



CHILDLINE calling...
is India listening?



ChildNET

analysis of calls to **1098**
VOLUME 9 • 2014



CHILDLINE CALLING... IS INDIA LISTENING?



VOLUME - 9, 2014

For the period January 2014 to December 2014

ChildNET - An analysis of calls to 1098

CHILDLINE INDIA FOUNDATION

406, 4th floor, Sumer Kendra,
B/H Mahindra Tower, P.B. Marg,
Worli, Mumbai 400 018

Tel: 91-22 2490 1098, 2491 1098

Fax: 91-22-2490 3509

Email: dial1098@childlineindia.org.in

www.childlineindia.org.in

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406, 4th floor, Sumer Kendra,
B/H Mahindra Tower,
P.B. Marg, Worli,
Mumbai 400 018

T: 91-22 2490 1098, 2491 1098

F: 91-22-2490 3509

E: dial1098@childlineindia.org.in
www.childlineindia.org.in

Ministry of Women and Child Development, Government of India

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

South			
Allaphuzha	Kannur	Pathanamthitta	Warangal
Bangalore - APSA	Kanyakumari	Pudukottai	Wayanad
Bangalore - BOSCO	Kochi	Salem	
Bellary	Kollam	Shimoga	
Bidar	Kottayam	Srikakulam	
Coimbatore	Kozhikode	Thanjavur	
Cuddalore	Krishnagiri	Thiruvananthapuram	
Davangere	Madurai	Thrissur	
Dharmapuri	Malappuram	Tirunelveli	
Dharwad	Mandya	Trichy	
Dindigul	Mysore	Vijayawada	
Gulbarga	Nagapattinam	Virudhunagar	
Hyderabad	Ongole	Vishakhapatnam	
Idukki	Palakkad	Vizianagaram	

East			
Agartala	Guwahati	North (24) Paragana	South (24) Paragana - Cini Diamond Harbour Unit
Aizawl	Howrah	Paschim Medinipur	South (24) Paragana - Sabuj Sangh
Berhampur	Jalpaiguri	Patna	Udaipur
Bhubaneswar	Kailashahar	Purba Medinipur	
Burdwan	Kishanganj	Puri	
Cuttack	Kolkata	Purnea	
Darjeeling	Mushidabad	Rourkela	
Dimapur	Nadia	Silchar	

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EXECUTIVE SUMMARY

“CHILDLINE Calling... is India Listening?” presents an analysis of ChildNET data for the period January 2014 to December 2014. 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 (44%)
- Higher number of boys (60%) than girls (40%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 13% of calls are made by children either for themselves or to refer about a friend, 19% of the calls come from CHILDLINE member, 29% from concerned adults, 19% from family members, 17% allied system, and 3% from NGO personnel.

Calls

During the year 2014 CHILDLINE received a total of 44, 07,461 calls. Of these a total of 1, 22,510 intervention calls were recorded. Of this the south zone, with 77 cities covered by CHILDLINE, accounted for 30%; the east zone with 75 cities, accounted for 29%.

Source of Calls

Of the total intervention cases, 63% were received as calls on 1098. Another 28% were received by CHILDLINE teams during Outreach activity. Of all calls that came to 1098 on phone for direct intervention, only 0.33% came from PCOs, 8.69% through landlines (including landlines of private telecom service providers) and a significant 62.50% came from mobile phones. In 2014, 9% of mobile callers are children. Of phone calls, 46% came from residential areas, 4% from Railway stations/ property and 19% from streets/pavements and 11% from police station.

Reasons for calling

Education related issues (10.74%) of overall reasons followed by Lack of resources (10.40%), Missing (10.27%) 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:

- Protection from abuse is the largest category of interventions provided in the years with 25.62%.
- Emotional support & guidance interventions were provided in 17.55% of cases.
- Missing, Shelter and Medical related interventions accounted for 14.73%, 13.43% & 10.19% respectively.

CHILDLINE Contact Centre

CCC is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility in Mumbai, Kolkata, Chennai 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, CCC Kolkata commenced operation on 16th December, 2014. All data post these dates are from CCC. While the call statistics generated by CCC are already integrated into ChildNET and reported, this publication presents some interesting highlights of CCC operational data. This includes peak days of the week for calls, number of abandoned or calls which due to various circumstances could not be answered by CHILDLINE Contact Officers (CCOs).



1 ABOUT CHILDLINE

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 2014, CHILDLINE was operational in 296 cities of India spread across 29 states and 4 Union Territories; CHILDLINE 1098 receives over 4 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives 20% of all children's calls on helplines working worldwide. As of December end, 2014, CHILDLINE has responded to over 34 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India.

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

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) 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 stake- holder organisations are actively involved in Child Protection in their respective cities.



- The Nodal Organisation is mostly, though not always, an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.
- The Collaborative Organisation, is the 24-hour service for children, which responds to the calls on 1098, provides emergency intervention if required, links the children to the services for ultimate rehabilitation, conducts awareness and outreach programmes and documents every call that comes into CHILDLINE and the intervention or follow up done.
- The Support Organisation, responds to calls referred by the collaborative organisation, conducts awareness and outreach programmes.
- The Resource Organisations act as referral centres for CHILDLINE. They also participate in outreach and awareness programmes for CHILDLINE.
- In the district model, Support partners are replaced by Sub Centre partners, which is a mix of Collab and support partners in terms of their roles.
- The CHILDLINE Contact Centre (CCC) is the centralised call centre initiative of CIF. Currently there is one CCC located in Mumbai; it receives calls to 1098 from all cities in West & North Zones. Intervention calls are forwarded to partners.
- CHILDLINE has thus evolved into a partnership between children, the Government, NGOs, academic organisations and the community, at the city and national levels, to respond to the concerns of marginalised groups of children.

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

1.4 CHILDLINE 1098 - How it works

The intervention methodology

During the period under review calls to 1098 reached CHILDLINE in two separate ways: in the North and West regions all cities/districts are serviced by the CHILDLINE Contact Centre (CCC) located at Mumbai. Hence all calls to 1098 in the North and West regions are routed to the CCC. In the South and East, the model that is current is the older distributed model in which calls to 1098 from each city are routed to the CHILDLINE Partner in that city.

The CCC is a modern facility using contemporary BPO technology. Hence a 1098 call landing at CCC is immediately transferred by a primary data centre Server to a agent (CHILDLINE Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management) 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 ETA (estimated time for action) 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. In the model that was existing in South and East until CCC started, a call coming into a CHILDLINE centre is attended to, by one of the team



members who work in shifts. This ensures the calls are attended to 24 hours a day. Depending on the nature of the call, be it by a child or an adult, the team member will respond to it, either by going to meet the child first and then linking him or her to medical help, shelter, restoration, Protection from abuse or providing intensive counseling as required.

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

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

CHILDLINE shares a vibrant and dynamic relationship with the children it works with. Ingrained in its daily functioning, is grassroot outreach and interaction with children. Monthly Open House, an open forum for children to share feedback about the functioning of the service, as well as share their issues and concerns for themselves, is critical to the functioning of CHILDLINE. City mapping, an extensive exercise to highlight high risk areas where children are prone to abuse, and child protection resources, enables CHILDLINE to prioritise 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

PREVIEW

CHILDLINE Calling...Is India Listening (Volume - 9), is CHILDLINE India Foundation's ninth compilation of data from CHILDLINE partners across 296 cities in India for the period (January 2014- December 2014). The comprehensive data captured through the ChildNET, as also through manual records of cities reflects the nature of issues in child protection. It is concrete proof of some of the concerns that children are forced to cope with on a regular basis. These data, therefore, add substance to CHILDLINE's efforts when advocating before policy makers for ensuring child rights.

This publication provides valuable information about child helplines and the children who contact them, the profile of the caller and/or the concerned child and the reasons why children call. This document demonstrates the effectiveness of CHILDLINE as a strategy towards child protection and demonstrates the various methods used to reach out to children, especially the most marginalised children.

2.1 Objectives of this publication

Compile the data available on the calls to 1098: The primary objective of this publication is to compile the data received by CHILDLINES across the country. At times our CHILDLINE partners have faced problems in documenting calls on the ChildNET software and hence there has been variation in actual calls received and the data entered into the software. This publication aims to present an overview of the status of CHILDLINE in India by examining the nature of calls and the profile of the caller to the service.

Identify trends in calls at the National and Zonal: This publication seeks to continue the process of analysing the data by identifying and highlighting trends in the calls to the services. These data would also provide the inputs for helplines and organisations working with the children to advocate for services and for the Governments at the Centre and States to identify the information needs for policy formulation and programme development. ChildNET brings out the regional variations and is able to identify the nature of problems and interventions related to specific cities.

Assist in evaluating the impact of the service: The publication also aims to provide data to assist in assessing the impact of the service and to identify strategies to strengthen the functioning of the service. It must be noted that CHILDLINE is an emergency response helpline and therefore, records of calls from children in distress indicate immediate action taken to link children to other organisations for long term assistance and rehabilitation. Upon such referrals, children move out of the purview of CHILDLINE service. CHILDLINE India Foundation has been publishing the annual, 'CHILDLINE Calling... Is India Listening', to provide comprehensive and more topical data, which can be used by the individual CHILDLINES to look at emerging issues and interventions required. This can provide direction to programme planning for partner organisations.

2.2 Features of ChildNET

ChildNET is a java based software package developed by Tata Consultancy Services (TCS) for CHILDLINE, which classifies records and allows for the follow-up of calls received on 1098. The written documentation is then translated onto the computer software package. The software is installed in the CHILDLINE Intervention Unit known as collaborative organisations, the CHILDLINE teams follow a series of drop-down menus, and pictures to record and track every call received. At regular intervals, each centre uploads their data via the Internet to the central server based at CIF in Mumbai. The local data are aggregated into national statistics, analysed and feedback given to cities as value added information that could inform local and national policy. ChildNET makes it possible to study the patterns of calls, trends in child protection, hot spots of abuse and exploitation in the country, the quality and timelines of response and action by the various stakeholders of child care and protection. In the case of data generated by the CRM at the CCC, it is fed into the ChildNET So that the data of ChildNET is a composite of both the data from cities which are not serviced by CCC and from CCC as generated by the CRM.



2.3 The process of compiling this publication

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

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

2.4 Data source for compiling this publication

The total number of calls received is always much larger than the intervention calls. However, for trend analysis only intervention calls are taken into account. The intervention calls documented from the monthly reports received by 296 CHILDLINE nationally amounted to 1,32,238 calls in January 2014 - December 2014, whereas, the total number of calls reported by ChildNET were 1,21,510, representing, approximately 92% of the total intervention calls documented in ChildNET (as compared to monthly report). Variation in figures reported in the Monthly reports and ChildNET is due to a variety of factors: The Team Members expressed difficulty in getting information from the caller especially in cases where counseling was provided. Hence, the basic details were noted in the register whereas, information captured in ChildNET requires complete case file to be filled for each intervention case.

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

This publication is based on the analysis of calls captured by ChildNET for the period January 2014 - December 2014. It is important to note that this publication analyses only the intervention related calls recorded in ChildNET. CHILDLINE nationally has received a total of 44, 07,461 calls in January 2014 - December 2014, including 2,24,963 information calls, which consists of caller's seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boarding homes, child guidance clinic's and this information is passed on to callers over the telephone. CHILDLINE has received 8, 95,024 calls in classified as silent calls. These are calls where the caller has chosen not to speak. The CHILDLINE Team Member plays an active role in providing information about the service as well as assuring and encouraging the caller to speak whenever she/he feels comfortable. Similarly in the past few years, the numbers of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 82,007 calls for follow-up of cases.

2.5 Call classification

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



Intervention Calls

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

Follow-up Calls

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

Did not find Calls

Sometimes when calls come in reporting a child in distress, the Team member will reach the location given but is unable to locate the child. It could either be that the Team member has gone to a wrong address, or that the child has moved for whatever reason- 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 taught to pay close attention to silent calls and to be as encouraging as possible. They assure the child that he/ she can talk about anything troubling them and that they will get the help they need and that they will not be forced to do anything they do not want to do. Presently no actual data are available on how many silent calls convert to intervention calls.

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



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

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

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





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

Number of call received, answered and abandoned for all cities connected to CCC during January to December 2014 is presented in Table 3.1

Table 3.1: Overview of CCC in 2014

Month	Total calls received	Total calls answered	Total calls abandoned	Average calls received per city	Average calls answered per city	Average calls abandoned per city
January	220598	201644	18954	1737	1588	149
February	206838	188295	18543	1616	1471	145
March	264763	237129	27634	2006	1796	209
April	278272	248722	29550	2077	1856	221
May	303911	268985	34926	2268	2007	261
June	285255	250982	34273	2145	1887	258
July	256342	230243	26099	1927	1731	196
August	278912	246537	32375	2129	1882	247
September	287039	213486	73553	2158	1605	553
October	367059	289821	77238	2739	2163	576
November	324994	229309	95685	1555	1097	458
December	439270	339653	99617	1569	1213	356
Total	3513253	2944806	568447	1994	1691	302

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.

Cities connected to CCC has gone drastically up in November & December 2014 as South zone cities and East zone cities also got connected with CCC in November and December 2014 respectively.



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

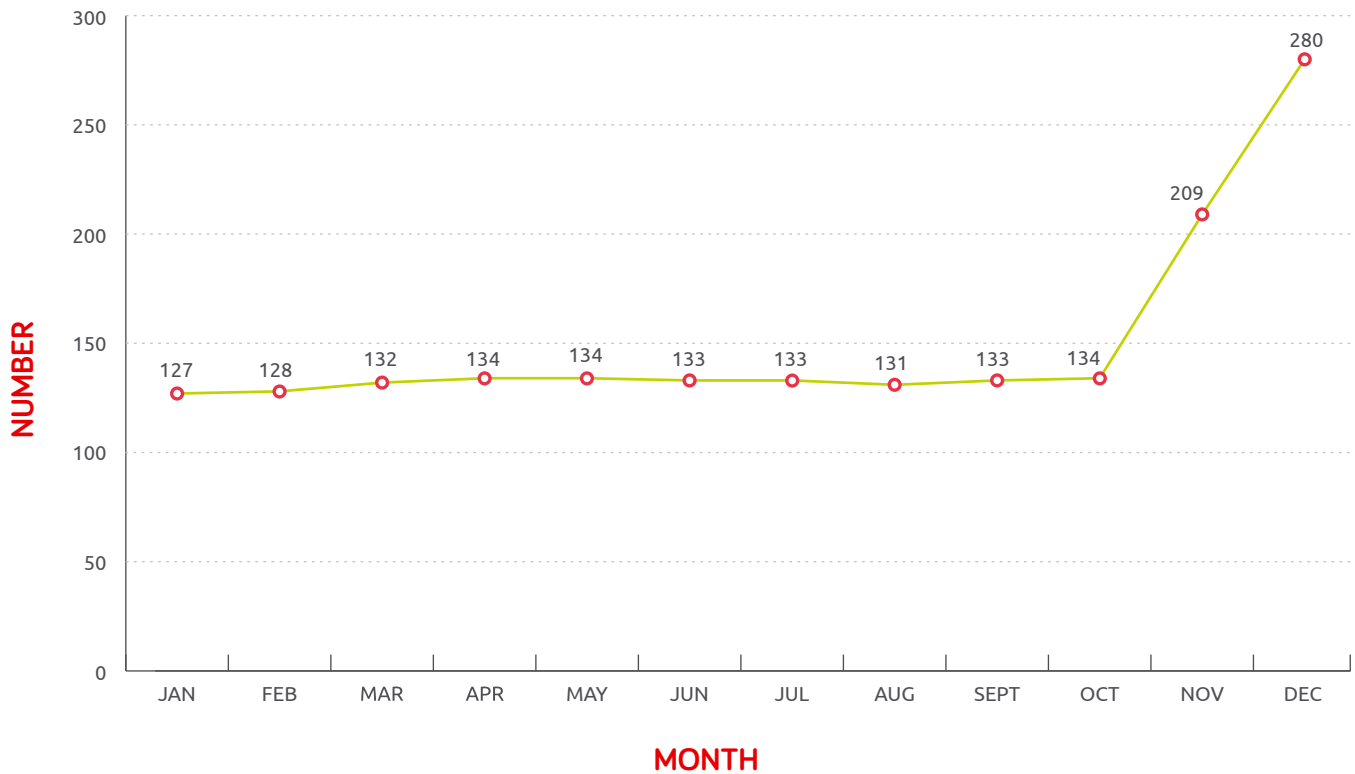


Figure 3.1: Number of cities connected to CCC in 2014

The call received in various days is presented in Figure 3.2

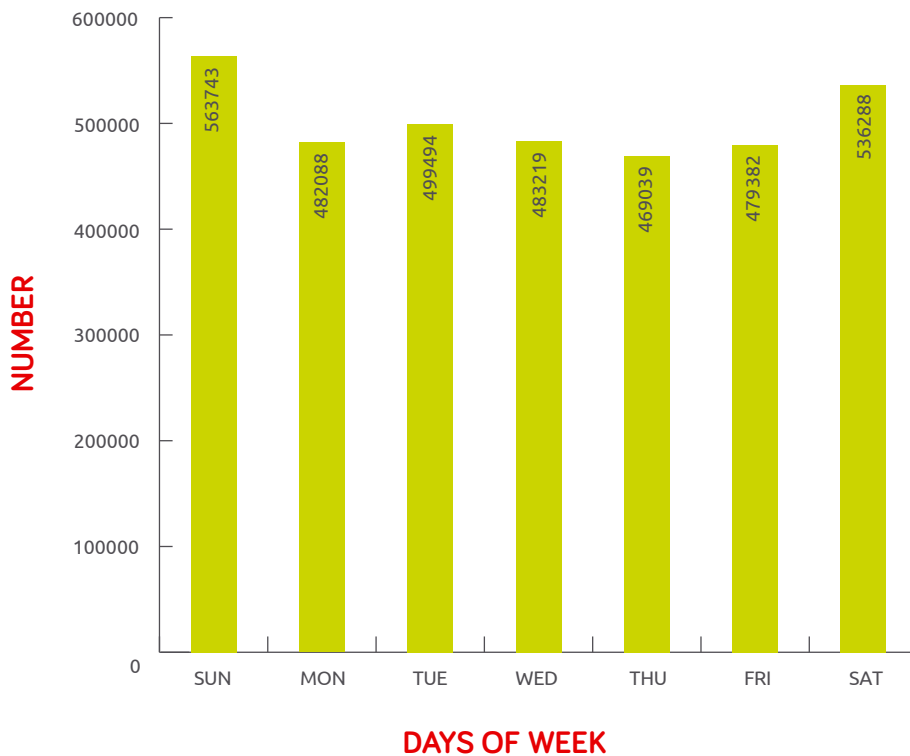


Figure 3.2: Call distribution by day of week

As evident from the above Figure 3.2, there is higher number of calls on Sunday, Tuesday and Saturday. On an average there is variation of 1-2% calls between the days of the week. Weekend amount to around 31% of calls whereas around 69% 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(57% of total calls)but Intervention calls are very much low in these two zones(37% of total intervention calls) compare to South & East zone which are leading in Intervention calls.

Only 1.92% of the calls required intervention in North and West zone whereas in other two zones the figure is 4.46%.

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

Zone	East	North	South	West	National
No. of cities	75	77	77	67	296
Intervention calls	38968	27184	44639	21447	132238
Information and other calls	917280	1247317	875228	1235398	4275223
Total	956248	1274501	919867	1256845	4407461

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 44,07,461 calls received during the period January –December, 2014, a total of 1,22,510 were recorded as Intervention calls (Each of these intervention calls is also referred to as a case by us).

Table 4.2: Intervention calls to 1098

Intervention	Total	%
Medical	12480	10.19
Shelter	16452	13.43
Restoration	8797	7.18
Protection from abuse	31389	25.62
Sponsorship	11774	9.61
Child in conflict with law	578	0.47
Missing	18042	14.73
Emotional support and guidance	21497	17.55
Other intervention	404	0.33
No intervention done as child not identified	1097	0.90
Total	122510	100.00



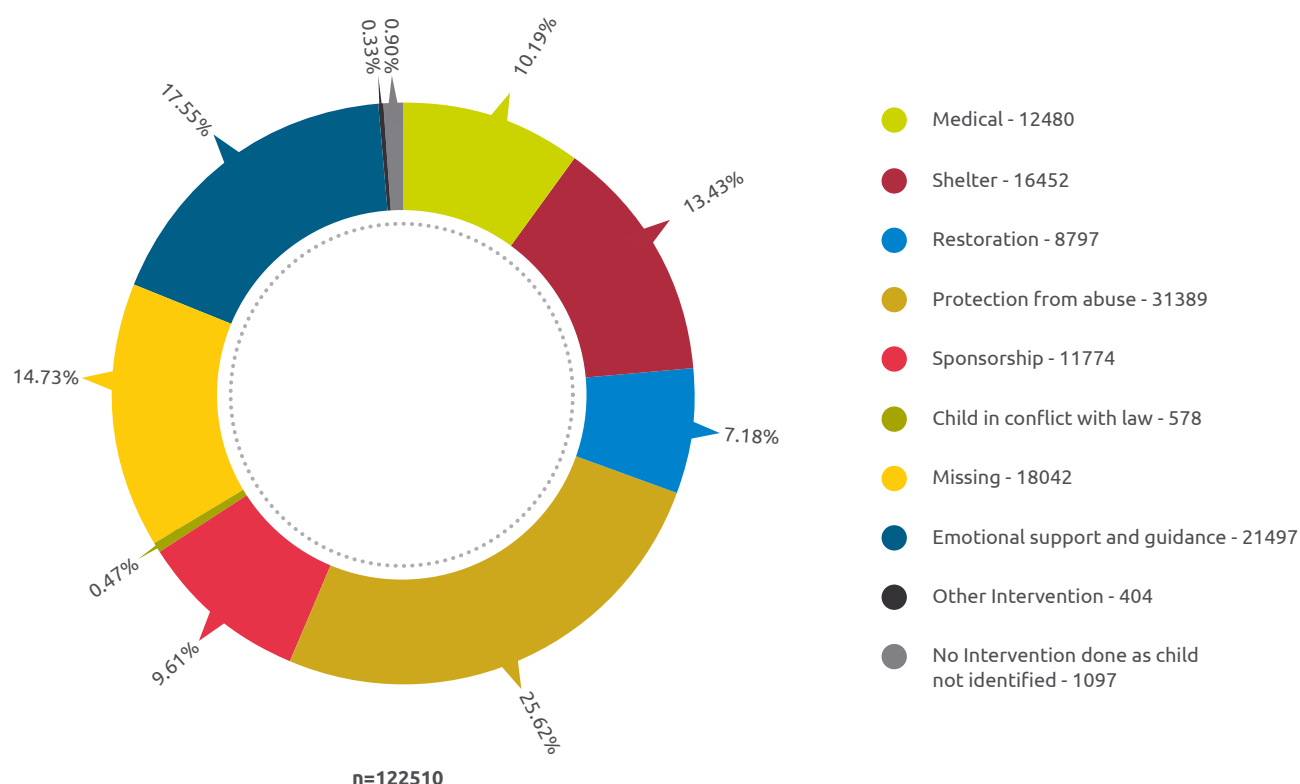


Figure 4.2: Distribution of Intervention calls to 1098

Total number of cases in 2014 has gone up by 13% compare to 2013.

After 25.62% of protection from abuse interventions, emotional support and guidance related interventions, missing, shelter and medical interventions accounted for 17.55%, 14.73%, 13.43% and 10.19% 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 1,22,510 cases during the period January-December, 2014. Some of the key observations of the ChildNET data for January-December 2014 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical - 12,480 Calls (10.19%):** Out of the total 12,480 calls, the distribution was as follows: OPD 32%, First aid 19%, Hospitalization 15%, Private clinic 4%, Casualty/Accident 3% and 27% of other medical assistance.
- **Shelter - 16,452 Calls (13.43%):** 58% of the children were referred to the Child Welfare Committee (CWC) for shelter, 8% children were provided shelter for a temporary period and 4% were referred for permanent shelter at an NGO, 7% of the children have been provided shelter at Government shelter homes out of which 3% were for a short stay, 4% were for permanent stay and 24% of them were provided shelter at other shelter homes.
- **Restoration - 8,797 Calls (7.18%):** Children restored with their family members within the city accounted for 25% and outside the city accounted for 9%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within the city accounted for 38% and outside the city accounted for 4%. Also, children who have been restored with the help of other agencies within and outside the city accounted for 5%.
- **Missing children - 18,042 Calls (14.73%):** In order to search for missing children or trace their homes, CHILDLINE contacted the Missing Person Bureau in 3% cases, contacted the Police for finding the children accounted for



6%, 9% of the children were searched using the CHILDLINE or NGO network, in 8% cases the missing child's information has been flashed in the media or on the website. In 74% 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 - 31,389 Calls (25.62%):** Highest numbers of cases have received for Protection from abuse. Of the total intervention cases for protection from abuse, 29% of the children were provided support within their existing setup, 16% of the children were referred to the CWC and 2% were provided legal support and in 6% cases the police were involved for intervention.
- **Sponsorship - 11,774 Calls (9.61%):** 43% cases were received for sponsorship of education, 8% for sponsorship of medical support and around 1% for legal support and 1% for nutrition support.
- **Emotional support and guidance - 21,497 Calls (17.55%):** Of these, CHILDLINE provided guidance to callers about ways to handle problems in 23% of the cases; counselling by CHILDLINE was done in 65% cases.
- **Child in conflict with law - 578 Calls (0.47%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. 22% of the cases were referred to the police and 6% cases required rehabilitation of the children to be done by the CHILDLINE team. In 6% cases CHILDLINE provided legal support to the children and in 13% cases the children were referred to Juvenile Justice Board (JJB).
- **Other Intervention - 404 Calls (0.33%):** These are intervention where CHILDLINE help the children in accessing the administrative systems and getting their benefits. In 17% cases CHILDLINE helped in submitting the letter to appropriate authority and getting the certificates. In 3% cases children has been linked with regular school. 1% cases has been received either from other CHILDLINE or CWC/JJB/Police etc for identification of child. 75% cases have been received for other kind of helps.

4.2 Gender wise distribution of intervention cases

Of the 1, 22,510 intervention cases, 40% were for female children (46 cases gender was not available). In almost all subcategories the number of cases involving male children outnumbers cases involving female children. However, in the subcategory, for sponsorship, 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
Medical	7400	5070	12470	0.69
Shelter	9955	6492	16447	0.65
Restoration	5709	3088	8797	0.54
Protection from abuse	17675	13713	31388	0.78
Sponsorship	6491	5278	11769	0.81
Child in conflict with law	449	129	578	0.29
Missing	12106	5929	18035	0.49
Emotional support and guidance	12111	9384	21495	0.77
Other Intervention	262	142	404	0.54
No intervention done as child not identified	730	351	1081	0.48
Total	72888	49576	122464	0.68

Note: Gender was not available for 46 intervention cases.





Note: Gender was not available for 46 intervention cases.

Figure 4.2.1: Gender wise distribution of intervention cases

4.3: A zonal view of CHILDLINE interventions

Each of India's four zones is marked by unique characteristics. The South, comprising four states of Kerala, Tamil Nadu, Karnataka and Andhra Pradesh offer a very large mass of urban landscape, the north is marked by rural domination, the East is a complex area including the north east- which has its own unique social and geo-political characteristics 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
Medical	5957	2224	1778	2521	12480
Shelter	6829	1870	5335	2418	16452
Restoration	5042	938	2596	221	8797
Protection from abuse	4489	8816	10933	7151	31389
Sponsorship	2297	3242	2449	3786	11774
Child in conflict with law	129	98	277	74	578
Missing	2917	9109	1556	4460	18042
Emotional support and guidance	7183	1708	11270	1336	21497
Other intervention	110	38	190	66	404
No intervention done as child not identified	36	301	633	127	1097
Total	34989	28344	37017	22160	122510

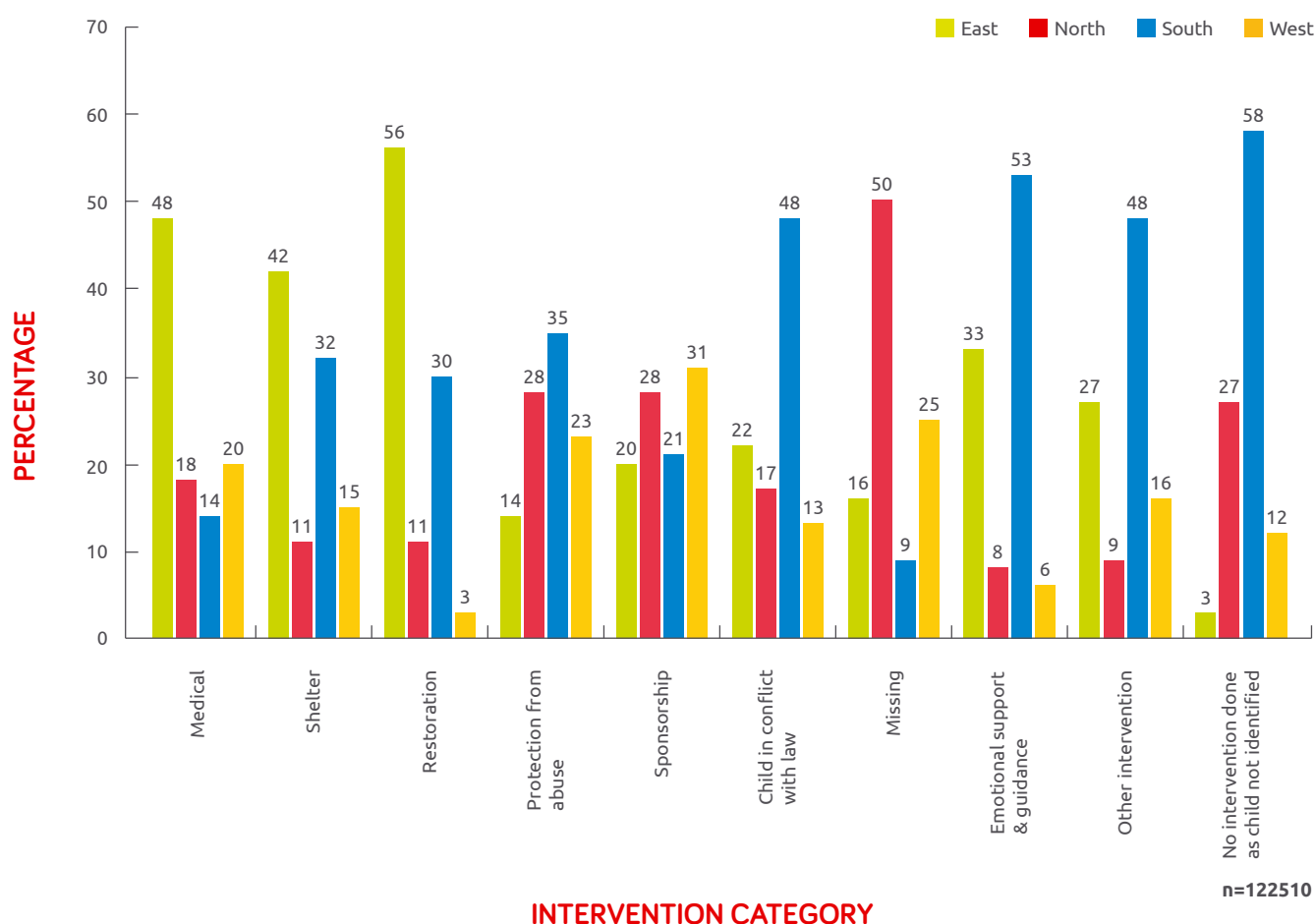


Figure 4.3: Interventions across zones

Out of four zones, South zone dominate with 30% of total intervention cases followed by East (29%), North (23%) and West (18%).

Category wise south zone dominate in Protection from abuse (35%), Child in conflict with law (48%), Emotional support and guidance (53%) and other intervention (48%) cases.

East zone has handled 48% of medical cases, 42% of shelter cases and 56% of restoration cases whereas share of missing cases are North (50%), East (16%), West (25%) and South (9%).

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
East	12750	467	37
North	16552	368	22
South	11946	481	40
West	18759	331	18
National	14890	414	28

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.



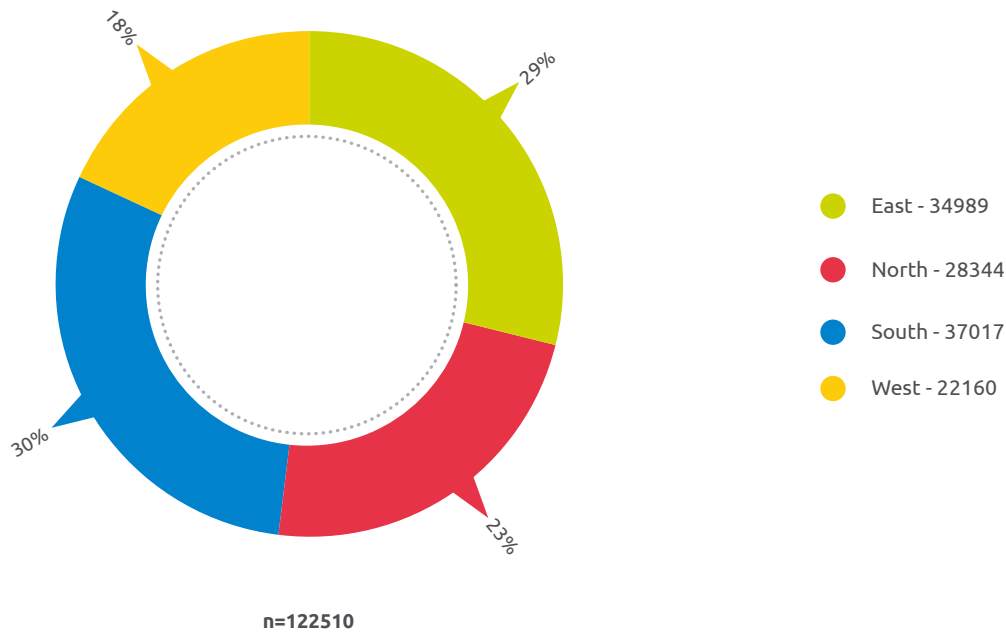


Figure 4.3.1: Share of zones in CHILDLINE interventions

The CHILDLINE service in the South has the largest share of intervention cases totalling to 30%. The Southern and Northern region has the maximum coverage of the CHILDLINE service in terms of the number of cities (77 cities each) providing the 1098 service.

29% of all interventions are handled by the East with a presence of 75 cities.

Share of west zone cases is 18% with 67 cities. North zone share to the cases is 23% with 77 cities.

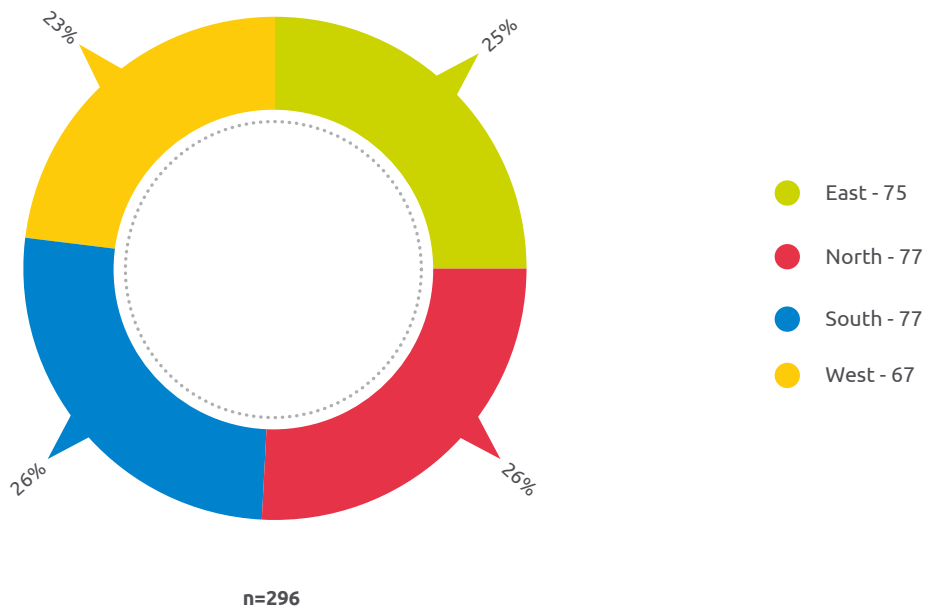


Figure 4.3.2: Share of CHILDLINE cities



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 Education related issues which is 10.74%, followed by Lack of resources at 10.40%, Missing call at 10.27%, Abuse & violence related at 9.69%, Family related at 9.64% and so on.

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

Shockingly, 15 minor girls who were being subjected to sexually harassment by their school Principal in Tadepalligudem, Andhra Pradesh was rescued by CHILDLINE Eluru with help of Police.

CHILDLINE Eluru team received a phone call from one of the girls about the indecent behaviour by the founder cum Principal of Sunshine High School. The 7th standard student was completely vexed with his behaviour and mustered up the courage to finally call 1098 and complain about his conduct. CHILDLINE team immediately informed the Nodal coordinator and Collab director Rev. Fr. Dr. Addanki Raju and with his suggestion the team contacted City in Charge (CIC) to plan the rescue operation.

The CIC asked the team to collect all the facts in the area regarding the allegations and question the community members about the school and the principal before heading to the school for a rescue. CHILDLINE members spent 4 rigorous days in collecting the required information from surrounding areas. They talked to the parents of the students as well so as to understand the scenario better. The team members posed themselves as parents wanting to admit their children in Sunshine High School and through this process they found out the reality about the school and its Principal. Some people who lived around the school confirmed the incidents of sexual abuse by the Principal. It was also found that even though some parents questioned the Principal about his behaviour, he managed to escape and settle the matter by compromising with the parents of the victim children.

After gathering all the necessary information, the CIC arranged for a 6 member team to carry out the rescue operation at the school. This 6 member team comprised of the Co-ordinators from CHILDLINE Nodal and Collab office, a counselor and 3 CHILDLINE members. Before entering the school, the Collab Co-ordinator phoned the Mandal Education Officer to participate in the operation and requested for their support if needed.

Early next morning the team approached the school Principal saying that the district collector had ordered CHILDLINE to conduct an awareness program in all the surrounding schools. On hearing this, the Principal gave his permission for the awareness program in his school. The 6 member team divided the boys and girls into separate groups for the awareness program.

All the girls were taken to a separate classroom and were explained about the 1098 service for about 30 minutes. The Co-ordinator then asked the girls if they knew about the number 1098. Most of the girls answered in the affirmative and informed that they knew about 1098 through an awareness program that was conducted earlier in Tadepalligudem and had also seen the number in their school text books. The co-ordinator then enquired with the girls if they wanted to share any problems they were facing. The team observed that the girls were murmuring among themselves and it looked as though they wanted to share what was on their mind but were hesitant to do so. Later, one girl stood up and said, "Sir, I called 1098 recently". Seeing that she was scared, the CHILDLINE team assured all the girls that they would support them and help them in solving the matter. The girls were a bit relieved on hearing this and slowly, one after the other; they started complaining about their principal and his behaviour towards them. The CHILDLINE team at this time was recording the statements of each child and it was found that 15 out of a total of 25 girls were molested by the school Principal.



After recording the statements the Nodal Coordinator immediately rung up the Mandal Education Officer and informed him about the sexual harassment in the school. Soon after the MEO reached the school, he had a word with the girls and confirmed that the allegations were true. The Centre Co-ordinator gave a written complaint to the MEO and called the Deputy Superintendent of Police to book the case. The Deputy Superintendent of Police in turn directed the Tadepalligudem SI to take the necessary action. The SI inquired with the girls and immediately arrested the Principal. The case has been booked under U/S 354 IPC and Sec 10 of the Protection of Children from Sexual Offences (POCSO) Act, 2012.

Note: The table 5.1 indicates the different reasons people call CHILDLINE 1098. The data mentioned below does not represent 2,18,448 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 2014, every unique caller had more than one reason for calling (Ratio of the unique caller: reasons for calling - 1:1.78). 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 calling	Total	(%)
Education related	23467	10.74
Lack of resources	22717	10.40
Missing	22435	10.27
Abuse and violence	21170	9.69
Family related issues	21053	9.64
Child labour	18929	8.67
Emotional and mental health	17414	7.97
Physical health	16414	7.51
Homeless	11906	5.45
Runaway	10365	4.74
Trafficking	8933	4.09
Addiction	5044	2.31
Disability and mental illness	4739	2.17
Child in conflict with law	3882	1.78
HIV/ AIDS	3349	1.53
Discrimination	3067	1.40
Child wants to go back home	2065	0.95
Other reasons	1499	0.69
Total	218448	100



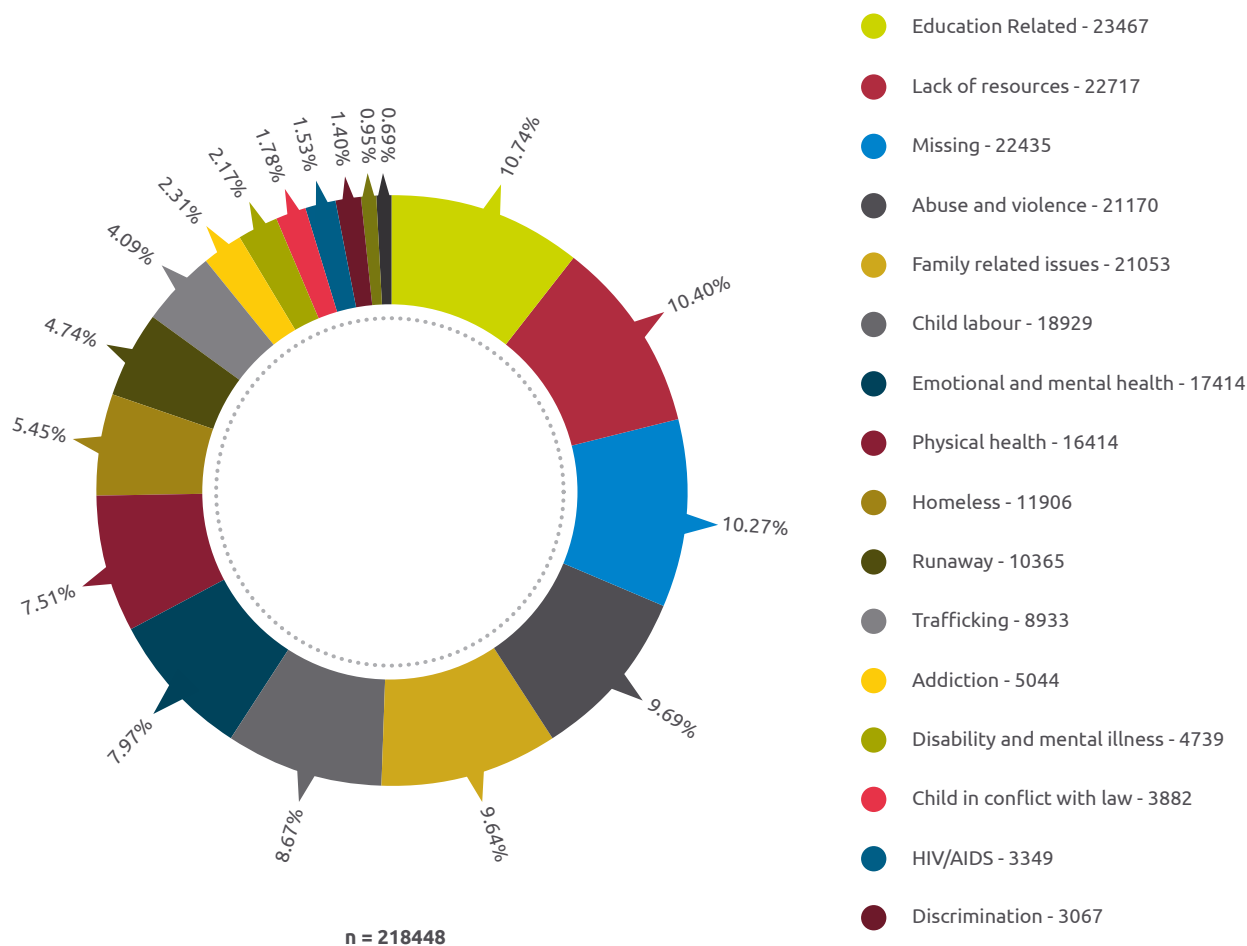


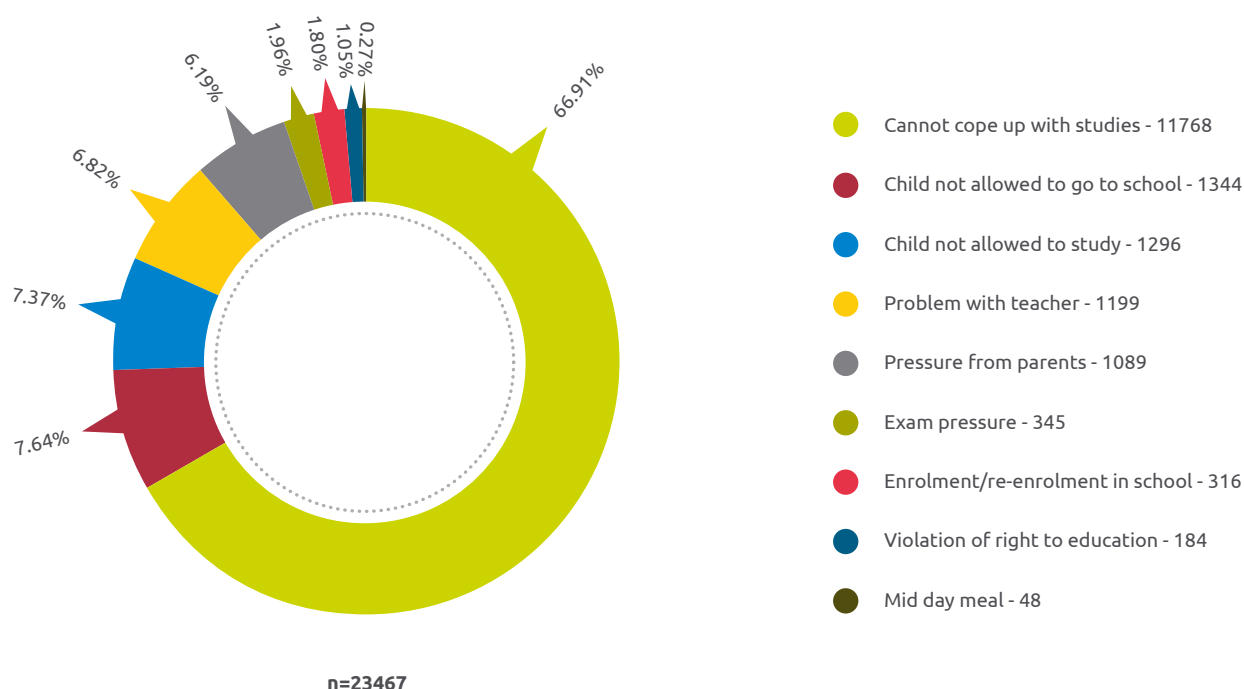
Figure 5.1 : Reasons for calling CHILDLINE 1098

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 (Education related, Lack of resources, Missing, Abuse & violence, Family related issues, Child labour, Emotional & mental health and Physical health issues).



