CHILD NET

CHILD LINE
1098
NIGHT & DAY

CHILDLINE
CALLING...
IS INDIA
LISTENING?

ANALYSIS
OF CALLS
TO 1098

VOLUME 8
2012-2013

CHILDLINE CALLING...
IS INDIA LISTENING?
2012 - 2013

ACKNOWLEDGEMENTS

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

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

CONTENTS

List of Figures

List of Figures

List of Tables

Annexures

EXECUTIVE SUMMARY

"CHILDLINE Calling… is India Listening?" presents an analysis of ChildNET data for the period January 2012-December 2013. 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 CHILDILNE, experiences of abuse faced by children and the nature of intervention provided by CHILDLINE. It provides the building blocks for more in-depth research and analysis on the status of children in India, particularly in the area of child protection.

Profile of the child assisted

The data highlights that CHILDLINE reaches out to
• Maximum number of children in the age group of 11-15 years (44%)
• Higher number of boys (62%) than girls (38%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 12% of calls are made by children either for themselves or to refer about a friend, 20% of the calls come from CHILDLINE member(CHILDLINE member includes cases from CHILDLINE team member, volunteer, coordinator, director and CIF personnel), 25% from concerned adults, 16% from family members, 17% allied system, and 4% from NGO personnel.

Calls

During the year 2012 CHILDLINE received a total of 39,04,285 calls whereas in 2013 CHILDLINE received 38,83,722 calls. It is important to note that 2012 is the first year in which all Telecom service providers mandatorily opened connectivity to 1098 after 1098 was notified as a Category 1 number by the Department of Telecom. This resulted in a surge of calls. In the North and west regions of the country the surge was captured as our CHILDLINE Contact Centre (CCC) had the capability to do so. In the South and East of India (where the CCC has been launched in 2014-15), calls could not be captured as all calls in each state landed on only two lines located at CHILDLINE Partner in state capital. Thus, we estimate a loss of approximately 1.5 million calls in each of the years being reported by this document.

Of the total calls a total of 73,121 intervention calls were recorded in 2012 and 1,08,379 in 2013 (an increase of 48%). Of this in 2012 the south zone, with 63 cities covered by CHILDLINE, accounted for 35%; the east zone with 49 cities, accounted for 28% whereas in 2013 the south zone, with 78 cities covered by CHILDLINE, accounted for 33%; the east zone with 68 cities, accounted for 28%.

Source of Calls

Of the total intervention cases, 60% were received as calls on 1098 in both the years. Cases received by CHILDLINE teams during Outreach activity accounted for 30% in 2012 and 29% in 2013 . Of all calls that came to 1098 on phone for direct intervention, only 0.85% came from PCOs in 2012 and in 2013 it has gone further down to 0.53%, 16% through landlines in 2012 and 11% in 2013 (including landlines of private telecom service providers) and a significant 52% in 2012 and 58% in 2013 came from mobile phones. In 2012, 13% of mobile callers are children whereas in 2013 it has gone down to 8%. Of phone calls, 44% came from residential areas in 2012 and 36% in 2013, 8% from Railway stations/ property in 2012 and 6% in 2013 and 12% from streets/pavements in 2012 and 23% in 2013 and 12% from police station in 2012 and 13% in 2013.

This pattern demonstrates the decline in the availability of PCOs and the consequent lack of access for children on the streets to call 1098. The decline in children calling us is the fallout. This is also seen in the increasing incidence of middle class children calling 1098 from mobile phones. The issues of such children, while remaining within the broad ambit of children's issues is different from that of the most acutely marginalised children.

Reasons for calling

Lack of resources related issues (11.35%) followed by Missing (11%), Education related (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 the 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 was 32.28% in 2012 and 25.39% in 2013.
• Medical interventions were provided in 11.56% of cases in 2012 and 12.22% in 2013.
• Shelter accounted for 16.31% in 2012 and 11.36% in 2013
• Protection from abuse related interventions were 11.09% in 2012 and 19.72% in 2013 respectively.

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. All cities in 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 or calls which due to various circumstances could not be answered by CHILDLINE Contact Officers (CCOs).

ABOUT CHILDLINE

Voice Call

Done

ABOUT CHILDLINE

1.1 What is CHILDLINE?

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

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

As of December 2013, CHILDLINE was operational in 280 cities of India spread across 29 states and 4 Union Territories; CHILDLINE 1098 receives over 4 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives approximately 20% of all children's calls on helplines working worldwide. As of December end, 2013, CHILDLINE has responded to over 30 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 which introduced the comprehensive Integrated Child Protection Scheme (ICPS) had mandated that the CHILDLINE service must be available in each one of India's 600+ districts. To meet that mandate, the Ministry of Women and Child Development supports CIF under the ICPS.

1.2 Target Audience

- CHILDLINE works with marginalised children from various cities/districts. This includes working with
- Street children and youth living alone on the street
- Emotionally disturbed children
- Child labourers especially in the unorganized sector
- Children who have been abused
- Child victims of the flesh trade
- Differently abled children
- Child addicts, children in conflict with the law
- Children in institutions
- Mentally ill children
- Children affected by HIV/ AIDS
- Children affected by conflicts or disasters
- Child political refugees and
- Children whose families are in crisis

1.3 Structure of CHILDLINE at the city level

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

- CHILDLINE Advisory Board (CAB) and Open House: CAB comprises of senior level functionaries from the allied systems, NGOs, concerned individuals, media etc. The CAB reviews information received by local CHILDLINE's from children collated at Open House sessions. The CAB ensures that all Allied systems stake-holder organisations are actively involved in Child Protection in their respective cities.

- The Nodal Organisation is mostly, though not always, an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.

- The Collaborative Organisation, is the 24-hour service for children, which responds to the intervention cases, provides emergency intervention if required, links the children to the services for ultimate rehabilitation,conducts awareness and outreach programmes and documents every case 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 out reach and awareness programmes for CHILDLINE.

- In the district model, Support partners are replaced by Sub Centre partners, which is a mix of Collab and support partners in terms of their roles.

- The CHILDLINE Contact Centre (CCC) is the centralised call centre initiative of CIF. In the years for which this publication is reporting, there was one CCC located in Mumbai; it receives calls to 1098 from all cities in West &North Zones. Intervention calls are forwarded to partners.

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

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

1.4 CHILDLINE 1098 - How it works

The intervention methodology

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

The CCC is a modern facility using contemporary BPO technology. Hence a 1098 call landing at CCC is immediately transferred by a "Switch"/ Server to a agent (CHILDLINE Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management software) server. The CRM server then pops opens a screen for the CCO to enter the details of the incoming call even while conversing with the caller. The CRM server prompts the CCO with scripts. Once the conversation is done and the CCO decides that this is an Intervention Call requiring direct intervention, the CCO dials an out bound call to the IU in the city (of the caller) and informs the CHILDLINE team of the complete details, the CCOP then seeks an ETM (Estimated Time for   Meeting the child) from the team and calls back at the requisite time to determine the nature of interventions done and the status of the case. The CRM server collates the details of all such cases and generates periodic reports. During the course of each month every CHILDLINE team also reports to CCC details of cases received directly by the local team either at their office or during Outreach activities. Thus in this model the voice domain of CHILDLINE (response to calls) are handled by CCC and the direct intervention is handled by the IU (Intervention Unit- local CHILDLINE Collab

partner). The CCC is a 24x7 operation and tracks all calls coming in including those that land at the switch but are either terminated or 'abandoned' before a CCO can answer it. All calls are recorded for a limited period of time. In the model that is current in 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 with long-term rehabilitation. This involves referral and networking with other organisations providing specialised services. The children's participation is an integral component in this process from response to rehabilitation.

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

CHILDLINE shares a vibrant and dynamic relationship with the children it works with. Ingrained in its daily functioning, is grass root outreach and interaction with children. Monthly Open House, an open forum for children to share feedback about the functioning of the service, as well as share their issues and concerns for themselves, is critical to the functioning of CHILDLINE. City mapping, an extensive exercise to highlight high risk areas where children are prone to abuse, and child protection resources, enables CHILDLINE to priorities and reach out more effectively. Children and youth identify with CHILDLINE and often offer their services as volunteers. They play a critical role in creating awareness about the CHILDLINE service and work as informers who inform CHILDLINE about children in need of assistance. Many of these children and youth grow into the CHILDLINE system and find themselves a space in CHILDLINE centres as paid volunteers or team members.

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

At the macro level, CHILDLINE works as a catalyst bringing the government, the corporate sector and voluntary agencies together to bridge gaps in the services, address policy gaps, increase budgetary allocations and explore the adaptation of technology for child protection mechanisms in India.

It envisages a cohesive child protection force comprising the state, the corporate sector, voluntary agencies and the community working together to ensure each child his/ her right to protection.

2

Voice Call

Done

PREVIEW

CHILDLINE Calling…Is India Listening (Volume - 8), is CHILDLINE India Foundation's eighth compilation of data from CHILDLINE partners across 203 cities in India for the period January – December 2012 and 276 cities for the period January - December 2013. The comprehensive data captured through the ChildNET, as also through manual records of cities reflects the nature of issues in child protection. It is concrete proof of some of the concerns that children are forced to cope with on a regular basis. These data, therefore, add substance to CHILDLINE's efforts when advocating before policy makers for ensuring child rights.

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

2.1 Objectives of this publication

Compile the data available on the calls to 1098:

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

Identify trends in calls at the National and Zonal:

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

Assist in evaluating the impact of the service:

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

2.2 Features of ChildNET

ChildNET is a java based software package developed by Tata Consultancy Services (TCS) for CHILDLINE, which classifies records and allows for the follow-up of calls received on 1098. The written documentation is then translated onto the computer software package. The software is installed in the CHILDLINE Intervention Unit known as collaborative organisations, the CHILDLINE teams follow a series of drop-down menus, and pictures to record and track every call received. At regular intervals, each centre uploads their data via the Internet to the central server based at CIF in Mumbai. The local data are aggregated into national statistics, analysed and

feedback given to cities as value added information that could inform local and national policy. ChildNET makes it possible to study the patterns of calls, trends in child protection, hot spots of abuse and exploitation in the country, the quality and timelines of response and action by the various stakeholders of child care and protection. In the case of data generated by the CRM at the CCC, it is fed into the ChildNET So that the data of ChildNET is a composite of both the data from cities which are not serviced by CCC and from CCC as generated by the CRM.

2.3 The process of compiling this publication

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

(a) **Data sent in the Monthly reports:** The monthly report is a coherent account of activities conducted by the cities, and reported by them to CIF. It consists of the action taken, activities conducted, meetings conducted and decisions taken at various forums. It also contains details of children assisted along with the number of calls. It is used as a backup to the ChildNET. The total number of calls is taken from the compiled monthly report. Each city compiles a monthly report of the calls received and emails this to CIF. This data consists of a break up of calls and highlight significant case studies of calls which were responded to by the respective CHILDLINEs.

(b) **Data entered into ChildNET software:** Calls, which are recorded in the monthly report, are then entered into the ChildNET package by the cities and uploaded at regular intervals by them. However, some cities, where the software is not installed or due to technical problems, they are not able to upload directly through the software, photocopies of the intervention case sheets were sent to CIF, who then appoints and trains data entry operators to enter the data in the package. On the completion of the data entry, reports were sent to the respective cities for their perusal. Data is also fed as received from the CCC, where it is generated from the CRM.

2.4 Data source for compiling this publication

The total number of calls received is always much larger than the intervention calls. However, for trend analysis only intervention calls are taken into account. The intervention calls documented from the monthly reports received by 203 CHILDLINE nationally amounted to 90,943 calls in January 2012 - December 2012 and by 276 CHILDLINE nationally amounted to 1,09,171 calls in January 2013 – December 2013, whereas, the total number of Intervention calls reported by ChildNET were 73,121 for 2012 and 1,08,379 for 2013, representing, approximately 80% of the total intervention calls documented in ChildNET in 2012 and 99.27% in 2013 (as compared to monthly report). Variation in figures reported in the Monthly reports and ChildNET is due to a variety of factors: The Team Members expressed difficulty in getting information from the caller especially in cases where counseling was provided. Hence, the basic details were noted in the register whereas, information captured in ChildNET requires complete case file to be filled for each intervention case.

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

This publication is based on the analysis of calls captured by ChildNET for the period January 2012 - December 2013. It is important to note that this publication analyses only the intervention related calls recorded in ChildNET. CHILDLINE nationally has received a total of 39,04,285 calls in January 2012 - December 2012 and 38,83,722 calls in January 2013 – December 2013, including 2,11,950 information calls in 2012 and 2,12,457 information calls in 2013, which consists of caller's seeking information about CHILDLINE and services for children such as adoption services, vocational training courses, boarding homes, child guidance clinic's and this information is passed on to

callers over the telephone. CHILDLINE has received 5, 64,107 calls in 2012 and 5,59,074 calls in 2013 classified as silent calls. These are calls where the caller has chosen not to speak. The CHILDLINE Team Member plays an active role in providing information about the service as well as assuring and encouraging the caller to speak whenever she/ he feels comfortable. Similarly in the past few years, the numbers of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 55,305 calls for follow-up of cases in 2012 and 79113 in 2013.

2.5 Call Classification

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

Intervention Calls

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

Follow-up Calls

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

Did not find Calls

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

Information Calls

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

Other Calls

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

These calls include :

Silent calls are those calls in which the CHILDLINE Team Member can hear background noise that seems to indicate that the caller is listening to the worker but is either unable or unwilling to speak at that time. These calls are very important to CHILDLINE, as past experience has taught that these calls, if handled sensitively, may turn out to be actual calls seeking assistance. Sometimes, children call up but are unsure of what to expect and so hesitate to speak. CHILDLINE workers are taught to pay close attention to silent calls and to be as encouraging as possible. They assure the child that he/ she can talk about anything troubling them and that they will get the help they need and that they will not be forced to do anything they do not want to do. Presently no actual data are available on how many silent calls convert to intervention calls.

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

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

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

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

3 CHILDLINE CONTACT CENTRE

Voice Call

Done

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 trained CHILDLINE Contact Officer (CCO). If the call resolution can be completed on the phone it becomes a CCC operation. However in calls requiring Direct Intervention, the CCO will capture call details and make an outbound call to the Collab Partner in the city where the call has come from. Then the Collab partner takes over, indicates to the CCC an Estimated Time of Intervention and post intervention reports the complete case details to CCC - this enables the CCC to complete the case documentation.

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

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

Map of CCC connected cities

Srinagar
Poonch
Jammu
Gurdaspur Chamba
Pathankot
Amritsar Kangra Manali
Jalandhar Mandi
Ludhiana Shimla
Faridkot Sirmaur
Chandigarh Solan
Faridkot Patiala Panipat
Ambala Dehradun
Hisar Karnal Saharanpur
Yamunna Nagar Haridwar
Sirsa Meerut Nainital
Rohtak
Gurgaon Ghaziabad
Kaushambi Gautam Budh Nagar
Delhi Moradabad
Jaisalmer Bikaner Aligarh Kannauj
Alwar Firozabad Baharaich
Agra Lucknow Siddharth Nagar
Jaipur Banda Maharajganj
Barmer Jodhpur Bharatpur Lakhimpur Gorakhpur
Ajmer Bhind
Gwalior Kanpur
Tonk Shivpuri
Jhansi Allahabad
Bhilwara Sri Ganga Nagar Chandauli
Surendranagar Panchmahal Chitrakoot Varanasi
Kutch Udaipur Kota
Dungarpur Dewas
Ahmedabad Mandsaur Satna Ranchi
Jamnagar Kheda Ratlam Guna
Rajkot Ujjain Vidisha Rewa
Anand Jhabua Bhopal
Bhavnagar Jalgaon Indore Jabalpur Mandla
Baroda Harda Khandwa Betul
Valsad Surat Raisen Chhindwara Sagar
Dadra & Nagar Haveli Dhule Amravati Nagpur
Thane Buldhana Wardha
Aurangabad Nashik Akola Yavatmal
Mumbai Beed Parbhani
Kalyan Nanded
Osmanabad
Ahmednagar Pune Solapur
Raigad Satara
Ratnagiri Sindhudurg
Sangli
Kolhapur

Legend
● Name of City

23

Number of call received, answered for all cities connected to CCC during January to December 2012 and January to December 2013 is presented in Table 3.1

Table 3.1: overview of CCC in 2012 and 2013

Month	Total Calls received		Total Calls answered		Total Calls abandoned		Avg. calls received per city		Avg. calls answered per city		Avg. calls abandoned per city	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
January	147043	209332	133028	146478	14015	27707	2101	1744	1900	1221	200	231
February	190465	212087	167859	179803	22606	31463	2506	1697	2209	1438	297	252
March	264757	288537	222310	231096	42447	56529	3229	2272	2711	1820	518	445
April	286288	271963	230341	216988	55947	52584	3291	2125	2648	1695	643	411
May	296807	285557	162952	224528	133855	60222	3412	2214	1873	1741	1539	467
June	230738	251231	159773	186245	70965	64313	2593	1948	1795	1444	797	499
July	238709	222772	165447	155194	73262	67134	2623	1714	1818	1194	805	516
August	245411	246598	185696	181761	59715	64367	2611	1897	1975	1398	635	495
September	238463	248121	178606	193701	59857	54420	2361	1909	1768	1490	593	419
October	253087	259188	211633	219591	41454	38760	2481	1994	2075	1689	406	298
November	236668	213347	203566	186741	33102	25931	2171	1641	1868	1436	304	199
December	221657	221860	192305	198564	29352	22701	2034	1707	1764	1527	269	175
Total	**2850093**	**2930593**	**2213516**	**2320690**	**636577**	**566131**	**2618**	**1905**	**2034**	**1538**	**584**	**367**

It maybe noted here that call abandon is reduced overall as well as per city.

The number of cities connected through CCC is increasing over month as presented in Fig 3.1
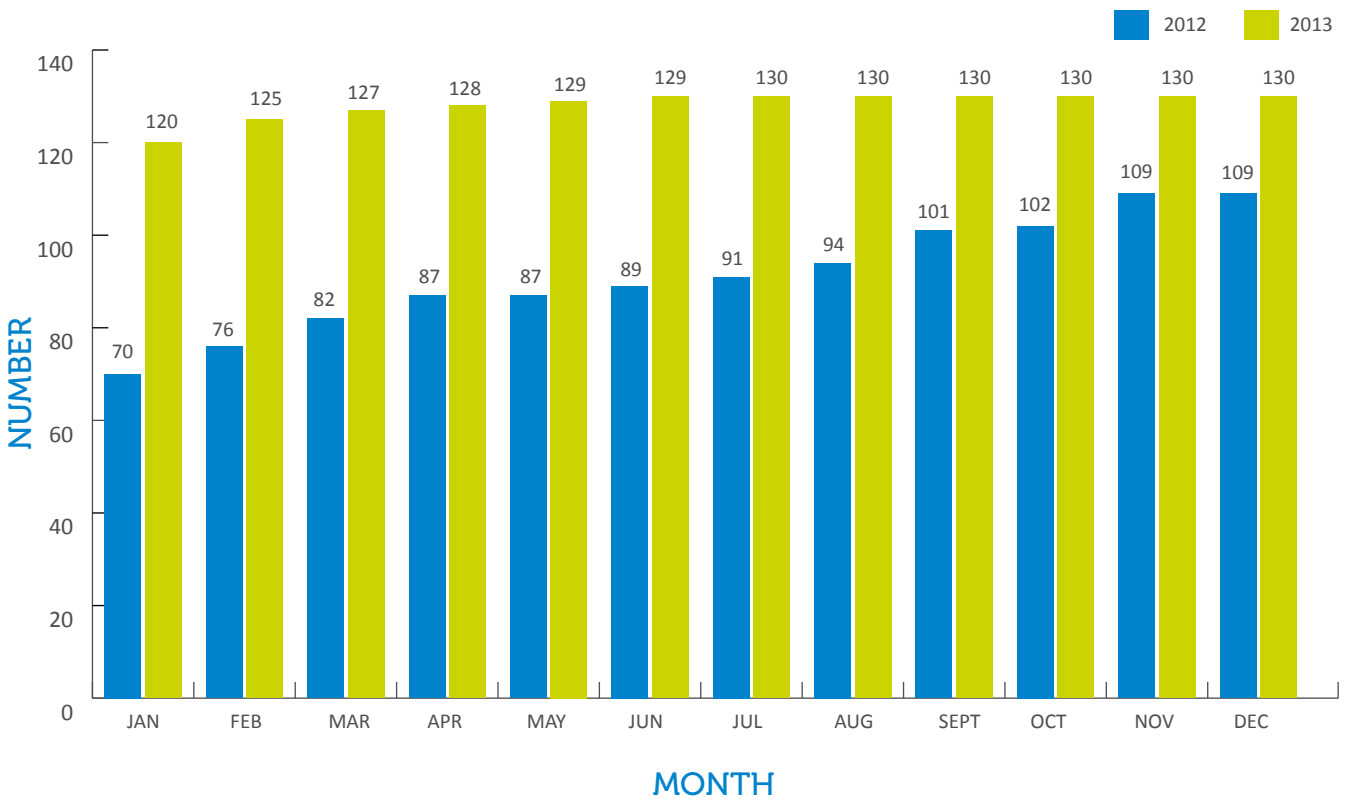
Figure 3.1: Number of cities connected to CCC in 2012 and 2013

The call received in various days is presented in Figure 3.2
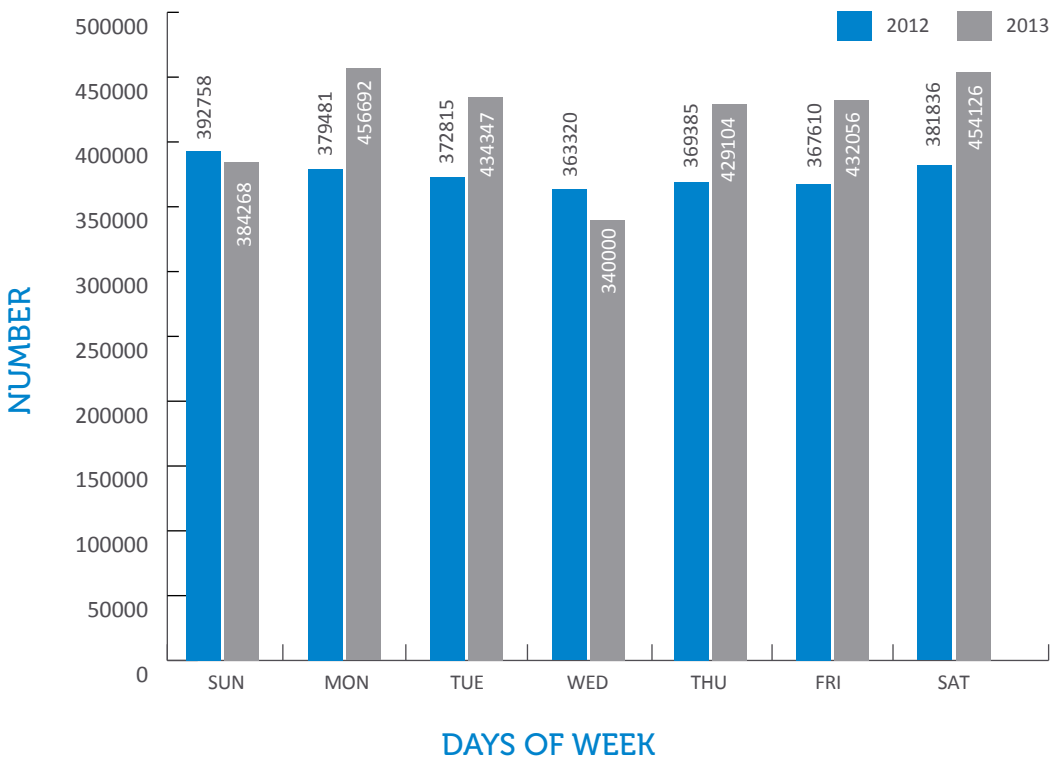
Figure 3.2: Call distribution by day of week

January 2012 to December 2013

As evident from the above Figure 3.2, compare to 2012 there are higher number of calls on all days except Sunday and Wednesday in 2013. On an average there is variation of 3-7% calls between the days of the week. The effect of weekends on received calls is not very high.

Compare to 2012, day wise calls have gone up in 2013 by around 13%. Weekend amount to around 30% of calls whereas around 70% calls comes during weekdays.

4 NATIONAL ANALYSES OF CALLS

NATIONAL ANALYSES OF CALLS

4.1 National calls to CHILDLINE 1098

Table 4.1 shows zone wise distribution of Intervention & Information and Other calls. It reveals the fact that even though North and West zone is leading in total number of calls received (70% of total calls) but Intervention calls are very much low in these two zones (37% of total intervention calls) compare to South & East zone which are leading in Intervention calls.

Only 1.24% of the calls required intervention in North and West zone whereas in other two zones the figure is 4.91%.

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

Zone	No. Of Cities		Intervention Calls		Information and Other Calls		Total	
YEAR	2012	2013*	2012	2013	2012	2013	2012	2013
EAST	49	68	25484	30854	456781	655192	482265	686046
NORTH	50	69	19836	22281	1556757	1074964	1576593	1097245
SOUTH	63	78	31463	36049	645725	651619	677188	687668
WEST	41	61	14160	19987	1154079	1392776	1168239	1412763
NATIONAL	203	276	90943	109171	3813342	3774551	3904285	3883722

For this publication, data of only those cities has been considered who have been ringing since March 2013. Hence, cities which commenced ringing from April 2013 are not included for this analysis.

Information and other calls include silent calls, crank calls, fun calls and abusive calls. All calls do not translate into direct intervention.

4.2 Intervention calls to 1098

Of the total of 39,04,285 calls received during the period January – December 2012, a total of 73,121 were recorded as Intervention Calls whereas in 2013, total 1,08,379 Intervention calls have been recorded of the total 38,83,722 calls (Each of these intervention calls is also referred to as a case by us). Details of remaining calls are explained in chapter 2 page 18.

Table 4.2: Intervention calls to 1098

Intervention	2012	2013	Total	%
Medical	8450	13248	21698	11.95
Shelter	11925	12308	24233	13.35
Restoration	7298	6107	13405	7.39
Protection from abuse	8106	21367	29473	16.24
Sponsorship	6183	10022	16205	8.93
Child in conflict with law	298	462	760	0.42
Missing	5464	16190	21654	11.93
Emotional support and guidance	23605	27517	51122	28.17
No intervention done as child not identified	1792	1158	2950	1.63
Total	**73121**	**108379**	**181500**	**100.00**

Note- Due to lack of information 11915 calls which are received for Intervention is not included.
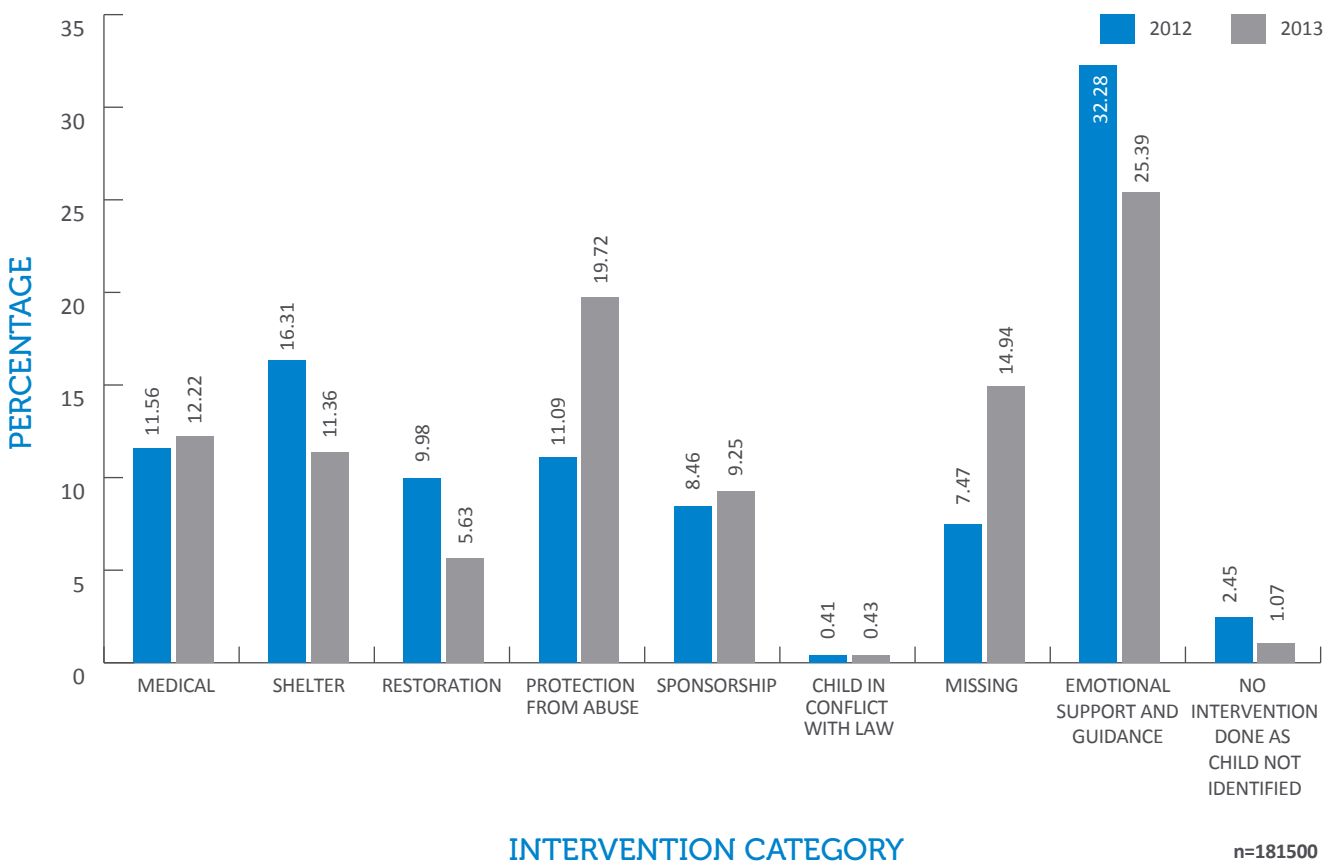
Figure 4.2: Distribution of Intervention calls to 1098

Total number of cases in 2013 has gone up by 48% compare to 2012. Major increase has been seen in the cases of protection from abuse and missing which have gone up by 196% and 164% respectively compare to 2012 and share of these cases to total intervention of 2013 has also increase by around 8% and 7% respectively.

After 28.17% of Emotional Support & Guidance (ES&G) interventions, protection from abuse related interventions, shelter, medical and missing interventions accounted for 16.24%, 13.35%, 11.95% and 11.93% respectively.

Intervention Cases

Intervention involves reaching out to children, providing emergency assistance and linking them to services available for long-term care. CHILDLINE intervened with 73,121 cases during the period January-December, 2012 and 1,08,379 cases during the period January-December, 2013. Some of the key observations of the ChildNET data for January-December 2012 and 2013 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical - 21,698 Calls (11.95%):** Out of the total 21,698 calls , 8,450 medical calls received in 2012 whereas 13,248 calls received in 2013, the distribution was as follows: First aid 26%, OPD 29%, Hospitalization 16%, Private clinic 6%, Casualty/Accident 4% and 19% of other medical assistance.

- **Shelter - 24,233 Calls (13.35%):** In 2012, 11925 shelter cases has been received compare to 12308 cases received in 2013. 55% of the children were referred to the Child Welfare Committee (CWC) for shelter, 25% children were provided shelter for a temporary period and 4% 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 a short stay, 2% were for permanent stay and 14% of them were provided shelter at other shelter homes.

- **Restoration - 13,405 Calls (7.39%):** Out of total restoration cases 2013 account for 6107 cases whereas 7298 cases were handled in 2012. Children restored with their family members within the city accounted for 36% and outside the city accounted for 18%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within the city accounted for 24% and outside the city accounted for 7%. Also, children who have been restored with the help of other agencies within and outside the city accounted for 6%.

- **Missing children - 21,654 Calls (11.93%):** Missing cases have gone up drastically in 2013 with 16190 cases compare to 5464 cases handled in 2012. In order to search for missing children or trace their homes, CHILDLINE contacted the Missing Person Bureau in 5% cases, contacted the Police for finding the children accounted for 8%, 16% of the children were searched using the CHILDLINE or NGO network, in 6% cases the missing child's information has been flashed in the media or on the website. In 61% cases other tools have been used to look out for missing children i.e. search for the child in shelter homes, observation homes and the area where the child was known to be lost.

- **Protection from abuse - 29,473 Calls (16.24%):** Protection from abuse cases have increased by 164% during 2013 which account for 21367 cases compare to 8106 cases of 2012. Of the total intervention cases for protection from abuse, 46% of the children were provided support within their existing setup, 17% of the children were referred to the CWC and 3% were provided legal support and in 5% cases the police were involved for intervention.

- **Sponsorship - 16,205 Calls (8.93%):** Sponsorship cases have increased by 62% during 2013 which account for 10,022 cases compare to 6183 cases of 2012. 58% cases were received for sponsorship of education, 12% for sponsorship of medical support and around 1% for legal support and 1% for nutrition support.

- **Emotional support and guidance - 51,122 Calls (28.17%):** CHILDLINE received the maximum number of calls from children seeking counselling. Even though cases of counselling have increased by 17% in 2013 but their share has gone down by around 7% to the total intervention calls of 2013. Of these, CHILDLINE provided guidance to callers about ways to handle problems in 26% of the cases; counselling by CHILDLINE was done in 74% cases.

- **Child in conflict with law - 760 Calls (0.42%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. 51% of the cases were referred to the police and 75% cases required rehabilitation of the children to be done by the CHILDLINE team. In 12% cases CHILDLINE provided legal support to the children and in 10% cases the children were referred to Juvenile Justice Board (JJB).

4.2 Gender wise distribution of intervention cases

Of the 1,81,500 intervention cases, 39% were for female children (380 cases gender was not documented). In almost all subcategories the number of cases involving male children outnumbers cases involving female children. However, in the subcategory, for sponsorship, the numbers of interventions are nearly equal for both.

Table 4.2.1: Gender wise distribution of intervention cases

Intervention	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Medical	5174	7903	3259	5316	8433	13219	0.63	0.67
Shelter	7766	7577	4106	4719	11872	12296	0.53	0.62
Restoration	5137	4049	2145	2056	7282	6105	0.42	0.51
Protection from abuse	4415	12575	3662	8738	8077	21313	0.83	0.69
Sponsorship	3243	5498	2934	4506	6177	10004	0.90	0.82
Child in conflict with law	236	320	61	142	297	462	0.26	0.44
Missing	3691	11150	1717	5014	5408	16164	0.47	0.45
Emotional support and guidance	13845	16102	9744	11411	23589	27513	0.70	0.71
No intervention done as child not identified	1239	766	539	365	1778	1131	0.44	0.48
Total	**44746**	**65940**	**28167**	**42267**	**72913**	**108207**	**0.63**	**0.64**

Note- Gender was not available for 380 intervention cases.
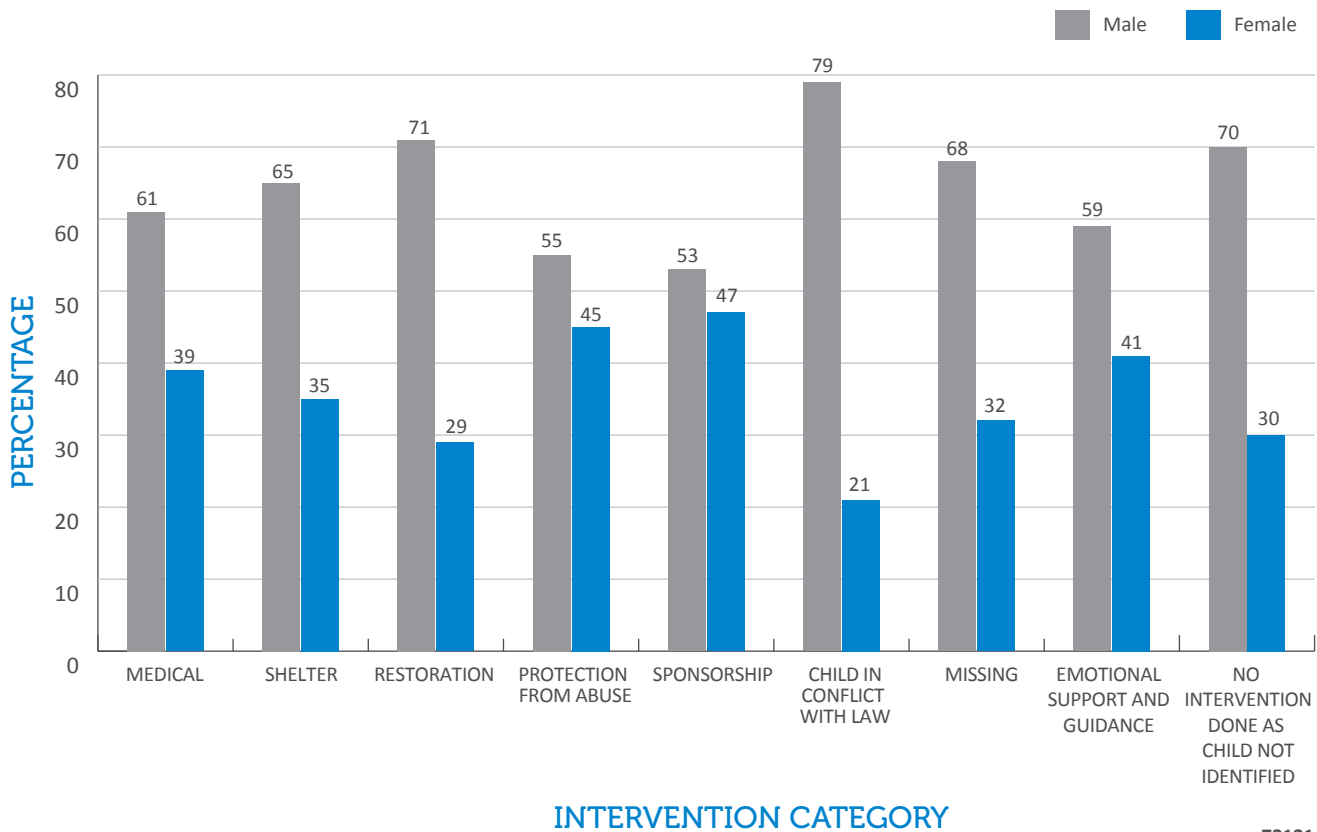
Note- Gender was not available for 208 intervention cases.

Figure 4.2.1: Gender wise distribution of intervention cases - 2012
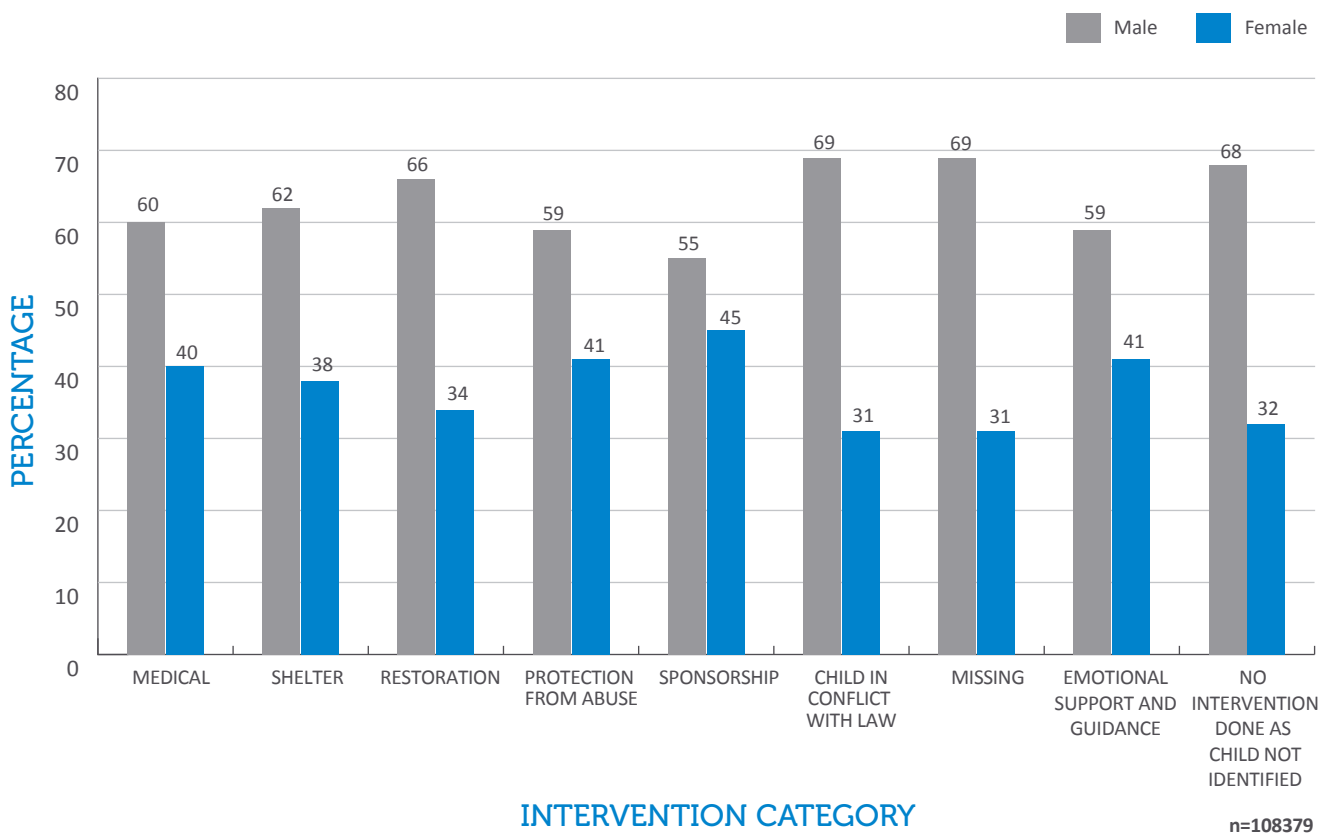
Note- Gender was not available for 208 intervention cases.

Figure 4.2.1: Gender wise distribution of intervention cases - 2013

4.3: A zonal view of CHILDLINE interventions

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

Table 4.3: Interventions across zones

Intervention	East		North		South		West		Ntional	
Year	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**
Medical	4820	6308	1217	2050	1173	1641	1240	3249	8450	13248
Shelter	2681	2900	2624	1871	5141	5046	1479	2491	11925	12308
Restoration	2188	2710	2036	845	2254	2278	820	274	7298	6107
Protection From Abuse	2133	2671	1295	6506	3907	6537	771	5653	8106	21367
Sponsorship	848	1251	850	2400	3367	2903	1118	3468	6183	10022
Child in Conflict with Law	99	193	38	76	126	158	35	35	298	462
Missing	2244	2309	1187	8506	1603	1171	430	4204	5464	16190
Emotional Support and Guidance	6601	11389	2613	1530	11970	12909	2421	1689	23605	27517
No intervention done as child not identified	60	108	698	215	473	718	561	117	1792	1158
Total	**21674**	**29839**	**12558**	**23999**	**30014**	**33361**	**8875**	**21180**	**73121**	**108379**
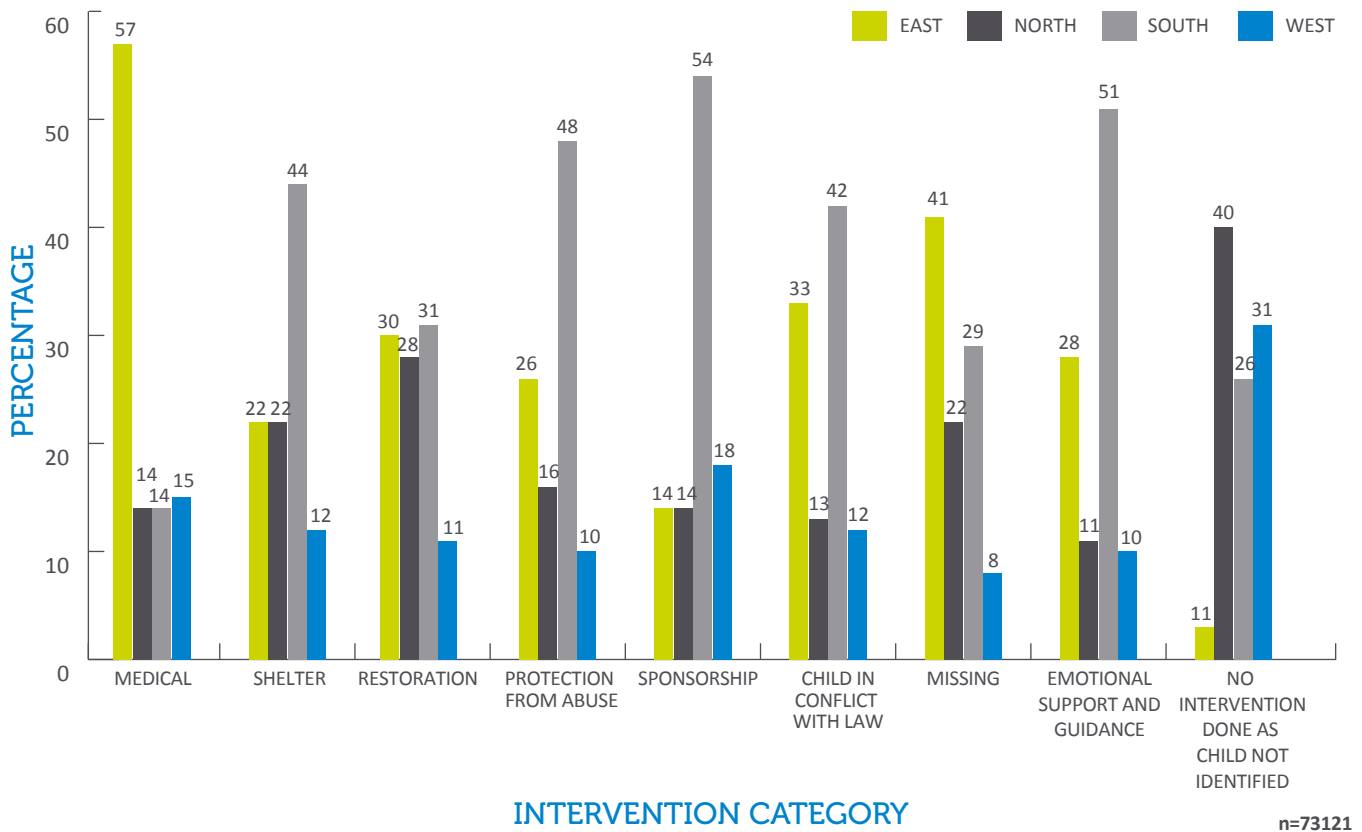
Figure 4.3: Interventions across zones - 2012
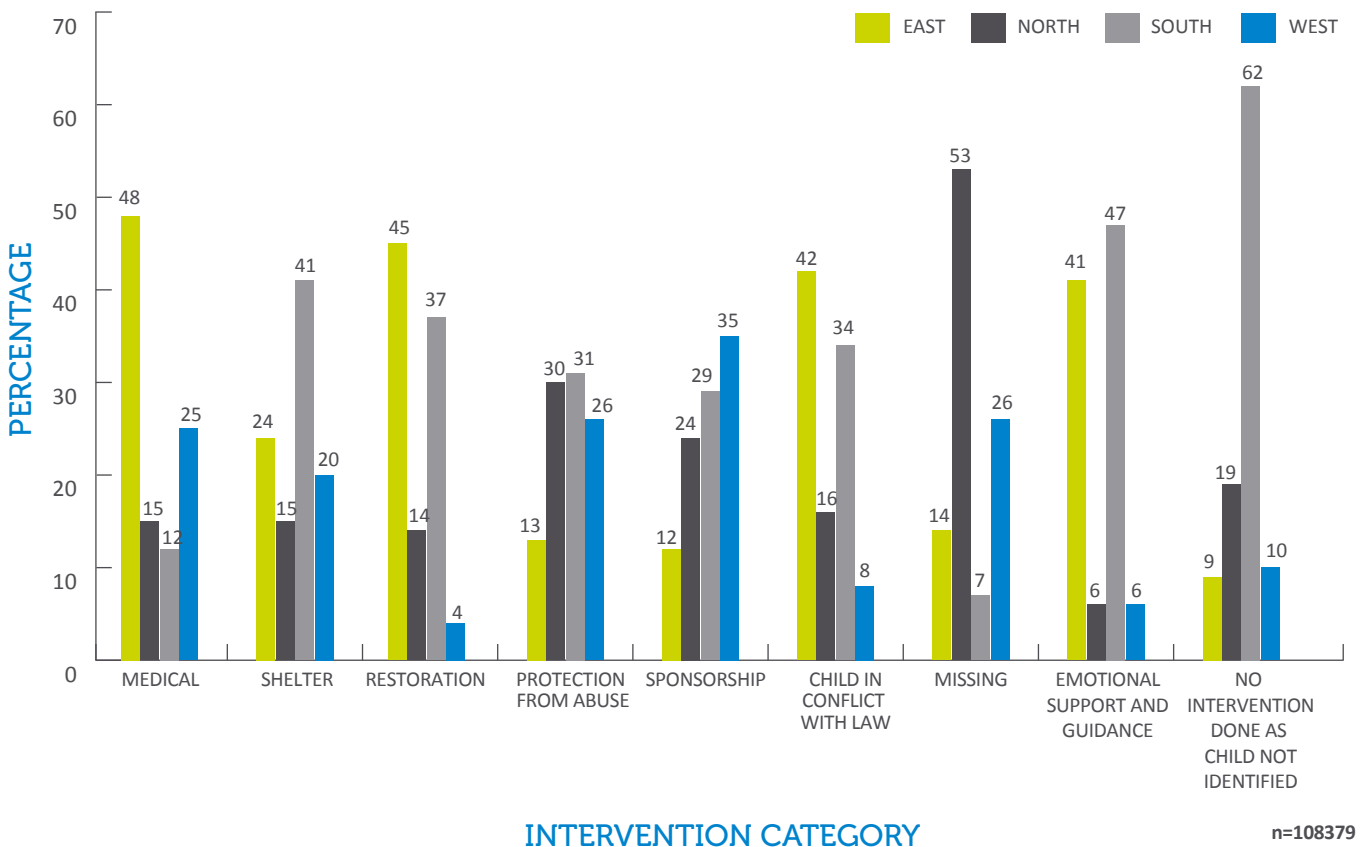
Figure 4.3: Interventions across zones - 2013

Out of four zones, South zone dominate with 35% of total intervention cases followed by East (28%), North (20%) and West (17%).

