



CHILDLINE Calling.... Is India Listening

Volume – IV

CHILDLINE in India - An analysis of calls to 1098
For the period April 2008 - December 2008

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Publication : CHILDLINE Calling.... Is India Listening
An analysis of calls to 1098 (2008)

Published by : CHILDLINE India Foundation (CIF)

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Inputs by : Dr. Armaity Desai

Study Supported by : Plan India

Publication Supported by : Ministry of Women and Child Development (MWCD),
Government of India (GOI)

Software Developed by : Tata Consultancy Services (TCS)

Cover Page Design : Designbar

Printed by : Jenaz Printers

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Published : March 2010

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Towards a new dawn
Ministry of Women and
Child Development



"A nation-wide phone outreach emergency helpline for children in need of care and protection. Project supported by the Union Ministry of Women and Child Development and linking State Government, NGOs, Bilateral/Multilateral Agencies and corporate sector."

Acknowledgements

'CHILDLINE Calling.... Is India Listening, An Analysis of Calls to 1098, April 2008 - December 2008' has been made possible through the tenacious spirit and hard work of individuals who have operated behind the scenes, but without whose contribution this publication would have not been possible.

Directors of CHILDLINE partner organisations, city coordinators, centre coordinators, team members and volunteers of cities and CHILDLINEs, especially cities listed below who finished their data entry by the specified period (ie. 45 cities out of 82) and ensured that it was exported to CIF.

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

NORTH	SOUTH	EAST	WEST
Allahabad	Bangalore	Berhampur	Ahmedabad
Alwar	BOSCO	Cuttack	Ahmednagar
Chandigarh	APSA	Jalpaiguri-JWO	Amravati
Delhi	Chennai - ICCW	Kolkata	Aurangabad
<i>Butterflies</i>	kanyakumari	<i>Don Bosco</i>	Baroda
<i>DBA</i>	Kozhikide (Calicut)	<i>Cini Asha</i>	Bhopal
<i>Prayas</i>	Madurai	<i>Nadia</i>	Indore
SBT	Mangalore	Pasc. Medinipur	Kalyan
Gorakhpur	Nagapattinam	Purba Medinipur	Mumbai
Jaipur - I-India	Tirunelveli	Puri	<i>Hamara Foundation</i>
Lucknow	Trichy	Rourkela	<i>Yuva</i>
Udaipur	Vijayawada	S(24) Paragana	<i>CCDT</i>
	Vishakhapatnam	<i>Cini DH Unit</i>	<i>CIU</i>
	Wayanad	<i>Sabuj Sangh</i>	Nagpur
		Shillong	Nasik
		Sitamarhi	Sholapur
			Thane

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EXECUTIVE SUMMARY

“CHILDLINE Calling is India Listening”, presents an analysis of ChildNET data for the period April to December 2008. 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 (43%)
- Higher number of boys (61%) than girls (31%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 29% of calls are made by children either for themselves or to refer a friend, 16% of the calls come from CHILDLINE member, 15% from concerned adults, 12% from family members, 10% allied system, and 6% from NGO personnel.

Intervention Cases

Intervention involves reaching out to children and providing the emergency assistance and linking children to services available for long-term care. Some of the key observations regarding the data based on ChildNET for the April 2008 - December 2008 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical 4,993 (15%):** Out of the total 5,157 medical calls, the distribution was: OPD 50%, first aid 34%, hospitalisation 9%, casualty/accident 4%, addiction 3% and other medical assistance.
- **Shelter 3,558 (10%):** 31% children provided shelter were abandoned children, 29% children had left home and, hence required a place to stay, 26% children had their parents/guardians of the children seeking assistance for shelter of their children. While the remaining 7% and 5% of the children needed shelter because they had left their previous shelter and were children who were mentally ill.
- **Restoration 6,021 (18%):** Children living within their own city, who knew their address and wanted to return home, and children living within the city but do not know the address accounted for 22% of the total cases. 18% of the children lived in their city and did not know their residential address and wanted CHILDLINE help to return home.
- **Missing Children 3,417 (10%):** 10% of the total calls comprises of missing children and the call categories includes parents/guardians reporting their child missing as well children themselves calling in to report missing.
- **Protection from Abuse from abuse 2,069 (6%):** Of the total intervention cases for protection from abuse, 86% of children were provided protection from physical abuse, as compared to 7% from sexual abuse and financial abuse.
- **Sponsorship 3,309 (10%):** 74% cases were for sponsorship of education, 17% for sponsorship of health, and 8% for foster care.
- **Emotional Support and Guidance 9,164 (27%):** CHILDLINE received the most number of calls from children asking for counselling of there maximum number of calls were from children themselves (48%), family related problems (20%), school related (18%), love relationship (7%).

Zonal Analysis

The study also analyses data in terms of the four zones and looks at the zonal variations. The highlights of interventions in the four regions were as given below.

- **North** : 25% of the total intervention cases are for Emotional Support & Guidance, and Medical assistance accounts for 23%.
- **South** : 44% of the total intervention cases are for Emotional Support and Guidance, while Restoration accounts for 22%.
- **East** : 32% of the intervention cases are for Medical assistance, and Restoration accounts for 18% each.
- **West** : 35% of the total calls are for Sponsorship support and 15% of calls were for Protection from abuse.

1 OVERVIEW OF CHILDLINE

1.1 What is CHILDLINE?

CHILDLINE 1098 evolved from a need expressed by street children in Mumbai for a service that would be accessible to them whenever they needed it and one that they could be partners in. A service which not only responded to their needs but also advocated for their rights. This paved the way for CHILDLINE, the 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 after initiating and running this service for Mumbai city from inception. Based on the partnership model, 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.

Currently operational in 83 cities of India spread across 25 states, CHILDLINE 1098 receives over 2 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives 20% of all children's calls on helplines working worldwide. As of October end, 2008, CHILDLINE has responded to over 14 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India.

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 unorganised sector
- Children who have been abused
- Child victims of the flesh trade
- Differently able children
- Child addicts, children in conflicts 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

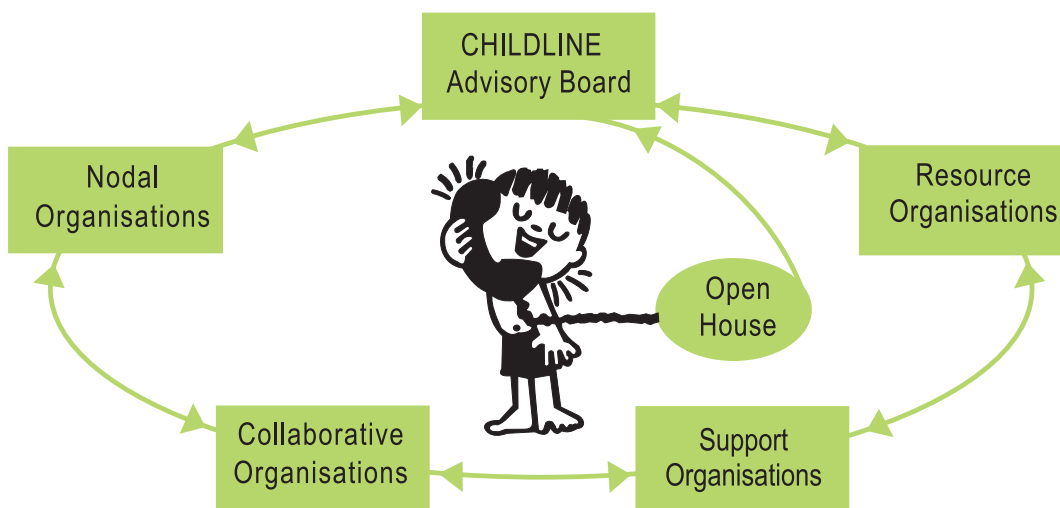
Every city, where the CHILDLINE service is running, has a similar structure, as well as a uniform process in which it assesses the needs of the children, develops a resource directory of organisations in the city, ensures the phones are ringing and provides training to the new team. CHILDLINE functions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

- CHILDLINE Advisory Board (CAB), comprises of senior level functionaries from the allied systems, NGOs, concerned individuals, media etc. It is the policy making body for CHILDLINE at the city level. It undertakes periodic review of the CHILDLINE service.
- The Nodal Organisation, is essentially 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.
- The CHILDLINE Contact Centre is the centralised call centre initiation of CIF. Located in Mumbai, it receives calls to 1098 from several cities in West & North Zones. Intervention calls are forwarded to partners.

CHILDLINE has thus evolved into a partnership between children, the Government, NGOs academic organisations and the community, at the city and national levels, to respond to the concerns of marginalised groups of children.

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



1.4 CHILDLINE 1098 - How it works

The intervention methodology

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

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

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

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

and often offer their services as volunteers. They play a critical role in creating awareness about the CHILDLINE service and work as informers who inform CHILDLINE about children in need of assistance. Many of these children and youth grow into the CHILDLINE system and find themselves a space in CHILDLINE centres as paid volunteers or team members. Some success stories have been annexed. A publication, "Voices of the Street", highlights some CHILDLINE interventions.

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 groups 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.

CHILDLINE IN ACTION



Child / Concerned
Adult dials 1098



Connected to a CHILDLINE
Collaborative agency



CHILDLINE team rushes to
child within 60 minutes



Child provided rehabilitation,
Constant follow up with child

2 INTRODUCTION

CHILDLINE Calling... Is India Listening (Volume - IV), is CHILDLINE India Foundation's fourth compilation of data from CHILDLINE partners across 83 cities in India for the period (April 2008- December 2008).

Given that the data only documents the calls received by CHILDLINE, one of the limitations in the data collection is that some valuable data are not recorded and this detracts from the several dimension of the information collected. However 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 many concerns that children are forced to cope with on a regular basis. These data, therefore, add substance to CHILDLINE's efforts when advocating before policy makers for ensuring child rights.

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

2.1 Objectives of this publication

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

Identify trends in calls at the National and Zonal levels:

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

Assist in evaluating the impact of the service: The publication also aims to provide data to assist in assessing the impact of the service and to identify strategies to strengthen the functioning of the service. It must be noted that CHILDLINE is an emergency

response helpline and therefore, records of calls from children in distress reflect immediate action taken to link children to other organisations for long term assistance and rehabilitation. Upon such referrals, children move out of the purview of CHILDLINE service. CHILDLINE India Foundation has been publishing the annual, 'CHILDLINE Calling... Is India Listening', to provide comprehensive and more topical data, which can be used by the individual CHILDLINEs to look at emerging issues and interventions required. This can provide direction to programme planning for partner organisations.

2.2 Features of ChildNET

ChildNET is a java based software package developed by Tata Consultancy Services (TCS) for CHILDLINE, which classifies records and allows for the follow-up of calls received on 1098. The written documentation is then translated onto the computer software package. The software is installed in the CHILDLINE Call Centre. Known as collaborative organisations, the CHILDLINE teams follow a series of drop-down menus, and pictures to record and track every call received. At regular intervals, each centre uploads their data via the Internet to the central server based at CIF in Mumbai. The local data are aggregated into national statistics analysed, and feedback given to cities as value added information that could inform local and national policy. ChildNET makes it possible to study the patterns of calls: trends in child protection, hot spots of abuse and exploitation in the country, the quality and timelines of response and action by the various stakeholders of child care and protection.

2.3 The process of compiling this publication

In 2008, CIF had requested CHILDLINE partners to send photocopies of all Intervention Forms (documentation forms for Intervention cases) so that a national trend analysis on calls could be compiled for the year April 2008 - December 2008. Data were used from two sources, namely:

- a) Data sent in the Monthly reports: 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 appointed and trained data entry operators to enter the data in the package. On the completion of the data entry, reports were sent to the respective cities for their perusal.

2.4 Data source for compiling this publication

The total number of calls received is always much larger than the intervention calls. However, for trend analysis only intervention calls are taken into account.

The intervention calls documented from the monthly reports received by 82 CHILDLINE nationally amounted to 86,019 calls in April 2008 - December 2008, whereas, the total number of calls reported by ChildNET were 34,231 for the same period, representing, approximately, over 60% 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 counselling 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.

This publication is based on the analysis of calls captured by ChildNET for the period April 2008 - December 2008. It is important to note that this publication analyses only the intervention related calls recorded in ChildNET.

In addition to intervention calls, CHILDLINE nationally has received 3,05,806 calls in April 2008 - December 2008, as pointed out in Table 1.2, which consists of caller's seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boarding homes, child guidance clinic's and this information is passed on to callers over the telephone.

CHILDLINE has received 3,93,952 calls in this period classified as silent calls. These are calls where the caller has chosen not to speak. The CHILDLINE Team Member plays an active role in providing information about the service as well as assuring and encouraging the caller to speak whenever she/he feels comfortable. Similarly in the past few years, the number of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 51,199 calls for follow-up of cases.

2.5 ChildNET and monthly reports

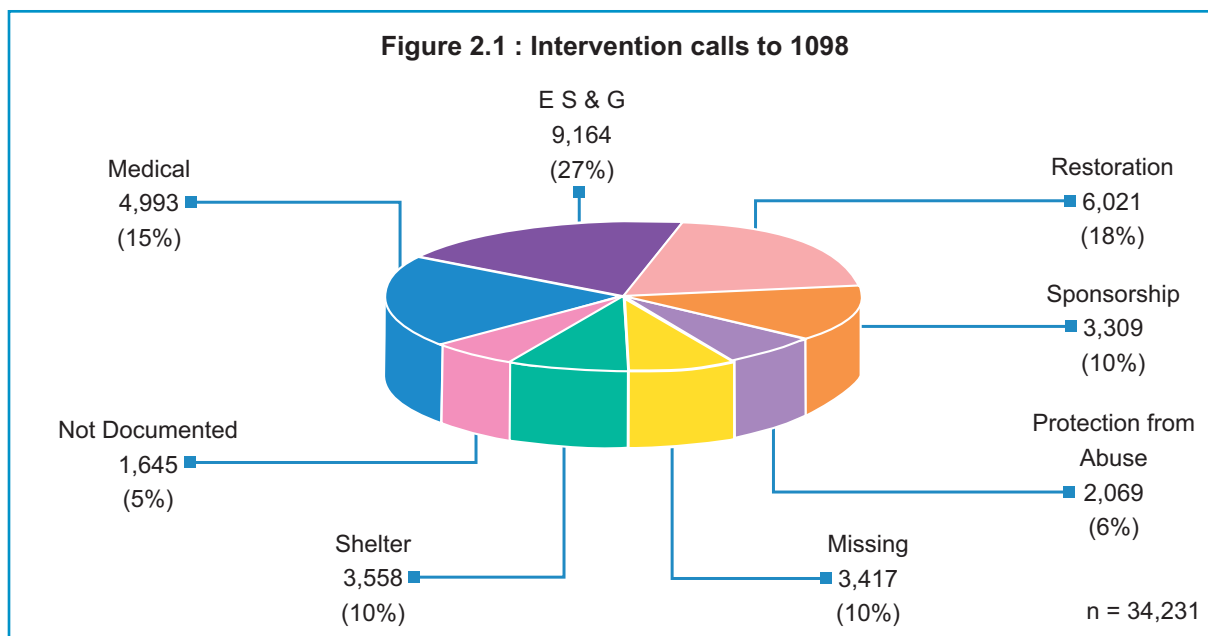
The monthly report is a coherent account of activities conducted by the cities, and reported by them to CIF. It consists of the action taken, activities conducted, meetings conducted and decisions taken at various forums. It also contains details of children assisted along with the number of calls. It is used as a backup to the ChildNET. The total number of calls is taken from the compiled monthly report.

National Analysis of Calls:

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. From the total number of 17,54,958 calls received by CHILDLINE in this period, 60% of the calls are intervened by CHILDLINE to assist children in distress. The categories of the type of attempts to reach out to these children is as follows:

Intervention calls:

Although these calls make up only 30,547 of intervention calls captured in ChildNET software (of the total intervention calls received by CHILDLINE), they are the most important calls, as they result in CHILDLINE reaching out to and assisting a number of children in need. A separate section detailing the types of calls and intervention processes followed is given in greater detail in section 5.



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.

Follow up calls account for 33,622 (2%) percent of the total number of calls.

Did not find calls:

Sometimes when calls come in reporting a child in distress, the worker will reach the location given but is unable to locate the child. It could either be that the worker has gone to a wrong address, or that the child has moved for whatever reason. The worker 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 2,057 (0.12%) 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. The total number of calls received in this category amount to 2,83,356 (16.15%) of the calls received.

Others:

There are a number of call categories in this section and together they account for **80%** percentage of the total calls.

Typically 'Silent calls' and 'blank calls' account for 6,70,355 (38%) percent of the total calls.

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 whoever 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.

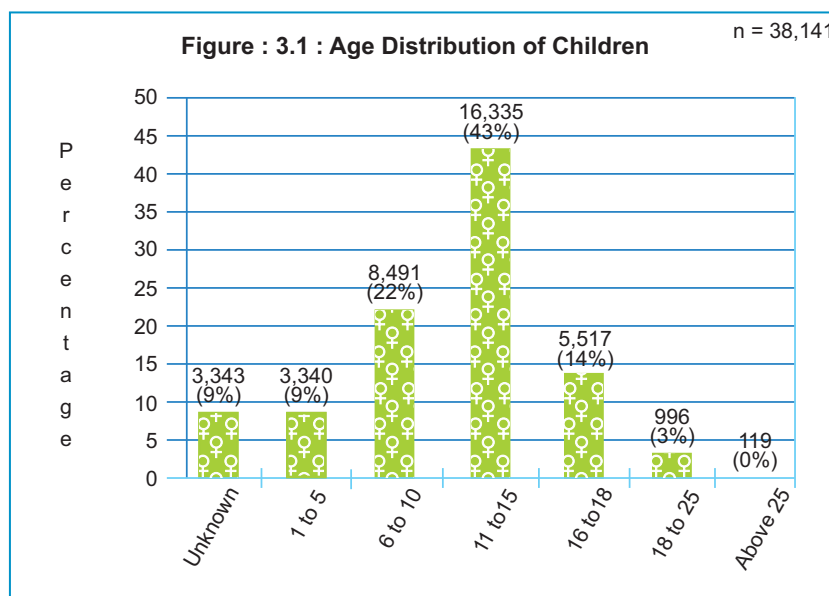
Testing calls is something that all CHILDLINE workers do every now and again by calling the centre to ascertain if public phones, mobile phones correctly connect to all calls to the CHILDLINE office. This way, CHILDLINE ensures that at least all phone lines are always open to children in need.



3 PROFILE OF CHILDREN ASSISTED

This section gives a profile of the children assisted covering age group, gender & educational status of the children assisted.

3.1 Age group of children assisted



In the overall client group in the last 10 months, almost 50% of the calls are from children in the 11-15 age group, while a little over one fifth is from the 6-10 years age group. The number of calls made by boys is at least thrice the number of calls made by girls in this age group.

In CHILDLINE's experience, the reason for the large gender disparity in this age group is mainly because runaways living on the streets are most often boys. Studies have consistently shown that the number of street boys far exceeds the number of girls living on the streets. Hence, the number of calls from boys in need of help would tend to exceed those from girls living on the streets.

Even when not documented, the fact that the calls received from the expanded age group of 6-15 (65%) years are largely for medical assistance, shelter and emotional support further indicates that these are children living on their own without a residence and no family support.

In the youngest age group (0-5 years), the maximum number of calls is for medical assistance. Sponsorship for the medical expenses incurred is often a follow-up when assisting on medical cases. There are a number of calls requesting restoration of children in this age group. Typically, these calls are made by other NGOs, or the police, asking CHILDLINE to help place these children back in their homes or at least in their states.

CHILDLINE recognises all persons up to the age of 18 years as children and will cater to all calls made by children or for children under the age of 18. However, in special cases CHILDLINE extends its help to youth between the ages of 18-25 years. Some of the callers in the above 18 years category are street based youth who have been in touch with CHILDLINE over the years or have heard just about it from other street youth.

They call in seeking assistance, most often medical and/or sponsorship. Even though they are above the age of 18, they continue to lack sufficient resources and so need support. In such cases, CHILDLINE does extend its help, even taking the person to hospital and staying with the person till he/she is able to fend for himself/herself.

In some cases, the child may be over 18 but may be mentally ill and/or mentally challenged and coming from a lower socio-economic background. In such cases, CHILDLINE extends all help needed.

Sometimes there are calls from people above the age of 18 years who are not street youth. Most often, the staff refers them to agencies/offices/helplines better able to help them. Some times, if there are no pressing cases the Team is able to help the caller in terms of providing emotional support, or actually linking up the person to the required services.

