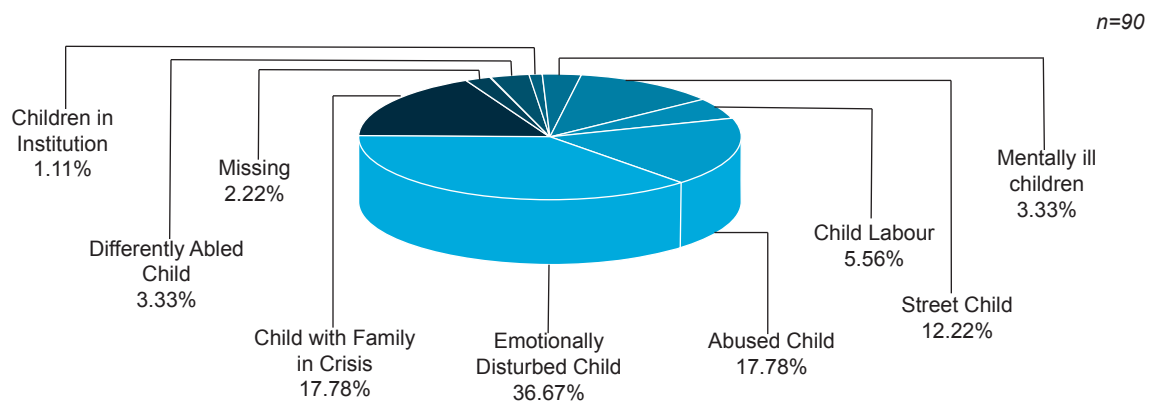
Gender and Problem



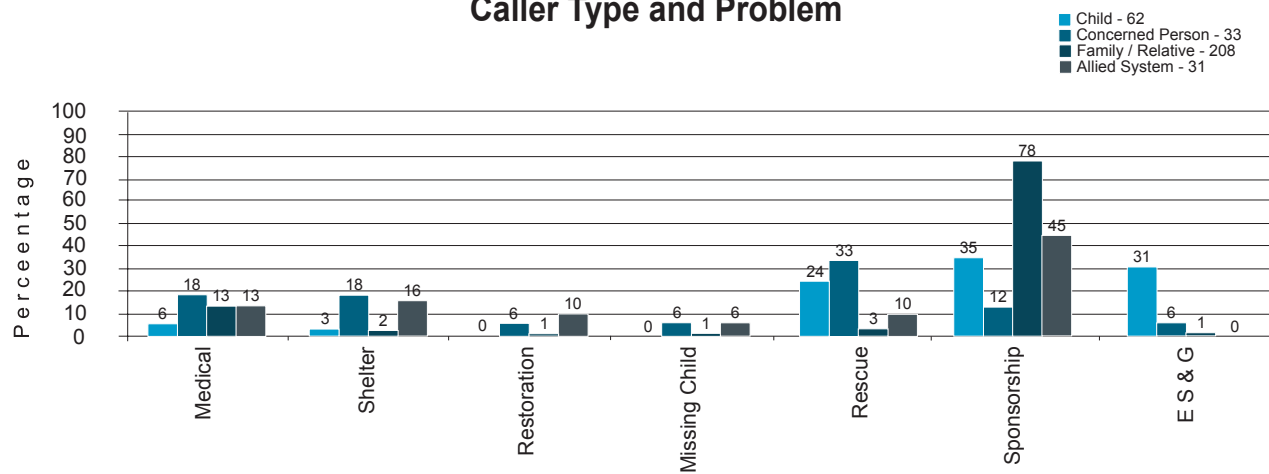
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

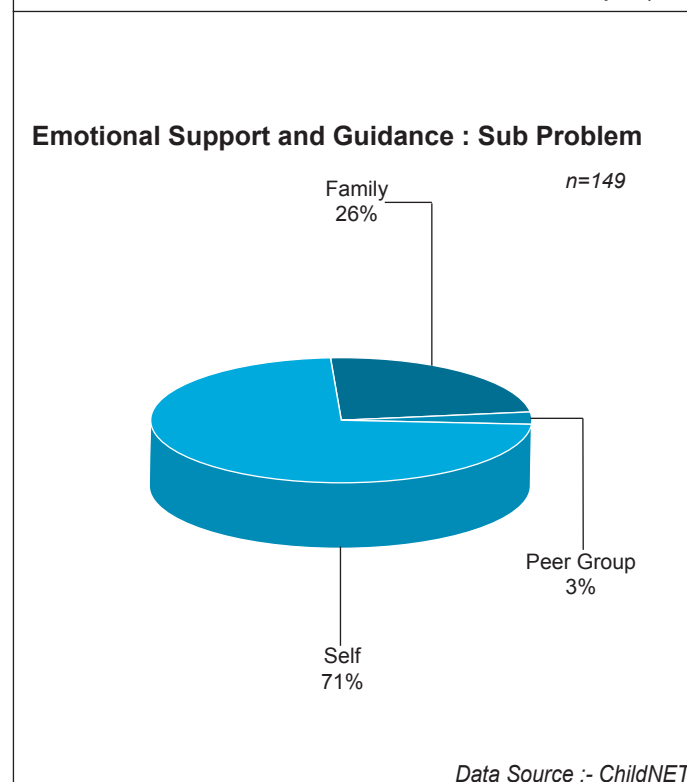
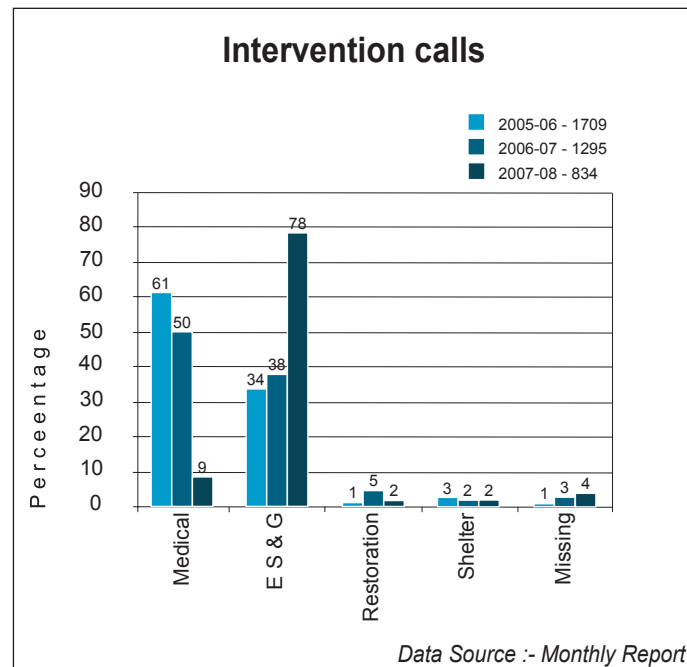


Data Source :- ChildNET

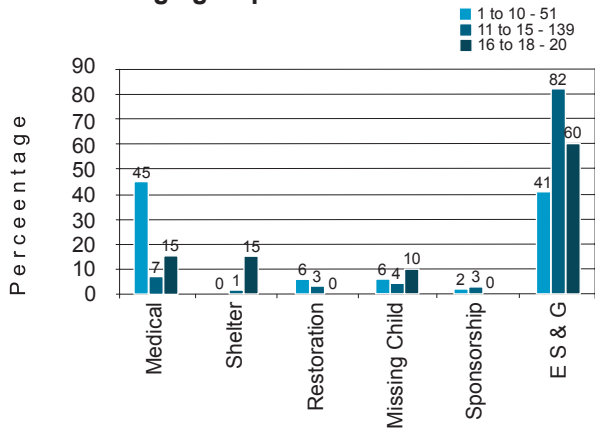
MADURAI, TAMIL NADU

Nodal Organisation	:	Madurai Institute of Social Sciences
Collaborative Organisation	:	Grace Kennett Foundation Hospital
Support Organisation	:	-
Date of Inception	:	April - 2002
Total Calls till March 08 Since Inception	:	1,87,992

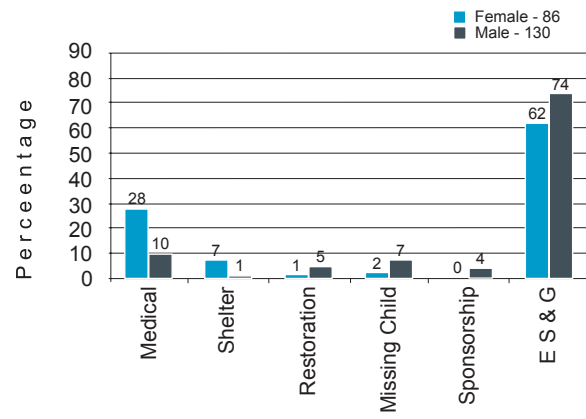
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	74	43
Shelter	19	25
Restoration	15	13
Protection from Abuse (Rescue)	1	0
Death Related	2	0
Sponsorship	35	13
Missing Children	35	30
Emotional Support and Guidance	653	361
Not Documented	-	357
Total - I	834	842
II. Follow-up calls	34	
III. Did not Find	1	
Total I to III	869	
IV. Information		
Information & Referral to Service	214	
Information about CHILDLINE & Volunteers	2,568	
Total - IV	2,782	
V. Others		
Silent	9,511	
Blank	4,703	
Wrong	389	
Crank/Fun/Abusive	4,041	
Chat	130	
Phone Testing	361	
Administrative	88	
Personal	-	
Others	4	
Unclassified	-	
Total - V	19,227	
Total I to V	22,878	



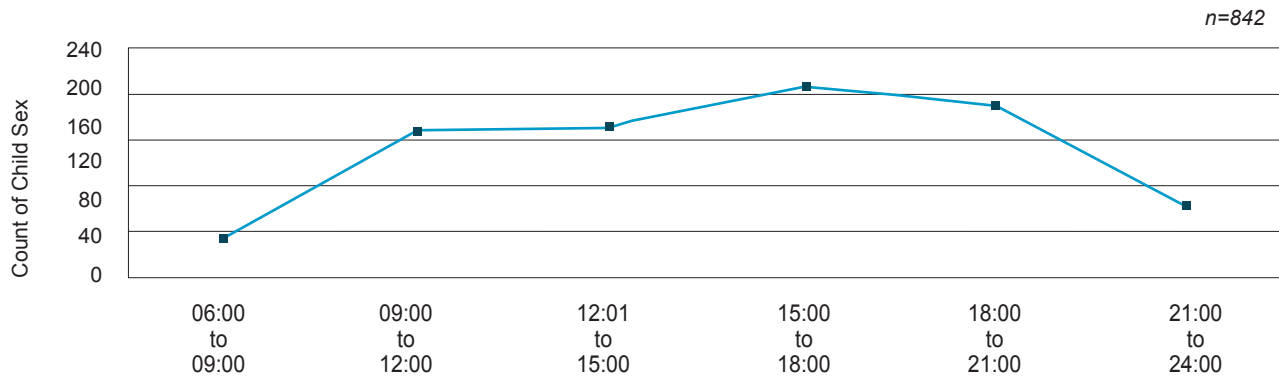
Age group of Children assisted



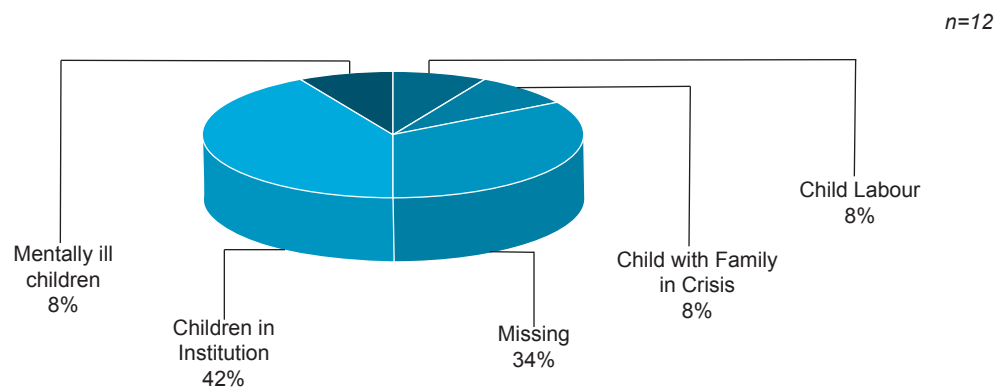
Gender and Problem



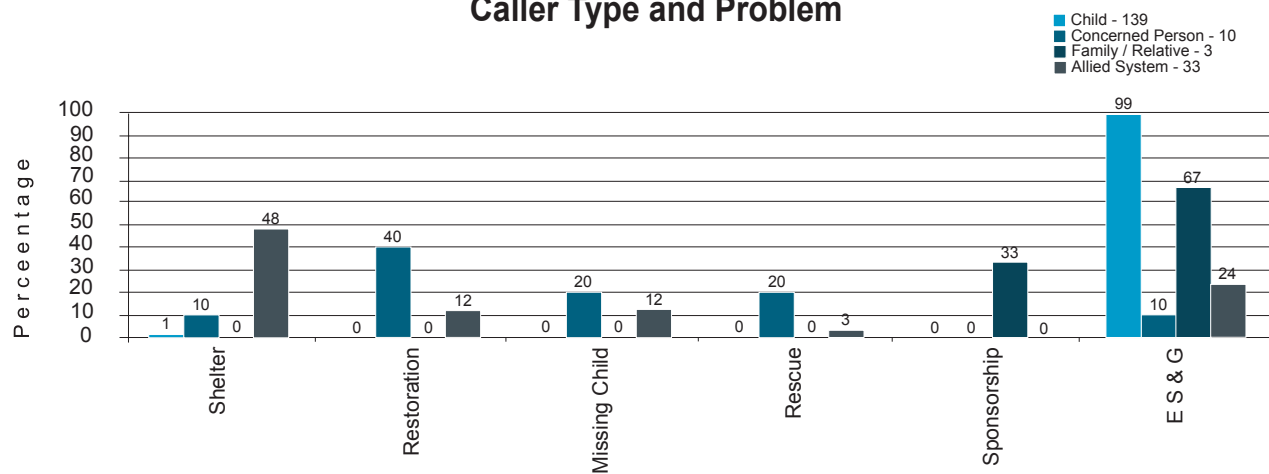
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

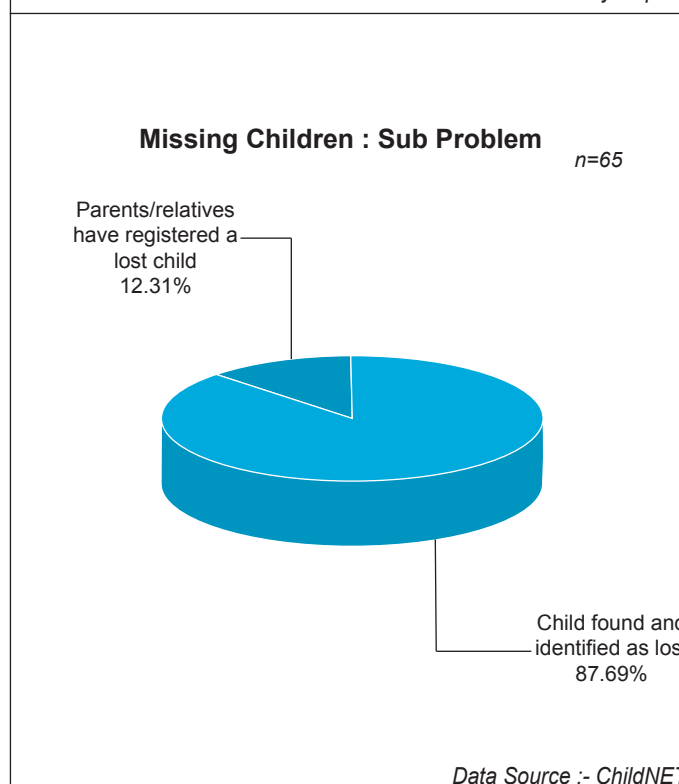
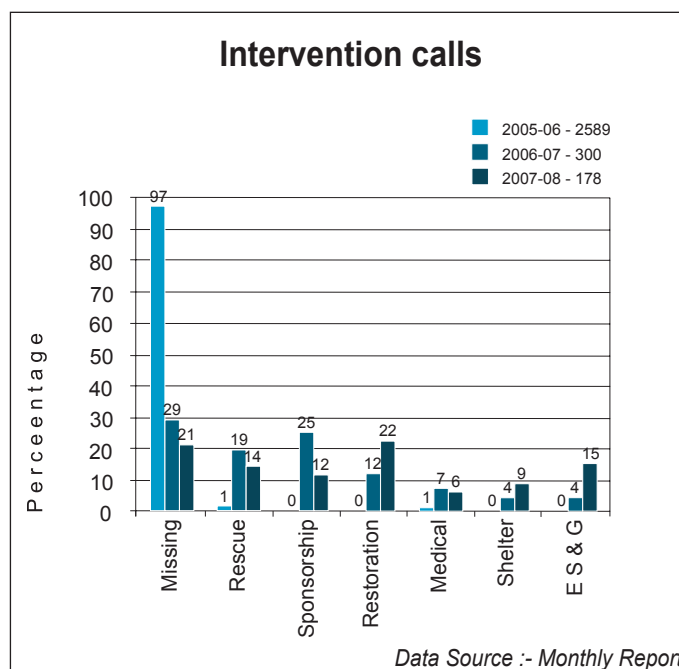


Data Source :- ChildNET

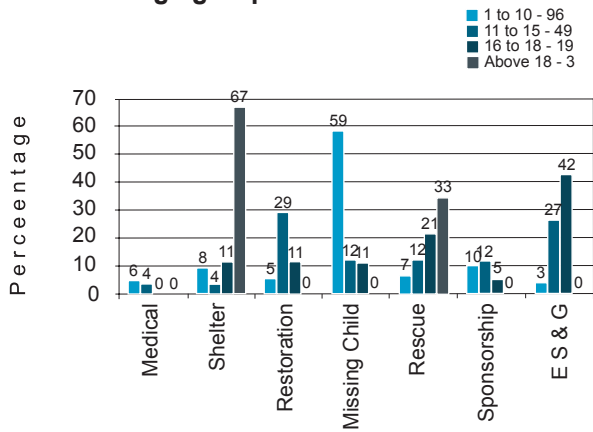
NAGAPATTINAM, TAMIL NADU

Nodal Organisation	:	-
Collaborative Organisation	:	Avvai Village Welfare Society
Support Organisation	:	-
Date of Inception	:	January - 2005
Total Calls till March 08 Since Inception	:	30,673

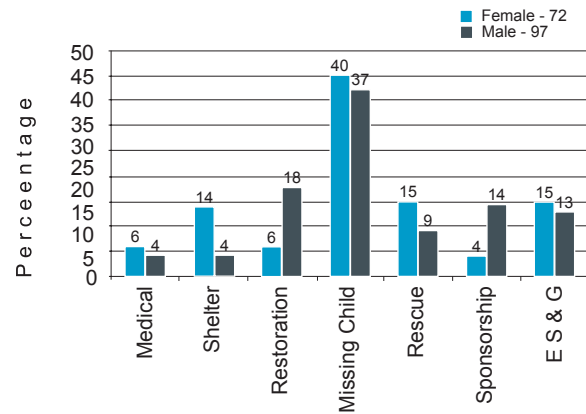
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	11	8
Shelter	16	14
Restoration	40	22
Protection from Abuse (Rescue)	25	20
Death Related	1	-
Sponsorship	22	18
Missing Children	37	65
Emotional Support and Guidance	26	27
Not Documented	-	7
Total - I	178	181
II. Follow-up calls	687	
III. Did not Find	3	
Total I to III	868	
IV. Information		
Information & Referral to Service	65	
Information about CHILDLINE & Volunteers	1,346	
Total - IV	1,411	
V. Others		
Silent	2,797	
Blank	2,615	
Wrong	281	
Crank/Fun/Abusive	1,878	
Chat	444	
Phone Testing	512	
Administrative	558	
Personal	8	
Others	-	
Unclassified	-	
Total - V	9,093	
Total I to V	11,372	



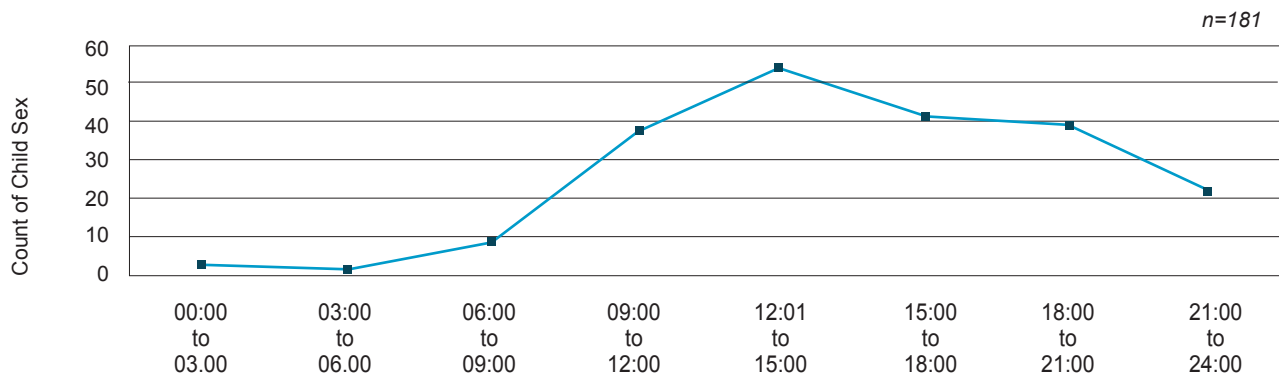
Age group of Children assisted



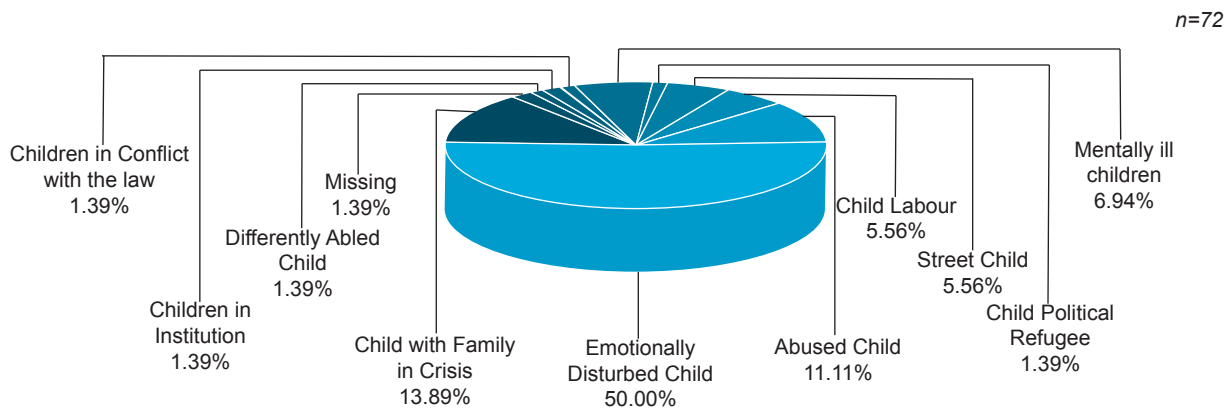
Gender and Problem



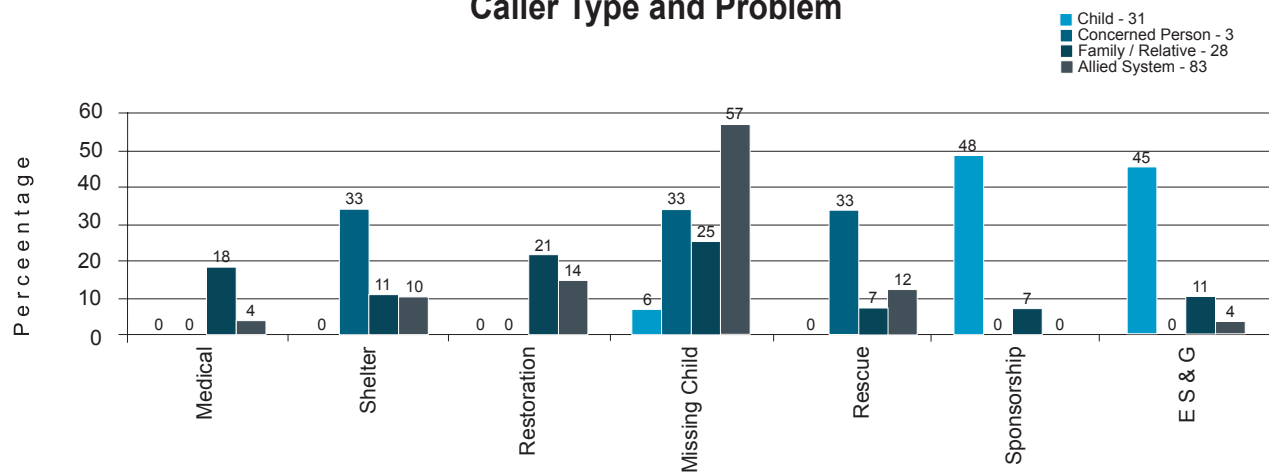
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

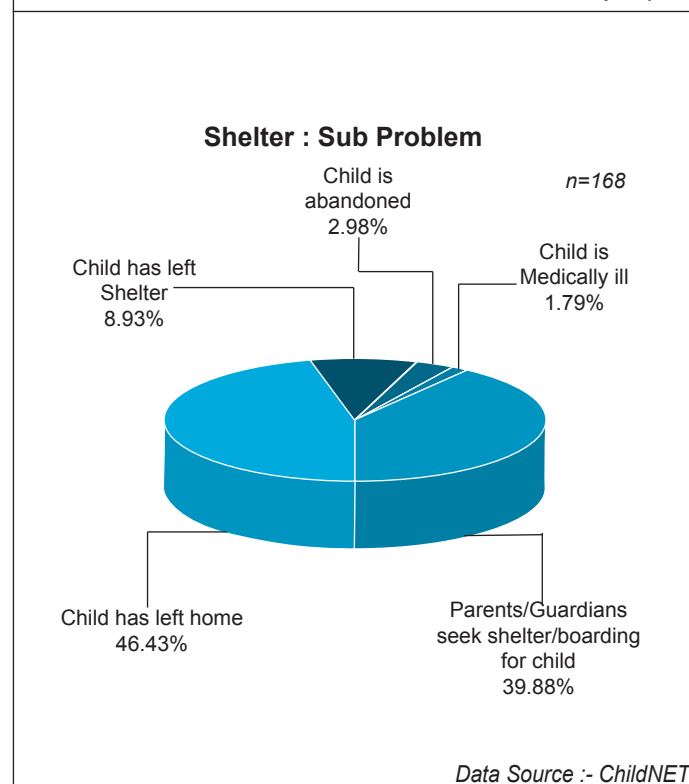
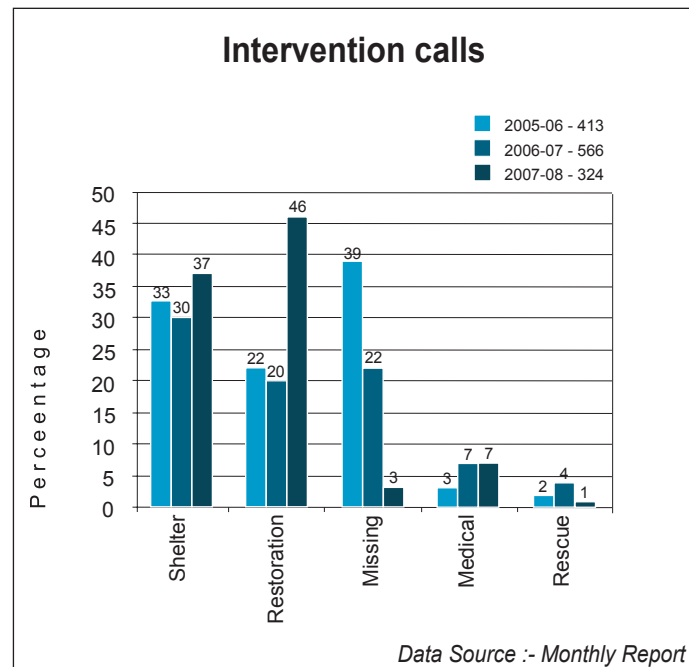


Data Source :- ChildNET

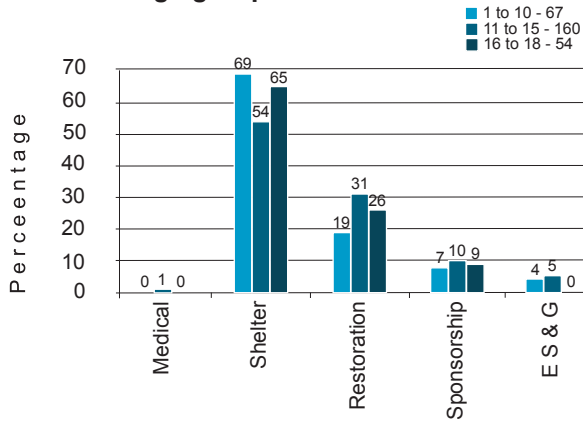
SALEM, TAMIL NADU

Nodal Organisation	:	Young Women's Christain Association (YWCA)
Collaborative Organisation	:	Don Bosco Social Service Society
Support Organisation	:	-
Date of Inception	:	April - 2002
Total Calls till March 08 Since Inception	:	2,09,053

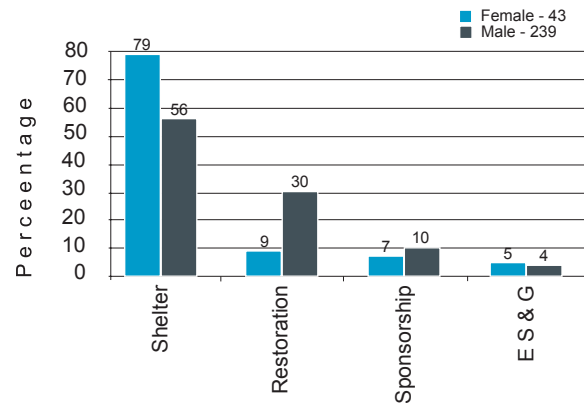
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	23	1
Shelter	121	169
Restoration	149	77
Protection from Abuse (Rescue)	3	0
Death Related	-	0
Sponsorship	-	26
Missing Children	10	0
Emotional Support and Guidance	18	11
Not Documented	-	16
Total - I	324	300
II. Follow-up calls	288	
III. Did not Find	4	
Total I to III	616	
IV. Information		
Information & Referral to Service	1,103	
Information about CHILDLINE & Volunteers	6,256	
Total - IV	7,359	
V. Others		
Silent	3,824	
Blank	4,135	
Wrong	1,110	
Crank/Fun/Abusive	3,569	
Chat	35	
Phone Testing	130	
Administrative	124	
Personal	9	
Others	-	
Unclassified	-	
Total - V	12,936	
Total I to V	20,911	



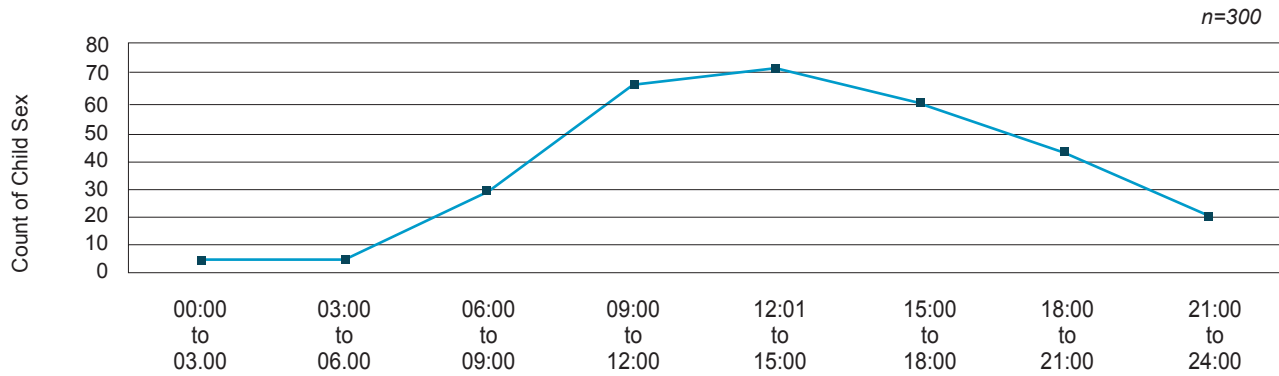
Age group of Children assisted



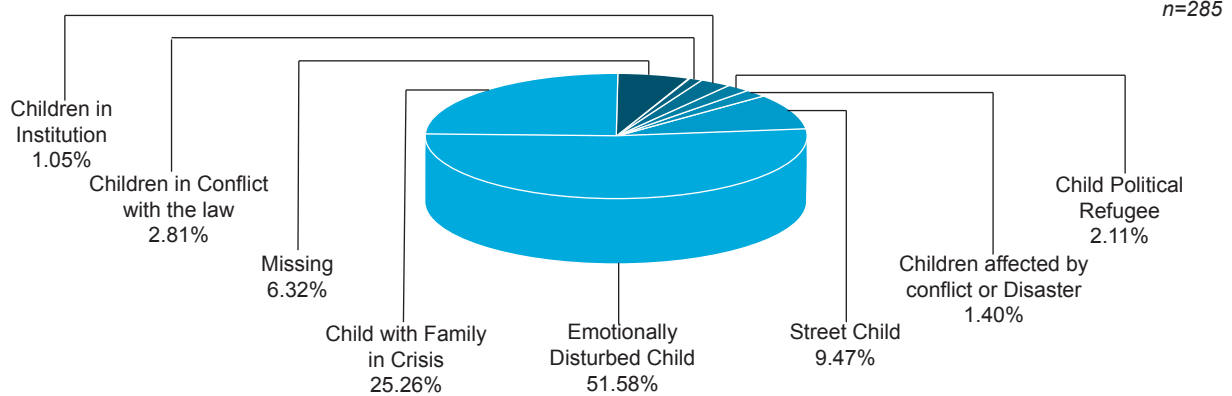
Gender and Problem



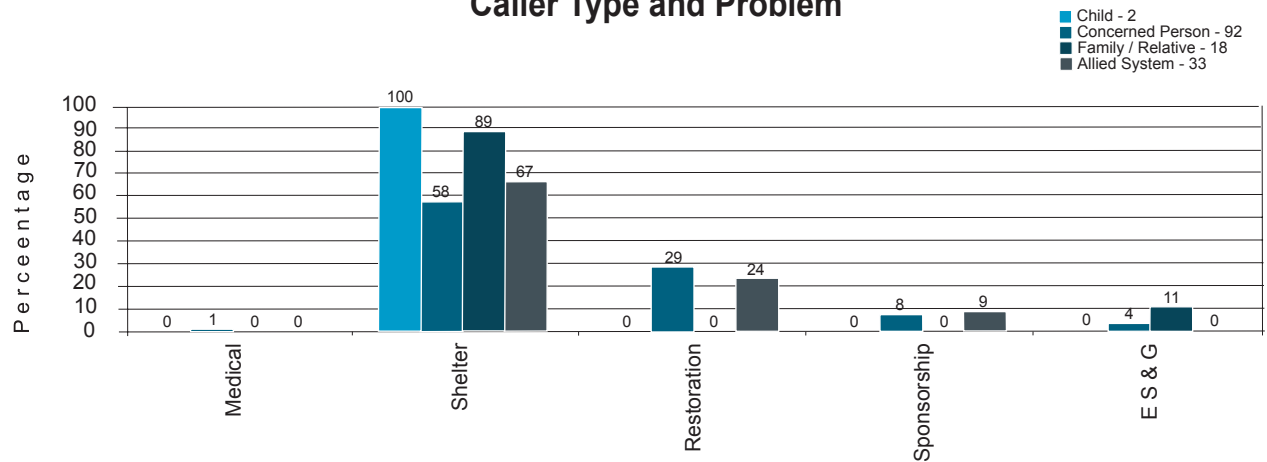
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

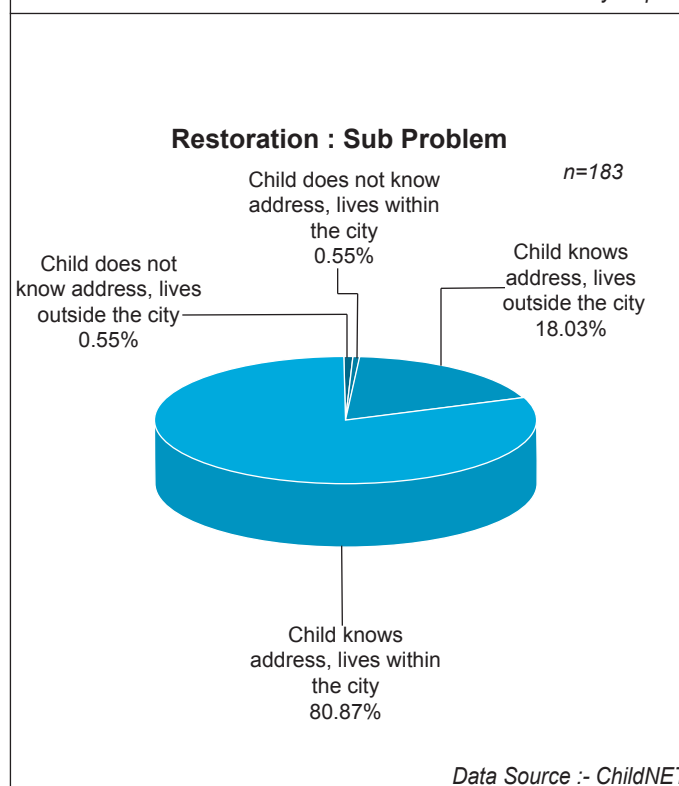
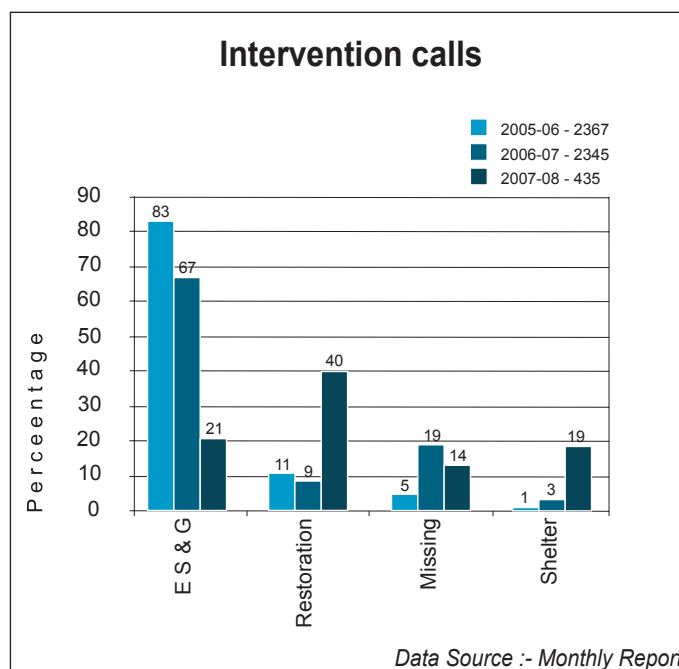


Data Source :- ChildNET

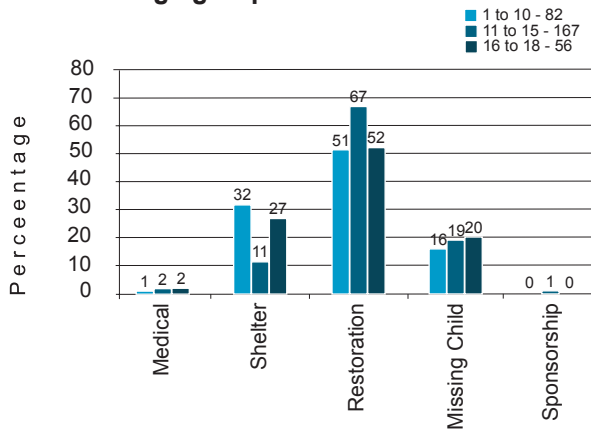
TIRUNELVELI, TAMIL NADU

Nodal Organisation	:	Centre For Empowerment of Women and Children
Collaborative Organisation	:	Saranalayam
Support Organisation	:	-
Date of Inception	:	June - 2003
Total Calls till March 08 Since Inception	:	86,633

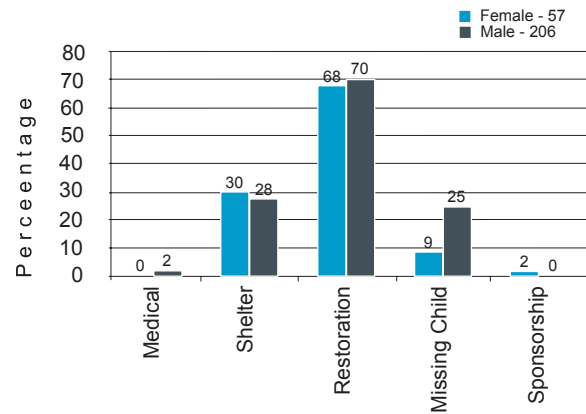
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	5
Shelter	81	74
Restoration	173	183
Protection from Abuse (Rescue)	-	0
Death Related	1	0
Sponsorship	23	1
Missing Children	59	56
Emotional Support and Guidance	90	0
Not Documented	-	1
Total - I	435	320
II. Follow-up calls	35	
III. Did not Find	1	
Total I to III	471	
IV. Information		
Information & Referral to Service	113	
Information about CHILDLINE & Volunteers	1,779	
Total - IV	1,892	
V. Others		
Silent	2,426	
Blank	2,174	
Wrong	858	
Crank/Fun/Abusive	5,386	
Chat	1,058	
Phone Testing	936	
Administrative	123	
Personal	-	
Others	-	
Unclassified	4	
Total - V	12,965	
Total I to V	15,328	



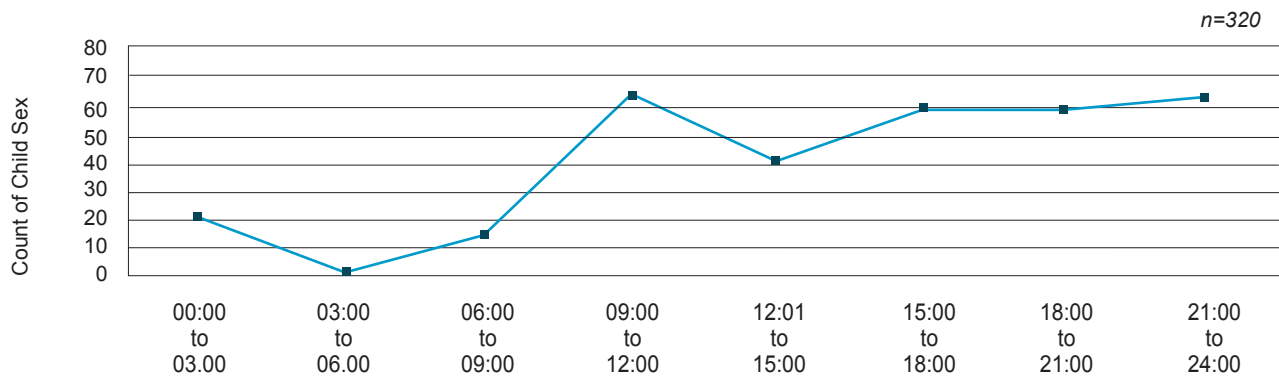
Age group of Children assisted



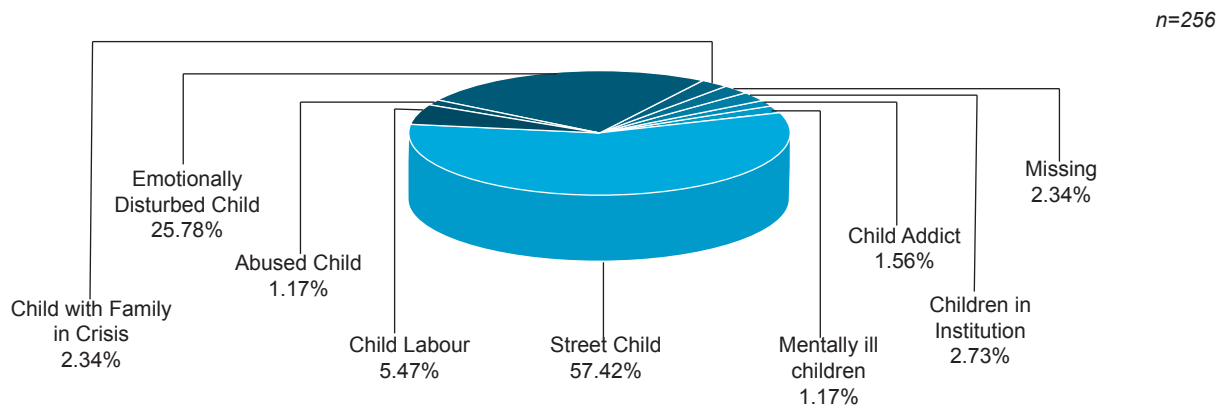
Gender and Problem



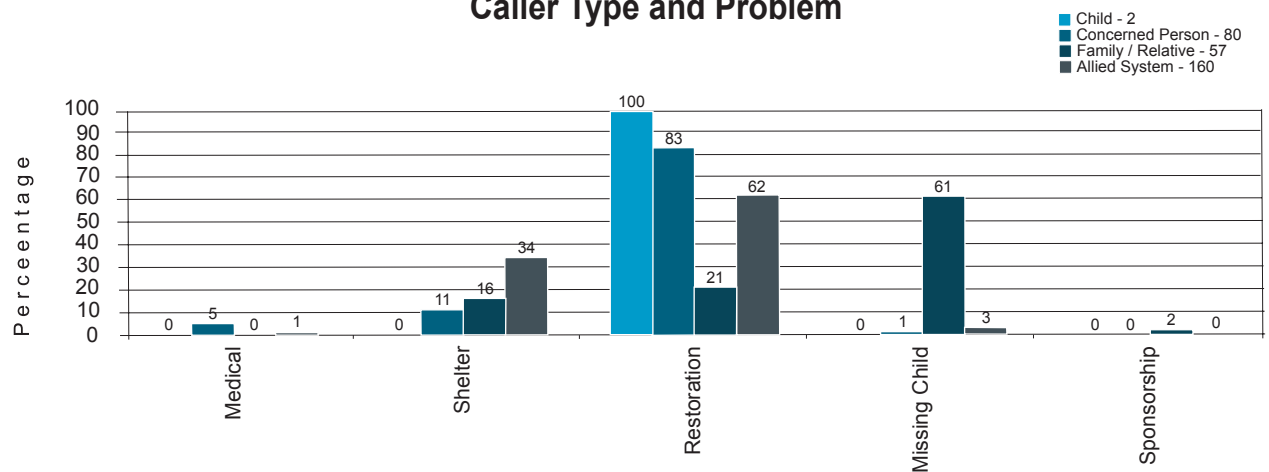
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

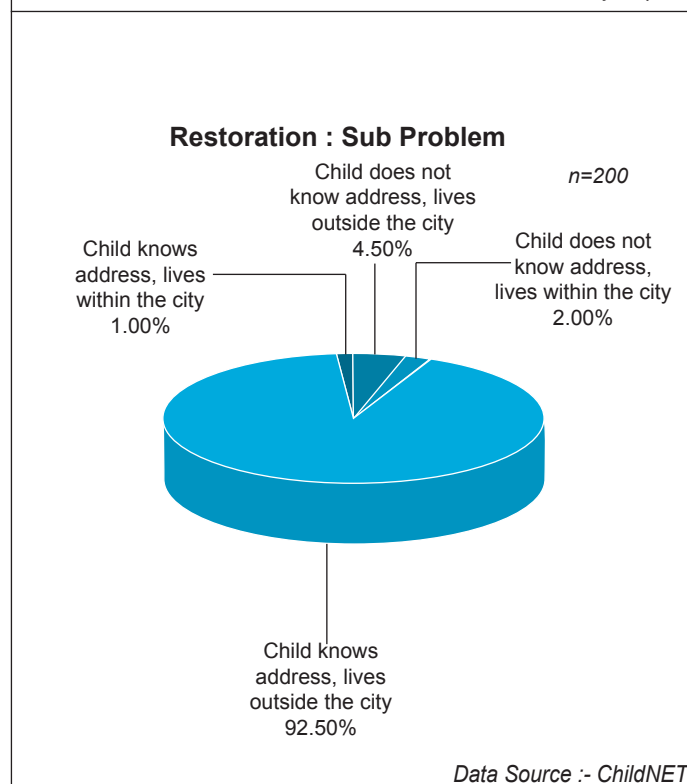
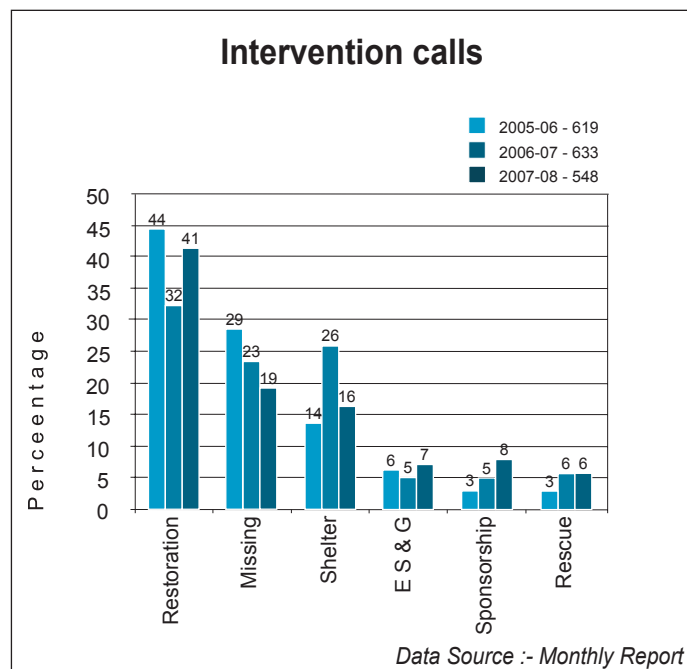


Data Source :- ChildNET

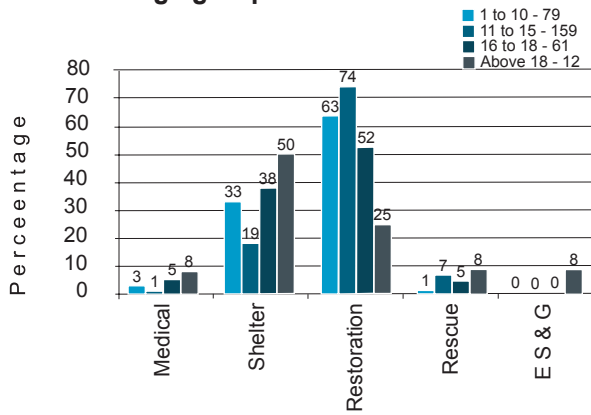
TRICHY, TAMIL NADU

Nodal Organisation	:	Bishop Heber College
Collaborative Organisation	:	SOC SEAD
Support Organisation	:	-
Date of Inception	:	August - 2001
Total Calls till March 08 Since Inception	:	1,37,211

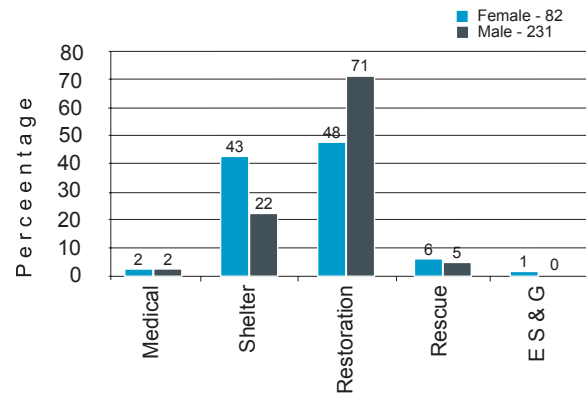
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	12	9
Shelter	90	87
Restoration	226	203
Protection from Abuse (Rescue)	31	16
Death Related	-	-
Sponsorship	43	-
Missing Children	106	-
Emotional Support and Guidance	40	1
Not Documented	-	25
Total - I	548	341
II. Follow-up calls	2,598	
III. Did not Find	17	
Total I to III	3,163	
IV. Information		
Information & Referral to Service	258	
Information about CHILDLINE & Volunteers	417	
Total - IV	675	
V. Others		
Silent	5,965	
Blank	6,526	
Wrong	638	
Crank/Fun/Abusive	2,872	
Chat	-	
Phone Testing	1,037	
Administrative	1,413	
Personal	133	
Others	-	
Unclassified	-	
Total - V	18,584	
Total I to V	22,422	



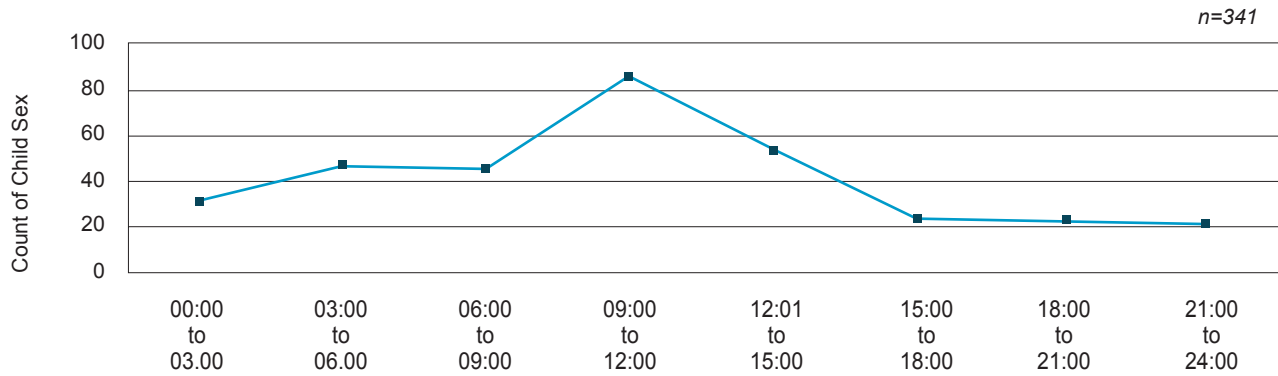
Age group of Children assisted



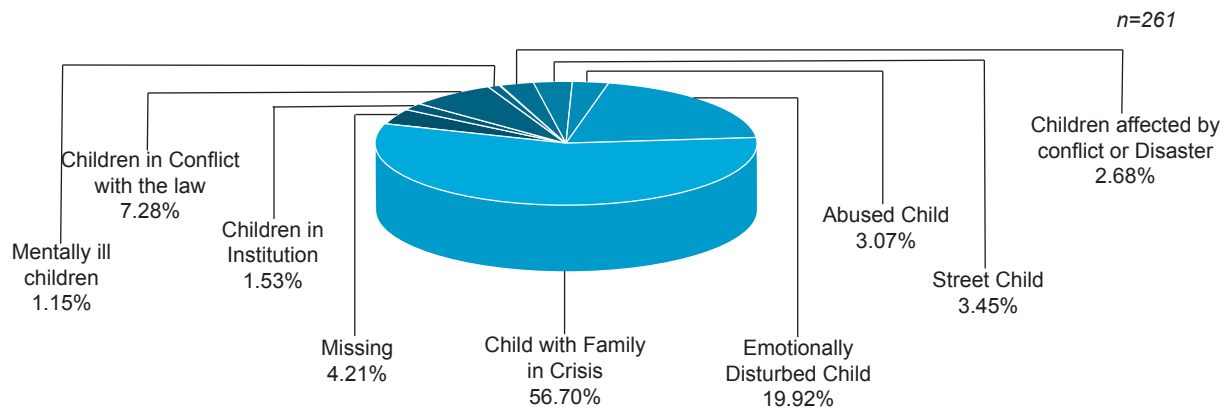
Gender and Problem



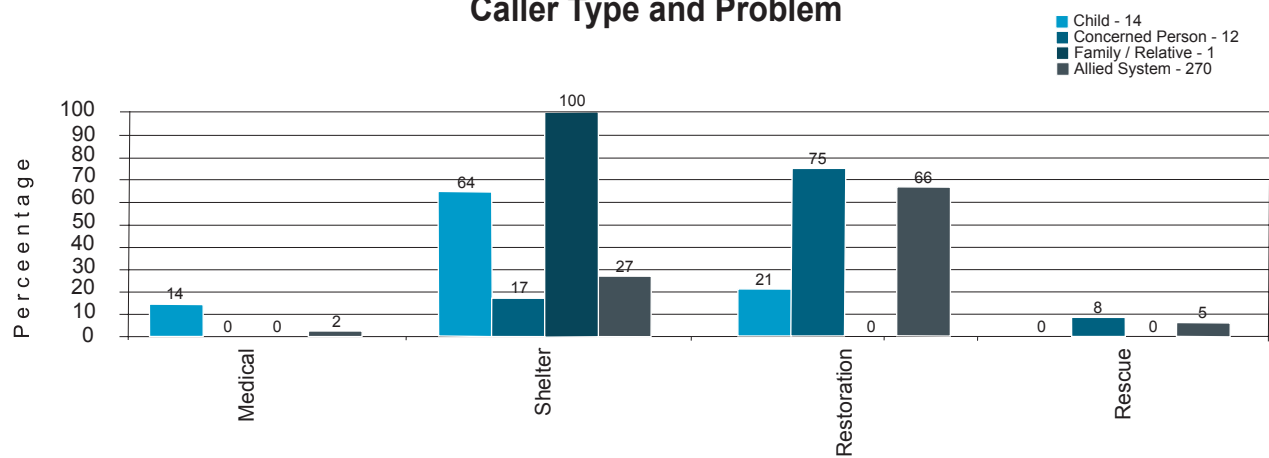
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

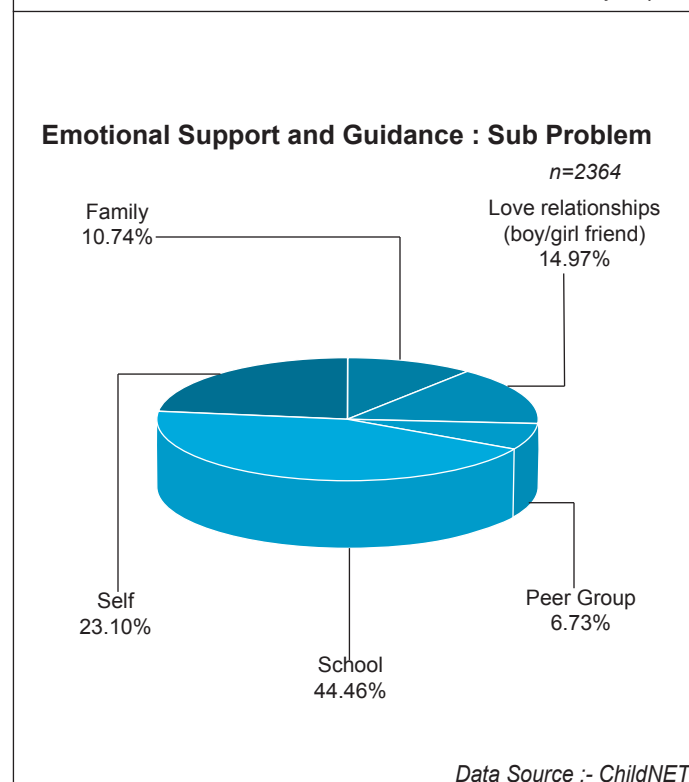
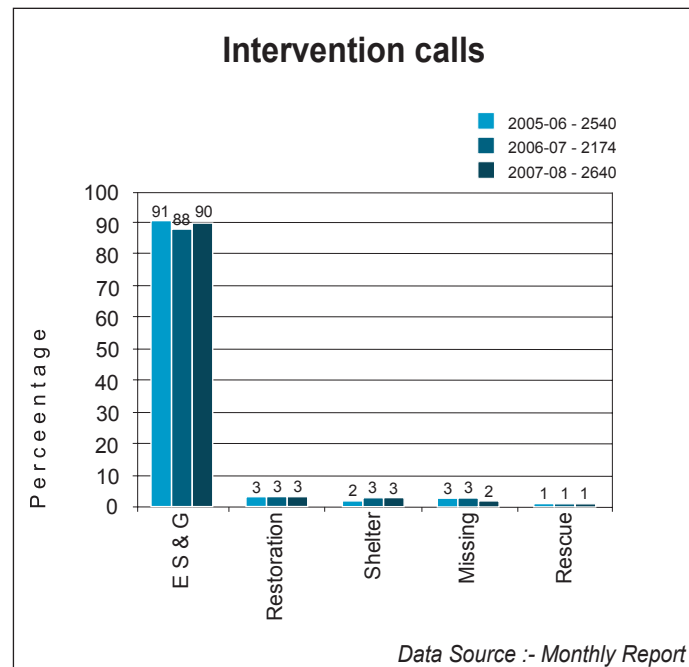


Data Source :- ChildNET

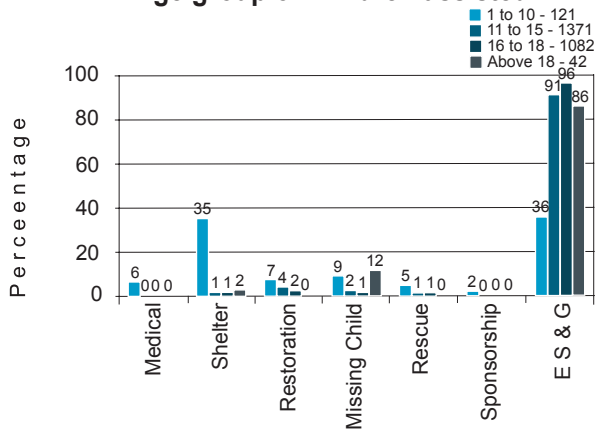
KOZHIKODE, KERALA

Nodal Organisation	:	Farook College
Collaborative Organisation	:	Association for Welfare the Handicapped (AWH)
Support Organisation	:	-
Date of Inception	:	April - 2002
Total Calls till March 08 Since Inception	:	1,29,061

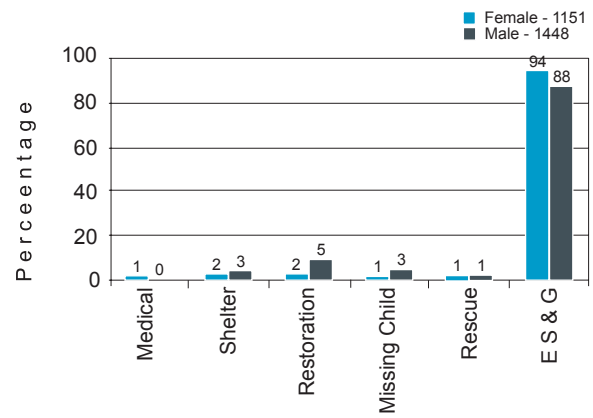
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	7
Shelter	77	70
Restoration	86	90
Protection from Abuse (Rescue)	30	24
Death Related	-	-
Sponsorship	4	4
Missing Children	60	60
Emotional Support and Guidance	2,375	2,390
Not Documented		7
Total - I	2,640	2,652
II. Follow-up calls	402	
III. Did not Find	26	
Total I to III	3,068	
IV. Information		
Information & Referral to Service	158	
Information about CHILDLINE & Volunteers	6,931	
Total - IV	7,089	
V. Others		
Silent	8,721	
Blank	7,896	
Wrong	1,826	
Crank/Fun/Abusive	2,622	
Chat	454	
Phone Testing	1,397	
Administrative	696	
Personal	74	
Others	-	
Unclassified	5	
Total - V	23,691	
Total I to V	33,848	



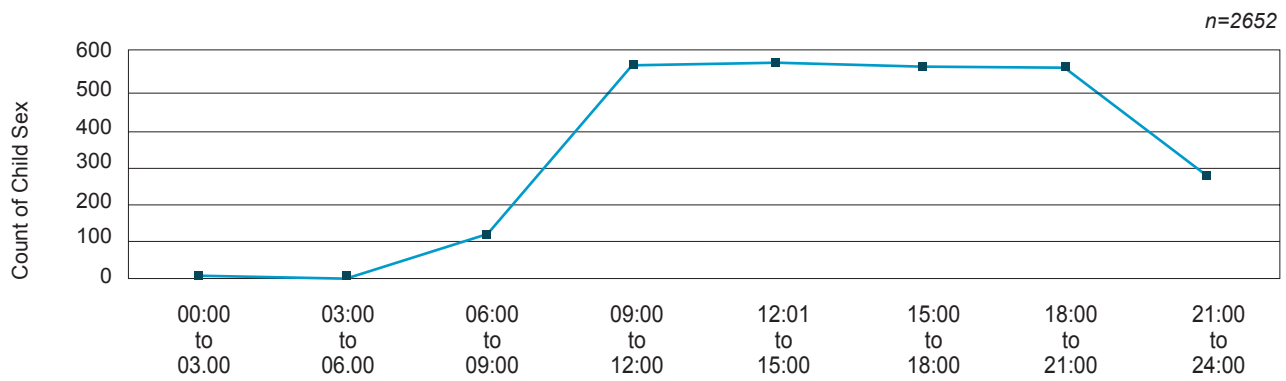
Age group of Children assisted



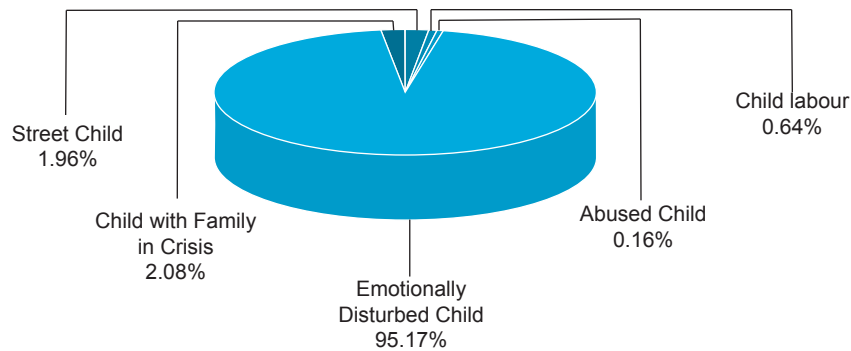
Gender and Problem



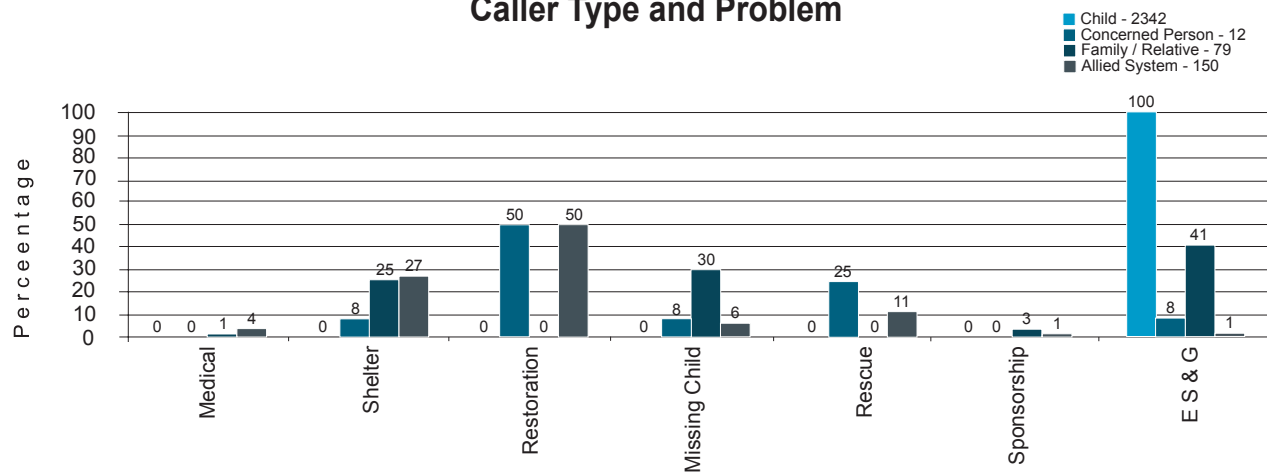
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

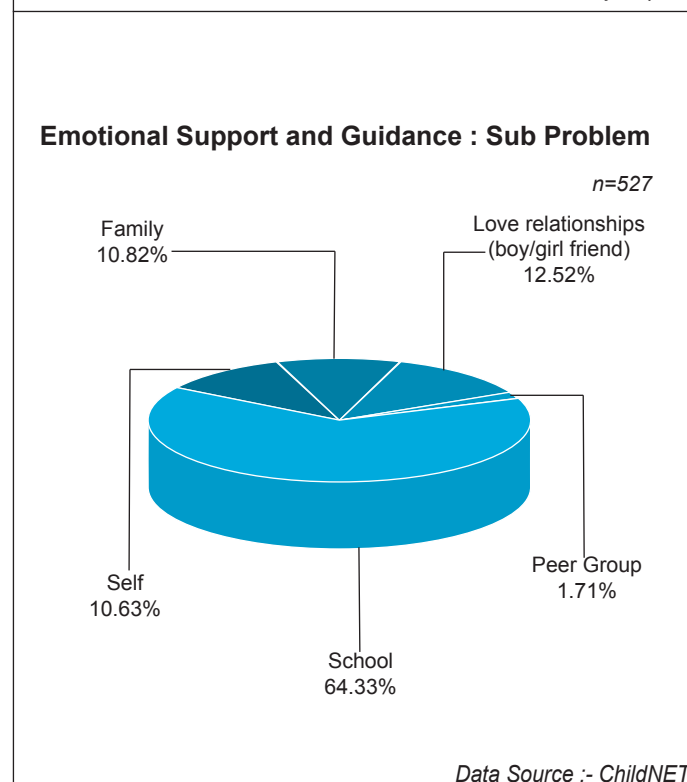
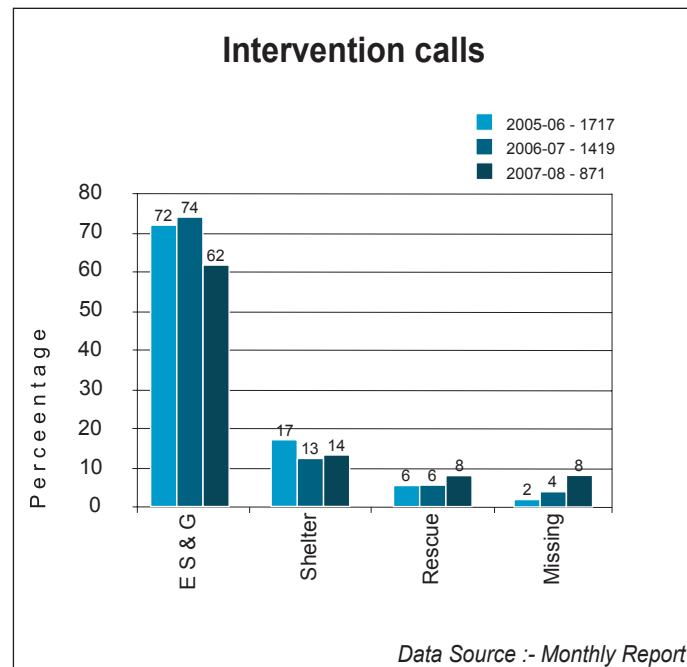


Data Source :- ChildNET

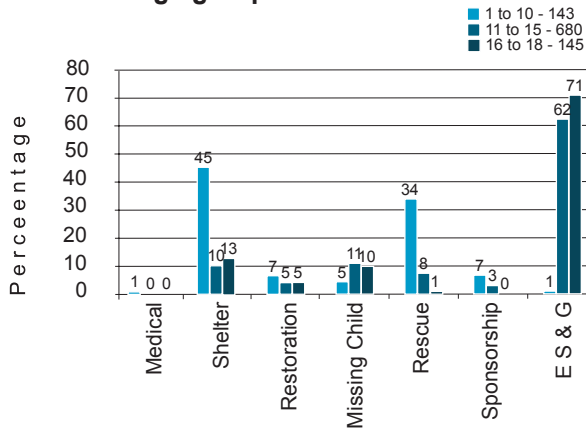
KOCHI, KERALA

Nodal Organisation	:	Rajagiri College of Social Sciences
Collaborative Organisation	:	Don Bosco Sneha Bhavan
Support Organisation	:	-
Date of Inception	:	January - 2001
Total Calls till March 08 Since Inception	:	1,29,731

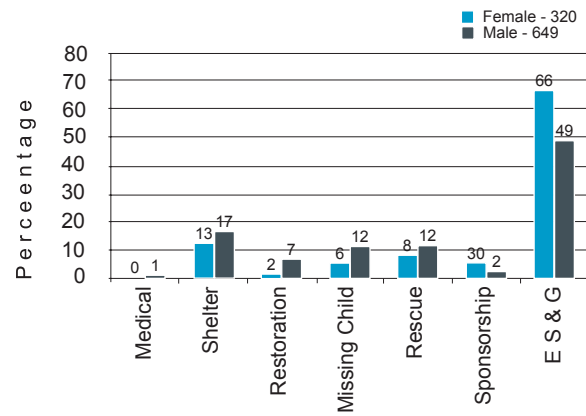
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	4	4
Shelter	118	154
Restoration	36	53
Protection from Abuse (Rescue)	70	105
Death Related	-	-
Sponsorship	29	31
Missing Children	73	95
Emotional Support and Guidance	541	528
Not Documented	-	-
Total - I	871	970
II. Follow-up calls	1,077	
III. Did not Find	50	
Total I to III	1,998	
IV. Information		
Information & Referral to Service	662	
Information about CHILDLINE & Volunteers	15,983	
Total - IV	16,645	
V. Others		
Silent	4,726	
Blank	420	
Wrong	387	
Crank/Fun/Abusive	540	
Chat	401	
Phone Testing	1,553	
Administrative	1,032	
Personal	141	
Others	-	
Unclassified	24	
Total - V	9,224	
Total I to V	27,867	



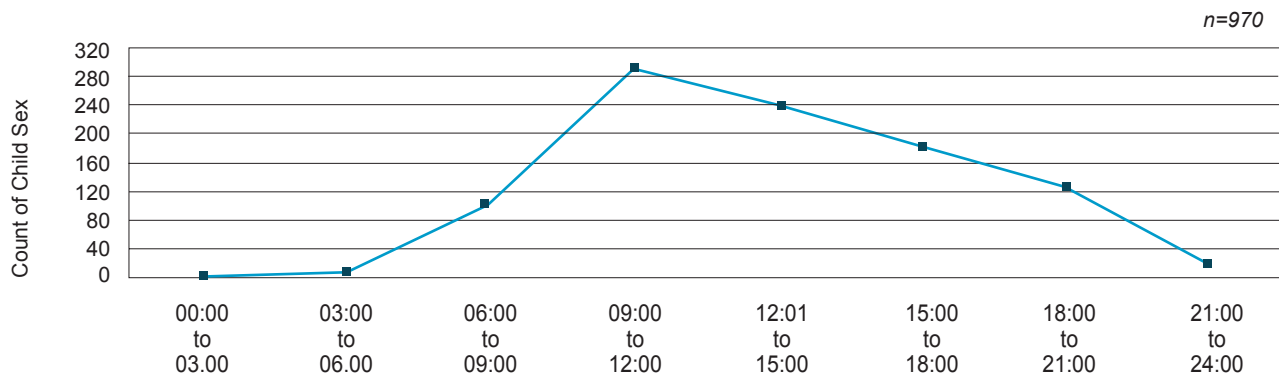
Age group of Children assisted



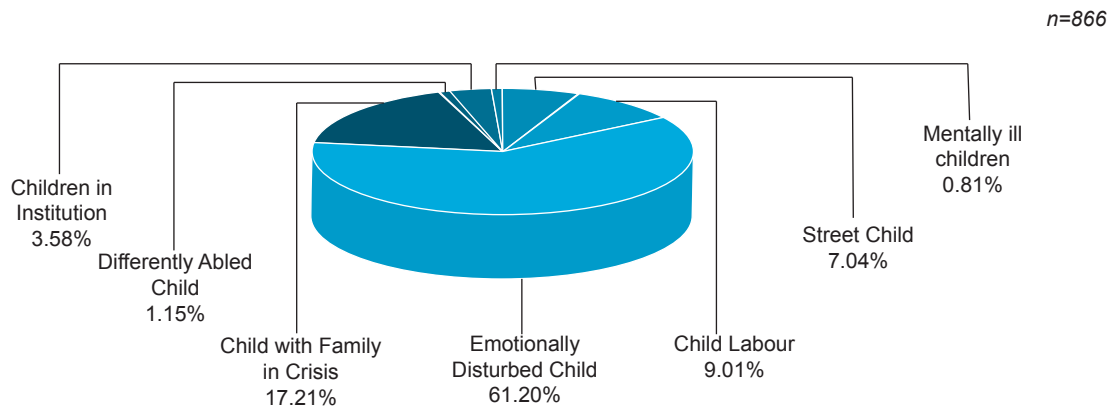
Gender and Problem



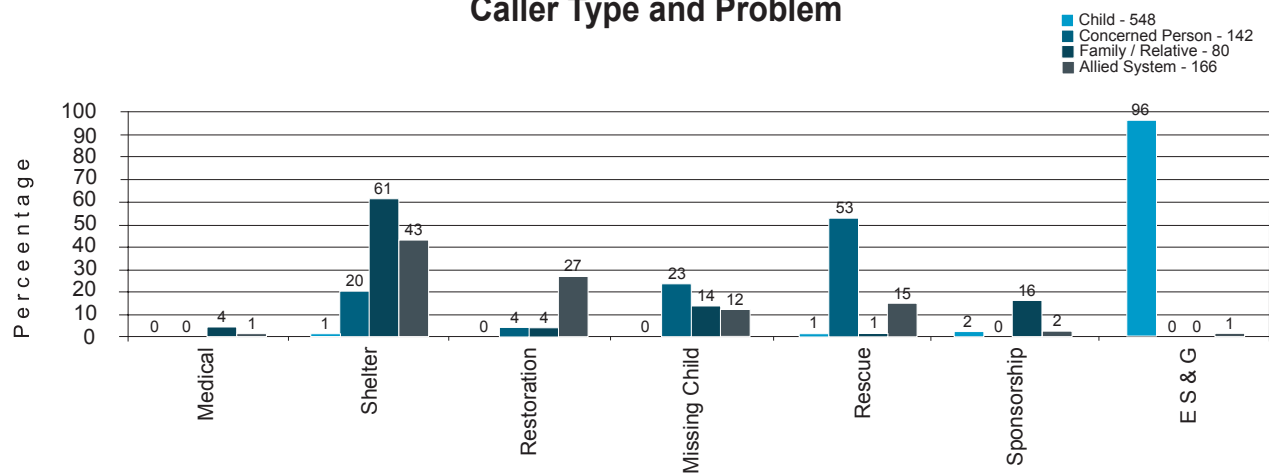
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

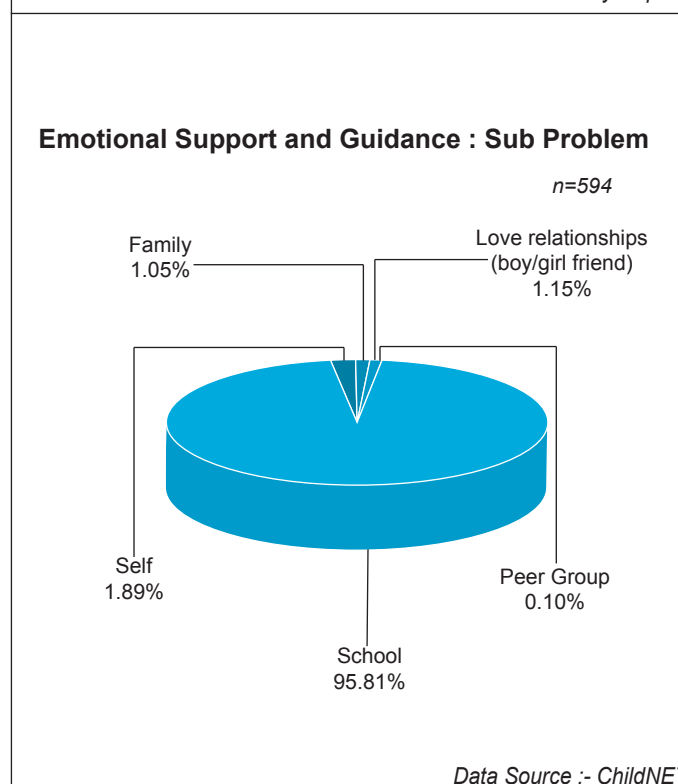
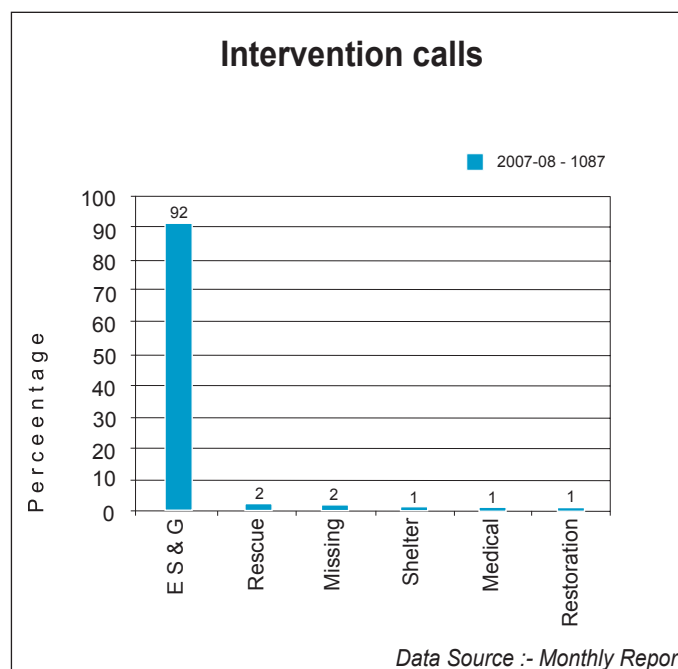


Data Source :- ChildNET

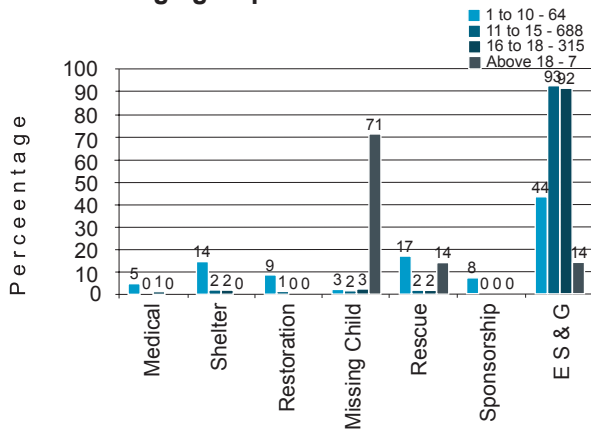
MALAPPURAM, KERALA

Nodal Organisation	:	PSMO College
Collaborative Organisation	:	Sheshy Charitable Society
Support Organisation	:	-
Date of Inception	:	March - 2007
Total Calls till March 08 Since Inception	:	16,225

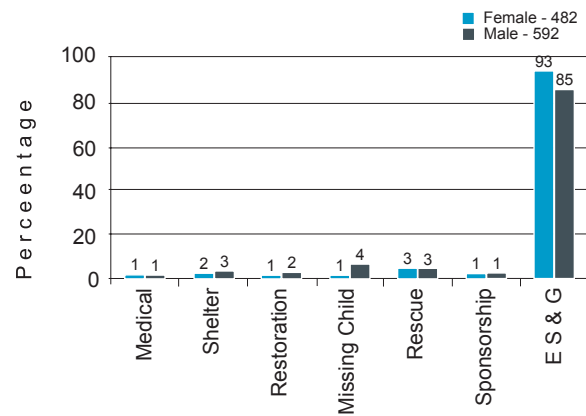
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	13	9
Shelter	14	26
Restoration	8	15
Protection from Abuse (Rescue)	25	33
Death Related	-	-
Sponsorship	4	7
Missing Children	23	29
Emotional Support and Guidance	1,000	955
Not Documented	-	-
Total - I	1,087	1,074
II. Follow-up calls	507	
III. Did not Find	13	
Total I to III	1,607	
IV. Information		
Information & Referral to Service	53	
Information about CHILDLINE & Volunteers	3,913	
Total - IV	3,966	
V. Others		
Silent	3,123	
Blank	2,652	
Wrong	1,008	
Crank/Fun/Abusive	561	
Chat	1,209	
Phone Testing	260	
Administrative	1,211	
Personal	557	
Others	-	
Unclassified	71	
Total - V	10,652	
Total I to V	16,225	



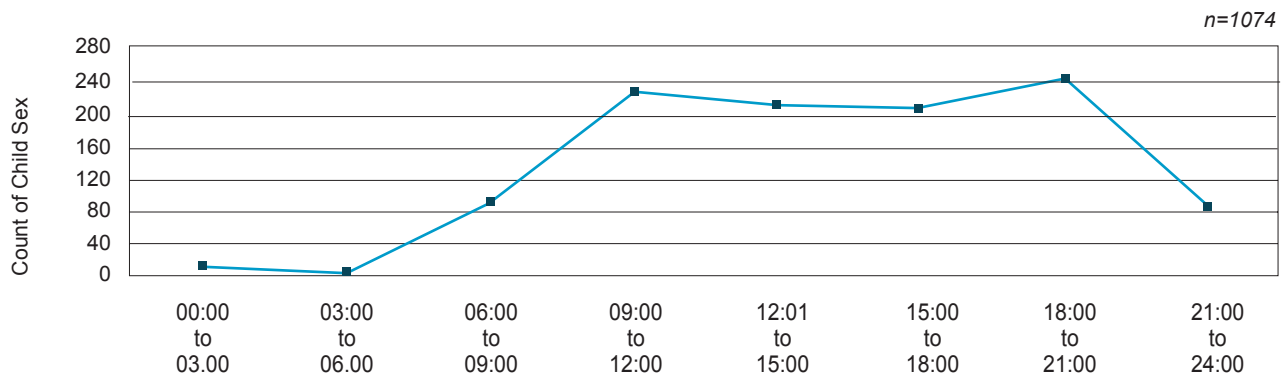
Age group of Children assisted



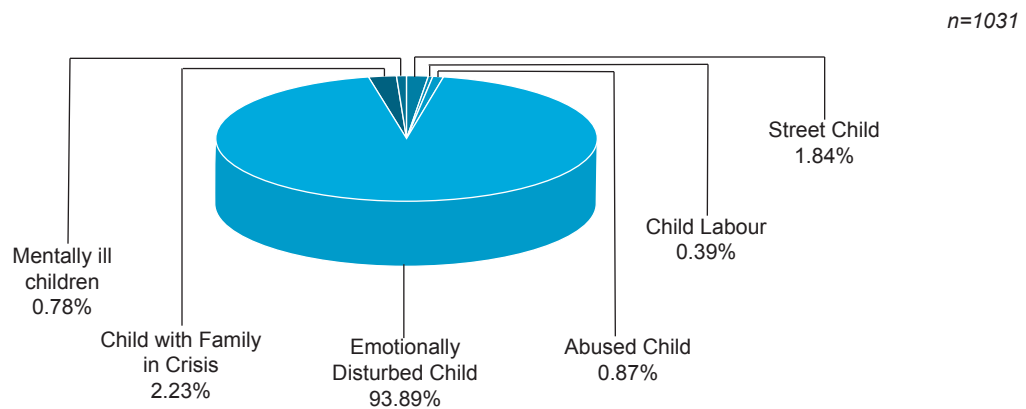
Gender and Problem



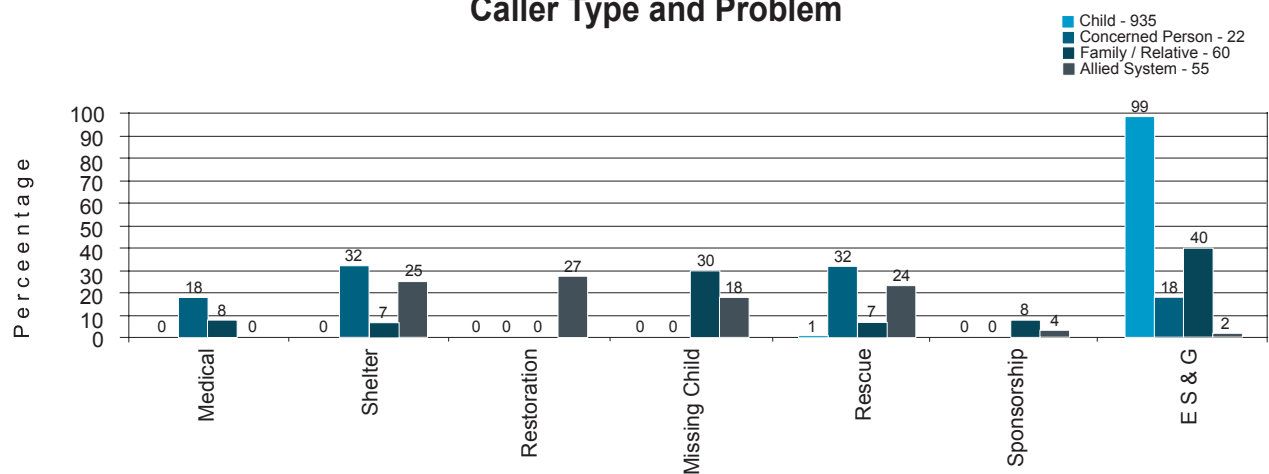
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

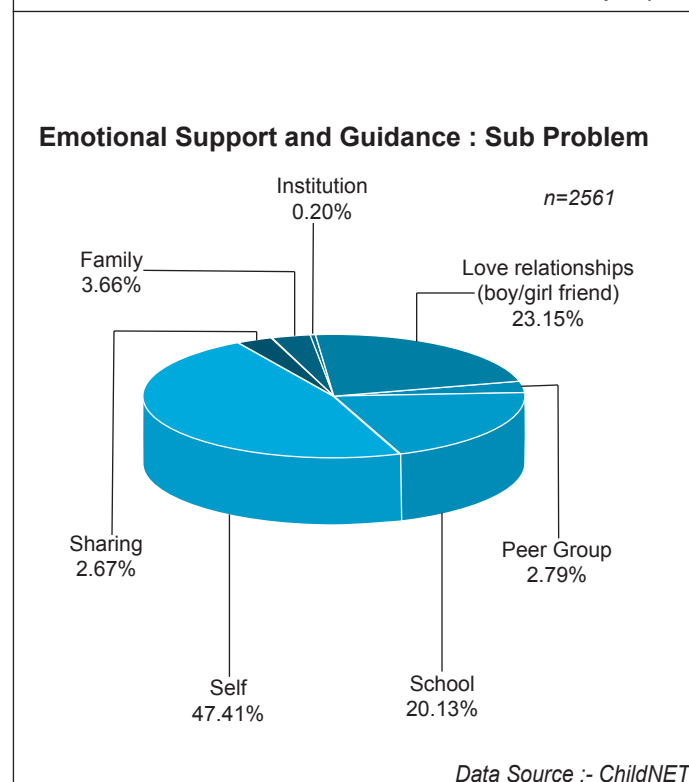
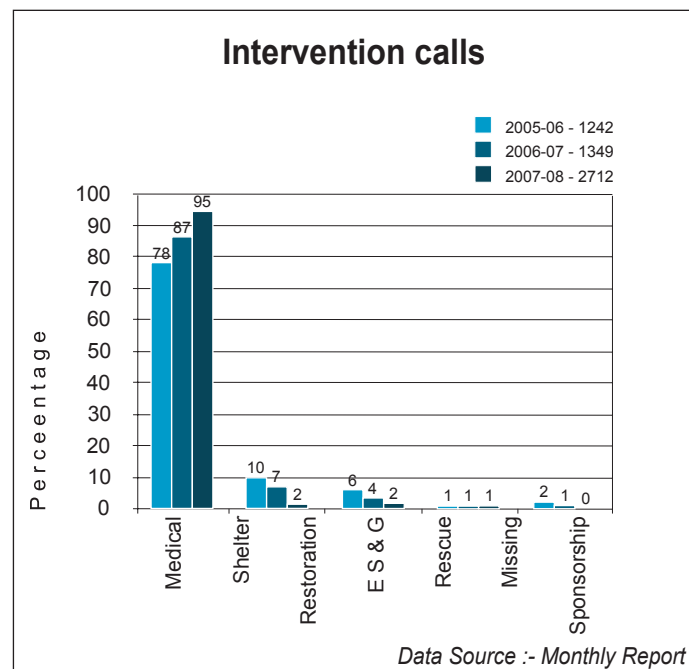


Data Source :- ChildNET

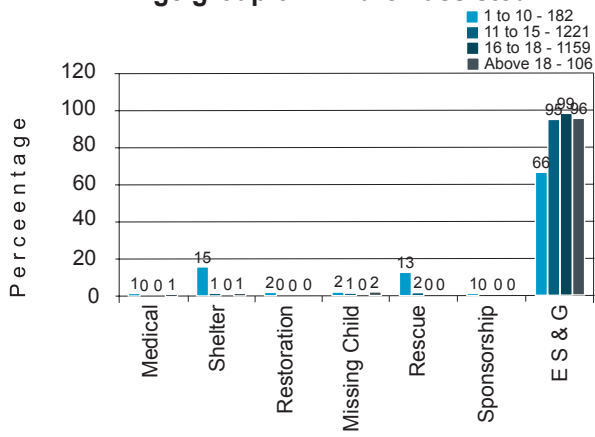
THRISSUR, KERALA

Nodal Organisation	:	Vimala Community Extension Centre
Collaborative Organisation	:	St.Christina Holy Angels Home
Support Organisation	:	-
Date of Inception	:	November - 2003
Total Calls till March 08 Since Inception	:	1,62,804

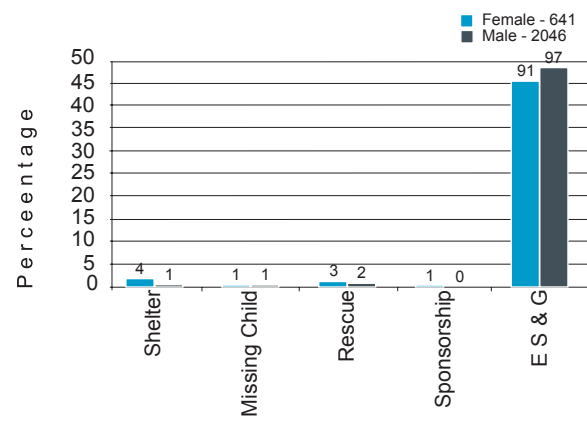
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	4	5
Shelter	44	52
Restoration	11	12
Protection from Abuse (Rescue)	52	49
Death Related	-	0
Sponsorship	6	6
Missing Children	29	19
Emotional Support and Guidance	2,566	2,561
Not Documented	-	21
Total - I	2,712	2,725
II. Follow-up calls	500	
III. Did not Find	34	
Total I to III	3,246	
IV. Information		
Information & Referral to Service	342	
Information about CHILDLINE & Volunteers	11,495	
Total - IV	11,837	
V. Others		
Silent	5,101	
Blank	4,919	
Wrong	1,832	
Crank/Fun/Abusive	2,665	
Chat	3,945	
Phone Testing	2,691	
Administrative	1,019	
Personal	180	
Others	-	
Unclassified	30	
Total - V	22,382	
Total I to V	37,465	



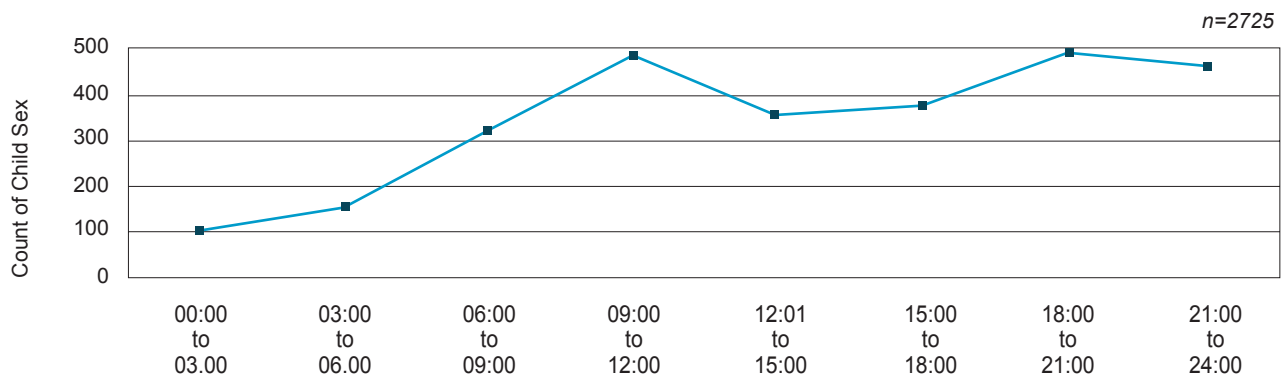
Age group of Children assisted



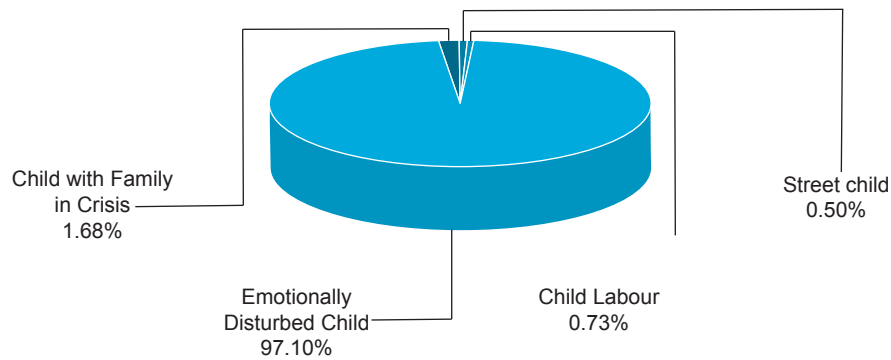
Gender and Problem



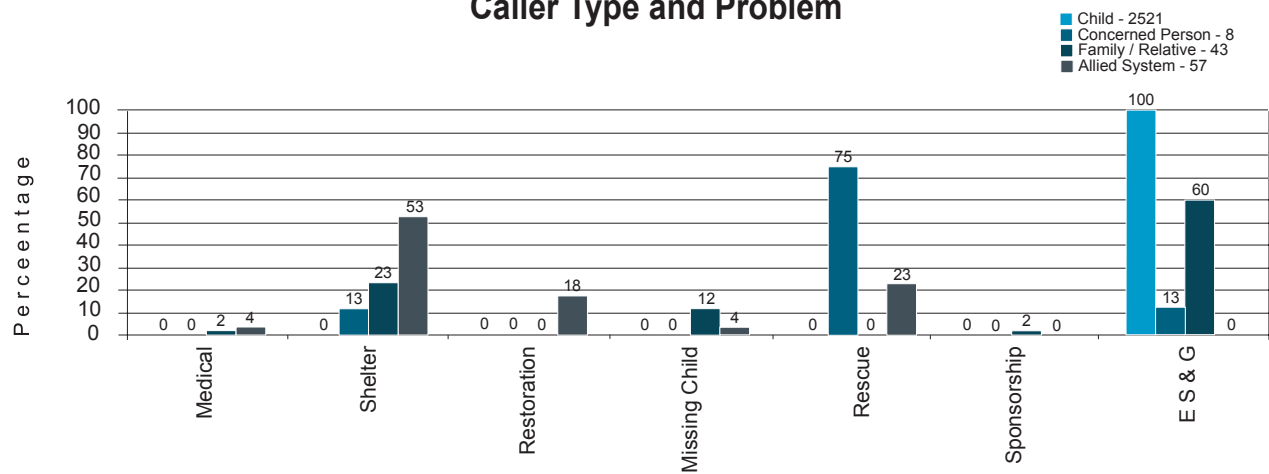
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

