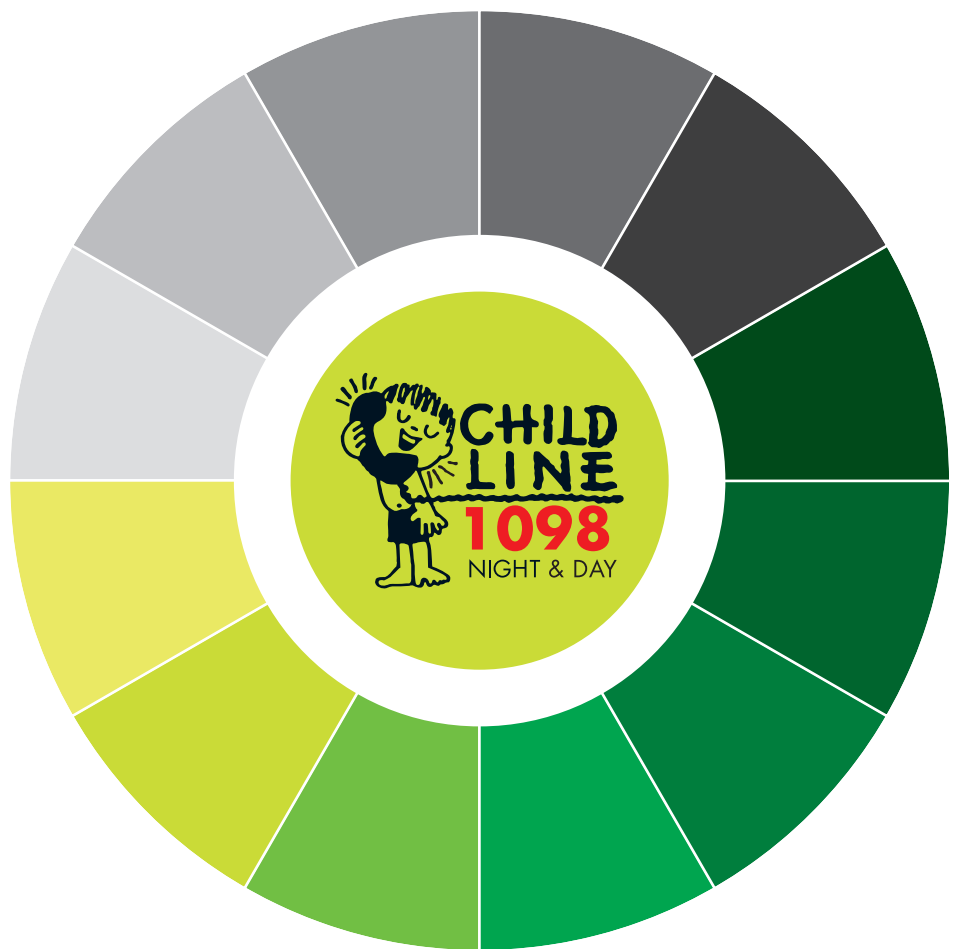

CHILDLINE CALLING... IS INDIA LISTENING?

AN ANALYSIS OF CALLS TO 1098

VOLUME 7 - 2011





VOLUME - 7, 2011

For the period January 2011 to December 2011

ChildNET - An analysis of calls to 1098

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MINISTRY OF
WOMEN AND CHILD
DEVELOPMENT,
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Finally, to the children across the country, who have placed their trust in the CHILDLINE service.

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CHANDAULI	BANGALORE - BOSCO	BERHAMPUR	
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	TIRUNEVELI		
	TIRUPUR		
	TRICHY		
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EXECUTIVE SUMMARY

“CHILDLINE Calling... is India Listening?”, presents an analysis of ChildNET data for the period January 2011 to December 2011. 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 (47%)
- Higher number of boys (65%) than girls (34%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 25% of calls are made by children either for themselves or to refer a friend, 18% of the calls come from a CHILDLINE member, 17% from concerned adults, 13% from family members, 16% from allied systems, and 6% from NGO personnel.

Calls

During the year CHILDLINE received a total of 22,48,896 calls. Of these a total of 59,547 intervention calls were recorded. Of this, the south zone, with 38 cities covered by CHILDLINE, accounted for 46%; the east zone with 32 cities, accounted for 29%.

Source of Calls

Of the intervention cases, as in the previous year, a shade over 68% were received as calls on 1098. Another 17% were received by CHILDLINE teams during Outreach activity. Of all calls that came to 1098 on the phone for direct intervention, only 2% came from PCOs, 20% through landlines (including landlines of private telecom service providers) and a significant 46% came from mobile phones. 33% of mobile callers are children. Of

phone calls, 41% came from residential areas, 12% from Railway stations/property and 10% from streets/pavements and police stations.

Reasons for calling

Emotional and Mental health related issues (14.48%), followed by Education related (12.14%), lack of resources (9.90%) are the most critical reasons for calling CHILDLINE. Each of these categories is broad classification that covers several sub reasons. The analysis in this publication provides a view of the detailed sub reasons for calls to CHILDLINE.

Intervention Cases

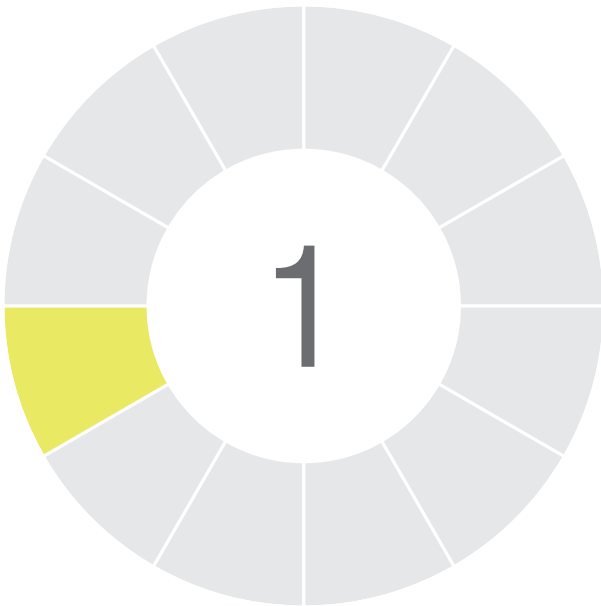
Intervention involves reaching out to children and providing emergency assistance and linking children to services available for long-term care. Highlights of data presented in this publication are:

- Emotional Support & Guidance is the largest category of interventions provided (33.58%).
- Medical interventions were provided in 12.60% of cases.
- Shelter and Restoration related interventions accounted for 14.69% and 12.86% respectively.

CHILDLINE Contact Centre (CCC)

CCC is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility at Vikhroli in Mumbai. All cities in the West and North Zone were connected to it by the end of the third quarter in the year 2011, when the Category I connectivity to 1098 became operational. While the call statistics generated by CCC are already integrated into ChildNET and reported, this publication presents some interesting highlights of CCC operational data. This includes peak days of the week for calls, number of abandoned calls or calls due to various circumstances which could not be answered by the CHILDLINE Contact Officers (CCOs).

1 ABOUT
CHILDLINE



1.1 WHAT IS CHILDLINE?

CHILDLINE is a 24-hour emergency phone outreach service for children in need of care and protection in India. Any child/concerned adult can dial 1098 to access this service. This model of service was initiated as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences Mumbai, in June 1996. This was in response to a situation marked by the lack of an emergency service for children, restricted outreach of existing organisations and the adhoc role of allied systems in child protection.

CHILDLINE India Foundation (CIF) was founded in 1999. CIF is the nodal organisation for the CHILDLINE service across the country. The goal of CIF is to reach out to marginalised children in need of care and protection.

As of December 2011, CHILDLINE was operational in 182 cities of India spread across 26 states and 4 Union territories; 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 December 2011, CHILDLINE has responded to over 22 million calls, and has the long term goal of reaching out to every child in distress in each city/district of India.

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

1.2 TARGET AUDIENCE

CHILDLINE works with marginalised children from various cities/districts. These include:

- Street children and youth living alone on the street
- Emotionally disturbed children
- Child labourers especially in the unorganized sector
- Children who have been abused
- Child victims of the flesh trade
- Differently abled children
- Child addicts, children in conflict with the law
- Children in institutions

1.3 STRUCTURE OF CHILDLINE AT THE CITY LEVEL

- Mentally ill children
- Children affected by HIV/AIDS
- Children affected by conflicts or disasters
- Child political refugees and
- Children whose families are in crisis

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 allied systems. The key stakeholders in the CHILDLINE model at each city/district are:

- CHILDLINE Advisory Board (CAB) comprises of senior level functionaries from the allied systems, NGOs, concerned individuals, media, etc. The CAB reviews information received by local CHILDLINE's from children collated at Open House sessions. The CAB ensures that all Allied system stakeholder organisations are actively involved in Child Protection in their respective cities.
- The Nodal Organisation is mostly, though not always, an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.
- The Collaborative Organisation, is the 24-hour service for children, which responds to the calls on 1098, provides emergency intervention if required, links the children to the services for rehabilitation, conducts awareness and outreach programmes and documents every call that comes into CHILDLINE and the intervention or follow up done.
- The Support Organisation, responds to calls referred by the collaborative organisation, conducts awareness and outreach programmes.
- The Resource Organisations act as referral centres for CHILDLINE. They also participate in outreach and awareness programmes for CHILDLINE.
- In the district model, Support partners are replaced by Sub Centre partners,

1.4 CHILDLINE 1098 - HOW IT WORKS

which is a mix of Collab and support partners in terms of their roles.

- The CHILDLINE Contact Centre (CCC) is the centralised call centre initiative of CIF. Currently, there is one CCC located in Mumbai; it receives calls to 1098 from all cities in the West and North Zone. 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.

The intervention methodology

During the period under review, calls to 1098 reached CHILDLINE in two separate ways: in the North and West regions all cities/districts are serviced by the CHILDLINE Contact Centre (CCC) located at Mumbai. Hence, all calls to 1098 in the North and West regions are routed to the CCC.

In the South and East, the model that is current is the older distributed model in which calls to 1098 from each city are routed to the CHILDLINE Partner in that city.

The CCC is a modern facility using contemporary BPO technology. Hence, a 1098 call landing at CCC is immediately transferred by a "Switch"/Server to an agent (Childline Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management) server. The CRM server then pops opens a screen for the CCO to enter the details of the incoming call even while conversing with the caller. The CRM server prompts the CCO with scripts. Once the conversation is done and the CCO decides that this is an Intervention Call requiring direct

intervention, the CCOP dials an out bound call to the IU in the city (of the caller) and informs the CHILDLINE team of the complete details, the CCOP then seeks an ETA (estimated time for action) from the team and calls back at the requisite time to determine the nature of interventions done and the status of the case. The CRM server collates the details of all such cases and generates periodic reports. During the course of each month every CHILDLINE team also reports to CCC details of cases received directly by the local team either at their office or during Outreach activities. Thus, in this model the voice domain of CHILDLINE (response to calls) is handled by CCC and the direct intervention is handled by the IU (Intervention Unit - local Childline Collab partner). The CCC is a 24x7 operation and tracks all calls coming in including those that land at the switch but are either terminated or 'abandoned' before a CCO can answer it. All calls are recorded for a limited period of time.

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

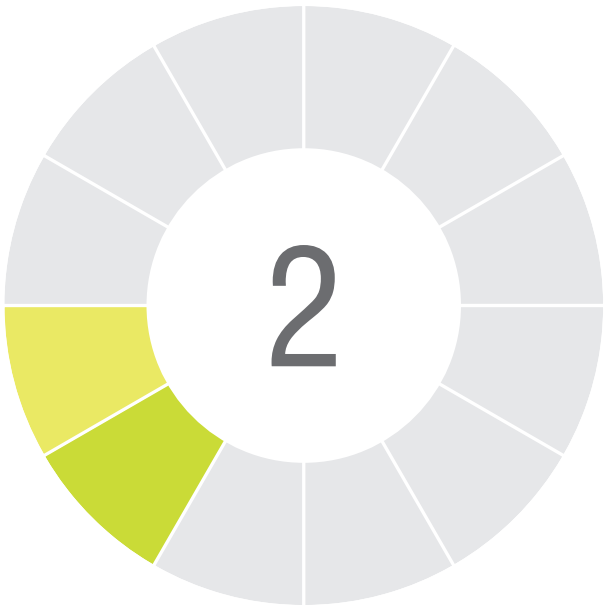
If the team member feels that he will not be able to reach the child soon, assistance from a support organisation that is located in the vicinity of the caller is sought. After the emergency is addressed the next step is to link the child to long-term rehabilitation. This involves referral and networking 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 an 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 grassroots 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, is critical to the functioning of CHILDLINE. City mapping is an extensive exercise to highlight high risk areas where children are prone to abuse, and child protection resources, enables CHILDLINE to prioritise and reach out more effectively. Children identify with CHILDLINE, play a critical role in creating awareness about the CHILDLINE service and work as informers who inform CHILDLINE about children in need of assistance. Many of these children and youth grow into the CHILDLINE system and find themselves a space in CHILDLINE centres as paid volunteers or team members.

CHILDLINE works at three levels, functioning as a catalyst to effect systemic change. At the micro level it responds to children on the 1098 helpline, providing them emergency assistance and then linking them to agencies/family for long term rehabilitation. At the mezzo level, CHILDLINE works with the local system comprising state governments, municipal corporations, district administrative units, village panchayats, community group’s voluntary agencies and academic institutions to create child friendly systems.

At the macro level, CHILDLINE works as a catalyst bringing the government, the corporate sector and voluntary agencies together to bridge gaps in the service, 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 working together to ensure each child his/her right to protection.

2 PREVIEW



2.1 OBJECTIVES OF THIS PUBLICATION

CHILDLINE Calling...Is India Listening (Volume - 7), is CHILDLINE India Foundation's seventh compilation of data from CHILDLINE partners across 125 cities in India for the period (January 2011- December 2011). The comprehensive data captured through ChildNET, as also through manual records of cities reflects the nature of issues in child protection. It is concrete proof of some of the concerns that children are forced to cope with on a regular basis. This data, therefore, adds substance to CHILDLINE's efforts when advocating with policy makers for ensuring child rights in India.

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.

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, Zonal and State levels: This publication seeks to continue the process of analysing the data by identifying and highlighting trends in the calls to the services. This data would also provide inputs for helplines and organisations working with children to advocate for child rights and for the State and Central Governments 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 the impact of the service and to

2.2 FEATURES OF CHILDNET

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 indicating 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 the 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.

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

2.3 THE PROCESS OF COMPILING THIS PUBLICATION

Data for this publication was used from two sources, namely:
a) Data sent in the Monthly reports: The monthly report is a coherent account of activities conducted by the cities, and reported by them to CIF. It consists of the action taken, activities conducted, meetings undertaken and decisions made at various forums. It also contains details of children assisted along with the number of calls received. It is used as

2.4 DATA SOURCE FOR COMPILING THIS PUBLICATION

a backup for the ChildNET. The total number of calls is taken from the compiled monthly report. Each city compiles a monthly report of the calls received and emails this to CIF. This data consists of a break up of calls and highlights significant case studies of calls which were responded to by the respective CHILDLINES.

b) Data entered into ChildNET: 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 due to technical problems, photocopies of the intervention case sheets were sent to CIF, who then appoints and trains data entry operators to enter the data in the package. On the completion of the data entry, reports are sent to the respective cities for their perusal. Data is also fed as received from the CCC, where it is generated from the CRM.

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 125 CHILDLINES nationally, amounted to 71,567 calls in January 2011 - December 2011, whereas, the total number of calls reported by ChildNET were 59,547 for the same period, representing, approximately 83% of the total intervention calls documented in ChildNET (as compared to monthly report). Variation in figures reported in the monthly reports and ChildNET is due to a variety of factors: The Team Members expressed difficulty in getting information from the caller especially in cases where counseling was provided. Hence, the basic details were noted in the register whereas, information captured in ChildNET requires a complete case file to be filled for each intervention case.

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

closed - when the case forms will be filled and data entered. Hence, there will always be some variations.

This publication is based on the analysis of calls captured by ChildNET for the period January 2011 - December 2011. It is important to note that this publication analyses only the intervention related calls recorded on ChildNET.

CHILDLINE has nationally received a total of 22,48,896 calls in January 2011 - December 2011, including 3,02,754 information calls, which consists of callers seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boarding homes, child guidance clinic's. This information is passed on to callers over the telephone.

CHILDLINE has received 3,94,352 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 numbers of blank calls have gone up due to technical connectivity problems. CHILDLINE has received 53,304 calls for follow-up of cases.

2.5 CALL CLASSIFICATION

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

Intervention calls

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

Follow-up calls

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

Did not find calls

Sometimes when calls come in reporting a child in distress, the Team member will reach the location given but is unable to locate the child. It could either be that the Team member has gone to a wrong address, or that the child has moved for whatever reason. The Team member then typically calls up CHILDLINE to see if there is any new information on the child's whereabouts or simply to report his/her inability to find the child. These types of calls account for a relatively small percentage of the total calls.

Information calls

This category can be broadly divided into 2 main categories. There are a number of calls where people ask for a range of services from medical to general information. Whenever possible, CHILDLINE refers the caller to the place/service most likely to provide the help the caller needs. CHILDLINE also receives a number of calls asking for information on CHILDLINE itself. Some of the calls received are from people who wish to volunteer at CHILDLINE.

Other calls

There are a number of call categories in this section and together they account for the bulk of total calls. These calls include:

Silent calls are those calls in which the CHILDLINE Team Member can hear background noise that seems to indicate that the caller is listening to the worker but is either unable or unwilling to speak at that time. These calls are very important to CHILDLINE, as past experience has taught that these calls, if handled sensitively, may turn out to be actual callers 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 is available on how many silent calls convert to intervention calls.

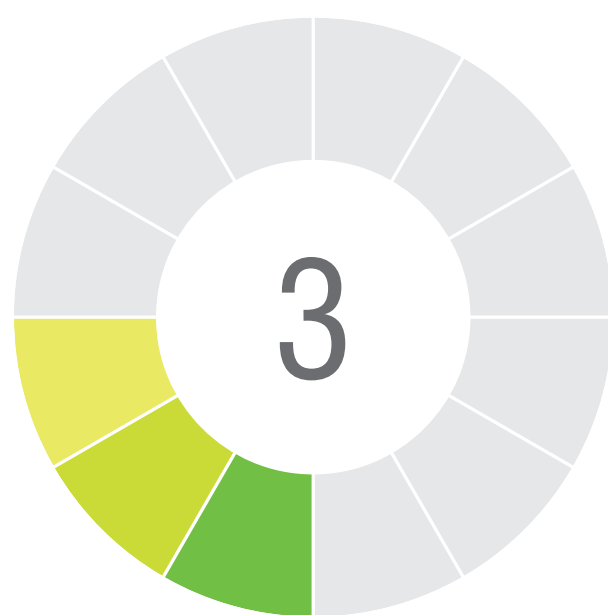
Blank calls although sound similar to silent calls, are more a result of problems with connectivity. Often, the team member may be able to hear the caller saying 'Hello', repeatedly but the conversation is unable to go ahead. The numbers are large because telephone connectivity, particularly between 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 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 then by calling the centre to ensure that public phones, mobile phones correctly connect all calls to the CHILDLINE office. This way, CHILDLINE ensures that at least all phone lines are always open to children in need.

3 CHILDLINE CONTACT CENTRE



The CHILDLINE Contact Centre (CCC) is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility at Vikhroli in Mumbai. It uses the contemporary technology of a Call Centre. Once a call is received at CCC, it is answered by a trained CHILDLINE Contact Officer (CCO). If the call resolution can be completed on the phone it becomes a CCC operation. However, in calls requiring Direct Intervention, the CCO will capture call details and make an outbound call to the Collab Partner in the city where the call has come from. Then the Collab partner takes over, indicates to the CCC an Estimated Time of Intervention and post intervention reports the complete case details to CCC - this enables the CCC to complete the case documentation.

As part of a modern Call Centre, several operational facilities are available to us. These include: recording of all inbound and outbound calls, enforcing quality standards on call response, barging into live calls by Supervisor, tracking of speed of call response for every CHILDLINE Contact Officer (CCO), tracking the time of day and day of week for all calls to trace busy time zones and busy days for calls, tracking of calls abandoned (abandoned calls are those that fail to reach a CCO and are terminated- either because the line drops or because of other telecom related issues).

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

MAP OF CCC CONNECTED CITIES

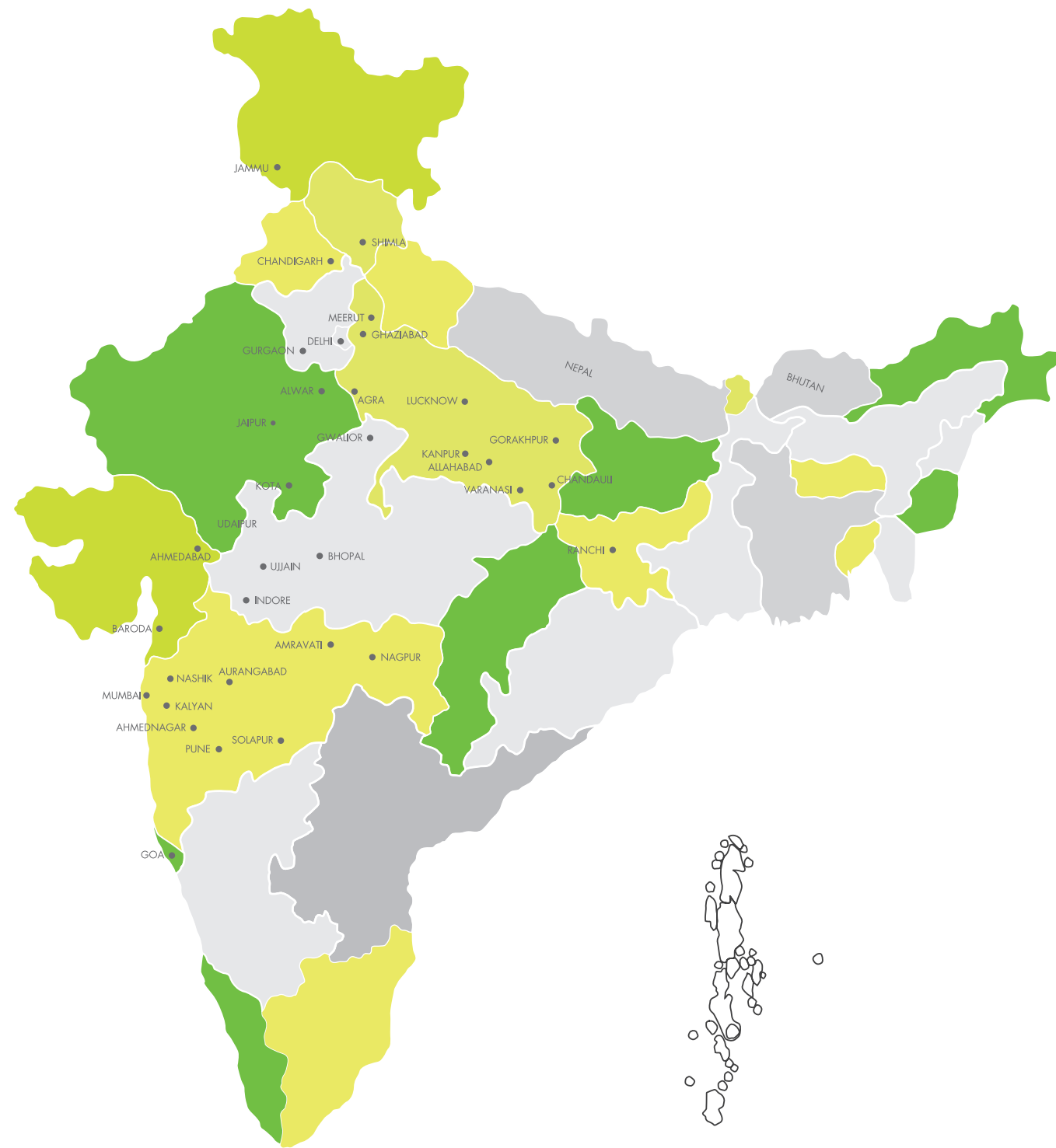


TABLE 3.1: OVERVIEW OF CCC IN 2011

TOTAL NUMBER OF CITIES CONNECTED AS ON DECEMBER 2011	35
TOTAL NUMBER OF CALLS RECEIVED	640378
TOTAL NUMBER OF CALLS ANSWERED	594617
TOTAL NUMBER OF ABANDONED CALLS	45761
AVERAGE CALLS RECEIVED PER MONTH	53365
AVERAGE CALLS ANSWERED PER MONTH	49551
AVERAGE ABANDONED CALLS PER MONTH	3813
AVERAGE ON CALL TIME	28 SECONDS
AVERAGE SPEED OF ANSWER	0.05 SECONDS
AVERAGE ABANDONED TIME	0.10 SECONDS

FIGURE 3.1: NUMBER OF CITIES CONNECTED TO CCC IN 2011 DATA SOURCE: CCC

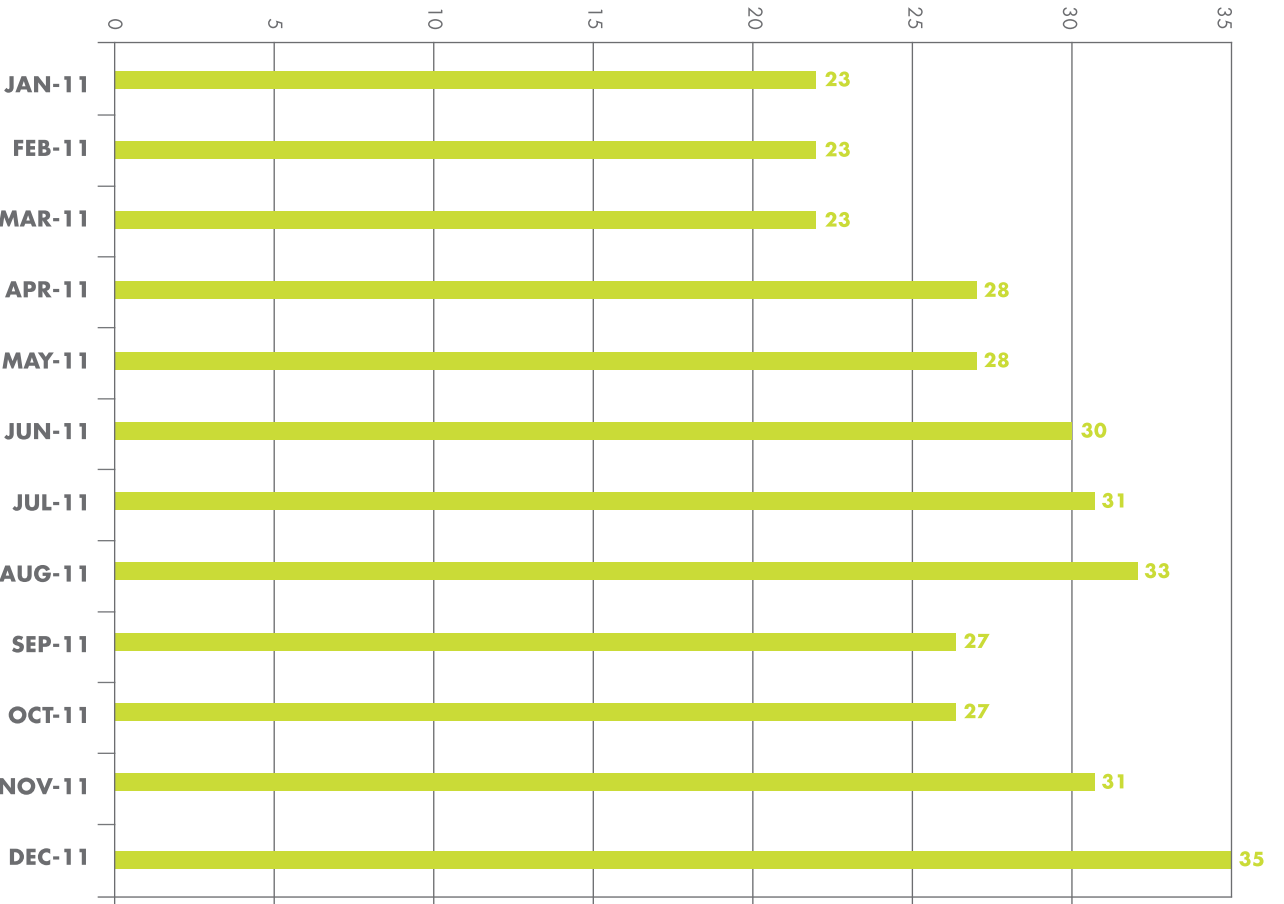
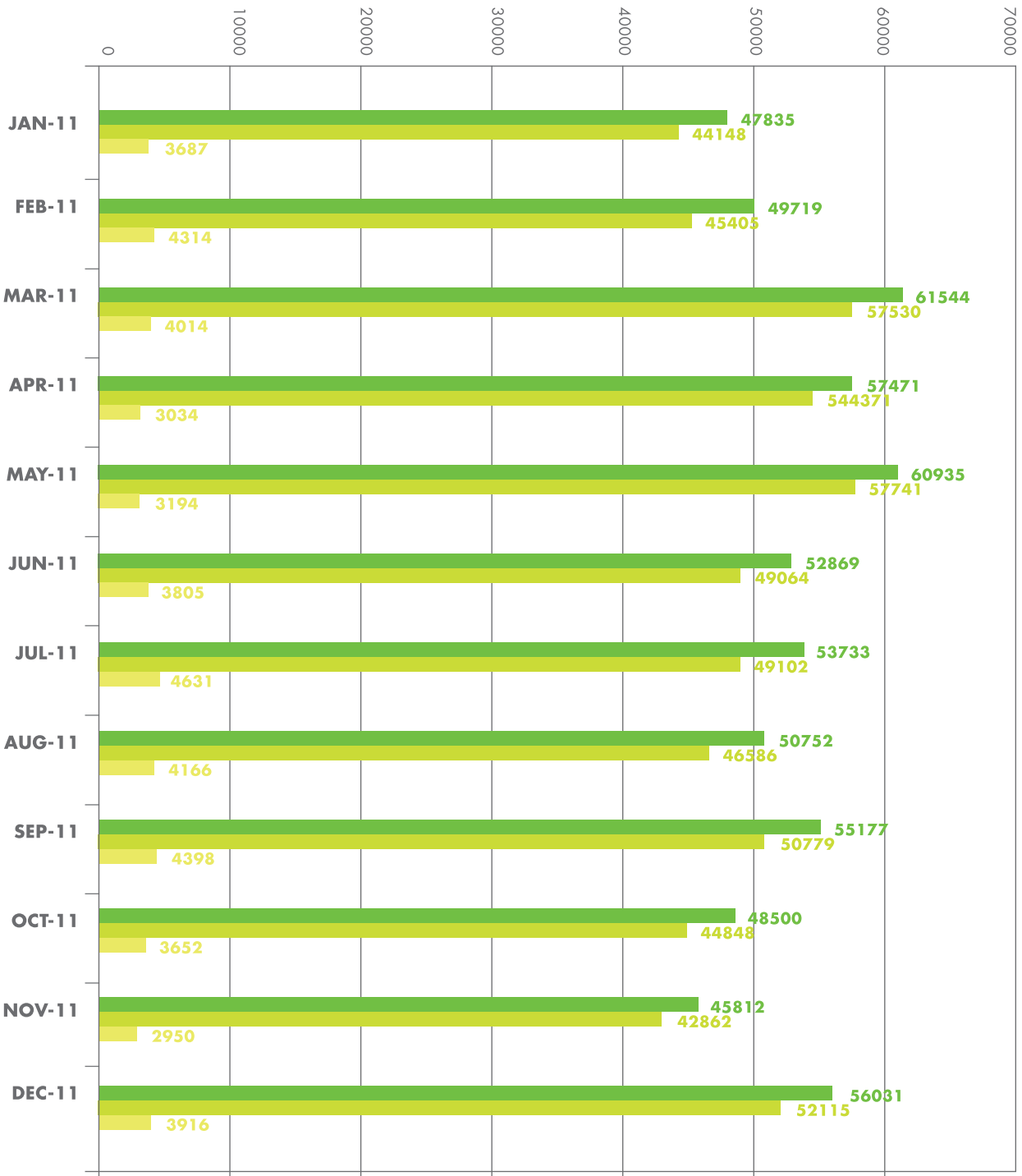




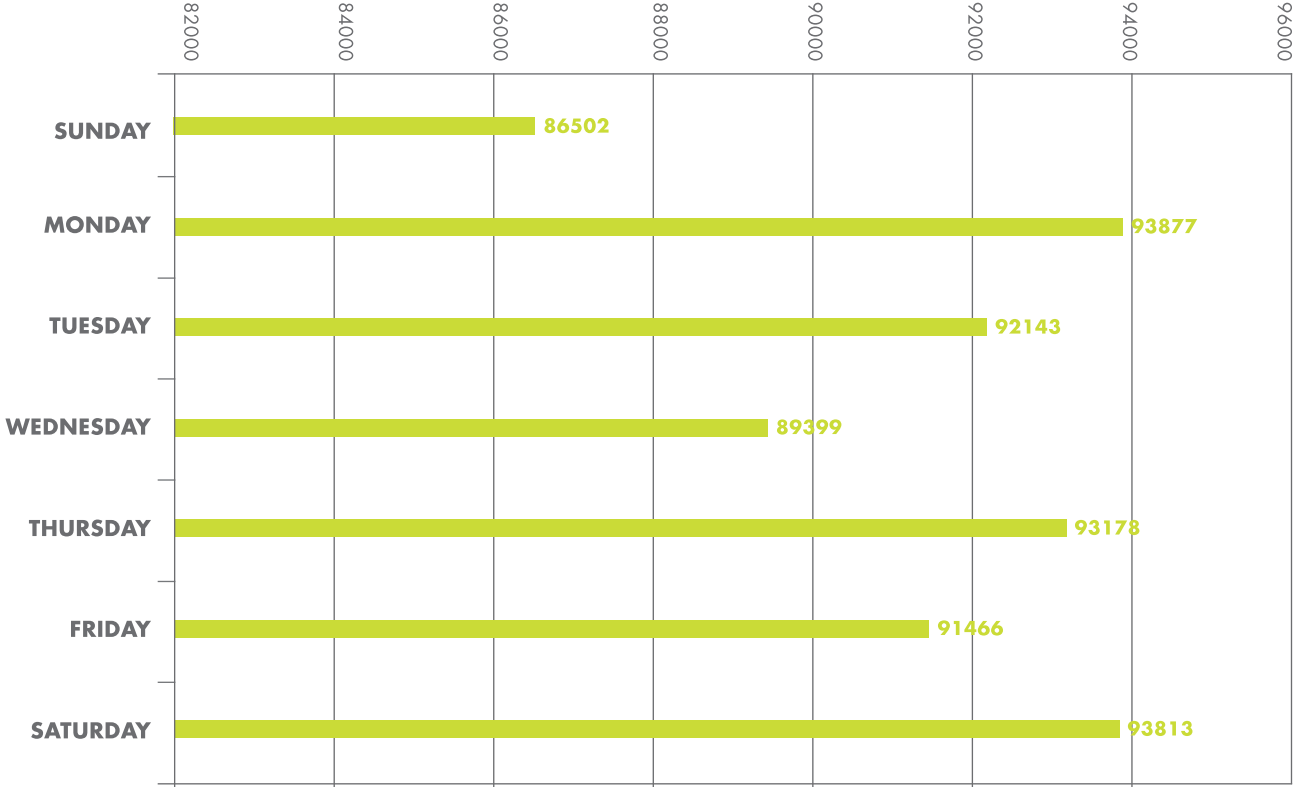
FIGURE 3.2: CALLS ANSWERED V/S ABANDONED DATA SOURCE: CCC



- TOTAL CALLS RECEIVED
- TOTAL CALLS ANSWERED
- TOTAL CALLS ABANDONED



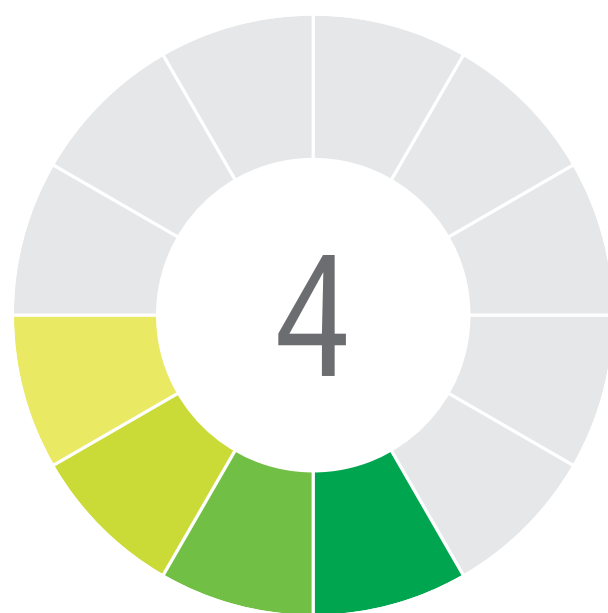
FIGURE 3.3: CALL DISTRIBUTION BY DAY OF WEEK DATA SOURCE: CCC



January 2011 to December 2011

As evident from the above graph there are relatively higher number of calls on Monday, Thursday and Saturday, and comparatively less number of calls on the rest of the days.

4 NATIONAL ANALYSIS OF CALLS



4.1 NATIONAL CALLS TO CHILDLINE 1098

TABLE 4.1: NATIONAL CALLS TO CHILDLINE 1098

ZONE WISE DISTRIBUTION OF NATIONAL CALLS							
NO. OF CITIES			32	32	38	23	125*
S.NO.	CATEGORY		EAST	NORTH	SOUTH	WEST	NATIONAL
I	MEDICAL		3,832	1,598	997	1,621	8,048
II	SHELTER		2,357	2,108	4,965	1,344	10,774
III	RESTORATION		2,604	2,647	3,528	543	9,322
IV	PROTECTION FROM ABUSE		1,136	3,669	3,390	1,368	9,563
V	CHILD IN CONFLICT WITH LAW		95	9	60	42	206
VI	SPONSORSHIP		761	660	1,615	1,485	4,521
VII	MISSING	CHILD LOST	1,522	2,246	881	711	5,360
		PARENTS ASK HELP	1,647	2,537	1,674	640	6,498
VIII	EMOTIONAL SUPPORT & GUIDANCE		3,336	1,811	11,282	846	17,275
IX	TOTAL I - VIII		17,290	17,285	28,392	8,600	71,567
X	INFORMATION AND OTHER CALLS		5,09,014	6,27,398	6,49,425	3,91,492	21,77,329
	TOTAL IX - X		5,26,304	6,44,683	6,77,817	4,00,092	22,48,896

* For this publication data of only those cities has been considered who have been ringing since March 2011. Hence cities which commenced ringing from April 2011 are not included for this analysis.

There are 8 categories under which calls seeking assistance are classified (categories I to VIII above). Information and other calls include silent calls, crank calls, fun and also abusive calls. All calls do not translate into direct intervention. Intervention calls are a subset of calls in the 8 broad categories.

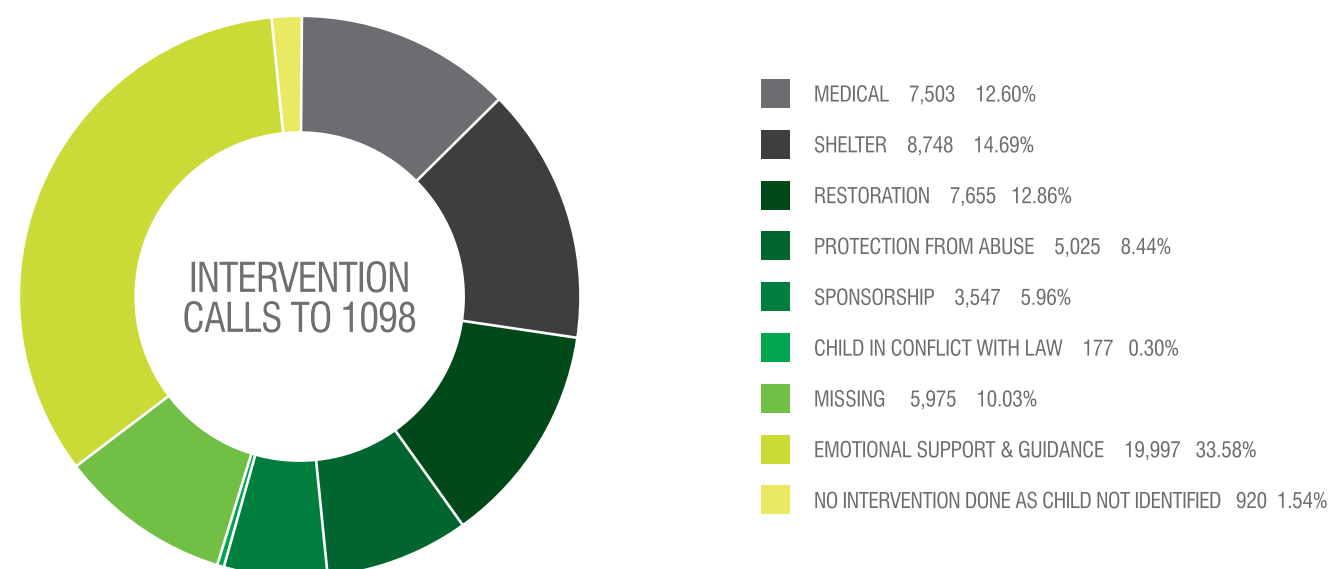
4.2 INTERVENTION CALLS TO 1098

Of the total 22,48,896 calls received during the period January - December 2011, a total of 59,547 were recorded as Intervention Calls. (each of these calls is also referred to as an Case by us)

TABLE 4.2: INTERVENTION CALLS TO 1098

INTERVENTION	TOTAL	%
MEDICAL	7,503	12.60%
SHELTER	8,748	14.69%
RESTORATION	7,655	12.86%
PROTECTION FROM ABUSE	5,025	8.44%
SPONSORSHIP	3,547	5.96%
CHILD IN CONFLICT WITH LAW	177	0.30%
MISSING	5,975	10.03%
EMOTIONAL SUPPORT & GUIDANCE	19,997	33.58%
NO INTERVENTION DONE AS CHILD NOT IDENTIFIED	920	1.54%
TOTAL	59,547	100.00%

FIGURE 4.2: INTERVENTION CALLS TO 1098 N =5 9547 DATA SOURCE: ChildNET



After 33.58% of Emotional Support & Guidance (ES&G) interventions, shelter related interventions, restoration and medical interventions accounted for 14.69%, 12.86% and 12.60% respectively.

Intervention Cases

Intervention involves reaching out to children, providing emergency assistance and linking children to services available for long-term care. CHILDLINE intervened with 59,547 cases during the period January 2011 - December 2011. Some of the key observations regarding the data based on ChildNET for the January 2011 - December 2011 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally.

- **Medical 7,503 (12.60%):** Out of the total 7,503 medical calls received, the distribution was as follows: first aid 28%, OPD 35%, hospitalisation 18%, private clinic 9%, casualty/accident 5% and 5% of other medical assistance.

- **Shelter 8,748 (14.69%):** 48% children were referred to Child Welfare Committee (CWC) for shelter, 36% children were provided shelter for a temporary period and 5% were referred for permanent shelter at an NGO, 6% of the children have been provided shelter at Government shelter homes out of which 4% were for short stay, 2% for permanent stay and 5% of them were provided shelter at other shelter homes.

- **Restoration 7,655 (12.86%):** Children restored with their family member within the city accounted for 32% and outside the city accounted for 27%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within city accounted for 17% and outside the city accounted for 8%, Children who have been restored with the help of other agencies within and outside the city accounted for 9%.

- **Missing children 5,975 (10.03%):** In order to search either for missing Children or trace homes of missing children, CHILDLINE contacted the Missing Person Bureau in 12% cases, contacted the Police for finding the children accounted for 15%, 36% of the children were searched using the CHILDLINE or other NGO network, in 17% cases the missing children information has been flashed in Media or on the Website. In 18% cases other tools have been used to lookout for the Missing Children i.e. Searched for the child in Shelter Homes, Observation home and the area where the child was known to be lost.

4.2 GENDER WISE DISTRIBUTION OF INTERVENTION CASES

■ **Protection from abuse 5,025(8.44%):** Of the total intervention cases for Protection from abuse, 42% of children were provided Support within their existing setup, 32% of the children were referred to the CWC and 3.54% were provided Legal support and in 3% cases police were involved for intervention.

■ **Sponsorship 3,547 (5.96%):** 72% cases were received for sponsorship of education, 16% for sponsorship of medical support, and around 2% for Legal support.

■ **Emotional support and guidance 19,997 (33.58%):** CHILDLINE received the maximum number of calls from children seeking counseling, of these, CHILDLINE provided guidance to callers about ways to handle the problems in 48% of the cases, Counseling by CHILDLINE was done in 50% cases and 0.18% cases were referred to professional counselors.

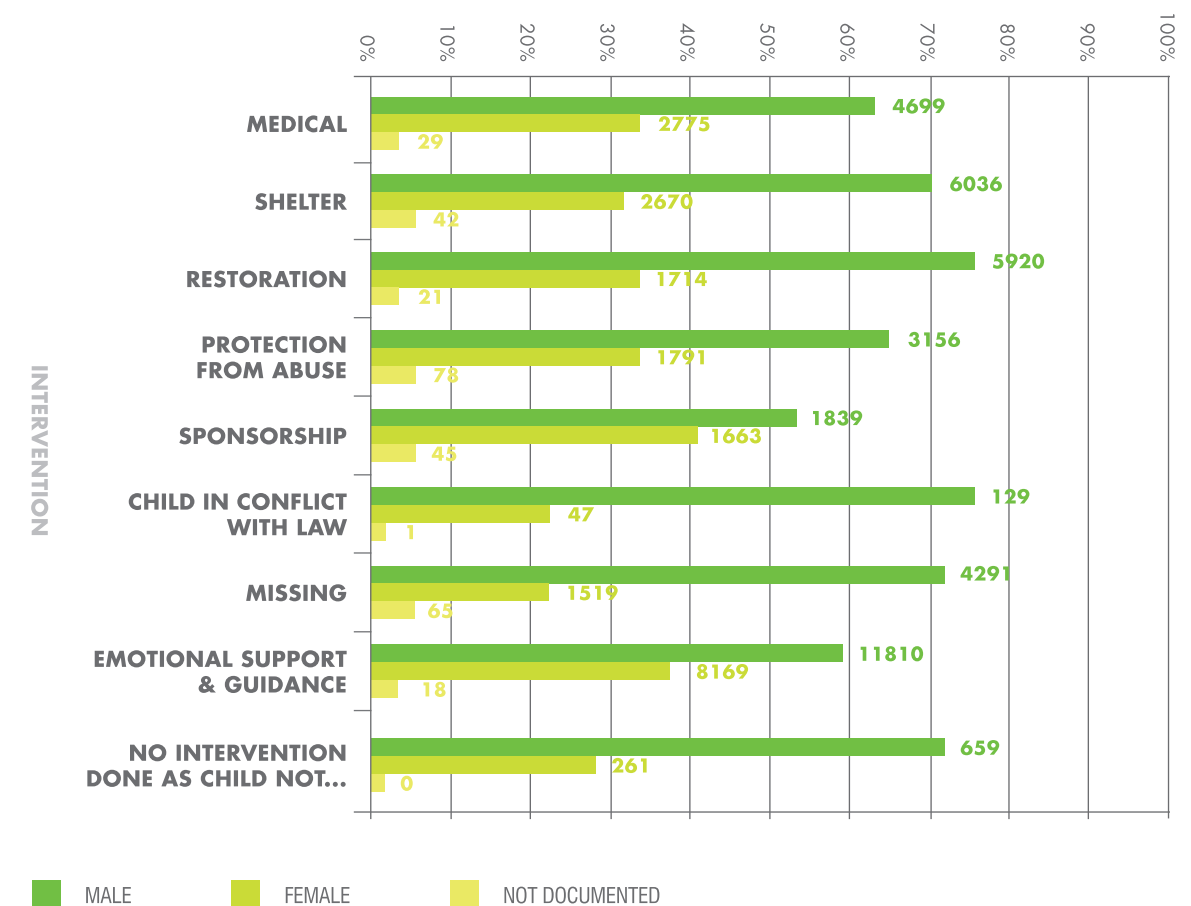
■ **Child in conflict with law 177 (0.30%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. 36% of the cases were referred to the police and 14% cases required rehabilitation of the children to be done by the CHILDLINE team. In 10% cases CHILDLINE provided legal support to the children and 24% cases were referred to the Juvenile justice board (JJB).

Of the 59,547 intervention cases, 34% were for female children. In almost all subcategories the number of cases involving male children outnumbers cases involving female children. However, in the subcategory of Sponsorship, the number of interventions are nearly equal for both.

TABLE 4.2.1: GENDER WISE DISTRIBUTION OF INTERVENTION CASES

INTERVENTION	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL
MEDICAL	4,699	12	2,775	13.46	29	7	7,503
SHELTER	6,036	16	2,670	12.96	42	11	8,748
RESTORATION	5,920	15	1,714	8.32	21	5	7,655
PROTECTION FROM ABUSE	3,156	8	1,791	8.69	78	20	5,025
SPONSORSHIP	1,839	5	1,663	8.07	45	11	3,547
CHILD IN CONFLICT WITH LAW	129	0	47	0.23	1	0	177
MISSING	4,291	11	1,519	7.37	165	41	5,975
EMOTIONAL SUPPORT & GUIDANCE	11,810	31	8,169	39.64	18	5	19,997
NO INTERVENTION DONE AS CHILD NOT IDENTIFIED	659	2	261	1.27	0	0	920
TOTAL	38,539	100	20,609	100	399	100	59,547

FIGURE 4.2.1: GENDER DISTRIBUTION OF INTERVENTION CASES N=59547 DATA SOURCE: ChildNET



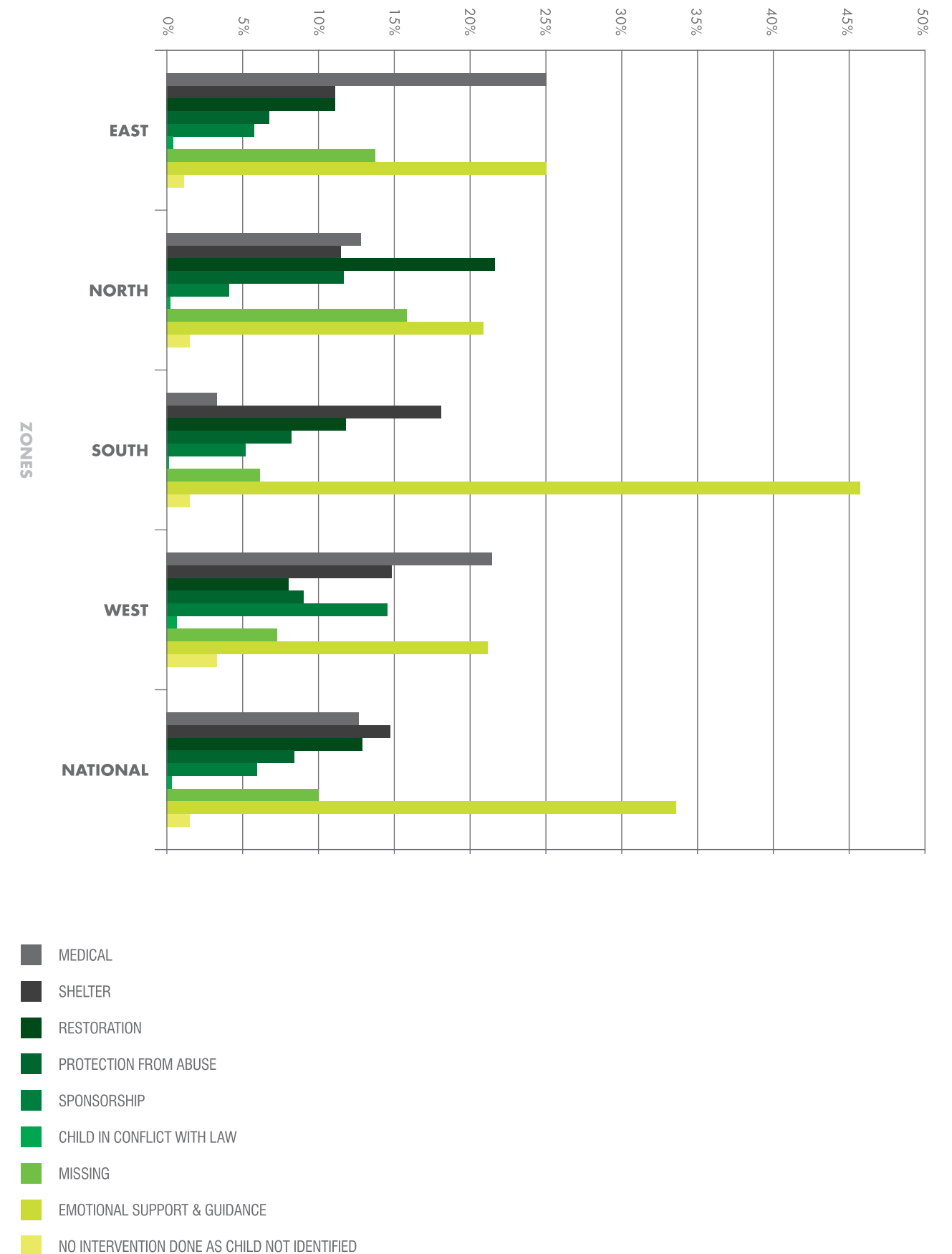
4.3 A ZONAL VIEW OF CHILDLINE INTERVENTIONS

Each of India’s four zones is marked by unique characteristics. The South, comprising four states of Kerala, Tamil Nadu, Karnataka and Andhra Pradesh offer a very large mass of urban landscape, the North is marked by rural domination, the East is a complex area including the North East - which has its own unique social and geo-political characteristics whilst the West is marked by two of India’s most industrialized states in Maharashtra and Gujarat. Therefore, it is no surprise that intervention case patterns differ across regions.

TABLE 4.3: INTERVENTIONS ACROSS ZONES

NO. OF CITIES		32		32		38		23		125	
S.NO.	CATEGORY	EAST	%	NORTH	%	SOUTH	%	WEST	%	NATIONAL	%
I	MEDICAL	4,297	25.03	1248	12.71	902	3.27	1056	21.39	7503	12.60
II	SHELTER	1894	11.03	1131	11.51	4992	18.08	731	14.8	8748	14.69
III	RESTORATION	1899	11.06	2121	21.60	3241	11.74	394	7.98	7655	12.86
IV	PROTECTION FROM ABUSE	1156	6.73	1148	11.69	2277	8.24	444	8.99	5025	8.44
V	SPONSORSHIP	989	5.76	403	4.10	1438	5.20	717	14.52	3547	5.96
VI	CHILD IN CONFLICT WITH LAW	77	0.45	19	0.19	50	0.18	31	0.63	177	0.30
VII	MISSING	2,359	13.74	1552	15.80	1705	6.17	359	7.27	5975	10.03
VIII	EMOTIONAL SUPPORT & GUIDANCE	4306	25.08	2049	20.86	12598	45.62	1044	21.14	19997	33.58
IX	NO INTERVENTION DONE AS CHILD NOT IDENTIFIED	193	1.12	151	1.54	414	1.50	162	3.28	920	1.54
X	TOTAL	17170	100	9822	100	27617	100	4938	100	59547	100

FIGURE 4.3: INTERVENTIONS ACROSS ZONES N = 59547 DATA SOURCE: ChildNET



ES&G cases dominate the south zone with nearly 46% of all their cases. The South also has the largest share of restoration cases accounting for 11.74%. In the East the largest blocks are medical and ES&G interventions at 25.03% & 25.08%

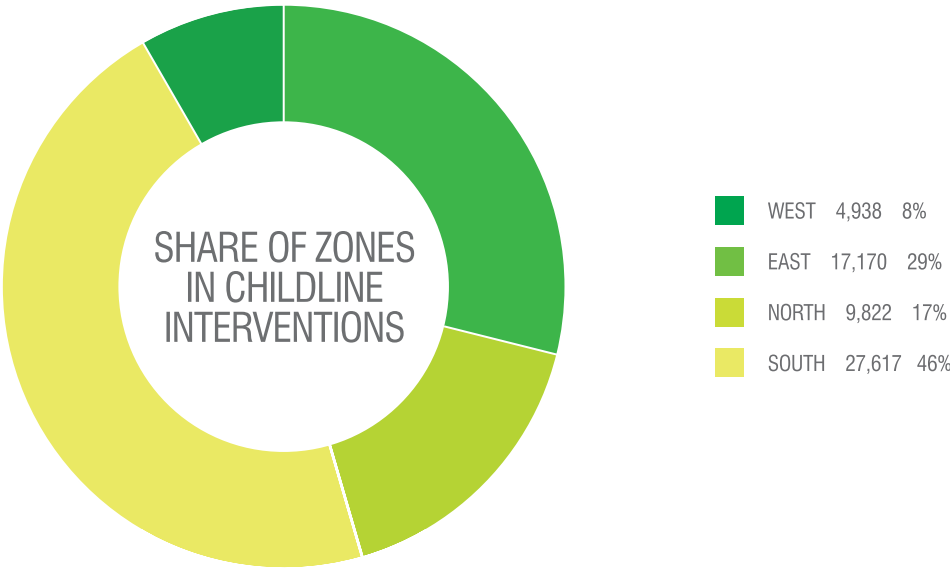
While ES&G is the single largest group in the North, significant share of cases are for restoration accounting for 21.60% and missing children totaling to 15.80%. In the West, ES&G cases are far lower compared to the other three regions- the single largest block being medical cases at 21.39%, followed by ES&G at 21.14%.

TABLE 4.3.1: AVERAGE NUMBER OF CALLS AND CASES PER CITY, PER YEAR

ZONE	AVERAGE NUMBER OF CALLS TO 1098 PER CITY PER YEAR	AVERAGE NUMBER OF INTERVENTION CASES PER CITY PER YEAR
EAST	16,447	537
NORTH	20,146	307
SOUTH	17,837	727
WEST	17,395	215
NATIONAL	17,991	476

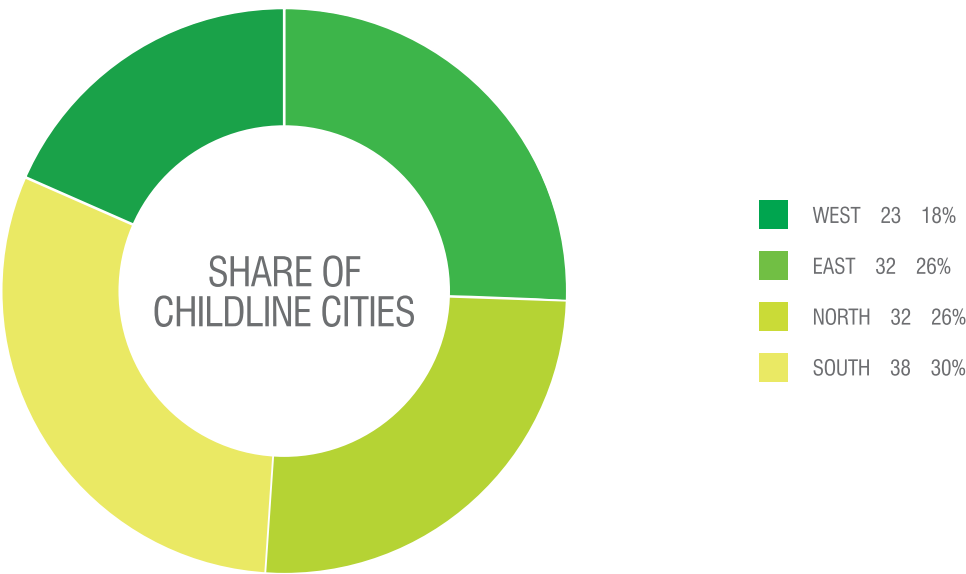
Though the Southern zone has the largest share of calls, by virtue of many more cities, its average number of calls is relatively lower. However, the average for direct intervention cases (per city/per year) is higher than the national average.

FIGURE 4.3.1: SHARE OF ZONES IN CHILDLINE INTERVENTIONS N=59547 DATA SOURCE: ChildNET



The CHILDLINE service in the South has the largest share of intervention cases totaling to 46%. The Southern region has the maximum coverage of the CHILDLINE service in terms of the number of cities (38 cities) providing the 1098 service. 29% of all interventions are handled by the East with a presence in 32 cities.

FIGURE 4.3.2: SHARE OF CHILDLINE CITIES N=125 DATA SOURCE: ChildNET



5 REASONS FOR CALLING CHILDLINE 1098



5.1 REASONS FOR CALLING CHILDLINE 1098

This section shows the various reasons for contacting the CHILDLINE service by children or concerned adults. It shows that CHILDLINE has been contacted mostly for Emotional and Mental health related issues which is 14%, followed by Education related calls at 12%, Lack of resources at 9%, Family related issues at 9%, Runaway at 9% and so on.

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

In a joint operation, CHILDLINE Shimla, the Shimla Police and the District Administration rescued 8 bonded labourers from the custody of horse owners operating in Mahasu peak, Kufri. Hailing from Assam, children were brought to Delhi to work as bonded labour in the horse riding business which was the transit point for the trafficker before the children were sent to Shimla. It was during an outreach programme organised by CHILDLINE Shimla in Kufri that one of the boys approached the CHILDLINE team asking for help.

The CHILDLINE team made a visit to the spot immediately and gathered information. The team also informed Shri Onkar Sharma, Deputy Commissioner, Shimla who assured all his support. He also ordered an inquiry into the matter involving the police and labour departments.

Natives of Assam, aged 13-16 years, the 8 boys - Gautam, Bhupesh, Mintu, Suresh, Vishal, Dev, Bhitu and Suren (names changed) were rescued by the CHILDLINE team with assistance from the Shimla Police. These children had been working as horse handlers under the oppressive custody of the horse owner.

After the rescue, the children were provided immediate care at the CHILDLINE centre. After a long interaction with them, CHILDLINE understood that these poor children were brought from Assam to Delhi on a fixed salary by a woman who identified herself as Dolma. The children were treated in an inhumane manner for the past 9 months and had not been provided wages for the work they were doing. CHILDLINE produced the children before the CWC who directed CHILDLINE to hand the children over to their parents.

CHILDLINE lodged an FIR under Section 16 of the Bonded Labour system

[Abolition] Act 1976 while the Shimla Police is in the process to file a charge - sheet. CHILDLINE took necessary steps for the children to be registered as Bonded Labour. The children were provided a bonded release certificate and interim relief money of Rs.1000 each as monetary compensation by the District Administration under the Bonded Labour Rehabilitation Scheme, Ministry of Labour, Government of India.However, the woman could never be identified even though a case was registered under the Bonded Labour Act.

CHILDLINE traced the addresses of the children which were verified by the officials of the Assam Government. The Home Commissioner, Government of Assam directed the officials of CID Assam to accompany the children to their villages. The children are currently living with their parents.

NOTE: The table 5.1 indicates the different reasons people call CHILDLINE 1098. The data mentioned below does not represent 1, 01,878 unique callers but those callers who mentioned more than one reason for calling. The figure also corresponds to unique cases which resulted in interventions. Hence, we can reasonably assume that on an average, in 2011, every unique caller had more than one reason for calling (Ratio of the unique caller: reasons for calling - 1:1.71). Typically a child calling for fever may also report hunger and pain. Which are the most frequently cited combination of reasons for calling CHILDLINE? See the figure (5.1) below for the answer:

TABLE 5.1: REASONS FOR CALLING CHILDLINE 1098

REASONS FOR CALLING	TOTAL	%
EMOTIONAL /MENTAL HEALTH	14,752	14.48
EDUCATION RELATED	12,368	12.14
LACK OF RESOURCES	10,091	9.90
FAMILY RELATED	9,543	9.37
RUNAWAY	9,111	8.94
PHYSICAL HEALTH	8,936	8.77
MISSING	9,089	8.92
ABUSE AND VIOLENCE	6,316	6.20
CHILD LABOUR	5,805	5.70
HOMELESS	3,854	3.78
CHILD WANTS TO GO BACK HOME	2,523	2.48
TRAFFICKED	2,141	2.10
DISABILITY & MENTAL ILLNESS	1,832	1.80
ADDICTION	1,387	1.36
CHILD IN CONFLICT WITH LAW	963	0.95
HIV/AIDS	657	0.64
DISCRIMINATION	643	0.63
DEATH RELATED	91	0.09
SEX RELATED QUERIES	21	0.02
NOT DOCUMENTED	1,755	1.72
TOTAL	1,01,878	100.00%

FIGURE 5.1: REASONS FOR CALLING CHILDLINE 1098 N=101878 DATA SOURCE: ChildNET

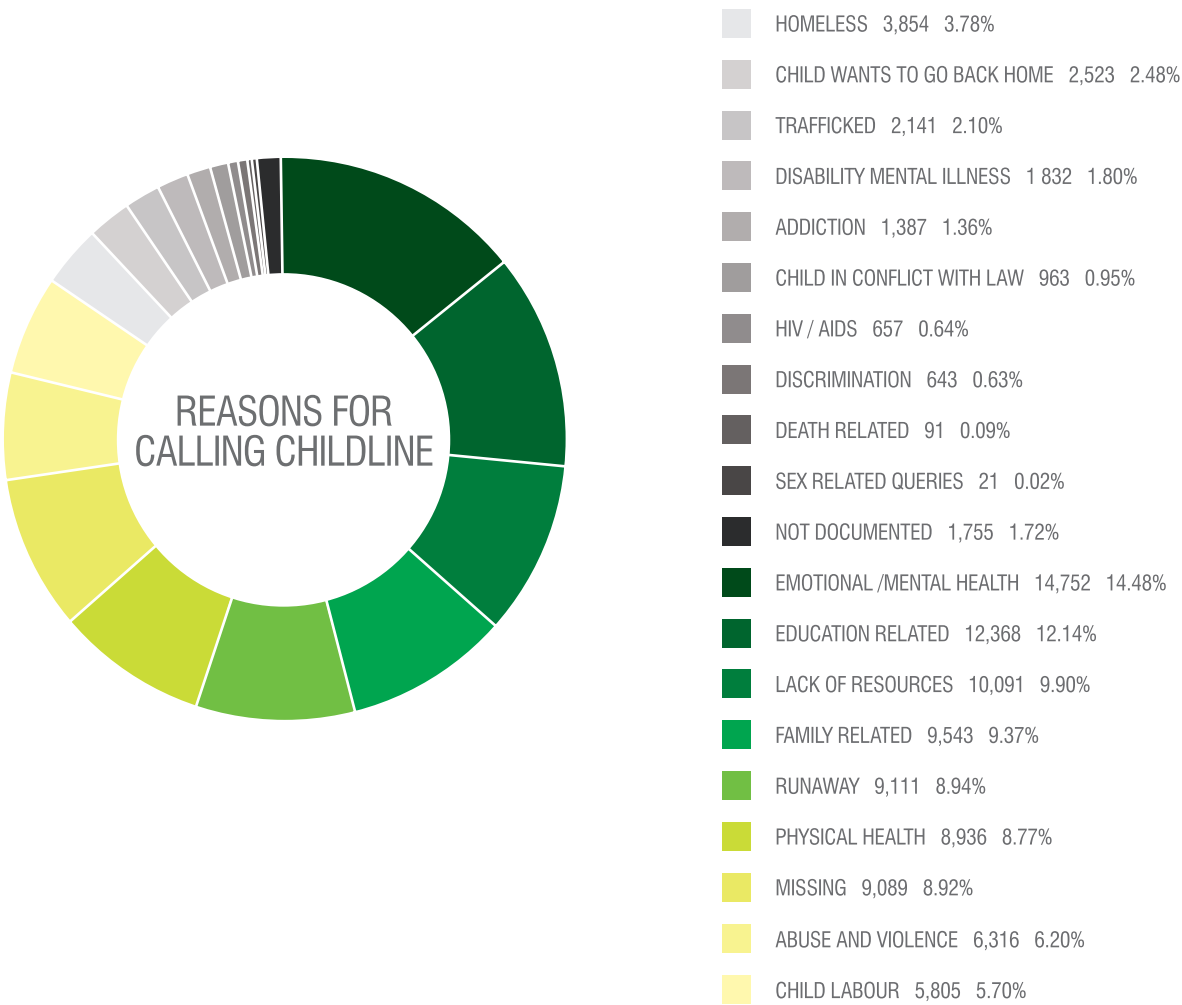
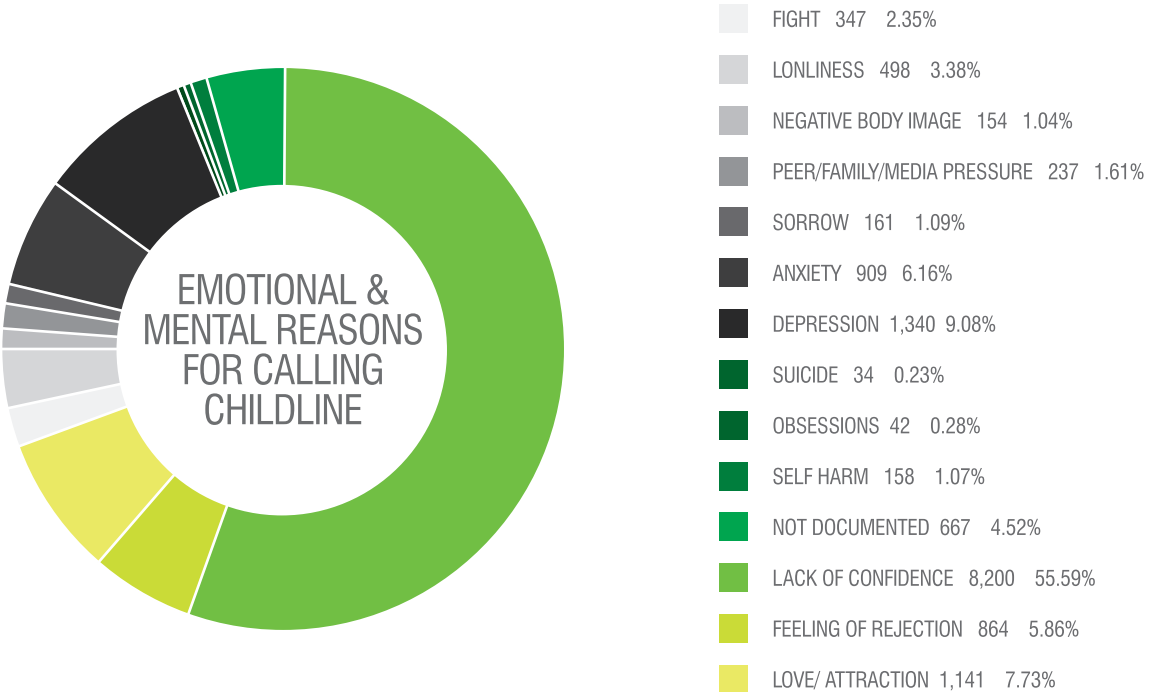


FIGURE 5.2.1: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=14752 DATA SOURCE: ChildNET



A major category of children who contact CHILDLINE for Emotional and mental health related issues are school going children, abused children or children who hail from a family where both parents are working. This accounts for the rapid growth in these kinds of calls. There has also been an increase in the number of calls coming from mobile phones. In 2011, out of 19,997 cases of ES&G related interventions, 10617 were calls from mobiles.

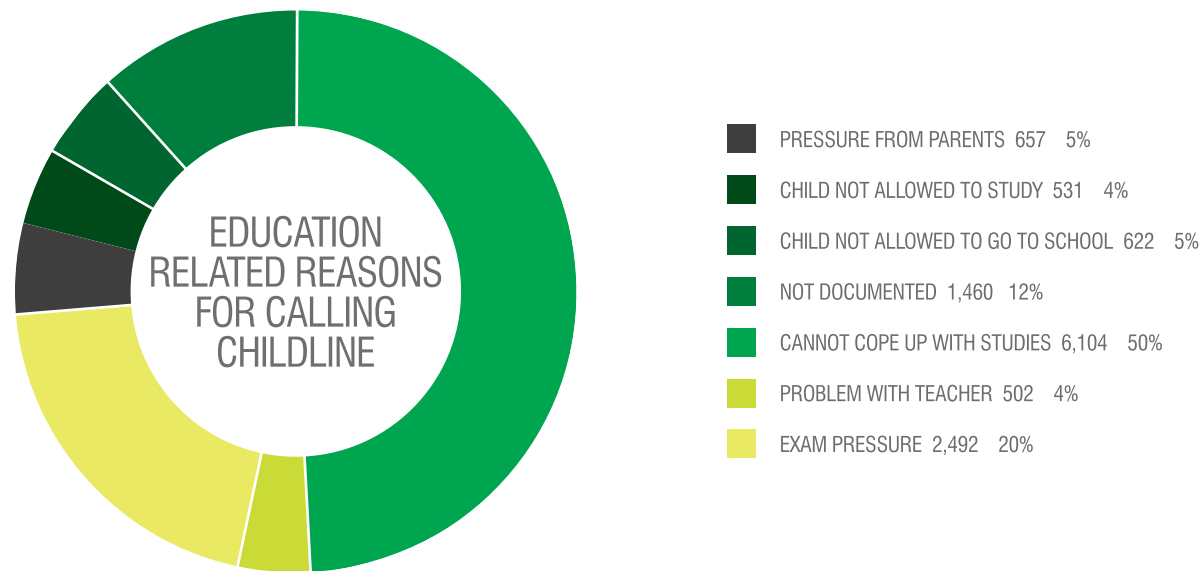
Note: Of the 8200 calls for 'lack of confidence', 1832 calls indicated an additional reason of 'depression' for calling.

5.2
BREAKUP OF REASONS
FOR CALLING CHILDLINE

BREAKUP OF REASONS FOR CALLING CHILDLINE 1098

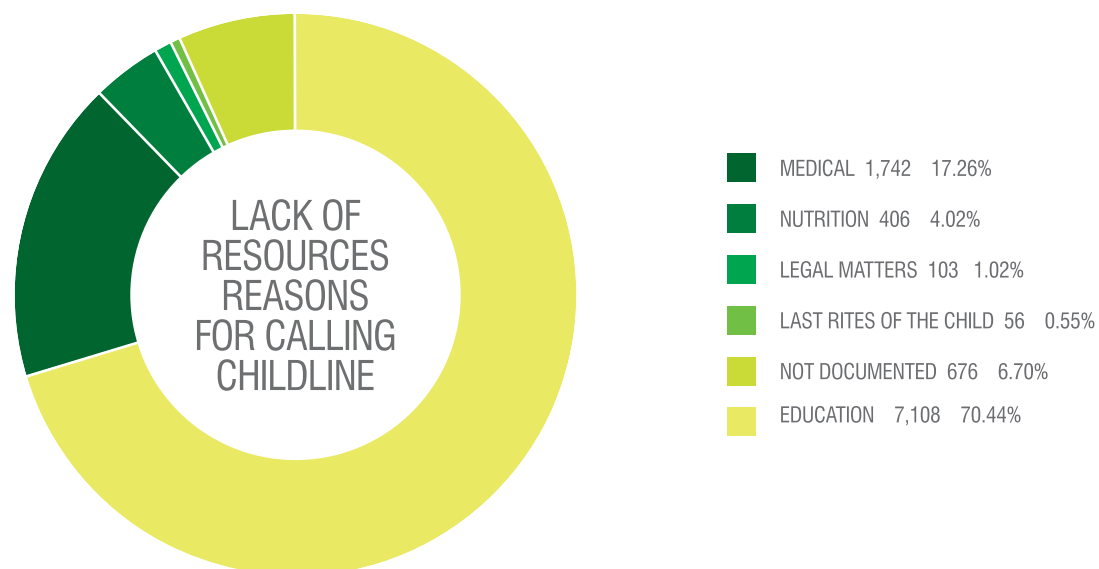
Each reason for calling (category) comprises different needs. Given below is the breakup of some critical reasons for calling CHILDLINE (Emotional & mental health, Education, Physical health, Family related issues and Lack of resources):

FIGURE 5.2.2: EDUCATION RELATED: SUB REASONS N=12368 DATA SOURCE: ChildNET



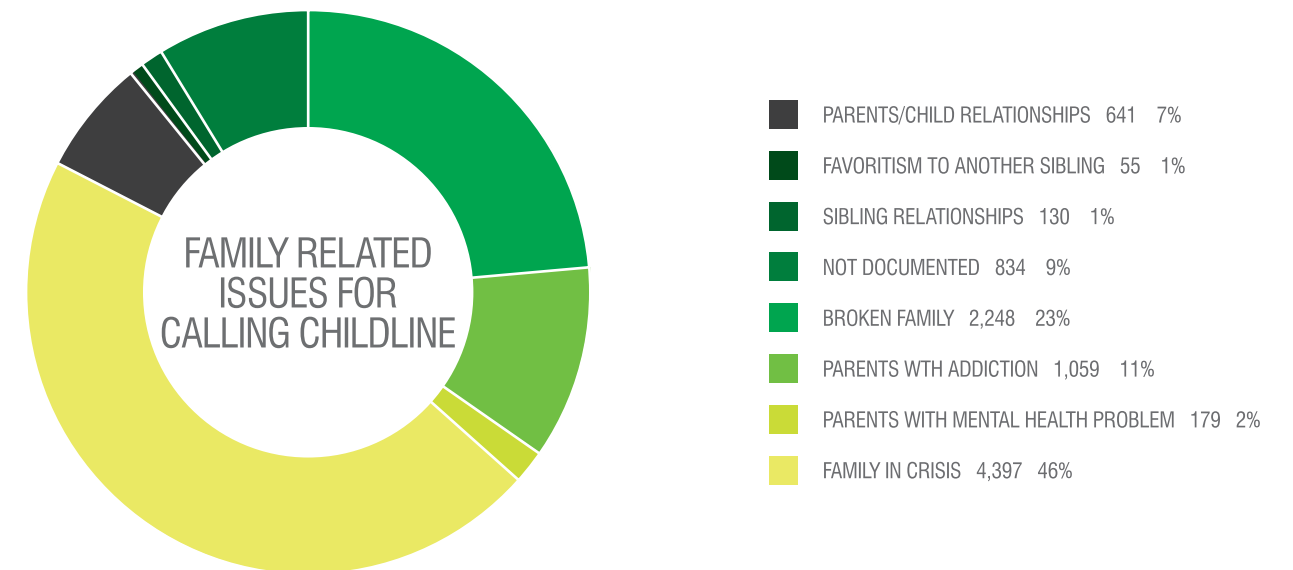
NOTE: These cases are also categorized as ES&G cases. On analysis we find that in quite a few instances more than one reason is cited for calling CHILDLINE 1098. Of the two biggest sub-reason segments: "Can't cope with study" and "Exam pressure" we find that 319 callers cited two reasons: Pressure from Parents and Problems with Teacher as their reasons for calling. We can assume that this indicates that the child has been faced with parental pressures and is also faced with complaints by teachers- both combining to build pressure on the child.

