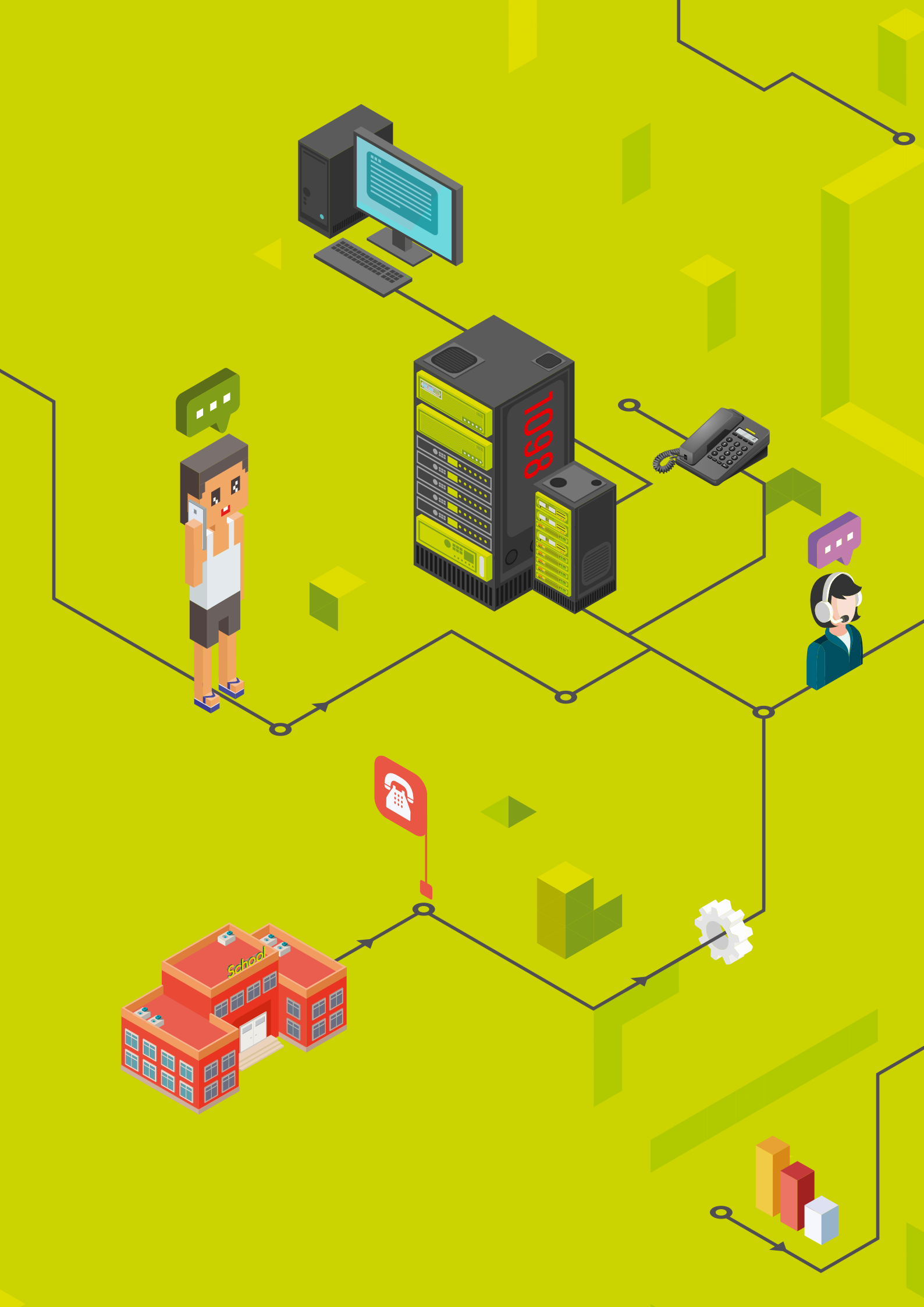


CHILDNET

Analysis of calls to 1098
Volume 10 • 2015-2016



CHILDLINE **CALLING...** IS INDIA **LISTENING?**



CHILDLINE CALLING... IS INDIA LISTENING?

VOLUME - 10, 2015 - 2016

For the period January - December 2015 and 2016

ChildNET - An analysis of calls to 1098

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

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Message from the Executive Director

Every child has the right to protection against violence, exploitation, abuse, neglect and discrimination and each citizen in the society has a responsibility to protect and ensure a child's right to care and protection. Yet, around the world, millions of children suffer emotional, physical and sexual violence.

Violence against children knows no boundaries of culture, class or education. It takes place with children in institutions, in schools and at home. Peer violence is also a concern, as is the growth in cyberbullying. Children exposed to violence and abuse live in isolation, loneliness and fear, not knowing where to turn for help, especially when the perpetrator is someone close. Children's state of gender, disability, poverty, nationality or religious origin may increase the risk of violence with the youngest ones especially being vulnerable as they are less able to speak up and seek support. This increases vulnerable children's need for special attention and help.

CHILDLINE, the largest safety network for children everyday responds to about 36,000 phone calls of children in distress, mostly of abuse and violence related cases. Over here, it is important to note that even a shorter span of violence, abuse or exploitation can have a damaging effect on a child's physical and mental health in the longer run thereby impacting the ability of the child to learn and socialize leading to an adverse effect on his/her upcoming adult life.

For CHILDLINE, the years 2015 and 2016 prompted an increase in reporting across a range of child protection issues to police, child welfare agencies and other authorities. Media, individuals and organisations calling 1098 led to an upsurge in demand for CHILDLINE services, knowledge and engagement within the available resources – human, financial and infrastructural. CHILDLINE's network expanded to 80 new locations during the last two years, CHILDLINE currently operational in 412 districts/towns while call traffic increased by more than 60% over the reporting time. Cases have been growing in numbers, demanding better knowledge, support and expertise from our ground level teams especially in legal and psycho-social domains.

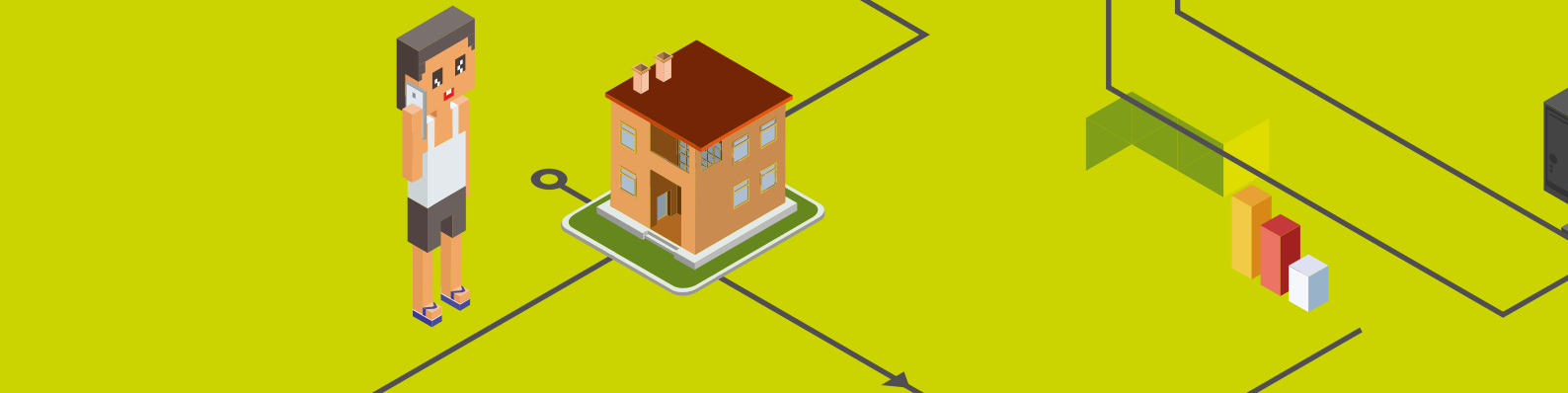
Our steering teams have been putting every effort to keep the flame of the candle burning and everyone motivated to deeply feel that although a lot has been done, much more remains to be accomplished. We are still far away from our goal of ensuring that every child in India is protected from abuse, exploitation and discrimination and can reach out for care, protection and rehabilitation.

CHILDLINE's goal is to ensure that every child comes under the safety net and is provided care, protection and support. With this thought in mind, we are delighted to present CHILDLINE India Foundation's CHILDLINE calling... is India listening? CHILDLNET Edition 10 - an analysis of calls to 1098 (2015 & 2016) to you.

We aspire and commit to create a wider and stronger safety net for our children as we move ahead.

We look forward to your continued support and cooperation in our ongoing efforts to secure, restore and ensure dignity of every child in this country. On behalf of the children of nation, I thank you for your gracious concern.

Dr. Anjaiah Pandiri, Ph.D
Executive Director & Member Secretary
CHILDLINE India Foundation



CONTENTS

	Page
1. ABOUT CHILDLINE	14
1.1 What is CHILDLINE?	15
1.2 Target Audience	15
1.3 Structure of CHILDLINE at the city level	15
1.4 CHILDLINE 1098 - How it works	16
2. PREVIEW	18
2.1 Objectives of this publication	19
2.2 Features of CRM	19
2.3 Data source for compiling this publication	19
2.4 Call classification	20
3. CHILDLINE CONTACT CENTRE (CCC)	22
4. NATIONAL ANALYSIS OF CALLS	26
4.1 National calls to CHILDLINE 1098	27
4.2 Intervention Calls to 1098	27
4.3 Zonal view of CHILDLINE Interventions	31
5. REASONS FOR CALLING CHILDLINE 1098	35
5.1 Reasons for Calling CHILDLINE 1098	36
5.2 Breakup of Reasons for calling CHILDLINE 1098	38
6. FROM WHERE DO CHILDREN CALL CHILDLINE 1098?	46
6.1 How children come in contact with CHILDLINE	47
6.2 Telecom service accessed	50
6.3 Location of calls	53



	Page
7. PROFILE OF CALLER & CHILDREN	54
7.1 Profile of Caller	55
7.2 Gender of Children Calling CHILDLINE	57
7.3 Age Group of Children Assisted	57
7.4 Education Status of Children	57
7.5 Living Arrangement of the Children	58
7.6 Family Situation of Children	59
8. INTERVENTION AND ASSISTANCE BY CHILDLINE	60
8.1 Nature of Intervention by CHILDLINE	61
8.2 Medical Related Assistance Provided by CHILDLINE	61
8.3 Assistance for Shelter	70
8.4 Restoration	76
8.5 Protection from Abuse: Protecting Children from Abuse and Neglect	83
8.6 Calls requesting CHILDLINE for Sponsorship assistance	103
8.7 Calls requesting CHILDLINE for assistance for Child in conflict with law	110
8.8 Calls reporting children who are missing	115
8.9 Children call up CHILDLINE seeking Emotional Support & Guidance (ES&G)	121
8.10 Children calling CHILDLINE for several other kind of Intervention	127
9. EASTERN REGION	134
10. NORTHERN REGION	141
11. SOUTHERN REGION	147
12. WESTERN REGION	154

List of Figures

Page

Figure 3.1:	Number of cities connected to CCC in 2015 and 2016	25
Figure 3.2:	Call distribution by day of week	25
Figure 4.2:	Distribution of Intervention calls to 1098	28
Figure 4.2.1:	Gender wise distribution of intervention cases – 2015	30
Figure 4.2.1:	Gender wise distribution of intervention cases – 2016	31
Figure 4.3:	Interventions across zones - 2015	32
Figure 4.3:	Interventions across zones - 2016	32
Figure 4.3.1:	Share of zones in CHILDLINE interventions	33
Figure 4.3.2:	Share of CHILDLINE cities	34
Figure 5.1:	Reasons for calling CHILDLINE 1098	38
Figure 5.2.1:	Abuse & Violence: sub reasons	39
Figure 5.2.2:	Child labour: sub reasons	40
Figure 5.2.3:	Missing children: The place where children went missing	40
Figure 5.2.4:	Education related: sub reasons	41
Figure 5.2.5:	Runaway: sub reasons	42
Figure 5.2.6:	Physical health: sub reasons	43
Figure 5.2.7:	Homeless: sub reasons	44
Figure 5.2.8:	Lack of resources: sub reasons	45
Figure 6.1:	How children come in contact with CHILDLINE	47
Figure 6.1.1:	Access to CHILDLINE 1098 split by intervention type – 2015	49
Figure 6.1.1:	Access to CHILDLINE 1098 split by intervention type – 2016	50
Figure 6.2:	Calls to CHILDLINE from different telephone sources	50
Figure 6.2.1:	Calls to CHILDLINE from different telephone sources and interventions – 2015	51
Figure 6.2.1:	Calls to CHILDLINE from different telephone sources and interventions – 2016	51
Figure 6.3:	Location of calls to CHILDLINE	53
Figure 7.1:	Profile of callers to CHILDLINE	55
Figure 7.1.1:	Caller types using different choices of telephones – 2015	56
Figure 7.1.1:	Caller types using different choices of telephones – 2016	56
Figure 7.2:	Gender of children	57
Figure 7.3:	Age group of children assisted	57
Figure 7.4:	Education status of children	57
Figure 7.5:	Living arrangement of children	58
Figure 7.6:	Family structures of children	59
Figure 8.2:	Medical: sub intervention	62
Figure 8.2.1:	Ailments treated by OPD	62
Figure 8.2.2:	Ailments treated by hospitalization	63
Figure 8.2.3:	Source for medical assistance cases – 2015	65
Figure 8.2.3:	Source for medical assistance cases – 2016	66

List of Figures

Page

Figure 8.2.4:	Age group and gender of the children seeking for medical assistance – 2015	67
Figure 8.2.4:	Age group and gender of the children seeking for medical assistance – 2016	67
Figure 8.2.5:	How the child accessed assistance from CHILDLINE for medical support/intervention – 2015	68
Figure 8.2.5:	How the child accessed assistance from CHILDLINE for medical support/intervention – 2016	69
Figure 8.3:	Shelter: sub intervention	71
Figure 8.3.1:	Source for shelter assistance cases – 2015	72
Figure 8.3.1:	Source for shelter assistance cases – 2016	72
Figure 8.3.2:	Age group and gender of the children seeking for shelter assistance – 2015	73
Figure 8.3.2:	Age group and gender of the children seeking for shelter assistance – 2016	74
Figure 8.3.3:	How the child accessed assistance from CHILDLINE for shelter support/intervention – 2015	75
Figure 8.3.3:	How the child accessed assistance from CHILDLINE for shelter support/intervention – 2016	75
Figure 8.4:	Restoration: sub intervention	77
Figure 8.4.1:	Source for restoration assistance cases – 2015	78
Figure 8.4.1:	Source for restoration assistance cases – 2016	79
Figure 8.4.2:	Age group and gender of the children restored – 2015	80
Figure 8.4.2:	Age group and gender of the children restored – 2016	80
Figure 8.4.3:	How the child accessed assistance from CHILDLINE for restoration support/intervention – 2015	81
Figure 8.4.3:	How the child accessed assistance from CHILDLINE for restoration support/intervention – 2016	82
Figure 8.5.1:	Types of abuse	84
Figure 8.5.1.1:	Type of abuser	85
Figure 8.5.2:	Gender split in various types of abuse cases – 2015	86
Figure 8.5.2:	Gender split in various types of abuse cases – 2016	87
Figure 8.5.3:	Age wise split of abuse cases to CHILDLINE 1098 – 2015	89
Figure 8.5.3:	Age wise split of abuse cases to CHILDLINE 1098 – 2016	90
Figure 8.5.4:	Types of sexual abuse	92
Figure 8.5.4.1:	Type of sexual abuser	93
Figure 8.5.5:	Age wise split of sexual abuse cases	94
Figure 8.5.5.1:	Age wise split of sexual abuse cases – 2015	95
Figure 8.5.5.1:	Age wise split of sexual abuse cases – 2016	95
Figure 8.5.6:	Protection from abuse: sub intervention	96
Figure 8.5.7:	Source for protection from abuse assistance cases – 2015	98
Figure 8.5.7:	Source for protection from abuse assistance cases – 2016	99
Figure 8.5.8:	Age group and gender of the children protected from abuse and violence – 2015	100
Figure 8.5.8:	Age group and gender of the children protected from abuse and violence – 2016	100
Figure 8.5.9:	How the child accessed assistance from CHILDLINE for protection from abuse support/ intervention – 2015	102
Figure 8.5.9:	How the child accessed assistance from CHILDLINE for protection from abuse support/ intervention – 2016	102
Figure 8.6:	Sponsorship: sub intervention	104
Figure 8.6.1:	Source for sponsorship assistance cases – 2015	105
Figure 8.6.1:	Source for sponsorship assistance cases – 2016	105
Figure 8.6.2:	Age group and gender of the children provided sponsorship – 2015	106
Figure 8.6.2:	Age group and gender of the children provided sponsorship – 2016	107

List of Figures

Page

Figure 8.6.3:	How the child accessed assistance from CHILDLINE for sponsorship support/intervention – 2015	108
Figure 8.6.3:	How the child accessed assistance from CHILDLINE for sponsorship support/intervention – 2016	109
Figure 8.7:	Child in conflict with law: sub intervention	110
Figure 8.7.1:	Source for Child in conflict with law assistance cases – 2015	111
Figure 8.7.1:	Source for Child in conflict with law assistance cases – 2016	111
Figure 8.7.2:	Age group and gender of the children in conflict with law – 2015	112
Figure 8.7.2:	Age group and gender of the children in conflict with law – 2016	113
Figure 8.7.3:	How the child accessed assistance from CHILDLINE for Child in conflict with law support/intervention – 2015	114
Figure 8.7.3:	How the child accessed assistance from CHILDLINE for Child in conflict with law support/intervention – 2016	114
Figure 8.8:	Missing: sub-intervention	115
Figure 8.8.1:	Source for missing child assistance cases – 2015	116
Figure 8.8.1:	Source for missing child assistance cases – 2016	117
Figure 8.8.2:	Age group and gender of the missing children – 2015	118
Figure 8.8.2:	Age group and gender of the missing children – 2016	118
Figure 8.8.3:	How the child accessed assistance from CHILDLINE for missing children support/intervention – 2015	119
Figure 8.8.3:	How the child accessed assistance from CHILDLINE for missing children support/intervention – 2016	120
Figure 8.9:	Emotional support & guidance: sub intervention	121
Figure 8.9.1:	Source for Emotional support & guidance assistance cases – 2015	122
Figure 8.9.1:	Source for Emotional support & guidance assistance cases – 2016	123
Figure 8.9.2:	Age group and gender of the children seeking Emotional support & guidance – 2015	124
Figure 8.9.2:	Age group and gender of the children seeking Emotional support & guidance – 2016	124
Figure 8.9.3:	How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention – 2015	125
Figure 8.9.3:	How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention – 2016	126
Figure 8.10:	Other intervention: sub intervention	128
Figure 8.10.1:	Source for other intervention assistance cases – 2015	129
Figure 8.10.1:	Source for other intervention assistance cases – 2016	130
Figure 8.10.2:	Age group and gender of the children contacted for other intervention – 2015	131
Figure 8.10.2:	Age group and gender of the children contacted for other intervention – 2016	131
Figure 8.10.3:	How the child accessed assistance from CHILDLINE for other intervention – 2015	132
Figure 8.10.3:	How the child accessed assistance from CHILDLINE for other intervention – 2016	133
Figure 9.1:	Intervention calls to 1098	135
Figure 9.2:	Age group and gender of children – 2015	136
Figure 9.2:	Age group and gender of children – 2016	137
Figure 9.3:	Gender of children	137
Figure 9.4:	Age group of children	138

List of Figures

Page

Figure 9.5:	Calls to CHILDLINE from different telephone sources	138
Figure 9.6:	How the child accessed assistance from CHILDLINE	139
Figure 9.7:	Location of calls to CHILDLINE	139
Figure 10.1:	Intervention calls to 1098	142
Figure 10.2:	Age group & gender of children – 2015	143
Figure 10.2:	Age group & gender of children – 2016	143
Figure 10.3:	Gender of children	144
Figure 10.4:	Age group of children	144
Figure 10.5:	Calls to CHILDLINE from different telephone sources	145
Figure 10.6:	How the child accessed assistance from CHILDLINE	145
Figure 10.7:	Location of calls to CHILDLINE	146
Figure 11.1:	Intervention calls to 1098	148
Figure 11.2:	Age group & gender of children – 2015	149
Figure 11.2:	Age group & gender of children – 2016	149
Figure 11.3:	Gender of children	150
Figure 11.4:	Age group of children	150
Figure 11.5:	Calls to CHILDLINE from different telephone sources	151
Figure 11.6:	How the child accessed assistance from CHILDLINE	151
Figure 11.7:	Location of calls to CHILDLINE	152
Figure 12.1:	Intervention calls to 1098	155
Figure 12.2:	Age group & gender of children – 2015	156
Figure 12.2:	Age group & gender of children – 2016	156
Figure 12.3:	Gender of children	157
Figure 12.4:	Age group of children	157
Figure 12.5:	Calls to CHILDLINE from different telephone sources	158
Figure 12.6:	How the child accessed assistance from CHILDLINE	158
Figure 12.7:	Location of calls to CHILDLINE	159

List of Tables

Page

Table 3.1:	Overview of CCC in 2015 and 2016	24
Table 4.1:	Zone wise distribution of national calls to CHILDLINE 1098	27
Table 4.2:	Intervention calls to 1098	27
Table 4.2.1:	Gender wise distribution of intervention cases	30
Table 4.3:	Interventions across zones	31
Table 4.3.1:	Average number of calls and cases per city, per year	33
Table 5.1:	Reasons for calling CHILDLINE 1098	37
Table 6.1.1:	Access to CHILDLINE 1098 split by intervention type	48
Table 6.2.1:	Calls to CHILDLINE from different telephone sources and interventions	51
Table 7.1.1:	Caller types using different choices of telephones	55
Table 8.2.3:	Source for medical assistance cases	65
Table 8.2.4:	Age group and gender of the children seeking for medical assistance	66
Table 8.2.5:	How the child accessed assistance from CHILDLINE for medical support/intervention	68
Table 8.3.1:	Source for shelter assistance cases	71
Table 8.3.2:	Age group and gender of the children seeking for shelter assistance	73
Table 8.3.3:	How the child accessed assistance from CHILDLINE for shelter support/intervention	74
Table 8.4.1:	Source for restoration assistance cases	78
Table 8.4.2:	Age group and gender of the children restored	79
Table 8.4.3:	How the child accessed assistance from CHILDLINE for restoration support/intervention	81
Table 8.5.1:	Types of abuse and abuser - 2015 & 2016	83
Table 8.5.2:	Gender split in various types of abuse cases - 2015 & 2016	86
Table 8.5.3:	Age wise split of abuse cases to CHILDLINE 1098 - 2015 & 2016	88
Table 8.5.4:	Types of sexual abuse and abuser - 2015 & 2016	91
Table 8.5.5:	Age wise split of sexual abuse cases - 2015 & 2016	94
Table 8.5.7:	Source for protection from abuse assistance cases	98
Table 8.5.8:	Age group and gender of the children protected from abuse and violence	99
Table 8.5.9:	How the child accessed assistance from CHILDLINE for protection from abuse support/ intervention	101
Table 8.6.1:	Source for sponsorship assistance cases	104
Table 8.6.2:	Age group and gender of the children provided sponsorship	106
Table 8.6.3:	How the child accessed assistance from CHILDLINE for sponsorship support/ intervention	107
Table 8.7.1:	Source for Child in conflict with law assistance cases	110
Table 8.7.2:	Age group and gender of the children in conflict with law	112
Table 8.7.3:	How the child accessed assistance from CHILDLINE for Child in conflict with law support/ intervention	113
Table 8.8.1:	Source for missing child assistance cases	116
Table 8.8.2:	Age group and gender of the missing children	117

List of Tables

Page

Table 8.8.3:	How the child accessed assistance from CHILDLINE for missing children support/ intervention	119
Table 8.9.1:	Source for Emotional support & guidance assistance cases	122
Table 8.9.2:	Age group and gender of the children seeking Emotional support & guidance	123
Table 8.9.3:	How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention	125
Table 8.10.1:	Source for other intervention assistance cases	129
Table 8.10.2:	Age group and gender of the children contacted for other intervention	130
Table 8.10.3:	How the child accessed assistance from CHILDLINE for other intervention	132
Table 9.2:	Age group and gender of children	136
Table 10.2:	Age group and gender of children	142
Table 11.2:	Age group and gender of children	148
Table 12.2:	Age group and gender of children	155

Annexures

Annexure – 1	City wise distribution of calls in the Eastern region – 2015	161
Annexure – 2	City wise distribution of calls in the Eastern region - 2016	164
Annexure – 3	City wise distribution of calls in the Northern region - 2015	168
Annexure – 4	City wise distribution of calls in the Northern region - 2016	171
Annexure – 5	City wise distribution of calls in the Southern region – 2015	174
Annexure – 6	City wise distribution of calls in the Southern region – 2016	177
Annexure – 7	City wise distribution of calls in the Western region – 2015	180
Annexure – 8	City wise distribution of calls in the Western region – 2016	182

EXECUTIVE SUMMARY

“**CHILDLINE Calling...is India Listening?**” presents an analysis of data for the period January - December -2015 and 2016. 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%)
- Higher number of boys (59%) than girls (41%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 6% of calls are made by children either for themselves or to refer about a friend, 38% of the calls come from CHILDLINE member (CHILDLINE member includes cases from CHILDLINE team member, volunteer, coordinator, director and CIF personnel), 20% from concerned adults, 16% from family members, 17% allied system, and 3% from NGO personnel.

Calls

During the year 2015 CHILDLINE received a total of 76, 99,208 calls whereas in 2016 CHILDLINE received 128, 31,631 calls. It is important to note that 2015 is the first year in which all CHILDLINE cities were connected to CHILDLINE contact center. This resulted in a surge of calls.

Of the total calls a total of 1, 21,304 intervention calls were recorded in 2015 and 1, 72,749 in 2016. Of this in 2015 the south zone, with 94 cities covered by CHILDLINE, accounted for 36%; the east zone with 101 cities, accounted for 33% whereas in 2016 the south zone, with 100 cities covered by CHILDLINE, accounted for 34%; the east zone with 116 cities, accounted for 30%.

Source of Calls

Of the total intervention cases, 41% were received as calls on 1098 in both the years. Cases received by CHILDLINE teams during Outreach activity accounted for 41% in 2015 and 43% in 2016. Of all calls that came to 1098 on phone for direct intervention, only 0.12% came from PCOs in 2015 and in 2016 it has gone further down to 0.11%, 6% through landlines in 2015 and 3% in 2016 (including landlines of private telecom service providers) and a significant 51% in 2015 and 53% in 2016 came from mobile phones. 10% of mobile callers are children in both the years. Of phone calls, 43% came from residential areas in 2015 and 44% in 2016, 5% from Railway stations/ property in 2015 and 8% in 2016 and 10% from streets/pavements in 2015 and 8% in 2016 and 11% from police station in 2015 and 9% in 2016.

This pattern demonstrates the decline in the availability of PCOs and the consequent lack of access for children on the streets to call 1098. The decline in children calling us is the fallout. This is also seen in the increasing incidence of middle class children calling 1098 from mobile phones. The issues of such children, while remaining within the broad ambit of children's issues is different from that of the most acutely marginalised children.

Reasons for calling

Abuse & Violence related issues (16%) followed by Child labour (15%), Missing (13%) 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 was 28.26% in 2015 and 22.81% in 2016.



- Protection from abuse related interventions were 17.86% in 2015 and 18.67% in 2016 respectively.
- Shelter accounted for 18.57% in 2015 and 16.66% in 2016.
- Medical interventions were provided in 9.19% of cases in 2015 and 8.44% in 2016.

CHILDLINE Contact Centre

CCC is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility in Mumbai, Kolkata, Chennai, Bangalore and Gurgaon. All cities were connected to it by the end of the fourth quarter in the year 2014, CCC Chennai commenced operation on 11th November, 2014, and CCC Kolkata commenced operation on 16th December, 2014. All data post these dates are from CCC. 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).

1 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 2016, CHILDLINE was operational in 406 cities of India spread across 35 states and Union Territories; CHILDLINE 1098 receives over 13 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives approximately 20% of all children's calls on helplines working worldwide. As of December end, 2016, CHILDLINE has responded to over 54 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 which introduced the comprehensive Integrated Child Protection Scheme (ICPS) had 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 the ICPS.

1.2 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

1.3 Structure of CHILDLINE at the city level

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

- CHILDLINE Advisory Board (CAB) and Open House: 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 intervention cases, provides

emergency intervention if required, links the children to the services for ultimate rehabilitation, conducts awareness and outreach programmes and documents every case 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. In the years for which this publication is reporting, there were six CCCs located in Mumbai(2), Kolkata, Chennai, Bangalore and Gurgaon; it receives calls to 1098 from all cities. 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.

1.4 CHILDLINE 1098 - How it works

The intervention methodology

During the period under review calls to 1098 in all cities/districts are serviced by the CHILDLINE Contact Centre (CCC) located at Mumbai, Kolkata, Chennai, Bangalore and Gurgaon. Hence all calls to 1098 in all the regions are routed to the CCC.

The CCC is a modern facility using contemporary BPO technology. Hence a 1098 call landing at CCC is immediately transferred by a "Switch"/ Server to an agent (Childline Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management software) server. The CRM server then pops opens a screen for the CCO to enter the details of the incoming call even while conversing with the caller. The CRM server prompts the CCO with scripts. Once the conversation is done and the CCO decides that this is an Intervention Call requiring direct intervention, the CCO dials an out bound call to the IU in the city (of the caller) and informs the CHILDLINE team of the complete details, the CCO then seeks an ETM (Estimated Time for Meeting the child) from the team and calls back at the requisite time to determine the nature of interventions done and the status of the case. The CRM server collates the details of all such cases and generates periodic reports. During the course of each month every CHILDLINE team also reports to CCC details of cases received directly by the local team either at their office or during Outreach activities. Thus in this model the voice domain of CHILDLINE (response to calls) are handled by CCC and the direct intervention is handled by the IU (Intervention Unit- local Childline Collab partner). The CCC is a 24x7 operation and tracks all calls coming in including those that land at the switch but are either terminated or 'abandoned' before a CCO can answer it. All calls are recorded for a limited period of time.

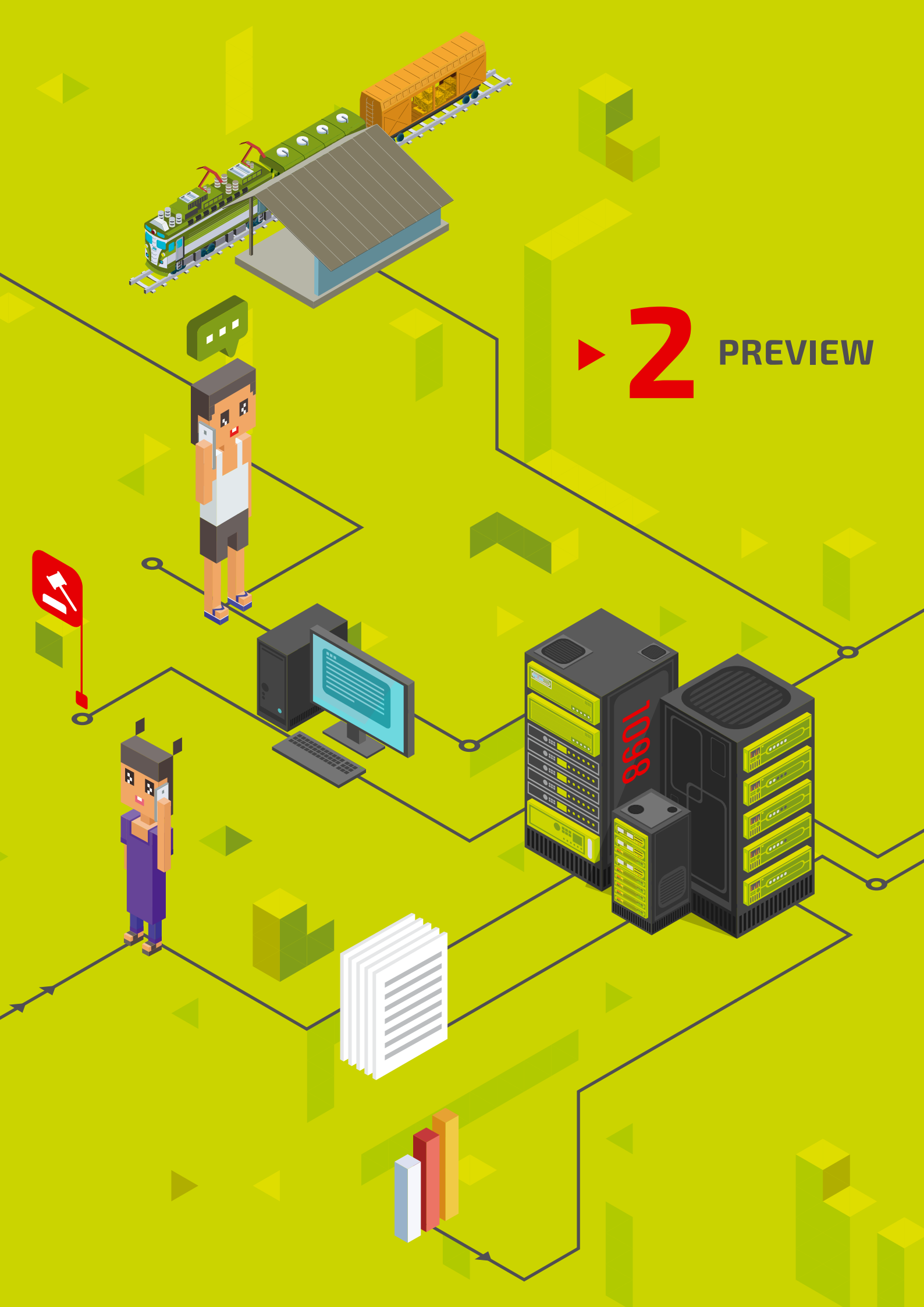
If the team member feels that he will not be able to reach the child soon, assistance from a support organisation that is located in the vicinity of the caller is sought. After the emergency is addressed the next step is to link the child with long-term rehabilitation. This involves referral and networking 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.



▶ **2** PREVIEW

CHILDLINE Calling...Is India Listening ? (Volume - 10), is CHILDLINE India Foundation's tenth compilation of data from CHILDLINE partners across 360 cities/districts in India for the period January – December 2015 and 406 cities/ districts for the period January - December 2016. The comprehensive data captured 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. 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: 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 Talisma CRM

CRM designed by Talisma is deployed at CHILDLINE Contact Centre across all locations which is connected to a centralized server. CRM is used to document information and case history of calls on 1098. Cases are registered and documented into CRM and the respective CHILDLINE Contact Centre, using state of the art technology, data is extracted from the central server for analysis that has data stored from all CCC at the National level. It is also used to record information received from Intervention units of CHILDLINE. CCC follows a series of drop-down menus, to record and track every call received. The data is aggregated into national statistics, analysed and feedback is provided to the concerned departments. Data extracted from CRM 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 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 are documented from the monthly reports received by 360 CHILDLINE nationally amounted to 156324 calls in January 2015 - December 2015 and by 406 CHILDLINE nationally amounted to 204485 calls in January 2016 – December 2016, whereas, the total number of Intervention cases reported were 121304 for 2015 and 1, 72,749 for 2016, representing, approximately 78% of the total intervention calls documented in 2015 and 84% in 2016 (as compared to monthly report). Variation in figures reported is due to a variety of factors: The team members expressed difficulty in getting information from the caller especially in cases where counselling

was provided. Hence, the basic details were noted whereas, information captured in CRM requires complete case file to be filled for each intervention case.

Call statistics 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 CRM, the case related data has to be entered in detail. In this instance, all the cases reported into CRM if not completely updated due of lack of information hence there will be some variations.

This publication is based on the analysis of calls captured at the CCC for the period January 2015 - December 2016. It is important to note that this publication analyses is only for the intervention related calls recorded at CCC, CHILDLINE nationally has received a total of 76,99,208 calls in January 2015 - December 2015 and 1,28,31,631 calls in January 2016 - December 2016, including 1,04,969 information calls in 2015 and 96,763 information calls in 2016, which consists of caller's seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boardinghomes, child guidance clinic's and this information is passed on to callers over the telephone. CHILDLINE has received 24,27,781 calls in 2015 and 46,58,356 calls in 2016 classified as silent calls. These are calls where the caller has chosen not to speak. The CCC team 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 76,058 calls for follow-up of cases in 2015 and 67,688 in 2016.

2.4 Call Classification

The total number of calls received by CHILDLINE are 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 to 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 general person who has reported the 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 share 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- typically in cases of child beggary, for instance. 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 trained 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. Currently there is no actual data 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.

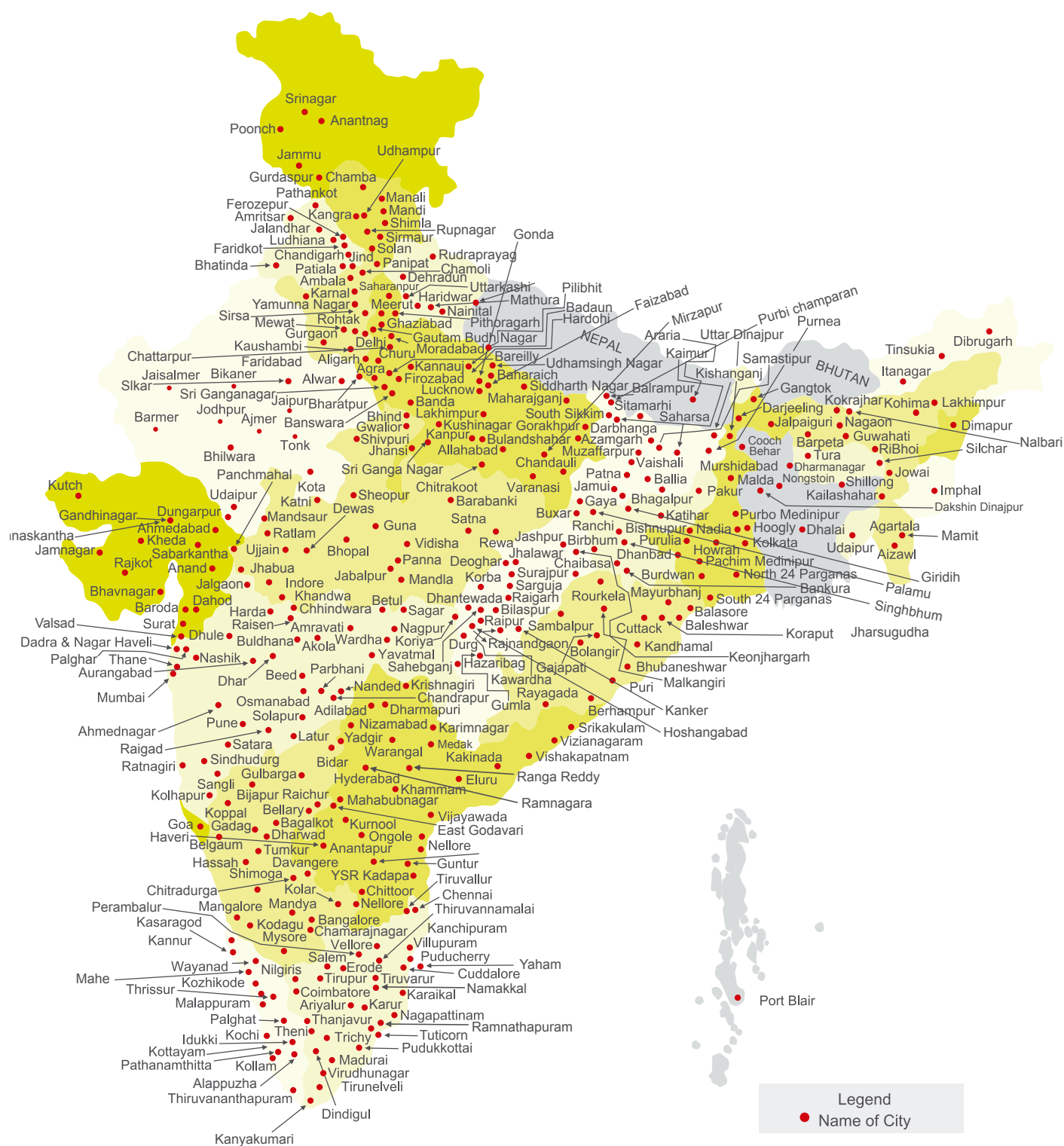
Chat Calls are another very large segment of calls. As CHILDLINE is a toll free number children often call in just to chat with the team members. This is most common with children who have been closely involved with CHILDLINE either during the outreach activities or because they have received help from 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.

► 3 CHILDLINE CONTACT CENTRE



Map of CCC connected cities



Note: Until 30th October 2014 only one unit of CCC operated at Vikhroli, Mumbai receiving North and West Zone calls. On 30th October 2014 a second unit of CCC using new technology was established at Goregaon, Mumbai. On 11th November 2014, CCC Chennai commenced and on 16th December, 2014 CCC Kolkata commenced operation.

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. 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 all cities, the case documentation and call statistics reporting is done by CCC.

Number of call received, answered for all cities connected to CCC during January to December 2015 and January to December 2016 is presented in Table 3.1

Table 3.1: Overview of CCC in 2015 and 2016

Month	Calls received		Calls answered		Calls abandoned		Average calls received per city		Average calls answered per city		Average calls abandoned per city	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
January	483418	1122438	390121	937071	93297	185367	1628	3127	1314	2610	314	516
February	498936	1130731	391176	934930	107760	195801	1697	3115	1331	2576	367	539
March	560569	1254798	464242	1062988	96327	191810	1900	3419	1574	2896	327	523
April	583497	1252404	493194	1073760	90303	178644	1876	3331	1586	2856	290	475
May	593198	1161040	524417	1008960	68781	152080	1877	3008	1660	2614	218	394
June	577254	1206909	517545	1102475	59709	104434	1798	3071	1612	2805	186	266
July	775528	1253988	679272	1154396	96256	99592	2364	3183	2071	2930	293	253
August	950295	1248216	830773	1128376	119522	119840	2803	3128	2451	2828	353	300
September	933170	1246053	833466	1107237	99704	138816	2666	3047	2381	2707	285	339
October	1098187	1256197	913799	1160406	184388	95791	3102	3071	2581	2837	521	234
November	1077895	1147974	838989	1100438	238906	47536	3036	2807	2363	2691	673	116
December	961793	1096207	822214	1060594	139579	35613	2709	2667	2316	2581	393	87
Total	9093740	14376955	7699208	12831631	1394532	1545324	2323	3075	1967	2745	356	331

The number of cities connected through CCC is increasing over month as presented in Figure 3.1

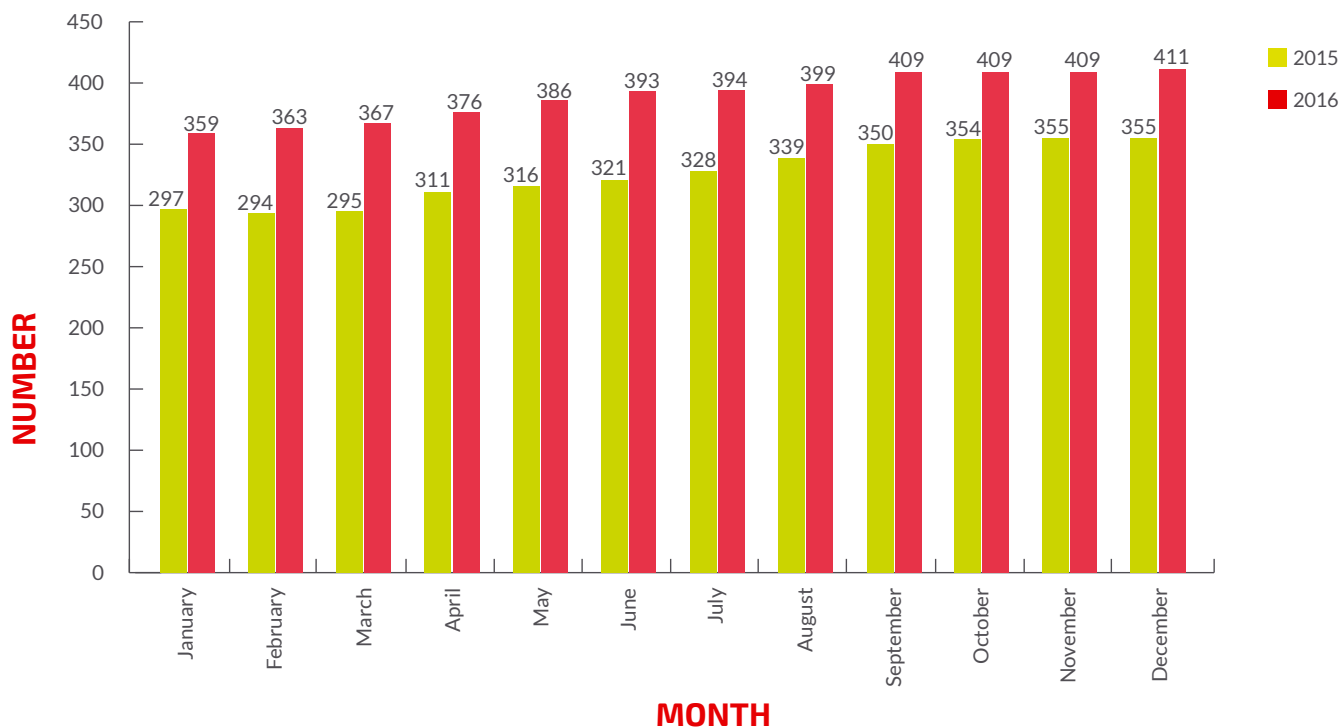


Figure 3.1: Number of cities connected to CCC in 2015 and 2016

The call received in various days is presented in Figure 3.2

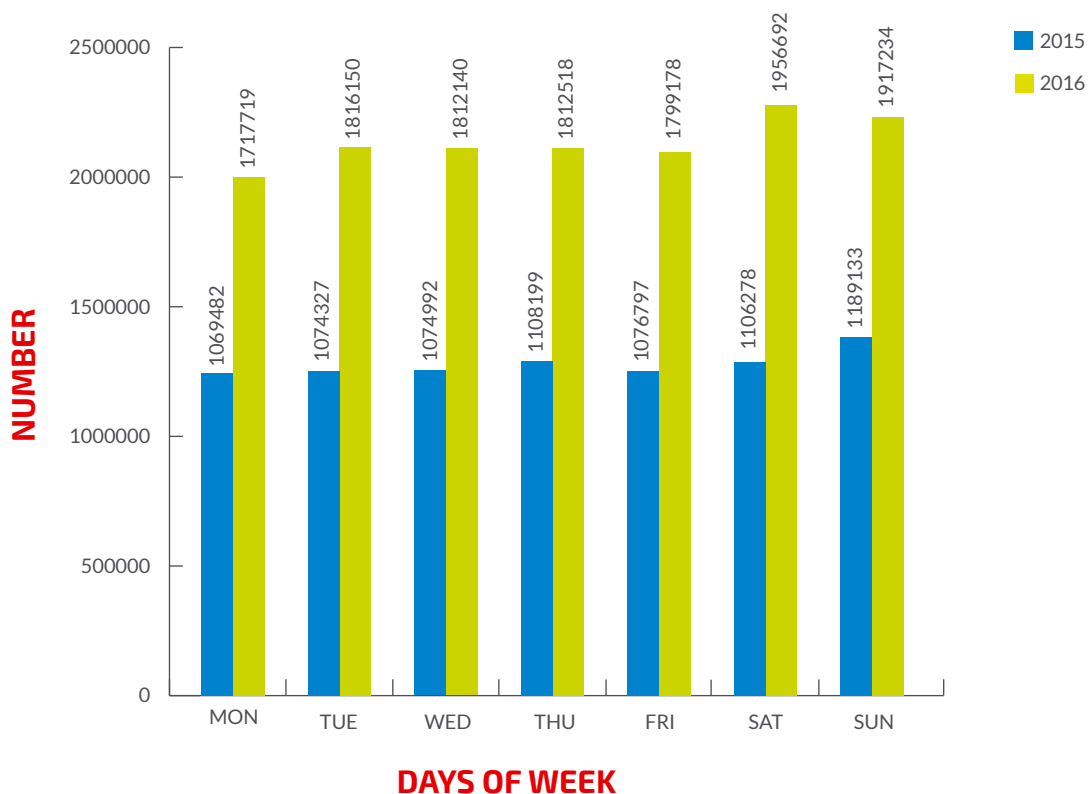
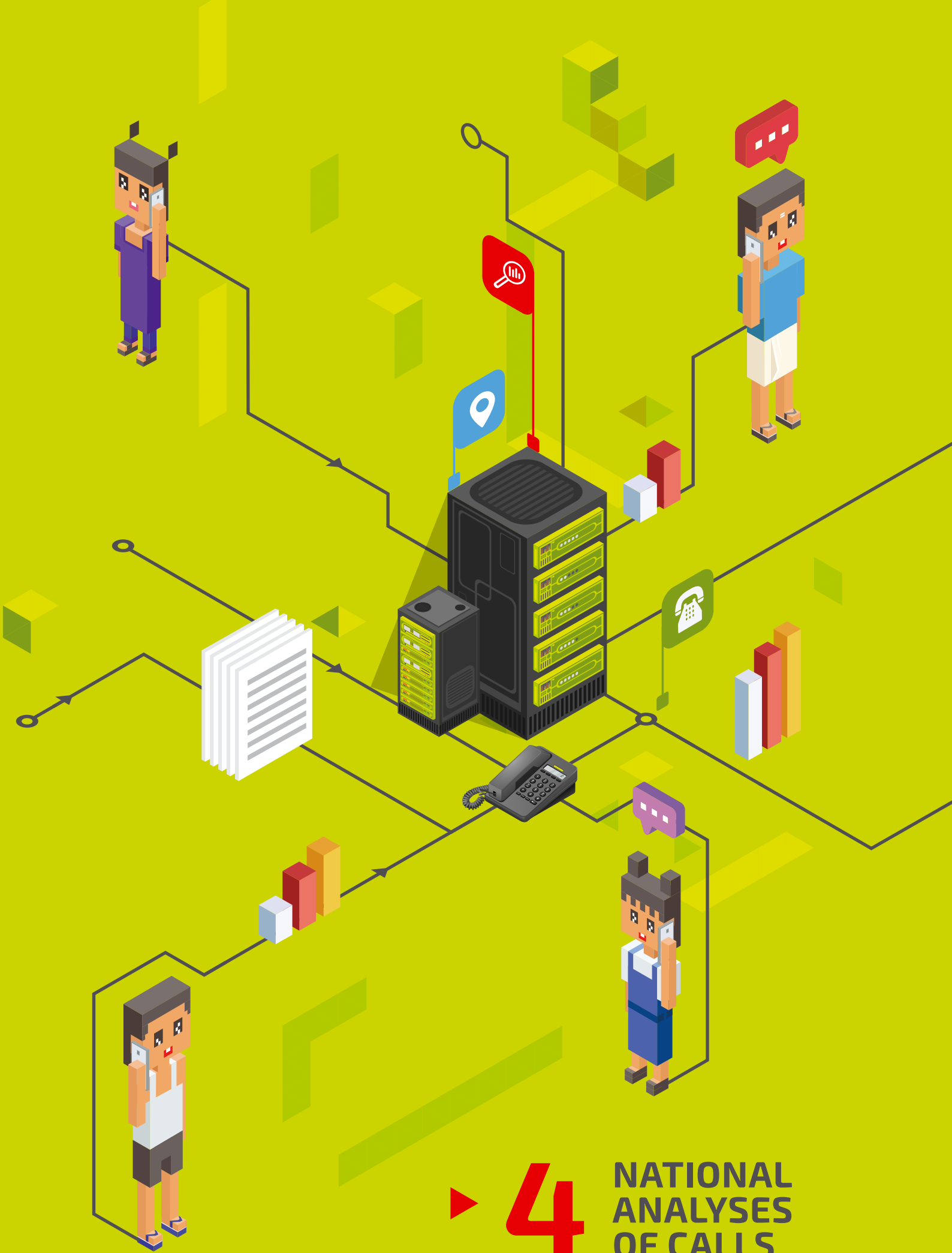


Figure 3.2: Call distribution by day of week

As evident from the above Figure 3.2, compare to 2015 there are higher number of calls on all days in 2016. On an average there is variation of 1% calls between the days of the week.

Compare to 2015, day wise calls have gone up in 2016 by more than 60%. Weekend amount to around 30% of calls whereas around 70% calls comes during weekdays.



▶ **4** NATIONAL
ANALYSES
OF CALLS

NATIONAL ANALYSES OF CALLS

4.1 National calls to CHILDLINE 1098

Table 4.1 shows zone wise distribution of Intervention & Information and Other calls. It reveals the fact that even though North and West zone is leading in total number of calls received(60% of total calls)but Intervention calls are very much low in these two zones(40% of total intervention calls) compare to South & East zone which are leading in Intervention calls Only 1.16% of the calls required intervention in North and West zone whereas in other two zones the figure is 2.67%.

Table 4.1: Zone wise distribution of national calls to CHILDLINE 1098

Zone	No. of cities		Intervention calls		Information and other calls		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016
East	101	116	39617	54307	1717374	2200650	1756991	2254957
North	93	107	37122	52482	2542554	5910047	2579676	5962529
South	94	100	55865	67292	2115271	1866921	2171136	1934213
West	72	83	23720	30404	1167685	2649528	1191405	2679932
National	360	406	156324	204485	7542884	12627146	7699208	12831631

Information and other calls include silent calls, crank calls, fun calls and abusive calls. All calls do not translate into direct intervention.

4.2 Intervention calls to 1098

Of the total of 76,99,208 calls received during the period January –December, 2015, a total of 1,56,324 were recorded as Intervention Calls whereas in 2016, total 2,04,485 Intervention calls have been recorded of the total 1,28,31,631 calls (Each of these intervention calls is also referred to as a case by us).

Table 4.2: Intervention calls to 1098

Intervention	2015	2016	Total	%
Medical	11146	14583	25729	8.75
Shelter	22531	28784	51315	17.45
Restoration	9486	14233	23719	8.07
Protection from abuse	21663	32247	53910	18.33
Child in conflict with law	307	322	629	0.21
Sponsorship	8394	9327	17721	6.03
Missing	2547	3772	6319	2.15
Emotional support & guidance	34275	39410	73685	25.06
Other intervention	10624	27191	37815	12.86
No intervention done as child not identified	331	2880	3211	1.09
Total	121304	172749	294053	100.00

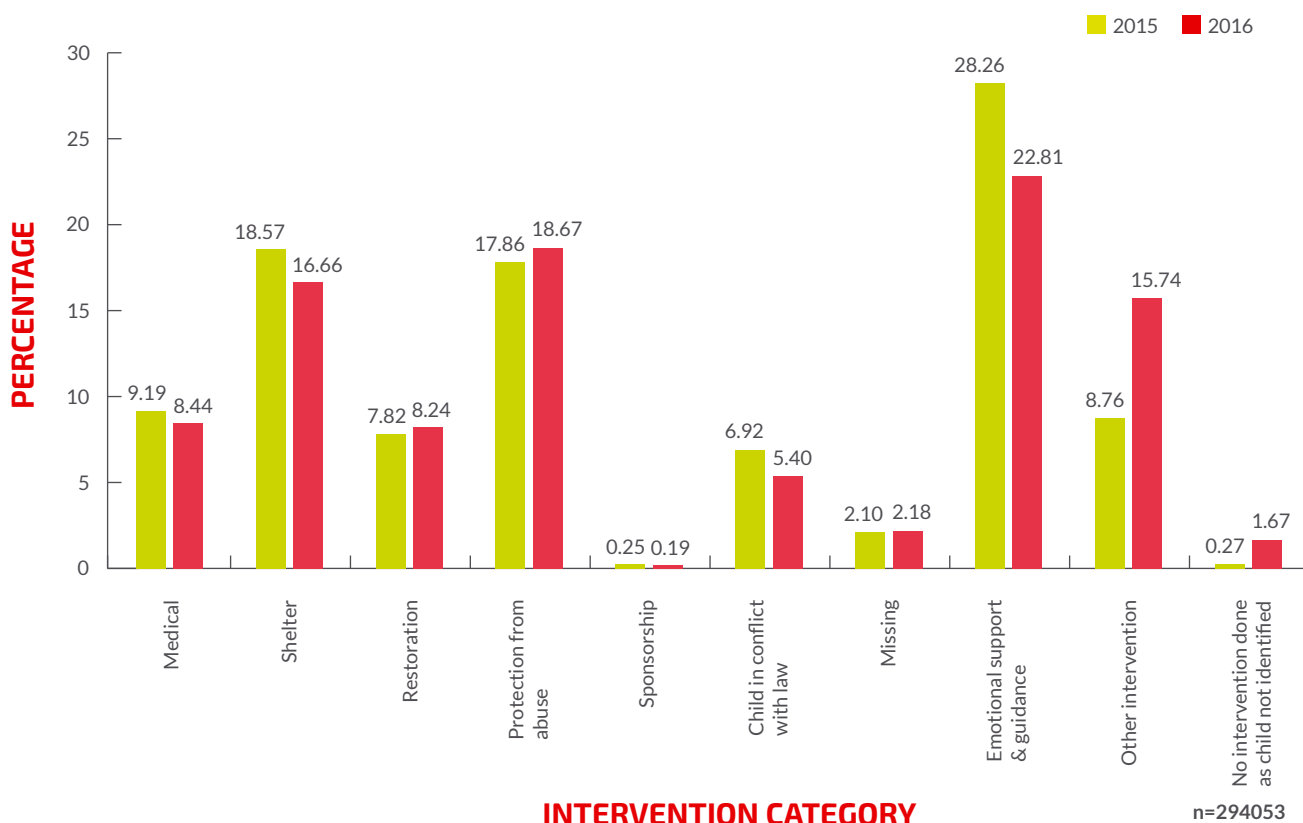


Figure 4.2: Distribution of Intervention calls to 1098

Total number of cases in 2016 has gone up by 31% compare to 2015. Major increase has been seen in the cases of other intervention, restoration, protection from abuse and missing which have gone up by 156%, 50%, 49% and 48% respectively compare to 2015 and share of these cases to total intervention of 2016 has also increased

After 25.06% of Emotional support & guidance (ES&G) interventions, protection from abuse related interventions, shelter, medical and restoration interventions accounted for 18.33%, 17.45%, 8.75% and 8.07% respectively.

Intervention Cases

Intervention involves reaching out to children, providing emergency assistance and linking them to services available for long-term care. CHILDLINE intervened with 1,21,304 cases during the period January-December, 2015 and 1,72,749 cases during the period January-December, 2016. Some of the key observations of the data for January-December 2015 and 2016 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- Medical - 25,729 Calls (8.75%):** Out of the total 25,729 calls, 11,146 medical calls received in 2015 whereas 14,583 calls received in 2016, the distribution was as follows: OPD 52%, Hospitalization 23%, Casualty/Accident 6%, First aid 5%, Private clinic 4% and 10% of other medical assistance.
- Shelter-51,315 Calls (17.45%):** In 2015, 22,531 shelter cases has been received compare to 28,784 cases received in 2016. 64% of the children were referred to the Child Welfare Committee (CWC) for shelter, 16% children were provided shelter for a temporary period and 3% were referred for permanent shelter at an NGO, 15% of the children have been provided shelter at Government shelter homes out of which 10% were for a short stay, 5% were for permanent stay and 2% of them were provided shelter at other shelter homes .

- **Restoration- 23,719 Calls (8.07%):** Out of total restoration cases 2016 account for 14233 cases whereas 9486 cases were handled in 2015. Children restored with their family members within district accounted for 58%, within state but outside district accounted for 18% and outside the state accounted for 12%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within the district accounted for 3%, within state but outside district accounted for 1% and outside the state accounted for 1%. Also, children who have been restored with the help of other agencies within and outside the district and state accounted for 1%.
- **Missing children - 6,319 Calls (2.15%):** Missing cases handled in 2016 are 3772 cases compare to 2547 cases handled in 2015. In order to search for missing children or trace their homes, CHILDLINE contacted the Missing Person Bureau in 8% cases, contacted the Police for finding the children accounted for 40% of missing cases, 17% of the children were searched using the CHILDLINE or NGO network, in 7% cases the missing child's information has been flashed in the media or on the website. In 28% cases other tools have been used to look out for missing children i.e. search for the child in shelter homes, observation homes and the area where the child was known to be lost.
- **Protection from abuse - 53,910 Calls (18.33%):** Protection from abuse cases have increased by 49% during 2016 which account for 32247 cases compare to 21663 cases of 2015. Of the total intervention cases for protection from abuse, 27% of the children were provided support within their existing setup, 27% of the children were referred to the CWC and 10% were provided legal support and in 22% cases the police were involved for intervention.
- **Sponsorship - 17,721 Calls (6.03%):** Sponsorship cases have increased by 11% during 2016 which account for 9,327 cases compare to 8394 cases of 2015. 61% cases were received for sponsorship of education, 6% for sponsorship of medical support and 3% for legal support and 7% for nutrition support.
- **Emotional support & guidance - 73,685 Calls (25.06%):** CHILDLINE received the maximum number of calls from children seeking counselling. Even though cases of counselling have increased by 15% in 2016 but their share has gone down by around 5.45% to the total intervention calls of 2015. Of these, CHILDLINE provided guidance to callers about ways to handle problems in 6% of the cases; counselling by CHILDLINE was done in 92% cases.
- **Child in conflict with law - 629 Calls (0.21%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. 32% of the cases were referred to the police and 5% cases required rehabilitation of the children to be done by the CHILDLINE team. In 22% cases CHILDLINE provided legal support to the children and in 28% cases the children were referred to Juvenile Justice Board (JJB).
- **Other intervention - 37815 Calls (12.86%):** These are kind of intervention which are not emergency in nature but which affects the development of children in large. Significant number of cases have been received in this category, out of which in 25% of the cases children have been helped to submit their request letter to appropriate authorities either for some kind of certificate or benefit of schemes. In 10% of the cases children have been linked to regular school. 32% cases have been received to trace the address and identify the child. 1% of the cases have been received for complaint about midday meal.

4.2 Gender wise distribution of intervention cases

Of the 2,94,053 intervention cases, 41% were for female children. In almost all subcategories the number of cases involving male children outnumbers cases involving female children. However, in the subcategory, for protection from abuse, the numbers of interventions are nearly equal for both

Table 4.2.1: Gender wise distribution of intervention cases

Intervention	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
Medical	6448	8196	4698	6387	11146	14583	0.73	0.78
Shelter	14369	18870	8162	9914	22531	28784	0.57	0.53
Restoration	6832	10742	2654	3491	9486	14233	0.39	0.32
Protection from abuse	10435	15339	11228	16908	21663	32247	1.08	1.10
Child in conflict with law	237	258	70	64	307	322	0.30	0.25
Sponsorship	4424	4955	3970	4372	8394	9327	0.90	0.88
Missing	1737	2548	810	1224	2547	3772	0.47	0.48
Emotional support & guidance	20185	23882	14090	15528	34275	39410	0.70	0.65
Other intervention	5948	14941	4676	12250	10624	27191	0.79	0.82
No intervention done as child not identified	217	1990	114	890	331	2880	0.53	0.45
Total	70832	101721	50472	71028	121304	172749	0.71	0.70

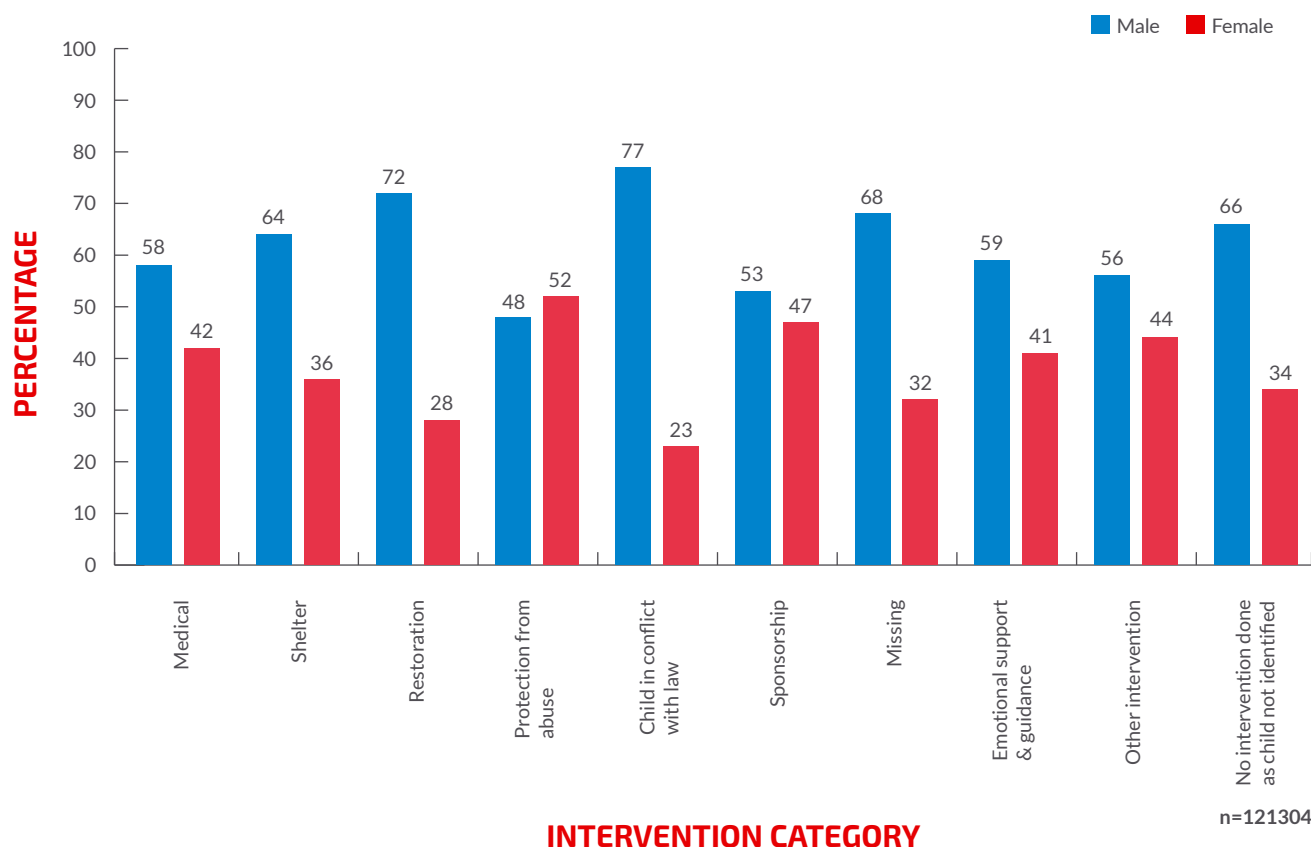


Figure 4.2.1: Gender wise distribution of intervention cases - 2015

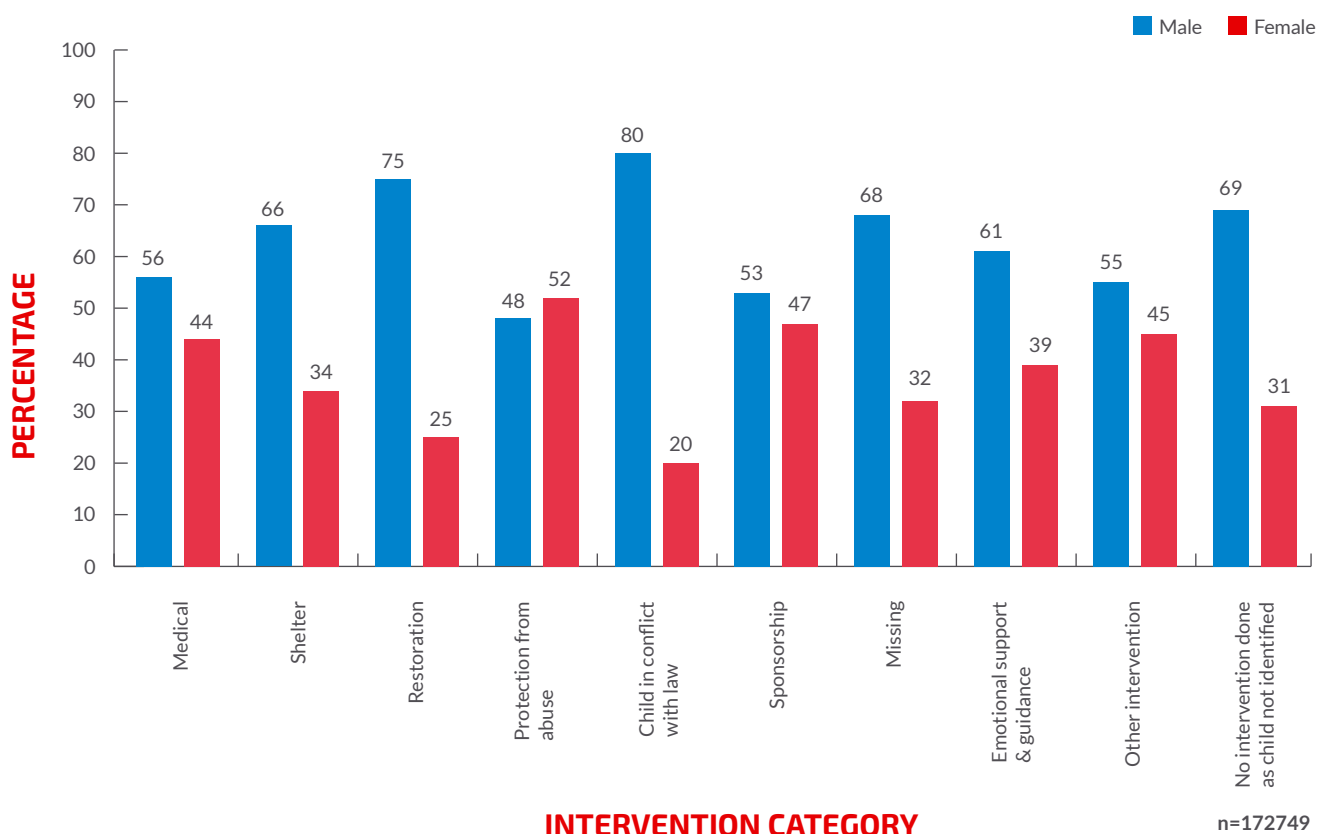


Figure 4.2.1: Gender wise distribution of intervention cases - 2016

4.3: A zonal view of CHILDLINE interventions

Each of India's four zones is marked by unique characteristics. The south comprising five states of Kerala, Tamil Nadu, Telangana, 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 while the West is marked by two of India's most industrialized states in Maharashtra and Gujarat. Therefore, it is no surprise that intervention case patterns differ across regions.

Table 4.3: Interventions across zones

Intervention	East		North		South		West		National	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Medical	5382	6574	2087	2832	1784	2404	1893	2773	11146	14583
Shelter	8349	11027	4031	5969	8331	8542	1820	3246	22531	28784
Restoration	1027	818	3007	4198	4568	7779	884	1438	9486	14233
Protection from abuse	5707	9495	3258	4416	10427	15426	2271	2910	21663	32247
Child in conflict with law	102	104	47	42	120	111	38	65	307	322
Sponsorship	1788	1636	1968	2954	2958	2467	1680	2270	8394	9327
Missing	678	1155	969	1454	290	375	610	788	2547	3772
Emotional support & guidance	12772	8308	4958	6941	12253	17147	4292	7014	34275	39410
Other intervention	4328	12103	2095	7396	3343	4874	858	2818	10624	27191
No intervention done as child not identified	0	71	283	278	16	133	32	2398	331	2880
Total	40133	51291	22703	36480	44090	59258	14378	25720	121304	172749

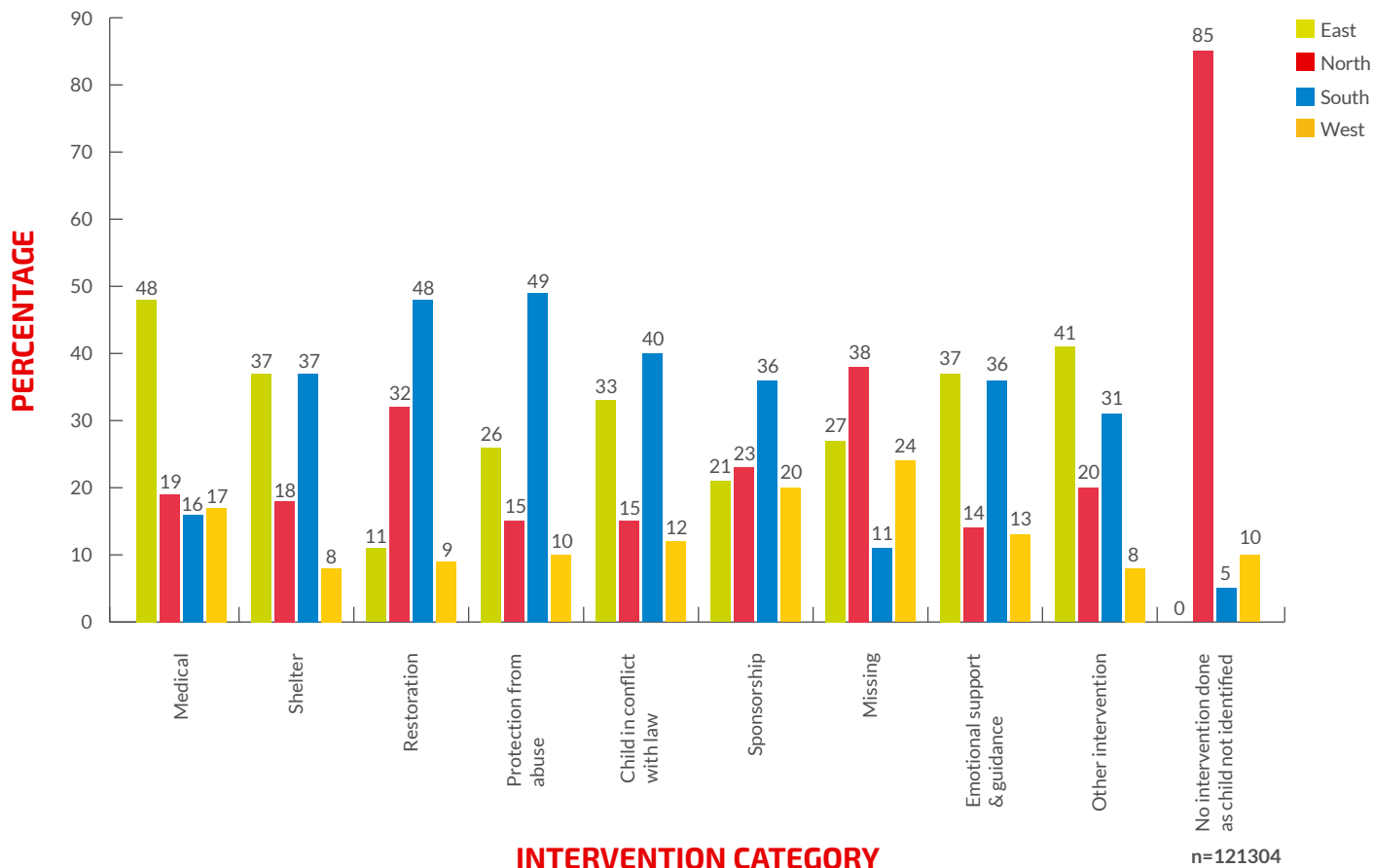


Figure 4.3: Interventions across zones - 2015

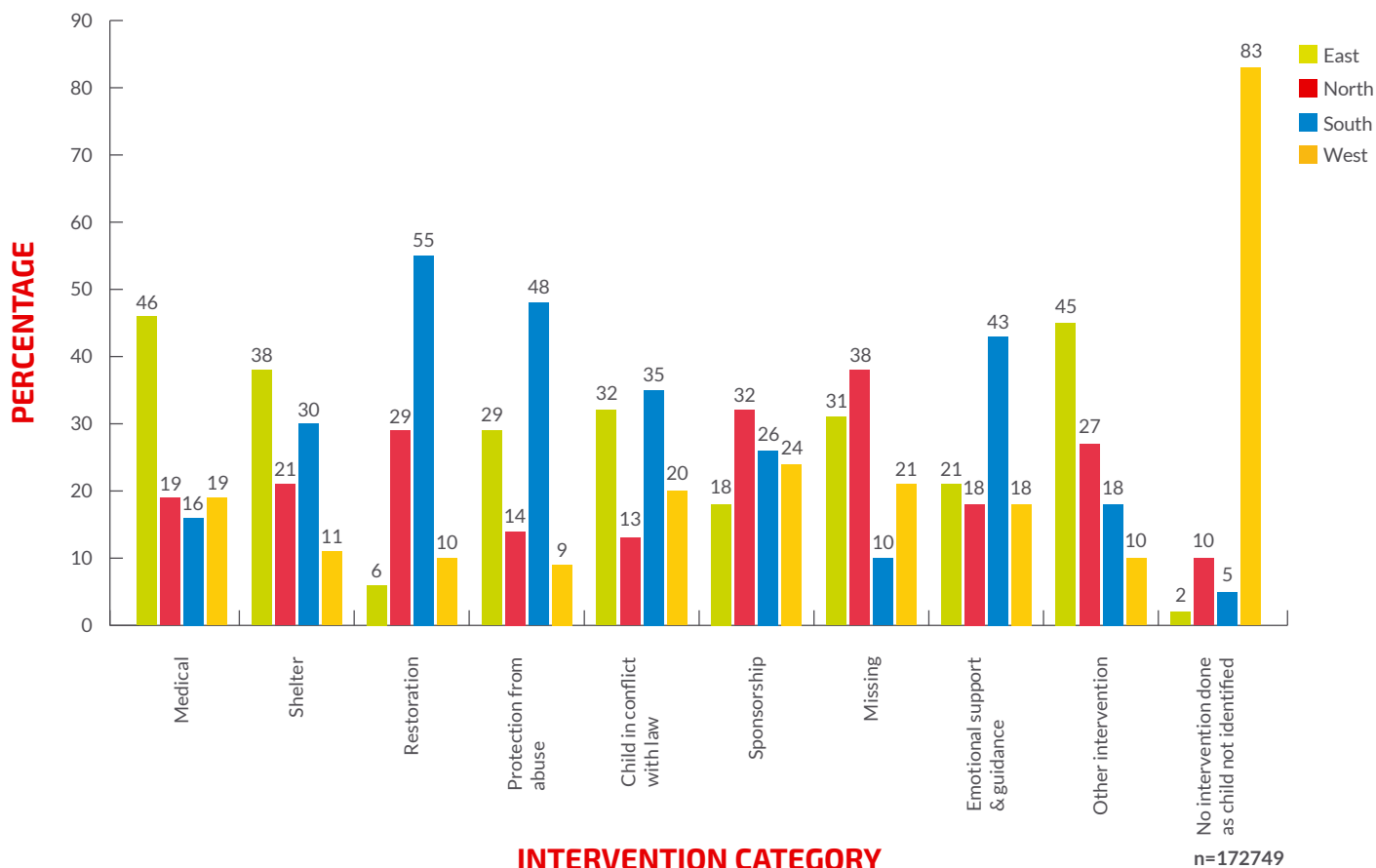


Figure 4.3: Interventions across zones - 2016

Out of four zones south zone dominate with 34% of total intervention cases followed by East (26%), North (25%) and West (15%).

Category wise south zone dominate in Restoration (52%), Protection from abuse (48%), Emotional support and guidance (40%), Child in conflict with law (37%) and Sponsorship (31%) cases.

East zone has handled 47% of medical cases and 38% of shelter cases whereas share of missing cases are North (38%), East (29%), West (21%) and South (11%).

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 to 1098 per city per year		Cases per 1000 calls	
Year	2015	2016	2015	2016	2015	2016
East	17396	19439	397	442	23	23
North	27738	55725	244	341	9	6
South	23097	19342	469	593	20	31
West	16547	32288	200	310	12	10
National	21387	31605	337	425	16	13

Average calls of northern and western zones are higher than national average. However, the average for direct intervention cases (per city/per year) is higher in east and south zone than the national average.

Compare to 2015 in 2016 national average calls have gone up by 10218 calls(48%) and national average number of intervention cases have also increased by 89 cases(26%) and cases per 1000 calls have gone down by 3 cases(19%).

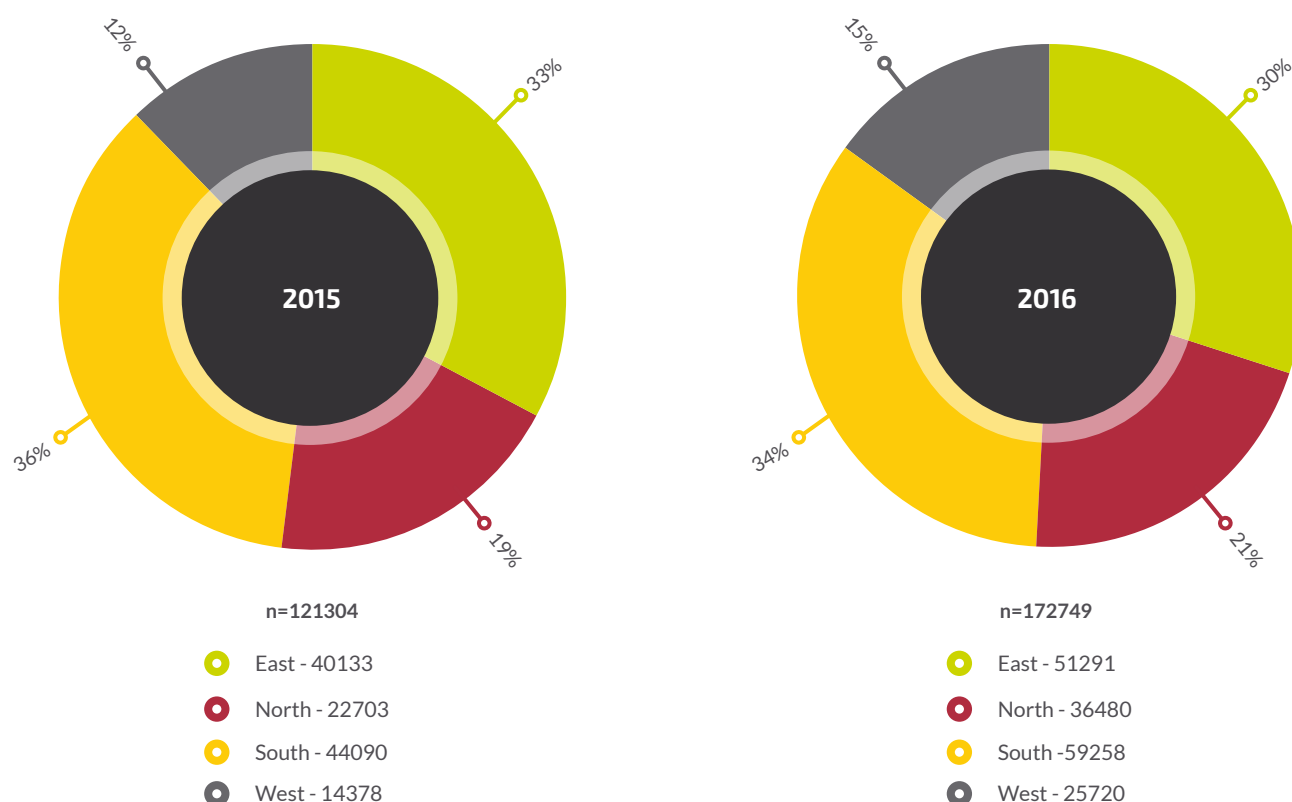


Figure 4.3.1: Share of zones in CHILDLINE interventions

The CHILDLINE service in the South has the largest share of intervention cases totalling to 36% in 2015 and 34% in 2016 with the coverage of 94 cities in 2015 and 100 cities in 2016

31% of all interventions are handled by the Eastern zone with the maximum coverage of the CHILDLINE service in terms of the number of cities (101 cities in 2015 and 116 cities in 2016) providing the 1098 service.

