

CHILDLINE AT A GLANCE

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 services for rehabilitation.



90 MILLION+ CALLS
RECEIVED TO DATE



9 MILLION+ CALLS PICKED
UP IN 2018-2019



25,000+ CALLS
RECEIVED DAILY



2.2 MILLION+ CHILDREN ASSISTED
SINCE INCEPTION



300,000+ DIRECT INTERVENTIONS
IN 2018-2019



1011+ PARTNER
ORGANISATIONS



557+ DISTRICTS
COVERED



1 NEW DISTRICT BEING
ADDED EVERY 3 DAYS



125+ RAILWAY STATIONS
WITH CHILD HELP DESKS



CHILDLINE India Foundation

Supported by the Ministry of Women and Child Development, Government of India

1101, Ratan Central, Dr Baba Saheb Ambedkar Rd, Parel East, Mumbai - 400012
+91 22 6825 1098 | www.childlineindia.org | dial1098@childlineindia.org.in



CHILDLINE 1098

A CALL CAN CHANGE A LIFE



CHILDLINE IN PICTURES



Students participate in a rally in Viluppuram, Tamil Nadu



Awareness camp on child labour at Chandigarh, Punjab



CHILDLINE Se Dosti celebrations at an open shelter home in Gwalior, Madhya Pradesh



Partner meet at Kolkata to identify training needs of CHILDLINE



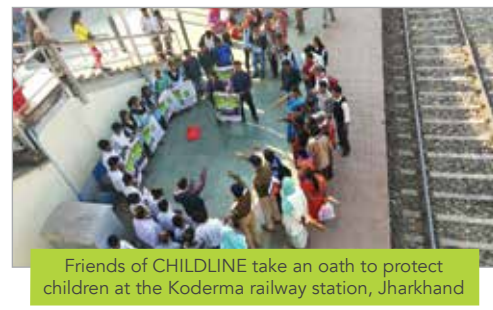
Dr Anjaiah Pandiri, Executive Director - CHILDLINE with Dr Azim Premji, Philanthropist



Runners from Sanofi India Ltd raised funds for CHILDLINE at the Tata Mumbai Marathon 2019



Children's Day celebrations hosted by Railway CHILDLINE at Guwahati, Assam

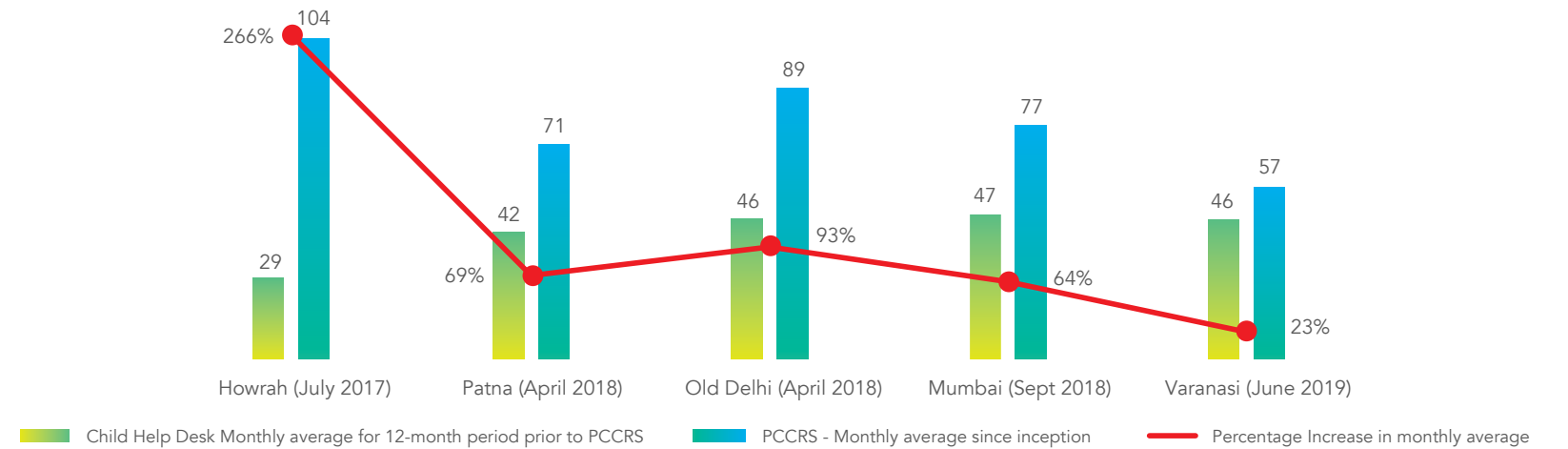


Friends of CHILDLINE take an oath to protect children at the Koderma railway station, Jharkhand

PCCRS is currently operational in 7 railway stations - Howrah Junction, Chennai Central, Bengaluru City Junction, Chhatrapati Shivaji Terminus Mumbai, Patna Junction, Old Delhi Railway Station and Varanasi Junction. By March 2023, it will extend to an additional 13 stations.