FIGURE 5.2.3: LACK OF RESOURCES: SUB REASONS N=10091 DATA SOURCE: ChildNET



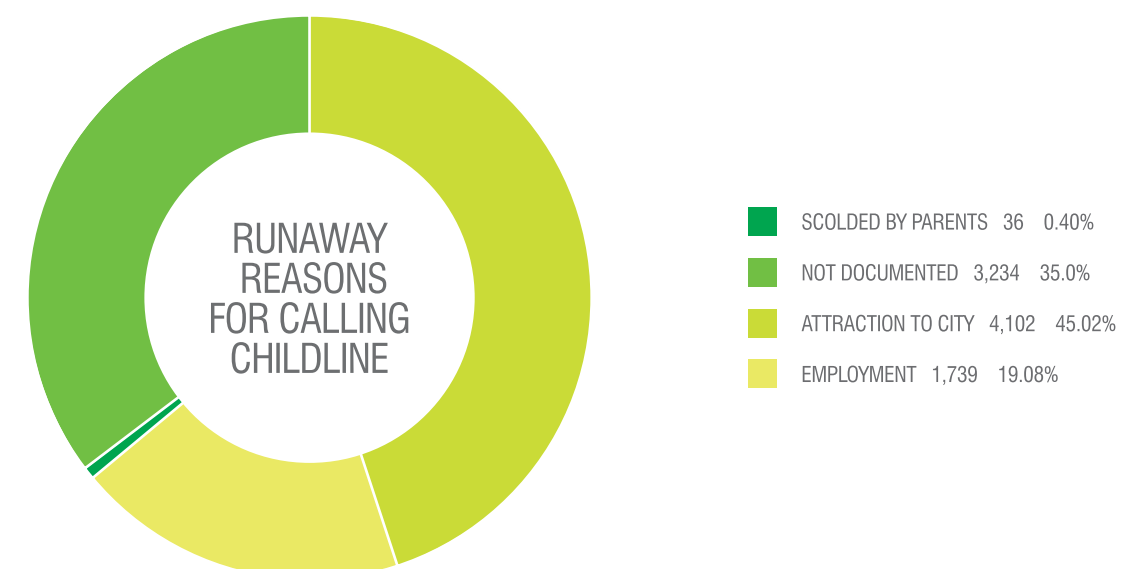
NOTE: These calls represent calls from marginalized children. Of the 7108 calls seeking sponsorships for education, 2965 callers also stated a need for resources for nutrition and medical issues. In 56 cases CHILDLINE was called in by local authorities to conduct the last rites of children who died and whose families could not be traced by the authorities.

FIGURE 5.2.4: FAMILY RELATED ISSUES: SUB REASONS N=9543 DATA SOURCE: ChildNET

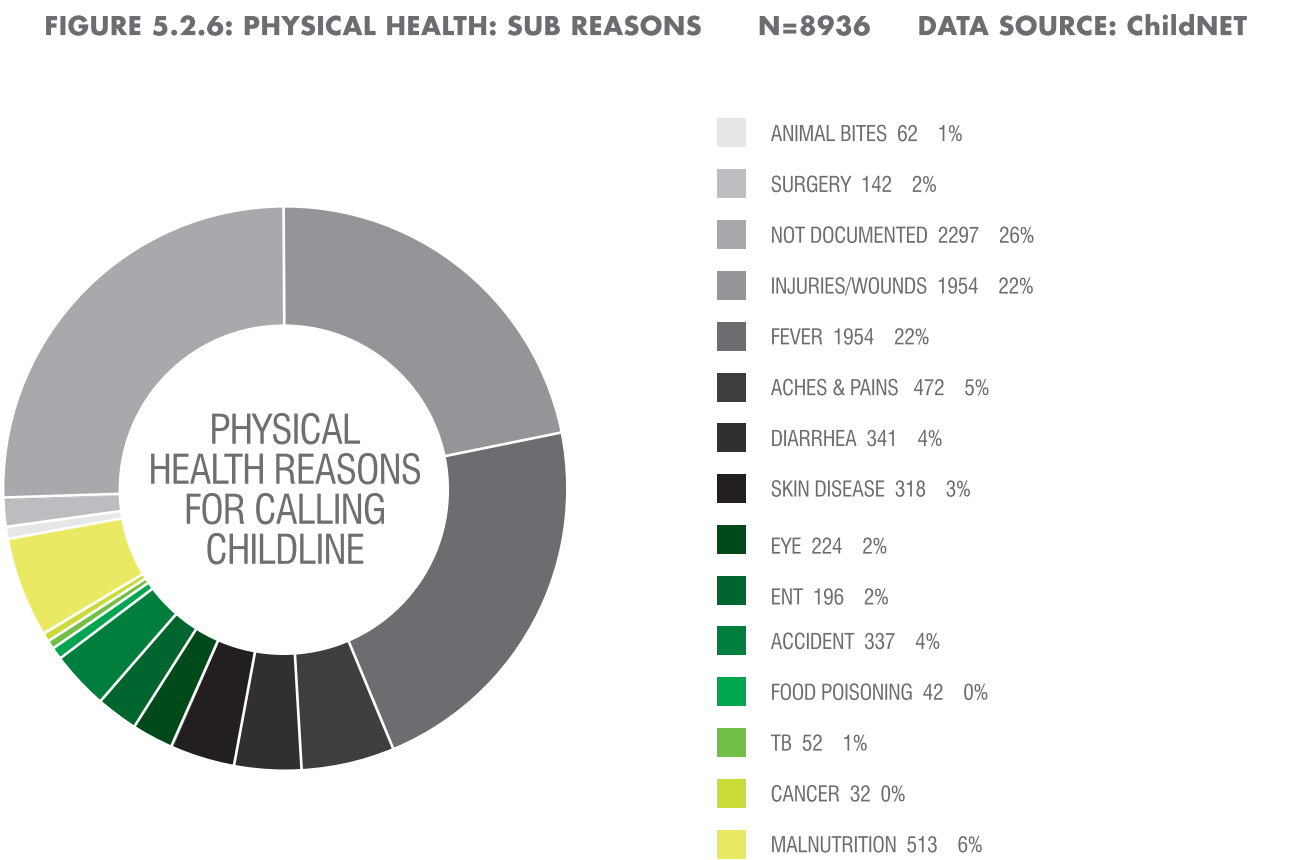


NOTE: These cases are also intervened as ES&G cases. Cases of family in crisis has gone down from 52% in 2010 to 46% in 2011 and the same with broken families also which has gone down by 1% in 2011 (23%) compared to 2010 (24%).

FIGURE 5.2.5: RUNAWAY: SUB REASONS N=9111 DATA SOURCE: ChildNET

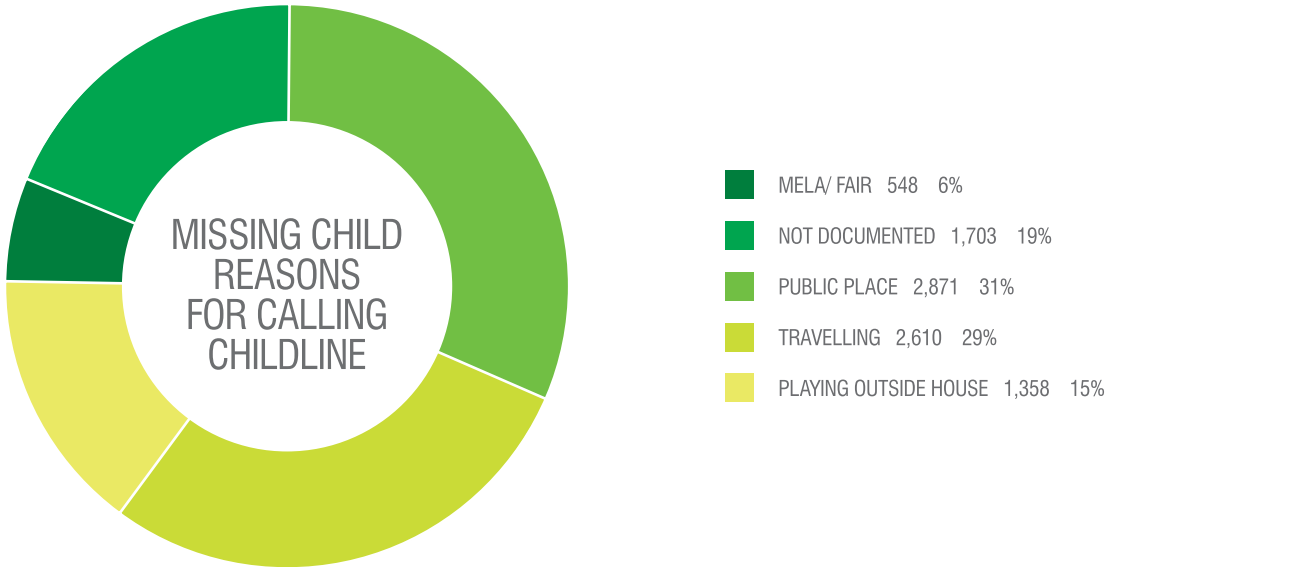


Reasons for runaway cases shows some changes: Family related issues have gone up from 0.10% in 2010 to 0.40% in 2011, whereas runaway due to attraction to a city has gone down by 6.74% from 51.76% in 2010 compared to 45.02% in 2011. Employment is also a significant reason which has gone down by 3.45% from 22.53% in 2010 compared to 19.08% in 2011.



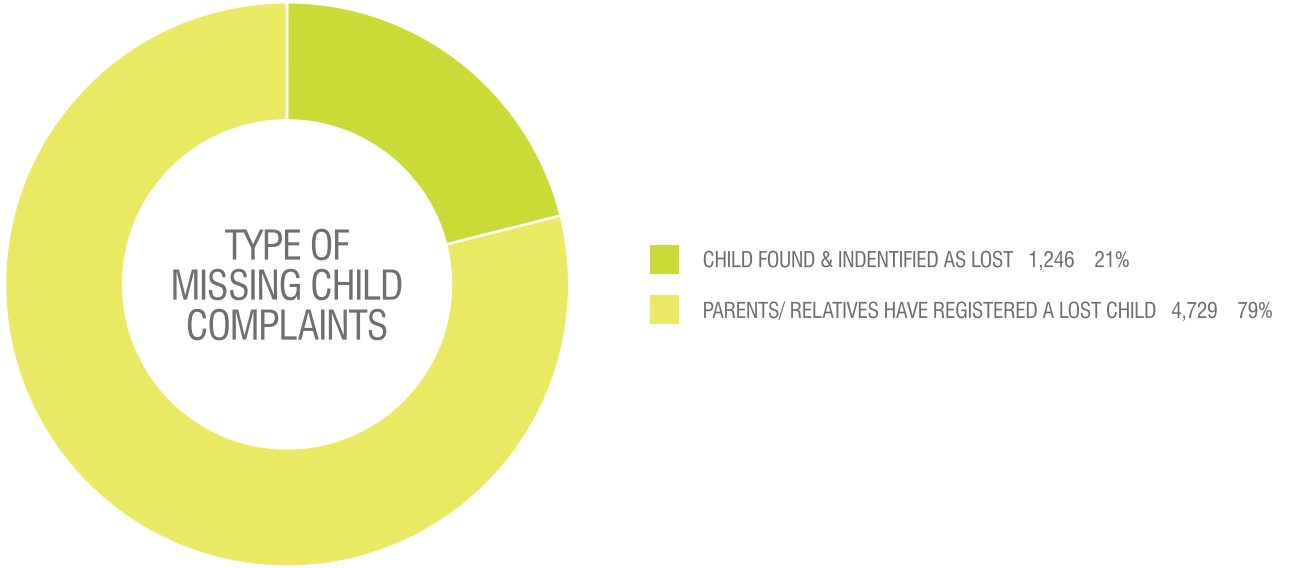
NOTE: Of the 1954 calls citing injuries/wounds as reason for calling CHILDLINE, 106 also stated “accident” as an additional reason. Malnourishment is the third largest reason for calling CHILDLINE 1098.

FIGURE 5.2.7: MISSING CHILDREN: THE PLACE WHERE CHILDREN WENT MISSING?
N= 9089 **DATA SOURCE: ChildNET**



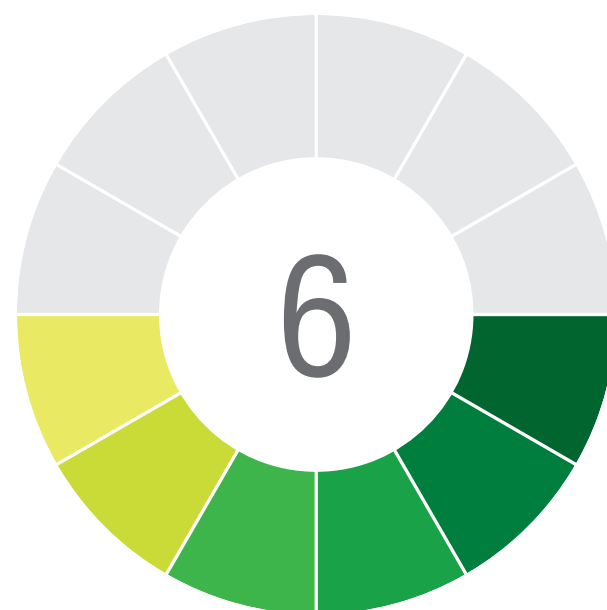
Significant changes can be seen in the reason for calling for missing cases: Cases of missing children during travelling has gone down from 34% in 2010 to 29% in 2011 and missing cases during melas/fairs has reduced by more than 50% i.e. from 14% in 2010 to 6% in 2011. Whereas missing cases from public place has gone up from 24% in 2010 to 31% in 2011.

FIGURE 5.2.7.1: MISSING CHILDREN: TYPE OF CASE **N=5975** **DATA SOURCE: ChildNET**



Cases where parents /relatives have registered a case of a missing child has gone down by 14% in from 93% in 2010 compared to 79% in 2011. Another category of the missing child i.e. Child found and identified as lost has tripled in numbers from 305 in 2010 to 1246 in 2011.

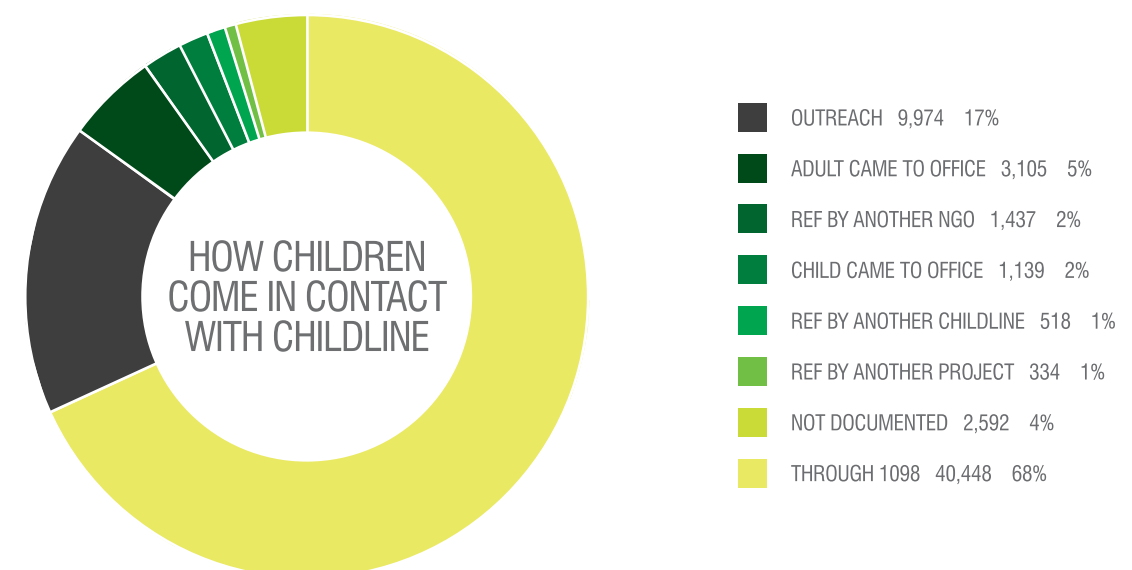
6 FROM WHERE DO CHILDREN CALL CHILDLINE 1098?



6.1 HOW CHILDREN COME IN CONTACT WITH CHILDLINE

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

FIGURE 6.1: HOW CHILDREN COME IN CONTACT WITH CHILDLINE N=59547
DATA SOURCE: ChildNET

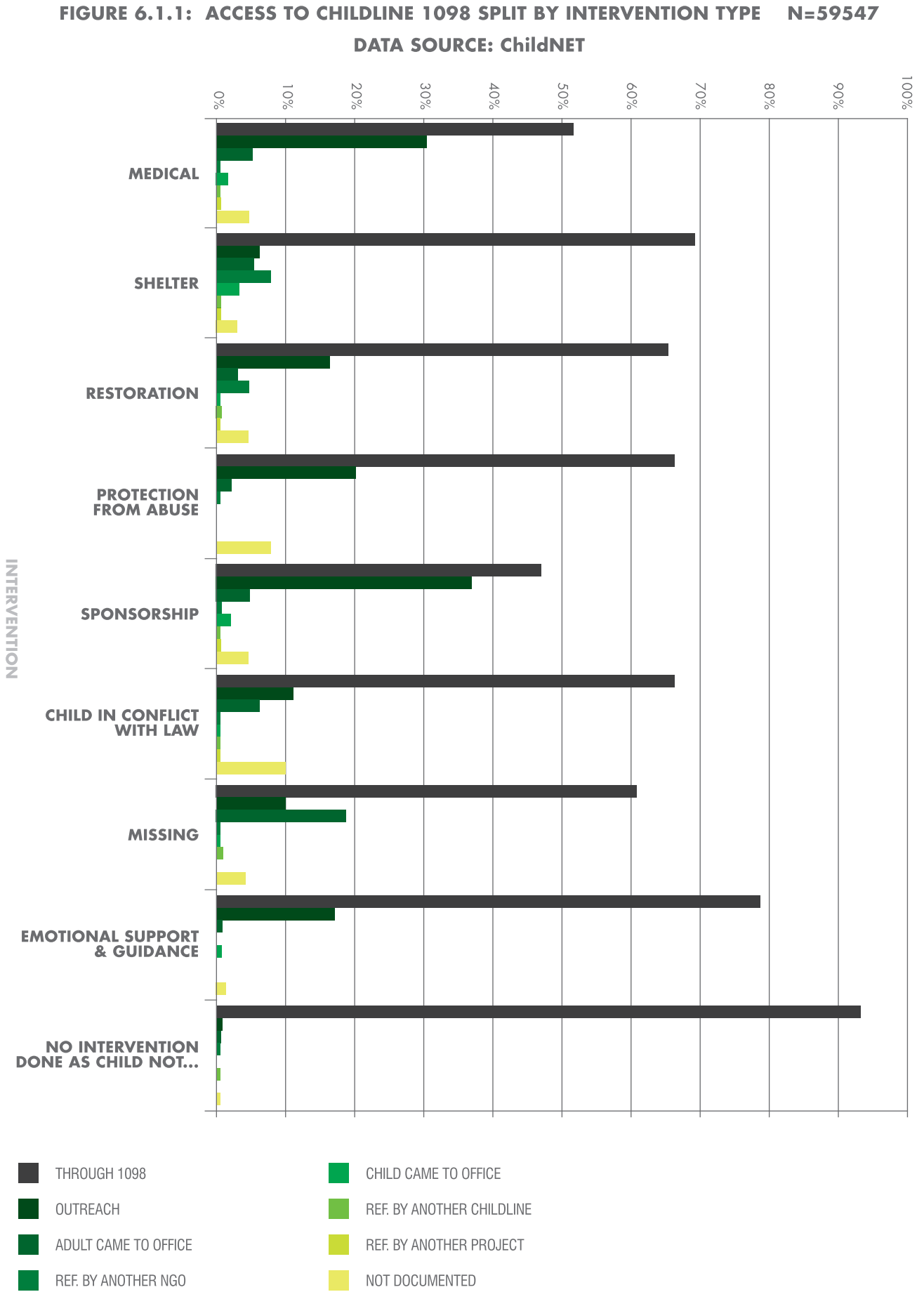


As CHILDLINE is a national toll free phone service, it receives the maximum number of intervention cases through 1098. Not only do children call on 1098, but also concerned adults call to share children's problems and help them.

The number of cases received during outreach is a significant 17%. Outreach includes a variety of activities with the objective to reach out to children and the general public on the streets in order to sensitize them on children's issues and the CHILDLINE 1098 service. During these activities, puppet shows, street theatre (nukkad nataks) and face to face interaction with people is conducted to enact cases received on 1098. Kiosks are setup at high traffic locations / events (Ganpati/Fairs) during outreach activity in which cases are directly referred to the team.

ACCESS THROUGH	THROUGH 1098	OUTREACH	ADULT CAME TO OFFICE	REF BY ANOTHER NGO	CHILD CAME TO OFFICE	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	NOT DOCUMENTED	TOTAL
MEDICAL	3,888	2,320	464	48	235	34	44	470	7,503
%	52	31	6	1	3	0	1	6	100
SHELTER	6,003	645	544	741	328	72	73	342	8,748
%	69	7	6	8	4	1	1	4	100
RESTORATION	5,105	1,111	283	446	100	171	66	373	7,655
%	66	15	4	6	1	2	1	5	100
PROTECTION FROM ABUSE	3,312	1,007	169	33	24	23	17	440	5,025
%	67	20	3	1	0	0	0	9	100
SPONSORSHIP	1,662	1,297	228	34	103	17	23	183	3,547
%	47	37	6	1	3	0	1	5	100
CHILD IN CONFLICT WITH LAW	117	22	13	2	2	2	1	18	177
%	67	12	7	1	1	1	1	10	100
MISSING	3,739	575	1,068	49	81	97	11	355	5,975
%	62	10	18	1	1	2	0	6	100
EMOTIONAL SUPPORT & GUIDANCE	15,748	2,982	331	79	265	93	98	401	19,997
%	79	16	2	0	1	0	0	2	100
NO INTERVENTION DONE AS CHILD NOT IDENTIFIED	874	15	5	5	1	9	1	10	920
%	94	2	1	1	0	1	0	1	100
TOTAL	40,448	9,974	3,105	1,437	1,139	518	334	2,592	59,547

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

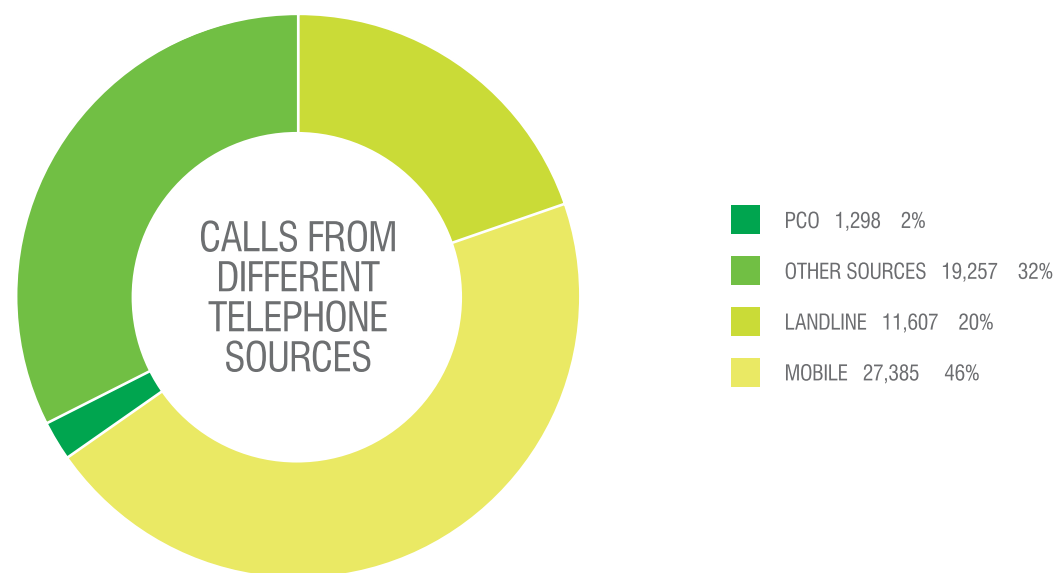


6.2 CHANGE IN TRENDS OF ACCESS TO THE TELECOM SERVICE

In the fast changing telecom scenario, PCOs are slowly vanishing. 95% of all telephone subscribers in India are now 'wireless' i.e. unlike the conventional 'wireline' telephony, no cable connects the phone to an exchange. The phones are either on a GSM (mobile) platform or CDMA (Wireless in Local Loop) based, both being wireless.

This has changed the way children and adults access 1098.

FIGURE 6.2: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES N=59547
DATA SOURCE: ChildNET



NOTE: This chart is very significant for us. It shows the sharp decline of PCOs in the country and the rapid growth of mobile phones. This leads to the serious question: How will marginalised children access CHILDLINE 1098? It is important to adapt the CHILDLINE model using innovative methods such as phone booths with hotlinks and non-dialable phones at high-traffic locations in order to provide children easy and instant access to help.

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

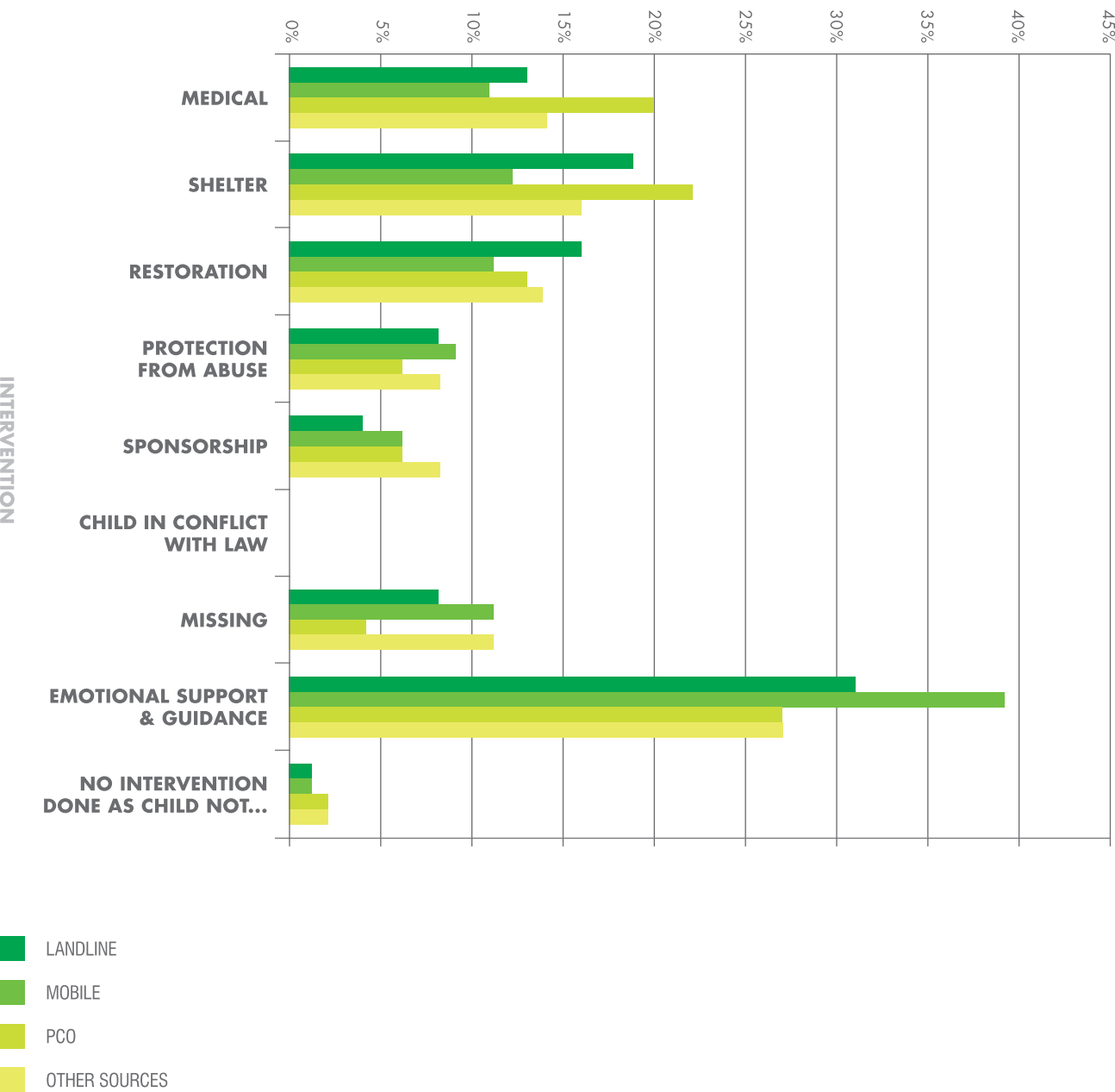
Are calls from mobiles for different reasons?

The answer to this question confirms that indeed more children are accessing CHILDLINE via mobiles. Given below is an analysis of call reasons classified by the type of call source i.e. either PCO or Mobile or landline.

TABLE 6.2.1: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES AND INTERVENTIONS

INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL
MEDICAL	1,562	13	2,978	11	260	20	2,703	14	7,503
SHELTER	2,123	19	3,318	12	294	22	3,013	16	8,748
RESTORATION	1,731	16	3,123	11	164	13	2,637	14	7,655
PROTECTION FROM ABUSE	939	8	2,392	9	79	6	1,615	8	5,025
SPONSORSHIP	462	4	1,548	6	72	6	1,465	8	3,547
CHILD IN CONFLICT WITH LAW	35	0	68	0	0	0	74	0	177
MISSING	981	8	2,920	11	47	4	2,027	11	5,975
EMOTIONAL SUPPORT & GUIDANCE	3,644	31	10,639	39	361	27	5,353	27	19,997
NO INTERVENTION DONE AS CHILD NOT IDENTIFIED	130	1	399	1	21	2	370	2	920
TOTAL	11,607	100	27,385	100	1,298	100	19,257	100	59,547

FIGURE 6.2.1: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES AND INTERVENTIONS N=59547 DATA SOURCE: ChildNET



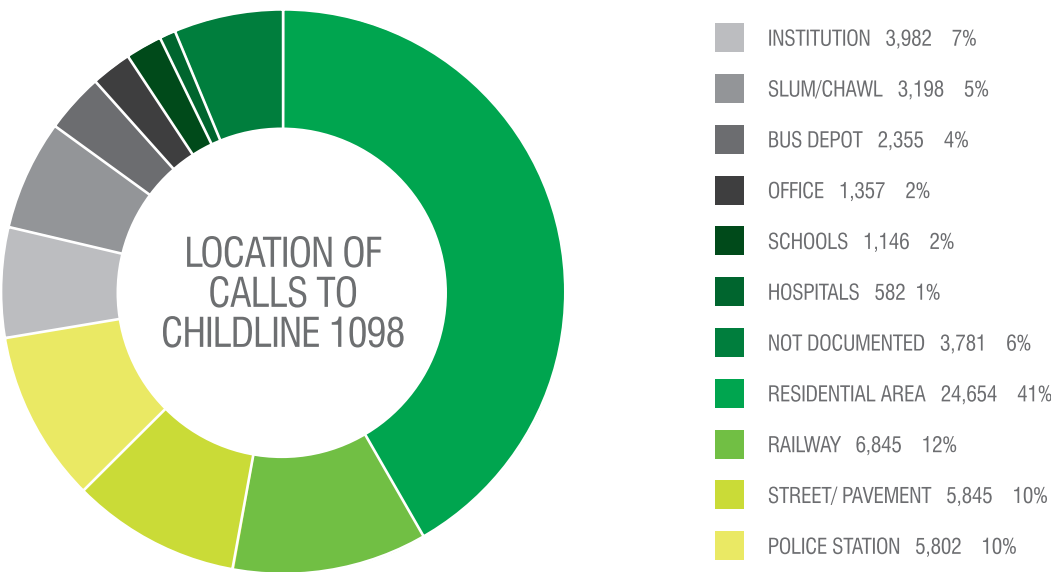
For non-PCO landlines and mobiles the most significant cases are those requiring Emotional Support & Guidance. Whereas, for calls coming from PCOs the most pressing needs appear to be for medical intervention- reflecting a need of the street children. However, in sheer numbers, more calls are received on mobiles and non - PCO landlines for medical as well. It is also significant to note that more cases of abuse and missing children are reported via mobiles.

It is clear that the increased share of the private telecom service providers in telephony has brought more children in contact with CHILDLINE.

6.3 LOCATION OF CALLS

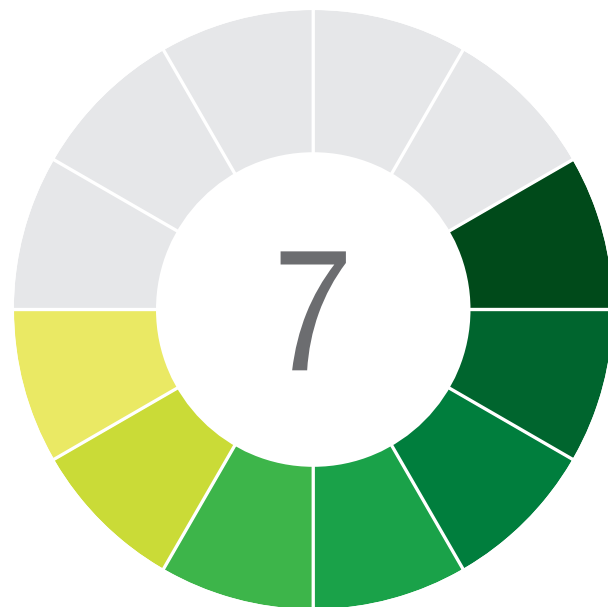
While the number of PCOs disappearing across the country are at the rate of approximately 8% p.a. (Source: DOT), the location of the phones from where calls come to CHILDLINE remain varied in nature.

FIGURE 6.3: LOCATION OF CALLS TO CHILDLINE N=59547 DATA SOURCE: ChildNET



Calls to CHILDLINE come from phones located in a variety of places. Residential areas are the single largest block. However, railways, streets/pavements, slums/chawls and police stations accounts for 37% of all locations from where calls come in and are crucial as these places are frequented by most marginalised children.

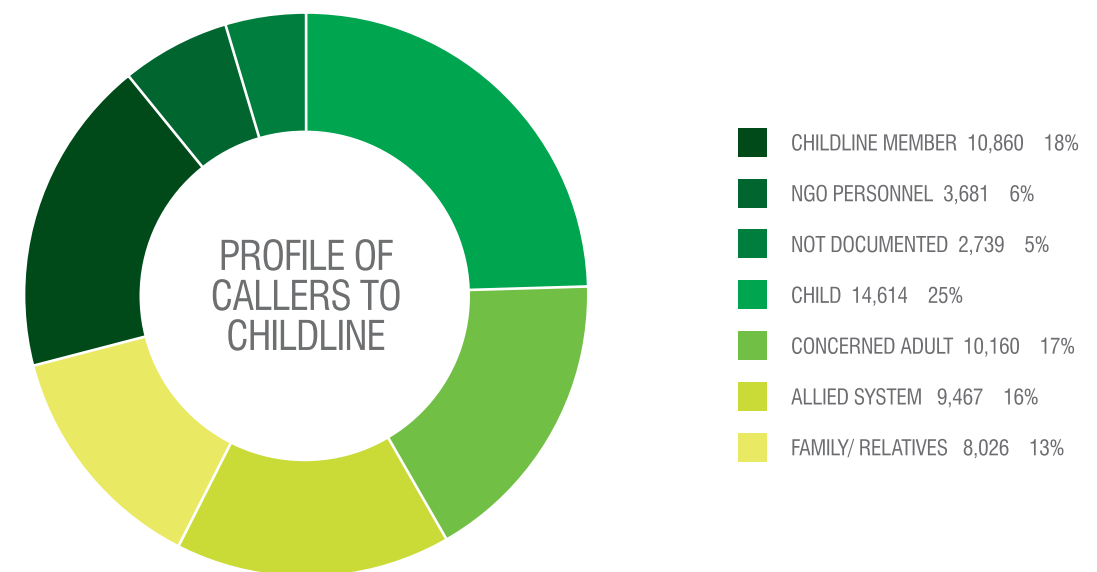
7 PROFILE OF CALLER & CHILDREN



7.1 PROFILE OF CALLER

1/4th of all calls to CHILDLINE are from children themselves. The profile of the caller to CHILDLINE varies from concerned adults, allied systems, family/relatives, CHILDLINE members to NGO personnel.

FIGURE 7.1: PROFILE OF CALLERS TO CHILDLINE N=59547 DATA SOURCE: ChildNET



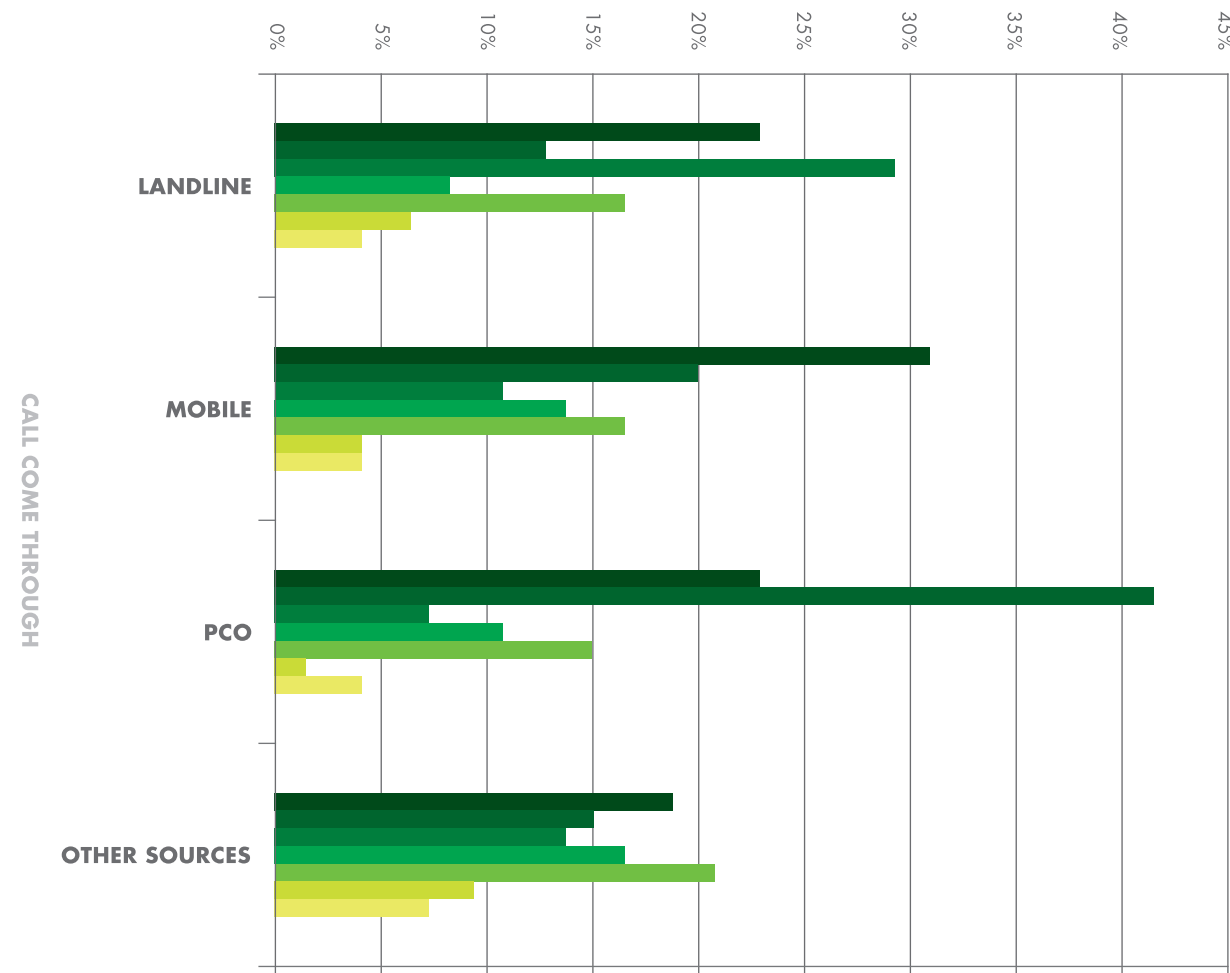
Choice of telephone for callers to CHILDLINE

Different caller groups tend to use a different choice of telephones for calling CHILDLINE.

TABLE 7.1.1: CALLER TYPES USING DIFFERENT CHOICES OF TELEPHONES

CALLER TYPE	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL
CHILD	2,527	22	8,399	31	289	22	3,399	18	14,614
CONCERNED ADULT	1,451	13	5,324	20	532	41	2,853	15	10,160
ALLIED SYSTEM	3,511	29	3,135	11	87	7	2,734	14	9,467
FAMILY / RELATIVES	998	9	3,625	13	144	11	3,259	16	8,026
CHILDLINE MEMBER	1,879	16	4,753	17	193	15	4,035	21	10,860
NGO PERSONNEL	805	7	1,180	4	13	1	1,683	9	3,681
NOT DOCUMENTED	436	4	969	4	40	3	1,294	7	2,739
TOTAL	11,607	100	27,385	100	1,298	100	19,257	100	59,547

FIGURE 7.1.1: CALLER TYPES USING DIFFERENT CHOICES OF TELEPHONES N= 59547
DATA SOURCE: ChildNET

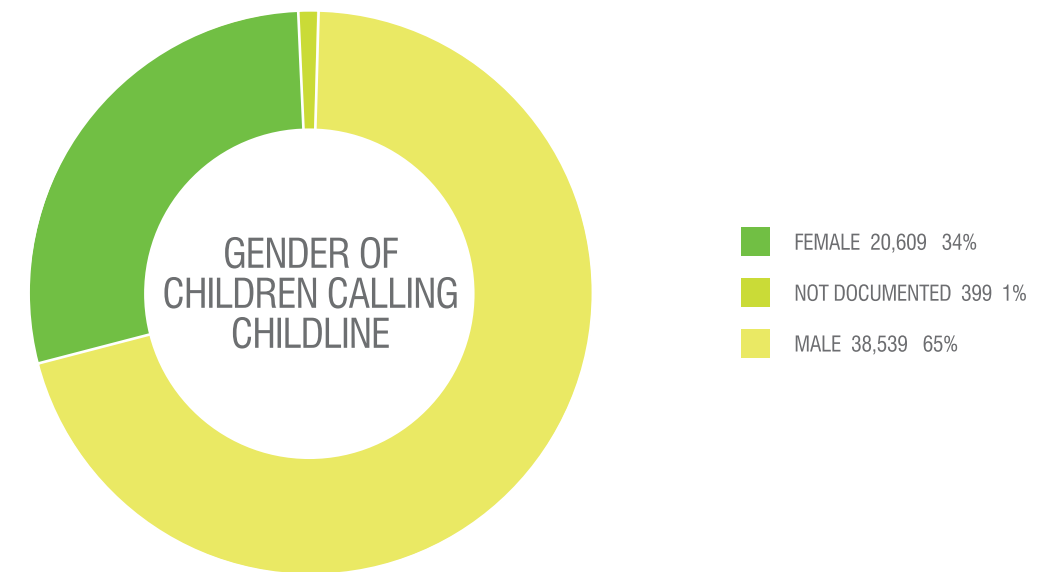


- NOT DOCUMENTED
- NGO PERSONNEL
- CHILDLINE MEMBER
- FAMILY/ RELATIVES
- ALLIED SYSTEM
- CONCERNED ADULT
- CHILD

7.2 GENDER OF CHILDREN

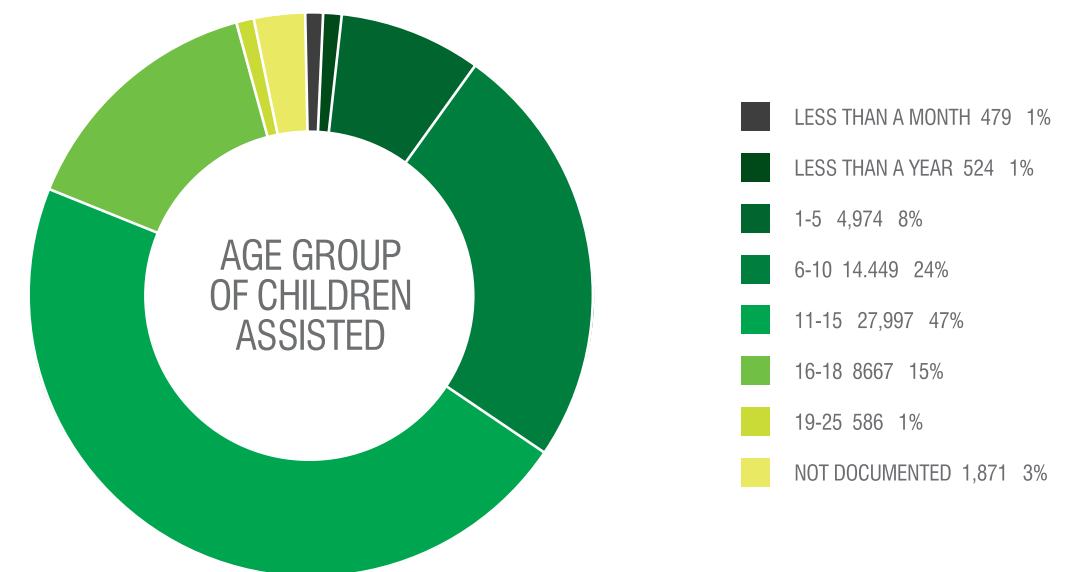
2/3rds of all CHILDLINE cases are for male children.

FIGURE 7.2: GENDER OF CHILDREN N=59547 DATA SOURCE: ChildNET



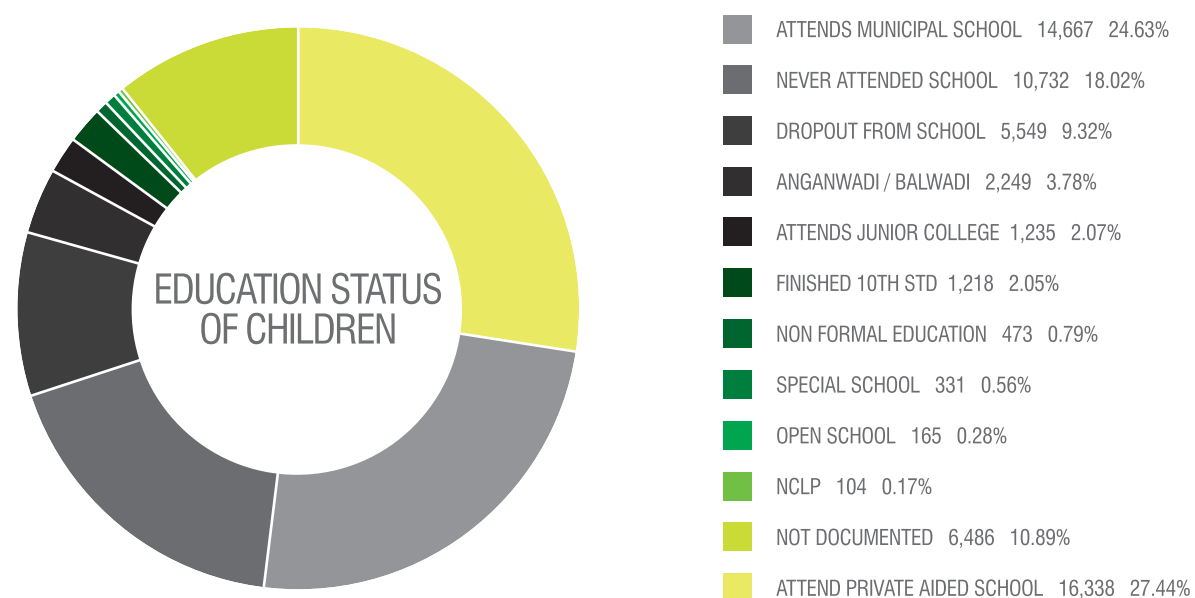
7.3 AGE GROUP OF CHILDREN ASSISTED

FIGURE 7.3: AGE GROUP OF CHILDREN ASSISTED N=59547 DATA SOURCE: ChildNET



7.4 EDUCATION STATUS OF CHILDREN

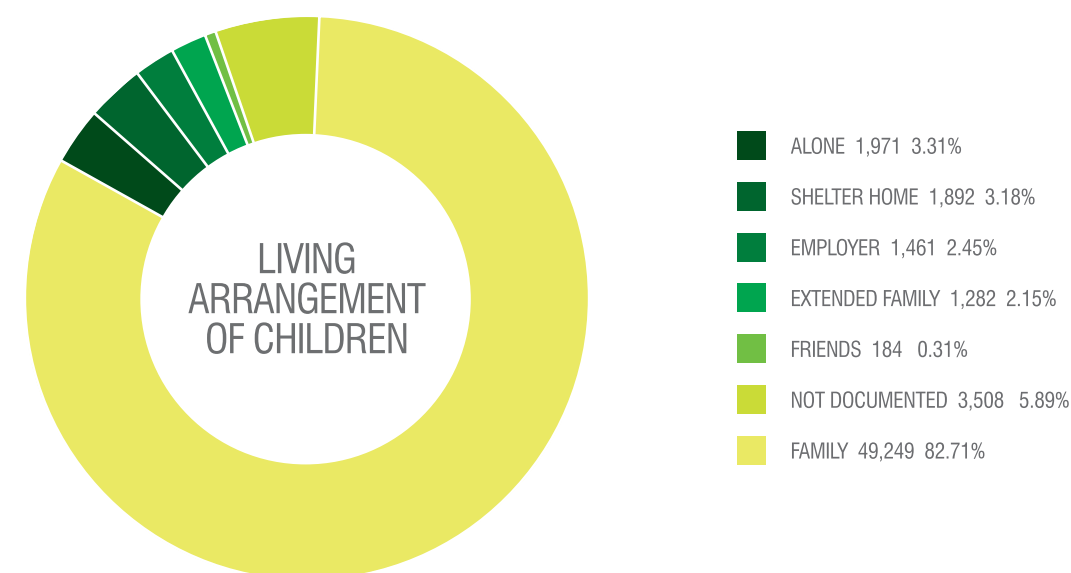
FIGURE 7.4: EDUCATION STATUS OF CHILDREN N=59547 DATA SOURCE: ChildNET



Of the total number of interventions undertaken, 18% of the children have never been to school; nearly 9% have dropped out of school, while 3.78% are in Anganwadis. Nearly 52% attend school, another 2.05% have finished the 10th standard, while 2.07% are yet in college.

7.5 LIVING ARRANGEMENT OF CHILDREN

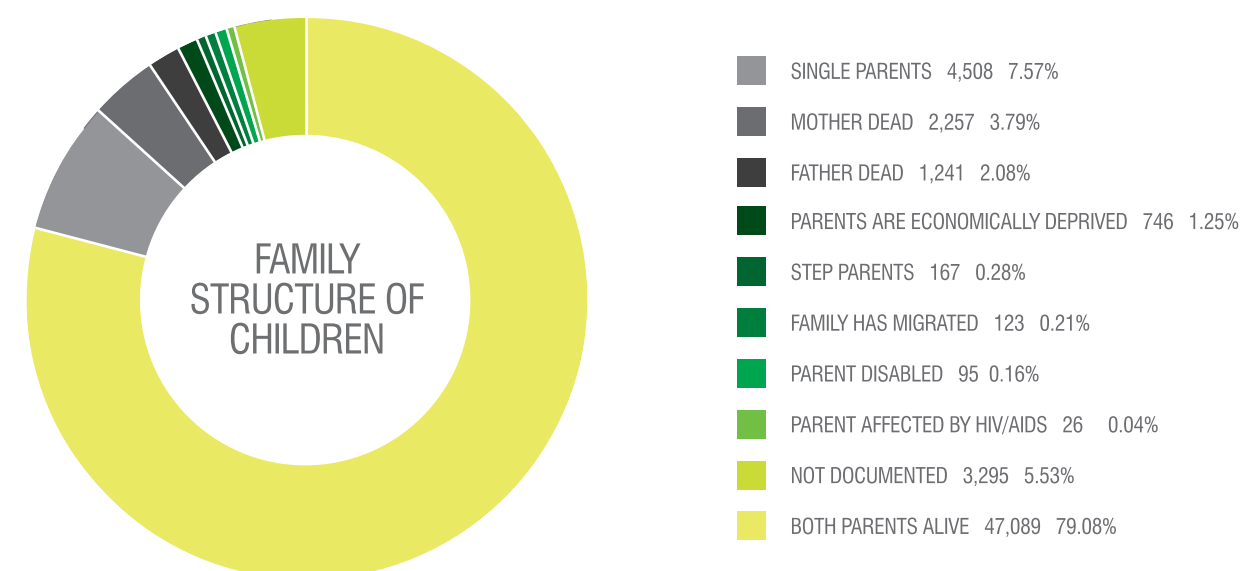
FIGURE 7.5: LIVING ARRANGEMENT OF CHILDREN N=59547 DATA SOURCE: ChildNET



Of the total number of interventions undertaken, 82% of all children live with their family

7.6 FAMILY STRUCTURES OF CHILDREN

FIGURE 7.6: FAMILY STRUCTURES OF CHILDREN N=59547 DATA SOURCE: ChildNET



Of the interventions conducted, 79.08% of children had both their parents. 1.25% reported impoverished parents, 5.87% reported one of their parents dead while another 7.57% reported living with single parents.

8 INTERVENTION & ASSISTANCE BY CHILDLINE



8.1 NATURE OF INTERVENTION BY CHILDLINE

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

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

The nature of interventions carried out varies in each case. Every intervention follows a set of protocols and processes. Most of which require statutory steps to be complied with. For example: Production of a child in front of the Child Welfare Committee in order to obtain an order for Shelter stay or Restoration. Children in Conflict with law are required to be produced in front of the local Juvenile Justice Board, as per provisions of the Juvenile Justice Act, 2000. In cases of Child Labour, a raid requires the local Labor Commissioner to be involved as the post rescue processes require the Labour department to recover compensation from the offending employer and use it for rehabilitation of the Child Labourer.

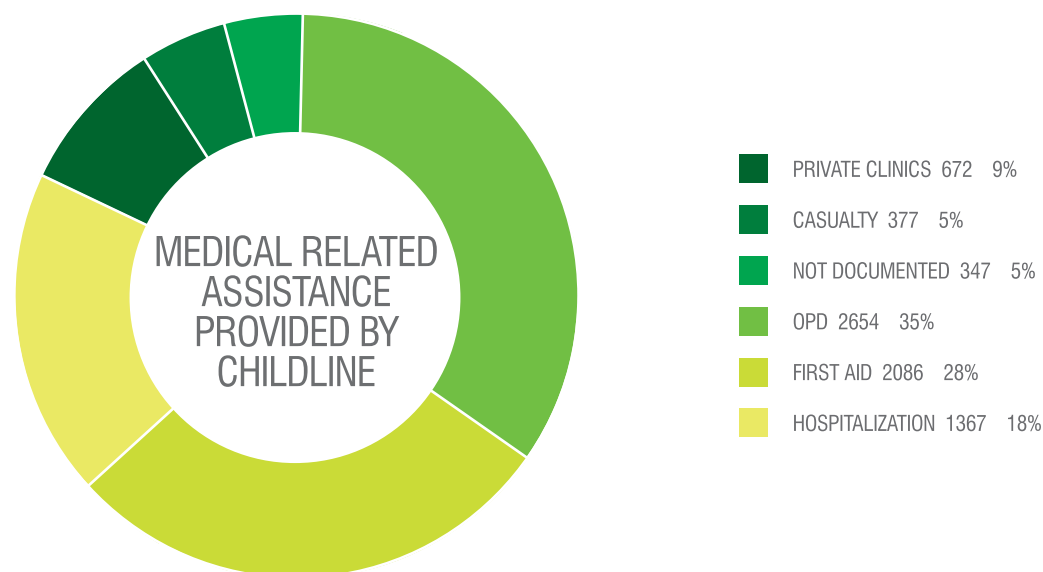
Many a times, CHILDLINE teams conduct night outreach programmes for those children and families who are away at work during the day. The teams carry with them basic medical kits as street children invariably seek treatment for wounds and often locally applied medication proves to be sufficient. In other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

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

8.2 MEDICAL RELATED ASSISTANCE PROVIDED BY CHILDLINE

Medical interventions cover a wide range of interventions. From simple application of band aids by the CHILDLINE team members, taking a child to the local doctor for a checkup for fever or any minor illness or admitting a child to hospital for a surgery or serious illness, account for the various kinds of medical interventions undertaken by CHILDLINE.

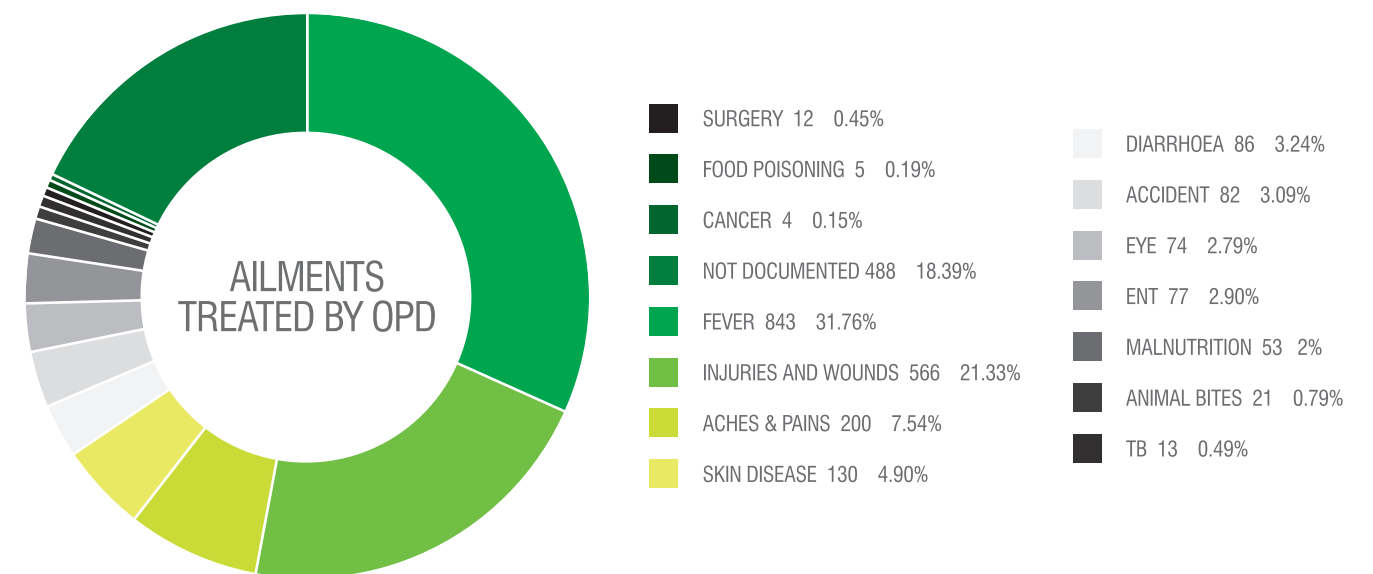
FIGURE 8.2: MEDICAL: SUB INTERVENTION N=7503 DATA SOURCE: ChildNET



Basic First aid and treatment at Out Patient Departments (OPD) are the most prominent medical interventions, covering 63% of all medical cases.

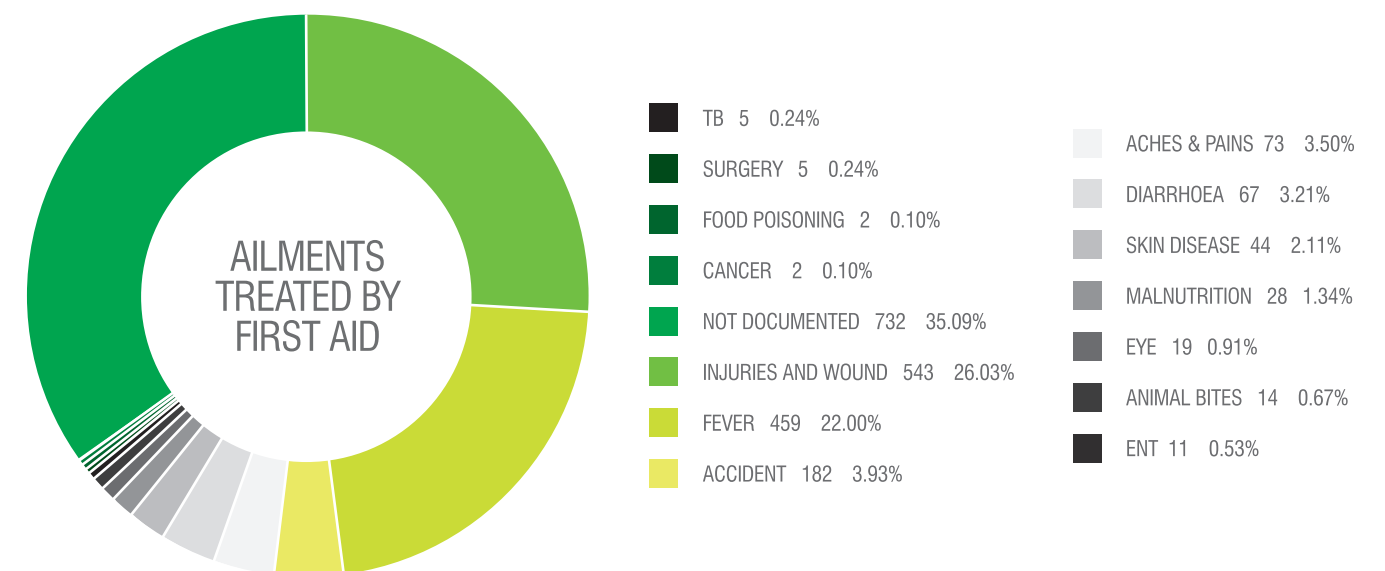
What are the ailments that require treatment by First aid, OPD and hospitalization?

FIGURE 8.2.1: AILMENTS TREATED BY OPD N=2654 DATA SOURCE: ChildNET



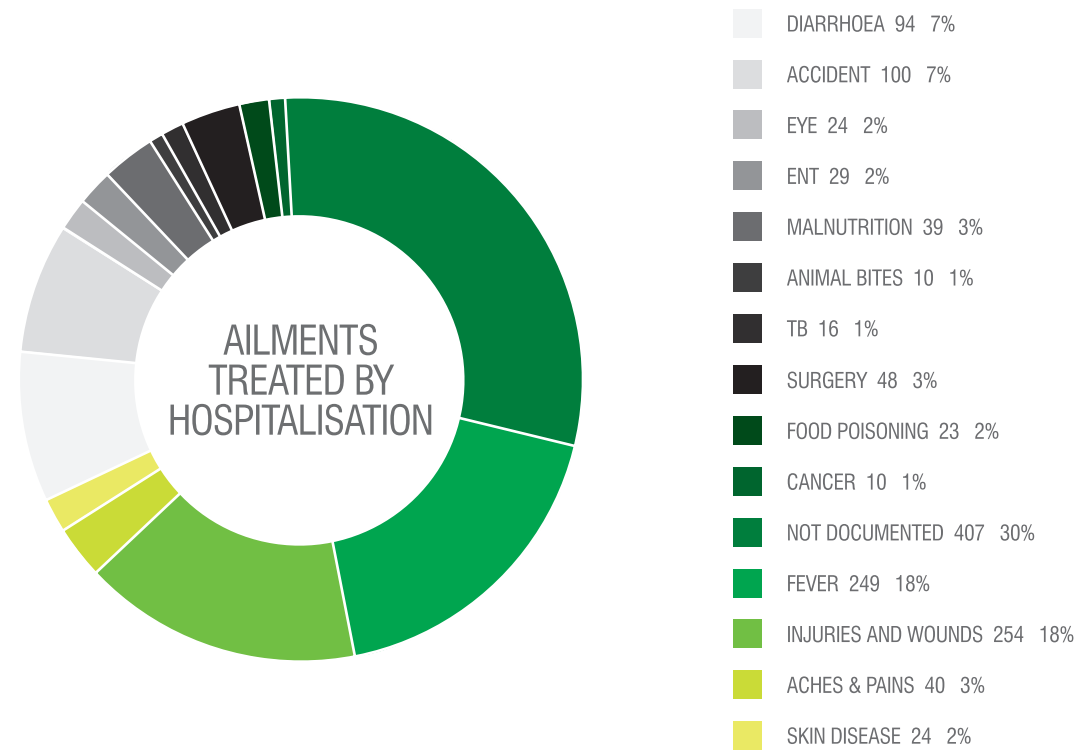
The single largest ailments treated at OPDs are fever and Injuries/wounds, accounting for 31.76% and 21.33% respectively.

FIGURE 8.2.2: AILMENTS TREATED BY FIRST AID N=2086 DATA SOURCE: ChildNET



Injuries/wounds at 26.03% and fever at 22% of the medical calls received are the most commonly treated ailments by first aid. Cases being reported for first aid may also be reported for hospitalization or OPD. Hence, the figures for these would also be counted in tables for OPD/ Hospitalization- they do not imply an exclusive intervention. Therefore, when we consider cases requiring surgery or TB or accidents, the role of first aid may be limited- it could imply some immediate assistance as a first step to more long term solutions.

FIGURE 8.2.3: AILMENTS TREATED BY HOSPITALISATION N=1367 DATA SOURCE: ChildNET

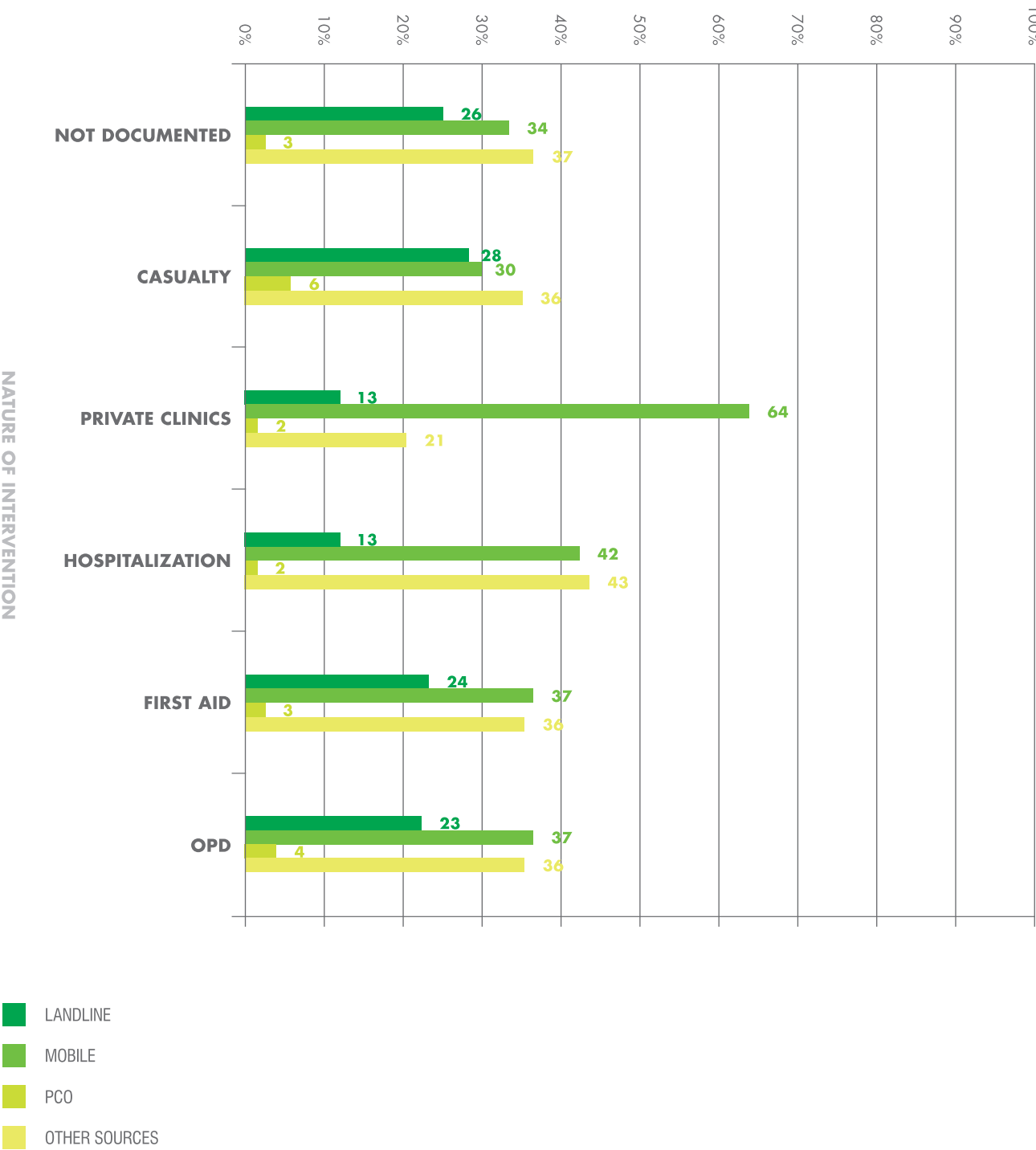


While fever and injuries/wounds continue to account for bulk of hospitalisation cases at 36%, accidents account for 7% and surgery accounted for 3% of the calls received for medical aid.

TABLE 8.2.4: SOURCE FOR MEDICAL ASSISTANCE CASES

MEDICAL: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
OPD	621	23	978	37	106	4	949	36	2,654	100
FIRST AID	500	24	764	37	67	3	755	36	2,086	100
HOSPITALIZATION	172	13	576	42	30	2	589	43	1,367	100
PRIVATE CLINICS	84	13	431	64	14	2	143	21	672	100
CASUALTY	104	28	113	30	22	6	138	36	377	100
NOT DOCUMENTED	90	26	119	34	9	3	129	37	347	100
TOTAL	1,571	21	2,981	40	248	3	2,703	36	7,503	100

FIGURE 8.2.4: SOURCE FOR MEDICAL ASSISTANCE CASES N=7503 DATA SOURCE: ChildNET



Other Sources include emails to dial1098@childlineindia.org.in and referrals from other NGOs/Police etc.

The chart (Figure 8.2.4) indicates that when first aid or OPD interventions are done, the call has most likely come from a PCO.

TABLE 8.2.5: AGE GROUP AND GENDER OF THE CHILDREN SEEKING MEDICAL ASSISTANCE

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	746	57	557	43	1	0	1,304	100
6 TO 10	1,561	64	883	36	2	0	2,446	100
11 TO 15	1,793	66	943	34	1	0	2,735	100
16 TO 18	343	59	235	41	0	0	578	100
19 TO 25	16	46	19	54	0	0	35	100
NOT DOCUMENTED	227	56	148	37	28	7	403	100
TOTAL	4,686	62	2,785	37	32	0	7,503	100

In the age group of 11-15 years, the vast majority of medical intervention cases are with boys at 66%, while in the age group of 19-25 years the cases of girls (54%) are more than the cases of boys (46%). In the age group of 1-5 years, it is nearly equal for both genders.

FIGURE 8.2.5: AGE GROUP AND GENDER OF THE CHILDREN SEEKING MEDICAL ASSISTANCE
N=7503 DATA SOURCE: ChildNET

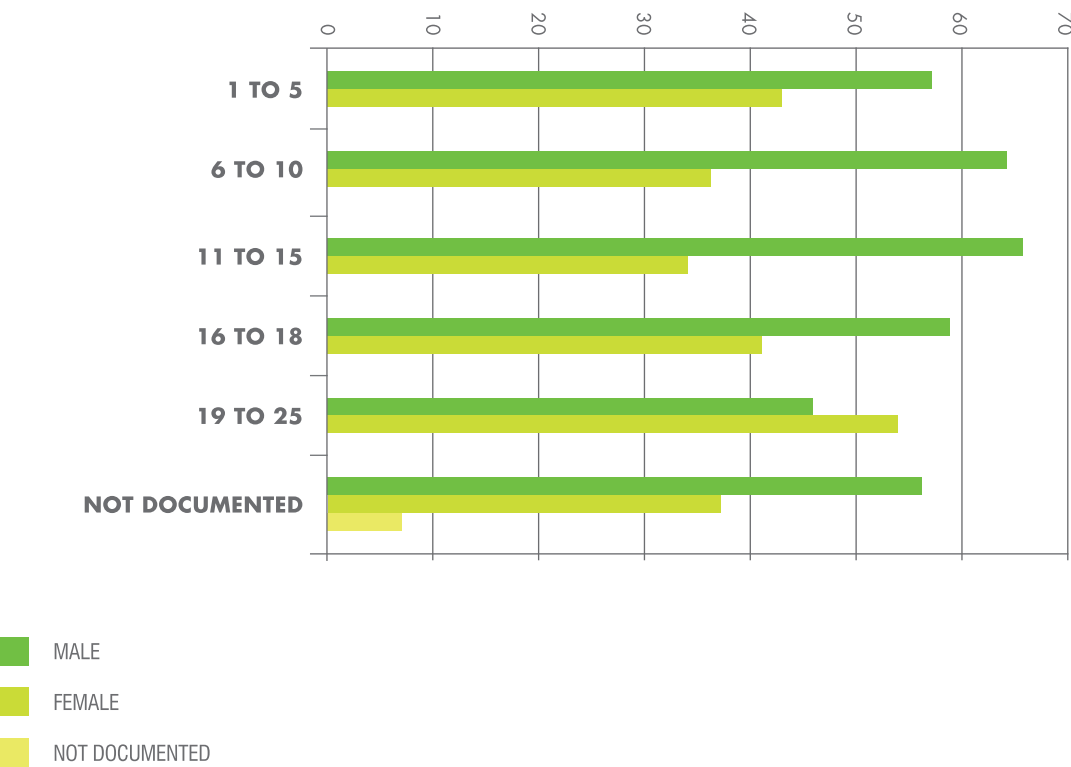
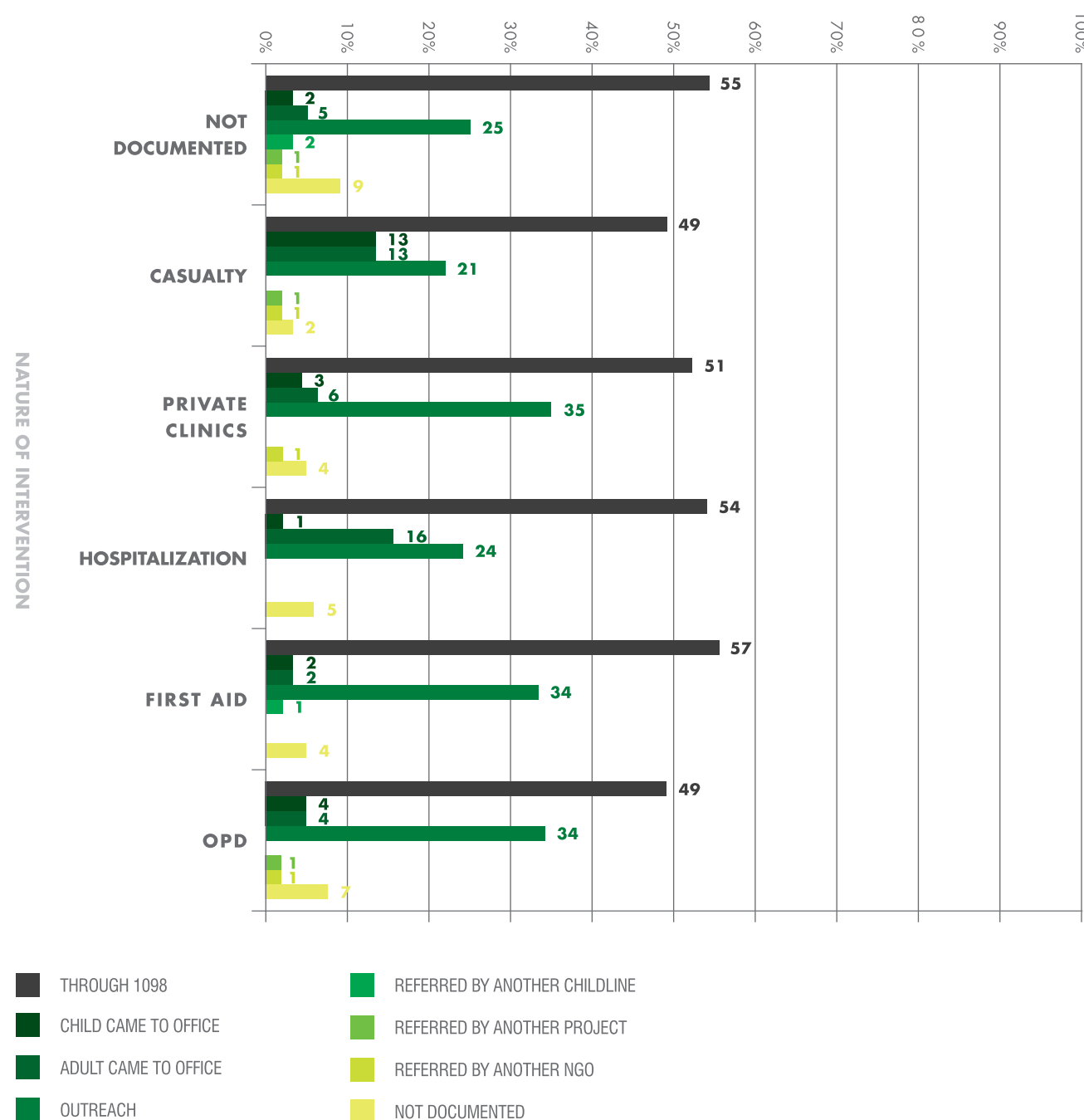


TABLE 8.2.6: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR MEDICAL SUPPORT/INTERVENTION

MEDICAL: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
OPD	1294	112	116	884	10	22	24	192	2,654
%	49	4	4	34	0	1	1	7	100
FIRST AID	1,182	33	41	719	11	10	8	82	2,086
%	57	2	2	34	1	0	0	4	100
HOSPITALISATION	741	17	201	331	5	4	5	63	1,367
%	54	1	16	24	0	0	0	5	100
PRIVATE CLINICS	343	17	38	237	1	1	6	29	672
%	51	3	6	35	0	0	1	4	100
CASUALTY	186	48	48	81	0	3	2	9	377
%	49	13	13	21	0	1	1	2	100
NOT DOCUMENTED	192	8	17	84	7	4	3	32	347
%	55	2	5	25	2	1	1	9	100
TOTAL	3,938	235	461	2,336	34	44	48	407	7,503
%	52	3	6	32	0	1	1	5	100

For most kinds of medical interventions with CHILDLINE, the primary method is to call 1098. In the case of interventions requiring first aid, reporting during CHILDLINE Outreach accounts for 34%. The pattern is similar for OPD cases and cases taken to private clinics.