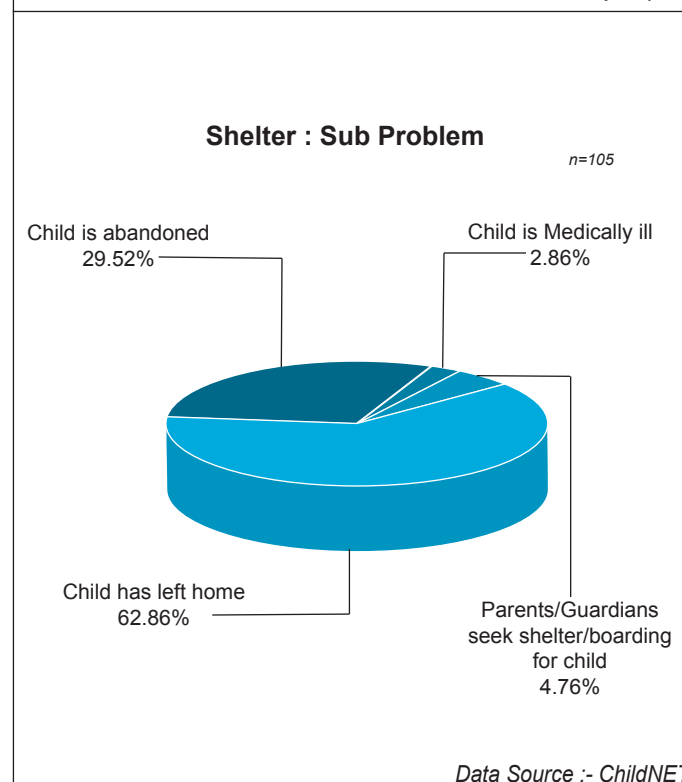
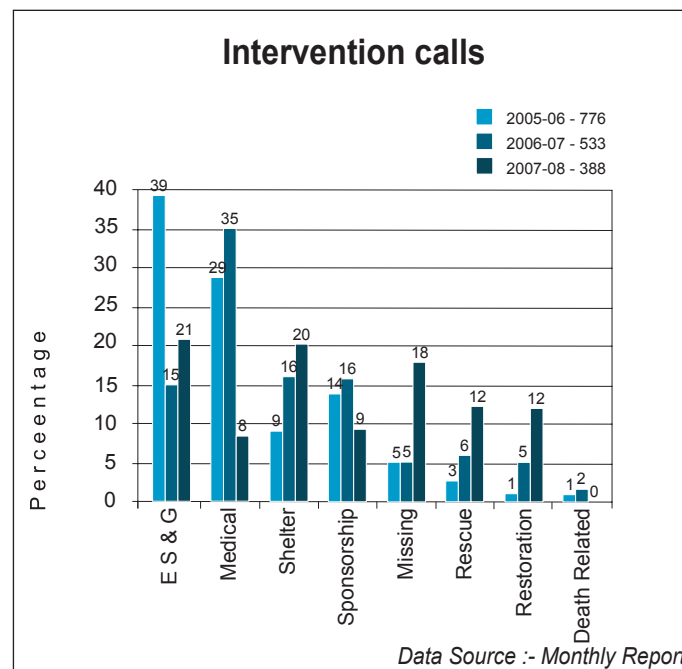


Data Source :- ChildNET

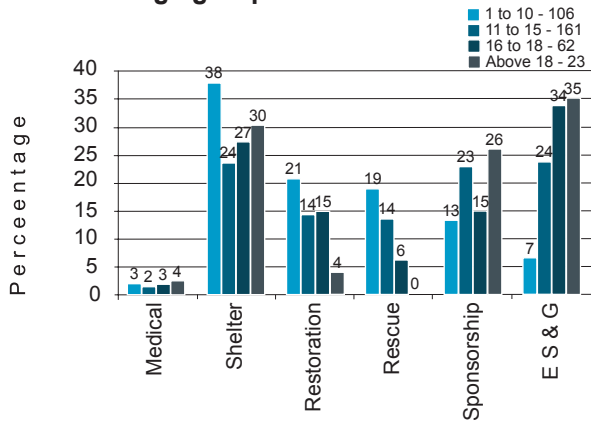
TRIVENDRUM, KERALA

Nodal Organisation	:	Loyola Extension Services
Collaborative Organisation	:	Trivandrum Don Bosco Veedu Society
Support Organisation	:	Trivandrum Social Service Society (TSSS)
Date of Inception	:	March - 2000
Total Calls till March 08 Since Inception	:	1,23,344

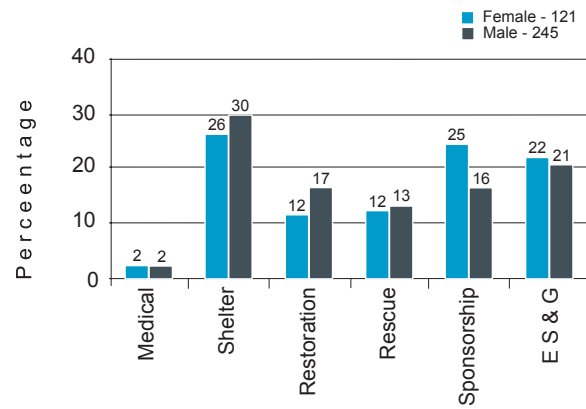
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	32	9
Shelter	78	106
Restoration	46	55
Protection from Abuse (Rescue)	47	48
Death Related	-	-
Sponsorship	36	70
Missing Children	69	-
Emotional Support and Guidance	80	78
Not Documented	-	212
Total - I	388	578
II. Follow-up calls	1,026	
III. Did not Find	8	
Total I to III	1,422	
IV. Information		
Information & Referral to Service	179	
Information about CHILDLINE & Volunteers	378	
Total - IV	557	
V. Others		
Silent	2,007	
Blank	2,131	
Wrong	1,035	
Crank/Fun/Abusive	276	
Chat	72	
Phone Testing	1,022	
Administrative	465	
Personal	347	
Others	-	
Unclassified	1	
Total - V	7,356	
Total I to V	9,335	



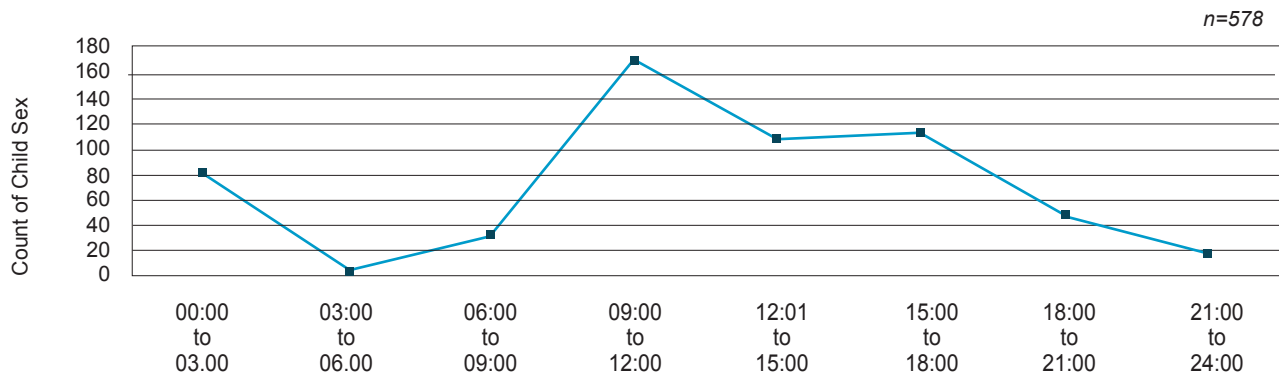
Age group of Children assisted



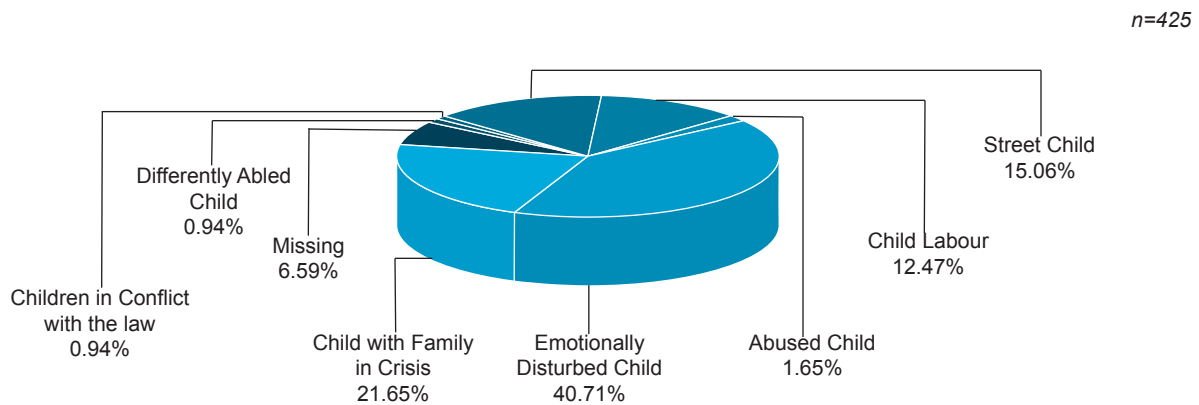
Gender and Problem



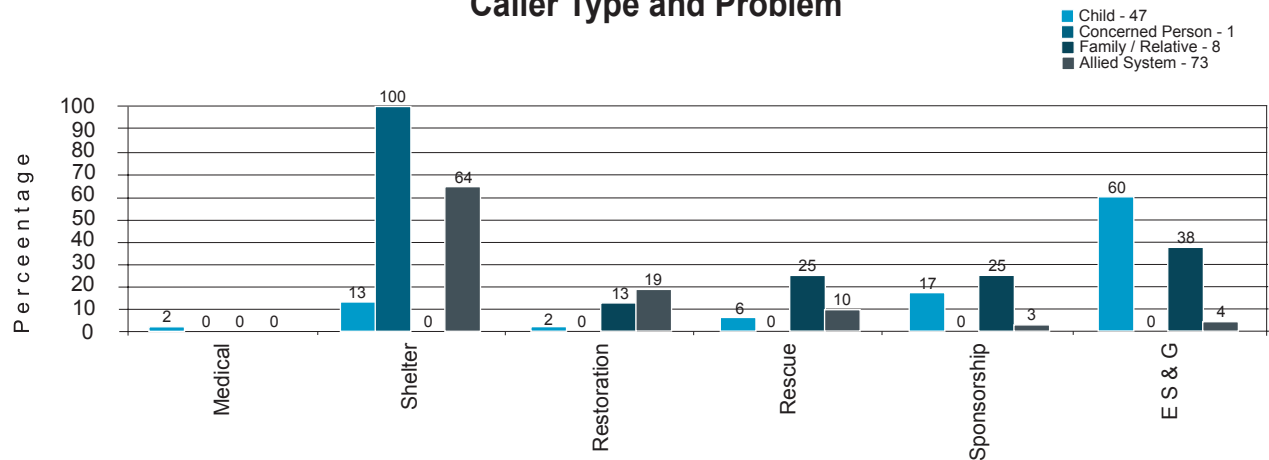
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

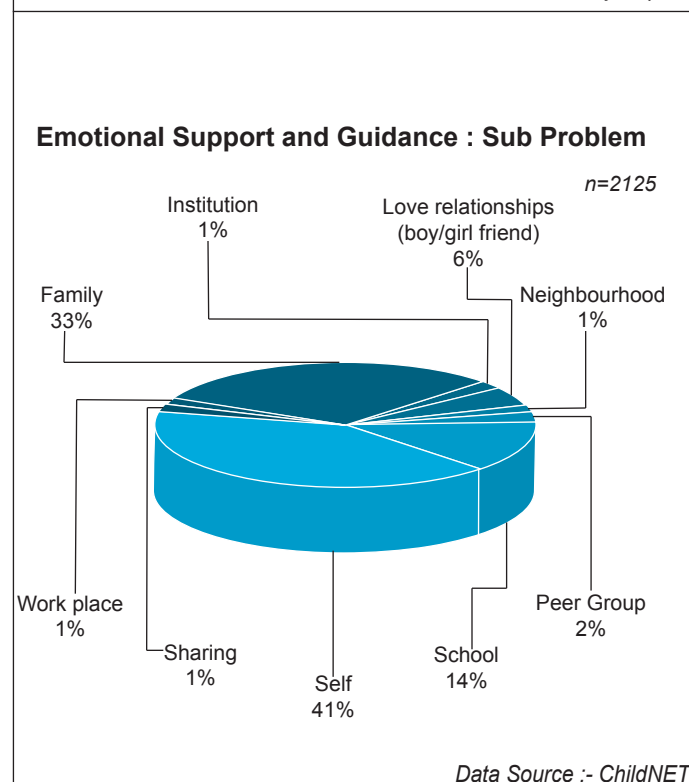
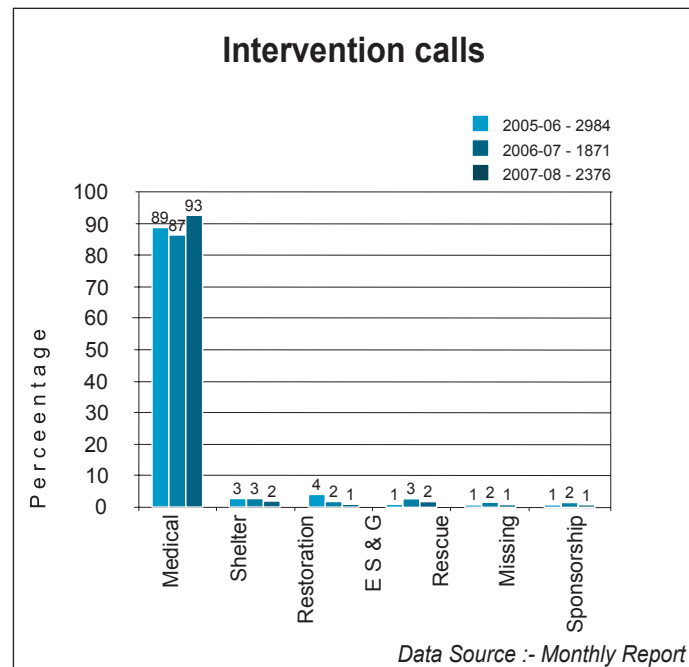


Data Source :- ChildNET

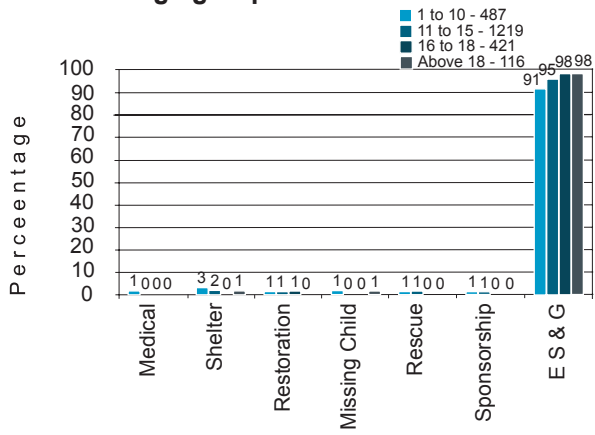
WAYANAD, KERALA

Nodal Organisation	:	HILDA TRUST
Collaborative Organisation	:	Joint Voluntary Action For Legal Alternatives (JVALA)
Support Organisation	:	-
Date of Inception	:	September - 2002
Total Calls till March 08 Since Inception	:	92,981

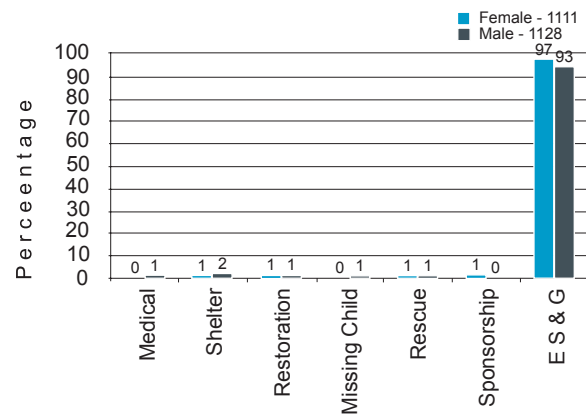
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	15	10
Shelter	46	39
Restoration	29	23
Protection from Abuse (Rescue)	46	19
Death Related	-	1
Sponsorship	17	11
Missing Children	15	12
Emotional Support and Guidance	2,208	2,135
Not Documented	-	6
Total - I	2,376	2,256
II. Follow-up calls	353	
III. Did not Find	83	
Total I to III	2,812	
IV. Information		
Information & Referral to Service	727	
Information about CHILDLINE & Volunteers	3,710	
Total - IV	4,437	
V. Others		
Silent	469	
Blank	370	
Wrong	319	
Crank/Fun/Abusive	216	
Chat	117	
Phone Testing	2,956	
Administrative	413	
Personal	160	
Others	-	
Unclassified	2	
Total - V	5,022	
Total I to V	12,271	



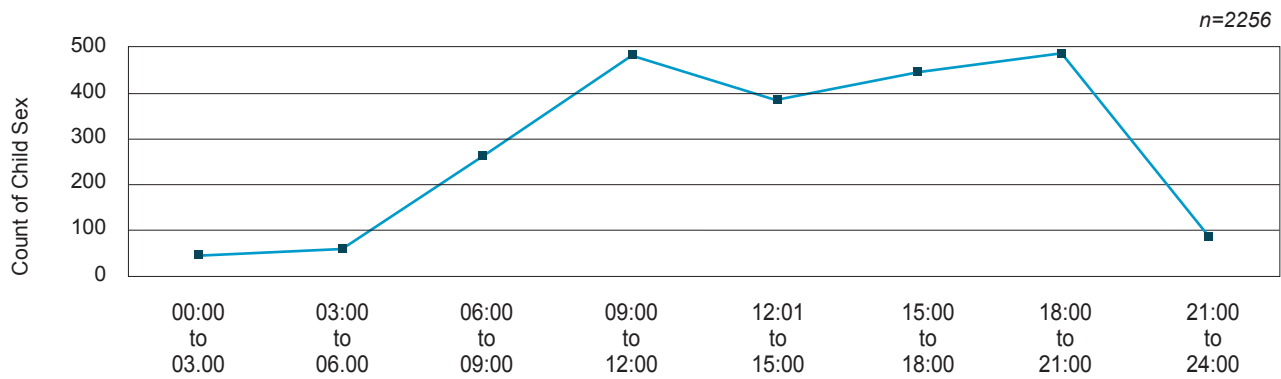
Age group of Children assisted



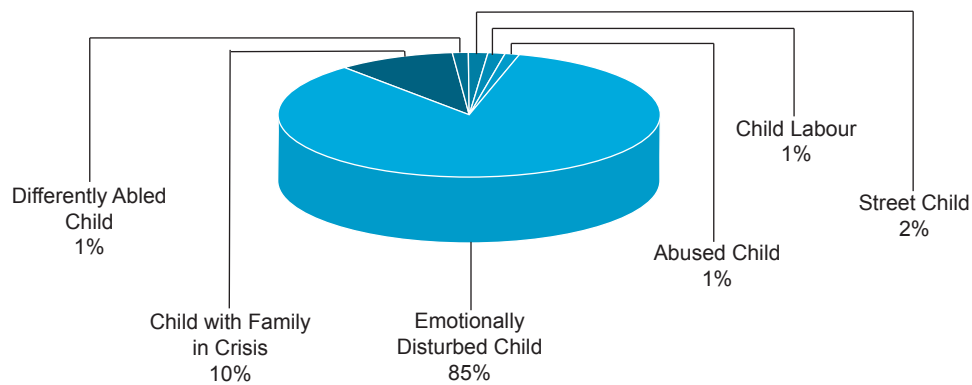
Gender and Problem



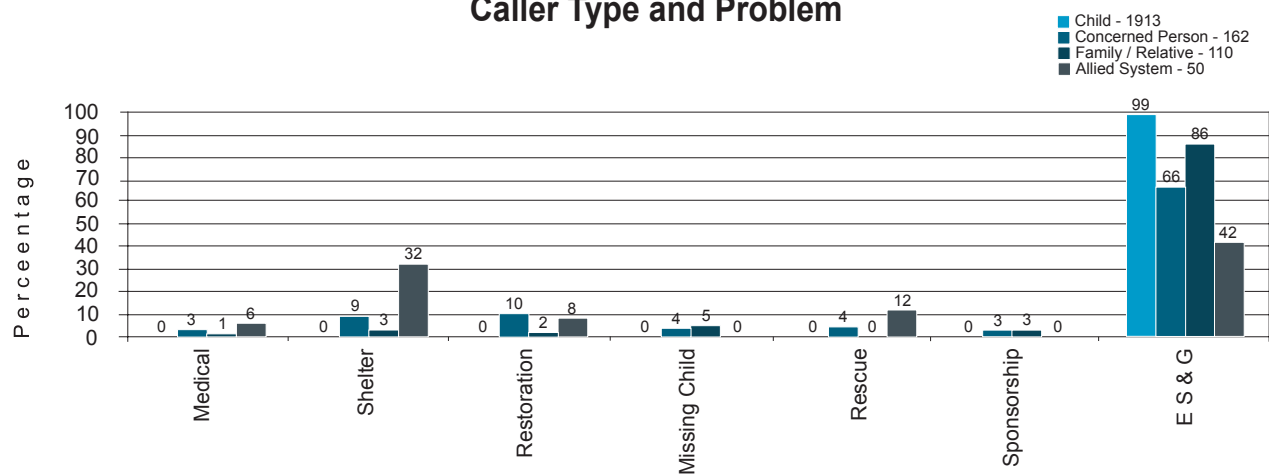
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

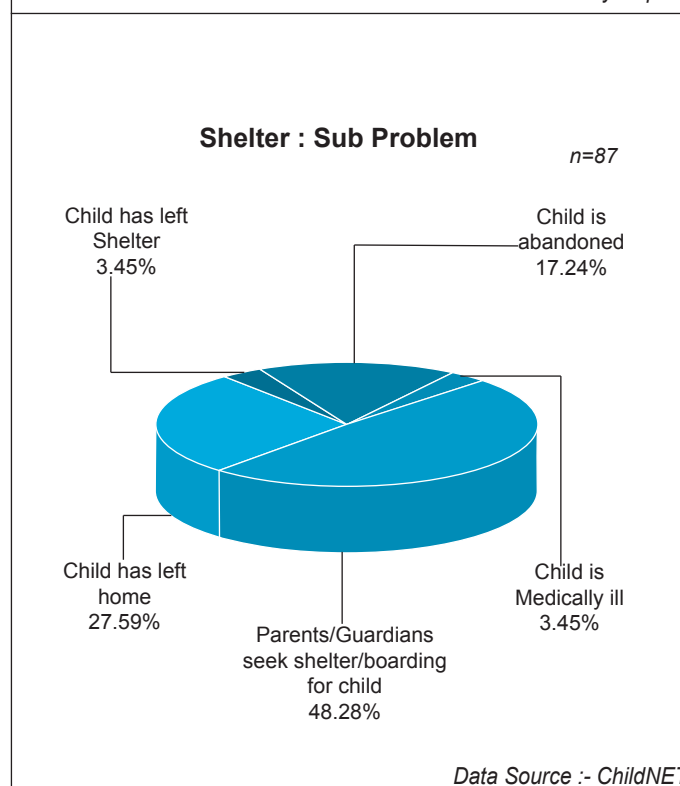
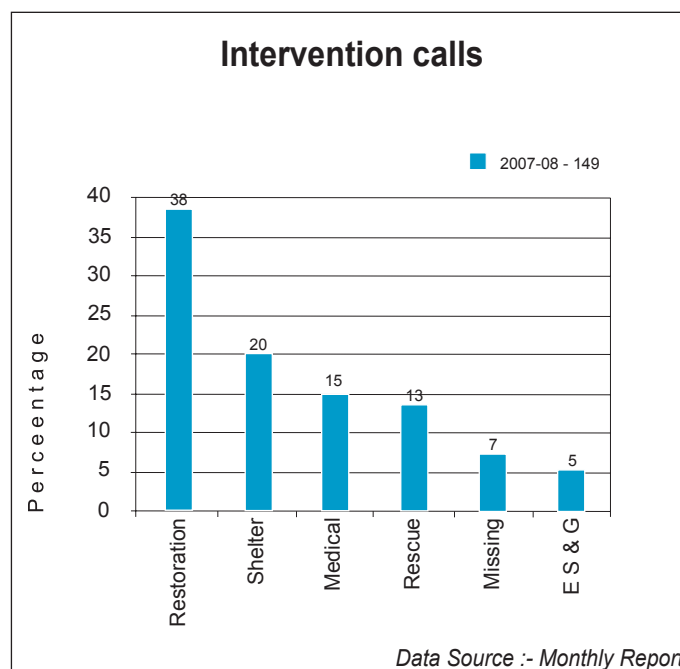


Data Source :- ChildNET

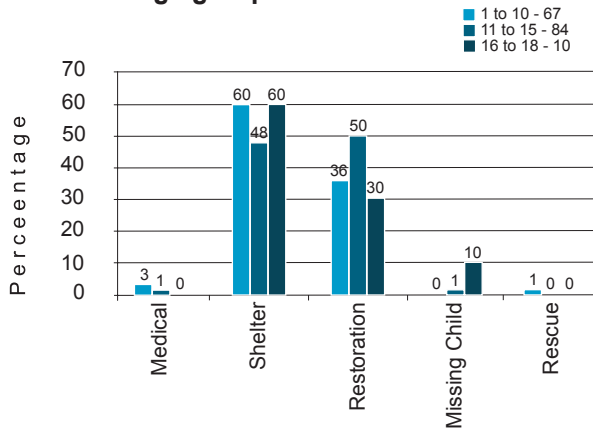
ELURU, ANDHRA PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Social Service Centre
Support Organisation	:	-
Date of Inception	:	March - 2007
Total Calls till March 08 Since Inception	:	7,968

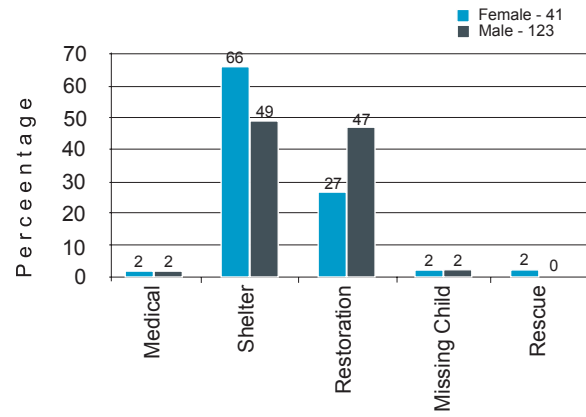
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	23	3
Shelter	57	87
Restoration	30	69
Protection from Abuse (Rescue)	20	1
Death Related	-	-
Sponsorship	-	-
Missing Children	11	4
Emotional Support and Guidance	8	-
Not Documented	-	-
Total - I	149	164
II. Follow-up calls	899	
III. Did not Find	360	
Total I to III	1,408	
IV. Information		
Information & Referral to Service	515	
Information about CHILDLINE & Volunteers	247	
Total - IV	762	
V. Others		
Silent	1,014	
Blank	1,437	
Wrong	851	
Crank/Fun/Abusive	639	
Chat	710	
Phone Testing	401	
Administrative	498	
Personal	248	
Others	-	
Unclassified	-	
Total - V	5,798	
Total I to V	7,968	



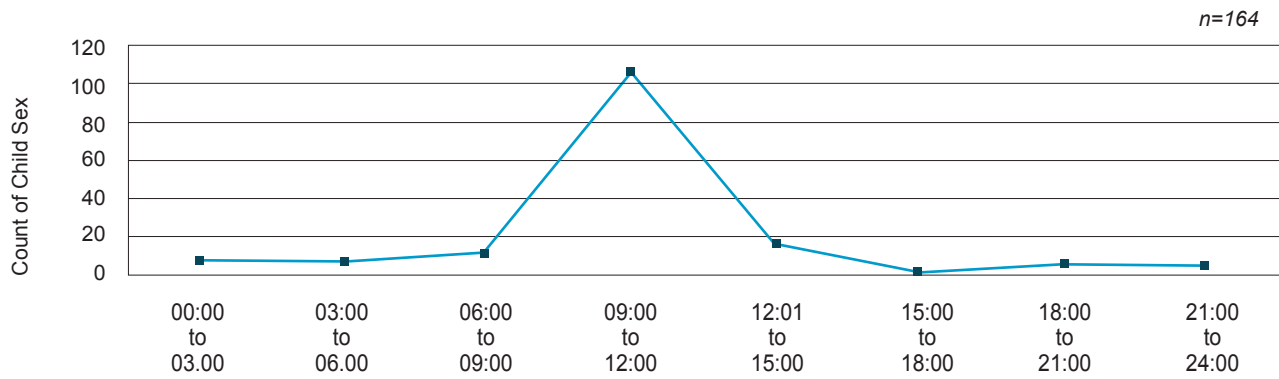
Age group of Children assisted



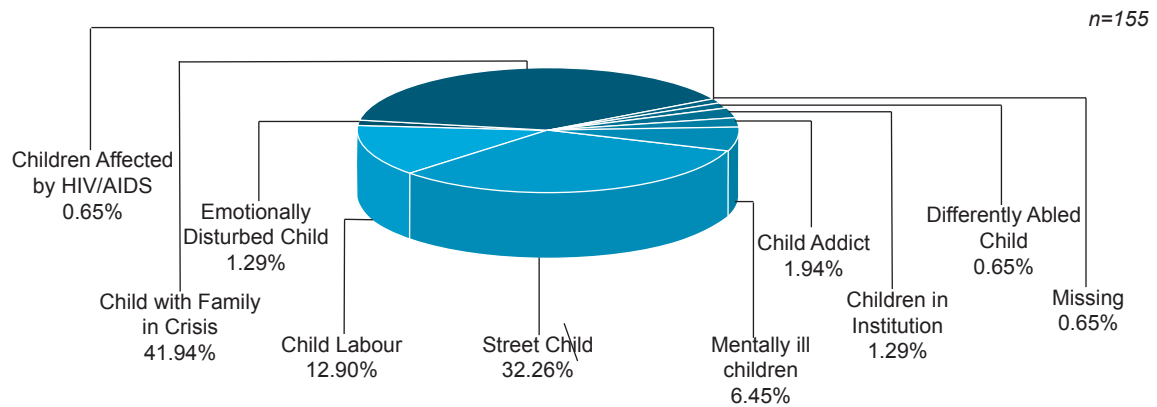
Gender and Problem



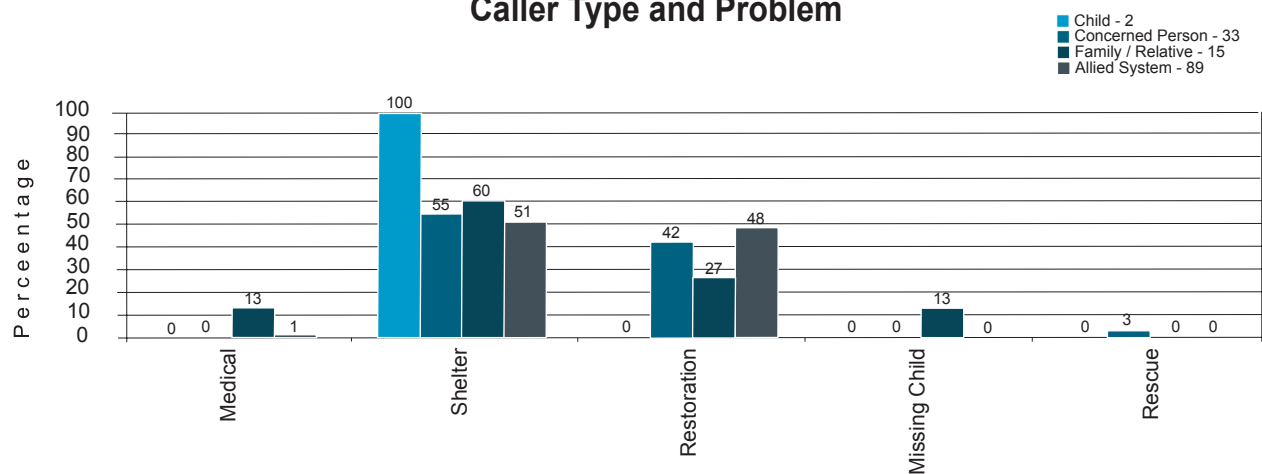
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

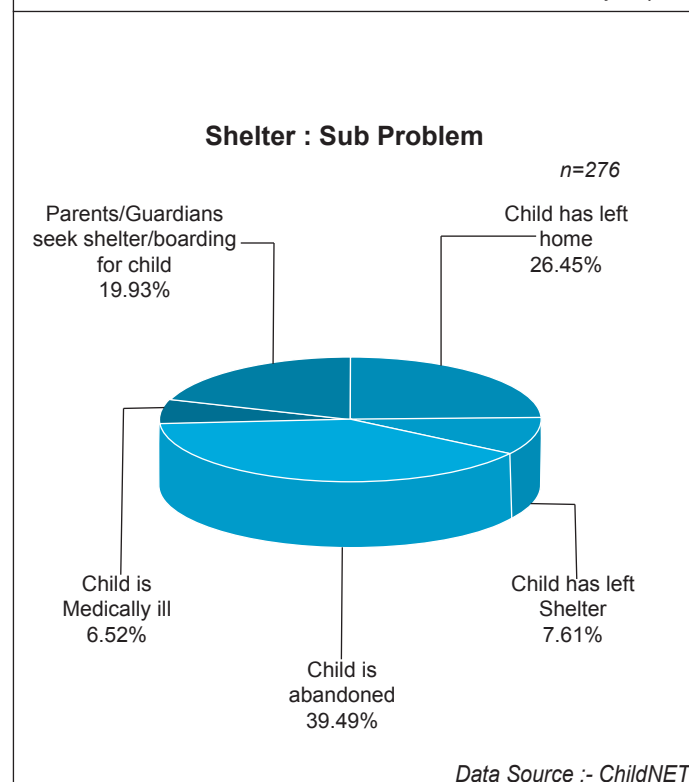
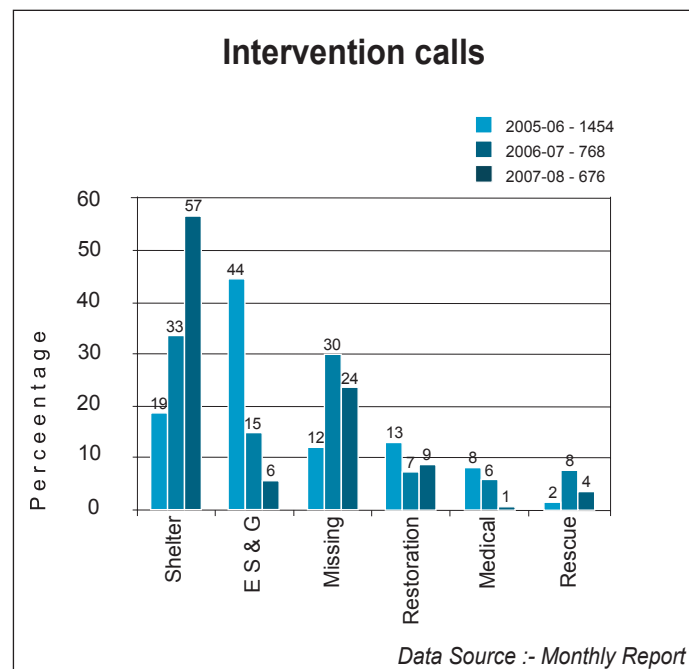


Data Source :- ChildNET

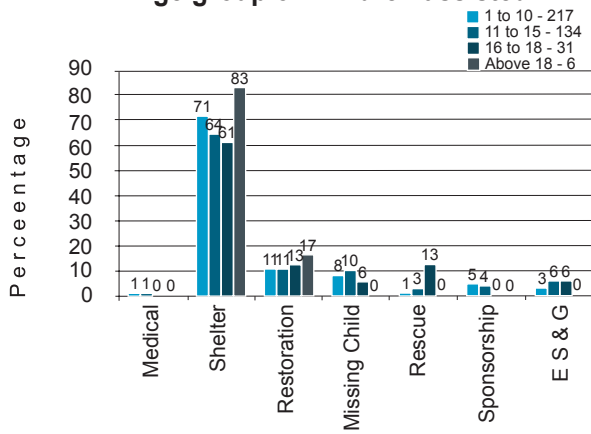
HYDERABAD, ANDHRA PRADESH

Nodal Organisation	:	Centre For Social Initiative & Management (CSIM)
Collaborative Organisation	:	Divya Disha
Support Organisation	:	Confederation of Volantary Associations (COVA), Sidur
Date of Inception	:	November - 1998
Total Calls till March 08 Since Inception	:	6,31,274

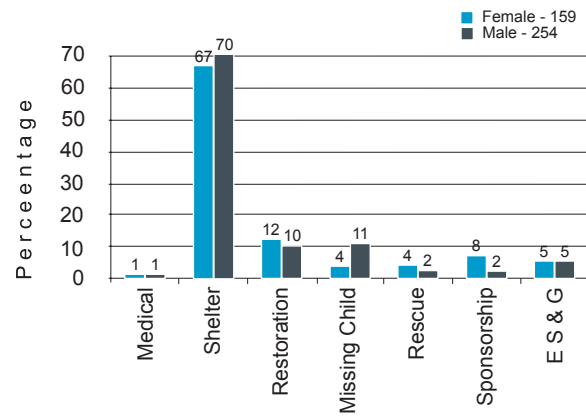
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	5	4
Shelter	384	283
Restoration	59	44
Protection from Abuse (Rescue)	25	12
Death Related	-	-
Sponsorship	4	18
Missing Children	160	33
Emotional Support and Guidance	39	21
Not Documented	-	58
Total - I	676	473
II. Follow-up calls	1,008	
III. Did not Find	22	
Total I to III	1,706	
IV. Information		
Information & Referral to Service	8,754	
Information about CHILDLINE & Volunteers	25,765	
Total - IV	34,519	
V. Others		
Silent	8,777	
Blank	10,063	
Wrong	7,606	
Crank/Fun/Abusive	8,740	
Chat	-	
Phone Testing	224	
Administrative	1,896	
Personal	57	
Others	-	
Unclassified	-	
Total - V	37,363	
Total I to V	73,588	



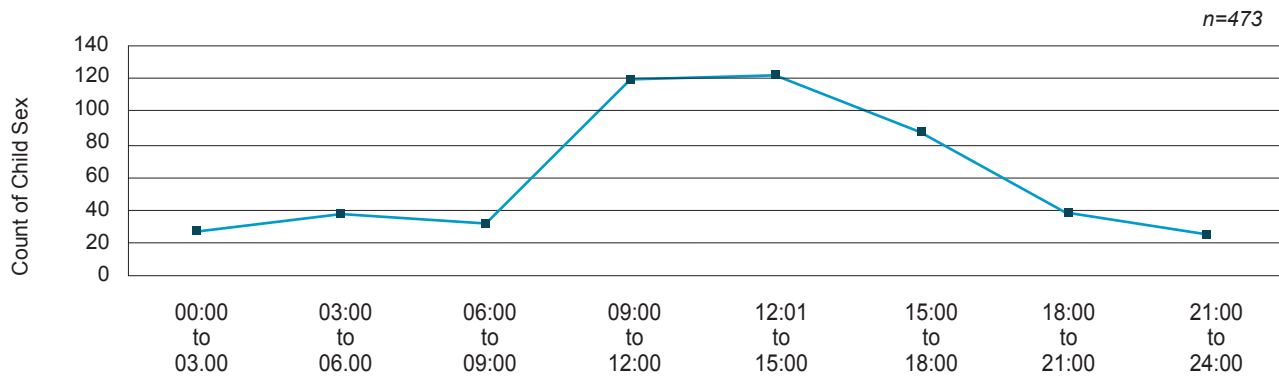
Age group of Children assisted



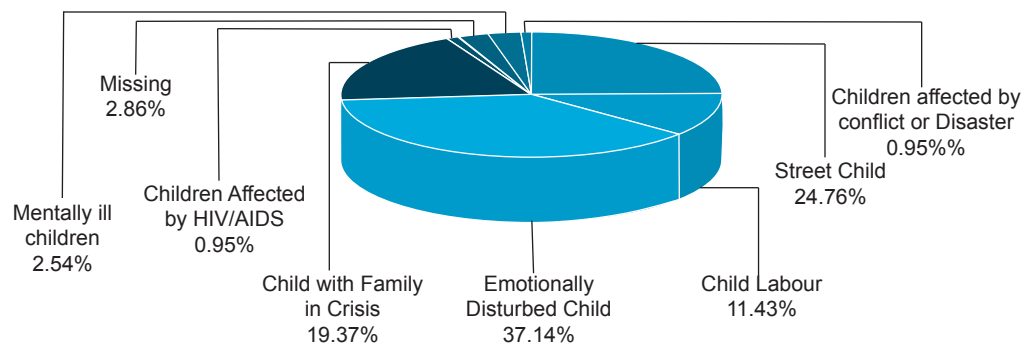
Gender and Problem



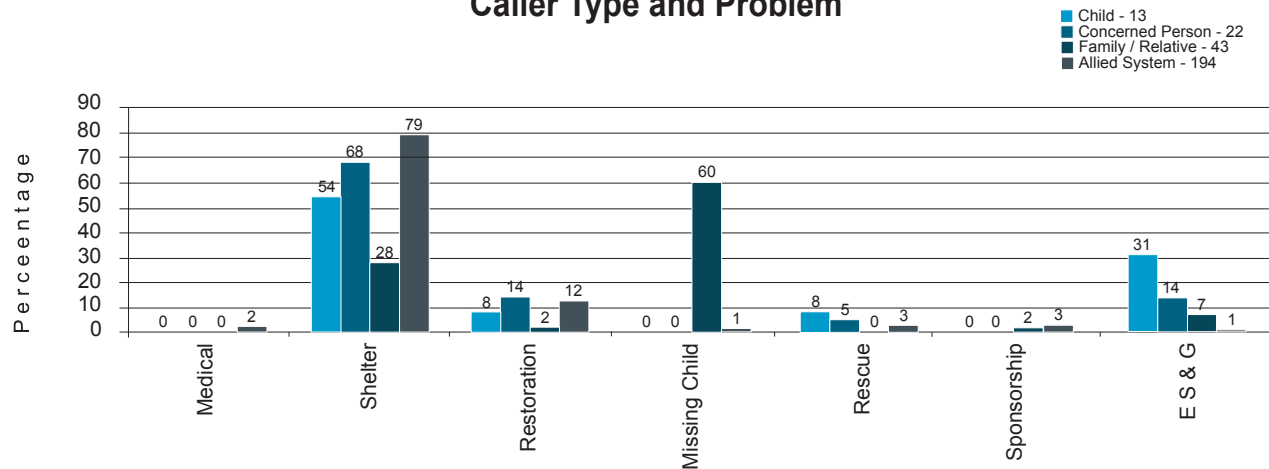
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

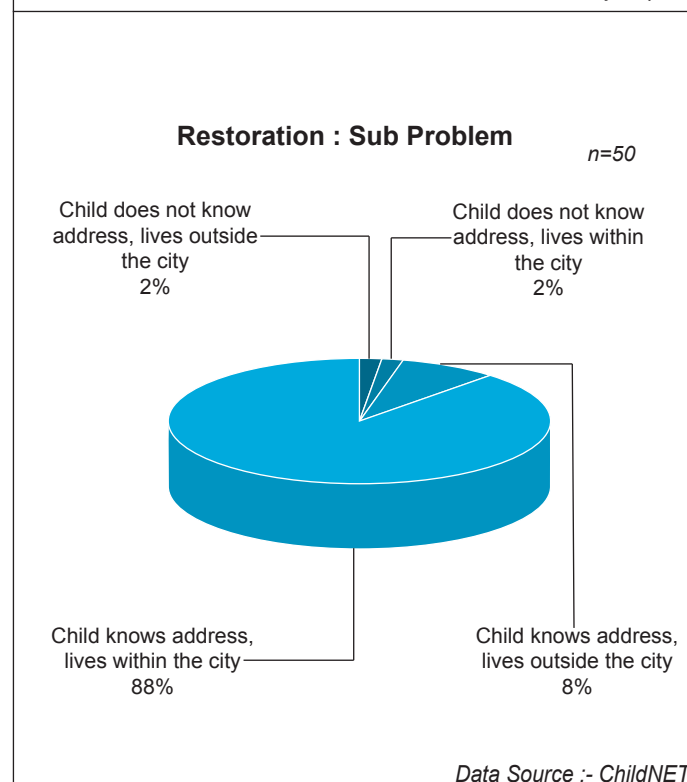
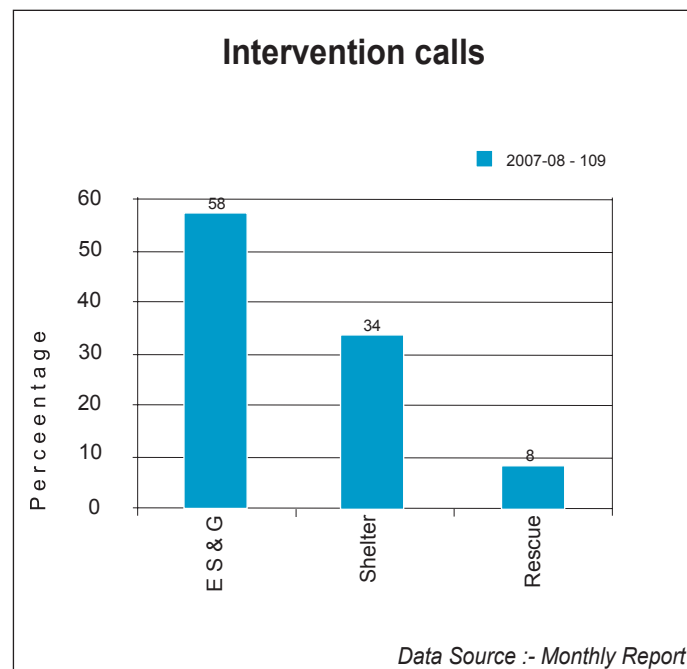


Data Source :- ChildNET

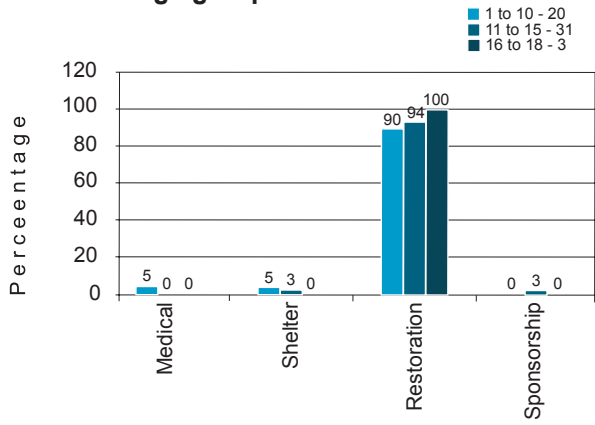
KAKINADA, ANDHRA PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	VIKASA - NCLP
Support Organisation	:	-
Date of Inception	:	March - 2007
Total Calls till March 08 Since Inception	:	2,773

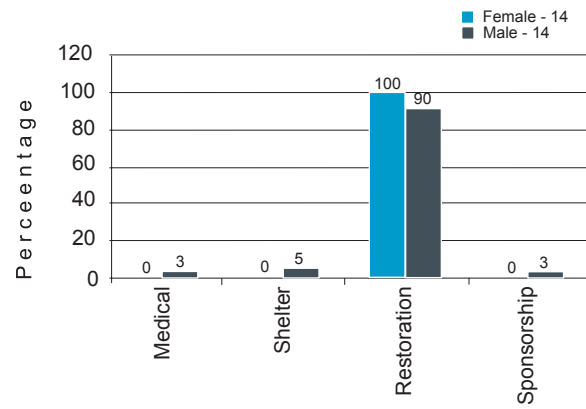
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	-	1
Shelter	37	2
Restoration	-	50
Protection from Abuse (Rescue)	9	-
Death Related	-	-
Sponsorship	-	1
Missing Children	-	-
Emotional Support and Guidance	63	-
Not Documented	-	14
Total - I	109	68
II. Follow-up calls	79	
III. Did not Find	-	
Total I to III	188	
IV. Information		
Information & Referral to Service	1	
Information about CHILDLINE & Volunteers	226	
Total - IV	227	
V. Others		
Silent	292	
Blank	841	
Wrong	685	
Crank/Fun/Abusive	225	
Chat	182	
Phone Testing	102	
Administrative	31	
Personal	-	
Others	-	
Unclassified	-	
Total - V	2,358	
Total I to V	2,773	



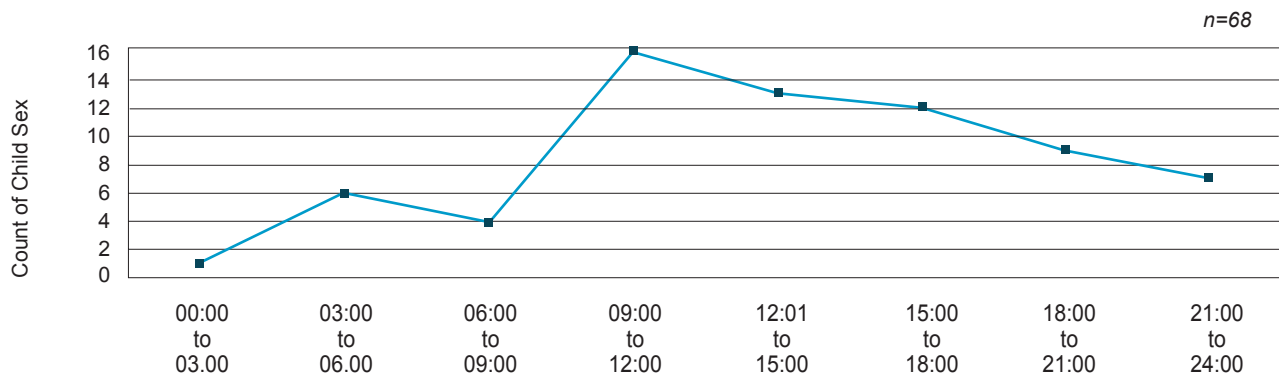
Age group of Children assisted



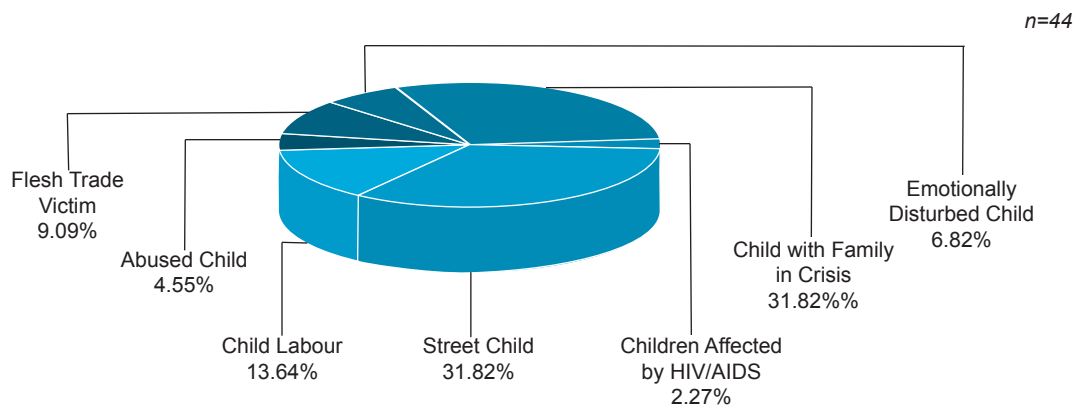
Gender and Problem



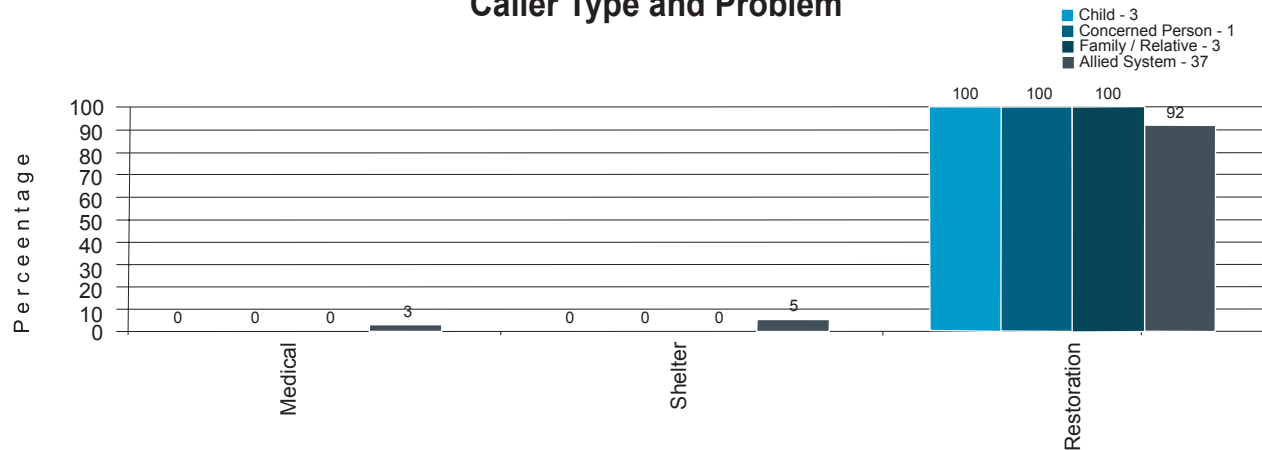
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

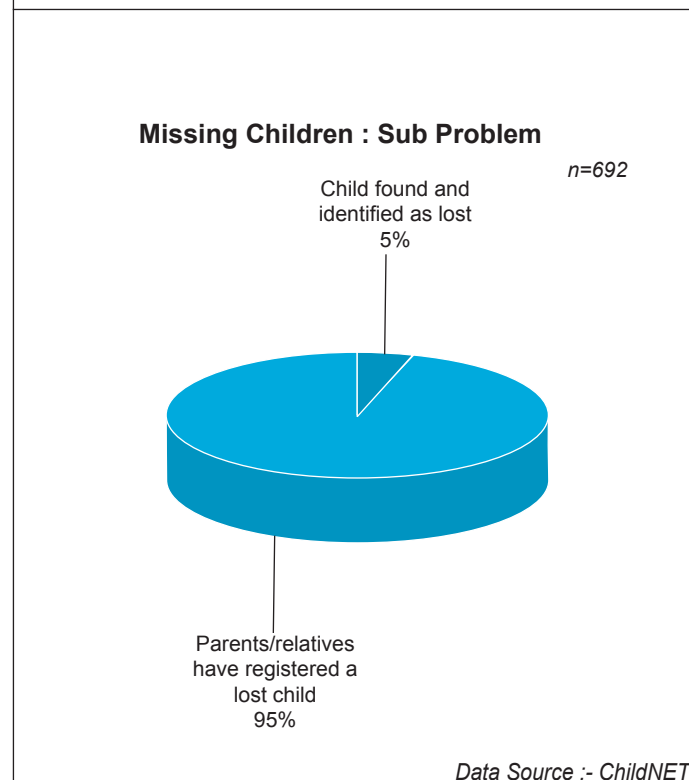
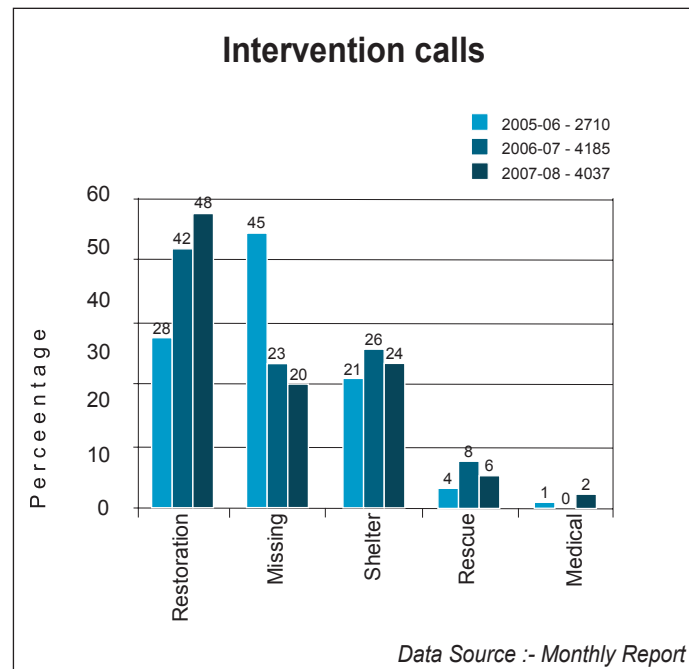


Data Source :- ChildNET

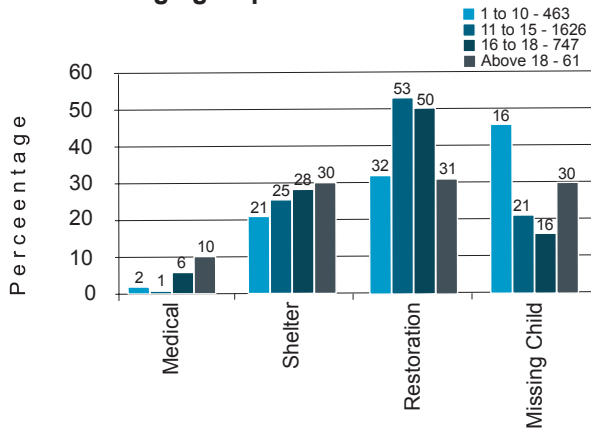
VIJAYAWADA, ANDHRA PRADESH

Nodal Organisation	:	Forum for Child Rights
Collaborative Organisation	:	Forum for Child Rights
Support Organisation	:	-
Date of Inception	:	December - 2000
Total Calls till March 08 Since Inception	:	1,90,464

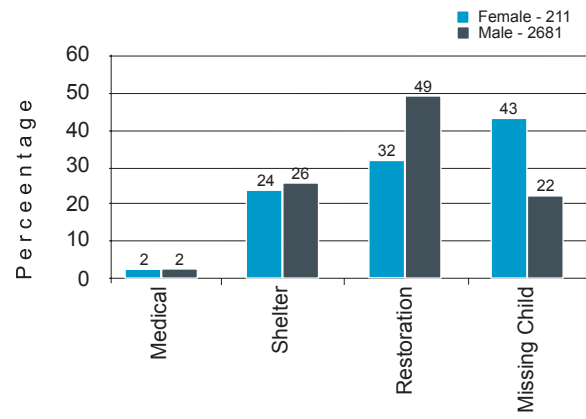
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	95	70
Shelter	952	742
Restoration	1,949	1,405
Protection from Abuse (Rescue)	237	3
Death Related	-	-
Sponsorship	3	-
Missing Children	796	692
Emotional Support and Guidance	5	1
Not Documented	-	316
Total - I	4,037	3,229
II. Follow-up calls	2,923	
III. Did not Find	4	
Total I to III	6,964	
IV. Information		
Information & Referral to Service	2	
Information about CHILDLINE & Volunteers	850	
Total - IV	852	
V. Others		
Silent	3,695	
Blank	4,008	
Wrong	650	
Crank/Fun/Abusive	1,004	
Chat	7,281	
Phone Testing	160	
Administrative	5,496	
Personal	1,148	
Others	-	
Unclassified	-	
Total - V	23,442	
Total I to V	31,258	



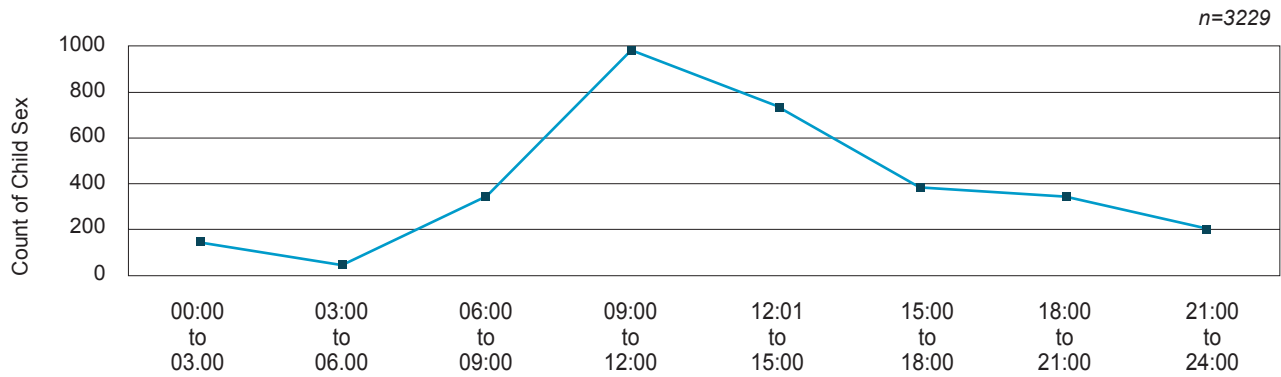
Age group of Children assisted



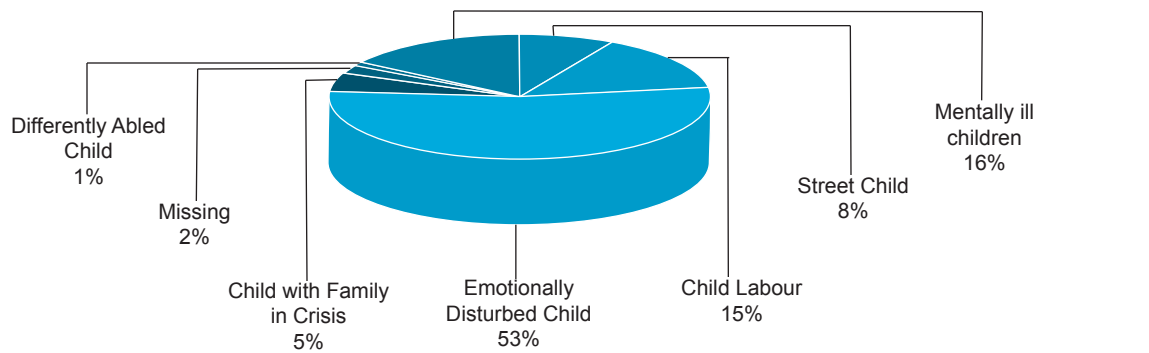
Gender and Problem



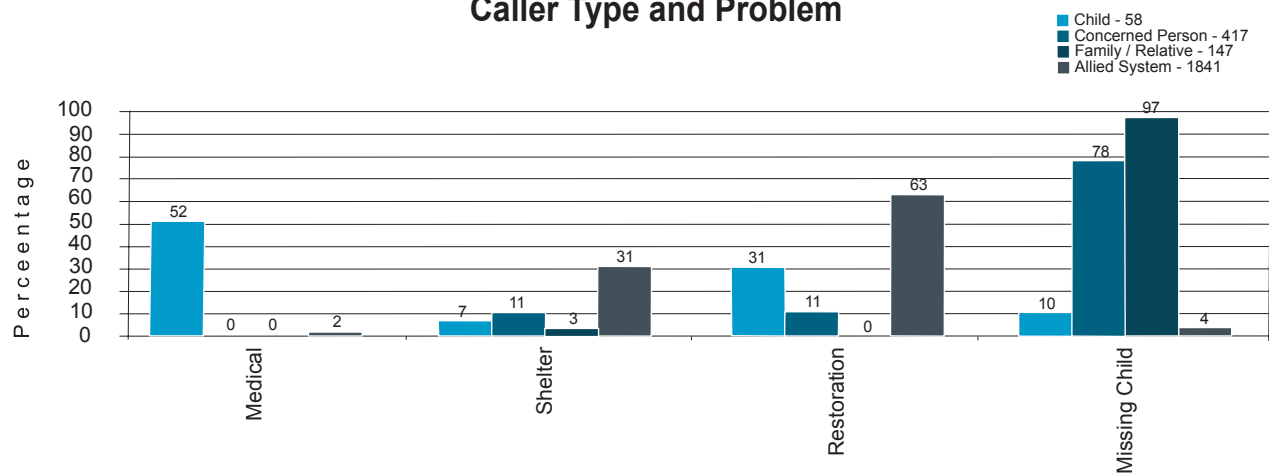
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

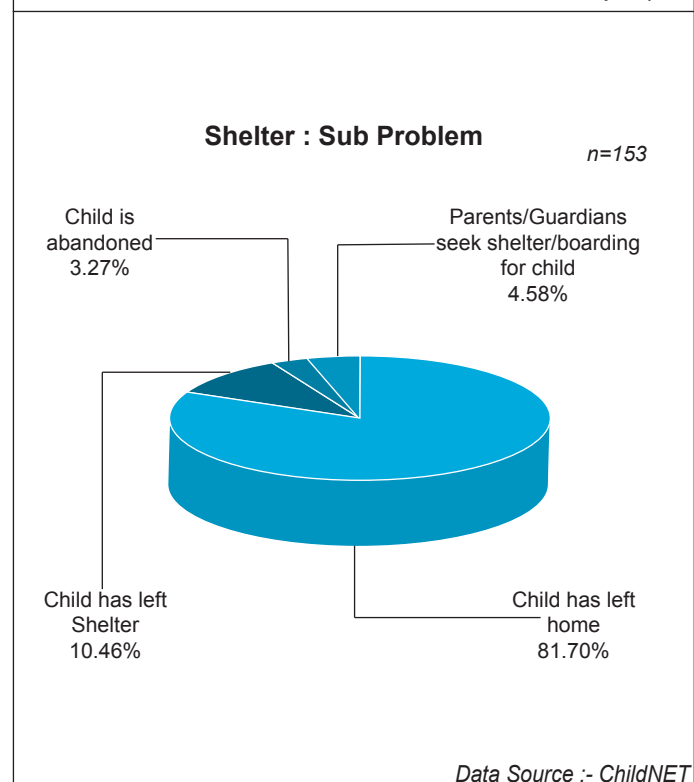
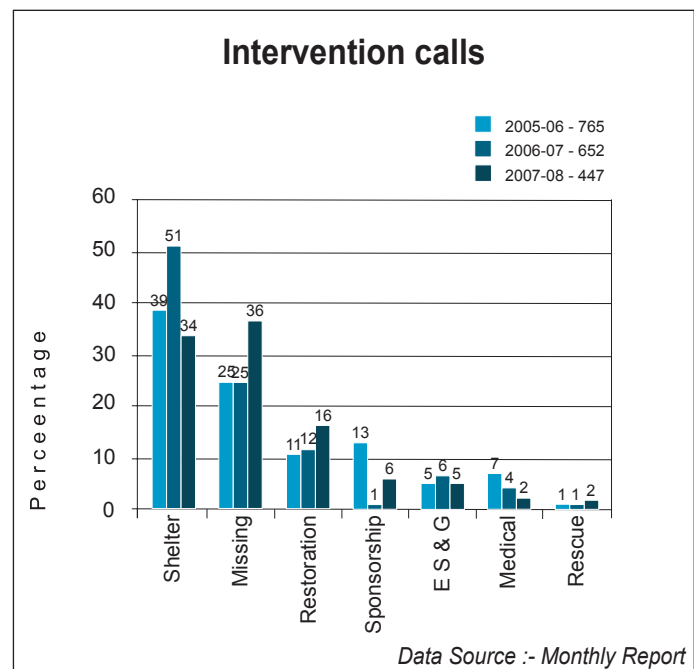


Data Source :- ChildNET

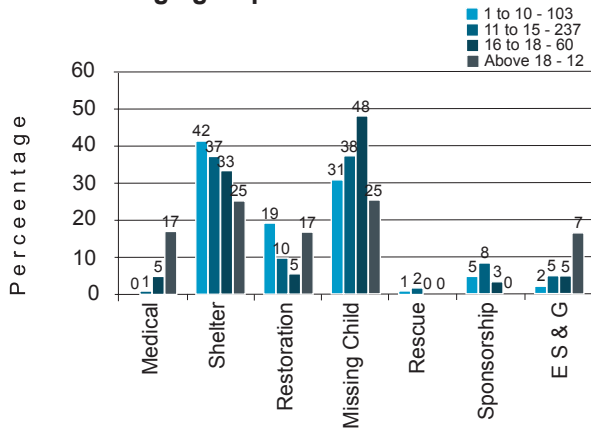
VISHAKAPATNAM, ANDHRA PRADESH

Nodal Organisation	:	UGC-DRS Programme Dept. of Social Work - Andhra University
Collaborative Organisation	:	Priyadarsini service Organisation
Support Organisation	:	-
Date of Inception	:	January - 2001
Total Calls till March 08 Since Inception	:	2,45,777

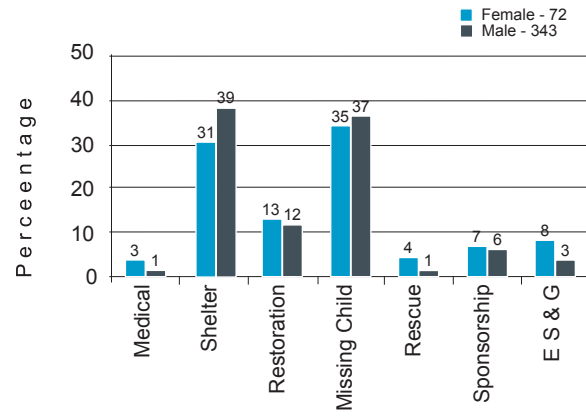
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	7	7
Shelter	151	157
Restoration	72	49
Protection from Abuse (Rescue)	7	6
Death Related	-	-
Sponsorship	26	27
Missing Children	163	156
Emotional Support and Guidance	21	19
Not Documented	-	4
Total - I	447	425
II. Follow-up calls	95	
III. Did not Find	2	
Total I to III	544	
IV. Information		
Information & Referral to Service	12	
Information about CHILDLINE & Volunteers	2,651	
Total - IV	2,663	
V. Others		
Silent	5,766	
Blank	6,101	
Wrong	1,447	
Crank/Fun/Abusive	10,842	
Chat	17,056	
Phone Testing	469	
Administrative	1,884	
Personal	14	
Others	-	
Unclassified	-	
Total - V	43,579	
Total I to V	46,786	



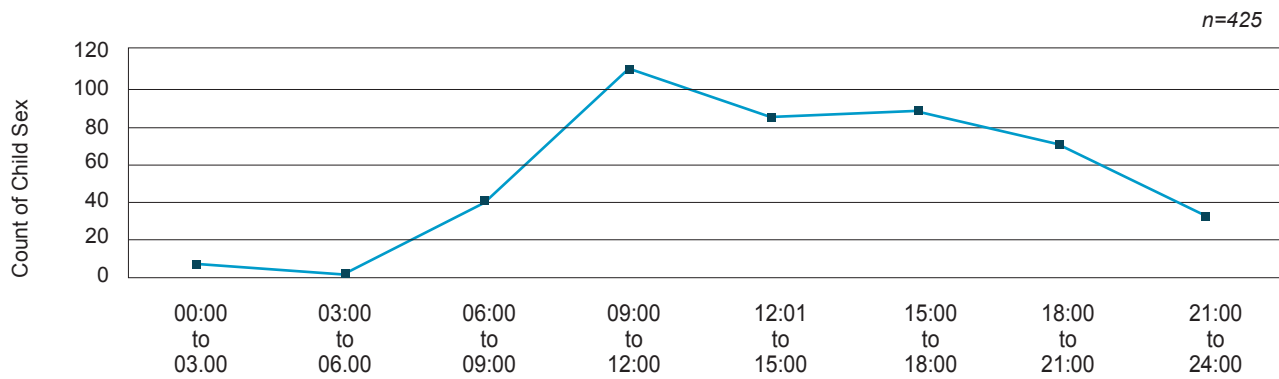
Age group of Children assisted



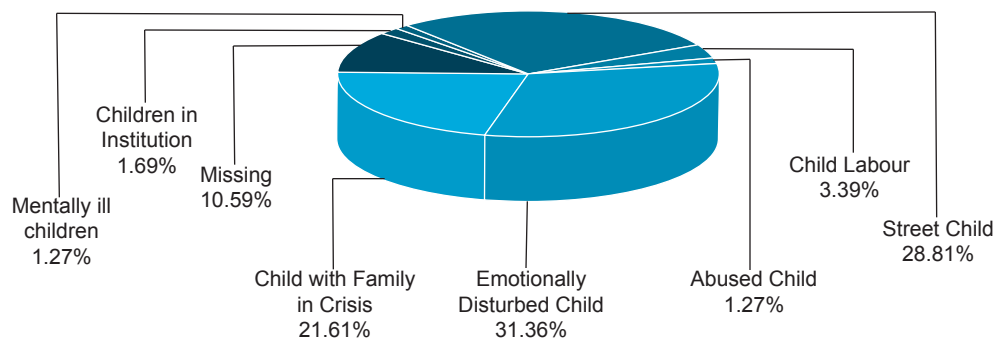
Gender and Problem



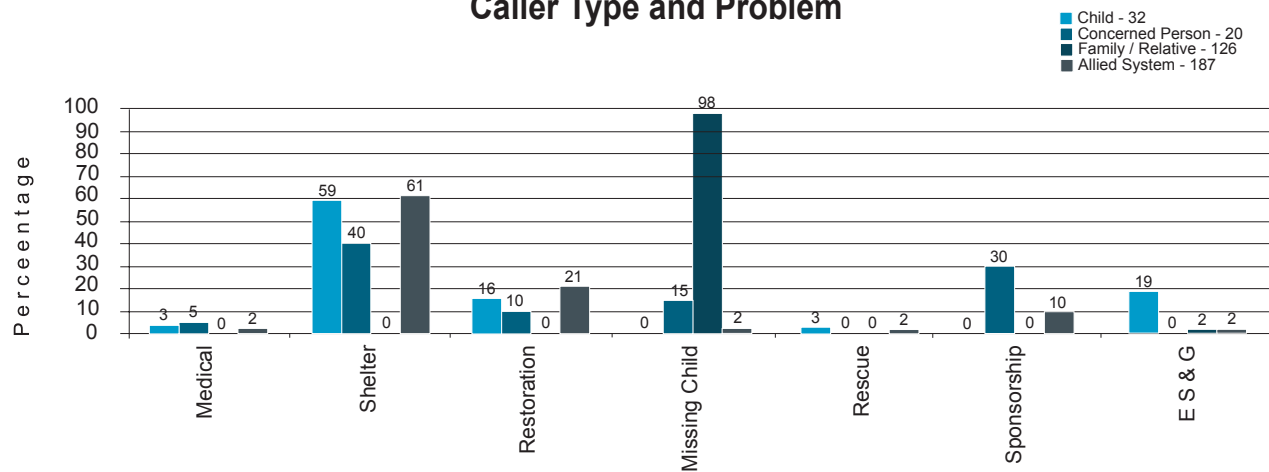
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

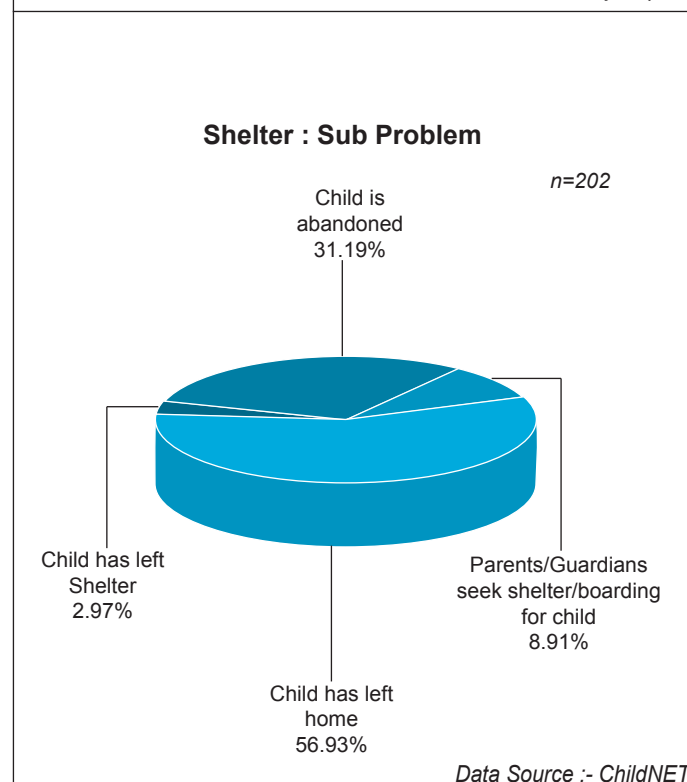
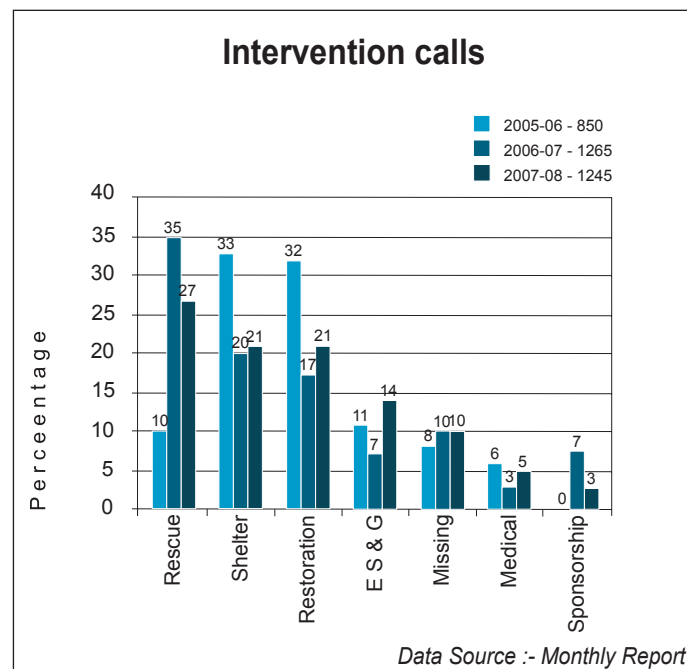


Data Source :- ChildNET

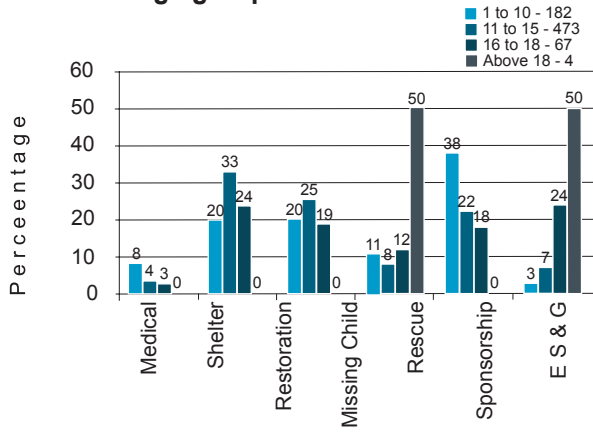
BANGALORE, KARNATAKA

Nodal Organisation	:	CHILD RIGHTS TRUST
Collaborative Organisation	:	BOSCO, APSA
Support Organisation	:	-
Date of Inception	:	May - 2002
Total Calls till March 08 Since Inception	:	1,95,305

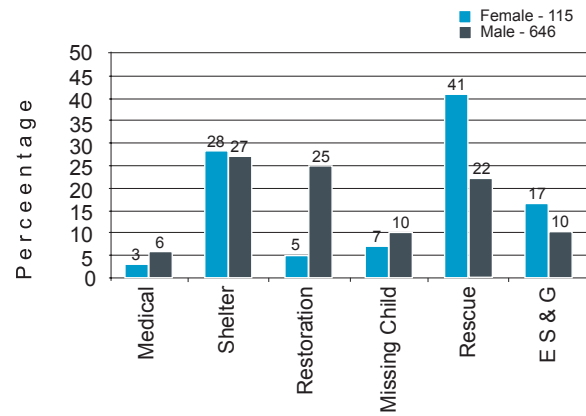
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	62	42
Shelter	259	211
Restoration	259	176
Protection from Abuse (Rescue)	333	189
Death Related	-	1
Sponsorship	32	-
Missing Children	123	73
Emotional Support and Guidance	177	88
Not Documented	-	67
Total - I	1,245	847
II. Follow-up calls	221	
III. Did not Find	22	
Total I to III	1,488	
IV. Information		
Information & Referral to Service	2,239	
Information about CHILDLINE & Volunteers	2,974	
Total - IV	5,213	
V. Others		
Silent	11,038	
Blank	10,688	
Wrong	7,675	
Crank/Fun/Abusive	6,060	
Chat	6,384	
Phone Testing	8,786	
Administrative	252	
Personal	67	
Others	-	
Unclassified	2	
Total - V	50,952	
Total I to V	57,653	



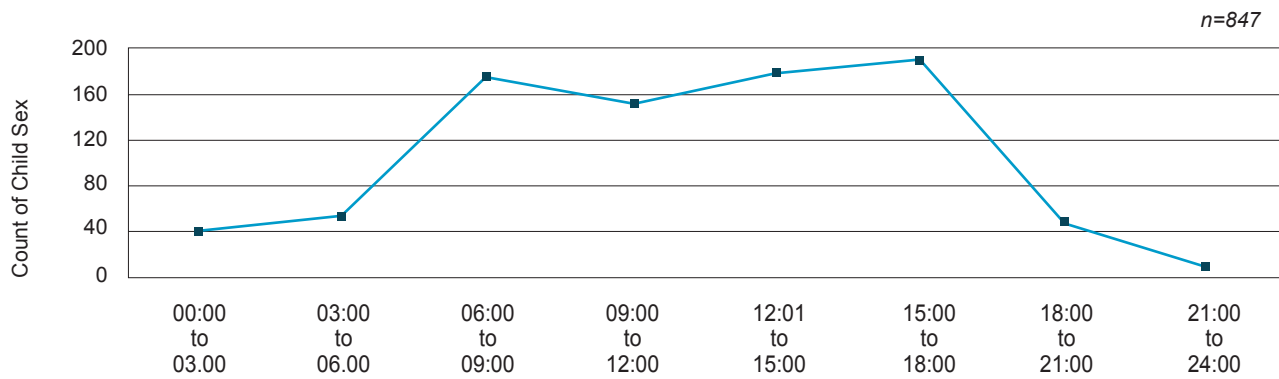
Age group of Children assisted



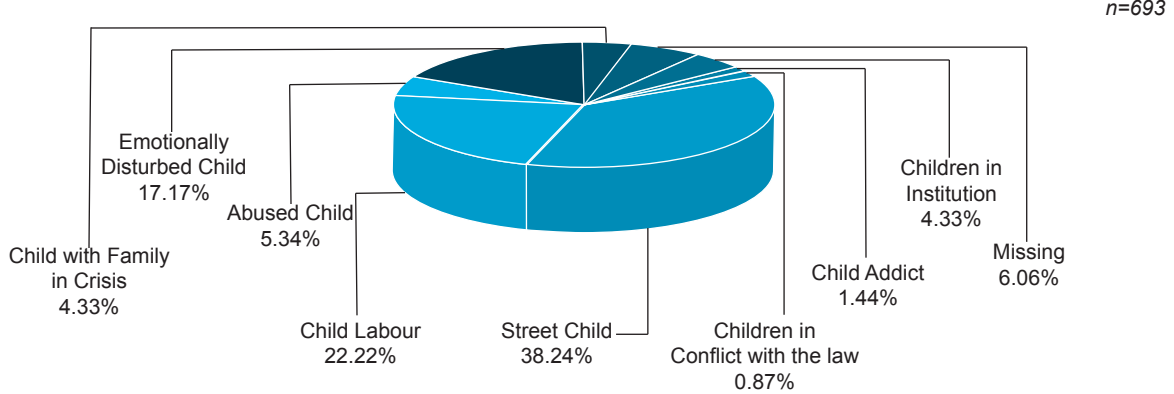
Gender and Problem



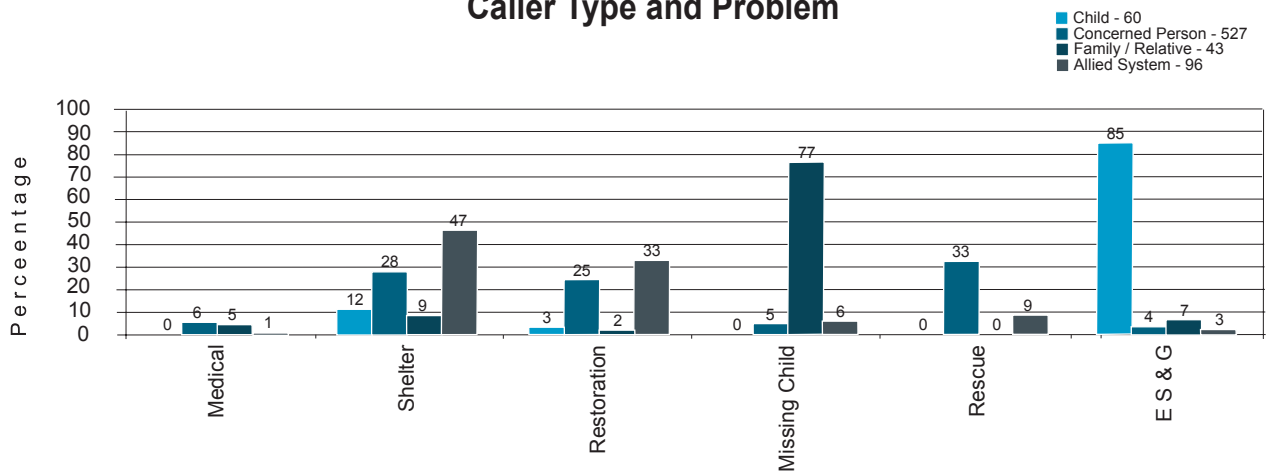
Time of Calls



Life Situation of Children Assisted



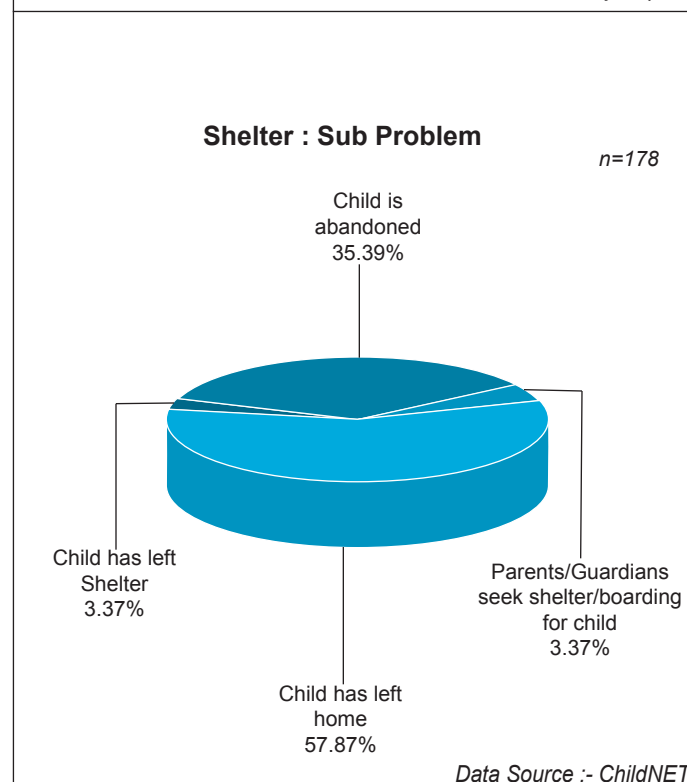
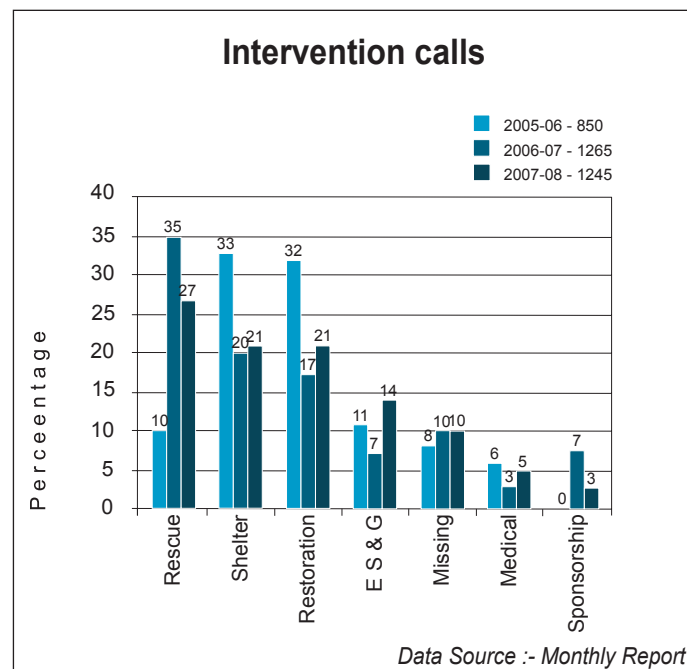
Caller Type and Problem



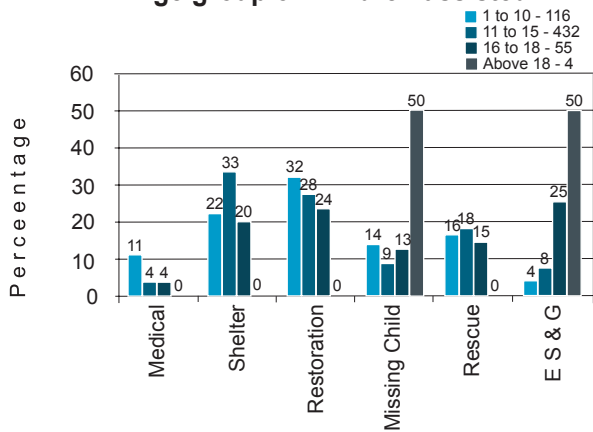
Data Source :- ChildNET

Nodal Organisation	:	CHILD RIGHTS TRUST
Collaborative Organisation	:	BOSCO
Support Organisation	:	-
Date of Inception	:	May - 2002
Total Calls till March 08 Since Inception	:	1,95,305

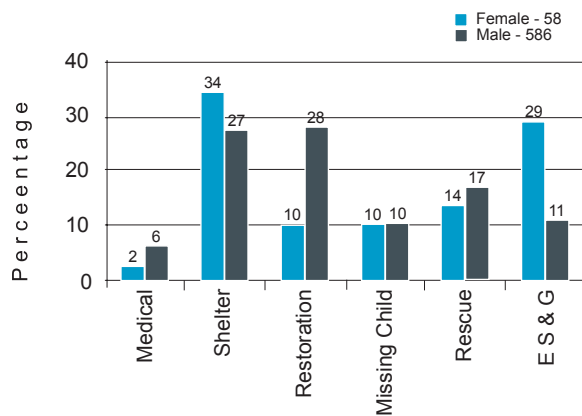
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	47	39
Shelter	216	185
Restoration	218	176
Protection from Abuse (Rescue)	169	108
Death Related	-	-
Sponsorship	*	-
Missing Children	97	66
Emotional Support and Guidance	156	86
Not Documented	-	65
Total - I	903	725
II. Follow-up calls	214	
III. Did not Find	22	
Total I to III	1,139	
IV. Information	0	
Information & Referral to Service	851	
Information about CHILDLINE & Volunteers	859	
Total - IV	1,710	
V. Others		
Silent	7263	
Blank	6034	
Wrong	2806	
Crank/Fun/Abusive	1854	
Chat	1103	
Phone Testing	8370	
Administrative	173	
Personal	66	
Others	0	
Unclassified	0	
Total - V	27,669	
Total I to V	30518	



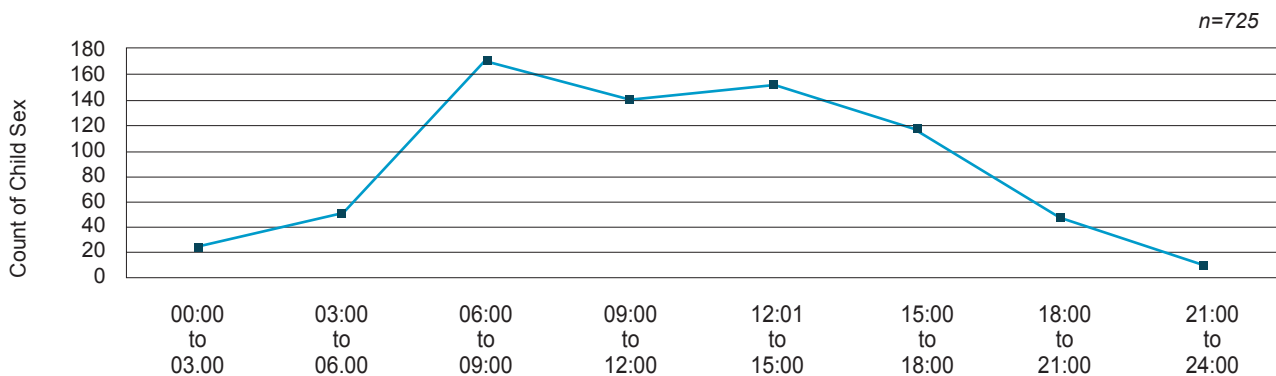
Age group of Children assisted



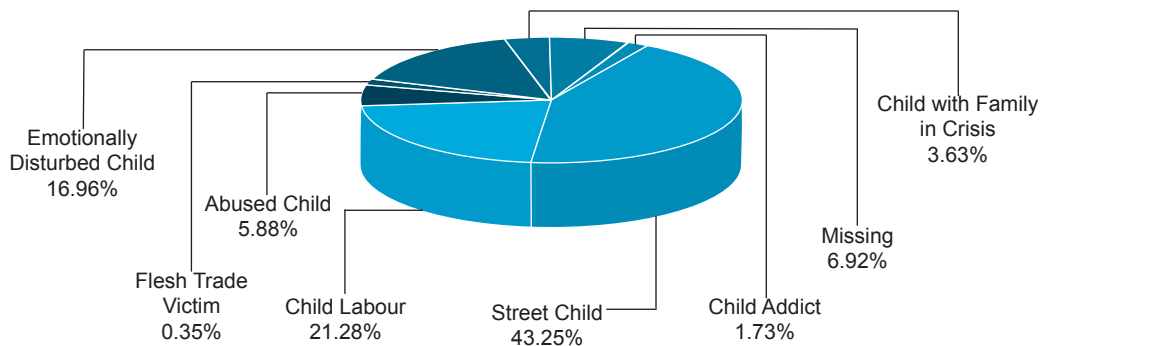
Gender and Problem



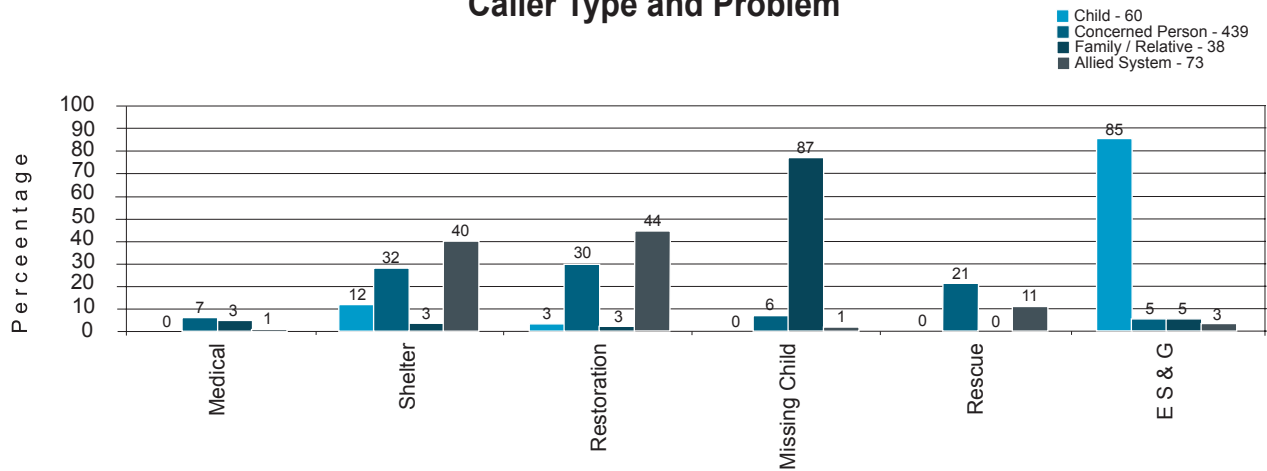
Time of Calls



Life Situation of Children Assisted



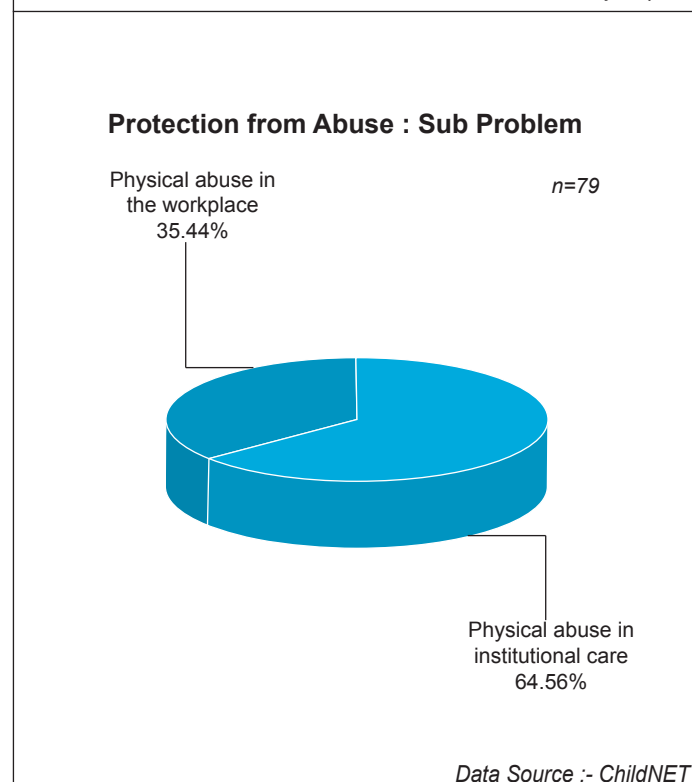
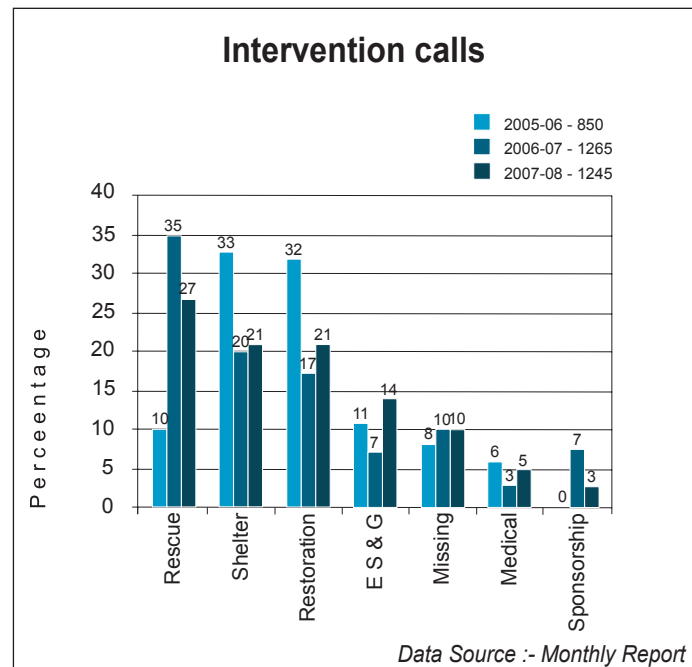
Caller Type and Problem