Category wise south zone dominate in Shelter (42%), Protection from abuse (36%), Sponsorship (39%), and Emotional support and guidance (49%) cases.

East zone has handled 51% of medical cases and 37% of restoration cases whereas share of missing cases are North (45%), East & West (21% each) and South (13%).

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		Cases/ 1000 calls	
Year	2012	2013	2012	2013	2012	2013
East	9842	10089	442	439	45	43
North	31532	15902	251	348	8	22
South	10749	8816	476	428	44	49
West	28494	23160	216	347	8	15
National	19233	14071	360	393	19	28

Average calls of northern and western zones are higher than national average. However, the average for direct intervention cases (per city/per year) is higher in east and south zone than the national average.

Compare to 2012 in 2013 national average calls have gone down by 5162 calls (27%) whereas national average number of intervention cases have increased by 33 cases (9%) and cases per 1000 calls have gone up by 9 cases (47%).

n=73121

West - 14160   East - 25484
North - 19836   South - 31463

n-108379

West - 19987   East - 30854
North - 22281   South - 36049
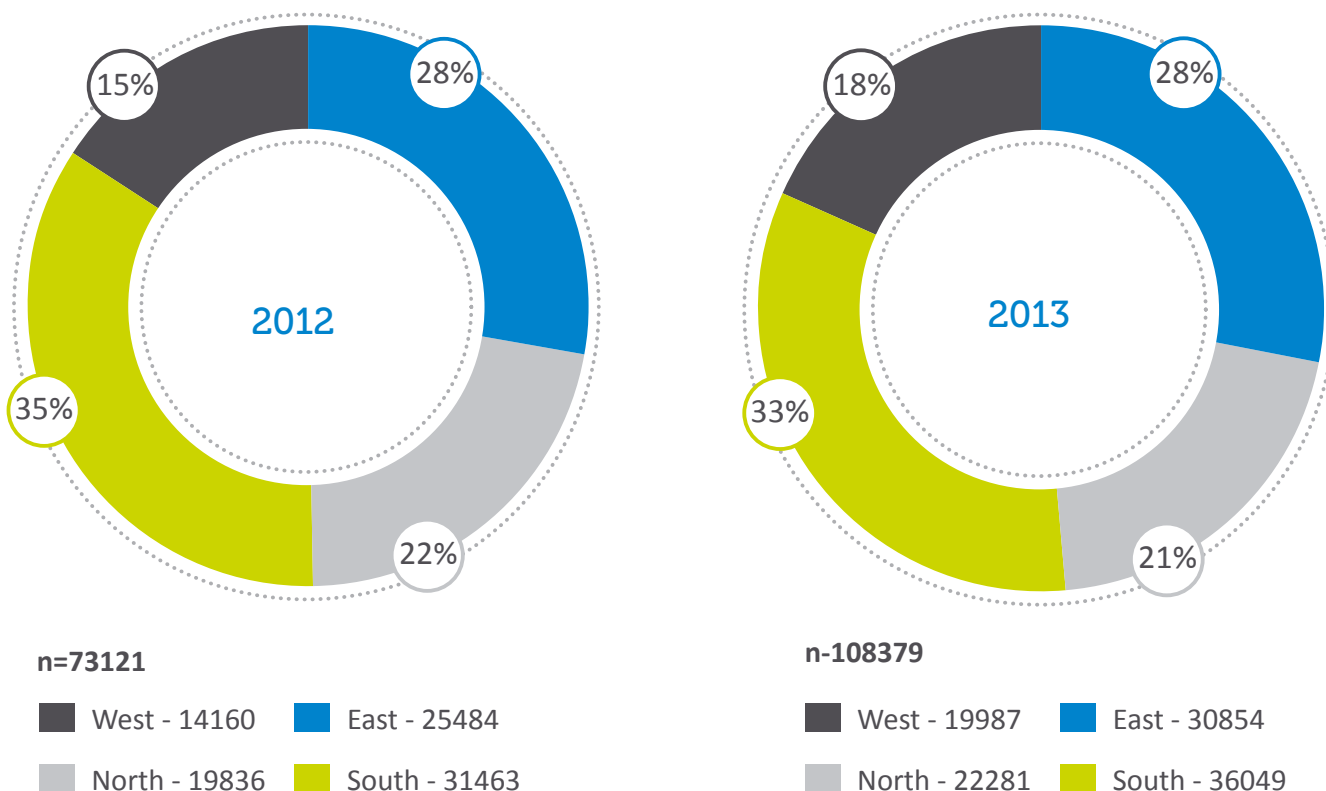
Figure 4.3.1: Share of zones in CHILDLINE interventions

The CHILDLINE service in the South has the largest share of intervention cases totalling to 35% in 2012 and 33% in 2013. The Southern region has the maximum coverage of the CHILDLINE service in terms of the number of cities (63 cities in 2012 and 78 cities in 2013) providing the 1098 service.

28% of all interventions are handled by the East with a presence of 49 cities in 2012 and 68 cities in 2013.

Share of west zone cases have increased by 3% in 2013 compare to 2012 where as their share to cities have increased by 2% in 2013 compare to 2012. North zone share to the cases have gone down by 1% in 2013 compare to 2012 whereas their share to the number of cities are constant for both the years.

n=203

	West - 41		East - 49
	North - 50		South - 63

n-276

	West - 61		East - 68
	North - 69		South - 78
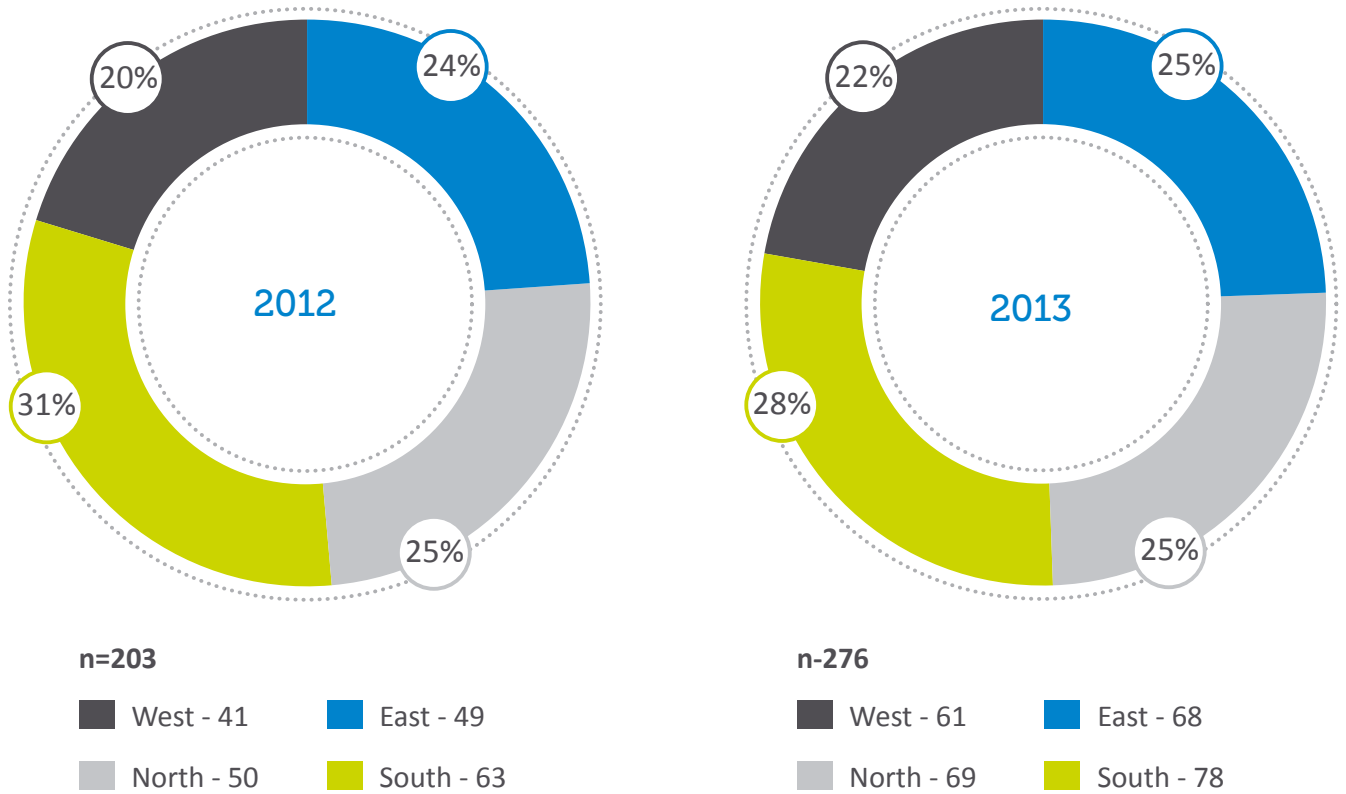
Figure 4.3.2: Share of CHILDLINE cities

5 REASONS FOR CALLING CHILDLINE 1098

Voice Call

Done

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 Lack of resources related issues which is 11.35%, followed by Missing calls at 11%, Education related at 9.90%, Emotional & mental health related issues at 9.34%, Family related at 8.70% and so on.

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

Children like Bhavini from the Beldi village of West Bengal have been creating a silent revolution in the state against child marriage by asserting their rights. The story of 14 year old Bhavini tells the fact that how children as young as 14 years are being forced into marriage by their families.

Bhavini, a 14 years old girl hailing from Beldi village lived with her parents. Bhavini's parents were unable to bring her up due to poor economic conditions. Unable to support her school education, Bhavini was made to drop out of school while she was in the 7th standard. Bhavini, a 7th standard dropout, who was to tie the nuptial knot mustered up the courage to stand up against her father and foiled an attempt to get her married. Bhavini called up CHILDLINE Kolkata to alert informing that she was being forced into marriage and asking for immediate help. Her anger aggravates as she narrates her parents' wish to get her married off, poverty being one of the main reasons. The team immediately visited the spot to gather some facts on the information. The teams met with the police to discuss about the case and made of plan of action to rescue the girl.

CHILDLINE team along the police rescued the child from her house. CHILDLINE instantly brought the case to notice of Child Welfare Committee (CWC) and gave a written petition along with the birth certificate of the child. Subsequently the child was produced before Child Welfare Committee who directed to admit the child to a government home. Padak Gorai, father of the child was arrested by the police.

Note: The table 5.1 indicates the different reasons people call CHILDLINE 1098. The data mentioned below does not represent 3, 49,616 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 2012 & 2013, every unique caller had more than one reason for calling (Ratio of the unique caller: reasons for calling - 1:1.93). 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 Intervention	2012	2013	Total	Difference between 2012 & 2013 (%)
Lack of resources	17742	21946	39688	24
Missing	16218	22252	38470	37
Education related	16633	17971	34604	8
Emotional and mental health	15602	17068	32670	9
Family related issues	14230	16198	30428	14
Physical health	12749	17275	30024	36
Child labour	12350	17569	29919	42
Abuse and violence	9136	15281	24417	67
Runaway	8758	10701	19459	22
Homeless	7549	10998	18547	46
Addiction	3226	6659	9885	106
Trafficking	3166	5904	9070	87
Disability and mental illness	3018	5360	8378	78
Child in conflict with law	1924	4029	5953	109
HIV/ AIDS	1726	3595	5321	108
Discrimination	1555	3392	4947	118
Child wants to go back home	1445	2060	3505	43
Other reasons	2967	1364	4331	-54
Total	**149994**	**199622**	**349616**	**33**

Figure 5.1: Reasons for calling CHILDLINE 1098

From figure 5.1 it can be concluded that 67% calls are comming due to lack of resources, missing, education related, emotional and mental health, family related issues, physical health and child labour. The increase of case is maximum in case of discrimination, child in conflict with law, HIV/ AIDS and addiction.

5.2 Breakup of reasons for calling CHILDLINE 1098

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

Figure 5.2.1 shows the kind of resources for which Childline was contacted by the caller.

It maybe noted here that 74% calls are due to education related.
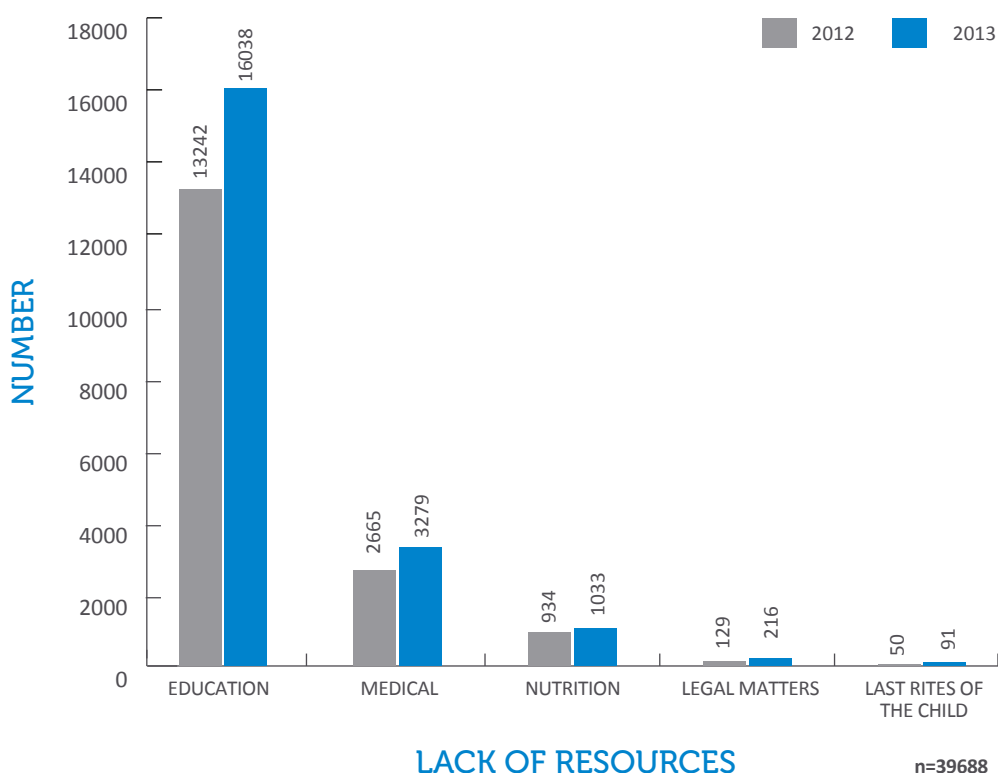
Note –For 2011 cases lack of resources were not available.
Figure 5.2.1: Lack of resources : sub reasons

These calls represent calls from marginalized children which have gone up in 2013 by 4204 calls compare to 2012. Of the 29280 calls seeking sponsorships for education, 11159 callers also stated a need for resources for nutrition and medical issues. In 141 cases CHILDLINE was called in by local authorities to conduct the last rites of children who died and whose families could not be traced by the authorities.

Below figure 5.2.2 shows places from where children went missing.

PLACE OF MISSING   **n= 38470**
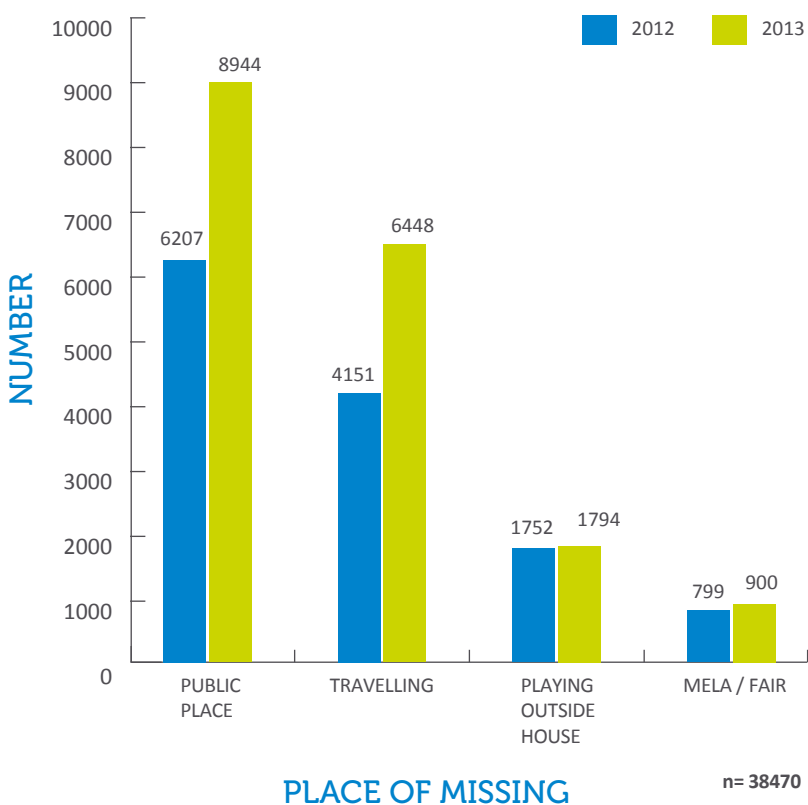
Note – For 7475 missing cases, place of missing is not available.
Figure 5.2.2: Missing children: The place where children went missing

Missing cases has majorly gone up by 37% during 2013. Significant changes can be seen in the reason for calling for missing cases: Cases of missing during travelling has gone up from 26% in 2012 to 29% in 2013 and missing cases during melas/fairs has reduced from 5% in 2012 to 4% in 2013. Whereas missing cases from public place has gone up from 38% in 2012 to 40% in 2013.

Below figure 5.2.3 shows the different kind of education related issues which children face.
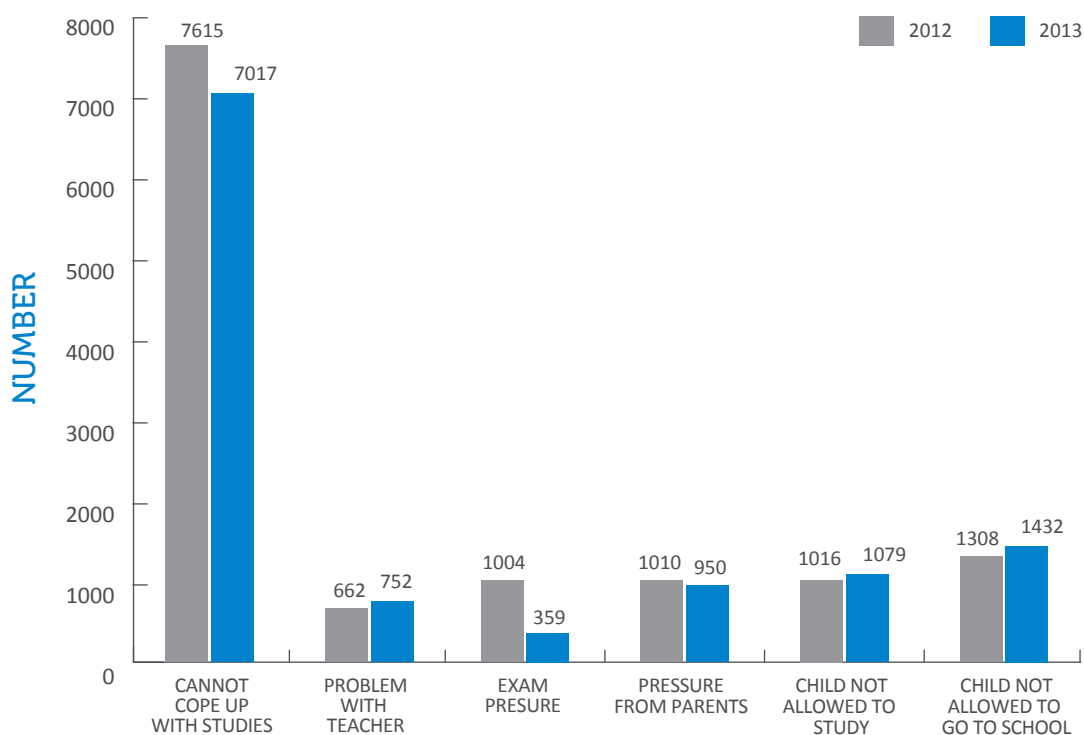
EDUCATION RELATED ISSUES

n=34604

Note – For 10400 education related cases information were not available.

Figure 5.2.3: Education related: sub reasons

There is marginal increase of 8% cases for education related issues during 2013.

Note: These cases are also categorized as ES&G cases. Once again this reflects the trend of middle class children calling 1098. On analysis we find that in quite a few instances more than one reason is cited for calling CHILDLINE 1098. Of the two biggest sub-reason segments: "Can't cope with study" and "Exam pressure" we find that 1365 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.

Below figure 5.2.4 shows the emotional and mental health related issues of children.
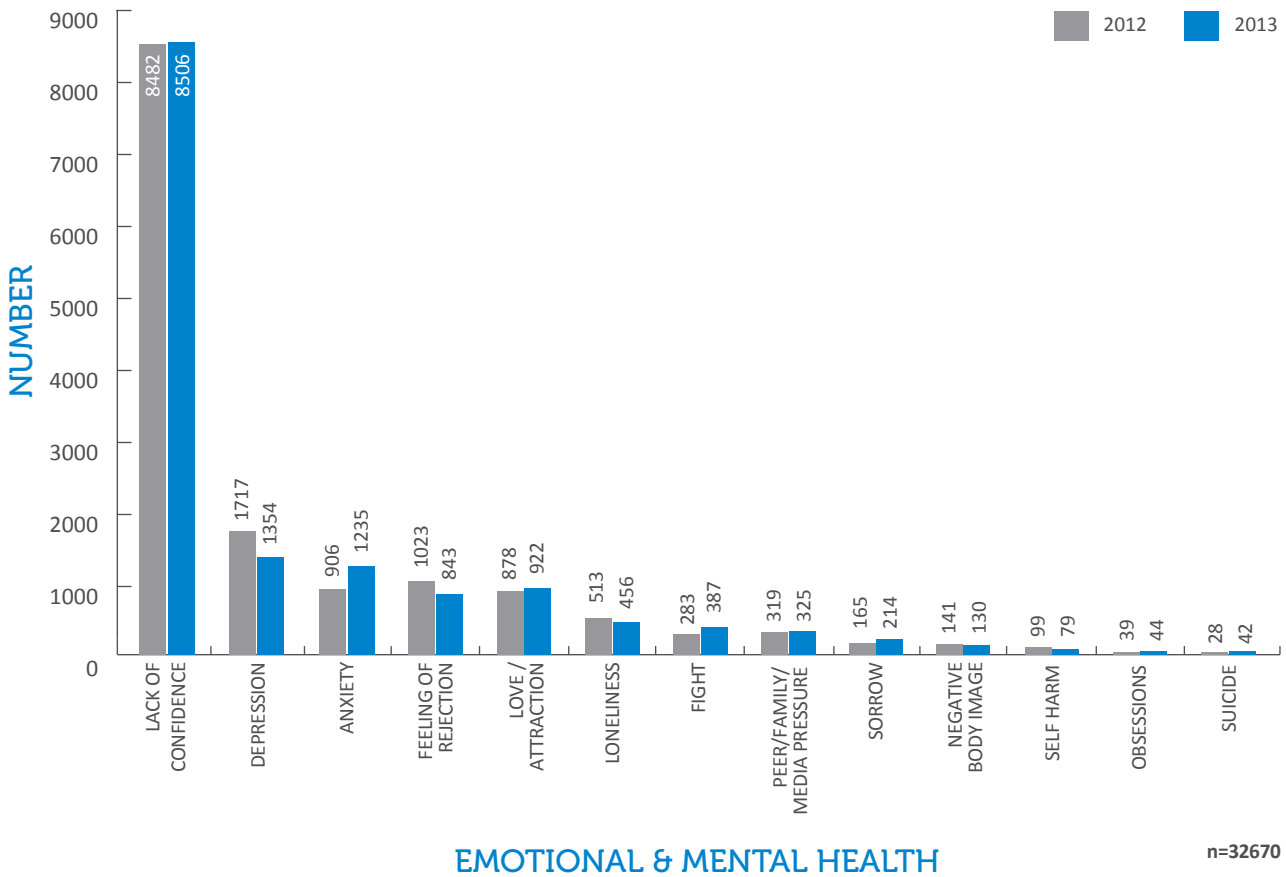
Note – In 3540 Emotional and mental health related cases information were not available.
Figure 5.2.4: Emotional & mental health: sub reasons

A major category of children who contact CHILDLINE for Emotional and mental health related issues are school going, abused children or hail from a family where both parents are working. This would imply that the middle class children are calling CHILDLINE with increasing frequency. This accounts for the rapid growth in these kinds of calls. There has also been an increase in the number of calls coming from mobile phones. In 2012 & 2013, out of 51122 cases of ES&G related interventions, 22938 were calls from mobiles.

Emotional and mental health related calls have increase in 2013 by 9.40%.

Note*: Of the 16988 calls for 'lack of confidence', 2928 calls indicated an additional reason of 'depression' for calling.*

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

FAMILY RELATED ISSUES

n=30430
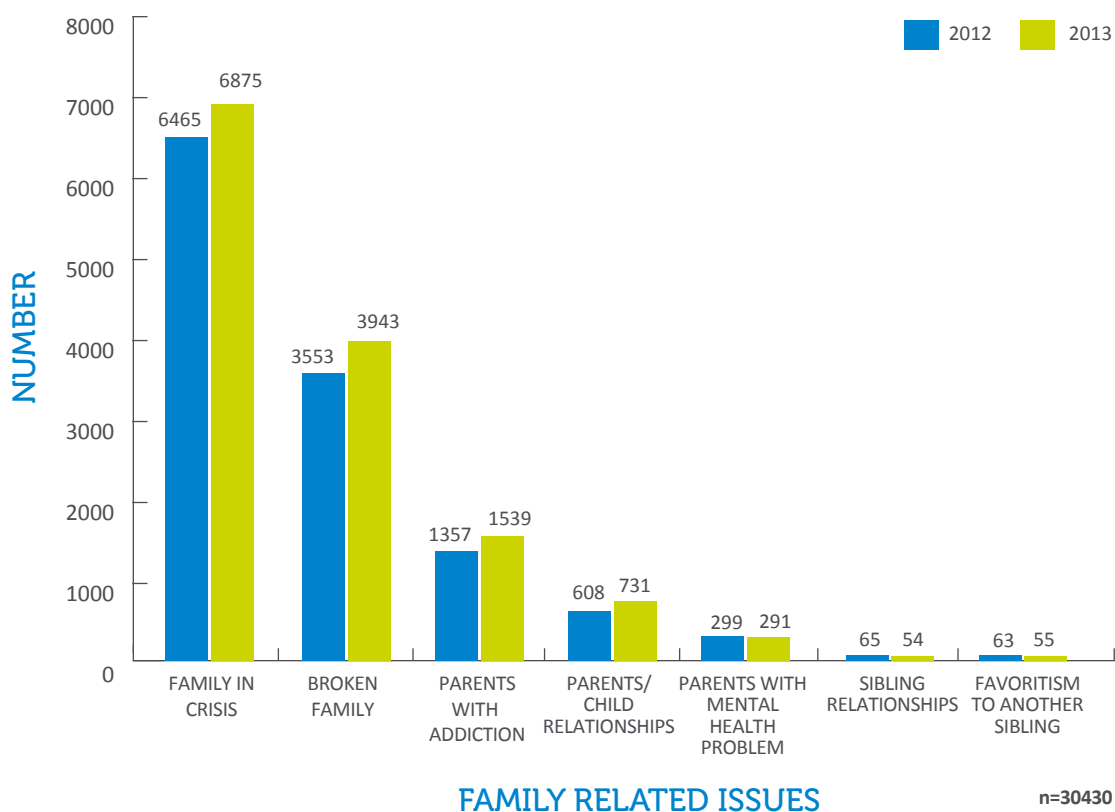
Note – In 4532 Family related issues cases information were not available.
Figure 5.2.5: Family related issues: sub reasons

Note: These cases are also intervened as ES&G cases. Cases of family in crisis have slightly increased in 2013 and same with broken families and parents related issues also. Cases related to family related issues have gone up by around 14% in 2013.

Below figure 5.2.6 shows variety of physical health related issues for which immediate medical attention has to be provided to child.
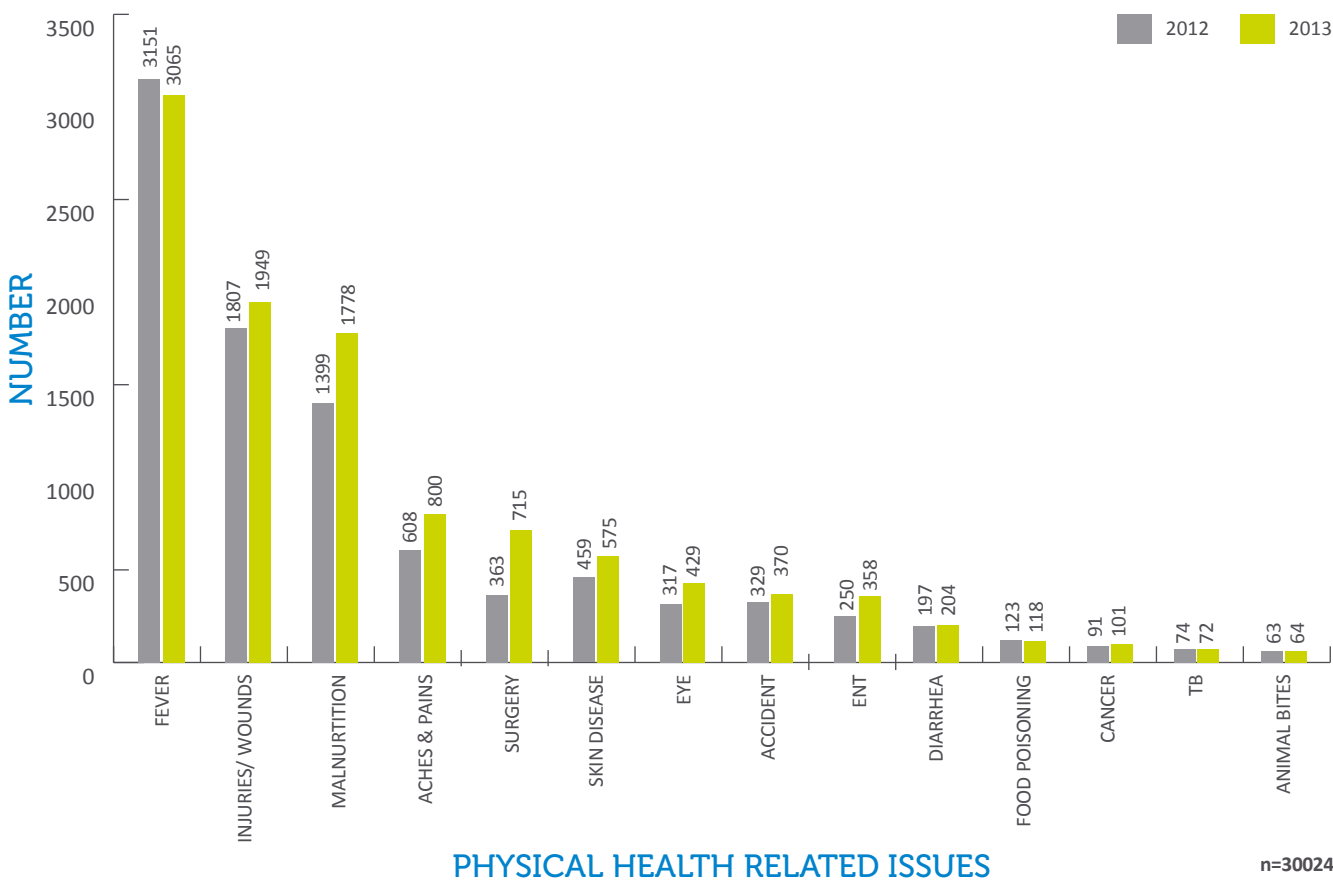
Note – In 10195 Physical health related cases information were not available.

Figure 5.2.6: Physical health: sub reasons

Note: Of the 3756 calls citing injuries/wounds as reason for calling CHILDLINE, 699 also stated "accident" as an additional reason. Malnourishment is the third largest reason for calling CHILDLINE 1098. There is significant increase of 35% cases of Physical health during 2013.

Below figure 5.2.7 shows the different kind of works in which children are involved as a labour.

NUMBER (y-axis)

Category	2012	2013
RESTAURANT/DHABA	2319	3107
DOMESTIC WORK	1891	2017
HAZARDOUS WORK	1315	2332
WORKING IN FAMILY UNITS	1727	1443
BEGGARY	1259	2272
BONDED CHILD LABOUR	752	792

CHILD LABOUR

n=29919
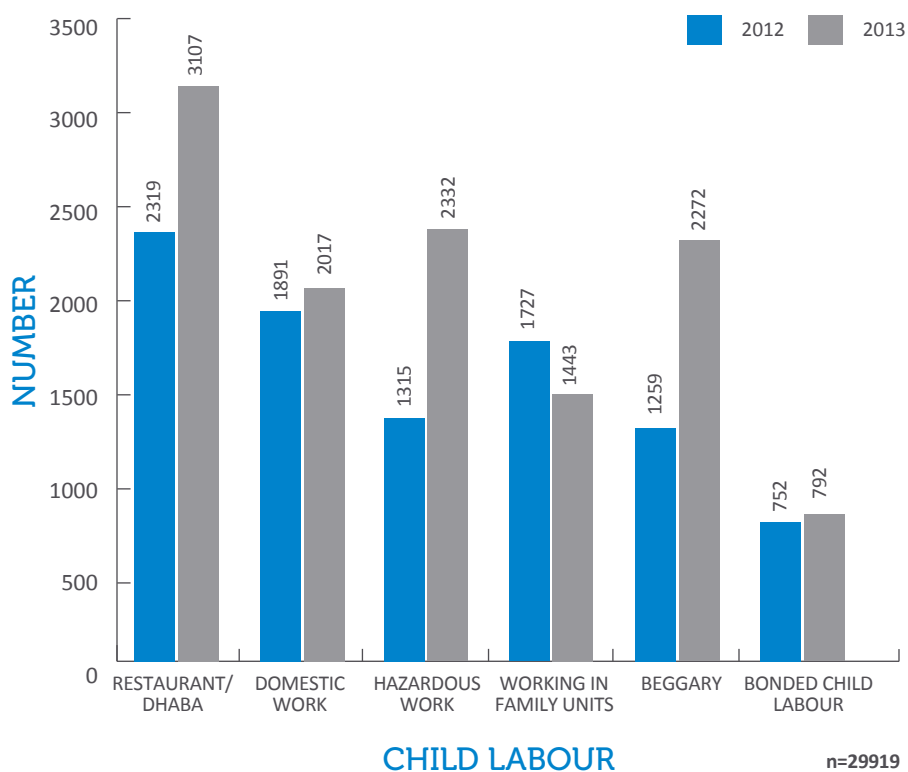
Note – In 8693Child labour cases information were not available.
Figure 5.2.7: Child labour: sub reasons

Child labour cases have gone up significantly by 45% during the 2013 which includes mainly children who are involved in work at Restaurant/Dhaba, domestic work, hazardous work and beggary.

6 FROM WHERE DO CHILDREN CALL CHILDLINE 1098?

Voice Call

Done

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

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

The number of cases received during outreach is a significant 30%. Outreach includes a variety of activities with the objective to reach out to children and the general public on the streets in order to sensitize them on children's issues and the CHILDLINE 1098 service. During these activities, puppet shows, street theatre (nukkadnataks) and face to face interaction with people is conducted to enact cases received on 1098. Kiosks are setup at high traffic locations / events (Ganpati/Fairs) during outreach activity in which cases are directly referred to the team.

The detail of medium used to contact CHILDLINE is presented in Figure 6.1
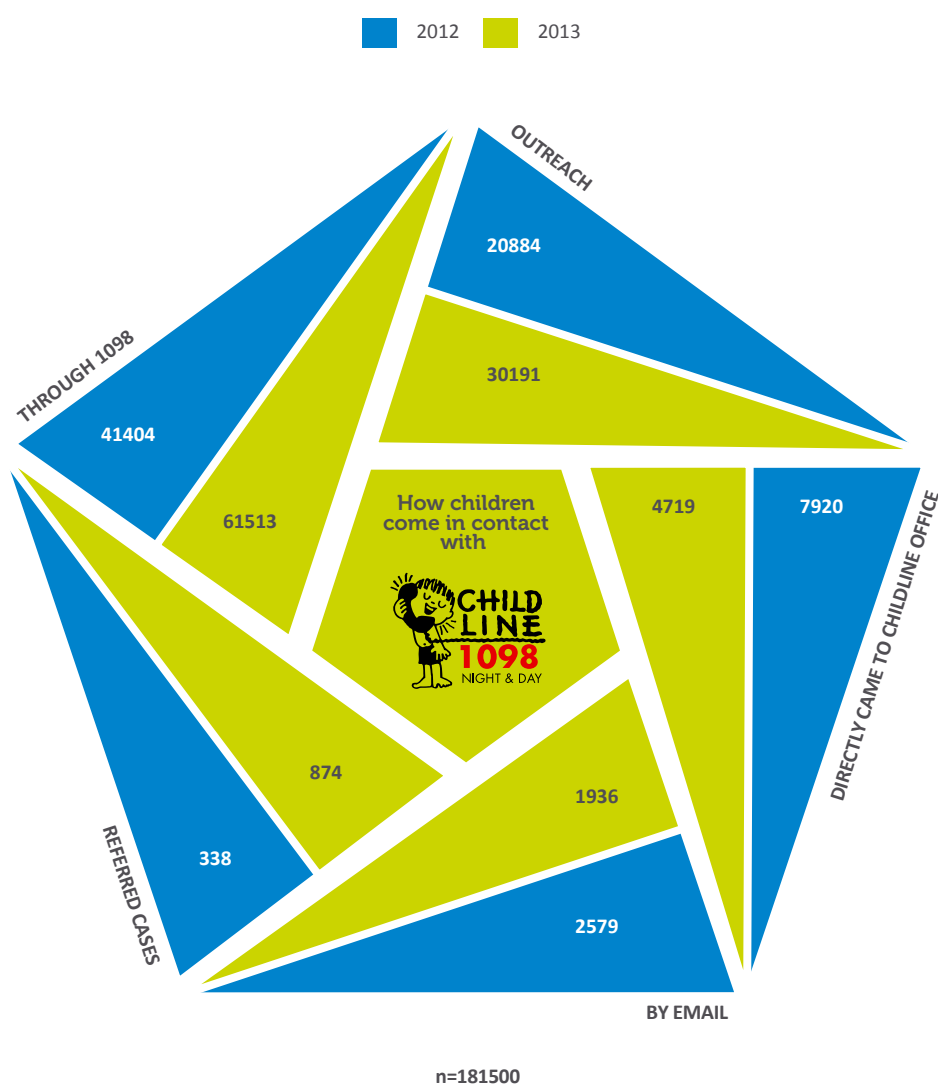
Note – Information about access through is not available for 9142 cases.
Figure 6.1: How children come in contact with CHILDLINE
(not to scale)

Table 6.1.1: Access to CHILDLINE 1098 split by intervention type

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

Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Medical	3136	5565	4050	5116	570	876	117	136	5	70	7878	11763
Shelter	7036	7950	2087	1973	1302	1254	562	652	90	44	11077	11873
Restoration	4378	3682	1646	1230	390	498	367	341	70	49	6851	5800
Protection from abuse	5117	15111	2059	3975	261	869	152	286	17	316	7606	20557
Sponsorship	2819	5136	2719	3805	325	553	71	59	37	300	5971	9853
Child in conflict with law	244	251	26	162	12	20	1	15	0	0	283	448
Missing	2856	10089	1024	1832	939	2,908	192	331	62	42	5073	15202
Emotional support & guidance	14375	12804	7137	12067	798	872	447	707	50	48	22807	26498
No intervention done as child not identified	1443	925	136	31	122	70	27	52	7	5	1735	1083
Total	**41404**	**61513**	**20884**	**30191**	**4719**	**7920**	**1936**	**2579**	**338**	**874**	**69281**	**103077**

Note – Information about access through is not available for 9142 cases.

Legend: THROUGH 1098 | OUTREACH | DIRECTLY CAME TO CHILDLINE OFFICE | REFERRED CASES | EMAIL
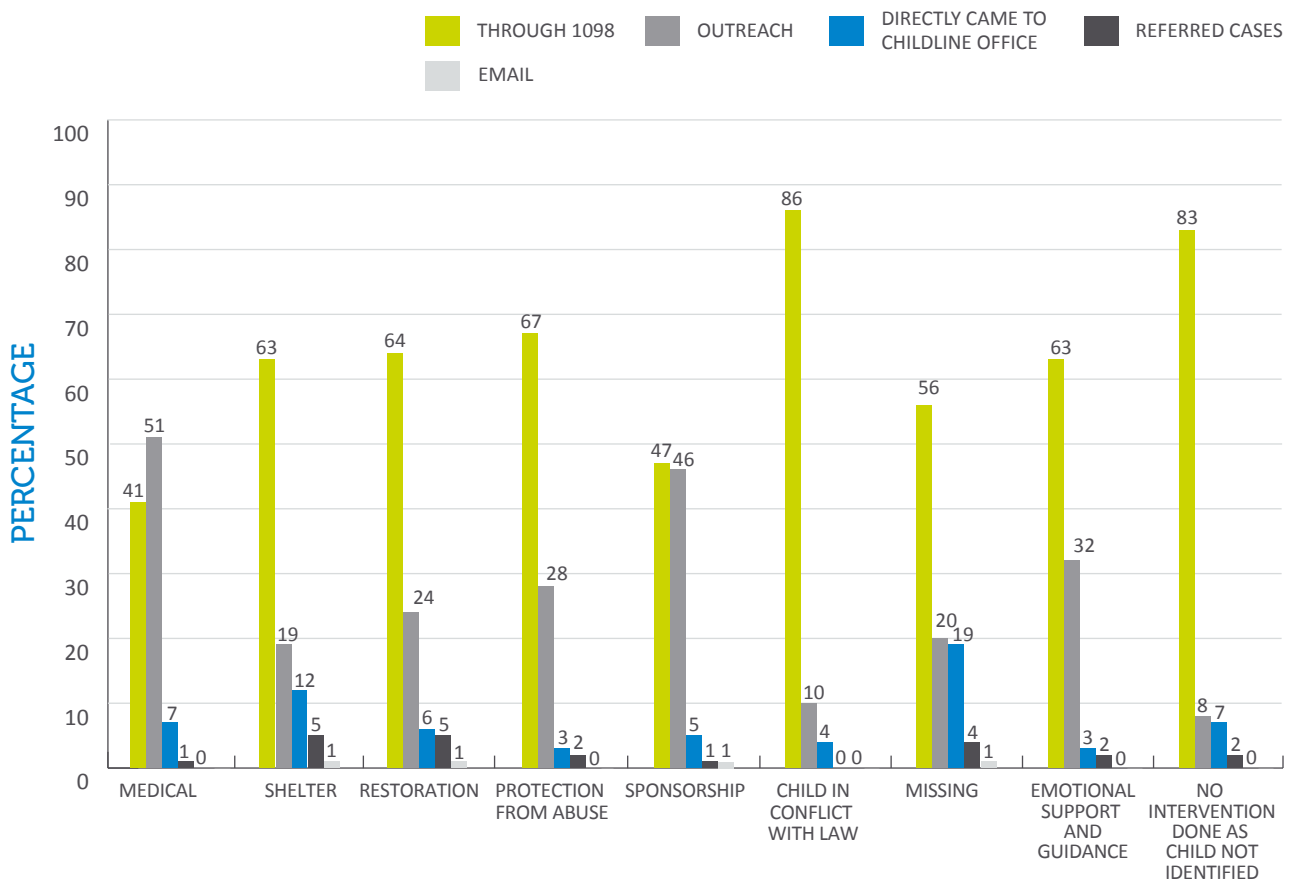
n=73121

Note – Information about access through is not available for 3840 cases.

Figure 6.1.1: Access to CHILDLINE 1098 split by intervention type - 2012

Figure 6.1.1: Access to CHILDLINE 1098 split by intervention type - 2013

Chart legend: THROUGH 1098, OUTREACH, DIRECTLY CAME TO CHILDLINE OFFICE, REFERRED CASES, EMAIL

Y-axis: PERCENTAGE (0 to 90)

X-axis: INTERVENTION CATEGORY

Data values by category:
- MEDICAL: 47, 44, 7, 1, 1
- SHELTER: 67, 17, 11, 5, 0
- RESTORATION: 63, 21, 9, 6, 1
- PROTECTION FROM ABUSE: 74, 19, 4, 1, 2
- SPONSORSHIP: 51, 39, 6, 1, 3
- CHILD IN CONFLICT WITH LAW: 56, 37, 4, 3, 0
- MISSING: 66, 13, 19, 2, 0
- EMOTIONAL SUPPORT AND GUIDANCE: 48, 46, 3, 3, 0
- NO INTERVENTION DONE AS CHILD NOT IDENTIFIED: 85, 3, 7, 5, 0

n=108379

Note – Information about access through is not available for 5302 cases.

6.2 Change in trends of access to the telecom service

In the fast changing telecom scenario, PCOs are slowly vanishing. 97% of all telephone subscribers in India are now 'wireless' i.e. unlike the conventional 'wireline' telephony, no cable connects the phone to an exchange. The phones are either on a GSM (mobile) platform or CDMA (Wireless in Local Loop) based, both being wireless.

This has changed the way children and adults access 1098.

MOBILE

37738 CALLS   63388 CALLS

LANDLINE

11589 CALLS   11537 CALLS

PCO

621 CALLS   577 CALLS

OTHER SOURCES

23173 CALLS   32877 CALLS

2012   2013

n=181500

Figure 6.2: Calls to CHILDLINE from different telephone sources

(not to scale)

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

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

Are calls from mobiles for different reasons?

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

Table 6.2.1: Calls to CHILDLINE from different telephone sources and interventions

Intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Medical	3625	6639	986	921	121	78	3718	5610	8450	13248
Shelter	5810	7545	2383	1757	111	62	3,621	2944	11925	12308
Restoration	3767	2408	1471	1288	80	40	1980	2371	7298	6107
Protection from abuse	4462	15485	1119	1821	62	151	2463	3910	8106	21367
Sponsorship	3681	7240	848	450	58	30	1596	2302	6183	10022
Child in conflict with law	189	174	60	54	0	0	49	234	298	462
Missing	2420	12465	981	1841	23	56	2040	1828	5464	16190
Emotional support & guidance	12345	10593	3610	3262	158	149	7492	13513	23605	27517
No intervention done as child not identified	1439	839	131	143	8	11	214	165	1792	1158
Total	37738	63388	11589	11537	621	577	23173	32877	73121	108379
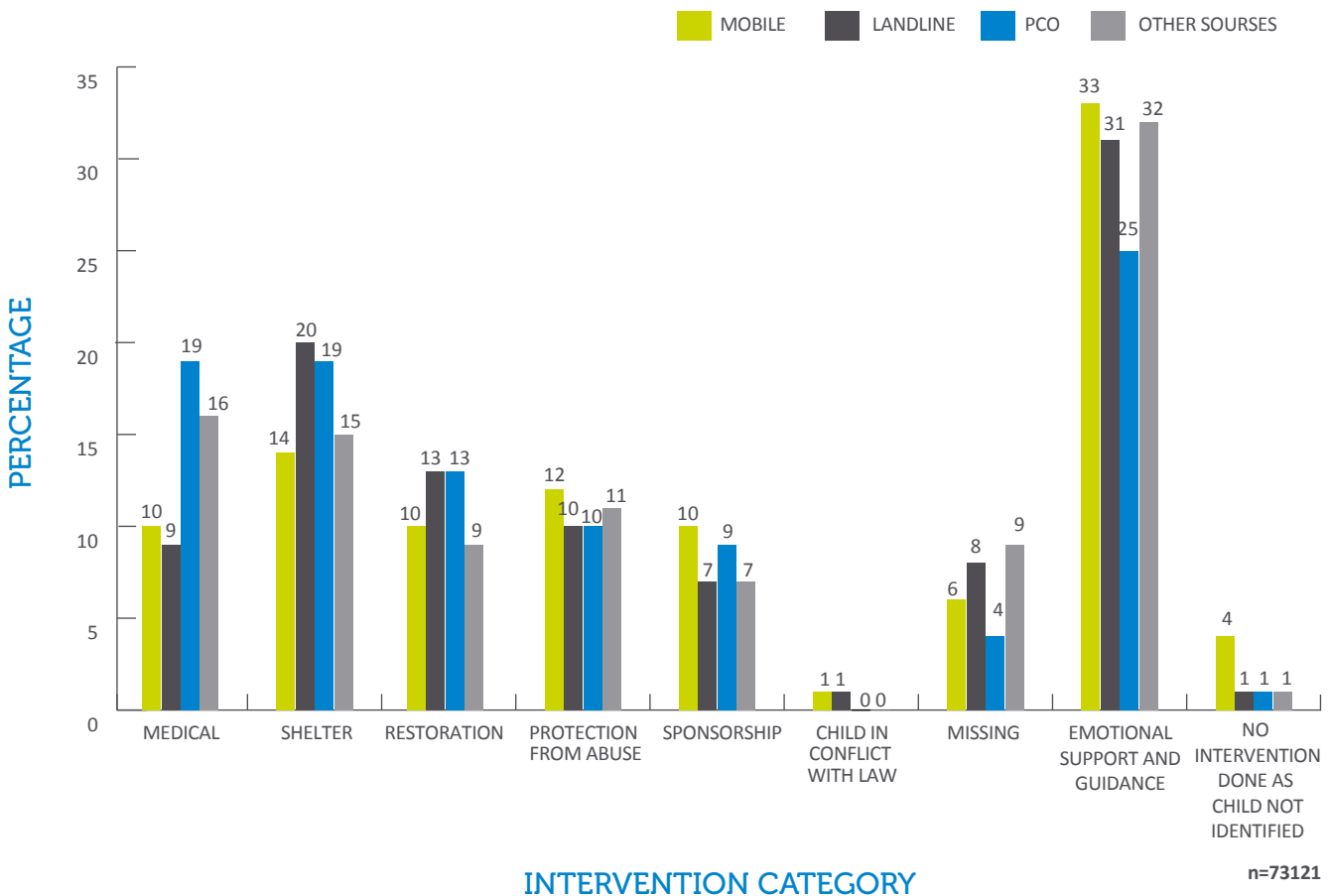
Figure 6.2.1: Calls to CHILDLINE from different telephone sources and interventions - 2012
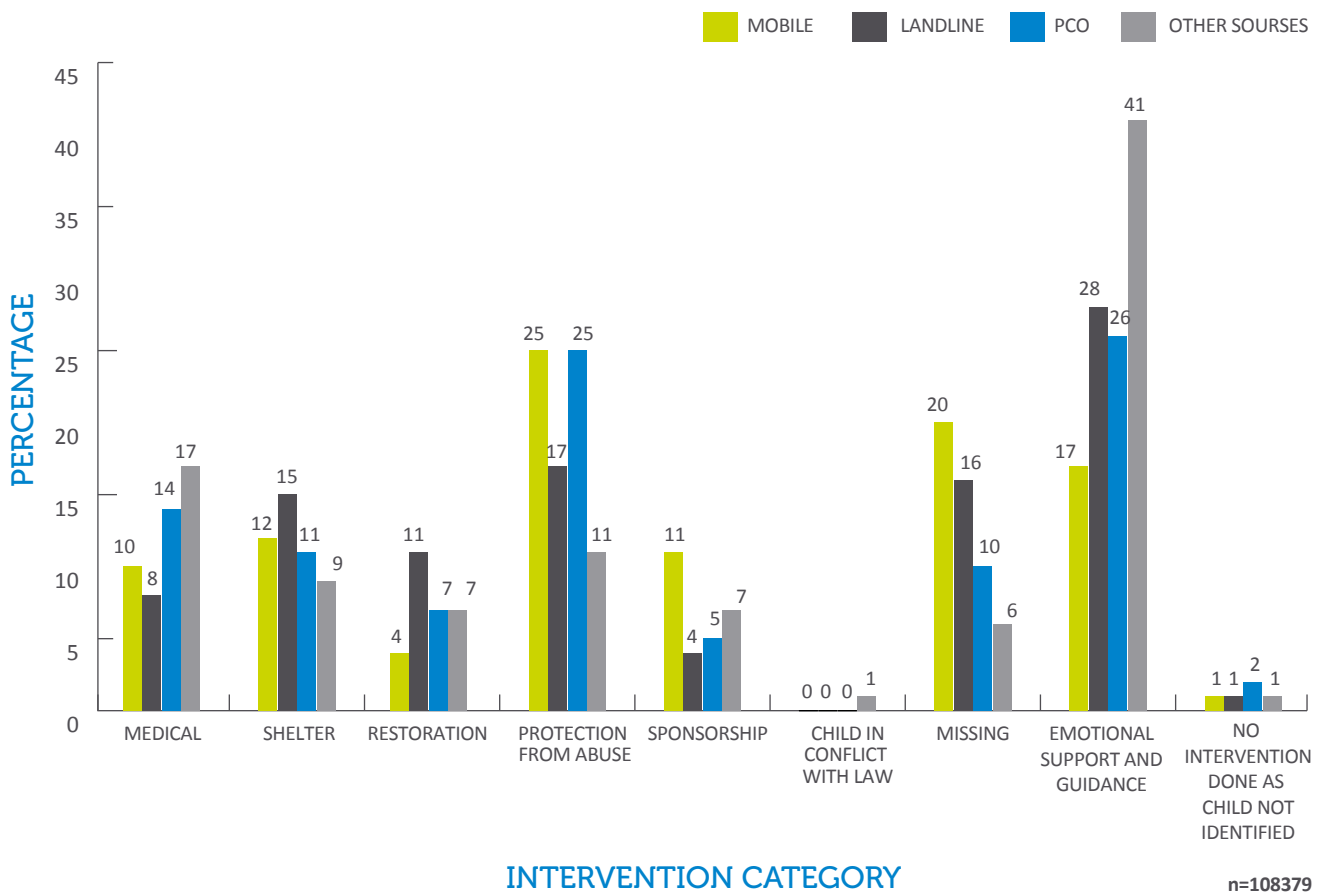
Figure 6.2.1: Calls to CHILDLINE from different telephone sources and interventions - 2013

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

It is clear that the increased share of the private telecom service providers in telephony has brought more children in contact with CHILDLINE. This is a trend that will grow very strongly in the future.