There has been an exponential increase in the number of children that CHILDLINE has been able to rescue, when compared to the 12-month period prior to PCCRS, where the stations were simply equipped with a Child Help Desk. In stations such as Howrah and Old Delhi, there has been a 266% and 93% increase in the number of rescues respectively.



PROGRAM FOR CHILDREN IN CONTACT WITH RAILWAY STATIONS

Supported by Azim Premji Philanthropic Initiatives

India's railway network is the largest in the world, spanning a distance of over 1.2 lakh kilometres

22.7 million people travel across 7,300 railway stations every day

It is estimated that 120,000 children arrive unaccompanied on railway platforms every year. Simply put, that is 1 child who arrives unaccompanied every 5 minutes

(Indian Railways data)

Railway stations are key transit points from where vulnerable children can be brought under the safety net. Vulnerable children in this context include those who have run away from home, those who are trafficked, children who have been abandoned, street children who make their railway platforms their home and more.

The Program for Children in Contact with Railways Stations (PCCRS) came into being to address the needs of vulnerable children in and around railway stations. Instituted in April 2017 in partnership with Azim Premji Philanthropic Initiatives, the program aims to create an enhanced model of Railway CHILDLINE through which we are able to reach out to and rescue a greater number of vulnerable children.

PCCRS looks to strengthen CHILDLINE services in 20 key railway stations where footfalls are high. Over and above the Child Help Desks which serve to identify vulnerable children and bring them under the safety net, PCCRS also creates provisions for the following:

- Restoration of rescued children
- Open Shelters that provide immediate shelter to children who are rescued
- De-addiction Services for children under the influence of substances
- Sensitisation and Training Programmes for station-level stakeholders including Railway Protection Force, ticket collectors, porters, vendors, even passengers

ABOUT CHILDLINE

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 services for rehabilitation.

Any child or concerned adult who calls the 1098 helpline number is provided with emergency assistance. Based on the child's need, he/she is referred to a relevant organisation for crisis intervention and long-term rehabilitation and follow-up.

Interventions are carried out over a wide spectrum of activities, ranging from rescuing children from abuse, offering SOS support, filing a case with the local police and taking up the matter with the concerned Child Welfare Committee (CWC). CHILDLINE then steers the case as directed by the CWC and follows up until the child is in safe custody, as per protocol.

CHILDLINE works in tandem with multiple stakeholders, including the government, civil society organisations, corporates and the community, to ensure that child protection becomes everyone's mandate.



VISION

A child-friendly nation that guarantees the rights and protection of all children.



MISSION

CHILDLINE will reach out to every child in need and ensure their rights and protection through the 4 Cs.

- **Catalyse** systems through advocacy
- **Collaborate** through integrated efforts between children, the State, civil society, corporates and community to build a child-friendly social order
- **Connect** through technology to reach the last mile
- **Communicate** to make child protection everybody's priority

CALLING 1098



CHILDLINE also received an almost equal number of intervention calls reporting runaways. 56% of runaways had wanted to experience a city, and 18% had run away in search of employment.

For many children who run away from their homes, as well as numerous others who are trafficked, trains are a common mode of transport. CHILDLINE, with support from the Ministry of Railways, has set up Child Help Desks (CHDs) at 125 railway stations. These act as focal points from where vulnerable children are identified and brought under the safety net, before they are possibly lost to the city forever.

EVERY CALL MADE IS A CHILDHOOD SAVED

16-YEAR-OLD REUNITED WITH HIS FAMILY AFTER 6 YEARS

In May 2013, Veera, a 10-year-old boy from Ludhiana accidentally boarded a Pune-bound train when he was looking for his younger brother. CHILDLINE found him at the railway station, but he seemed to be in a state of shock and could not remember where he had come from. On the direction of the CWC, Veera was admitted to a Child Care Institution (CCI) in Shivaji Nagar where he stayed for three years, before being shifted to another CCI in Manchar. Following a scuffle with some of the inmates at Manchar in mid-2019, he ran away from the shelter. Two days after he had run away, Veera found himself at the Pune station once again.

He was found by the Railway CHILDLINE team and brought to the Child Help Desk. This time around, he revealed the names of his aunt and uncle in Kolkata. CHILDLINE was then able to track down Veera's parents in Ludhiana who stated that they had spent years looking for him all over Punjab. Once Veera was reunited with his parents, he returned to Ludhiana to pursue his education.