FIGURE 8.2.6: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE
MEDICAL SUPPORT/INTERVENTION N=7503 DATA SOURCE: ChildNET



Akshay, a thirteen year old boy from Sonari village of Sinnar was immobilized by Negligence of a doctor from the village. He was getting treated at the Adgaon Medical College Hospital and research centre.

Akshay was taken to a doctor in his village by his grandmother for getting treated for fever. The doctor gave him an injection after which there was swelling in his right thigh. It developed into an abcess cavity. When approached, the doctor gave Akshay two tablets to normalize the swelling. He also injected two saline bottles but Akshya's condition did not improve. The doctor then asked his mother to buy two injections that cost around Rs.100. When Akshay's condition began deteriorating the doctor fled the village. The boy was taken to the government hospital at Dapur, Sinnar. Akshay has a swelling from his right

hip till his knee. He was admitted for some days at Dapur but his condition did not improve. He was then admitted for 15 days at Bytco Hospital. There too, his condition was not stable. He was then brought to the Adgaon Medical College.

Akshay's father worked as a daily wage labourers and didn't have enough money to treat him. CHILDLINE Nashik was contacted for financial help who provided monetary help for Akshay's treatment. Akshay had to immediately undergo surgery to remove necrotic tissue so that the wound healed quickly. He was also being given physiotherapy. CHILDLINE is following up on the case.

8.3 ASSISTANCE FOR SHELTER

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

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

Temporary shelter is provided in cases where the child needs shelter only until the child is to be reunited with his/her family. On the other hand, permanent shelter is provided for those children who have been abandoned or can give no information to CHILDLINE in order to locate their families. For example: In cases where it is impossible to return the child to his/her home or family (either because the parents cannot be located or because the home situation is so bad that it is not in the best interest of the child to be returned to his/her home), CHILDLINE will also work to ensure that the child finds a permanent home - most often in one of the children's homes run by the State.

Children seeking shelter have to be produced before the CWC in order

to get a shelter order. These constitute 48% of all cases. Another 36% are those that involve referring a child to an NGO which runs a shelter in order to provide temporary shelter. This happens when the CWC has closed for the day and the child has to be taken care of for the night.

FIGURE 8.3: SHELTER: SUB INTERVENTION N=8748 DATA SOURCE: ChildNET

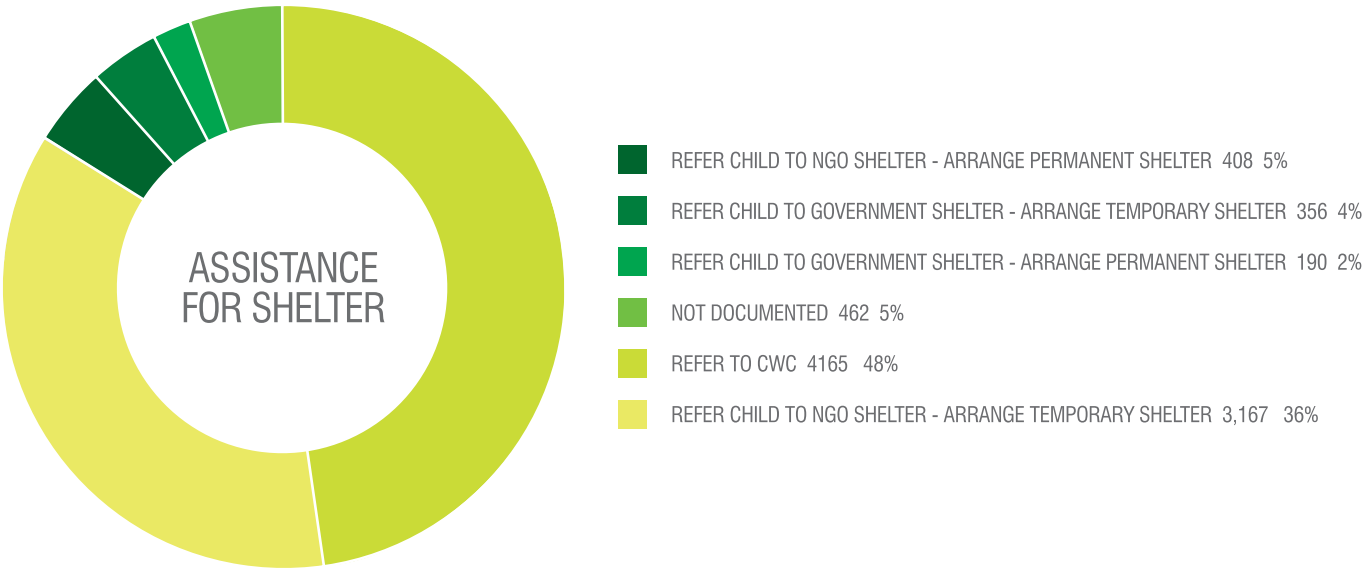
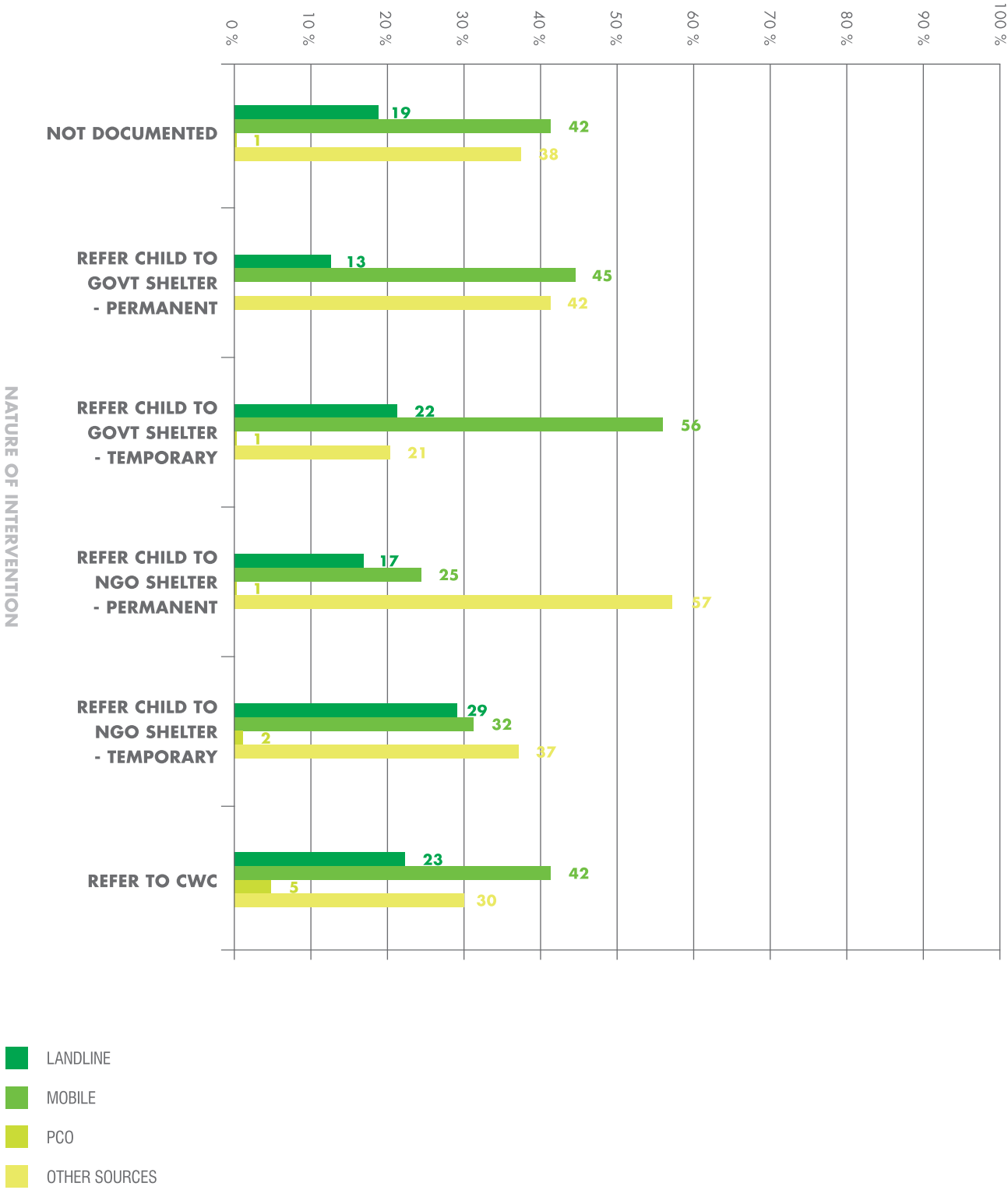


TABLE 8.3.1: SOURCE FOR SHELTER ASSISTANCE CASES

SHELTER: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
REFER TO CWC	947	23	1,739	42	219	5	1260	30	4165	100
REFER CHILD TO NGO SHELTER - ARRANGE TEMPORARY SHELTER	922	29	1,001	32	61	2	1183	37	3167	100
REFER CHILD TO NGO SHELTER - ARRANGE PERMANENT SHELTER	68	17	100	25	6	1	234	57	408	57
REFER CHILD TO GOVT. SHELTER - ARRANGE TEMPORARY SHELTER	80	22	197	56	3	1	76	21	356	21
REFER CHILD TO GOVT SHELTER - ARRANGE PERMANENT SHELTER	25	13	85	45	0	0	80	42	190	42
NOT DOCUMENTED	90	19	194	42	3	1	175	38	462	38
TOTAL	2,132	24	3,316	39	292	3	3008	34	8748	34

FIGURE 8.3.1: SOURCE FOR SHELTER ASSISTANCE CASES N=8748 DATA SOURCE: ChildNET



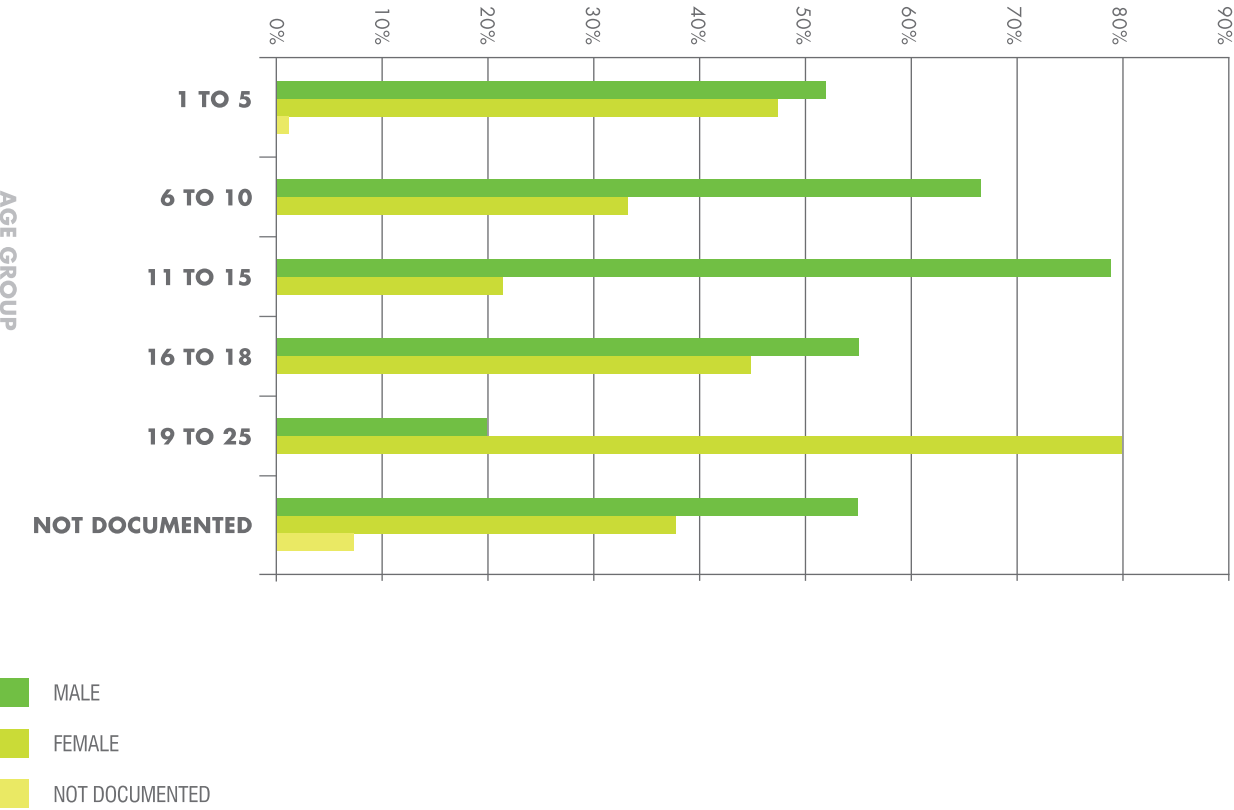
The figure above shows the source of calls for shelter and the action taken.

TABLE 8.3.2: AGE GROUP AND GENDER OF THE CHILDREN PROVIDED SHELTER

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	385	52	348	47	4	1	737	100
6 TO 10	1,555	67	753	33	6	0	2,314	100
11 TO 15	3,301	79	869	21	4	0	4,174	100
16 TO 18	545	55	443	45	0	0	988	100
19 TO 25	26	20	106	80	0	0	132	100
NOT DOCUMENTED	220	55	153	38	30	7	403	100
TOTAL	6,032	69	2,672	31	44	1	8,748	100

A general trend of more calls from male children than female children has been noticed in some categories:79% of all shelter related cases in the age group 11 to 15 are of boys. Whereas, in medical cases, in the age group of 1-5 years, the cases are equally split between boys and girls, but in the age group 19-25 years, cases of girls (80%) exceed the cases of boys (20%).

FIGURE 8.3.2: AGE GROUP AND GENDER OF THE CHILDREN PROVIDED SHELTER
N=8748 DATA SOURCE: ChildNET

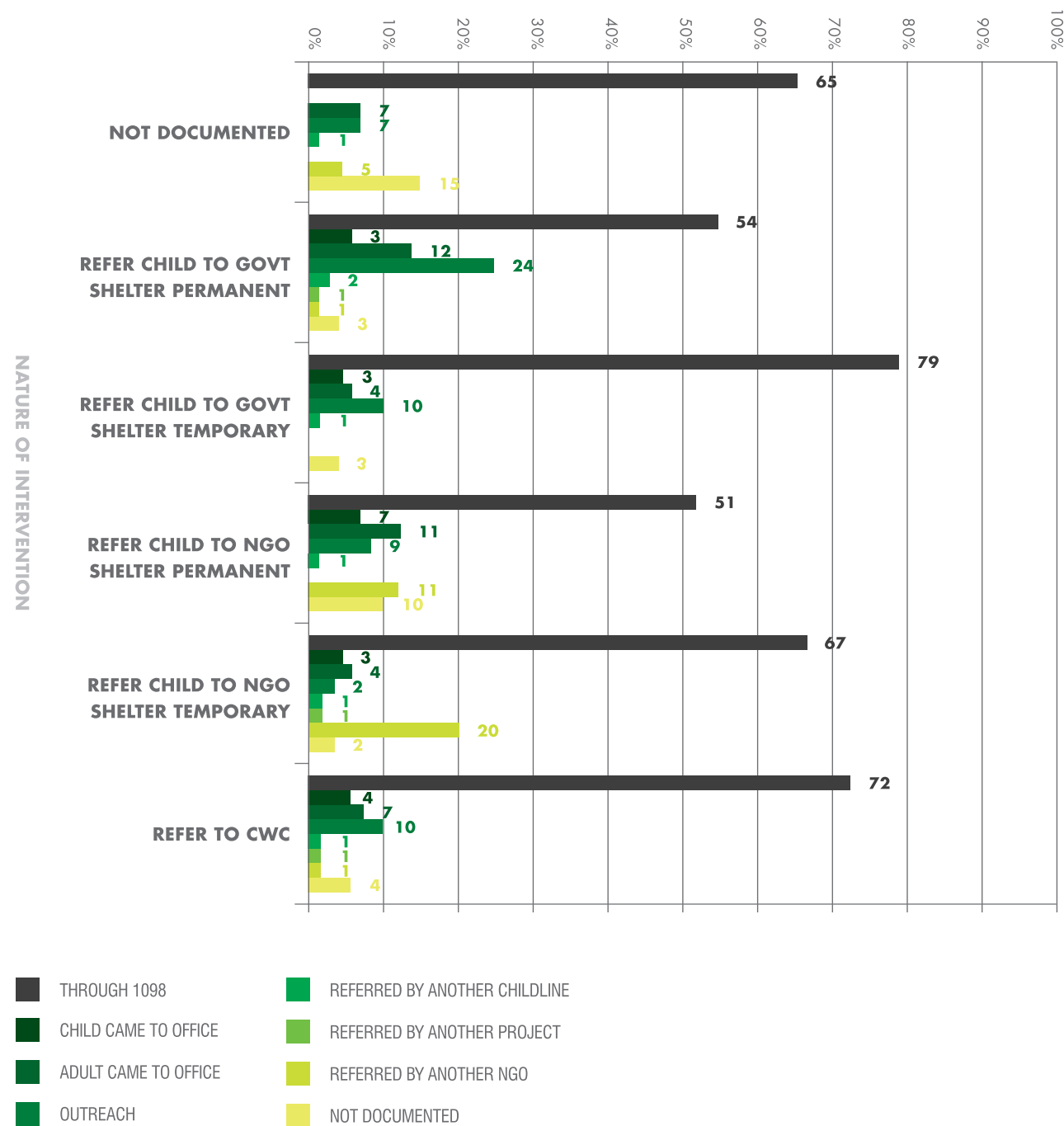


MALE
FEMALE
NOT DOCUMENTED

TABLE 8.3.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR SHELTER SUPPORT/INTERVENTION

SHELTER: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
REFER TO CWC	2,997	177	295	418	40	33	58	147	4,165
%	72	4	7	10	1	1	1	4	100
REFER CHILD TO NGO SHELTER - ARRANGE TEMPORARY SHELTER	2,111	106	134	77	19	35	608	77	3,167
%	67	3	4	2	1	1	20	2	100
REFER CHILD TO NGO SHELTER - ARRANGE PERMANENT SHELTER	208	28	45	37	5	1	44	40	408
%	51	7	11	9	1	0	11	10	100
REFER CHILD TO GOVERNMENT SHELTER - ARRANGE TEMPORARY SHELTER	280	12	16	34	2	0	1	11	356
%	79	3	4	10	1	0	0	3	100
REFER CHILD TO GOVERNMENT SHELTER - ARRANGE PERMANENT SHELTER	105	5	22	46	3	1	2	6	190
%	54	3	12	24	2	1	1	3	100
NOT DOCUMENTED	300	1	32	34	3	0	24	68	462
%	65	0	7	7	1	0	5	15	100
TOTAL	6,001	329	544	646	72	70	737	349	8,748
%	69	4	6	7	1	1	8	4	100

FIGURE 8.3.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR SHELTER SUPPORT/INTERVENTION N=8748 DATA SOURCE: ChildNET



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

CHILDLINE Lucknow received a call from the Police for immediate assistance in a case. They had found a new born baby, barely two days old deserted at Banthara. The baby was lying amid the bushes, without even a shred of cloth on her, when found in the wee hours of the morning by a police patrol.

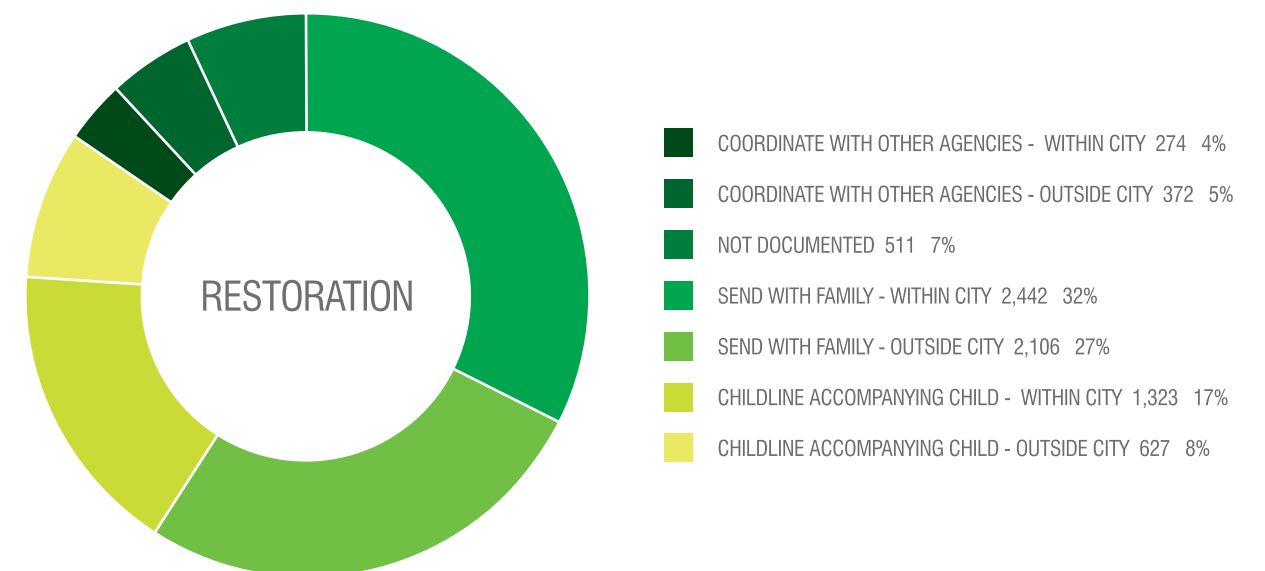
CHILDLINE Lucknow team rushed to the spot and took the infant to Jhalkari Bai Hospital for immediate care. Necessary

arrangements were made, support was provided by the team. The baby was not more than two days old and had infection in the navel. After providing first aid and giving medical treatment, the baby was discharged. Meanwhile, the Child Welfare Committee (CWC) studied the case and requested CHILDLINE to shift the child to the Children's home.

8.4 RESTORATION

The intervention in cases requiring restoration is one service of CHILDLINE wherein members of the allied systems and NGO's call upon CHILDLINE for help. CHILDLINE's reach and large network allows for great inter-city and inter-state interaction. Over the years, CHILDLINE has gained credibility and expertise in reuniting children with their families despite having very little information to work with. Restoration is much more than just getting the child's address and physically reuniting the child with his/her family. There are many cases requiring different levels of intervention ranging from a child running away from home to follow a dream, a child leaving home to be away from an abusive parent etc. Sending the child back home is not always an ideal option. The team members have to play a crucial role while speaking to the family of the child, trying to resolve any differences, counseling the child to go back home or finding him/her a better option.

FIGURE 8.4: RESTORATION: SUB INTERVENTION N=7655 DATA SOURCE: ChildNET



Restoring children to families in the city and outside the city, accompanied by a family member, account for 59% of all restoration cases.

TABLE 8.4.1: SOURCE FOR RESTORATION ASSISTANCE CASES

RESTORATION: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
SEND WITH FAMILY - WITHIN CITY	459	19	909	37	42	2	1,032	42	2,442	42
SEND WITH FAMILY - OUTSIDE CITY	538	26	885	42	67	3	616	29	2,106	29
CHILDLINE ACCOMPANYING CHILD - WITHIN CITY	263	20	630	48	19	1	411	31	1,323	31
CHILDLINE ACCOMPANYING CHILD - OUTSIDE CITY	141	22	254	41	12	2	220	35	627	35
COORDINATE WITH OTHER AGENCIES - WITHIN CITY	58	21	109	40	6	2	101	37	274	37
COORDINATE WITH OTHER AGENCIES - OUTSIDE CITY	134	36	130	35	5	1	103	28	372	28
NOT DOCUMENTED	118	23	274	54	12	2	107	21	511	21
TOTAL	1,711	22	3,191	42	163	2	2,590	34	7,655	34

FIGURE 8.4.1: SOURCE FOR RESTORATION ASSISTANCE CASES N=7655 DATA SOURCE: ChildNET

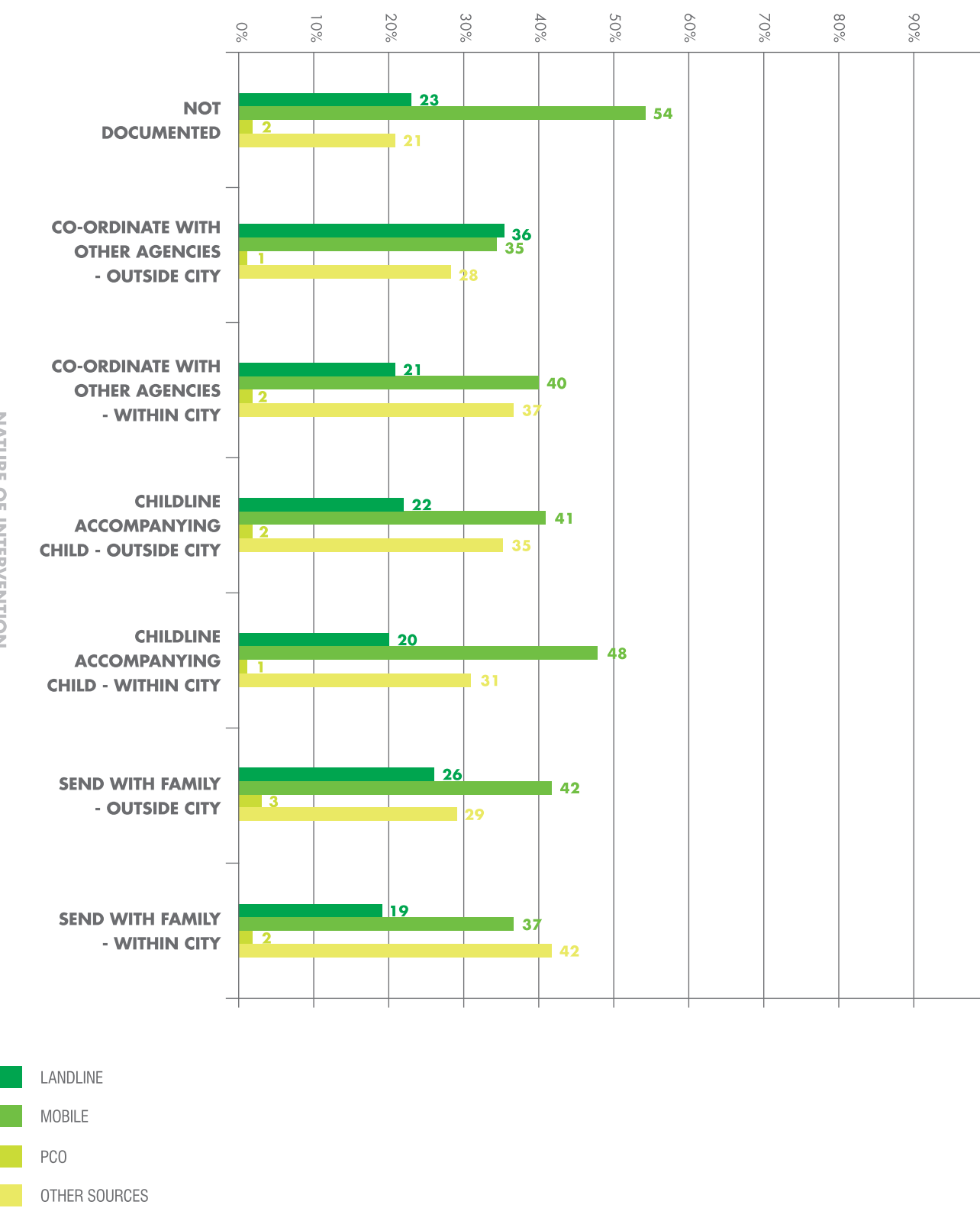




TABLE 8.4.2: AGE GROUP AND GENDER OF THE CHILDREN RESTORED

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	358	62	221	38	3	1	582	100
6 TO 10	1,452	75	482	25	3	0	1,937	100
11 TO 15	3,227	84	600	16	5	0	3,832	100
16 TO 18	509	67	254	33	0	0	763	100
19 TO 25	18	36	32	64	0	0	50	100
NOT DOCUMENTED	315	64	129	26	47	10	491	100
TOTAL	5,879	77	1,718	22	58	1	7,655	100

From the table above, it would appear that young adult women require restoration and account for 64% of cases in the 19-25 year age group. In all other cases, the number of cases for restoration of boys exceeds the cases for restoration of girls.

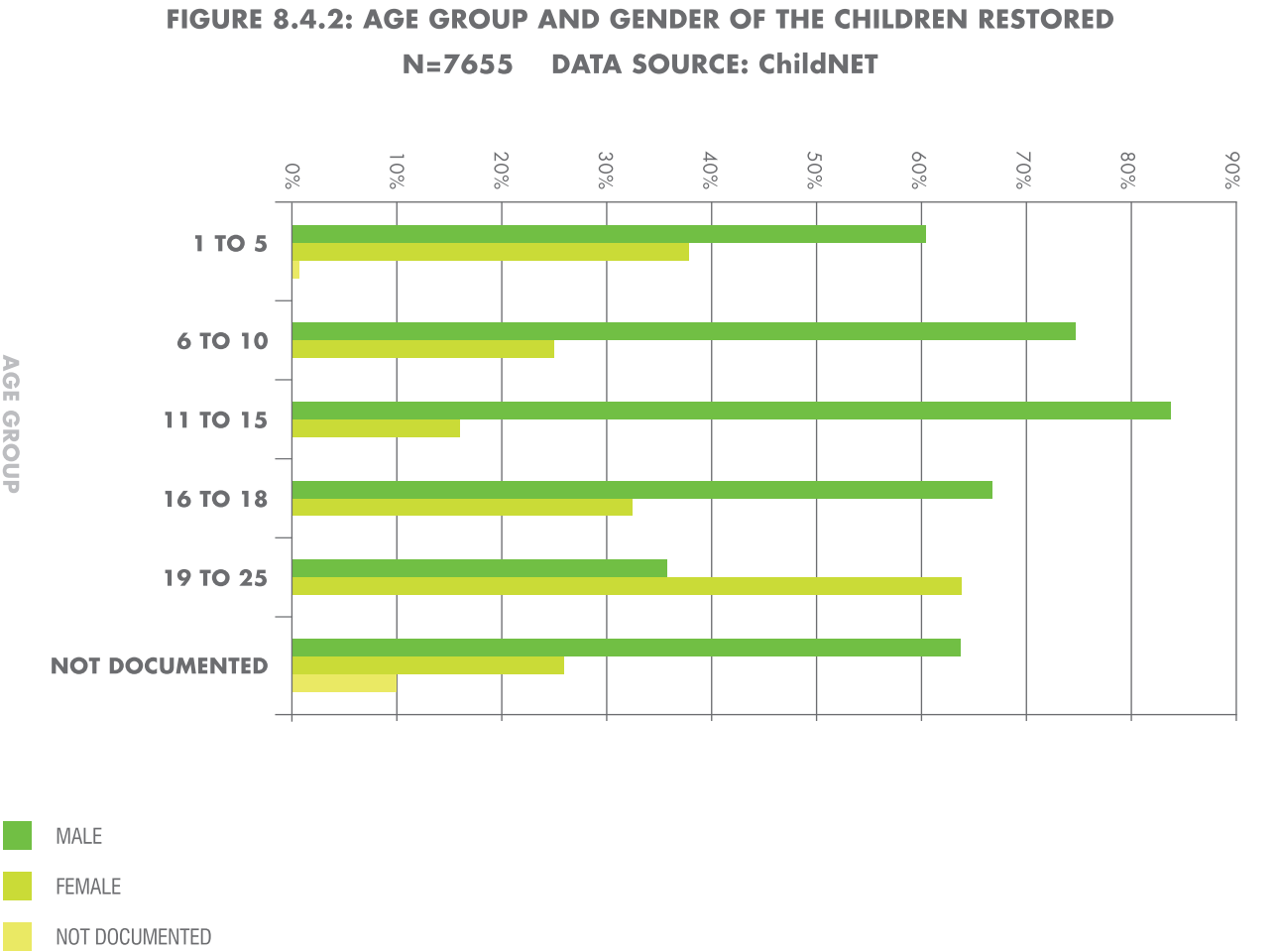
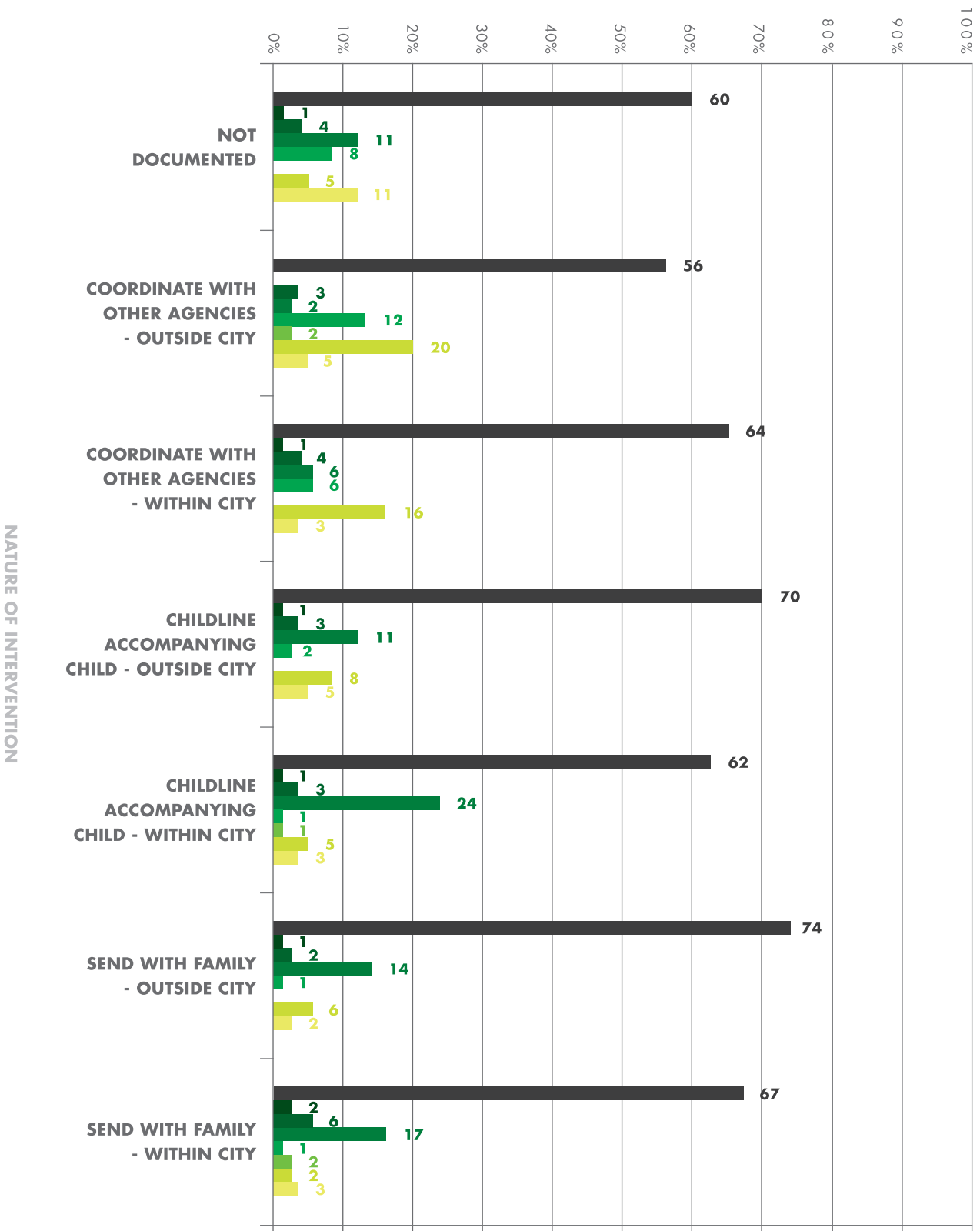


TABLE 8.4.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR RESTORATION SUPPORT/INTERVENTION

SHELTER: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
SEND WITH FAMILY - WITHIN CITY	1,672	39	145	415	24	39	45	63	2,442
%	67	2	6	17	1	2	2	3	100
SEND WITH FAMILY - OUTSIDE CITY	1,569	23	32	291	14	3	134	40	2,106
%	74	1	2	14	1	0	6	2	100
CHILDLINE ACCOMPANYING CHILD - WITHIN CITY	823	15	37	306	19	15	69	39	1,323
%	62	1	3	24	1	1	5	3	100
CHILDLINE ACCOMPANYING CHILD OUTSIDE CITY	439	7	19	69	14	0	49	30	627
%	70	1	3	11	2	0	8	5	100
COORDINATE WITH OTHER AGENCIES - WITHIN CITY	175	3	12	17	17	1	40	9	274
%	64	1	4	6	6	0	16	3	100
COORDINATE WITH OTHER AGENCIES - OUTSIDE CITY	209	1	13	8	41	7	75	18	372
%	56	0	3	2	12	2	20	5	100
NOT DOCUMENTED	307	6	20	56	39	1	25	57	511
%	60	1	4	11	8	0	5	11	100
TOTAL	5,194	94	278	1,162	168	66	437	256	7,655
%	68	1	4	15	2	1	6	3	100



FIGURE 8.4.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR RESTORATION SUPPORT/INTERVENTION N=7655 DATA SOURCE: ChildNET



- THROUGH 1098
- CHILD CAME TO OFFICE
- ADULT CAME TO OFFICE
- OUTREACH
- REFERRED BY ANOTHER CHILDLINE
- REFERRED BY ANOTHER PROJECT
- REFERRED BY ANOTHER NGO
- NOT DOCUMENTED

Maneesh, a ten-year-old boy was living with his parents in Nagpur. He came from a broken family where his father abandoned him and his mother, and his mother doesn't look after him. Brimming with anger, Maneesh attacks his father with a stone and runs away from home. He proceeds to board a train which takes him to Kerala.

Incidentally, the Government Railway Police (GRP) officials found Maneesh loitering at the railway station. They immediately sent him to a local orphanage. Not understanding the local language in Kerala and facing cultural differences, Maneesh ran away to Mangalore.

During an outreach, the CHILDLINE Mangalore team found a child begging on the railway platform. When asked whether he had eaten any food, the boy asked for help. After winning his trust, the CHILDLINE team took him to the CHILDLINE center.

Later on, the child revealed to having issues with his parents. After sharing details of his home town, Maneesh was taken to Nagpur. As the CHILDLINE Nagpur team was unable to reach his parents, they left their contact number. The parents immediately called back as they were worried about their son. On the advice of CHILDLINE and the police, Maneesh's parents promised to mend their ways and look after their son in the best way possible.

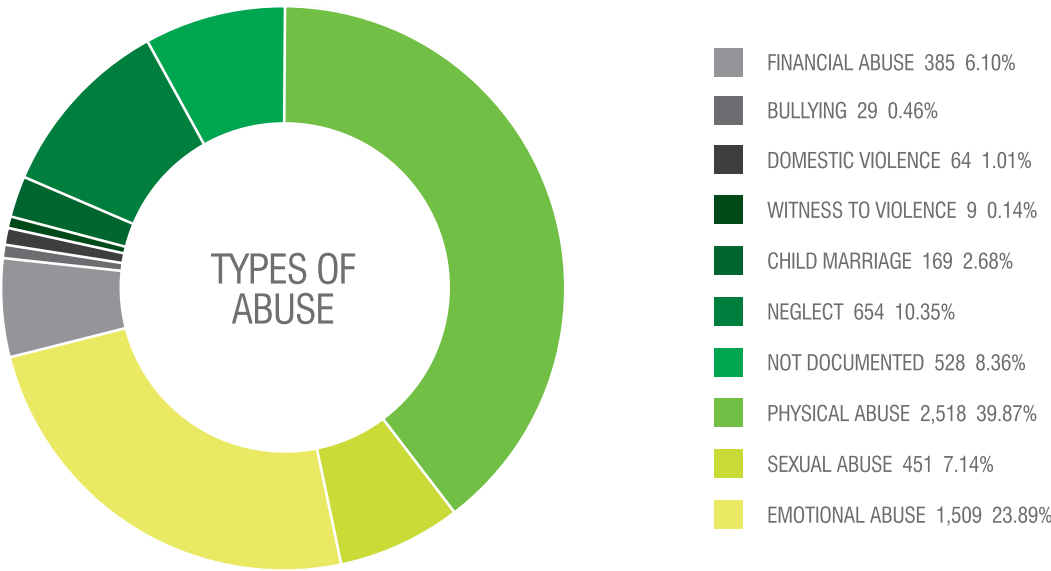
8.5 PROTECTION FROM ABUSE: PROTECTING CHILDREN FROM ABUSE AND NEGLECT

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

TABLE 8.5.1: TYPES OF ABUSE AND ABUSER

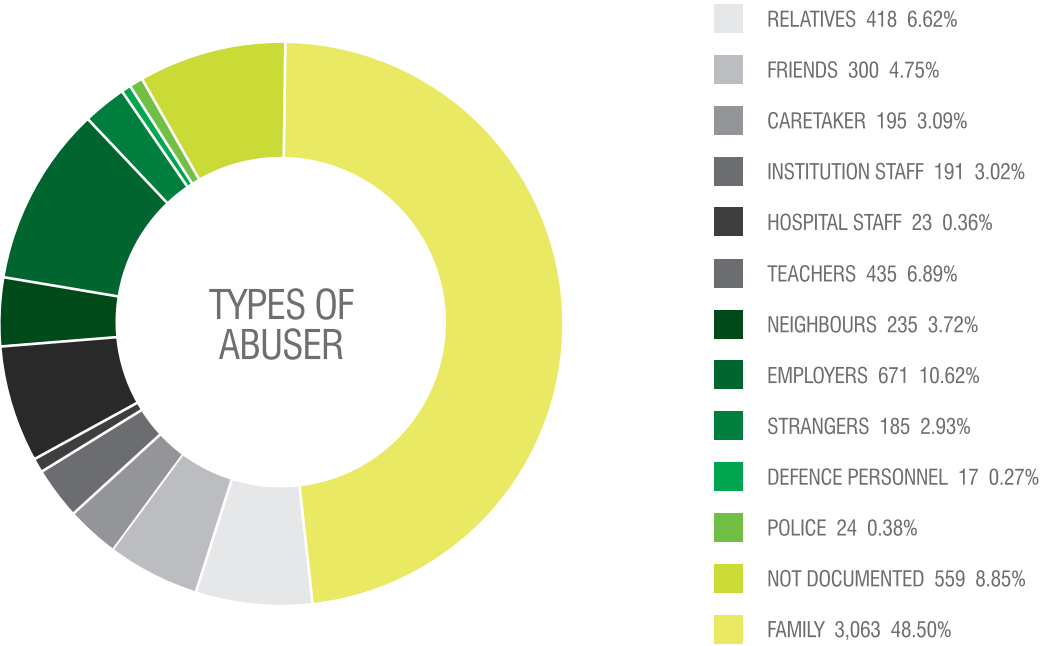
TYPES OF ABUSER	PHYSICAL ABUSE	SEXUAL ABUSE	EMOTIONAL ABUSE	FINANCIAL ABUSE	BULLYING	DOMESTIC VIOLENCE	WITNESS TO VIOLENCE	CHILD MARRIAGE	NEGLECT	NOT DOCUMENTED	TOTAL
FAMILY	1,121	48	798	254	8	44	5	139	565	81	3,063
RELATIVES	196	27	130	5	3	5	1	12	24	15	418
FRIENDS	68	27	148	9	9	0	2	2	17	18	300
CARETAKER	124	36	11	3	0	1	0	0	7	13	195
INSTITUTION STAFF	87	11	36	13	0	0	0	0	7	37	191
HOSPITAL STAFF	5	0	17	1	0	0	0	0	0	0	23
TEACHERS	131	136	137	8	0	0	0	2	6	15	435
NEIGHBOURS	80	63	48	2	2	1	0	6	7	26	235
EMPLOYERS	489	6	65	79	3	9	0	0	2	18	671
STRANGERS	72	40	35	2	4	0	1	1	2	28	185
DEFENCE PERSONNEL	6	1	4	2	0	0	0	0	2	2	17
POLICE	9	0	6	2	0	1	0	0	0	6	24
NOT DOCUMENTED	130	56	74	5	0	3	0	7	15	269	559
TOTAL	2,518	451	1,509	385	29	64	9	169	654	528	6,316

FIGURE 8.5.1: TYPES OF ABUSE N=6316 DATA SOURCE: ChildNET



NOTE: This chart represents only calls to CHILDLINE, not interventions done. The figures include certain cases of the same person calling for different kinds of abuse, thus, the total 6316 cases of abuse reported do not represent individual abuse cases but multiple abuse cases. The chart depicts physical abuse at 39.87%, followed by Emotional abuse at 23.89%, accounting for the largest groups of abuse related calls.

FIGURE 8.5.1.1: TYPE OF ABUSER N=6316 DATA SOURCE: ChildNET



Family members and relatives together account for nearly 55% of all abuse related intervention cases. Significantly, employers as abusers account for 11% of the cases.

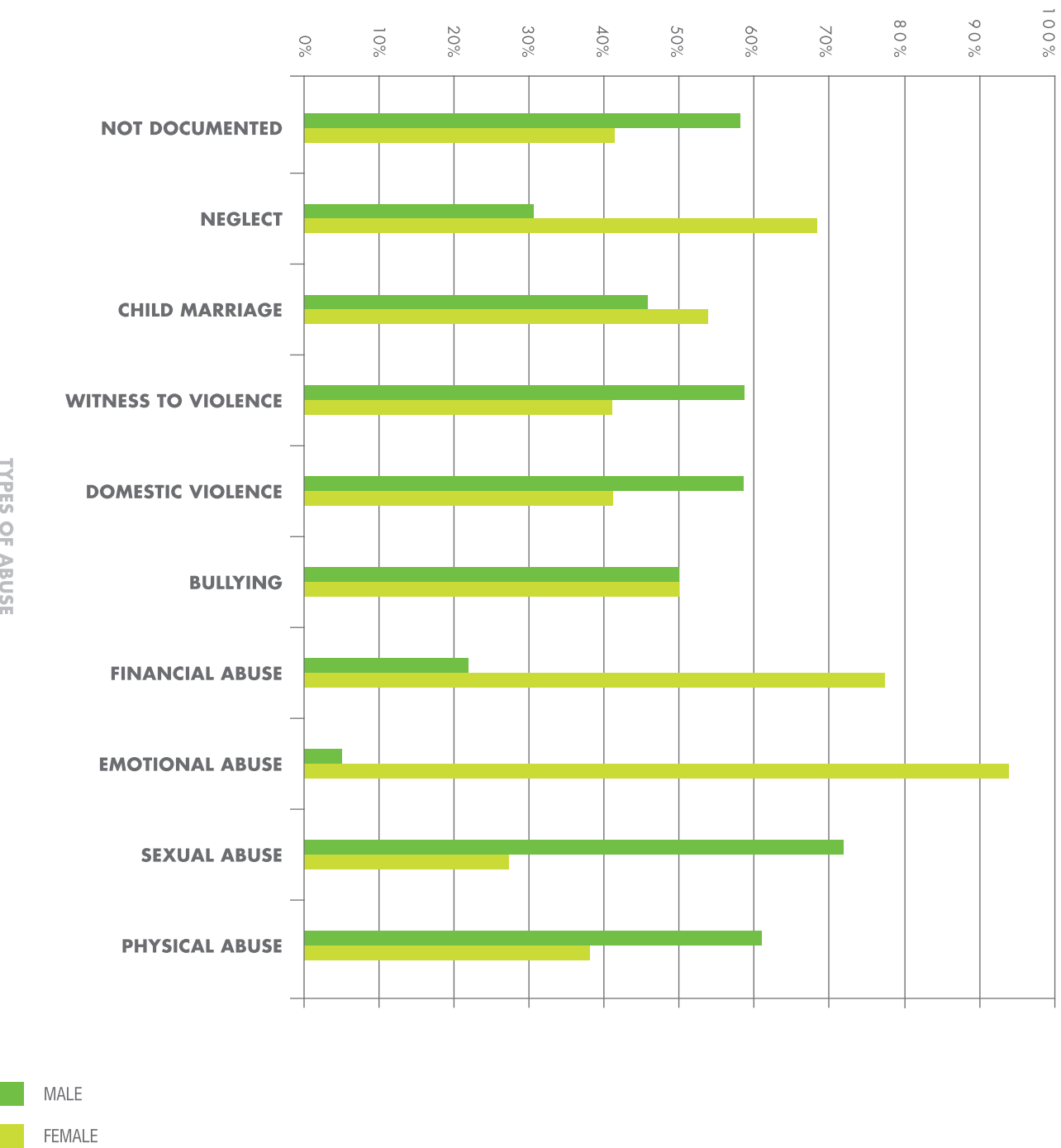
TABLE 8.5.2: GENDER SPLIT IN VARIOUS TYPES OF ABUSE CASES

TYPES OF ABUSE	MALE	%	FEMALE	%	TOTAL	%
PHYSICAL ABUSE	1,464	58	1,054	42	2,518	100
SEXUAL ABUSE	142	31	309	69	451	100
EMOTIONAL ABUSE	696	46	813	54	1,509	100
FINANCIAL ABUSE	227	59	158	41	385	100
BULLYING	17	59	12	41	29	100
DOMESTIC VIOLENCE	32	50	32	50	64	100
WITNESS TO VIOLENCE	2	22	7	78	9	100
CHILD MARRIAGE	10	6	159	94	169	100
NEGLECT	472	72	182	28	654	100
NOT DOCUMENTED	325	62	203	38	528	100
TOTAL	3,387	54	2,929	46	6,316	100

NOTE: 6316 includes multiple abuse reported by the same child, hence it does not represent that many unique cases.

In cases of sexual abuse and child marriage the cases that are referred to CHILDLINE are mostly for girls. In all other kinds of abuse the majority of cases are boys.

FIGURE 8.5.2: GENDER SPLIT IN VARIOUS TYPES OF ABUSE CASES N=6316
DATA SOURCE: ChildNET



Ambika, a two year old girl child, constantly beaten by her grandmother and mother was rescued by CHILDLINE Coimbatore. Little Ambika was a victim to her parents failed marriage. She was being beaten, pinched, poked and abused by her grandmother and mother since her birth. CHILDLINE Coimbatore received a frantic call from concerned neighbours informing them about a little girl who was being abused at Ambedkar Nagar Housing Unit, Kavundapalayam. The residents of the housing unit wrote to CHILDLINE to take custody of the children.

CHILDLINE reached the place to find out that Ambika’s grandmother believed that her birth was the reason that her daughter and son-in-law had gotten separated. Fortunately, Ambika’s 5 year old sister has been spared from the misery.

The irony of this story was that the children had been rescued earlier by CHILDLINE on a tip off received some time ago. Their mother had repented her behaviour and insisted on having her children back. CHILDLINE gave her a second chance and allowed her to look after her children.

On receiving another call from the neighbourhood, CHILDLINE filed an FIR at the Pothanur Police Station. The children were produced before the CWC who directed the children to a temporary shelter home.

TABLE 8.5.3: AGE WISE SPLIT OF ABUSE CASES TO CHILDLINE 1098

AGE GROUP	PHYSICAL ABUSE	SEXUAL ABUSE	EMOTIONAL ABUSE	FINANCIAL ABUSE	BULLYING	DOMESTIC VIOLENCE	WITNESS TO VIOLENCE	CHILD MARRIAGE	NEGLECT	NOT DOCUMENTED	TOTAL
1 TO 5	176	11	63	53	5	3	1	1	81	20	414
6 TO 10	724	134	240	82	8	22	4	5	211	72	1,502
11 TO 15	1,135	208	787	180	9	33	1	71	295	199	2,918
16 TO 18	363	72	377	54	4	5	2	89	37	100	1,103
19 TO 25	30	5	20	5	0	0	0	0	4	1	65
NOT DOCUMENTED	90	21	22	11	3	1	1	3	26	136	314
TOTAL	2,518	451	1,509	385	29	64	9	169	654	528	6,316

For CHILDLINE, the age group of 11-15 years is the single biggest group for all abuse cases. In the case of child marriage cases, the age group of 16 -18 years shows maximum number of cases.

The issue of child sexual abuse though rampant, is not widely reported due the stigma attached to the issue.

FIGURE 8.5.3: AGE WISE SPLIT OF ABUSE CASES TO CHILDLINE 1098
N=6316 DATA SOURCE: ChildNET

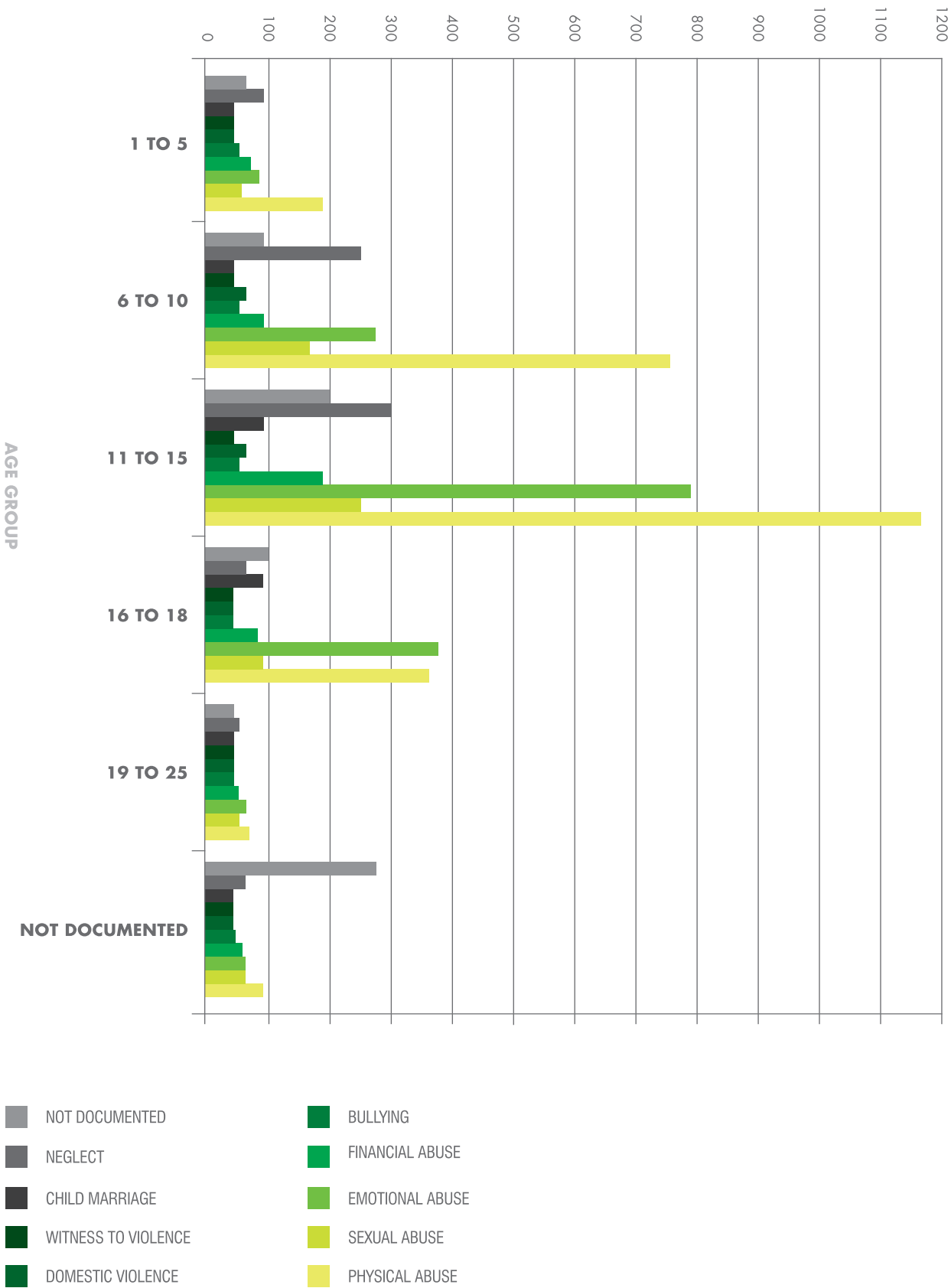




TABLE 8.5.4: TYPES OF SEXUAL ABUSE AND ABUSER

TYPE OF SEXUAL ABUSER	RAPE	EVE-TEASING	MOLESTATION	COMMERCIAL SEXUAL EXPLOITATION	TOTAL
TEACHERS	13	81	42	0	136
NEIGHBOURS	49	7	9	0	65
FAMILY	35	1	9	0	45
STRANGERS	30	3	10	0	43
CARETAKER	35	1	0	0	36
FRIENDS	21	2	3	1	27
RELATIVES	19	1	6	0	26
INSTITUTION STAFF	10	0	2	0	12
EMPLOYERS	4	1	2	0	7
DEFENCE PERSONNEL	1	0	0	0	1
NOT DOCUMENTED	40	4	9	0	53
TOTAL	257	101	92	1	451

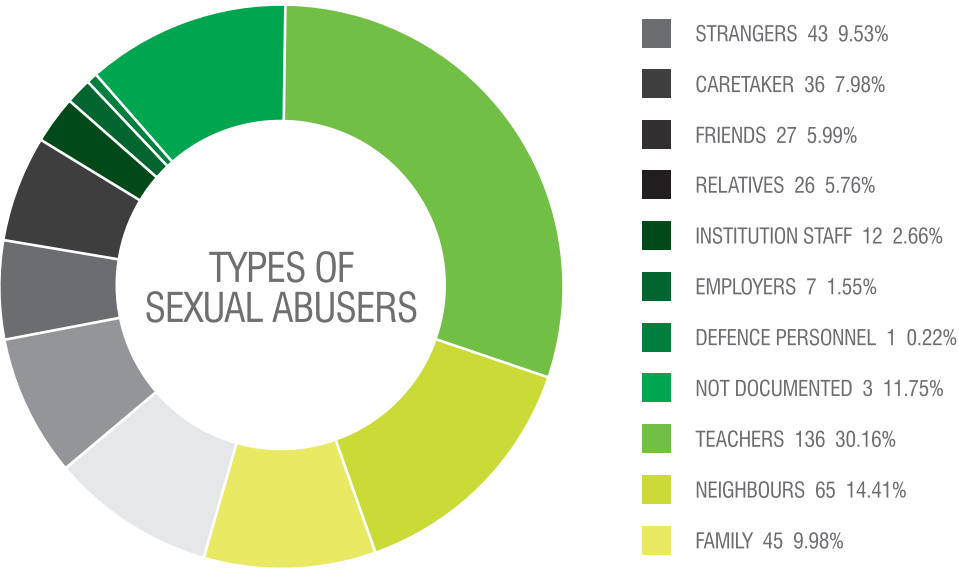
FIGURE 8.5.4: TYPES OF SEXUAL ABUSE N=451 DATA SOURCE: ChildNET



Sexual abuse including rape accounts for 57% of all cases. 22% of the cases are related to eve - teasing.



FIGURE 8.5.4.1: TYPE OF SEXUAL ABUSER N=451 DATA SOURCE: ChildNET



“He took me to his shop promising me some sweets. Once I reached there, he began touching me. I shut my eyes and kept quiet because I thought it would escape me. This continued for many months where he would take my hand and make me touch him. I vividly remember the first time it happened. When it was over, he threatened me saying that if I ever spoke of this to anyone he would kill me...” These are the words of an innocent 10 year old girl rescued by CHILDLINE Kasargod after being victim to sexual harassment.

Narasimha Naik, a petty trader ran a small shop and gambling den near the Government school in Kasargod. 20 girls between the ages of 10-12 years were victim to the sexual abuse of this man, who lured these girls with sweets and money for sexual favours in return.

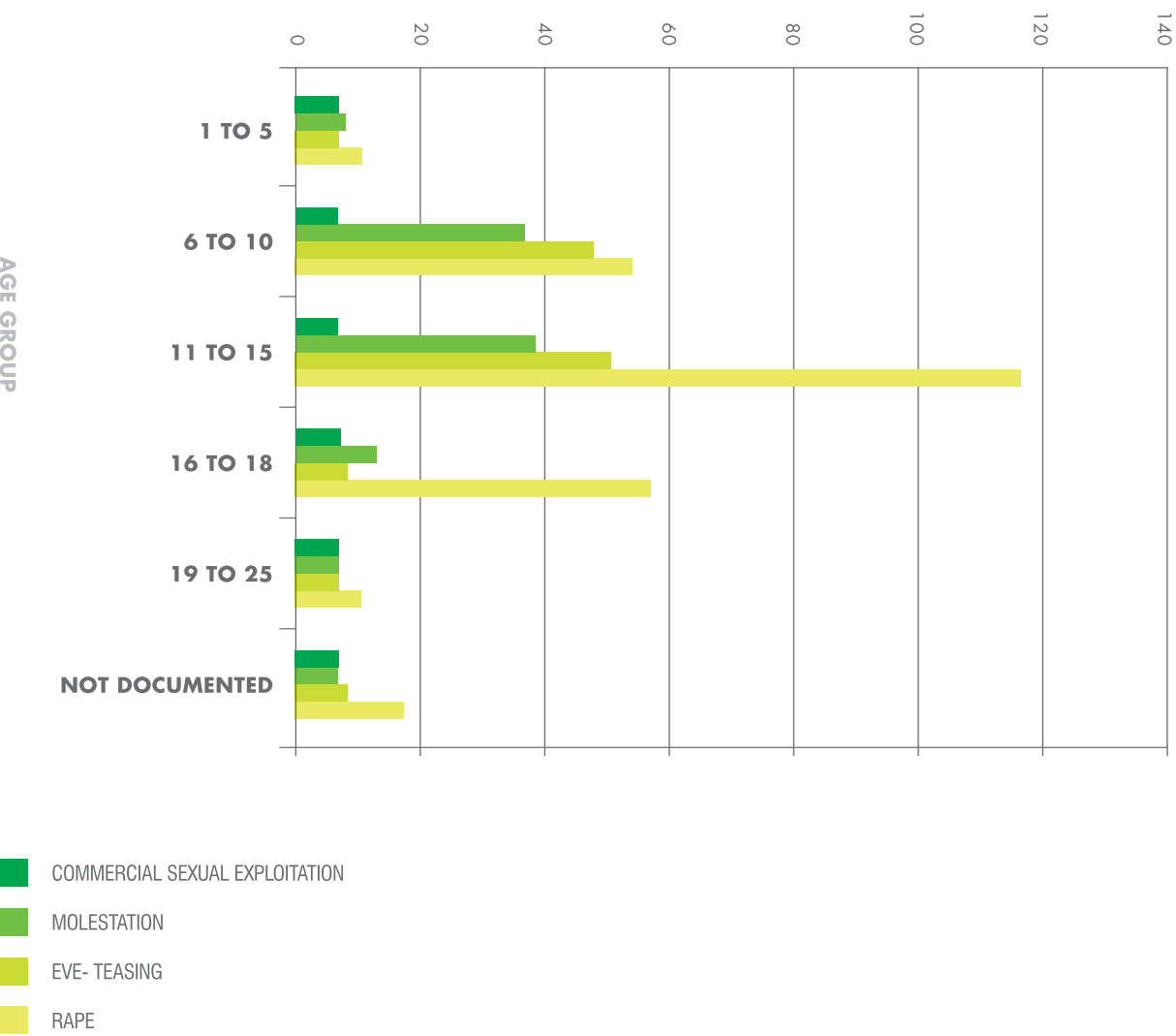
The children were afraid to speak to their parents as they had been threatened by the abuser. This incident came to light when the school teacher noticed money in the possession of the girls and suspected something amiss and began probing further, which revealed that they were being offered sweets and money by the shopkeeper in return for sexual favours. Shocked with the news, CHILDLINE was contacted by the headmaster and teachers asking for immediate help.

The CHILDLINE team took the children to hospital for a medical examination. The situation was serious and the children and their parents required counseling which was undertaken by the CHILDLINE team. The team also approached the Superintendent of Police at Kasaragod and registered a case against the abuser on the basis of sexual harassment of children under Section 376 (rape) of the Indian Penal Code. Following the complaint lodged by CHILDLINE, a team led by U.Preman, Circle Inspector of Police and K.Rajeev Kumar, Sub - Inspector of Police arrested the abuser at his house in Mangalore.

TABLE 8.5.5: AGE WISE SPLIT OF SEXUAL ABUSE CASES

AGE GROUP	RAPE	EVE-TEASING	MOLESTATION	COMMERCIAL SEXUAL EXPLOITATION	TOTAL
1 TO 5	8	0	3	0	11
6 TO 10	52	45	36	1	134
11 TO 15	119	50	39	0	208
16 TO 18	57	3	12	0	72
19 TO 25	5	0	0	0	5
NOT DOCUMENTED	16	3	2	0	21
TOTAL	257	101	92	1	451

FIGURE 8.5.5: AGE WISE SPLIT OF SEXUAL ABUSE CASES N=451 DATA SOURCE: ChildNET



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

Indira, Jawara, Bicha, Susil, Budhwa, Fagu, Eto, Karma, Bhupen, Ledhu and Jose resided in the Nuagaon block of a tribal - dominated Sundargarh district in Orissa. They belong to a lower socio - economic background and their family was completely dependent on their earnings. Their economic stature compelled them to travel to Northern India for tunnel work to earn a livelihood.

The plight of these innocent tribal children started when an agent Bimal Oram and Kalsu Sahu, a contractor from their town tempted them with handsome daily wages of Rs. 200 with food and shelter in Rajasthan. Instead of deploying them in Rajasthan, they were allegedly sold to a company Raju Ranga Pvt Ltd at Rampur, Shimla, where the company owner engaged them in a tunnel work as bonded labourers and tortured them both physically and mentally.

The employer didn't provide any facilities or support to them. Two of the children, Abi Oram and Sankar Oram couldn't work under those harsh conditions and managed to flee. They reached their respective native places and narrated their ordeal to their parents and also revealed the place of bondage. They sought the help of CHILDLINE Rourkela.

The CHILDLINE Director advised them to lodge an FIR with the Bisra Police Station but got disheartened as the police refused to accept that it was a labour-related problem. The CHILDLINE team and the aggrieved parents knocked the door of the Deputy Labour Commissioner (DLO) but there was no help.

The Centre Coordinator, CHILDLINE Rourkela contacted CHILDLINE Shimla, following which the Shimla team and the local police led by Rampur ASP S Arul Kumar (IPS) rescued the 11 children under the Bonded Labour System (Abolition) Act, 1976. Subsequently, they were handed over to the Resident Commissioner, Government of Odisha, New Delhi and were sent back to their native places.

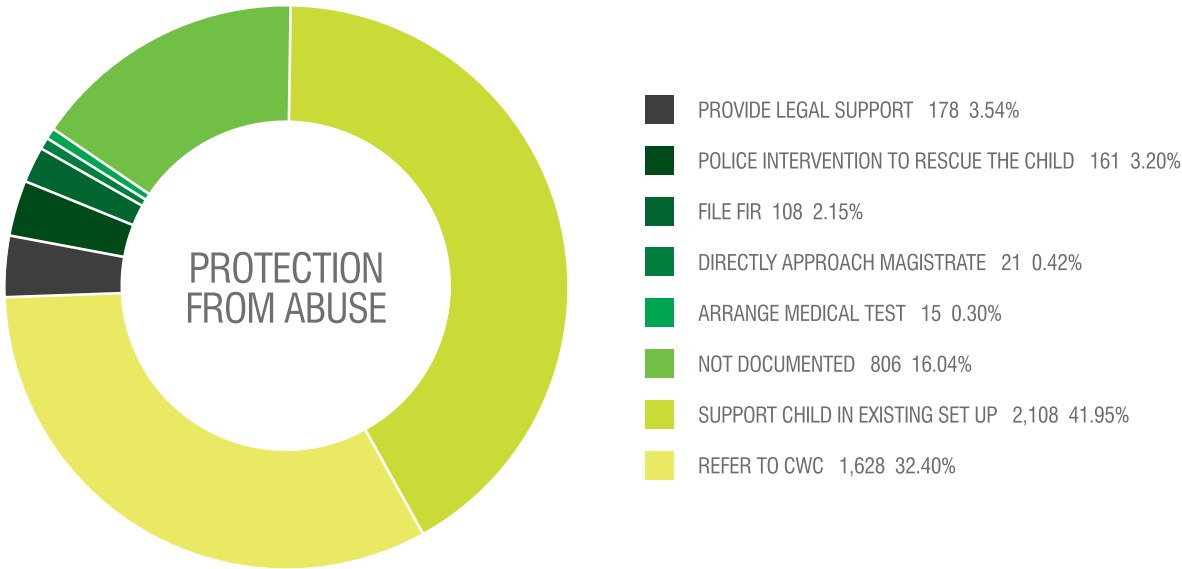
SK Bhargav, Principal Resident Commissioner deputed his staff to accompany the children from Delhi along with the CHILDLINE team members. He also urged the Sundargarh Collector to make necessary steps to receive the children at the Jharsuguda railway station. Accordingly, DLO UC Jena and CHILDLINE team members received the rescued children and handed them over to their parents.

How does CHILDLINE deal with cases of abuse?

CHILDLINE intervenes in case of abuse based on the need of the case. Some cases require the child to undergo a medical test, some require that an FIR be filed with the Police, while some require legal support.



FIGURE 8.5.6: PROTECTION FROM ABUSE: SUB INTERVENTION N=5025
DATA SOURCE: ChildNET



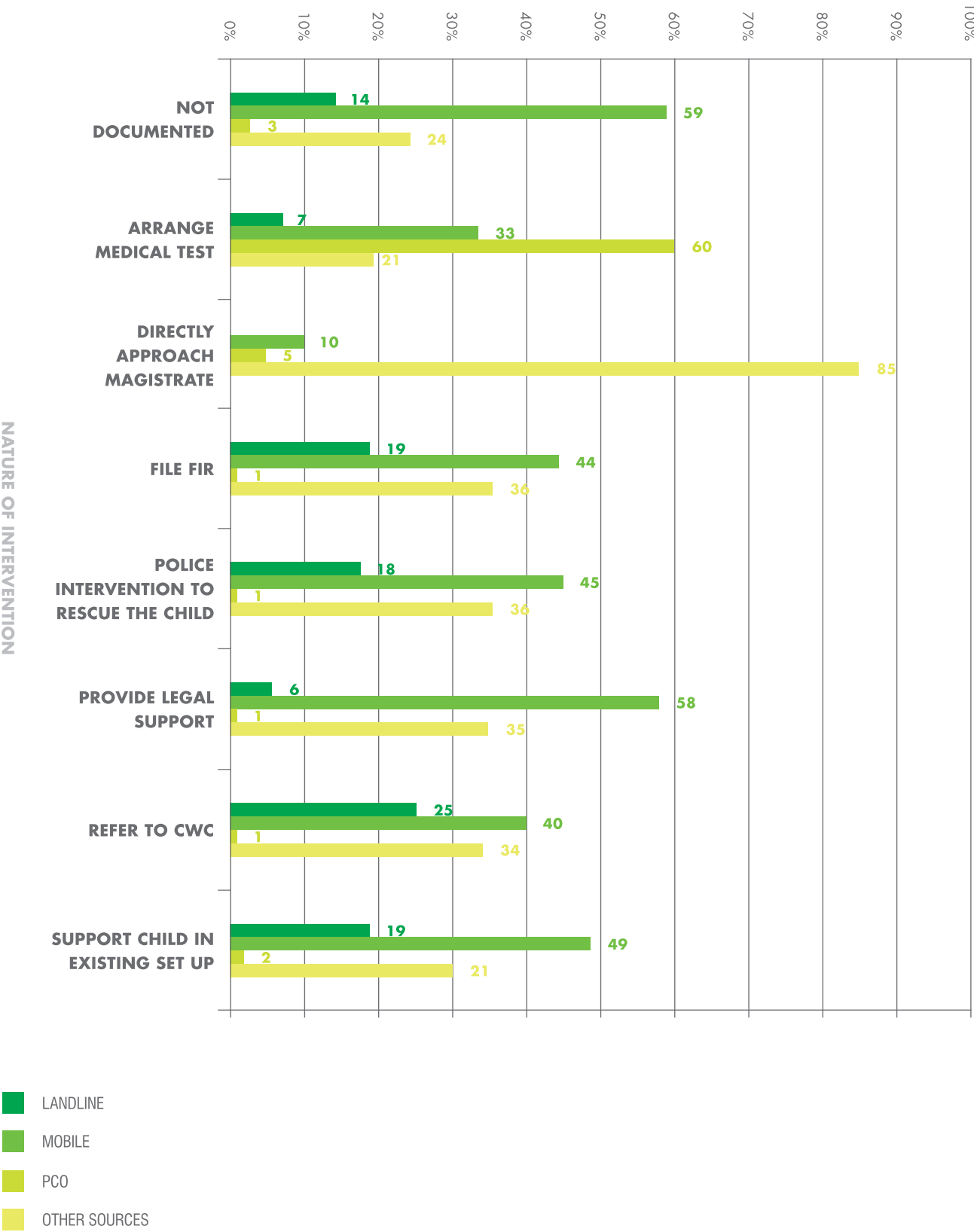
The most important step for CHILDLINE during the intervention of abuse cases is to ensure that the child stays within the family and is still protected from further abuse- this accounts for 42% of all abuse cases intervened. However, nearly 32% of cases are referred to the CWC.

TABLE 8.5.7: SOURCE FOR PROTECTION FROM ABUSE ASSISTANCE CASES

PROTECTION FROM ABUSE: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
SUPPORT CHILD IN EXISTING SET UP	402	19	1,035	49	40	2	631	30	2,108	100
REFER TO CWC	407	25	656	40	17	1	548	34	1,628	100
PROVIDE LEGAL SUPPORT	11	6	104	58	1	1	62	35	178	100
POLICE INTERVENTION TO RESCUE THE CHILD	29	18	73	45	1	1	58	36	161	100
FILE FIR	21	19	47	44	1	1	39	36	108	100
DIRECTLY APPROACH MAGISTRATE	0	0	2	10	1	5	18	85	21	100
ARRANGE MEDICAL TEST	1	7	5	33	0	0	9	60	15	100
NOT DOCUMENTED	113	14	477	59	22	3	194	24	806	100
TOTAL	984	20	2,399	47	83	2	1,559	31	5,025	100



FIGURE 8.5.7: SOURCE FOR PROTECTION FROM ABUSE ASSISTANCE CASES N=5025 DATA SOURCE: ChildNET



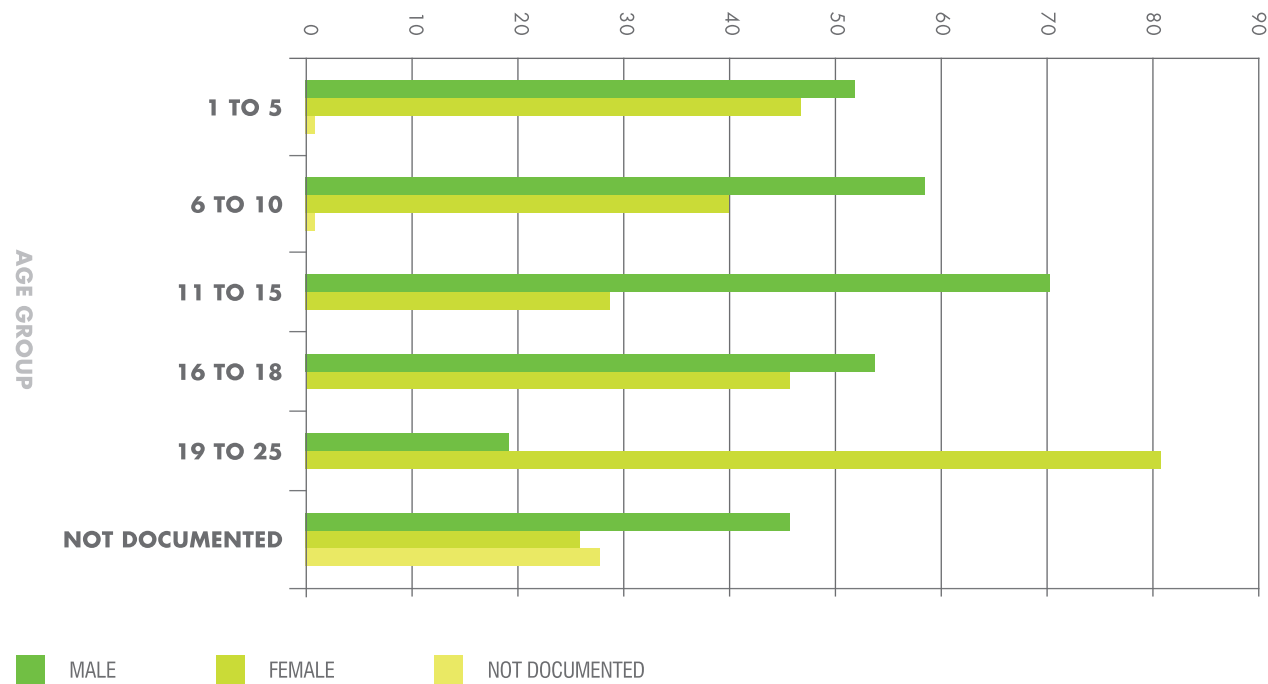
- LANDLINE
- MOBILE
- PCO
- OTHER SOURCES

TABLE 8.5.8: AGE GROUP AND GENDER OF THE CHILDREN PROTECTED FROM ABUSE AND VIOLENCE

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	175	52	159	47	5	1	339	100
6 TO 10	712	59	478	40	8	1	1,198	100
11 TO 15	1,776	71	711	29	3	0	2,490	100
16 TO 18	344	54	291	46	2	0	637	100
19 TO 25	11	19	46	81	0	0	57	100
NOT DOCUMENTED	139	46	80	26	85	28	304	100
TOTAL	3,157	63	1,765	35	103	2	5,025	100

CHILDLINE Bangalore received a frantic call from a neighbour informing them that Arjun, a twelve year old was being tortured by his father. They had seen the father of the child coming home in a drunken state in the morning and also had heard sounds of the child crying. The CHILDLINE team immediately visited the child’s house in Indiranagar. The team member also met with the child’s father and warned him not to repeat his acts again. The CHILDLINE team member meets the child regularly and follows up.