CHILDLINE extended its help to a 20-year-old girl who lived with her mother on their own. Reena was a twenty year old girl studying and working to support her mother and herself. Reena called CHILDLINE and said a man was pressuring her to marry him despite her saying no many times over. Reena said that he had even physically assaulted her and that attempts by her and her mother to lodge a police complaint had failed because the man was a local politician and wielded considerable influence. Reena and her mother were living in fear and so sought help from CHILDLINE.

CHILDLINE first made sure an FIR was registered. Then they met with a senior police official who forwarded this case to the City Deputy Superintendent of police who assured them that Reena would not be harassed in the future. However, after some days when Reena was on her way to college, the man and his friends again started verbally harassing her. She was scared and ran to the CHILDLINE office.

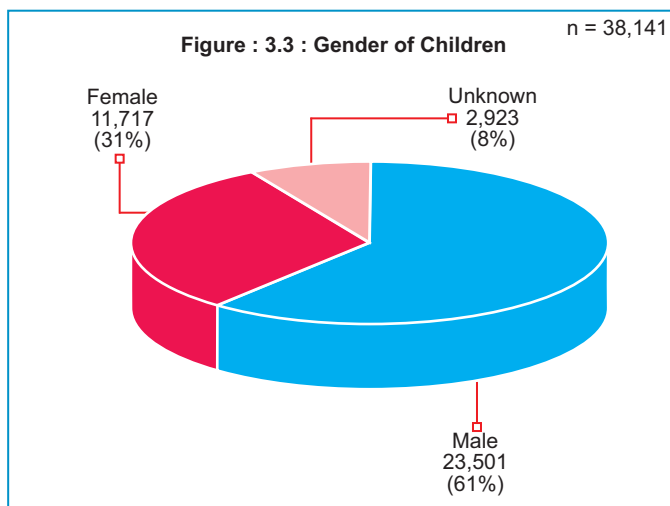
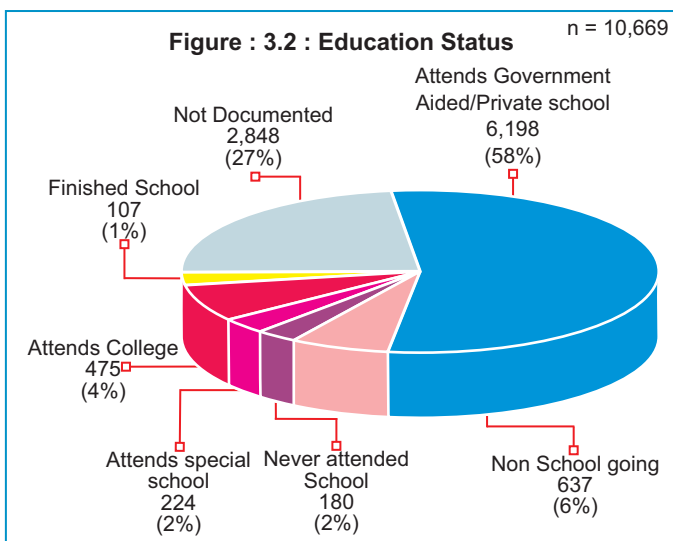
CHILDLINE then called a meeting of NGOs in the area to decide on the best course of action against this man as the police had failed to intervene. The NGO group decided to use "GANDHIGIRI" against the police and the man Manish Singh. So the whole NGO group went to the police station and started to sing bhajans, clapping, and shouting slogans like Bharat Mata Ki Jai, Vande Mataram, Inkhilab Zindabad, Ham Sab Ek Hai. Eventually, the police arrested Mr. Singh. However, Reena and her mother eventually decided they would feel safer shifting their residence to prevent further harassment.

CHILDLINE was established primarily to cater to children who live on the streets and disadvantaged children who come from families who have few resources. Going by the educational profile of the children who call CHILDLINE today, it does appear to a large extent that the client group has not changed significantly. About a third of the children who call up CHILDLINE are children who have either never attended school or have dropped out of school. While another third of the children attend government or municipal run schools, indicating children from the economically disadvantaged sections of society.

3.3 Gender break up of children calling CHILDLINE

In the ChildNET data in the last 10 months, 61% of the callers were boys, and about 31% of the callers were girls. In about 8% of the calls received, the sex of the child was not listed. ChildNET data indicates that across all age groups the number of boys calling far exceeds the number of girls calling the helpline. While the large number of boys needing temporary shelter or restoration may be due to the boys running away from home and choosing to live on the streets, further investigation is needed to better understand why there are fewer requests for helplines, in relation to girls, even in cases of abuse and/or with medical problems and why there are fewer girls calling at all. One assumption is that in our culture, girls have less freedom and due to a restrictive environment, less experience in reaching out to source help.

3.2 Educational Status of Children



A large number of calls made by girls, are from the 11-15 age group. Most of these calls are seeking emotional support. Most often, these calls are study related though there are also some calls regarding protection from abuse and seeking help to cope with interpersonal relationships with the opposite sex.

3.4 Family support of children

There are a large number of calls that come in regarding children who are living with their families but are in a crisis situation because of the socio-economic condition of the family.

The families needing help are living in extreme poverty or when the father might be an alcoholic given to violent rages, or one parent might have died and the other parent is unable to provide both financial and emotional / physical support to the children.

Most often the call is for aid that will help the family get through the crisis. The call is for sponsorship (2108 calls), to seeking financial aid to contribute to the care of the child for education. There are also a number of calls made for medical sponsorship (1974 calls).

3.5 Children in need of protection

CHILDLINE is committed to the protection of children.

Child labourers, whether working in factories, or restaurants, or as domestic help, need to be protected from abused because the law does not accept children working in these situations and in fact, any child under 14 years, should not have to work because it is compulsory period for school education. For children above the age of 14, the decision is that of the child who is given the option for another place if he/she so desires to leave the employer. Options are shelter, non-formal education, vocational skills development or restoration to the family

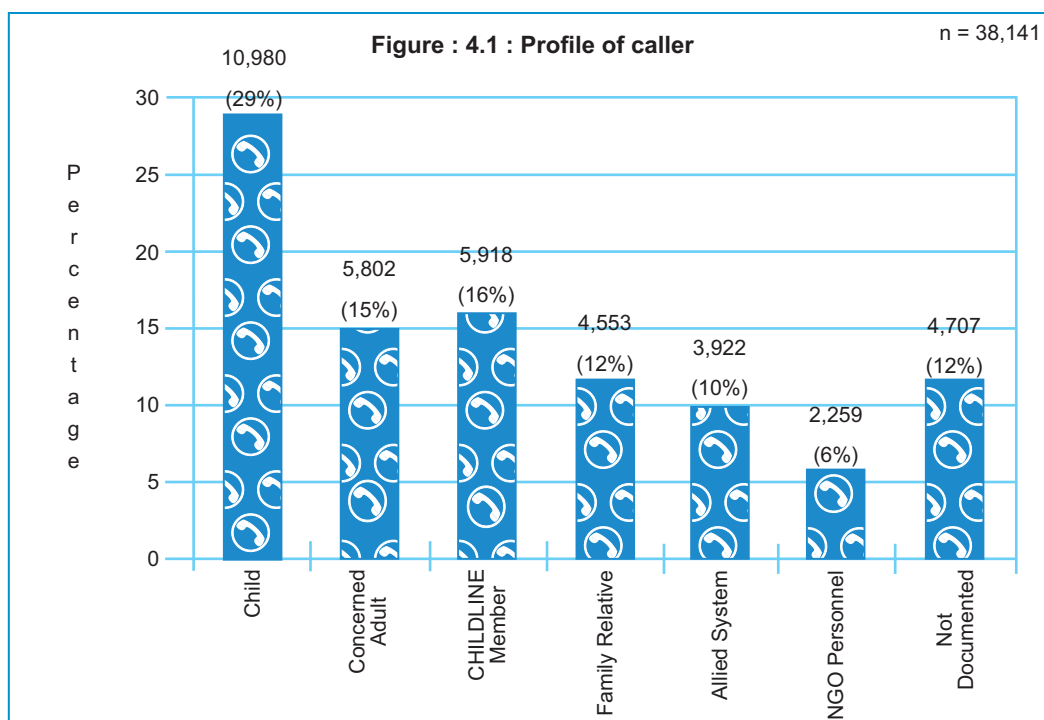
CHILDLINE usually relies on concerned persons to call up and report children who are being exploited and abused in their workplaces.

CHILDLINE Kolkata helped baby Rinku and her mother and sister to get much needed medical care. CHILDLINE first came in contact with Rinku's mother through their outreach program me at a shelter home. Rinku's mother, a sex worker, was heavily pregnant with her at the time and she was Programme referred to CHILDLINE Kolkata, as the mother showed signs of being mentally ill. CHILDLINE had admitted her older child to a boarding school. Rinku was born with a hole in her heart. Within a couple of months, Rinku started to get ill very frequently. CHILDLINE Kolkata contacted the Rabindranath Tagore International Institute of Cardiac Sciences for her treatment. There, they were told that she needed immediate surgery to ensure her survival. The surgery would cost around Rs.73, 950. CHILDLINE and CINI ASHA together raised the required funds from the Governor's Relief Fund, the Rotary Club of Calcutta, private donations and also from the different projects of CINI ASHA. The operation was successfully done. When Rinku was finally well, both sisters and their mother were referred to a support organisation for long-term care

4 PROFILE OF PERSONS CALLING CHILDLINE FOR ASSISTANCE

4.1 Profile of caller

The persons calling CHILDLINE can be broadly divided into two categories, viz., those who call for themselves and those who call regarding a child. The first category is comprised almost solely of children, who have either interacted with CHILDLINE in the past or have heard about it from some source or a child who calls on behalf of another child. The second category of caller is an adult who calls on behalf of the child or calls for information on CHILDLINE or related matters.



While 29 percent of all calls are directly from children, 59 percent calls from adults who could be concerned persons, CHILDLINE Team Members, Allied systems and NGO's. For 12% of calls the caller is unknown for lack of proper documentation.

Child callers

The majority of the calls to the helpline are made by the children themselves. Data show that almost 80% of the total number of calls (9,164) for emotional support and guidance come from children. CHILDLINE was started primarily as a service for street children and they continue to form the largest category of child callers. Recently though, as the service has gained publicity through many awareness and advocacy campaigns, the numbers of calls from children residing with families have increased. Children from all socio-economic backgrounds have started to call in for some emotional support while they cope with issues like school and peer pressures, divorce of parents, adolescence and sex and fear of being home alone till their parents get back from work.

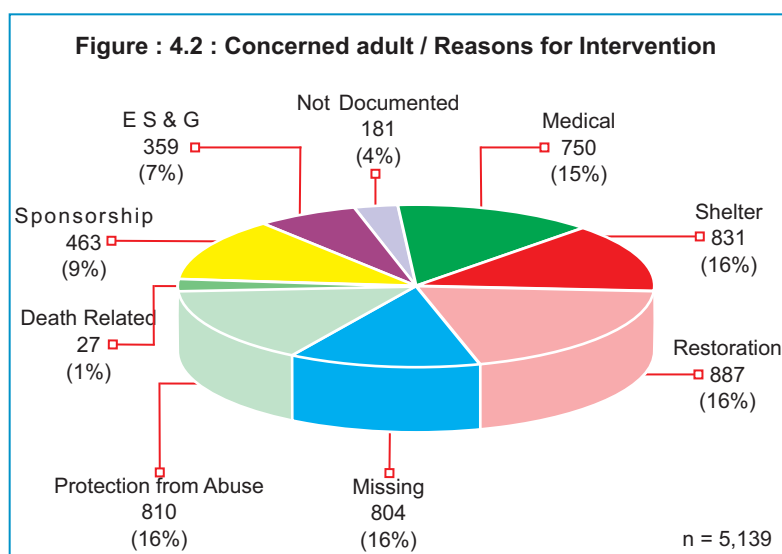
The other major reason children call up is seeking medical support. Majority of these calls come from children living on the streets and in slums (sometime in small groups where 3 or 4 street boys get together and form a sort of a unit, and sometimes children living with their families). These children generally call up seeking first aid or emergency medical care. Sometimes, children who have interacted with CHILDLINE in the past will call up to report on another street child who is in desperate need of medical help.

Adult callers

CHILDLINE team member: another typical caller on the helpline is the CHILDLINE team member. These calls account for about a fifth of all calls received. The CHILDLINE workers often call in, while they are on their outreach activities, when they come

across a child needing more help than they can provide themselves. Sometimes CHILDLINE workers call to follow-up with ongoing cases to other CHILDLINEs where the child has been handed over for further follow-up.

The Allied System: They form another large category of callers. Over the years, in most places, CHILDLINE has been able to create and maintain a good rapport with the Police. Although it is the role of the Police to produce each child before the CWC/JJB, in cities where there is a CHILDLINE present, the police, when pressed for time and/or resources often call CHILDLINE to assist in providing temporary shelter or other services needed for the child. The most common request from the police is for assistance in restoration of the child, back to his home, which may be to another State.

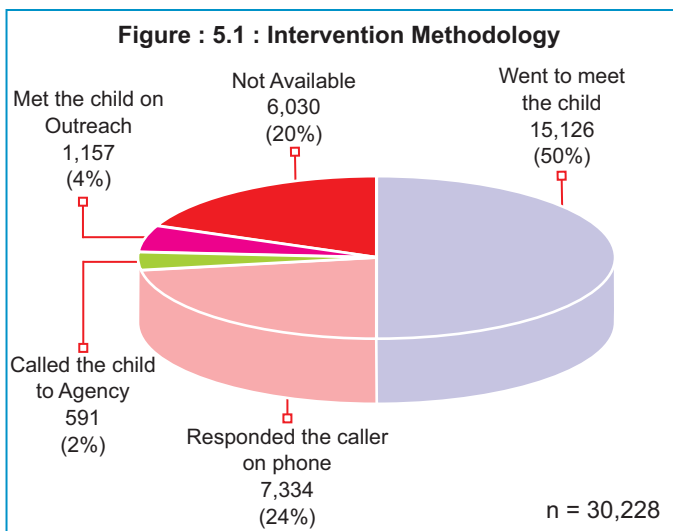


Unknown callers: About fifteen percent of all calls received are from 'unknown callers'. CHILDLINE is especially grateful to these people who, perhaps, no relationship whatsoever to the child, but they are moved by compassion, to make the time to stop, talk to the child and find out what the problem is and then find a way to provide the child with the help needed. In some cases, the caller will simply call up CHILDLINE and inform the Team Member about the need and location of the child. Very often, these callers will try to alleviate the child's discomfort in small ways till the CHILDLINE Team Member can reach there and take over. There are some callers who will either bring the child to the CHILDLINE Centre or wait with the child till the Team Member reaches there and will stay involved with the case till it is resolved, even offering help both in cash and kind.

There are also those callers, generally neighbours, who have heard a child repeatedly crying and realise that the child is probably being abused. Although CHILDLINE will not disclose the identity of the caller to the person who is accused of abusing the child, CHILDLINE recognises the courage and concern of the caller who is willing to go the extra mile and make that call, so that the child will be protected from abuse and allowed to live in an environment more conducive to a child's growth.

5 INTERVENTION & ASSISTANCE PROVIDED BY CHILDLINE

5.1 Intervention Methodology



CHILDLINE in India is different from helplines in many other countries where the child/client is in touch with the helpline only by phone and there is absolutely no physical contact. However, as CHILDLINE caters to the poorer segment of the society with a large number of children in need of specific tangible assistance, CHILDLINE is designed as an outreach based telephone helpline. With gaps existing in services available to children as well as lack of ability to access existing services, makes outreach a necessity.

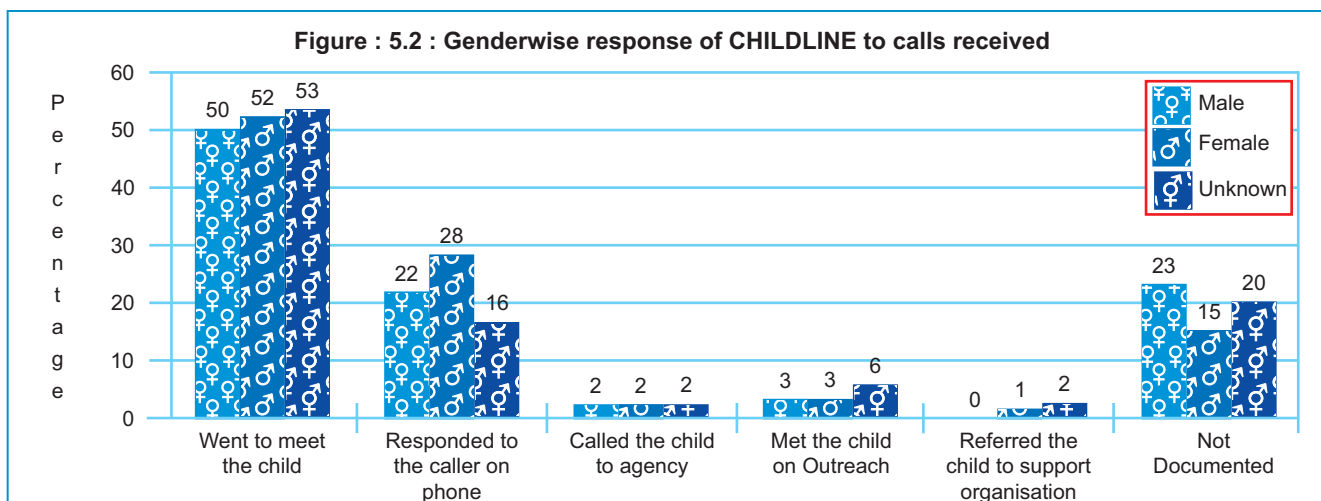
For majority of cases the first contact is through a telephone call. Less than 10% of cases are approached during outreach by the team

Although CHILDLINE receives twice the number of calls from boys as it does from girls, CHILDLINE does not discriminate on the basis of gender.

Nearly fifty percent of the cases, the Team Members respond by going to meet the child and then linking him or her to the required service.

In about thirty percent of the cases, especially emotional support and guidance, assistance is provided on the telephone alone. Some of the cases documented might not be the direct result of a phone call – sometimes Team Members come across a child in need of support while they are in the middle of an outreach in the community. The Team Member will immediately attend to the child’s needs. However, after the crisis is over, CHILDLINE will continue to work on the long-term rehabilitation of the child, which involves referral and networking with other organisations providing special services.

Depending on the nature of the call, be it by a child or an adult, in fifty percent of the cases, the Team Members respond by going to meet the child and then linking him or her to the required service. If the Team Member feels that some time will be involved in reaching out to the child, in terms of physical distance, then assistance is taken from a support organisation that is located in the vicinity of the caller. In about forty percent of the cases, the service was completed on the telephone. In more than forty percent of the cases, CHILDLINE has met the child on receiving the call, while nearly thirty percent of the calls were responded over the phone primarily dealing with counselling calls which accounts for more than eighty-five percent of the total calls received.



All calls irrespective of whether they are from boys or girls are answered with the same degree of urgency. The intervention method is determined purely by the need of case.

Assistance provided in relation to Intervention methodology

Out of the total number of cases where CHILDLINE team went and met the child, thirty-one percent were for Medical assistance, followed by twenty-one percent for Restoration, nineteen percent for Shelter and thirteen percent for protection from abuse.