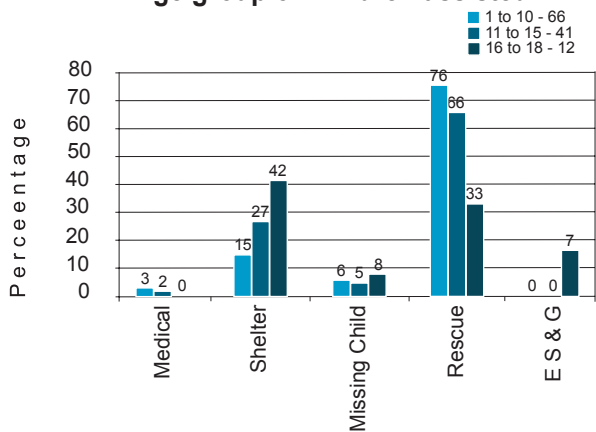
Data Source :- ChildNET

Nodal Organisation	:	CHILD RIGHTS TRUST
Collaborative Organisation	:	The Association for Promoting Social Action (APSA)
Support Organisation	:	-
Date of Inception	:	May - 2002
Total Calls till March 08 Since Inception	:	1,95,305

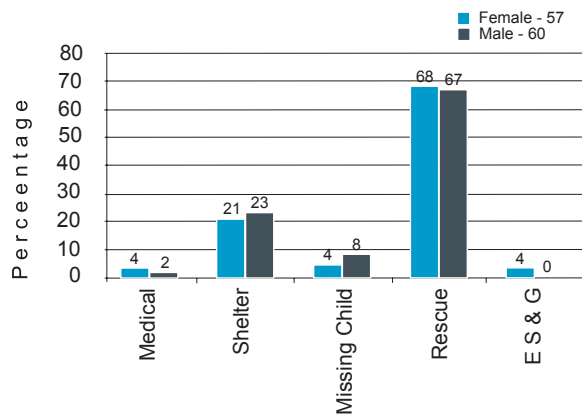
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	15	3
Shelter	43	26
Restoration	41	-
Protection from Abuse (Rescue)	164	81
Death Related	-	1
Sponsorship	32	-
Missing Children	26	7
Emotional Support and Guidance	21	2
Not Documented	-	2
Total - I	342	122
II. Follow-up calls	7	
III. Did not Find	-	
Total I to III	349	
IV. Information		
Information & Referral to Service	1,388	
Information about CHILDLINE & Volunteers	2,115	
Total - IV	3,503	
V. Others		
Silent	3,775	
Blank	4,654	
Wrong	4,869	
Crank/Fun/Abusive	4,206	
Chat	5,281	
Phone Testing	416	
Administrative	79	
Personal	1	
Others	-	
Unclassified	2	
Total - V	23,283	
Total I to V	27,135	



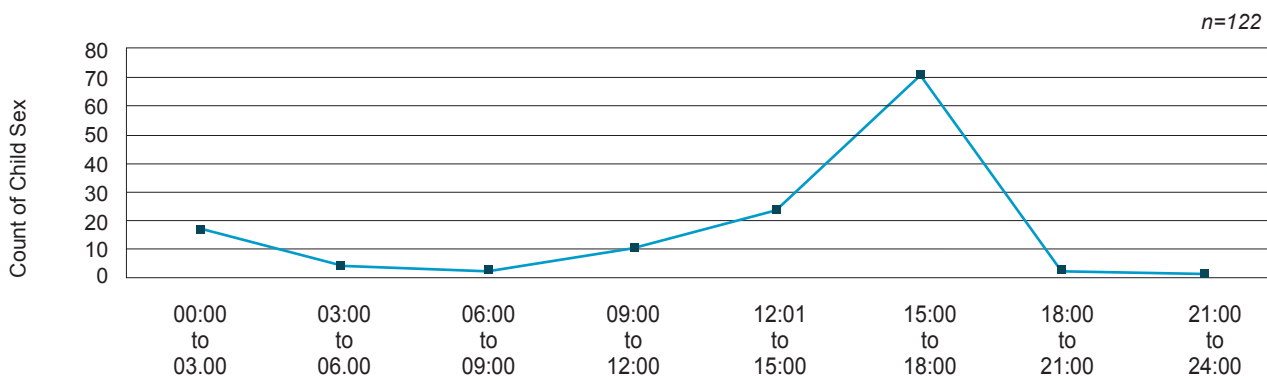
Age group of Children assisted



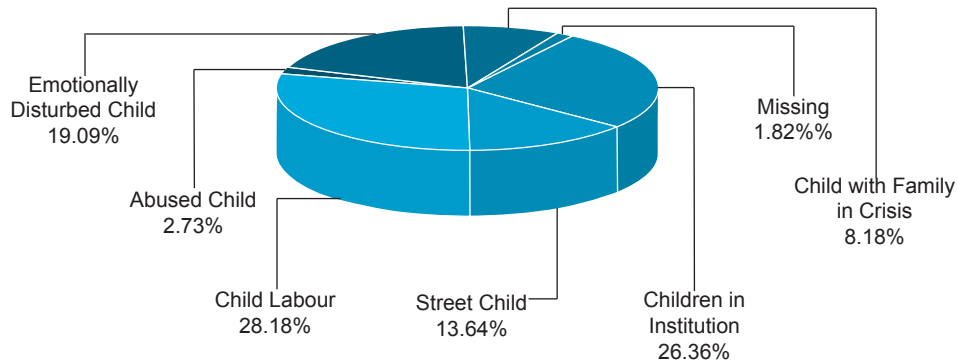
Gender and Problem



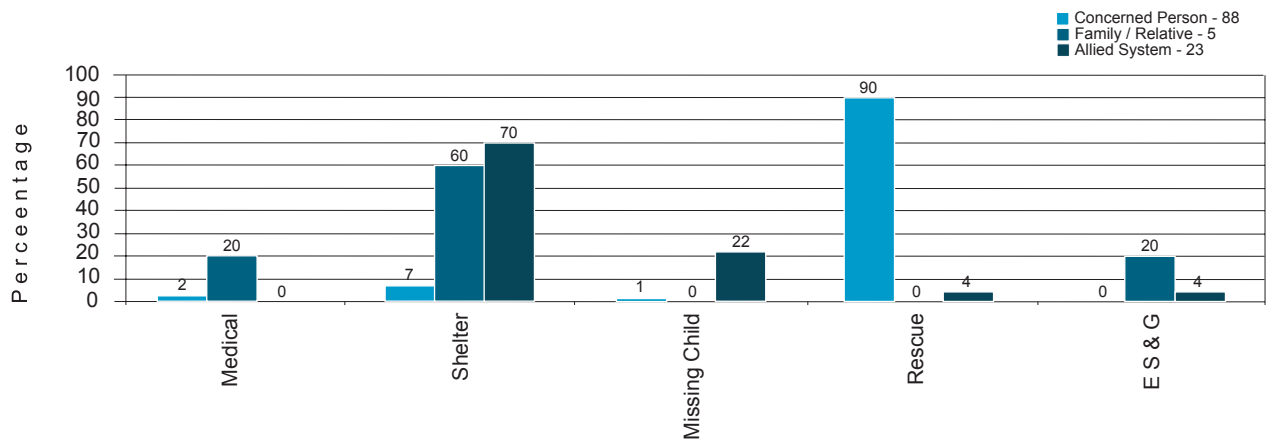
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

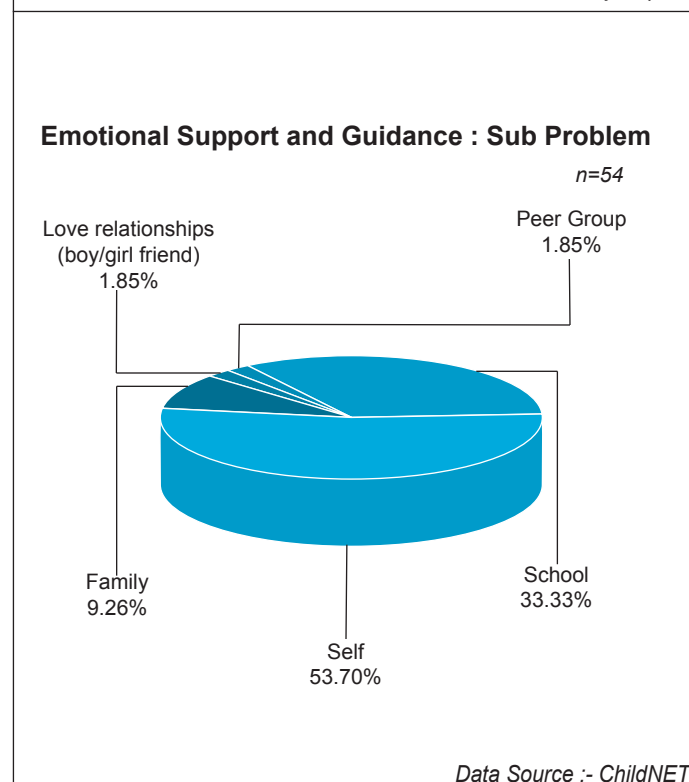
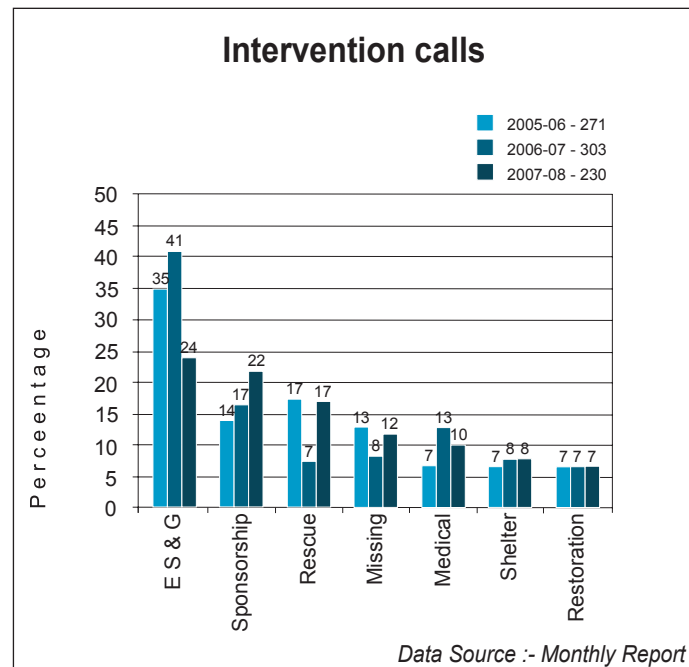


Data Source :- ChildNET

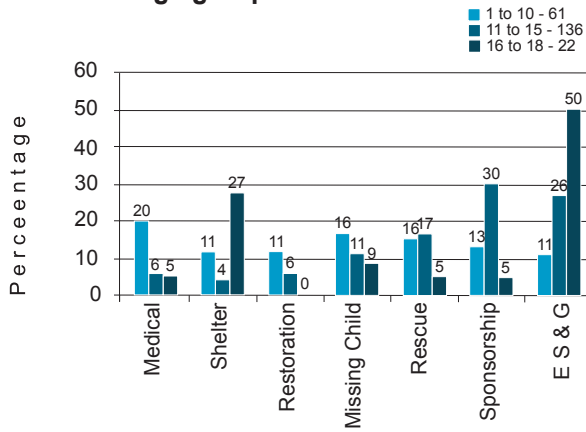
MANGALORE, KARNATAKA

Nodal Organisation	:	School of Social Work
Collaborative Organisation	:	YMCA
Support Organisation	:	-
Date of Inception	:	May - 2001
Total Calls till March 08 Since Inception	:	1,70,255

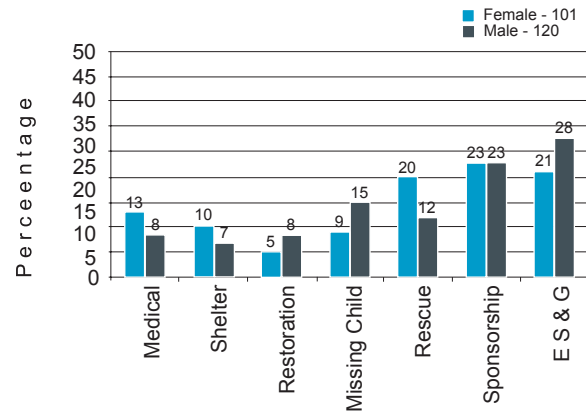
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	24	23
Shelter	19	19
Restoration	16	15
Protection from Abuse (Rescue)	39	35
Death Related	-	-
Sponsorship	50	50
Missing Children	27	27
Emotional Support and Guidance	55	54
Not Documented	-	-
Total - I	230	223
II. Follow-up calls	1,230	
III. Did not Find	29	
Total I to III	1,489	
IV. Information		
Information & Referral to Service	63	
Information about CHILDLINE & Volunteers	4,261	
Total - IV	4,324	
V. Others		
Silent	2,499	
Blank	2,466	
Wrong	1,124	
Crank/Fun/Abusive	2,032	
Chat	4,976	
Phone Testing	4,854	
Administrative	557	
Personal	217	
Others	-	
Unclassified	-	
Total - V	18,725	
Total I to V	24,538	



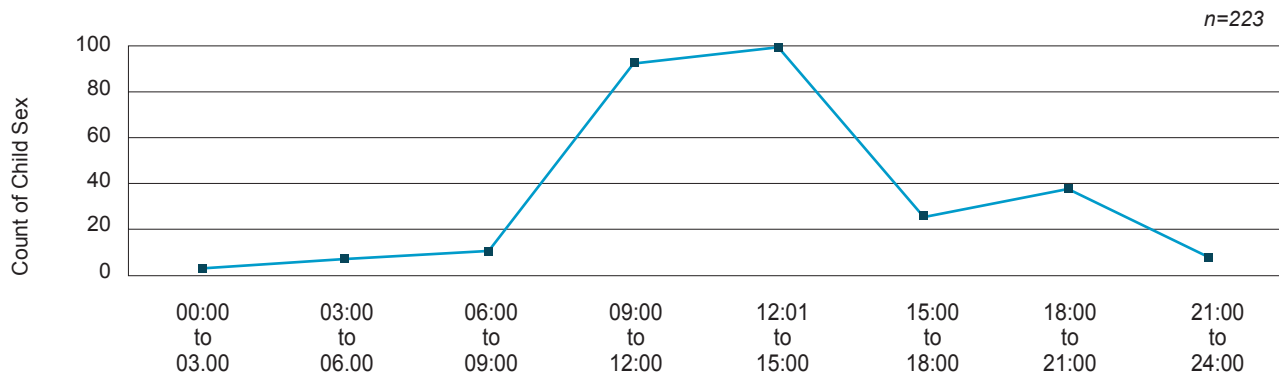
Age group of Children assisted



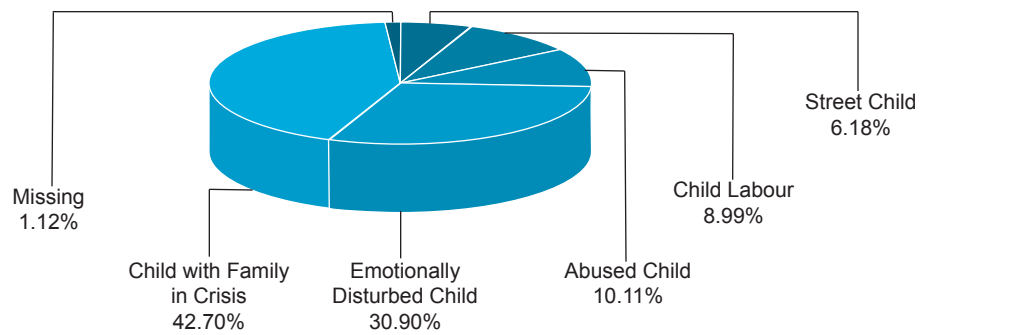
Gender and Problem



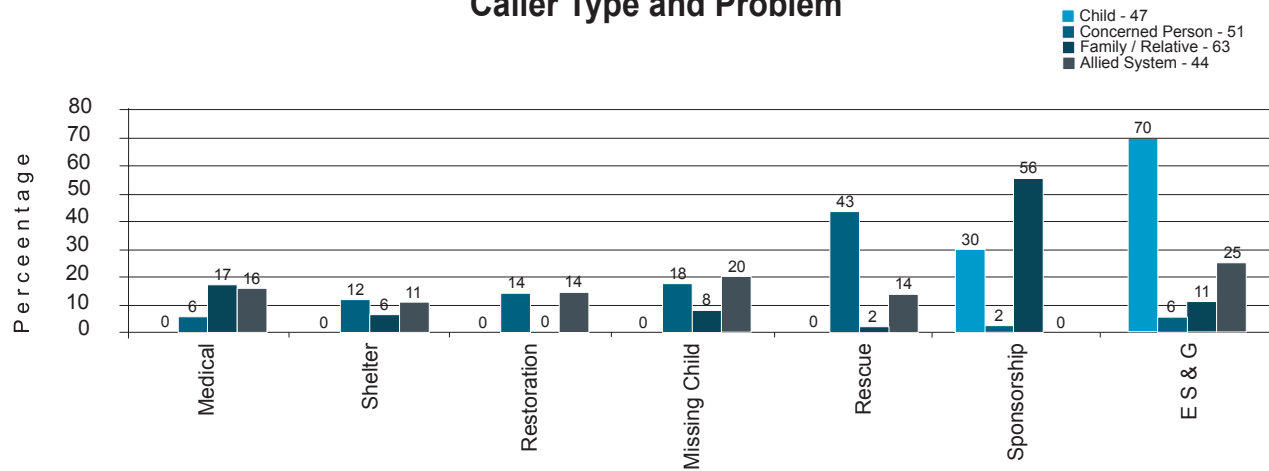
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

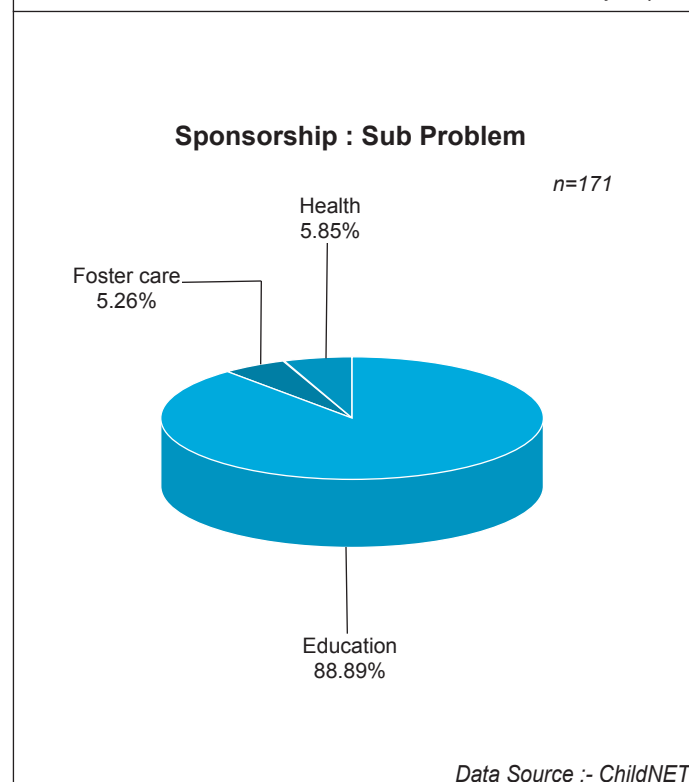
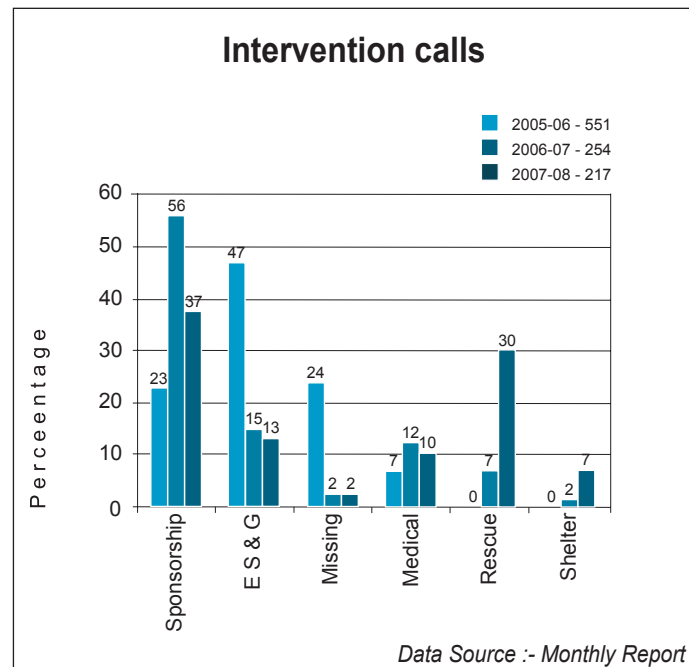


Data Source :- ChildNET

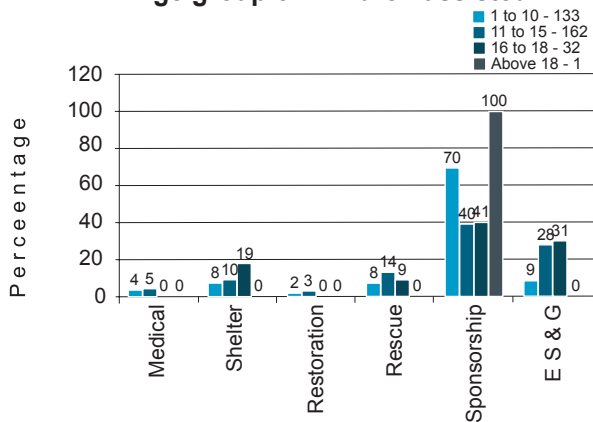
PORT BLAIR, ANDAMAN & NICOBAR

Nodal Organisation	:	-
Collaborative Organisation	:	Prayas
Support Organisation	:	-
Date of Inception	:	January - 2005
Total Calls till March 08 Since Inception	:	12,312

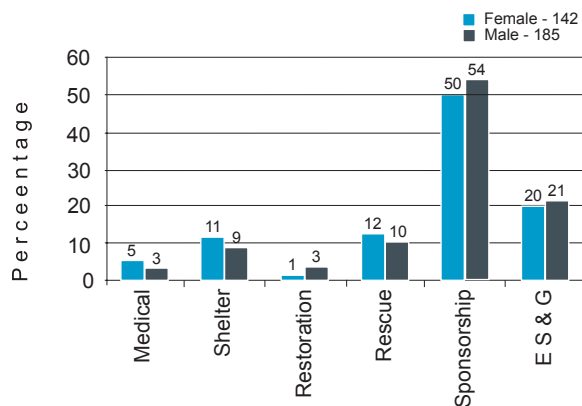
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	22	13
Shelter	15	32
Restoration	-	8
Protection from Abuse (Rescue)	66	36
Death Related	-	-
Sponsorship	81	171
Missing Children	5	-
Emotional Support and Guidance	28	68
Not Documented	-	-
Total - I	217	328
II. Follow-up calls	41	
III. Did not Find	1	
Total I to III	259	
IV. Information		
Information & Referral to Service	67	
Information about CHILDLINE & Volunteers	123	
Total - IV	190	
V. Others		
Silent	199	
Blank	1,127	
Wrong	227	
Crank/Fun/Abusive	483	
Chat	268	
Phone Testing	190	
Administrative	1,229	
Personal	150	
Others	-	
Unclassified	248	
Total - V	4,121	
Total I to V	4,570	



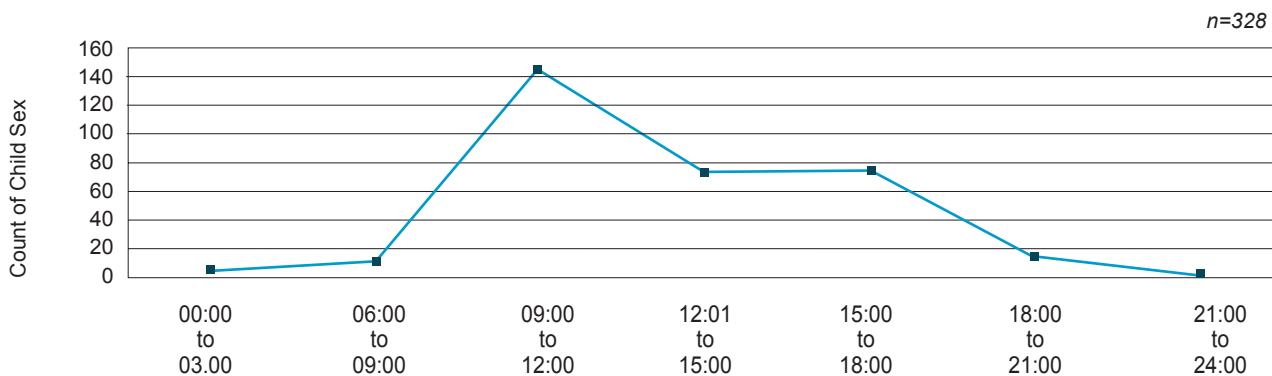
Age group of Children assisted



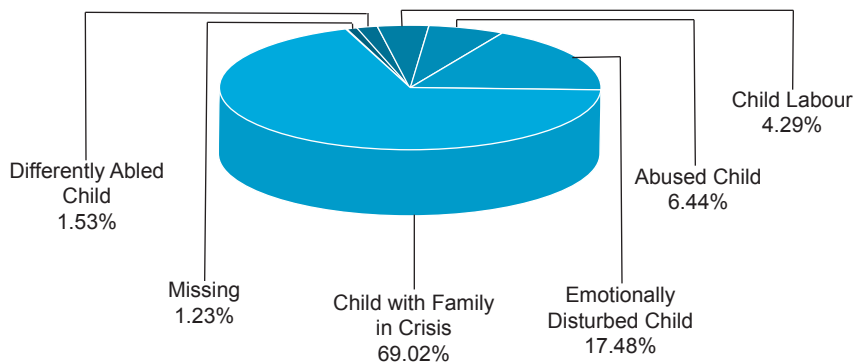
Gender and Problem



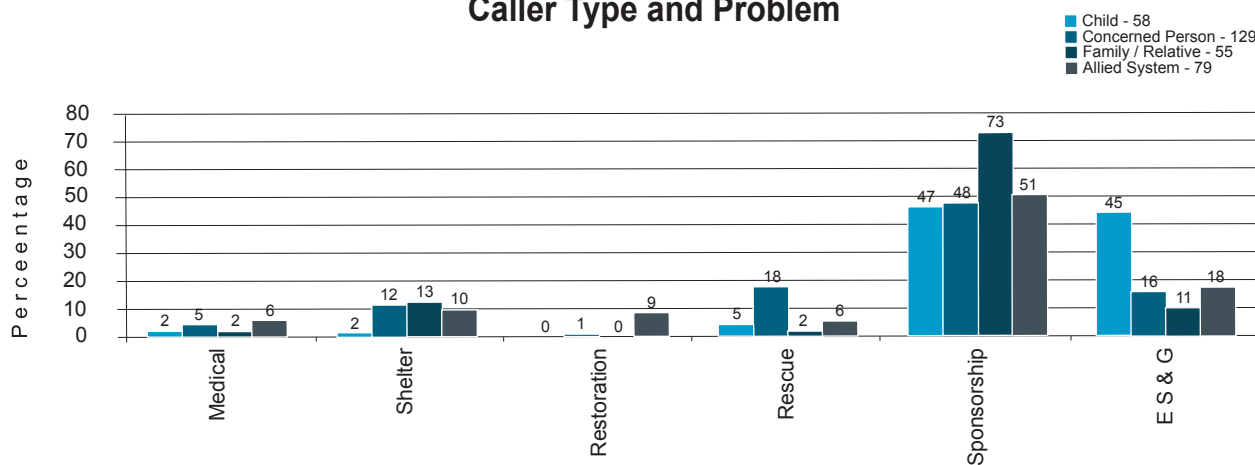
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



Data Source :- ChildNET

east zone



East India was at the heart of the ancient Magadha , Maurya and kalinga empires.

India's independence movement had strong roots in East India. The feudal land system, established through the Permanent Settlement of Bengal, was unpopular. The Indian War of Independence in 1857 started in Bengal. British war propaganda asserted there were atrocities by the mutinous soldiers in the Black Hole of Calcutta. Eventually the British prevailed and Calcutta remained capital of Britain's Asian dominions until 1911. The Indian Congress was founded in Calcutta. During Mahatma Gandhi's freedom movement, the Bihari village of Champaran was an important supporter of non-violent resistance. Great poets of the stature of Rabindranath Tagore championed the movement for self-rule.

Agriculture continues to be the largest sector of the economy and employs the majority of the working population. In the 20th century Industrial development was concentrated in southern West Bengal and in Jamshedpur and Rourkela. In recent years the IT industry has developed in Orissa, with Bhubaneswar emerging as a major IT hub.

West Bengal's capital Kolkata, the capital of British India till 1911, is the biggest metropolis and economically dominant city of the region. However, the mid-sized cities of Cuttack and Puri in Orissa, and Bihar's capital Patna, were historically more prominent in the ancient and medieval periods.

In the 21st century, India's economic boom is resulting in the growth and development of towns such as Bhubaneswar, Jamshedpur, Patna, and Ranchi.

Bengali is the dominant language of this part of the Indo-Gangetic Plain, being spoken by well over 80 million people in West Bengal plus neighbouring states.

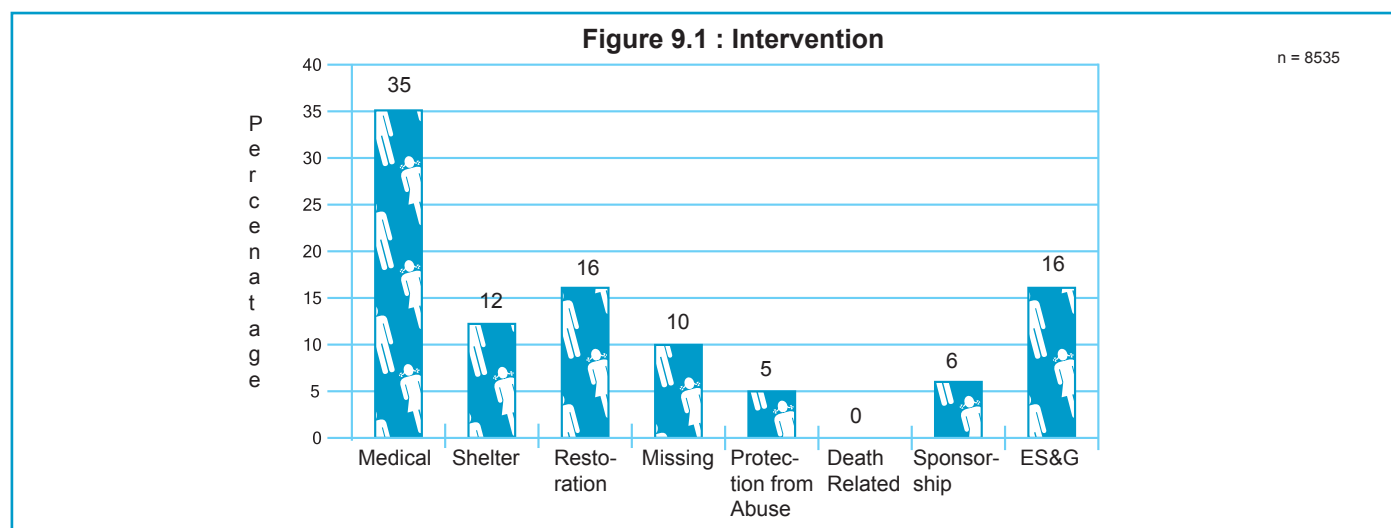
Hindi has the largest number of speakers at over 90 million but has little cultural influence outside Bihar. Other important languages are Oriya and Assamese.

(Source : Wikimedia Foundation, Inc.)

Table 9.1 : Intervention Calls

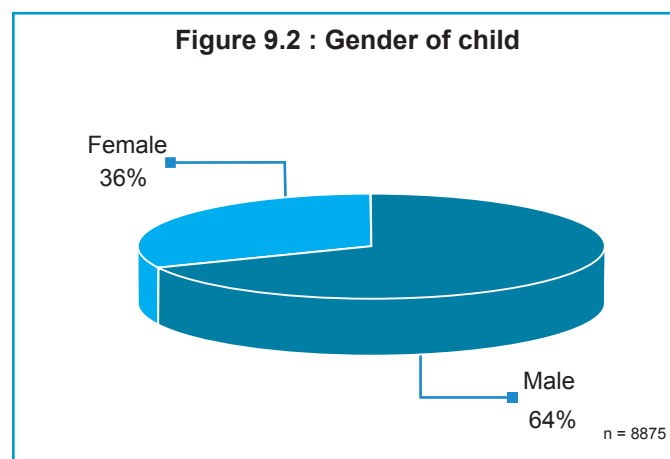
Categories	Monthly Report		ChildNET		Variation in Reporting
Intervention	Total	%	Total	%	Total
Medical	4,024	25	3,001	35	1,023
Shelter	1,644	10	1,043	12	601
Restoration	2,146	13	1,337	16	809
Missing	2,797	17	824	10	1,973
Protection from Abuse	765	5	450	5	315
Death Related	31	0	17	0	14
Sponsorship	1,080	7	500	6	580
ES&G	3,881	24	1,363	16	2,518
Total	16,368	100	8,535	100	7,833

There is a difference of almost 50% in the data when compared to the monthly report, which has been mainly due to lack of documentation in ES&G calls almost by 65%, followed by Sponsorship more than 50%, 71% of the Missing children were not captured in the ChildNET software.



Number of children assisted by CHILDLINE in the east zone, shows a high number of Medical assistance (40%) followed by ES&G and Restoration

65% of the children assisted by CHILDLINE in the eastern cities were male, while 35% were female. Children in the age group of 11 to 15 accounted for more than 40% of the total children, also the children in the age group of 6 to 10 were more than 30%



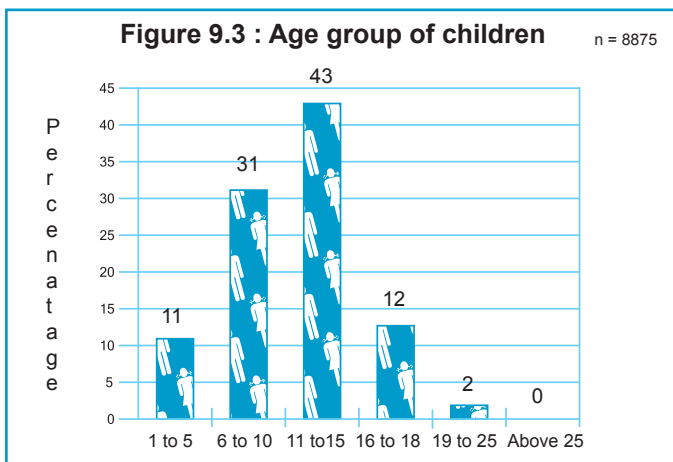


Figure 9.4 : Children from different walks were assisted in the eastern zone. Almost 48% of the children were with their family in crisis, 19% were emotionally disturbed children, child labour and missing were around 6% each.

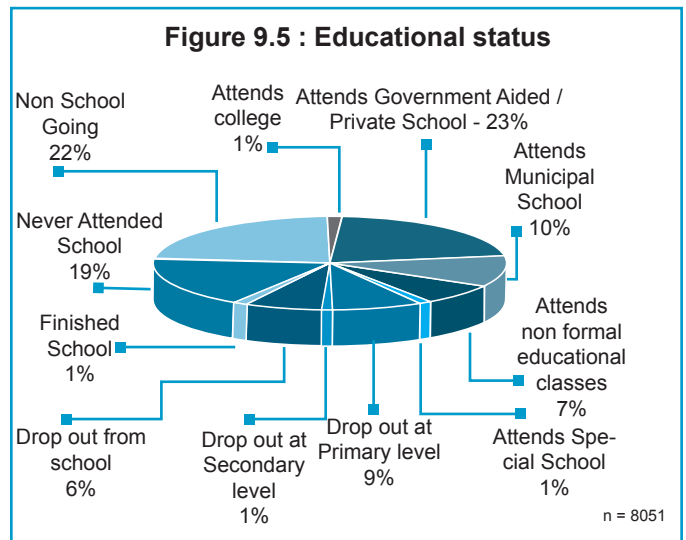
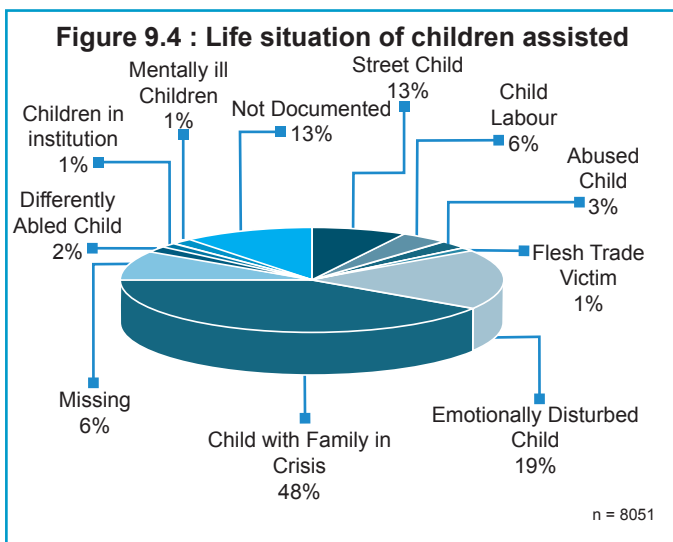


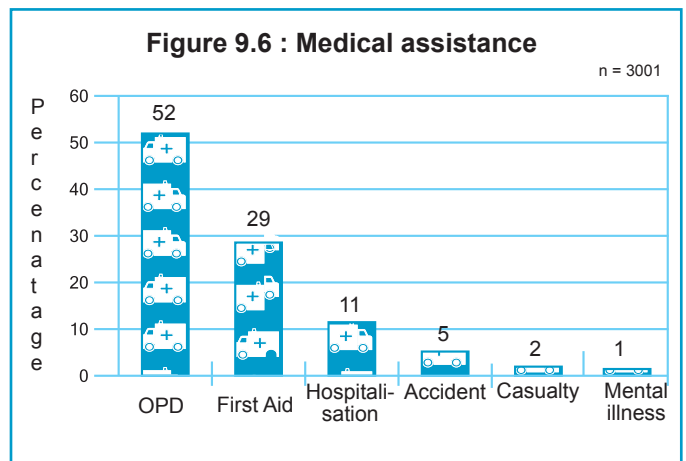
Figure 9.5 : Educational Status of children assisted 30% of the children reported to be going to Government aided/private school, around 20% of the children reported to be non school Going while an equal number reported to have Never attended school, 10% of the children Reported to have attended municipal school.

MEDICAL ASSISTANCE

Out of the total children where Medical assistance was recorded, taking the children to OPD accounted for more than 50%, followed by First Aid (30%) while Hospitalisation accounted for 11% of the total cases.

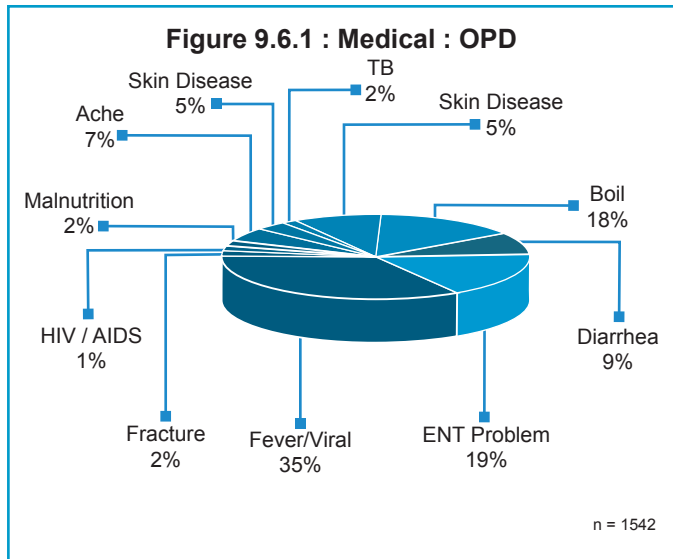
Table 9.6 : Medical Assistance

Medical	Total	%
OPD	1,542	51
First Aid	872	29
Hospitalisation	319	11
Accident	154	5
Casualty	49	2
Mental illness	29	1
Addiction	3	0
Not Documented	33	1
Total	3,001	100



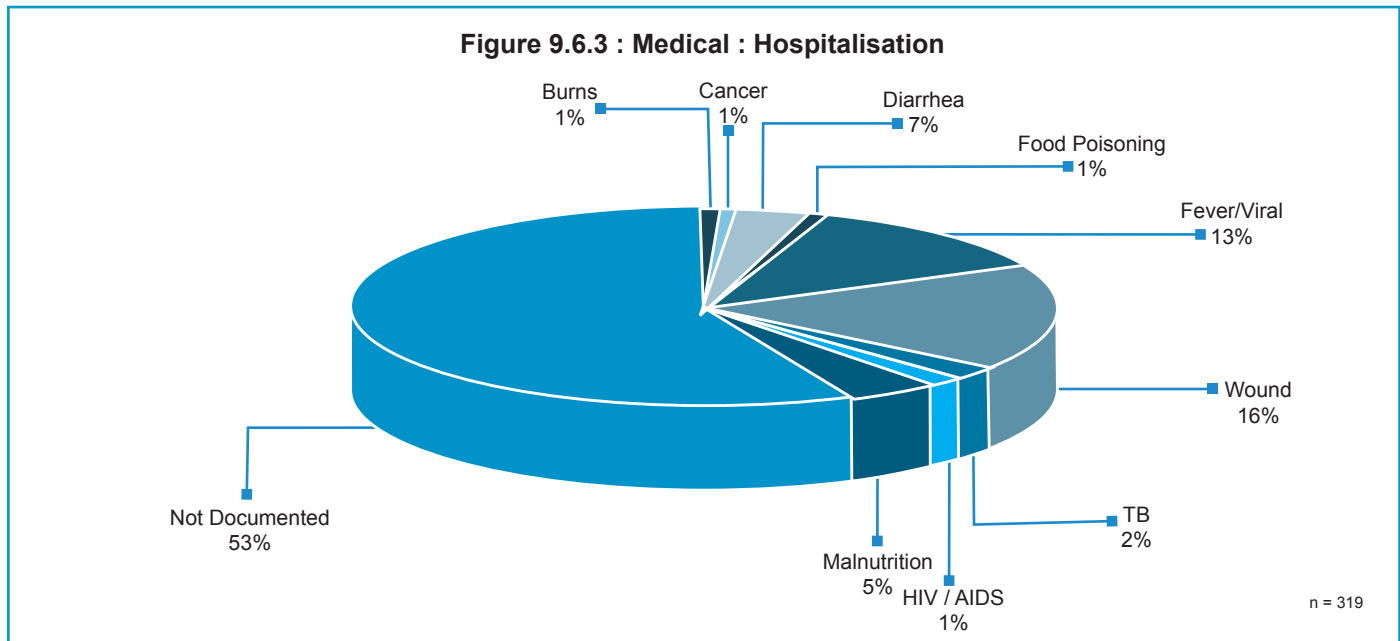
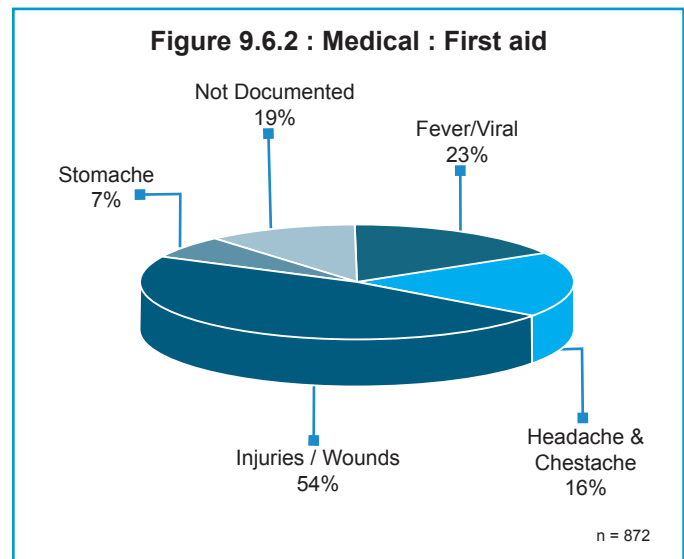
Medical : OPD

35% of the cases reported under OPD had problems of Viral/Fever, around 20% of the children reported ENT problems.



Medical : First Aid

54% of the children who were provided first aid had injuries/ wounds, while 25% were with Viral/Fever. 16% reported Headache & chest ache.

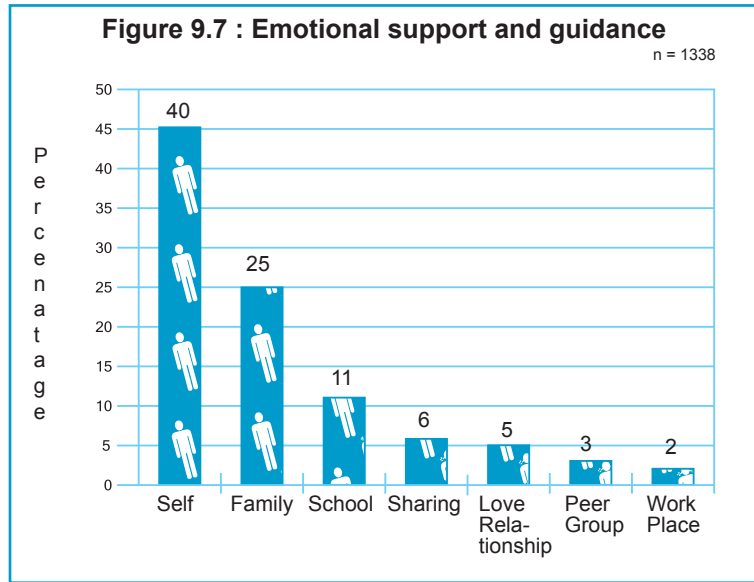


Medical : Hospitalisation

Almost 13% of the children were hospitalised because they had fever/viral, 16% of the children had wounds, 1% of the children were reported with HIV/AIDS, 5% of the children were reported with malnutrition.

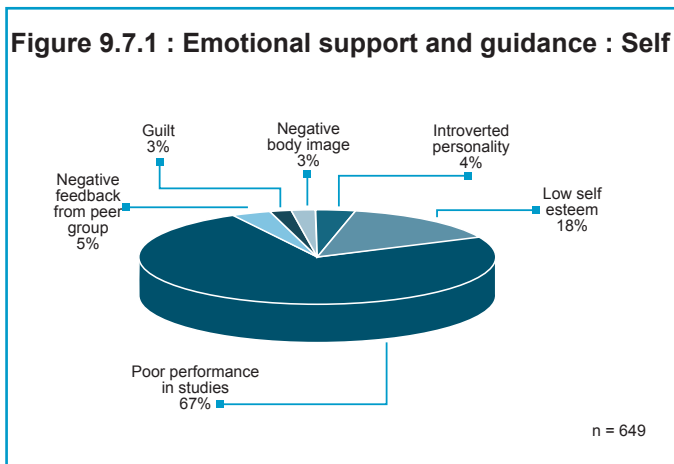
Table 9.7 : Emotional Support and Guidance

Factors contributing to Emotional Support and Guidance trauma	Total	%
Self	649	49
Family	328	25
School	149	11
Sharing	84	6
Love Relationship	67	5
Peer Group	39	3
Work Place	22	2
Total	1,338	100



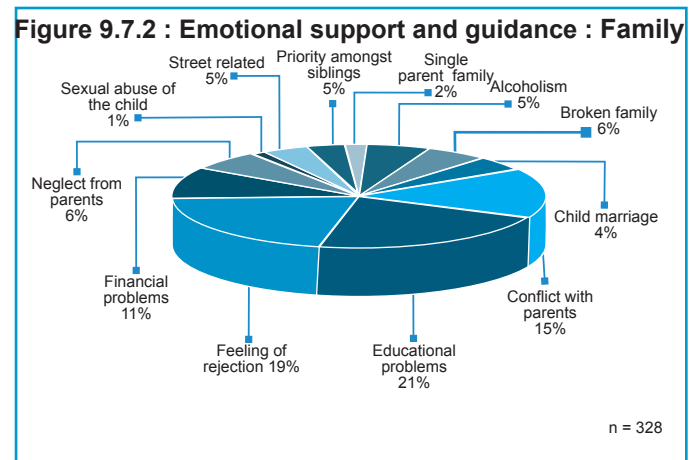
Emotional Support and Guidance : Self

Calls coming for Counselling for Self were as high as 50%, while calls coming for counselling related to family matters were almost 25%. 70% of the total cases in counselling which were related to self were for poor performance in studies, while 18% were low self esteem.



Emotional Support and Guidance : Family

Counselling related to family accounted for 21%, 19% reported feeling of rejection, while 15% reported conflict with parents, 11 % reported Financial problems



Case Study

Guwhati

Restoration

A run-away child accused of stealing.... restored home...

The consequences of running away from home are horrific. Children roam the streets, sleep on pavements and railway platforms, live on the edge and indulge in sweeping, begging, bottle-picking, selling tobacco at railway platforms. They are in grave dangers like medical problems, contracting HIV infections, substance abuse, physical & sexual abuse from police, railways, older street youth or getting into trouble with the law.

An Assamese 12 year old boy was accused of stealing a mobile in Dhekiajuli, Guwahati. The police officer on duty was new and called CHILDLINE to see what alternatives were available for such a case. The team assisted the case. The child had to be produced before a Juvenile Justice Board (JJB) since it was a case of a child being in conflict with the law, but this district had no JJB and so the child was handed over to CHILDLINE to follow up.

In conversation with the boy, the boy continuously pleaded that he was not guilty. He said the police were only suspicious of him and he found it difficult to convince the police since they could not understand his dialect properly. He infact had run away from his home in Bihar and come in search of his relatives in Guwahati. But now he just wanted to go back home.

The team contacted his father and informed him about his son being safe. The father was relieved and talked about how his son had done this many times before. A few days later, he came to the CHILDLINE centre to pick up his son. Following verification and consent form the Child Welfare Committee the child was handed over to his father. The team suggested that the actual cause of the child running away be dealt with.

Runaway girls are often among the most vulnerable, when familial, social or community structures collapse

and they are deprived of parental care or familial support. They are at a risk of suffering discrimination, gender-based violence, trafficking, various forms of child labour or of being affected by HIV/AIDS. They are particularly exposed to exploitation and emotional and sexual abuse.

A 15- year old girl who was from Gangtok, Sikkim, had run away from home without informing anybody and had travelled to Siliguri, West Bengal. She stayed on the streets for weeks and found work as a commercial sex worker earning upto Rs. 2300/- per month. She was rescued from a Bus Stand, by the local Siliguri police and was referred to a government girl's shelter home. The Superintendent of the home made a note of her family details and asked CHILDLINE to investigate the possibility of sending the girl back home.

CHILDLINE contacted the Police in Gangtok, Sikkim to confirm the address. The details were accurate and her family was located. In a few days, CHILDLINE team-members along with the Superintendent of the home accompanied the girl to Gangtok. When they arrived, the front door was locked. On enquiring with the neighbours, they were informed about how her mother had remarried and left the village leaving her youngest daughter with a grandmother. After discussion with family.....it was decided that the girl would live with her grandmother and sibling. So in the presence of the local police and the community, the girl was reunited with her family.

South 24 Parganas

Protection from abuse

A Youth groups comes to the rescue of 16-year-old girl...

CHILDLINE strongly believes that every citizen is part of the exploitative system that puts children in vulnerable situations and so CHILDLINE needs to reach out to citizens through academic institutions, parent teacher associations, corporate houses, labour unions, mahila mandals, panchayats, youth groups and others.

A teenage girl had been walking around the locality in South 24 Parganas, West Bengal. The girl appeared mentally unstable and was being taken advantage of by a few drunk men. CHILDLINE had been working with the local youth groups in South 24 Parganas, West Bengal to make them aware about the CHILDLINE services and issues relating to children, especially trafficking. The youth heard the cries for help and recognised this as a potential case for CHILDLINE and called 1098 for assistance.

The CHILDLINE South 24 Parganas team rushed to the spot to find the men misbehaving with the girl and her crying out for help. The team intervened and finally with the help of police officers were able to bring the situation under control and get the girl away from the unruly men.

The traumatized girl was then brought to the CHILDLINE centre where she calmed down. She was produced before the CHILD Welfare Committee the next day, who advised that she be given temporary shelter in a home. The team's efforts on the other hand to locate her family from the details that they had managed to get earlier, proved to be futile.

As a follow up of the incident, the CHILDLINE team organized a mass awareness programme in the community. Everybody shared their concerns on children's issues and the need for better protection mechanism. The youth groups in the area are now working as volunteers for CHILDLINE.

Cuttack

Protection from abuse

Teenage girls rescued from prostitution

Various estimates have pegged a figure of 8 -10 million girl children who are trafficked into commercial sex abuse in India every year. Victims typically come from families hovering along the poverty line in remote villages.

A social worker brought two young traumatised teenaged tribal girls to CHILDLINE Cuttack (Orissa). They narrated their stories of having large families and that some of the children were supplementing their meagre family incomes, by selling products door to door. It was a young couple who lured them with jobs in a big city, but locked them up separately and forced them to become commercial sex workers. One of the girls was brutally raped over days, in an attempt to pressurise her to submit and cooperate. In a heroic twist, one of the girls faked a stomach tumour and the pimps abandoned both the girls in favour of new young girls. The girls, in shock and badly scarred from the incident, traced their way back to the village and a social worker who was aware of CHILDLINE. Our teams worked with the police to quickly trace the pimps, arrest them, rescue more children, and finally place the girls in a long term plan for rehabilitation. They are now working with an NGO and gradually coming to terms with their experience.

Restoration

6 escaped children reunited with their families ...

Often making use of low economic conditions, particular individuals con families into sending their children to bigger cities to earn a living.....what the actual result is quite different.

5 boys aged 10-15 years lived with their families in Gaya (Bihar), about 100 kms from Patna, The parents were daily wage earners and were just about managing to make ends meet. The children's education was out of the question.

An uncle named Sheikh, was known to work in Jaipur, Rajasthan. The parents decided that this was an excellent opportunity for their children earn a living there. So the boys, accompanied by a cousin who also worked with Sheikh, soon reached Jaipur and settled down there. They were in regular contact with their parents who were glad to know everything was going fine. But all this soon changed.

Sheikh gradually began exploiting them, making them work long hours everyday, cutting down their meals, and physically abusing them. They were not allowed to contact their parents. One day, four of the children managed to escape. They wandered around the city for some time until a concerned adult who saw them wandering about a hotel, called the CHILDLINE team.

The team first ensured the children were admitted into a shelter, until they were able to go back home. The boys parents were shocked to hear about the ill treatment but were relieved to know their children were now safe.

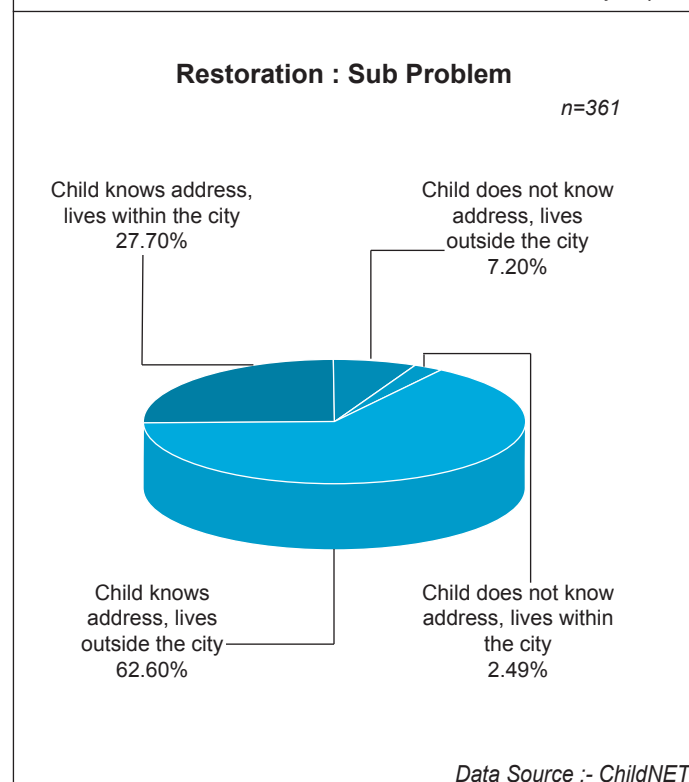
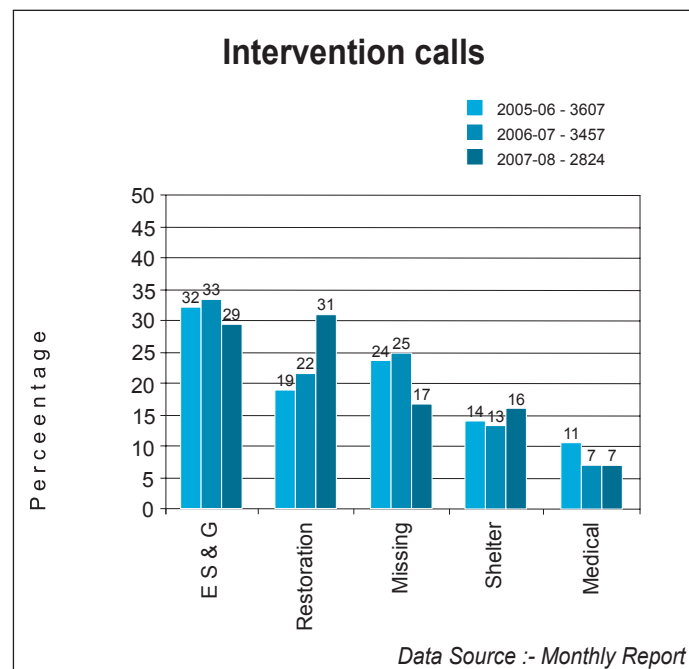
In a few days the children were reunited with their families including the one who did not manage to escape. The parents of the children requested that no case be filed against him and so Sheikh was left with a warning of legal action if he ever attempted to employ children.

A week later, the children called back to let the team to share how grateful they were to be back home

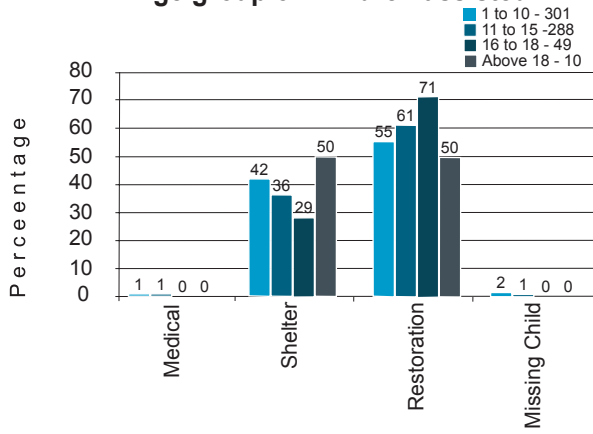
KOLKATA, WEST BENGAL

Nodal Organisation	:	City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	:	Cini Asha, Don Bosco Ashalayam
Support Organisation	:	Loreto Day School
Date of Inception	:	January - 1999
Total Calls till March 08 Since Inception	:	4,99,431

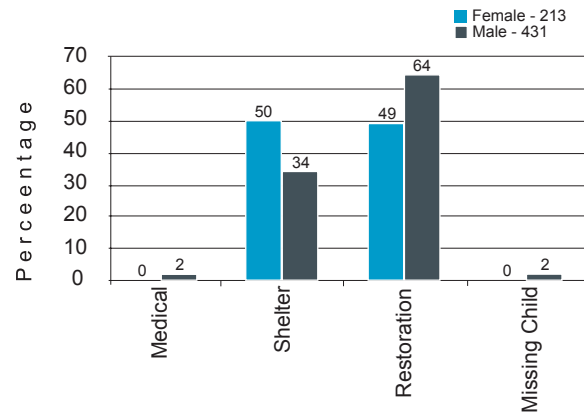
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	191	9
Shelter	452	251
Restoration	872	382
Protection from Abuse (Rescue)	6	-
Death Related	4	-
Sponsorship	1	-
Missing Children	466	9
Emotional Support and Guidance	832	1
Not Documented	-	22
Total - I	2,824	665
II. Follow-up calls	3,363	
III. Did not Find	27	
Total I to III	6,214	
IV. Information		
Information & Referral to Service	738	
Information about CHILDLINE & Volunteers	8,199	
Total - IV	8,937	
V. Others		
Silent	10,800	
Blank	7,685	
Wrong	10,696	
Crank/Fun/Abusive	5,330	
Chat	6,305	
Phone Testing	1,521	
Administrative	5,258	
Personal	193	
Others	-	
Unclassified	4	
Total - V	47,792	
Total I to V	62,943	



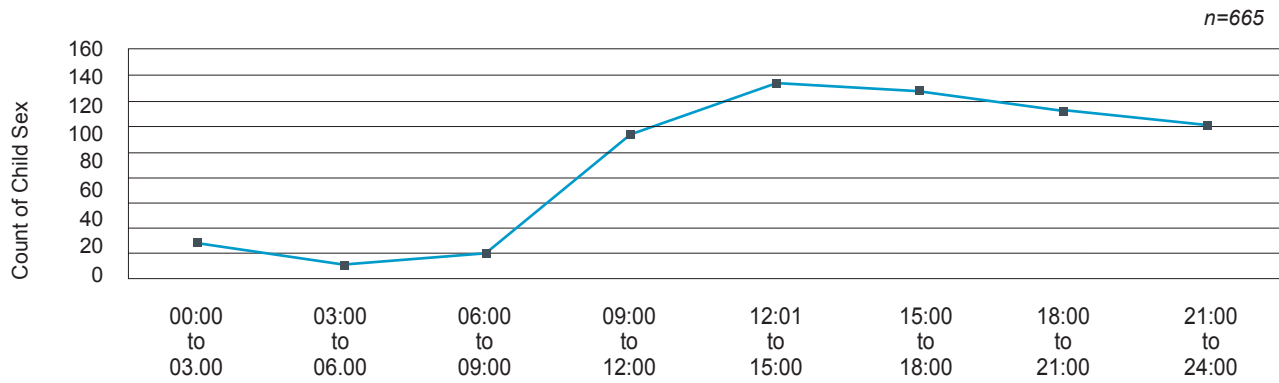
Age group of Children assisted



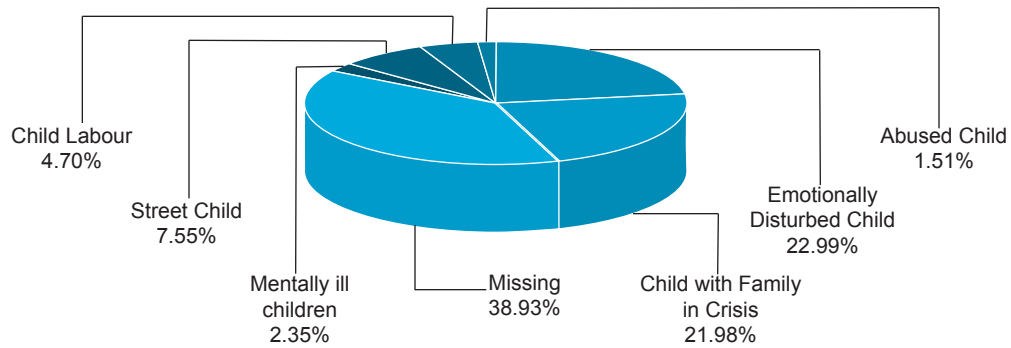
Gender and Problem



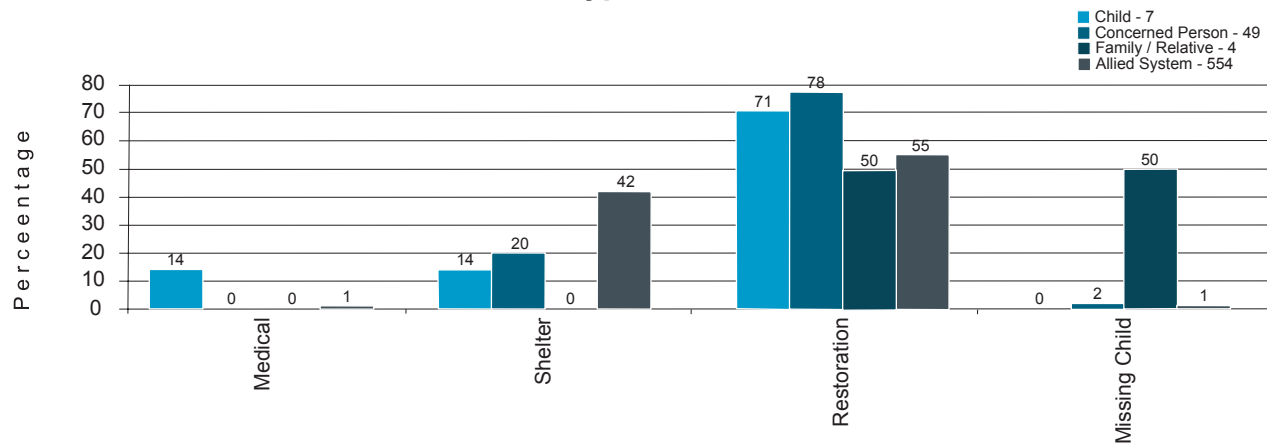
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



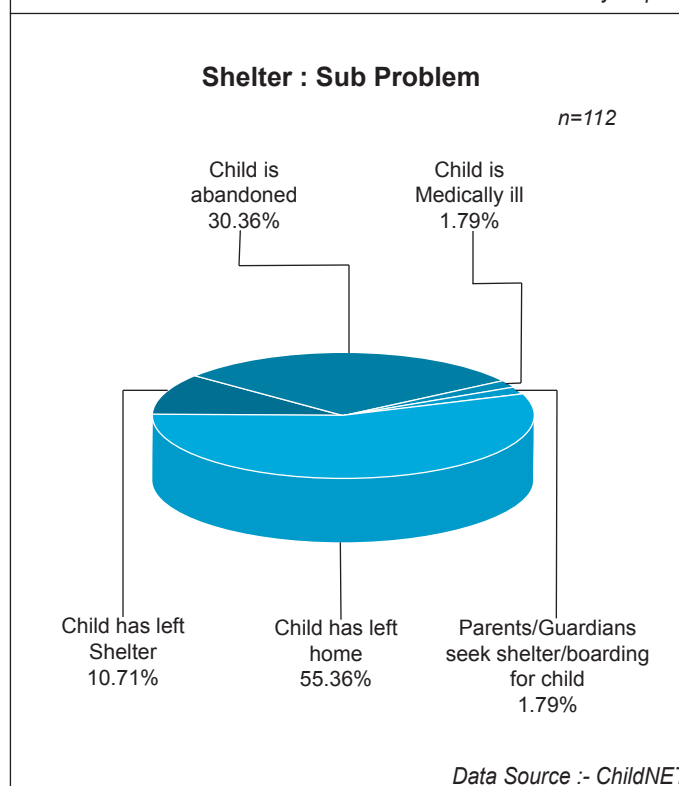
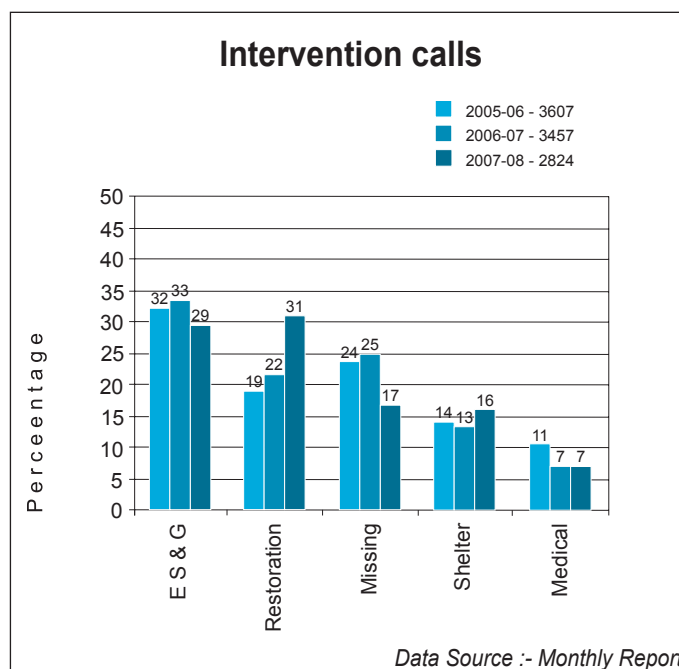
Data Source :- ChildNET

KOLKATA, WEST BENGAL

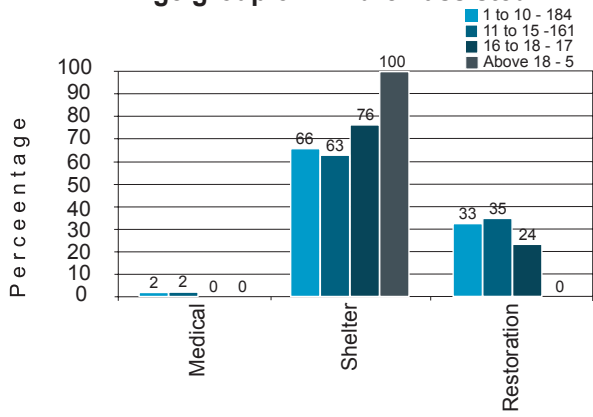
CINI ASHA

Nodal Organisation	:	City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	:	Cini Asha
Support Organisation	:	Bustee Local Committee & Social Welfare Centre
Date of Inception	:	January - 1999
Total Calls till March 08 Since Inception	:	4,99,431

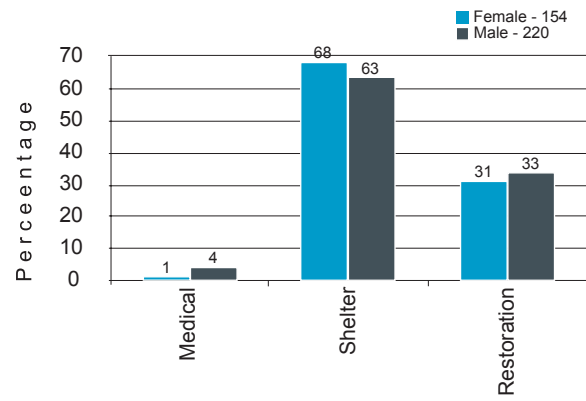
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	39	9
Shelter	254	245
Restoration	305	120
Protection from Abuse (Rescue)	1	-
Death Related	-	-
Sponsorship	1	-
Missing Children	181	0
Emotional Support and Guidance	370	1
Not Documented	-	19
Total - I	1,151	394
II. Follow-up calls	76	
III. Did not Find	14	
Total I to III	1,241	
IV. Information		
Information & Referral to Service	625	
Information about CHILDLINE & Volunteers	7,014	
Total - IV	7,639	
V. Others		
Silent	-	
Blank	5,263	
Wrong	6,444	
Crank/Fun/Abusive	4,820	
Chat	388	
Phone Testing	1,385	
Administrative	364	
Personal	165	
Others	-	
Unclassified	-	
Total - V	18,829	
Total I to V	27,709	



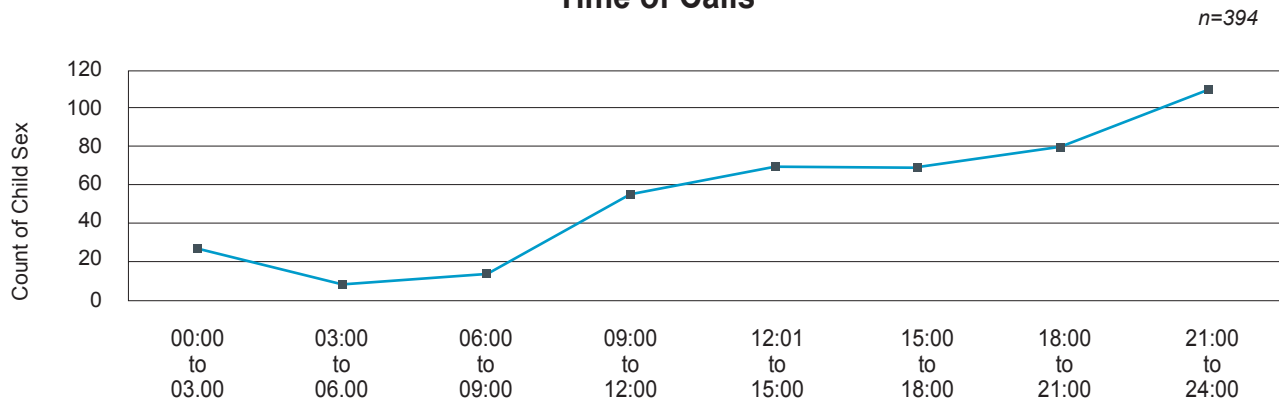
Age group of Children assisted



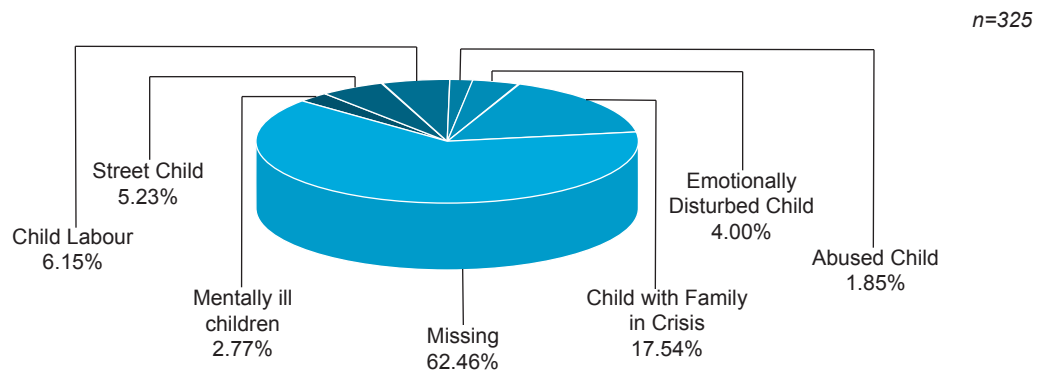
Gender and Problem



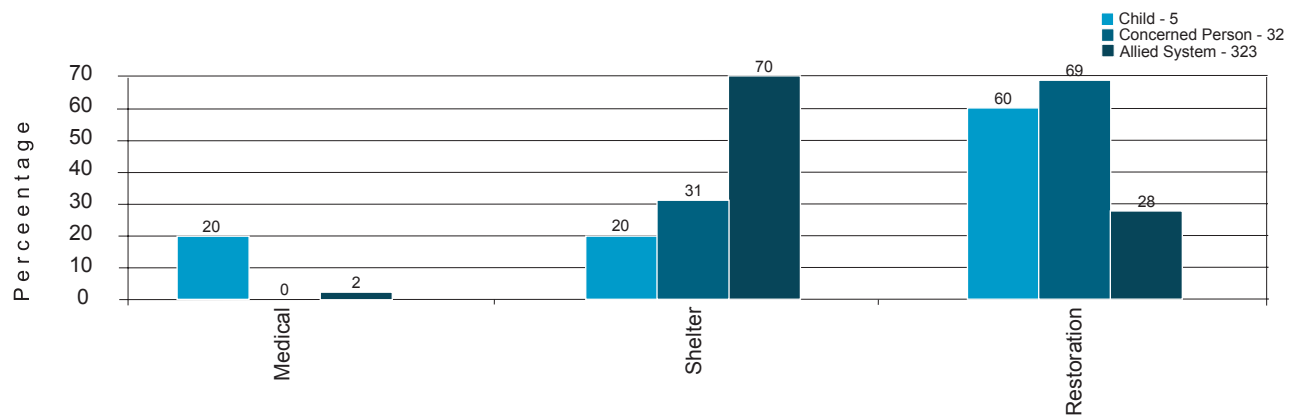
Time of Calls



Life Situation of Children Assisted



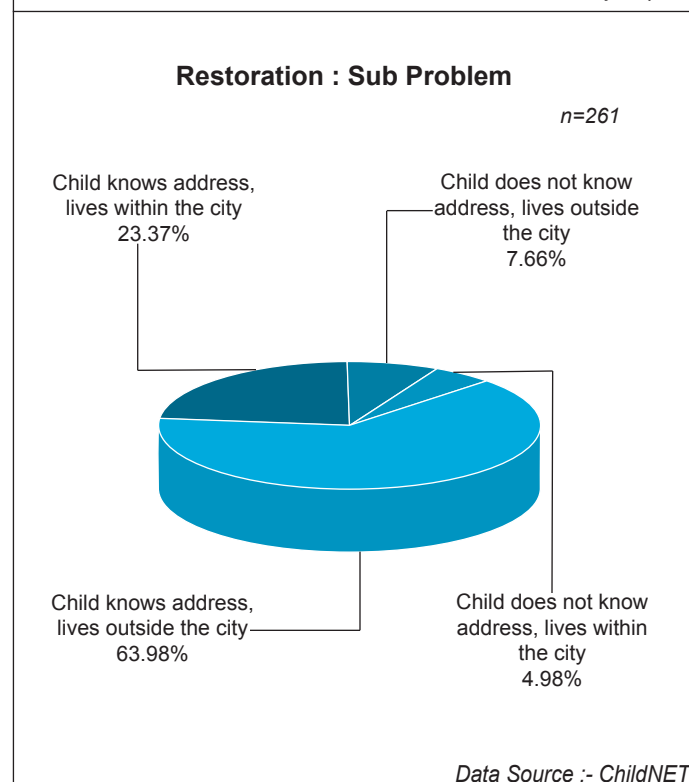
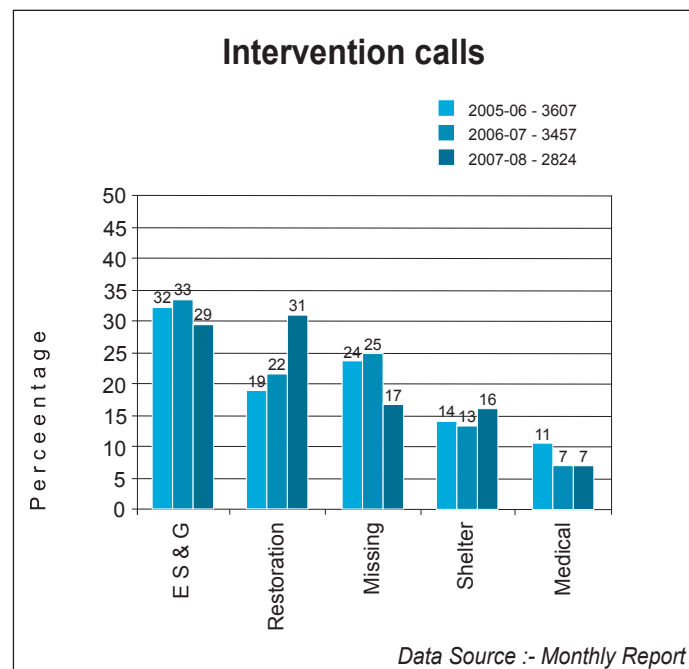
Caller Type and Problem



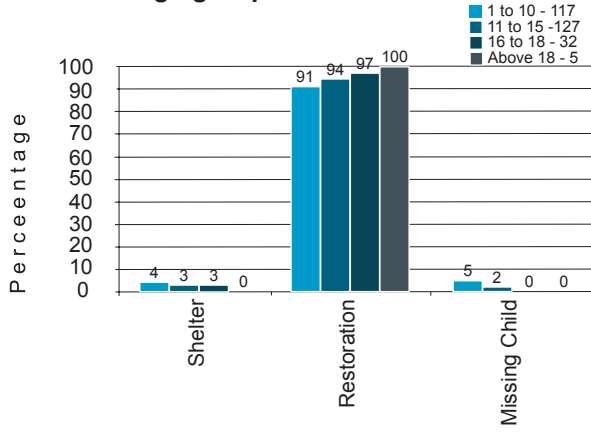
Data Source :- ChildNET

Nodal Organisation	:	City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	:	Don Bosco Ashalayam
Support Organisation	:	Society for Educational and Environmental Development
Date of Inception	:	January - 1999
Total Calls till March 08 Since Inception	:	4,99,431

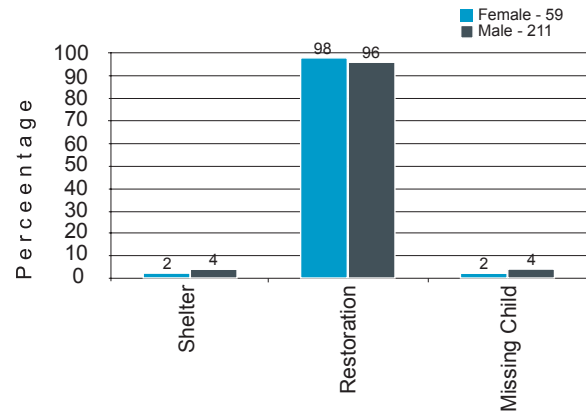
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	152	-
Shelter	198	10
Restoration	567	262
Protection from Abuse (Rescue)	5	-
Death Related	4	-
Sponsorship	-	-
Missing Children	285	9
Emotional Support and Guidance	462	-
Not Documented	-	3
Total - I	1,673	284
II. Follow-up calls	3,287	
III. Did not Find	13	
Total I to III	4,973	
IV. Information		
Information & Referral to Service	113	
Information about CHILDLINE & Volunteers	1,185	
Total - IV	1,298	
V. Others		
Silent	10,800	
Blank	2,422	
Wrong	4,252	
Crank/Fun/Abusive	510	
Chat	5,917	
Phone Testing	136	
Administrative	4,894	
Personal	28	
Others	-	
Unclassified	4	
Total - V	28,963	
Total I to V	35,234	



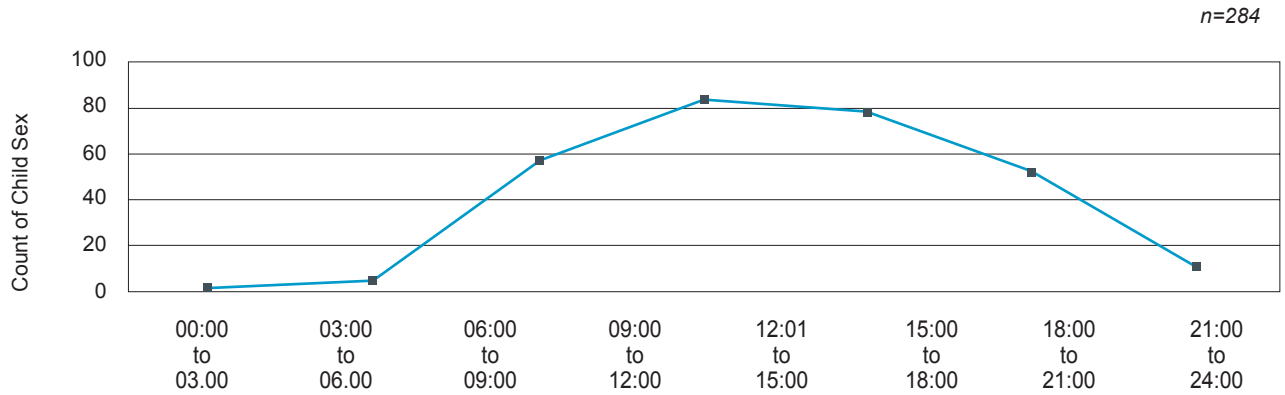
Age group of Children assisted



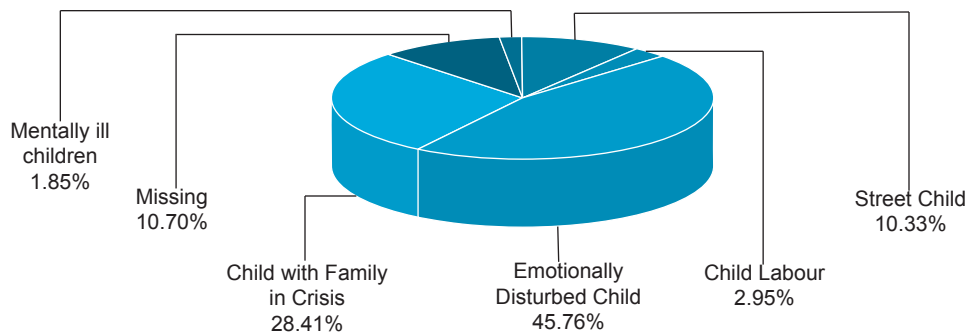
Gender and Problem



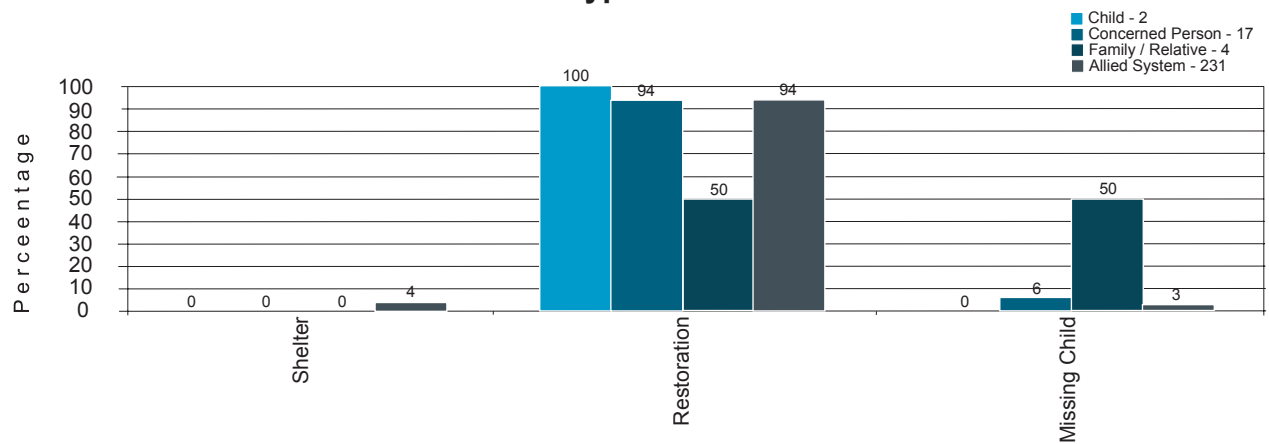
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

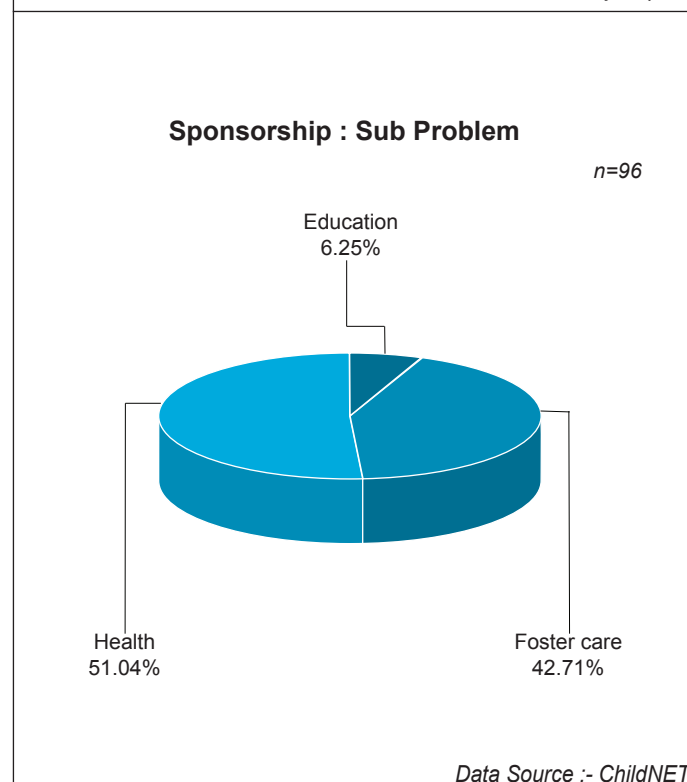
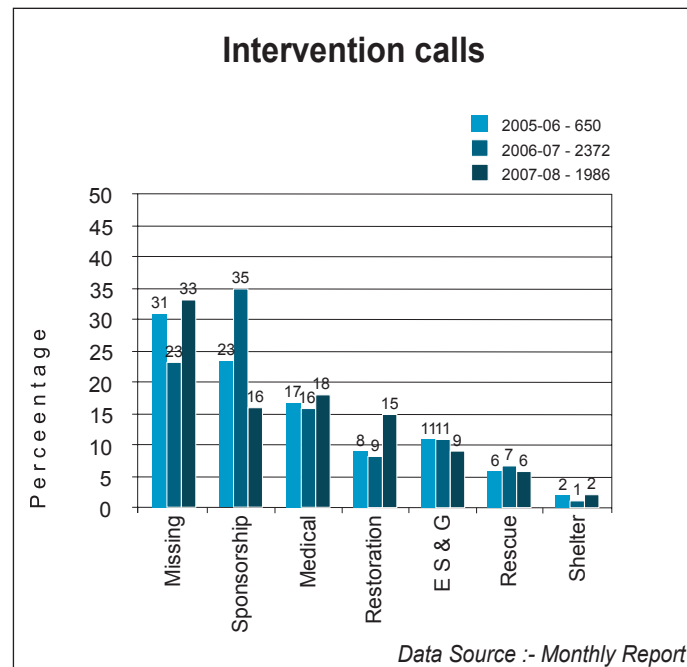


Data Source :- ChildNET

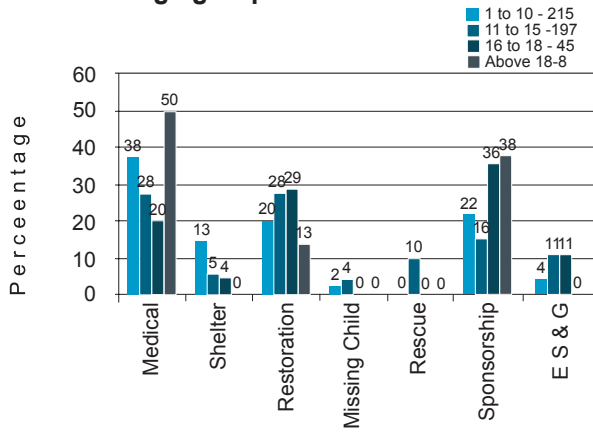
JALPAIGURI, WEST BENGAL

Nodal Organisation	:	Ananda Chandra College
Collaborative Organisation	:	Jalpaiguri Welfare Organisation
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	22,429

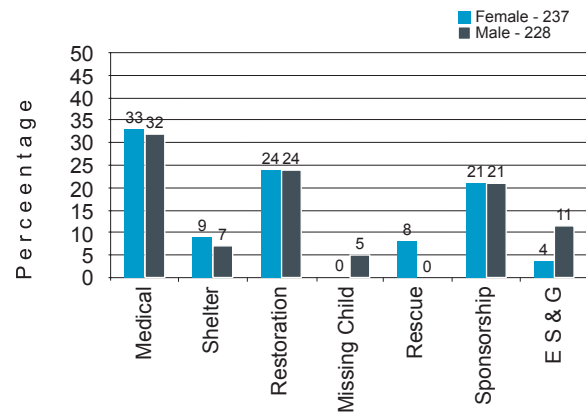
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	353	150
Shelter	42	39
Restoration	297	113
Protection from Abuse (Rescue)	124	19
Death Related	2	1
Sponsorship	327	97
Missing Children	661	12
Emotional Support and Guidance	180	36
Not Documented	-	223
Total - I	1,986	690
II. Follow-up calls	1,327	
III. Did not Find	26	
Total I to III	3,339	
IV. Information		
Information & Referral to Service	443	
Information about CHILDLINE & Volunteers	347	
Total - IV	790	
V. Others		
Silent	621	
Blank	627	
Wrong	272	
Crank/Fun/Abusive	887	
Chat	210	
Phone Testing	548	
Administrative	768	
Personal	72	
Others	-	
Unclassified	12	
Total - V	4,017	
Total I to V	8,146	



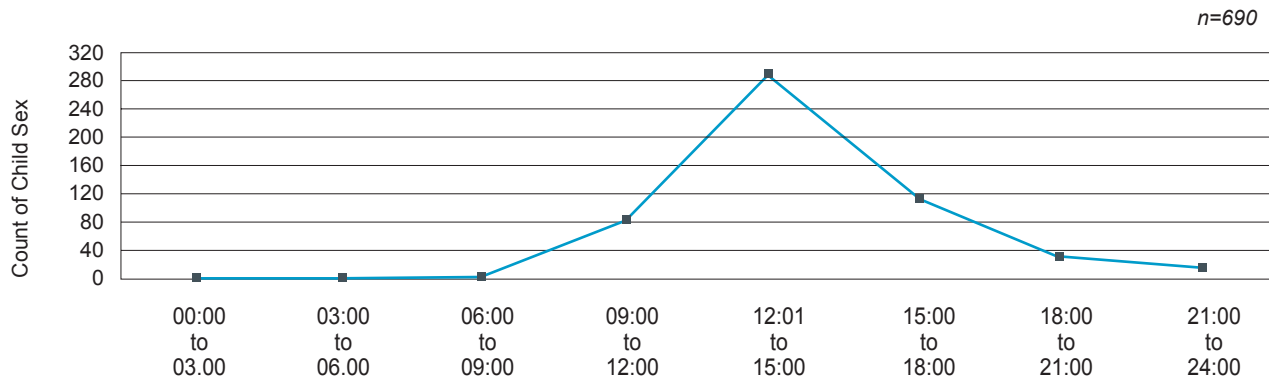
Age group of Children assisted



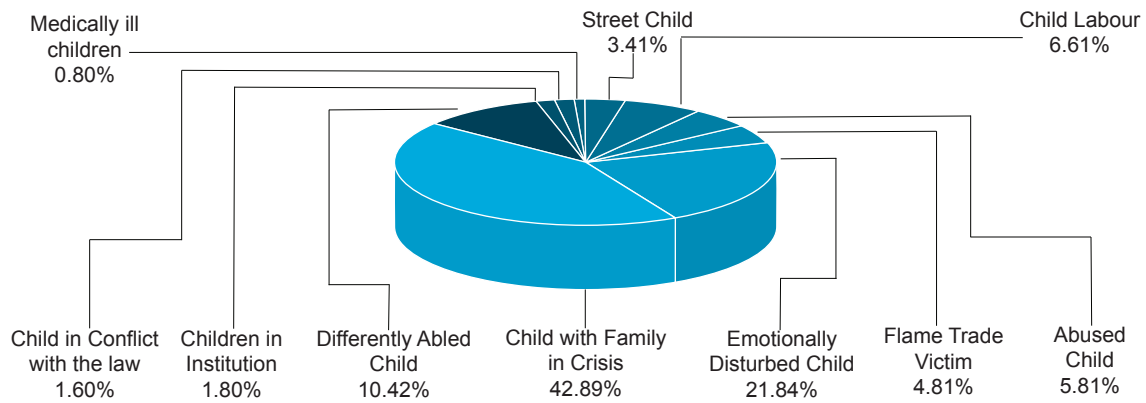
Gender and Problem



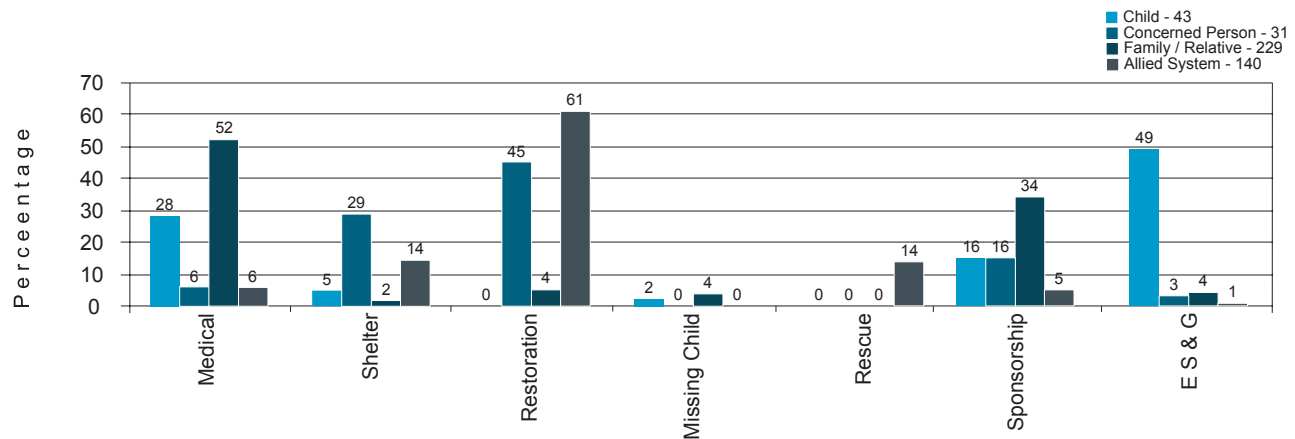
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

