

CHILDLINE CALLING... IS INDIA LISTENING?

Volume - 6, 2010

For the period January 2010 to December 2010

ChildNET - An analysis of calls to 1098

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**Ministry of Women and Child Development,
Government of India**

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North	South	East	West
Allahabad	Bangalore - APSA	Agartala	Ahmedabad
Chandauli	<i>Bangalore - BOSCO</i>	Berhampur	Ahmednagar
Chandigarh	<i>Chennai - Don Bosco</i>	Bhubaneswar	Aurangabad
Gorakhpur	Chennai - ICCW	Cuttack	Baroda
Jaipur - I-India	<i>Chennai - Marialaya</i>	Guwahati	Bhopal
<i>Jaipur - JKSMS</i>	<i>Coimbatore</i>	Jalpaiguri	Gwalior
<i>Kanpur</i>	Cuddalore	Kolkata - Cini Asha	Indore
<i>Lucknow</i>	Eluru	Kolkata - Don Bosco	Kalyan
<i>Meerut</i>	Gulbarga	Murshidabad	Nashik
<i>Shimla</i>	Hyderabad	Nadia	Ujjain
Udaipur	Kanchipuram	Paschim Medinipur	
Varanasi	Kannur	Patna - Bal Sakha	
	Kanyakumari	Purba Medinipur	
	Kasaragod	Puri	
	Kozhikode	Purnea	
	Madurai	<i>Rourkela</i>	
	Malappuram	<i>Shillong</i>	
	Nagapattinam	South(24) Paraganas - Cini DH Unit	
	Palghat	South(24) Paraganas - Sabuj Sangh	
	Salem		
	Thrissur		
	Tirunelveli		
	Trichy		
	Thiruvananthapuram		
	Vijayawada		
	Vijayawada		
	Visakhapatnam		
	Wayanad		

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EXECUTIVE SUMMARY

“**CHILDLINE Calling... is India Listening?**”, presents an analysis of ChildNET data for the period January 2010 to December 2010. This publication aims to showcase the nature of calls, the nature of intervention, the profile of callers, the status of callers and the status of the CHILDLINE service in India.

The data provides 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.

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 (46.05%)
- Higher number of boys (66%) than girls (34%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 29% of calls are made by children either for themselves or to refer about a friend, 16% of the calls come from CHILDLINE member, 11% from concerned adults, 16% from family members, 15% allied system, and 9% from NGO personnel.

Calls

During the year CHILDLINE received a total of 21, 66,954 calls. Of these a total of 52,229 intervention calls were recorded. Of this the south zone, with 27 cities covered by CHILDLINE, accounted for 42%; the east zone with 22 cities, accounted for 28%.

Source of Calls

Of the intervention cases, a shade over 68% were received as calls on 1098. Another 16% were received by CHILDLINE teams during Outreach activity. Of all calls that came to 1098 on phone for direct intervention, only 4% came from PCOs, 21% through landlines (including landlines of private telecom service providers) and a significant 36% came from mobile phones. Surprisingly 36% of mobile callers are children. Of phone calls, 37% came from residential areas, 15% from Railway stations/property and 11% from streets/pavements.

Reasons for calling

Emotional and Mental health related issues (17.79%) of overall reasons followed by Education related (13.54%), Physical health (10%) are the most critical reasons for calling CHILDLINE. Each of these categories is broad classification that covers several sub reasons. The analysis in this publication provides a view of the detailed sub reasons for calls to CHILDLINE.

Intervention Cases

Intervention involves reaching out to children and providing the emergency assistance and linking children to services available for long-term care. Highlights of data presented in this publication are:

- Emotional Support & Guidance is the largest category of interventions provided (37.97%).
- Medical interventions were provided in 12.66% of cases.
- Shelter and Restoration related interventions accounted for 12.49% and 15.19% respectively.

CHILDLINE Contact Centre

CCC is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility at Vikhroli in Mumbai. Several cities in West and North Zone were connected to it in the year 2010. While the call statistics generated by CCC are already integrated into ChildNET and reported, this publication presents some interesting highlights of CCC operational data. This includes peak days of the week for calls, number of abandoned or calls which due to various circumstances could not be answered by CHILDLINE Contact Officers (CCOs).

ABOUT CHILDLINE

1.1 What is CHILDLINE?

CHILDLINE is a 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 the lack of an emergency service for children, restricted outreach of existing organisations and the adhoc role of allied systems in child protection.

CHILDLINE India Foundation (CIF) was founded in 1999. 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.

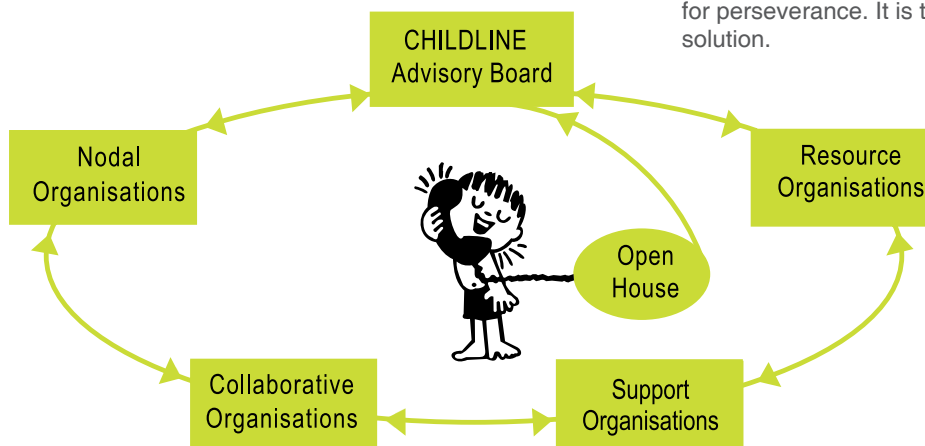
As of December 2010, CHILDLINE was operational in 88 cities of India spread across 25 states; CHILDLINE 1098 receives over 2 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives 20% of all children's calls on helplines working worldwide. As of December end, 2009, CHILDLINE has responded to over 21 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India.

The XIth 5-year Plan of the Government of India has mandated that the CHILDLINE service must be available in each one of India's 600+ districts. To meet that mandate, the Ministry of Women and Child Development supports CIF under its Integrated Child Protection Scheme.

Target Audience

CHILDLINE works with marginalised children from various cities/districts. This includes working with

- Street children and youth living alone on the street
- Emotionally disturbed children
- Child labourers especially in the unorganized sector
- Children who have been abused
- Child victims of the flesh trade
- Differently abled children
- Child addicts, children in conflict with the law
- Children in institutions
- Mentally ill children
- Children affected by HIV/AIDS
- Children affected by conflicts or disasters
- Child political refugees and
- Children whose families are in crisis



1.2 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. The key stakeholders in the CHILDLINE model at each city/district are:

- CHILDLINE Advisory Board (CAB) comprises of senior level functionaries from the allied systems, NGOs, concerned individuals, media etc. The CAB reviews information received by local CHILDLINE's from children collated at Open House sessions. The CAB ensures that all Allied systems stakeholder organisations are actively involved in Child Protection in their respective cities.
- The Nodal Organisation is mostly, though not always, 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.
- The Resource Organisations act as referral centres for CHILDLINE. They also participate in outreach and awareness programmes for CHILDLINE.
- In the district model, Support partners are replaced by Sub Centre partners, which is a mix of Collab and support partners in terms of their roles.
- The CHILDLINE Contact Centre (CCC) is the centralised call centre initiative of CIF. Currently there is one CCC located in Mumbai; it receives calls to 1098 from several cities in West & North Zones. Intervention calls are forwarded to partners.

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.

1.3 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 the calls are attended to 24 hours a day. 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 counseling as required.

If the team member feels that he will not be able to reach the child soon, 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 interventions aim 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 priorities and reach out more effectively. Children and youth identify with CHILDLINE and often offer their services as volunteers. They play a critical 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 CHILDLINE centres as paid volunteers or team members.

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 group's 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 mechanisms in India. It envisages a cohesive child protection force comprising the state, the corporate sector, voluntary agencies and the community working together to ensure each child his/her right to protection.



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

PREVIEW

CHILDLINE Calling...Is India Listening (Volume - 6), is CHILDLINE India Foundation's sixth compilation of data from CHILDLINE partners across 84 cities in India for the period (January 2010- December 2010). The comprehensive data captured through the ChildNET, as also through manual records of cities reflects the nature of issues in child protection. It is concrete proof of some of the concerns that children are forced to cope with on a regular basis. These data, therefore, add substance to CHILDLINE's efforts when advocating 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.

2.1 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 CHILDLINES 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 the caller to the service.

Identify trends in calls at the National and Zonal levels: This publication seeks to continue the process of analysing the data by identifying and highlighting trends in the calls to the services. These 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 the nature of problems and interventions related to specific cities.

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 indicate 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 has been publishing the annual, 'CHILDLINE Calling... Is India Listening', to provide comprehensive and more topical data, which can be used by the individual CHILDLINES to look at emerging issues and interventions required. This can provide direction to programme planning for partner organisations.

2.2 Features of ChildNET

ChildNET is a java based software package developed by Tata Consultancy 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 the CHILDLINE Call Centre known as collaborative organisations, 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 are 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.

2.3 The process of compiling this publication

Data for this publication were used from two sources, namely:

- a) Data sent in the Monthly reports: The monthly report is a coherent account of activities conducted by the cities, and reported by them to CIF. It consists of the action taken, activities conducted, meetings conducted and decisions taken at various forums. It also contains details of children assisted along with the number of calls. It is used as a backup to the ChildNET. The total number of calls is taken from the compiled monthly report. 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: Calls, which are recorded in the monthly report, are then entered into the ChildNET package by the cities and uploaded at regular intervals by them. However, some cities, where the software is not installed or due to technical problems, they are not able to upload directly through the software, photocopies of the intervention case sheets were sent to CIF, who then appoints and trains data entry operators to enter the data in the package. On the completion of the data entry, reports were sent to the respective cities for their perusal.

2.4 Data source for compiling this 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 84 CHILDLINE nationally amounted to 66,954 calls in January 2010 - December 2010, whereas, the total number of calls reported by ChildNET were 52,229 for the same period, representing, approximately 78% of the total intervention calls documented in ChildNET (as compared to monthly report). Variation in figures reported in the Monthly reports and ChildNET is due to a variety of factors: The Team Members expressed difficulty in getting information from the caller especially in cases where counseling 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.

Monthly reports are sent by the middle of the next month, for the previous month. So its compilation begins immediately after a month ends. There may be cases of intervention that are in process but the cases are not closed. Such cases may feature in the monthly report as calls. In the case of ChildNET, the case forms have to be filled, data entered and sent to CIF. In this instance, the cases would be reported to ChildNET only after cases are closed- when the case forms will be filled and data entered. Hence there will always be some variations.

This publication is based on the analysis of calls captured by ChildNET for the period January 2010 - December 2010. It is important to note that this publication analyses only the intervention related calls recorded in ChildNET. CHILDLINE nationally has received a total of 21,66,954 calls in January 2010 - December 2010, including 3,31,321 information calls, which consists of 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, 25,682 calls in this period 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 numbers of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 43,764 calls for follow-up of cases.

2.5 Call Classification

The total number of calls that is received by CHILDLINE is divided into 5 major categories of calls: intervention calls, follow up calls, did not find calls, information calls and 'others'. The first and last categories viz intervention and others are again further sub-divided into numerous categories.

Intervention Calls

These are the most important calls, as they result in CHILDLINE reaching out to and assisting a number of children in need. Interventions may consist of Emotional Support & Guidance (ES&G) or specific interventions in the case of children seeking medical assistance, or shelter or seeking to be restored/rehabilitated, or other similar assistance. Some forms ES&G cases may not require physical intervention. In the current practice, cases that receive multiple interventions are recorded and classified as such.

Follow-up Calls

Typically, these are calls that are regarding a case that is already in progress. Often a CHILDLINE worker, assisting a child through a medical emergency, may call up the office before making a decision on how to proceed with the medical treatment. For example, the case may require an expensive medical procedure, additional nutrition or long term, out-patient care. Sometimes in inter-city cases, where a child has either been repatriated to his/her home town in another state, a CHILDLINE worker may call to check on how the restoration process is going. Specially in inter-state trafficking cases, Team Members often call back and forth to keep track of the case. Another type of follow-up call is from the caller - who may be the police, other NGO personnel, or simply a person who has reported a case in the morning, calling to follow-up on the progress of the case.

Did not find Calls

Sometimes when calls come in reporting a child in distress, the Team member will reach the location given but is unable to locate the child. It could either be that the Team member has gone to a wrong address, or that the child has moved for whatever reason. The Team member then typically calls up CHILDLINE to see if there is any new information on the child's whereabouts or simply to report his/her inability to find the child. These types of calls account for a relatively small percentage of the total calls.

Information Calls

This category can be broadly divided into 2 main categories. There are a number of calls where people ask for a range of services from medical to general information. Most often, the calls pertain to matters related to children. Whenever possible, CHILDLINE refers the caller to the place/service most likely to provide the help the caller needs. CHILDLINE also receives a number of calls asking for information on CHILDLINE itself. Some of the calls received are from people who wish to volunteer at CHILDLINE.

Other Calls

There are a number of call categories in this section and together they account for the bulk of total calls. These calls include:

Silent calls are those calls in which the CHILDLINE Team Member can hear background noise that seems to indicate that the caller is listening to the worker but is either unable or unwilling to speak at that time. These calls are very important to CHILDLINE, as past experience has taught that these calls, if handled sensitively, may turn out to be actual calls seeking assistance. Sometimes, children call up but are unsure of what to expect and so hesitate to speak. CHILDLINE workers are taught to pay close attention to silent calls and to be as encouraging as possible. They assure the child that he/she can talk about anything troubling them and that they will get the help they need and that they will not be forced to do anything they do not want to do. Presently no actual data are available on how many silent calls convert to intervention calls.

Blank calls although they sound similar to silent calls, are more a result of problems with connectivity. Often, the team member may be able to hear the caller saying 'Hello', repeatedly but the conversation is unable to go ahead. The numbers are large because telephone connectivity, particularly between landline and mobile phones is often an issue in most parts of the country.

Crank/Fun/abusive Calls also make up a very large percentage of the calls. CHILDLINE workers are polite but firm in the handling of these calls.

Chat Calls are another very large segment of calls. As CHILDLINE is a toll free number children often call in just to chat with the Team Members. This is most common with children who have been closely involved with CHILDLINE either during the outreach activities or because they have received help from the Team Members in the past. Although Team Members take time to chat with whomever the child, they try not to spend too much time on the call as it may block an incoming call from a child in a crisis situation.

Testing Calls is something that all CHILDLINE workers do every now and again by calling the centre to ascertain if public phones, mobile phones correctly connect to all calls to the CHILDLINE office. This way, CHILDLINE ensures that at least all phone lines are always open to children in need.

CHILDLINE CONTACT CENTRE

The CHILDLINE Contact Centre (CCC) is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility at Vikhroli in Mumbai. It uses the contemporary technology of a Call Centre. Once a call is received at CCC, it is answered by trained CHILDLINE Contact Officer (CCO). If the call resolution can be completed on the phone it becomes a CCC operation. However in calls requiring Direct Intervention, the CCO will capture call details and make an outbound call to the Collab Partner in the city where the call has come from. Then the Collab partner takes over, indicates to the CCC an Estimated Time of

Intervention and post intervention reports the complete case details to CCC - this enables the CCC to complete the case documentation.

As part of a modern Call Centre, several operational facilities are available to us. These include: recording of all inbound and outbound calls, enforcing quality standards on call response, barging into live calls by Supervisor, tracking of speed of call response for every CHILDLINE Contact Officer (CCO), tracking the time of day and day of week for all calls to trace busy time zones and busy days for calls, tracking of calls abandoned (abandoned calls are those that fail to reach a CCO and are terminated- either because the line drops or because of other telecom related issues).

For cities connected to CCC, the case documentation and call stats reporting is done by CCC. For the period under review the call stats have already been reported to ChildNET and the data analysis in this publication includes this.

CHILDLINE CITIES



Legend
Name of City

Table 3.1 Overview of CCC in 2010

Total cities connected to CCC as on December 2010	19
Total calls handled	497229
Average time per call	30 Seconds
Average calls per month	41436
Average Abandoned calls per month	3942 (10%)

Figure 3.2: Calls answered v/s abandoned

Data source: CCC

■ ACD calls ■ Abandoned calls

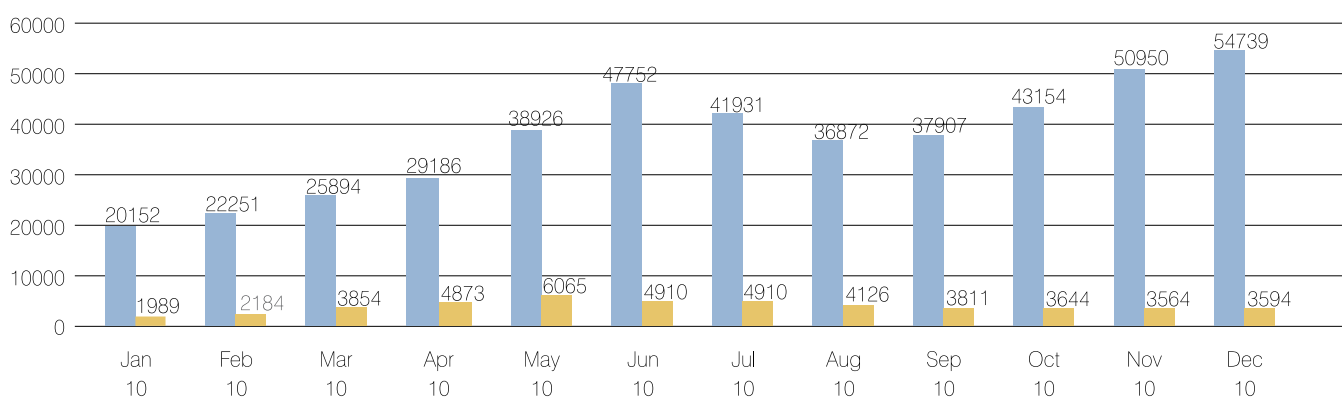
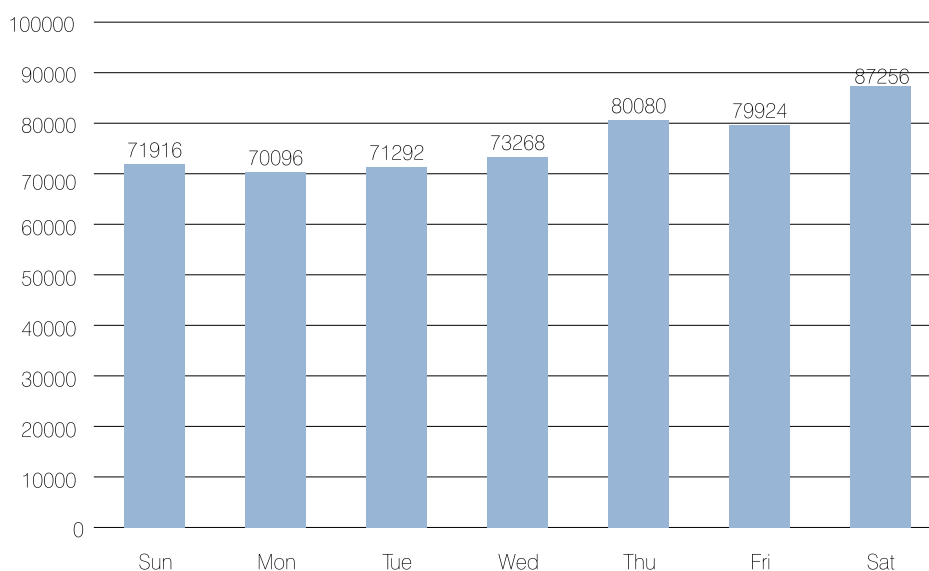


Figure 3.3: Call distribution by day of week

Data source: CCC



Jan 10 to Dec 10

As evident from the above graph there are relatively higher number of calls Thursday to Saturday, while comparatively less number of calls on Monday and Tuesday.

NATIONAL ANALYSIS OF CALLS

4.1 National calls to CHILDLINE 1098

Table 4.1 National Calls to CHILDLINE 1098

Zone - wise distribution of National calls							
	No. of Cities	27	18	17	22	84	
S.No.	Category	South	North	West	East	National	
I	Medical	1045	1807	945	3811	7608	
II	Shelter	3526	979	1031	2020	7556	
III	Restoration	4084	2448	479	2110	9121	
IV	Protection from abuse	2398	1128	717	962	5205	
V	Death related	16	24	7	47	94	
VI	Sponsorship	696	860	1255	1977	4788	
VII	Missing	Child lost	886	764	470	1852	3972
		Parents asking for help	1547	1417	515	1616	5095
VII	Emotional support & guidance	10394	3969	5620	3532	23515	
IX	Total I - VIII	24592	13396	11039	17927	66954	
X	Information and other Calls	606193	527145	516184	450478	2100000	
	Total IX - X	630785	540541	527223	468405	2166954	

There are 8 categories under which calls seeking assistance are classified (categories I to IX above). Information and other calls include silent calls, crank calls, fun and also abusive calls. All calls do not translate into direct intervention. Intervention calls are a subset of calls in the eight broad categories.

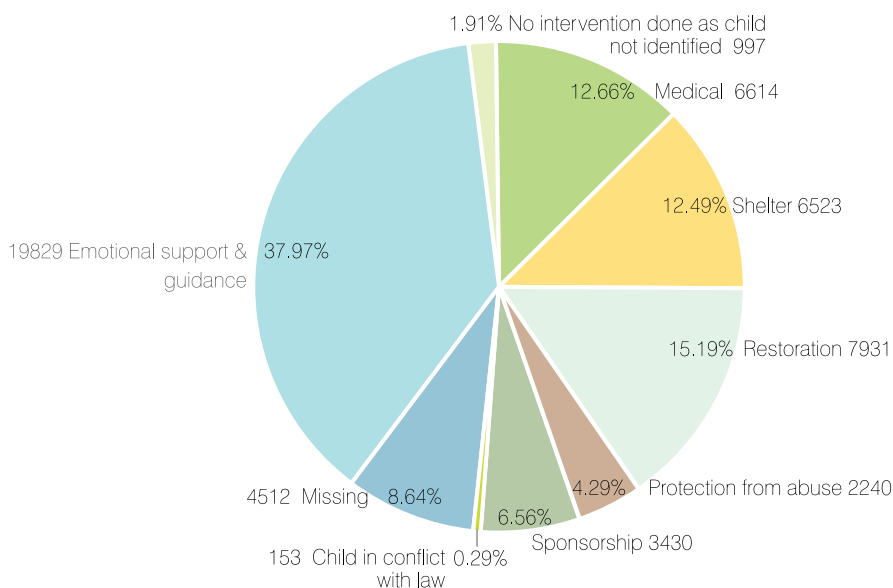
4.2 Intervention Calls to 1098

Of the total of 2166954 calls received during the period January -December 2010, a total of 52229 were recorded as Intervention Calls

Table 4.2: Intervention calls to 1098

Intervention	Total	Percentage
Medical	6,614	12.66
Shelter	6,523	12.49
Restoration	7,931	15.19
Protection from abuse	2,240	4.29
Sponsorship	3,430	6.56
Child in conflict with law	153	0.29
Missing	4,512	8.64
Emotional support & guidance	19,829	37.97
No intervention done as child not identified	997	1.91
Total	52,229	100.00

Figure 4.2: Intervention calls to 1098 n=52229 Data source: ChildNET



After Emotional Support & Guidance (ES&G) interventions (37.97%), medical interventions and shelter related interventions accounted for 12.66% and 12.49% respectively.

Intervention Cases

Intervention involves reaching out to children and providing the emergency assistance and linking children to services available for long-term care. CHILDLINE Intervened 52,229 cases during the period January 2010 - December 2010. Some of the key observations regarding the data based on ChildNET for the January 2010 - December 2010 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical 6,614 (12.66%):** Out of the total 6,614 medical calls, the distribution was: first aid 36%, OPD 29%, hospitalisation 16%, private clinic 9%, casualty/accident 5% and 5% other medical assistance.
- **Shelter 6,523 (12.49%):** 48% children were referred to Child Welfare Committee (CWC) for shelter, 36% children were provided shelter for temporary period and 8% for permanently at NGO shelter home, 6% of the children have been provided shelter at Government shelter home out of which 4% for temporary period, 2% for permanent period and 2% of the children were provided shelter at other shelter homes.
- **Restoration 7,931 (15.19%):** Children restored with their family member within the city accounted for 24% and outside the city 26%. Children who have been accompanied by CHILDLINE team member for restoring to their home within city accounted for 21% and outside the city 11%, Children who have been restored with the help of other agencies within and outside the city accounted for 12%.
- **Missing children 4,521 (8.64%):** In order to search either for missing Children or trace homes of missing children, CHILDLINE contacted the Missing Person Bureau in 13% cases, contacted the Police for finding out the children accounted for 17%, 28% of the children were searched using the CHILDLINE or other NGO network, in 22% cases children information has been flashed in Media or Web site. In 16% cases other tools have been used for searching the Missing Children i.e. Searched the child in Shelter Homes, Observation home and in the area where child was lost)
- **Protection from abuse 2,240 (4.29%):** Of the total intervention cases for Protection from abuse, 39% of children were provided Support in existing setup, 42% of the children were referred to CWC and 2.63% were provided Legal support and in around 4% cases police were involved for intervention.
- **Sponsorship 3,430 (6.57%):** 77% cases were for sponsorship of education, 11% for sponsorship of medical support, and around 1% for Legal support.
- **Emotional support and guidance 19,829 (37.97%):** CHILDLINE received the most number of calls from children asking for counseling of these in maximum number of calls CHILDLINE suggested them different option (52%), Counseling by CHILDLINE (47%) and referred to professional counselors (0.18%).
- **Child in conflict with law 153 (0.29%):** These are cases where children have committed some offence. Callers could be children or concerned adults. 53% of the cases were referred to police and in 5% cases rehabilitation of the children is done by the CHILDLINE team. In 10% cases CHILDLINE has provided legal support to the children and 15% cases has been referred to Juvenile justice board.

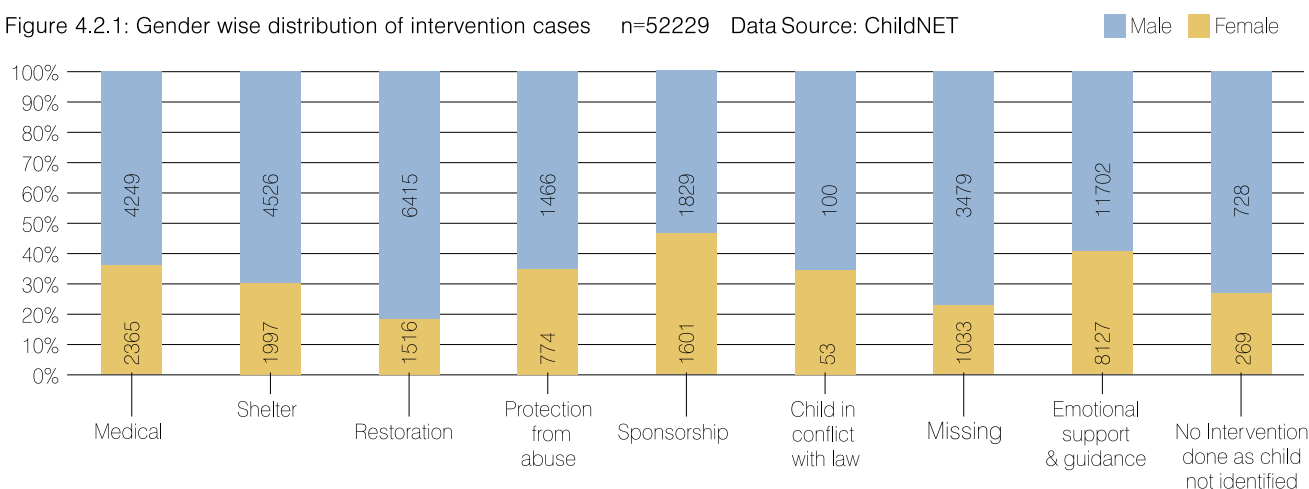
Note: Given below is an analysis of Intervention calls split by gender:

Table 4.2.1 Gender wise Distribution of Intervention Cases

Intervention	Male	%	Female	%	Total
Medical	4,249	13	2,365	13	6,614
Shelter	4,526	13	1,997	11	6,523
Restoration	6,415	19	1,516	9	7,931
Protection from abuse	1,466	4	774	4	2,240
Sponsorship	1,829	5	1,601	9	3,430
Child in conflict with law	100	0	53	0	153
Missing	3,479	10	1,033	6	4,512
Emotional support & guidance	11,702	34	8,127	46	19,829
No intervention done as child not identified	728	2	269	2	997
Total	34,494	100	17,735	100	52,229

Of the 52,229 intervention cases, 34.00% were for female children. In almost all subcategories the number of cases involving male children outnumbers cases involving girl children. However in the subcategory Sponsorship, both are nearly equal

Figure 4.2.1: Gender wise distribution of intervention cases n=52229 Data Source: ChildNET



4.3 Zonal view of CHILDLINE Interventions

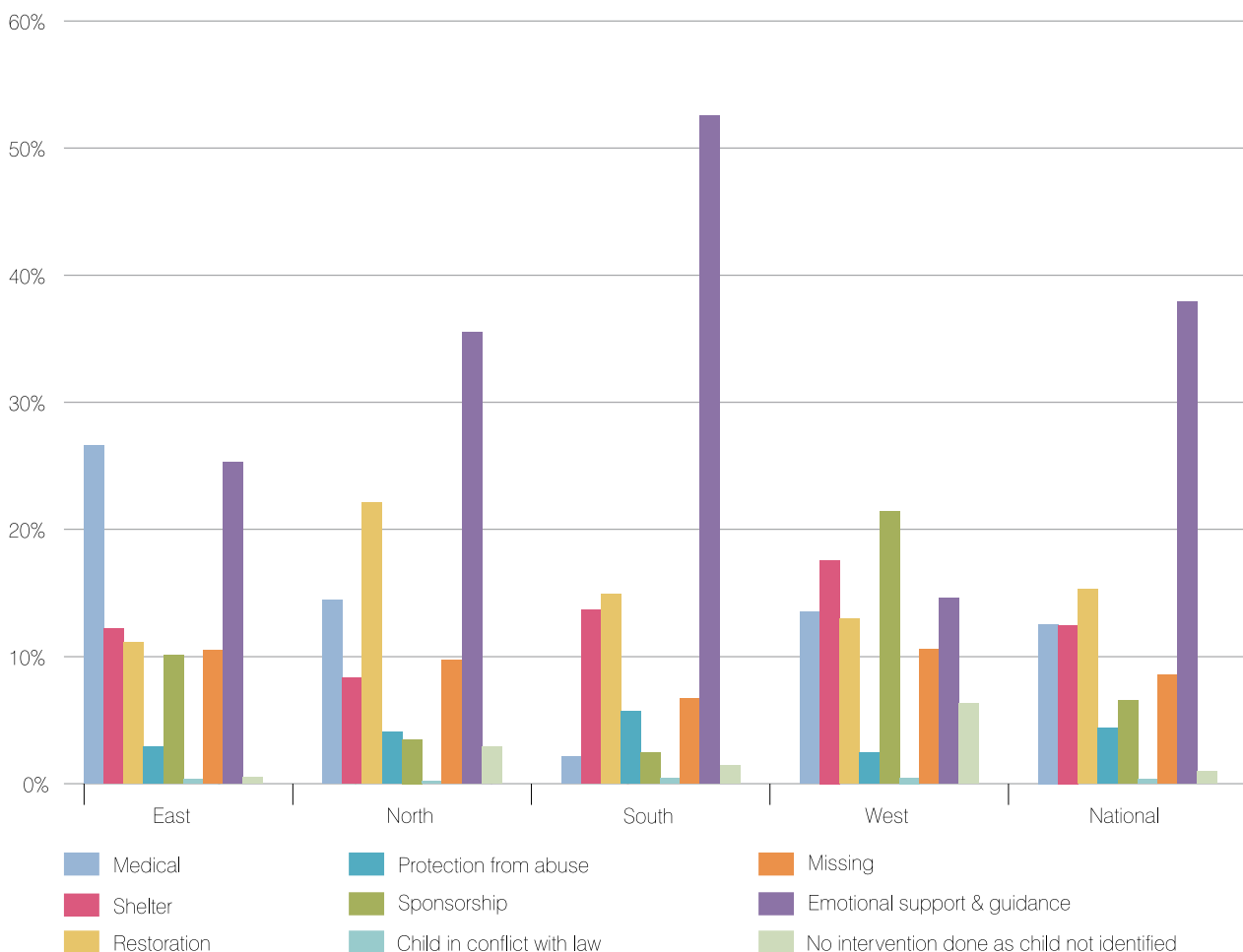
Each of India's four zones is marked by unique characteristics. The South, comprising four states of Kerala, Tamil Nadu, Karnataka and Andhra Pradesh offer a very large mass of urban landscape, the north is marked by rural domination. The East is a complex area including the north east- which has its own unique social and geo-political characteristics. The west is marked by two of India's most industrialized states in Maharashtra and Gujarat.

So it is no surprise that intervention case patterns differ across regions.

Table 4.3: Interventions across Zones:

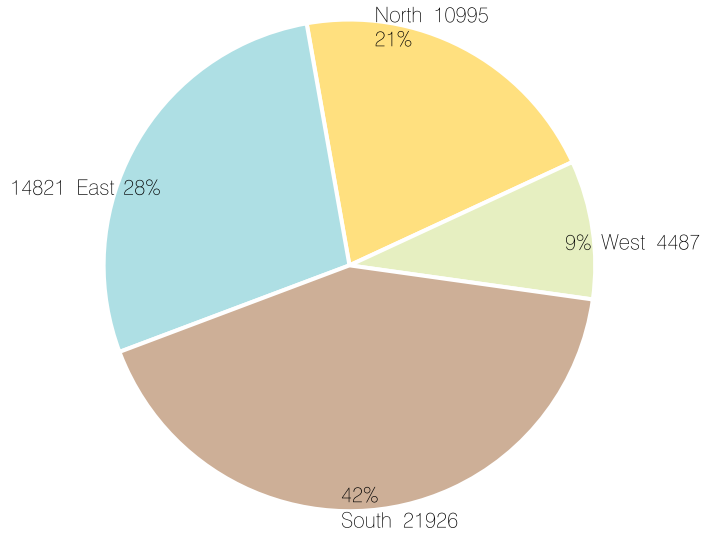
Cities	22		18		27		17		84	
Intervention	East	%	North	%	South	%	West	%	National	%
Medical	3,963	26.74	1,577	14.34	468	2.13	606	13.51	6,614	12.66
Shelter	1,805	12.18	912	8.29	3,016	13.76	790	17.61	6,523	12.49
Restoration	1,641	11.07	2,428	22.08	3,280	14.96	582	12.97	7,931	15.19
Protection from abuse	438	2.96	444	4.04	1,248	5.69	110	2.45	2,240	4.29
Sponsorship	1,569	10.58	380	3.47	519	2.37	962	21.44	3,430	6.56
Child in conflict with law	40	0.27	18	0.16	73	0.33	22	0.49	153	0.29
Missing	1,544	10.42	1,017	9.25	1,473	6.72	478	10.65	4,512	8.64
Emotional support & guidance	3,743	25.25	3,900	35.47	11,530	52.59	656	14.62	19,829	37.97
No intervention done as child not identified	78	0.53	319	2.90	319	1.45	281	6.26	997	1.91
Total	14,821	100.00	10,995	100.00	21,926	100.00	4,487	100.00	52,229	100.00

Figure 4.3: Intervention across zones n=52229 Data source: ChildNET



ES&G cases dominate the south zone with nearly 53% of all their cases. The South also has the largest share of restoration cases (14.96%). In the East the single largest block is medical interventions (26.74%) followed by ES&G cases (25.25%). While ES&G is the single largest group in the North as well, significant share of cases are missing children (9.25%) and medical (14.34%). In the west, ES&G cases are far lower compared to the other three regions- the single largest block being sponsorship cases (21.44%). This is followed by ES&G (14.62%).