Table : 5.1 : Intervention Methodology and Assistance Provided

Intervention Methodology and Assistance provided	Medical	%	Shelter	%	Restoration	%	Protection from Abuse	%	Death	%	Sponsorship	%	E S & G	%	Not Available	%	Total
Went to meet the child	3,781	25	2,533	17	3,186	21	1,552	10	26	0	2,368	16	1,651	11	29	0	15,126
Responded to the caller on phone	74	1	183	2	212	3	90	1	3	0	269	4	6,500	89	3	0	7,334
Called the child to agency	116	20	236	40	76	13	7	1	0	0	39	7	117	20	0	0	591
Referred the child to support	13	9	38	25	9	6	16	11	0	0	37	25	37	25	0	0	150
Met the child on Outreach	603	52	42	4	78	7	25	2	2	0	173	15	234	20	0	0	1,157
Received a letter	9	15	8	13	18	29	7	11	0	0	15	24	5	8	0	0	62
Not Available	303	5	507	8	2,434	40	264	4	24	0	344	6	607	10	1,547	26	6,030
Total	4,899		3,547		6,013		1,961		55		3,245		9,151		1,579		30,450

Every CHILDLINE agency conducts an outreach program to spread information on CHILDLINE and its services. During these outreach visits the team comes across many children needing assistance. This is one case that was very special for CHILDLINE Lucknow. Dhruv, a 10 year old boy was lodged in a government shelter home in UP for the last year and a half. Dhruv was not a delinquent child nor was he unable to find his way home. Unfortunately he was a victim of the same system that was supposedly protecting him. Dhruv had accidentally got separated from his parents during an interstate train journey and had ended up in Mumbai. He was picked up by the Mumbai police, who then referred him to the CWC. He was ultimately sent to a government shelter home in Lucknow, UP as Dhruv said that was where he lived. Once put in the home the officials in charge made no attempt to return Dhruv to his family. (Perhaps, the system of grants based on the number of children, does not enable staff to rehabilitate children since the overall grant would fall short for salaries and/or other maintenance expenditure.) The worst part of this is that Dhruv

knew where he lived – he just did not know the accurate postal address. Fortunately for Dhruv, a CHILDLINE Lucknow Team Member was interacting with Dhruv and the children in the children's home one day, and the Team Member heard Dhruv's story. The CHILDLINE team checked with the home but got no satisfactory response so they decided to try and locate Dhruv's home themselves. They realised that the address was rather sketchy but decided to follow up on it anyway. After a few initial setbacks, the Team was finally able to locate Dhruv's home in Gonda district. Dhruv's family was ecstatic at the news that their son was alive and well. They had given up hope of ever seeing him again. The father immediately got onto a train and left for a very emotional reunion with his son. For the CHILDLINE Team it was a bittersweet experience. They had reunited Dhruv with his family but they could not help but wonder how many other "Dhruv's were languishing in 'shelter homes', needlessly separated from their families and loved ones.

From the cases where the child was called to the CHILDLINE agency, thirty-five percent of the calls were for shelter followed by medical related calls (twenty-eight percent) and calls regarding restoration (fifteen percent). For children referred to support organisations, the main reason was for shelter (forty-two percent), followed by calls about referrals for sponsorship (nineteen percent) and calls related to restoration (twenty-three percent).

5.2 Analysis of Nature of Intervention by CHILDLINE

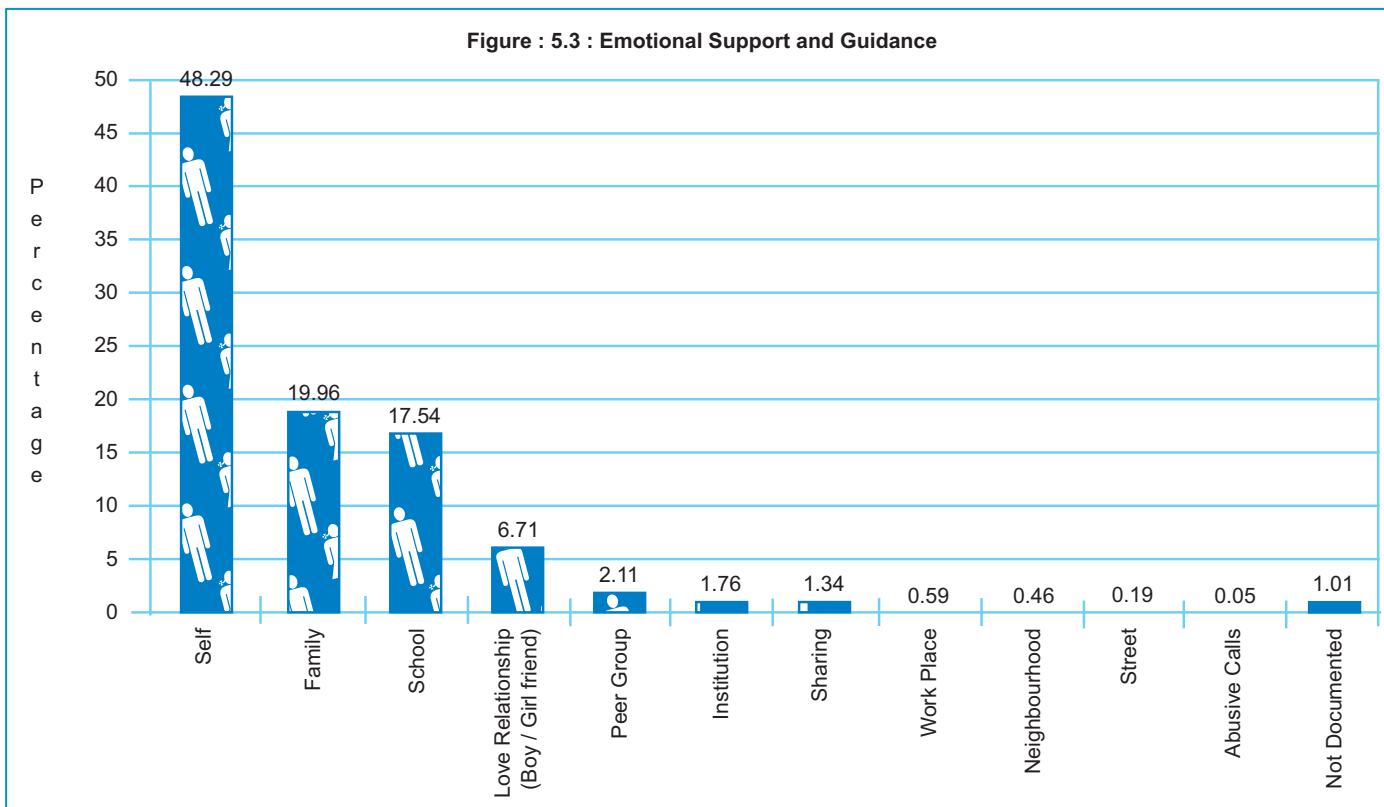
This section provides an overview of the analysis of Intervention Calls to CHILDLINEs across the country during April to December 2008. The interventions or assistance provided ranges from immediate needs like health and shelter to Counseling (in CHILDLINE terminology “Emotional Support and Guidance”). When a child gets in touch with CHILDLINE for a problem, the team may end up responding to immediate need like treating an injury. However, in a course of time they may discover that it is a case of abuse. And for long term rehabilitation, the child may

be provided alternative shelter. However in majority of cases, the case is documented as per the first need expressed by the child when he/she called the helpline. In some cases though, the team defines the case by the most significant problem of the child. Thus the summary presented here is not totally reflective of the multiple interventions that our CHILDLINE teams provide to the child. In the revised intervention form, attempt is made to capture the multiple interventions provided by the teams.

5.2.1 Children call up CHILDLINE seeking Emotional Support and Guidance

Calls from children needing emotional support and guidance or just someone to listen to them while they sort out their own problems, make up 27% of the total intervention calls (9,164) received during this period. Most of the calls are from children wanting to talk about self related issues and problems, minor

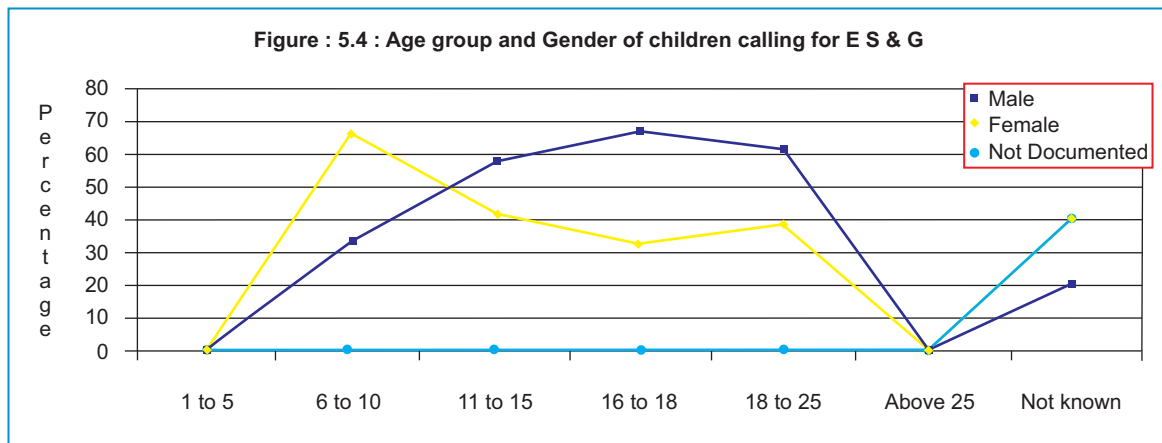
stresses and tensions, feelings of being confused and unsure. Within this category of calls, about twenty-five percent of the calls are study related, Children call up to discuss their fears about being unable to cope with the demands of the curriculum.



As the call data indicate, most of these children reside in buildings (as opposed to slums or chawls), which seems to indicate that these children come from a middle class background. While most of these calls are made by children who are struggling to deal with study and examination pressures, some children call because they are alone at home and are feeling a bit scared, while some call to discuss parental break ups. Increasingly, children are starting to call in between 3.00p.m. - 6.00 p.m., usually the time they get home from school and before their parents come home.

In a few cases, what starts off simply as a child wanting to unburden herself, slowly escalates into a much larger problem. For example, there have been a couple of calls from girls in the 15-18 age group, who start out talking about problems in school and then when they feel comfortable with the Team Member start to talk about what is really troubling them and that is that their parents are forcing them to get married against their will. In such cases, with the consent of the girl, the CHILDLINE Team Members will speak to the girl’s parents, and explain that marriage till 18 is illegal, and also convince the parents to allow

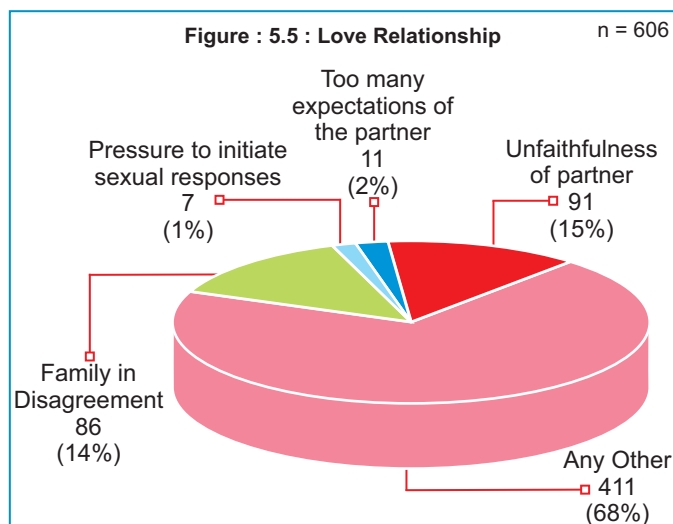
the girl to carry on her education. Fortunately, in all such cases CHILDLINE has been able to convince the parents into changing their plans. Follow-up calls from the girls to chat with the Team Members, give them a chance to know if the child is doing well.



As with the rest of the calls, the number of calls from boys far exceeds those from girls. Most of the calls come from children in the 11-15 age bracket. Data also show that the majority of the calls come in the late afternoon – early evening, typically the time that children return from school. Looking at these data, it appears that teenagers and those entering adolescence are looking for emotional support and guidance and are able to reach out and avail of existing services. Girls seem to call more between the age of 16 to 25, when such problems are more likely to emerge.

Currently about 7% of the calls in the Emotional Support and Guidance category are love and/or sex related. The majority of these calls seem to come from the 14-18 age group. Interestingly there are also a couple of calls from children in the 10-13 age group regarding problems in relationships of a romantic nature.

Unfaithfulness of partners and parental disagreement with the choice of partner seems to be the major reason that adolescents call up. To date, there are very few calls from children seeking sex related information. There are a couple of cases where young teenagers have called up seeking guidance in response to their partners demands to initiate sex. In all these cases the callers have been young girls in the 14-16 age group



Peer pressure is another common reason why children call up. Children speak about the strain they feel when being asked to comply with the demands of their peers that the child is not comfortable with. Some children also express feelings of insecurity about their social position in relation to their peers. Sometimes, the child has had a fight with a friend and just feels the need to unburden and have someone listen.

Table : 5.2 : Emotional Support and Guidance / Gender and Age group

E S & G	Female							Total
	1 to 5	6 to 10	11 to 15	16 to 18	18 to 25	Above 25	Not known	
Self	22	223	943	398	68	0	11	1,665
Family	34	144	405	185	65	7	4	844
School	9	60	465	117	6	1	3	661
Love relationship	0	2	72	119	25	0	2	220
Institution	1	4	56	8	0	0	0	69
Sharing	0	11	31	10	2	0	0	54
Peer group	2	7	33	26	4	0	0	72
Work place	0	0	6	4	3	0	0	13
Neighbourhood	0	4	5	4	5	0	0	18
Street	0	0	3	2	2	1	0	8
Not documented	2	5	17	6	6	0	1	37
Total	70	460	2,036	879	186	9	21	3,661

Table : 5.3 : Emotional Support and Guidance / Gender and Age group

E S & G	Male							Total
	1 to 5	6 to 10	11 to 15	16 to 18	18 to 25	Above 25	Not known	
Self	46	343	1,527	687	88	3	31	2,725
Family	59	175	482	181	53	2	8	960
School	3	94	621	197	9	0	6	930
Love relationship	0	1	100	249	40	0	1	391
Institution	2	5	75	10	0	0	0	92
Sharing	0	7	35	19	4	0	0	65
Peer Group	2	12	73	29	2	1	0	119
Work Place	0	2	31	6	1	0	0	40
Neighbourhood	0	3	15	3	3	0	0	24
Street	0	0	4	3	2	0	0	9
Not Documented	3	6	32	12	2	0	0	55
Total	115	648	2,995	1396	204	6	46	5,410

Families: Calls from children living in families and made from the home are most often regarding educational problems (15%) and to complain about sibling related issues (13%). Financial problems faced by the family, often coupled with alcoholism issues, account for about 20% of the calls.

Self: These calls may come from anywhere but most often the child will call from wherever the child calls home. About 26% of all calls for emotional support are calls related to feelings of emotional insecurity resulting from low self - esteem, such as a negative body image, negative feedback from peers.

Schools: In many places CHILDLINE has got special phones installed in schools that allow children to dial the 1098 number

easily. Calls coming from schools usually increase around examination time when children are under a lot of pressure. As yet, there are very few calls regarding bullying, or the feeling of being unwelcome among the peers.

Child Care Institutions account for just 2% of the calls which is a seemingly insignificant number. However, the fact that these calls are coming from institutions where the child will most probably not have easy access to phones, make these calls important. Also every call from a child in distress matters at CHILDLINE and so these calls are taken very seriously. The need to place phones at the disposal of the child in institutions, would help to check several malpractices where children are exploited neglected or even deprived of necessities..

5.2.2 Restoration

This is one service of CHILDLINE that is most called upon by the members of the allied system and other NGOs. Over the years, CHILDLINE has gained credibility and expertise in reuniting children with their families despite having very little information to work with.

Calls regarding restoration of children account for about sixteen percent of the total calls received. Over 90% of the children requiring restoration are in the 6-18 age group, more specifically (50%) of the children are within the 11-15 age group. The number of boys needing to be restored to their homes far outnumbers the girls, with almost 80% of the total calls coming from boys

The most common reason that children leave home is because of attraction to city (15%). About six percent of the children have left their homes because of abuse within the family which is of ten because one or both parents are alcoholic and there's domestic violence. Another six percent of the calls are from children who have come to the city in search of employment but have been found wandering about unsure of what to do.

In a rather unusual case for CHILDLINE, a man from a well to do family called up asking CHILDLINE to intervene in his marriage. He said that he and his wife were separated and that their divorce proceedings were going on. There was also a custody battle for the child. At present, the mother had custody and even though visitation had been granted to the father, the mother's family was refusing him contact with the child. Both parents had filed numerous cases against each other's families. The child was showing signs of strain from living in such a tense situation. The Team Member approached the counselor in the Family Court and slowly realised that the couple themselves did not have a problem with each other but were really the victims of inter - family disputes over money and other financial arrangements. After many individual and group sessions with a common mediator, the mother agreed to go back to her husband, with their child – the only condition being imposed by her family was that the husband comes to their home and requests her to return. Initially, the husband was very reluctant to do this but in the interest of his child and his family he ultimately did just that. Today, the family seems to have sorted out their problems and the husband, wife and their child continue to live very happily together. They thanked CHILDLINE for their help.

Table : 5.4 : Reasons for running away & age groups

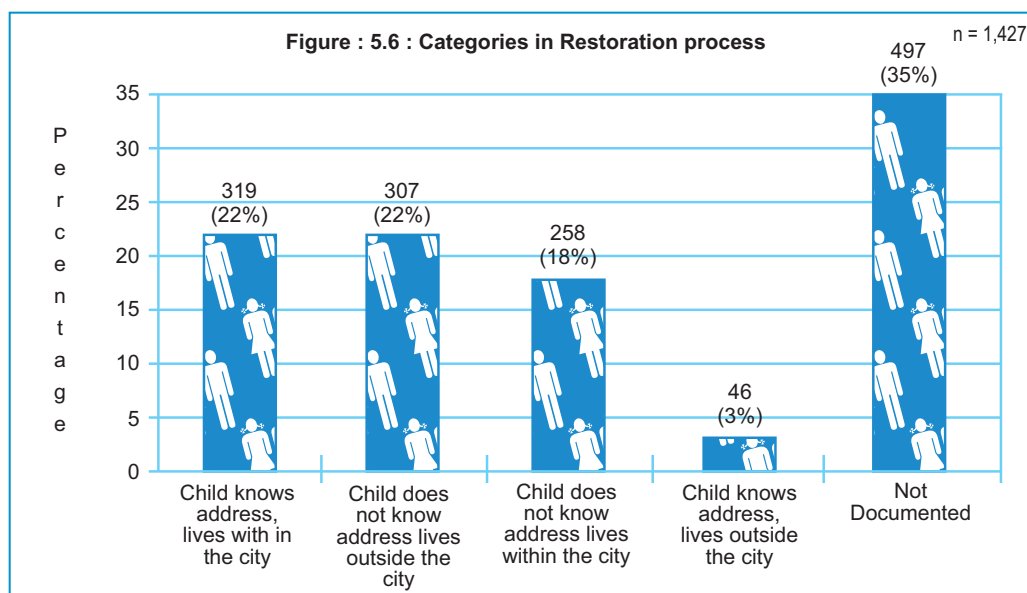
Reasons for running away from home and age group of children assisted	1 to 5	6 to 10	11 to 15	16 to 18	19 to 25	Above 25	Not Documented	Total
Abuse in the Family	12	58	127	25	3	0	2	227
%	4	4	4	2	5	0	5	4
Alcoholic mother/father	3	21	16	4	1	0	0	45
%	1	1	1	0	2	0	0	1
Attraction to city	97	297	426	62	5	2	4	893
%	31	20	14	6	8	33	9	15
Death of parents	4	29	40	12	0	0	2	87
%	1	2	1	1	0	0	5	1
Employment	0	44	155	36	4	0	0	239
%	0	3	5	4	7	0	0	4
Handicapped Parents	0	4	6	1	0	0	0	11
%	0	0	0	0	0	0	0	0
Parents do not want the child to study	2	5	25	16	2	0	1	51
%	1	0	1	2	3	0	2	1
School Pressure/Failure in exams	2	30	68	9	0	0	1	110
%	1	2	2	1	0	0	2	2
Quarrel with Family members	4	52	126	29	1	0	0	212
%	1	4	4	3	2	0	0	4
Step parents	1	14	13	5	0	0	0	33
%	0	1	0	0	0	0	0	1
Not Documented	189	922	2,107	814	44	4	33	4,113
%	60	62	68	80	73	67	77	88
Total	314	1,476	3,109	1,013	60	6	43	6,021

About 5% of the calls are regarding children under the age of 5. Most of the children in this group have been lost while travelling with their parents. In some cases, the child ran away from the home or school because someone had shouted at the child. In almost all these cases the child is still within the city when found by a concerned person who calls up CHILDLINE asking for help. In most cases the parents/relatives of the child have already started looking for the child and so CHILDLINE is better able to intervene and link the lost child to its original family. In a few cases, where the child has been deliberately abandoned and is too young to provide any details, CHILDLINE presents the child to the CWC.

These data are broadly classified into four categories as:

- Child knows address and lives within the city he/she called from or was found in
- Child does not know his/her address but lives in the city he/she is found in
- Child knows address and lives outside the city he/she called from or was found in
- Child does not know the address & lives outside the city
-

Unfortunately a large number of cases reported in ChildNET, the above details are not documented



This classification of data is not so much linked to the location from where the children come as it is based on the location where the child is found. Depending on whether the child knows his/her address and where the child’s home is actually located, the CHILDLINE Team will handle the case accordingly. At least 21% of the known cases are where the child does not know the address and the CHILDLINE teams have to work hard, use their skills to find out possible locations by gaining confidence of the child as talking with him/her.