MISSING CHILDREN AND RUNAWAYS

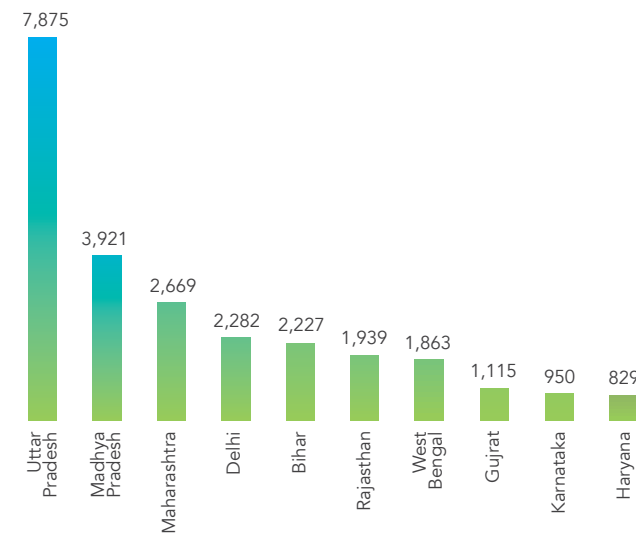
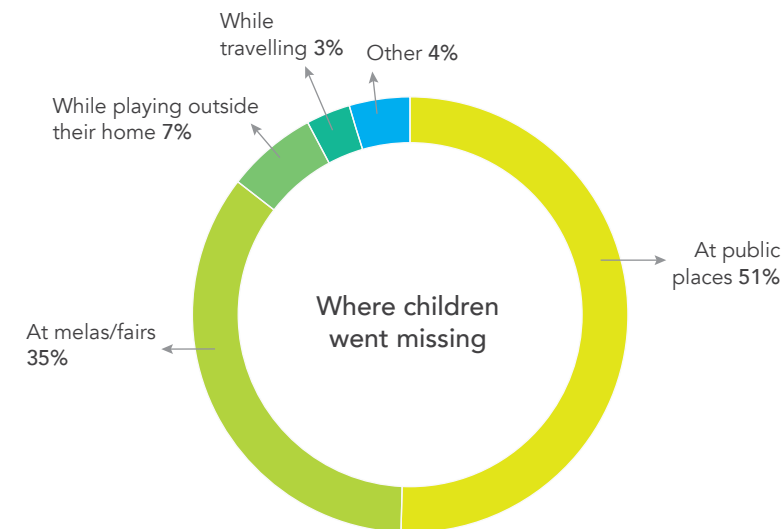
175 children go missing every day

Only 50% are ever traced

89% of them go missing in plain sight, i.e, in public places and melas/fair

(NCRB Data)

In 2018-2019, CHILDLINE received 31,637 interventions calls reporting missing children. An overwhelming majority of these children went missing in plain sight - 51% at public places and 35% at melas or fairs. 25% of the calls reporting missing children were from Uttar Pradesh.



Top 10 states reporting missing children

OPERATIONAL MODEL

CHILDLINE CONTACT CENTRES

All calls received on 1098 are routed to one of six **CHILDLINE Contact Centres (CCC)** that can respond to calls in most regional languages. If a case calls for emergency intervention, the case is transferred to the relevant Intervention Unit (a **District CHILDLINE** or **Railway CHILDLINE** partner) under whose jurisdiction it falls.

DISTRICT CHILDLINE

CHILDLINE has set up intervention units at the district and block levels in all Indian states and union territories through a network of over 1011+ collaborative partners. If a call received on 1098 requires emergency intervention, the CCC transfers the case to the local CHILDLINE partner under whose jurisdiction it falls.

A CHILDLINE worker reaches the location of the child within 60 minutes of receiving the call. As per Standard Operating Protocols, the partner produces the child before the CWC for further direction, and follows up till the child is in safe custody.

CHILDLINE 1098 services are present in 557+ districts, covering 77% of the country, and by end-2020 hopes to have 100% coverage.

RAILWAY CHILDLINE

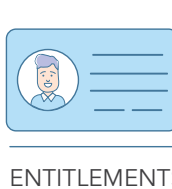
A large number of children who run away from their homes use trains to travel. Numerous children are also trafficked and transported through the railway network.

Railway CHILDLINE is an initiative that has been launched in partnership with the Ministry of Women and Child Development and the Ministry of Railways to ensure the security and well-being of runaway, unaccompanied, abandoned and trafficked children who come into contact with the railways. Child Help Desks are set up at railway stations to provide immediate attention to vulnerable children and bring them under the safety net.

Child Help Desks are present in 125+ railway stations in India, and plans are underway to scale up to an additional 148 stations by end-2020.

AREAS OF INTERVENTION

CHILDLINE is called upon to prevent and respond to a wide range of issues that affect children.