Figure 5.2.1 shows the kind of education related issues for which CHILDLINE was contacted by the caller

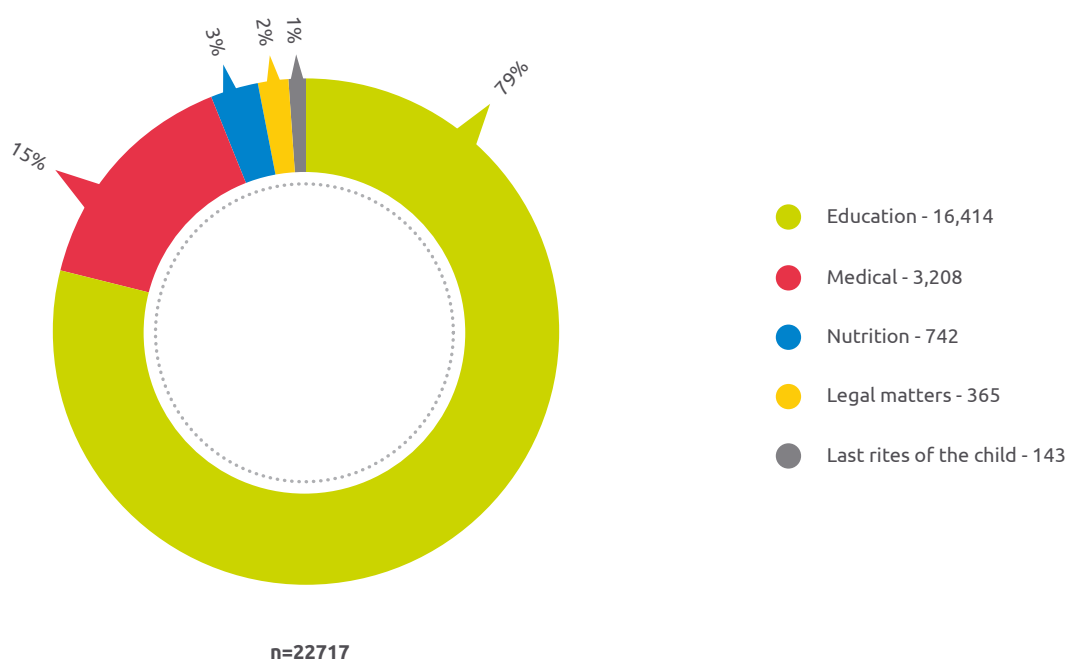


Note: For 5878 cases education related issues were not available.

Figure 5.2.1: Education related issues: sub reasons

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. Of the two biggest sub-reason segments: "Can't cope with study" and "Exam pressure" we find that 956 callers cited two reasons: Pressure from Parents and Problems with Teacher as their reasons for calling. We can assume that this indicates that the child has been faced with parental pressures and is also faced with complaints by teachers- both combining to build pressure on the child.

Figure 5.2.2 shows the kind of resources for which CHILDLINE was contacted by the caller.



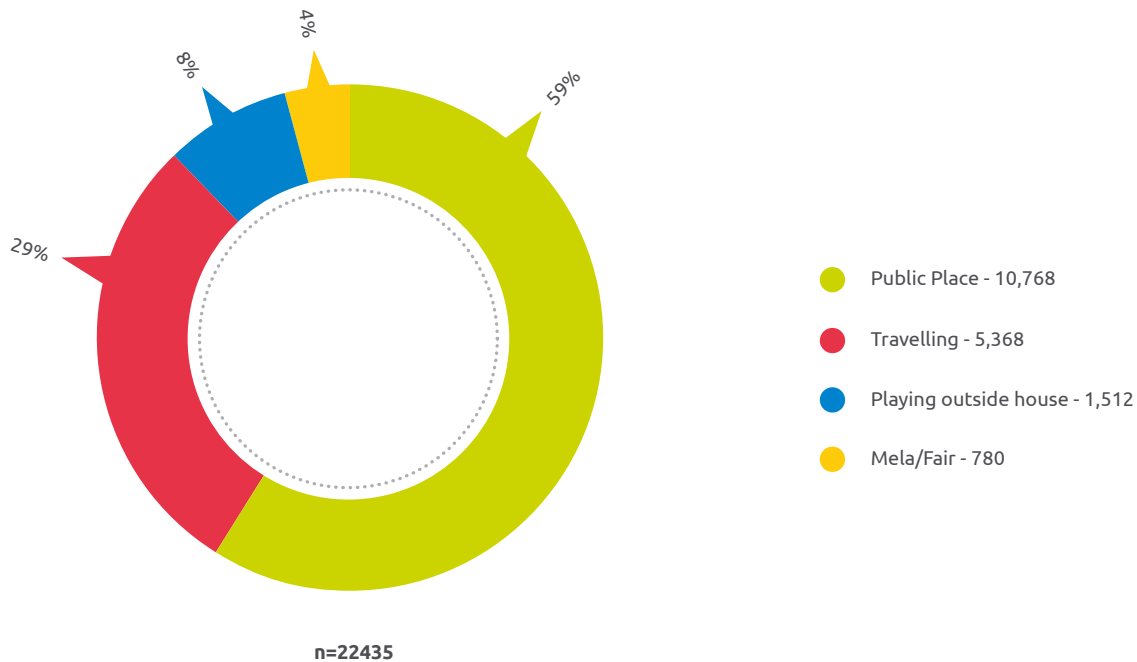
Note: For 1845 cases lack of resources related issues were not available.

Figure 5.2.2: Lack of resources: sub reason



Of the 16414 calls seeking sponsorships for education, 4189 callers also stated a need for resources for nutrition and medical issues. In 143 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.

Below figure 5.2.3 shows places from where children went missing.

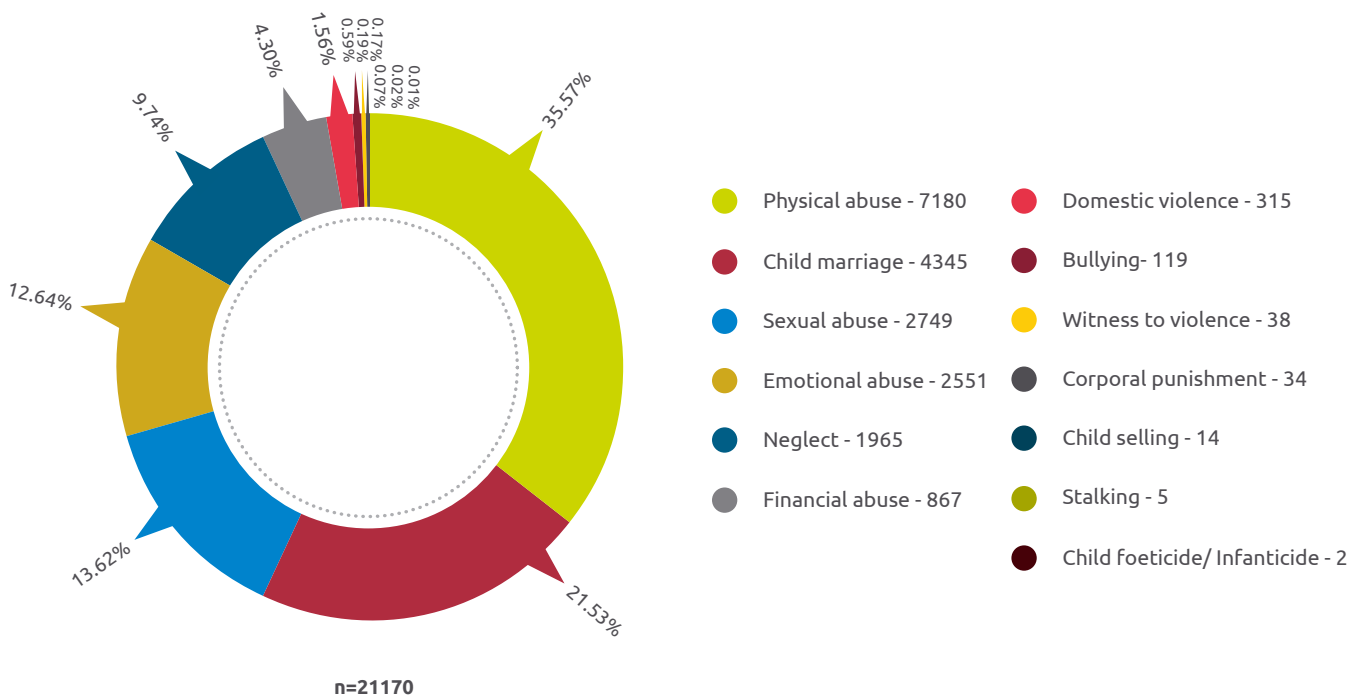


Note: For 4007 missing cases, place of missing is not available.

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

Significant changes can be seen in the reason for calling for missing cases: Cases of missing from public place has gone up from 40% in 2013 to 59% in 2014. From all other places it's almost same as last year's.

Below figure 5.2.4 shows the different kind of abuse & violence happens with the children.



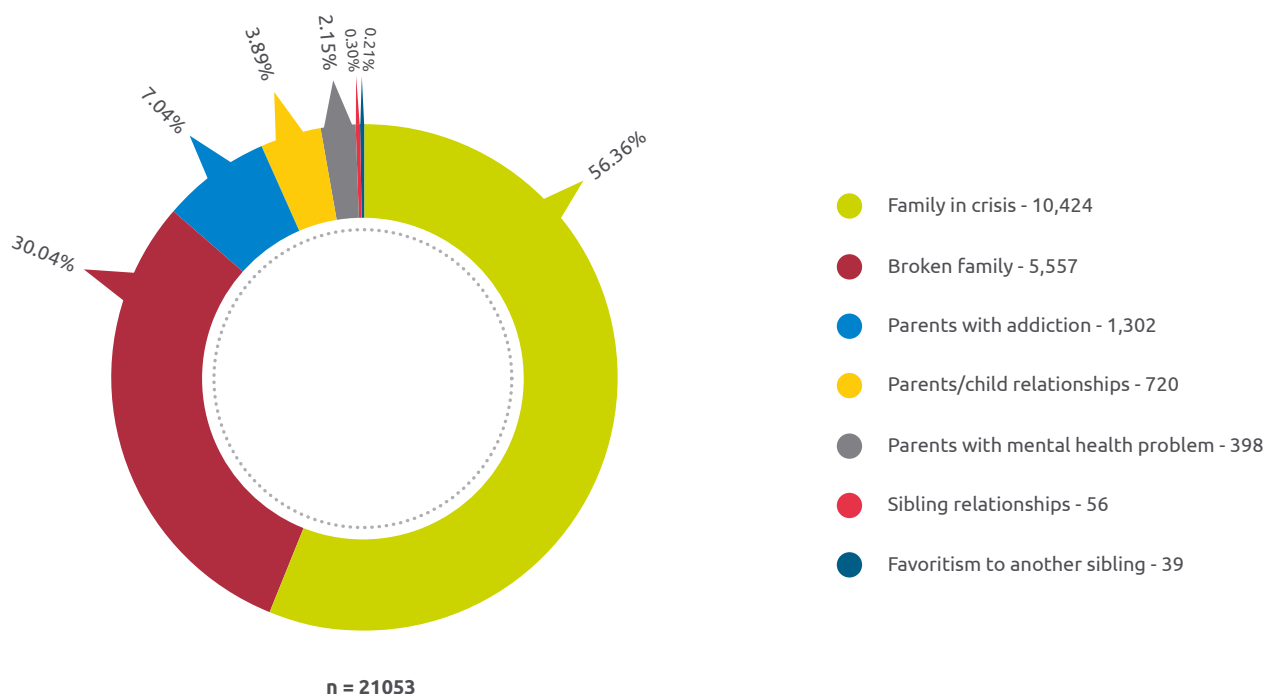
Note: 986 abuse & violence related issues were not available.

Figure 5.2.4: Abuse & violence: sub reason



Cases related to abuse and violence has gone up from last year's 6.98% of total reasons for calling CHILDLINE to 9.69% in 2014. Physical abuse, Child marriage, Sexual abuse, Emotional abuse and Neglect are the major categories which constitute more than 90% of abuse and violence cases. In majority of the abuse cases abusers are family member followed by neighbours, teachers, strangers and relatives.

Below figure 5.2.5 shows different family related issues for which CHILDLINE were contacted.

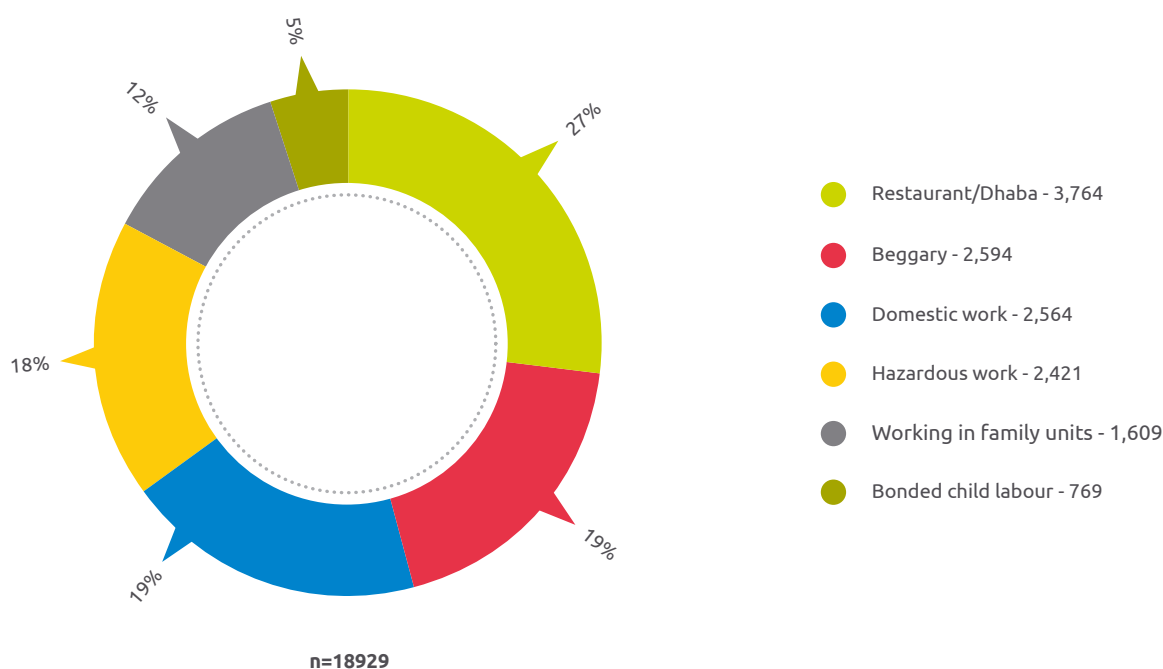


Note: In 2557 Family related issues cases information were not available.

Figure 5.2.5: Family related issues: sub reasons

Note: These cases are also intervened as ES&G cases. Cases of family in crisis have increased in 2014 and same with broken families and parents related issues also. Cases related to family related issues have gone up by around 30% in 2014.

Below figure 5.2.6 shows the different kind of works in which children are involved as a labour.



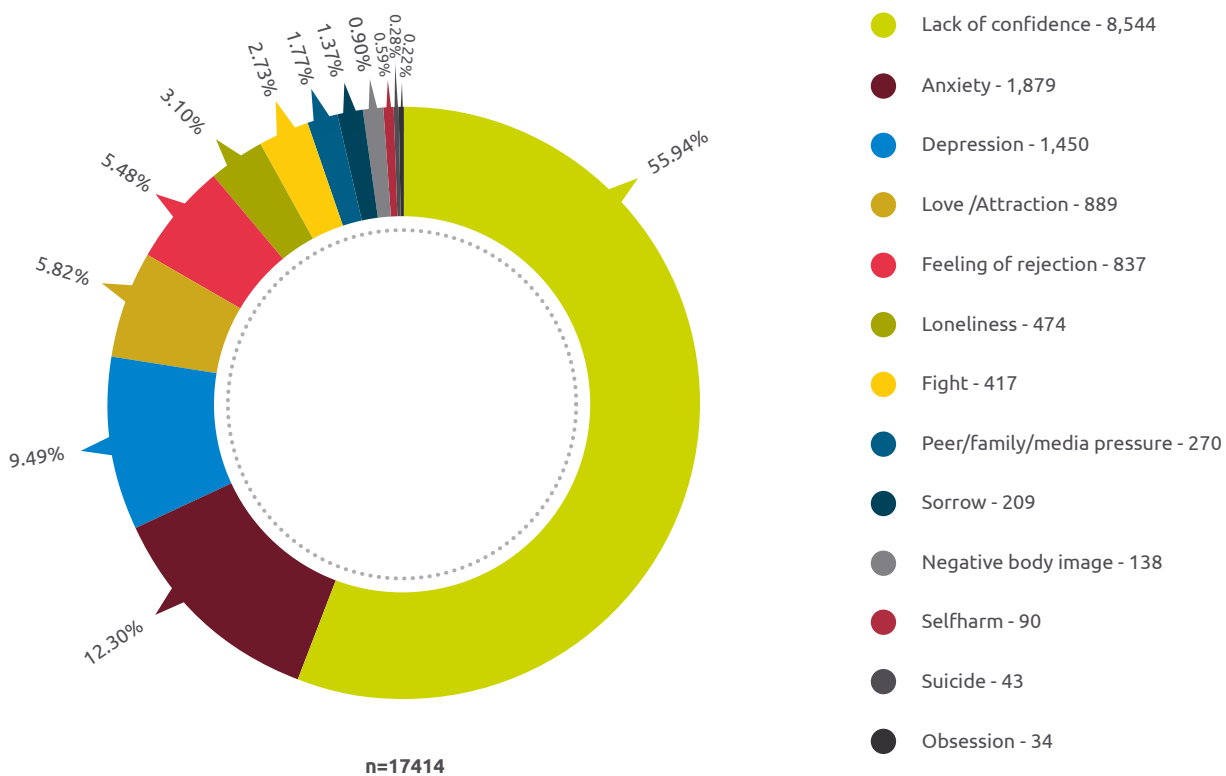
Note: In 5208 Child labour cases information were not available.

Figure 5.2.6: Child labour: sub reasons



Child labour cases have gone up significantly by 7.74% during the 2014 which includes mainly children who are involved in work at Restaurant/Dhaba, domestic work, hazardous work and beggary.

Below figure 5.2.7 shows the emotional and mental health related issues of children.



Note: In 2140 Emotional and mental health related cases information were not available

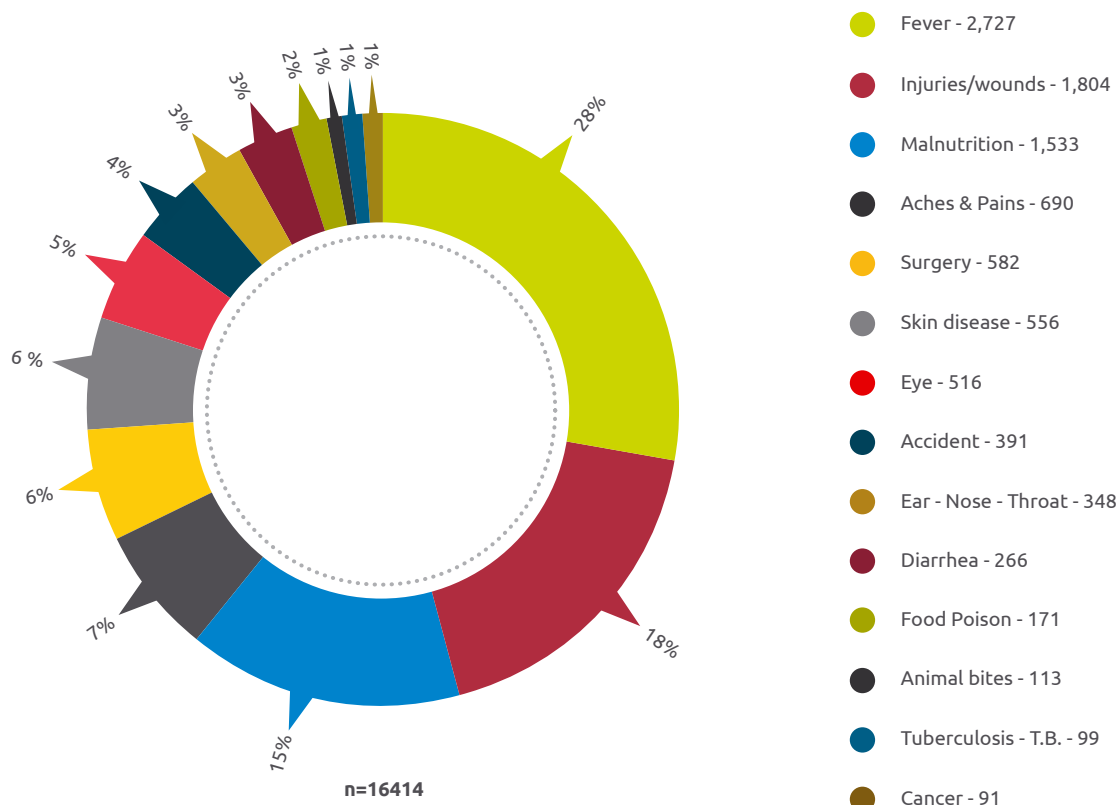
Figure 5.2.7: Emotional & mental health: sub reasons

A major category of children who contact CHILDLINE for Emotional and mental health related issues are school going, abused children or hail from a family where both parents are working. This would imply that the middle class children are calling CHILDLINE with increasing frequency. This accounts for the rapid growth in these kinds of calls. There has also been an increase in the number of calls coming from mobile phones. In 2014 out of 21497 cases of ES&G related interventions, 11055 were calls from mobiles.

Note: Of the 8544 calls for 'lack of confidence', 1041 calls indicated an additional reason of 'depression' for calling.



Below figure 5.2.8 shows variety of physical health related issues for which immediate medical attention has to be provided to child.



Note: In 6527 Physical health related cases information were not available.

Figure 5.2.8: Physical health: sub reason

Note: Of the 1804 calls citing injuries/wounds as reason for calling CHILDLINE, 244 also stated "accident" as an additional reason. Malnourishment is the third largest reason for calling CHILDLINE 1098.



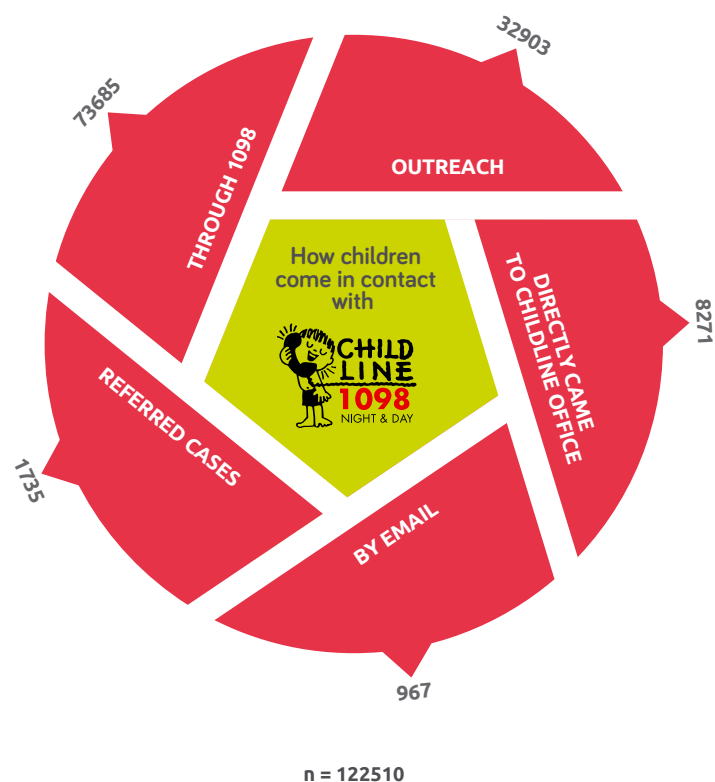


6

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 is not available for 4949 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 to children call on 1098, but also concerned adults call to share children's problems and help them.

The number of cases received during Outreach (activities conducted by IUs in all cities/districts) is a significant 28%. 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.

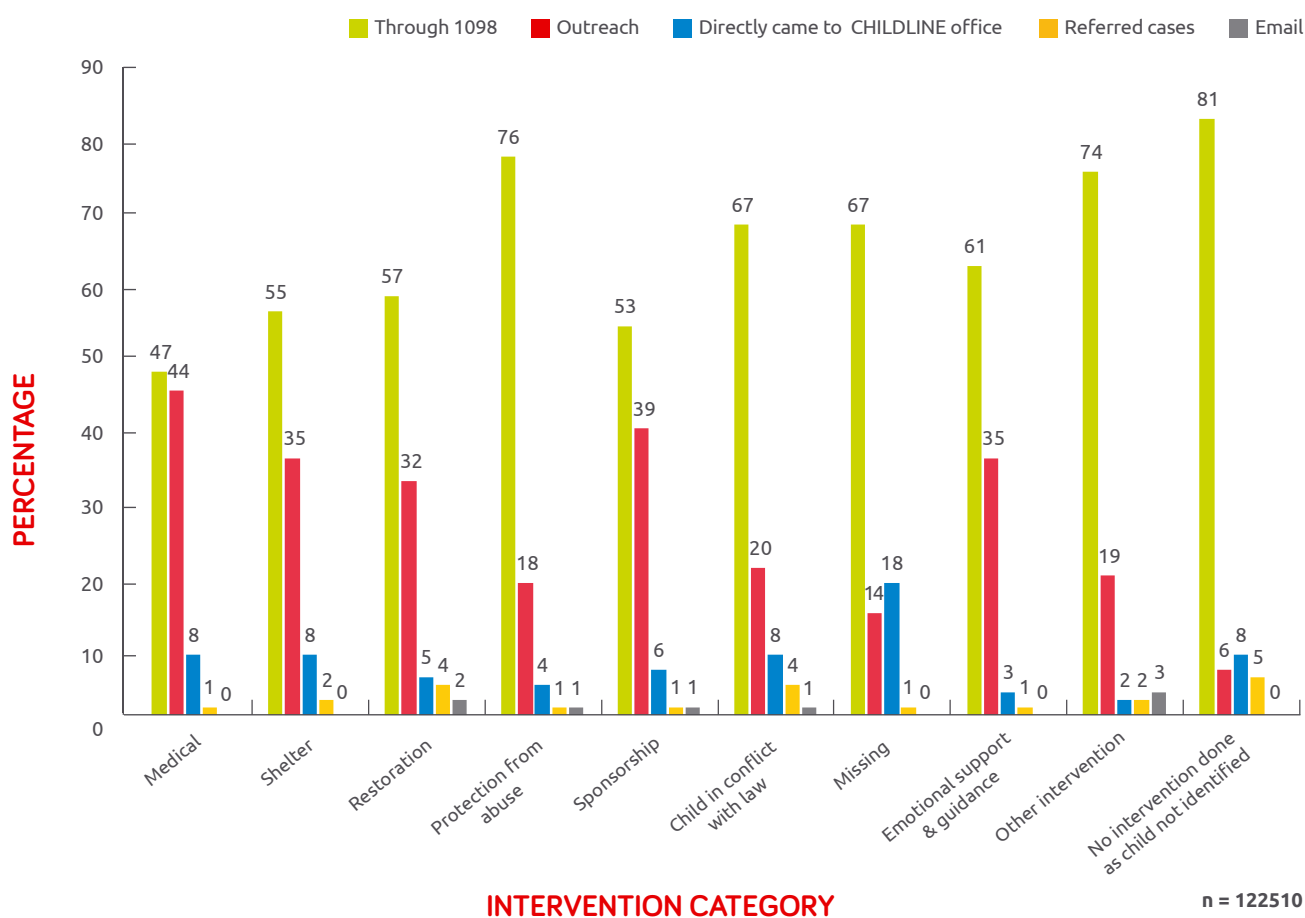


Table 6.1.1: Access to CHILDLINE 1098 split by intervention type

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, shelter, Protection from abuse 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	Email	Total
Medical	5334	5045	874	95	35	11383
Shelter	8819	5501	1272	294	39	15925
Restoration	4775	2758	420	338	204	8495
Protection from abuse	22841	5589	1122	410	422	30384
Sponsorship	6221	4499	710	60	75	11565
Child in conflict with law	367	102	46	23	8	546
Missing	11397	2166	3068	222	73	16926
Emotional support & guidance	12806	7110	666	230	94	20906
Other intervention	290	78	6	7	13	394
No intervention done as child not identified	835	55	87	56	4	1037
Total	73685	32903	8271	1735	967	117561

Note: Information about access through is not available for 4949 cases.



Note: Information about access through is not available for 4949 cases.

Figure 6.1.1: Access to CHILDLINE 1098 split by intervention type



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

(not to scale)

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.

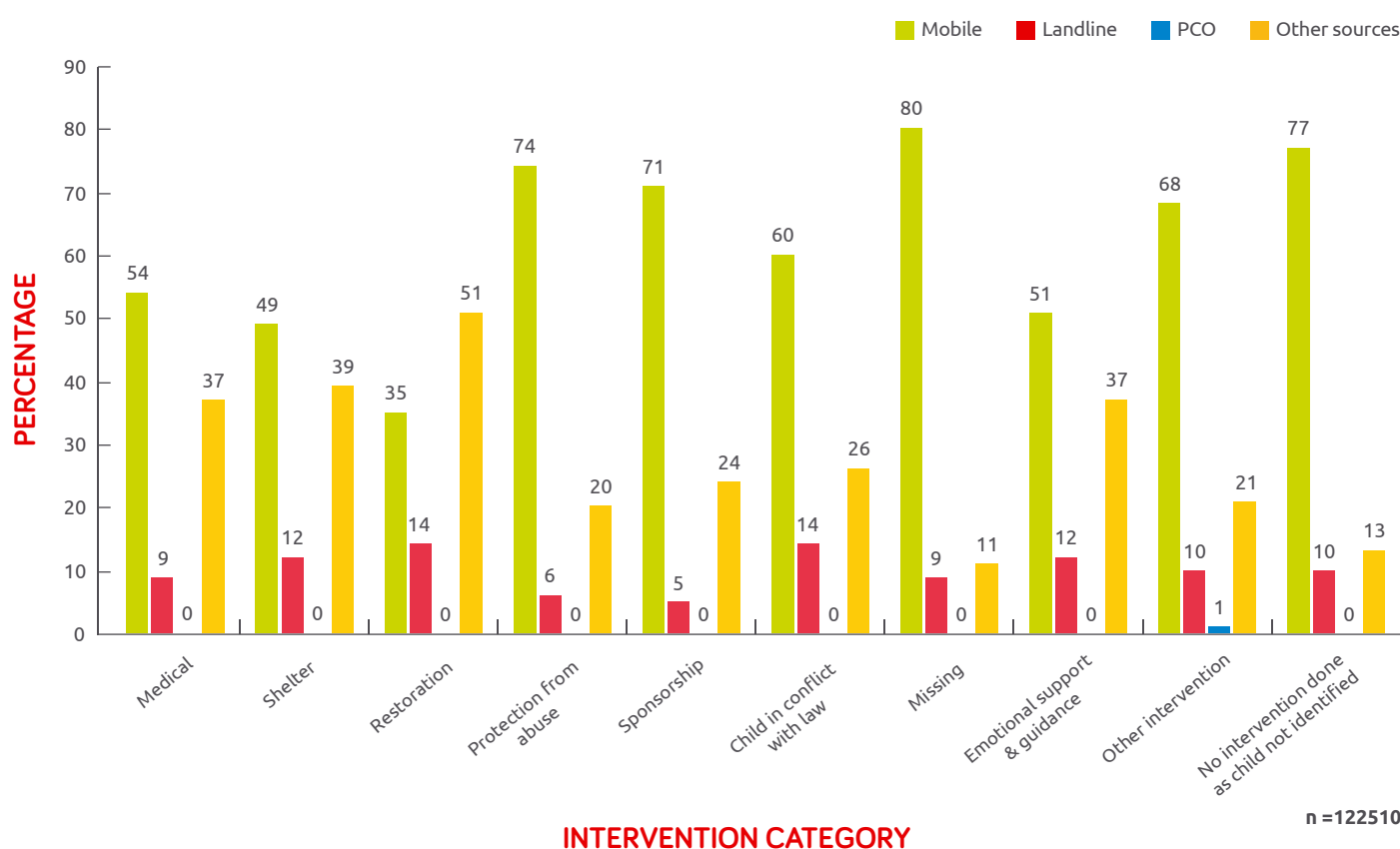
Are Calls from mobiles for different reasons ?

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

Total	Mobile	Landline	PCO	Other sources	Total
Medical	6761	1001	46	4670	12478
Shelter	8131	1782	50	6489	16452
Restoration	3109	1224	19	4446	8798
Protection from abuse	23264	1810	121	6194	31389
Sponsorship	8393	506	18	2858	11775
Child in conflict with law	349	79	1	149	578
Missing	14385	1648	88	1921	18042
Emotional support & guidance	11055	2447	55	7940	21497
Other intervention	278	39	3	84	404
No intervention done as child not identified	846	107	3	141	1097
Total	76571	10643	404	34892	122510

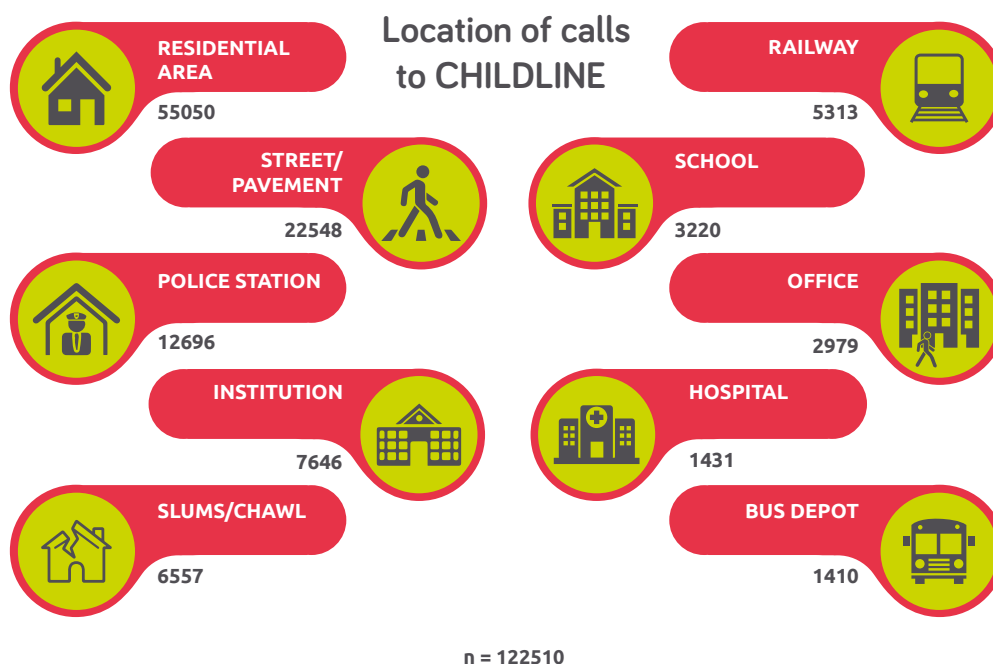
**Figure 6.2.1: Calls to CHILDLINE from different telephone sources and interventions**

For non-PCO landlines and mobiles the most significant cases are those requiring Emotional support & guidance and Protection from abuse. Whereas, for calls coming from PCOs the most pressing needs appear to be for protection from abuse and medical 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

For 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 are not available for 3660 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 and police stations accounts for 40% of all locations from where calls come in and are crucial as these places are frequented by most marginalised children.



7

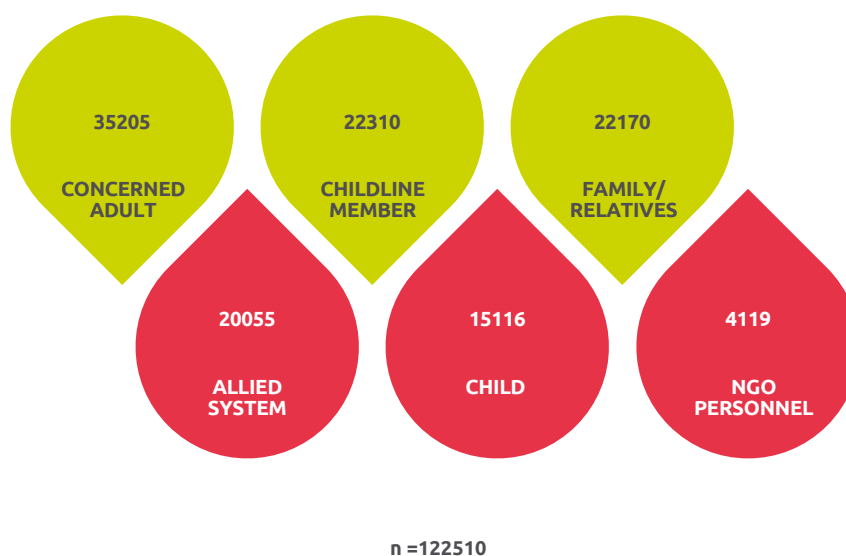
PROFILE OF CALLER AND CHILDREN



PROFILE OF CALLER & CHILDREN

7.1 Profile of caller

1/4th 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 not available for 3535 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.

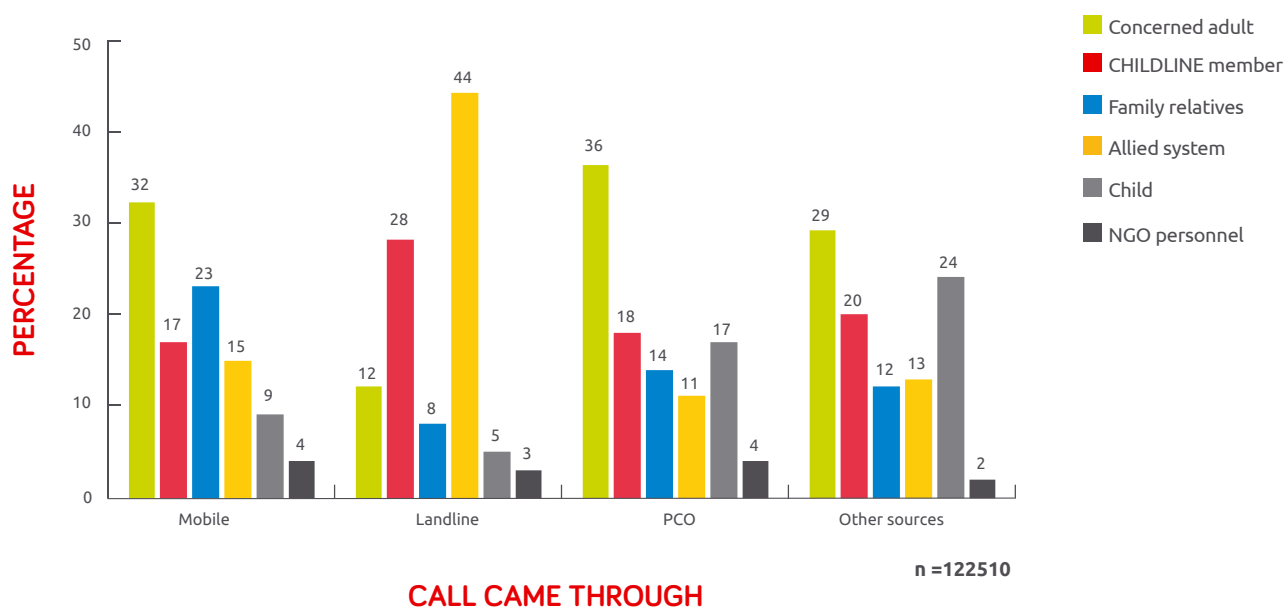
Table 7.1.1: Caller types using different choices of telephones

Caller type	Mobile	Landline	PCO	Other Sources	Total
Concerned adult	24390	1217	145	9453	35205
CHILDLINE member	12773	2897	74	6566	22310
Family relatives	17097	871	55	4147	22170
Allied system	11134	4584	45	4292	20055
Child	6473	492	68	8083	15116
NGO personnel	2957	329	15	818	4119
Total	74824	10390	402	33359	118975

Note: Callers detail not available for 3535 cases.



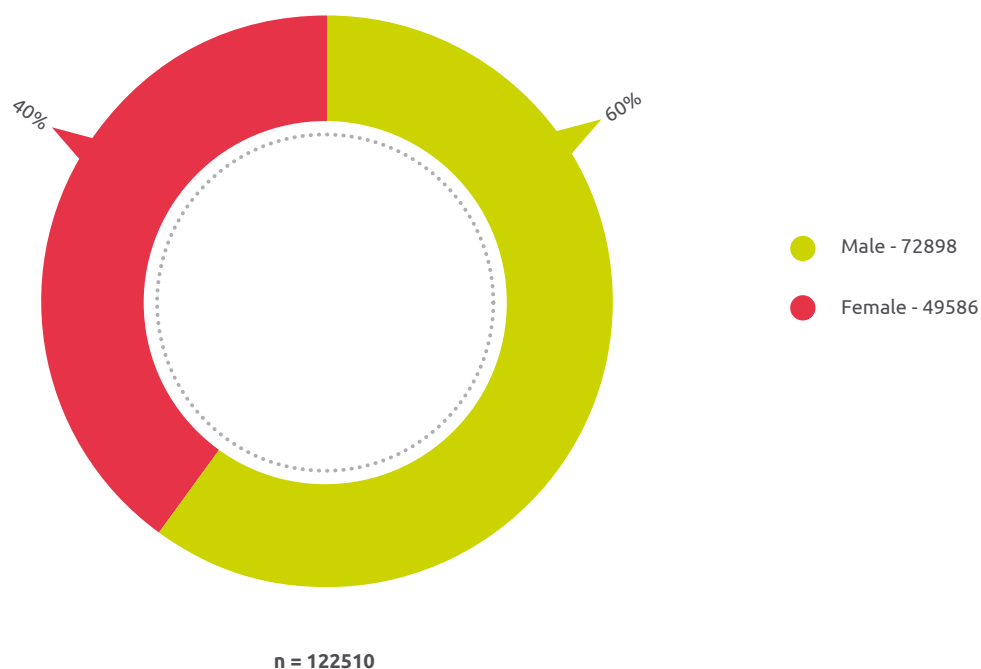
Below figure 7.1.1 shows the different kind of telephones used by callers to contact CHILDLINE.



Note: Callers detail not available for 3535 cases.

Figure 7.1.1: Caller types using different choices of telephones

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

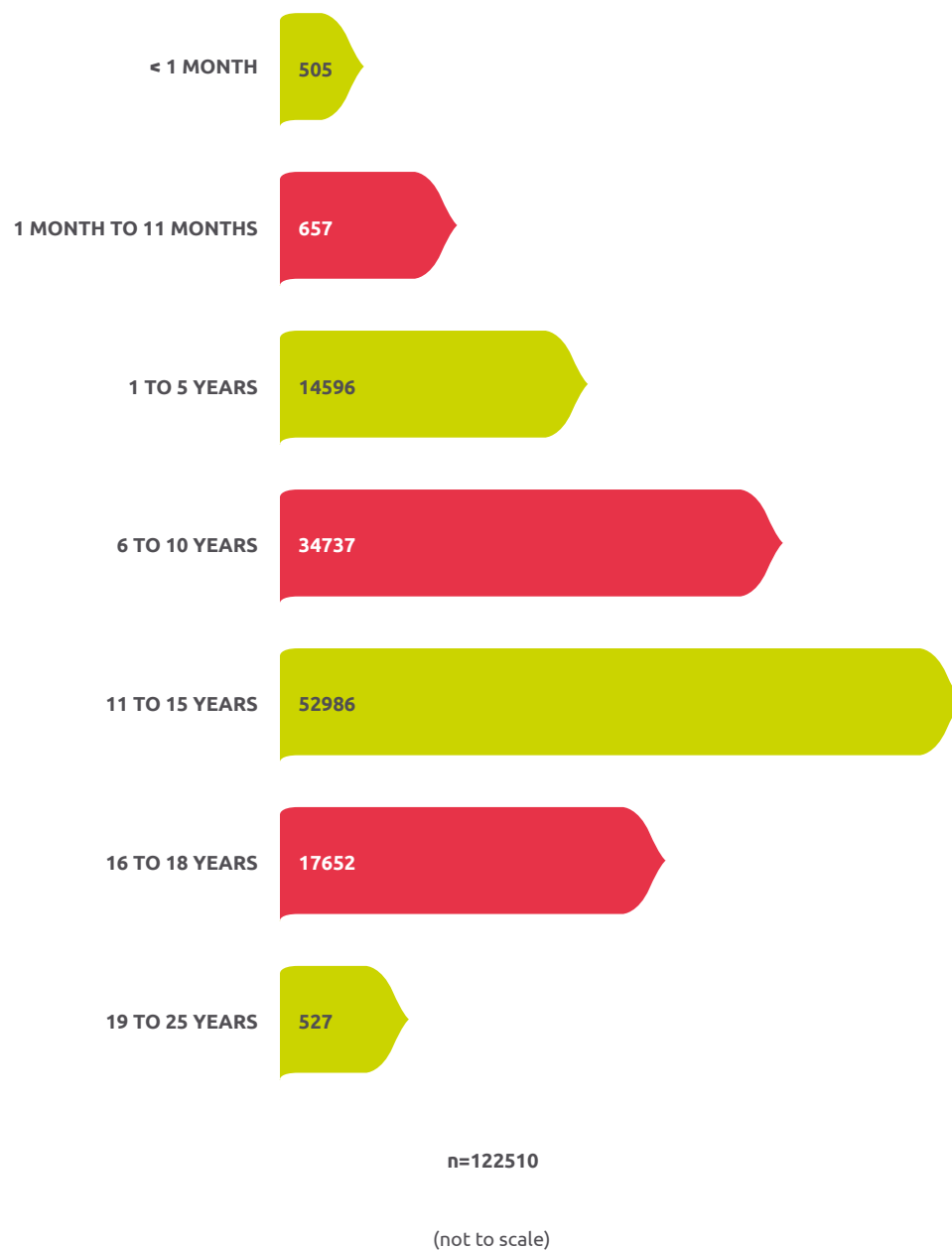


Note: Gender of Children were not available for 26 cases.

Figure 7.2: Gender of children



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



Note: Age group of Children were not available for 850 cases.

Figure 7.3: Age group of children assisted



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



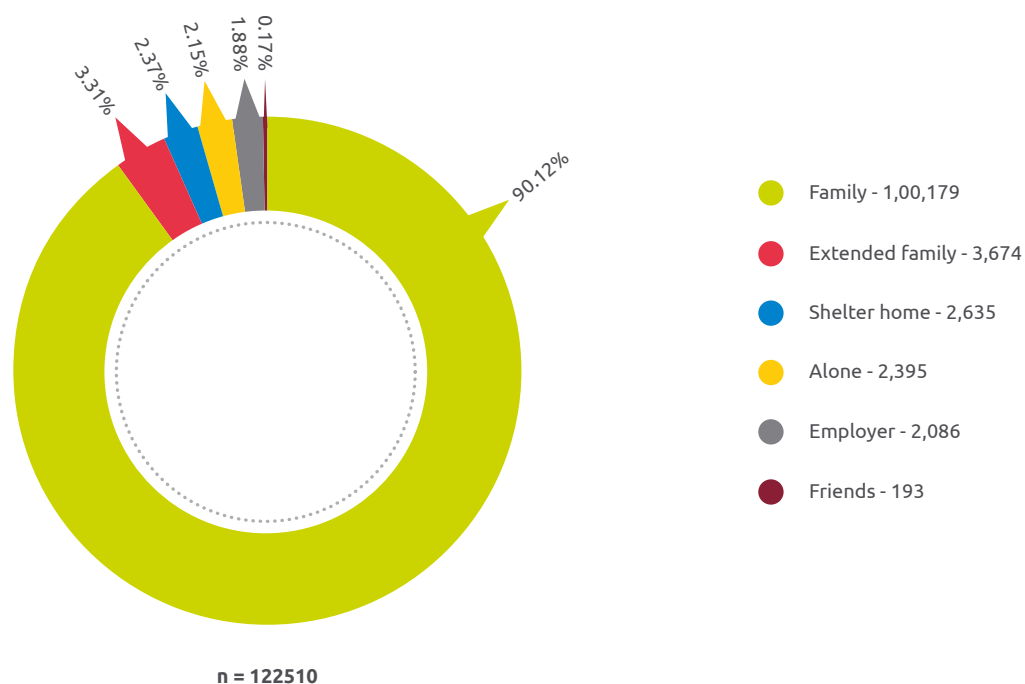
Note: Education status of Children were not available for 17932 cases.

Figure 7.4: Education status of children

Of the total number of interventions undertaken, 27.28% of the children have never been to school; 8.76% have dropped out of school, while 6.41% are in Anganwadi. Nearly 50% attend school, another 3.62% have finished the 10th standard, while 2.53% are yet in college.