Allied system, Protection mechanisms and the NGO network help restore the child back to his/her home.

At present majority of CHILDLINES are situated in cities because of the infrastructure needed. Hence, the case is registered in regard to the city that the CHILDLINE is housed in, rather than with reference to where the child came from. For example, a child from a village in Thane district may be found wandering in the city of Pune. So, in this case, the city in any of the above 4 mentioned classifications, would be Pune.

Some of the most challenging cases are when children do not know their home address. Sometimes, the child may speak only a particular dialect and may not be able to understand any other language. In cases such as these getting the child to give enough information to launch a proper search for the child’s home address is a major task. Often CHILDLINE Team Members will use personal contacts and all means possible to find somebody who can communicate with the child to ascertain his address.

Restoration is much more than just getting the child’s address and physically reuniting the child with his/her family. While, in a lot of cases, the child may have left home to either follow a dream of visiting a big city, or because the child got annoyed with the family and wanted to ‘teach them a lesson’, in many cases there are very serious issues that have prompted the child to leave home. In such cases the team members have to determine if returning the child to his/her home is really the ideal option or not. The Team Members then make it a point to speak at length to the parents/family and try to resolve the issue before restoring the child back home.

Sanya was found in Kolkata. Although she did not live in the city she knew where she came from but did not know how to get back home. Sanya, a 14 year old girl, was found wandering at the Debagram Bus stand, where her odd behaviour attracted attention. The police who were called to the scene immediately called up CHILDLINE and asked them to intervene. Sanya was able to tell them that she had been diagnosed with a mental illness since she was in Class-V. Her parents had started her treatment but then stopped and in her desperation to get better she had run away from home and come to Kolkata to see if she could continue her treatment. She told them she had been wandering around stations for the last two days. CHILDLINE first got Sanya admitted the Debagram Hospital where she was given immediate medical aid. Sanya was then placed in the temporary shelter home of Nadia CHILDLINE. After much interaction with Sanya, she gave the Team her address. CHILDLINE verified the address and then accompanied Sanya to her home. Sanya's parents were happy to see her. They said that they had not followed up with her treatment because they could not afford it. CHILDLINE offered their help to the parents to ensure that Sanya would get treatment on a permanent basis

All the calls registered in this section have a positive ending as the different CHILDLINEs in the country have been able to restore the child back to the family. Very often, two or more CHILDLINEs are involved in restoring a child back home. For example, a child might be found on a train going from city A to city B but may be living in city C that is not on the train route at all. In such a case, 3 CHILDLINEs may work together to get all the legal formalities done. Networking between CHILDLINE and with the allied system is crucial for CHILDLINE to be able to effectively restore the child to his/her home.

5.2.3 Shelter

Table: 5.5 : Reasons for need of shelter with Gender breakup.

Reasons for Shelter and Gender	Male	Female	Not Documented	Total
Child is abandoned	715	383	10	1,108
%	31	31	38	31
Child has left home	696	319	10	1,025
%	30	26	38	29
Parents/Guardians seek shelter/boarding	526	389	5	920
%	23	32	19	26
Child has left Shelter	202	44	0	246
%	9	4	0	7
Child is ill	44	25	0	69
%	2	2	0	2
Not Documented	125	64	1	190
%	5	5	4	5
Total	2,308	1,224	26	3,558

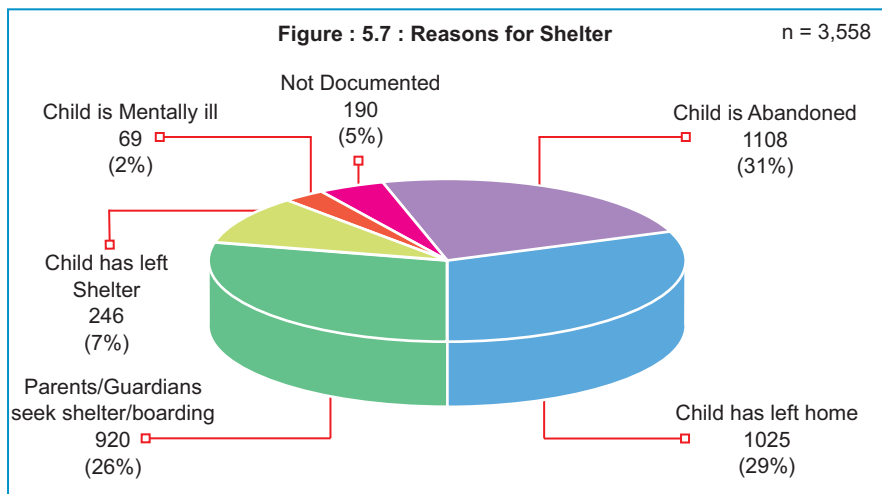
Calls from children seeking shelter or from persons reporting a child in need of shelter account for about 10 percent of all calls received.

Children need shelter when they have been abandoned or are lost and unable to find their parents and their way home or when they have been ill and need post hospitalisation care.

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

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

An unidentified person called CHILDLINE to tell them about Raju, a 14 year old destitute child living on the platform of Kharagpur railway station. Raju said he had left home when he was just seven and did not remember any details of his family other than that he was from Bihar. Raju earned his living by begging and sweeping trains. When CHILDLINE met him he was very malnourished and feeling rather hopeless. CHILDLINE admitted Raju to the Sub-Divisional hospital for proper care and treatment. He was then referred to the Midnapur Medical College hospital. However, the Superintendent refused to give free medical treatment to the child till CHILDLINE spoke to the Additional District Magistrate (G) and the District Social Welfare Officer and got it approved. Raju was later taken to Sadar hospital for more intensive treatment. Once Raju was completely well, he said he wanted to go back to living on the platform. He had no interest in returning home. CHILDLINE, therefore, linked him with a school for platform children where his case will continue to be followed up by CHILDLINE till he is a young adult and able to assume complete responsibility for his own well being.



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

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

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

About 14% of the cases are children who have runaway from home because of abuse by the parents, most often the result of alcohol abuse within the home. In about 6% of the calls, the reason the child has runaway is because of abuse and/or neglect by a step parent. In about nine percent of the cases, the children need shelter because both the parents have died. In such cases, sometimes, the child comes himself/her self, while, sometimes, the relatives of the child seek help. Some children run away from their homes because they are attracted to the city.

A lady called CHILDLINE about this little boy who was wandering about all alone for the last few days. The caller said that she and another lady had been feeding and watching out for the child for the last couple of days expecting his parents to come for him. However, as it looked like the child was either lost or abandoned, they finally called CHILDLINE. When the Team Members reached there, the child would not speak to them and it took them some time to realise that the child was unable to speak or hear. They took the child back to the CHILDLINE office, filled in the necessary documentation and started trying to look for the child's family. The boy looked like he came from a relatively well off family, he was able to insert a CD in the computer and watch a documentary which he then enacted again for the staff. He also went out into the compound and collected limes from the tree and made limbu paani for all. CHILDLINE turned to the Regional Handicapped Rehabilitation Centre for help in trying to understand the boy. However, who was reluctant to give any details of his family indicating only that his relative had died of a snake bite. As the child was unable to give any more details of his family and as there was no one looking for the boy, the CWC eventually committed the child to Ujjain's "Children's Home for Boys" while efforts to trace his family continued. Medical tests showed that the child had lost his hearing due to an infection in his ear. The Regional Rehabilitation Center provided an earphone for the child. The boy slowly got used to the earphone and used it most often to listen to music. While they were in the process of transferring the child to Ujjain, the Team met with Mr. Joshi from another NGO Bachpan Sanstha, who said that they had found the child's parents. So the Team contacted the said family who arranged to come over. Tragically, for everyone, they were not the boy's family and ultimately little Manu had to be placed in permanent care at the Ujjain Government's Children's Home for Boys

5.2.4 The community reaches out to CHILDLINE for help in medical related cases

Medical related calls account for about 15 percent of the total calls received during this time period. Most common problems needing medical attention are from street children with cuts and wounds and fractures. Often, street children will call up CHILDLINE to inform them about a friend of theirs who has been injured in an accident or as the result of a fight. While some of these cases are relatively minor, requiring a visit to a regular OPD for some first aid and regular non-prescription drugs, in some cases, the injuries are quite serious requiring emergency medical care.

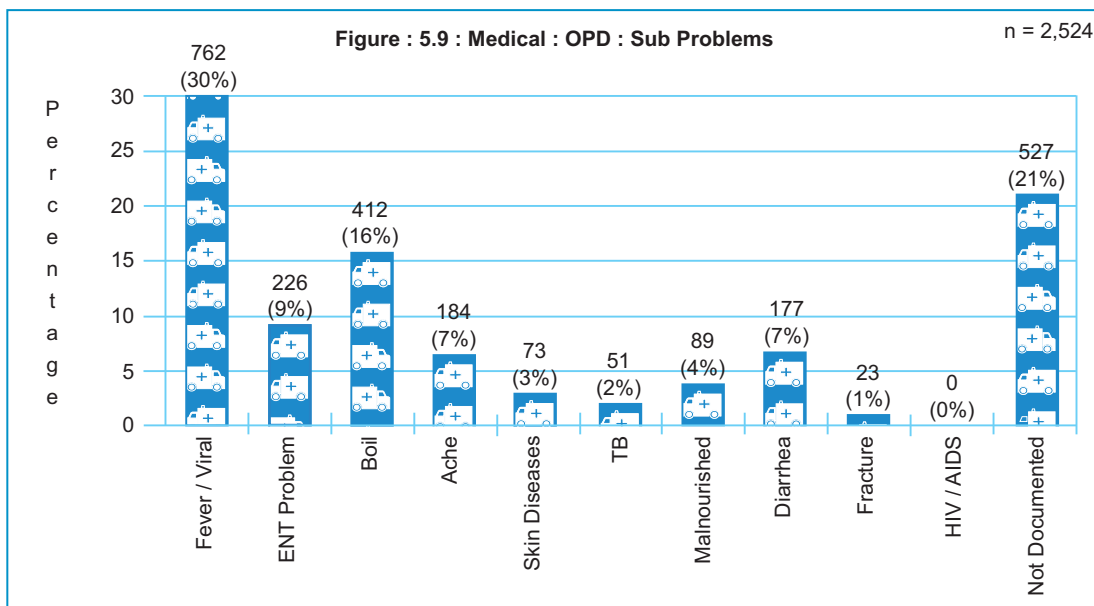
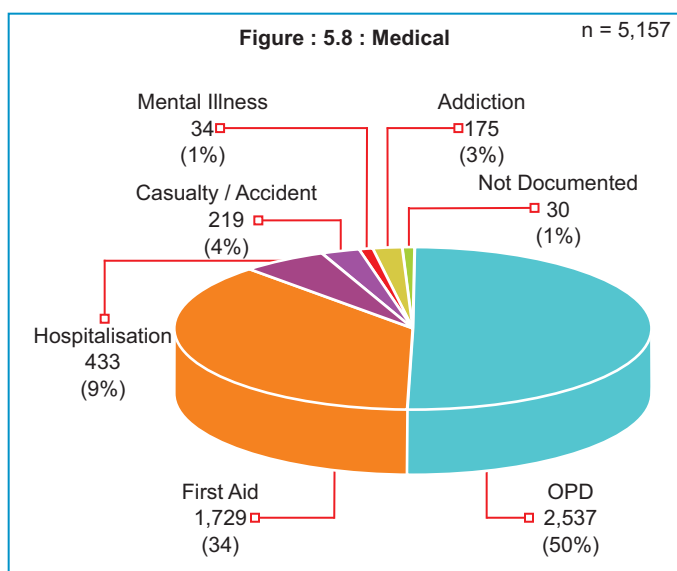
Medical related calls form the bulk of the intervention calls received by CHILDLINE. Given that a Team Member has to reach the child and take the child for at least one visit to a hospital, medical cases are physically very time consuming.

Addiction

While a lot of the street children abuse chemical substances (the most preferred chemical of choice are liquids that are used to thin paint), there have been a few cases where the child has been unconscious as a result – lying by the road, very ill and needing immediate medical care. The procedure is to first inform the police and get them to assist in transferring the child to a hospital. CHILDLINE’s role then is the provision of supplementary care and nutrition. They also undertake regular follow up & play important role in linking up the child with rehabilitation.

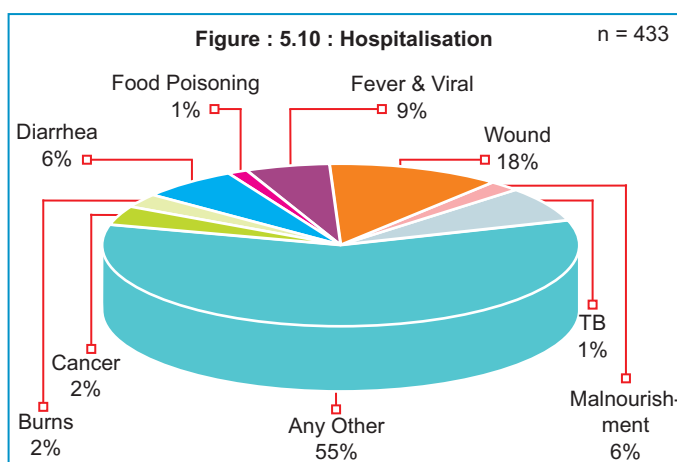
First-aid and emergency care

Most often children living on the street tend to ignore medical symptoms till they are really serious and only then they will call for help. A majority of the calls, about forty percent, are for first aid for wounds and injuries. Another twenty percent of the calls that come in are for regular complaints such as headaches and stomach aches, while fevers and viral infections also account for about 20 percent of the calls. CHILDLINE workers usually adopt the policy of taking the child to the casualty section in a government run hospital, where they can avail of immediate medical care. If the complaint turns out to be a minor problem, the Team Member stays with the child till the complaint is attended to and then the child returns to his/her home on the streets. Most times, the child returns for a couple of visits to the hospital through the Out - Patient Department (OPD). If the case turns out to be more serious, usually in the case of fevers and viral infections CHILDLINE admits the child to hospital and takes charge of the case. It is very much a concern that 21% of calls are undocumented even if the call purpose was minor.



Hospitalisation

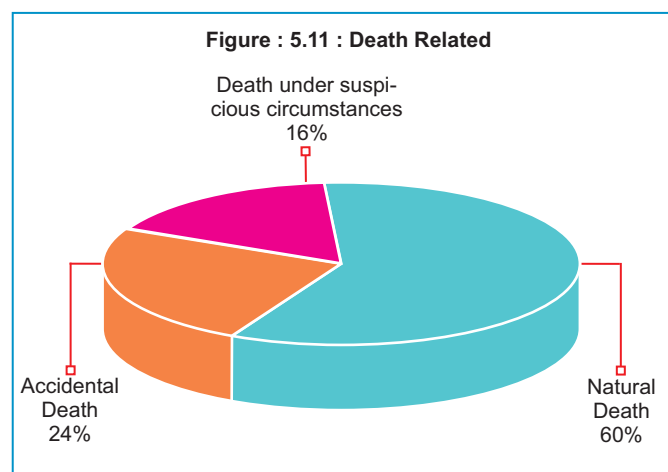
In cases where children have to be admitted to a hospital for treatment, CHILDLINE will assume responsibility for the case if the child is a street child or has no parents/guardians. CHILDLINE will arrange for someone to be with the child round the clock while the child is in hospital and will provide supplementary care and nutrition. When the child leaves, the hospital will arrange to provide the child with halfway home care facilities. If the child refuses to be restored to his/her own home, once he/she is well, the child goes back to living on the streets as before. Wounds and fractures, malnutrition, TB and diarrhoea account for about 30 percent of the calls.



CHILDLINE also receives calls from parents and relatives asking for monetary support and help when a child has been diagnosed with cancer or other life threatening illness and medical conditions that require expensive medical care. CHILDLINE connects these families with charities and institutions that provide financial support for medical purposes and assists the families in accessing these charities.

Death related calls

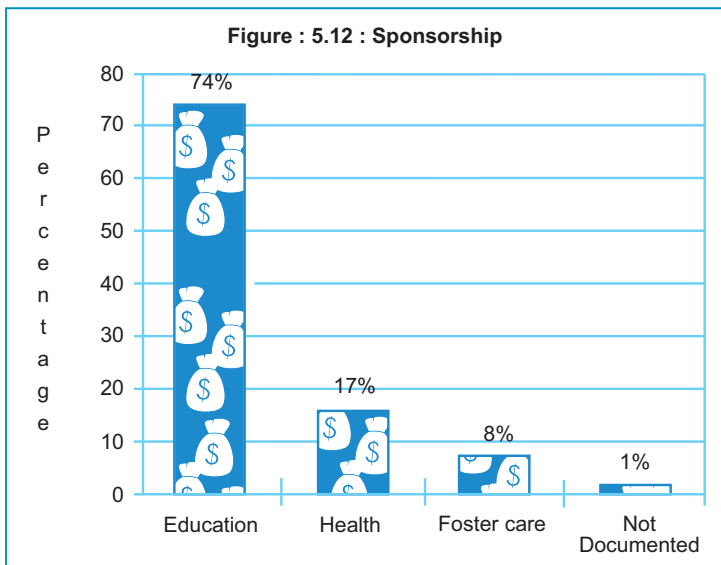
Not very often, but sometimes by the time CHILDLINE is called in to assist on a case, it is too late and the child dies. In most cases, the child succumbs to an illness with malnourishment being a major contributing factor. Sometimes relatives or concerned persons call up CHILDLINE to tell them of a child who has died and that there is no one to pay for the death ceremonies. In such cases, either the child is living alone on the streets or the parents/family/guardians are also unable to pay for the child. In cases where CHILDLINE's support is needed for children who have died, CHILDLINE first ensures that all the legalities are in order and then takes on the responsibility of providing a decent burial/cremation according to the religion of the child, if it is known.



Emotional stress is very high for the Team Members, particularly in cases where the Team has been interacting with the child before his/her death. In the last ten months, CHILDLINE Teams across India have had to cope with the deaths of 55 children

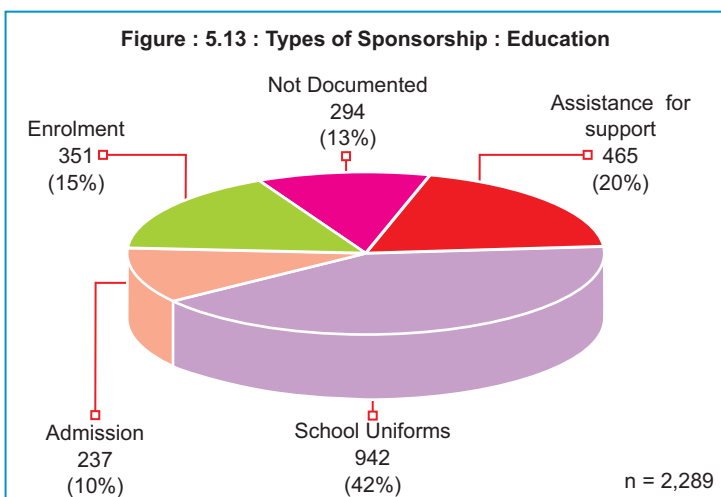
Chetan Sakpal, and his sister were found in a critical condition on Borivali station. He was suffering from a serious respiratory infection. CHILDLINE staff registered a NC in the Borivali Railway police station and then took him to Bhagwati hospital for treatment. After the treatment, accompanied by the police, the staff took Chetan and his sister to the Observation Home in Mankurd at 09:00 p.m. However, all attempts to get the superintendent of the Observation Home to admit Chetan failed as she said the child was obviously very ill and the Observation Home has no resident doctor or any other medical facilities. The home admitted Chetan's sister Chetan was readmitted to the hospital around 11:00 p.m. Chetan was diagnosed with TB and severe malnourishment. A week later, his case was presented to the CWC who directed Chetan be transferred to TB hospital at Sewri. As Chetan was all alone, the CHILDLINE staff was his only caretakers. Later through talking with him, they found as that Chetan's mother had immolated herself and his father had abandoned the children leaving Chetan and his sister to fend for themselves. The staff provided him with supplementary nutrition and clothes and accompanied him through all the medical investigations that had to be done. While Chetan was in hospital receiving much needed medical care, the CHILDLINE staff started trying to locate Chetan's father. They wrote a letter, highlighting the details of the case, to the local police station. It turned out that Chetan's father was in jail for petty theft and, fortunately for all, was to be produced in court the very day the letter reached the police. The police were very cooperative and mentioned the plight of the children in the court hearing. The CHILDLINE staff, who were also presented at the hearing, also spoke to the magistrate. As a result, Chetan's father was released within two days. He said he had no intention of abandoning his children but while he was in jail his relatives had told him that his children were dead. When he went with the staff to visit Chetan in the hospital, Chetan was so excited that ill as he was he launched himself off his bed into his father's arms. It was a very emotional moment for every one present. Chetan was eventually admitted to the Children's Home where he and his sister will continue to stay till their father has been able to rebuild his life.