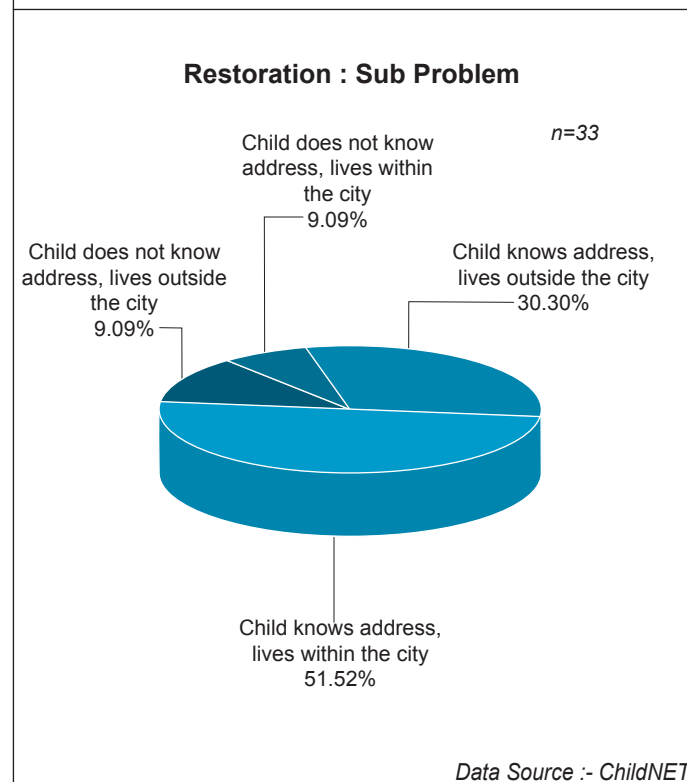
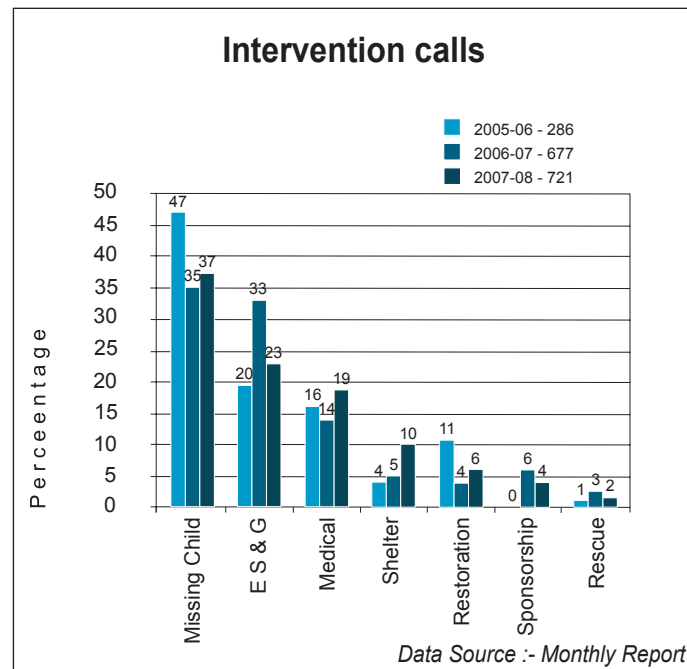


Data Source :- ChildNET

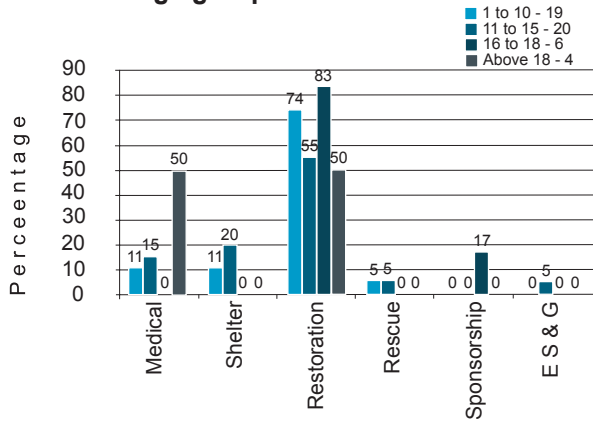
MURSHIDABAD, WEST BENGAL

Nodal Organisation	:	Cini- Murshidabad Unit
Collaborative Organisation	:	Palsa Pally Unnayan Samity
Support Organisation	:	-
Date of Inception	:	December 2007
Total Calls till March 08 Since Inception	:	19,986

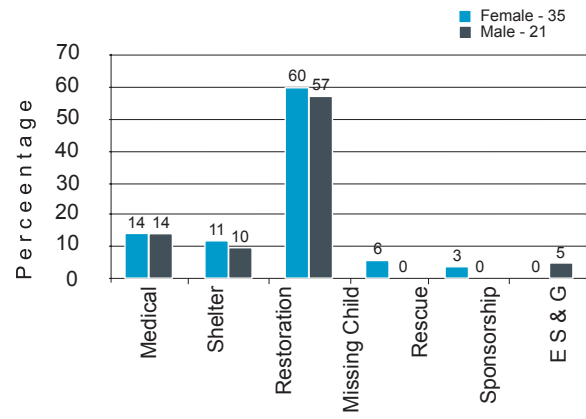
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	136	8
Shelter	69	6
Restoration	46	33
Protection from Abuse (Rescue)	14	2
Death Related	-	0
Sponsorship	26	1
Missing Children	267	0
Emotional Support and Guidance	163	1
Not Documented	-	5
Total - I	721	56
II. Follow-up calls	185	
III. Did not Find	268	
Total I to III	1,174	
IV. Information		
Information & Referral to Service	430	
Information about CHILDLINE & Volunteers	2,077	
Total - IV	2,507	
V. Others		
Silent	1,467	
Blank	555	
Wrong	898	
Crank/Fun/Abusive	3,425	
Chat	51	
Phone Testing	645	
Administrative	213	
Personal	136	
Others	912	
Unclassified	2	
Total - V	8,304	
Total I to V	11,985	



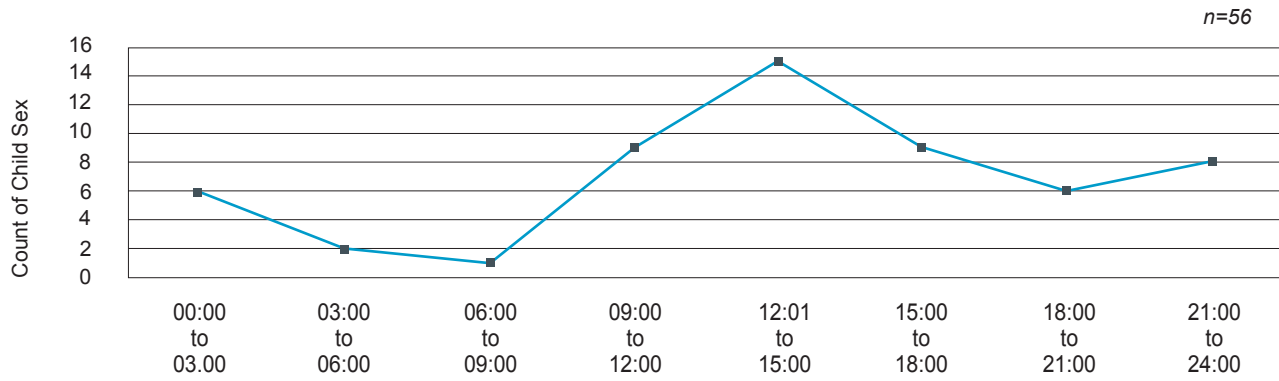
Age group of Children assisted



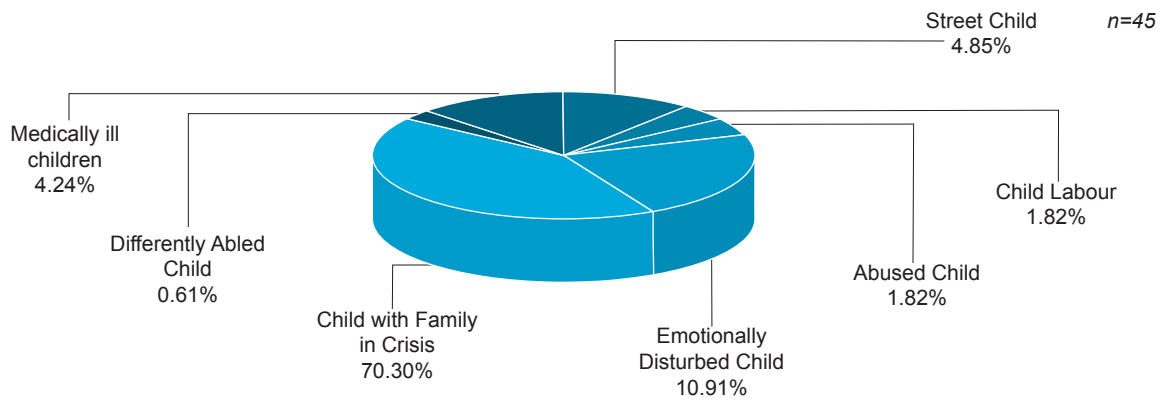
Gender and Problem



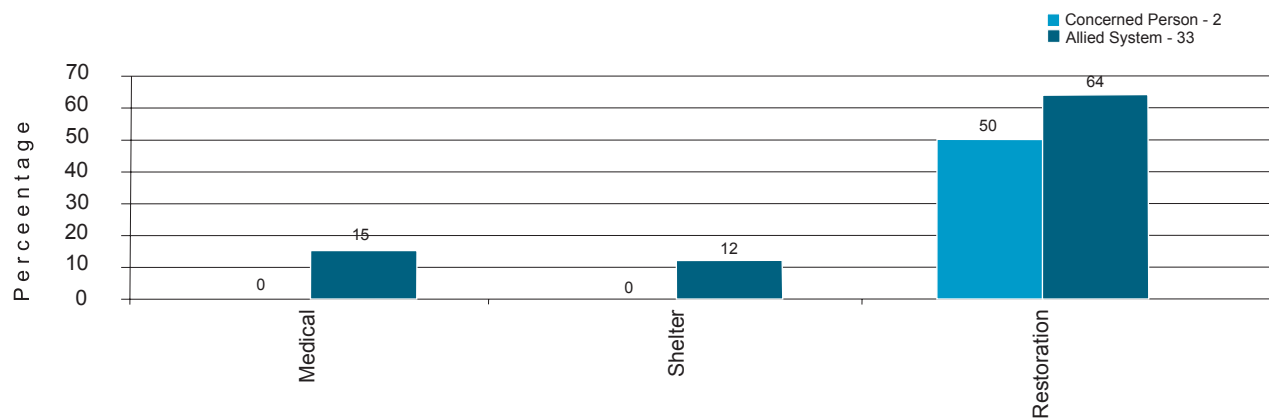
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

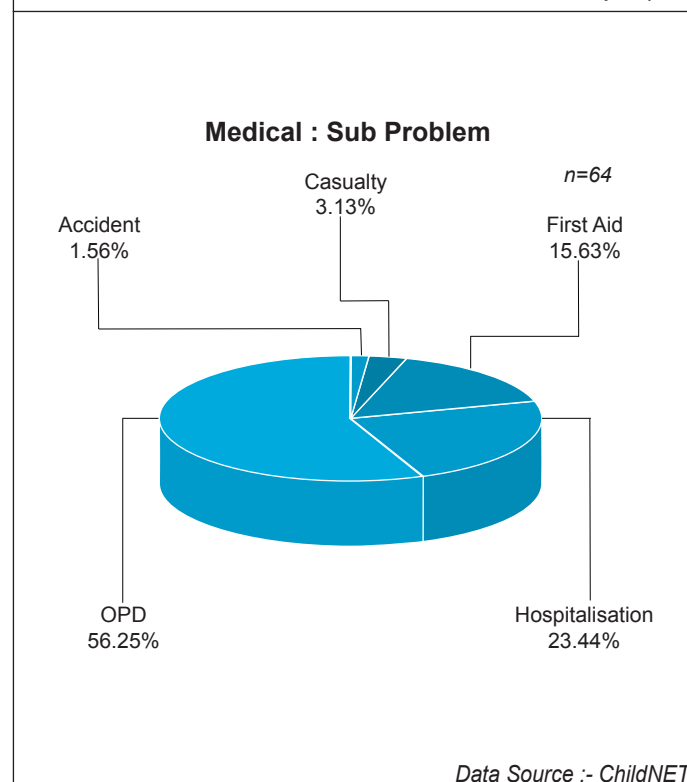
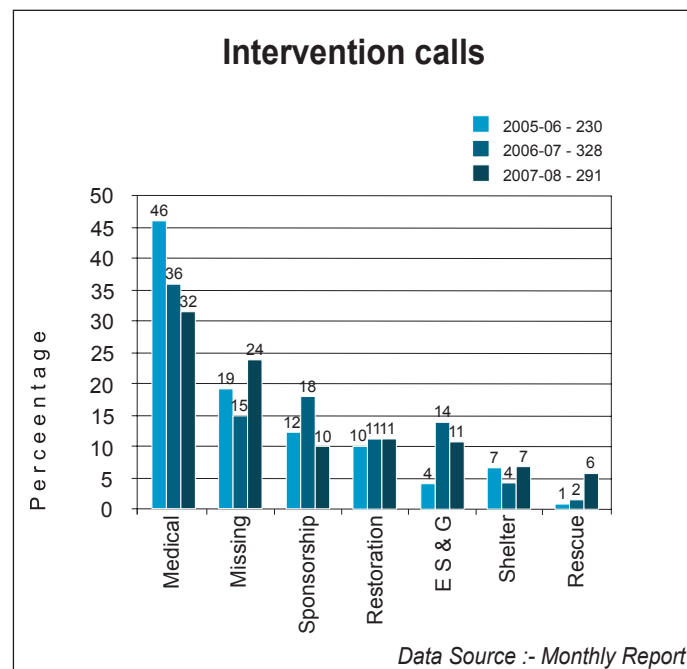


Data Source :- ChildNET

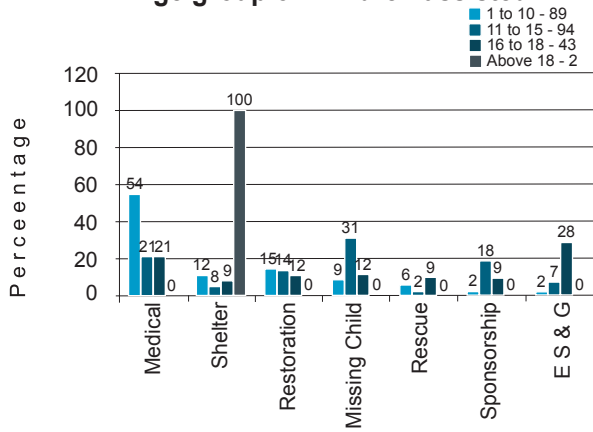
NADIA, WEST BENGAL

Nodal Organisation	:	-
Collaborative Organisation	:	Sreema Mahila Samity
Support Organisation	:	Karimpur Social Welfare Society
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	29,335

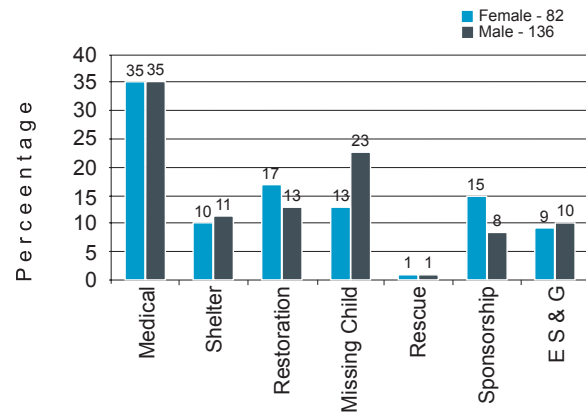
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	92	77
Shelter	20	21
Restoration	33	31
Protection from Abuse (Rescue)	18	10
Death Related	-	-
Sponsorship	28	24
Missing Children	69	37
Emotional Support and Guidance	31	16
Not Documented	-	10
Total - I	291	226
II. Follow-up calls	53	
III. Did not Find	-	
Total I to III	344	
IV. Information		
Information & Referral to Service	31	
Information about CHILDLINE & Volunteers	146	
Total - IV	177	
V. Others		
Silent	1,357	
Blank	373	
Wrong	832	
Crank/Fun/Abusive	943	
Chat	2,317	
Phone Testing	132	
Administrative	483	
Personal	6	
Others	-	
Unclassified	1	
Total - V	6,444	
Total I to V	6,965	



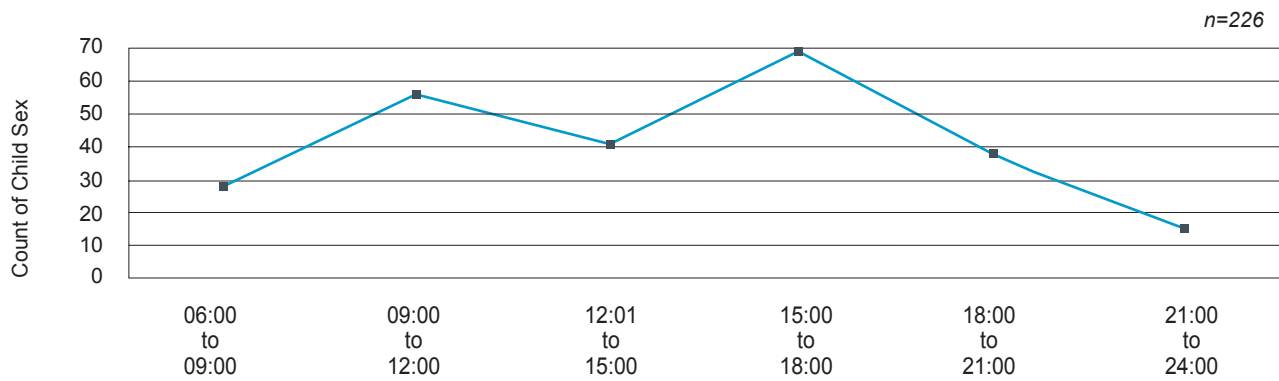
Age group of Children assisted



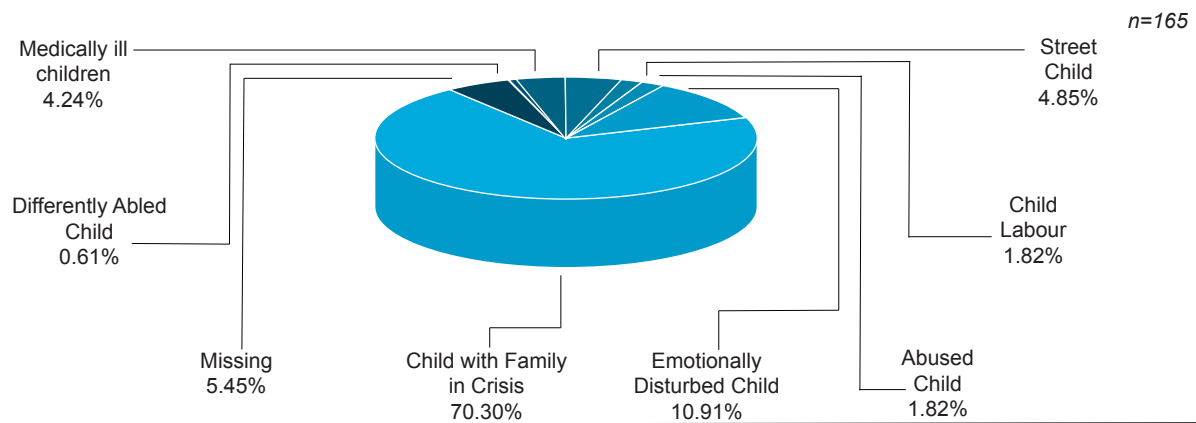
Gender and Problem



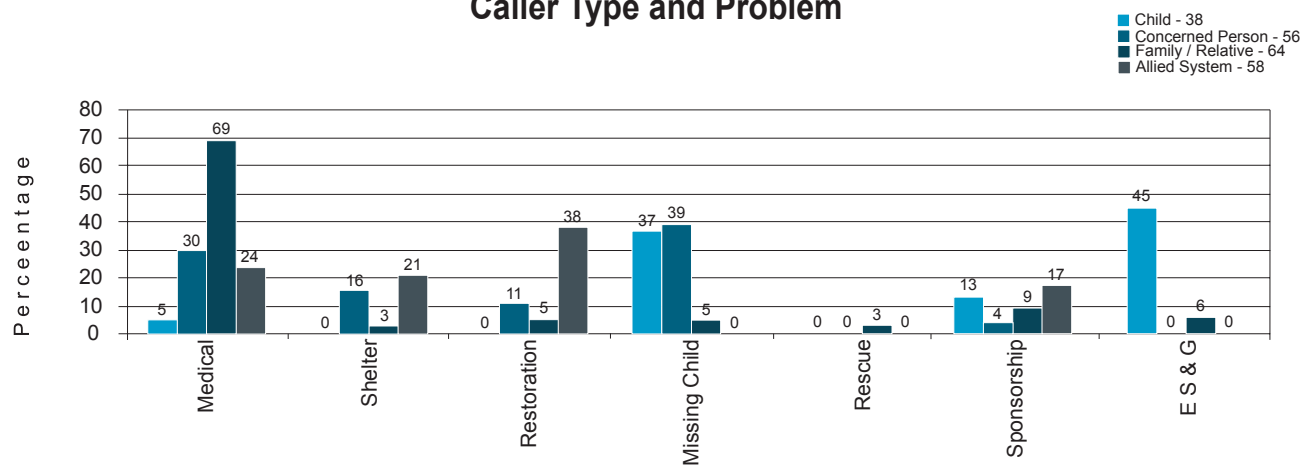
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

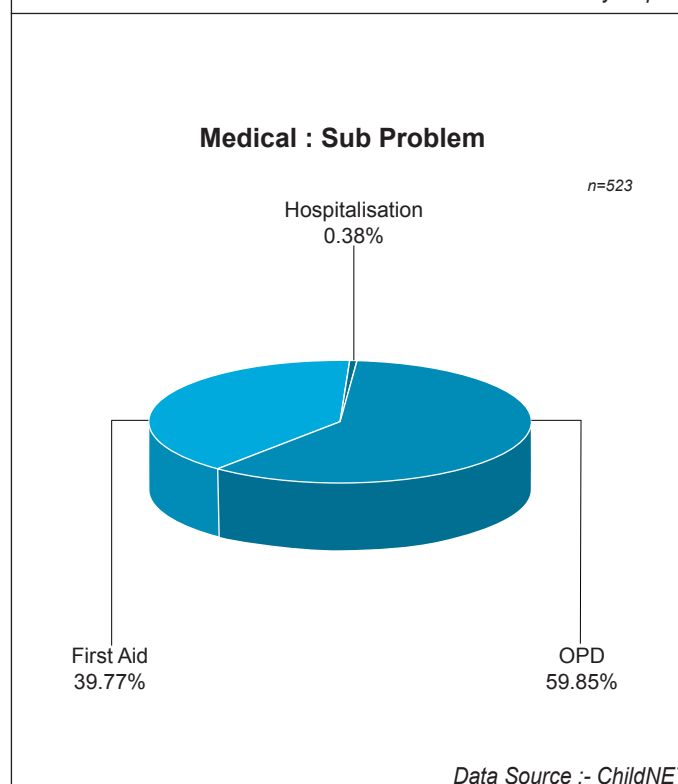
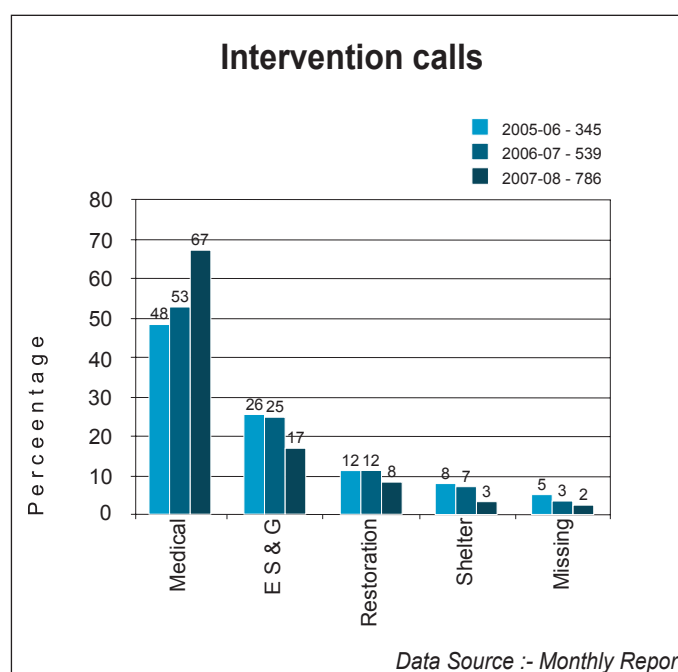


Data Source :- ChildNET

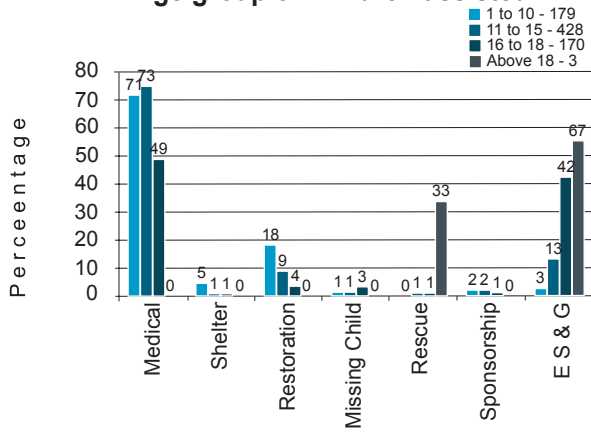
PASCHIM MEDINIPUR, WEST BENGAL

Nodal Organisation	:	Vidyasagar School of Social Work
Collaborative Organisation	:	Prabuddha Bharati Sishutirtha
Support Organisation	:	-
Date of Inception	:	December - 2002
Total Calls till March 08 Since Inception	:	57,641

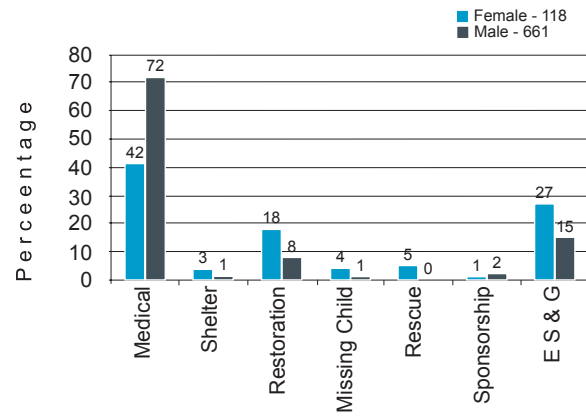
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	527	560
Shelter	24	14
Restoration	65	79
Protection from Abuse (Rescue)	8	8
Death Related	-	-
Sponsorship	16	15
Missing Children	14	13
Emotional Support and Guidance	132	135
Not Documented	-	5
Total - I	786	829
II. Follow-up calls	489	
III. Did not Find	2	
Total I to III	1,277	
IV. Information		
Information & Referral to Service	93	
Information about CHILDLINE & Volunteers	8,836	
Total - IV	8,929	
V. Others		
Silent	2,184	
Blank	2,939	
Wrong	1,891	
Crank/Fun/Abusive	1,826	
Chat	1,592	
Phone Testing	5,309	
Administrative	417	
Personal	130	
Others	-	
Unclassified	17	
Total - V	16,305	
Total I to V	26,511	



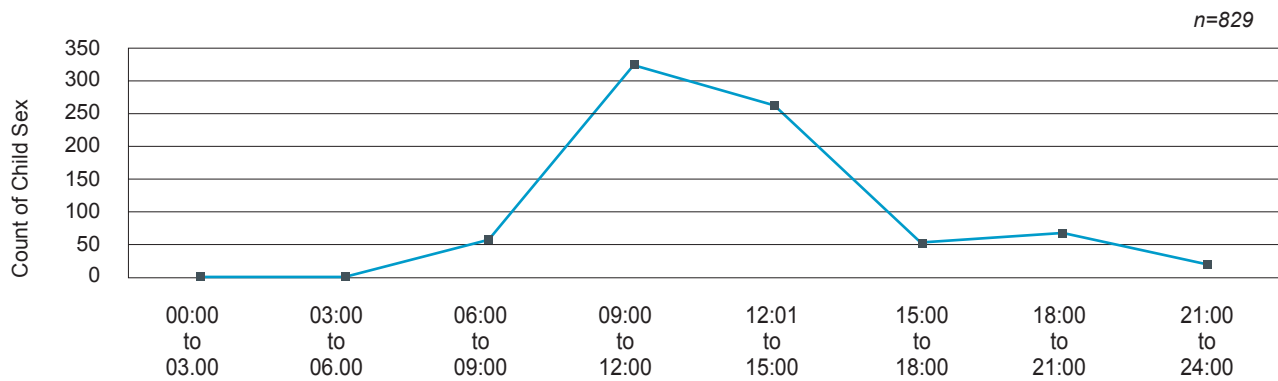
Age group of Children assisted



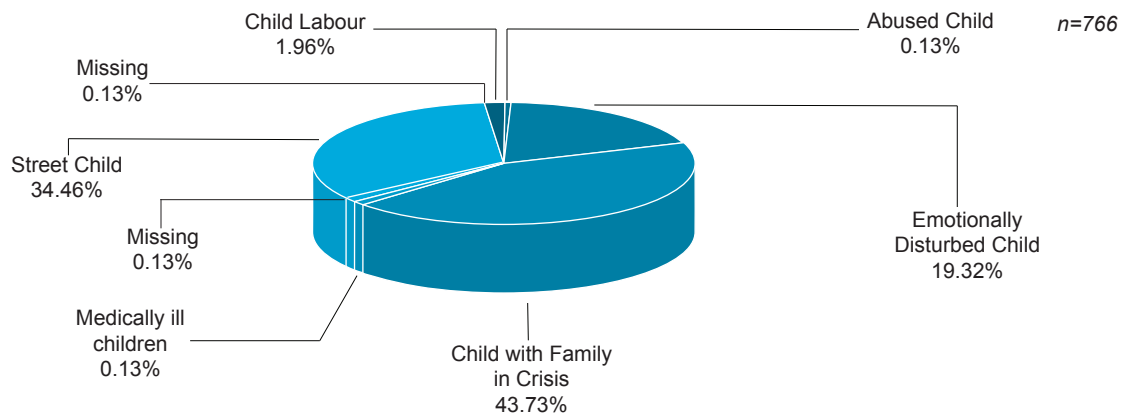
Gender and Problem



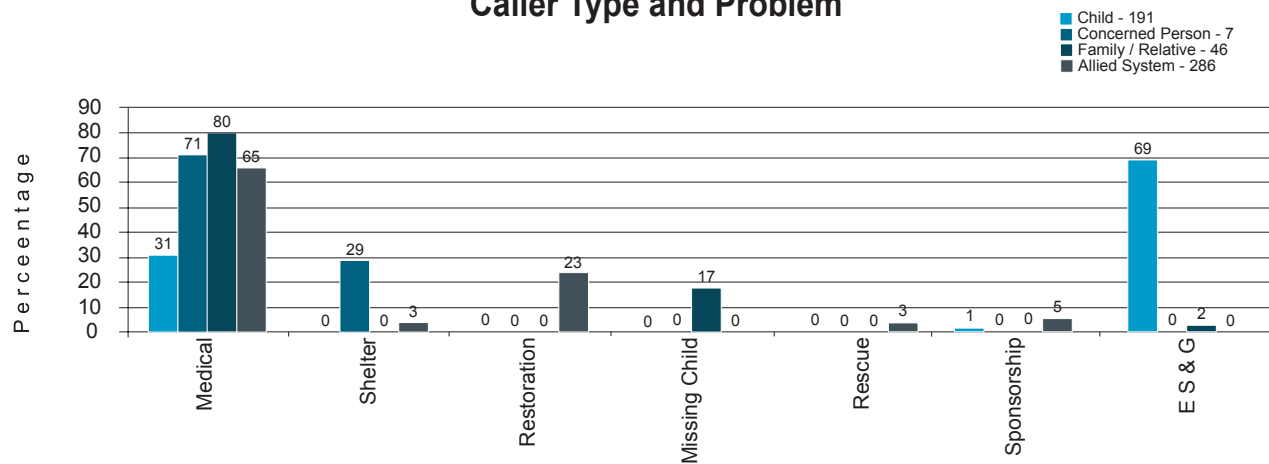
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

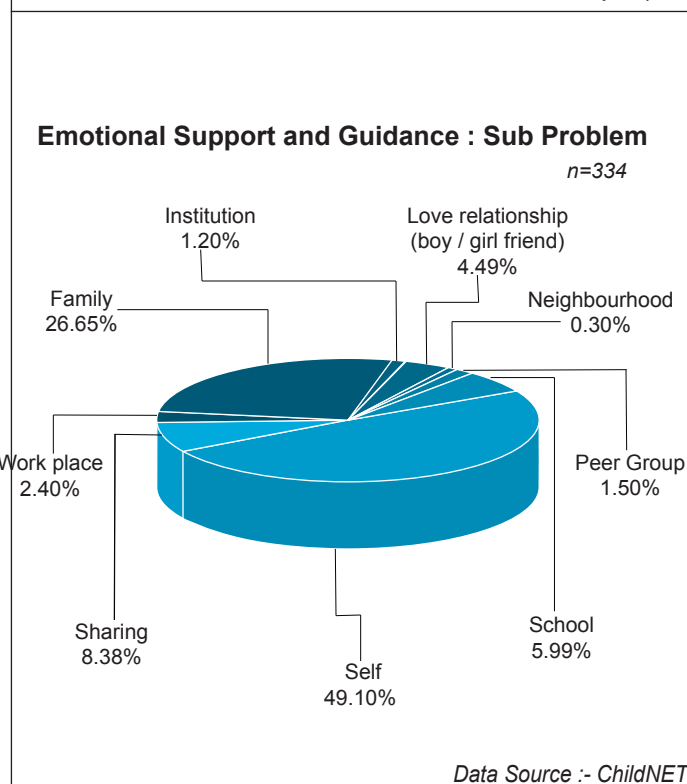
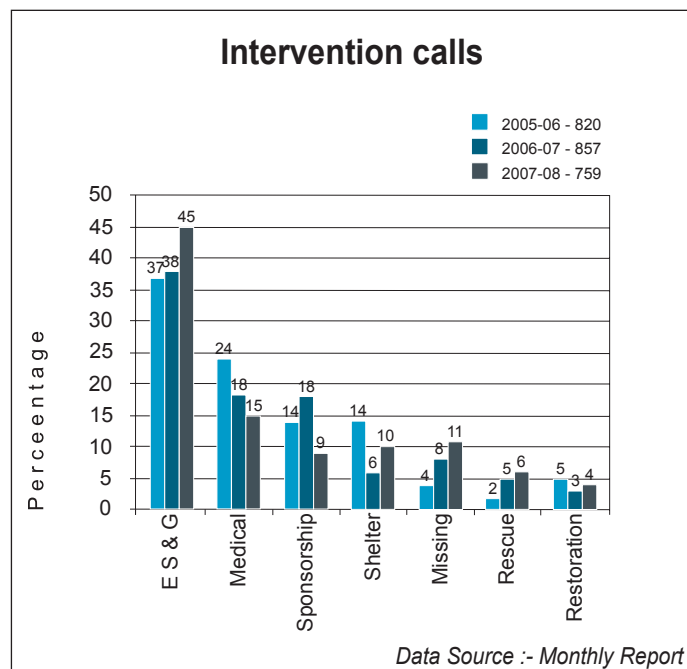


Data Source :- ChildNET

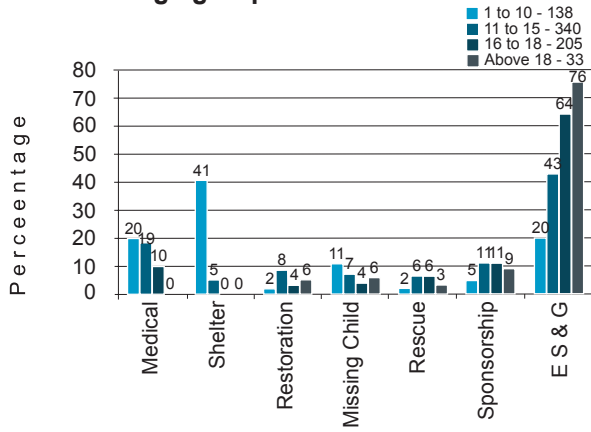
PURBA MEDINIPUR, WEST BENGAL

Nodal Organisation	:	Egra Sarada Shashi Bhusan College
Collaborative Organisation	:	Vivekananda Lok Siksha Niketan
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	57,219

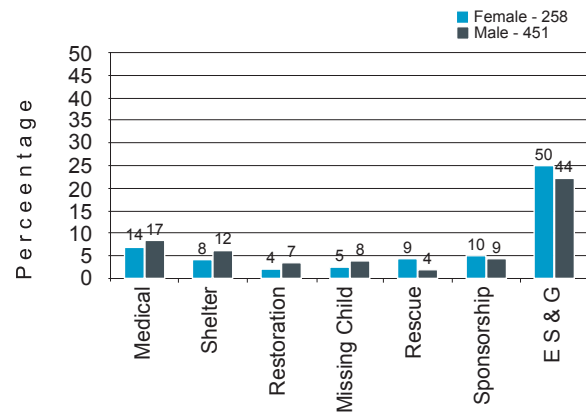
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	117	114
Shelter	78	76
Restoration	33	42
Protection from Abuse (Rescue)	47	40
Death Related	-	-
Sponsorship	66	71
Missing Children	80	53
Emotional Support and Guidance	338	335
Not Documented	-	-
Total - I	759	731
II. Follow-up calls	487	
III. Did not Find	123	
Total I to III	1,369	
IV. Information		
Information & Referral to Service	534	
Information about CHILDLINE & Volunteers	865	
Total - IV	1,399	
V. Others		
Silent	1,777	
Blank	3,021	
Wrong	1,979	
Crank/Fun/Abusive	1,489	
Chat	1,116	
Phone Testing	917	
Administrative	1,889	
Personal	2	
Others	-	
Unclassified	-	
Total - V	12,190	
Total I to V	14,958	



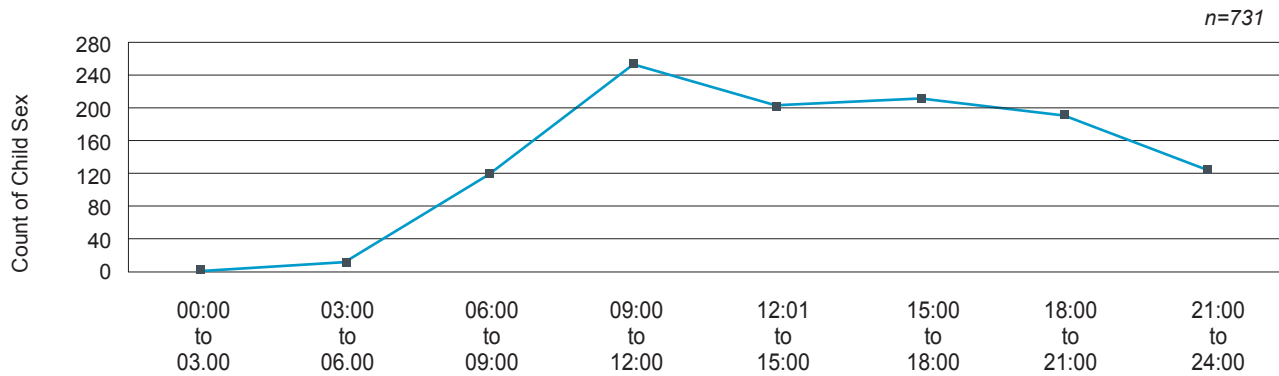
Age group of Children assisted



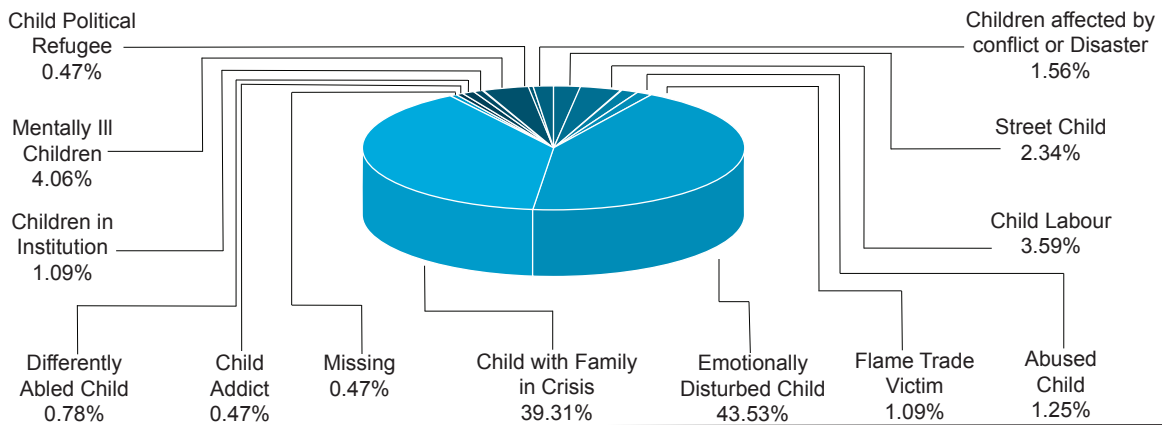
Gender and Problem



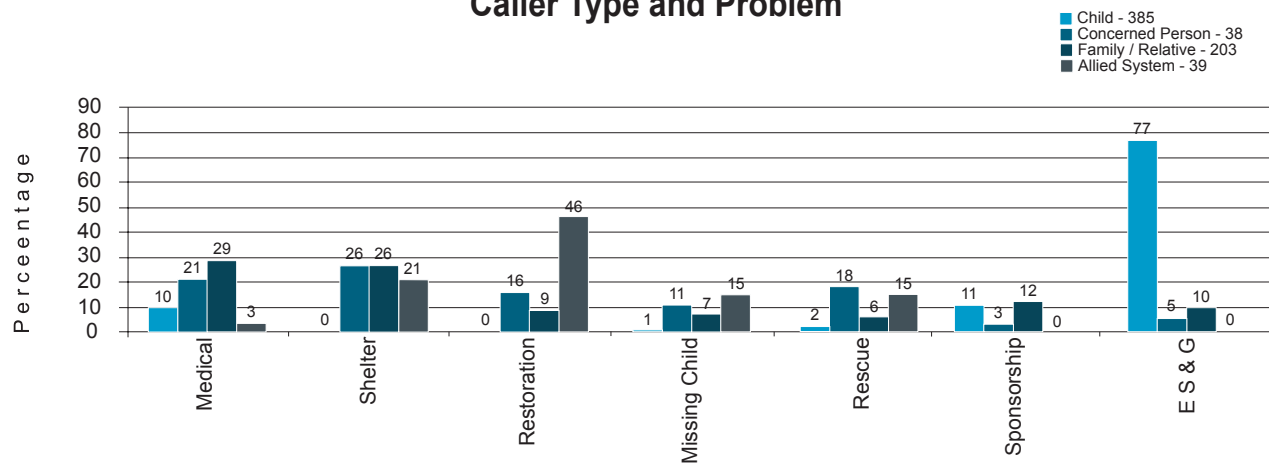
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

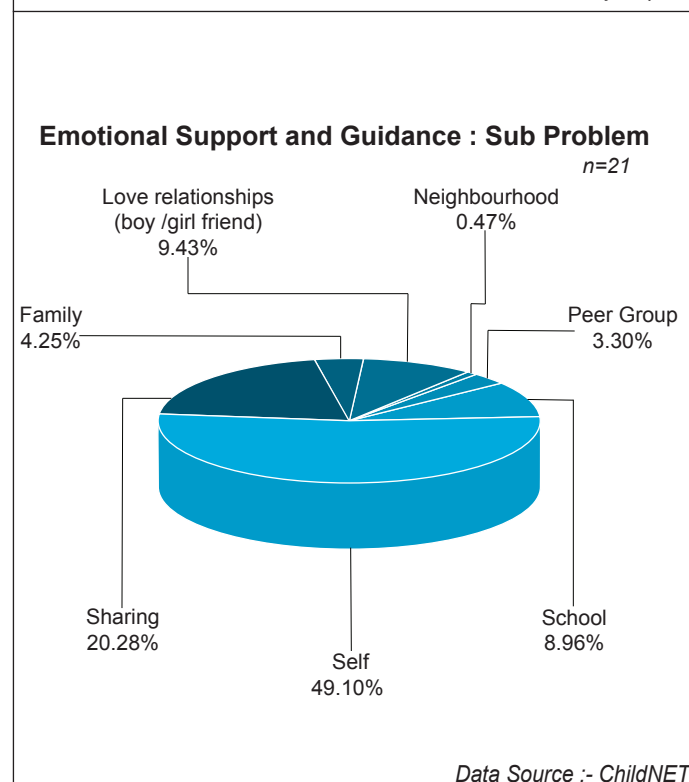
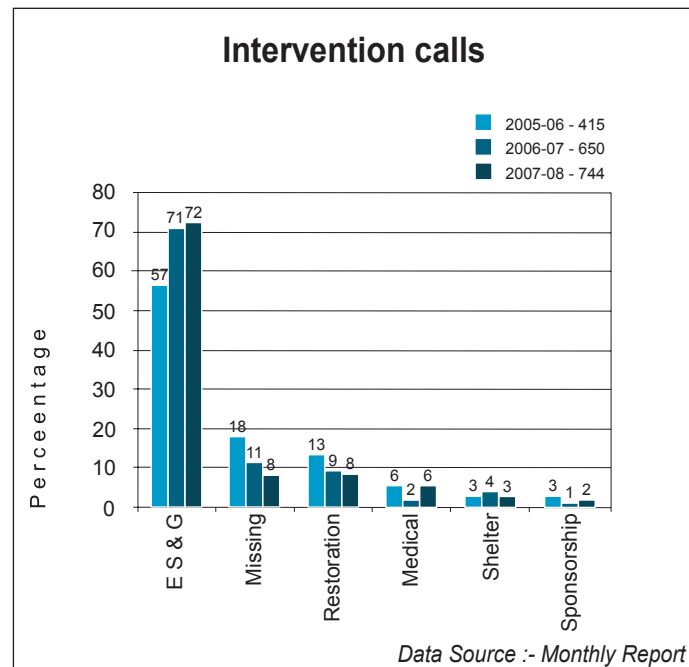


Data Source :- ChildNET

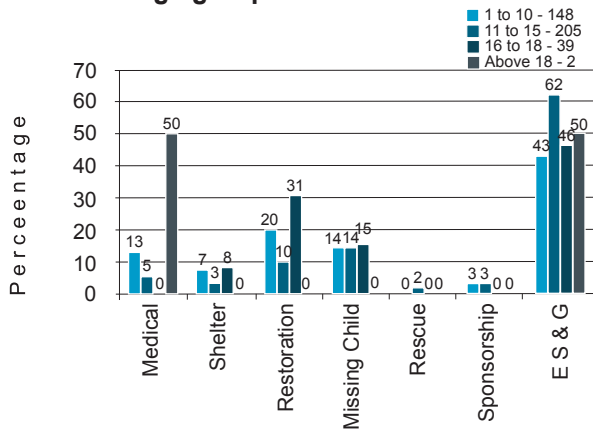
SOUTH (24) PARAGANAS, WEST BENGAL

Nodal Organisation	:	School Of Women's Studies
Collaborative Organisation	:	CINI-Diamond Harbour Unit, Sabuj Sangha
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	28,900

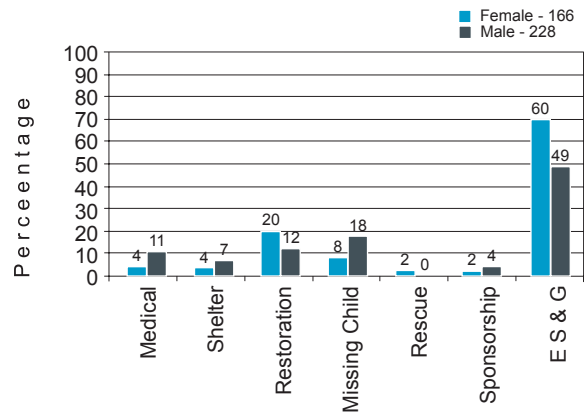
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	45	31
Shelter	19	21
Restoration	61	61
Protection from Abuse (Rescue)	4	4
Death Related	-	-
Sponsorship	15	11
Missing Children	63	56
Emotional Support and Guidance	537	212
Not Documented	-	6
Total - I	744	402
II. Follow-up calls	70	
III. Did not Find	26	
Total I to III	840	
IV. Information		
Information & Referral to Service	271	
Information about CHILDLINE & Volunteers	2,835	
Total - IV	3,106	
V. Others		
Silent	884	
Blank	2,636	
Wrong	461	
Crank/Fun/Abusive	280	
Chat	775	
Phone Testing	796	
Administrative	232	
Personal	75	
Others	-	
Unclassified	2	
Total - V	6,141	
Total I to V	10,087	



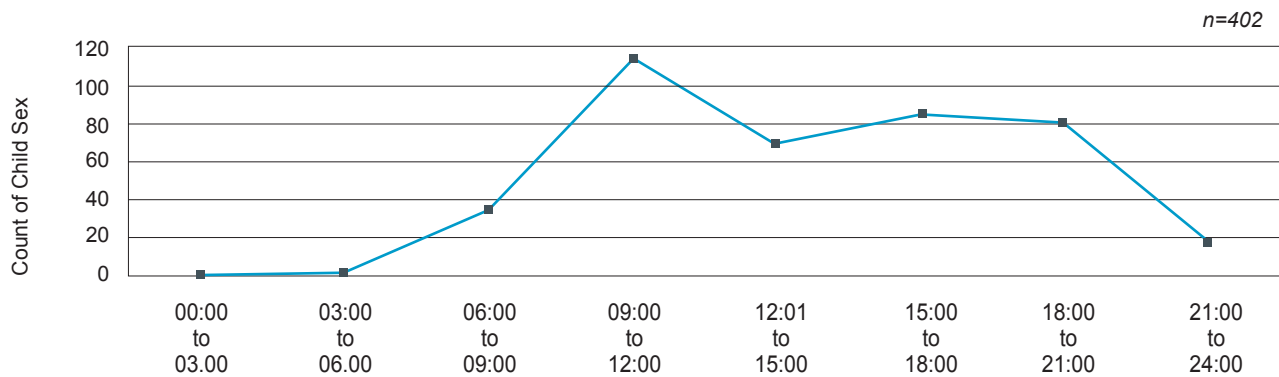
Age group of Children assisted



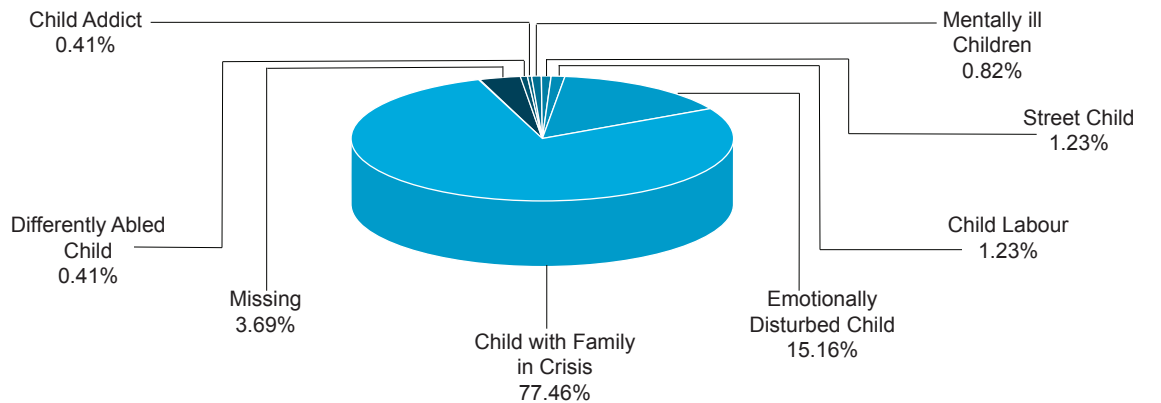
Gender and Problem



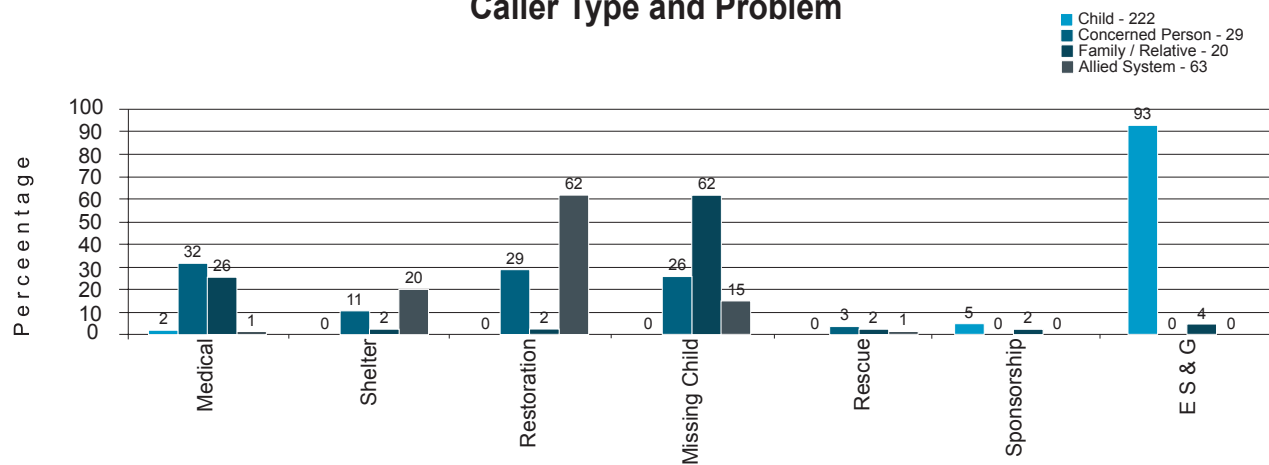
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

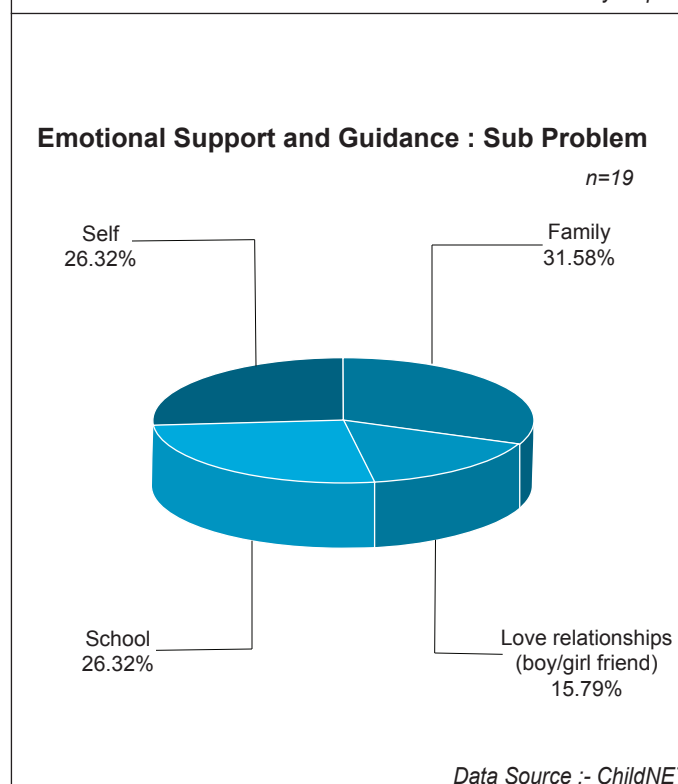
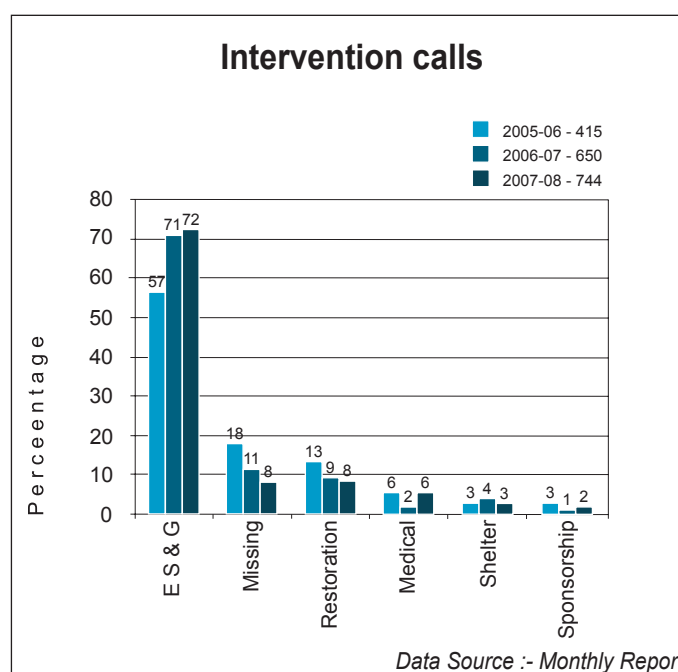


Data Source :- ChildNET

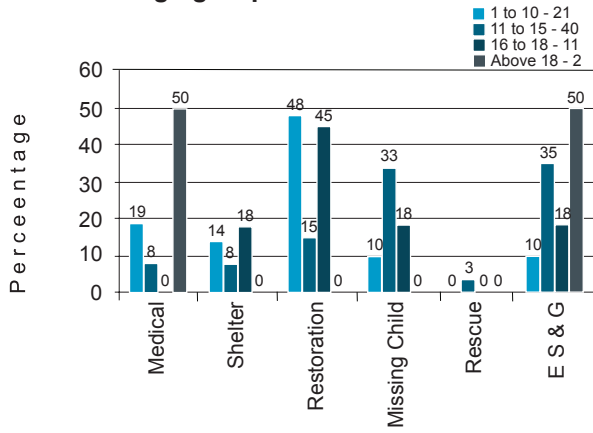
SOUTH (24) PARAGANAS, WEST BENGAL CINI

Nodal Organisation	:	School Of Women's Studies
Collaborative Organisation	:	CINI - Diamond Harbour Unit
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	28,900

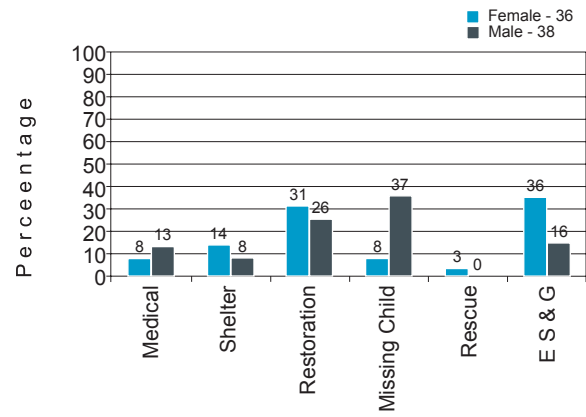
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	8
Shelter	8	8
Restoration	20	21
Protection from Abuse (Rescue)	2	1
Death Related	-	-
Sponsorship	-	-
Missing Children	26	17
Emotional Support and Guidance	338	19
Not Documented	-	2
Total - I	402	76
II. Follow-up calls	17	
III. Did not Find	26	
Total I to III	445	
IV. Information		
Information & Referral to Service	151	
Information about CHILDLINE & Volunteers	687	
Total - IV	838	
V. Others		
Silent	234	
Blank	470	
Wrong	118	
Crank/Fun/Abusive	11	
Chat	-	
Phone Testing	449	
Administrative	60	
Personal	-	
Others	-	
Unclassified	-	
Total - V	1,342	
Total I to V	2,625	



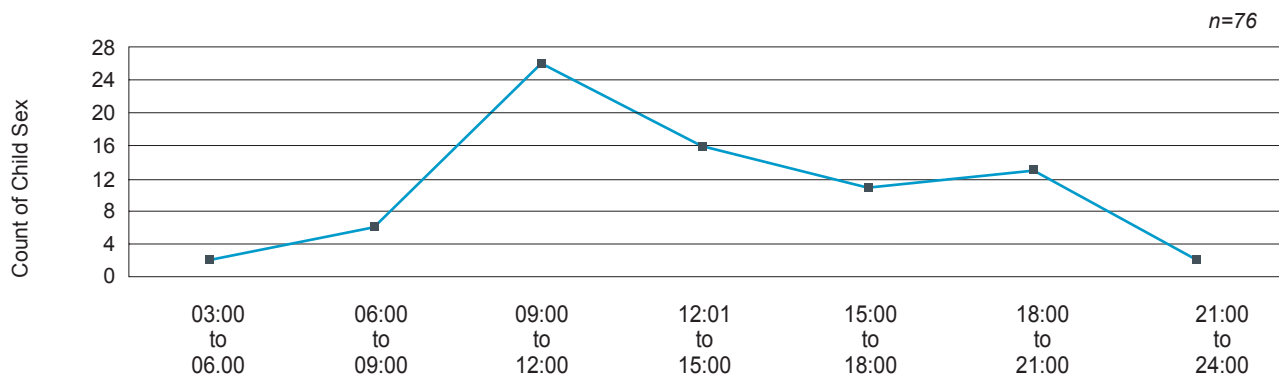
Age group of Children assisted



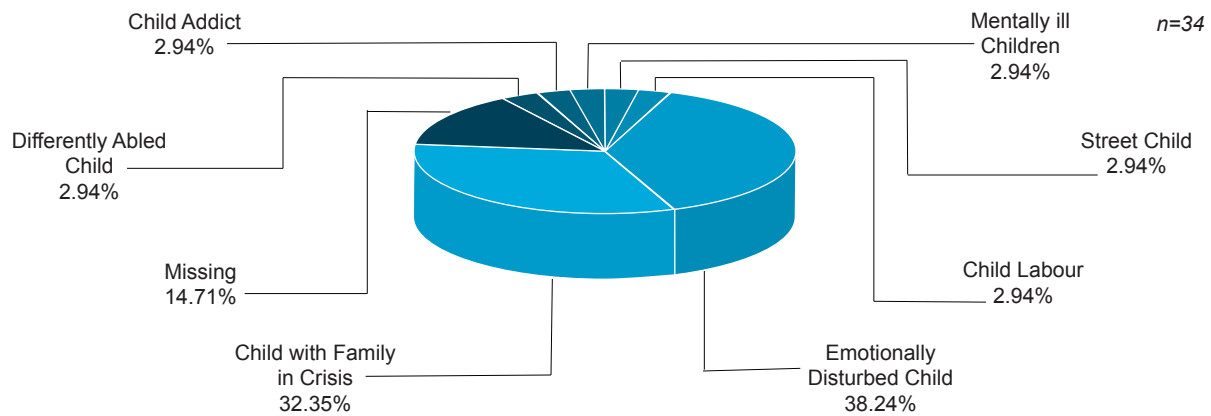
Gender and Problem



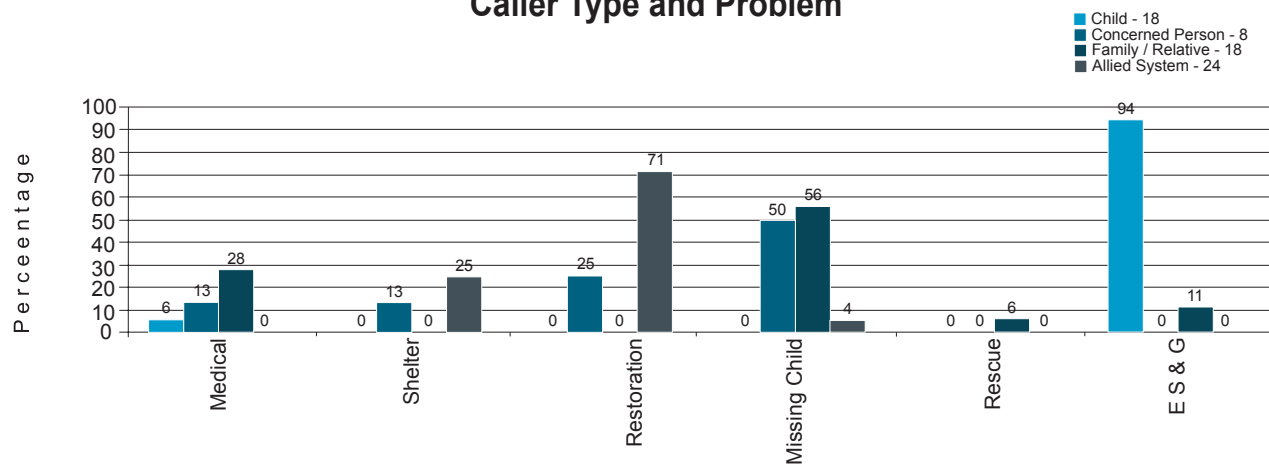
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



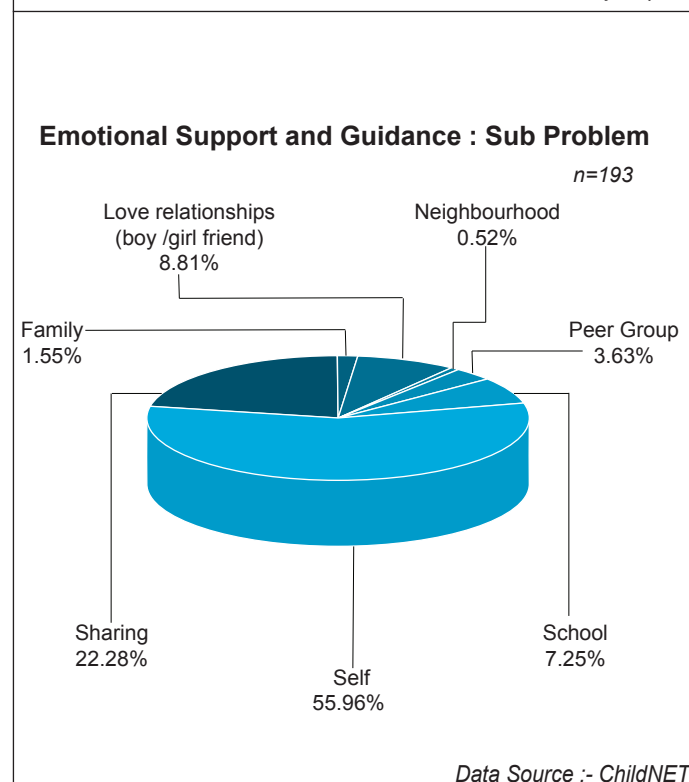
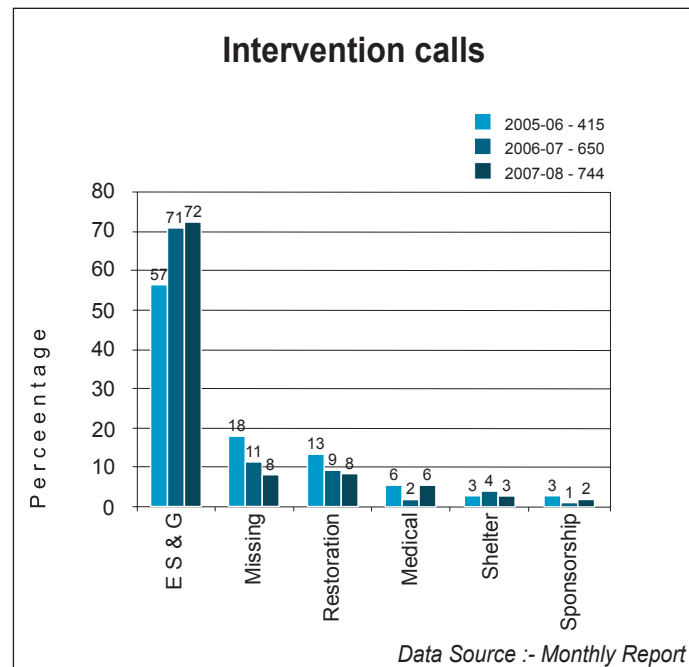
Data Source :- ChildNET

SOUTH (24) PARAGANAS

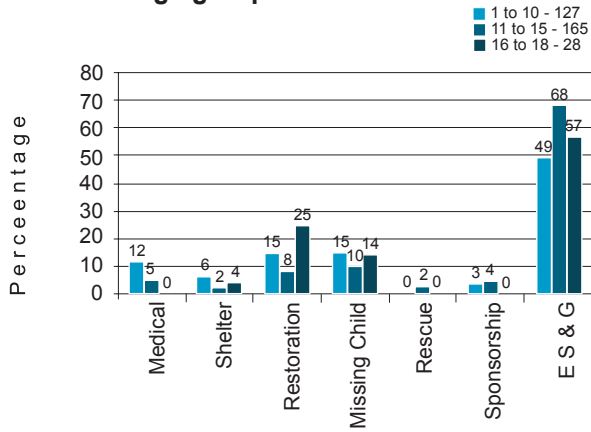
SABUJ SANGH

Nodal Organisation	:	School Of Women's Studies
Collaborative Organisation	:	Sabuj Sangha
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	28,900

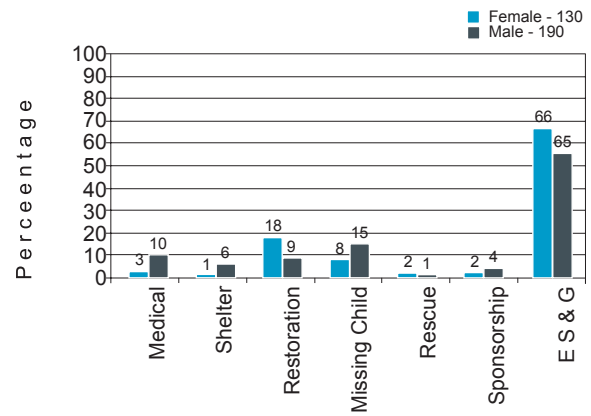
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	37	23
Shelter	11	13
Restoration	41	40
Protection from Abuse (Rescue)	2	3
Death Related	-	-
Sponsorship	15	11
Missing Children	37	39
Emotional Support and Guidance	199	193
Not Documented	-	4
Total - I	342	326
II. Follow-up calls	53	
III. Did not Find	-	
Total I to III	395	
IV. Information		
Information & Referral to Service	120	
Information about CHILDLINE & Volunteers	2,148	
Total - IV	2,268	
V. Others		
Silent	650	
Blank	2,166	
Wrong	343	
Crank/Fun/Abusive	269	
Chat	775	
Phone Testing	347	
Administrative	172	
Personal	75	
Others	-	
Unclassified	2	
Total - V	4,799	
Total I to V	7,462	



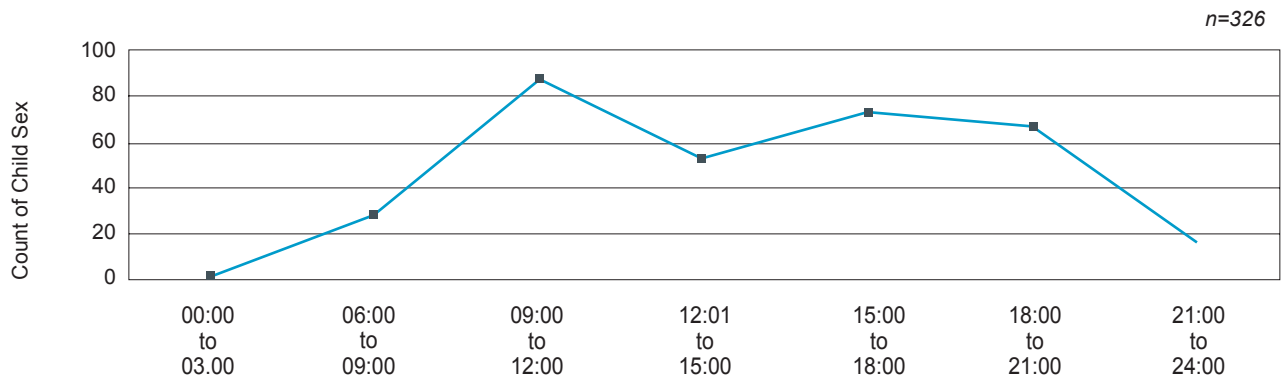
Age group of Children assisted



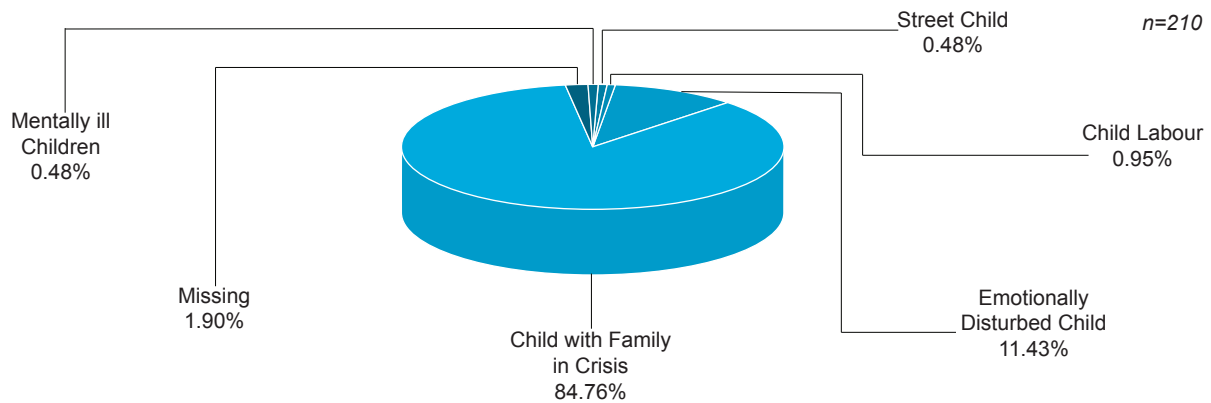
Gender and Problem



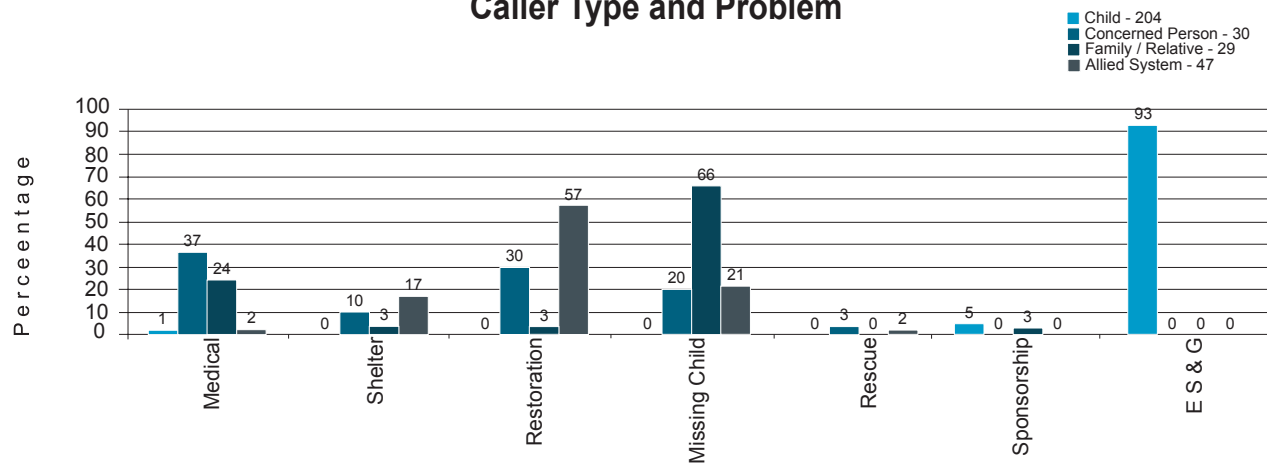
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

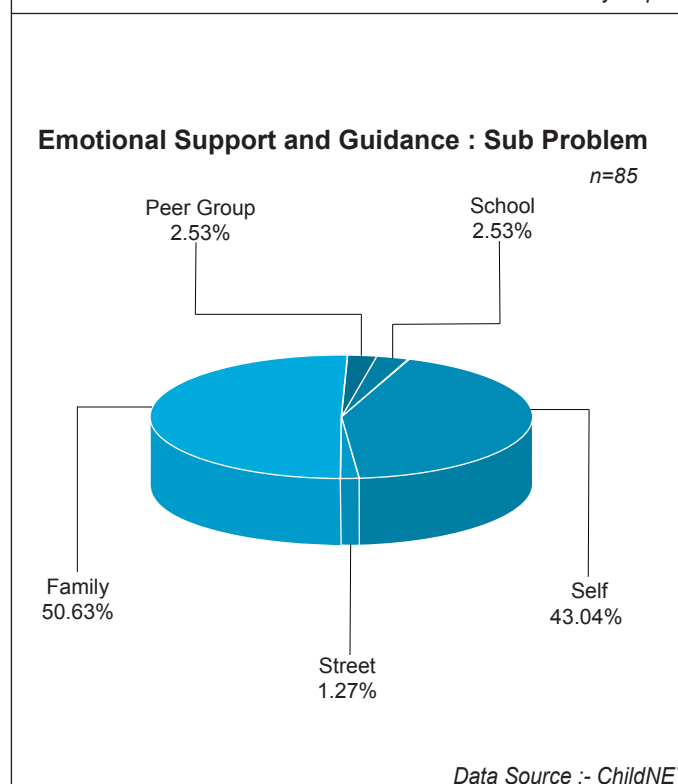
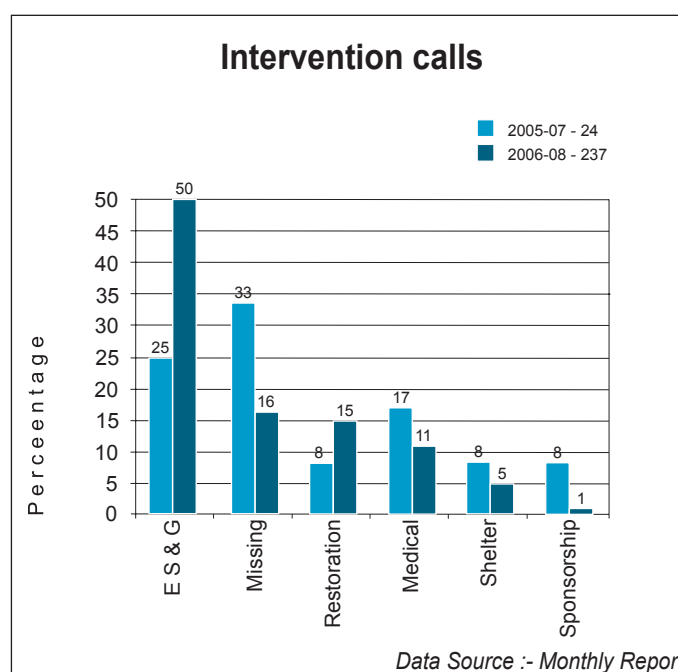


Data Source :- ChildNET

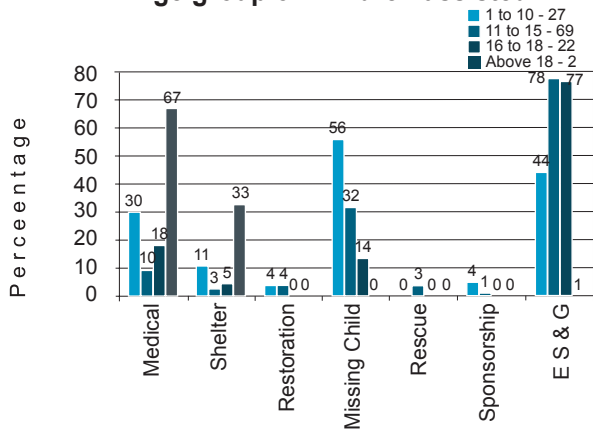
BERHAMPUR, ORISSA

Nodal Organisation	:	-
Collaborative Organisation	:	Indian Society For Rural Development
Support Organisation	:	Organisation for development integrated social & health action (ODISHA) National Institute for Rural Motivation Awareness & Training Activities (NIRMATA)
Date of Inception	:	April - 2006
Total Calls till March 08 Since Inception	:	3,871

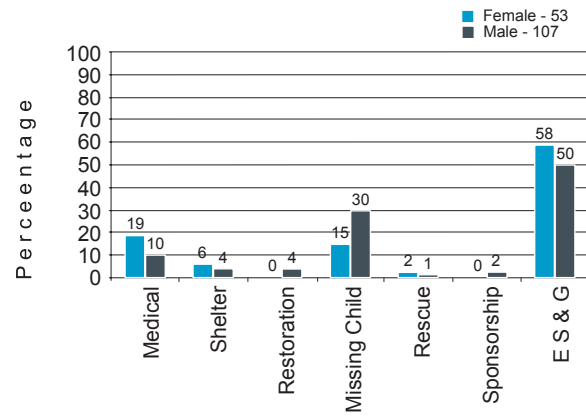
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	25	21
Shelter	13	7
Restoration	36	4
Protection from Abuse (Rescue)	3	2
Death Related	2	2
Sponsorship	2	2
Missing Children	38	40
Emotional Support and Guidance	118	85
Not Documented	-	18
Total - I	237	181
II. Follow-up calls	22	
III. Did not Find	55	
Total I to III	314	
IV. Information		
Information & Referral to Service	67	
Information about CHILDLINE & Volunteers	137	
Total - IV	204	
V. Others		
Silent	368	
Blank	222	
Wrong	361	
Crank/Fun/Abusive	59	
Chat	616	
Phone Testing	319	
Administrative	721	
Personal	173	
Others	44	
Unclassified	18	
Total - V	2,901	
Total I to V	3,419	



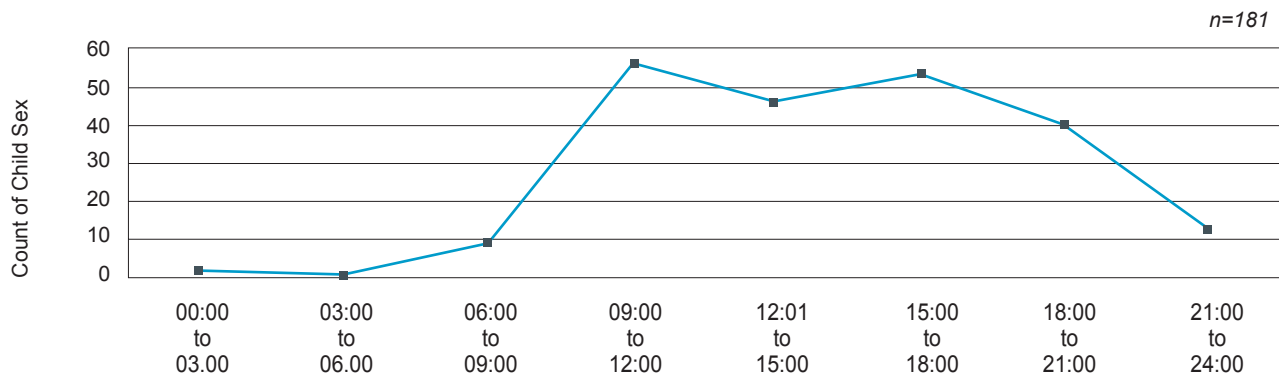
Age group of Children assisted



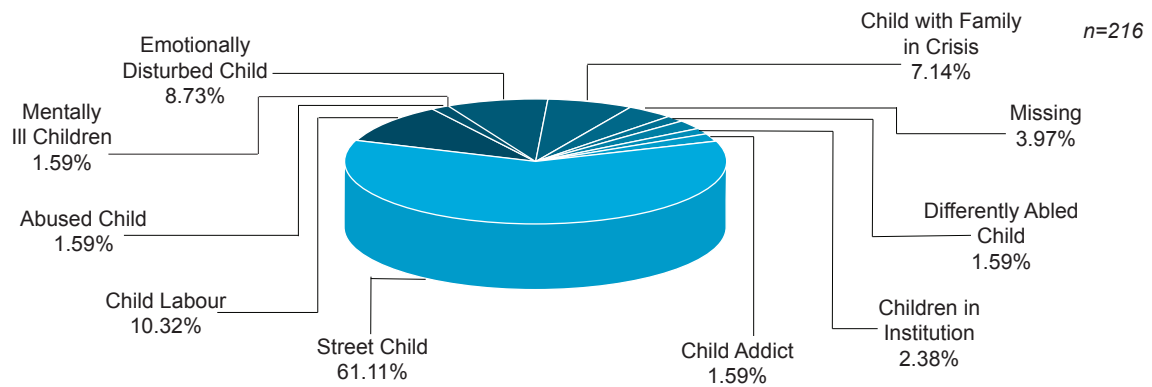
Gender and Problem



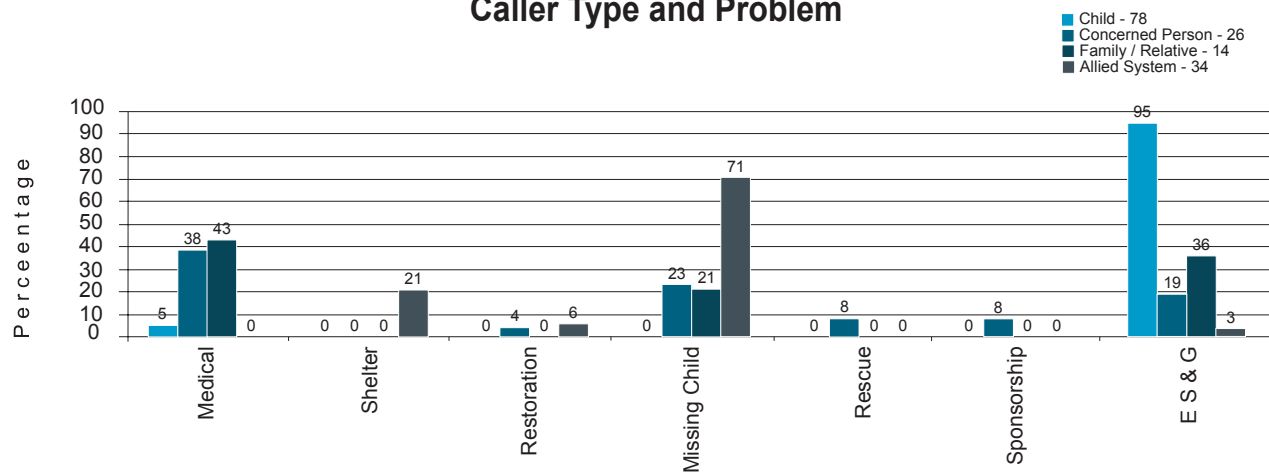
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

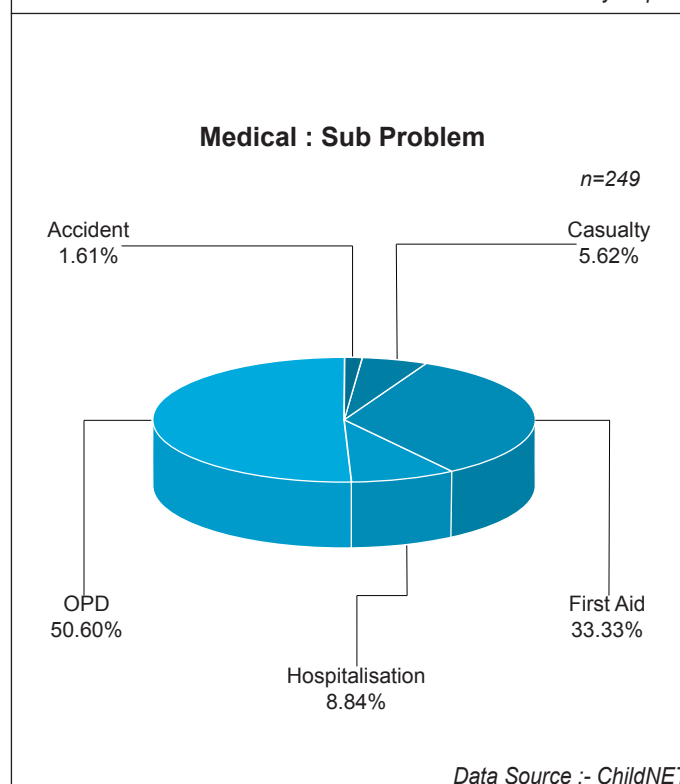
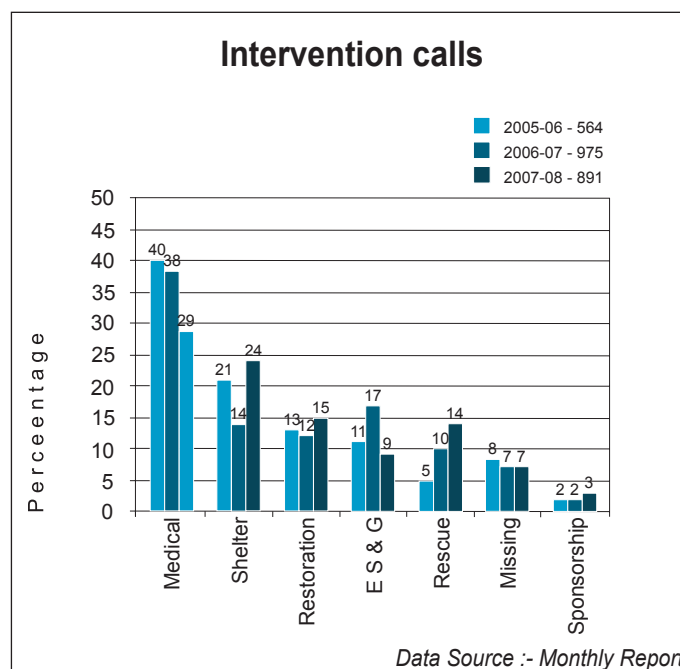


Data Source :- ChildNET

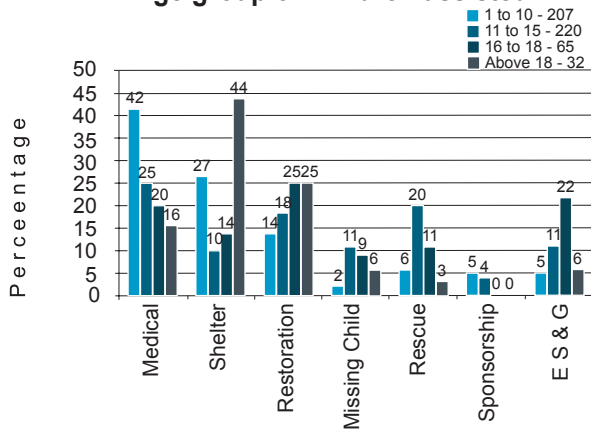
BHUBANESHWAR, ORISSA

Nodal Organisation	:	-
Collaborative Organisation	:	Ruchika Social Service Organisation
Support Organisation	:	-
Date of Inception	:	April - 2000
Total Calls till March 08 Since Inception	:	60,045

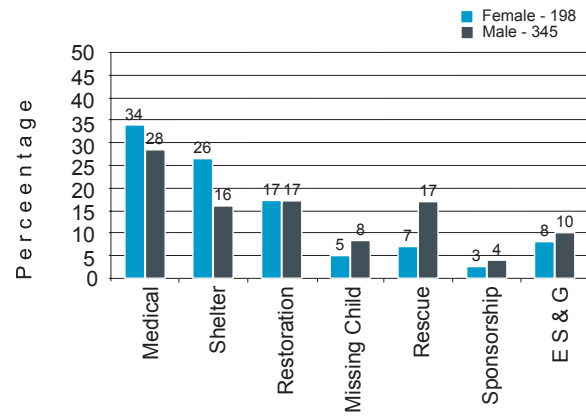
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	254	249
Shelter	212	109
Restoration	130	106
Protection from Abuse (Rescue)	124	72
Death Related	3	1
Sponsorship	27	20
Missing Children	59	45
Emotional Support and Guidance	82	55
Not Documented	-	12
Total - I	891	669
II. Follow-up calls	1,313	
III. Did not Find	10	
Total I to III	2,214	
IV. Information		
Information & Referral to Service	130	
Information about CHILDLINE & Volunteers	1,680	
Total - IV	1,810	
V. Others		
Silent	554	
Blank	789	
Wrong	835	
Crank/Fun/Abusive	555	
Chat	261	
Phone Testing	443	
Administrative	599	
Personal	195	
Others	-	
Unclassified	27	
Total - V	4,258	
Total I to V	8,282	



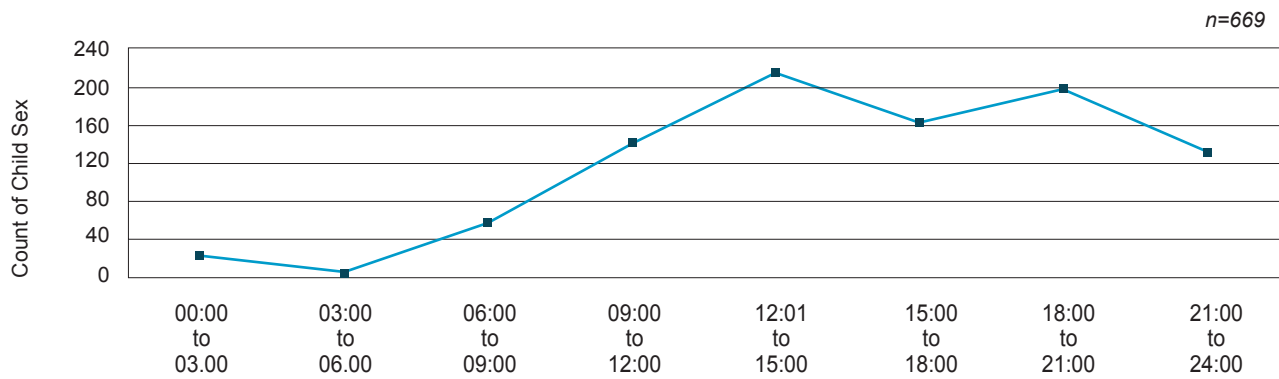
Age group of Children assisted



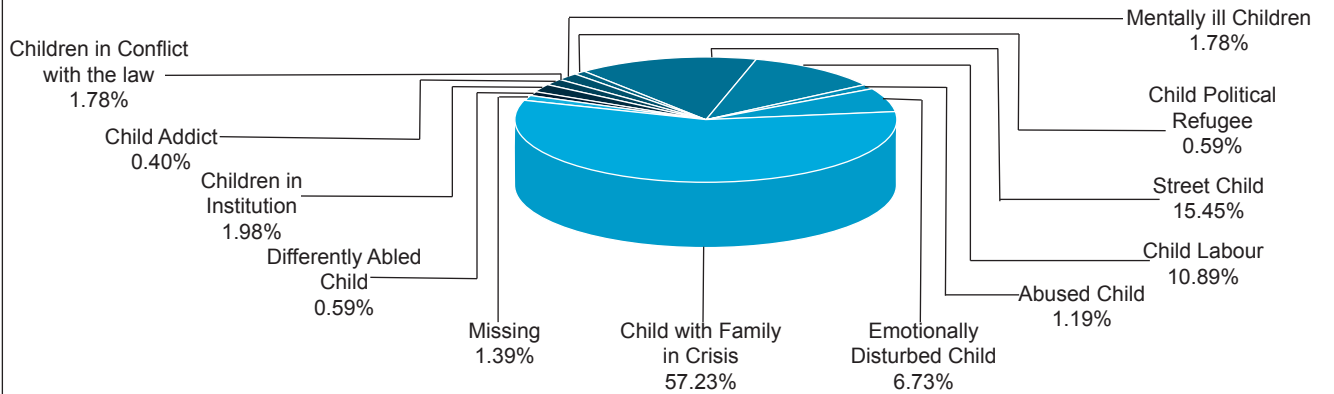
Gender and Problem



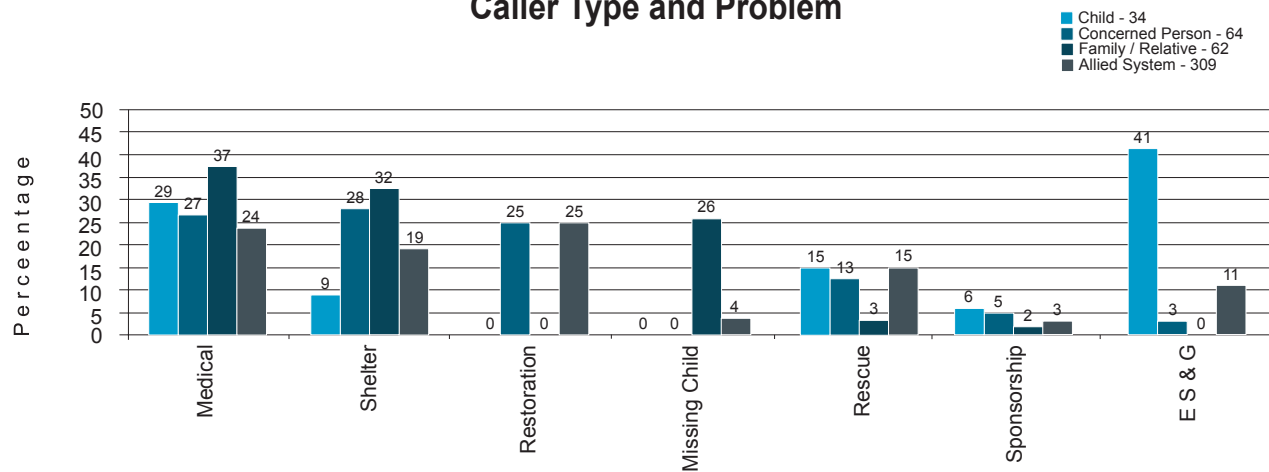
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

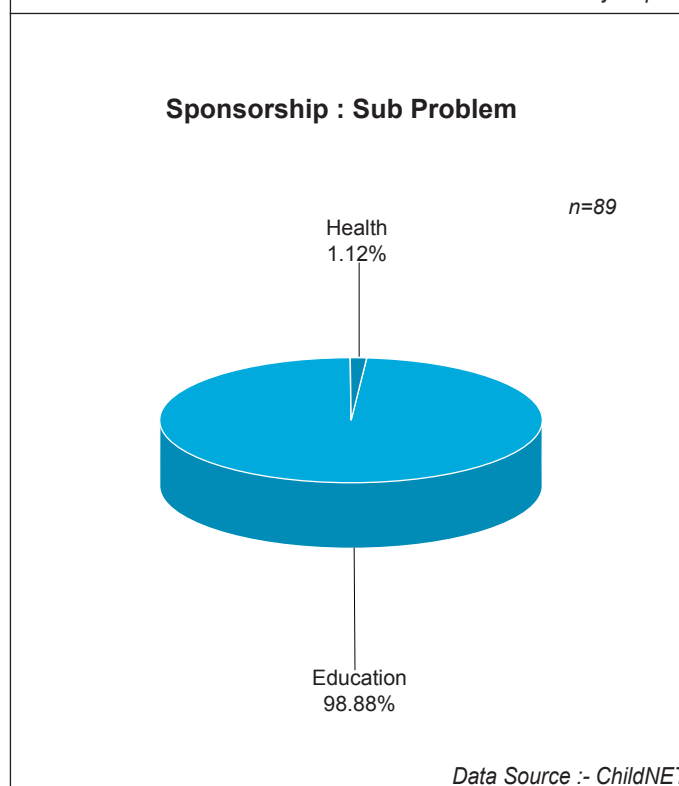
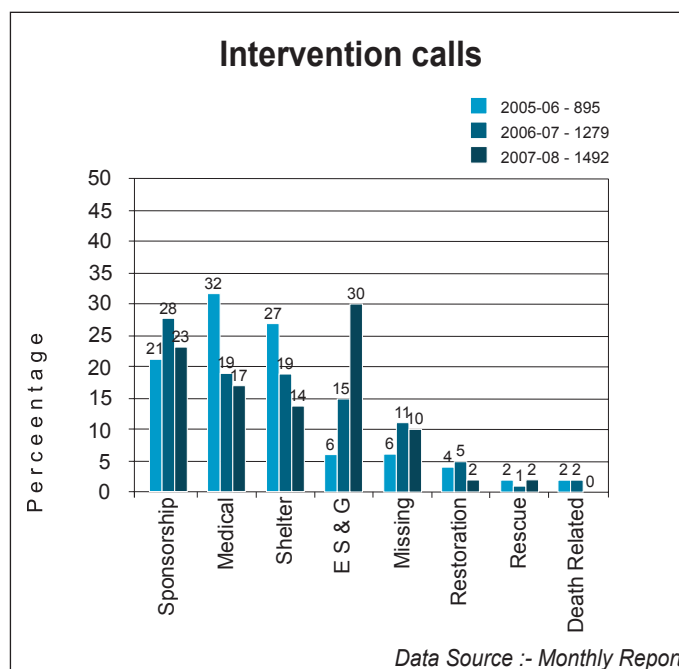