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

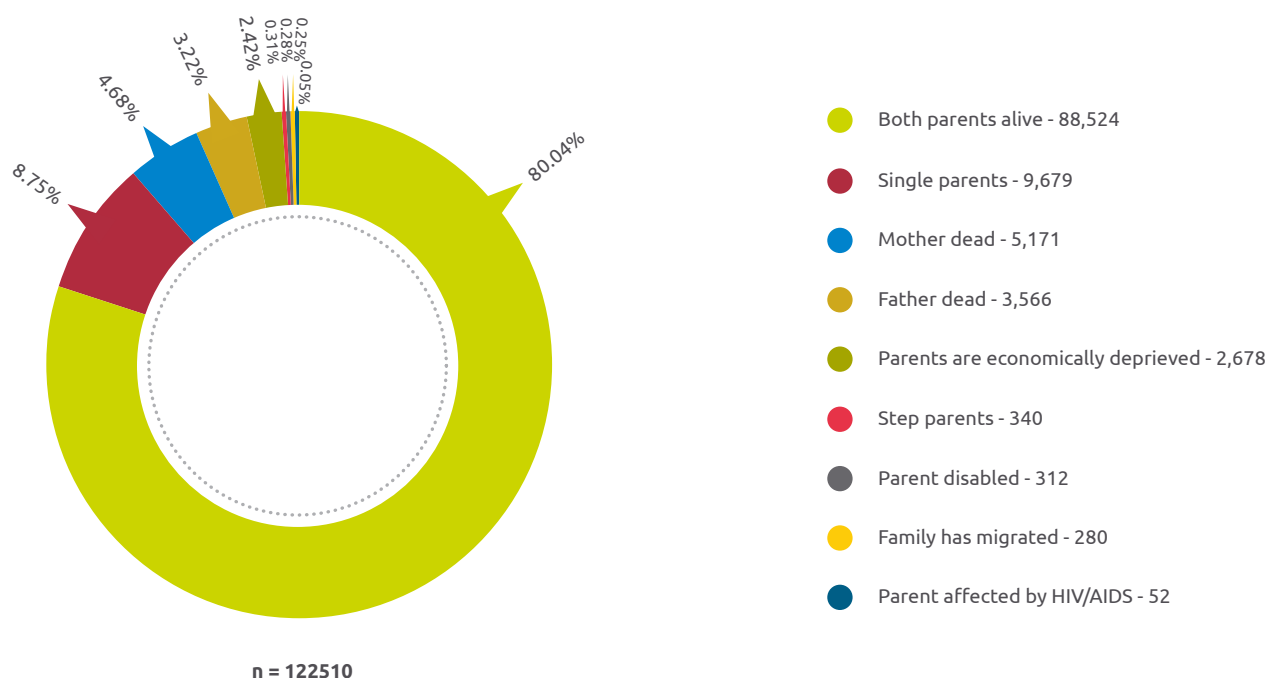


Note: Living arrangement of Children were not available for 11348 cases.

Figure 7.5: Living arrangement of children

Of the total number of interventions undertaken, 90% 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 available for 11908 cases.

Figure 7.6: Family structures of children

Of the interventions conducted, 80% of children had both their parents. 2.42% reported impoverished parents, 7.90% reported either of their parents dead while another 8.75% reported living with single parents (referring to separated parents).





8

INTERVENTION AND ASSISTANCE BY CHILDLINE



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.

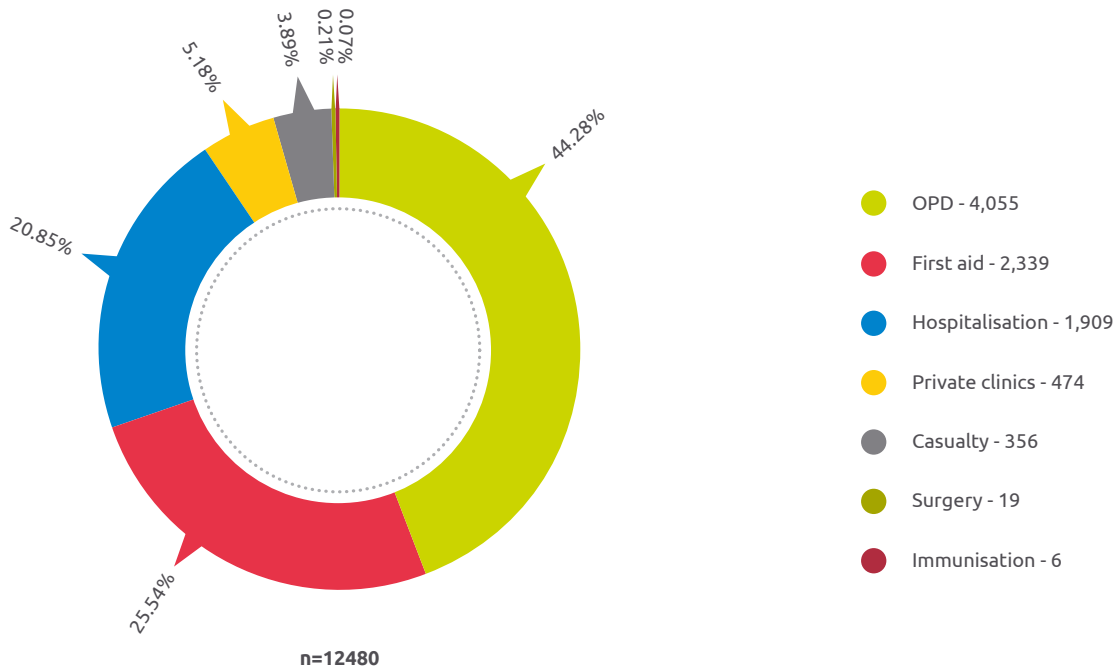
Many a times, CHILDLINE teams conduct night outreach programmes for those children and families who are away at work during the day. The teams carry with them basic medical kits as street children invariably seek treatment for wounds and often locally applied medication proves to be sufficient. In other 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 (12480 out of 181500, 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.

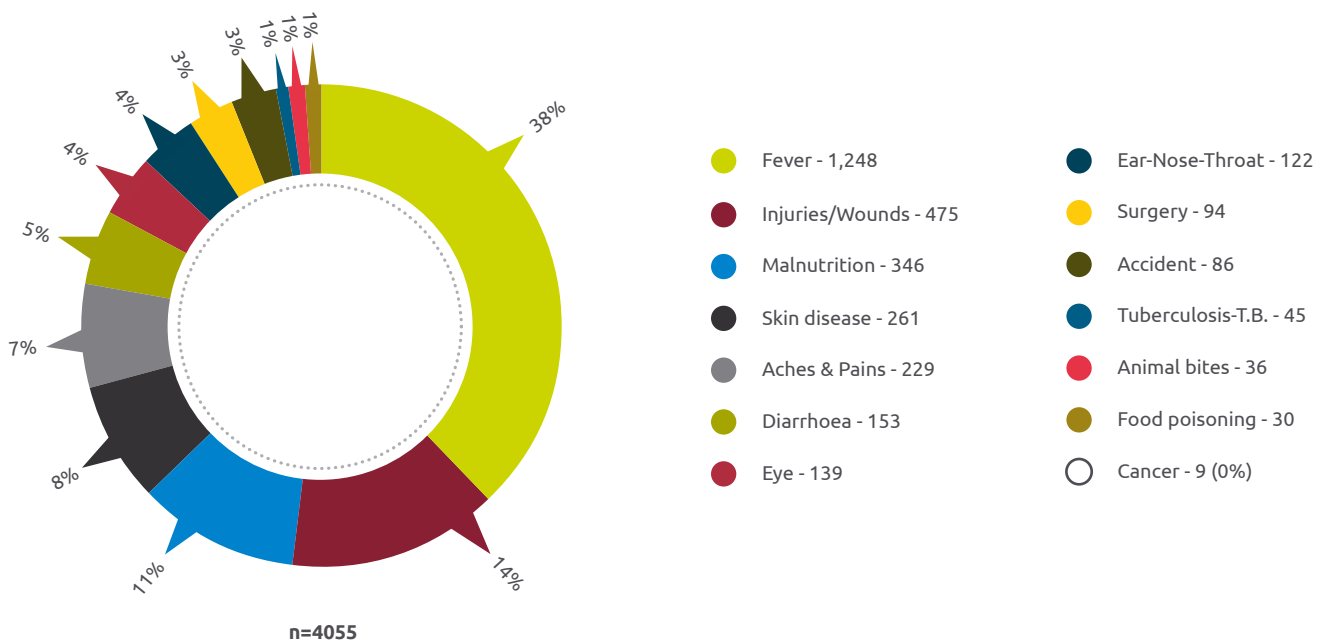




Note: Intervention done in medical cases are not available for 3322 cases.

Figure 8.2: Medical: sub intervention

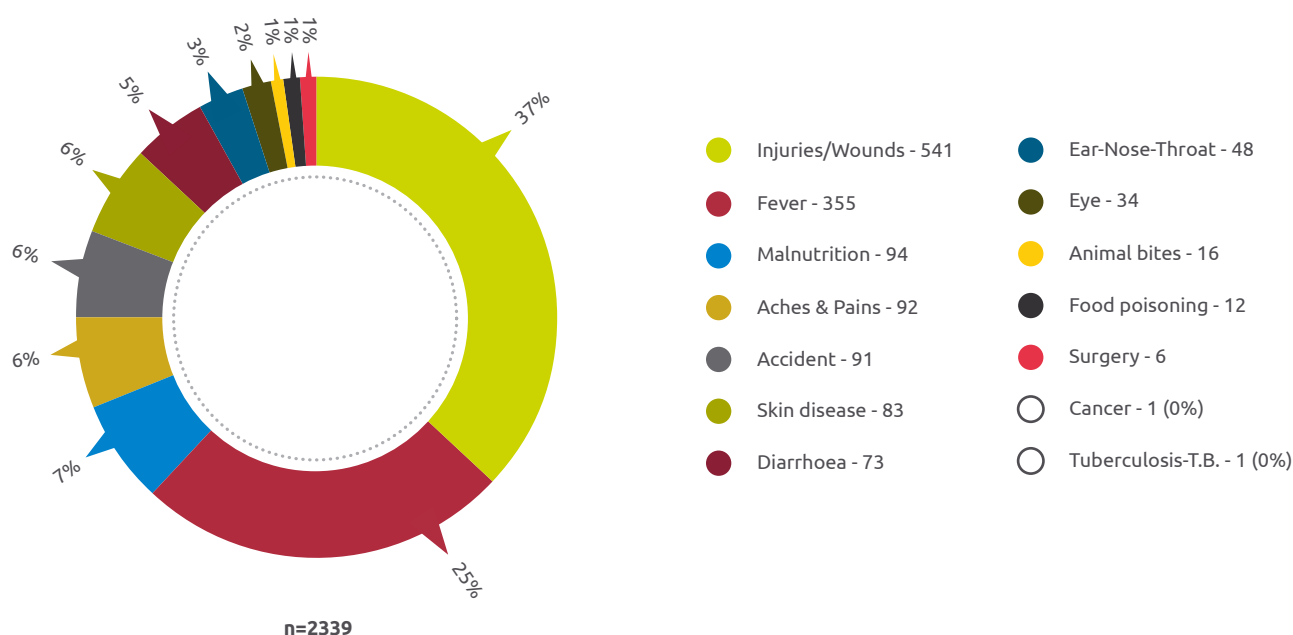
From Fig 8.2, it can be concluded that, basic First aid and treatment at Out Patient Departments (OPD) are the most prominent of medical interventions, covering 70% of all medical cases. The details of the ailments that require treatment by First aid, OPD and hospitalization, are given in Figure 8.2.1, Figure 8.2.2 and Figure 8.2.3 respectively.



Note: : Ailments of 782 OPD cases were not available.

Figure 8.2.1: Ailments treated by OPD

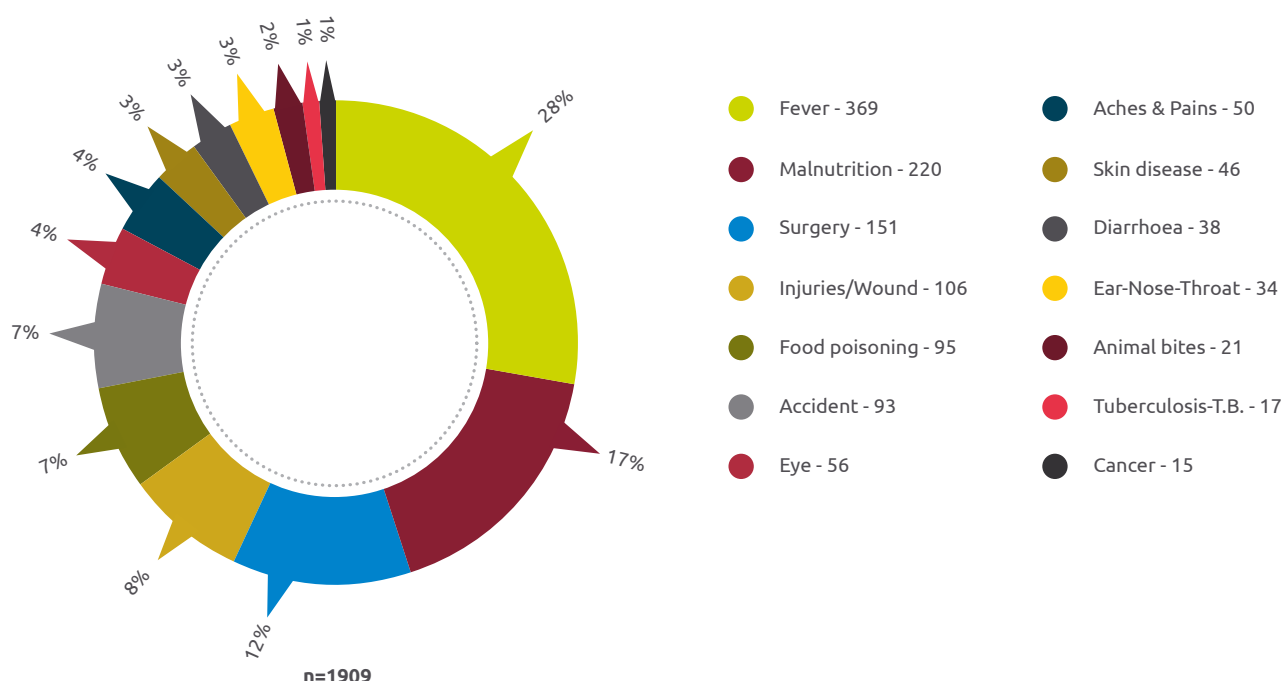
The single largest ailments treated at OPDs are fever and Injuries/wounds, accounting for 38% and 14% respectively.



Note: Ailments of 892 First aid cases were not available.

Figure 8.2.2: Ailments treated by first aid

Injuries/wounds at 37% and Fever at 25% of the medical calls received are the most commonly treated ailments by first aid. Cases being reported for first aid may also be reported for hospitalization or OPD. Hence, the figures for these would also be counted in tables for OPD/ Hospitalization- 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.



Note: Ailment of 598 Hospitalisation cases is not available.

Figure 8.2.3: Ailments treated by hospitalization

While fever and injuries/wounds continue to account for bulk of hospitalization cases at 36%, malnutrition account for 17%, surgery accounted for 12% and Food poisoning and accidents account for 7% each of the calls received for medical aid.



Over the years CHILDLINE has been blessed to know some amazing people with touching stories. But when it is children who come out as the real heroes, it makes us, the CHILDLINE team, only proud to be a part of their inspirational life. These are the stories of 3 amazing children who fought it out and lived to tell their tale. Read about how 10 year old Magarajothi, 12 year old Anushiya and Deva born with congenital heart defects were successfully saved by timely intervention by CHILDLINE at the nick of the time.

10 year old Magarajothi had been suffering from congenital heart disease for years. She lived with her family in the Nochivayal Village of Ramanathapuram district, Tamil Nadu. Unfortunately, since her underprivileged family was not aware of such a sickness her condition was unnoticed for a very long time. As time passed, her health deteriorated and she was not her jovial self. The family realized that there was something wrong with their little girl's physical condition and that immediate action was to be taken. With no one else to look to the parents called up CHILDLINE to help them

Through CHILDLINE's intervention, the parents took their daughter to Saravana Hospital in Madurai for a master checkup and to understand the situation of their girl. The doctors there advised for an immediate open heart surgery to avoid any further complications. Shaken with what the doctors had just told them, Magarajothi's family was helpless and didn't know how to arrange the funds that could save their daughter.

CHILDLINE visited the family and assured them support in every way. With the support from donors as well as the hospital staff, Magarajothi was operated in time and was guaranteed a new lease on life. She was taken good care of in the hospital till she was strong enough to be discharged. Her parents too were allowed to stay in the hospital close to her for the fortnight so that they could care for their daughter and be with the little girl in her time of need. Magarajothi has now fully recovered and has returned to her village where she is back to her old, happy self with no restrictions on the types of activities she can enjoy.

Similar is the story of 12 year old Anushiya. CHILDLINE team met this bright girl in Sayalkudi School in Ramanathapuram district, Tamil Nadu. She too was suffering from congenital heart disease. Deva, another 12 year old enthusiastic boy from Rameswaram, Tamil Nadu was also diagnosed with the same condition. After learning more about the children from reliable sources, CHILDLINE collected all the details and advised their parents to take them to Saravana Hospital in Madurai for a check-up and thereafter a proper course of treatment. Here as well, the parents were told that their children would require an open heart surgery. Hailing from very meager circumstances neither Anushiya's father a daily wage earner nor Deva's father, a coolie were able to fend enough for the entire family. Both the families were in a dilemma and had almost lost hope for a better future for their children. Making a difficult time in their life a bit easier, within a period of two months and through CHILDLINE's intervention enough donations were collected to fund both the operations. A heart specialist from Chennai was also brought down so as to provide the best care possible plus for expert follow-ups.

All the doctors and nurses were extremely kind, friendly and willing to help Anushiya, Deva and their families in every way possible. Post thorough and careful examinations and tests, the day had finally arrived when both the children would be free from their sickness and be able to live each day just like any other kid their age. CHILDLINE team members and volunteers paid a visit to the little girl and boy before their surgery and promised to come back once they were out. The team was present with logistic support as well as to counsel the children and their families during this nerve-racking time.

The surgery was successful and the doctors reassured the parents that their children were out of danger and would bounce back quickly hale and hearty. Currently Anushiya and Deva are still under treatment as the stitches have yet to be removed. Nonetheless, both have shown a remarkable recovery and their stamina and energy levels are improving every day.

We express our gratitude to Saravana Hospital, Madurai for their commendable services and quality care. CHILDLINE is grateful for their continuous support.

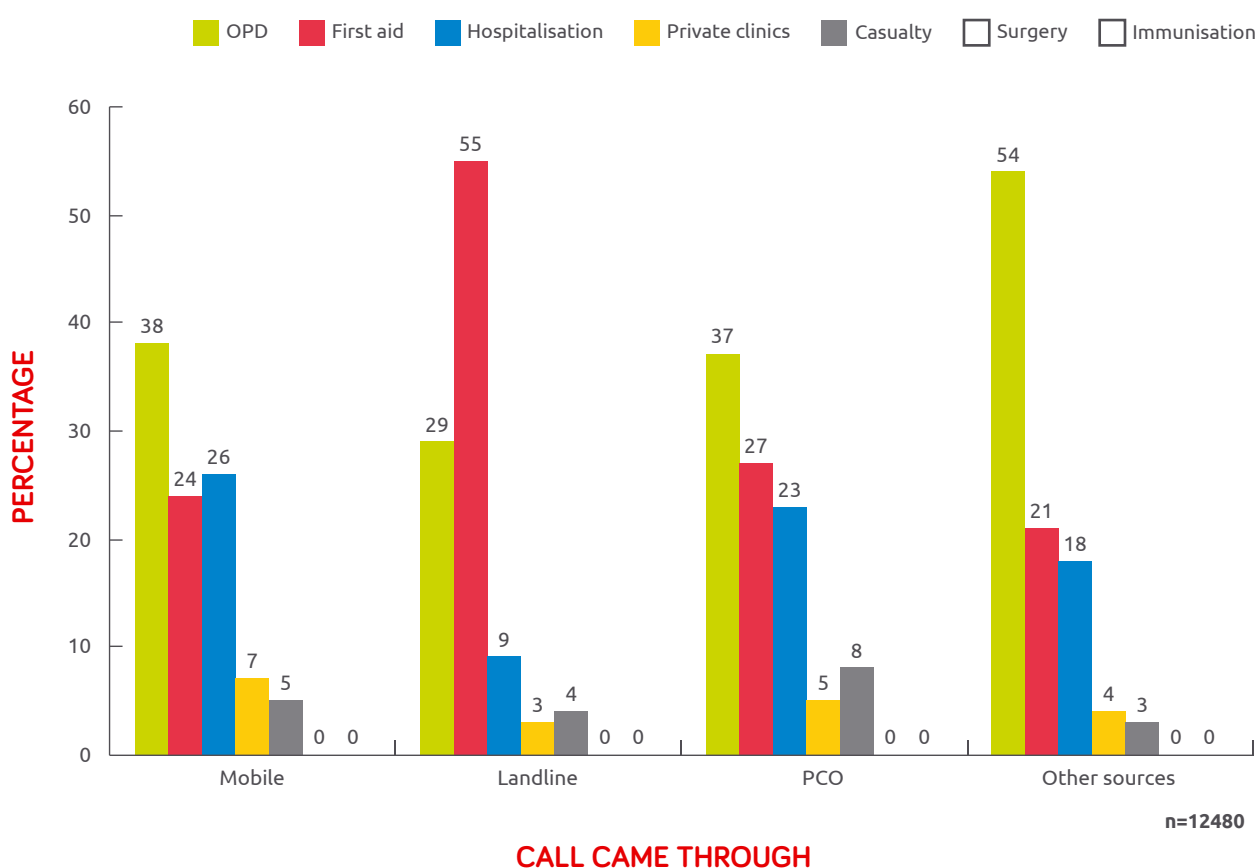


Sources through which medical cases came to CHILDLINE is presented in table and Figure 8.2.4.

Table 8.2.4: Source for medical assistance cases

Medical: Sub intervention	Mobile	Landline	PCO	Other sources	Total
OPD	1598	259	15	2183	4055
First aid	991	505	11	832	2339
Hospitalisation	1114	82	9	704	1909
Private clinics	291	27	2	154	474
Casualty	210	38	3	105	356
Surgery	17	1	0	1	19
Immunisation	6	0	0	0	6
Total	4227	912	40	3979	9158

Note: Intervention done in medical cases are not available for 3322 cases.



Note: Intervention done in medical cases are not available for 3322 cases.

Figure 8.2.4: Source for medical assistance cases

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 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 2014 but the medical cases received from PCO and other sources have gone down.



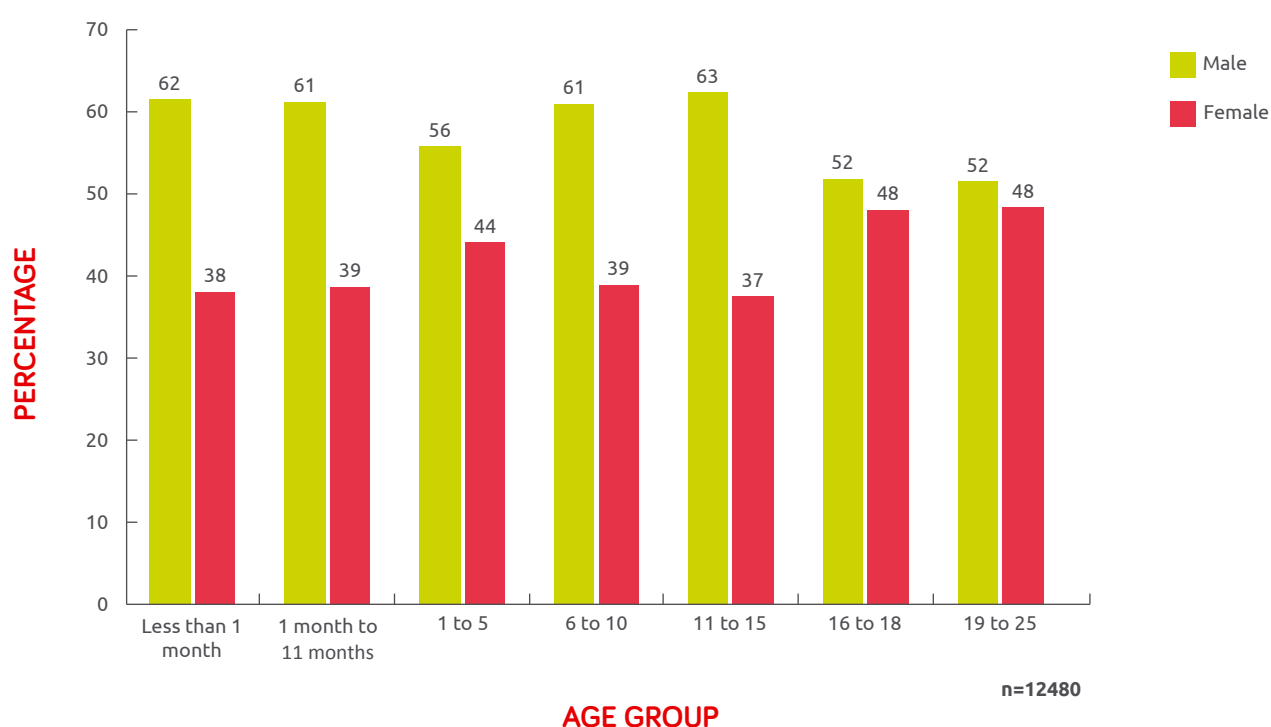
The age group wise distribution of male and female child is presented in Table and Figure 8.2.5

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

Age group	Male	Female	Total	Ratio of female to male
Less than 1 month	100	62	162	0.62
1 month to 11 months	146	92	238	0.63
1 to 5	1900	1504	3404	0.79
6 to 10	2311	1471	3782	0.64
11 to 15	2336	1400	3736	0.60
16 to 18	523	485	1008	0.93
19 to 25	17	16	33	0.94
Total	7333	5030	12363	0.69

Note: Gender and Age group were not available for 117 cases.

In the age group of 6-10 years and 11-15 years, the vast majority of medical intervention cases are with boys at 61% and 63% respectively, while in the age group of 16-18 and 19-25 years the cases of both the gender are very much close. Medical cases of infant children are 3% of total medical cases.



Note: Gender and Age group were not available for 117 cases.

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



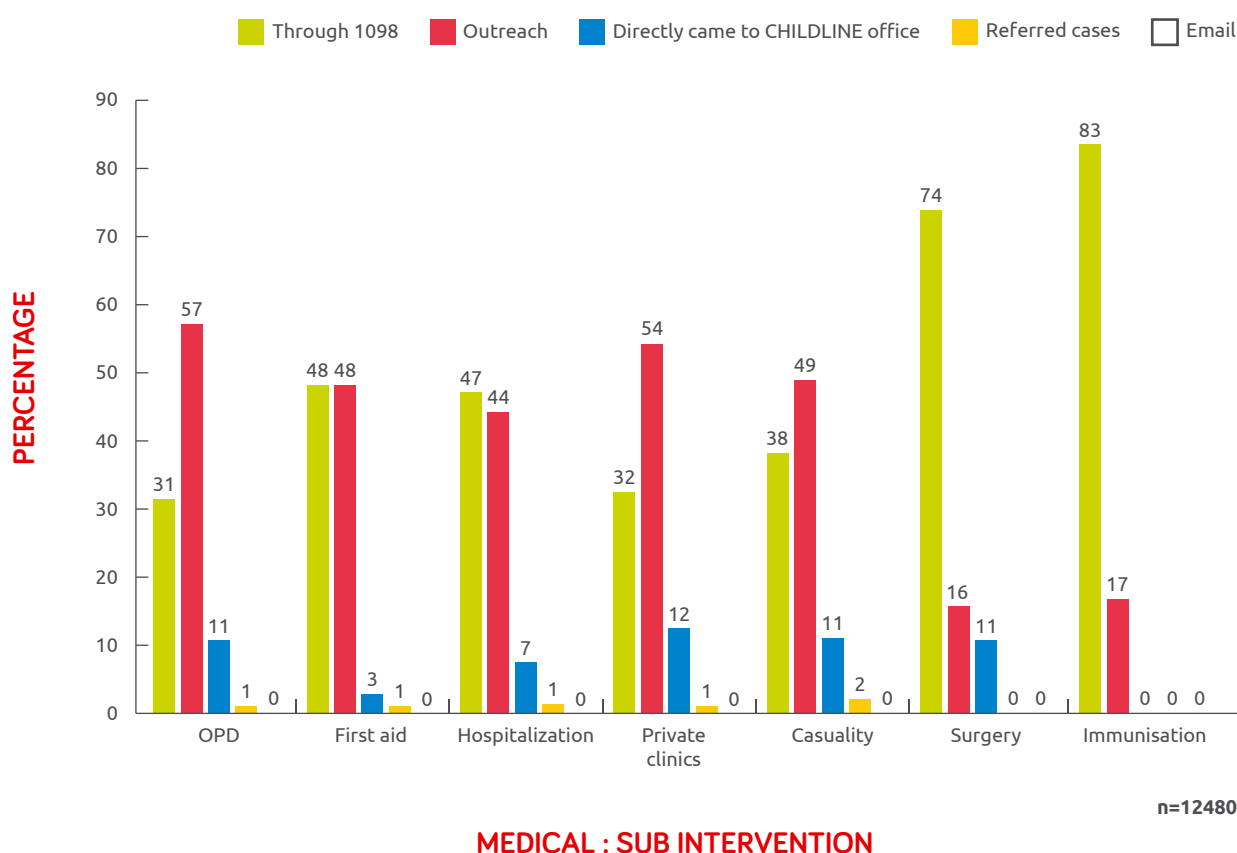
Below Table & Figure 8.2.6 shows how children accessed CHILDLINE service for medical related support.

Table 8.2.6: 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
OPD	1209	2195	418	37	5	3864
First aid	1096	1096	69	12	11	2284
Hospitalisation	848	799	135	24	0	1806
Private clinics	139	232	53	5	0	429
Casualty	119	152	35	7	0	313
Surgery	14	3	2	0	0	19
Immunisation	5	1	0	0	0	6
Total	3430	4478	712	85	16	8721

Note: Information of access for medical cases were not available for 3759 cases.

For most kinds of medical interventions with CHILDLINE, the primary method is outreach. In the case of interventions requiring OPD, reporting during CHILDLINE Outreach accounts for 57%. The pattern is similar for first aid, casualty cases and cases taken to private clinics.



Note: Information of access for medical cases were not available for 3759 cases.

Figure 8.2.6: How the child accessed assistance from CHILDLINE for medical support/intervention



8.3 Assistance for Shelter

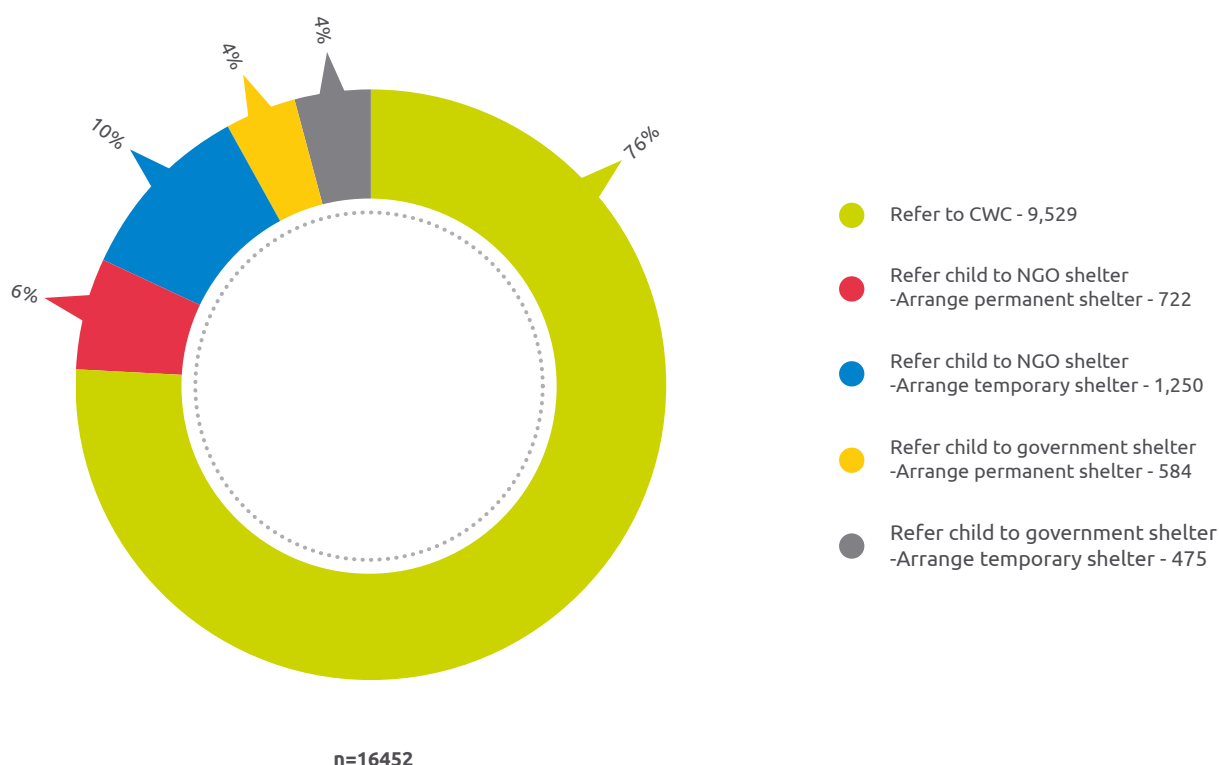
Every child has the right to a basic standard of living. Calls for providing shelter come from children themselves, the police call 1098 to seek temporary shelter for children found by them etc. In case of children referred to the Child Welfare Committee (CWC), they might pass an order for the child 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 76% of all cases. Another 10% 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 3892 cases

Figure 8.3: Shelter: sub intervention

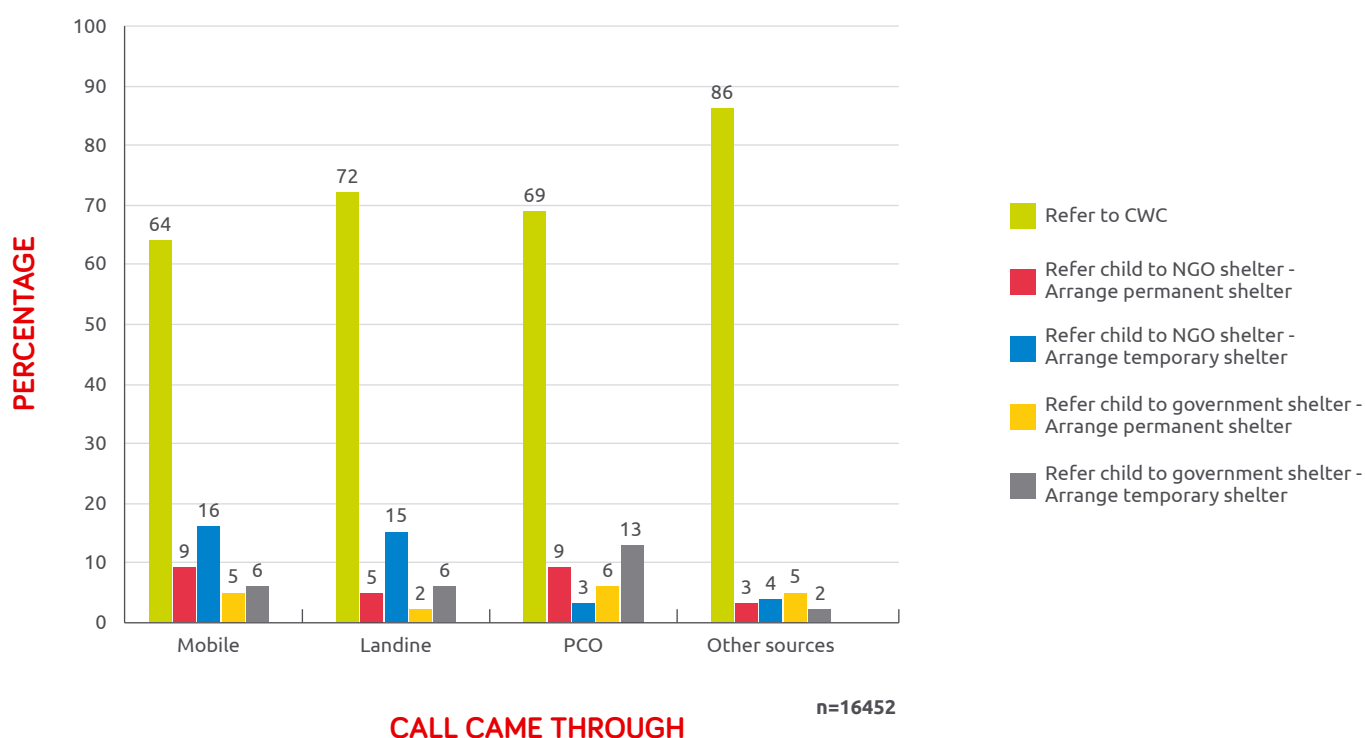


Sources through which shelter cases came to CHILDLINE is presented in Table and Figure 8.3.1

Table 8.3.1: Source for shelter assistance cases

Shelter: Sub intervention	Mobile	Landline	PCO	Other sources	Total
Refer to CWC	3079	1066	22	5362	9529
Refer child to NGO shelter - Arrange permanent shelter	429	78	3	212	722
Refer child to NGO shelter - Arrange temporary shelter	768	202	1	279	1250
Refer child to government shelter - Arrange permanent shelter	247	35	2	300	584
Refer child to government shelter - Arrange temporary shelter	276	94	4	101	475
Total	4799	1475	32	6254	12560

Note: Intervention done in shelter cases were not available for 3892 cases.



Note: Intervention done in shelter cases was not available for 3892 cases.

Figure 8.3.1: Source for shelter assistance cases

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
Less than a month	70	79	149	1.13
1 month to 11 months	73	71	144	0.97
1 to 5	1069	926	1995	0.87
6 to 10	3301	1995	5296	0.60
11 to 15	4475	2275	6750	0.51
16 to 18	888	1043	1931	1.17
19 to 25	21	37	58	1.76
Total	9897	6426	16323	0.65

Note: Gender and Age group were not available for 129 cases.



Note: Gender and Age group were not available for 129 cases.

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

A general trend of more calls from males than females has been noticed in most of the categories: 66% of all shelter related cases in the age group 11 to 15 are of boys. Whereas, in the age group of 1 month to 11 months and 1-5 years, difference in the cases split between boys and girls are less, but in the higher age (>15 years) and less than 1 month age group, more girls require shelter assistance.

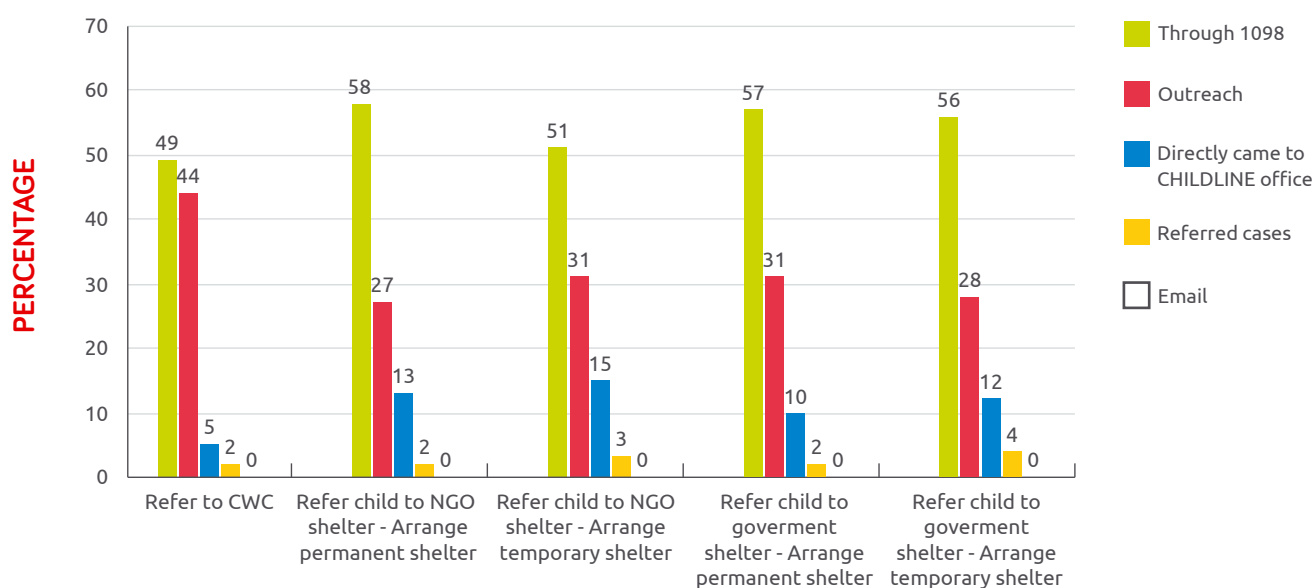


Below Table & Figure 8.3.3 shows how children accessed CHILDLINE service for shelter related support.

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
Refer to CWC	4514	4015	505	165	15	9214
Refer child to NGO shelter - Arrange permanent shelter	413	186	96	16	3	714
Refer child to NGO shelter - Arrange temporary shelter	605	365	180	37	5	1192
Refer child to government shelter - Arrange permanent shelter	328	176	58	14	1	577
Refer child to government shelter - Arrange temporary shelter	254	125	56	18	1	454
Total	6114	4867	895	250	25	12151

Note: Information of access for shelter cases was not available for 4301 cases.



n=16452

Note: Information of access for shelter cases was not available for 4301 cases.

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

As depicted in the table above, bulk of all cases are reported via 1098 for all kinds of shelter cases.



CHILDLINE Meerut saves a new born baby abandoned in a dustbin

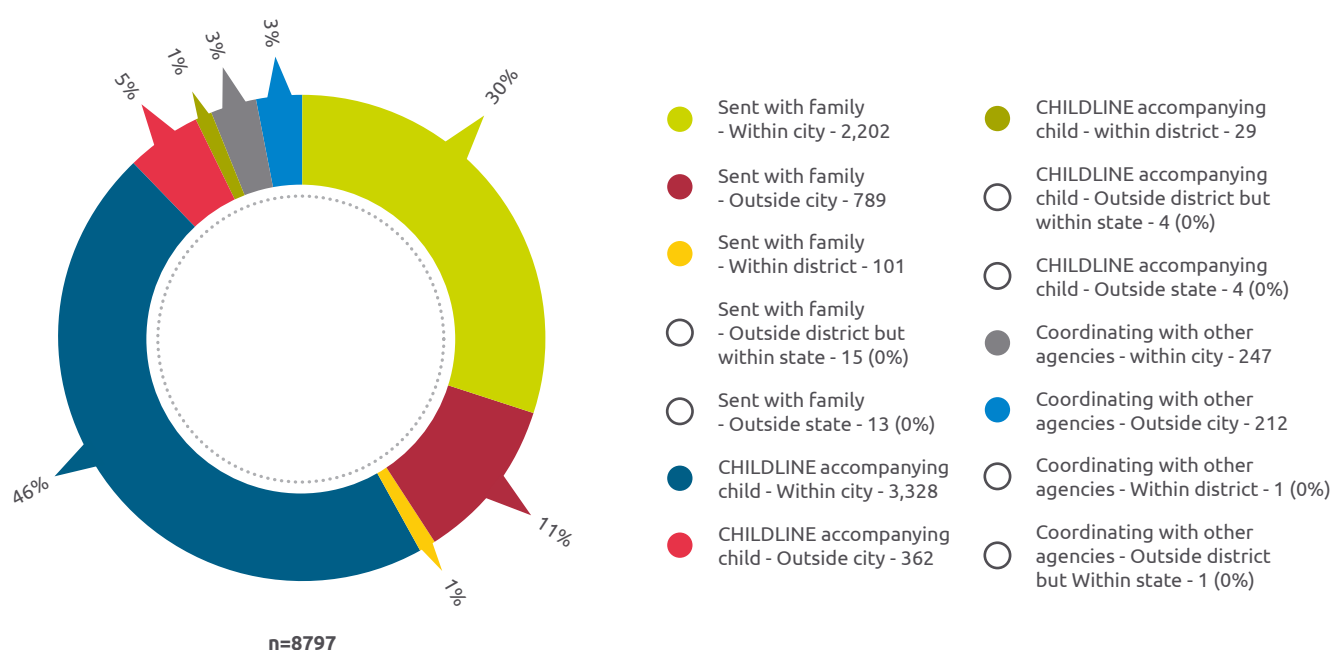
CHILDLINE received a call from a concerned individual informing that a new born baby abandoned found in a dustbin near Eid gah, Delhi road in Meerut. The caller had found a new born baby deserted near roadside dustbin. CHILDLINE team immediately visited the spot and met the child who had infections and needed immediate medical support. The team got in touch with Child Welfare Officer & S.H.O of P.S. Railway Road and informed about the case. With the help of officers from P.S. Railway Road Police station, CHILDLINE team rushed baby to Dr. P.P.S Chauhan's clinic for neonatal care. Dr. Chauhan referred the baby to Medical College Meerut, baby was then admitted in medical college for treatment.

Meanwhile, CHILDLINE team met with Child Welfare Committee, Meerut and informed about the baby. Necessary arrangements were made, support was provided by the CHILDLINE Meerut team. The child was discharged from hospital later. The information about the child was covered in some of the local dailies. CHILDLINE submitted a report of child to Child Welfare Committee for further proceedings. Meanwhile, the CWC studied the case and directed to shift the child to the Rajkiya Bal Griha in Lucknow and to make necessary arrangements with the State Adoption Resource Agency (SAA) for adoption.

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 was not available for 1489 cases.

Figure 8.4: Restoration: sub intervention



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

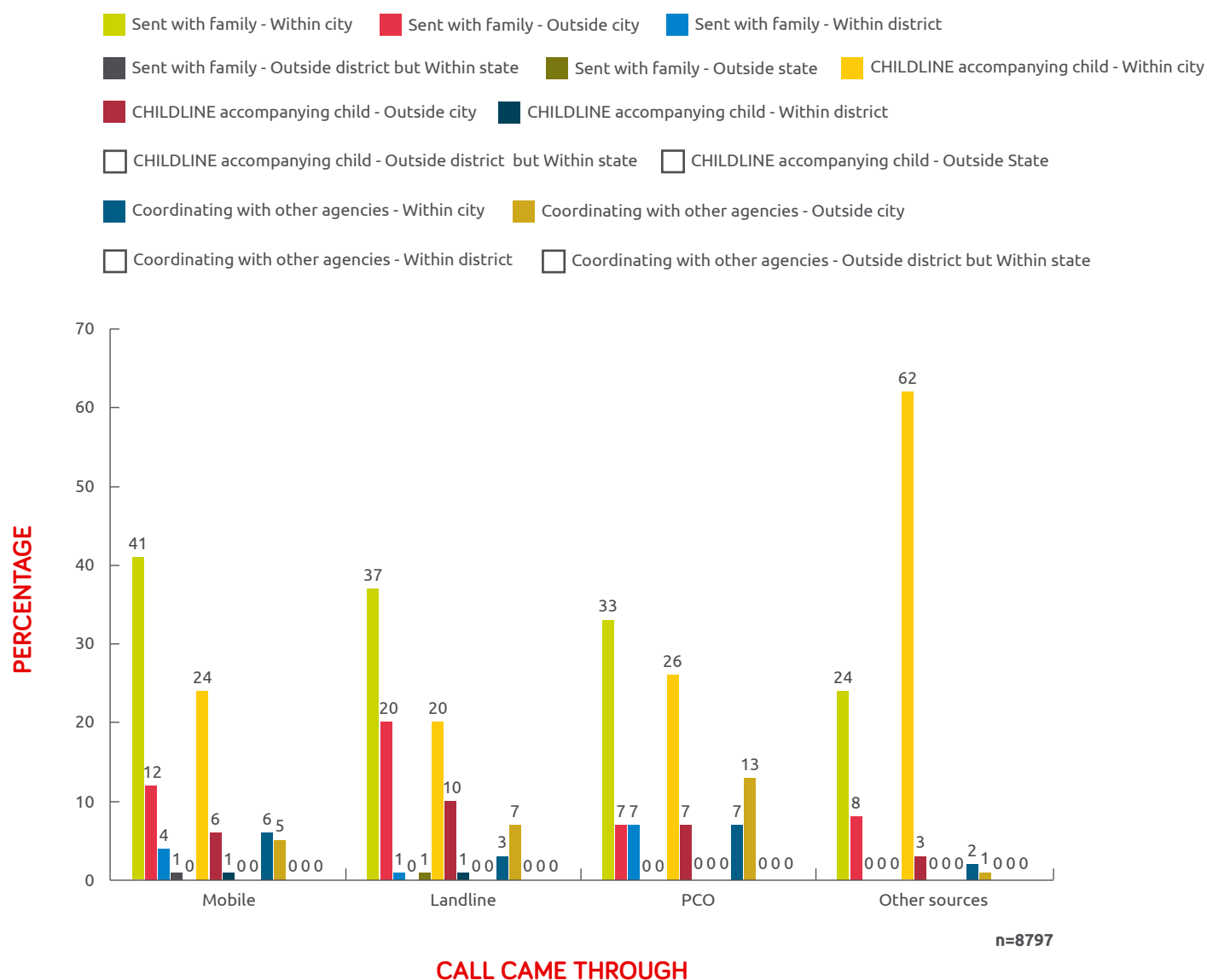
Sources through which restoration cases came to CHILDLINE is presented in Table and Figure 8.4.1.