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For many children who run away from their homes, as well as numerous others who are trafficked, trains are a common mode of transport. CHILDLINE, with support from the Ministry of Railways, has set up Child Help Desks (CHDs) at 117 railway stations. These act as focal points from where vulnerable children are identified and brought under the safety net, before they are possibly lost to the city forever.

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We could also deduce the linkages between trafficking and child labour. Of the 5,714 calls that CHILDLINE received reporting trafficking, 40% accounted for children being trafficked for employment. Two other forms of forced labour too featured on the list - 8% for begging and 3% for sex work.

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26 CHILD LABOURERS RESCUED FROM A DENIM FACTORY

In February 2017, Railway CHILDLINE officials in Delhi spotted 6 boys wandering around the Anand Vihar railway station. The boys had bruise marks on their bodies, and on being questioned, stated that they had been abandoned by their employer at the railway platform.

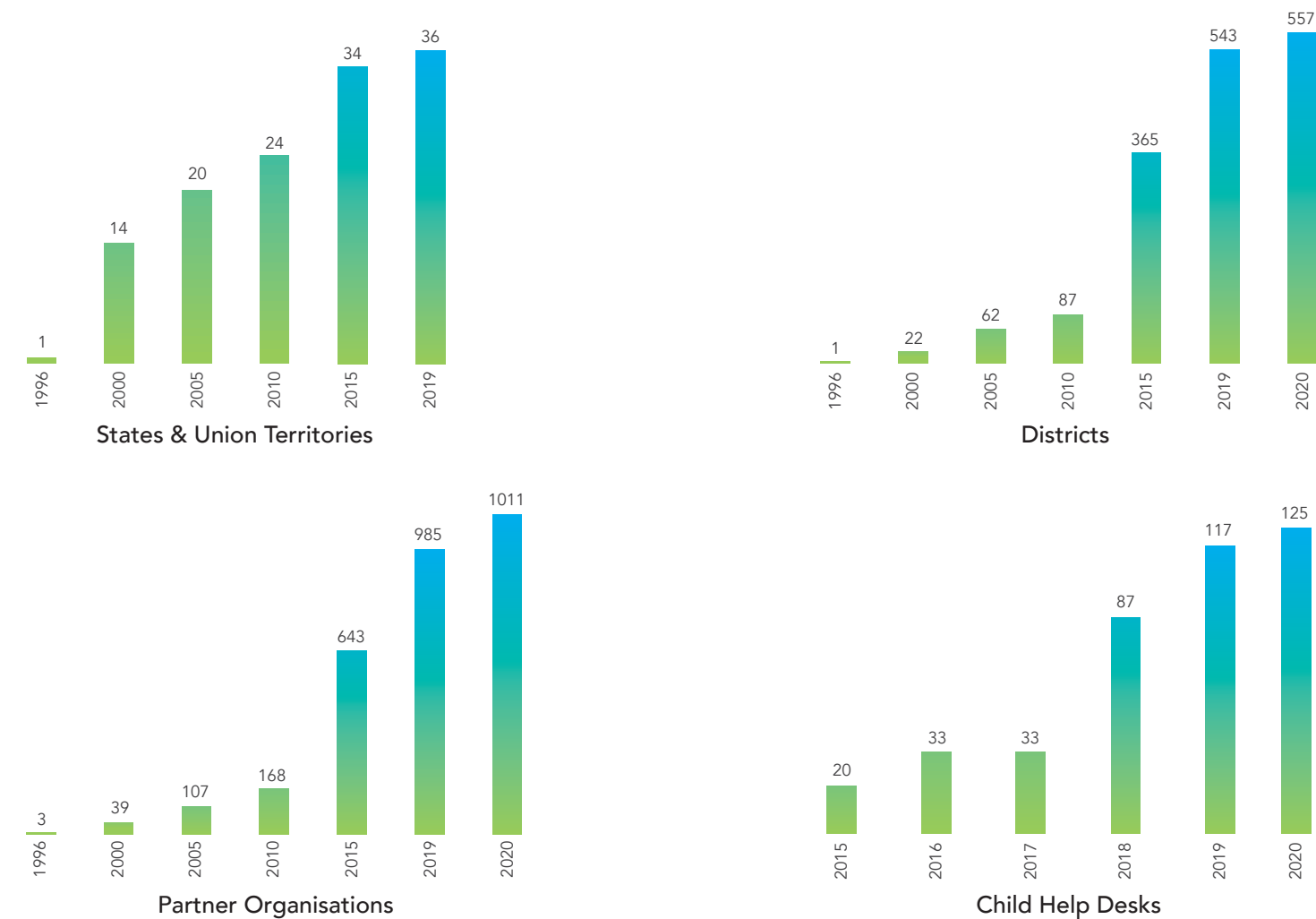
While the boys were scared to share any information initially, they eventually said that they hailed from Motihari district of Bihar and had been working in a denim factory at Seelampur in north Delhi for the past four years. They also mentioned that for the past six months, they had been working without wages and had been eating only one meal a day.