5.2.5 Calls requesting CHILDLINE for Sponsorship assistance



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

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



Sponsorship for education: Calls asking for sponsorship of education related expenses account for 75% of all calls in this category. Most of the callers ask for help in purchasing school uniforms and other school materials needed by the child. Some of the calls are to ask for help in obtaining birth certificates for the child.

This is a common problem with migrant workers who wish to admit their children in school.

A few parents also call CHILDLINE to ask for help in getting the IQ tests done for their children

Health/Medical Sponsorship:

About 17% of the calls received are for financial support for health/medical. These cases are mainly for cases with major health problems for which they cannot get free service from general hospitals. These also include cases of organ donation or heart surgeries.

Vivek lived with his mother who supported them by working as a tailor. Vivek was diagnosed with a hole in his heart and the surgery he needed was beyond their reach. Vivek discontinued his education and stayed home while his mother worked and tried to find the help her son needed. A teacher from Vivek's school knew about CHILDLINE and called up for help.

CHILDLINE first approached the hospital to see if the cost of the surgery could be brought down. They also approached a number of trust funds and charitable institutions. One of the CHILDLINE volunteers, a cable operator, offered his help in telecasting the case on the cable network.

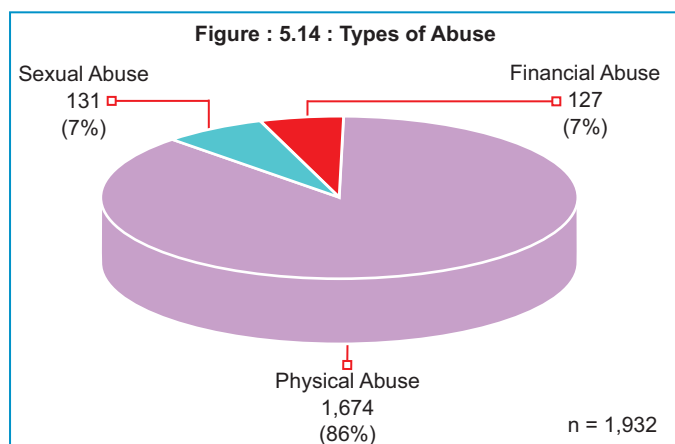
Through their relentless efforts, CHILDLINE managed to bring down the hospital charges by fifty percent. Money poured from all corners and many well-wishers generously helped raise the money. The child was operated on successfully. He is slowly recovering his health and getting back to living the life of a happy twelve year old.

Foster care: Accounts for about 7.7% of the total calls. Foster care is provided for children without parental support or even cases where children are living in an environment which is not conducive to their well being and growth.

Under the foster care program, CHILDLINE will help identify a relative of the child who is willing and able to take care of the child. In some cases, the relative may be willing to assume guardianship of the child but lacks the financial ability to support all the needs of the child. In such cases, CHILDLINE will link the child and the proposed guardian to another agency that will handle all the details of making the relative into the legal guardian of the child and ensuring that the child and the guardian receive the financial support allocated for such cases under the relevant government scheme.

5.2.6 Child Abuse :- protecting children from abuse and neglect

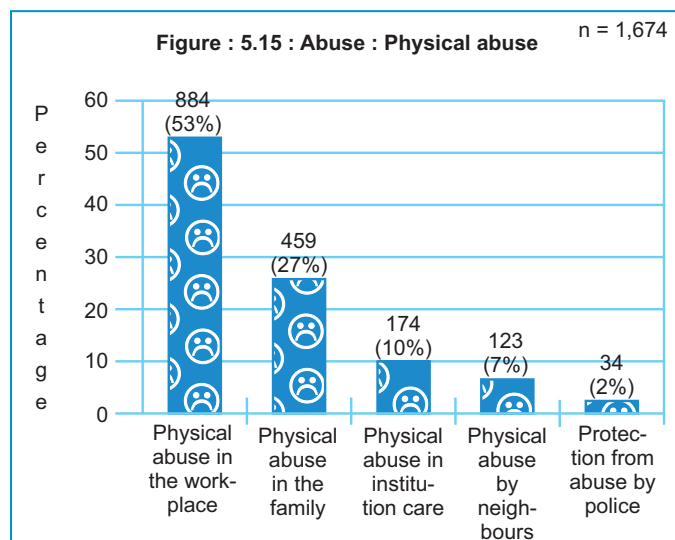
To date, the percentage of calls regarding Child Abuse still seems relatively low, averaging at about five percent of the total calls received. However, given that these calls are about children, who are being put through needless pain and torture, even one call is considered of great importance and is responded to with sensitivity and urgency.



The rehabilitation and well being of the child is the top most priority, even if need be at the cost of prosecution of the guilty.

Within this section calls are classified according to the type of abuse mainly physical abuse (86% of all abuse related calls received by the helpline) and sexual abuse (7%). Based on past experience CHILDLINE has identified two new categories of abuse i.e. financial abuse (7%) and abuse by the police (2%).

Physical abuse is categorised as beating with fists and/or with an object, bruising and wounding. There is no significant gender difference in physical abuse, with both boys and girls being equally vulnerable. Physical abuse in the family (by parents, step parents and siblings) is often cited as a reason for children running away from home.

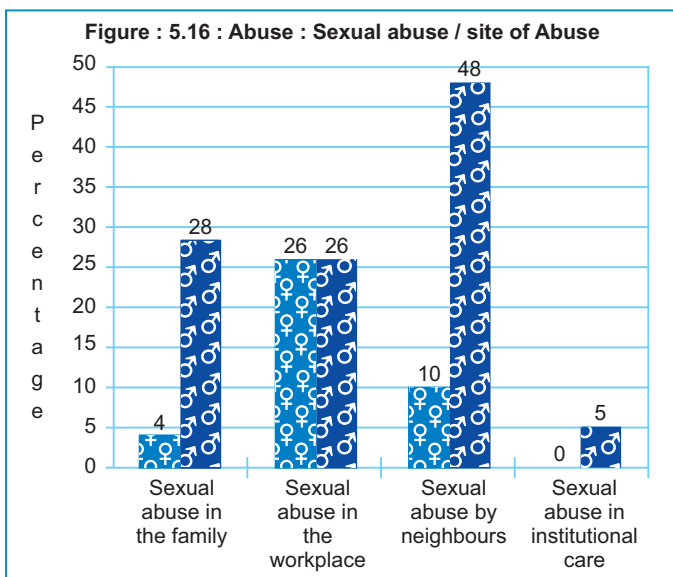


In this publication these incidences of abuse are looked at to see how frequently they occur within different settings such as within the family (27%), and in child care institutions (10%), workplace (53%). Typically though not always, physical abuse, which most often means severely beating the child, occurs within families where one or both parents are given to alcohol abuse. Often within these families, there are also serious financial issues that put an additional strain on the family. Children in such families are often completely neglected, have poor nutrition and are forced to look out for themselves and their siblings. Younger children are also victimised by their older siblings, and children from families, where the parents) is not a strong figure, are also often victimised by neighbours.

Physical abuse by the family: Satyajit was studying in class IX in Agartala. Satyajit's mother is not mentally sound. Satyajit's sister Sutapa told CHILDLINE that their father Swapan Ghosh not only did not support the family but would beat and abuse them all the time. One day, due to acute hunger Satyajit had stolen some money from his father for which he was beaten up mercilessly by his father, who then took him to Kolkata and abandoned him on the station.

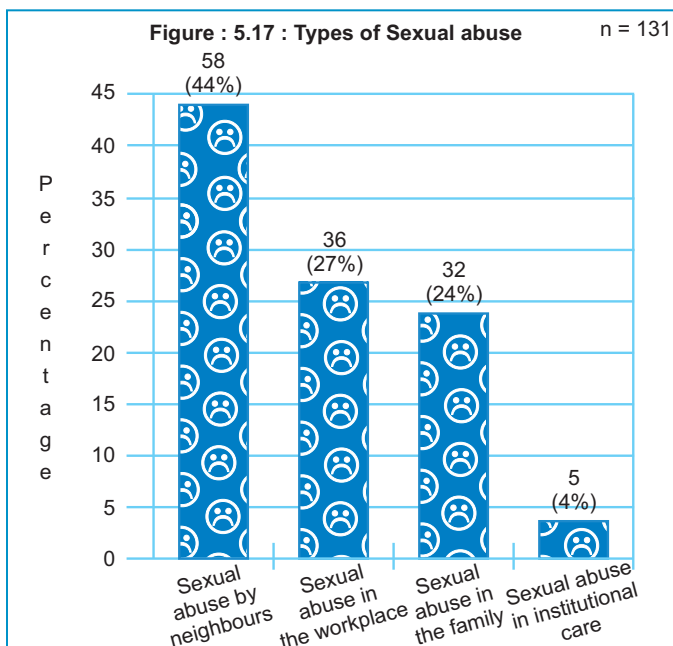
CHILDLINE Agartala received a call from CINI Asha CHILDLINE (Kolkata) in relation to the restoration of Satyajit Ghosh. When the CHILDLINE Agartala Team Members reached Kolkata, they immediately produced the boy before the Child Welfare Committee. As per the Child Welfare Committee's instruction he was admitted to the Anwasha Child Protection Centre in Agartala for temporary shelter. The Team then met with the father who refused to take the child back. The CWC requested the police to intervene. Initially, the police did not bother to respond, but an order from the Secretary of the Chief Minister (the CWC was able to use a personal contact to get his done) and the police immediately went to the boy's home. However, both times, the father hid from the police. Finally, the police dressed in civilian clothing went to Satyajit's home and were able to bring the entire family to the police station. Immediately, CHILDLINE was asked to bring Satyajit to the police station. The police made Satyajit's father give a written promise that he would take care of his family and then the whole family went home. Satyajit was happy to be reunited with his family. CHILDLINE is following up on this case.

Sexual abuse includes forced touching and petting, making lewd comments and inappropriate propositions to the child, forcing the child to perform sexual acts, or watch sexually explicit material. The most violent form of sexual abuse is rape.



Within the period focused on in this publication, CHILDLINE has been called on to intervene in very few rape cases. After looking at the different situations in which children are at risk to sexual abuse and rape, i.e., within the family, at their places of work, in institutions, it appears that in most cases children have been raped by neighbours, people they know.

As regards the places of work (27%), the maximum number of calls has come from children, particularly girls who are abused in private residences, where they have been employed as domestic help. They have complained of sexual harassment, and such as being forced to endure inappropriate and unwelcome sexual advances, and forced touching.

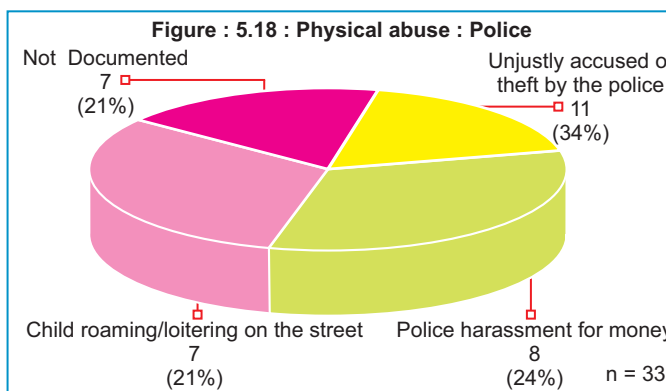


CHILDLINE has intervened in a couple of cases of children residing in institutions who have complained of sexual harassment. Although the number of calls are very low, this is still a cause for concern as it indicates the possibility that many more children could be at risk of abuse or are being abused. However given the closed door situation in an institution these children might not be in a position to complain, especially if the abuser is in a position of power within the institution. The Institution that is supposed to be the protector become the culprit/abuser.

Sexual abuse within the family: *Gigi is a 13 year old, studying in the seventh grade. Her mother and brother had committed suicide four years ago. Gigi and her sister were staying with her step - father. A nun from the school where Gigi started called CHILDLINE and informed them that Gigi was being abused by her step - father and had been aborted twice. When the Team met Gigi, she was very withdrawn and non - communicative. Slowly, she gained some trust in the Team and was able to tell them her story. Gigi told them that the first abortion was done at home with the help of tablets, while the second abortion was done at a clinic.*

CHILDLINE filed a petition with the CJM (Chief Judicial Magistrate) who directed the District Police Superintendent to further investigate the case. CHILDLINE Team Members went to the Juvenile Court in Muttikulangara, Palakkad District, and met the District Probation Officer (DPO) as well. The DPO submitted the social investigation report to the CJM. Subsequently, the CJM ordered the arrest of the step - father and directed the DPO to take away the children. Eventually, Gigi and her sister were given shelter in Providence Home, Palakkad.

Protection from police is a category of abuse created by CHILDLINE. Within this category are those children who are subjected to abuse from the police. Most often, street children are abused and beaten up for minor complaints or they are picked up on charges of loitering and put into jail and forgotten. Children who sell items on trains, railway stations, the streets, are also often subject to beatings and/or getting their earnings confiscated by the police. CHILDLINE has received calls from street children asking for help in many such cases.



Financial abuse is another category that was created by CHILDLINE during this period. In this context, financial abuse mainly refers to cases where children who have been working are deprived of their earnings by either the employer or by their own families. This category of abuse cuts across all forms of work that a child may be doing legally and even in cases where children are forced into child labour. Often employers promise to pay a certain wage and then renege on the deal, paying a lower wage or withholding payment completely. Sometimes employers pay an agent directly and the child (and the family) might not receive any money at all. In these cases, CHILDLINE places emphasis on rescuing and rehabilitating the child first. Whenever possible, CHILDLINE will try and recover the past wages from the employer and, in more recent cases, CHILDLINE has been able to successfully prosecute the employers of underage of children (below 14 years).

Protection from Abuse from Police: Late one November night a CHILDLINE team interacting with children at the New Delhi Railway Station platform noticed a constable from the Railway Police Force Staff beating up some of the street children on the platform. The CHILDLINE team member immediately tried to intervene but the constable was very rude and said he was just doing his job. Attempts to contact the Sub Inspector of the Railway Police Force and the Head Station Officer met with a similar response. The CHILDLINE staff members tried to admit the children to the hospital but the hospital authorities insisted that the Inspecting Officer from the Government railway police had to be present. Again repeated attempts to contact the GRP failed to get a response. Finally three policemen contacted by dialing 100, came to the hospital and the medico legal examination was completed.

5.2.7 Calls reporting children who are missing from home

About a tenth of the total calls received by CHILDLINE during this period were in regard to missing children. Under this category, there are two main sub-categories:

(i) Calls about children who have been found wandering about and confirm that they are lost and (ii) calls received from parents saying that their child is missing from home. In the case of children who are lost, the calls may come from a concerned person who has found the child or sometimes the child him/herself will call up asking for assistance. These children are also sometimes found by CHILDLINE workers while they are conducting an outreach program at the railway stations etc.

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

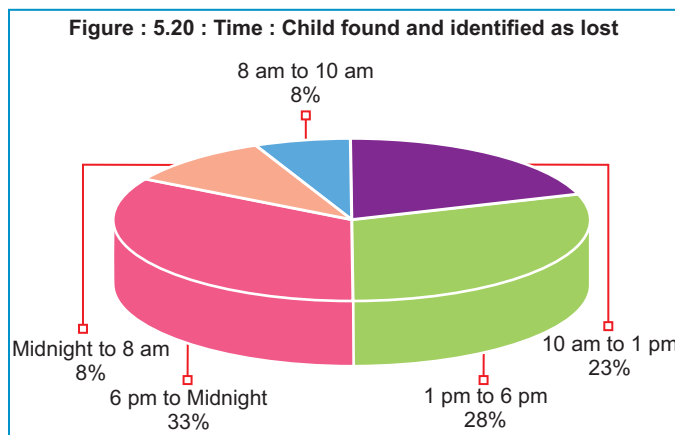
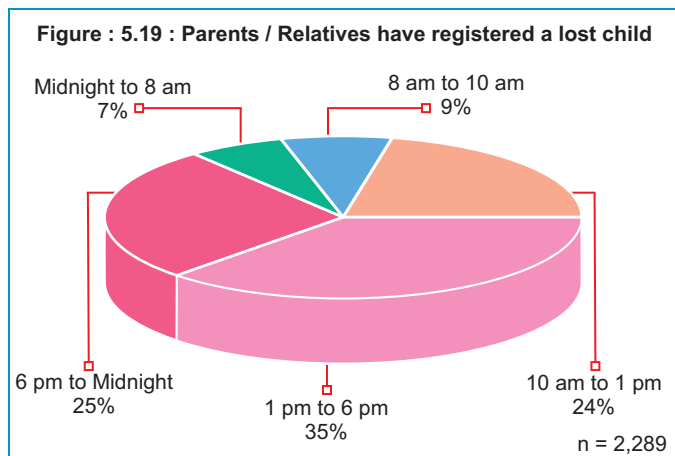
Age, gender and life situation of children listed as missing from home

Existing data indicate that the number of boys missing is consistently higher than the number of girls, across all age groups. Over two - thirds of the girls missing are in the 1-10 year age group. With boys however, the high-risk age group appears to be between 11-18 years. This category accounts for two-thirds of all the boys listed as missing in the 10months covered in these data. In age group the number of calls received from parents reporting their children lost are higher than for any of the other age groups. This combined data seems to indicate that children in this age group have run away from their homes for a number of reasons, which range from a desire to see Mumbai to being victims of abuse at home.

Why children go missing from their homes

Although the recorded data often has many gaps when looking at the reasons the child went missing, one common reason that children have left their homes appears to be emotional problems. Either the child feels he/she is being neglected or had a fight with one of the parents.

Time of calls



Over 60% of calls of all calls received from parents come in the latter half of the day, from 1.00p.m. - 12 midnight. Coincidentally, this time slot also sees the maximum number of children, again about 60% of the total number of children who are found and identified as lost.

Location of calls

Almost a third of all children missing come from pavement and/or slum dwellings. Another 10 to 15% of children are reported lost from their places of work.

A caller called CHILDLINE Mumbai to report the case of his nephew who had been missing for 4 days from Santacruz East. The caller had earlier been an anchor and host at one of CHILDLINE India Foundation's Resource Mobilisation events. The family had already registered a complaint with the nearest police station. Fortunately, a CHILDLINE Team Member had conducted outreach activities in the western part of Santacruz area. During outreach, he had come across a child who was given shelter in a plumber's house. The child had said he had run away from Solapur as his alcoholic father was constantly abusing his mother and him. He had been staying at the plumber's house for the last 4 days. The plumber had, on a previous occasion, met a CHILDLINE Team Member during outreach and had noted the 1098 number in his diary and so he had called CHILDLINE to tell them about this child.

That very night, the same Team Member received the call about the missing child. When he visited the caller's family he saw the child's photograph, and recognised him as the same child he had met at the plumber's house the previous day. He took the family to meet the child. The boy's family was thrilled to identify their child. The Team Member spent some time with the family and the child to try and work out issues that led to the child running away from home. The child said he was annoyed with them for scolding him and so decided to leave home. The boy's family thanked CHILDLINE for their quick intervention where even the police had failed to locate the child.

north zone



Table : 6.1 : City - wise Distribution of calls in Northern Region

	Medical	Shelter	Restoration	Protection from Abuse	Death Related	Sponsorship	Missing		E S & G	Total - I	Information and Other Calls	Total - I & II
							Child Lost	Parents ask Help				
Delhi	45	203	117	304	2	27	460	752	541	2,451	1,33,815	1,36,266
Uttar Pradesh												
Allahabad	72	40	105	3	1	136	8	38	46	449	27,375	27,824
Chandauli	47	7	129	1	2	3	160	34	62	445	3,243	3,688
Gorakhpur	17	20	107	36	0	0	24	62	15	281	24,876	25,157
Kanpur	2	38	108	12	1	0	26	36	22	245	24,192	24,437
Lucknow	26	52	238	14	0	4	78	119	19	550	39,977	40,527
Meerut	352	7	11	5	2	42	17	7	16	459	4,032	4,491
Varanasi	59	63	106	16	1	4	42	36	34	361	33,982	34,343
Rajasthan												
Alwar	13	24	0	9	0	6	58	28	595	733	11,435	12,168
Jaipur	703	181	118	55	3	0	82	75	476	1,693	18,328	20,021
Kota	12	18	36	7	0	1	19	30	21	144	3,277	3,421
Udaipur	290	21	19	82	0	24	23	28	52	539	31,772	32,311
Jammu & Kashmir												
Jammu	9	2	4	0	0	1	12	3	19	50	6,442	6,492
Punjab												
Chandiragh	584	49	0	21	0	217	16	1	573	1461	3,243	4,704
Himachal Pradesh												
Shimla	37	32	56	20	0	29	4	15	41	234	2,199	2,433
Haryana												
Gurgaon	0	9	6	2	0	0	21	3	23	64	18,246	18,310
Total	2,268	766	1,160	587	12	494	1,050	1,267	25,55	10,159	2,52,619	3,96,593

(Data Source : Monthly Report)

Northern Region

North region covers CHILDLINES in 16 cities (managed by 21 collaborative organisations) in the states Delhi, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan and Jammu in J & K. The total number of children assisted in the region was 7,475.