6.3 Location of calls

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

2012 2013

Location of calls
to CHILDLINE

RESIDENTIAL AREA 37262 / 30646
STREET/ PAVEMENT 23336 / 8760
POLICE STATION 13035 / 8307
SLUMS/ CHAWL 6983 / 5274
INSTITUTION 6999 / 5096
RAILWAY 6053 / 5966
SCHOOL 3414 / 1900
OFFICE 3016 / 1946
BUS DEPOT 1677 / 1606
HOSPITAL 1237 / 839

n=181500

Note – Location of cases are not available for 8148 cases.
Figure 6.3: Location of calls to CHILDLINE

(not to scale)

Calls to CHILDLINE come from phones located in a variety of places. Residential areas are the single largest block. This could imply home phones or mobiles. However, that cannot be determined from this breakup. But railways, streets/pavements, slums/chawls and police stations accounts for 45% of all locations from where calls come in and are crucial as these places are frequented by most marginalised children.

Calls from street/pavement have gone up significantly in 2013 by 11% whereas cases from residential area have gone down by 8% in 2013.

7 PROFILE OF CALLER & CHILDREN

Voice Call

Done

PROFILE OF CALLER & CHILDREN

7.1 Profile of caller

1/4th of all calls to CHILDLINE are from concerned adult. Below figure 7.1 shows the profile of the caller to CHILDLINE varies from children, allied systems, family/relatives, CHILDLINE members and NGO personnel.

CHILD: 10243 (2012), 13341 (2013)
CONCERNED ADULT: 21110 (2012), 24553 (2013)
ALLIED SYSTEM: 14544 (2012), 19946 (2013)
FAMILY/ RELATIVES: 13621 (2012), 19014 (2013)
CHILDLINE MEMBER: 17155 (2012), 21365 (2013)
NGO PERSONNEL: 3755 (2012), 4590 (2013)

2012 **2013**

n=193415
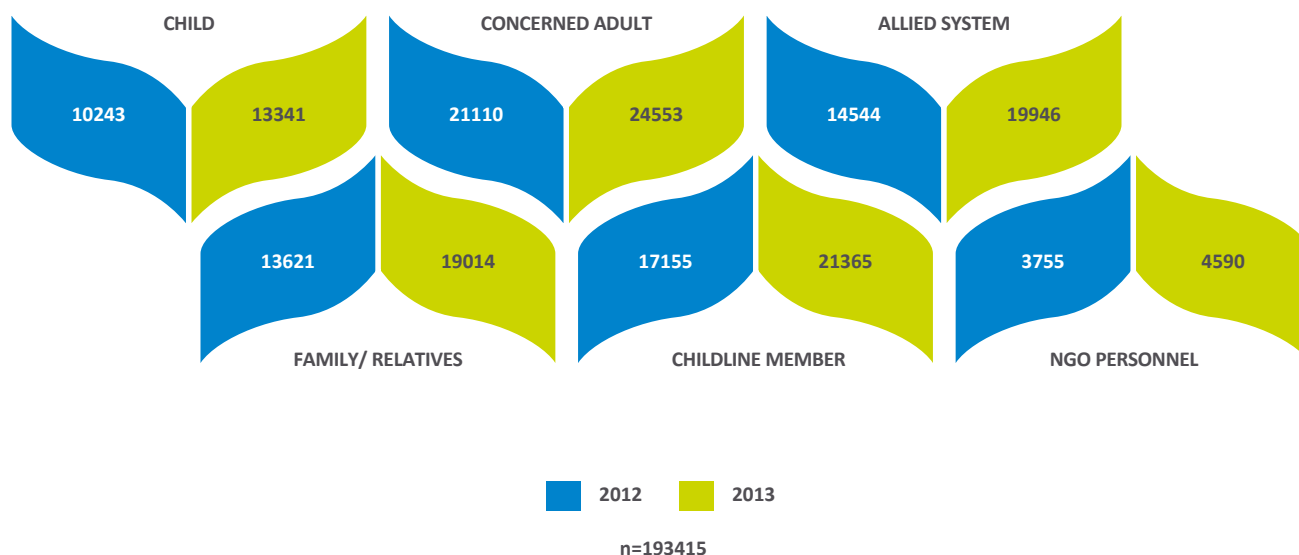
Note – Callers detail not available for 10178 cases

Figure 7.1: Profile of callers to CHILDLINE

(not to scale)

Choice of telephone for callers to CHILDLINE
Different caller groups tend to use different choices of telephones to call CHILDLINE.

Table 7.1.1: Caller types using different choices of telephones

Caller type	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Child	5893	4875	1553	1023	84	89	2713	7354	10243	13341
Concerned adult	13554	18210	1815	1325	299	283	5442	4735	21110	24553
Allied system	6735	10294	4425	5042	54	54	3330	4556	14544	19946
Family relatives	8969	14131	990	911	153	75	3509	3897	13621	19014
CHILDLINE member	8590	10783	2153	2231	73	45	6339	8306	17155	21365
NGO personnel	1997	3213	590	477	16	25	1152	875	3755	4590
Total	**45738**	**61506**	**11526**	**11009**	**679**	**571**	**22485**	**29723**	**80428**	**102809**

Note – Callers detail not available for 10178 cases.

Below figure 7.1.1 shows the different kind of telephones used by callers to contact CHILDLINE.
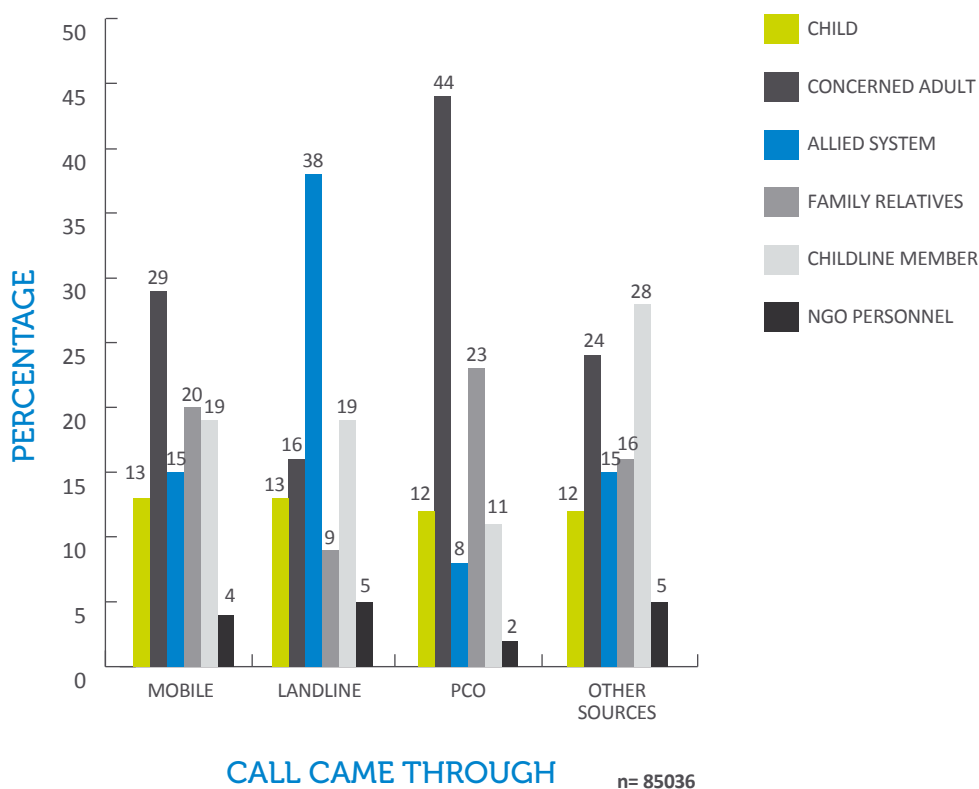
Note – Callers detail not available for 4608 cases.

Figure 7.1.1: Caller types using different choices of telephones - 2012
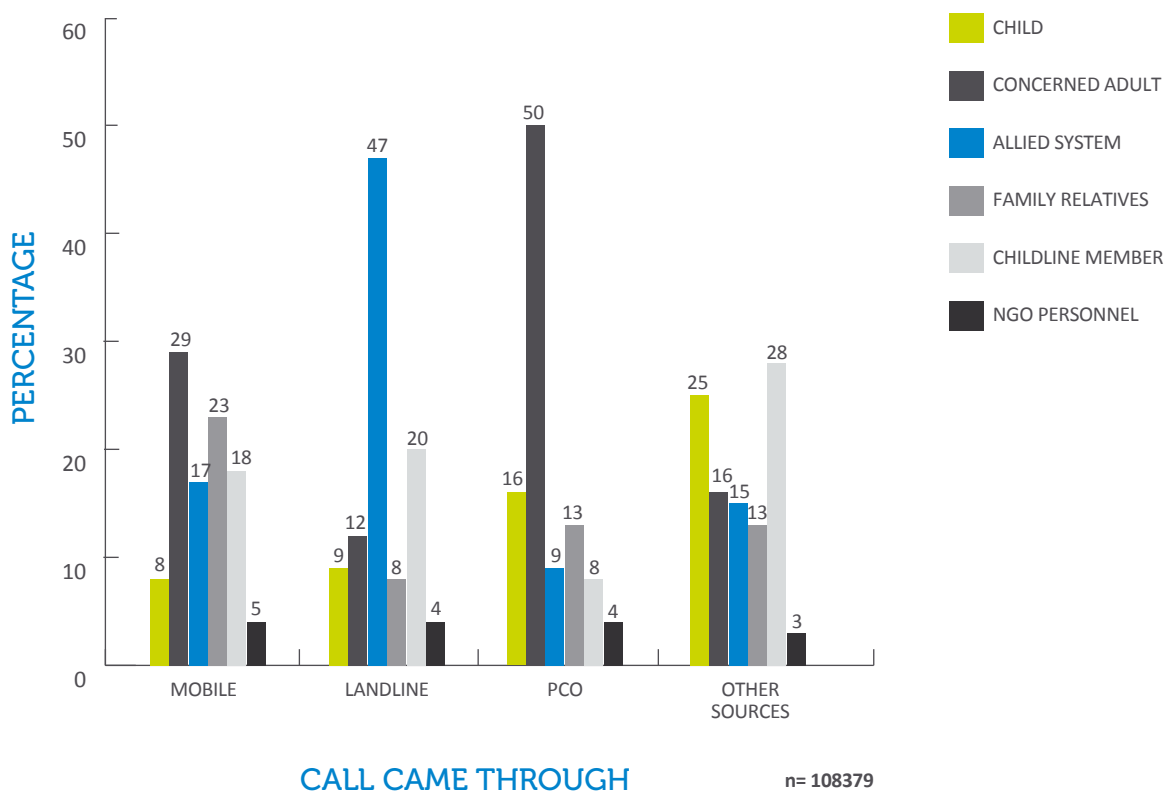
Note – Callers detail not available for 5570 cases.

Figure 7.1.1: Caller types using different choices of telephones - 2013

Below figure 7.2 shows gender of children calling CHILDLINE.

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

n=193415
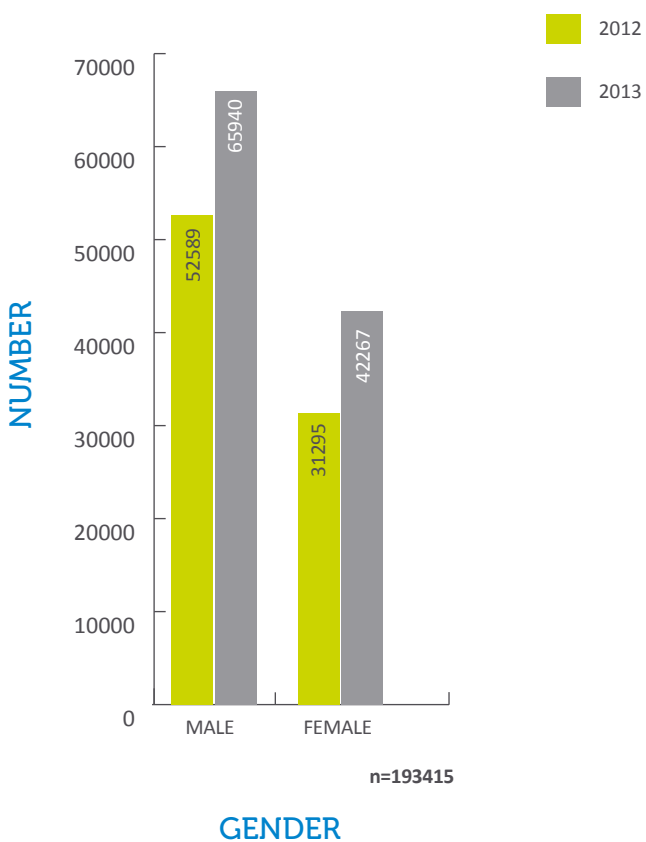
Note – Gender of Children were not documented for 1324 cases.

Figure 7.2: Gender of children

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

Age group	2012	2013
< 1 MONTH	484	504
1 MONTH TO 11 MONTHS	527	661
1 TO 5 YEARS	9496	13884
6 TO 10 YEARS	24574	30811
11 TO 15 YEARS	36974	46757
16 TO 18 YEARS	10682	14369
19 TO 25 YEARS	521	538

■ 2012

■ 2013

(not to scale)

n=193415
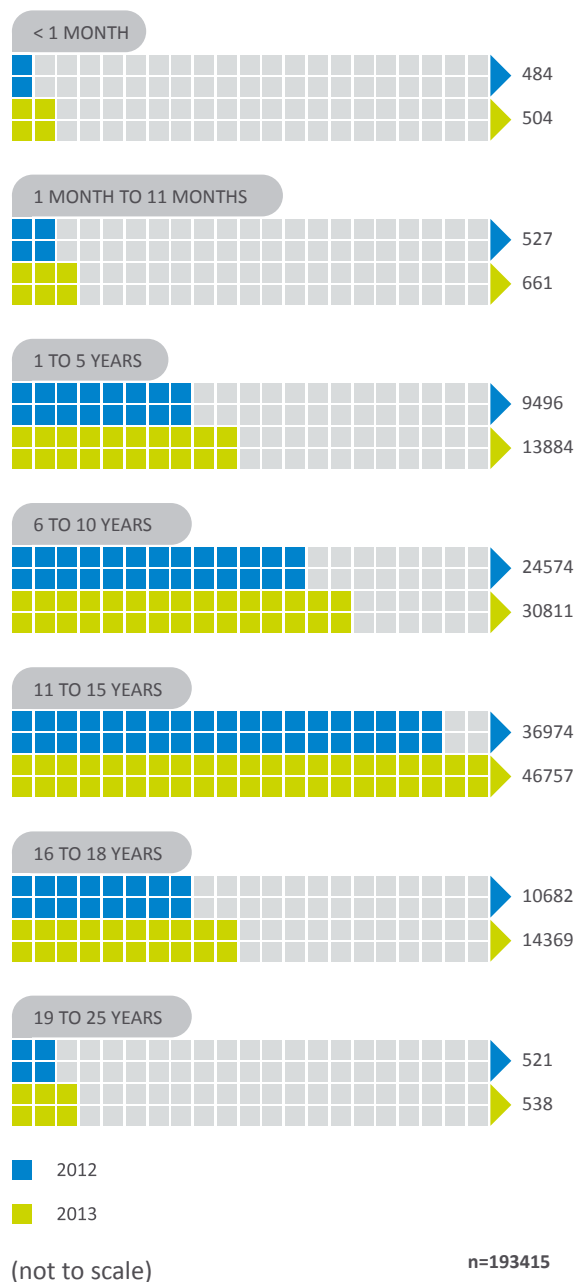
Figure 7.3: Age group of children assisted

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

Figure 7.4: Education status of children

	2012	2013
ATTENDS MUNICIPAL SCHOOL	21663	29441
ATTEDND PRIVATE AIDED SCHOOL	14969	15652
NEVER ATTENDED SCHOOL	17375	25663
DROPOUT FROM SCHOOL	7654	9517
ANGANWADI/ BALWADI	4541	5837
FINISHED 10TH STD	1787	2624
ATTENDS JUNIOR COLLEGE	1645	1949
NON FORMAL EDUCATION	412	245
SPECIAL SCHOOL	344	536
OPEN SCHOOL	116	493
NCLP	79	67

n=193415

(not to scale)

Note – Education status of Children were not documented for 30806 cases.
Figure 7.4: Education status of children

Of the total number of interventions undertaken, 26% of the children have never been to school; 11% have dropped out of school, while 6% are in Anganwadi. Nearly 50% attend school, another 3% have finished the 10th standard, while 2% are yet in college.

Below figure 7.5 shows living arrangement of children who contact CHILDLINE for intervention.
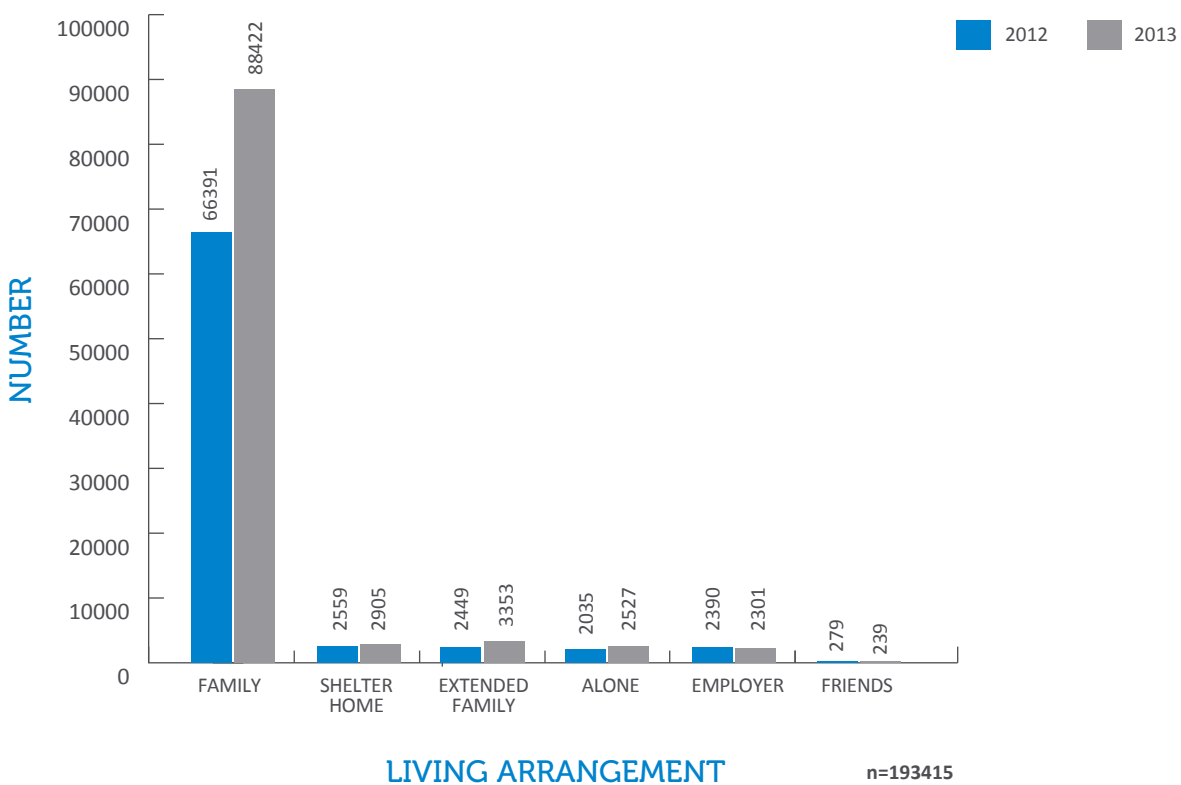
Note – Living arrangement of Children were not documented for 17565 cases.
Figure 7.5: Living arrangement of children

Of the total number of interventions undertaken, 88% of all children live with their family.

Below figure 7.6 shows family structures of children to whom CHILDLINE helped
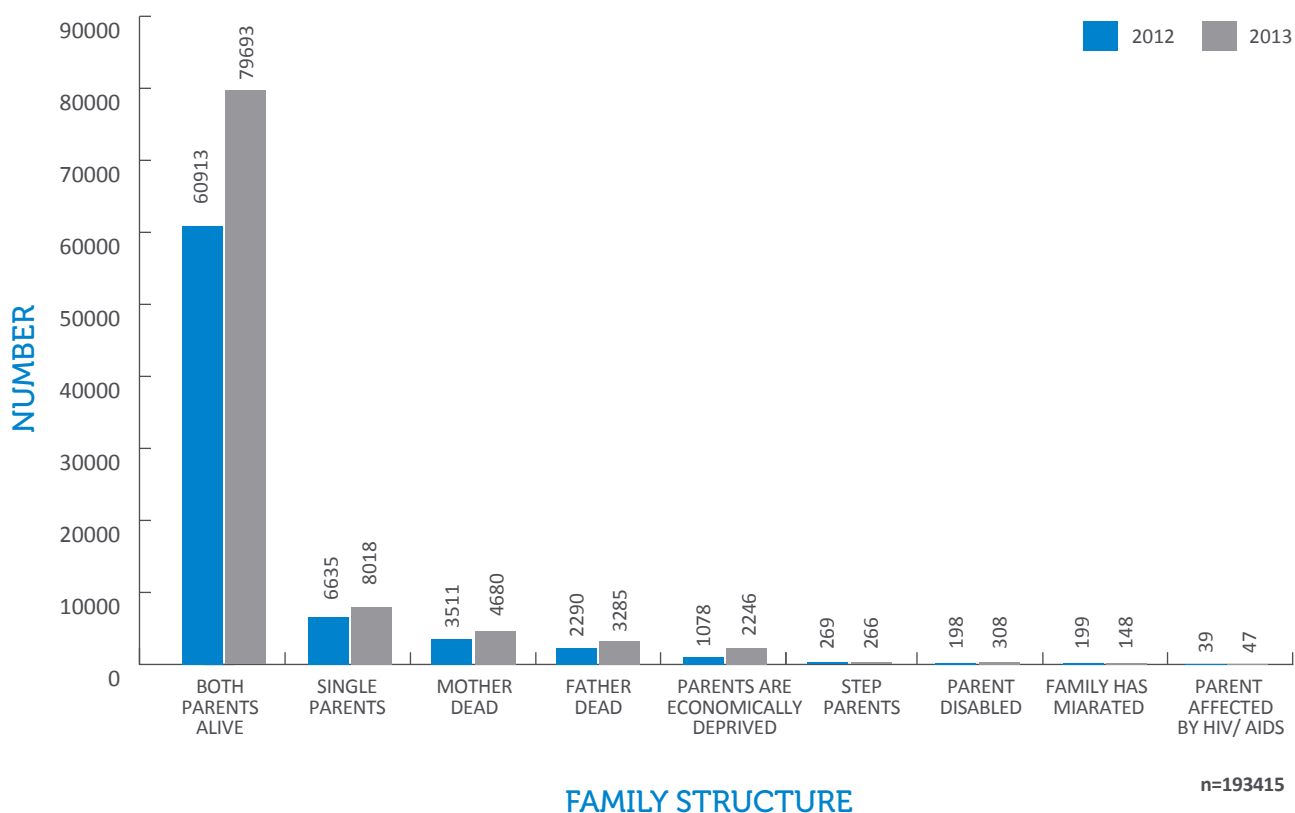
Note – Family Structure of Children were not documented for 19592 cases.
Figure 7.6: Family structures of children

Of the interventions conducted, 81% of children had both their parents. 2% reported impoverished parents, 8% reported either of their parents dead while another 8% reported living with single parents (referring to separated parents).

INTERVENTION AND ASSISTANCE BY CHILDLINE

8

Voice Call

Done

INTERVENTION AND ASSISTANCE BY CHILDLINE

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 (21698 out of 181500, as reported in table 4.2), cover a wide range of interventions. From simple application of band aids by the CHILDLINE team members, taking a child to the local doctor for a checkup for fever or any minor illness or admitting a child to hospital for a surgery or serious illness, account for the various kinds of medical interventions undertaken by CHILDLINE. The details of such intervention are given in Figure 8.2.

Figure 8.2 bar chart:

Category	2012	2013
OPD	3056	3226
FIRST AID	2363	3188
HOSPITALISATION	1537	1855
PRIVATE CLINICS	619	756
CASUALTY	443	336

MEDICAL : SUB INTERVENTION

n=21698
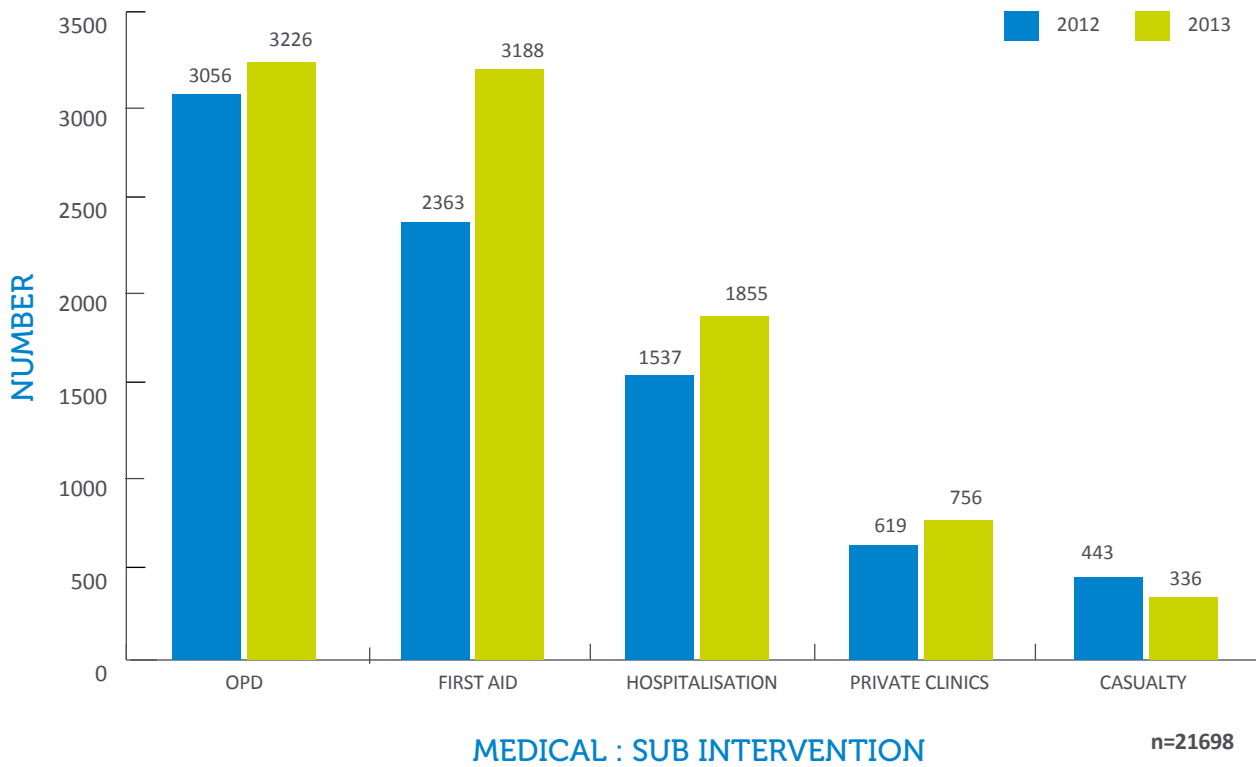
Note: Intervention done in medical cases are not available for 4319 cases.

Figure 8.2: Medical: sub intervention

From Fig 8.2, it can be concluded that, basic First aid and treatment at Out Patient Departments (OPD) are the most prominent of medical interventions, covering 55% of all medical cases. The details of the ailments that require treatment by First aid, OPD and hospitalization, are given in Figure 8.2.1, Figure 8.2.2 and Figure 8.2.3 respectively.

Note: Ailments of 1097 OPD cases were not available.
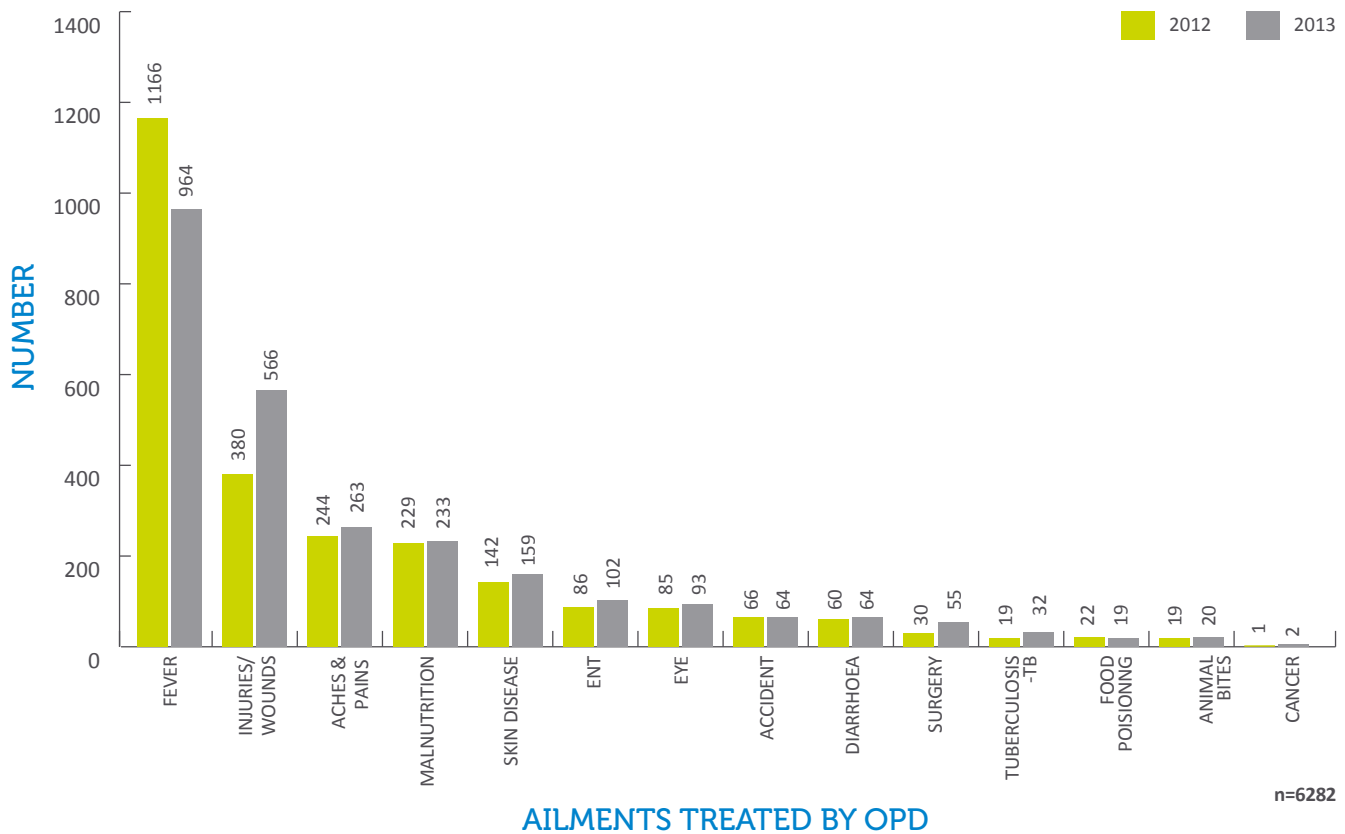
Figure 8.2.1: Ailments treated by OPD

The single largest ailments treated at OPDs are fever and Injuries/wounds, accounting for 34% and 15% respectively.

Note: Ailments of 2416 First aid cases were not available.
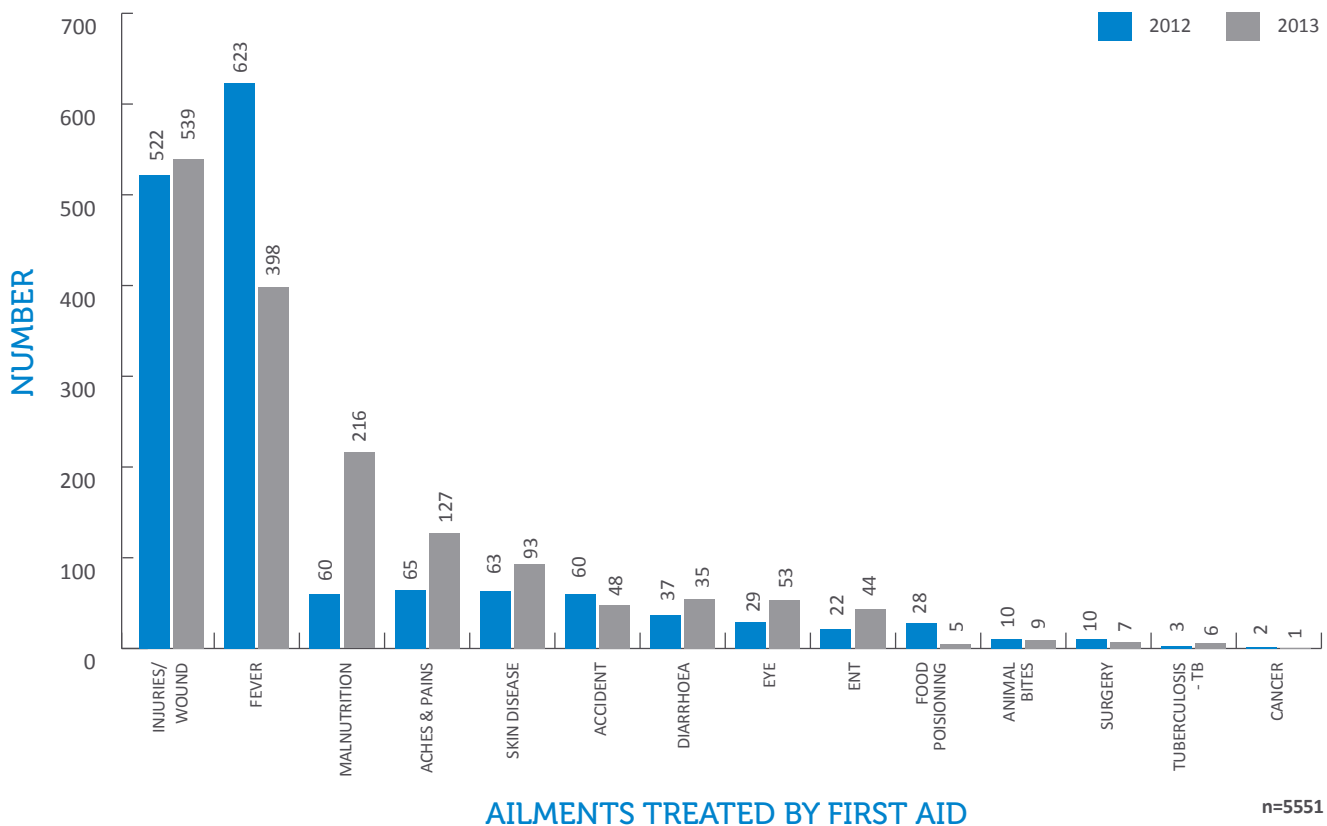
Figure 8.2.2: Ailments treated by first aid

Injuries/ wounds at 19% and Fever at 18% of the medical calls received are the most commonly treated ailments by first aid. Cases being reported for first aid may also be reported for hospitalization or OPD. Hence, the figures for these would also be counted in tables for OPD/ Hospitalization- they do not imply an exclusive intervention. Therefore, when we consider cases requiring surgery or TB or accidents, the role of first aid may be limited- it could imply some immediate assistance as a first step to more long term solutions.
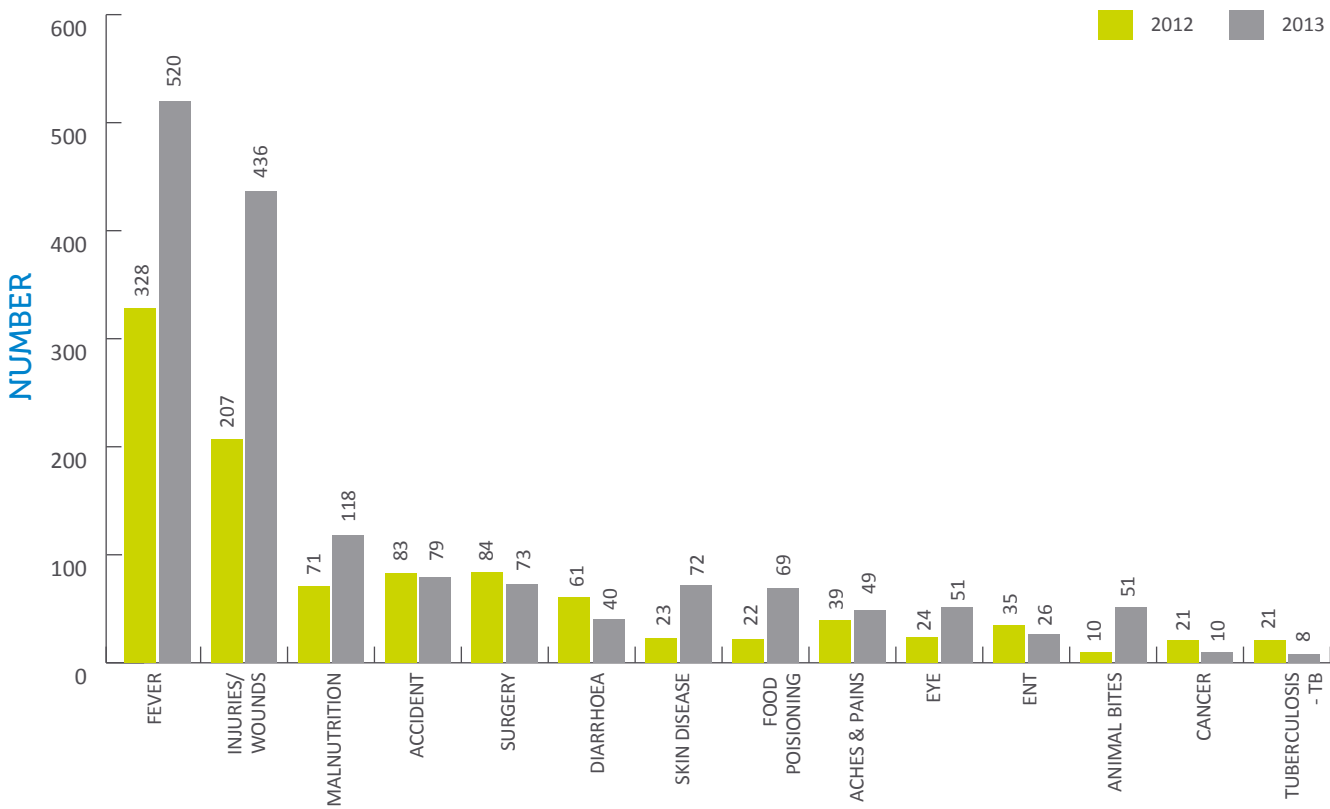
Note: Ailment of 761 Hospitalisation cases is not available.
Figure 8.2.3: Ailments treated by hospitalization

While fever and injuries/wounds continue to account for bulk of hospitalization cases at 44%, malnutrition account for 6%, accidents account for 5% and surgery accounted for 5% of the calls received for medical aid.

A lonely, abandoned, destitute and mentally challenged woman gave birth to a child on a street in Rourkela. No one came forward to help them. They both lay on the street helpless and in need of serious medical treatment. To add insult to injury, the child was still attached to the mother with the umbilical cord. The mother remained incapable of looking after a child or seeking any help due to her mental state.

A shopkeeper from a nearby market called CHILDLINE. The team immediately reached the place and took the mother and child to the Rourkela General Hospital. Later that day, the mother ran away from hospital leaving her mentally challenged child to the care of the hospital. The child's health grew worse and he was put on a ventilator.

The CHILDLINE team members didn't leave his side until he got better. All expenses were borne by CHILDLINE. On the order of the Child Welfare Committee, the child was put up for adoption at the Missionaries of Charity.

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

Table 8.2.4: Source for medical assistance cases

Medical : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
First Aid	1062	1032	392	379	67	20	1535	1757	3056	3188
OPD	993	1417	228	209	14	30	1128	1570	2363	3226
Casualty	791	192	165	22	14	1	567	121	1537	336
Private Clinics	348	323	85	54	15	6	171	373	619	756
Hospitalisation	207	1085	85	117	7	6	144	647	443	1855
Total	**3401**	**4049**	**955**	**781**	**117**	**63**	**3545**	**4468**	**8018**	**9361**

Note: Intervention done in medical cases are not available for 4319 cases.
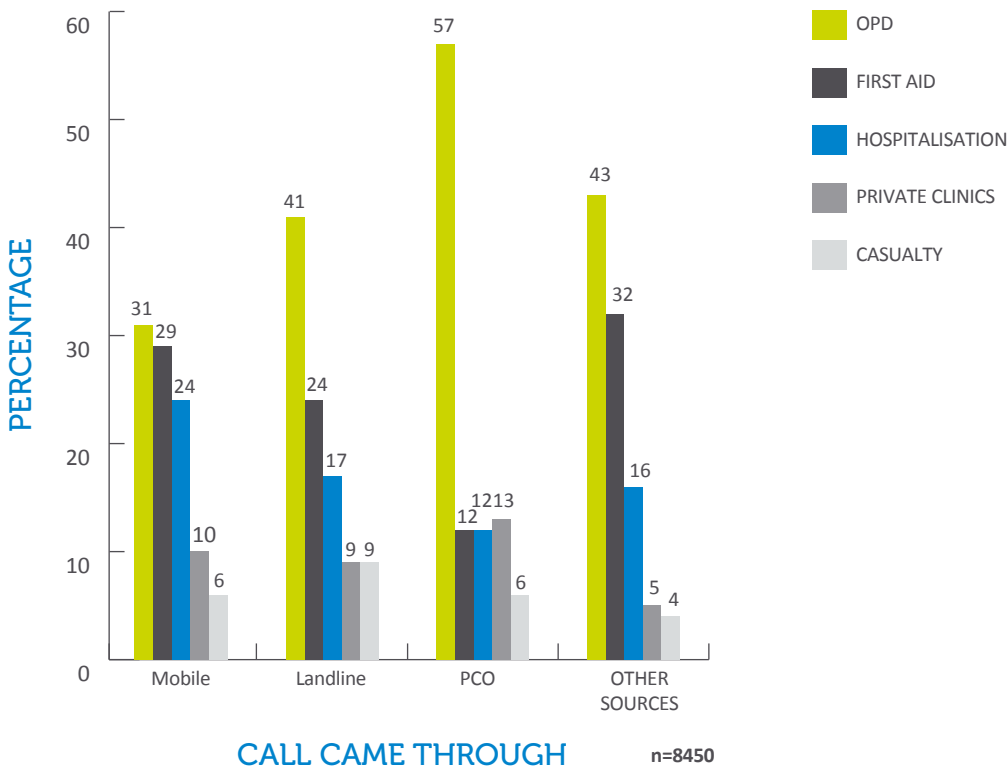
Note: Intervention done in medical cases are not available for 432 cases.
Figure 8.2.4: Source for medical assistance cases - 2012

PERCENTAGE
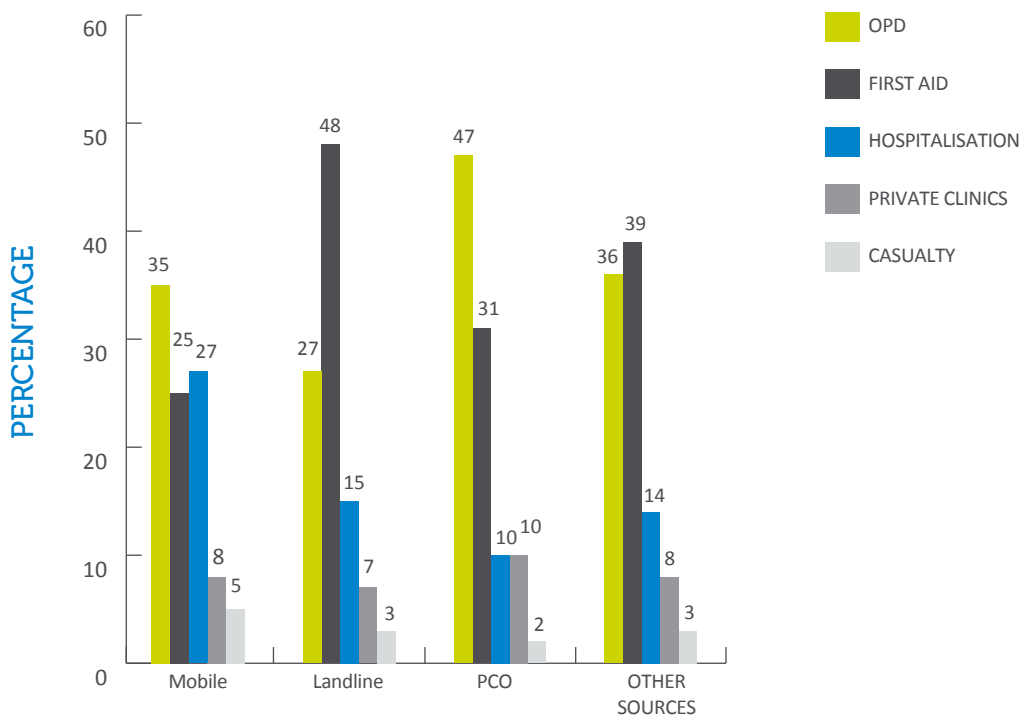
CALL CAME THROUGH   n=13248

Note: Intervention done in medical cases are not available for 3887 cases.
Figure 8.2.4: Source for medical assistance cases - 2013

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 cases have most likely come from other sources. Most of the medical cases come from mobile and other sources. Even though medical cases have increased in 2013 but the medical cases received from Landline and PCO have gone down.

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

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

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Less than a month	43	54	30	66	73	120	0.70	1.22
1 month to 11 month	104	142	82	141	186	283	0.79	0.99
1 to 5	1014	2076	818	1625	1832	3701	0.81	0.78
6 to 10	1899	2592	1037	1647	2936	4239	0.55	0.64
11 to 15	1766	2441	991	1336	2757	3777	0.56	0.55
16 to 18	324	536	241	452	565	988	0.74	0.84
19 to 25	15	14	20	19	35	33	1.33	1.36
Total	**5165**	**7855**	**3219**	**5286**	**8384**	**13141**	**0.62**	**0.67**

Note- Gender and Age group were not available for 173 cases.