CHILDLINE accompanied two of the boys to the site of the factory and discovered 20 more boys, aged between 8 and 13 years working out of a small room. The boys shared that they had not been allowed to venture out of the room. Several of them had been sold by their parents for as little as Rs 500. All of them had injuries on their bodies, and subsequent medical reports stated that they had been beaten with hammers.

On the direction of the CWC, the children were put up at short stay shelters till they could be restored to their families. They also received medical treatment to treat their injuries. While the employer was absent from the site at the time of the rescue, he would face appropriate action once found.

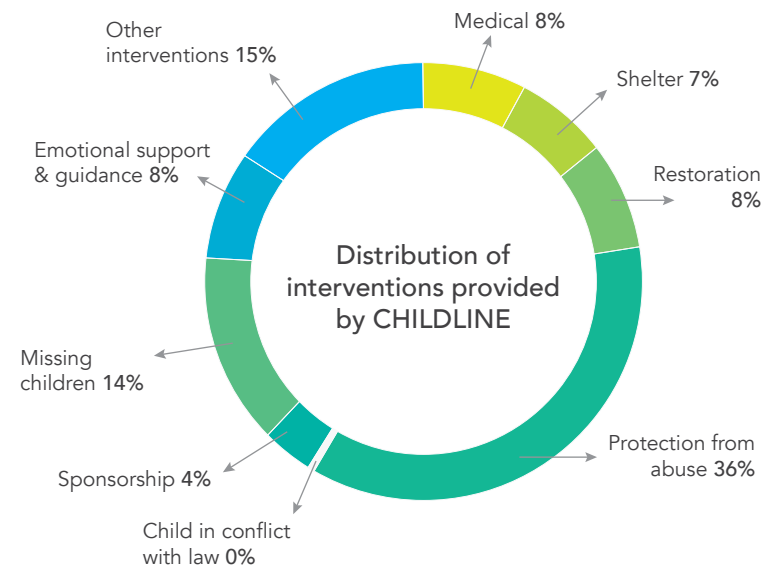
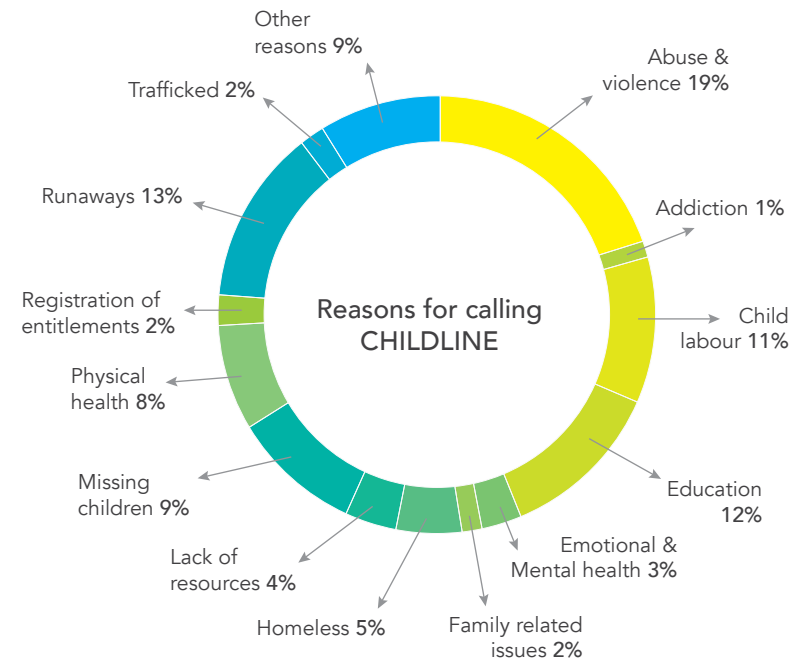


GROWTH OF CHILDLINE IN INDIA



ANALYSIS OF CALLS TO 1098

In 2018-2019, CHLDLINE received nearly 9 million calls on the 1098 helpline. Of these, almost 300,000 were intervention calls. Intervention calls require CHLDLINE to reach out to children, provide emergency assistance (emotional support and guidance, medical support or shelter, rehabilitation and restoration, etc) and link them to appropriate services.