Table 8.4.1: Source for restoration assistance cases

Restoration : Sub intervention	Mobile	Landline	PCO	Other sources	Total
Sent with family - Within city	802	399	5	996	2202
Sent with family - Outside city	238	215	1	335	789
Sent with family - Within district	80	12	1	8	101
Sent with family - Outside district but within state	13	2	0	0	15
Sent with family - Outside state	7	6	0	0	13
CHILDLINE accompanying child - Within city	472	207	4	2645	3328
CHILDLINE accompanying child - Outside city	111	101	1	149	362
CHILDLINE accompanying child - Within district	17	10	0	2	29
CHILDLINE accompanying child - Outside district but Within state	4	0	0	0	4
CHILDLINE accompanying child - Outside state	4	0	0	0	4
Coordinating with other agencies - Within city	124	35	1	87	247
Coordinating with other agencies - Outside city	93	71	2	46	212
Coordinating with other agencies - Within district	1	0	0	0	1
Coordinating with other agencies - Outside district but Within state	1	0	0	0	1
Total	1967	1058	15	4268	7308

Note: Intervention done in restoration cases was not available for 1489 cases.





Note: Intervention done in restoration cases is not available for 1489 cases.

Figure 8.4.1: Source for restoration assistance cases

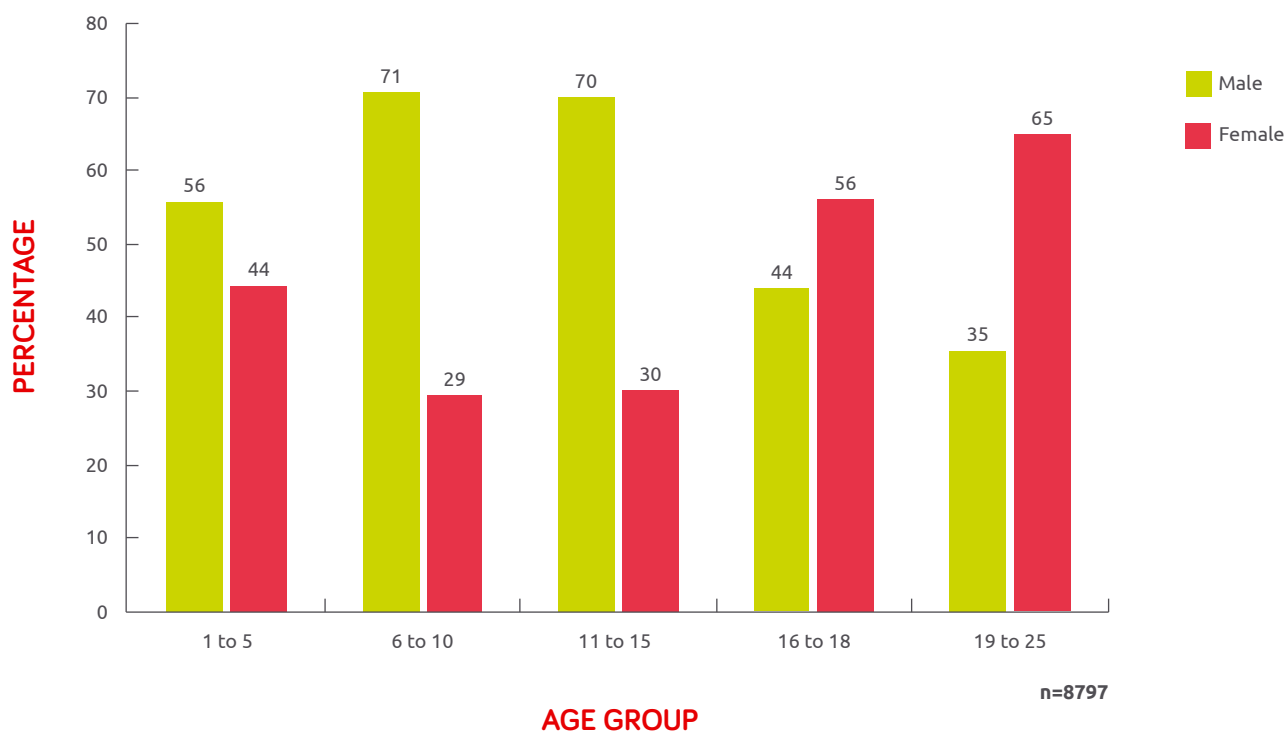
The age group wise distribution of male and female child is presented in Table and Figure 8.4.2.

Table 8.4.2: Age group and gender of the children restored

Age group	Male	Female	Total	Ratio of female to male
1 to 5	400	318	718	0.80
6 to 10	1815	753	2568	0.41
11 to 15	2884	1238	4122	0.43
16 to 18	579	737	1316	1.27
19 to 25	18	33	51	1.83
Total	5696	3079	8775	0.54

Note: Gender and Age group were not available for 22 cases.

From the table above, it would appear that young adult women require restoration and account for 65% of cases in the 19 - 25 year and 56% of cases in 16 - 18 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 22 cases.

Figure 8.4.2: Age group and gender of the children restored

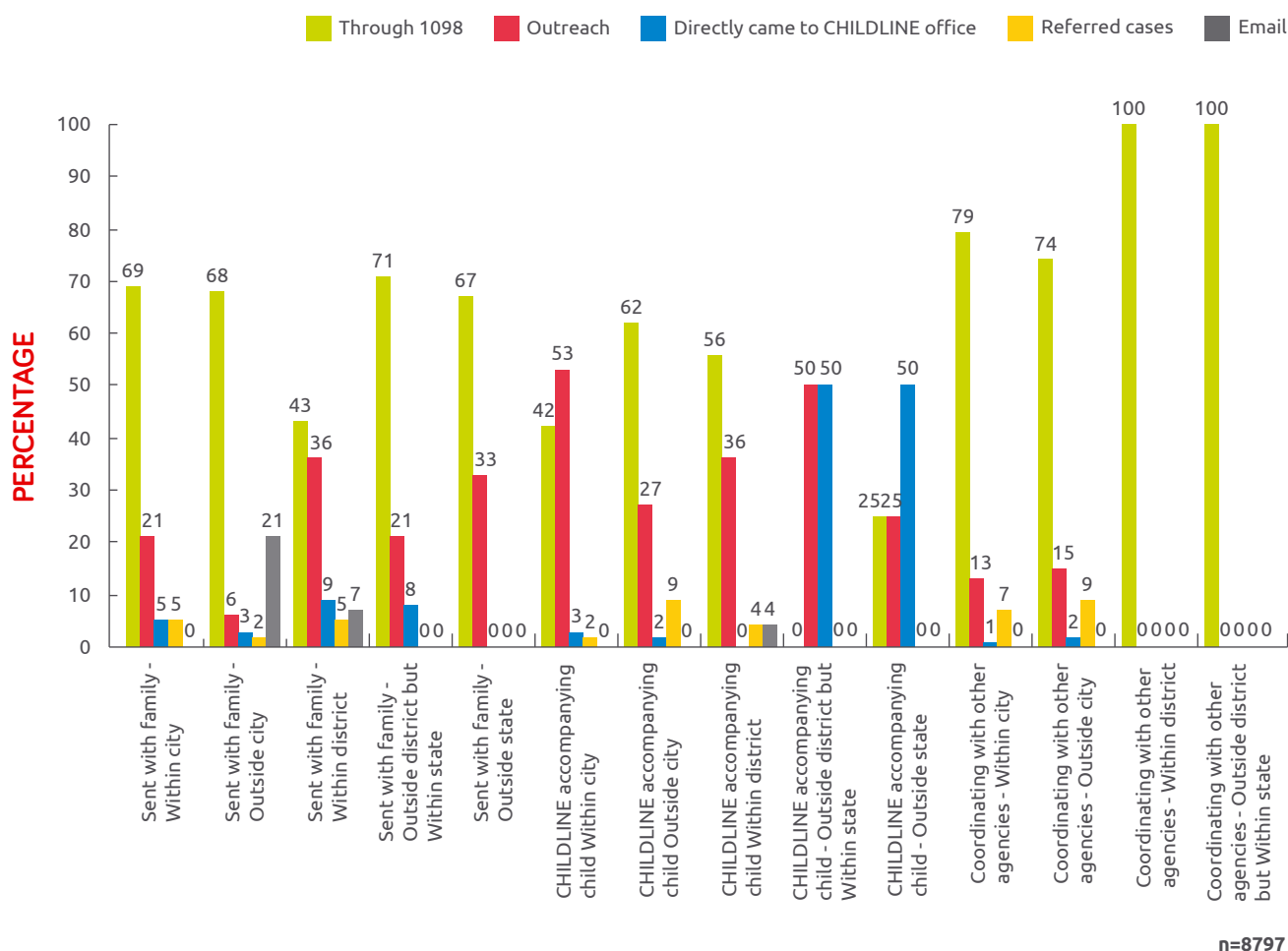
Below Table & Figure 8.3.3 shows how children accessed CHILDLINE service for restoration related support.

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
Sent with family - Within city	1459	454	109	103	1	2126
Sent with family - Outside city	525	50	25	17	159	776
Sent with family - Within district	40	33	8	5	6	92
Sent with family - Outside district but Within state	10	3	1	0	0	14
Sent with family - Outside state	6	3	0	0	0	9
CHILDLINE accompanying child - Within city	1375	1752	99	72	1	3299
CHILDLINE accompanying child - Outside city	218	95	7	31	0	351
CHILDLINE accompanying child - Within district	14	9	0	1	1	25
CHILDLINE accompanying child - Outside district but Within state	0	1	1	0	0	2
CHILDLINE accompanying child - Outside state	1	1	2	0	0	4
Coordinating with other agencies - Within city	190	32	3	14	0	239
Coordinating with other agencies - Outside city	157	31	4	18	0	210
Coordinating with other agencies - Within district	1	0	0	0	0	1
Coordinating with other agencies - Outside district but Within state	1	0	0	0	0	1
Total	3997	2464	259	261	168	7149

Note: Information of access for restoration cases was not available for 1648 cases.





RESTORATION : SUB INTERVENTION

Note: Information of access for restoration cases was not available for 1648 cases.

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

In India, it is a common sight to see children working at dhabas, juice centres, tea stalls. Poor families often expect their children to work, and in many cases the youngsters are their families' sole breadwinner. Others are kidnapped into a life of grinding work.

CHILDLINE received a call from an advocate, Mr. Vikram Singh Chauhan in the city who shared details of a minor boy working in a dhaba in the neighbourhood. The child looked over worked and unwell. The advocate was concerned and asked the CHILDLINE team to help the child immediately.

On receiving the information of the child the team member immediately reached the location. They approached the young boy who looked troubled and tired. Upon inquiry, the team was only able to determine the name of the owner. The boy remained clueless of any other details. The team verified the details and informed the Child Welfare Committee (CWC) as well as the labour inspector. The boy who was working at the 'dhaba' for the past five years was rescued by CHILDLINE team.

The boy was then taken to nearest government hospital as he was in need of immediate medical check. During the counseling session, the child revealed to the team that he was picked by a truck driver from his native place, and then brought to Bhind and was left here to fend for himself. The child was unable to give details of his family and his native address but said that he belonged to Jharkhand from a village called Akraihi. He also told that the dhaba owner promised him food, clothing and shelter in return of some work at the dhaba. However, he said that he was not being paid and expressed his desire to go back home.



CHILDLINE team immediately met with Collector and shared the case details. The Collector ordered the Labour Department to look into the matter and inform him at the earliest about the outcome of this case. CHILDLINE team assured the child that with the help of the Labor Department, CWC and the legal system he would be compensated for the work done. As the case was progressing the child was given emotional support by the CHILDLINE members. CHILDLINE Jharkhand was informed about the boy who traced and met the parents of the child.

The CWC asked the dhaba owner to pay the child Rs. 20,000/- as a fixed deposit and Rs. 5,000/- in cash to the child. The dhaba owner agreed and the CWC ordered CHILDLINE to restore the child back home. On reaching Jharkhand the child was presented in front of the CWC there and was handed over to the parents of the child.

The parents informed the CHILDLINE team member that they had thought that their son had fallen in the valley and died and were delighted to have their son come back to them safe.

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.

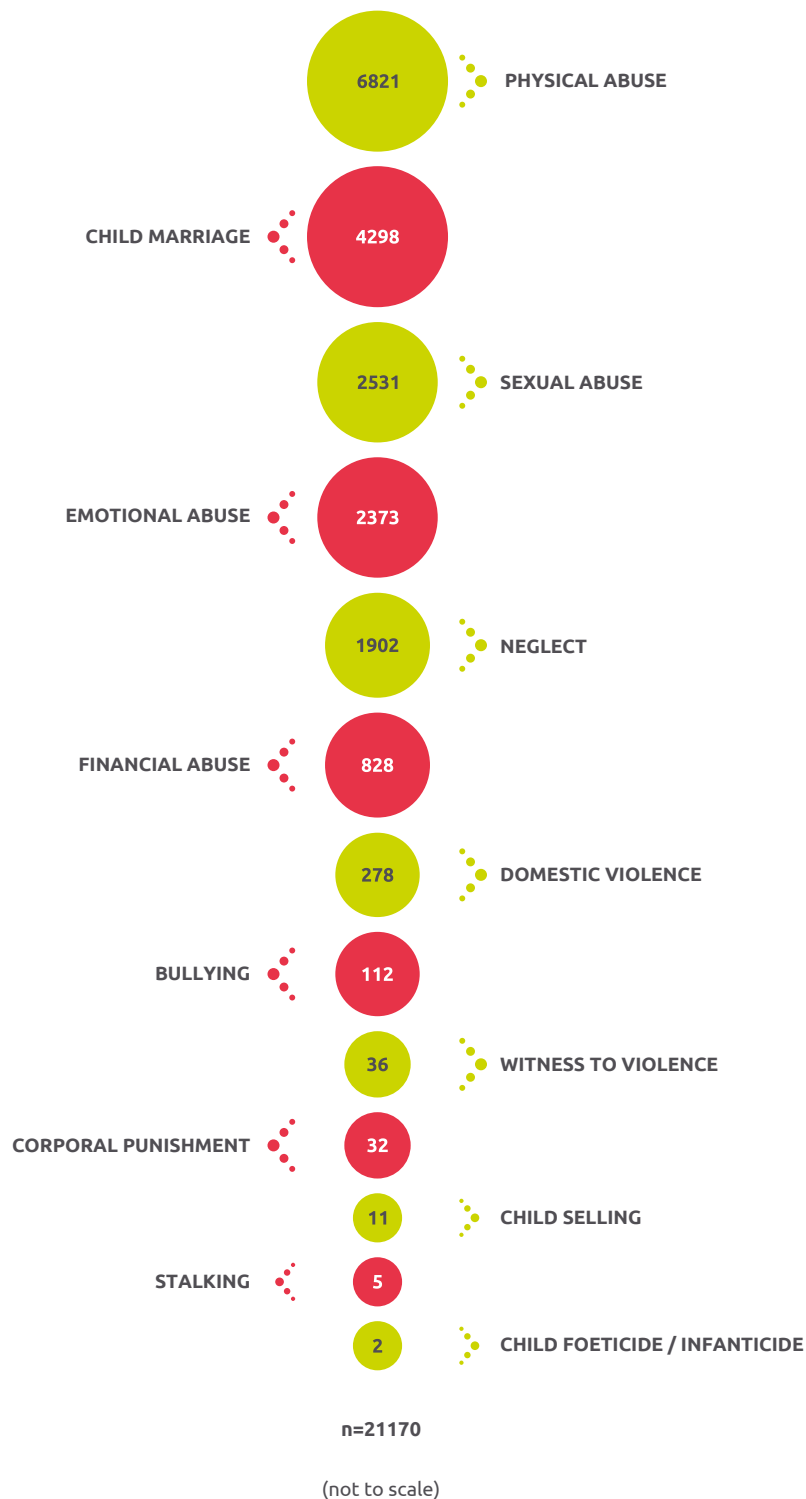
Table 8.5.1: Types of abuse and abuser

Types of abuser	Physical abuse	Child marriage	Sexual abuse	Emotional abuse	Neglect	Financial abuse	Domestic violence	Bullying	Witness to violence	Corporal punishment	Child selling	Stalking	Child foeticide/infanticide	Total
Family	3657	4410	370	1090	1490	521	187	16	20	1	4	2	2	11500
Neighbours	579	30	858	266	14	15	17	27	4	0	1	0	0	1811
Teachers	1051	3	229	278	136	42	11	7	0	27	0	1	0	1785
Strangers	356	15	467	300	26	16	5	37	4	0	4	2	0	1232
Relatives	388	57	246	117	102	32	30	7	3	0	1	0	0	983
Employers	226	5	40	108	13	170	16	0	0	0	0	0	0	578
Friends	176	34	192	105	9	9	2	16	1	0	0	0	0	544
Institution staff	124	2	66	48	44	14	0	1	2	0	0	0	0	301
Caretaker	136	10	25	31	44	9	2	0	0	2	1	0	0	260
Police	72	1	10	16	5	0	0	1	2	2	0	0	0	109
Step parents	32	1	6	8	4	0	5	0	0	0	0	0	0	56
Defence personnel	14	0	19	3	0	0	3	0	0	0	0	0	0	39
Hospital staff	10	0	3	3	15	0	0	0	0	0	0	0	0	31
Total	6821	4298	2531	2373	1902	828	278	112	36	32	11	5	2	19229

Note: Information about abuse and abuser is not available for 1941 cases.



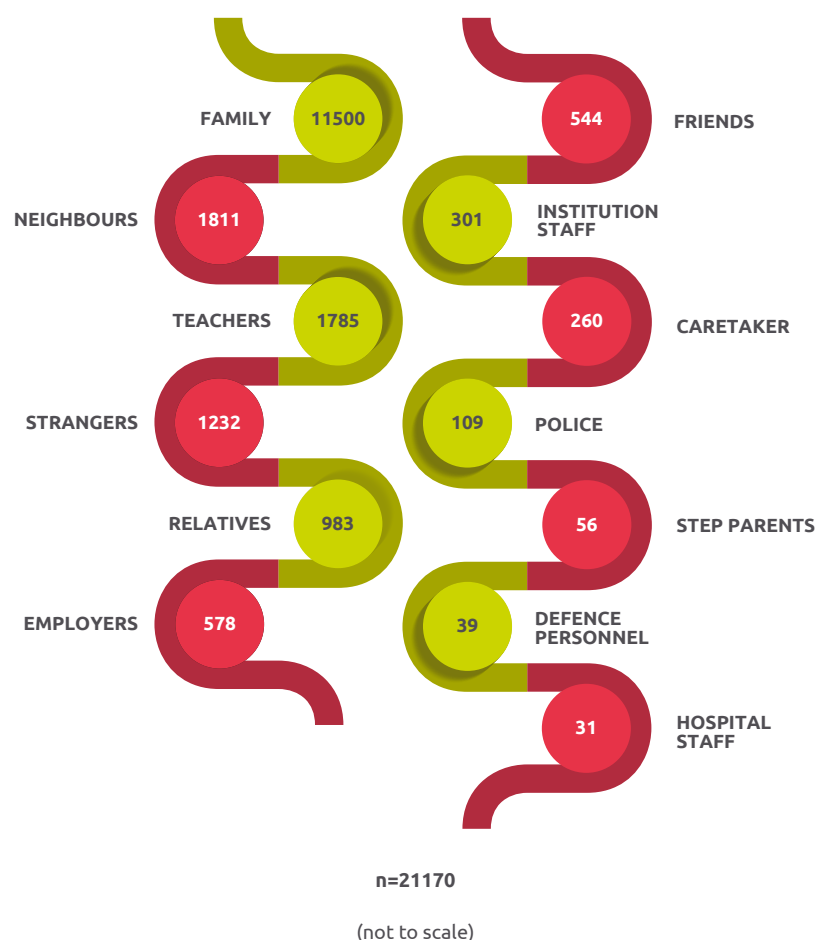
Below figure 8.5.1 shows the various types of abuses for which CHILDLINE has been contacted.



Note: Information about abuse is not available for 1512 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 21170 cases of abuse reported do not represent individual abuse cases but multiple abuse cases. The chart depicts physical abuse at 35.47%, followed by child marriage at 22.35%, accounting for the largest groups of abuse related calls.



Below figure 8.5.1.1 shows the list of abusers who involved in various abuse cases.

Family members and relatives together account for nearly 65% of all abuse related intervention cases. Significantly, Teachers and Strangers as abusers account for 9.28% & 6.41% of the cases respectively.

Note: Information of type of abuser is not available for 429 cases.

Figure 8.5.1.1: Type of abuser

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

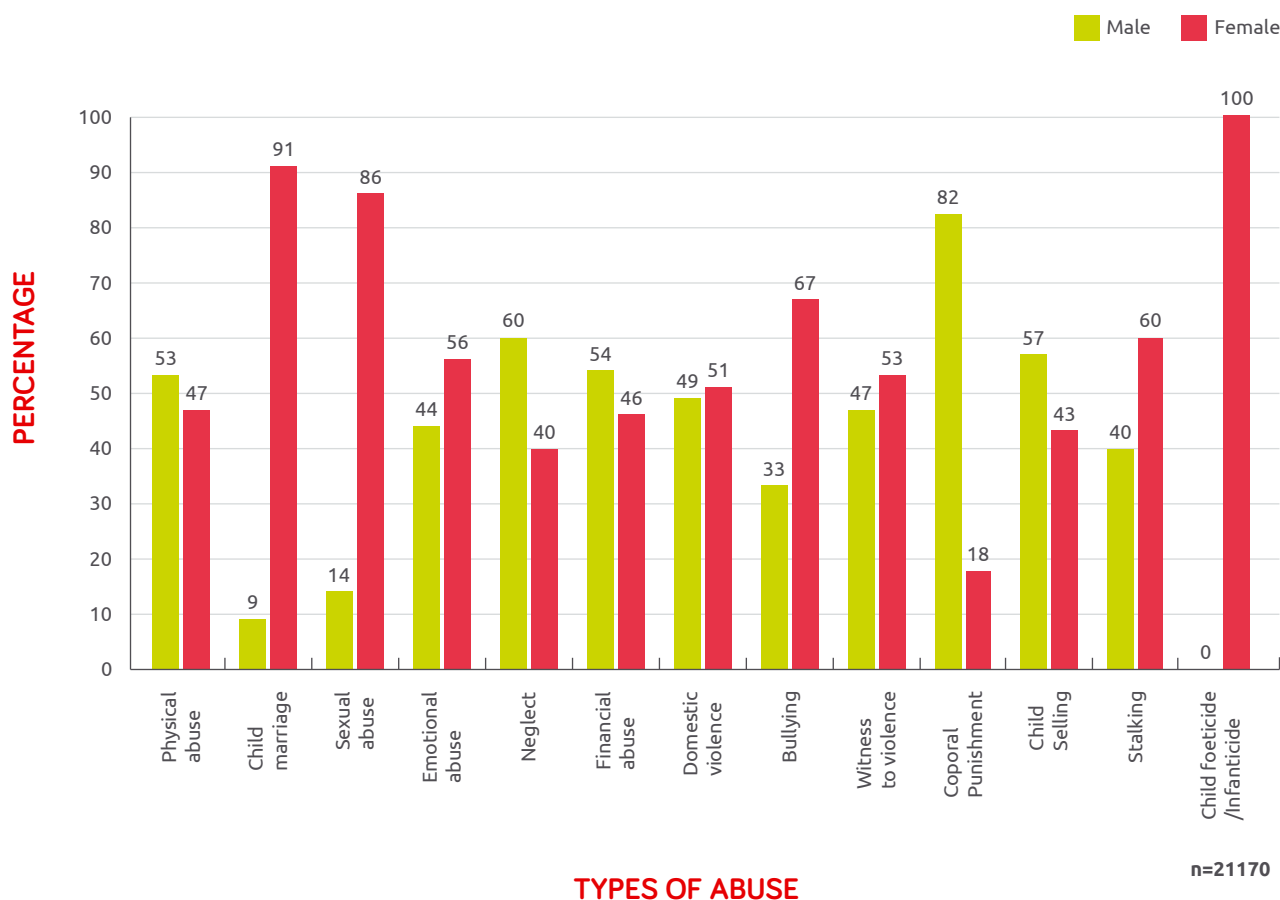
Table 8.5.2: Gender split in various types of abuse cases

Types of abuse	Male	Female	Total	Ratio of female to male
Physical abuse	3839	3351	7190	0.87
Child marriage	375	3974	4349	10.60
Sexual abuse	390	2359	2749	6.05
Emotional abuse	1121	1433	2554	1.28
Neglect	1178	789	1967	0.67
Financial abuse	471	398	869	0.85
Domestic violence	154	162	316	1.05
Bullying	40	80	120	2.00
Witness to violence	18	20	38	1.11
Corporal punishment	28	6	34	0.21
Child selling	8	6	14	0.75
Stalking	2	3	5	1.50
Child foeticide/infanticide	0	2	2	2.00
Total	7624	12583	20207	1.65

Note: Information of gender in abuse cases is not available for 963 cases.



In cases of sexual abuse, child marriage, emotional abuse, domestic violence, bullying and witness to violence 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 was not available for 963 cases.

Note: 21170 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

A 10-year-old girl was locked in a flat in the Aerodrome area of Indore and raped repeatedly for at least a week by a goon-turned-property dealer with the help of a female aide. The issue came to light when a city police team assisted by CHILDLINE team members rescued the girl from the flat.

Hailing from Sumta village of Depalpur, Indore, the minor girl and her parents worked at Sunil's farmhouse in Hatod area of Indore. Sunil, a resident of Kalani Nagar area of Indore, was into property dealing business for the last few years and also ran a popular roadside restaurant in the city. Living on an insufficient income, the family was always on the lookout for more work. When Sunil offered the parents to help them further by employing their daughter at his house for small jobs, the couple could not say no to the opportunity of making additional money. But Sunil in fact had other plans for the young girl.

Sunil took the girl to his aide, Pinky's house in the pretext of giving her some household chores to do there for extra money. But for at least one week, Sunil used to take the girl to Pinky's flat and rape her there. The flat where Pinky stayed was supposedly owned by Sunil and it was Pinky who first beat up the little girl and then helped Sunil rape the minor.

According to Santosh Pandre, Sub-Inspector at Aerodrome Police station, the police got the information from CHILDLINE about the girl being locked in the flat, after which in a late night raid, the girl was recovered from



the flat. Later, female cops and CHILDLINE members talked to the girl, who narrated about her week-long sexual exploitation by Sunil and Pinky. The minor was subsequently taken by police to her parents, where she narrated the painful saga to them, after which her mother submitted a complaint against Sunil and Pinky.

A case was subsequently registered against the two accused, Sunil Karosiya and his female aide Pinky. When the police and CHILDLINE team picked up the girl, Sunil had already packed up his belongings and fled. However, while on the run both the duo were booked under sections 370 (buying or disposing of any person as a slave), 376D (rape with a minor), 324 (voluntarily causing hurt with dangerous weapons and means), (acts done by several persons in furtherance of common intention) and 23 (wrongful gain) of the Indian Penal Code. Sunil who is an accused in 17-18 criminal cases including a murder case in the early 1990s, registered at Malharganj, Chandan Nagar, Rawji Bazar and Aerodrome police stations was nabbed by the police after four months of intensive search.

After a year of legal battles and court room sessions, Sunil and Pinky have been sentenced to life imprisonment. The court pointed out that repeated sexual exploitation of a girl child in captivity is one of the cruelest acts and involvement of a woman in such an act is highly condemnable. The court in its order has also mentioned that the convicts will remain in jail till their last breath.

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

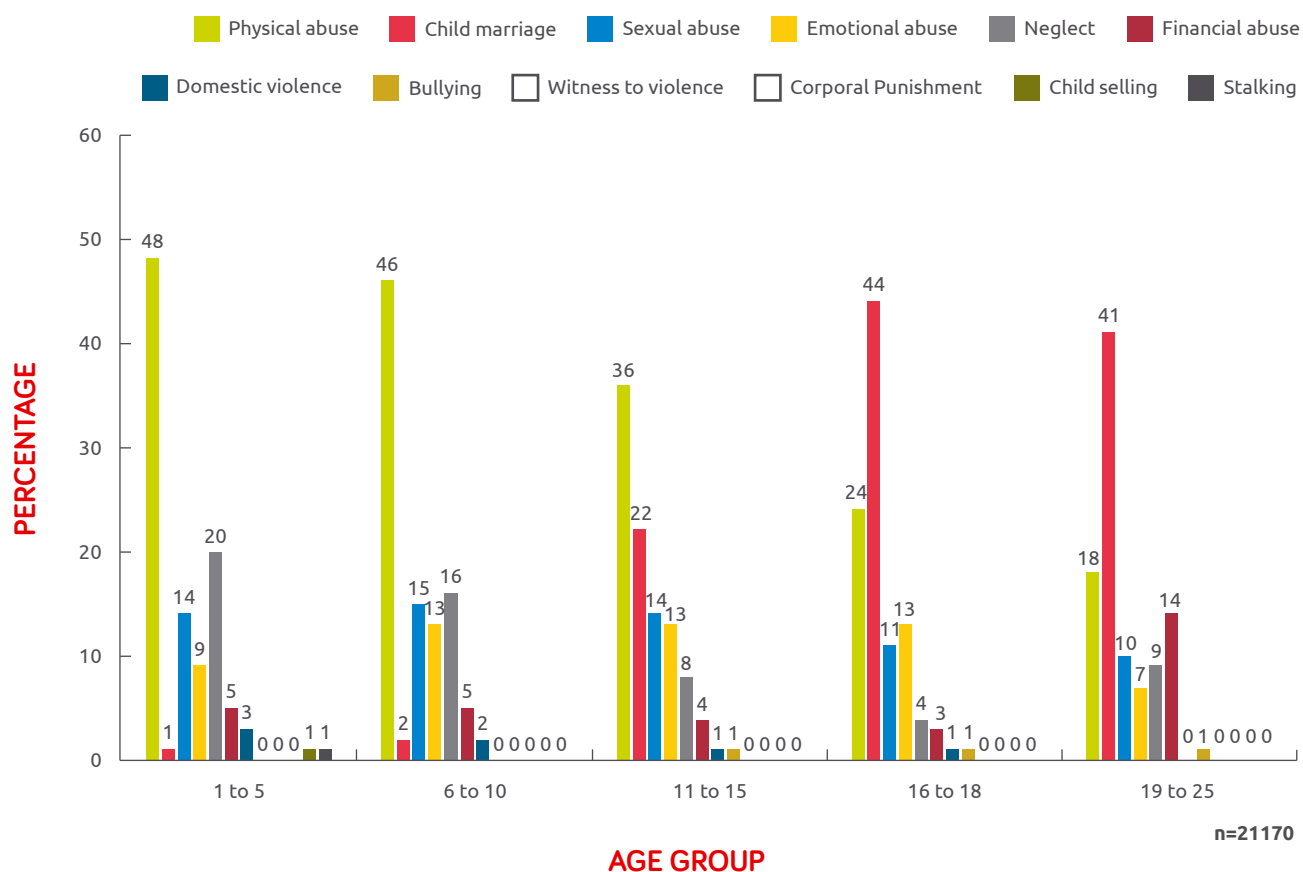
Age group	Physical abuse	Child marriage	Sexual abuse	Emotional abuse	Neglect	Financial abuse	Domestic violence	Bullying	Witness to violence	Corporal punishment	Child selling	Stalking	Child foeticide/infanticide	Total
1 to 5	716	9	216	129	294	73	38	3	7	1	10	0	1	1497
6 to 10	1871	68	626	535	629	208	81	8	11	7	0	0	0	4044
11 to 15	3235	1967	1278	1200	766	399	128	58	11	20	1	3	0	9066
16 to 18	1195	2213	561	634	180	159	59	49	7	3	1	2	0	5063
19 to 25	27	60	14	10	13	21	0	1	0	0	0	0	0	146
Total	7044	4317	2695	2508	1882	860	306	119	36	31	12	5	1	19816

Note: Information of age in abuse cases was not available for 1354 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 thought rampant, is not widely reported due the stigma attached to the issue.





Note: Information of age in abuse cases was not available for 1354 cases.

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

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

Sexual abuser	Rape	Molestation	Eve - teasing	Commercial sexual exploitation	Pornography	Total
Neighbours	609	172	74	1	2	858
Strangers	277	100	77	5	8	467
Family	272	68	22	6	2	370
Relatives	154	81	9	1	1	246
Teachers	70	140	17	1	1	229
Friends	112	38	32	0	10	192
Institution staff	24	18	2	21	1	66
Employers	30	7	0	1	2	40
Caretaker	16	7	1	0	1	25
Defence personnel	9	0	8	0	2	19
Police	5	2	3	0	0	10
Step parents	6	0	0	0	0	6
Hospital staff	3	0	0	0	0	3
Total	1587	633	245	36	30	2531

Note: Sexual abuser was not identified in 218 sexual abuse cases.



Pampa Pahan was a 15 year old tribal girl from West Bengal. A bright student of class IX, her father, Baidyanath Pahan was a daily labourer and her mother, Laxmi Pahan a house wife. Hailing from very poor conditions the family's monthly income was around Rs. 2000 only. Her father, the only bread winner of the family, was fending for Laxmi, Pampa and her four sisters.

Giving in to their destitute conditions Pampa's father decided to get her married. A strong willed Pampa adamantly rebelled against her father's decisions as she was keen on continuing her studies. Despite all of her efforts to persuade her parents, the girl was left with no option but to give in and accept the proposed marriage.

A person named Arun Sarkar called 1098 and informed CHILDLINE about Pampa's impending marriage. On receiving the call, CHILDLINE visited the girl's family. After thorough investigation, a complaint was lodged with the District Social Welfare Officer who was also the Child Marriage Prohibition Officer (CMPO). The CMPO, on his part, informed the matter in writing, to Balurghat Police Station. Following intimation from the appropriate authority, the concerned officials of Balurghat Police Station & CHILDLINE jointly intervened to prevent Pampa's marriage from taking place.

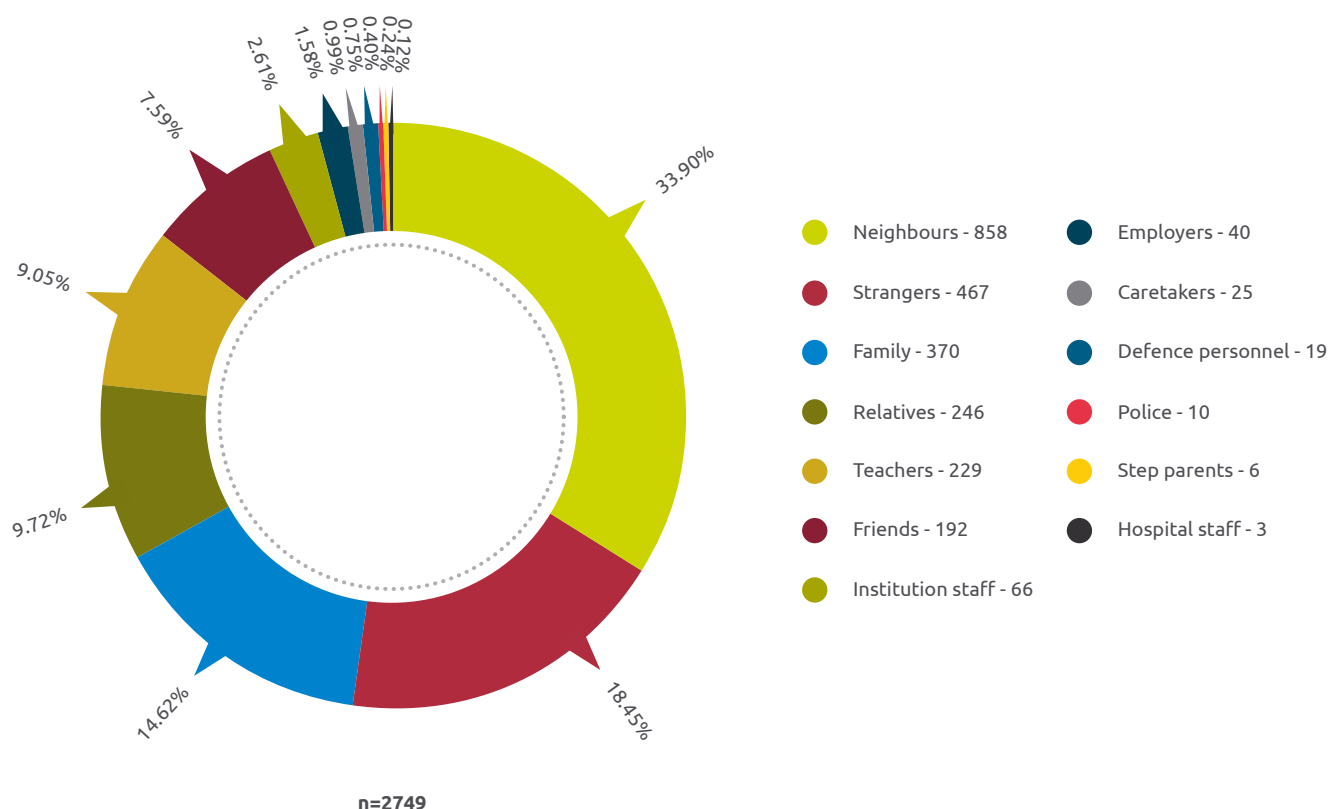
After prolonged discussions, persuasion and counseling by the CHILDLINE team, Pampa's parents, relatives and the neighbors were convinced about the consequences of child marriage and as a result, the team was successful in stopping the marriage. Furthermore, Pampa's father gave a commitment that he would not arrange his daughter's marriage till she attains 18 years of age. Now Pampa is continuing her studies and plans for a prosperous career.



Figure 8.5.4: Types of sexual abuse

Sexual abuse including rape accounts for 63% of all cases. 10% of the cases are related to eve-teasing.





Note: Sexual abuser information was not available for 218 cases.

Figure 8.5.4.1: Type of sexual abuser

Timely intervention by CHILDLINE Ujjain with support from the Police, officials from Women and Child Welfare Department, and Child Development Project Officer successfully stops child marriage scheduled to take place in the Munjakhedi village of Ujjain.

CHILDLINE Ujjain received a call from a concerned adult who informed them that Shobharam was getting his daughter aged 17 year married in the Munjakhedi village of Ujjain. Acting on the tip off, CHILDLINE team swung in to action and instantly brought the case to the notice of the Mr. Ranawat, SDOP, Mahid who immediately informed the Jharda Police Station about the case and instructed them to take necessary action after verifying the information and assist CHILDLINE in the case.

The team also met with the officials at Jharda police station to discuss the case. Meanwhile, a rescue team comprising of the Police Sub-Inspector and officials from Women and Child Welfare Department, and Child Development Project Officer along with CHILDLINE team reached Munjakhedi village and interacted with the villagers. The team also visited the house of a 17-year-old girl in Munjakhedi village about 85 kms away from Ujjain. They found preparations were on for the 17 years old girl to be married off to a 15 year old boy from Malyakher Kheda in Mandsaur district.

The team explained the harmful effects of Child Marriage and the legalities regarding the offence to the parents of the children. The parents informed the officials that they took steps to conduct the marriage at the earliest as they thought the children are old enough to be married however later on the parents agreed that the girl was minor. CHILDLINE team persuaded her parents to stop the marriage after explaining to them in detail about the The Prohibition of Child Marriage Act, 2006 law prohibits marriages of girls below 18 years of age and the health problems the child brides would face.



The police stopped the marriage after verifying the birth certificates of the bride and groom. The CHILDLINE team along with the officials convinced the parents to let go of the idea of marriage for the time being. A written letter to the police informing them that the wedding had been cancelled and wait till the girl completed 18 years of age was submitted.

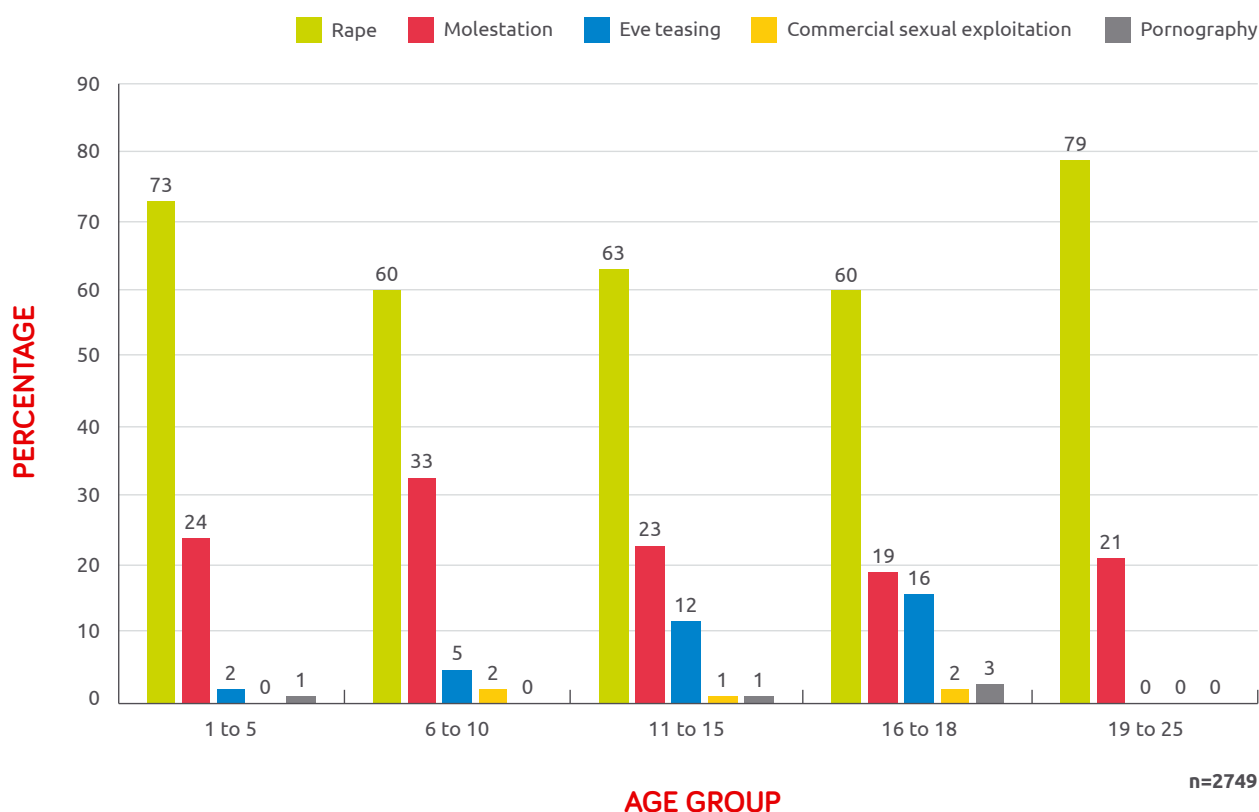
The girl's father pleaded ignorance of the law prohibiting child marriage. During the counseling by CHILDLINE with the child, it was revealed that she was not interested in the marriage and desired to pursue her studies, CHILDLINE is following up to help her join a school and continue her studies.

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	Commercial sexual exploitation	Pornography	Total
1 to 5	158	52	4	0	2	216
6 to 10	376	207	30	11	2	626
11 to 15	801	301	147	18	11	1278
16 to 18	339	109	87	10	16	561
19 to 25	11	3	0	0	0	14
Total	1685	672	268	39	31	2695

Note: Age of 54 sexually abused children is not available.



Note: Age of Sexual abuse cases was not available for 54 cases.

Figure 8.5.5: Age wise split of sexual abuse cases

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.



In another shocking case of torture and abuse, a ten year old girl from Trichy, Tamil Nadu was subjected to physical and mental torture by her step mother. CHILDLINE Trichy rescued the child with the help of Police and the accused has been arrested. Manjula, a 10 year old girl child was studying in Class V in a private school in Trichy. She was living at Sangiliyandapuram in Trichy with her elder brother and stepmother Anandi alias Rashiya as her father Radhakrishnan was working in Chennai. Anandi was his second wife after first wife left him.

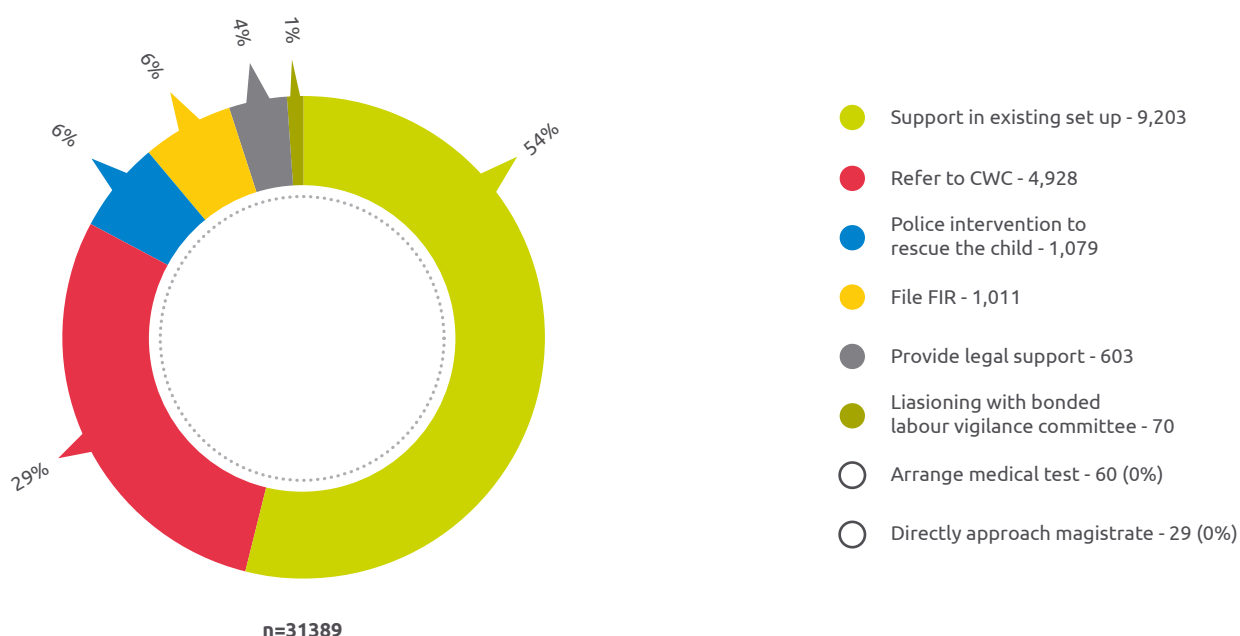
Manjula has found herself prey to the physical torture and was being tortured for by her stepmother on several occasions. Her step mother hardly takes proper care of her. Manjula was regularly beaten up by her stepmother who even branded her with 'dosa spatula' many times as punishment. Though her elder brother was aware of the matter, he did not reveal the incident to anyone fearing attack from mother. The matter was brought to light by a well-wisher of the girl who called CHILDLINE and informed that the girl had been undergoing torture from her stepmother for a long time. CHILDLINE immediately visited the place to verify the authenticity of the complaint. The team found that the girl was indeed beaten up and abused at home.

Following the inquiry by CHILDLINE Trichy, a rescue team comprise of CHILDLINE members, Police visited the house and rescued the girl. The rescue team found Manjula in a dire condition; she had several injury marks and sustained burn all over her body. During the counseling session, the child revealed to the CHILDLINE team that the stepmother used to beat her regularly, to the extent where she had burn injuries including her private parts. Manjula remains in a state of shock after the kind of traumatising treatment meted out to her. As Manjula's injuries were severe, she was immediately admitted to a hospital by CHILDLINE team.