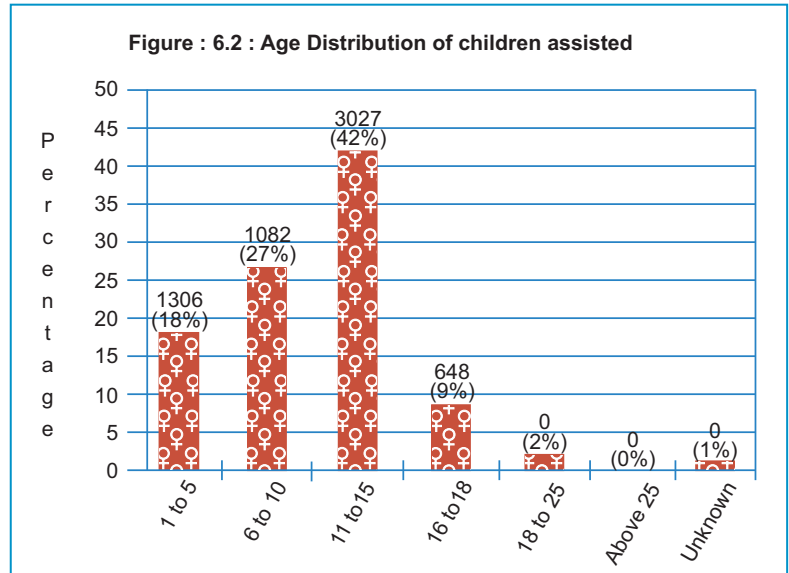
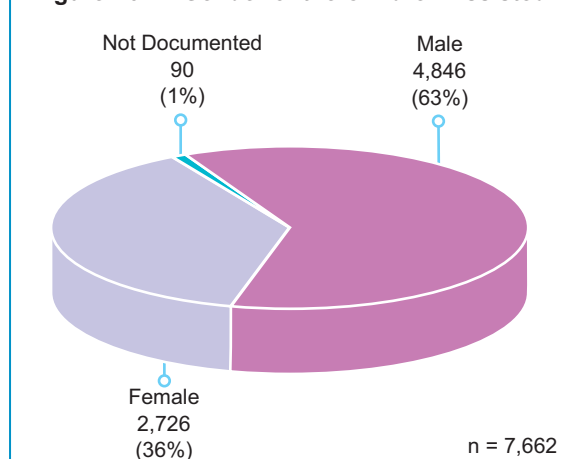
Profile of the Children Assisted

Table : 6.2 : Age and Gender-wise Break up of children Assisted

	Male	Female	Total
1 to 5	977	329	1,306
6 to 10	1,635	347	1,982
11 to 15	2,570	457	3,027
16 to 18	628	56	684
19 to 25	151	6	157
Above 25	19	1	20
Unknown	78	2	80
Total	6,058	1,198	7,256

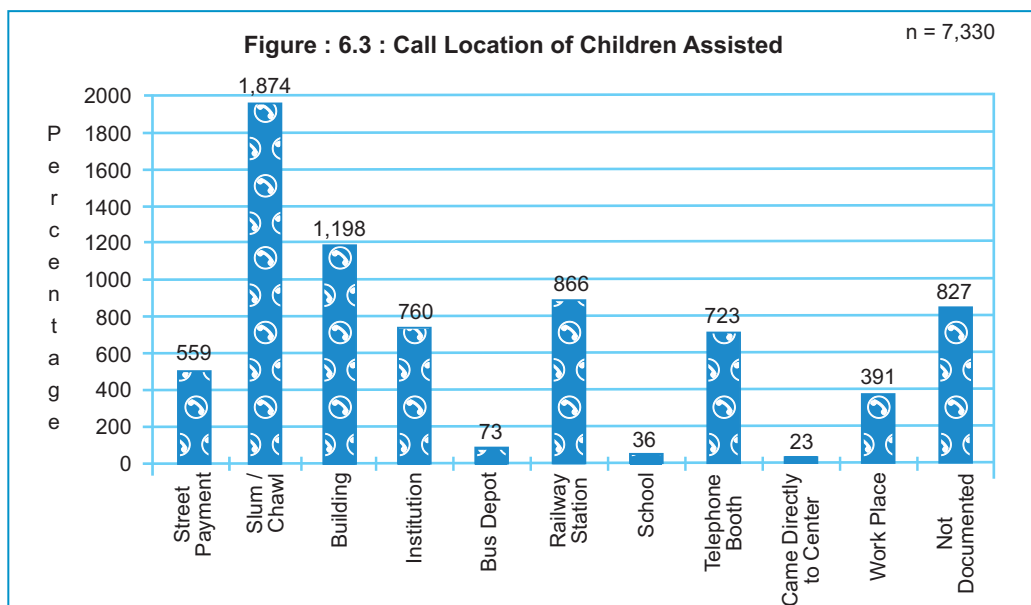
In comparison to the national data, in the north, the gender break up is even more skewed, as 83% of children assisted were male. As a large number of run-away children and street children are boys, these figures explain the phenomenon. Also, another distressing fact is that the chances of restoration or tracing back for the girls who are trafficked are much less. Many of them are not even able to access services like CHILDLINE.

Figure : 6.1 : Gender of the Children Assisted



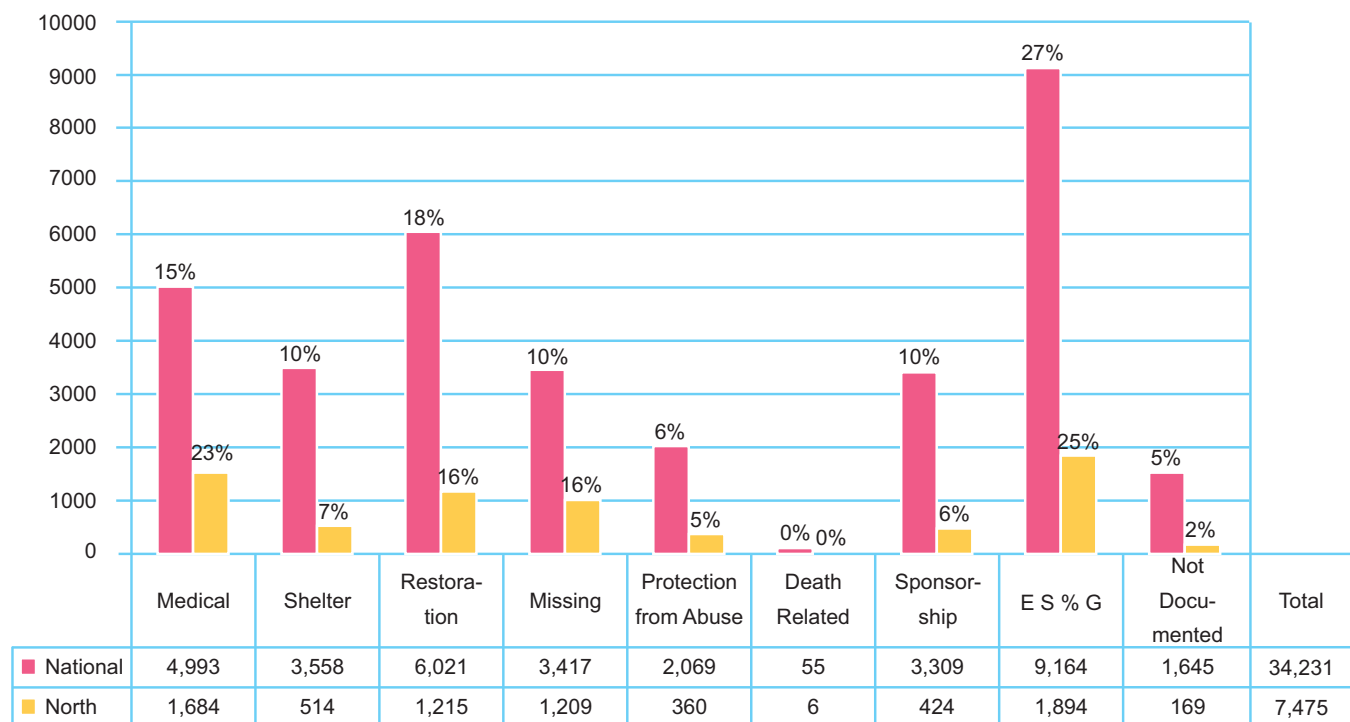
The age group clearly is dominated by children in the age group of 11-15 years (42% of children). This is the age group when children are left alone or as street children, this age group comes closely in touch with CHILDLINES in public spaces like pavements, railway stations and bus stations. In the earlier age groups like 1 to 5, most of the assistance is for medical and then shelter.

Large number of calls is coming from slums or chawls where the children reside. Very few cases came from schools, which could possibly be due to lack of access to phones in the school setting.



A substantial number of calls (876) were also from institutions which could be the shelter homes where the children reside or other NGOs who are aware of the type of services that can be accessed through CHILDLINES.

Figure : 6.4 : Distribution of Calls by Intervention Types in the North



(Source : ChildNET)

As seen above, Emotional Support and Guidance cases are the highest number of calls (25%) that CHILDLINES in the North have responded, to which is more or less similar to the national figure. However, these CLs have assisted a large number of children for medical assistance (1684 or 23% of calls). This could be due to a large number of street children in Delhi & NCR region, who normally contact CHILDLINES for medical assistance. This is also indicative of the difficulty that children have in accessing these facilities directly, where a letter or referral from CHILDLINE helps them get better service. The other major category is of restoration cases. Even in terms comparison to national figures, the medical cases have been higher in this region. In addition, the number of cases reported missing is also much higher than

the national figure. This is also indicative of the incidence of trafficking in the region. A large proportion of these children were reported in Delhi and in Gorakhpur, where trafficking across Indo-Nepal border is common.

The other major category of assistance is of restoration. These are cases of children who may have run away from home and after coming to the cities want to go back home. In addition, the number of cases reported missing is also much higher than the national figure. This is also indicative of the incidence of trafficking in the region. A large proportion of these children were reported in Delhi and in Gorakhpur, where trafficking across Indo-Nepal border is common.

Intervention Case

CHILDLINE Gorakhpur's community awareness programme with the coolies at Gorakhpur railway station results in the lives of 4 women and girls being saved from the evil clutches of human traffickers...

During the awareness programme CHILDLINE staff had informed the coolies that Gorakhpur Railway Station being on the border of Nepal and Bihar was the place through which many traffickers with their victims passed through. CHILDLINE therefore requested the coolies to support their efforts to prevent girls and women being trafficked for the purpose of commercial sexual exploitation. All coolies present in the meeting promised that they would support CHILDLINE to combat traffickers.

Within a week of the meeting CHILDLINE Gorakhpur received a phone call from a coolie, informing them that two traffickers with four women and three girls were at the station and were heading to Mumbai. CHILDLINE team members rushed to the station, met the coolie and assessed the situation. They noticed the men who were keeping a close eye on the women. The CHILDLINE staff informed the Government Railway Police (GRP) who acted immediately. The GRP was able to catch one of the traffickers but the other escaped and the women and girls were also taken into custody till 5 p.m. and later released to CHILDLINE. The trafficker who was apprehended was with the GRP but the latter were reluctant to lodge a FIR.

CHILDLINE placed the women and the girls in temporary shelter for the night. The next day CHILDLINE team along with the Nodal Director met with an advocate to discuss the filing of the FIR. One of the traffickers Barkhu Harijan who is in the custody of GRP admitted that he was carrying two minor girls to Mumbai. But the GRP ignored the statement and was not ready to lodge a FIR. Barkhu Harijan and Nizamuddin alias Kunal who ran away from the railway station said they were Nepal citizens. On the advice of two advocates, CHILDLINE approached the Senior Superintendent of Police Gorakhpur who referred the case to Superintendent of Police, GRP.

CHILDLINE also met the Divisional Inspector General, Railway Police Force who was very encouraging and referred the case to IPS Superintendent of Police GRP with a written letter. In the mean time the trafficker who was in the custody of GRP was released without an FIR, as there was no prima facie case. CHILDLINE then finally met with the Superintendent of Police, GRP and he told CHILDLINE that the evidence of the victims was necessary to lodge the FIR. He was very encouraging particularly of CHILDLINE's efforts to prevent trafficking. Until such time as the prosecution of the traffickers was possible CHILDLINE Gorakhpur decided to repatriate the women to Nepal. Nepal Child Welfare Foundation was contacted and they asked CHILDLINE to hand over the women and girls to them so that they could be placed in care in Nepal. The Esther Benjamin's Memorial Foundation, Katmandu (EBMF), decided to keep the women and girls with them and a member of CHILDLINE Gorakhpur stayed back in EBMF till the case could be resolved.

After a few days at the EBMF, one of the women who had been protected from abuse confessed to being part of the trafficker's gang and that they had planned on selling these girls in Mumbai. The other woman and the girls said that these 3 women had promised them jobs in Dubai and Kuwait. EBMF along with CHILDLINE staff took the victims and their statements to the Lalitpur police station to lodge a FIR but were told to return the next day as FIRs are not lodged after 6 p.m. Eventually the women were arrested from EBMF the following day but still no FIR was lodged as the woman police on duty in the morning refused to do so. No FIR could be lodged. The husband of one of the woman traffickers reached the police station and he too was arrested.

The following day the case was transferred from Lalitpur police station to Bhairwah police station as the girls were from that village. On reaching the Bhairwah police station the team found that the 3 culprits were in custody and the 4 victims were in the EBMF shelter home. The Director of EBMF assured CHILDLINE Gorakhpur staff that they would follow up the case and so the CHILDLINE staff returned to Gorakhpur.

south zone



Table : 7.1 : City - wise Distribution of calls in Southern Region

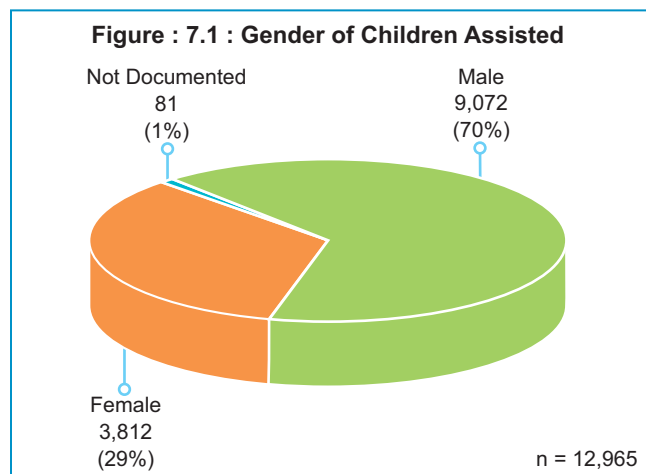
	Medical	Shelter	Restoration	Protection from Abuse	Death Related	Sponsorship	Missing		E S & G	Total - I	Information and Other Calls	Total - I & II
							Child Lost	Parents ask Help				
Tamil Nadu												
Cuddalore	5	11	0	14	0	15	7	2	12	66	3,033	3,099
Chennai	11	402	463	250	1	0	217	104	11	1,459	37,431	38,890
Kanchipuram	27	93	0	12	0	42	0	19	36	229	3,670	3,899
Kanyakumari	16	26	17	51	0	156	18	1	11	296	4,044	4,340
Madurai	21	35	18	12	3	0	3	20	5	117	12,326	12,443
Nagapattinam	9	43	19	10	0	10	1	21	8	121	11,562	11,683
Salem	1	107	137	2	0	0	0	8	21	276	16,053	16,329
Tirunelveli	19	60	144	0	0	26	32	12	33	326	11,073	11,399
Trichy	11	95	149	30	0	1	0	78	13	377	8,810	9,187
Kerala												
Kozhikode	7	41	52	19	0	5	2	27	1,174	1,327	41,795	43,122
Kochi	6	78	20	24	0	26	40	29	403	626	40,507	41,133
Malappuram	21	35	18	12	3	0	3	20	5	117	8,362	8,479
Thrissur	14	27	16	28	0	12	16	17	1,151	1,281	42,124	43,405
Trivendrum	0	0	0	0	0	00	0	0	0	0	0	0
Wayanad	8	15	10	42	0	1	4	1	1,601	1,682	5,737	7,419
Andhra Pradesh												
Eluru	31	60	89	7	0	0	3	7	30	227	9,104	9,331
Hyderabad	6	278	118	93	1	6	1	88	39	630	74,325	74,955
Kakinada	0	88	21	28	0	0	12	28	127	304	3,940	4,244
Vijayawada	4	292	2,211	137	0	1	77	417	5	3,144	21,650	24,794
Vishakhapatnam	3	62	21	2	0	94	14	107	36	339	31,907	32,246
Karnataka												
Bangalore	53	175	111	136	0	5	16	75	162	733	46,351	47,084
Mangalore	24	22	8	3	0	29	12	13	14	125	14,278	14,403
Andaman & Nicobar												
Port Blair	26	11	0	95	2	107	9	2	23	275	5,527	5,802
Total	323	2,056	3,642	1,007	10	536	487	1,096	4,920	14,167	4,53,609	4,66,227

(Data Source : Monthly Report)

Southern Region

Southern Region covers calls received by 30 CHILDLINEs across 27 cities/ districts in the states of Andhra Pradesh, Kerala, Karnataka and Tamil Nadu. The total number of intervention calls received in region was 13,497.

Profile of Children Assisted



Age Group of Children Assisted

Majority of children were in the age group of 11-15. This is the age group consisting of run away and missing children. Moreover for most children problems related to adolescence and stress in school peak during this period

Gender : More than a third of Children assisted are boys.