Share of west zone and north zone cases have increased by 3% & 2% respectively in 2016 compare to 2015 whereas their share to the number of cities are constant for both the years.

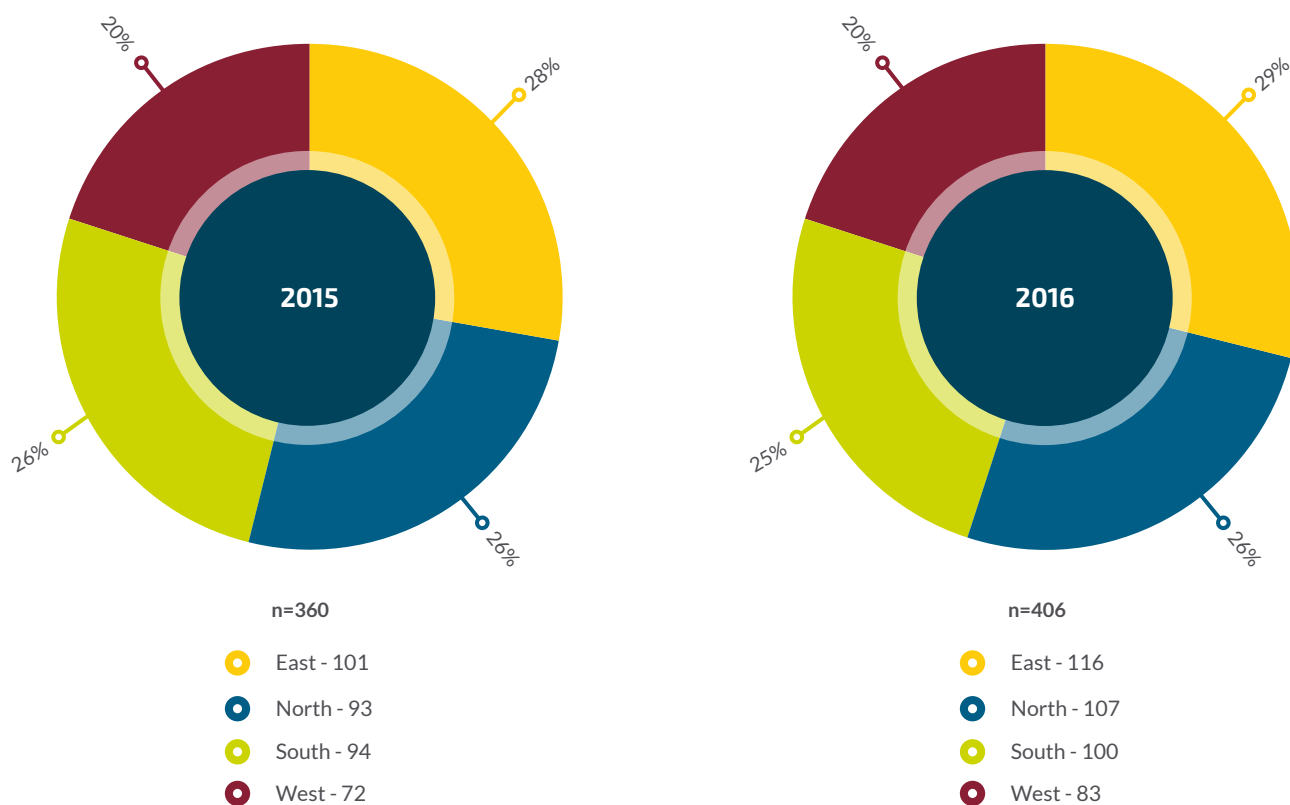


Figure 4.3.2: Share of CHILDLINE cities



5 REASONS
FOR CALLING
CHILDLINE
1098

REASONS FOR CALLING CHILDLINE 1098

5.1 Reasons for calling CHILDLINE 1098

This section shows the various reasons for contacting the CHILDLINE service by children or concerned adults. It shows that CHILDLINE has been contacted mostly for abuse and violence related issues which is 16%, followed by Child labour calls 15%, Missing related 13%, Education related issues 12%, Runaway child related 9% and so on.

Note: The above classification is based on what the caller seeks and not on what type of intervention is provided.

Child Marriage, a by-product of persistent inhibitions and gender inequality.

Child marriage refers to any marriage of a child younger than 18 years old, in accordance to Article 1 of the Convention on the Right of the Child. While child marriage can happen to both sexes, it disproportionately affects girls. It is a violation of human rights and despite the laws against it, the practice remains widespread as result of persistent inhibitions and gender inequality. In developing countries, one in every three girls is married before reaching the age of 18 years. Causes of child marriages include poverty, bride price, dowry, cultural traditions, laws that allow child marriages, religious and social pressures, regional customs, fear of remaining unmarried, illiteracy, and perceived inability of women to work for money.

During November 2016, a call was received on 1098 asking help for a girl child whose marriage was going to be held the same day at 2 pm. She was 15 years old, studied in class 9th, belonged to a muslim family and lived in a village of Meerut, UP. The caller turned out to be a friend of the girl child who out of her concern reported her friend's case.

Recording the caller's statement, at first Childline team identified the place where the marriage was going to be held. Due to lack of time CL team member informed District prohibition officer, District child protection unit & Child welfare committee over telephone about the case.

CL team visited the nearest police station from the location of marriage and described them the details of the case and child marriage. With the help of police personnel team arranged a home visit as soon as possible.

After reaching child's home CL team met with child's parents and asked them about their daughter. At first Child's parents produced another child in front of the team saying that she is the concerned girl whose marriage is going to happen. But when CL Team started getting some doubts about the girl and questioned them, later the Child's mother produced the real girl before team.

CHILDLINE team counselled the child and during which the girl said that she is 18 years old and her marriage was planned with her consent. When the CL TM asked to show us child's documents of age proof, child's parents denied to present the documents.

After some time child's uncle came and showed the document (Adhar card) that proved that child was 14 years old as per her date of birth as 5th of January 2002. CHILDLINE team informed to Child welfare committee (CWC), District prohibition officer & District child protection unit. CWC members, child's parents along with CL team member visited nearest police station where the police personnel warned the child's parents that before 18 years child's marriage is an illegal step and in that event a case can be filed against the parents.

At last child's parent gave a written letter to police officer where they mentioned that we will not marry off their daughter before she turns the age of 18 years. If they take such kind of steps in future then police and CHILDLINE will take action against them.

Finally a child is protected from abuse with the help of her friend who proved the real meaning of friendship. CHILDLINE likes to thank the child's friend, Child welfare committee, District prohibition officer & District child protection unit and last but not the least police personnel for their support and guidance in this case.

Note: The table 5.1 indicates the different reasons people call CHILDLINE 1098. The data mentioned below does not represent 3, 90, 573 unique callers but those callers who mentioned more than one reason for calling. The figure also corresponds to unique cases which resulted in interventions. Hence, we can reasonably assume that on an average, in 2015 & 2016, every unique caller had more than one reason for calling (Ratio of the unique caller: reasons for calling - 1:1.32). 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 the figure (5.1) below for the answer:

Table 5.1 : Reasons for calling CHILDLINE 1098

Reasons for Intervention	2015	2016	Total	Change in 2016 (%)
Abuse & Violence	27006	35379	62385	31
Child labour	25615	32632	58247	27
Missing	23261	28566	51827	23
Education related	19555	25900	45455	32
Runaways	14545	21590	36135	48
Physical health	11997	15638	27635	30
Homeless	10489	11197	21686	7
Lack of resources	9895	10160	20055	3
Trafficked	5168	5386	10554	4
Emotional / Mental health	4786	5600	10386	17
Family related issues	4595	4703	9298	2
Registration of entitlements	1816	4344	6160	139
Disability and mental illness	2459	2379	4838	-3
Addiction	1581	1686	3267	7
Child in conflict with law	909	752	1661	-17
HIV/AIDS	402	260	662	-35
Discrimination	107	84	191	-21
Other reasons	6299	13832	20131	120
Total	170485	220088	390573	29

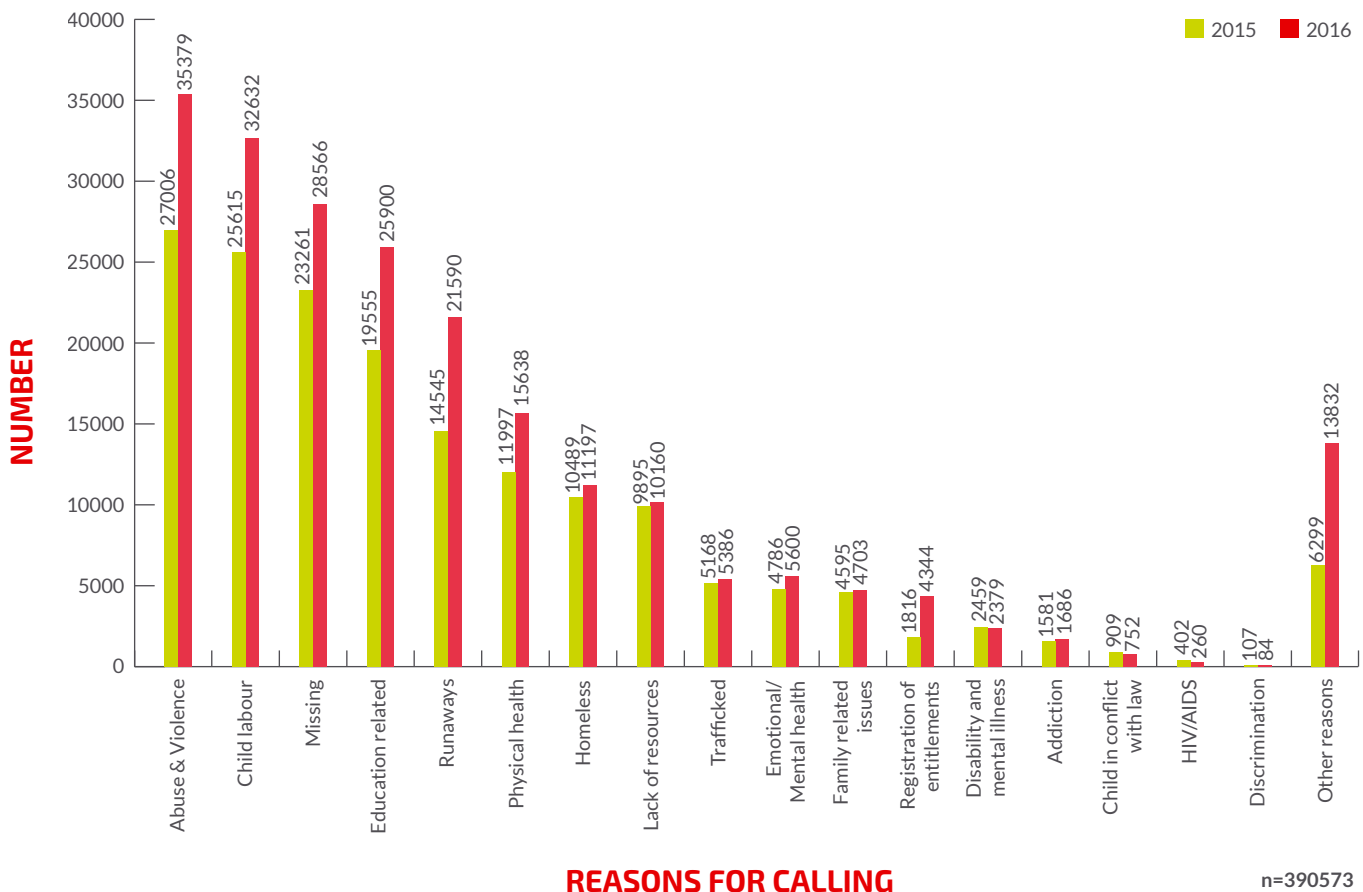
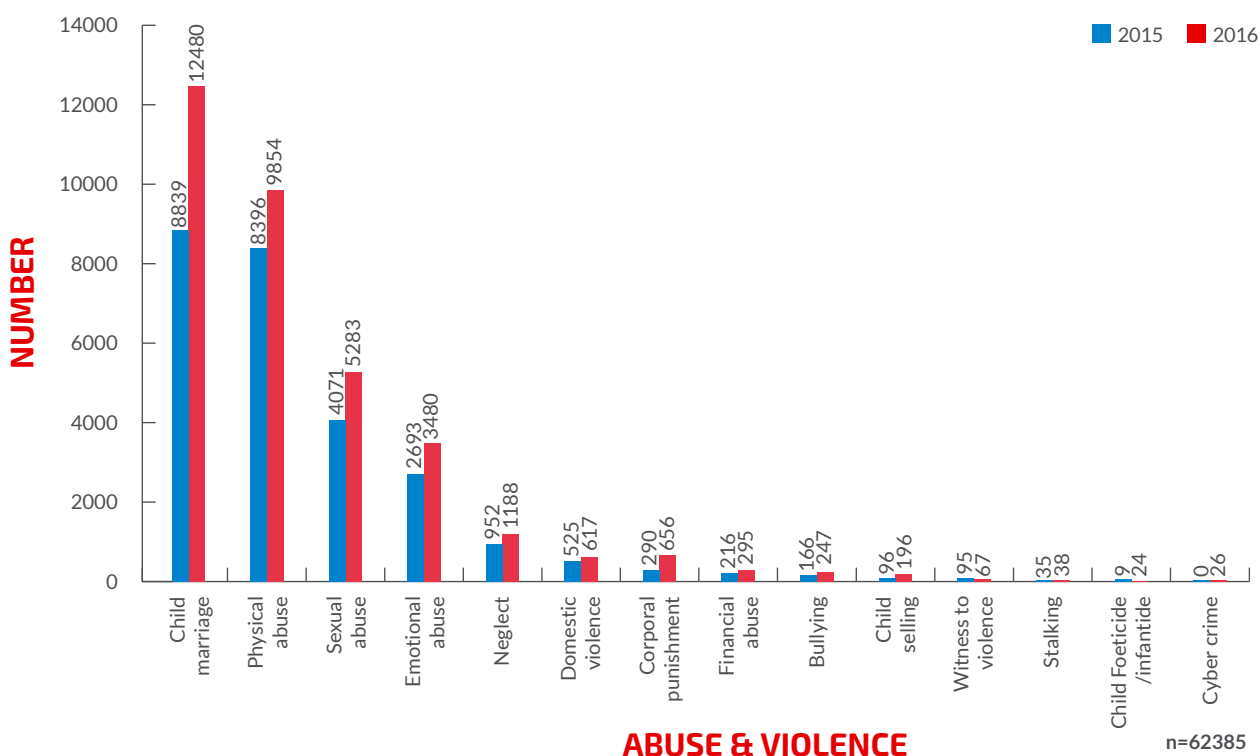


Figure 5.1 : Reasons for calling CHILDLINE 1098

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 CHILDLINE (Abuse and violence, Child labour, Missing, Education related, Runaway, Physical health and Homeless related issues):

Figure 5.2.1 shows the different kind of abuse & violence happens with the children.



Note: For 1551 cases type of abuse & violence were not available.

Figure 5.2.1: Abuse & Violence: sub reasons

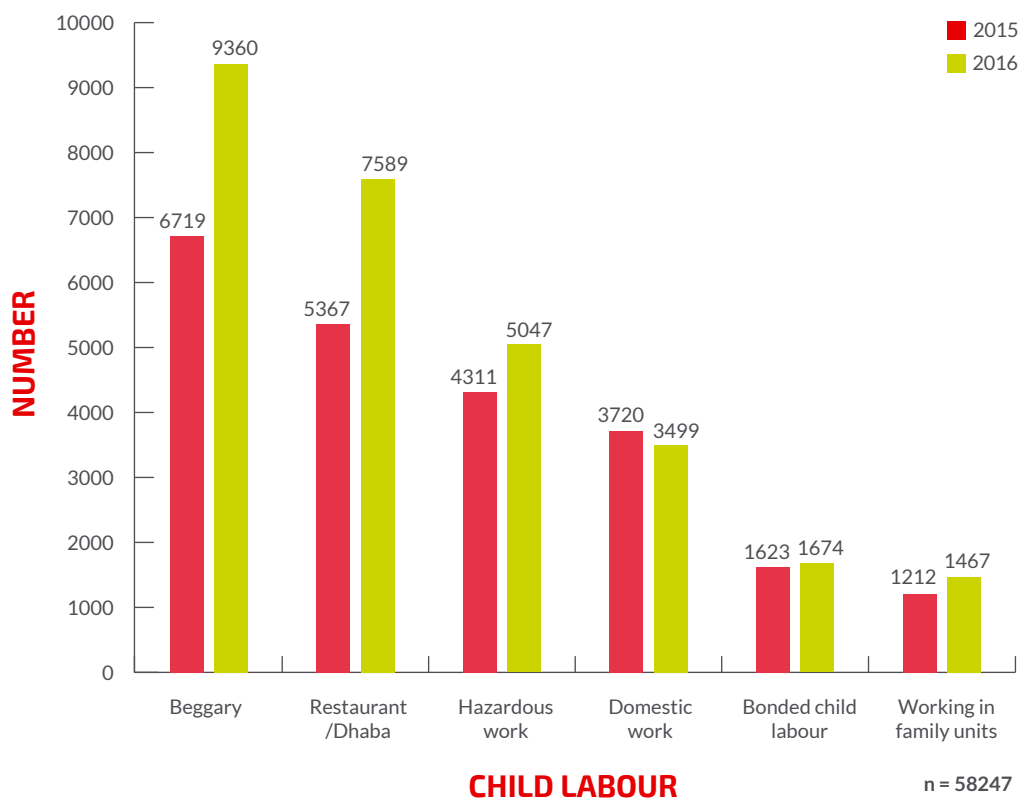
Cases related to abuse & violence has increased by 31% in 2016 compare to 2015 and share of abuse & violence related calls to the total reasons for calling CHILDLINE has also gone up from 9.69% in 2014 to 16% in 2016.

Under Abuse & violence maximum number of cases has been received for Child marriage, which is 34% of total abuse & violence cases. Physical abuse, Sexual abuse, Emotional abuse, Neglect, Domestic violence and Corporal punishment are major categories which constitute more than 60% of abuse and violence cases. Family member, Neighbour, Teacher, Stranger, Friends and Relatives are the major abuser in the abuse cases.

5.2.2: Child labour: sub reasons

Child labour cases have gone up significantly by 35% during the year 2015 and 27% during the 2016 which includes mainly children who are working at Restaurant/Dhaba, Hazardous work, Domestic work and Beggary.

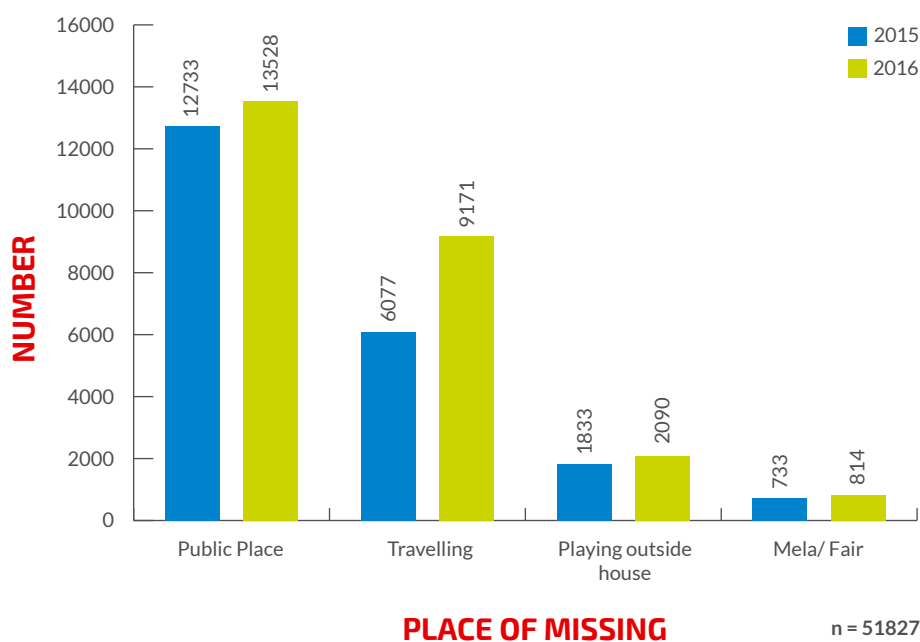
Below figure 5.2.2 shows the different kind of works in which children are involved as a labour.



Note- In 6659 Child labour cases information were not available.

Figure 5.2.2: Child labour: sub reasons

Below figure 5.2.3 shows places from where children went missing.



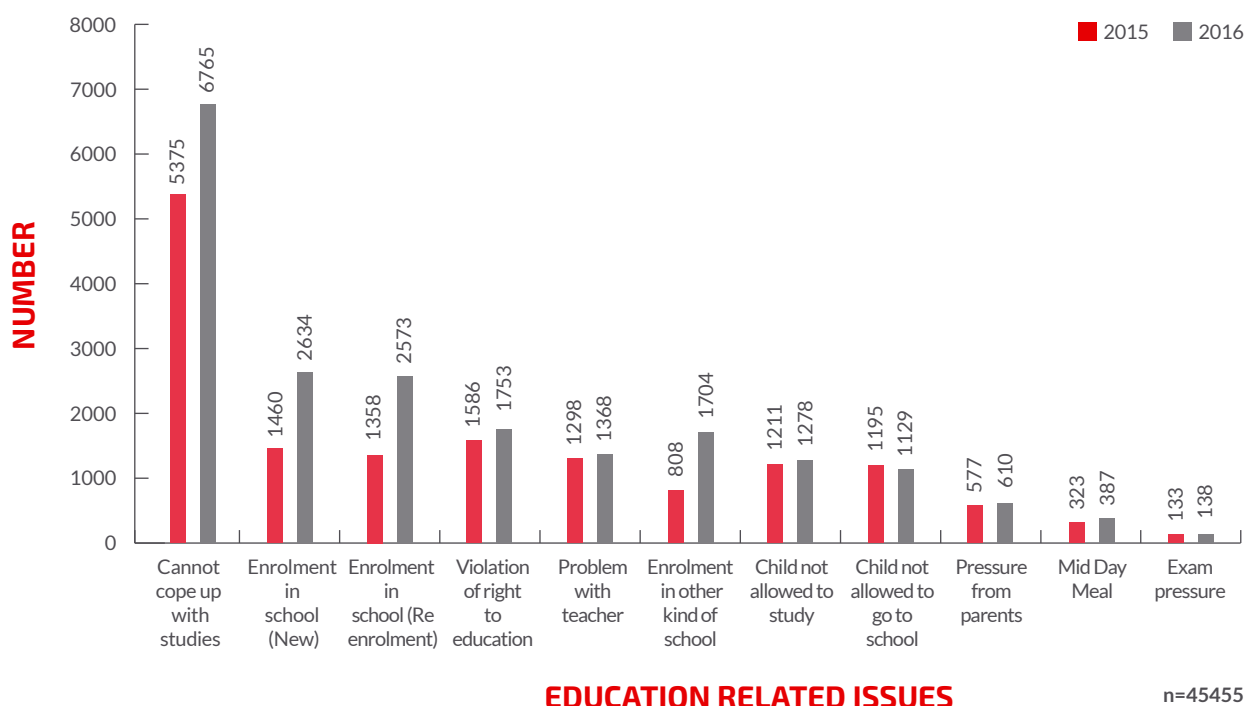
Note- For 4848 missing cases, place of missing were not available.

Figure 5.2.3: Missing children: The place where children went missing

Missing cases has majorly gone up by 23% during 2016. Significant changes can be seen in the reason for calling for missing cases: 51% of the children gone missing from public places whereas 29% during the travelling, are two major place from where children went missing. 8% of the children went missing while they were playing outside their house and 3% in mela/fair.

Share of cases of missing during travelling to total missing cases has gone up from 26% in 2015 to 32% in 2016 and missing cases during mela/fair are constant at 3% during both the years whereas missing cases from playing outside house has gone down by 1% during 2016 compare to 2015. Missing cases from public place has gone down from 55% in 2015 to 47% in 2016.

Below figure 5.2.4 shows the different kind of education related issues which children face.



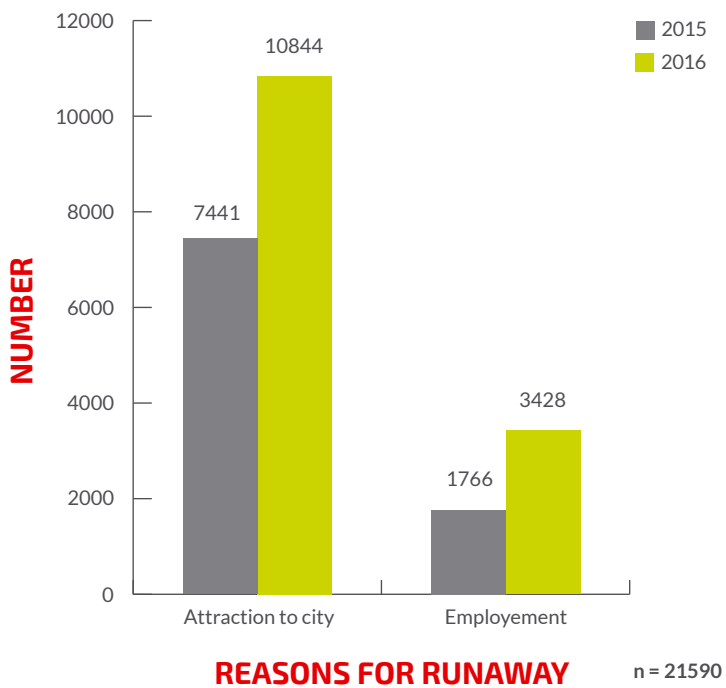
Note- For 9793 education related cases information were not available.

Figure 5.2.4: Education related: sub reasons

Cases related to education issues have increased significantly by 32% during 2016. 27% of the cases have been got where children can't cope up with studies and 23% of the cases are for enrolment in school. More than 7% of the cases have been received for violation of right to education.

Note: These cases are 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. 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.

Below figure 5.2.5 shows the why children runaway from home?

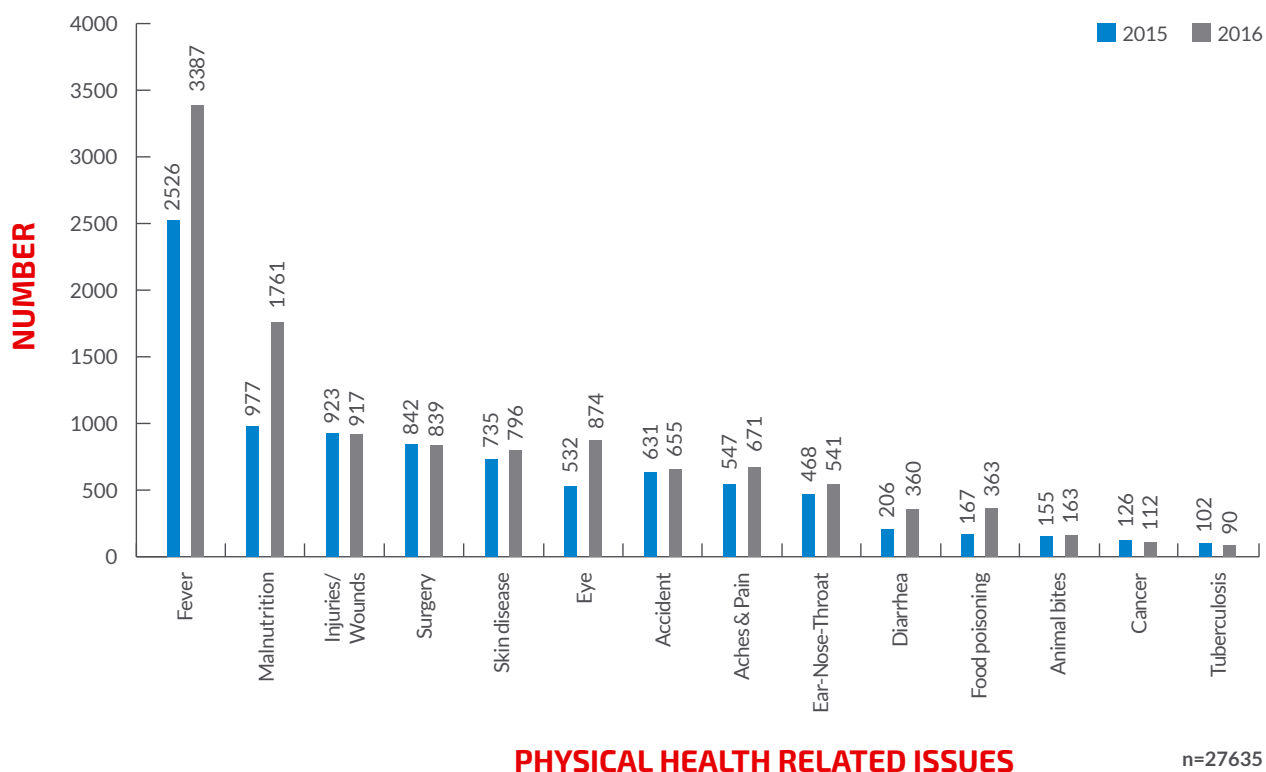


Note- For 12656 runaway cases information were not available.

Figure 5.2.5: Runaway: sub reasons

Cases of runaway children has been increased significantly by 48% during the year 2016. Two main reason for runaway are Attraction to city which consist of more than 51% of the cases and 14% children left home for employment.

Below figure 5.2.6 shows variety of physical health related issues for which immediate medical attention has to be provided to child.



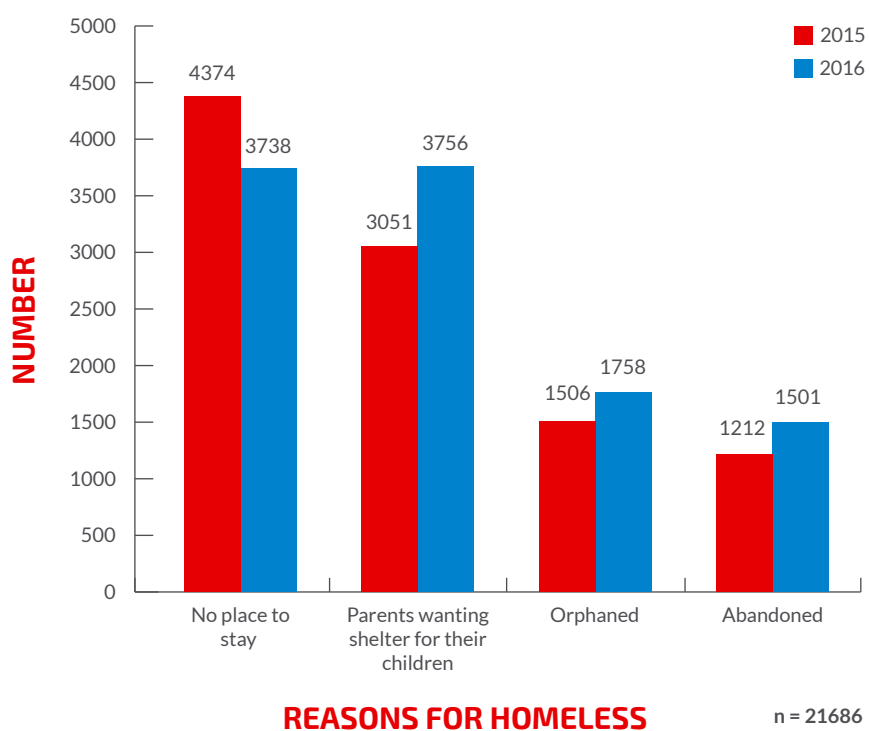
Note- In 7169 Physical health related cases information were not available.

Figure 5.2.6: Physical health: sub reasons

There is significant increase of 30% cases of Physical health related issues during 2016.

More than 21% of the physical health related cases have been come for different kind of fever whereas malnourishment is the second largest reason with 10% of the total physical health related cases for calling CHILDLINE 1098. Accident and injuries related cases are around 12% whereas 6% cases came for surgery.

Below figure 5.2.7 shows the reasons for children being homeless.

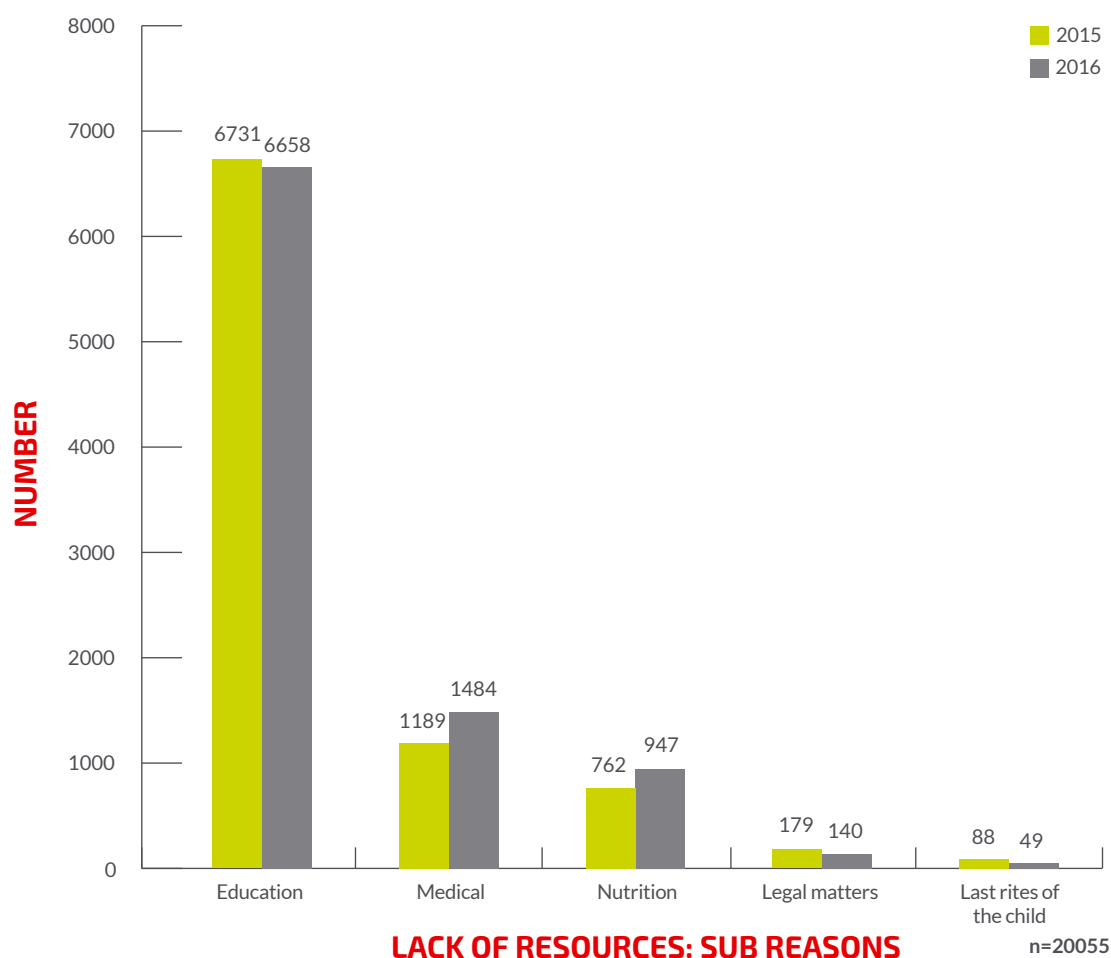


Note- In 788 homeless related cases information were not available.

Figure 5.2.7: Homeless: sub reasons

Cases of children looking for home has increased by 7% during 2016. 37% of the cases have been received from children who don't have place to stay at all whereas in 31% of the cases parents have asked for the shelter home for their children. 15% of the cases has been received from orphaned children where as 13% from abandoned children.

Below figure 5.2.8 shows the kind of resources for which CHILDLINE was contacted by the caller.



Note- For 1828 lack of resources related cases information were not available.

Figure 5.2.8: Lack of resources:sub reasons

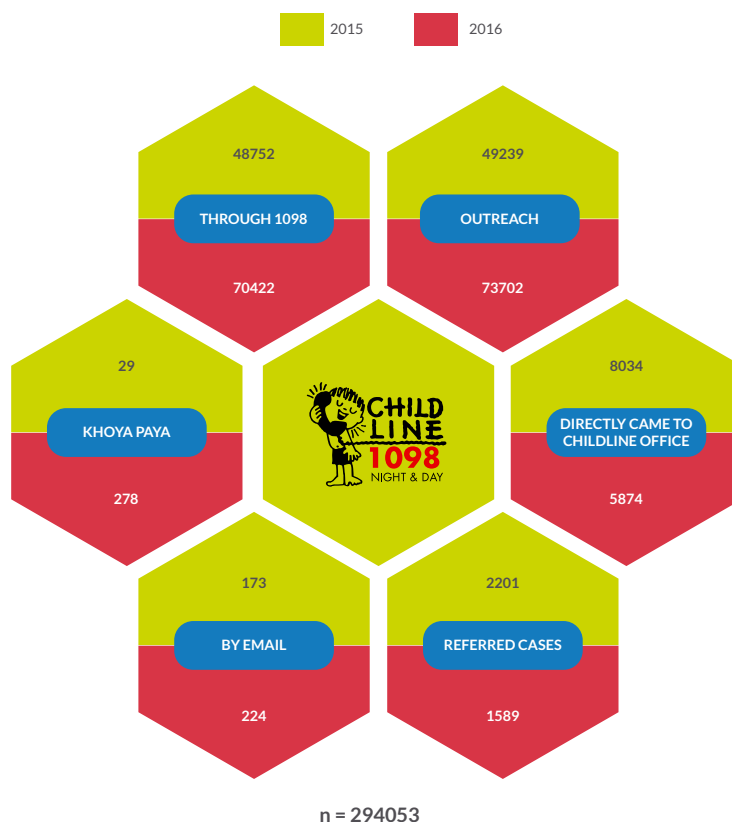
These calls represent calls from marginalized children which have gone up in 2016 by 265 calls (3%) compare to 2015 .Of the 13389 calls seeking sponsorships for education, 4382 callers also stated a need for resources for nutrition and medical issues. In 137 cases CHILDLINE was called in by local authorities to conduct the last rites of children who died and whose families could not be traced by the authorities.

6

FROM WHERE DO
CHILDREN CALL
CHILDLINE 1098



This section provides a perspective on how children across the country come in contact with the CHILDLINE service.



Note: Information about access through were not available for 33536 cases.

Figure 6.1: How children come in contact with CHILDLINE

(not to scale)

As CHILDLINE is national toll free phone service, it receives the maximum number of intervention cases through 1098. Not only children call on 1098, but also concerned adults call to share children's problems and help them.

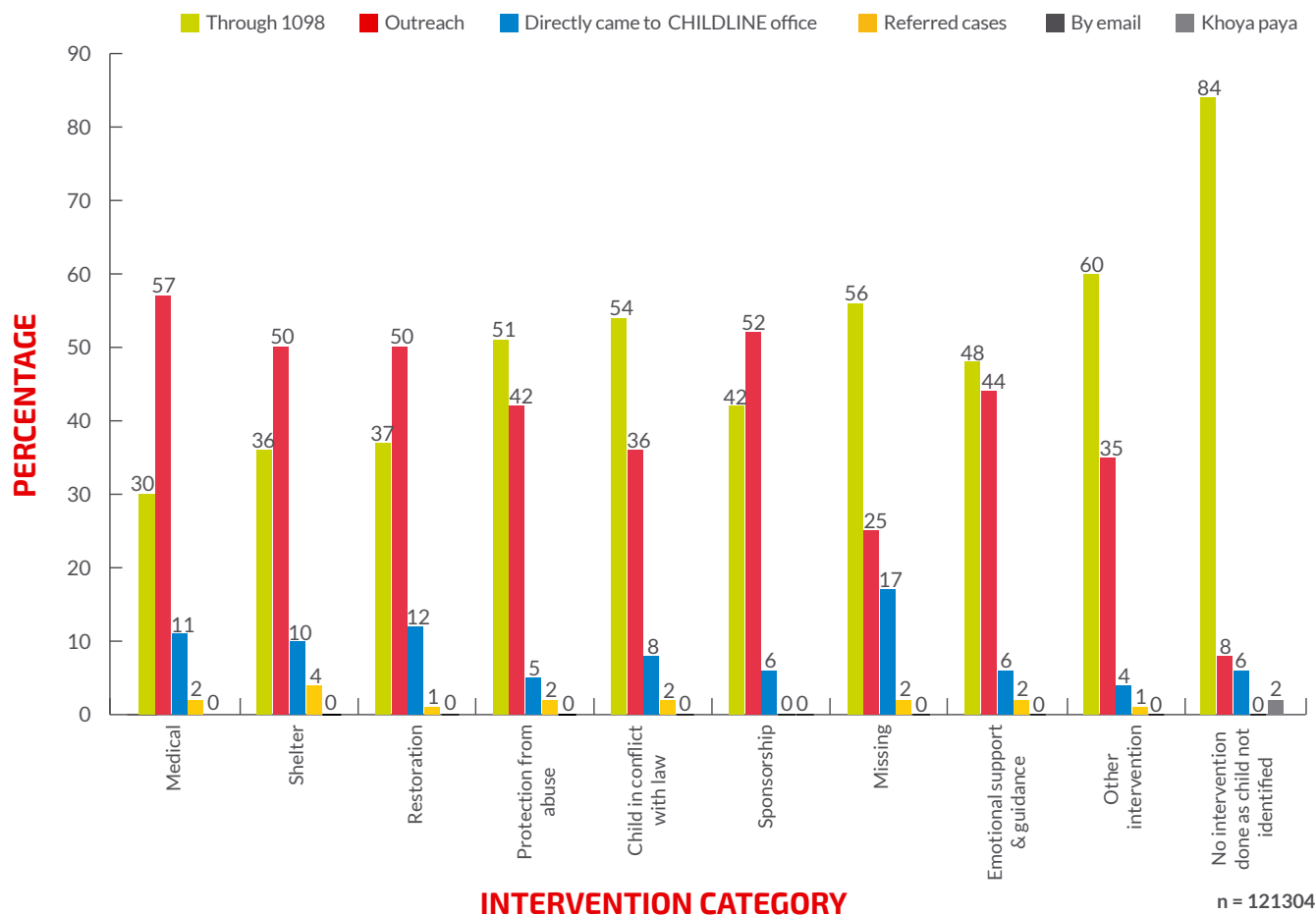
The number of cases received during outreach is a significant 42%. Outreach includes a variety of activities with the objective to reach out to children and the general public on the streets in order to sensitize them on children's issues and the CHILDLINE 1098 service. During these activities, puppet shows, street theatre (nukkadnataks) and face to face interaction with people is conducted to enact cases received on 1098. Kiosks are setup at high traffic locations / events (Ganpati/Fairs) during outreach activity in which cases are directly referred to the team.

Table 6.1.1: Access to CHILDLINE 1098 split by intervention type

The most prominent finding is that of adults coming to CHILDLINE offices to report missing children. During outreach the most frequent requests are those involving medical aid and sponsorship assistance. Restoration cases involve NGO referrals- this is understandable given CHILDLINE's reach across the country.

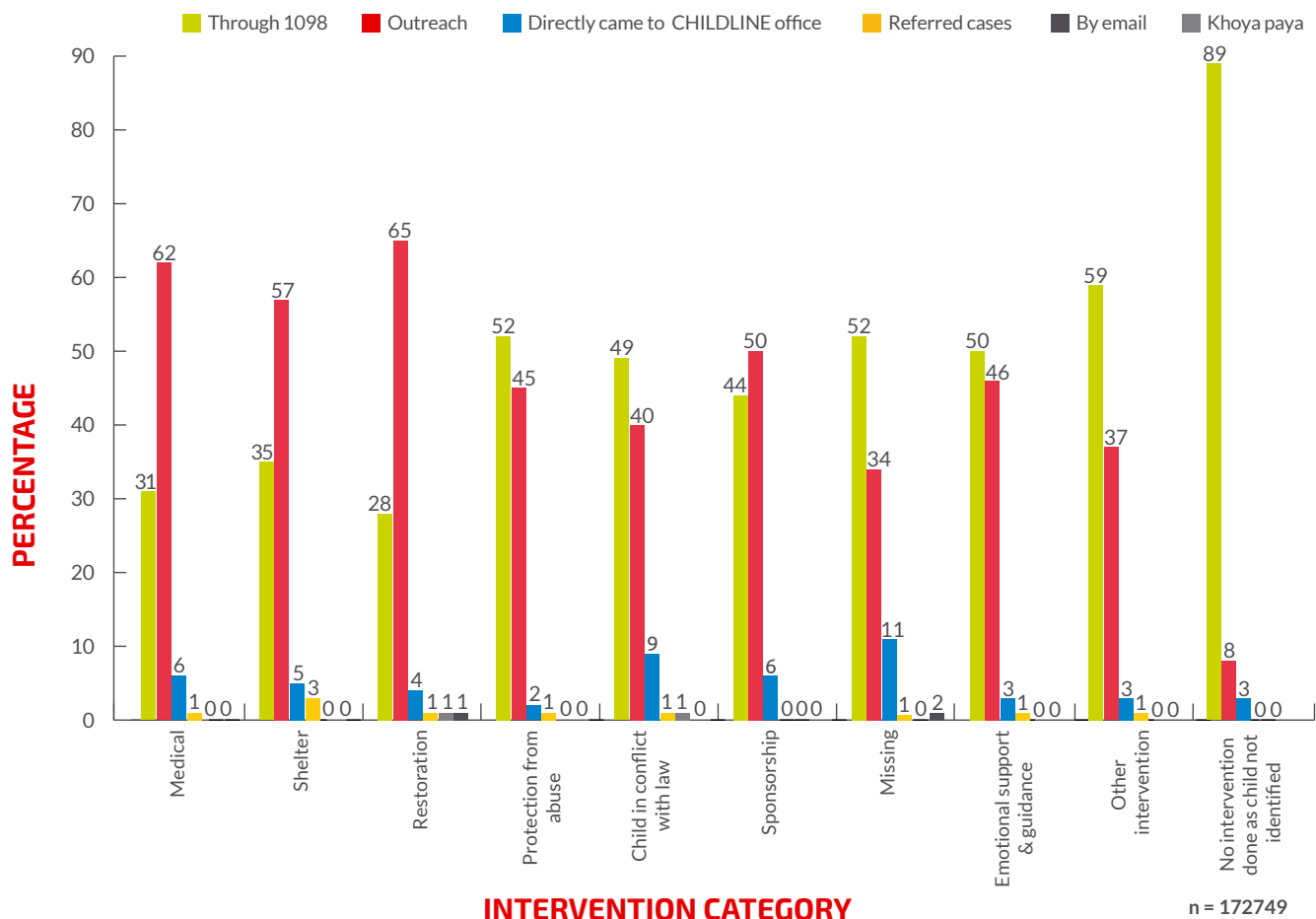
Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By Email		Khoya paya		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Medical	2979	3978	5579	7991	1039	825	173	129	11	2	0	1	9781	12926
Shelter	6517	7690	9122	12541	1840	1096	731	606	64	40	8	51	18282	22024
Restoration	3238	3734	4496	8961	1094	503	120	98	13	79	5	99	8966	13474
Protection from abuse	10136	14319	8189	12565	972	612	371	164	31	18	1	2	19700	27680
Child in conflict with law	139	118	90	97	20	23	4	3	0	2	0	0	253	243
Sponsorship	3471	3980	4222	4472	453	507	20	27	16	8	0	0	8182	8994
Missing	1213	1633	562	1078	379	360	39	31	4	4	11	48	2208	3154
Emotional support & guidance	14756	17770	13535	16491	1783	1138	601	330	20	50	1	10	30696	35789
Other intervention	6032	14696	3417	9290	435	733	142	197	9	13	3	60	10038	24989
No intervention done as child not identified	271	2504	27	216	19	77	0	4	5	8	0	7	322	2816
Total	48752	70422	49239	73702	8034	5874	2201	1589	173	224	29	278	108428	152089

Note: Information about access through were not available for 33536 cases.



Note: Information about access through were not available for 12876 cases.

Figure 6.1.1: Access to CHILDLINE 1098 split by intervention type - 2015



Note: Information about access through were not available for 20660 cases.

Figure 6.1.1: Access to CHILDLINE 1098 split by intervention type - 2016

6.2 Change in trends of access to the telecom service

In the fast changing telecom scenario, PCOs are slowly vanishing. 97% 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 a GSM (mobile) platform or CDMA (Wireless in Local Loop) based, both being wireless.

This has changed the way children and adults access 1098.

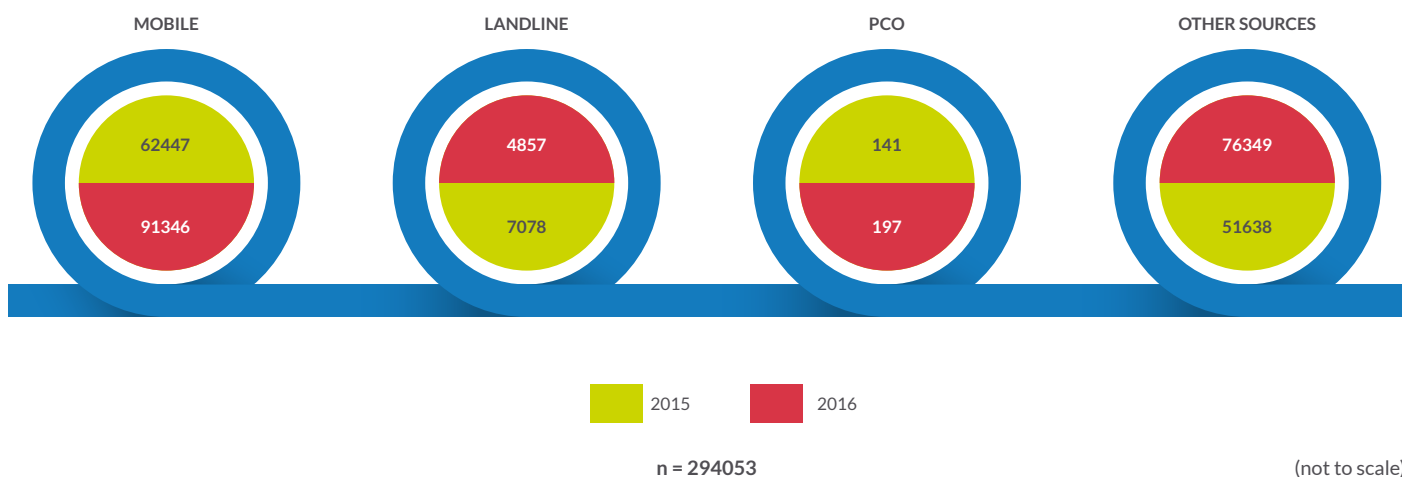


Figure 6.2: Calls to CHILDLINE from different telephone sources

Note: This chart is very significant for us. It shows the sharp decline of PCOs in the country and the rapid growth of mobile phones. 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 phone booths with hotlinks and non-dialable phones at high-traffic locations in order to provide children easy and instant access to help.

Other sources include the cases received during outreach, children/adults who come directly to the CHILDLINE office, calls that come directly to the CHILDLINE members' mobile phone; Cases also come through email and references from other NGO's.

Are Calls from mobiles for different reasons ?

The answer to this question confirms that indeed more 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: Calls to CHILDLINE from different telephone sources and interventions

Intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Medical	4773	6076	457	221	9	9	5907	8277	11146	14583
Shelter	10262	13620	2760	2168	38	34	9471	12962	22531	28784
Restoration	4341	4683	505	302	9	16	4631	9232	9486	14233
Protection from abuse	12090	18510	973	793	22	58	8578	12886	21663	32247
Child in conflict with law	179	202	28	10	0	0	100	110	307	322
Sponsorship	3741	4628	108	33	6	8	4539	4658	8394	9327
Missing	1729	2453	194	141	2	1	622	1177	2547	3772
Emotional support & guidance	18369	21524	1777	877	40	37	14089	16972	34275	39410
Other intervention	6675	17074	272	285	15	19	3662	9813	10624	27191
No intervention done as child not identified	288	2576	4	27	0	15	39	262	331	2880
Total	62447	91346	7078	4857	141	197	51638	76349	121304	172749

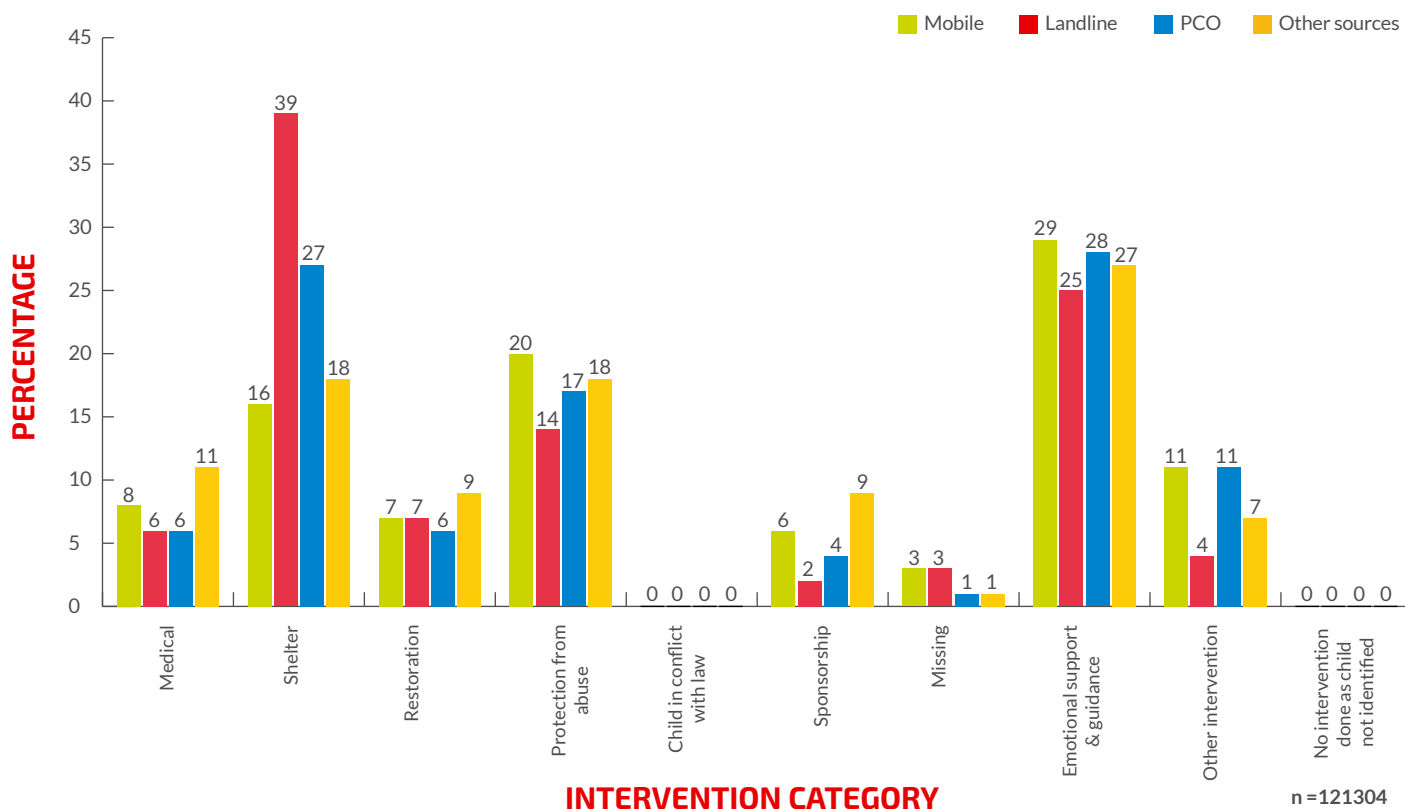


Figure 6.2.1: Calls to CHILDLINE from different telephone sources and interventions - 2015

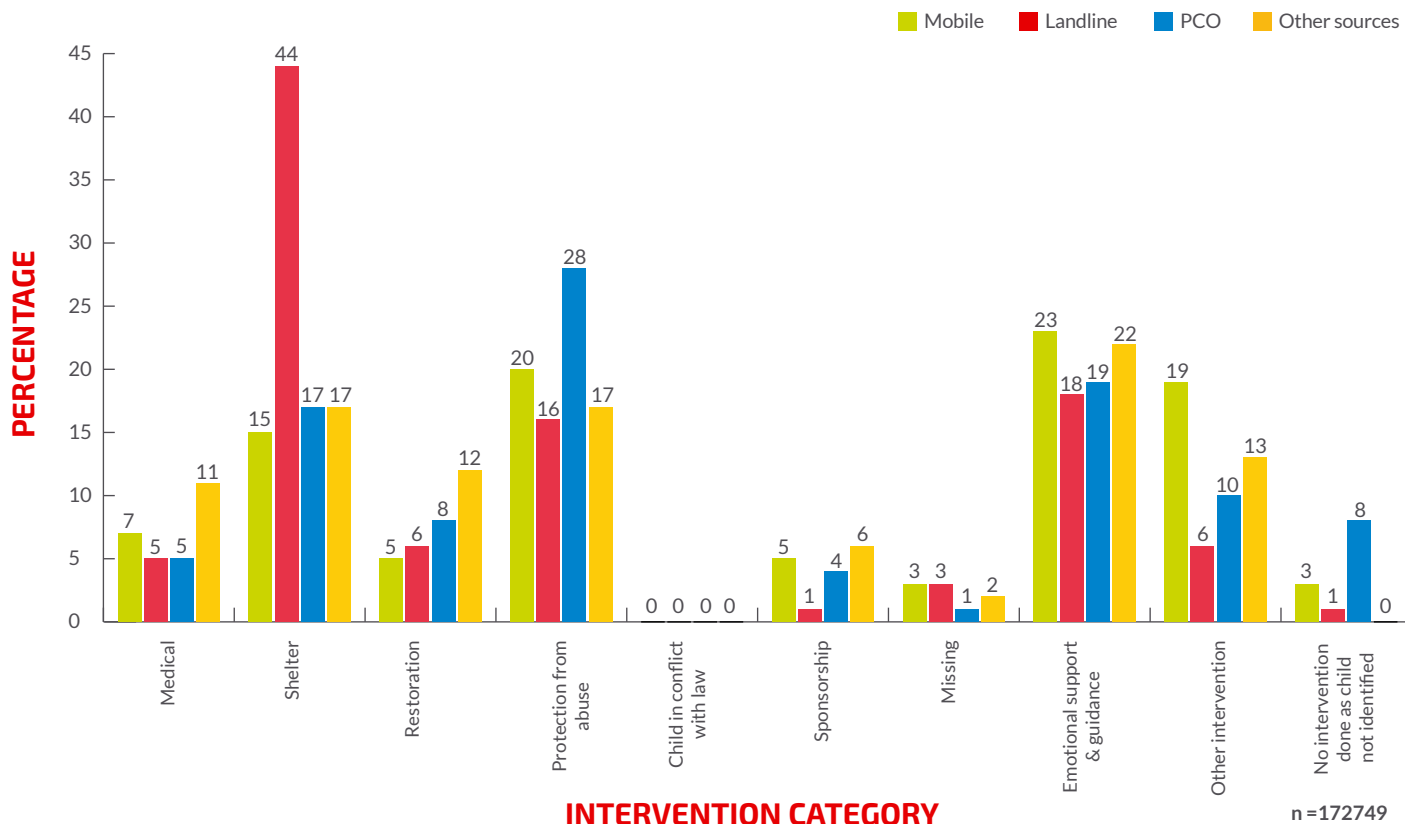


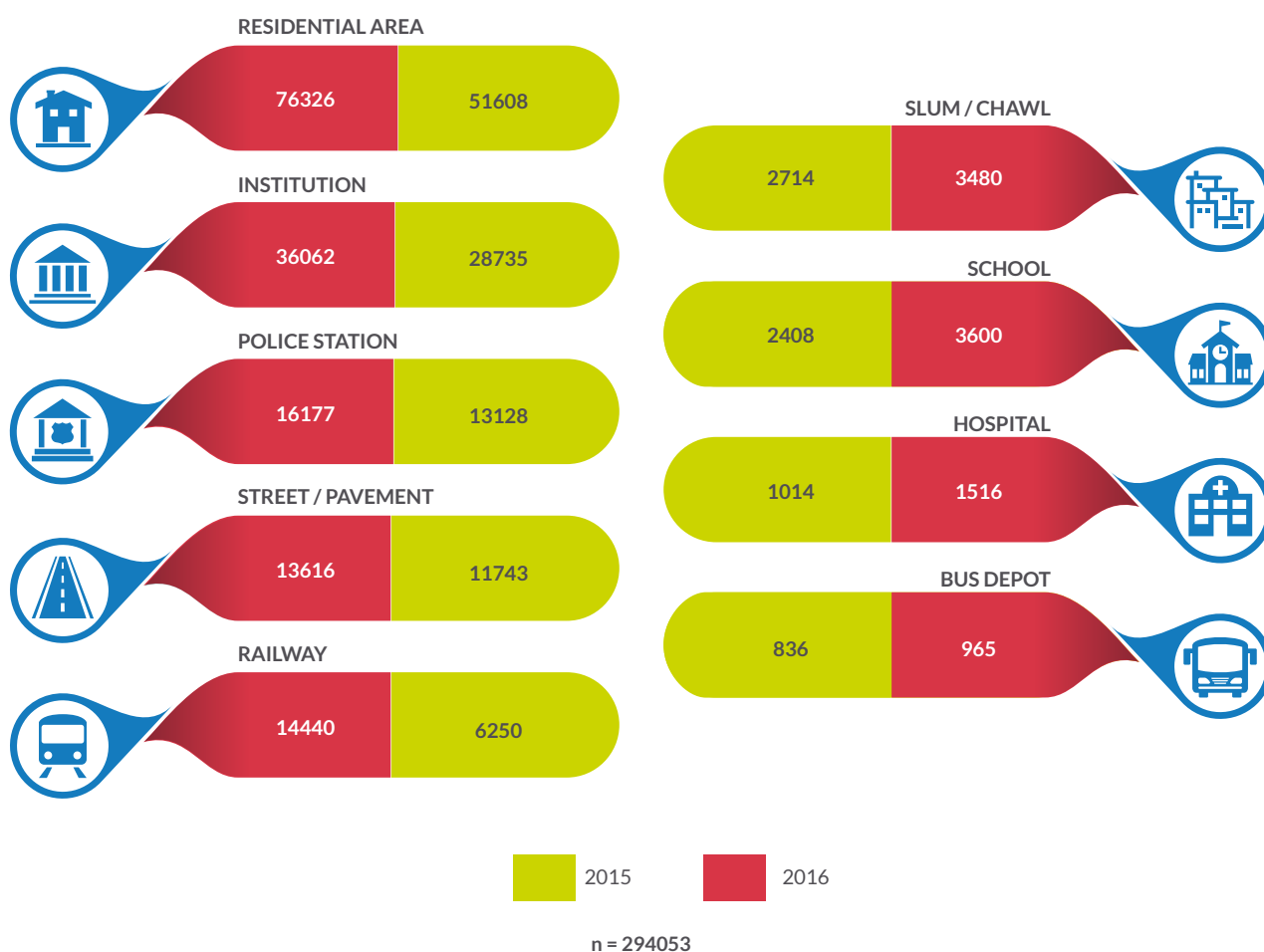
Figure 6.2.1: Calls to CHILDLINE from different telephone sources and interventions - 2016

For non-PCO landlines and mobiles the most significant cases are those requiring Emotional support & guidance, shelter and protection from abuse. Whereas, for calls coming from PCOs the most pressing needs appear to be for protection from abuse and shelter intervention- reflecting a need of the 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 children are reported via mobiles.

It is clear that the increased share of the private telecom service providers in telephony has brought more children in contact with CHILDLINE. This is a trend that will grow very strongly in the future.

6.3 Location of calls

While the number of PCOs disappearing across the country at the rate of approximately 8% p.a. (Source: DOT), the location of the phones from where calls come to CHILDLINE remain varied in nature.



Note: Location of cases were not available for 9435 cases.

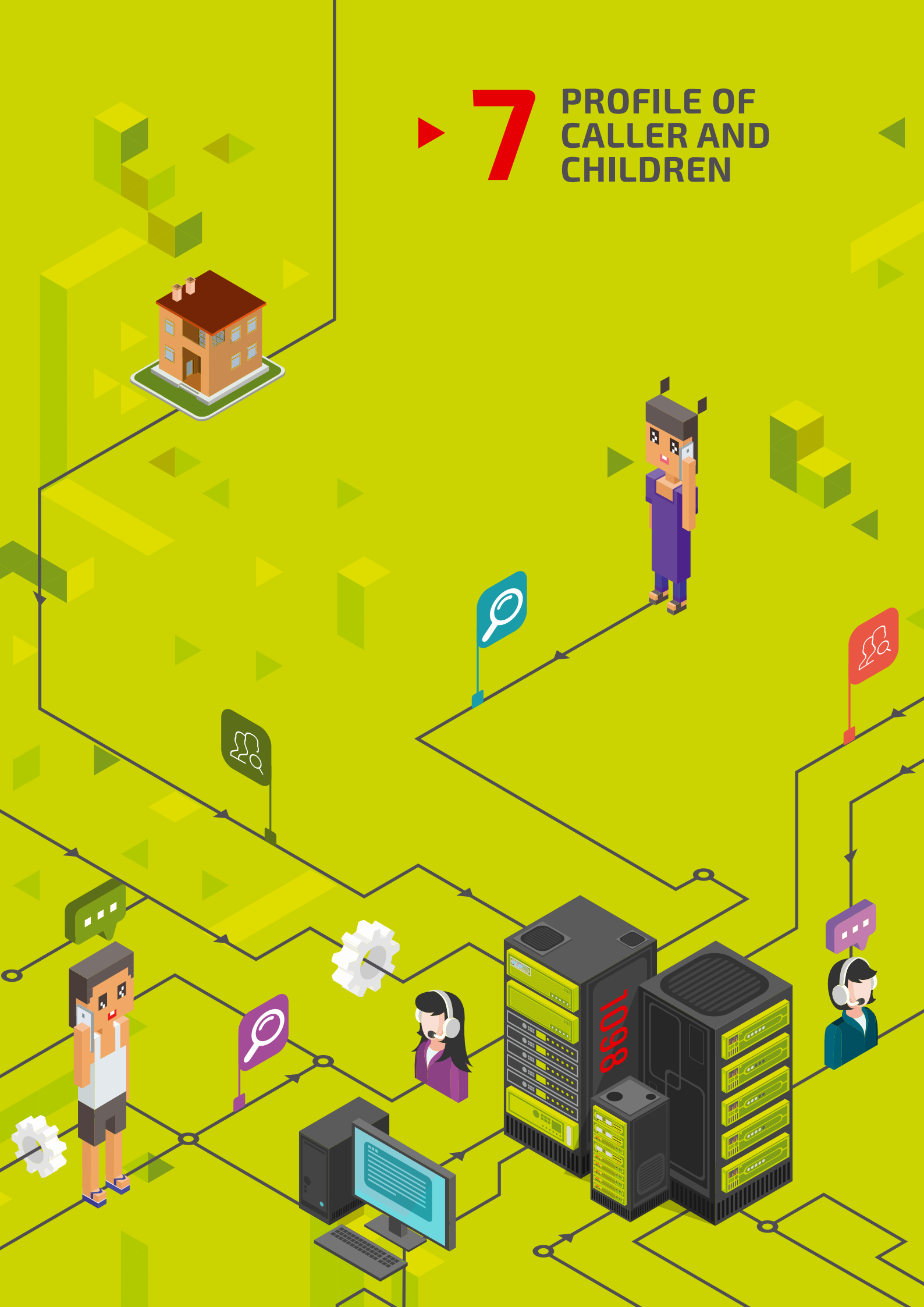
Figure 6.3: Location of calls to CHILDLINE

(not to scale)

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 cannot be determined from this breakup. But railways, streets/ pavements, slums/chawls, institutions and police stations accounts for 50% of all locations from where calls come in and are crucial as these places are frequented by most marginalised children.

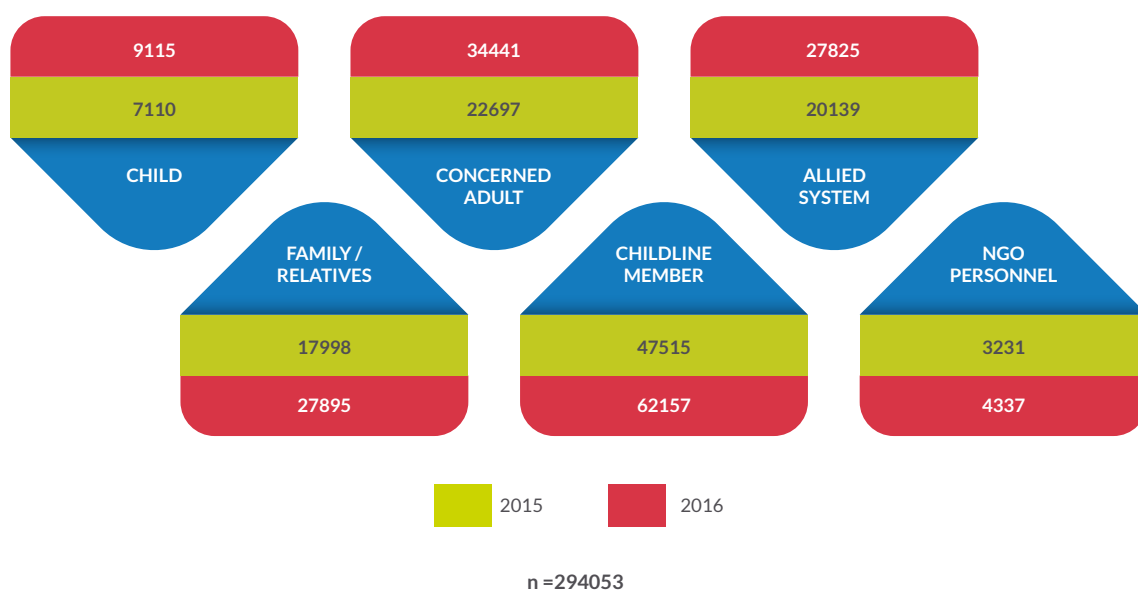
Calls from street/pavement have gone down in 2016 by 3% whereas cases from railways have gone up by 3% in 2016.

7 PROFILE OF CALLER AND CHILDREN



7.1 Profile of caller

1/3rd of all calls to CHILDLINE are from concerned adult. Below figure 7.1 shows the profile of the caller to CHILDLINE varies from children, allied systems, family/relatives, CHILDLINE members and NGO personnel.



Note: Callers detail were not available for 9594 cases.

Figure 7.1: Profile of callers to CHILDLINE

(not to scale)

Choice of telephone for callers to CHILDLINE

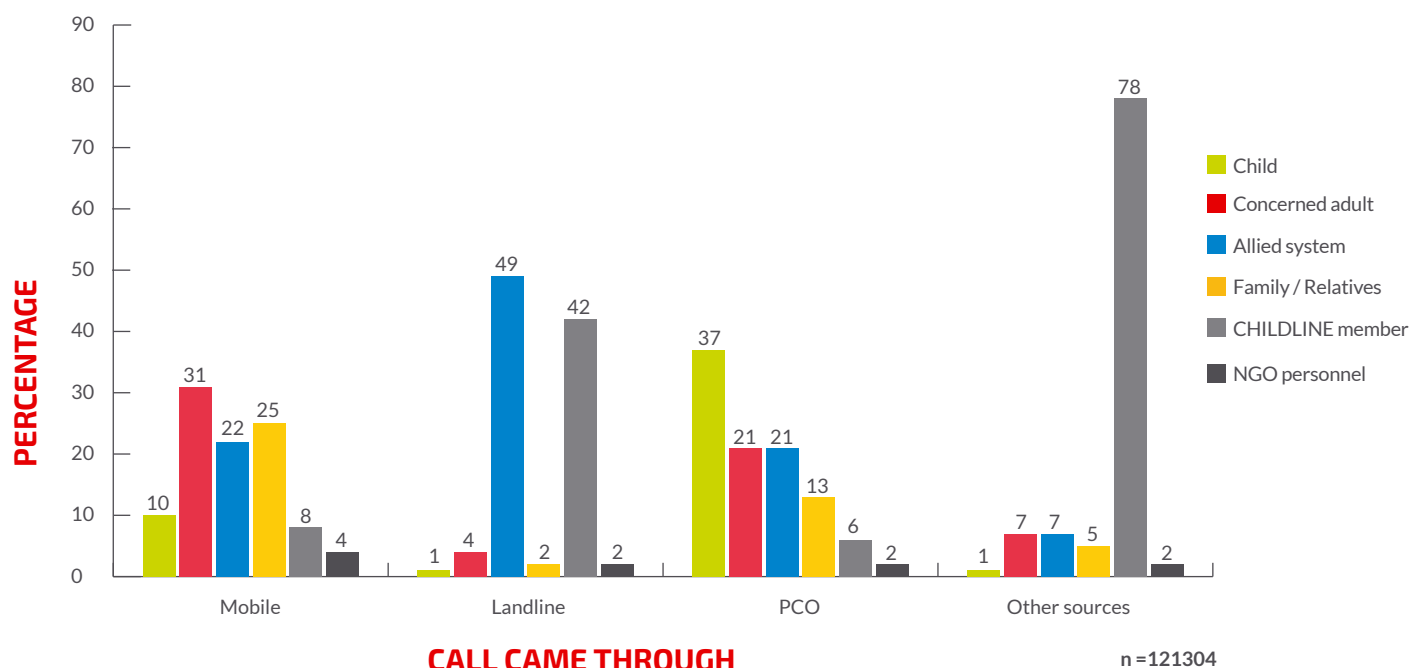
Different caller groups tend to use different choices of telephones to call CHILDLINE.

Table 7.1.1: Caller types using different choices of telephones

Caller type	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Child	6318	8395	83	69	52	48	657	603	7110	9115
Concerned adult	18975	28784	298	236	30	68	3394	5353	22697	34441
Allied system	13271	19097	3442	3496	30	42	3396	5190	20139	27825
Family / Relatives	15193	24370	143	132	18	24	2644	3369	17998	27895
CHILDLINE member	5092	3495	2878	628	8	5	39536	58029	47514	62157
NGO personnel	2231	2978	141	146	3	8	856	1205	3231	4337
Total	61080	87119	6985	4707	141	195	50483	73749	118689	165770

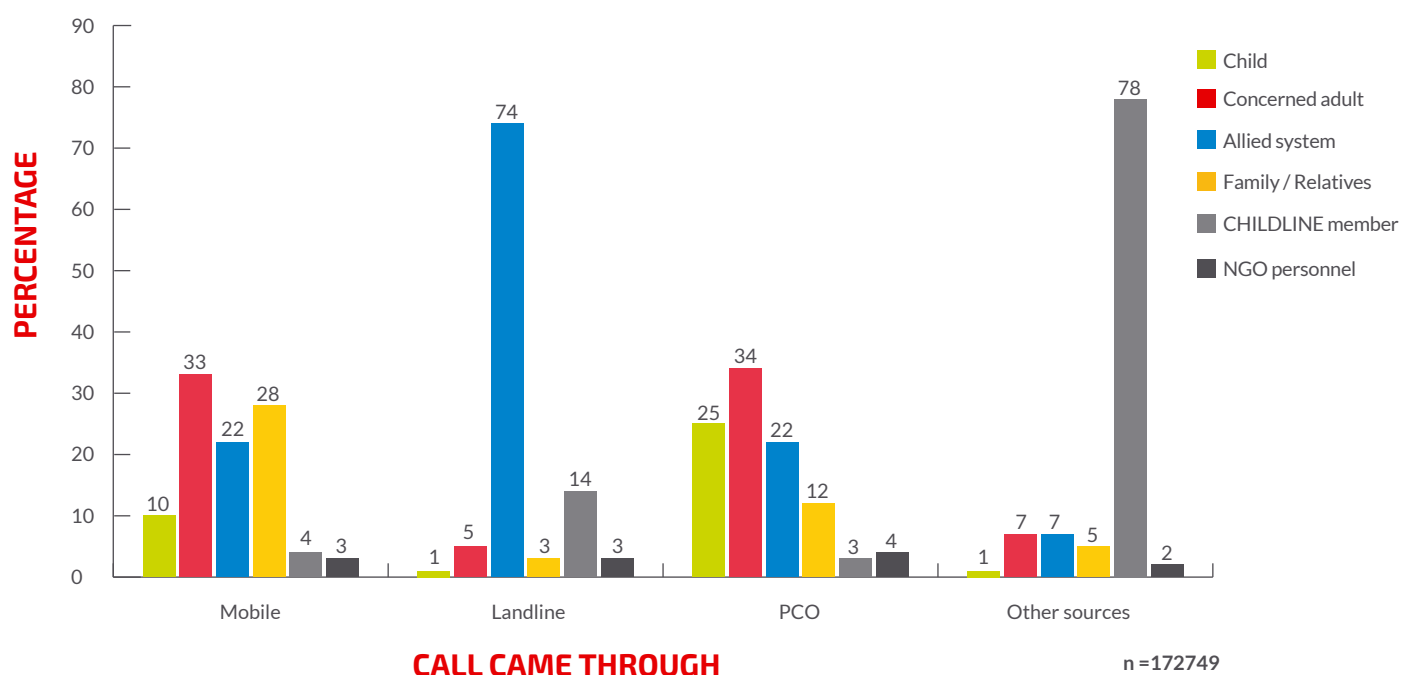
Note: Callers detail were not available for 9594 cases.

Below figure 7.1.1 shows the different kind of telephones used by callers to contact CHILDLINE.



Note: Callers detail were not available for 2615 cases.

Figure 7.1.1: Caller types using different choices of telephones - 2015



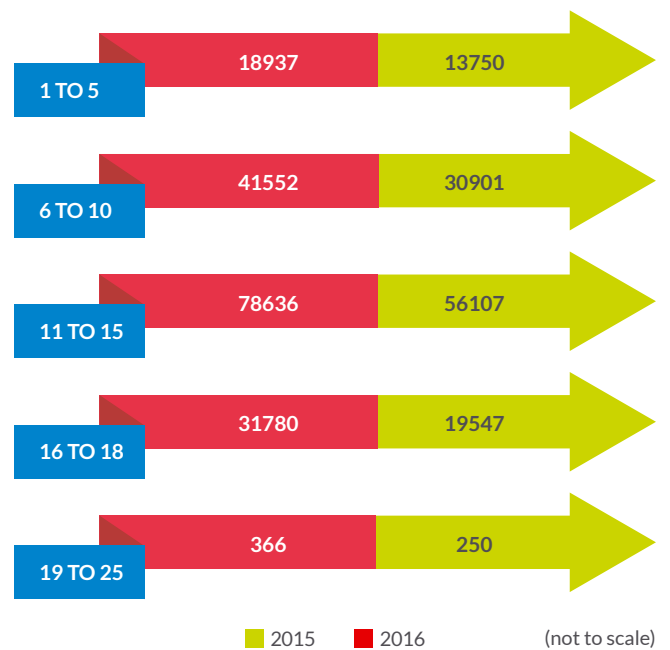
Note: Callers detail were not available for 6979 cases.

Figure 7.1.1: Caller types using different choices of telephones - 2016

Below figure 7.2 shows gender of children calling CHILDLINE. around 2/3rd of all CHILDLINE cases are for male children.



Below figure 7.3 shows the age group of children assisted by CHILDLINE

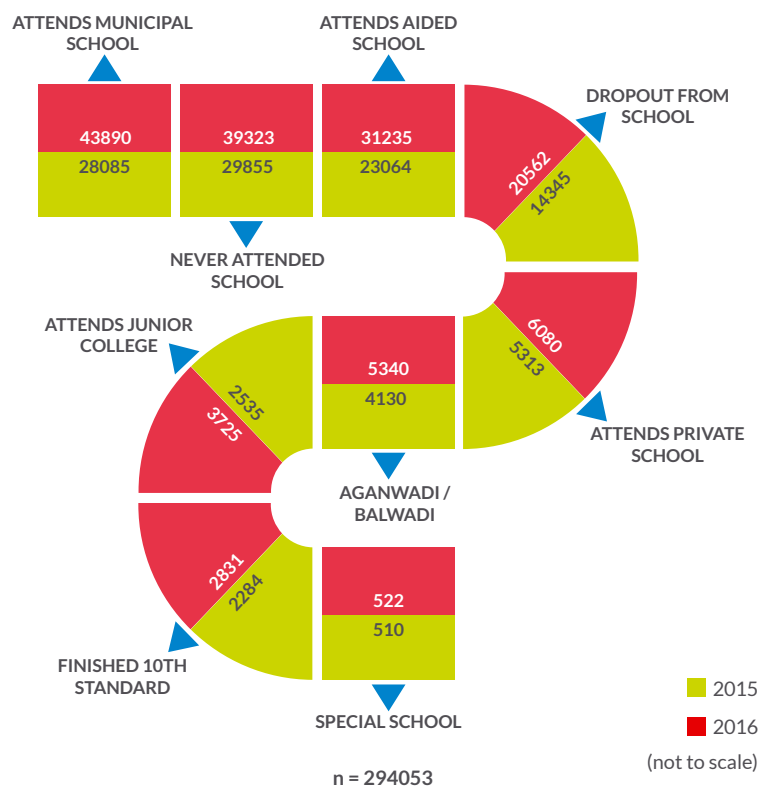


Note: Age group of Children were not available for 2227 cases.