In the age group of 6-10 years and 11-15 years, the vast majority of medical intervention cases are with boys at 64% and 63% respectively, while in the age group of 19-25 years the cases of girls (57%) are more than the cases of boys (43%). Medical cases of infant children are 3% of total medical cases.
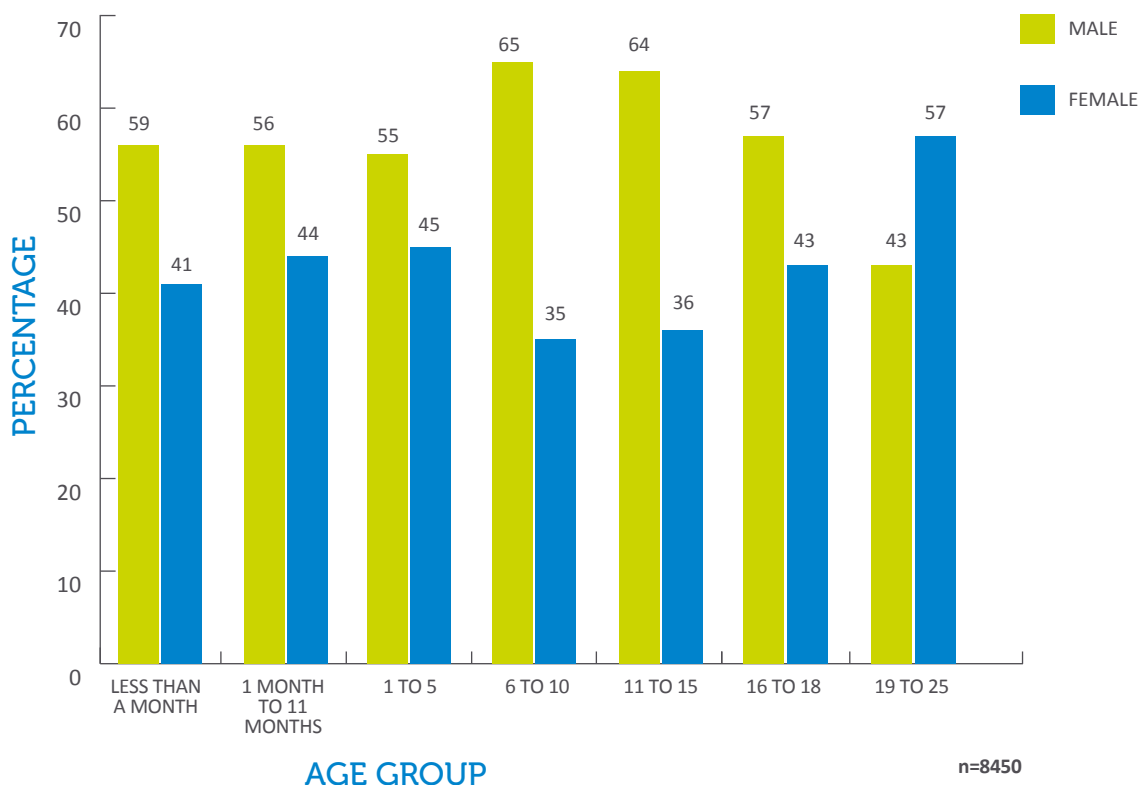
Note- Gender and Age group were not available for 19 cases.
Figure 8.2.5: Age group and gender of the children seeking for medical assistance - 2012
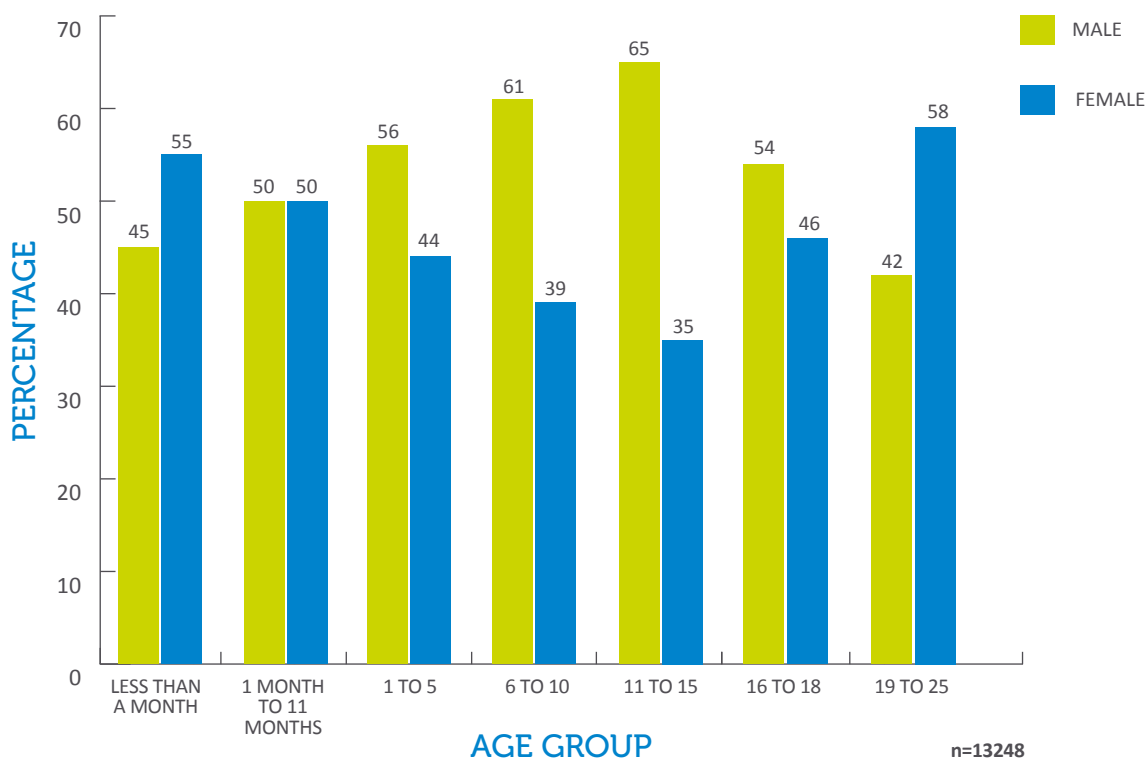
Note- Gender and Age group were not available for 29 cases.
Figure 8.2.5: Age group and gender of the children seeking for medical assistance - 2013

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

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

Medical: Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
OPD	1066	1157	1455	1462	245	284	38	34	0	3	2804	2940
First Aid	835	1182	1313	1732	76	117	28	57	1	1	2253	3089
Hospitalisation	584	779	589	785	113	173	20	15	1	27	1307	1779
Private Clinics	160	178	307	405	67	99	12	7	0	9	546	698
Casualty	184	115	169	154	26	40	6	5	0	0	385	314
Total	2829	3411	3833	4538	527	713	104	118	2	40	7295	8820

Note: - Information of access for medical cases was not available for 5583 cases.

For most kinds of medical interventions with CHILDLINE, the primary method is outreach. In the case of interventions requiring first aid, reporting during CHILDLINE Outreach accounts for 33%. The pattern is similar for OPD cases and cases taken to private clinics.
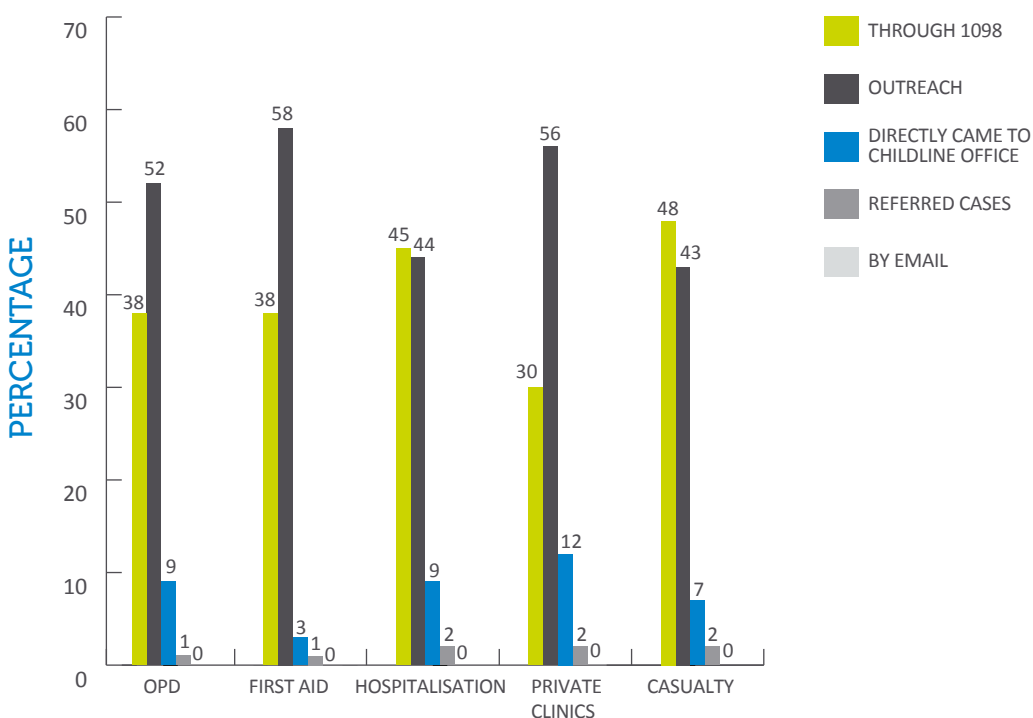
Note: - Information of access for medical cases was not available for 1155 cases.

Figure 8.2.6: How the child accessed assistance from CHILDLINE for medical support/intervention - 2012
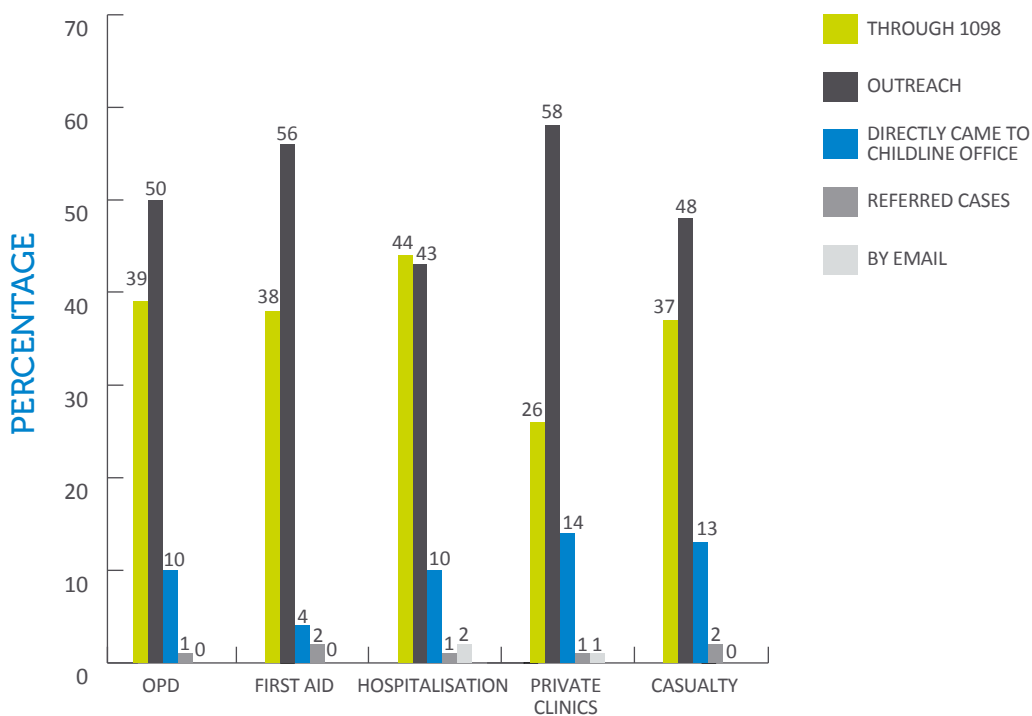
MEDICAL : SUB INTERVENTION n=13248

Note: - Information of access for medical cases was not available for 4428 cases.

Figure 8.2.6: How the child accessed assistance from CHILDLINE for medical support/ intervention - 2013

4 months ago Abdul RoufMondal's wife, SamsullararBiwi, gave birth to a baby boy Imran in North 24 Parganas. "My parents were ecstatic with the news of a grandchild! For years I had waited to be called 'Papa'. My wife was very happy too." said Abdul RoufMondal. Unfortunately Abdul's happiness was short-lived.

When baby Imran was diagnosed with a congenital heart condition, his father did not know where to turn for support. Imran's father had never imagined that anybody would be interested in lending him a helping hand to save his only son. He was the only earning member in the family and with a measly income of about Rs 2200/- as a carpenter, Abdul ran from pillar to post to collect money for his child's treatment.

In the process of finding a solution, Abdul found out about CHILDLINE from one of his friends.

CHILDLINE North 24 Parganas was contacted by Abdul and his wife. The team immediately visited the child's house and met the child. The child was taken to the Rabindranath Tagore International Institute of Cardiac Sciences, Kolkata by the CHILDLINE team for check up and treatment.

Necessary medical investigations were carried out by the Department of Pediatric Cardiology of the Institute. It was reported to the team that the child was in a critical state with a congenital heart condition and required immediate surgery. This surgery would cost close to Rs. 3,00,000/-.

CHILDLINE North 24 Parganas immediately got in touch with CHILDLINE India Foundation (CIF) for support. CIF then wrote to Narayana Hrudalaya Hospital, Bangalore requesting for

arrangements for an early surgery. The hospital wrote to CHILDLINE agreeing to perform the surgery at a subsidized cost with funding from CIF.

Meanwhile, CIF coordinated with South Regional Resource Centre (SRRC) for arrangements in Bangalore to facilitate the treatment. On September 27, 2011, the child was taken to Narayana Hrudalaya Hospital, Bangalore by the team. The doctor had subsequently examined the child and had recommended the surgery.Though the child remained under intensive care at the hospital,He successfully underwent surgery on October 21, 2011. "This is certainly the most critical heart surgery of a baby ever done! It has been a great success," said Dr. Shetty of the Narayana Hrurudalaya Hospital.

Imran's condition got much better and he was discharged from hospital within 2 weeks. He has been a healthy and smiling child ever since his surgery. His family remains eternally grateful to CHILDLINE for the help they extended to Imran.

8.3 Assistance for Shelter

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

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

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

Children seeking shelter have to be produced to the CWC in order to get a shelter order. These constitute 55% of all cases. Another 21% are those that involve referring a child to an NGO which runs a shelter in order to provide temporary shelter. This happens when the CWC has closed for the day and the child has to be taken care of for the night.

The details of Shelter intervention are given in Figure 8.3.
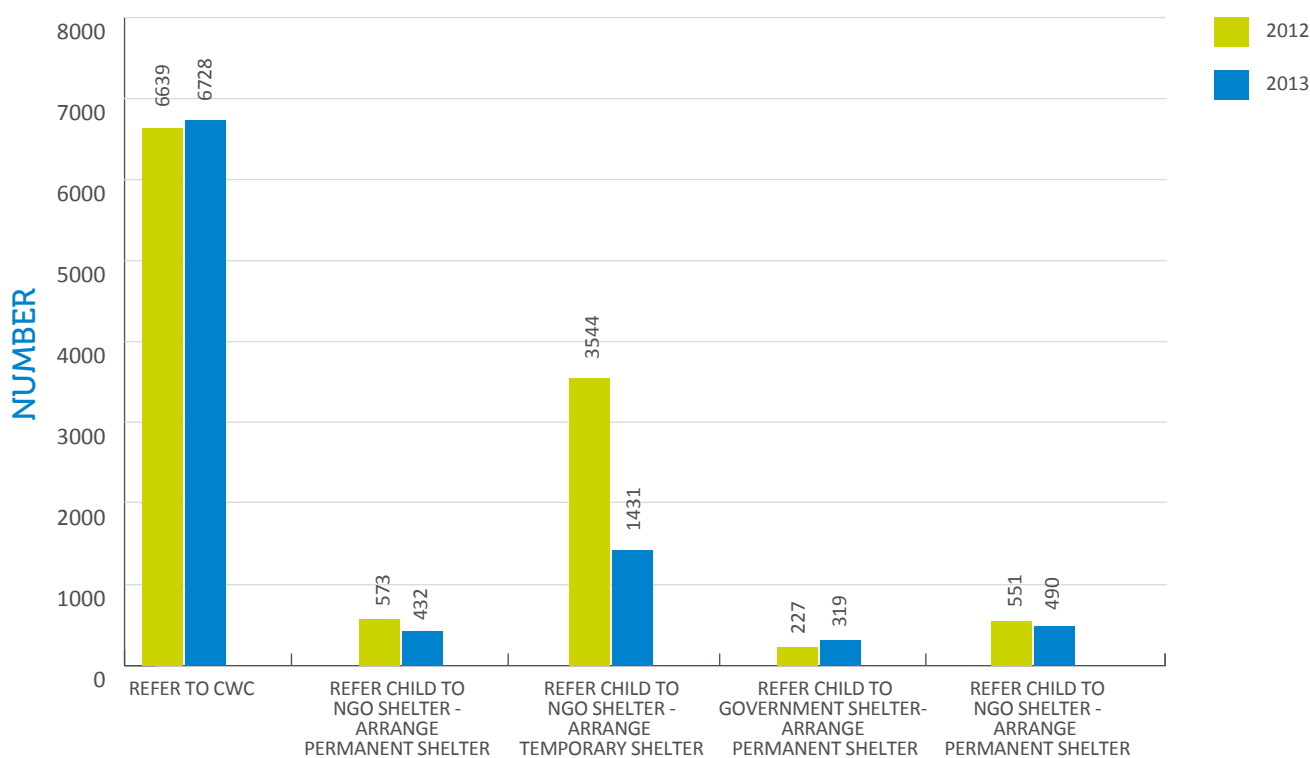
SHELTER : SUB INTERVENTION

n=24233

Note: Intervention done in shelter cases was not available for 3299 cases.
Figure 8.3: Shelter: sub intervention

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

Table 8.3.1: Source for shelter assistance cases

Shelter : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Refer to CWC	3067	3404	1261	1247	92	31	2219	2046	6639	6728
Refer child to NGO shelter - Arrange permanent shelter	333	226	77	29	3	7	160	170	573	432
Refer child to NGO shelter - Arrange temporary shelter	1661	754	868	272	10	4	1005	401	3544	1431
Refer child to government shelter - Arrange perma-nent shelter	153	215	21	15	0	1	53	88	227	319
Refer child to government shelter - Arrange temporary shelter	337	336	111	68	5	7	98	79	551	490
Total	**5551**	**4935**	**2338**	**1631**	**110**	**50**	**3535**	**2784**	**11534**	**9400**

Note: Intervention done in shelter cases was not available for 3299 cases.

Legend:
- Refer To Cwc
- Refer Child To NGO Shelter - Arrange Permanent Shelter
- Refer Child To NGO Shelter - Arrange Temporary Shelter
- Refer Child To Government Shelter - Arrange Permanent Shelter
- Refer Child To Government Shelter - Arrange Temporary Shelter

PERCENTAGE

CALL CAME THROUGH

n=11925
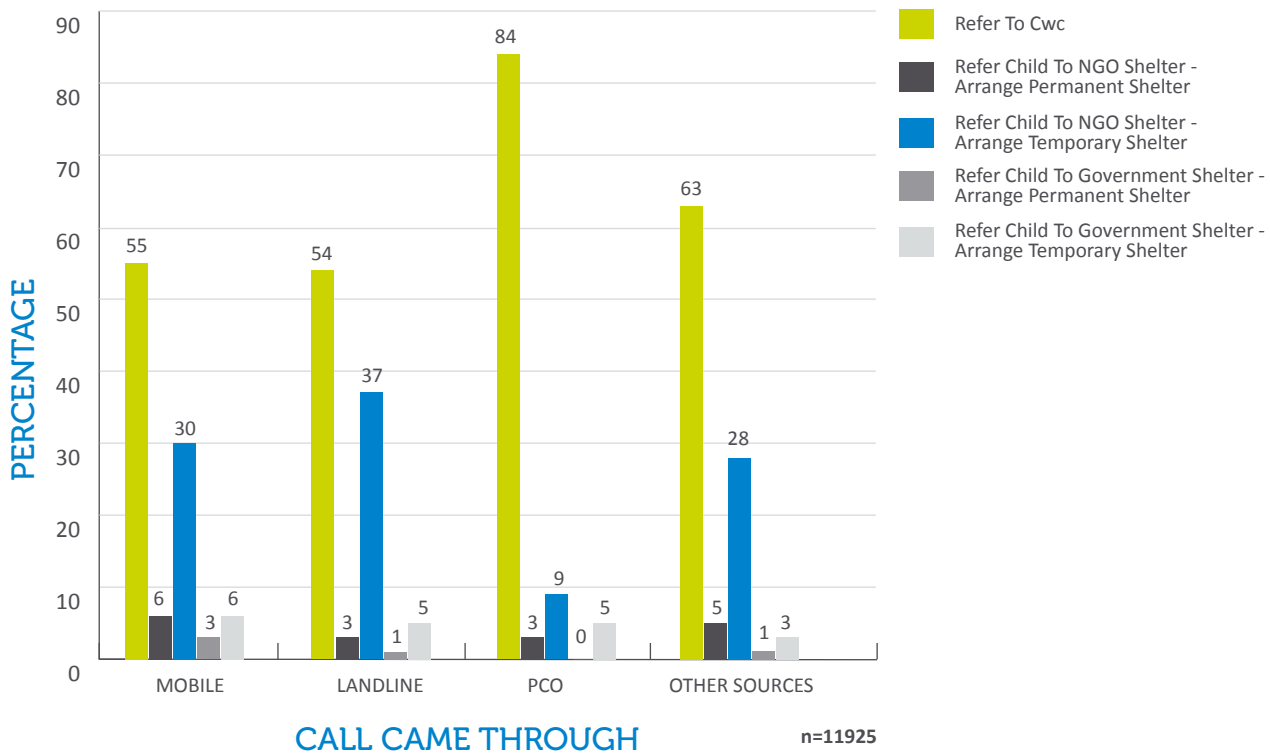
Note: Intervention done in shelter cases was not available for 391 cases.
Figure 8.3.1: Source for shelter assistance cases – 2012

Legend:
- Refer To Cwc
- Refer Child To NGO Shelter - Arrange Permanent Shelter
- Refer Child To NGO Shelter - Arrange Temporary Shelter
- Refer Child To Government Shelter - Arrange Permanent Shelter
- Refer Child To Government Shelter - Arrange Temporary Shelter

PERCENTAGE

CALL CAME THROUGH

n=12308
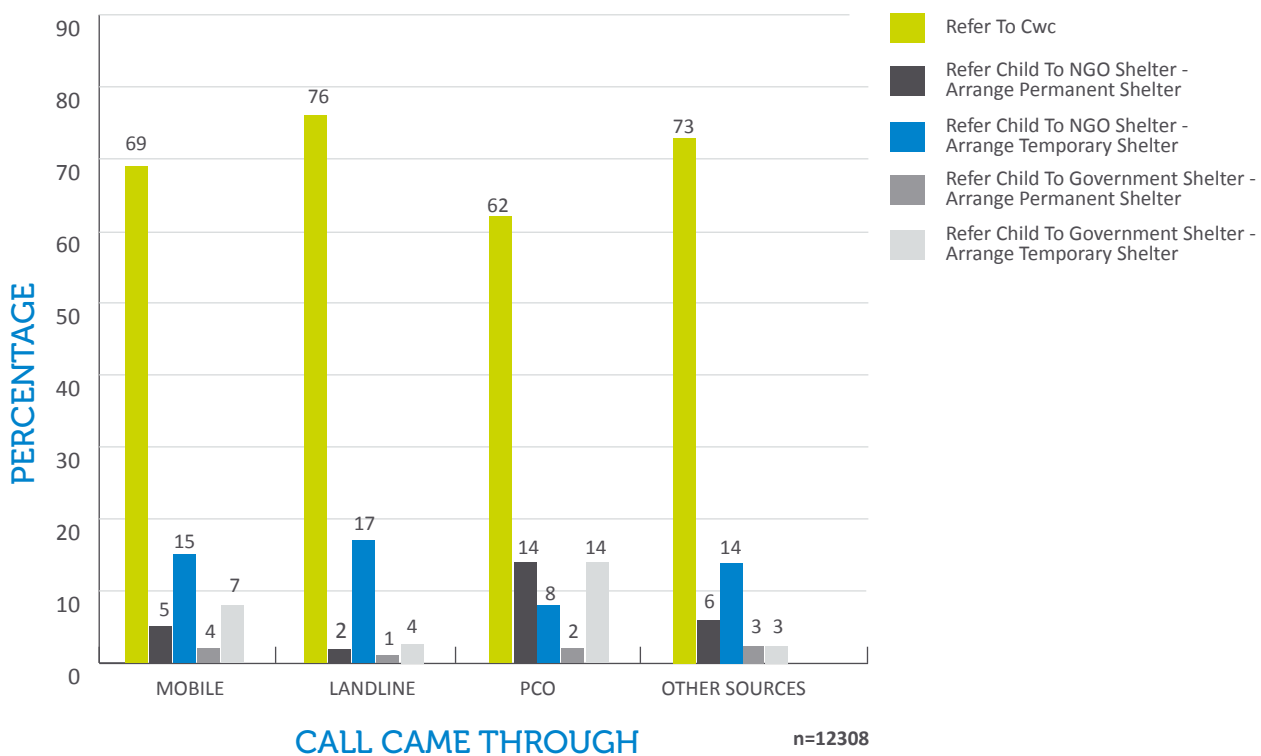
Note: Intervention done in shelter cases was not available for 2908 cases.
Figure 8.3.1: Source for shelter assistance cases – 2013

The figure above shows the source of calls for shelter and the action taken. Mobile is the major source of contact for all action taken.

The age group wise distribution of male and female child is presented in Table and Figure 8.3.2.

Table 8.3.2: Age group and gender of the children provided shelter

Age group	Male		Female		Total		Ratio of female to male	
Year	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**
Less than a month	82	57	58	54	140	111	0.71	0.95
1 month to 11 month	85	49	61	56	146	105	0.72	1.14
1 to 5	661	792	579	665	1247	1458	0.88	0.84
6 to 10	2397	2476	1165	1394	3569	3872	0.49	0.56
11 to 15	3878	3495	1448	1717	5332	5213	0.37	0.49
16 to 18	638	661	671	751	1311	1412	1.05	1.14
19 to 25	14	16	78	49	92	65	5.57	3.06
Total	**7755**	**7546**	**4060**	**4686**	**11837**	**12236**	**0.52**	**0.62**

Note- Gender and Age group were not available for 186 cases.
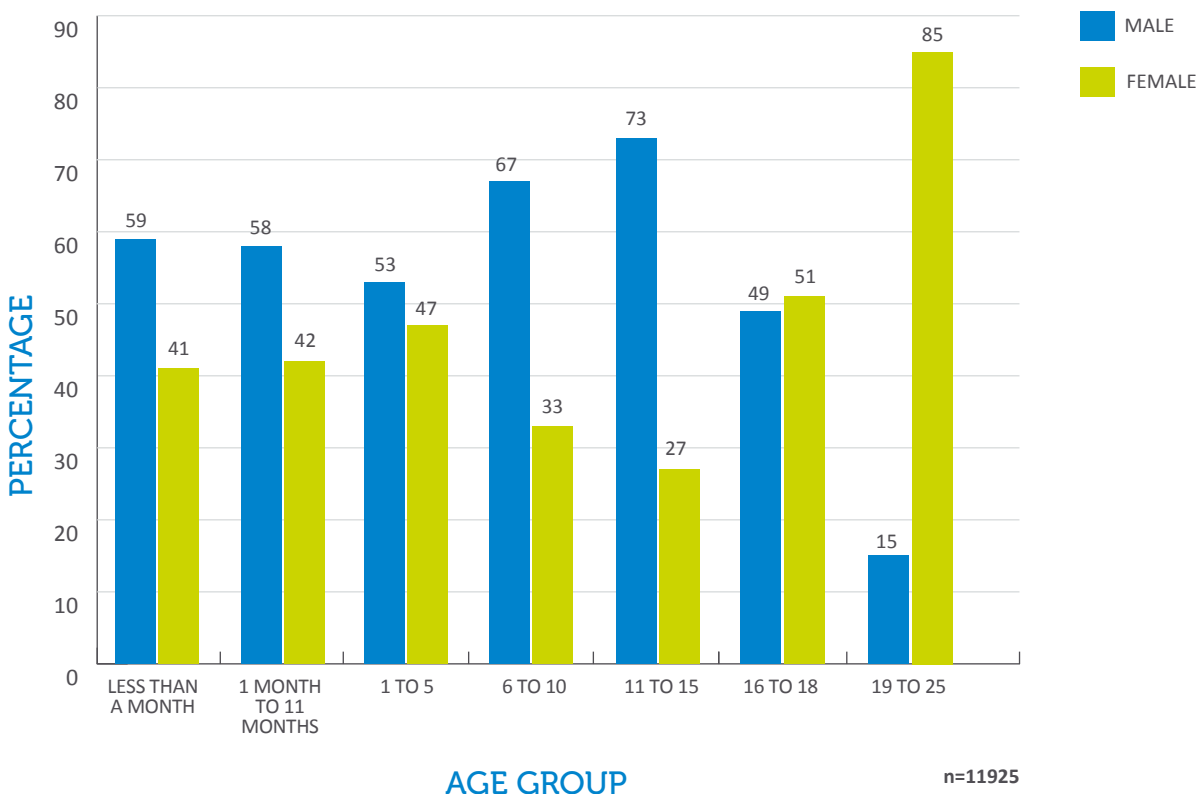
Note- Gender and Age group were not available for 19 cases.
Figure 8.3.2: Age group and gender of the children seeking for shelter assistance - 2012
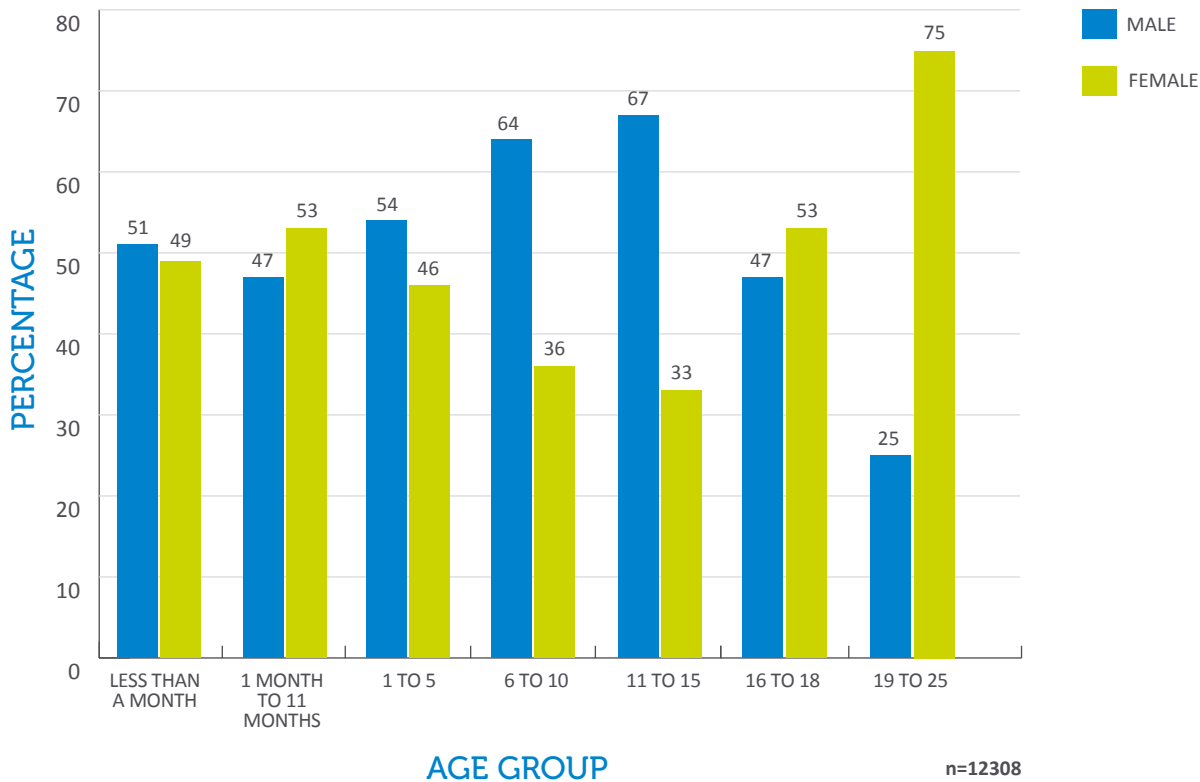
Note- Gender and Age group were not available for 76 cases.

Figure 8.3.2: Age group and gender of the children seeking for shelter assistance - 2013

A general trend of more calls from males than females has been noticed in most of the categories: 70% of all shelter related cases in the age group 11 to 15 are of boys. Whereas, in the age group of 1-5 years, difference in the cases split between boys and girls are less, but in the higher age (>15 years), more girls require shelter assistance.

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

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

Shelter : Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Refer to CWC	4208	4455	1068	983	727	577	219	451	24	22	6246	6488
Refer child to NGO shelter - Arrange permanent shelter	259	181	183	124	75	92	22	20	1	0	540	417
Refer child to NGO shelter - Arrange temporary shelter	1887	815	631	256	396	238	291	64	48	3	3253	1376
Refer child to government shelter - Arrange permanent shelter	132	136	55	106	24	52	1	10	2	0	214	304
Refer child to government shelter - Arrange temporary shelter	315	284	88	87	34	33	15	63	1	3	453	470
Total	**6801**	**5871**	**2025**	**1556**	**1256**	**992**	**548**	**608**	**76**	**28**	**10706**	**9055**

Note: - Information of access for shelter cases was not available for 4472 cases.
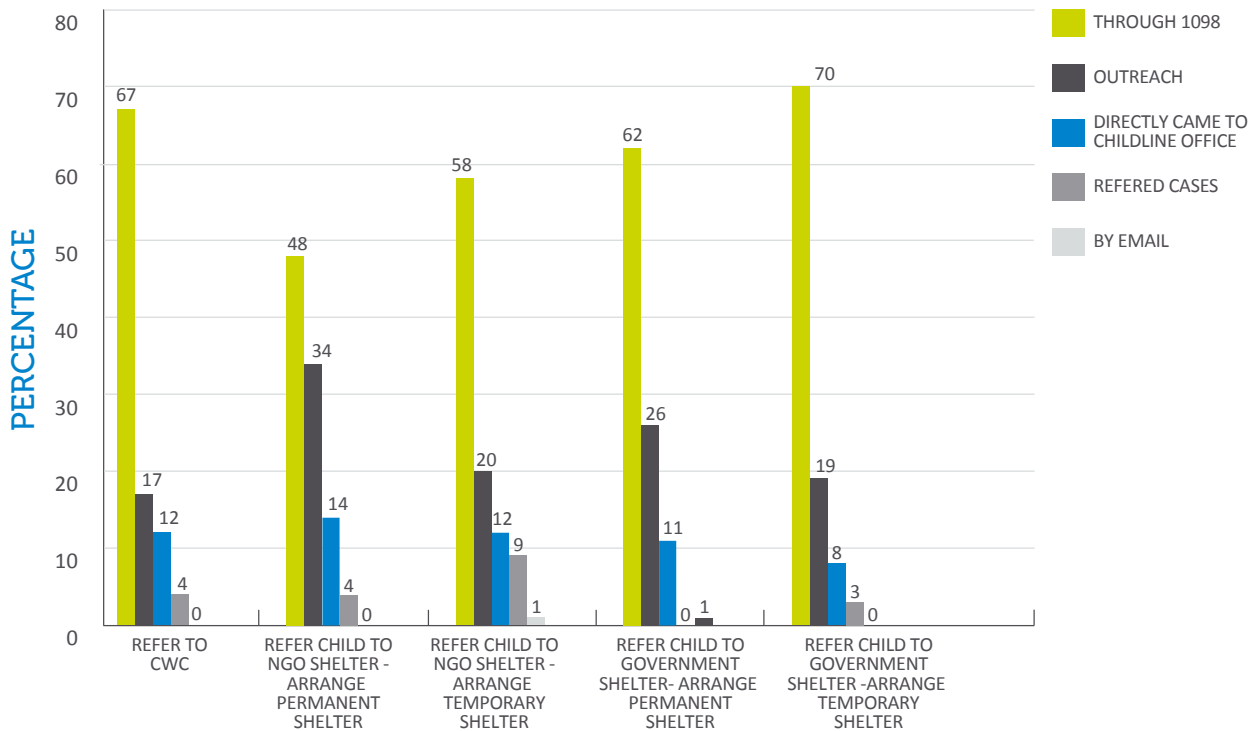
SHELTER : SUB INTERVENTION

n=11925

Note: - Information of access for shelter cases was not available for 1219 cases

Figure 8.3.3: How the child accessed assistance from CHILDLINE for shelter support/ intervention - 2012
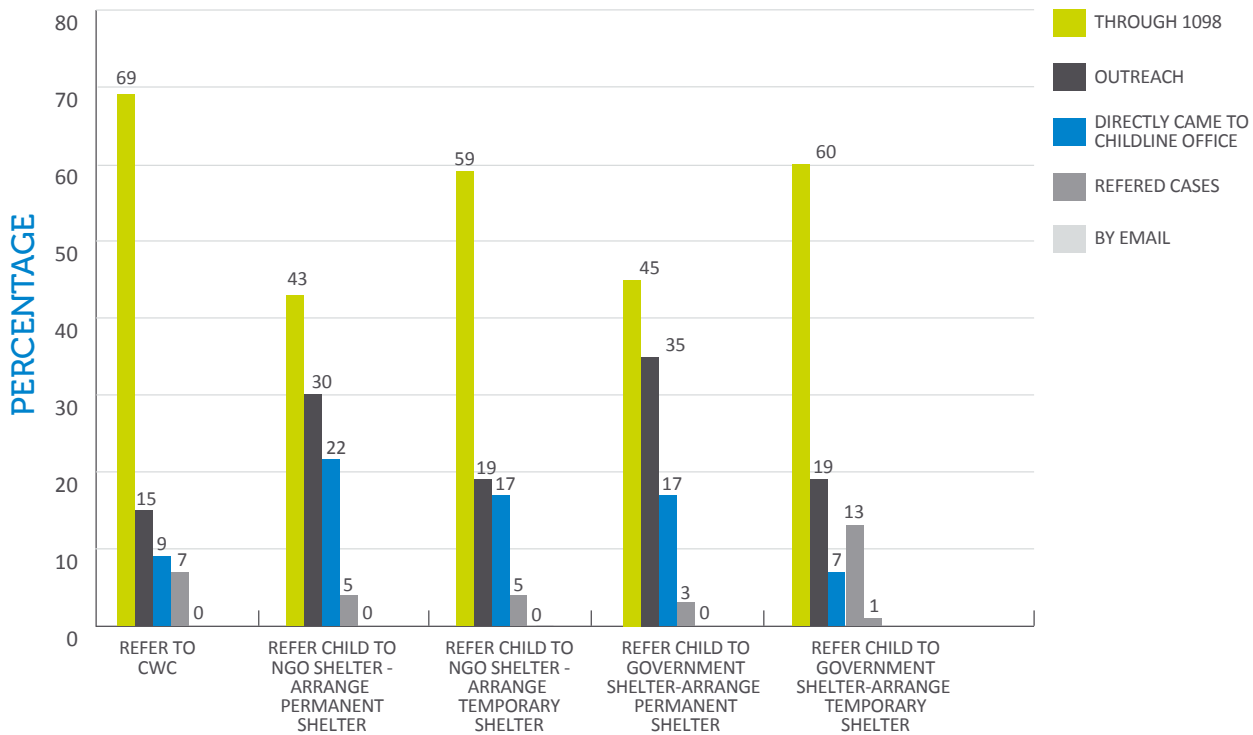
SHELTER : SUB INTERVENTION

n=12308

Note: - Information of access for shelter cases was not available for 3253 cases.

Figure 8.3.3: How the child accessed assistance from CHILDLINE for shelter support/ intervention - 2013 n=12308

As depicted in the table 8.3.3, bulk of all cases are reported via 1098 for all kinds of shelter cases.

The tragic cases of baby Afreen and baby Falak are not unknown to the world we live in. Multiple cases like these don't get the much needed media attention, but continue to transpire. At CHILDLINE, we deal with abandoned children from all across the country, everyday.

On the fateful day of 22nd March, 2012, CHILDLINE 1098 received a call for one such child who had been abandoned at Nair Hospital, Mumbai. A 2 ½ month baby had been left to fend for himself on the 5th floor of the Hospital. With Police intervention and further investigation by the CHILDLINE team, it was derived that the child's 26 year old mother had admitted him to hospital about a month ago for the purpose of a medical check up.

The Police and CHILDLINE traced the mother's residence and discovered that she had left her rented flat and was nowhere to be found. The nameless child was given the name of 'Atharv' by CHILDLINE. He was later taken to the Vatsalya Foundation and enrolled for the adoption process.

Atharv was then produced before the CWC for further assistance. The CWC directed the child to the Family Service Centre at Colaba, Mumbai. Whilst undertaking a routine medical check-up, baby Atharv was diagnosed with HIV. He is currently undergoing treatment for his condition. Our CHILDLINE team members play a crucial role in ensuring he is being taken care of, by maintaining regular follow ups.

8.4 Restoration

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

The details of restoration intervention are given in Figure 8.4
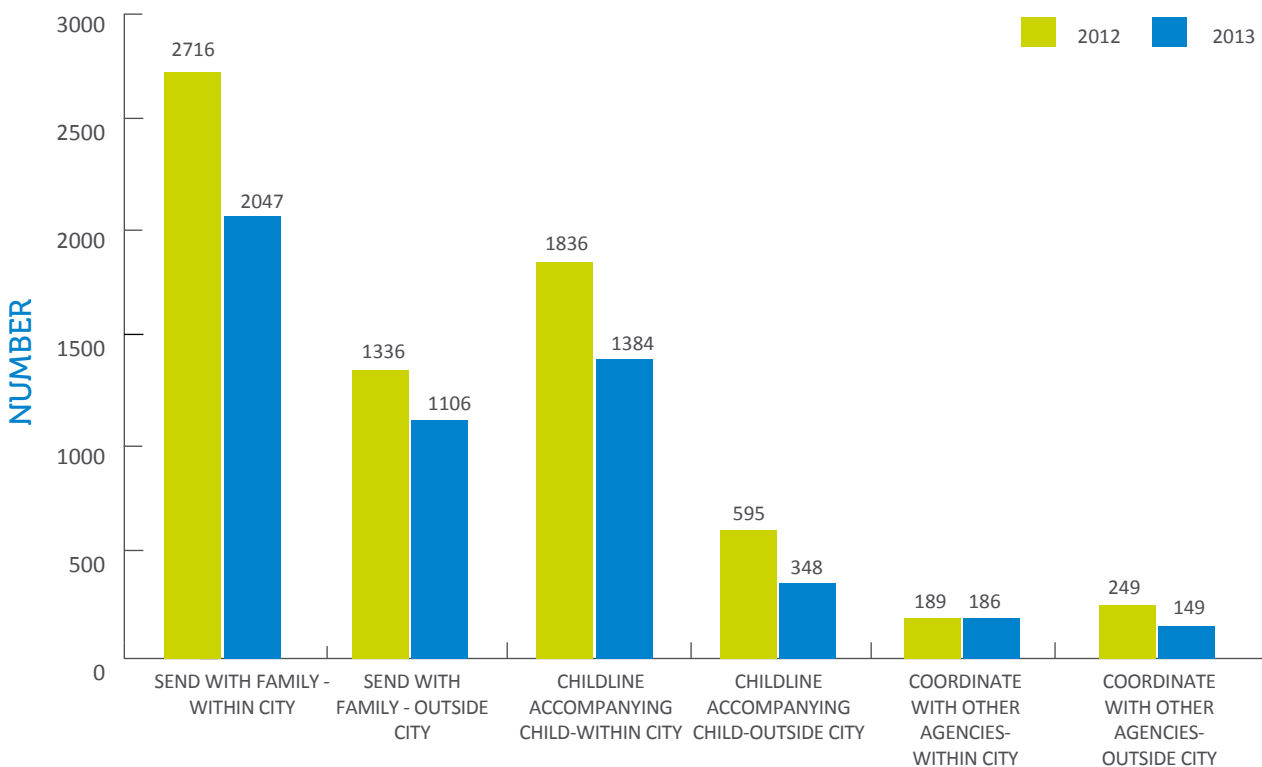
RESTORATION : SUB INTERVENTION

n=13405

Note: Intervention done in restoration cases are not available for 1264 cases.

Figure 8.4: Restoration: sub intervention

Restoring children to families in the city and outside the city, accompanied by a family member, account for 54% of all restoration cases.

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

Table 8.4.1: Source for restoration assistance cases

Restoration : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Send with family - Within city	322	179	99	81	1	5	173	83	595	348
Send with family - Outside city	1002	467	336	270	20	10	478	637	1836	1384
CHILDLINE accompanying child - Within city	111	74	61	41	1	0	76	34	249	149
CHILDLINE accompanying child - Outside city	95	117	37	27	2	1	55	41	189	186
Coordinate with other agencies - Within city	475	240	371	379	9	5	481	482	1336	1106
Coordinate with other agencies - Outside city	1521	740	499	353	45	8	651	946	2716	2047
Total	3526	1817	1403	1151	78	29	1914	2223	6921	5220

Note: Intervention done in restoration cases is not available for 1264 cases.
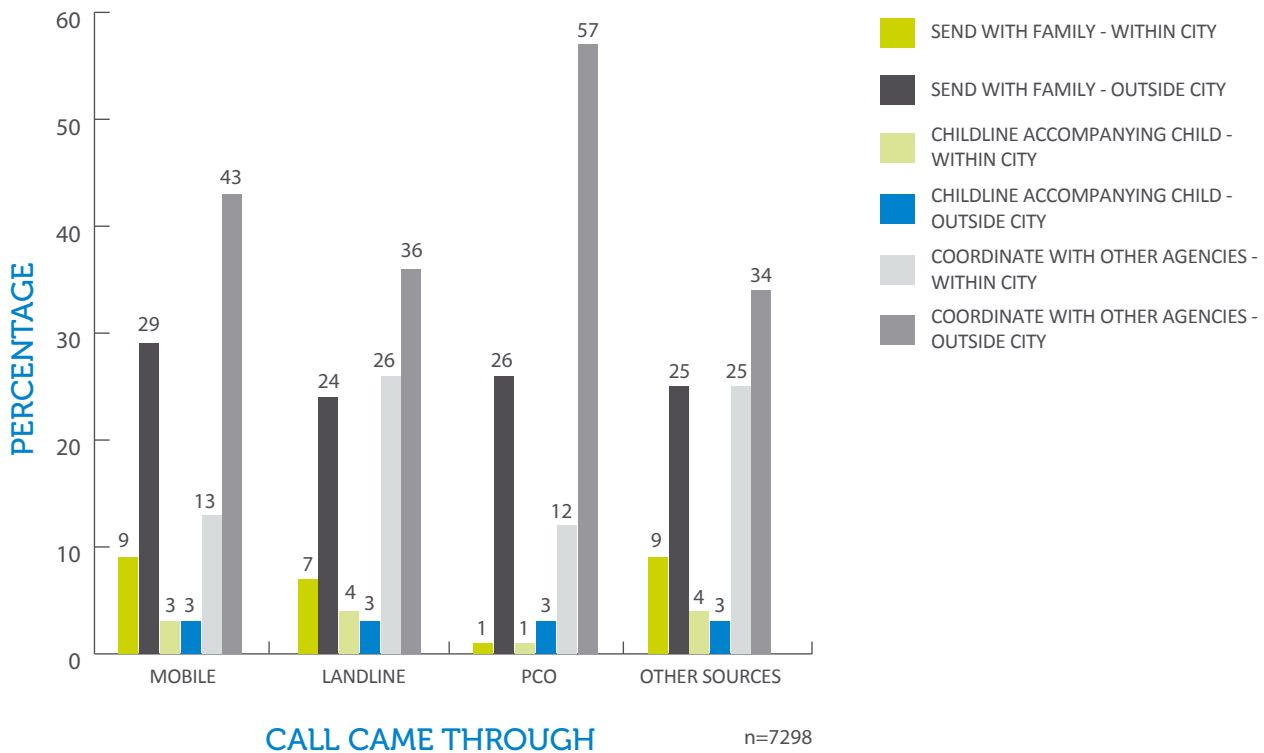
Note: Intervention done in restoration cases is not available for 377 cases.
Figure 8.4.1: Source for restoration assistance cases - 2012
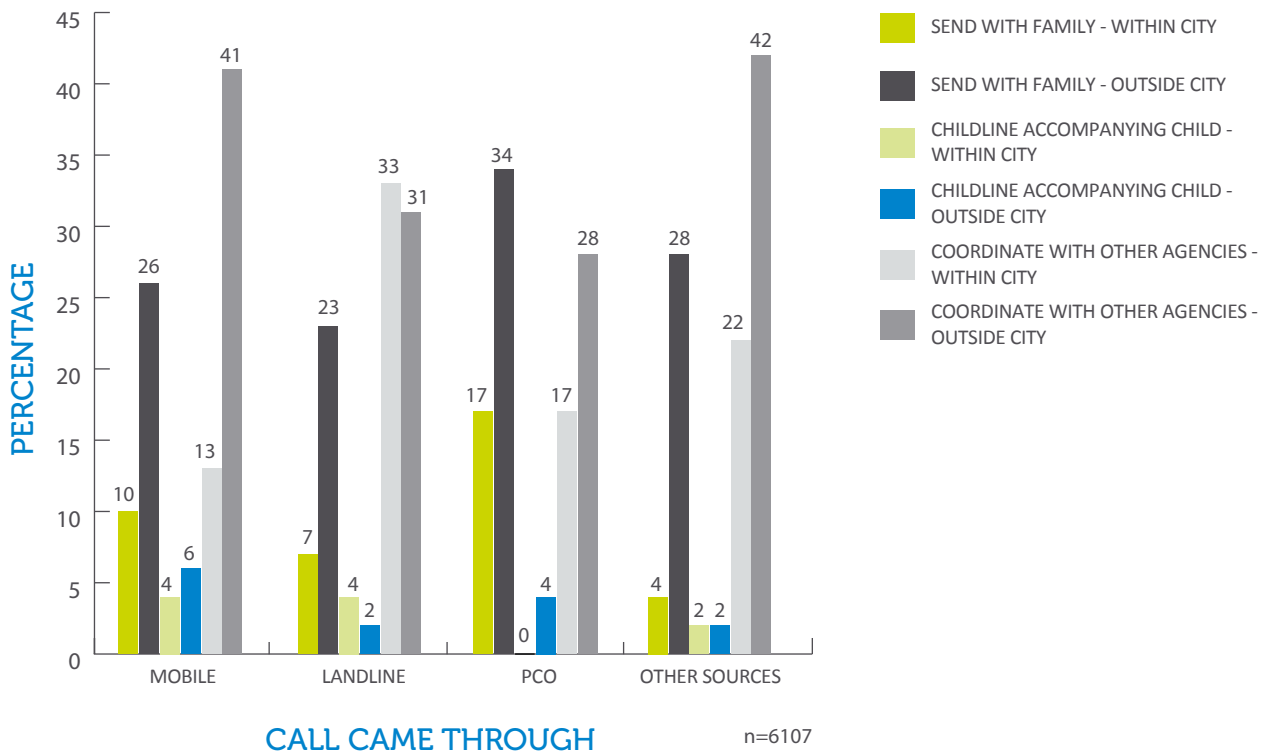
Note: Intervention done in restoration cases is not available for 887 cases.
Figure 8.4.1: Source for restoration assistance cases - 2013

Table 8.4.1: Source for restoration assistance cases

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

Table 8.4.2: Age group and gender of the children restored

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	538	269	411	251	949	520	0.76	0.93
6 to 10	1622	1145	580	438	2202	1583	0.36	0.38
11 to 15	2497	2132	712	799	3209	2931	0.29	0.37
16 to 18	421	456	388	525	809	981	0.92	1.15
19 to 25	13	7	29	25	42	32	2.23	3.57
Total	5091	4009	2120	2038	7211	6047	0.42	0.51

Note- Gender and Age group were not available for 147 cases.