CHILDLINE Trichy team filed an FIR against the accused under the Sections 324 and 342 of Indian Penal Code (IPC). Soon after the rescue of the child, All Women Police, Ponmalai inquired into the matter based on the complaint and booked Anandi under Sections 324 and 342 of IPC and accused was arrested by the Police. The necessary support and counseling was provided to the child before the child was produced to Child Welfare Committee (CWC). CHILDLINE is currently following up the case.

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 14406 Protection from abuse cases was not available.

Figure 8.5.6: Protection from abuse: sub intervention



CHILDLINE Bhubaneswar, through the Railway Police, came into contact with two girls; Tina and Lina, aged 15 and 14 years respectively. Two days later, another child, a boy, Navin, was found by the Railway police and handed over to CHILDLINE.

As per the statement given by both girls, they were biological sisters with the same father, but different mothers. The girls stayed at a village called Bhagwadi, in Dhaka, Bangladesh. They were kidnapped by two people from Benapal, Odisha while they were visiting their aunt. With the help of others, the girls were taken to the border. After crossing at Gobardanga, they were taken to Bhubaneswar with the intention of selling them to a brothel. Once they reached Bhubaneswar, the traffickers tried to get them into a building. Before entering, the girls began crying. On seeing two young girls crying in a public place, the locals gathered around them. During the commotion, the alleged traffickers abandoned the girls and took off. People in the locality brought them to the Railway station where they were directed to a female constable at the Mahila Police station and were later handed over to CHILDLINE Bhubaneswar.

Similarly, two days later, Navin, a boy child from Bangladesh, was brought to Chennai by one of his father's friends and was forcefully put to work in a factory. Navin fled from Chennai and managed to get into a Bhubaneswar bound train. On reaching Bhubaneswar, the Government Railways Police found him and handed him over to CHILDLINE.

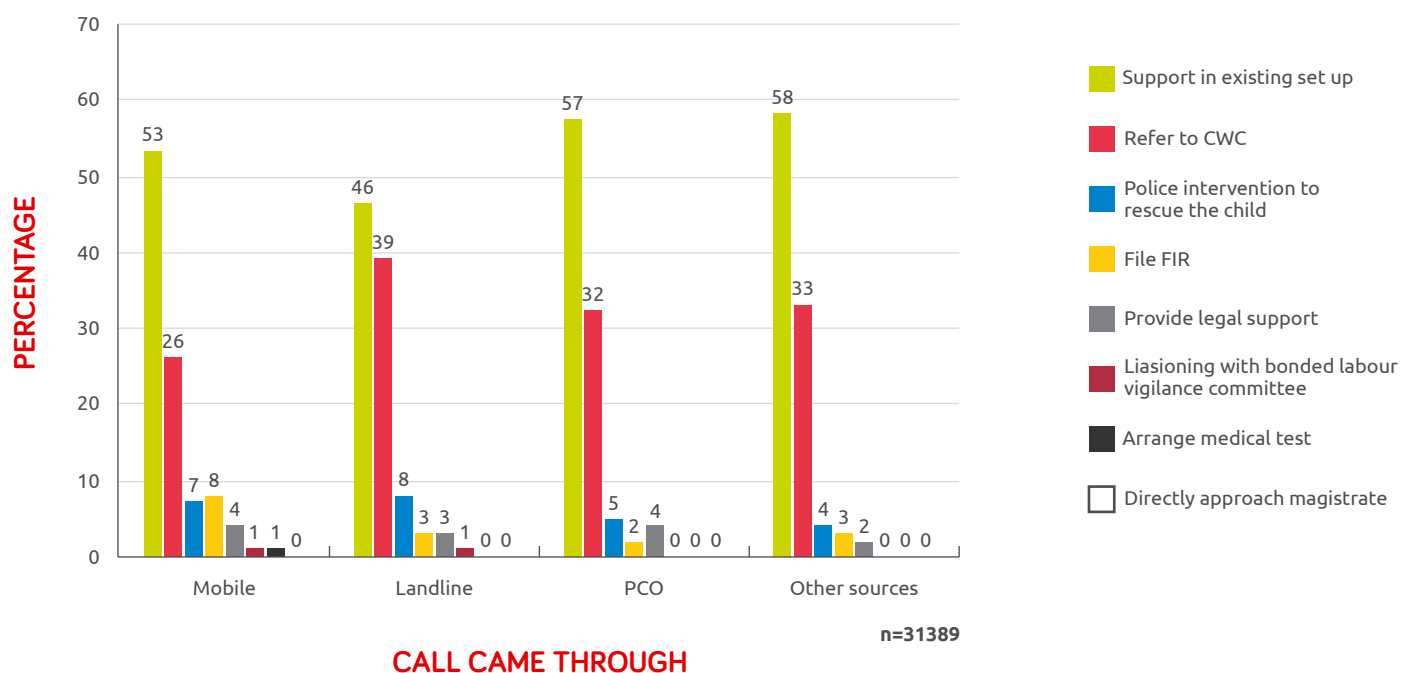
CHILDLINE took the right course of action. All 3 children were presented before the CWC in Khurdah district. They requested the Secretary of the Women and Child Development Department Govt. of Odisha to take necessary steps. She immediately wrote to the Resident Commissioner of the Odisha Government in New Delhi who in turn wrote to the Bangladesh High Commission in New Delhi, requesting them to verify the addresses given and grant these children their travel permit for their repatriation to Bangladesh. Soon after, the Bangladesh High Commission issued their travel permit separately, going through all necessary protocols. The Secretary of the Women and Child Development, Govt. of Odisha went to the extent of requesting the officials at Bhubaneswar to take necessary steps in this regard and follow up with their counterpart in West Bengal so that all 3 children could reach Bangladesh as early as possible. The Commissioner of police, Bhubaneswar, wrote to all concerned departments of the Howrah Railway station and asked for assistance in the repatriation of these children. Finally, with the help of various officials working with the government as well as CHILDLINE the children were sent back to their homes.

Table 8.5.7: Source for protection from abuse assistance cases

Protection from abuse: Sub intervention	Mobile	Landline	PCO	Other sources	Total
Support child in existing setup	5337	617	32	3217	9203
Refer to CWC	2600	508	18	1802	4928
Police intervention to rescue the child	720	113	3	243	1079
File FIR	775	44	1	191	1011
Provide legal support	446	36	2	119	603
Liasioning with bonded labour vigilance committee	51	19	0	0	70
Arrange medical test	51	2	0	7	60
Directly approach magistrate	25	1	0	3	29
Total	10005	1340	56	5582	16983

Note: Information of 14406 Protection from abuse cases was not available.





Note: Information of 14406 Protection from abuse cases was not available.

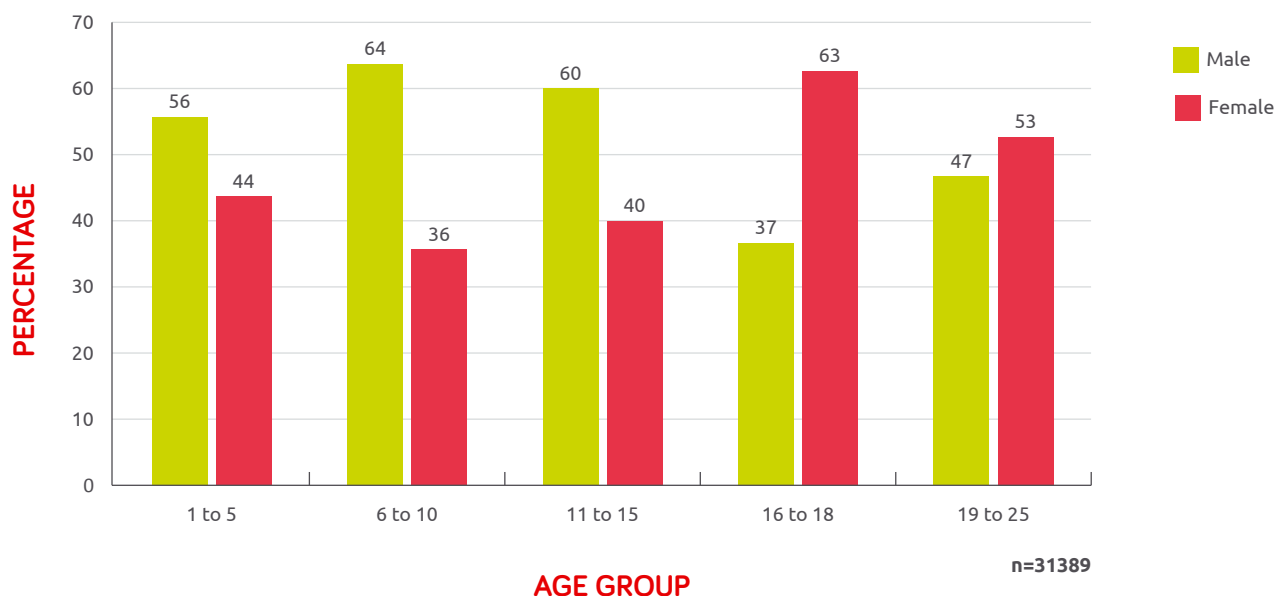
Figure 8.5.7: Source for protection from abuse assistance cases

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
1 to 5	1431	1108	2539	0.77
6 to 10	5142	2849	7991	0.55
11 to 15	8815	5988	14803	0.68
16 to 18	2067	3575	5642	1.73
19 to 25	78	87	165	1.12
Total	17533	13607	31140	0.78

Note: Gender and Age group were not available for 249 cases.

In the cases of children protected from abuse and violence, 64% are boys in the age group of 6-10 years, whereas the numbers of girls are more than boys protected from abuse in the age group of 16-25 years.



Note: Gender and Age group were not available for 249 cases.

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

32 bonded child labourers under 18 years were rescued by the CHILDLINE Pudukkottai and Thanjavur along with Police and handed over to the Child Welfare Committee (CWC)

In a joint effort by CHILDLINE Pudukkottai and Thanjavur along with members from the International Justice Mission (IJM) 32 bonded labourers were rescued, including 14 children from a sugarcane farm at Nambooranpatti on the outskirts of Pudukkottai. A total of 8 Scheduled Tribe families were rescued in the operation.

32 bonded labourers, counting 14 children were rescued from Pudukkottai farm. The parents of the children were all illiterate and relied heavily on unskilled labour. As such they could not earn sufficiently to provide for their family and were forced to work odd jobs at various places. Since their condition was so miserable that none of them had even a proper home to live in, they had no option but to take their children along with them to their work place. Here the children were obligated to do the same work as their parents so that they too could earn a little extra to add to the family income. The labourers belonged to the Irular community which is found in Kancheepuram, Thiruvannamalai and Vellore districts.

A call by some Nambooranpatti residents, claiming that bonded labourers were engaged in sugarcane cutting work in their village, was received by members of CHILDLINE Pudukkottai. Based on the information, CHILDLINE and IJM members made a field-level investigation and found that the information was true. CHILDLINE representatives visited the place immediately in the guise of activists promoting awareness on health and confirmed the matter. That day itself they even secretly video graphed the activities of the labourers.

Preliminary investigation revealed that a contractor had hired the workers after paying Rs. 4,000 to Rs 11,000 per family. The amount varied upon the number of people willing to work for a year, including children. A family could get Rs.20/- as wages with one kilogram rice, if all the members in the family worked collectively. The labourers had to work wherever the contractor assigned them their duty.

On collecting all the information about the labour-contractor and the hardships that the families were going through, CHILDLINE contacted the Revenue Divisional Officer (RDO) of Pudukkottai and the collector. As per the collector's direction, RDO, CHILDLINE representatives and police raided the place, rescued the families and arrested the contractors. The rescued labourers were kept in a marriage hall in Gandharvakkottai and were expected to be brought to the district collectorate.



The rescued workers said they were made to work for 12 to 14 hours per day, though they were allowed two month's holiday to attend temple festival in their villages. The labourers were verbally abused and physically tortured by their contractor which compelled them to call 1098.

The children were given counseling sessions by CHILDLINE and Pudukkottai RDO handed over financial aid to the rescued families. They were then sent to their respective home-towns after receiving release certificates and rehabilitation assistance.

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

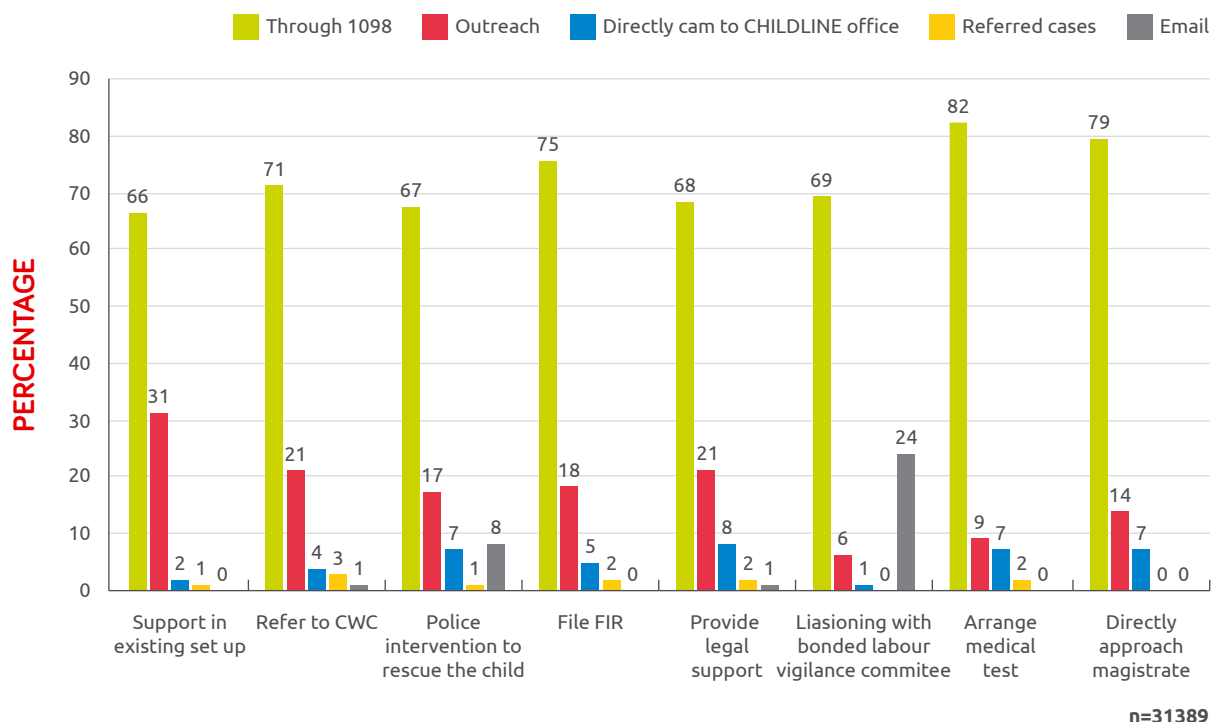
Protection from abuse : Sub Intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Referred cases	Email	Total
Support in existing setup	5853	2632	184	111	25	8805
Refer to CWC	3336	1007	170	146	62	4721
Police intervention to rescue the child	704	169	75	10	88	1046
File FIR	702	165	46	23	1	937
Provide legal support	393	123	44	13	3	576
Liasioning with bonded labour vigilance committee	48	4	1	0	17	70
Arrange medical test	47	5	4	1	0	57
Directly approach magistrate	23	4	2	0	0	29
Total	11106	4109	526	304	196	16241

Note: Information of access for protection from abuse cases was not available for 15148 cases.

Nitin, a 12 year old boy was brought in by the Gwalior team to the CHILDLINE office after they noticed that he was highly under the influence of drugs. During the counseling sessions with Nitin, the team came to know that his father was an alcoholic and his mother had died about 2 years back after which he started living at the Gwalior Railway Station. Here he got addicted to whitener which is easily available at some shops after paying a high price. The team asked the child if he could get a whitener for them, to which he agreed. The CHILDLINE team then informed the Child Welfare Committee (CWC) and the media of the sting operation that they would be conducting with the help of the boy and requested them to be present there.

The team then took the Nitin to Gwalior Railway Station where CWC members were already present. The CWC members enquired first with the child about the shops where whitener was available to children and then consented to send him to the shop for the sting operation in their presence. The boy went to a shop, asked for a whitener and handed out a 100 rupee note.

A photo of this incident was captured by a cameraman from Patrika Newspaper. Subsequently Gwalior Railway Station Police was informed of the incident and acting upon CHILDLINE's information, the Police searched the shop but failed to find anymore whiteners. The shopkeeper was then called to the Police Station where he was inquired about selling whiteners to children, which he clearly denied. But when the police brought the boy in front of him, he accepted that it was the last whitener he had and assured the police that he wouldn't sell whiteners in future. The police have assured that an effective legal action will be taken against the shopkeeper and that they will keep an eye on such shopkeepers who sell intoxicating substances to children at the railway station.



PROTECTION FROM ABUSE : SUB INTERVENTION

Note: Information of access for protection from abuse cases was not available for 15148 cases.

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

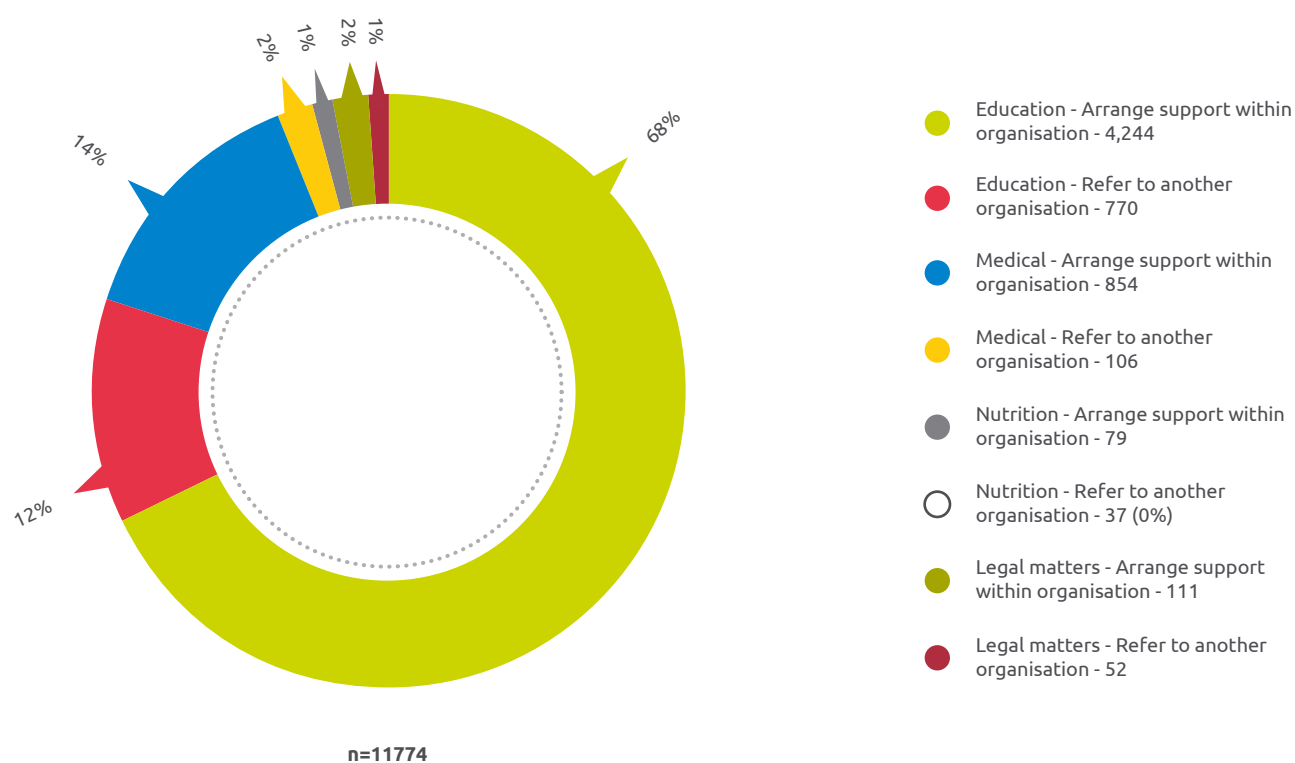
For every kind of intervention done in abuse cases, the principal source of cases is via the 1098 service.

8.6 Calls requesting CHILDLINE for sponsorship assistance

In a number of cases, CHILDLINE actively assists the child and his/her family in accessing financial support. Calls regarding sponsorship made up only about 9.61% 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 5521 Sponsorship cases was not available.

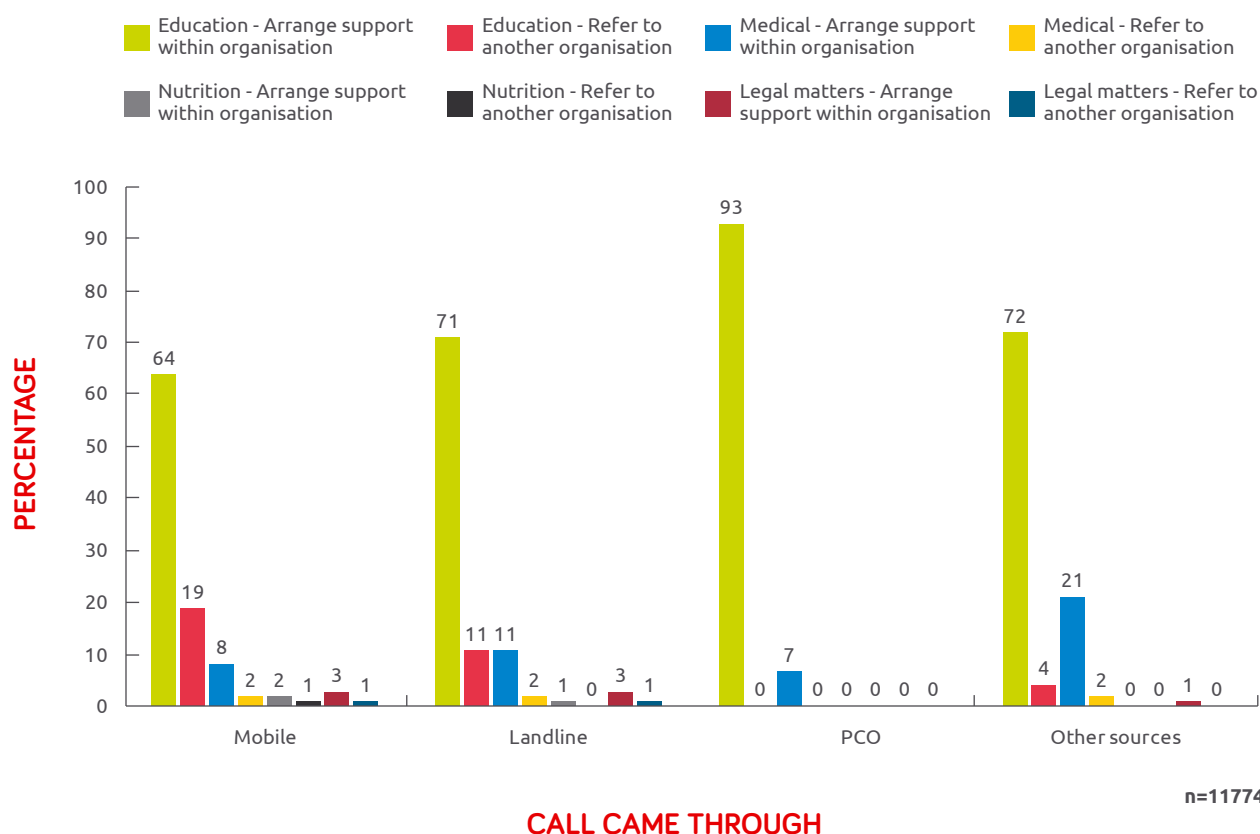
Figure 8.6: Sponsorship: sub intervention

The maximum number of sponsorship related interventions done by CHILDLINE are for Education at 80%.

Table 8.6.1: Source for sponsorship assistance cases

Sponsorship : Sub Intervention	Mobile	Landline	PCO	Other sources	Total
Education - Arrange support within organisation	2197	253	13	1781	4244
Education - Refer to another organisation	628	41	0	101	770
Medical -Arrange support within organisation	290	40	1	523	845
Medical - Refer to another organisation	63	6	0	37	106
Nutrition - Arrange support within organisation	74	4	0	1	79
Nutrition - Refer to another organisation	32	1	0	4	37
Legal matters - Arrange support within organisation	87	9	0	15	111
Legal matters - Refer to another organisation	44	4	0	4	52
Total	3415	358	14	2466	6253

Note: Information of 5618 Sponsorship cases was not available



Note: Information of 5618 Sponsorship cases was not available.

Figure 8.6.1: Source for sponsorship assistance cases

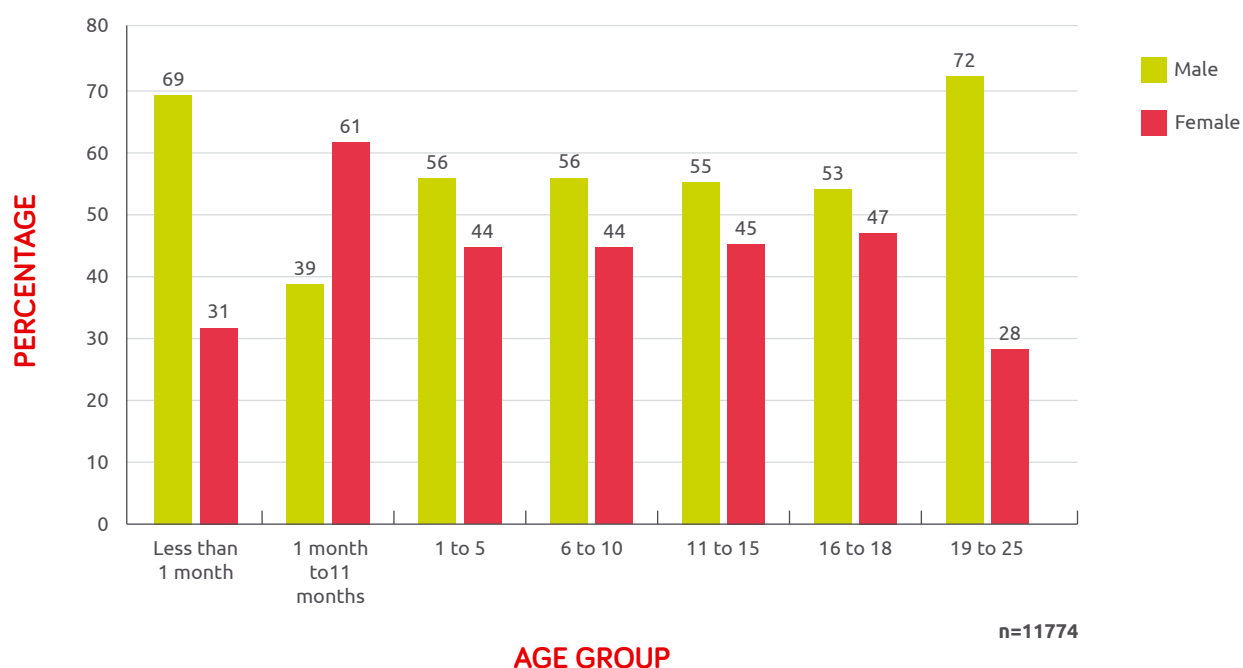
The above mentioned data refers to interventions done for sponsorship related cases. Medical intervention done via an external organization is presented as Medical- Refer to another organization.

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

Age group	Male	Female	Total	Ratio of female to male
Less than 1 month	11	5	16	0.45
1 month to 11 months	12	19	31	1.58
1 to 5	790	633	1423	0.80
6 to 10	2335	1870	4205	0.80
11 to 15	2607	2123	4730	0.81
16 to 18	690	602	1292	0.87
19 to 25	18	7	25	0.39
Total	6463	5259	11722	0.81

Note: Gender and Age group were not available for 52 cases.





Note: Gender and Age group were not available for 52 cases.

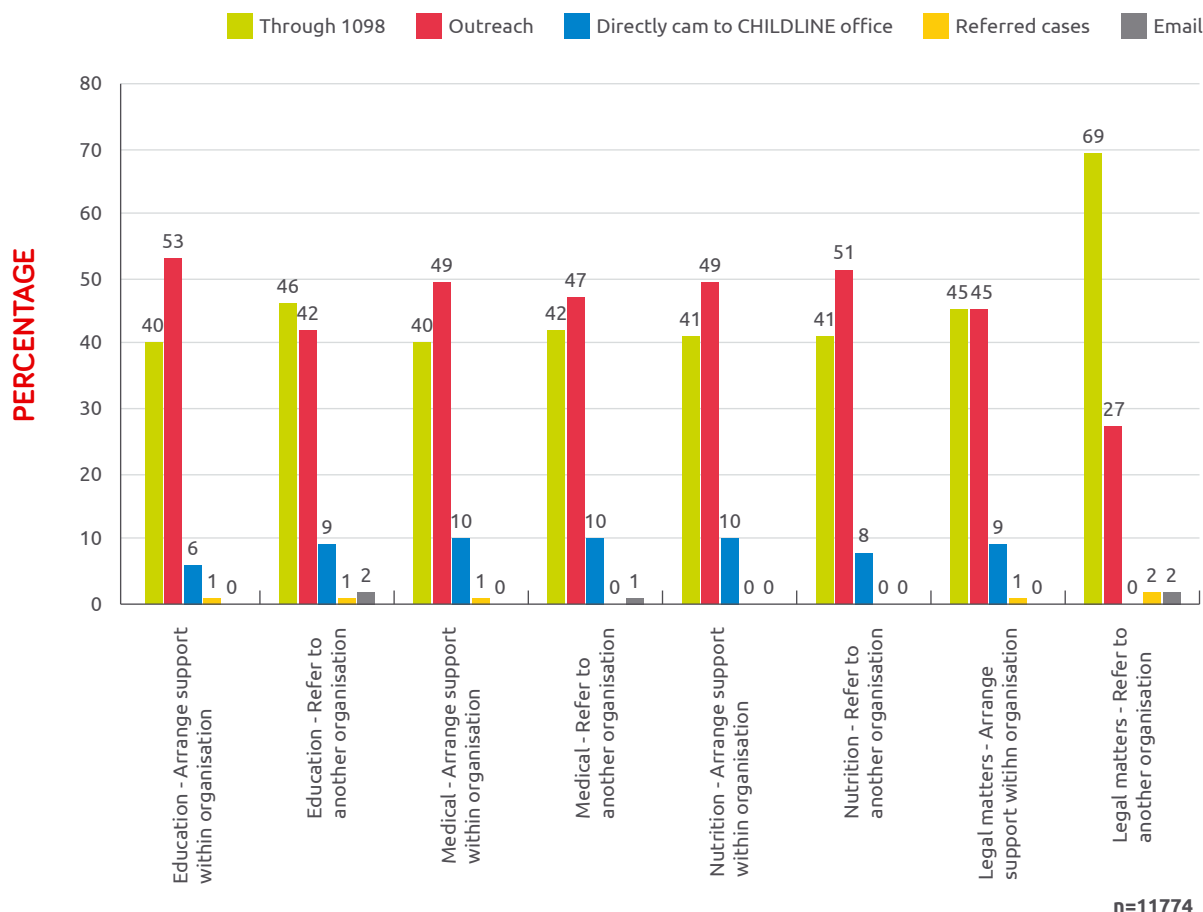
Figure 8.6.2: Age group and gender of the children provided sponsorship

Table 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
Education - Arrange support within organisation	1685	2240	246	29	15	4215
Education - Refer to another organisation	355	322	64	7	18	766
Medical - Arrange support within organisation	319	393	78	5	0	795
Medical - Refer to another organisation	44	50	10	0	1	105
Nutrition - Arrange support within organisation	32	39	8	0	0	79
Nutrition - Refer to another organisation	15	19	3	0	0	37
Legal matters - Arrange support within organisation	48	48	10	1	0	107
Legal matters - Refer to another organisation	36	14	0	1	1	52
Total	2534	3125	419	43	35	6156

Note: Information of access for sponsorship cases was not available for 5618 cases.

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



SPONSORSHIP : SUB INTERVENTION

Note: Information of access for sponsorship cases was not available for 5618 cases.

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

Timely intervention by CHILDLINE Poonch with the local administration ensure the fundamental right of group of students from Poonch district .

Poonch district of Jammu and Kashmir, a group of students approached the Principal of a Government school in Bufliaz for admission to the 9th class as they had recently passed their 8th standard examination. The Principal of the school however refused their admission citing paucity of accommodation in the school. On hearing this, the students were disheartened and agitated at the same time. They raised a hue and cry and took out a procession on the roads against the Principal.

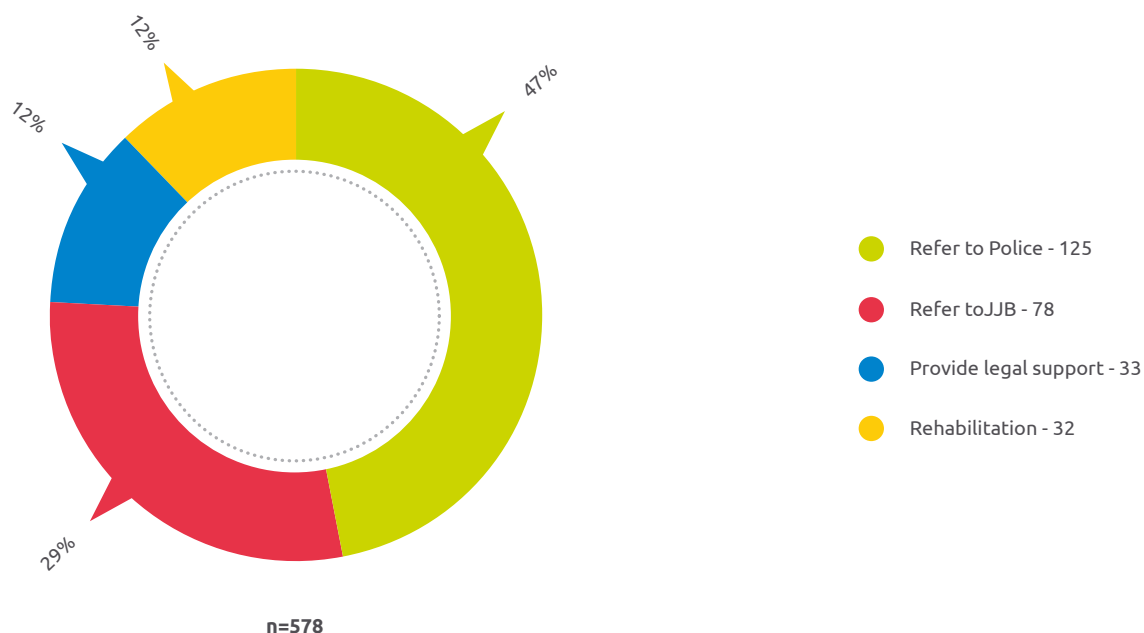
Some students also approached CHILDLINE Poonch to help them in their plight. CHILDLINE members after listening to the students reached the spot where the procession was being carried out and tried to diffuse the tension between the students and the school staff. Meanwhile other members from CHILDLINE Poonch met the Chief Education Officer, Poonch and discussed with him about the issue and also asked him to take an immediate action in this regard.

The Chief Education Officer had a discussion with the Deputy Commissioner of Poonch who in turn visited the Principal of the school where a consensus was reached. 10 tents were immediately ordered to be put up as temporary accommodation for the students in the school premises. The Principal was also directed to provide admission to the students as discontinuing their education in a haphazard manner was not fair to them. The students, on hearing this decision, called off their agitation and agreed to live in the tents as an alternative arrangement made by administration as for them continuing their education was more crucial. The timely coordination of CHILDLINE Poonch with the local administration settled the problem amicably and quickly.



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 310 Child in conflict with law cases was not available.

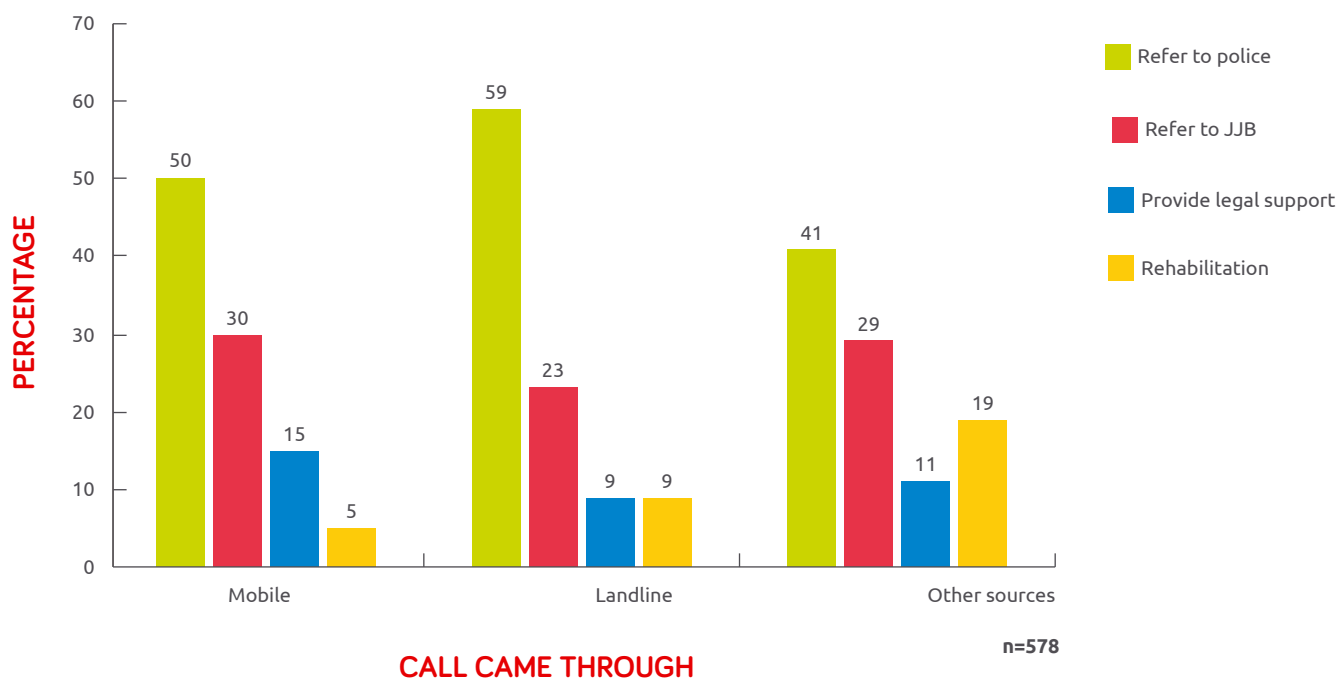
Figure 8.7: Child in conflict with law: sub intervention

In 47% of the cases, the intervention is to refer the child to the police.

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
Refer to police	55	20	50	125
Refer to JJB	33	8	37	78
Provide legal support	17	3	13	33
Rehabilitation	6	3	23	32
Total	111	34	123	268

Note: Information of 310 Child in conflict with law cases is not available.



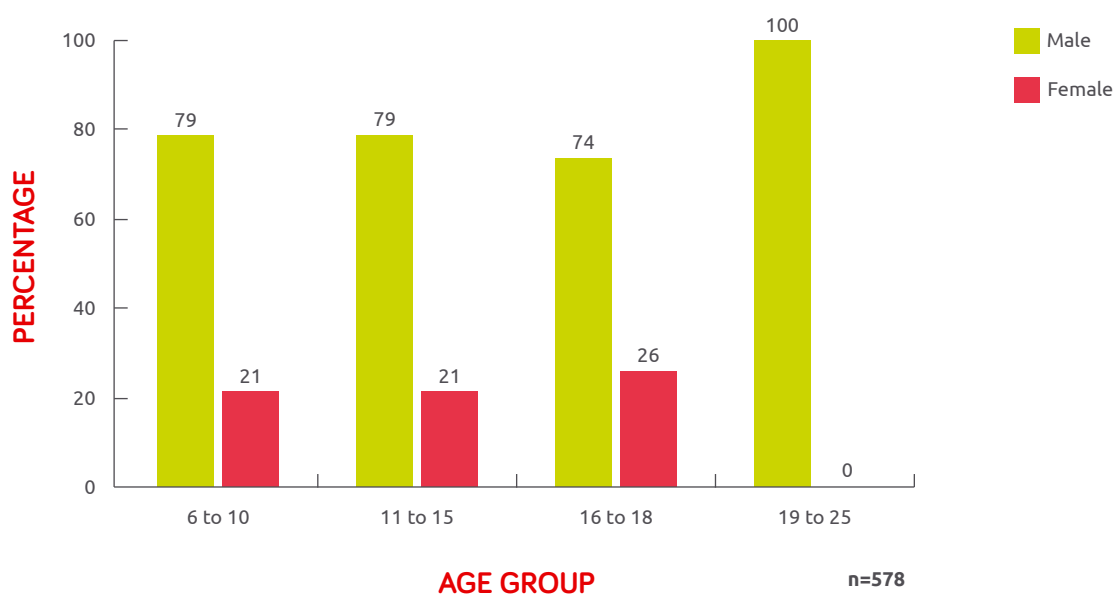
Note: Information of 310 Child in conflict with law cases was not available

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

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

Age group	Male	Female	Total	Ration of female to male
6 to 10	89	24	113	0.27
11 to 15	228	61	289	0.27
16 to 18	119	42	161	0.35
19 to 25	2	0	2	0.00
Total	438	127	565	0.29

Note: Gender and Age group were not available for 13 cases.



Note: Gender and Age group were not available for 13 cases.

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



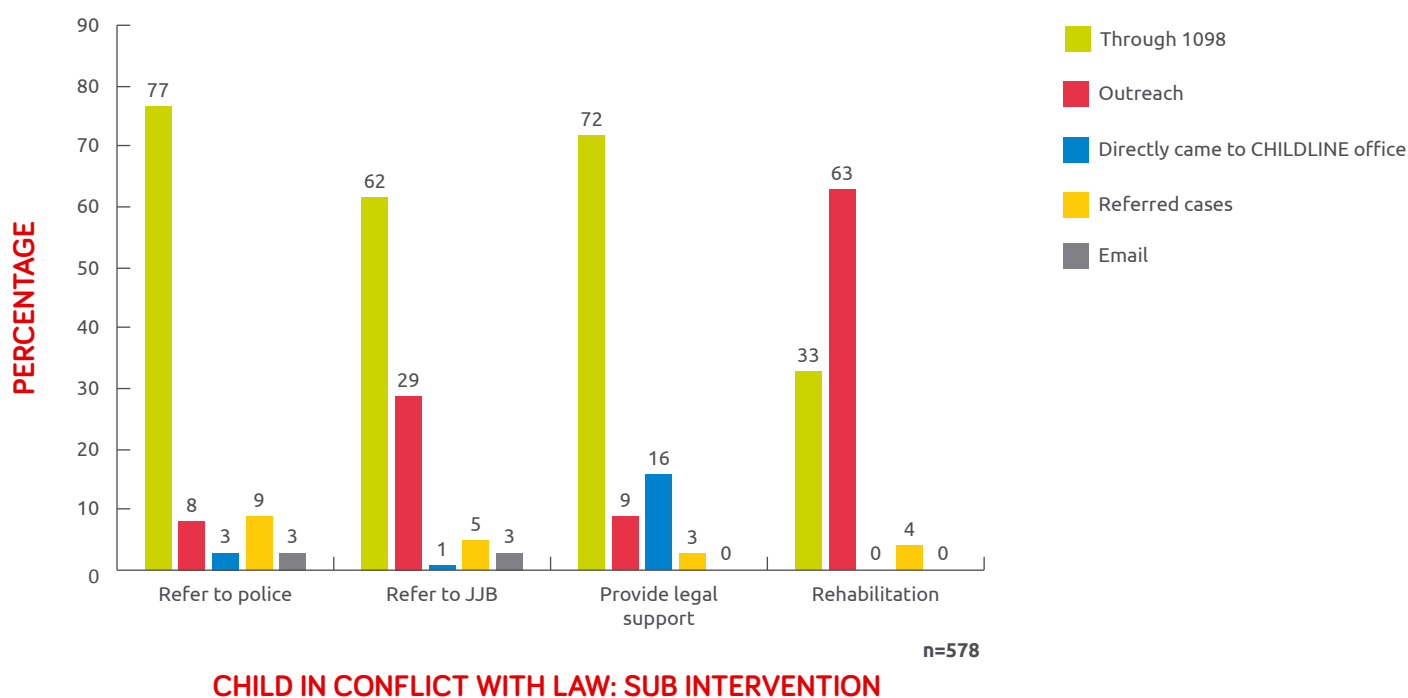
The gender data for such interventions follows the pattern across all kinds of interventions. In India, the age of Criminal responsibility is fixed at 7 years as per the Indian Penal Code (IPC).

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
Refer to police	90	9	3	11	4	117
Refer to JJB	46	21	1	4	2	74
Provide legal support	23	3	5	1	0	32
Rehabilitation	8	15	0	1	0	24
Total	167	48	9	17	6	247

Note: Information of access for child in conflict with law cases was not available for 331 cases.

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



Note: Information of access for child in conflict with law cases was not available for 331 cases.

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



8.8 Calls reporting children who are missing

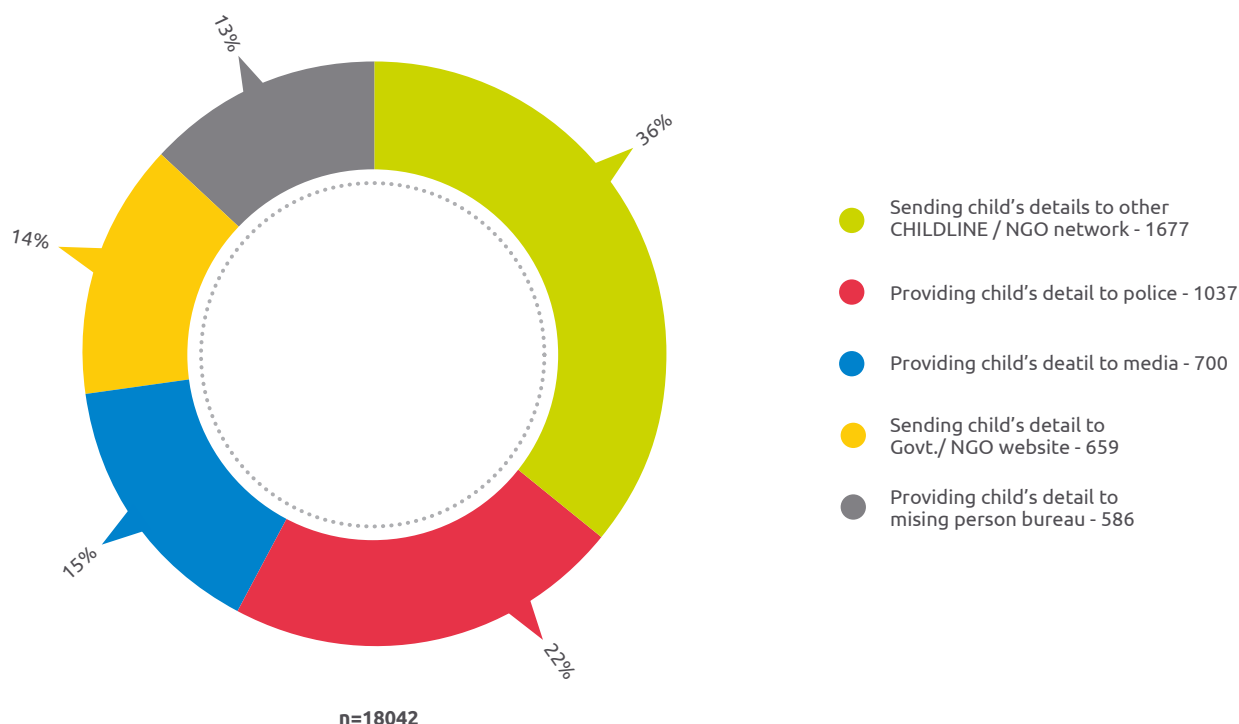
Under this category, there are two main sub-categories:

Calls about children who have been found wandering about and confirm that they are lost
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 13383 missing cases was not available.