Data Source :- ChildNET

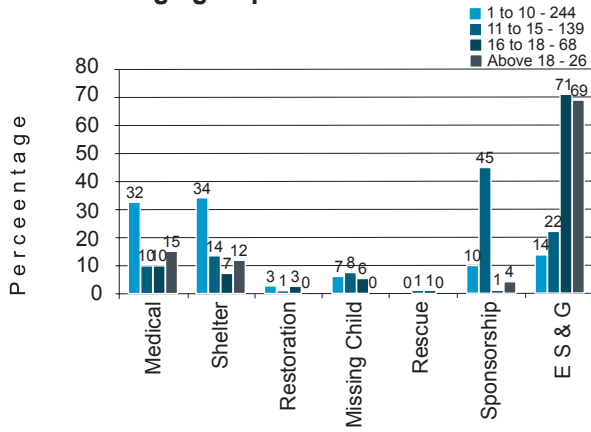
CUTTACK, ORISSA

Nodal Organisation	:	Open Learning System
Collaborative Organisation	:	Basundhara
Support Organisation	:	-
Date of Inception	:	April - 2000
Total Calls till March 08 Since Inception	:	76,770

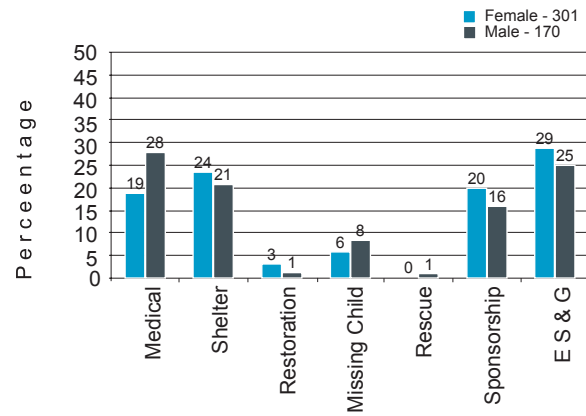
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	258	104
Shelter	214	110
Restoration	33	11
Protection from Abuse (Rescue)	28	2
Death Related	7	-
Sponsorship	350	89
Missing Children	154	31
Emotional Support and Guidance	448	130
Not Documented	-	13
Total - I	1,492	490
II. Follow-up calls	2,153	
III. Did not Find	220	
Total I to III	3,865	
IV. Information		
Information & Referral to Service	2,828	
Information about CHILDLINE & Volunteers	1,176	
Total - IV	4,004	
V. Others		
Silent	1,470	
Blank	963	
Wrong	1,051	
Crank/Fun/Abusive	677	
Chat	-	
Phone Testing	539	
Administrative	826	
Personal	448	
Others	129	
Unclassified	167	
Total - V	6,270	
Total I to V	14,139	



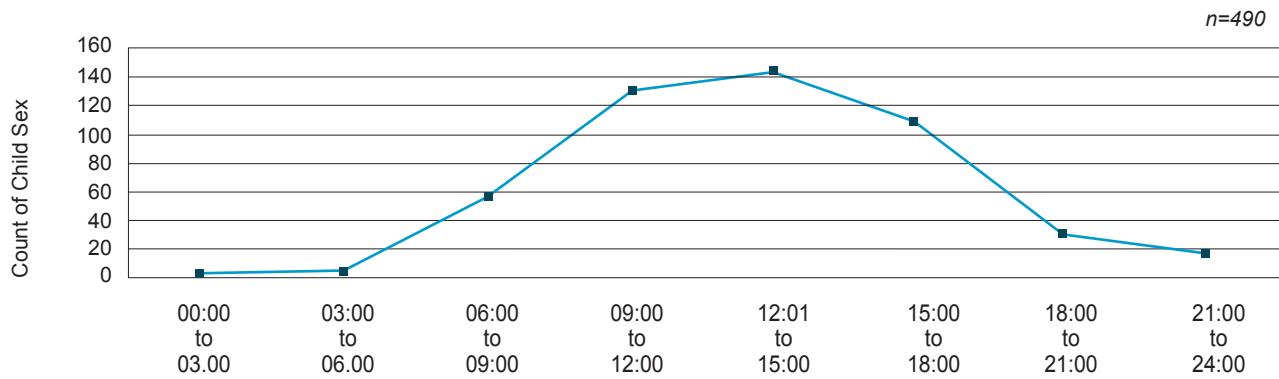
Age group of Children assisted



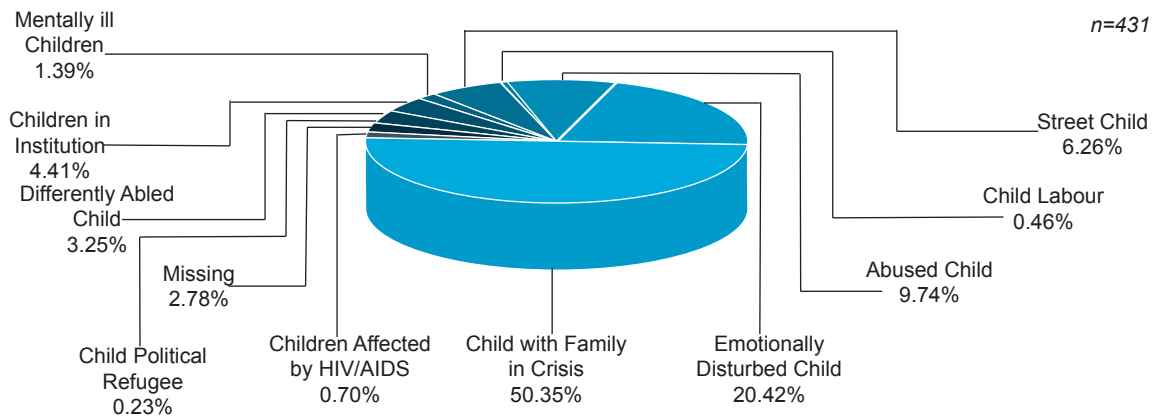
Gender and Problem



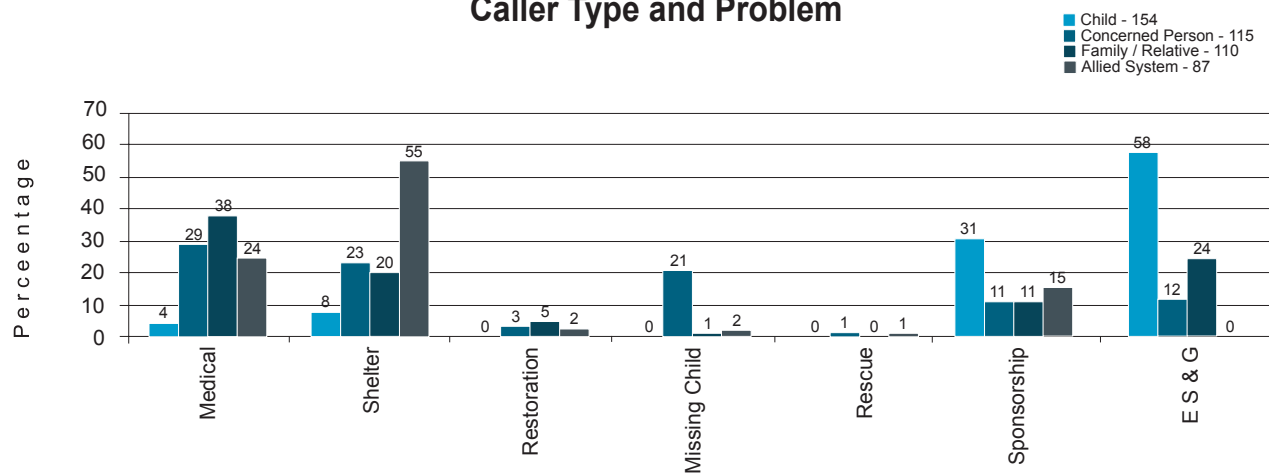
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

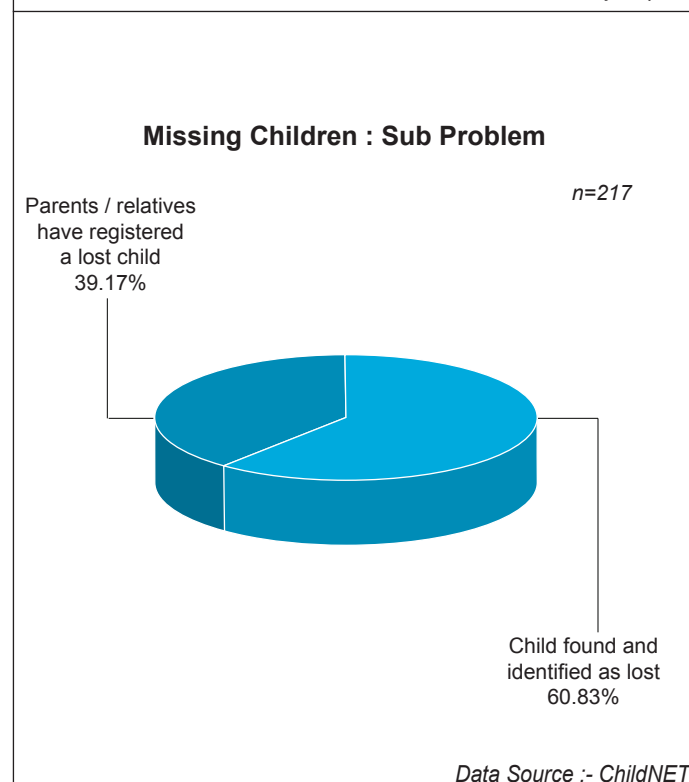
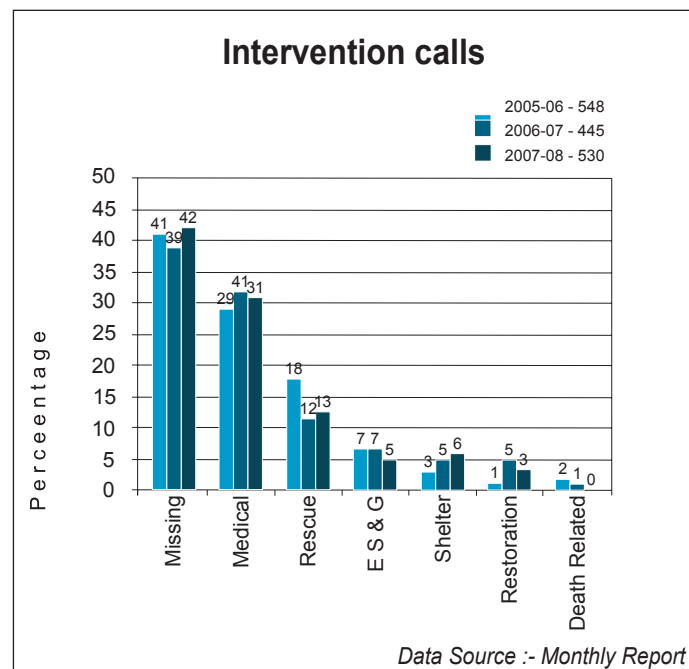


Data Source :- ChildNET

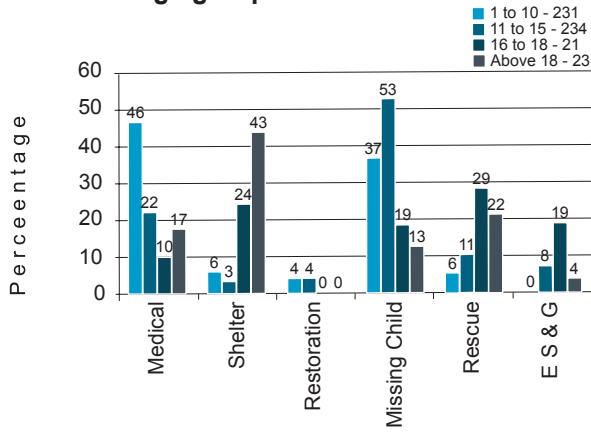
PURI, ORISSA

Nodal Organisation	:	Open Learning System
Collaborative Organisation	:	Rural And Urban Socio-Cultural Help
Support Organisation	:	-
Date of Inception	:	April - 2000
Total Calls till March 08 Since Inception	:	84,006

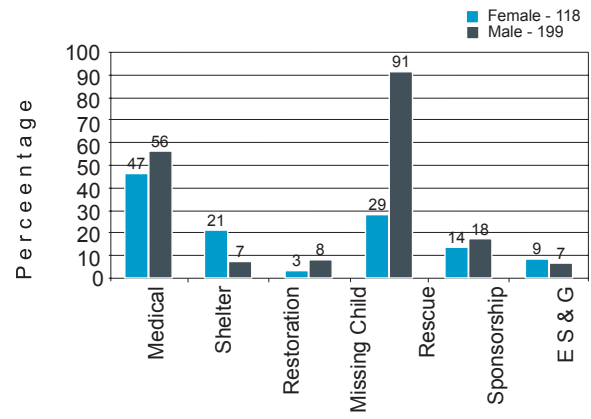
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	163	168
Shelter	31	40
Restoration	17	19
Protection from Abuse (Rescue)	71	51
Death Related	2	2
Sponsorship	-	-
Missing Children	222	217
Emotional Support and Guidance	24	24
Not Documented	-	16
Total - I	530	537
II. Follow-up calls	2,356	
III. Did not Find	7	
Total I to III	2,893	
IV. Information		
Information & Referral to Service	754	
Information about CHILDLINE & Volunteers	1,978	
Total - IV	2,732	
V. Others		
Silent	574	
Blank	1,417	
Wrong	259	
Crank/Fun/Abusive	1,258	
Chat	-	
Phone Testing	1,323	
Administrative	1,012	
Personal	276	
Others	122	
Unclassified	-	
Total - V	6,241	
Total I to V	11,866	



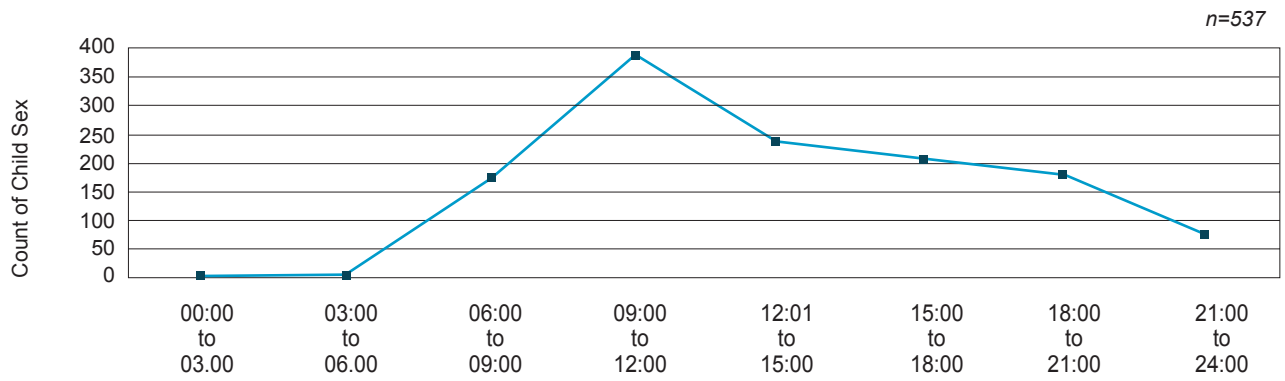
Age group of Children assisted



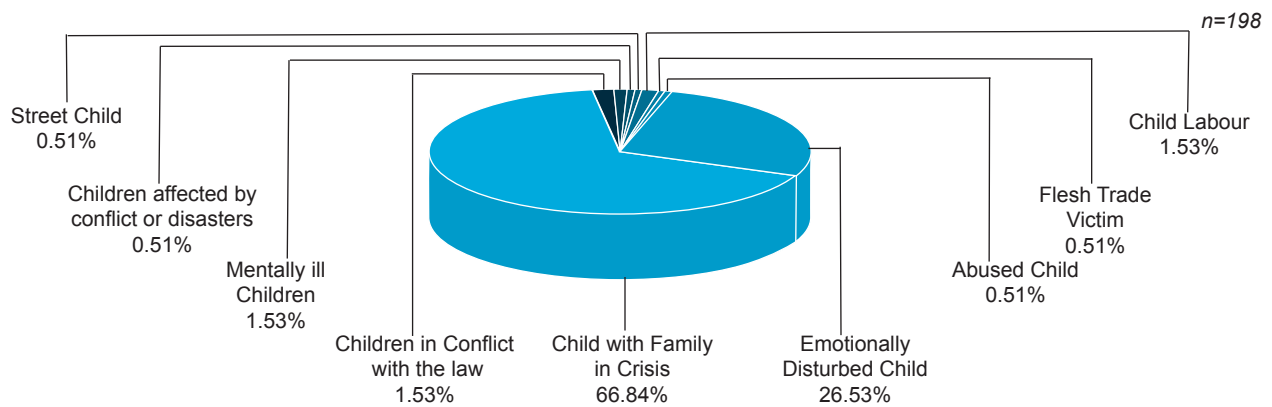
Gender and Problem



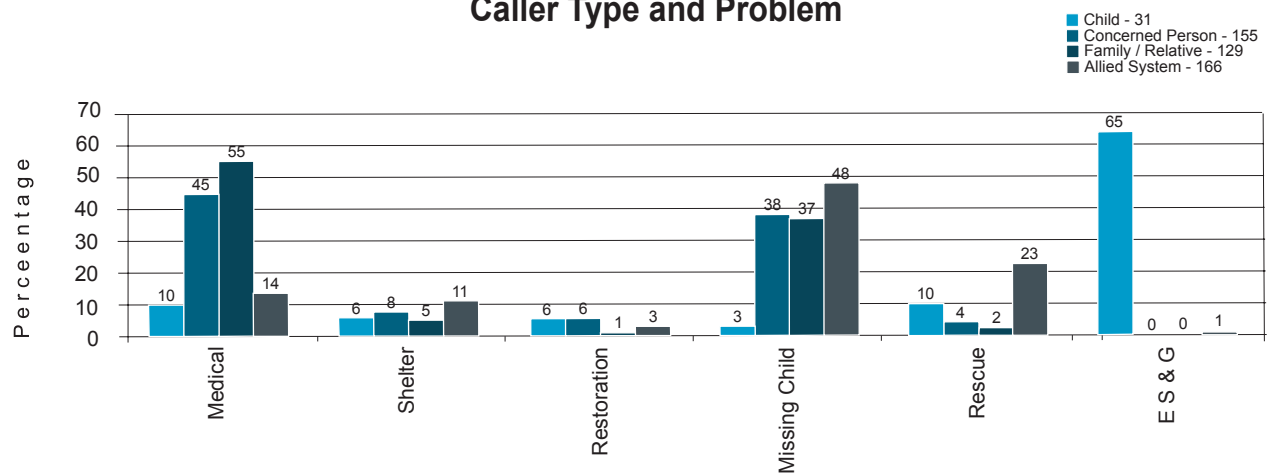
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

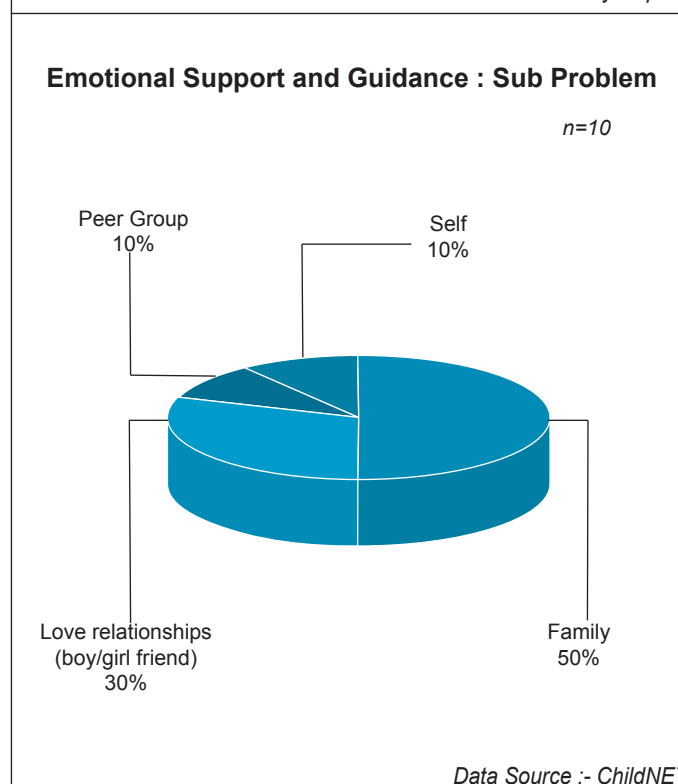
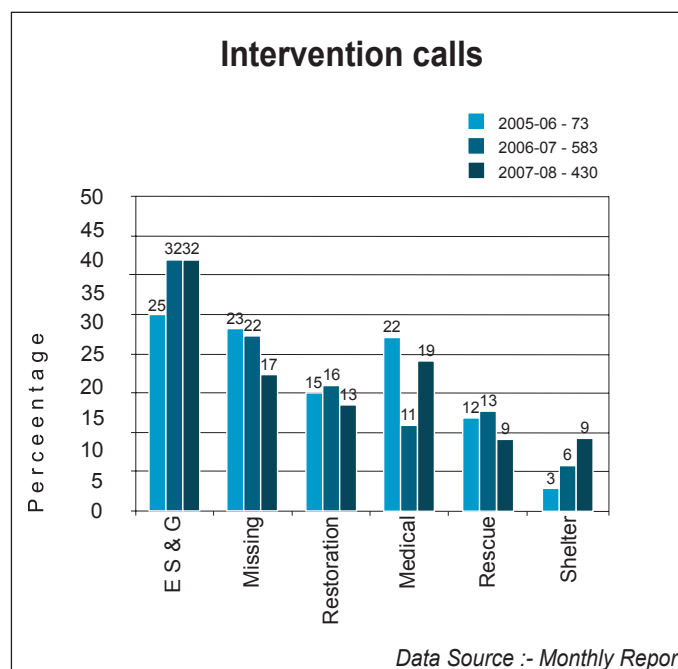


Data Source :- ChildNET

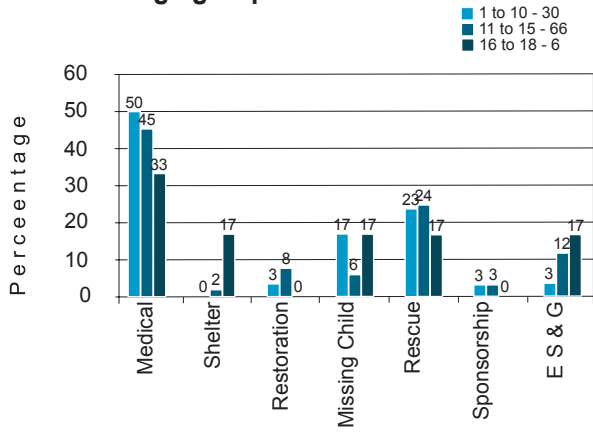
ROURKELA, ORISSA

Nodal Organisation	:	-
Collaborative Organisation	:	Disha
Support Organisation	:	SHRADHA
Date of Inception	:	December - 2004
Total Calls till March 08 Since Inception	:	5,410

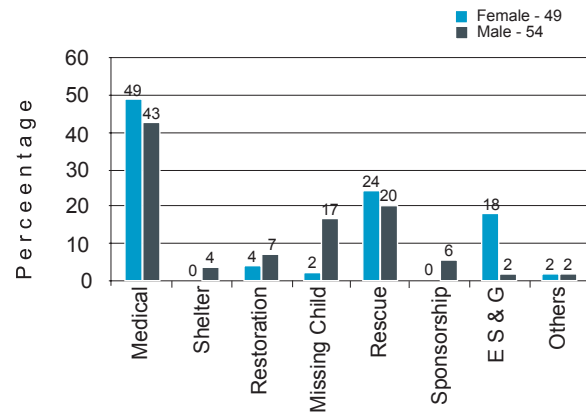
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	81	47
Shelter	39	2
Restoration	58	6
Protection from Abuse (Rescue)	39	24
Death Related	-	-
Sponsorship	-	3
Missing Children	74	10
Emotional Support and Guidance	139	10
Not Documented	-	2
Total - I	430	104
II. Follow-up calls	82	
III. Did not Find	-	
Total I to III	512	
IV. Information		
Information & Referral to Service	59	
Information about CHILDLINE & Volunteers	149	
Total - IV	208	
V. Others		
Silent	87	
Blank	125	
Wrong	270	
Crank/Fun/Abusive	122	
Chat	-	
Phone Testing	160	
Administrative	163	
Personal	139	
Others	-	
Unclassified	10	
Total - V	1,076	
Total I to V	1,796	



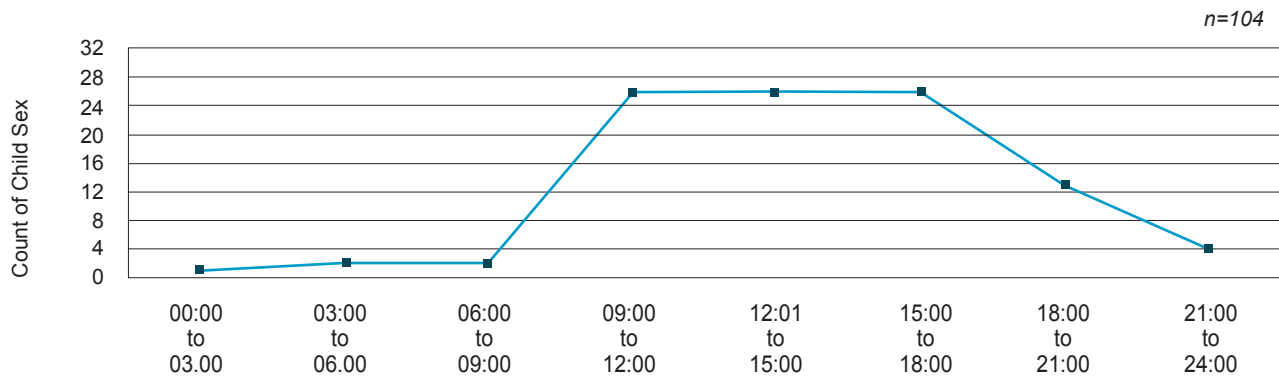
Age group of Children assisted



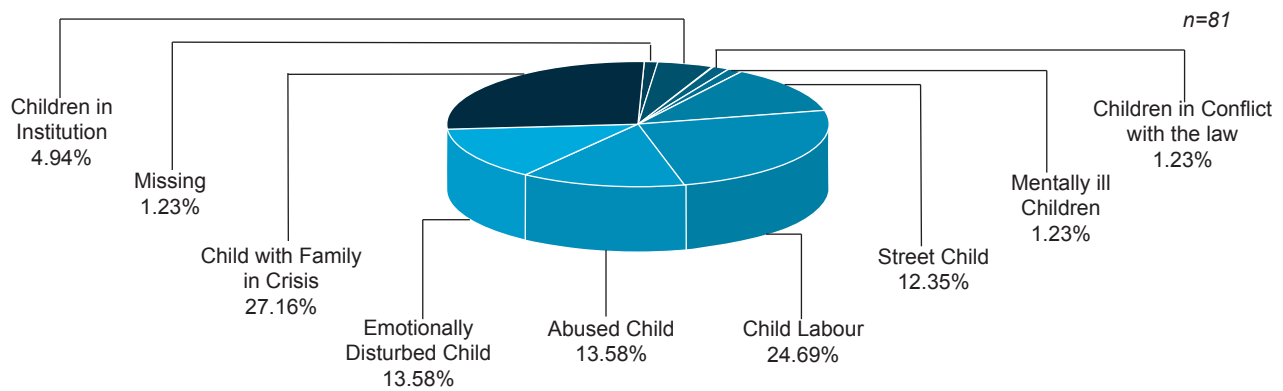
Gender and Problem



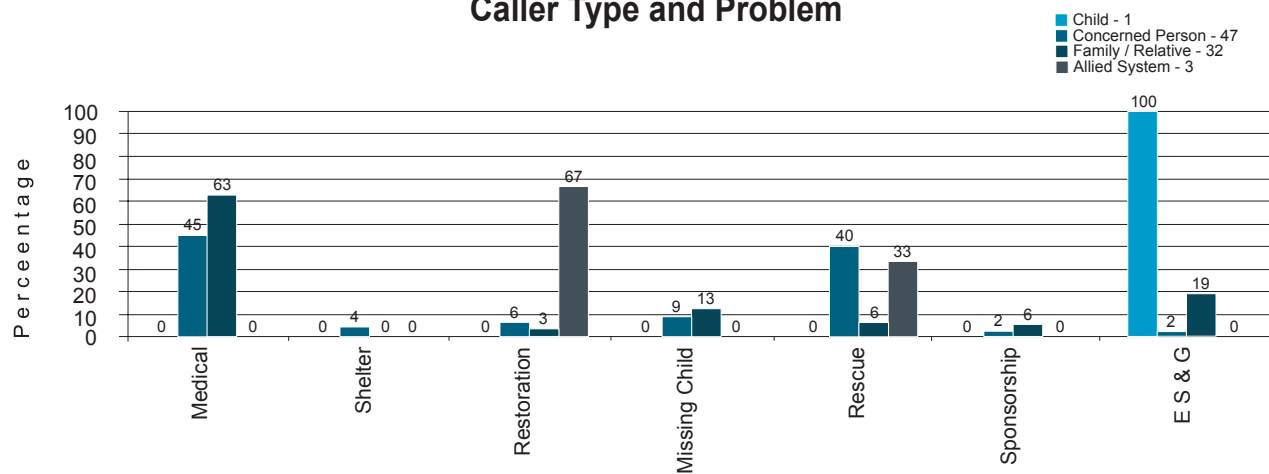
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

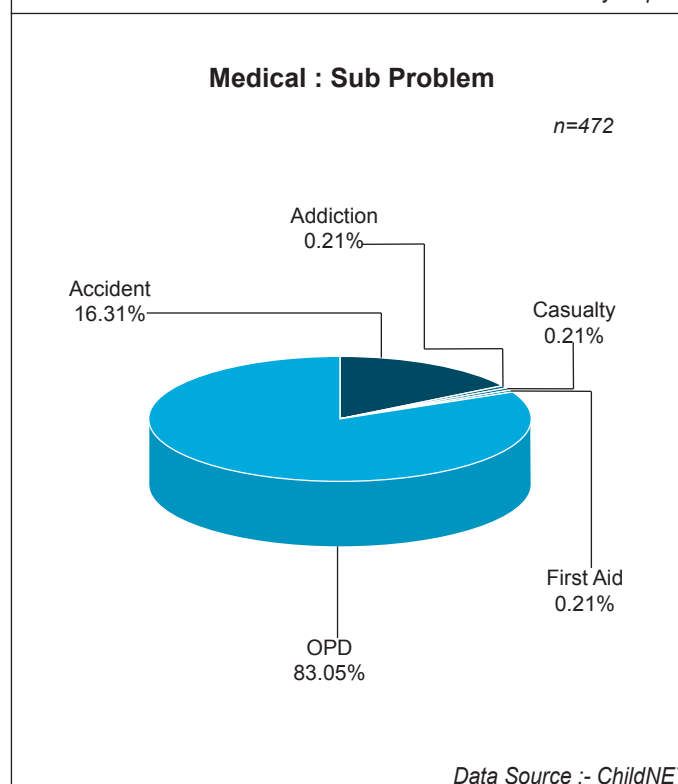
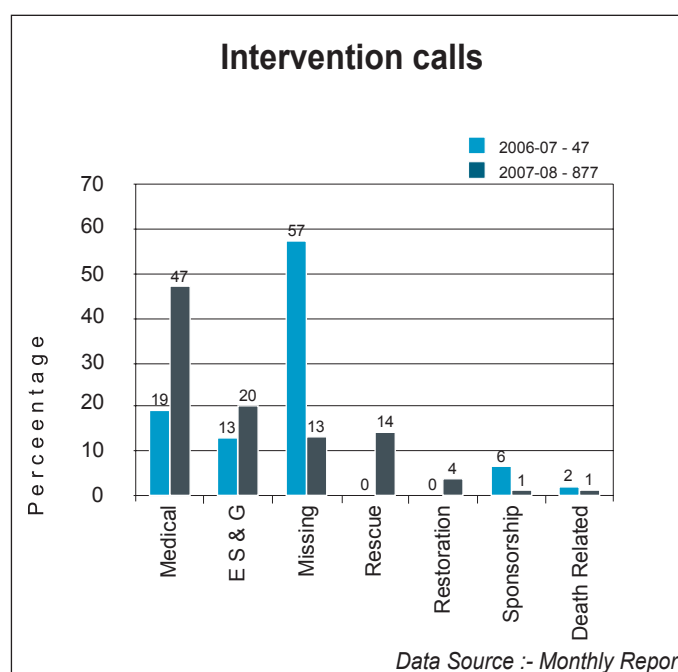


Data Source :- ChildNET

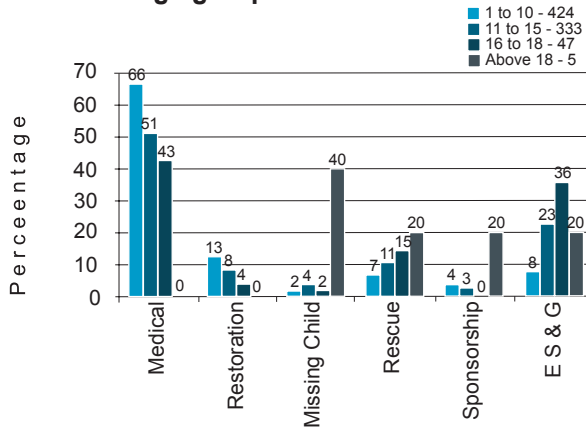
DARBHANGA, BIHAR

Nodal Organisation	:	East & West Educational Society
Collaborative Organisation	:	Kanchan Seva Ashram
Support Organisation	:	-
Date of Inception	:	November - 2006
Total Calls till March 08 Since Inception	:	17,643

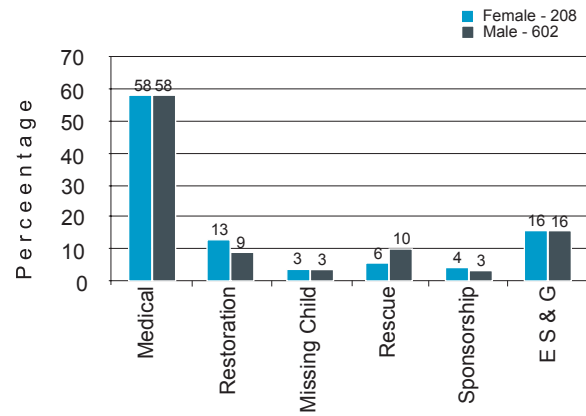
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	414	472
Shelter	4	1
Restoration	32	84
Protection from Abuse (Rescue)	122	74
Death Related	5	7
Sponsorship	10	28
Missing Children	114	23
Emotional Support and Guidance	176	129
Not Documented	-	1
Total - I	877	819
II. Follow-up calls	156	
III. Did not Find	36	
Total I to III	1,069	
IV. Information		
Information & Referral to Service	117	
Information about CHILDLINE & Volunteers	1,898	
Total - IV	2,015	
V. Others		
Silent	1,370	
Blank	1,302	
Wrong	1,199	
Crank/Fun/Abusive	2,629	
Chat	2,071	
Phone Testing	1,427	
Administrative	2,180	
Personal	213	
Others	-	
Unclassified	1	
Total - V	12,392	
Total I to V	15,476	



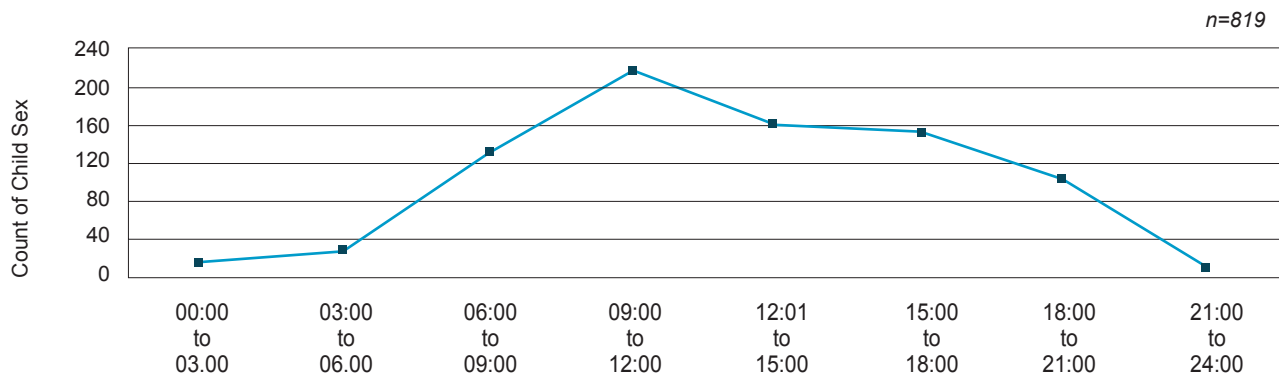
Age group of Children assisted



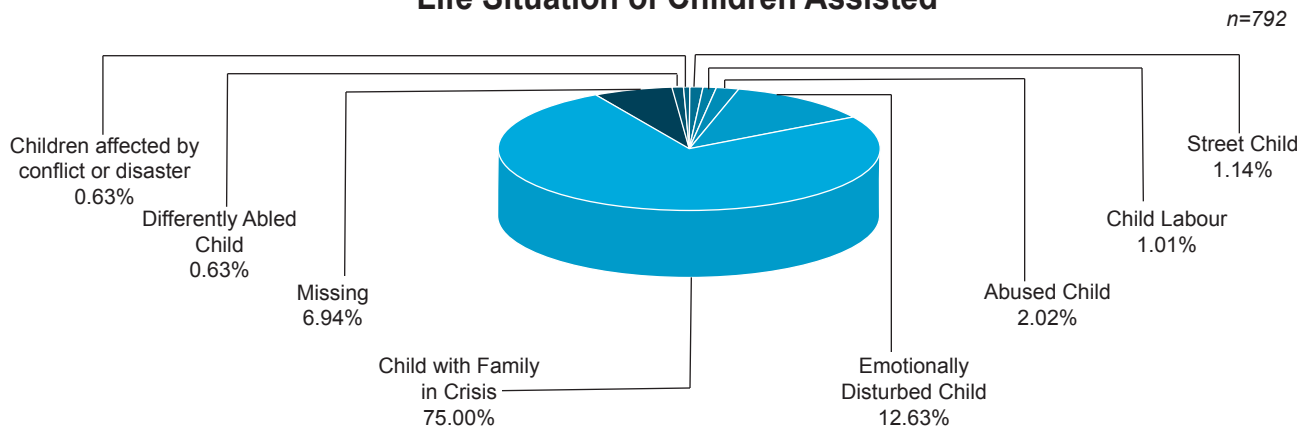
Gender and Problem



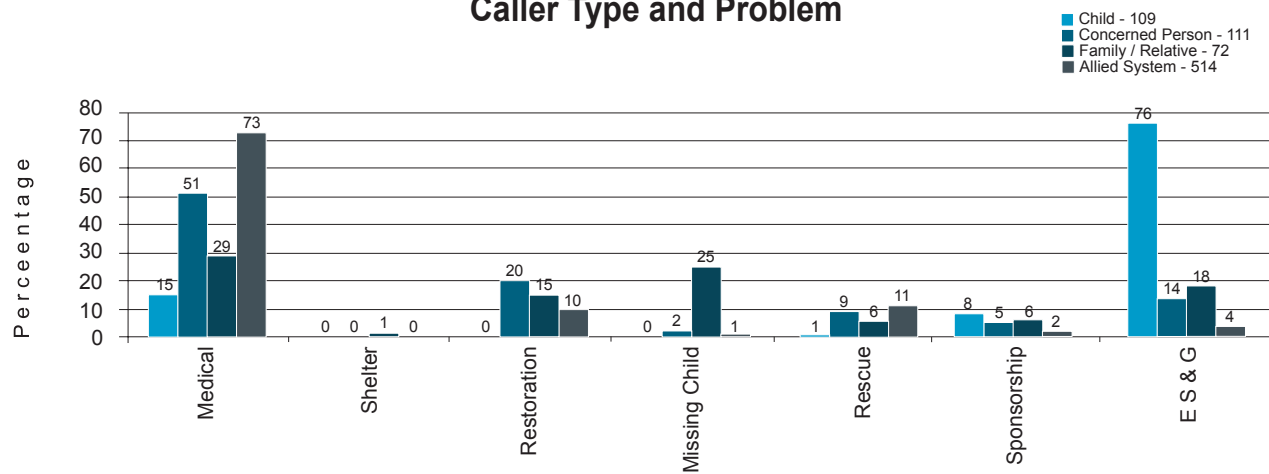
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

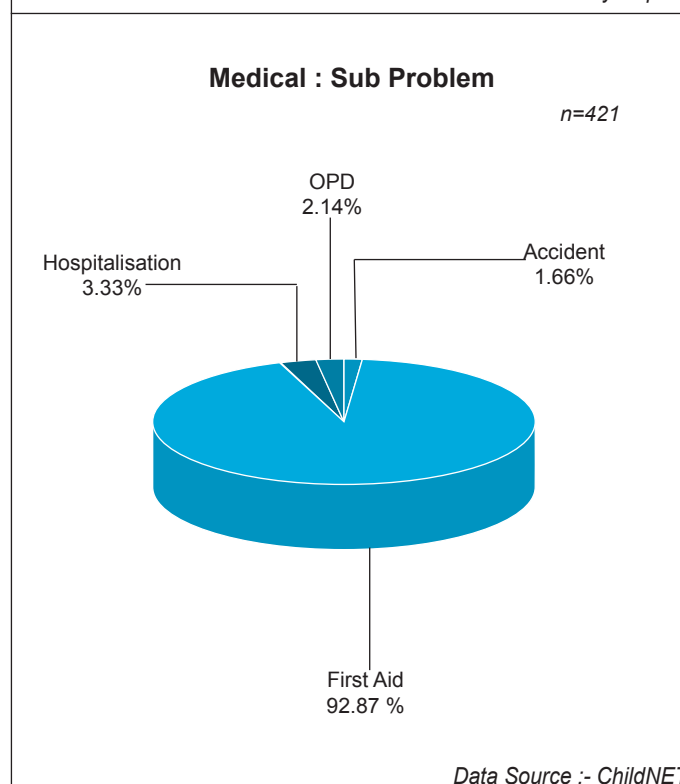
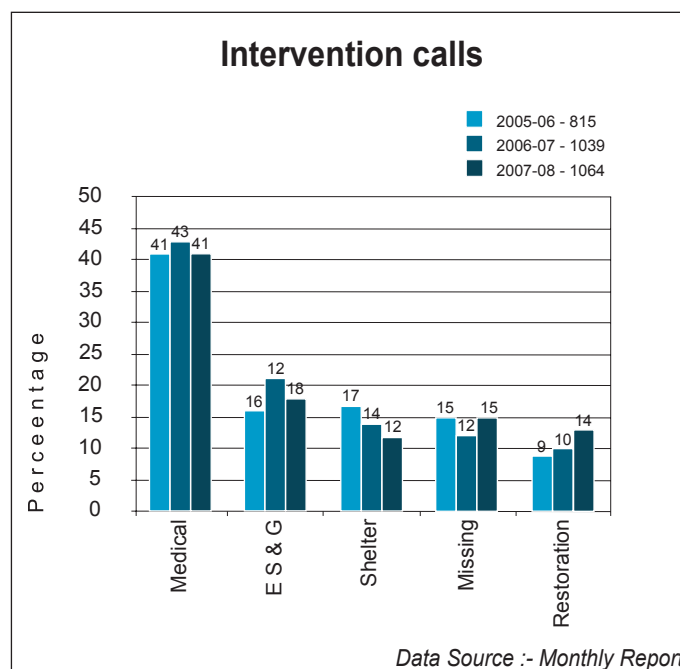


Data Source :- ChildNET

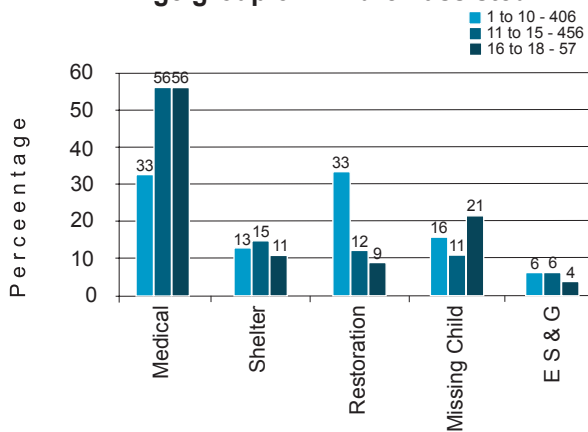
PATNA, BIHAR

Nodal Organisation	:	East & West Educational Society
Collaborative Organisation	:	Bal Sakha, Tripolia Social Service Hospital
Support Organisation	:	-
Date of Inception	:	July - 1999
Total Calls till March 08 Since Inception	:	1,05,872

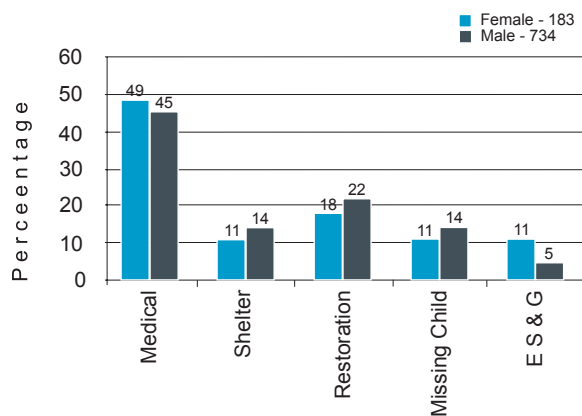
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	437	422
Shelter	129	126
Restoration	146	196
Protection from Abuse (Rescue)	-	-
Death Related	-	-
Sponsorship	1	1
Missing Children	162	125
Emotional Support and Guidance	189	56
Not Documented	-	8
Total - I	1,064	934
II. Follow-up calls	720	
III. Did not Find	19	
Total I to III	1,803	
IV. Information		
Information & Referral to Service	597	
Information about CHILDLINE & Volunteers	2,004	
Total - IV	2,601	
V. Others		
Silent	1,006	
Blank	2,807	
Wrong	2,207	
Crank/Fun/Abusive	1,256	
Chat	536	
Phone Testing	1,214	
Administrative	1,316	
Personal	400	
Others	-	
Unclassified	-	
Total - V	10,742	
Total I to V	15,146	



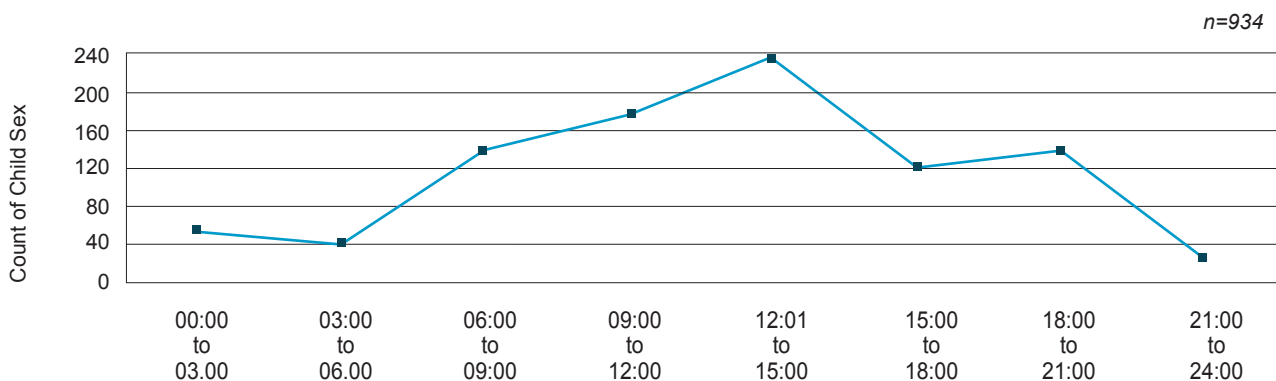
Age group of Children assisted



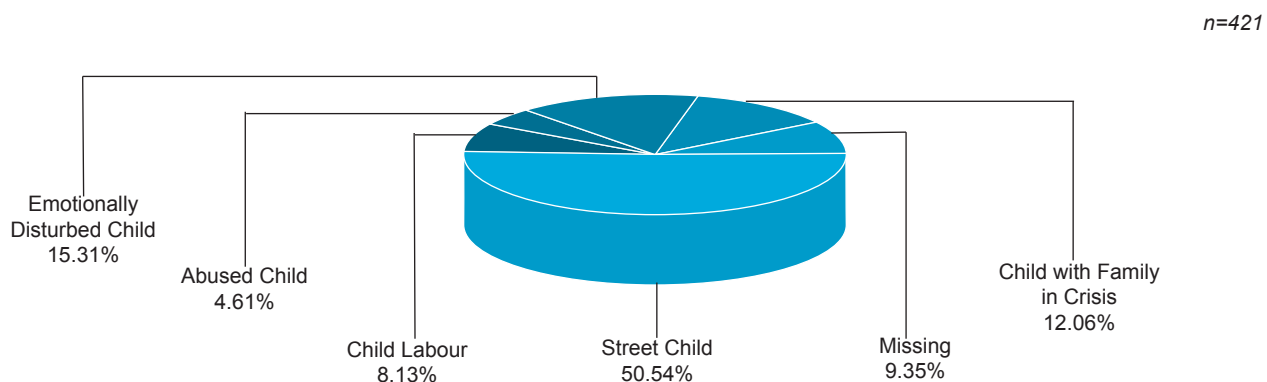
Gender and Problem



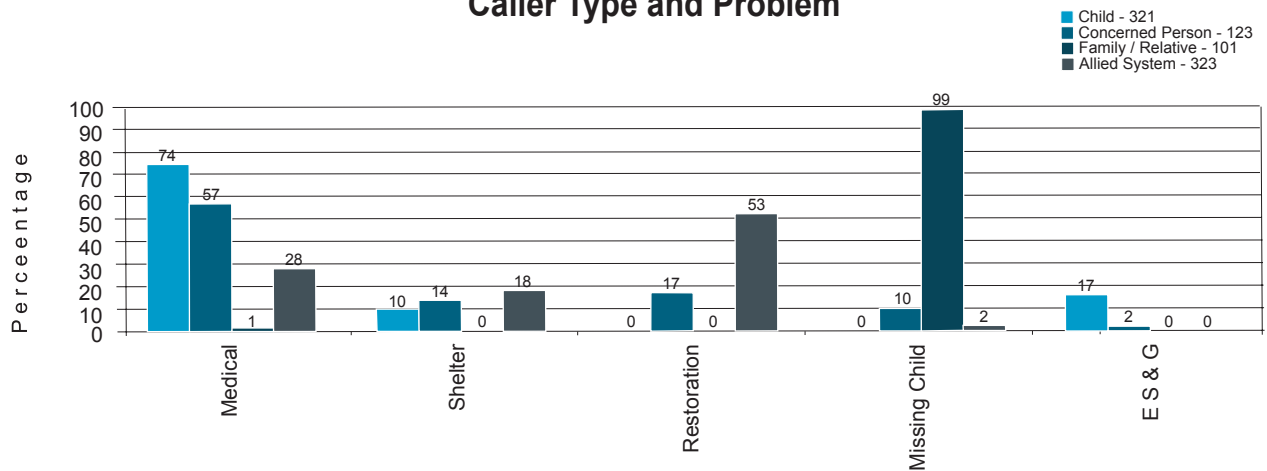
Time of Calls



Life Situation of Children Assisted



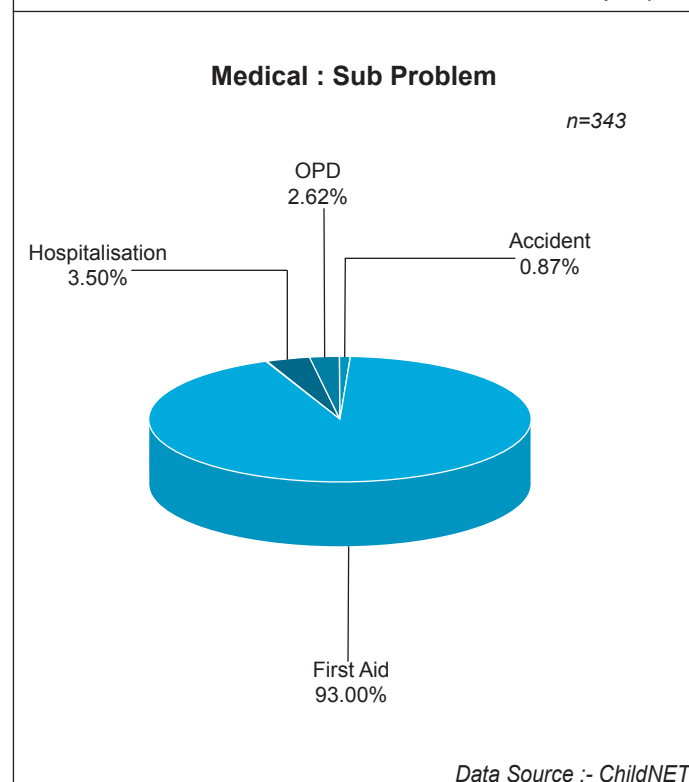
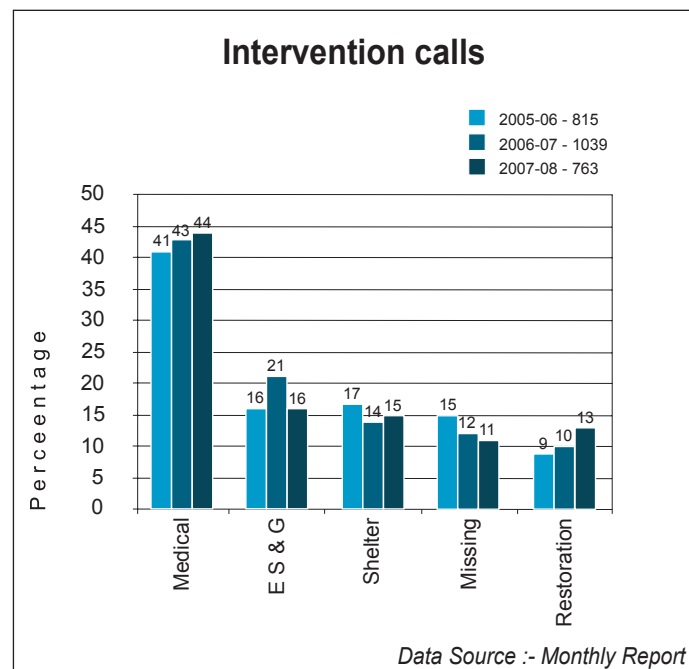
Caller Type and Problem



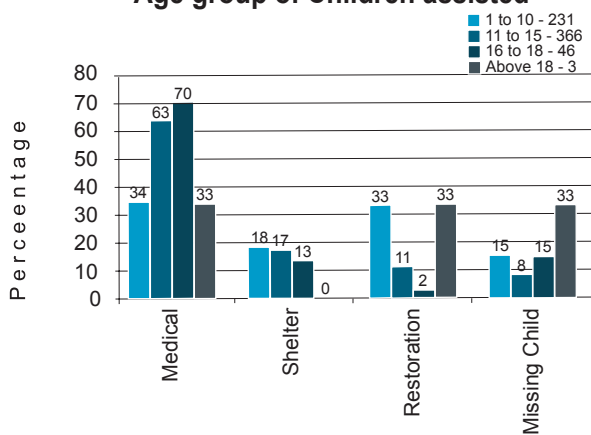
Data Source :- ChildNET

Nodal Organisation	:	East & West Educational Society
Collaborative Organisation	:	Bal Sakha
Support Organisation	:	-
Date of Inception	:	July - 1999
Total Calls till March 08 Since Inception	:	1,05,872

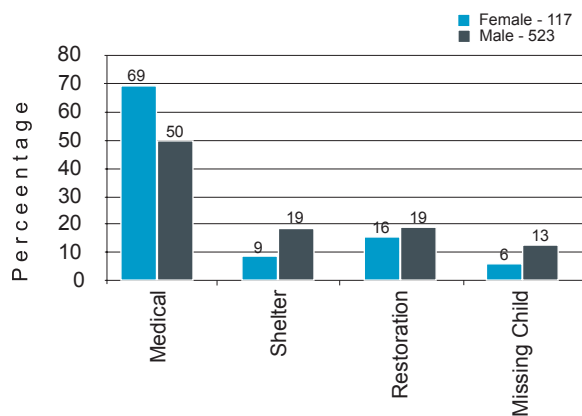
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	335	344
Shelter	117	110
Restoration	103	119
Protection from Abuse (Rescue)	-	-
Death Related	-	-
Sponsorship	1	1
Missing Children	86	73
Emotional Support and Guidance	121	1
Not Documented	-	7
Total - I	763	655
II. Follow-up calls	475	
III. Did not Find	5	
Total I to III	1,243	
IV. Information		
Information & Referral to Service	380	
Information about CHILDLINE & Volunteers	1,684	
Total - IV	2,064	
V. Others		
Silent	791	
Blank	766	
Wrong	718	
Crank/Fun/Abusive	302	
Chat	50	
Phone Testing	710	
Administrative	920	
Personal	364	
Others	-	
Unclassified	-	
Total - V	4,621	
Total I to V	7,928	



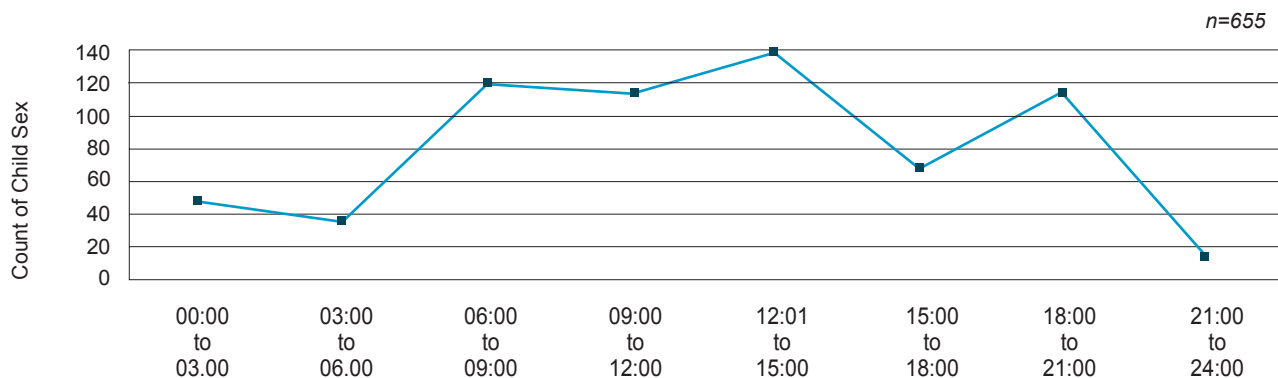
Age group of Children assisted



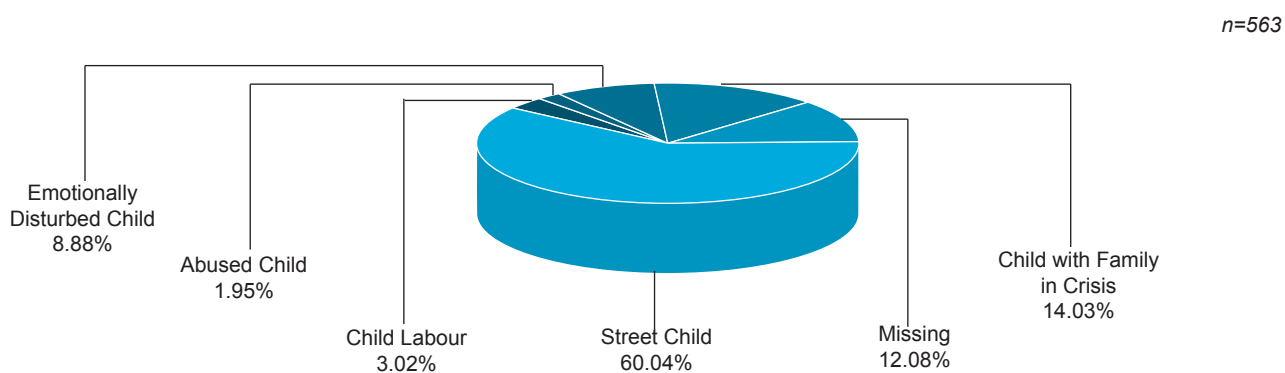
Gender and Problem



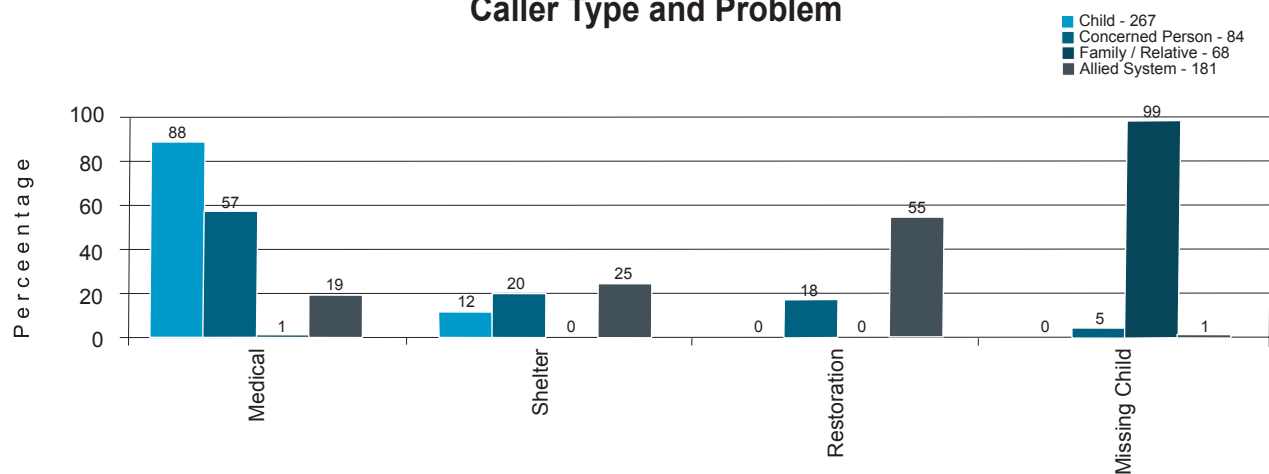
Time of Calls



Life Situation of Children Assisted



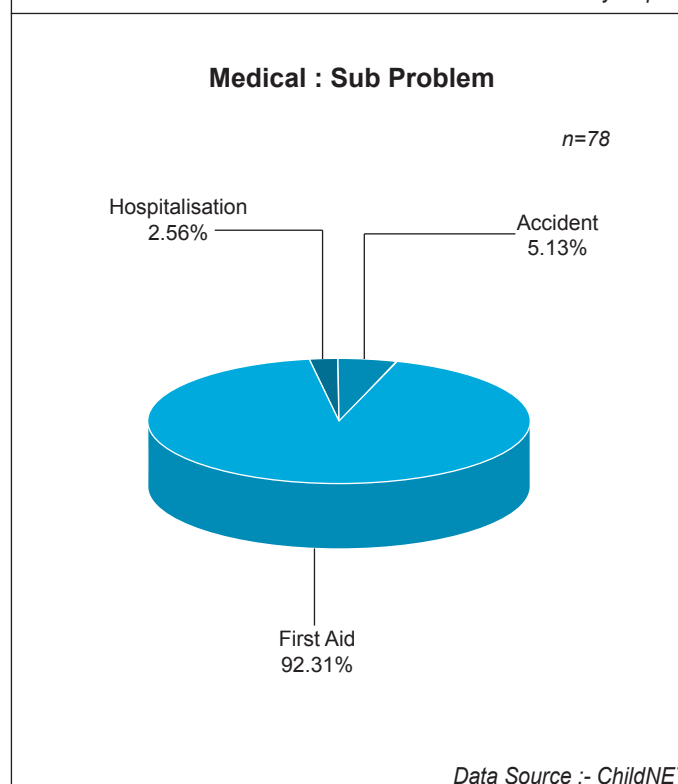
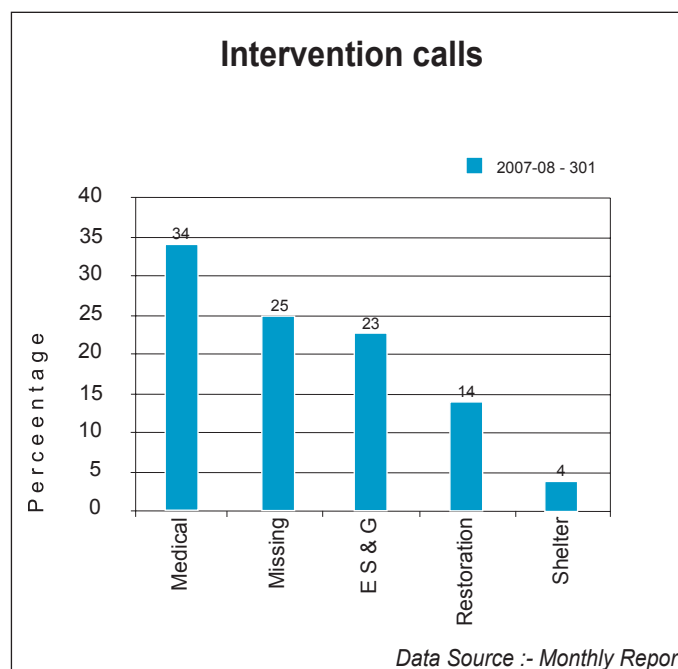
Caller Type and Problem



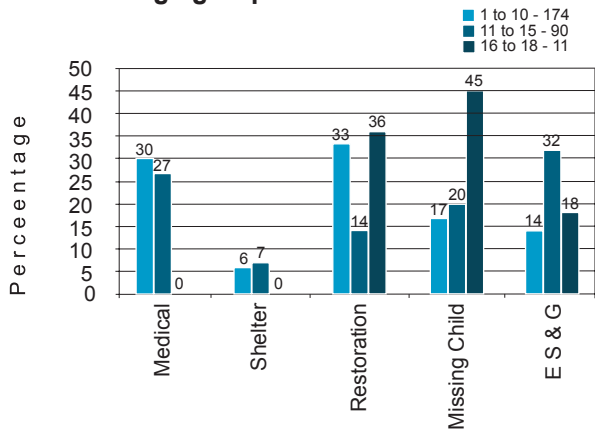
Data Source :- ChildNET

Nodal Organisation	:	East and West Educational Society
Collaborative Organisation	:	Tripolia Social Service Hospital
Support Organisation	:	-
Date of Inception	:	July - 1999
Total Calls till March 08 Since Inception	:	1,05,872

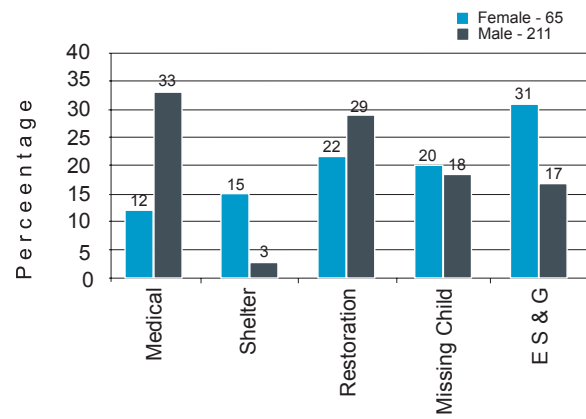
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	102	78
Shelter	12	16
Restoration	43	77
Protection from Abuse (Rescue)	-	-
Death Related	-	-
Sponsorship	-	-
Missing Children	76	52
Emotional Support and Guidance	68	55
Not Documented	-	1
Total - I	301	279
II. Follow-up calls	245	
III. Did not Find	14	
Total I to III	560	
IV. Information		
Information & Referral to Service	217	
Information about CHILDLINE & Volunteers	320	
Total - IV	537	
V. Others		
Silent	215	
Blank	2,041	
Wrong	1,489	
Crank/Fun/Abusive	954	
Chat	486	
Phone Testing	504	
Administrative	396	
Personal	36	
Others	-	
Unclassified	-	
Total - V	6,121	
Total I to V	7,218	



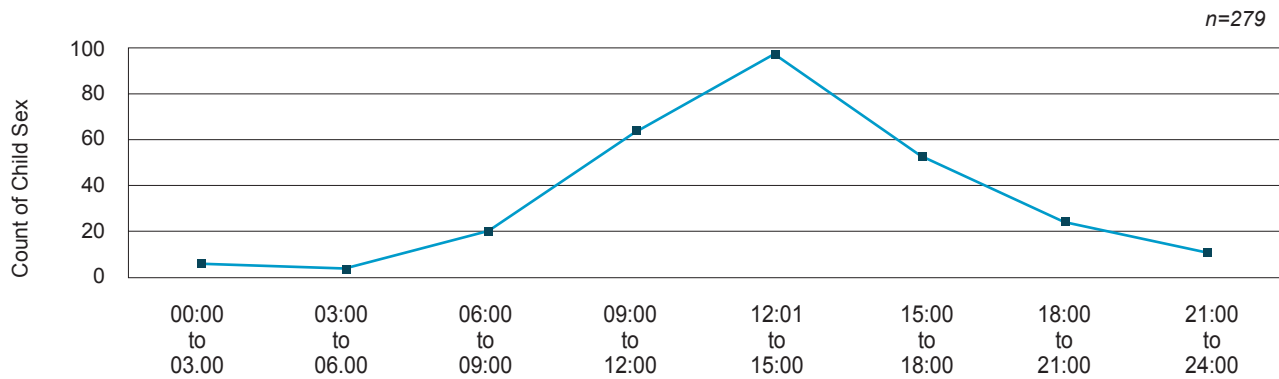
Age group of Children assisted



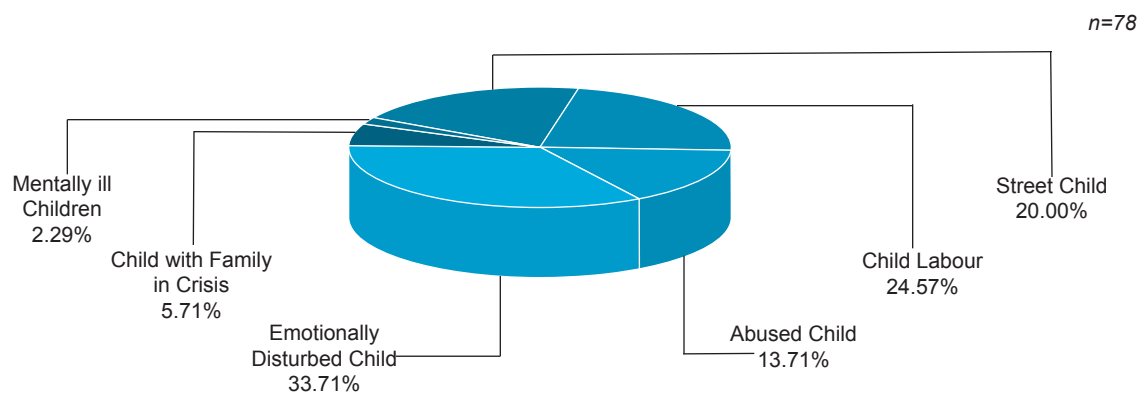
Gender and Problem



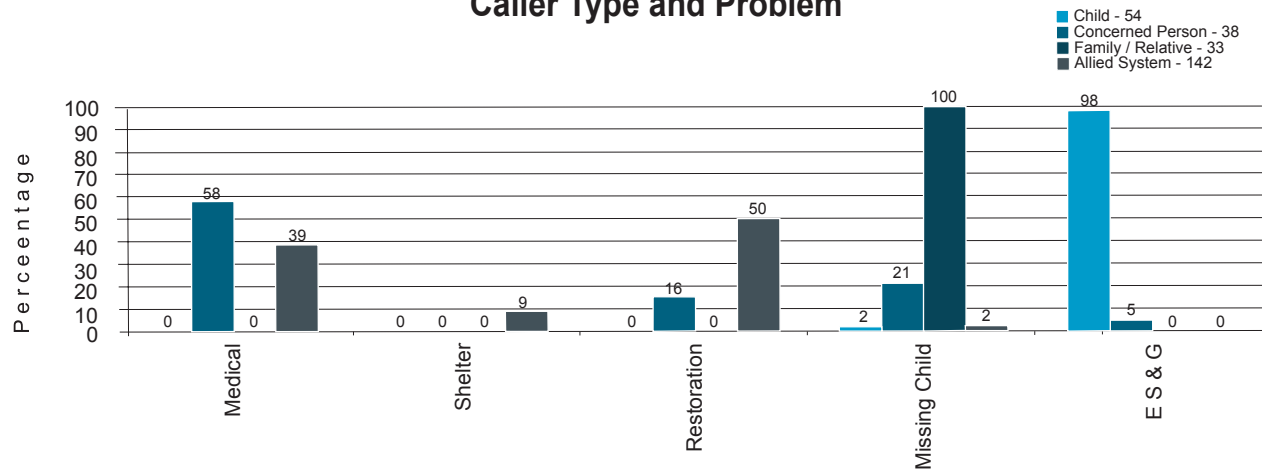
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

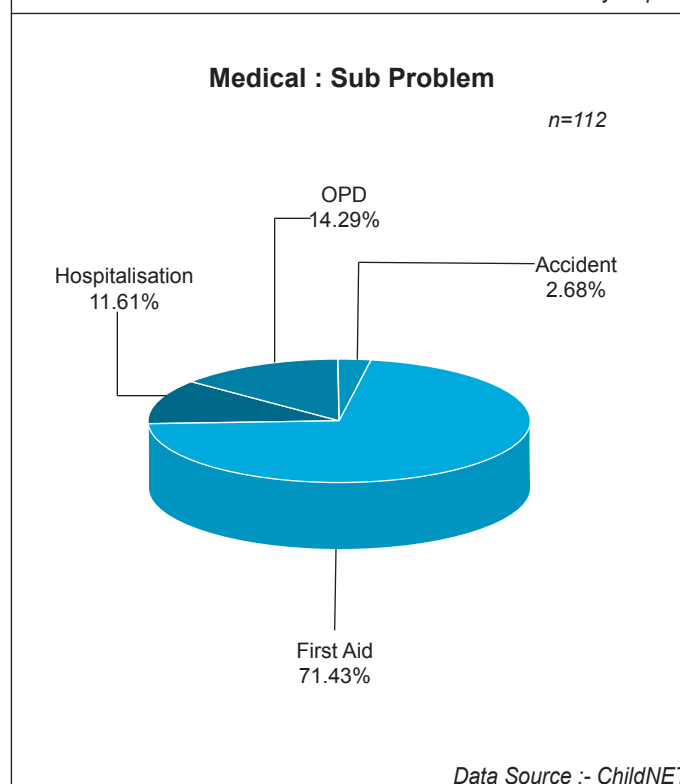
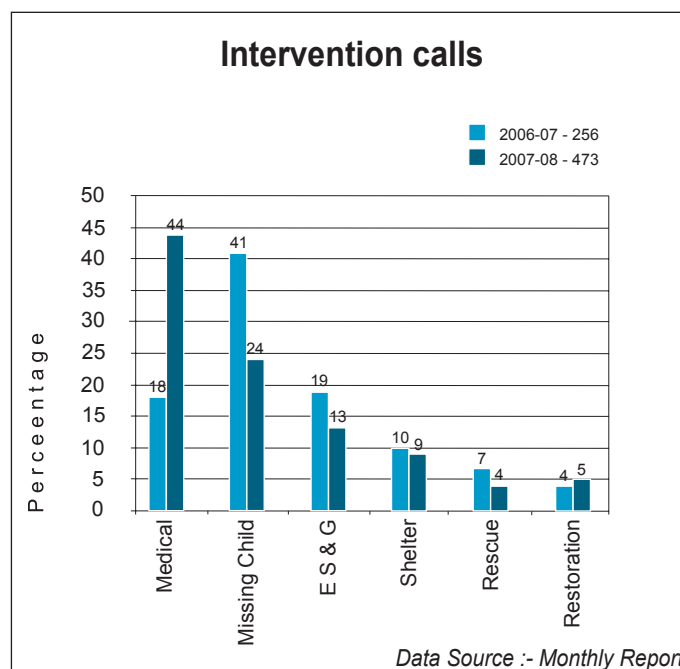


Data Source :- ChildNET

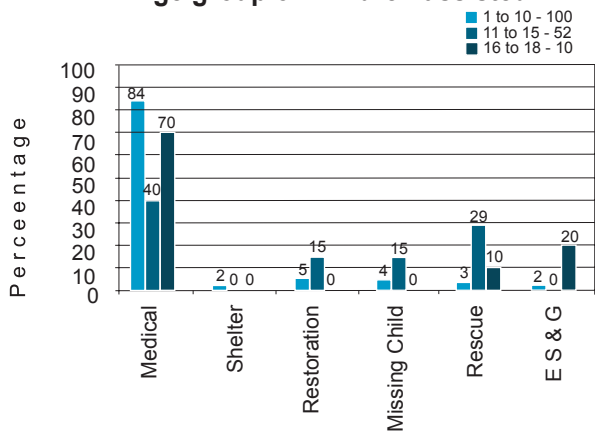
SITAMARHI, BIHAR

Nodal Organisation	:	East and West Educational Society
Collaborative Organisation	:	Pratham
Support Organisation	:	-
Date of Inception	:	April - 2006
Total Calls till March 08 Since Inception	:	22,361

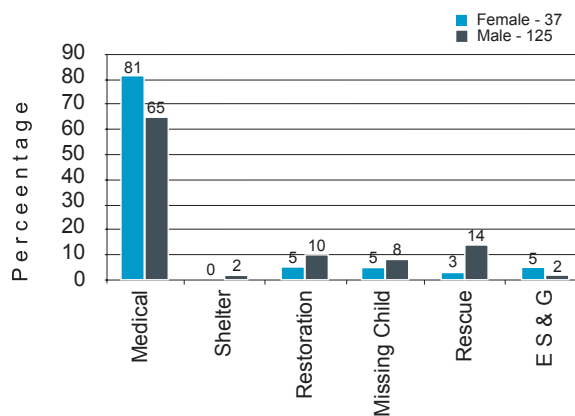
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	207	112
Shelter	43	2
Restoration	24	14
Protection from Abuse (Rescue)	19	19
Death Related	2	-
Sponsorship	2	-
Missing Children	114	12
Emotional Support and Guidance	62	4
Not Documented	-	5
Total - I	473	168
II. Follow-up calls	264	
III. Did not Find	28	
Total I to III	765	
IV. Information		
Information & Referral to Service	113	
Information about CHILDLINE & Volunteers	97	
Total - IV	210	
V. Others		
Silent	2,937	
Blank	5,703	
Wrong	654	
Crank/Fun/Abusive	1,397	
Chat	352	
Phone Testing	733	
Administrative	674	
Personal	546	
Others	-	
Unclassified	-	
Total - V	12,996	
Total I to V	13,971	



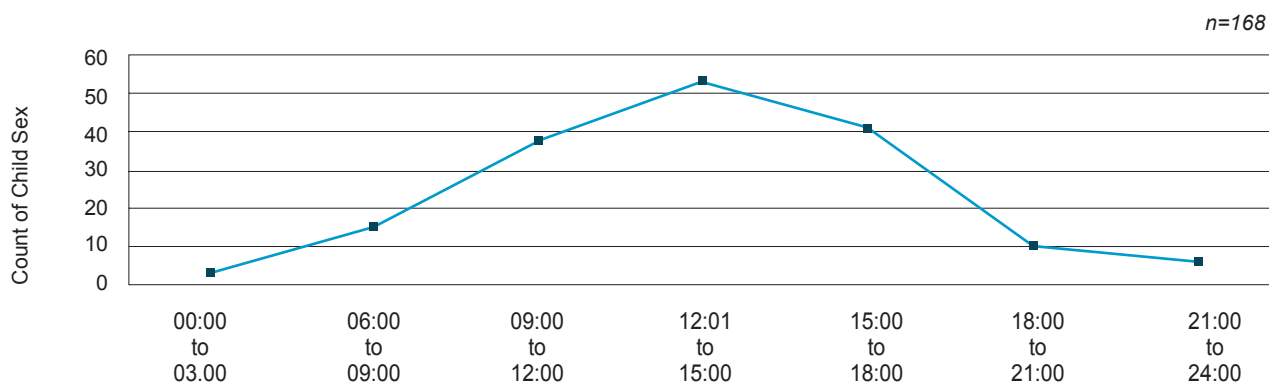
Age group of Children assisted



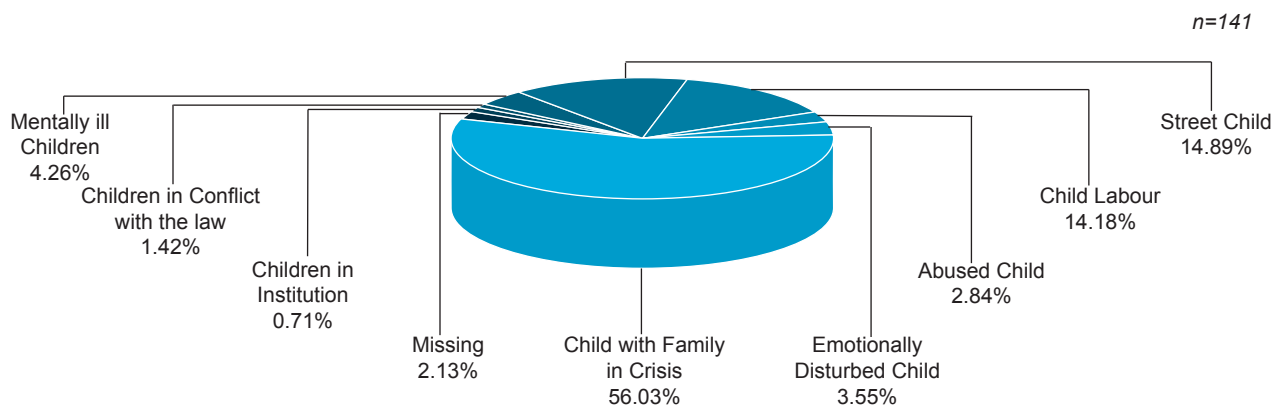
Gender and Problem



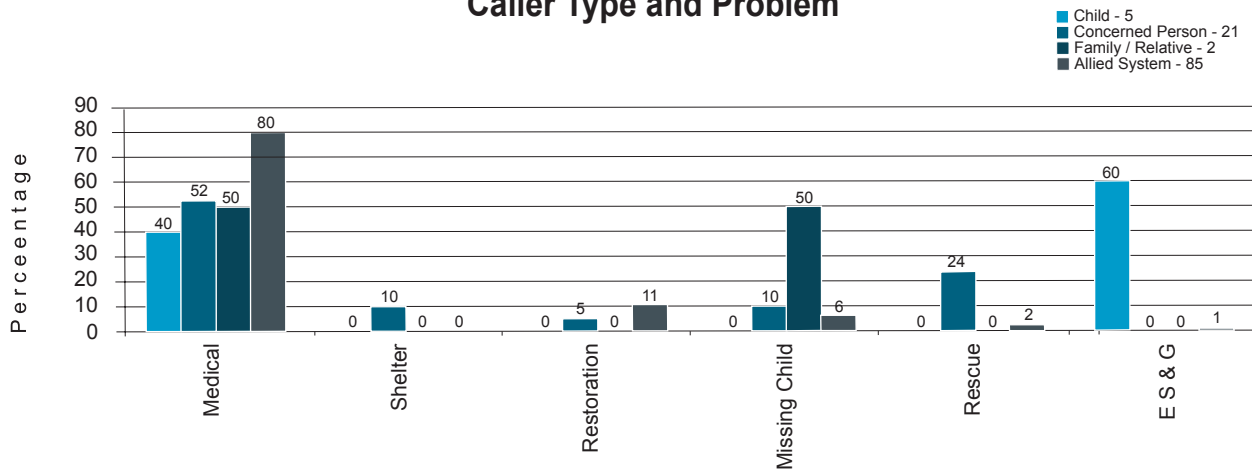
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

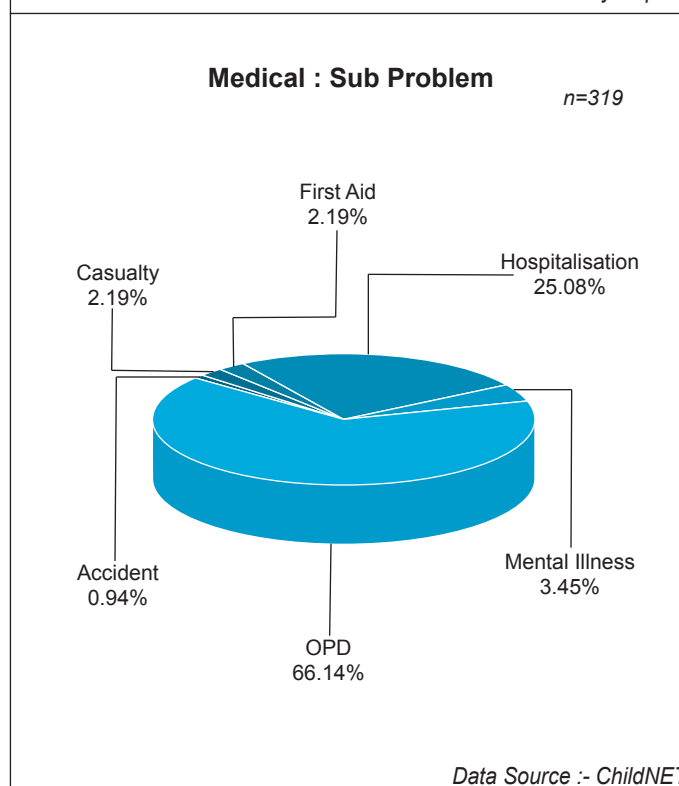
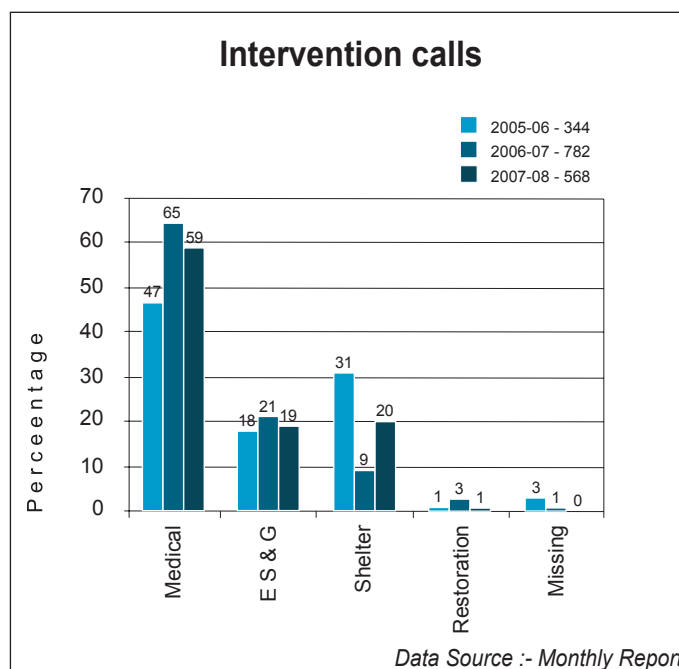


Data Source :- ChildNET

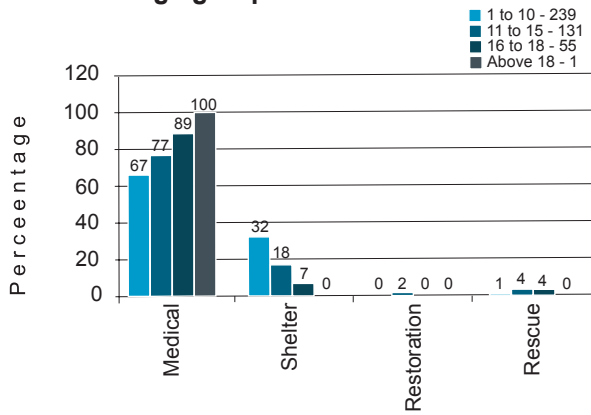
AGARTALA, TRIPURA

Nodal Organisation	:	-
Collaborative Organisation	:	Voluntary Health Association Of Tripura
Support Organisation	:	-
Date of Inception	:	May - 2003
Total Calls till March 08 Since Inception	:	25,724

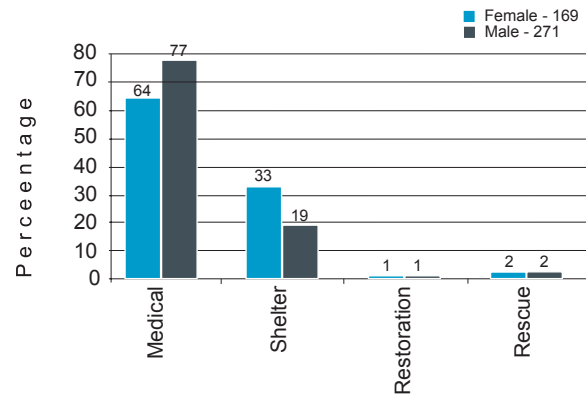
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	336	319
Shelter	111	107
Restoration	4	3
Protection from Abuse (Rescue)	7	9
Death Related	-	-
Sponsorship	-	-
Missing Children	2	-
Emotional Support and Guidance	108	-
Not Documented	-	2
Total - I	568	440
II. Follow-up calls	473	
III. Did not Find	-	
Total I to III	1,041	
IV. Information		
Information & Referral to Service	-	
Information about CHILDLINE & Volunteers	2,455	
Total - IV	2,455	
V. Others		
Silent	711	
Blank	820	
Wrong	889	
Crank/Fun/Abusive	718	
Chat	227	
Phone Testing	1,109	
Administrative	490	
Personal	-	
Others	-	
Unclassified	-	
Total - V	4,964	
Total I to V	8,460	



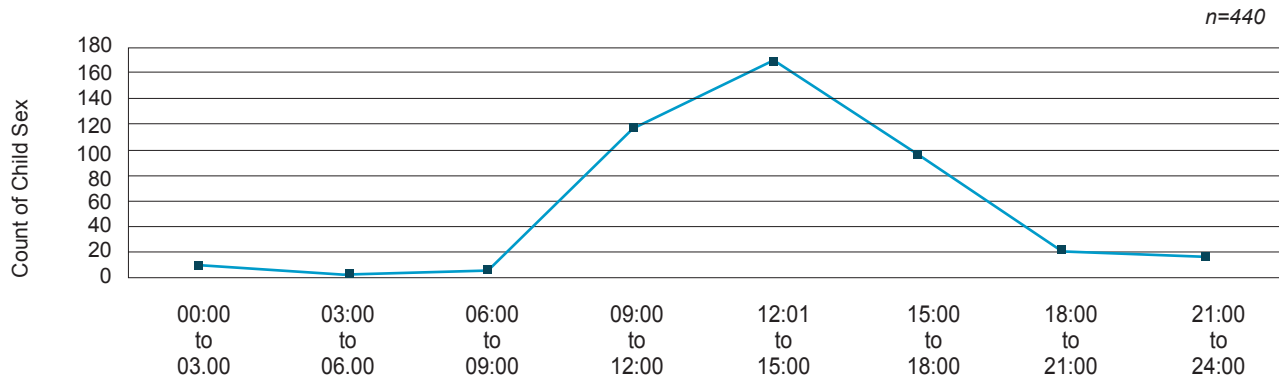
Age group of Children assisted



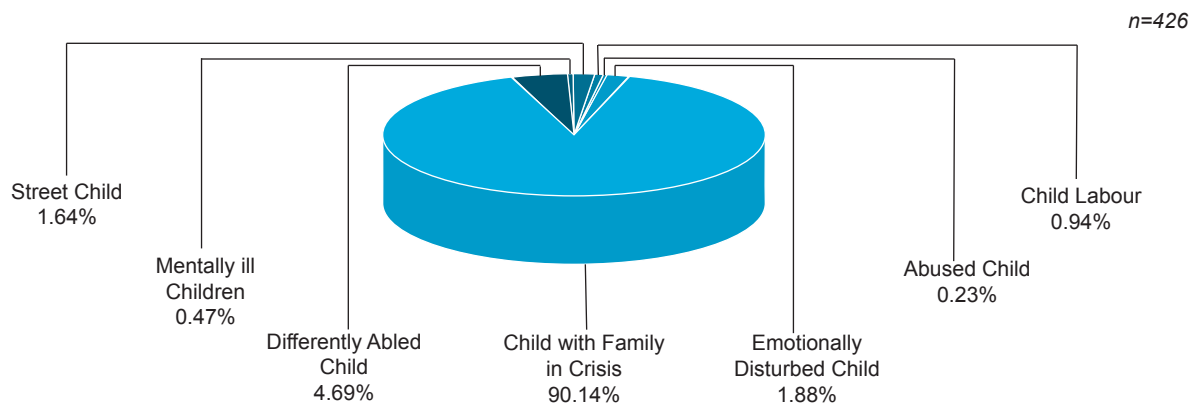
Gender and Problem



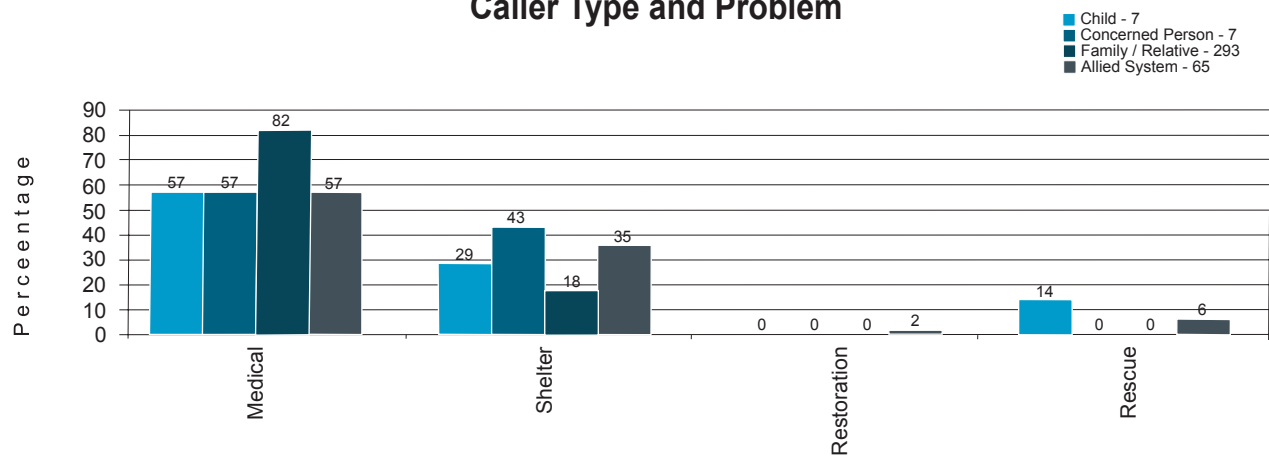
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

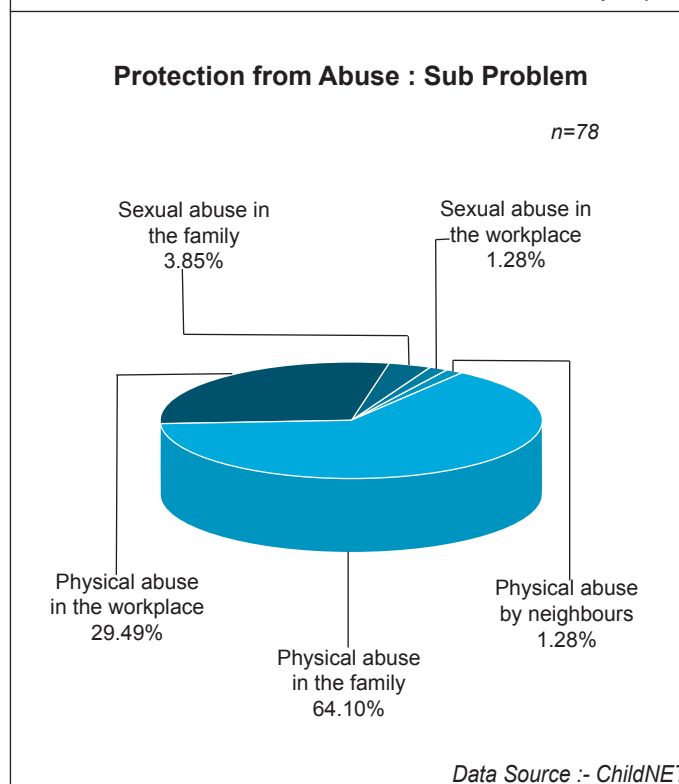
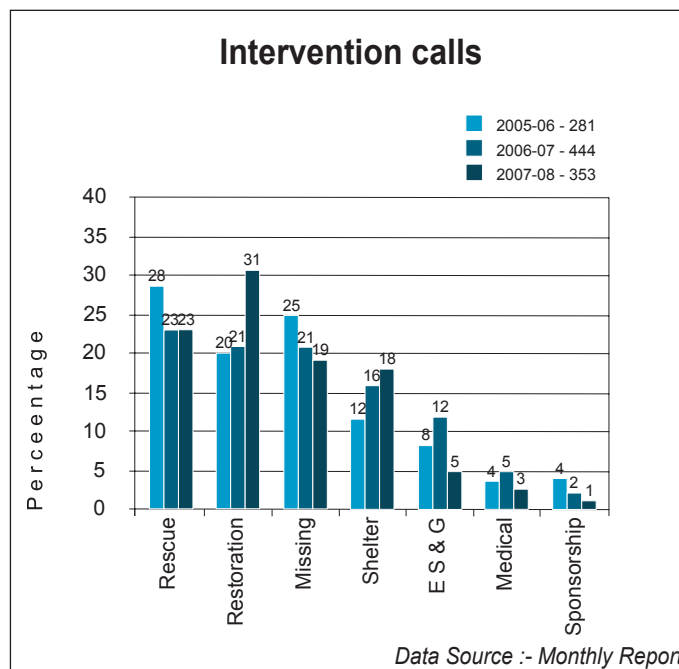


Data Source :- ChildNET

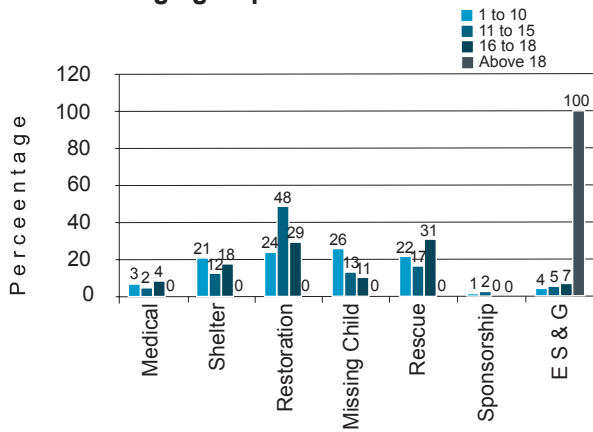
GUWAHATI, ASSAM

Nodal Organisation	:	National Institute of Public Co-operation and Child Development (NIPCCD)
Collaborative Organisation	:	Indian Council For Child Welfare
Support Organisation	:	-
Date of Inception	:	January - 2001
Total Calls till March 08 Since Inception	:	1,44,436

