



CHILDLINE NEWSLETTER

20th April 2020

CHILDLINE 1098 is not Locked Down



CHILDLINE 1098 is working round the clock to rescue children in distress during the lockdown announced by the government of India, in the wake of COVID-19 pandemic. CHILDLINE 1098 is India's first and only 24-hour, free, emergency phone outreach service for children in need of care and protection, linking them to long term service for rehabilitation. During the COVID- 19 pandemic, apart from responding to children in distress, CHILDLINE 1098 has become an important source for linking people, especially migrant workers and daily wage earners to food, necessities, precautionary resources, facilitating health-related interventions, transport and restoration with parents and the like.

The frontline team members of CHILDLINE 1098 from each of the four zones actively take up intervention cases as well as work closely with the district authorities and Government departments. Out of the 4.6 lakh calls responded by the helpline during the last 21 days from March 20th to April 10th 2020, of which majority of the time was under the lockdown period. 30% of the calls were from the northern region, followed by 29% from the western region and 21% and 20% were from the southern and the eastern regions respectively. These calls include calls for information, active intervention, prank calls and even silent calls where confidence building of the caller is undertaken. Not all calls require an intervention on the ground.

A total of 9385 interventions were taken up on the ground by the frontline unsung heroes during this period. Of these, 30% were of the cases were related to Corona pandemic situation. Within the Corona related interventions, 91% of them requested for food, while 6% were for medical assistance and remaining were help on transportation.

As the helpline for children in distress, CHILDLINE continues to prevent abuse of children as well as rescue them from abusive situations. Of the 9385 interventions, to name a major few categories; CHILDLINE emergency interventions for child protection aspects (protection from abuse) accounted for 20% which includes preventing child marriage, physical abuse, emotional abuse, sexual abuse, abandonment, trafficking, neglect, child labour etc. About 9% of the calls were related to health aspects, support for other resources were 7%, missing children and education related calls accounted for 5% each. Emotional support and guidance was provided to a large number of children to alleviate their fears and anxieties.

However, it is felt that a large number of children may not have had an opportunity to report their distress due to lack of access to mobile phones, or friends, teachers or concerned adults. In this regard, the helpline is planning to actively follow up on the cases of abuse reported to ensure that they are safe.



Resources and information on Covid-19

<https://www.childlineindia.org/a/covid19>

Donate to CHILDLINE and support our efforts to protect and rescue children.

https://www.childlineindia.org/a/fundraiser_campaign/168477