FIGURE 8.5.8: AGE GROUP AND GENDER OF THE CHILDREN PROTECTED FROM ABUSE AND VIOLENCE
N=5025 DATA SOURCE: ChildNET

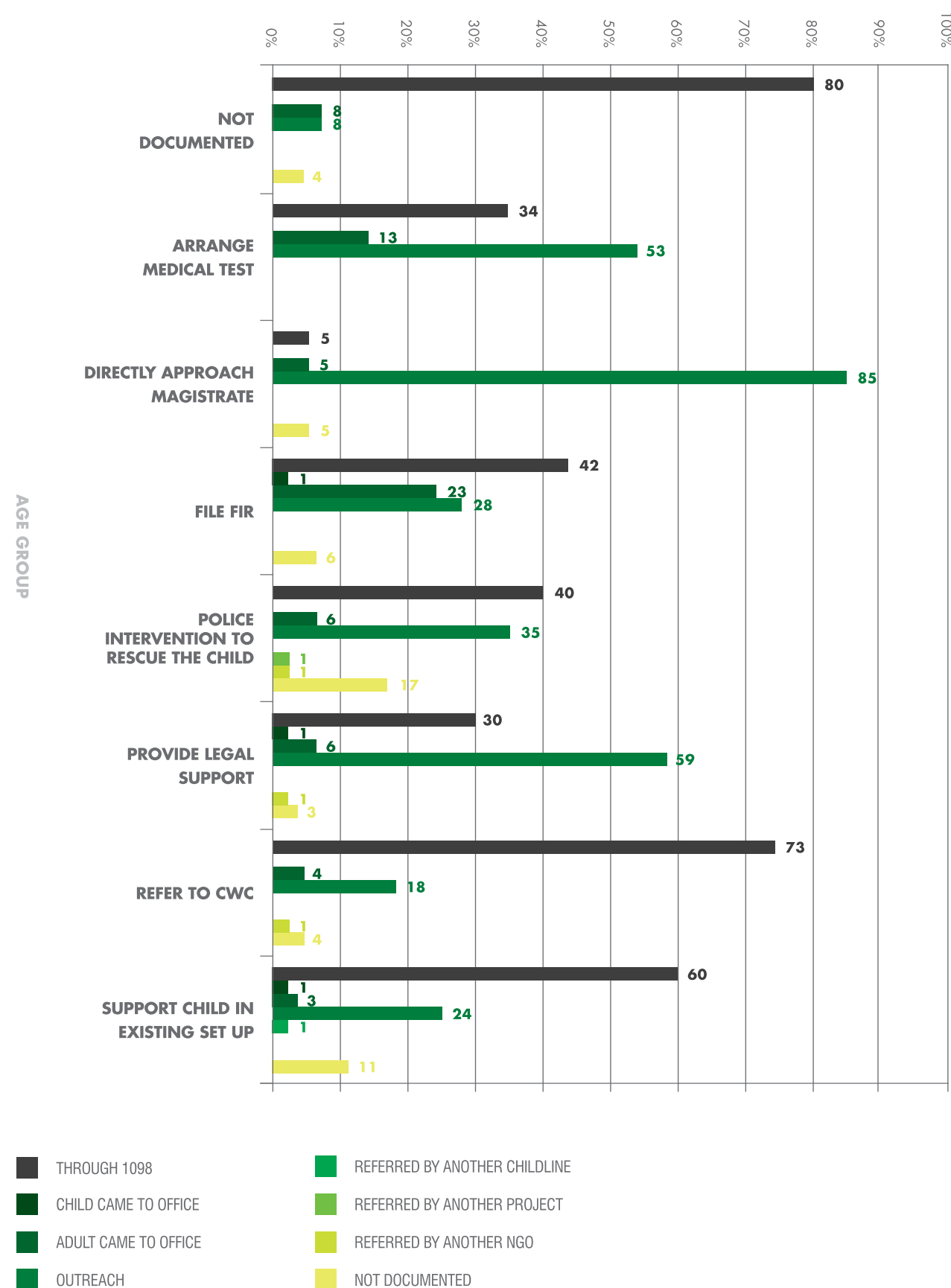


In the cases of children protected from abuse and violence, 71% are boys in the age group of 11-15 years, whereas the number of girls and boys protected from abuse are equal in the age group of 1-5 years.

TABLE 8.5.9: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR PROTECTION FROM ABUSE SUPPORT/INTERVENTION

PROTECTION FROM ABUSE: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
SUPPORT CHILD IN EXISTING SET UP	1,280	15	55	513	13	5	5	222	2,108
%	61	1	3	24	1	0	0	11	100
REFER TO CWC	1,194	5	57	274	7	6	16	69	1,628
%	73	0	4	17	0	0	1	4	100
PROVIDE LEGAL SUPPORT	54	1	10	107	0	0	1	5	178
%	30	1	6	60	0	0	1	3	100
POLICE INTERVENTION TO RESCUE THE CHILD	66	0	9	57	0	1	1	27	161
%	41	0	6	35	0	1	1	17	100
FILE FIR	46	1	25	30	0	0	0	6	108
%	43	1	23	28	0	0	0	6	100
DIRECTLY APPROACH MAGISTRATE	1	0	1	18	0	0	0	1	21
%	5	0	5	86	0	0	0	5	100
ARRANGE MEDICAL TEST	5	0	2	8	0	0	0	0	15
%	33	0	13	53	0	0	0	0	100
NOT DOCUMENTED	648	1	58	59	2	2	4	32	806
%	80	0	7	7	0	0	0	4	100
TOTAL	3,294	23	217	1,066	22	14	27	362	5,025
%	66	0	4	21	0	0	1	7	100

FIGURE 8.5.9: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR PROTECTION FROM ABUSE SUPPORT/INTERVENTION N=5025 DATA SOURCE: ChildNET



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

CHILDLINE Bangalore received a call from a concerned adult who informed them that he had found a young girl near Bannerghatta Road wearing her school uniform. The team visited the spot and found Maitri, a ten year old girl aimlessly roaming the streets, suspected to be a victim of corporal punishment.

Maitri, a Class V student of Government Primary School in Bannerghatta was accused of stealing 'a hundred rupee note from the teacher's purse'. The incident left the child fearful, and she could not muster enough courage to tell her parents about the experience. Instead, every morning Maitri would leave her home as usual and pretend that everything was normal, and that she was attending school. She also made it a point to return home around the same time she would usually return from school.

Maitri was taken to the CHILDLINE office and was counseled. During the counseling, the child informed the CHILDLINE team member that she had not been attending school for several days after her teacher had beaten her up severely.

CHILDLINE provided necessary support and care to Maitri. After a short interaction with Maitri, the team could identify the address of the child. The team visited Maitri's home and after being informed by CHILDLINE, Maitri's grandmother, Maluamma, visited the CHILDLINE office and took the child home. Maluamma expressed shock and anguish over the incident. The team also counseled the child's parents on the issue.

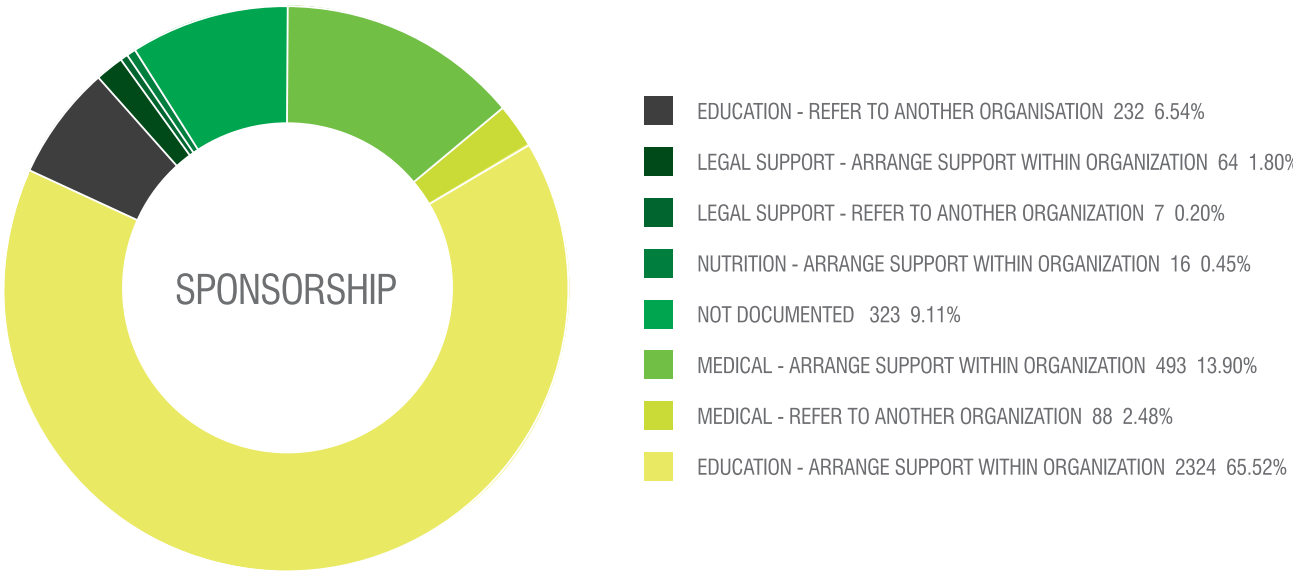
8.6 CALLS REQUESTING CHILDLINE FOR SPONSORSHIP ASSISTANCE

In a number of cases, CHILDLINE actively assists the child and his/her family in accessing financial support. Calls regarding sponsorship made up only about 9% of all calls received during this period. There are three basic kinds of sponsorship calls received by CHILDLINE, i.e. Sponsorship for Education expenses, Sponsorship for Medical expenses and Foster care.

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



FIGURE 8.6: SPONSORSHIP: SUB INTERVENTION N=3547 DATA SOURCE: ChildNET



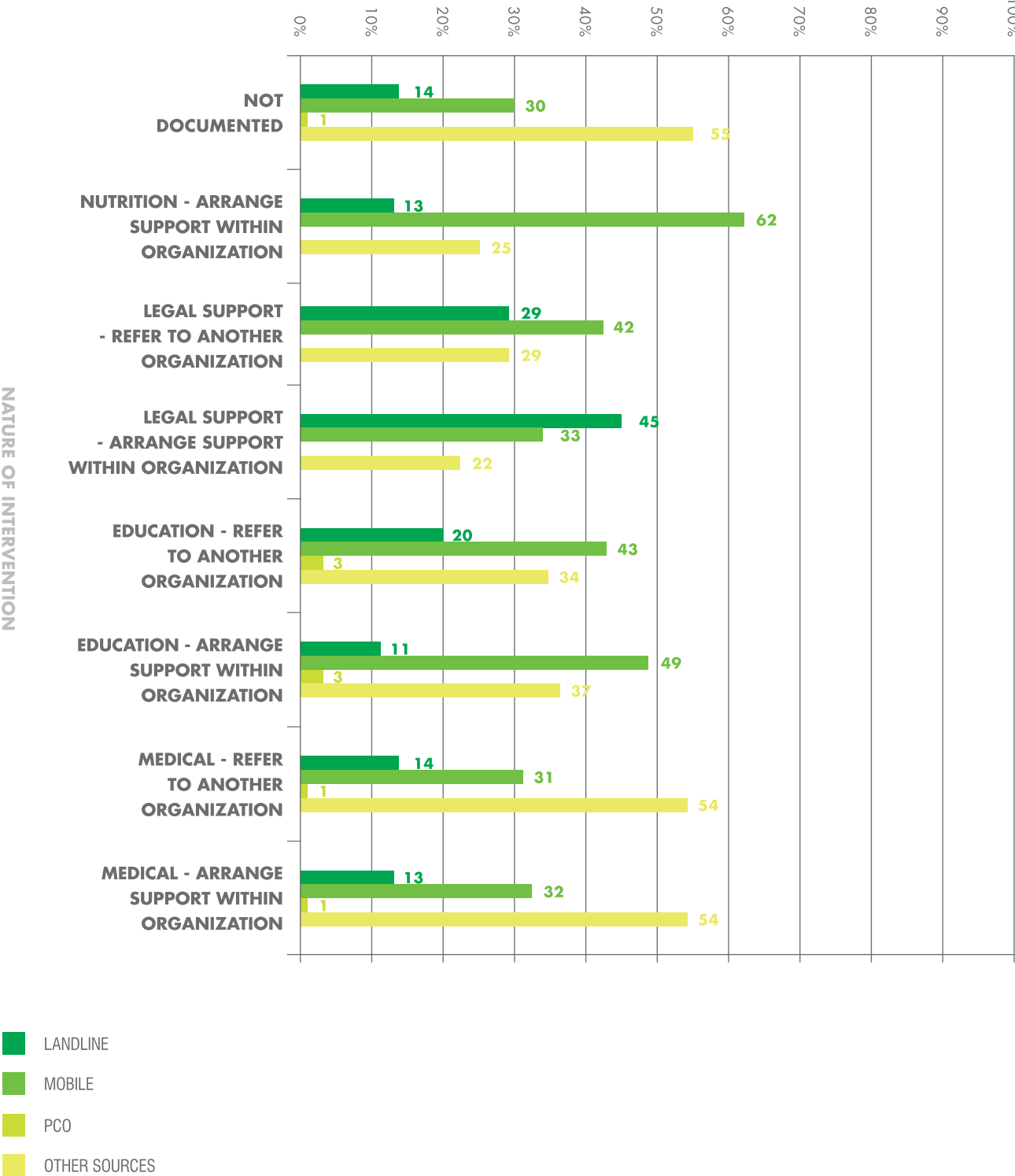
The maximum number of sponsorship related interventions done by CHILDLINE are for Education at 65.52%.

TABLE 8.6.1: SOURCE FOR SPONSORSHIP ASSISTANCE CASES

SPONSORSHIP : SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
MEDICAL - ARRANGE SUPPORT WITHIN ORGANIZATION	66	13	156	32	4	1	267	54	493	100
MEDICAL - REFER TO ANOTHER ORGANIZATION	12	14	27	31	1	1	48	54	88	100
EDUCATION - ARRANGE SUPPORT WITHIN ORGANIZATION	255	11	1,145	49	60	3	864	37	2,324	100
EDUCATION - REFER TO ANOTHER ORGANIZATION	47	20	101	43	6	3	78	34	232	100
LEGAL SUPPORT - ARRANGE SUPPORT WITHIN ORGANIZATION	29	45	21	33	0	0	14	22	64	100
LEGAL SUPPORT - REFER TO ANOTHER ORGANIZATION	2	29	3	42	0	0	2	29	7	100
NUTRITION - ARRANGE SUPPORT WITHIN ORGANIZATION	2	13	10	62	0	0	4	25	16	100
NOT DOCUMENTED	46	14	97	30	3	1	177	55	323	100
TOTAL	459	13	1,560	44	74	2	1,454	41	3,547	100



FIGURE 8.6.1: SOURCE FOR SPONSORSHIP ASSISTANCE CASES N=3547 DATA SOURCE: ChildNET



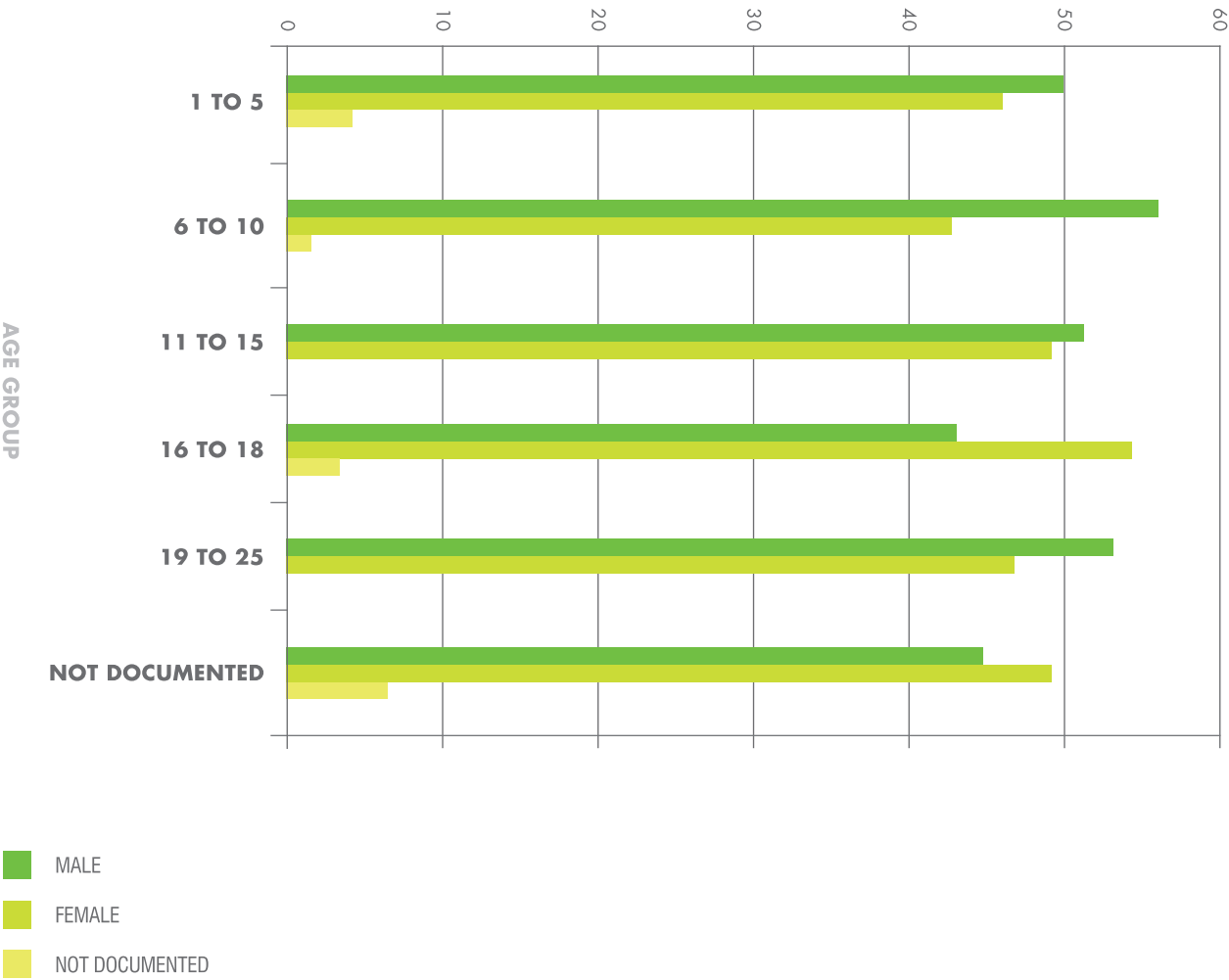
The above mentioned data refers to interventions done for sponsorship related cases. Medical interventions done via an external organization is presented as Medical- Refer to another organization.



TABLE 8.6.2: AGE GROUP AND GENDER OF THE CHILDREN PROVIDED SPONSORSHIP

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	134	50	124	46	10	4	268	100
6 TO 10	665	56	507	43	11	1	1,183	100
11 TO 15	756	51	716	49	6	0	1,478	100
16 TO 18	134	43	169	54	10	3	313	100
19 TO 25	10	53	9	47	0	0	19	100
NOT DOCUMENTED	127	45	141	49	18	6	286	100
TOTAL	1,826	51	1,666	47	55	2	3,547	100

FIGURE 8.6.2: AGE GROUP AND GENDER OF THE CHILDREN PROVIDED SPONSORSHIP
N=3547 DATA SOURCE: ChildNET



MALE
FEMALE
NOT DOCUMENTED

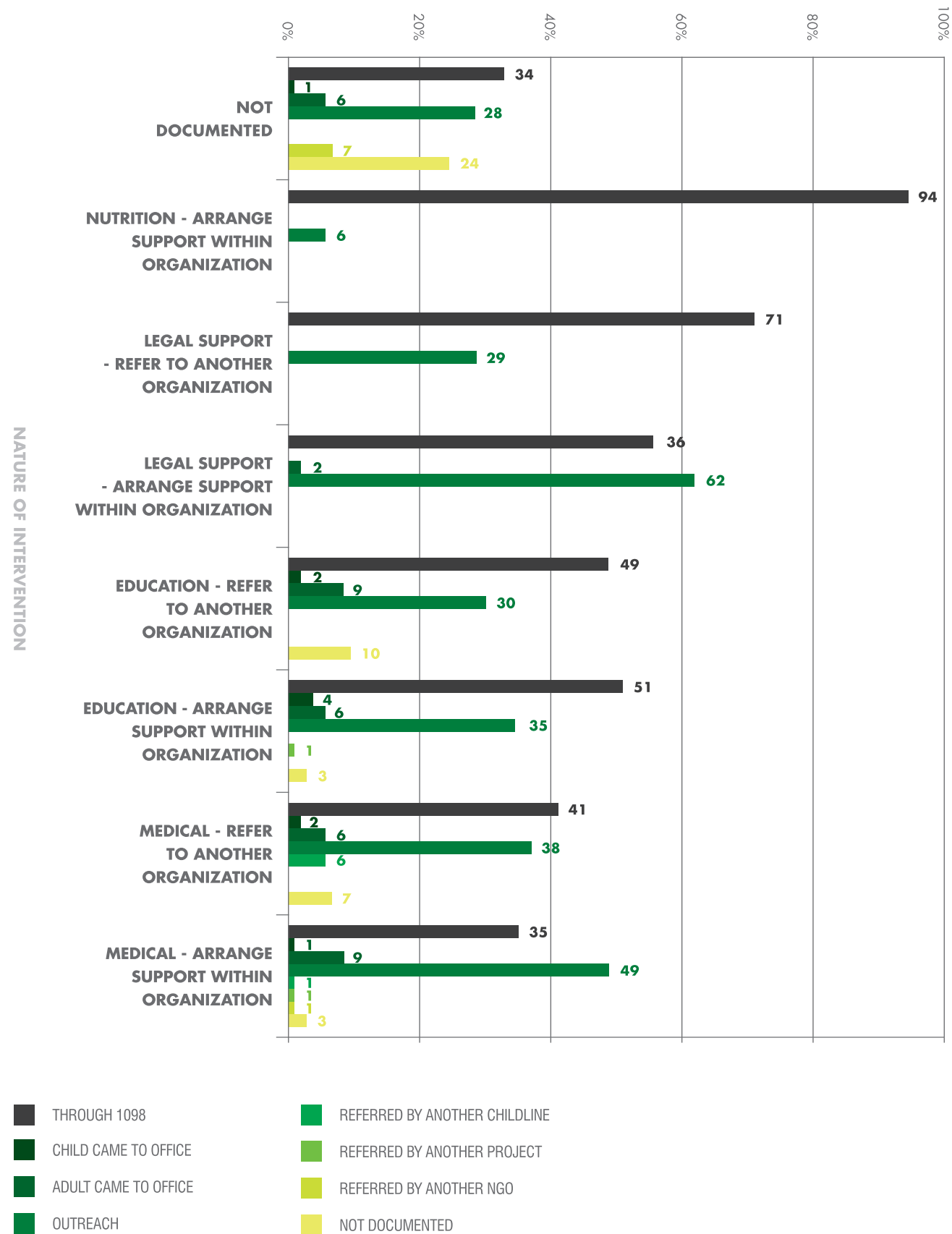


TABLE 8.6.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR SPONSORSHIP
SUPPORT / INTERVENTION

SPONSORSHIP : SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
MEDICAL - ARRANGE SUPPORT WITHIN ORGANISATION	173	7	42	242	6	5	4	14	493
%	35	1	9	49	1	1	1	3	100
MEDICAL - REFER TO ANOTHER ORGANISATION	36	2	5	34	5	0	0	6	88
%	41	2	6	38	6	0	0	7	100
EDUCATION - ARRANGE SUPPORT WITHIN ORGANISATION	1,188	86	137	823	5	17	7	61	2,324
%	51	4	6	35	0	1	0	3	100
EDUCATION - REFER TO ANOTHER ORGANISATION	113	5	22	69	0	0	0	23	232
%	49	2	9	30	0	0	0	10	100
LEGAL SUPPORT - ARRANGE SUPPORT WITHIN ORGANISATION	23	0	1	40	0	0	0	0	64
%	36	0	2	62	0	0	0	0	100
LEGAL SUPPORT - REFER TO ANOTHER ORGANISATION	5	0	0	2	0	0	0	0	7
%	71	0	0	29	0	0	0	0	100
NUTRITION - ARRANGE SUPPORT WITHIN ORGANISATION	15	0	0	1	0	0	0	0	16
%	94	0	0	6	0	0	0	0	100
NOT DOCUMENTED	109	3	20	88	1	1	23	78	323
%	34	1	6	28	0	0	7	24	100
TOTAL	1,662	103	227	1,299	17	23	34	182	3,547
%	47	3	6	37	0	1	1	5	100

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

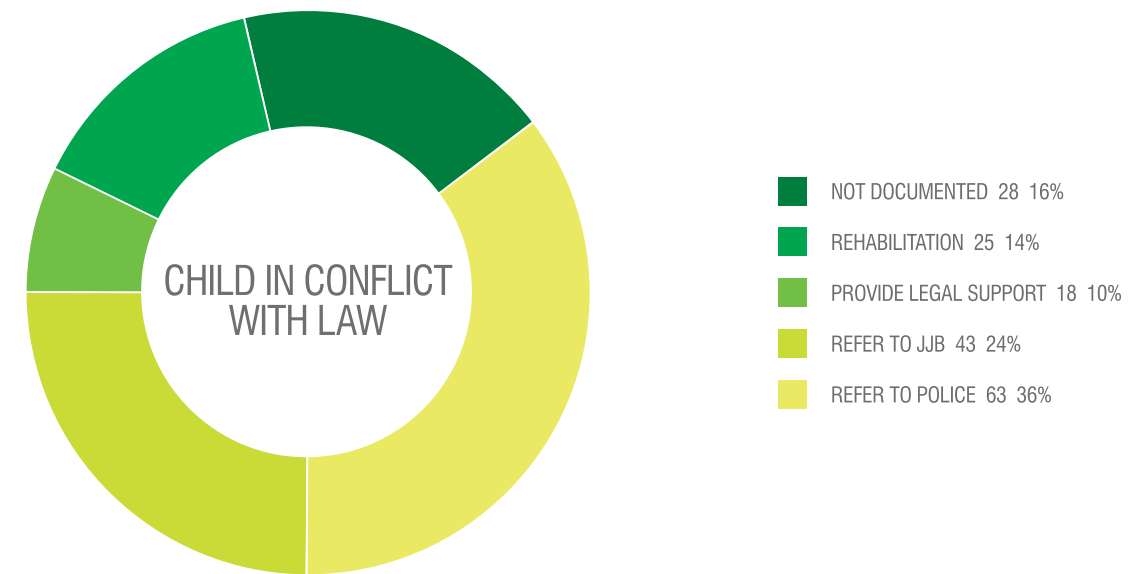
FIGURE 8.6.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR SPONSORSHIP SUPPORT / INTERVENTION



8.7 CALLS REQUESTING CHILDLINE ASSISTANCE FOR A CHILD IN CONFLICT WITH LAW

Children who are in Conflict with law (Juvenile Offenders) have to be presented at the Juvenile Justice Board (JJB) in each city. This is a statutory institution setup under the Juvenile Justice Act, 2000. However, in many cases children are reported to the police, who then follow protocols setup for such cases. In some cases children are provided with legal support.

FIGURE 8.7: CHILD IN CONFLICT WITH LAW: SUB INTERVENTION N=177 DATA SOURCE: ChildNET



In 43% of the cases, the intervention is to refer the child to the JJB.

TABLE 8.7.1: SOURCE FOR CHILD IN CONFLICT WITH LAW ASSISTANCE CASES

CHILD IN CONFLICT WITH LAW: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
REFER TO POLICE	14	22	26	41	1	2	22	35	63	100
REFER TO JJB	5	12	21	48	2	5	15	35	43	100
PROVIDE LEGAL SUPPORT	2	11	8	45	2	11	6	33	18	100
REHABILITATION	6	24	1	4	1	4	17	68	25	100
NOT DOCUMENTED	5	18	11	39	2	7	10	36	28	100
TOTAL	32	18	67	37	8	5	70	40	177	100



FIGURE 8.7.1: SOURCE FOR CHILD IN CONFLICT WITH LAW ASSISTANCE CASES N=177

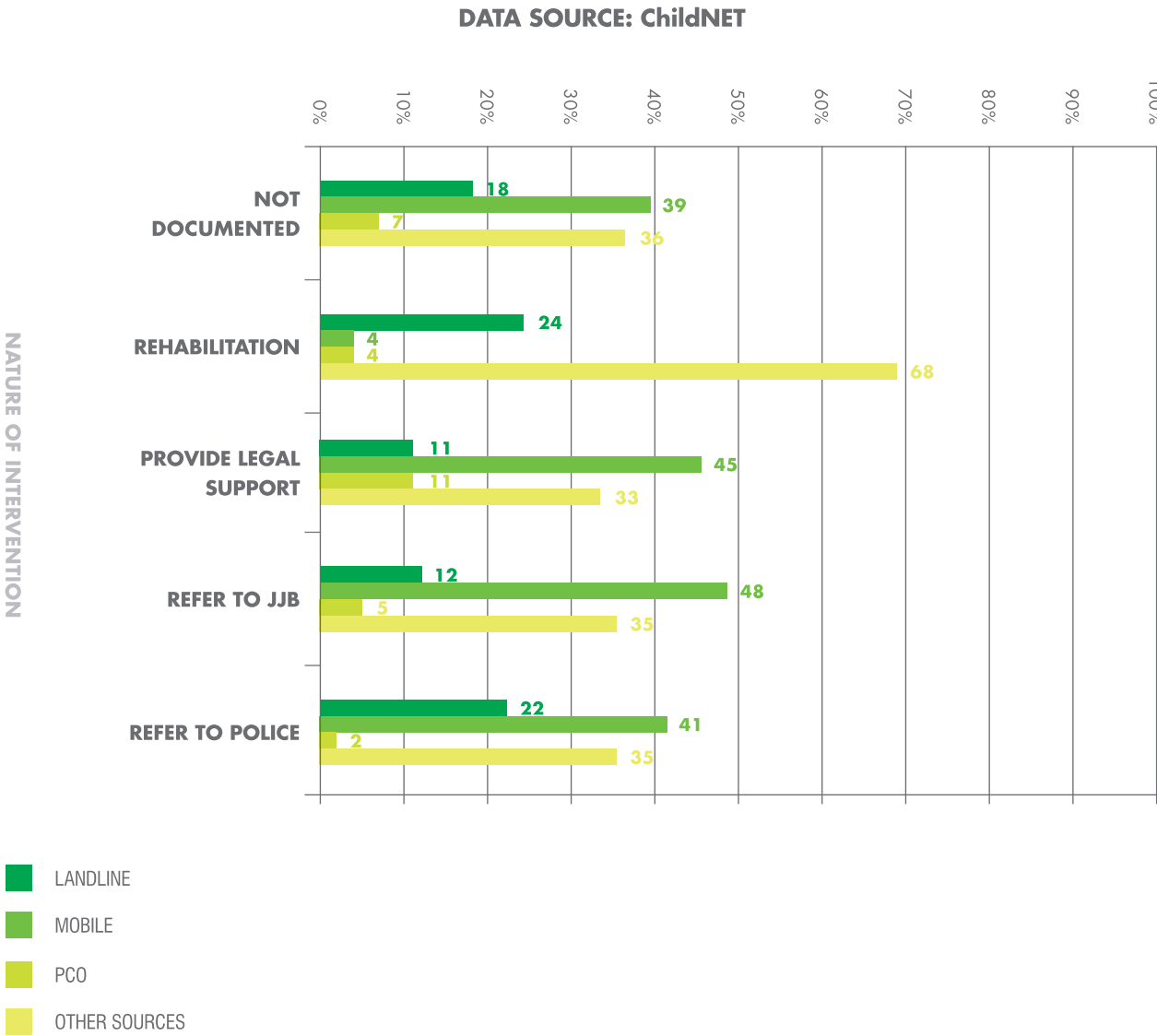
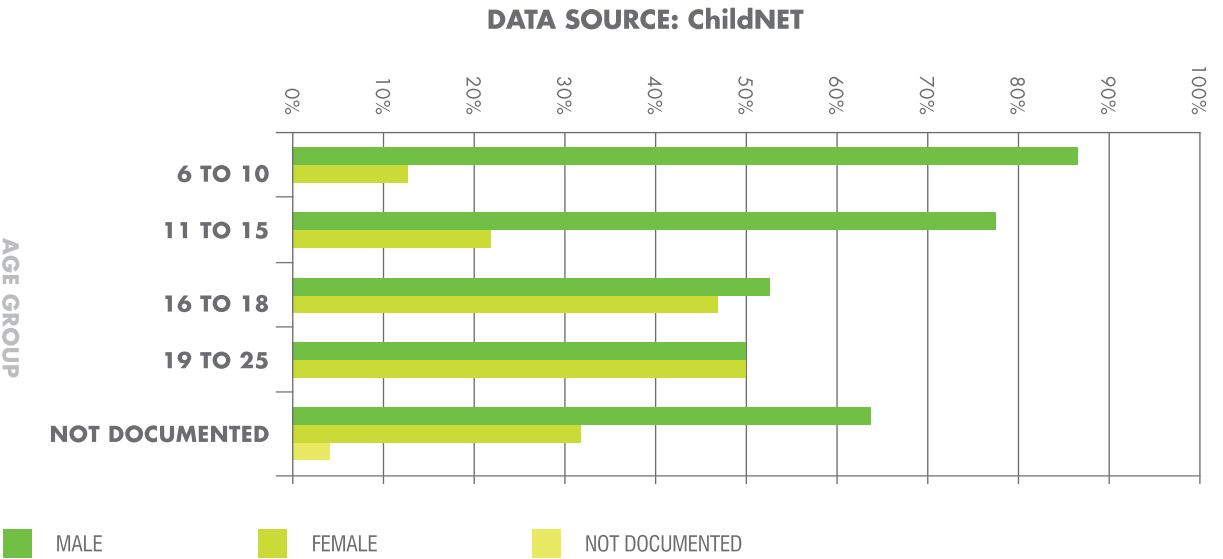


TABLE 8.7.2: AGE GROUP AND GENDER OF THE CHILDREN IN CONFLICT WITH LAW

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
6 TO 10	28	87	4	13	0	0	32	100
11 TO 15	67	78	19	22	0	0	86	100
16 TO 18	16	53	14	47	0	0	30	100
19 TO 25	2	50	2	50	0	0	4	100
NOT DOCUMENTED	16	64	8	32	1	4	25	100
TOTAL	129	72	47	27	1	1	177	100



FIGURE 8.7.2: AGE GROUP AND GENDER OF THE CHILDREN IN CONFLICT WITH LAW N=177



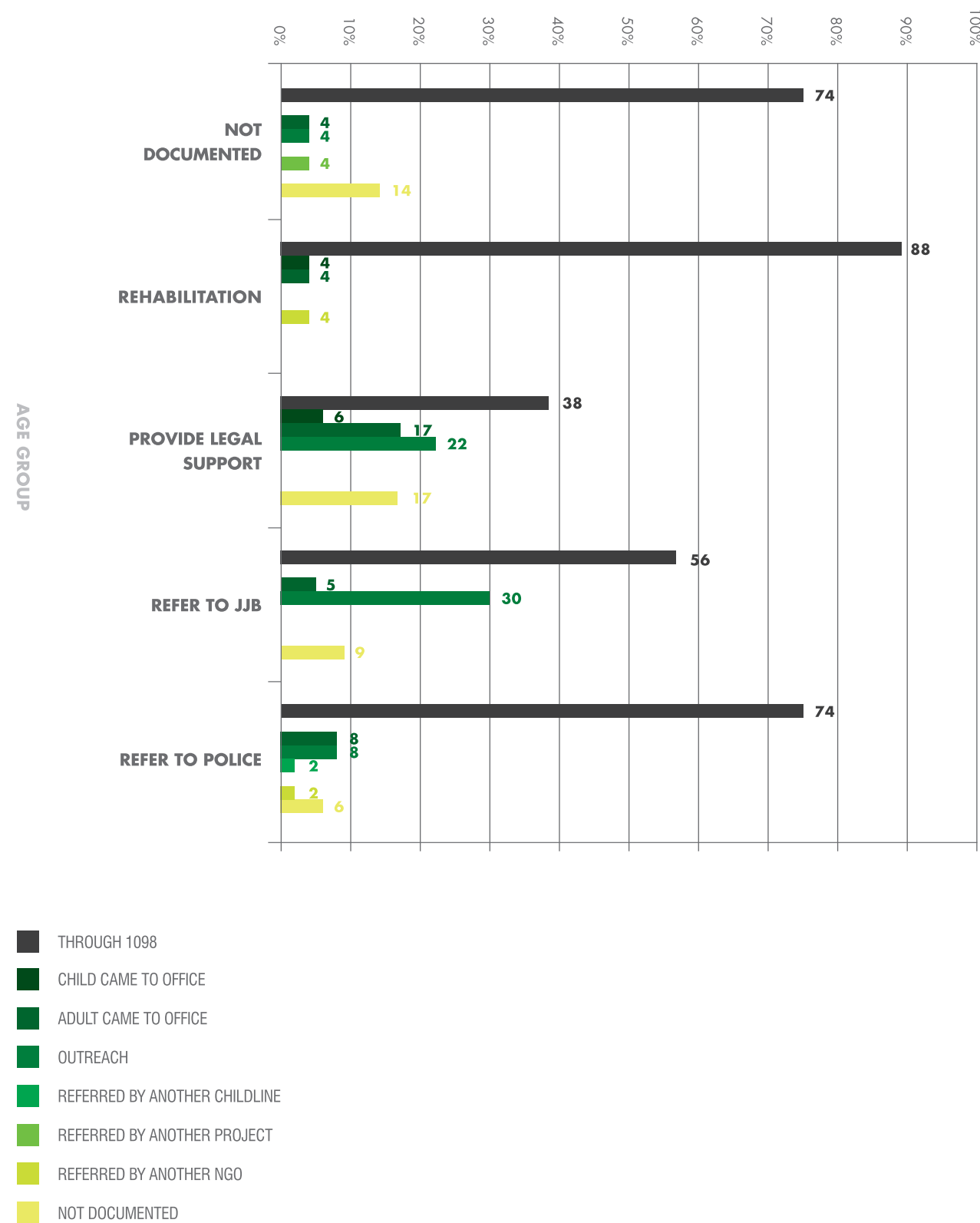
The gender data for such interventions follows the pattern across all kinds of interventions. In India, the age of Criminal responsibility is fixed at 7 years as per the Indian Penal Code (IPC).

TABLE 8.7.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR CHILD IN CONFLICT WITH LAW SUPPORT/INTERVENTION

CHILD IN CONFLICT WITH LAW: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
REFER TO POLICE	47	0	5	5	1	0	1	4	63
%	74	0	8	8	2	0	2	6	100
REFER TO JJB	24	0	2	13	0	0	0	4	43
%	56	0	5	30	0	0	0	9	100
PROVIDE LEGAL SUPPORT	7	1	3	4	0	0	0	3	18
%	38	6	17	22	0	0	0	17	100
REHABILITATION	22	1	1	0	0	0	1	0	25
%	88	4	4	0	0	0	4	0	100
NOT DOCUMENTED	21	0	1	1	0	1	0	4	28
%	74	0	4	4	0	4	0	14	100
TOTAL	121	2	12	23	1	1	2	15	177
%	68	1	7	13	1	1	1	8	100

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

FIGURE 8.7.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR CHILD IN CONFLICT WITH LAW SUPPORT/INTERVENTION N=177 DATA SOURCE: ChildNET



8.8 CALLS REPORTING CHILDREN WHO ARE MISSING

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

1) Calls about children who have been found wandering about and confirm that they are lost

2) Calls received from parents saying that their child is missing

In the case of children who are lost, the calls may come from a concerned person who has found the child or sometimes the child (him/ herself) will call up asking for assistance. These children are also sometimes found by CHILDLINE team members during an outreach program at railway stations etc.

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

The existing laws and Police procedures are not very effective in cases of children who are missing but not kidnapped. Some states such as Delhi, adopted a policy of registering an FIR in all reported cases of missing children. However, across India, the police will only file an FIR in cases of children reported as kidnapped. Thus, cases of children who are missing get noted in the Police Station diary as a 'Diary entry'. This is not reported as official crime statistics. The Police don't have the facility or resources to conduct social investigations. In such cases, there is little that CHILDLINE can do other than to notify the CHILDLINE network and keep a lookout. Sometimes children who appear lost are reported by concerned adults. CHILDLINE teams then try and match these children with reports of missing children lodged by parents/family. Reporting missing children to various websites and to the media are routine for such interventions.

FIGURE 8.8: MISSING: SUB-INTERVENTION N=5975 DATA SOURCE: ChildNET

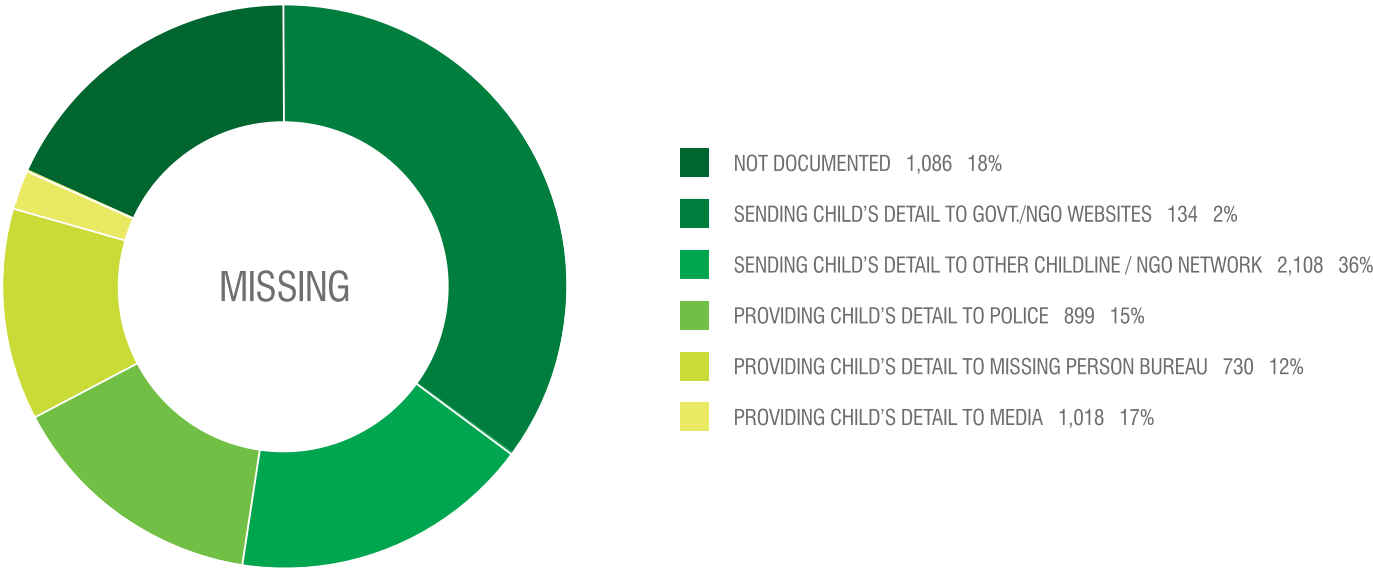


TABLE 8.8.1: SOURCE FOR MISSING CHILD ASSISTANCE CASES

MISSING: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
SENDING CHILD'S DETAIL TO OTHER CHILDLINE/ NGO NETWORK	310	15	902	43	10	0	886	42	2,108	100
PROVIDING CHILD'S DETAIL TO MEDIA	155	15	618	61	13	1	232	23	1,018	100
PROVIDING CHILD'S DETAIL TO POLICE	180	21	462	51	4	0	253	28	899	100
PROVIDING CHILD'S DETAIL TO MISSING PERSON BUREAU	104	15	338	46	2	0	286	39	730	100
SENDING CHILD'S DETAIL TO GOVT./NGO WEBSITES	15	11	71	53	1	1	47	35	134	100
NOT DOCUMENTED	168	15	442	41	23	2	453	42	1,086	100
TOTAL	932	16	2,833	47	53	1	2,157	36	5,975	100

FIGURE 8.8.1: SOURCE FOR MISSING CHILD ASSISTANCE CASES N=5975 DATA SOURCE: ChildNET

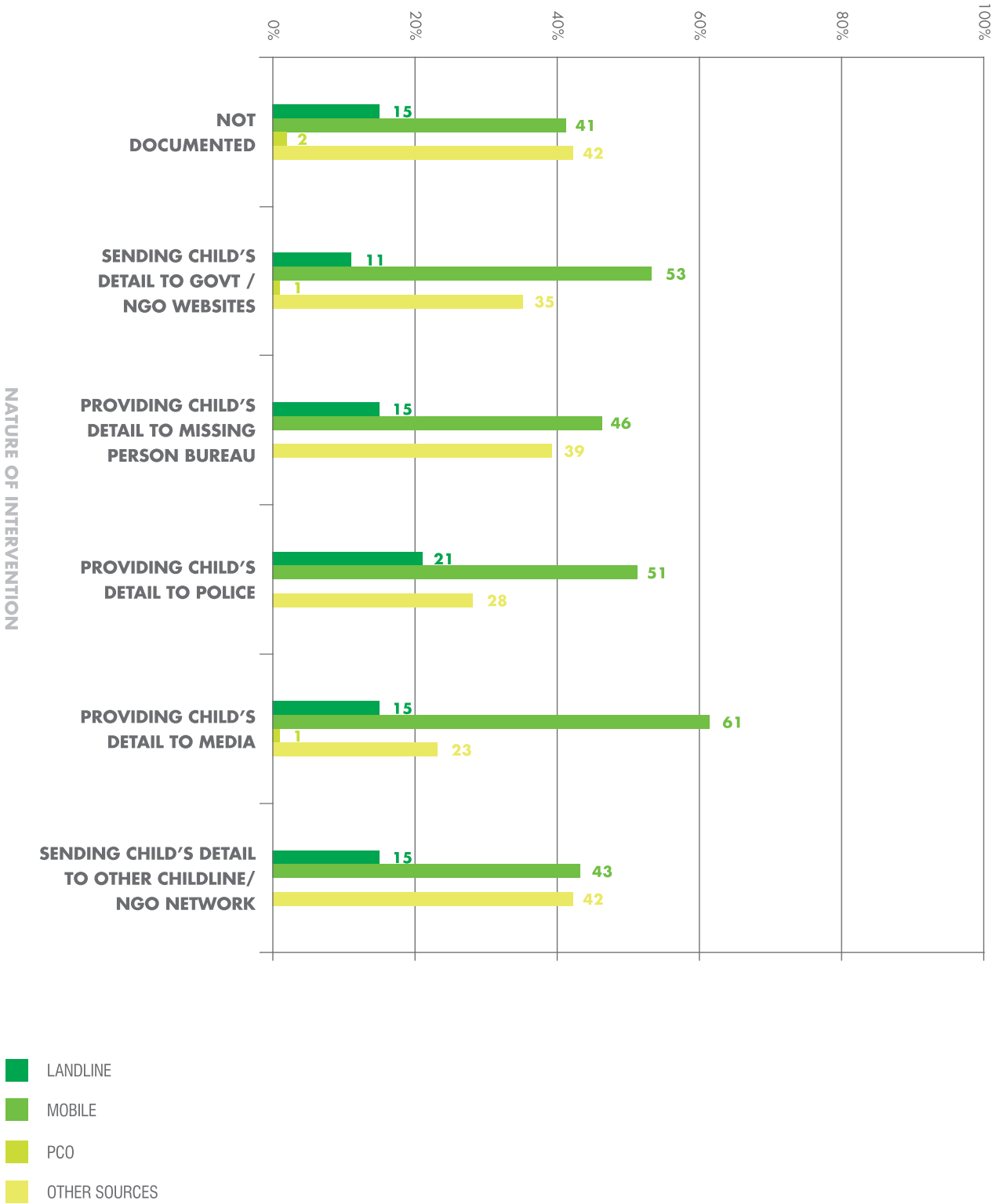
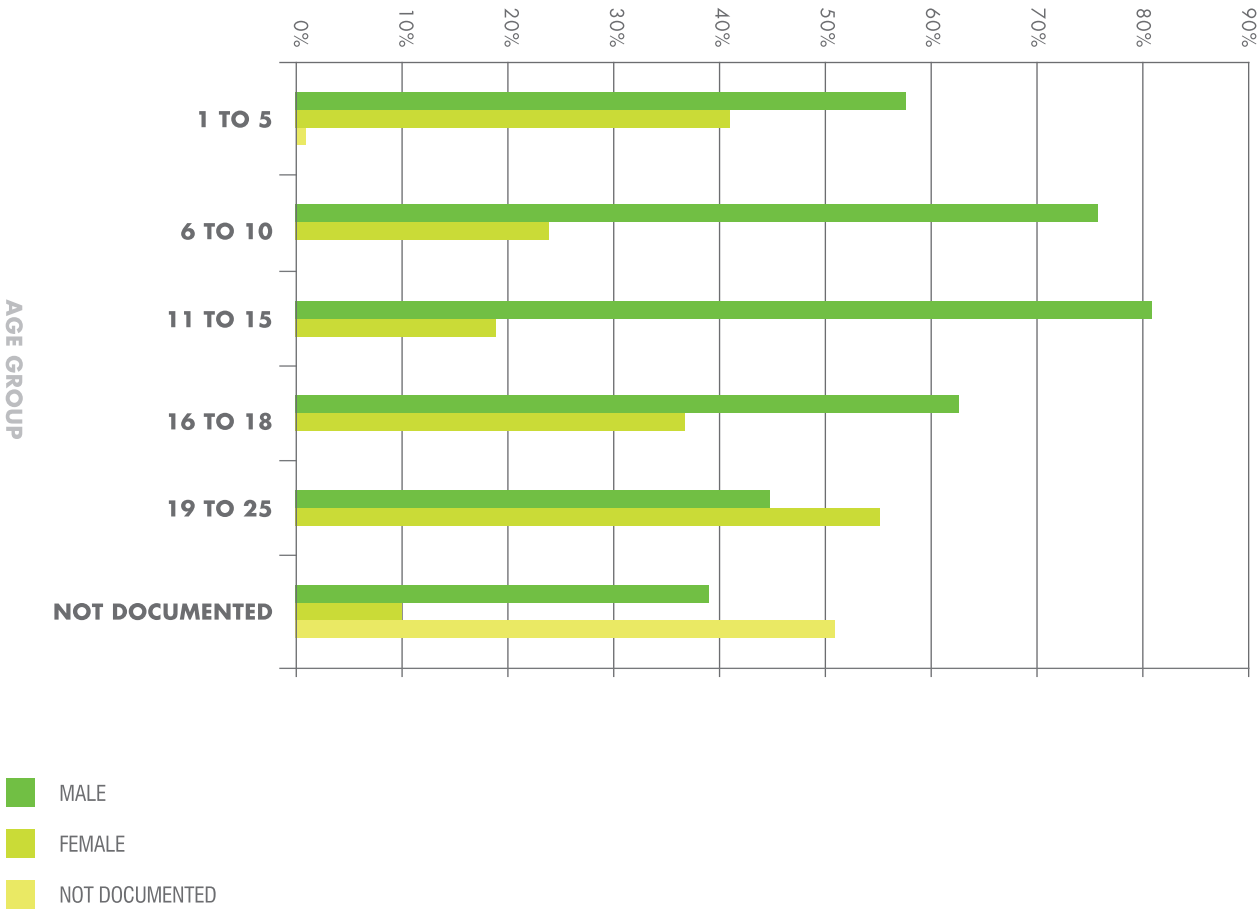


TABLE 8.8.2: AGE GROUP AND GENDER OF THE MISSING CHILDREN

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	466	58	330	41	5	1	801	100
6 TO 10	1,293	76	404	24	2	0	1,699	100
11 TO 15	2,048	81	478	19	6	0	2,532	100
16 TO 18	448	63	262	37	0	0	710	100
19 TO 25	30	45	37	55	0	0	67	100
NOT DOCUMENTED	66	39	16	10	84	51	166	100
TOTAL	4,351	72	1,527	26	97	2	5,975	100

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

FIGURE 8.8.2: AGE GROUP AND GENDER OF THE MISSING CHILDREN N=5975
DATA SOURCE: ChildNET

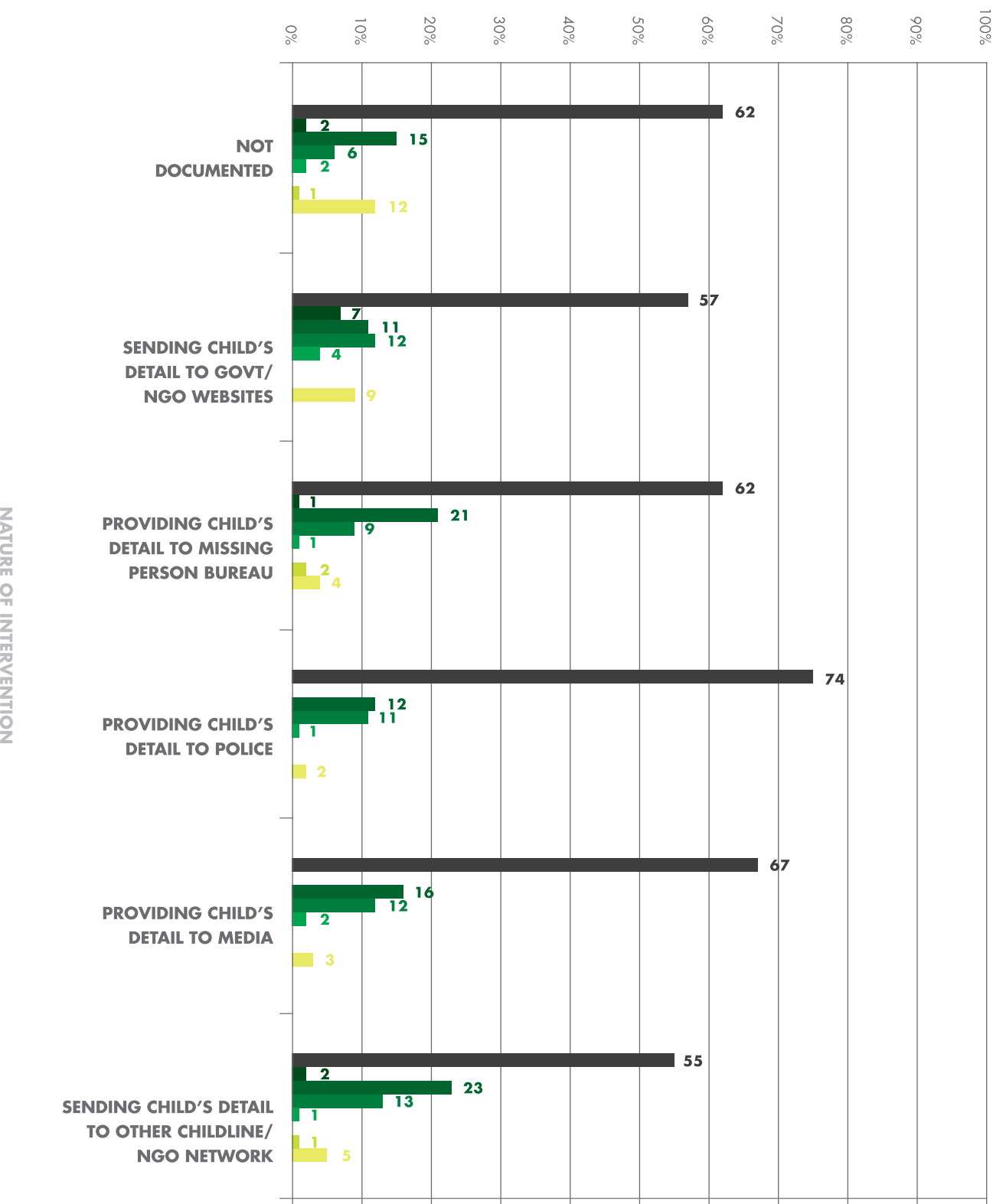


MALE
FEMALE
NOT DOCUMENTED

TABLE 8.8.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR MISSING CHILDREN SUPPORT/INTERVENTION

MISSING: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
SENDING CHILD'S DETAIL TO OTHER CHILDLINE/ NGO NETWORK	1,176	42	476	268	29	5	16	96	2,108
%	55	2	23	13	1	0	1	5	100
PROVIDING CHILD'S DETAIL TO MEDIA	678	3	156	122	17	5	4	33	1,018
%	67	0	16	12	2	0	0	3	100
PROVIDING CHILD'S DETAIL TO POLICE	667	4	101	99	9	1	0	18	899
%	74	0	12	11	1	0	0	2	100
PROVIDING CHILD'S DETAIL TO MISSING PERSON BUREAU	454	5	156	69	4	0	11	31	730
%	62	1	21	9	1	0	2	4	100
SENDING CHILD'S DETAIL TO GOVT./NGO WEBSITES	76	9	15	16	6	0	0	12	134
%	57	7	11	12	4	0	0	9	100
NOT DOCUMENTED	673	22	166	65	26	1	8	125	1,086
%	62	2	15	6	2	0	1	12	100
TOTAL	3,724	85	1,070	639	91	12	39	315	5,975
%	62	1	18	11	2	0	1	5	100

FIGURE 8.8.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR MISSING CHILDREN SUPPORT/INTERVENTION N=5975 DATA SOURCE: ChildNET



- THROUGH 1098
- CHILD CAME TO OFFICE
- ADULT CAME TO OFFICE
- OUTREACH
- REFERRED BY ANOTHER CHILDLINE
- REFERRED BY ANOTHER PROJECT
- REFERRED BY ANOTHER NGO
- NOT DOCUMENTED

CHILDLINE Gwalior received a call from the Railway Protection Force (RPF) personnel who found Ajay wandering at the Gwalior Railway Station. The CHILDLINE team visited the station and found the child.

Ajay's father, a small-scale vendor in Sonagir, was away when Ajay disappeared from the house. Ajay ran away from Sonagir and boarded a train, which brought him to Gwalior. However, while he was staying at the Gwalior station he was rescued by the CHILDLINE team. The team took Ajay to the CHILDLINE centre and provided him with immediate care and protection. He was produced before the Child Welfare Committee who then directed to send him to a temporary shelter home.

During the counseling, the team found that the child was originally hailing from Sonagir. The reunion came after CHILDLINE officials contacted one of the boy's uncles through a telephone number, which Ajay managed to recall, nearly two months after his stay at the shelter.

8.9 CHILDREN CALLING CHILDLINE SEEKING EMOTIONAL SUPPORT & GUIDANCE ES&G

Calls from children needing Emotional Support and Guidance or just someone to listen to them while they sort out their problems, make up the single biggest block of total intervention cases serviced during this period. Most of the calls are from children wanting to talk about their issues and problems, minor stress and tensions, feelings of being confused and unsure. School children call up to discuss their fears about being unable to cope with the demands of the curriculum. While most of these calls are made by children who are struggling to deal with study and examination pressure, some children also call because they are alone at home and are feeling scared, while some call to discuss parental break ups. Increasingly, children are starting to call between 3.00p.m. - 6.00 p.m., usually the time they get home from school and before their parents come home.

In a few cases, what starts off simply as a child wanting to vent, slowly escalates into a much larger problem. For example, there have been calls from girls in the 15-18 age group, who start talking about problems in school and when they feel comfortable enough with the Team Member they start to talk about what is really troubling them such as their parents forcing them to get married against their will etc. In such cases, with the consent of the girl, the CHILDLINE Team Members will counsel the parents, acquaint them with the laws related to the issue and show the parents the path to a better life option for the child. Follow-up calls from the girls to chat with the Team Members, give them a chance to know if the child is doing well.

ES&G calls are generally responded to on the phone. However, many cases require counseling or even face to face meetings

FIGURE 8.9: EMOTIONAL SUPPORT & GUIDANCE: SUB INTERVENTION N=19997
DATA SOURCE: ChildNET



TABLE 8.9.1: SOURCE FOR EMOTIONAL SUPPORT & GUIDANCE ASSISTANCE CASES

EMOTIONAL SUPPORT & GUIDANCE: SUB INTERVENTION	LANDLINE	%	MOBILE	%	PCO	%	OTHER SOURCES	%	TOTAL	%
SUGGEST OPTIONS TO CHILD	1,282	13	6,075	63	154	2	2,164	22	9,675	100
COUNSELING BY CHILDLINE	2,306	23	4,358	44	203	2	3,128	31	9,995	100
REFER TO PROFESSIONAL COUNSELOR	10	29	11	31	0	0	14	40	35	100
NOT DOCUMENTED	41	15	173	59	1	0	77	26	292	100
TOTAL	3,639	18	10,617	53	358	2	5,383	27	19,997	100

FIGURE 8.9.1: SOURCE FOR EMOTIONAL SUPPORT & GUIDANCE ASSISTANCE CASES N=19997
DATA SOURCE: ChildNET

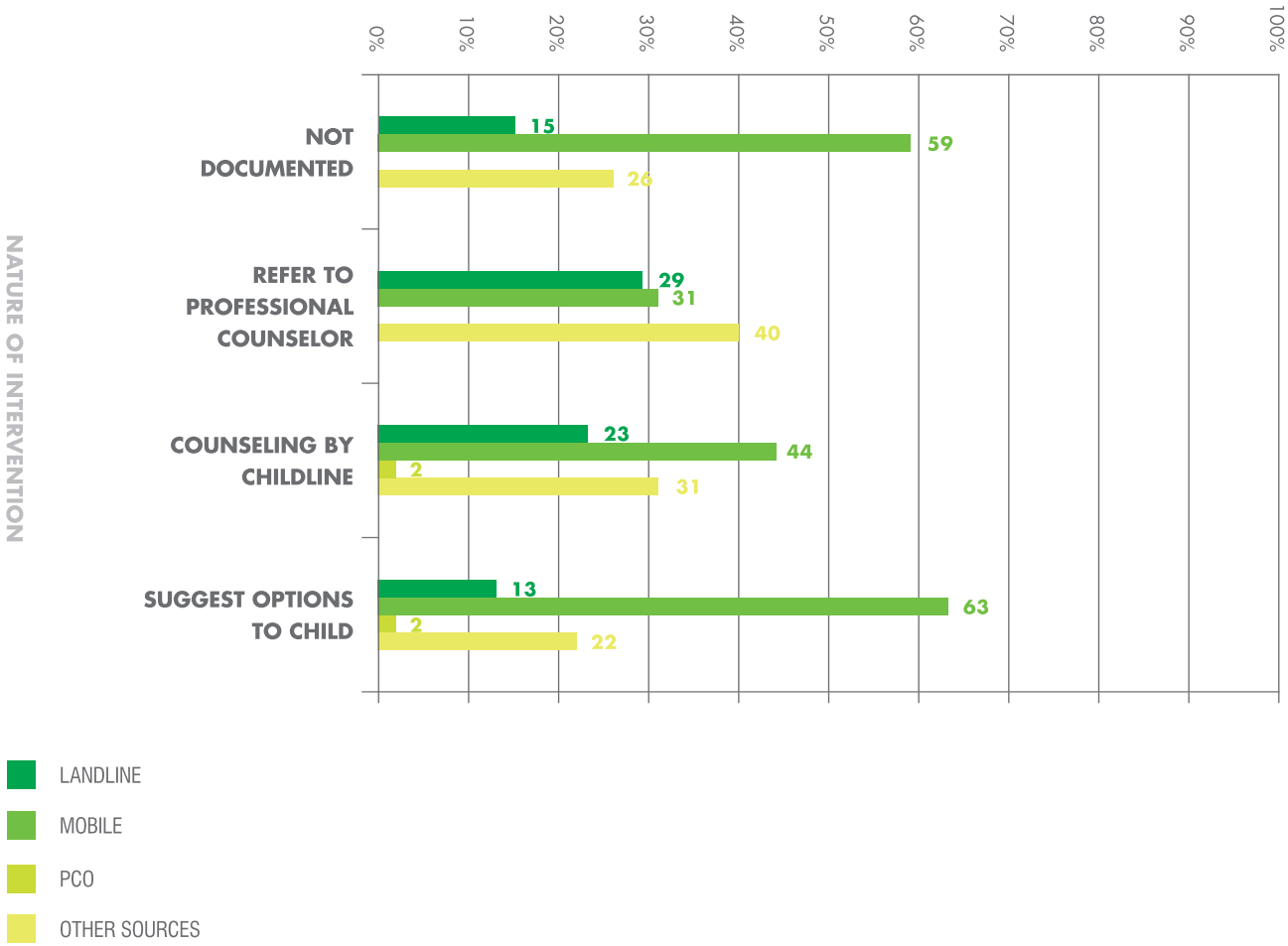


TABLE 8.9.2: AGE GROUP AND GENDER OF THE CHILDREN SEEKING EMOTIONAL SUPPORT & GUIDANCE

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
1 TO 5	427	56	331	44	2	0	760	100
6 TO 10	2,142	62	1,292	38	1	0	3,435	100
11 TO 15	6,212	60	4,092	40	1	0	10,305	100
16 TO 18	2,468	54	2,087	46	1	0	4,556	100
19 TO 25	96	46	114	54	0	0	210	100
NOT DOCUMENTED	473	64	245	34	13	2	731	100
TOTAL	11,818	59	8,161	41	18	0	19,997	100

FIGURE 8.9.2: AGE GROUP AND GENDER OF THE CHILDREN SEEKING EMOTIONAL SUPPORT & GUIDANCE N=19997 DATA SOURCE: ChildNET

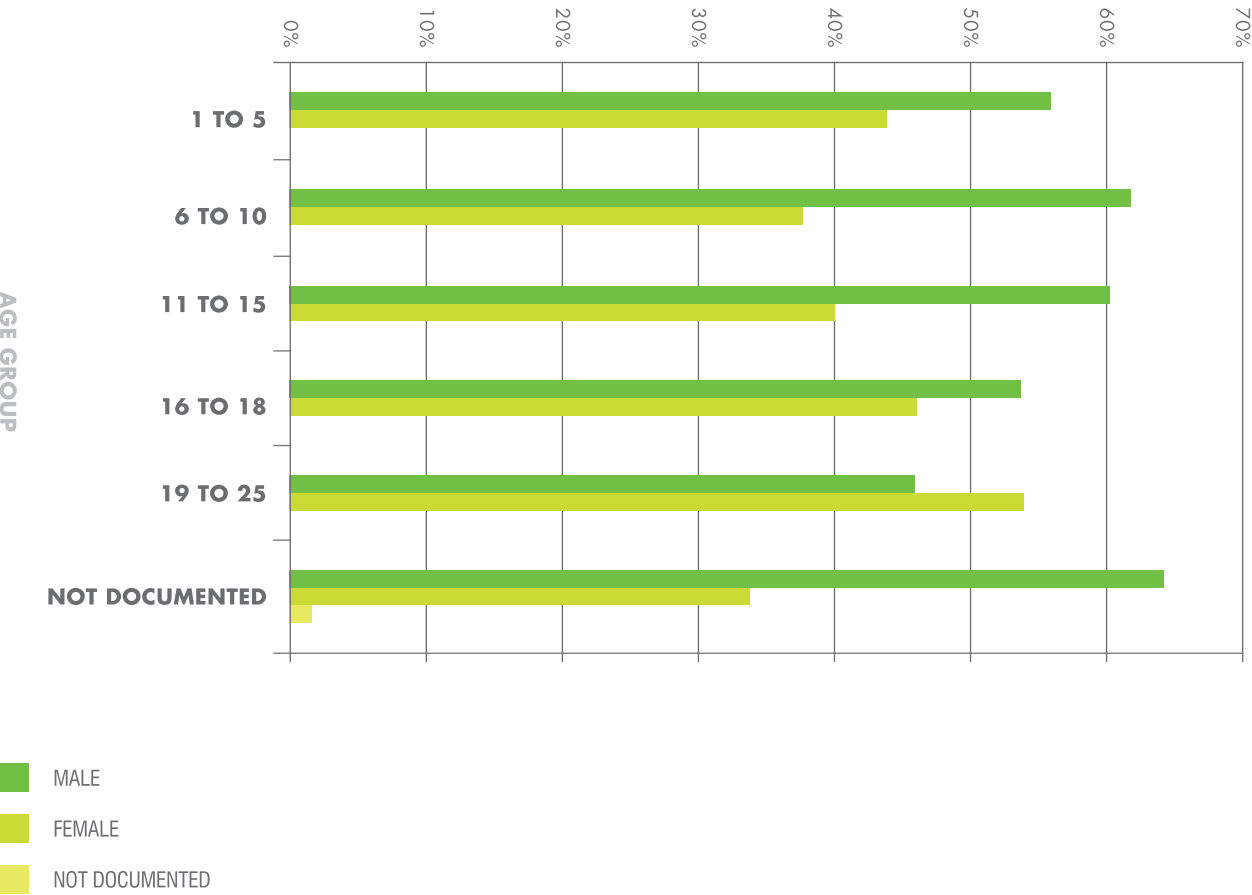
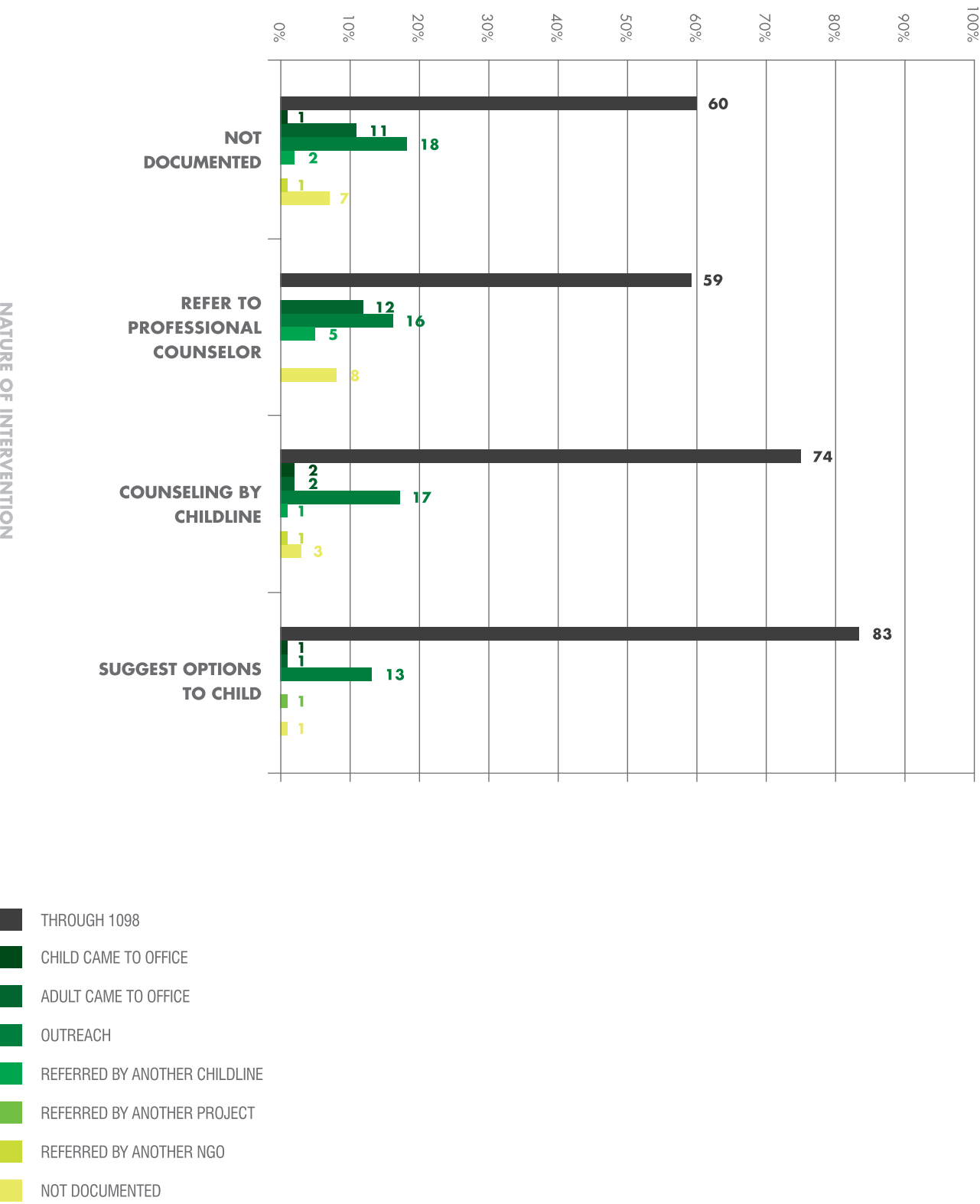


TABLE 8.9.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR EMOTIONAL SUPPORT & GUIDANCE SUPPORT/INTERVENTION

EMOTIONAL SUPPORT & GUIDANCE: SUB INTERVENTION	THROUGH 1098	CHILD CAME TO OFFICE	ADULT CAME TO OFFICE	OUTREACH	REF BY ANOTHER CHILDLINE	REF BY ANOTHER PROJECT	REF BY ANOTHER NGO	NOT DOCUMENTED	TOTAL
SUGGEST OPTIONS TO CHILD	8,087	81	96	1,216	17	77	22	79	9,675
%	83	1	1	13	0	1	0	1	100
COUNSELING BY CHILDLINE	7,451	179	201	1,721	68	20	54	301	9,995
%	74	2	2	17	1	0	1	3	100
REFER TO PROFESSIONAL COUNSELOR	22	0	4	6	2	0	0	3	37
%	59	0	12	16	5	0	0	8	100
NOT DOCUMENTED	174	4	29	52	6	1	3	21	290
%	60	1	11	18	2	0	1	7	100
TOTAL	15,735	264	330	2,995	93	98	79	404	19,997
%	79	1	3	15	0	0	0	2	100

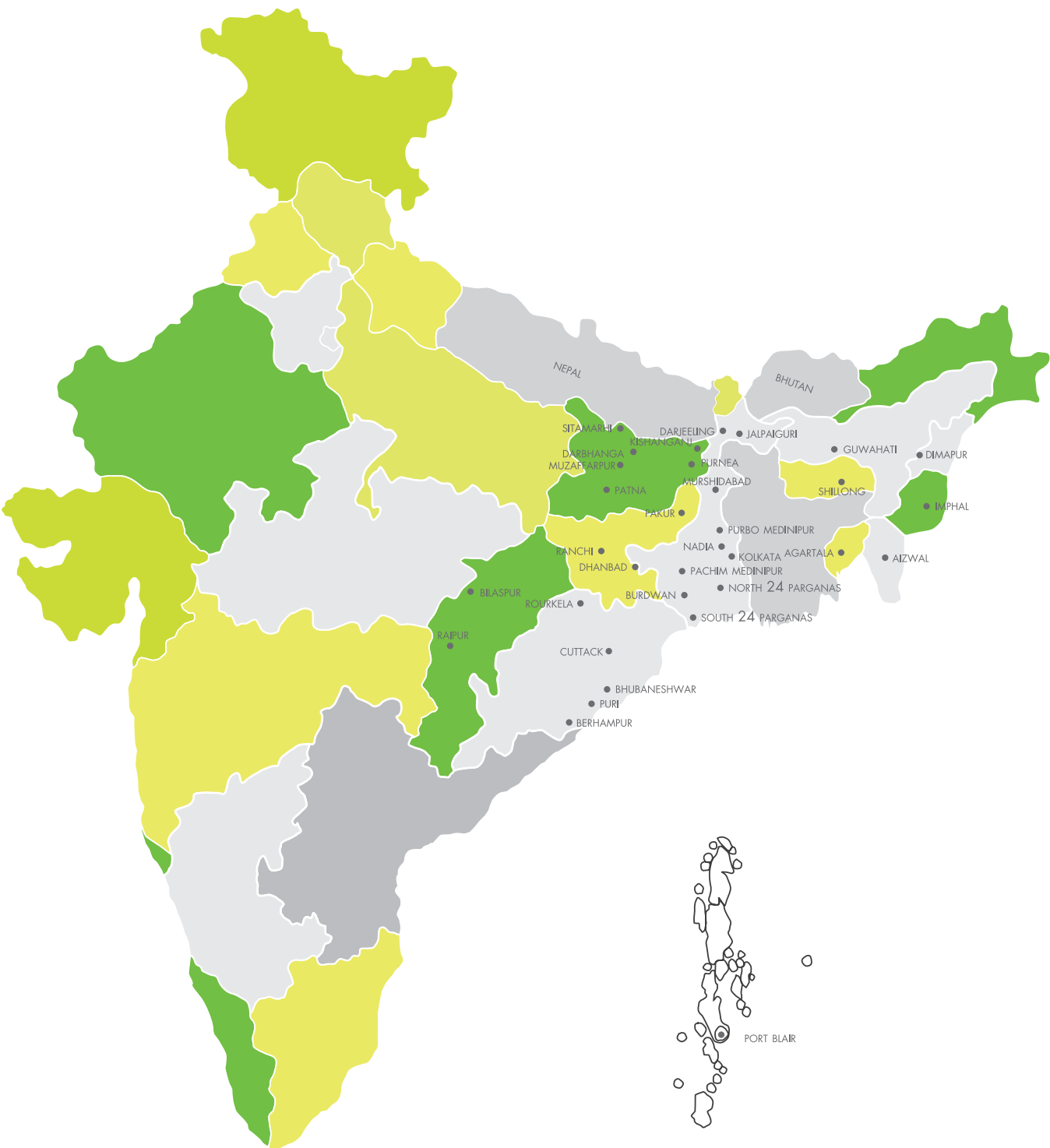
Based on the above table, the largest source of ES&G cases is through 1098.