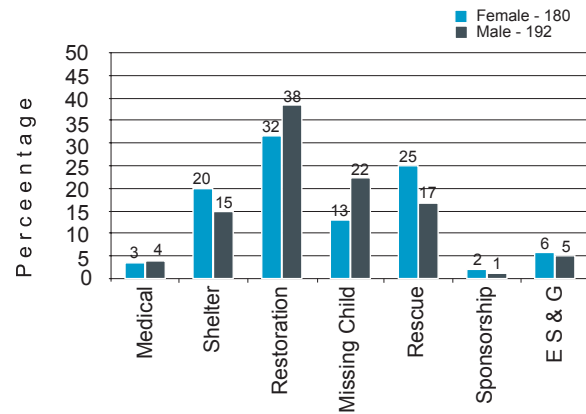
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	12	12
Shelter	63	64
Restoration	109	130
Protection from Abuse (Rescue)	80	78
Death Related	-	-
Sponsorship	3	4
Missing Children	67	66
Emotional Support and Guidance	19	19
Not Documented	-	-
Total - I	353	373
II. Follow-up calls	850	
III. Did not Find	5	
Total I to III	1,208	
IV. Information		
Information & Referral to Service	33	
Information about CHILDLINE & Volunteers	9,652	
Total - IV	9,685	
V. Others		
Silent	957	
Blank	1,193	
Wrong	1,111	
Crank/Fun/Abusive	232	
Chat	218	
Phone Testing	2,002	
Administrative	226	
Personal	60	
Others	-	
Unclassified	-	
Total - V	5,999	
Total I to V	16,892	



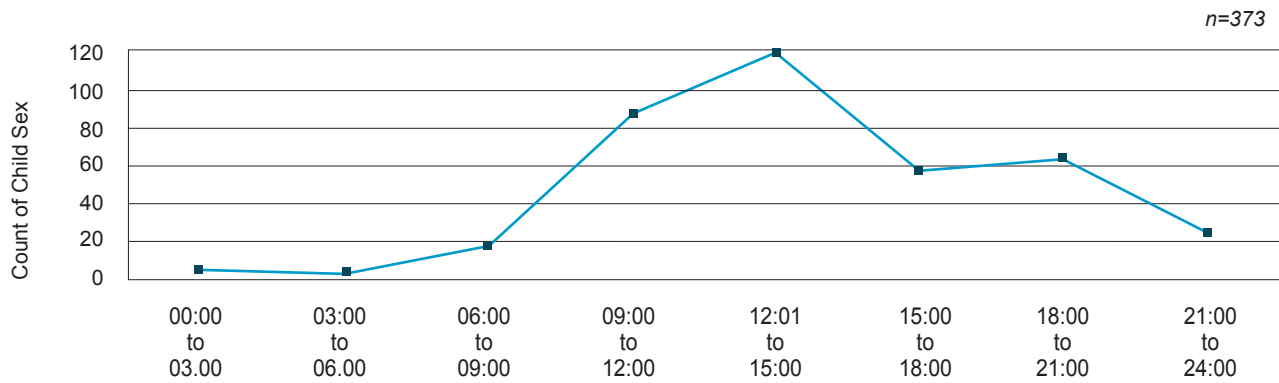
Age group of Children assisted



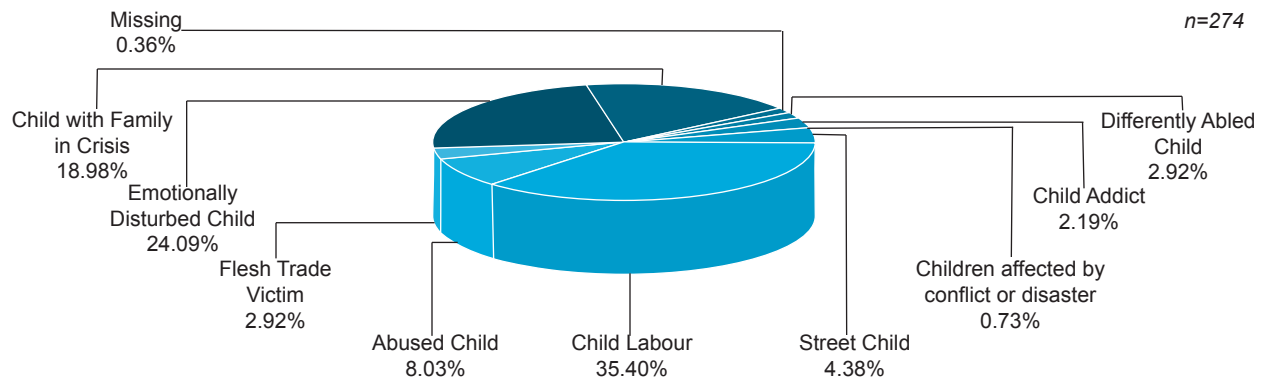
Gender and Problem



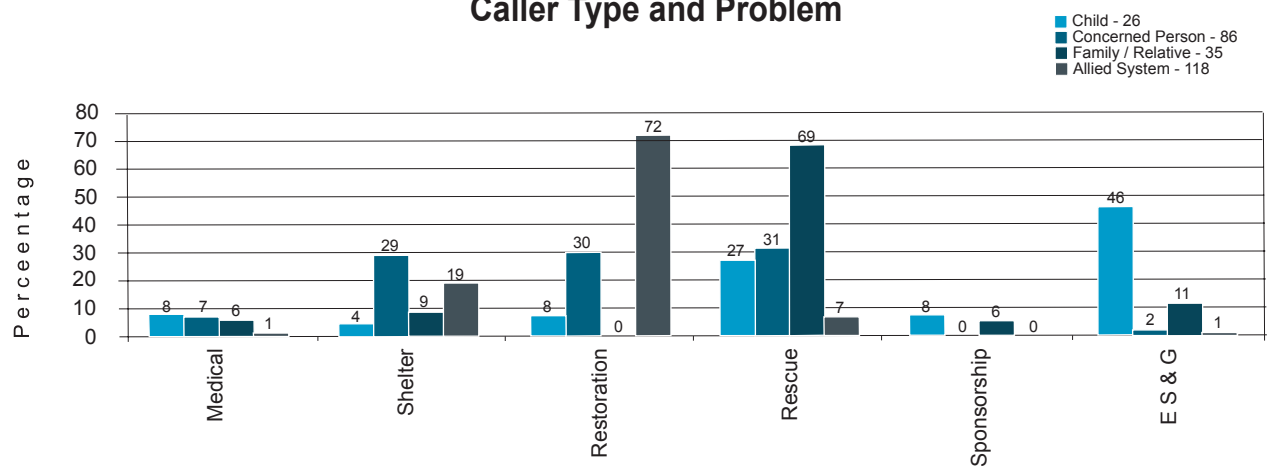
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

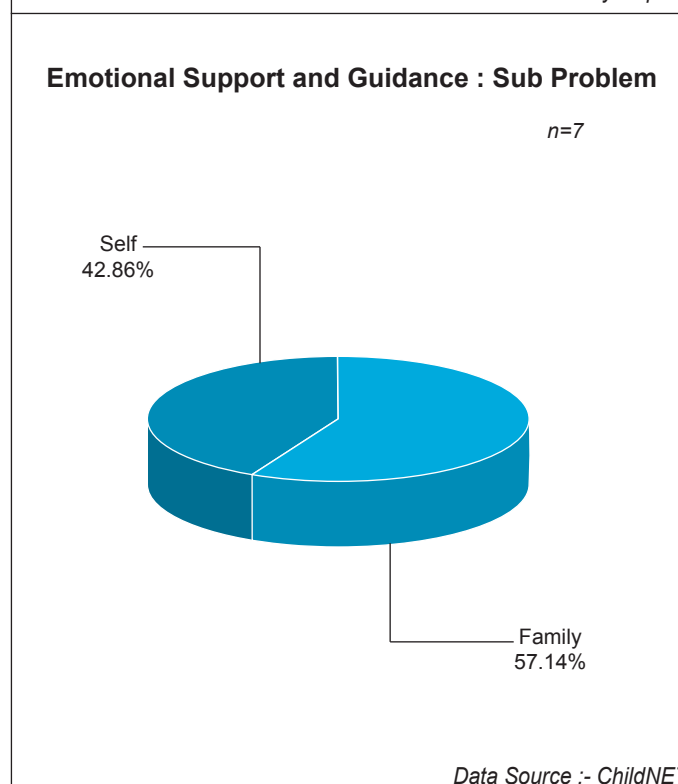
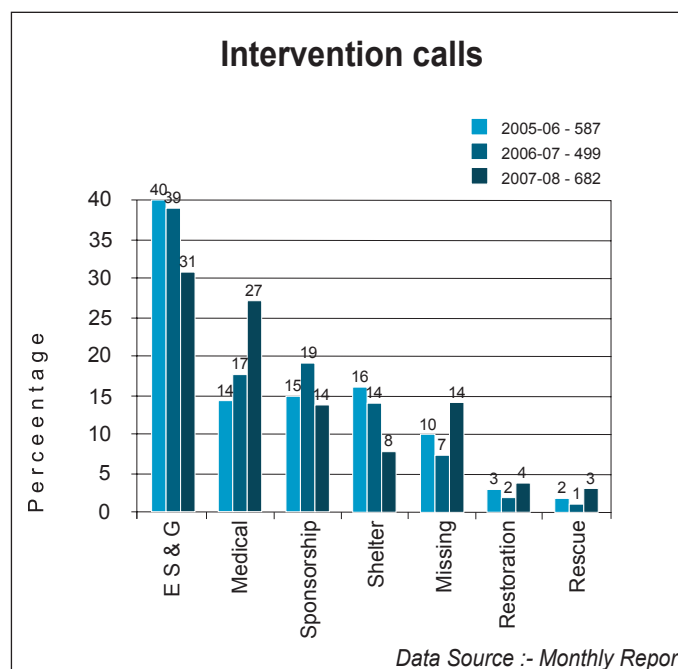


Data Source :- ChildNET

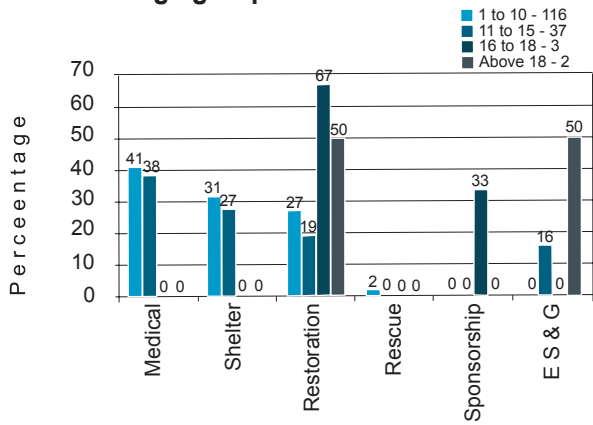
IMPAL, MANIPUR

Nodal Organisation	:	Department Of Anthropology - Manipur University
Collaborative Organisation	:	Manipur Voluntary Health Association
Support Organisation	:	Manipur Mahila Kalyan Samity
Date of Inception	:	August - 2002
Total Calls till March 08 Since Inception	:	19,688

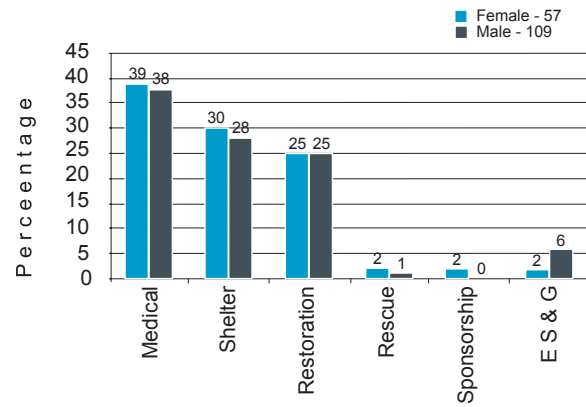
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	186	63
Shelter	52	47
Restoration	25	41
Protection from Abuse (Rescue)	20	2
Death Related	-	-
Sponsorship	94	1
Missing Children	95	-
Emotional Support and Guidance	210	7
Not Documented	-	5
Total - I	682	166
II. Follow-up calls	354	
III. Did not Find	26	
Total I to III	1,062	
IV. Information		
Information & Referral to Service	182	
Information about CHILDLINE & Volunteers	549	
Total - IV	731	
V. Others		
Silent	176	
Blank	200	
Wrong	348	
Crank/Fun/Abusive	168	
Chat	180	
Phone Testing	619	
Administrative	506	
Personal	52	
Others	-	
Unclassified	59	
Total - V	2,308	
Total I to V	4,101	



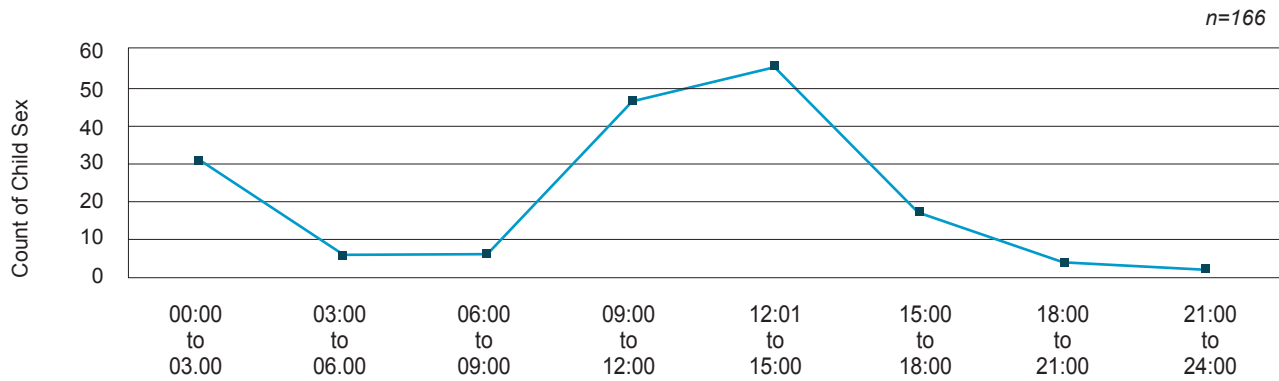
Age group of Children assisted



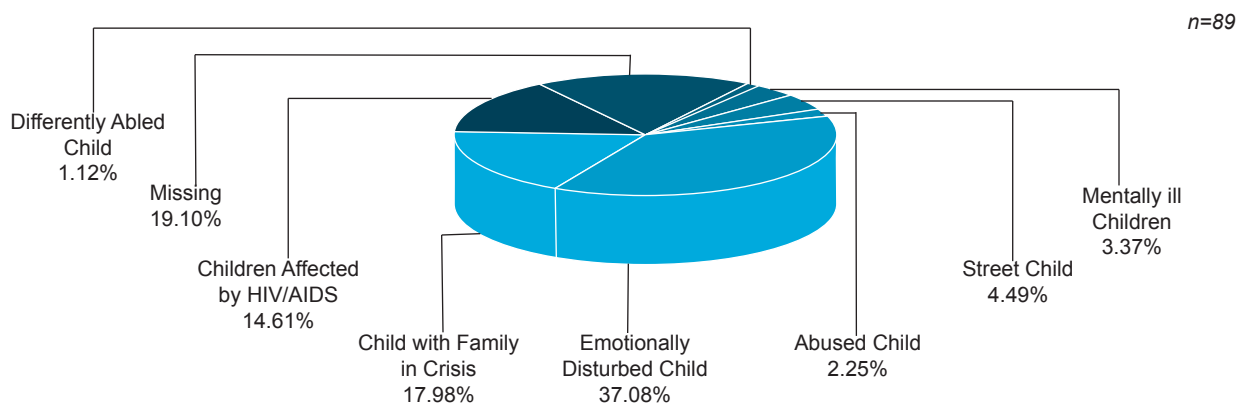
Gender and Problem



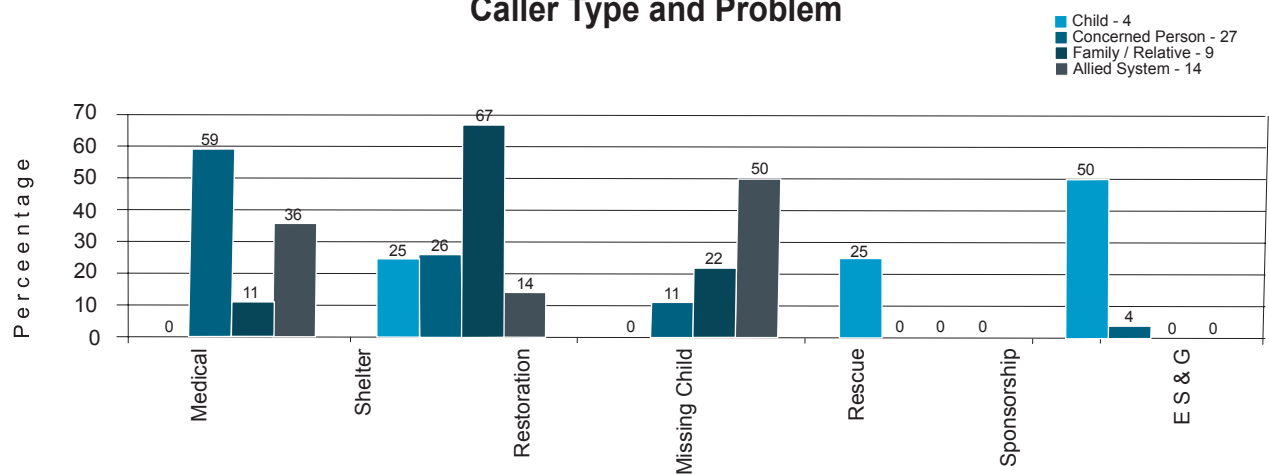
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

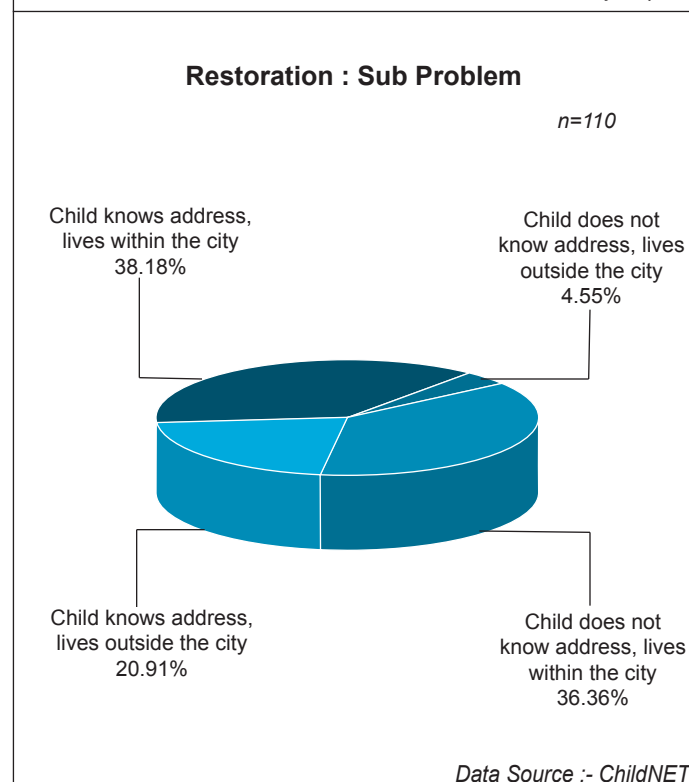
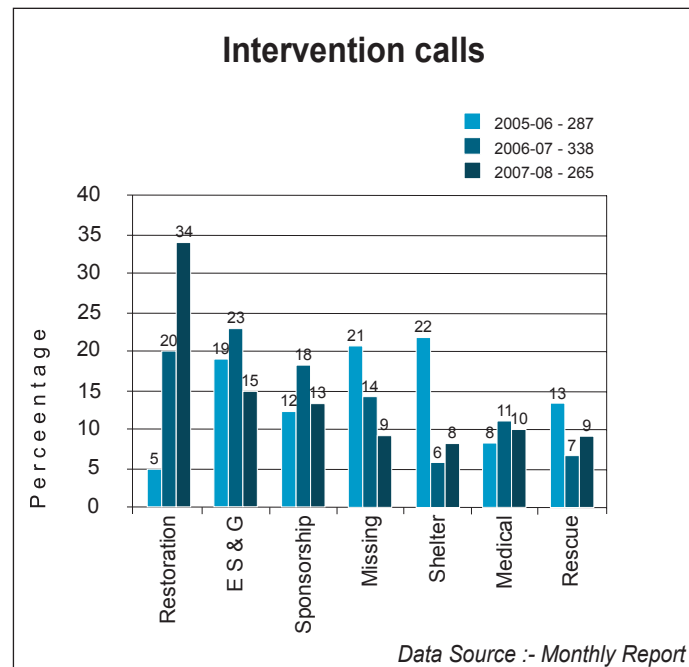


Data Source :- ChildNET

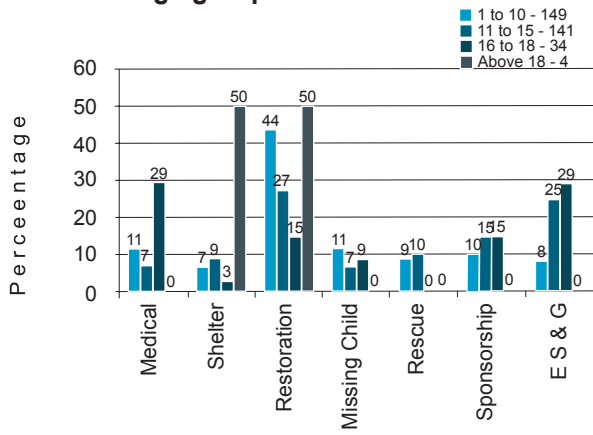
SHILLONG, MEGHALAYA

Nodal Organisation	:	Impulse NGO Network
Collaborative Organisation	:	Bosco Reach Out
Support Organisation	:	-
Date of Inception	:	June - 2001
Total Calls till March 08 Since Inception	:	28,566

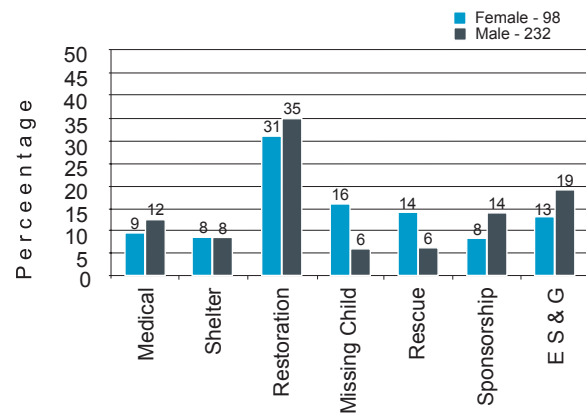
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	26	37
Shelter	21	26
Restoration	90	111
Protection from Abuse (Rescue)	25	30
Death Related	3	3
Sponsorship	35	39
Missing Children	24	30
Emotional Support and Guidance	41	58
Not Documented	-	-
Total - I	265	334
II. Follow-up calls	564	
III. Did not Find	4	
Total I to III	833	
IV. Information		
Information & Referral to Service	99	
Information about CHILDLINE & Volunteers	498	
Total - IV	597	
V. Others		
Silent	276	
Blank	584	
Wrong	405	
Crank/Fun/Abusive	70	
Chat	459	
Phone Testing	313	
Administrative	345	
Personal	3	
Others	-	
Unclassified	-	
Total - V	2,455	
Total I to V	3,885	



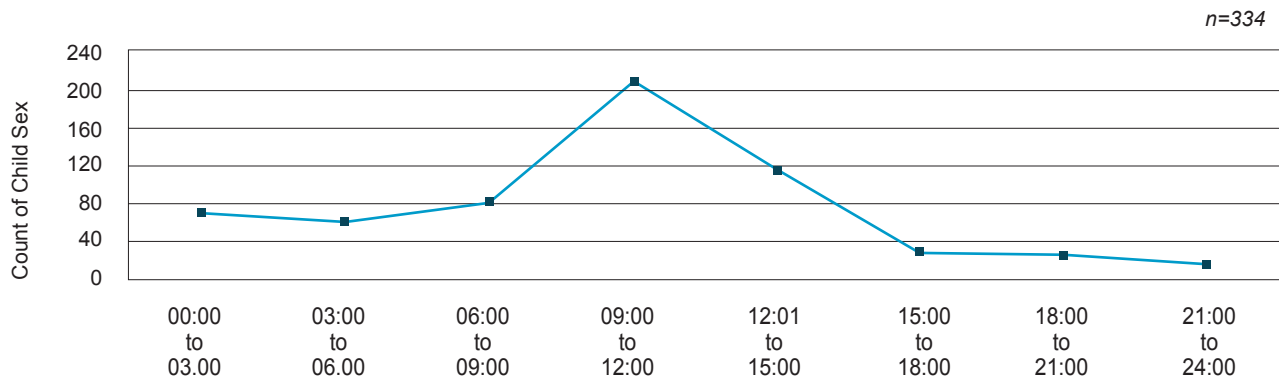
Age group of Children assisted



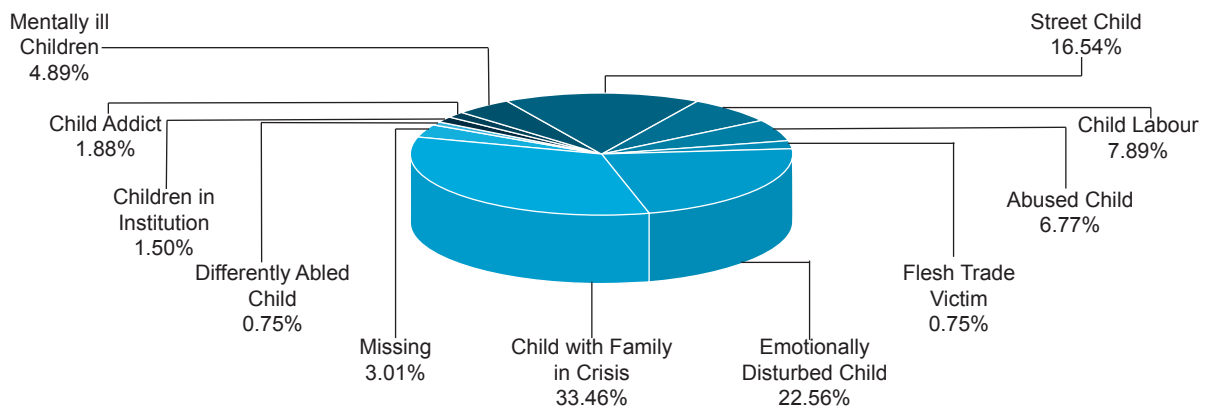
Gender and Problem



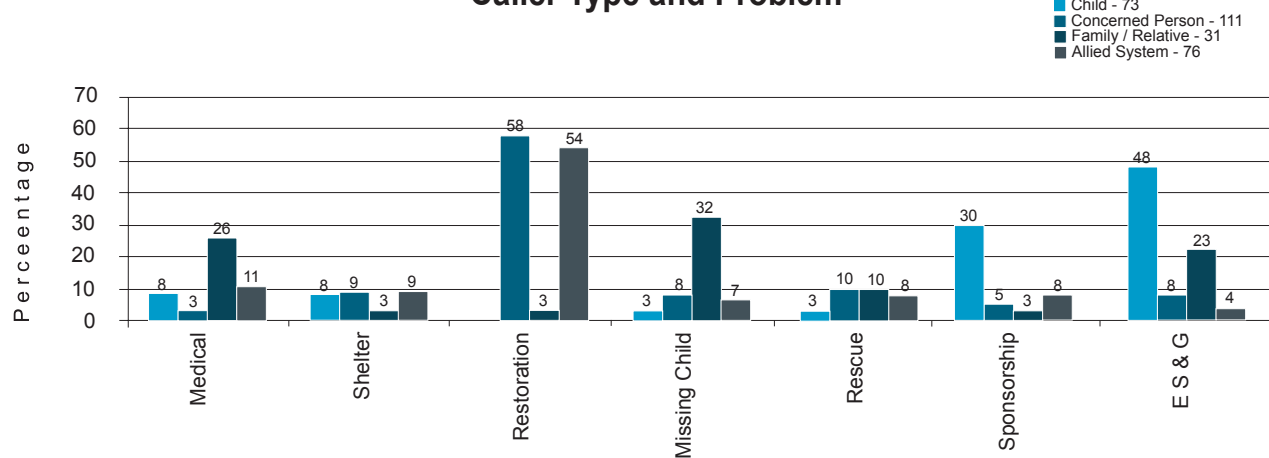
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

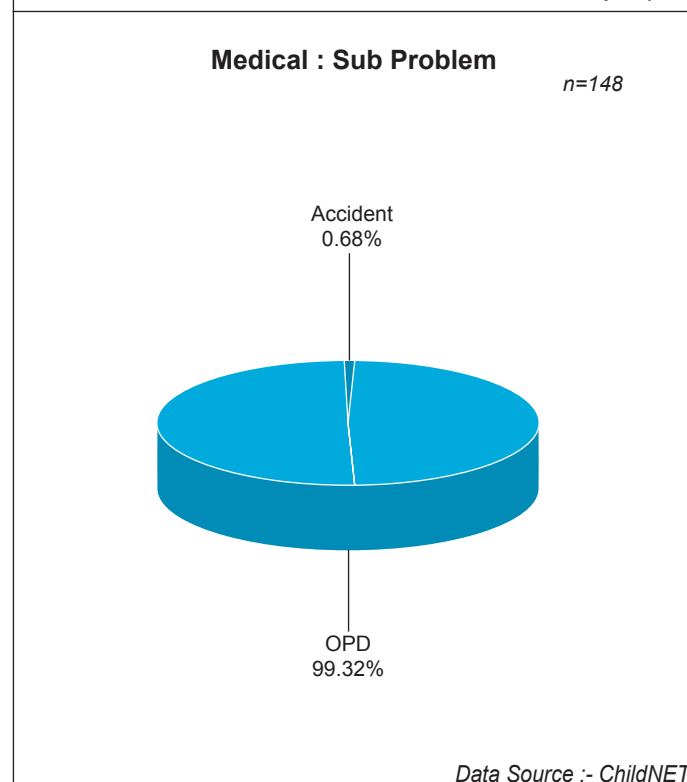
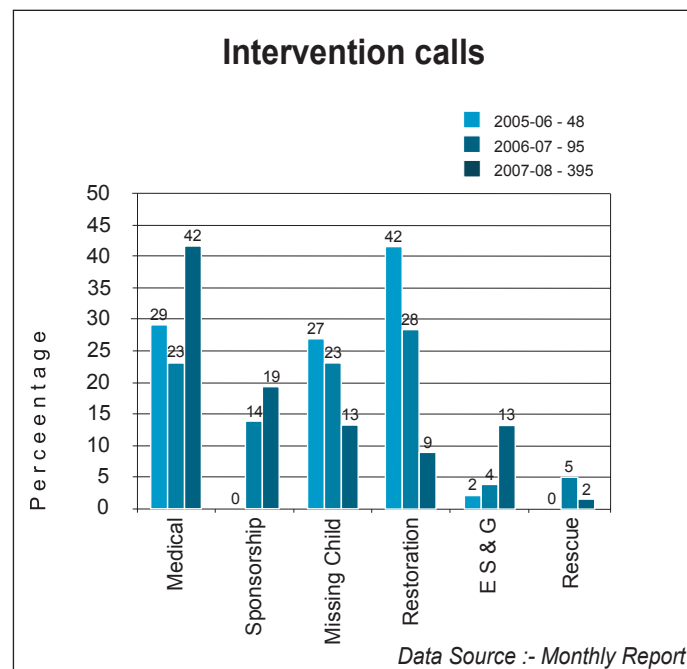


Data Source :- ChildNET

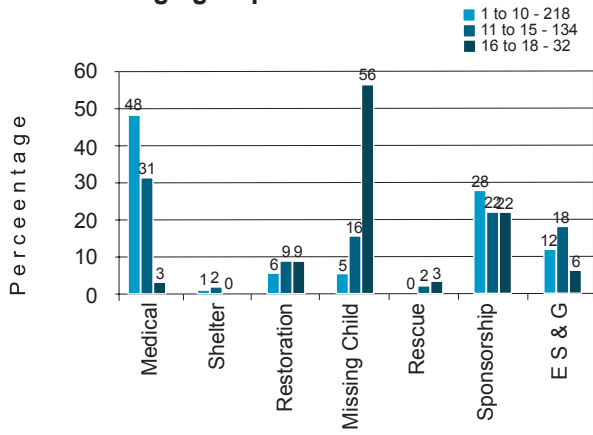
RANCHI, JHARKHAND

Nodal Organisation	:	Xaviers Institute Of Social Service
Collaborative Organisation	:	Young Mens Christains Association (YMCA)
Support Organisation	:	Chotanagpur Sanskritik Sangh
Date of Inception	:	December - 2001
Total Calls till March 08 Since Inception	:	29,233

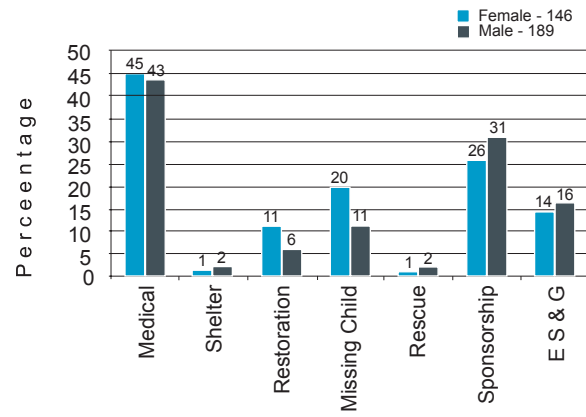
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	164	148
Shelter	8	6
Restoration	35	27
Protection from Abuse (Rescue)	6	5
Death Related	1	1
Sponsorship	77	96
Missing Children	52	50
Emotional Support and Guidance	52	52
Not Documented	-	-
Total - I	395	385
II. Follow-up calls	293	
III. Did not Find	7	
Total I to III	695	
IV. Information		
Information & Referral to Service	1	
Information about CHILDLINE & Volunteers	504	
Total - IV	505	
V. Others		
Silent	507	
Blank	746	
Wrong	599	
Crank/Fun/Abusive	162	
Chat	741	
Phone Testing	214	
Administrative	212	
Personal	24	
Others	-	
Unclassified	-	
Total - V	3,205	
Total I to V	4,405	



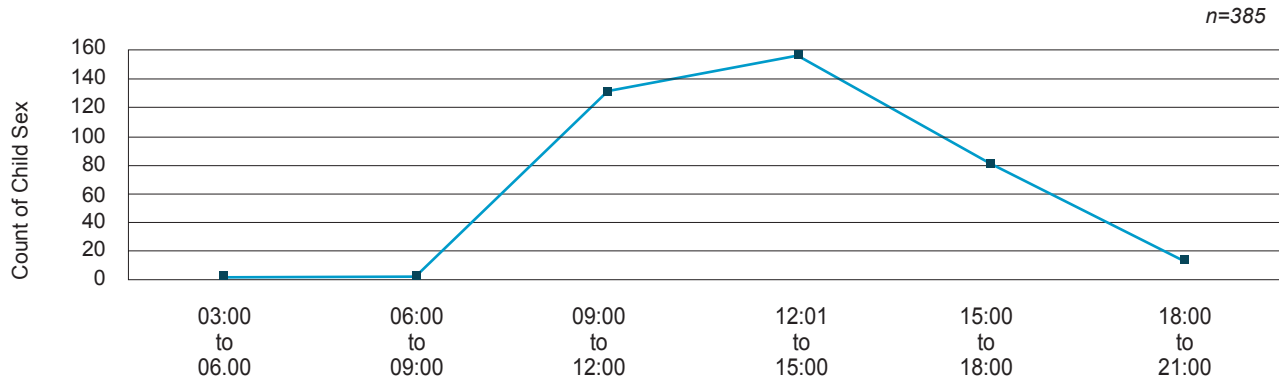
Age group of Children assisted



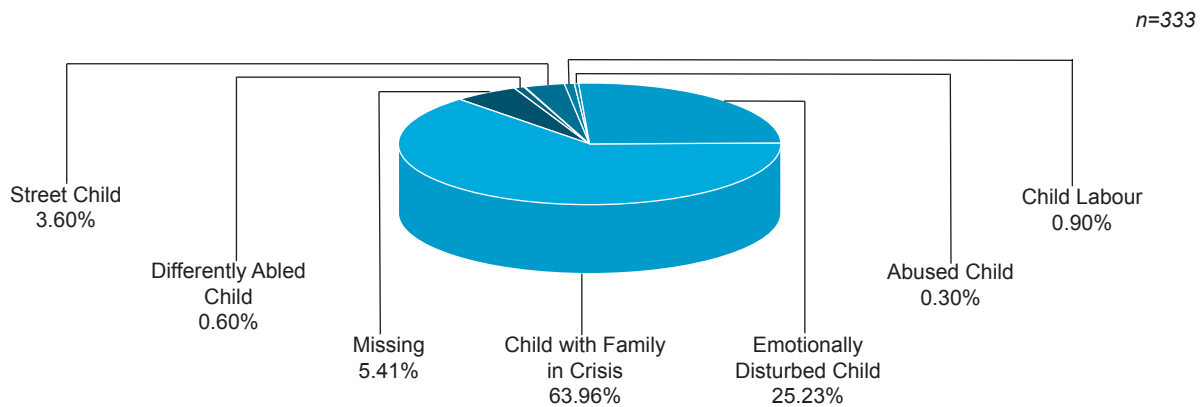
Gender and Problem



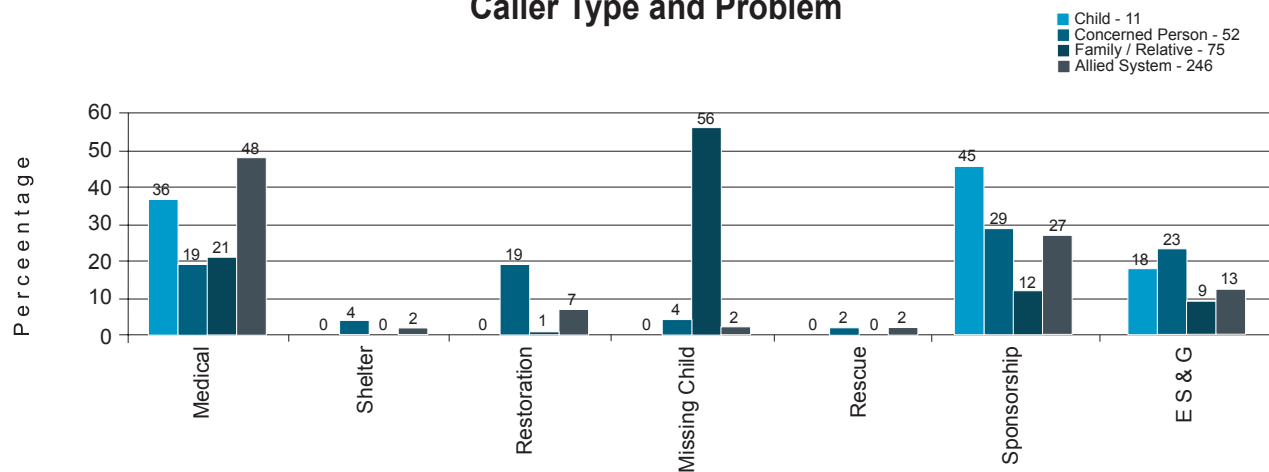
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



Data Source :- ChildNET

west zone



West India (Western India) or the Western region of India consists of the states of Goa, Gujarat and Maharashtra, along with the Union Territories of Daman and Diu and Dadra and Nagar Haveli. It is relatively highly industrialized, with a large urban population. Most of Western India was part of the Maratha Empire and Mughal Empire before colonization by the British. With total Population of 147,801,774 the average literacy rate of West India is around 76%, higher than the national average of 70.5%. The population density is around 290 per square km. The average fertility rate is about 2.2, while the average household size is about 4.7[5].

Overall, Western India has relatively high standards of living, although the city of Mumbai suffers from extreme overcrowding due to immigration from across the country. The region generates 20.34% of the national GDP of the country, with an annual growth rate of 14.5% as of 2006[8]. The states generate about 23 % of the tax revenues of the country. More than 85% of the households have access to electricity with about 55% owning a television. Agriculture employs most people in the region, while services have largest share in the total GDP. (Source: Wikimedia Foundation, Inc)

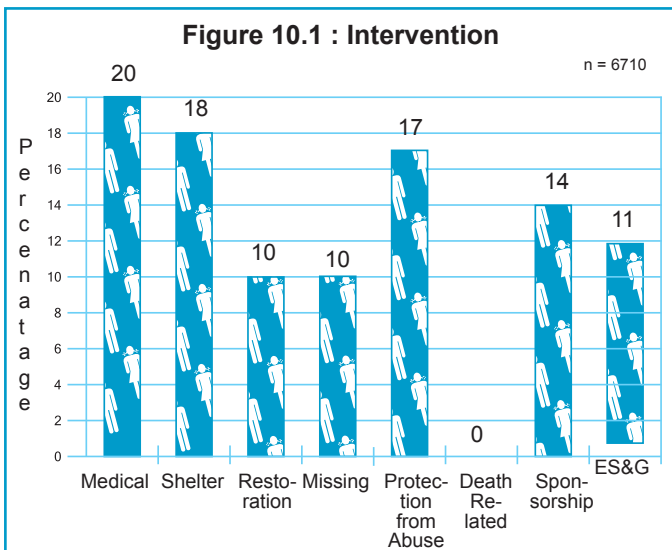
In CHILDLINE network for networking and data analysis purpose west zone includes Madhya Pradesh, which is part of central India, as a large number of cities in Madhya Pradesh, where CHILDLINE exists are in western part of the State. Thus the western zone covers, 17 cities in the states of Gujarat, Maharashtra, Goa and Madhya Pradesh. In the age group 40% of the children were in the age group of 11 to 15, while a little more than 30% were in the age group of 6 to 10.

(Source : Wikimedia Foundation, Inc.)

Table 10.1 : Intervention Calls

Categories	Monthly Report		ChildNET		Variation in Reporting
Intervention	Total	%	Total	%	Total
Medical	3,115	12	1,328	20	1,787
Shelter	1,331	5	1,219	18	112
Restoration	601	2	693	10	-92
Missing	1,659	6	666	10	993
Protection from Abuse	1,835	7	1,116	17	719
Death Related	11	0	7	0	4
Sponsorship	1,753	7	927	14	826
ES&G	15,376	60	754	11	14,622
Total	25,681	100	6,710	100	18,971

The difference in the cases captured in the west zone is as high as 74%, few cities where the calls recorded under ES&G in the monthly report did not have the supporting documents to be entered into ChildNET, which has lead to a major discrepancy in the two sources of data in number west zone



The gender graph below highlight 65% are boys and 34% girls.

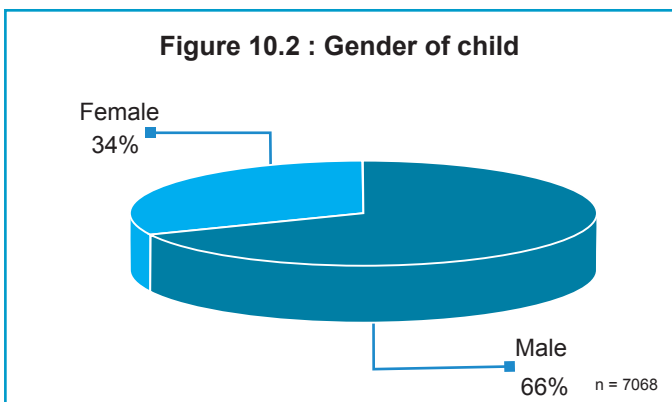
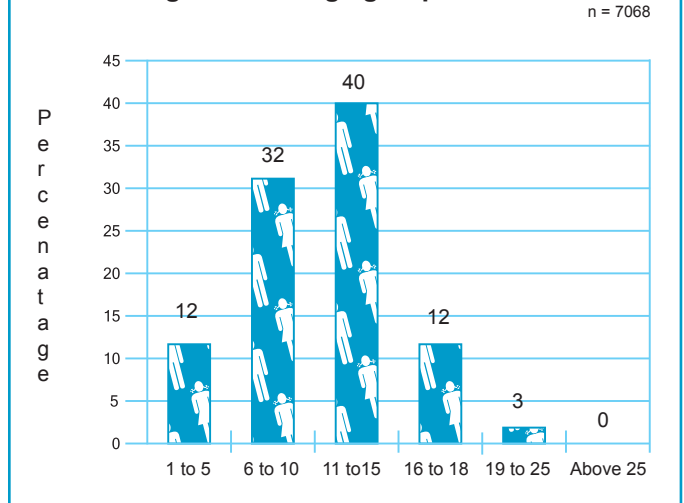
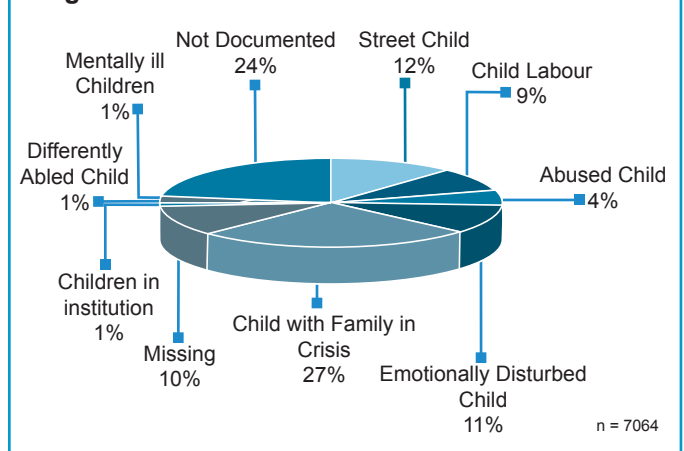


Figure 10.3 : Age group of children



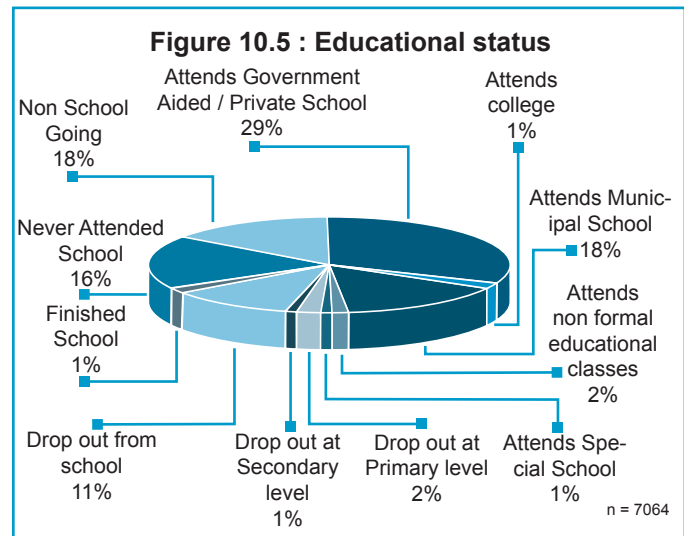
Children in the age group of 11 to 15 accounted for 40% of the total children followed by children in the age group of 6 to 10 32%.

Figure 10.4 : Life situation of children assisted



Life situation of the children from the western zone highlights more than 35% of the children with their families in crisis, while 16% of the children expressed that they were emotionally disturbed, 14% of the children were reported as Child Labourers.

30% of the children attend Government aided private school. Overall, around 50% children were in some type of educational institutes. 18% reported to have attended municipal school, An alarming of the children reported that they have never attended school while 18% had stopped going to school, 11% of the children were drop-out from the school.



The ChildNET data reveals medical assistance to be the most frequently provided assistance followed by to be the Cases recorded under Medical assistance provided to children points that around 50% of the children were taken to the OPD, followed by First aid 27% and hospitalisation 16%.

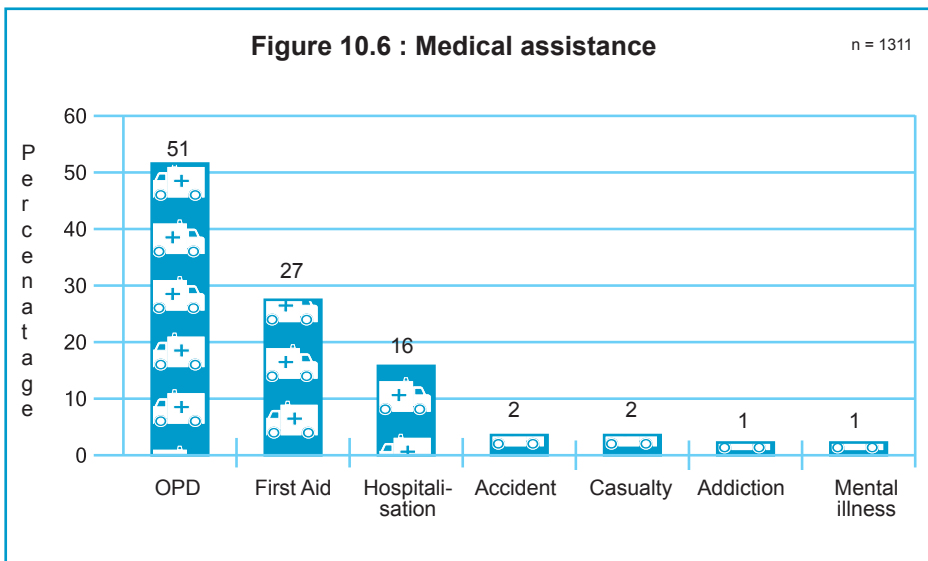
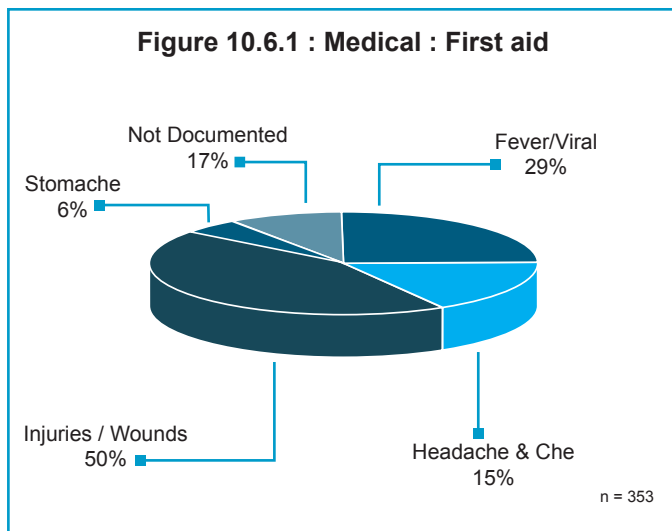


Table 10.6 : Medical Assistance

Medical	Total	%
OPD	674	51
First Aid	353	27
Hospitalisation	210	16
Accident	27	2
Casualty	21	2
Addiction	10	1
Mental illness	16	1
Total	1311	100



Children who were treated with first aid, 50% had injuries/wounds, 29% were suffering form fever/viral, 15% of them had headache and chest ache.

Nearly 50% of the children were taken to OPD, cause they had viral fever, 25% had boils, while around 8% reported to have ENT problems.

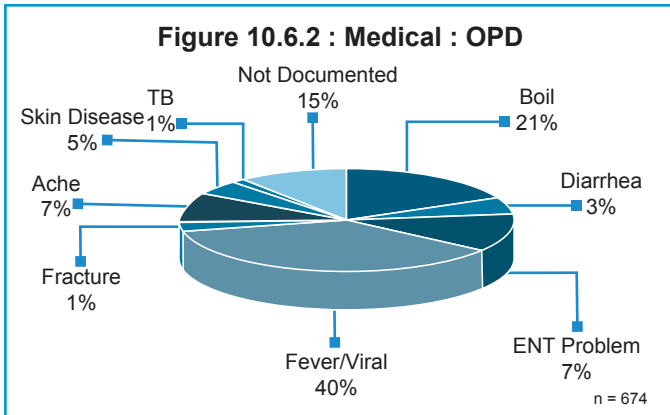


Table 10.7 : Assistance for Shelter

Shelter	Total	%
Parents/Guardians seek shelter/boarding for child	546	47
Child is abandoned	267	23
Child has left home	209	18
Child has left Shelter	101	9
Child is Medically ill	36	3
Total	1159	100

Children who were provided shelter, almost 47% of the parents/guardians seek shelter boarding for the child. 23% of the children were abandoned, while around 18% of the children had left home.

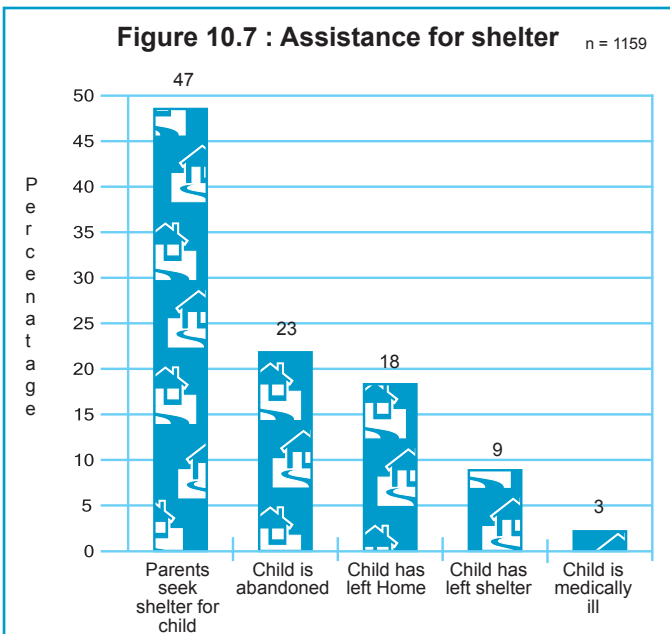
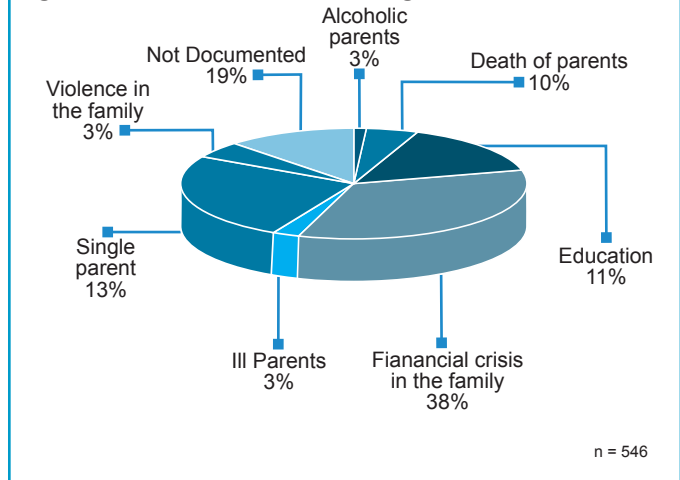
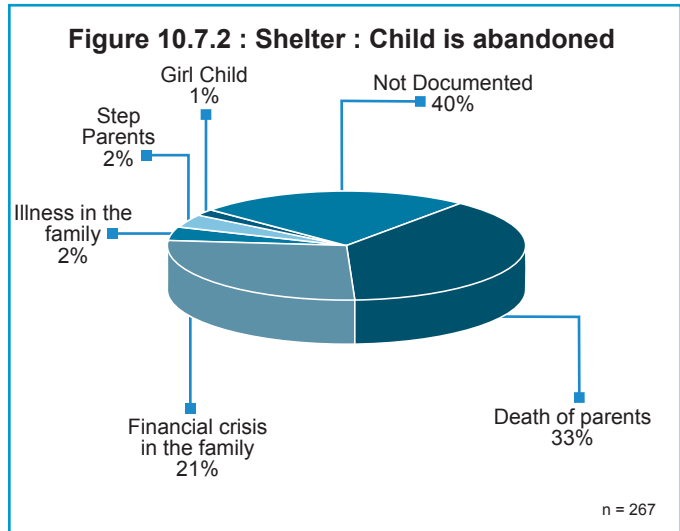


Figure 10.7.1 : Shelter : Parents/guardians seek shelter



38% of the parents reported to have financial crisis in the family and hence wanted shelter for their children. 13% of the single parents requested for shelter for their children. 10% of the children needed shelter due to death of their parents. 19% of the cases were not documented



Cases where child is abandoned 21% reported to have financial crisis in the family, more than 30% of the children who were abandoned parents had died. 40% of the cases were not documented

Case Study

Baroda

Protection from abuse

Children today face violence in the very environment entrusted to nurture, protect and educate them: the home. A single parent, especially burdened with economic conditions, difficult family relationships and lacking time and energy to give her children turns to cruel and violent behaviour to deal with their children.

The CHILDLINE team in Baroda, Gujarat got a call from a concerned adult to report a boy being ill-treated regularly by his mother. The team visited the house and found the 14 year old boy sitting on the steps crying loudly. The boy told the team how his father was working in Dubai and he lived with his step sister and step-mother used to beat him daily and he no longer wanted to stay with them. The team tried talking to the mother but she was furious and began abusing the team for intruding.

The boy was adamant and wanted to leave immediately and go and stay with his grandmother. The team informed the local police and the boy signed a statement to this effect. The step mother by this time did not put up much of an argument. Various alternatives available to ensure the best interest of the child were discussed and finally it was mutually agreed on, that based on the request of the child that he would stay with an uncle until he completes his academic year after which he could move in with his grandmother thereafter.

Medical sponsorship...

Many poor in India suffer from health conditions, for which there are cures / treatment. Parents often do not have access to the necessary medication, treatment, or immunisations. Parents also lack basic knowledge of nutrition, hygiene, and health care and usually cannot afford them. It is the children who loose out on an education and a healthy life they deserve.

8 year old Sushanth was in need of immediate ear surgery. His father the only bread earner, is a daily wage worker and his mother a housewife. Both were not in a position to pay for the expensive surgery, doctors fee, medicines and treatment of their son.

The CHILDLINE team explored options for financial support, with the help of the details of possible organizations/

people who might be able to support. An NGO was found who was able to pay for a large part of the expenses. CHILDLINE was able to negotiate with the medical staff at the hospital and obtain various concessions. All this resulted in the surgery being carried out quickly and the child's condition taken care of.

Nasik

Protection from abuse

CHILDLINE Nashik rescues 5-year-old Salma from severe abuse at the hands of her guardians... (Protection from abuse)

Violence in the form of slapping, shaking, kicking, burning, grabbing, etc and cause cuts, burns, bruises, or fractures, amongst others, has severe implications for children's development, especially since such acts are committed mainly by adults in positions of authority and trust. It destroys children's self-confidence and can undermine their development as functional adults and good parents later in life.

Salma an orphan lived with her aunt and uncle in Jatwan Nagar Slum on the Nashik - Pune Highway. Every morning she was made to accompany them to various religious places to beg for alms. A cable operator in the area and a neighbour of the family had been noticing for some time she was often roughly handled. The couple maintained that she was mentally unstable and hence understood little. But one day when he noticed her swollen face because of abuse, his doubts were confirmed and he reported it to the police.

This was the second complaint they had received about the couple and decided to get CHILDLINE involved to address the issue. The investigations and ground work was done, statements of neighbours recorded, etc. Finally the couple was apprehended and Salma was produced before the Child welfare committee who asked that she be immediately given temporary shelter and counselled. The couple has since then tried to get back the child in their custody. The CHILDLINE team is monitoring the progress of the child.

What is the present status of the case? Where is the girl and what has happened to the uncle and aunty?

Mumbai

Protection from abuse

Case of Sexual Abuse and Rape of Minors in Mumbai ...

Incidence of child sexual abuse has been growing very rapidly in India. In a large majority of cases, the victims fall prey to offenders amongst family members, relatives and close family friends. Such cases leave a long lasting impact on the victim child's psyche.

In this instance, a man in Bhayandar, a suburb of Mumbai, was found to be victimising his own two daughters, aged 17 and 14 years, to rape and abuse over a long period of time. The children finally found the courage to talk to the housing society committee members as their mother, who knew about it, did not stop it from happening.

An FIR was filed and CHILDLINE was informed. CIF ensured that the children underwent their medical examinations and were put in temporary shelter homes for minors. The case was presented before the Child Welfare Committee sent out an order for the arrest of both parents and to rescue the other two children living with them, the youngest daughter (11 years) and a son (9 years) who's safety was also a matter of concern.

CHILDLINE will follow through with the complicated court case.

Conclusion :

The four zones together, cover 76 cities across India. CHILDLINE has heard the stories of children from various walks of life - from a student in a public school being bullied, to a child lost at a crowded railway platform to child engaged in a dangerous occupation. Each child has pushed our limits of providing him help.

The information generated from the calls documented, highlights certain bare facts. Most children call for emotional support or guidance - Advice, encouragement - a bhaiya or a didi is there to lend a listening ear and motivate a child in a tense situation.

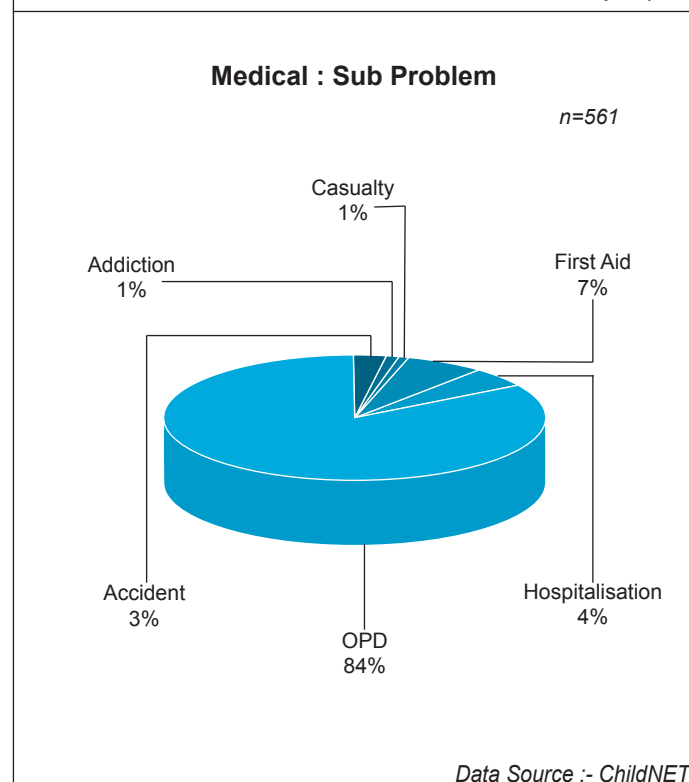
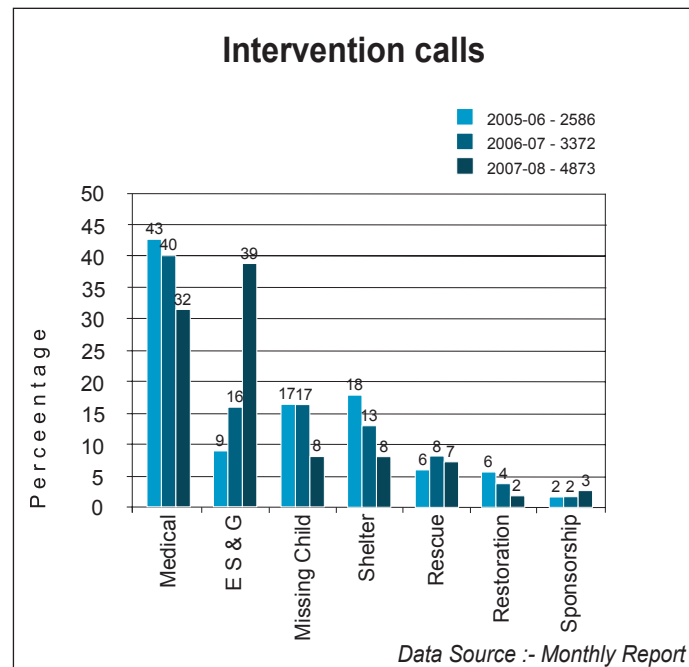
Except cities in the south, 1/3rd of all intervention calls are for medical assistance while about 10% are shelter related. Children rescued from exploitative situations comprise of about 9% of all calls in the north and double in the West (17%)

Each zone yet remains unique - culture, social & economic backgrounds, political influence - and hence cannot be compared in any regard.

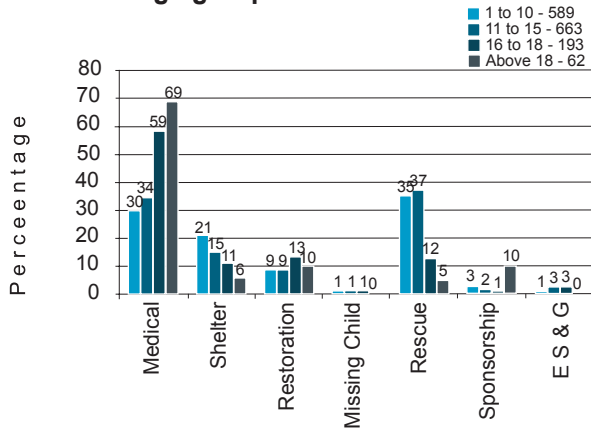
MUMBAI, MAHARASHTRA

Nodal Organisation	:	CHILDLINE India Foundation
Collaborative Organisation	:	Hamara Foundation, YUVA, Balprafulta
Support Organisation	:	AASARA, Hamara Club
Date of Inception	:	June - 1996
Total Calls till March 08 Since Inception	:	33,49,779

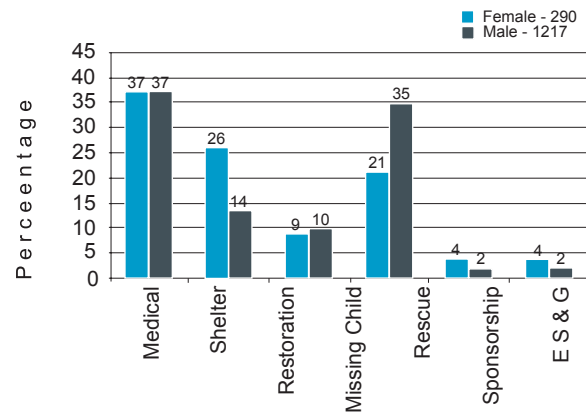
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	1,576	561
Shelter	400	250
Restoration	100	144
Protection from Abuse (Rescue)	353	488
Death Related	3	2
Sponsorship	152	35
Missing Children	402	14
Emotional Support and Guidance	1,887	30
Not Documented	-	21
Total - I	4,873	1,545
II. Follow-up calls	4,667	
III. Did not Find	44	
Total I to III	9,584	
IV. Information		
Information & Referral to Service	2,169	
Information about CHILDLINE & Volunteers	26,577	
Total - IV	28,746	
V. Others		
Silent	98,668	
Blank	77,055	
Wrong	47,310	
Crank/Fun/Abusive	74,366	
Chat	51,230	
Phone Testing	5,862	
Administrative	20,864	
Personal	2,846	
Others	-	
Unclassified	153	
Total - V	3,78,354	
Total I to V	4,16,684	



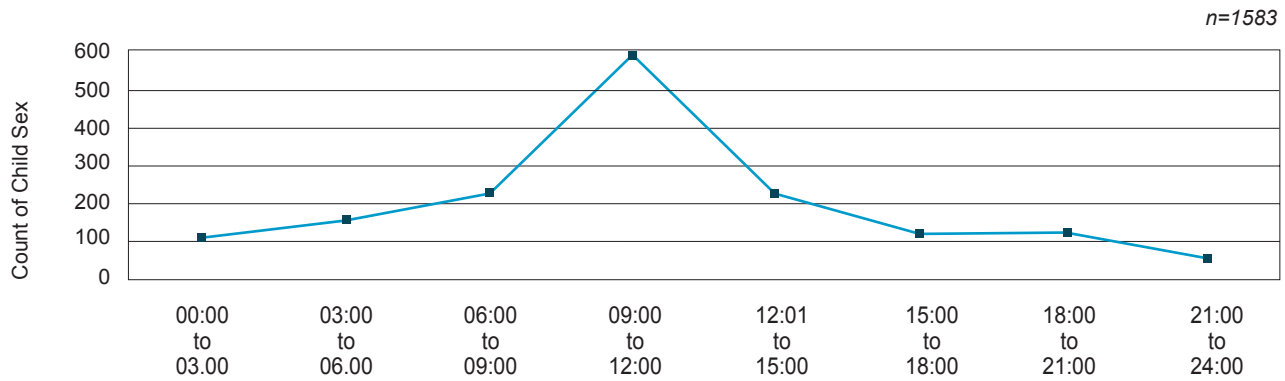
Age group of Children assisted



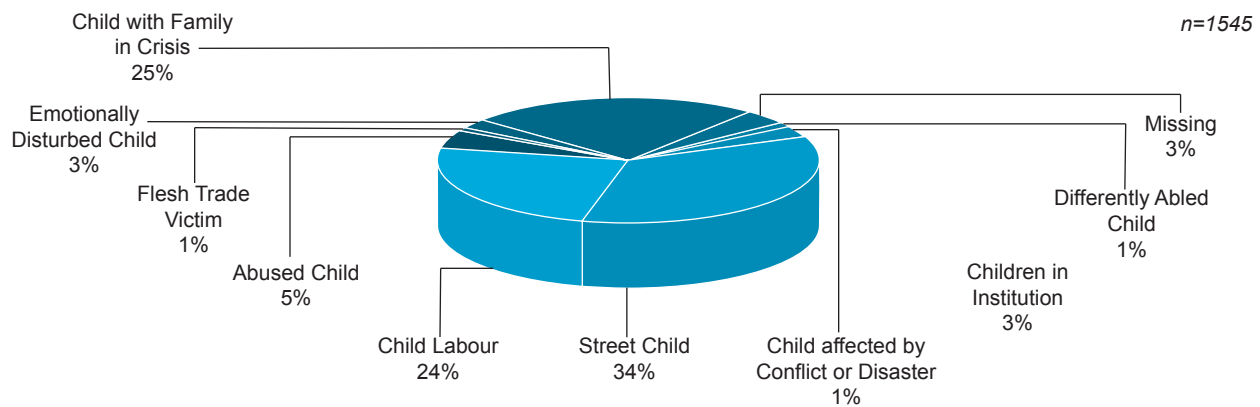
Gender and Problem



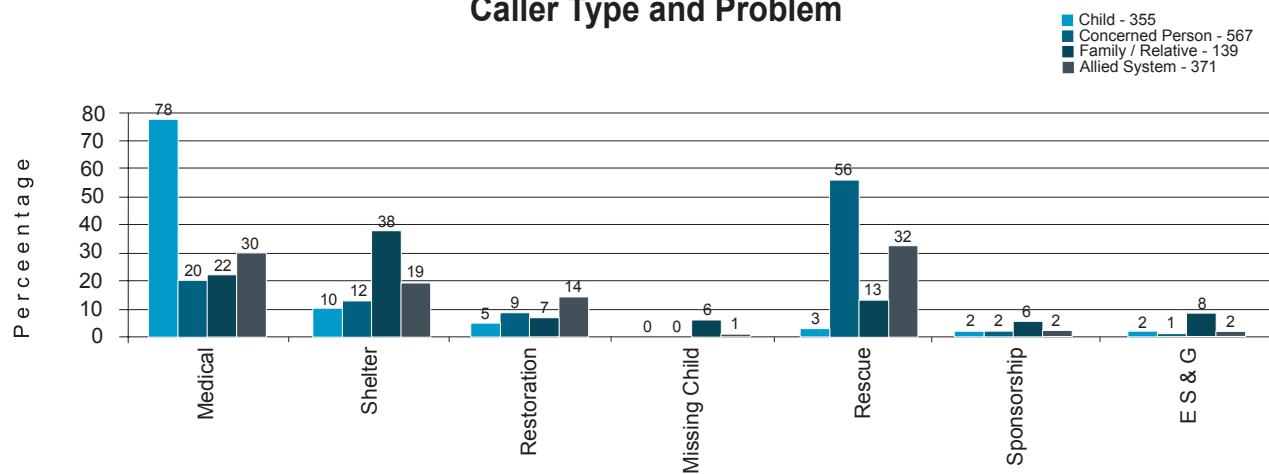
Time of Calls



Life Situation of Children Assisted



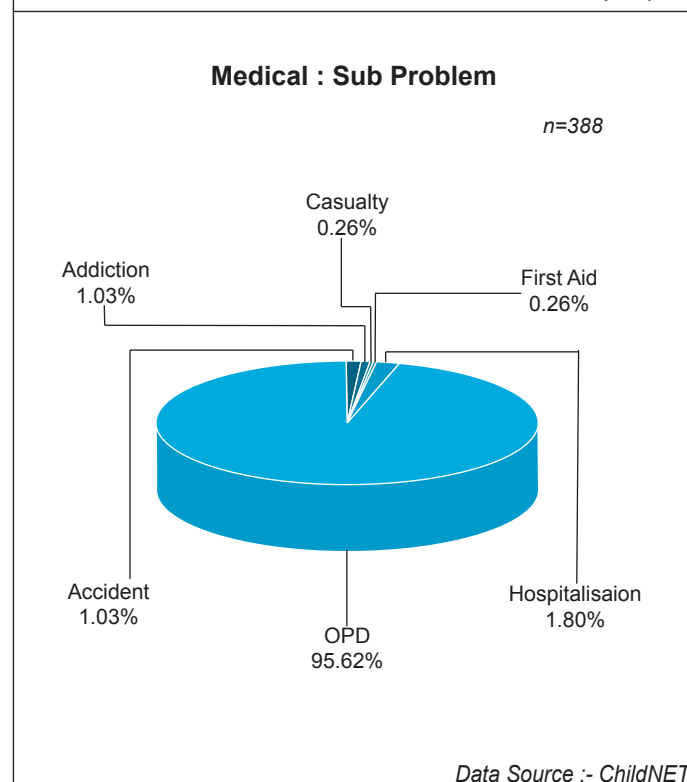
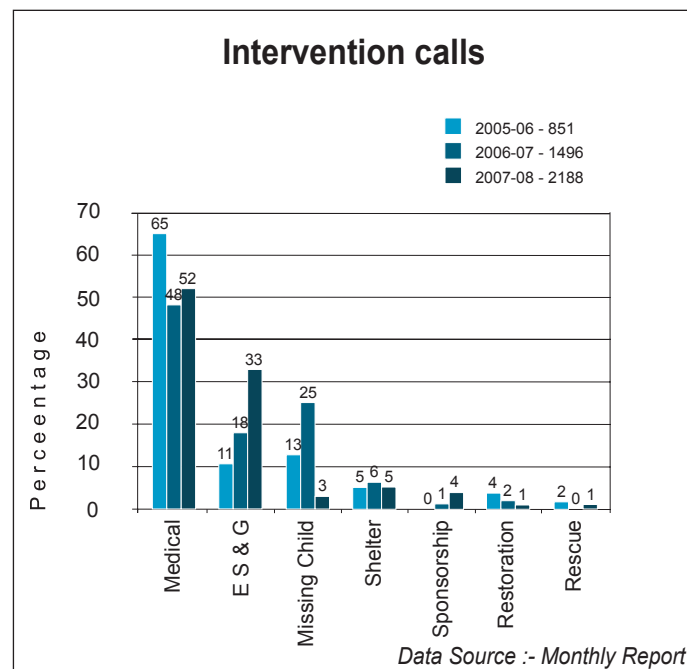
Caller Type and Problem



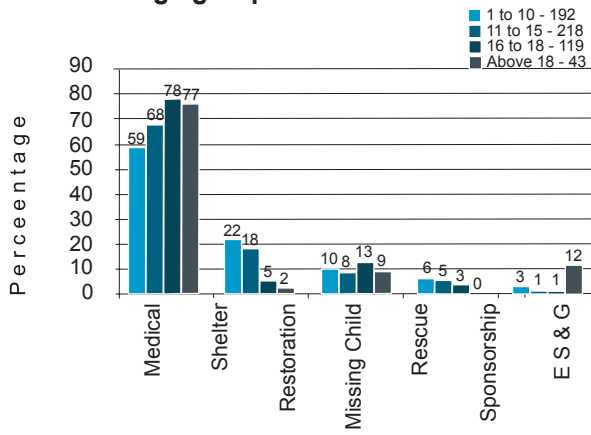
Data Source :- ChildNET

Nodal Organisation	:	CHILDLINE India Foundation
Collaborative Organisation	:	Hamara Foundation
Support Organisation	:	-
Date of Inception	:	June - 1996
Total Calls till March 08 Since Inception	:	33,49,779

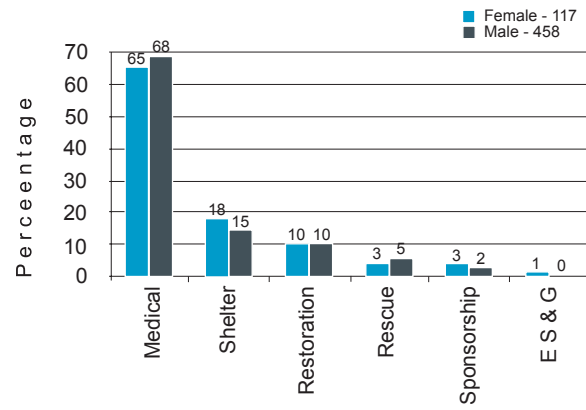
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	1,144	388
Shelter	101	88
Restoration	30	56
Protection from Abuse (Rescue)	30	27
Death Related	2	1
Sponsorship	82	14
Missing Children	69	-
Emotional Support and Guidance	730	1
Not Documented	-	12
Total - I	2,188	587
II. Follow-up calls	2,374	
III. Did not Find	17	
Total I to III	4,579	
IV. Information		
Information & Referral to Service	1,275	
Information about CHILDLINE & Volunteers	8,034	
Total - IV	9,309	
V. Others		
Silent	34,636	
Blank	18,137	
Wrong	8,524	
Crank/Fun/Abusive	5,458	
Chat	23,107	
Phone Testing	2,771	
Administrative	8,547	
Personal	363	
Others	-	
Unclassified	146	
Total - V	101,689	
Total I to V	115,577	



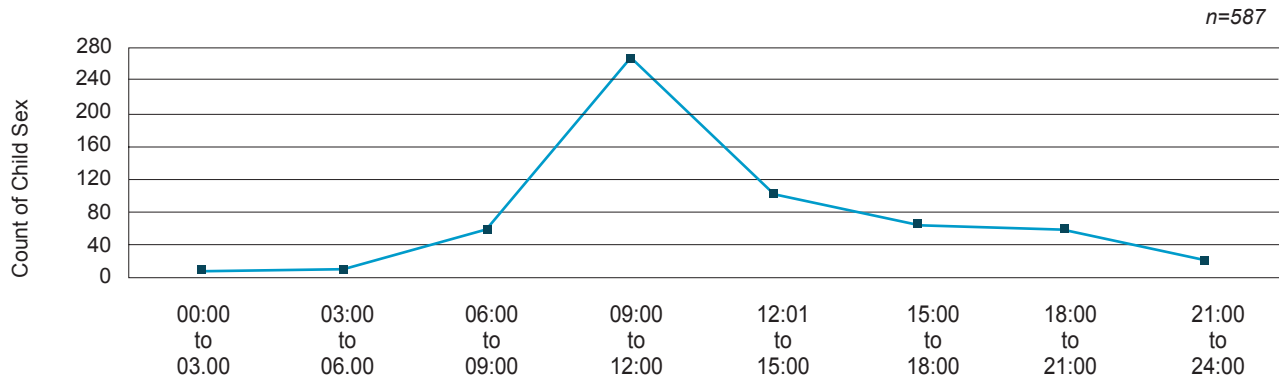
Age group of Children assisted



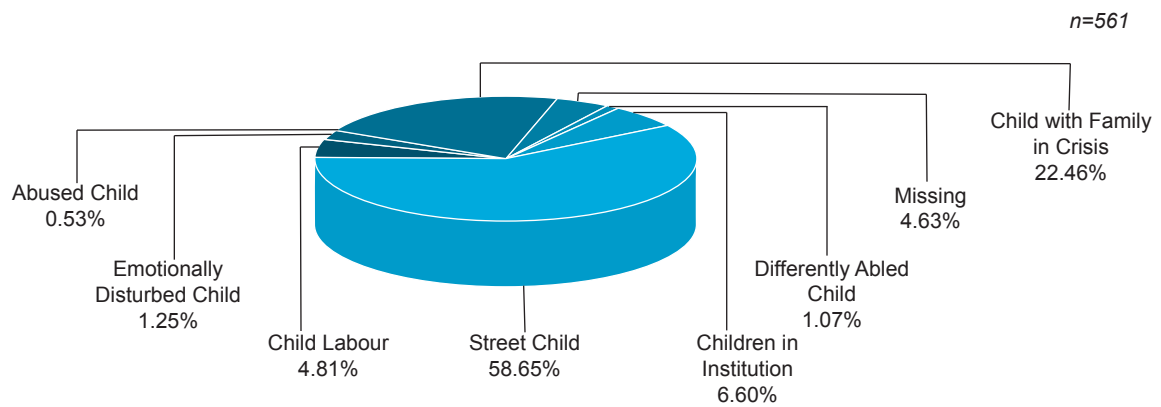
Gender and Problem



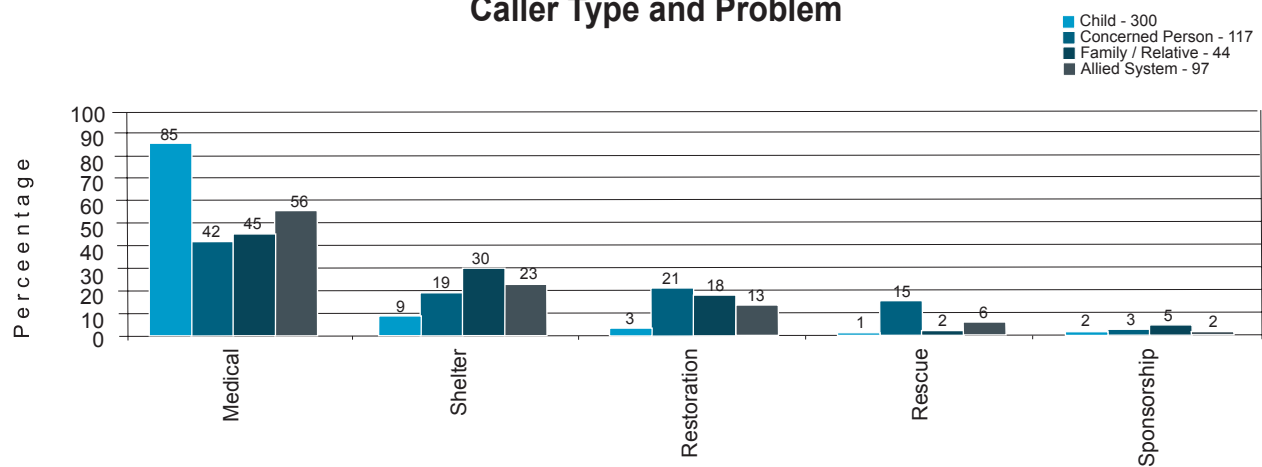
Time of Calls



Life Situation of Children Assisted



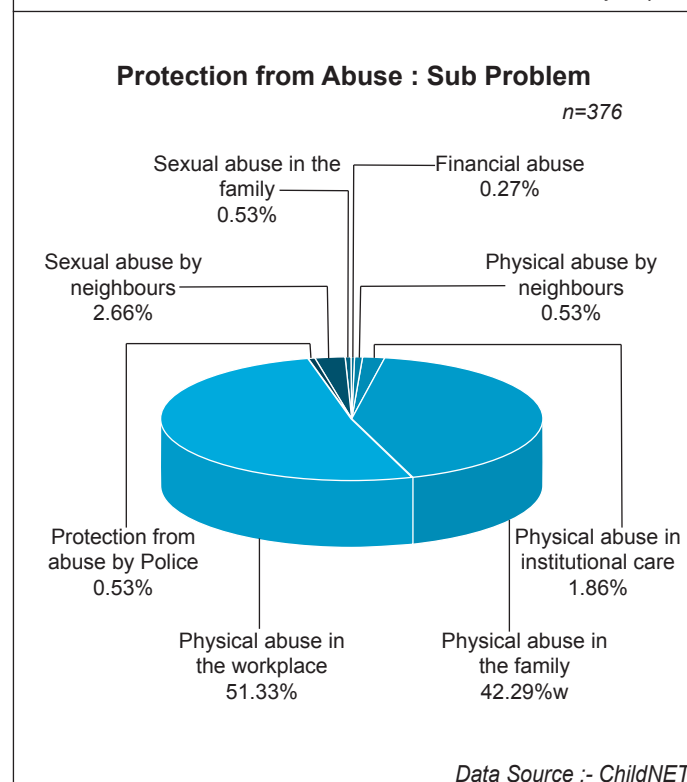
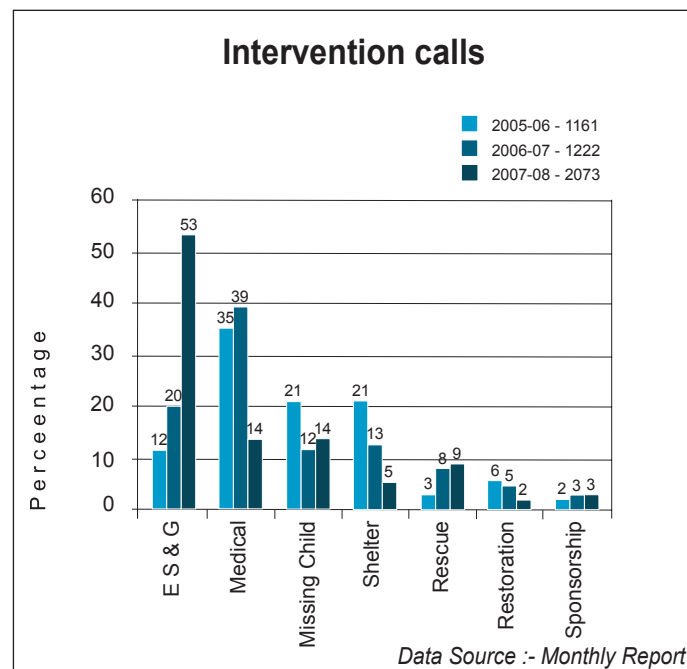
Caller Type and Problem



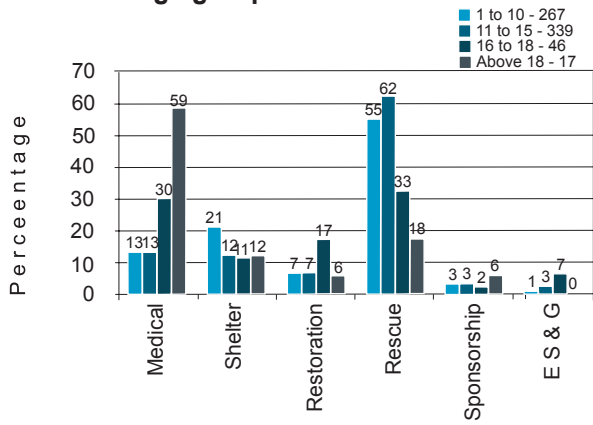
Data Source :- ChildNET

Nodal Organisation	:	CHILDLINE India Foundation
Collaborative Organisation	:	YUVA
Support Organisation	:	-
Date of Inception	:	June - 1996
Total Calls till March 08 Since Inception	:	33,49,779

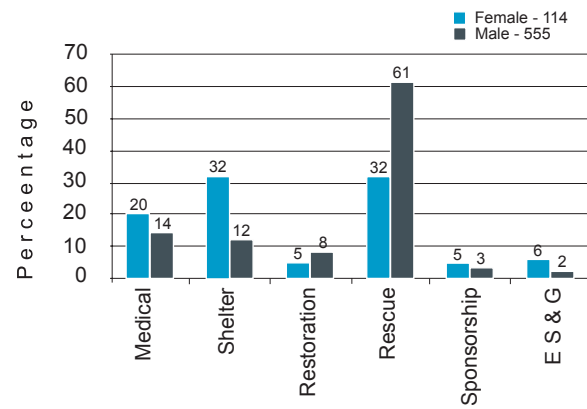
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	285	102
Shelter	108	103
Restoration	43	52
Protection from Abuse (Rescue)	184	376
Death Related	1	1
Sponsorship	63	20
Missing Children	281	0
Emotional Support and Guidance	1,108	16
Not Documented	-	1
Total - I	2,073	674
II. Follow-up calls	1,470	
III. Did not Find	27	
Total I to III	3,570	
IV. Information		
Information & Referral to Service	833	
Information about CHILDLINE & Volunteers	10,002	
Total - IV	10,835	
V. Others		
Silent	47,038	
Blank	41,652	
Wrong	30,809	
Crank/Fun/Abusive	29,824	
Chat	27,630	
Phone Testing	2,513	
Administrative	4,684	
Personal	2,378	
Others	-	
Unclassified	-	
Total - V	186,528	
Total I to V	200,933	



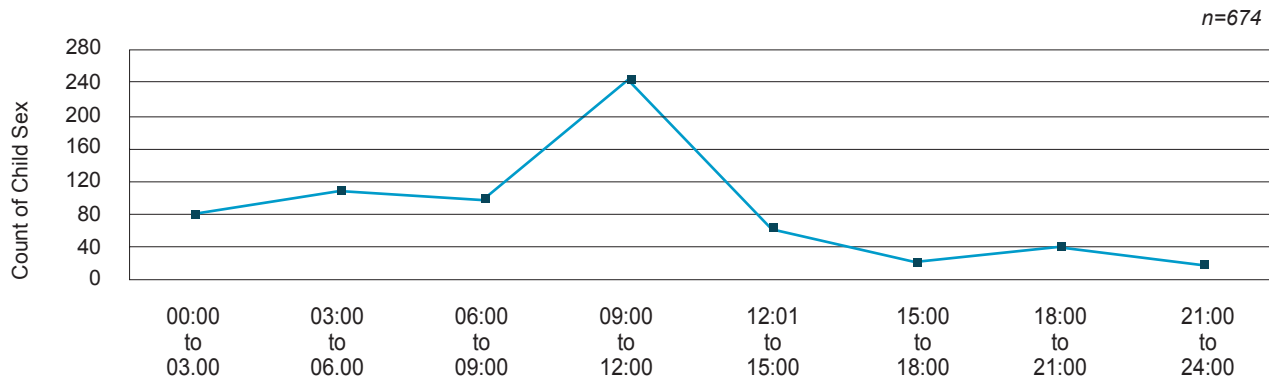
Age group of Children assisted



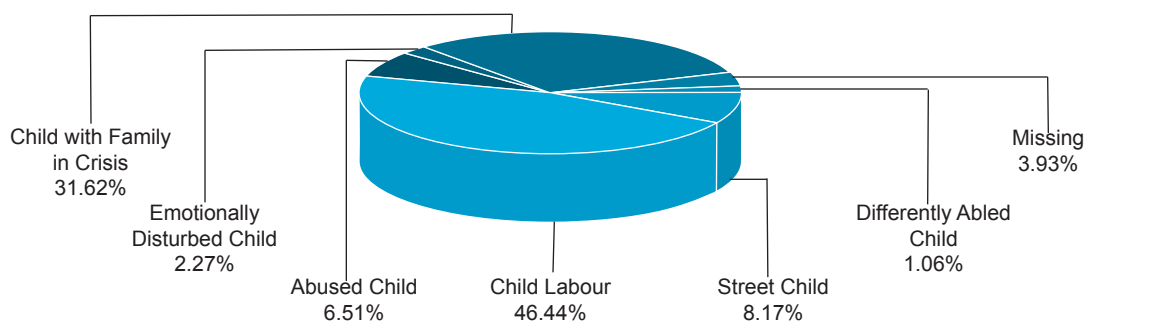
Gender and Problem



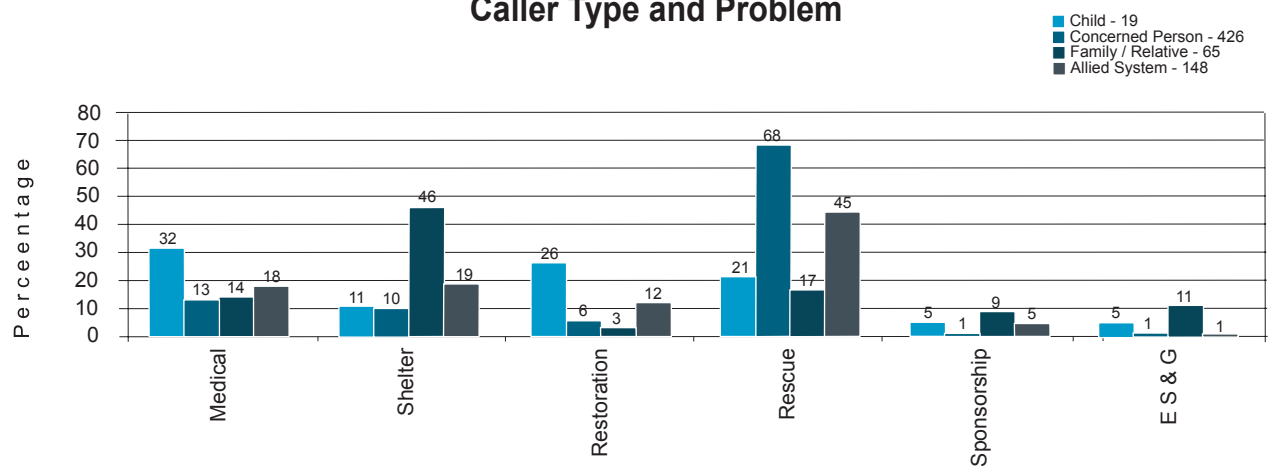
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem



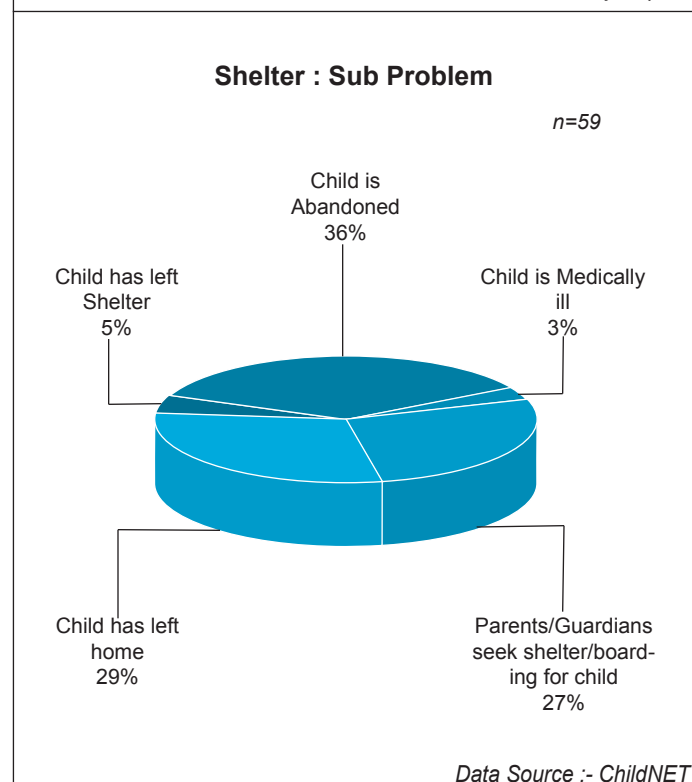
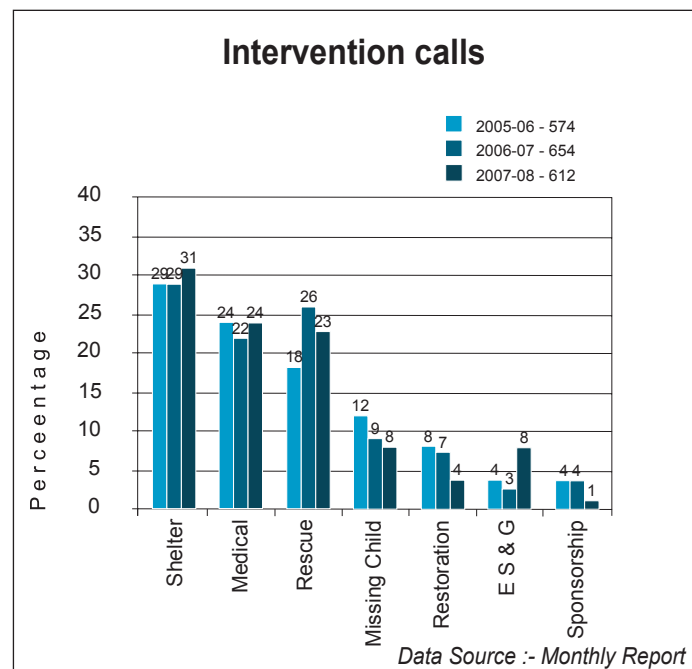
Data Source :- ChildNET

MUMBAI, MAHARASHTRA

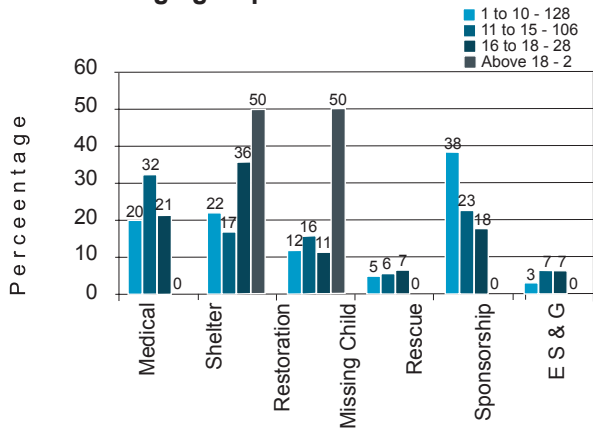
BALPRAFULTA

Nodal Organisation	:	CHILDLINE India Foundation
Collaborative Organisation	:	Balprafulta
Support Organisation	:	-
Date of Inception	:	June - 1996
Total Calls till March 08 Since Inception	:	33,49,779

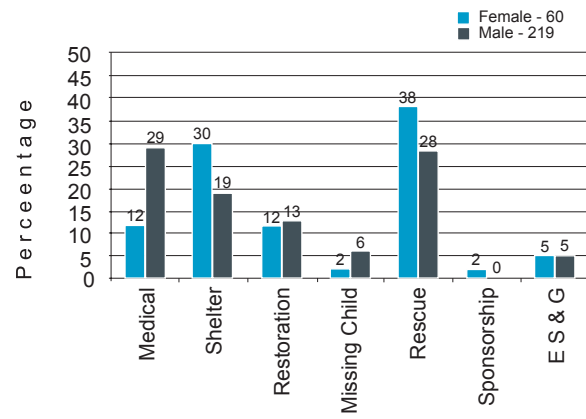
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	147	71
Shelter	191	59
Restoration	27	36
Protection from Abuse (Rescue)	139	85
Death Related	-	-
Sponsorship	7	1
Missing Children	52	14
Emotional Support and Guidance	49	13
Not Documented	-	8
Total - I	612	287
II. Follow-up calls	823	
III. Did not Find	-	
Total I to III	1,435	
IV. Information		
Information & Referral to Service	61	
Information about CHILDLINE & Volunteers	8,541	
Total - IV	8,602	
V. Others		
Silent	16,994	
Blank	17,266	
Wrong	7,977	
Crank/Fun/Abusive	39,084	
Chat	493	
Phone Testing	578	
Administrative	7,633	
Personal	105	
Others	-	
Unclassified	7	
Total - V	90,137	
Total I to V	100,174	