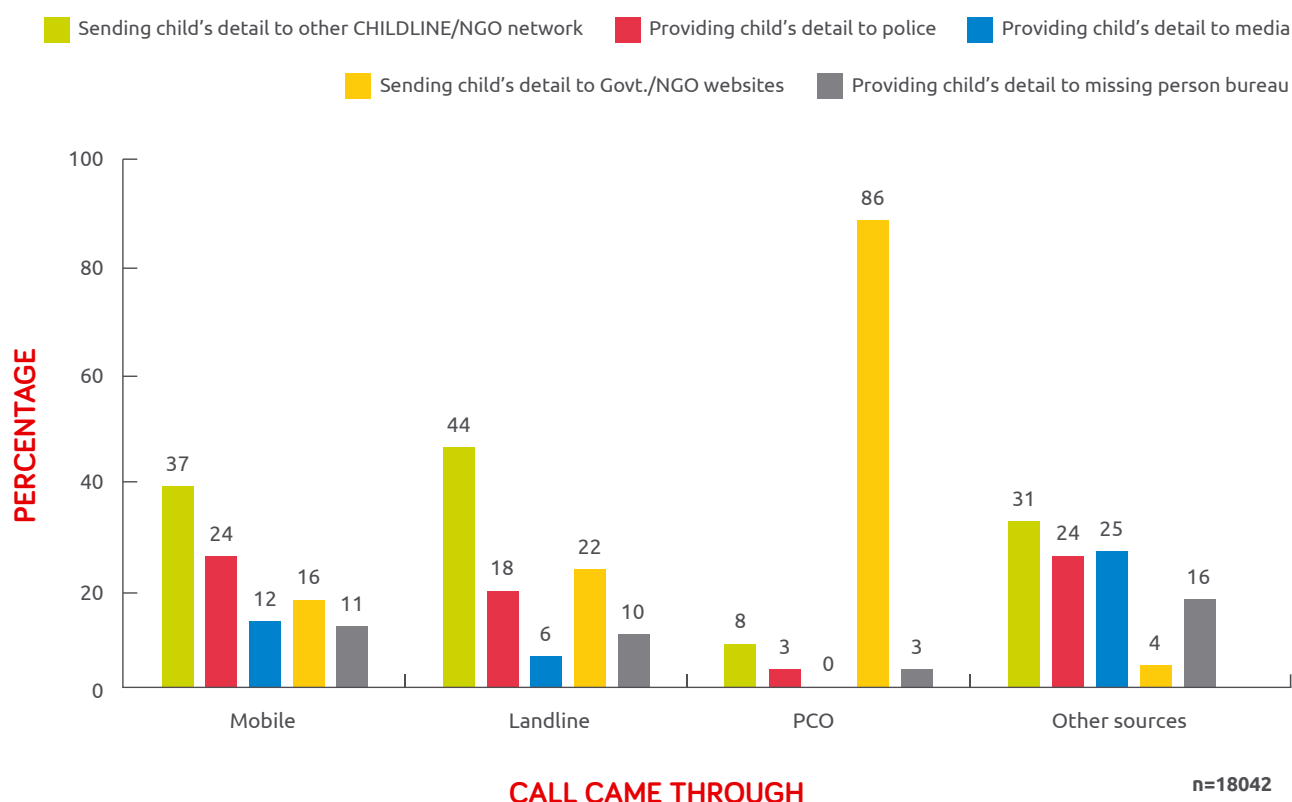
Figure 8.8: Missing: sub-intervention



Table 8.8.1: Source for missing child assistance cases

Missing : Sub intervention	Mobile	Landline	PCO	Other sources	Total
Sending child's detail to other CHILDLINE/ NGO network	968	291	3	415	1677
Providing child's detail to police	598	114	1	324	1037
Providing child's detail to media	324	39	0	337	700
Sending child detail to Govt./NGO websites	430	143	33	53	659
Providing child's detail to missing person bureau	295	67	1	223	586
Total	2615	654	38	1352	4659

Note: Information of 13383 missing cases was not available.



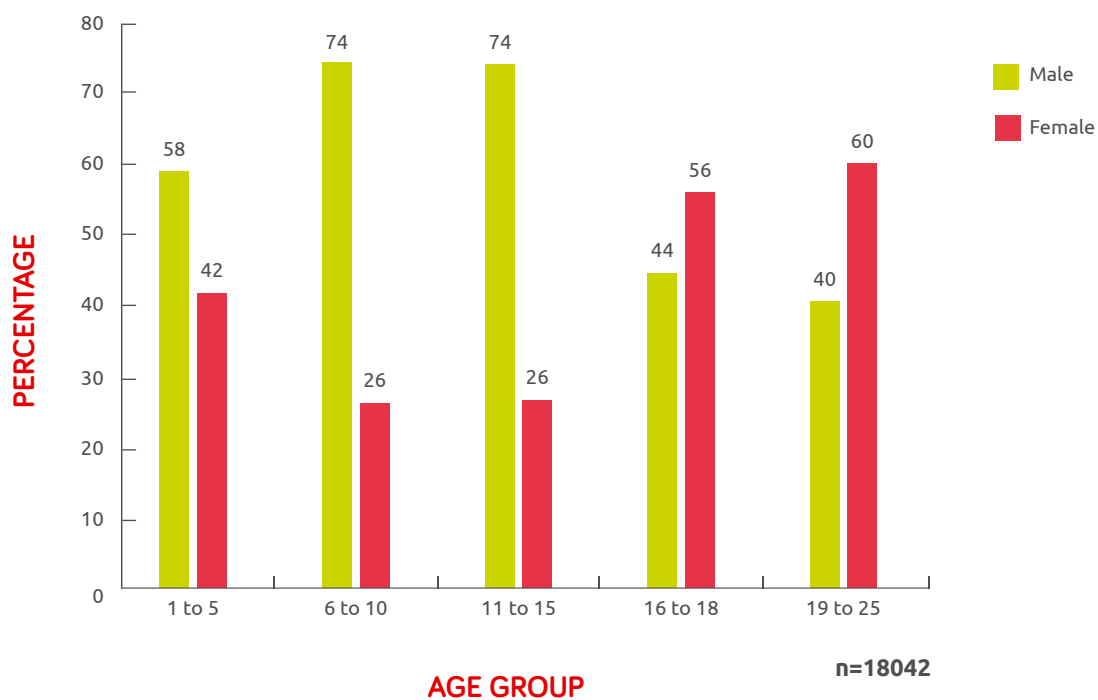
Note: Information of 13383 missing cases is not available.

Figure 8.8.1: Source for missing child assistance cases**Table 8.8.2: Age group and gender of the missing children**

Total	Male	Female	Total	Ratio female to male
1 to 5	1721	1227	2948	0.71
6 to 10	3731	1314	5045	0.35
11 to 15	5506	1969	7475	0.36
16 to 18	1057	1325	2382	1.25
19 to 25	39	58	97	1.49
Total	12054	5893	17947	0.49

Note: Gender and Age group were not available for 95 cases.

There are many more cases of missing boys as opposed to missing girls in the age group of 16-18 and 19-25.



Note: Gender and Age group were not available for 95 cases.

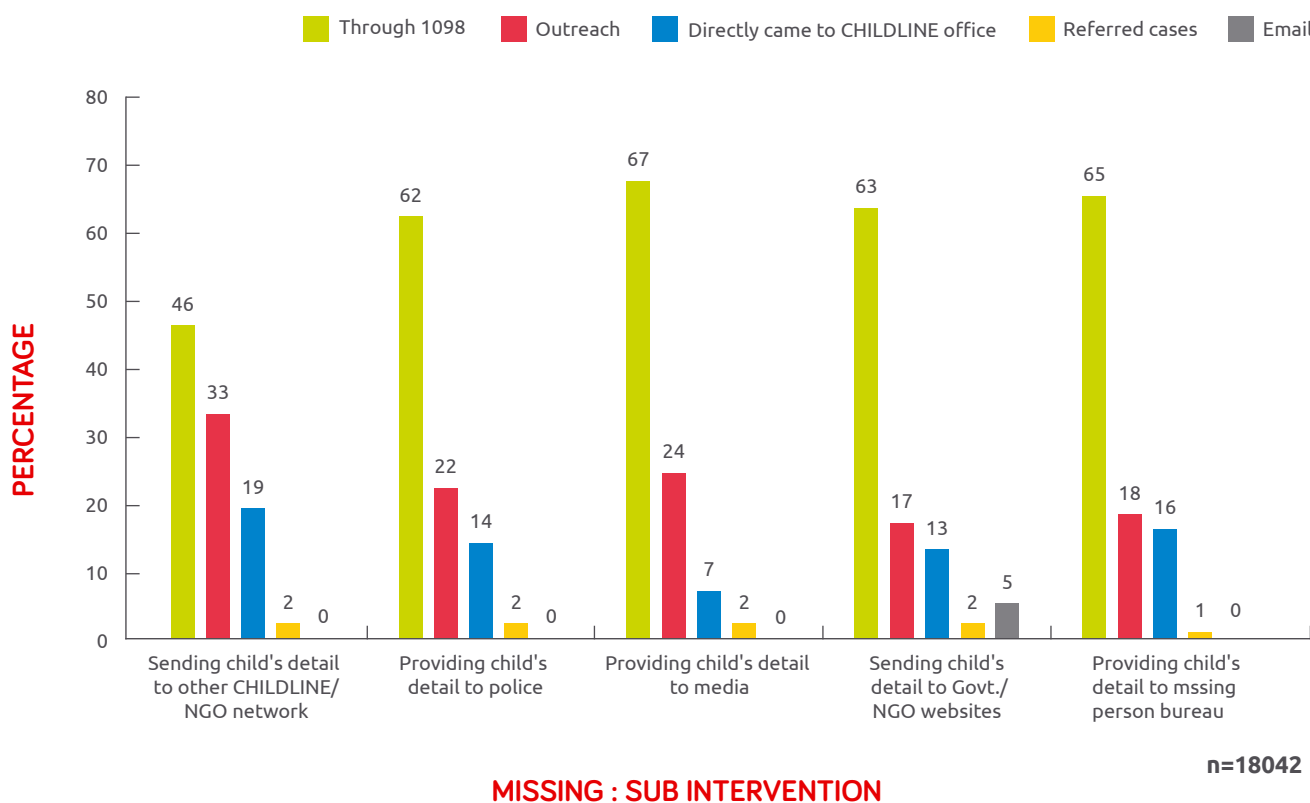
Figure 8.8.2: Age group and gender of the missing children

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	Email	Total
Sending child's detail to other CHILDLINE/ NGO network	725	526	295	26	3	1575
Providing child's detail to police	606	213	141	19	1	980
Providing child's detail to media	455	163	50	16	0	684
Sending child's detail to Govt./ NGO websites	377	102	79	11	30	599
Providing child's detail to missing person bureau	378	103	90	3	0	574
Total	2541	1107	655	75	34	4412

Note: Information of access for missing cases was not available for 13630 cases.





Note: Information of access for missing cases was not available for 13630 cases.

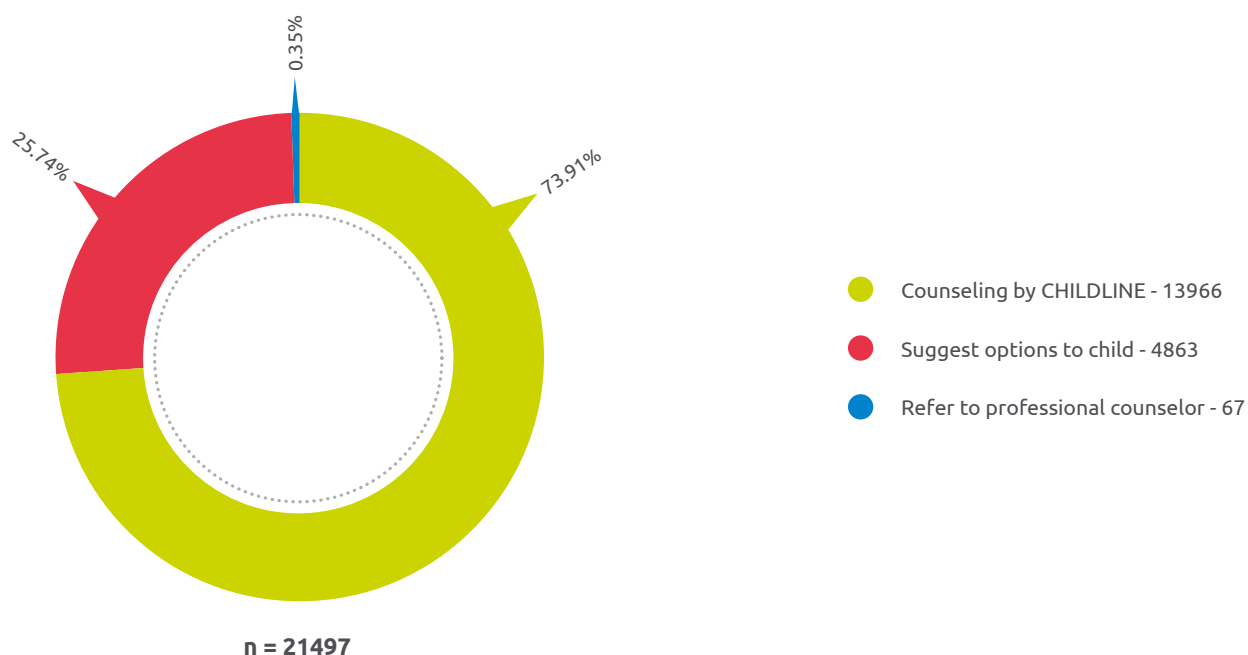
Figure 8.8.3: How the child accessed assistance from CHILDLINE for missing children support/intervention

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

Calls from children needing Emotional Support and Guidance or just someone to listen to them while they sort out their 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 study and examination 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 start 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.



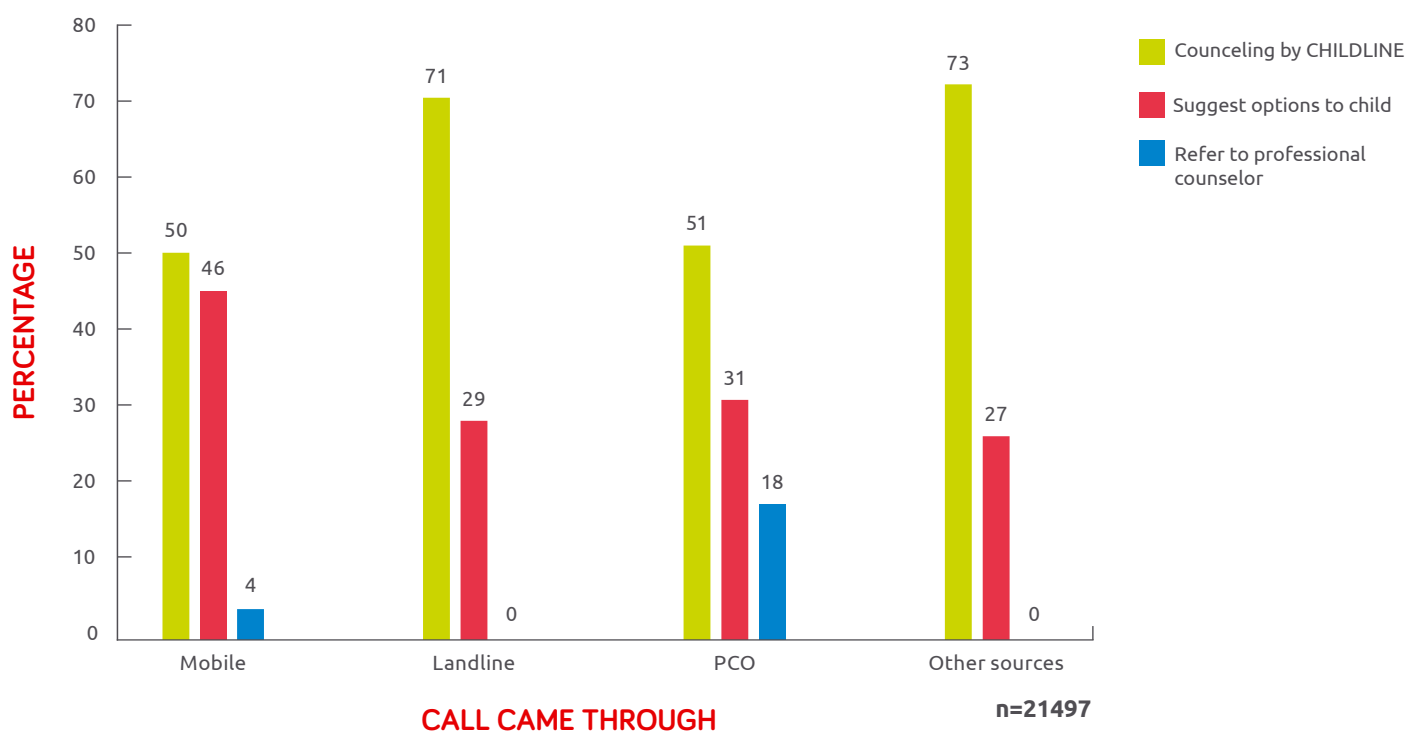
Note: Information of 2601 Emotional support & guidance cases was not available.

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
Counseling by CHILDLINE	4370	1629	18	5722	11739
Suggest options to child	4051	680	11	2044	6786
Refer to professional counselor	318	10	6	37	371
Total	8739	2319	35	7803	18896

Note: Information of 2601 Emotional support & guidance cases was not available.



Note: Information of 2601 Emotional support & guidance cases was not available.

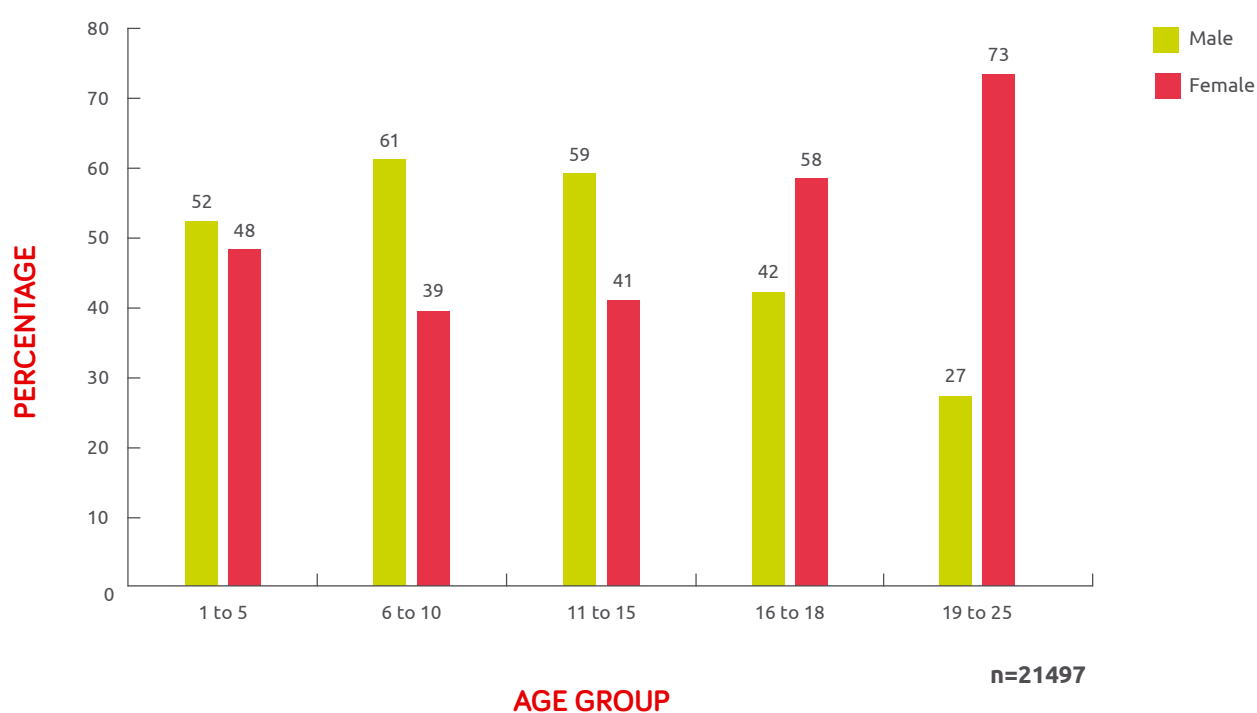
Figure 8.9.1: Source for Emotional support & guidance assistance cases



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
1 to 5	714	669	1383	0.94
6 to 10	3365	2137	5502	0.64
11 to 15	6359	4337	10696	0.68
16 to 18	1573	2157	3730	1.37
19 to 25	21	57	78	2.71
Total	12032	9357	21389	0.78

Note: Gender and Age group were not available for 108 cases.



Note: Gender and Age group were not available for 108 cases.

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

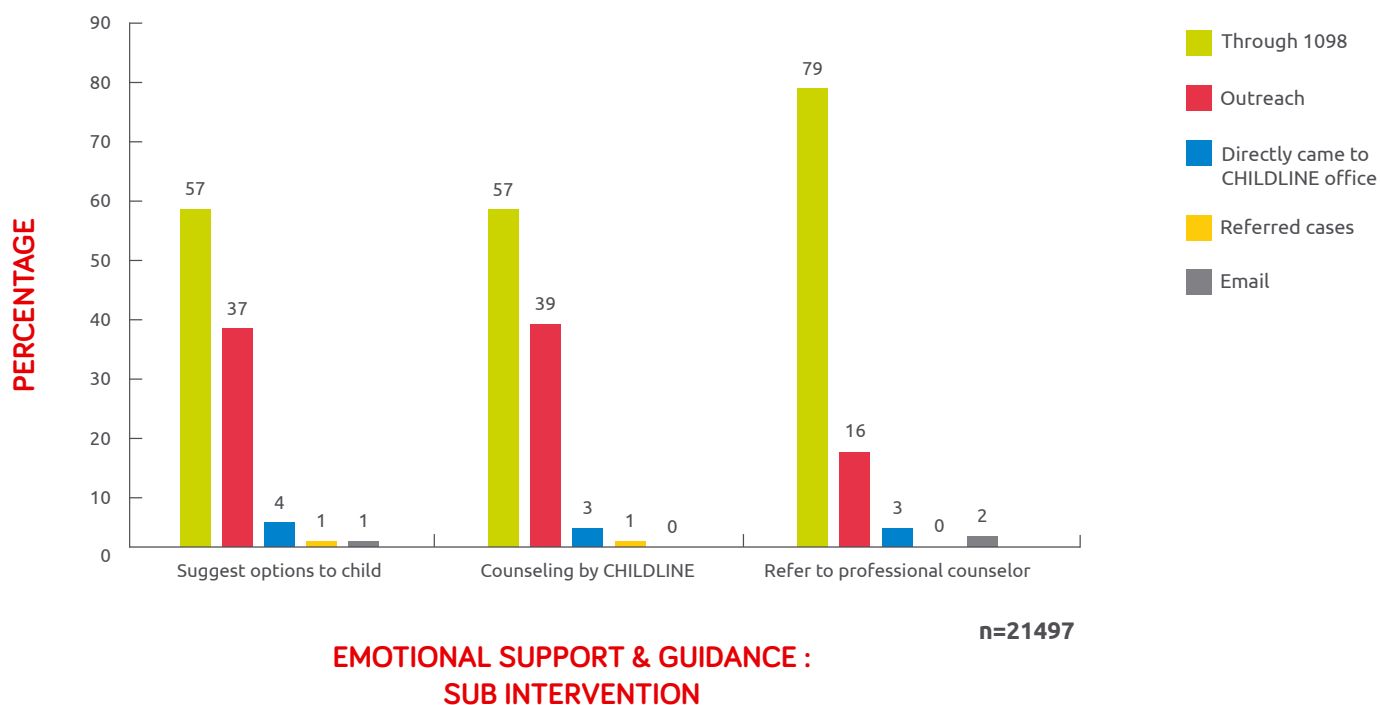


Table 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention

Emotional support & Guidance : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Referred cases	Email	Total
Suggest option to child	3800	2416	260	66	69	6611
Counseling by CHILDLINE	6497	4382	327	147	0	11353
Refer to professional counselor	289	59	11	0	8	367
Total	10586	6857	598	213	77	18331

Note: Information of access for emotional support & guidance cases was not available for 3166 cases.

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



Note: Information of access for emotional support & guidance cases was not available for 3166 cases.

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





9

EASTERN
REGION



EASTERN REGION

The Eastern Region network of CHILDLINE covers 75 cities across the states of West Bengal, Orissa, Bihar, Jharkhand, Chhattisgarh, Assam, Manipur, Tripura, Mizoram, Nagaland and Meghalaya as well as the union territory of Andaman & Nicobar. This network is managed by 76 collaborative organisations.

The total number of children assisted in the Eastern region from January- December 2014 was 34989.

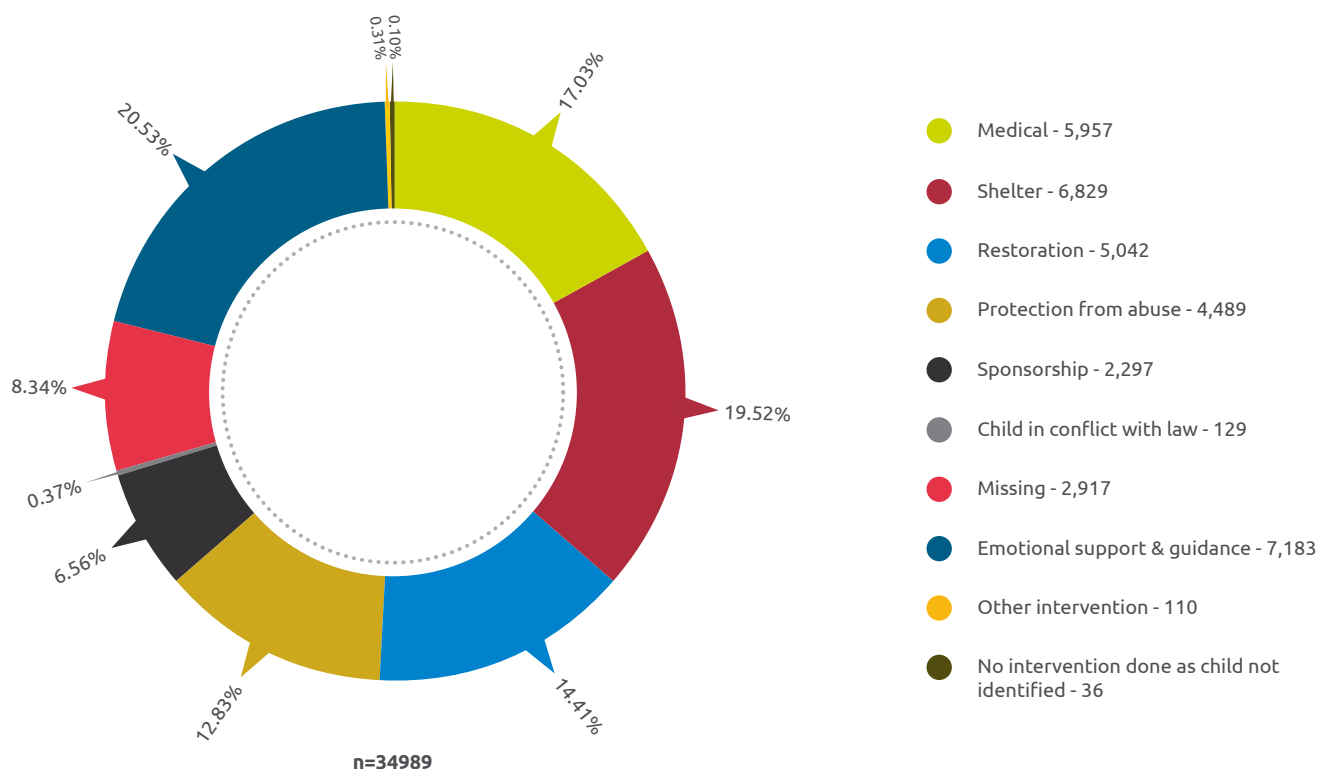


Figure 9.1: Intervention Calls To 1098

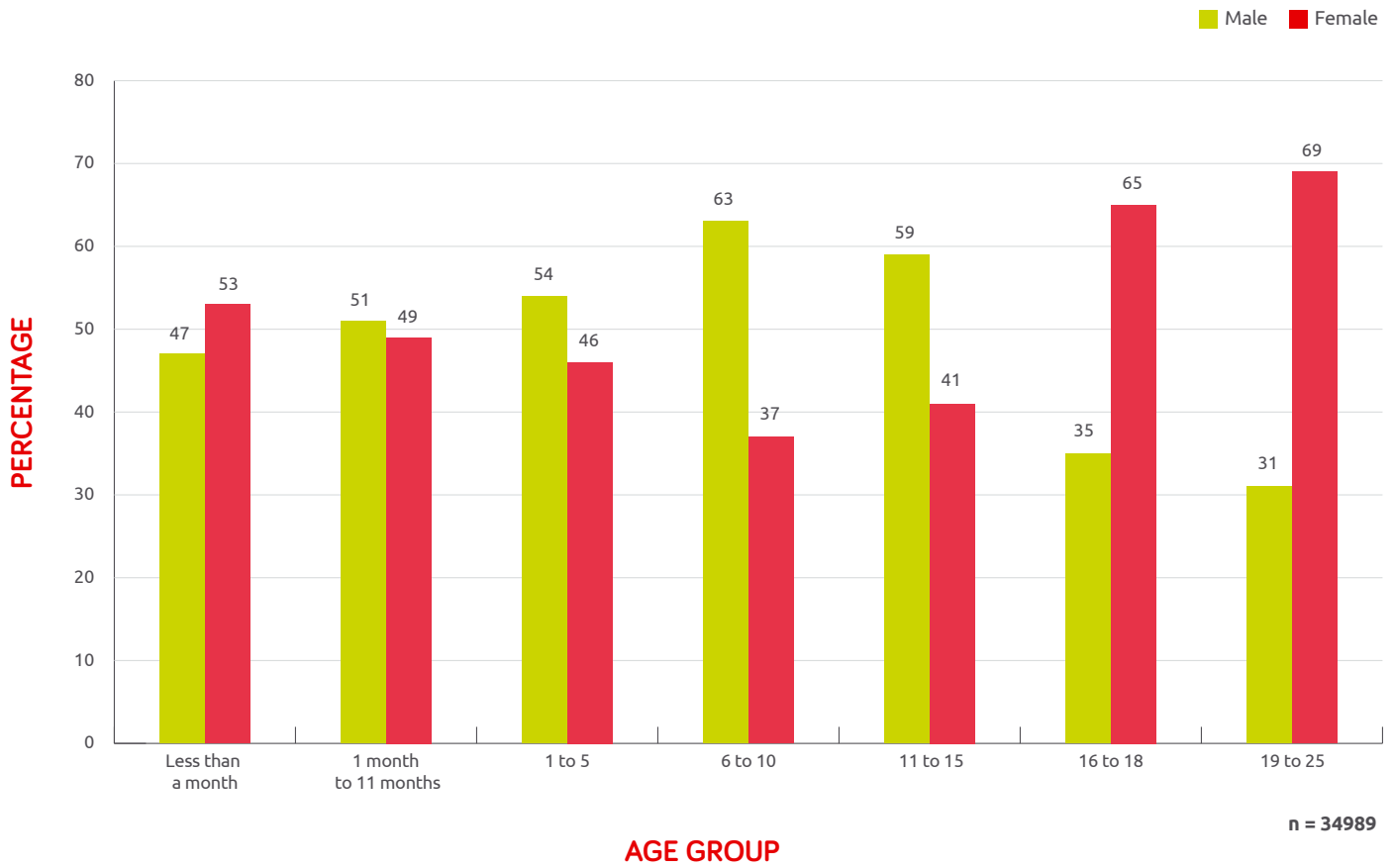
Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 16 for further details.

Table 9.2: Age group and gender of children

Age group	Male	Female	Total	Ratio of female to male
Less than a month	154	176	330	1.14
1 month to 11 months	207	196	403	0.95
1 to 5	2194	1895	4089	0.86
6 to 10	6301	3716	10017	0.59
11 to 15	8623	5982	14605	0.69
16 to 18	1795	3345	5140	1.86
19 to 25	45	102	147	2.27
Total	19319	15412	34731	0.80

Note: Gender and Age group were not available for 258 cases.





Note: Gender and Age group were not available for 258 cases.

Figure 9.2: Age group and gender of children

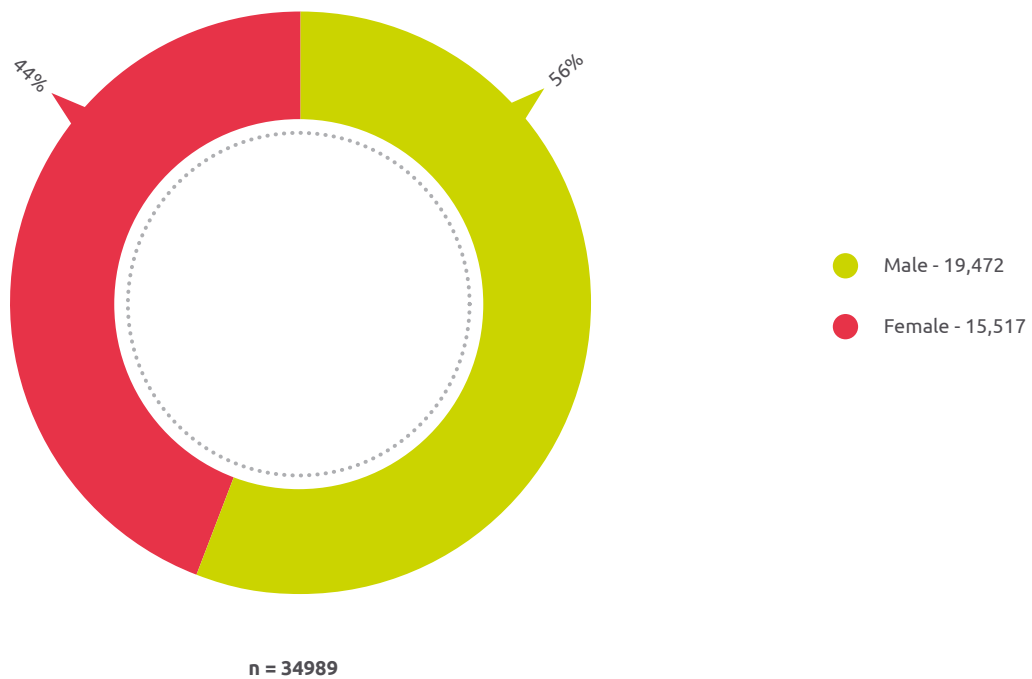
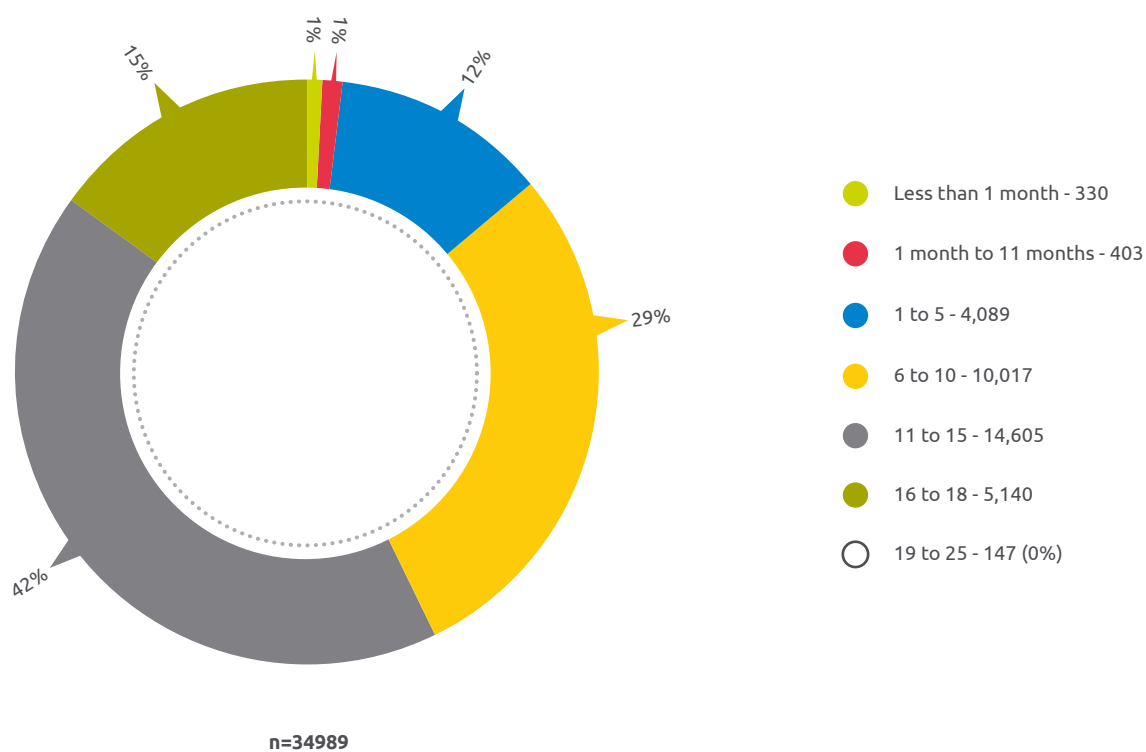


Figure 9.3: Gender of children



Note: Age group of the children was not available for 258 cases.

Figure 9.4: Age group of children

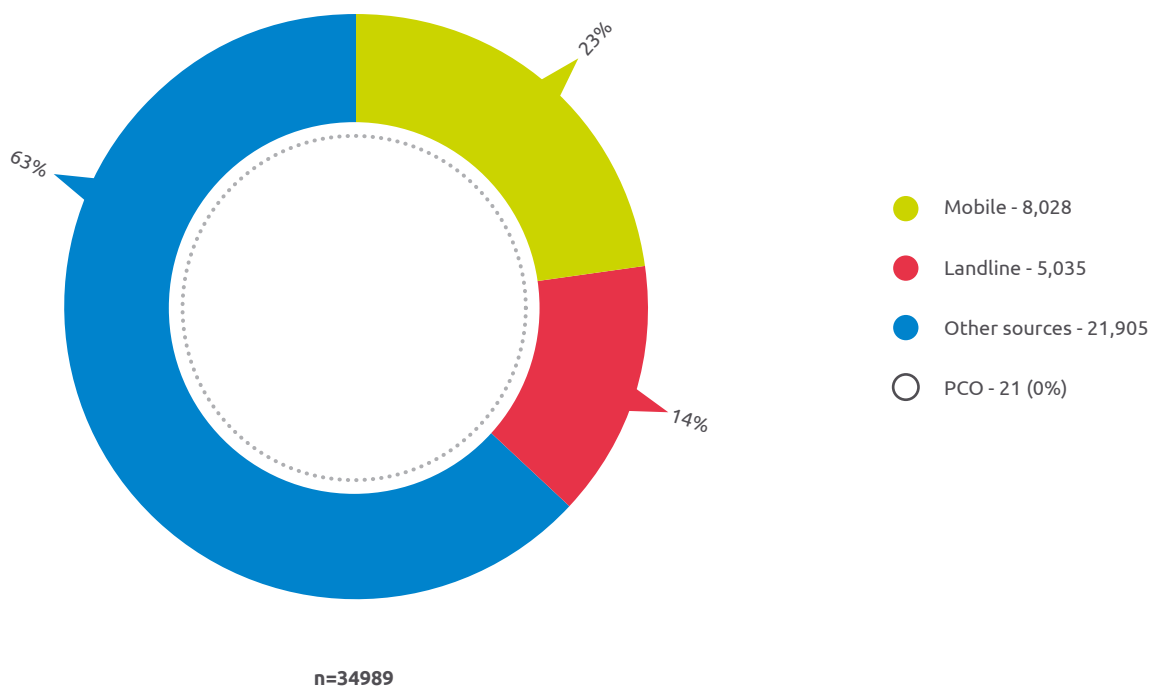
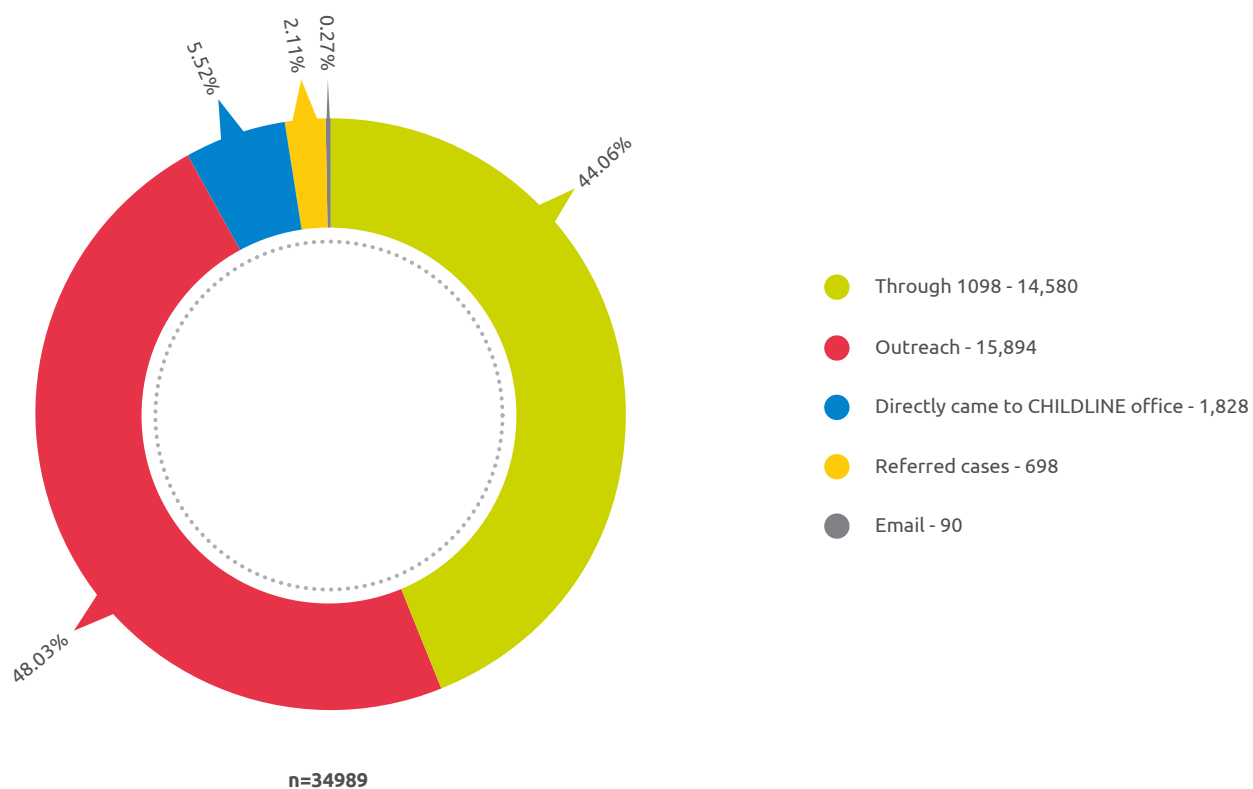


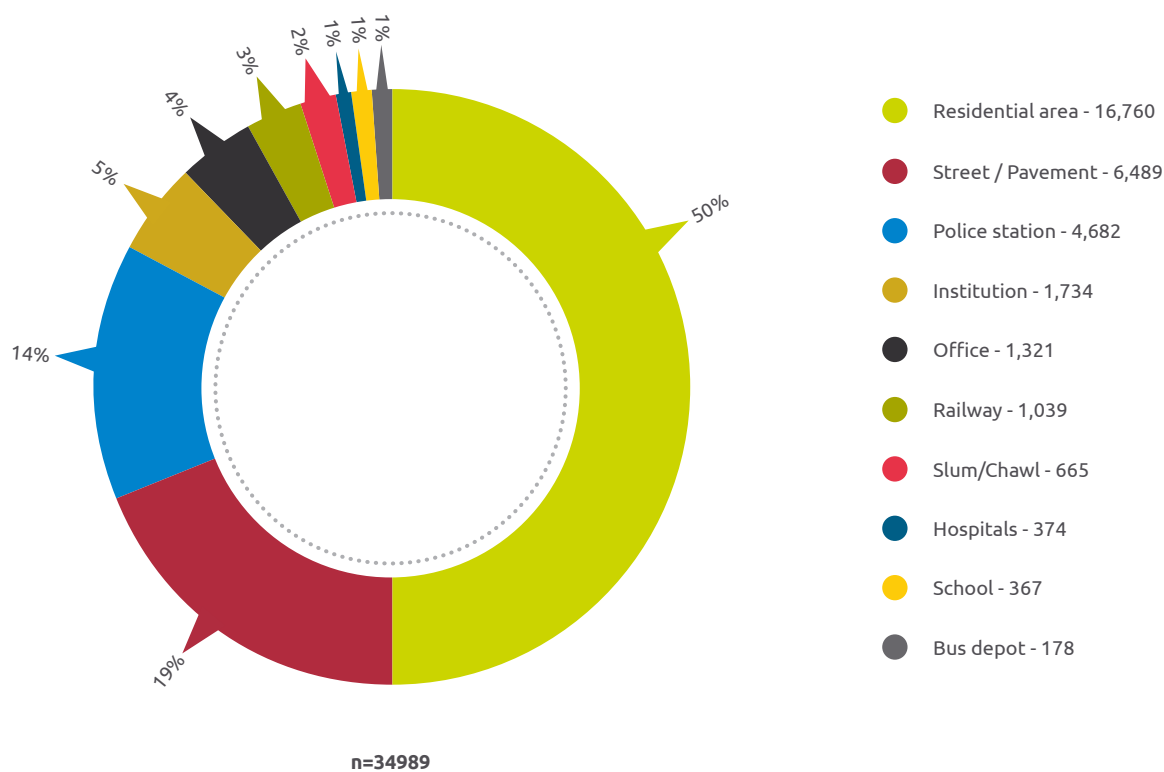
Figure 9.5: Calls to CHILDLINE from different telephone sources





Note: Information of access by the children to CHILDLINE service was not available for 1899 cases.

Figure 9.6: How the child accessed assistance from CHILDLINE



Note: Information of location of calls was not available for 1380 cases.

Figure 9.7: Location of calls to CHILDLINE



It is a bitter reality we face today that Child Sexual Abuse is increasing in India. The most appalling truth in some instances is that such heinous crimes are sometimes committed by the one's who are supposed to be guardians to these victims.

Balurghat, West Bengal: *Before leaving for Rajasthan to earn a better livelihood, Shilpi Ghosh's parents kept her under the care of her grandfather, Nimay Ghosh whom she fondly called dadu, and his wife Laxmi Ghosh. Unaware of the consequences of this decision Shilpi's parents trusted Nimay and Laxmi to care for their daughter as their own child. Shilpi too had no inkling of the danger that lay ahead.*

Disgracefully, Nimay always had a secret desire to prey on young Shilpi, all of 17 years of age. He finally had the chance to have his way with the young and pretty Shilpi. In various parts of India, a wife is often submissive to her husband's wishes. It held true in this case too. Nimay's wife Laxmi saw nothing wrong in her husband's desires and supported him in his evil intentions. Both grandparents wasted no time in brainwashing Shilpi that she should have sex with her dadu. Shocked with what Shilpi was asked to do by her own dadu, Shilpi strongly rejected to concede with their demands. However, the couple continued to force Shilpi to give in. After repeated refusals from Shilpi, Laxmi finally pushed her into Nimay's room one night and locked the door from outside. Nimay raped Shilpi and threatened her not to narrate this incident to anyone or else she will be killed.

Blindsiding her husband's behavior Laxmi left for her father's house the next day, leaving Shilpi at the mercy of her grandfather. With just the two of them in the house Nimay kept Shilpi locked in the house whenever he went out. The girl had no way of getting out or informing anyone about her suffering. On returning home Nimay made her sleep on the floor in the same room as him and raped her again in the middle of the night. After 2 days of this torment, Shilpi bravely found a way to get out of the house without her grandfather's knowledge.

Shilpi sought help from her aunt, Poli Ghosh and uncle, Swapan Ghosh and told them all the grief she was going through at the hands of her dadu. After hearing her story, the couple took Shilpi to their house that very instant. The next day she was taken to the Provati Mandal, Panchayat Prodhan to seek justice.

Being a minor, CHILDLINE received a call to assist Shilpi. CHILDLINE reached the girl and an FIR was lodged against Nimay Ghosh. Shilpi was also sent for a careful medical examination after which she was taken to the Malda NIRAPAD Home with the help of the CWC. The case was advocated with the DLSA and the CWC for suitable direction. An FIR was also lodged at Balurghat. The District Sessions court in Dakshin Dinajpur convicted Nimay Ghosh with rigorous imprisonment for not less than ten years which can also be extended to life as well as a fine. Laxmi Ghosh has also been convicted for this crime.