FIGURE 8.9.3: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE FOR EMOTIONAL SUPPORT & GUIDANCE SUPPORT/INTERVENTION N=19997 DATA SOURCE: ChildNET



9 EASTERN REGION



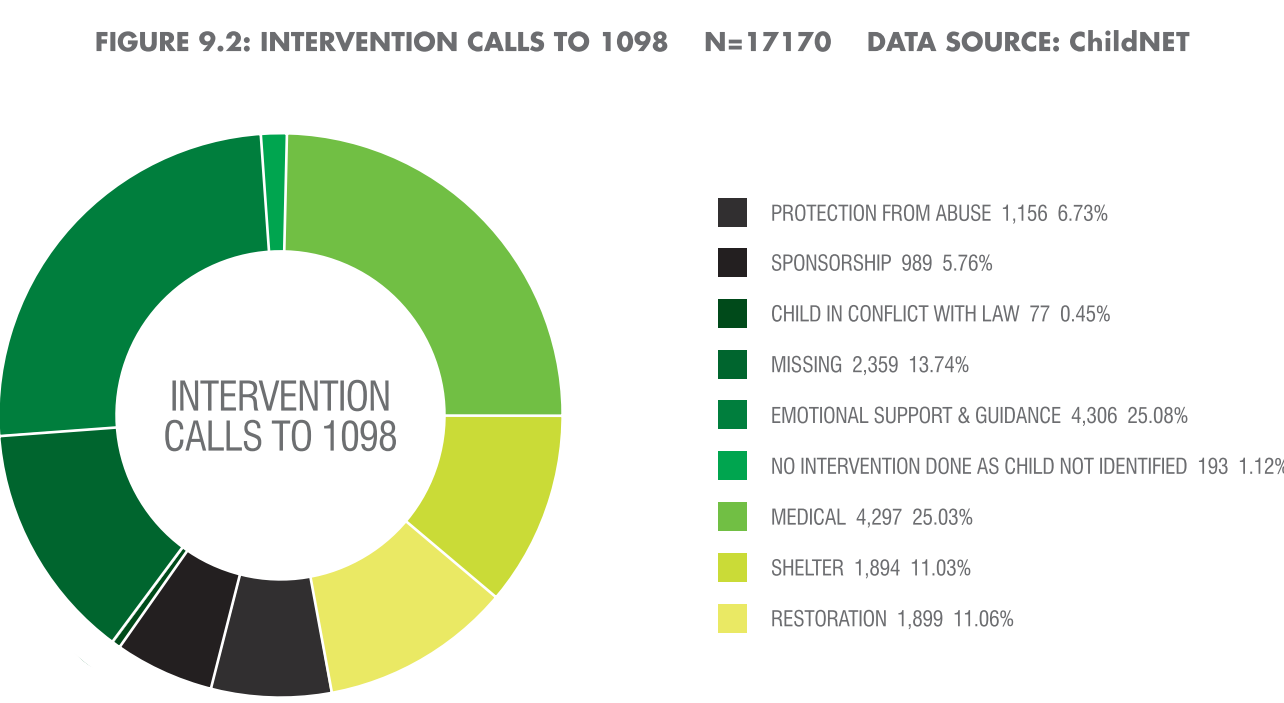


The Eastern Region network of CHILDLINE covers 32 cities across the states of West Bengal, Orissa, Bihar, Jharkhand, Chhattisgarh, Assam, Manipur, Tripura, Mizoram, Nagaland and Meghalaya. This network is managed by 34 collaborative organisations. The total number of children assisted in the Eastern region from January - December 2011 were 17,170.

TABLE 9.1: CITY WISE DISTRIBUTION OF CALLS IN THE EASTERN REGION
DATA SOURCE: MONTHLY REPORT

CITIES							MISSING CHILDREN					
	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
WEST BENGAL												
BURDWAN	48	42	101	2	0	11	23	5	20	252	1999	2251
DARJEELING	15	97	23	17	0	2	18	51	21	244	7174	7418
JALPAIGURI	39	23	115	10	0	49	3	50	14	303	12811	13114
KOLKATA	167	693	530	35	6	19	81	367	114	2012	162978	164990
MURSHIDABAD	30	19	19	18	0	16	50	48	198	398	14530	14928
NADIA	188	31	54	6	1	8	0	32	21	341	18165	18506
NORTH (24) PARAGANA	129	27	12	13	0	85	98	15	18	397	1313	1710
PASCHIM MEDINIPUR	31	120	237	85	0	25	2	35	15	550	14190	14740
PURBA MEDINIPUR	29	157	37	124	17	31	49	83	218	745	25066	25811
SOUTH (24) PARAGANA	263	89	86	15	0	26	4	148	331	962	97196	98158
BIHAR												
DARBHANGA	380	9	54	88	8	16	231	91	340	1217	8630	9847
KISHANGANJ	105	5	102	11	1	0	68	41	65	398	16212	16610
MUZAFFARPUR	18	25	25	8	0	0	26	14	0	116	455	571
PATNA	179	78	96	5	1	0	26	42	58	485	11052	11537
PURNEA	367	5	26	16	13	0	139	116	156	838	4708	5546
SITAMARHI	232	140	25	16	0	25	144	73	334	989	10223	11212
ORISSA												
BERHAMPUR	165	53	128	196	25	15	39	83	259	963	18952	19915

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - II	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
BHUBANESHWAR	58	129	197	68	1	44	10	24	193	724	9154	9878
CUTTACK	187	147	80	10	3	74	24	46	335	906	13834	14740
PURI	143	108	312	6	0	215	264	93	41	1182	14364	15546
ROURKELA	574	18	50	85	0	25	69	14	371	1206	1815	3021
JHARKHAND												
DHANBAD	15	10	7	5	0	0	2	7	7	53	794	847
PAKUR	51	2	6	8	0	0	20	0	43	130	832	962
RANCHI	64	21	69	17	0	33	28	27	29	288	3432	3720
CHHATTISGARH												
BILASPUR	30	0	11	2	0	0	15	8	13	79	3148	3227
RAIPUR	17	2	5	10	0	0	5	9	22	70	7456	7526
TRIPURA												
AGARTALA	238	125	8	30	4	17	1	33	8	464	8261	8725
ASSAM												
GUWAHATI	5	93	135	147	0	0	33	33	0	446	11502	11948
MEGHALAY												
SHILLONG	47	53	43	32	1	13	3	25	23	240	6102	6342
MANIPUR												
IMPHAL	2	22	11	19	0	10	19	8	18	109	457	566
MIZORAM												
AIZAWL	7	6	0	30	4	1	4	0	46	98	1531	1629
NAGALAND												
DIMAPUR	9	8	0	2	10	1	24	26	5	85	678	763
TOTAL	3832	2357	2604	1136	95	761	1522	1647	3336	17290	509014	526304



NOTE: There is difference between the total number of Intervention cases reported in the call statistics and the ChildNET data. Please refer to page no. 10 for further details.

TABLE 9.3: AGE GROUP AND GENDER OF CHILDREN

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
LESS THAN A MONTH	101	58	74	42	0	0	175	100
LESS THAN A YEAR	106	58	76	42	0	0	182	100
1 TO 5	1,011	58	704	41	20	1	1,735	100
6 TO 10	3,653	66	1,870	34	14	0	5,537	100
11 TO 15	4,625	64	2,536	36	13	0	7,174	100
16 TO 18	906	46	1,067	53	15	1	1,988	100
19 TO 25	44	19	179	78	6	3	229	100
NOT DOCUMENTED	71	47	59	40	20	13	150	100
TOTAL	10,517	61	6,565	38	88	1	17,170	100

FIGURE 9.3: AGE GROUP AND GENDER OF CHILDREN N=17170 DATA SOURCE: ChildNET

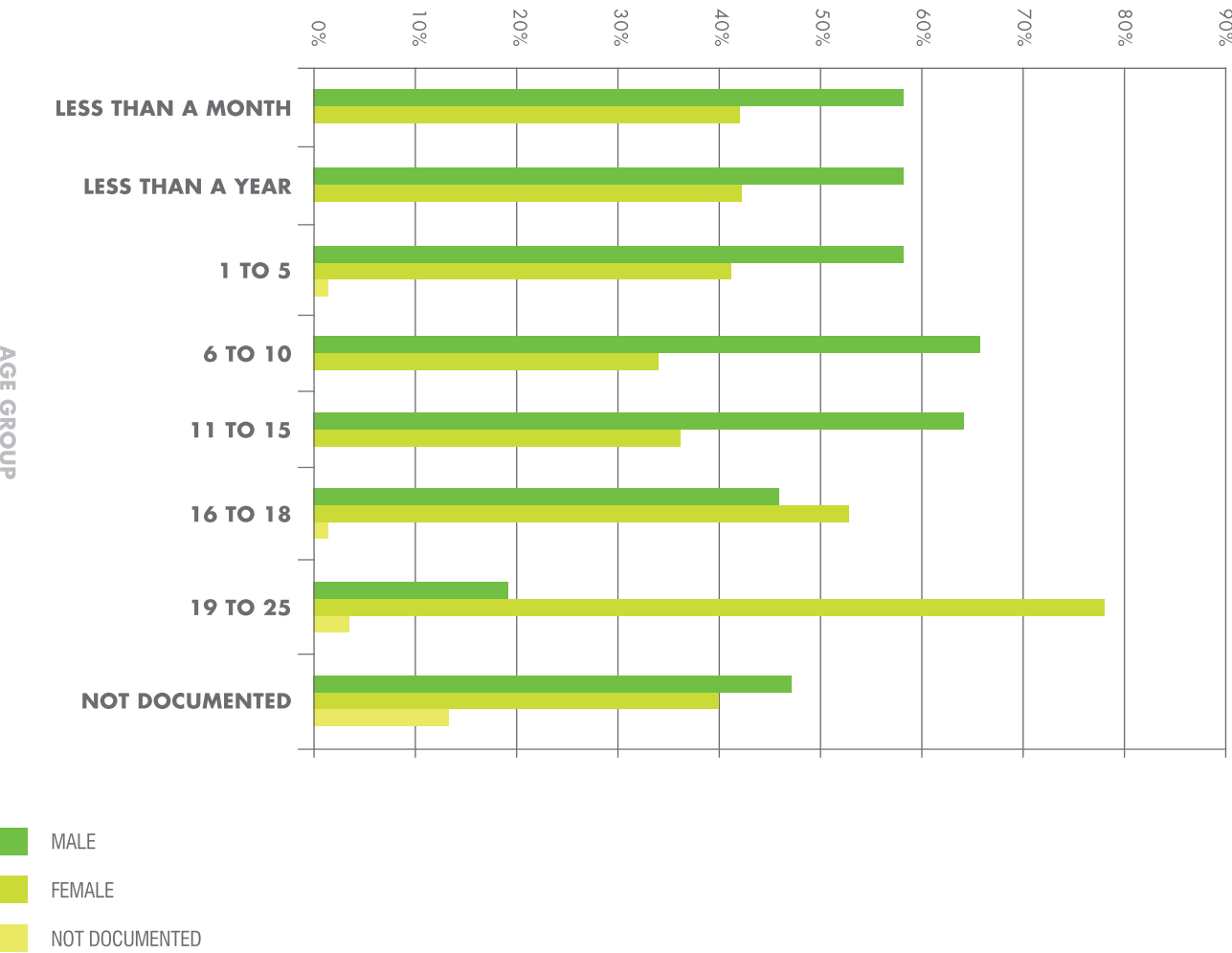


FIGURE 9.4: GENDER OF CHILDREN N=17170 DATA SOURCE: ChildNET

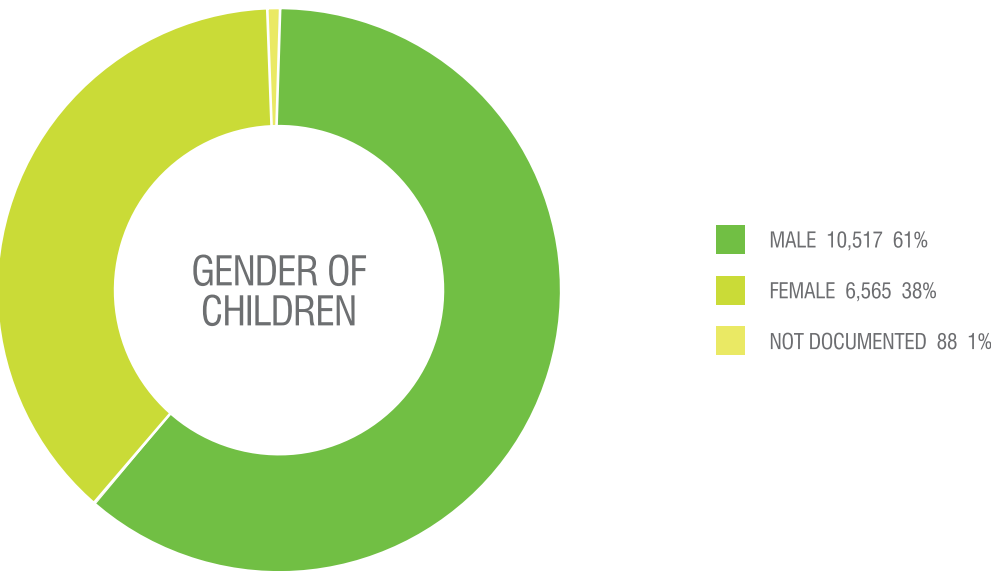


FIGURE 9.5: AGE GROUP OF CHILDREN N=17170 DATA SOURCE: ChildNET

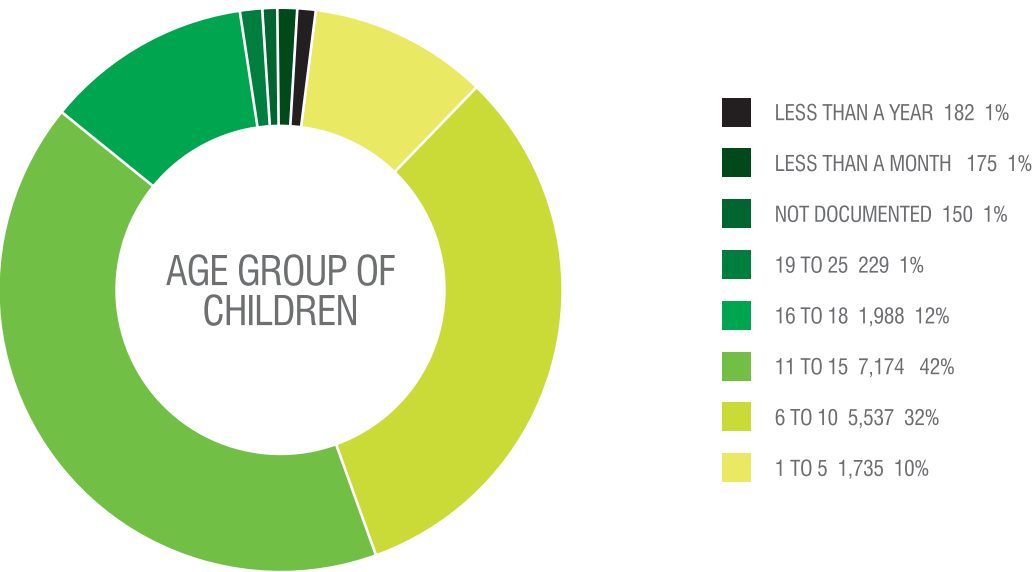


FIGURE 9.6: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES N=17170 DATA SOURCE: ChildNET

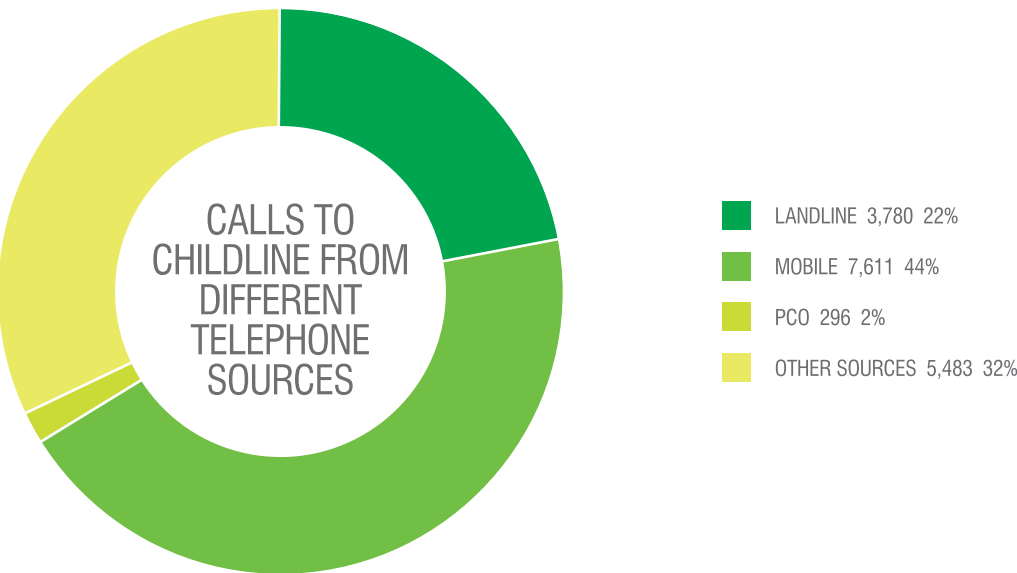


FIGURE 9.7: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE N=17170
DATA SOURCE: ChildNET

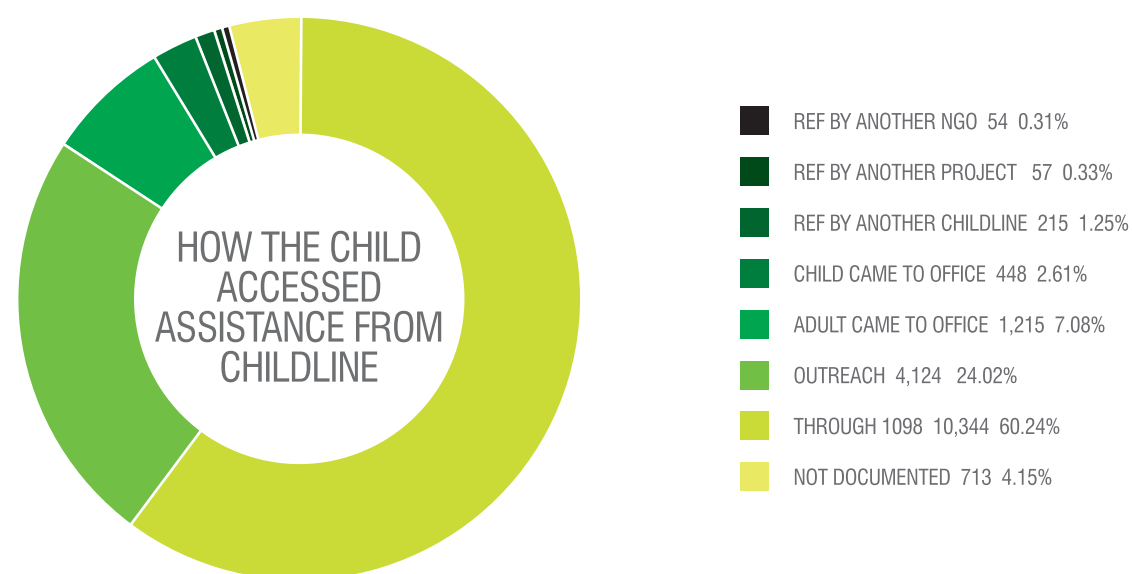
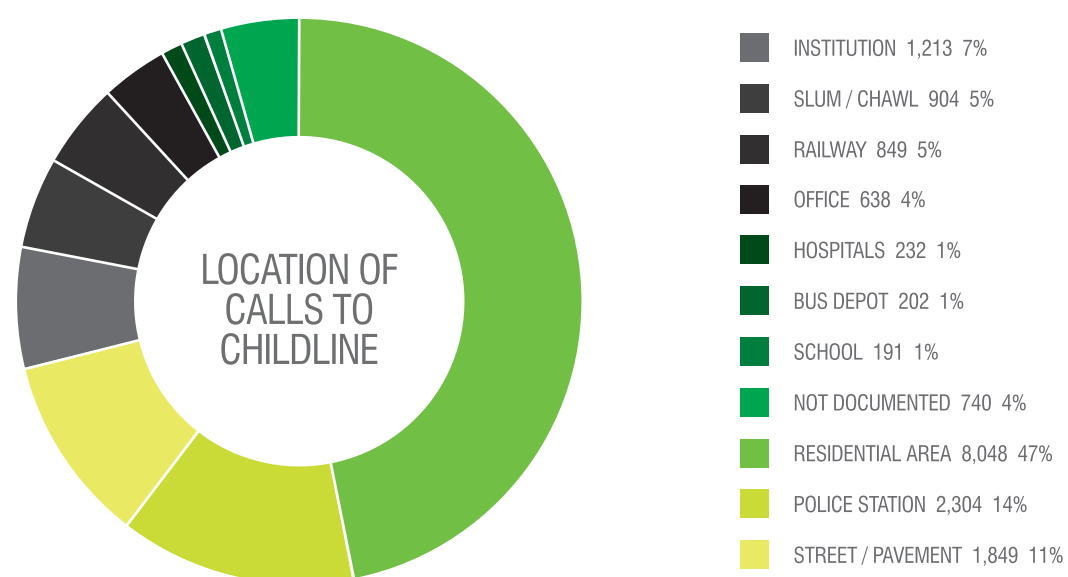


FIGURE 9.8: LOCATION OF CALLS TO CHILDLINE N=17170 DATA SOURCE: ChildNET



9.9 WEST BENGAL

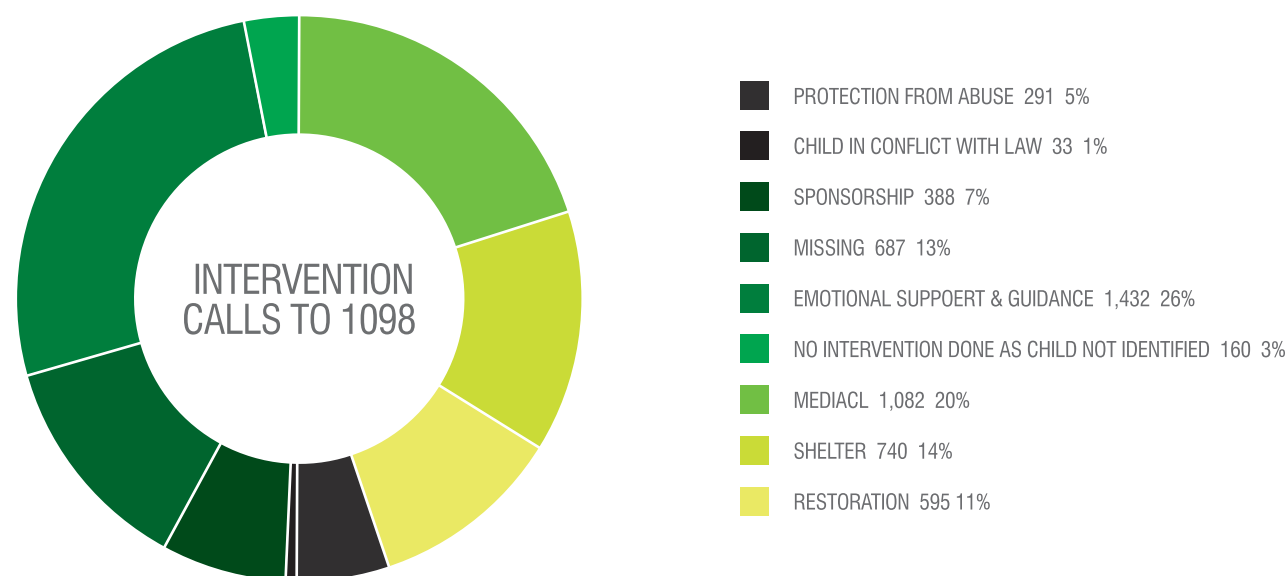
West Bengal, a state of the Eastern region of India is the nation's fourth-most populous state in the country covering 19 districts. The CHILDLINE network covers 10 cities of West Bengal - Burdwan, Darjeeling, Jalpaiguri, Kolkata, Murshidabad, Nadia, North 24 Parganas, Paschim Medinipur, Purba Medinipur and South 24 Parganas.

CHILDLINE assisted a total of 5408 children within the state.

Highlights

- West Bengal alone accounts for 31.50% of all the interventions undertaken by the Eastern Region of India
- Majority of the children calling 1098 in West Bengal are in the age group of 11 - 15 years
- As per the data collected, most children in the state call for family related issues - 12.35%

FIGURE 9.9.1: INTERVENTION CALLS TO 1098 N=5408 DATA SOURCE: ChildNET



Emotional Support and Guidance (ES&G) is the highest category under which interventions are carried out in West Bengal. Of these, 58% cases are for the male child and 42% are for the female child. Most range in the age group of 11-15 years with emotional and mental health related problems such as lack of confidence, depression, anxiety and a feeling of rejection.

In 30% of the ES&G cases, a child who needs assistance has called himself/herself, 51% of the cases have come from residential areas and 30% of ES&G cases have come from children who attend school.

FIGURE 9.9.2: AGE GROUP OF CHILDREN N=5408 DATA SOURCE: ChildNET

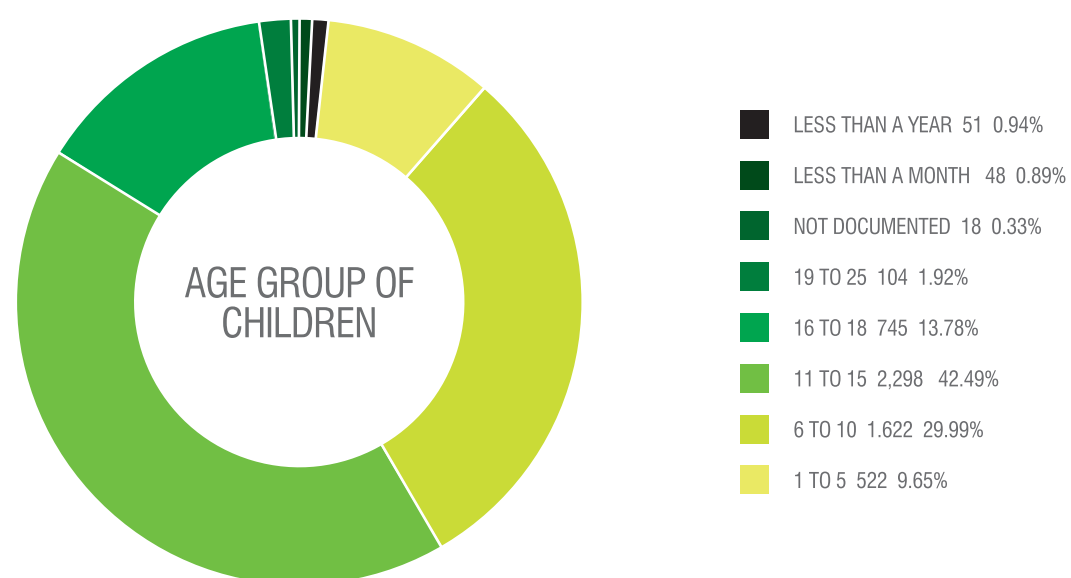


FIGURE 9.9.3: GENDER OF CHILDREN N=5408 DATA SOURCE: ChildNET



FIGURE 9.9.4: REASONS FOR CALLING CHILDLINE 1098 N=17,877 DATA SOURCE: ChildNET

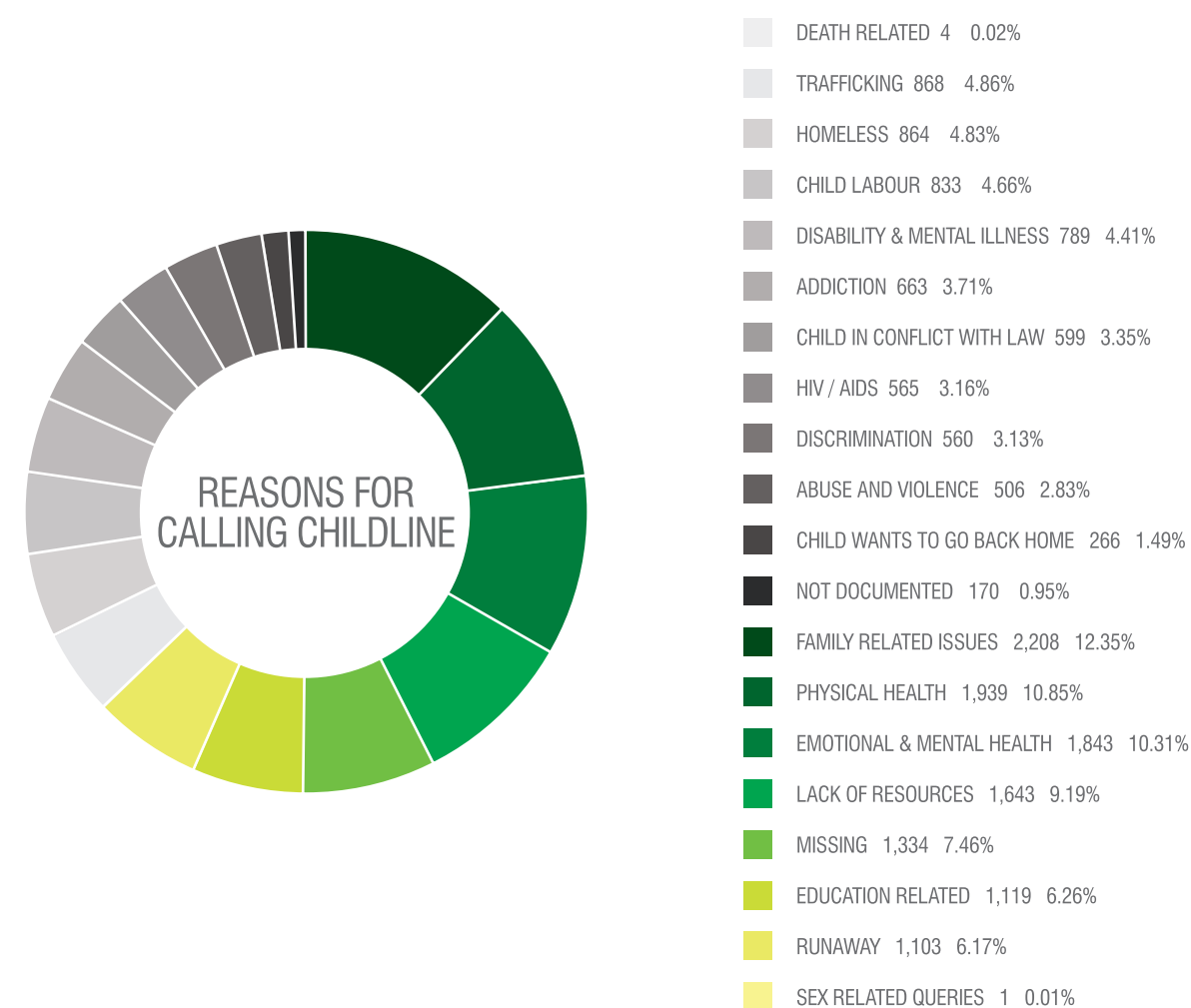


FIGURE 9.9.5: FAMILY RELATED ISSUES: SUB REASONS N=2208 DATA SOURCE: ChildNET

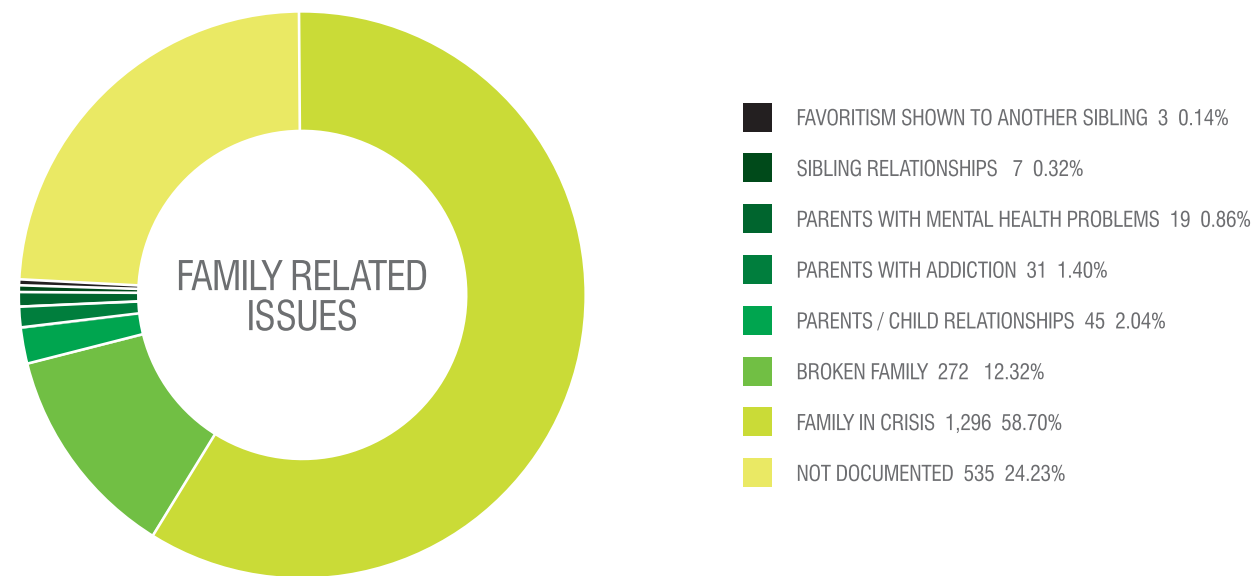


FIGURE 9.9.6: PHYSICAL HEALTH: SUB REASONS N=1939 DATA SOURCE: ChildNET

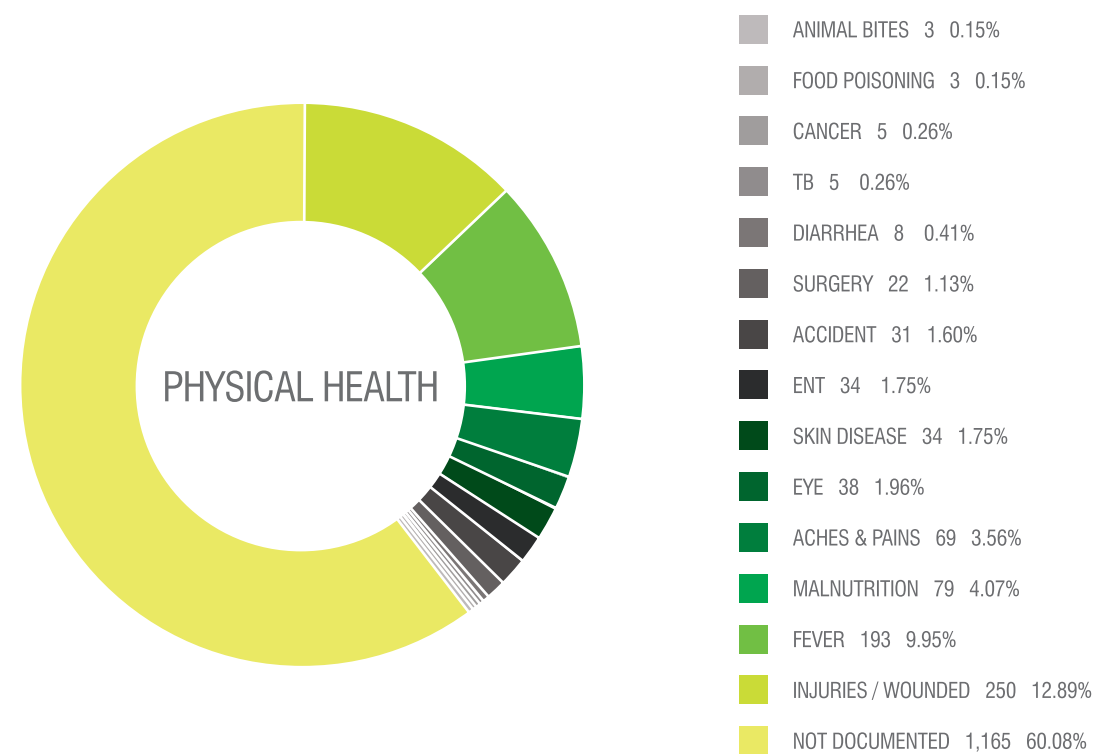
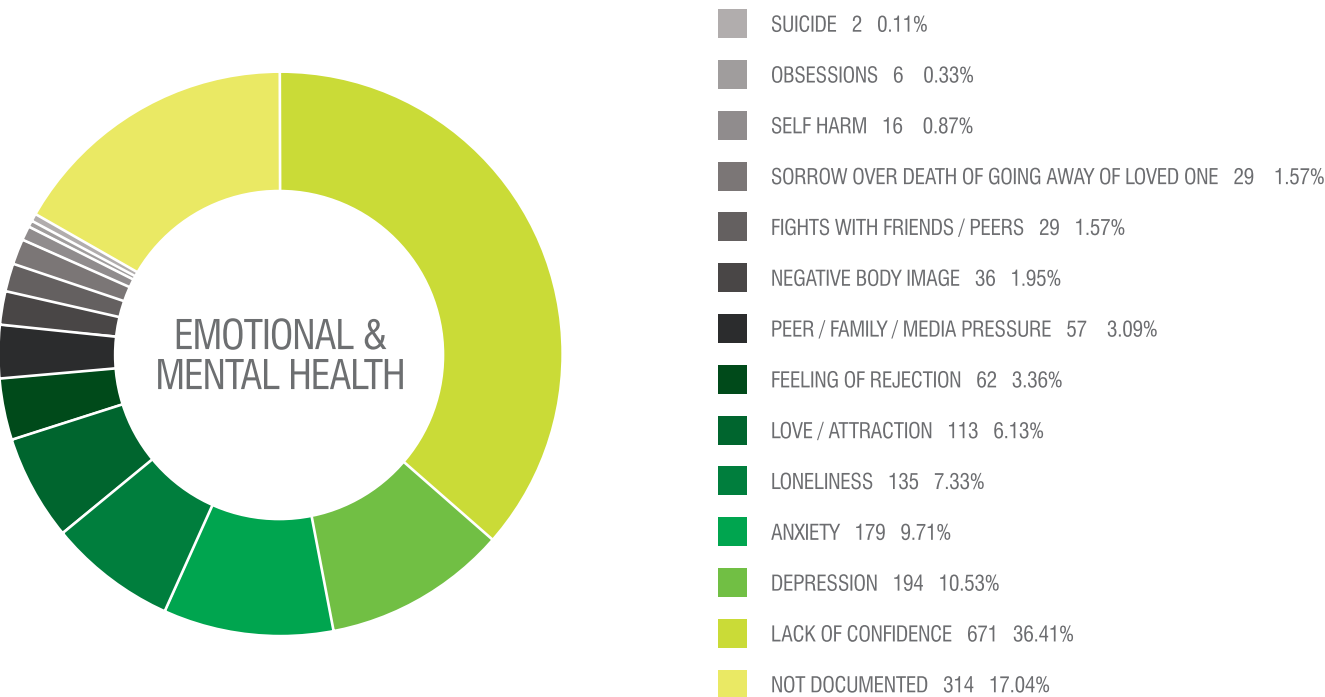


FIGURE 9.9.7: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=1843 DATA SOURCE: ChildNET



Three young girls from Murshidabad, Tuktuki Khatun, Bithika Das, Adori Pradhan, with little education and almost no support, turned down marriage proposals and showed tremendous courage in standing up against parental and societal pressure. The Honorable President of India was exceedingly impressed by their stories and invited them to the Rahstrapati Bhavan to acknowledge their courage and resilience.

Tuktuki Khatun, a 14 year old girl lives in Kashimnagar gram panchayat with her parents. She was a school dropout who helped her mother to earn a living by rolling beedis and also partook in household chores. Tuktuki had no complaints from life until she was coerced by her family to get married. She refused to get married on the grounds of wanting to complete her education. With support from her friends and the CHILDLINE Murshidabad team, Tuktuki managed to convince her parents about the ill effects of child marriage. With great efforts of the CHILDLINE team, Tuktuki now goes to school and lives her dream.

The story of Bithika and Adori are no ordinary stories. Like Tutuki, their marriages too were plotted against their will. 16 year old Bithika Das, lives in Behrampore. Bithika was a bright student studying in class X. Her father sought to arrange her marriage with a forty year old local businessman. She refuted strongly, but her parents continued to pressurize her. Bithika informed her friends about the same who in turn informed CHILDLINE. "With the help of CHILDLINE and other NGOs, the marriage was stopped. I want to go to back school and finish my education. Marriage can wait until I am 19," says Bithika.

Adori Pradhan, a 17 year old girl, belongs to a poor family of the Mahurul gram panchayat.. Adori was a student of class XII when her father arranged her marriage. "I wanted to study and did not want to get married, as our teacher had told us that one should not marry before 18 years," says Adori. She opposed, her parents, but they refused to listen to her. Having failed to convince her parents, she informed a CHILDLINE team member about her plight. The CHILDLINE team then met the parents and counseled them about the ill-effects of child marriage. Adori is currently pursuing her studies at Nabagram College.

The 3 young girls have shown immense courage in battling societal pressure of child marriage. They would have been victims of child marriage at a young age, had they not shown exemplary courage in resisting the same.

Tuktuki, Bithika and Adori have become role models for those girls who are subject to the same pressure in their community.

9.10 BIHAR

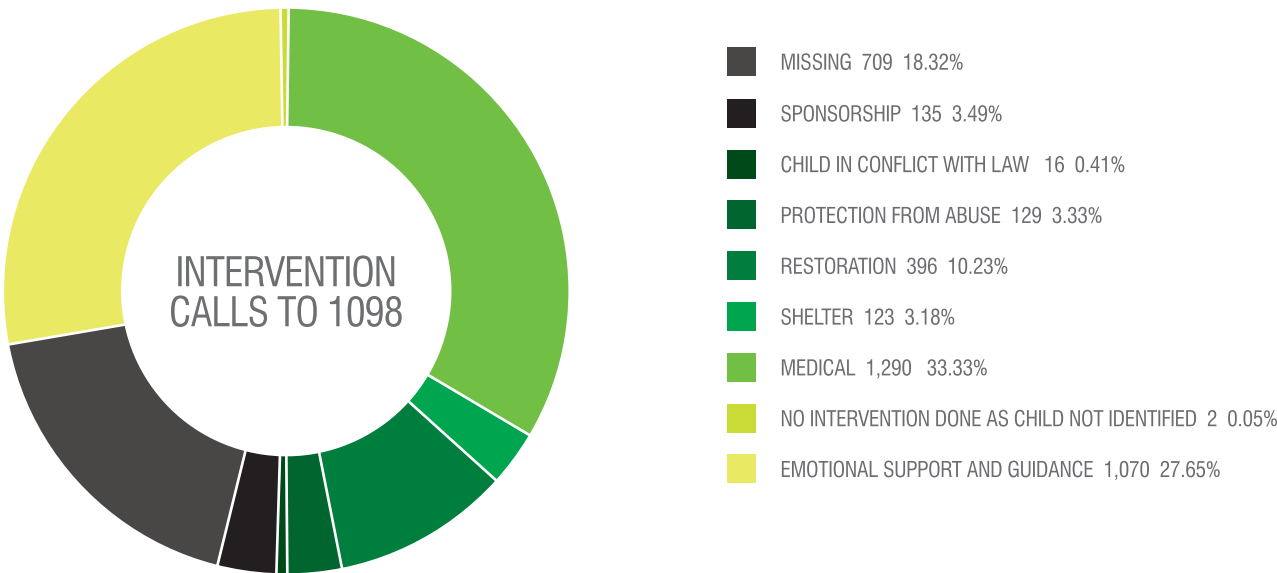
With 58% of its population below the age of 25 years, Bihar is home to a large population of India's children. Bihar is the 12th largest state in the country spanning across 38 districts. The CHILDLINE network covers 6 cities of Bihar- Patna, Darbhanga, Kishanganj, Muzaffarpur, Purnea and Sitamarhi.

The total numbers of Intervention cases handled by CHILDLINE in Bihar were 3870.

Highlights

- The majority interventions undertaken in Bihar are for medical cases
- Calls to CHILDLINE are many more from the boy child than the girl child - 71% male vs. 29% female
- 20.25% of all calls in Bihar are for Interventions for missing children

FIGURE 9.10.1: INTERVENTION CALLS TO 1098 N=3870 DATA SOURCE: ChildNET



The maximum number of interventions is for Medical aid with 33.33% of all intervention cases in Bihar. Of these, 69% are cases relating to the male child and 31% are cases relating to the female child. 570 (44%) Medical cases are between the 6-10 years age group. Most medical cases were reported during outreach programmes in residential areas- 940 cases.

FIGURE 9.10.2: AGE GROUP OF CHILDREN N=3870 DATA SOURCE: ChildNET

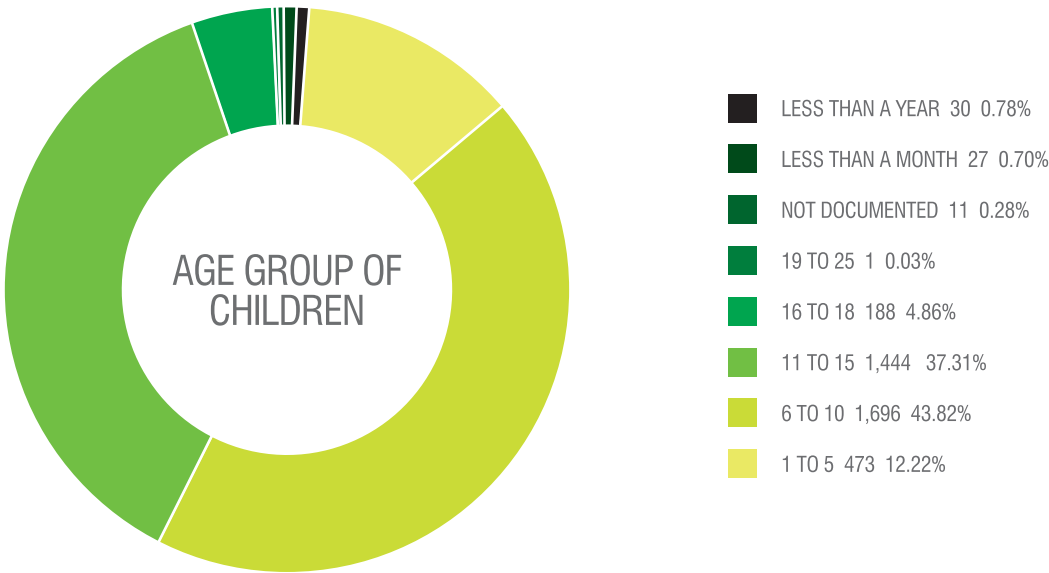


FIGURE 9.10.3: GENDER OF CHILDREN N=3870 DATA SOURCE: ChildNET

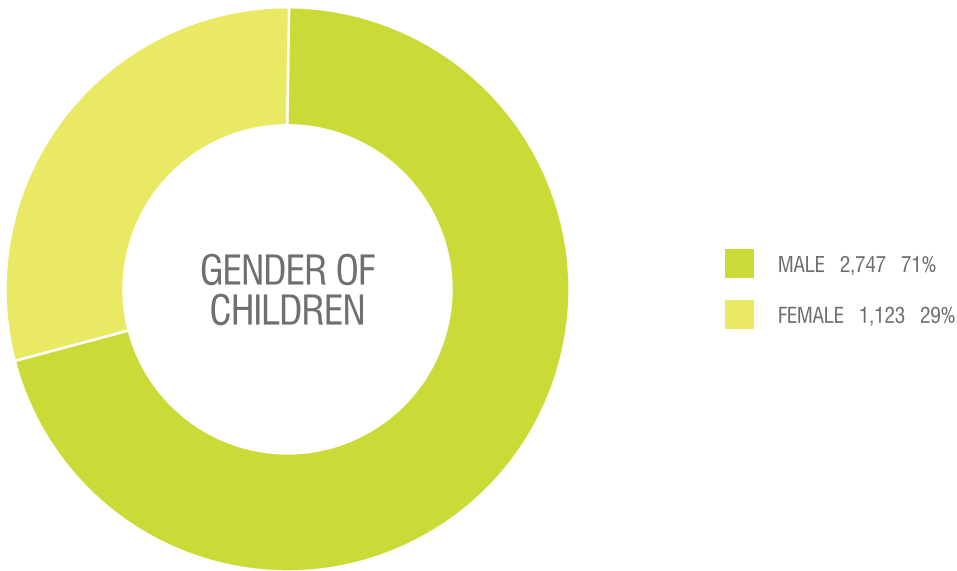


FIGURE 9.10.4: REASONS FOR CALLING CHILDLINE 1098 N=5688 DATA SOURCE: ChildNET

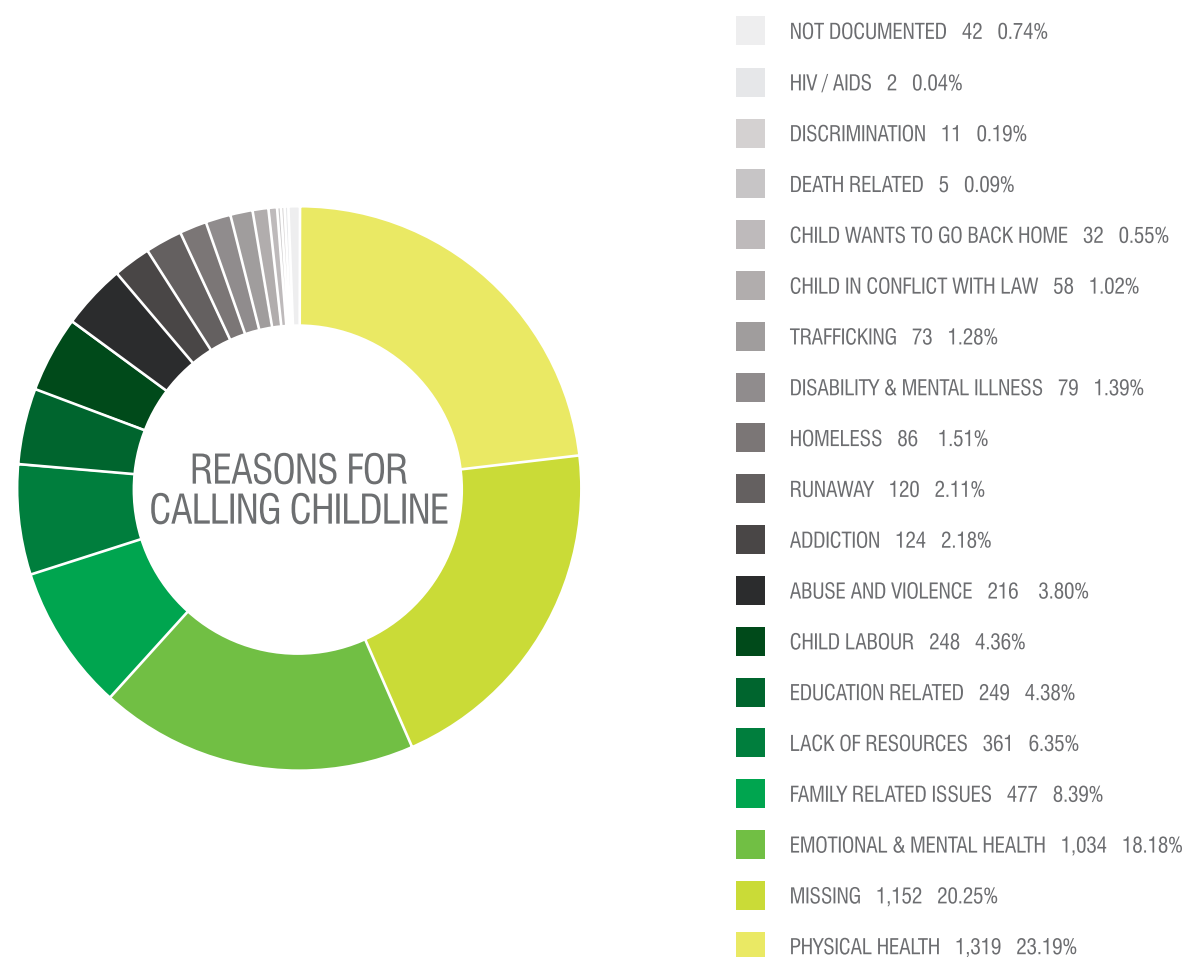


FIGURE 9.10.5: PHYSICAL HEALTH: SUB REASONS N=1319 DATA SOURCE: ChildNET

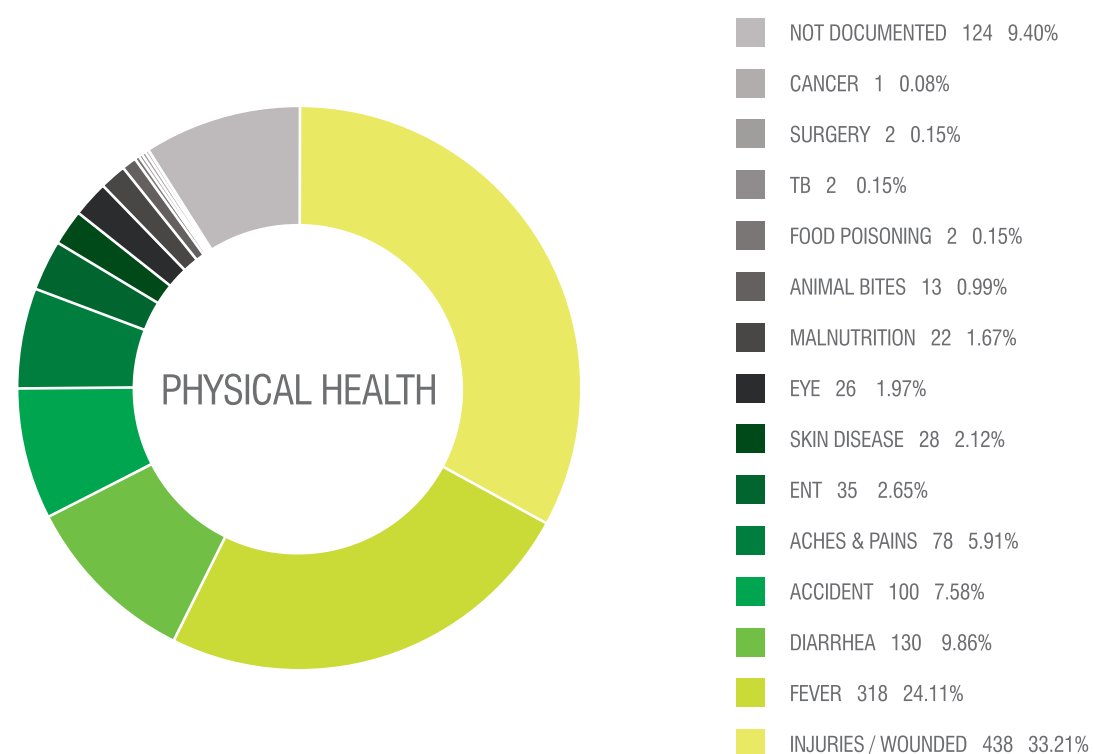


FIGURE 9.10.6: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING N=1152 DATA SOURCE: ChildNET

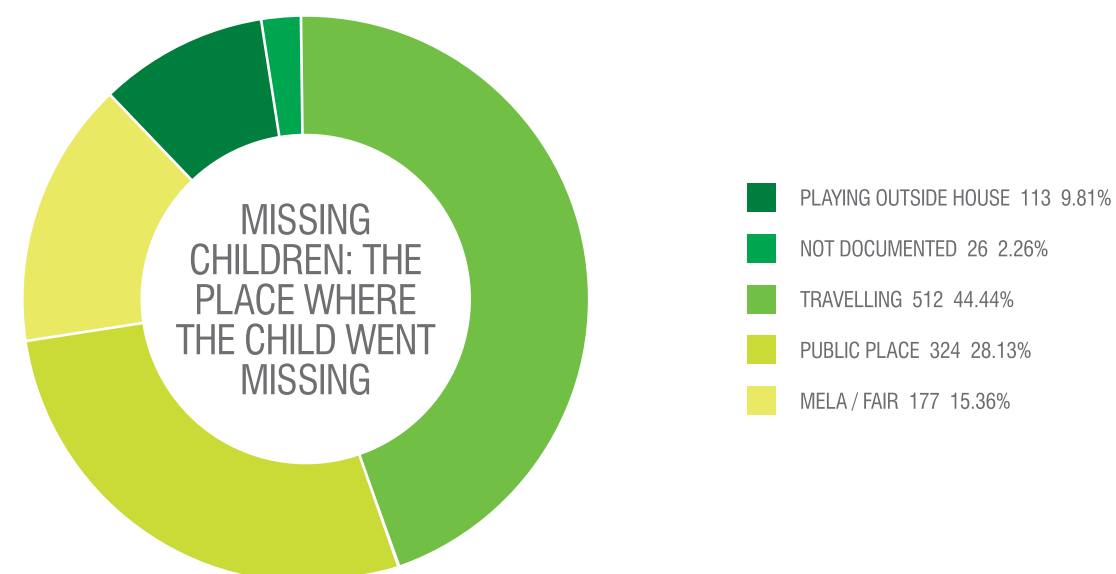
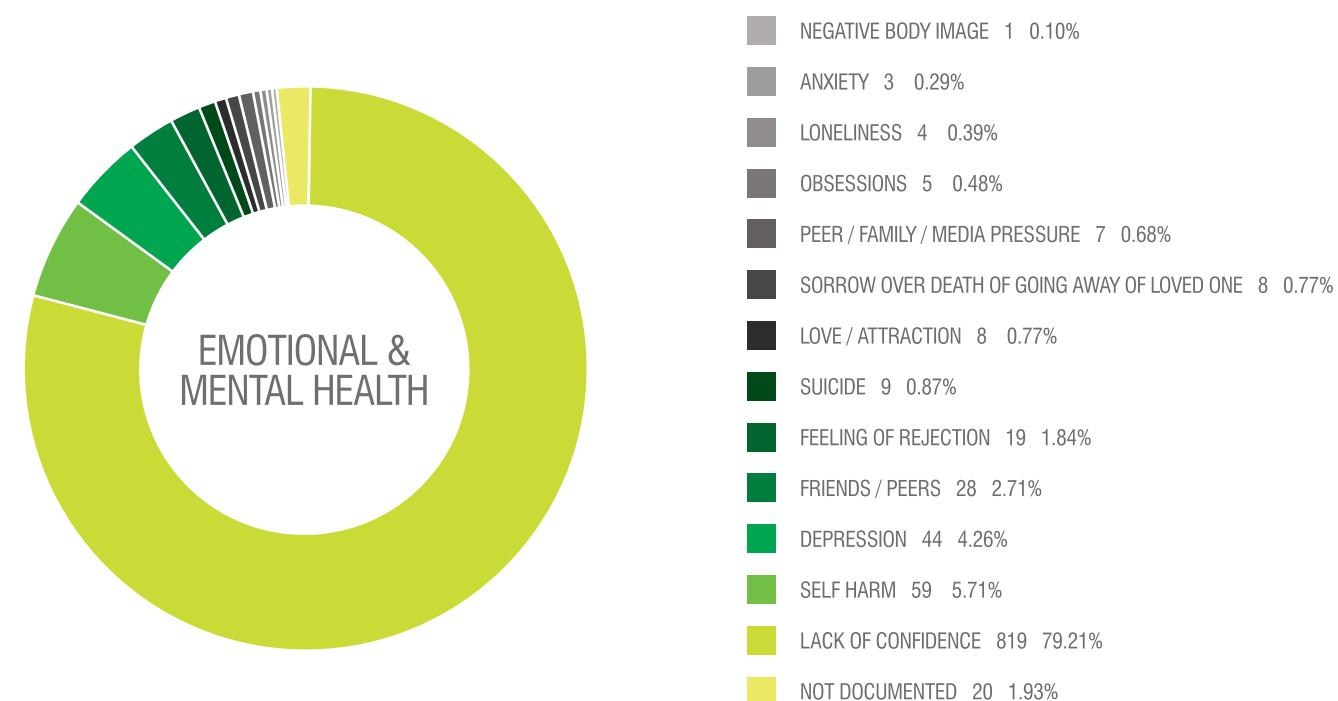


FIGURE 9.10.7: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=1034 DATA SOURCE: ChildNET



CHILDLINE's team in Vaishali, Bihar rescued a child who was abandoned near a rice field and took him to hospital. A few days later, a woman tried taking the child away from the hospital without anyone's consultation. Luckily, CHILDLINE got the

news and caught hold of the woman. She mentioned that the child had been handed over by the Chief Medical Officer of Health (CMOH). On approaching the CMOH, they denied any such claims and said that the child belonged to the hospital and that they would help in assisting CHILDLINE finding the best option for the child.

Later on, the situation needed that the District Administration be involved in putting the child up for adoption. The public too came forward to support CHILDLINE. Finally, CHILDLINE was able to carry out the proper process of adoption for the child.

9.11 ODISHA

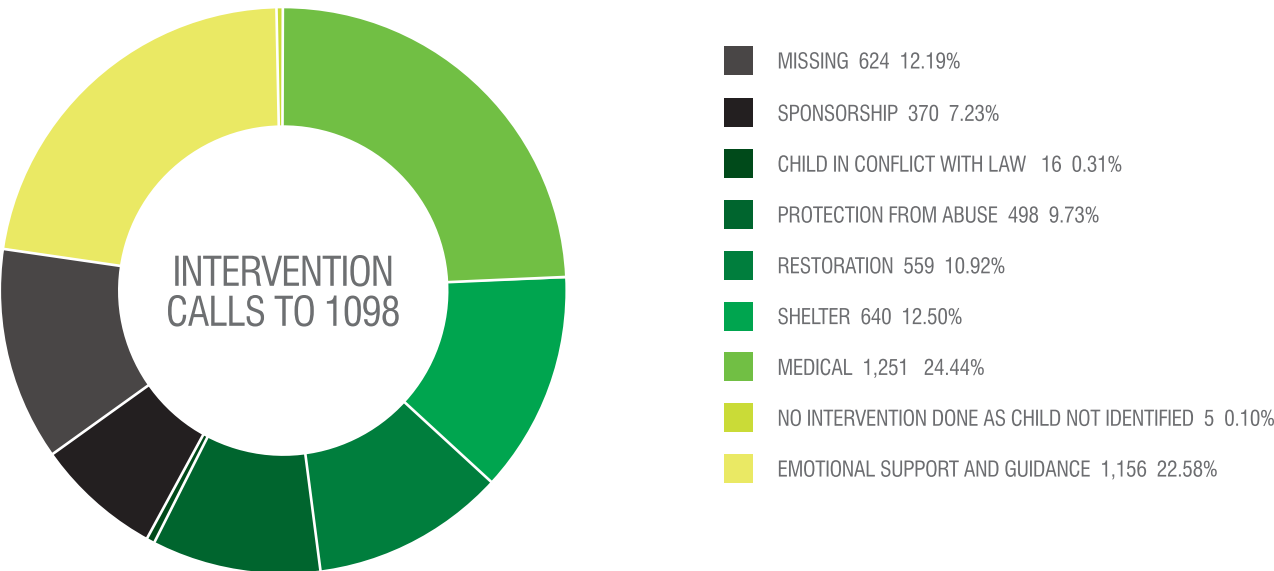
Odisha comprises a total of 30 districts, with CHILDLINE covering 5 cities - Bhubaneswar, Berhampur, Cuttack, Puri and Rourkela.

CHILDLINE had numerous interventions in 2011 with a total of 5119 cases.

Highlights

- 44% of all interventions in this state are in the age group of 11-15 years
- CHILDLINE provided shelter to 640 children who called for help
- 10.94% of the calls on 1098 were for runaway children

FIGURE 9.11.1: INTERVENTION CALLS TO 1098 N=5119 DATA SOURCE: ChildNET



Like the state of Bihar, the majority interventions conducted by CHILDLINE were for medical assistance. These included 1251 cases. The number of male and female children who sought medical aid was equally balanced- 52% male vs. 48% female. 46% of the cases were of children attending private or aided schools.

FIGURE 9.11.2: AGE GROUP OF CHILDREN N=5119 DATA SOURCE: ChildNET

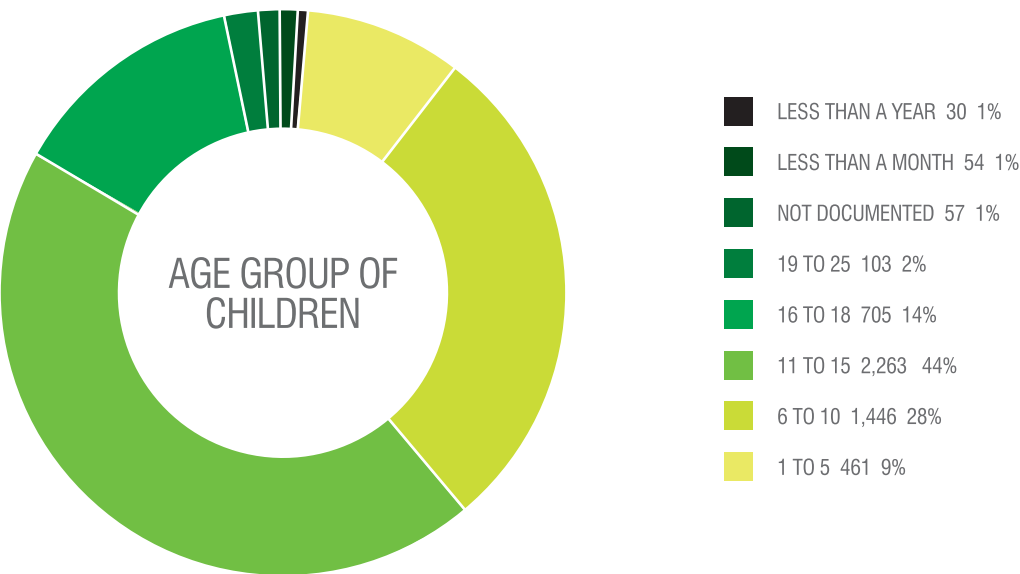


FIGURE 9.11.3: GENDER OF CHILDREN N=5119 DATA SOURCE: ChildNET

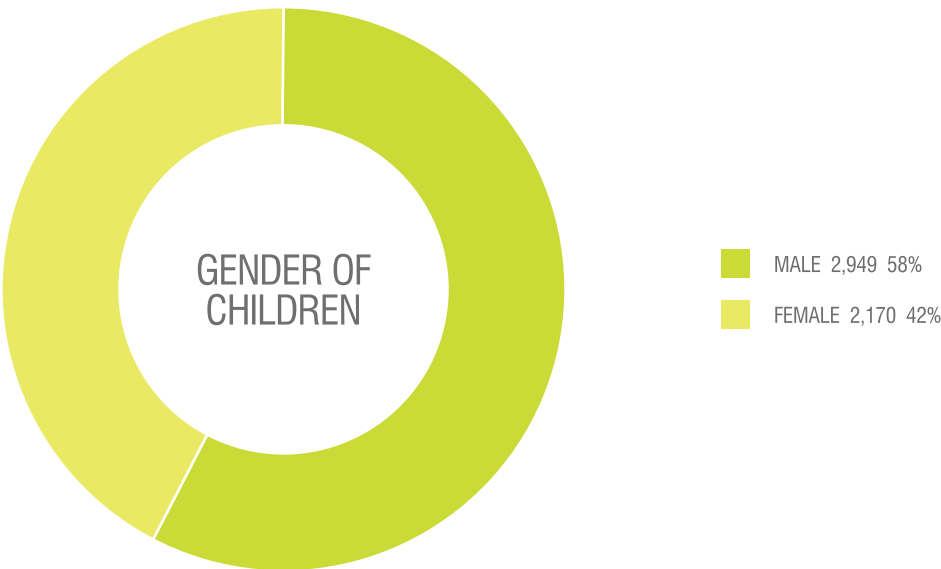


FIGURE 9.11.4: REASONS FOR CALLING CHILDLINE 1098 N=6469
DATA SOURCE: ChildNET

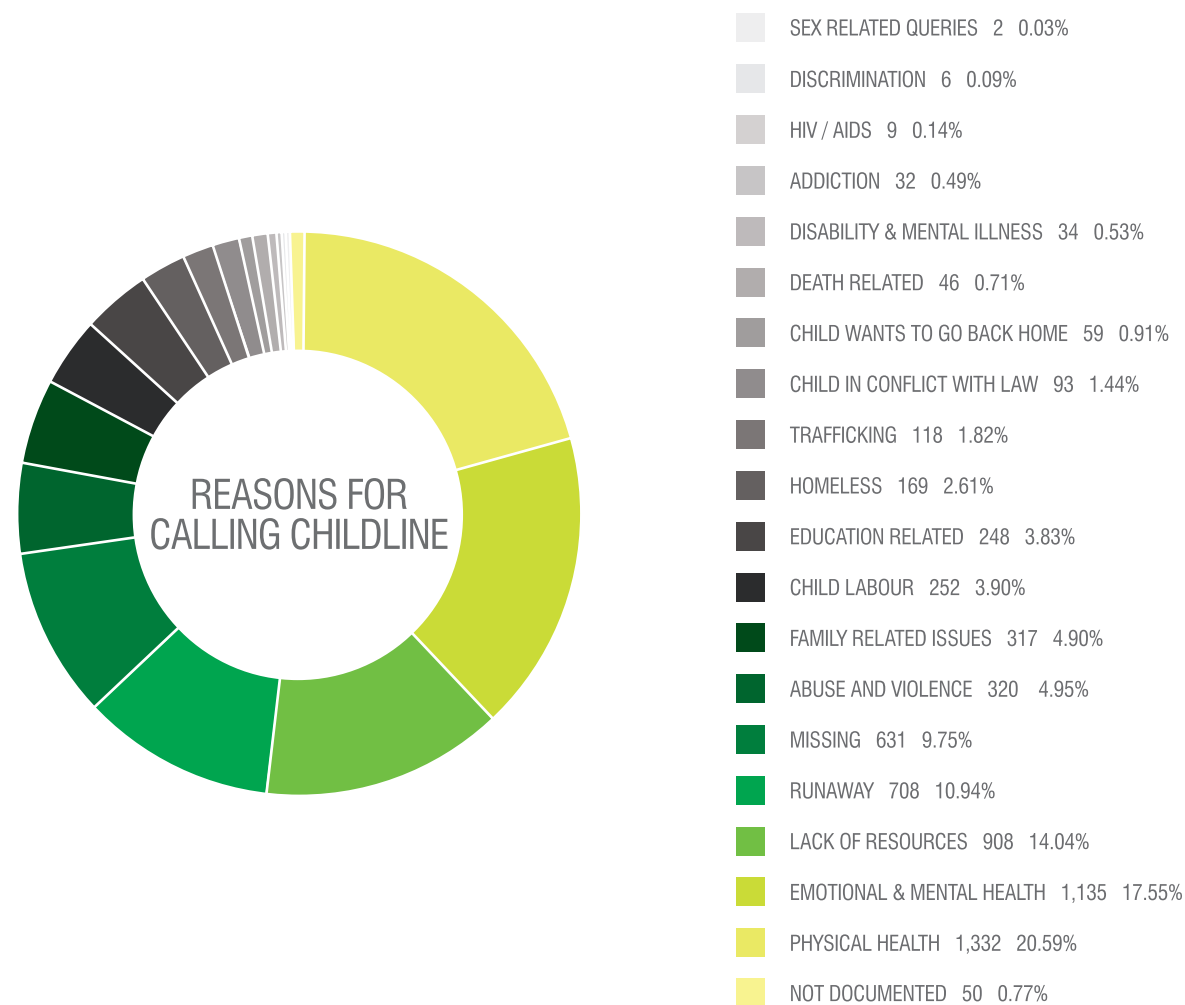


FIGURE 9.11.5: PHYSICAL HEALTH: SUB REASONS N=1332 DATA SOURCE: ChildNET

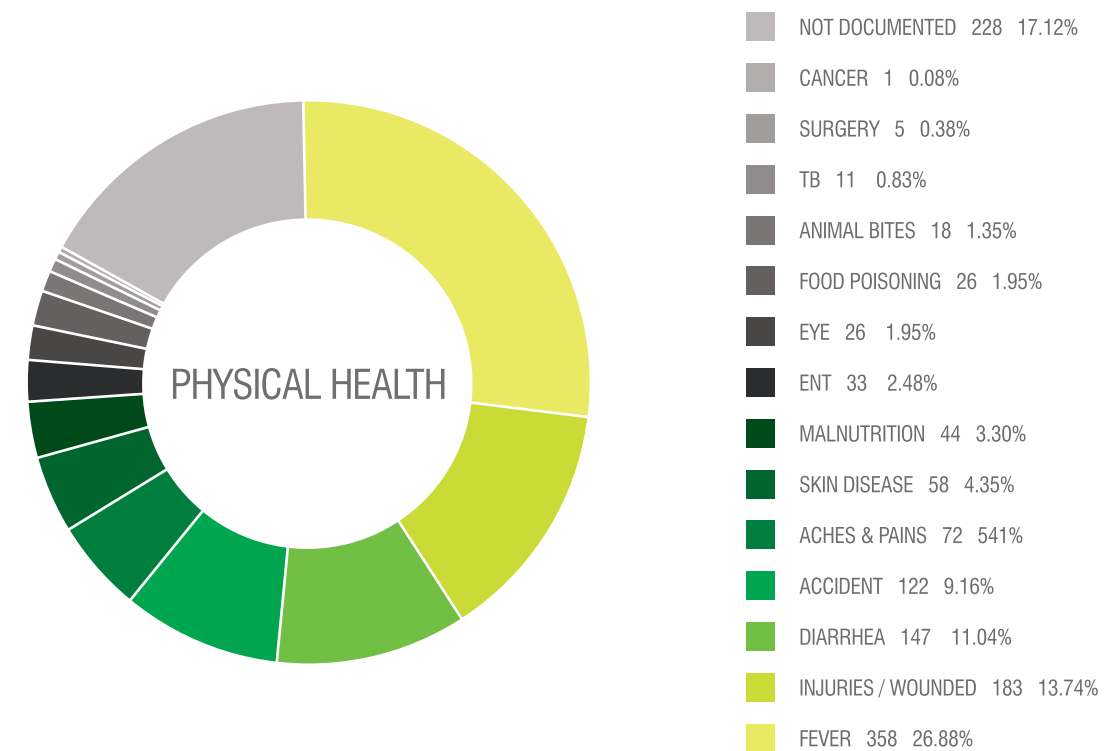


FIGURE 9.11.6: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=1135 DATA SOURCE: ChildNET

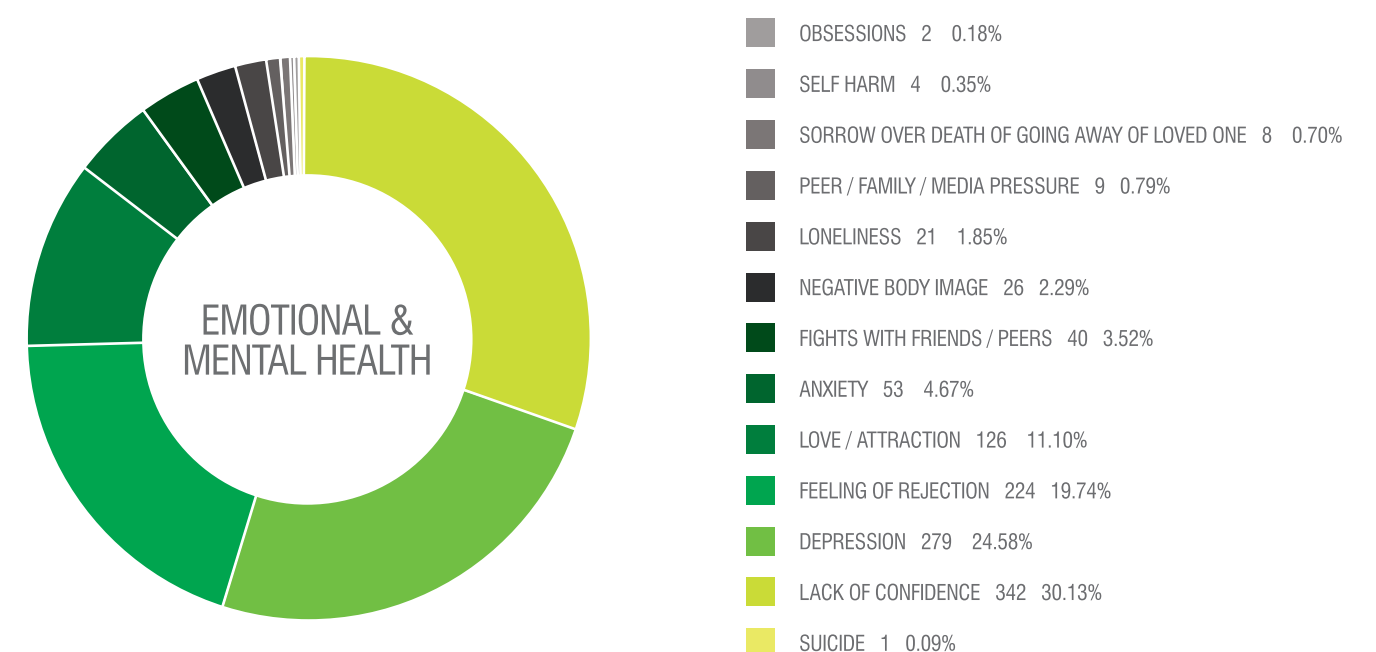
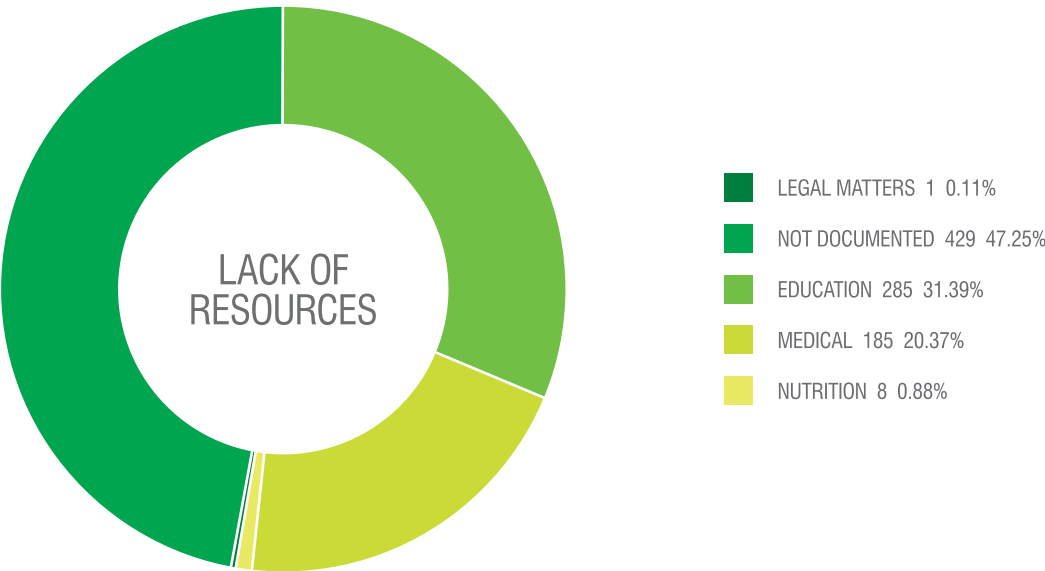


FIGURE 9.11.7: LACK OF RESOURCES: SUB REASONS N=908 DATA SOURCE: ChildNET



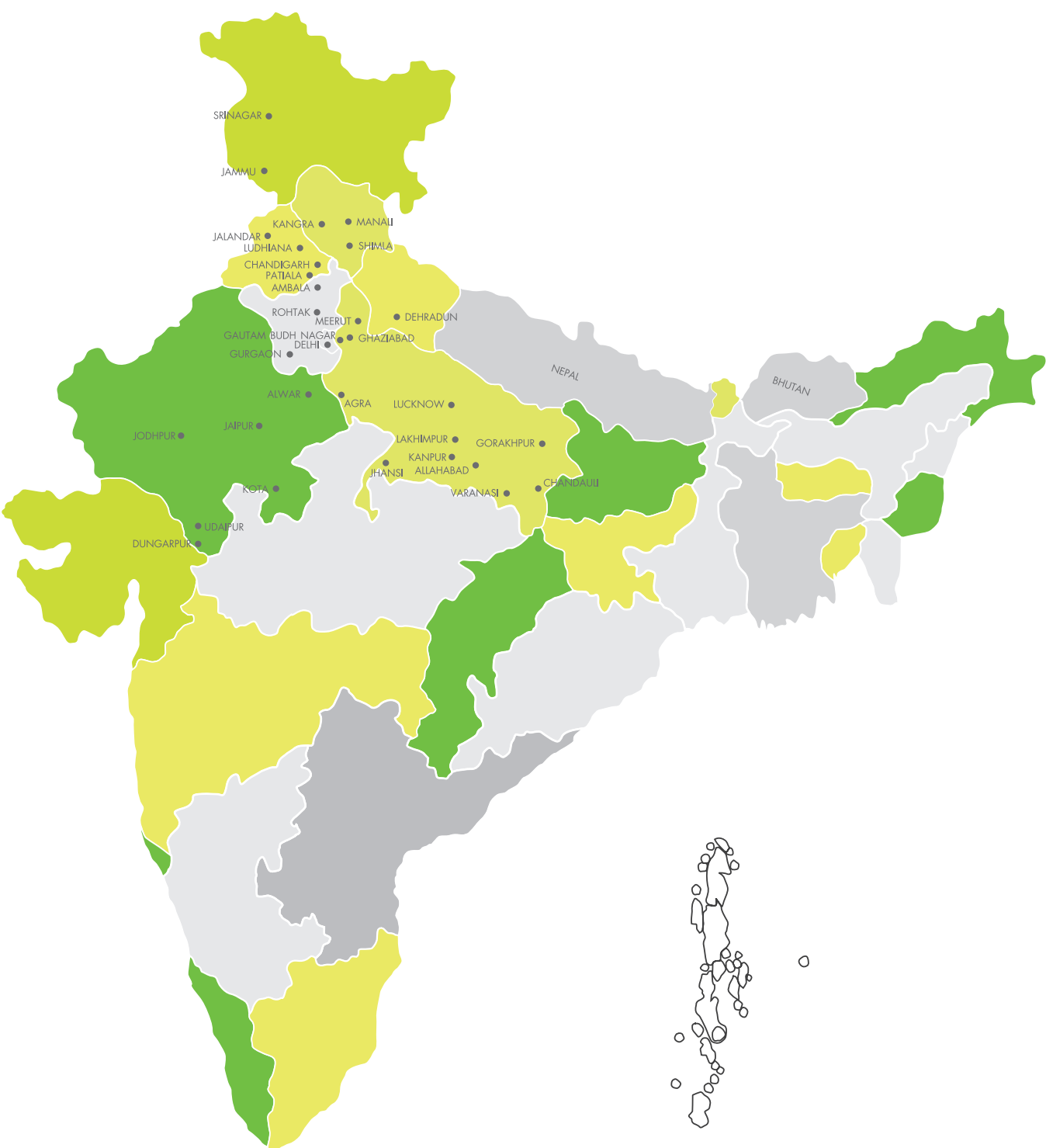
CHILDLINE Berhampur, in association with the Police, rescued seven teenage girls, from Kotgarh in the Kandhamal district. These girls were rescued from the bus stand at Kotgarh, while they were allegedly being trafficked to Aligarh in order to work at a meat packing industry.