Figure 7.3: Age group of children assisted

Figure 7.2: Gender of children

Below figure 7.4 shows education status of children who come in contact with CHILDLINE

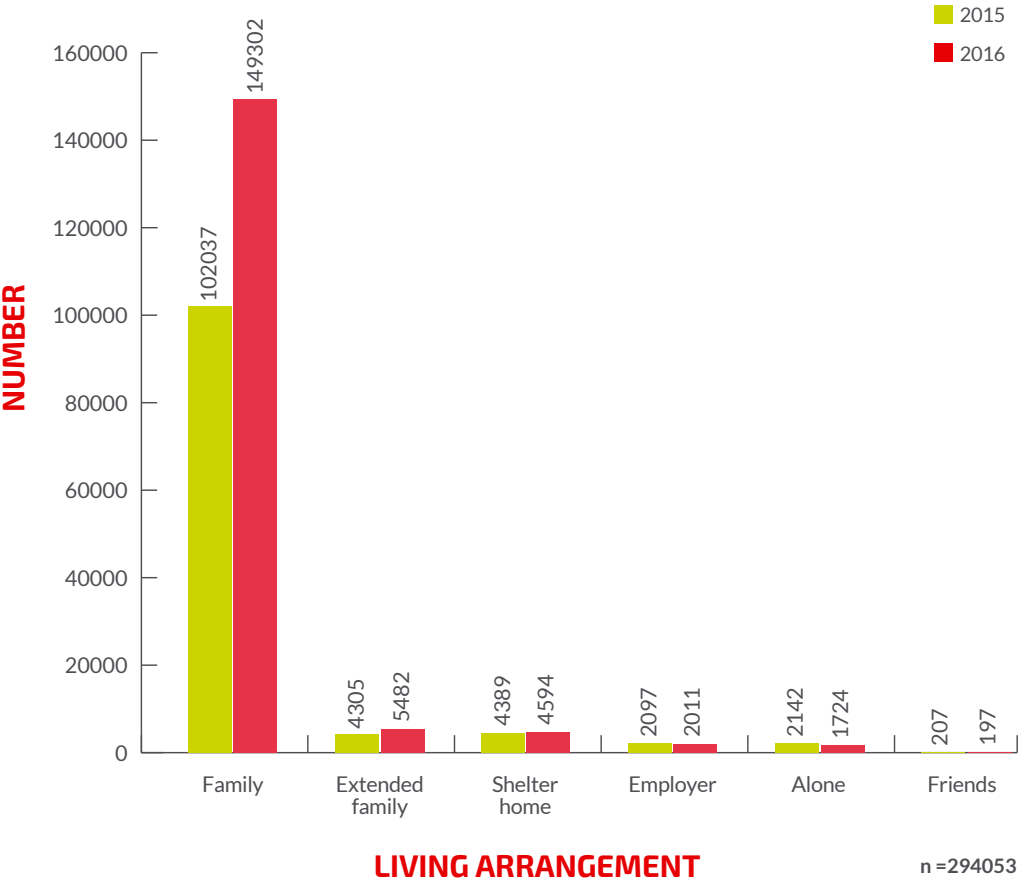


Note - Education status of Children were not documented for 30424 cases.

Figure 7.4: Education status of children

Of the total number of interventions undertaken, 24% of the children have never been to school; 12% have dropped out of school, while 3% are in Anganwadi. Nearly 47% attend school, another 2% have finished the 10th standard, while 2% are yet in college.

Below figure 7.5 shows living arrangement of children who contact CHILDLINE for intervention.

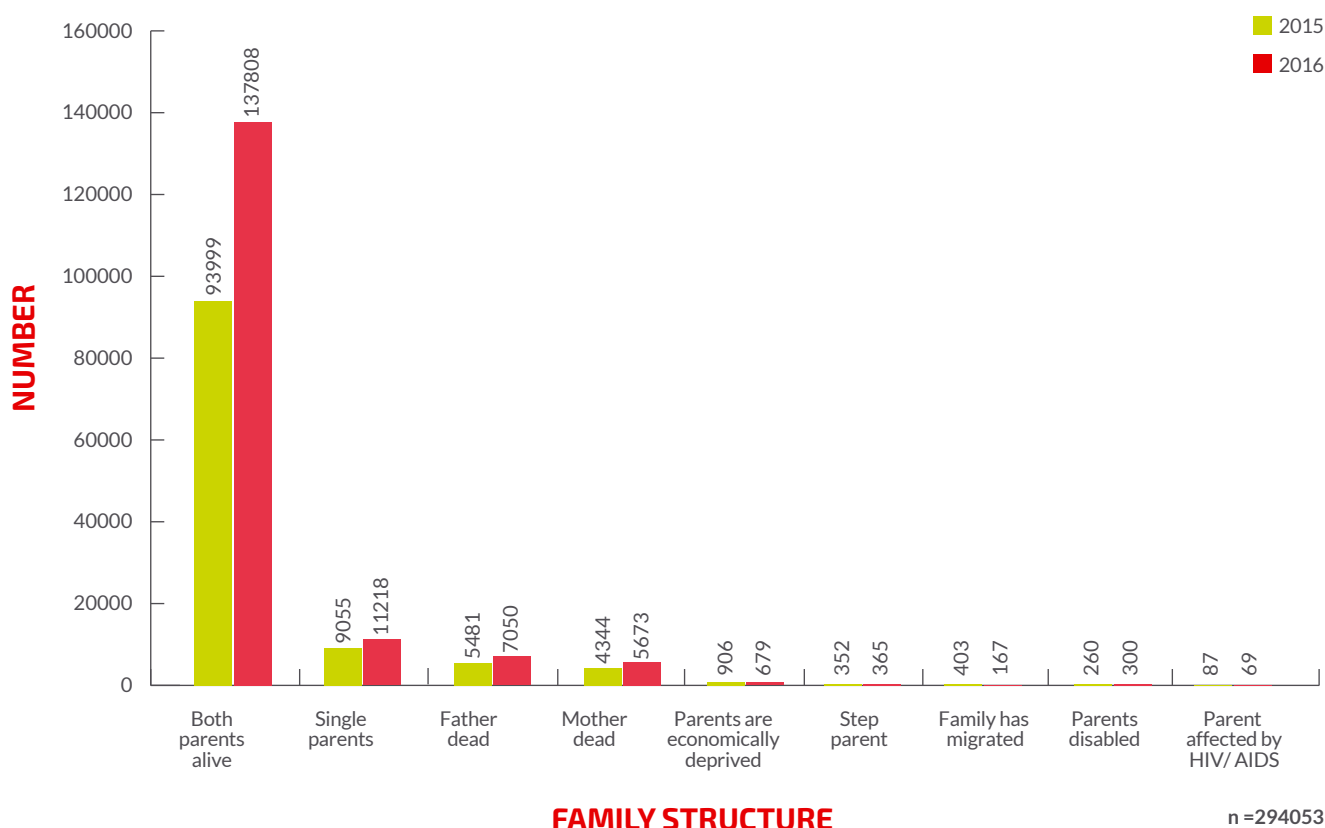


Note: Living arrangement of Children were not available for 15566 cases.

Figure 7.5: Living arrangement of children

Of the total number of interventions undertaken, 85% of all children live with their family.

Below figure 7.6 shows family structures of children to whom CHILDLINE helped



Note: Family Structure of Children were not documented for 15837 cases.

Figure 7.6: Family structures of children

Of the interventions conducted, 79% of children had both their parents. 1% reported impoverished parents, 8% reported either of their parents dead while another 7% reported living with single parents (referring to separated parents).

▶ 8 INTERVENTION AND ASSISTANCE BY CHILDLINE



8.1 Nature of intervention by CHILDLINE

This chapter provides an analysis of interventions done across the length and breadth of the country. The interventions are further segregated under Emotional support & guidance (ES&G) and direct (physical) interventions which involve several protocols and processes.

Under the current system operational at CHILDLINE, an intervention duly carried out is the basis of classification. It may happen that a child calls complaining of depression and sickness but upon intervening the range of assistance covers not just medical aid but access to shelter too. In such cases, multiple interventions are recorded under the same case.

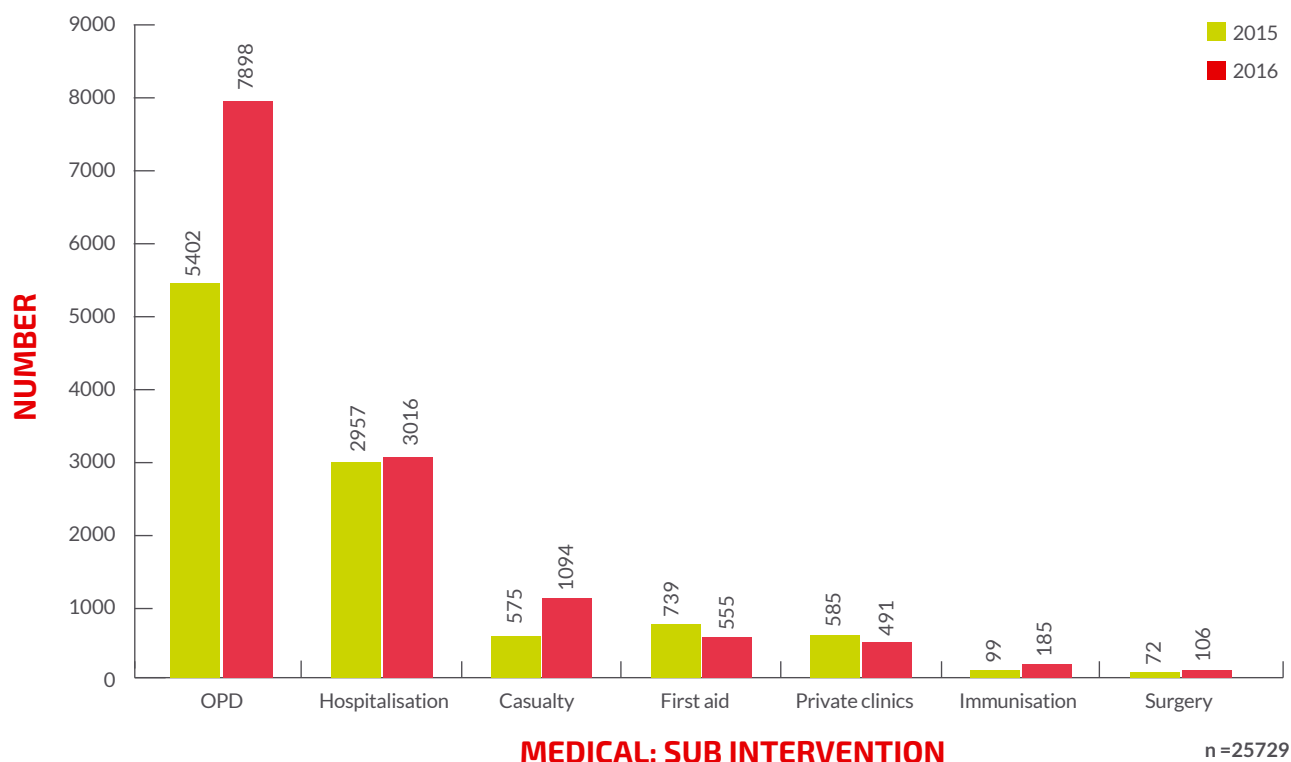
The nature of interventions carried out varies in each case. Every intervention follows a set of protocols and processes. Most of which require statutory steps to be complied with. For example: Production of a child in front of the Child Welfare Committee in order to obtain an order for Shelter stay 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 Labour, a raid requires the local Labor Commissioner to be involved as the post rescue processes require the Labour department to recover compensation from the offending employer and use it for rehabilitation of the Child Labourer.

Many a times, CHILDLINE teams conduct night outreach programmes for those children and families who are away at work during the day. The teams carry with them basic medical kits as street children invariably seek treatment for wounds and often locally applied medication proves to be sufficient. In other cases, hospitalization might be needed for serious illnesses which requires the teams to tie-up or negotiate with public hospitals for no/low cost medical treatment. Both these scenarios fall under the medical intervention category.

Much like the above examples, CHILDLINE intervenes with most child related issues, drawing in allied systems such as the Police, Labour Department, Hospitals, and Local level authorities etc to ensure that interventions are carried out in the right manner.

8.2 Medical related assistance provided by CHILDLINE

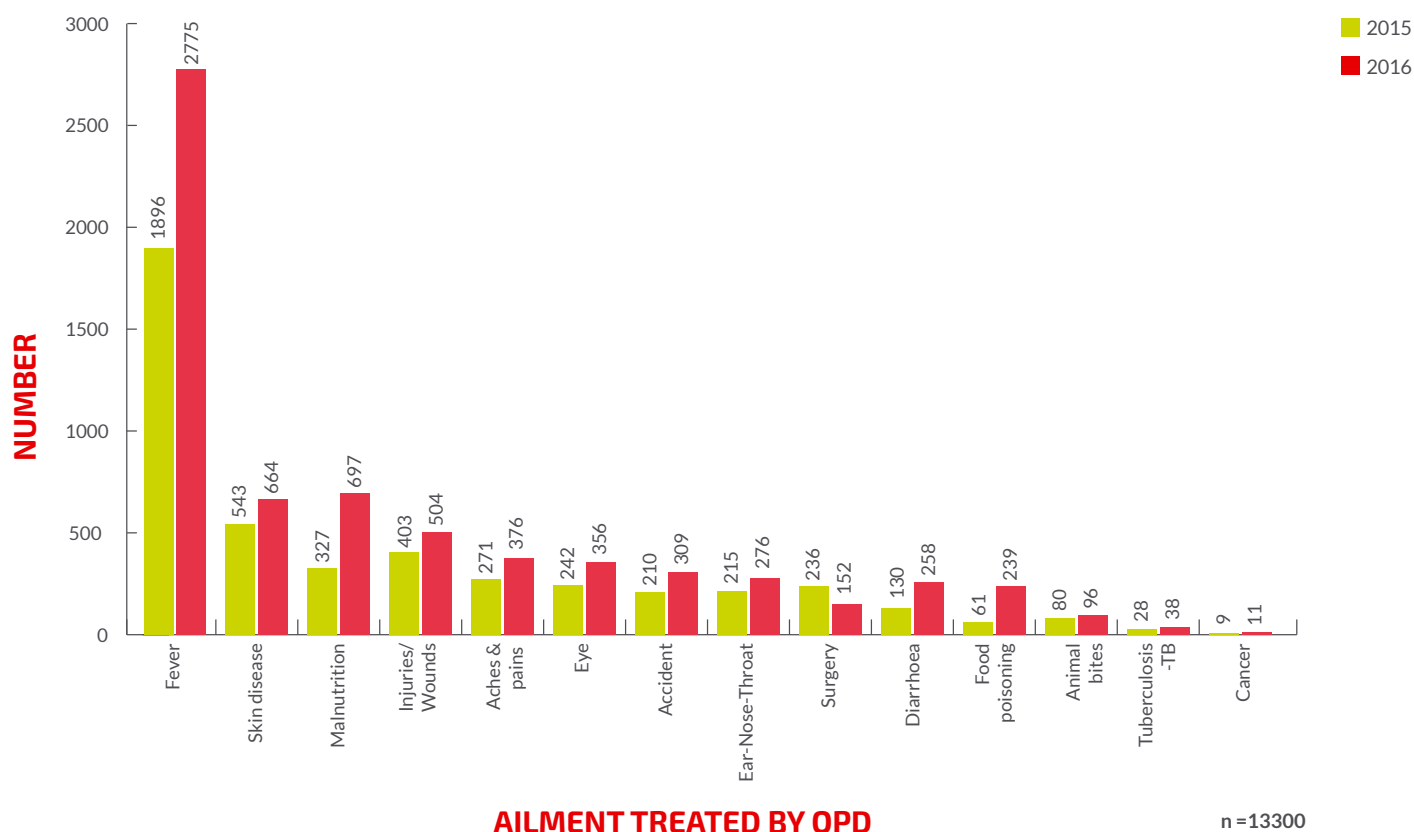
Medical interventions (25729 out of 294053, as reported in table 4.2), cover a wide range of interventions. From simple application of band aids by the CHILDLINE team members, taking a child to the local doctor for a checkup for fever or any minor illness or admitting a child to hospital for a surgery or serious illness, account for the various kinds of medical interventions undertaken by CHILDLINE. The details of such intervention are given in Figure 8.2.



Note: Intervention done in medical cases were not available for 1955 cases.

Figure 8.2: Medical: sub intervention

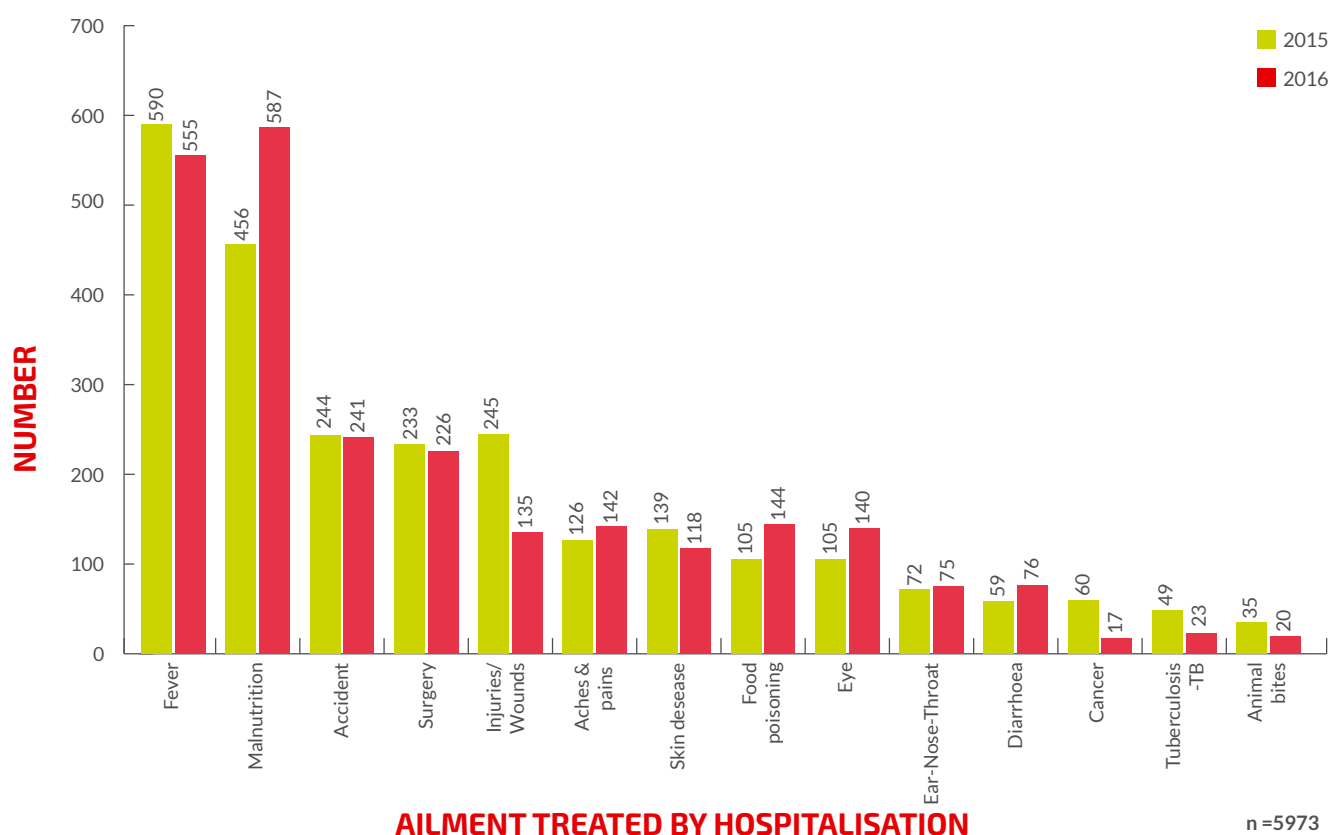
From Fig 8.2, it can be concluded that, Treatment at Out Patient Departments (OPD) and Hospitalisation are the most prominent of medical interventions, covering 75% of all medical cases. The details of the ailments that require treatment by OPD and hospitalization are given in Figure 8.2.1 and Figure 8.2.2 respectively.



Note: : Ailments of 1898 OPD cases were not available.

Figure 8.2.1: Ailments treated by OPD

The largest ailments treated at OPDs are fever, skin disease and malnutrition, accounting for 35%, 9% and 8% respectively.



Note: Ailments of 956 hospitalisation cases were not available.

Figure 8.2.2: Ailments treated by hospitalization

Fever at 19% and malnutrition 17% of the medical calls received are the most commonly treated ailments by hospitalisation. Cases being reported for hospitalisation may also be reported for first aid or OPD. Hence, the figures for these would also be counted in tables for OPD/ first aid- they do not imply an exclusive intervention. Therefore, when we consider cases requiring surgery or TB or accidents, the role of first aid may be limited- it could imply some immediate assistance as a first step to more long term solutions through hospitalisation.

Provision of required medical assistance to conduct the heart surgery of child

A caller called on 1098 from Nagpur & gave information about a 10 year boy who is suffering from a heart problem, the economic condition of the child's parents being worse, the mother had asked medical assistance from CHILDLINE.

To meet with the child and his parents, CHILDLINE team member visited GMC hospital where the child's treatment was going on. At the hospital CHILDLINE TM found the child who was admitted there and met with the parents. After talking in detail about the child with parents as well as the concerned examining doctor, it was found that the child's health condition was deteriorating day by day and he is getting critical.

Doctor suggested to do blood test and ECO test for which CHILDLINE team member visited the GMC hospital, met with parents and assisted them to do required tests.

Doctor informed CHILDLINE team member and child's father that after medical report comes, they can decide about the operation procedure to correct the heart deformity therefore they should now start the preparation for the surgery.

Child's parents got so worried to hear this as there were not so economically sound and could not afford the surgery expenses. Sensing the situation CHILDLINE team member decided to help the parents by arranging for the child's treatment to be done under Rajiv Gandhi Jeevandayee Arogya Yojana (RGJAY). As per the scheme, Government launched a health insurance scheme to improve access of Below Poverty Line (BPL) and Above Poverty Line (APL) families to quality medical care for identified speciality services requiring hospitalization for surgeries and therapies or consultations through an identified Network of health care providers.

Hearing this the child's parents got relieved and along with the CHILDLINE team member started the procedure of application to avail the scheme benefits.

As the reports came, they were found to be normal but child could not walk properly therefore the doctor suggested for conducting surgery. The operation date was decided and finally operation was successfully done in a super speciality hospital. The child got discharged from hospital and CHILDLINE team member also arranged for nutritious food for the child.

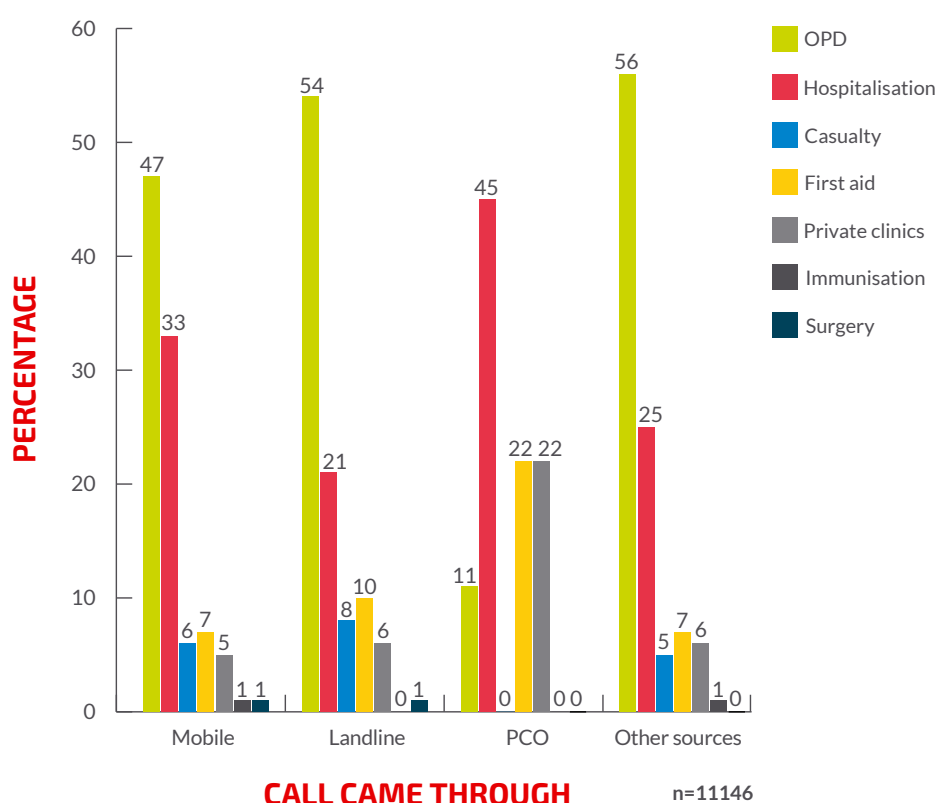
In this way CHILDLINE succeeded improving the health condition of a deserving child by providing required medical assistance to conduct the heart surgery. The child's parents were more than thankful to CHILDLINE. Now the child's health is good and there is progressive recovery.

Sources through which medical cases came to CHILDLINE is presented in table and Figure 8.2.3.

Table 8.2.3: Source for medical assistance cases

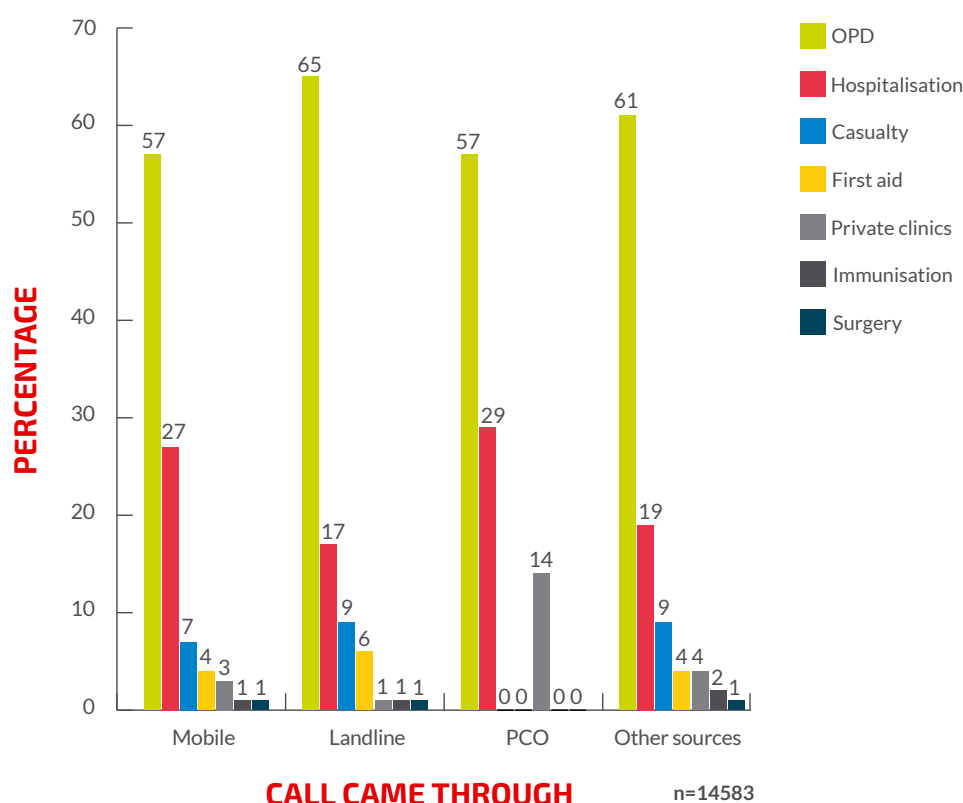
Medical: Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
OPD	2065	3089	245	136	1	4	3091	4669	5402	7898
Hospitalisation	1449	1495	95	36	4	2	1409	1483	2957	3016
Casualty	251	393	35	18	0	0	289	683	575	1094
First aid	316	222	46	12	2	0	375	321	739	555
Private clinics	216	192	25	2	2	1	342	296	585	491
Immunisation	31	48	0	2	0	0	68	135	99	185
Surgery	44	55	4	2	0	0	24	49	72	106
Total	4372	5494	450	208	9	7	5598	7636	10429	13345

Note: Intervention done in medical cases were not available for 1955 cases.



Note: Intervention done in medical cases were not available for 717 cases.

Figure 8.2.3: Source for medical assistance cases - 2015



Note: Intervention done in medical cases were not available for 1238 cases.

Figure 8.2.3: Source for medical assistance cases - 2016

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 OPD or hospitalisation interventions are done, the cases have most likely come from other sources. Most of the medical cases come from mobile and other sources. Even though medical cases have increased in 2016 but the medical cases received from Landline and PCO have gone down.

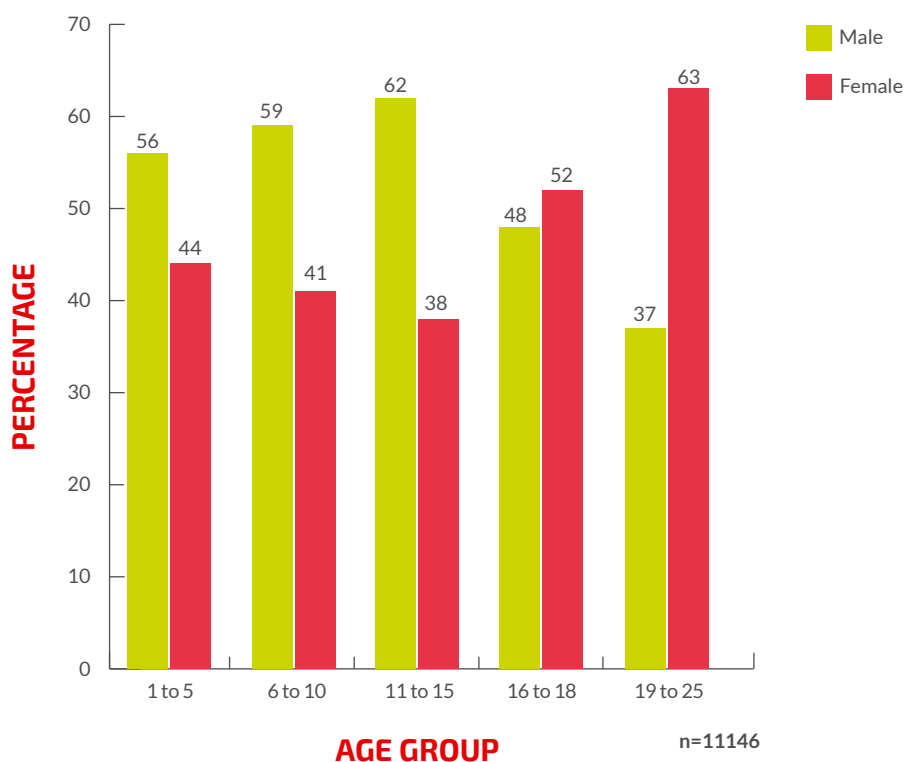
The age group wise distribution of male and female child is presented in Table and Figure 8.2.4

Table 8.2.4: Age group and gender of the children seeking for medical assistance

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1902	2347	1497	2142	3399	4489	0.79	0.91
6 to 10	1929	2433	1347	1636	3276	4069	0.70	0.67
11 to 15	2138	2669	1334	1912	3472	4581	0.62	0.72
16 to 18	425	602	461	553	886	1155	1.08	0.92
19 to 25	7	9	12	11	19	20	1.71	1.22
Total	6401	8060	4651	6254	11052	14314	0.73	0.78

Note: Gender and Age group were not available for 363 cases.

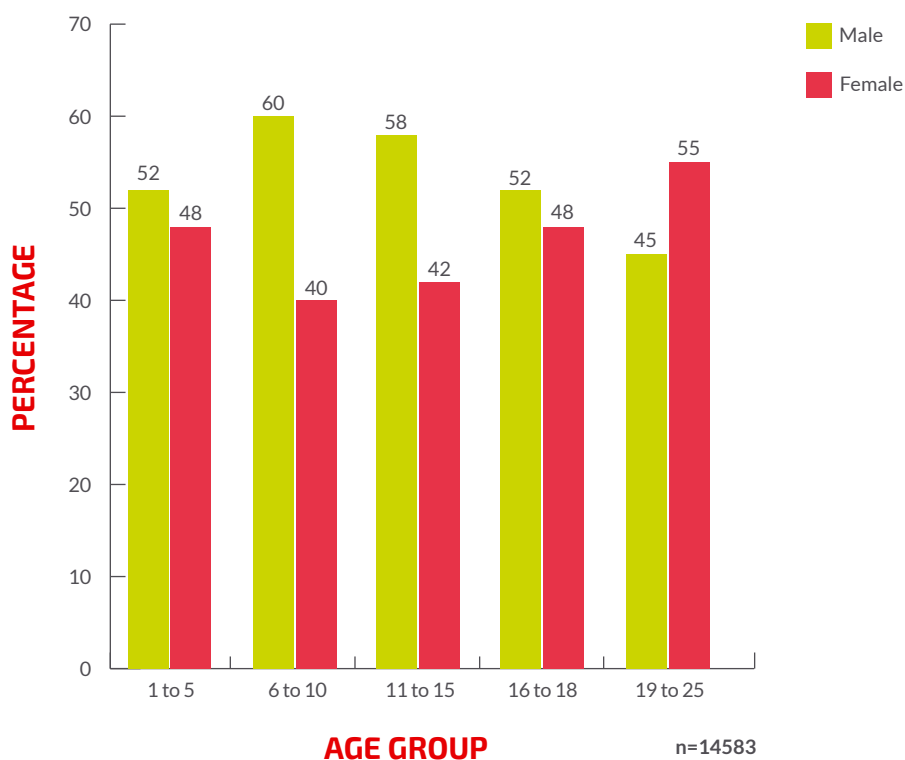
In the year 2015, in the age group of 6-10 years and 11-15 years, the vast majority of medical intervention cases are with boys at 59% and 62% respectively, while in the age group of 16-18 and 19-25 years the cases of girls 52% & 63% respectively are more than the cases of boys 48% & 37% respectively. In the age group of 1-5 years, it is minimum gap between the cases for both genders.



Note: Gender and Age group were not available for 94 cases.

Figure 8.2.4: Age group and gender of the children seeking for medical assistance - 2015

In the year 2016, the vast majority of medical intervention cases are with boys in the age group of 6-10 years and 11-15 years at 60% and 58% respectively, while in the age group of 19-25 years the cases of girls 55% are more than the cases of boys 45%. In the age group of 1-5 and 16-18 years, distribution of cases between boys (52%) and girls (48%) are same.



Note: Gender and Age group were not available for 269 cases.

Figure 8.2.4: Age group and gender of the children seeking for medical assistance - 2016

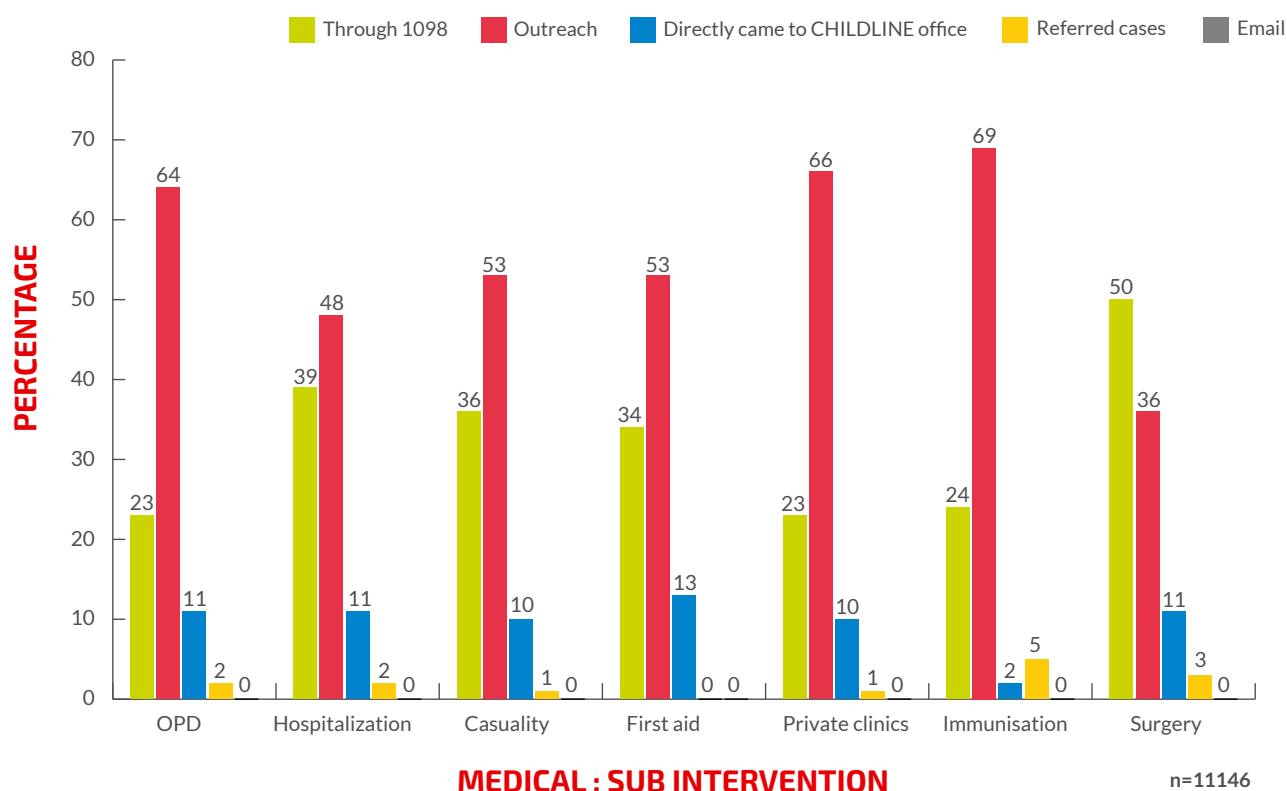
Below Table & Figure 8.2.5 shows how children accessed CHILDLINE service for medical related support.

Table 8.2.5: How the child accessed assistance from CHILDLINE for medical support/intervention

Medical: Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
OPD	1027	1695	2935	4466	507	596	105	66	1	0	4575	6823
Hospitalisation	1043	1077	1310	1449	288	106	42	42	0	1	2683	2675
Casualty	189	339	282	674	51	29	5	8	0	1	527	1051
First aid	223	176	347	309	84	24	3	5	0	0	657	514
Private clinics	116	98	336	290	52	15	5	0	0	0	509	403
Immunisation	23	40	68	136	2	2	5	0	0	0	98	178
Surgery	32	54	23	45	7	5	2	0	0	0	64	104
Total	2653	3479	5301	7369	991	777	167	121	1	2	9113	11748

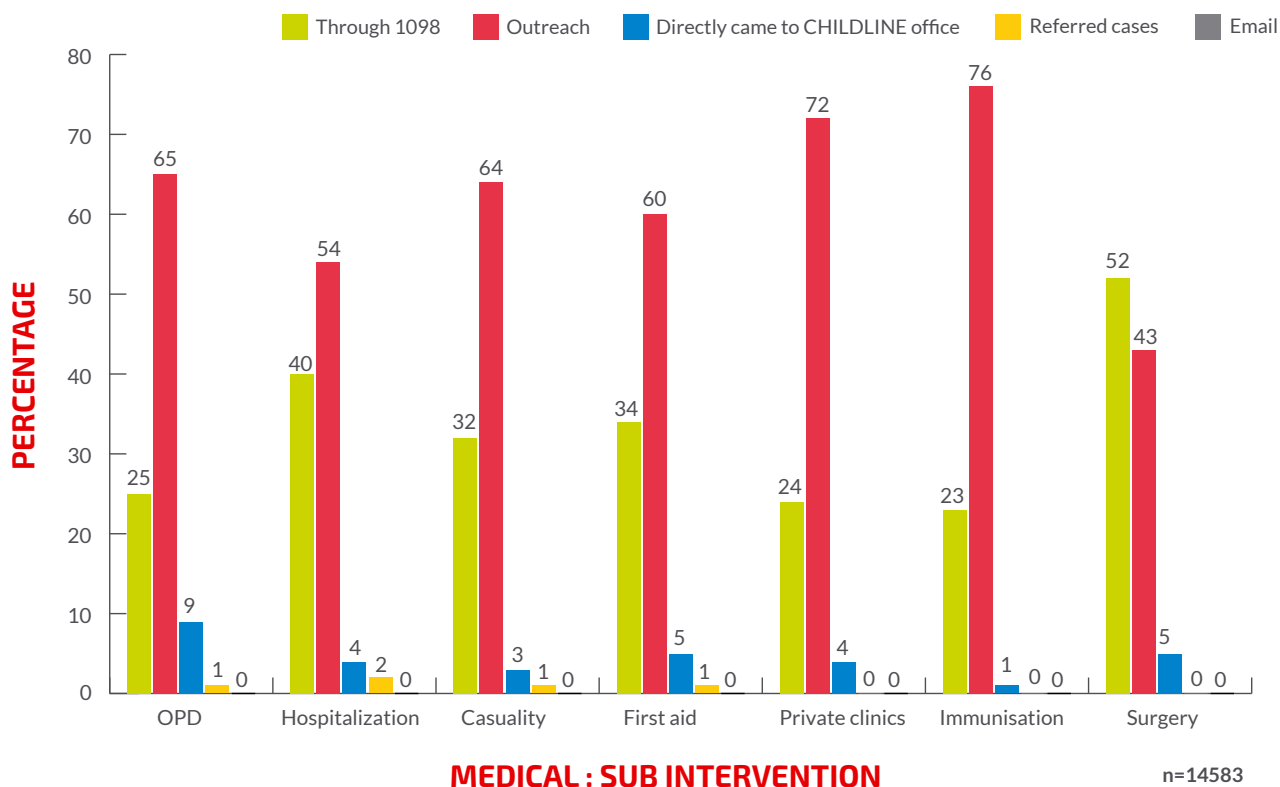
Note: Information of access for medical cases were not available for 1846 cases.

For most kinds of medical interventions with CHILDLINE, the primary method is outreach. Outreach account for 60% of the total medical cases whereas 31% cases has come through 1098. In the case of interventions requiring OPD, reporting during CHILDLINE Outreach accounts for 65%.



Note: Information of access for medical cases were not available for 668 cases.

Figure 8.2.5: How the child accessed assistance from CHILDLINE for medical support/intervention - 2015



Note: Information of access for medical cases were not available for 1178 cases.

Figure 8.2.5: How the child accessed assistance from CHILDLINE for medical support/intervention - 2016

Sensitivity of police personnel and timely help of CHILDLINE

Mr. Kapoor, a constable in Rajasthan police, patrolling in the area of Circular Road, near Red Cross Circle, Bharatpur, Rajasthan in those early hours of morning seized by freezing cold and silence, at 4:08 AM during December 2016. A voice dipped in pain, pathetic cry though very low in tone, knocked in his ears. He summoned down to pitiful cry, confirmed of woman's voice, he looked on both sides of the road. His hurried eyes stopped over a young woman crying in dire pain and tears in her eyes. He takes no time to understand the young woman tragic condition. The young woman on the roadside gave birth to a baby under open sky. The infant child is attached with the mother with placenta tube. Another child, a boy of about three years of age was sitting on her side, he too was trembling by chilling of night as he has no warm cloth to cover his body. Both mother and child were in critical condition and in need of quick medical help. This creates panic in police constable's heart but he was unable to help mother and child at the moment because he was on his motorcycle and had no extra cloth to give them.

Out of mercy without wasting any more time he called on 1098.

This information is conveyed to CHILDLINE Bharatpur, Rajasthan by the CHILDLINE CONTACT OFFICER within five second. On this information, team member with the help of 108 service (a service for pregnant women run by state government of Rajasthan) swiftly hospitalized them at district government hospital. After wait of three hours, doctor declared both mother and child in good physical state. Next day CHILDLINE team member visited the hospital again and asked about mother and child's health to the doctor. As doctor found nothing harming and infectious to them, both were discharged from hospital. CHILDLINE team member bought the information in the notice of district child welfare committee (CWC) and produced them to CWC. On the order of district child welfare committee mother and her children were shifted to APNA GHAR, shelter home at Bharatpur, Rajasthan. The medical examination of her elder child was also conducted. Doctors found him physically fit. Doctor on medical examination of woman concluded that she was mentally challenged. She is unable to tell about her family's origin and her whereabouts. She was even unaware of her own grievances and tragedy, so it becomes hard and no information

could be gathered about biological father of her both children who abandoned and left the woman in such tragic situation. The question stands as stigma on humanity that if she was unaware and unmindful of mundane world then how she could become a mother to two children. Who is the abuser of the woman? There are many other questions still having no answer. The only credible thing is that she and her children should have a safe and protective roof. The helping and supportive CHILDLINE team member saved three lives from the moans and abuses and ensured them a better upcoming life.

Thus in this way, sensitivity of police personnel and timely help of CHILDLINE to the woman under a tragic condition cleared off her tears and proved that humanity is always merciful.

8.3 Assistance for Shelter

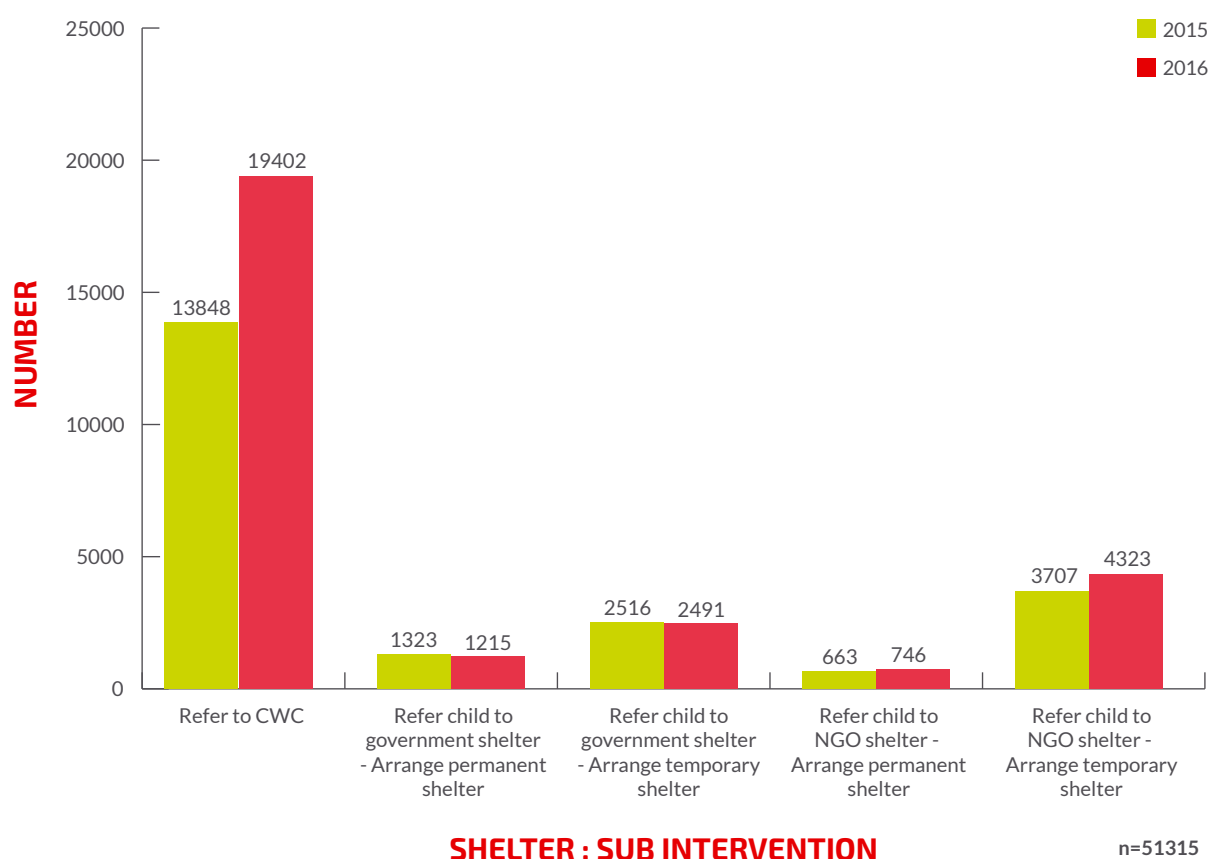
Every child has the right to a basic standard of living. Calls for providing shelter come from children themselves, the police call 1098 to seek temporary shelter for children found by them etc. In case of children referred to the Child Welfare Committee (CWC), they might pass an order for the child to be sent to a shelter home, in such cases, CHILDLINE follows a defined protocol to provide shelter for the child.

Children need shelter under various circumstances; Missing children, abandoned children, lost children unable to find their parents, runaway children etc. When CHILDLINE receives a call for a child requiring shelter, the team will spring into action and reach the child in need of care and protection. In some cases, once the team reaches the child, he is counseled, details of his whereabouts are sought, the parents are contacted and the child is rehabilitated with his family, hence, not needing any shelter support. In other cases, the child is unable to provide details of his family in which case the child is produced before the CWC who directs the child to a temporary or permanent shelter.

Temporary shelter is provided in cases where the child needs shelter only until the child is to be reunited with his/her family. On the other hand, permanent shelter is provided for those children who have been abandoned or can give no information to CHILDLINE in order to locate their families. For example: In cases, where it is impossible to return the child to his/her home or 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 64% of all cases. Another 16% are those that involve referring a child to an NGO which runs a shelter in order to provide temporary shelter. This happens when the CWC has closed for the day and the child has to be taken care of for the night.

The details of Shelter intervention are given in Figure 8.3.



Note: Intervention done in shelter cases were not available for 1081 cases

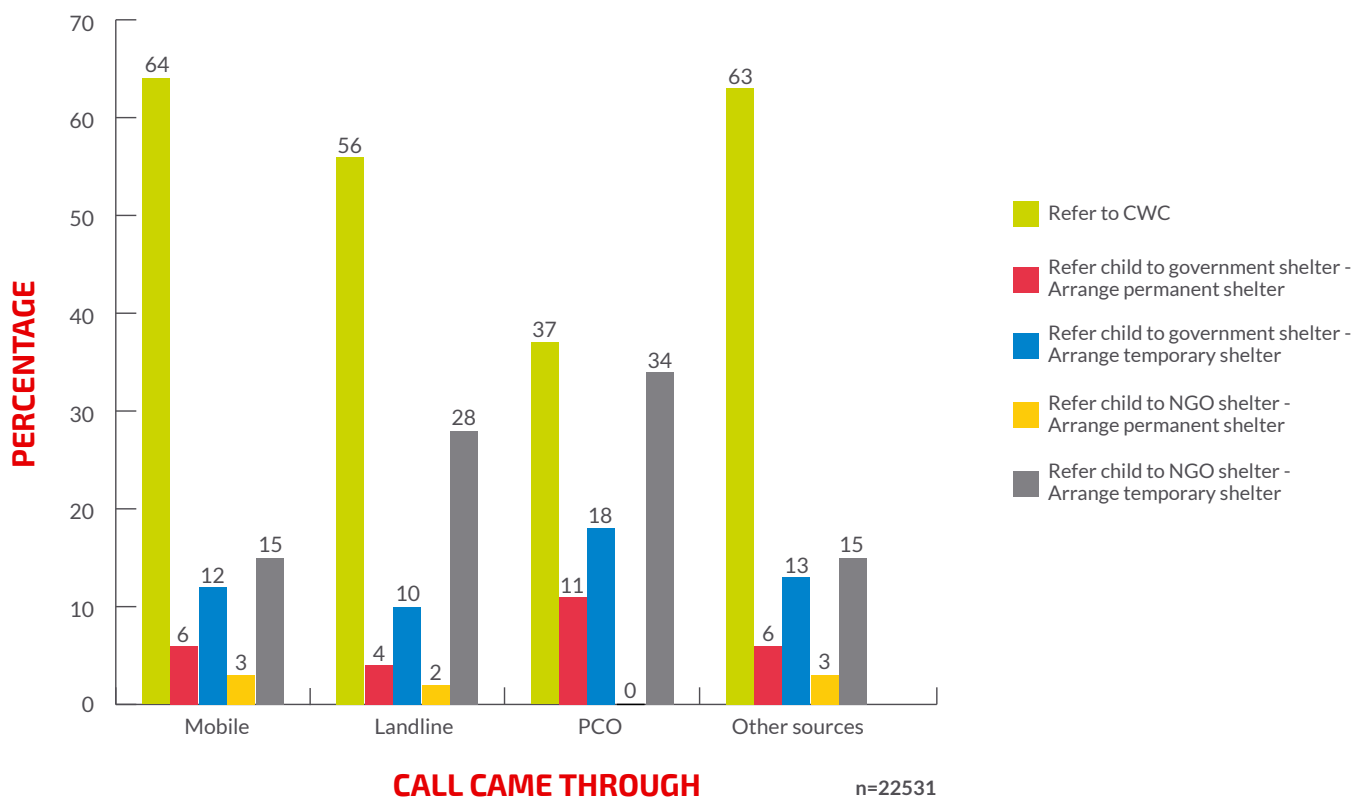
Figure 8.3: Shelter: sub intervention

Sources through which shelter cases came to CHILDLINE is presented in Table and Figure 8.3.1

Table 8.3.1: Source for shelter assistance cases

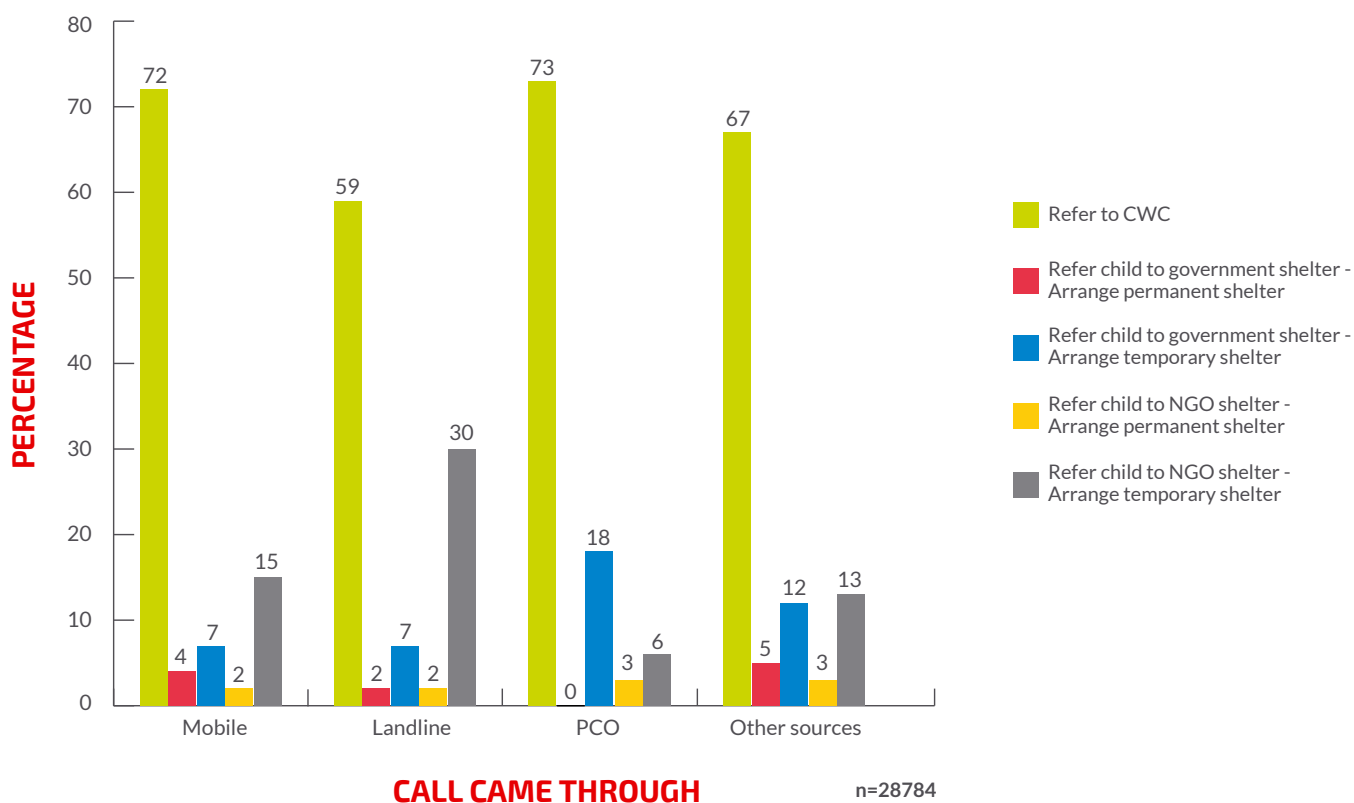
Shelter: Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Refer to CWC	6443	9577	1528	1274	14	25	5863	8526	13848	19402
Refer child to government shelter - Arrange permanent shelter	615	493	112	52	4	0	592	670	1323	1215
Refer child to government shelter - Arrange temporary shelter	1145	914	267	135	7	6	1097	1436	2516	2491
Refer child to NGO shelter - Arrange permanent shelter	288	296	58	48	0	1	317	401	663	746
Refer child to NGO shelter - Arrange temporary shelter	1507	1977	776	636	13	2	1411	1708	3707	4323
Total	9998	13257	2741	2145	38	34	9280	12741	22057	28177

Note: Intervention done in shelter cases were not available for 1081 cases.



Note: Intervention done in shelter cases were not available for 474 cases.

Figure 8.3.1: Source for shelter assistance cases - 2015



Note: Intervention done in shelter cases were not available for 607 cases.

Figure 8.3.1: Source for shelter assistance cases - 2016

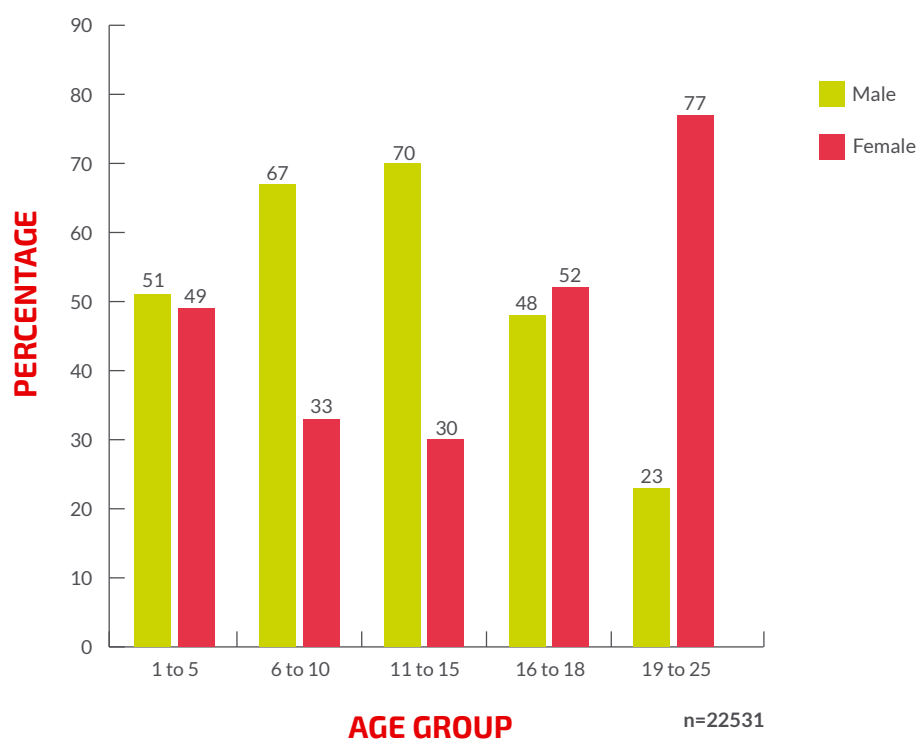
The figure above shows the source of calls for shelter and the action taken. Mobile is the major source of contact for most of action taken.

The age group wise distribution of male and female child is presented in Table and Figure 8.3.2.

Table 8.3.2: Age group and gender of the children seeking for shelter assistance

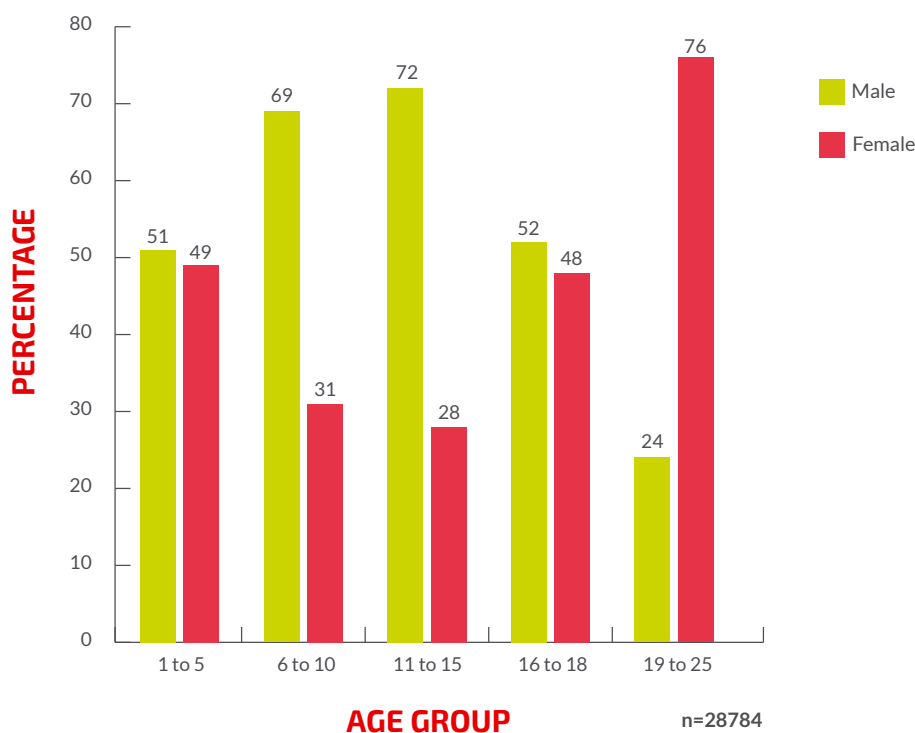
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1140	1287	1093	1247	2233	2534	0.96	0.97
6 to 10	4095	4897	2046	2189	6141	7086	0.50	0.45
11 to 15	7409	9929	3226	3925	10635	13854	0.44	0.40
16 to 18	1534	2600	1670	2408	3204	5008	1.09	0.93
19 to 25	11	12	36	38	47	50	3.27	3.17
Total	14189	18725	8071	9807	22260	28532	0.57	0.52

Note: Gender and Age group were not available for 523 cases.



Note: Gender and Age group were not available for 271 cases.

Figure 8.3.2: Age group and gender of the children seeking for shelter assistance - 2015



Note: Gender and Age group were not available for 252 cases.

Figure 8.3.2: Age group and gender of the children seeking for shelter assistance - 2016

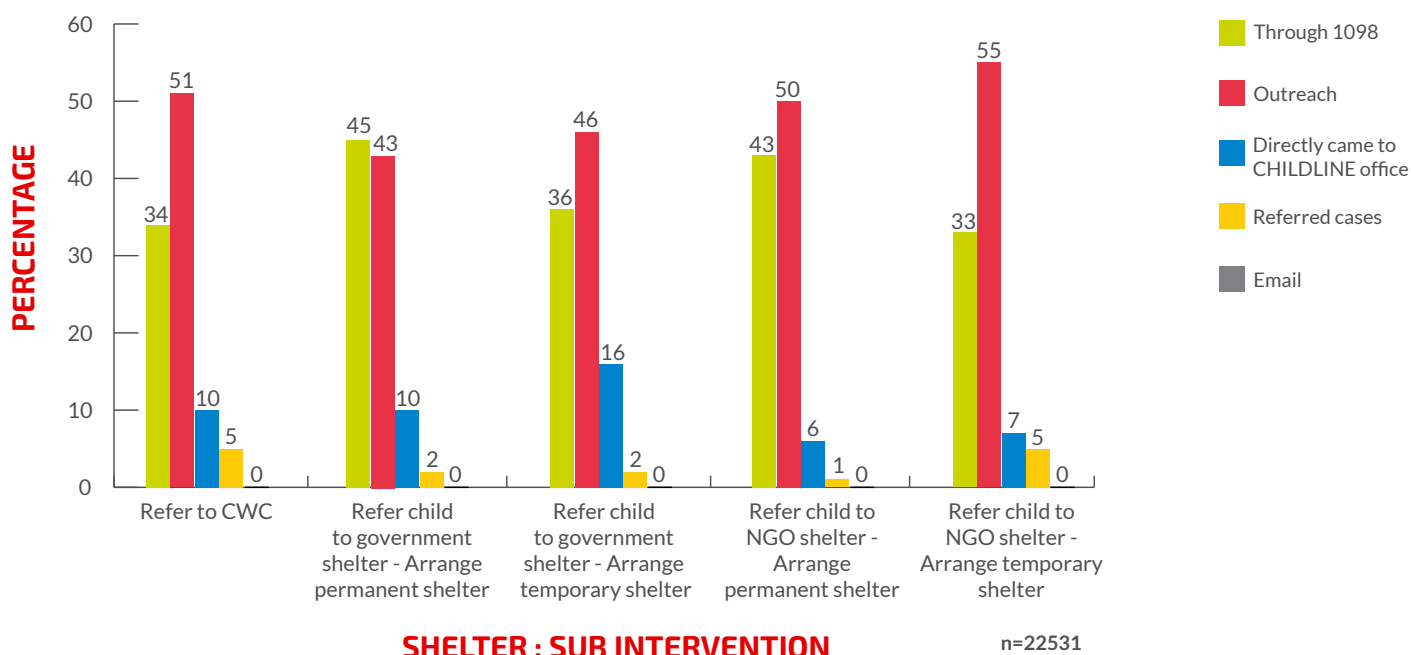
A general trend of more calls from males than females has been noticed in most of the categories: more than 70% of all shelter related cases in the age group 11 to 15 are of boys. Whereas, in the age group of 1-5 years, difference in the cases split between boys and girls are less, but in the higher age (>15 years), more girls require shelter assistance.

Below Table & Figure 8.3.3 shows how children accessed CHILDLINE service for shelter related support.

Table 8.3.3: How the child accessed assistance from CHILDLINE for shelter support/ intervention

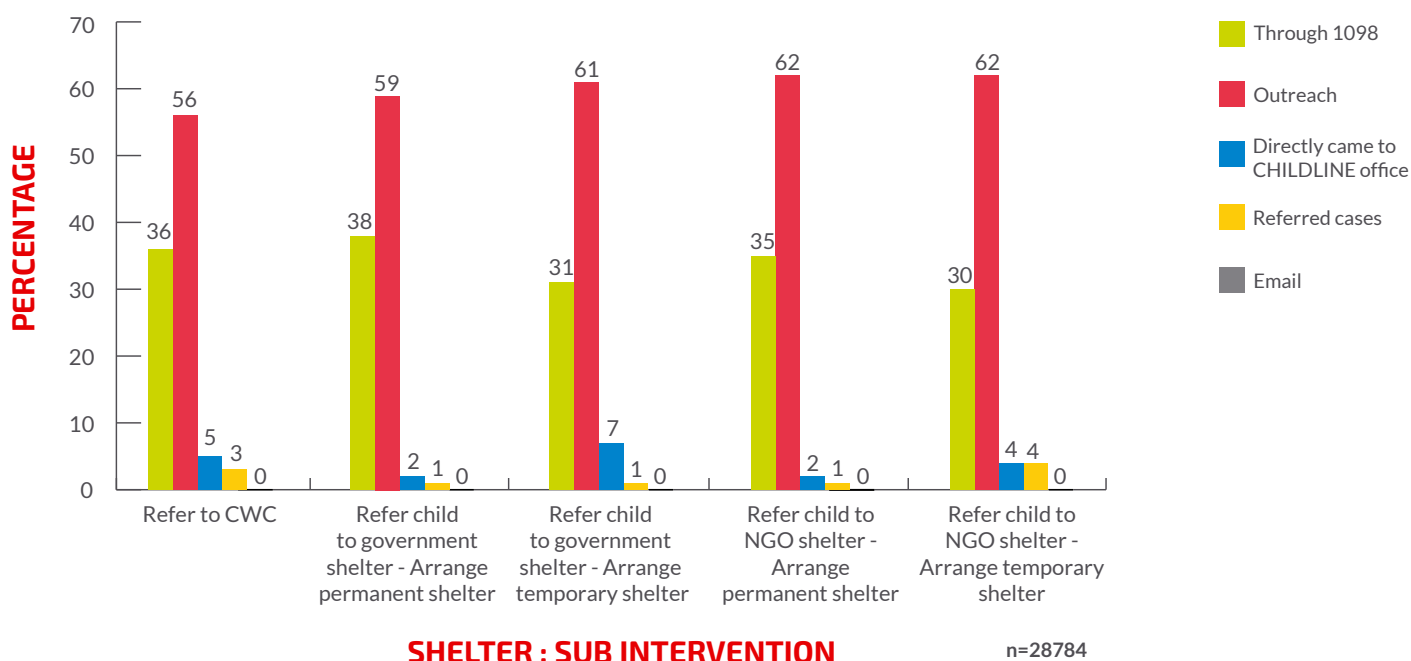
Shelter: Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Refer to CWC	3764	5265	5567	8225	1097	752	502	464	53	70	10983	14776
Refer child to government shelter - Arrange permanent shelter	564	414	547	662	120	26	19	7	3	5	1253	1114
Refer child to government shelter - Arrange temporary shelter	839	708	1055	1394	366	167	55	22	2	6	2317	2297
Refer child to NGO shelter - Arrange permanent shelter	265	216	307	396	34	15	7	9	1	1	614	637
Refer child to NGO shelter - Arrange temporary shelter	849	800	1470	1647	196	111	141	99	13	8	2669	2665
Total	6517	7690	9122	12541	1840	1096	731	606	72	91	18282	22024

Note: Information of access for shelter cases were not available for 981 cases.



Note: Information of access for shelter cases were not available for 446 cases.

Figure 8.3.3: How the child accessed assistance from CHILDLINE for shelter support/ intervention - 2015



Note: Information of access for shelter cases were not available for 535 cases.

Figure 8.3.3: How the child accessed assistance from CHILDLINE for shelter support/ intervention - 2016

As depicted in the table above, bulk of all cases are reported during outreach for all kinds of shelter cases.

Mentally disturbed boy is able to lead his life with all basic necessities

As we all know that CHILDLINE is determined to provide the help to every needful child but it is not possible without the support of concerned persons of our society. One such case came to CHILDLINE recently.

A caller from Sikar district called on 1098 and gave information about a mentally disabled 15 year old boy who was suffering a lot many physical injuries due to his mental state. After collecting the required information CCC officer informed the local CHILDLINE team about the case.

As soon as they received the details, CHILDLINE team member made a home visit for further intervention on this case and met with child and his cousin. CHILDLINE team member enquired about the situation from the cousin who told that after the demise of the boy's parents his mental condition has worsened.

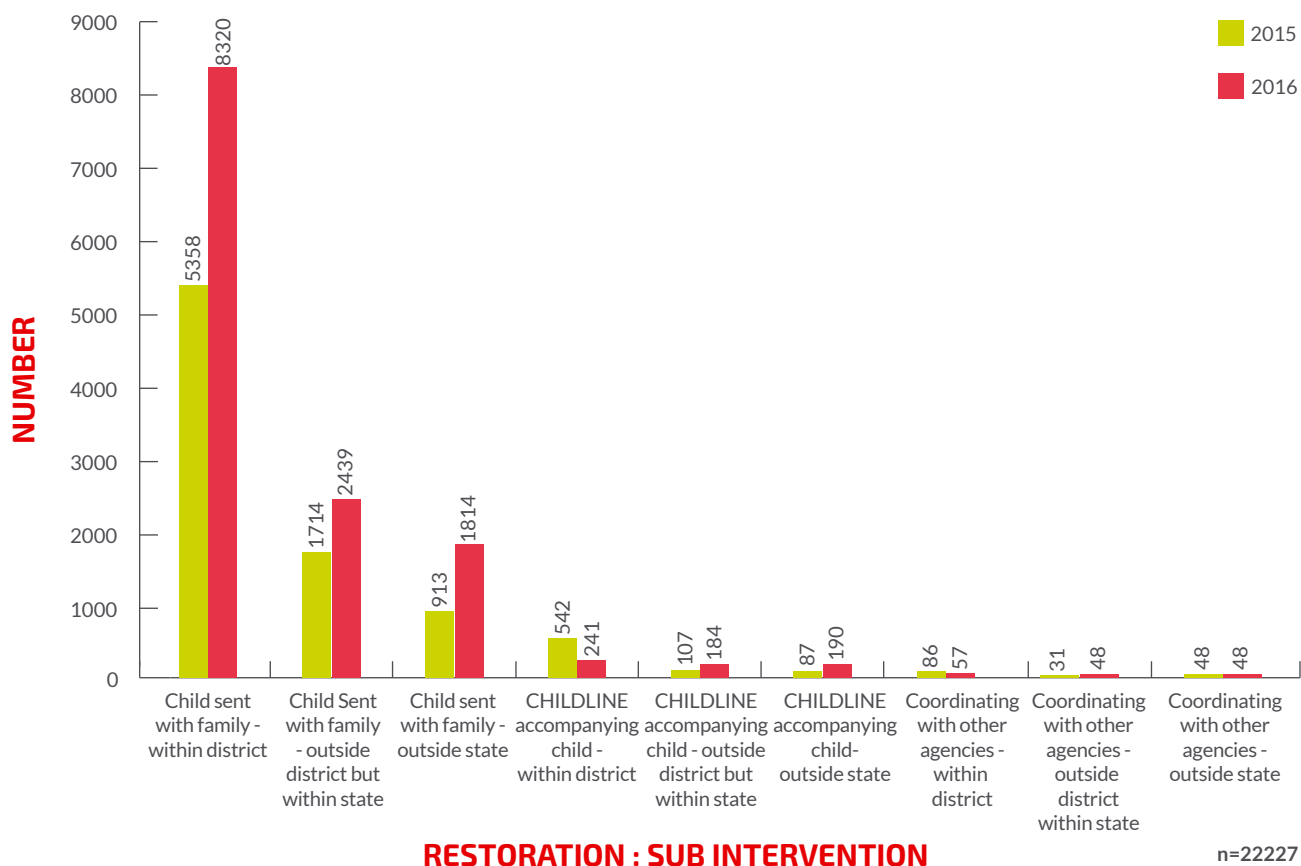
He also told that his elder brother is alcoholic and is unable to cater child's basic needs. The child is also suffering from severe disability and injury therefore they are seeking assistance from CHILDLINE. In reference of the case the CHILDLINE team member at first collaborated with regional Child Welfare Committee and shared child's social investigation report as well as produced him in front of Child Welfare Committee for further intervention. Then with written order of Child Welfare Committee, the child was provided a permanent shelter at the Special Children's Home.

With the intervention and support of CHILDLINE and Child Welfare Committee now the mentally disturbed boy is able to lead his life with all basic necessities and it was a basic help for his future development.

8.4 Restoration

The intervention in cases requiring restoration is one service of CHILDLINE wherein members of the allied systems and NGO's call upon CHILDLINE for most help. CHILDLINE's reach and large network allows for great inter-city and inter-state interaction. 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. There are many cases requiring different levels of intervention ranging from a child running away from home to follow a dream, a child leaving home to be away from an abusive parent etc. Sending the child back home is not always an ideal option. The team members have to play a crucial role while speaking to the family of the child, trying to resolve any difference, counseling the child to go back home or finding him/her a better option.

The details of restoration intervention are given in Figure 8.4



Note: Intervention done in restoration cases were not available for 1492 cases.

Figure 8.4: Restoration: sub intervention

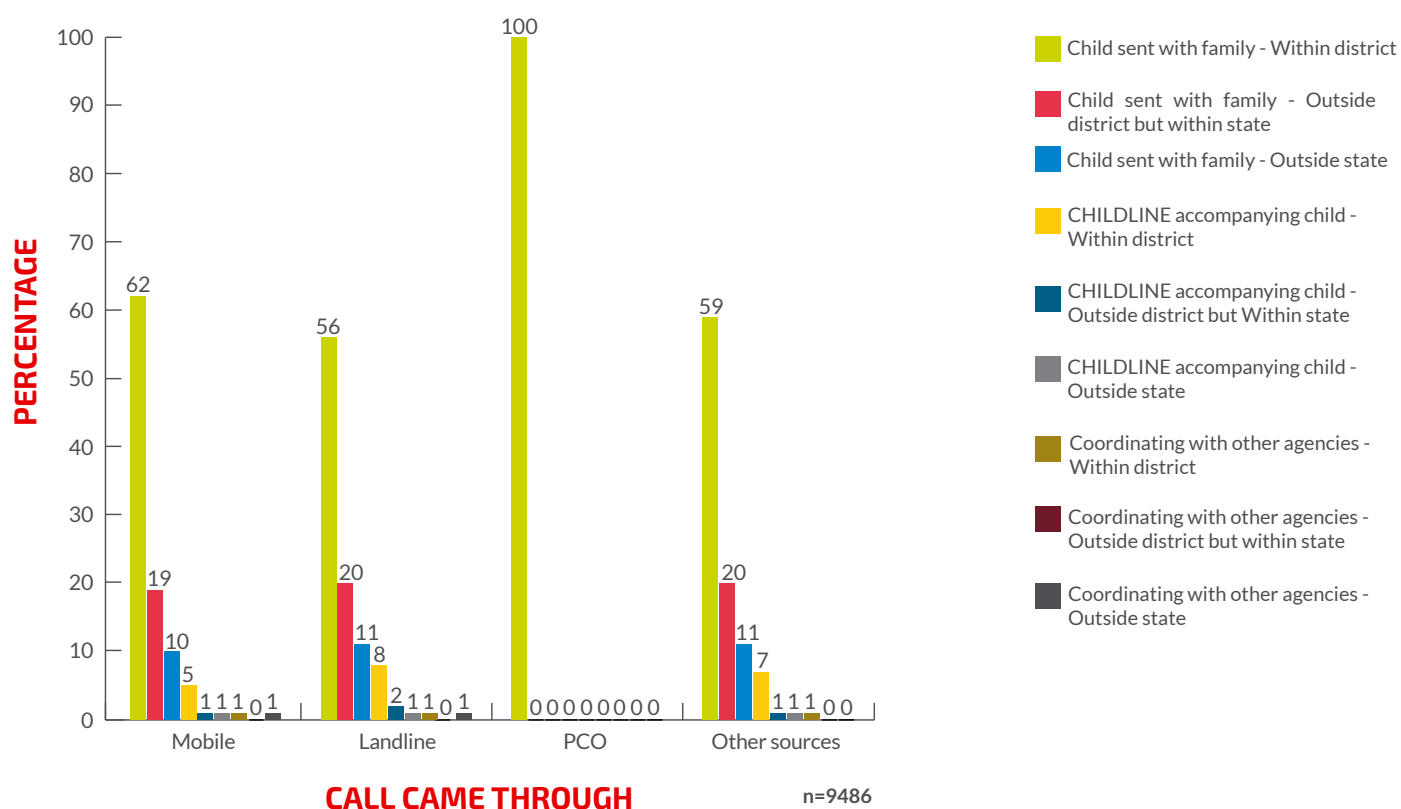
Restoring children to families within district & state and outside state, accompanied by a family member, account for 88% of all restoration cases.

Sources through which restoration cases came to CHILDLINE is presented in Table and Figure 8.4.1.

Table 8.4.1: Source for restoration assistance cases

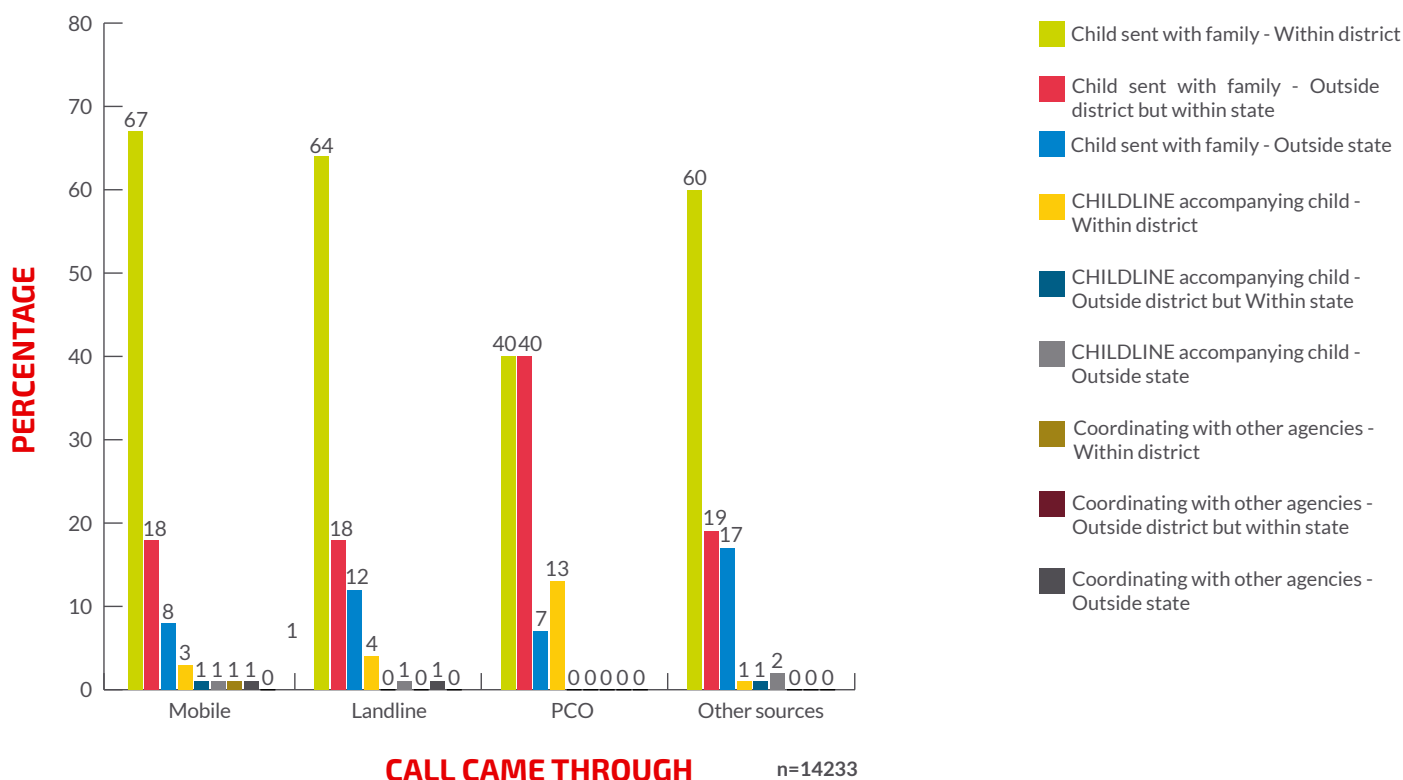
Restoration : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Child sent with family - Within district	2501	2911	275	180	8	6	2574	5223	5358	8320
Child sent with family - Outside district but within state	756	767	93	51	0	6	865	1615	1714	2439
Child sent with family - Outside state	397	326	50	35	0	1	466	1452	913	1814
CHILDLINE accompanying child - Within district	209	115	40	11	0	2	293	113	542	241
CHILDLINE accompanying child - Outside district but Within state	46	58	12	0	0	0	49	126	107	184
CHILDLINE accompanying child - Outside state	40	35	6	3	0	0	41	152	87	190
Coordinating with other agencies - Within district	44	26	7	0	0	0	35	31	86	57
Coordinating with other agencies - Outside district but Within state	19	24	1	2	0	0	11	22	31	48
Coordinating with other agencies - Outside state	22	11	6	1	0	0	20	36	48	48
Total	4034	4273	490	283	8	15	4354	8770	8886	13341

Note: Intervention done in restoration cases were not available for 1492 cases.