From the table above, it would appear that young adult women require restoration and account for 73% 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.
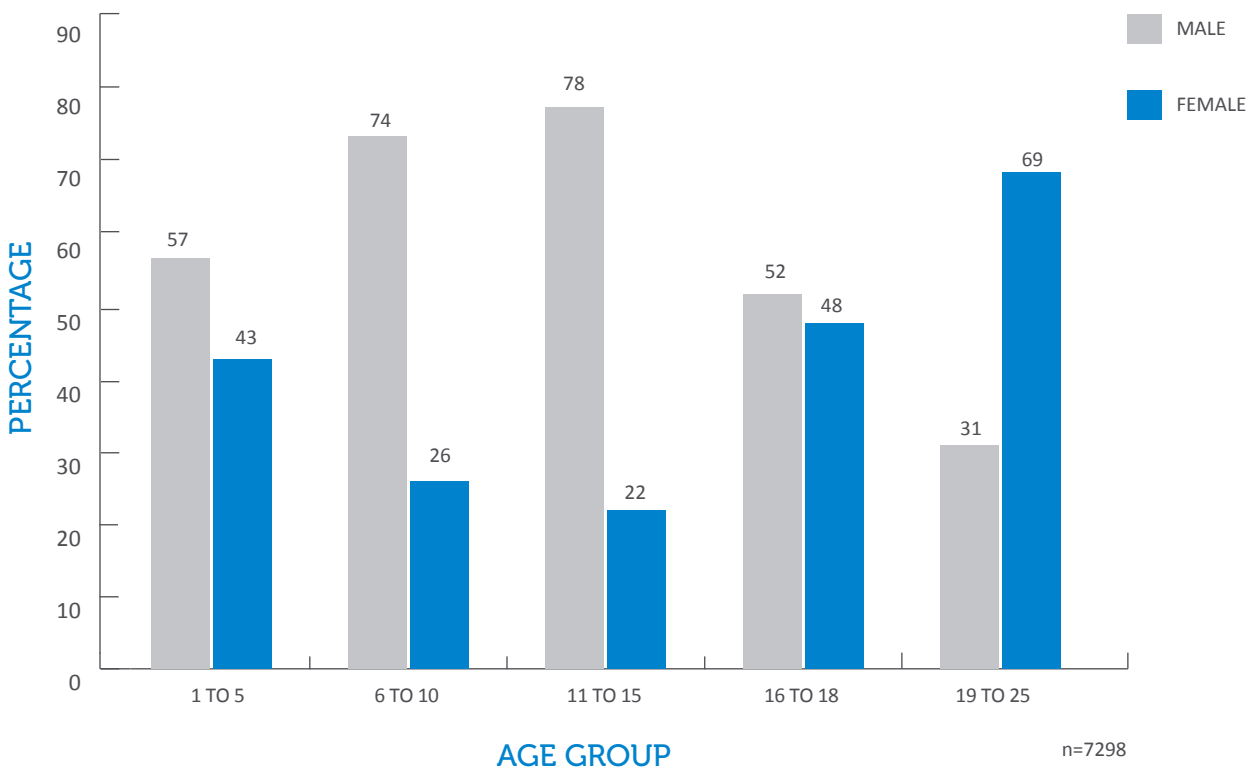
Note- Gender and Age group were not available for 87 cases.
Figure 8.4.2: Age group and gender of the children restored - 2012
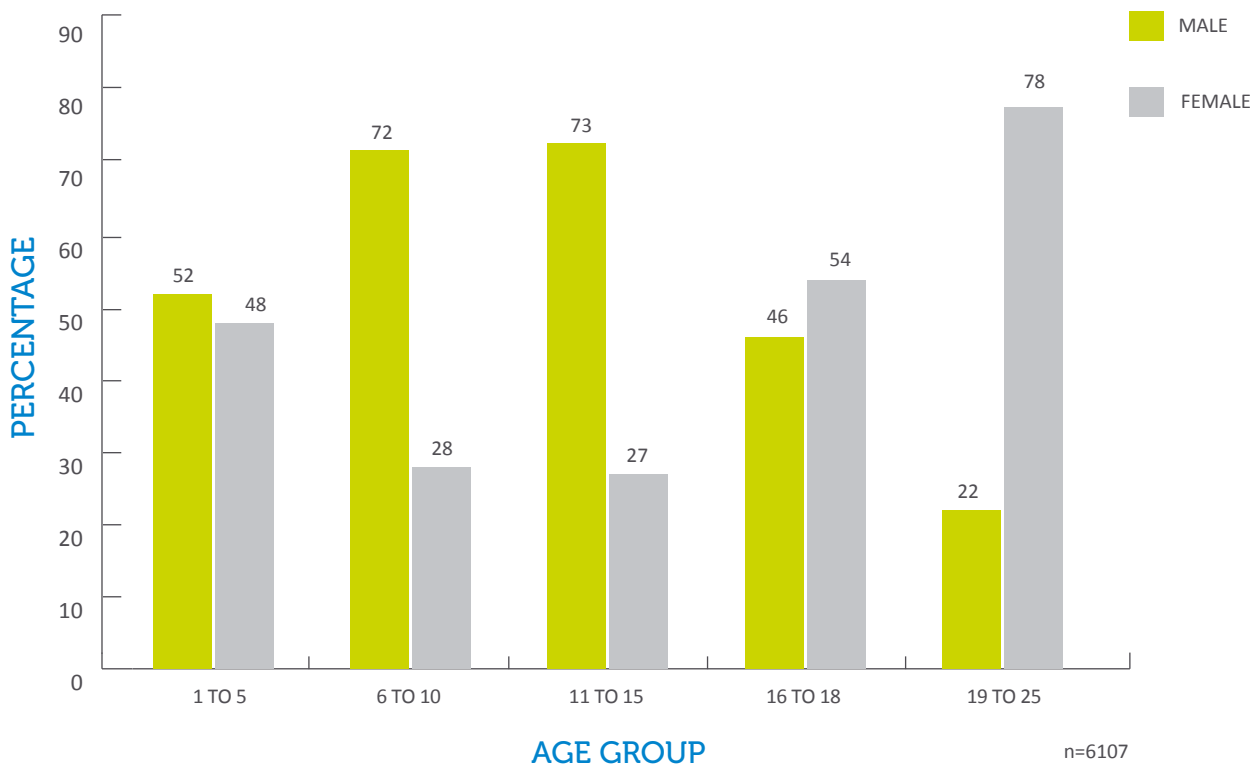
Note- Gender and Age group were not available for 60 cases.

Figure 8.4.2: Age group and gender of the children restored - 2013

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

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

Restoration : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Send with family - Within city	1602	1274	669	451	165	142	86	85	8	4	2530	1956
Send with family - Outside city	983	740	218	176	39	100	41	52	12	3	1293	1071
CHILDLINE accompanying child - Within city	977	953	525	277	91	40	83	77	45	2	1721	1349
CHILDLINE accompanying child - Outside city	343	207	131	80	22	10	46	7	1	0	543	304
Coordinate with other agencies - Within city	111	117	32	40	11	5	27	13	2	0	183	175
Coordinate with other agencies - Outside city	171	95	18	9	7	9	36	24	0	0	232	137
Total	4187	3386	1593	1033	335	306	319	258	68	9	6502	4992

Note: - Information of access for restoration cases was not available for 1911 cases.
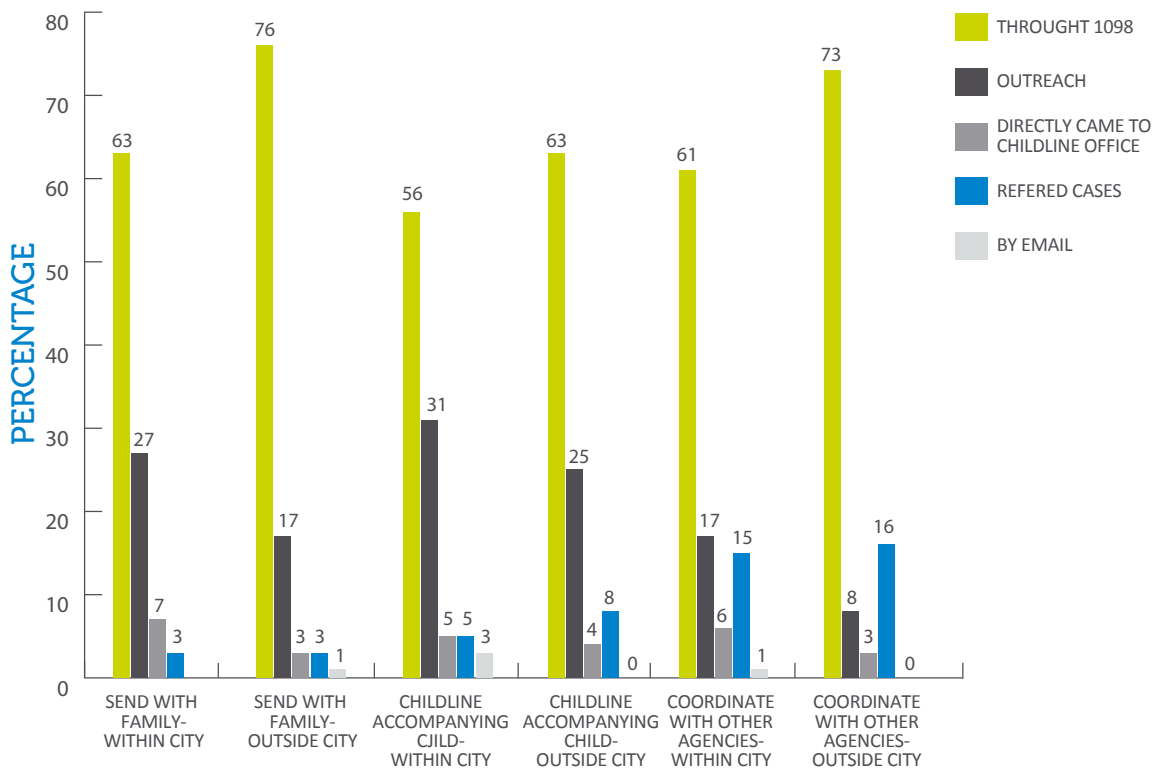
Note: - Information of access for restoration cases was not available for 796 cases.

Figure 8.4.3: How the child accessed assistance from CHILDLINE for restoration support/intervention - 2012
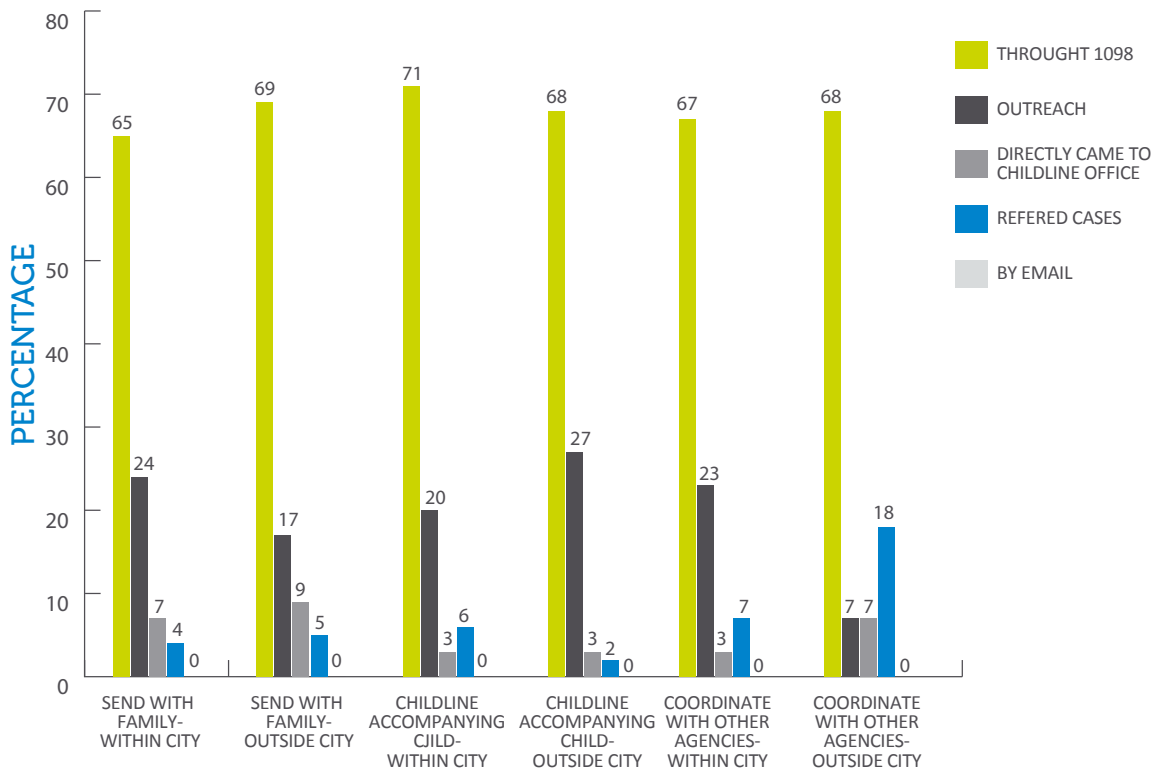
Note: - Information of access for restoration cases was not available for 1115 cases.

Figure 8.4.3: How the child accessed assistance from CHILDLINE for restoration support/intervention - 2013

CHILDLINE received a call from a concerned individual who had noticed a woman and five children begging on a street in Ratnagiri. CHILDLINE immediately reached the location and coerced the woman and the children to go with them to the CHILDLINE centre. On realizing the intensity of the situation, the woman fled the centre.

CHILDLINE met with the City Police and discussed the case at length. With assistance from the Police, CHILDLINE were once again able to rescue the woman and children from a nearby market. All the children were malnutritioned and taken to the civil hospital for treatment.

Meanwhile the Child Welfare Committee were informed and it was decided that the woman and children be sent by to their native place in Nasik. CHILDLINE Nasik ensured that the children were not involved in any begging activities once they moved back to their home.

8.5 Protection from abuse: Protecting children from abuse and neglect

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

Details about various kinds of abuse and abuser are shown in the Table 8.5.1 and Figure 8.5.1 & 8.5.1.1.

Table 8.5.1: Types of abuse and abuser – 2012 & 2013

Types of abuser	Physical abuse	Child marriage	Emotion-al abuse	Sexual abuse	Neglect	Financial abuse	Domestic violence	Bullying	Witness to violence	Total
Family	4204	3320	1602	339	1551	972	156	43	13	12200
Neighbours	438	29	230	813	9	25	6	39	2	1591
Teachers	658	2	343	243	70	58	6	23	1	1404
Strangers	257	18	210	465	11	12	7	42	6	1028
Relatives	462	104	230	256	91	132	20	10	2	1307
Friends	221	67	259	192	16	30	0	26	0	811
Employers	469	9	102	45	8	151	22	0	0	806
Institution staff	431	4	265	96	19	19	0	2	0	836
Caretaker	205	9	31	58	71	13	6	7	1	401
Police	59	0	17	7	2	3	0	2	0	90
Defence personnel	21	2	11	12	1	1	0	0	0	48
Hospital staff	17	0	14	6	12	7	0	0	0	56
Total	7442	3564	3314	2532	1861	1423	223	194	25	20578

Note: - Information about abuse and abuser is not available for 3839 cases.

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

2012 **2013**

PHYSICAL ABUSE	2914	5078
CHILD MARRIAGE	1045	2578
EMOTIONAL ABUSE	1588	1930
SEXUAL ABUSE	894	1964
NEGLECT	1126	784
FINANCIAL ABUSE	650	802
DOMESTIC VIOLENCE	91	154
BULLYING	97	105
WITNESS TO VIOLENCE	12	14

n=24417

(not to scale)
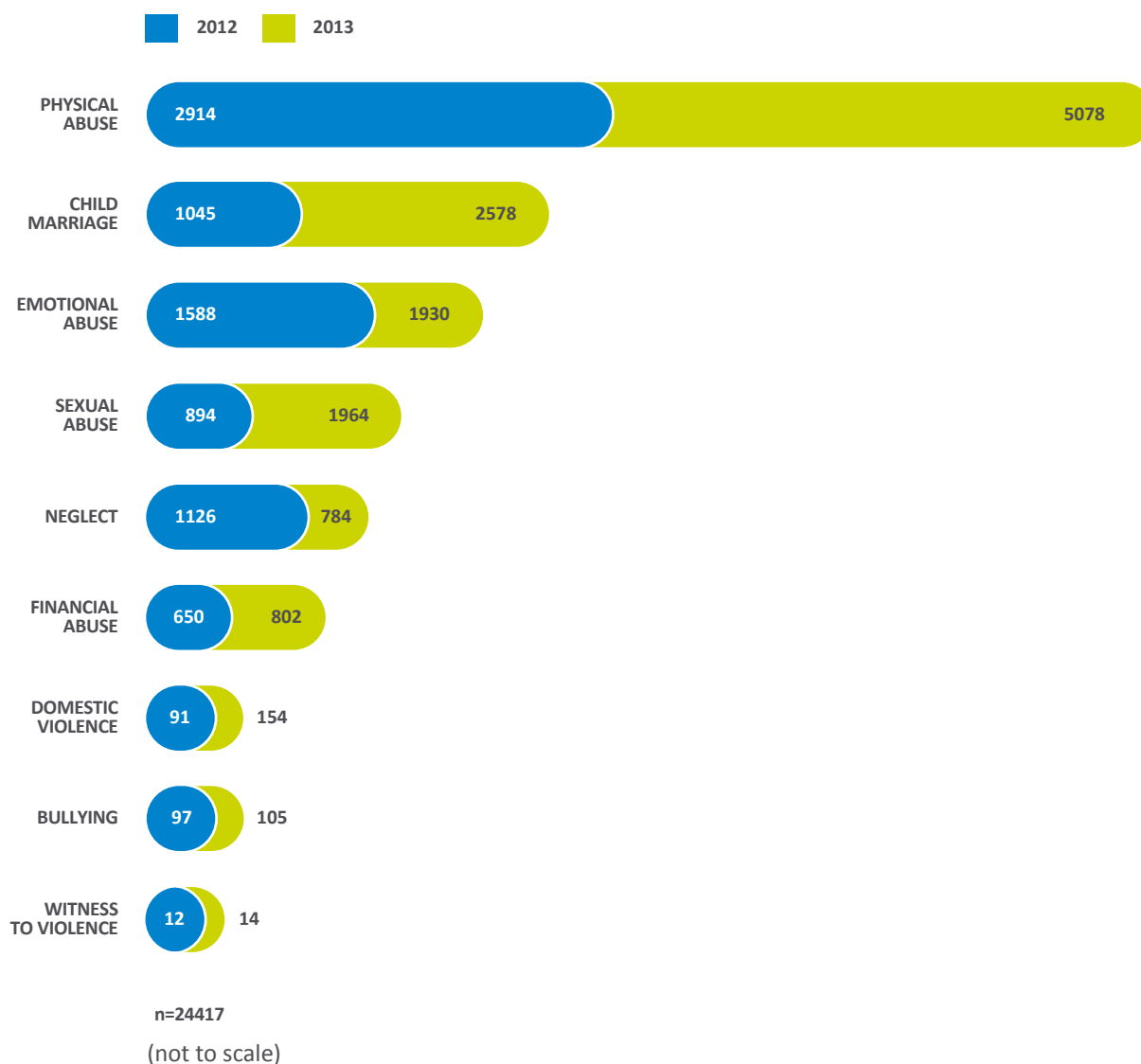
Note: - Information about abuse is not available for 2591 cases.
Figure 8.5.1: Types of abuse

Note: This chart represents only calls to CHILDLINE, not interventions done. The figures include certain cases of the same person calling for different kinds of abuse, thus the total 24417 cases of abuse reported do not represent individual abuse cases but multiple abuse cases. The chart depicts physical abuse at 37%, followed by child marriage at 17%, accounting for the largest groups of abuse related calls.

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

Legend: 2012 | 2013

Category	2012	2013
FAMILY	4741	7683
NEIGHBOURS	490	1152
TEACHERS	500	941
STRANGERS	255	836
RELATIVES	557	769
FRIENDS	378	470
EMPLOYEES	399	433
INSTITUTION STAFF	586	262
CARETAKER	204	257
POLICE	27	71
DEFENCE PERSONNEL	11	38
HOSPITAL STAFF	28	31

n=24417
(not to scale)
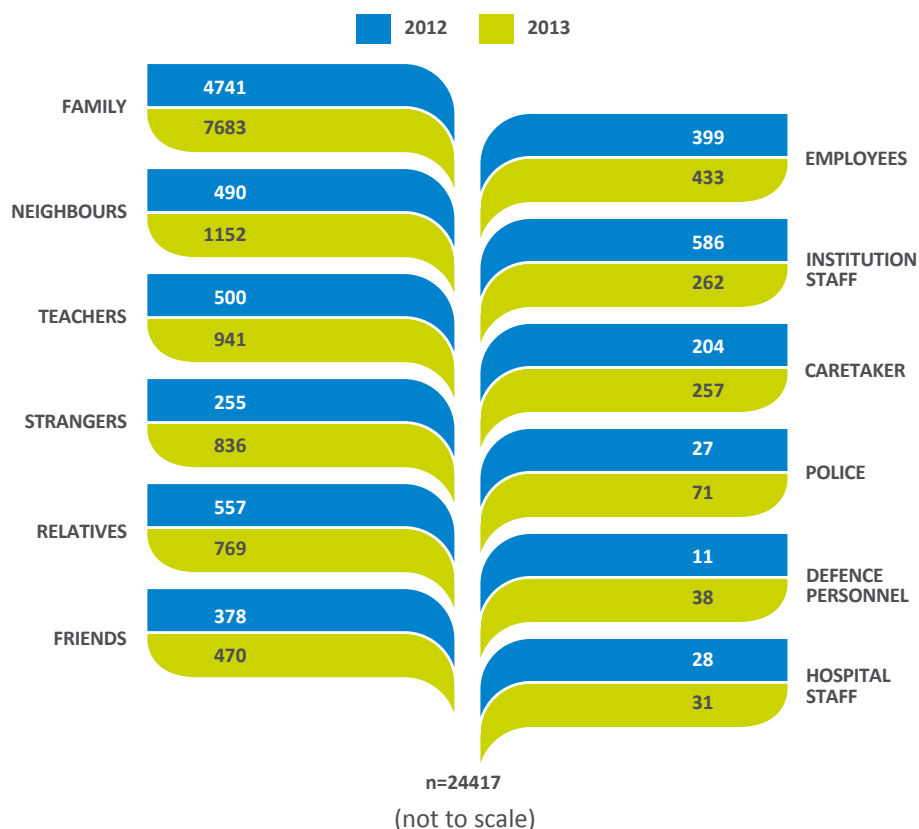
Note: - Information of type of abuser is not available for 3298 cases.

Figure 8.5.1.1: Type of abuser

Family members and relatives together account for nearly 65% of all abuse related intervention cases. Significantly, institution staff as abusers account for 4% of the cases.

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

Table 8.5.2: Gender split in various types of abuse cases

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Physical abuse	1615	2656	1297	2411	2912	5067	0.80	0.91
Sexual abuse	138	337	755	1625	893	1962	5.47	4.82
Emotional abuse	779	914	809	1016	1588	1930	1.04	1.11
Financial abuse	351	512	299	289	650	801	0.85	0.56
Bullying	59	38	38	67	97	105	0.64	1.76
Domestic violence	44	58	47	96	91	154	1.07	1.66
Witness to violence	3	5	7	9	10	14	2.33	1.80
Child marriage	104	239	938	2338	1042	2577	9.02	9.78
Neglect	724	468	402	314	1126	782	0.56	0.67
Total	**3817**	**5227**	**4592**	**8165**	**8409**	**13392**	**1.20**	**1.56**

Note: - Information of gender in abuse cases is not available for 2616 cases.

In cases of sexual abuse, child marriage, emotional abuse and witness to violence the cases that are referred to CHILDLINE are mostly for girls. In all other kinds of abuse the majority of cases are boys.
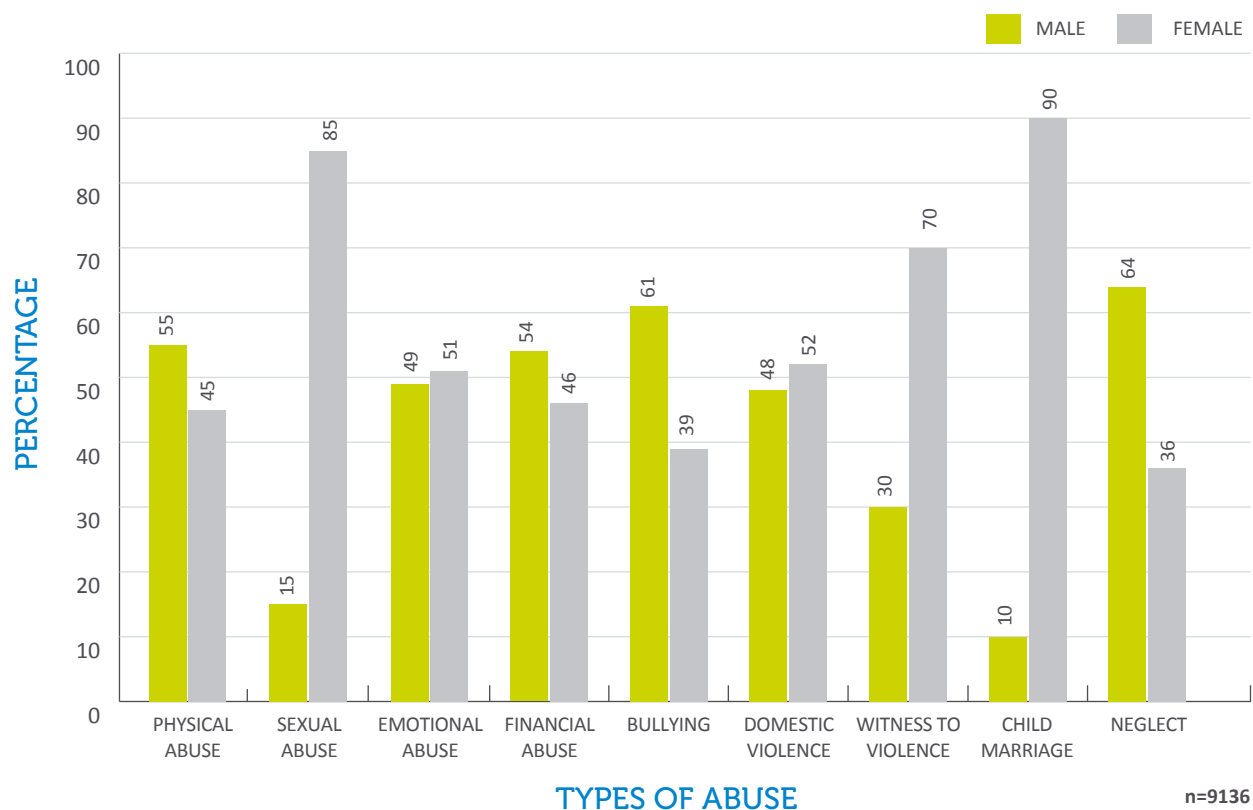
Note: - Information of gender in abuse cases is not available for 719 cases.

Note: 9136 includes multiple abuse reported by same child, hence it does not represent that many unique cases.

Figure 8.5.2: Gender split in various types of abuse cases - 2012
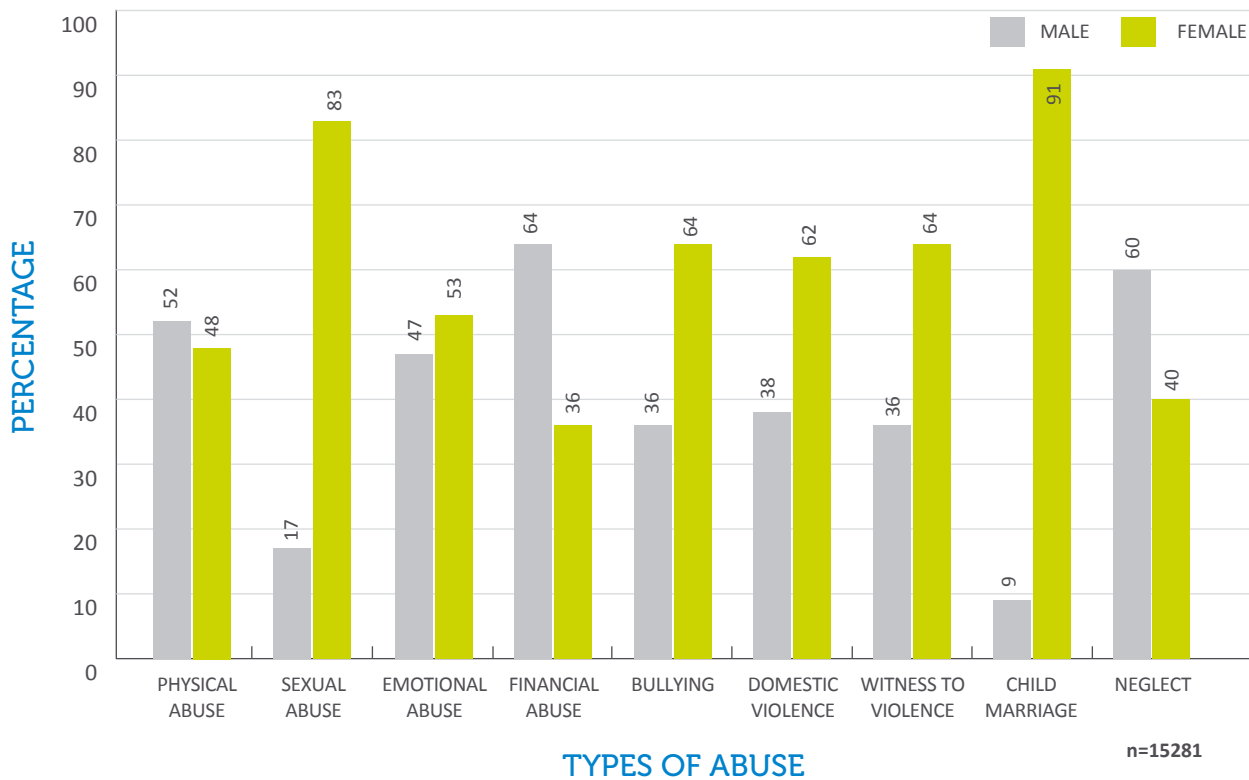
Note: - Information of gender in abuse cases is not available for 1872 cases.

Note: 15281 includes multiple abuse reported by same child, hence it does not represent that many unique cases.
Figure 8.5.2: Gender split in various types of abuse cases - 2013

"He took me to his shop promising me some sweets. Once I reached there, 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 to 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 Kasaragod after being victim to sexual harassment.

NarasimhaNaik, 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 to 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.

Age group wise distribution of various types of abuse cases are shown in the Table and Figure 8.5.3.

Table 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 – 2012

Age group	Physical abuse	Sexual abuse	Emotional abuse	Financial abuse	Bullying	Domestic violence	Witness to violence	Child marriage	Neglect	Total
1 to 5	222	51	88	36	8	8	4	6	154	577
6 to 10	754	201	526	199	18	24	0	20	377	2119
11 to 15	1466	416	718	330	57	44	4	515	474	4024
16 to 18	389	180	224	76	14	10	4	473	77	1447
19 to 25	17	15	11	4	0	3	0	12	1	63
Total	2848	863	1567	645	97	89	12	1026	1083	8230

Note: - Information of age in abuse cases is not available for 906 cases.

Table 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 – 2013

Age group	Physical abuse	Sexual abuse	Emotional abuse	Financial abuse	Bullying	Domestic violence	Witness to violence	Child marriage	Neglect	Total
1 to 5	592	143	81	65	5	10	0	9	156	1061
6 to 10	1340	389	414	222	11	39	2	43	266	2726
11 to 15	2268	1003	941	392	56	67	7	1209	255	6198
16 to 18	755	390	451	108	32	37	4	1258	58	3093
19 to 25	27	15	19	2	1	1	0	35	2	102
Total	4982	1940	1906	789	105	154	13	2554	737	13180

Note: - Information of age in abuse cases is not available for 2101 cases.

For CHILDLINE, the age group of 11-15 years is the single biggest group for all abuse cases
The issue of child sexual abuse though rampant, is not widely reported due the stigma attached to the issue.
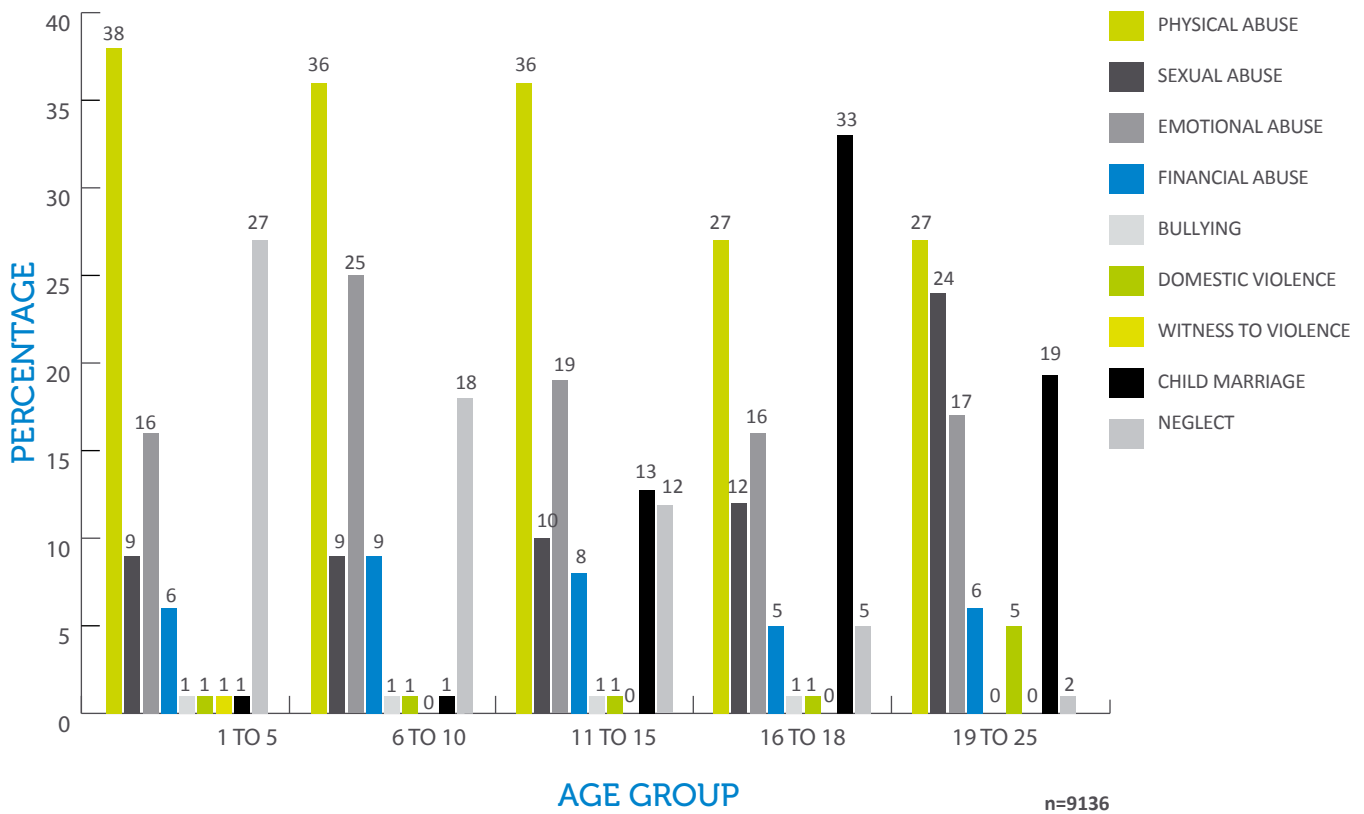
Note: - Information of age in abuse cases is not available for 906 cases.

Figure 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 - 2012
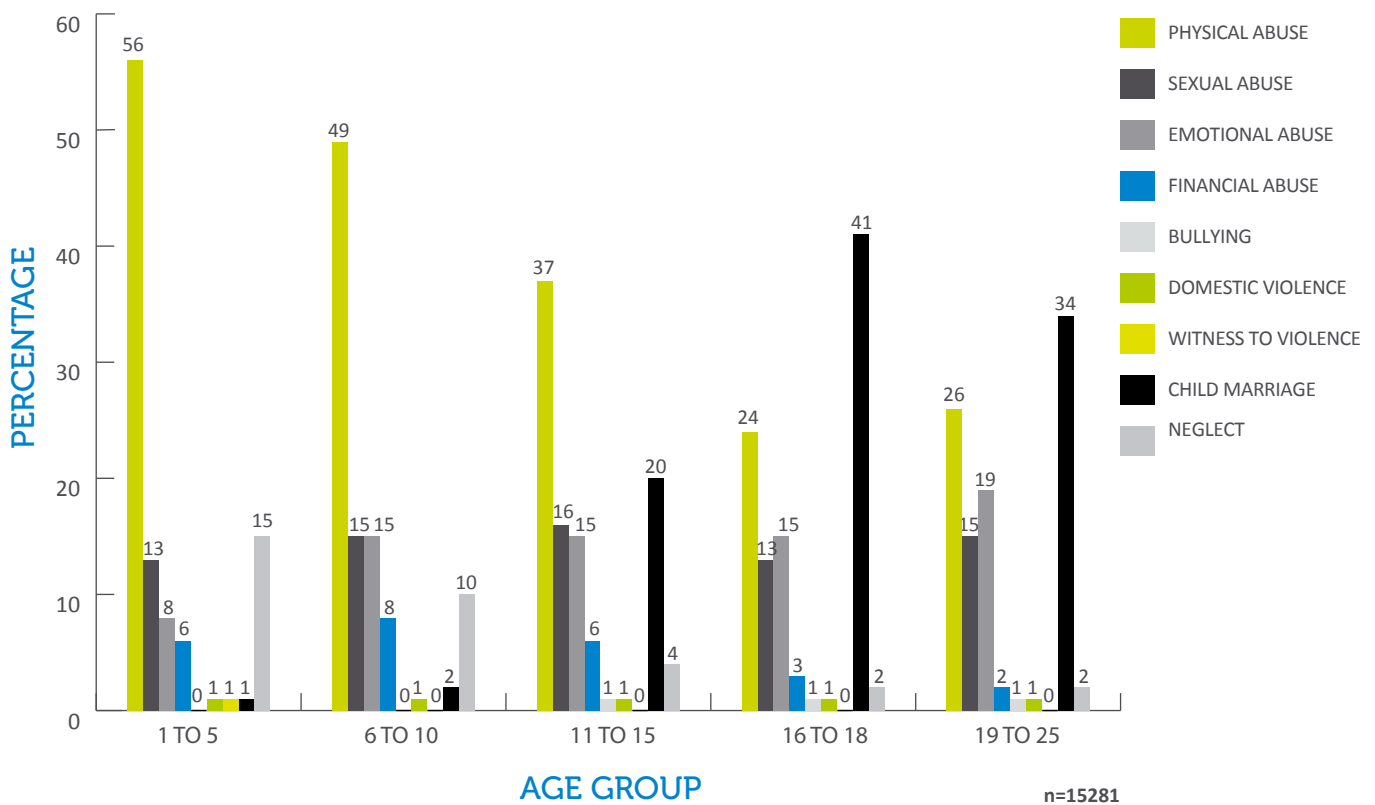
Note: - Information of age in abuse cases is not available for 2101 cases.

Figure 8.5.3: Age wise split of abuse cases to CHILDLINE 1098 - 2013

Details about various kinds of sexual abuse and sexual abuser are shown in the Table 8.5.4 and Figure 8.5.4 & 8.5.4.1.

Table 8.5.4: Types of Sexual Abuse and Abuser

Sexual abuser	Rape		Molestation		Eve-teasing		Commercial sexual exploitation		Pornography		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Family	57	159	25	67	6	17	2	6	0	0	90	249
Relatives	57	104	17	61	5	11	0	1	0	0	79	177
Friends	37	89	19	27	3	10	0	0	1	6	60	132
Caretaker	24	17	6	8	0	1	0	2	0	0	30	28
Institution staff	27	28	7	28	0	6	0	0	0	0	34	62
Hospital staff	0	2	1	3	0	0	0	0	0	0	1	5
Teachers	23	46	67	72	15	18	0	0	0	2	105	138
Neighbours	163	411	45	131	14	49	0	0	0	0	222	591
Employers	11	21	6	1	1	1	1	2	0	1	19	26
Strangers	80	226	28	53	13	55	0	1	0	9	121	344
Defence personnel	4	4	0	1	0	3	0	0	0	0	4	8
Police	0	5	0	2	0	0	0	0	0	0	0	7
Total	**483**	**1112**	**221**	**454**	**57**	**171**	**3**	**12**	**1**	**18**	**765**	**1767**

Note: - Sexual abuser is not identified in 326 sexual abuse cases.

In a recent, initiative to curb beggary, CHILDLINE Durg along with assistance from Government Railway Police (GRP) rescued 21 kids from begging in train. CHILDLINE Durg team, officials from Government Railway Police (GRP) swooped down in several trains frequented by child beggars at Durg Railway Junction. "We got information that there was a group of 5 women who used their children for begging in trains,"said Mr.SureshKapse, Centre Coordinator, CHILDLINE Durg.

CHILDLINE Durg along with Government Railway Police (GRP) of Durg Railway Junction rescued 14 girls and 7 boys in the age group of 18 months to 13 years from the trains. The rescue team found traumatic tales of children rescued from begging in train. All the children were shifted to CHILDLINE centre.

 "Out of 21 rescued children, 12 were found in local train, followed by 6 kids in Pune-howrah Azad Hind Express and rest 3 in Superfast Express," says Mr.SureshKapse, Centre Coordinator, CHILDLINE Durg.

During counseling, the children revealed to the team that the parents had pushed their children into begging. They earned anywhere between ` 200 and ` 300 per day and gave their earnings either to their parents.

CHILDLINE provided necessary support and counseling were provided to the children and they were produced before Child Welfare Committee (CWC) and handed over to their parents.

TYPES OF SEXUAL ABUSE

Figure 8.5.4: Types of sexual abuse
Sexual abuse including rape accounts for 62% of all cases. 8% of the cases are related to eve-teasing.

(not to scale)

2012 2013

RAPE
553
1213

MOLESTATION
277
535

EVE TEASING
59
183

COMMERCIAL SEXUAL EXPLOITATION
3
15

PORNOGRAPHY
2
18

n=2858

NUMBER

2012
2013

	NEIGHBOURS	STRANGERS	FAMILY	RELATIVES	TEACHERS	FRIENDS	INSTITUTION STAFF	CARETAKER	EMPLOYERS	DEFENCE PERSONNEL	POLICE	HOSPITAL STAFF
2012	222	121	90	79	105	60	34	30	19	4	0	1
2013	591	344	249	177	138	132	62	28	26	8	7	5

TYPES OF SEXUAL ABUSER

n=2858

Note: - Sexual abuser information is not available for 326 cases.
Figure 8.5.4.1: Type of sexual abuser

Pinky, a 10 year old girl residing in Rourkela came from a poor family. Although her parents were unable to provide 2 meals a day, they managed to send Pinky to school. One day, while Pinky's parents were out at work and she was playing outside her home, her neighbour, a 32 year old man approached her and offered her a chocolate. Taking undue advantage of an empty home, the neighbour took Pinky into her home and raped her.

This man had a daughter the same age as Pinky and a family living in the next door home. As Pinky's family was well acquainted with their neighbour, he threatened Pinky to stay quiet about what he had done to her. This act of abuse was witnessed by another boy who lived in the vicinity.

Pinky was in severe trauma and pain by the cruel act performed by her neighbour. She narrated the whole incident to her mother. Seething with anger, Pinky's mother approached her neighbour who denied any such incident. Noticing the brawl between the neighbours, the nearby residents gathered to witness the commotion. The neighbour, frightened by the repercussions of his act, decided to flee.

CHILDLINE took immediate action when they received a call from Pinky's aunt. An FIR was filed against the neighbour at the Kansbahal Police Station. The neighbour was found and arrested. CHILDLINE played a significant role in ensuring that Pinky got justice and the culprit received punishment for his dastardly act. Today, Pinky is undergoing medical treatment.

Below Table & Figure 8.5.5 shows the age group of sexually abused children.

Table 8.5.5: Age wise split of sexual abuse cases

Age group	Rape		Molestation		Eve teasing		Commercial sexual exploitation		Pornography		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	38	97	12	40	1	6	0	0	0	0	51	143
6 to 10	110	224	79	134	12	27	0	1	0	3	201	389
11 to 15	265	613	119	279	30	93	1	9	1	9	416	1,003
16 to 18	110	255	53	73	14	52	2	4	1	6	180	390
19 to 25	13	10	1	1	1	3	0	1	0	0	15	15
Total	536	1199	264	527	58	181	3	15	2	18	863	1940

Note: - Age of 55 sexually abused children is not available.
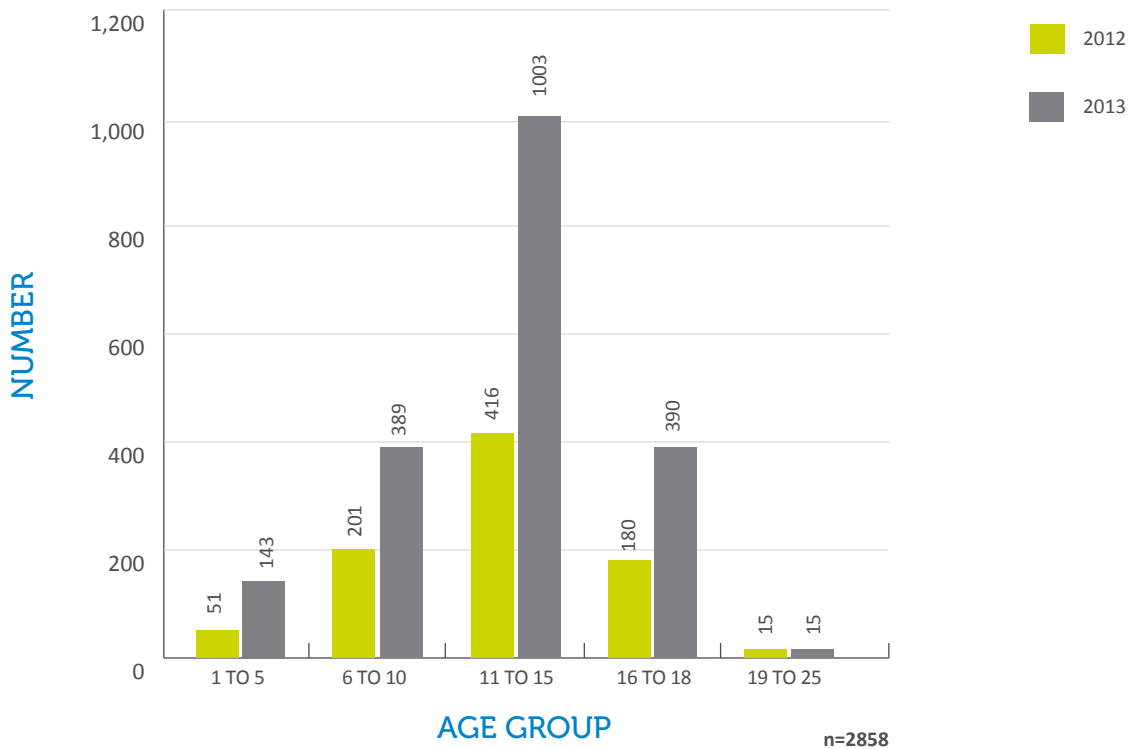
Figure 8.5.5: Age wise split of sexual abuse cases
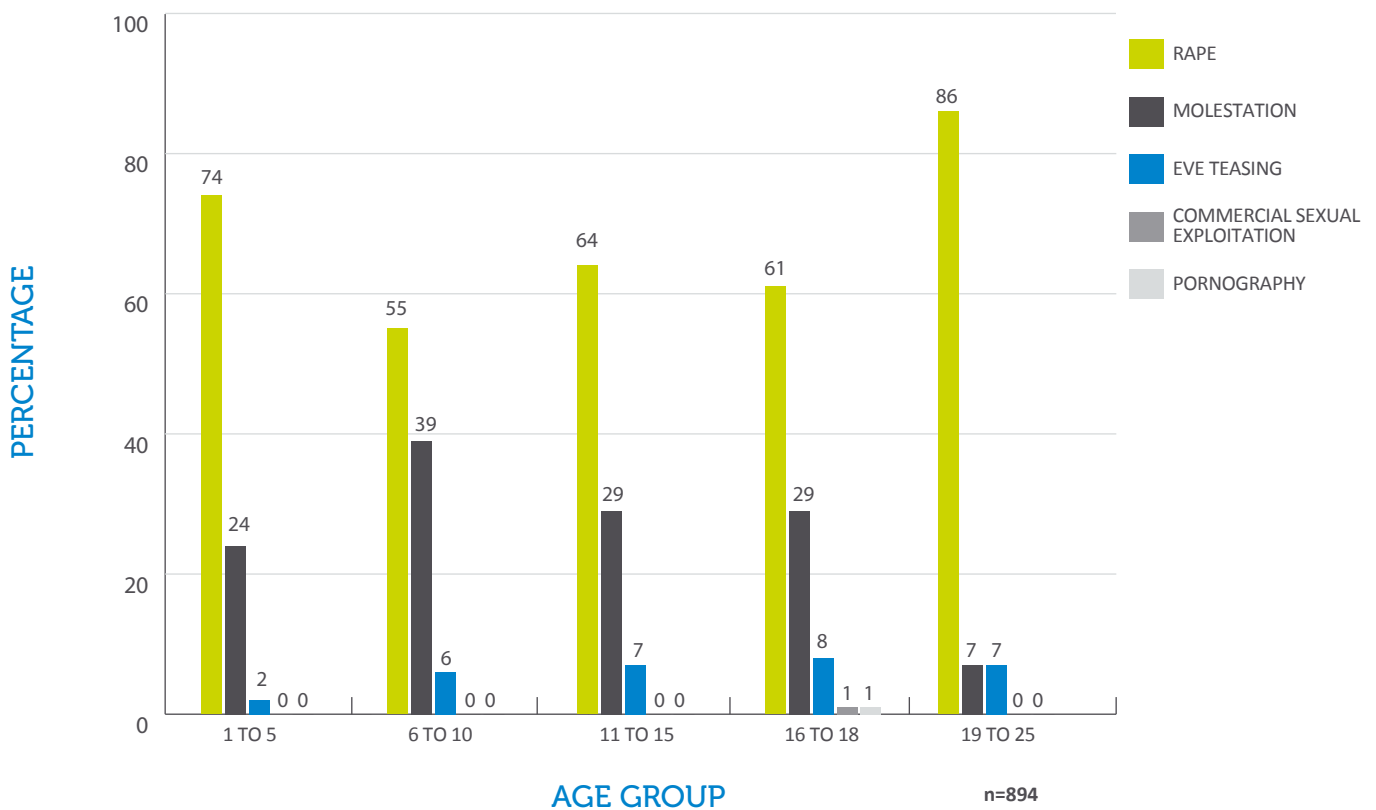
Note: - Age of Sexual abuse cases is not available for 31 cases..