Today, Shilpi is free from the torment she was put through by her own grandparents, however, instances like these are difficult to erase from a child's memory.





10

NORTHERN
REGION



NORTHERN REGION

CHILDLINE covers 77 cities in the Northern region of India, managed by 82 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 28344 in 2014.

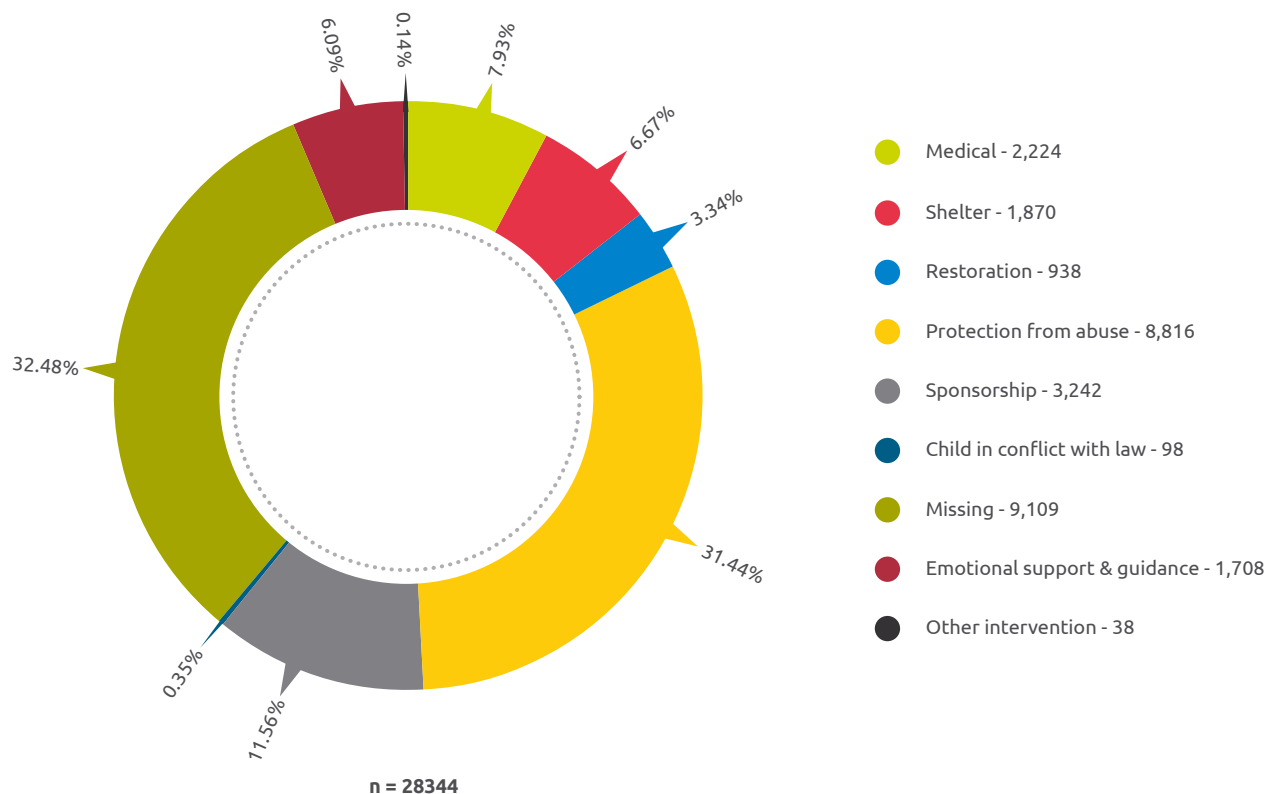


Figure 10.1: Intervention Calls To 1098

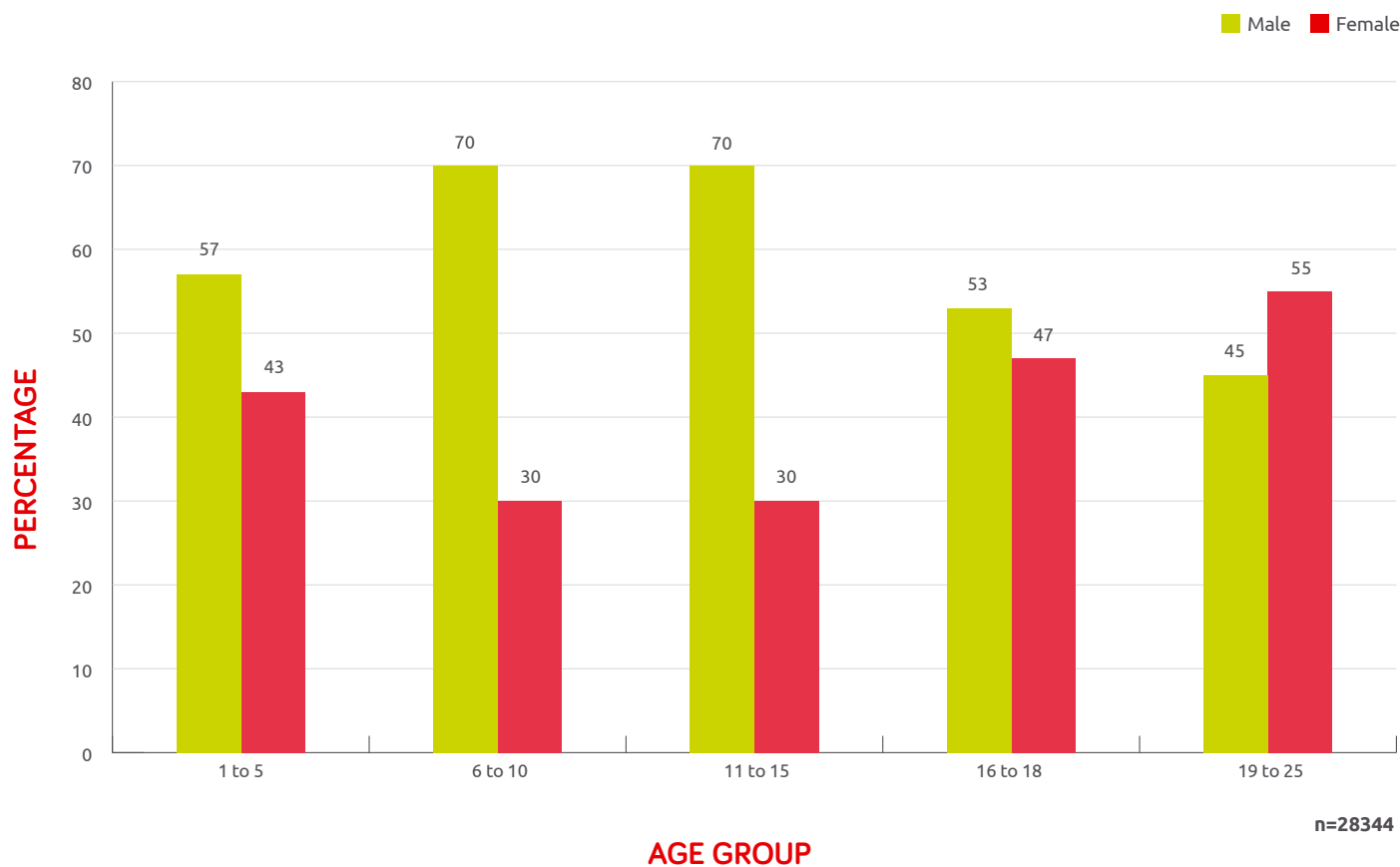
Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 16 for further details.

Table 10.2: Age Group And Gender Of Children

Age group	Male	Female	Total	Ratio of female to male
1 to 5	2375	1767	4142	0.74
6 to 10	6526	2769	9295	0.42
11 to 15	7835	3336	11171	0.43
16 to 18	1800	1621	3421	0.90
19 to 25	54	65	119	1.20
Total	18590	9558	28148	0.51

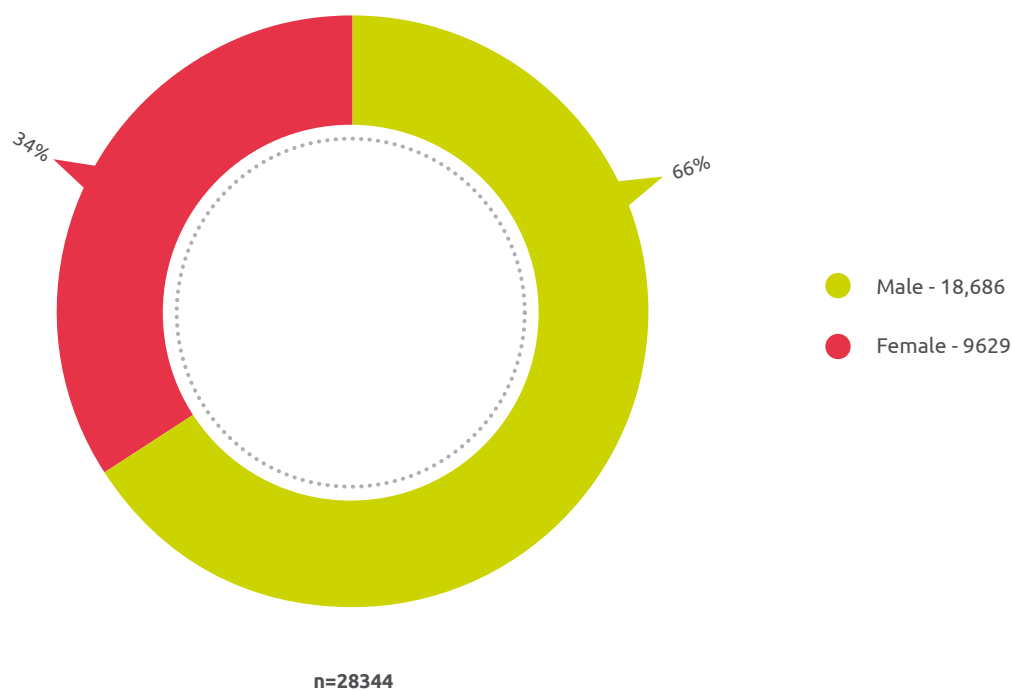
Note: Gender and Age group were not available for 196 cases.





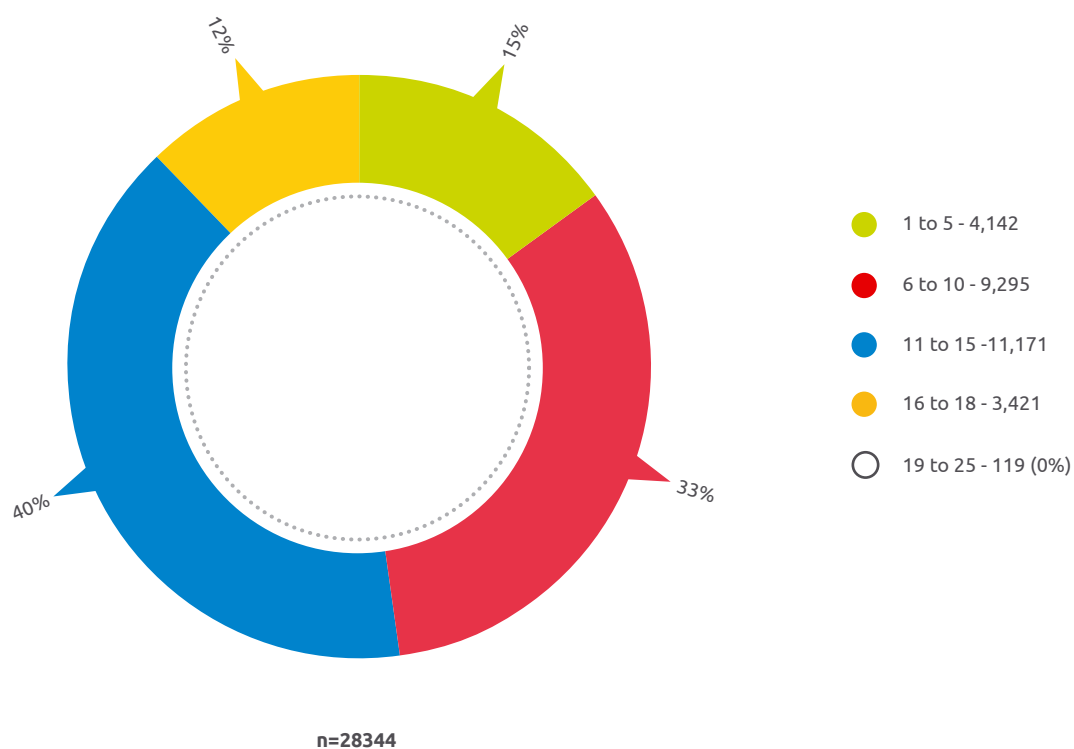
Note: Gender and Age group were not available for 196 cases.

Figure 10.2: Age group & gender of children



Note: Gender was not available for 29 cases.

Figure 10.3: Age group & gender of children



Note: Age group was not available for 179 cases.

Figure 10.4: Age group of children

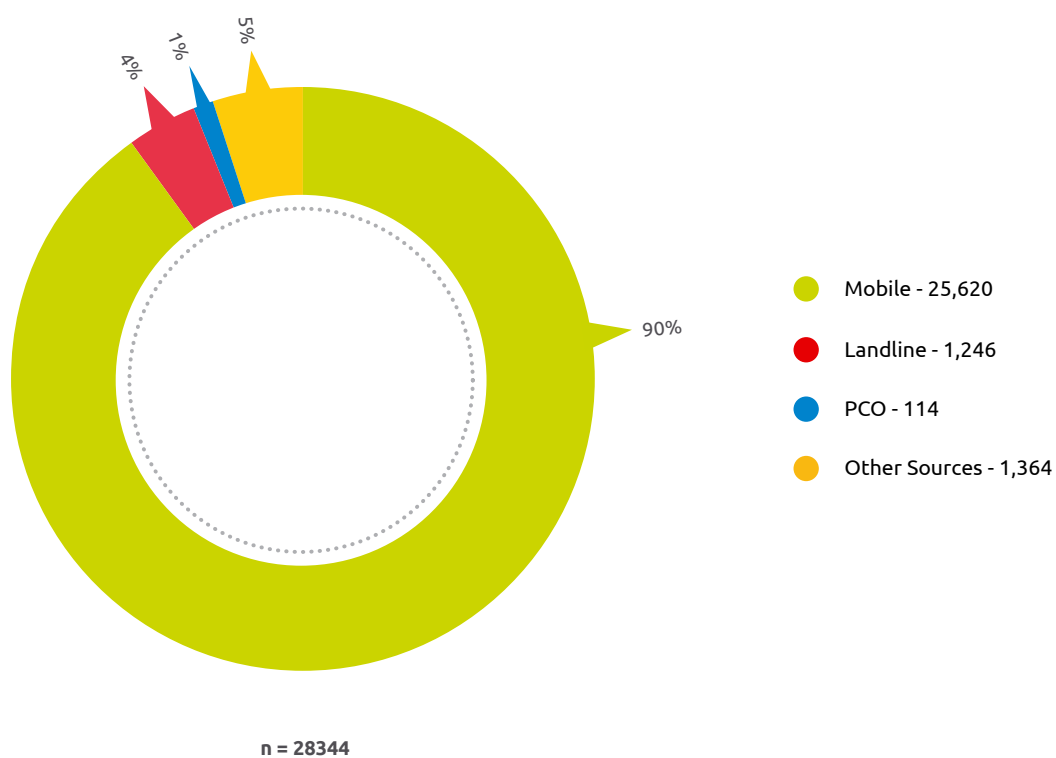
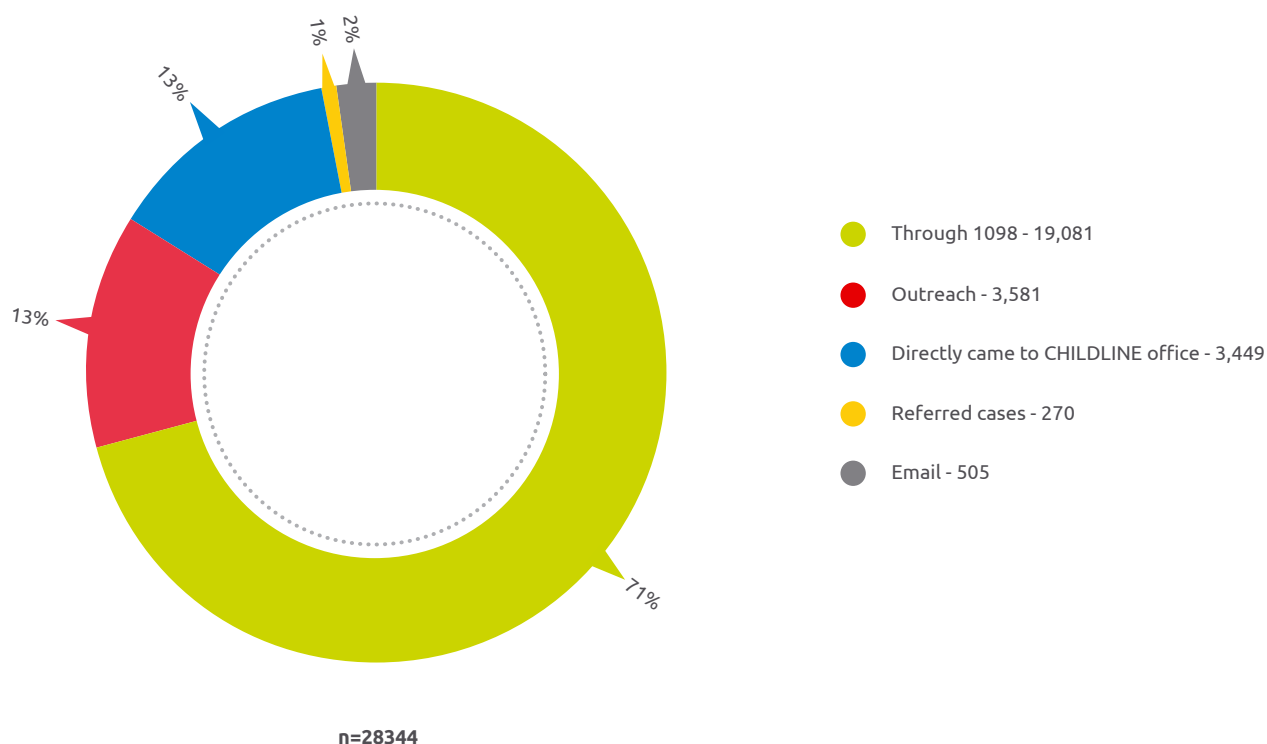


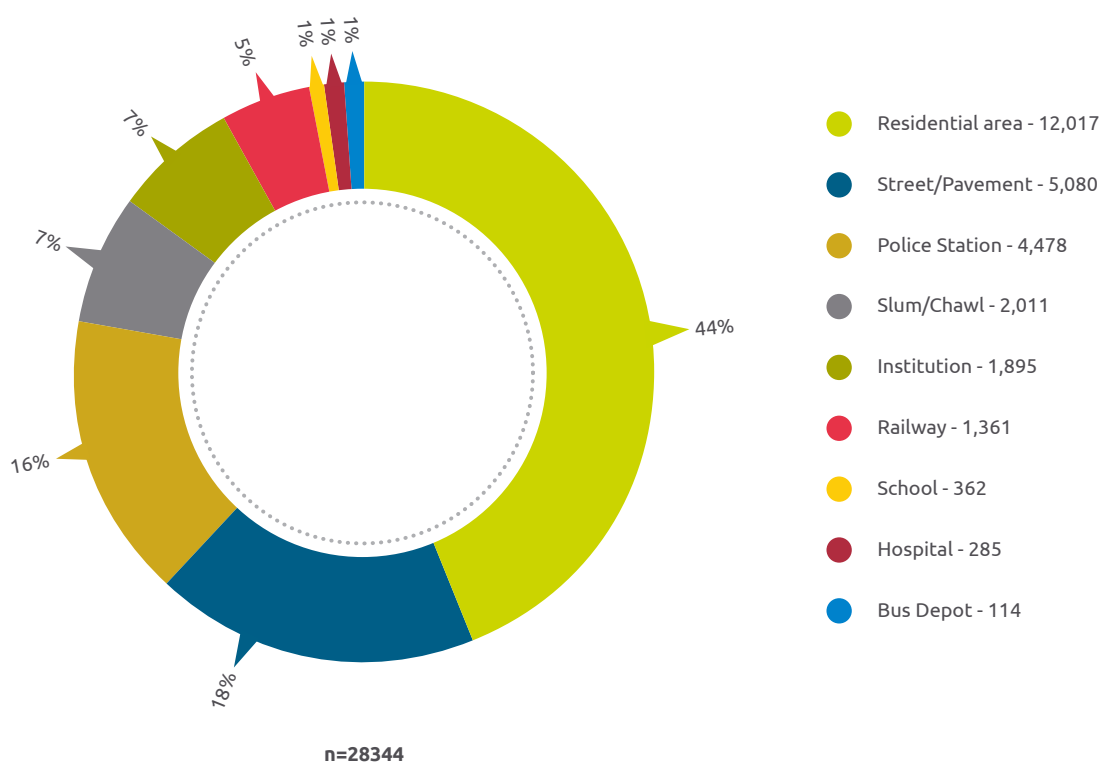
Figure 10.5: Calls to CHILDLINE from different telephone sources





Note: Information of access by the children to CHILDLINE service was not available for 3334 cases.

Figure 10.6: How the child accessed assistance from CHILDLINE



Note: Information of location of calls was not available for 741 cases.

Figure 10.7: Location of calls to CHILDLINE



India is home to the largest number of child brides in the world. It is an appalling human rights violation robs children of the right to be just a child. Despite this practice being outlawed, child marriage proves to be one of the worst social evils in our country.

Mawana Khurd, Meerut: Abha, a 14 year old girl was kept all ready for her big day, against her wishes. Her marriage was fixed by her father, Santar Pal, a labourer and her mother, Vimlesh, a house wife. Hailing from a poor family Abha was being forced into the marriage as it was customary in their village.

CHILDLINE received a call informing them about Abha's wedding which was to take place the very next morning. With next to no time in hand CHILDLINE immediately contacted the officer in-charge at the Mawana Police Station to take some action and to intercede in the case. Yet, the caller who reported about the marriage informed CHILDLINE that the police was doing nothing to put an end to the upcoming marriage.

Without wasting any time, CHILDLINE then contacted the Child Welfare Committee (CWC) for their help, and presented the case to them in writing. On the basis of this, the CWC in Meerut ordered the Anti Human Trafficking Unit (AHTU) to carry out an enquiry and take appropriate action. However, this order was given very late in the evening when AHTU offices were shut for the day. Since this proved to be an obstacle in averting the marriage, CHILDLINE met with police officials of higher positions to seek their urgent assistance. To their dismay, no concrete action was taken. In the face of all these obstacles, CHILDLINE continued their follow-ups and approached the media.

The noise created by the media around Abha's marriage was able to garner an effective response from the police as well as the local administration. They were left with no option but to pay attention to the situation at hand and act immediately.

A team consisting of the AHTU and the Mawana police along with CHILDLINE arrived at the location of Abha's marriage. She was rescued at the nick of time in the midst of all the wedding preparations. Her school report card and ration card were collected as proof of her age. The AHTU submitted a report declaring Abha to be a minor which helped in stopping her marriage.

CHILDLINE is in the process of having her enrolled in a school so that she can continue her education and work towards a career before settling down in a marriage. A much needed counselling session was also arranged for the child wherein she stated that she was under tremendous pressure from her parents to get married. CHILDLINE continues to be in constant contact with Abha as well as her parents for further counselling sessions and to ensure a safe and happy childhood for Abha.





11

SOUTHERN
REGION



SOUTHERN REGION

CHILDLINE expands across all 4 states of the Southern region, covering 77 cities of Andhra Pradesh, Karnataka, Kerala and Tamil Nadu as well as the union territory of Pondicherry.

The total number of children assisted in the region was 37,017 children in 2014.

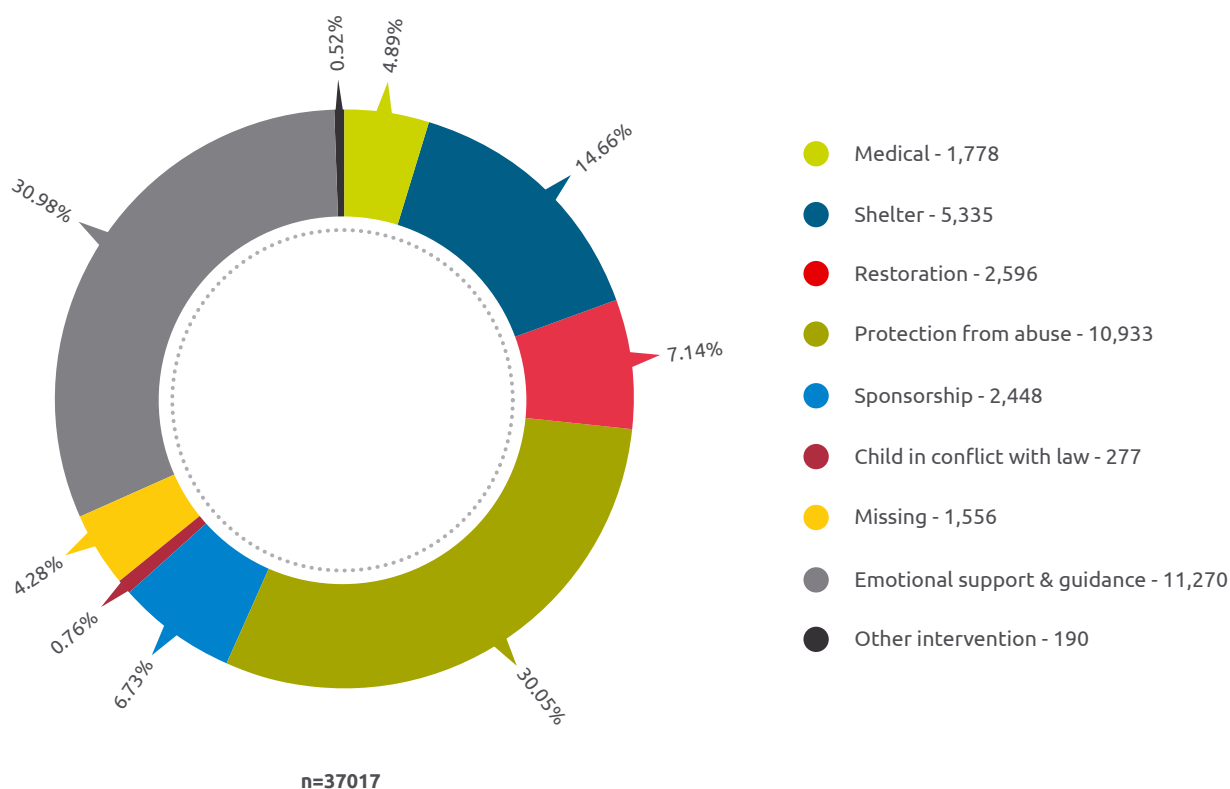


Figure 11.1: Intervention calls to 1098

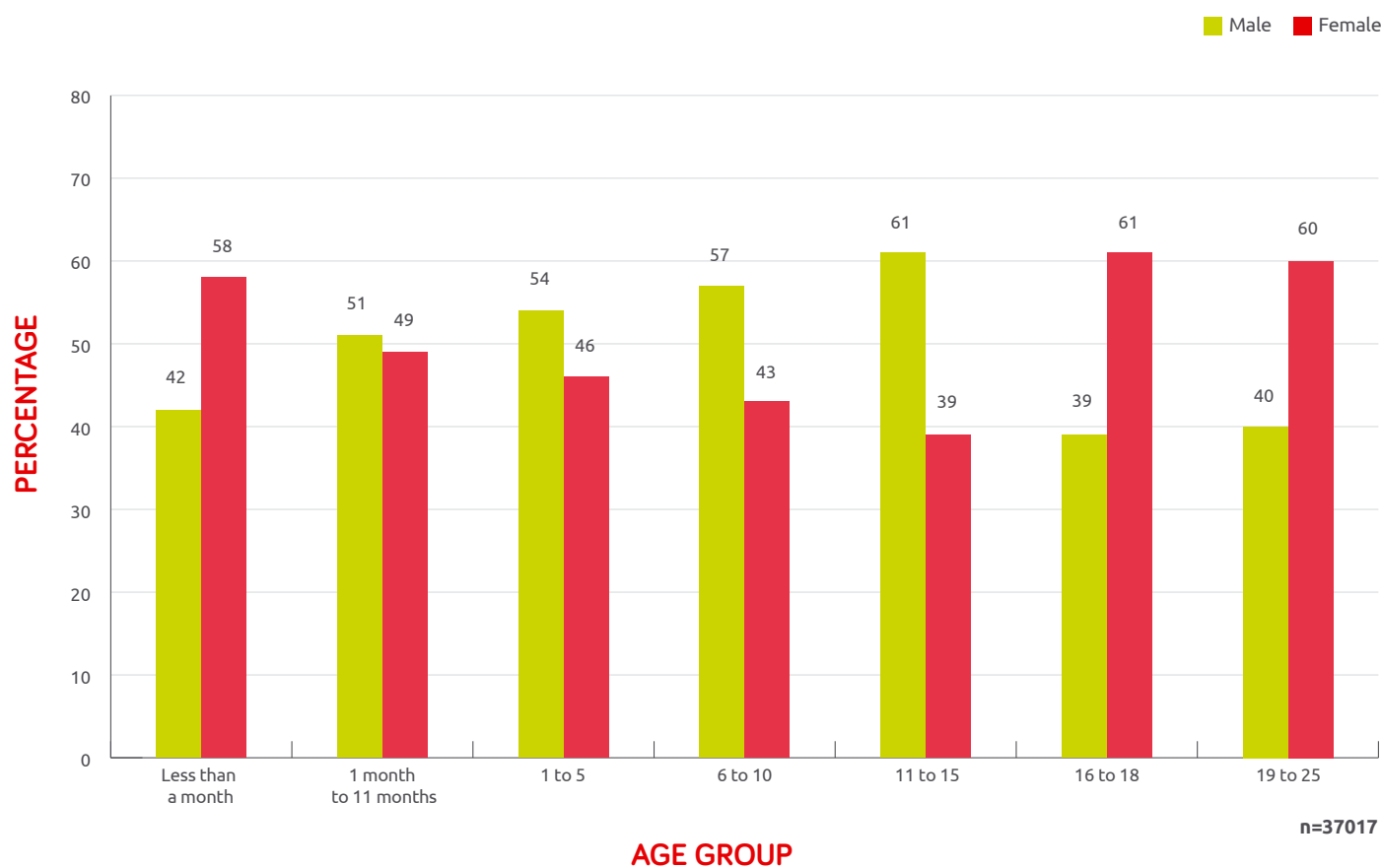
Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 16 for further details.

Table 11.2: Age group and gender of children

Age group	Male	Female	Total	Ratio of female to male
Less than a month	74	101	175	1.36
1 month to 11 months	129	125	254	0.97
1 to 5	1559	1343	2902	0.86
6 to 10	4821	3572	8393	0.74
11 to 15	11236	7312	18548	0.65
16 to 18	2478	3803	6281	1.53
19 to 25	66	98	164	1.48
Total	20363	16354	36717	0.80

Note: Age was not available for 300 cases.





Note: Age was not available for 300 cases.

Figure 11.2: Age group and gender of children

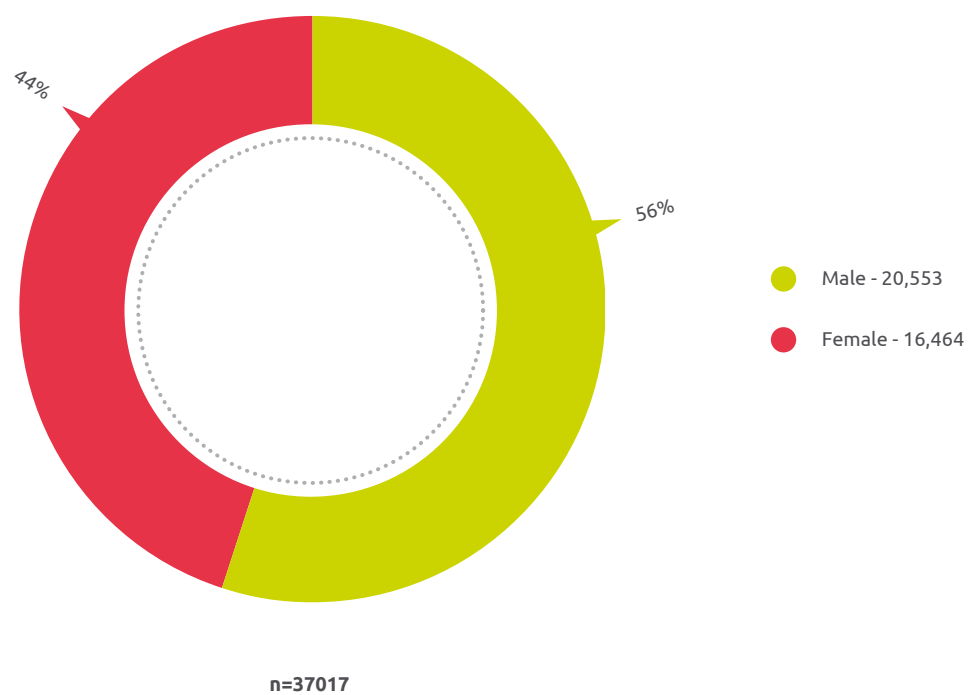
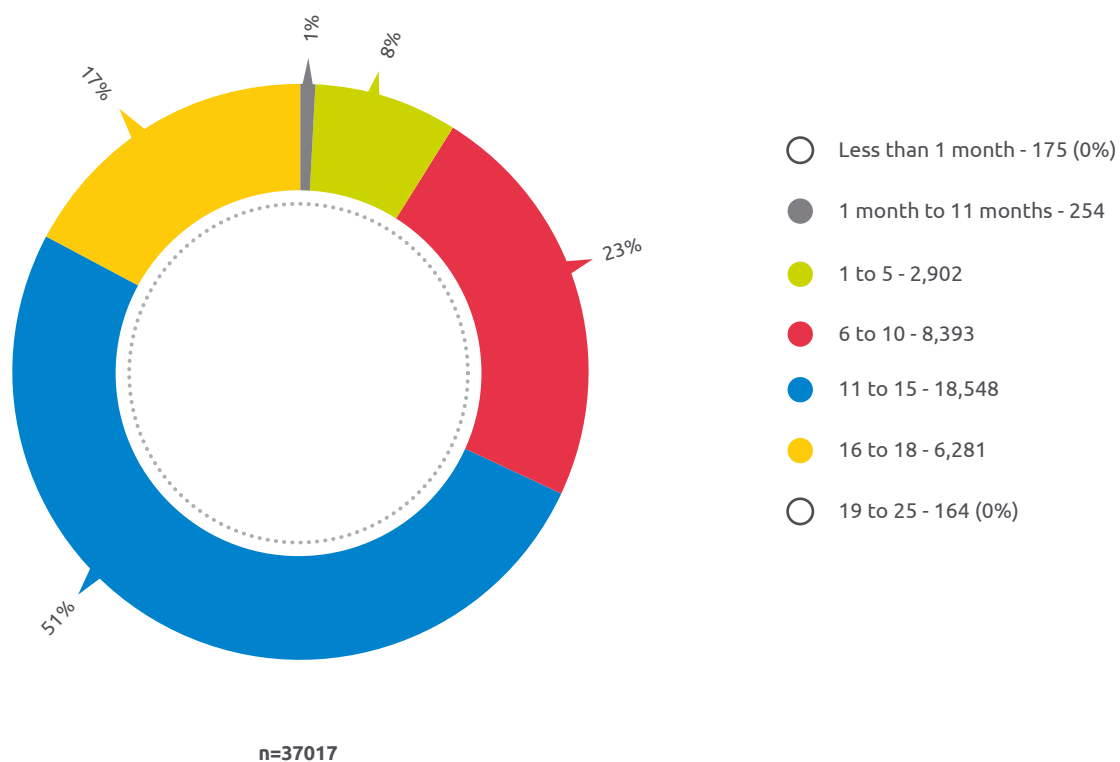


Figure 11.3: Gender of children



Note: Age of the children was not available for 300 cases.

Figure 11.4: Age group of children

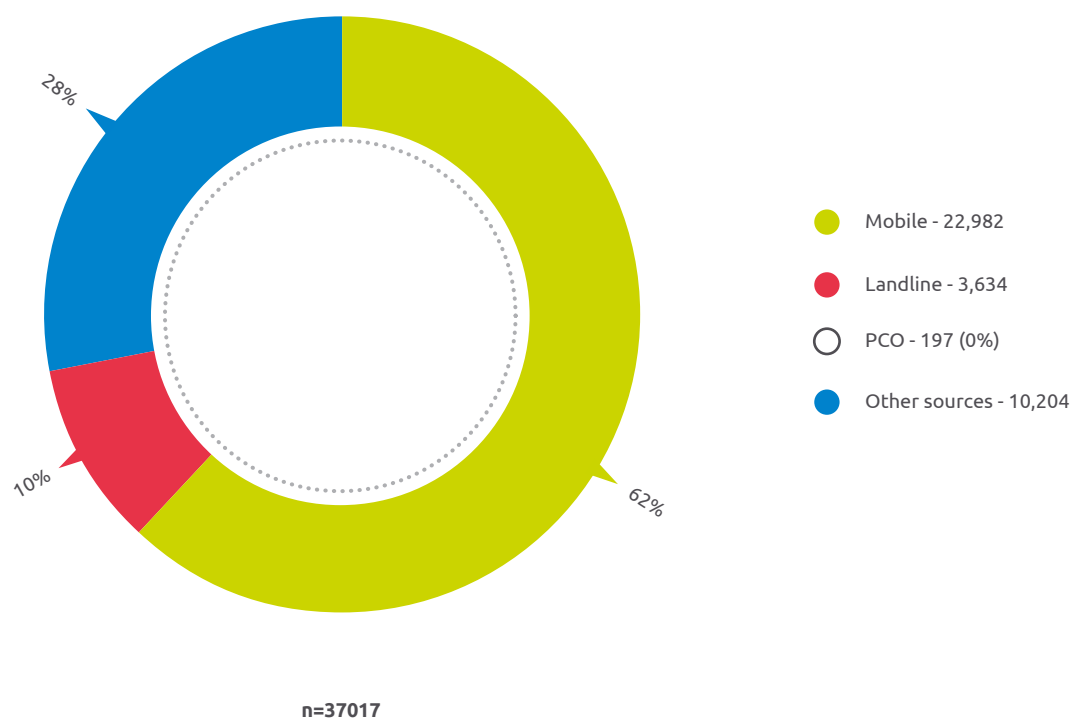
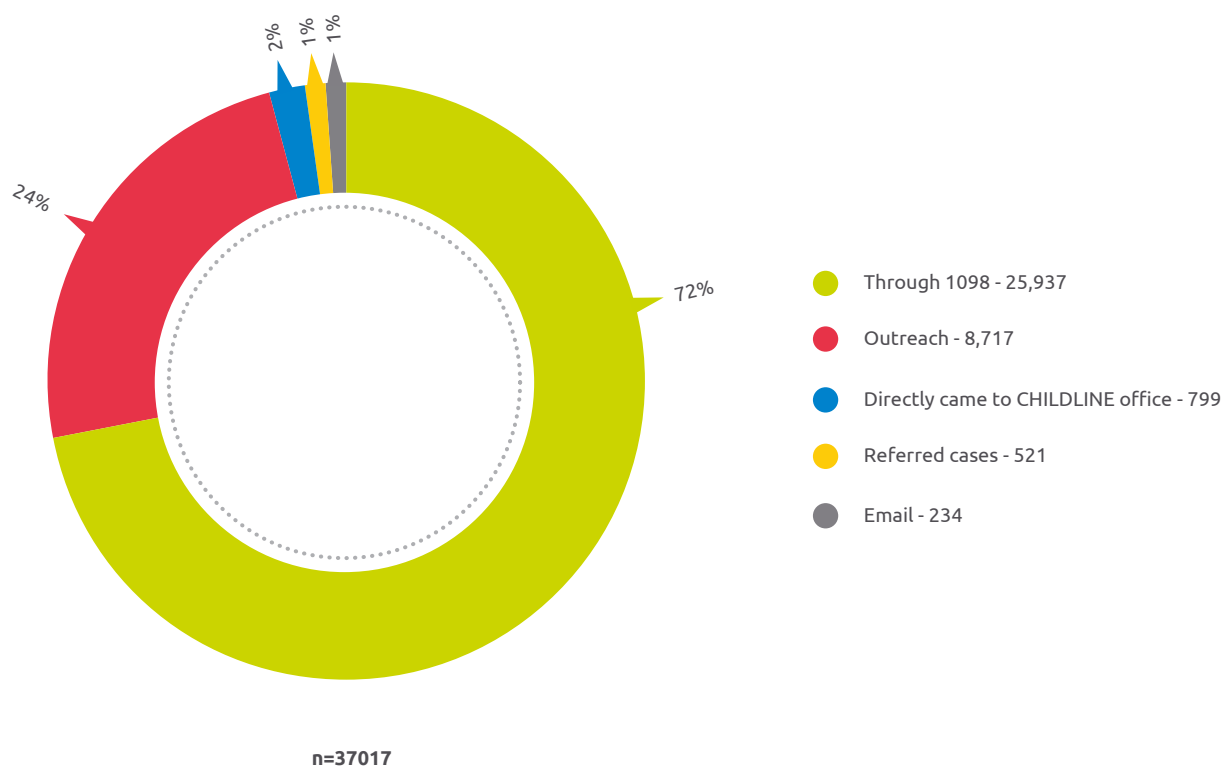


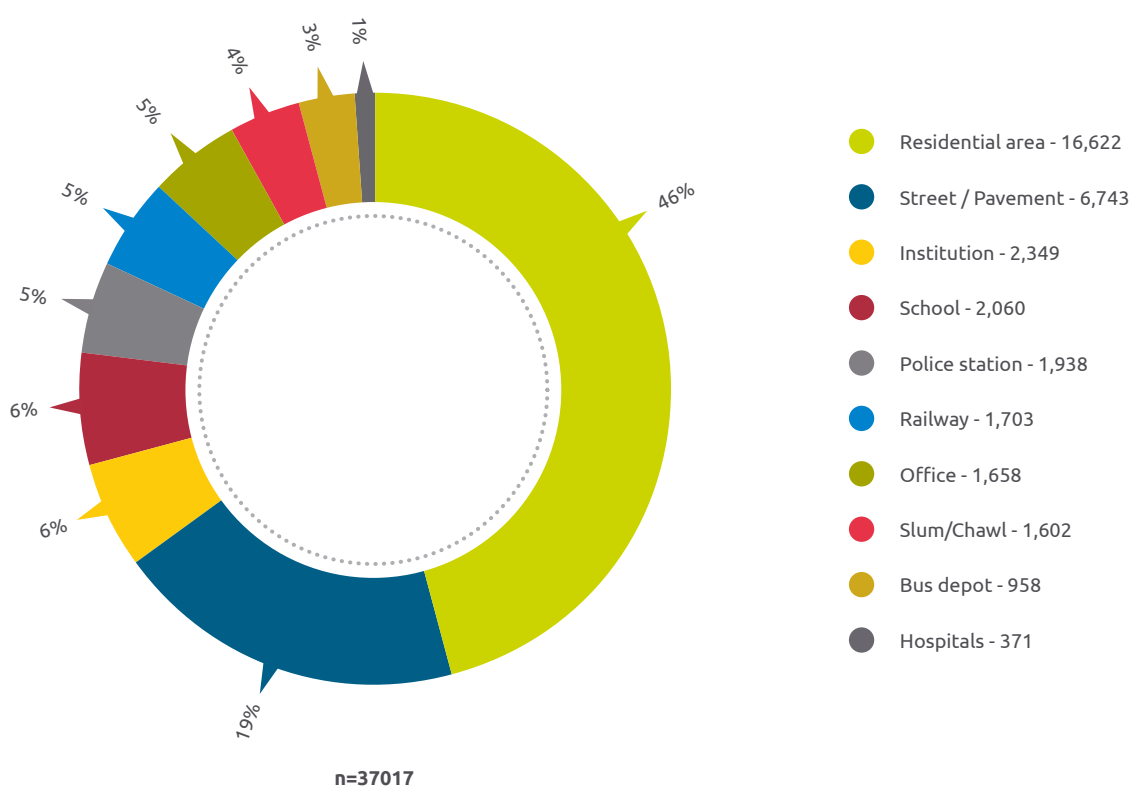
Figure 11.5: Calls to CHILDLINE from different telephone sources





Note: Information of access by the children to CHILDLINE service was not available for 809 cases.

Figure 11.6: How the child accessed assistance from CHILDLINE



Note: Information of location of calls was not available for 1013 cases.

Figure 11.7: Location of calls to CHILDLINE



It is common understanding that human trafficking continues to occur at an alarming rate. Just when we think that cases we hear of in the news are overwhelming enough; we remain oblivious of how many cases go unreported. Illegal activities involving vulnerable children are part of a much bigger ordeal than is visible. Human trafficking is an international phenomenon involving children being trafficked across states and borders. Every year approximately 6000 women, girls and boys are trafficked from Bangladesh, India and Pakistan across for cheap labour and prostitution. Cross- border trafficking has become an issue of national and political concern that needs to be addressed immediately. Read about recent cases where CHILDLINES successfully rescues minors from the hands of traffickers.

CHILDLINE team received an anonymous phone call informing that someone in Tirupathi (suspected to be a trafficker) lures minor girls by promising them a substantial income, instead sends them to brothels on a contract basis, to various places in Andhra Pradesh and Tamil Nadu.

Based on this information, the team planned a sting operation. 2 of the team members went undercover and acted as customers seeking a minor girl to be brought to Ongole using 'real estate business as a cover up. They convinced the suspect that they would pay Rs. 15,000/- to spend 5 days with the girl. As an advance amount, Rs. 2000/- was deposited in his bank account.

Meanwhile, the CHILDLINE team informed the police and the media about the same who in turn alerted the special branch police officers and gave on the course of action to be taken. On 28th March, the trafficker reached Ongole by train along with a 16 year old girl. The team member who was undercover, met the agent at the Railway Station, and took him and the girl directly to the Police Station.

The Police registered a complaint against the agent and booked a case under Section 366 of IPC and Sec 4 & 5 of Immoral Traffic Prevention Act. The girl was shifted to a shelter home. Later on, the case was produced before the court and the Honorable magistrate of the Special court remanded the accused until the 12th of April, 2013. After some detailed police inquiry, the accused revealed approximately 250 contact details of people involved in human trafficking networks in Andhra Pradesh. On further inquiry, the police found out that the accused used to procure minor girls from Chittoor and other neighbouring districts and send them to brothels in Chennai, Vijayawada and Eluru.





12

WESTERN
REGION



WESTERN REGION

CHILDLINE is operational in 67 cities in the Western Region of India, covering the states of Goa, Gujarat, Madhya Pradesh and Maharashtra and the Union Territory of Dadra and Nagar Haveli.

The total number of children assisted in the region was 22160 in 2014.