Note: Intervention done in restoration cases were not available for 600 cases.

Figure 8.4.1: Source for restoration assistance cases - 2015



Note: Intervention done in restoration cases were not available for 892 cases.

Figure 8.4.1: Source for restoration assistance cases - 2016

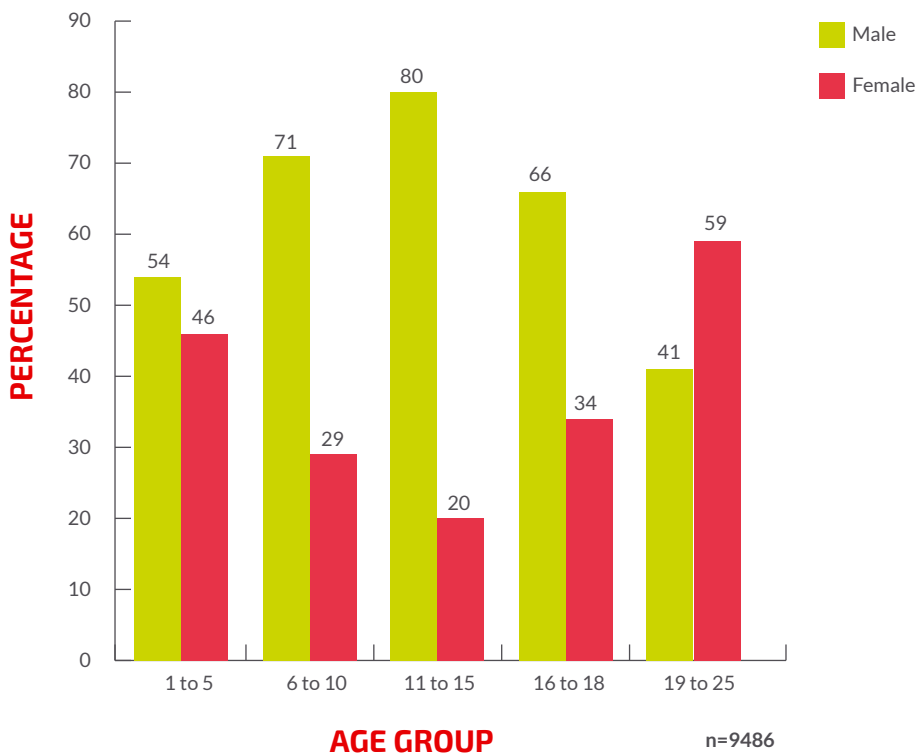
The age group wise distribution of male and female child is presented in Table and Figure 8.4.2.

Table 8.4.2: Age group and gender of the children restored

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	699	799	586	585	1285	1384	0.84	0.73
6 to 10	1616	1930	663	738	2279	2668	0.41	0.38
11 to 15	3477	5831	864	1245	4341	7076	0.25	0.21
16 to 18	988	2095	520	890	1508	2985	0.53	0.42
19 to 25	7	8	10	9	17	17	1.43	1.13
Total	6787	10663	2643	3467	9430	14130	0.39	0.33

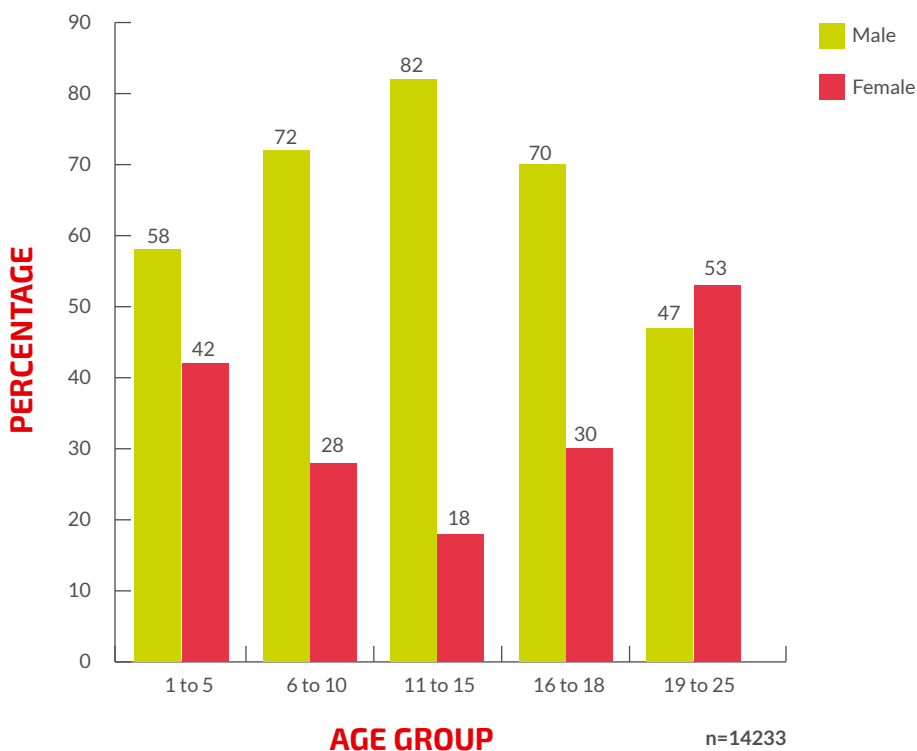
Note: Gender and Age group were not available for 159 cases.

From the table above, it would appear that young adult women require restoration and account for more than 53% of cases in the 19-25 year age group. In all other cases, the number of cases for restoration of boys exceeds the cases for restoration of girls.



Note: Gender and Age group were not available for 56 cases.

Figure 8.4.2: Age group and gender of the children restored - 2015



Note: Gender and Age group were not available for 103 cases.

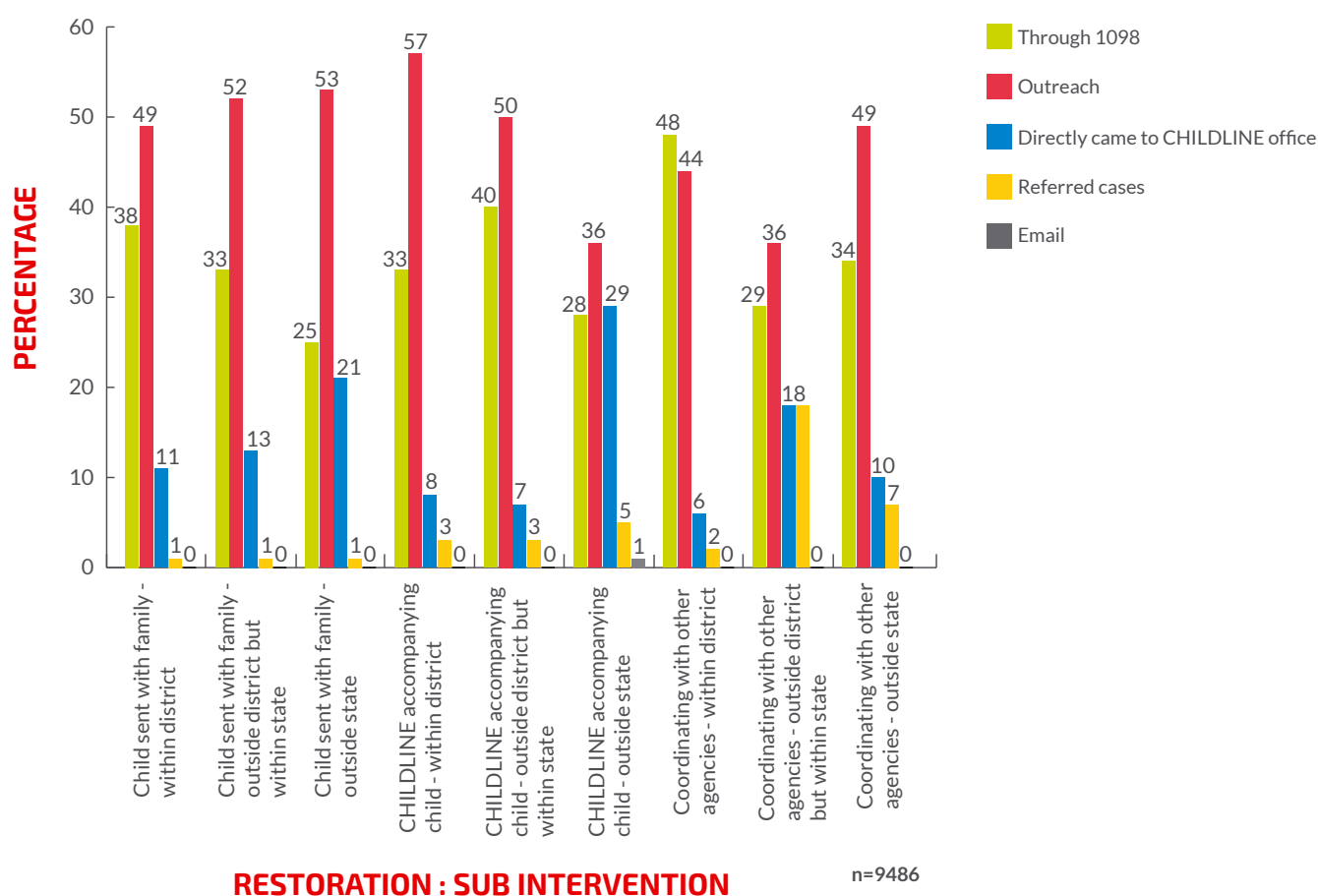
Figure 8.4.2: Age group and gender of the children restored - 2016

Below Table & Figure 8.4.3 shows how children accessed CHILDLINE service for restoration related support.

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

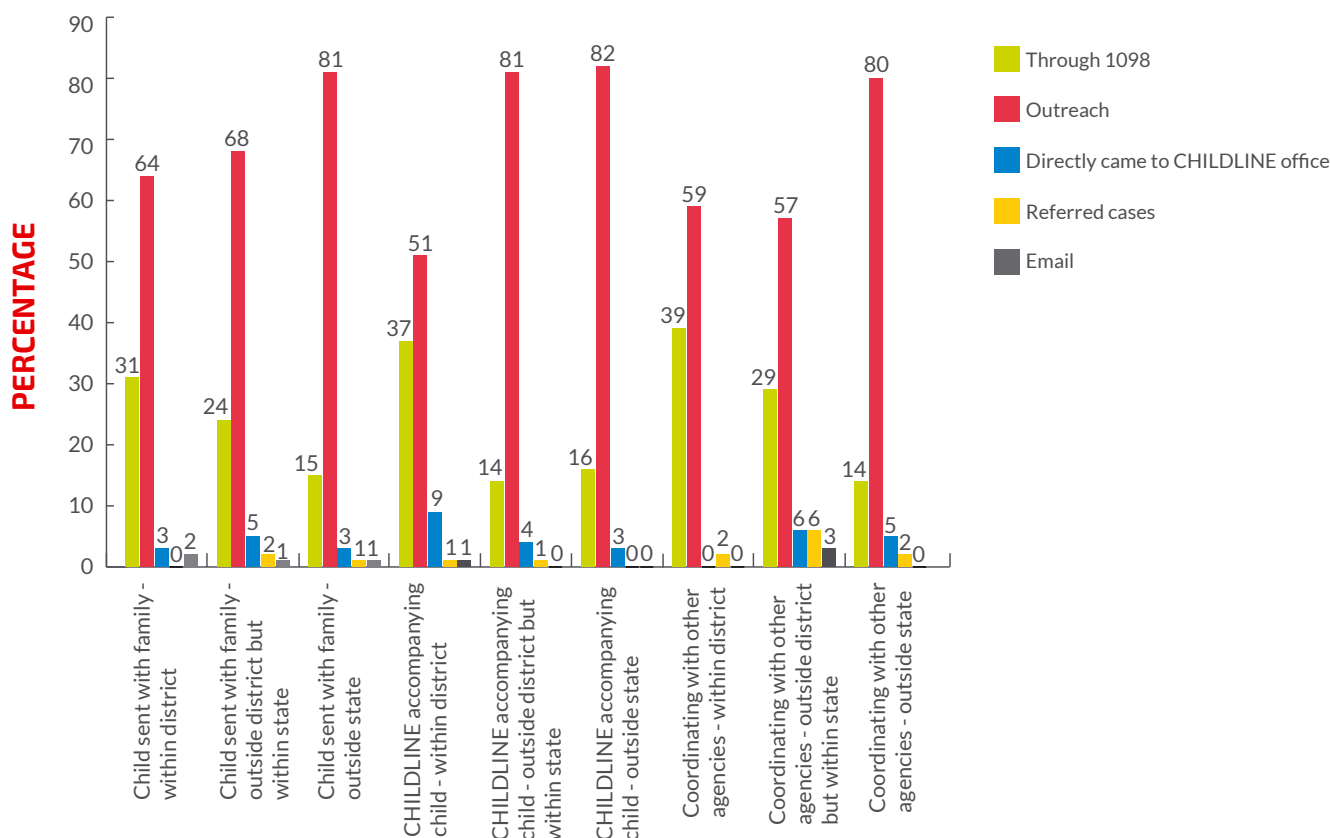
Restoration: Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Child sent with family - Within district	1925	2411	2484	5070	570	256	61	27	14	122	5054	7886
Child sent with family - Outside district but within state	542	567	854	1575	216	126	18	46	2	16	1632	2330
Child sent with family - Outside state	217	263	463	1429	182	48	10	11	1	16	873	1767
CHILDLINE accompanying child - Within district	165	75	286	103	38	19	13	3	0	2	502	202
CHILDLINE accompanying child - Outside district but within state	40	22	51	124	7	6	3	1	0	0	101	153
CHILDLINE accompanying child - Outside state	22	28	28	146	23	5	4	0	1	0	78	179
Coordinating with other agencies - within district	39	20	36	30	5	0	2	1	0	0	82	51
Coordinating with other agencies - Outside district but within state	8	10	10	20	5	2	5	2	0	1	28	35
Coordinating with other agencies - Outside state	14	6	20	35	4	2	3	1	0	0	41	44
Total	2972	3402	4232	8532	1050	464	119	92	18	157	8391	12647

Note: Information of access for restoration cases were not available for 1279 cases.



Note: Information of access for restoration cases were not available for 520 cases.

Figure 8.4.3: How the child accessed assistance from CHILDLINE for restoration support/intervention - 2015



RESTORATION : SUB INTERVENTION

n=14233

Note: Information of access for restoration cases were not available for 759 cases.

Figure 8.4.3: How the child accessed assistance from CHILDLINE for restoration support/intervention - 2016

CHILDLINE became fruitful in securing the child's future

Numerous shelter homes exist in our country and in these shelter homes there resides quite a good number of children who are longing to go back to their homes and families but cannot do so because of lack of information about their parents and addresses. In such type of cases, CHILDLINE help the children to recognize their address or some clue to get to their birth guardians through in-depth counselling.

One day, a coordinator accompanied by a counsellor of CHILDLINE Delhi visited the Shelter Home (Pahadgunj Ashram) to see the children over there. They got to meet a 7 year old boy named Raja over there. When they had a brief conversation with him, they came to know that he really wanted to go back to his home and also knew his father's name (Pappu).

Then the counsellor counselled the child, and during the session he told that he belonged to Bihar. Then team member went to the Child Welfare Committee and took the order to refer the case to CHILDLINE in Bihar to trace out the address of the child. After taking the order from the Child Welfare Committee CHILDLINE team member contacted Bihar CHILDLINE, explained the whole case to them in detail, shared photographs of child and asked the Bihar CHILDLINE to trace his address. After almost a week, Delhi CHILDLINE got the mail from Bihar CHILDLINE in which it was mentioned that they have found the child's address which is in West Bengal. Immediately after receiving the mail CHILDLINE team member on the order of the CWC personally went to the child's home at the found address. Thereafter he completed all the required legal formalities and finally handed over the child to his family.

In this way CHILDLINE restored the child back to his family and became fruitful in securing the child's future.

8.5 Protection from abuse : Protecting children from abuse and neglect

Abuse of children is a broad category, ranging from physical, emotional, sexual, social abuse etc. Physical abuse refers to violence against children, emotional abuse includes harassment, financial abuse includes swindling, sexual abuse includes serious rape cases, social abuse includes child marriage, and bullying, etc are all serious issues for which children seek assistance from CHILDLINE. However, the reporting number of such cases is relatively low.

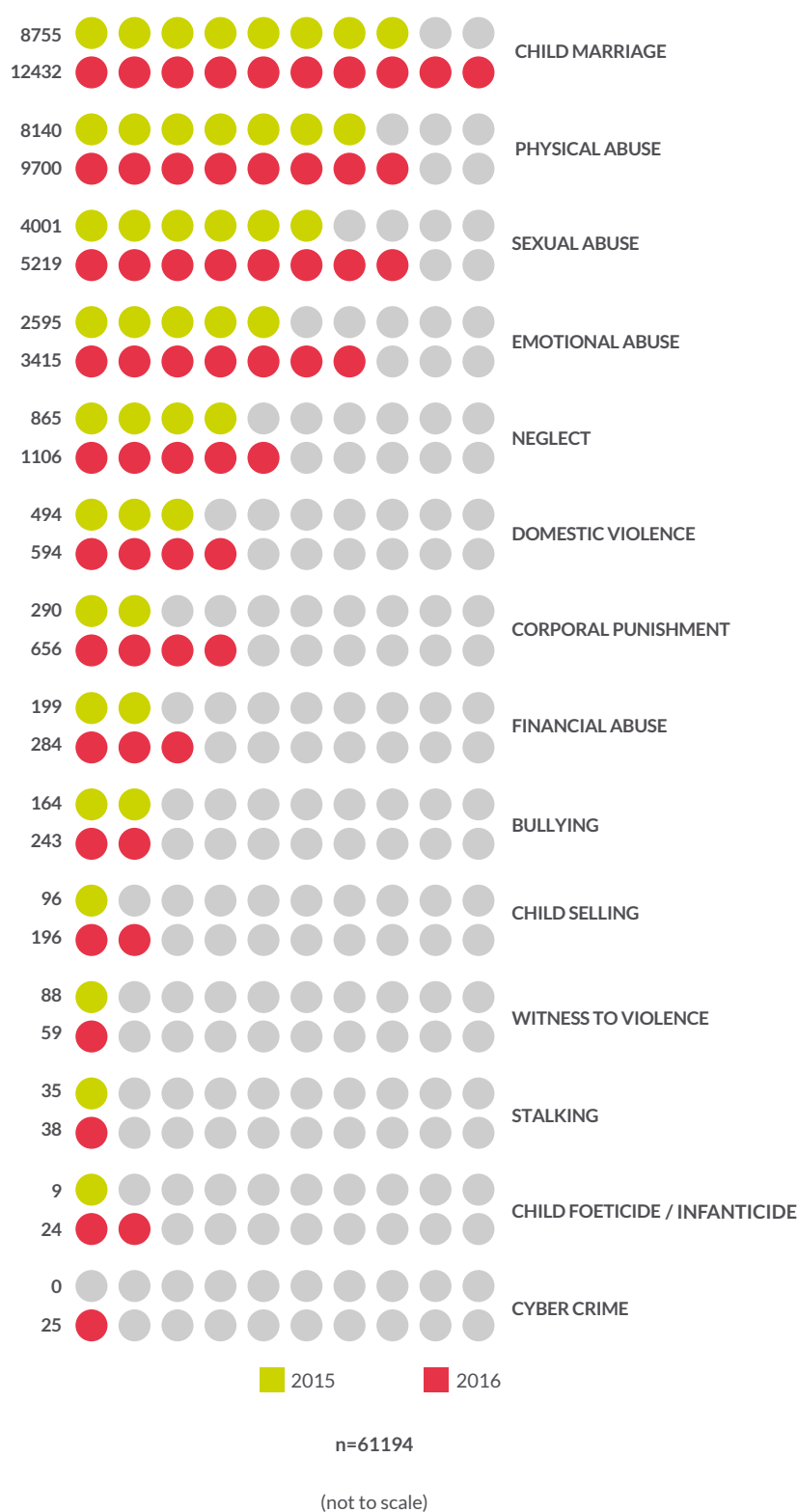
Details about various kinds of abuse and abuser are shown in the Table 8.5.1 and Figure 8.5.1 & 8.5.1.1.

Table 8.5.1: Types of abuse and abuser - 2015 & 2016

Types of abuser	Child marriage	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Domestic violence	Corporal punishment	Financial abuse	Bullying	Child selling	Witness to violence	Stalking	Child foeticide/infanticide	Cyber crime	Total
Family	19383	8535	1104	1789	1288	677	59	99	108	191	56	2	20	0	33311
Neighbours	258	1906	3348	1075	27	47	8	11	68	14	13	14	0	2	6791
Teachers	10	2680	622	761	203	20	791	114	25	1	17	0	0	0	5244
Strangers	107	986	1757	981	47	43	6	36	109	32	22	39	2	11	4178
Friends	465	486	713	323	15	4	3	11	31	0	8	9	0	6	2074
Relatives	185	741	488	254	37	72	2	15	16	11	6	1	4	1	1833
Institution staff	12	347	169	192	83	8	45	41	2	2	1	0	0	0	902
Employers	24	275	104	43	14	23	0	106	4	0	2	0	1	0	596
Step parents	13	373	99	38	29	39	1	1	6	2	1	0	0	0	602
Caretaker	48	275	89	65	60	18	17	1	5	7	0	0	0	0	585
Police	4	207	17	52	2	2	7	1	5	0	6	2	0	1	306
Defence personnel	8	43	68	30	5	0	0	2	3	0	1	0	0	1	161
Hospital staff	1	10	18	11	31	1	1	7	0	4	0	0	4	0	88
Total	20518	16864	8596	5614	1841	954	940	445	382	264	133	67	31	22	56671

Note: Information about abuse and abuser were not available for 4523 cases.

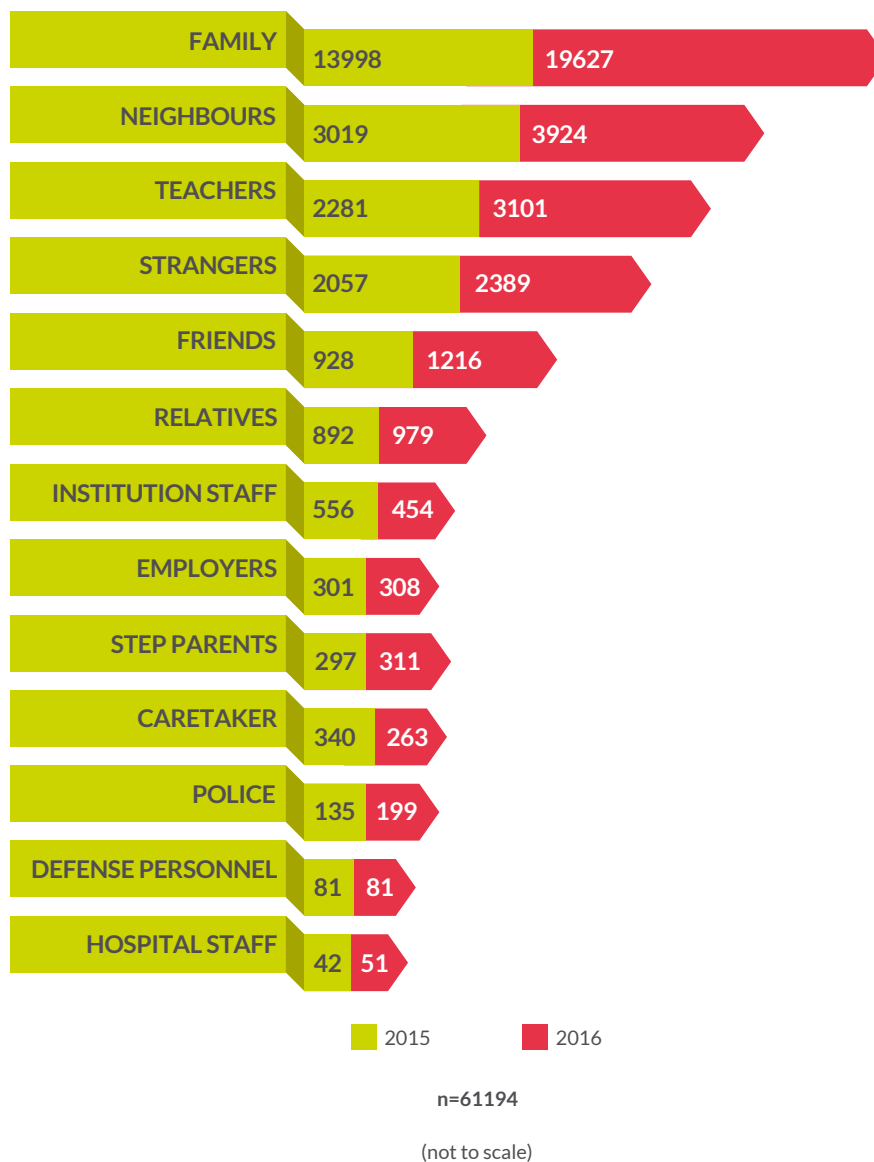
Below figure 8.5.1 shows the various types of abuses for which CHILDLINE has been contacted.



Note: Information about abuse were not available for 1472 cases.

Figure 8.5.1: Types of abuse

Note: This chart represents only calls to CHILDLINE, not interventions done. The figures include certain cases of the same person calling for different kinds of abuse, thus the total 61194 cases of abuse reported do not represent individual abuse cases but multiple abuse cases. The chart depicts child marriage at 35%, followed by physical abuse at 29%, accounting for the largest groups of abuse related calls.



Note: Information about abuse were not available for 3364 cases

Figure 8.5.1.1: Type of abuser

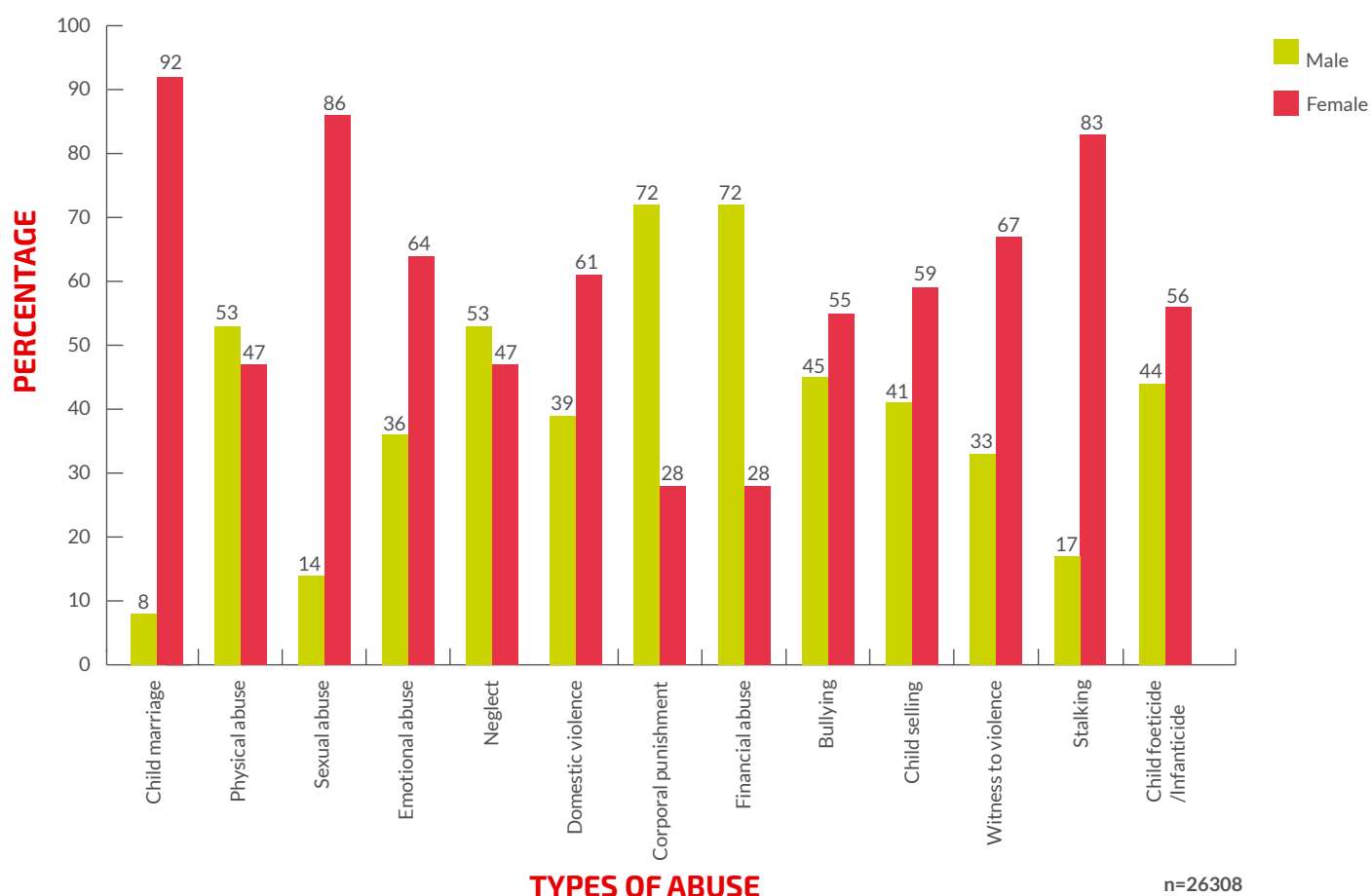
Family members and relatives together account for nearly 58% of all abuse related intervention cases followed by neighbour 11% and teacher 9%. Significantly, institution staff as abusers account for 2% of the cases.

Gender wise distribution of various types of abuse cases are shown in the Table and Figure 8.5.2.

Table 8.5.2: Gender split in various types of abuse cases - 2015 & 2016

Types of abuse	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
Child marriage	722	957	8033	11475	8755	12432	11.13	11.99
Physical abuse	4329	5198	3811	4502	8140	9700	0.88	0.87
Sexual abuse	548	686	3453	4533	4001	5219	6.30	6.61
Emotional abuse	934	1250	1661	2165	2595	3415	1.78	1.73
Neglect	462	631	403	475	865	1106	0.87	0.75
Domestic violence	192	273	302	321	494	594	1.57	1.18
Corporal punishment	209	452	81	204	290	656	0.39	0.45
Financial abuse	143	194	56	90	199	284	0.39	0.46
Bullying	73	129	91	114	164	243	1.25	0.88
Child selling	39	71	57	125	96	196	1.46	1.76
Witness to violence	29	27	59	32	88	59	2.03	1.19
Stalking	6	4	29	34	35	38	4.83	8.50
Child foeticide/infanticide	4	9	5	15	9	24	1.25	1.67
Cyber crime	0	5	0	20	0	25	0.00	4.00
Total	7690	9886	18041	24105	25731	33991	2.35	2.44

Note: Information of gender in abuse cases were not available for 1472 cases.

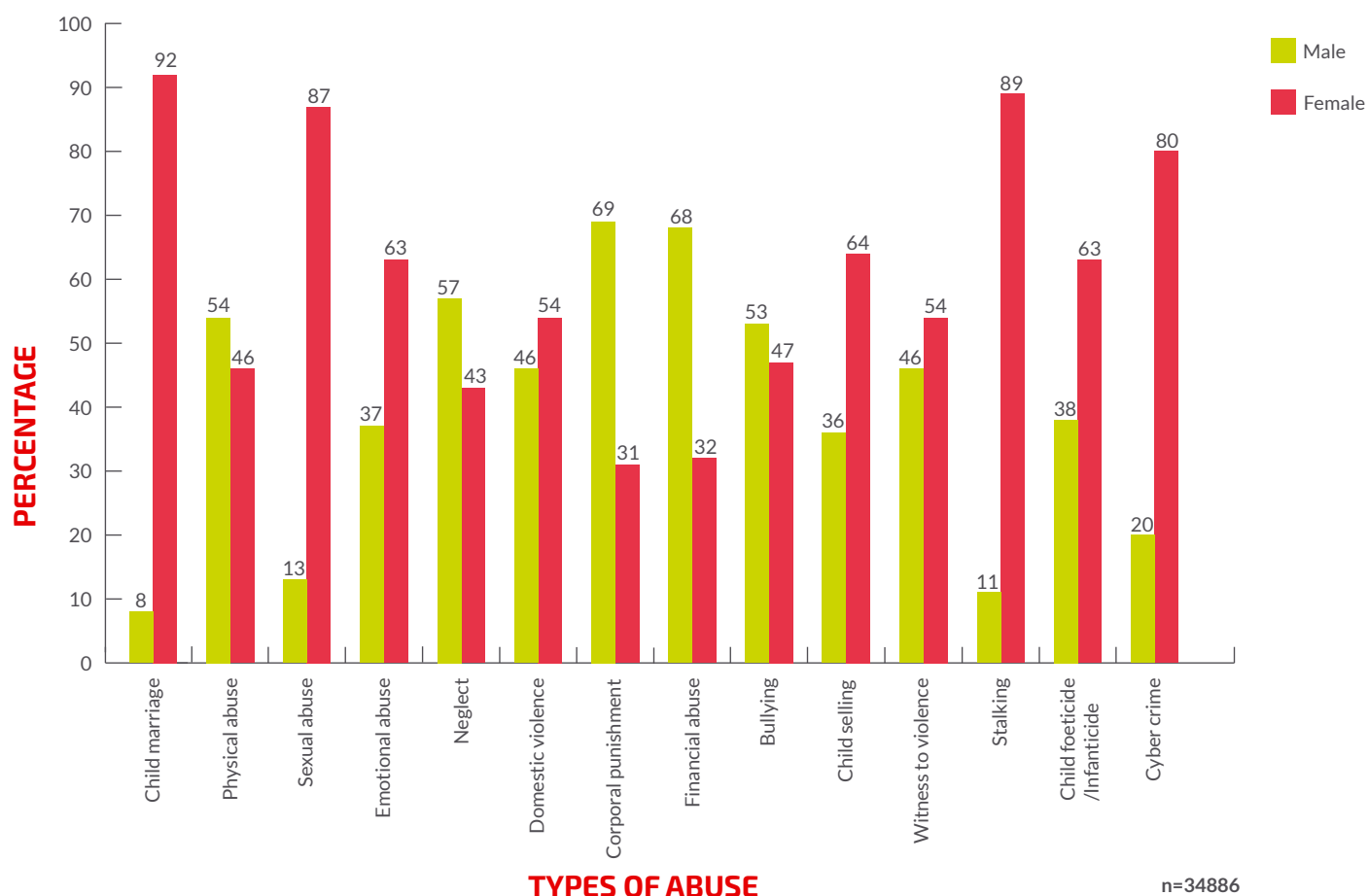


Note: Information of gender in abuse cases were not available for 577 cases.

Note: 26308 includes multiple abuse reported by some child, hence it does not represent that many unique cases.

Figure 8.5.2: Gender split in various types of abuse cases - 2015

In cases of sexual abuse, child marriage, emotional abuse, domestic violence, bullying, child selling, witness to violence, stalking and child feticide/infanticide the cases that are referred to CHILDLINE are mostly for girls. In all other kinds of abuse the majority of cases are boys.



Note: Information of gender in abuse cases were not available for 895 cases.

Note: 34886 includes multiple abuse reported by some child, hence it does not represent that many unique cases.

Figure 8.5.2: Gender split in various types of abuse cases - 2016

Girl recovered from the physical and mental trauma

A women from Uppal district called CHILDLINE reporting about her 7 year old daughter, who had been subjected to sexual abuse.

After further enquiry the caller explained that the child had been sexually exploited by two minor boys (aged 14 years), residing in the neighborhood who lured the victim by giving some snacks. As soon as the girl's parents came to know about the issue, they immediately filed complaint at Uppal police station. After reporting the incident to police, the mother called 1098 and sought CHILDLINE's urgent assistance for child and her family in this difficult situation.

CHILDLINE upon receiving information visited child and parents at their residence. After recording their statements and providing them with counseling support, CHILDLINE team visited Uppal police station and enquired about the progress in case enquiry. Police had already registered the case and filed FIR under sections 376 of IPC & POCSO Act and was planning to conduct the medical test of the child soon.

After few days, the medical reports came and as per the reports it was clear that the girl had faced sexual molestation. As the crime was proved, the police arrested the two boys. Later when CHILDLINE team approached police for follow-up of the case they came to know that police had caught the accusers and sent the boys to Saidabad Boys Home where they are under custody. CHILDLINE team referred the case to CWC and committee ordered to shelter the child at Vujwala Children's Home. Currently the girl child is living safely at the shelter home and has been recovered from the physical and mental trauma with the help of CWC and CHILDLINE's intrusion.

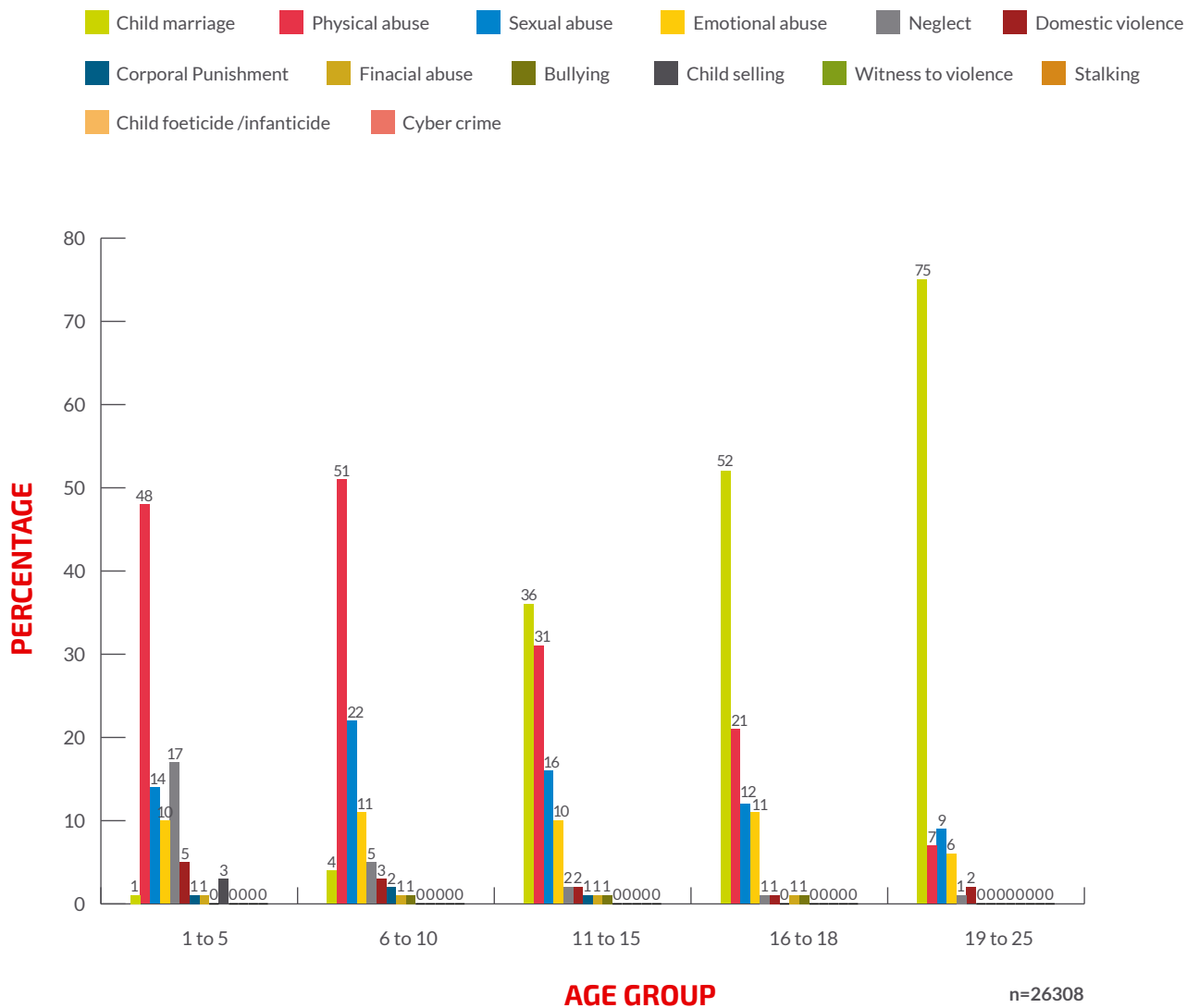
Age group wise distribution of various types of abuse cases are shown in the Table and Figure 8.5.3.

Table 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 - 2015 & 2016

Types of abuse	1 to 5		6 to 10		11 to 15		16 to 18		19 to 25		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Child marriage	18	9	129	114	4340	5674	4135	6409	102	193	8724	12399
Physical abuse	935	1111	1863	2157	3683	4109	1600	2219	9	16	8090	9612
Sexual abuse	273	358	786	996	1931	2376	982	1440	12	27	3984	5197
Emotional abuse	194	177	384	479	1160	1469	838	1258	8	7	2584	3390
Neglect	336	393	188	285	240	266	87	125	1	1	852	1070
Domestic violence	89	108	120	149	182	209	95	118	3	0	489	584
Corporal punishment	17	35	65	135	175	360	31	119	0	0	288	649
Financial abuse	12	19	26	31	80	104	78	127	0	1	196	282
Bullying	8	19	29	46	76	102	51	69	0	0	164	236
Child selling	49	95	16	30	20	34	7	17	0	0	92	176
Witness to violence	8	4	16	13	40	21	23	20	0	0	87	58
Stalking	1	0	5	2	13	17	16	18	0	0	35	37
Child foeticide/infanticide	5	13	0	1	0	1	2	3	0	0	7	18
Cyber crime	0	0	0	1	0	6	0	18	0	0	0	25
Total	1945	2341	3627	4439	11940	14748	7945	11960	135	245	25592	33733

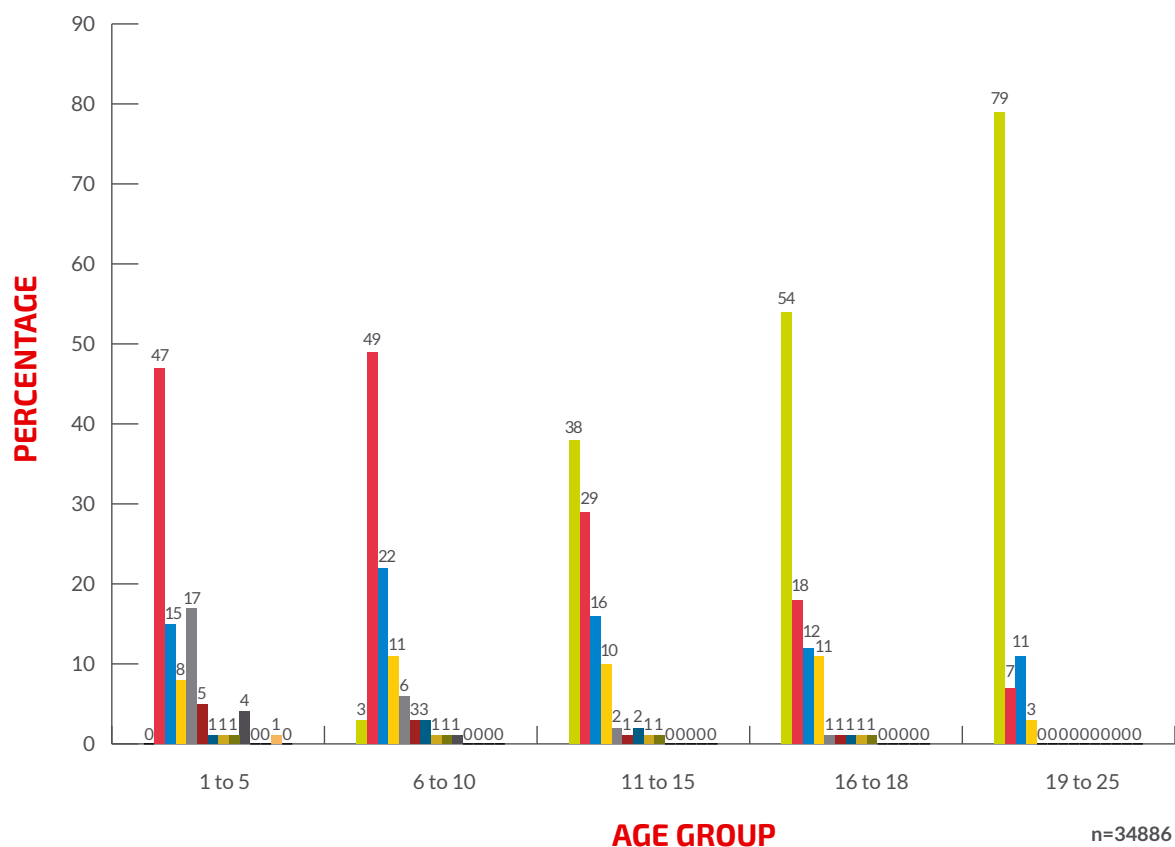
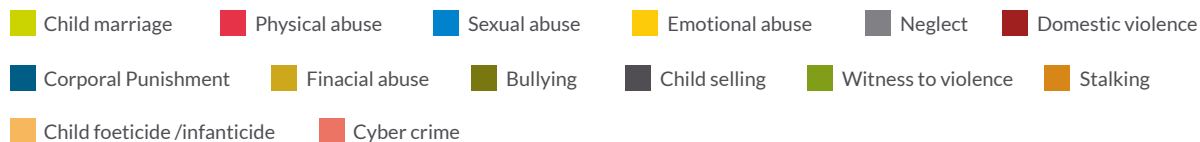
Note: Information of age in abuse cases were not available for 1436 cases.

For CHILDLINE, the age group of 11-15 years is the single biggest group for all abuse cases. The issue of child sexual abuse though rampant, is not widely reported due to the stigma attached to the issue.



Note: Information of age in abuse cases were not available for 565 cases.

Figure 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 - 2015



Note: Information of age in abuse cases were not available for 871 cases.

Figure 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 - 2016

Details about various kinds of sexual abuse and sexual abuser are shown in the Table 8.5.4 and Figure 8.5.4 & 8.5.4.1.

Table 8.5.4: Types of sexual abuse and abuser - 2015 & 2016

Sexual abuser	Rape		Molestation		Eve - teasing		Pornography		Commercial sexual exploitation		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Neighbours	867	1222	287	346	187	293	51	60	23	12	1415	1933
Strangers	391	471	163	170	176	290	22	19	29	26	781	976
Family	293	448	95	134	33	39	14	9	25	14	460	644
Friends	213	275	35	54	45	65	12	7	4	3	309	404
Teachers	120	154	96	139	28	50	16	16	1	2	261	361
Relatives	126	171	69	56	19	18	7	10	6	6	227	261
Institution staff	32	49	32	29	4	8	5	5	2	3	75	94
Employers	44	21	6	12	5	1	0	2	9	4	64	40
Step parents	34	29	15	10	9	2	0	0	0	0	58	41
Caretaker	32	23	5	11	5	4	2	2	3	2	47	42
Defence personnel	17	11	2	2	14	18	0	0	3	1	36	32
Hospital staff	4	7	2	4	0	0	0	0	1	0	7	11
Police	3	5	3	3	2	1	0	0	0	0	8	9
Total	2334	3117	852	1047	562	826	138	136	115	93	4001	5219

Note: Sexual abuser were not identified in 624 sexual abuse cases.

A safe shelter and long term rehabilitation for a girl child forcefully dragged into prostitution

CHILDLINE received information about a 16 year old girl child who was subjected to commercial sexual exploitation in a hotel and a woman was behind this. The Caller concerned added that the girl is being rescued by police. The police personnel gave her initial counseling support soon after being rescued and identified that the child is in need of a Shelter that's when caller called CHILDLINE seeking shelter and long term rehabilitation for the child.

CHILDLINE after receiving the information right away contacted the respective police station and collected details regarding the child's case. CHILDLINE team member validated the caller's claim that the case was filed against a women who pushed the child into prostitution and a FIR was registered under sections 370(2) (A) of IPC and 4, 5 & 7 of ITTA. When further asked the police informed CHILDLINE that the child had been sent to a temporary shelter for the time being.

On the very same day, CHILDLINE team reported the case to Child Welfare Committee that advised the child to be moved to another place named 'Nimboli Adda Government Girls Home', so the girl was shifted there. After a few days CHILDLINE team produced the child to the Child Welfare Committee and the child was provided further counseling support for observing the child mannerism and behavior after being rescued. Child Welfare Committee advised that the girl should stay back at the same shelter home for some more time. Over the time the child went through several counseling sessions and post which child started showing interest to join some vocational course so she can learn new skills and be able to get self-sustenance in future. Child Welfare Committee arranged for her admission in a vocational course being conducted at the same shelter home. After some days, CHILDLINE team again produced child before Child Welfare Committee and committee ordered for a permanent shelter in the same Girls home for the child.

Currently the girl child is staying at the Girl's home safely and learning new skills to build her future.

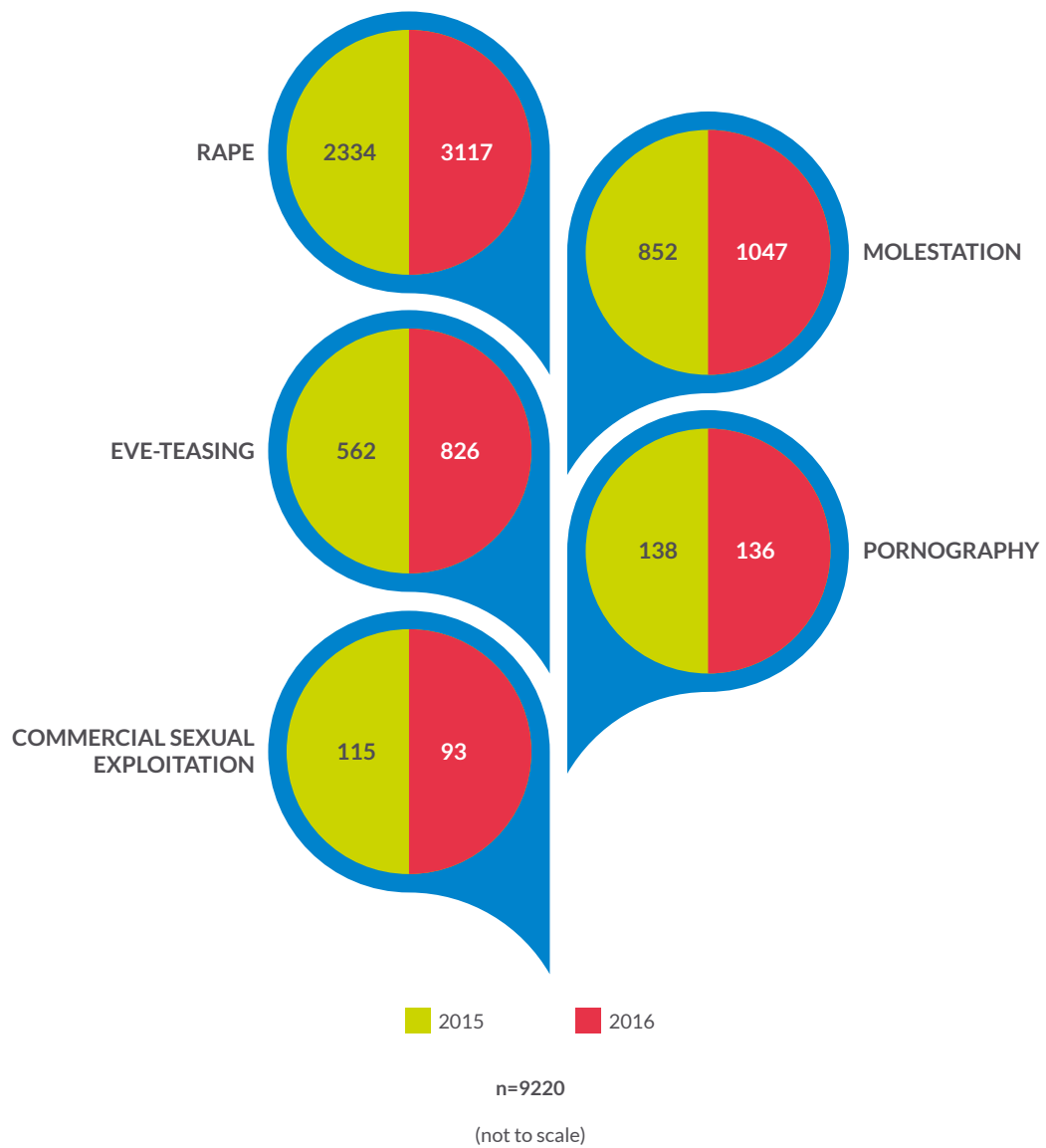
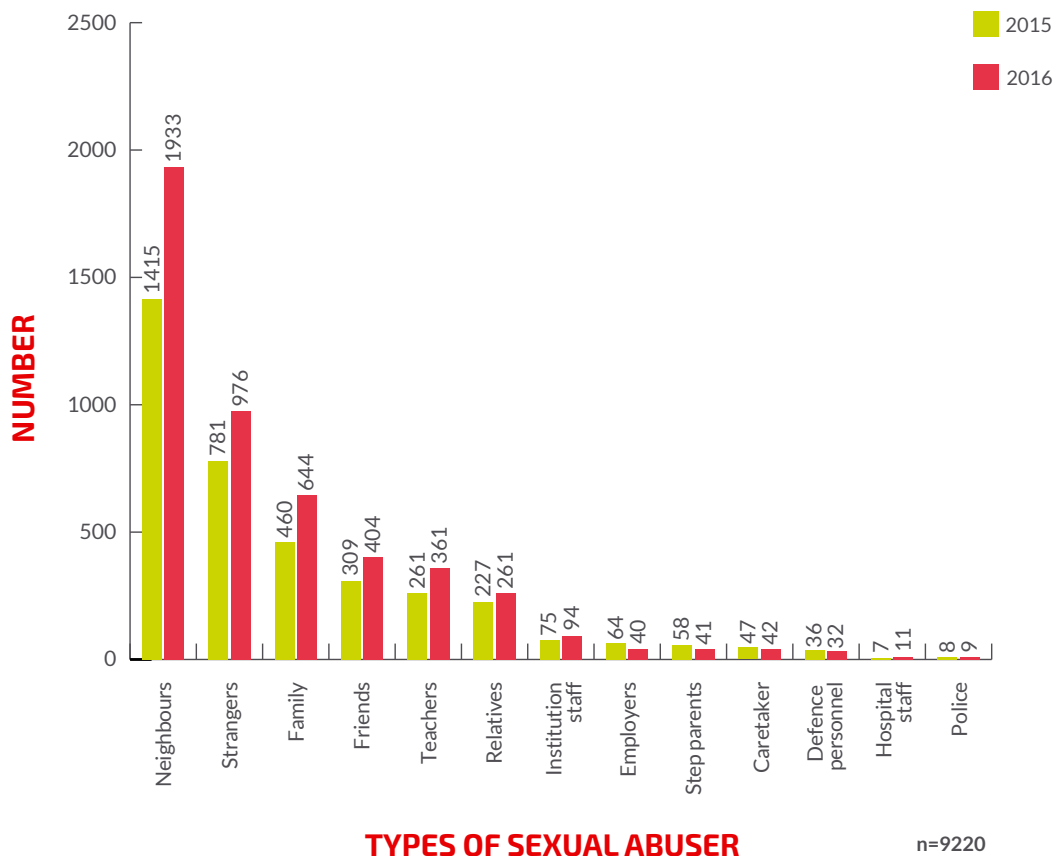


Figure 8.5.4: Types of sexual abuse

Sexual abuse including rape accounts for 59% of all cases. 21% of the cases are related to molestation and 15% are eve-teasing.



Note: Sexual abuser information were not available for 624 cases.

Figure 8.5.4.1: Type of sexual abuser

4 year old girl child recovered after sexually assault

CHILDLINE received a case in which father of a girl child aged 4 years came to CHILDLINE office and informed that his daughter was being sexually abused by one of their neighbours. Taking the case CL team immediately rushed to their place along with Patthalgaon Police to see the child. CHILDLINE found the child in pathetic physical as well as mental condition. The CHILDLINE team took consoled the child and took her to Jashpur district hospital for medical examination. The health condition of the girl child was worse with various physical injuries and needed to be treated properly so hospital referred the child to Ambikapur district Hospital for better treatment.

The victim's father lodged FIR against the accuser under POCSO Act 2012. After a few days, child was discharged from hospital and was produced before child welfare committee. As per child welfare committee order the child was sent back to her home with family and accuser was arrested by the police. Currently, accuser is in jail under police custody. The child was given counselling by CHILDLINE team member after which she felt better. Present condition of the child is good and she has recovered well.

Below Table & Figure 8.5.5 shows the age group of sexually abused children.

Table 8.5.5: Age wise split of sexual abuse cases

Total	Rape		Molestation		Eve teasing		Pornography		Commercial sexual exploitation		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	181	252	68	79	9	16	13	8	2	3	273	358
6 to 10	475	646	221	244	44	66	35	32	11	8	786	996
11 to 15	1076	1359	399	499	328	413	63	73	65	32	1931	2376
16 to 18	580	832	162	218	177	322	27	21	36	47	982	1440
19 to 25	10	20	0	3	1	3	0	0	1	1	12	27
Total	2322	3109	850	1043	559	820	138	134	115	91	3984	5197

Note: Age of 39 sexually abused children were not available.

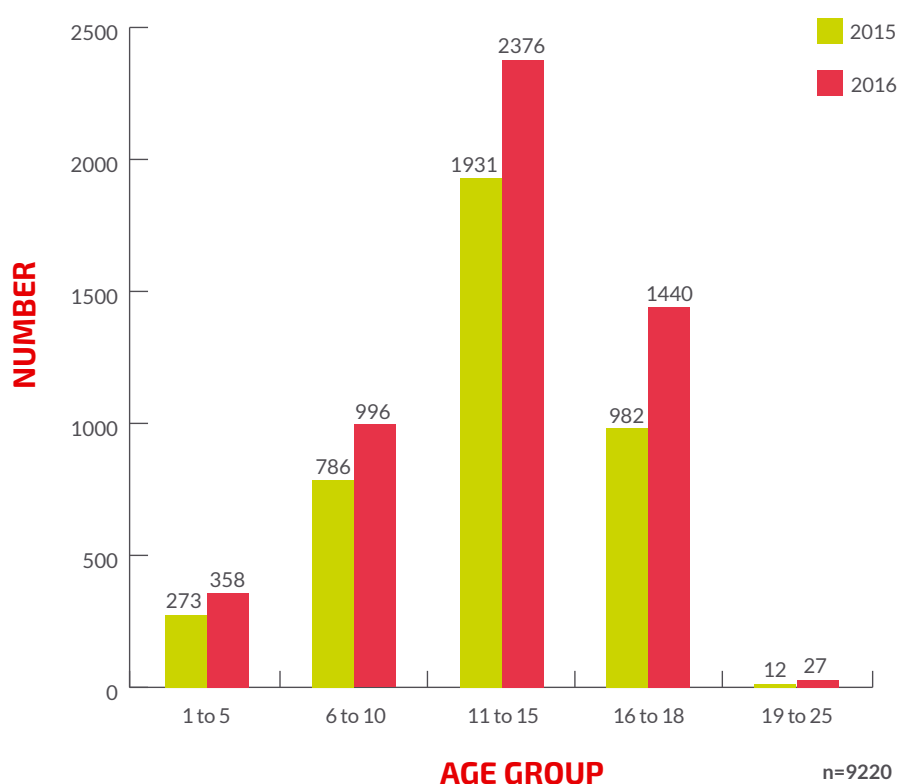
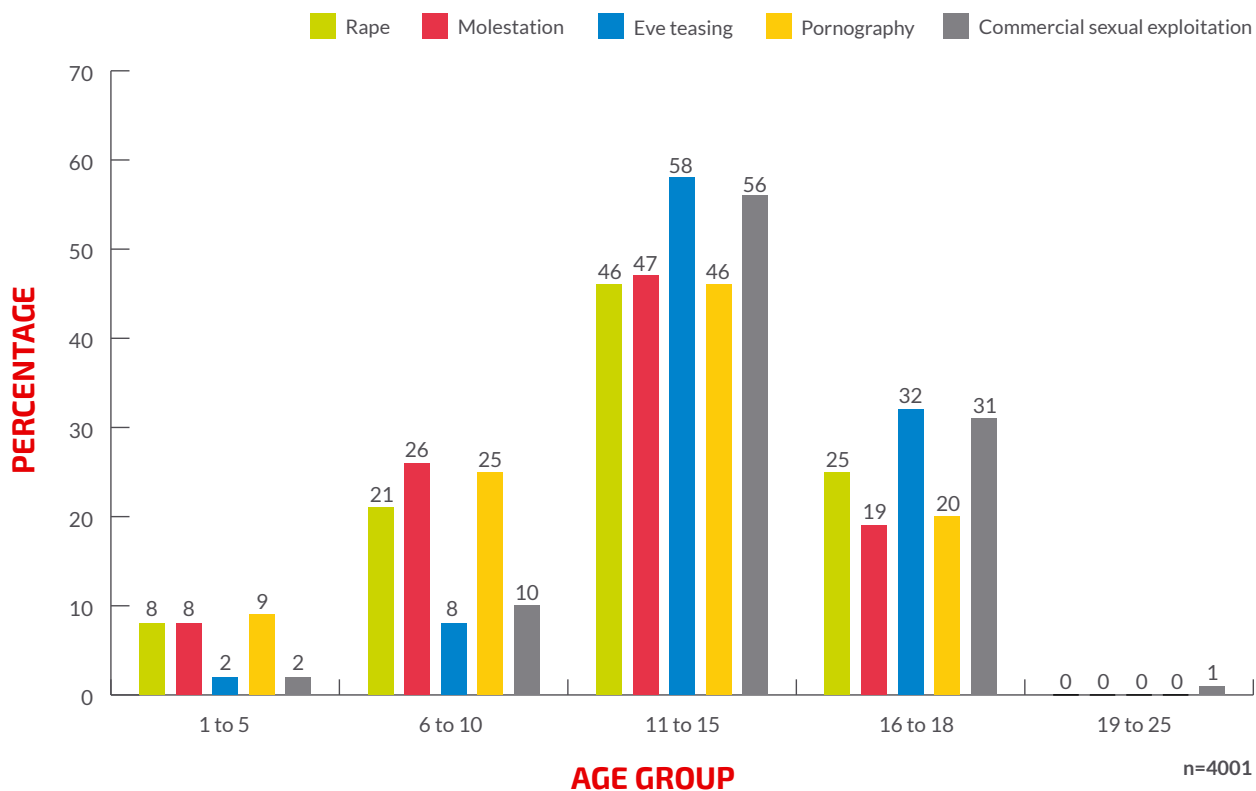
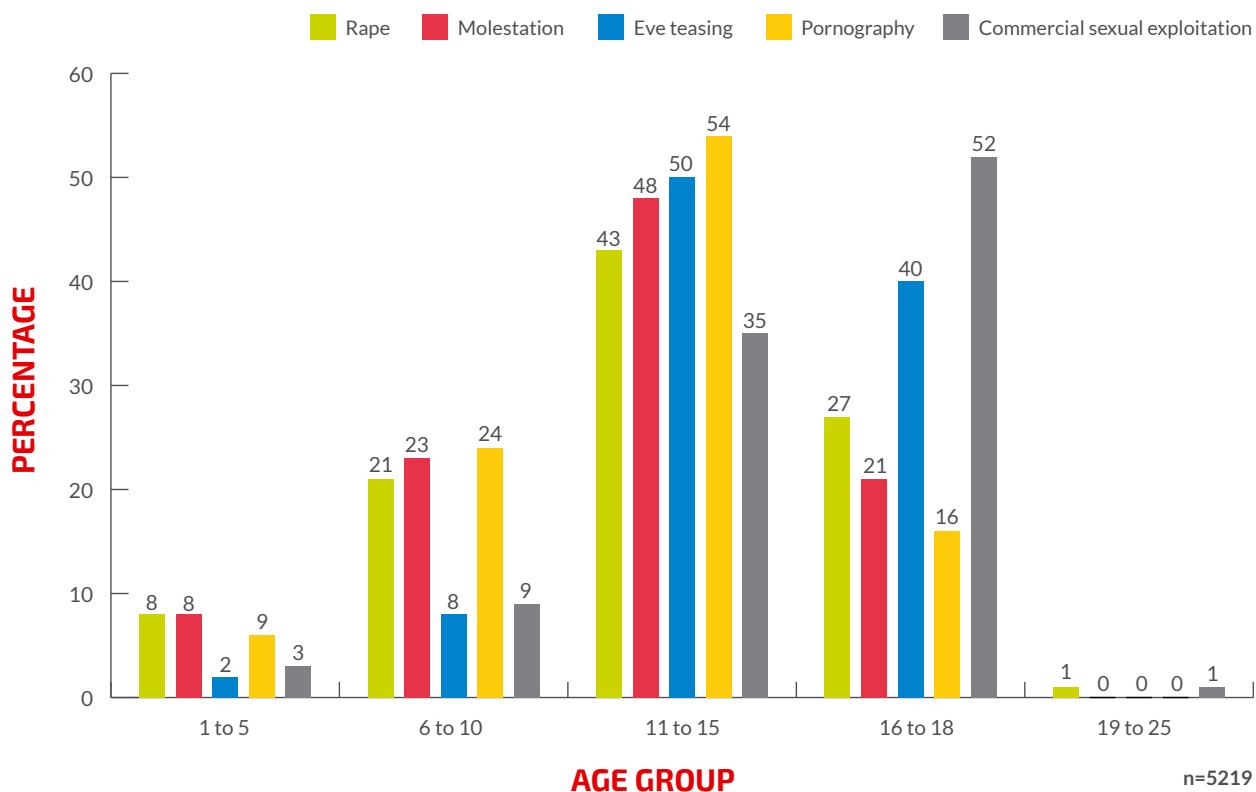


Figure 8.5.5: Age wise split of sexual abuse cases



Note: Age of Sexual abuse cases were not available for 17 cases.

Figure 8.5.5.1: Age wise split of sexual abuse cases - 2015



Note: Age of Sexual abuse cases were not available for 22 cases.

Figure 8.5.5.1: Age wise split of sexual abuse cases - 2016

While the age group of 11-15 years is still the largest segment, we cannot ignore the fact that the age groups of 1-10 years also have a large share of sexual abuse cases.

Girl child threatened with MMS clip to be put on internet

A mother of a 14 year old girl child visited CHILDLINE Bhopal office and reported that someone has made a MMS clip of her daughter and uploaded it on Internet. CHILDLINE team took all the information from mother and told the mother to bring her daughter at CHILDLINE office. When the girl arrived, team member did counselling with the girl during which she explained the incident of how one boy recorded her video clip on mobile while she was in an inappropriate condition without her knowledge. The boy has now uploaded the video clip on internet and the girl is in an extremely nervous situation feeling highly ashamed of the incident. Hearing this, CHILDLINE team member consoled the child and assured her that her dignity will not be at stake as the accused will be punished soon.

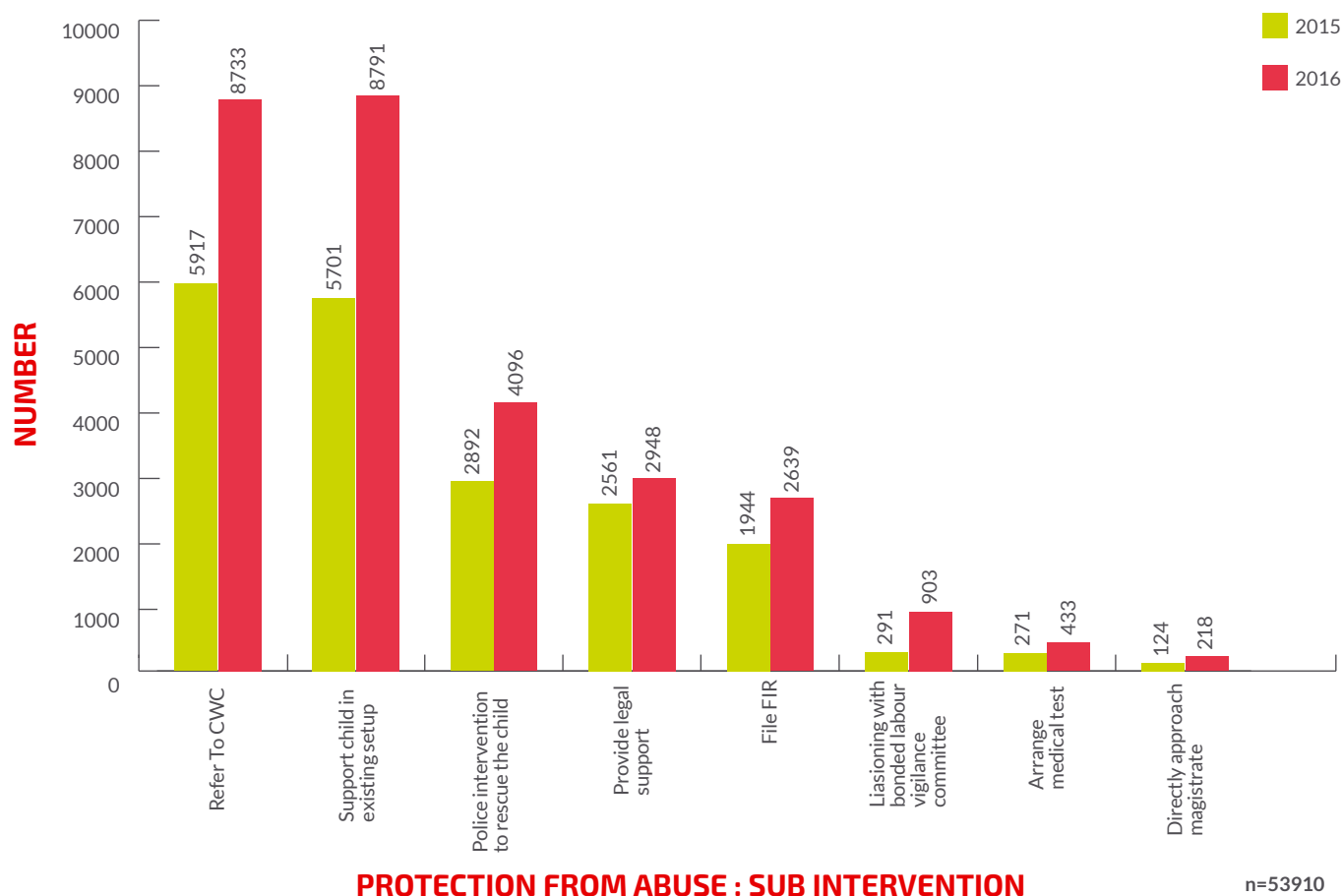
Immediately CHILDLINE team visited the local police station, gave information about the case and registered FIR under section IPC J.J. Act 2000 as per the statement given by the girl child. Police personnel reached the accused place, found and arrested him. Later the video clip was deleted by police from his mobile as well as from the internet.

CHILDLINE team did counselling of the girl child. Child and her mother took a sigh of relief and were gratified with the CHILDLINE's assistance.

The girl could happily go back home and was able to pay attention to her upcoming S.S.C. exams without any trouble.

Details of CHILDLINE Intervention done in abuse cases.

CHILDLINE intervenes in case of abuse based on the need of the case. Some cases require the child to undergo a medical test, some require than an FIR be filed with the Police, while some require legal support. Complete details of Intervention done by the CHIILDLINE in these cases are shown in Figure 8.5.6



Note: Information of 5448 Protection from abuse cases were not available.

Figure 8.5.6: Protection from abuse: sub intervention

Children caught working as a labours in a hotel

The country of India is one of the homes to the largest number of children who are working illegally in various industries. Many of these children are forced to work at young ages due to many family factors such as unemployment, a large number of family members, poverty, and lack of parental education. This is often the major cause of the high rate of child labour in India.

CHILDLINE team observed this case during the outreach activity in which a child was found working as a labour in a hotel at Kashimira, Miraroad (E) in Mumbai. CHILDLINE team decided to approach the area Police station by writing a letter for the rescue operation of the child. Before the letter submission staff visited the Kashimira area again and found 8-10 children more working as a labour in the same hotel.

A written letter was submitted to the Kashimira Police station by Childline staff for the appeal to release all the children from the trap but Senior Police officer was not supportive. Team did regular follow up of the case with Police but police were not giving any date of the rescue operation.

Childline staff after discussing this issue with project officer decided to write a letter to child welfare committee Bhivandi, Thane explaining them the case and seeking their intervention. As a result, with child welfare committee order to the Senior Police officer at Kashimira Police station, he agreed for rescue and gave a date for rescue operation.

CHILDLINE team reached Kashimira Police station on decided date and time and with Police officer rescue planning was done as per which a three member's team along with the Police reached the location and thereby became successful in rescuing 8 children.

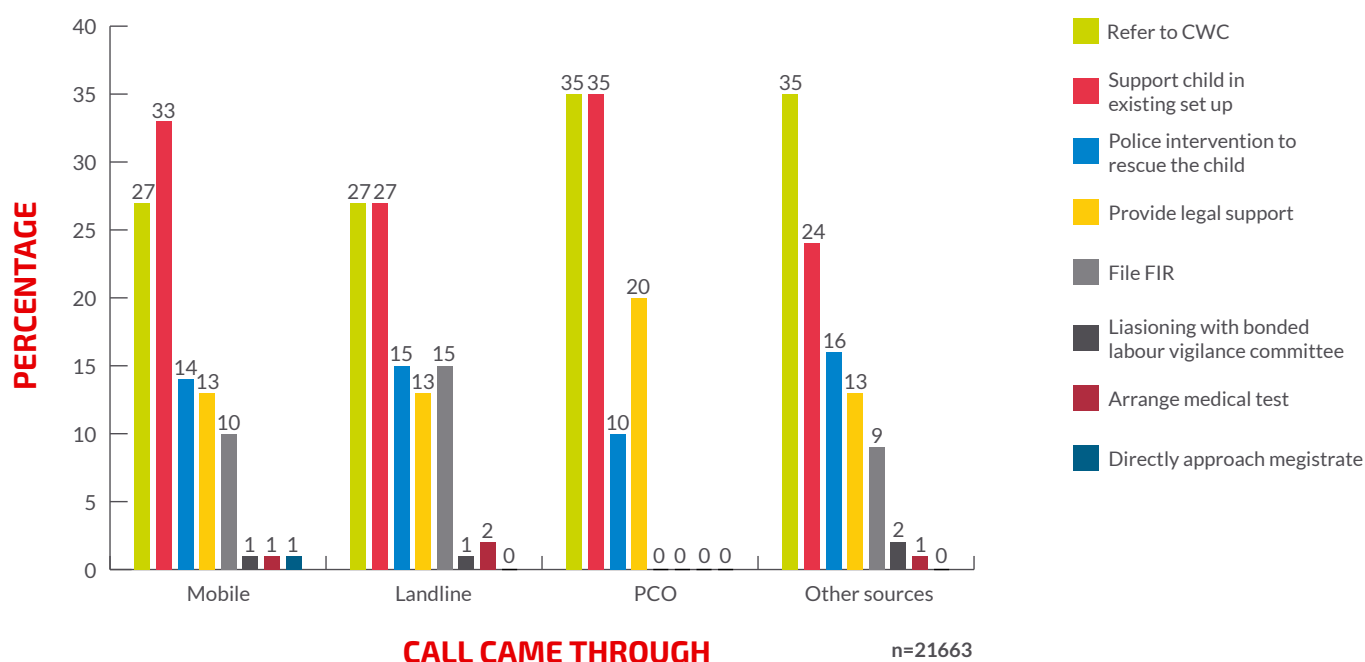
After the rescue operation, CHILDLINE team consoled the rescued children through a small discussion and provided them with some food to eat. Followed by the incidence, some of owners and leaders came to Police station and requested CHILDLINE team to give children back to the owners. Some of them also presented fake legal documents of children in front of CHILDLINE Team. After the legal procedure as per J. J. Act 2000 and IPC, the Police took all 8 children for medical examination at Indira Gandhi hospital at Bhivandi and admitted children to the children's home in Bhiwandi at night 11.00pm.

Meanwhile CHILDLINE team contacted child welfare committee Bhiwandi, informed them about the rescue operation and took the children from Bhiwandi Shelter home to be presented to child welfare committee. Child welfare committee ordered to keep the children at Ulhasnagar Shelter home, do the age Medical Test and asked the owner to be presented at child welfare committee.

Kasimira Police did the age medical test in Ulhasnagar hospital and have taken letter from child welfare committee for children to be handed over to their parents.

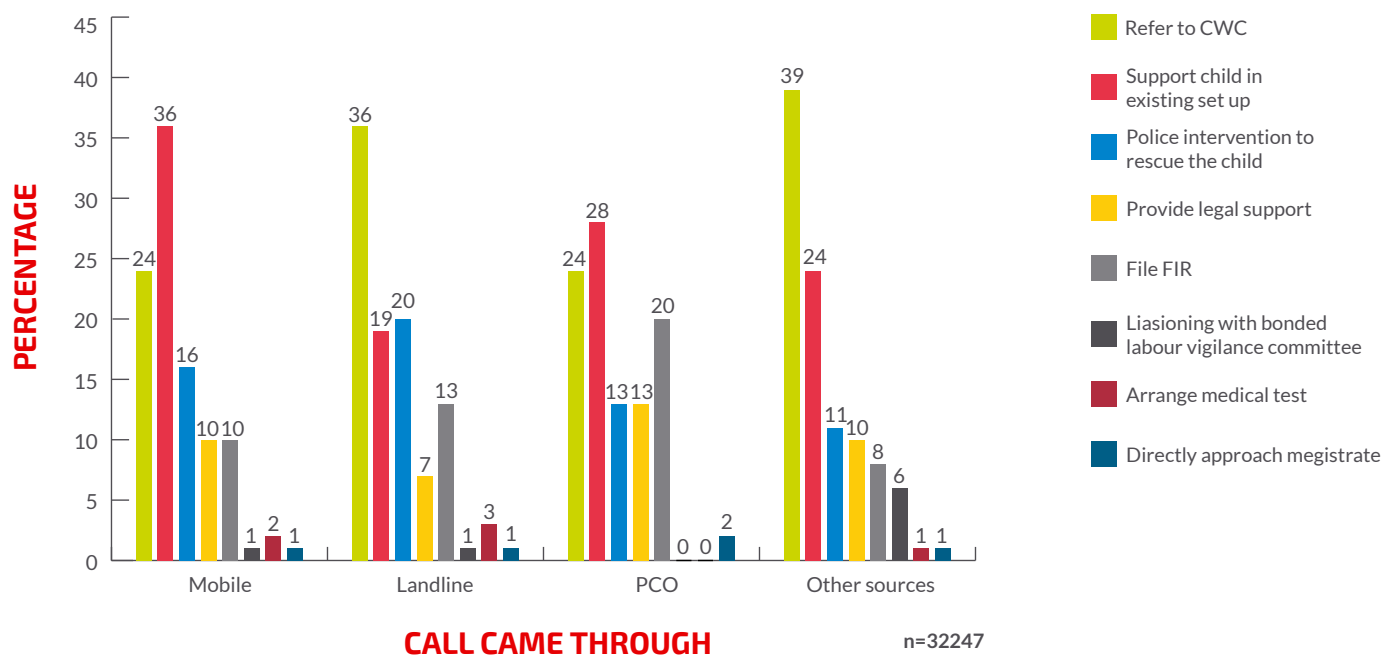
Table 8.5.7: Source for protection from abuse assistance cases

Protection from abuse: Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Refer to CWC	2902	3837	248	280	7	11	2760	4605	5917	8733
Support child in existing setup	3574	5751	247	142	7	13	1873	2885	5701	8791
Police intervention to rescue the child	1468	2594	142	149	2	6	1280	1347	2892	4096
Provide legal support	1381	1655	118	49	4	6	1058	1238	2561	2948
File FIR	1113	1629	139	97	0	9	692	904	1944	2639
Liasioning with bonded labour vigilance committee	109	228	7	7	0	0	175	668	291	903
Arrange medical test	147	256	22	22	0	0	102	155	271	433
Directly approach magistrate	84	143	2	5	0	1	38	69	124	219
Total	10778	16093	925	751	20	46	7978	11871	19701	28761



Note: Information of 1962 Protection from abuse cases were not available.

Figure 8.5.7: Source for protection from abuse assistance cases - 2015



Note: Information of 3486 Protection from abuse cases were not available.