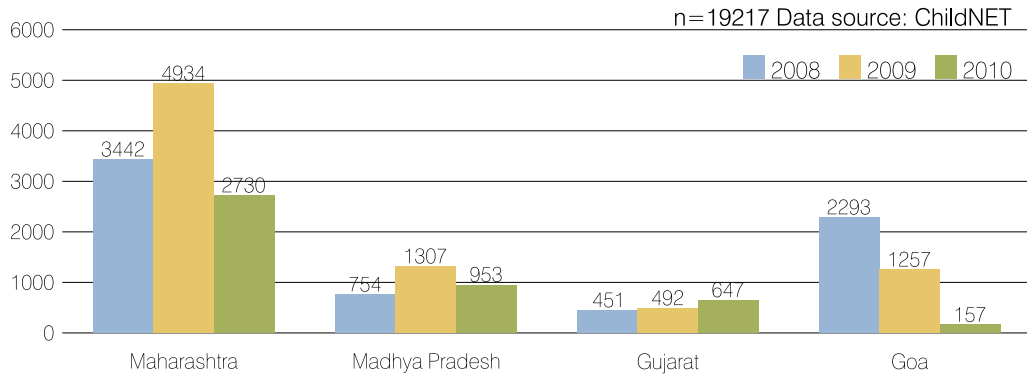
Figure 4.3.1: Share of zones in CHILDLINE interventions n=52229 Data source: ChildNET



The CHILDLINE service in the South has the largest share of intervention cases (42%) - and also exists in the most number of cities (27). The East with 22 cities covered by CHILDLINE accounts for 28% of all interventions.

Note: There is a significant decline in share of West zone in Intervention cases. In order to understand whether this is a trend across west region we studied the patterns for the past three years in west region states:

Figure 4.3.1.1 West zone state wise comparison of intervention cases for years 2008, 2009 & 2010



Almost all cities in the West where CHILDLINE is operational are connected to CCC. We have seen significant declines in certain type of calls recorded at CCC. ES&G is one such category. However, it is not completely clear why there is a decline of Intervention cases in the west.

Figure 4.3.2: Share of CHILDLINE cities n=84 Data source: ChildNET

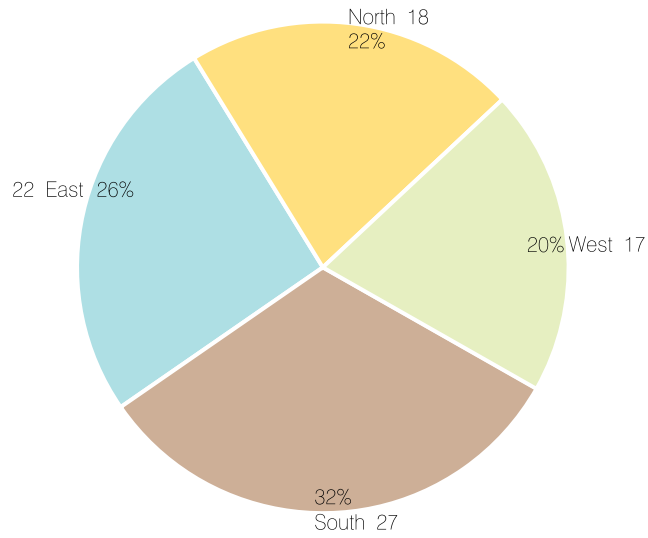


Table 4.3.1: Average number of Calls and Cases Per City, Per Year

Zone	Average number of calls to 1098 per city per year	Average number of Intervention Cases Per City, Per Year
North	23362	812
East	30030	611
South	31013	264
West	21291	674
National	25797	622

Though the South zone has the largest share of calls, by virtue of many more cities, its average for calls is relatively lower. However, the south average for direct intervention cases (per city/per year) is higher than the national average

REASONS FOR CALLING CHILDLINE 1098

5.1 Reasons for calling CHILDLINE 1098

This section shows the reasons for contacting the CHILDLINE service either by the Children or adult. It shows that CHILDLINE has been contacted majorly for Emotional and Mental health related issues which is 17% of overall reasons followed by Education related (13%), Physical health (10%), Family related issues (9%), Lack of resources (9%) and so on. Note: this classification is based on what the caller seeks and not on what type of intervention is provided.

Table 5.1: Reasons for calling CHILDLINE 1098

Reasons for Calling	Total	Percentage
Emotional/ Mental health	14,606	17.79
Education related	11,117	13.54
Physical health	8,250	10.04
Runaways	7,771	9.46
Lack of resources	7,393	9.01
Missing	7,350	8.95
Family related issues	7,019	8.55
Homeless	5,173	6.3
Abuse and violence	4,227	5.15
Child labour	3,134	3.82
Child wants to go back home	1,501	1.83
Trafficked	1,074	1.31
Disability & Mental illness	996	1.21
Addiction	856	1.04
Child in conflict with law	293	0.36
HIV / AIDS	226	0.28
Discrimination	163	0.2
Death related	54	0.07
Sex related queries	13	0.02
Not documented	878	1.07
Total	82,094	100

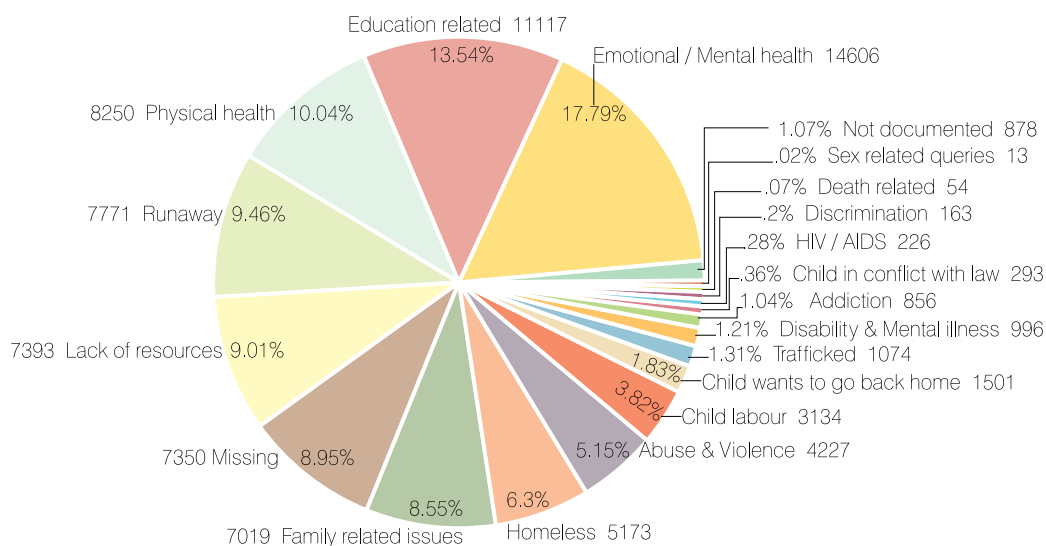
Note: The table 5.1 indicates 82,094 reasons mentioned by people calling CHILDLINE 1098. This includes those who mentioned more than one reasons - hence this does not represent 82094 unique callers. These reasons for calling resulted in 52229 interventions. This figure represents unique cases. Hence, we can reasonably assume that on an average, in 2010, every unique caller had more than one reason for calling (1.57). Typically a child calling for fever may also report hunger and pain. Which are the most frequently cited combination of reasons for calling CHILDLINE? See figure (5.1) below for the answer:

Case Study

Born in a village in Orissa, Munna lived in Chennai with his parents. Unable to support the family with his piteous salary, Munna's father would abuse him and forced him to start supporting himself. At a tender age of 12 years, he began working at a factory for long hours, suffered physical torment and didn't get paid by his employer. Munna had never been to school. All he had been subject to in life was smoke and fumes from machinery and pouring petrol into the fire point. During one such mundane day at work, Munna got severely burnt by fire and needed immediate medical assistance. The factory authorities didn't bother with the child; hence the family had to move back to their village to provide him with necessary treatment.

Unable to support the extensive medical treatment, Munna's parents contacted CHILDLINE Cuttack for help. He was admitted at the SCB Medical College and Hospital in the Burn ward. The treatment started and CHILDLINE took care of all the finances. During the counseling session with Munna and his parents, he expressed not wanting to go back to the factory. He said 'At work the supervisor used to beat me with a belt. He did this two or three time and also tied a chain that was attached to the wall to my leg, if I didn't do my work properly.' Munna underwent 6 months of treatment before he recovered. He is currently admitted to school and lives happily with his family.

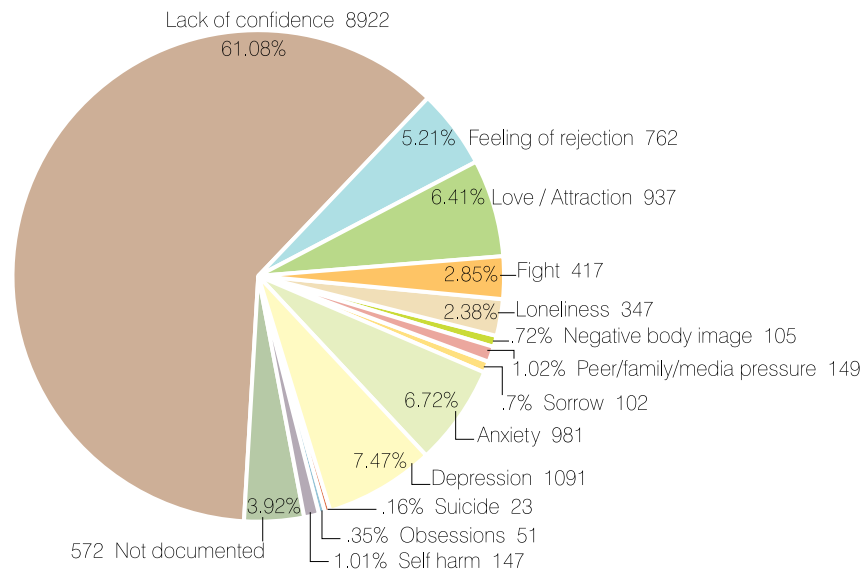
Figure 5.1: Reasons for calling CHILDLINE 1098
n=82094 Data source: ChildNET



5.2 Breakup of Reasons for calling CHILDLINE 1098

Each reason for calling (category) comprises different needs. Given below is the breakup of some critical reason for calling (emotional & mental health, education, physical health, family related issues and lack of resources):

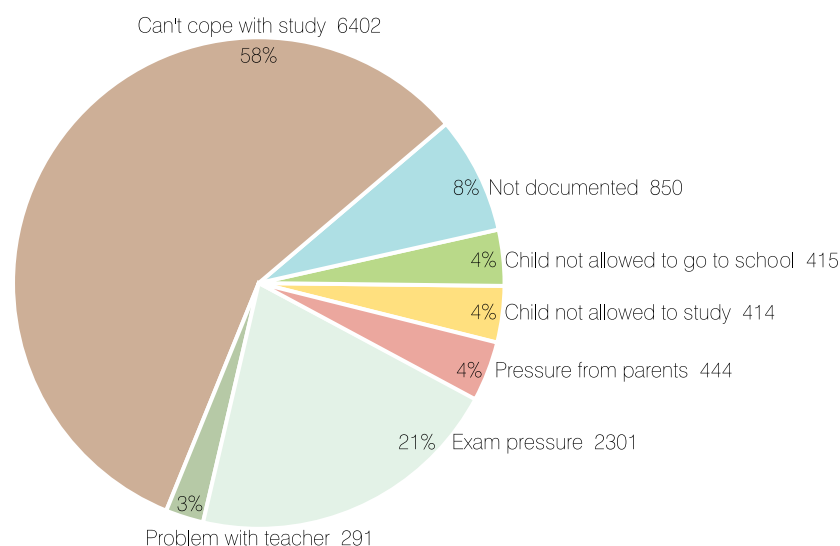
Figure 5.2.1: Emotional & mental health: sub reasons n=14606 Data source: ChildNET



Major category of children who contact CHILDLINE for Emotional and Mental health related issues are school going, abused children, family where both parents are working. This would imply that middle class children are calling CHILDLINE with increasing frequency. This accounts for the rapid growth in these kinds of calls. It is also possible, that such calls are increasingly coming from mobile phones. In 2010, out of 19,829 cases of ES&G related interventions, 7999 were calls from mobiles. (Note: calls received at CCC only show mobile numbers for calls received from Mumbai Delhi, for other cities the CCC records the local CHILDLINE number in each city from where calls are received).

Note: Of the 8922 calls for “lack of confidence” 1830 calls also indicated an additional reason of “depression” for calling.

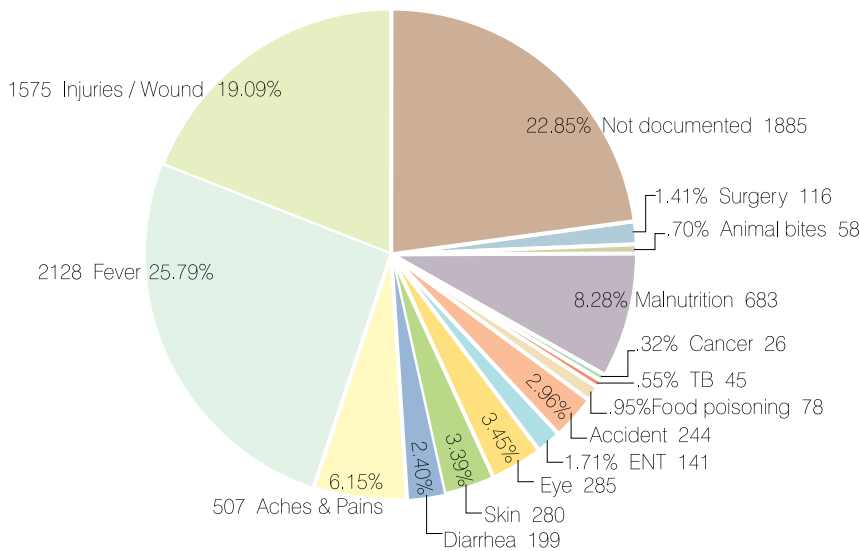
Figure 5.2.2: Education related: sub reasons n=11117 Data source: ChildNET



Note: These cases are inevitably also categorized as ES&G cases. Once again this reflects the trend of middle class children calling 1098.

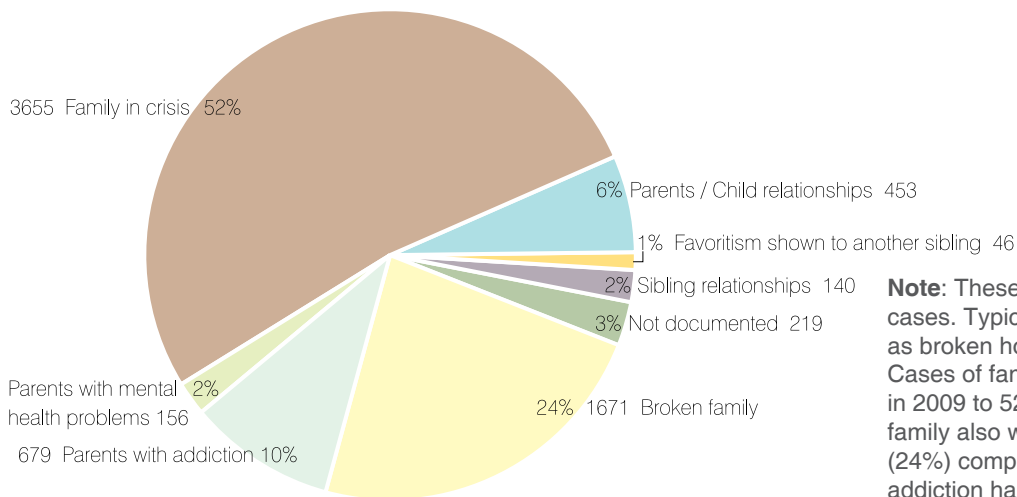
On analysis we find that in quite a few instances more than one reason is cited for calling CHILDLINE 1098. Of the two biggest sub-reason segments: “Can’t cope with study” and “Exam pressure” we find that 409 callers cited two reasons: Pressure from Parents and Problems with Teacher as their reasons for calling. We can assume that this indicates that the child has been faced with parental pressures and is also faced with complaints by teachers- both combining to build pressure on the child. Cases of Exam pressure has gone up from 18% in 2009 to 21% in 2010

Figure 5.2.3: Physical health: sub reasons n=8250 Data source: ChildNET



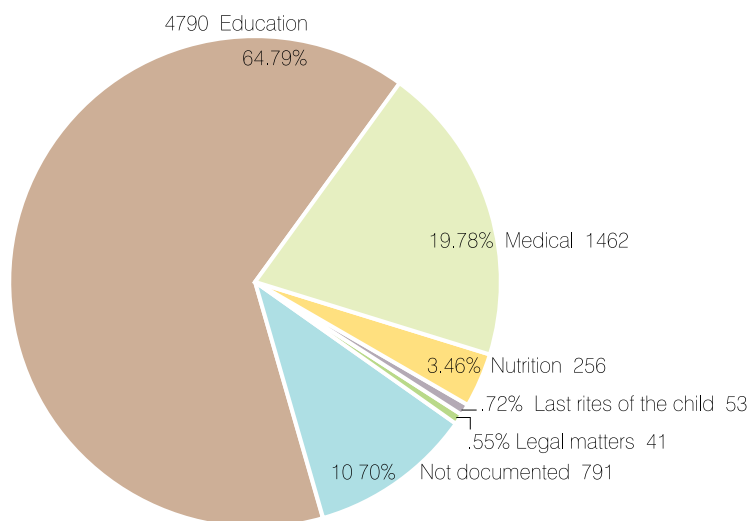
Note: Of the 1575 calls citing Injuries/wounds as reason for calling CHILDLINE, 145 also stated "accident" as an additional reason. Malnourishment is the third largest reason for calling CHILDLINE 1098.

Figure 5.2.4: Family related issues: sub reasons n=7019 Data source: ChildNET



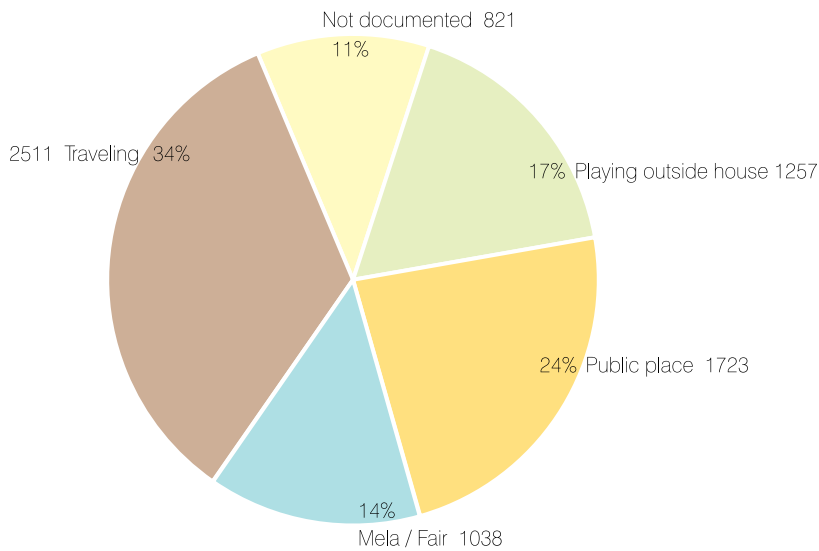
Note: These cases are also intervened as ES&G cases. Typical urban, middle class issues such as broken homes are being reported by children. Cases of family in crisis has gone up from 48% in 2009 to 52% in 2010 and same with broken family also which has gone up by 3% in 2010 (24%) compare to 2009 (21%). Parent with addiction has also gone up from 8% in 2009 to 10% in 2010

Figure 5.2.5: Lack of resources: sub reasons n=7393 Data source: ChildNET



Note: These calls represent calls from children marginalised by poverty. Of the 4790 calls seeking resources for education, in 570 calls the callers also stated a need for resources for nutrition and medical issues.

Figure 5.2.6: Missing: where child went missing? n=7350 Data source: ChildNET



Significant changes can be seen in reason for calling for missing cases; cases of missing during travelling has gone up from 28% in 2009 to 34% in 2010 and missing cases during mela/ fair has been doubled in 2010(14%) compare to 2009(7%) whereas missing cases from playing outside house has gone down from 27% in 2009 to 17% in 2010 and missing cases from public place has also gone down by 4% in 2010(24%) compare to 2009(28%).

Figure 5.2.6.1: Missing: type of missing n=4368 Data source: ChildNET

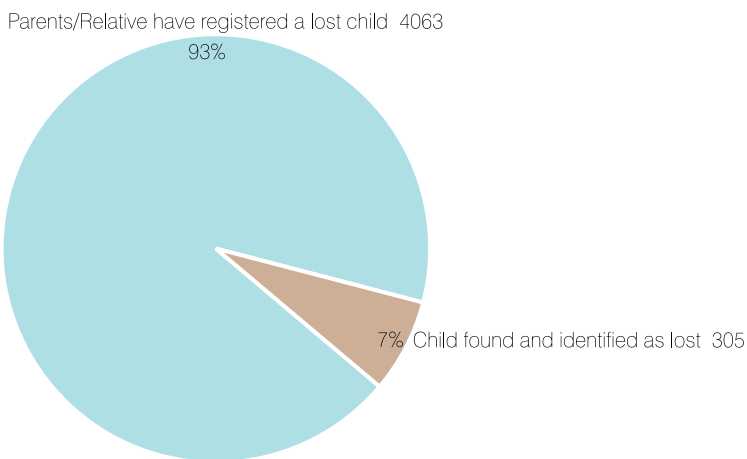
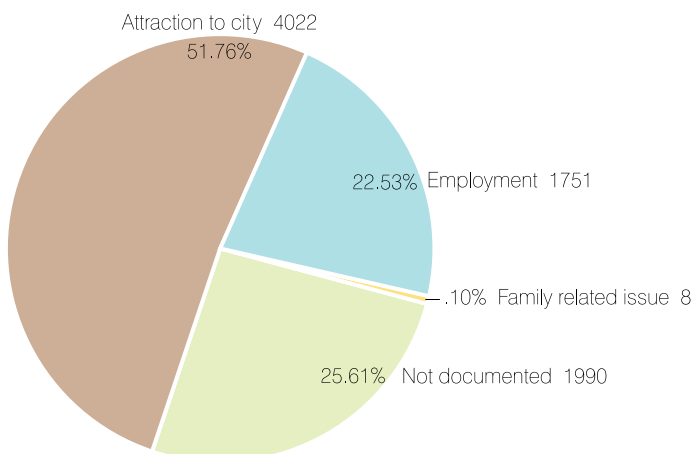


Figure 5.2.7: Runaway: sub reasons n=7771 Data source: ChildNET

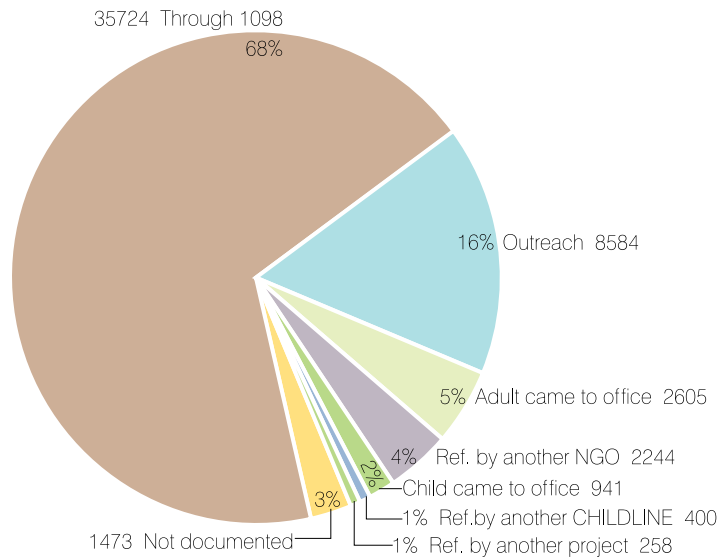


Reasons for runaway cases shows major changes : family related issue has gone drastically down from 11% in 2009 to 0.10% in 2010 whereas runaway due to attraction to city has gone up by 7.76% in 2010(51.76%) compare to 2009(44%). Employment is also a significant reason which has gone up by 2.53% in 2010(22.53%) compare to 2009 (20%). Missing as a result of journey to a city is the single biggest reason for calling CHILDLINE.

FROM WHERE DO CHILDREN CALL CHILDLINE 1098?

This section provides a perspective on how children come in contact with CHILDLINE

Figure 6.1: How children come in contact with CHILDLINE n=52229 Data source: ChildNET



As CHILDLINE is National toll free phone service it receives most number of intervention cases through 1098. Not only children but adults also call on 1098 to share Children's problem and to help them.

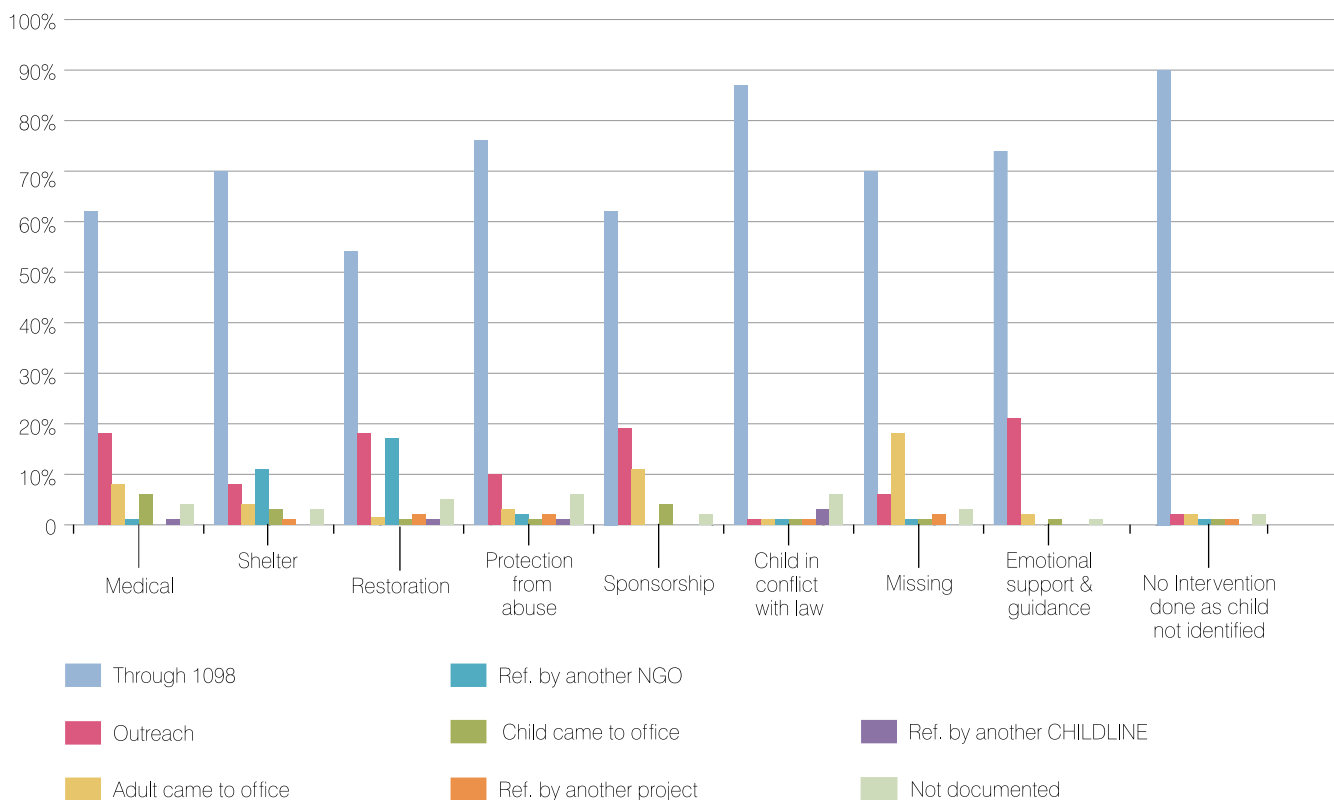
The number of cases from Outreach 16% is significant. Outreach includes a variety of activities whose objective is to reach out to children and general public on the streets and in colonies to sensitise them on issues and CHILDLINE 1098 service. During these activities puppet shows, street theatre and one-on-one handing over of leaflets is done. Kiosks are setup at high traffic locations / events (such as Ganpati Mandals) during such Outreach activity, it is normal for cases to be referred directly to team members conducting such outreach

Table 6.1.1: Access-split by intervention type

Access Through	Medical	%	Shelter	%	Restora- tion	%	Protection from abuse	%	Sponsorship
Through 1098	4,089	62	4,590	70	4,254	54	1,707	76	2,138
Outreach	1,221	18	513	8	1,418	18	220	10	659
Adult Came to Office	552	8	260	4	186	2	65	3	391
Ref. by another NGO	51	1	690	11	1,368	17	39	2	7
Child came to Office	368	6	195	3	47	1	14	1	152
Ref. by another project	16	0	57	1	142	2	34	2	2
Ref. by another CHILDLINE	39	1	29	0	100	1	27	1	4
Not Documented	278	4	189	3	416	5	134	6	77
Total	6,614	100	6,523	100	7,931	100	2,240	100	3,430

Figure 6.1.1 Access split by intervention type

The most notable finding is that of adults coming to CHILDLINE offices to report missing children. During Outreach the most significant cases are those involving Medical and sponsorship assistance. Restoration cases involve other NGO referrals- this is Figure 6.1.1: Access split by intervention type n=52229 Data source: ChildNET



%	Child in conflict with law	%	Missing	%	Emotional support & guidance	%	No intervention done as child not identified	%	Total
62	133	87	3,146	70	14,767	74	900	90	35,724
19	1	1	268	6	4,261	21	23	2	8,584
11	2	1	790	18	336	2	23	2	2,605
0	2	1	47	1	35	0	5	1	2,244
4	1	1	25	1	132	1	7	1	941
0	1	1	93	2	41	0	14	1	400
0	4	3	5	0	49	0	1	0	258
2	9	6	138	3	208	1	24	2	1,473
100	153	100	4,512	100	19,829	100	997	100	52,229

understandable given CHILDLINE's reach across the country.

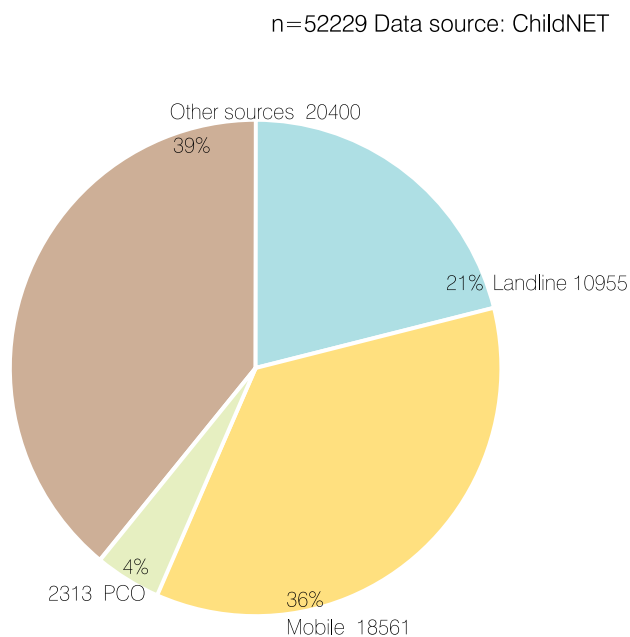
6.2 Telecom service accessed

In the fast changing telecom scenario, PCOs are a dying service. 95% of all telephone subscribers in India are now 'wireless'

i.e. unlike the conventional 'wireline' telephony, no cable connects the phone to an exchange. The phones are either on GSM (mobile) platform or CDMA (Wireless in Local Loop) based and both are wireless. This has changed the way children and adults access 1098.

Figure 6.2 Call Came through

Note: This chart is very significant for us. It shows the sharp decline of PCOs in the country and the rapid growth of mobiles. This leads to the serious question: how will marginalised children access CHILDLINE 1098? It is important to adapt the CHILDLINE model using innovative methods such as booths with hotlinked, non-dialable phones at high-traffic locations in order to provide children easy and close access to help.



Other sources includes the cases received during Outreach, Children/Adult who came directly to CHILDLINE office, call comes directly to CHILDLINE members mobile, cases come through email and cases referred by other NGO or Project.

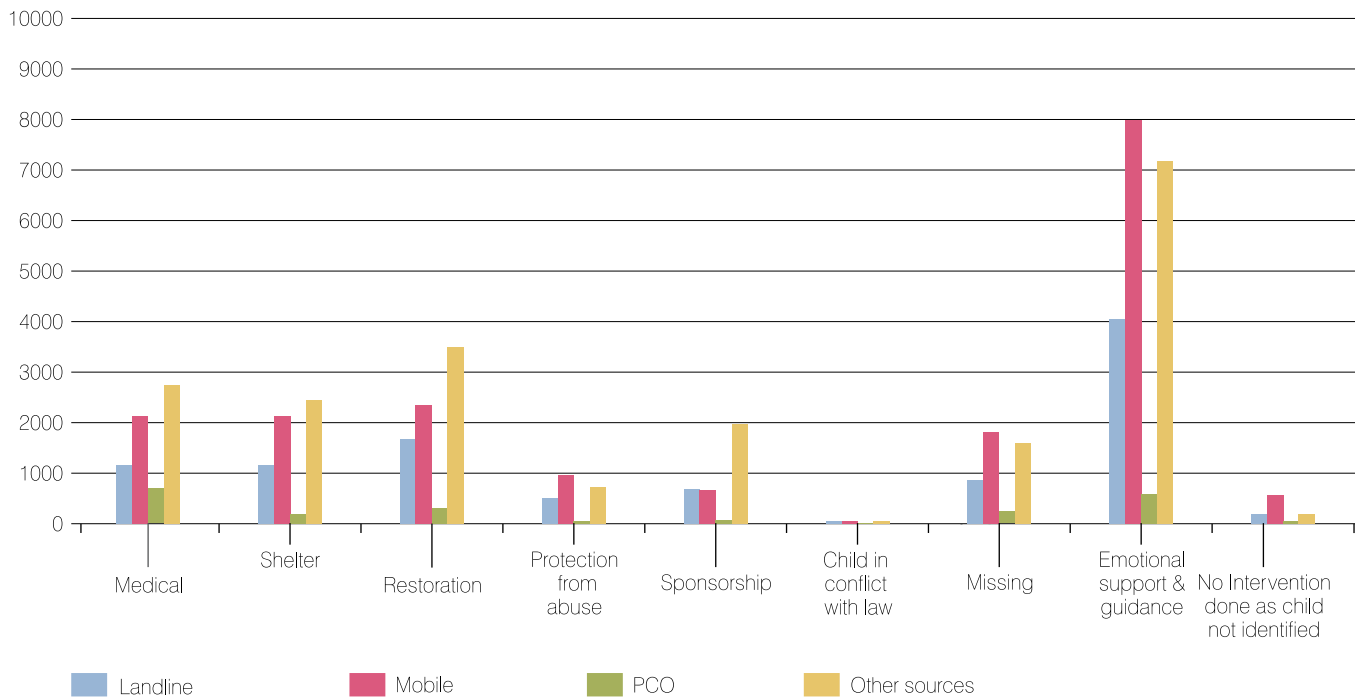
Are calls from Mobiles for different reasons?