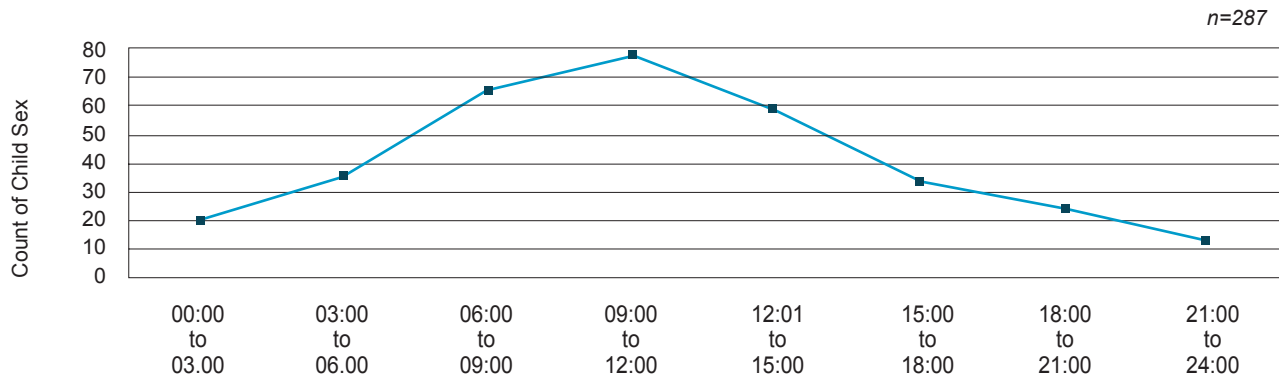
Age group of Children assisted



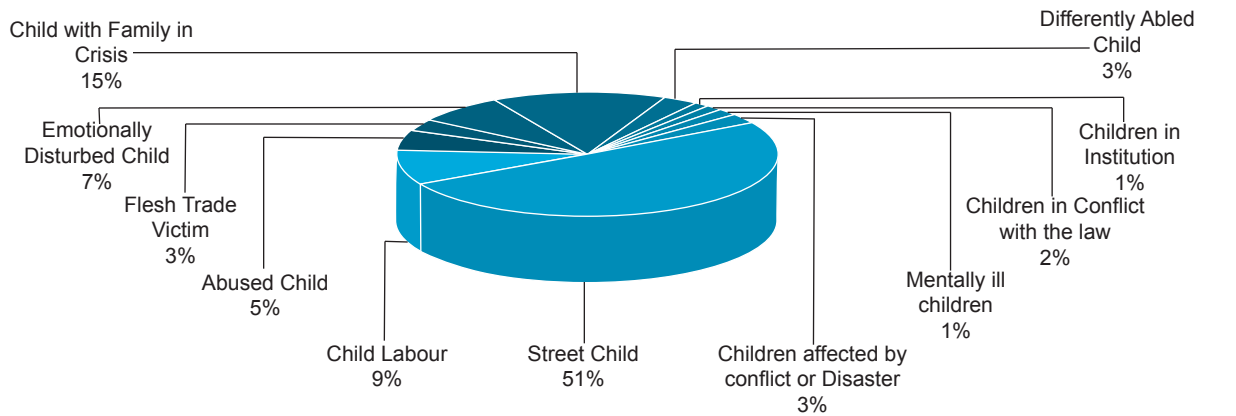
Gender and Problem



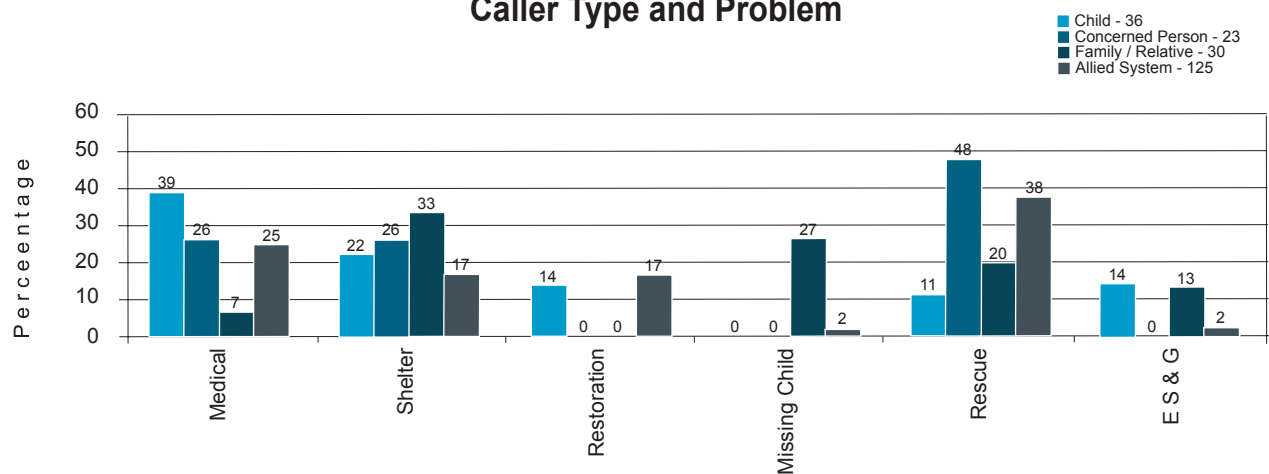
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

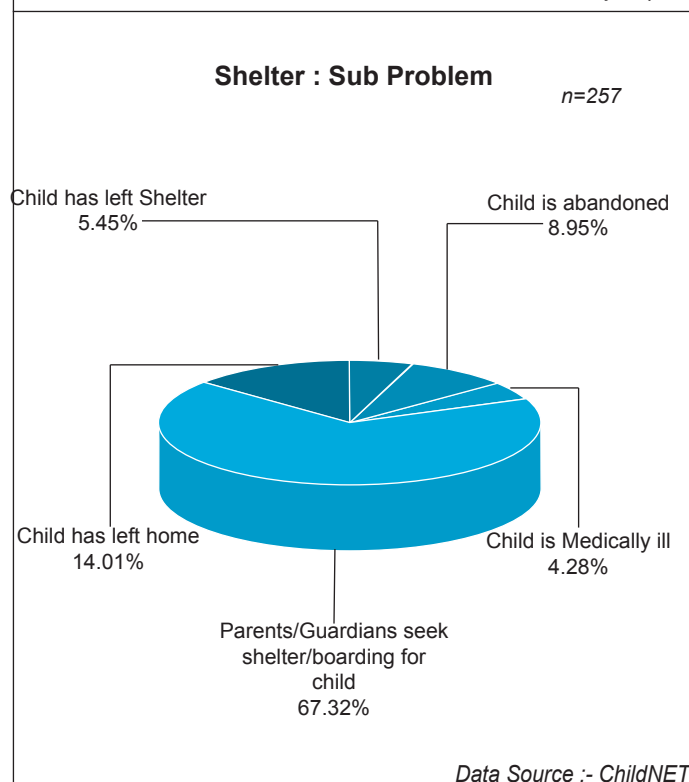
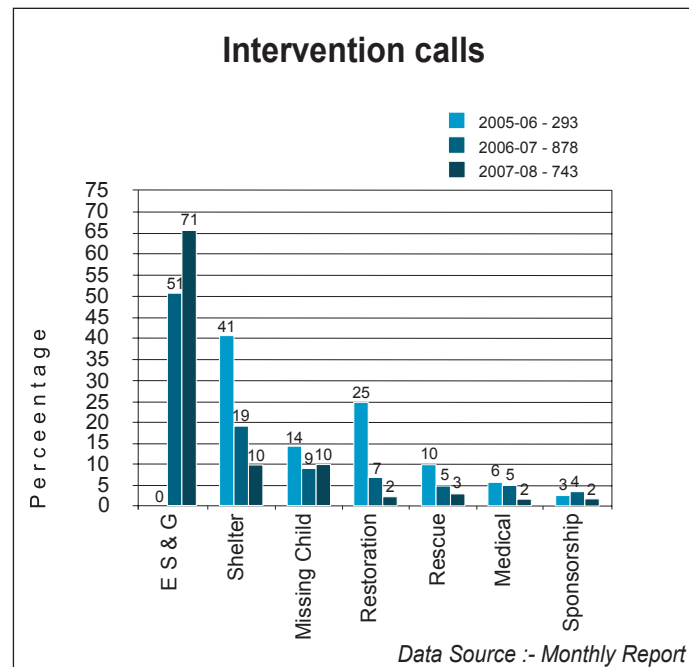


Data Source :- ChildNET

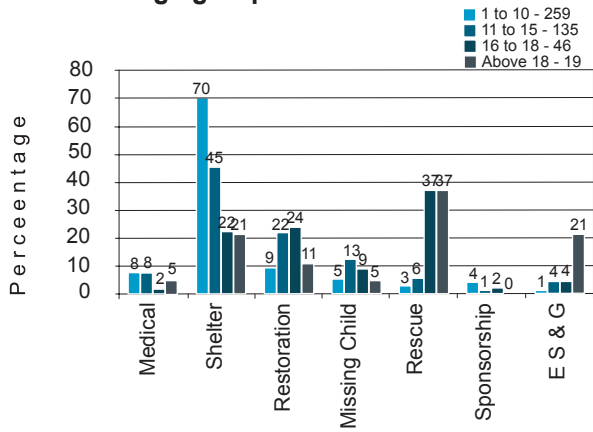
AHMEDNAGAR, MAHARASHTRA

Nodal Organisation	:	-
Collaborative Organisation	:	Snehalaya
Support Organisation	:	-
Date of Inception	:	May - 2003
Total Calls till March 08 Since Inception	:	1,52,185

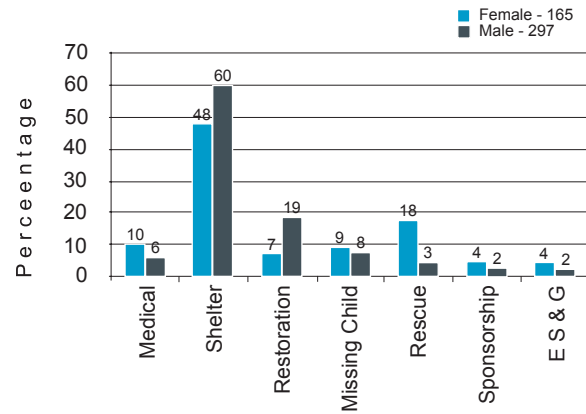
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	12	34
Shelter	73	259
Restoration	18	70
Protection from Abuse (Rescue)	22	39
Death Related	-	-
Sponsorship	15	14
Missing Children	78	38
Emotional Support and Guidance	525	14
Not Documented	-	34
Total - I	743	502
II. Follow-up calls	2,434	
III. Did not Find	53	
Total I to III	3,230	
IV. Information		
Information & Referral to Service	987	
Information about CHILDLINE & Volunteers	1,957	
Total - IV	2,944	
V. Others		
Silent	5,732	
Blank	9,099	
Wrong	1,298	
Crank/Fun/Abusive	3,698	
Chat	4,359	
Phone Testing	1,203	
Administrative	4,191	
Personal	4,536	
Others	-	
Unclassified	402	
Total - V	34,518	
Total I to V	40,692	



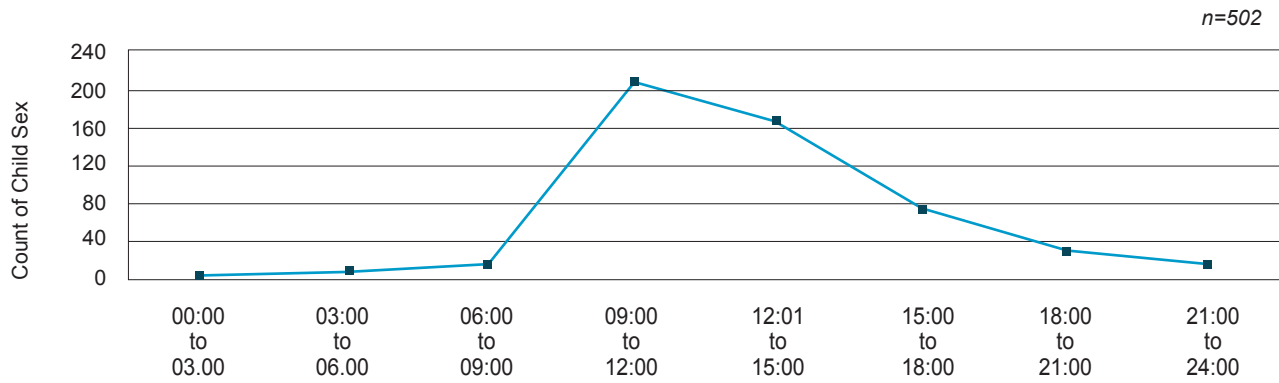
Age group of Children assisted



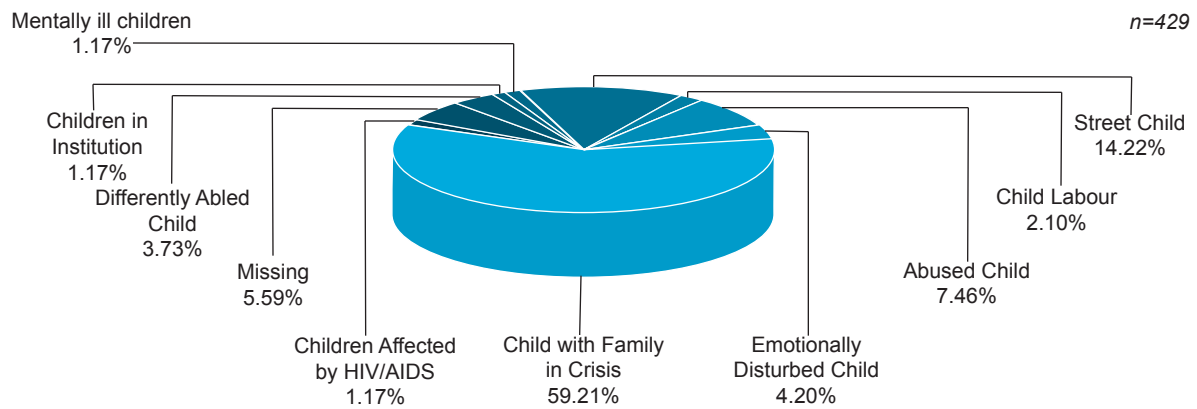
Gender and Problem



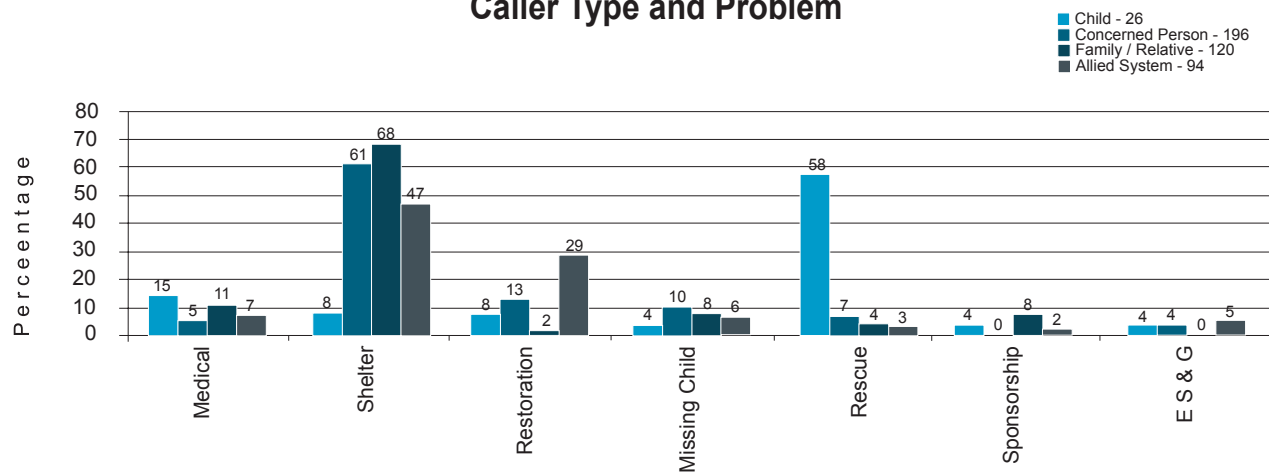
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

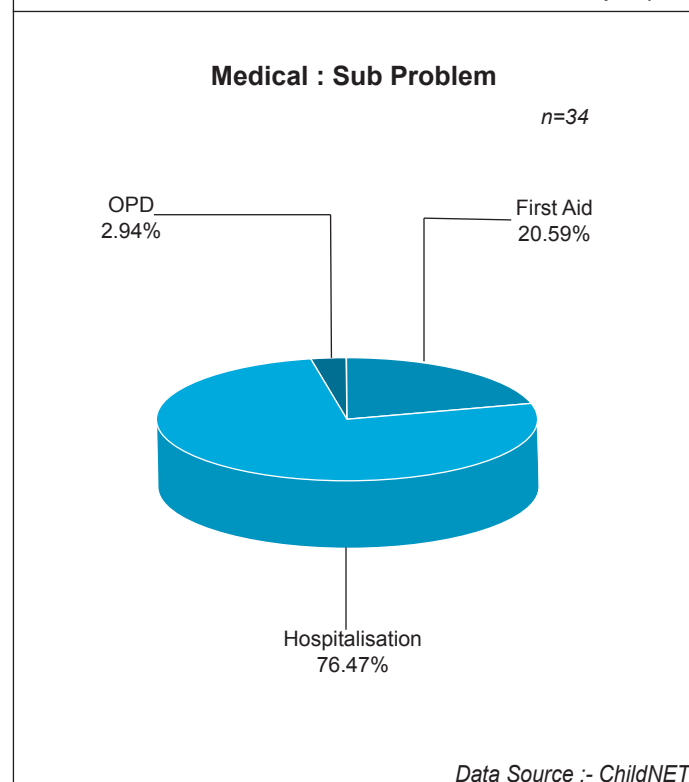
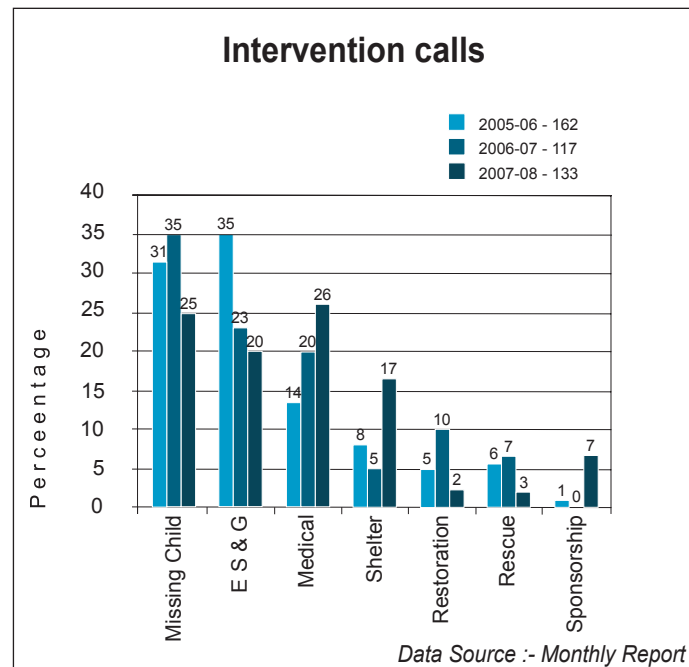


Data Source :- ChildNET

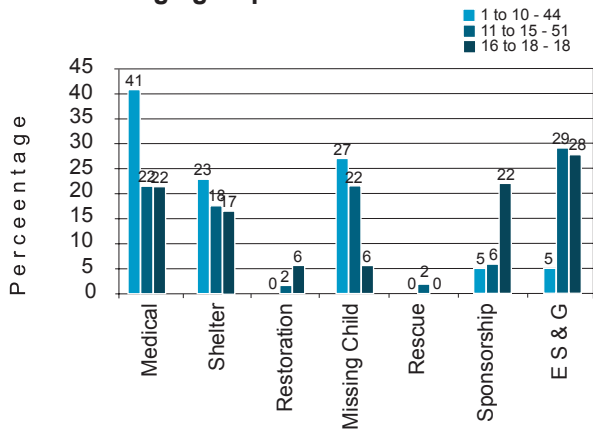
AMRAVATI, MAHARASHTRA

Nodal Organisation	:	-
Collaborative Organisation	:	Shree Hanuman Vyayam Prasarak Mandal (HVPM)
Support Organisation	:	-
Date of Inception	:	March - 2003
Total Calls till March 08 Since Inception	:	60,369

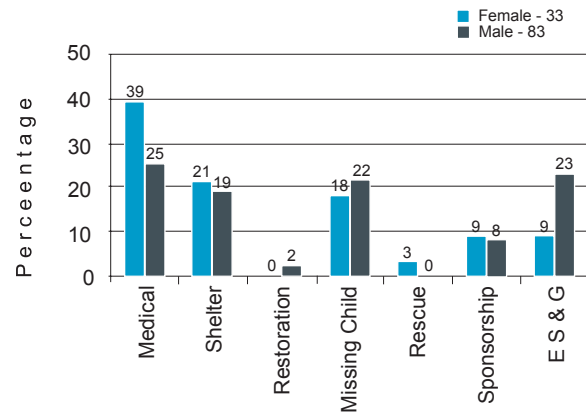
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	35	34
Shelter	22	25
Restoration	3	2
Protection from Abuse (Rescue)	4	2
Death Related	-	-
Sponsorship	9	14
Missing Children	33	25
Emotional Support and Guidance	27	22
Not Documented	-	7
Total - I	133	131
II. Follow-up calls	117	
III. Did not Find	-	
Total I to III	250	
IV. Information		
Information & Referral to Service	25	
Information about CHILDLINE & Volunteers	4,820	
Total - IV	4,845	
V. Others		
Silent	3,743	
Blank	1,797	
Wrong	454	
Crank/Fun/Abusive	369	
Chat	416	
Phone Testing	493	
Administrative	492	
Personal	-	
Others	-	
Unclassified	12	
Total - V	7,776	
Total I to V	12,871	



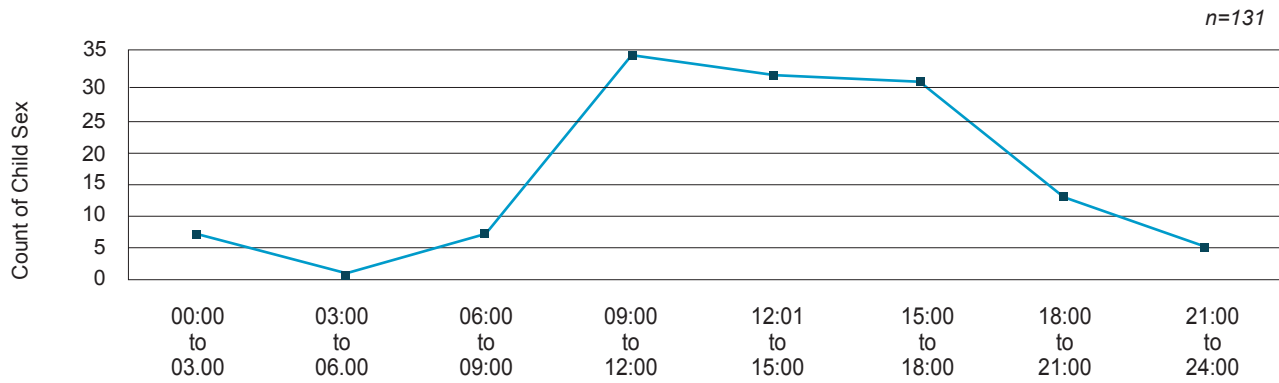
Age group of Children assisted



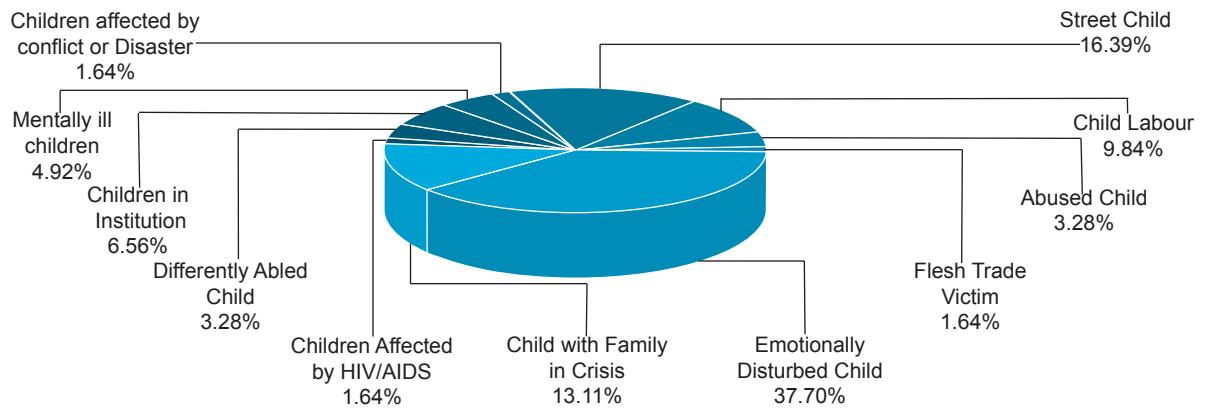
Gender and Problem



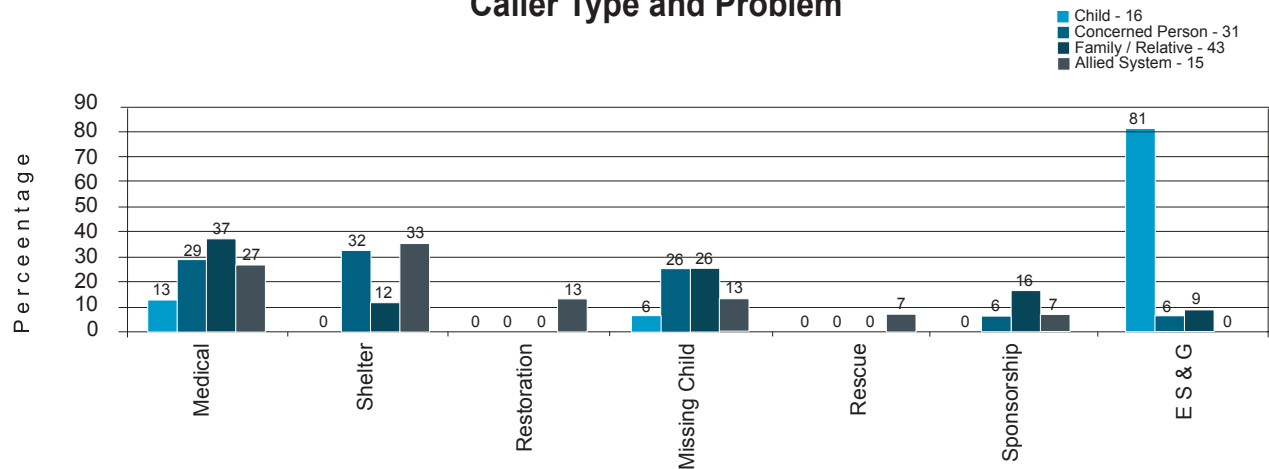
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

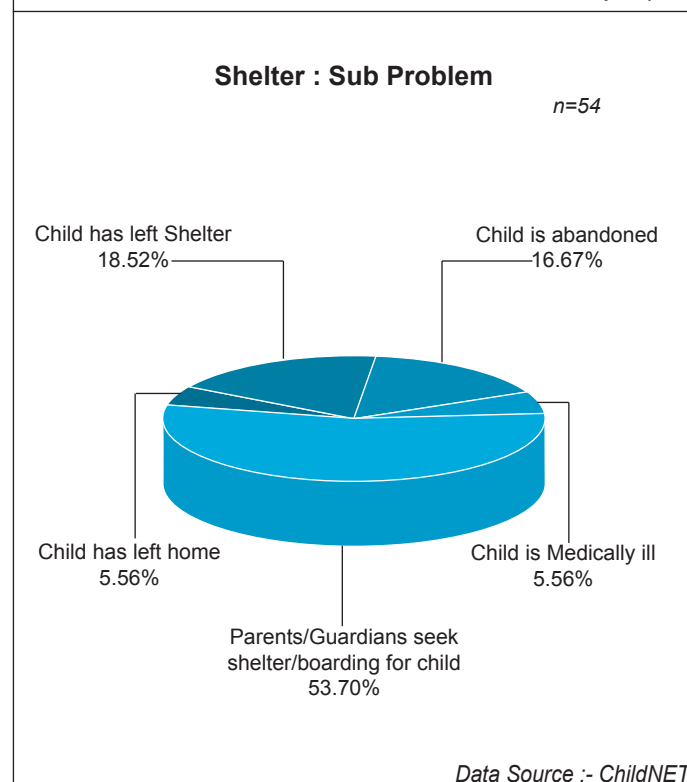
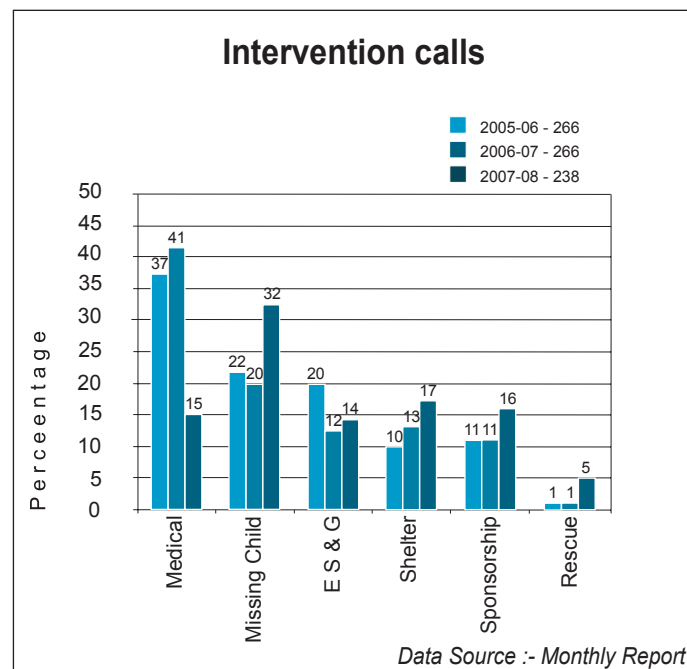


Data Source :- ChildNET

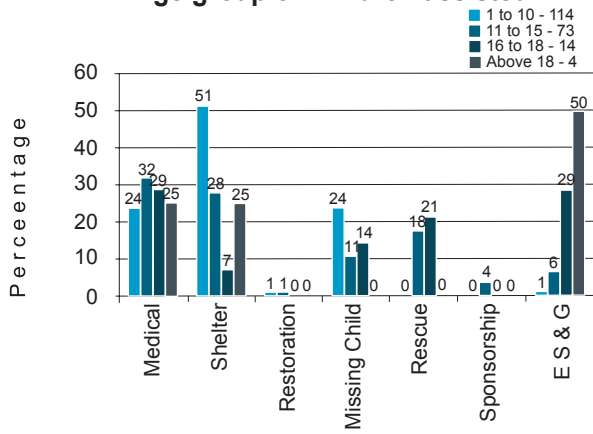
AURANGABAD, MAHARASHTRA

Nodal Organisation	:	DILASA
Collaborative Organisation	:	Aapulki Samaj Seva Sanstha
Support Organisation	:	-
Date of Inception	:	May - 2003
Total Calls till March 08 Since Inception	:	1,56,775

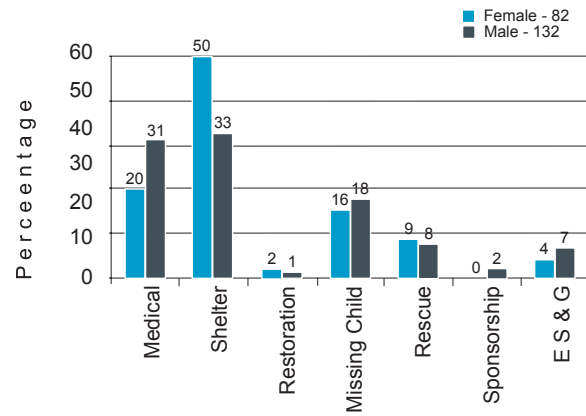
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	35	61
Shelter	41	87
Restoration	-	4
Protection from Abuse (Rescue)	13	19
Death Related	-	-
Sponsorship	38	4
Missing Children	77	43
Emotional Support and Guidance	34	14
Not Documented		11
Total - I	238	243
II. Follow-up calls	455	
III. Did not Find	-	
Total I to III	693	
IV. Information		
Information & Referral to Service	70	
Information about CHILDLINE & Volunteers	546	
Total - IV	616	
V. Others		
Silent	19,291	
Blank	2,851	
Wrong	573	
Crank/Fun/Abusive	2,599	
Chat	4,240	
Phone Testing	642	
Administrative	2,039	
Personal	437	
Others	26	
Unclassified	-	
Total - V	32,698	
Total I to V	34,007	



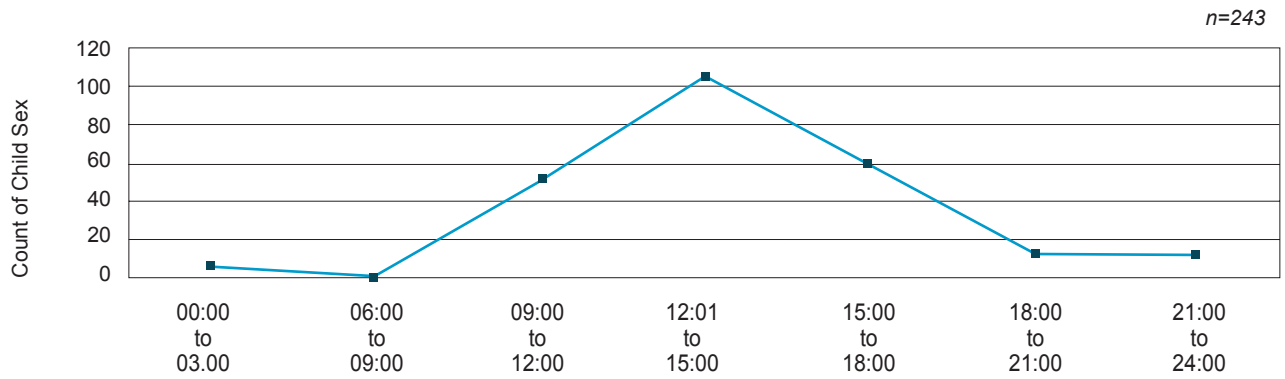
Age group of Children assisted



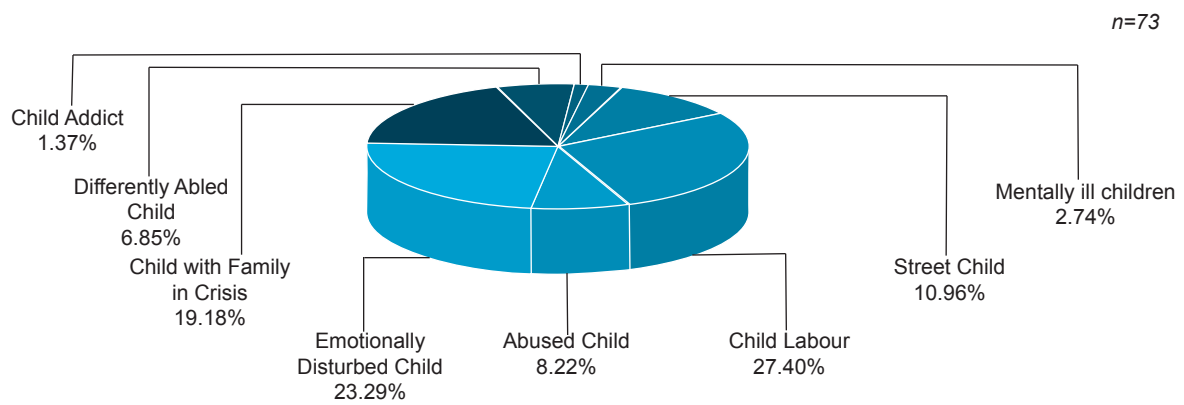
Gender and Problem



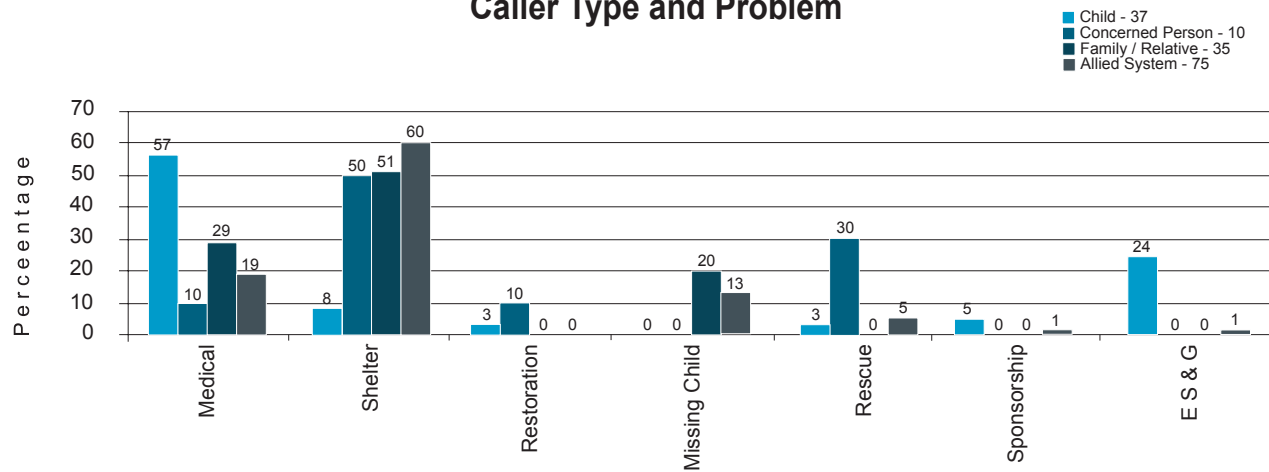
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

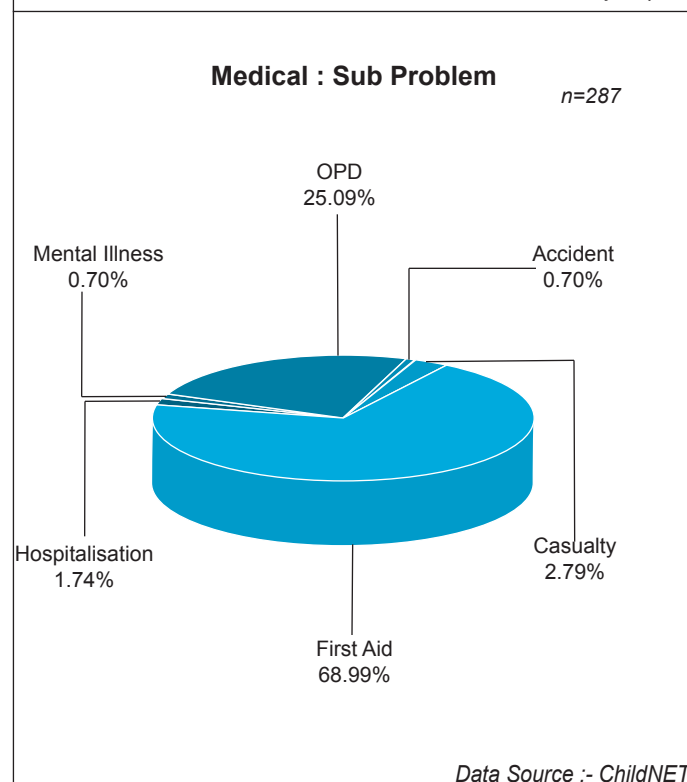
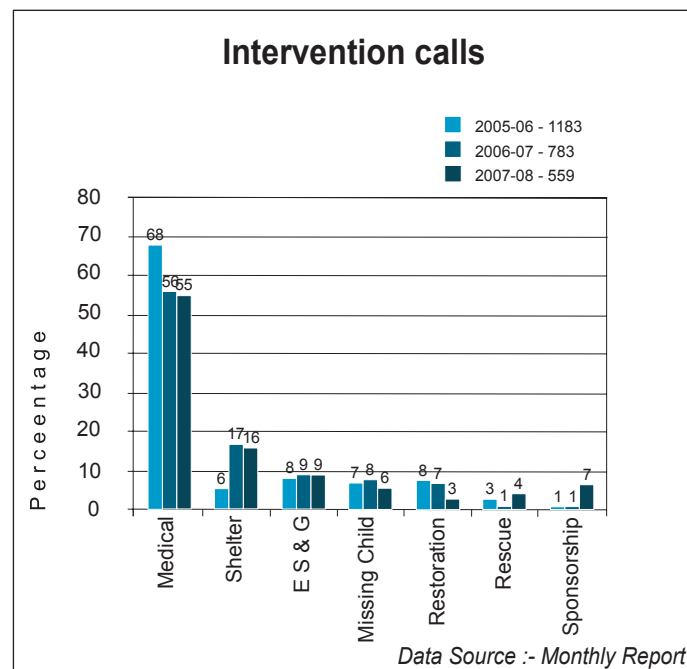


Data Source :- ChildNET

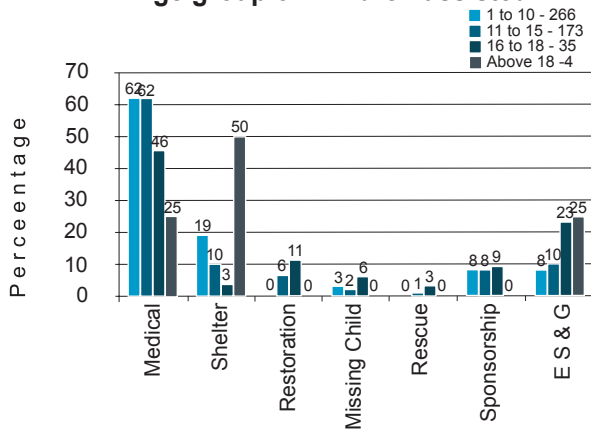
KALYAN, MAHARASHTRA

Nodal Organisation	:	-
Collaborative Organisation	:	AASARA
Support Organisation	:	-
Date of Inception	:	April - 2002
Total Calls till March 08 Since Inception	:	2,86,748

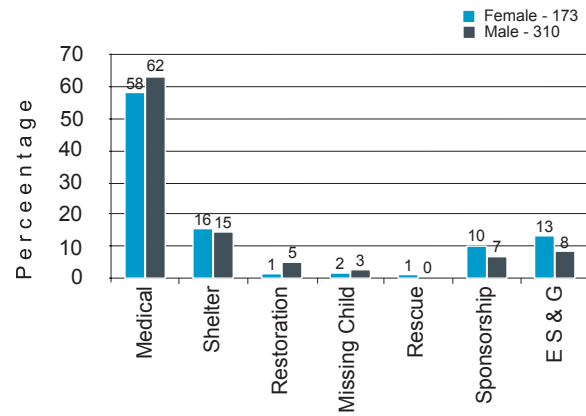
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	306	292
Shelter	91	73
Restoration	14	16
Protection from Abuse (Rescue)	23	2
Death Related	-	-
Sponsorship	37	38
Missing Children	36	14
Emotional Support and Guidance	52	48
Not Documented	-	79
Total - I	559	562
II. Follow-up calls	552	
III. Did not Find	-	
Total I to III	1,111	
IV. Information		
Information & Referral to Service	14	
Information about CHILDLINE & Volunteers	947	
Total - IV	961	
V. Others		
Silent	15,072	
Blank	18,372	
Wrong	412	
Crank/Fun/Abusive	236	
Chat	2,965	
Phone Testing	160	
Administrative	1,558	
Personal	126	
Others	-	
Unclassified	5	
Total - V	38,906	
Total I to V	40,978	



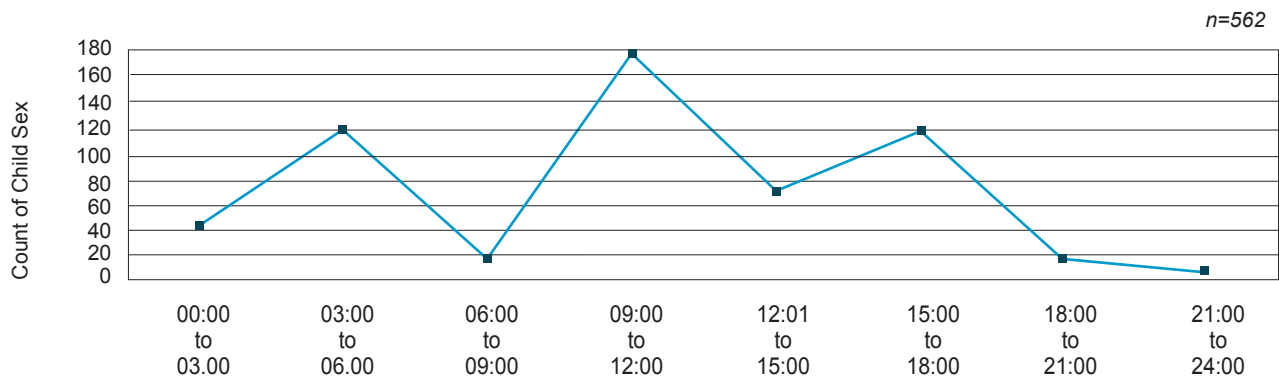
Age group of Children assisted



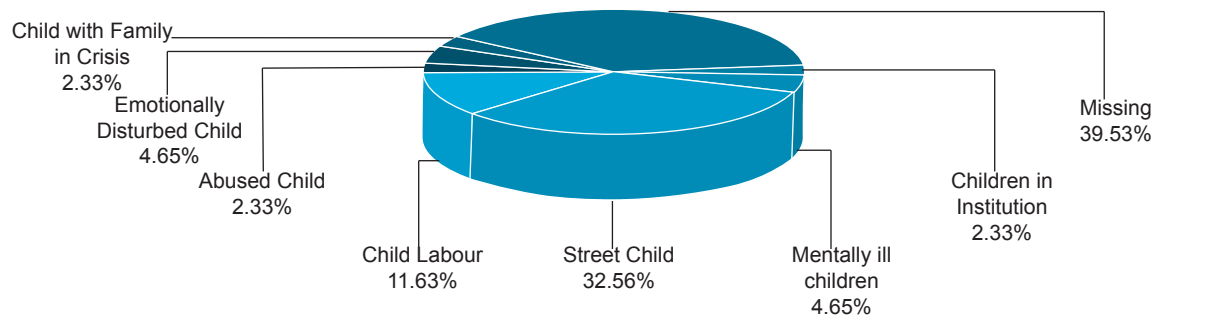
Gender and Problem



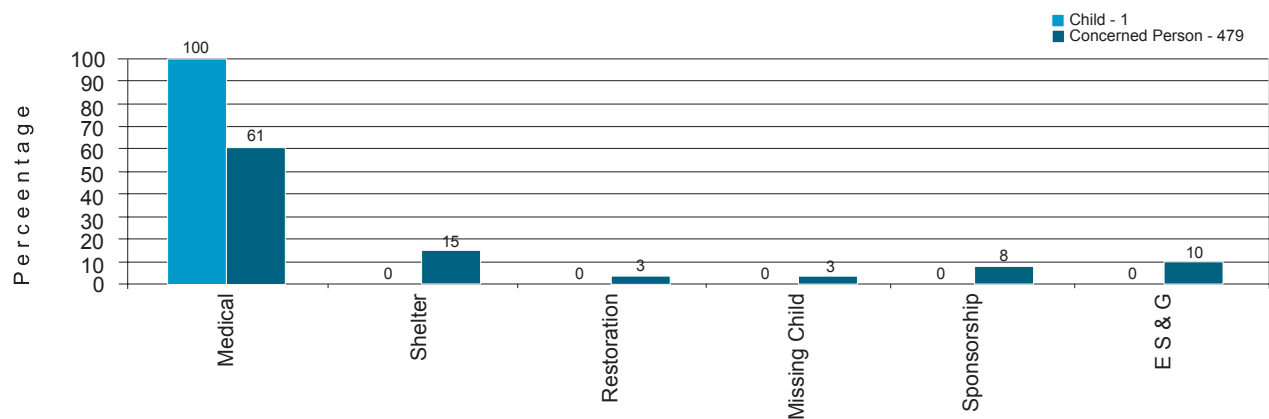
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

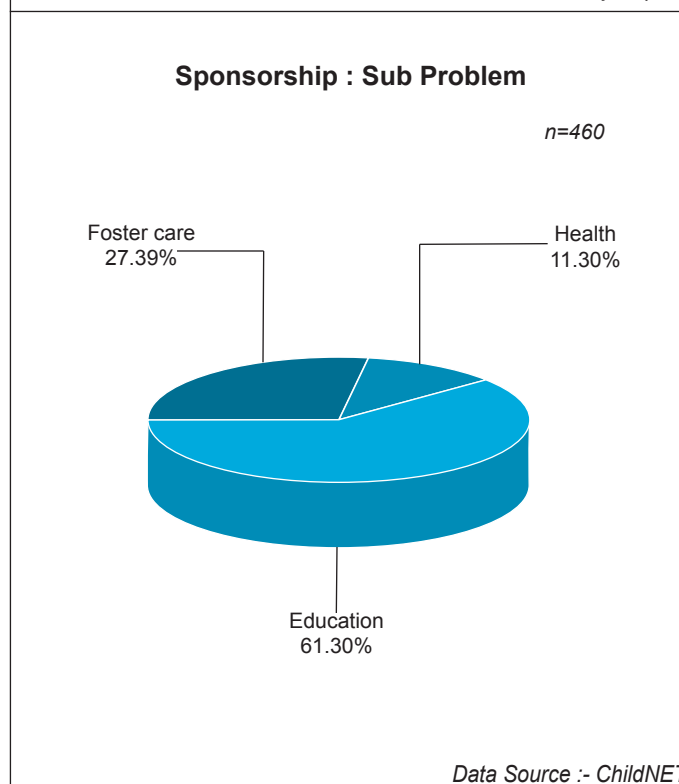
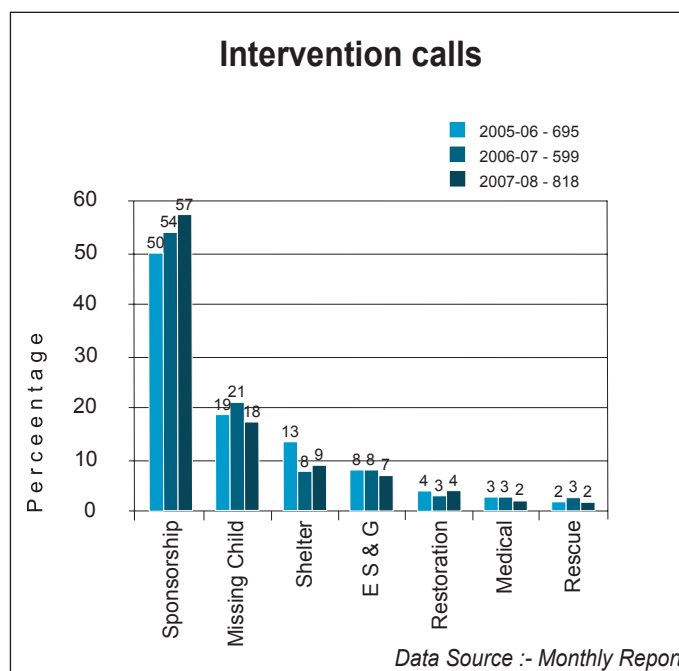


Data Source :- ChildNET

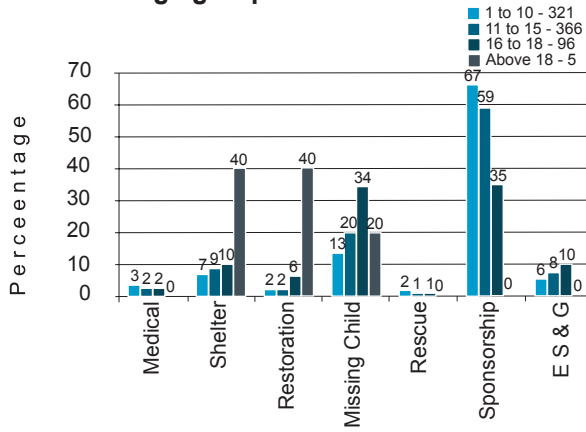
NAGPUR, MAHARASHTRA

Nodal Organisation	:	Matru Seva Sang (MSS)
Collaborative Organisation	:	Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha (ANBKS)
Support Organisation	:	Bapuji Bahujan Samaj Kalyan Bahuddeshiya Sanstha
Date of Inception	:	November - 1998
Total Calls till March 08 Since Inception	:	1,74,357

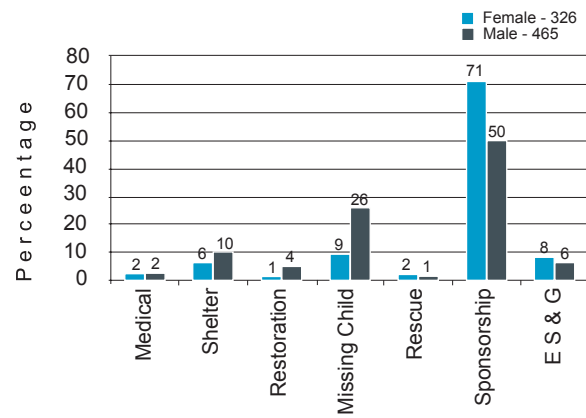
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	18	18
Shelter	72	69
Restoration	32	23
Protection from Abuse (Rescue)	17	11
Death Related	1	1
Sponsorship	470	464
Missing Children	151	149
Emotional Support and Guidance	57	58
Not Documented	-	16
Total - I	818	809
II. Follow-up calls	186	
III. Did not Find	10	
Total I to III	1,014	
IV. Information		
Information & Referral to Service	45	
Information about CHILDLINE & Volunteers	10,364	
Total - IV	10,409	
V. Others		
Silent	2,282	
Blank	3,145	
Wrong	634	
Crank/Fun/Abusive	195	
Chat	4,020	
Phone Testing	109	
Administrative	779	
Personal	75	
Others	-	
Unclassified	-	
Total - V	11,239	
Total I to V	22,662	



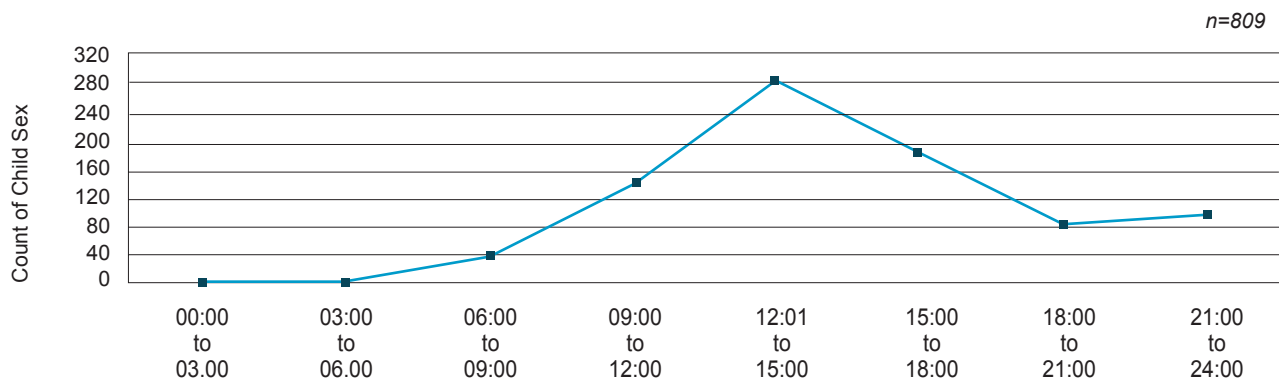
Age group of Children assisted



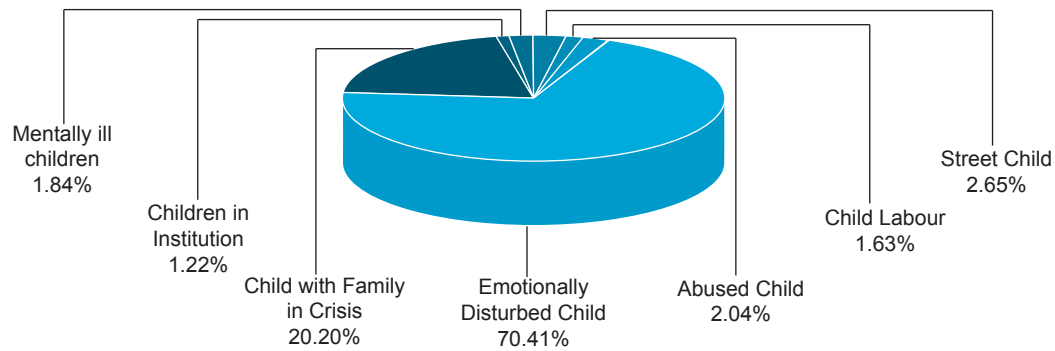
Gender and Problem



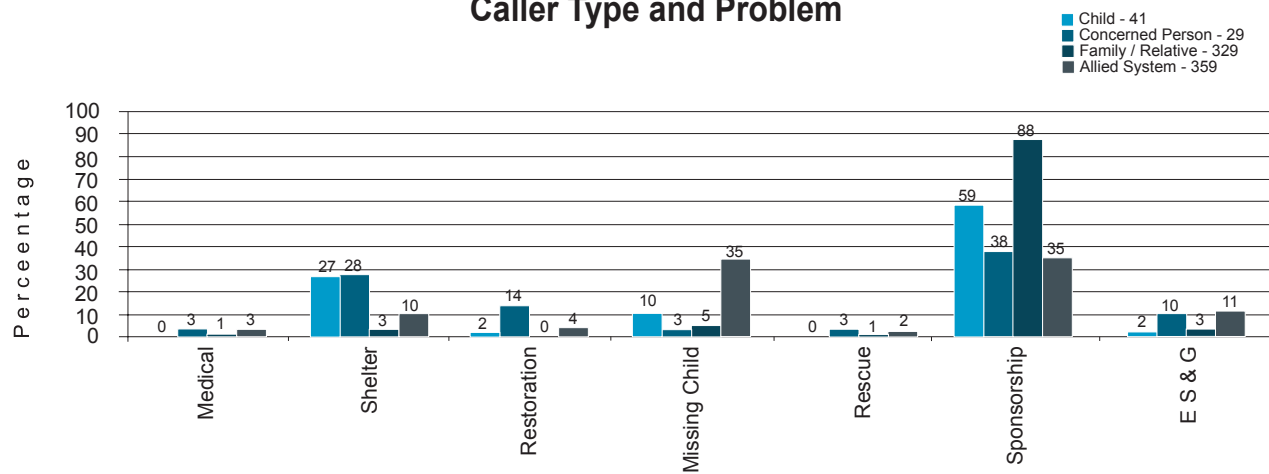
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

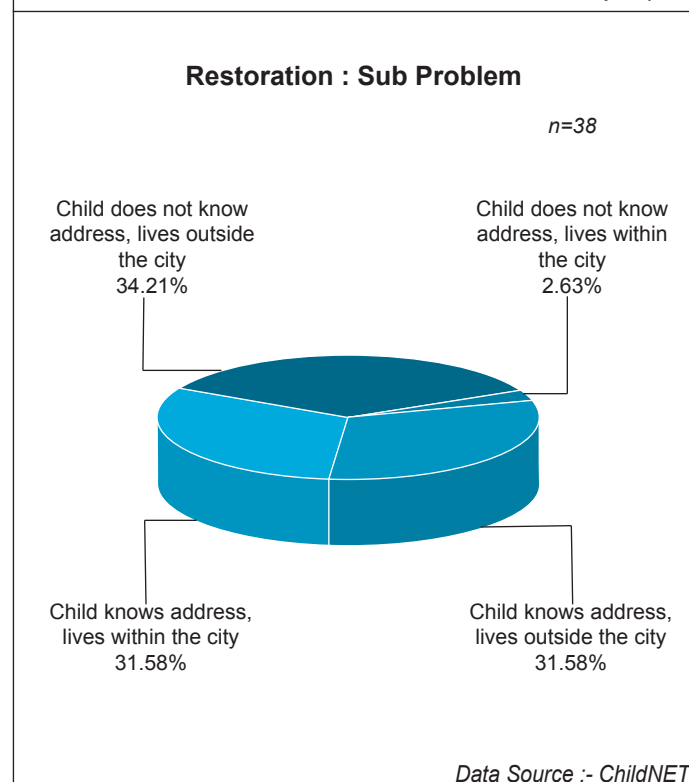
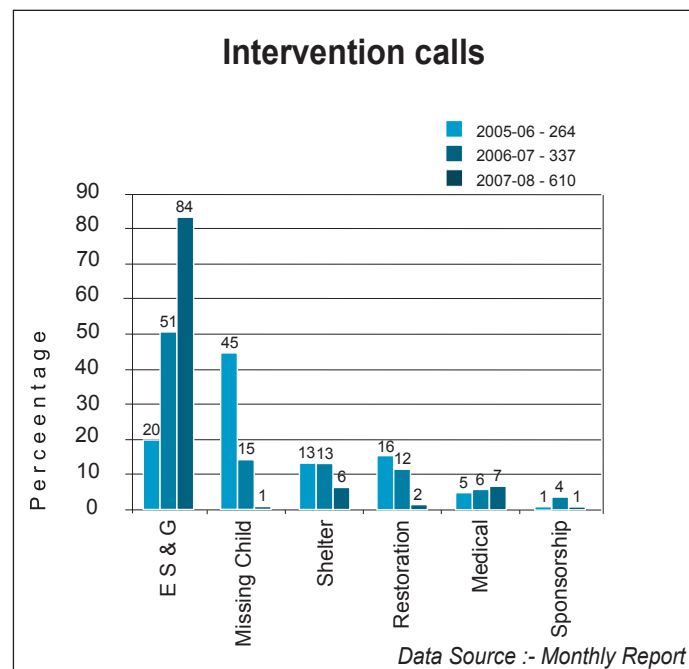


Data Source :- ChildNET

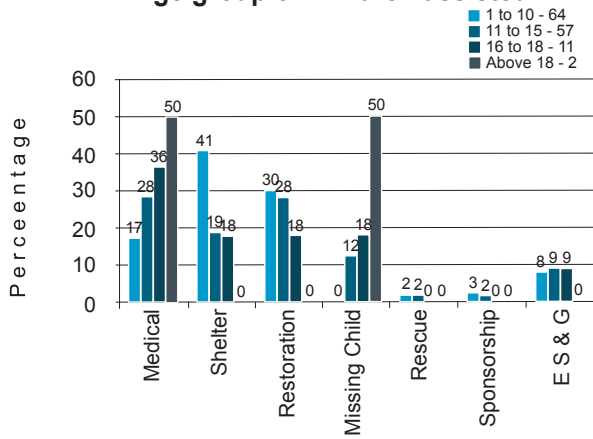
NASIK, MAHARASHTRA

Nodal Organisation	:	-
Collaborative Organisation	:	Navjeevan World Peace & Research Foundation
Support Organisation	:	-
Date of Inception	:	July - 2003
Total Calls till March 08 Since Inception	:	1,50,850

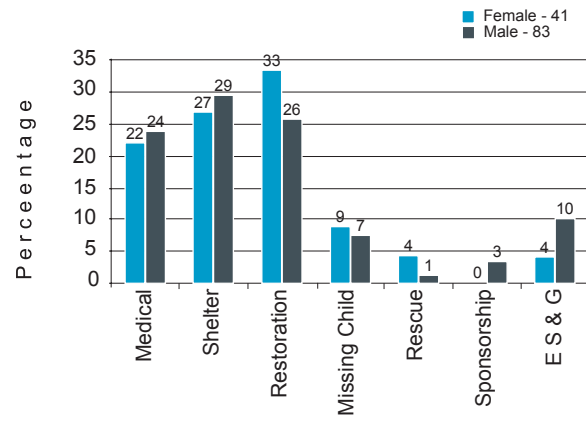
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	41	32
Shelter	39	39
Restoration	10	38
Protection from Abuse (Rescue)	1	3
Death Related	-	-
Sponsorship	4	3
Missing Children	5	12
Emotional Support and Guidance	510	11
Not Documented	-	1
Total - I	610	139
II. Follow-up calls	262	
III. Did not Find	13	
Total I to III	885	
IV. Information		
Information & Referral to Service	9	
Information about CHILDLINE & Volunteers	2,922	
Total - IV	2,931	
V. Others		
Silent	6,980	
Blank	6,328	
Wrong	2,300	
Crank/Fun/Abusive	3,065	
Chat	4,871	
Phone Testing	2,079	
Administrative	1,647	
Personal	142	
Others	-	
Unclassified	1	
Total - V	27,413	
Total I to V	31,229	



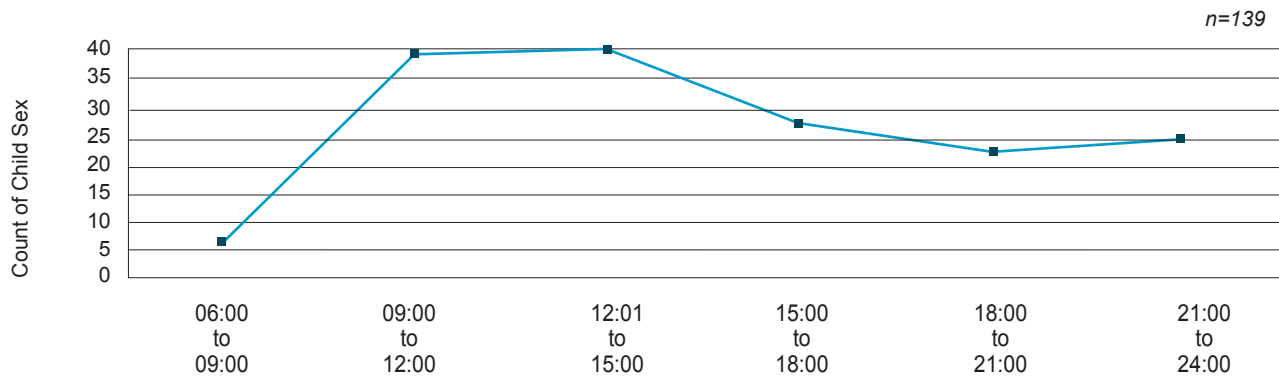
Age group of Children assisted



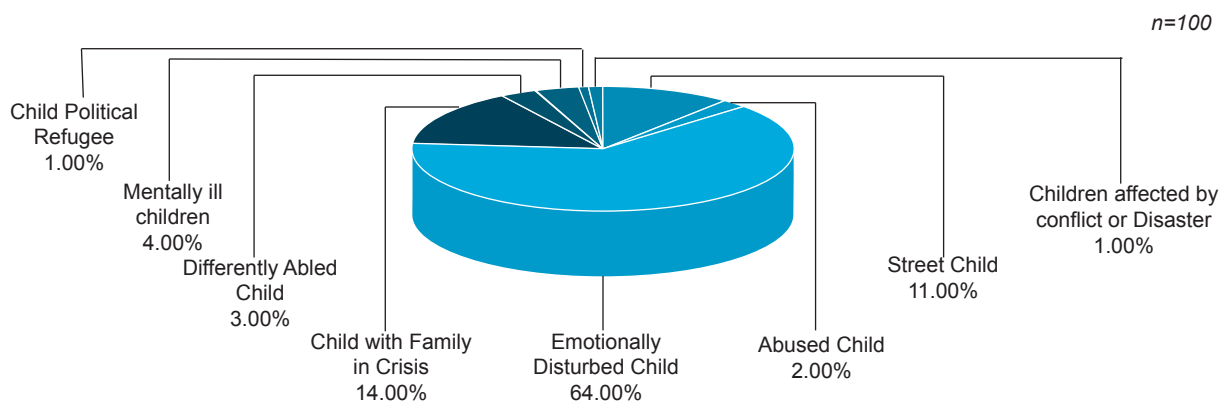
Gender and Problem



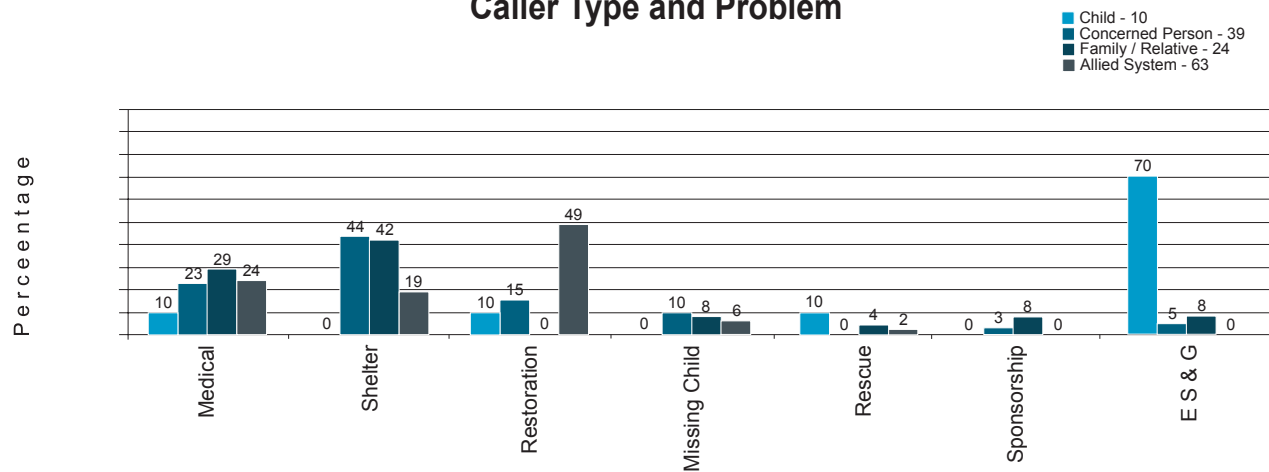
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

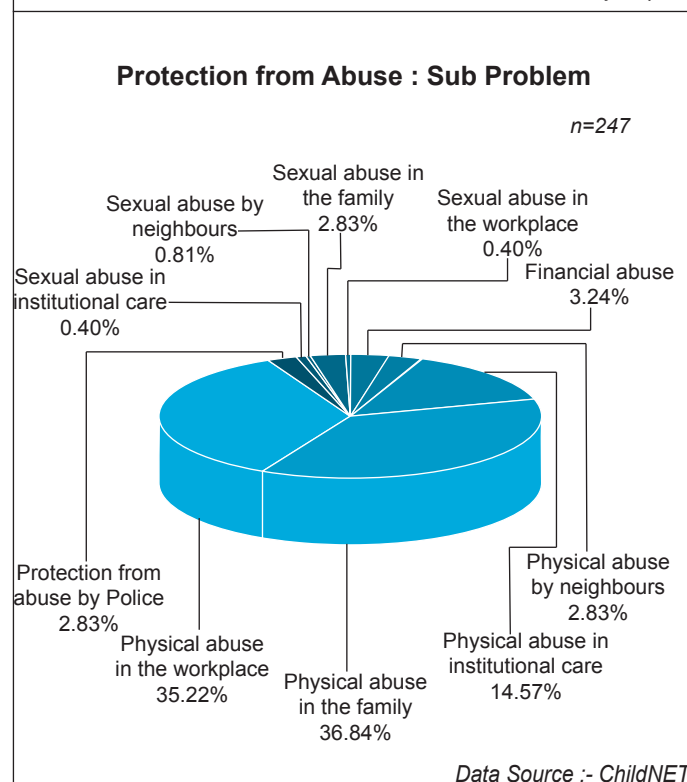
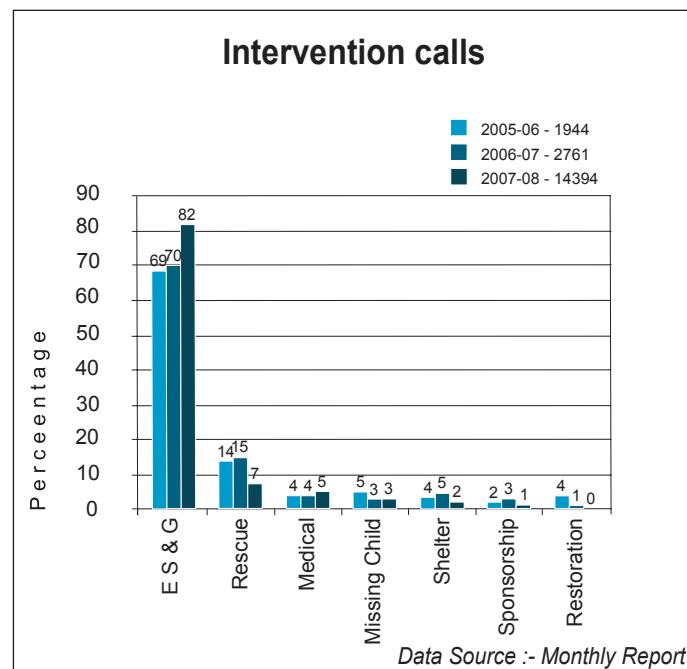


Data Source :- ChildNET

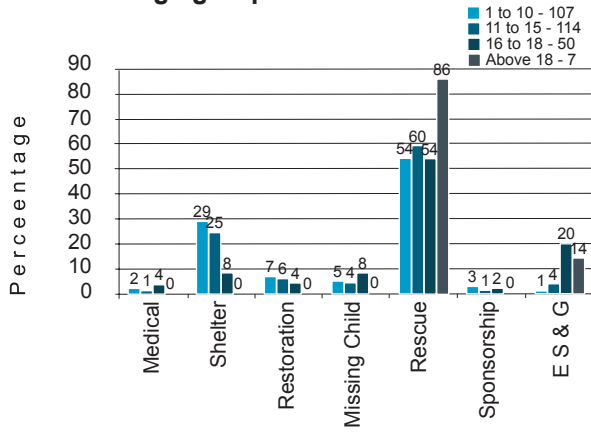
PUNE, MAHARASHTRA

Nodal Organisation	:	Karve Institute of Social Service
Collaborative Organisation	:	Dnyana Devi
Support Organisation	:	-
Date of Inception	:	March - 2001
Total Calls till March 08 Since Inception	:	3,05,225

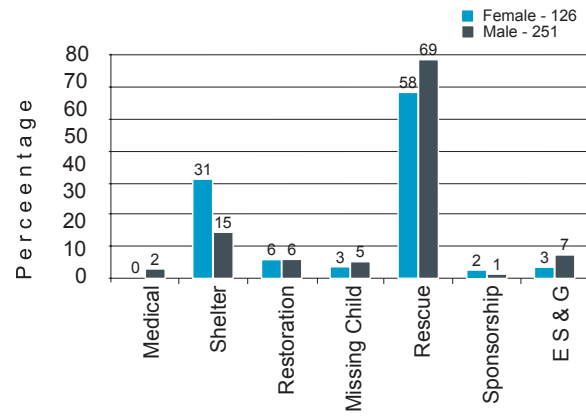
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	723	6
Shelter	219	77
Restoration	62	22
Protection from Abuse (Rescue)	1,047	247
Death Related	-	-
Sponsorship	179	6
Missing Children	404	17
Emotional Support and Guidance	11,760	21
Not Documented	-	14
Total - I	14,394	410
II. Follow-up calls	865	
III. Did not Find	3,664	
Total I to III	18,923	
IV. Information		
Information & Referral to Service	1,941	
Information about CHILDLINE & Volunteers	5,323	
Total - IV	7,264	
V. Others		
Silent	19,360	
Blank	17,890	
Wrong	4,996	
Crank/Fun/Abusive	9,409	
Chat	9,364	
Phone Testing	441	
Administrative	1,956	
Personal	595	
Others	1,614	
Unclassified	-	
Total - V	65,625	
Total I to V	91,812	



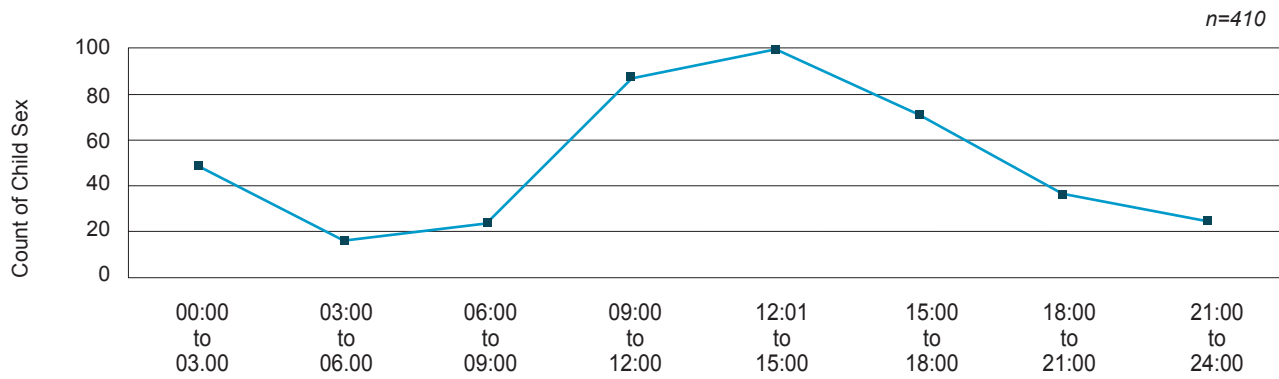
Age group of Children assisted



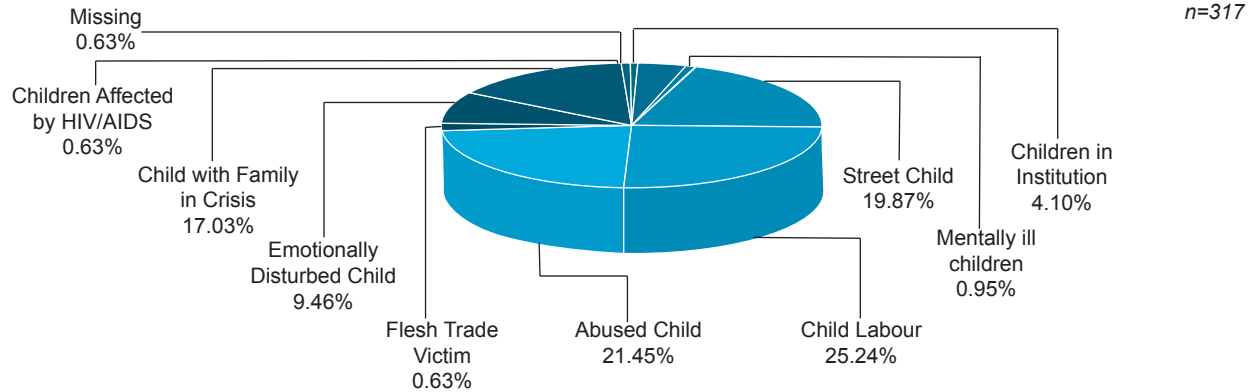
Gender and Problem



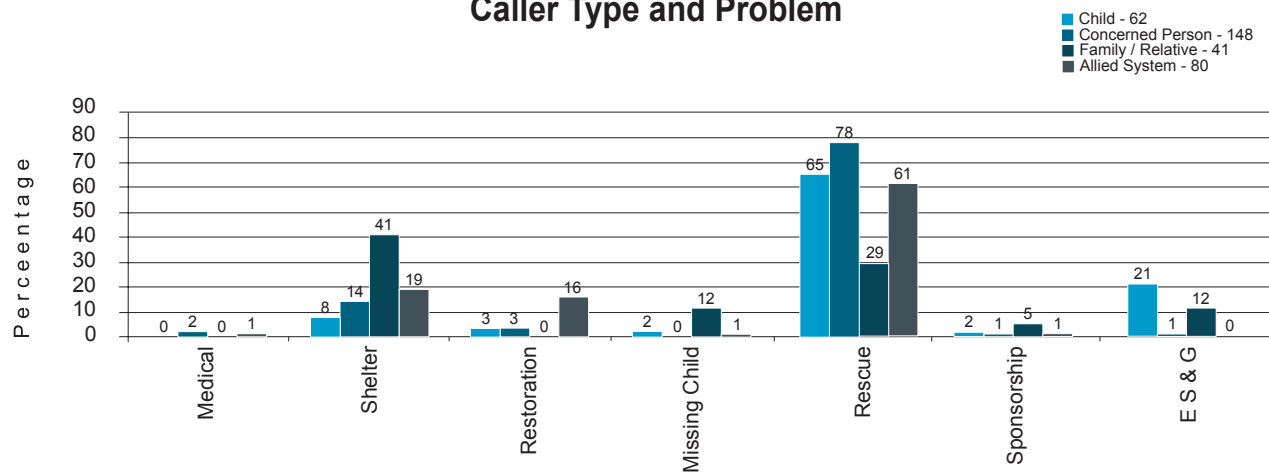
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

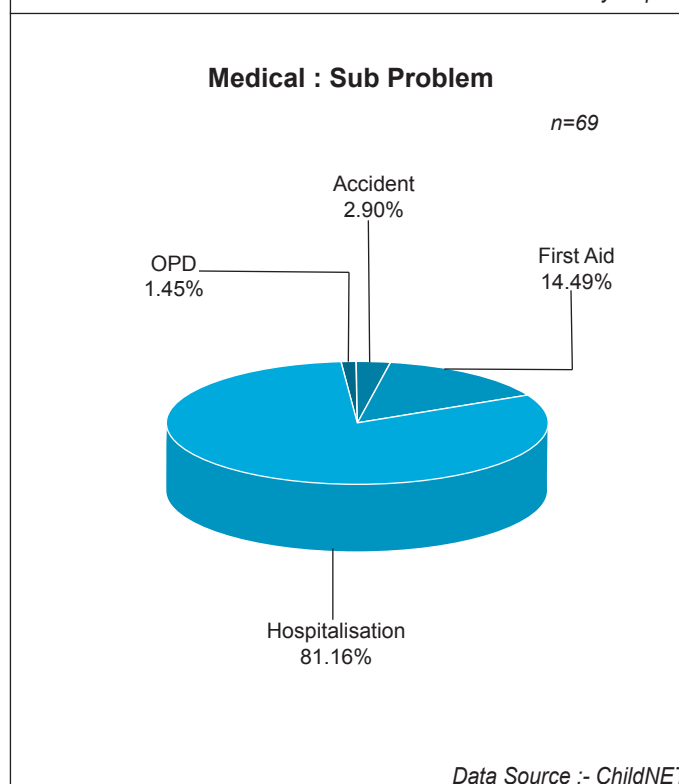
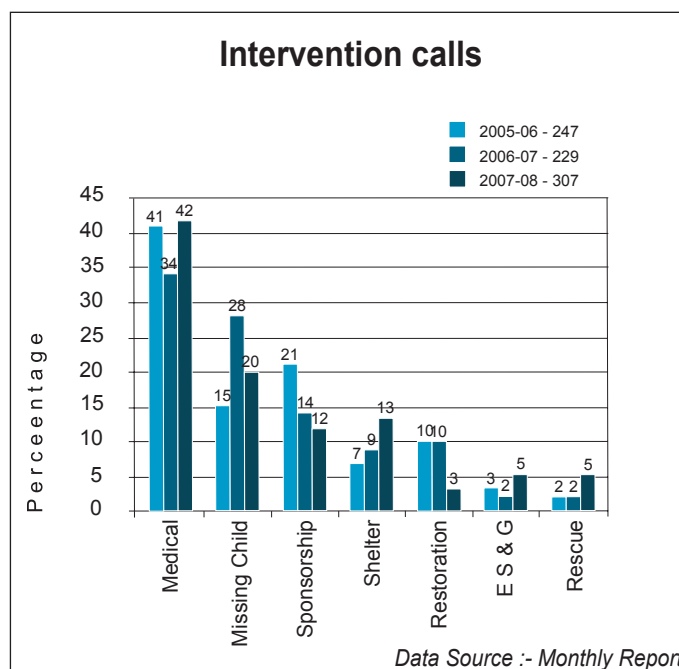


Data Source :- ChildNET

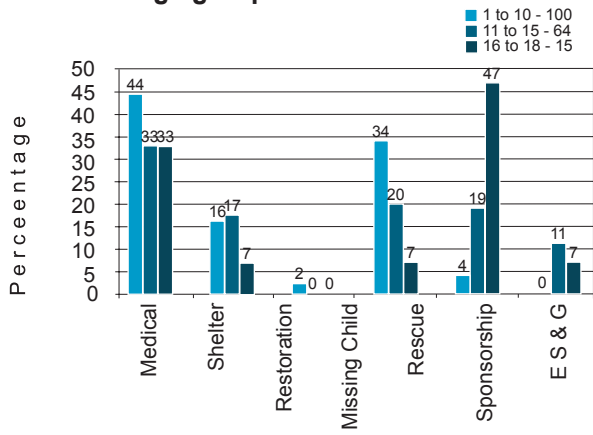
SOLAPUR, MAHARASHTRA

Nodal Organisation	:	Walchand College of Arts & Science
Collaborative Organisation	:	Akkalkot Education Society
Support Organisation	:	-
Date of Inception	:	February - 2003
Total Calls till March 08 Since Inception	:	1,34,041

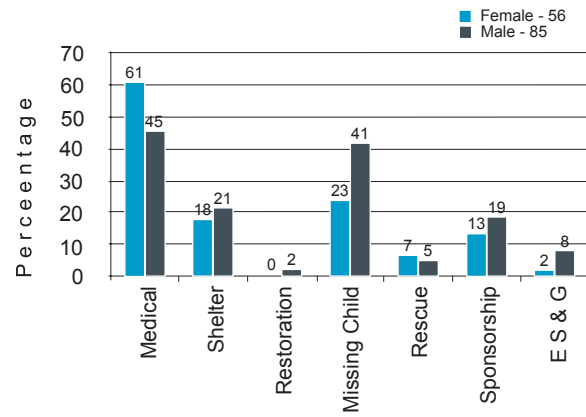
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	128	81
Shelter	41	29
Restoration	10	2
Protection from Abuse (Rescue)	14	8
Death Related	-	-
Sponsorship	38	23
Missing Children	60	53
Emotional Support and Guidance	16	8
Not Documented	-	33
Total - I	307	237
II. Follow-up calls	219	
III. Did not Find	-	
Total I to III	526	
IV. Information		
Information & Referral to Service	16	
Information about CHILDLINE & Volunteers	8,587	
Total - IV	8,603	
V. Others		
Silent	3,552	
Blank	4,149	
Wrong	2,156	
Crank/Fun/Abusive	1,283	
Chat	1,234	
Phone Testing	5,095	
Administrative	1,151	
Personal	230	
Others	-	
Unclassified	1	
Total - V	18,851	
Total I to V	27,980	



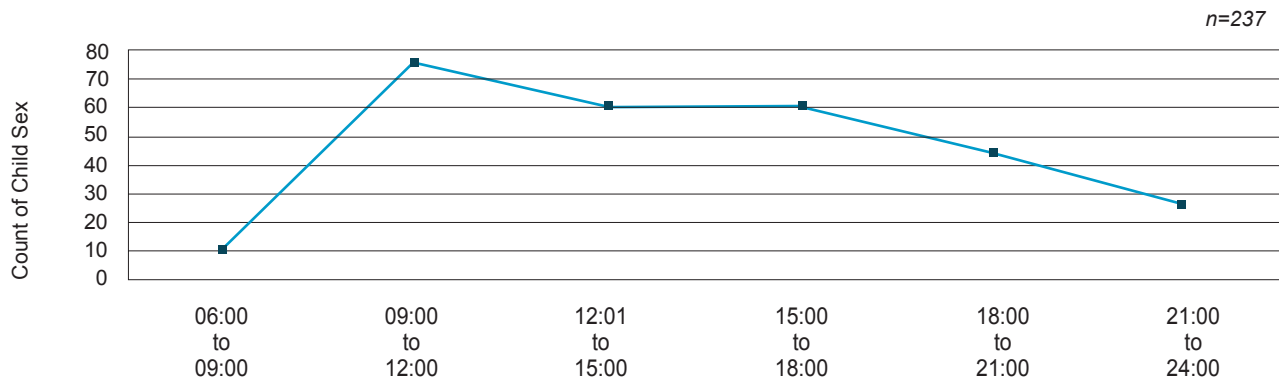
Age group of Children assisted



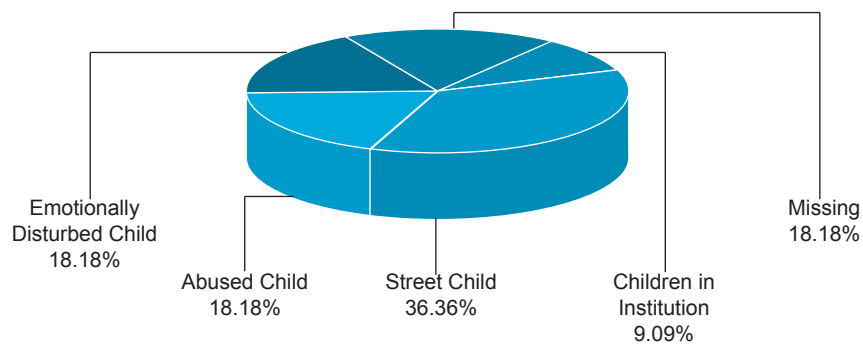
Gender and Problem



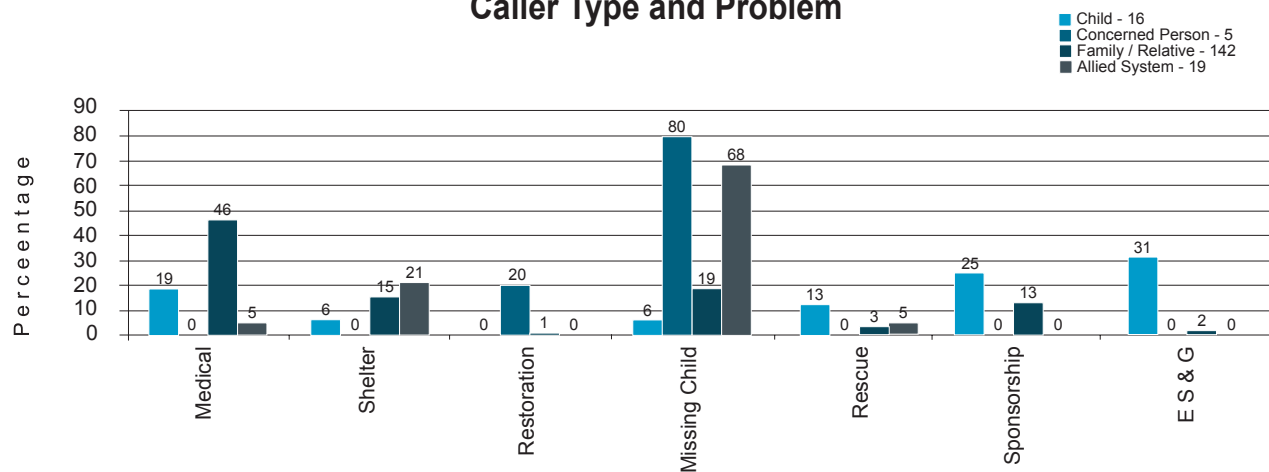
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

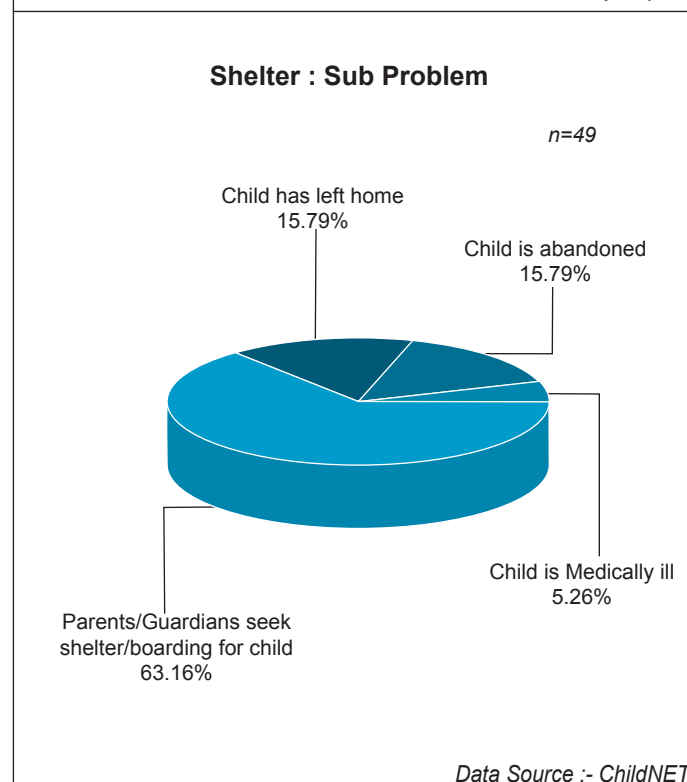
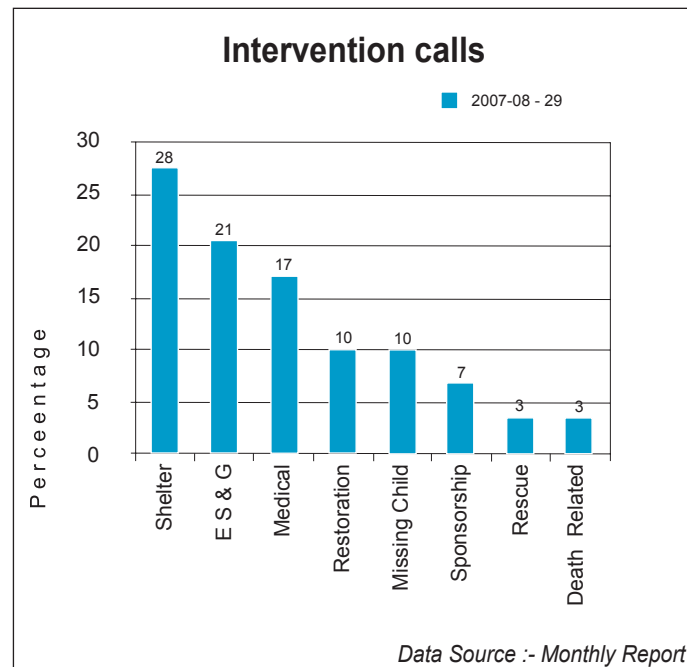


Data Source :- ChildNET

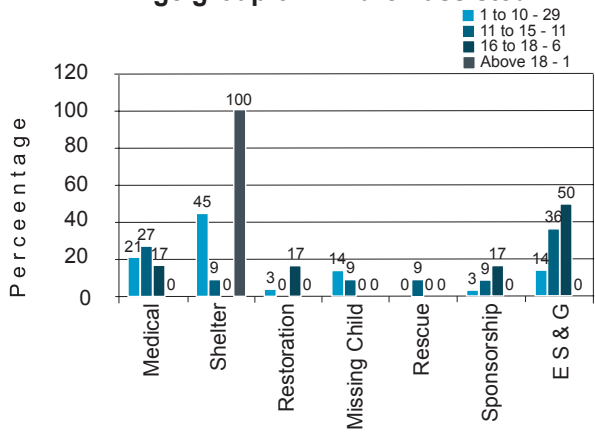
THANE, MAHARASHTRA

Nodal Organisation	:	-
Collaborative Organisation	:	AASARA
Support Organisation	:	-
Date of Inception	:	November 2007
Total Calls till March 08 Since Inception	:	1,491

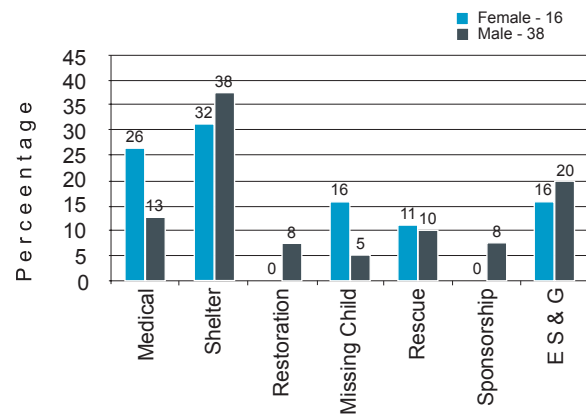
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	5	10
Shelter	8	21
Restoration	3	3
Protection from Abuse (Rescue)	1	6
Death Related	1	0
Sponsorship	2	3
Missing Children	3	5
Emotional Support and Guidance	6	11
Not Documented	-	3
Total - I	29	62
II. Follow-up calls	205	
III. Did not Find	-	
Total I to III	234	
IV. Information		
Information & Referral to Service	1	
Information about CHILDLINE & Volunteers	98	
Total - IV	99	
V. Others		
Silent	231	
Blank	305	
Wrong	96	
Crank/Fun/Abusive	273	
Chat	-	
Phone Testing	95	
Administrative	156	
Personal	2	
Others	-	
Unclassified	-	
Total - V	1,158	
Total I to V	1,491	