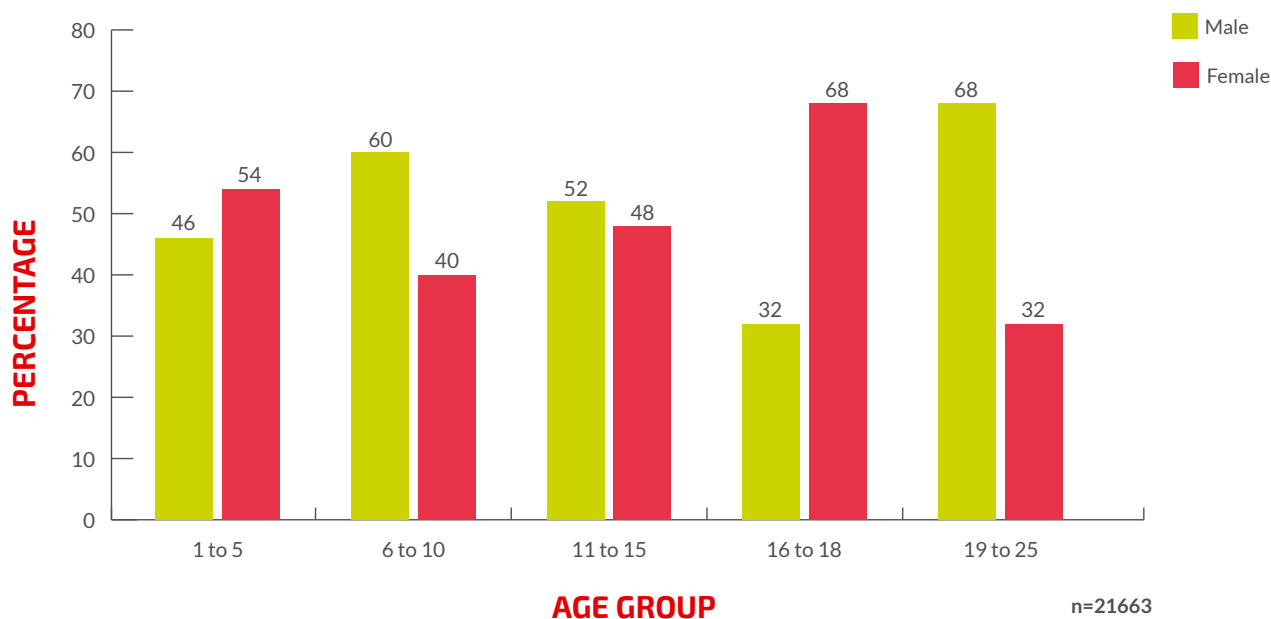
Figure 8.5.7: Source for protection from abuse assistance cases - 2016

Table 8.5.8: Age group and gender of the children protected from abuse and violence

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	597	965	710	1011	1307	1976	1.19	1.05
6 to 10	2310	2918	1550	2150	3860	5068	0.67	0.74
11 to 15	5669	8296	5218	7438	10887	15734	0.92	0.90
16 to 18	1774	2961	3690	6213	5464	9174	2.08	2.10
19 to 25	48	91	23	37	71	128	0.48	0.41
Total	10398	15231	11191	16849	21589	32080	1.08	1.11

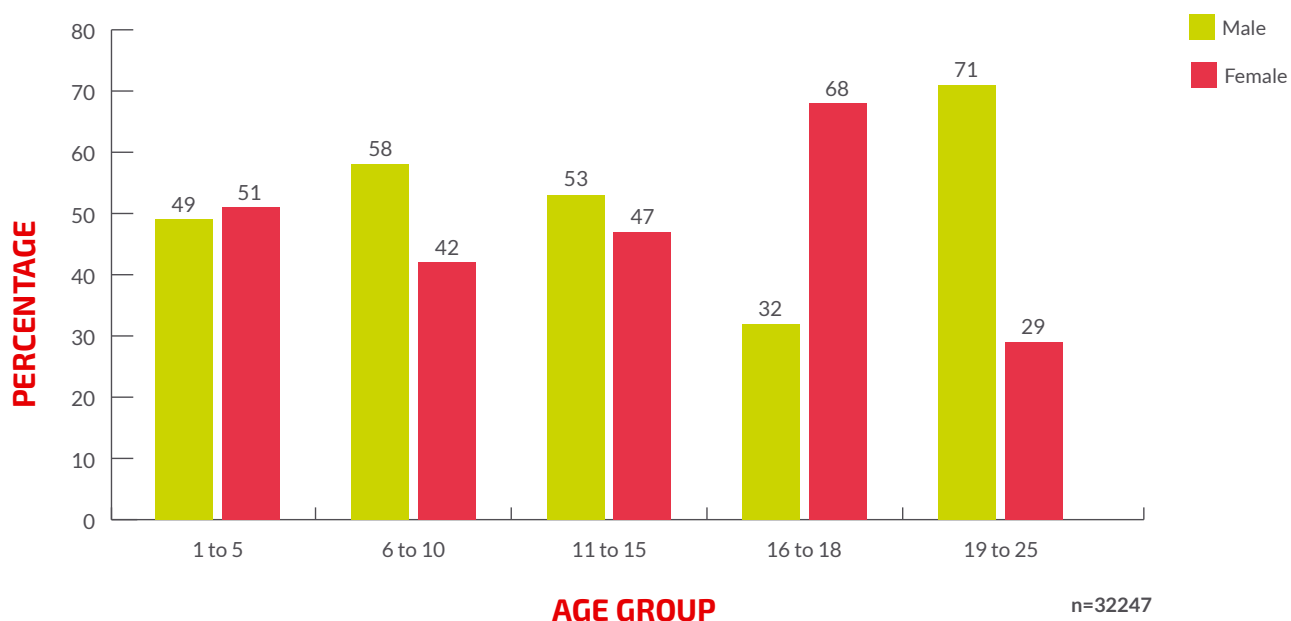
Note: Gender and Age group were not available for 241 cases.

In the cases of children protected from abuse and violence, 52% are boys in the age group of 11-15 years in 2015, in 2016 it's gone upto 53%, whereas the number of girls and boys protected from abuse are almost equal in the age group of 1-5 years.



Note: Gender and Age group were not available for 74 cases.

Figure 8.5.8: Age group and gender of the children protected from abuse and violence - 2015



Note: Gender and Age group were not available for 167 cases.

Figure 8.5.8: Age group and gender of the children protected from abuse and violence - 2016

CHILDLINE received a call from Satara, Maharashtra when the caller asked help for a 15 year old girl going to get married while still being a minor. Childline team called back and took entire information with details about the girl's case.

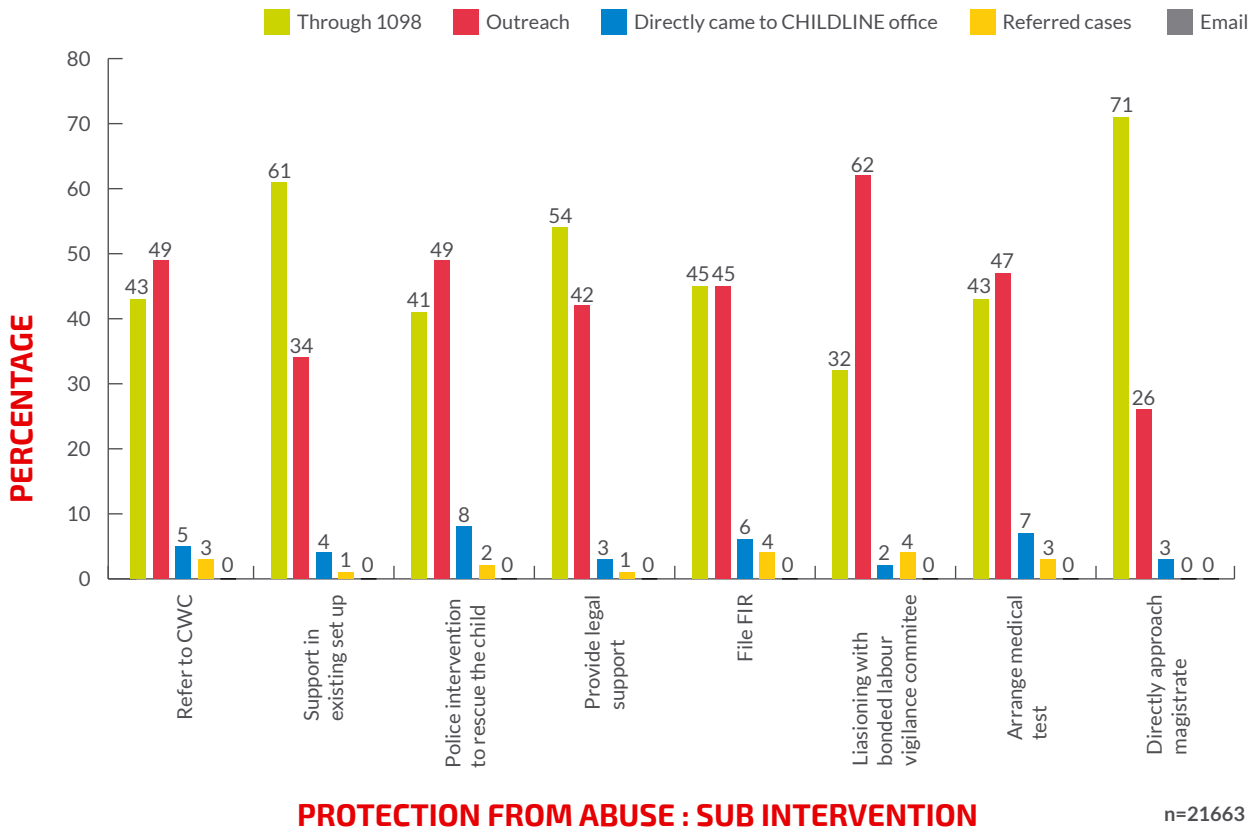
With all the facts in hand, CHILDLINE team went to the girl's house and met with her parents. Team started intriguing the parents to check whether it's true that they are marrying off their daughter at a minor age. Parents admitted that they are planning her marriage but said that she is not a minor and is fit to be tying a knot. CHILDLINE team were not convinced with the parents and asked the parents to show the girl's birth certificate or other age proof. Parents could not show the age proof to the team and were constantly telling the team to leave. CHILDLINE team stood stern and explaining the parents about the child marriage Act and its consequences, started convincing them to cancel the wedding and think about their daughter's future. Although the parents were listening but CHILDLINE team was not definite about them. The team left their house and registered this case in the nearest police station. Police said that it would be better to involve the panchayat in this matter as it's a community issue now.

CHILDLINE team decided to take the help of sub-center by writing an appeal letter to them in regard to the case. Thereafter the team approached the Village Sarpanch, tried hard to explain him about the issue and discussed about the appropriate action to be taken. The Sarpanch assured the CHILDLINE team to do something in this regard and connected with the girl's family. During follow up CHILDLINE come to know that the marriage has been finally cancelled.

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

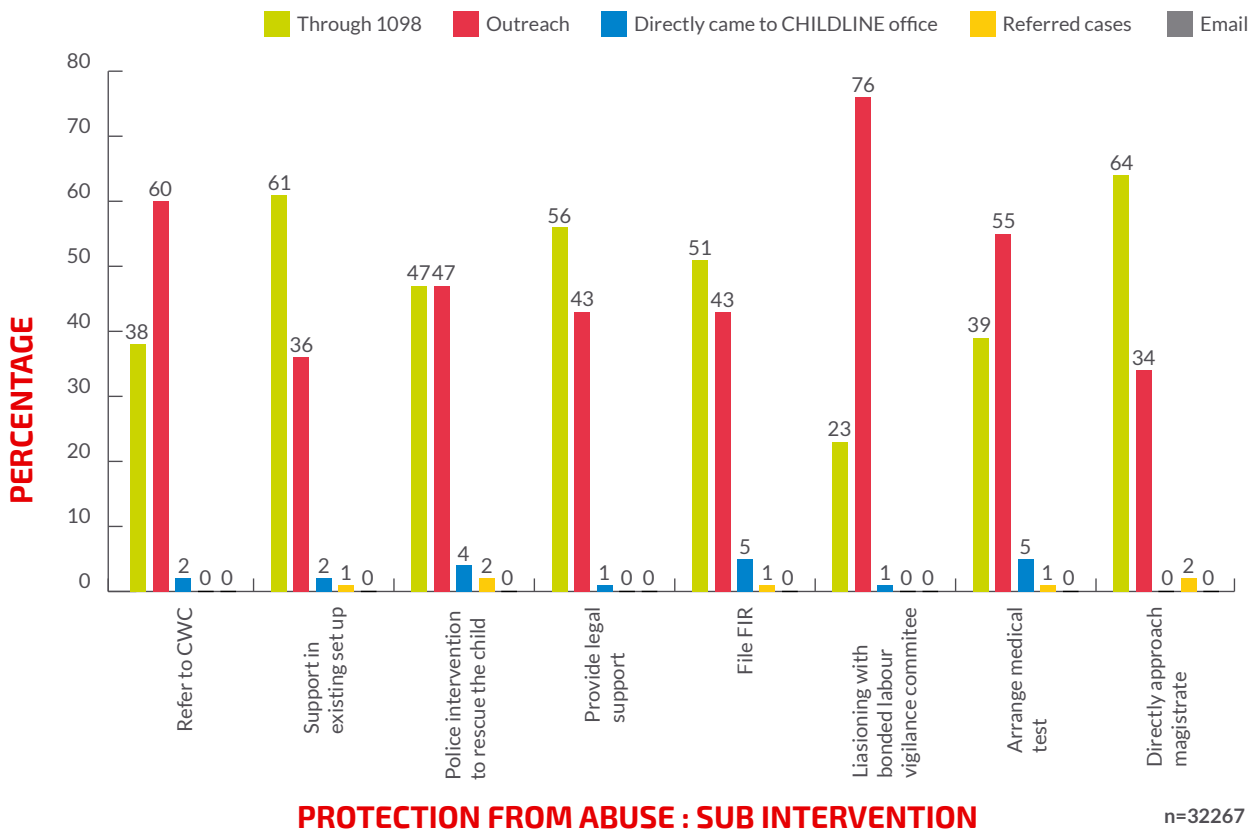
Protection from abuse : Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Support in existing setup	2287	2834	2629	4522	280	145	135	36	14	5	5345	7542
Refer to CWC	3263	4865	1772	2816	237	145	78	41	10	7	5360	7874
Police intervention to rescue the child	1048	1272	1228	1281	203	114	51	43	0	2	2530	2712
File FIR	1336	1581	1034	1217	68	29	15	12	4	4	2457	2843
Provide legal support	696	1052	675	870	98	102	66	18	2	0	1537	2042
Liasioning with bonded labour vigilance committee	84	197	166	649	5	8	11	1	1	1	267	856
Arrange medical test	85	107	94	152	14	14	5	3	0	0	198	276
Directly approach magistrate	85	128	30	67	4	1	0	5	0	0	119	201
Total	8884	12036	7628	11574	909	558	361	159	31	19	17813	24346

Note: Information of access for protection from abuse cases were not available for 3775 cases.



Note: Information of access for protection from abuse cases were not available for 1962 cases.

Figure 8.5.9: How the child accessed assistance from CHILDLINE for protection from abuse support/intervention - 2015



Note: Information of access for protection from abuse cases were not available for 3486 cases.

Figure 8.5.9: How the child accessed assistance from CHILDLINE for protection from abuse support/intervention - 2016

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

7-8 children were caught while being trafficked by train Gitanjali Express to Mumbai.

CHILDLINE received a call from a concerned individual from a train while the caller informed about the child trafficking incident in which 7-8 children have been caught and being trafficked by train named Gitanjali Express to Mumbai. After receiving the news, CHILDLINE team immediately collected all information from the caller which he shared through WhatsApp on mobile phone.

As soon as possible CHILDLINE team member connected to CCDT Railway CHILDLINE by YUVA CHILDLINE and CHILDLINE City coordinator Ms. Ashwini and shared the information of the case. Evening by 8.00 pm team member reached to Dadar station, a group of 11 team members were present at the spot to rescue the child, as well information was given to the Railway Police about the rescue operation to get support from them.

CHILDLINE team diligently arranged trap to rescue the children. As soon as the train arrived Dadar Station around 9.38 PM the rescue team with Railway protection force (RPF) personnel boarded the train and caught all the children along with the man transferring them.

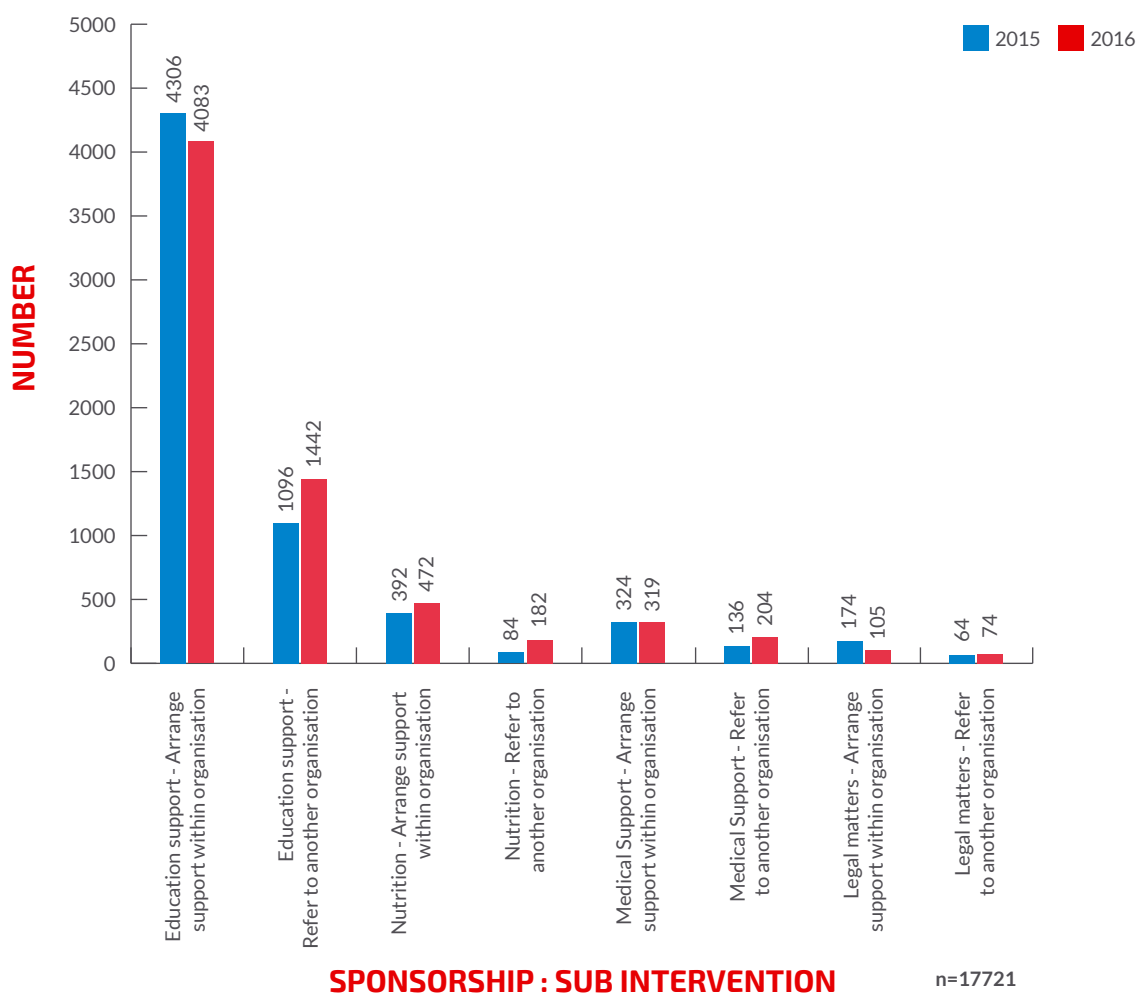
CHILDLINE team member took the custody of all children and looking at their wretched physical state decided to take counselling session with them. Child welfare committee intervened and government railway police (GRP) took statement of the children.

As per the information provided by children, they belonged to Jharkhand and were bought from there so Child welfare committee ordered to send them to Jharkhand with protection of government railway police (GRP). Children were kept in government shelter home in Mumbai for time being and were later sent back to their families in respective home towns.

8.6 Calls requesting CHILDLINE for sponsorship assistance

In a number of cases, CHILDLINE actively assists the child and his/her family in accessing financial support. Calls regarding sponsorship made up only about 6% of all calls received during this period. There are three basic kinds of sponsorship calls received by CHILDLINE, i.e. Sponsorship for Education expenses, Sponsorship for Medical expenses, and Foster care.

CHILDLINE is primarily a referral agency. Following the call, the initial response for a CHILDLINE Team Member is 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 agencies that will best able to help the child. CHILDLINE as an organization does not financially support any children.



Note- Information of 4264 Sponsorship cases were not available.

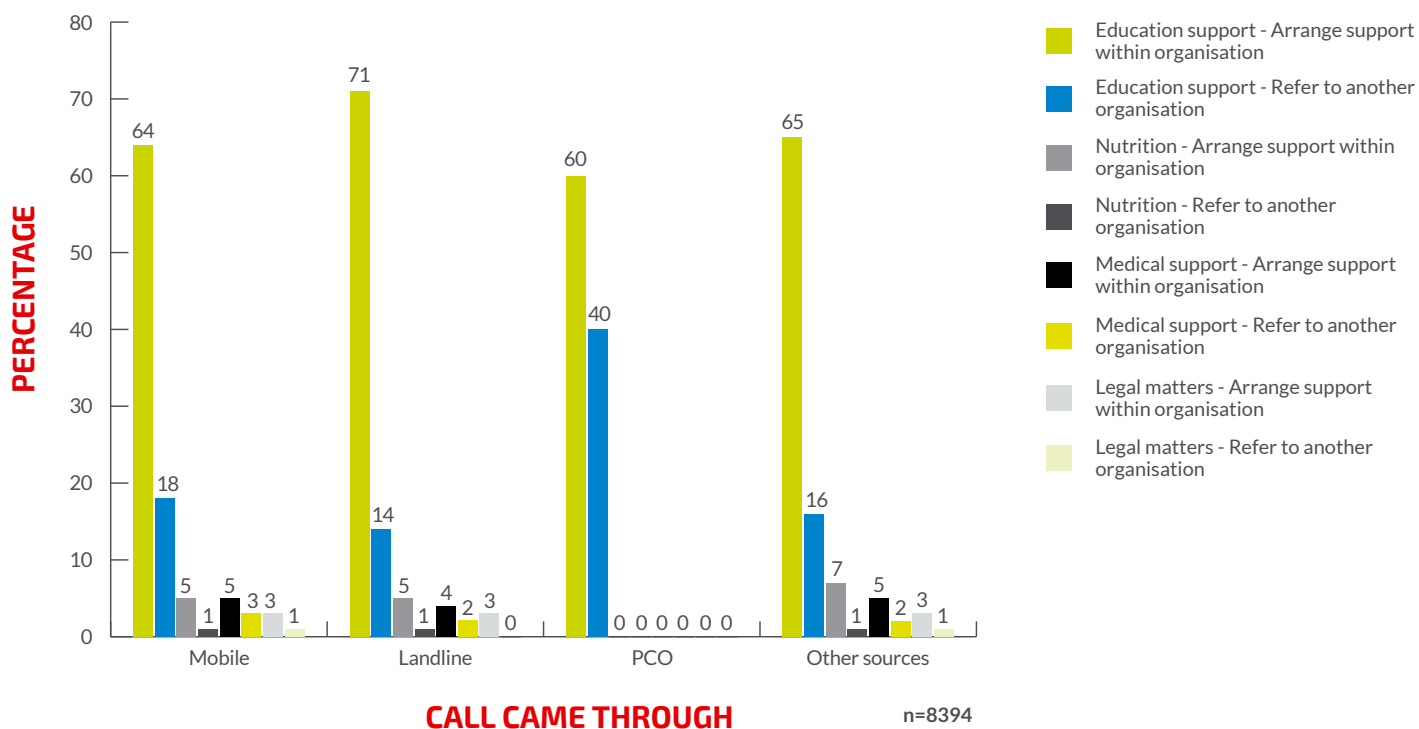
Figure 8.6: Sponsorship : sub intervention

The maximum number of sponsorship related interventions done by CHILDLINE are for Education at 61%.

Table 8.6.1: Source for sponsorship assistance cases

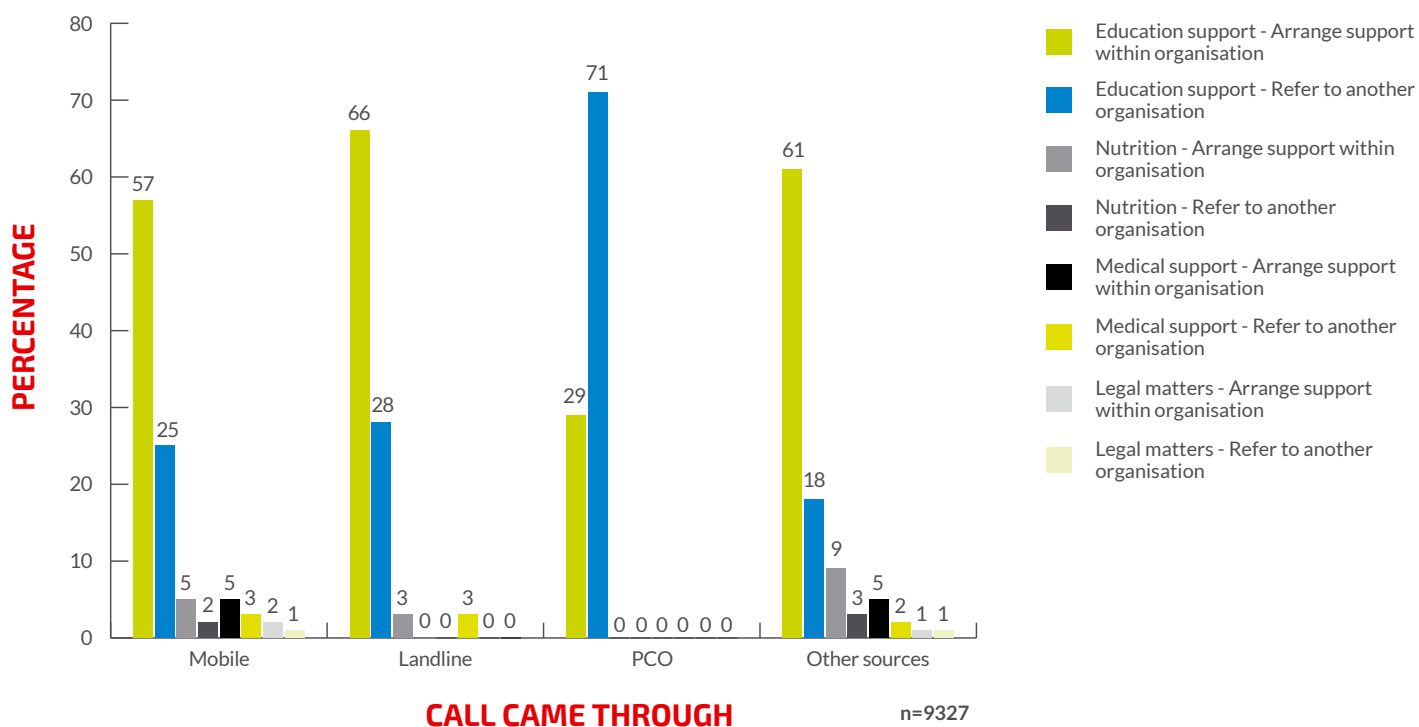
Sponsorship : Sub Intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Education support - Arrange support within organisation	1835	1917	68	19	3	2	2400	2145	4306	4083
Education support - Refer to another organisation	509	810	13	8	2	5	572	619	1096	1442
Nutrition -Arrange support within organisation	132	165	5	1	0	0	255	306	392	472
Nutrition - Refer to another organisation	34	82	1	0	0	0	49	100	84	182
Medical support - Arrange support within organisation	136	154	4	0	0	0	184	165	324	319
Medical support - Refer to another organisation	71	117	2	1	0	0	63	86	136	204
Legal matters - Arrange support within organisation	72	60	3	0	0	0	99	45	174	105
Legal matters - Refer to another organisation	40	45	0	0	0	0	24	29	64	74
Total	2829	3350	96	29	5	7	3646	3495	6576	6881

Note: - Information of 4264 Sponsorship cases were not available.



Note: - Information of 1818 Sponsorship cases were not available.

Figure 8.6.1: Source for sponsorship assistance cases - 2015



Note: - Information of 2446 Sponsorship cases were not available.

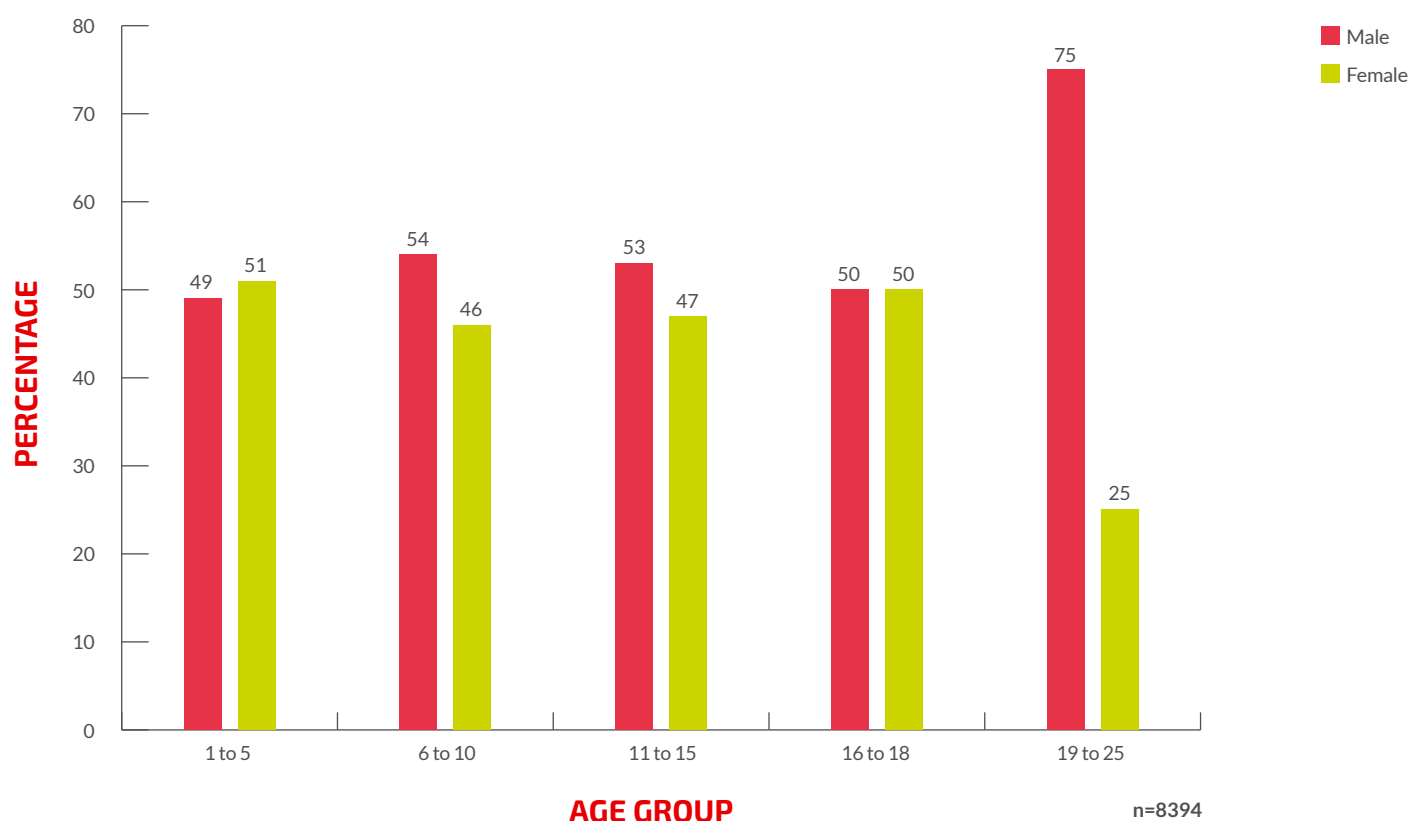
Figure 8.6.1: Source for sponsorship assistance cases - 2016

The above mentioned data refers to interventions done for sponsorship related cases. Medical intervention done via an external organization is presented as Medical- Refer to another organization.

Table 8.6.2: Age group and gender of the children provided sponsorship

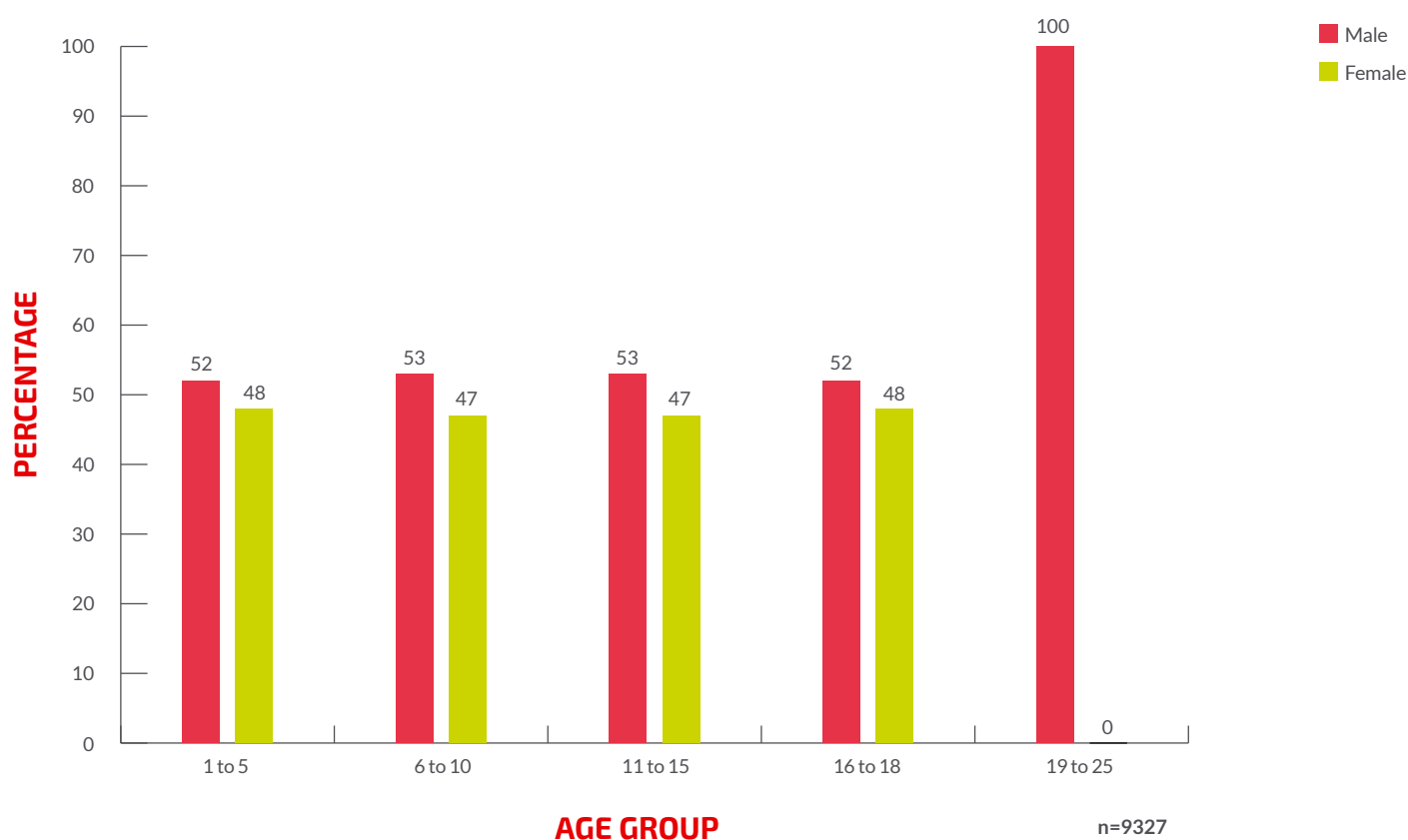
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	528	580	544	541	1072	1121	1.03	0.93
6 to 10	1449	1685	1219	1465	2668	3150	0.84	0.87
11 to 15	1922	2081	1700	1820	3622	3901	0.88	0.87
16 to 18	501	563	494	512	995	1075	0.99	0.91
19 to 25	3	1	1	0	4	1	0.33	0.00
Total	4403	4910	3958	4338	8361	9248	0.90	0.88

Note: Gender and Age group were not available for 112 cases.



Note- Gender and Age group were not available for 33 cases.

Figure 8.6.2: Age group & gender of the children provided sponsorship - 2015



Note- Gender and Age group were not available for 79 cases.

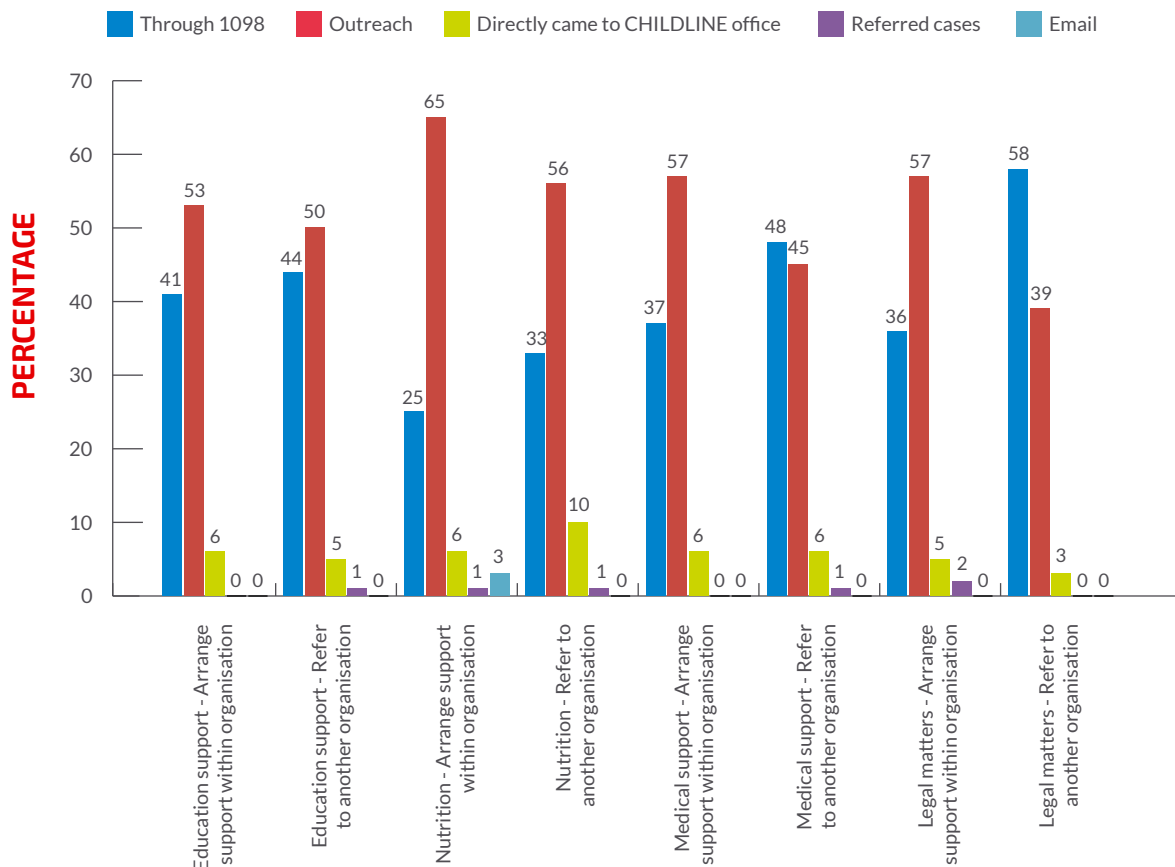
Figure 8.6.2: Age group & gender of the children provided sponsorship - 2016

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

Sponsorship : Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Education support - Arrange support within organisation	1706	1570	2235	2048	245	295	5	9	1	3	4192	3925
Education support - Refer to another organisation	476	746	537	598	52	50	6	7	0	1	1071	1402
Nutrition - Arrange support within organisation	95	140	247	305	23	4	3	0	10	1	378	450
Nutrition - Refer to another organisation	27	76	46	98	8	1	1	0	0	0	82	175
Medical support - Arrange support within organisation	113	101	176	158	18	22	1	3	0	1	308	285
Medical support - Refer to another organisation	64	104	59	83	8	9	1	0	0	0	132	196
Legal matters - Arrange support within organisation	61	55	98	45	9	1	3	2	0	0	171	103
Legal matters - Refer to another organisation	36	38	24	29	2	3	0	0	0	0	62	70
Total	2578	2830	3422	3364	365	385	20	21	11	6	6396	6606

Note: - Information of access for sponsorship cases were not available for 4264 cases.

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

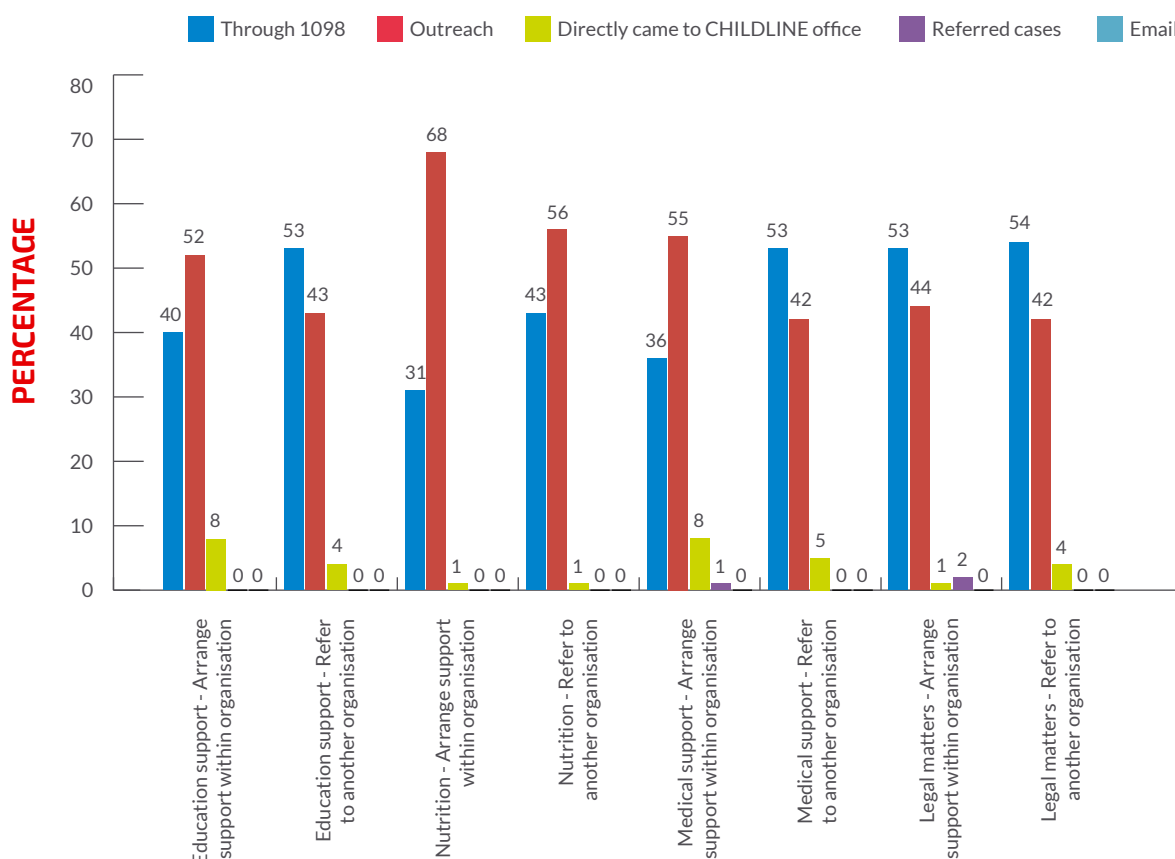


SPONSORSHIP: SUB INTERVENTION

n=8394

Note- Information of access for sponsorship cases were not available for 1818 cases.

Figure 8.6.3: How the child accessed assistance from CHILDLINE for sponsorship support/intervention - 2015



SPONSORSHIP : SUB INTERVENTION

n=8394

Note- Information of access for sponsorship cases were not available for 2446 cases.

Figure 8.6.3: How the child accessed assistance from CHILDLINE for sponsorship support/intervention - 2016

As per Indian Constitution, education is the basic right of all the children irrespective of age, caste, creed or sex. But many of the children could not go to the primary school because of reasons such as lack of knowledge among parents, poverty and many more. At times it also happens that child is going to the school but he/she is unable to study properly because of lack of books, stationary and other facilities not provided to him/her. A similar type of case has come to the Jammu CHILDLINE.

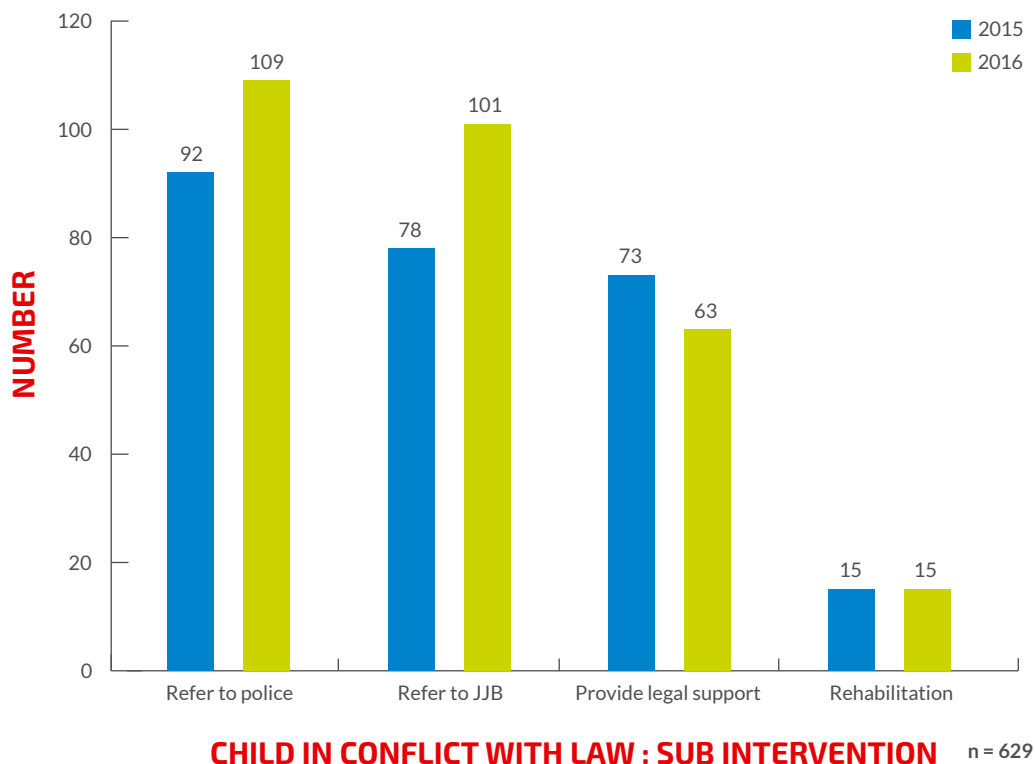
A male child aged 17 years himself called on 1098 and informed that he needs book and stationary for his smooth studies. He was speaking from the Udampur (Jammu & Kashmir). CHILDLINE team member collected details of the case and assured him that they will come to his home and help him.

On the very same day, CHILDLINE team member visited the child's home and there they met with child and his parents. After meeting with them the team found that the financial condition of the child's family is not good and he actually needed help for his stationary and books. Then team member told the child that he will receive the required assistance from CHILDLINE as soon as they receive financial support from a donor for his educational needs.

After a few days, when CHILDLINE team member got the donor, they went to the child's home and provided him books, notebooks and necessary stationary as per his need. This is how a child willing to get educated progressed with his studies.

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

Children who are in Conflict with law (Juvenile Offenders) have to be presented at the Juvenile Justice Board (JJB) 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.



Note:- Information of 83 Child in conflict with law cases were not available.

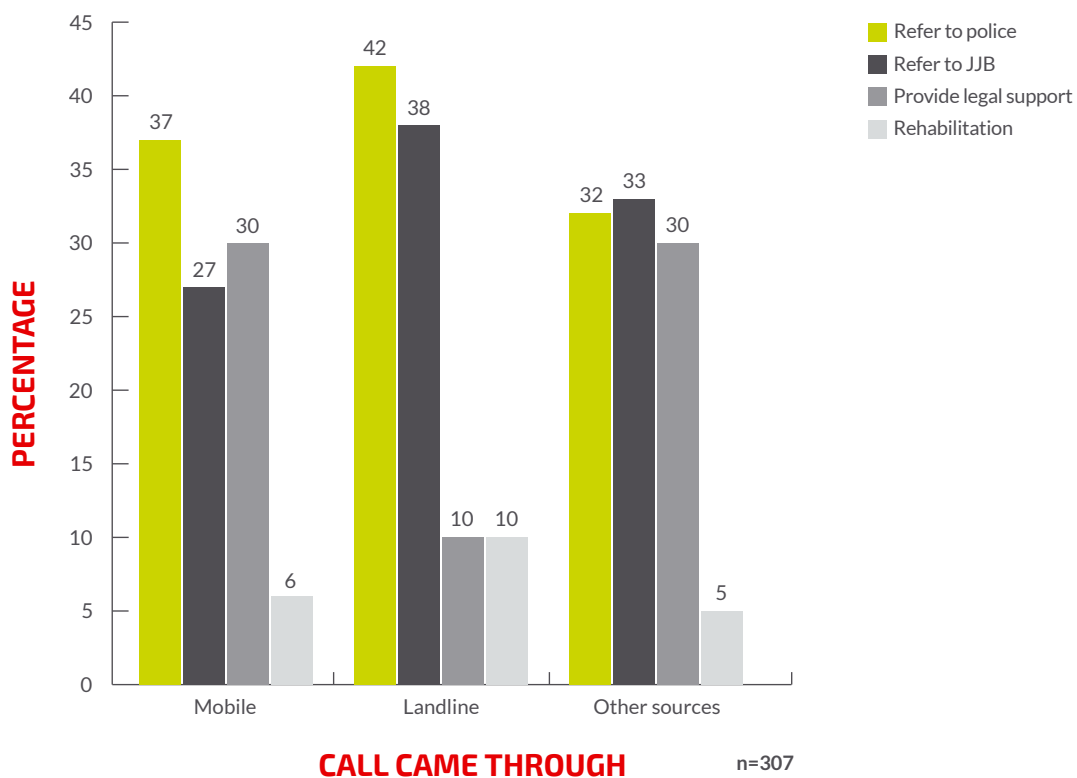
Figure 8.7: Child in conflict with law: sub intervention

In 32% of the cases, the intervention is to refer the child to the police, 28% cases has been referred to Juvenile justice board and legal support has been provided in 22% of the cases.

Table 8.7.1: Source for Child in conflict with law assistance cases

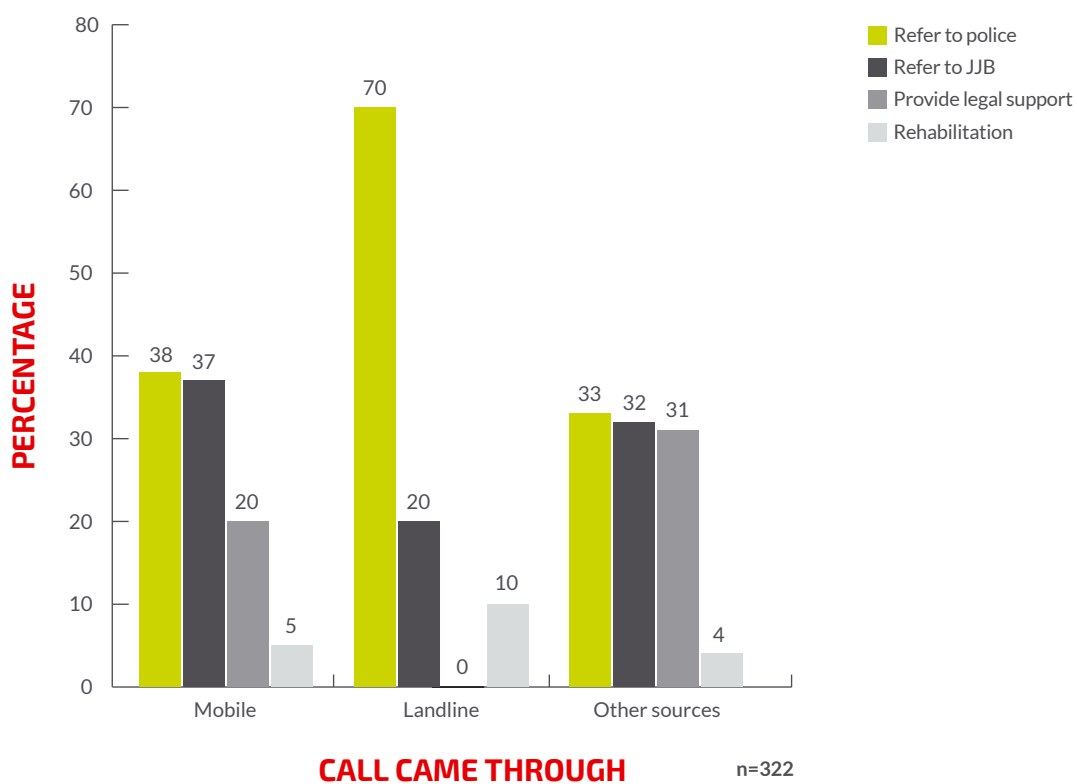
Child in conflict with law : Sub intervention	Mobile		Landline		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016
Refer to police	55	71	9	7	28	31	92	109
Refer to JJB	41	69	8	2	29	30	78	101
Provide legal support	45	35	2	0	26	28	73	63
Rehabilitation	9	10	2	1	4	4	15	15
Total	150	185	21	10	87	93	258	288

Note: - Information of 83 Child in conflict with law cases were not available.



Note:- Information of 49 Child in conflict with law cases were not available.

Figure 8.7.1: Source for Child in conflict with law assistance cases – 2015



Note:- Information of 34 Child in conflict with law cases were not available.

Figure 8.7.1: Source for Child in conflict with law assistance cases – 2016

Table 8.7.2: Age group and gender of the children in conflict with law

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
6 to 10	38	42	22	17	60	59	0.58	0.40
11 to 15	97	111	33	21	130	132	0.34	0.19
16 to 18	100	101	15	23	115	124	0.15	0.23
19 to 25	2	1	0	1	2	2	0.00	1.00
Total	237	255	70	62	307	317	0.30	0.24

Note: Gender and Age group were not available for 5 cases.

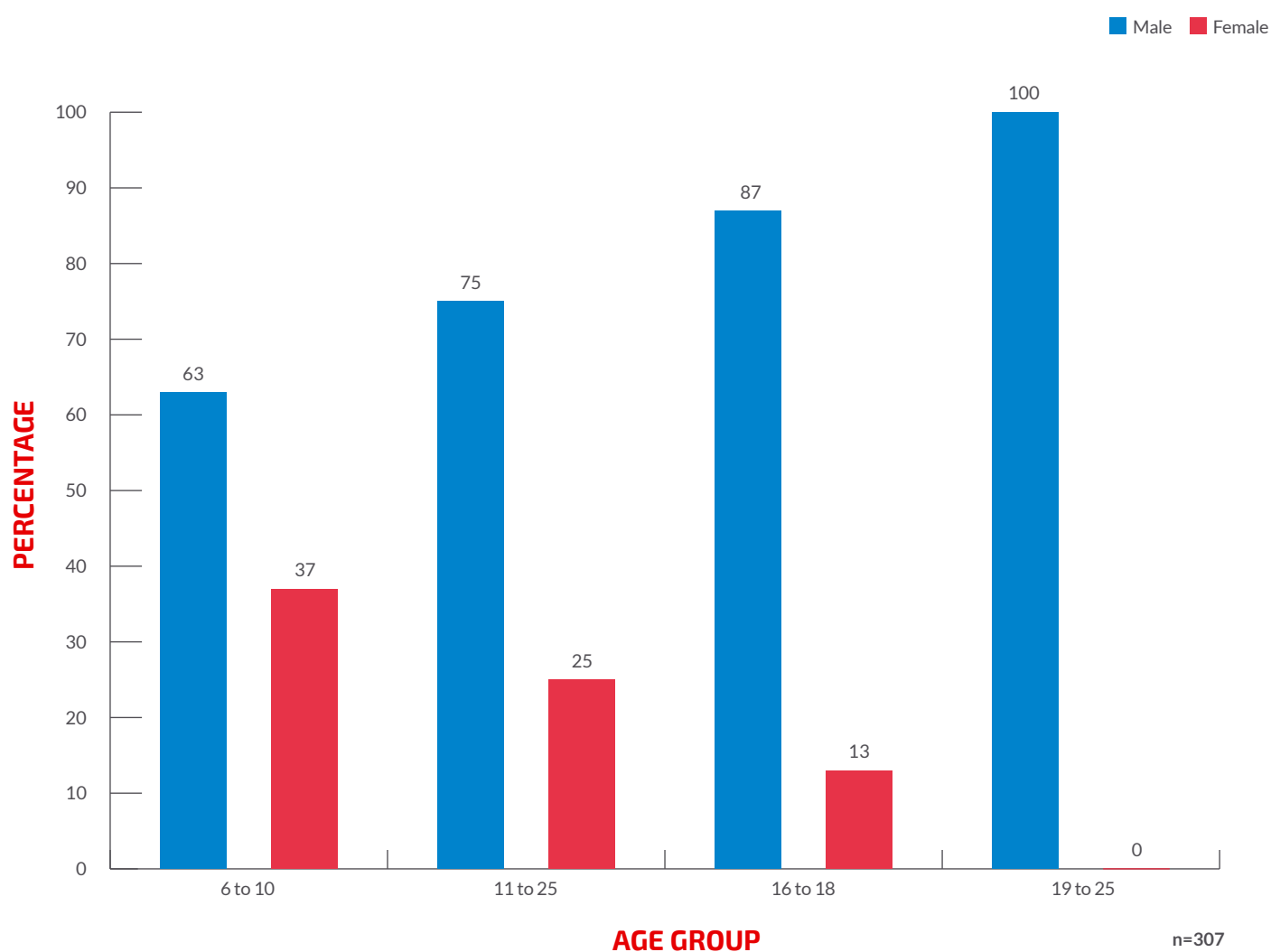
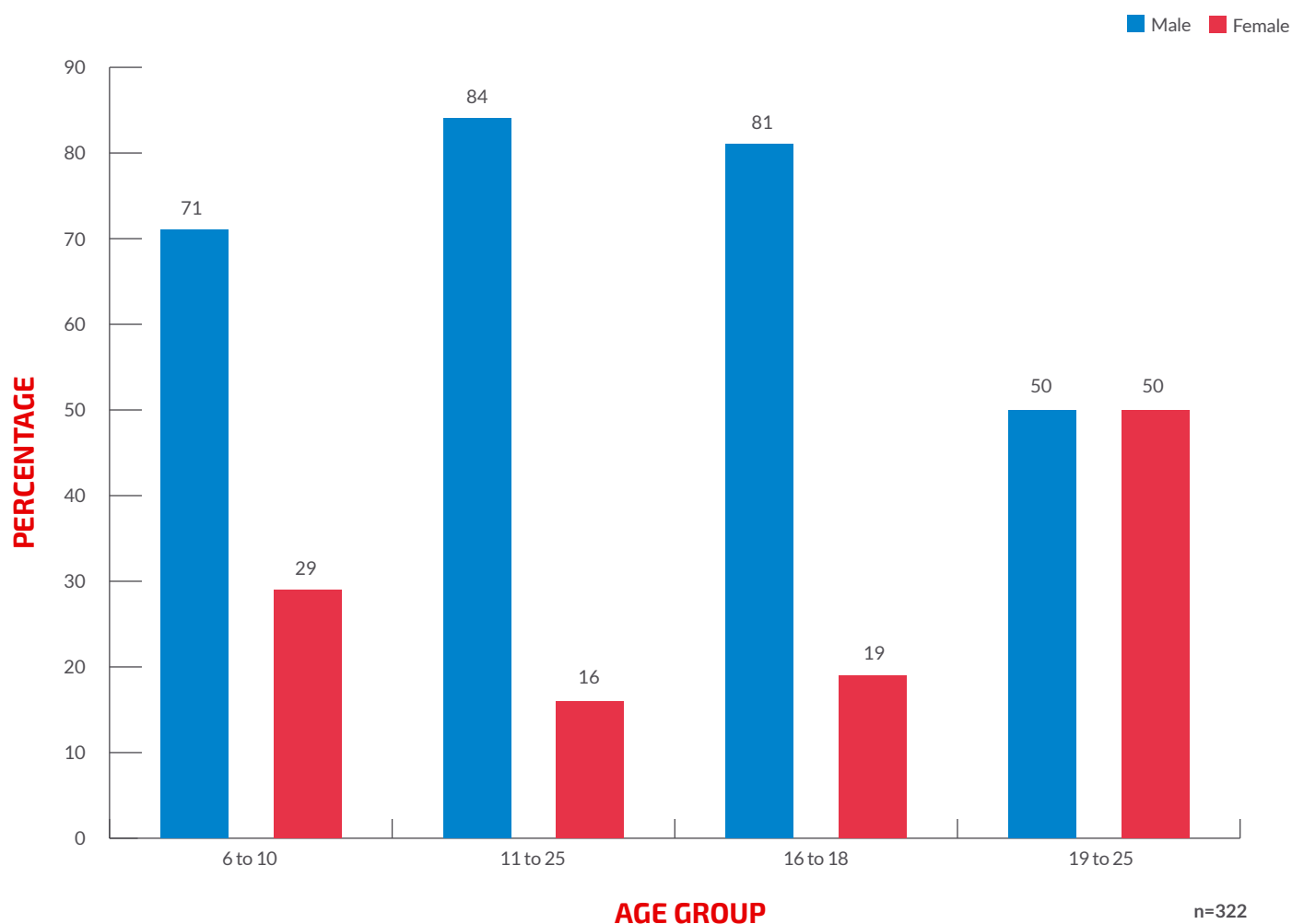


Figure 8.7.2: Age group and gender of the children in conflict with law - 2015



Note: Gender and Age group were not available for 5 cases.

Figure 8.7.2: Age group and gender of the children in conflict with law - 2016

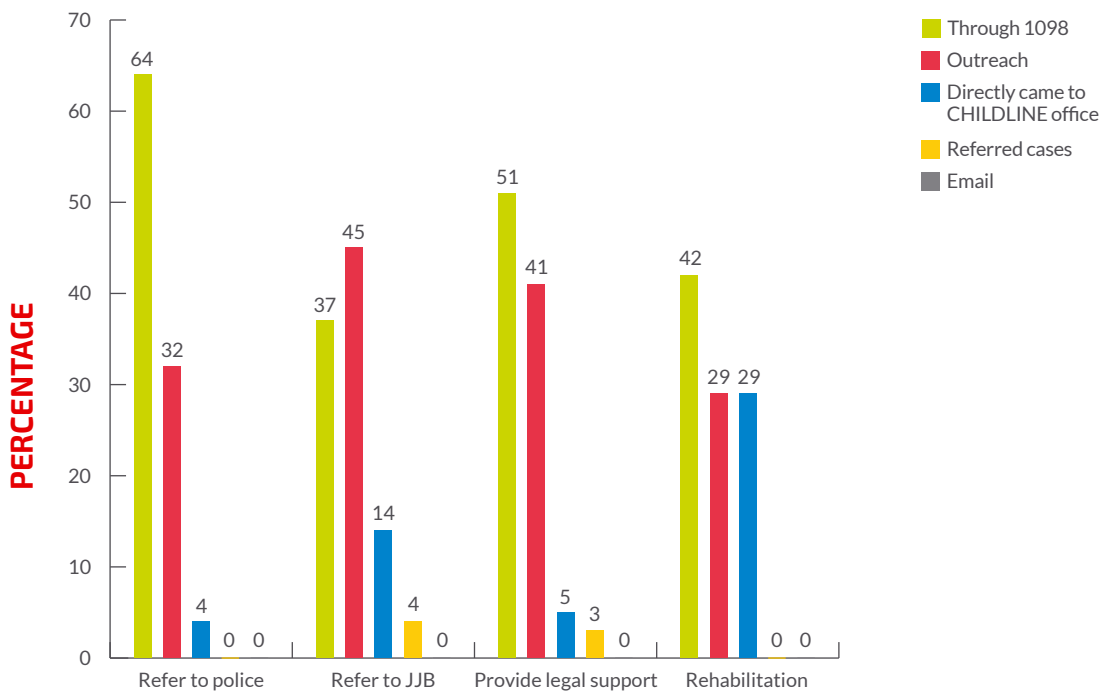
The gender data for such interventions follows the pattern across all kinds of interventions. In India, the age of Criminal responsibility is fixed at 7 years as per the Indian Penal Code (IPC).

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

Child in conflict with law : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Refer to police	49	54	25	25	3	8	0	0	0	2	77	89
Refer to JJB	19	12	23	26	7	13	2	3	0	0	51	54
Provide legal support	34	33	27	26	3	1	2	0	0	0	66	60
Rehabilitation	6	4	4	4	4	1	0	0	0	0	14	9
Total	139	103	90	81	20	23	4	3	0	2	253	212

Note: - Information of access for child in conflict with law cases were not available for 130 cases.

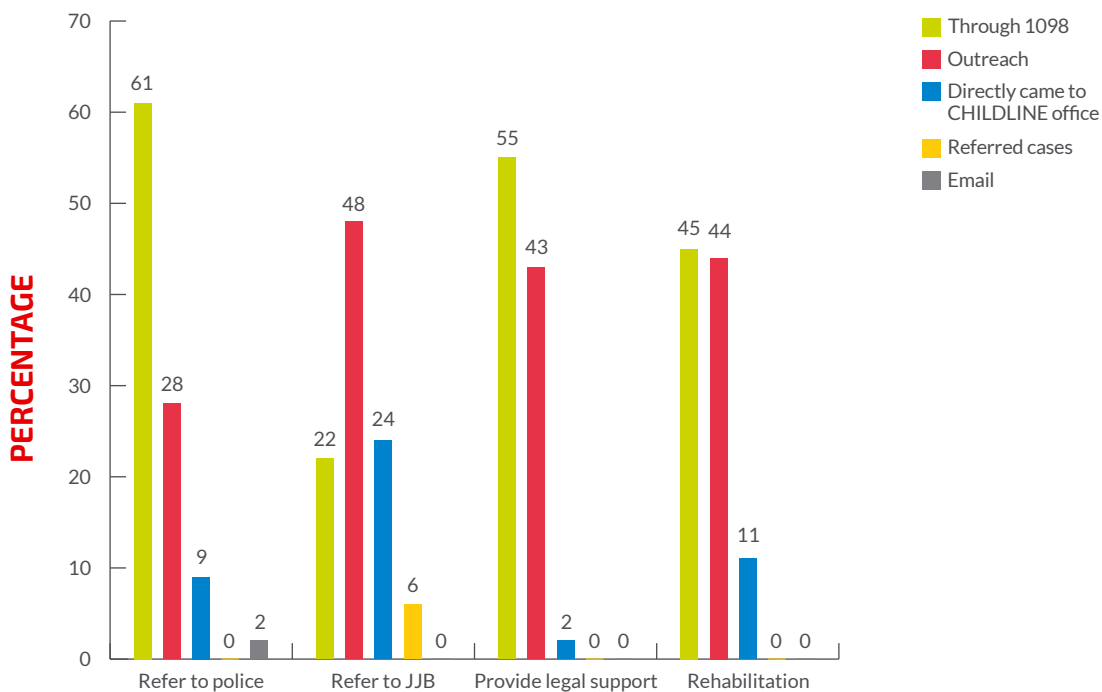
The overwhelming majority of cases are reported via the 1098 service.



CHILD IN CONFLICT WITH LAW : SUB INTERVENTION n=307

Note:- Information of access for child in conflict with law cases were not available for 54 cases.

Figure 8.7.3: How the child accessed assistance from CHILDLINE for Child in conflict with law support/ intervention – 2015



CHILD IN CONFLICT WITH LAW : SUB INTERVENTION n=322

Note:- Information of access for child in conflict with law cases were not available for 76 cases.

Figure 8.7.3: How the child accessed assistance from CHILDLINE for Child in conflict with law support/ intervention – 2016

8.8 Calls reporting children who are missing

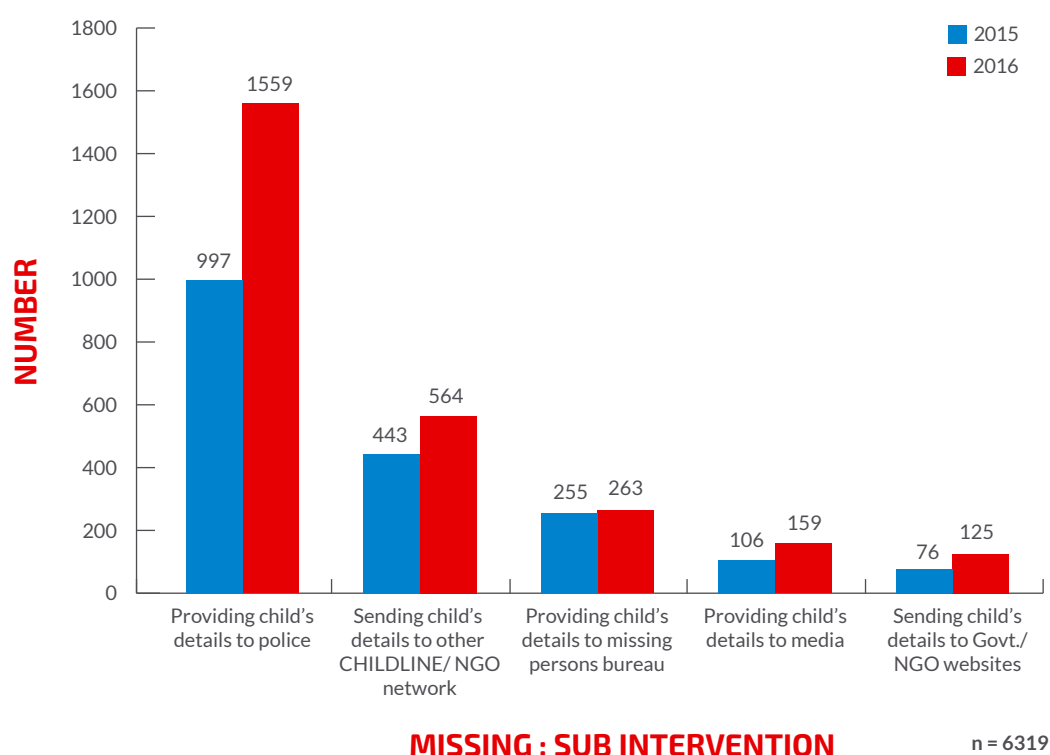
Under this category, there are two main sub-categories:

- 1- Calls about children who have been found wandering about and confirm that they are lost
- 2- Calls received from parents saying that their child is missing

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/ herself) will call up asking for assistance. These children are also sometimes found by CHILDLINE team members during an outreach program at the railway stations etc.

CHILDLINE primarily works only for children. However, sometimes parents call to report their 20 year old son or daughter missing from home. In cases like these, 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 Kumbhmelas.

The existing laws and police procedures are not very effective in cases of children who are missing but not kidnapped. Some states such as Delhi, adopted a policy of registering an FIR in all reported cases of missing children. However, 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, 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. 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 for such interventions.



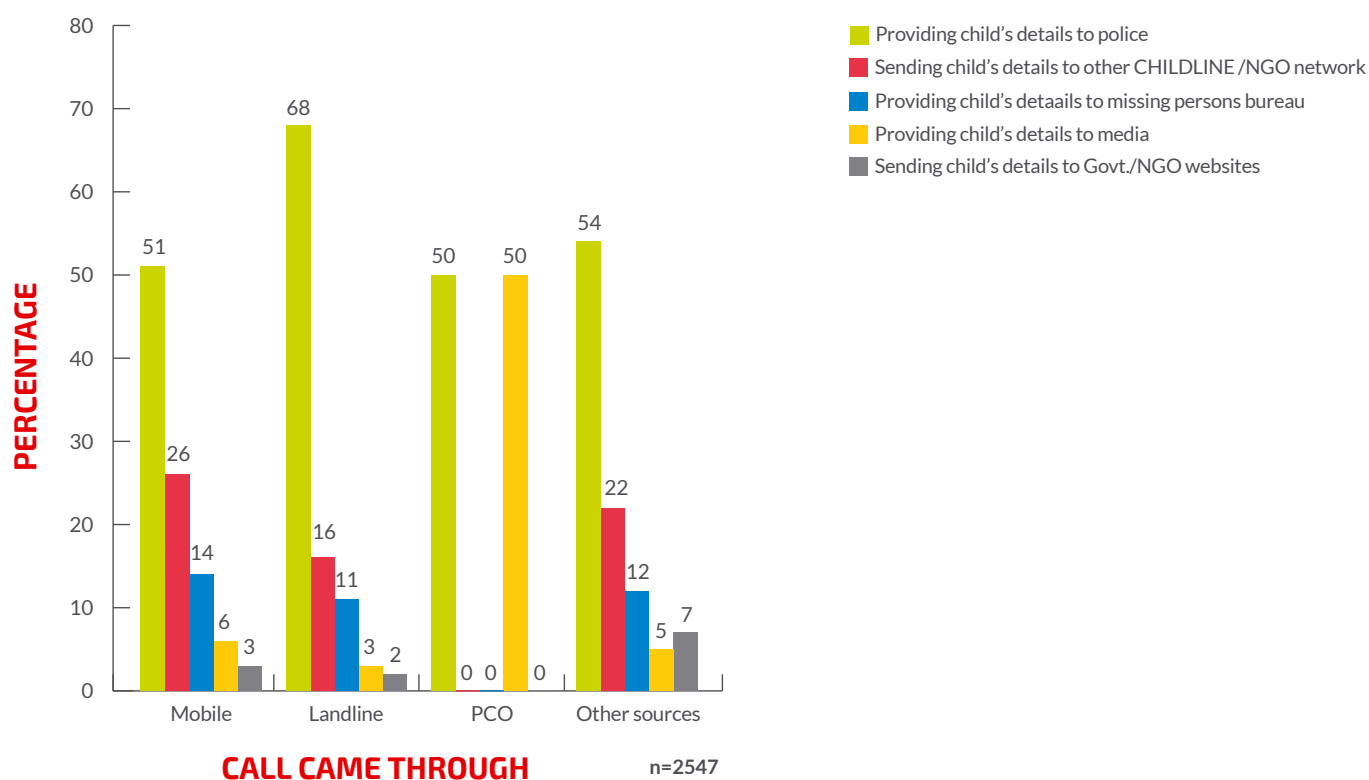
Note- Information of 1772 missing cases were not available.

Figure 8.8: Missing: sub-intervention

Table 8.8.1: Source for missing child assistance cases

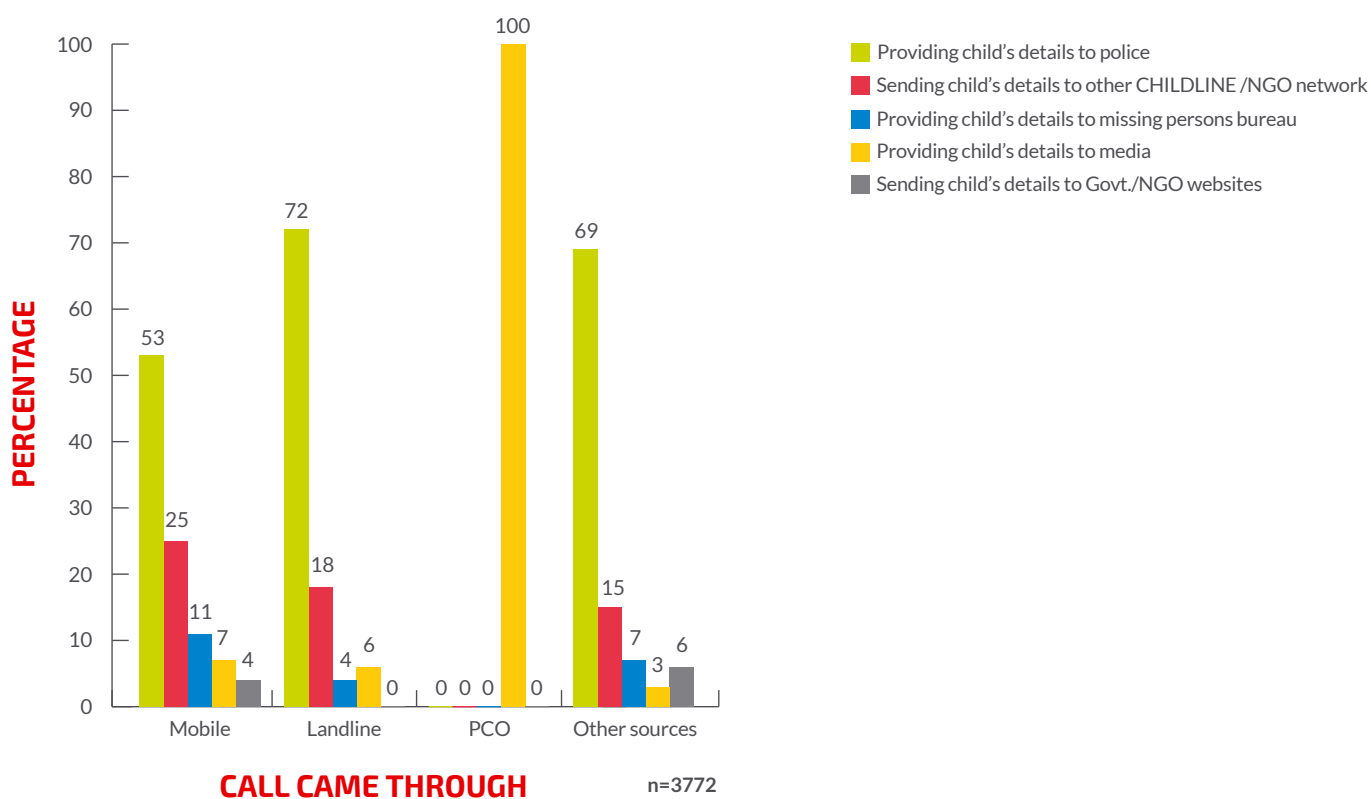
Missing : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Providing child's details to police	640	957	114	79	1	0	242	523	997	1559
Sending child's details to other CHILDLINE /NGO network	321	436	27	19	0	0	95	109	443	564
Providing child's details to missing persons bureau	182	202	18	4	0	0	55	57	255	263
Providing child's details to media	78	125	5	7	1	1	22	26	106	159
Sending child's details to Govt./ NGO websites	40	79	3	0	0	0	33	46	76	125
Total	1261	1799	167	109	2	1	447	761	1877	2670

Note: - Information of 1772 missing cases were not available.



Note:- Information of 670 missing cases were not available.

Figure 8.8.1: Source for missing child assistance cases - 2015



Note:- Information of 1105 missing cases were not available.

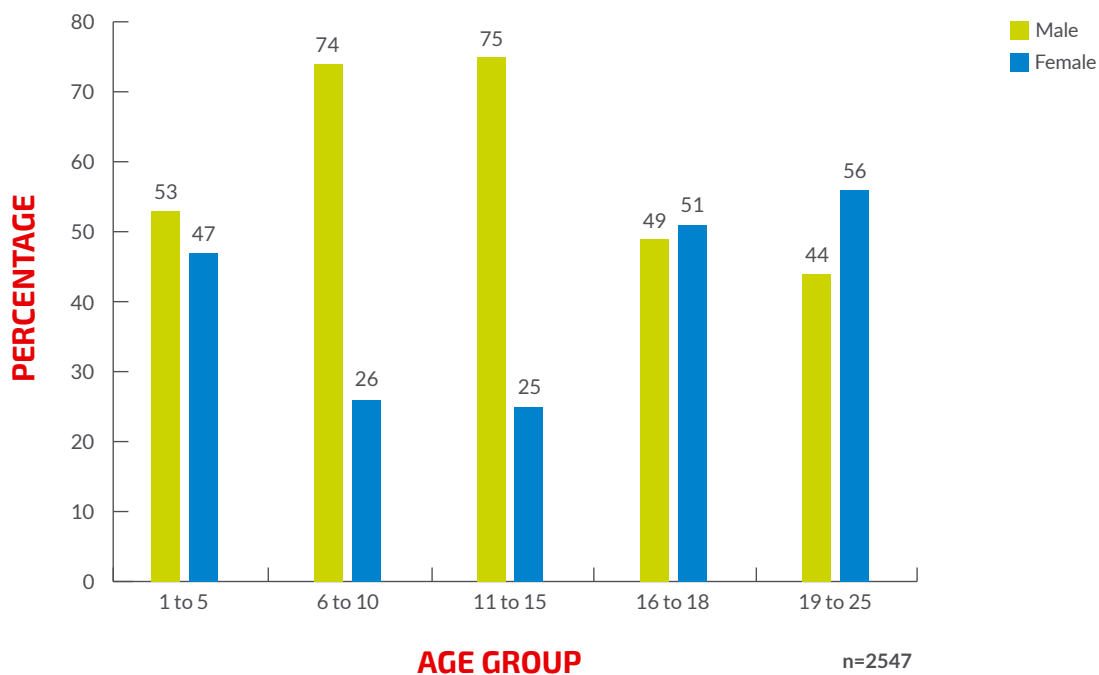
Figure 8.8.1: Source for missing child assistance cases - 2016

Table 8.8.2: Age group and gender of the missing children

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	176	220	155	179	331	399	0.88	0.81
6 to 10	477	712	165	268	642	980	0.35	0.38
11 to 15	899	1295	302	456	1201	1751	0.34	0.35
16 to 18	176	297	182	303	358	600	1.03	1.02
19 to 25	4	7	5	9	9	16	1.25	1.29
Total	1732	2531	809	1215	2541	3746	0.47	0.48

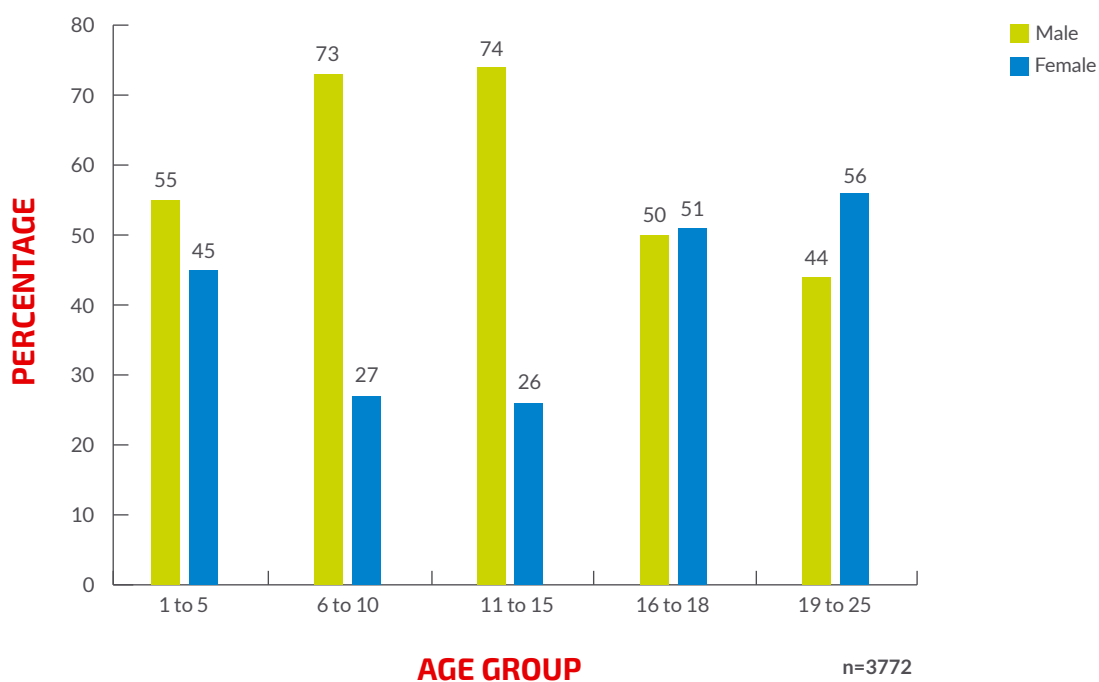
Note: - Gender and Age group were not available for 32 cases.