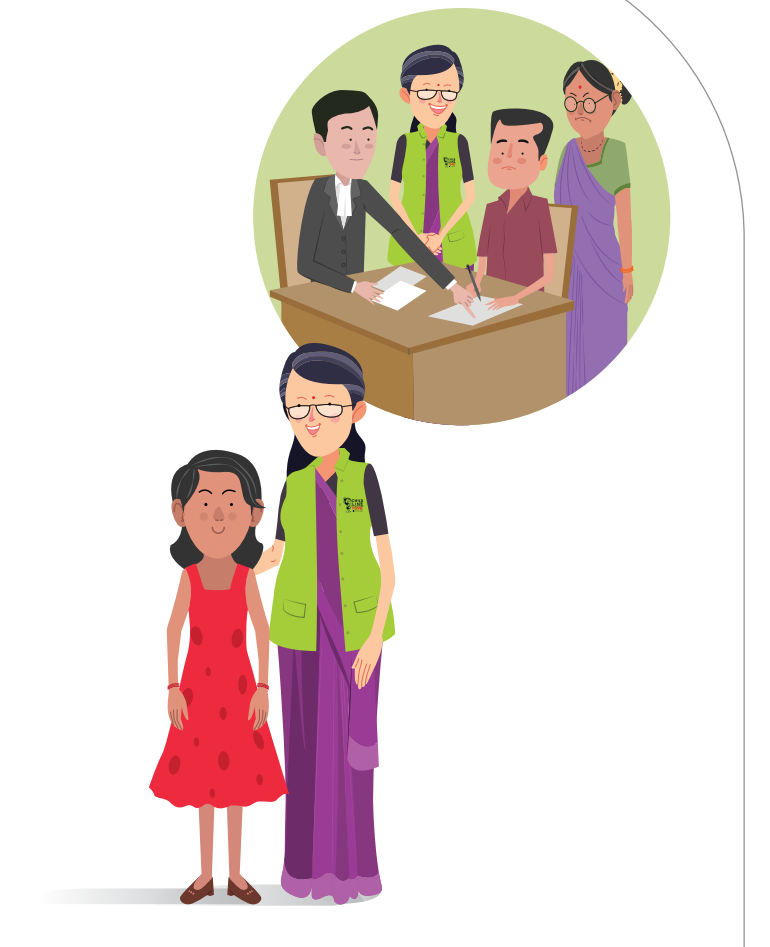


EVERY CALL MADE IS A CHILDHOOD SAVED

A 12-YEAR-OLD CALLS 1098 TO STOP HER IMPENDING MARRIAGE

In October 2015, Mary, a 12-year-old, Class 7 student called 1098. She informed the Contact Centre Operator that her parents had pulled her out of school to get her married to a 22-year-old man and that the wedding was to take place in a few days. Mary had incidentally noted down the helpline number at an awareness session conducted by CHLDLINE at her school.

CHLDLINE immediately dispatched caseworkers to her residence in Kunipalem in Prakasam district in Andhra Pradesh. After counselling the parents, the CHLDLINE team took a signed undertaking from them stating they would continue to educate her and not get her married till she turned 18 years, thereby preventing young Mary from becoming a child bride.



CHILD MARRIAGE

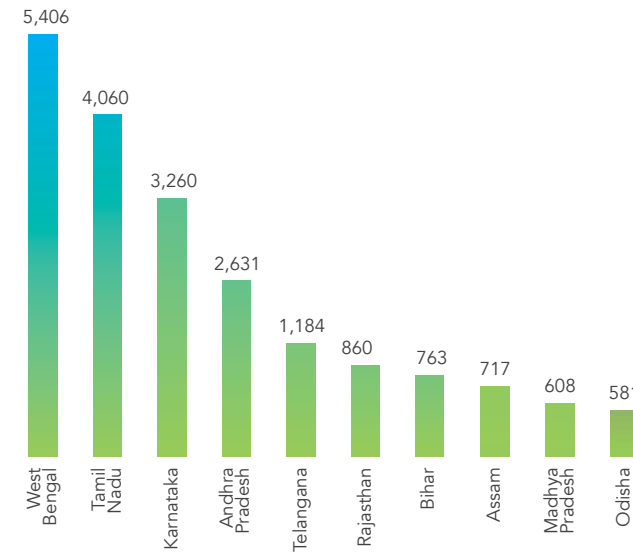
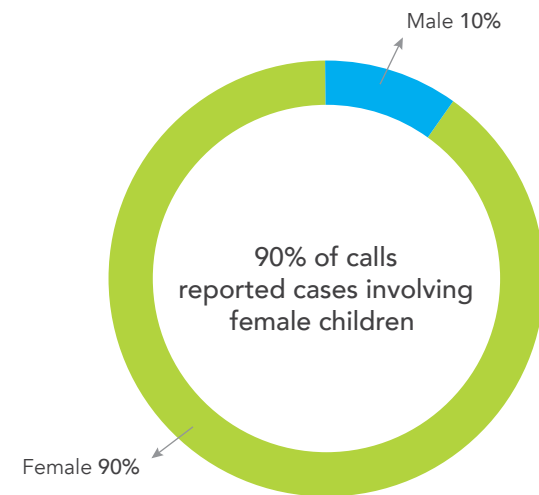
There are 22.3 crore child brides (women aged between 20-24, but married before 18) in India; 10.2 crore were married before they turned 15