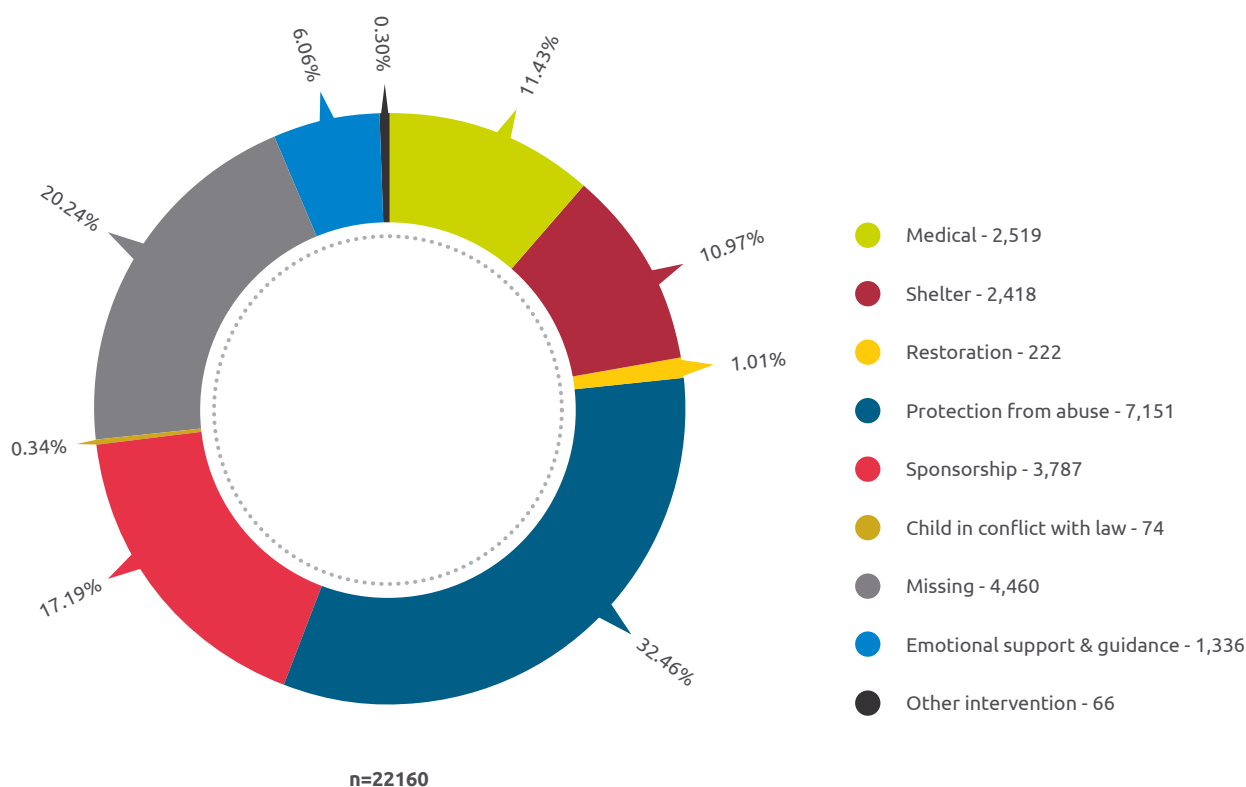


Figure 12.1: Intervention calls to 1098

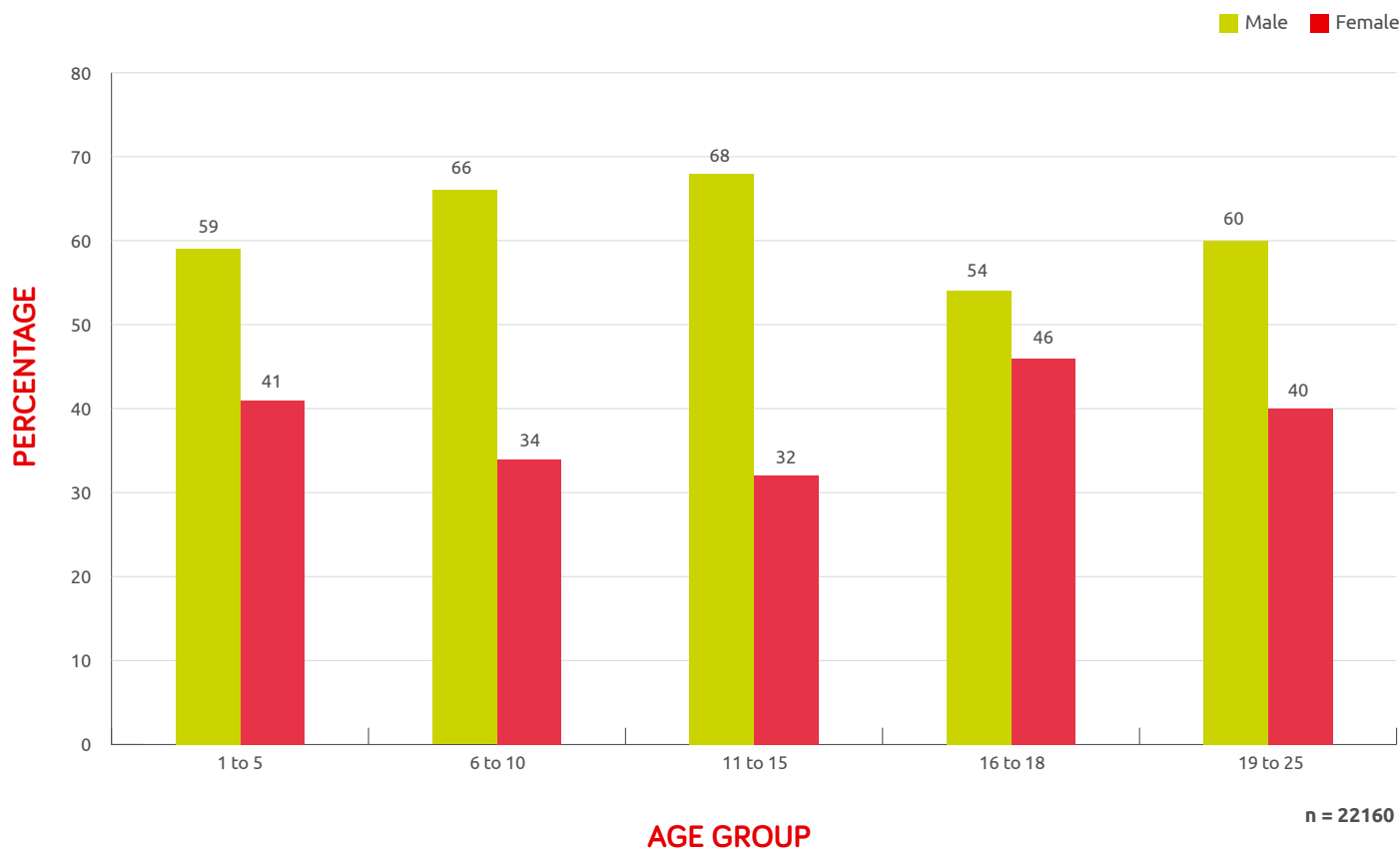
Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 16 for further details.

Table 12.2: Age group and gender of children

Age group	Male	Female	Total	Ratio of female to male
1 to 5	2034	1421	3455	0.70
6 to 10	4629	2399	7028	0.52
11 to 15	5895	2763	8658	0.47
16 to 18	1503	1303	2806	0.87
19 to 25	60	40	100	0.67
Total	14121	7926	22047	0.56

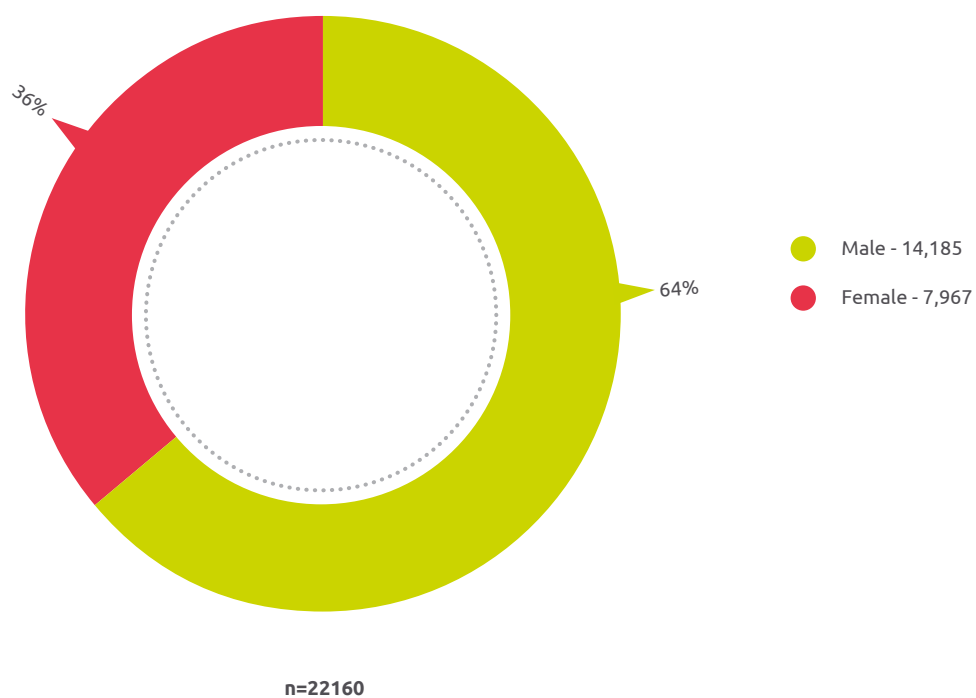
Note: Gender and Age group were not available for 113 cases.





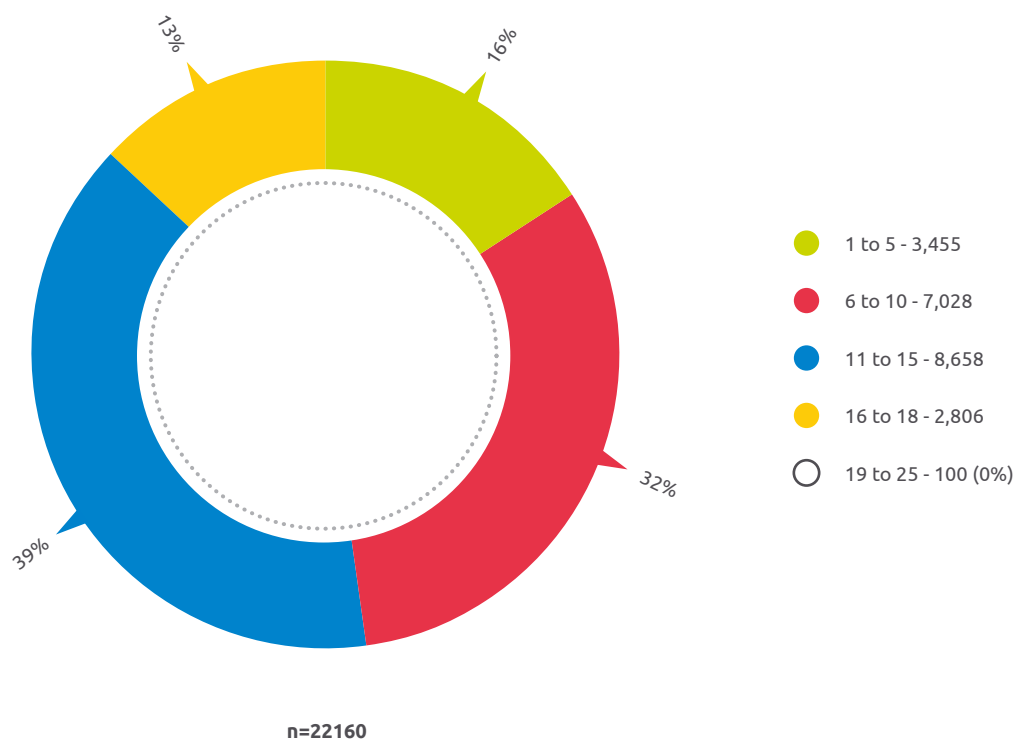
Note: Gender and Age group were not available for 113 cases.

Figure 12.2: Age group and gender of children



Note: Gender of the children was not available for 8 cases.

Figure 12.3: Gender of children



Note: Age group of the children was not available for 109 cases.

Figure 12.4: Age group of children

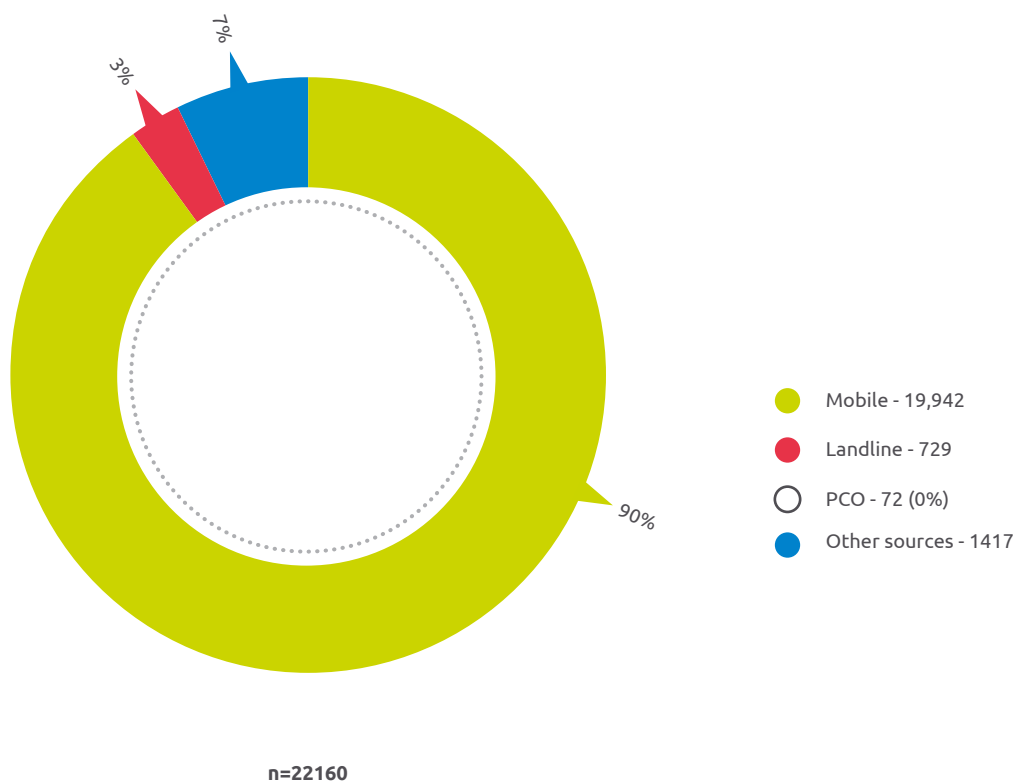
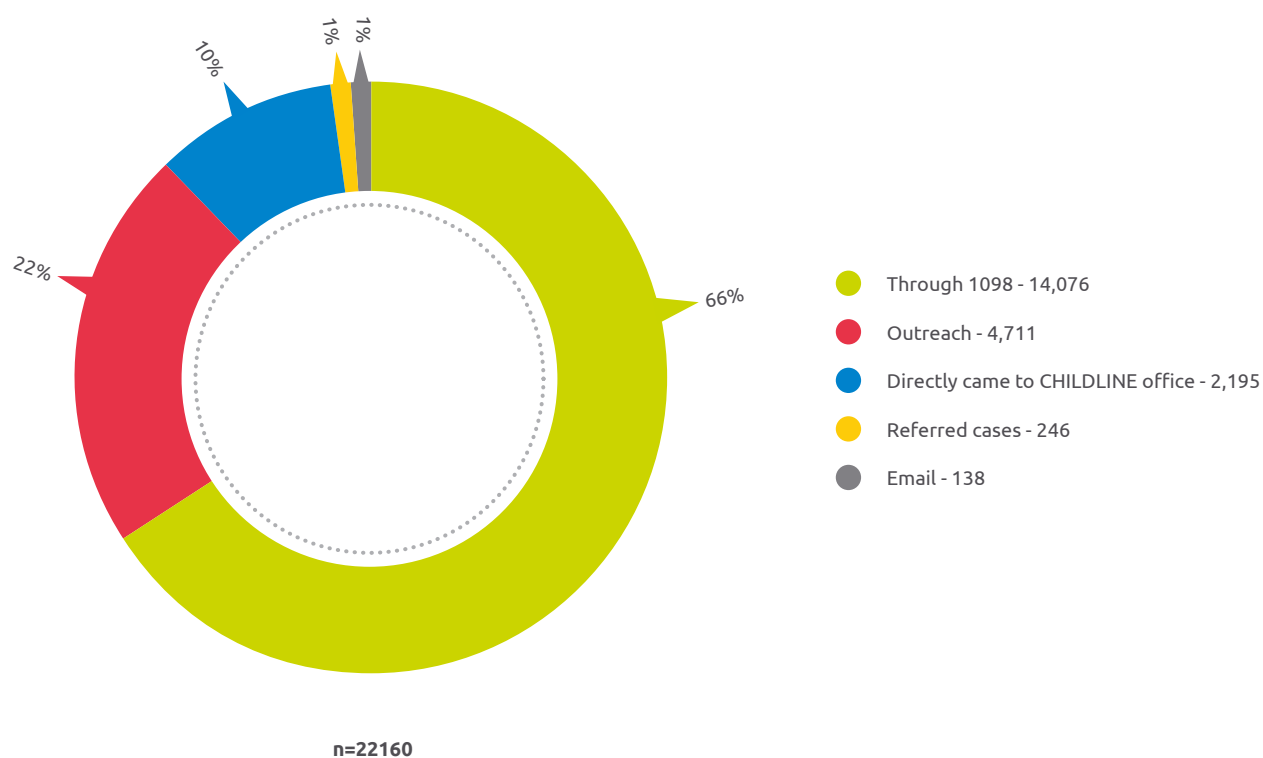


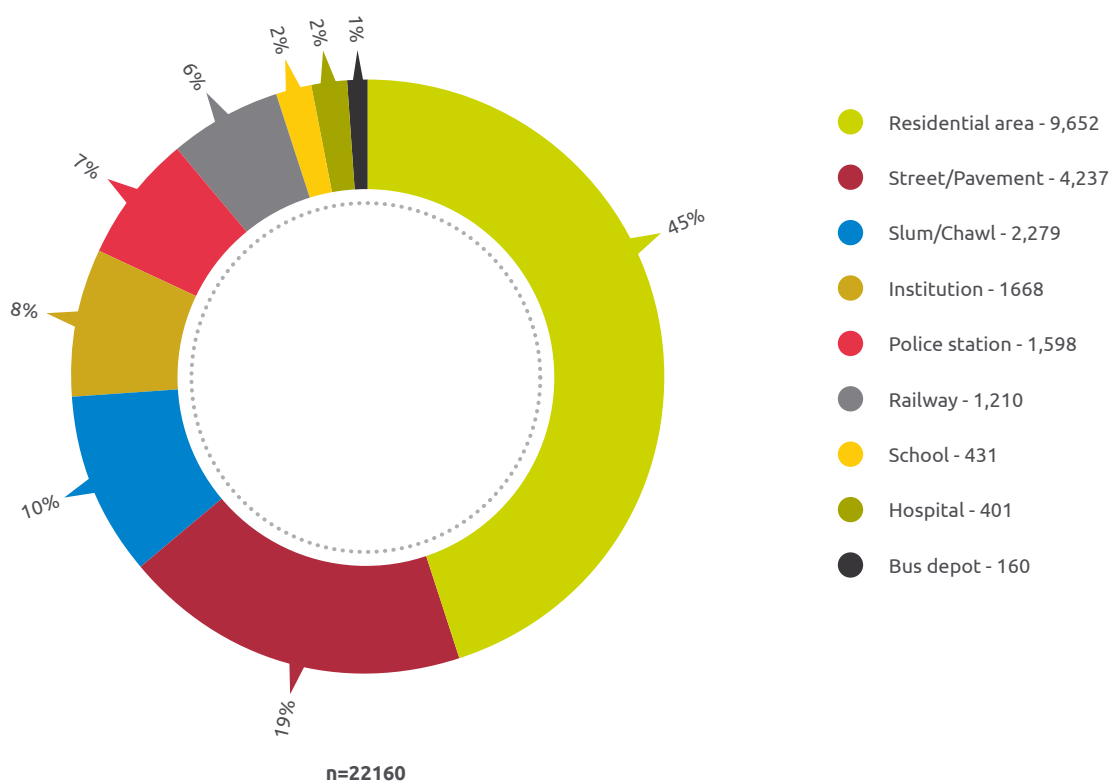
Figure 12.5: Calls to CHILDLINE from different telephone sources





Note: Information of access by the children to CHILDLINE service was not available for 794 cases.

Figure 12.6: How the child accessed assistance from CHILDLINE



Note: Information of location of calls was not available for 524 cases.

Figure 12.7: Location of calls to CHILDLINE



In the recent past, Ahmednagar has witnessed a rise in the cases of minors being raped around the district. Devastating stories and shocking statistics have been brought to light with an increasing number of sexual abuse cases on children. In a recent intervention, CHILDLINE Ahmednagar rescued a Minor girl raped and impregnated by close relatives and accused was arrested.

Kotwali police found a 15 year old girl roaming aimlessly in the streets with nowhere to go. She was loitering around and seemed to be lost. After much scrutiny, passersby checked up on her and asked her what she was doing on the streets in a meaningless manner. She did not say much, but was continuously crying and kept repeating that she had no idea how she had reached there. Dejected and in unclean clothes, it looked as though she had been on the streets for quite a few weeks. Post talking to her and not getting any valid information, the district's local police was called to take the girl to be handed over to her family. The police in their turn questioned the girl, comforted her and later contacted CHILDLINE Ahmednagar to help her. The young girl at this time was a little frightened with what was going on around her and was not talking much or providing any information which could help the police understand her situation or track her family.

A CHILDLINE volunteer rushed to the police station where the girl was. Looking at her fragile condition and sensing her apprehensions, the CHILDLINE volunteer approached the girl at the police station and tried to calm her down. When the volunteer was assured that the girl had composed herself and was ready to divulge some more details, the volunteer asked her about her family and where did she come from. The young girl whispered that she was from Dhotre Village, Parner and that she was 8 months pregnant. She gave the volunteer her father's contact information who was then rung up and asked to come to the police station immediately.

While talking to the girl and counseling her, the volunteer gathered from her that she had been raped by her 42 year old uncle and her 17 year old cousin for the past one year. They had threatened the girl with a knife saying that they would kill her if she did not obey them and did what they told her to. Scared and helpless the innocent girl suffered at the hands of her relatives for months. She told the volunteer that she didn't know who to go to for help and didn't want her family to worry because of her.

On hearing this story, Kotwali police contacted the Parner police officials. The CHILDLINE team along with the Parner police recorded the child's statement at the Parner police station. The girl was taken to the spot where she said she was raped and which she confirmed as the place of the incident. Based on her report her uncle and cousin were both arrested and a case against them has been registered under the appropriate laws. As the cousin was a minor he was presented before the Juvenile Justice Board (JJB).

The girl was admitted to a civil hospital in Ahmednagar for a medical examination and further counseling. The CHILDLINE team is in continuous touch with her and constantly follows-up on her progress and development. The girl's family has also been counseled and provided assistance to lead a normal life along with their daughter.





ANNEXURES



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

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
West Bengal													
Bankura	3	10	3	14	1	1	0	2	5	0	39	332	371
Birbhum	29	12	6	25	3	53	31	13	125	0	297	6672	6969
Burdwan	38	53	69	76	1	38	158	50	61	4	548	1333	1881
Cooch behar	71	95	13	128	1	7	1	53	32	4	405	3136	3541
Dakshin Dinajpur	33	163	5	85	0	1	7	73	0	2	369	2675	3044
Darjeeling	69	294	29	94	0	38	8	73	74	3	682	3219	3901
Hoogly	35	38	42	33	4	14	3	24	55	6	254	1538	1792
Howrah	19	137	137	22	1	1	1	114	16	0	448	2518	2966
Jalpaiguri	29	54	284	45	0	35	5	67	20	2	541	5029	5570
Kolkata	81	684	763	451	77	10	5	310	54	7	2442	678045	680487
Malda	20	90	143	295	1	12	7	36	39	7	650	988	1638
Murshidabad	54	36	27	119	0	12	44	34	80	5	411	1396	1807
Nadia	38	41	31	86	0	1	1	170	31	5	404	351	755
North(24) Paragana	339	49	14	266	0	154	191	421	237	1	1672	1620	3292
Paschim Medinipur	89	119	83	103	0	85	7	35	72	1	594	1106	1700
Purba Medinipur	9	82	76	138	2	10	38	46	152	1	554	11359	11913
Purulia	138	70	59	99	1	5	5	10	72	2	461	714	1175
South(24) Paragana	72	263	49	55	2	62	54	303	120	4	984	378	1362
Uttar Dinajpur	24	64	41	146	0	0	0	86	37	2	400	1243	1643
Bihar													
Bhagalpur	137	42	28	27	0	378	52	62	190	9	925	2445	3370
Buxar	61	15	47	23	0	13	2	19	286	2	468	683	1151
Darbhanga	466	11	25	51	1	73	105	70	777	10	1589	2125	3714
Gaya	5	16	73	25	0	11	89	113	3	0	335	2457	2792
Katihar	32	21	77	32	0	4	20	63	140	4	393	1618	2011
Kishanganj	205	8	30	49	4	46	159	46	206	1	754	3742	4496
Muzaffarpur	14	125	133	200	0	1	58	73	117	0	721	531	1252
Paschim champaram	29	2	34	86	2	26	41	28	12	2	262	1599	1861
Patna	262	97	151	55	0	0	12	27	65	3	672	13326	13998
Purnea	120	6	30	96	11	0	146	105	150	1	665	629	1294
Saharsa	262	15	11	43	0	1	16	6	42	0	396	1253	1649
Sitamarhi	111	56	16	94	6	32	58	11	49	0	433	12	445
Vaishali	12	26	42	155	1	2	35	43	165	5	486	1335	1821
Odisha													
Balasor	102	66	16	105	21	26	48	40	30	0	454	8370	8824
Berhampur	126	151	29	216	0	43	13	15	232	12	837	2301	3138



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			
Bhadrak	94	103	30	34	1	18	11	7	21	2	321	2948	3269
Bhubaneshwar	70	159	343	108	1	124	7	20	365	2	1199	5819	7018
Bolangir	387	104	40	306	19	41	30	18	359	2	1306	1992	3298
Cuttack	216	87	35	84	1	10	4	8	166	0	611	9313	9924
Kandhamal	20	79	102	79	0	13	28	11	116	0	448	930	1378
Mayurbhanj	91	68	11	96	0	81	27	6	71	0	451	6690	7141
Nabarangpur	41	30	6	11	0	18	1	1	170	1	279	937	1216
Puri	132	222	213	6	2	115	187	105	98	0	1080	11799	12879
Rayagada	111	59	80	86	0	120	4	14	141	0	615	3583	4198
Rourkela	614	34	34	374	0	4	29	15	57	3	1164	1461	2625
Sambalpur	190	44	51	121	1	359	41	6	234	1	1048	1855	2903
Jharkhand													
Chaibasa	16	8	23	1	0	0	9	15	1	0	73	87	160
Deogarh	6	0	4	8	0	1	32	4	175	5	235	395	630
Dhanbad	56	17	36	60	0	93	50	32	215	3	562	432	994
Pakur	115	12	2	104	0	21	17	145	220	1	637	2213	2850
Ranchi	12	16	33	77	3	10	81	36	8	1	277	346	623
Chhattisgarh													
Bilaspur	118	38	20	83	0	4	273	86	102	1	725	4360	5085
Durg	98	110	266	158	2	0	51	14	109	0	808	5744	6552
Jagdalpur	8	10	27	55	0	0	8	6	2	0	116	971	1087
Jashpur	64	77	67	87	5	3	31	17	94	1	446	2279	2725
Raigarh	85	63	23	43	1	1	20	3	175	0	414	983	1397
Raipur	133	211	208	38	10	0	20	26	97	0	743	4578	5321
Rajnandgaon	56	26	66	88	0	12	0	12	97	0	357	1721	2078
Tripura													
Agartala	23	231	26	54	1	123	14	31	60	7	570	9601	10171
Dhalai	3	7	2	16	1	13	13	3	1	1	60	548	608
Kailashhar	33	10	11	27	2	48	34	3	31	0	199	7350	7549
Udaipur	53	36	16	21	1	28	7	0	33	1	196	430	626
Assam													
Dibrugarh	6	9	7	45	3	2	31	13	0	2	118	1123	1241
Guwahati	8	109	193	194	4	4	36	34	4	4	590	8989	9579
Lakhimpur	2	43	75	64	0	0	0	6	11	1	202	490	692
Nagaon	9	65	43	44	0	0	81	2	1	1	246	1235	1481
Silchar	12	15	24	7	1	0	5	5	4	0	73	1053	1126
Meghalaya													
Jowai	10	12	1	17	20	15	21	10	2	0	108	261	369



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
Shillong	17	39	21	28	3	46	8	24	35	1	222	5370	5592
Tura	0	0	0	7	0	0	1	2	0	0	10	194	204
Manipur													
Imphal	3	39	0	19	5	14	49	13	11	0	153	5700	5853
Mizoram													
Aizawl	15	27	0	90	16	7	1	3	37	0	196	2737	2933
Arunachal Pradesh													
Itanagar	19	3	2	1	0	32	1	18	2	1	79	9008	9087
Nagaland													
Dimapur	5	54	10	13	1	1	18	35	5	0	142	1477	1619
Kohima	0	1	0	0	0	0	0	0	1	0	2	94	96
Andaman & Nicobar													
Port Blair	21	33	0	45	0	41	0	9	180	0	329	3854	4183
Mobile	0	0	0	3	0	0	0	0	9	1	13	20252	20265
Total	6106	5321	4767	6339	244	2617	2701	3459	7266	148	38968	917280	956248



Annexure – 2 : City wise distribution of calls in the Northern region

Cities	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Missing Children								Total - I	Information and other calls - II	Total - I + II
						Sponsorship	Child lost	Parents asking for help	Emotional support & guidance	Other intervention						
Uttar Pradesh																
Agra	25	13	7	56	1	28	175	53	17	0	375	21624	21999			
Aligarh	7	7	5	33	0	9	185	42	5	0	293	12085	12378			
Allahabad	13	21	5	86	1	14	211	51	8	1	411	9380	9791			
Bahraich	9	8	10	53	0	9	96	54	9	0	248	6854	7102			
Ballia	13	8	2	38	0	7	57	40	8	0	173	4038	4211			
Banda	5	2	1	21	0	9	21	20	5	0	84	3139	3223			
Bareilly	9	5	1	27	0	8	15	10	7	0	82	2378	2460			
Chandauli	0	1	0	1	0	0	0	0	0	0	2	2539	2541			
Chitrakoot	0	0	0	0	0	1	0	0	0	0	1	1571	1572			
Firozabad	27	6	9	63	1	22	203	205	3	0	539	3117	3656			
Ghaziabad	14	36	22	174	3	26	219	124	24	1	643	3393	4036			
Gorakhpur	24	53	82	77	0	29	277	135	19	0	696	1801	2497			
Jhansi	0	0	0	4	1	0	21	5	0	0	31	454	485			
Kannauj	5	3	5	30	1	12	19	24	6	0	105	888	993			
Kanpur	16	16	52	190	5	14	606	178	22	1	1100	1450	2550			
Kaushambi	3	14	0	24	0	18	19	8	4	1	91	542	633			
Lakhimpur Kheri	10	13	4	109	2	51	85	48	44	4	370	14404	14774			
Lucknow	35	83	33	240	7	46	544	174	28	1	1191	2433	3624			
Maharajganj	10	8	0	28	0	18	45	40	27	0	176	4276	4452			
Meerut	34	11	4	101	1	27	117	40	7	0	342	537	879			
Muradabad	5	1	6	30	1	5	149	27	1	0	225	1018	1243			
Noida	21	40	5	216	11	24	176	70	23	1	587	626	1213			
Saharanpur	297	3	5	83	1	148	98	32	70	2	739	976	1715			
Siddharth nagar	10	5	3	19	0	6	24	41	3	1	112	760	872			
Varanasi	10	25	77	93	4	5	272	59	21	1	567	1636	2203			
Rajasthan																
Ajmer	47	59	127	138	8	131	104	86	24	0	724	24209	24933			
Alwar	18	18	3	65	2	20	108	56	7	0	297	6229	6526			
Barmer	32	10	0	79	0	73	23	22	13	1	253	3501	3754			
Bharatpur	12	12	1	129	2	24	72	18	13	0	283	2484	2767			
Bhilwara	30	23	12	104	1	105	40	20	32	1	368	2078	2446			
Bikaner	35	10	10	149	0	87	29	18	44	1	383	1446	1829			
Dungarpur	40	48	0	160	0	29	32	10	10	0	329	997	1326			
Jaipur	447	119	30	810	5	54	291	101	61	0	1918	1611	3529			
Jaisalmer	4	7	1	55	0	43	19	4	2	0	135	982	1117			
Jodhpur	6	8	1	202	0	27	48	13	13	0	318	993	1311			
Kota	19	135	59	276	3	51	153	56	28	0	780	1668	2448			
Sri Ganganagar	0	0	0	1	0	0	0	0	0	0	1	877	878			
Tonk	14	3	1	71	0	165	8	3	4	6	275	11543	11818			
Udaipur	76	21	31	245	0	25	113	32	51	0	594	11077	11671			



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
Punjab													
Amritsar	25	29	7	62	1	51	17	17	14	0	223	4182	4405
Faridkot	22	17	1	77	2	114	5	16	136	0	390	8279	8669
Firozpur	2	1	0	14	0	4	3	4	0	0	28	3043	3071
Gurdaspur	7	24	0	75	2	54	21	16	7	0	206	1973	2179
Jalandhar	78	36	1	118	2	60	25	14	18	0	352	2761	3113
Ludhiana	14	11	11	128	0	16	42	20	12	0	254	1467	1721
Pathankot	38	7	0	113	0	75	21	3	4	0	261	1394	1655
Patiala	56	26	4	52	0	155	4	11	5	0	313	853	1166
Ropar	6	4	2	9	0	12	3	6	5	0	47	239	286
Himachal Pradesh													
Chamba	7	19	3	29	0	113	10	3	10	0	194	2700	2894
Kangra	14	13	22	171	1	32	6	8	35	3	305	2874	3179
Kullu Manali	8	12	3	48	0	2	10	8	12	0	103	1943	2046
Mandi	5	16	8	112	0	22	14	6	26	0	209	1699	1908
Shimla	32	15	2	71	0	2	17	6	8	0	153	1198	1351
Sirmour	3	17	0	96	0	35	5	7	24	0	187	554	741
Solan	17	6	0	108	0	23	11	12	37	0	214	797	1011
Haryana													
Ambala	14	11	1	100	0	14	70	15	13	1	239	3027	3266
Faridabad	5	11	1	90	0	15	9	29	10	1	171	2082	2253
Gurgaon	75	34	4	149	5	19	109	52	21	1	469	1014	1483
Hisar	0	0	0	8	0	0	1	0	2	0	11	393	404
Karnal	16	9	0	95	0	35	53	21	9	0	238	1204	1442
Panipat	4	22	4	87	2	34	48	35	9	0	245	1922	2167
Rohtak	0	0	0	0	0	0	0	0	0	0	0	156	156
Sirsa	4	7	0	51	0	33	19	3	3	1	121	514	635
Yamuna nagar	9	5	0	116	3	7	10	15	22	0	187	2182	2369
Jammu & Kashmir													
Jammu	28	13	3	36	2	96	22	10	12	0	222	13965	14187
Poonch	15	1	0	7	2	24	1	6	6	0	62	385	447
Srinagar	19	2	0	28	0	287	10	1	70	0	417	512	929
Uttarakhand													
Chamoli	7	4	0	7	0	9	3	1	5	0	36	345	381
Dehradun	16	10	1	153	0	52	85	33	49	0	399	1999	2398
Haridwar	5	13	2	32	2	6	69	22	21	0	172	646	818
Nainital	63	16	0	56	2	155	22	10	113	0	437	560	997
Pithoragarh	23	3	1	23	1	32	6	8	14	0	111	149	260
Rudraprayag	3	9	0	3	0	33	3	0	0	0	51	68	119
Uttarkashi	41	20	1	18	0	72	0	3	11	0	166	861	1027
Chandigarh	18	13	0	181	0	22	25	15	36	2	312	10291	10603
Delhi	94	514	70	1707	8	112	649	414	228	2	3798	98281	102079
Mobile	2	4	0	11	0	17	3	3	0	0	40	899191	899231
Total	2177	1829	766	8521	96	3214	6105	2772	1670	34	27184	1247317	1274501



Annexure – 3 : City wise distribution of calls in the Southern region

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
Tamil Nadu													
Chennai	7	313	161	295	5	8	101	104	88	5	1087	17189	18276
Coimbatore	24	153	197	152	3	6	9	19	37	7	607	6198	6805
Cuddalore	16	116	36	136	1	16	22	19	28	5	395	4265	4660
Dharmapuri	2	13	5	147	2	1	22	10	38	4	244	344	588
Dindigul	19	66	54	162	0	52	0	37	57	3	450	2150	2600
Erode	7	24	5	147	1	80	43	2	55	4	368	1580	1948
Kanchipuram	3	29	9	135	0	4	41	11	34	4	270	1805	2075
Kanyakumari	6	58	22	147	0	1	3	6	163	2	408	2504	2912
Karur	7	67	15	130	1	70	10	15	150	3	468	1404	1872
Krishnagiri	3	9	4	88	2	8	6	3	89	9	221	615	836
Madurai	96	116	105	170	10	32	6	20	95	13	663	1581	2244
Nagapattinam	53	94	44	89	2	63	27	16	182	7	577	1099	1676
Namakkal	5	19	9	258	5	3	15	15	65	5	399	807	1206
Pudukottai	4	8	2	79	5	69	17	4	77	8	273	164	437
Ramanathapuram	5	0	81	22	3	4	6	82	28	6	237	575	812
Salem	14	281	42	160	27	31	7	12	100	11	685	2560	3245
Thanjavur	9	68	9	328	3	47	41	23	32	8	568	1571	2139
Theni	3	1	5	48	5	4	0	4	22	4	96	488	584
Thiruvallur	1	15	33	101	1	0	4	21	44	2	222	2393	2615
Thiruvannamalai	6	38	42	67	4	3	15	46	44	2	267	408	675
Tirupur	11	47	89	180	4	30	7	26	139	8	541	378	919
Tirunelveli	6	162	70	82	1	88	3	49	190	2	653	1765	2418
Trichy	4	109	94	156	6	65	6	70	129	10	649	199951	200600
Tuticorin	7	7	15	93	6	4	10	16	47	10	215	341	556
Virudhunagar	8	34	31	142	18	24	5	5	161	2	430	4382	4812
Villupuram	53	110	80	247	11	77	19	21	57	12	687	5331	6018
Andhra Pradesh													
Adilabad	5	24	3	133	0	5	15	1	31	0	217	5089	5306
Anantpur	21	66	2	286	3	25	40	10	32	3	488	6345	6833
Chittoor	15	55	4	109	0	0	12	24	9	3	231	6456	6687
Eluru	63	77	60	157	1	2	6	34	80	3	483	8962	9445
Guntur	3	41	35	70	2	10	12	21	18	1	213	4448	4661
Hyderabad	4	369	61	337	6	17	13	19	112	12	950	89377	90327
Kadapa	37	94	6	172	1	21	15	11	18	5	380	3578	3958
Karimnagar	5	46	8	123	3	7	5	3	52	6	258	1329	1587
Khammam	16	146	10	212	1	9	42	20	48	6	510	1501	2011
Kurnool	3	44	22	107	7	4	2	13	14	8	224	819	1043
Mahboobnagar	2	46	11	125	9	4	47	18	32	9	303	5730	6033
Medak	19	60	4	194	3	3	27	0	31	1	342	2603	2945
Nizamabad	16	26	0	79	0	16	9	3	6	4	159	740	899
Ongole	1	73	13	230	4	3	13	11	25	2	375	478	853



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	65	189	41	324	1	38	5	9	52	12	736	984	1720
Vijayawada	4	92	13	260	1	11	463	138	49	12	1043	1715	2758
Vishakhapatnam	0	86	18	184	11	4	114	34	25	0	476	352	828
Vizianagaram	11	45	3	103	0	13	33	15	23	1	247	2110	2357
Warangal	1	160	4	243	0	7	40	8	34	3	500	833	1333
Kerela													
Alappuzha	2	25	0	243	1	9	15	2	101	0	398	5143	5541
Idukki	5	65	7	318	14	83	2	1	117	0	612	2912	3524
Kannur	3	28	10	261	4	30	5	3	92	2	438	6414	6852
Kasargod	5	22	3	203	0	2	0	2	136	2	375	4431	4806
Kochi	10	128	15	247	3	87	57	23	391	6	967	3276	4243
Kollam	17	52	5	379	2	21	5	35	110	0	626	4013	4639
Kottayam	1	60	9	275	4	13	10	8	67	3	450	2214	2664
Kozhikode	10	76	44	306	5	62	8	33	119	3	666	2503	3169
Malappuram	18	32	18	503	1	124	15	7	189	6	913	5292	6205
Palakkad	23	68	35	987	32	22	43	1	176	3	1390	7325	8715
Pathanamthitta	5	33	10	217	0	17	10	0	49	0	341	2787	3128
Thiruvannatpuram	22	200	41	480	1	133	7	15	333	6	1238	45473	46711
Thrissur	14	34	13	164	2	2	24	2	79	3	337	5550	5887
Wayanad	14	44	1	595	2	15	30	23	317	0	1041	2637	3678
Karnataka													
Bangalore	300	771	315	2839	48	22	43	119	552	10	5019	271944	276963
Belgaum	22	52	4	175	4	15	22	14	174	2	484	6406	6890
Bellary	95	81	11	976	2	202	9	5	129	8	1518	16194	17712
Bidar	66	41	23	122	1	179	7	10	14	3	466	13657	14123
Bijapur	93	177	19	201	3	478	22	24	63	2	1082	13240	14322
Davangere	110	94	3	338	6	126	35	47	49	0	808	7244	8052
Dharwad	223	67	1	102	0	214	30	2	142	12	793	7116	7909
Gulbarga	61	126	174	125	7	65	23	68	93	9	751	4627	5378
Hassan	5	32	3	88	3	4	7	17	29	6	194	3276	3470
Kodagu	12	27	0	20	1	29	15	49	107	1	261	3099	3360
Kolar	2	19	9	17	0	44	4	2	95	1	193	3321	3514
Koppal	30	41	2	90	4	44	20	15	238	9	493	1434	1927
Mandya	34	48	0	364	4	53	39	3	34	8	587	1014	1601
Mangalore	5	18	26	295	1	16	20	2	28	1	412	3463	3875
Mysore	55	54	1	264	0	201	27	21	74	1	698	1484	2182
Shimoga	58	188	30	113	1	103	12	5	81	3	594	2510	3104
Tumkur	2	4	0	13	2	1	2	1	17	2	44	142	186
Puduchery													
Karaikal	8	9	12	32	1	3	6	5	139	6	221	981	1202
Pondichery	11	85	25	56	6	139	7	4	75	5	413	2208	2621
Mobile	0	1	0	0	0	0	0	0	0	0	1	6601	6602
Total	2011	6498	2446	18617	344	3547	1939	1616	7251	370	44639	875228	919867



Annexure – 4 : City wise distribution of calls in the Western region

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			
Maharashtra													
Ahmednagar	65	114	2	153	0	53	78	37	20	0	522	62555	63077
Akola	28	40	2	52	0	36	28	5	9	1	201	13101	13302
Amaravati	144	93	11	86	4	207	30	20	26	1	622	4677	5299
Aurangabad	0	0	0	1	0	0	0	0	0	0	1	1456	1457
Beed	64	40	0	68	2	89	13	11	4	1	292	1241	1533
Buldana	38	34	0	60	0	46	15	5	12	1	211	1531	1742
Chandrapur	2	0	0	2	0	0	0	0	0	0	4	22	26
Dhule	4	0	0	6	0	2	1	1	1	0	15	692	707
Jalgaon	11	3	0	26	0	5	8	2	6	0	61	921	982
Kalyan	83	91	6	158	1	62	33	35	36	0	505	2230	2735
Kolhapur	23	37	3	104	2	126	14	8	38	0	355	1612	1967
Latur	83	74	0	22	6	77	10	9	4	0	285	1261	1546
Mumbai	304	364	11	1041	5	172	199	135	154	2	2387	91668	94055
Nagpur	173	75	10	104	3	282	90	28	39	1	805	4047	4852
Nanded	52	15	0	45	0	78	31	56	6	0	283	935	1218
Nashik	63	75	8	159	0	87	66	24	33	1	516	1761	2277
Osmanabad	23	40	1	55	0	29	52	12	5	0	217	376	593
Parbhani	35	30	1	79	2	32	69	63	8	0	319	753	1072
Pune	52	81	5	469	1	69	40	31	84	2	834	3292	4126
Raigad	15	23	0	13	0	19	3	3	15	0	91	2885	2976
Ratnagiri	6	9	0	50	1	28	24	10	22	0	150	386	536
Sangli	6	10	0	20	0	7	3	3	0	0	49	432	481
Satara	27	17	0	70	0	20	1	4	10	0	149	400	549
Sindhudurg	1	5	0	13	0	6	1	3	8	0	37	273	310
Solapur	9	7	0	9	0	11	15	5	4	0	60	318	378
Thane	18	125	7	135	1	41	28	16	20	0	391	19978	20369
Wardha	61	112	0	53	0	121	17	3	30	0	397	1309	1706
Yavatmal	55	37	0	75	0	149	13	5	36	0	370	10473	10843
Madhya Pradesh													
Betul	15	11	1	75	0	71	38	22	37	1	271	4700	4971
Bhind	38	10	3	100	3	49	39	30	11	0	283	9980	10263
Bhopal	13	66	27	229	15	22	276	66	45	1	760	7094	7854
Chhindwara	13	18	2	33	0	25	7	12	8	0	118	1776	1894
Dewas	5	11	1	51	0	28	21	10	5	0	132	1309	1441
Guna	6	7	2	64	1	7	59	17	6	0	169	3587	3756
Gwalior	168	47	24	88	0	76	81	30	52	0	566	2062	2628
Harda	73	19	3	119	1	138	42	40	16	1	452	5028	5480
Indore	31	41	4	319	1	52	137	72	35	0	692	2397	3089
Jabalpur	25	34	8	70	0	20	122	35	16	0	330	4257	4587
Jhabua	5	6	0	27	0	28	18	11	0	0	95	583	678
Katni	2	0	1	17	0	4	2	9	0	1	36	157	193



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			
Khandwa	51	38	14	105	1	30	62	17	15	1	334	800	1134
Mandla	25	28	2	34	1	48	7	7	14	0	166	568	734
Mandsaur	33	5	1	89	0	34	9	17	4	0	192	418	610
Raisen	47	22	0	80	1	43	38	26	16	0	273	2962	3235
Ratlam	28	42	9	78	3	75	96	28	20	0	379	811	1190
Rewa	22	16	7	105	2	39	104	131	18	0	444	598	1042
Sagar	41	23	0	223	2	56	48	34	36	0	463	3458	3921
Satna	21	21	8	116	3	35	101	49	17	0	371	961	1332
Sheopur	16	6	0	16	0	14	6	3	1	0	62	480	542
Shivpuri	55	37	1	63	2	160	31	29	10	1	389	1446	1835
Ujjain	7	23	13	82	0	34	82	21	11	2	275	2842	3117
Vidisha	6	33	0	46	0	108	42	25	10	2	272	1066	1338
Gujarat													
Ahmedabad	13	34	4	201	1	28	301	48	24	0	654	58472	59126
Anand	8	6	0	36	0	20	7	5	2	0	84	2327	2411
Baroda	18	16	0	130	3	47	77	18	18	1	328	1888	2216
Bhavnagar	15	10	2	84	0	72	12	11	20	0	226	1320	1546
Godhra	16	5	1	12	0	6	6	1	0	0	47	1168	1215
Jamnagar	40	30	1	36	0	69	3	6	15	0	200	772	972
Kheda	32	26	2	174	0	63	17	19	103	0	436	804	1240
Kutch	22	9	0	96	0	38	5	3	11	0	184	401	585
Rajkot	23	38	2	101	1	23	49	23	4	0	264	1131	1395
Surat	21	28	5	158	0	41	42	38	14	0	347	1575	1922
Surendranagar	28	7	0	35	0	35	8	2	3	0	118	464	582
Valsad	41	11	0	104	0	94	12	4	7	0	273	1409	1682
Vapi	0	0	0	0	0	0	0	0	0	0	0	17	17
Goa													
Goa	18	29	4	246	10	85	25	13	58	0	488	1391	1879
Dadra Nagar & Haveli													
Silvasa	17	11	0	5	0	66	1	1	4	0	105	1348	1453
Mobile	3	5	0	9	0	20	1	2	0	0	40	870986	871026
Total	2506	2380	219	6784	79	3757	2916	1469	1316	21	21447	1235398	1256845





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The Ministry of Women and Child Development,
Government of India



406, 4th floor, Sumer Kendra, B/H Mahindra Tower,
P.B. Marg, Worli, Mumbai 400 018
T: 022 2490 1098, 2491 1098 | F: 022 24903509
E: dial1098@childlineindia.org.in | www.childlineindia.org.in