Figure 8.5.5.1: Age wise split of sexual abuse cases - 2012
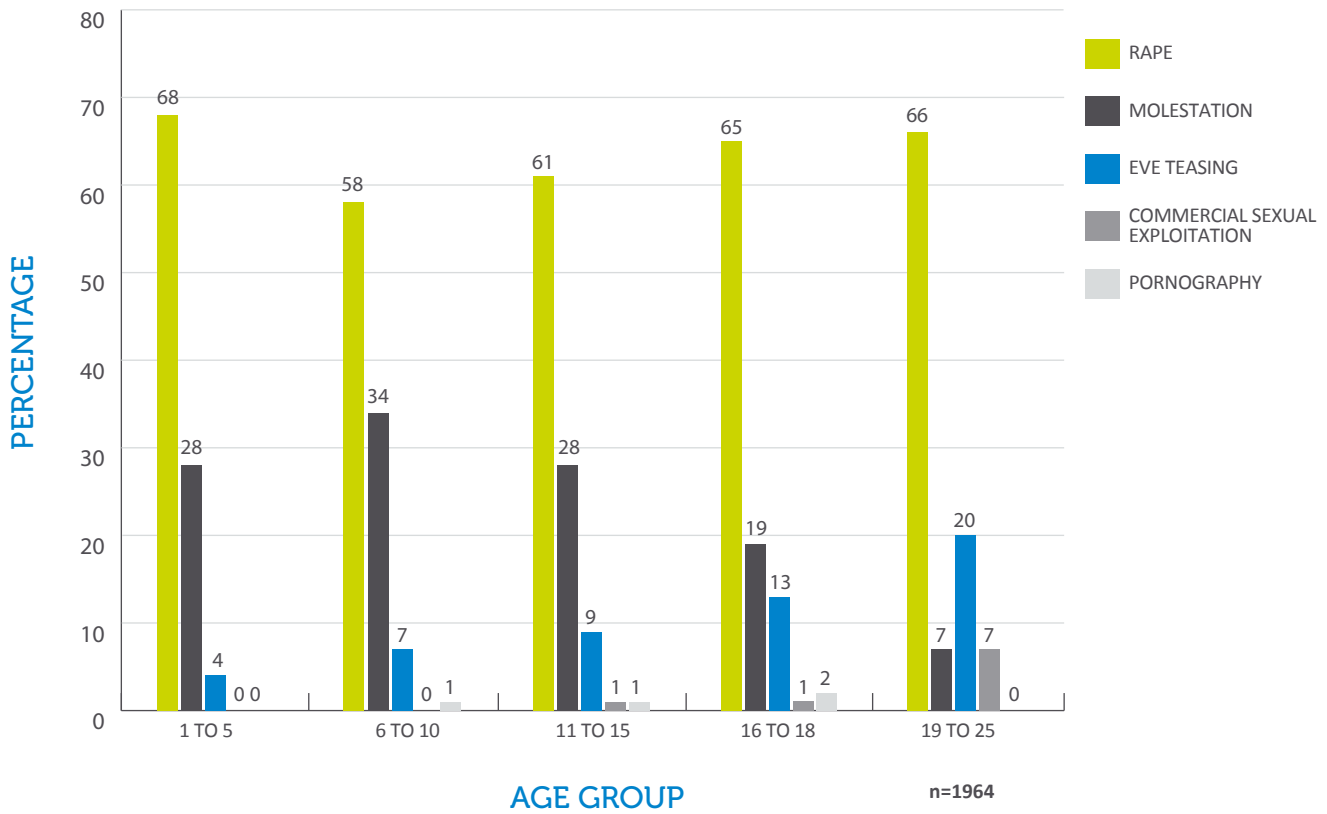
Note: - Age of Sexual abuse cases is not available for 24 cases.
Figure 8.5.5.1: Age wise split of sexual abuse cases - 2013

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.

Revealing and disturbing details of abuse and torture of the minor inmates in Thiruvanjoor Juvenile Home in Kottayam, Kerala is heart-rending. Around 65 children lived in the Juvenile home set up under the Social Welfare Department of Government of Kerala in Kottayam.The inmates, mostly minors of the home were sexually and physically abused by the caretakers of the juvenile home. The situation came to light when, two boys of the home revealed details of atrocities meted out to them.

CHILDLINE Kottayam received a call from Thiruvanjoor police informing that they had found a young boy aimlessly roaming the streets in Thiruvanjoor, Kottayam them about the child's situation and how the he was being beaten up by the caretakers.

The team found Munni in a dire condition who refused to even speak; he had injury marks and scars in his body. The CHILDLINE team, with the help of police, immediately admitted the child in the District Hospital.

During counseling, the child revealed appalling details of atrocities in the juvenile home to the CHILDLINE team of abuse, beatings and torture at the home.. It was exposed that minor inmates at the Juvenile home were victims of abuse and torture by the caretakers.

Appu, 12 year old boy described to the team being whipped with a thin stick while he resisted to abuse. "In the night the wardens would remove our clothes and abuse us and I was beaten up, tortured, they beat you up bad and If we resisted, they beat us with large sticks and would threaten to file police cases against us, said Appu.

During a visit to the home, the team found that the home even lacked basic amenities and care takers appointed were not well trained and qualified who were working as daily wages workers in the home.
The necessary support and counseling was provided to the child before the child was produced to Child Welfare Committee (CWC). After conducting a medical examination, the child was produced before CWC members who directed to admit the child to temporary shelter home

The incident raised serious concerns among functioning of juvenile homes in Kerala, CHILDLINE Kottayam requested officials for immediate probe in to the case. Shri.OmmenChandy, Chief Minister, Government of Kerala instructed the Director of Social Welfare Department to conduct an inquiry and submit an initial report. An advisory committee was constituted by the Distict Collector to monitor the functioning of the children's home. Accused were arrested by the Police and CHILDLINE is following up.

Details of CHILDLINE Intervention done in abuse cases.

CHILDLINE intervenes in case of abuse based on the need of the case. Some cases require the child to undergo a medical test, some require than an FIR be filed with the Police, while some require legal support. Complete details of Intervention done by the CHIILDLINE in these cases are shown in Figure 8.56
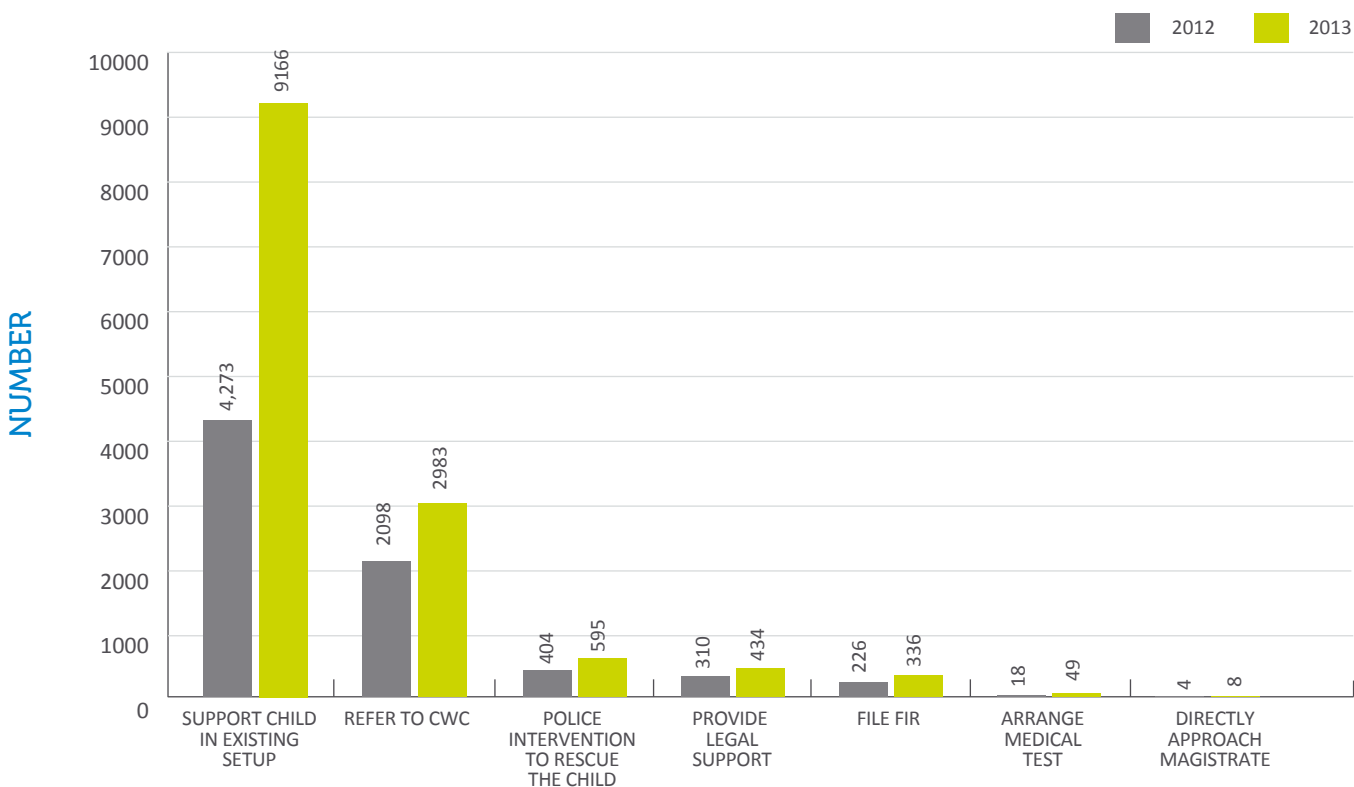
PROTECTION FROM ABUSE : SUB INTERVENTION

n=29473

Note: - Information of 8569 Protection from abuse cases is not available.
Figure 8.5.6: Protection from abuse: sub intervention

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 53% of all abuse cases intervened. However, nearly 26% of cases are referred to the CWC.

The Commercial Sexual Exploitation of children has become a scourge in New Delhi. It is estimated that each year several thousands of minor children are trafficked to Delhi and forced to work as sex workers. The stories of these children, defy words.

In one of a major crackdown on Delhi's red light districts, CHILDLINE Delhi, the Andhra and Delhi police rescued 17 minors among 72 sex workers from three brothels in G B Road in Delhi. The action began after the Andhra Pradesh Police commenced investigations into a series of complaints from families in the state, who claimed their minor daughters, had gone missing.

The story of 19 year old Arya is one such story.

Arya, came from a poor family in the Anantpur district of Andhra Pradesh. She was enthralled into a trap laid by a boy named Raju.With the belief that he would marry her, he convinced her to go with him to Delhi with the pretext of meeting his sister. To her surprise, Raju's sister sold her to an employer of sex workers at a brothel in Delhi.

Arya managed to escape from the brothel in Delhi where she was held captive and returned to her hometown in Andhra Pradesh. She soon registered a case with the Andhra Police and revealed the entire story of her abuse and torture at the brothel, informing the Police that there were many young girls like herself, aged between 17 -24 years, who were being sexually abused and tortured against their will in Delhi's red light area.

The Andhra Pradesh Police approached the Delhi Police for support in the matter. They planned to conduct a raid to rescue the girls. The CHILDLINE Delhi team was called in for assistance in the case. Following counseling sessions and talks with the CHILDLINE team and the police, Arya finally agreed to help them in the process. Accompanied by women police personnel to help victims in the brothels, Arya showed indomitable courage and led the team to the same dingy by-lanes where she was once physically tortured and even locked up by flesh traders.

The CHILDLINE team along with 40 personnel from the Delhi Police Crime Branch, 23 personnel of the Criminal Investigation Department (CID) of Andhra Pradesh Police and a team of Kamla Market Police Station were part of the raid. During the raid, the team found that many girls were locked in two congested rooms. All the hiding places were searched during the course of the raid.

"At one of the brothels, we found 18 women being held captive in a small cabin-like space and they were brought to Delhi in the hope of a high paying job," said Varun Pathak from CHILDLINE Delhi.

Table 8.5.7: Source for protection from abuse assistance cases

Protection from abuse : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Support child in existing setup	2297	5582	488	915	32	95	1456	2574	4273	9166
Refer to CWC	1067	1664	439	464	14	8	578	847	2098	2983
Police intervention to rescue the child	225	370	56	64	3	1	120	160	404	595
Provide legal support	185	307	32	28	9	1	84	98	310	434
File FIR	132	204	14	32	1	2	79	98	226	336
Arrange medical test	14	40	2	5	0	1	2	3	18	49
Directly approach magistrate	2	2	0	1	0	0	2	5	4	8
Total	5934	10182	3043	3522	2071	2121	4333	5798	9345	15584
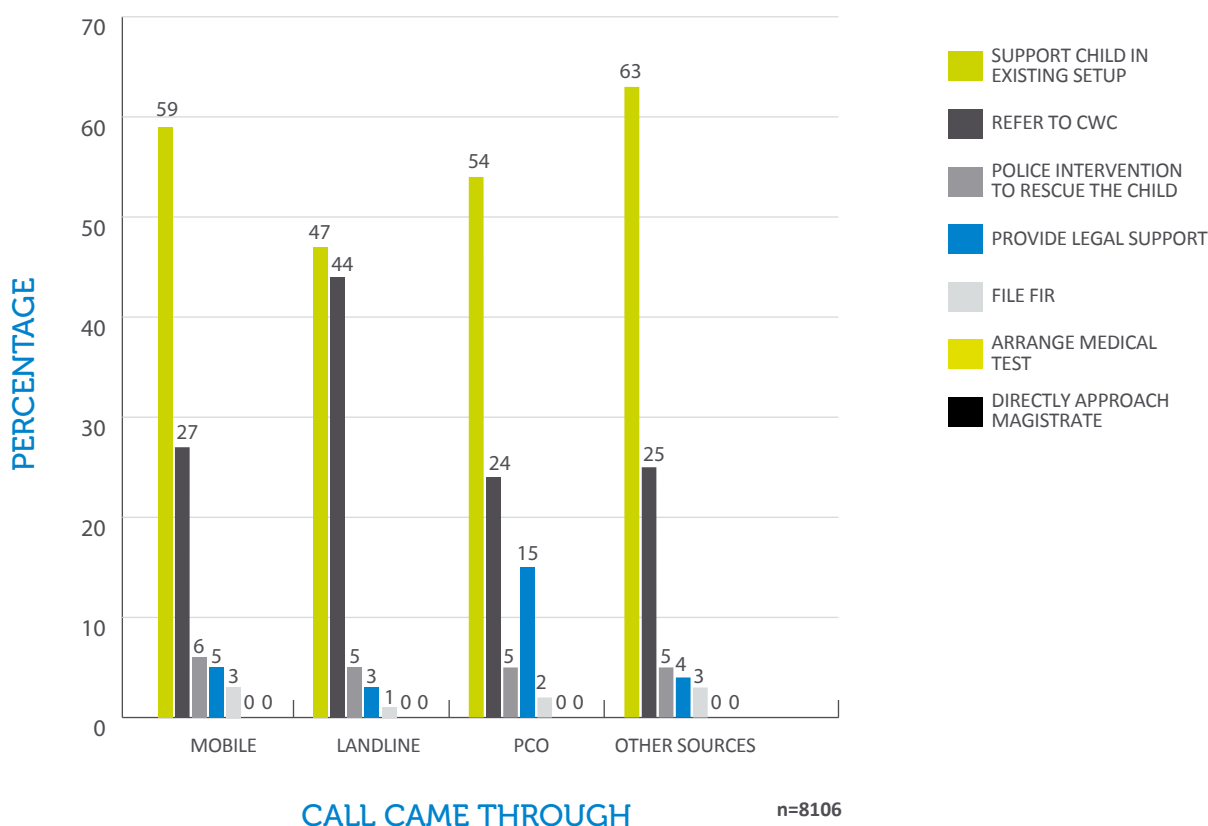
Note: - Information of 773 Protection from abuse cases is not available.

Figure 8.5.7: Source for protection from abuse assistance cases - 2012
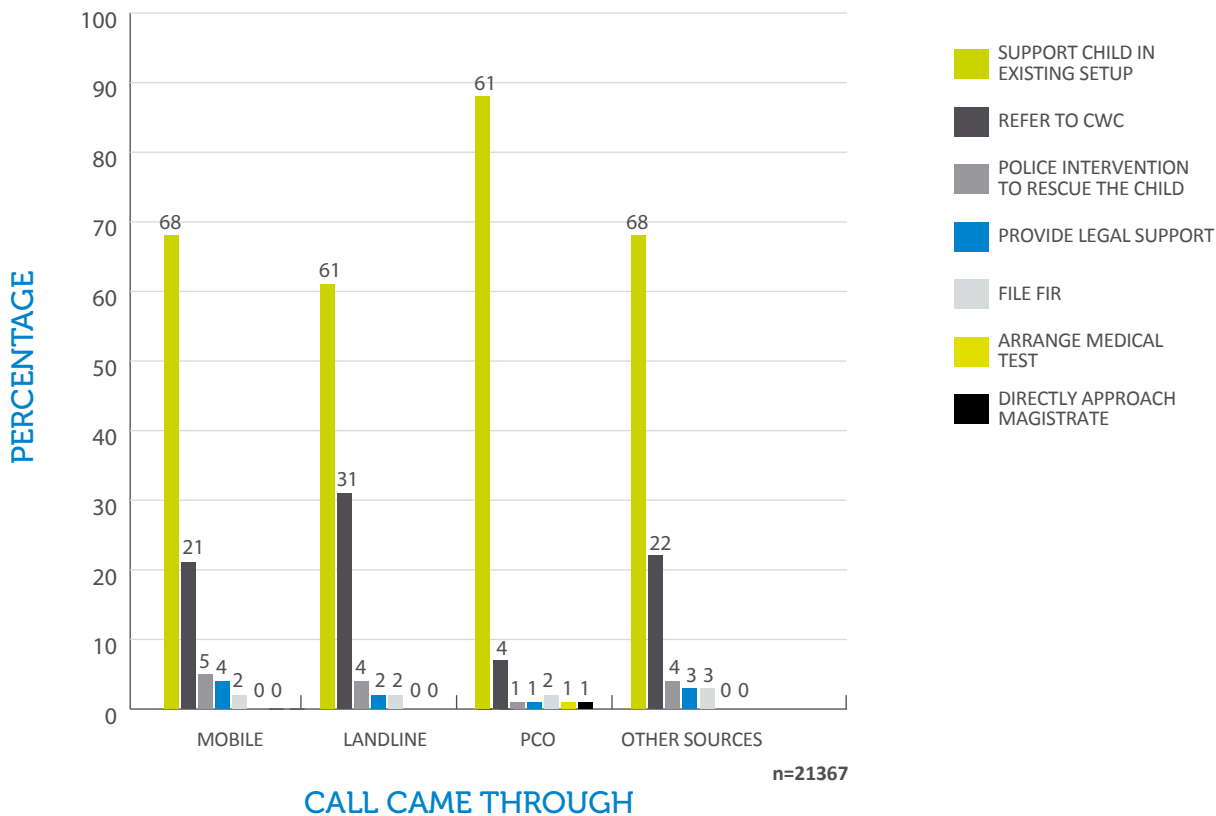
Note: - Information of 7796 Protection from abuse cases is not available.
Figure 8.5.7: Source for protection from abuse assistance cases - 2013

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

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	292	1083	319	851	611	1934	1.09	0.79
6 to 10	1230	3739	857	1830	2087	5569	0.70	0.49
11 to 15	2351	6120	1601	3700	3952	9820	0.68	0.60
16 to 18	478	1407	839	2114	1317	3521	1.76	1.50
19 to 25	12	56	38	97	50	153	3.17	1.73
TOTAL	**4363**	**12405**	**3654**	**8592**	**8017**	**20997**	**0.84**	**0.69**

Note- Gender and Age group were not available for 459 cases

In the cases of children protected from abuse and violence, 59% are boys in the age group of 11-15 years in 2012, in 2013 it's gone upto 62%, whereas the number of girls and boys protected from abuse are almost equal in the age group of 1-5 years.
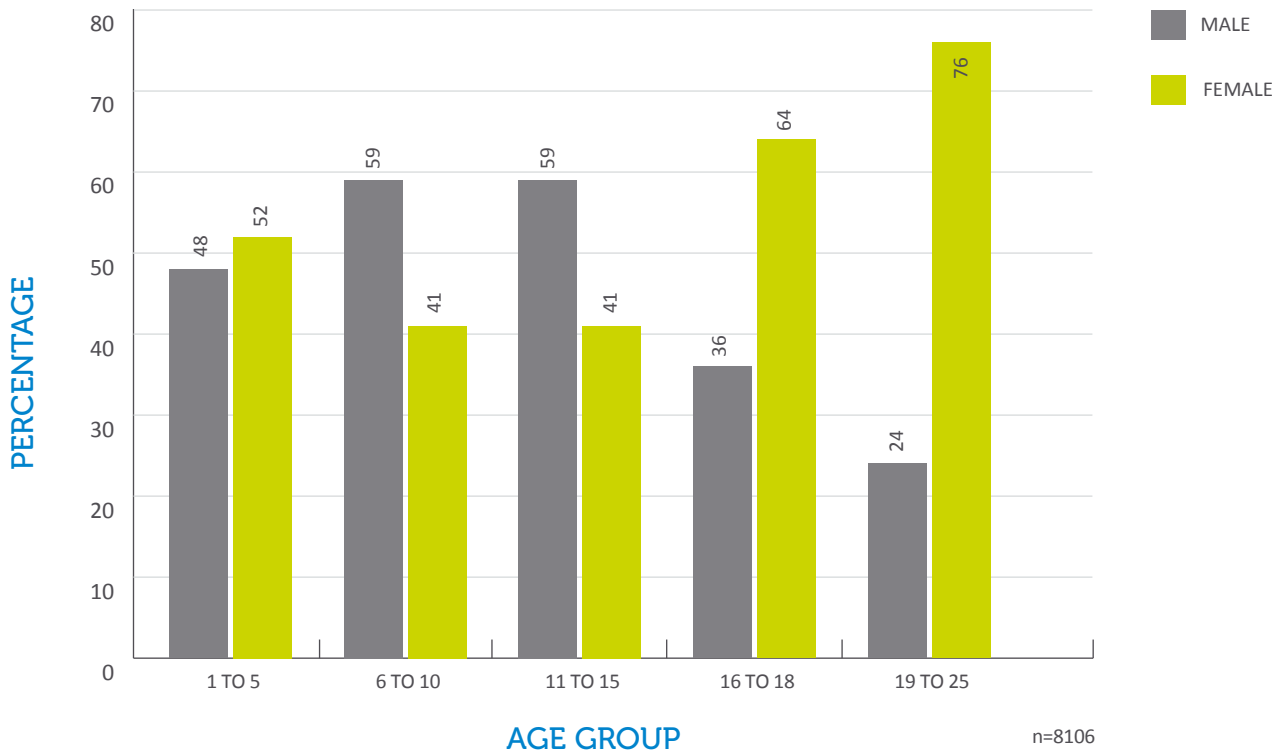
Note- Gender and Age group were not available for 89 cases

Figure 8.5.8: Age group and gender of the children protected from abuse and violence – 2012
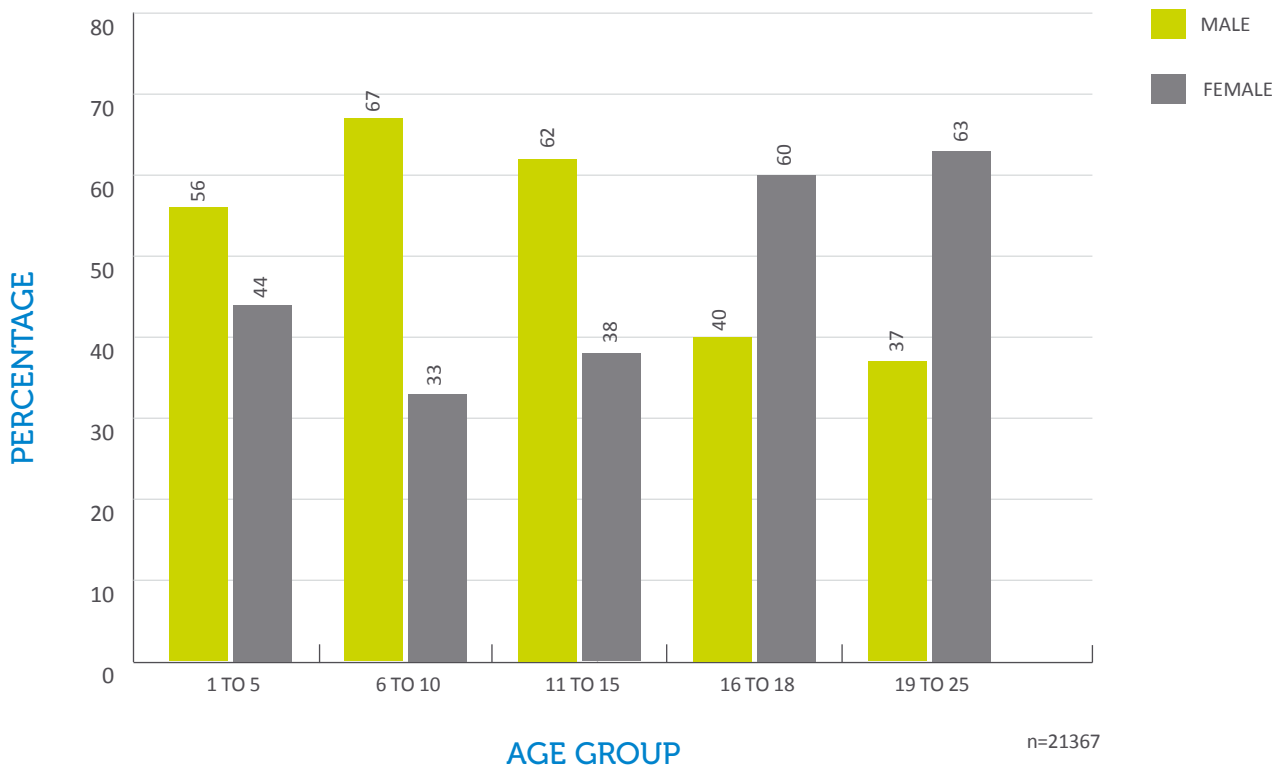
Note- Gender and Age group were not available for 370 cases.

Figure 8.5.8: Age group and gender of the children protected from abuse and violence – 2013

CHILDLINE Nashik received a call from an unidentified lady who informed them that EknathDhupekar was getting his daughters aged 13 and 17 years married in the Kananwadi village of Nashik.

Acting on the tip off, CHILDLINE instantly brought the case to the notice of the Deputy Superintendent of Police, who immediately informed Ghoti police station about the case and instructed them to take necessary action after verifying the information.

The team also met with the Sub- Inspector, Ghoti police to discuss the case. Meanwhile, a rescue team comprising of the Police Sub-Inspector, police officials and the CHILDLINE team reached Kananwadi village and interacted with the villagers. The team explained the harmful effects of child marriage and the legalities regarding the offence to the parents of the children.

The villagers agreed that the girls were minor. The police stopped the marriages after verifying the birth certificates of the brides and grooms. The CHILDLINE team along with the villagers convinced the parents to let go of the idea of marriage for the time being. A written letter to the police informing them that the wedding had been cancelled was submitted by the villagers.

CHILDLINE Nashik with help of the police saved two minor girls from being married off by their parents at an early age. The case also received coveragein The Times of India and other local dailies such as Maharashtra Times, Lokmat and Sakal.

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

Protection from abuse : Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Support child in existing setup	2670	5916	1247	2418	128	202	57	113	1	49	4103	8698
Refer to CWC	1375	2159	465	457	47	88	62	51	13	37	1962	2792
Police intervention to rescue the child	178	326	126	117	34	64	3	20	0	11	341	538
Provide legal support	199	278	53	68	14	29	8	20	0	5	274	400
File FIR	123	215	59	52	14	25	6	14	2	3	204	309
Arrange medical test	15	17	2	6	1	4	0	0	0	6	18	33
Directly approach magistrate	4	5	0	1	0	1	0	0	0	0	4	7
Total	4564	8916	1952	3119	238	413	136	218	16	111	6906	12777

Note: - Information of access for protection from abuse cases was not available for 9789 cases.
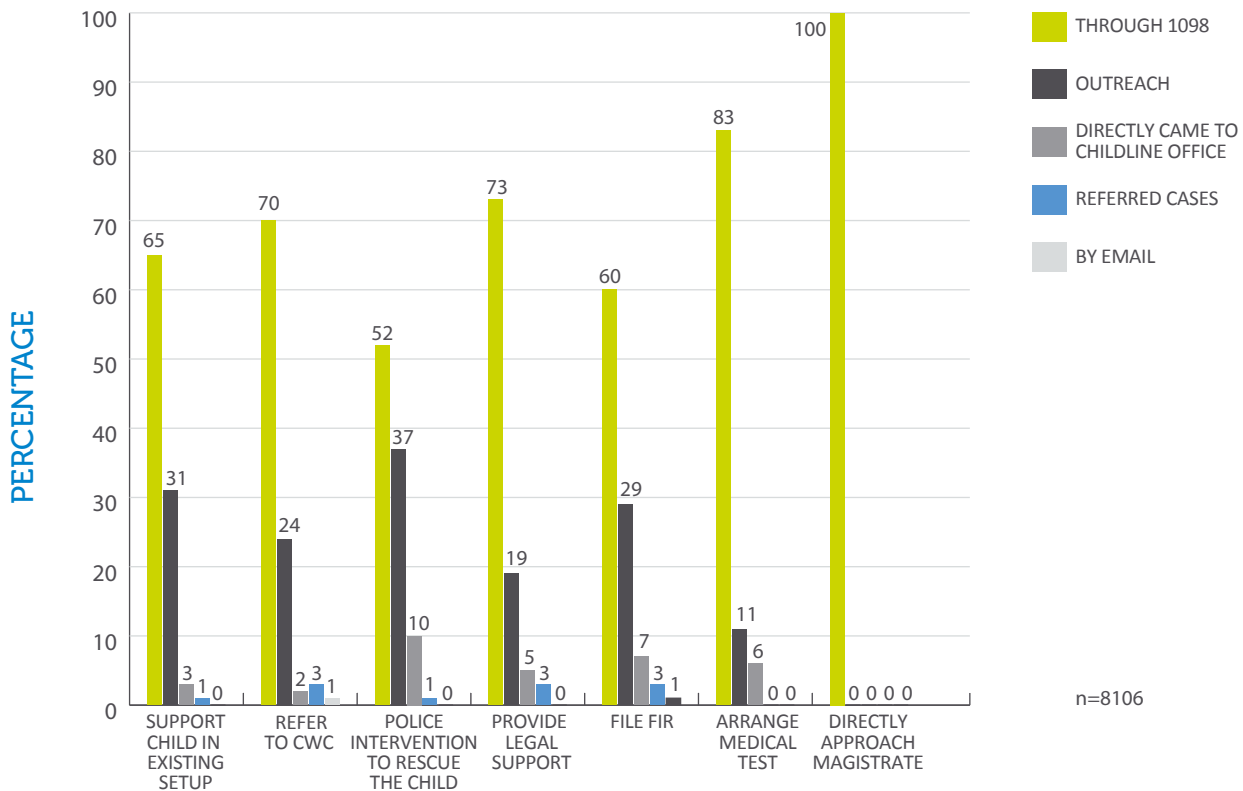
Note: - Information of access for protection from abuse cases was not available for 1200 cases.

Figure 8.5.9: How the child accessed assistance from CHILDLINE for protection from abuse support / intervention - 2012
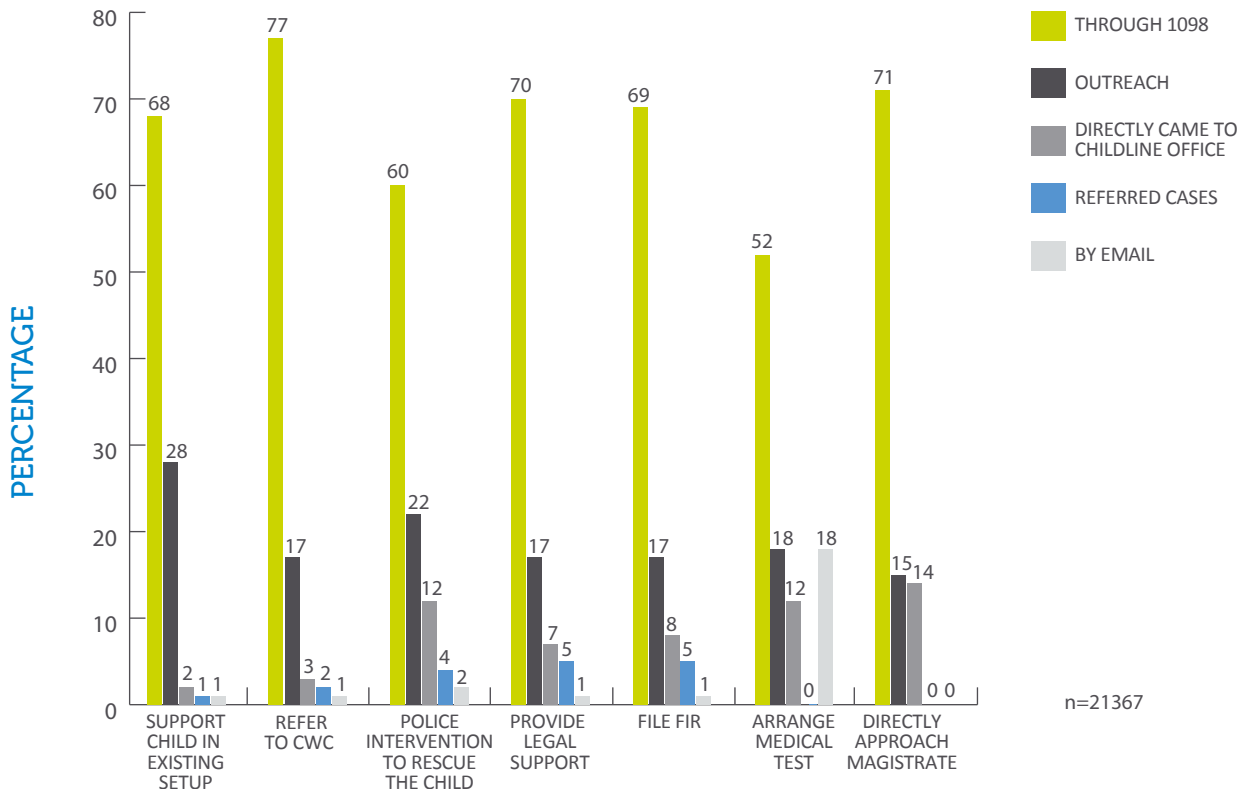
Note: - Information of access for protection from abuse cases was not available for 8590 cases.

Figure 8.5.9: How the child accessed assistance from CHILDLINE for protection from abuse support / intervention - 2013

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

A young boy, Krish did a brave job when he along with CHILDLINE Gwalior team, a journalist from Patrika daily did a sting operation on illegal selling whitener to the children. CHILDLINE team noticed that Krish, a 12 year old destitute child living on the platform of Gwalior railway station.

During one of the outreach program at the railway station, CHILDLINE team noticed that Krish who was sitting on the Gwalior railway station and sniffing the ink whitener at the station. The team member spoke to him and then convinced Krish to accompany him to the CHILDLINE centre. During the counseling session, Krish revealed that he is an orphan and addicted to the ink whitener

Concerned over the growing instances of substance abuse among street children, CHILDLINE team approached the Gwalior University Police station and showed the sting operation asking for immediate intervention. CHILDLINE team with the 12 year old boy provided all the details on the case to the police. Acting upon the tipoff, the T.I. Thana Padav acted quickly and conducted an inquiry in to the case.

The team also insisted for check on illegal sale of whiteners by owners, distributors, and production companies do not owe any responsibility for misuse of their product, children can easily procure the whiteners. Krish was produced before the CWC who directed to send him to a temporary shelter home.

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 8% of all calls received during this period. There are three basic kinds of sponsorship calls received by CHILDLINE, i.e. Sponsorship for Education expenses, Sponsorship for Medical expenses, and Foster care.

CHILDLINE is primarily a referral agency. Following the call, the initial response for a CHILDLINE Team Member is to go and meet with the child and his family (if he/she has a family). Once the facts of the case have been determined, CHILDLINE then helps the family get in touch with agencies that will best able to help the child. CHILDLINE as an organization does not financially support any children.
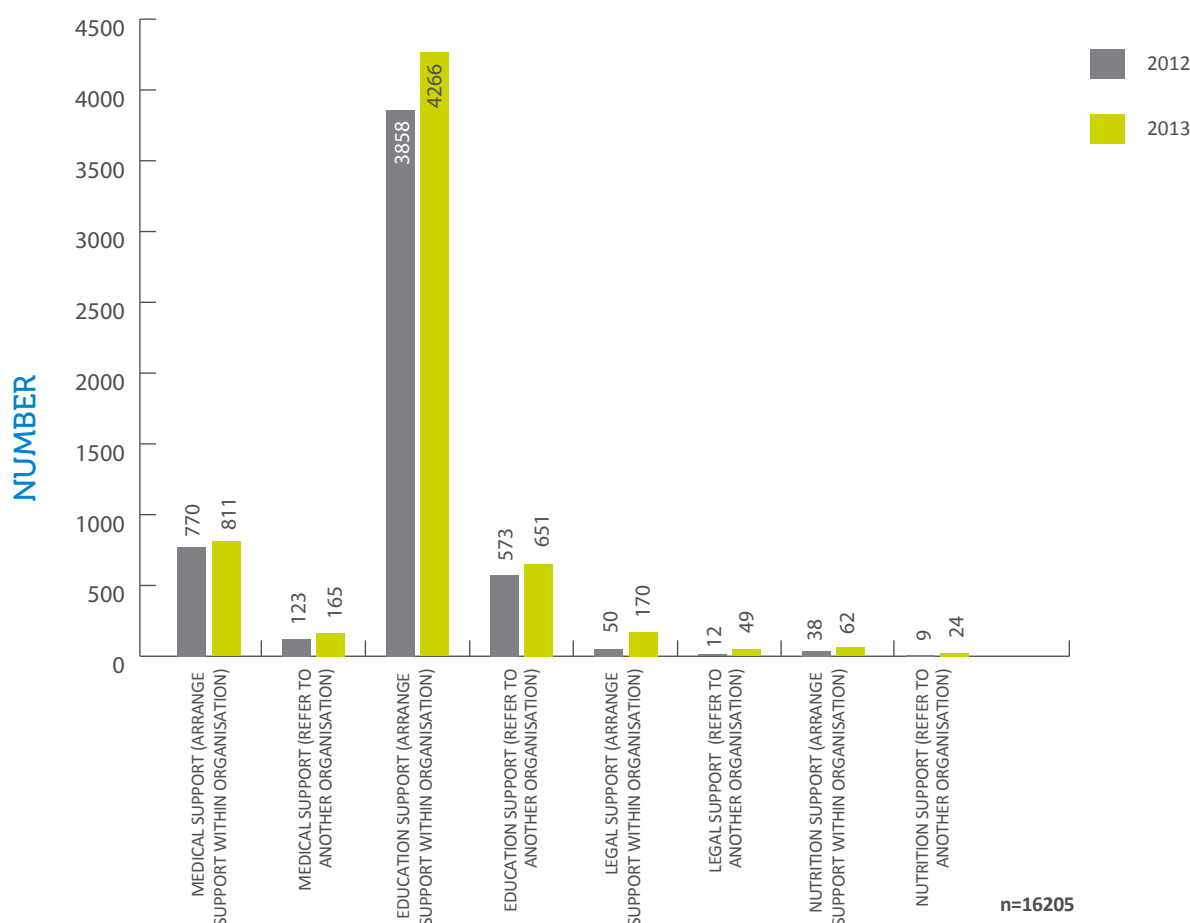
Note: - Information of 4574 Sponsorship cases is not available.
Figure 8.6: Sponsorship: sub intervention

The maximum number of sponsorship related interventions done by CHILDLINE are for Education at 58%.
Table 8.6.1: Source for sponsorship assistance cases

Sponsorship : Sub Intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Medical support (Arrange support within organisation)	336	311	98	45	10	8	326	447	770	811
Medical support (Refer to another organisation)	75	78	23	15	1	0	24	72	123	165
Educationsupport (Arrange support within organisation)	2304	2758	612	240	31	15	911	1253	3858	4266
Education support (Refer to another organisation)	364	484	59	48	4	0	146	119	573	651
Legal support (Arrange support within organisation)	38	147	8	3	0	0	4	20	50	170
Legal support (Refer to anotherorganisation)	6	41	0	3	1	0	5	5	12	49
Nutrition support (Arrange support within organisation)	31	50	1	1	0	0	6	11	38	62
Nutrition support (Refer to another organisation)	7	17	0	0	0	0	2	7	9	24
Total	3161	3886	801	355	47	23	1424	1934	5433	6198

Note: - Information of 4574 Sponsorship cases is not available.
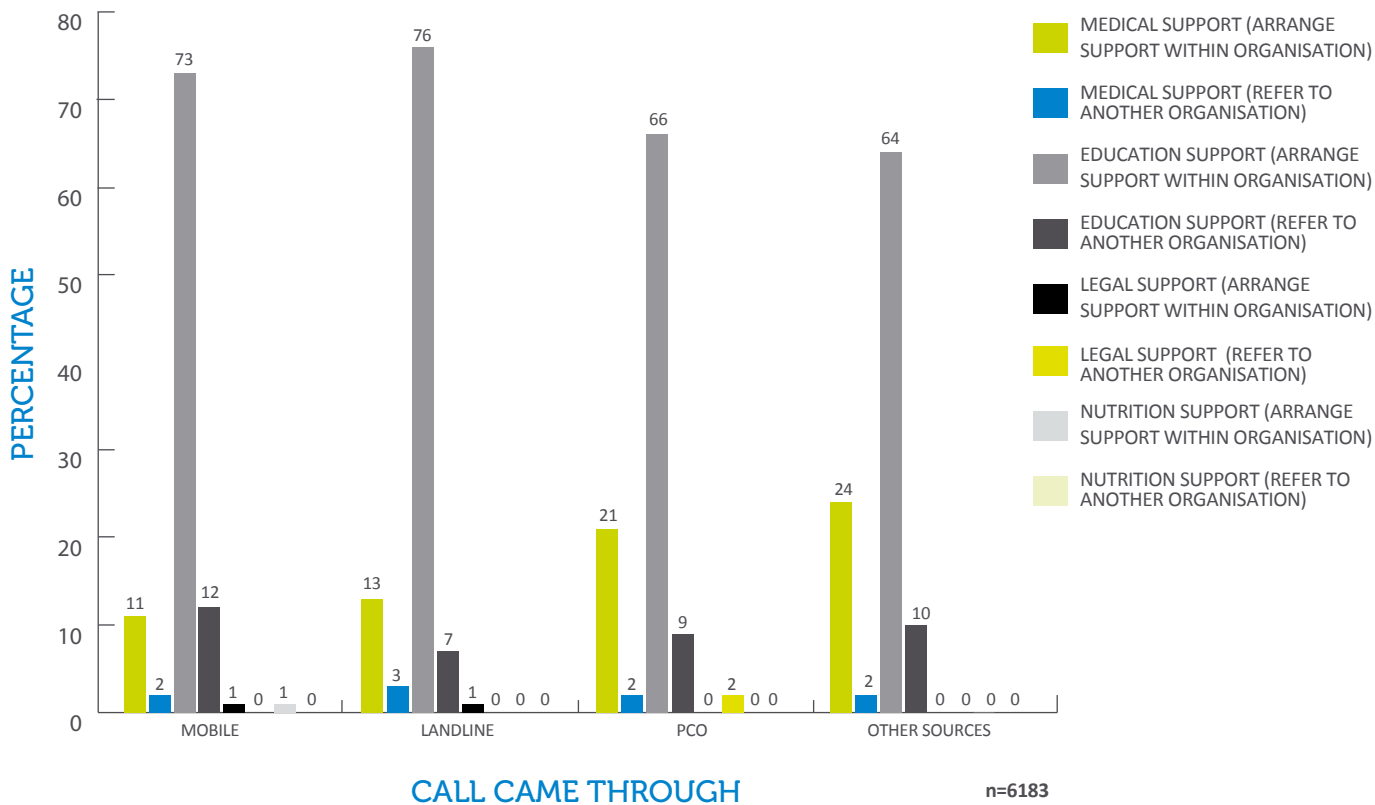
Note: - Information of 750 Sponsorship cases is not available.

Figure 8.6.1: Source for sponsorship assistance cases - 2012
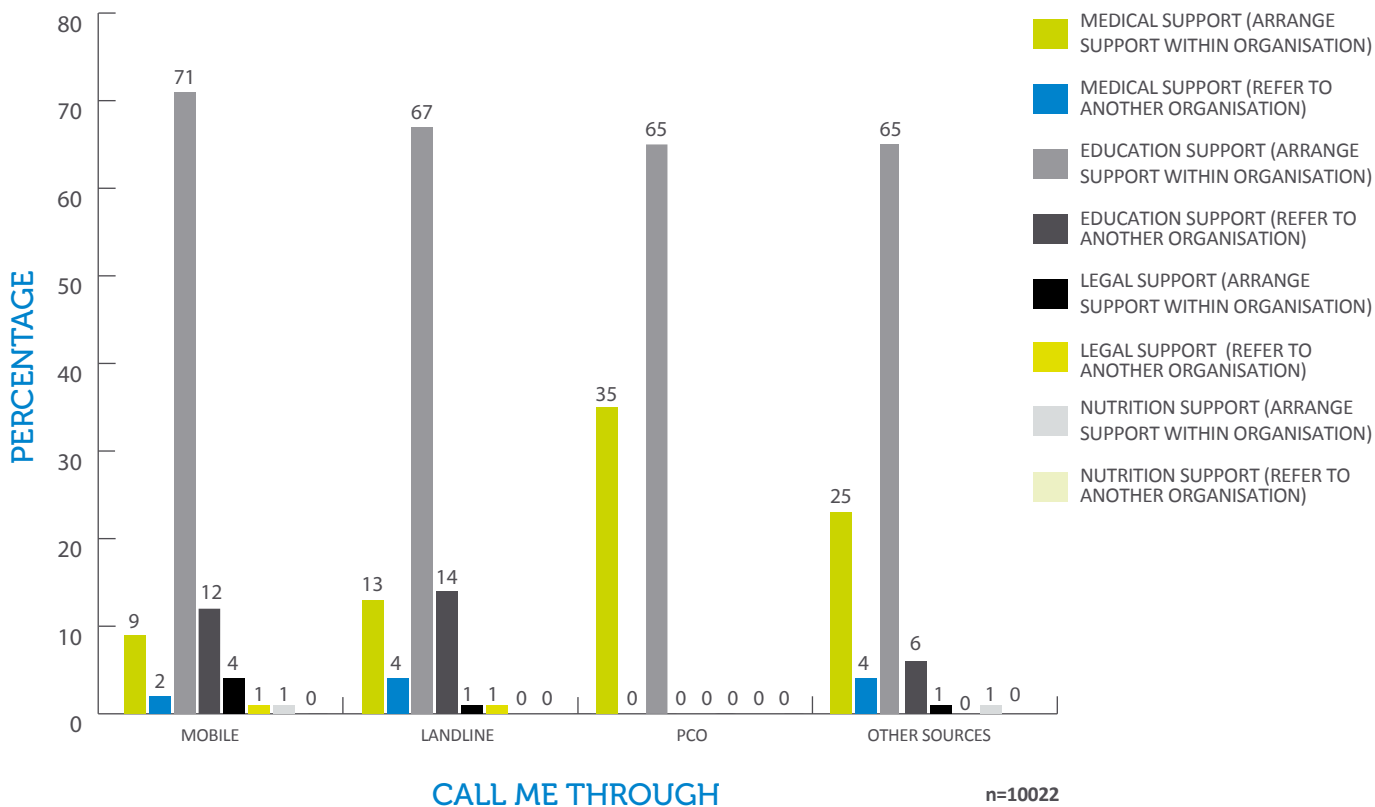
Note: - Information of 3824 Sponsorship cases is not available.