One of every 3 child brides worldwide is in India

1 in 4 young women and 1 in 5 young men are married before the legal age

(UNICEF Data)

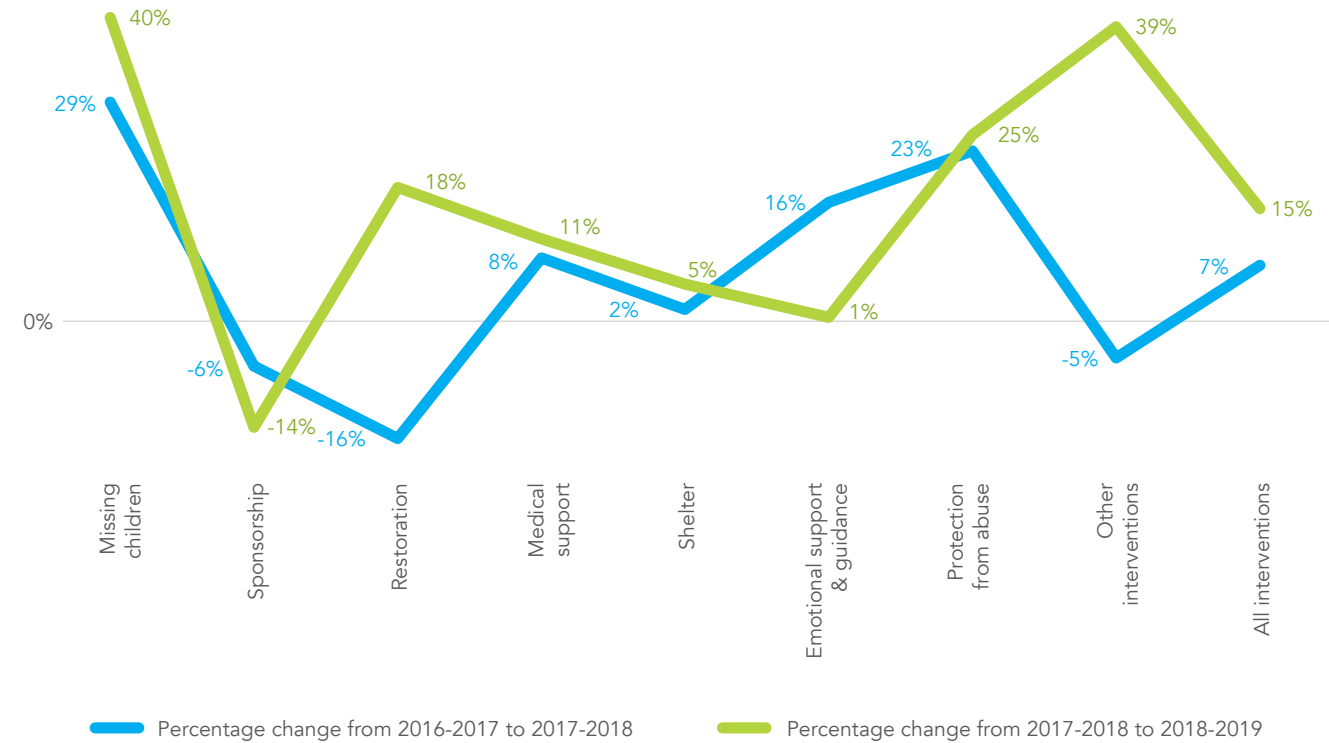
In 2018-19, CHILDLINE received 22,194 calls that reported cases of child marriage, with 24% coming in from West Bengal alone. The numbers were also quite highly skewed against girls; for every case that involved a boy, 9 cases involved girls. In an overwhelming 94% of the cases, the marriage was being conducted by members of the child's family



Top 10 states reporting child marriage

3-YEAR TREND ACROSS INTERVENTIONS

There has been a steady increase in the number of intervention calls received on CHILDLINE. There was a 15% increase in 2018-2019 from 2017-2018, and a 7% increase in 2017-2018 from 2016-20. In categories such as Missing Children and Protection from Abuse, intervention calls have gone up by as much as 81% and 53% respectively in the past 3 years. The graph depicts the percentage increase/decrease in the intervention calls received year on year from 2016-2019.