The rescued girls aged between 13 and 18, hailed from the Marlanga gram panchayat in Kotgarh block. The children from largely tribal-dominated and backward areas of Ganjam, Kandhamal and Gajapati, were lured by the promise of higher wages and jobs in areas like Andhra Pradesh, Tamil Nadu, Uttar Pradesh, Haryana, New Delhi and Punjab, revealed the children to the CHILDLINE team.

The police arrested the trafficker who was found to be involved in the case and interrogated him. The role of some more persons suspected to be involved in the racket is being probed. The children were sent to shelter homes for a period of six months.

10 NORTHERN REGION





CHILDLINE covers 31 cities in the Northern region of India, managed by 36 collaborative organizations in the states of Delhi, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan, Punjab, Jammu & Kashmir, and Uttarakhand.

The total number of children assisted in the region amounted to 9822.

TABLE 10.1: CITY WISE DISTRIBUTION OF CALLS IN THE NORTHERN REGION
DATA SOURCE: MONTHLY REPORT

CITIES							MISSING CHILDREN					
	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
DELHI	292	1366	398	2616	6	130	1298	1546	294	7946	175090	183036
UTTAR PRADESH												
AGRA	3	27	109	6	0	0	41	12	19	217	2098	2315
ALLAHABAD	18	44	383	24	0	76	3	47	9	604	15476	16080
CHANDAULI	3	9	202	3	0	0	5	77	12	311	9401	9712
GAZIABAD	13	49	13	60	0	68	66	81	26	376	3245	3621
GORAKHPUR	11	60	175	98	0	4	74	110	7	539	51800	52339
JHANSI	3	6	70	0	0	0	0	4	0	83	1779	1862
KANPUR	7	97	388	9	0	12	69	158	186	926	51483	52409
LAKHIMPUR KHERI	0	26	3	0	1	0	0	4	34	68	1163	1231
LUCKNOW	30	66	260	78	0	29	113	110	6	692	46374	47066
MEERUT	41	21	44	25	0	14	22	27	60	254	14380	14634
NOIDA	8	14	9	19	0	3	20	28	19	120	8799	8919
VARANASI	10	51	151	20	0	0	79	32	2	345	166055	166400
RAJASTHAN												
ALWAR	29	12	36	12	0	29	25	51	22	216	3353	3569
DUNGARPUR	11	13	0	4	0	1	5	2	12	48	979	1027
JAIPUR	529	111	120	321	0	21	159	100	132	1493	14688	16181
JODHPUR	10	10	8	5	0	0	12	0	17	62	1009	1071
KOTA	34	38	163	60	1	59	76	28	41	500	6750	7250
UDAIPUR	296	20	31	88	0	8	40	26	91	600	13360	13960

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
HIMACHAL PRADESH												
KANGRA	11	0	0	1	0	3	0	0	6	21	585	606
MANALI	2	5	0	2	0	1	6	0	2	18	369	387
SHIMLA	26	2	5	33	0	8	4	9	15	102	13276	13378
HARYANA												
AMBALA	1	3	1	4	0	1	8	7	0	25	1176	1201
GURGAON	16	29	36	121	0	18	52	54	24	350	11552	11902
ROHTAK	18	9	8	14	0	4	12	1	8	74	474	548
PUNJAB												
LUDHIANA	0	2	0	12	0	0	3	2	0	19	1275	1294
PATIALA	12	1	10	0	0	20	13	13	4	73	585	658
JAMMU & KASHMIR												
JAMMU	23	12	11	2	0	7	22	5	5	87	7216	7303
SRINAGAR	4	0	6	4	0	12	1	0	20	47	1455	1502
UTTARAKHAND												
DEHRADUN	2	5	7	0	0	0	5	2	2	23	1147	1170
CHANDIGARH	135	0	0	28	1	132	13	1	736	1046	1006	2052
TOTAL	1598	2108	2647	3669	9	660	2246	2537	1811	17285	627398	644683

FIGURE 10.2: INTERVENTION CALLS TO 1098 N=9822 DATA SOURCE: ChildNET

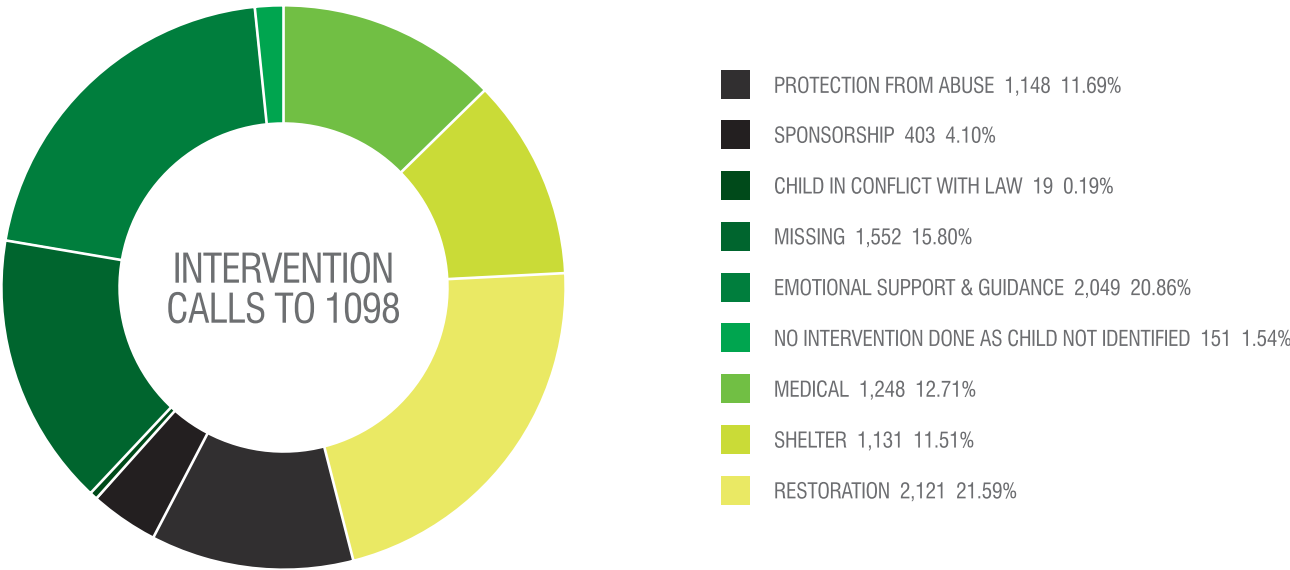


TABLE 10.3: AGE GROUP AND GENDER OF CHILDREN

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
LESS THAN A MONTH	43	59	30	41	0	0	73	100
LESS THAN A YEAR	46	68	22	32	0	0	68	100
1 TO 5	801	60	482	37	36	3	1,319	100
6 TO 10	2,007	71	800	28	39	1	2,846	100
11 TO 15	2,771	77	765	21	82	2	3,618	100
16 TO 18	429	60	272	39	4	1	705	100
19 TO 25	48	52	42	46	2	2	92	100
NOT DOCUMENTED	796	72	273	25	32	3	1,101	100
TOTAL	6,941	71	2,686	27	195	2	9,822	100

FIGURE 10.3: AGE GROUP AND GENDER OF CHILDREN N=9822 DATA SOURCE: ChildNET

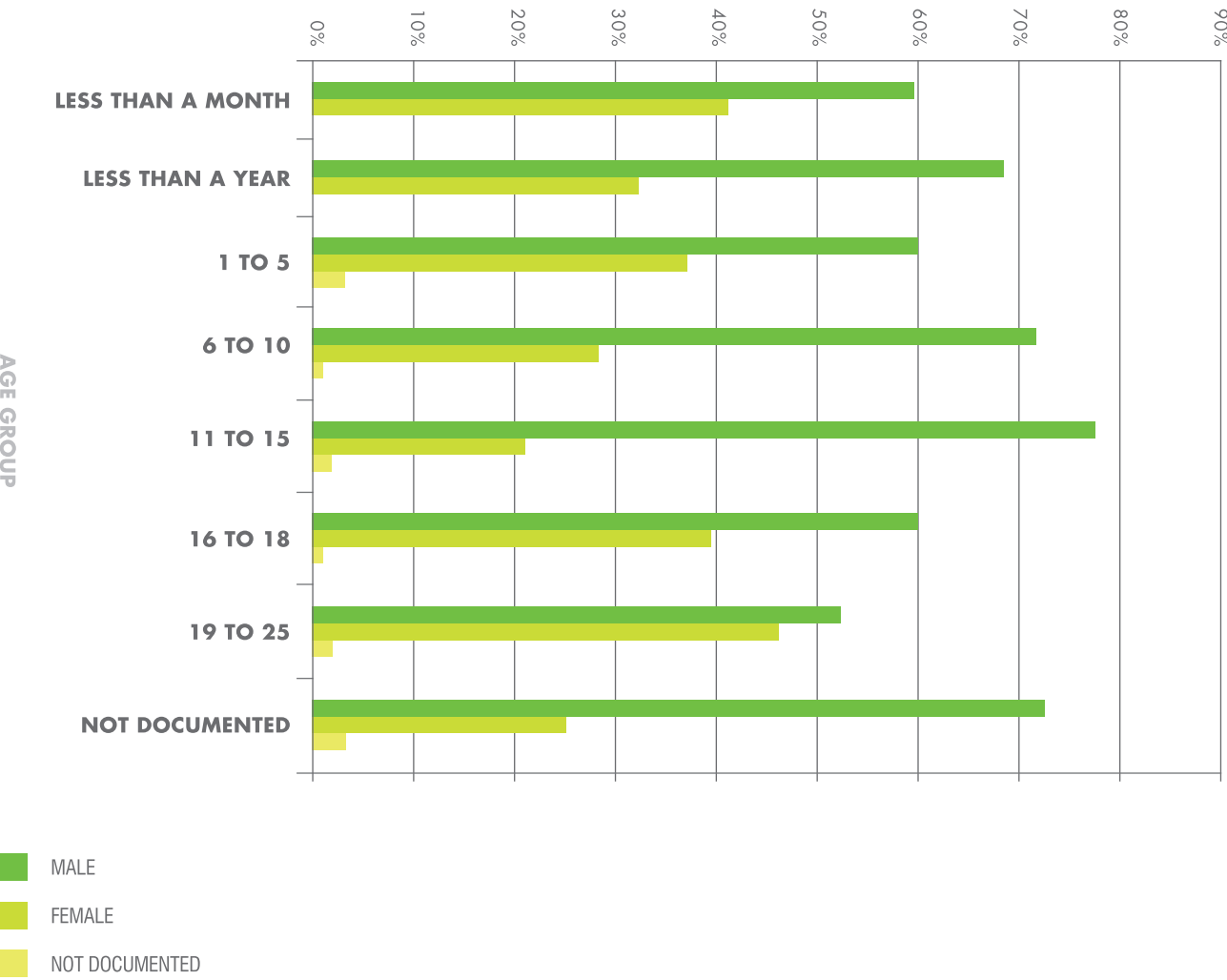


FIGURE 10.4: GENDER OF CHILDREN N=9822 DATA SOURCE: ChildNET

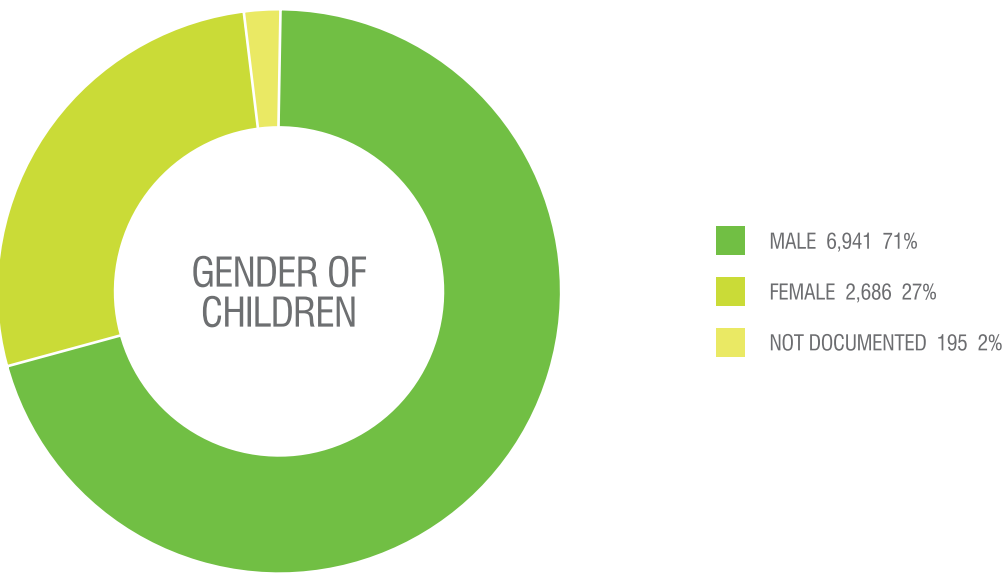
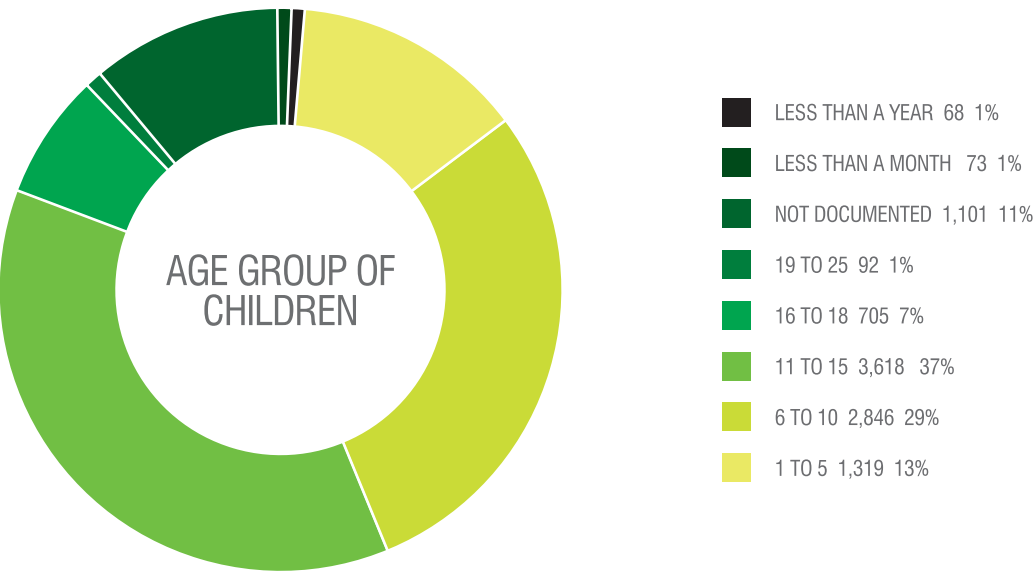


FIGURE 10.5: AGE GROUP OF CHILDREN N=9822 DATA SOURCE: ChildNET



10.6: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES N=9822 DATA SOURCE: ChildNET

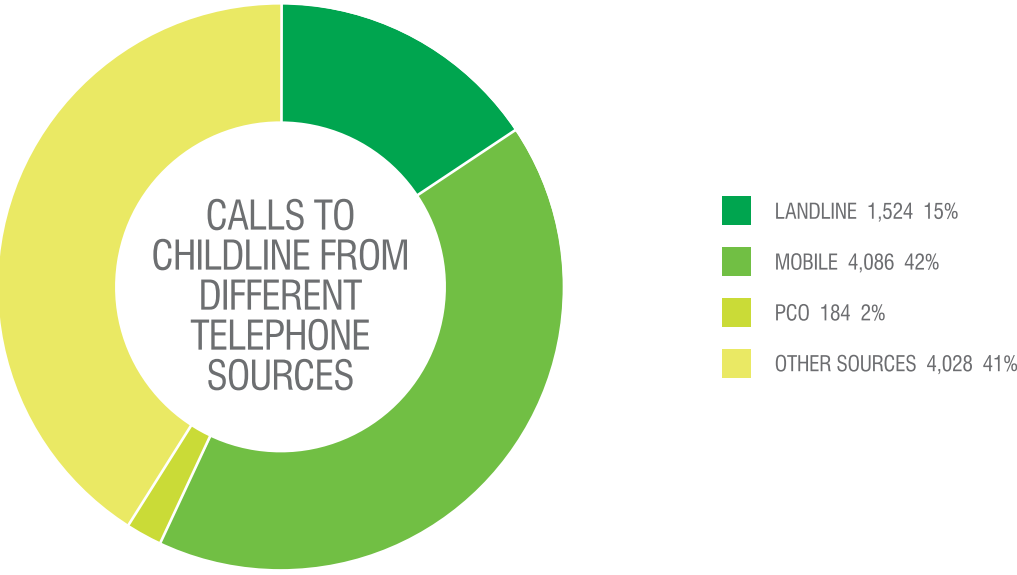


FIGURE 10.7: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE **N=9822**
DATA SOURCE: ChildNET

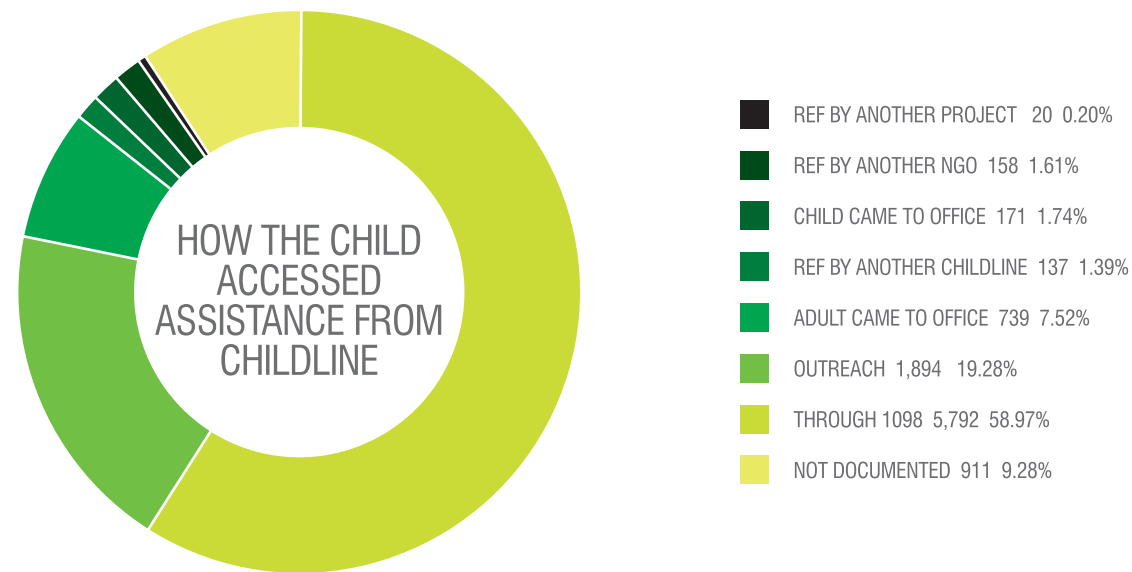
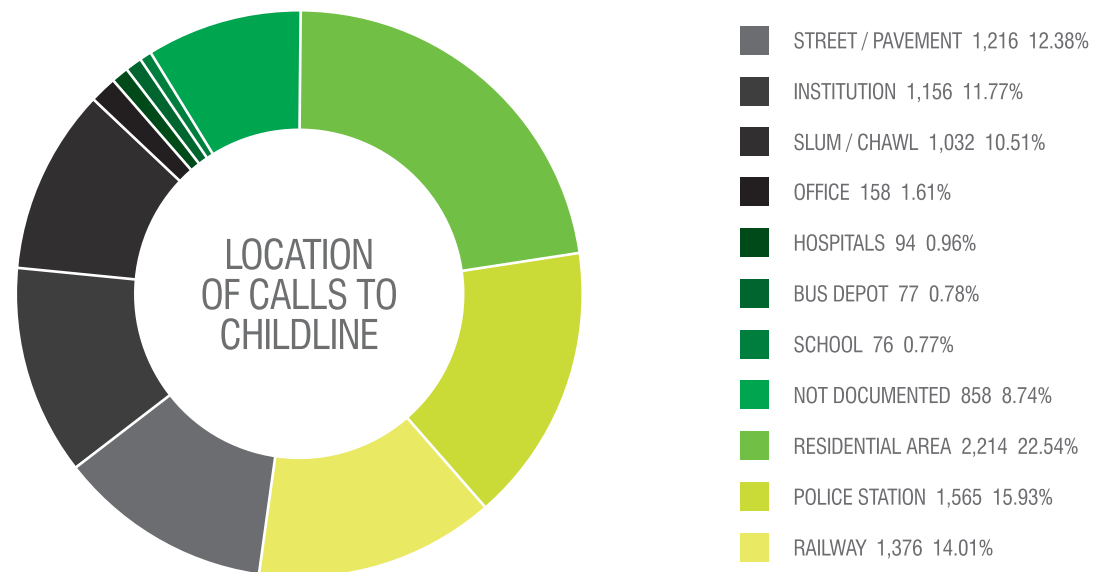


FIGURE 10.8: LOCATION OF CALLS TO CHILDLINE **N=9822** **DATA SOURCE: ChildNET**



Saif an 8 year old was employed as a bonded labourer and was being tortured for 2 months. The employer had beaten him up on several occasions, and Saif has found himself prey to the physical torture for the past two months by all the household members. Saif's mother worked as a daily labourer and could hardly take proper care of him.

On January 04, 2011, a concerned adult raised an alarm by contacting CHILDLINE Gurgaon. The CHILDLINE Gurgaon team along with Police and Labour Department officials rescued Saif from a bungalow in DLF Phase I a day later. The child was rescued from the house of Ishwar Kumar Gupta, a textile trader, living in Gurgaon.

The rescue team found Saif in a dire condition; he had several injury marks and scars covering his body. His face and hands were swollen due to the low temperature of the water in which he was made to wash dishes. Saif was not just abused physically but also emotionally. He was very frightened and was crying endlessly. The necessary support and counseling was provided to the child before the child was produced to Child Welfare Committee (CWC).

CHILDLINE Gurgaon was not satisfied by the action of the District Administration and requested the National Commission for Protection of Child Rights (NCPCR) for help. A two member committee from the Commission rushed to Gurgaon and met the child, his family and the District Administration officials instructed to take up the case with sensitivity and ensure the protection of the Child.

The Deputy Commissioner, Gurgaon then instructed to file an FIR under Bonded Labour (Abolition) act 1976 and arrest the perpetrator. Though the Police were initially reluctant to file an FIR, a case was later registered under Section 23 (punishment for cruelty to juvenile or child) and Section 26 (exploitation of juvenile or child employee) of the Juvenile Justice Act, and Section 374 (unlawful compulsory labour) of the Indian Penal Code. Soon after, the accused was arrested by the Police.

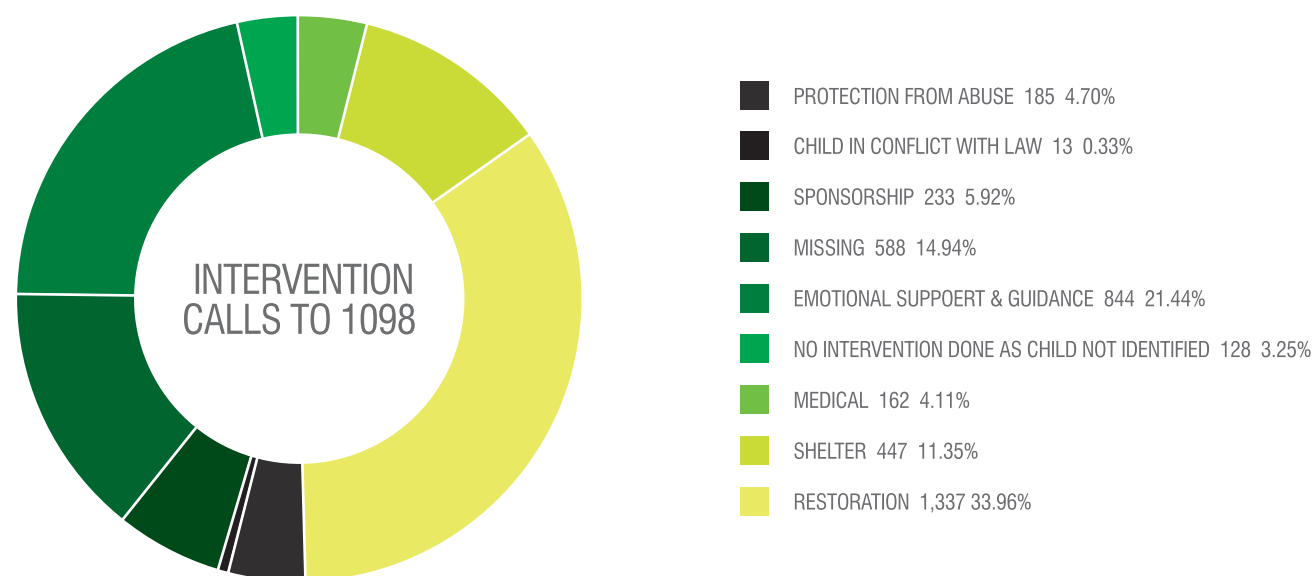
10.9 UTTAR PRADESH

Uttar Pradesh is the most densely populated state in India. It comprises of 74 districts, covered by CHILDLINE in the 12 cities of Agra, Allahabad, Chandauli, Gaziabad, Gorakhpur, Jhansi, Kanpur, Lakhimpur kheri, Lucknow, Meerut, Noida, and Varanasi.

Highlights

- Restoration of children was provided in 33.96% cases, making it to the highest category of interventions conducted
- 53% of the total calls are within the categories of missing children, runaway children or children wanting to go back home
- The reason for children running away from Uttar Pradesh with the attraction of living in another city comprises 54% of the all the cases

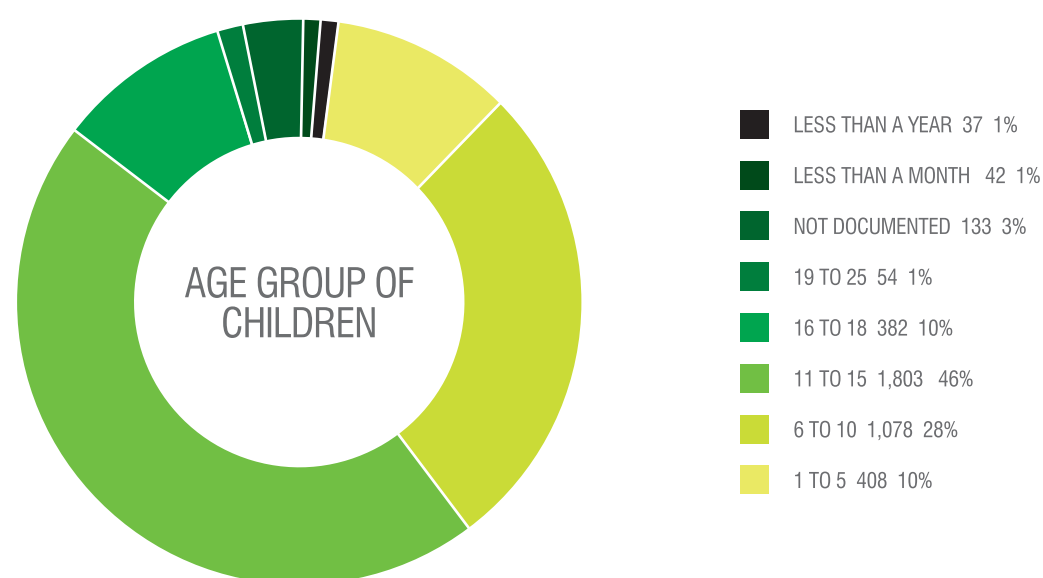
FIGURE 10.9.1: INTERVENTION CALLS TO 1098 N=3937 DATA SOURCE: ChildNET



1337 cases of restoration made up the highest number of interventions undertaken in Uttar Pradesh. A strong parity exists in the number of calls received by male children and female children for restoration cases- 80% male children vs. 20% female children. 55% of all interventions are in the 11-15 years age group.

47% of the cases came from the Railway Station while 51% of the cases were referred to by allied systems for the restoration of children, depicting the key role played by these stakeholders.

FIGURE 10.9.2: AGE GROUP OF CHILDREN N=3937 DATA SOURCE: ChildNET



10.9.3: GENDER OF CHILDREN N=3937 DATA SOURCE: ChildNET

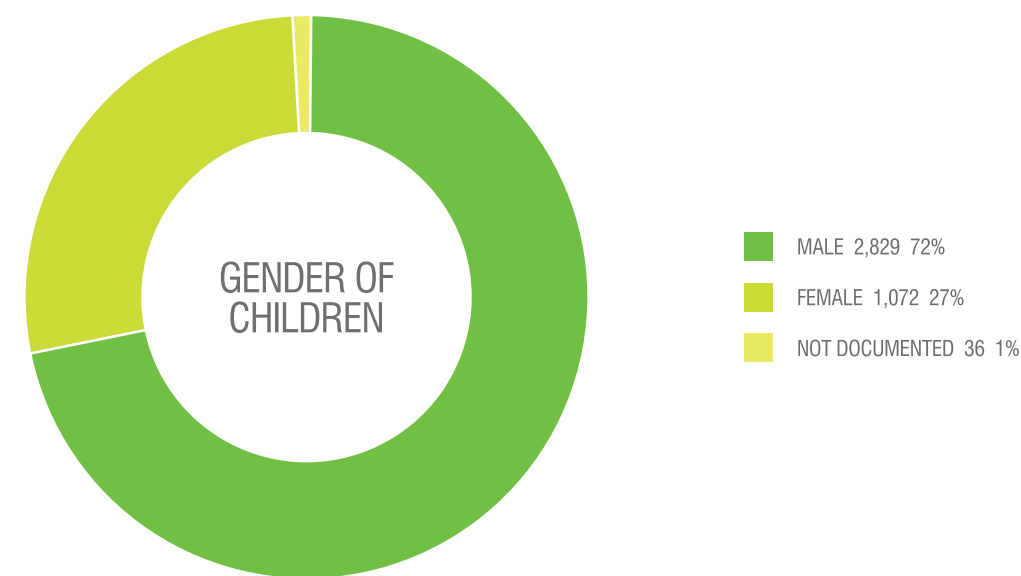


FIGURE 10.9.4: REASONS FOR CALLING CHILDLINE 1098 N=6122 DATA SOURCE: ChildNET

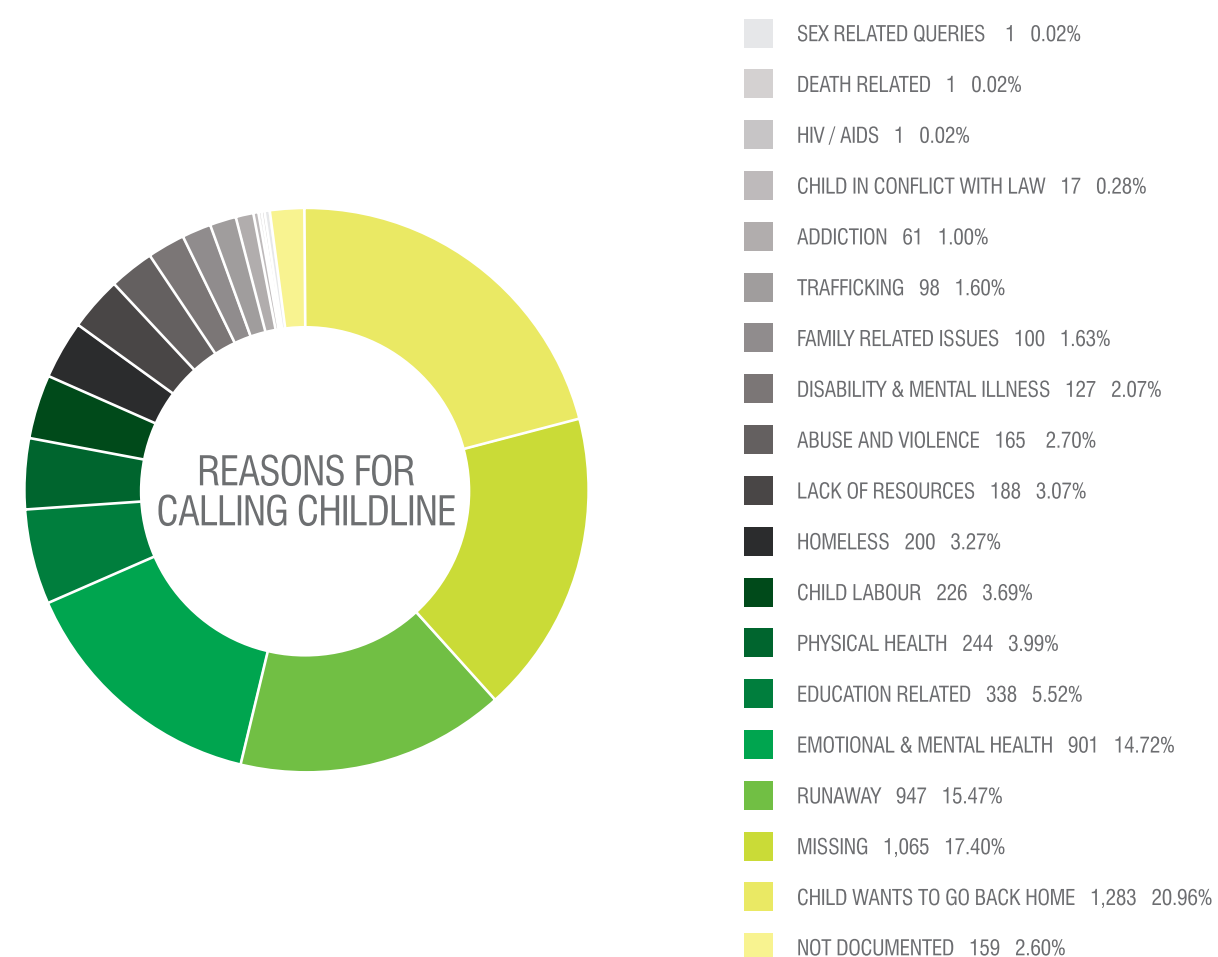


FIGURE 10.9.5: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING
N=1065 DATA SOURCE: ChildNET

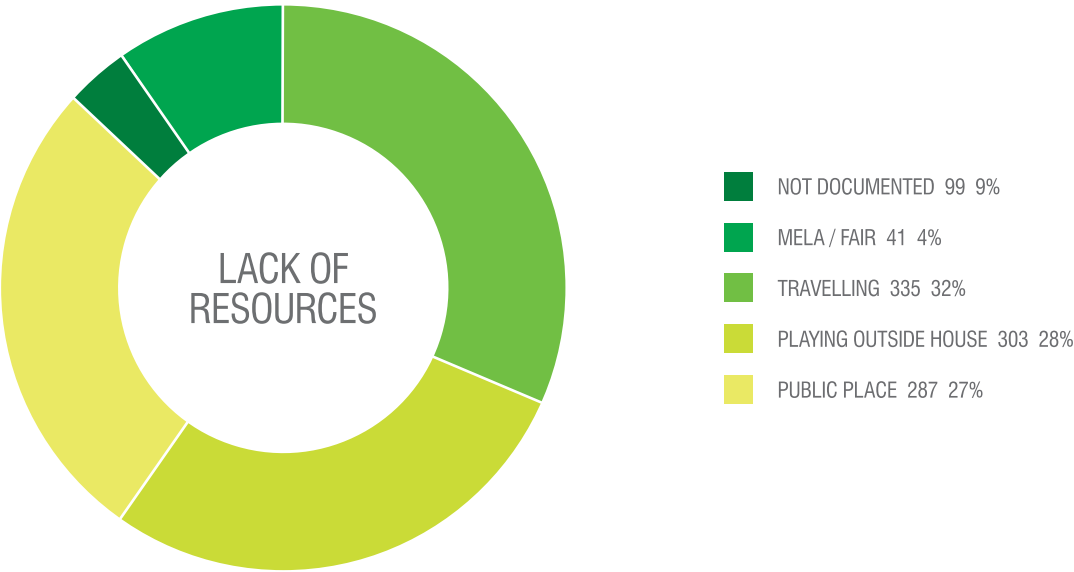


FIGURE 10.9.6: RUNAWAYS: SUB REASONS **N=947 DATA SOURCE: ChildNET**

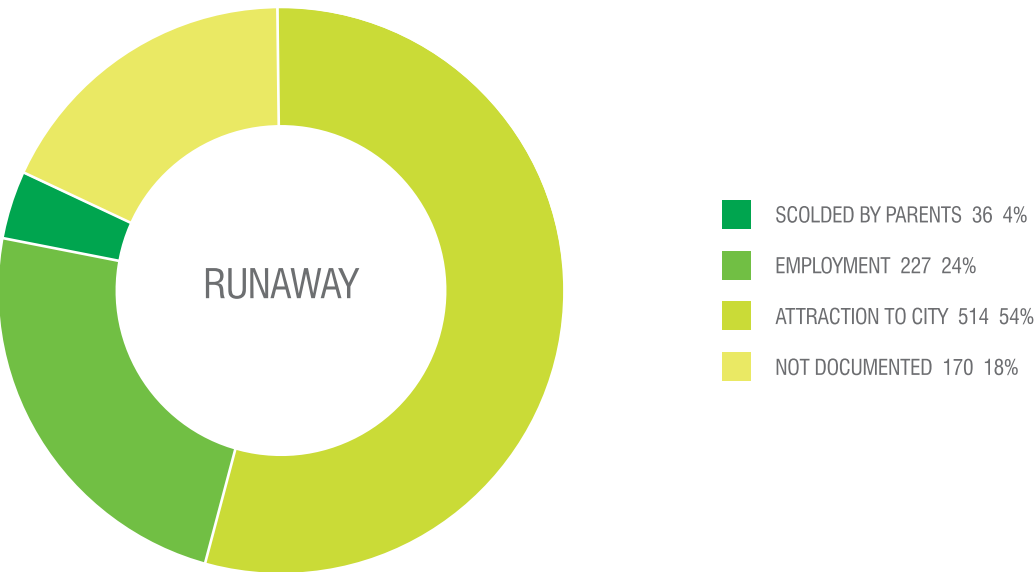
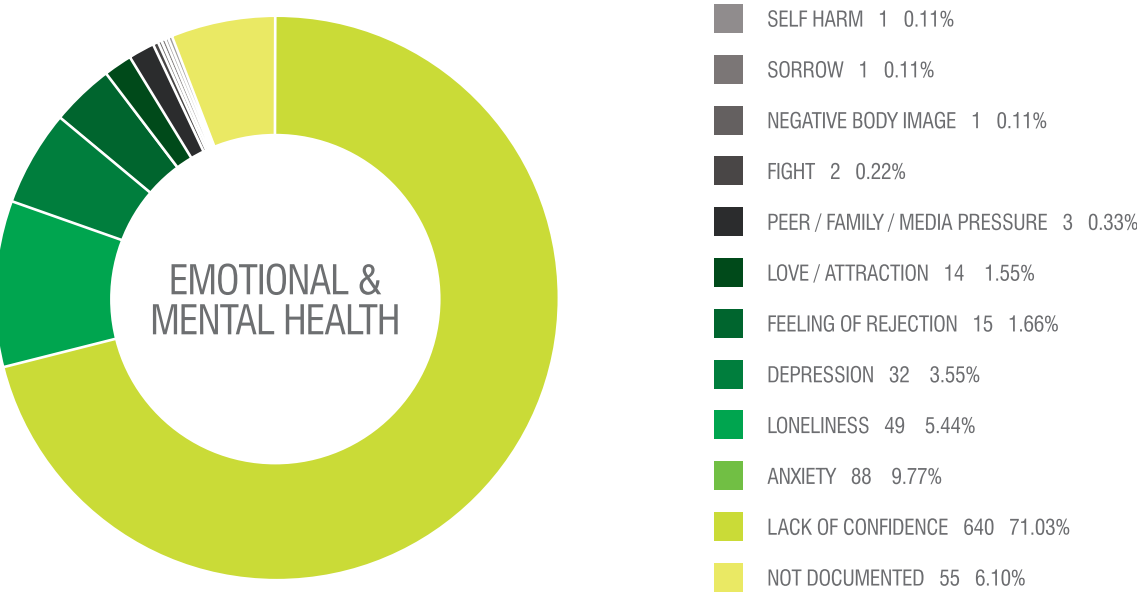


FIGURE 10.9.7: EMOTIONAL & MENTAL HEALTH: SUB REASONS **N=901 DATA SOURCE: ChildNET**



One evening, a six month old baby girl was found on board the Manduvadih – Gorakhpur intercity train by the Railway Police Force (RPF). The RPF inspector immediately called 1098 and informed the CHILDLINE team about the child. The team gave the abandoned child the name 'Diya'.

The news of a Diya being found in the Manduvadih – Gorakhpur intercity train was published in all the newspapers in an attempt to find her guardians. The Child Welfare Committee (CWC) directed CHILDLINE to provide special temporary shelter to the child, until somebody was found to take care of her. While seeking shelter at the PGSS Social Centre, Gorakhpur, a medical checkup was conducted for Diya showing that she was in sound health. 2 months later, the director of the shelter noticed a growth on her neck. Another routine checkup was conducted which indicated that Diya had a tumor in her glands which needed to be operated on immediately. Several tests and consultations from other hospitals were conducted. Finally CHILDLINE India Foundation was approached with a request to provide financial aid for Diya's treatment.

Diya underwent surgery for Impression-haemangioma and is now very healthy. CHILDLINE continues to do regular follow ups with the child.

10.10 RAJASTHAN

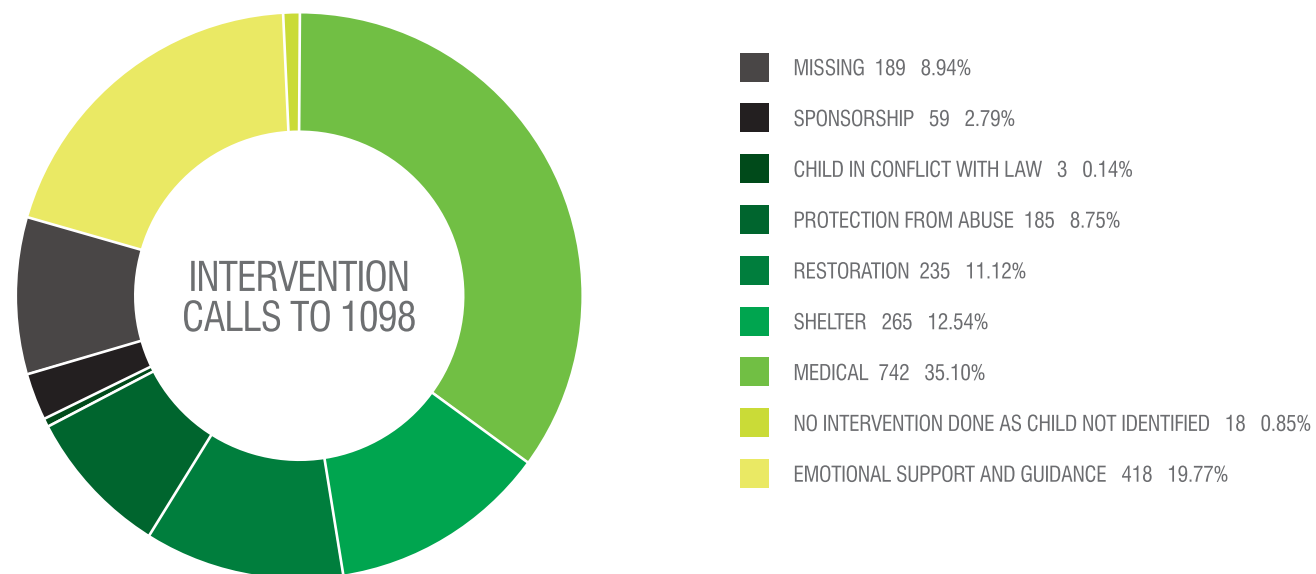
Rajasthan, located in the North - West of India is the largest state of India. Divided into 33 districts, CHILDLINE covers 6 cities of Rajasthan - Alwar, Dungarpur, Jaipur, Jodhpur, Kota and Udaipur.

CHILDLINE has assisted 2114 children in January - December, 2011.

Highlights

- Interventions in the area of Medical, ES&G and Shelter form the chunk of the cases in Rajasthan
- 12.01% of the calls to CHILDLINE were for Child Labour cases
- 42.90% of children went missing from public places in Rajasthan

FIGURE 10.10.1: INTERVENTION CALLS TO 1098 N=2114 DATA SOURCE: ChildNET



The general trend in the Northern region shows restoration as the largest category of interventions calls to 1098. However, Rajasthan shows higher interventions in the category of medical interventions at 35.10%.

FIGURE 10.10.2: AGE GROUP OF CHILDREN N=2114 DATA SOURCE: ChildNET

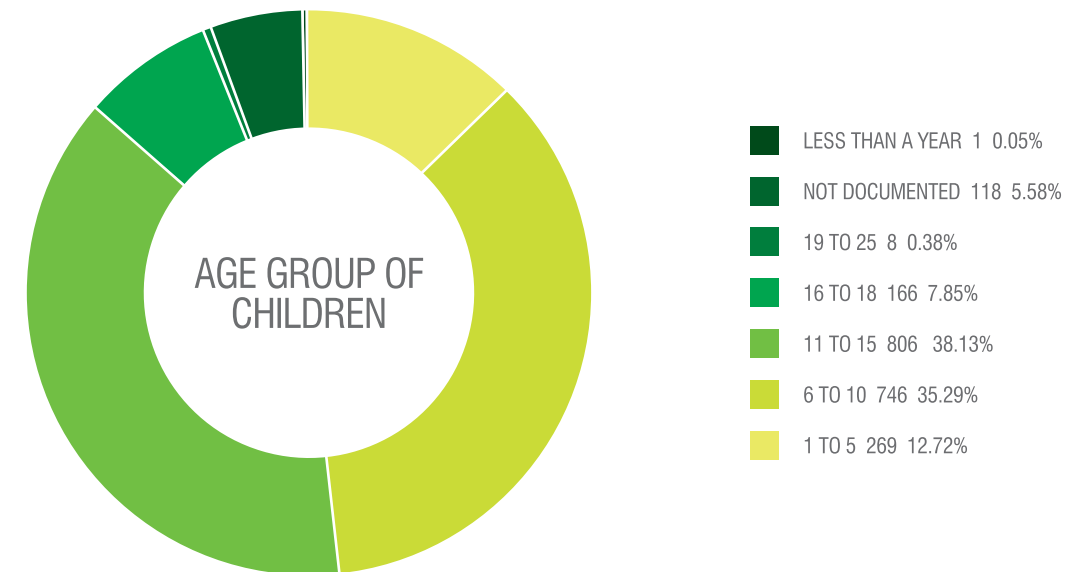


FIGURE 10.10.3: GENDER OF CHILDREN N=2114 DATA SOURCE: ChildNET

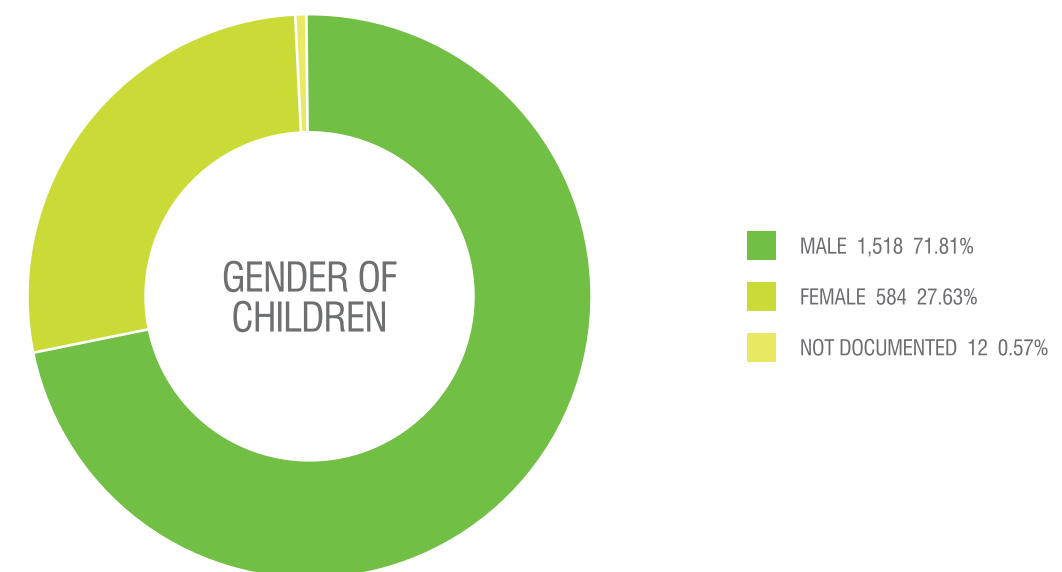


FIGURE 10.10.4: REASONS FOR CALLING CHILDLINE 1098 N=2356 DATA SOURCE: ChildNET

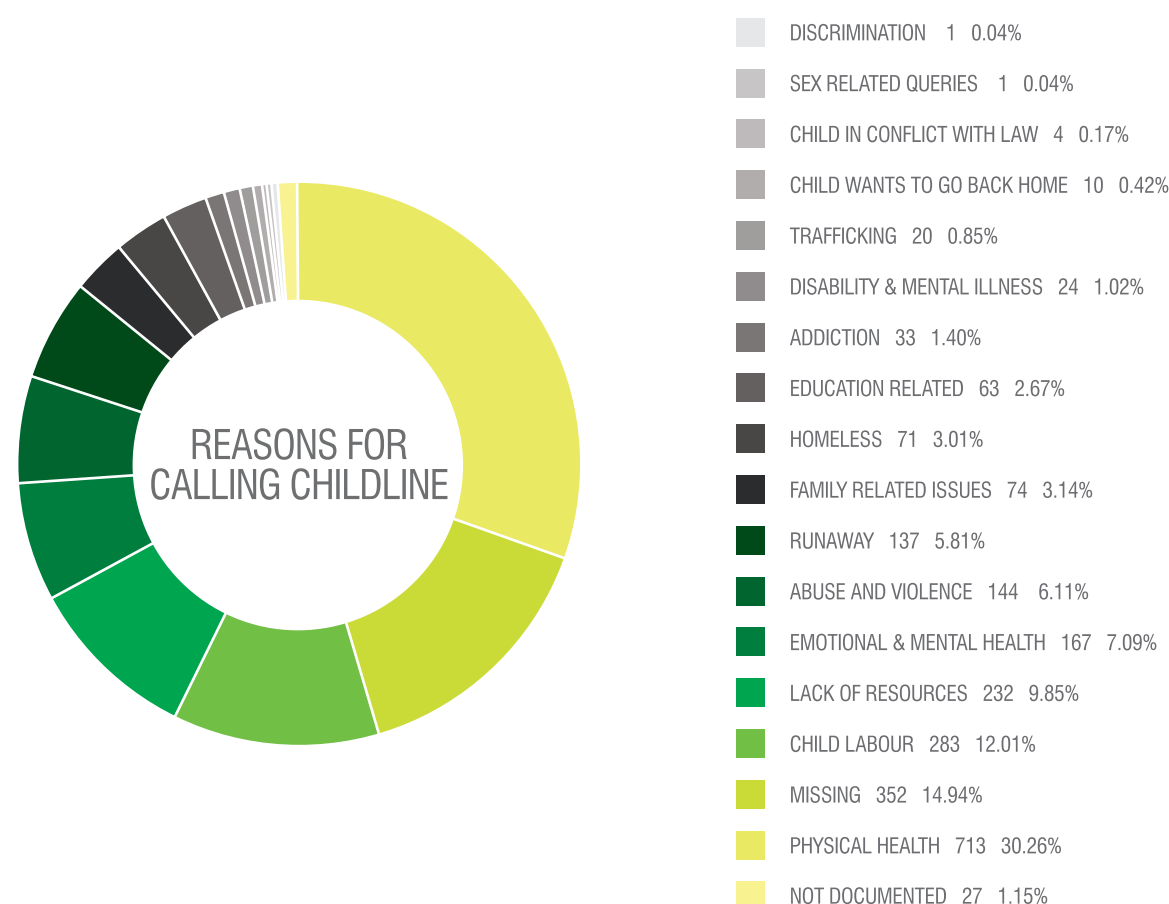


FIGURE 10.10.5: PHYSICAL HEALTH: SUB REASONS N=713 DATA SOURCE: ChildNET

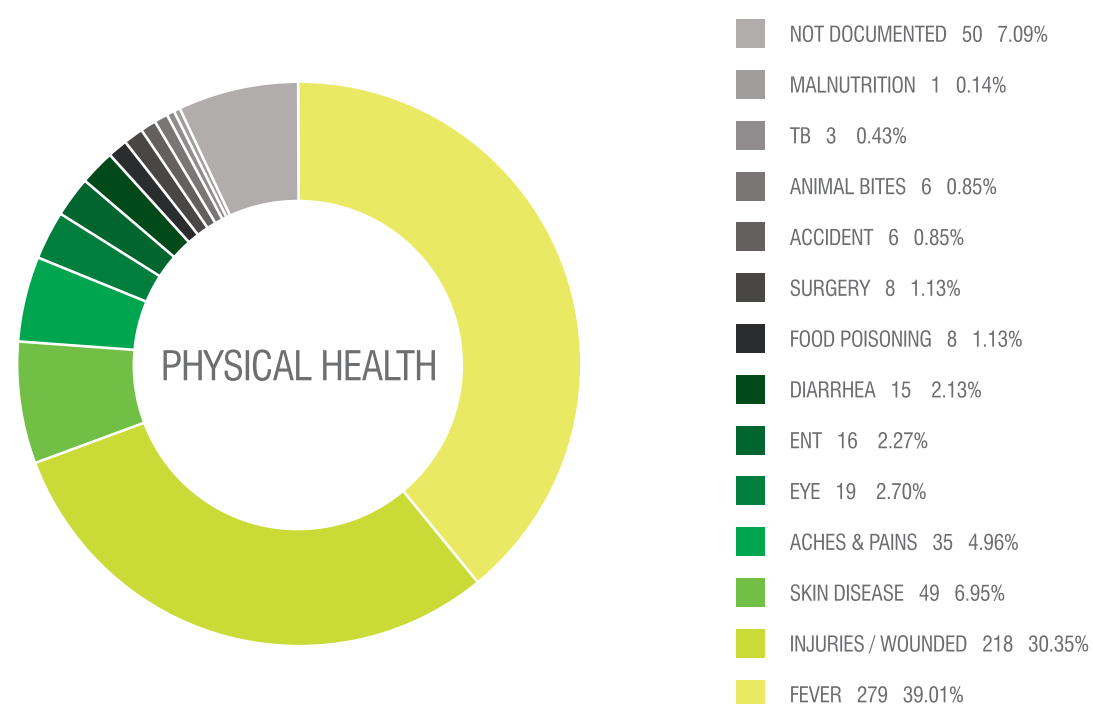


FIGURE 10.10.6: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING N=352 DATA SOURCE: ChildNET

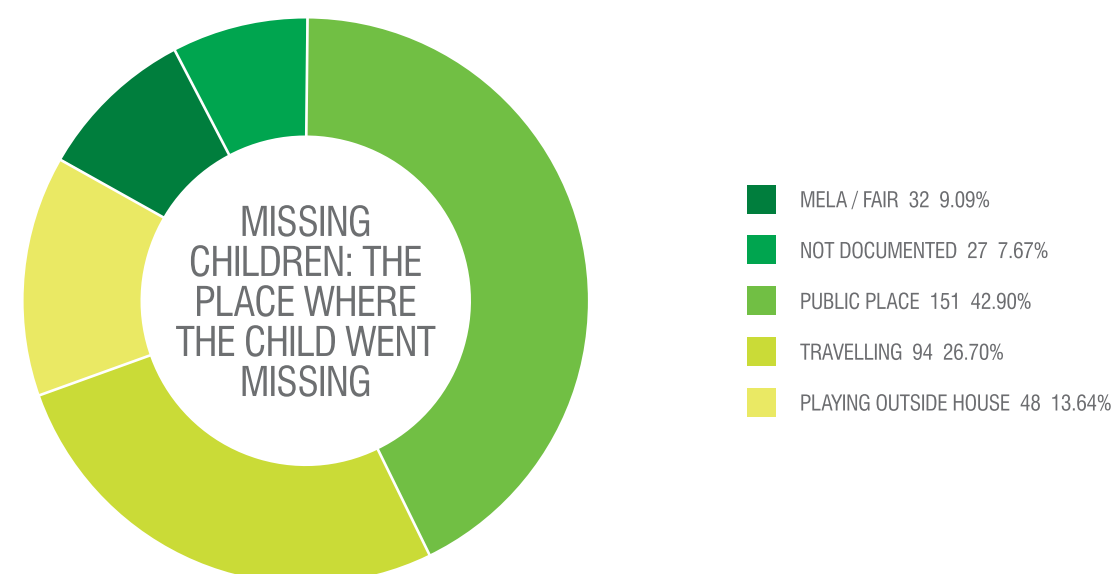
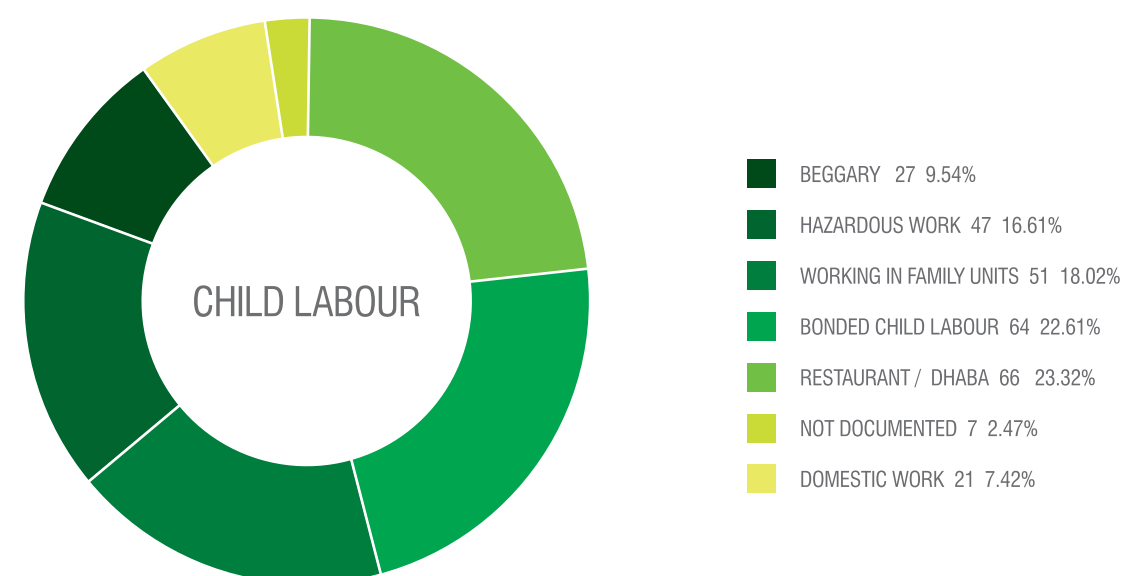


FIGURE 10.10.7: CHILD LABOUR: SUB REASONS N=283 DATA SOURCE: ChildNET



In a massive raid and rescue operation by CHILDLINE Jaipur and the police, 150 child laborers, working in zari (embroidery) units were rescued. Children were found working in small dingy rooms, with no light or ventilation. These small rooms were homes as well as workplaces for children trafficked from West Bengal, Bihar and Uttar Pradesh. Functioning from labyrinthine lanes, these sweatshops were hard to find and even harder to monitor and control. 30 - 50 boys were found working in each of these Zari units in the most appalling conditions. Working more than 12 -14 hrs a day without a break for a meager Rs. 200 per month, these little children not only lost out on their childhood but also lost their sense of freedom and liberty. Ten people have been arrested by the Police and booked under the Juvenile Justice Act. Zari making has been classified as a hazardous form of child labour in the Child Labour (Prohibition and Regulation) Act 1986 in India.

11 SOUTHERN REGION



CHILDLINE expands across all 4 states of the Southern region, covering 38 cities of Andhra Pradesh, Karnataka, Kerala and Tamil Nadu as well as the union territories of Pondicherry and Andaman & Nicobar.

The total number of children assisted in the region was 27, 617 children.