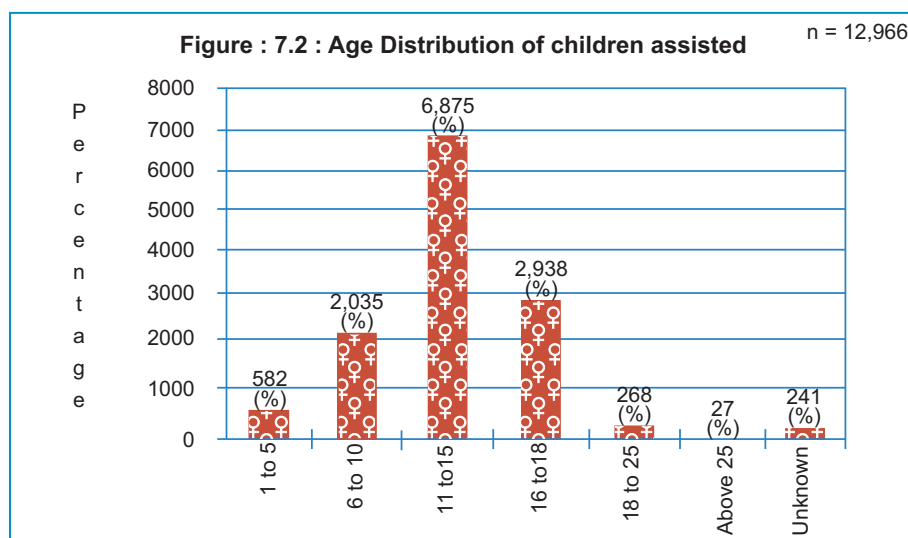


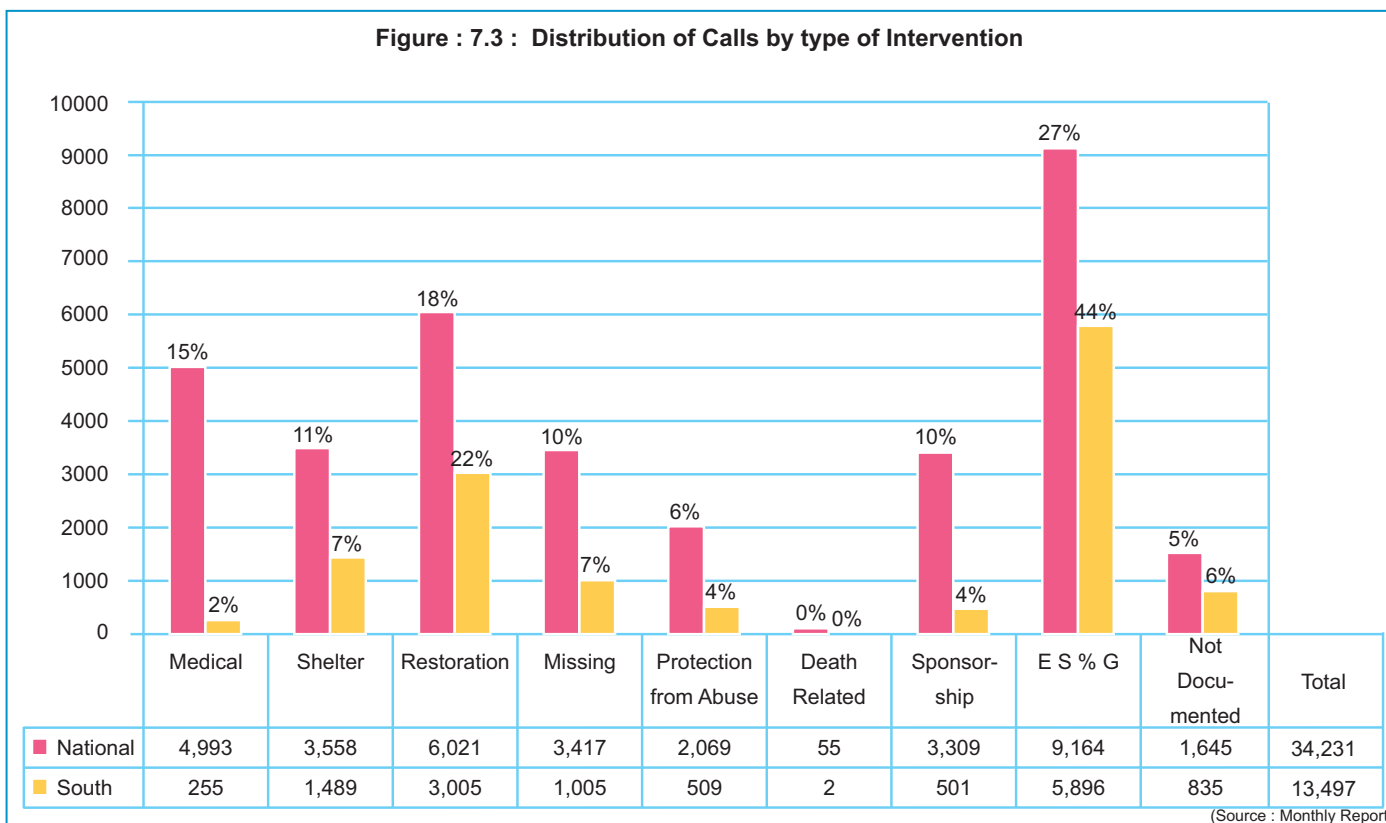
Table : 7.2 : Education status of the assisted Children is South

Educational Status	North	%
Attends College	465	4
Attends government aided/private school	6,088	47
Attends municipal school	1,318	10
Attends non-formal education classes only	170	1
Attends Special School	79	1
Drop-out at primary level	438	3
Drop-out at secondary level	263	2
Drop-out from School	901	7
Finished School	174	1
Never attend school	848	7
Non school going	731	6
Not Documented	1,394	11
Total	12,967	100

Education

The following table gives the details of the educational background in terms of whether they have been part of an educational institute and if yes, what type of institute. Around half of the children (47%) of children go to government –aided or private schools. Only 10% of children attend municipal school. A substantial number of children have never gone to school (828) while 438 children had dropped out of primary level itself and 901 (7%) has been recorded as drop-out without other details, 263 (2%) have dropped out of secondary level. Thus the ratio of children who have not completed schooling will be nearly 12%, not counting the undocumented cases and the category non school going (17%).

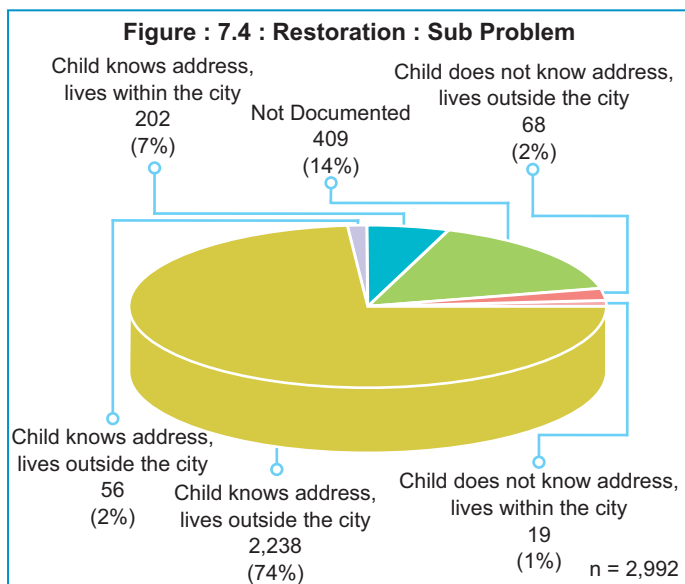
Figure : 7.3 : Distribution of Calls by type of Intervention



Nature of Assistance provided

Across the 27 cities, almost half the calls (44%) were for Emotional Support and Guidance. These interventions mainly are related to problems of stress linked to maladjustments within the immediate environment like family or home or personality problems. Considering that the majority of calls are from the pre-adolescent and adolescent age group, problems related to self image and relationships are also potential factors for emotional problems.

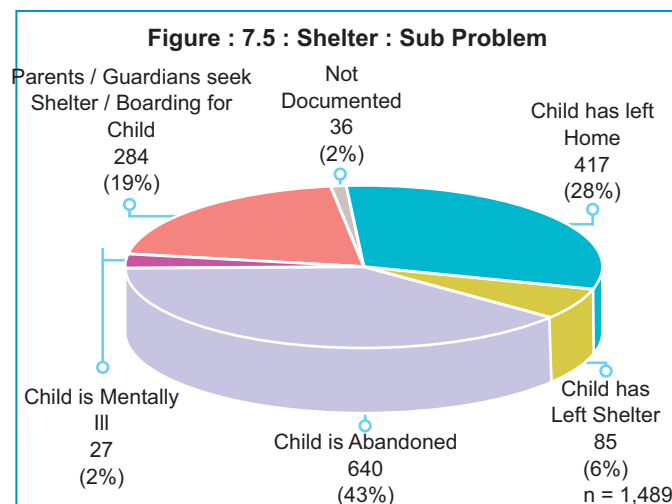
Figure : 7.4 : Restoration : Sub Problem



The other two major categories assistance were for Restoration (22%) and Shelter (11%). The cases of restoration were from runaway or missing children and a majority of these were from outside the city and knew the home address (74%), so was easier to restore the children back to his/ her family. Vijaywada in Andhra Pradesh had very high number of – 2088 cases for restoration. A

number of cases of run away and missing children are found from the railway station, as Vijaywada is a major rail junction connecting trains from South-East and South, thus a number of children from poorer districts of Andhra Pradesh and Orissa are found in this city. It is also commendable work done by the city which involves outreach, booths at railway stations and networking with child rights organisations as well as with the Railways, which has helped in locating and restoring a large number of children.

Figure : 7.5 : Shelter : Sub Problem



Out of all the cases where CHILDLINE assistance was provided for Shelter, almost half the cases (43%) were for abandoned children. These were abandoned for various reasons, however, a large number of cases were of children who became destitute due to the death of parents. Meanwhile, the other sizeable number was for children who needed shelter when they had left home and moved to big cities and were then looking for a place to live. In about one fifth of cases (19%) parents or guardians were seeking shelter for the child. This is a very large number compared to other regions. Most of these cases are from poor families need support in bringing up children. One possible reason is also because of presence of institutions with dual facilities of education and hostels/ shelter homes. Also, there

is a trend of higher value ascribed to education in the regions, which explains that parents are ready to send the children to shelter homes if quality education is ensured. Other reasons for which a small number of cases are referred to CHILDLINE are when a child already in a shelter is unhappy with the existing facilities and is looking for an alternative shelter home. Also a small number of cases come up when a street child comes forward for the facility when he is unwell and is in need of greater care.

The other types of interventions are in keeping with the national trend of types of reasons for which children call CHILDLINEs.

CHILDLINE Kanchipuram effectively intervenes to prosecute a child abuser...

Muskan a six-year-old girl was being sexually abused by a 40-year-old man, Rajith Raja. Muskan used to go home, by herself, from her tuition classes at 7.30 in the evening. Every day this man would pull Muskan into his little room and aggressively fondle her around her chest and breast. Little Muskan was terrified, she knew something was wrong but she was afraid to tell anyone in case she got scolded. Fortunately a boy from the neighborhood saw what was happening and told her parents. The next day Rajith Raja was caught in the act and badly beaten up by the neighbours. He ran away soon after that.

Muskan's father called up CHILDLINE Kanchipuram, who told him to lodge a complaint with the police station. The parents and Muskan went to the police station where even Muskan was asked to recount the incident. That same night the local people apprehended Rajith Raja. However, the police didn't file an FIR and nor gave any kind of complaint number. CHILDLINE approached Tulir, an NGO dealing with child sexual abuse cases. The parents of the child told CHILDLINE that the police had not only not registered a case against the culprit, but had released him. The Kanchipuram CHILDLINE coordinator & the parents went to the Gomudipondi E3 Police station to meet the police. The Sub Inspector (SI) was not available and when contacted over the phone he said that the people had beaten Rajith Raja very badly and so the police

had decided to let him off. CHILDLINE insisted that he had committed a major offence against the child and needed to receive proper punishment. However the victim's father told CHILDLINE that the police refused to do anything to the abuser and was even trying to force him to come to some sort of out of court arrangement with the abuser.

CHILDLINE Kanchipuram coordinator then contacted the Probation Officer, Chennai, who in turn guided the team to contact the CWC Chairperson. The coordinator contacted her and gave all the details. The CWC Chairperson immediately contacted the Superintendent of Police (SP), Thiruvallur and briefed him about the case. The SP then asked CHILDLINE to meet the DSP of Gumudipundi Police station. CHILDLINE Kanchipuram Coordinator along with the parents went and met the DSP.

The DSP called the SI and severely reprimanded him for not lodging an FIR. Following this he directed the Inspector of E3 station and asked him to deal with the case. The FIR was lodged by 8.30 p.m and the culprit was arrested that same night and locked up. The sub-inspector was also firmly warned not to repeat this action that had done so much damage to the reputation of the police. The case was filed under sec 4-354 IPC Act (Harassment of Women) and presently the culprit is behind the bars.

east zone



Table : 8.1 : City - wise Distribution of calls in Eastern Region

	Medical	Shelter	Restoration	Protection from Abuse	Death Related	Sponsorship	Missing		E S & G	Total - I	Information and Other Calls	Total - I & II
							Child Lost	Parents ask Help				
West Bengal												
Kolkata	204	405	527	2	1	9	225	163	231	1,767	56,340	58,107
Jalpaiguri	204	16	57	14	1	245		23	28	588	4,475	5,063
Murshidabad	34	13	26	3	0	29	37	126	159	427	20,443	20,870
Nadia	13	17	23	5	0	10	3	24	12	107	14,235	14,342
Paschim Medinipur	84	59	15	30	0	55	17	26	192	478	8,315	8,793
Purba Medinipur	495	19	45	12	0	21	2	3	72	669	21,076	21,745
South (24) Para	36	8	61	0	0	7	25	46	367	550	33,626	34,176
Orrisa												
Berhampur	38	2	20	13	23	5	3	3	21	128	3,902	4,030
Bhubaneshwar	207	205	87	75	3	4	1	22	161	765	6,181	6,946
Cuttack	140	137	15	6	6	329	10	26	416	1,085	8,233	9,318
Puri	159	27	31	22	2	1	102	68	13	425	7,770	8,195
Raurkela	117	20	26	45	0	15	32	28	75	358	1,510	1,868
Bihar												
Darbhanga	517	13	13	90	7	22	101	60	190	1,013	8,331	9,344
Patna	422	95	89	11	1	0	6	109	141	874	15,478	16,352
Sitamarhi	116	50	41	6	2	1	32	54	21	323	7,302	7,625
Tripura												
Agartala	312	79	6	6	0	0	2	3	89	497	5,806	6,303
Assam												
Guwahati	4	44	95	51	1	2	22	22	4	245	10,012	10,257
Manipur												
Imphal	111	41	45	17	0	54	30	67	196	561	2,546	3,107
Meghalay												
Shillong	37	32	56	20	0	29	4	15	41	234	3,978	4,212
Jharkhand												
Ranchi	101	4	32	0	0	48	3	13	16	217	1,636	1,853
Total	3,351	1,286	1,310	428	47	886	657	901	2,445	11,311	2,41,195	2,52,506

(Data Source : Monthly Report)

Eastern Region

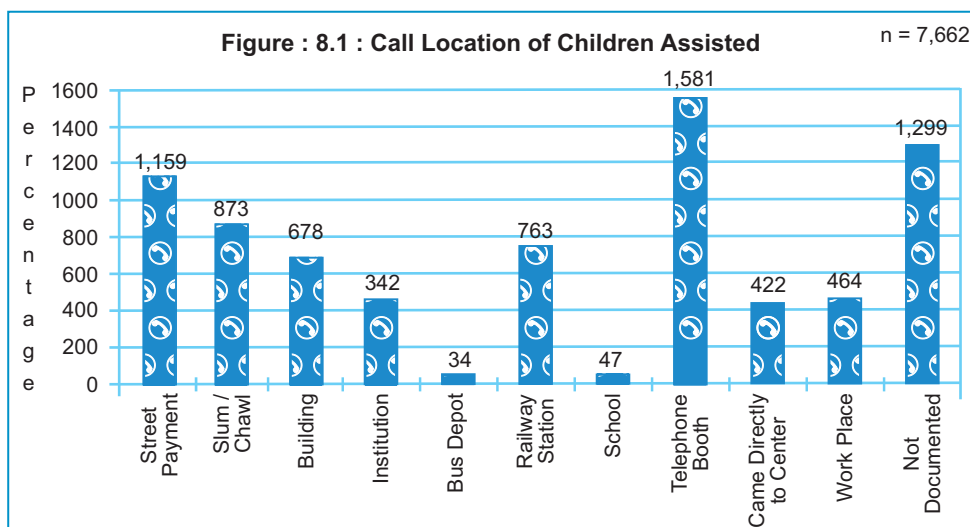
The Eastern region in CHILDLINE network covers 22 cities managed by 25 collaborative organisations. The Eastern region covers CHILDLINES in the states of West Bengal, Orissa, Jharkhand, Assam, Manipur, Tripura, Meghalaya. This also includes the state of Bihar where a more extensive outreach based district model has been introduced in this year. The total number of children assisted in the region in this period was 7,662.

Profile of the Children Assisted

Table : 8.2 : Age Group

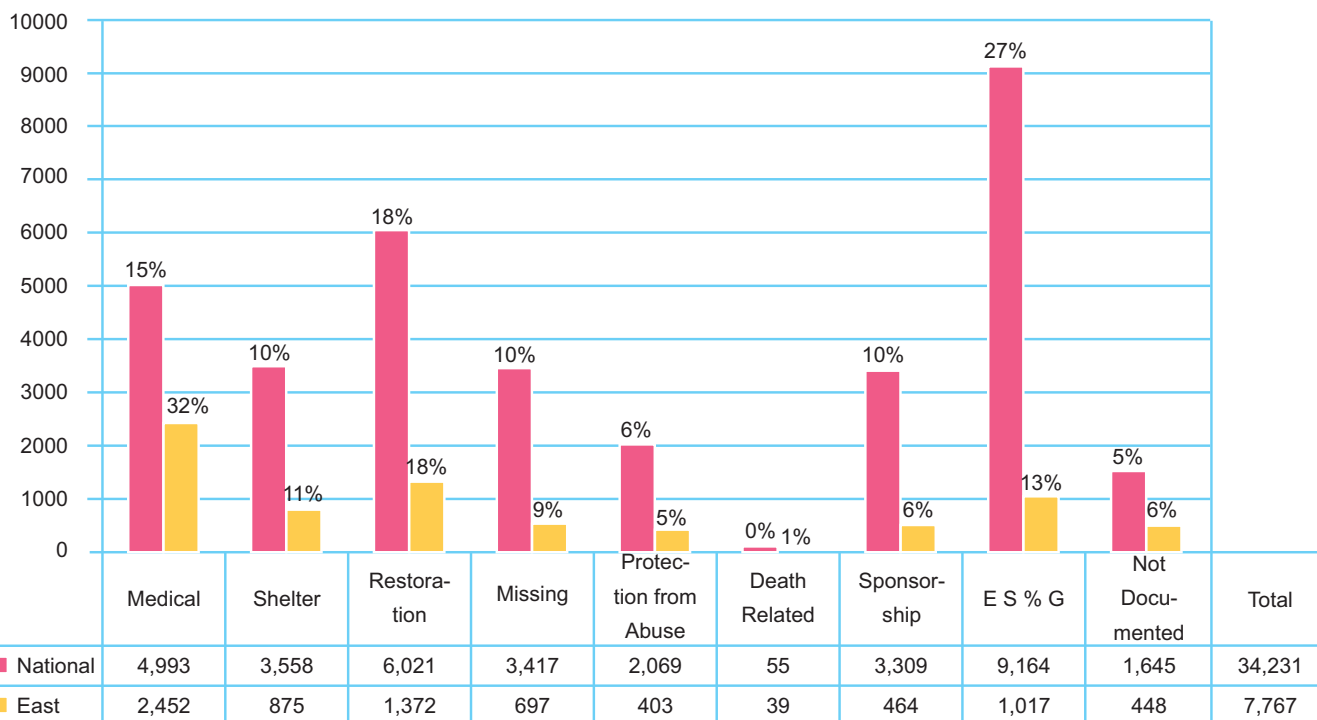
Age Group	Total	%
1 to 5	735	10
6 to 10	2,425	32
11 to 15	3,381	44
16 to 18	807	11
19 to 25	184	2
Above 25	31	0.40
Not Documented	99	1
Total	7,662	100

Almost half of the children assisted were in the age group of 11 to 15 and around 32% cases were from the age group of 6-10 years.



As can be seen from the graph above, the calls to the CHILDLINES came mainly from the telephone booths from the streets. This is followed by cases from slums and housing of poorer sections. A good number of calls were also from railways, as railways become a major hub for runaway, missing and trafficked children.

Figure : 8.2 : Distribution of Calls by type of Intervention



(Source : ChildNET)

As seen from the table above, the largest number of calls is for medical assistance. Also, the proportion of these calls to the total number of calls in the east is much higher than the national figure. The second largest category of assistance is for restoration,

forming 18% of interventions. There are also calls for missing children forming 9% of the cases. These are followed by calls for Emotional Support and Guidance and shelter. A large number of these calls are from and for children from Orissa, Bihar and the north –east who have runaway to Kolkata and then either need restoration or shelter. Poverty and lack of opportunities in the hinterlands form the main basis for children found in the big metros.

The second largest category of assistance is for restoration, forming 18% of interventions. Maximum number of cases were from Kolkata (384), followed by Patna (153) and Darbangha (135). There are also calls for missing children forming 9% of the

cases. Kolkata being a large metro and the largest urban hub in the eastern part of the country, cases of restoration and missing children are found in large numbers. While Bihar has a large number of children who are sent or trafficked to the large cities in search of work, due to the poverty and lack of opportunities for adults in the state.

In keeping with the national trend, a large section of cases are also for Emotional Support and Guidance and shelter. A large number of these calls are from and for children from Orissa, Bihar and the north –east who have runaway to Kolkata and then either need restoration or shelter. Poverty and lack of opportunities in the hinterlands form the main basis for children found in the big metros.

Six children trapped in exploitative labour conditions restored to their families...