The answer to this question confirms that indeed more middle class children are accessing CHILDLINE via mobiles. Given below is an analysis of call reasons classified by type of call source i.e. either PCO or Mobile or landline.

Table: 6.2.1 Call Came Through & Intervention

Intervention	Land Line	%	Mobile	%	PCO	%	Other sources	%	Total
Medical	1,159	11	2,030	11	697	30	2,728	13	6,614
Shelter	1,775	16	2,123	11	192	8	2,433	12	6,523
Restoration	1,684	15	2,344	13	404	18	3,499	17	7,931
Protection from abuse	505	5	970	5	45	2	720	4	2,240
Sponsorship	687	6	659	4	89	4	1,995	10	3,430
Child in conflict with law	39	0	55	0	6	0	53	0	153
Missing	864	8	1,814	10	237	10	1,597	8	4,512
Emotional support & guidance	4,048	37	7,999	43	599	26	7,183	35	19,829
No intervention done as child not identified	194	2	567	3	44	2	192	1	997
Total	10,955	100	18,561	100	2,313	100	20,400	100	52,229

Figure 6.2.1: Call came through & intervention n=52229 Data source: ChildNET



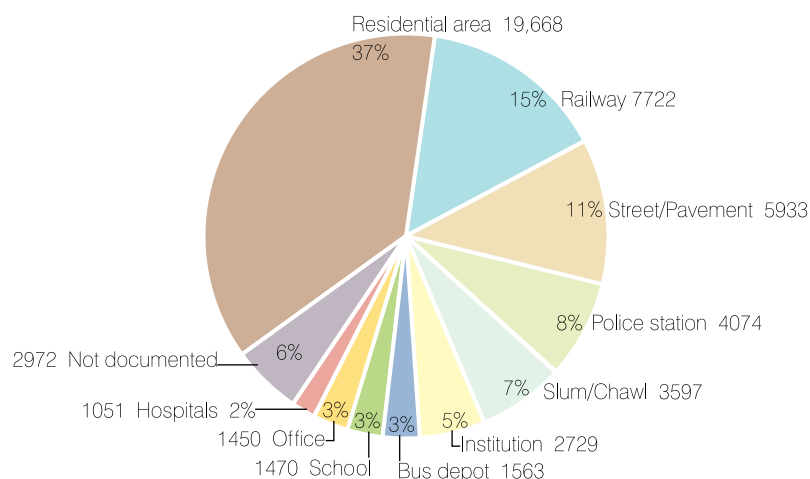
For non-PCO landlines and mobiles the most significant cases are those requiring Emotional Support & Guidance. Whereas for calls coming from PCOs the most pressing needs appears to be medical intervention- probably reflecting a need of street children. However, in sheer numbers more calls are received on mobiles and non-pco landlines for medical as well. It is also significant to note that more cases of abuse and missing are reported via mobiles.

It is clear that the growth of private telecom service providers share in telephony has brought in more middle class children into contact with CHILDLINE. This is a trend that will grow very strongly moving forwards.

6.3: Location of calls

With the shrinking of public sector PCOs at a rate of approximately 8% per annum (source: DOT), the location of the phone from where calls come to CHILDLINE is revealing.

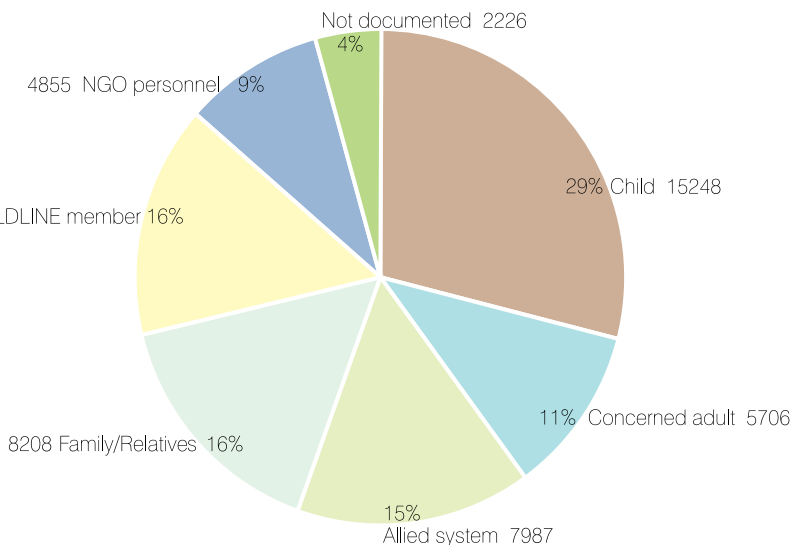
Figure 6.3 Location of call to CHILDLINE n=52229 Data source: ChildNET



Calls to CHILDLINE come from phones located in a variety of places. Residential areas are the single largest block. This could imply home phones or mobiles. However, that can't be determined from this breakup. But Railways, Street/pavement, Slum/Chawl and Police Stations accounts for 41% of all locations and is crucial as these places are frequented by the most marginalised children.

PROFILE OF CALLER & CHILDREN

Figure 7.1: Caller who calls to CHILDLINE n=52229 Data source: ChildNET



7.1 Profile of Caller

One third of all calls to CHILDLINE are from children themselves. Interestingly the caller type varies depending on whether caller called from a mobile or PCO.

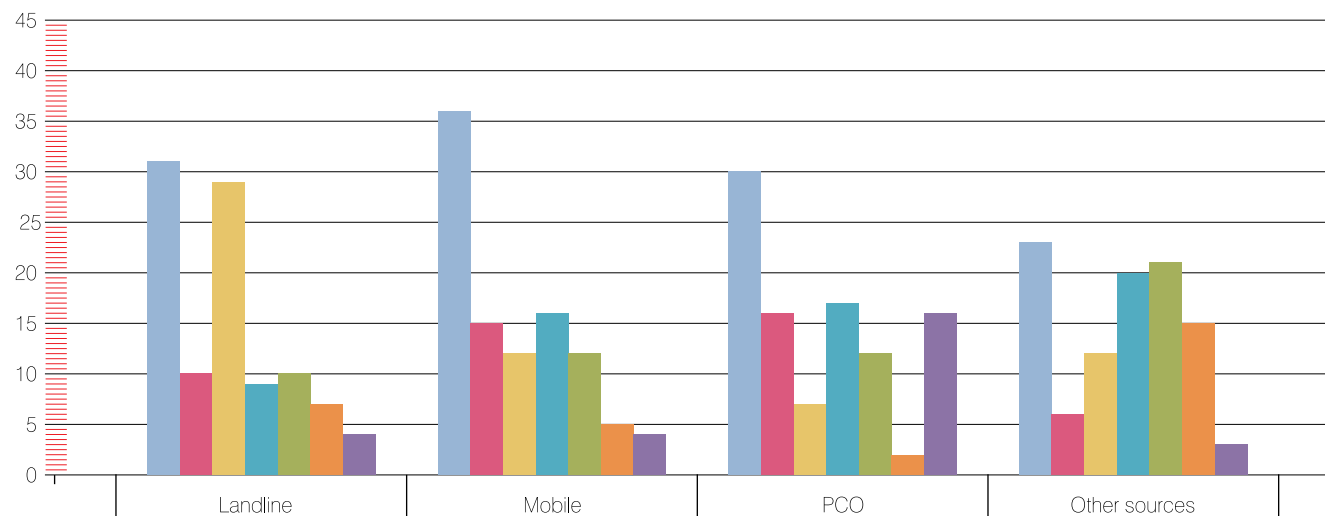
Choice of telephone for callers to CHILDLINE

Do different caller groups use different choice of telephony sources to call CHILDLINE?

Table 7.1.1: Caller type and call came through

Caller Type	Landline	%	Mobile	%	PCO	%	Other sources	%	Total
Child	3,374	31	6,598	36	698	30	4,578	23	15,248
Concerned adult	1,152	10	2,884	15	371	16	1,299	6	5,706
Allied system	3,176	29	2,181	12	161	7	2,469	12	7,987
Family/ Relatives	959	9	2,902	16	386	17	3,961	20	8,208
CHILDLINE member	1,118	10	2,277	12	285	12	4,319	21	7,999
NGO personnel	726	7	940	5	54	2	3,135	15	4,855
Not documented	450	4	779	4	358	16	639	3	2,226
Total	10,955	100	18,561	100	2,313	100	20,400	100	52,229

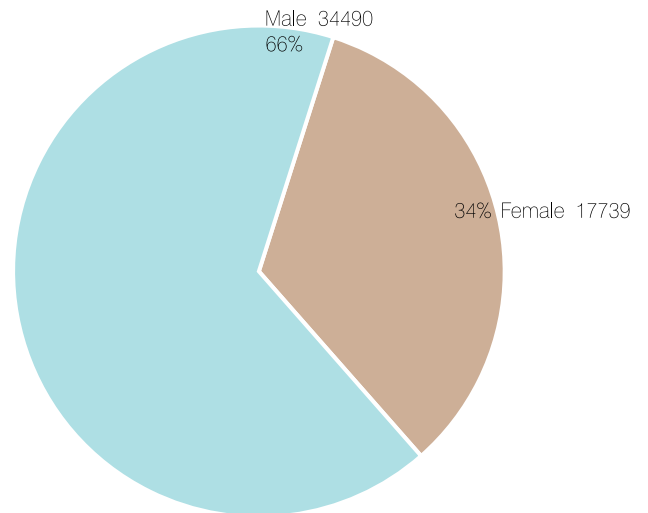
Figure 7.1.1: Caller type and call came through n=52229 Data source: ChildNET



The largest number of children called CHILDLINE via a mobile phone. Those calling from landlines did so mostly from a non-pco phone. The same is true of concerned adults and Family/relatives as well.

7.2 Gender of Children Calling CHILDLINE

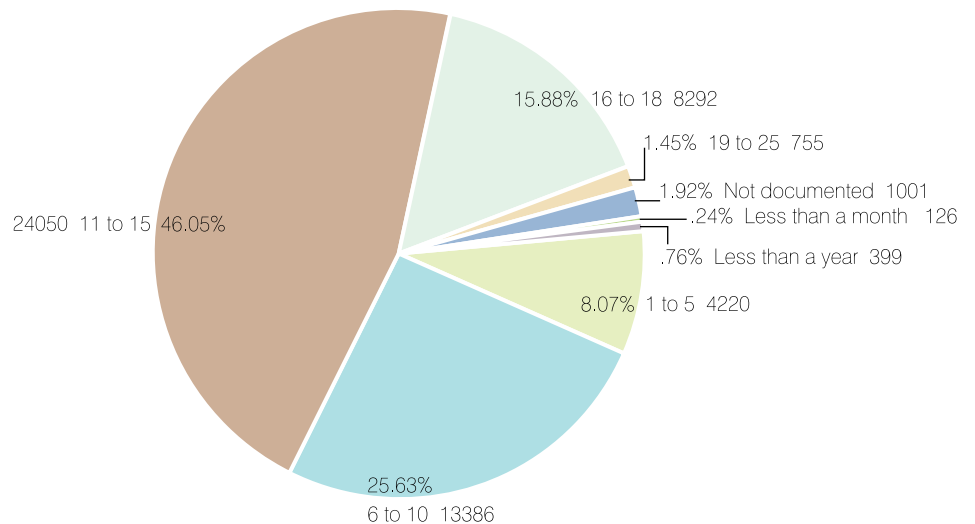
Figure 7.2: Gender of children n=52229 Data source: ChildNET



2/3rds of all CHILDLINE cases are for male children.

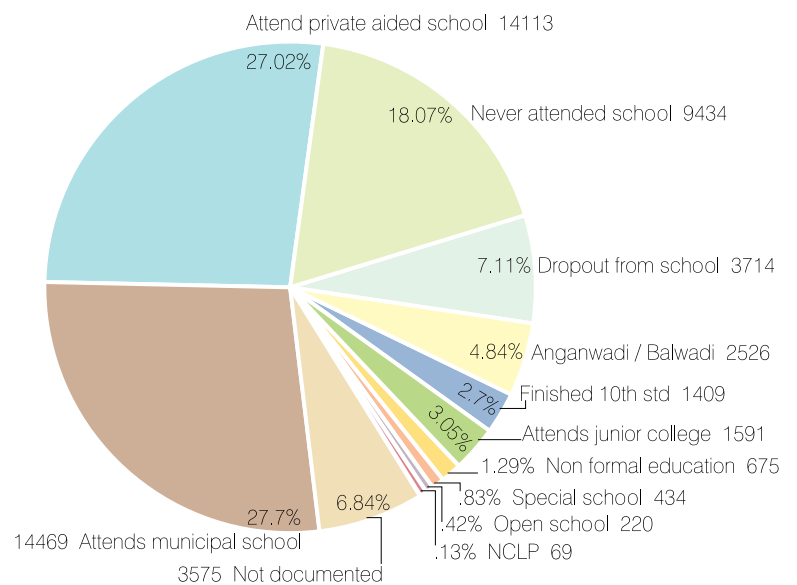
7.3 Age group of children assisted

Figure 7.3: Age group of children assisted n=52229 Data source: ChildNET



7.4 Education status of children

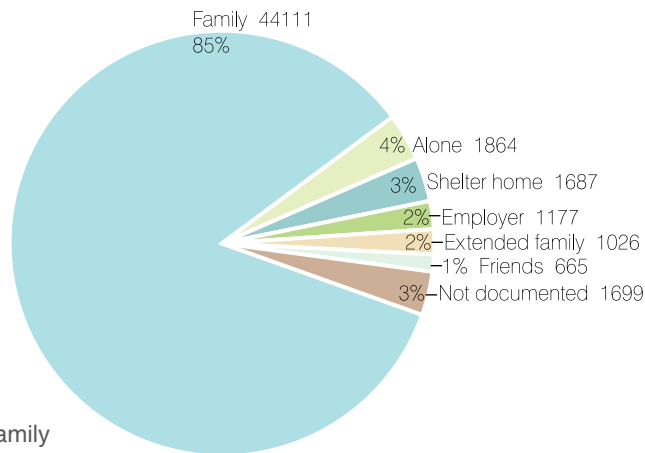
Figure 7.4: Education status of children n=52229 Data source: ChildNET



Nearly 18% of children intervened by CHILDLINE have never been to school, nearly 7% have dropped out of school, while 4.84% are in anganwadis. Nearly 55% attend school and another 2.70% have finished 10th standard while 3.05% are in college.

7.5 Living arrangement of children

Figure 7.5: Living arrangement of children n=52229 Data source: ChildNET

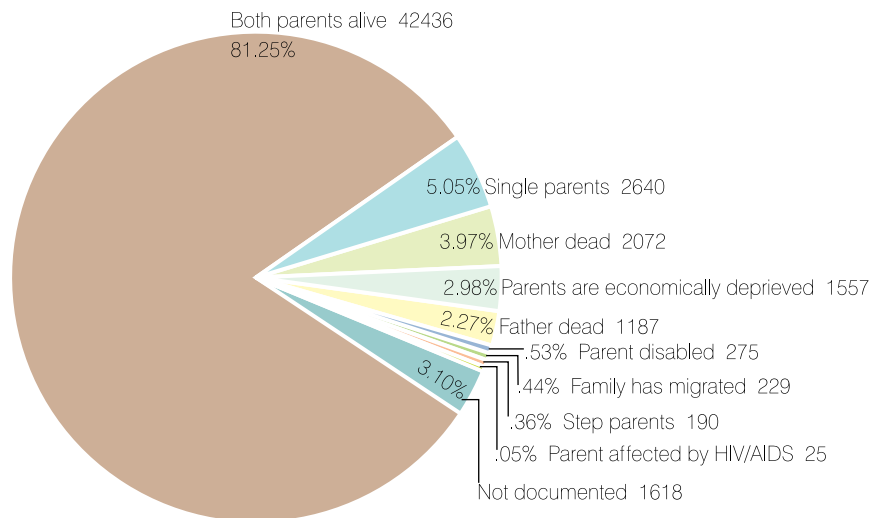


85% of all children intervened live with their family

7.6 Family situation of children

81.25% of children intervened had both parents. 2.98% reported impoverished parents. While figures of children reporting either parents dead are 6.24% another 5.05% reported single parents- presumably this refers to separated parents

Figure 7.6: Family situation of children n=52229 Data source: ChildNET



INTERVENTION AND ASSISTANCE BY CHILDLINE

8.1 Nature of intervention by CHILDLINE

This chapter provides an analysis of Intervention done in cases requiring Intervention. Such intervention could be Emotional Support & Guidance (ES&G) or direct (physical) Intervention which involves several protocols and processes.

In the current system followed, Intervention done is the basis for classification. It may happen that a child calls complaining of depression and sickness but upon intervening the range of assistance covers not just medical but food, and access to shelter. So in such cases multiple interventions are recorded for the same case.

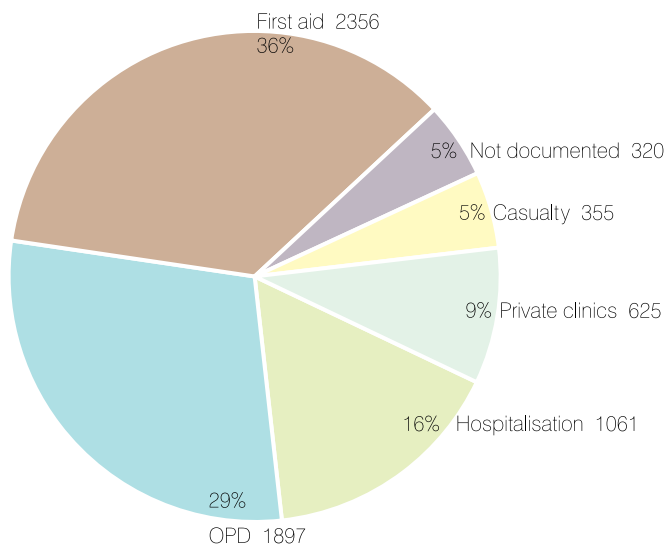
Every kind of Intervention follows a laid down protocol and process. Many require statutory steps to be complied with, such as production of child in front of Child Welfare Committee in order to obtain an order for Shelter stay or Restoration. Children in Conflict with law are required to be produced in front of the local Juvenile Justice Board, as per provisions of the Juvenile Justice Act, 2000. In cases of child labor, a raid requires the local Labor Commissioner to be involved as the post rescue processes involves the Labor department having to recover compensation from the offending employer and use it for rehabilitation of the child laborer. The Labor department also has to determine which sections of various Labor laws are violated- in some cases children under 18 are allowed to work.

During night Outreach, CHILDLINE teams invariably carry a basic medical kit as street children seek treatment of local wounds and often a simple locally applied medication with band aid/bandage is sufficient. These are also included in medical interventions. In other cases hospitalisation may be needed- this requires local CHILDLINE teams to negotiate with Public hospitals for no-cost medical treatment, using basic level expense cover provided as part of grant funds to meet initial expenses incurred in such cases.

8.2 Medical related assistance provided by CHILDLINE

Medical interventions cover a wide variety of interventions. Sometimes a simple Band-aid applied there and then by a CHILDLINE Team member is good enough. At other times a severe fever indication may require the child to be taken to a clinic for a checkup and a course of medication. There are times when the team encounters children who are in a serious condition requiring hospitalisation. Similarly there are cases of children involved in accidents.

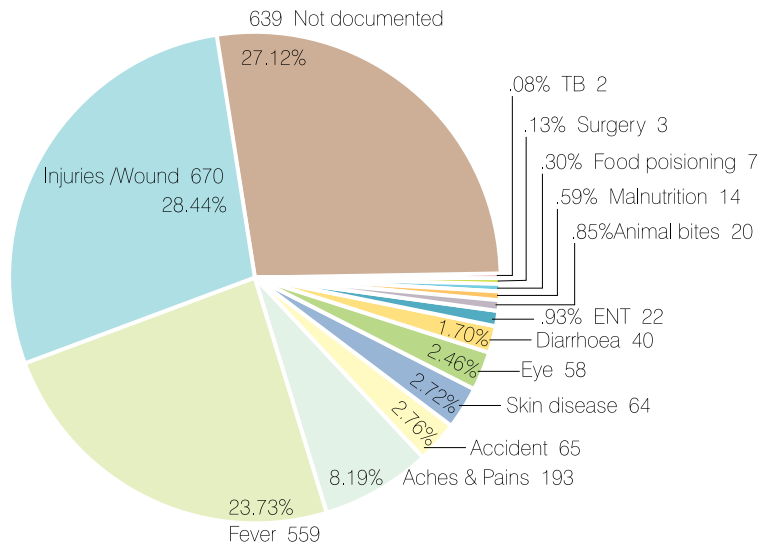
Figure 8.2: Medical: sub intervention
n=6614 Data source: ChildNET



Basic First aid and treatment at Out Patient Departments (OPD) are the most prominent of medical intervention covering 65% of medical cases.

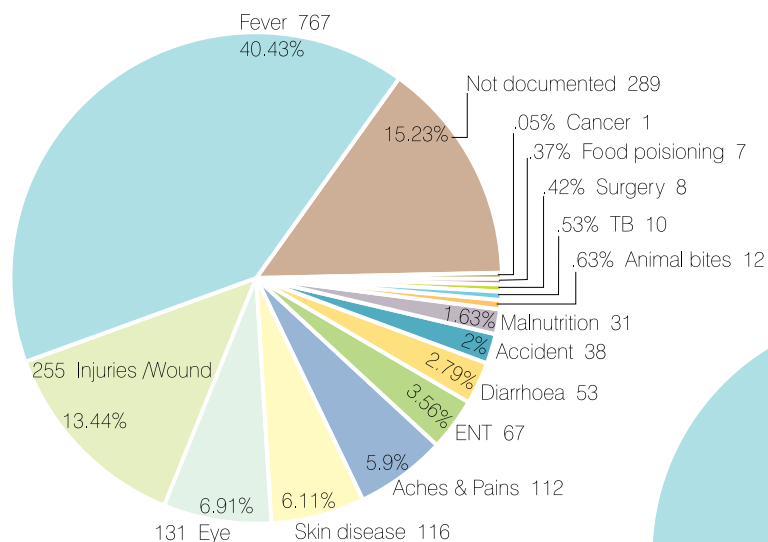
What are the ailments that require treatment by First aid, OPD and hospitalisation?

Figure 8.2.1: Ailments treated by first aid
n=2356 Data source: ChildNET



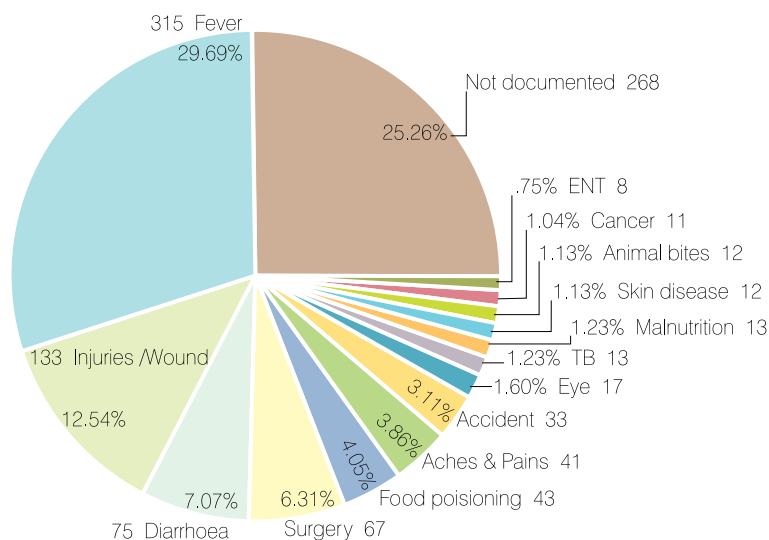
Injuries/wounds (28.44%) and fever (23.73%) are the most commonly treated ailments with basic First aid. Cases being reported for First aid may also be reported for hospitalisation or OPD. Hence the figures for these would also be counted in tables for OPD/ Hospitalisation- they do not imply an exclusive intervention as only by First aid. Hence when we consider cases requiring surgery or TB or Accidents, the role of First aid may be a limited one- it could imply some immediate assistance as a first step to more long term solution (which would only be possible through hospitalisation or treatment at OPD)

Figure 8.2.2: Ailments treated by OPD
n=1897 Data source: ChildNET



Fever and wounds at 40.43% and 13.44% respectively are the single largest ailments that are treated at OPDs.

Figure 8.2.3: Ailments treated by hospitalization
n=1061 Data source: ChildNET



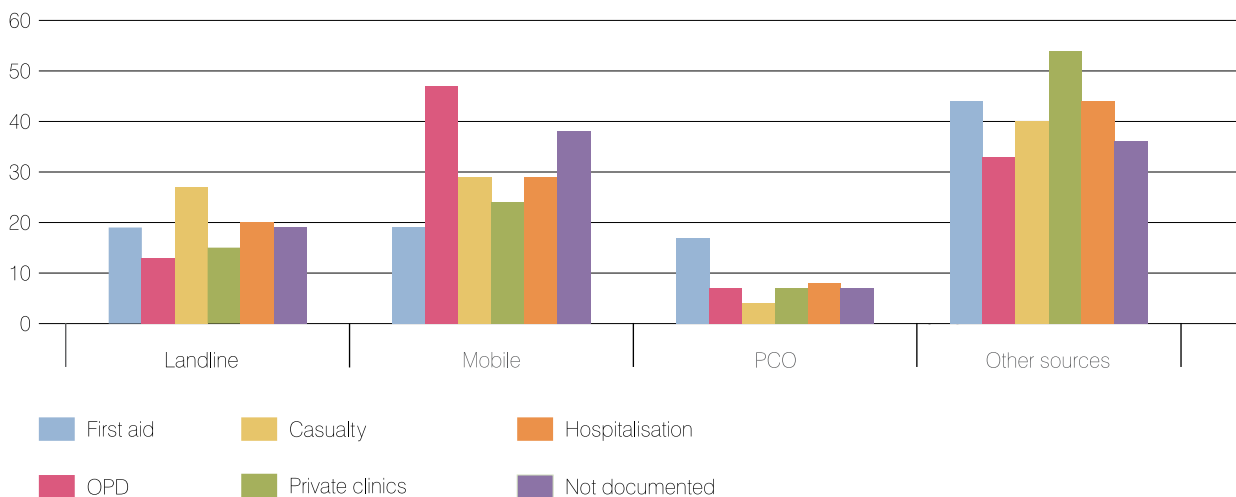
While Fever and wounds continue to account for bulk of hospitalisation cases (42%), accidents account for 3% and surgery accounted for 6%.

8.2.4 Source for Medical assistance cases

Table 8.2.4: Source for Medical assistance cases

Medical: sub intervention	Landline	%	Mobile	%	PCO	%	Other sources	%	Total	%
First aid	453	19	458	19	402	17	1,043	44	2,356	100
OPD	242	13	896	47	133	7	626	33	1,897	100
Casualty	96	27	104	29	14	4	141	40	355	100
Private clinics	96	15	147	24	44	7	338	54	625	100
Hospitalisation	210	20	304	29	82	8	465	44	1,061	100
Not documented	62	19	121	38	22	7	115	36	320	100
Total	1,159	18	2,030	31	697	11	2,728	41	6,614	100

Figure 8.2.4: Source for medical assistance cases n=6614 Data source: ChildNET



Other Sources include emails to dial1098@childlineindia.org.in and referrals from other NGOs/Police etc. The chart (Figure 8.2.4) indicates that when first aid or OPD intervention is done the call has most likely come from a PCO. This is also true for Mobile and Landline callers.

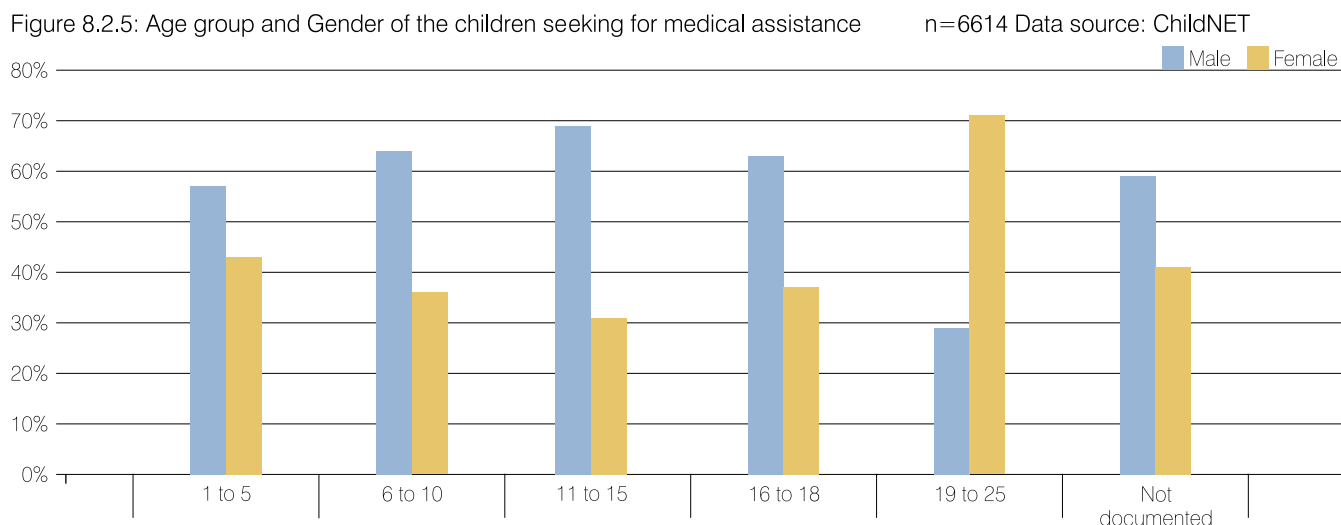
8.2.5: Age group and Gender of the children seeking for medical assistance

Table 8.2.5: Age group and Gender of the children seeking for medical assistance

Age group	Male	%	Female	%	Total	%
1 to 5	546	57	414	43	960	100
6 to 10	1,490	64	851	36	2,341	100
11 to 15	1,755	69	790	31	2,545	100
16 to 18	254	63	150	37	404	100
19 to 25	11	29	27	71	38	100
Not documented	193	59	133	41	326	100
Total	4,249	64	2,365	36	6,614	100

Figure 8.2.5: Age group and Gender of the children seeking for medical assistance

In the age group of 11 to 15 the vast majority of medical intervention cases are with boys (69%) while in the case of 19-25 age group cases of girls (71%) are more than boys (29%). In the age group of 1-5, the it is nearly equal for both genders.



8.2.6: How Child accessed assistance from CHILDLINE for medical support/intervention

Table 8.2.6: How Child accessed assistance from CHILDLINE for medical support/intervention

Medical: sub intervention	Through 1098	Child came to office	Adult came to office	Outreach	Ref by another CHILDLINE	Ref by another Project	Ref by another NGO	Not documented	Total
First aid	1,353	260	52	543	6	32	16	94	2,356
%	58	11	2	23	0	1	1	4	100
OPD	1,367	46	135	269	4	4	19	53	1,897
%	73	2	7	14	0	0	1	3	100
Hospitalisation	605	21	174	176	2	2	6	75	1,061
%	57	2	16	17	0	0	1	7	100
Private clinics	328	15	43	202	1	0	7	29	625
%	53	2	7	32	0	0	1	5	100
Casualty	227	14	110	2	1	0	1	0	355
%	64	4	31	1	0	0	0	0	100
Not documented	209	12	38	29	2	1	2	27	320
%	65	4	12	9	1	0	1	8	100
Total	4,089	368	552	1,221	16	39	51	278	6,614
%	62	6	8	18	0	1	1	4	100

It is only to be expected that for most kinds of medical interventions the primary method is to call 1098. In the case of interventions requiring first aid, reporting during CHILDLINE Outreach accounts for 23%. The pattern is similar for OPD cases and cases taken to private clinics.

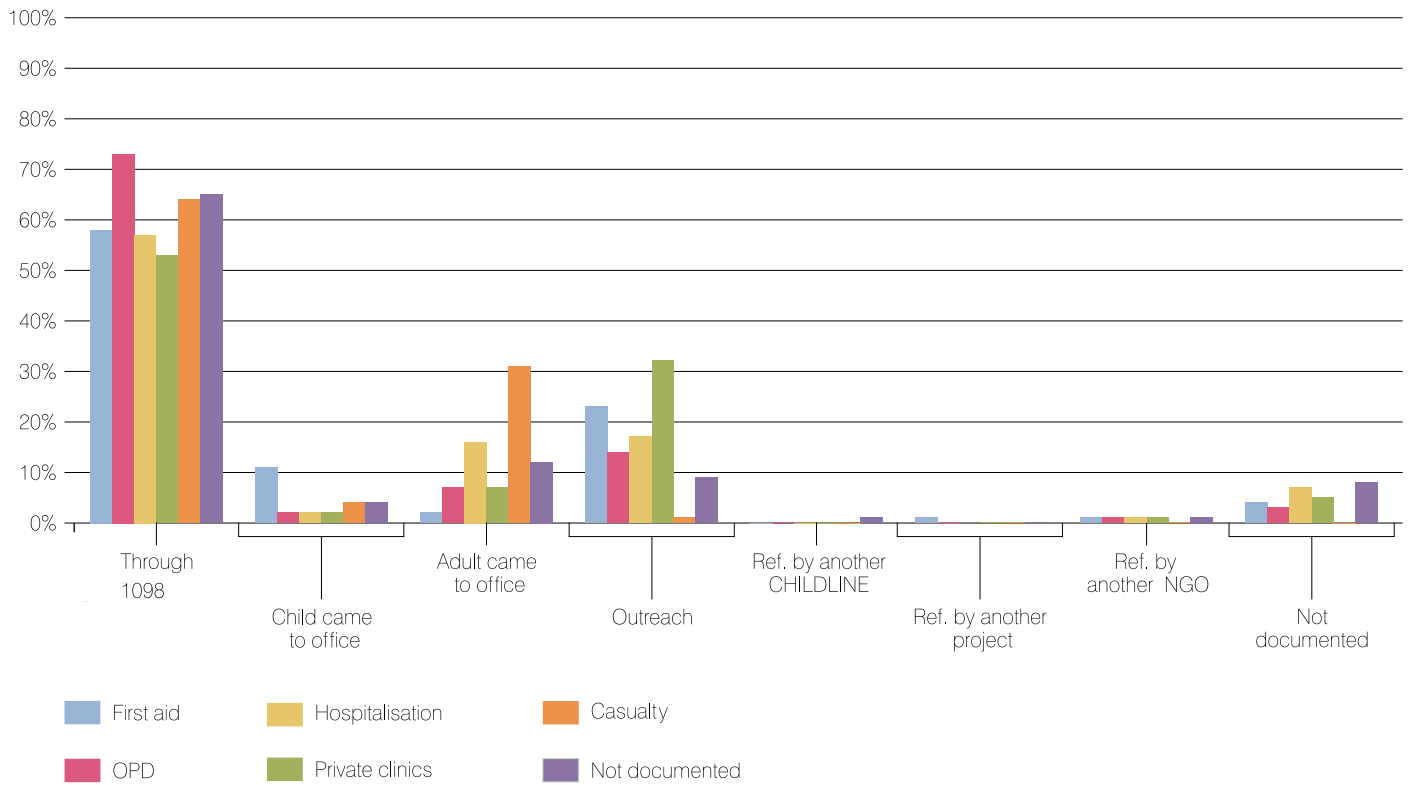
Case Study

The Station officer of the Gorakhnath Police station called CHILDLINE for help. They had found a new born baby deserted near the steps of the Gorakhnath temple and had rushed it to the Medical College for immediate care. The team reached the Medical College and met the child who was infected with pneumonia and Japanese Encephalitis and needed to be admitted to the ICU for neonatal care.

Necessary arrangements were made, support was provided by the CHILDLINE Gorakhpur team and the Chief Medical Office following which the child was moved out of the ICU. The Principal of St. Joseph's School, Civil Lines sponsored Rs 2000/- as financial help for the medical treatment of the child. CHILDLINE turned to the media in order to reach out to the family of this child, but no one responded.