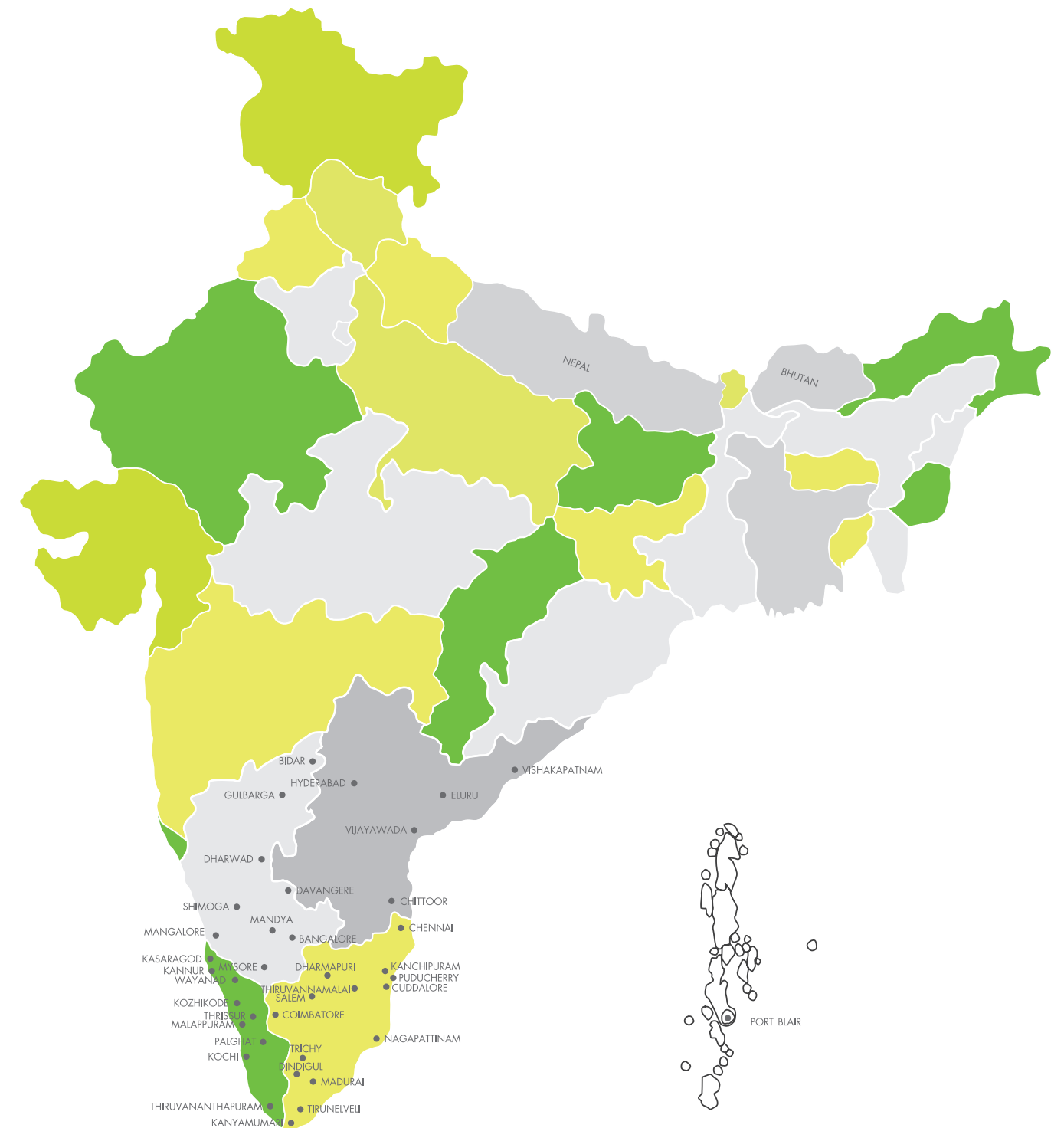


TABLE 11.1: CITY WISE DISTRIBUTION OF CALLS IN THE SOUTHERN REGION
DATA SOURCE: MONTHLY REPORT

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
TAMIL NADU												
CHENNAI	1	217	284	557	0	9	221	453	65	1807	39313	41120
COIMBATORE	12	208	192	61	2	89	0	53	62	679	35600	36279
CUDDALORE	7	32	43	50	0	191	2	6	7	338	3632	3970
DHARMAPURI	3	6	2	27	0	0	8	3	17	66	2129	2195
DINDIGUL	3	14	7	7	0	1	8	9	10	59	1691	1750
KANCHIPURAM	143	11	2	19	2	294	40	0	458	969	9873	10842
KANYAKUMARI	11	75	60	88	0	21	7	9	86	357	10061	10418
MADURAI	5	19	1	11	0	0	1	2	13	52	3567	3619
NAGAPATTINAM	15	50	25	15	2	10	88	3	84	292	6611	6903
SALEM	9	223	137	57	2	0	0	10	17	455	25669	26124
THIRUVANNAMALAI	1	6	10	11	0	6	9	2	1	46	1196	1242
TIRUNELVELI	18	103	138	90	0	19	4	49	15	436	13576	14012
TRICHY	1	136	437	66	0	58	5	84	111	898	40022	40920
KARNATAKA												
BANGALORE	317	960	813	376	32	37	36	60	195	2826	80054	82880
BIDAR	15	19	5	315	0	31	0	27	10	422	2754	3176
DAVANGERE	14	47	19	28	0	28	25	50	72	283	2104	2387
DHARWAD	55	54	0	27	0	79	42	6	205	468	3562	4030
GULBARGA	27	72	210	34	0	60	4	3	33	443	2276	2719
MANDYA	16	34	4	30	0	85	11	2	18	200	250	450

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
MANGALORE	16	16	13	9	0	1	0	3	51	109	5769	5878
MYSORE	14	68	8	38	0	24	2	8	153	315	1069	1384
SHIMOGA	29	47	4	24	0	8	19	3	17	151	879	1030
KERALA												
KANNUR	6	69	27	107	1	75	17	5	761	1068	29833	30901
KASARGOD	19	68	7	120	8	185	24	7	345	783	13290	14073
KOCHI	9	148	47	56	4	45	23	43	647	1022	32448	33470
KOZHIKODE	19	83	37	135	0	11	1	65	2798	3149	36513	39662
MALAPPURAM	33	22	29	236	0	1	3	22	1735	2081	18696	20777
PALAKKAD	24	94	20	169	3	25	33	7	300	675	16738	17413
TRIVANDRUM	5	169	120	43	0	95	1	38	248	719	27944	28663
THRISSUR	12	93	7	169	0	6	9	4	450	750	22234	22984
WAYANAD	11	26	11	108	0	3	9	6	2067	2241	14241	16482
ANDHRA PRADESH												
CHITTOOR	49	29	3	33	0	0	51	21	3	189	3920	4109
ELURU	46	130	136	17	1	17	17	44	47	455	15540	15995
HYDERABAD	0	563	29	87	0	15	63	51	80	888	89636	90524
VIJAYAWADA	9	947	574	98	0	1	75	499	4	2207	17596	19803
VISHAKHAPATNAM	16	73	66	16	0	0	4	10	11	196	12976	13172
ANDAMAN & NICOBAR												
PORT BLAIR	7	8	0	48	1	47	8	6	54	179	3773	3952
PONDICHERRY	0	26	1	8	2	38	11	1	32	119	2390	2509
TOTAL	997	4965	3528	3390	60	1615	881	1674	11282	28392	649425	677817

FIGURE 11.2: INTERVENTION CALLS TO 1098 N=27617 DATA SOURCE: ChildNET

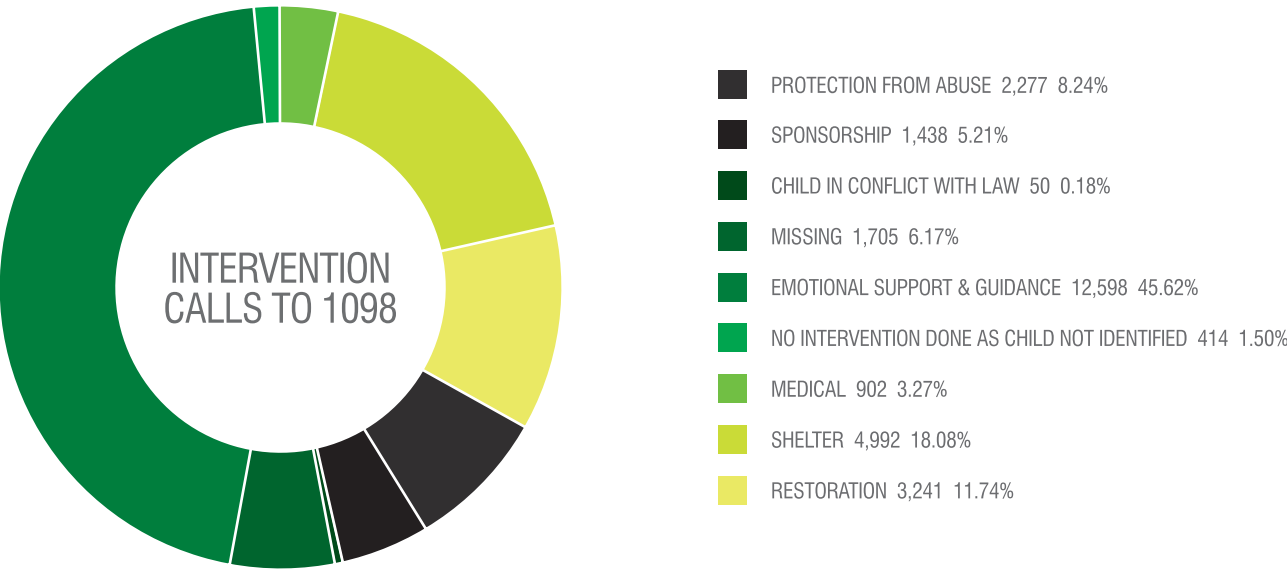


TABLE 11.3: AGE GROUP AND GENDER OF CHILDREN

AGE GROUP	MALE	%	FEMALE	%	TOTAL	%
LESS THAN A MONTH	131	62	82	38	213	100
LESS THAN A YEAR	148	59	104	41	252	100
1 TO 5	744	52	693	48	1,437	100
6 TO 10	2,887	62	1,748	38	4,635	100
11 TO 15	10,633	70	4,636	30	15,269	100
16 TO 18	3,240	59	2,282	41	5,522	100
19 TO 25	104	46	121	54	225	100
NOT DOCUMENTED	34	53	30	47	64	100
TOTAL	17,921	65	9,696	35	27,617	100

FIGURE 11.3: AGE GROUP AND GENDER OF CHILDREN N=27617 DATA SOURCE: ChildNET

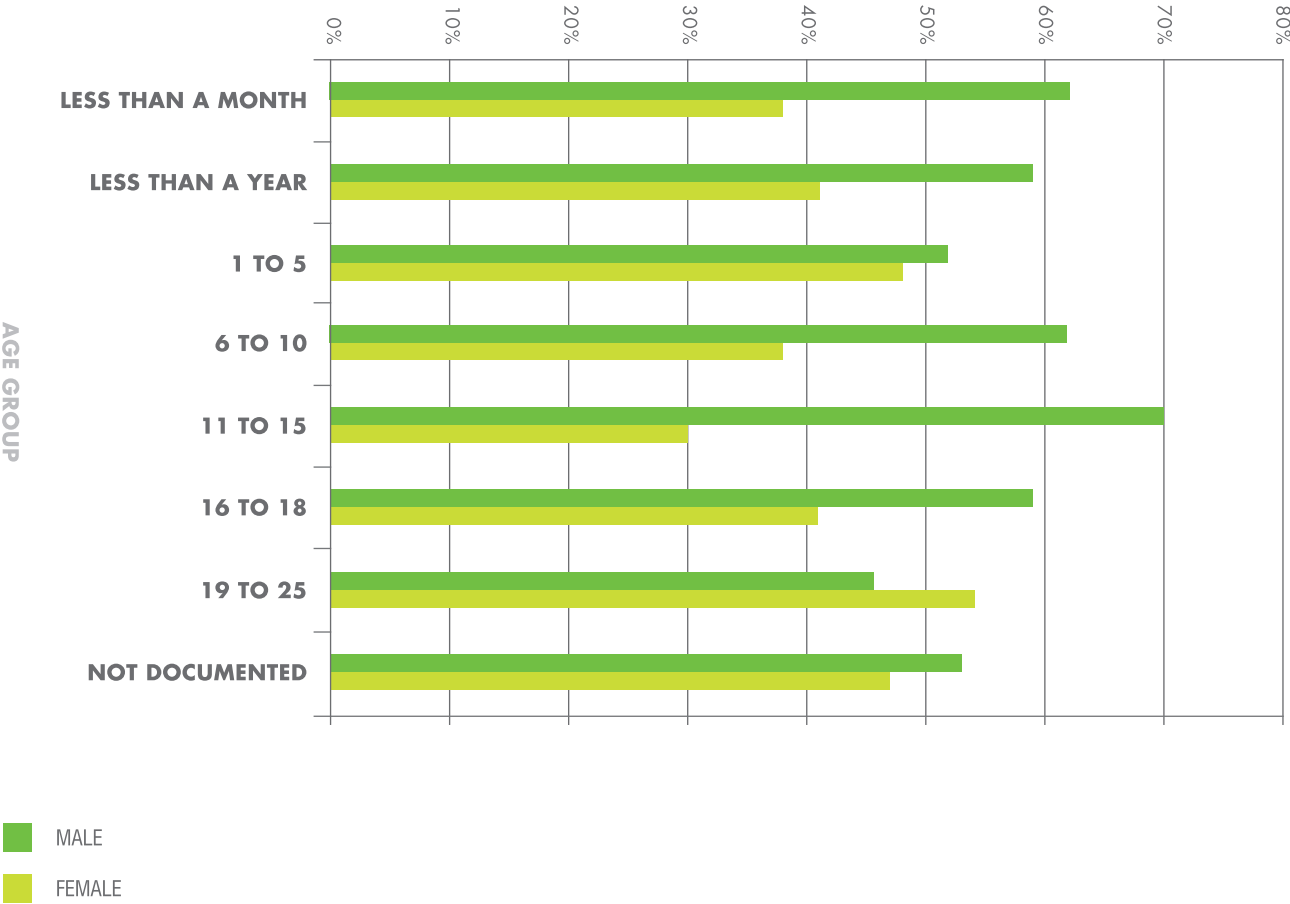


FIGURE 11.4: GENDER OF CHILDREN N=27617 DATA SOURCE: ChildNET

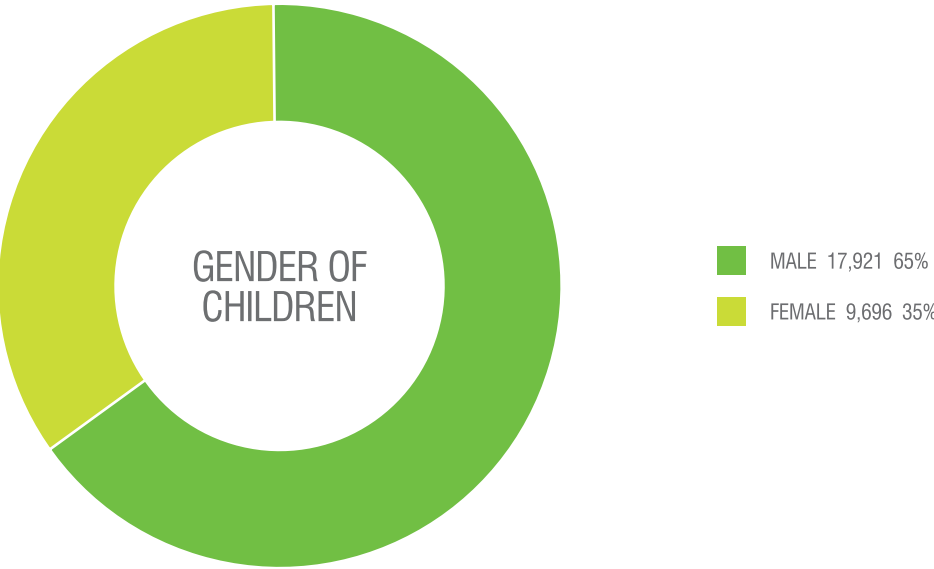


FIGURE 11.5: AGE GROUP OF CHILDREN N=27617 DATA SOURCE: ChildNET

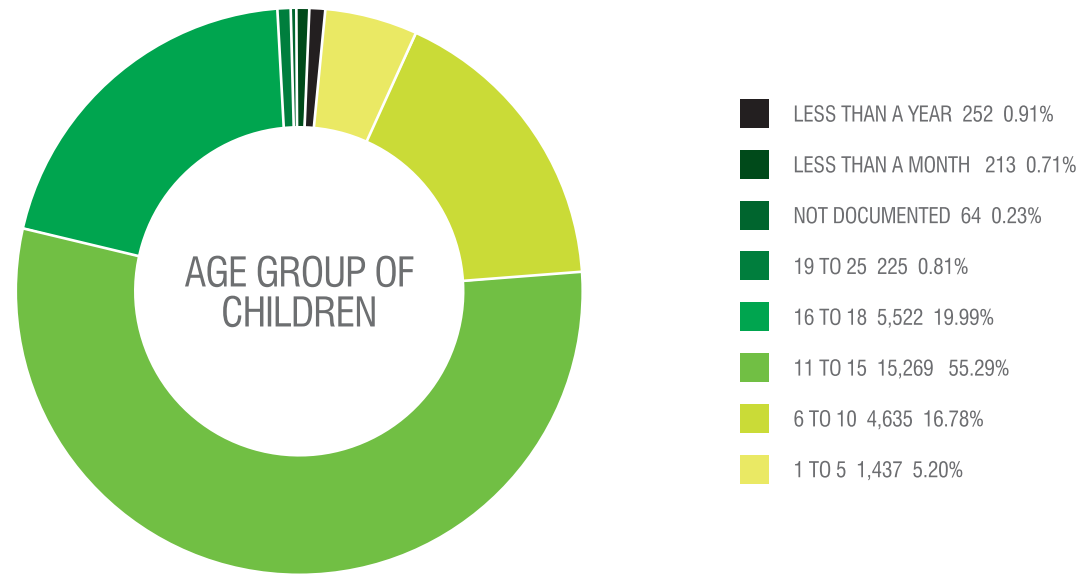


FIGURE 11.6: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES N=27617 DATA SOURCE: ChildNET

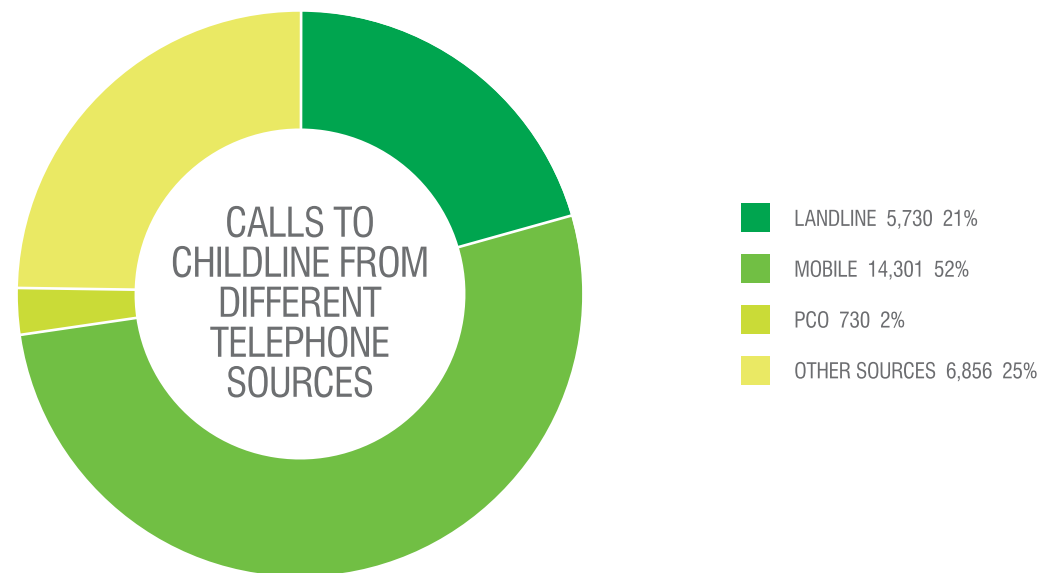


FIGURE 11.7: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE N=27617 DATA SOURCE: ChildNET

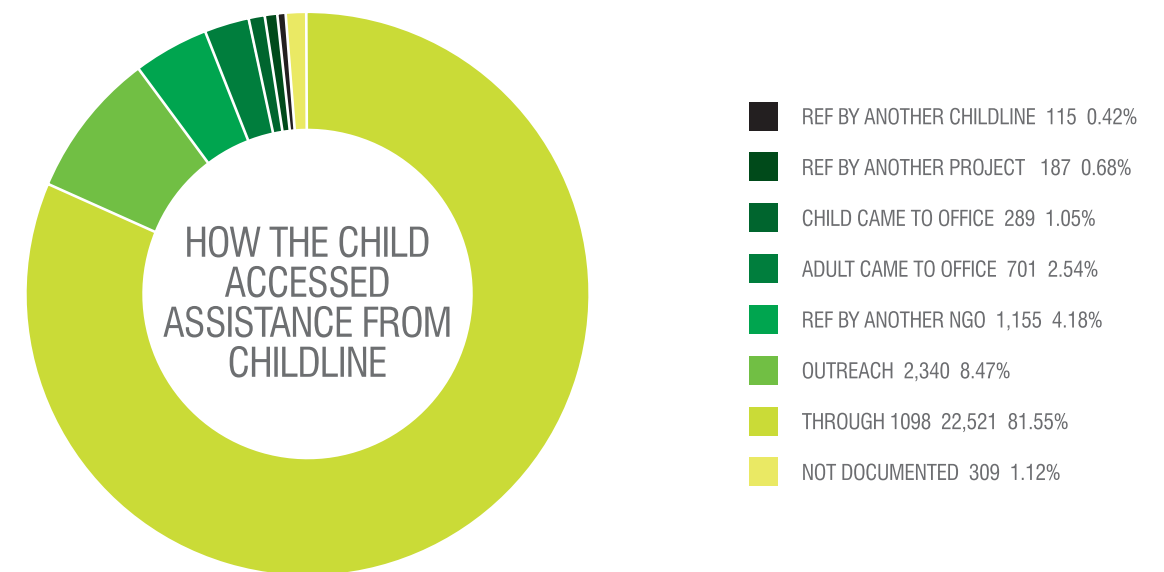
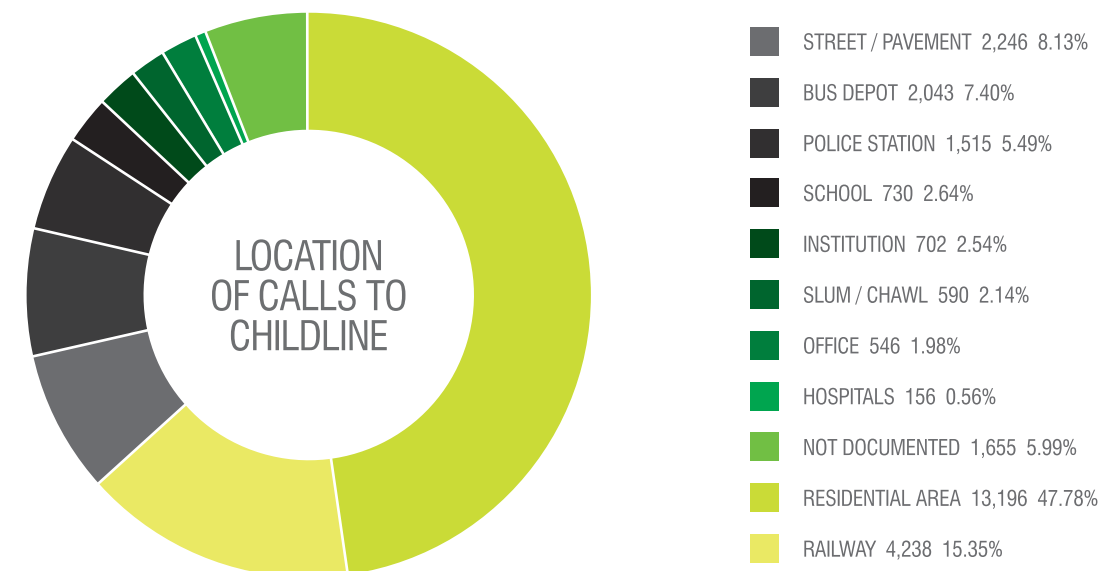


FIGURE 11.8: LOCATION OF CALLS TO CHILDLINE N=27617 DATA SOURCE: ChildNET



A child studying in the 5th grade at the GUP school in Malappuram complained to the principal of the school about being sexually abused by his teacher. The principal took no action for the same. The child went further on and complained to his parents. CHILDLINE then received a call from the PTA of the school seeking help. The CHILDLINE officials reached the school the next day to investigate the case. They discussed the case with the principal who brought up the issue with the school staff the next day. She realized that the incident had been repeated with other children in the past. Unfortunately, the information leaked and the media began printing news on the same, compelling the parents to withdraw their case. On the same day, CHILDLINE counseled the boy and became aware of the fact that other children too were victims to this abuse. During a mass counseling

sessions for the school children, CHILDLINE received complaints from 40 other children about the same issue.

CHILDLINE then informed the Superintendent of Police, Malappuram who reached the school within an hour. All the students submitted a written complaint against the teacher who was handed over to the Police for further investigation. An immediate order to arrest the teacher was sent out. Within a few hours he was put behind bars, an FIR was registered under section 23 of Juvenile Justice Act and section 67 of IT Act. The child victims received extensive counseling thereafter.

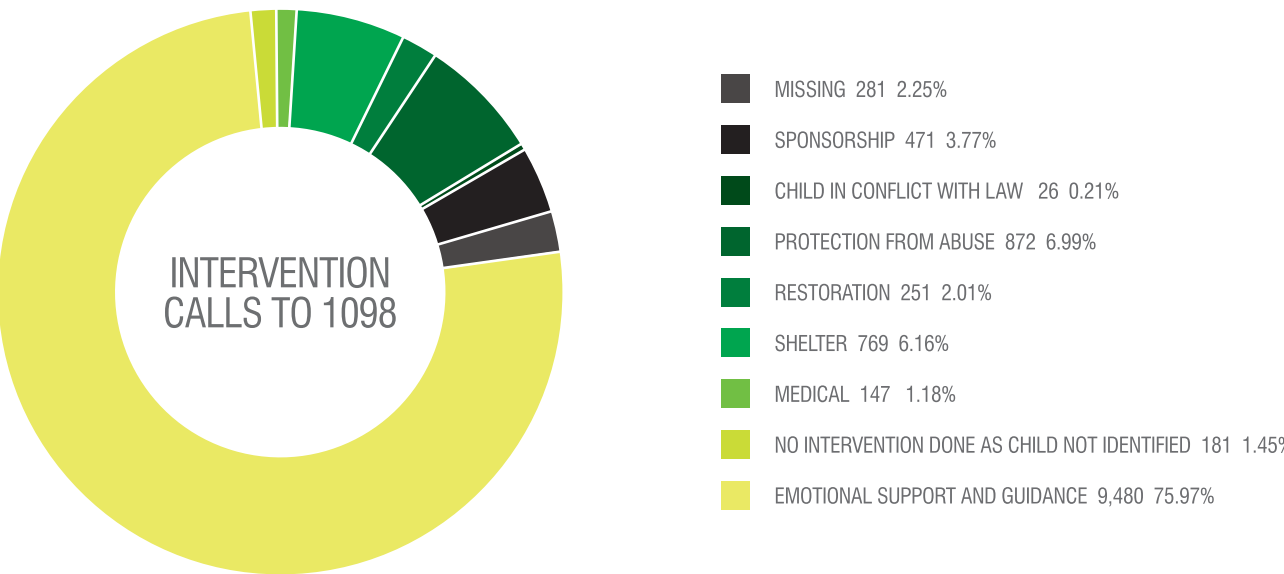
11.9
KERALA

The state of Kerala boasts of having the highest literacy rate in the country. This southern state encompasses 9 cities including Kannur, Kasargod, Kochi, Kozhikode, Malappuram, Palakkad, Trivandrum, Thrissur and Wayanad. CHILDLINE assisted 12,478 children in Kerala during January - December 2011.

Highlights

- Kerala responds to maximum number of calls in southern India, accounting for 45% of all intervention cases
- The ratio of male vs. female children calling CHILDLINE in Kerala is 56% vs. 44% indicating a stronger girl child ratio
- A large number of Child Sexual abuse cases are received from school children in Kerala

FIGURE 11.9.1: INTERVENTION CALLS TO 1098 N=12478 DATA SOURCE: ChildNET



In comparison to 45% of ES&G calls received by the southern region at large, Kerala received 76% ES&G calls for intervention. Also, a large majority of these calls were from school children. Another observation made was that a large number of calls made

were for child sexual abuse from school children. In the age group of 11-15 years, maximum calls are for education purposes, where children have shared their problems of being unable to cope at school due to exam related pressures.

91% of all ES&G calls on 1098 were from the children themselves, illustrating knowledge of a helpline service amongst children in Kerala.

FIGURE 11.9.2: AGE GROUP OF CHILDREN N=12478 DATA SOURCE: ChildNET

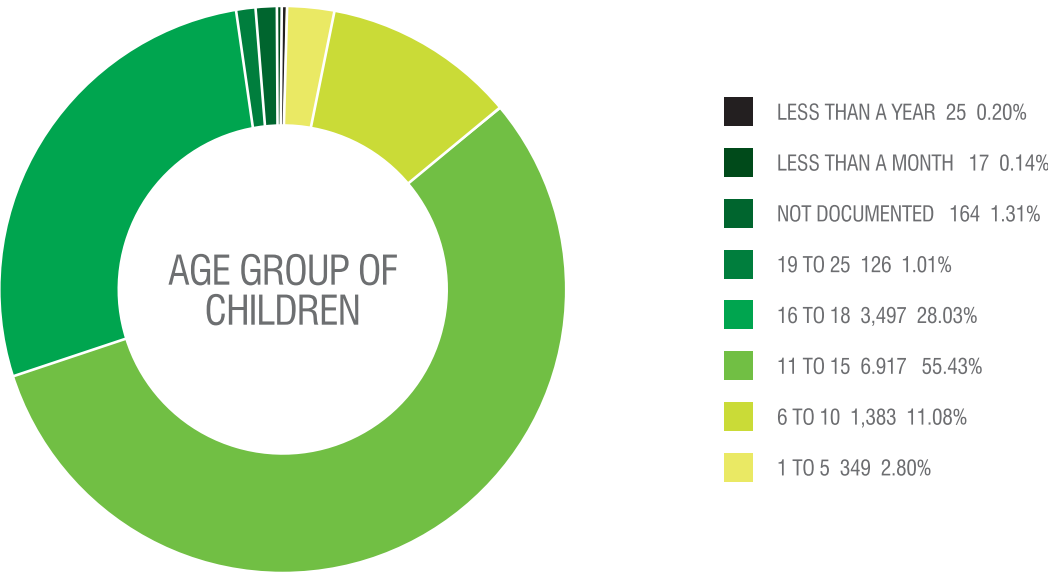
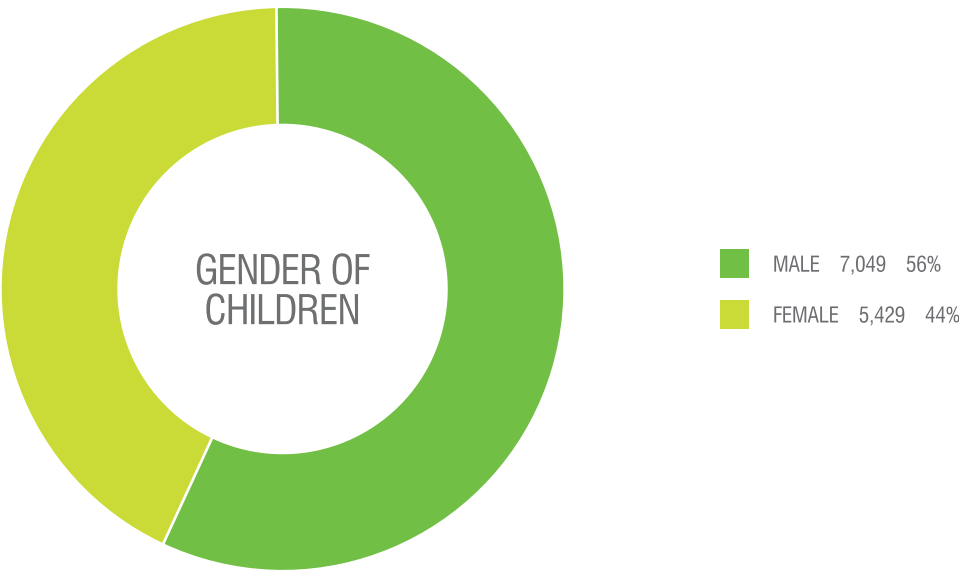


FIGURE 11.9.3: GENDER OF CHILDREN N=12478 DATA SOURCE: ChildNET



The trend of male vs. female children calling 1098 in Kerala indicated a shift from the standard trend of a much higher percentage of male children calling CHILDLINE across most states. A healthier girl child ratio had male vs. female children calling CHILDLINE at 56% vs. 44% in Kerala.

FIGURE 11.9.4: REASONS FOR CALLING CHILDLINE 1098 N=16889 DATA SOURCE: ChildNET

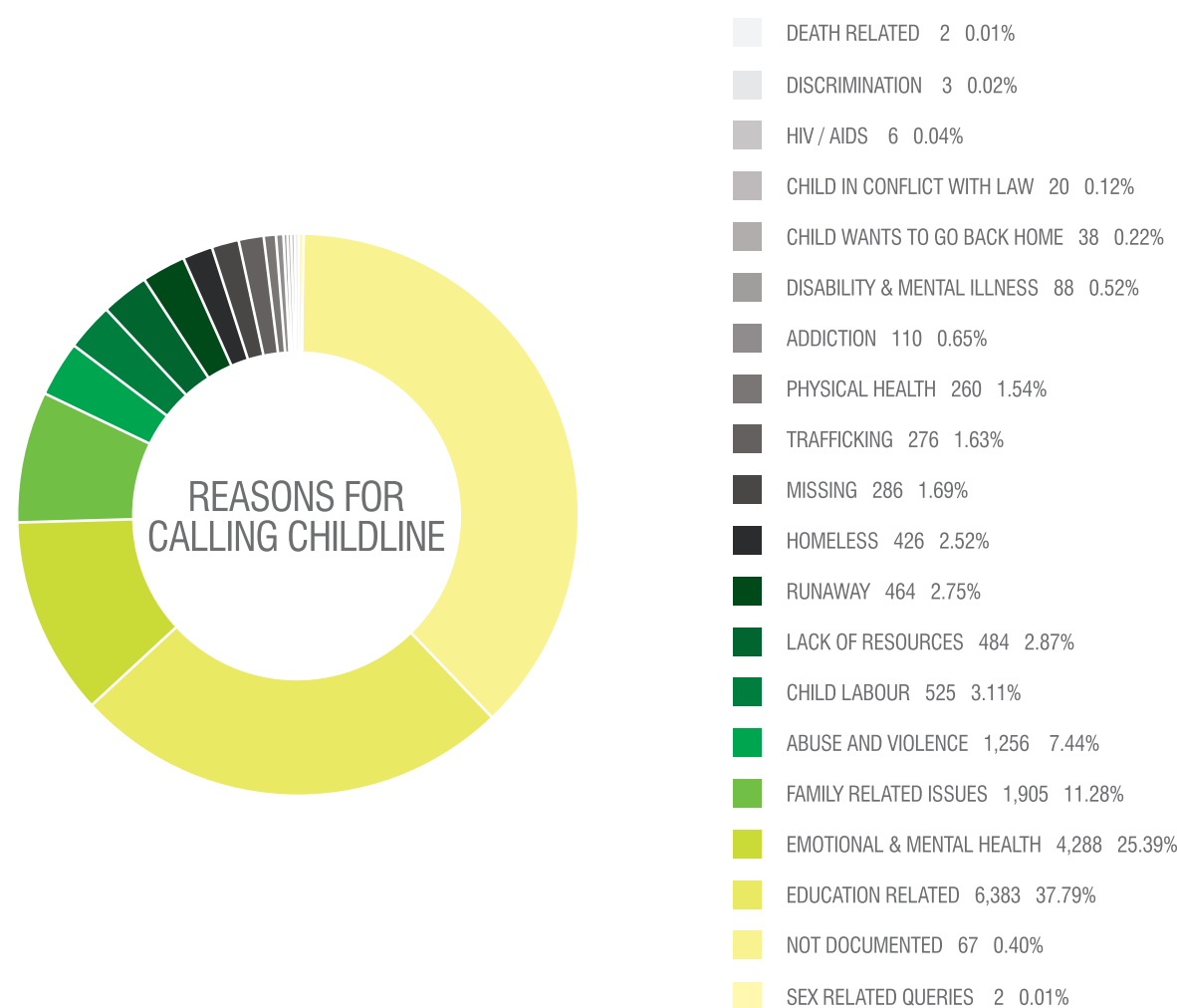


FIGURE 11.9.5: EDUCATION RELATED: SUB REASONS N=6383 DATA SOURCE: ChildNET

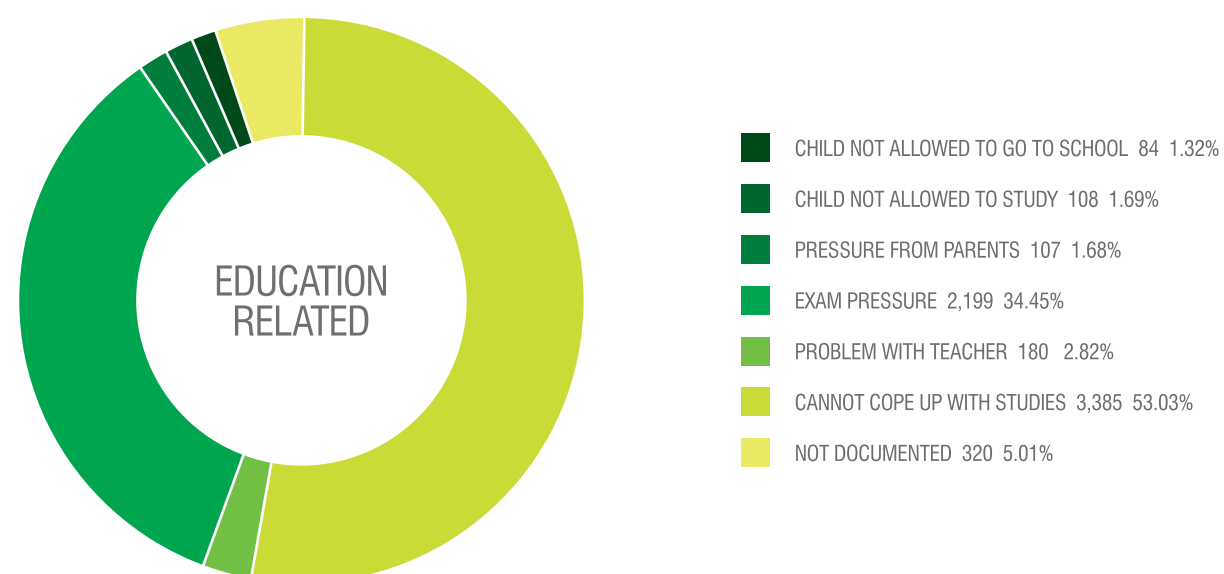


FIGURE 11.9.6: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=4288 DATA SOURCE: ChildNET

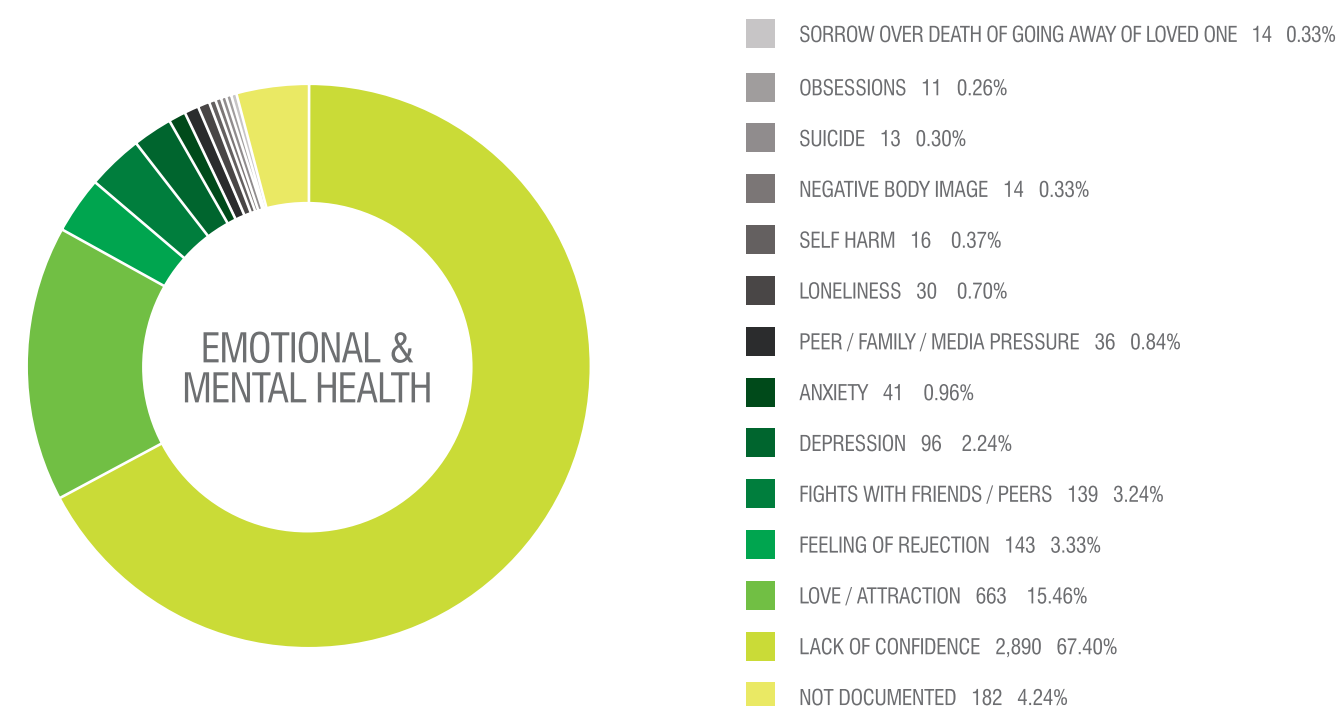
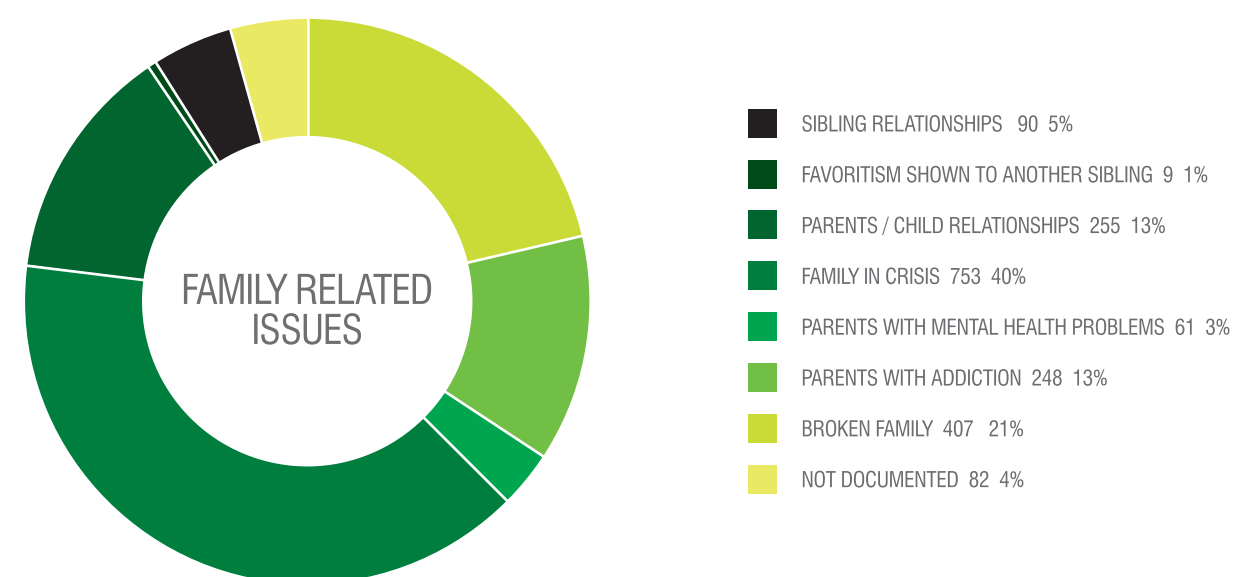


FIGURE 11.9.7: FAMILY RELATED ISSUES: SUB REASONS N=1905 DATA SOURCE: ChildNET



Anjali and Athira, six and eight years respectively were living with their father, Shivaji Narayan in the Kakkur village of Calicut ever since they lost their mother. Their father had never taken care of them and was also an alcoholic.

The CHILDLINE Calicut team found that the children were taken early in the mornings by their father to the streets to beg, after

which he took them home for lunch followed by taking them back to the streets to beg. They sat on the pavements to beg for money and gave all the money to him. It was not until late night that both children were taken home by their father.

The team notified the Police about the same. Meanwhile, the team along with the Police rescued the two children and a case was filed against the father.

11.10
TAMIL NADU

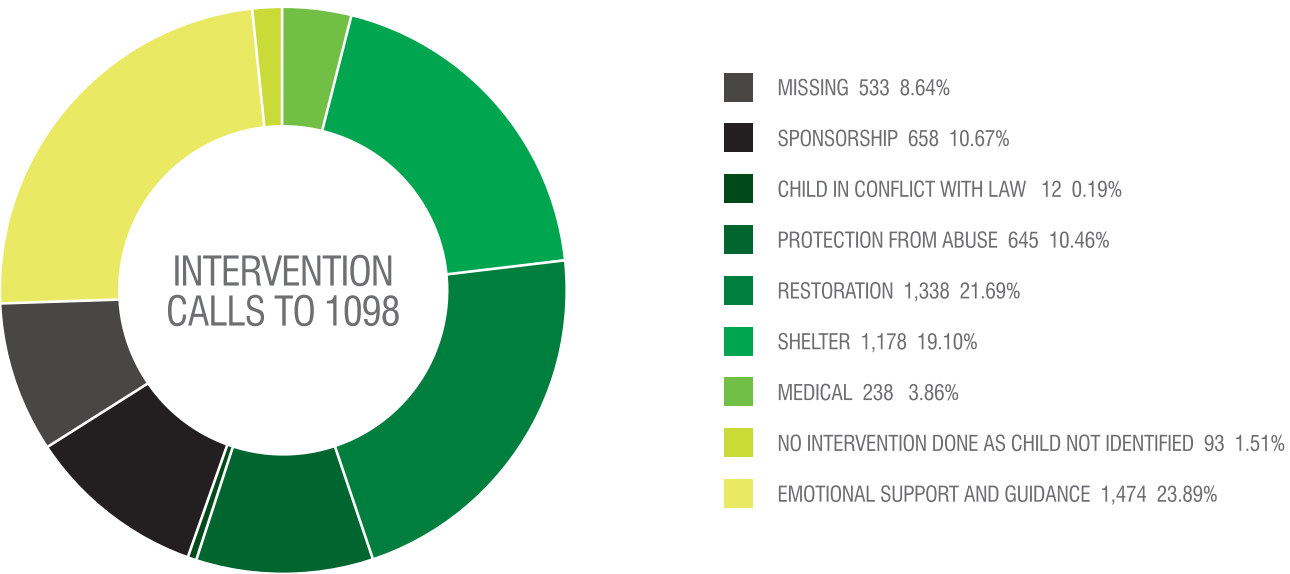
CHILDLINE is present in 13 districts of Tamil Nadu namely, Chennai, Coimbatore, Cuddalore, Dharmapuri, Dindigul, Kanchipuram, Kanyakumari, Madurai, Nagapattinam, Salem, Thiruvannamalai, Tirunelveli and Trichy.

The total number of children assisted in the state was 6169.

Highlights

- The largest age group of children calling CHILDLINE is between 11-15 years
- Runaway children account for 12.68% of the reasons for calling CHILDLINE in Tamil Nadu
- Lack of resources forms the bulk of reasons for calling CHILDLINE at 17.66%

FIGURE 11.10.1: INTERVENTION CALLS TO 1098 N=6169 DATA SOURCE: ChildNET



ES&G has received the highest number of intervention cases with 1474 (23.89%). Of this, in 31% of the cases a child in need of care and protection has called CHILDLINE himself. Additionally, 78% of the ES&G cases have been received through 1098 of which 55% are from mobile phones.

More than 80% of the ES&G cases are of those children who stay with family with both their parents.

FIGURE 11.10.2: AGE GROUP OF CHILDREN N=6169 DATA SOURCE: ChildNET

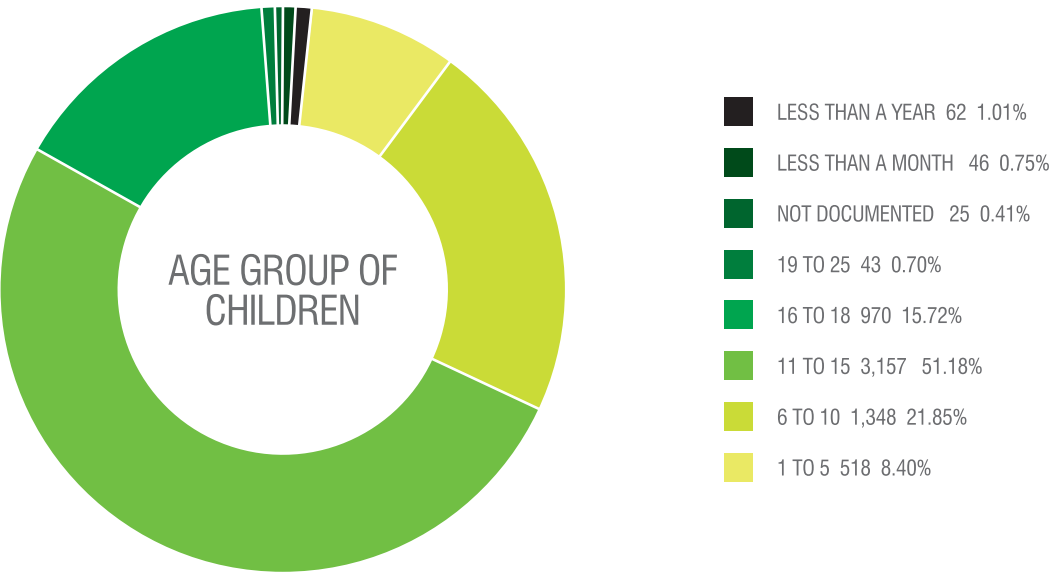


FIGURE 11.10.3: GENDER OF CHILDREN N=6169 DATA SOURCE: ChildNET

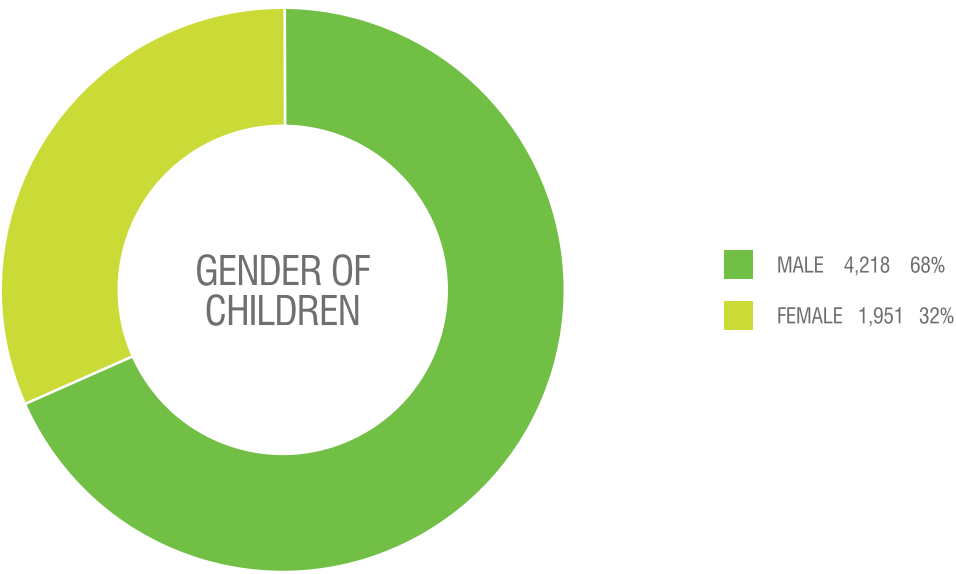


FIGURE 11.10.4: REASONS FOR CALLING CHILDLINE 1098 N=12437 DATA SOURCE: ChildNET

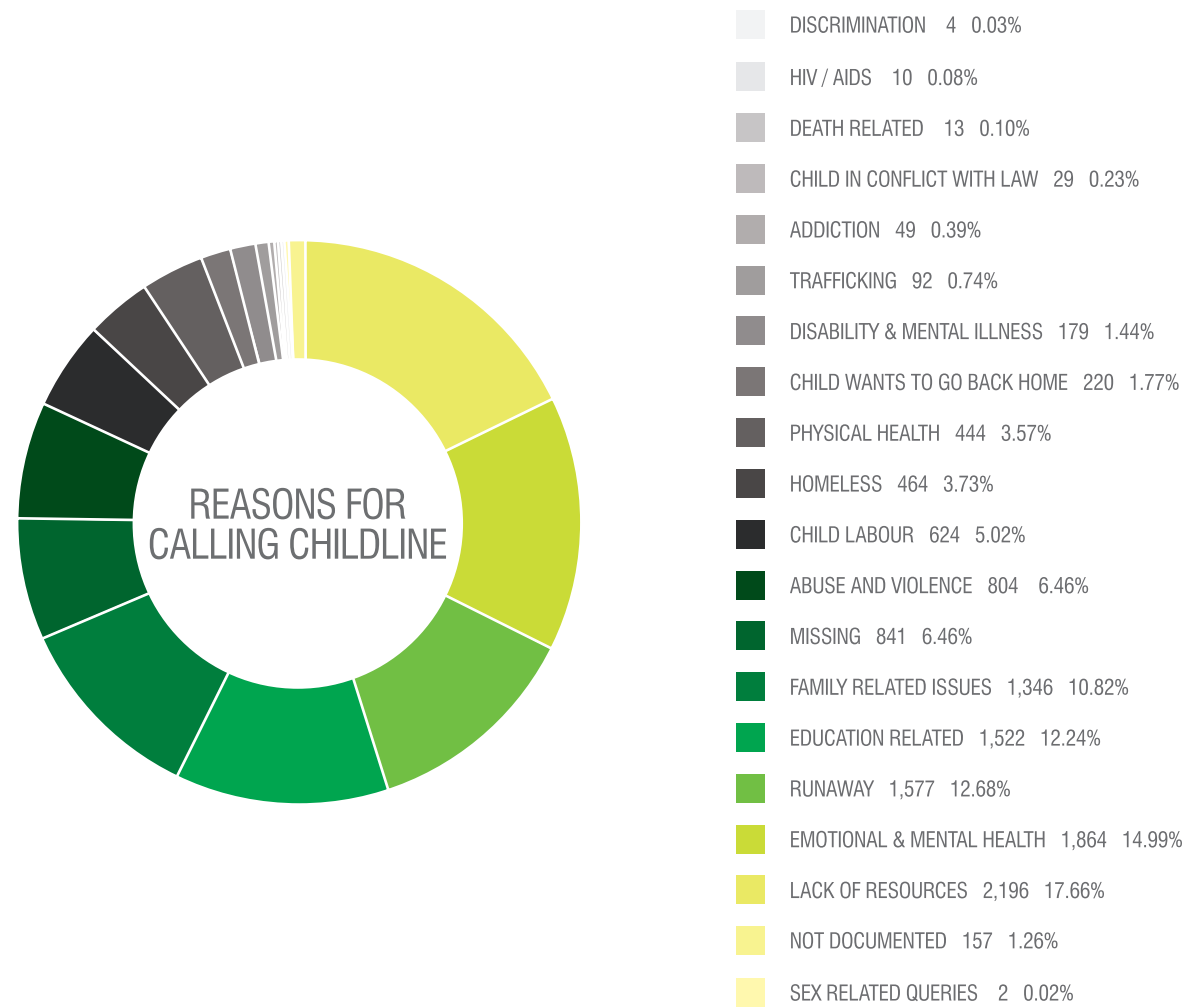


FIGURE 11.10.5: LACK OF RESOURCE: SUB REASONS N=2196 DATA SOURCE: ChildNET

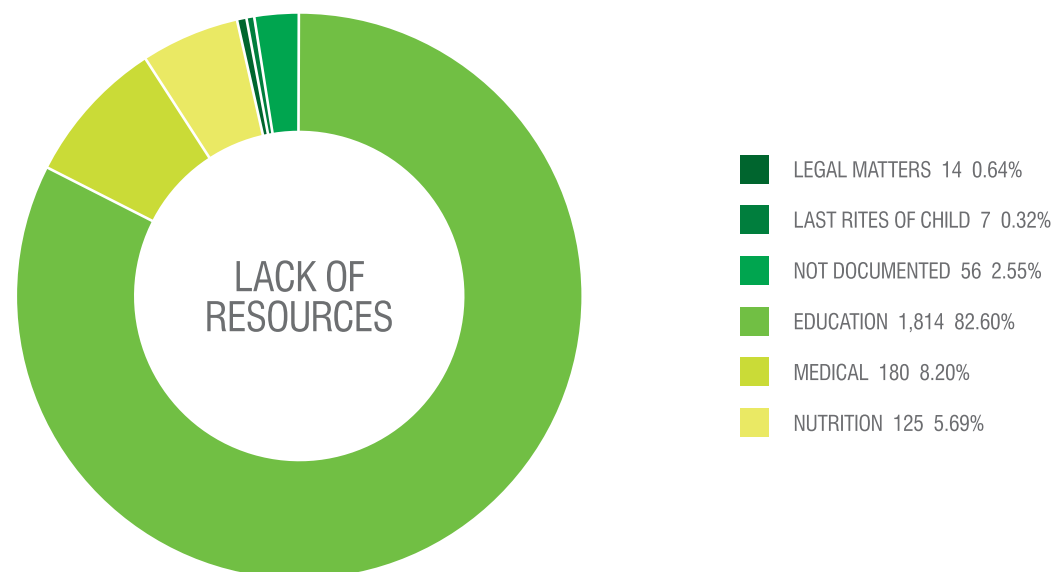


FIGURE 11.10.6: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=1864 DATA SOURCE: ChildNET

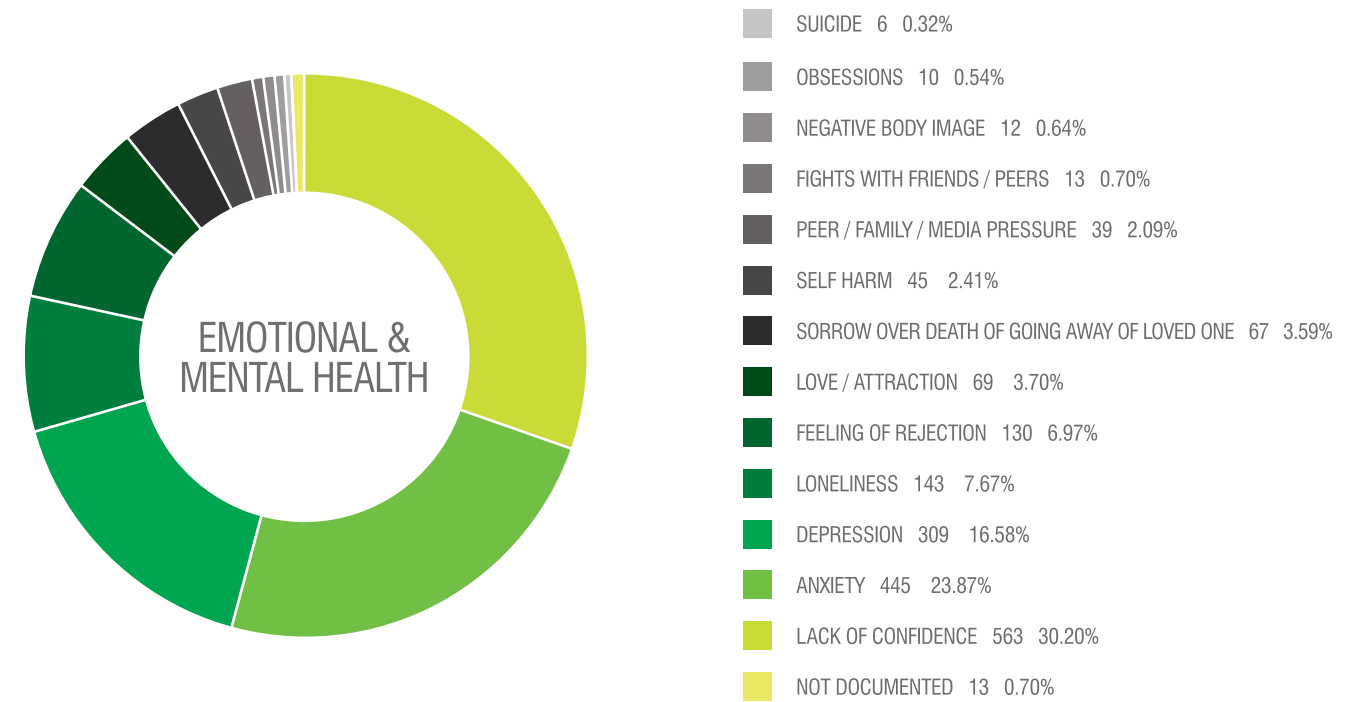
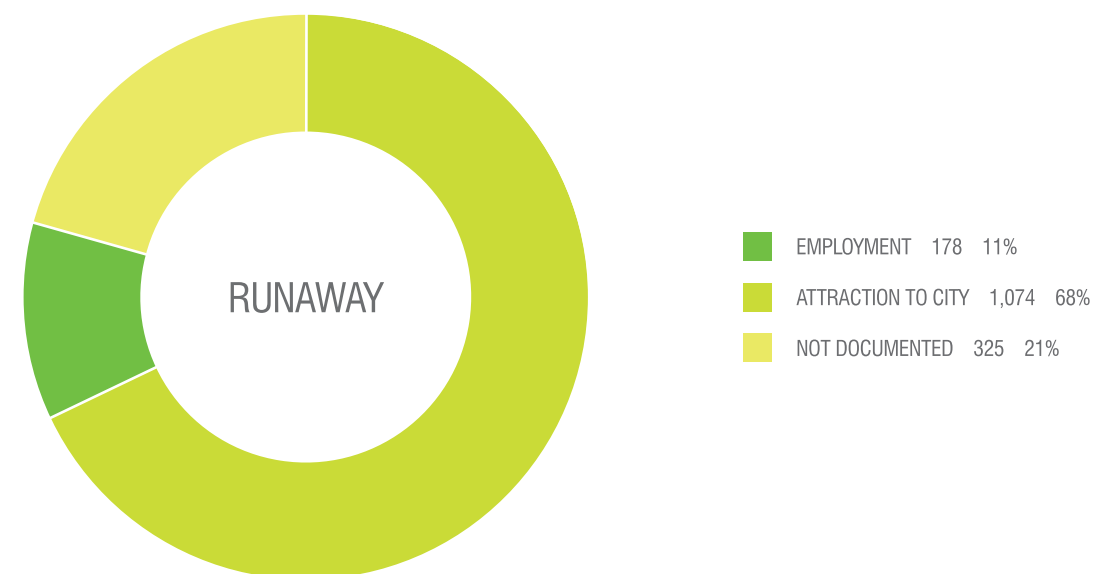


FIGURE 11.10.7: RUNAWAY: SUB REASONS N=1577 DATA SOURCE: ChildNET



On March 23, 2011, CHILDLINE Trichy received a call from a concerned adult who shared information about the marriage of a twelve and a half year old girl in Lalgudi taluk, scheduled to happen in the village of Kallagam. The marriage of the girl with a 27- year - old relative was scheduled to take place on March 24, 2011. The child was studying in standard 7 in Government Higher Secondary School, Peruvalappur.

A team member of CHILDLINE Trichy decided to visit the village to gather some facts on the situation. The Centre Coordinator, CHILDLINE Trichy immediately met the caller, collected the marriage invitation and other details from the caller.

CHILDLINE instantly brought the case to the notice of the Child Welfare Committee (CWC). T.Jayanthi Rane, Member of Child Welfare Committee contacted Ms. C. Poongodi, District Social Welfare Officer to discuss the case. Meanwhile, the District Social Welfare Officer approached the Judicial Magistrate Court, Lalgudi, requesting an order of injunction to restrain the marriage under the Child Marriage Prohibition Act 2006.

On March 23, 2011, the rescue team comprising of Mrs.C.Poogodi, District Social Welfare Officer and T.Jayanthi Rane, member of CWC, Mr.Albert Manoharan, Centre Coordinator of CHILDLINE Trichy met with Mr. P.Parthasarathi, Judicial Magistrate. The team explained the case and gave a written petition along with the birth certificate of the child. The Judicial Magistrate summoned the Headmaster of the Government Higher Secondary School and verified the date of birth of the child.

In a bold initiative against child marriage, CHILDLINE Trichy, the CWC and the District Administration jointly foiled the child marriage and rescued the child. The case also received coverage in The Indian Express, The Hindu and local TV channels.

11.11 KARNATAKA

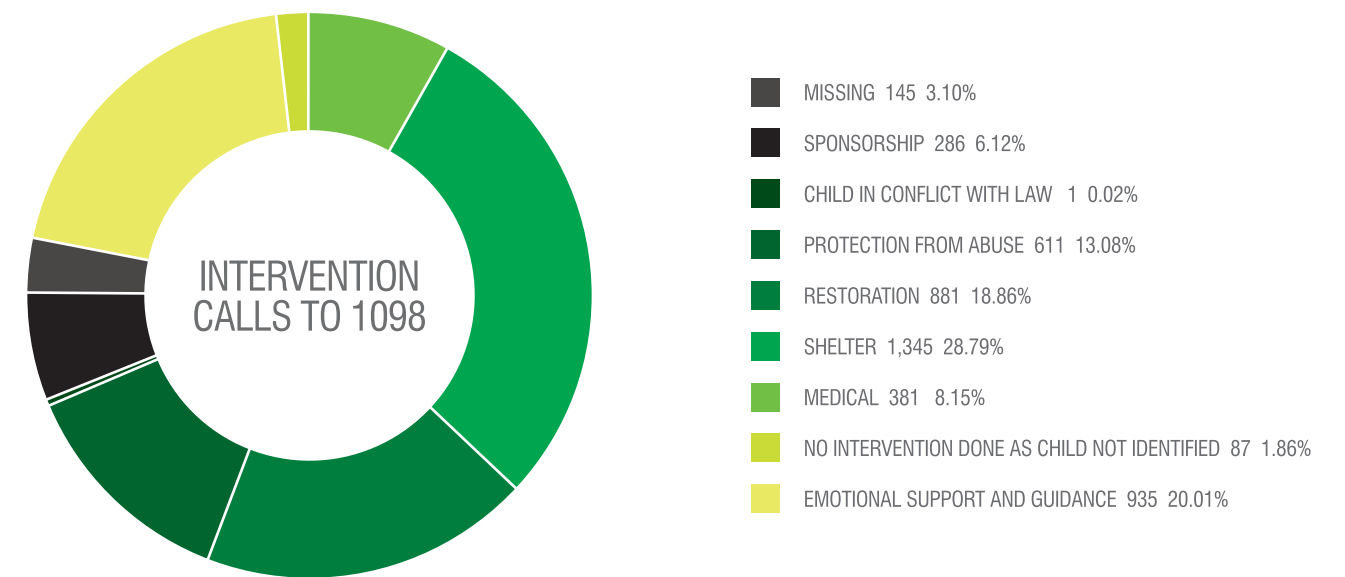
Karnataka comes amongst the top 10 most populated states in India. CHILDLINE spans across 9 cities of the state including Bangalore, Bidar, Davangere, Dharwad, Gulbarga, Mandya, Mangalore, Mysore and Shimoga.

CHILDLINE assisted 4672 children during January - December 2011.

Highlights

- 28.79% of all intervention calls to 1098 are for Shelter
- Child Labour accounts for 2.94% of reasons for calling 1098 in Karnataka
- 35% of the reasons why children run away from home in Karnataka is for employment

FIGURE 11.11.1: INTERVENTION CALLS TO 1098 N=4672 DATA SOURCE: ChildNET



Karnataka received maximum calls for intervention for Shelter as opposed to the southern region.

72% of the all the shelter cases have been reported by concerned adults. 1098 is the major source of reporting shelter cases at 85%. In more than 65% cases shelter was needed for children living with their family, with both parents alive. 30% of the cases were for children who dropped out of school.

FIGURE 11.11.2: AGE GROUP OF CHILDREN N=4672 DATA SOURCE: ChildNET

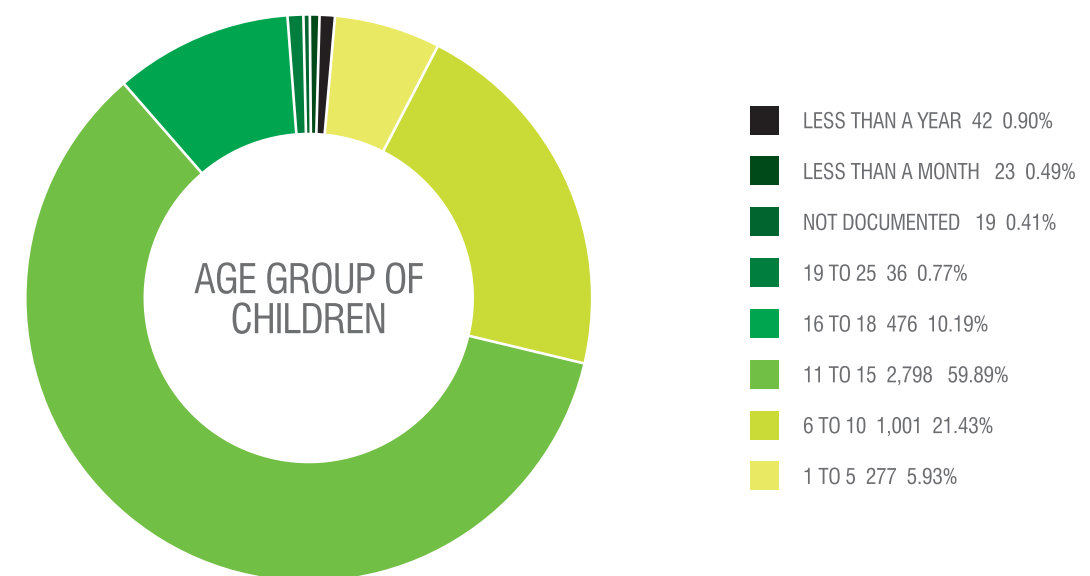
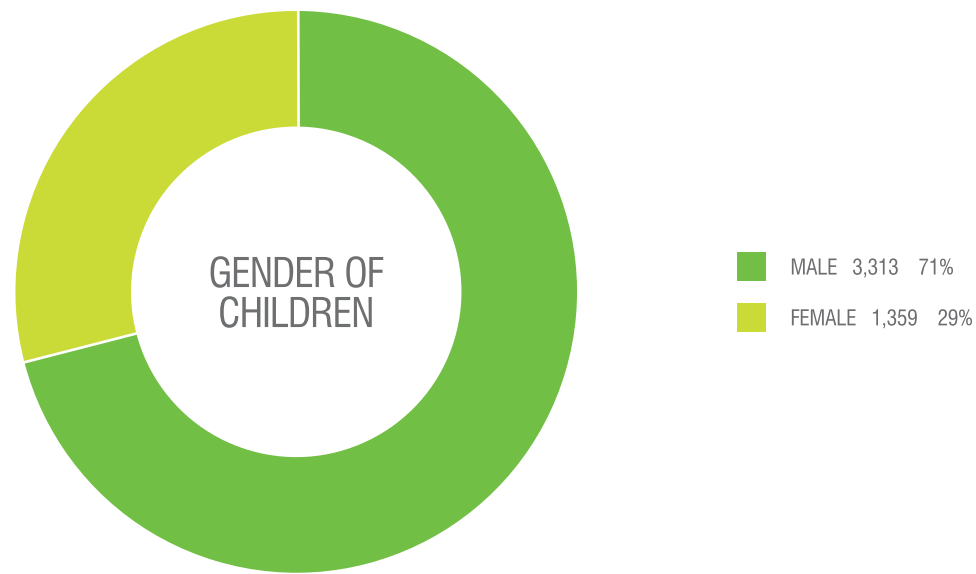


FIGURE 11.11.3: GENDER OF CHILDREN N=4672 DATA SOURCE: ChildNET



The ratio between the male and female children calling 1098 in Karnataka is far larger as opposed to the rest of the southern region of India.

FIGURE 11.11.4: REASONS FOR CALLING CHILDLINE 1098 N=11,423 DATA SOURCE: ChildNET

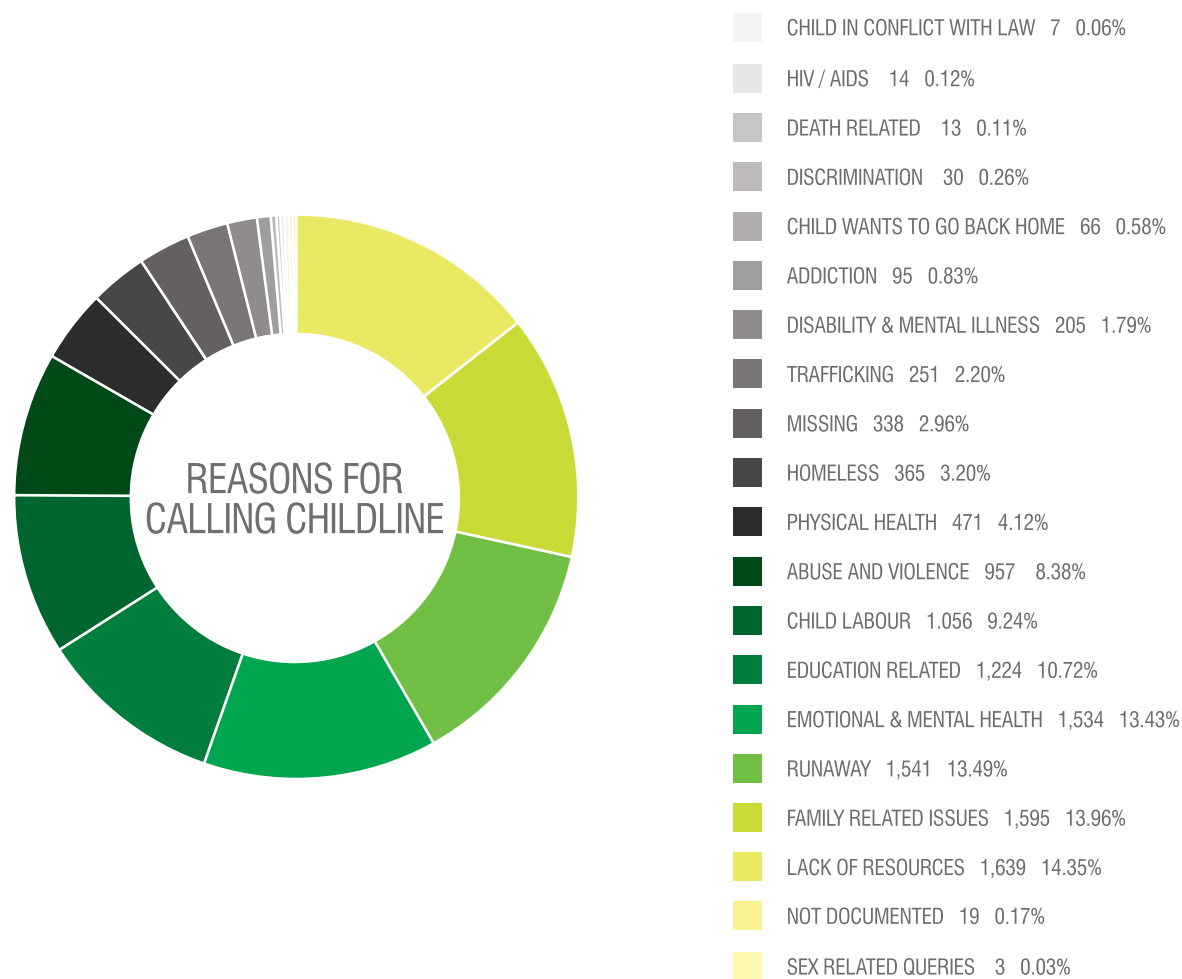


FIGURE 11.11.5: LACK OF RESOURCES: SUB REASONS N=1639 DATA SOURCE: ChildNET

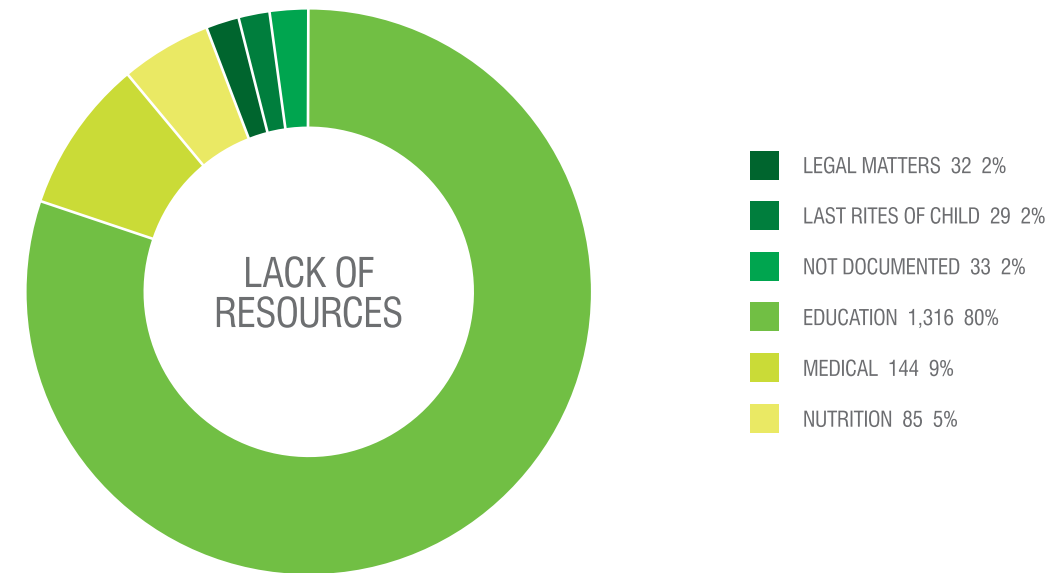


FIGURE 11.11.6: FAMILY RELATED ISSUES: SUB REASONS N=1595 DATA SOURCE: ChildNET

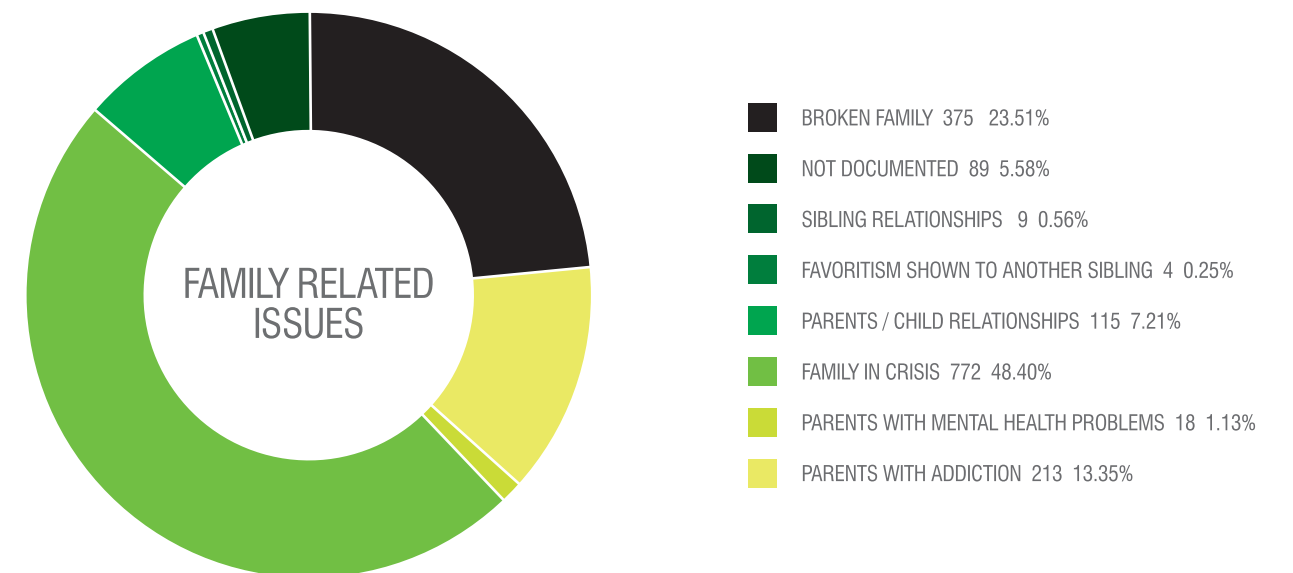
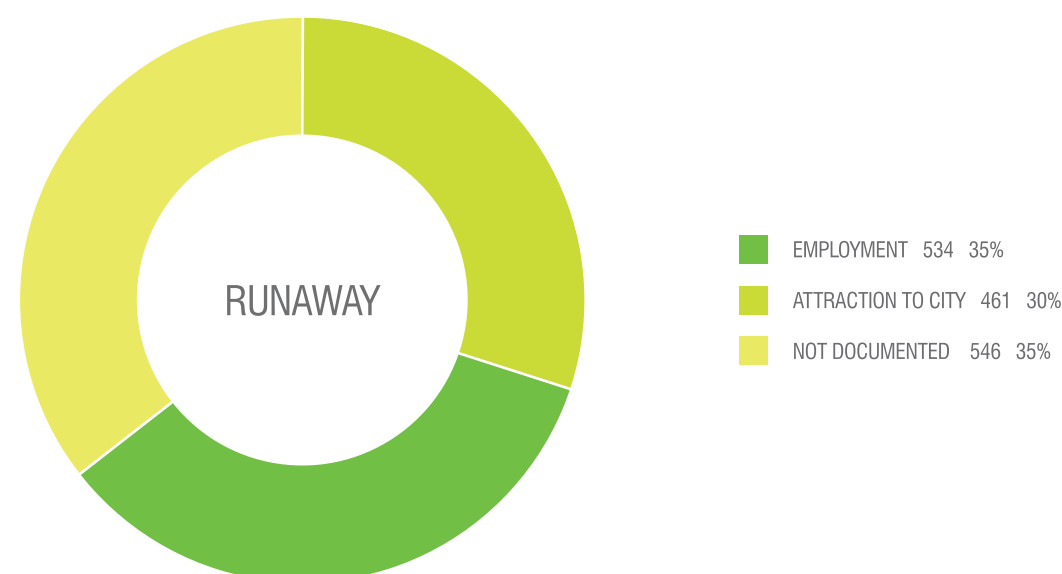


FIGURE 11.11.7: RUNAWAY: SUB REASONS N=1541 DATA SOURCE: ChildNET



15 year old Punitha lived with her parents in the village of Rangacharihundi, Mysore. While she was studying in the 9th grade at the Government High school in her village, her parents planned her marriage to a 25 year old man in the neighbouring village and coerced her to get engaged. Punitha immediately called CHILDLINE and complained of not wanting to get married but being forced into it by her parents. The CHILDLINE team reached Punitha's house and spoke to her along with her parents on the ill-effects of early marriage. The parents were unwilling to cooperate with the CHILDLINE staff and beat their daughter up as soon as the CHILDLINE team left. Punitha called CHILDLINE once again, complaining about the same. CHILDLINE, on the suggestion of the Child Welfare Committee (CWC) took a Child Development Project Officer (CDPO) from the WCD (Women and Child Development Department) and the Police to intervene in this case. After detailed discussions with the Panchayat members of the village, Anganwadi workers and leaders of the community, CHILDLINE contacted the family again with the hope of changing their stance on their daughter's marriage.

After a lot of coaxing, the parents agreed to postpone her wedding to when she became 18 years. The boy's family was contacted and the wedding was halted. Currently, Punitha is studying in the 10th grade. A mass awareness on child marriage was conducted in her school which has helped to change the mind-set of many of the people in the community.

11.12 ANDHRA PRADESH

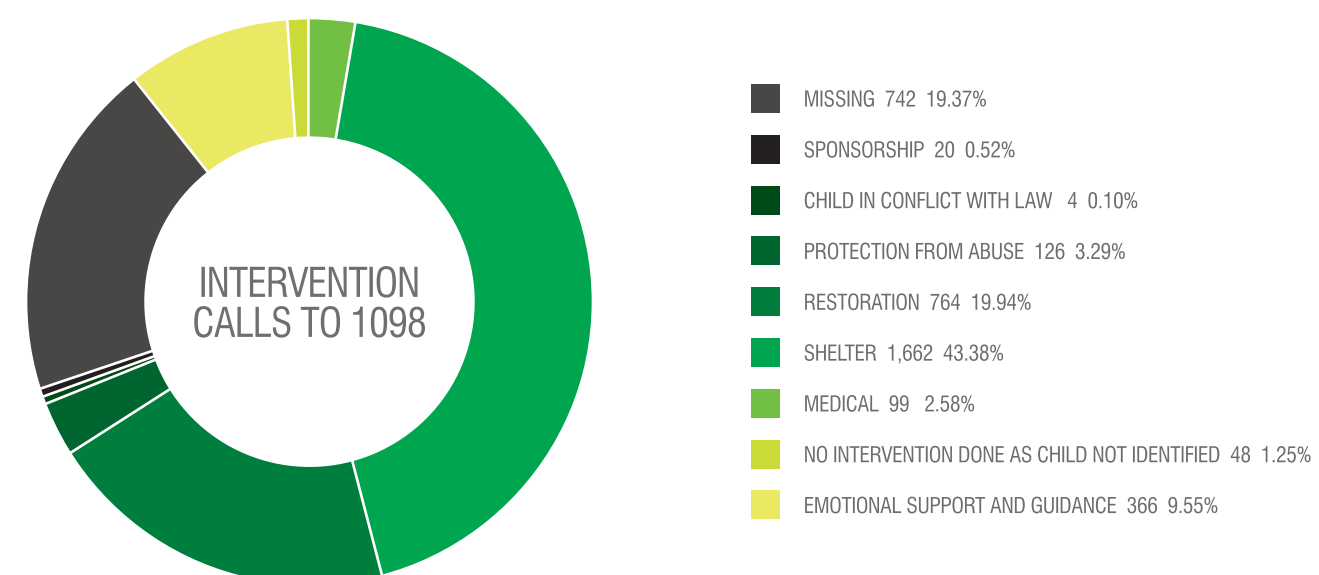
The fourth largest state in India, Andhra Pradesh also has the fifth largest population. CHILDLINE covers 5 cities of Andhra Pradesh including Chittoor, Eluru, Hyderabad, Vijayawada and Vishakhapatnam.

CHILDLINE provided assistance to 3831 children during January - December 2011.

Highlights

- Runaway cases account for 38.22% of the reasons for calling CHILDLINE
- 30% of children have gone missing while traveling
- 83.08% of children who called for ES&G from CHILDLINE called due to lack of confidence

FIGURE 11.12.1: INTERVENTION CALLS TO 1098 N=3831 DATA SOURCE: ChildNET



Major categories of cases in Andhra Pradesh are for Shelter (43.38%), Restoration (19.94%) and Missing (19.37%).

NGO personnel have referred 47% of the shelter cases to CHILDLINE, of which 15% have been on 1098. 28% shelter cases have come through mobile phones. More than 69% of the cases are from the children who live with family where both parents are alive. 36% of the cases are from children studying in Municipal schools.