Figure 8.6.1: Source for sponsorship assistance cases - 2013

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

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

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Less than a month	4	9	3	9	7	18	0.75	1.00
1 month to 11 month	11	14	18	11	29	25	1.64	0.79
1 to 5	344	677	317	627	661	1304	0.92	0.93
6 to 10	1197	1929	1118	1538	2315	3467	0.93	0.80
11 to 15	1404	2251	1206	1827	2610	4078	0.86	0.81
16 to 18	257	582	251	471	508	1053	0.98	0.81
19 to 25	5	12	3	10	8	22	0.60	0.83
Total	3222	5474	2916	4493	6138	9967	0.91	0.82

Note- Gender and Age group were not available for 100 cases.
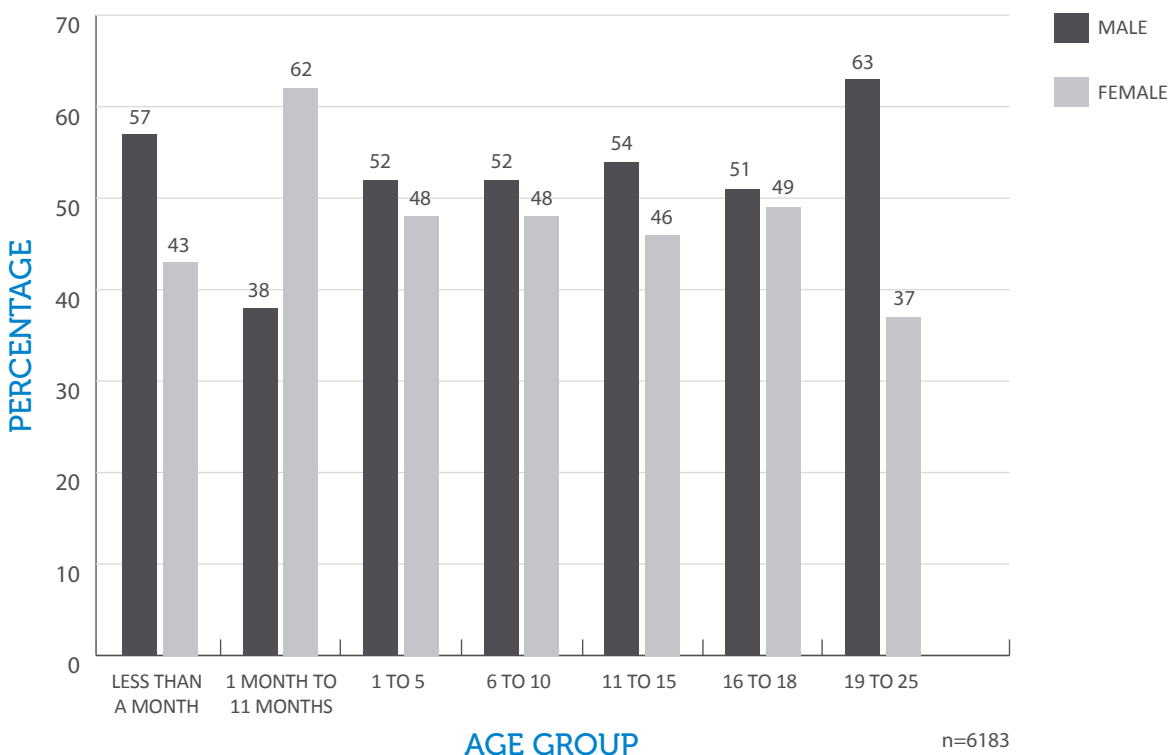
Note- Gender and Age group were not available for 45 cases

Figure 8.6.2: Age group and gender of the children provided sponsorship – 2012
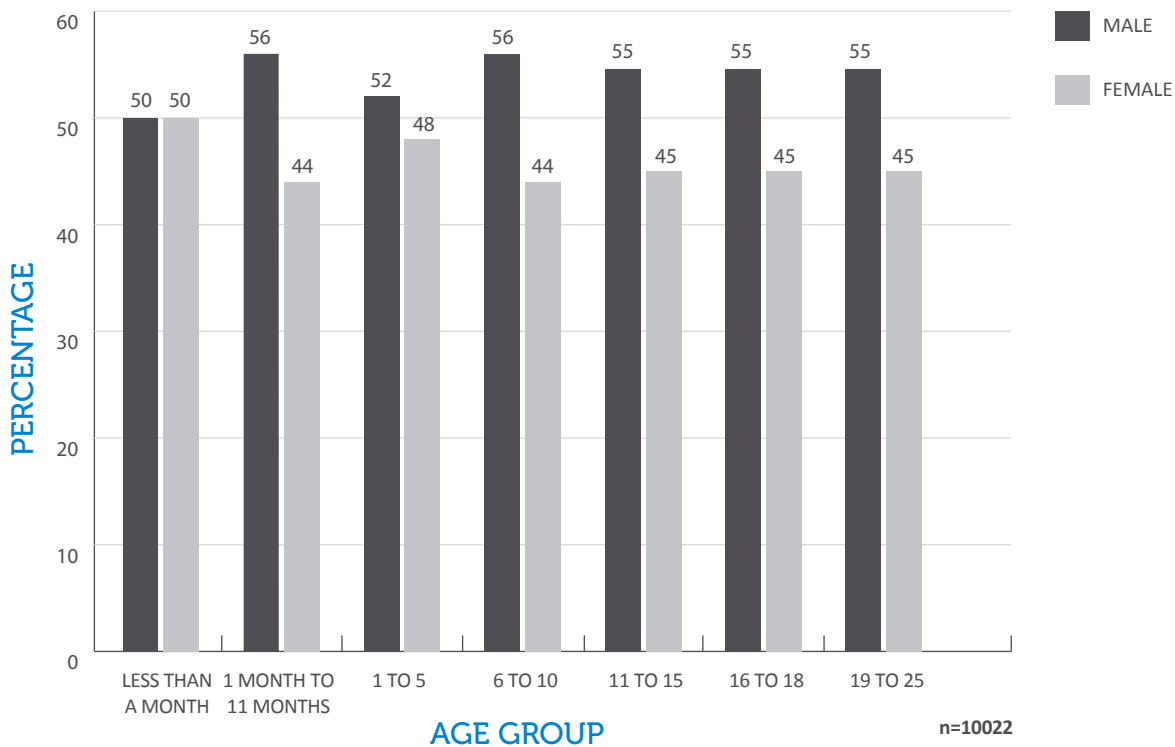
Note- Gender and Age group were not available for 55 cases.

Figure 8.6.2: Age group and gender of the children provided sponsorship – 2013

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

Sponsorship : Sub Intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Medical support (Arrange support within organisation)	329	280	365	465	49	26	8	4	0	14	751	789
Medical support (Refer to another organisation)	66	55	41	70	5	24	1	1	0	1	113	151
Educationsupport (Arrange support within organisation)	1953	1829	1515	1964	210	264	47	19	32	133	3757	4209
Education support (Refer to another organisation)	123	290	411	284	25	43	3	3	5	19	567	639
Legal support (Arrange support within organisation)	20	64	22	89	2	7	0	5	0	5	44	170
Legal support (Refer to another organisation)	3	22	3	17	1	0	0	0	0	10	7	49
Nutrition support (Arrange support within organisation)	16	27	10	30	3	2	2	1	0	0	31	60
Nutrition support (Refer to another organisation)	5	10	4	14	0	0	0	0	0	0	9	24
Total	**2515**	**2577**	**2371**	**2933**	**295**	**366**	**61**	**33**	**37**	**182**	**5279**	**6091**

Note: - Information of access for sponsorship cases was not available for 4835 cases.
For almost all kinds of sponsorship interventions cases, a significant number are received by the CHILDLINE teams during outreach activity.
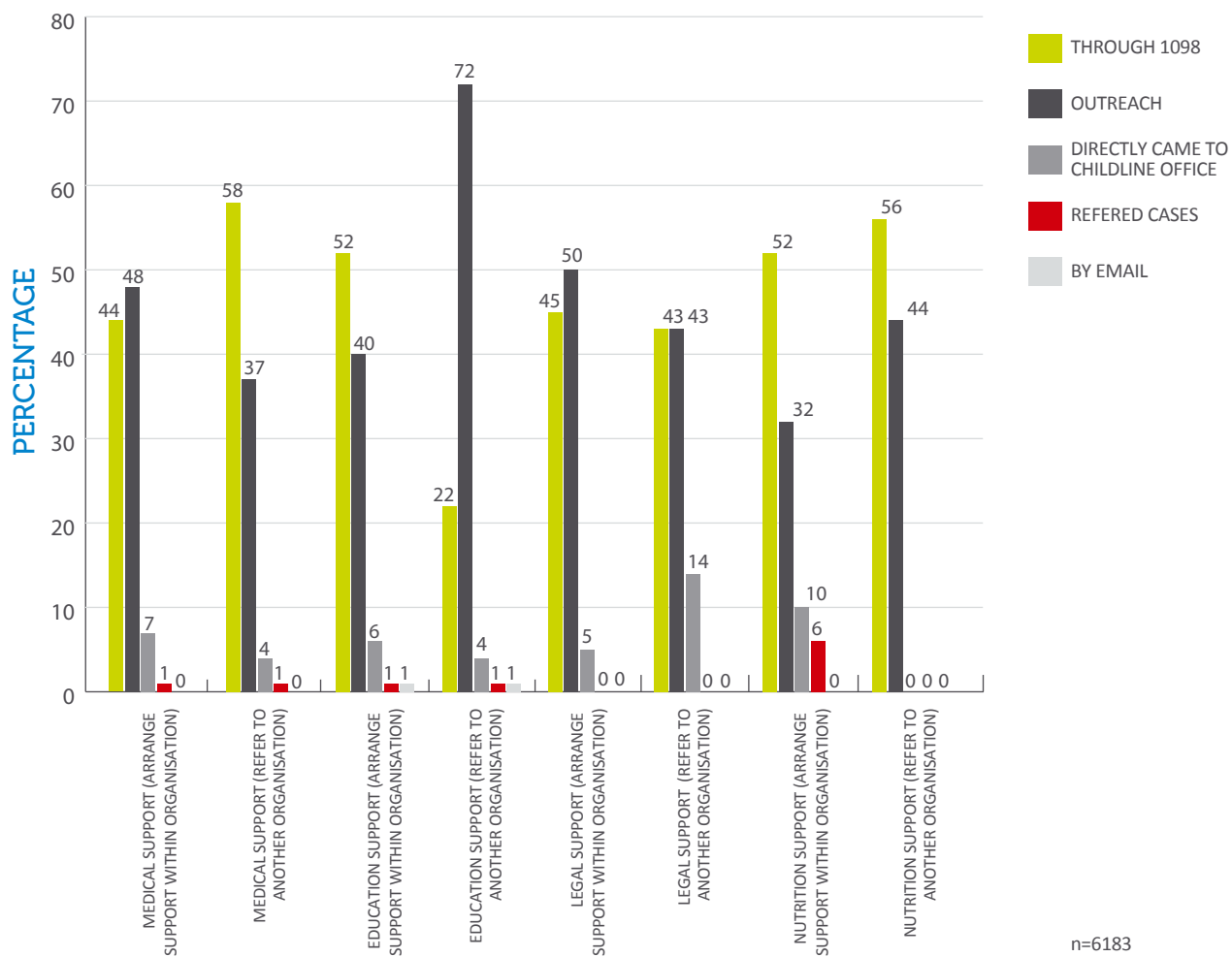
Note: - Information of access for sponsorship cases was not available for 904 cases.

Figure 8.6.3: How the child accessed assistance from CHILDLINE for sponsorship support/intervention - 2012

Figure 8.6.3: How the child accessed assistance from CHILDLINE for sponsorship support/intervention - 2013

Chart data:

SPONSORSHIP : SUB INTERVENTION	THROUGH 1098	OUTREACH	DIRECTLY CAME TO CHILDLINE OFFICE	REFERED CASES	BY EMAIL
MEDICAL SUPPORT (ARRANGE SUPPORT WITHIN ORGANISATION)	35	59	3	1	2
MEDICAL SUPPORT (REFER TO ANOTHER ORGANISATION)	36	46	16	1	1
EDUCATION SUPPORT (ARRANGE SUPPORT WITHIN ORGANISATION)	44	47	6	0	3
EDUCATION SUPPORT (REFER TO ANOTHER ORGANISATION)	45	45	7	0	3
LEGAL SUPPORT (ARRANGE SUPPORT WITHIN ORGANISATION)	38	52	4	3	3
LEGAL SUPPORT (REFER TO ANOTHER ORGANISATION)	45	35	0	0	20
NUTRITION SUPPORT (ARRANGE SUPPORT WITHIN ORGANISATION)	45	50	3	2	0
NUTRITION SUPPORT (REFER TO ANOTHER ORGANISATION)	42	58	0	0	0

n=10022

Note: - Information of access for sponsorship cases was not available for 3931 cases.

During an outreach in Rayagada, the case of a 7 year old tribal boy- Jhoila was reported to CHILDLINE. Since the age of 2 years, Jhoila had been expressing constant pain in his belly. After repeated consultations with doctors, Jhoila's parents knew he needed urgent medical treatment. Hailing from a poor family, Jhoila's parents desperately tried putting together paltry sums of money to relieve Jhoila of his pain. After repeated attempts to collect money for Jhoila's surgery, through the State Medical Fund and the RashtriyaSwasthayaBimaYojna (RSBY) smart card, Jhoila's parents approached CHILDLINE for assistance.

CHILDLINE in-turn approached the Iffco Tokyo General Insurance Co.Ltd to help Jhoila's father make use of the RSBY smart card and avail monetary benefits for his son's surgery. Jhoila was taken to Berhampur for his surgery. The CHILDLINE team members remained by his side during and after his surgery. All logistic and additional expenses were incurred by CHILDLINE. Today, Jhoila is back home with his parents after a successful surgery in Berhampur.

8.7 Calls requesting CHILDLINE assistance for a Child in conflict with law

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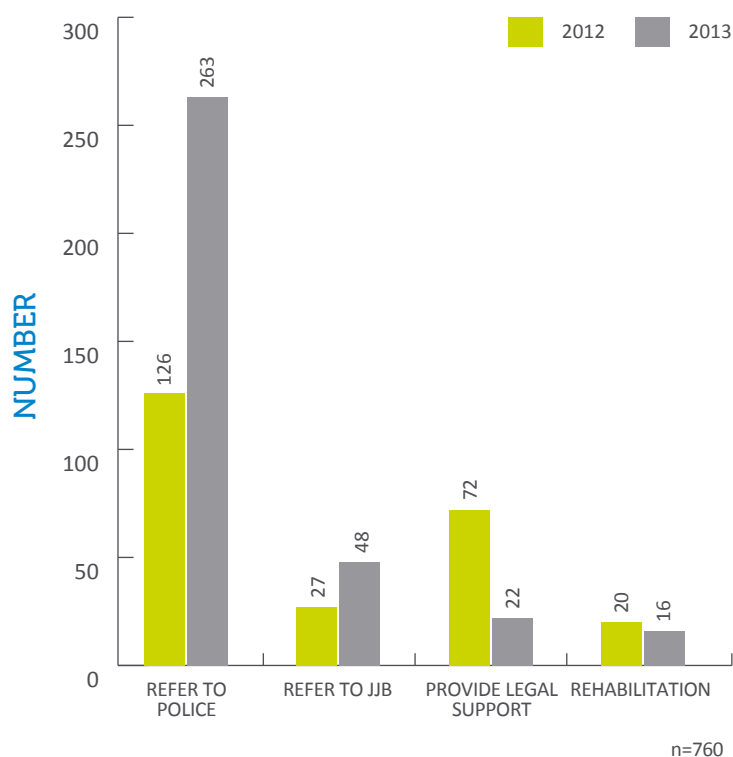
CHILD IN CONFLICT WITH LAW : SUB INTERVENTION

Note: - Information of 166 Child in conflict with law cases is not available.
Figure 8.7: Child in conflict with law: sub intervention

In 51% of the cases, the intervention is to refer the child to the police.

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

Child in conflict with law : Sub intervention	Mobile		Landline		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Refer to police	70	45	33	25	23	193	126	263
Refer to JJB	14	19	6	7	7	22	27	48
Provide legal support	51	7	14	8	7	7	72	22
Rehabilitation	12	10	7	4	1	2	20	16
Total	**147**	**81**	**60**	**44**	**38**	**224**	**245**	**349**

Note: - Information of 166 Child in conflict with law cases is not available.
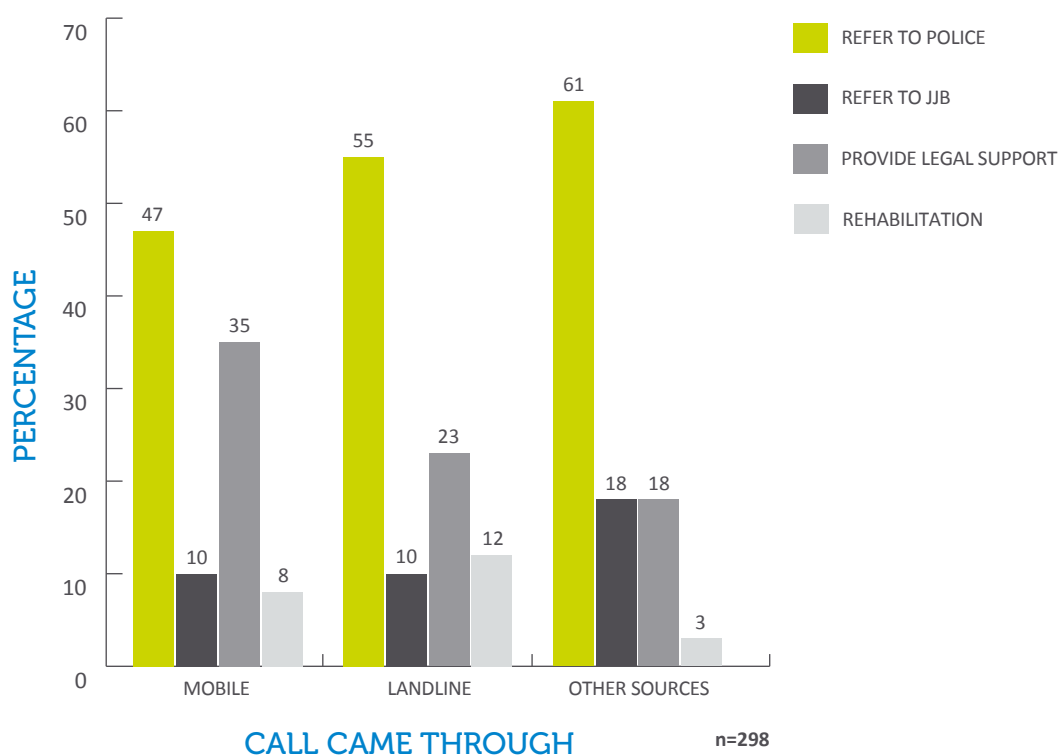
Note: - Information of 53 Child in conflict with law cases is not available.
Figure 8.7.1: Source for Child in conflict with law assistance cases – 2012
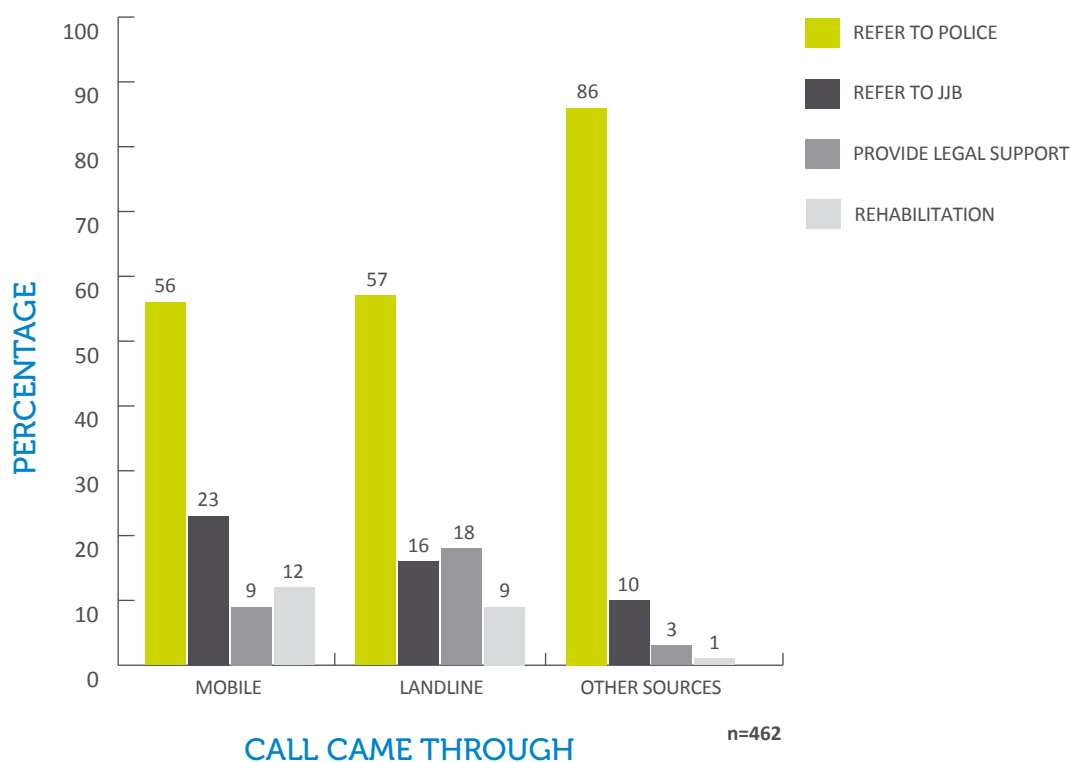
Note: - Information of 113 Child in conflict with law cases is not available.
Figure 8.7.1: Source for Child in conflict with law assistance cases – 2013

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

Age group	Male		Female		Total		Ration of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
6 to 10	49	98	14	52	63	150	0.29	0.53
11 to 15	111	150	29	60	140	210	0.26	0.40
16 to 18	62	55	13	23	75	78	0.21	0.42
19 to 25	0	8	1	2	1	10	1.00	0.25
Total	222	311	57	137	279	448	0.26	0.44

Note- Gender and Age group were not available for 33 cases.

n=298
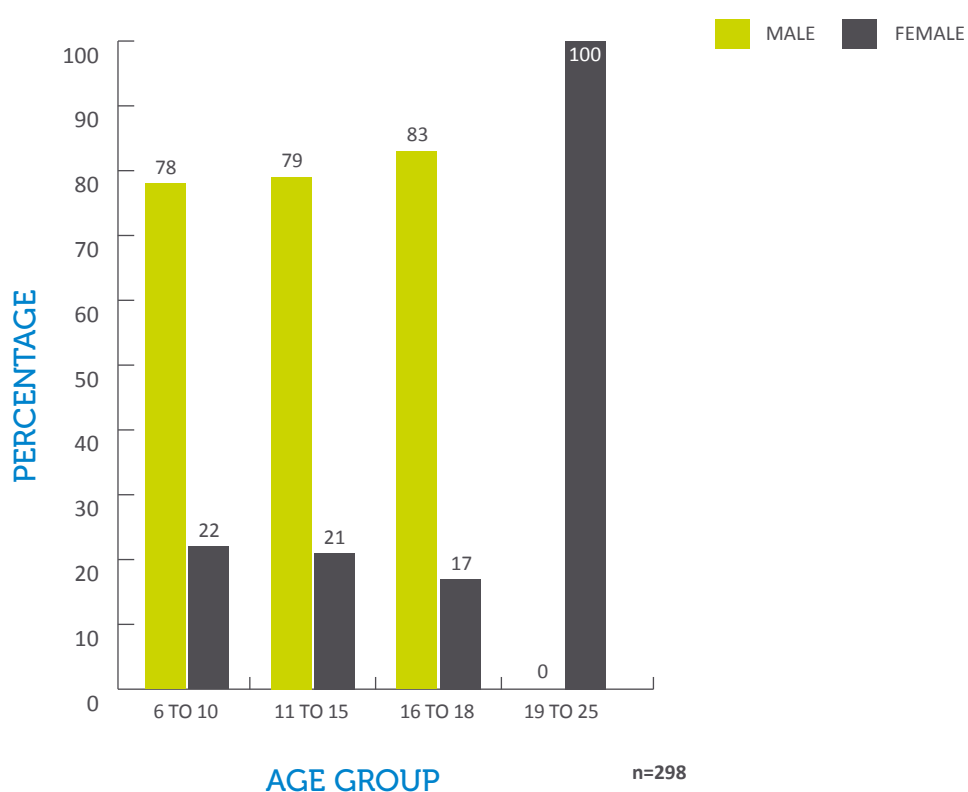
Note- Gender and Age group were not available for 19 cases.

Figure 8.7.2: Age group and gender of the children in conflict with law - 2012
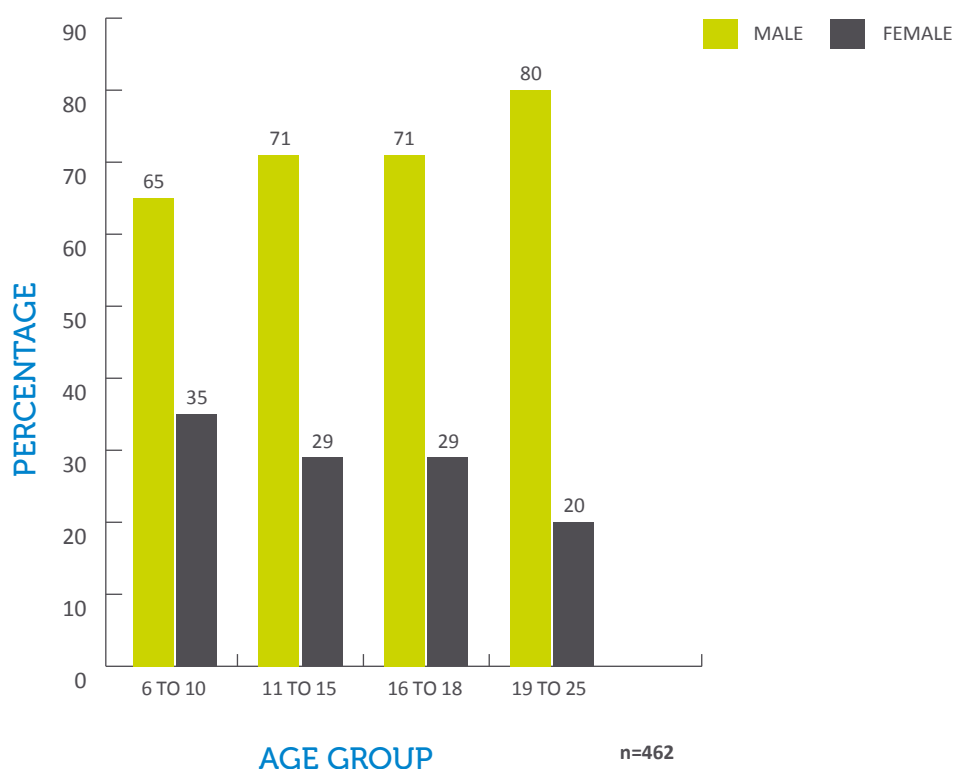
Note- Gender and Age group were not available for 14 cases.

Figure 8.7.2: Age group and gender of the children in conflict with law - 2013

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

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

Child in conflict with law : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Refer to police	105	107	14	147	3	2	1	6	123	262
Refer to JJB	21	34	0	7	1	4	0	2	22	47
Provide legal support	53	12	9	2	4	2	0	1	66	17
Rehabilitation	17	15	2	0	0	0	0	1	19	16
Total	**196**	**168**	**25**	**156**	**8**	**8**	**1**	**10**	**230**	**342**

Note: - Information of access for child in conflict with law cases was not available for 188 cases.

The overwhelming majority of cases are reported via the 1098 service.
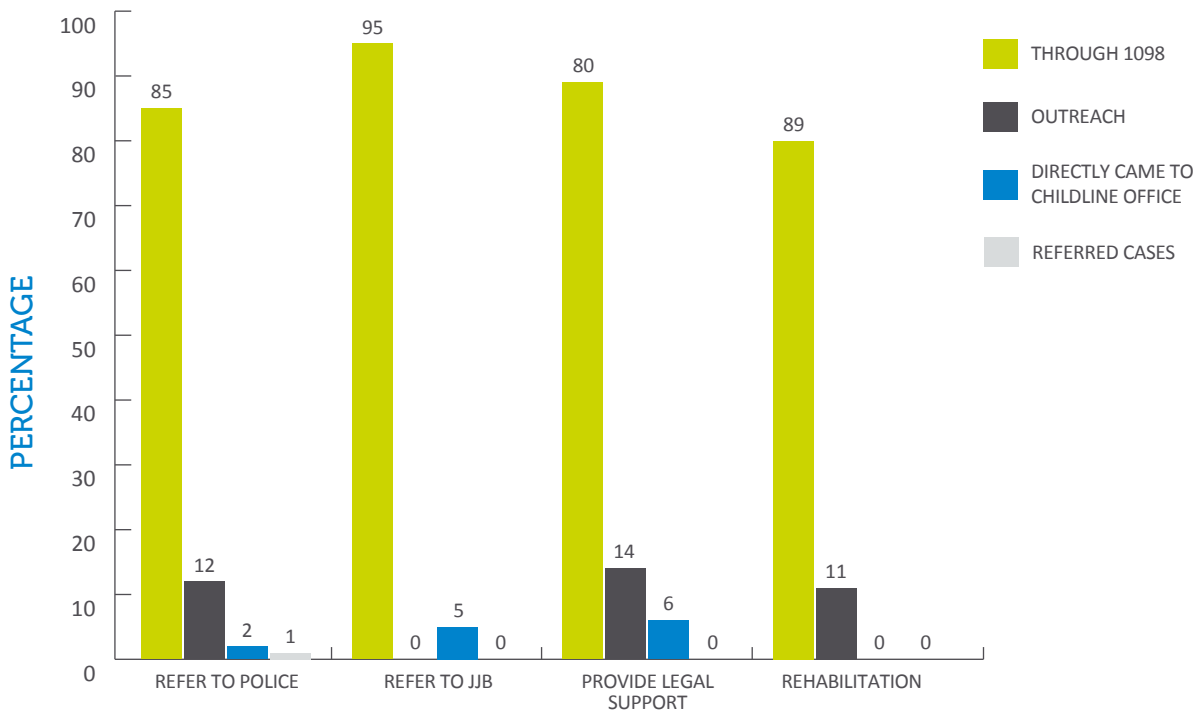
CHILD IN CONFLICT WITH LAW : SUB INTERVENTION   n=298

Note: - Information of access for child in conflict with law cases was not available for 68 cases.

Figure 8.7.3: How the child accessed assistance from CHILDLINE for Child in conflict with law support/ intervention – 2012
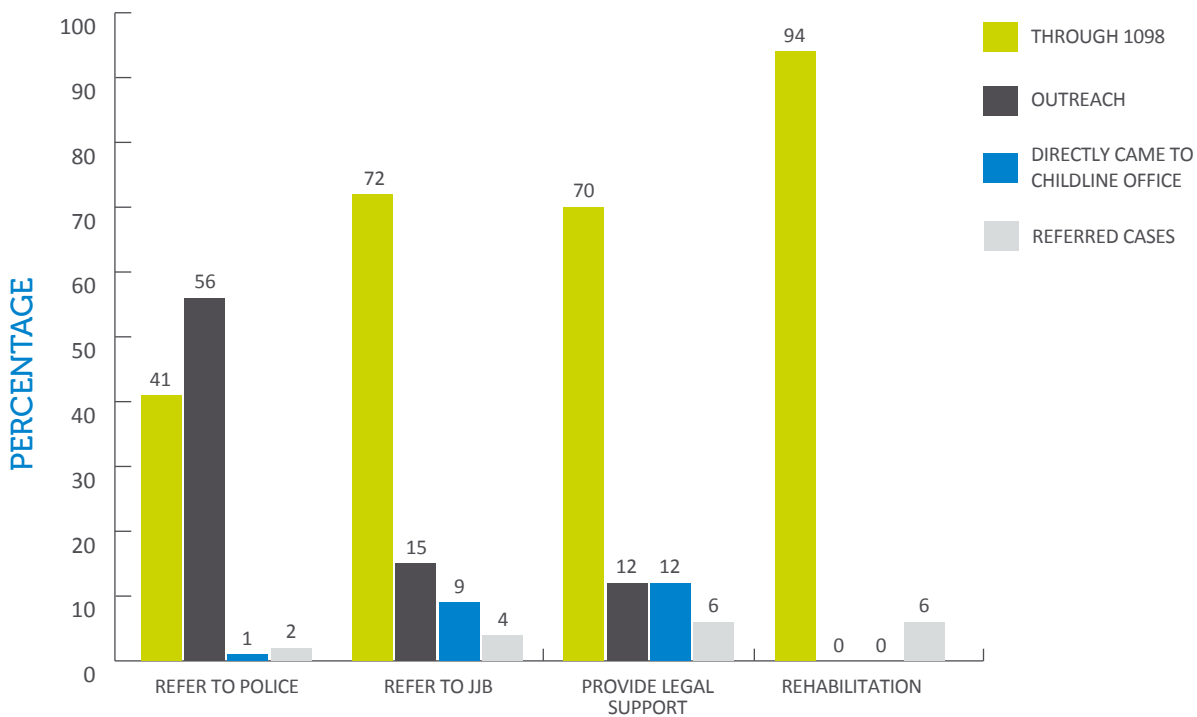
CHILD IN CONFLICT WITH LAW : SUB INTERVENTION   n=462

Note: - Information of access for child in conflict with law cases was not available for 68 cases.

Figure 8.7.3: How the child accessed assistance from CHILDLINE for Child in conflict with law support/ intervention – 2013

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 membersduring an outreach program at the railway stations etc.

CHILDLINE primarily works only for children. However, sometimes parents call to report their 20 year old son or daughter missing from home. In cases like these, CHILDLINE may refer the parents to another agency, or in some cases may even intervene at the preliminary stage - providing emotional support etc. CHILDLINE is often also instrumental in reuniting people (irrespective of age) with their families at major public events like 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, police will only file an FIR in cases of children reported as kidnapped. Thus, cases of children who are missing get noted in the Police Station diary as a 'Diary entry'. This is not reported as official crime statistics. The Police don't have the facility or resources to conduct social investigations. In such cases, there is little that CHILDLINE can do other than to notify the CHILDLINE network and keep a lookout. Sometimes children who appear lost are reported by concerned adults. CHILDLINE teams then try and match these children with reports of children missing lodged by parents/family. Reporting missing children to various websites and to media are routine for such interventions.
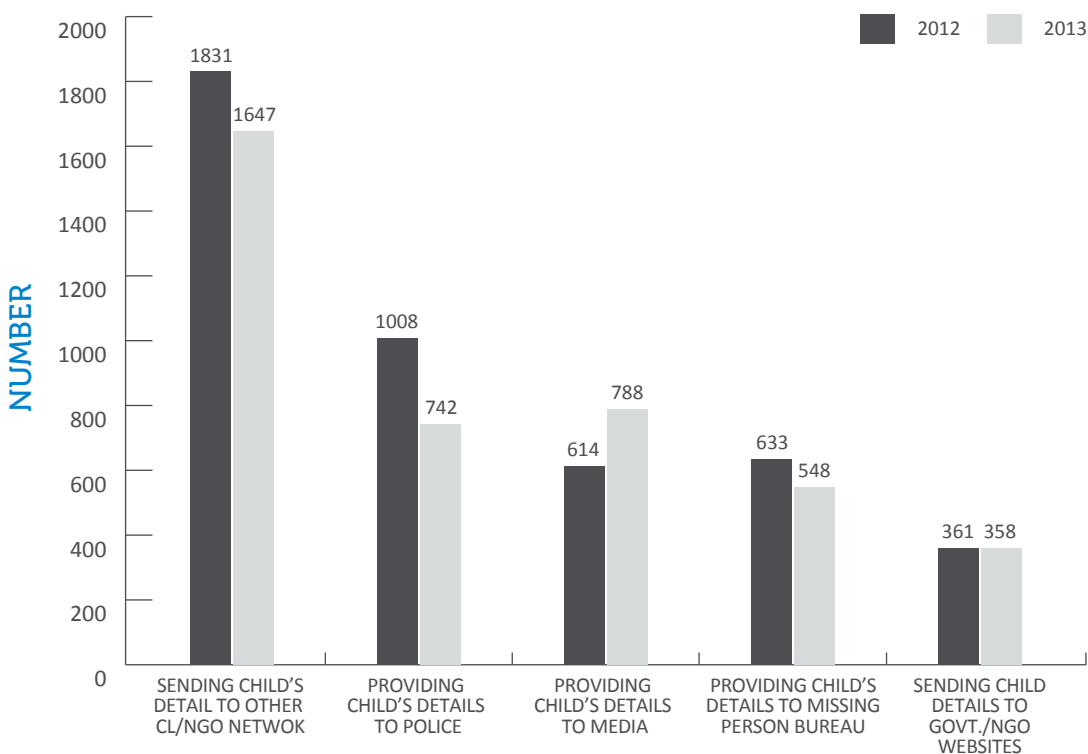
MISSING : SUB INTERVENTION   n=21654

Note: - Information of 13124 missing cases is not available.

Figure 8.8: Missing: sub-intervention

Table 8.8.1: Source for missing child assistance cases

Missing : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Sending child's detail to other CL/ NGO network	667	758	351	349	10	5	803	535	1831	1647
Providing child's detail to police	349	312	306	233	12	2	341	195	1008	742
Providing child's detail to missing person bureau	247	226	55	57	1	0	330	265	633	548
Providing child's detail to Media	336	408	101	64	0	4	177	312	614	788
Sending child detail to Govt./NGO websites	273	247	48	52	4	4	36	55	361	358
Total	**1872**	**1951**	**861**	**755**	**27**	**15**	**1687**	**1362**	**4447**	**4083**

Note: - Information of 13124 missing cases is not available.
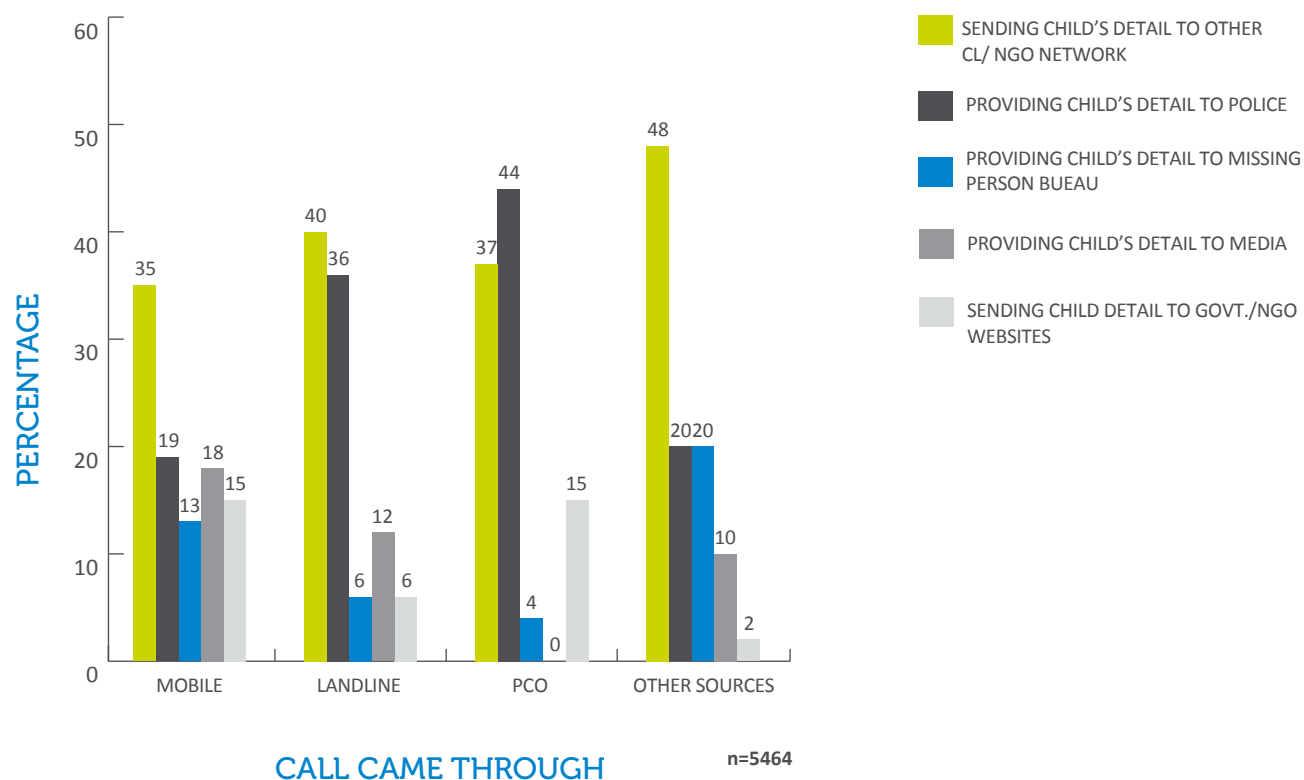
Note: - Information of 1017 missing cases is not available.

Figure 8.8.1: Source for missing child assistance cases - 2012
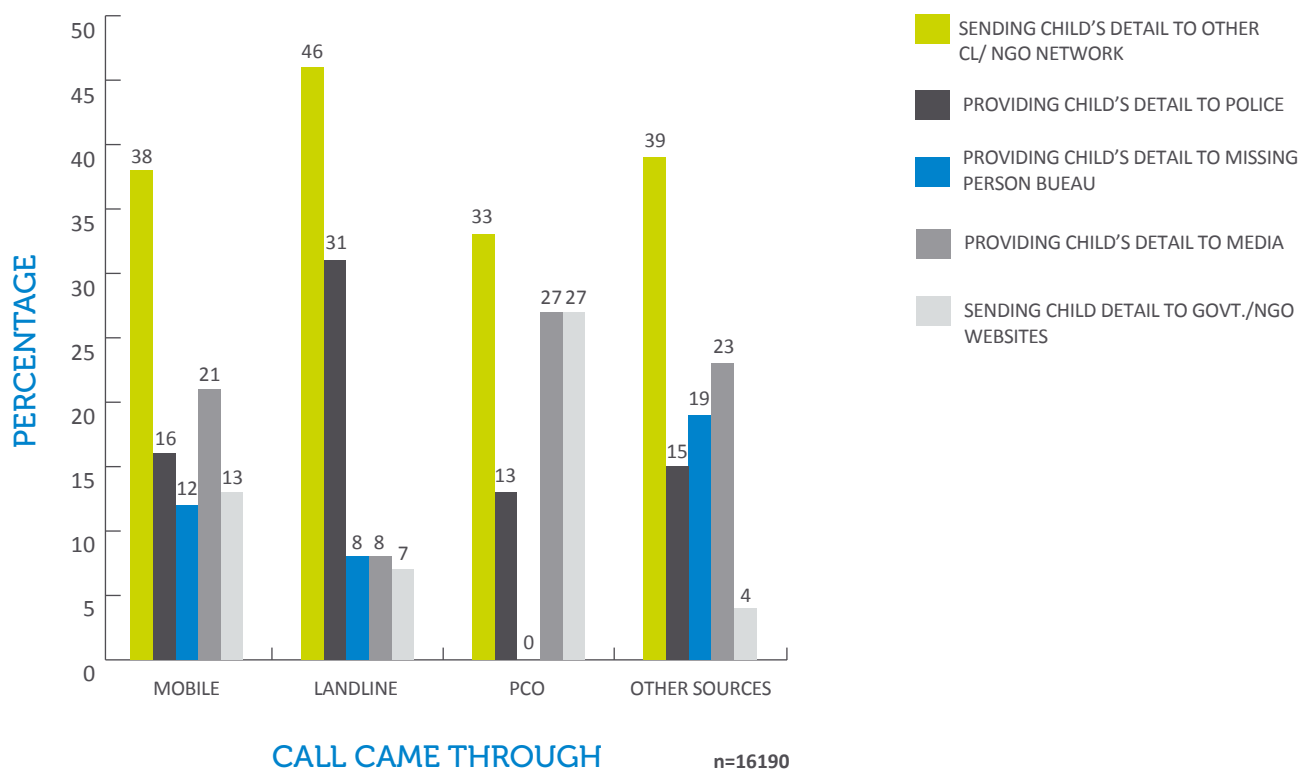
Note: - Information of 12107 missing cases is not available.

Figure 8.8.1: Source for missing child assistance cases - 2013

Table 8.8.2: Age group and gender of the missing children

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	373	1627	237	1151	610	2778	0.64	0.71
6 to 10	943	3417	395	1137	1338	4554	0.42	0.33
11 to 15	1832	5001	632	1690	2464	6691	0.34	0.34
16 to 18	479	1032	402	962	881	1994	0.84	0.93
19 to 25	13	28	23	54	36	82	1.77	1.93
Total	**3640**	**11105**	**1689**	**4994**	**5329**	**16099**	**0.46**	**0.45**

Note- Gender and Age group were not available for 226 cases.

There are many more cases of missing girls as opposed to missing boys in the age group of 19-25.
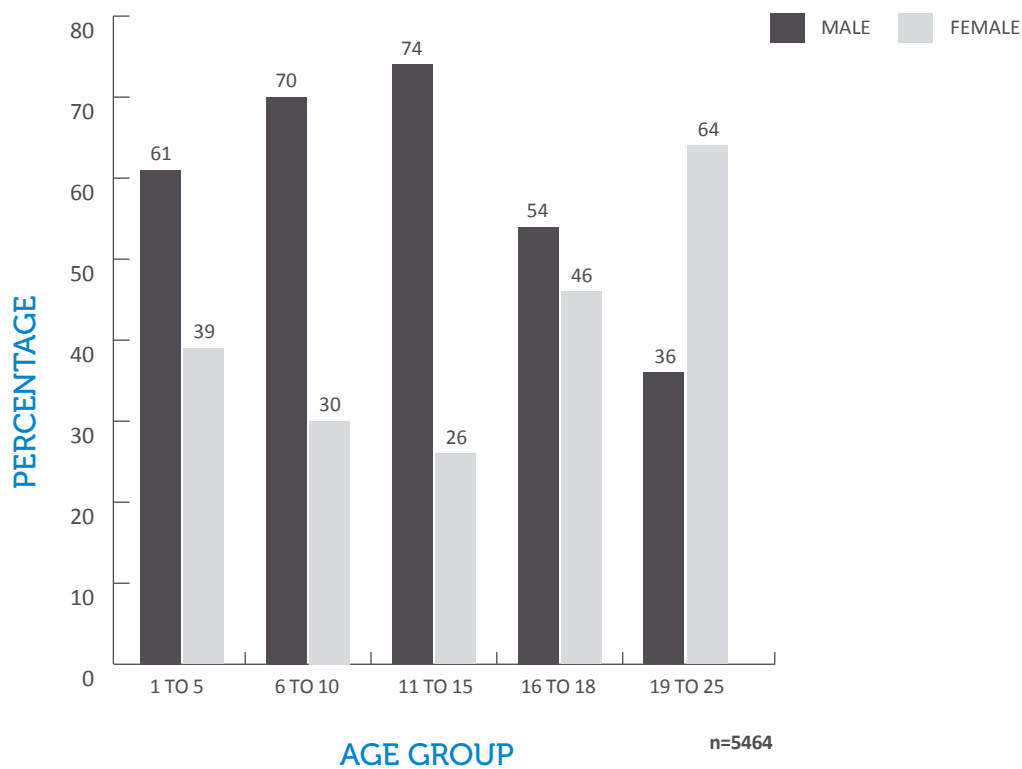
Note- Gender and Age group were not available for 135 cases.
Figure 8.8.2: Age group and gender of the missing children - 2012
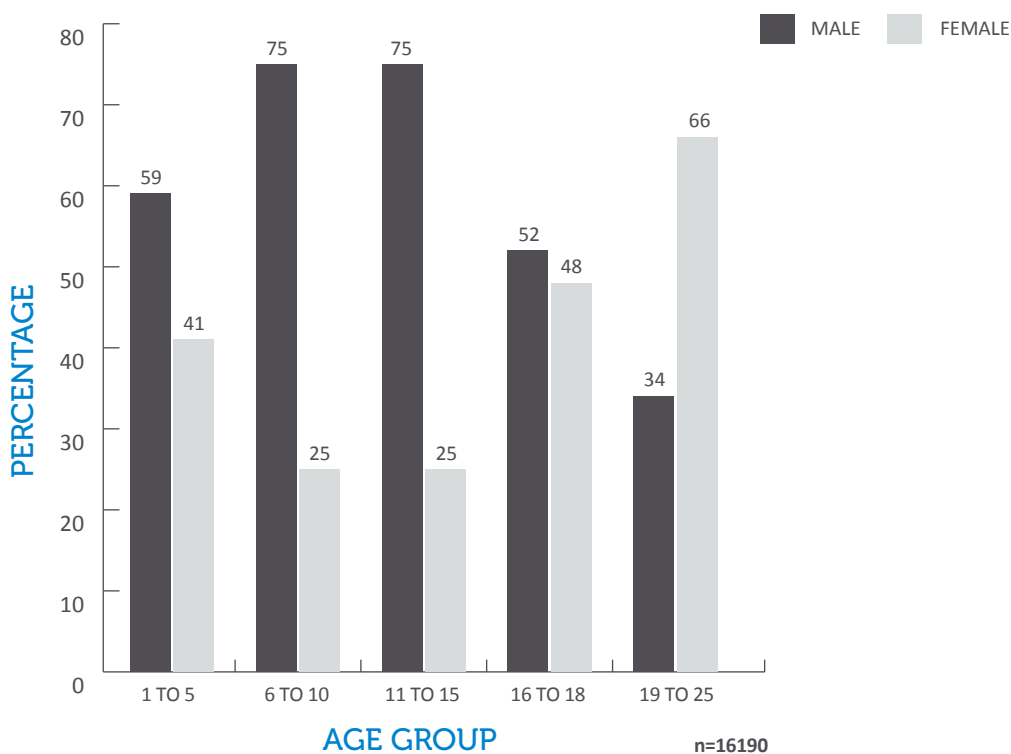
Note- Gender and Age group were not available for 91 cases.
**Figure 8.8.2: Age group and gender of the missing children - 2013**

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

Missing : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Sending child's detail to other CL/ NGO network	770	802	294	331	418	327	102	35	58	0	1642	1495
Providing child's detail to police	585	501	236	86	120	101	27	22	0	0	968	710
Providing child's detail to Media	332	508	167	136	82	112	5	15	0	1	586	772
Providing child's detail to missing person bureau	390	371	123	79	94	70	7	14	1	1	615	535
Sending child detail to Govt./ NGO websites	152	243	69	21	44	34	19	8	2	0	286	306
Total	2229	2425	889	653	758	644	160	94	61	2	4097	3818

Note: - Information of access for missing cases was not available for 13739 cases
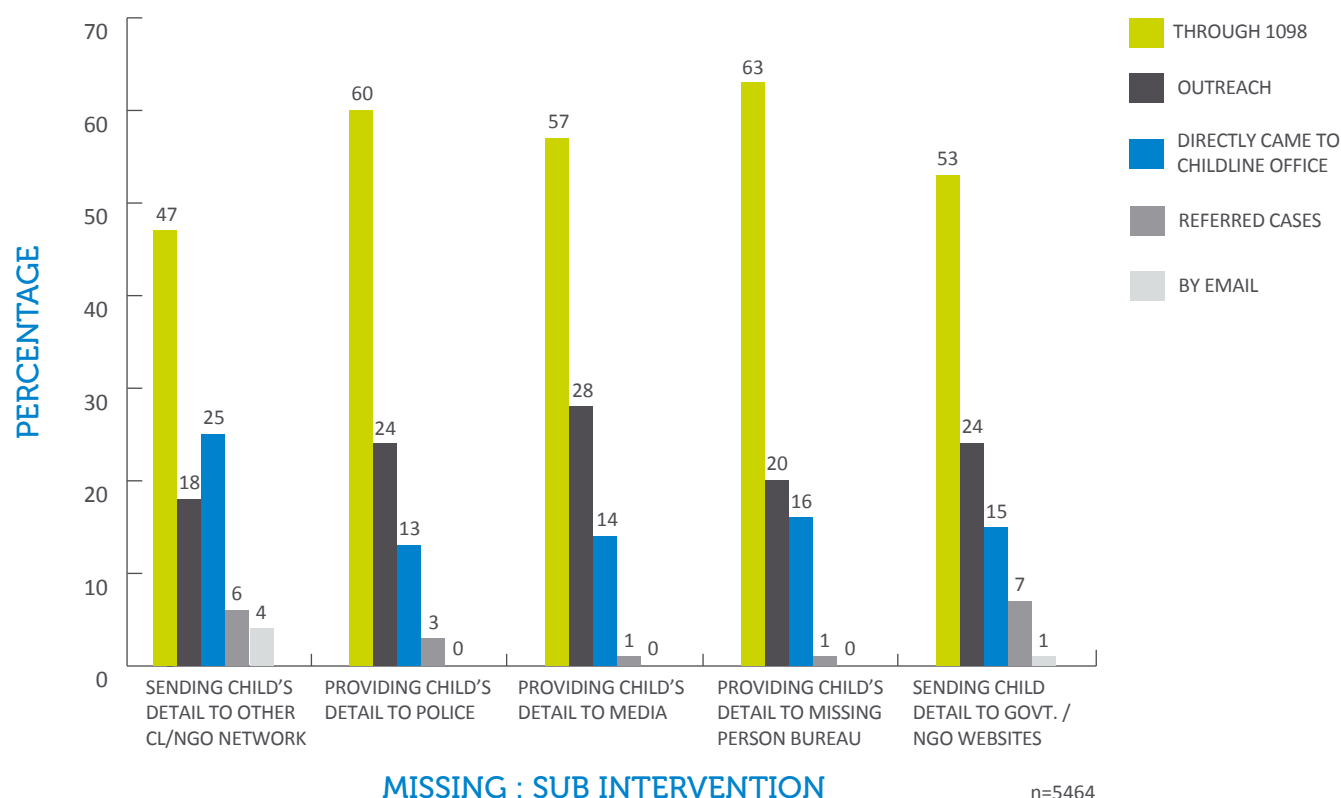
Note: - Information of access for missing cases was not available for 1367 cases.