The child was discharged from hospital 2 months later. Meanwhile, the CWC studied the case and requested CHILDLINE to shift the child to the Providence home. As all ends well, the child is living a happy and healthy life.

Figure 8.2.6: How child accessed assistance from CHILDLINE for medical support/intervention n=6614 Data source: ChildNET



8.3 Assistance for Shelter

Children need shelter- it is a basic right and a necessity. These cases arise because children call saying they need shelter, police calls 1098 to report that children have been picked up at night and need to be placed into temporary shelter. In cases of children in need of care and protection referred to Child Welfare Committees (CWC), the CWC may pass an shelter order for cases. CHILDLINE follows a defined protocol in such cases.

Children need shelter when they have been abandoned or are lost and unable to find their parents and their way home or when they have been ill and need post hospitalisation care. When a caller informs CHILDLINE of a child who is lost and needs shelter, a CHILDLINE Team Member will first go and meet the caller and take the child to a CHILDLINE office. After comforting, the child the Team will gently probe to see if the child can give any details about himself/herself. If the child is able to do so, CHILDLINE will contact the parents/relatives and ask them to bring documents that can verify their guardianship of the child. Once the parents reach the CHILDLINE office, the Team will talk to both parties (if the child is old enough to be a part of the discussion) and then the child is handed over to the family.

If the child is unable to give the address then CHILDLINE produces the child before the CWC and the Committee will place the child in a state run shelter if the child needs permanent shelter, or may put the child in a state approved home until such time as the child is returned to the family.

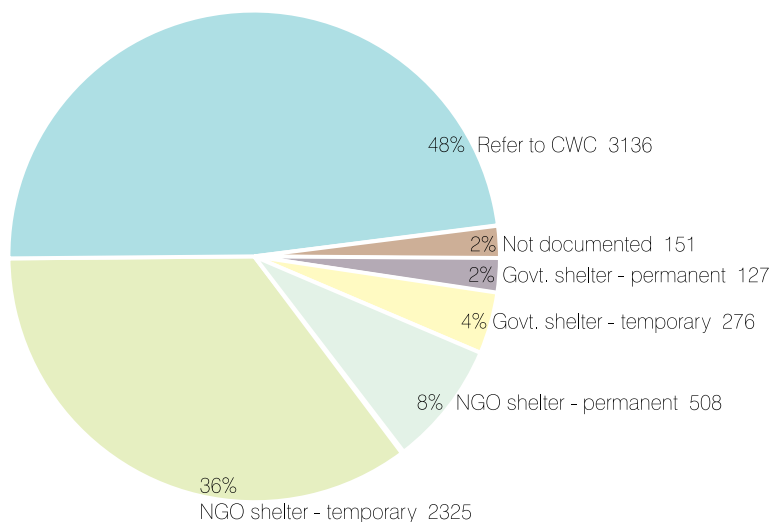
There are two main kinds of shelter provided, temporary and permanent:

Temporary shelter is provided in cases where the child needs shelter only until such time as the child is reunited to the family. In the case of street children, sometimes, when a child has been hospitalised for a serious injury, a fracture or an illness, and the child needs a place of post hospitalisation, where he/she can recover completely before returning to the street. In such instances also CHILDLINE provides temporary shelter.

Permanent shelter is provided for those children who have been abandoned or can give no information at all to help CHILDLINE try and find their parents. In cases, where it is impossible to return the child to his/her own home and family (either because the parents cannot be located or because the home situation is so bad that it is not in the best interest of the child to be returned to his/her home), CHILDLINE will also work to ensure that the child finds a permanent home - most often in one of the children's homes run by the State.

Children seeking shelter have to be produced to the CWC in order to get a shelter order. These constitute 48% of all cases. Another 36% are those that involve referring a child to an NGO which runs a shelter in order to provide temporary shelter. This happens when CWC has closed for the day and the child has to be taken care of for the night.

Figure 8.3: Shelter: sub intervention n=6523 Data source: ChildNET



8.3.1: Source for shelter assistance cases

Table 8.3.1: Source for shelter assistance cases

Shelter: sub intervention	Landline	%	Mobile	%	PCO	%	Other sources	%	Total	%
Refer to CWC	823	26	1,117	36	94	3	1,102	35	3,136	100
Refer child to NGO shelter - arrange temporary shelter	693	30	634	27	77	3	921	40	2,325	100
Refer child to NGO shelter - arrange permanent shelter	105	21	128	25	8	2	267	52	508	100
Refer child to Govt shelter - arrange temporary shelter	64	23	145	53	9	3	58	21	276	100
Refer child to Govt shelter - arrange permanent shelter	44	34	44	35	2	2	37	29	127	100
Not documented	46	30	55	37	2	1	48	32	151	100
Total	1,775	27	2,123	33	192	3	2,433	37	6,523	100

Case Study

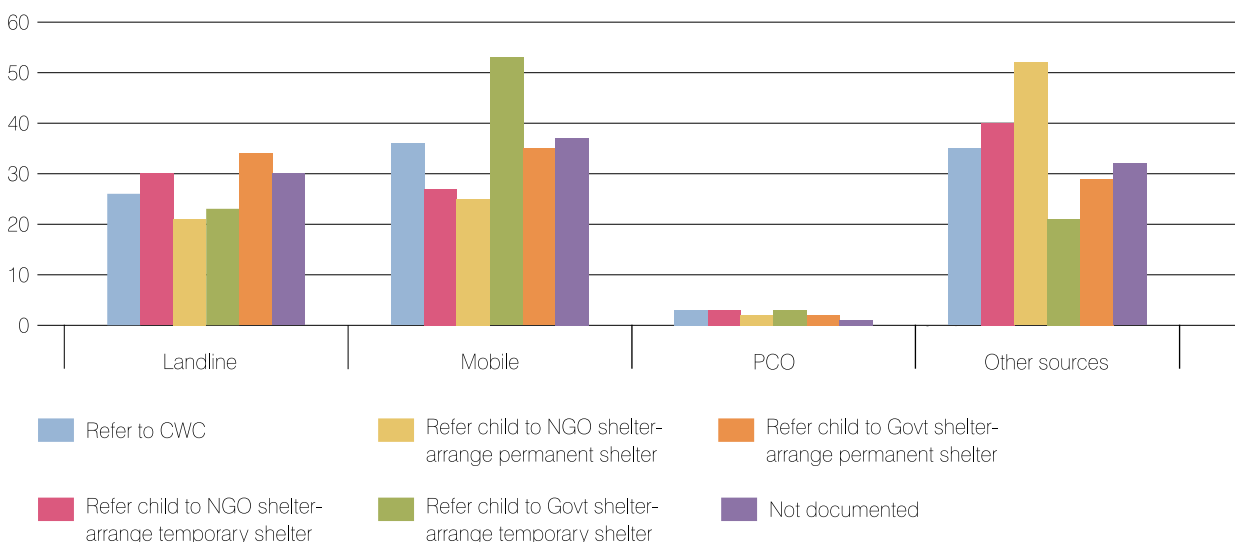
Arha has been living with her parents in Mumbai for last six years. On April 10, Arha with her mother, Shantee went to her native village to spend vacation. Shantee returned to Mumbai leaving Arha in her ancestral home in the village. Arha quarrelled with her grandparents and went to her aunt house in nearby village.

On May 15, 2010, Shantee was informed by her aunt that Arha was taken away from the village. Shantee contacted CHILDLINE Mumbai and informed that the Arha is missing and requires urgent help. On July 06, 2010, an FIR was registered at Cuffe Pared Police Station, Mumbai by Shantee with the help of CHILDLINE Mumbai. CHILDLINE Mumbai also forwarded the case to CHILDLINE Delhi.

CHILDLINE Delhi received the information that Arha was trafficked by Mr.Gaurav who runs Kumar Placement Agency in Delhi who sent children for domestic work. On July 10, 2010, CHILDLINE team contacted the concerned Police Station and discussed about the rescue of Arha.

Arha was rescued from Gaurav by CHILDLINE team members, Police officials after which she was medically examined. Later Arha was sent to Kilkari Home, Kashmiri Gate, New Delhi for temporary shelter. On July 12, 2010, Arha was produced before Child Welfare Committee, which ordered placement of Arha with Kilkari Home, New Delhi for Care and Protection. On July 28, 2010, Shantee met the authorities of Kilkari Home and Arha was produced before Child Welfare Committee, Delhi and restored to her family.

Figure 8.3.1: Source for shelter assistance cases n=6523 Data source: ChildNET



The figure above shows the source of calls for shelter and the action taken.

Table 8.3.2: Age Group and Gender of the Children provided Shelter

Age group	Male	%	Female	%	Total	%
1 to 5	331	52	302	48	633	100
6 to 10	1,375	72	548	28	1,923	100
11 to 15	2,249	78	628	22	2,877	100
16 to 18	442	62	266	38	708	100
19 to 25	12	12	86	88	98	100
Not documented	117	41	167	59	284	100
Total	4,526	69	1,997	31	6,523	100

This follows the trend of CHILDLINE: 78% of all shelter related cases in the age group 11 to 15 are of boys. Again, as in medical cases, in the age group of 1-5, the cases are equally split between boys and girls but in the age group 19 to 25 cases of girls (88%) are more than boys (12%).

Figure 8.3.2 Age group and Gender of the children provided shelter n=6523 Data source: ChildNET

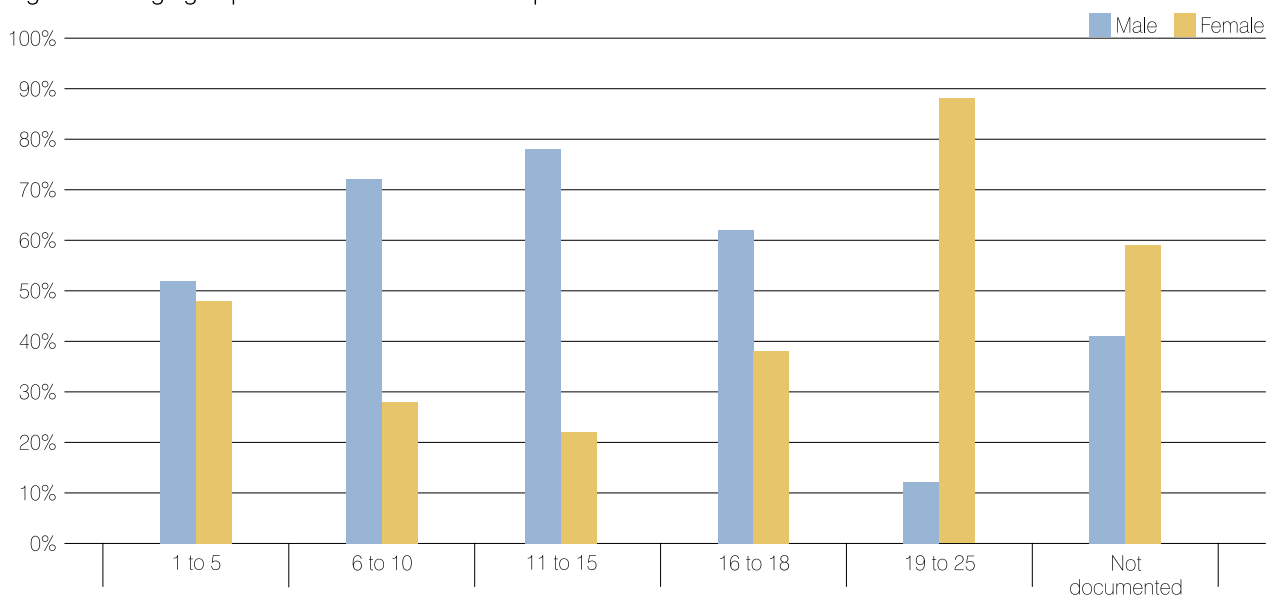
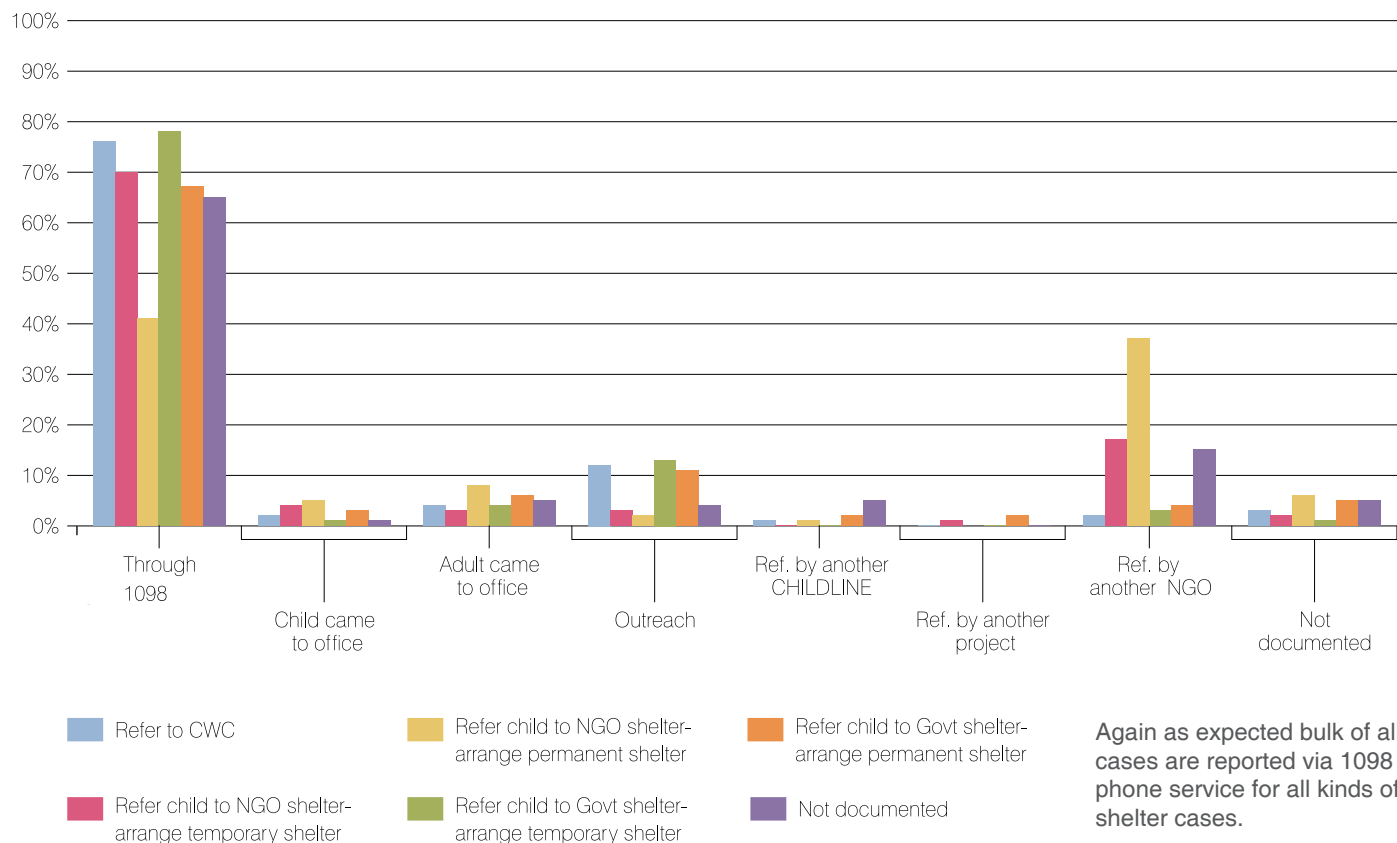


Table 8.3.3: How Child accessed assistance from CHILDLINE for Shelter support/intervention

Shelter: sub intervention	Through 1098	Child came to office	Adult came to office	Outreach	Ref by another CHILDLINE	Ref by another Project	Ref by another NGO	Not Documented	Total
Refer to CWC	2,365	65	128	386	32	7	62	91	3,136
%	76	2	4	12	1	0	2	3	100
Refer child to NGO shelter – arrange temporary shelter	1,627	94	65	61	10	16	404	48	2,325
%	70	4	3	3	0	1	17	2	100
Refer child to NGO shelter – arrange permanent shelter	201	27	42	11	4	2	189	32	508
%	41	5	8	2	1	0	37	6	100
Refer child to Govt. shelter – arrange temporary shelter	215	3	10	35	1	1	7	4	276
%	78	1	4	13	0	0	3	1	100
Refer child to Govt. shelter – arrange permanent shelter	85	4	8	14	2	3	5	6	127
%	67	3	6	11	2	2	4	5	100
Not documented	97	2	7	6	8	0	23	8	151
%	65	1	5	4	5	0	15	5	100
Total	4,590	195	260	513	57	29	690	189	6,523
%	70	3	4	8	1	0	11	3	100

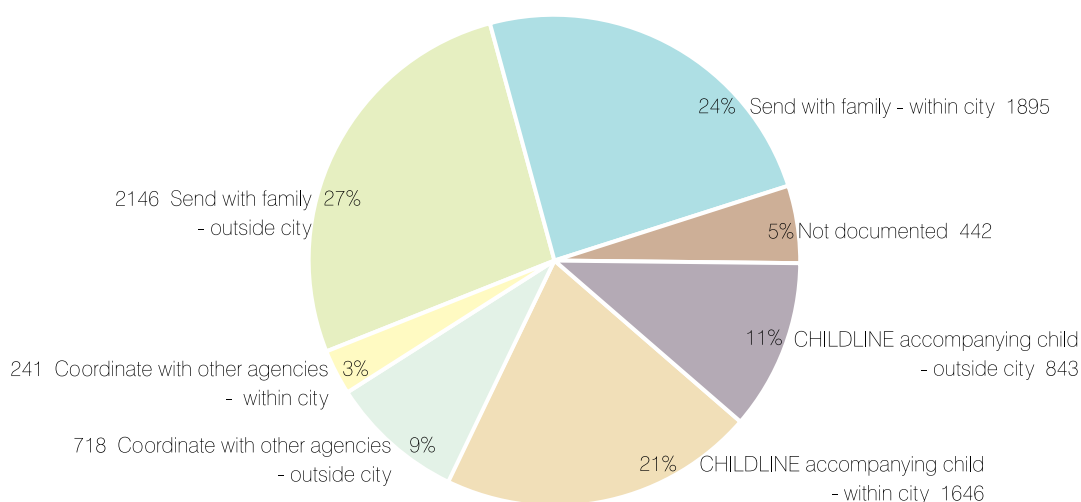
Figure 8.3.3: How child accessed assistance from CHILDLINE for shelter support/intervention n=6523 Data source: ChildNET



8.4 Restoration

This is one service of CHILDLINE that is most called upon by the members of the allied system and other NGOs. Over the years, CHILDLINE has gained credibility and expertise in reuniting children with their families despite having very little information to work with. Restoration is much more than just getting the child's address and physically reuniting the child with his/her family. While, in a lot of cases, the child may have left home to either follow a dream of visiting a big city, or because the child got annoyed with the family and wanted to 'teach them a lesson', in many cases there are very serious issues that have prompted the child to leave home. In such cases the team members have to determine if returning the child to his/her home is really the ideal option or not. The Team Members then make it a point to speak at length to the parents/family and try to resolve the issue before restoring the child back home.

Figure 8.4: Restoration: sub intervention n=7931 Data source: ChildNET



Restoring children to families in the city and outside the city, accompanied by a family member, account for 51% of all restoration cases. CHILDLINE team member accompanying children for restoration accounts for 33% of cases.

8.4.1: Source for restoration assistance cases

Table 8.4.1: Source for restoration assistance cases

Restoration: sub intervention	Landline	%	Mobile	%	PCO	%	Other	%	Total	%
CHILDLINE accompanying child - outside city	204	24	344	41	103	12	192	23	843	100
CHILDLINE accompanying child - within city	255	15	483	29	54	3	854	53	1,646	100
Coordinate with other agencies - outside city	111	15	50	7	3	0	554	78	718	100
Coordinate with other agencies - within city	49	20	21	9	0	0	171	71	241	100
Send with family - outside city	447	21	643	30	170	8	886	41	2,146	100
Send with family - within city	480	25	629	33	67	4	719	38	1,895	100
Not documented	138	31	174	39	7	2	123	28	442	100
Total	1,684	21	2,344	30	404	5	3,499	44	7,931	100

Figure 8.4.1: Source for restoration assistance cases n=7931 Data source: ChildNET

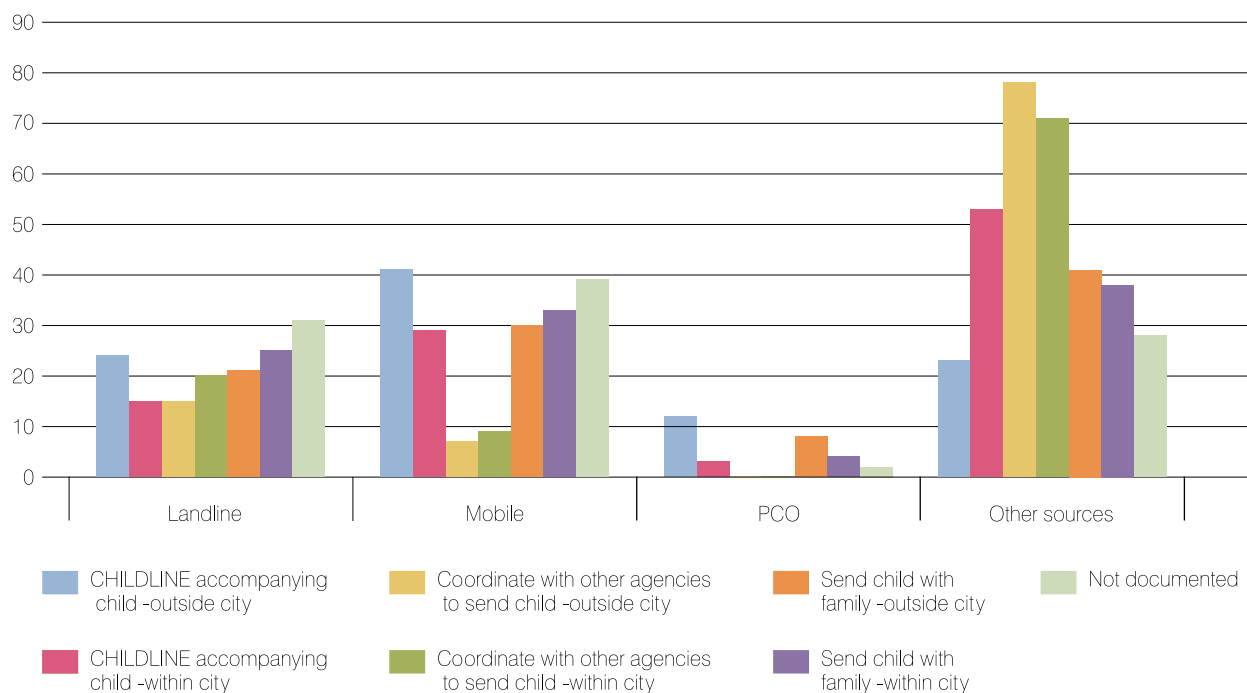
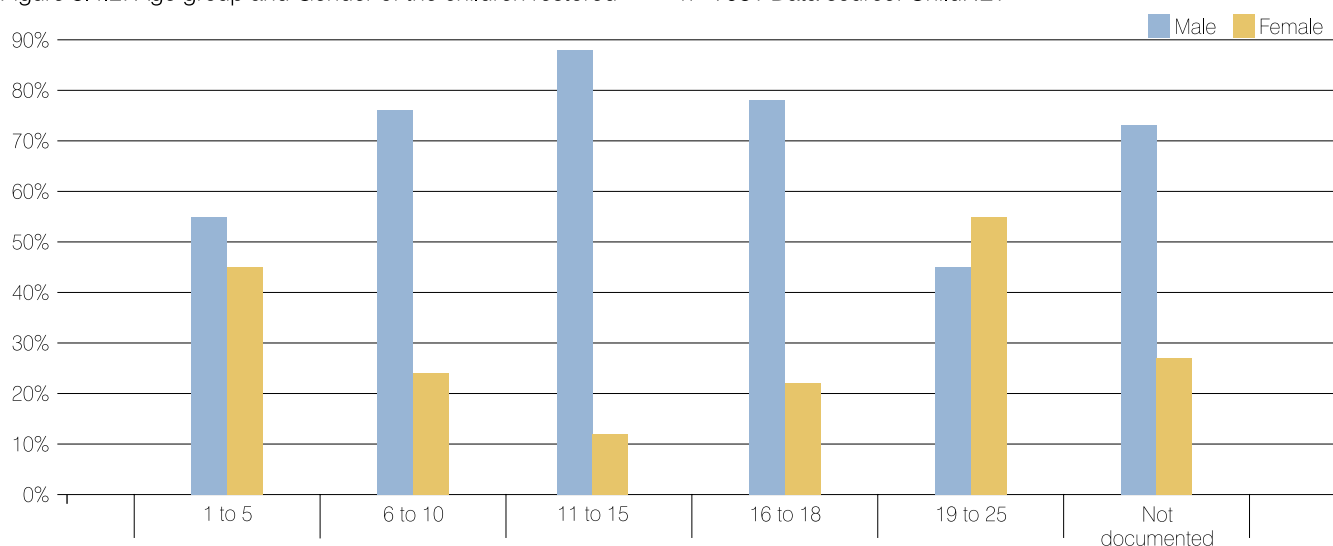


Table 8.4.2: Age Group and Gender of the Children Restored

Age group	Male	%	Female	%	Total	%
1 to 5	339	55	275	45	614	100
6 to 10	1,509	76	474	24	1,983	100
11 to 15	3,701	88	481	12	4,182	100
16 to 18	738	78	207	22	945	100
19 to 25	39	45	47	55	86	100
Not documented	88	73	33	27	121	100
Total	6,414	81	1,517	19	7,931	100

Figure 8.4.2: Age group and Gender of the children restored n=7931 Data source: ChildNET

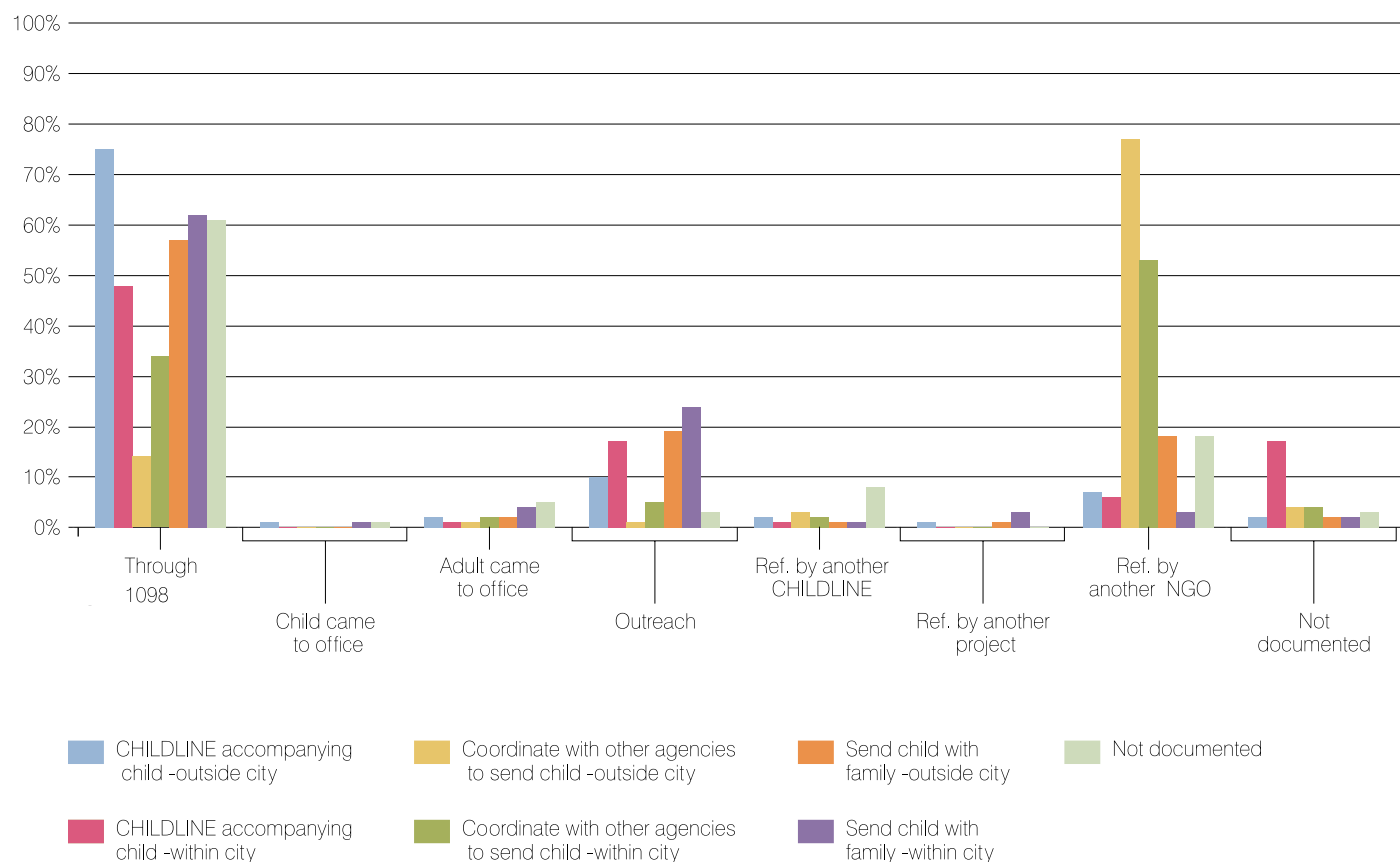


It would appear that adult young woman also need restoration and account for 55% of cases in the age group of 19-25. In all other cases, boys outnumber girls.

Table 8.4.3: How child accessed assistance from CHILDLINE for restoration support/intervention

Restoration: sub intervention	Through 1098	Child Came to Office	Adult came to office	Out-reach	Ref. by another CHILDLINE	Ref. by another project	Ref. by another NGO	Not documented	Total
CHILDLINE accompanying child - outside city	636	8	18	86	13	11	57	14	843
%	75	1	2	10	2	1	7	2	100
CHILDLINE accompanying child - within city	793	6	20	439	16	2	98	272	1,646
%	48	0	1	27	1	0	6	17	100
Coordinate with other agencies - outside city	101	0	7	5	21	2	556	26	718
%	14	0	1	1	3	0	77	4	100
Coordinate with other agencies - within city	82	0	4	12	6	1	127	9	241
%	34	0	2	5	2	0	53	4	100
Send with family - outside city	1,220	7	34	410	22	20	393	40	2,146
%	57	0	2	19	1	1	18	2	100
Send with family - within city	1,157	20	80	454	27	58	57	42	1,895
%	62	1	4	24	1	3	3	2	100
Not documented	265	6	23	12	37	6	80	13	442
%	61	1	5	3	8	1	18	3	100
Total	4,254	47	186	1,418	142	100	1,368	416	7,931
%	54	1	2	18	2	1	17	5	100

Figure 8.4.3: How child accessed assistance from CHILDLINE for restoration support/intervention n=7931 Data source: ChildNET



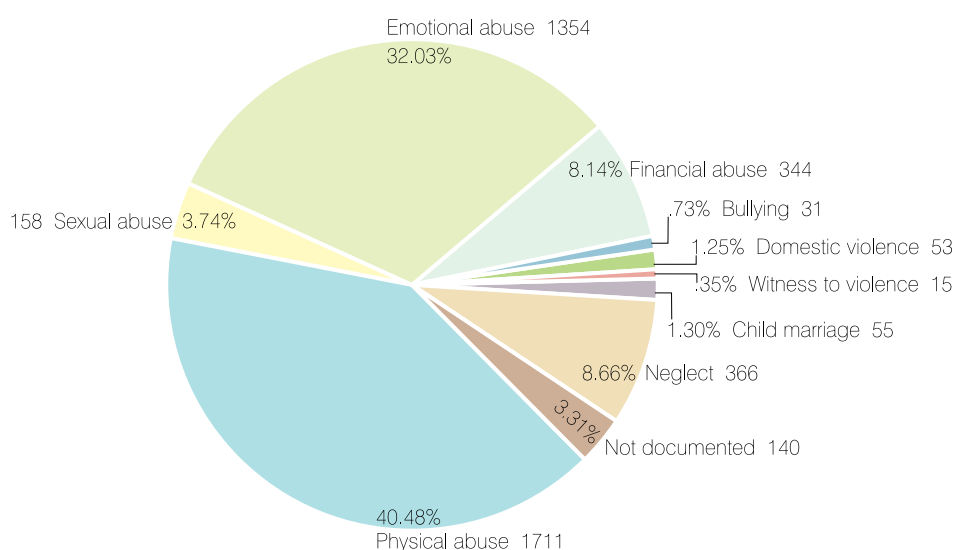
8.5: Protection from Abuse: Protecting children from abuse and neglect

Abuse is a very broad category. It covers a large range of abuse. Physical abuse refers to violence against children- this also includes serious physical abuse, emotional abuse including harassment, financial abuse including swindling, sexual abuse - including serious rape cases, neglect leading to illness or malnutrition or disability, social abuse such as child marriage, bullying, etc are all serious issues and cause children to seek assistance. However the number of such cases is relatively low indicating that as a nation, our people are used to very high levels of abuse tolerance preferring to ignore rather than report.

Table 8.5.1 Types of abuse and abuser

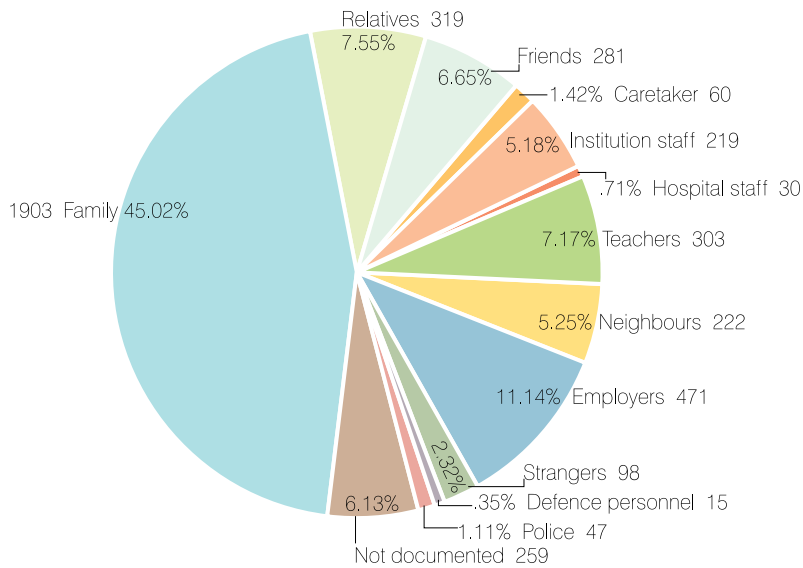
Types of abuser	Physical abuse	Sexual abuse	Emotional abuse	Financial abuse	Bullying	Domestic violence	Witness to Violence	Child marriage	Neglect	Not documented	Total
Family	714	23	473	246	6	38	2	48	328	25	1,903
Relatives	94	16	166	21	1	3	0	2	12	4	319
Friends	48	10	208	8	1	0	1	2	3	0	281
Caretaker	32	3	16	4	0	2	0	0	3	0	60
Institution staff	139	4	56	11	0	0	0	0	6	3	219
Hospital staff	3	0	25	2	0	0	0	0	0	0	30
Teachers	117	3	178	2	1	0	0	0	2	0	303
Neighbours	43	35	117	3	9	3	1	1	2	8	222
Employers	366	5	38	43	10	2	0	0	5	2	471
strangers	27	35	28	2	3	1	1	1	0	0	98
Defence personnel	8	1	4	0	0	0	0	0	1	1	15
Police	31	0	6	0	0	0	10	0	0	0	47
Not documented	89	23	39	2	0	4	0	1	4	97	259
Total	1,711	158	1,354	344	31	53	15	55	366	140	4,227

Figure 8.5.1 Types of abuse n=4227 Data source: ChildNET



Note: This chart represents calls to CHILDLINE, not interventions done. The figures may include same person calling for multiple abuse and hence the number 4227 does not represent that many individual cases. By far Physical abuse (40.48%) and Emotional abuse (32.03%) are the largest group of abuse related callers.