There are many more cases of missing girls as opposed to missing boys in the age group of 19-25 years in 2015 & 2016.



Note- Gender and Age group were not available for 6 cases.

Figure 8.8.2: Age group and gender of the missing children - 2015



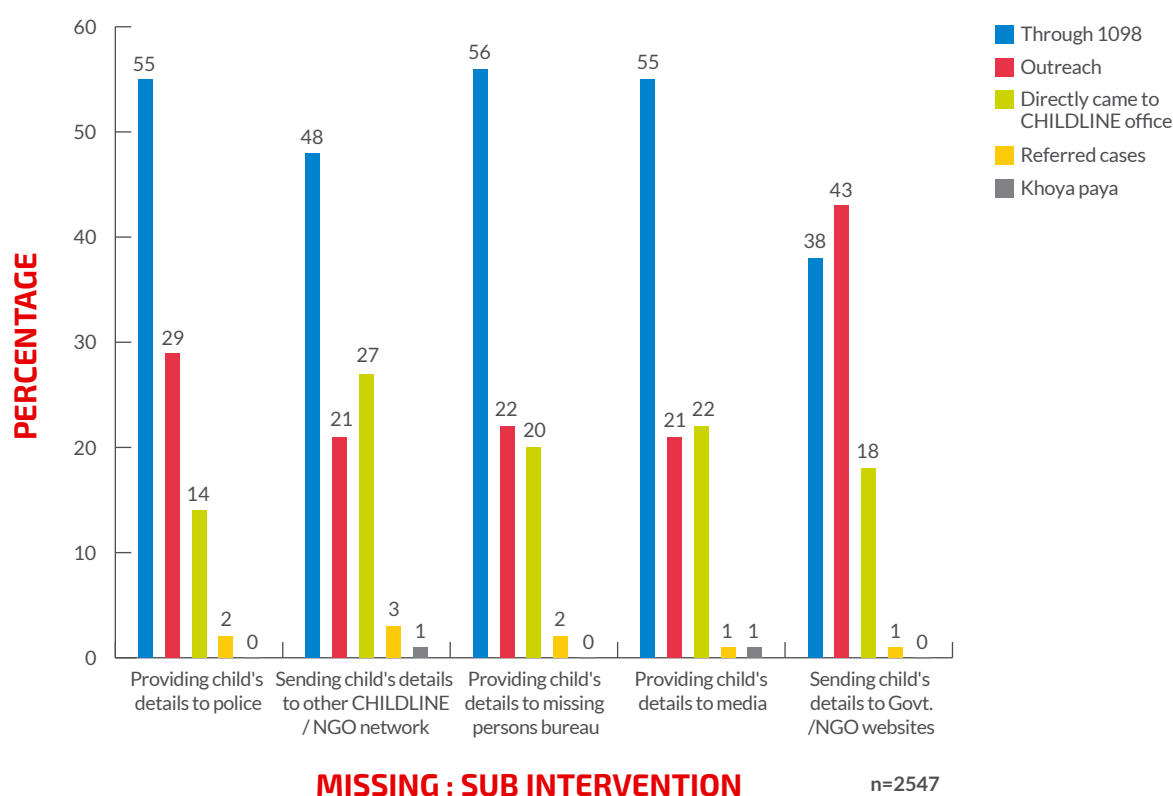
Note- Gender and Age group were not available for 26 cases.

Figure 8.8.2: Age group and gender of the missing children - 2016

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

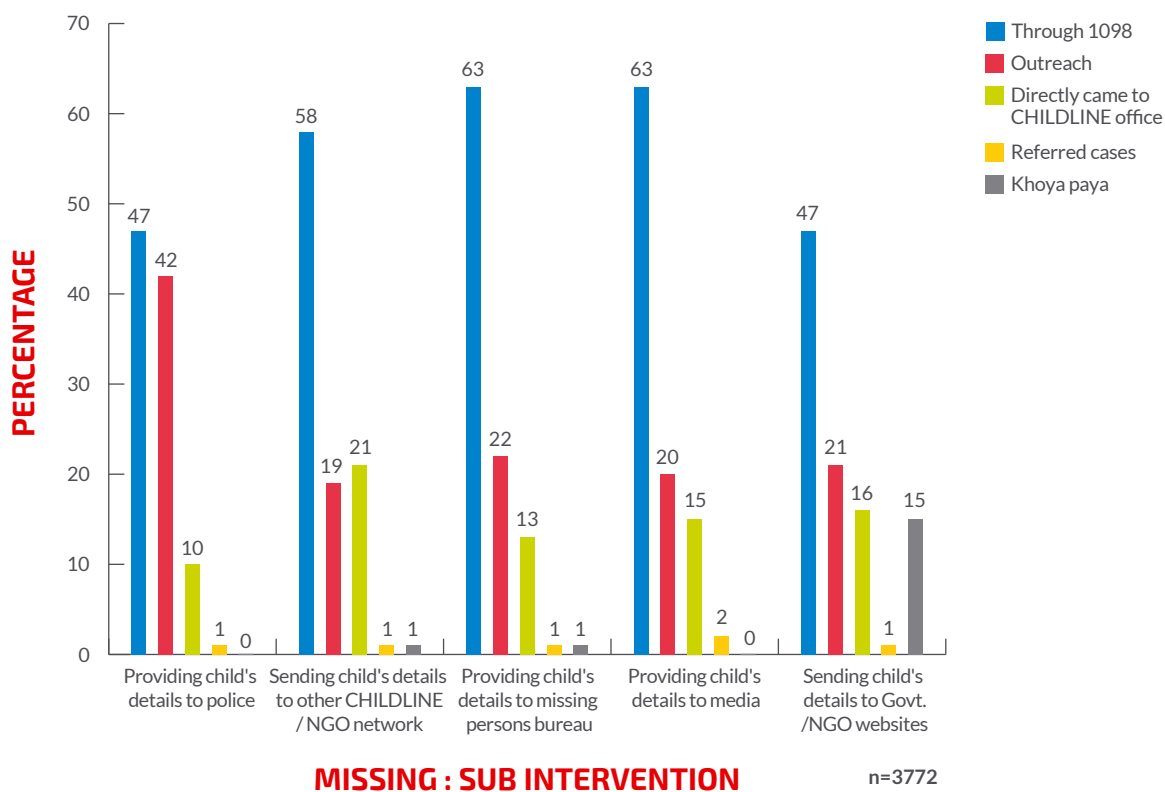
Missing : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Khoya paya		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Providing child's details to police	447	571	229	504	109	122	17	14	1	4	803	1215
Sending child's details to other CHILDLINE /NGO network	197	278	85	93	107	99	11	4	3	5	403	479
Providing child's details to missing persons bureau	127	138	49	49	45	29	5	2	0	2	226	220
Providing child's details to media	54	79	20	25	21	19	1	2	1	0	97	125
Sending child's details to Govt./ NGO websites	26	52	29	22	12	18	1	1	0	17	68	110
Total	851	1118	412	693	294	287	35	23	5	28	1597	2149

Information of access for missing cases were not available for 2573 cases.



Note:- Information of access for missing cases were not available for 950 cases.

Figure 8.8.3: How the child accessed assistance from CHILDLINE for missing children support/intervention - 2015



Note:- Information of access for missing cases were not available for 1623 cases.

Figure 8.8.3: How the child accessed assistance from CHILDLINE for missing children support/intervention - 2016

In India many children are missing, runaway or found as lost and identified as lost every day, out of which only some of them are found out and get back to their families but many of them are never found out and are compelled to live in shelter homes waiting for somebody to get them back home. This case is about a 10 year old boy who was found and identified as lost in Ajmer, Rajasthan.

A Police personnel from Kishanganj Police Station called on 1098 and informed that they found a 10 year old boy under insensible condition and now he is in police station with them. After getting the information CHILDLINE team ran to visit the concerned police station and met both the caller and child. Then CHILDLINE team member made a DD entry of the child, bought him out of the police station and provided shelter home accommodation for night stay.

The next day CHILDLINE team counselled the child and asked him about his whereabouts. During the counselling session child told that he belongs to Chittorgarh district of Rajasthan state and his mother left him at 'Paschim Mukhi Ashram' for study but he did not feel good at that Ashram so he ran away from there and came to Ajmer by bus.

On the same day CHILDLINE team member contacted ASI control room of Chittorgarh and informed them about the case and asked for the child address verification. After some time CHILDLINE team member took the child's family contact details from them through which CHILDLINE team member connected with the child's family. CHILDLINE team had a talk with the child's mother and told her to come to CHILDLINE office with all the documents and take away their child with them.

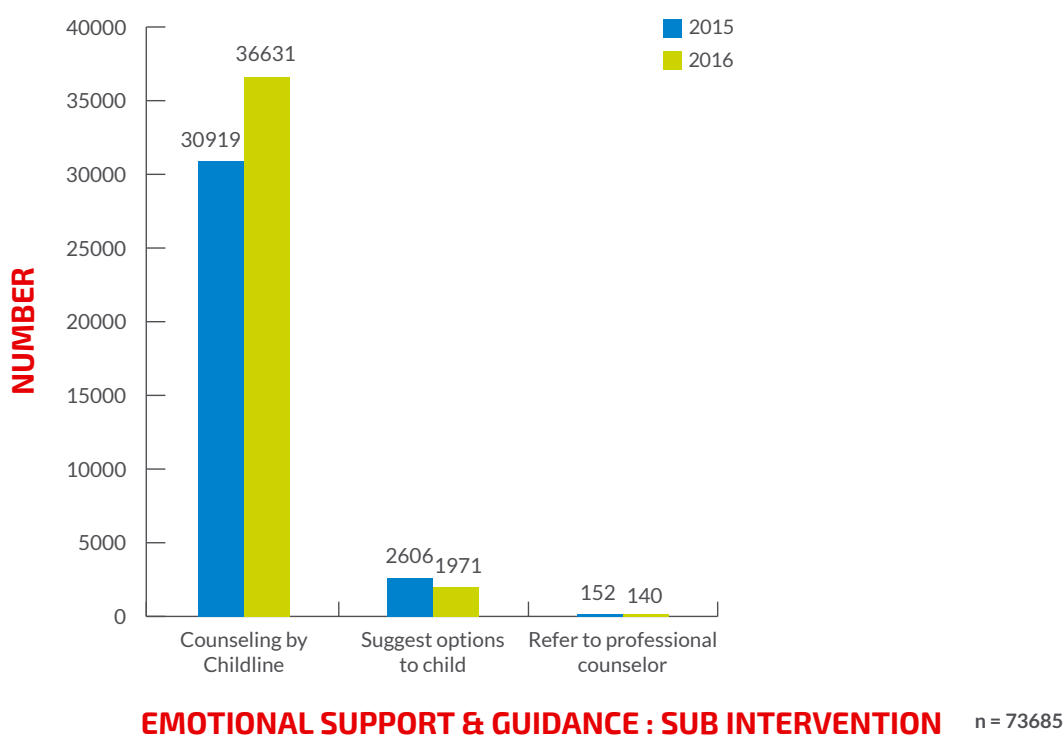
The child's family came to CHILDLINE office and CHILDLINE team member produced the child and his family in front of child welfare committee. After that as per the child welfare committee order CHILDLINE team handed him over to his family and sent home.

8.9 Children calling CHILDLINE seeking Emotional support & guidance (ES&G)

Calls from children needing Emotional support & guidance or just someone to listen to them while they sort out their 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 their issues and problems, minor stress 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. While most of these calls are made by children who are struggling to deal with studies and exam pressure, some children also call because they are alone at home and are feeling a scared, while some call to discuss parental break ups. Increasingly, children are starting to call 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 vent, slowly escalates into a much larger problem. For example, there have been calls from girls in the 15-18 age group, who started talking about problems in school and then when they feel comfortable with the team member they start to talk about what is really troubling them such as their parents forcing them to get married against their will. In such cases, with the consent of the girl, the CHILDLINE team members will counsel the parents, acquaint them with the laws related to the issue and show the parents the path to a better life option for the child. 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, many cases require counseling or even face to face meetings.



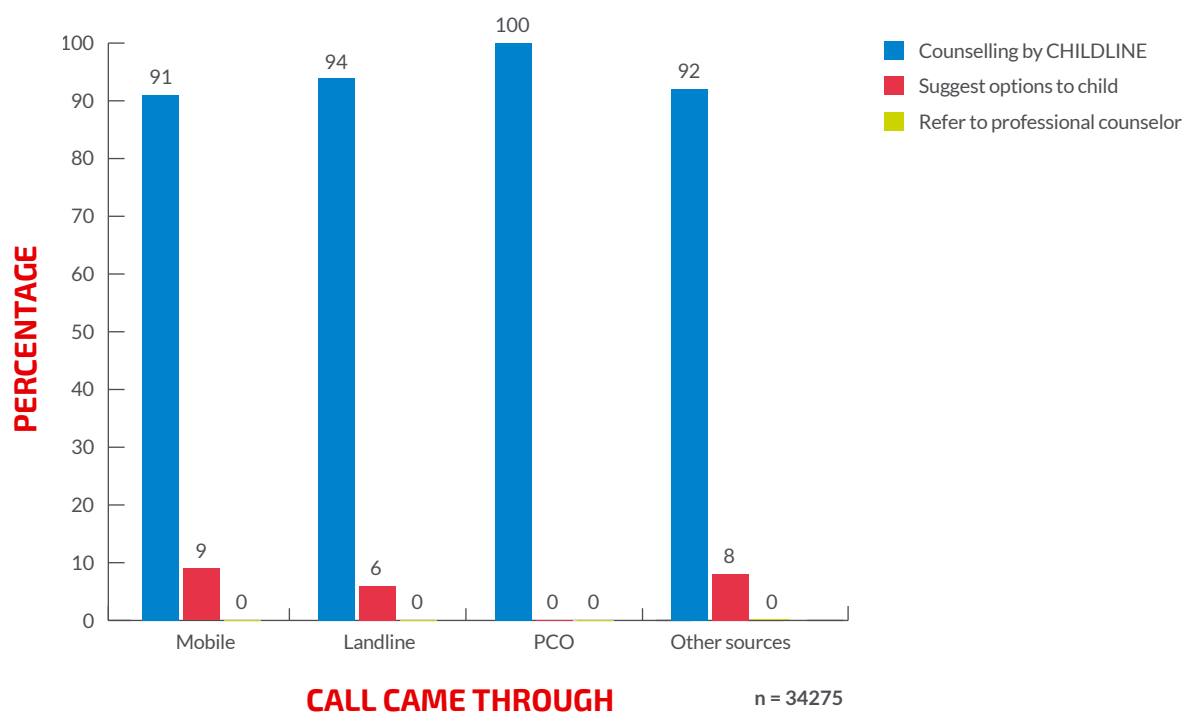
Note- Information of 1266 Emotional support & guidance cases were not available.

Figure 8.9: Emotional support & guidance : sub intervention

Table 8.9.1: Source for Emotional support & guidance assistance cases

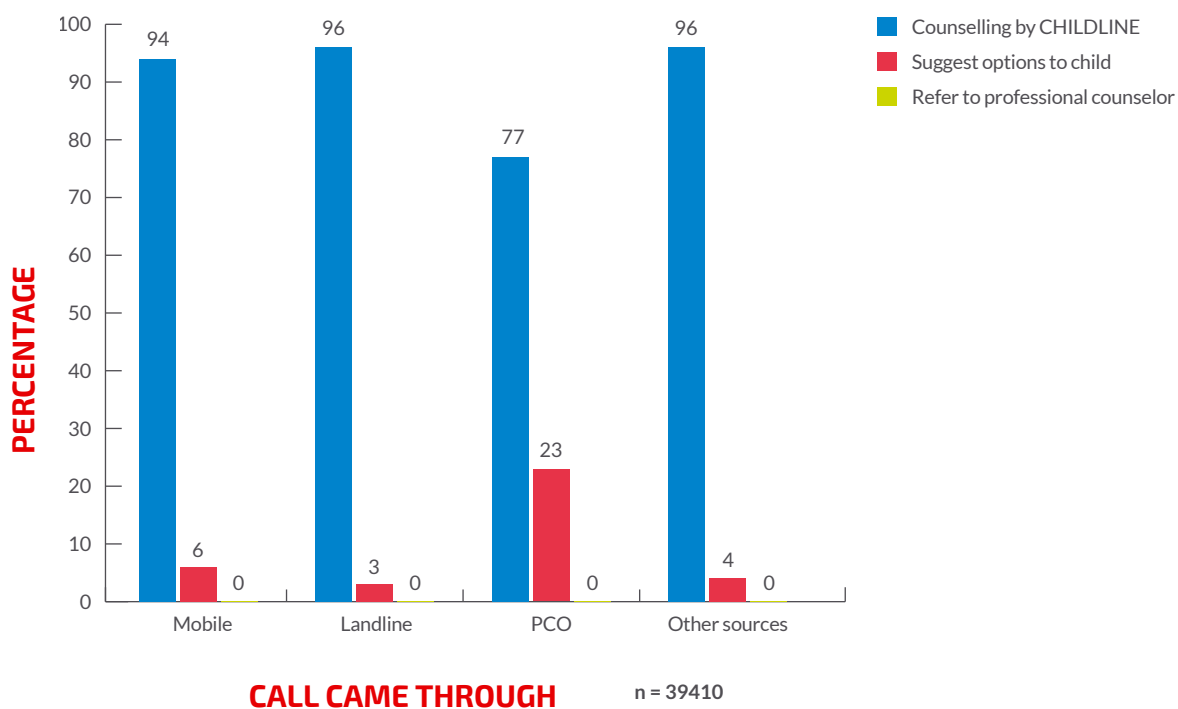
Emotional support & guidance : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Counselling by CHILDLINE	16456	19719	1654	837	40	24	12769	16051	30919	36631
Suggest options to child	1471	1228	104	29	0	7	1031	707	2606	1971
Refer to professional counsellor	79	87	6	8	0	0	67	45	152	140
Total	18006	21034	1764	874	40	31	13867	16803	33677	38742

Note: - Information of 1266 Emotional support & guidance cases were not available



Note- Information of 598 Emotional support & guidance cases were not available.

Figure 8.9.1: Source for Emotional support & guidance assistance cases - 2015



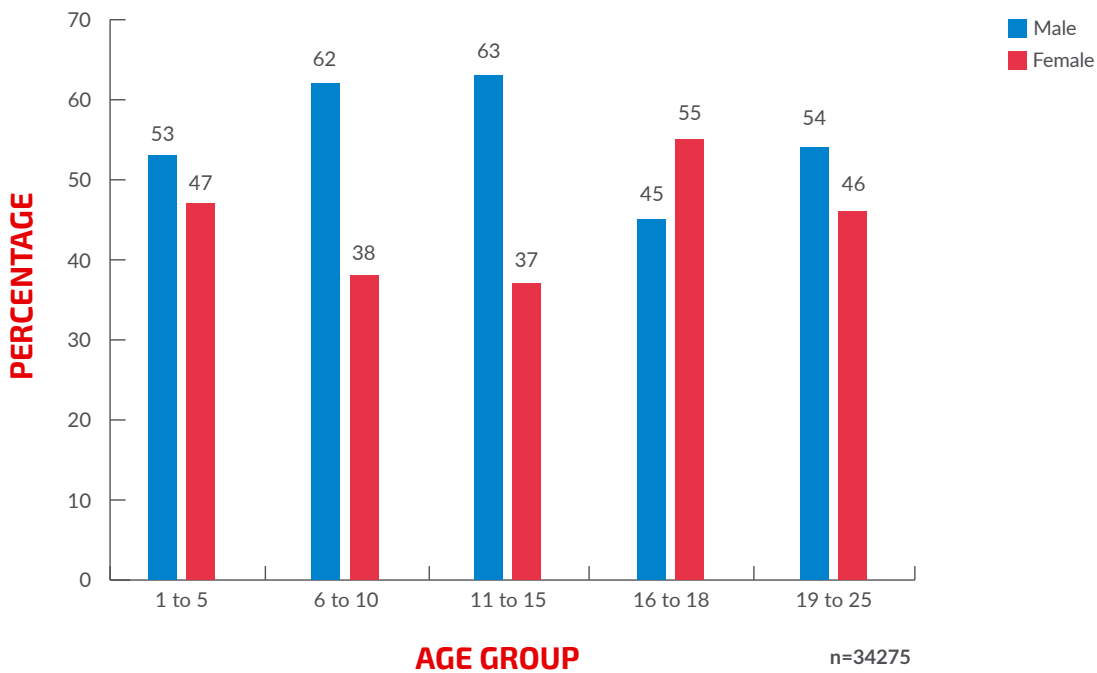
Note- Information of 668 Emotional support & guidance cases were not available.

Figure 8.9.1: Source for Emotional support & guidance assistance cases - 2016

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

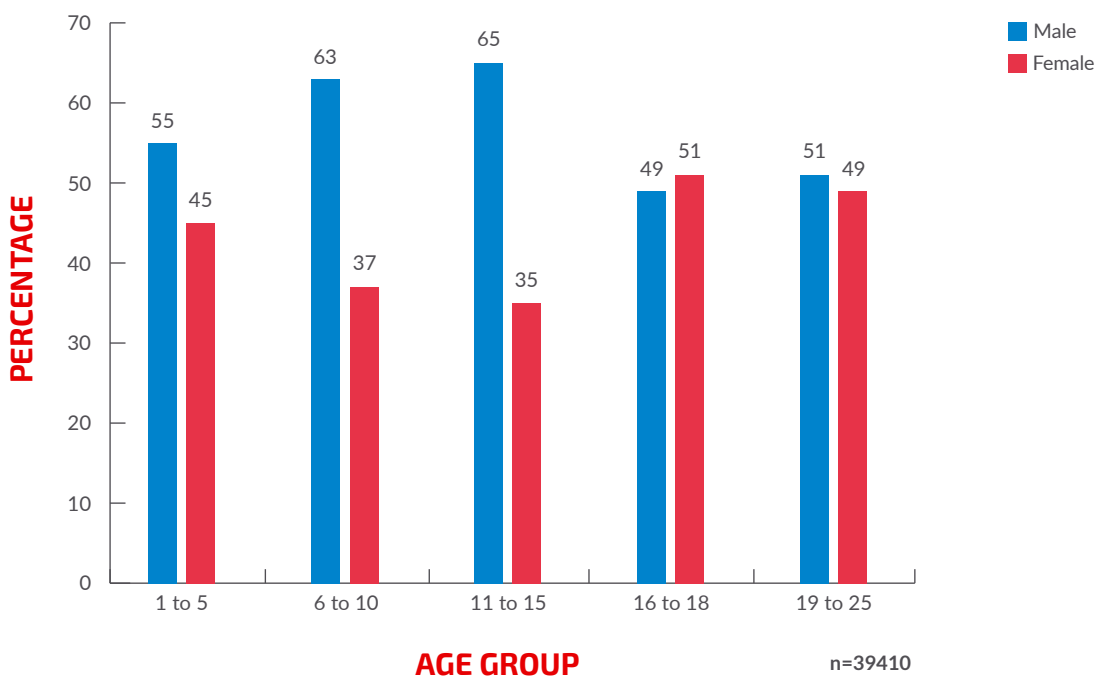
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1340	1377	1180	1131	2520	2508	0.88	0.82
6 to 10	5458	5833	3366	3459	8824	9292	0.62	0.59
11 to 15	10823	12827	6401	6968	17224	19795	0.59	0.54
16 to 18	2472	3676	3073	3881	5545	7557	1.24	1.06
19 to 25	31	31	26	30	57	61	0.84	0.97
Total	20124	23744	14046	15469	34170	39213	0.70	0.65

Note: - Gender and Age group were not available for 302 cases.



Note- Gender and Age group were not available for 105 cases.

Figure 8.9.2: Age group and gender of the children seeking Emotional support & guidance – 2015



Note- Gender and Age group were not available for 197 cases.

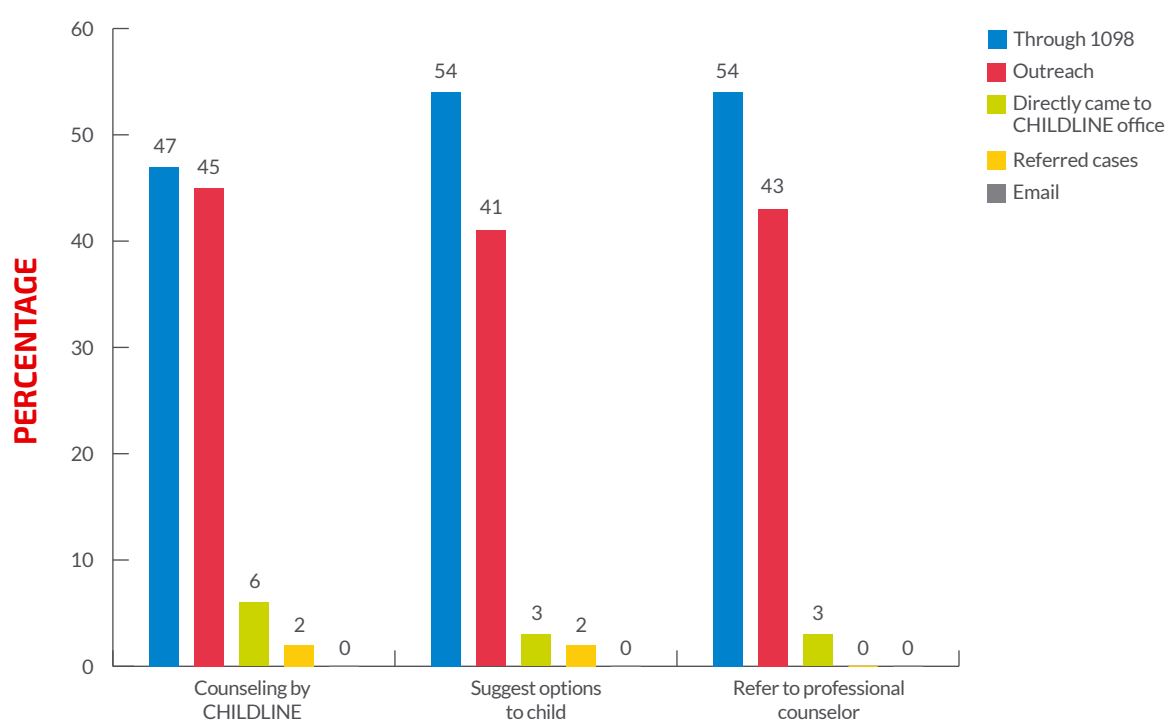
Figure 8.9.2: Age group and gender of the children seeking Emotional support & guidance – 2016

Table 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention

Emotional support & guidance : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Counselling by CHILDLINE	13043	16082	12287	15614	1678	1105	554	322	16	52	27578	33175
Suggest options to child	1294	1116	974	678	78	24	43	8	2	5	2391	1831
Refer to professional counsellor	81	89	65	42	4	2	0	0	0	0	150	133
Total	14756	17770	13535	16491	1783	1138	601	330	21	60	30119	35139

Note: - Information of access for emotional support & guidance cases were not available for 8427 cases

Based on the above table, CHILDLINE 1098 and outreach is the largest source of ES&G cases.

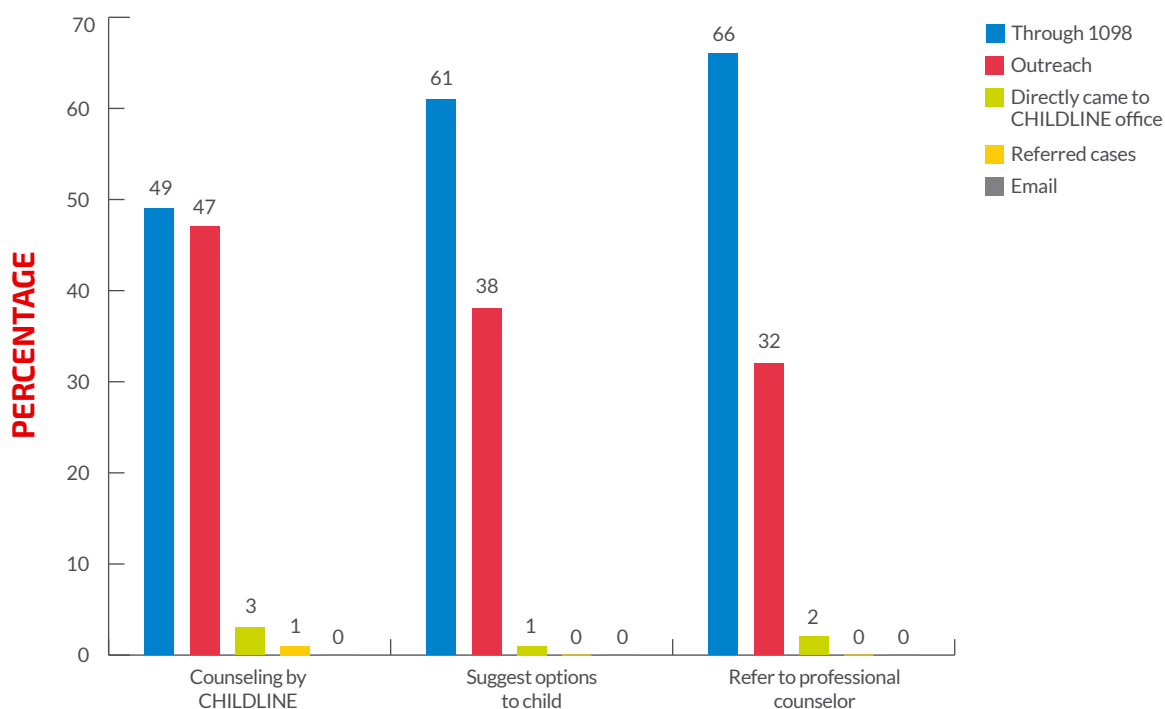


EMOTIONAL SUPPORT & GUIDANCE : SUB INTERVENTION

n=34275

Note:- Information of access for emotional support & guidance cases were not available for 4156 cases.

Figure 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention – 2015



EMOTIONAL SUPPORT & GUIDANCE : SUB INTERVENTION

n=39410

Note:- Information of access for emotional support & guidance cases were not available for 4271 cases.

Figure 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention – 2016

The incidence of drug abuse among children and adolescents is higher than the other age groups. This is notably because youth is a time for identity formation and exploration of life habits. Research has shown that the key risk periods for drug abuse are during major transitions in children's lives. In 2008, CHILDLINE India Foundation published a study on substance abuse amongst children in Manipur. The study found a wide spread prevalence and acceptance of drug use from heroin to the most common Spasmo Proxyvon. The high use of intravenous drugs is accompanied by sharing of needles and hence a high prevalence of HIV/AIDS. Children affected by substance abuse are considered as children in need of care and protection under the Juvenile Justice Act, 2000.

An anxious caller called on 1098 and told about a 16 years old child who is suffering with extreme level of drug addiction, so the caller requested help from CHILDLINE. CHILDLINE registered the case and team contacted the child's mother to get the details of child's situation.

She told them that child was earlier living with his father but later ran away from there and came to Mandala to live with his mother. She also told that he was suffering from a high level of drugs addiction and has stopped attending school as well.

Hearing this CHILDLINE team member assured the child's mother that they will come for home visit and do the best they can to help the child.

The next day, team member visited the child at his house, met with his mother and gathered all the required information regarding the case.

Followed by this, team member along with a child counsellor visited child's home and did counselling of the child in order

to explain him about the ill effects of drugs and to make him give them up.

Team member forwarded child's information to child welfare committee and Child's mother was produced in front of them. Child welfare committee found out that child was not present in the house. As per child welfare committee order, team member again visited child's home but mother told them that he ran away from home after seeing CHILDLINE team member. Team member gave child's details to child welfare committee and called child's mother to provide child's photo so they can search for him.

The child's mother got a call from him during which the mother requested him to return home. Child's mother somehow convinced child to meet CLTM by telling her son that Childline will definitely help him to overcome from addiction and live a better life ahead. Finally the child got ready to return home and meet CL TM.

After few days, the mother informed CHILDLINE team member that child has agreed to come back home and meet with CHILDLINE team member, so they could come to their house. Team member called up Police station and informed that child will be doing home visit today so requested police to accompany them to rescue the child.

Team member along with the Police visited their house and found the child at home. CHILDLINE team member with counsellor did counselling of the child and provided information of what effect's will happen in future and present if he continues to consume drugs. CHILDLINE team member suggested the mother to keep the child in a rehabilitation centre so that he be able to get freed from the drug cage. Child's mother agreed to the suggestion and team member admitted the child in rehabilitation centre.

After a few days, CHILDLINE team member called child's mother for follow-up of the case, mother said that she met his son recently and he is not consuming drugs anymore. Team member reported the child's case details to child welfare committee and informed them that the child has been treated, is freed from drugs now and wanted to return home. As per child welfare committee orders child was sent back to his home.

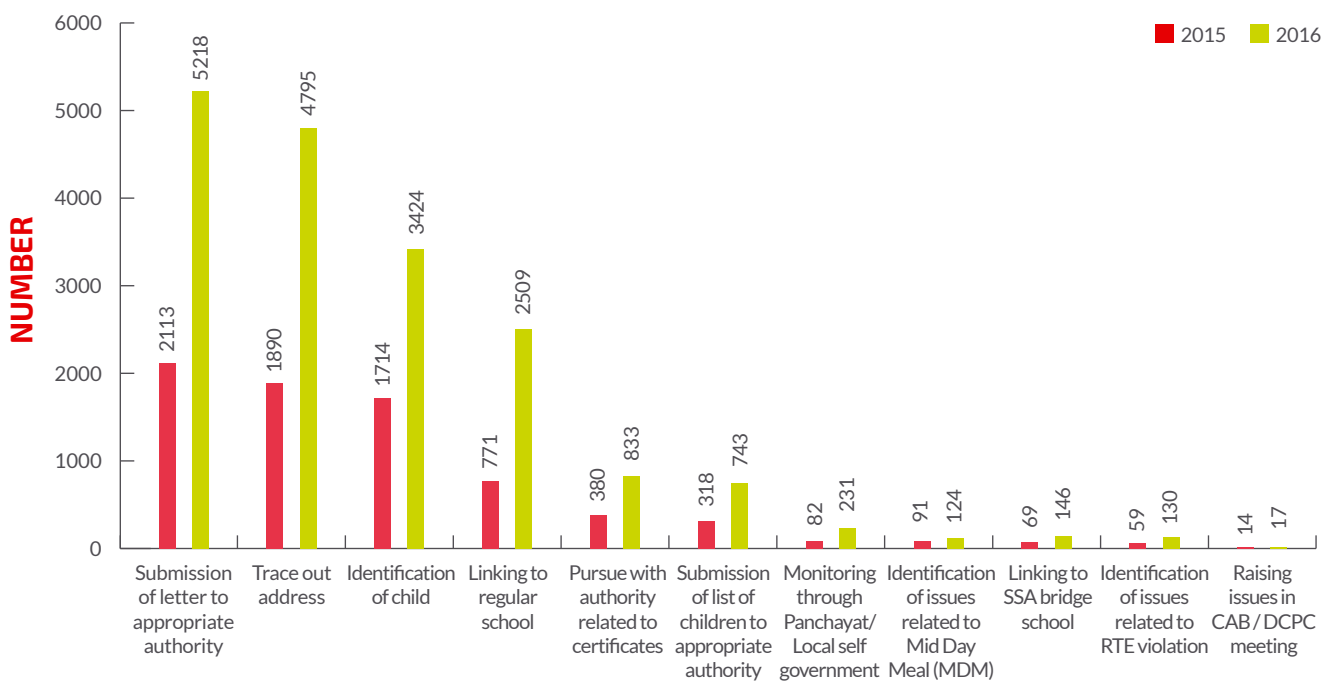
When CHILDLINE team member called up child's mother, she delightfully told that her son has been recovered and is back home now.

8.10 Children calling CHILDLINE for several other kind of Intervention

There are several kind of work which halt the further development activity of the children. For several such kind of help children call CHILDLINE as well to seek help to resolve the issues so that they can move ahead in their life.

These are cases where CHILDLINE receives call for issues related to administration or government authorities and authorities also calls to trace out children address or identification of children etc.

Following graph shows the number of calls CHILDLINE received related to these kind issues in last two years.



OTHER INTERVENTION : SUB INTERVENTION

n=37815

Note- Information of 12144 other intervention cases were not available.

Figure 8.10: Other intervention: sub intervention

In 19% of the total other intervention cases, CHILDLINE submitted the letter to appropriate authority to provide help to children in different kind of government schemes. 18% cases have been received to trace the address of the child and 14% for identification the children. 1% of the cases have been received for issues related to mid day meal.

Disability certificate for every disabled person is very essential and important to get various benefits and linkage with Government schemes or policies such like disability pension etc.

CHILDLINE team member of Barmer CHILDLINE got an information from a caller calling from Nehru Nagar, Barmer and asked help from CHILDLINE to make a disability certificate for a 12 year old physically challenged girl child.

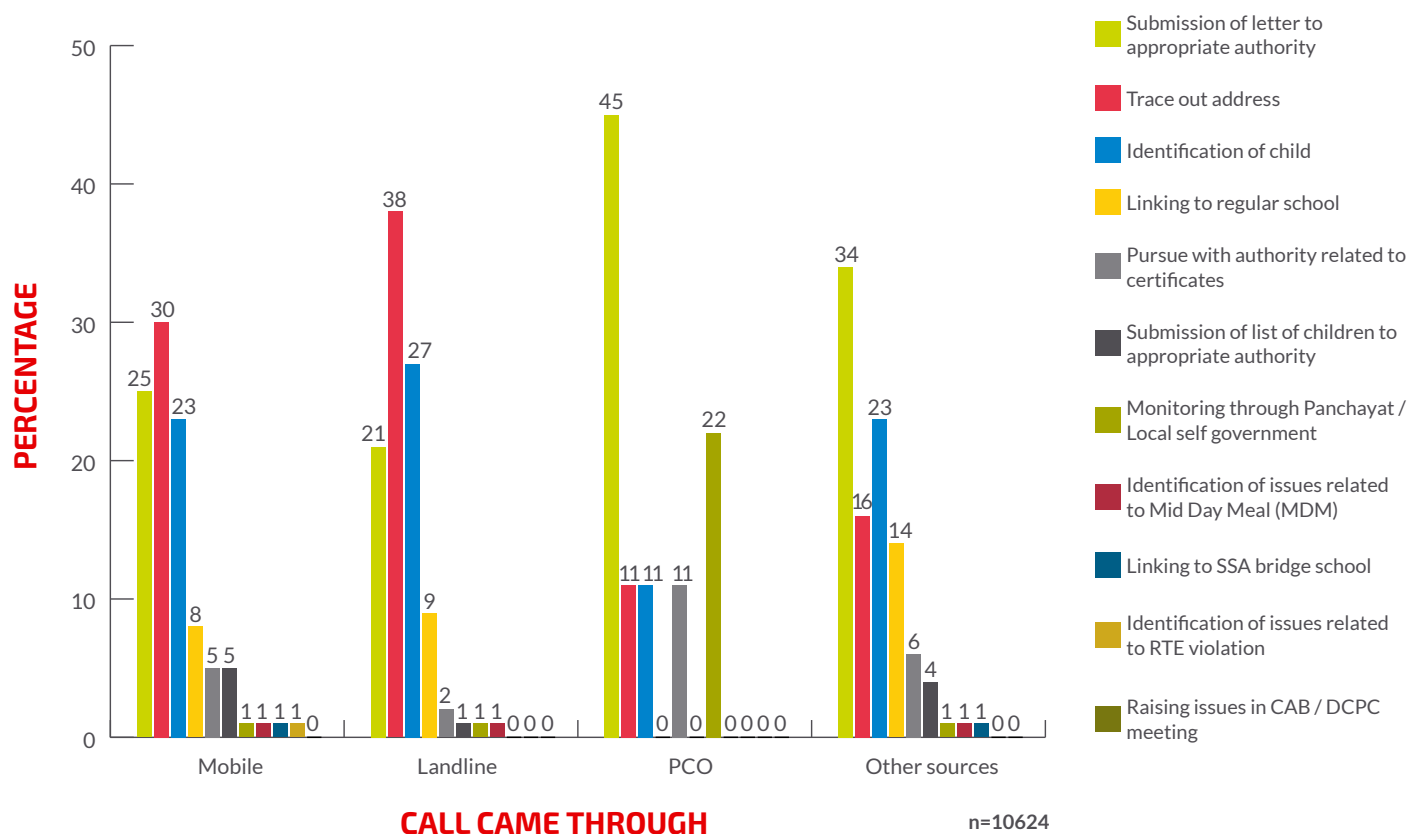
On the same day CHILDLINE team member visited the child at home and asked the child and his family member come to the hospital for the medical certification of the child. CHILDLINE also made them well-versed about all the documents needed to make disability certificate so that they keep them ready. CHILDLINE team member took the child and her family to government hospital and conducted a meeting with doctor who thereafter did the medical examination and prepared the disability certificate for the child.

After about a month, Child's enrolments were done in social welfare department for the linkage with disability pension. Now the child gets all the benefits of governments schemes & polices entitled for differently abled persons through the state and central government.

Table 8.10.1: Source for other intervention assistance cases

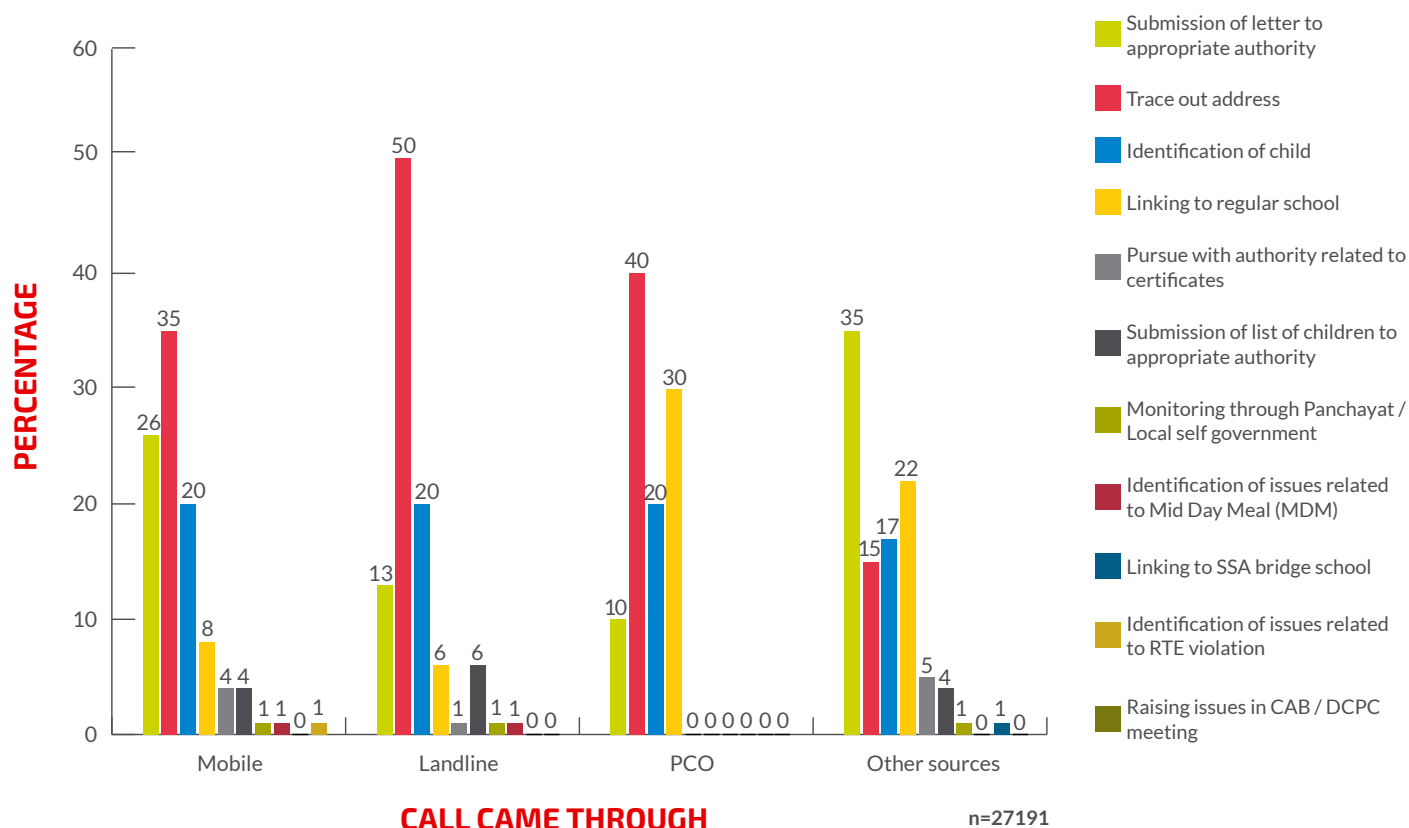
Other intervention : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Submission of letter to appropriate authority	1145	2784	42	22	4	1	922	2411	2113	5218
Trace out address	1377	3663	77	87	1	4	435	1041	1890	4795
Identification of child	1021	2156	55	35	1	2	637	1231	1714	3424
Linking to regular school	368	912	18	11	0	3	385	1583	771	2509
Pursue with authority related to certificates	210	490	5	1	1	0	164	342	380	833
Submission of list of children to appropriate authority	210	473	2	10	0	0	106	260	318	743
Monitoring through Panchayat / Local self government	58	161	3	1	2	0	19	69	82	231
Identification of issues related to Mid Day Meal (MDM)	58	99	3	1	0	0	30	24	91	124
Linking to SSA bridge school	37	54	1	0	0	0	31	92	69	146
Identification of issues related to RTE violation	48	109	1	0	0	0	10	21	59	130
Raising issues in CAB / DCPC meeting	11	7	1	3	0	0	2	7	14	17
Total	4543	10908	208	171	9	10	2741	7081	7501	18170

Note: - Information of 12144 other intervention cases were not available.



Note: - Information of 3123 other intervention cases were not available.

Figure 8.10.1: Source for other intervention assistance cases - 2015



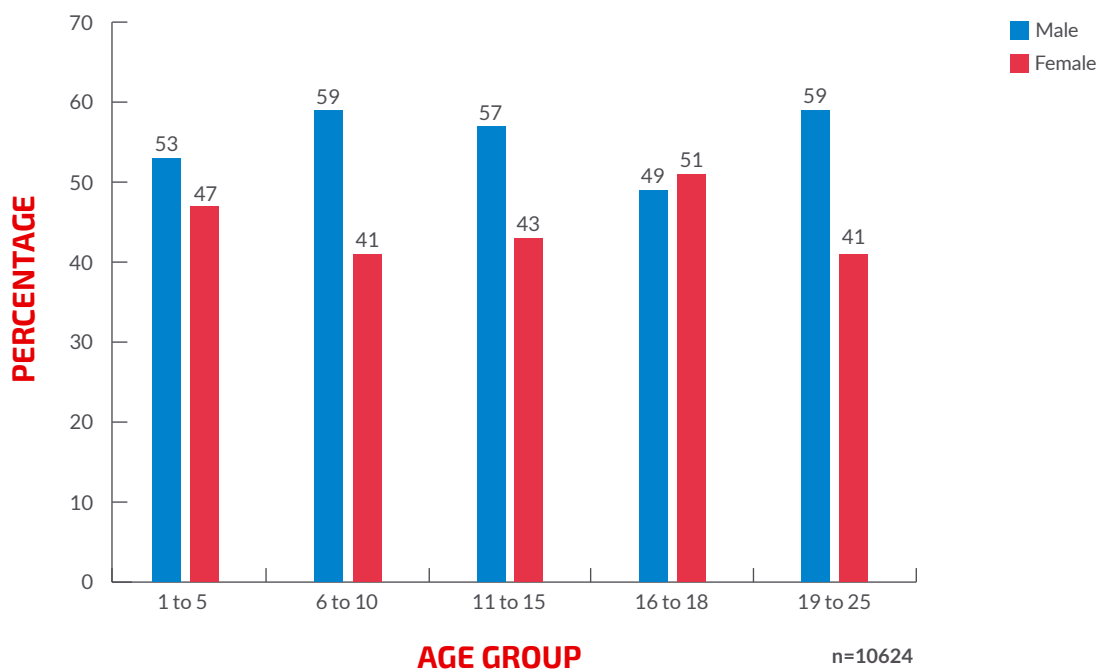
Note- Information of 9021 other intervention cases were not available.

Figure 8.10.1: Source for other intervention assistance cases - 2016

Table 8.10.2: Age group and gender of the children contacted for other intervention

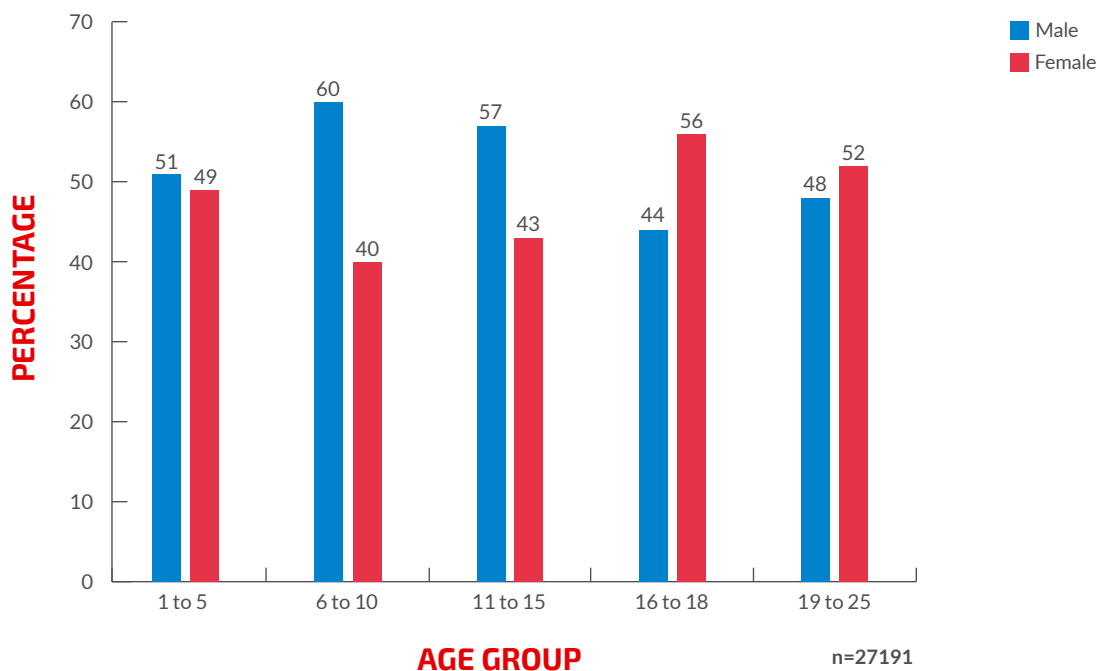
Age group	Male		Female		Total		Ratio of female to male	
	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	824	2056	725	1966	1549	4022	0.88	0.96
6 to 10	1794	4907	1260	3333	3054	8240	0.70	0.68
11 to 15	2547	6117	1929	4697	4476	10814	0.76	0.77
16 to 18	694	1632	723	2094	1417	3726	1.04	1.28
19 to 25	13	32	9	35	22	67	0.69	1.09
Total	5872	14744	4646	12125	10518	26869	0.79	0.82

Note: - Gender and Age group were not available for 428 cases.



Note- Gender and Age group were not available for 106 cases.

Figure 8.10.2: Age group and gender of the children contacted for other intervention- 2015



Note- Gender and Age group were not available for 322 cases.

Figure 8.10.2: Age group and gender of the children contacted for other intervention - 2016

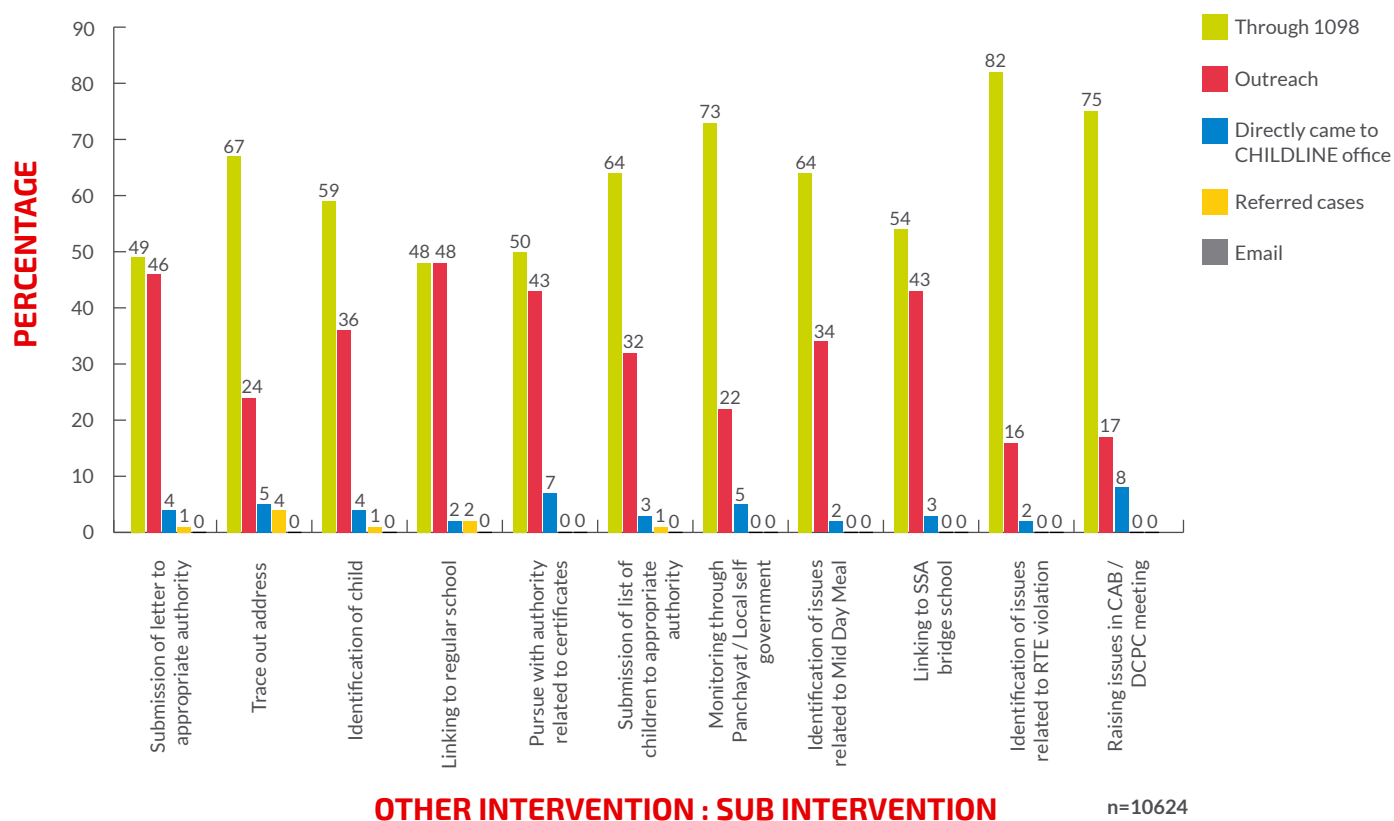
In 2015, male children cases are higher than female children throughout all the age group except age group 16-18 where both the gender are nearly equal but in 2016, female cases are more in the age group above 16 years. In the age group 1-5 difference is very minimum.

Table 8.10.3: How the child accessed assistance from CHILDLINE for other intervention

Other intervention : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Email		Total	
Year	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Submission of letter to appropriate authority	964	2421	900	2317	81	135	28	22	0	8	1973	4903
Trace out address	1114	2601	408	918	83	202	63	88	2	6	1670	3815
Identification of child	985	1780	590	1171	59	117	17	42	4	19	1655	3129
Linking to regular school	367	753	362	1559	12	49	12	9	0	0	753	2370
Pursue with authority related to certificates	182	444	159	321	26	29	0	2	0	0	367	796
Submission of list of children to appropriate authority	198	449	99	248	8	22	3	2	0	0	308	721
Monitoring through Panchayat / Local self government	59	159	18	62	4	4	0	1	0	0	81	226
Identification of issues related to Mid Day Meal (MDM)	57	101	30	22	2	0	0	0	0	1	89	124
Linking to SSA bridge school	37	41	30	91	2	0	0	0	0	0	69	132
Identification of issues related to RTE violation	48	104	9	19	1	0	0	0	0	0	58	123
Raising issues in CAB / DCPC meeting	9	7	2	7	1	3	0	0	0	0	12	17
Total	4020	8860	2607	6735	279	561	123	166	6	34	7035	16356

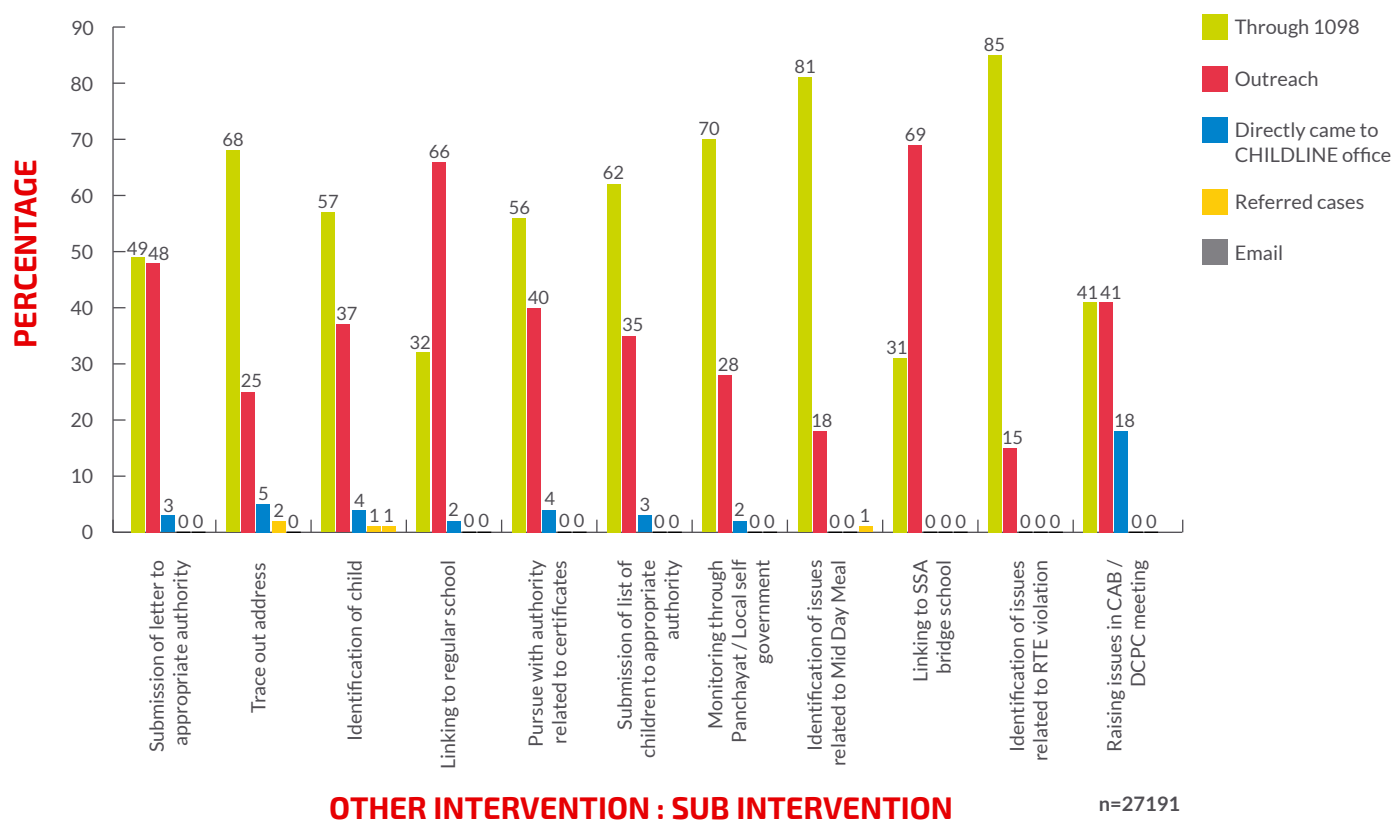
Note: - Information of access for other intervention cases were not available for 14036 cases.

Based on the above table, CHILDLINE 1098 is the single largest source of other intervention cases.



Note: - Information of access for other intervention cases were not available for 3589 cases.

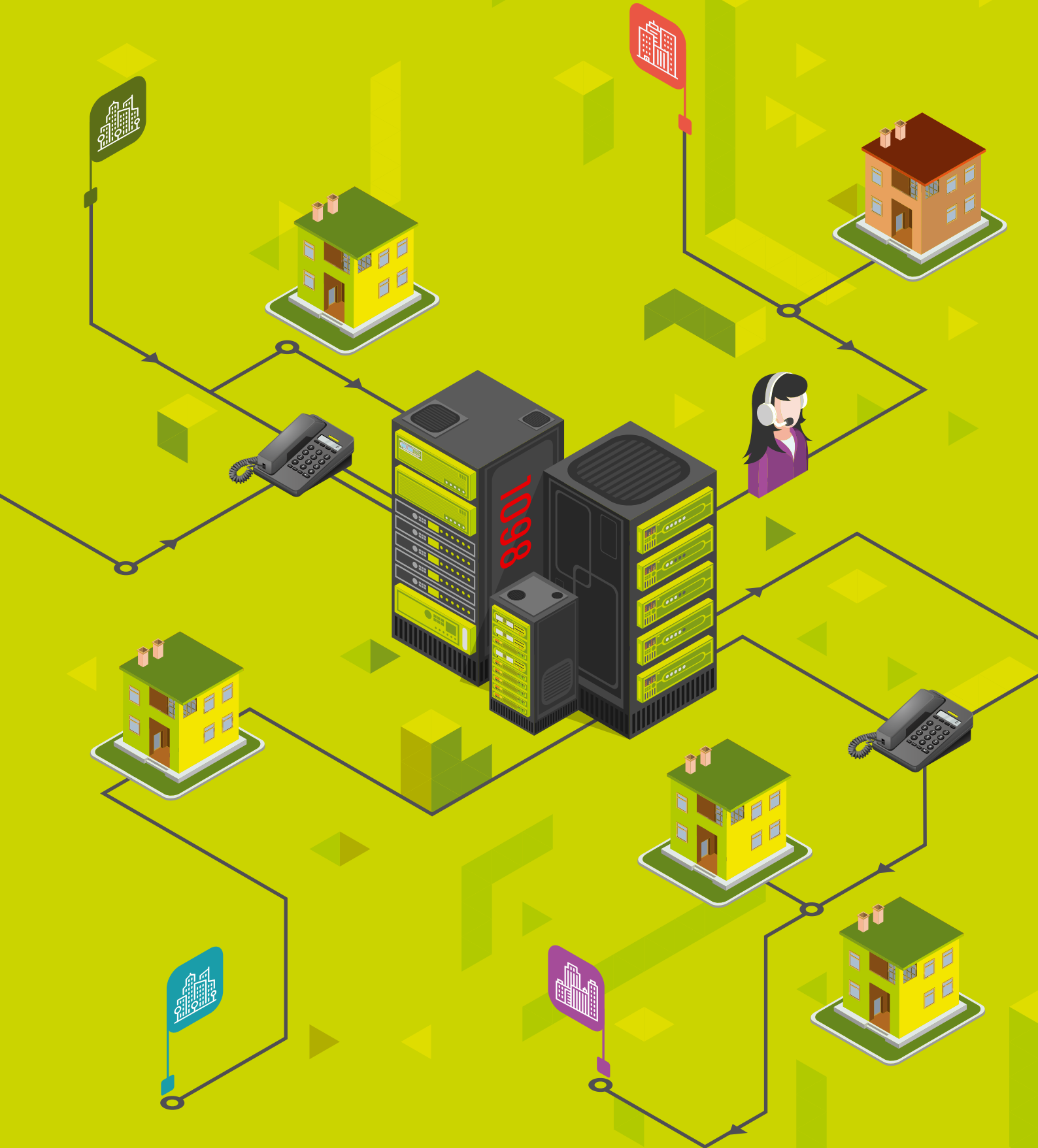
Figure 8.10.3: How the child accessed assistance from CHILDLINE for other intervention – 2015



Note: - Information of access for other intervention cases were not available for 10447 cases.

Figure 8.10.3: How the child accessed assistance from CHILDLINE for other intervention – 2016

▶ 9 EASTERN REGION



EASTERN REGION

The Eastern Region network of CHILDLINE covers 116 cities across the states of West Bengal, Orissa, Bihar, Jharkhand, Chhattisgarh, Assam, Manipur, Tripura, Mizoram, Nagaland, Meghalaya and Andaman & Nicobar. This network is managed by 117 collaborative organisations.

The total number of children assisted in the Eastern region from January- December 2015 was 40,133 and from January- December 2016 was 51,291.

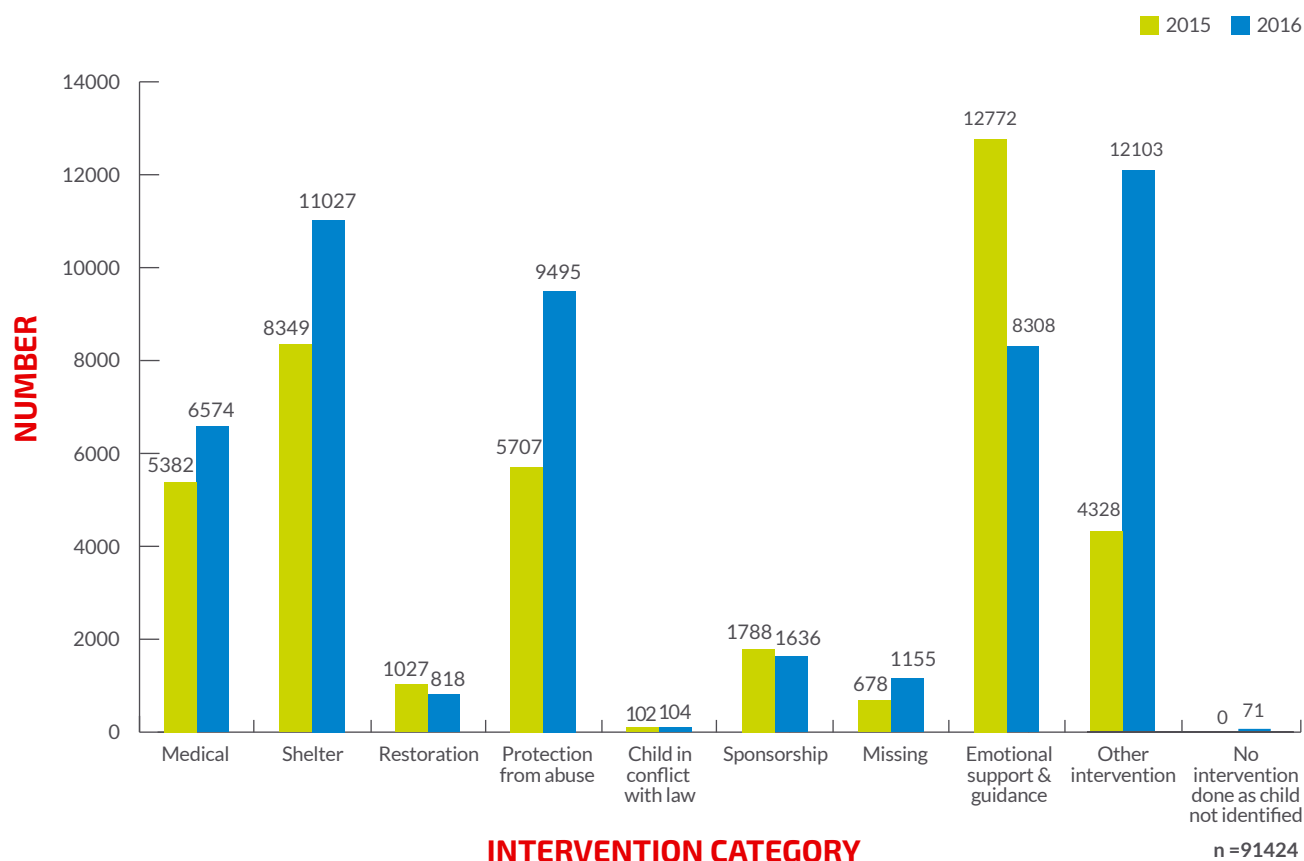


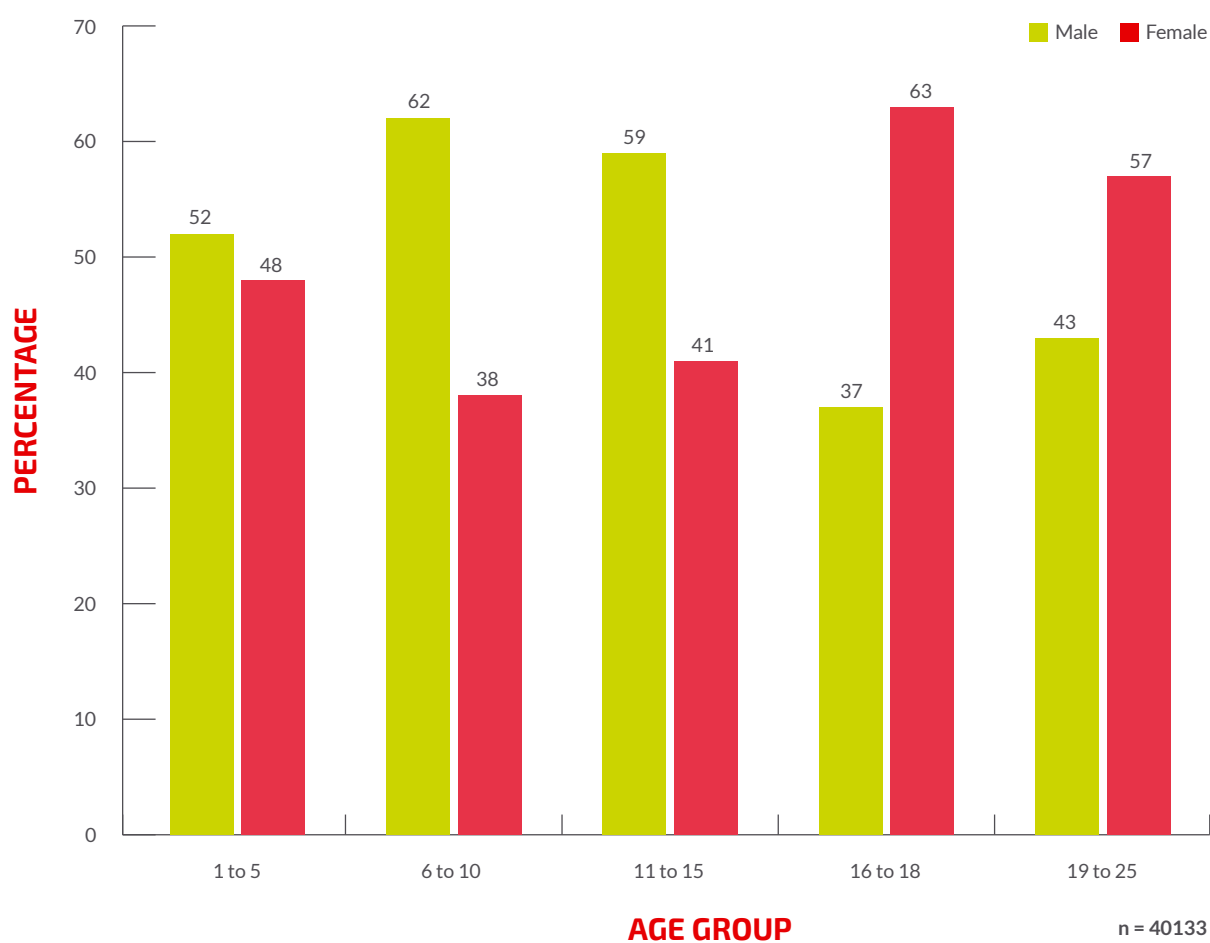
Figure 9.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the CRM data. Please refer to page no 19 for further details.

Table 9.2: Age group and gender of children

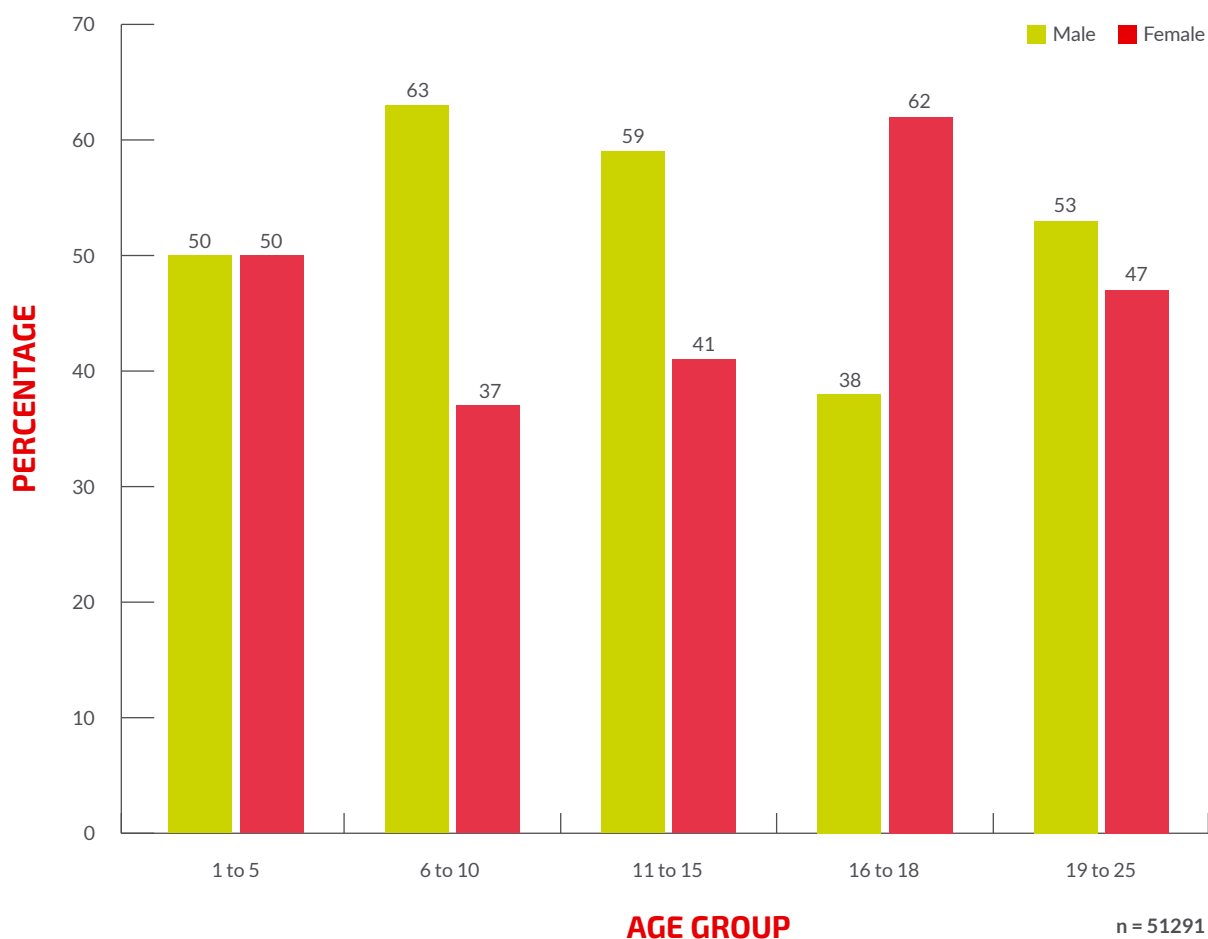
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	2559	3183	2376	3165	4935	6348	0.93	0.99
6 to 10	6455	8012	3932	4746	10387	12758	0.61	0.59
11 to 15	10886	13688	7598	9322	18484	23010	0.70	0.68
16 to 18	2297	3322	3931	5476	6228	8798	1.71	1.65
19 to 25	21	68	28	61	49	129	1.33	0.90
Total	22218	28273	17865	22770	40083	51043	0.80	0.81

Note: Gender and Age group were not available for 298 cases.



Note: Gender and Age group were not available for 50 cases.

Figure 9.2: Age group and gender of children - 2015



Note- Gender and Age group were not available for 248 cases.