CHILD ABUSE AND VIOLENCE

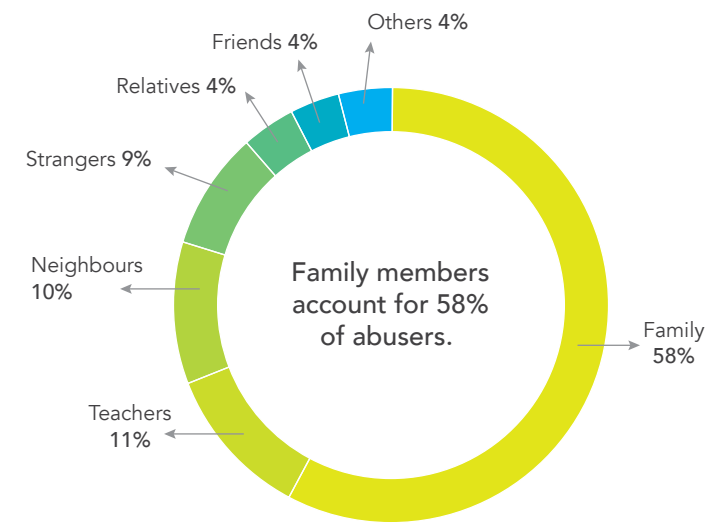
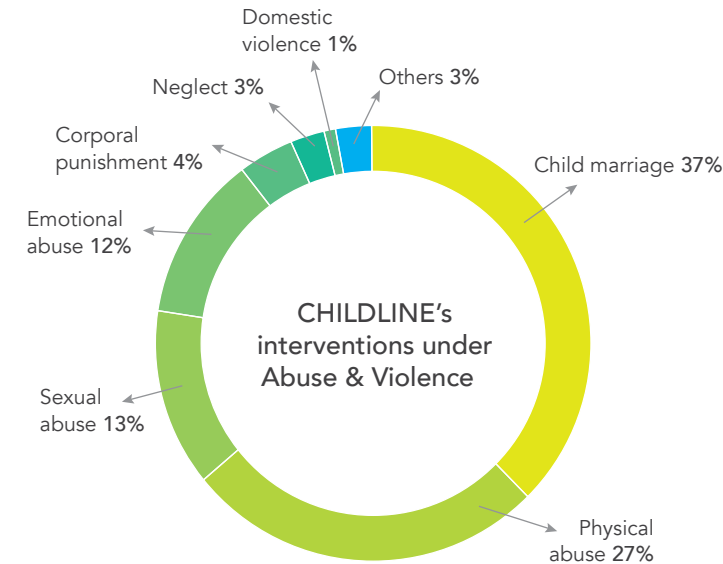
1.3 lakh incidences of crimes against children reported in 2017

Every day, there are 354 crimes being committed against children

There has been a 383% increase in crimes against children since 2010

(NCRB Data)

19% of all intervention calls received by CHIDLINe in 2018-2019 were related to Abuse and Violence. Calls that came in sought resolution for a broad range of injustices including physical abuse, emotional abuse, sexual abuse, bullying, cyber crimes etc. Of the total calls that we received reporting Abuse & Violence, child marriage accounted for 37%, physical violence for 27% and sexual and emotional abuse for 13% and 12% respectively.



EVERY CALL MADE IS A CHILDHOOD SAVED

A 6-YEAR-OLD IS RESCUED FROM PHYSICAL ABUSE AND CONFINEMENT

In June 2019, the CHIDLINe team in Hyderabad received information about a young girl in Om Nagar in the Begum Bazaar area. On visiting the place, they found a young girl called Salma, all of 6 years, sobbing incessantly. She had a black eye and her hands were bound. Salma was rushed to Osmania Hospital where the doctors observed that she also had bite marks on her shoulders and back, and rope burns on her wrists and ankles. On investigating further, it was found out that she lived with her alcoholic father who worked as a school watchman, her grandmother, and two siblings. Her mother had passed away a few years back, after which she had been informally adopted by childless relatives. When the adoptive mother had succumbed to cancer, Salma had been sent back to her family. Unable to reintegrate with her family, she often expressed that she wanted to return to her adoptive home, which irked her father and grandmother. To discipline Salma, they would tie her up and punish her. She had been enduring this abuse for over 2 months.

Following CHIDLINe's intervention, an FIR was filed by the Begum Bazaar police against the father and grandmother under sections 324 (voluntarily causing hurt by dangerous weapons or means) and 342 (punishment for wrongful confinement) of the Indian Penal Code, and Section 75 (punishment for cruelty to children) of the Juvenile Justice (Care and Protection of Children) Act, 2015. The Child Welfare Committee directed that Salma and her siblings be removed from the custody of the family, and be sent to the government shelter homes in Nimboliadda and Saidabad.