Figure 8.5.1.1: Types of abuser n=4227 Data source: ChildNET



Family members and relatives together account for nearly 52% of all abuse related intervention cases. Significantly employers as abusers show up in 11% of cases.

Table 8.5.2: Gender split in various types of abuse cases

Types of abuse	Male	%	Female	%	Total	%
Physical abuse	1,213	71	498	29	1,711	100
Sexual abuse	26	16	132	84	158	100
Emotional abuse	671	50	683	50	1,354	100
Financial abuse	241	70	103	30	344	100
Bullying	28	90	3	10	31	100
Domestic violence	28	53	25	47	53	100
Witness to violence	13	87	2	13	15	100
Child marriage	5	9	50	91	55	100
Neglect	276	75	90	25	366	100
Not documented	88	63	52	37	140	100
Total	2,589	61	1,638	39	4,227	100

In cases of sexual abuse and child marriage the cases that are referred to CHILDLINE are mostly for girls. In all other kinds of abuse the majority of cases are boys.

Note: 4227 includes multiple abuse reported by same child, hence it does not represent that many unique cases.

Case Study

Sherin, a ten year old orphan hailing from Durgapur was made to do all the housework including cleaning, washing clothes and vessels apart from looking after the baby. Sherin was not being paid any money but was told by her employers that they were sending money to her parents. The plight of the child came to a head when the employers accused her of stealing change from a piggy bank kept in the puja room.

The couple threatened her with dire consequences, if she did not admitted to stealing money. Luckily, a neighbour spotted the girl crouching and shivering on the terrace and sensing that the child was being ill-treated, a concerned neighbour called CHILDLINE for help.

CHILDLINE immediately visited the place to verify the authenticity of the complaint. As Sherin's injuries were severe, she was taken to BN Bose Road Hospital by CHILDLINE team. The CHILDLINE Kolkata team filed an FIR against the couple under the Juvenile Justice Act and Child Labour (Prohibition and Regulation) Act, 1986 and Indian Penal Code." CHILDLINE is following up the case

Figure 8.5.2: Gender split in various types of abuse cases

n=4227 Data source: ChildNET

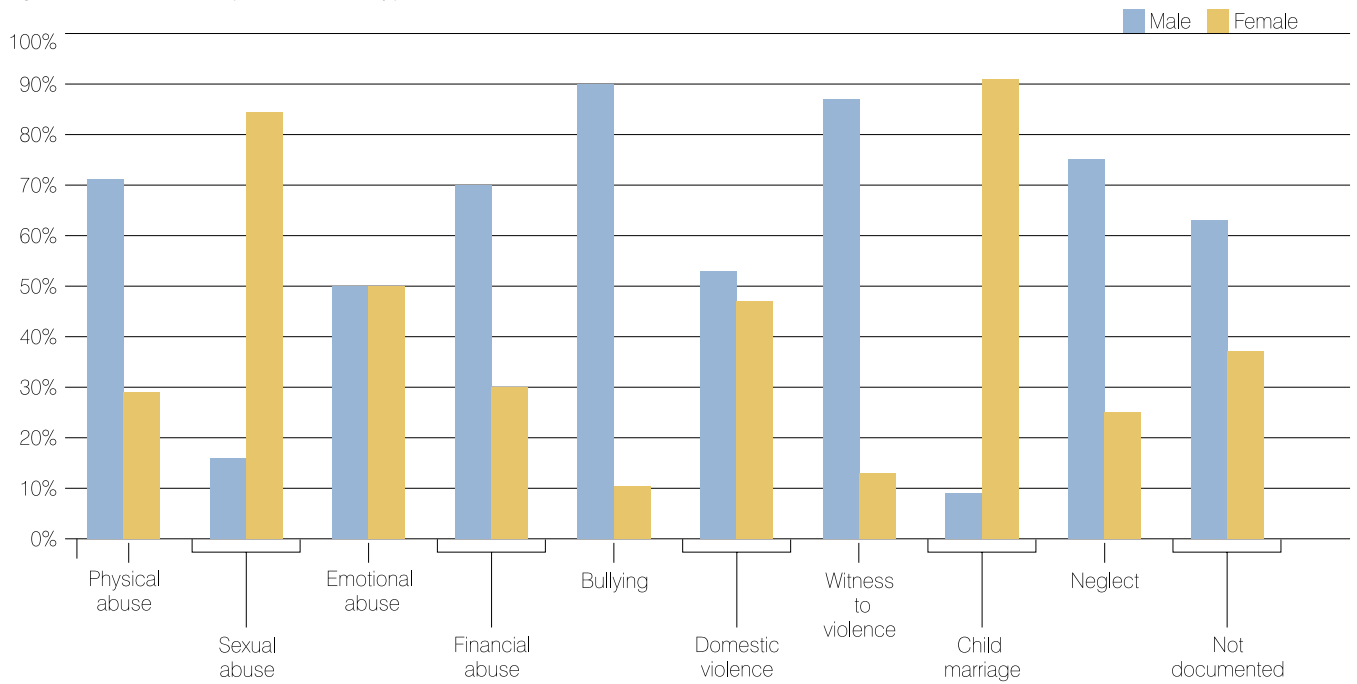
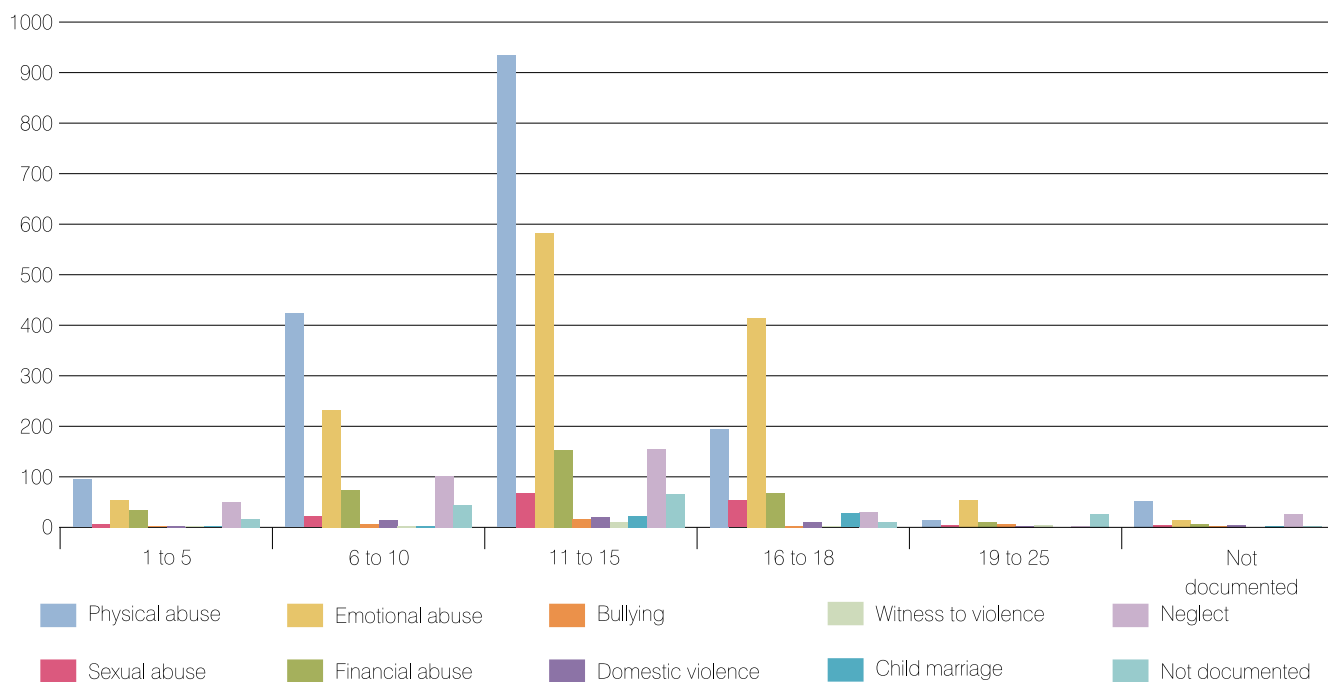


Table 8.5.3 Age wise split of abuse cases

Age group	Physical abuse	Sexual abuse	Emotional abuse	Financial abuse	Bullying	Domestic violence	Witness to violence	Child marriage	Neglect	Not documented	Total
1 to 5	95	6	55	34	1	2	1	1	50	18	263
6 to 10	422	22	232	73	7	14	3	2	102	44	921
11 to 15	934	69	583	152	18	20	10	22	155	66	2,029
16 to 18	194	52	415	69	3	10	1	27	30	10	811
19 to 25	15	4	54	10	0	2	0	1	3	1	90
Not documented	51	5	15	6	2	5	0	2	26	1	113
Total	1,711	158	1,354	344	31	53	15	55	366	140	4,227

Figure 8.5.3: Age wise split of abuse cases n=4227 Data source: ChildNET



For CHILDLINE the age group 11-15 is the single biggest group in all abuse cases. In the case of child marriage related cases the numbers in the age group 16-18 is significant.

Let us look at sexual abuse cases- though the numbers are small for this, fact is that it is very difficult for most victims to report sexual abuse because of stigmatisation and other issues.

Table 8.5.4 Types of sexual abuse and abuser

Type of abuser	Rape	Molestation	Eve-teasing	Total
Neighbours	25	8	2	35
Strangers	19	7	9	35
Family	14	8	1	23
Relatives	8	7	1	16
Friends	5	4	1	10
Employers	5	0	0	5
Institution Staff	3	0	1	4
Caretaker	2	1	0	3
Teachers	0	0	3	3
Defence Personnel	1	0	0	1
Not Documented	11	9	3	23
Total	93	44	21	158

Case Study

In another shocking case of domestic help abuse, a nine year old boy was found to be subject to continuous thrashing by his employer. CHILDLINE Gurgaon rescued the child and the accused has been arrested. The employer had beaten him up on several occasions, and Saif has found himself prey to the physical torture for the past two months by all the household members. Saif's mother worked as a daily labourer and could hardly take proper care of him.

On January 04, 2011, Saif's mother raised an alarm who then contacted CHILDLINE Gurgaon. The CHILDLINE Gurgaon team along with Police and Labour Department officials rescued Saif from a bungalow in DLF Phase I a day later. The child was rescued from the house of Ishwar Kumar Gupta, a textile trader, living in Gurgaon. Saif revealed to the CHILDLINE team that the house owner used to beat him occasionally, to the extent where the owner would provoke his dog to bite Saif. The necessary support and counseling was provided to the child before the child was produced to Child Welfare Committee (CWC). In a meanwhile, the employer was arrested by the Police.

Figure 8.5.4: Types of sexual abuse
n=158 Data source: ChildNET

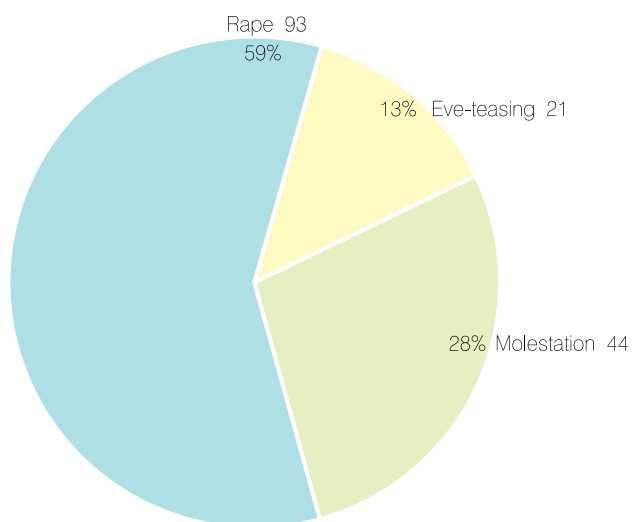
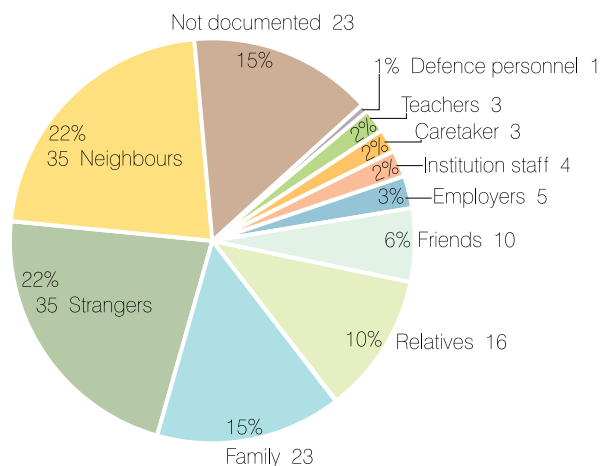


Figure 8.5.4.1: Types of sexual abuser
n=158 Data source: ChildNET



Sexual abuse including rape accounts for 59% of all cases. 28% of cases relate to sexual molestation.

Table 8.5.5: Age wise split of sexual abuse cases

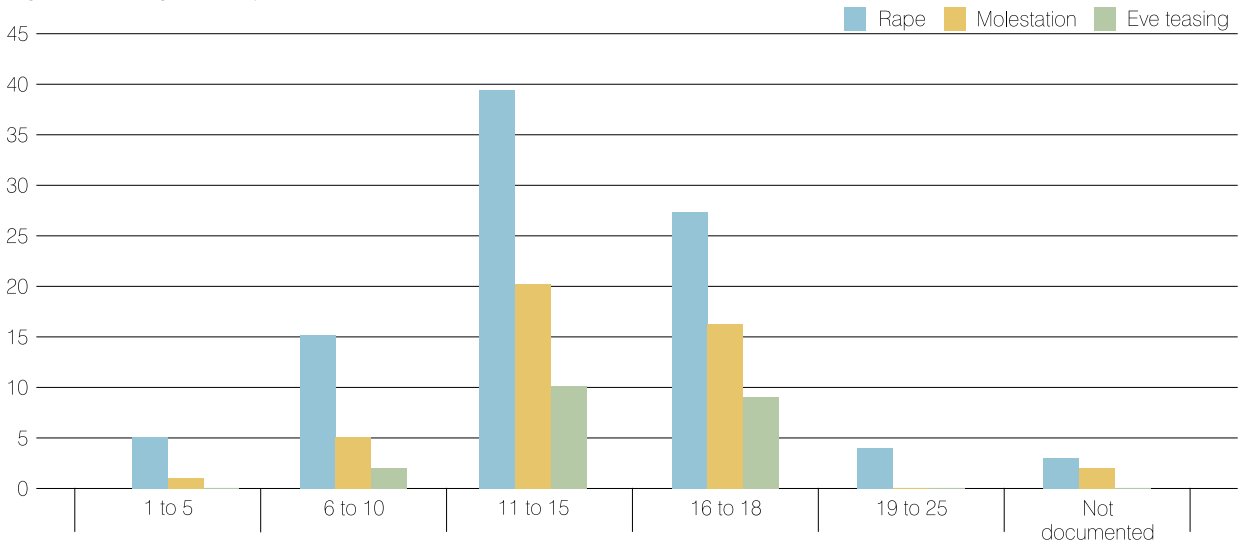
Age group	Rape	Molestation	Eve teasing	Total
1 to 5	5	1	0	6
6 to 10	15	5	2	22
11 to 15	39	20	10	69
16 to 18	27	16	9	52
19 to 25	4	0	0	4
Not documented	3	2	0	5
Total	93	44	21	158

Case Study

On April 22, 2010, CHILDLINE Kolkata received an anonymous call informing that about 30 miners were being trafficked from a remote village of Katihar District of Bihar to Delhi to work as construction labourers. It was this phone-call which triggered a chain-reaction of intervention in CHILDLINE centres, panning from East to North.

Panicky and perplexed, the majority of the 37 rescued minors showed fear for the gruesome threesome, who were ushering them to work as bonded labourers in Punjab, when the CHILDLINE India's volunteers and the Government Railway Police (GRP) rescued them from Amritsar-bound Amrapali Express, at the Charbagh railway station. The petrified kids were consoled and fed by CHILDLINE team of Lucknow and Kanpur. After winning their trust and establishing a rapport with them the teams took them for their medical checkup and then to the shelter home. Presently the children are with their parents except for one child, who is still in the shelter home as he not able to provide the address. The accused are behind the bars.

Figure 8.5.5: Age wise split of sexual abuse cases n=158 Data source: ChildNET

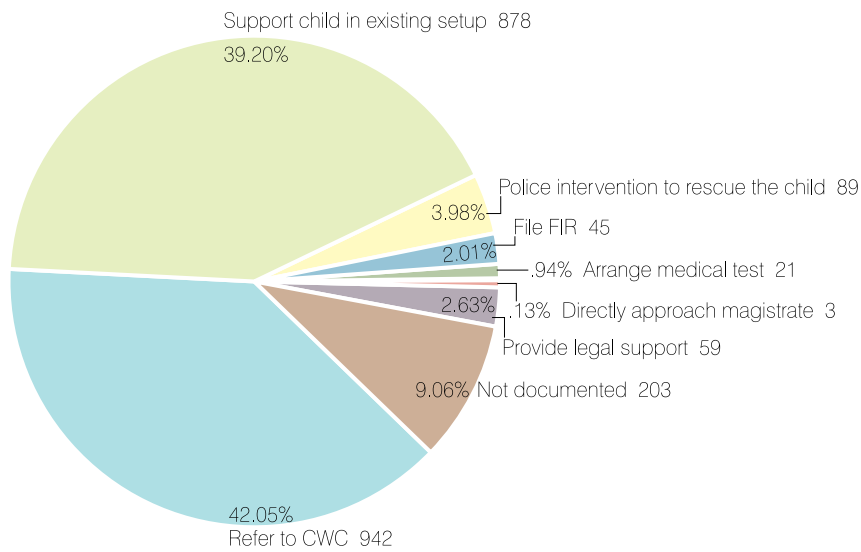


While the age group of 11-15 is still the biggest segment, we cannot ignore the fact that age groups of 1-10 also feature in sexual abuse cases.

How does CHILDLINE deal with cases of abuse?

We now look at interventions done for abuse cases reported to us:

Figure 8.5.6: Protection from abuse: sub intervention n=2240 Data source: ChildNET



The most important step for CHILDLINE in intervention of abuse cases is to ensure child stays within the family and yet is protected from further abuse- this accounts for 39% of all abuse cases intervened. However, in a nearly equivalent number of cases (42%) are referred to CWC.

Case Study

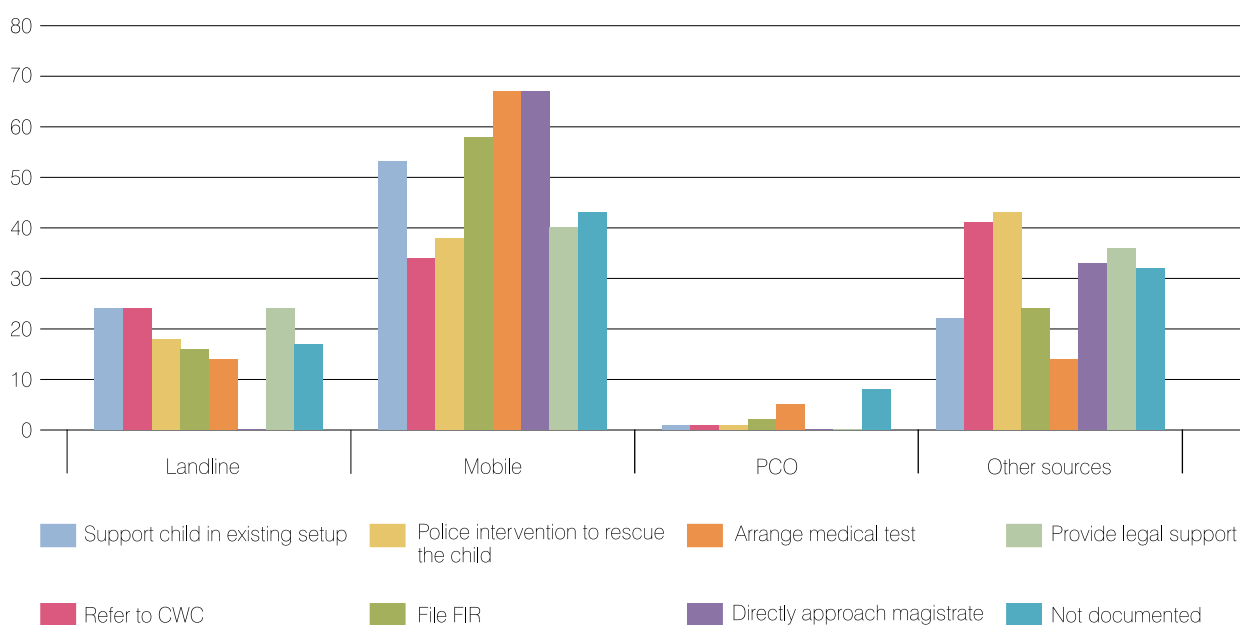
Lakshmi, a fifteen year old girl belongs to lower socio economic background. Her father was a construction worker. She had finished tenth standard and was waiting for the results. Lakshmi was residing in Woraiyur with her father, grandmother and with her younger brother. She lost her mother when she was young and her father remarried. Lakshmi’s stepmother arranged the marriage with her relative. In order to escape from her stepmother scolding, she pretended consent to the marriage. After seeing her tenth result, where she got 417 marks and stood third in the school. Lakshmi fought with her father on the marriage subject. She even sought the help of the neighbours to convince her parents but, when that proved futile, she called the CHILDLINE on May 26.

On June 2, Lakshmi was rescued by officials of the District Social Welfare department and members of the Child Welfare Committee, just three days before her marriage with a twenty six -year-old man. The child was brought to the District Magistrate who issued the order to admit the child in a Government school for further studies. CHILDLINE Trichy made arrangements for the admission for the child to join 11th Standard in Seva Sangam Girls Higher secondary School and hostel.

Table 8.5.7 Source for Protection from Abuse assistance cases

Protection from abuse: sub intervention	Land-line	%	Mo-bile	%	PCO	%	Other sources	%	Total	%
Support child in existing setup	207	24	465	53	13	1	193	22	878	100
Refer to CWC	224	24	317	34	13	1	388	41	942	100
Police intervention to rescue the child	16	18	34	38	1	1	38	43	89	100
File FIR	7	16	26	58	1	2	11	24	45	100
Arrange medical test	3	14	14	67	1	5	3	14	21	100
Directly approach magistrate	0	0	2	67	0	0	1	33	3	100
Provide legal support	14	24	24	40	0	0	21	36	59	100
Not documented	34	17	88	43	16	8	65	32	203	100
Total	505	23	970	43	45	2	720	32	2,240	100

Figure 8.5.7: Source for protection from abuse assistance cases n=2240 Data source: ChildNET



Case Study

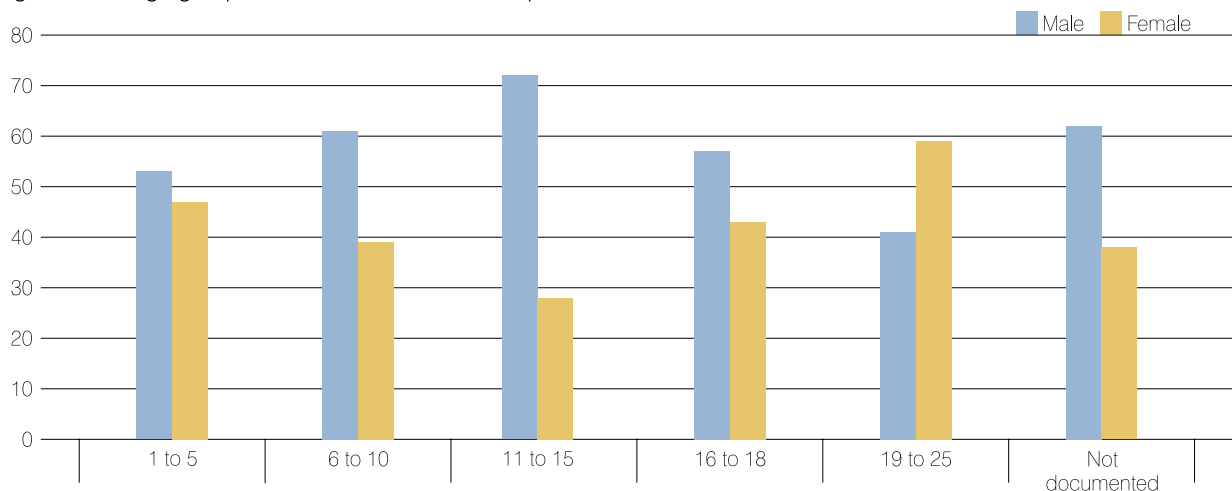
CHILDLINE Berhampur, with support from the Police, rescued seven teenage girls, from Kotgarh in the Kandhamal district. These girls were rescued from the bus stand at Kotgarh, while they were allegedly being trafficked to Aligarh in order to work at a meat packing industry.

The rescued girls aged between 13 and 18, hailed from the Marlanga gram panchayat in Kotgarh block. The children from largely tribal-dominated and backward areas of Ganjam, Kandhamal and Gajapati, are lured by the promise of higher wages that they would be given jobs in areas in like Andhra Pradesh, Tamil Nadu, Uttar Pradesh, Haryana, New Delhi and Punjab, revealed the children to the CHILDLINE team. The police arrested the trafficker who was found to be involved in the case and interrogated him. The role of some more persons suspected to be involved in the racket is being probed. The children were sent to shelter homes for a period of six months.

Table 8.5.8: Age Group and Gender of the Children Protected from Abuse & Violence

Age Group	Male	%	Female	%	Total	%
1 to 5	79	53	69	47	148	100
6 to 10	267	61	173	39	440	100
11 to 15	837	72	319	28	1,156	100
16 to 18	199	57	148	43	347	100
19 to 25	17	41	24	59	41	100
Not documented	67	62	41	38	108	100
Total	1,466	65	774	35	2,240	100

Figure 8.5.8: Age group and Gender of the children protected from Abuse & violence n=2240 Data source: ChildNET



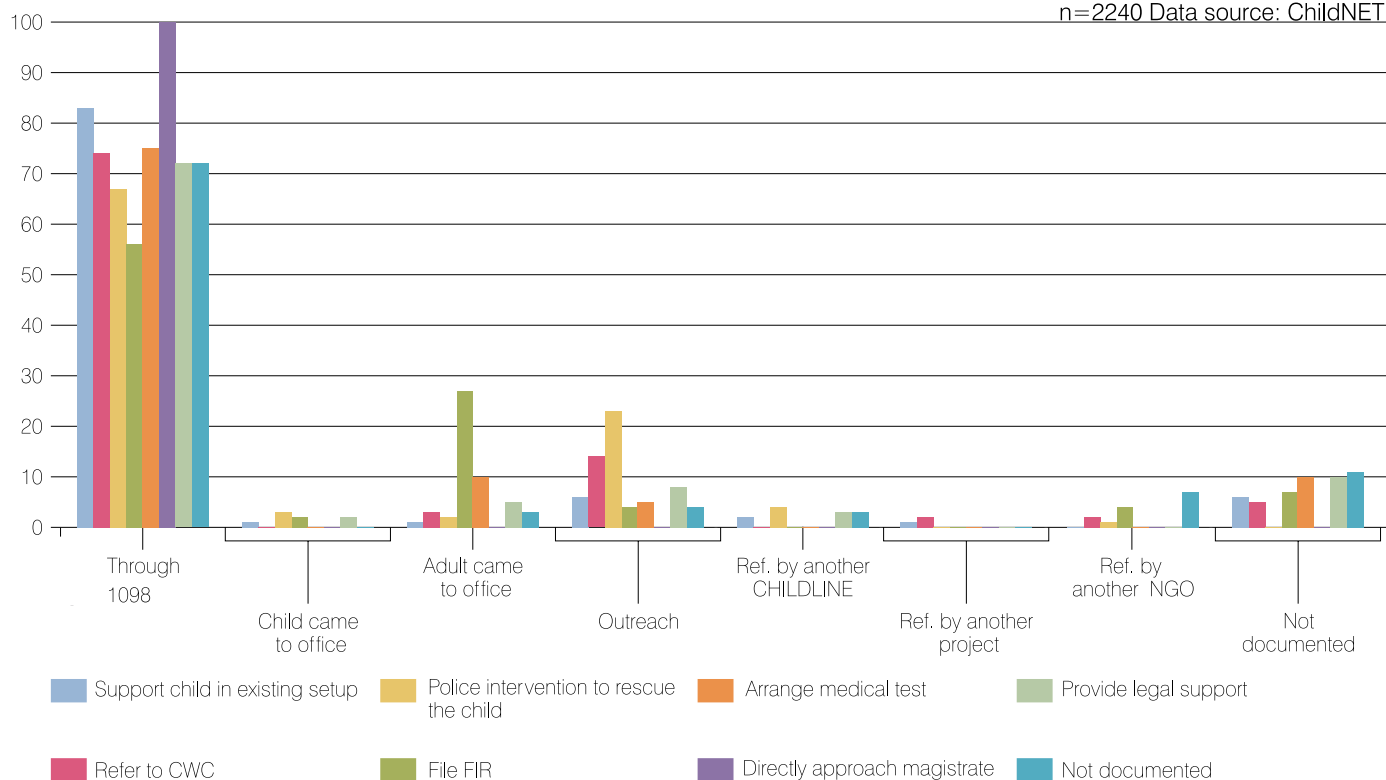
As in all other gender/age data, the trend is clear: in the age group 11-15 the majority are boys (72%), whereas in the age group 1-5 the gender is evenly split.

Table 8.5.9: How Child accessed assistance from CHILDLINE for Protection from Abuse support/intervention

Protection From Abuse : Sub Intervention	Through 1098	Child came to office	Adult came to office	Out-reach	Ref. by another CHILDLINE	Ref. by another project	Ref. by another NGO	Not documented	Total
Support child in existing set up	724	6	12	51	17	9	4	55	878
%	83	1	1	6	2	1	0	6	100
Refer to CWC	693	3	28	133	4	18	18	45	942
%	74	0	3	14	0	2	2	5	100
Police intervention to rescue the child	59	3	2	20	4	0	1	0	89
%	67	3	2	23	4	0	1	0	100
File FIR	25	1	12	2	0	0	2	3	45
%	56	2	27	4	0	0	4	7	100
Arrange medical test	16	0	2	1	0	0	0	2	21
%	75	0	10	5	0	0	0	10	100
Directly approach the magistrate	3	0	0	0	0	0	0	0	3
%	100	0	0	0	0	0	0	0	100
Provide legal support	42	1	3	5	2	0	0	6	59
%	72	2	5	8	3	0	0	10	100
Not documented	145	0	6	8	7	0	14	23	203
%	72	0	3	4	3	0	7	11	100
Total	1,707	14	65	220	34	27	39	134	2,240
%	75	1	3	10	2	1	2	6	100

Figure 8.5.9: How child accessed assistance from CHILDLINE for protection from abuse support/intervention

n=2240 Data source: ChildNET



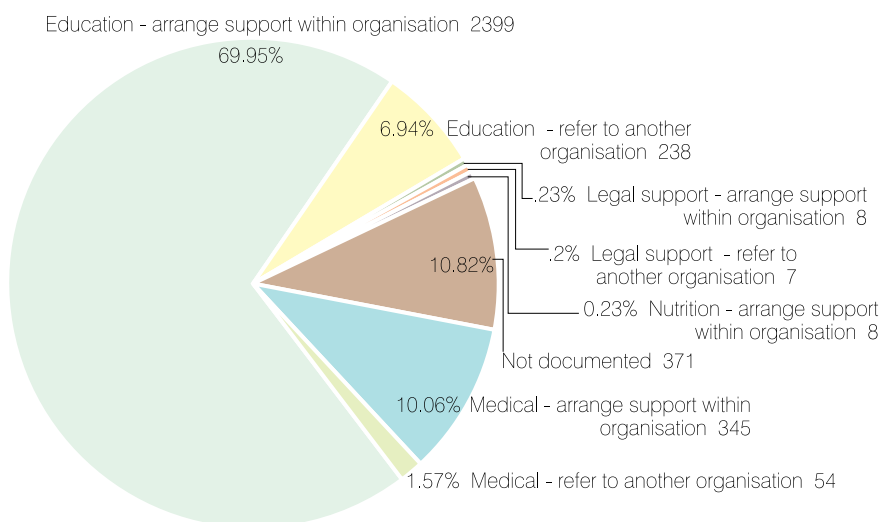
For every kind of intervention done, in abuse cases, the principal source of cases is via the 1098 service.

8.6: Calls requesting CHILDLINE for Sponsorship assistance

In a number of cases, CHILDLINE actively assists the child/family in accessing services which includes financial support. Calls regarding sponsorship make up only about nine percent of all calls received during this period. There are three basic kinds of sponsorship, viz., Sponsorship for Education expenses, Sponsorship for Medical expenses, and Foster care.

CHILDLINE is primarily a referral agency. Following the call, the initial response is for a CHILDLINE Team Member to go and meet with the child and his family (if he/she has a family). Once the facts of the case have been determined, CHILDLINE then helps the family get in touch with the agencies best able to help the child get what is needed. CHILDLINE as an organisation does not financially support any children.

Figure 8.6: Sponsorship: sub intervention n=3430 Data source: ChildNET

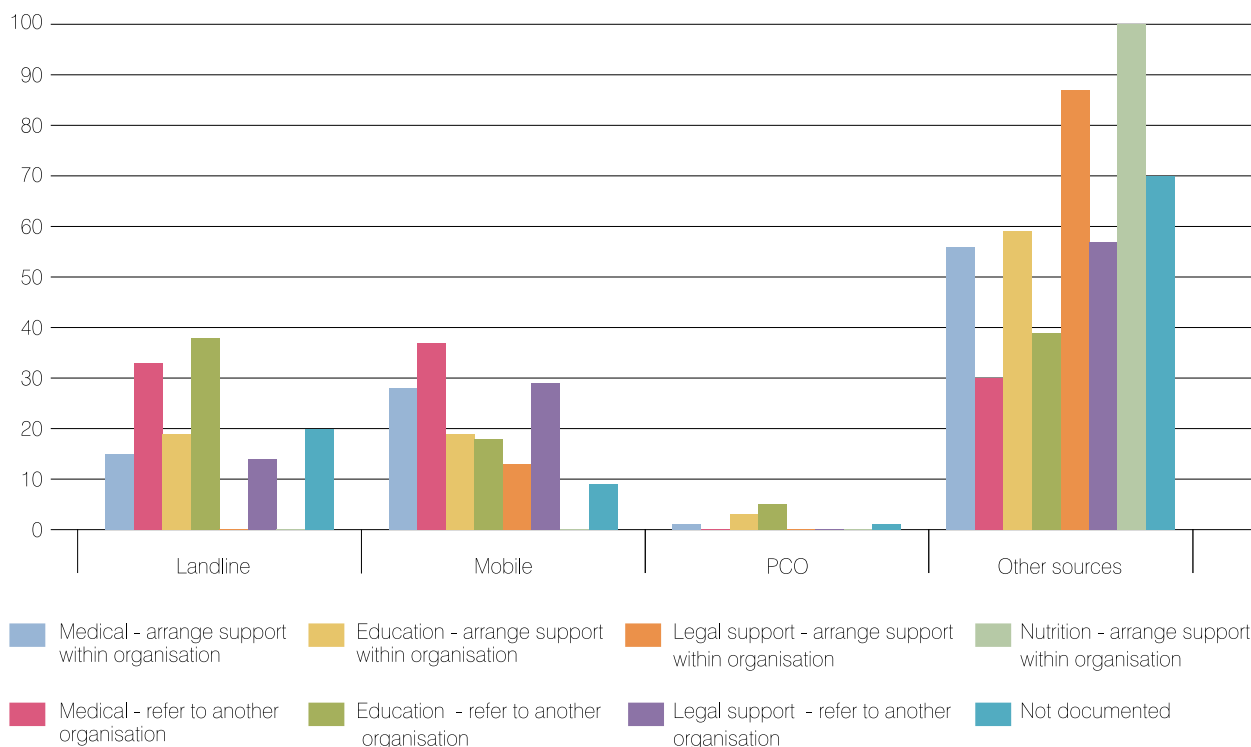


The most important sponsorship related intervention done is for Education (69.94%).