Bantu (14), Ravi (14), Shobith (14), Akshay (8), Abhishek (7) and Karan (13) were all from Orissa. All the children were from economically poor background. Their parents were daily wagers. Seeing the desperate situation at home these children decided to run away. This is when the children came in contact with Ubalda Bir, a moderator supplying cheap labour to contractors of different sphere of activities. The man lived in a nearby village of the same district. Taking advantage of their condition, he took the children to Danbada, Gujrat where they started working in a manufacturing company, which produced sleepers for railway tracks. The boys were paid only Rs 50/- per week and were made to work for 12-14 hours daily. Gradually the employers began to abuse the children. They were not allowed to take even a day off and were not paid if they were ill. As the exploitation got more and more

unbearable the children decided to run away. They made it to the railway station and got onto a train for Berhampur. However being ticketless they faced the wrath of the police enroute and were forced to pay Rs 500/- to be released.

Once reaching Berhampur they realized they did not know how to get back to their village and as they were wandering about the bus stand they came across a CHILDLINE poster and called up the 1098 number.

CHILDLINE Berhampur team members went to the bus stand and brought them to the temporary shelter. They were provided with refreshment. After fulfilling all the formalities they were taken and produced before the town police station. Contacts were also made with Mohana, Rayagada & R-Udayagiri police station regarding the restoration of these distressed children. Eventually, all the children were restored to their respective families.

west zone



Table : 9.1 : City - wise Distribution of calls in Western Region

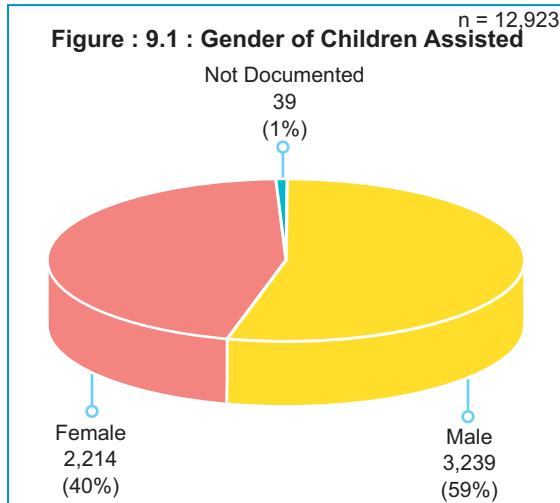
	Medical	Shelter	Restoration	Protection from Abuse	Death Related	Sponsorship	Missing		E S & G	Total - I	Information and Other Calls	Total - I & II
							Child Lost	Parents ask Help				
Maharashtra												
Mumbai	504	267	34	321	5	71	63	101	485	1,851	2,15,344	2,17,195
Ahmednagar	42	211	16	14	3	30	60	28	9	413	33,149	33,562
Amaravati	51	72	3	8	0	24	18	3	10	189	7,862	8,051
Aurangabad	10	26	1	1	1	39	29	8	13	128	12,103	12,231
Kalyan	56	83	10	33	0	306	19	3	23	533	22,842	23,375
Nagpur	39	68	10	19	2	415	223	4	22	802	12,025	12,827
Nasik	15	14	43	3	1	17	1	5	775	874	23,508	24,382
Pune	53	108	17	425	0	82	227	90	19,778	20,780	96,139	1,16,919
Sholapur	88	24	5	11	0	41	30	20	7	226	19,188	19,414
Thane	6	5	2	6	0	1	2	3	6	31	1,668	1,699
Madhya Pradesh												
Bhopal	6	29	51	2	0	2	54	41	15	200	8,396	8,596
Gwalior	29	14	8	7	0	16	21	20	24	139	13,592	13,731
Indore	5	11	91	6	8	34	31	46	29	261	15,640	15,901
Ujjain	0	21	46	0	0	0	12	0	1	80	31,772	31,852
Gujarat												
Ahmedabad	0	91	44	42	0	0	10	7	4	198	13,617	13,815
Baroda	39	8	4	6	0	26	31	4	22	140	37,617	37,757
Goa	203	62	75	179	1	1294	8	13	168	2,003	7,397	9,400
Total	1,146	1,114	460	1,083	21	2,398	839	396	21,391	28,848	3,56,515	6,00,707

(Data Source : Monthly Report)

Western Region

Western Region in CHILDLINE network consists of 17 cities managed by 21 collaborative organisations. These cities are in the states of Maharashtra, Gujarat, Goa and Madhya Pradesh.

Profile of the Children Assisted



Compared to other regions, there were more calls from girls in the West, consisting of 40% of the assisted children.

Age group of Children

As can be seen above, and in keeping with the other regions, maximum number of calls (43%) is from the age group of 11 to 15 years.

Table : 9.2 : Age group of Children

Age Group	Male	Female	Total	%
1 to 5	405	81	486	9
6 to 10	1,543	183	1,728	31
11 to 15	2,153	165	2,372	43
16 to 18	532	61	593	11
19 to 25	101	8	109	2
Above 25	14	0	14	0
Not Documented	182	8	190	3
Total	4,930	506	5,492	100

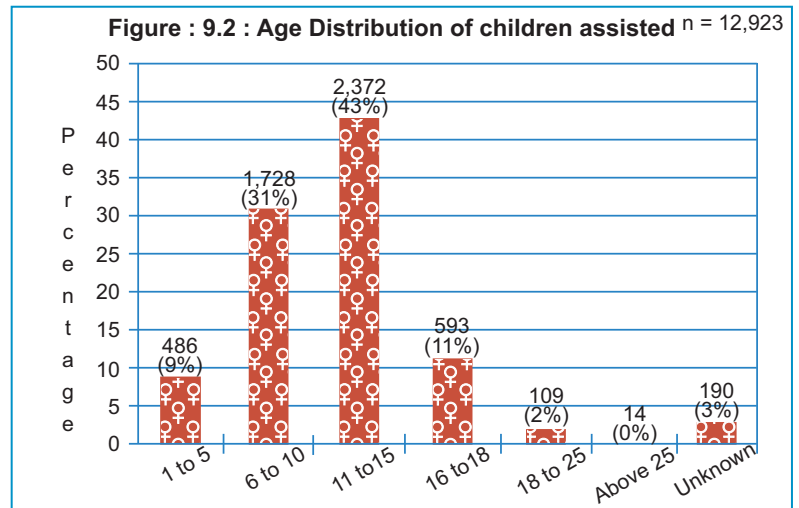
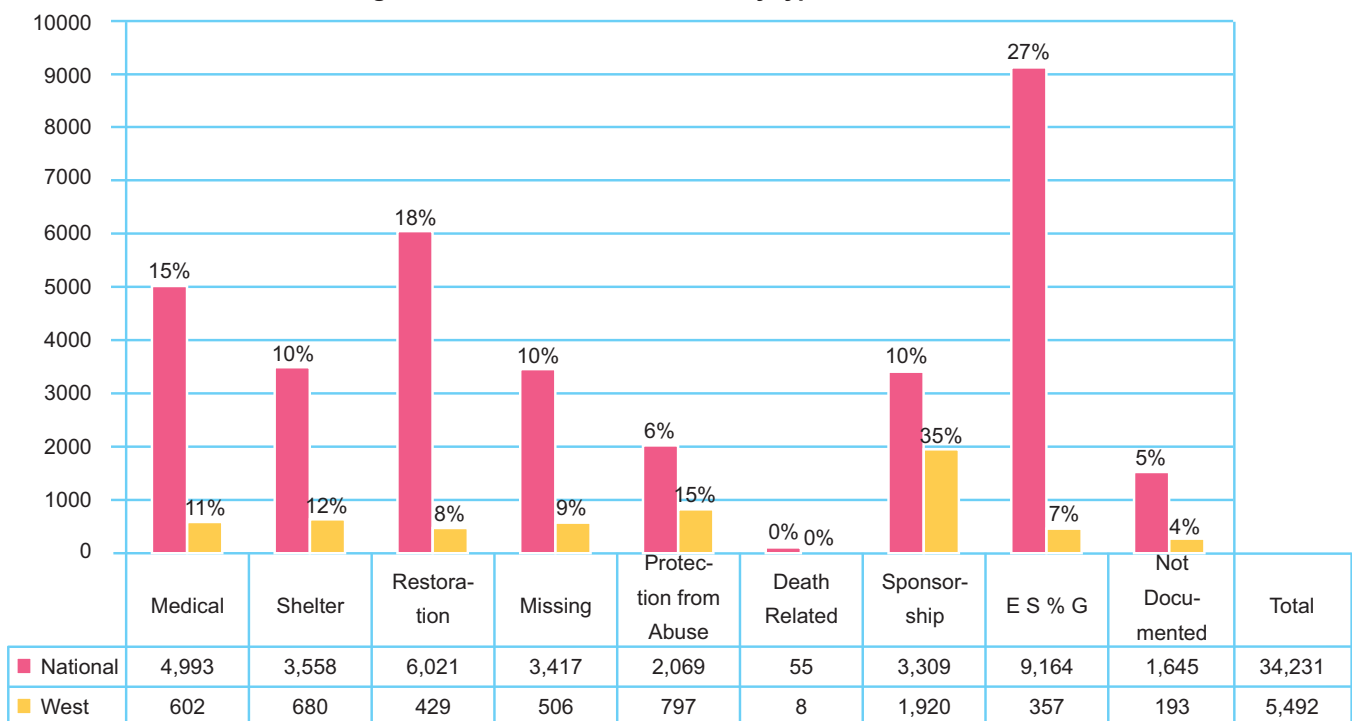


Figure : 9.3 : Distribution of Calls by type of Intervention



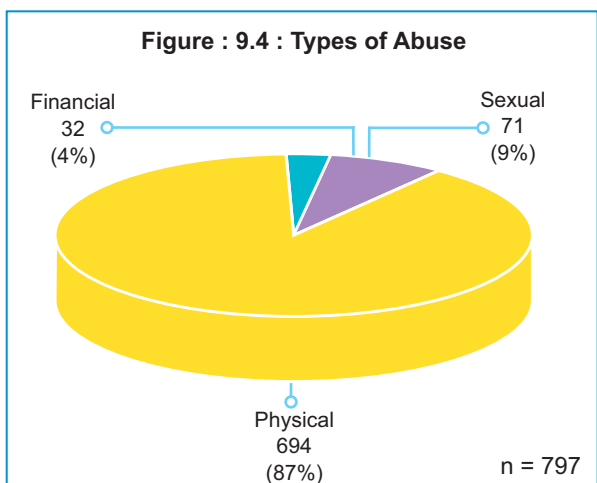
(Source : Monthly Report)

Type of Assistance Provided

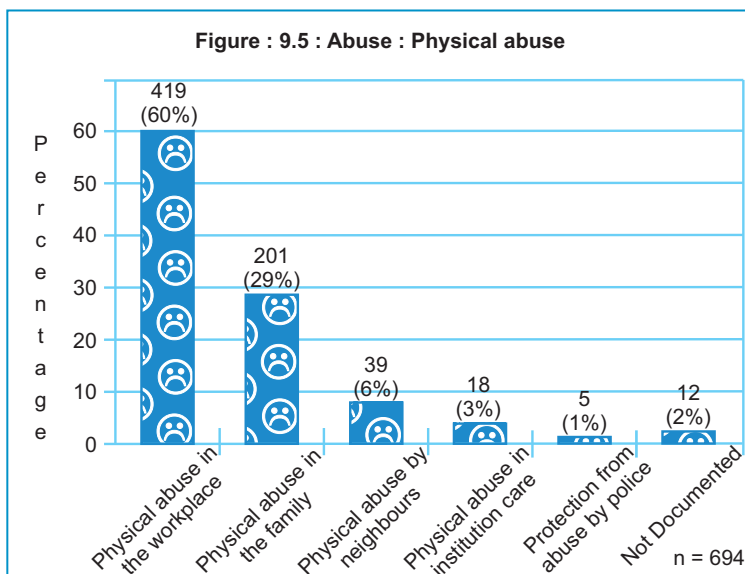
Western region received 16% of Intervention cases across the country. Maximum calls were for sponsorship, followed by protection from abuse from abuse. A major deviation from the national trend in case of West is a much lower proportion of cases related to Emotional Support & Guidance. From the analysis of call statistics projected in the monthly reports from the collaborative organisation teams it seems that there is some amount of underreporting for ES&G cases. These cases involve counseling on phone or sometimes it may seem to the teams that it is only “listening to the child”, therefore these calls are undermined as intervention cases. For instance, on studying a city in Maharashtra, we observed that the number of calls were very high. But the city teams said that there were too many calls to record the details in CHILNet.

The other major variation in the figures of West is that cases of protection from abuse from abuse are much higher. One major cause is that in this region, a number of organisations, including CHILDLINE partners are very proactive in protection from abuse of children from child labour. The NGO sector has been able to build a pressure on the labour department to carry out raids at workplaces where child labour is employed. Moreover awareness level on the issue is also high. Thus CHILDLINES in this region get a number of calls from concerned adult or other NGOs and also when the teams go for outreach, they find cases where the children are abused.

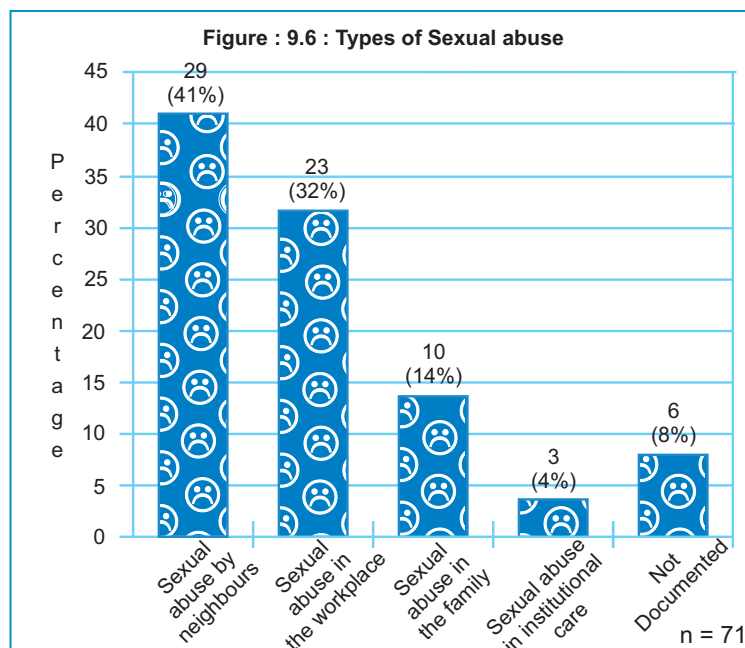
The main classification of Abuse cases is by type of Abuse. Thus the cases are divided as physical, sexual and financial abuse. The largest share is of physical abuse cases. In the region, substantial number of abuse cases have been reported and intervened from Mumbai, Goa and followed by Pune.



As can be seen from the graph of Physical abuse, the largest number of abuse cases is for physical abuse. The maximum number of cases within this is for physical abuse at workplace, consisting 60% of cases. The other major element is linked to domestic violence – of abuse within the family. Very often alcoholism is a major cause of physical abuse, while in some cases; mental health of parents has also been a factor. Abuse from step parents has also been observed in many cases.

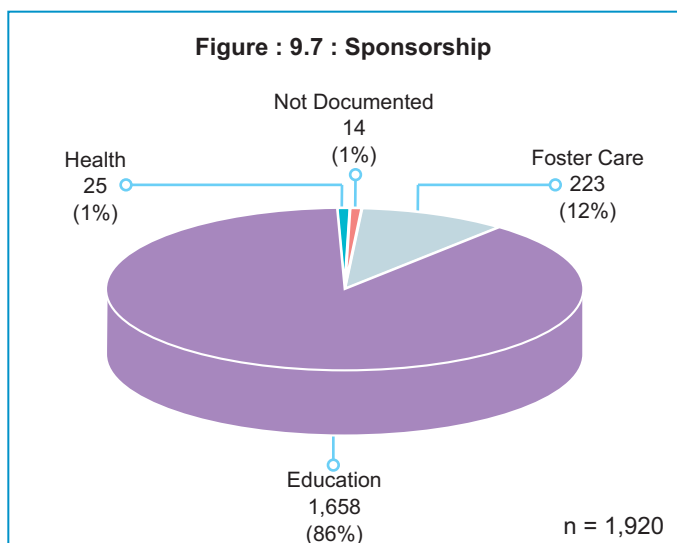


The other category of interventions is on Child Sexual Abuse (CSA). CSA is a problem affecting more than 53% children across the nation (NCW 2007). Not only children but their care takers like parents, teachers are ignorant about the magnitude of problem and are not able to identify cases of this type. In spite of this underreporting, CHILDLINES across the country have reported cases of CSA. Sometimes these cases even get subsumed in medical or ES&G cases, as the affected children may come up with some symptoms, which are linked to CSA. In the western region, about 9% of abuse cases were of CSA.

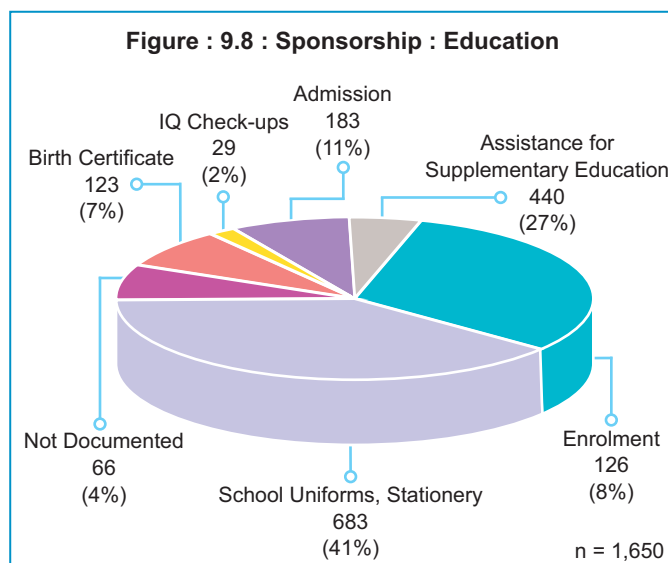


The most common source or perpetrator of sexual abuse was found to be neighbour (41%) of the child. This is in keeping with the global trend that an abuser always tries to get in a position very he/she is in close contact with the child and is trusted by the child's immediate family. The other common instance of abuse cases to CHILDLINE were in workplace. Children who work as domestic help and live with the families that employ them are in a very vulnerable position. Another alarming finding was that 14% of cases were of abuse within the family. A much smaller number of 4% of cases were of abuse in institutional care. This may be some level of underreporting of cases in institutions.

Sponsorship cases formed 35% of total number of interventions in this region. It is also a much larger proportion compared to the national trend, where these call formed 10% of intervention calls. Within the region, highest assistance in the form of sponsorships was from Goa (1,348) followed by Nagpur (385).



As can be seen from the graph above, 86% of these interventions were for providing educational sponsorship. Educational sponsorship largely consists of providing the children with school uniforms, learning material and notebooks, as CHILDLINE gets many cases where the children or parents come up with this need. Though education is free in state run schools and under Sarva Shiksha Abhiyan children are provided with these basic materials, availability of these paraphernalia is not consistent across the country. Also, in many cities when the quality of education provided by the government schools is not satisfactory or at least that is the perception of the people, large number of children from low income groups are also admitted in private or trust-run schools. In these schools, children have problems of meeting all the requirements of the school.



Besides, education, other forms of sponsorships are for health (for medicines, and other material) and for foster care of children.

CHILDLINE Ujjain gives Jyothi a chance at a better life...

One evening while members of the CHILDLINE team were out on their outreach activity they saw a little girl in torn clothes collecting food and scraps from the garbage thrown out of the trains at Ujjain station. She had sat down to eat out of her collections when the police chased her off. The CHILDLINE staff intervened at that moment and got Jyothi to tell them her story.

Jyothi said that her mother died a few days ago and her father had already taken another wife and since neither of them wanted her they had thrown her out of the house. Jyothi was currently staying with her uncle who forced her to go out and beg for a living.

The CHILDLINE Ujjain team members informed the police that they are taking the child to CHILDLINE office. The Police

allowed the team members to do so. The child was fed and bathed and given clean clothes to wear. The next day she complained of a stomachache and the doctor who examined her said it was due to chronic hunger but that the pain would eventually subside once she was eating regularly.

Jyothi was very certain she did not want to go back to her father or her uncle and was afraid she would be beaten and forced to beg once again if she was sent to either place. Jyothi was produced before the CWC who ordered her to be placed in a shelter home where she will be provided with her basic needs.

During the follow-up visit Jyothi said she was very happy and a very emotional Jyothi said that 'if I had not been seen by Didi I would be no more.'