Figure 9.2: Age group and gender of children - 2016

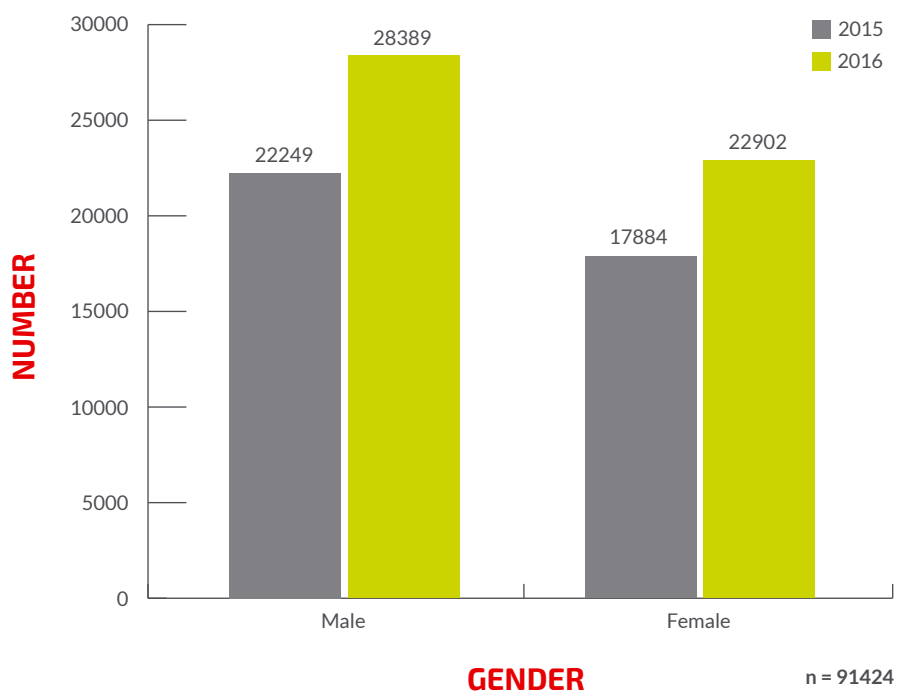
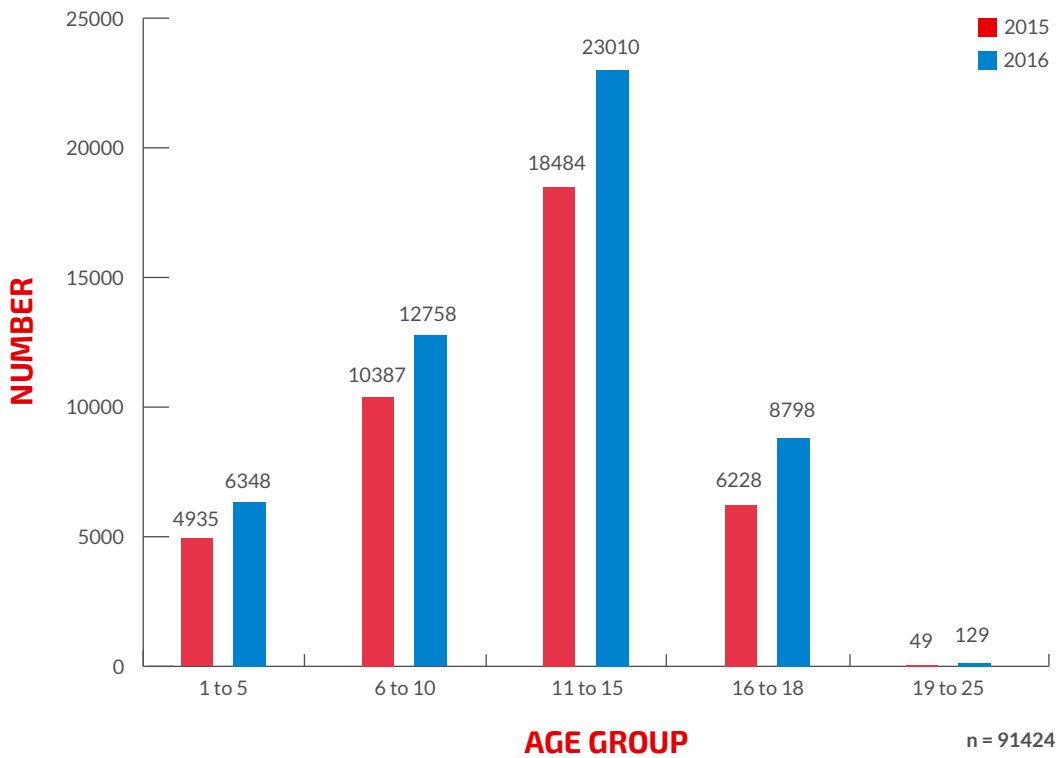


Figure 9.3: Gender of children



Note- Age group of the children were not available for 298 cases
Figure 9.4: Age group of children

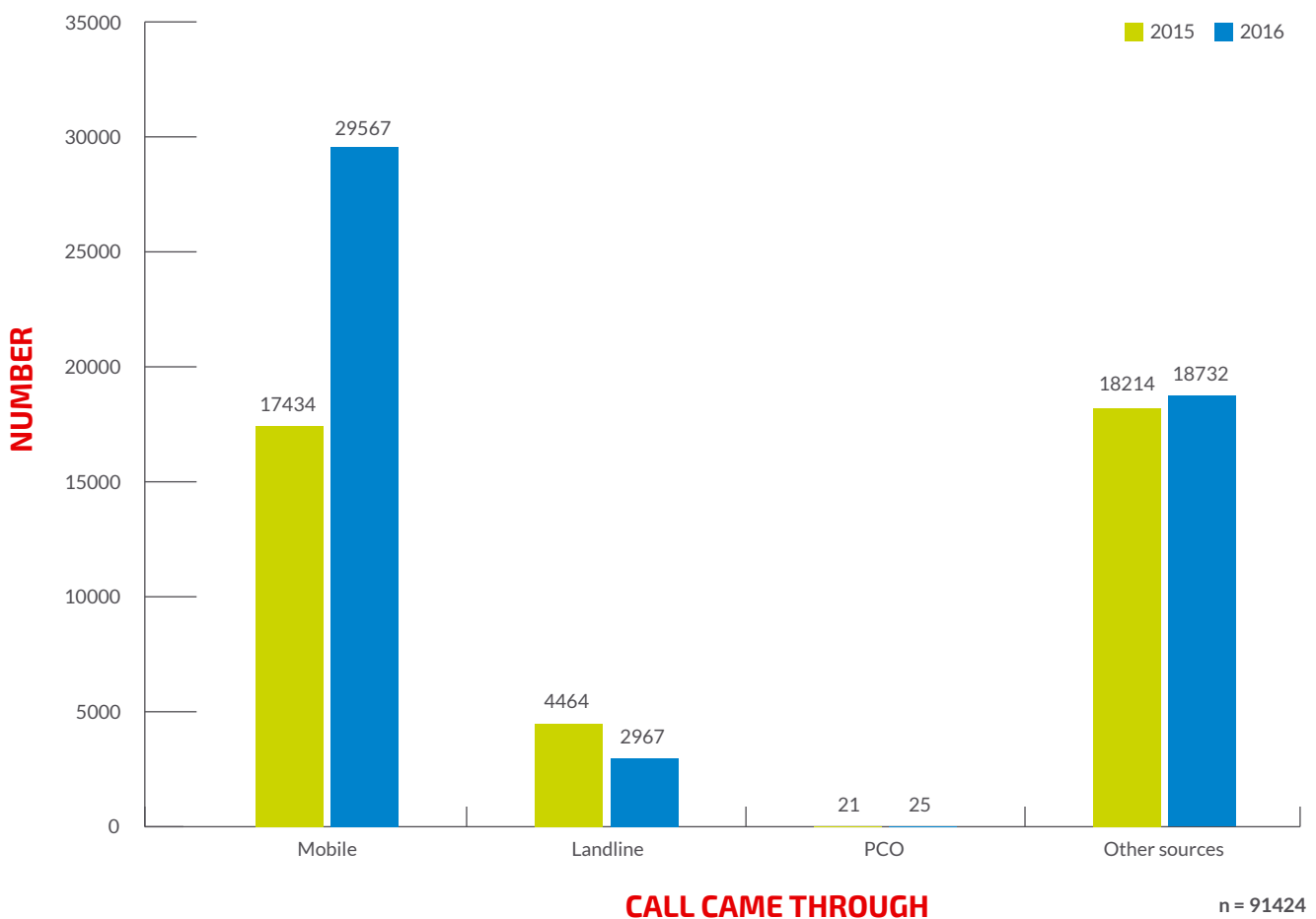
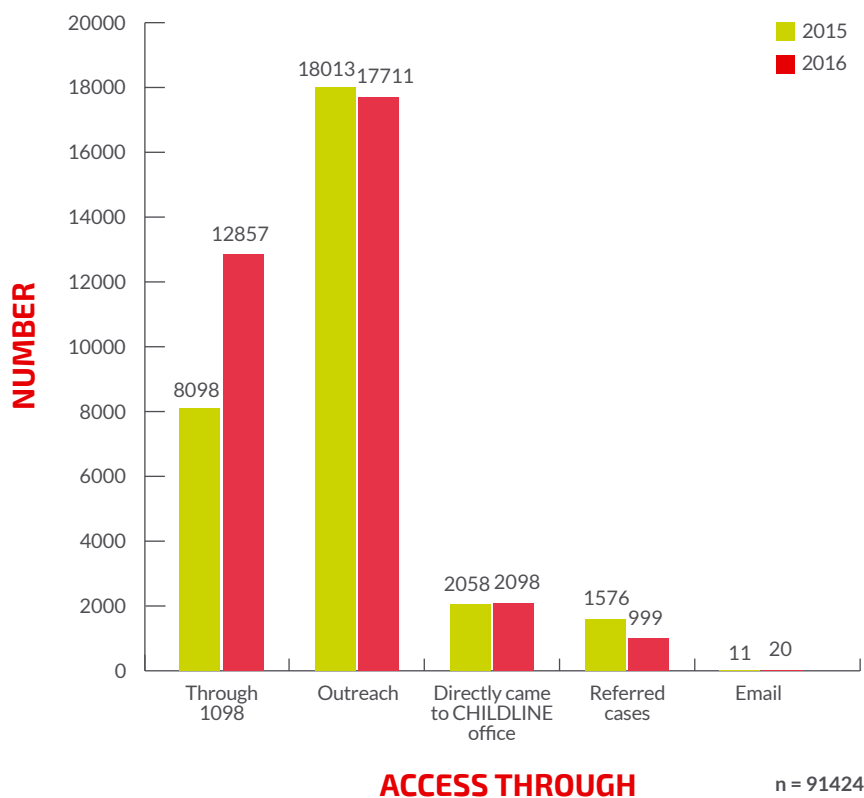
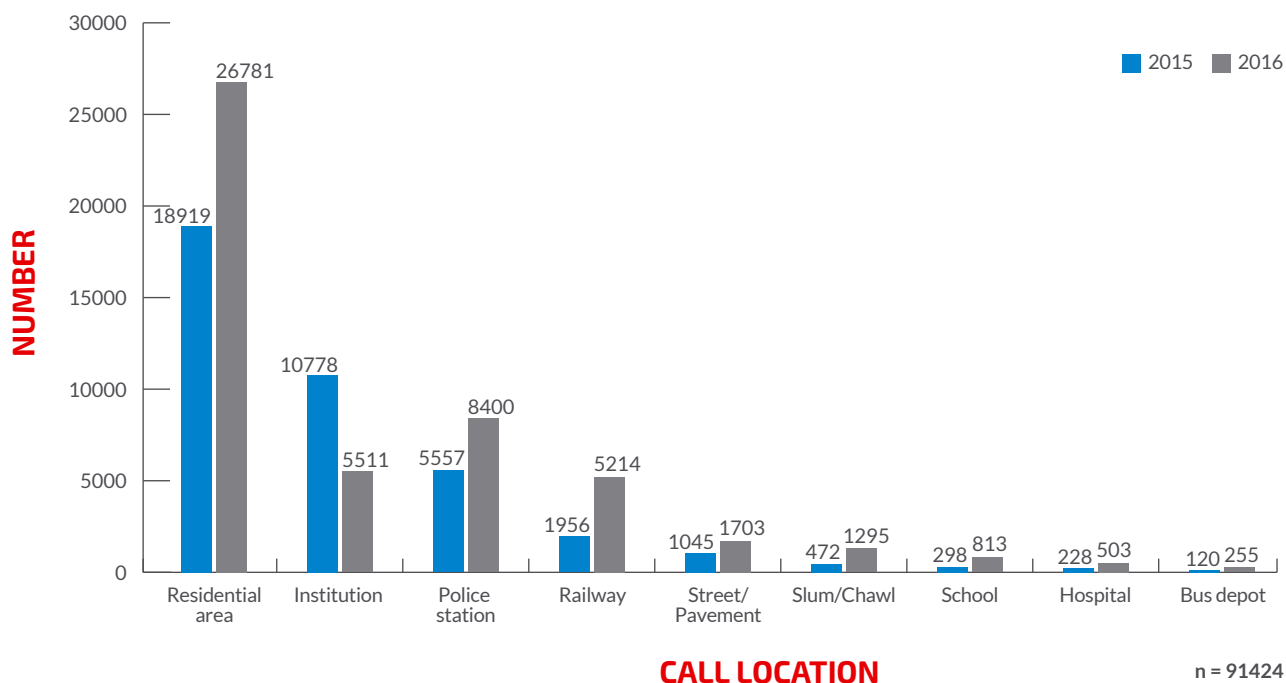


Figure 9.5: Calls to CHILDLINE from different telephone sources



Note- Information of access by the children to CHILDLINE service were not available for 27983 cases.

Figure 9.6: How the child accessed assistance from CHILDLINE



Note- Information of location of calls were not available for 1576 cases.

FIGURE 9.7: LOCATION OF CALLS TO CHILDLINE

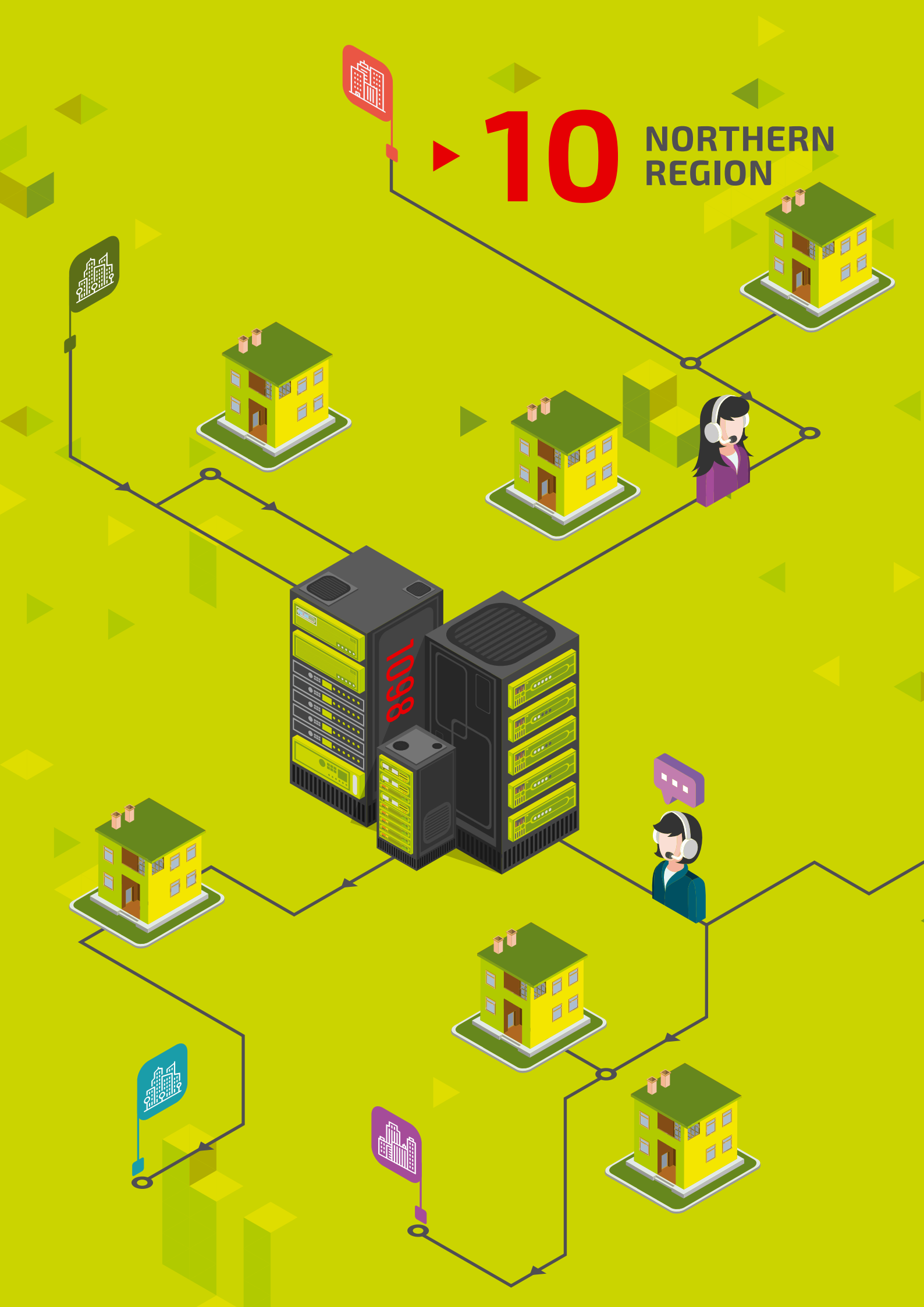
A girl named Aisha, aged around 15 years was brought to Ranchi from Gumla by false promise of taking her to her mother who works in a factory in Ranchi. Fortunately, the incidence was noticed by one of the child's neighbours who informed her mother, CHILDLINE and also reported to Ghagra police station in Gumla about the case. As there were chances that the girl might be taken out of Jharkhand, the information was shared from CHILDLINE Team with GRP, Ranchi for necessary action from their side.

Immediately after receiving the information CHILDLINE made a team consisting of both male and female members. Keeping in mind that the trafficker may get alert by seeing police, GRP requested CHILDLINE team to lead and the police personnel followed them from a distance. The train was yet to arrive at the platform when the girl was identified by CHILDLINE team. Aisha was found alone and without ticket. CHILDLINE came to know that she had been asked to wait on the platform by her neighbour aunt who will join her soon to take her to her mother. The trafficker was travelling to Ranchi station by local train. When the train reached Ranchi station, the girl helped to identify the trafficker. The GRP arrested the trafficker and after noting on Station Diary the child was handed over to CHILDLINE.

The child was provided with temporary shelter in a Shelter Home for the night and produced before child welfare committee on the next morning. Counselling session was conducted by CHILDLINE to help the child cope up with the trauma she went through. The traffickers were also transferred to Ghagra Police Station at Gumla the next day where the first complaint was lodged. After five days by order of child welfare committee Ranchi, the child was produced before child welfare committee Gumla. From there she was restored back to her family.

CHILDLINE coordinated with the school to ensure regular schooling of the child.

10 NORTHERN REGION



NORTHERN REGION

CHILDLINE covers 107 cities in the Northern region of India, managed by 112 collaborative organizations in the states of Delhi, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan, Punjab, Jammu & Kashmir and Uttarakhand.

The total number of children assisted in the region amounted to 22,703 in 2015 and 36480 in 2016.

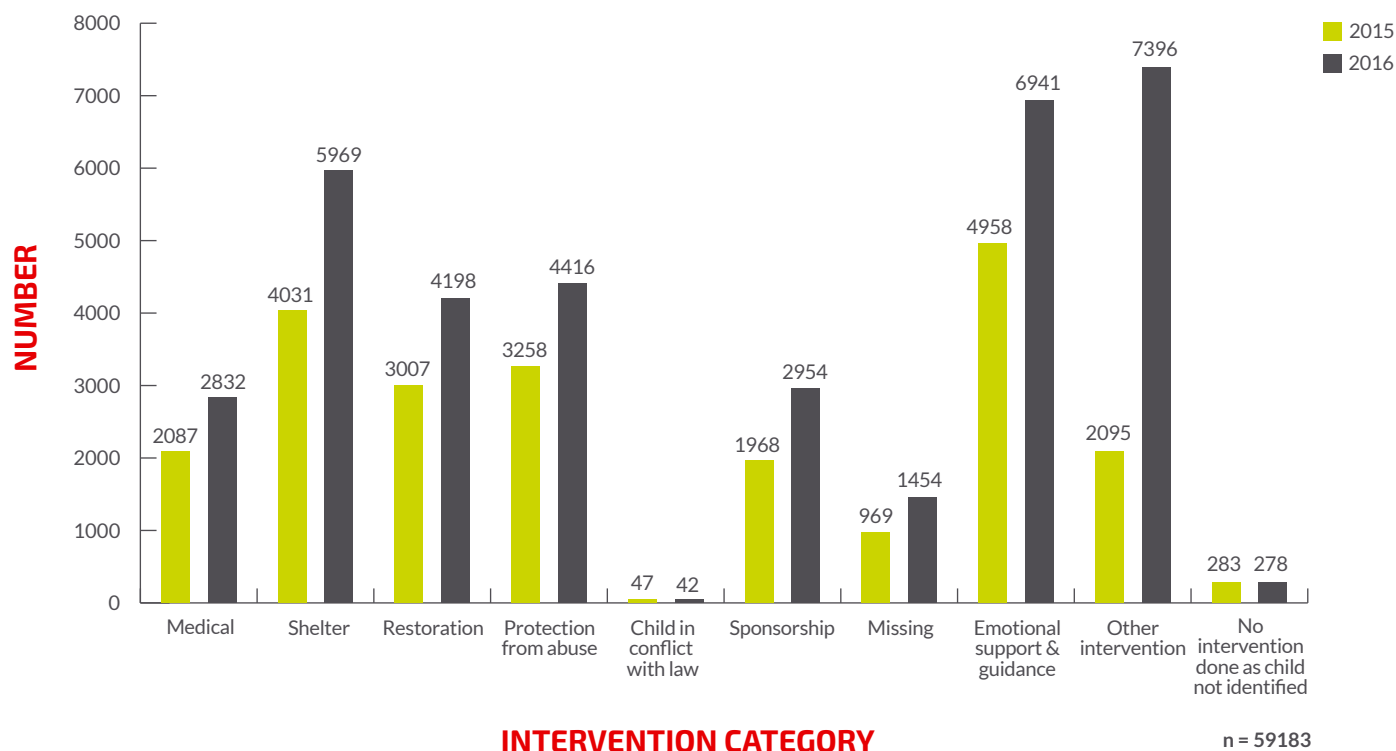


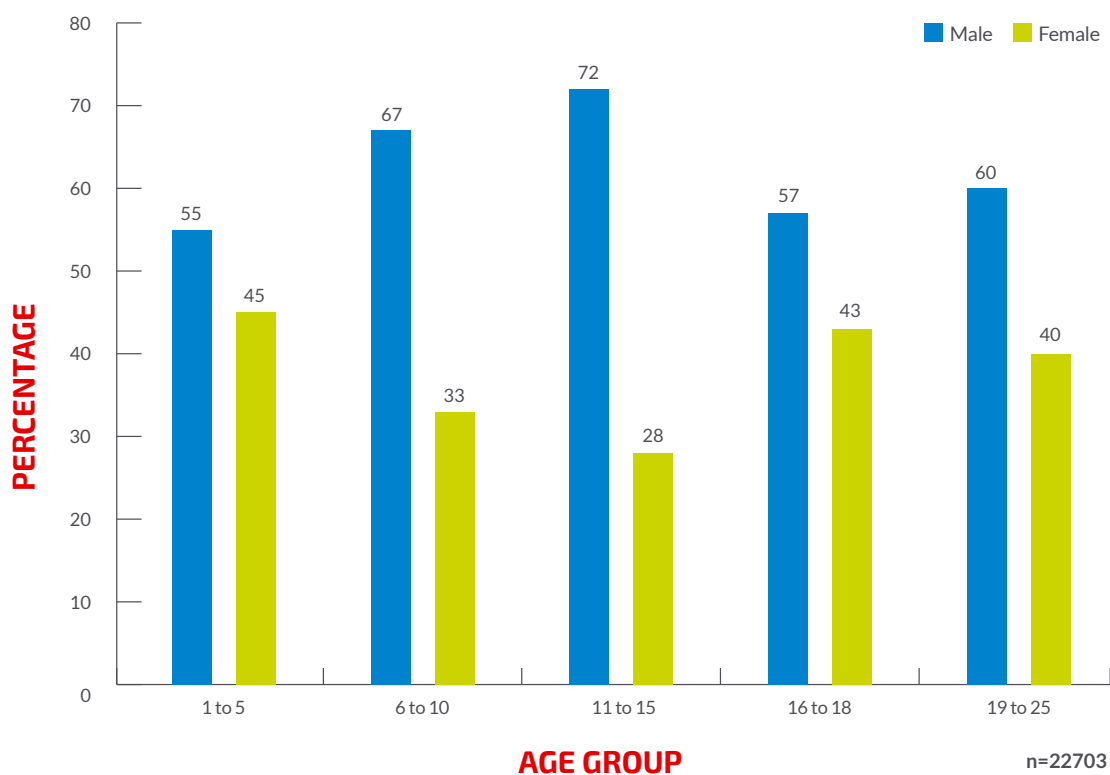
Figure 10.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the CRM data. Please refer to page no 19 for further details.

Table 10.2: Age group and gender of children

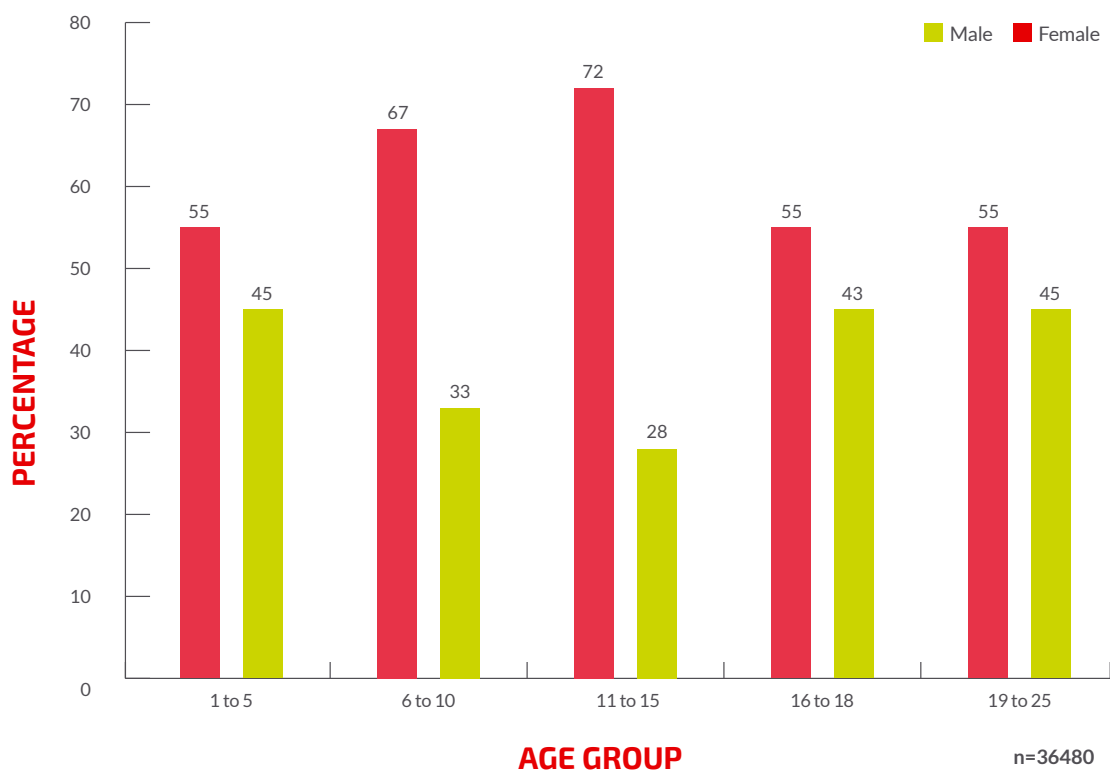
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1575	2465	1287	1993	2862	4458	0.82	0.81
6 to 10	4694	7090	2283	3483	6977	10573	0.49	0.49
11 to 15	7032	11572	2692	4440	9724	16012	0.38	0.38
16 to 18	1610	2586	1217	2115	2827	4701	0.76	0.82
19 to 25	42	23	28	19	70	42	0.67	0.83
Total	14953	23736	7507	12050	22460	35786	0.50	0.51

Note: Gender and Age group were not available for 937 cases.



Note- Gender and Age group were not available for 243 cases.

Figure 10.2: Age group & gender of children - 2015



Note- Gender and Age group were not available for 694 cases.

Figure 10.2: Age group & gender of children - 2016

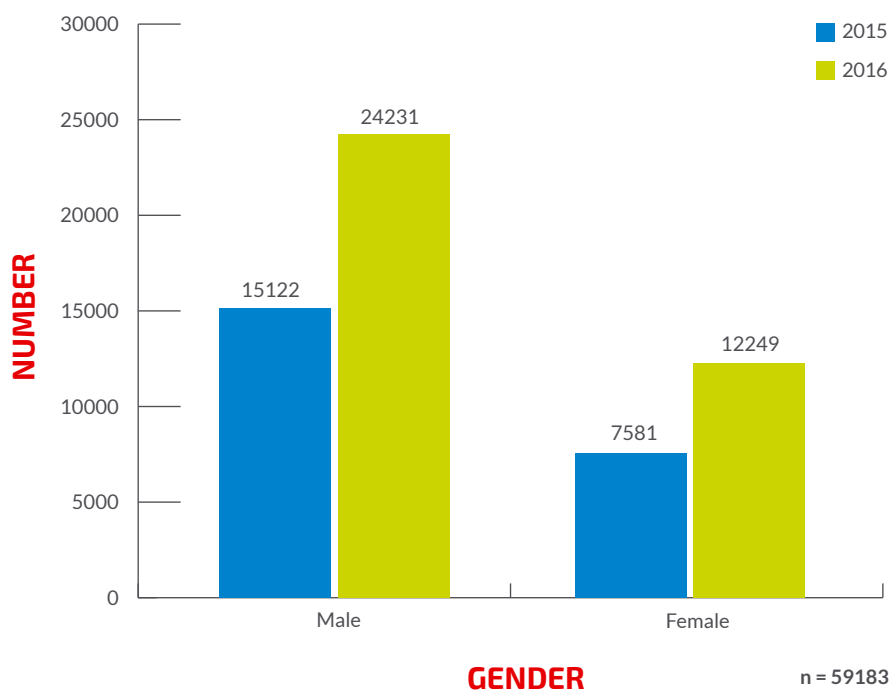
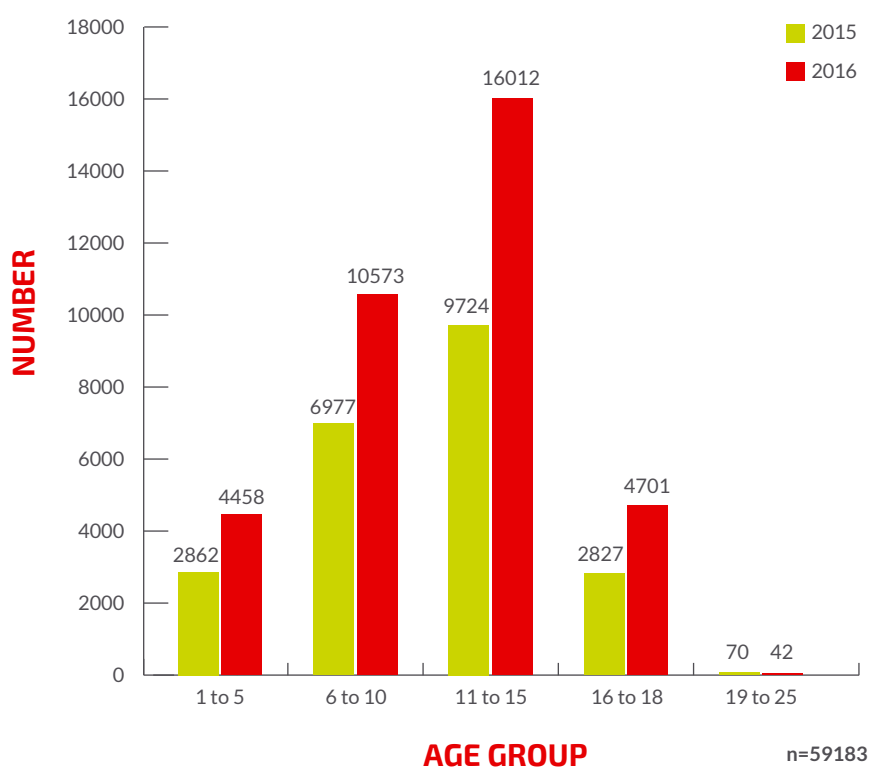


Figure 10.3: Gender of children



Note- Age group were not available for 937 cases.

Figure 10.4: Age group of children

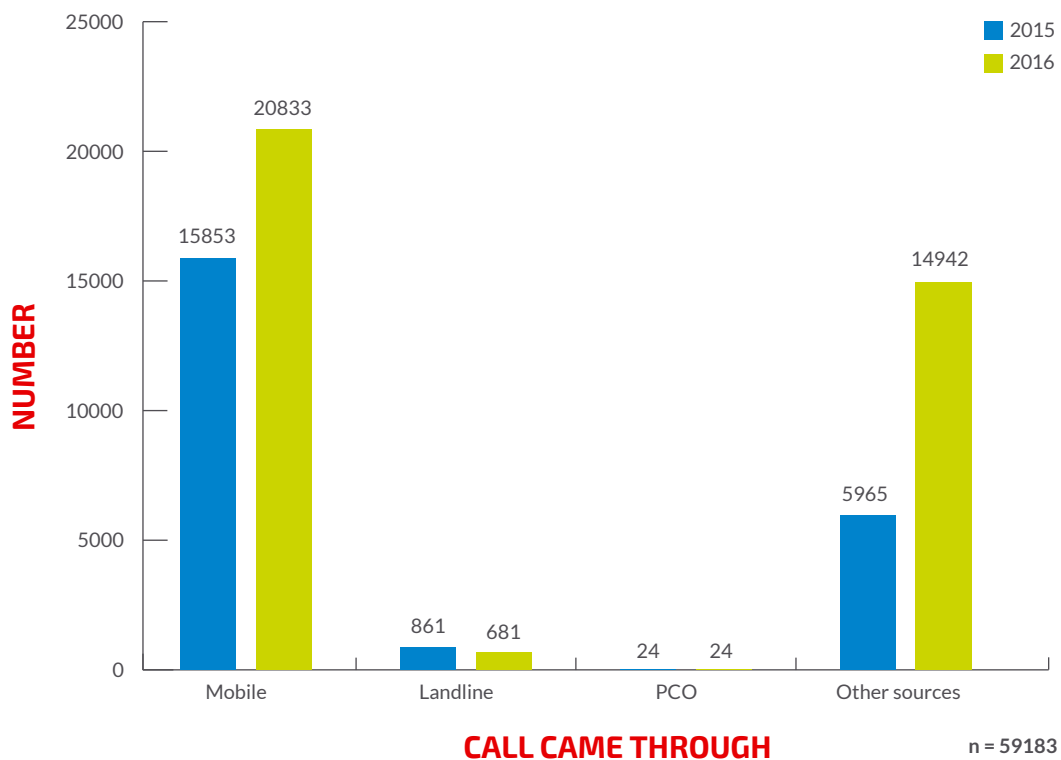
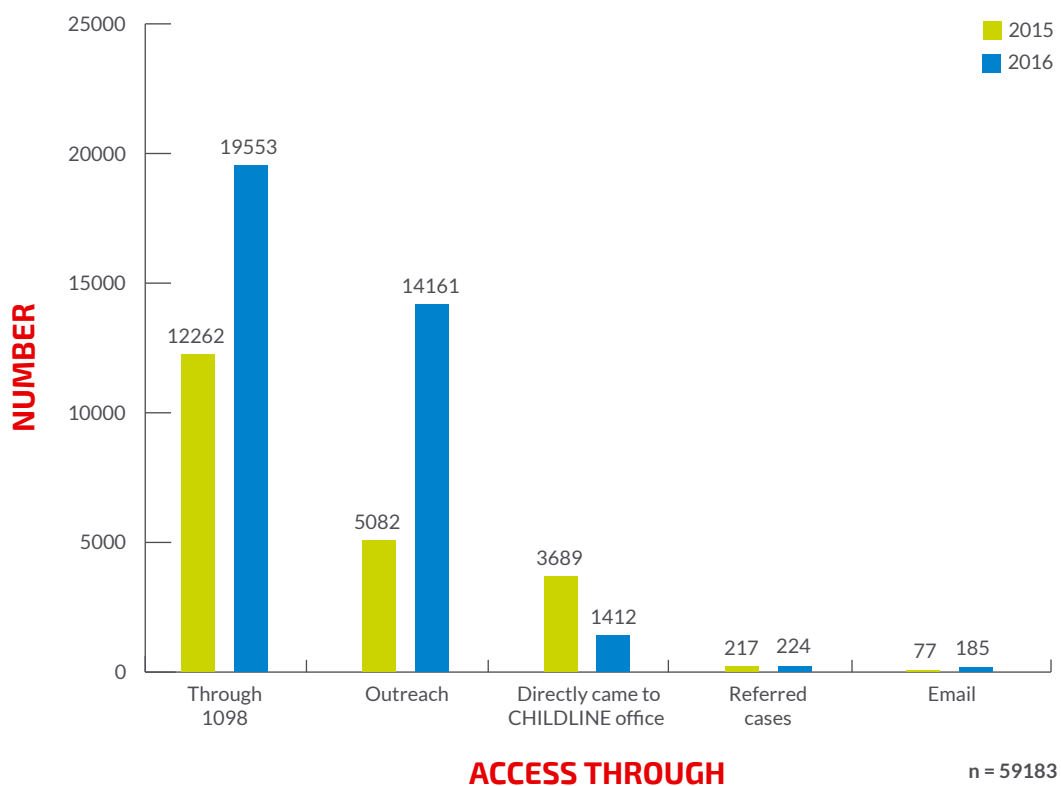
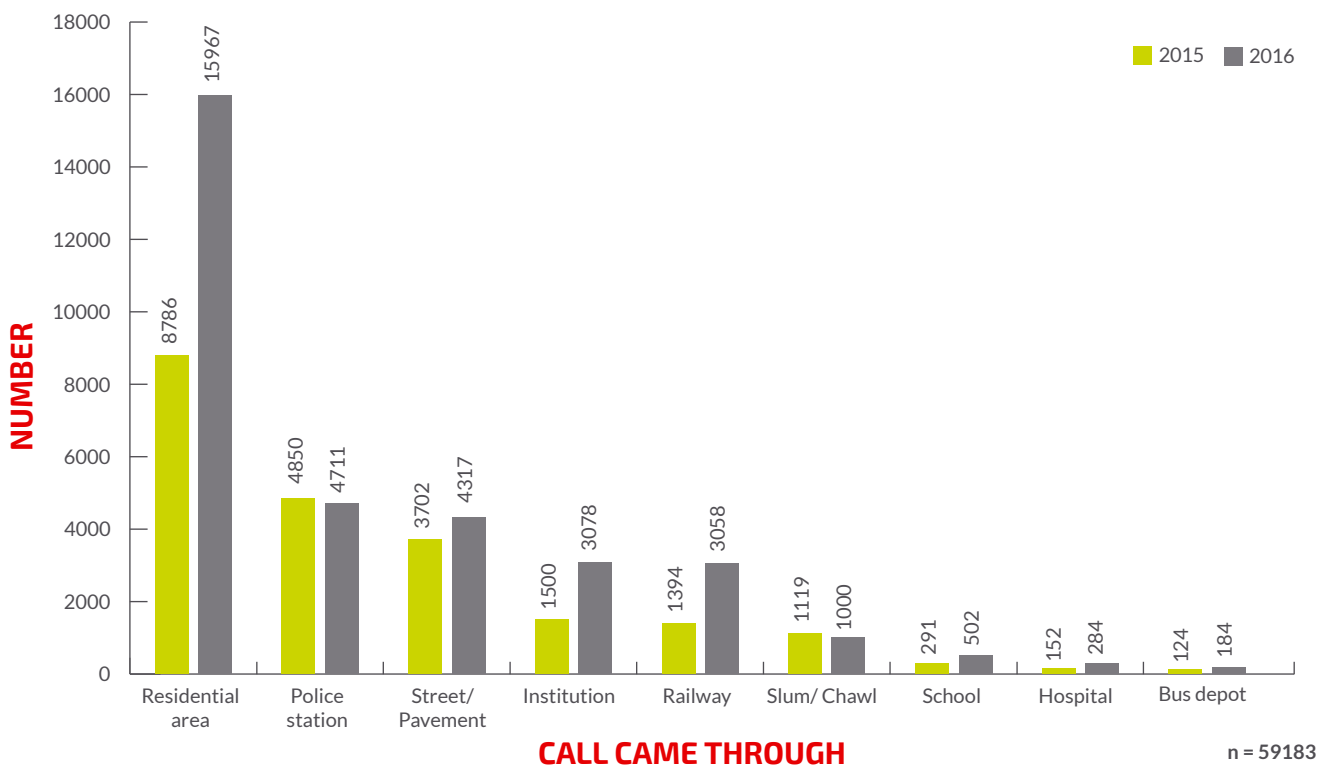


Figure 10.5: Calls to CHILDLINE from different telephone sources



Note- Information of access by the children to CHILDLINE service were not available for 2321 cases.

Figure 10.6: How the child accessed assistance from CHILDLINE



Note:-Information of location of calls were not available for 4164 cases.

Figure 10.7: Location of Calls to CHILDLINE

CHILDLINE secured a new born child's precious life

In some areas, your need for shelter may take precedence over your need for food and possibly even need for water. For example, prolonged exposure to cold can cause excessive fatigue and weakness. An exhausted person may develop a "passive" outlook, thereby losing the will to survive.

And while talking about shelter CHILDLINE gets this extremely moving case story.

A.S.I. Dalpath, a Police personnel from Ajmer, Rajasthan called on 1098 and provided information of an abandoned new born baby boy found by him in a very pitiful condition. It was also informed by him that child is in a dire need for a shelter home and that he had already hospitalised the child for treatment. After getting the whole story CHILDLINE team member visited the hospital where the seven day old child was admitted and meet with the examining doctor who told the team that they had kept the child in a nursery and he is expected to recover soon.

CHILDLINE team member kept visiting the hospital on regular basis to take care of child. After the child's condition became stable he was discharged from the hospital.

The CHILDLINE team member referred the child to child welfare committee that looking into the situation ordered the abandoned child's stay at Baal Shishu Grah Shelter Home. With CHILDLINE team's coordination and the order of child welfare committee to put the child at the shelter home, the child is safely rehabilitated now.



SOUTHERN REGION

CHILDLINE expands across all 5 states of the Southern region, covering 100 cities of Andhra Pradesh, Karnataka, Kerala, Telangana and Tamil Nadu as well as the union territories of Pondicherry and Lakshadweep.

The total number of children assisted in the region was 44,090 children in 2015 and 59258 in 2016.

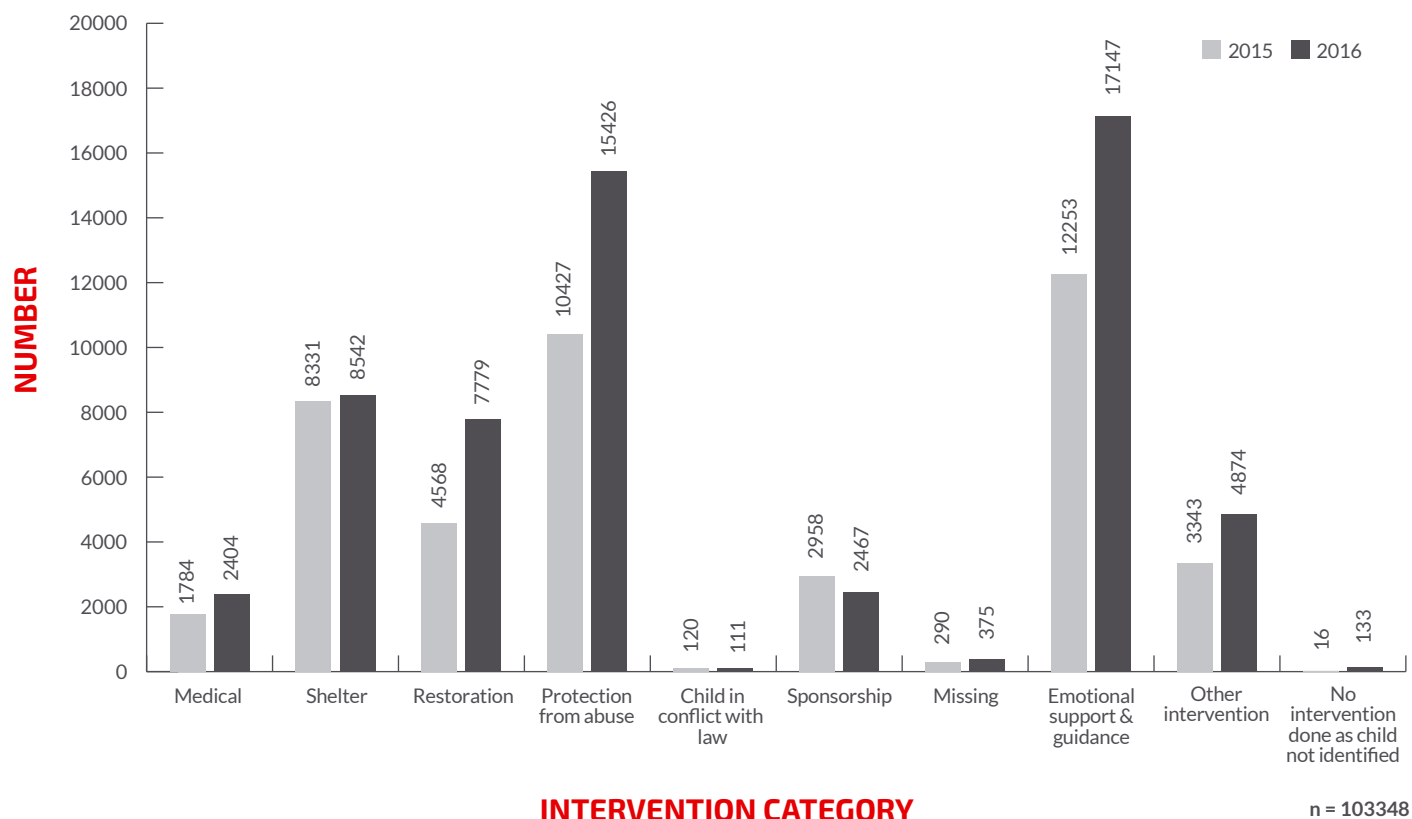


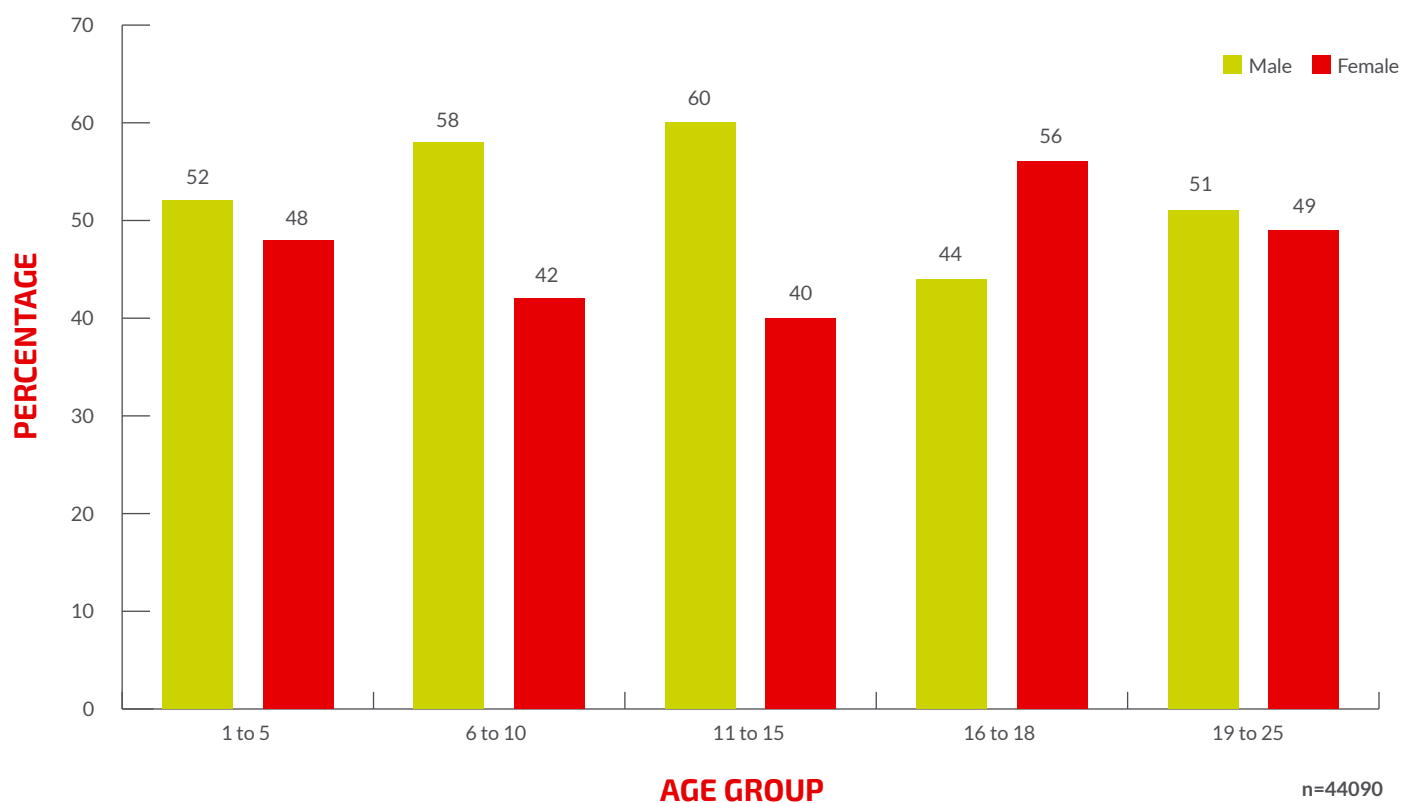
Figure 11.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the CRM data. Please refer to page no 19 for further details.

Table 11.2: Age group and gender of children

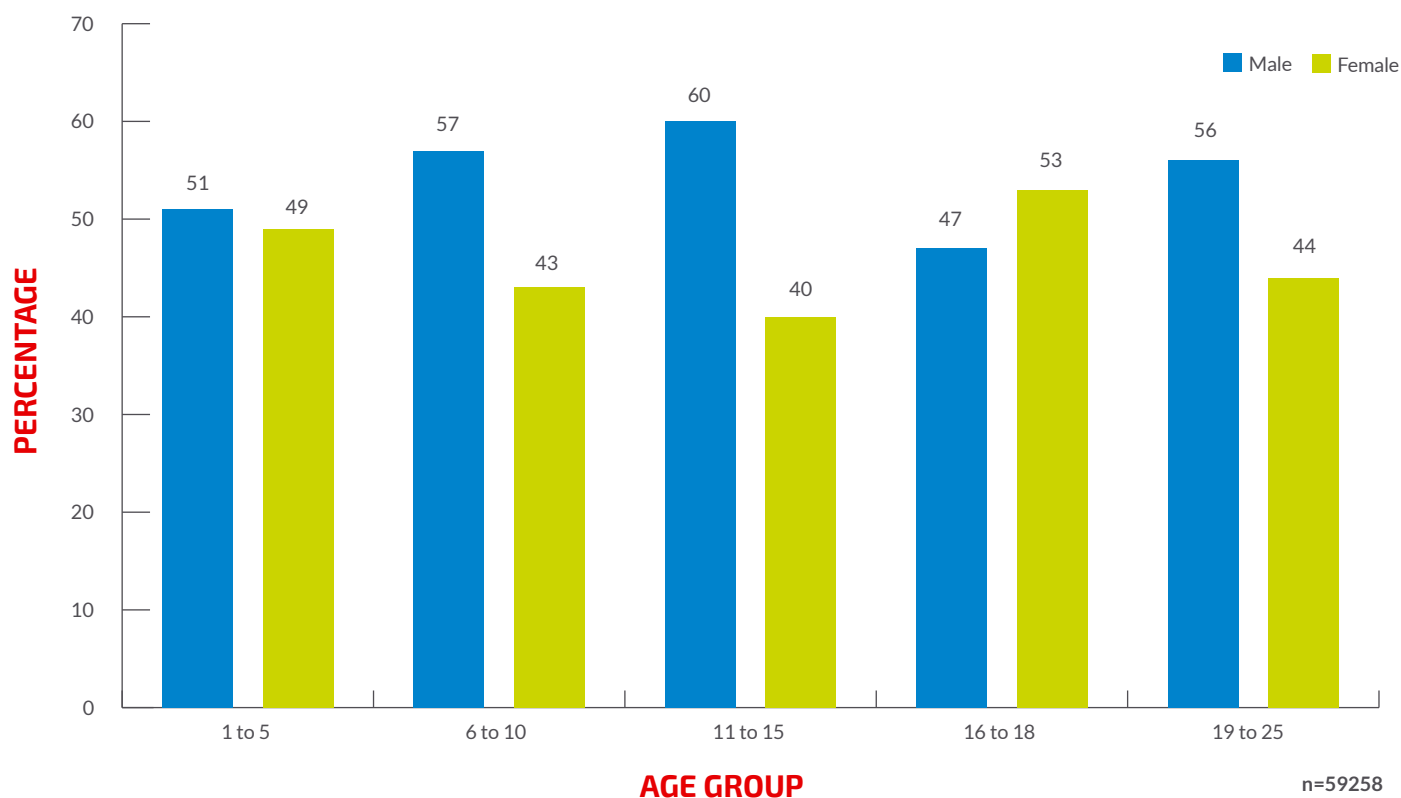
Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1875	2207	1718	2120	3593	4327	0.92	0.96
6 to 10	5455	6131	3891	4541	9346	10672	0.71	0.74
11 to 15	13290	17714	8811	11716	22101	29430	0.66	0.66
16 to 18	3806	6772	4833	7742	8639	14514	1.27	1.14
19 to 25	35	45	33	36	68	81	0.94	0.80
Total	24461	32869	19286	26155	43747	59024	0.79	0.80

Note – Gender and Age group were not available for 577 cases.



Note- Age group were not available for 343 cases.

Figure 11.2: Age group and gender of children -2015

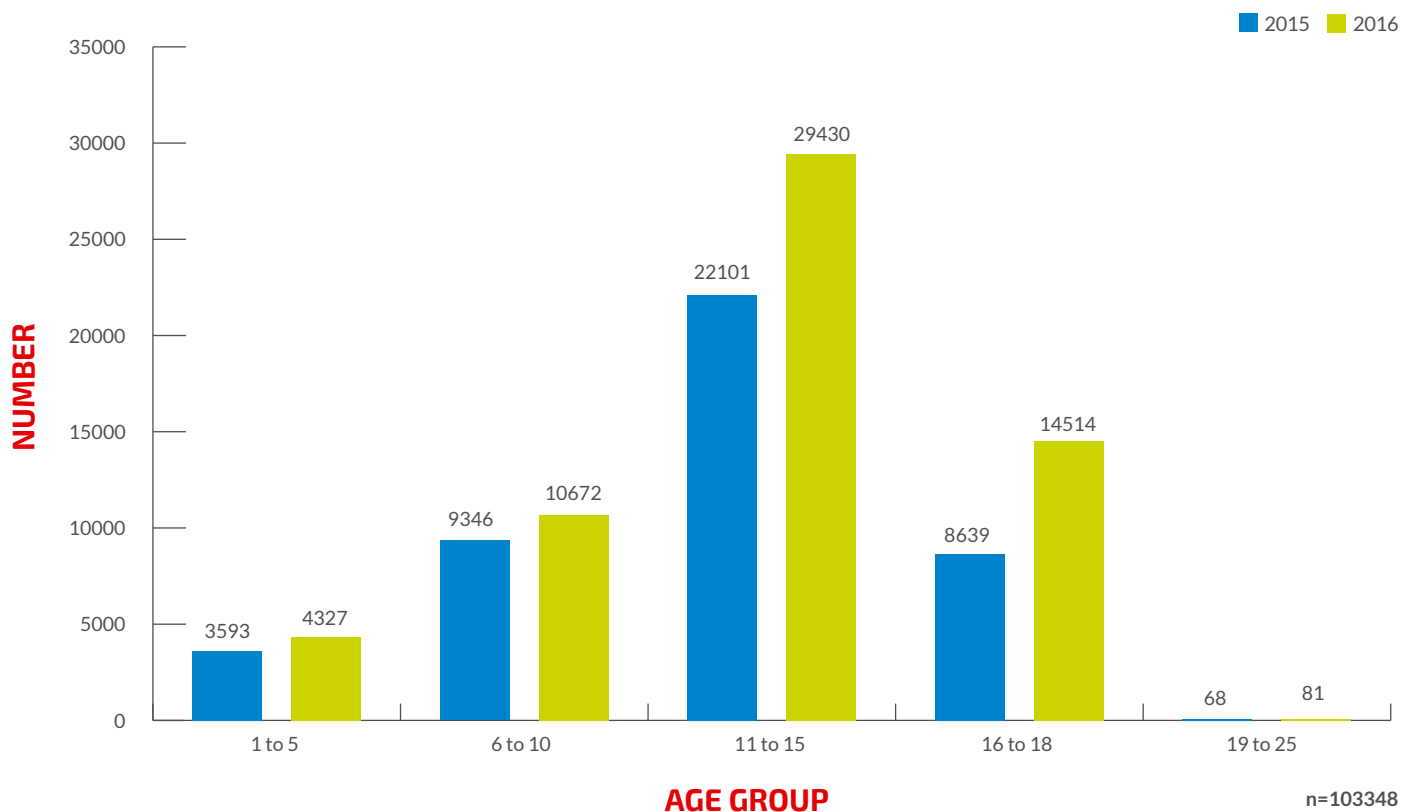


Note- Age group were not available for 234 cases.

Figure 11.2: Age group and gender of children - 2016



Figure 11.3: Gender of children



Note- Age group of the children were not available for 577 cases.

Figure 11.4: Age group of children

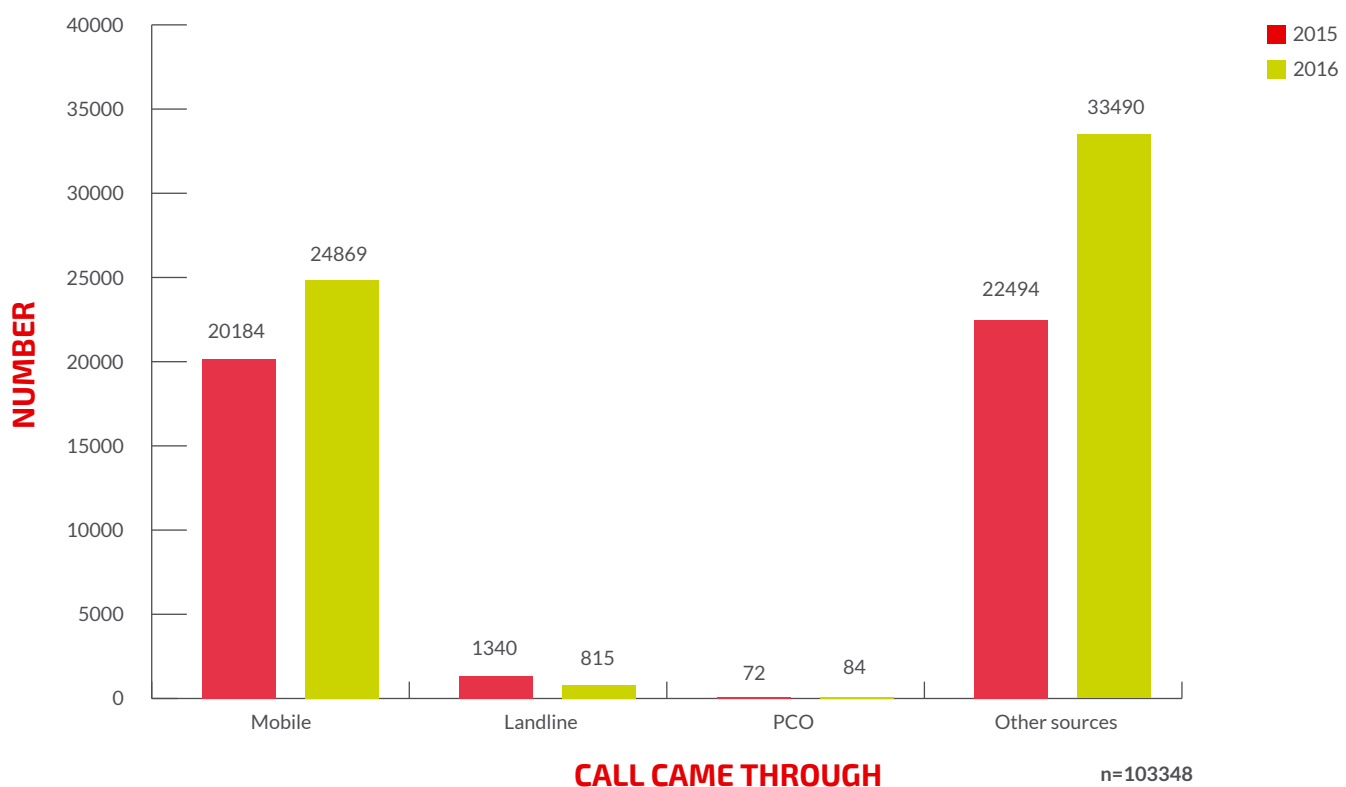
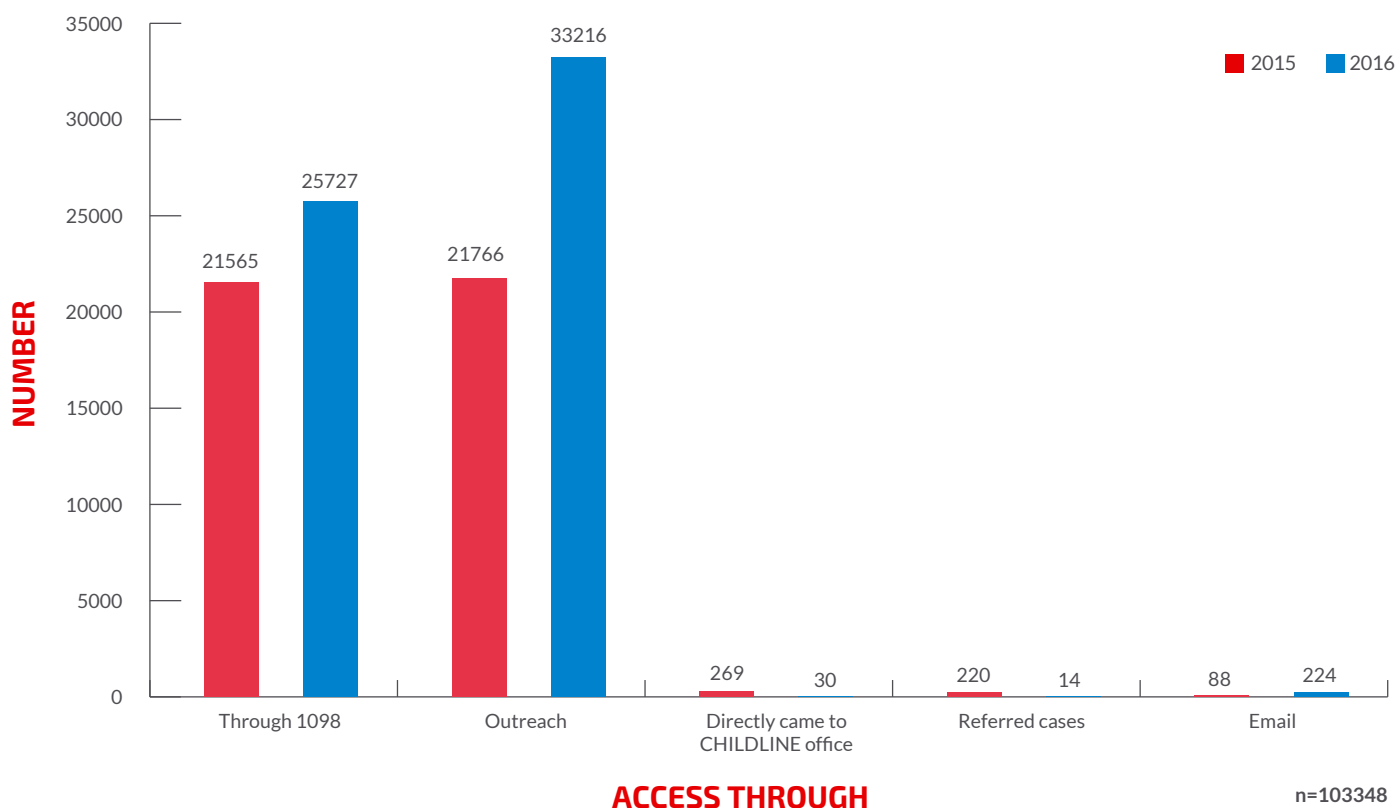
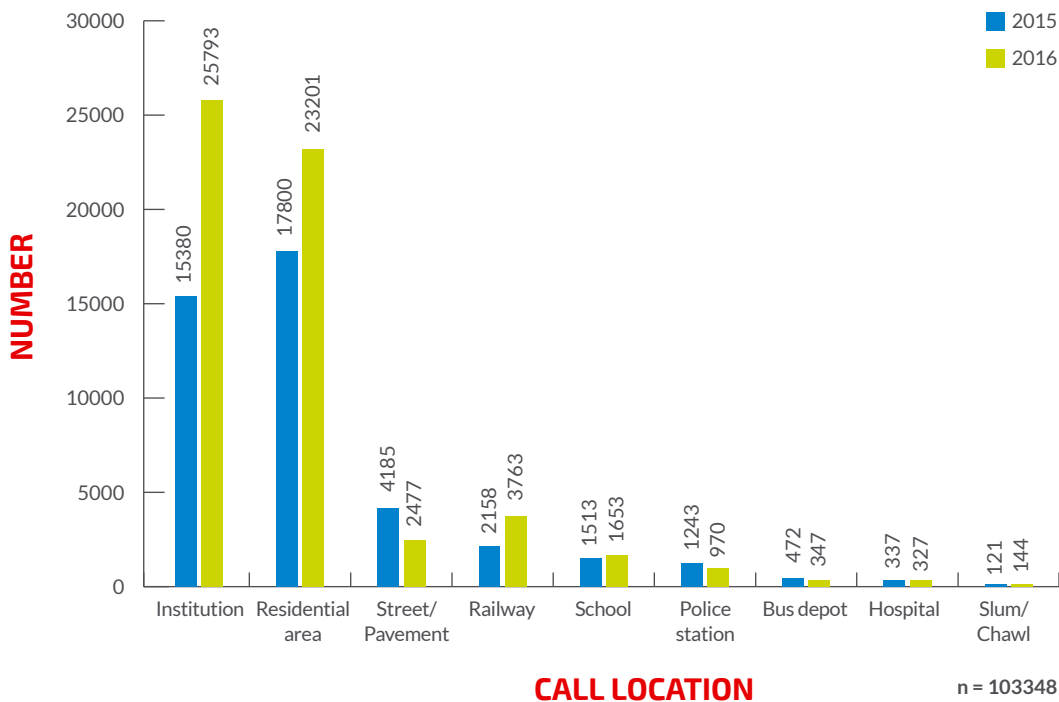


Figure 11.5: Calls to CHILDLINE from different telephone sources



Note- Information of access by the children to CHILDLINE service were not available for 229 cases.

Figure 11.6: How the child accessed assistance from CHILDLINE



Note- Information of location of calls were not available for 3208 cases.

Figure 11.7: Location of calls to CHILDLINE

It CHILDLINE Kochi received call from a caller informing about a 13 year old boy who had been physically abused in public by his stepfather.

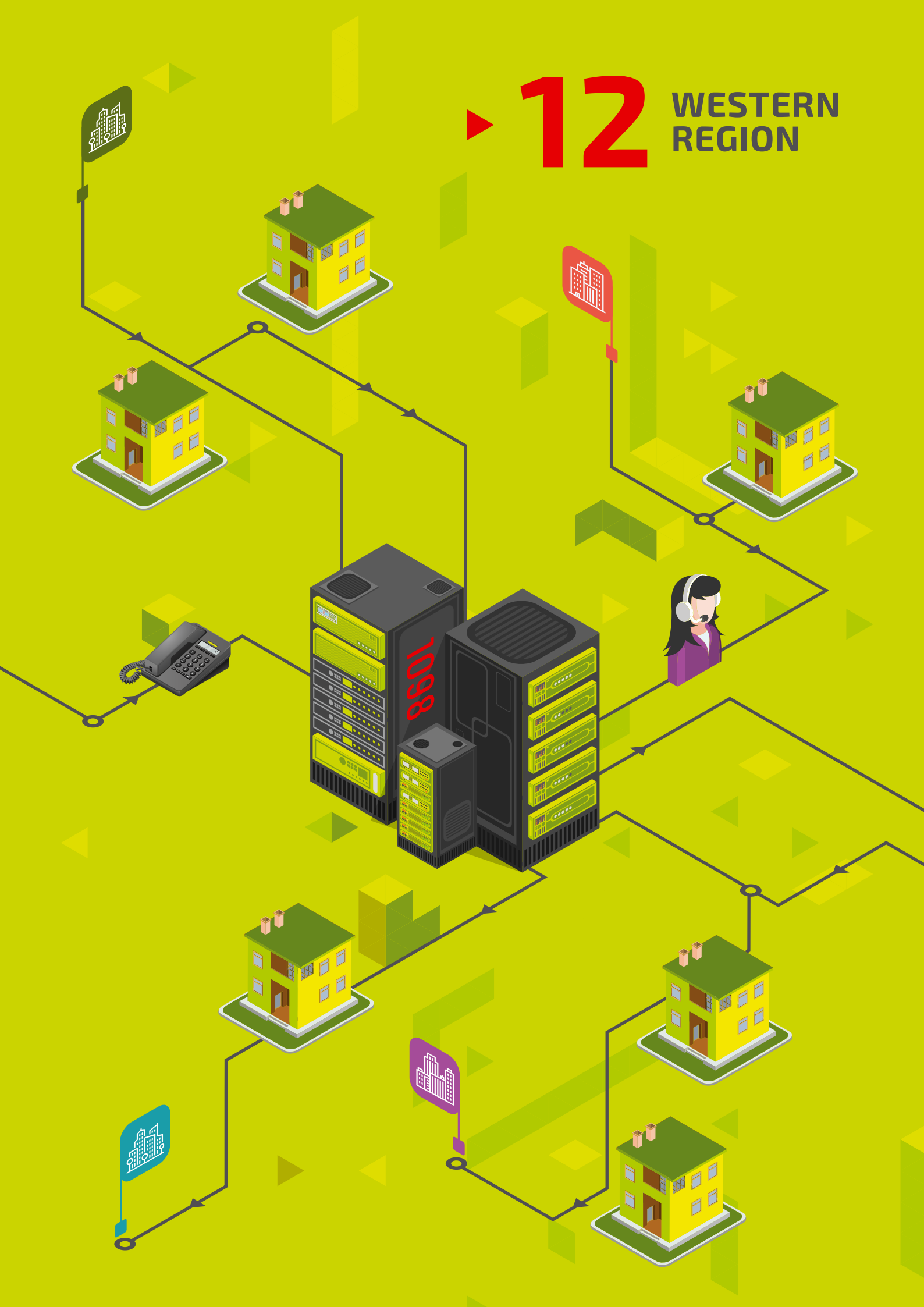
The caller further explained the incident in detail informing that the step father use to beat the child and physically abuse him at home on regular basis. Not being able to withstand the everyday torture, the boy made an attempt to run away from home. But to his misfortune, his mother and stepfather caught him near Kovalam beach and began hitting him brutally at the road side in public. Seeing this cruelty, the caller along with other bystanders approached the police. The police reached at the spot and took child and the parents to Police Station for enquiry. During enquiry, the step father fearlessly responding to the questions started behaving guiltless and making excuses. Seeing this, the caller feared that the parents may take their head easily out of the issue by influencing police and the child will suffer again. This is when the caller phoned on 1098 and requested for CHILDLINE's immediate intervention into the issue to protect child from further abuse.

CHILDLINE team on receiving the information went to child's house and brought him and his parents to office. On enquiry it was found that the step father who had beaten the child was actually his own father living separately for last many years, as he abandoned the family and married his wife's sister. It was only a few months earlier when the mother got a government job the father came back and began staying with them, hoping for a better off life ahead. When he suddenly reappeared and started playing the role of father, the child got frustrated and became disobedient. The matter that, father was attending to two families simultaneously, also irritated the child. Child was finding relief in roaming around with friends and got involved into stealing. As per the father, child had several behavioural issues including stealing and this lead to the said incident happened on road side near beach.

Looking at the matter, CHILDLINE Team provided counselling support to child and produced him before Child Welfare Committee (CWC) the same day. As per the CWC order, the child was provided temporary shelter in Don Bosco children's home with the consent of his parents and given further sessions of counselling. After five days of child getting admitted in the Children's home, parents came to take the child back home. Seeing the parents, child had reached the mental state wishing

to go back home, as a result of effective counselling and emotional support he received from Childline team. So, when parents approached CWC to get child released from children's home, team brought child to the sitting and Committee passed order to send him back to the parents under the responsibility of mother. Team also instructed father to behave more friendly with the child and also to stay with either one of the family permanently. With this the child was sent back home and is currently living with his parents at peace, following the CHILDLINE intervention.

▶ 12 WESTERN REGION



WESTERN REGION

CHILDLINE is operational in 83 cities in the Western Region of India, covering the states of Gujarat, Madhya Pradesh and Maharashtra and the Union Territory of Dadra and Nagar Haveli and Goa.

The total number of children assisted in the region was 14378 in 2015 and 25720 in 2016.

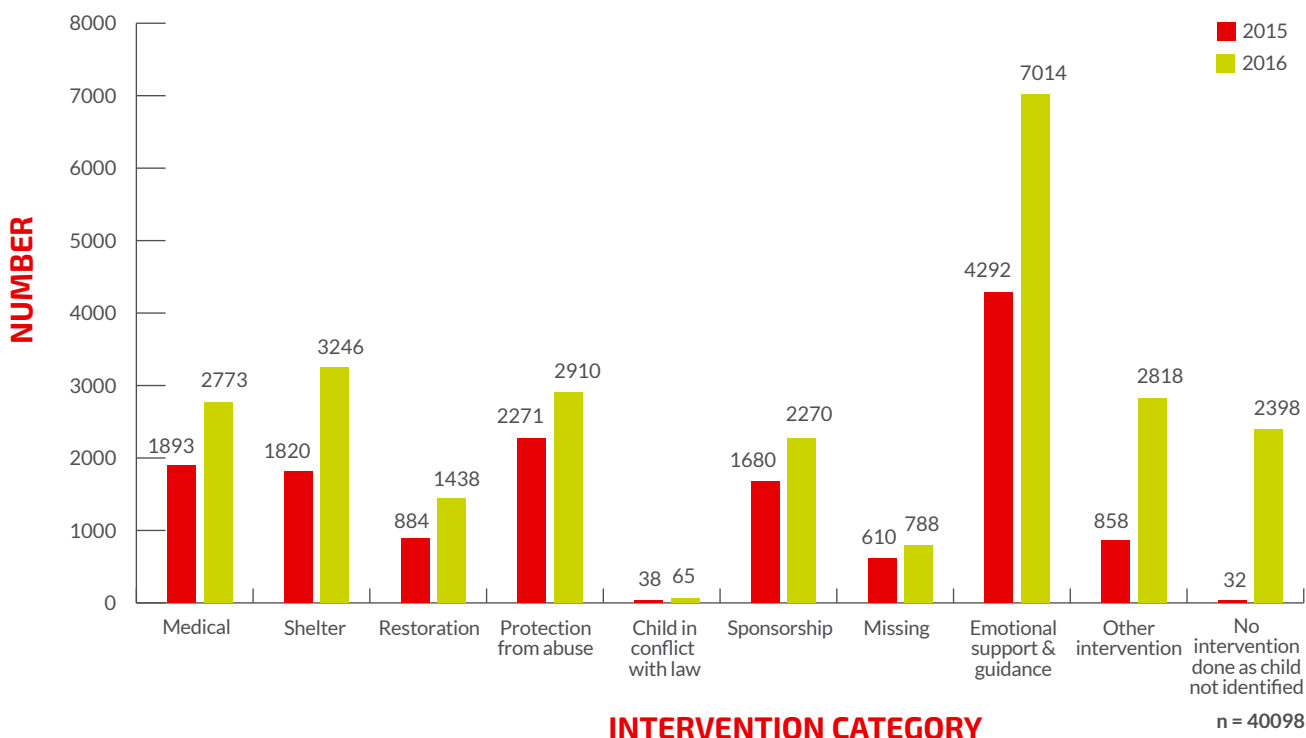
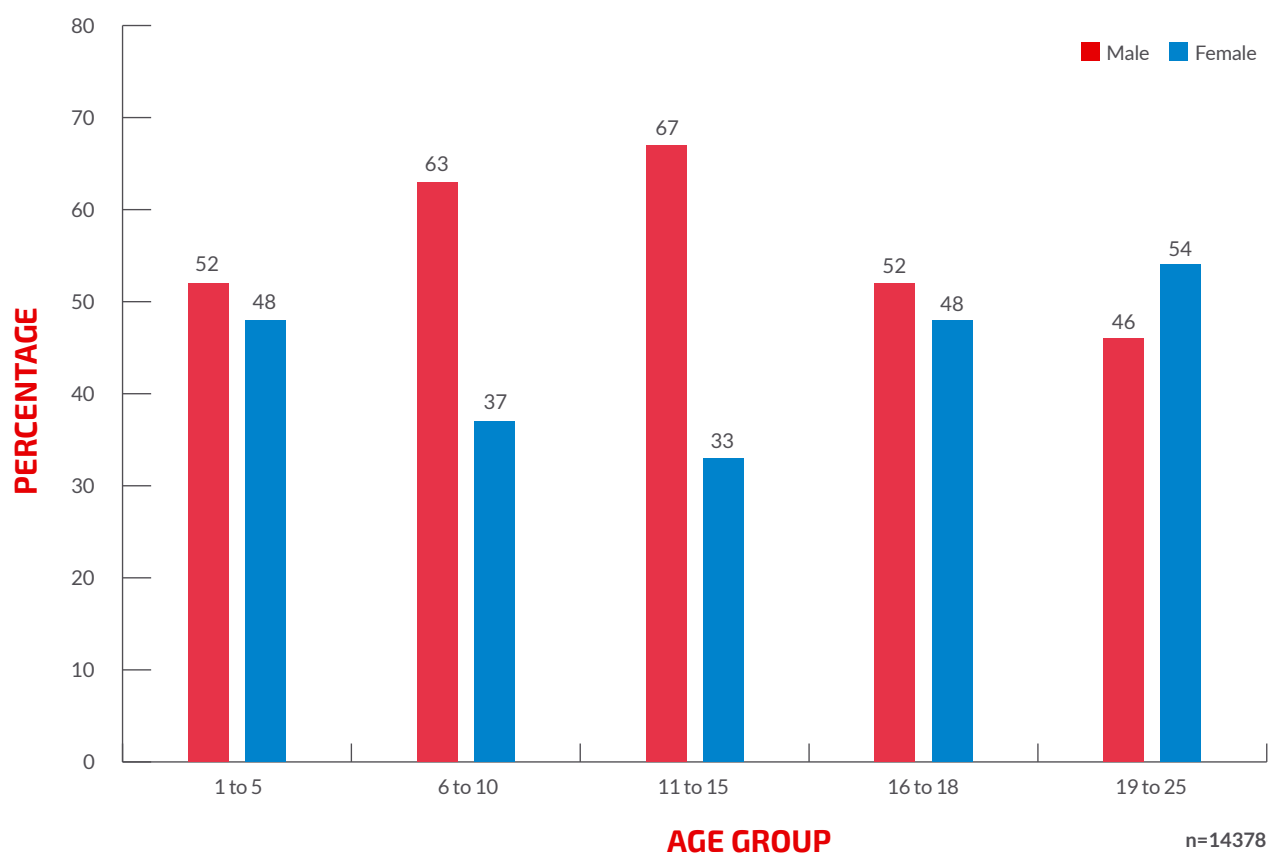


Figure 12.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the CRM data. Please refer to page no 19 for further details.

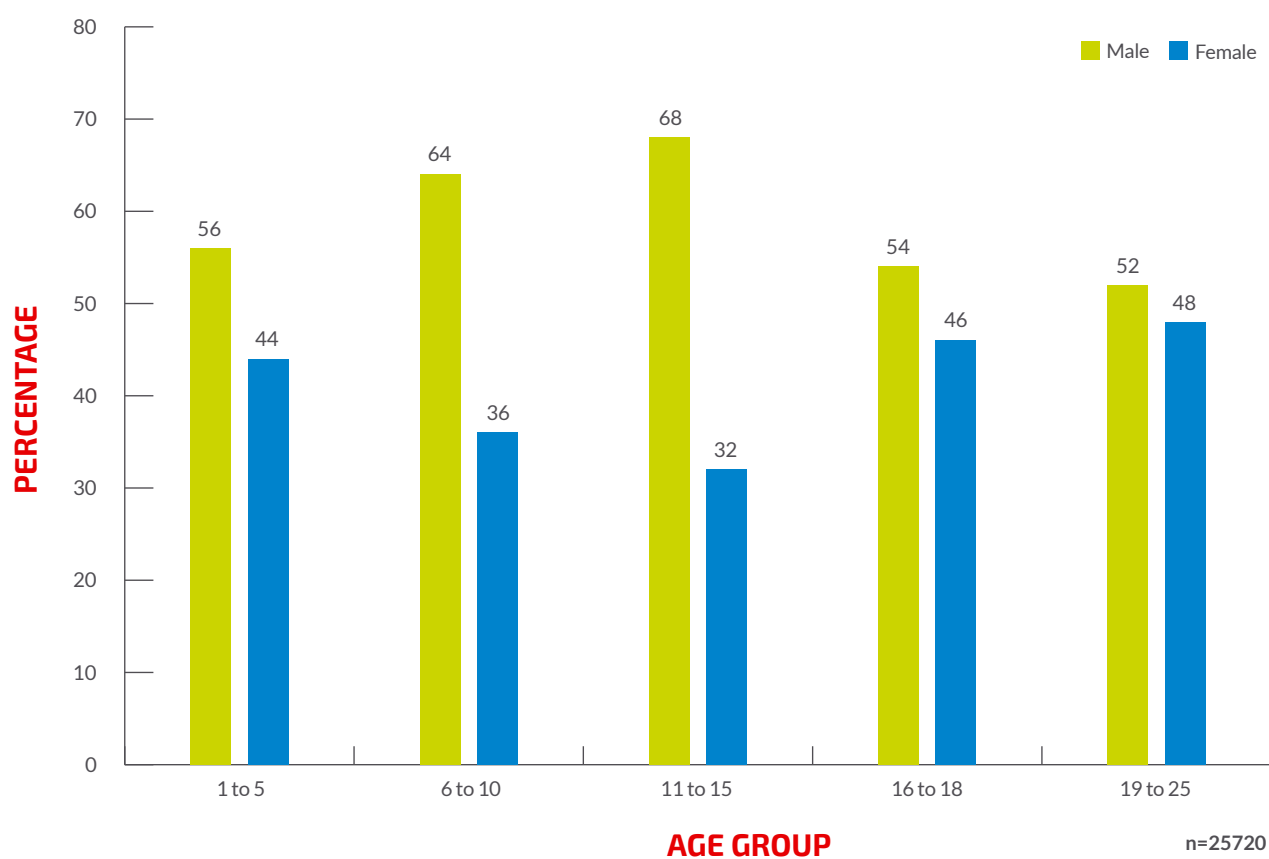
Table 12.2: Age group and gender of children

Age group	Male		Female		Total		Ratio of female to male	
Year	2015	2016	2015	2016	2015	2016	2015	2016
1 to 5	1231	2119	1129	1685	2360	3804	0.92	0.80
6 to 10	2639	4801	1552	2748	4191	7549	0.59	0.57
11 to 15	3858	6898	1940	3286	5798	10184	0.50	0.48
16 to 18	969	2051	884	1716	1853	3767	0.91	0.84
19 to 25	29	60	34	56	63	116	1.17	0.93
Total	8726	15929	5539	9491	14265	25420	0.63	0.60



Note- Gender and Age group were not available for 113 cases.

Figure 12.2: Age group & gender of children - 2015



Note- Gender and Age group were not available for 300 cases.

Figure 12.2: Age group & gender of children - 2016

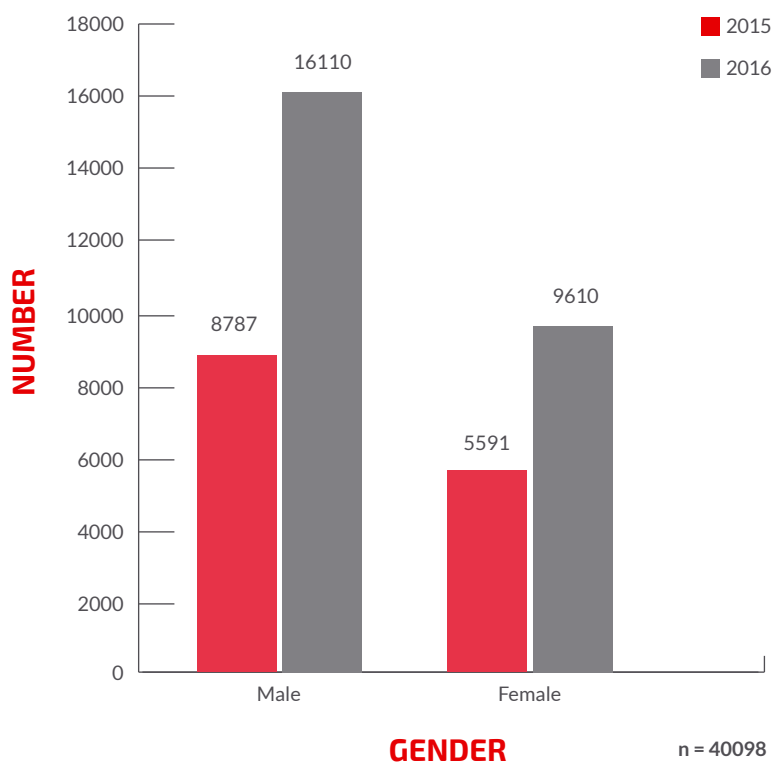
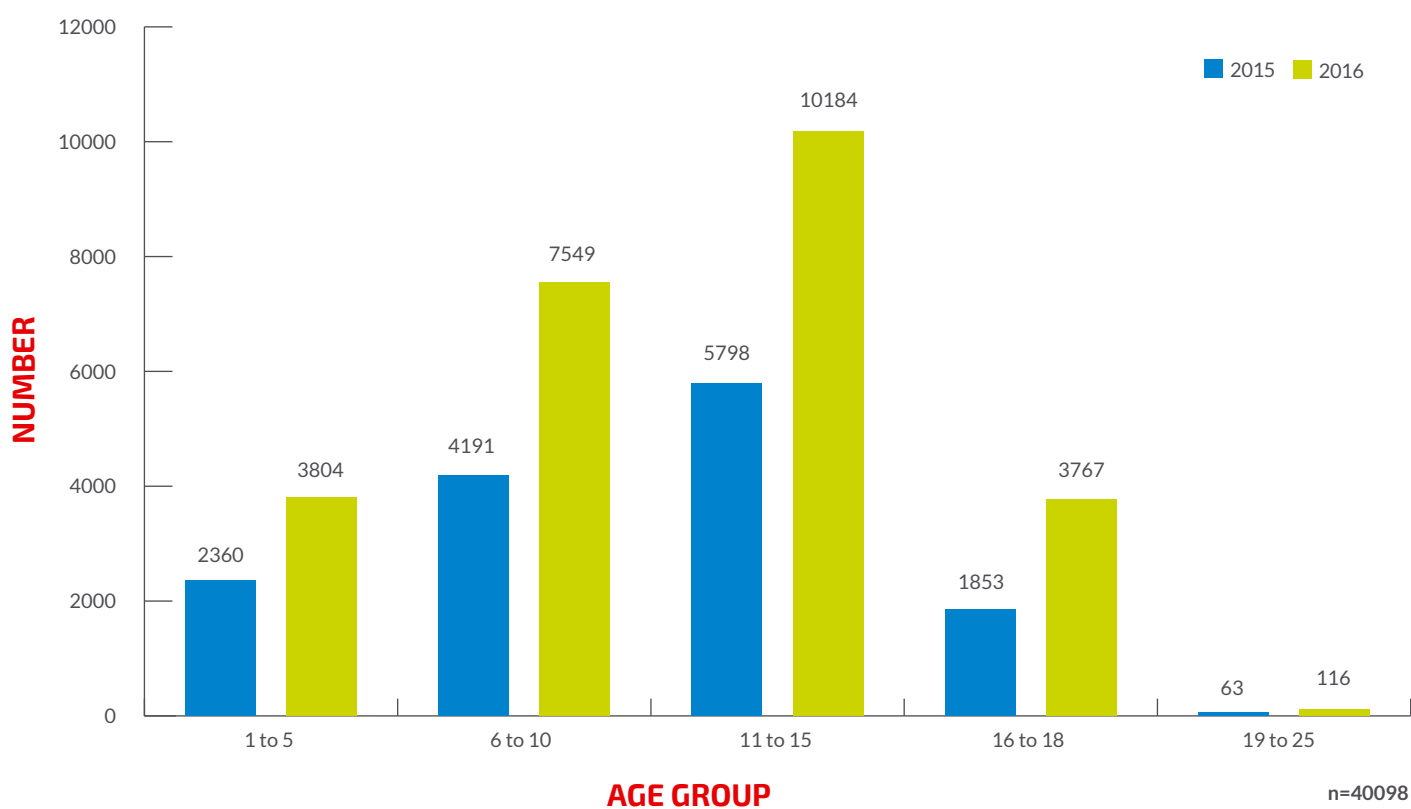


Figure 12.3: Gender of children



Note- Age group of the children were not available for 413 cases.