Table 8.6.1 Source for Sponsorship assistance cases

Sponsorship: sub intervention	Landline	%	Mobile	%	PCO	%	Other sources	%	Total	%
Medical - arrange support within organisation	51	15	96	28	4	1	194	56	345	100
Medical - refer to another organisation	18	33	20	37	0	0	16	30	54	100
Education - arrange support within organisation	454	19	462	19	68	3	1,415	59	2,399	100
Education - refer to another organisation	90	38	43	18	13	5	92	39	238	100
Legal support - arrange support within organisation	0	0	1	13	0	0	7	87	8	100
Legal support - refer to another organisation	1	14	2	29	0	0	4	57	7	100
Nutrition - arrange support within organisation	0	0	0	0	0	0	8	100	8	100
Not documented	73	20	35	9	4	1	259	70	371	100
Total	687	20	659	19	89	3	1,995	58	3,430	100

Figure 8.6.1: Source for sponsorship assistance cases n=3430 Data source: ChildNET



This data relates to interventions done for sponsorship related cases. Medical intervention done via another external organisation, are presented as Medical- Refer to another organisation.

Table 8.6.2: Age Group and Gender of the Children Provided Sponsorship

Age Group	Male	%	Female	%	Total	%
1 to 5	143	60	94	40	237	100
6 to 10	821	50	811	50	1,632	100
11 to 15	701	56	560	44	1,261	100
16 to 18	121	56	94	44	215	100
19 to 25	9	41	13	59	22	100
Not documented	33	52	30	48	63	100
Total	1,828	53	1,602	47	3,430	100

Figure 8.6.2 Age group and Gender of the children provided sponsorship n=3430 Data source: ChildNET

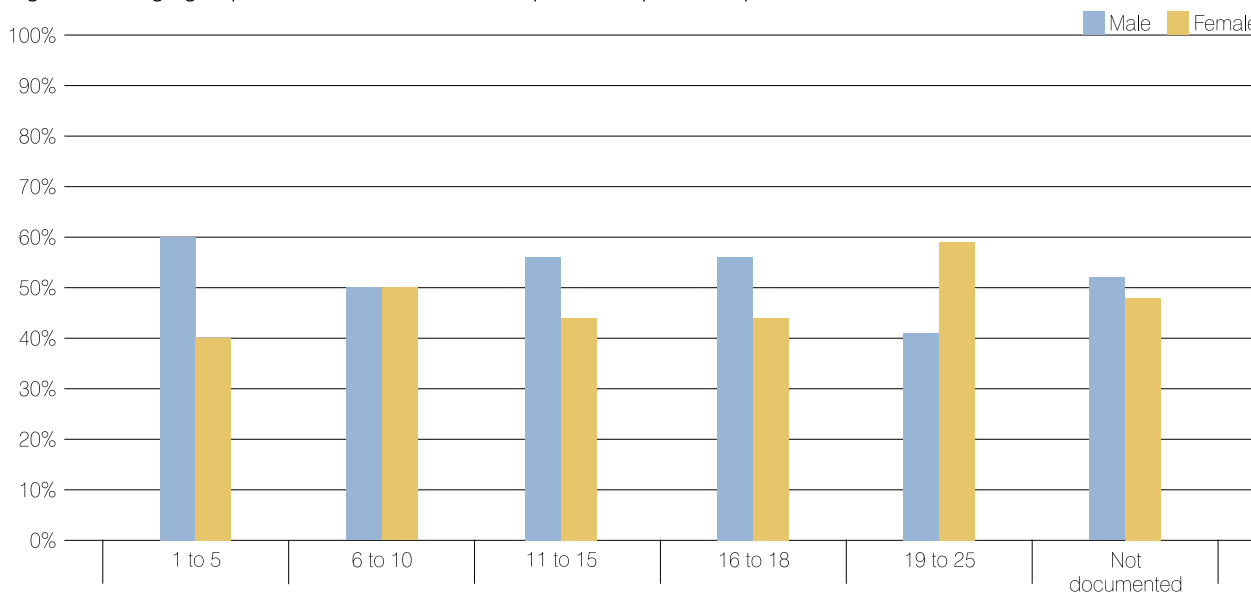
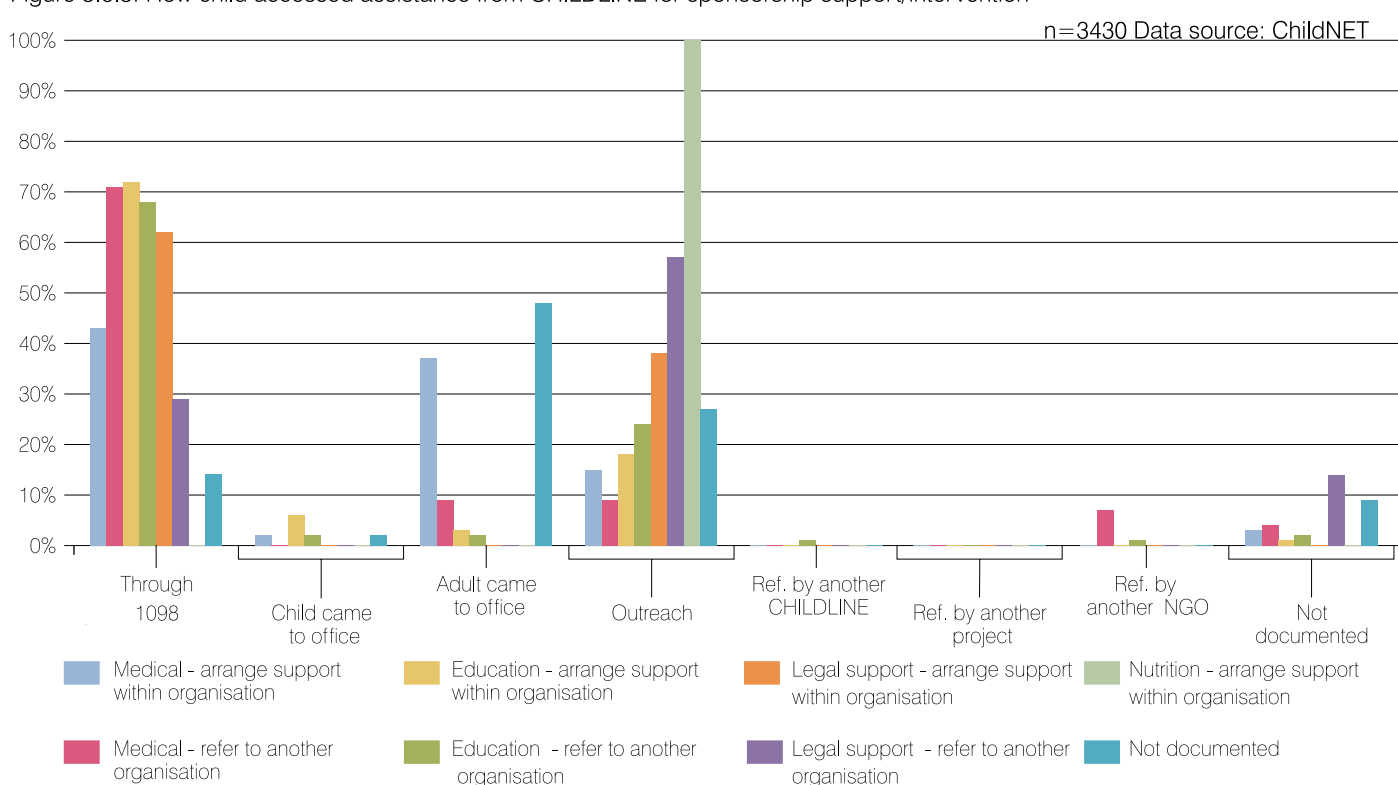


Table 8.6.3: How Child accessed assistance from CHILDLINE for Sponsorship support/intervention

Sponsorship: sub intervention	Through 1098	Child came to office	Adult came to office	Out-reach	Ref.by another CHILDLINE	Ref.by another project	Ref.by another NGO	Not documented	Total
Medical - arrange support within organisation	151	6	126	51	0	0	1	10	345
%	43	2	37	15	0	0	0	3	100
Medical - refer to another organisation	38	0	5	5	0	0	4	2	54
%	71	0	9	9	0	0	7	4	100
Education - arrange support within organisation	1,727	134	77	433	0	3	0	25	2,399
%	72	6	3	18	0	0	0	1	100
Education - refer to another organisation	163	4	5	56	2	1	2	5	238
%	68	2	2	24	1	0	1	2	100
Legal support - arrange support within organisation	5	0	0	3	0	0	0	0	8
%	62	0	0	38	0	0	0	0	100
Legal support - refer to another organisation	2	0	0	4	0	0	0	1	7
%	29	0	0	57	0	0	0	14	100
Nutrition - arrange support within organisation	0	0	0	8	0	0	0	0	8
%	0	0	0	100	0	0	0	0	100
Not documented	52	8	178	99	0	0	0	34	371
%	14	2	48	27	0	0	0	9	100
Total	2,138	152	391	659	2	4	7	77	3,430
%	63	4	11	20	0	0	0	2	100

For almost all kinds of sponsorship interventions cases, a significant number are received by the CHILDLINE teams during outreach activity.

Figure 8.6.3: How child accessed assistance from CHILDLINE for sponsorship support/intervention



8.7 Calls requesting CHILDLINE for assistance for Child in conflict with law

Children who are in conflict with law (Juvenile Offenders) have to be presented at the Juvenile Justice Board in each city. This is a statutory institution setup under the Juvenile Justice Act, 2000. However, in many cases children are reported to the police, who then follow protocols setup for such cases. In some cases children are provided legal support.

Figure 8.7: Child in conflict with law: sub intervention n=153 Data source: ChildNET

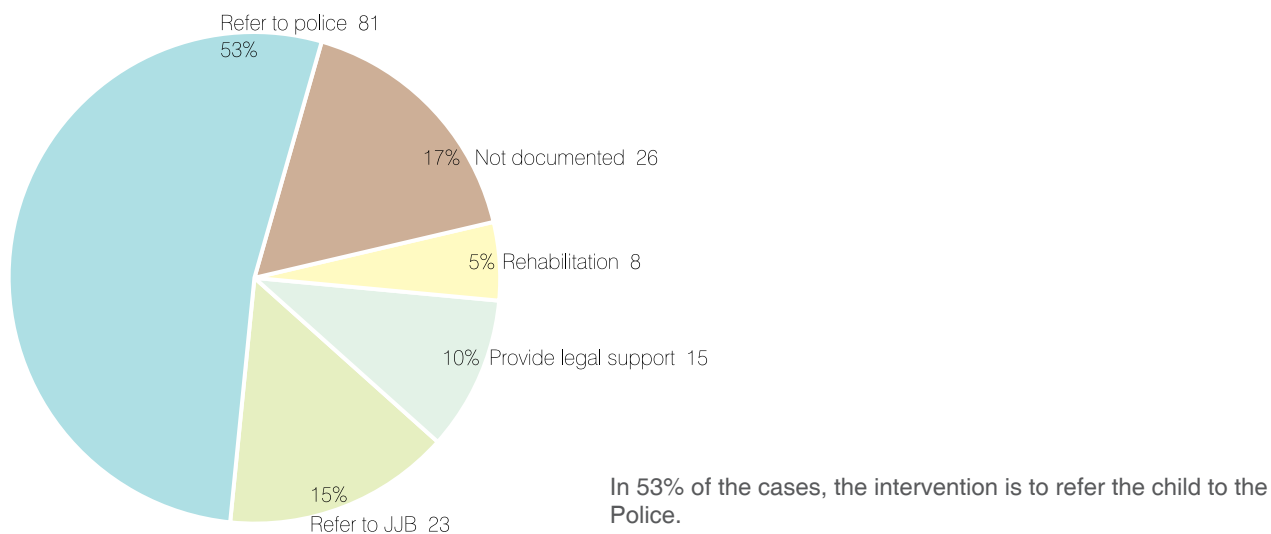


Table 8.7.1 Source for Child in Conflict with Law assistance cases

Child in conflict with law: sub intervention	Landline	%	Mobile	%	PCO	%	Other sources	%	Total	%
Refer to police	12	15	35	43	3	4	31	38	81	100
Refer to JJB	6	26	8	35	1	4	8	35	23	100
Provide legal support	0	0	8	53	0	0	7	47	15	100
Rehabilitation	3	37	1	13	2	25	2	25	8	100
Not documented	18	69	3	12	0	0	5	19	26	100
Total	39	25	55	36	6	4	53	35	153	100

Figure 8.7.1: Source for Child in conflict with law assistance cases n=153 Data source: ChildNET

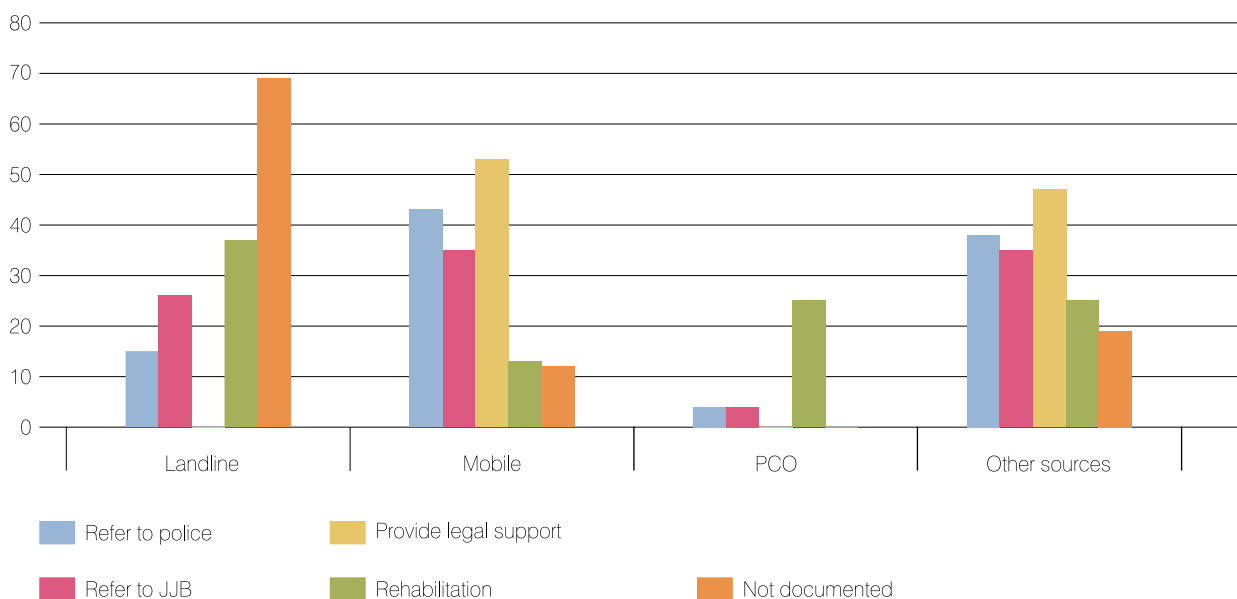
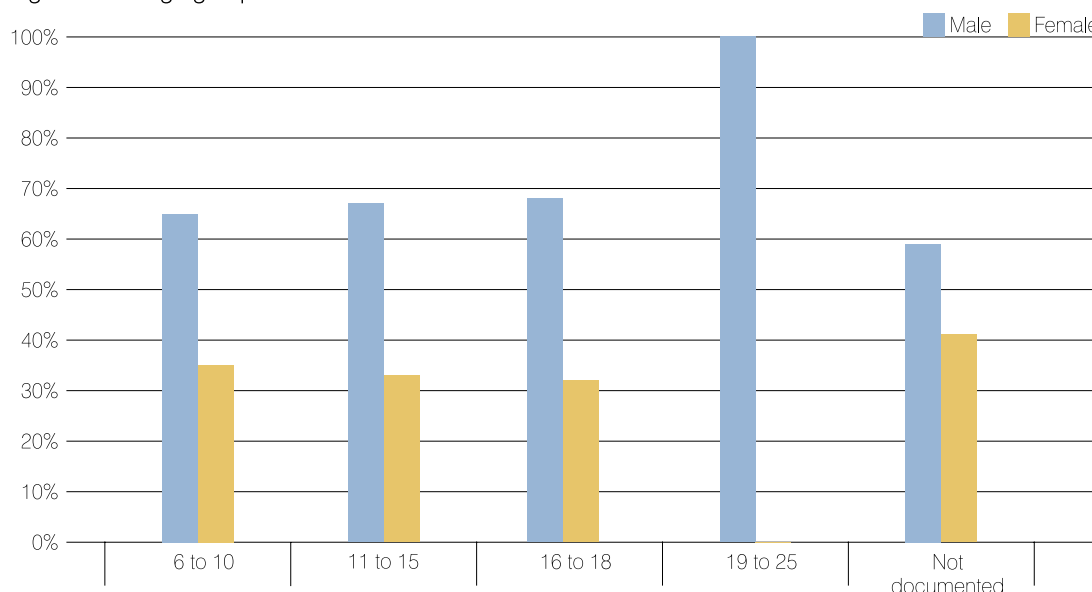


Table 8.7.2: Age Group and Gender of the Children in Conflict with Law

Age group	Male	%	Female	%	Total	%
6 to 10	28	65	15	35	43	100
11 to 15	40	67	20	33	60	100
16 to 18	15	68	7	32	22	100
19 to 25	1	100	0	0	1	100
Not documented	16	59	11	41	27	100
Total	100	65	53	35	153	100

Figure 8.7.2: Age group and Gender of the children in conflict with law n=153 Data source: ChildNET



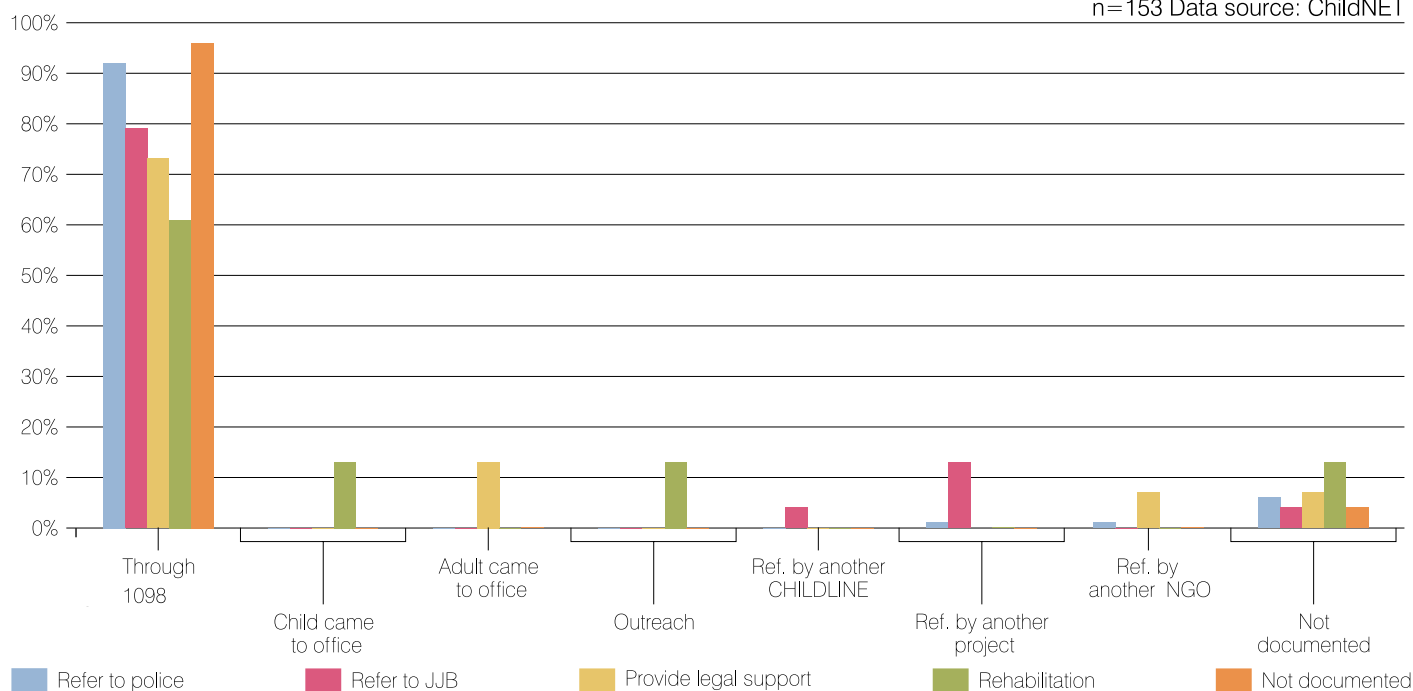
The gender data for such interventions follows the pattern across all kinds of interventions. In India the age of Criminal responsibility is fixed at 7 years in the Indian Penal Code (IPC).

Table 8.7.3: How Child accessed assistance from CHILDLINE for children in conflict with law support/intervention

Child in conflict with law: sub intervention	Through 1098	Child came to office	Adult came to office	Outreach	Ref. by another CHILDLINE	Ref by another project	Ref by another NGO	Not documented	Total
Refer to police	74	0	0	0	0	1	1	5	81
%	92	0	0	0	0	1	1	6	100
Refer to JJB	18	0	0	0	1	3	0	1	23
%	79	0	0	0	4	13	0	4	100
Provide legal support	11	0	2	0	0	0	1	1	15
%	73	0	13	0	0	0	7	7	100
Rehabilitation	5	1	0	1	0	0	0	1	8
%	61	13	0	13	0	0	0	13	100
Not documented	25	0	0	0	0	0	0	1	26
%	96	0	0	0	0	0	0	4	100
Total	133	1	2	1	1	4	2	9	153
%	86	1	1	1	1	3	1	6	100

Figure 8.7.3: How child accessed assistance from CHILDLINE for children in conflict with law support/intervention

n=153 Data source: ChildNET



The overwhelming majority of cases are reported via the 1098 service.

8.8: Calls reporting children who are missing

Under this category, there are two main sub-categories:

(i) Calls about children who have been found wandering about and confirm that they are lost.

(ii) Calls received from parents saying that their child is missing from home.

In the case of children who are lost, the calls may come from a concerned person who has found the child or sometimes the child (him/ her self) will call up asking for assistance. These children are also sometimes found by CHILDLINE workers while they are conducting an outreach program at the railway stations etc.

For the most part, CHILDLINE works only for children. Sometimes though, parents call in to report their 20 year old son or daughter missing from home. In cases like this CHILDLINE may refer the parents to another agency, or in some cases may even intervene at the preliminary stage - providing emotional support etc. CHILDLINE is often also instrumental in reuniting people (irrespective of age) with their families at major public events like Kumbh melas.

The existing laws and police procedures are not very effective in cases of children who are missing but not kidnapped. Post the Nithari case, some states, such as Delhi, adopted a policy of registering an FIR in all reported cases of missing children. However, for most part, across India, police will only file an FIR in cases of children reported as kidnapped. Thus cases of children who are missing get noted in the Police Station diary as a 'Diary entry'. This is not reported as official crime statistics. The Police don't have the facility or resources to conduct social investigations in such cases. In such cases there is little that CHILDLINE can do other than to notify the CHILDLINE network and keep a lookout. Sometimes children who appear lost are reported by concerned adults and CHILDLINE teams then try and match these children with reports of children missing lodged by parents/family. Reporting missing children to various websites and to media are routine part of such interventions

Figure 8.8: Missing: sub intervention n=4512 Data source: ChildNET

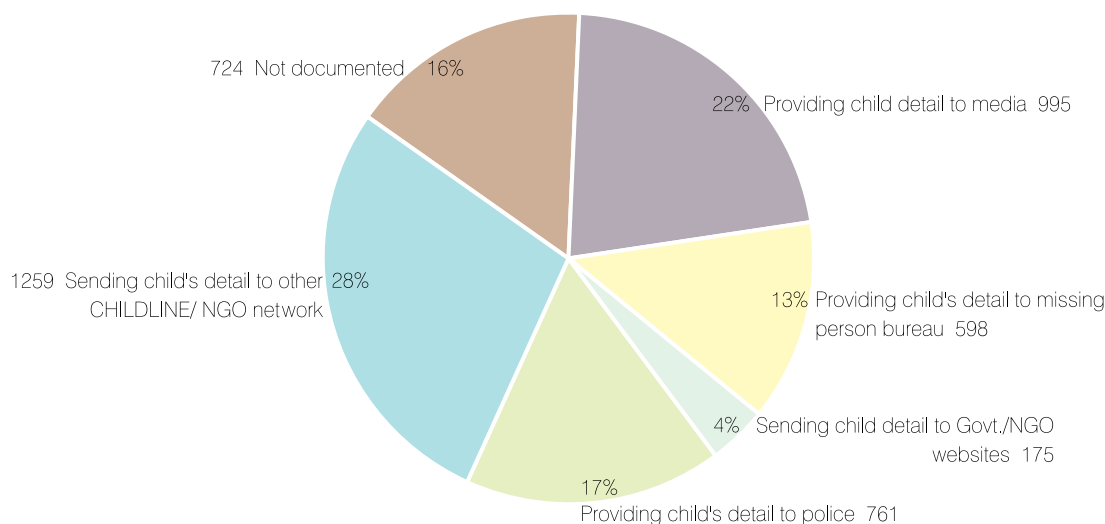


Table 8.8.1 Source for Missing Child assistance cases

Missing: sub intervention	Landline	%	Mobile	%	PCO	%	Other sources	%	Total	%
Providing child detail to media	152	15	375	38	30	3	438	44	995	100
Providing child's detail to missing person bureau	87	15	310	51	6	1	195	33	598	100
Sending child detail to Govt./NGO websites	18	10	126	72	1	1	30	17	175	100
Providing child's detail to police	263	35	294	38	13	2	191	25	761	100
Sending child's detail to other CHILDLINE/ NGO network	192	15	448	36	35	3	584	46	1,259	100
Not documented	152	21	261	36	152	21	159	22	724	100
Total	864	19	1,814	41	237	5	1,597	35	4,512	100

Figure 8.8.1: Source for missing child assistance cases n=4512 Data source: ChildNET

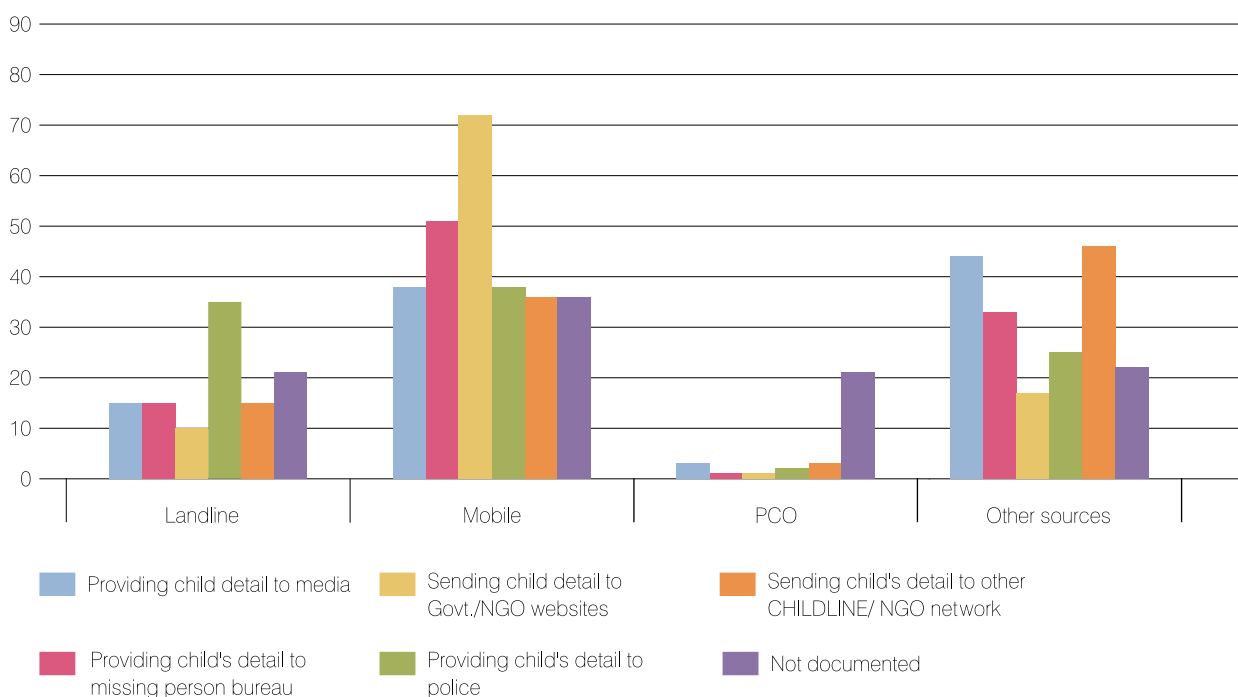


Table 8.8.2: Age Group and Gender of the Missing Children

Age group	Male	%	Female	%	Total	%
1 to 5	336	60	221	40	557	100
6 to 10	918	76	290	24	1,208	100
11 to 15	1,704	83	349	17	2,053	100
16 to 18	446	78	127	22	573	100
19 to 25	20	45	24	55	44	100
Not documented	55	71	22	29	77	100
Total	3,479	77	1,033	23	4,512	100

There are clearly more cases related to boys missing as compared to girls except in the age group 19 to 25.

Figure 8.8.2: Age group and Gender of the missing children n=4512 Data source: ChildNET

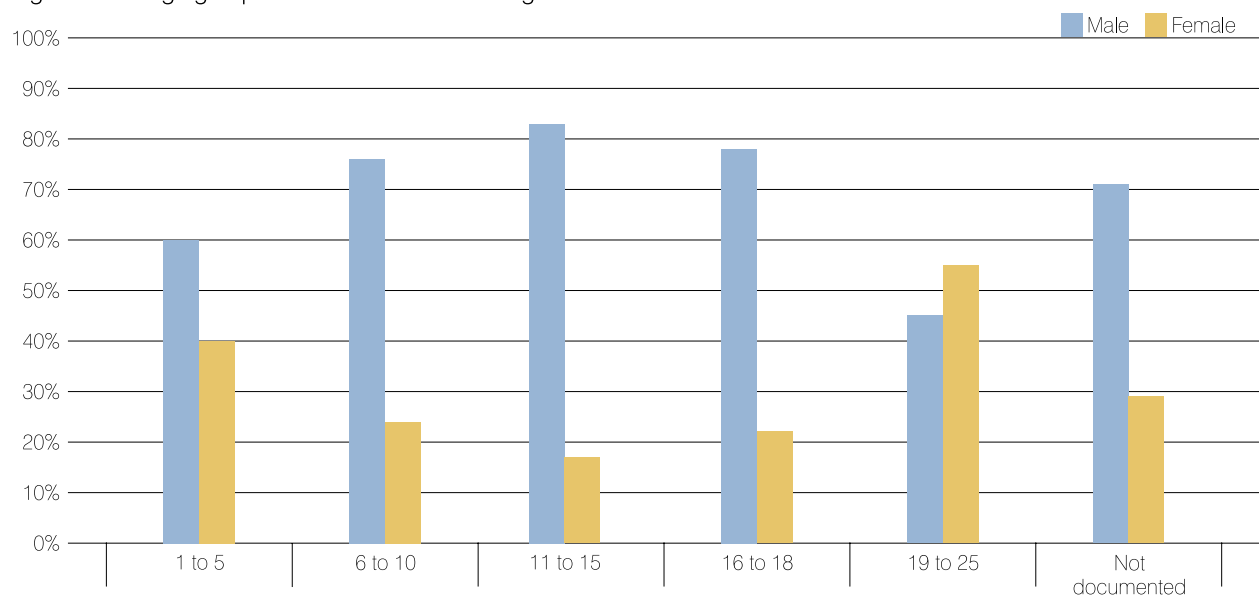
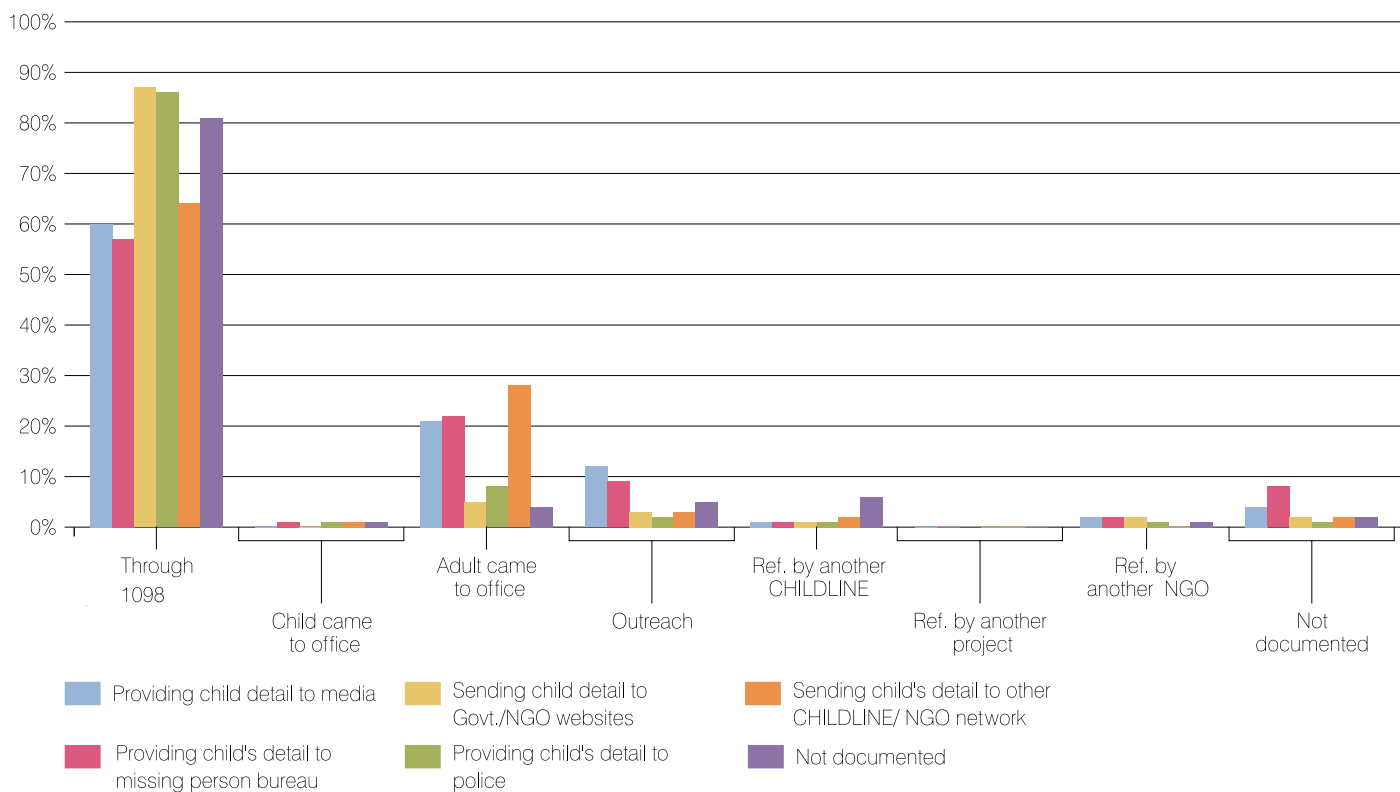


Table 8.8.3: How Child accessed assistance from CHILDLINE for missing children support/intervention

Missing: sub intervention	Through 1098	child came to office	Adult came to office	Outreach	Ref by another CHILDLINE	Ref by another Project	Ref by another NGO	Not documented	Total
Providing child detail to media	598	2	212	117	13	1	15	37	995
%	60	0	21	12	1	0	2	4	100
Providing child's detail to missing person bureau	348	5	129	54	3	1	13	45	598
%	57	1	22	9	1	0	2	8	100
Sending child detail to Govt./ NGO websites	153	0	8	6	1	0	3	4	175
%	87	0	5	3	1	0	2	2	100
Providing child's detail to police	658	6	58	16	4	2	6	11	761
%	86	1	8	2	1	0	1	1	100
Sending child's detail to other CHILDLINE/ NGO network	801	7	353	36	30	1	5	26	1,259
%	64	1	28	3	2	0	0	2	100
Not documented	588	5	30	39	42	0	5	15	724
%	81	1	4	5	6	0	1	2	100
Total	3,146	25	790	268	93	5	47	138	4,512
%	69	1	18	6	2	0	1	3	100

Figure 8.8.3: How child accessed assistance from CHILDLINE for missing children support/intervention n=4512 Data source: ChildNET



8.9: Children calling CHILDLINE seeking Emotional Support & Guidance (ES&G)

Calls from children needing Emotional Support and Guidance or just someone to listen to them while they sort out their own problems, make up the single biggest block of total intervention cases serviced during this period. Most of the calls are from children wanting to talk about self related issues and problems, minor stresses and tensions, feelings of being confused and unsure. School children call up to discuss their fears about being unable to cope with the demands of the curriculum. Many of these children reside in buildings (as opposed to slums or chawls), which seems to indicate that these children come from a middle class background. While most of these calls are made by children who are struggling to deal with study and examination pressures, some children also call because they are alone at home and are feeling a bit scared, while some call to discuss parental break ups. Increasingly, children are starting to call in between 3.00p.m. - 6.00 p.m., usually the time they get home from school and before their parents come home.