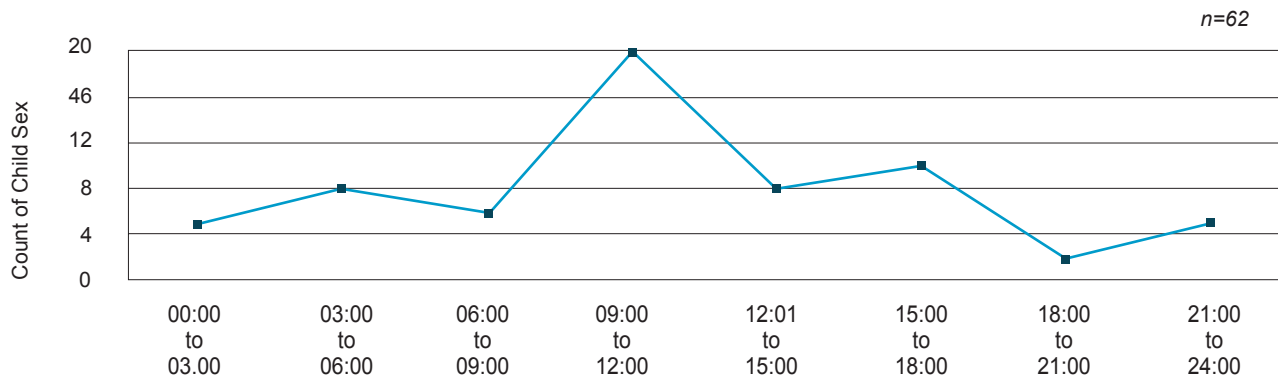
Age group of Children assisted



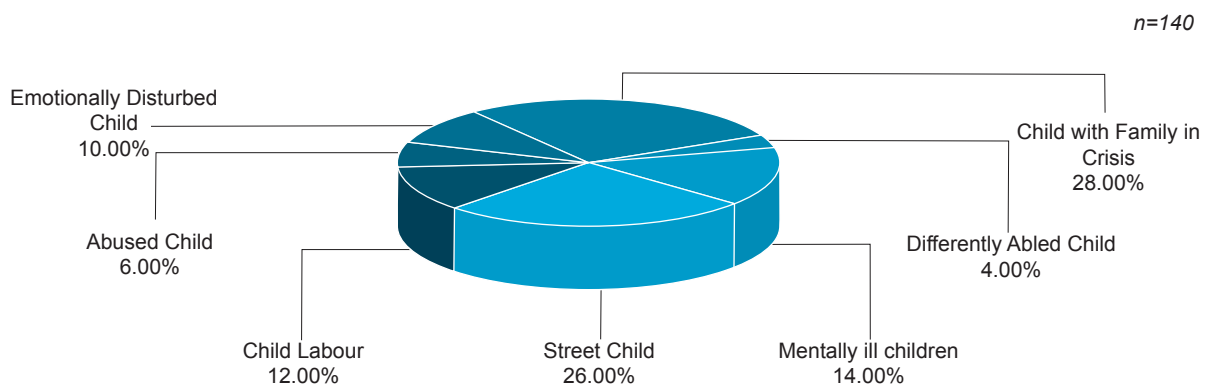
Gender and Problem



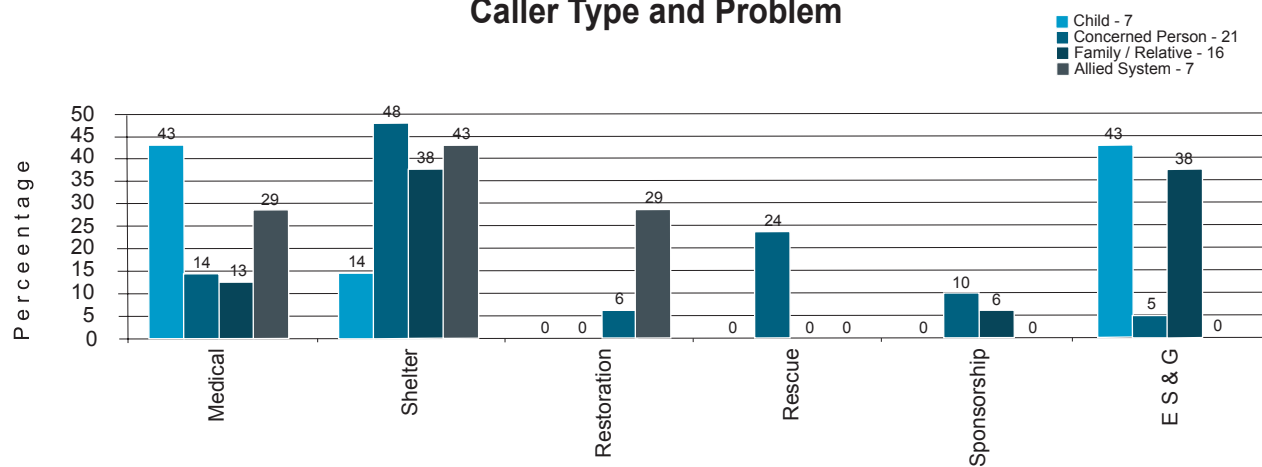
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

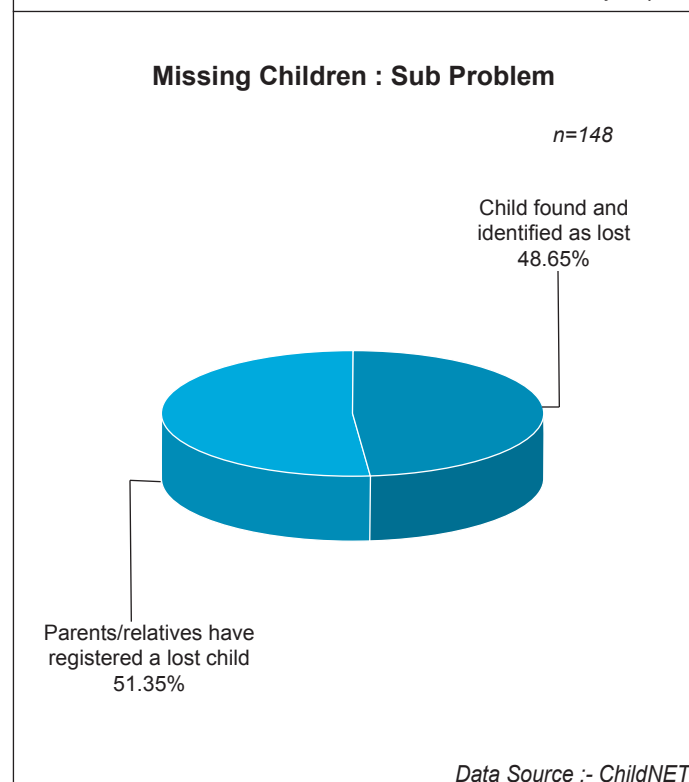
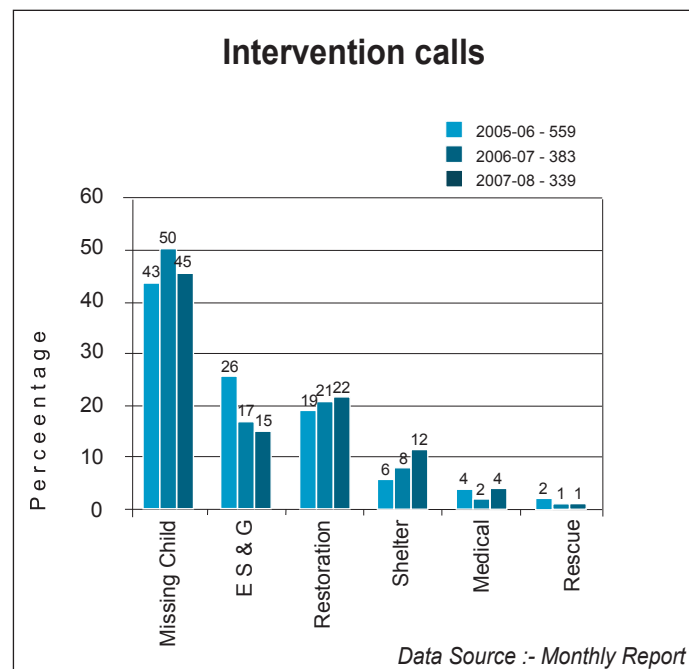


Data Source :- ChildNET

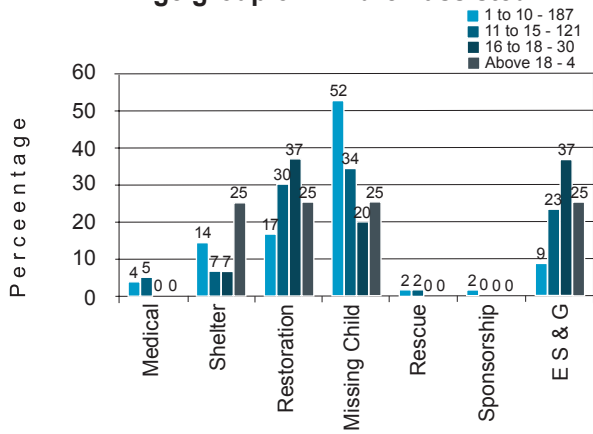
BHOPAL, MADHYA PRADESH

Nodal Organisation	:	The Bhopal School of Social Sciences
Collaborative Organisation	:	AARAMBH
Support Organisation	:	-
Date of Inception	:	January - 2000
Total Calls till March 08 Since Inception	:	1,07,357

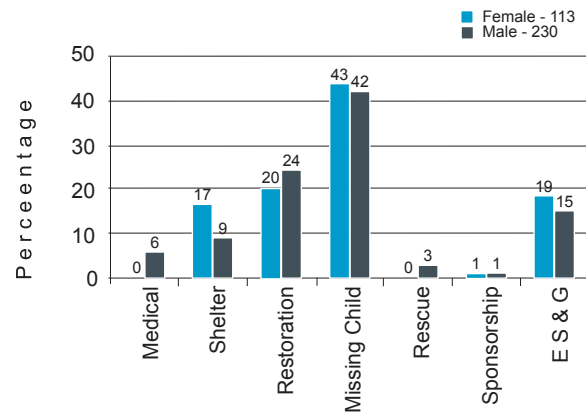
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	14	13
Shelter	39	40
Restoration	74	79
Protection from Abuse (Rescue)	4	6
Death Related	1	-
Sponsorship	2	4
Missing Children	154	150
Emotional Support and Guidance	51	57
Not Documented	-	43
Total - I	339	392
II. Follow-up calls	787	
III. Did not Find	37	
Total I to III	1,163	
IV. Information		
Information & Referral to Service	324	
Information about CHILDLINE & Volunteers	868	
Total - IV	1,192	
V. Others		
Silent	2,301	
Blank	2,254	
Wrong	1,834	
Crank/Fun/Abusive	1,406	
Chat	1,413	
Phone Testing	1,122	
Administrative	421	
Personal	13	
Others	-	
Unclassified	74	
Total - V	10,838	
Total I to V	13,193	



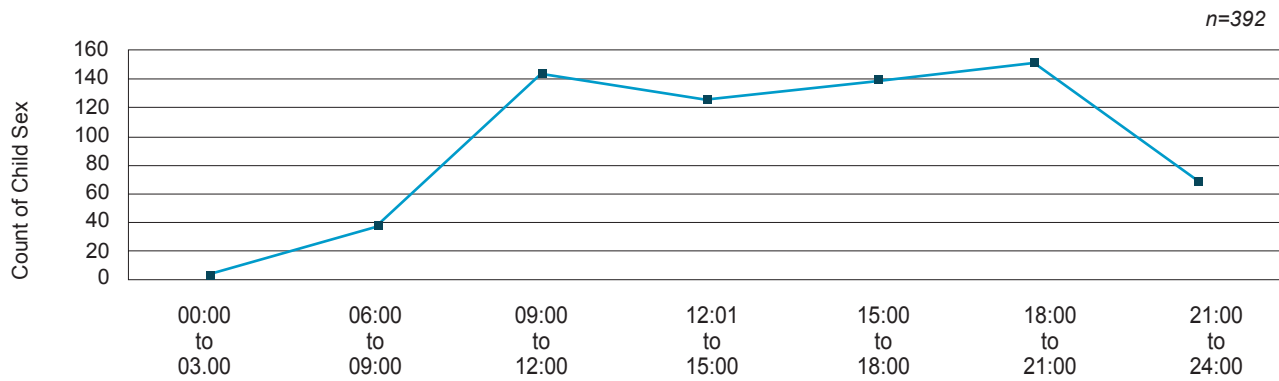
Age group of Children assisted



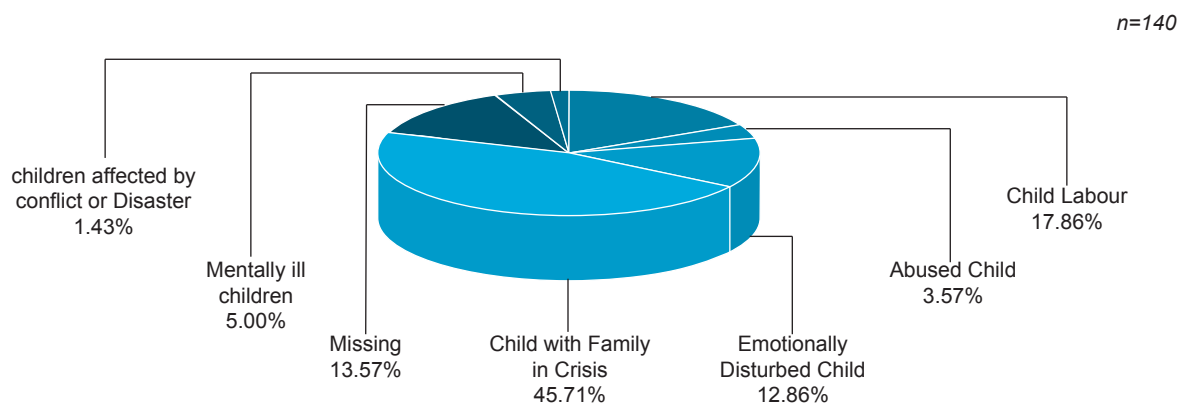
Gender and Problem



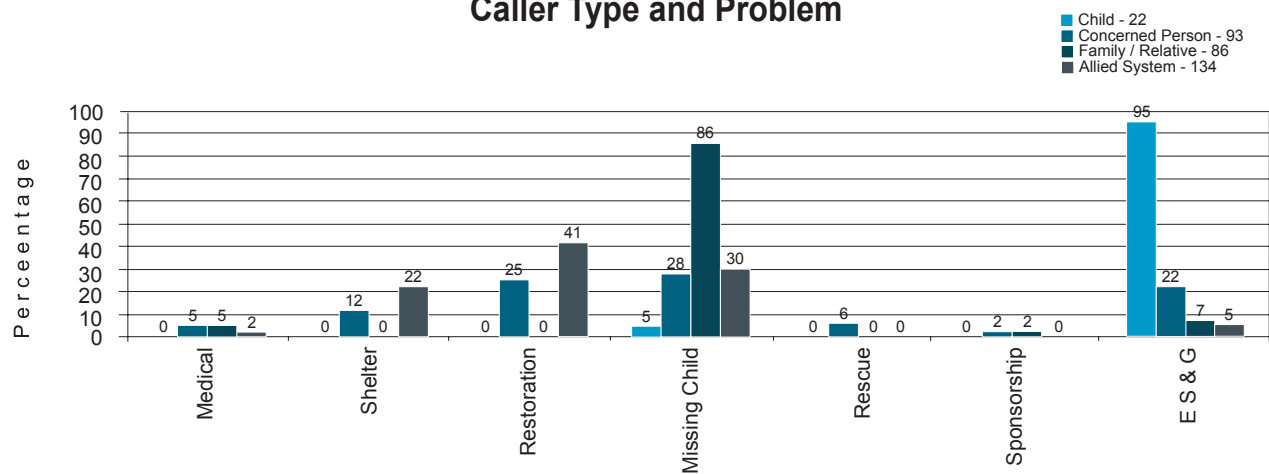
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

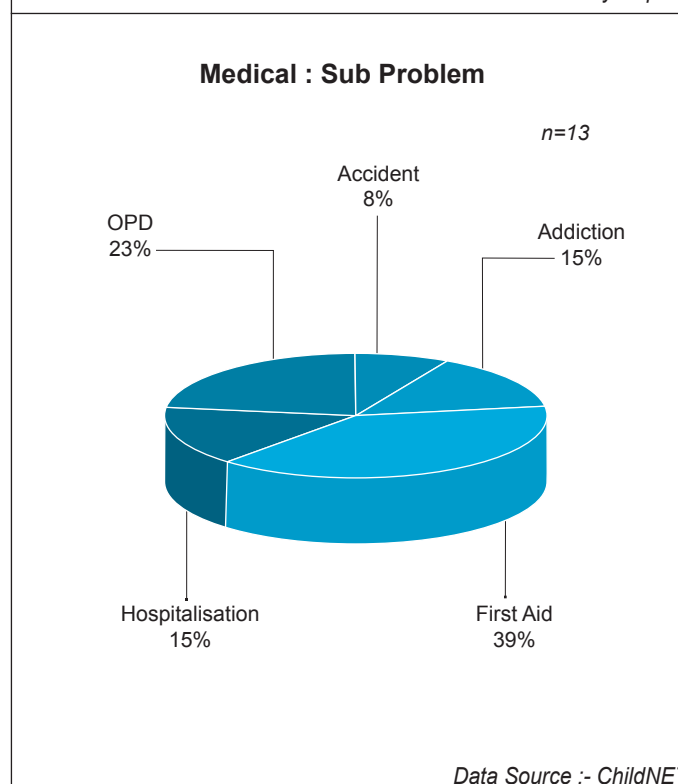
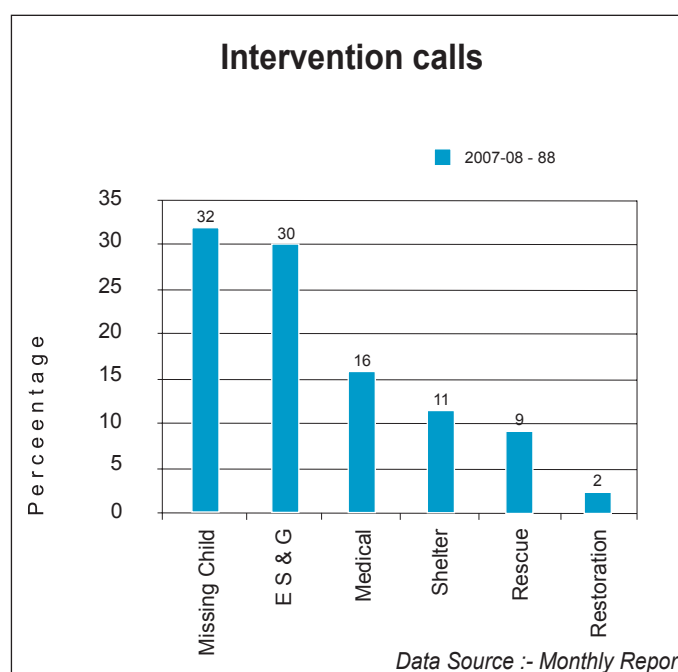


Data Source :- ChildNET

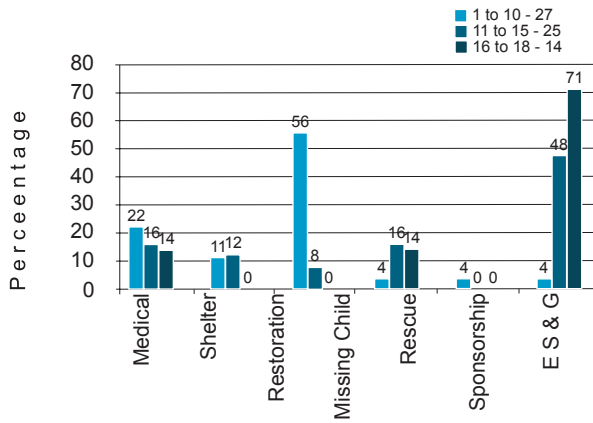
GWALIOR, MADHYA PRADESH

Nodal Organisation	:	-
Collaborative Organisation	:	Centre for Integrated development (CID)
Support Organisation	:	-
Date of Inception	:	September 2006
Total Calls till March 08 Since Inception	:	12,621

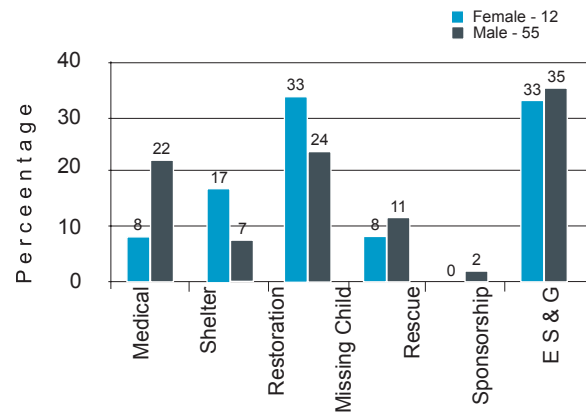
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	14	13
Shelter	10	6
Restoration	2	17
Protection from Abuse (Rescue)	8	7
Death Related	-	0
Sponsorship	-	1
Missing Children	28	0
Emotional Support and Guidance	26	23
Not Documented	-	4
Total - I	88	71
II. Follow-up calls	39	
III. Did not Find	4	
Total I to III	131	
IV. Information		
Information & Referral to Service	630	
Information about CHILDLINE & Volunteers	2,244	
Total - IV	2,874	
V. Others		
Silent	2,180	
Blank	2,230	
Wrong	1,615	
Crank/Fun/Abusive	305	
Chat	962	
Phone Testing	753	
Administrative	497	
Personal	232	
Others	-	
Unclassified	1	
Total - V	8,775	
Total I to V	11,780	



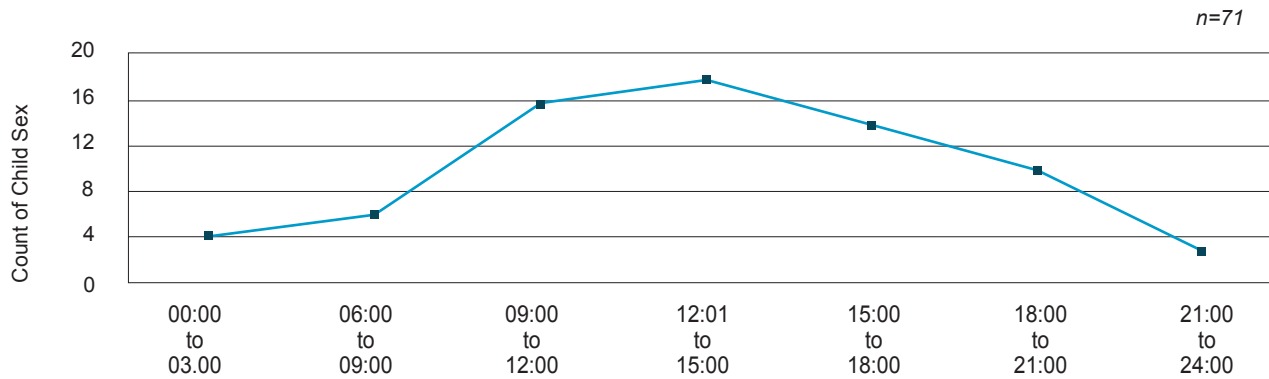
Age group of Children assisted



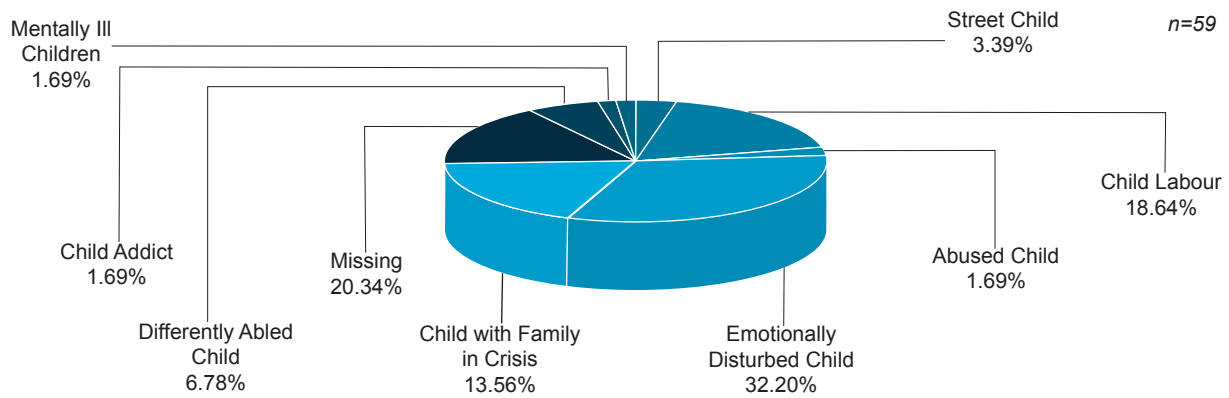
Gender and Problem



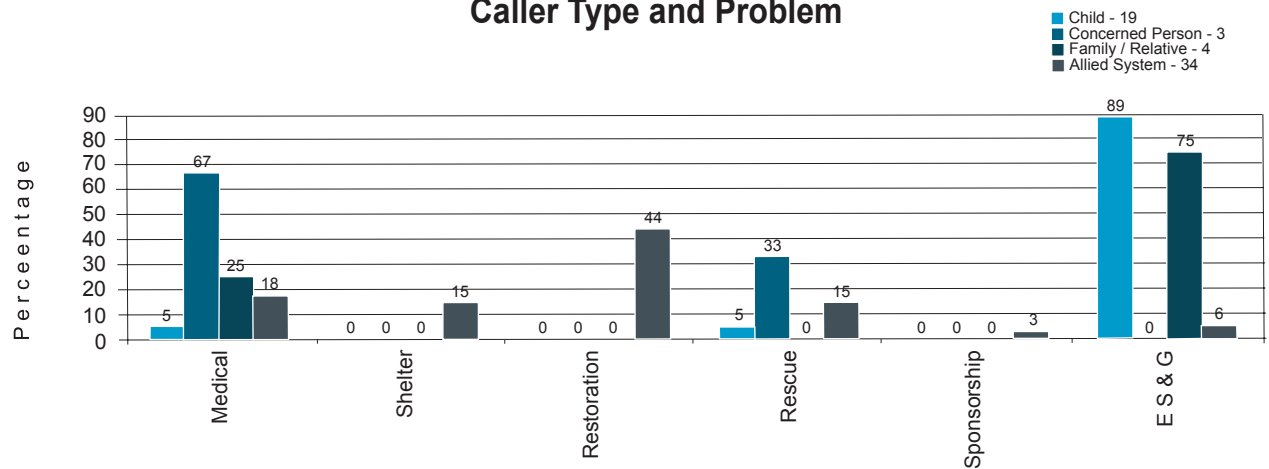
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

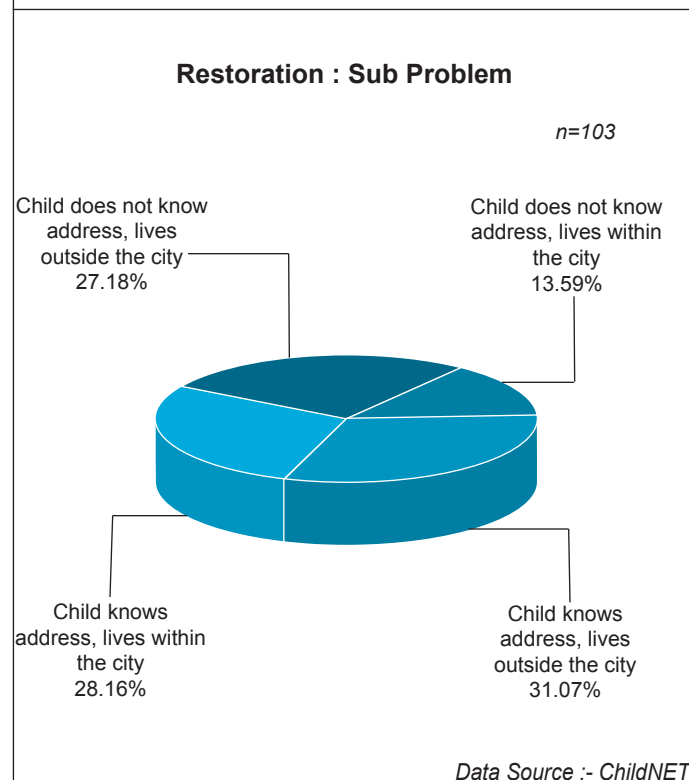
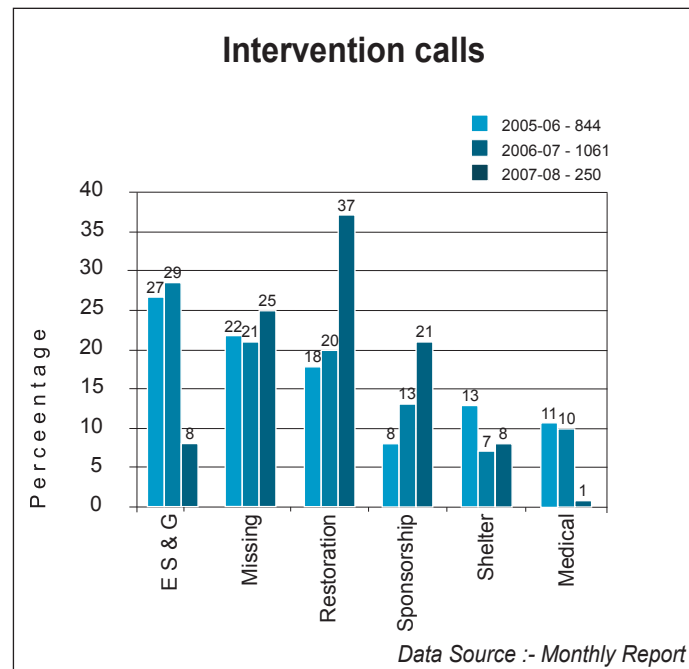


Data Source :- ChildNET

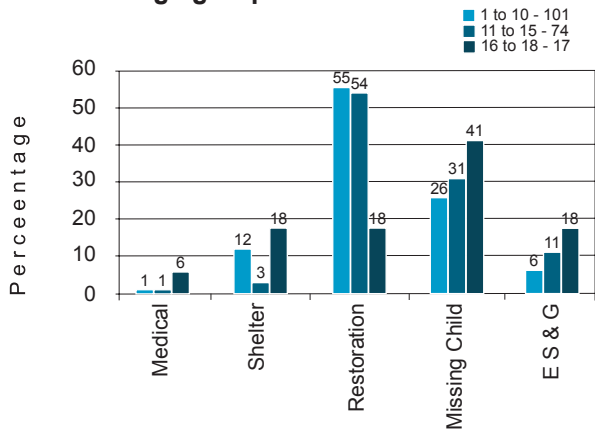
INDORE, MADHYA PRADESH

Nodal Organisation	:	Indore School of Social Work
Collaborative Organisation	:	Lok Biradari Trust
Support Organisation	:	-
Date of Inception	:	October - 2003
Total Calls till March 08 Since Inception	:	27,030

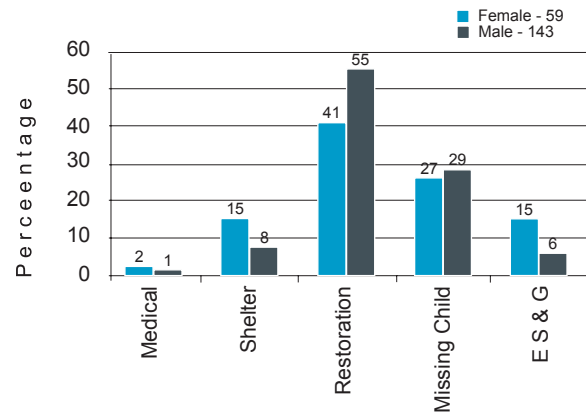
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	2	3
Shelter	20	20
Restoration	93	104
Protection from Abuse (Rescue)	-	-
Death Related	-	-
Sponsorship	53	-
Missing Children	62	58
Emotional Support and Guidance	20	19
Not Documented	-	11
Total - I	250	215
II. Follow-up calls	345	
III. Did not Find	4	
Total I to III	599	
IV. Information		
Information & Referral to Service	452	
Information about CHILDLINE & Volunteers	1,844	
Total - IV	2,296	
V. Others		
Silent	3,208	
Blank	3,873	
Wrong	1,872	
Crank/Fun/Abusive	2,475	
Chat	1,017	
Phone Testing	1,988	
Administrative	947	
Personal	833	
Others	-	
Unclassified	13	
Total - V	16,226	
Total I to V	19,121	



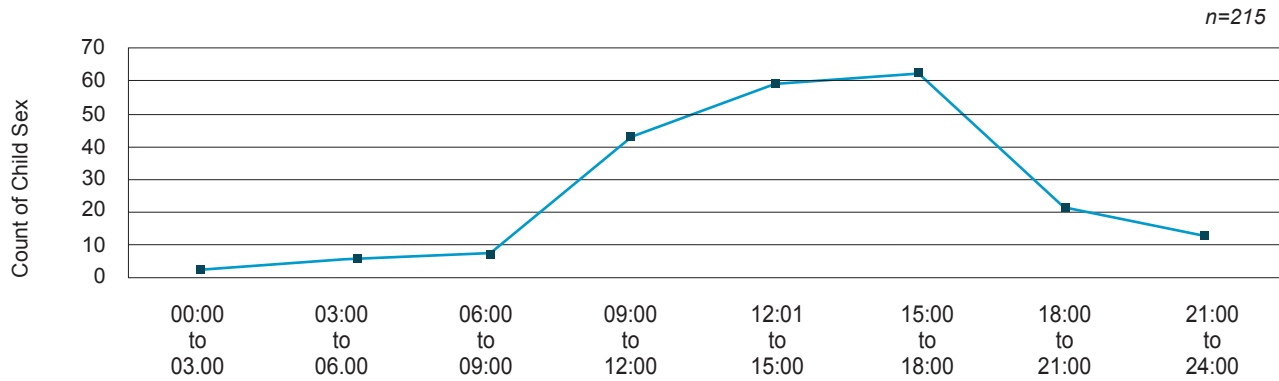
Age group of Children assisted



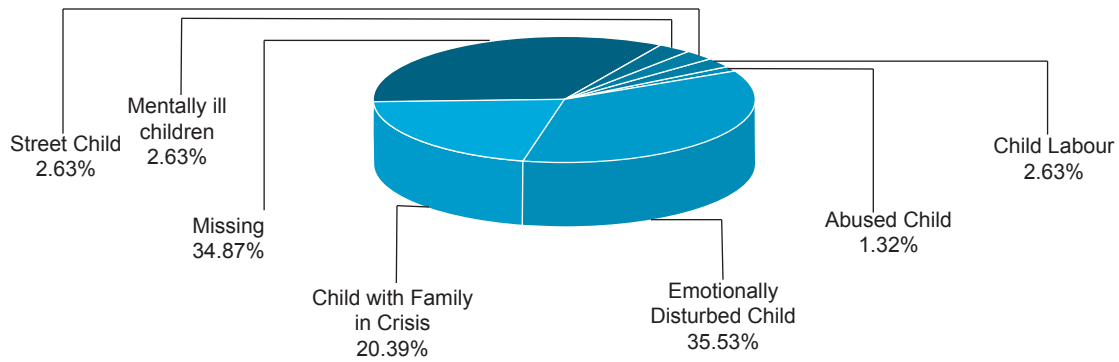
Gender and Problem



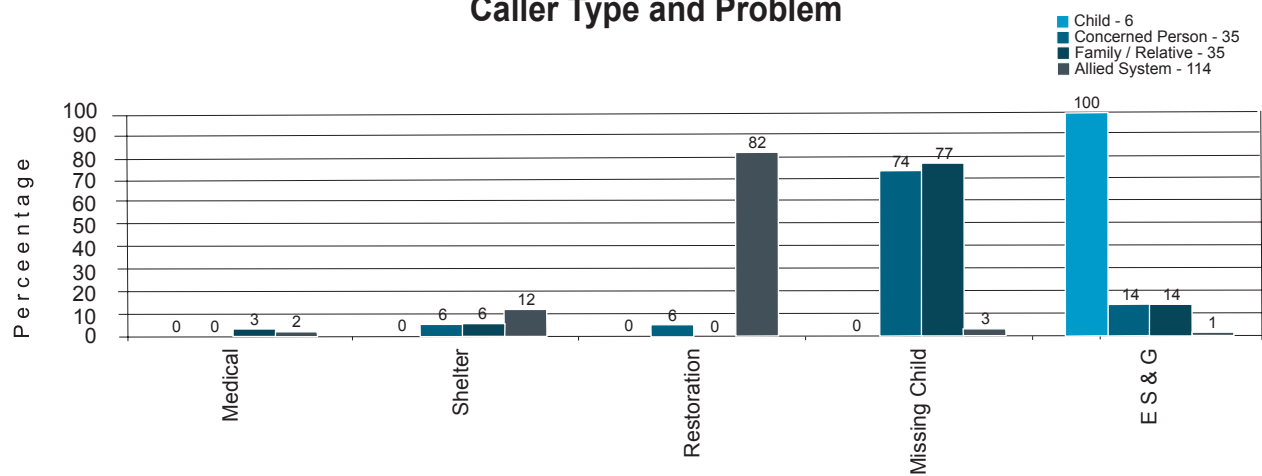
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

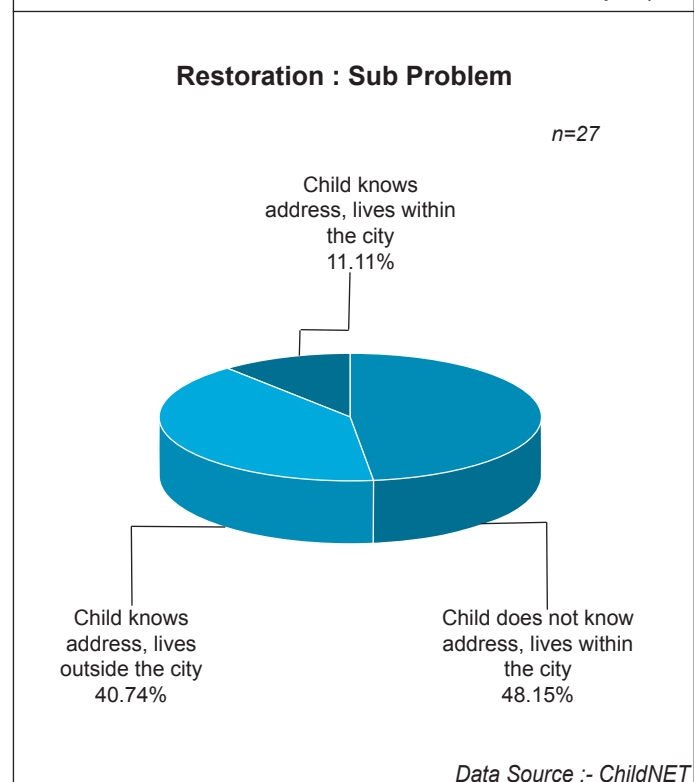
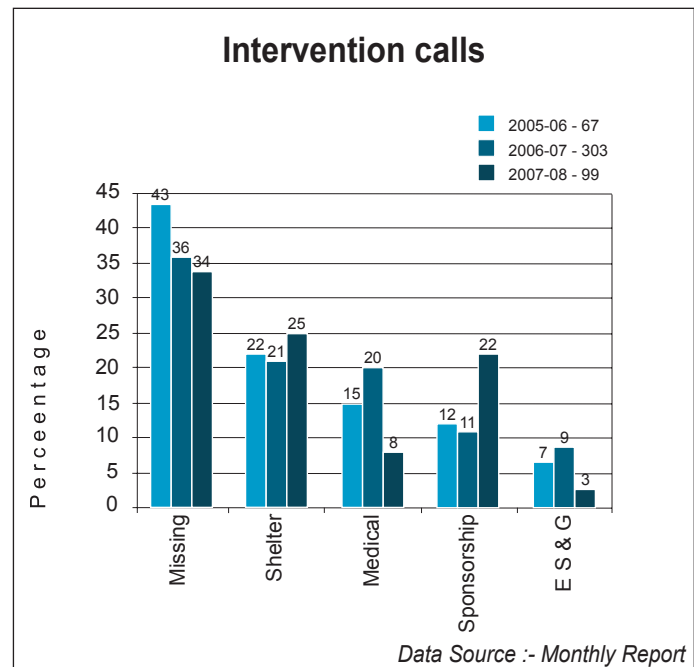


Data Source :- ChildNET

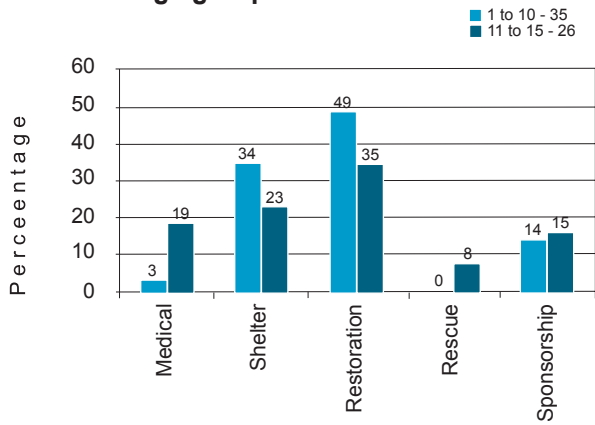
UJJAIN, MADHYA PRADESH

Nodal Organisation	:	Madhya Pradesh Institute of Social Sciences & Research
Collaborative Organisation	:	Kripa Social Welfare Society
Support Organisation	:	-
Date of Inception	:	October - 2003
Total Calls till March 08 Since Inception	:	27,030

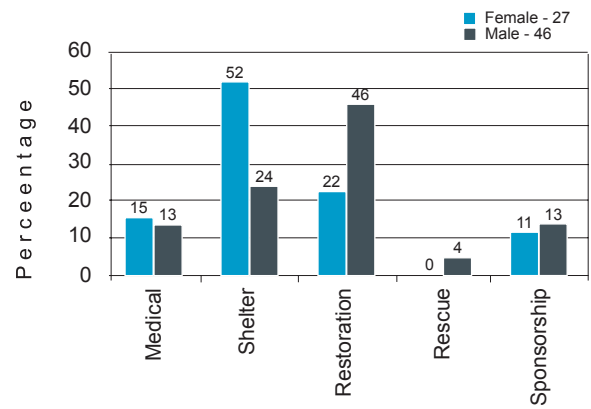
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	8	10
Shelter	25	25
Restoration	4	27
Protection from Abuse (Rescue)	3	2
Death Related	-	-
Sponsorship	22	9
Missing Children	34	-
Emotional Support and Guidance	3	-
Not Documented	-	14
Total - I	99	87
II. Follow-up calls	-	
III. Did not Find	-	
Total I to III	99	
IV. Information		
Information & Referral to Service	44	
Information about CHILDLINE & Volunteers	742	
Total - IV	786	
V. Others		
Silent	286	
Blank	481	
Wrong	243	
Crank/Fun/Abusive	374	
Chat	765	
Phone Testing	249	
Administrative	727	
Personal	274	
Others	-	
Unclassified	-	
Total - V	3,399	
Total I to V	4,284	



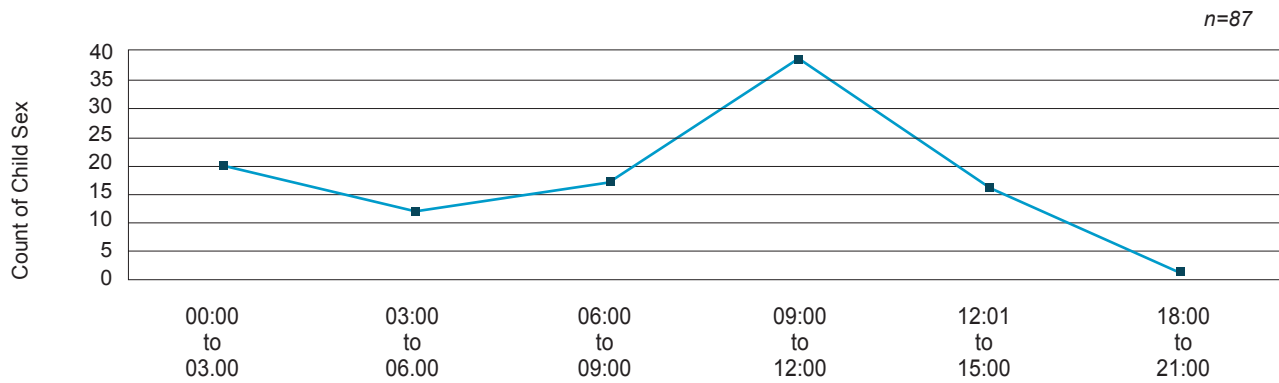
Age group of Children assisted



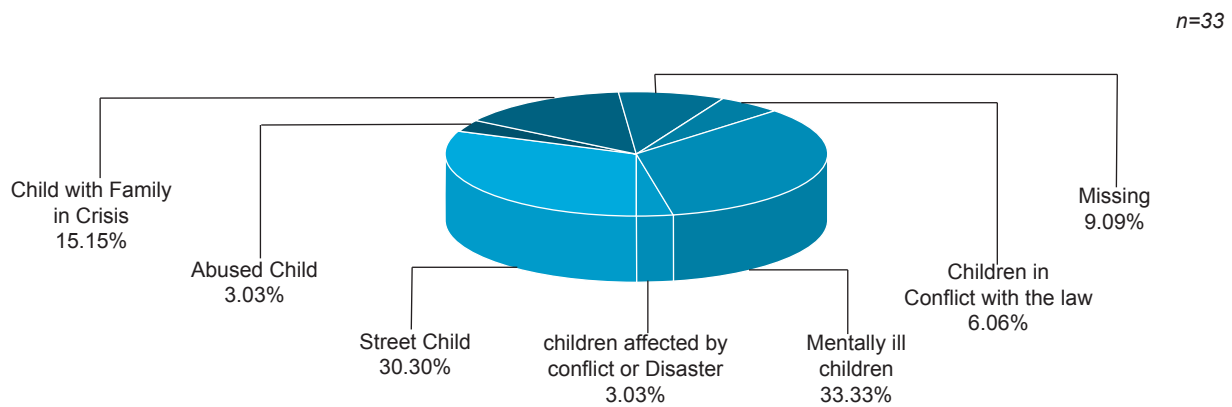
Gender and Problem



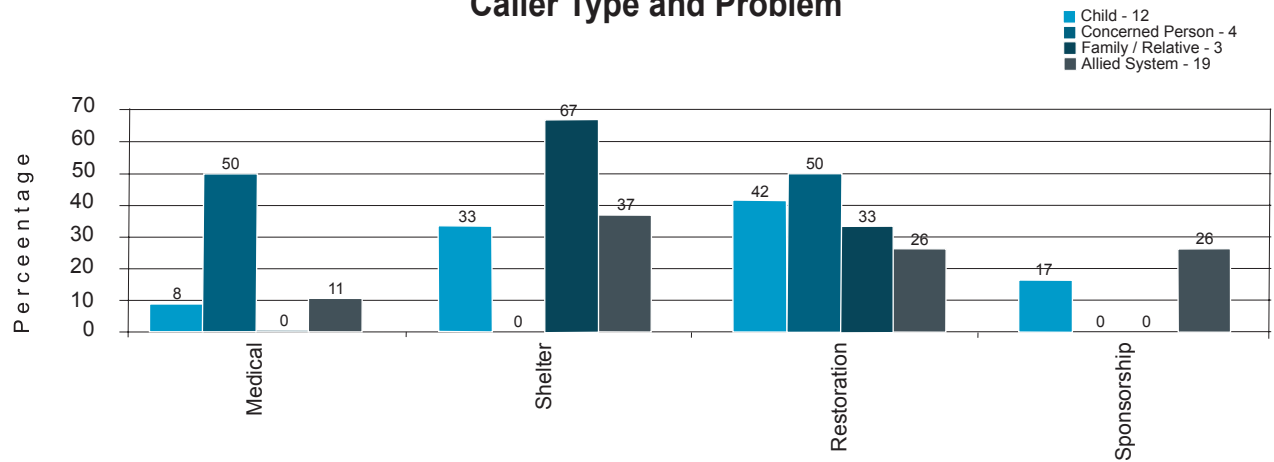
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

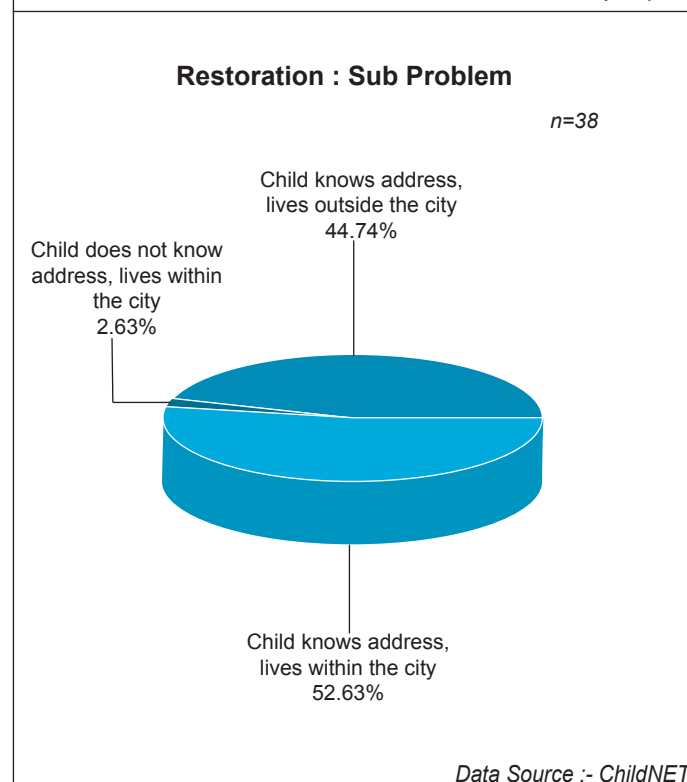
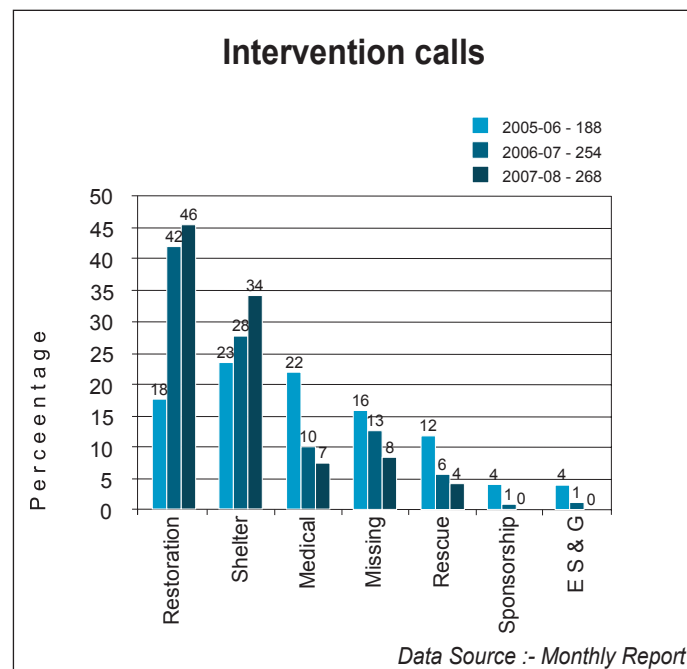


Data Source :- ChildNET

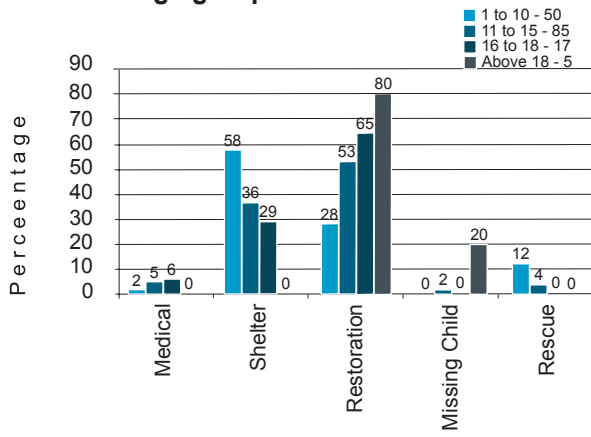
AHMEDABAD, GUJARAT

Nodal Organisation	:	Gujarat Vidyapith
Collaborative Organisation	:	Ahmedabad Study Action Group (ASAG)
Support Organisation	:	-
Date of Inception	:	December - 2000
Total Calls till March 08 Since Inception	:	1,63,955

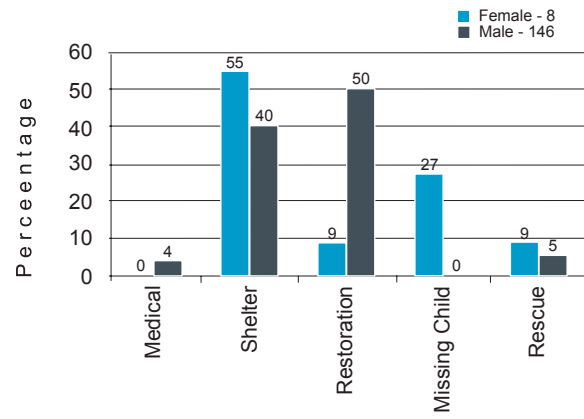
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	20	6
Shelter	92	71
Restoration	122	78
Protection from Abuse (Rescue)	12	9
Death Related	-	0
Sponsorship	-	0
Missing Children	22	5
Emotional Support and Guidance	-	1
Not Documented	-	29
Total - I	268	199
II. Follow-up calls	200	
III. Did not Find	-	
Total I to III	468	
IV. Information		
Information & Referral to Service	434	
Information about CHILDLINE & Volunteers	232	
Total - IV	666	
V. Others		
Silent	2,626	
Blank	3,668	
Wrong	4,497	
Crank/Fun/Abusive	1,350	
Chat	2,094	
Phone Testing	755	
Administrative	1,023	
Personal	1,100	
Others	-	
Unclassified	2	
Total - V	17,115	
Total I to V	18,249	



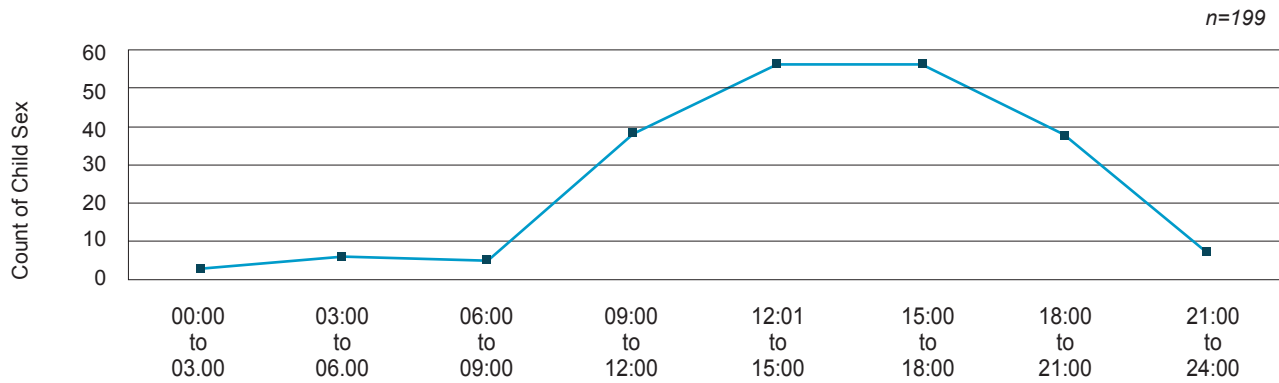
Age group of Children assisted



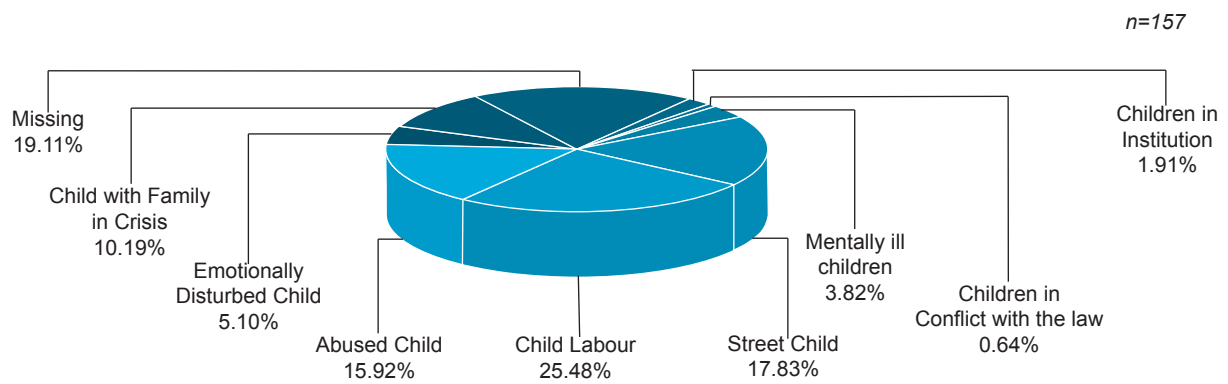
Gender and Problem



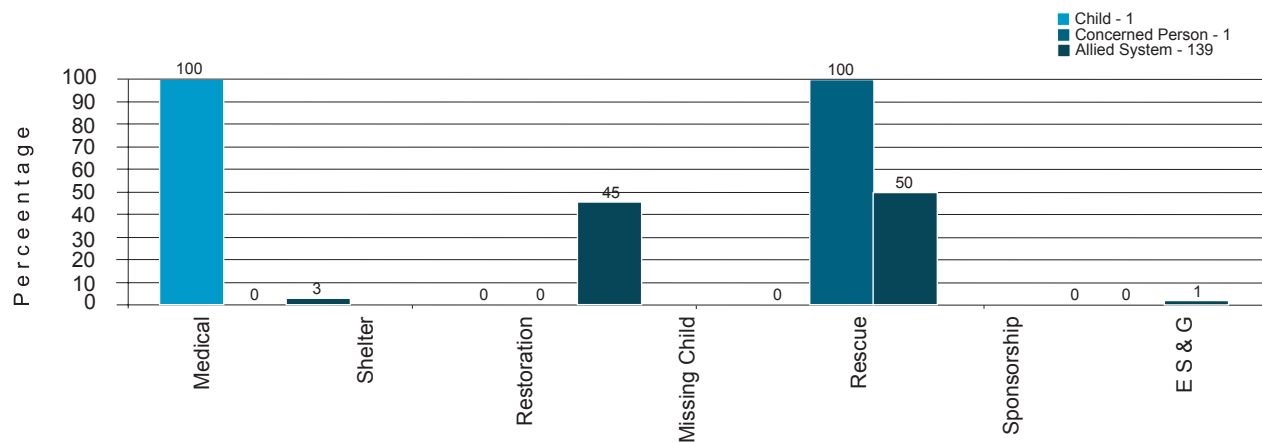
Time of Calls



Life Situation of Children Assisted



Caller Type and Problem

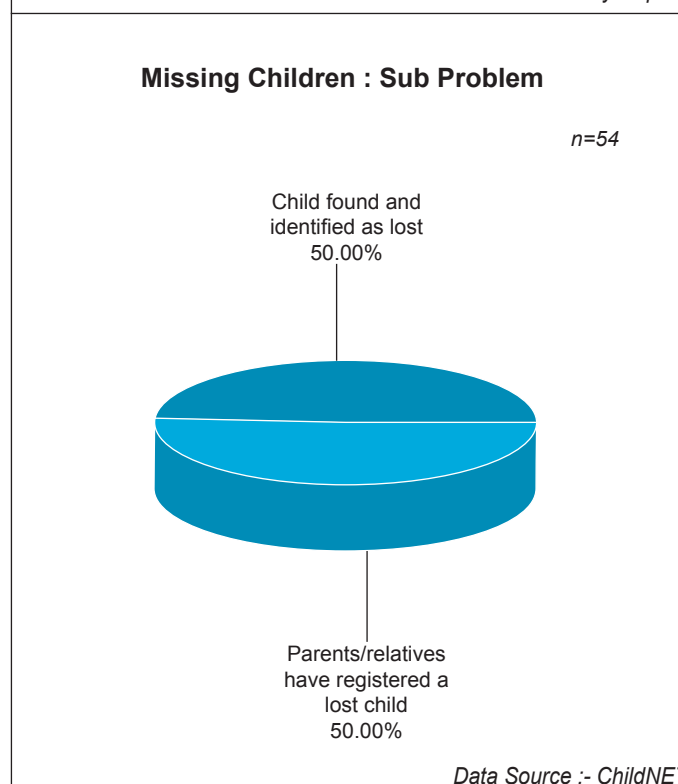
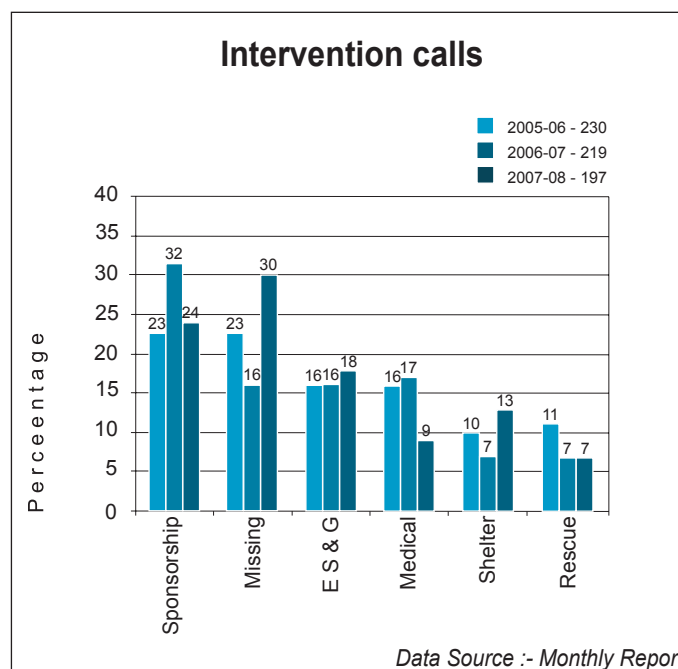


Data Source :- ChildNET

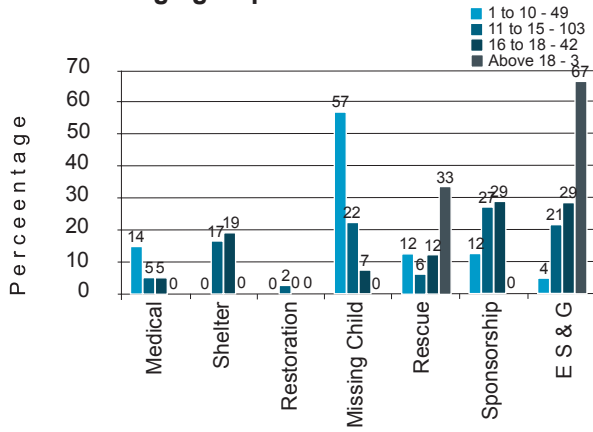
BARODA, GUJARAT

Nodal Organisation	:	Department of Social Work - MS University
Collaborative Organisation	:	Baroda Citizens Council
Support Organisation	:	-
Date of Inception	:	February - 2001
Total Calls till March 08 Since Inception	:	4,11,877

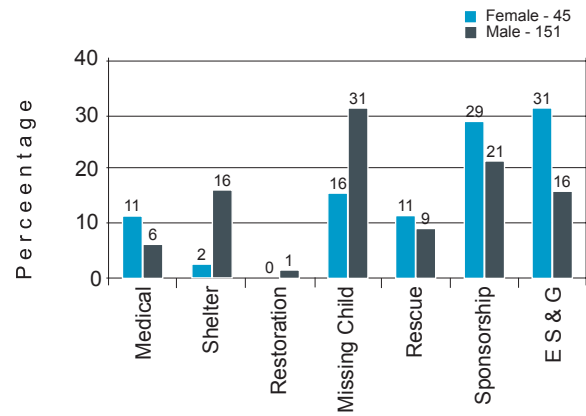
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	17	14
Shelter	25	25
Restoration	-	2
Protection from Abuse (Rescue)	13	18
Death Related	-	1
Sponsorship	48	47
Missing Children	59	55
Emotional Support and Guidance	35	38
Not Documented	-	9
Total - I	197	209
II. Follow-up calls	266	
III. Did not Find	22	
Total I to III	485	
IV. Information		
Information & Referral to Service	64	
Information about CHILDLINE & Volunteers	18,928	
Total - IV	18,992	
V. Others		
Silent	7,405	
Blank	15,086	
Wrong	3,608	
Crank/Fun/Abusive	5,925	
Chat	65	
Phone Testing	1,661	
Administrative	747	
Personal	233	
Others	-	
Unclassified	6	
Total - V	34,736	
Total I to V	54,213	



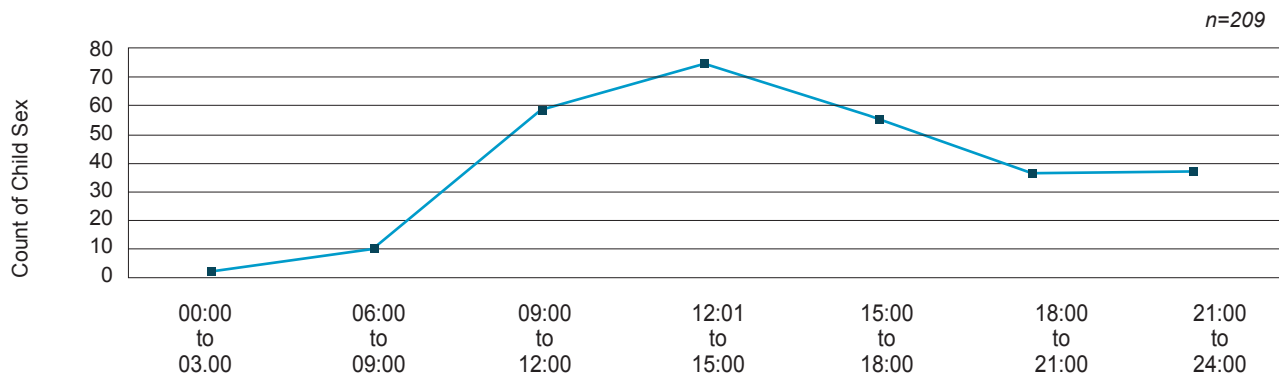
Age group of Children assisted



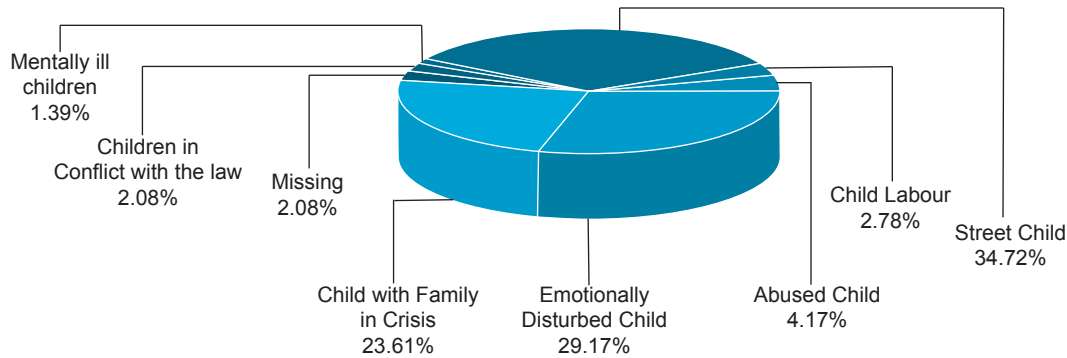
Gender and Problem



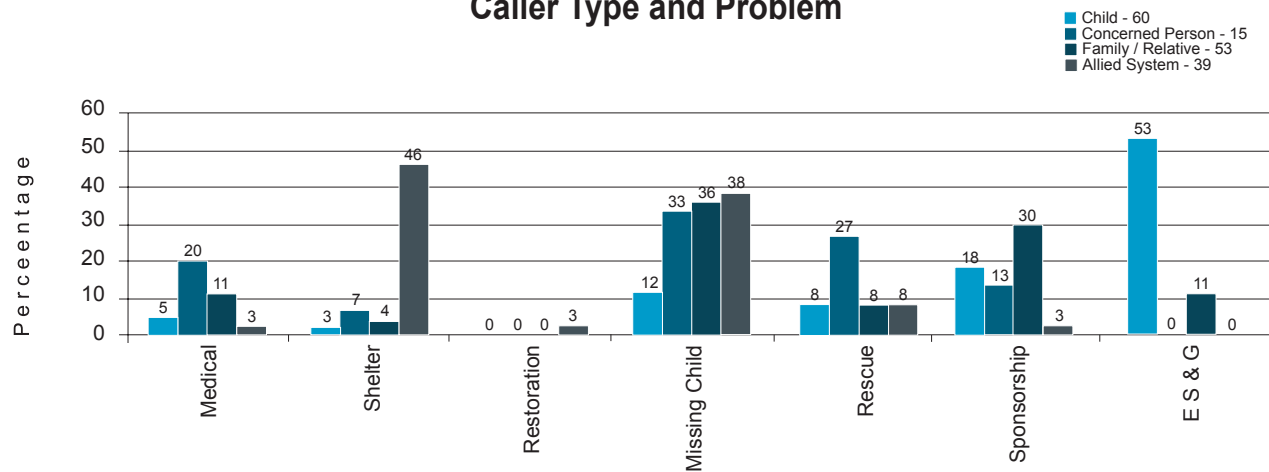
Time of Calls



Life Situation of Children Assisted



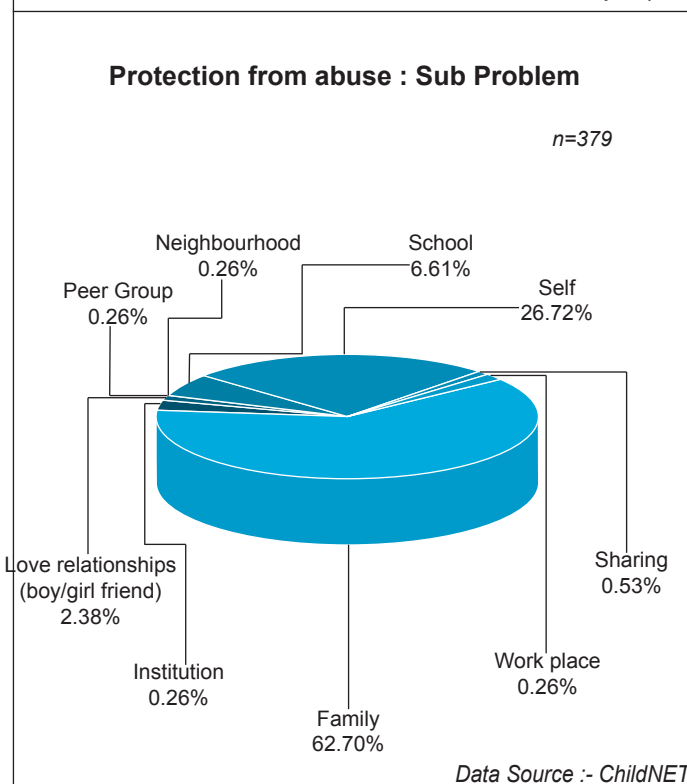
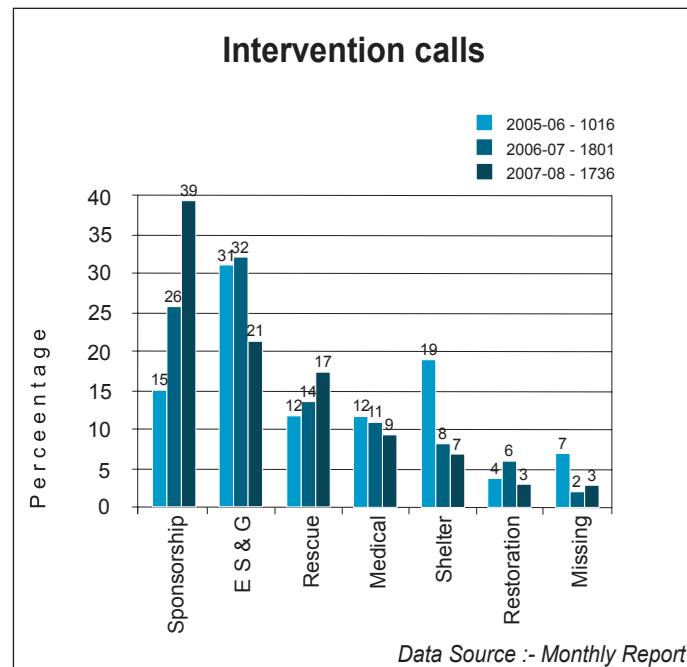
Caller Type and Problem



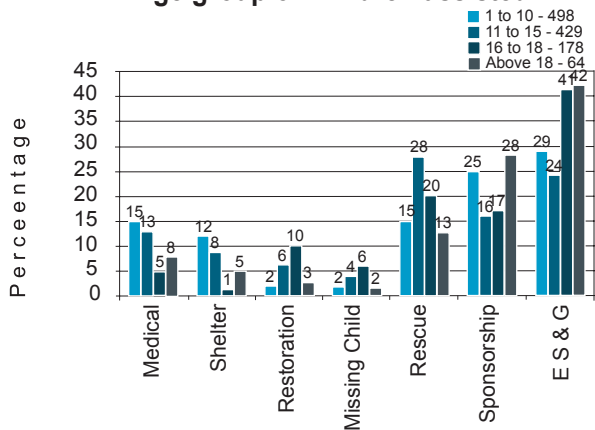
Data Source :- ChildNET

Nodal Organisation	:	Nirmala Education Society
Collaborative Organisation	:	Don Bosco, Jan Ugahi
Support Organisation	:	Vikalp Trust
Date of Inception	:	March - 2000
Total Calls till March 08 Since Inception	:	2,20,899

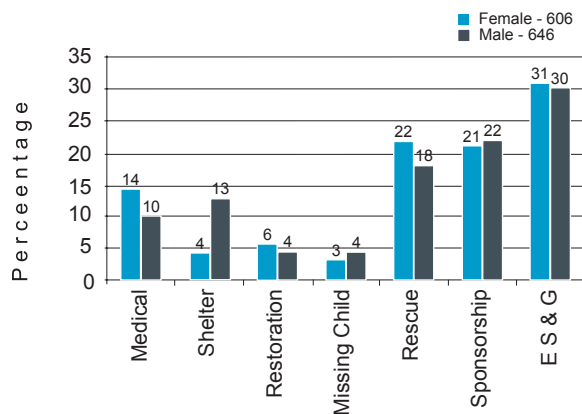
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	161	149
Shelter	114	107
Restoration	54	63
Protection from Abuse (Rescue)	300	250
Death Related	5	3
Sponsorship	684	267
Missing Children	51	42
Emotional Support and Guidance	367	379
Not Documented	-	23
Total - I	1,736	1,283
II. Follow-up calls	3,598	
III. Did not Find	9	
Total I to III	5,343	
IV. Information		
Information & Referral to Service	18	
Information about CHILDLINE & Volunteers	67	
Total - IV	85	
V. Others		
Silent	1,937	
Blank	3,663	
Wrong	1,016	
Crank/Fun/Abusive	5,326	
Chat	436	
Phone Testing	791	
Administrative	3,375	
Personal	840	
Others	179	
Unclassified	-	
Total - V	17,563	
Total I to V	22,991	



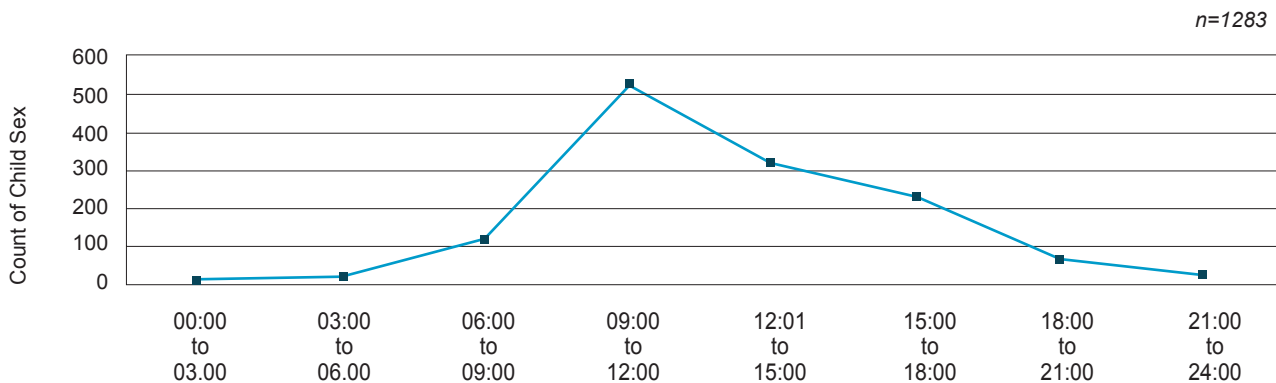
Age group of Children assisted



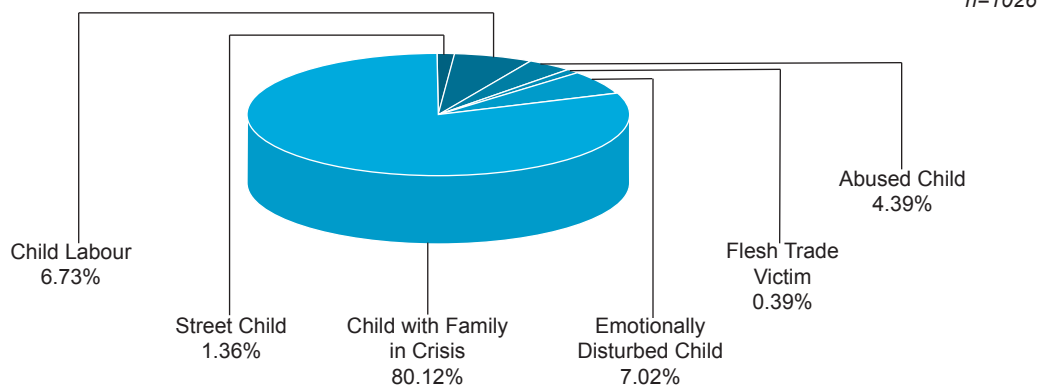
Gender and Problem



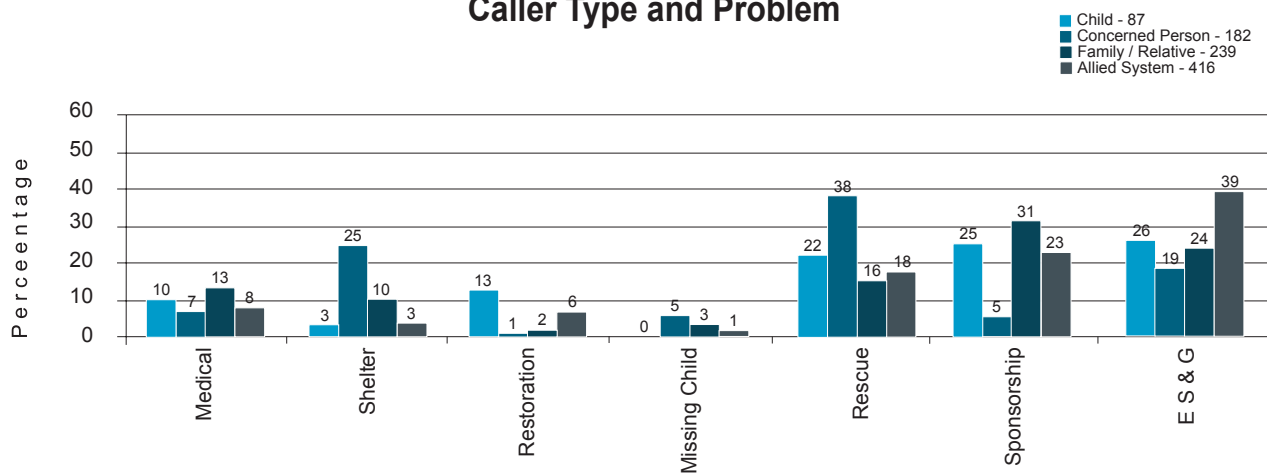
Time of Calls



Life Situation of Children Assisted



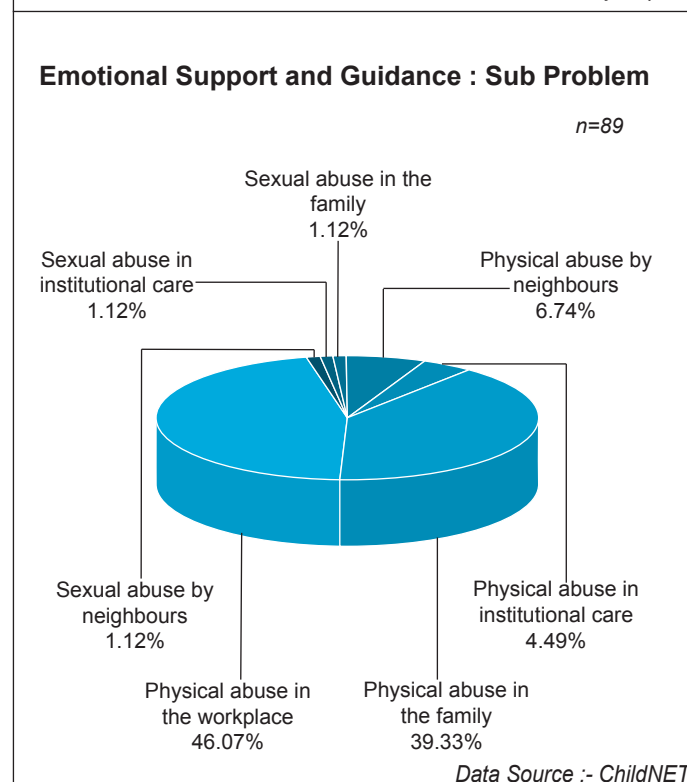
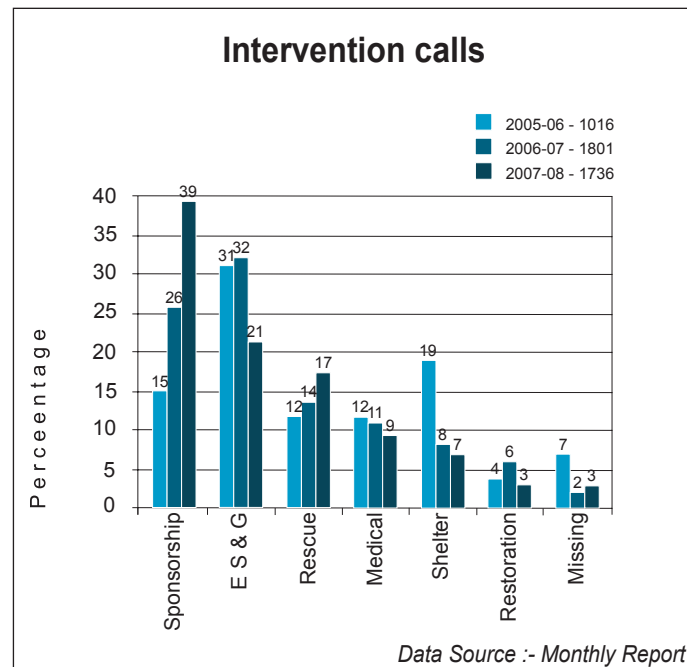
Caller Type and Problem



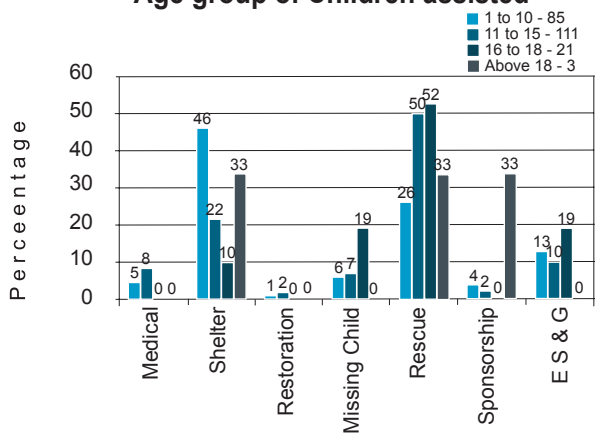
Data Source :- ChildNET

Nodal Organisation	:	Nirmala Education Society
Collaborative Organisation	:	Don Bosco
Support Organisation	:	-
Date of Inception	:	March - 2000
Total Calls till March 08 Since Inception	:	2,20,899

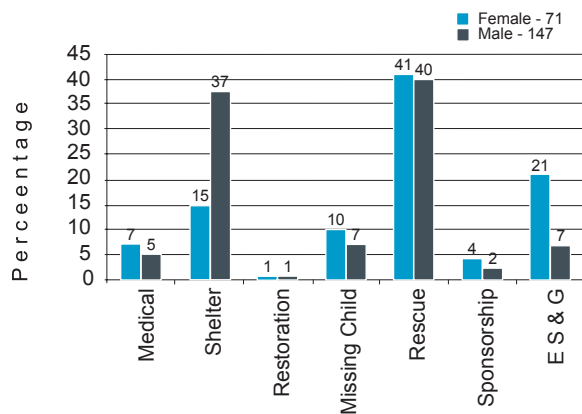
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	14	13
Shelter	71	67
Restoration	3	3
Protection from Abuse (Rescue)	83	89
Death Related	-	-
Sponsorship	6	6
Missing Children	27	17
Emotional Support and Guidance	37	26
Not Documented	-	-
Total - I	241	221
II. Follow-up calls	1,077	
III. Did not Find	9	
Total I to III	1,327	
IV. Information		
Information & Referral to Service	7	
Information about CHILDLINE & Volunteers	58	
Total - IV	65	
V. Others		
Silent	1,428	
Blank	3,026	
Wrong	834	
Crank/Fun/Abusive	4,936	
Chat	-	
Phone Testing	634	
Administrative	2,284	
Personal	730	
Others	179	
Unclassified	-	
Total - V	14,051	
Total I to V	15,443	



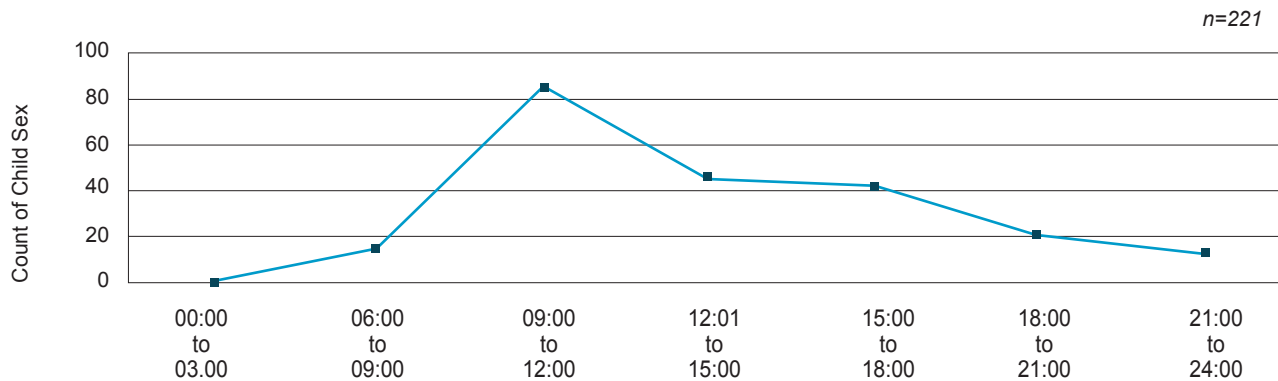
Age group of Children assisted



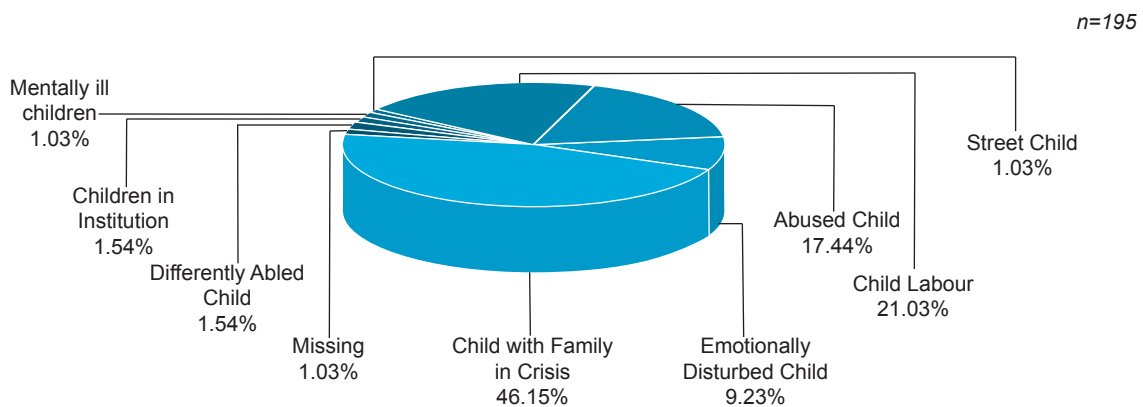
Gender and Problem



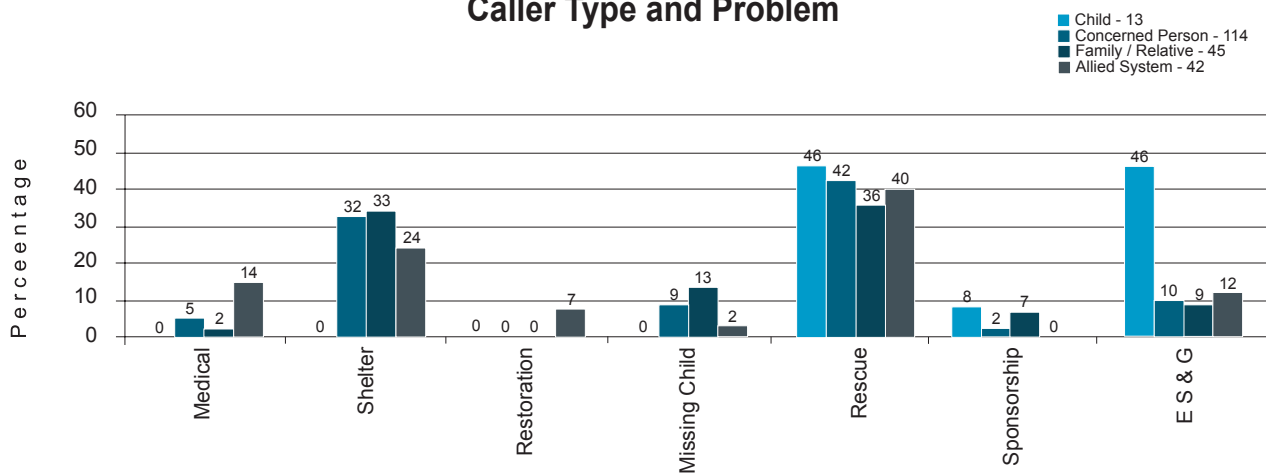
Time of Calls



Life Situation of Children Assisted



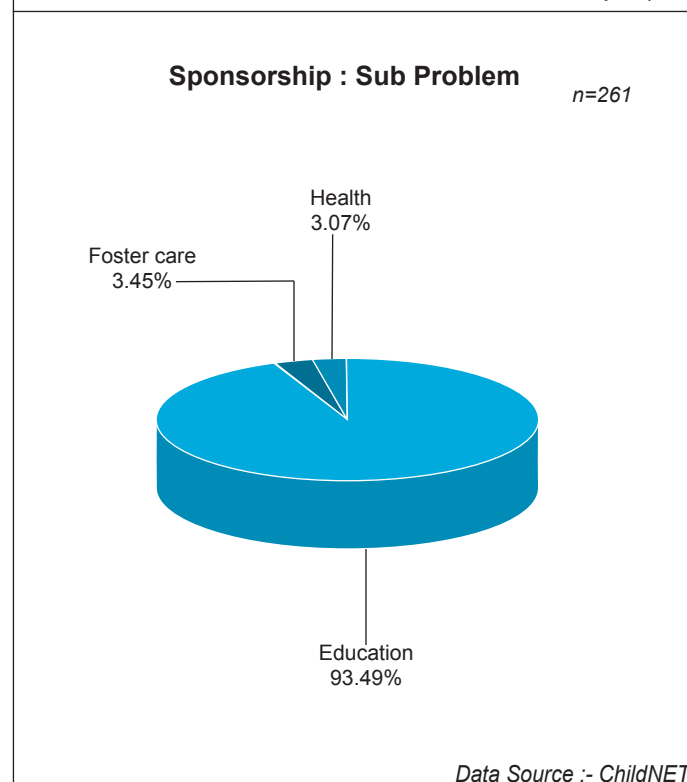
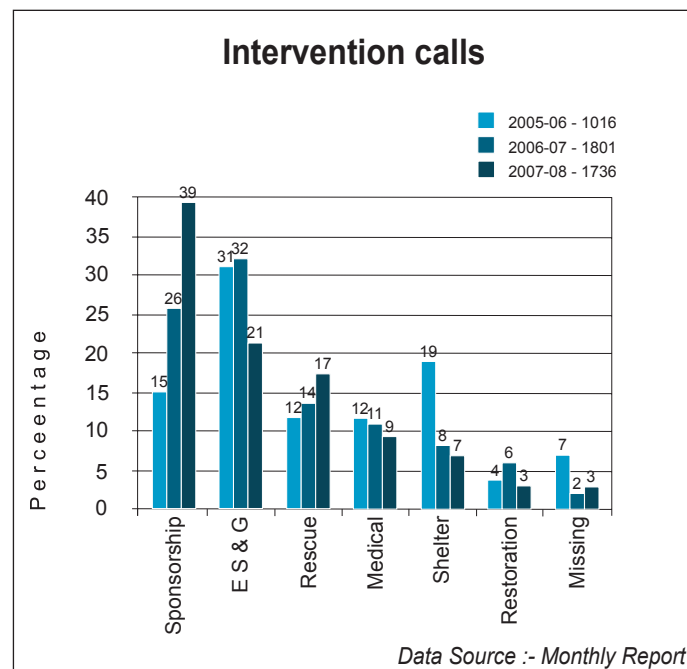
Caller Type and Problem



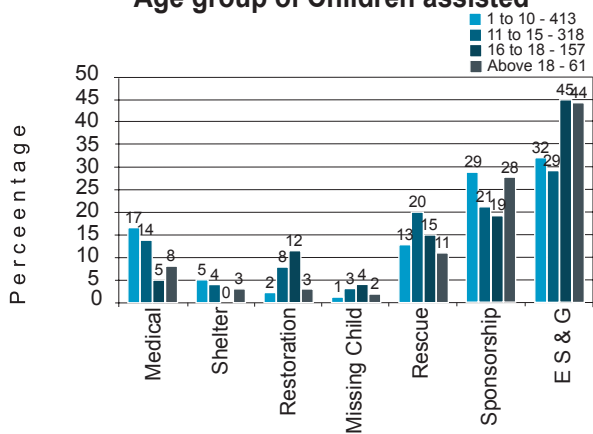
Data Source :- ChildNET

Nodal Organisation	:	Nirmala Education Society
Collaborative Organisation	:	Jan Ugahi
Support Organisation	:	Vikalp Trust
Date of Inception	:	March - 2000
Total Calls till March 08 Since Inception	:	2,20,899

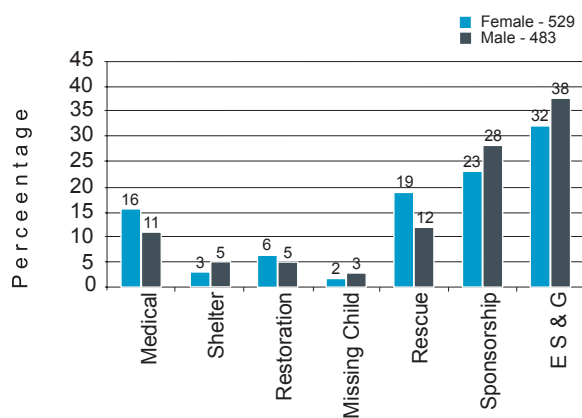
Categories	Monthly Reports	ChildNET
I. Intervention		
Medical Help	147	136
Shelter	43	40
Restoration	51	60
Protection from Abuse (Rescue)	217	161
Death Related	5	3
Sponsorship	678	261
Missing Children	24	25
Emotional Support and Guidance	330	353
Not Documented	-	23
Total - I	1,495	1,062
II. Follow-up calls	2521	
III. Did not Find	-	
Total I to III	4,016	
IV. Information		
Information & Referral to Service	11	
Information about CHILDLINE & Volunteers	9	
Total - IV	20	
V. Others		
Silent	509	
Blank	637	
Wrong	182	
Crank/Fun/Abusive	390	
Chat	436	
Phone Testing	157	
Administrative	1091	
Personal	110	
Others	-	
Unclassified	-	
Total - V	3,512	
Total I to V	7548	



Age group of Children assisted

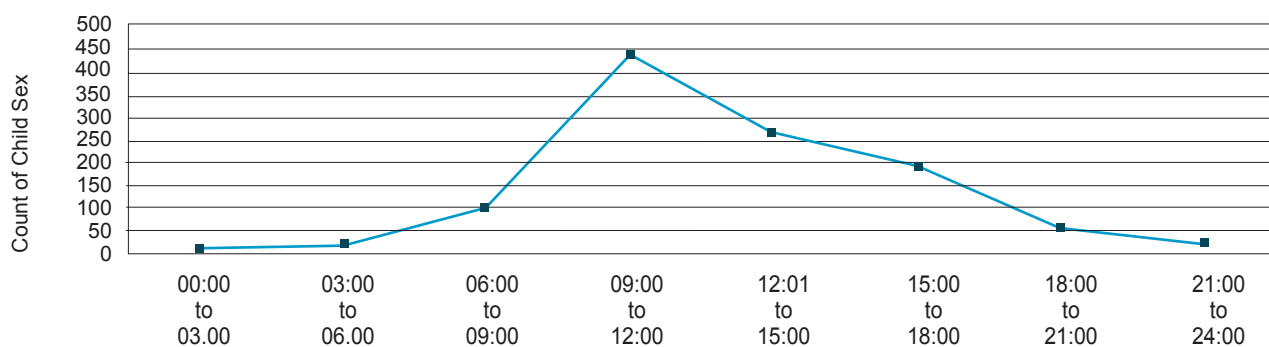


Gender and Problem



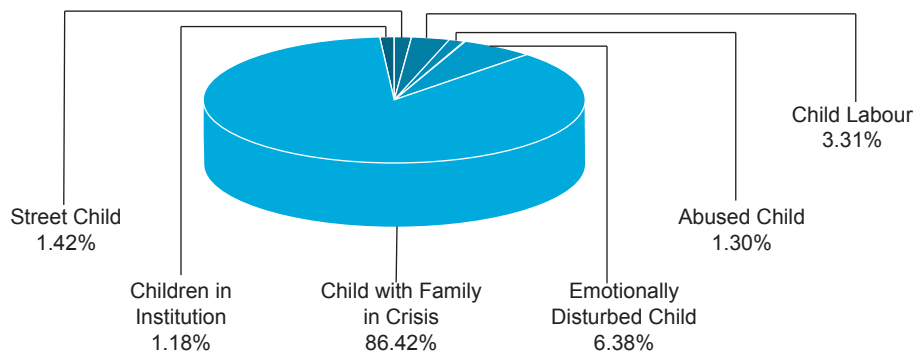
Time of Calls

n=1062

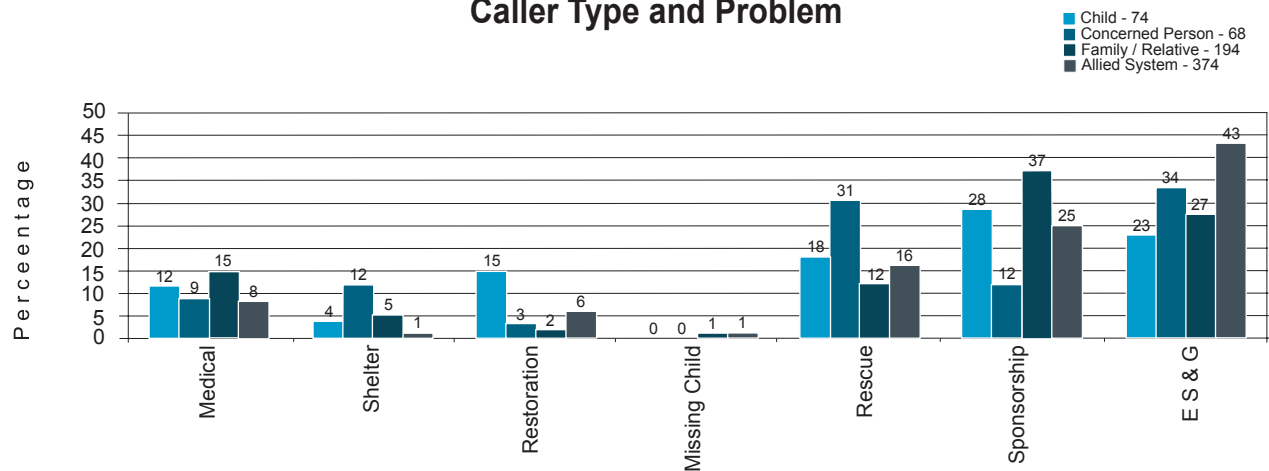


Life Situation of Children Assisted

n=847



Caller Type and Problem



Data Source :- ChildNET