Figure 12.4: Age group of children

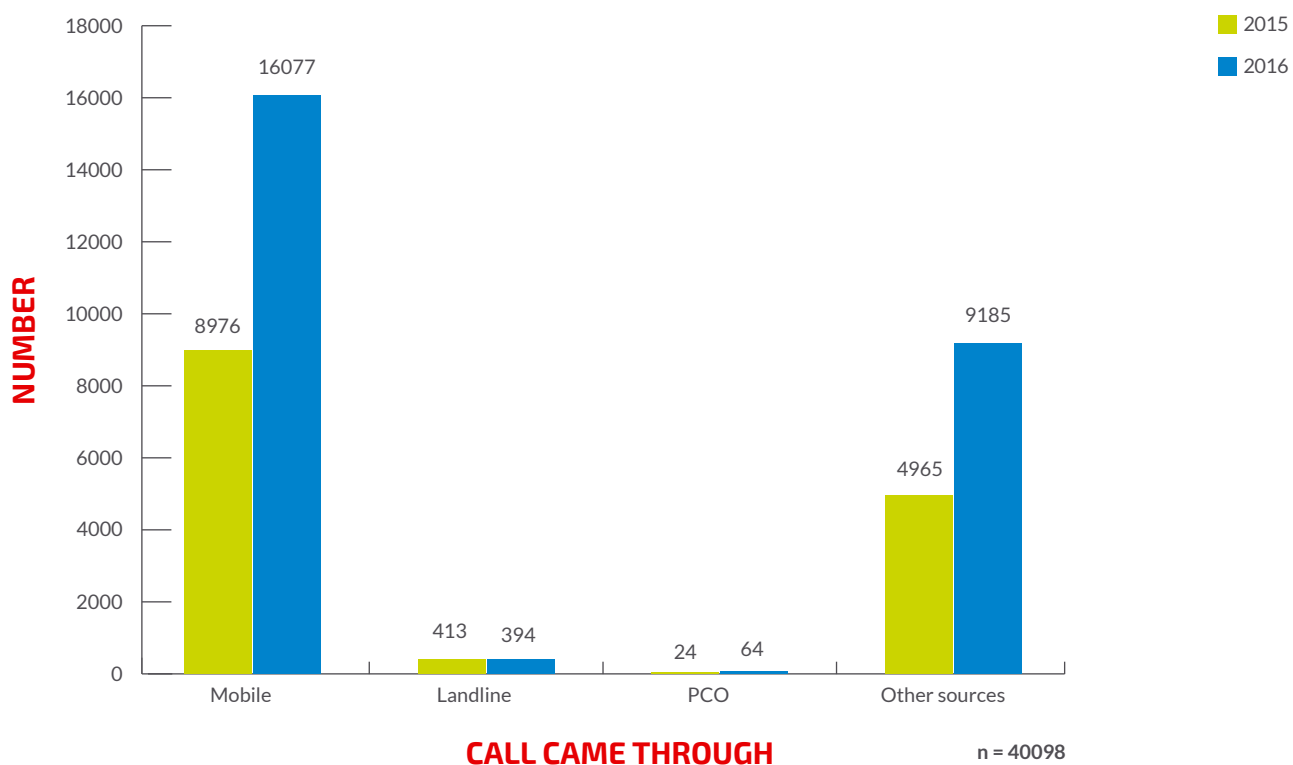
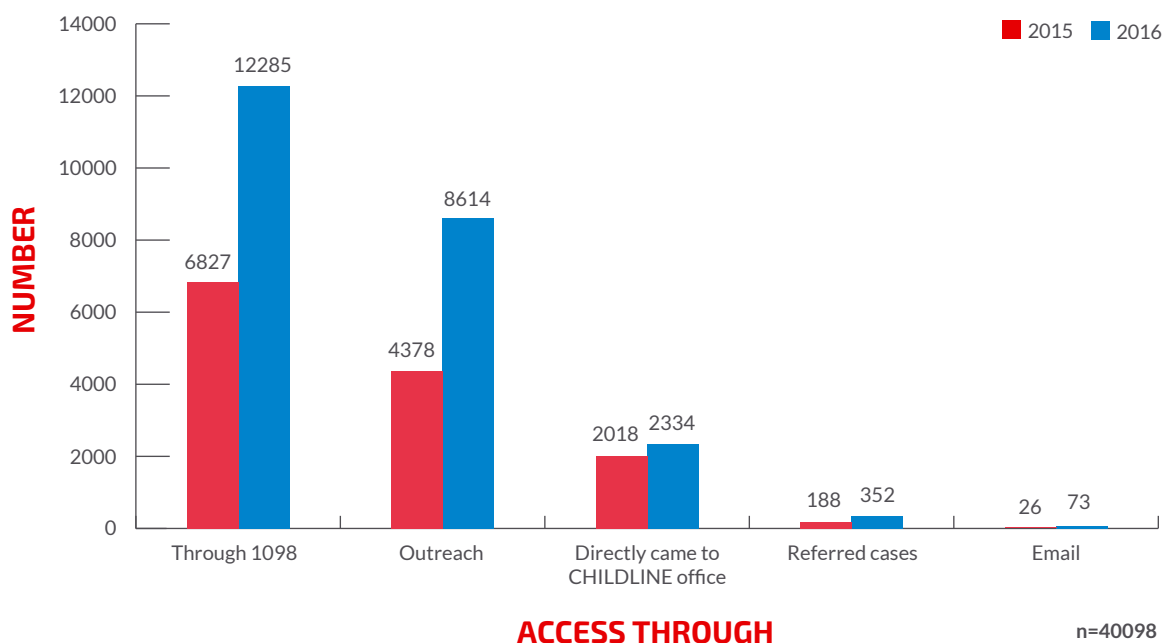
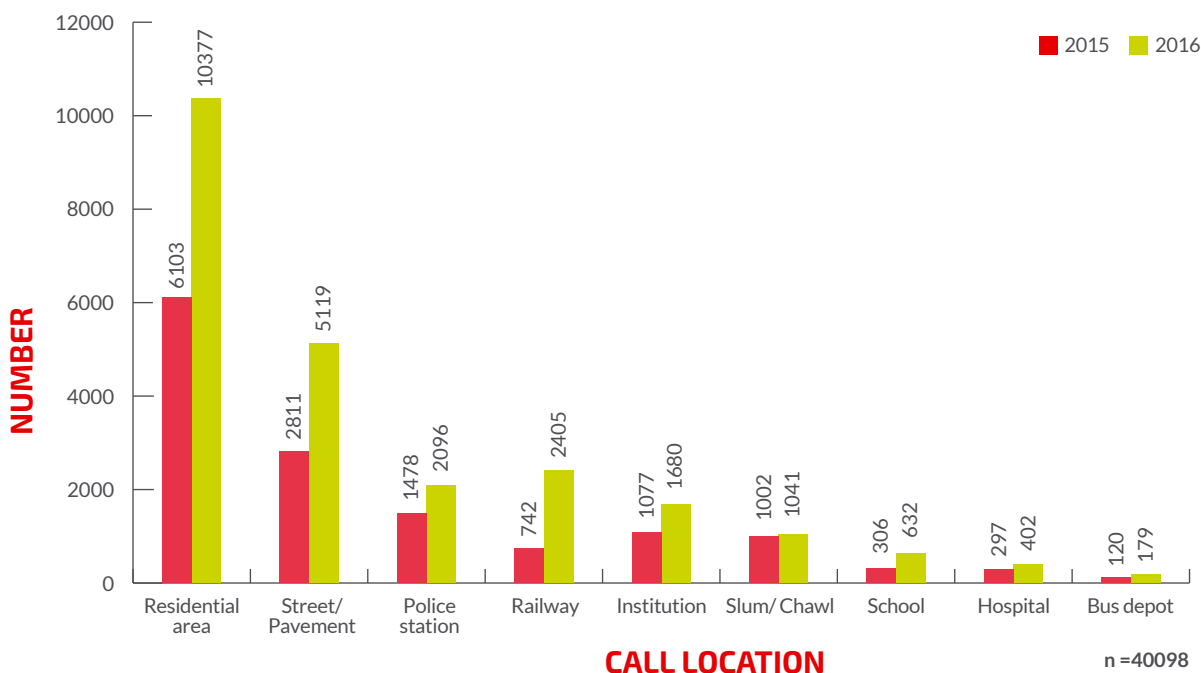


Figure 12.5: Calls to CHILDLINE from different telephone sources



Note- Information of access by the children to CHILDLINE service were not available for 3003 cases.

Figure 12.6: How the child accessed assistance from CHILDLINE



Note- Information of location of calls were not available for 2231 cases.

Figure 12.7: Location of calls to CHILDLINE

The country of India is one of the homes to the largest number of children who are working illegally in various industries. Many of these children are forced to work at young ages due to many family factors such as unemployment, a large number of family members, poverty, and lack of parental education. This is often the major cause of the high rate of child labour in India.

CHILDLINE team observed this case during the outreach activity in which a child was found working as a labour in a hotel at Kashimira, Miraroad (East) in Mumbai. CHILDLINE team decided to approach the area Police station by writing a letter for the rescue operation of the child. Before the letter submission staff visited the Kashimira area again and found 8-10 children more working as a labour in the same hotel.

A written letter was submitted to the Kashimira Police station by Childline staff for the appeal to release all the children from the trap but Senior Police officer was not supportive. Team did regular follow up of the case with Police but police were not giving any date of the rescue operation.

Childline staff after discussing this issue with project officer decided to write a letter to child welfare committee Bhivandi, Thane explaining them the case and seeking their intervention. As a result, with child welfare committee order to the Senior Police officer at Kashimira Police station, he agreed for rescue and gave a date for rescue operation.

CHILDLINE team reached Kashimira Police station on decided date and time and with Police officer rescue planning was done as per which a three member's team along with the Police reached the location and thereby became successful in rescuing 8 children.

ANNEXURES



Annexure – 1 : City wise distribution of calls in the Eastern region - 2015

Cities	Missing Children										Total - I	Information and other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other interven- tion			
West Bengal													
Bankura	24	39	9	98	0	26	5	4	12	16	233	1400	163
Birbhum	97	65	7	94	1	35	23	21	17	33	393	1656	2049
Burdwan	46	147	131	179	2	35	47	29	27	12	655	1724	2379
Cooch behar	31	103	15	247	0	158	11	47	23	11	646	1110	1756
Dakshin Dinajpur	9	281	101	223	8	10	19	26	7	8	692	757	1449
Darjeeling	32	237	45	86	1	18	54	51	44	15	583	1714	2297
Hoogly	27	64	30	142	0	38	56	24	85	3	469	642	1111
Howrah	10	246	110	98	1	15	64	63	19	3	629	678	1307
Jalpaiguri	16	125	177	116	5	12	33	44	17	6	551	805	1356
Kolkata	59	864	208	437	10	31	125	199	48	20	2001	116886	118887
Malda	22	104	59	376	0	16	27	54	43	14	715	1786	2501
Murshidabad	18	45	27	141	2	10	46	59	16	1	365	774	1139
Nadia	64	83	7	171	0	20	10	43	15	4	417	873	1290
North(24) Paragana	151	171	64	496	1	219	148	260	118	82	1710	1527	3237
Paschim Medinipur	87	95	48	219	0	29	18	32	81	6	615	1587	2202
Purba Medinipur	16	108	86	231	2	16	12	27	36	6	540	1364	1904
Purulia	177	91	43	111	2	13	4	11	14	8	474	686	1160
South(24) Paragana	63	469	39	210	0	69	45	200	21	36	1152	1468	2620
Uttar Dinajpur	20	100	15	161	0	4	24	35	22	5	386	1080	1466
Bihar													
Araria	0	0	0	0	0	0	1	2	0	0	3	49	52
Bhagalpur	56	57	29	82	2	194	64	61	47	72	664	2354	3018
Buxar	64	20	12	16	0	128	24	28	107	119	518	912	1430
Darbhanga	227	22	21	197	5	132	62	68	307	86	1127	956	2083
Gaya	11	39	33	31	0	9	46	31	8	10	218	681	899
Jamui	1	1	1	2	0	2	0	4	0	2	13	949	962
Kaimur	0	0	1	1	0	0	1	4	0	0	7	77	84
Katihar	20	102	126	69	0	15	64	46	27	17	486	685	1171
Kishanganj	63	9	38	64	0	30	60	66	119	28	477	698	1175
Muzaffarpur	24	38	53	54	0	16	20	16	16	220	457	489	946
Paschim Champaran	19	16	13	42	1	34	22	11	8	74	240	490	730
Patna	142	131	147	126	1	12	86	90	51	21	807	1726	2533
Purnea	134	37	109	139	13	21	94	95	92	44	778	880	1658
Saharsa	18	16	17	27	0	3	12	26	7	6	132	350	482
Samastipur	0	7	8	16	0	0	9	6	3	6	55	131	186
Sitamarhi	71	27	50	122	2	56	28	36	51	82	525	453	978
Vaishali	9	34	32	92	1	14	36	54	76	54	402	1057	1459

Cities	Missing Children												Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other inter-vention	Total - I	Information & other calls - II	
Odisha													
Balasor	75	57	22	147	1	7	20	50	44	4	427	1023	1450
Berhampur	82	224	93	199	0	4	31	59	221	4	917	1325	2242
Bhadrak	14	135	15	118	10	20	6	12	36	13	379	761	1140
Bhubaneshwar	105	339	445	107	2	155	23	35	299	16	1526	1580	3106
Bolangir	291	62	24	295	8	170	7	50	248	109	1264	791	2055
Cuttack	141	99	64	158	7	13	10	14	73	7	586	728	1314
Gajapati	39	35	28	16	0	7	7	3	13	0	148	122	270
Kandhamal	12	110	54	77	0	4	13	9	30	1	310	870	1180
Keonjhar	4	8	7	7	0	4	1	2	1	9	43	99	142
Koraput	8	27	6	10	0	6	3	6	3	5	74	545	619
Korba	105	24	11	123	4	14	12	30	48	59	430	1295	1725
Malkangiri	0	0	0	1	0	0	0	0	0	0	1	5	6
Mayurbhanj	51	72	30	57	1	43	13	13	95	46	421	492	913
Nabarangpur	40	31	10	30	1	6	1	3	6	4	132	209	341
Puri	77	88	183	24	7	81	98	37	16	1	612	429	1041
Rayagada	92	98	17	97	0	68	6	10	52	103	543	477	1020
Rourkela	198	42	55	112	0	9	15	11	10	3	455	267	722
Sambalpur	217	54	84	75	5	288	19	31	280	45	1098	1207	2305
Jharkhand													
Chaibasa	5	17	7	18	0	2	9	6	11	3	78	147	225
Deogarh	8	10	16	32	1	4	17	16	33	7	144	273	417
Dhanbad	53	25	43	94	2	60	28	17	48	25	395	418	813
Gumla	3	9	0	0	0	1	1	7	0	2	23	193	216
Hazaribagh	15	8	3	70	0	21	1	6	10	13	147	731	878
Pakur	153	10	17	75	0	45	23	54	49	18	444	472	916
Ranchi	16	76	122	121	2	9	56	47	33	5	487	963	1450
Sahebganj	3	4	5	2	0	2	2	2	0	7	27	72	99
Chattisgarh													
Balarampur	14	1	0	0	0	2	1	0	1	6	25	604	629
Bilaspur	38	49	40	48	5	5	72	51	26	42	376	3478	3854
Dantewada	18	11	6	58	1	7	4	1	25	5	136	329	465
Durg	30	113	139	132	11	2	19	28	41	11	526	1288	1814
Jagdalpur	30	21	28	147	0	1	12	1	5	6	251	2048	2299
Jashpur	48	107	157	189	7	24	12	59	53	11	667	1924	2591
Kawardha	5	4	0	2	0	5	0	1	2	5	24	107	131
Korea	9	1	0	3	0	2	1	1	4	2	23	50	73
Raigarh	50	62	36	61	1	6	15	21	101	9	362	2500	2862
Raipur	110	161	174	148	1	6	25	23	54	19	721	1949	2670
Rajnandgaon	72	29	101	94	1	1	21	17	44	3	383	983	1366

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Sarguja	10	26	3	18	0	1	8	0	26	9	101	1929	2030
Surajpur	22	3	1	14	0	5	3	2	54	8	112	181	293
Tripura													
Agartala	24	126	30	81	5	127	20	12	11	39	475	1312	1787
Dhalai	4	8	4	20	1	8	8	7	6	2	68	177	245
Dharamnagar	21	26	8	21	0	143	2	3	5	203	432	439	871
Kailashhar	37	20	60	68	3	86	7	15	55	30	381	443	824
Udaipur	76	24	15	51	0	91	5	9	13	28	312	373	685
Assam													
Barpeta	10	3	7	54	0	0	2	4	5	0	85	497	582
Dibrugarh	4	12	19	65	0	1	31	9	3	2	146	636	782
Guwahati	5	121	164	253	8	2	84	48	14	3	702	1869	2571
Kokrajhar	0	0	0	4	0	0	1	1	0	0	6	103	109
Lakhimpur	2	15	12	58	0	1	13	14	9	9	133	450	583
Nagaon	7	63	44	67	2	2	42	38	3	3	271	698	969
Silchar	5	15	5	41	1	19	18	3	2	4	113	401	514
Tinsukia	3	7	1	25	0	1	6	1	0	2	46	108	154
Meghalaya													
Jowai	11	3	1	6	5	5	11	1	4	0	47	91	138
Nongstoin	12	0	0	1	1	2	5	0	15	15	51	194	245
Shillong	24	28	20	19	0	30	23	12	20	2	178	785	963
Tura	3	3	11	16	0	13	5	4	4	3	62	196	258
Manipur													
Bishnupur	2	2	4	16	1	0	3	4	1	0	33	82	115
Imphal	1	29	15	10	0	5	19	16	4	2	101	383	484
Mizoram													
Aizawl	17	21	20	75	11	17	2	4	42	7	216	286	502
Arunachal Pradesh													
Itanagar	68	7	14	15	0	107	5	8	7	1	232	1040	1272
Nagaland													
Dimapur	3	27	21	13	4	4	24	30	3	5	134	630	764
Kohima	1	1	5	8	2	1	9	22	1	0	50	588	638
Sikkim													
Gangtok	0	2	0	9	0	1	1	0	0	0	13	51	64
Namchi	0	3	2	19	0	0	5	3	3	0	35	32	67
Andaman & Nicobar													
Port Blair	1	14	13	59	6	19	0	11	72	4	199	987	1186
Mobile													
Mobile	18	16	13	18	2	15	8	29	24	0	143	1520205	1520348
Total	4450	6841	4465	8987	190	3250	2374	2916	4005	2139	39617	1717374	1756991

Annexure – 2 : City wise distribution of calls in the Eastern region - 2016

Cities	Missing Children										Total - I	Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other interven- tion			
West Bengal													
Bankura	32	55	17	199	1	16	8	5	16	59	408	1708	2116
Birbhum	91	84	26	194	2	34	20	23	19	99	592	2124	2716
Burdwan	50	107	242	229	0	43	46	36	16	38	807	1146	1953
Cooch behar	44	69	39	523	1	5	8	32	29	14	764	1292	2056
Dakshin Dinajpur	6	140	152	280	15	4	11	37	11	12	668	1184	1852
Darjeeling	24	205	92	147	3	8	83	63	38	127	790	2425	3215
Hoogly	16	34	75	191	1	21	41	52	34	37	502	1073	1575
Howrah	27	154	199	88	3	17	70	51	30	58	697	919	1616
Jalpaiguri	10	196	264	218	3	15	61	50	24	15	856	1013	1869
Kolkata	40	827	310	420	0	33	133	154	43	34	1994	112366	114360
Malda	29	98	140	473	1	41	51	55	24	65	977	2384	3361
Murshidabad	34	54	32	216	1	23	30	58	12	40	500	814	1314
Nadia	43	117	14	293	0	15	22	47	18	19	588	959	1547
North(24) Paragana	82	217	97	881	1	140	85	215	86	201	2005	1661	3666
Paschim Medinipur	43	136	71	347	0	27	43	41	28	24	760	1397	2157
Purba Medinipur	17	113	82	300	2	35	17	61	98	22	747	1332	2079
Purulia	182	41	83	153	0	28	5	13	16	60	581	1250	1831
South(24) Paragana	50	309	59	398	2	61	47	261	17	177	1381	2025	3406
Uttar Dinajpur	31	62	61	199	0	5	13	64	11	12	458	1091	1549
Bihar													
Araria	3	2	6	7	0	0	7	8	0	0	33	1166	1199
Aurangabad	4	8	1	7	1	0	3	4	0	1	29	270	299
Bhagalpur	48	31	72	43	2	5	50	50	7	327	635	27055	27690
Buxar	42	17	24	29	2	6	30	22	6	334	512	1901	2413
Darbhanga	283	26	45	160	4	56	41	69	64	312	1060	935	1995
Gaya	8	52	104	57	0	4	37	26	1	13	302	1033	1335
Jamui	17	25	4	30	0	4	29	25	16	124	274	1375	1649
Kaimur	9	14	6	53	0	2	17	19	0	17	137	783	920
Katihar	56	45	155	68	3	14	59	61	8	98	567	958	1525
Kishanganj	21	19	71	72	3	5	67	63	11	42	374	1464	1838
Madhubani	0	1	0	0	0	0	0	0	0	0	1	78	79
Muzaffarpur	24	55	96	136	0	5	41	20	7	428	812	1092	1904
Paschim Champaran	15	14	43	45	0	2	31	38	10	181	379	2311	2690
Patna	110	94	238	258	1	18	165	114	34	98	1130	2043	3173
Purbi Champaran	13	9	158	116	0	4	19	23	3	49	394	1711	2105
Purnea	251	25	79	134	10	0	56	91	25	157	828	1161	1989
Saharsa	59	20	19	49	0	0	22	35	1	27	232	856	1088
Samastipur	33	37	44	98	0	14	57	51	2	169	505	1269	1774
Sitamarhi	65	20	38	245	6	9	37	52	16	130	618	777	1395

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Vaishali	20	34	48	120	1	5	60	53	4	241	586	4867	5453
Odisha													
Balasor	23	45	34	119	1	5	21	39	10	24	321	1735	2056
Berhampur	64	89	253	267	1	18	29	32	106	10	869	1303	2172
Bhadrak	52	177	64	183	3	4	9	12	53	21	578	1270	1848
Bhubaneswar	31	263	781	187	2	49	48	20	158	16	1555	1893	3448
Bolangir	484	79	34	118	5	77	21	16	131	359	1324	1164	2488
Cuttack	220	92	63	236	1	20	24	19	24	27	726	1034	1760
Gajapati	36	98	118	59	0	1	4	13	9	44	382	476	858
Jharsuguda	8	16	25	54	0	0	14	4	86	35	242	537	779
Kandhamal	13	46	60	154	5	15	8	15	64	9	389	1050	1439
Keonjhar	61	118	64	106	0	7	34	2	8	193	593	1584	2177
Koraput	71	154	77	88	0	5	15	7	9	138	564	1367	1931
Korba	188	43	45	179	4	9	30	32	161	109	800	1405	2205
Malkangiri	34	94	5	48	0	10	6	0	5	81	283	609	892
Mayurbhanj	31	99	37	150	3	25	18	12	42	156	573	795	1368
Nabarangpur	66	38	21	43	3	3	4	3	20	52	253	469	722
Nayagarh	7	5	4	42	0	0	3	0	6	15	82	806	888
Puri	141	38	210	63	0	181	41	23	3	1	701	834	1535
Rayagada	157	67	63	59	1	63	10	12	95	217	744	822	1566
Rourkela	276	37	45	176	11	23	10	8	99	4	689	536	1225
Sambalpur	215	52	66	61	5	258	26	8	248	246	1185	1394	2579
Jharkhand													
Chaibasa	14	15	35	15	0	1	19	9	7	40	155	347	502
Deogarh	17	8	44	55	3	4	25	29	15	65	265	494	759
Dhanbad	42	23	105	197	0	71	28	16	6	129	617	550	1167
Giridh	13	3	0	8	0	1	9	7	0	13	54	388	442
Gumla	10	18	20	57	0	4	7	32	1	104	253	959	1212
Hazaribagh	25	32	13	117	1	6	14	7	7	30	252	1202	1454
Koderma	8	6	2	12	0	0	1	13	1	11	54	136	190
Pakur	208	17	7	48	0	78	14	40	7	100	519	521	1040
Palamau	22	6	11	19	0	1	3	21	1	21	105	333	438
Ranchi	20	59	247	280	5	15	79	50	16	34	805	1577	2382
Sahebganj	49	8	41	94	0	11	27	22	4	104	360	619	979
Singbhum	10	9	18	50	1	2	11	20	2	15	138	498	636
Chattisgarh													
Balarampur	174	33	14	117	5	12	7	6	63	203	634	780	1414
Bilaspur	98	50	164	80	7	5	71	122	57	34	688	1696	2384
Dantewada	104	22	10	67	1	0	2	4	45	74	329	1214	1543
Durg	16	111	136	237	11	1	36	16	25	10	599	4636	5235

Cities	Missing Children											Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I		
Jagdalpur	35	30	28	69	1	1	8	4	4	2	182	1518	1700
Jashpur	38	90	100	148	8	4	16	48	93	18	563	886	1449
Kanker	26	0	0	4	0	1	1	4	0	3	39	132	171
Kawardha	34	20	6	30	2	2	4	3	8	117	226	639	865
Korea	70	24	1	44	2	12	4	10	59	88	314	516	830
Raigarh	30	45	71	116	2	8	12	13	123	70	490	1996	2486
Raipur	45	96	187	178	2	4	52	19	50	18	651	1018	1669
Rajnandgaon	50	34	66	111	9	3	19	16	61	21	390	609	999
Sarguja	31	131	51	182	3	8	36	18	169	74	703	656	1359
Surajpur	38	12	10	149	0	5	2	1	193	16	426	711	1137
Tripura													
Agartala	25	141	40	108	2	28	8	17	5	73	447	1425	1872
Dhalai	105	18	7	26	1	19	1	2	3	46	228	568	796
Dharamnagar	46	32	13	54	1	37	6	16	9	200	414	920	1334
Kailashhar	63	19	20	64	1	100	0	22	48	59	396	739	1135
Udaipur	112	39	10	40	0	86	3	5	18	136	449	774	1223
Assam													
Barpeta	9	16	5	69	1	2	6	10	1	6	125	464	589
Dibrugarh	1	13	24	45	0	1	15	5	3	3	110	777	887
Guwahati	6	128	344	336	6	0	66	33	4	7	930	2523	3453
Kamrup rural	2	19	20	120	1	3	13	10	4	3	195	431	626
Kokrajhar	5	7	4	30	0	0	2	9	0	4	61	361	422
Lakhimpur	12	9	21	53	0	0	8	15	8	29	155	432	587
Nagaon	5	45	59	71	1	1	28	22	3	35	270	879	1149
Nalbari	1	3	3	16	0	0	1	4	2	1	31	133	164
Silchar	6	15	10	48	0	26	14	2	5	16	142	1223	1365
Tinsukia	2	7	16	38	0	0	5	2	0	2	72	355	427
Meghalaya													
Jowai	71	13	5	10	2	23	7	2	27	20	180	561	741
Nongpoh	23	13	14	16	3	31	2	5	3	23	133	347	480
Nongstoin	18	3	4	6	1	7	1	4	30	4	78	582	660
Shillong	17	26	22	32	0	17	17	9	16	11	167	823	990
Tura	0	3	10	17	0	1	4	1	3	0	39	306	345
Manipur													
Bishnupur	13	26	8	10	1	19	3	5	12	10	107	467	574
Imphal	2	46	18	59	0	0	17	18	1	3	164	739	903
Thoubal	0	0	0	0	0	0	0	0	0	0	0	2	2
Mizoram													
Aizawl	5	34	9	86	8	13	0	0	39	7	201	475	676
Mamit	0	0	0	30	4	9	0	0	5	7	55	135	190

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Arunachal Pradesh													
Itanagar	51	18	25	163	0	42	10	3	3	6	321	1502	1823
Nagaland													
Dimapur	3	18	37	21	0	0	16	30	4	0	129	771	900
Kohima	4	4	11	14	3	10	9	25	4	5	89	917	1006
Sikkim													
Gangtok	15	10	18	39	0	8	1	3	24	28	146	147	293
Namchi	3	53	15	48	0	5	3	15	14	10	166	261	427
Andaman & Nicobar													
Port Blair	3	14	3	36	7	0	0	1	81	15	160	1345	1505
Mobile	0	0	0	0	0	0	0	0	0	0	0	1942284	1942284
Total	5965	6910	7557	14057	220	2245	2770	3264	3518	7801	54307	2200650	2254957

Annexure – 3 : City wise distribution of calls in the Northern region - 2015

Cities	Missing Children											Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other inter-vention	Total - I		
Uttar Pradesh													
Agra	33	21	2	86	0	60	255	49	11	7	524	133941	134465
Aligarh	12	3	0	72	4	6	173	40	6	0	316	103767	104083
Allahabad	22	15	16	108	2	16	176	60	18	1	434	70617	71051
Azamgarh	16	2	1	12	0	5	28	5	9	1	79	23893	23972
Bahraich	19	6	2	56	0	9	111	62	10	1	276	36424	36700
Ballia	10	5	1	21	0	10	76	32	1	0	156	34669	34825
Banda	3	1	0	19	0	13	24	9	8	3	80	37431	37511
Barabanki	2	10	0	20	0	5	26	12	5	2	82	19380	19462
Bareilly	10	4	3	64	4	17	72	19	17	2	212	32004	32216
Bulandshahr	5	1	0	29	0	2	10	9	1	1	58	21773	21831
Chandauli	7	6	2	31	0	9	106	20	1	3	185	38020	38205
Chitrakoot	15	3	0	12	0	12	15	12	4	4	77	35575	35652
Firozabad	29	10	27	67	0	23	212	181	5	1	555	44765	45320
Gaziabad	10	15	18	193	9	38	134	100	23	6	546	31186	31732
Gorakhpur	20	29	96	97	0	13	480	89	13	12	849	16179	17028
Jhansi	0	0	0	1	0	0	0	0	0	0	1	4535	4536
Kannauj	1	6	0	18	0	27	20	19	10	0	101	3071	3172
Kanpur	10	11	24	151	0	6	645	221	19	4	1091	2395	3486
Kaushambi	4	5	1	32	0	5	18	16	11	4	96	1257	1353
Kushinagar	11	2	0	9	0	11	10	13	2	0	58	867	925
Lakhimpur	16	26	5	116	0	19	104	50	6	7	349	32788	33137
Lucknow	26	74	13	344	7	31	835	171	24	3	1528	2450	3978
Maharajganj	16	12	16	79	0	22	62	40	8	1	256	4545	4801
Mathura	6	6	0	17	0	10	54	7	4	1	105	1049	1154
Meerut	48	12	1	95	0	41	92	40	13	4	346	1382	1728
Muradabad	5	10	3	47	1	15	155	21	5	0	262	1622	1884
Noida	27	24	4	249	1	16	207	60	15	2	605	2404	3009
Pilibhit	2	0	0	1	0	3	3	5	1	0	15	1085	1100
Saharanpur	339	4	7	40	0	168	94	43	35	4	734	11324	12058
Siddharth nagar	23	10	5	28	0	8	54	50	2	0	180	3296	3476
Varanasi	16	44	29	109	4	15	422	86	25	0	750	10042	10792
Rajasthan													
Ajmer	44	152	17	231	7	123	195	47	25	30	871	20945	21816
Alwar	26	20	4	119	0	58	92	63	11	7	400	24982	25382
Banswara	25	15	1	139	0	187	2	2	16	95	482	9296	9778
Barmer	44	8	0	86	0	109	10	16	11	40	324	12864	13188
Bharatpur	22	19	1	175	2	33	69	20	11	4	356	10287	10643
Bhilwara	31	19	1	181	2	179	64	21	21	86	605	8680	9285
Bikaner	25	1	2	168	1	178	42	23	34	116	590	6990	7580
Churu	2	3	0	23	2	33	8	18	2	19	110	3859	3969
Dungarpur	55	111	1	285	4	111	35	14	13	21	650	5236	5886

Cities	Missing Children												
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support and guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Jaipur	327	82	30	1104	8	94	365	79	86	23	2198	4705	6903
Jaisalmer	6	5	1	72	1	36	19	5	5	6	156	1810	1966
Jhalawar	6	7	0	103	5	22	6	4	9	4	166	1065	1231
Jodhpur	9	16	6	240	1	21	85	20	9	19	426	2208	2634
Kota	32	235	53	538	9	115	164	69	35	3	1253	2020	3273
Pali	11	14	4	55	2	136	6	12	13	36	289	969	1258
Sawai Madhopur	11	10	9	99	0	52	31	18	6	29	265	3099	3364
Sikar	1	2	0	18	0	9	2	6	4	0	42	242	284
Sri Ganganagar	6	2	1	103	0	5	15	12	7	9	160	3717	3877
Tonk	13	15	4	109	0	154	3	5	11	24	338	1674	2012
Udaipur	107	65	4	249	2	112	91	45	53	42	770	9180	9950
Punjab													
Amritsar	26	65	7	130	0	48	52	27	27	8	390	22379	22769
Faridkot	32	4	0	91	4	67	16	18	120	17	369	46256	46625
Firozpur	11	3	3	61	1	38	11	8	4	11	151	19892	20043
Gurdaspur	20	15	0	92	1	125	7	6	6	6	278	10680	10958
Jalandhar	57	39	2	144	0	44	26	13	23	5	353	8120	8473
Ludhiana	5	27	2	118	3	18	33	21	14	6	247	5101	5348
Pathankot	70	3	1	45	1	74	8	2	6	3	213	4367	4580
Patiala	73	6	2	66	1	84	9	13	13	5	272	2884	3156
Ropar	8	12	0	45	0	27	23	9	5	5	134	2468	2602
Himachal Pradesh													
Chamba	24	19	0	65	0	55	1	4	38	13	219	7596	7815
Kangra	3	17	1	149	1	11	3	6	33	8	232	5974	6206
Kullu Manali	6	7	1	58	3	5	5	3	11	4	103	2765	2868
Mandi	15	13	0	105	2	41	11	12	39	12	250	3406	3656
Shimla	56	18	10	72	0	18	21	10	15	5	225	3389	3614
Sirmour	27	11	1	118	1	22	4	9	46	3	242	1504	1746
Solan	32	14	1	118	1	19	12	5	41	4	247	1282	1529
Haryana													
Ambala	10	11	1	119	1	14	52	18	13	6	245	3995	4240
Faridabad	14	10	0	367	4	56	27	46	20	8	552	3439	3991
Gurgaon	13	125	282	590	11	32	141	102	32	9	1337	4558	5895
Hisar	1	1	1	43	1	17	1	5	12	7	89	1301	1390
Jind	2	7	1	35	0	17	7	3	1	5	78	461	539
Karnal	49	28	1	113	2	73	90	44	17	15	432	1327	1759
Mewat	10	11	2	220	0	217	4	6	18	109	597	954	1551
Palwal	0	2	0	71	0	8	47	12	2	0	142	288	430
Panipat	16	18	4	117	2	50	50	82	21	9	369	1428	1797
Rohtak	7	3	0	55	2	17	12	14	10	4	124	1208	1332
Sirsa	6	3	0	138	1	51	13	6	12	7	237	1281	1518
Yamuna nagar	4	6	2	107	1	16	78	12	27	7	260	712	972
Jammu & Kashmir													
Jammu	28	10	0	28	0	100	26	8	8	3	211	3982	4193

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Poonch	12	9	0	9	0	21	0	3	3	0	57	602	659
Srinagar	100	2	0	33	0	211	10	14	49	0	419	713	1132
Udhampur	1	0	0	0	0	5	0	1	2	0	9	255	264
Uttarakhand													
Chamoli	21	0	0	9	0	13	3	7	12	1	66	428	494
Dehradun	14	15	11	155	0	62	98	32	29	0	416	1965	2381
Haridwar	8	13	7	46	0	21	115	27	9	7	253	236	489
Nainital	84	11	2	65	0	133	43	12	85	3	438	245	683
Pithoragarh	42	17	0	56	0	50	4	16	41	3	229	150	379
Rudraprayag	0	0	0	4	0	2	0	2	0	0	8	108	116
Udham Singh Nagar	26	3	0	14	0	17	5	4	4	0	73	392	465
Uttarkashi	72	10	0	32	0	57	5	6	17	5	204	251	455
Chandigarh													
Chandigarh	16	13	1	166	3	31	49	54	43	6	382	21478	21860
Delhi													
Delhi	94	528	134	1849	8	121	1093	500	227	49	4603	211500	216103
Mobile	0	3	0	1	0	4	0	2	0	0	10	1233670	1233680
Total	2681	2310	895	12239	133	4514	8192	3244	1849	1065	37122	2542554	2579676

Annexure – 4 : City wise distribution of calls in the Northern region - 2016

Cities	Missing Children										Total - I	Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention			
Uttar Pradesh													
Agra	23	24	13	149	4	35	295	74	19	9	645	165041	165686
Aligarh	27	12	6	69	0	13	185	44	6	4	366	84986	85352
Allahabad	44	33	30	175	10	13	255	101	22	14	697	63535	64232
Azamgarh	34	6	6	42	0	24	18	14	10	9	163	35592	35755
Badaun	43	10	0	39	0	51	15	18	6	15	197	26994	27191
Bahraich	28	9	13	100	0	20	92	60	3	15	340	40206	40546
Ballia	22	7	0	29	1	14	132	47	3	4	259	32204	32463
Banda	11	6	0	43	0	7	21	20	3	4	115	30296	30411
Barabanki	59	31	1	90	2	140	28	26	14	26	417	32202	32619
Bareilly	17	16	4	143	6	16	79	23	12	16	332	32314	32646
Basti	0	0	0	4	0	0	1	0	0	0	5	501	506
Bulandshehr	7	2	1	12	1	5	5	3	2	0	38	28984	29022
Chandauli	18	11	4	81	1	20	95	48	7	2	287	36639	36926
Chitrakoot	27	6	0	28	2	38	15	22	6	13	157	29141	29298
Faizabad	17	14	3	40	0	26	40	20	10	2	172	8404	8576
Firozabad	36	21	78	110	2	45	179	218	6	10	705	30808	31513
Gaziabad	22	44	9	232	1	30	155	94	36	17	640	16414	17054
Gonda	16	3	2	16	1	8	33	21	5	6	111	1566	1677
Gorakhpur	26	58	99	277	1	19	495	105	11	14	1105	12436	13541
Hardoi	28	13	2	26	1	24	40	26	2	6	168	969	1137
Jhansi	33	10	4	56	1	13	103	35	5	5	265	3925	4190
Kannauj	16	5	0	22	0	9	29	15	23	2	121	1571	1692
Kanpur	27	24	58	296	5	9	641	300	30	9	1399	2516	3915
Kaushambi	4	4	0	52	0	11	14	19	11	5	120	1063	1183
Kushinagar	15	5	1	34	1	7	33	27	12	3	138	1126	1264
Lakhimpur	8	17	6	131	1	10	115	51	9	10	358	2067	2425
Lucknow	40	111	42	387	5	39	841	212	32	17	1726	6511	8237
Maharajganj	36	8	9	202	0	39	70	52	45	18	479	10129	10608
Mathura	22	9	4	59	0	14	58	14	9	3	192	2291	2483
Meerut	37	11	8	141	0	21	90	51	21	11	391	3718	4109
Mirzapur	16	1	0	24	0	3	34	17	3	5	103	1781	1884
Mughal Sarai	0	0	0	0	0	0	4	2	0	0	6	88	94
Muradabad	12	3	2	75	0	4	171	17	5	6	295	3068	3363
Noida	21	40	1	324	4	11	151	73	13	5	643	4660	5303
Pilibhit	24	2	1	26	0	18	17	19	8	6	121	2533	2654
Saharanpur	169	9	3	101	1	196	91	38	18	25	651	8227	8878
Siddharth nagar	17	7	7	71	2	8	66	35	5	6	224	5858	6082
Varanasi	21	38	25	170	0	15	804	310	9	15	1407	21144	22551
Rajasthan													
Ajmer	35	132	14	256	0	110	217	66	17	52	899	2873	3772
Alwar	23	21	2	120	1	49	69	37	4	8	334	3664	3998

Cities	Missing Children												Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support and guidance	Other intervention	Total - I	Information & other calls - II	
Banswara	80	18	1	125	0	406	7	3	13	238	891	2407	3298
Barmer	82	2	1	156	0	121	21	19	18	78	498	1789	2287
Bharatpur	22	15	1	215	2	38	74	34	25	18	444	1159	1603
Bhilwara	32	33	5	192	0	178	48	18	14	137	657	1399	2056
Bikaner	39	11	2	153	1	226	22	33	19	144	650	1826	2476
Churu	12	4	3	106	0	55	22	13	7	28	250	880	1130
Dungarpur	82	69	2	231	0	160	36	23	27	52	682	1850	2532
Jaipur	239	180	46	910	5	180	377	116	98	68	2219	4628	6847
Jaisalmer	21	4	7	77	0	60	14	7	10	34	234	859	1093
Jalore	4	2	0	60	0	18	3	10	26	10	133	343	476
Jhalawar	6	15	3	212	1	43	23	13	6	14	336	1780	2116
Jhununu	3	1	0	8	0	4	0	1	0	2	19	303	322
Jodhpur	9	9	7	324	0	28	48	26	9	13	473	1431	1904
Kota	26	109	15	464	5	36	213	76	34	24	1002	4622	5624
Pali	40	15	9	175	1	263	8	15	34	100	660	1775	2435
Rajsamand	8	2	0	94	0	34	8	6	11	14	177	14977	15154
Sawai Madhopur	9	25	3	164	1	54	61	36	7	33	393	1713	2106
Sikar	77	15	1	129	1	78	21	8	4	70	404	1163	1567
Sri Ganganagar	20	4	1	94	0	8	18	15	7	10	177	596	773
Tonk	44	6	3	252	0	111	10	7	12	118	563	1214	1777
Udaipur	174	42	15	341	0	122	101	46	39	68	948	3761	4709
Punjab													
Amritsar	31	31	4	123	0	48	52	31	23	14	357	18439	18796
Bathinda	7	7	0	43	0	19	11	5	18	11	121	5555	5676
Faridkot	9	9	0	131	1	44	15	12	114	18	353	12671	13024
Firozpur	20	11	3	85	1	55	12	15	21	13	236	5713	5949
Gurdaspur	20	4	3	77	0	103	2	1	24	21	255	3589	3844
Jalandhar	68	16	3	124	0	73	24	26	20	27	381	4470	4851
Ludhiana	10	15	0	148	1	37	29	28	19	17	304	2942	3246
Pathankot	46	10	1	25	0	66	16	11	7	15	197	5108	5305
Patiala	63	15	0	65	1	61	9	12	18	16	260	2404	2664
Ropar	22	11	1	47	0	37	17	12	15	15	177	15121	15298
Himachal Pradesh													
Chamba	13	27	1	80	1	116	10	5	26	45	324	3226	3550
Kangra	9	16	1	141	3	12	4	5	28	22	241	11348	11589
Kullu Manali	26	16	1	42	0	11	6	4	12	1	119	667	786
Mandi	13	21	1	132	1	50	15	20	51	22	326	1519	1845
Shimla	29	27	14	69	1	15	19	7	8	1	190	859	1049
Sirmour	36	4	0	138	0	66	2	12	35	23	316	921	1237
Solan	25	4	2	68	3	54	8	16	20	11	211	1261	1472
Haryana													
Ambala	13	12	3	162	0	48	71	53	10	17	389	1339	1728
Faridabad	15	14	4	205	0	83	40	57	24	29	471	1427	1898
Gurgaon	16	95	122	409	1	29	117	58	25	16	888	7749	8637

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support and guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Hisar	7	7	2	320	1	72	21	15	33	40	518	4362	4880
Jind	6	2	3	115	1	94	42	38	17	41	359	1349	1708
Karnal	75	13	4	98	1	78	61	64	10	42	446	906	1352
Mewat	96	76	9	376	2	1106	12	19	39	1055	2790	3908	6698
Palwal	13	6	2	146	0	63	68	66	4	28	396	1068	1464
Panipat	12	12	3	129	0	36	59	137	10	15	413	1207	1620
Rohtak	7	12	6	108	1	103	25	15	4	49	330	1997	2327
Sirsa	22	6	1	187	2	65	13	15	6	29	346	920	1266
Yamuna nagar	6	13	2	127	3	44	38	42	18	18	311	725	1036
Jammu & Kashmir													
Anantnag	39	0	0	12	0	145	0	7	4	29	236	666	902
Jammu	38	86	2	51	0	40	33	16	31	15	312	4586	4898
Kathus	1	0	0	2	0	0	2	0	0	0	5	123	128
Poonch	33	1	0	20	0	77	1	2	3	7	144	415	559
Srinagar	87	0	1	131	0	129	8	13	58	3	430	616	1046
Udhampur	20	5	0	14	6	123	4	4	2	0	178	703	881
Uttarakhand													
Almora	5	1	0	8	1	9	4	4	5	3	40	1177	1217
Chamoli	25	4	1	77	0	24	4	6	17	12	170	392	562
Dehradun	35	9	7	172	1	58	70	30	27	20	429	1047	1476
Haridwar	17	14	6	162	2	29	80	26	22	17	375	479	854
Nainital	77	22	2	104	0	240	43	18	80	83	669	631	1300
Pithoragarh	85	39	1	72	0	122	8	8	32	22	389	419	808
Rudraprayag	35	2	0	13	0	46	0	3	7	2	108	232	340
Udham singh nagar	200	8	1	54	0	144	20	17	16	28	488	8419	8907
Uttarkashi	67	3	1	38	2	61	5	6	25	28	236	2685	2921
Chandigarh													
Chandigarh	29	21	2	227	0	20	44	47	29	8	427	15484	15911
Delhi													
Delhi	156	690	260	2352	10	197	2188	845	341	181	7220	705679	712899
Mobile	0	0	0	0	0	0	0	0	0	0	0	4195004	4195004
Total	3794	2781	1063	16163	118	7509	10263	4752	2240	3799	52482	5910047	5962529

Annexure – 5 : City wise distribution of calls in the Southern region - 2015

Cities	Missing Children												
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Tamil Nadu													
Chennai	22	260	478	409	25	38	37	121	84	18	1492	112129	113621
Coimbatore	9	88	91	314	14	17	8	20	82	6	649	15657	16306
Cuddalore	11	54	50	183	3	12	5	8	39	7	372	8547	8919
Dharmapuri	9	44	67	258	2	23	5	8	54	14	484	4488	4972
Dindigul	37	78	107	334	3	68	6	21	104	12	770	5968	6738
Erode	13	35	88	181	1	57	16	13	81	11	496	3977	4473
Kanchipuram	15	64	53	166	4	15	7	23	57	7	411	2868	3279
Kanyakumari	2	38	53	153	6	20	3	17	58	5	355	2457	2812
Karur	2	8	7	27	0	4	0	1	7	3	59	1316	1375
Krishnagiri	34	65	46	219	13	114	2	4	79	9	585	1282	1867
Madurai	20	134	132	320	6	37	11	23	108	12	803	1703	2506
Nagapattinam	32	92	110	207	9	65	16	18	119	8	676	1207	1883
Namakkal	5	27	24	206	2	11	1	5	73	2	356	1051	1407
Ooty	1	2	1	14	1	4	0	2	10	1	36	157	193
Perambalur	1	6	7	36	0	3	0	2	7	0	62	99	161
Pudukottai	79	41	60	191	3	61	4	10	85	5	539	846	1385
Ramanathapuram	23	24	86	189	2	94	3	18	99	14	552	988	1540
Salem	13	113	189	408	13	18	18	43	73	9	897	1732	2629
Thanjavur	7	41	95	181	13	24	3	14	75	9	462	1238	1700
Theni	33	62	54	382	10	42	3	16	142	6	750	1357	2107
Thiruvallur	8	24	52	85	6	5	4	7	17	1	209	427	636
Thiruvarur	2	14	13	34	0	14	0	5	37	2	121	585	706
Thiruvannamalai	14	90	30	171	2	40	4	6	62	7	426	795	1221
Tirupur	5	62	64	207	33	11	0	10	56	7	455	938	1393
Tirunelveli	15	101	99	197	6	46	3	26	95	13	601	975	1576
Trichy	8	78	237	361	11	21	19	44	83	8	870	1746	2616
Tuticorin	5	23	25	117	5	10	1	7	48	11	252	413	665
Virudhunagar	12	52	50	282	8	44	6	17	126	21	618	6657	7275
Villupuram	350	218	161	398	18	356	7	34	211	47	1800	5532	7332
Andhra Pradesh													
Anantpur	9	186	45	411	2	50	10	10	92	18	833	23467	24300
Chittoor	1	32	23	109	0	14	3	4	12	6	204	12567	12771
Eluru	52	71	64	166	0	20	31	16	84	5	509	6580	7089
Guntur	2	81	82	216	1	25	12	16	43	16	494	5648	6142
Kadapa	9	24	15	141	1	23	1	5	43	14	276	2697	2973
Kurnool	0	108	38	171	5	12	13	6	47	12	412	1746	2158
Nellore	1	34	5	51	0	5	1	3	23	2	125	1149	1274
Ongole	5	65	92	409	1	7	21	17	77	13	707	1185	1892
Rajamundry	1	15	6	38	1	3	0	0	40	1	105	239	344
Srikakulam	24	281	72	646	6	59	17	19	226	45	1395	2056	3451
Vijayawada	15	191	192	256	4	29	63	45	69	7	871	1915	2786
Vishakhapatnam	4	111	101	191	2	5	28	20	51	4	517	1050	1567

Missing Children

Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Vizianagaram	1	38	52	180	2	30	11	12	54	2	382	1507	1889
Telangana													
Adilabad	17	91	12	237	1	75	2	0	145	44	624	9858	10482
Hyderabad	22	436	266	959	14	30	91	65	323	36	2242	19927	22169
Karim nagar	2	106	23	147	3	11	7	3	82	4	388	2465	2853
Khammam	6	120	77	328	2	106	177	6	149	13	984	2295	3279
Mehboob nagar	8	171	33	308	1	7	13	14	59	22	636	1767	2403
Medak	10	69	9	210	0	14	3	3	36	16	370	960	1330
Miryalaguda	0	0	0	0	1	0	0	0	0	0	1	10	11
Nalagonda	0	4	5	27	0	1	0	0	15	3	55	167	222
Nizamabad	4	36	12	116	0	9	1	4	35	3	220	790	1010
Secunderabad	0	77	124	30	0	0	15	9	17	2	274	94	368
Suryapet	0	0	0	0	0	0	0	0	0	0	0	65	65
Warangal	9	207	78	467	0	24	25	3	175	19	1007	2081	3088
Kerela													
Alappuzha	7	32	32	236	4	26	6	7	148	19	517	9664	10181
Idukki	6	77	24	418	2	25	3	9	171	30	765	5212	5977
Kannur	3	57	23	275	5	14	3	5	125	17	527	6105	6632
Kasargod	2	43	38	207	2	6	0	4	87	1	390	3853	4243
Kochi	12	106	54	533	4	40	6	6	267	29	1057	4624	5681
Kollam	3	79	38	332	4	29	2	10	92	6	595	2590	3185
Kottayam	4	62	22	305	0	10	0	4	119	13	539	2558	3097
Kozhikode	3	59	67	358	6	2	7	11	144	14	671	2322	2993
Malappuram	8	62	71	616	6	28	3	13	188	36	1031	2854	3885
Palakkad	16	78	51	329	3	15	2	7	128	13	642	1462	2104
Pathanamthitta	4	13	7	189	3	2	1	1	41	5	266	978	1244
Thiruvannatpuram	7	145	133	563	15	19	9	15	247	17	1170	3377	4547
Thrissur	3	42	29	280	2	3	2	2	109	8	480	1942	2422
Wayanad	16	58	46	421	7	22	0	12	166	24	772	1267	2039
Karnataka													
Bagalkot	32	45	7	74	0	91	2	3	27	8	289	3077	3366
Bangalore	48	738	617	1186	22	57	216	191	351	29	3455	182386	185841
Belgaum	52	75	35	328	7	84	4	26	119	11	741	40646	41387
Bellary	117	189	68	745	0	269	20	22	541	42	2013	33268	35281
Bidar	96	110	10	144	0	209	5	18	96	13	701	21136	21837
Bijapur	81	116	19	223	1	186	4	16	116	14	776	15849	16625
Chamarajanagar	2	5	0	16	0	0	0	0	5	0	28	675	703
Chitradurga	5	5	0	27	0	6	2	6	17	0	68	486	554
Davangere	84	152	28	220	1	245	14	33	152	8	937	12035	12972
Devanahalli	7	15	3	47	0	26	3	6	23	0	130	1544	1674
Dharwad	381	91	36	189	0	482	9	35	116	7	1346	8957	10303
Gadag	11	12	3	24	0	24	0	1	30	4	109	2587	2696
Gulbarga	64	148	154	173	4	197	27	85	113	13	978	6974	7952

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Hassan	15	57	16	218	0	26	6	14	116	28	496	5048	5544
Haveri	9	6	3	14	0	17	1	3	5	1	59	534	593
Kodagu	6	19	14	56	1	19	3	8	68	3	197	4271	4468
Kolar	9	27	4	63	2	28	6	13	37	5	194	2948	3142
Koppal	41	85	8	227	2	75	4	11	76	8	537	2953	3490
Mandya	36	41	26	280	0	31	4	18	67	8	511	2258	2769
Mangalore	15	59	25	268	3	30	4	16	143	1	564	3016	3580
Mysore	57	95	21	271	2	72	7	24	157	13	719	2530	3249
Shimoga	33	150	15	141	5	44	7	13	100	10	518	2530	3048
Tumkur	9	18	12	90	0	34	0	6	58	8	235	2864	3099
Yadgiri	10	14	3	12	0	30	2	2	20	15	108	461	569
Puduchery													
Karaikal	14	28	52	148	5	33	0	5	96	7	388	1149	1537
Pondichery	12	86	46	131	7	41	4	9	74	4	414	711	1125
Mobile	3	13	3	96	0	2	0	3	22	1	143	1416150	1416293
Total	2332	7804	5818	22517	391	4432	1135	1516	8845	1075	55865	2115271	2171136

Annexure – 6 : City wise distribution of calls in the Southern region - 2016

Cities	Missing Children										Total - I	Information and other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention			
Tamil Nadu													
Chennai	21	260	1301	450	21	54	338	238	160	38	2881	60869	63750
Coimbatore	21	157	135	363	6	26	9	15	110	14	856	7973	8829
Cuddalore	13	76	86	209	0	23	5	8	40	11	471	2982	3453
Dharmapuri	5	40	66	344	7	27	12	7	134	18	660	2546	3206
Dindigul	17	57	83	353	10	41	4	15	147	15	742	2397	3139
Erode	11	48	100	217	7	40	9	12	98	12	554	1680	2234
Kanchipuram	6	53	85	197	3	14	13	15	96	12	494	1308	1802
Kanyakumari	5	55	49	182	12	14	10	14	67	12	420	1388	1808
Karur	2	17	19	84	1	7	2	5	31	3	171	1692	1863
Krishnagiri	53	65	40	329	6	40	0	12	86	12	643	1206	1849
Madurai	17	112	110	352	7	40	3	23	137	18	819	1264	2083
Nagapattinam	51	70	66	251	7	84	44	18	117	24	732	1849	2581
Namakkal	7	21	26	194	3	23	1	12	79	13	379	990	1369
Ooty	13	41	11	104	5	60	0	4	139	20	397	943	1340
Perambalur	5	27	18	155	2	20	1	4	78	7	317	921	1238
Pudukottai	81	71	31	194	8	39	5	12	111	9	561	659	1220
Ramanathapuram	39	44	48	252	7	83	2	9	107	14	605	1483	2088
Salem	7	113	141	322	6	18	8	16	71	11	713	2571	3284
Thanjavur	8	44	52	221	2	27	3	16	95	19	487	2124	2611
Theni	15	51	34	407	11	39	1	24	173	18	773	1856	2629
Thiruvallur	9	59	112	137	16	12	7	12	79	6	449	618	1067
Thiruvavarur	2	33	29	107	4	15	3	6	81	25	305	491	796
Thiruvannamalai	9	104	55	163	2	55	3	10	149	27	577	571	1148
Tirupur	12	105	79	338	9	28	4	8	113	14	710	700	1410
Tirunelveli	3	131	109	234	9	60	3	17	151	30	747	500	1247
Trichy	10	72	137	284	5	24	14	27	149	24	746	846	1592
Tuticorin	4	23	29	157	8	31	1	12	96	14	375	331	706
Virudhunagar	17	52	60	308	6	62	3	12	150	23	693	454	1147
Villupuram	248	190	172	714	45	185	8	35	287	81	1965	591	2556
Andhra Pradesh													
Anantpur	9	217	86	748	8	59	4	17	226	18	1392	13716	15108
Chittoor	0	20	48	124	0	0	4	0	16	8	220	7560	7780
Eluru	65	113	93	202	3	24	5	44	87	6	642	776	1418
Guntur	5	85	86	256	5	37	9	10	101	10	604	865	1469
Kadapa	5	40	9	134	0	18	0	6	35	8	255	490	745
Kurnool	1	52	20	158	1	8	2	3	53	7	305	661	966
Nellore	3	25	21	114	2	9	2	9	38	5	228	639	867
Ongole	2	93	56	339	3	13	5	30	75	2	618	587	1205
Rajamundry	5	99	51	202	4	10	7	14	119	6	517	769	1286

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Srikakulam	30	256	142	511	8	90	10	18	392	34	1491	1179	2670
Tirupati	0	2	9	0	0	0	0	1	3	0	15	10	25
Vijayawada	7	174	286	169	5	20	87	61	138	8	955	1211	2166
Vishakhapatnam	6	97	122	134	2	11	15	35	68	3	493	701	1194
Vizianagaram	6	73	68	179	0	11	3	12	110	13	475	1078	1553
Yanam	0	0	1	7	0	6	0	1	15	0	30	57	87
Telangana													
Adilabad	9	71	30	156	7	59	9	2	145	14	502	513	1015
Hyderabad	9	249	151	522	6	20	19	38	183	11	1208	1763	2971
Karim nagar	4	159	38	266	2	23	2	8	245	2	749	614	1363
Khammam	7	86	83	545	36	33	2	4	249	8	1053	529	1582
Mahboob nagar	7	129	86	588	9	13	2	19	297	3	1153	551	1704
Medak	330	34	17	163	0	35	0	0	72	3	654	186	840
Miryalaguda	0	0	0	0	0	0	0	0	0	0	0	20	20
Nalagonda	6	62	63	235	0	25	1	4	114	6	516	463	979
Nizamabad	5	20	6	54	1	14	0	2	28	2	132	175	307
Secunderabad	0	174	368	53	3	1	72	37	54	22	784	133	917
Uppal	6	163	75	252	5	37	9	19	106	3	675	551	1226
Vikarabad	4	209	38	359	4	80	1	12	215	24	946	672	1618
Warangal	2	173	99	585	3	26	4	6	166	13	1077	574	1651
Kerela													
Alappuzha	6	43	19	280	0	46	0	2	111	32	539	550	1089
Idukki	13	80	16	454	2	20	0	11	353	40	989	1245	2234
Kannur	1	43	26	276	2	2	0	7	141	30	528	2060	2588
Kasargod	3	13	17	195	0	7	0	5	66	12	318	1724	2042
Kochi	8	75	42	453	5	12	4	12	192	35	838	1947	2785
Kollam	5	80	28	365	2	9	0	4	115	33	641	704	1345
Kottayam	8	44	19	292	0	4	0	3	147	22	539	552	1091
Kozhikode	2	59	57	320	2	3	0	11	118	34	606	467	1073
Mahe	3	3	0	17	0	0	0	0	21	11	55	264	319
Malappuram	11	40	41	539	1	13	1	11	188	29	874	426	1300
Palakkad	5	43	40	316	2	14	0	7	126	31	584	436	1020
Pathanamthitta	4	47	5	304	1	9	0	3	67	34	474	373	847
Thiruvannatpuram	10	141	89	555	8	17	1	13	435	33	1302	379	1681
Thrissur	5	39	33	273	1	7	1	7	94	29	489	761	1250
Wayanad	11	62	33	414	3	18	0	9	183	65	798	265	1063
Karnataka													
Bagalkot	53	45	1	186	0	67	2	5	97	13	469	2977	3446
Bangalore	45	463	945	1765	35	30	295	334	565	41	4518	25096	29614
Belgaum	42	50	16	370	4	36	2	24	103	15	662	5767	6429
Bellary	156	162	37	692	2	303	9	29	819	55	2264	3007	5271
Bidar	96	131	6	207	1	94	7	19	94	8	663	1435	2098
Missing Children													

Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Bijapur	64	54	15	383	0	78	2	15	85	33	729	1438	2167
Chamarajanagar	4	18	0	155	0	17	1	2	42	2	241	1278	1519
Chikkaballapura	0	2	0	12	0	0	0	0	6	0	20	50	70
Chitradurga	17	22	6	168	1	14	3	9	67	5	312	964	1276
Davangere	66	122	11	259	2	58	6	31	207	21	783	1584	2367
Devanahalli	18	28	10	164	0	16	4	8	65	15	328	548	876
Dharwad	371	67	20	211	2	398	6	45	178	13	1311	1954	3265
Gadag	33	15	5	96	0	22	1	10	55	10	247	885	1132
Gulbarga	58	115	116	359	3	35	30	63	105	12	896	1333	2229
Hassan	11	44	18	287	0	9	3	9	167	15	563	857	1420
Haveri	70	45	10	165	2	34	2	13	59	5	405	1388	1793
Kodagu	5	13	2	86	1	9	0	5	87	3	211	4403	4614
Kolar	9	24	2	101	0	3	2	8	19	5	173	467	640
Koppal	41	82	7	334	1	33	2	8	117	14	639	1397	2036
Mandya	15	27	9	269	1	32	5	22	91	10	481	859	1340
Mangalore	8	48	20	275	1	9	3	12	130	13	519	1373	1892
Mysore	27	57	20	395	1	50	12	25	152	18	757	1886	2643
Ramnagar	5	15	3	81	0	2	1	8	73	4	192	697	889
Shimoga	20	97	12	148	3	26	5	21	129	2	463	1137	1600
Tumkur	32	45	11	212	2	22	3	17	90	7	441	1233	1674
Yadgiri	145	54	22	147	3	87	1	22	138	19	638	2682	3320
Puduchery													
Karaikal	5	14	30	142	2	12	2	1	155	7	370	397	767
Pondichery	12	98	40	174	5	32	3	9	97	7	477	883	1360
Mobile	0	0	2	5	0	0	0	1	7	0	15	1645947	1645962
Total	2767	7835	7296	27578	453	3582	1209	1910	13037	1625	67292	1866921	1934213

Annexure – 7 : City wise distribution of calls in the Western region - 2015

Cities	Missing Children										Total - I	Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention			
Maharashtra													
Ahmednagar	45	71	0	175	1	20	82	37	28	6	465	55326	55791
Akola	34	49	0	121	1	57	23	9	32	6	332	63923	64255
Amaravati	223	55	4	85	0	115	25	11	27	8	553	30813	31366
Aurangabad	0	0	0	0	0	0	0	0	0	0	0	11099	11099
Beed	52	17	0	68	0	44	6	12	9	2	210	9874	10084
Buldana	39	20	0	122	0	55	7	8	15	7	273	9371	9644
Chandrapur	12	15	0	50	0	34	18	4	13	14	160	5853	6013
Dhule	0	0	0	0	0	0	0	0	0	0	0	7601	7601
Jalgaon	0	0	0	0	0	0	0	0	0	0	0	7843	7843
Kalyan	50	43	3	128	1	66	19	30	18	5	363	5104	5467
Kolhapur	40	39	4	84	3	135	25	5	32	6	373	4249	4622
Latur	44	20	1	42	0	37	11	8	19	7	189	4540	4729
Mumbai	263	292	10	939	7	149	172	113	126	29	2100	61827	63927
Nagpur	236	78	7	125	3	197	127	33	72	16	894	2309	3203
Nanded	27	30	0	51	0	58	34	37	16	9	262	1098	1360
Nashik	35	36	3	232	1	51	34	22	36	7	457	1232	1689
Osmanabad	22	42	0	60	1	18	60	12	9	4	228	516	744
Parbhani	20	36	4	36	0	49	57	34	20	3	259	1144	1403
Pune	32	77	2	419	0	41	32	29	114	11	757	1554	2311
Raigad	9	7	1	17	0	7	2	2	3	1	49	429	478
Ratnagiri	4	24	0	19	1	21	20	7	29	3	128	555	683
Sangli	0	0	0	0	0	0	0	0	0	0	0	9863	9863
Satara	46	13	0	358	0	69	7	11	73	5	582	1018	1600
Sindhudurg	3	1	0	0	0	0	3	0	1	0	8	555	563
Solapur	11	10	0	28	0	19	17	4	8	2	99	1241	1340
Thane	32	103	2	158	2	27	26	20	18	4	392	1761	2153
Wardha	72	63	2	89	0	109	17	11	59	16	438	3039	3477
Yavatmal	123	33	2	81	0	135	9	13	44	19	459	3718	4177
Madhya Pradesh													
Balaghat	38	9	0	18	1	32	3	5	13	6	125	11965	12090
Betul	25	7	3	56	0	43	51	17	87	5	294	39291	39585
Bhind	137	25	5	95	3	101	52	47	7	15	487	41983	42470
Bhopal	11	81	10	272	27	12	249	76	58	3	799	25627	26426
Chhindwara	14	27	3	132	8	26	35	20	11	2	278	15841	16119
Dewas	6	9	1	66	0	11	15	12	6	0	126	14614	14740
Dhar	3	4	0	27	0	8	3	2	2	0	49	2830	2879
Guna	12	1	3	63	0	2	40	6	3	1	131	12599	12730
Gwalior	181	52	21	131	1	51	129	39	39	5	649	10335	10984
Harda	29	19	0	120	2	68	48	18	18	3	325	9841	10166
Indore	39	74	0	463	2	103	181	56	39	4	961	9320	10281
Jabalpur	15	52	3	80	0	14	165	24	20	2	375	9762	10137
Jhabua	41	14	1	57	0	40	16	15	14	0	198	9546	9744

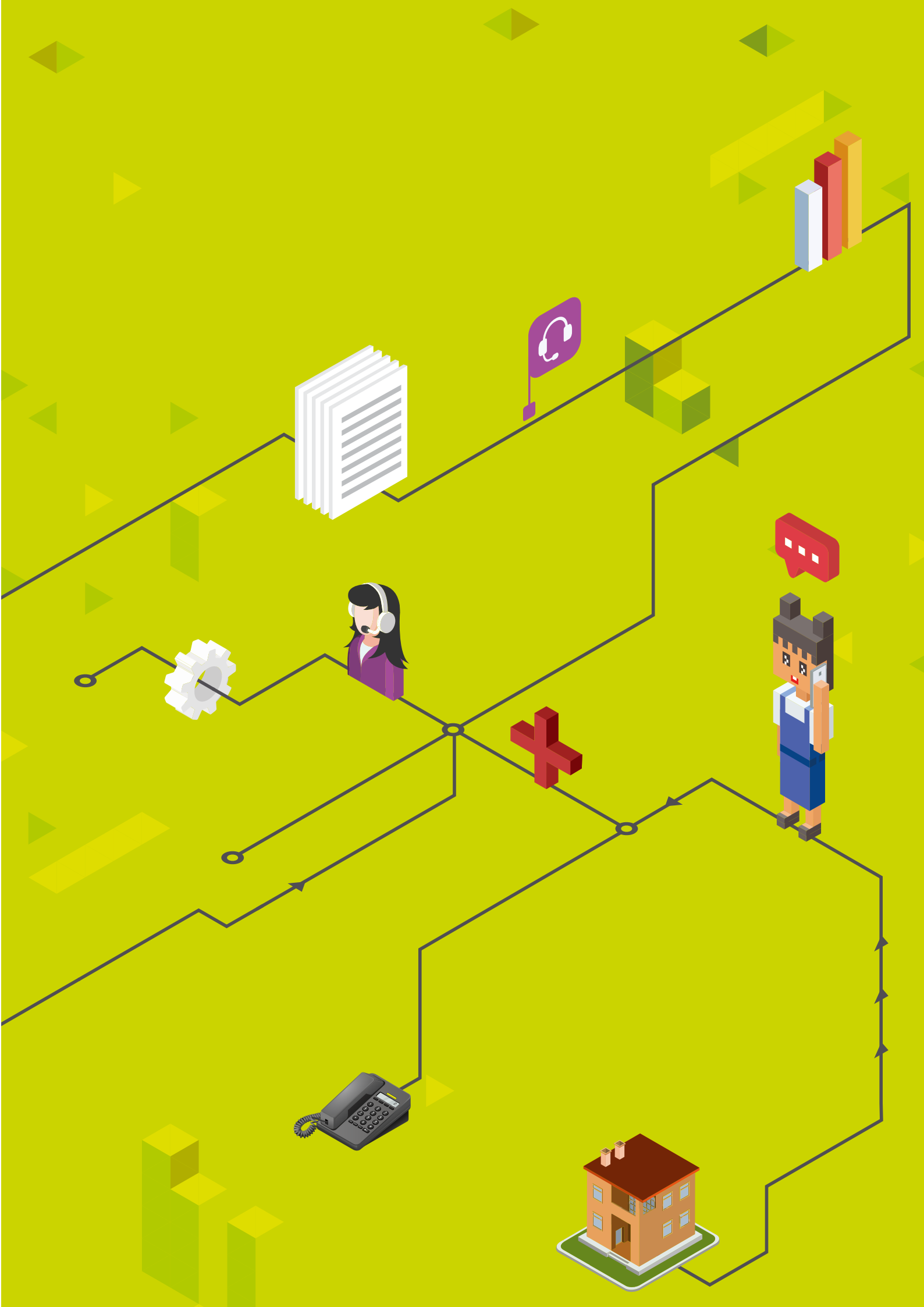
Cities	Missing Children											Information & other calls - II	Total - I + II
	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I		
Katni	8	21	1	77	4	20	61	9	12	2	215	4858	5073
Khandwa	19	31	16	87	0	18	44	11	8	2	236	4020	4256
Mandla	175	66	0	52	0	129	28	12	32	9	503	3339	3842
Mandsaur	11	6	1	88	0	18	10	1	11	2	148	1022	1170
Panna	1	5	1	16	0	10	4	5	3	0	45	2498	2543
Raisen	44	6	0	86	2	118	23	16	33	18	346	907	1253
Ratlam	9	47	5	151	0	151	139	26	32	5	565	784	1349
Rewa	15	8	5	130	0	20	102	93	20	0	393	496	889
Sagar	37	14	30	264	0	43	68	25	21	10	512	4458	4970
Satna	6	13	4	82	1	39	111	80	12	1	349	1436	1785
Sheopur	131	2	0	34	0	80	6	7	4	2	266	1335	1601
Shivpuri	33	25	3	102	0	124	29	21	13	3	353	1602	1955
Ujjain	8	26	1	112	0	42	85	16	7	1	298	1766	2064
Vidisha	16	26	1	90	1	83	56	15	16	13	317	3205	3522
Gujarat													
Ahmedabad	15	25	0	244	0	59	253	51	29	15	691	12537	13228
Anand	28	3	0	49	0	13	7	3	4	0	107	19037	19144
Baroda	12	27	0	137	0	40	76	19	20	3	334	8997	9331
Bhavnagar	42	28	0	115	1	91	17	4	34	25	357	5338	5695
Dahod	2	1	1	5	0	6	1	3	3	0	22	2032	2054
Gandhi nagar	1	1	0	14	0	0	3	1	2	0	22	1184	1206
Godhra	21	7	3	22	0	15	13	13	7	16	117	4238	4355
Jamnagar	39	29	0	62	0	62	10	3	33	6	244	3678	3922
Kheda	32	24	1	197	0	116	46	19	56	61	552	2475	3027
Kutch	8	2	0	197	0	25	2	2	30	17	283	1557	1840
Rajkot	19	17	3	81	0	19	48	22	9	3	221	1084	1305
Sabarkantha	6	0	0	10	0	2	5	3	0	4	30	1061	1091
Surat	13	30	1	204	1	19	84	35	23	4	414	3360	3774
Surendranagar	18	20	0	40	0	42	12	1	8	20	161	3675	3836
Valsad	64	14	9	118	0	74	12	10	18	13	332	2547	2879
Goa													
Goa	21	51	5	197	0	42	12	5	39	3	375	4942	5317
Dadra & Nagar Haveli													
Silvasa	11	0	0	5	0	35	7	13	6	8	85	4614	4699
Mobile	0	0	0	0	0	0	0	0	0	0	0	532594	532594
Total	2890	2123	186	8135	75	3579	3194	1353	1683	502	23720	1167685	1191405


Annexure – 8 : City wise distribution of calls in the Western region - 2016

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Maharashtra													
Ahmednagar	47	67	8	234	0	78	108	42	67	31	682	68649	69331
Akola	32	46	0	111	3	42	48	18	42	26	368	70057	70425
Amaravati	169	64	7	75	1	84	39	22	54	11	526	32768	33294
Aurangabad	0	0	0	0	0	0	0	0	0	0	0	14424	14424
Beed	81	43	1	84	1	125	15	10	11	19	390	14476	14866
Buldana	33	32	2	172	2	42	26	10	35	28	382	14726	15108
Chandrapur	48	21	2	44	2	23	21	3	21	28	213	15253	15466
Dhule	0	0	0	0	0	0	0	0	1	0	1	14500	14501
Jalgaon	0	0	0	0	0	0	0	0	0	0	0	13459	13459
Kalyan	0	0	0	0	0	0	0	0	0	0	0	12662	12662
Kolhapur	34	34	2	117	0	113	18	8	34	16	376	12646	13022
Latur	118	68	1	52	0	84	19	24	30	10	406	13810	14216
Mumbai	320	322	43	1090	9	135	750	201	166	77	3113	94410	97523
Nagpur	242	99	21	227	1	175	347	74	93	32	1311	12974	14285
Nanded	55	41	3	73	0	99	37	38	28	23	397	6939	7336
Nashik	58	41	6	168	1	36	66	19	38	19	452	2866	3318
Osmanabad	17	38	0	57	0	20	26	10	14	7	189	2089	2278
Palghar	30	26	0	77	3	14	11	12	18	5	196	1855	2051
Parbhani	27	54	3	153	1	42	91	29	25	18	443	2644	3087
Pune	55	86	1	490	5	53	28	43	104	24	889	2463	3352
Raigad	9	10	7	31	0	32	3	7	10	6	115	1275	1390
Ratnagiri	5	20	0	52	0	5	15	6	38	24	165	1545	1710
Sangli	0	1	0	24	0	11	2	0	13	1	52	3662	3714
Satara	67	25	0	240	2	66	3	4	33	15	455	3085	3540
Sindhudurg	6	15	0	11	0	24	4	2	1	6	69	1926	1995
Solapur	24	19	1	79	0	18	33	26	19	4	223	3667	3890
Thane	44	73	1	225	0	23	26	31	38	15	476	4852	5328
Wardha	71	66	5	161	3	99	33	11	34	49	532	5740	6272
Yavatmal	57	45	0	110	1	59	7	8	21	17	325	13656	13981
Madhya Pradesh													
Balaghat	24	19	3	18	0	37	20	12	15	7	155	19628	19783
Betul	45	10	1	56	0	74	40	18	43	2	289	17793	18082
Bhind	154	8	6	113	0	208	78	34	12	50	663	24809	25472
Bhopal	9	79	19	280	35	16	273	66	38	5	820	9863	10683
Chhatarpur	21	2	1	45	0	14	18	4	4	6	115	4672	4787
Chhindwara	6	25	4	165	1	21	48	17	11	2	300	5496	5796
Dewas	7	28	1	95	0	36	15	8	9	5	204	4260	4464
Dhar	4	16	1	161	1	53	33	13	8	14	304	3988	4292
Guna	6	12	8	117	0	35	61	11	7	3	260	4178	4438
Gwalior	202	64	19	194	1	107	91	25	41	8	752	4150	4902
Harda	42	26	8	72	1	37	34	39	8	13	280	3593	3873

Missing Children													
Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information & other calls - II	Total - I + II
Hoshanagabad	5	6	1	39	3	6	43	10	4	1	118	2153	2271
Indore	20	44	3	380	1	33	147	58	48	4	738	3844	4582
Jabalpur	7	29	9	77	1	28	193	24	10	4	382	3156	3538
Jhabua	192	0	1	78	1	50	41	8	18	24	413	4483	4896
Katni	8	17	4	100	1	22	72	12	16	7	259	1927	2186
Khandwa	30	40	11	155	1	20	70	28	15	1	371	1660	2031
Mandla	145	69	0	101	1	138	19	5	52	7	537	5171	5708
Mandsaur	29	1	3	110	0	50	23	2	25	5	248	831	1079
Neemuch	5	4	0	67	0	52	5	8	5	7	153	827	980
Panna	19	7	1	67	0	22	16	15	16	8	171	937	1108
Raisen	28	15	4	142	0	99	36	12	10	25	371	686	1057
Rajgarh	15	14	5	67	1	56	27	4	32	13	234	709	943
Ratlam	78	37	2	192	3	160	105	24	33	11	645	641	1286
Rewa	11	10	15	78	2	23	90	52	26	7	314	400	714
Sagar	62	19	17	272	2	73	63	26	62	15	611	1231	1842
Satna	6	15	10	78	1	23	128	49	6	6	322	515	837
Sheopur	97	16	0	47	0	248	21	6	2	40	477	904	1381
Shivpuri	59	5	4	186	3	131	24	23	22	30	487	958	1445
Singrauli	6	0	0	29	0	5	15	8	0	4	67	301	368
Tikambhgarh	13	10	0	13	0	8	7	2	4	4	61	135	196
Ujjain	7	24	7	75	0	33	267	37	15	8	473	1382	1855
Vidisha	23	41	2	59	0	24	35	13	8	7	212	2752	2964
Gujarat													
Ahmedabad	41	33	4	279	0	49	181	52	49	39	727	10817	11544
Anand	67	11	0	94	2	54	16	10	9	22	285	13753	14038
Baroda	25	34	1	132	0	32	74	9	32	11	350	7538	7888
Bhavnagar	16	22	0	80	4	23	15	9	27	30	226	5690	5916
Dahod	9	9	0	41	0	47	15	7	20	30	178	3444	3622
Gandhi nagar	43	11	2	77	0	49	13	4	27	17	243	11046	11289
Godhra	33	12	0	57	1	18	8	19	7	22	177	2581	2758
Jamnagar	22	15	2	88	0	55	7	3	35	47	274	2020	2294
Junagadh	3	3	0	3	0	0	1	1	0	2	13	422	435
Kheda	69	31	1	129	0	105	36	7	60	87	525	1744	2269
Kutch	20	1	0	164	0	68	3	3	28	19	306	1539	1845
Mehsana	5	8	0	11	0	21	1	3	9	29	87	971	1058
Palanpur	10	8	0	43	0	32	8	4	6	15	126	827	953
Rajkot	15	29	2	134	0	17	54	24	14	2	291	861	1152
Sabarkantha	59	9	0	23	0	19	12	5	10	23	160	1303	1463
Surat	20	32	1	244	4	30	106	45	27	38	547	2491	3038
Surendranagar	29	22	0	40	0	50	9	2	6	42	200	1580	1780
Tapi	2	0	0	1	0	6	0	2	2	3	16	519	535
Valsad	51	50	0	100	0	140	19	10	22	47	439	3296	3735
Goa													
Goa	50	46	17	233	9	32	22	13	105	45	572	10588	11160

Missing Children													
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Dadra & Nagar Haveli													
Silvasa	22	2	0	9	0	36	1	10	4	25	109	2814	2923
Mobile	0	0	0	0	0	0	0	1	0	0	1	1962573	1962574
Total	3645	2456	314	9867	115	4327	4535	1574	2112	1459	30404	2649528	2679932





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