In a few cases, what starts off simply as a child wanting to unburden herself, slowly escalates into a much larger problem. For example, there have been calls from girls in the 15-18 age group, who start out talking about problems in school and then when they feel comfortable with the Team Member start to talk about what is really troubling them and which is that their parents are forcing them to get married against their will. In such cases, with the consent of the girl, the CHILDLINE Team Members will speak to the girl's parents, and explain that marriage till 18 is illegal, and also convince the parents to allow the girl to carry on her education. Fortunately, in all such cases CHILDLINE has been able to convince the parents into changing their plans. Follow-up calls from the girls to chat with the Team Members, give them a chance to know if the child is doing well.

ES&G calls are generally responded on the phone. However there are cases requiring counseling or even meetings.

Figure 8.9: Emotional Support & Guidance: sub intervention n=19829 Data source: ChildNET

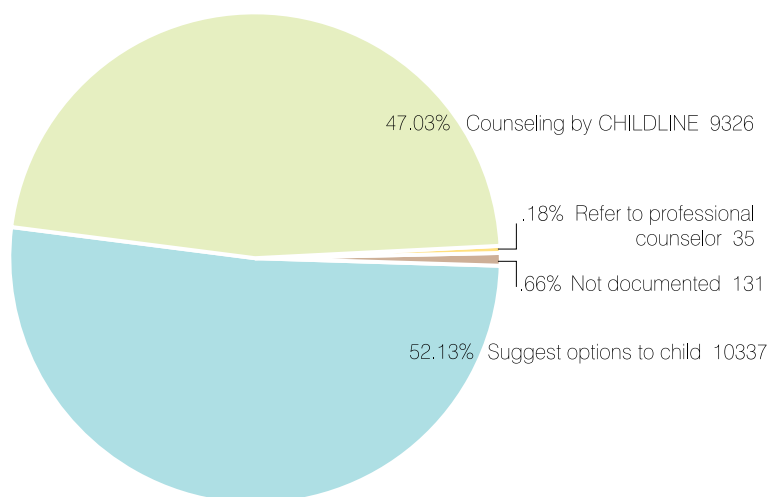


Table 8.9.1: Source for Emotional Support & Guidance assistance cases

Emotional support & guidance: sub intervention	Land-line	%	Mobile	%	PCO	%	Other sources	%	Total	%
Suggest options to child	1,309	13	4,812	46	190	2	4,026	39	10,337	100
Counseling by CHILDLINE	2,710	29	3,110	34	396	4	3,110	33	9,326	100
Refer to professional counselor	6	17	12	34	0	0	17	49	35	100
Not documented	23	18	65	49	13	10	30	23	131	100
Total	4,048	20	7,999	41	599	3	7,183	36	19,829	100

Figure 8.9.1: Source for Emotional Support & Guidance assistance cases n=19829 Data source: ChildNET

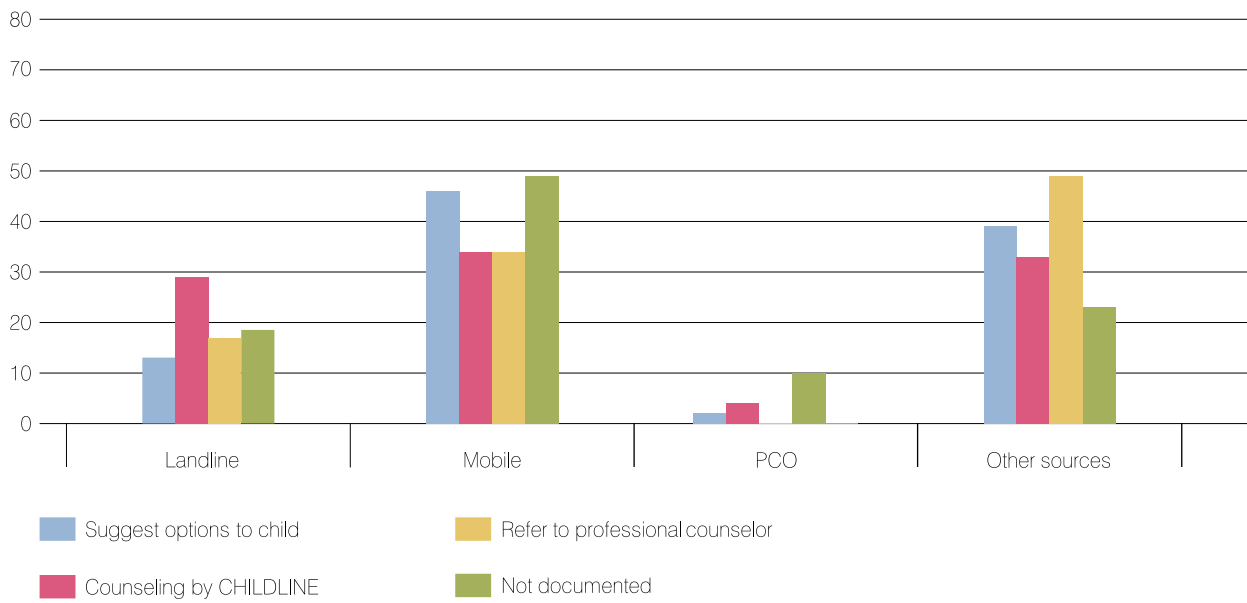


Table 8.9.2: Age group and Gender of the children seeking Emotional support & guidance

Age group	Male	%	Female	%	Total	%
1 to 5	523	55	435	45	958	100
6 to 10	2,181	61	1,377	39	3,558	100
11 to 15	5,923	62	3,675	38	9,598	100
16 to 18	2,687	54	2,297	46	4,984	100
19 to 25	213	50	209	50	422	100
Not documented	175	57	134	43	309	100
Total	11,702	59	8,127	41	19,829	100

Figure 8.9.2: Age group and Gender of the children seeking Emotional Support & Guidance

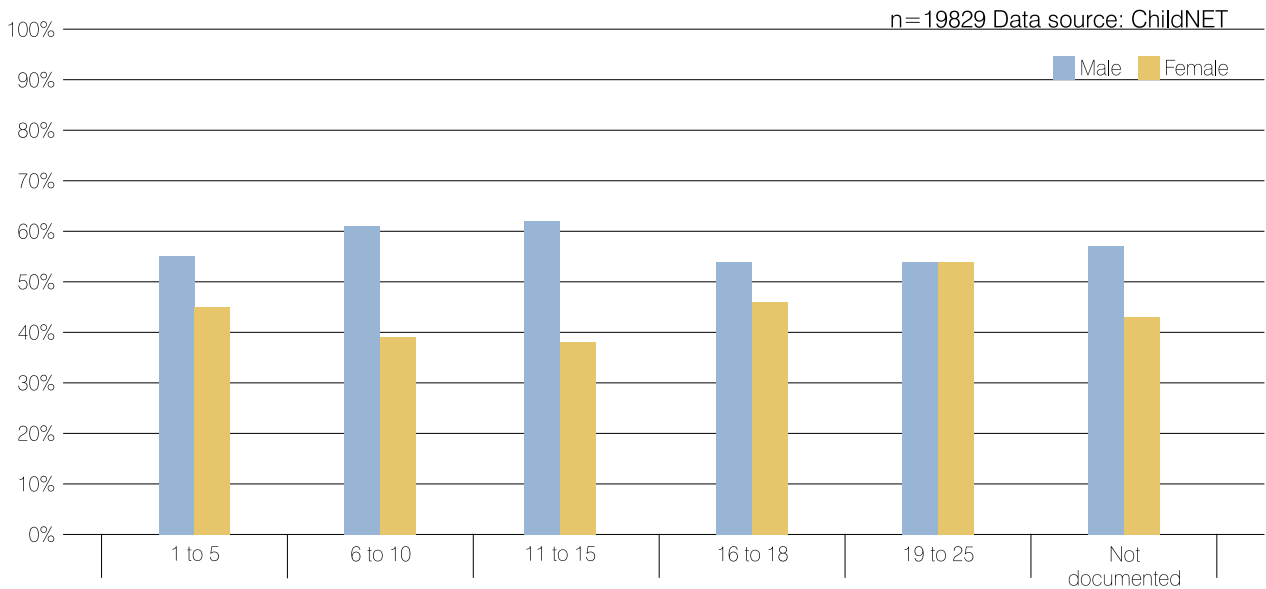


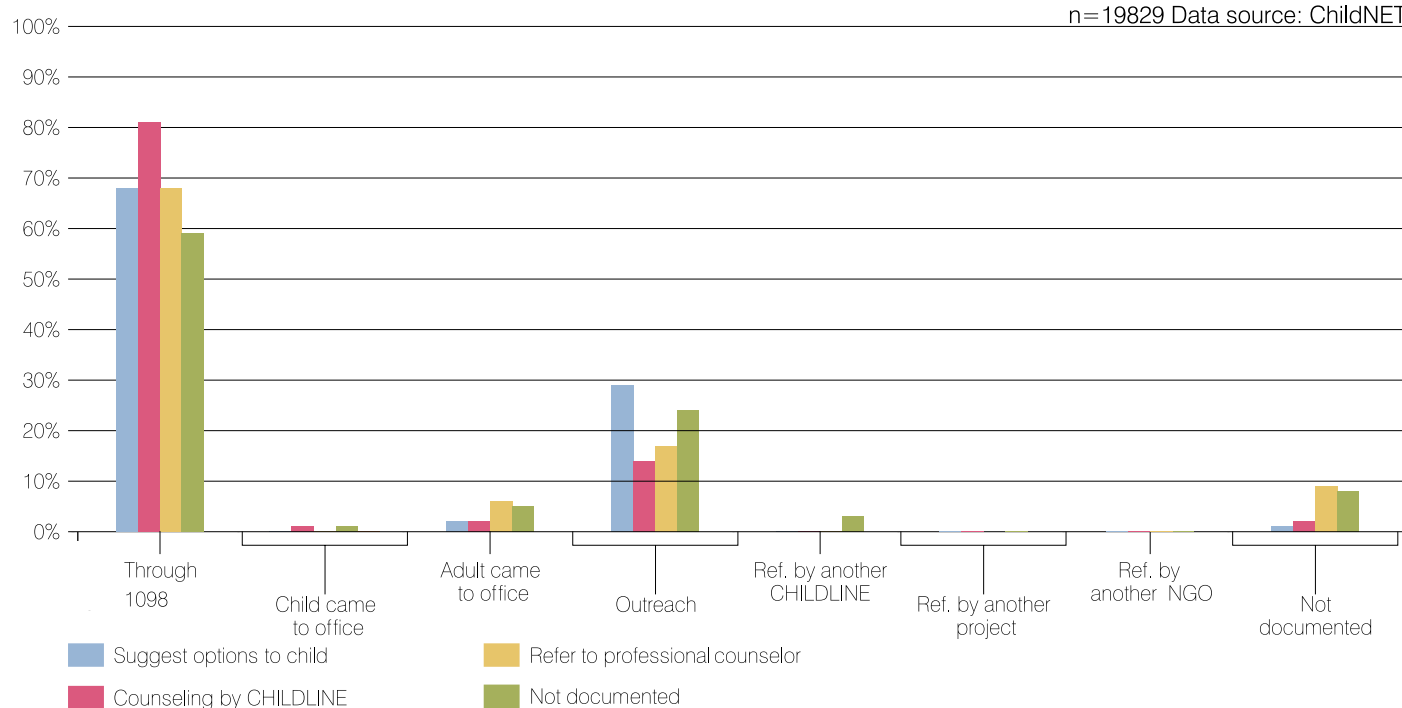
Table 8.9.3: How child accessed assistance from CHILDLINE for Emotional Support & Guidance support/intervention

Emotional Support & Guidance: sub intervention	Through 1098	Child came to office	Adult came to office	Outreach	Ref.by another CHILDLINE	Ref.by another project	Ref.by another NGO	Not documented	Total
Suggest options to child	7,071	30	179	2,951	9	34	9	54	10,337
%	68	0	2	29	0	0	0	1	100
Counseling by CHILDLINE	7,594	101	148	1,273	28	15	26	141	9,326
%	81	1	2	14	0	0	0	2	100
Refer to professional counselor	24	0	2	6	0	0	0	3	35
%	68	0	6	17	0	0	0	9	100
Not documented	78	1	7	31	4	0	0	10	131
%	59	1	5	24	3	0	0	8	100
Total	14,767	132	336	4,261	41	49	35	208	19,829
%	75	1	2	21	0	0	0	1	100

The 1098 is the largest source of ES&G cases.

Figure 8.9.3: How child accessed assistance from CHILDLINE for Emotional Support & Guidance support/intervention

n=19829 Data source: ChildNET



NORTHERN REGION



Legend
Name of City

NORTHERN REGION

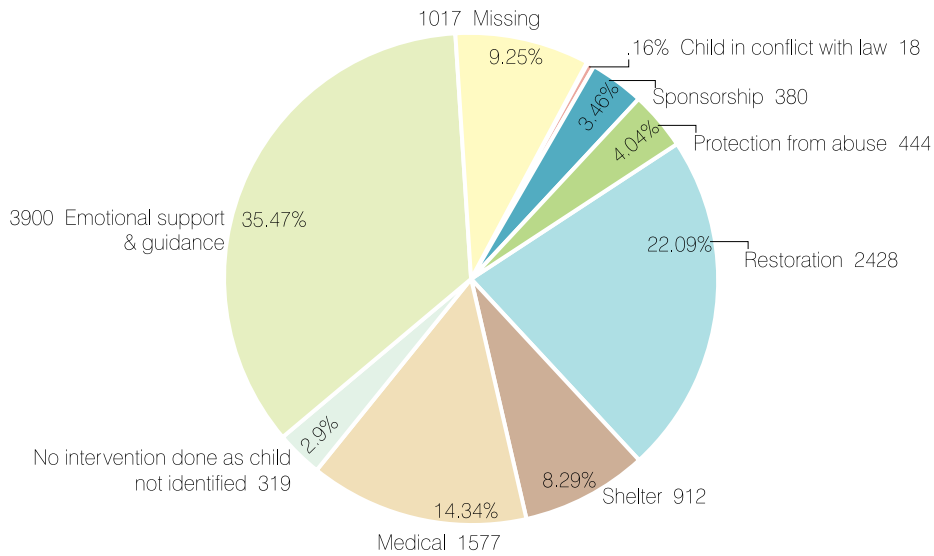
North region covers CHILDLINES in 16 cities (managed by 21 collaborative partners) in the states of Delhi, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan and Jammu & Kashmir. The total numbers of direct intervention cases were 6776.

Table 9.1: City wise distribution of calls in Northern region

Cities	Medical	Shelter	Restoration	Protection from abuse	Death related	Sponsorship	Missing children		Emotional Support & Guidance	Total - I	Information and other calls - II	Total - I + II
							Child lost	Parents asking for help				
Delhi	85	351	150	604	11	21	224	508	98	2052	108053	110105
Uttar Pradesh												
Agra	2	0	0	0	0	1	1	3	0	7	195	202
Allahabad	25	128	644	0	1	94	0	89	15	996	14738	15734
Chandauli	21	5	328	0	0	1	60	87	52	554	14073	14627
Gorakhpur	15	41	109	23	0	14	49	147	9	407	88196	88603
Ghaziabad	1	2	4	21	0	11	12	30	3	84	1471	1555
Kanpur	12	48	394	97	2	11	27	95	20	706	49903	50609
Lucknow	47	44	264	44	0	7	111	120	55	692	41431	42123
Meerut	62	26	21	87	0	193	18	38	47	492	11232	11724
Varanasi	20	42	238	28	1	0	69	41	21	460	106973	107433
Rajasthan												
Alwar	37	31	49	4	0	66	29	96	29	341	4673	5014
Jaipur	917	178	135	82	9	1	59	93	450	1924	21773	23697
Kota	5	19	45	8	0	6	15	23	6	127	12640	12767
Udaipur	151	13	46	6	0	91	13	15	35	370	15504	15874
Jammu & Kashmir												
Jammu	26	13	4	0	0	7	13	0	6	69	13190	13259
Punjab												
Chandigarh	345	20	0	58	0	331	50	1	3105	3910	2511	6421
Himachal Pradesh												
Shimla	34	5	4	16	0	2	4	2	14	81	5579	5660
Haryana												
Gurgaon	2	13	13	50	0	3	10	29	4	124	15010	15134
TOTAL	1807	979	2448	1128	24	860	764	1417	3969	13396	527145	540541

(Data Source: Monthly Report)

Figure 9.2: Intervention calls to 1098 n=10995 Data source: ChildNET



Note: There is difference between the total number of Intervention cases reported in Call statistics and Child NET data. For explanation refer page no: 10.

Table 9.3: Age group & Gender of children

Age group	Male	%	Female	%	Total	%
1 to 5	833	57	618	43	1,451	100
6 to 10	2,290	69	1,022	31	3,312	100
11 to 15	3,536	79	964	21	4,500	100
16 to 18	635	61	410	39	1,045	100
19 to 25	129	56	103	44	232	100
Not documented	319	70	136	30	455	100
Total	7,742	70	3,253	30	10,995	100

Figure 9.4: Gender of children n=10995 Data source: ChildNET

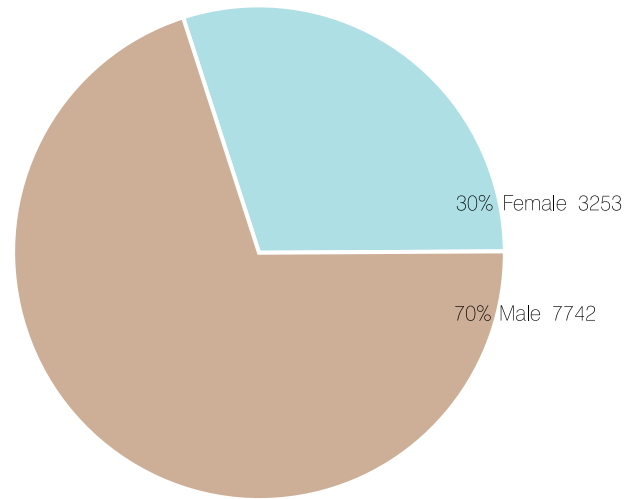


Figure 9.3: Age group & Gender of children n=10995 Data source: ChildNET

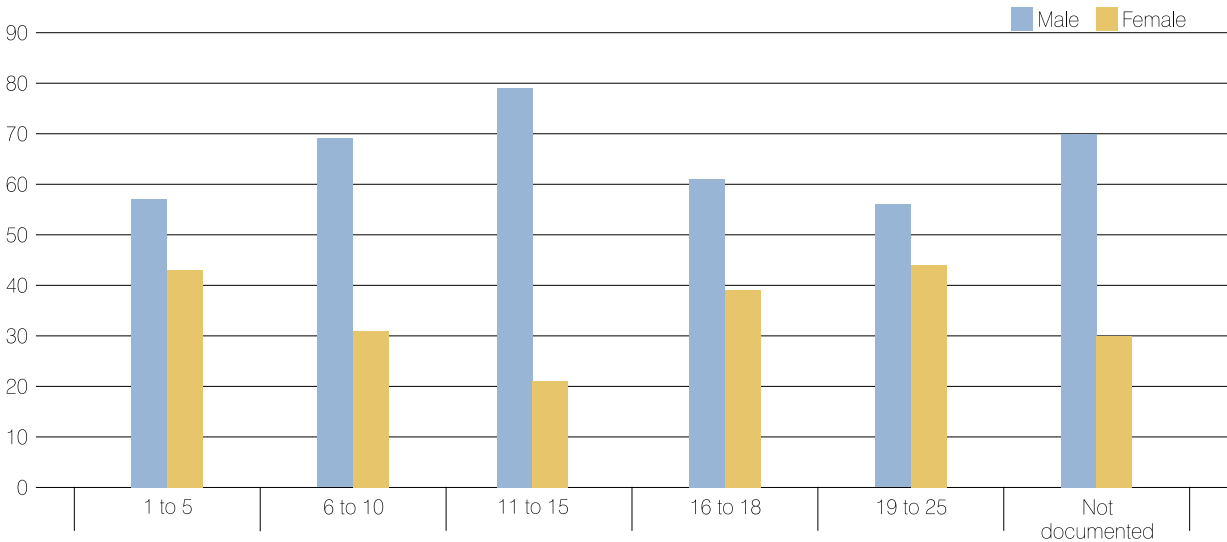


Figure 9.5: Age group of children
n=10995 Data source: ChildNET

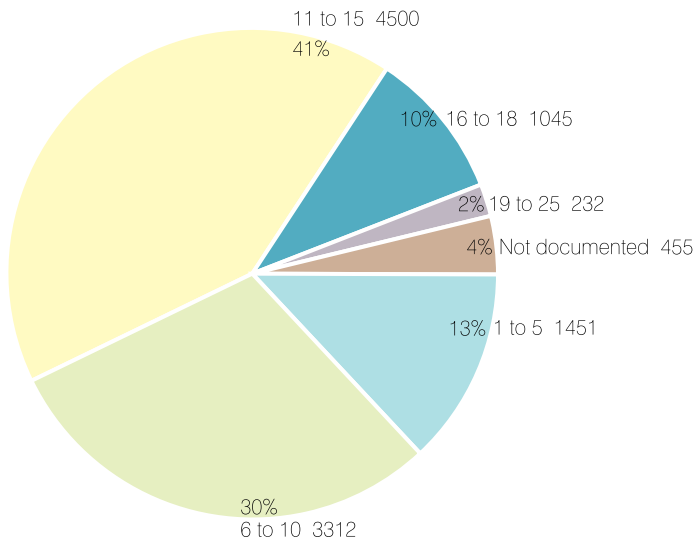


Figure 9.6: Source of cases
n=10995 Data source: ChildNET

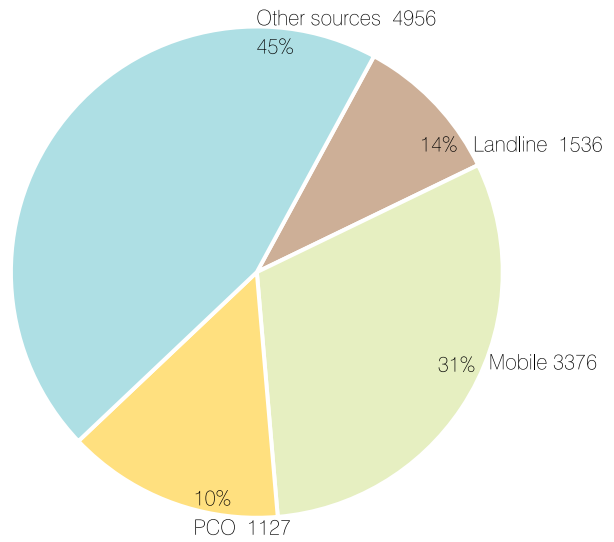


Figure 9.7: How child accessed assistance from CHILDLINE
n=10995 Data source: ChildNET

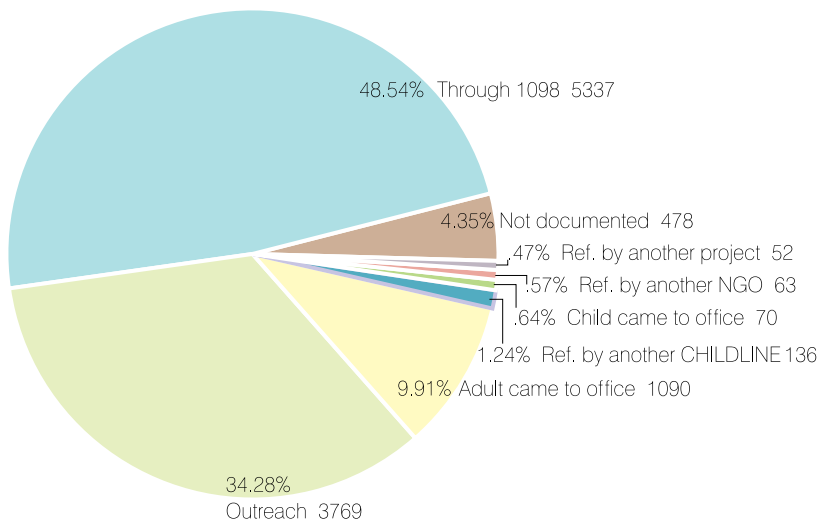
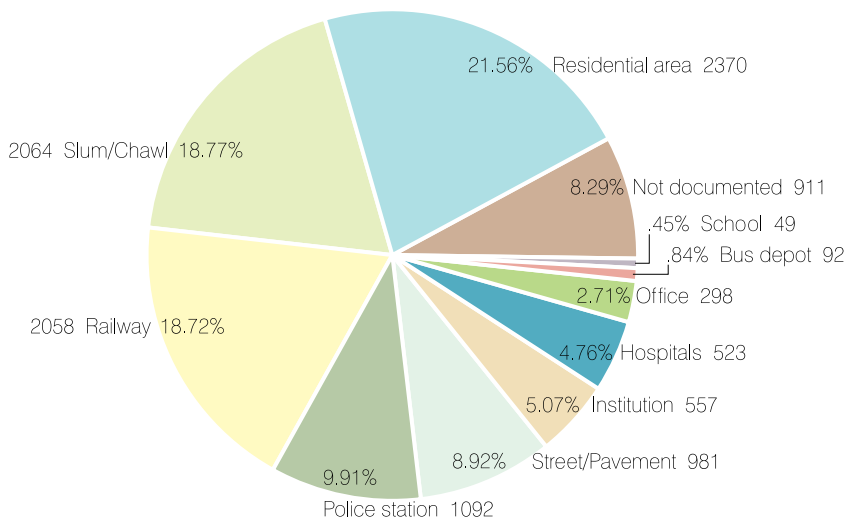


Figure 9.8: Location of calls to CHILDLINE
n=10995 Data source: ChildNET



Case Study

A secret operation was being authorized by CHILDLINE Meerut, D.I.G and the Police Officials in the city of Meerut. Putting a stop to Child Labour was the driving force of the campaign- 'Operation Masoom'. Target groups were identified, lists were classified based on the locations of Police stations in different areas and an intervention strategy was planned to rescue child labourers in Meerut, all at the same time.

On 19th April, 2010, 80 children below the age of 14 years were rescued from restaurants and dhabas all across the city. During the rescue, details of the children, their parents and the employers were all collated in order to take serious action based on the facts collected. The children were counseled and brought before the CWC who were directed to temporary care at the Bal Sadan shelter home. Simultaneously, the parents were contacted and their children were safely handed over to them.

SOUTHERN REGION



Legend
Name of City

SOUTHERN REGION

Southern region covers calls received by 30 CHILDLINES across 28 cities/districts in the states of Andhra Pradesh, Tamil Nadu, Kerala and Karnataka. Total number of Interventions done in the region was 21926.

Table 10.1: City wise distribution of calls in Southern region

Cities	Medical	Shelter	Restoration	Protection from abuse	Death related	Sponsorship	Missing Children			Total - I	Information and other calls - II	Total - I + II
							Child lost	Parents asking for help	Emotional Support & Guidance			
Tamil Nadu												
Chennai	8	179	312	613	0	1	426	451	176	2166	49630	51796
Coimbatore	23	265	107	11	2	37	6	62	66	579	28600	29179
Cuddalore	11	11	16	50	0	3	6	12	17	126	2832	2958
Kanchipuram	0	22	20	17	2	188	15	0	437	701	5632	6333
Kanyakumari	1	50	84	165	2	0	3	9	51	365	9339	9704
Madurai	13	96	15	55	5	30	7	13	86	320	14853	15173
Nagapattinam	8	20	18	15	3	0	4	17	26	111	2362	2473
Salem	0	73	249	2	0	0	5	7	13	349	23824	24173
Tirunelveli	1	65	139	11	0	11	31	13	22	293	12283	12576
Trichy	2	128	153	32	0	51	0	120	47	533	16600	17133
Kerala												
Kannur	32	55	27	134	0	75	32	7	704	1066	22886	23952
Kasargod	18	23	4	60	0	46	20	54	205	430	11640	12070
Kochi	13	104	44	69	0	57	26	34	611	958	52815	53773
Kozhikode	3	98	77	49	0	0	5	51	3164	3447	43799	47246
Malappuram	10	51	24	50	0	4	8	9	852	1008	13232	14240
Palakkad	8	67	69	79	2	10	26	2	342	605	17634	18239
Trivandrum	24	119	60	70	0	32	10	27	332	674	21633	22307
Thrissur	26	50	13	53	0	2	1	4	726	875	23188	24063
Wayanad	16	13	15	40	0	11	7	7	1850	1959	13567	15526
Andhra Pradesh												
Eluru	25	154	157	4	0	12	22	48	17	439	15794	16233
Hyderabad	148	333	59	24	0	9	62	74	73	782	78774	79556
Vijayawada	13	662	1568	323	0	0	61	416	1	3044	20380	23424
Vishakhapatnam	38	44	74	7	0	16	36	54	61	330	23556	23886
Karnataka												
Bangalore	547	730	633	387	0	83	49	50	361	2840	58371	61211
Bidar	0	0	0	0	0	0	1	0	0	1	224	225
Davangere	0	0	0	0	0	0	0	0	0	0	37	37
Dharwad	0	0	0	0	0	0	1	0	0	1	63	64
Gulbarga	9	65	134	1	0	10	1	0	35	255	2494	2749
Mangalore	38	43	13	15	0	0	9	6	58	182	17911	18093
Andaman & Nicobar												
Port Blair	10	6	0	62	0	8	6	0	61	153	2240	2393
TOTAL	1045	3526	4084	2398	16	696	886	1547	10394	24592	606193	630785

(Data Source: Monthly Report)

Figure 10.2: Intervention calls to 1098
n=21926 Data source: ChildNET

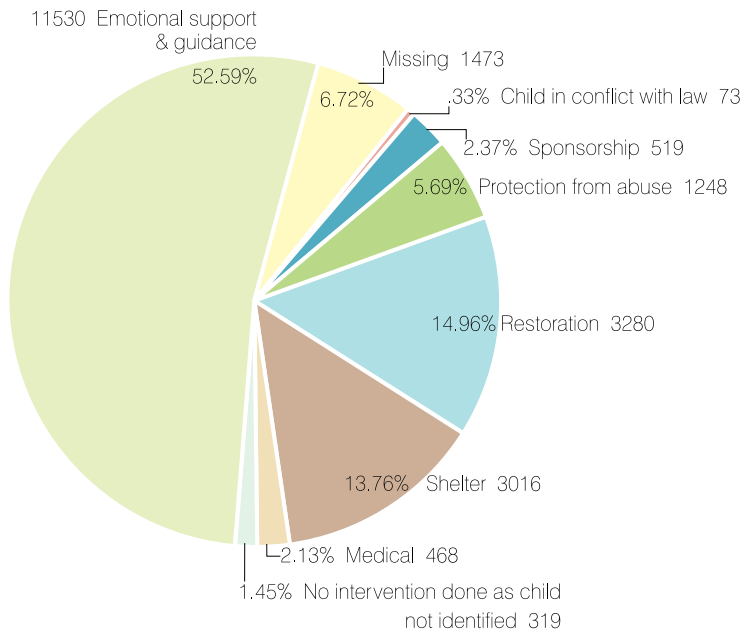


Table 10.3: Age group & Gender of children

Age Group	Male	%	Female	%	Total	%
1 to 5	457	52	422	48	879	100
6 to 10	2,165	65	1,162	35	3,327	100
11 to 15	8,436	71	3,374	29	11,810	100
16 to 18	3,342	63	1,972	37	5,314	100
19 to 25	111	47	125	53	236	100
Not documented	199	55	161	45	360	100
Total	14,710	67	7,216	33	21,926	100

Note: There is difference between the total number of Intervention cases reported in Call statistics and Child NET data. For explanation refer page no: 10.