FIGURE 11.12.2: AGE GROUP OF CHILDREN N=3831 DATA SOURCE: ChildNET

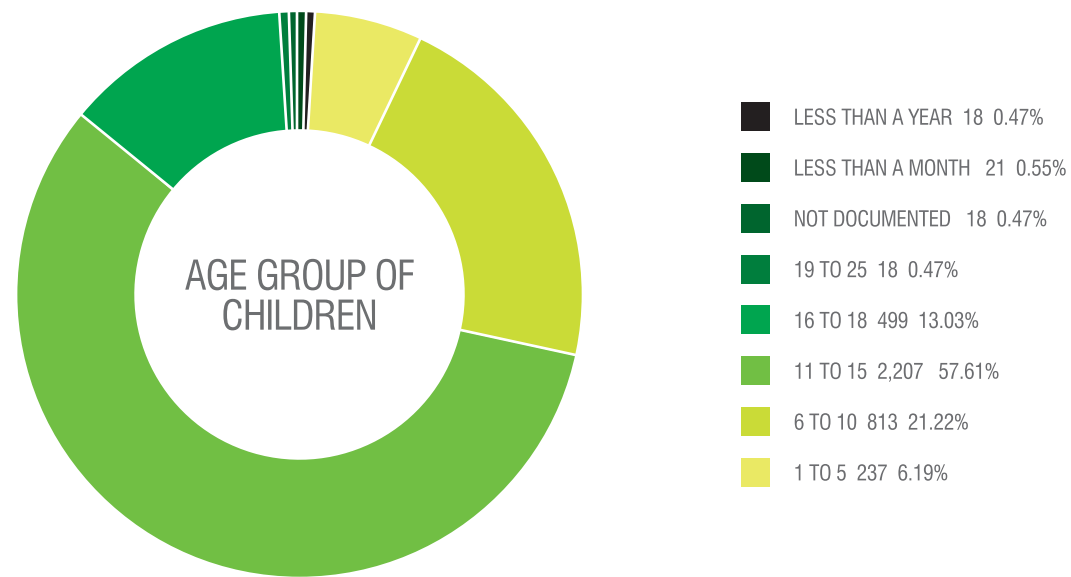
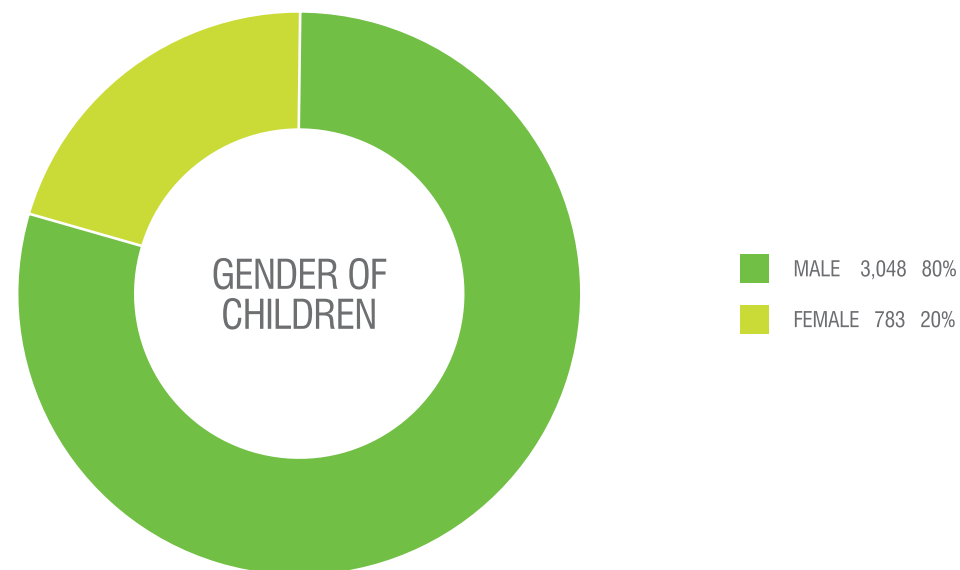


FIGURE 11.12.3: GENDER OF CHILDREN N=3831 DATA SOURCE: ChildNET



The ratio of male vs. female children calling in Andhra Pradesh is 4:1.

FIGURE 11.12.4: REASONS FOR CALLING CHILDLINE 1098 N=5071 DATA SOURCE: ChildNET

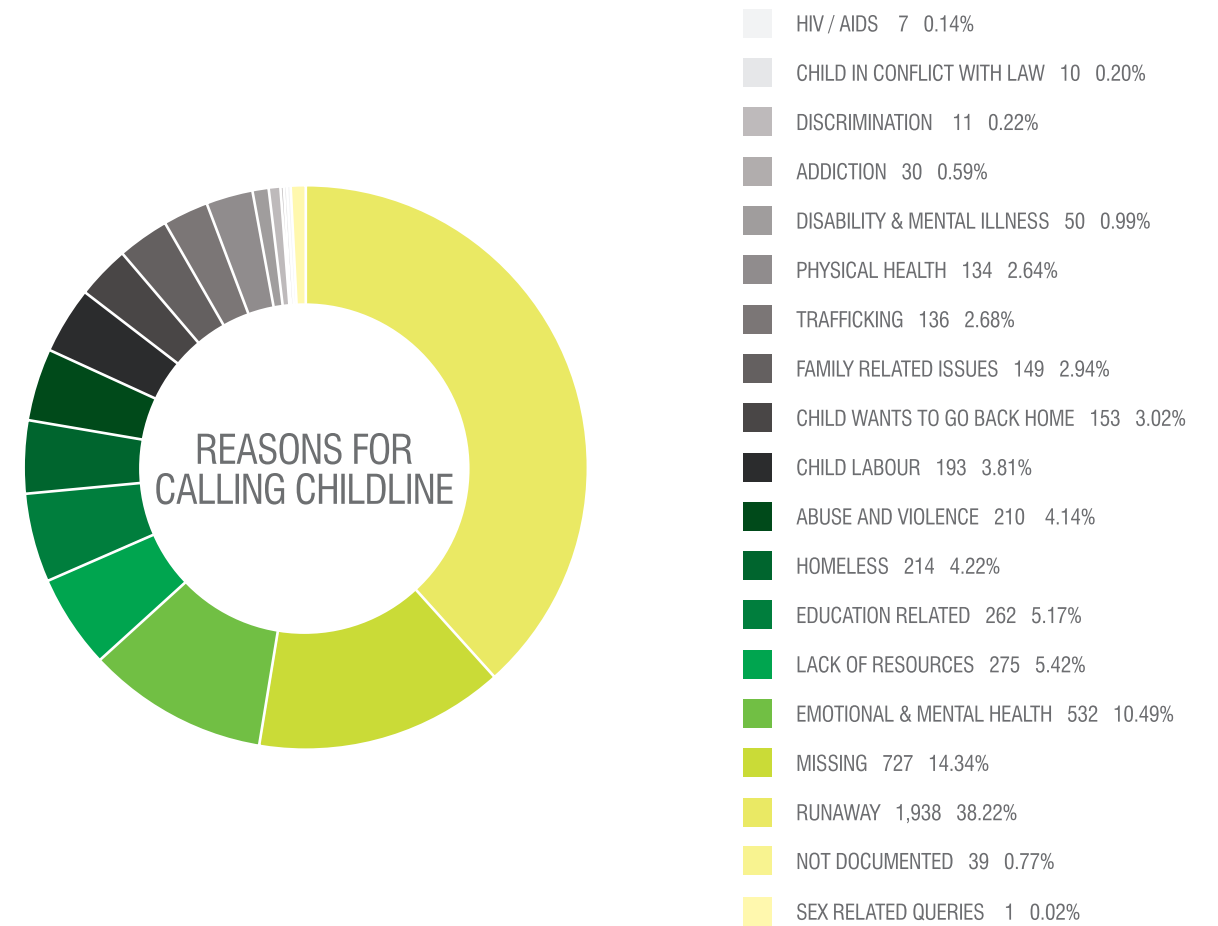


FIGURE 11.12.5: RUNAWAY: SUB REASONS N=1938 DATA SOURCE: ChildNET

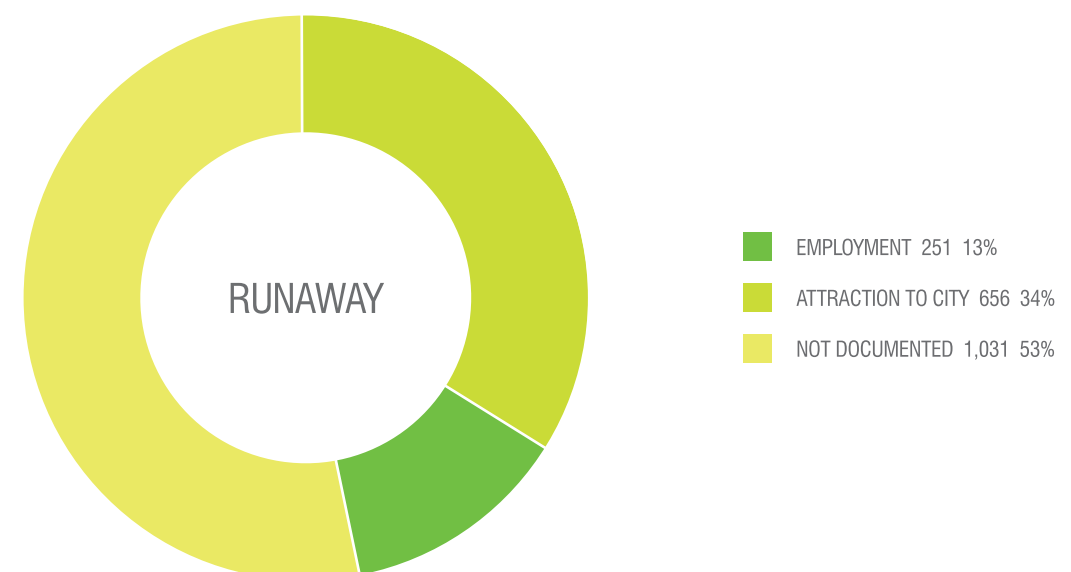


FIGURE 11.12.6: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING N=727

DATA SOURCE: ChildNET

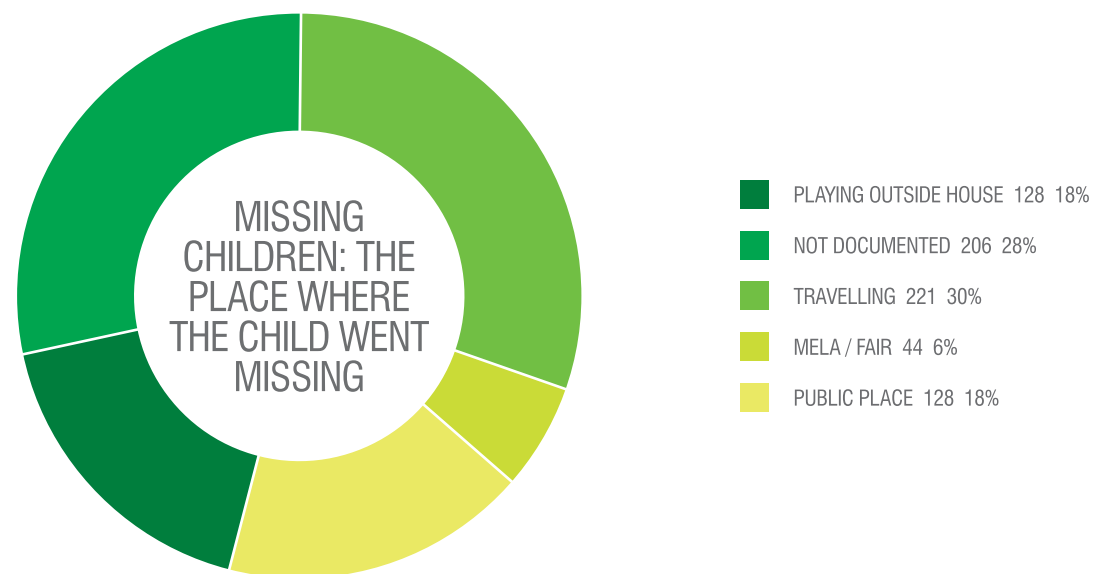
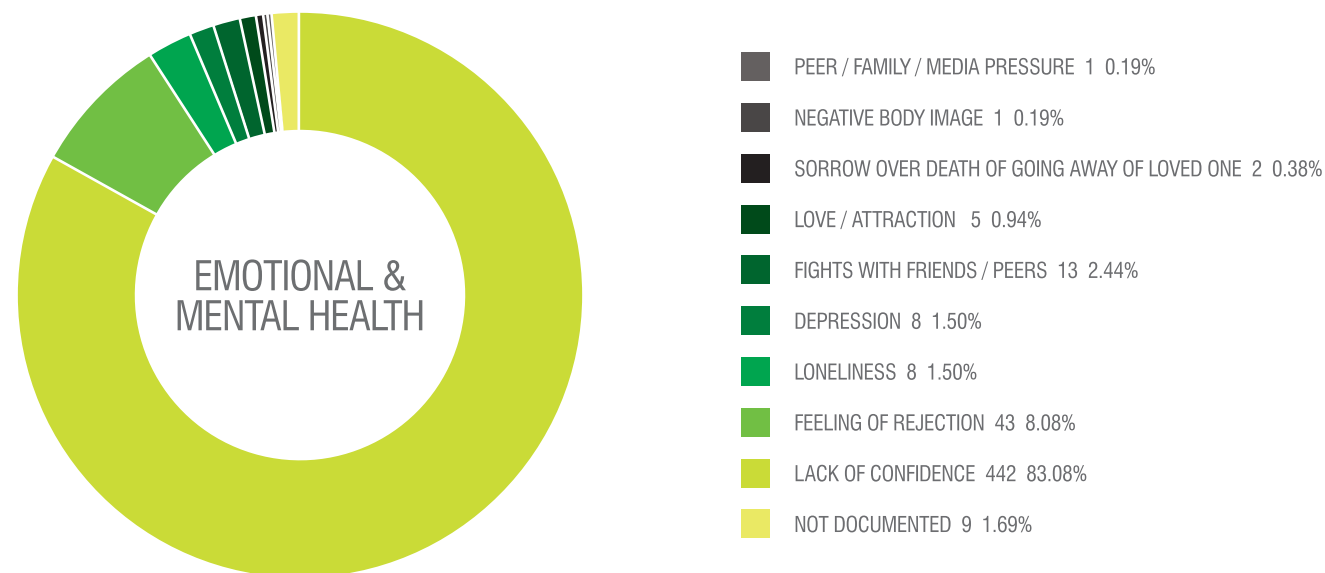


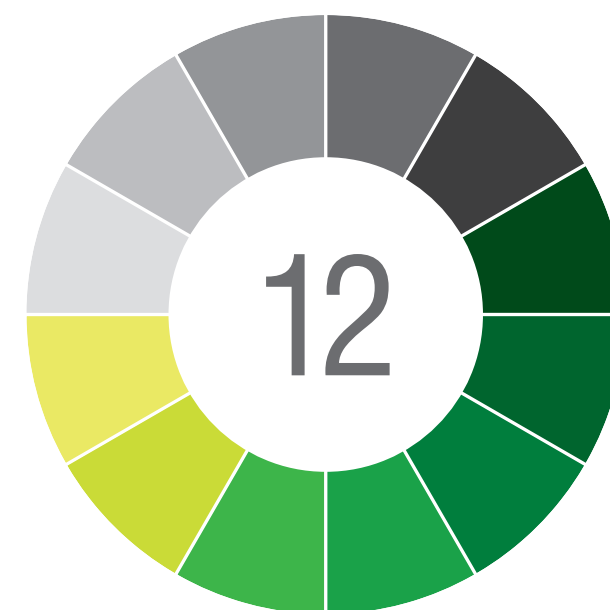
FIGURE 11.12.7: EMOTIONAL & MENTAL HEALTH: SUB REASONS N=532 DATA SOURCE: ChildNET

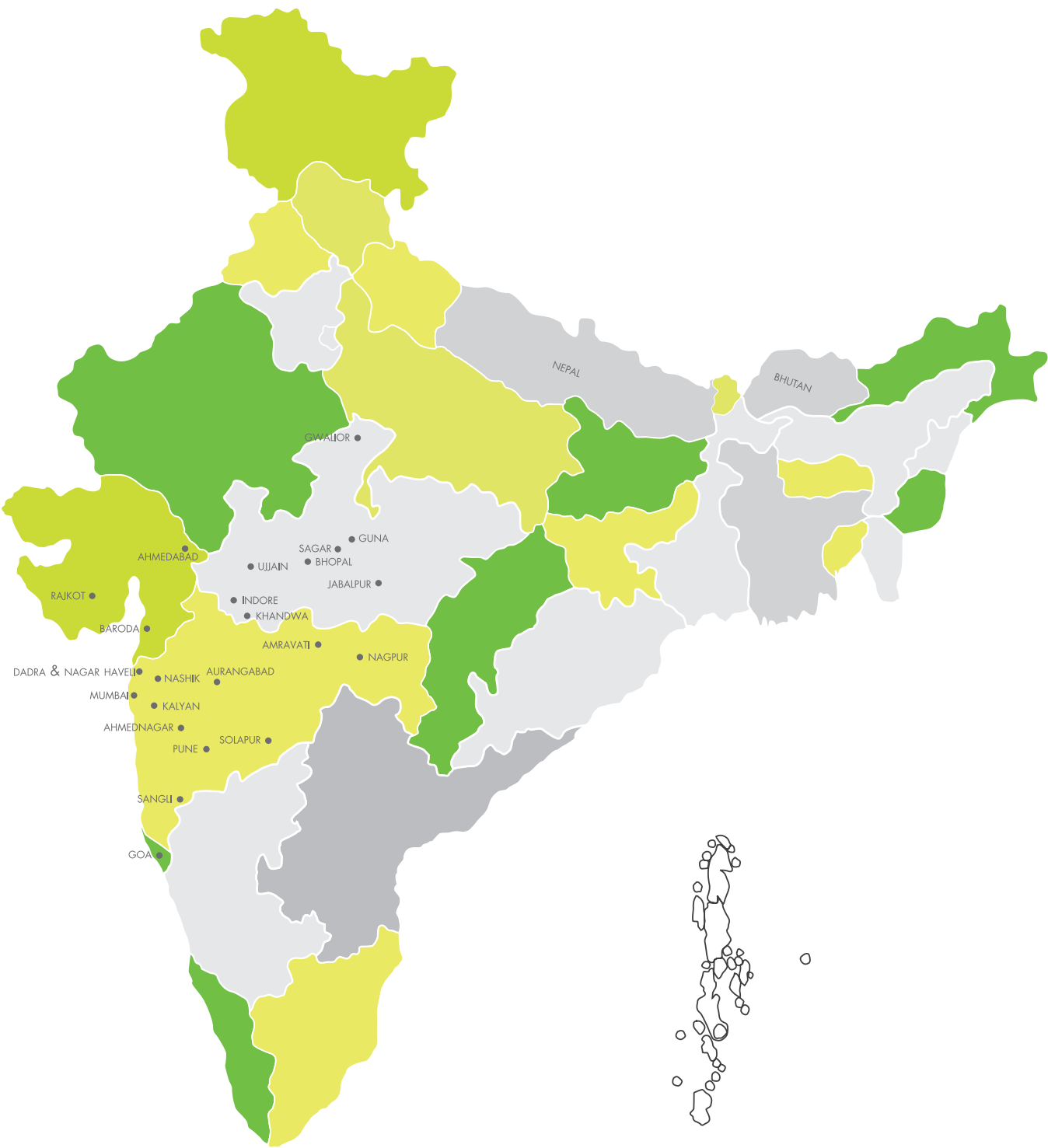


CHILDLINE in Warangal, Andhra Pradesh received a call from a concerned adult about a 13 year old girl child working as a Domestic Labourer in an apartment near Hanamakonda, Warangal. The team conducted research on the information received and verified the same. A team including the Police, Labour Department, CWC and CHILDLINE got together and raided the home to rescue the child. The employers were known to be working in high positions as account officer and lecturer.

Once the child was within custody of CHILDLINE, she narrated stories of the physical abuse she faced for 3 years by her employers. She was not provided basic facilities either. The child was later produced before the CWC and an FIR was filed by the CWC on the employers under section 14 of the Child Labour Prohibition Act and sections 324, 506, 354 and 34 of the Indian Penal Code. Currently, the child is staying at the Government Girls Home, Hyderabad.

12 WESTERN REGION





CHILDLINE is operational in 23 cities in the Western Region of India, covering the states of Goa, Gujarat and Maharashtra and the Union Territory of Dadra and Nagar Haveli.

The total number of children assisted in the region was 4938.

TABLE 12.1: CITY WISE DISTRIBUTION OF CALLS IN THE WESTERN REGION
DATA SOURCE: MONTHLY REPORT

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
MAHARASHTRA												
AHMEDNAGAR	20	133	31	63	0	106	32	59	36	480	12930	13410
AMARAVATI	153	76	2	12	0	125	4	10	20	402	3747	4149
AURANGABAD	7	14	1	5	0	2	21	10	3	63	3060	3123
KALYAN	40	130	16	63	0	91	12	16	31	399	4026	4425
MUMBAI	708	494	70	804	24	94	154	272	172	2792	158666	161458
NAGPUR	148	58	14	30	1	189	62	17	56	575	11235	11810
NASHIK	110	93	22	8	0	26	14	3	168	444	12500	12944
PUNE	16	20	3	48	0	14	9	16	18	144	97149	97293
SANGLI	10	11	0	2	2	8	14	1	15	63	1238	1301
SOLAPUR	123	5	24	10	0	104	8	22	23	319	1900	2219
MADHYA PRADESH												
BHOPAL	14	60	51	67	1	3	68	40	33	337	9869	10206
GUNA	0	0	1	0	0	0	3	3	0	7	690	697
GWALIOR	89	83	142	31	7	71	30	35	91	579	2870	3449
INDORE	34	15	37	8	1	12	58	38	11	214	5139	5353
JABALPUR	3	17	15	1	0	0	2	4	10	52	1503	1555
KHANDWA	32	1	0	1	0	0	67	0	38	139	392	531
SAGAR	5	10	0	11	0	0	28	13	2	69	2674	2743
UJJAIN	3	13	27	5	4	50	31	17	8	158	1434	1592

							MISSING CHILDREN					
CITIES	MEDICAL	SHELTER	RESTORATION	PROTECTION FROM ABUSE	CHILD IN CONFLICT WITH LAW	SPONSORSHIP	CHILD LOST	PARENTS ASKING FOR HELP	EMOTIONAL SUPPORT & GUIDANCE	TOTAL - I	INFORMATION AND OTHER CALLS - II	TOTAL - I+II
GUJARAT												
AHMEDABAD	15	40	39	68	1	9	45	20	21	258	51676	51934
BARODA	18	27	27	21	0	34	23	28	6	184	3554	3738
RAJKOT	6	4	1	28	0	31	15	2	0	87	2076	2163
DADRA NAGAR HAVELI												
SILVASA	0	0	2	1	0	1	0	0	3	7	94	101
GOA												
GOA	67	40	18	81	1	515	11	14	81	828	3070	3898
TOTAL	1621	1344	543	1368	42	1485	711	640	846	8600	391492	400092

FIGURE 12.2: INTERVENTION CALLS TO 1098 N=4938 DATA SOURCE: ChildNET

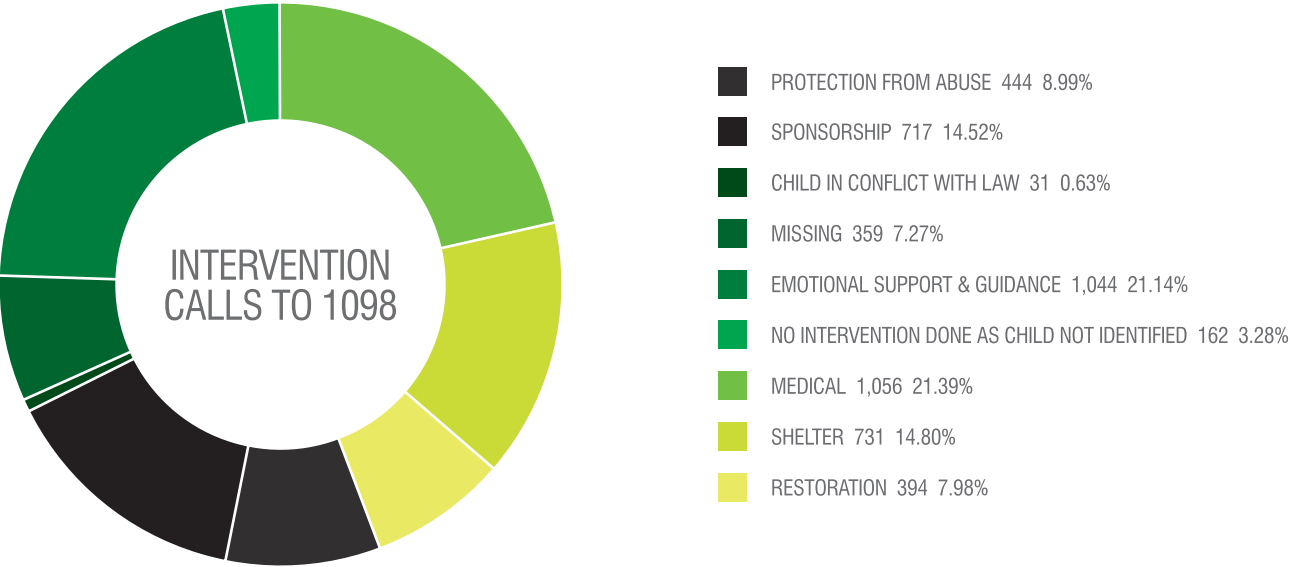


TABLE 12.3: AGE GROUP AND GENDER OF CHILDREN

AGE GROUP	MALE	%	FEMALE	%	NOT DOCUMENTED	%	TOTAL	%
LESS THAN A MONTH	7	39	11	61	0	0	18	100
LESS THAN A YEAR	13	59	9	41	0	0	22	100
1 TO 5	295	61	186	39	2	0	483	100
6 TO 10	911	64	499	35	21	1	1,431	100
11 TO 15	1,307	68	547	28	82	4	1,936	100
16 TO 18	277	61	171	38	4	1	452	100
19 TO 25	18	45	20	50	2	5	40	100
NOT DOCUMENTED	332	60	219	39	5	1	556	100
TOTAL	3,160	64	1,662	34	116	2	4,938	100

FIGURE 12.3: AGE GROUP AND GENDER OF CHILDREN N=4938 DATA SOURCE: ChildNET

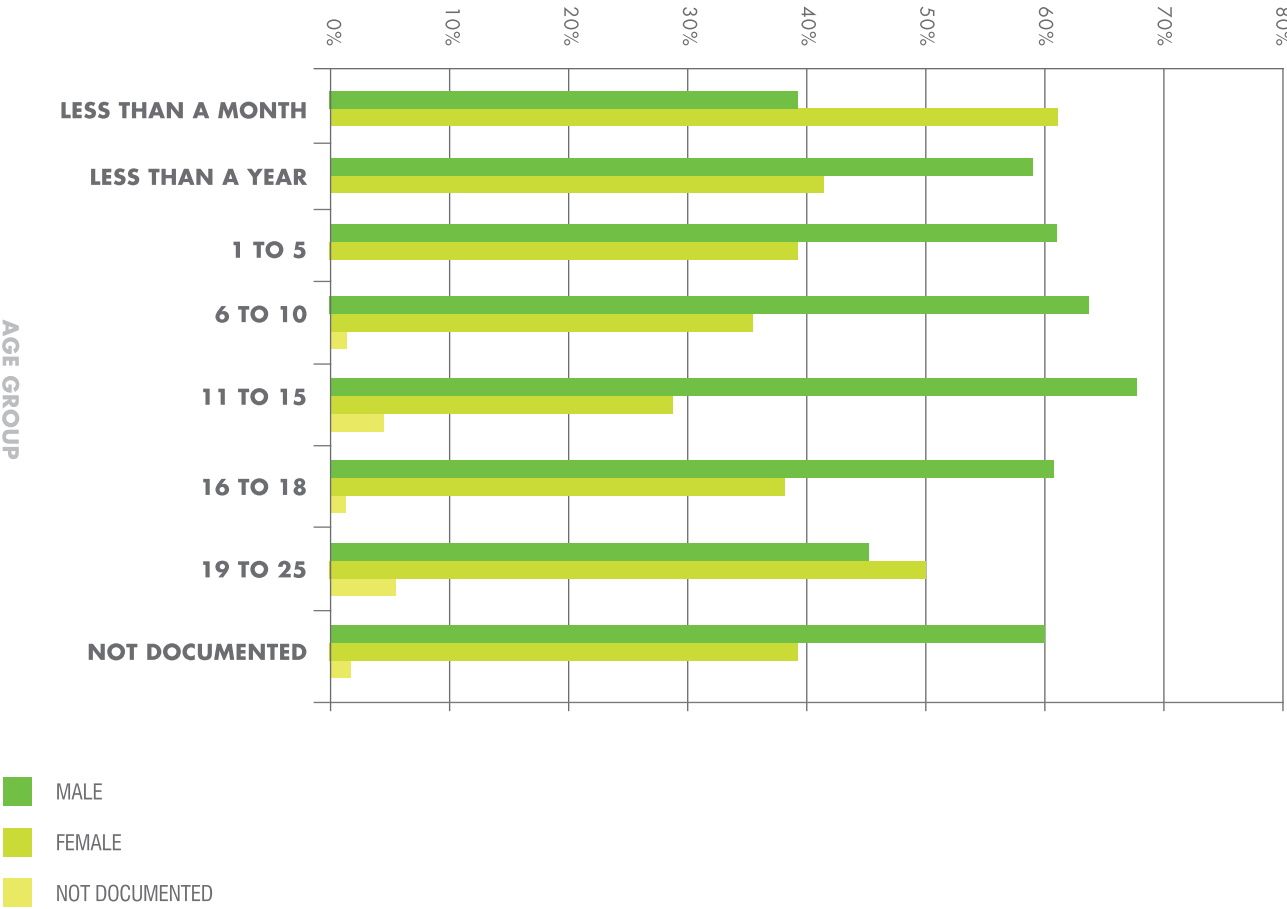


FIGURE 12.4: GENDER OF CHILDREN N=4938 DATA SOURCE: ChildNET

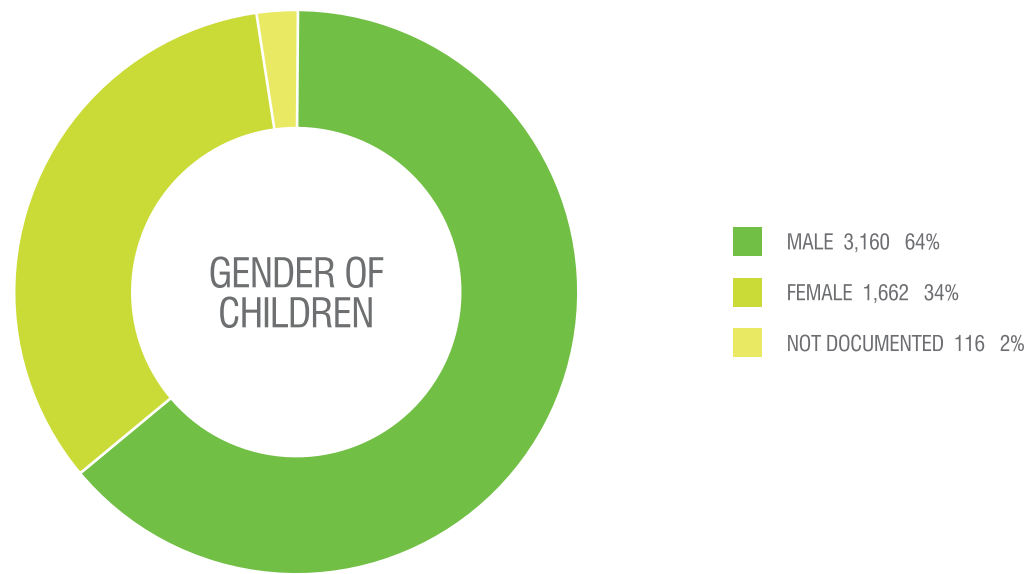


FIGURE 12.5: AGE GROUP OF CHILDREN N=4938 DATA SOURCE: CHILDNET

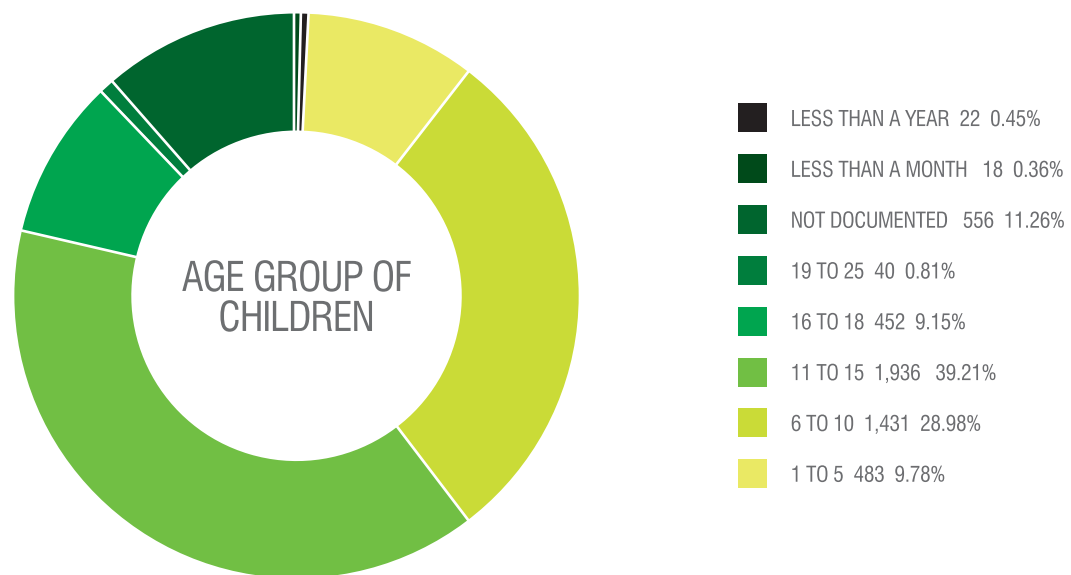


FIGURE 12.6: CALLS TO CHILDLINE FROM DIFFERENT TELEPHONE SOURCES N=4938 DATA SOURCE: ChildNET

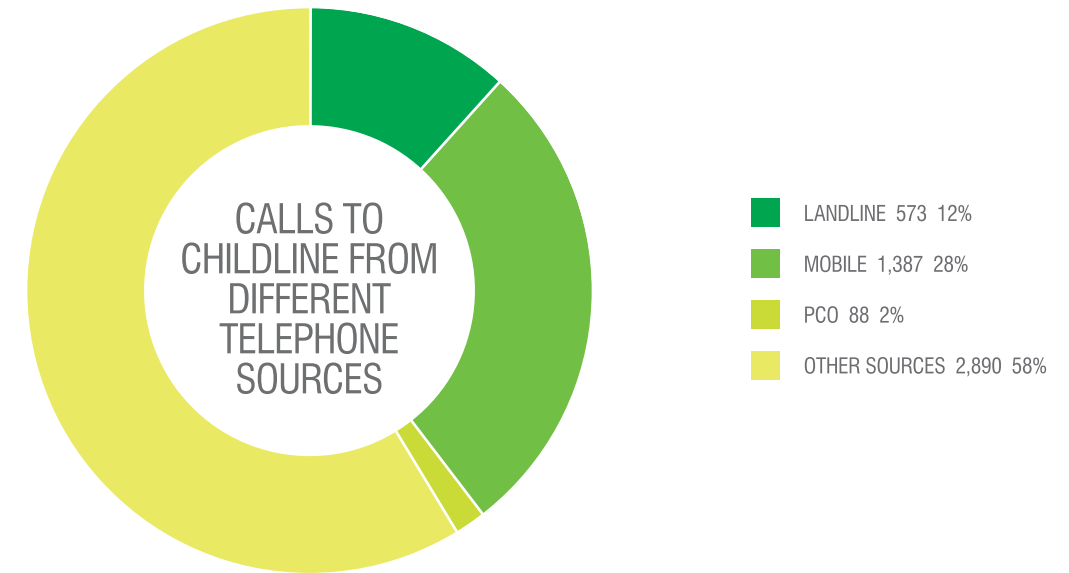


FIGURE 12.7: HOW THE CHILD ACCESSED ASSISTANCE FROM CHILDLINE N=4938 DATA SOURCE: ChildNET

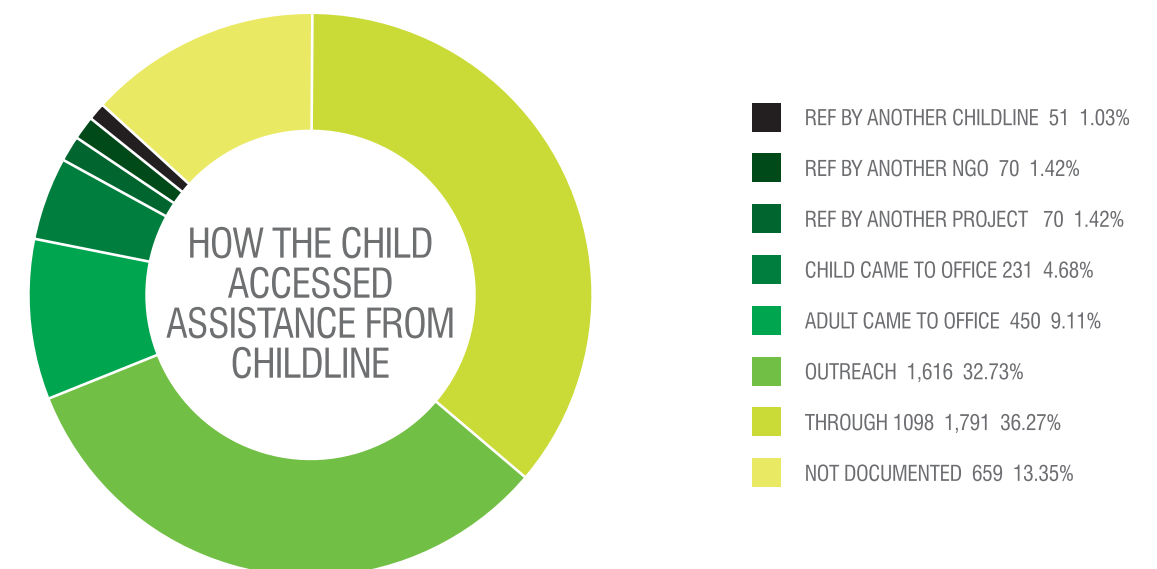
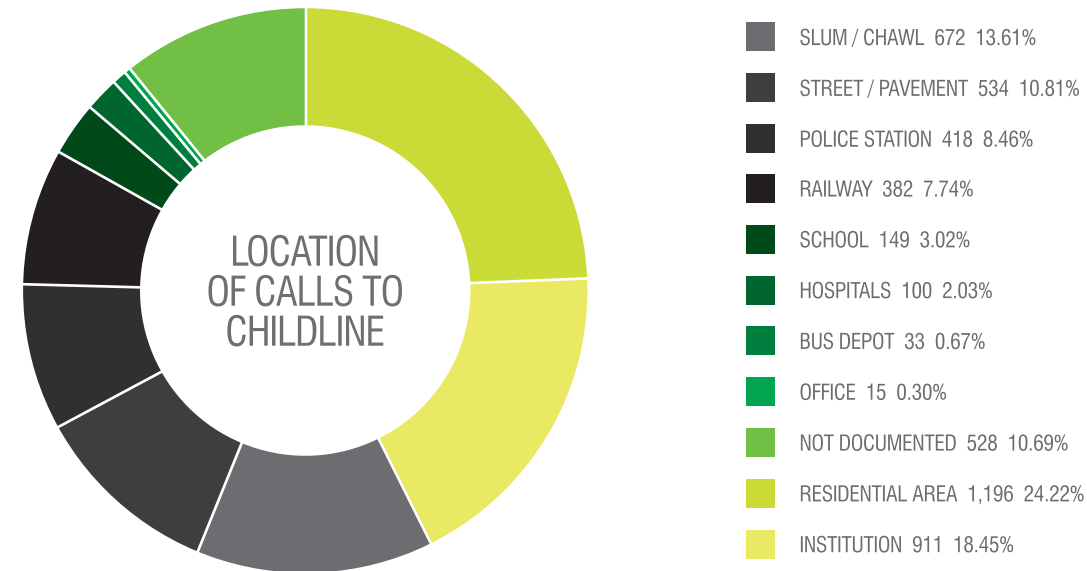


FIGURE 12.8: LOCATION OF CALLS TO CHILDLINE N=4938 DATA SOURCE: ChildNET



Aziz was living with his mother in Nepal. Aziz's father, who was the sole breadwinner, died two years ago, leaving the family in deep financial distress. Aziz had to work to help sustain his mother and himself. He had been forced by his brother-in-law to work at a tea stall.

Ali shaikh, a relative of Aziz told him that Mumbai was a beautiful place where he could earn a lot of money. So Aziz packed his bags and came to Mumbai along with him. But nothing had prepared him for what lay ahead. When Ali called Aziz to assist him at his tea stall at the Marinelines railway station, he was so excited but he couldn't imagine the real picture awaiting him.

Ali had not told him that the money he dreamt of would be at the cost of long hours of washing utensils and serving customers tea and snacks at the family's stall. Sometimes, he had to run between shops, carrying six to eight glasses and serve the chai to customers.

CHILDLINE Mumbai was contacted by a vendor from Marinelines informing them about a lost and badly beaten up Aziz. "When we rescued Aziz, we realised that Ali had beaten him up with a wire. Aziz was rescued by the CHILDLINE Mumbai team along with Police officials. The child was provided with immediate medical care at Nair Hospital where his wounds were treated. Explaining a routine workday he was forced to undertake, Aziz expressed his interest to go home and meet his mother and pursue his education.

The CHILDLINE team met with the magistrate court and informed them about the case who ordered Ali to pay Aziz Rs.15,000 as compensation. Aziz was reunited with his mother who came to take him back home and assured that the money would be used for his education.

12.9 MAHARASHTRA

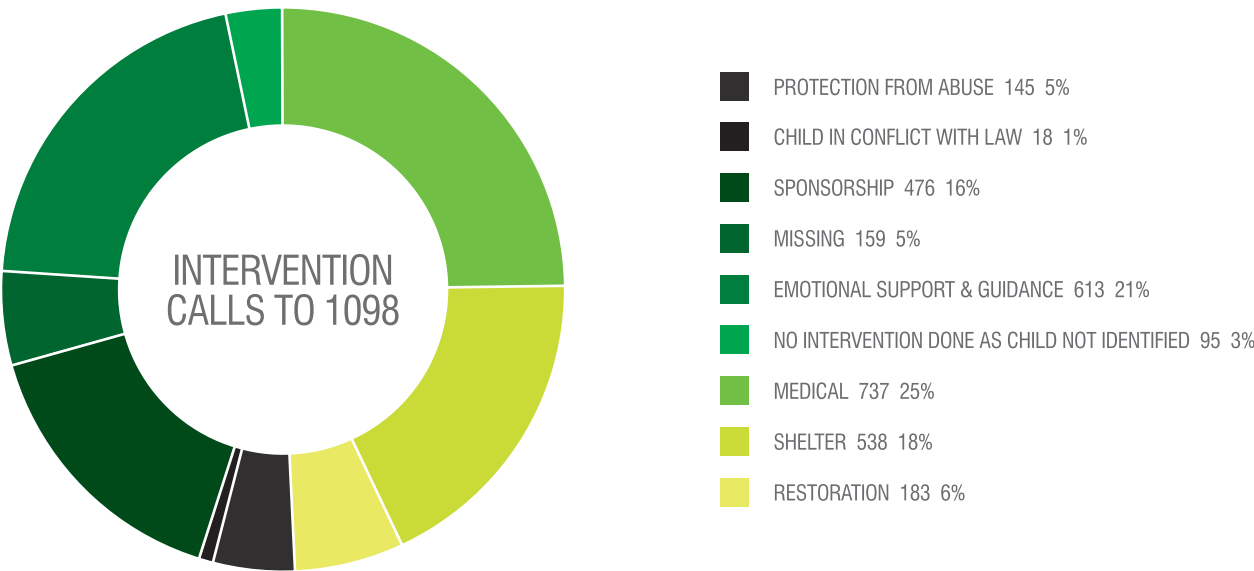
CHILDLINE covers 10 cities in the second most populous state of India, Maharashtra, including Ahmednagar, Amaravati, Aurangabad, Kalyan, Mumbai, Nagpur, Nashik, Pune, Sangli and Solapur.

CHILDLINE assisted 2964 children during January - December 2011.

Highlights

- Maharashtra intervenes in 60% of the cases in the Western region
- Medical 737(25%) is the highest category of intervention done
- 25% of all physical health interventions are for Fever

FIGURE 12.9.1: INTERVENTION CALLS TO 1098 N=2964 DATA SOURCE: ChildNET



Medical is the highest category of intervention done in Maharashtra at 25%. Of these, 43% of the medical calls are only from the age group of 11 to 15 years. 35% of the medical cases have come from slum and residential areas and in 50% of these cases either the child or the family has contacted CHILDLINE for help.

The CHILDLINE team has obtained 51% of the medical cases during outreach activities.

FIGURE 12.9.2: AGE GROUP OF CHILDREN N=2964 DATA SOURCE: ChildNET

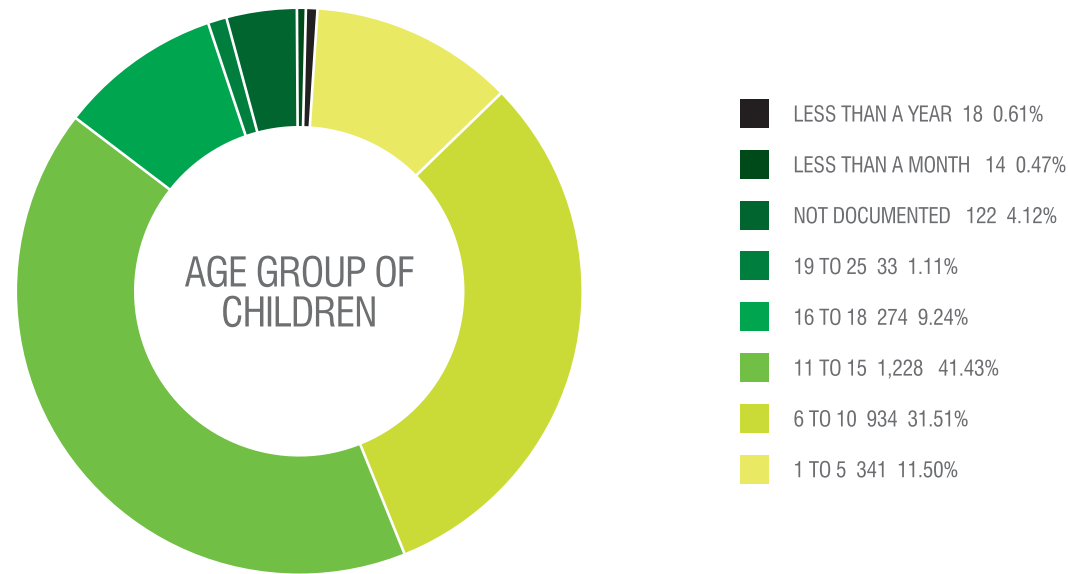


FIGURE 12.9.3: GENDER OF CHILDREN N=2964 DATA SOURCE: ChildNET

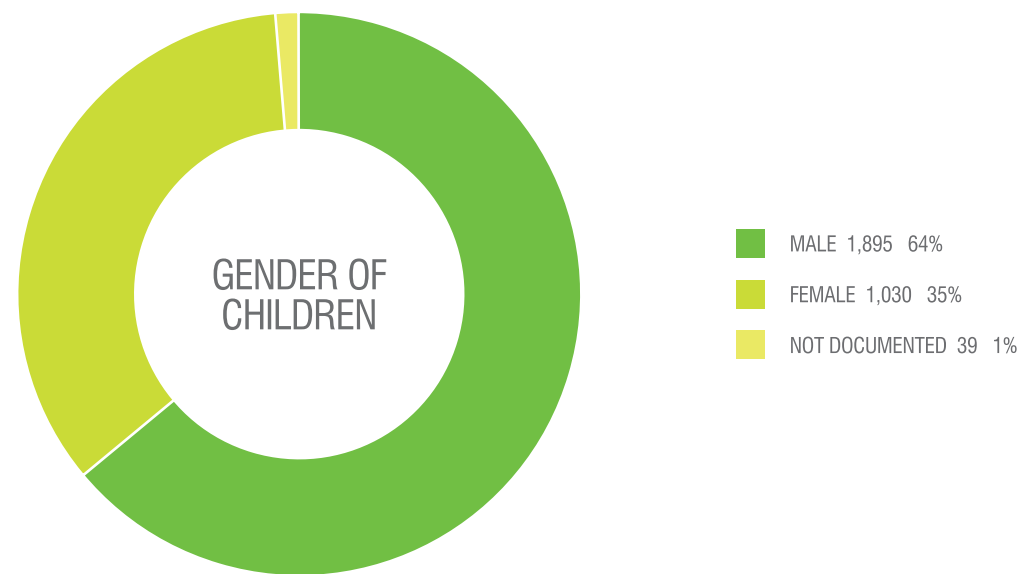


FIGURE 12.9.4: REASONS FOR CALLING CHILDLINE 1098 N=3741 DATA SOURCE: ChildNET

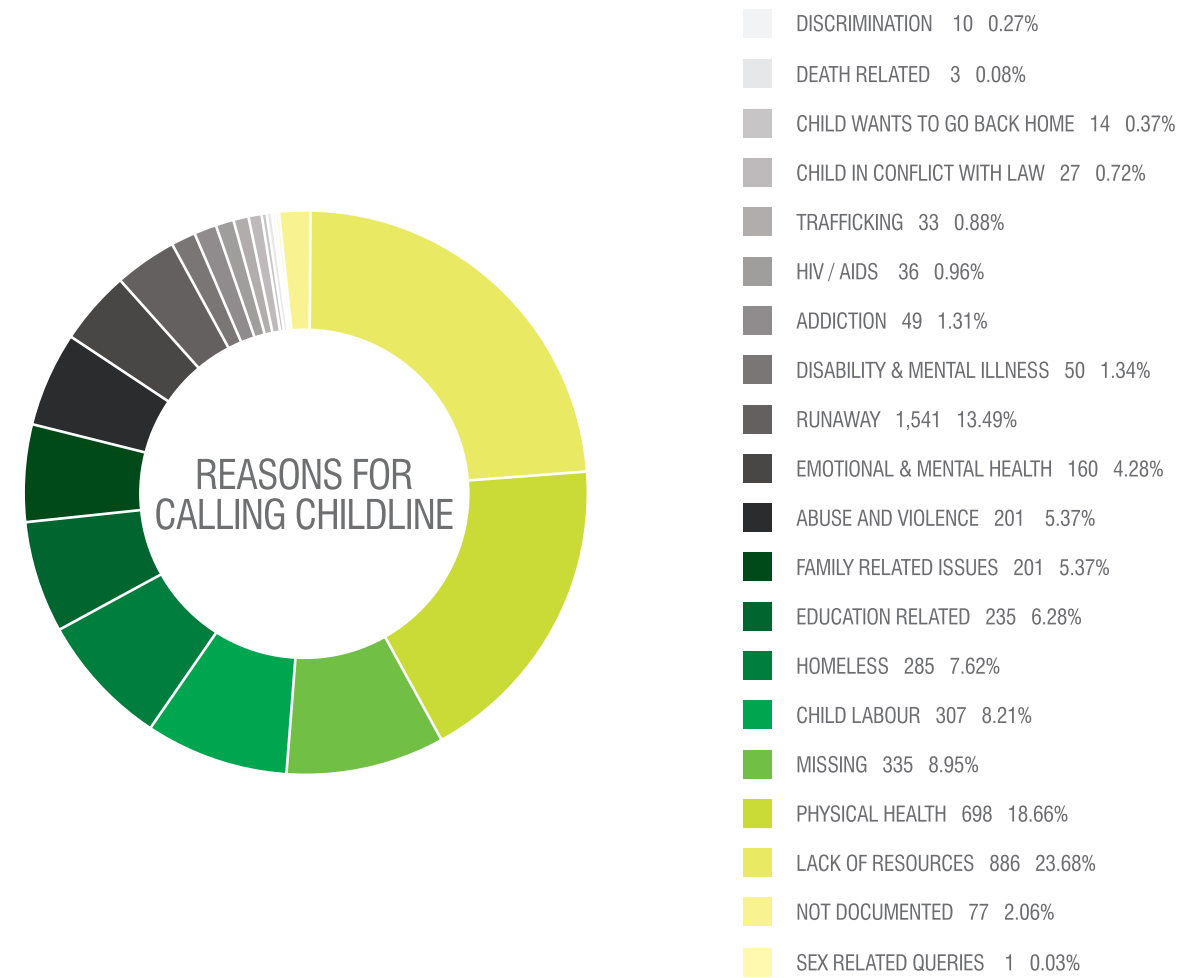


FIGURE 12.9.5: LACK OF RESOURCES: SUB REASONS N=886 DATA SOURCE: ChildNET

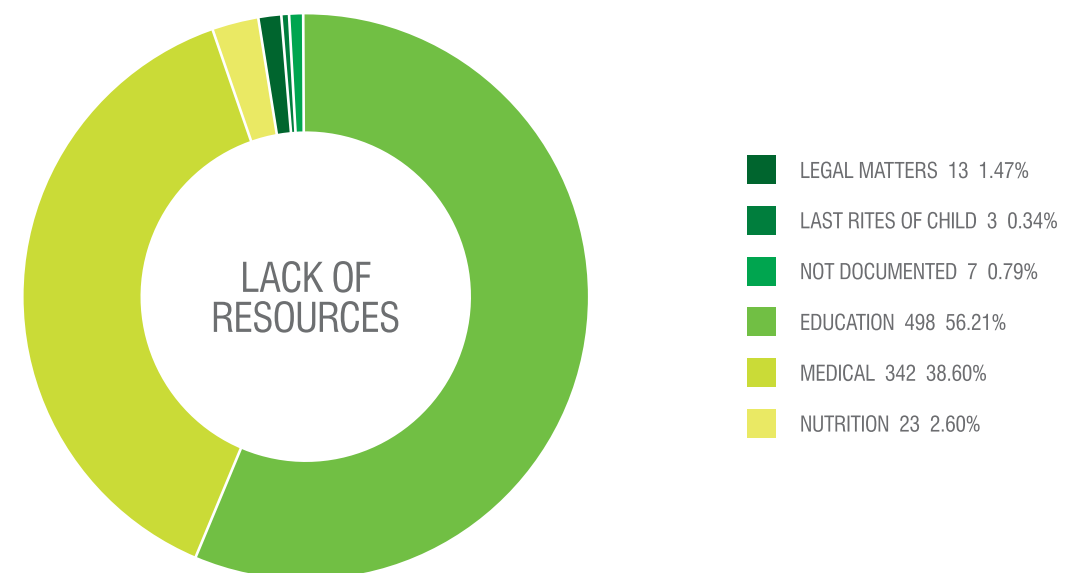


FIGURE 12.9.6: PHYSICAL HEALTH: SUB REASONS N=698 DATA SOURCE: ChildNET

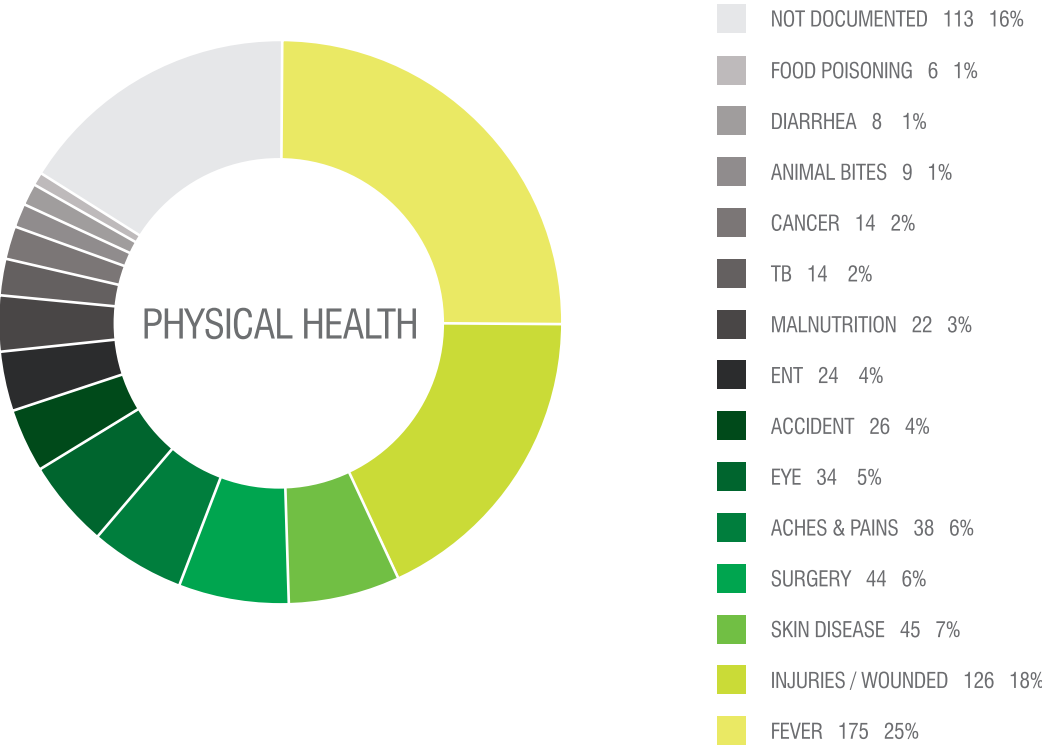
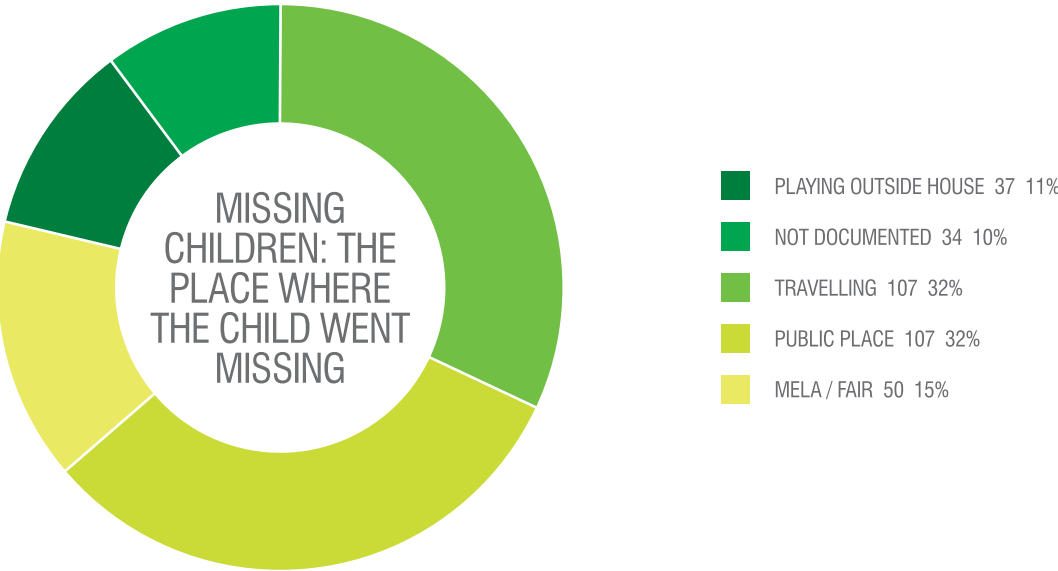


FIGURE 12.9.7: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING N=335 DATA SOURCE: ChildNET



Deepika, a 13 year old girl was living with her father and elder sister. She was studying in the 8th standard. She was raped repeatedly by her father. He used to make her unconscious using chloroform before abusing her. This was known to Deepika's

elder sister Disha but she was also physically tortured by her father. He had burnt Disha's hand and legs and had warned her not to reveal any of this to anyone or else he would kill her.

Fortunately, Deepika informed her uncle immediately and contacted CHILDLINE. The CHILDLINE team swung into action. Acting on a 13-year-old girl's complaint, CHILDLINE Ahmednagar rescued Deepika.

The CHILDLINE team brought both the children to the CHILDLINE centre. During counseling Deepika told the team that she was forced by her the father to sleep with him on the same bed every night. After examining the facts and medical checkup, the child was presented to the members of the CWC. The father was arrested under the Indian Penal code (IPC) section 376.

12.10 MADHYA PRADESH

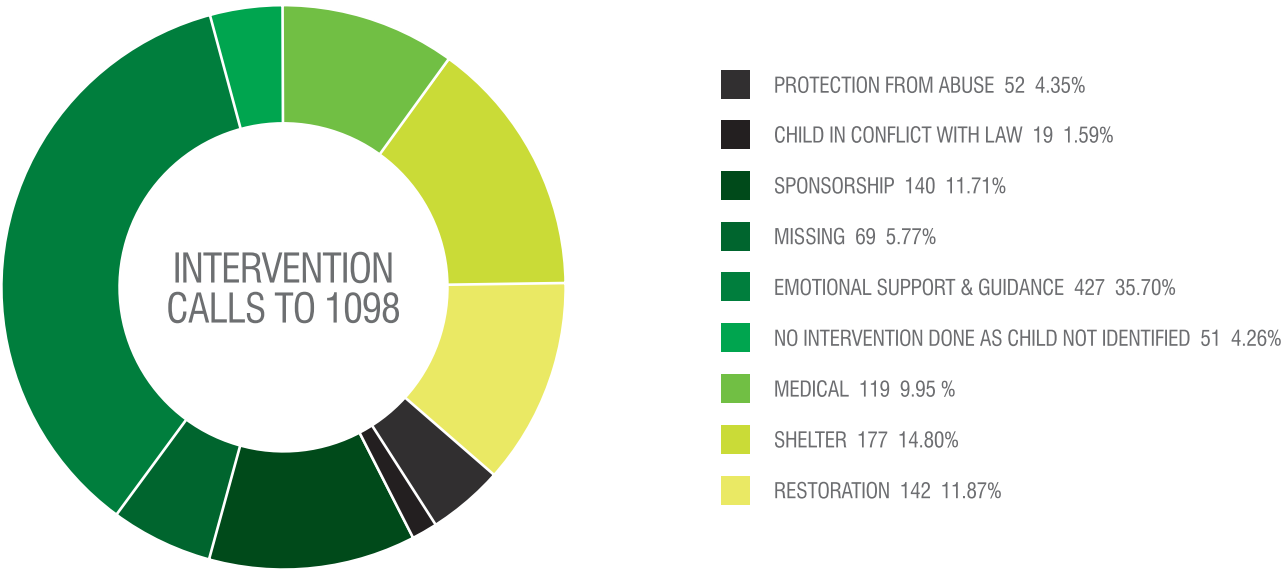
The CHILDLINE network spans across 8 cities in Madhya Pradesh namely Bhopal, Guna, Gwalior, Indore, Jabalpur, Khandwa, Sagar and Ujjain.

It has provided assistance to 1196 children during January - December 2011.

Highlights

- 35.70% of all intervention calls to 1098 are for ES&G, accounting for the largest category for interventions done
- 16% of missing children who were reported on 1098 went missing while playing outside their homes
- 67% of calls due to lack of resources came for assistance for education purposes

FIGURE 12.10.1: INTERVENTION CALLS TO 1098 N=1196 DATA SOURCE: ChildNET



ES&G is the major category of intervention done in Madhya Pradesh with 35.70% of all intervention calls to 1098. 37% of the ES&G cases belong to the age group 11 to 15 years.

In more than 92% ES&G cases children lived with family and both parents are alive. 39% of the ES&G cases are for the children who have never attended school.

FIGURE 12.10.2: AGE GROUP OF CHILDREN N=1196 DATA SOURCE: ChildNET

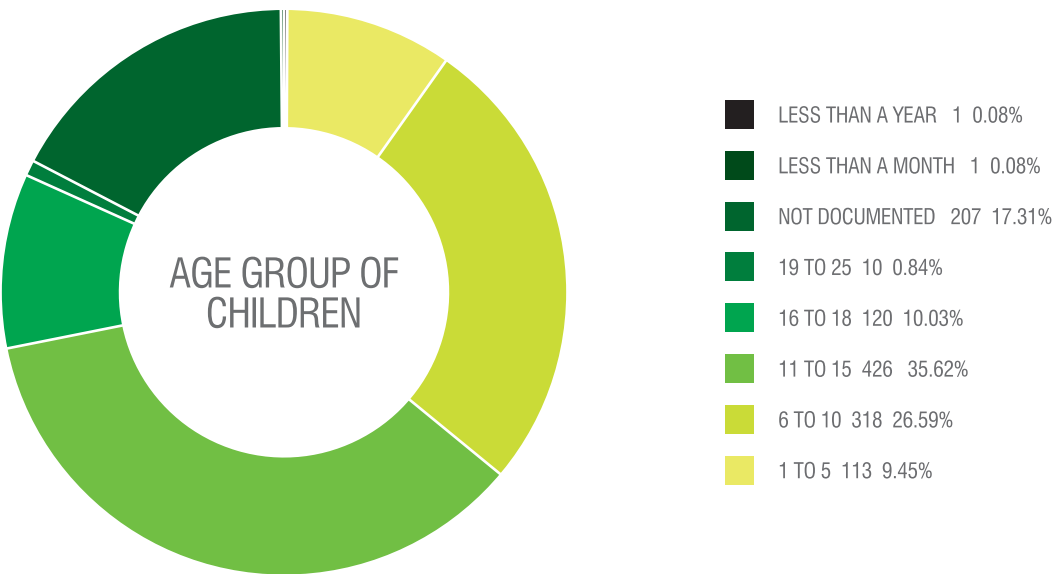


FIGURE 12.10.3: GENDER OF CHILDREN N=1196 DATA SOURCE: ChildNET

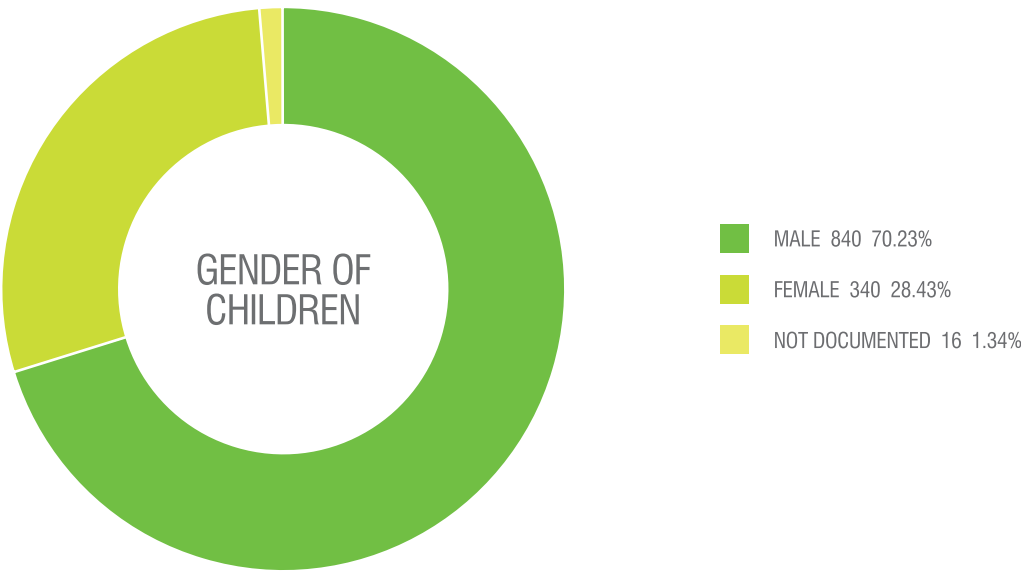


FIGURE 12.10.4: REASONS FOR CALLING CHILDLINE 1098 N=1419 DATA SOURCE: ChildNET

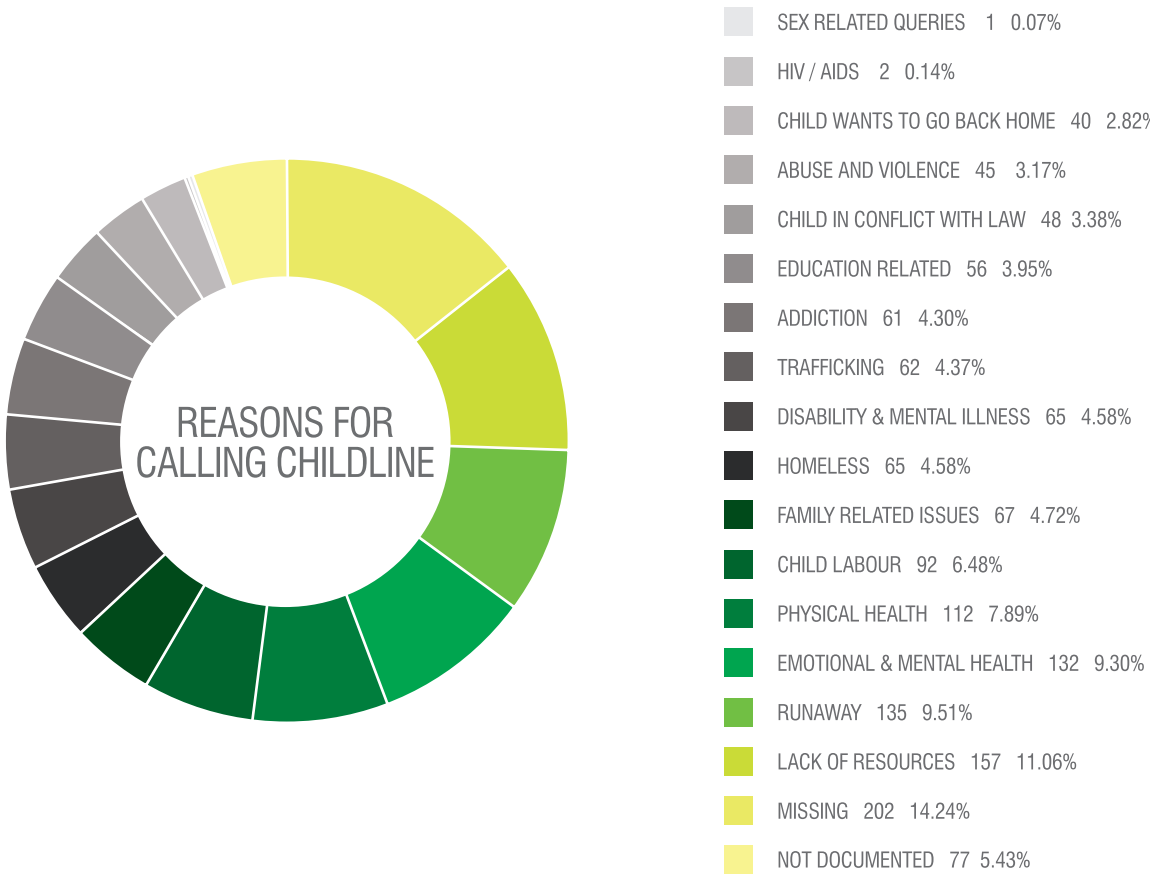


FIGURE 12.10.5: MISSING CHILDREN: THE PLACE WHERE THE CHILD WENT MISSING N=202 DATA SOURCE: ChildNET

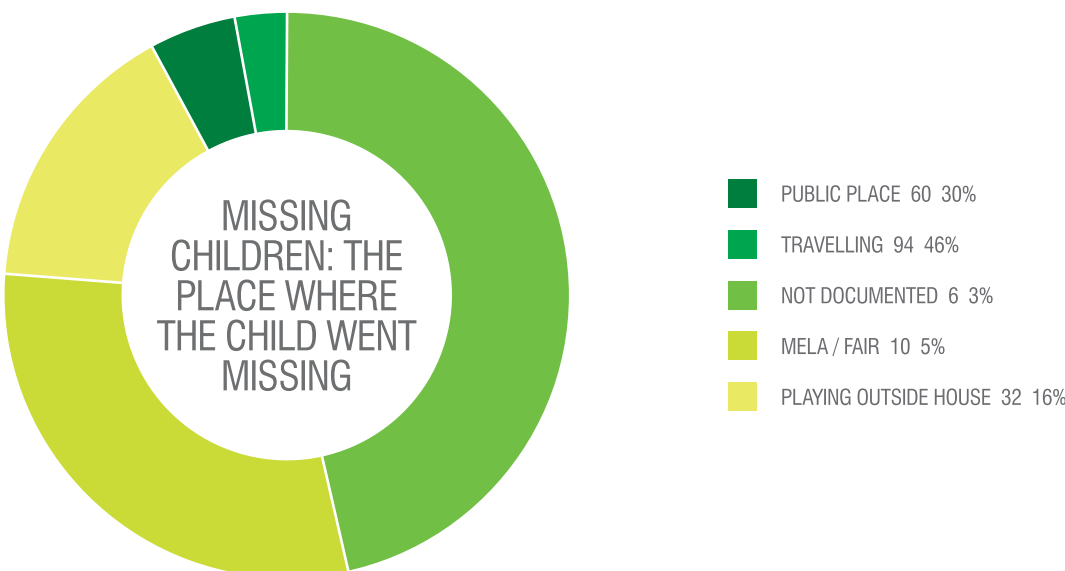


FIGURE 12.10.6: LACK OF RESOURCES: SUB REASONS N=157 DATA SOURCE: ChildNET

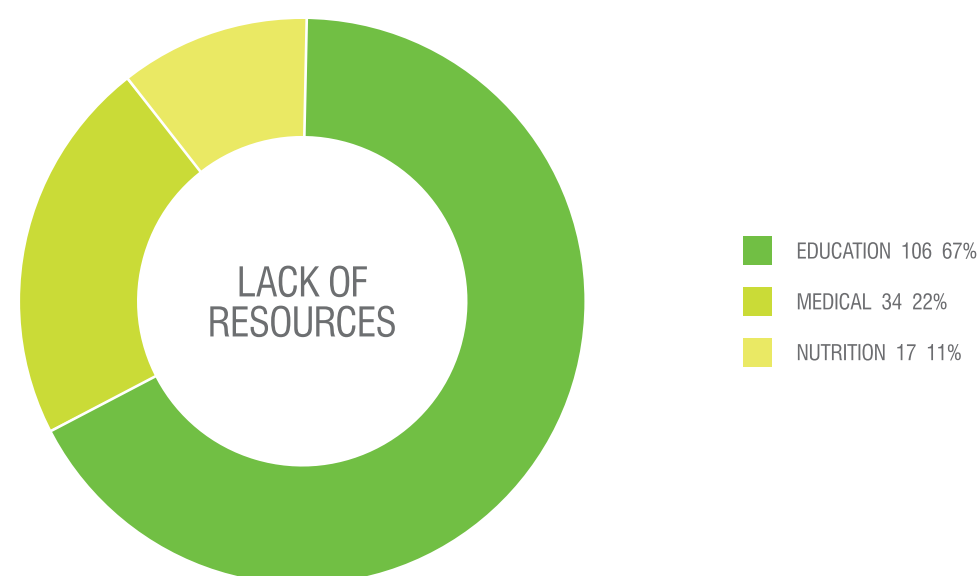
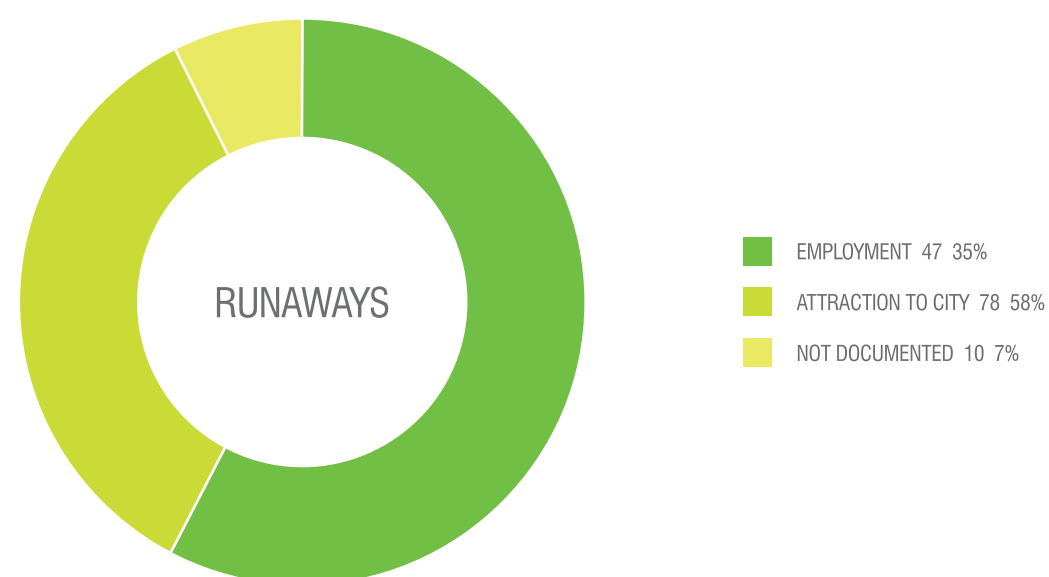


FIGURE 12.10.7: RUNAWAYS: SUB REASONS N=135 DATA SOURCE: ChildNET



Based on a tip off received, a joint team including CHILDLINE, officials of the Women and Child Development (WCD), Labour Department and the Police conducted a raid at Sarafa market in Indore to rescue children from their plight as labourers.

19 children working under hazardous conditions at a goldsmith shop in the market came from West Bengal. The children were brought to Indore in the name of imparting them training after paying money to their poor parents, but upon reaching Indore, they were thrown into painstaking jobs. The parents of these children were too poor to come to the city and inquire about their children's whereabouts. With meticulous planning on behalf of the joint team, the children and employers were brought to the Police Station and an FIR was filed against the employers by CHILDLINE. The case was brought before the Labour Commissioner who handed over the children to CHILDLINE for temporary shelter. As the Child Welfare Committee (CWC) was present during the rescue, they issued orders for temporary shelter for the children and further inquiry into the matter. The children were finally handed over to their guardians.





SUPPORTED BY

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