Figure 10.3: Age group & Gender of children n=21926 Data source: ChildNET

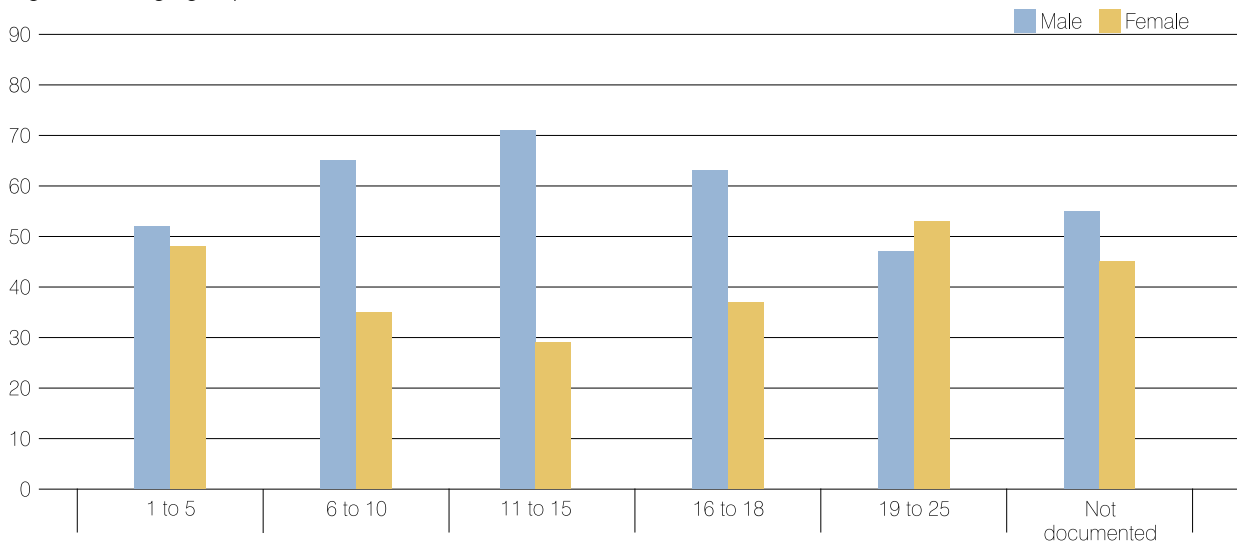


Figure 10.4: Gender of children
n=21926 Data source: ChildNET

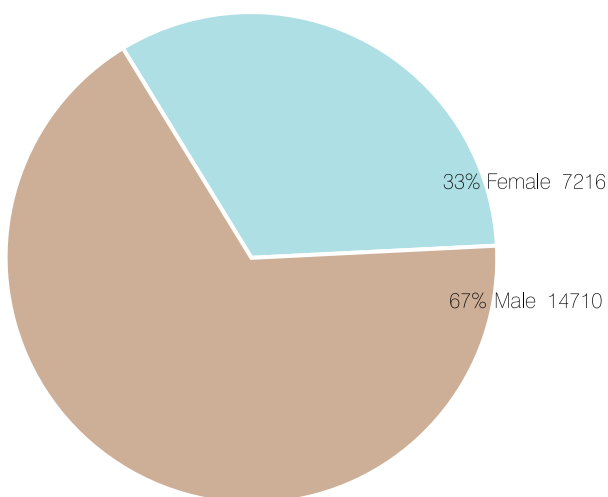


Figure 10.5: Age group of children
n=21926 Data source: ChildNET

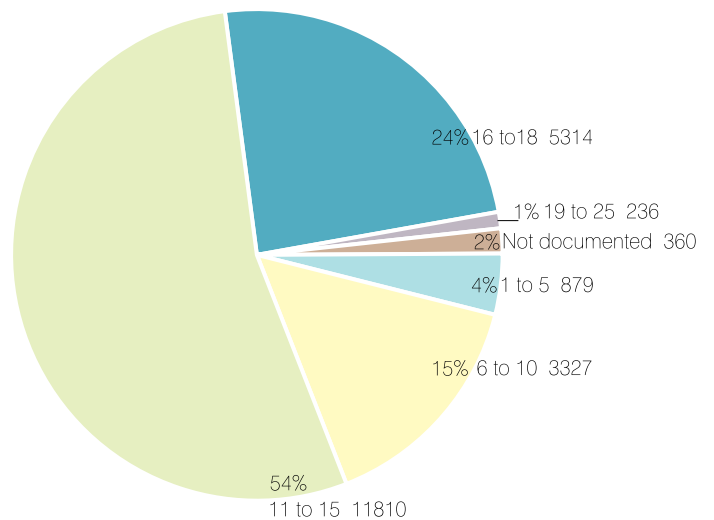


Figure 10.6: Source of cases

n=21926 Data source: ChildNET

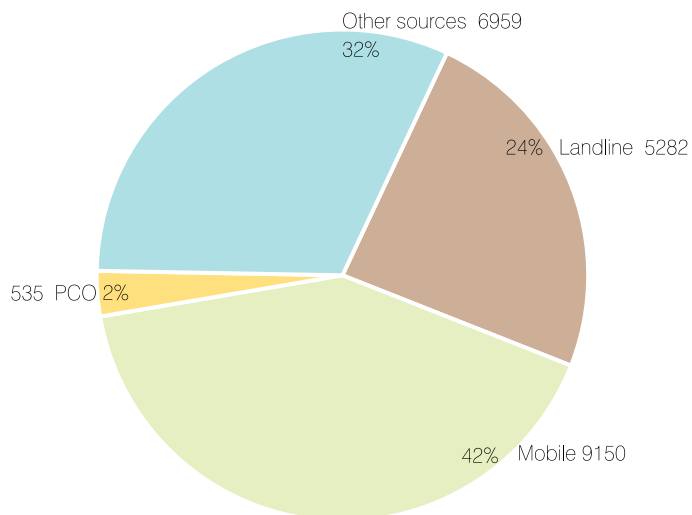


Figure 10.7: How child accessed assistance from CHILDLINE

n=21926 Data source: ChildNET

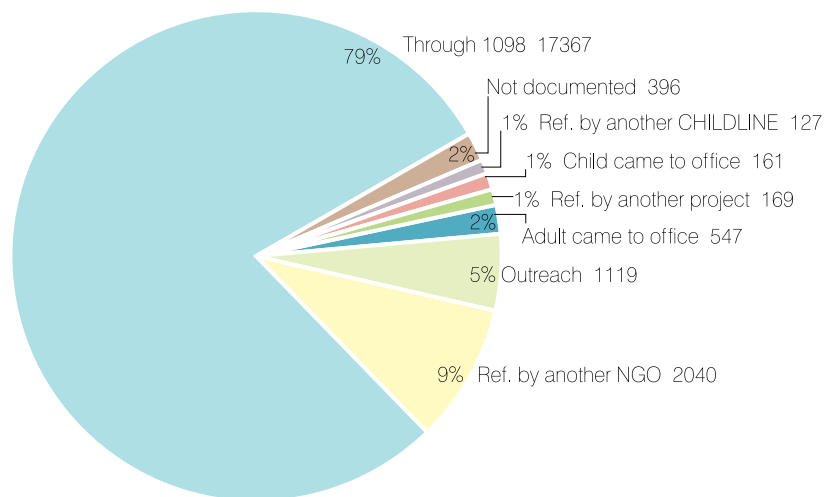
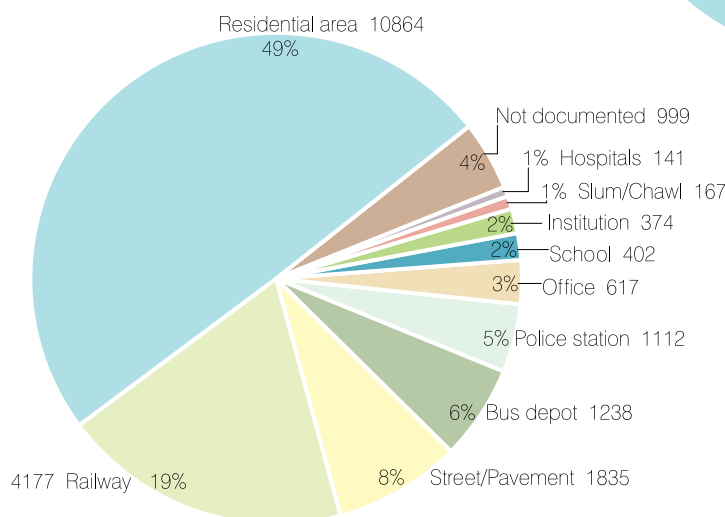


Figure 10.8: Location of calls to CHILDLINE

n=21926 Data source: ChildNET



Case Study

While patrolling the streets of Tirunelveli, the team members at CHILDLINE noticed 3 young boys- Nitin, Manjunath and Atif, roaming the streets. The team members convinced the children to accompany them to the CHILDLINE Centre in order to put them through counseling and make sense of their situation. All the 3 boys, below the age of 14 years has landed a job at the Chennai Sweet Bakery and suffered due to long hours of work and a meagre salary. The Police department and Department of Labour were notified in order to seek action. CHILDLINE Tirunelveli assisted them in the rescue operation to find yet another child labourer at the Bakery. All the 4 children were taken before the CWC who directed them to a temporary shelter home- Saranalayam.

EASTERN REGION



Legend
Name of City

EASTERN REGION

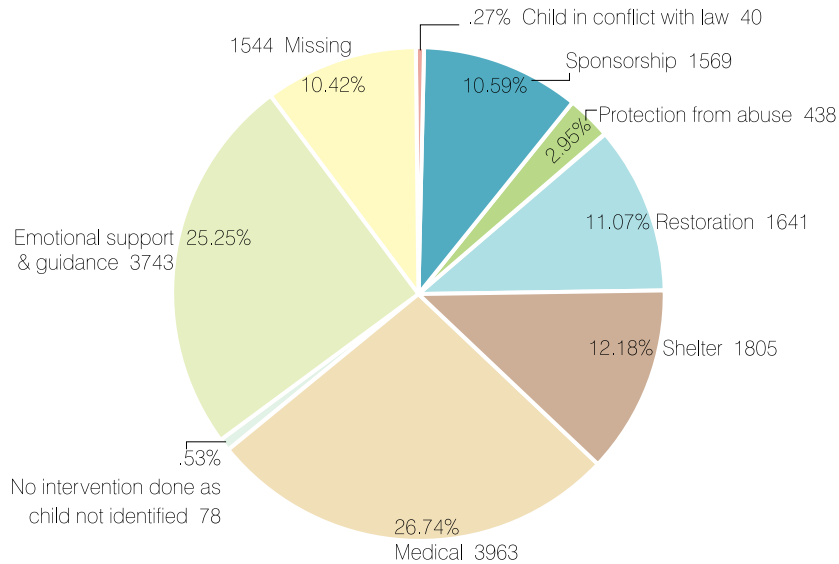
The eastern region network of CHILDLINE covers 22 cities managed by 25 collaborative organisations. It covers the states of West Bengal, Orissa, Bihar, Jharkhand, Assam, Manipur, Tripura, and Meghalaya. The total number of children assisted in the region in this period was 14821.

Table 11.1: City - wise Distribution of Calls in Eastern Region

Cities	Medical	Shelter	Restoration	Protection from abuse	Death related	Sponsorship	Missing children		Emotional Support & Guidance	Total - I	Information and other calls - II	Total - I + II
							Child lost	Parents asking for help				
West Bengal												
Kolkata	235	702	645	2	1	8	178	385	415	2571	150156	152727
Jalpaiguri	43	25	80	4	0	475	1	47	15	690	8024	8714
Murshidabad	105	16	23	46	2	423	38	62	73	788	11864	12652
Nadia	70	38	46	0	1	6	0	31	26	218	19485	19703
Paschim medinipur	21	61	79	69	0	26	0	60	79	395	15592	15987
Purba medinipur	158	137	27	88	3	89	59	72	309	942	16538	17480
South(24)Paraganas	94	58	48	2	0	12	10	137	220	581	80802	81383
Orissa												
Berhampur	234	85	103	94	17	17	15	30	140	735	15852	16587
Bhubaneshwar	136	106	197	51	1	17	1	40	302	851	8381	9232
Cuttack	186	166	31	3	6	195	41	45	448	1121	14263	15384
Puri	158	27	183	61	0	519	234	67	41	1290	12026	13316
Rourkela	655	21	73	78	0	56	160	60	436	1539	4107	5646
Bihar												
Darbhanga	373	34	50	143	1	2	208	92	303	1206	8230	9436
Kishanganj	39	1	94	5	1	0	54	16	94	304	16596	16900
Patna	433	100	94	2	0	0	12	81	110	832	15272	16104
Purnea	100	4	21	12	3	0	102	86	90	418	4118	4536
Sitamarhi	241	67	56	19	5	19	554	70	132	1163	10434	11597
Tripura												
Agartala	341	146	9	26	5	1	1	33	58	620	11138	11758
Assam												
Guwahati	0	89	148	98	0	0	97	31	3	466	12096	12562
Manipur												
Imphal	71	56	14	128	1	44	55	102	198	669	4447	5116
Meghalaya												
Shillong	45	62	35	15	0	14	18	28	34	251	5452	5703
Jharkhand												
Ranchi	73	19	54	16	0	54	14	41	6	277	5605	5882
TOTAL	3811	2020	2110	962	47	1977	1852	1616	3532	17927	450478	468405

(Data Source: Monthly Report)

Figure 11.2: Intervention calls to 1098 n=14821 Data source: ChildNET



Note: There is difference between the total number of Intervention cases reported in Call statistics and ChildNET data. For explanation refer page no:10.

Table 11.3: Age Group & Gender of children

Age Group	Male	%	Female	%	Total	%
1 to 5	830	56	643	44	1,473	100
6 to 10	3,220	65	1,760	35	4,980	100
11 to 15	3,944	65	2,138	35	6,082	100
16 to 18	715	47	798	53	1,513	100
19 to 25	73	30	174	70	247	100
Not Documented	273	52	253	48	526	100
Total	9,055	61	5,766	39	14,821	100

Figure 11.3: Age group & Gender of children n=14821 Data source: ChildNET

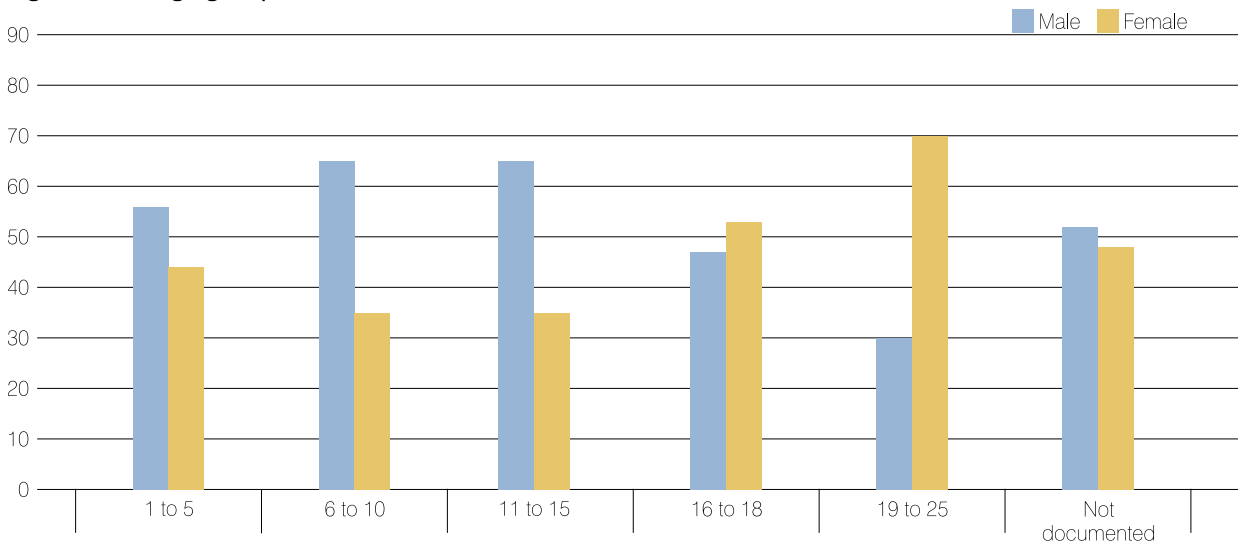


Figure 11.4: Gender of children n=14821 Data source: ChildNET

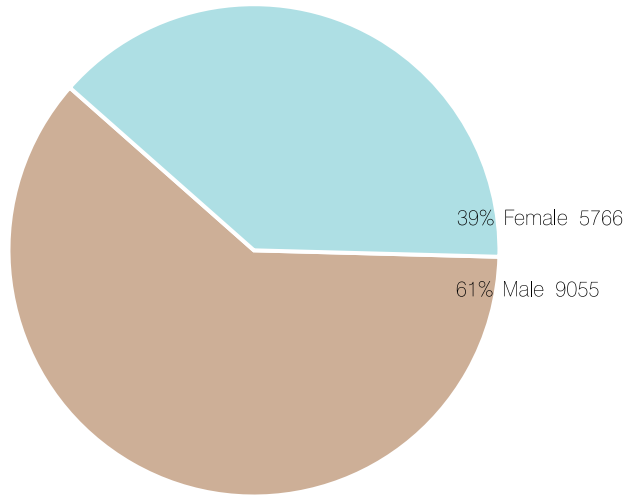


Figure 11.5: Age group of children n=14821 Data source: ChildNET

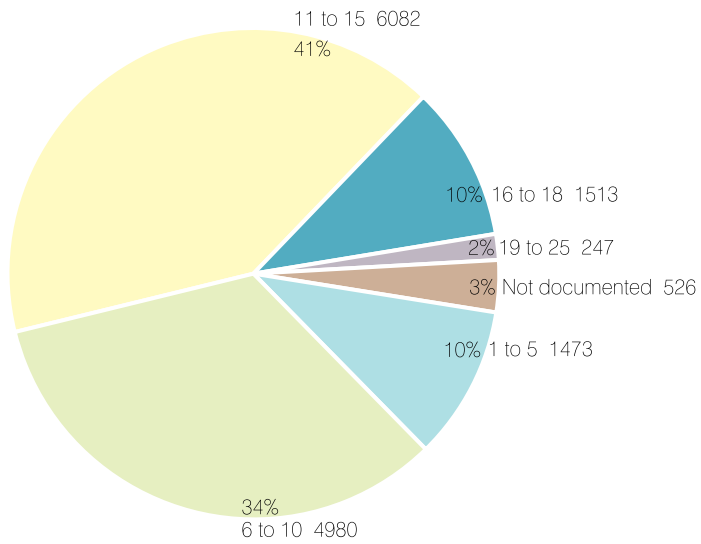


Figure 11.6: Source of cases n=14821 Data source: ChildNET

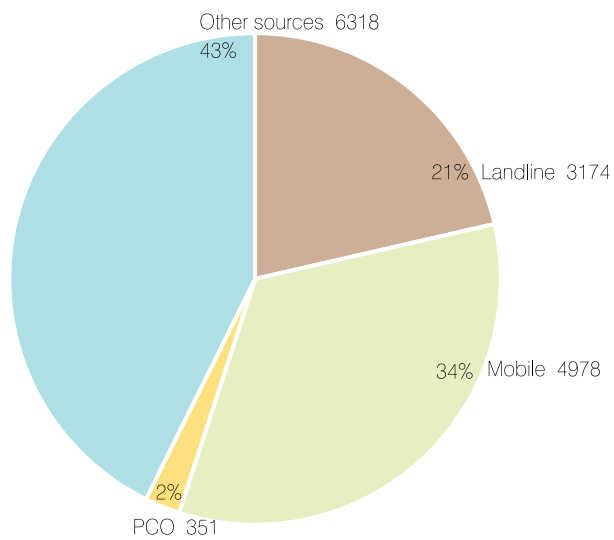


Figure 11.7: How child accessed assistance from CHILDLINE n=14821 Data source: ChildNET

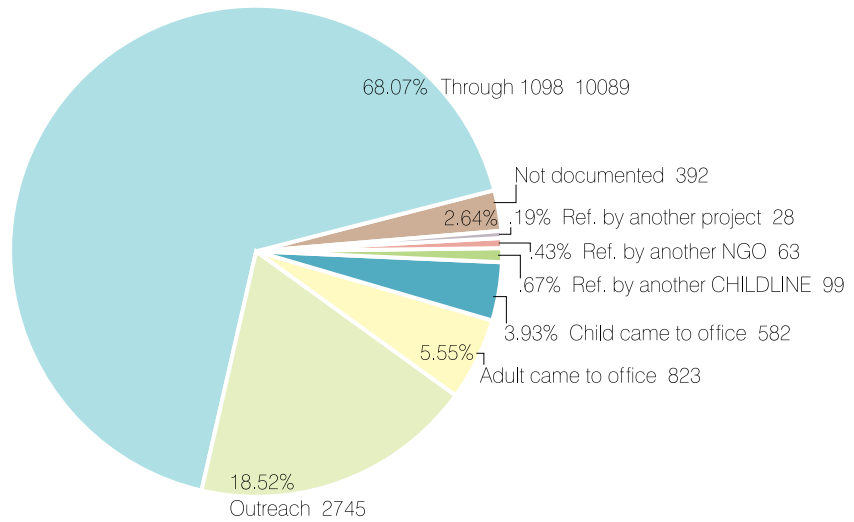
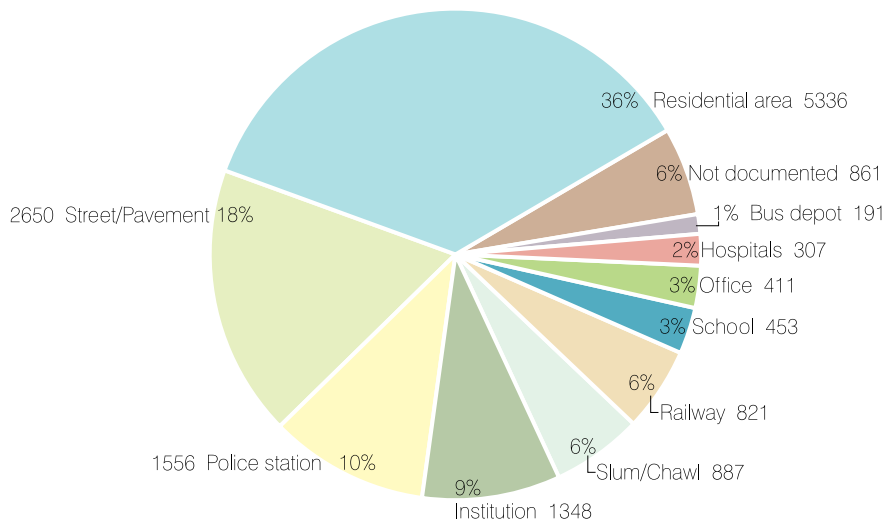


Figure 11.8: Location of calls to CHILDLINE n=14821 Data source: ChildNET



Case Study

One concerned citizen of Paschim Nagar village of Parihar Block informed on the March 15, that about five to ten children were suffering from chicken-pox and there was nobody to help them. The CHILDLINE coordinator initially requested the local people to take the children to the Block Primary Health Centre.

CHILDLINE team conducted a baseline survey of the children who were affected by chicken pox in the village. The disease was spreading rapidly like an epidemic and more than 100 children were affected by it. CHILDLINE team contacted print media and along with them approached the Secretary of the Rogi Kalyan Samity and demanded immediate action on the matter.

WESTERN REGION



Legend
Name of City

WESTERN REGION

Western region in CHILDLINE network consist of 17 cities managed by 21 collaborative organisations. These cities are in the states of Maharashtra, Madhya Pradesh, Gujarat and Goa. Total number of Children assisted in the region was 4487

Table 12.1: City wise distribution of calls in Western region

Cities	Medical	Shelter	Restoration	Protection from abuse	Death related	Sponsorship	Missing children		Emotional Support & Guidance	Total -I	Information and other calls -II	Total - I + II
							Child lost	Parents asking for help				
Maharashtra												
Mumbai	235	223	63	293	3	29	66	90	56	1058	129709	130767
Ahmednagar	15	158	18	42	2	30	29	5	12	311	18691	19002
Amaravati	7	2	2	2	0	0	4	3	1	21	2093	2114
Aurangabad	8	16	9	6	0	15	5	5	1	65	1631	1696
Kalyan	46	102	9	29	0	19	15	0	86	306	9372	9678
Nagpur	78	64	14	8	0	409	28	164	65	830	6931	7761
Nashik	62	110	85	1	1	16	3	4	72	354	25502	25856
Pune	3	23	16	137	0	17	33	40	5035	5304	203581	208885
Solapur	138	9	10	11	0	75	6	28	10	287	2677	2964
Thane	14	25	2	36	0	26	0	10	2	115	892	1007
Madhya Pradesh												
Bhopal	16	62	88	2	0	0	62	44	79	353	9117	9470
Gwalior	245	84	47	10	0	200	9	19	83	697	11569	12266
Indore	2	6	40	2	0	1	24	63	11	149	13731	13880
Ujjain	1	4	19	0	0	0	11	6	2	43	5834	5877
Gujarat												
Ahmedabad	10	110	40	54	1	38	8	14	13	288	30711	30999
Baroda	28	7	1	20	0	55	166	10	19	306	43437	43743
Goa												
Goa	37	26	16	64	0	325	1	10	73	552	706	1258
TOTAL	945	1031	479	717	7	1,255	470	515	5620	11039	516184	527223

(Data Source: Monthly Report)

Figure 12.2: Intervention calls to 1098 n=4487 Data source: ChildNET

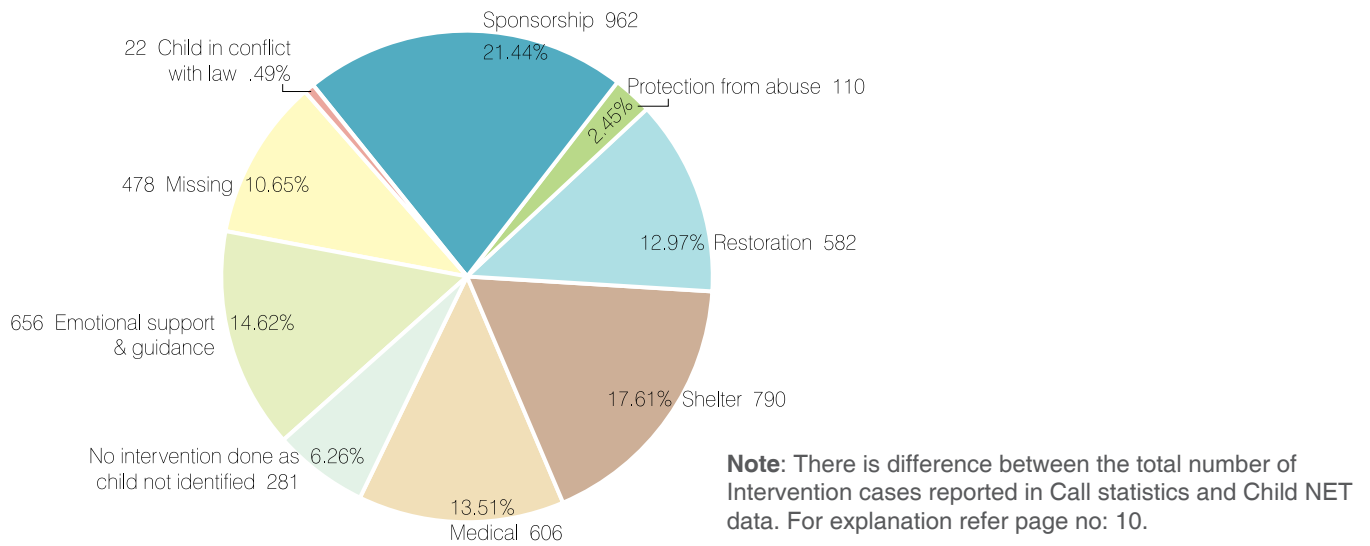


Table 12.3: Age Group & Gender of Children

Age group	Male	%	Female	%	Total	%
1 to 5	251	60	166	40	417	100
6 to 10	1,092	62	668	38	1,760	100
11 to 15	1,241	74	428	26	1,669	100
16 to 18	266	63	154	37	420	100
19 to 25	13	30	30	70	43	100
Not documented	123	69	55	31	178	100
Total	2,986	67	1,501	33	4,487	100

Figure 12.3: Age group & Gender of children n=4487 Data source: ChildNET

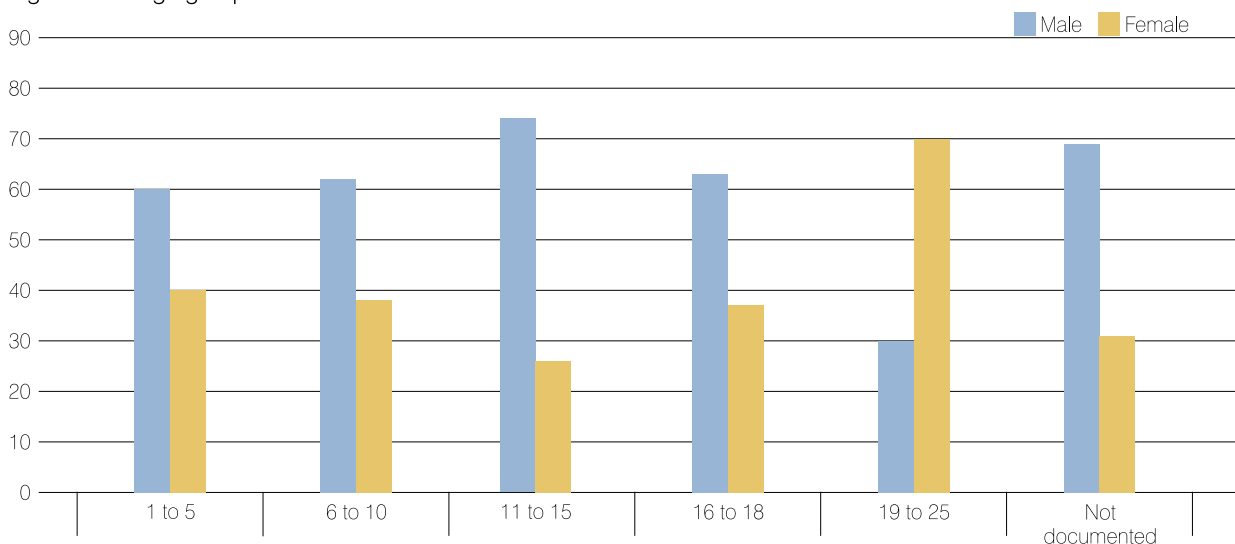


Figure 12.4: Gender of children n=4487 Data source: ChildNET

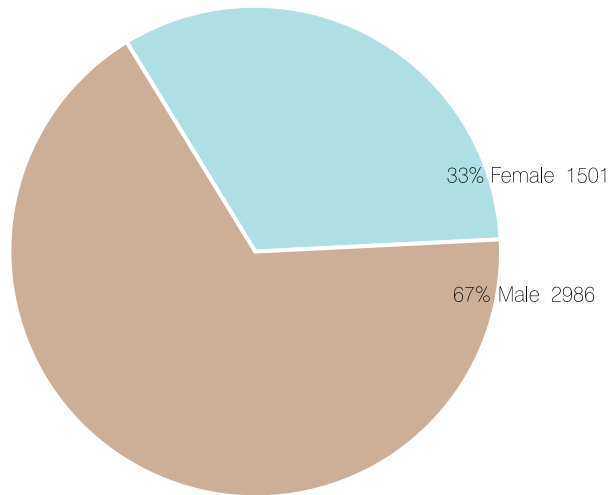


Figure 12.5: Age group of children n=4487 Data source: ChildNET

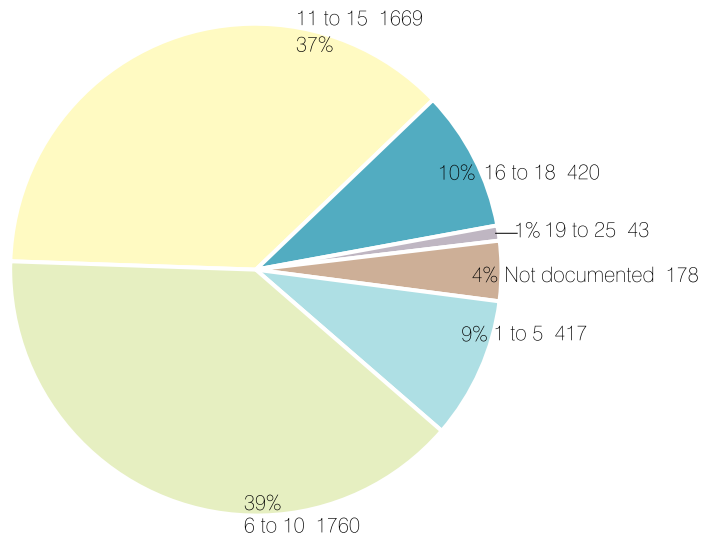


Figure 12.6: Source of cases n=4487 Data source: ChildNET

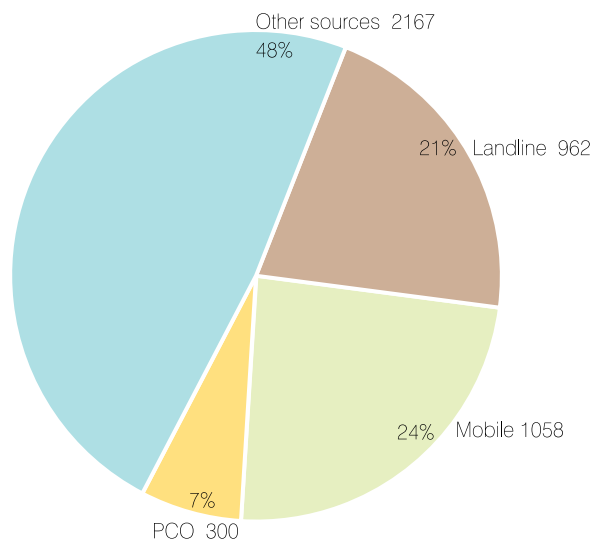


Figure 12.7: How child accessed assistance from CHILDLINE n=4487 Data source: ChildNET

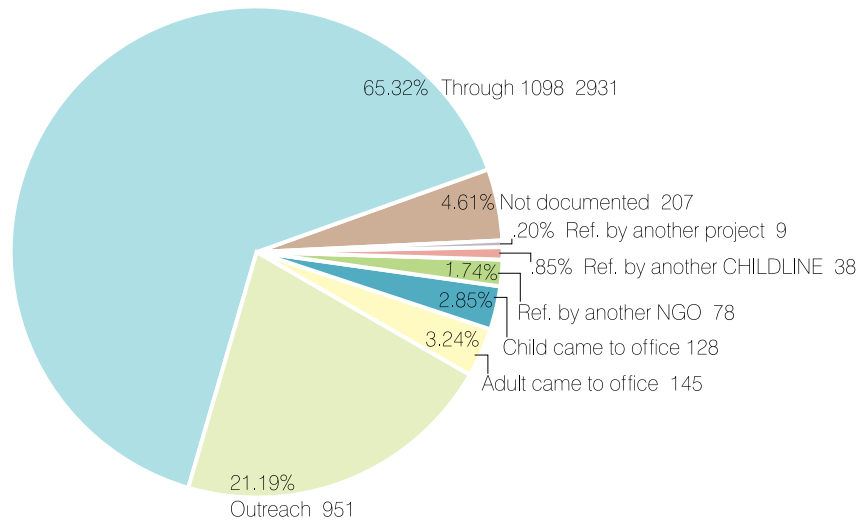
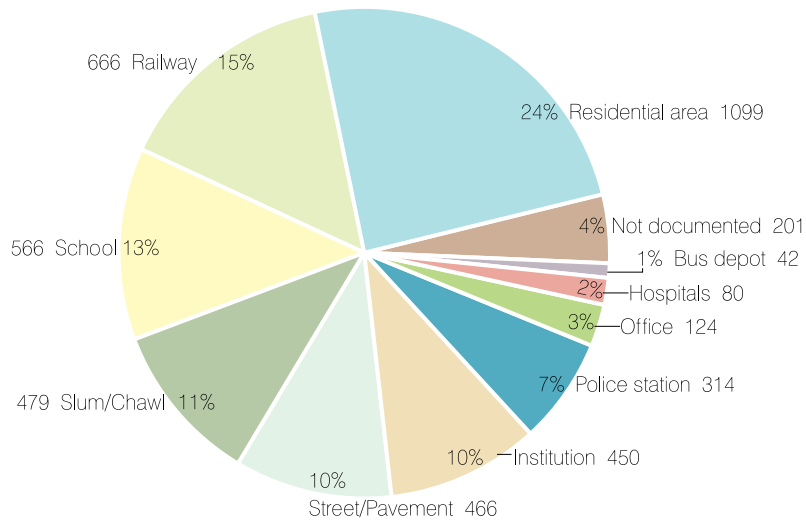


Figure 12.8: Location of calls to CHILDLINE n=4487 Data source: ChildNET



Case Study

A horror tale of a seventeen year-old girl living in slavery and abused continuously for nearly five years by a businessman's family, finally came to an end when the CHILDLINE Nagpur team came to the rescue. Arya was virtually pawned with the family of businessman Rajesh Janiani, a resident of Mankapur, around five years ago at the tender age of 12. CHILDLINE received a call from neighbours who informed them about Arya's situation and how the girl was being beaten up by the Janianis, and was found to be crying on several an occassion. The CHILDLINE team, with the help of Police officials, immediately rescued the girl. The CHILDLINE team found Arya to be in a state of trauma and refused to even speak. Moreover, the child was paid nothing for the work she did. She continued with the arrangement even after the loan amount was settled because she thought the girl was being taken care of and was even getting an opportunity at an education.

She is now undergoing rehabilitation in the Government shelter home. CHILDLINE helped to bring some sort of comfort and relief to Arya's life, and has not left it in the hands of the police, who are still continuing the case.