Figure 8.8.3: How the child accessed assistance from CHILDLINE for missing children support/ intervention - 2012
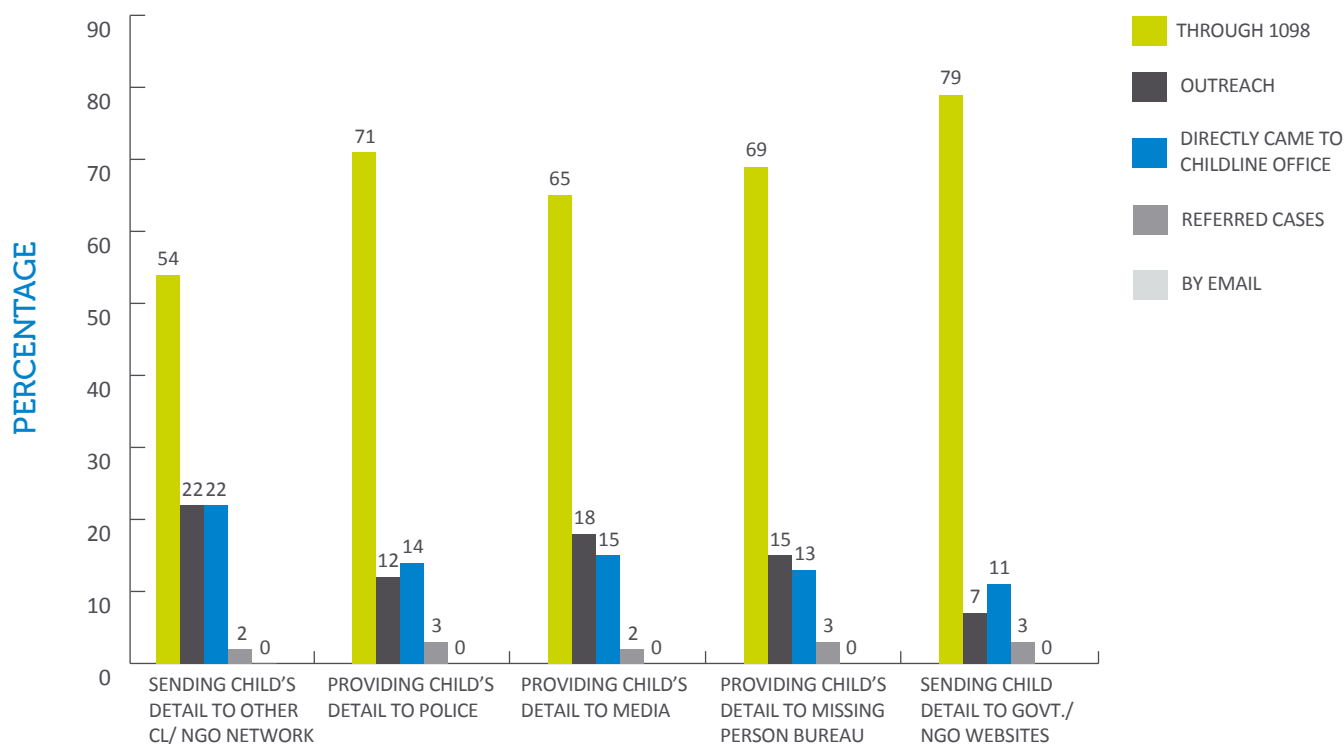
Note: - Information of access for missing cases was not available for 12372 cases.

Figure 8.8.3: How the child accessed assistance from CHILDLINE for missing children support/intervention - 2013

On March 1, 2012, CHILDLINE Jammu received a call from the Kannachak station house officer informing about a missing child who was found wandering near a pond in Kannachak village. He could not speak and was unable to respond to the queries. CHILDLINE Jammu team visited Kannachak Station and met the child.

Jerry who hails from Chhattisgarh lived with his parents in Jammu. Jerry had gone missing from Bhagwati Nagar, near the old bus stand in Jammu. The process to locate his parents was started and his short stay was arranged at VedMandir, where he stayed for around two and half months.

During CHILDLINE outreach programme in Bhagwati Nagar, a shopkeeper discussed Jerry's case and helped CHILDLINE Jammu team to locate his parents. On the efforts to put in to locate the parents, the news about Jerry was flashed through the police control room and over 200 CHILDLINE centres across the country.

Jerry was later shifted to the SOS Children's Village, GoleGujral, for temporary shelter. His parents were subsequently located and on meeting his parents, Jerry immediately recognised his father. Finally, Jerry was handed over to them at the Kannachak police station after completing the legal formalities.

While Jerry, a five-year child, could not express his feelings in words, his gestures conveyed the emotions he was going through after being reunited with his parents after almost three months. CHILDLINE Jammu was instrumental in reuniting Jerry with his parents.

The only thing he could reveal was his name. I gave him shelter for two days and later informed the Childline," said Sharma. Jerry's father expressed his gratitude to CHILDLINE and the police for the support.

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

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

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

ES&G calls are generally responded on the phone. However,many cases require counseling or even face to face meetings.
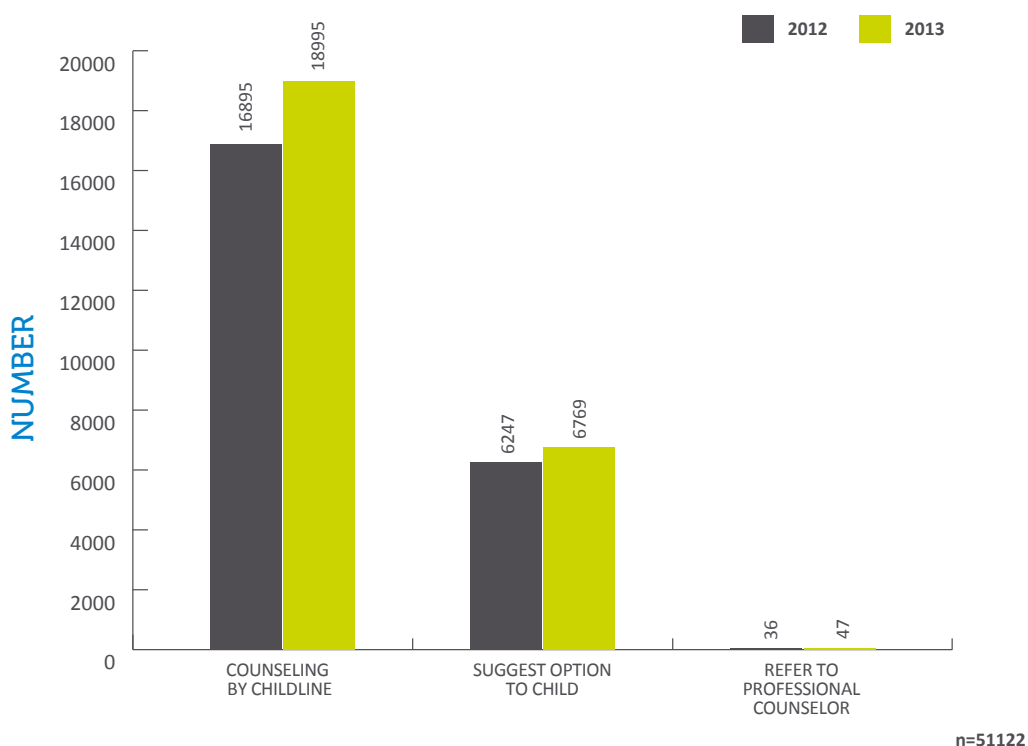
EMOTIONAL SUPPORT & GUIDANCE : SUB INTERVENTION

Note: - Information of 2133 Emotional support & guidance cases is not available.

Figure 8.9: Emotional support & guidance: sub intervention

Table 8.9.1: Source for Emotional support & guidance assistance cases

Emotional support & Guidance : Sub intervention	Mobile		Landline		PCO		Other sources		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Counseling by CHILDLINE	8359	6205	2780	2374	121	93	5635	10323	16895	18995
Suggest options to Child	3671	2964	779	771	35	40	1762	2994	6247	6769
Refer to professional counselor	24	27	3	4	0	0	9	16	36	47
Total	12054	9196	3562	3149	156	133	7406	13333	23178	25811

Note: - Information of 2133 Emotional support & guidance cases is not available.
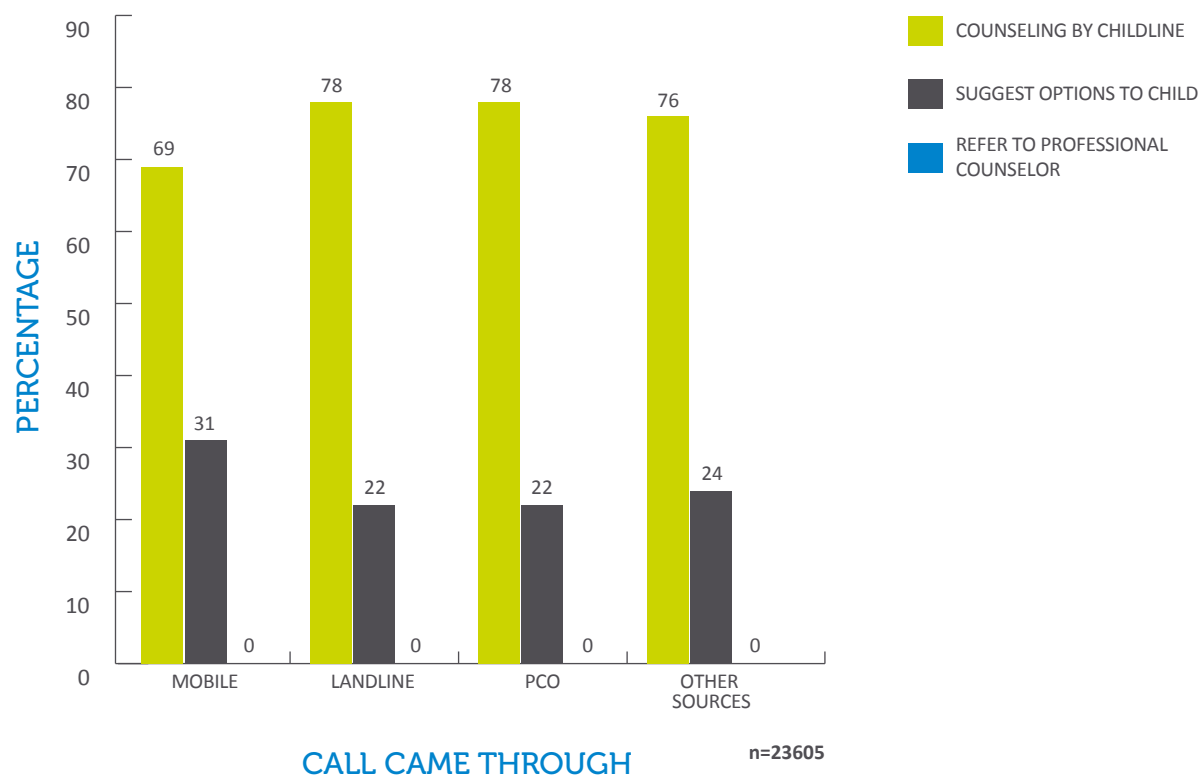
Note: - Information of 427 Emotional support & guidance cases is not available.

Figure 8.9.1: Source for Emotional support & guidance assistance cases - 2012
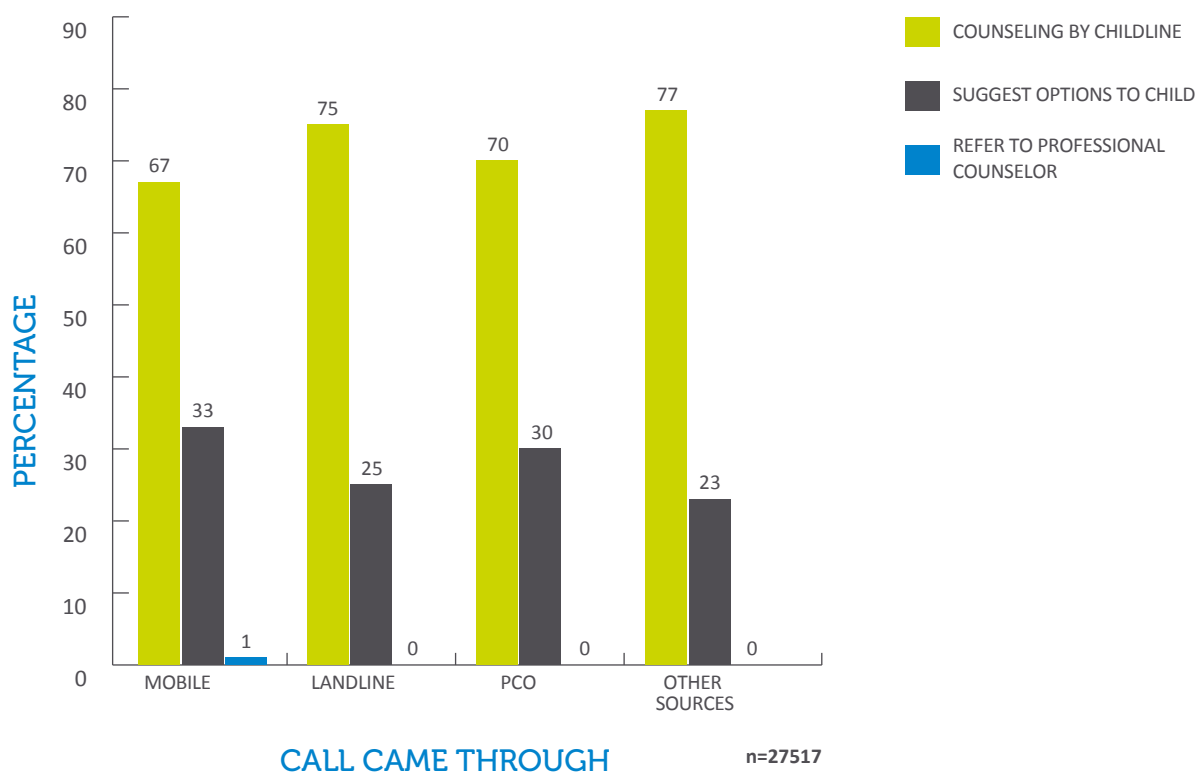
Note: - Information of 1706 Emotional support & guidance cases is not available.

Figure 8.9.1: Source for Emotional support & guidance assistance cases - 2013

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

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	808	1011	696	900	1504	1911	0.86	0.89
6 to 10	3623	4436	2307	2737	5930	7173	0.64	0.62
11 to 15	7389	8466	4552	5181	11941	13647	0.62	0.61
16 to 18	1869	1904	2000	2304	3869	4208	1.07	1.21
19 to 25	71	47	116	82	187	129	1.63	1.74
Total	**13760**	**15864**	**9671**	**11204**	**23431**	**27068**	**0.70**	**0.71**

Note- Gender and Age group were not available for 623 cases.
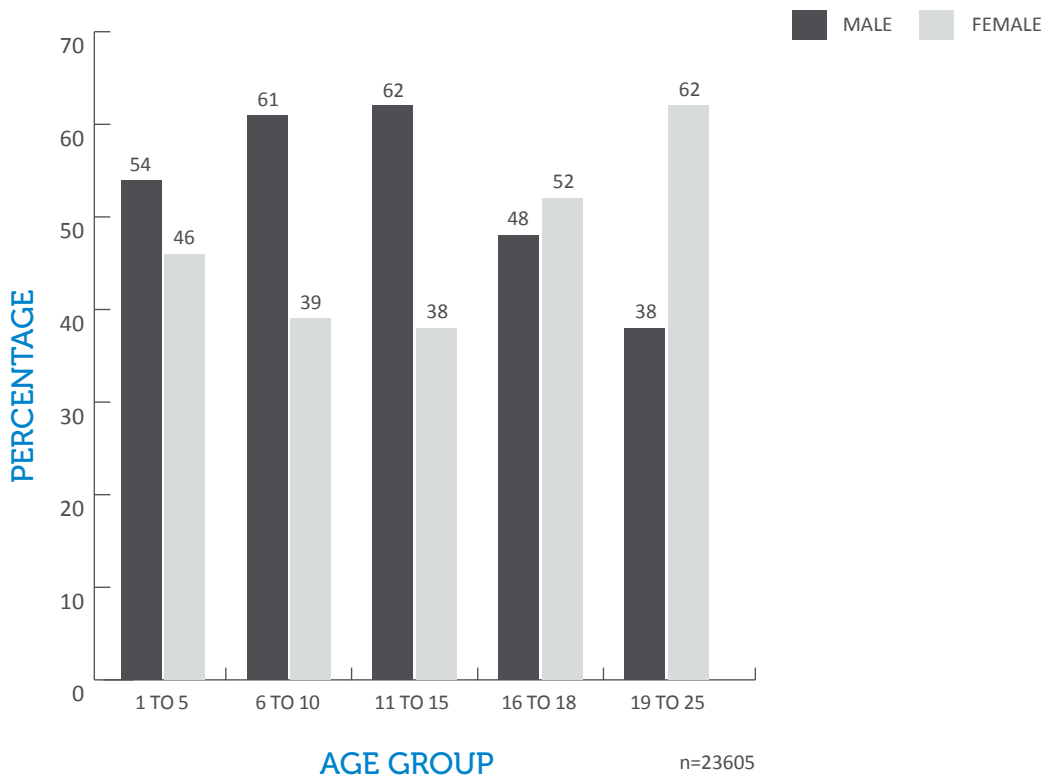
Note- Gender and Age group were not available for 174 cases.

Figure 8.9.2: Age group and gender of the children seeking Emotional support & guidance – 2012
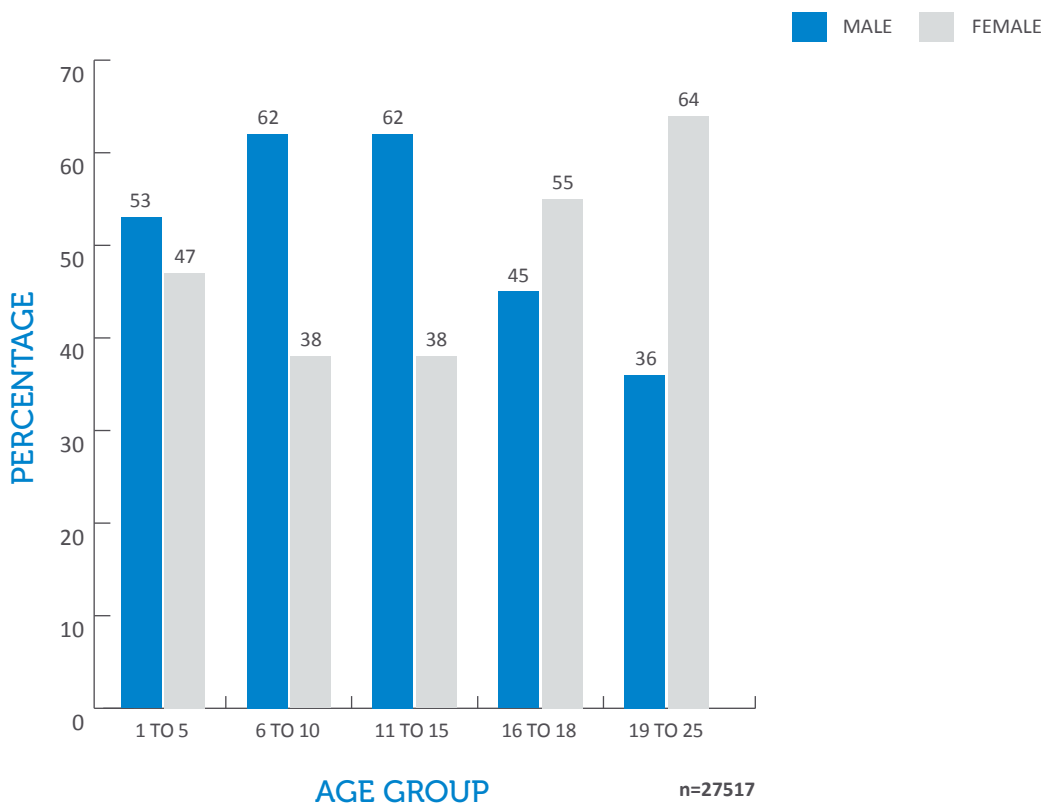
Note- Gender and Age group were not available for 449 cases.

Figure 8.9.2: Age group and gender of the children seeking Emotional support & guidance – 2013

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

Emotional support & guid ance : Sub intervention	Through 1098		Outreach		Directly came to CHILDLINE office		Referred cases		By email		Total	
Year	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Counseling by CHILDLINE	10297	8499	4877	8694	618	596	358	458	45	22	16195	18269
Suggest options to child	3797	2993	2146	3047	138	208	81	227	2	24	6164	6499
Refer to professional counselor	23	24	8	16	3	5	0	2	1	0	35	47
Total	14117	11516	7031	11757	759	809	439	687	48	46	22394	24815

Note: - Information of access for emotional support & guidance cases was not available for 3913 cases.
Based on the above table, CHILDLINE 1098 is the largest source of ES&G cases.
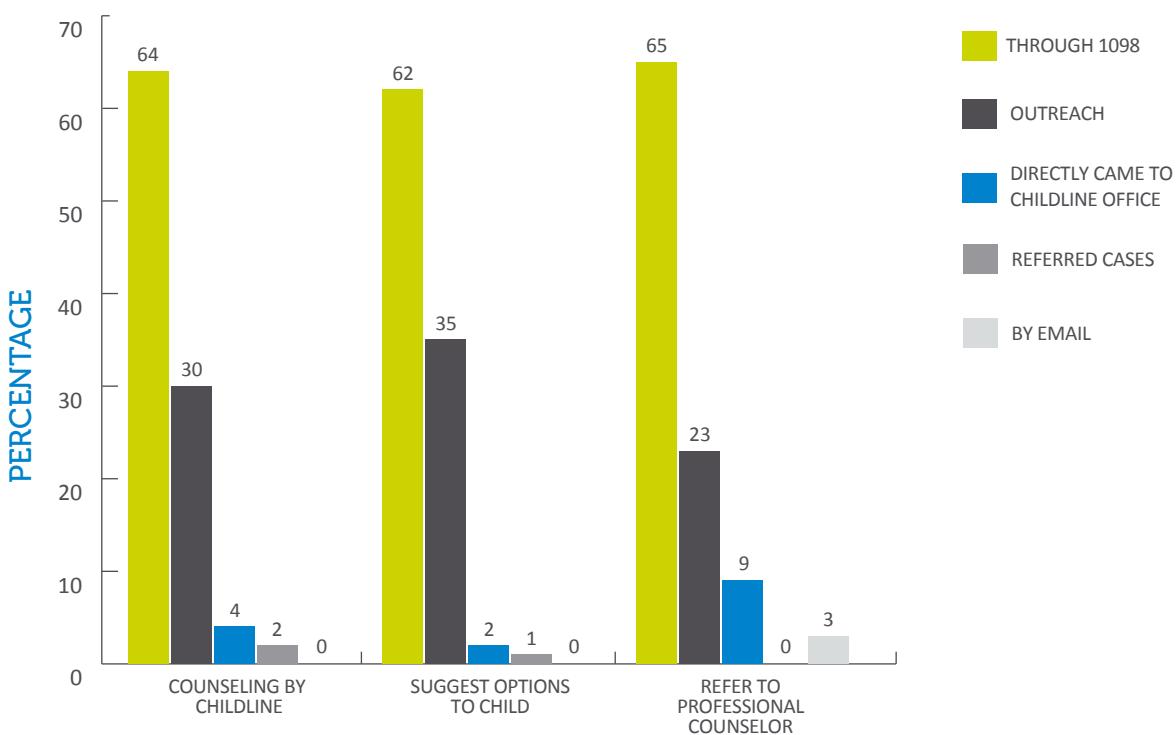
EMOTIONAL SUPPORT & GUIDANCE : SUB INTERVENTION   **n=23605**

Note: - Information of access for emotional support & guidance cases was not available for 811 cases.
Figure 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention – 2012
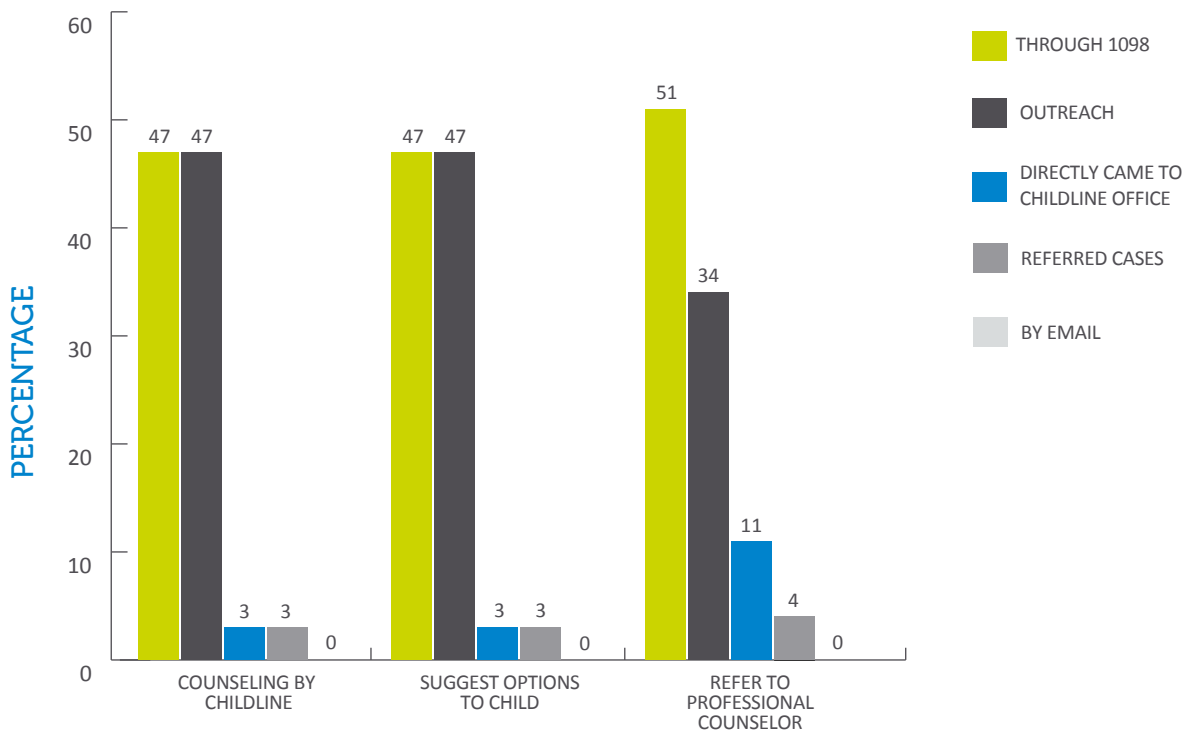
EMOTIONAL SUPPORT & GUIDANCE : SUB INTERVENTION   n=27517

Note: - Information of access for emotional support & guidance cases was not available for 2702 cases.

Figure 8.9.3: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention – 2013

EASTERN REGION

The Eastern Region network of CHILDLINE covers 68 cities across the states of West Bengal, Orissa, Bihar, Jharkhand, Chhattisgarh, Assam, Manipur, Tripura, Mizoram, Nagaland and Meghalaya. This network is managed by 70 collaborative organisations.

The total number of children assisted in the Eastern region from January- December 2012 was 21,674 and from January- December 2013 was 29839 .
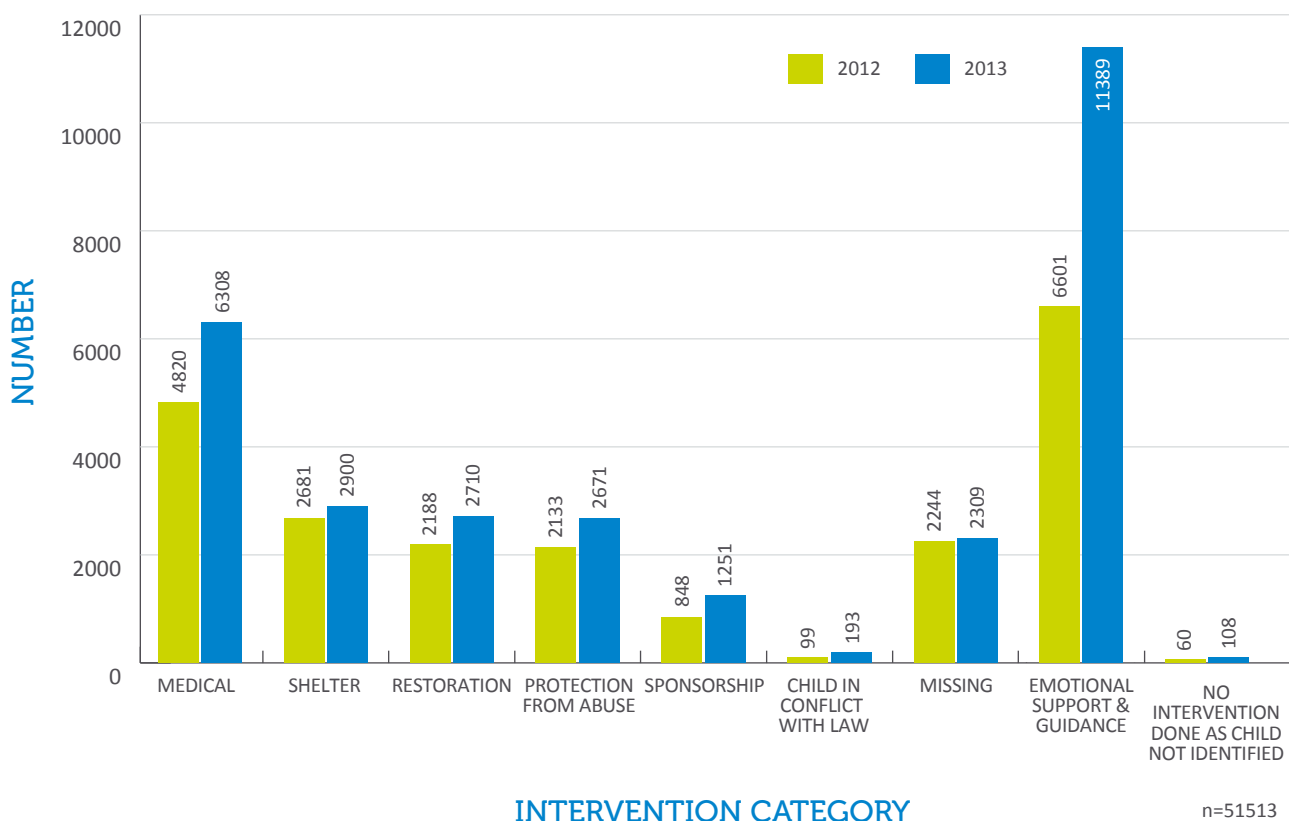
Figure 9.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no. 18 for further details.

Note- Due to lack of information 112 calls which are received for Intervention is not included.

Table 9.2: Age group and gender of children

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Less than a month	102	134	116	184	218	318	1.14	1.37
1 month to 11 month	147	196	130	233	277	429	0.88	1.19
1 to 5	1258	1963	1042	1742	2300	3705	0.83	0.89
6 to 10	4634	5617	2529	3242	7163	8859	0.55	0.58
11 to 15	5628	7425	3378	4912	9006	12337	0.60	0.66
16 to 18	1029	1465	1515	2449	2544	3914	1.47	1.67
19 to 25	27	43	129	128	156	171	4.78	2.98
Total	12825	16843	8839	12890	21664	29733	0.69	0.77

Note- Gender and Age group were not available for 228 cases.
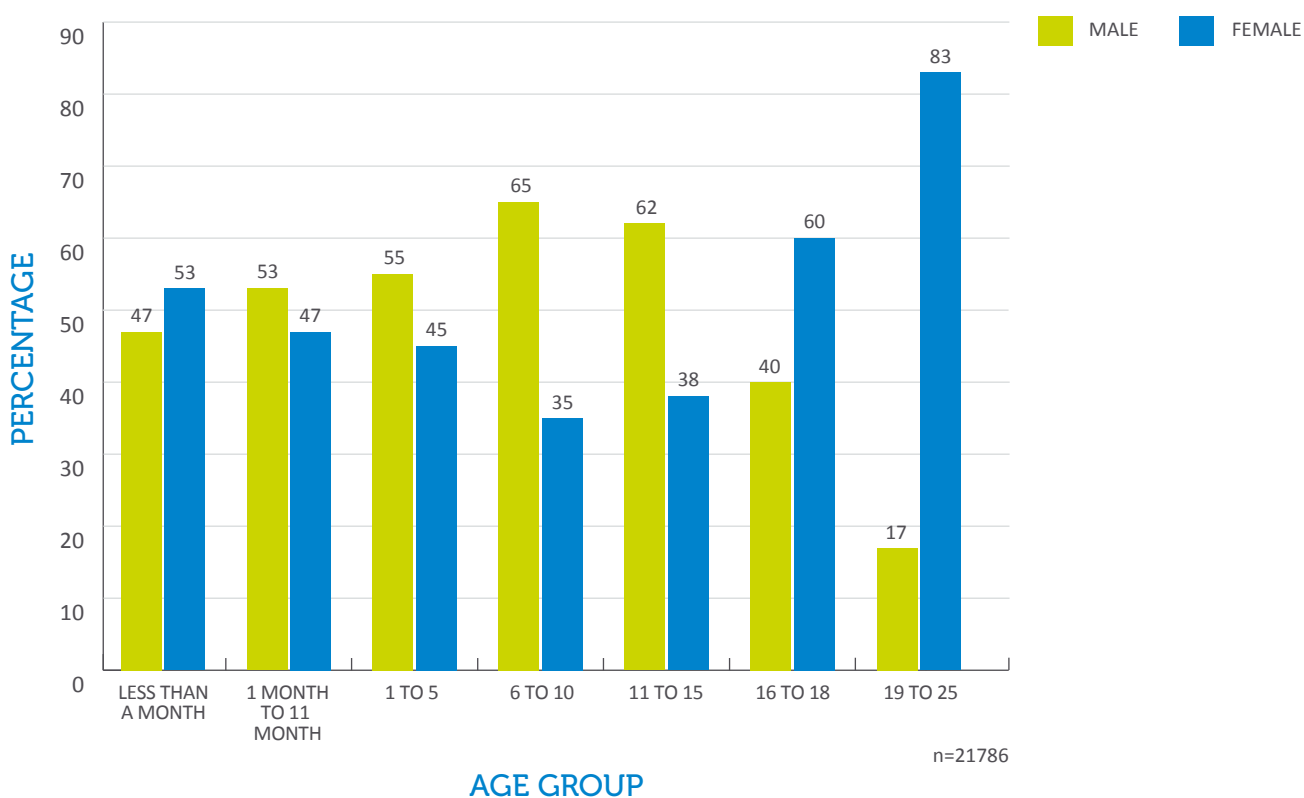
Note- Gender and Age group were not available for 122 cases.

Figure 9.2: Age group and gender of children - 2012

Note- Gender and Age group were not available for 106 cases.
Figure 9.2: Age group and gender of children - 2013
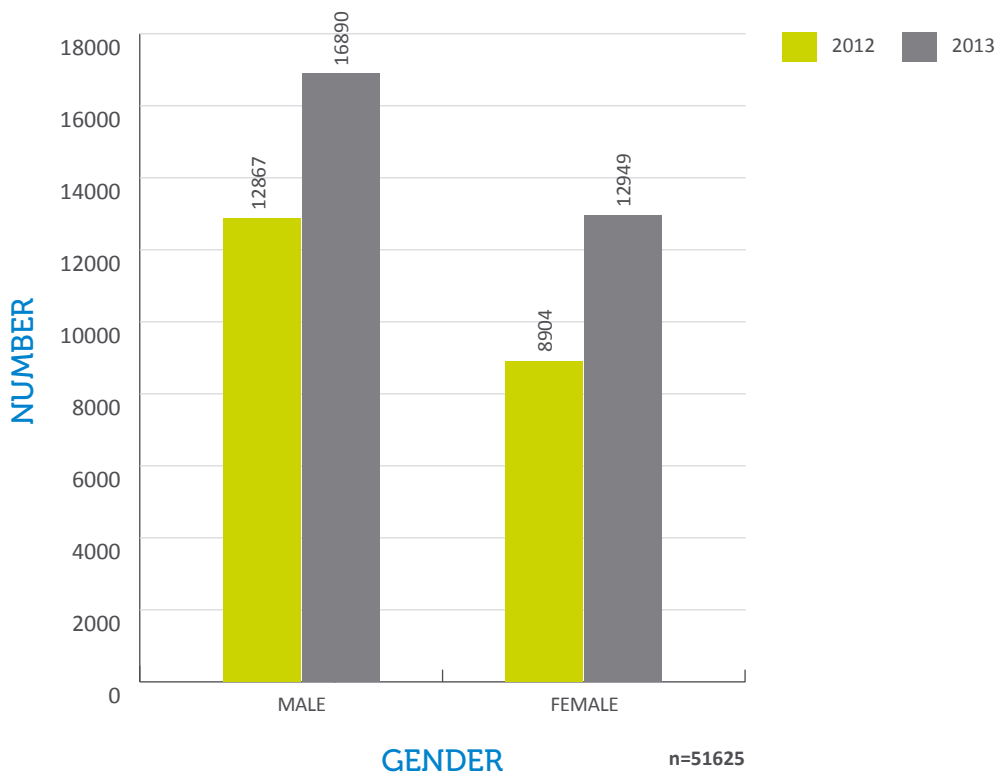
Note:- Gender of the children is not available for 15 cases.
Figure 9.3: Gender of children
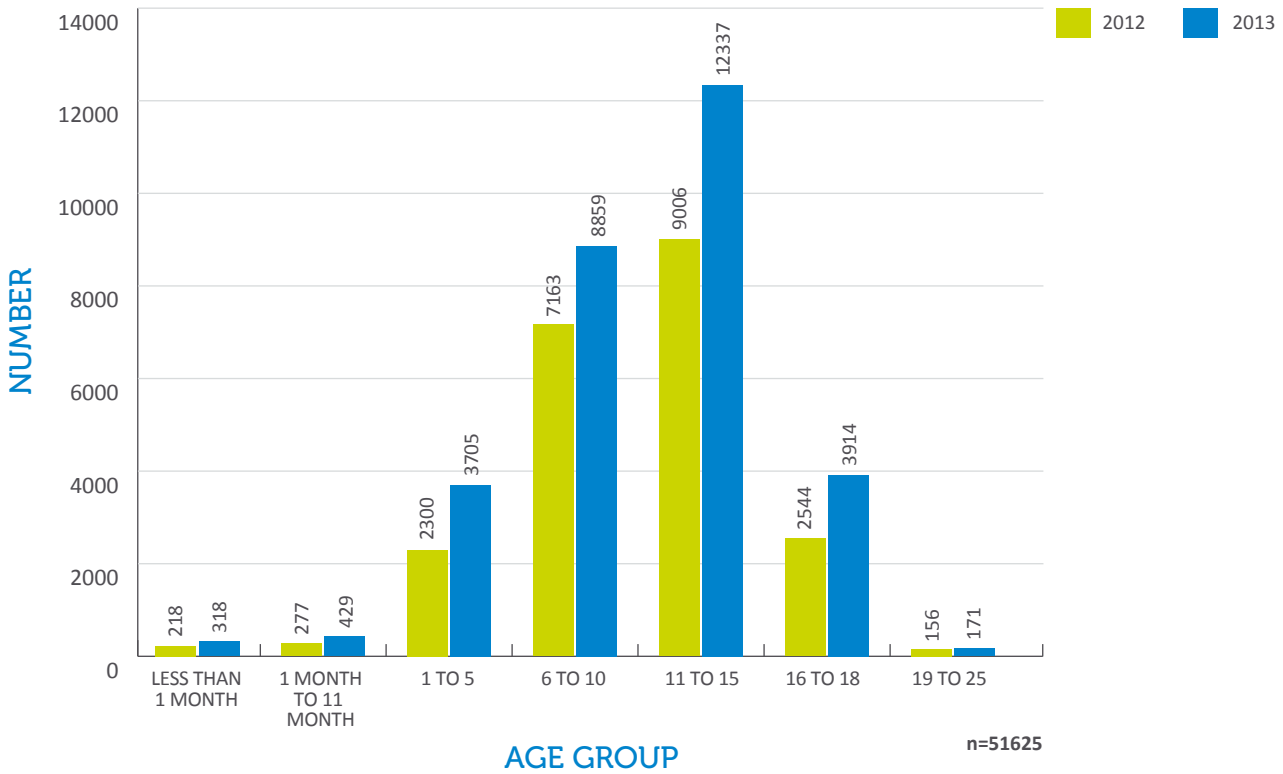
Note: - Age group of the children is not available for 226 cases.

Figure 9.4: Age group of children

Figure 9.5: Calls to CHILDLINE from different telephone sources

Note:-Information of access by the children to CHILDLINE service is not available for 2251 cases.

Figure 9.6: How the child accessed assistance from CHILDLINE
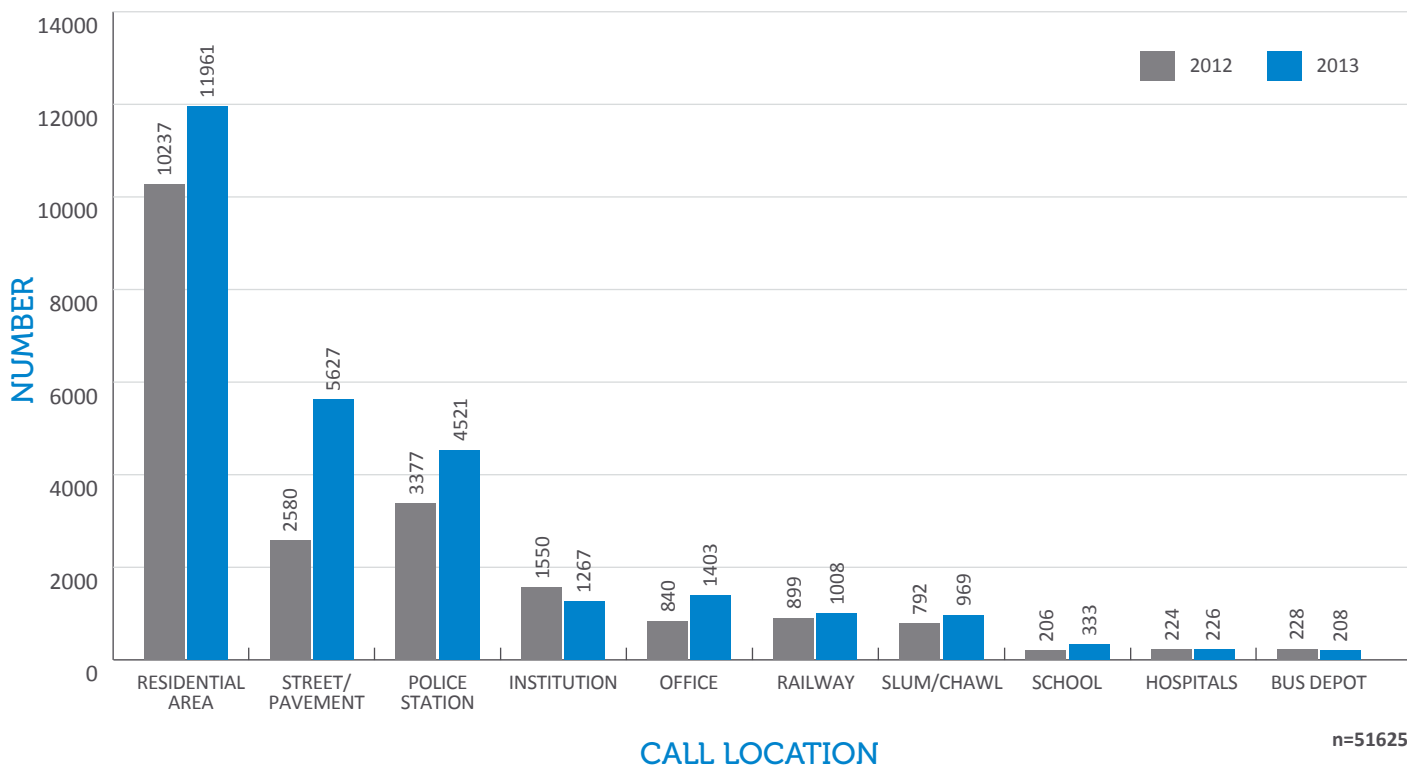
Note:-Information of location of calls is not available for 3124 cases

Figure 9.7: Location Of Calls To CHILDLINE

Sonal, a young frazzled girl was seen aimlessly roaming the streets. The local police found her and discovered that she was an inmate of a neighbouring NGO run shelter home. CHILDLINE Kolkata was immediately informed about the child. After taking the child into custody, a statement by the child revealed appalling details on the state of affairs in the shelter home. Shockingly, it was discovered that all the inmates at the shelter home were victims of sexual exploitation.

March 2012. Thakurpukur. Kolkata.

A complaint by a young girl helped orchestrates a massive rescue operation. Twenty-eight minors, including 14 girls were rescued from a home in Thakurpukur in a joint intervention conducted by CHILDLINE, representatives of the Child Welfare Committee (CWC), the Police and 2 other NGOs. Many of the children were from far off states of Assam, Nagaland, Bihar and UP.

Further investigation was put into action when the State CWC said that allegations of sexual exploitation were brought in against the director of the organization. The team was also stunned to find that the director could not produce any document licensing for the organization to keep the children. There was suspense over how the shelter home was run as the boys and girls were kept in the same premises, an occurrence unheard of amongst shelter homes.

Today, the girls are safe at a government-aided shelter home and the boys are at a CHILDLINE shelter. Efforts are on to contact their parents whilst respective CWCs have been notified about their rehabilitation. This case addresses a serious issue prevalent in India. It brings to light the real state of children in shelter homes across the country, calling for immediate action!

10 NORTHERN REGION

Voice Call

Done

NORTHERN REGION

CHILDLINE covers 69 cities in the Northern region of India, managed by 74 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 12558 in 2012 and 23999 in 2013.
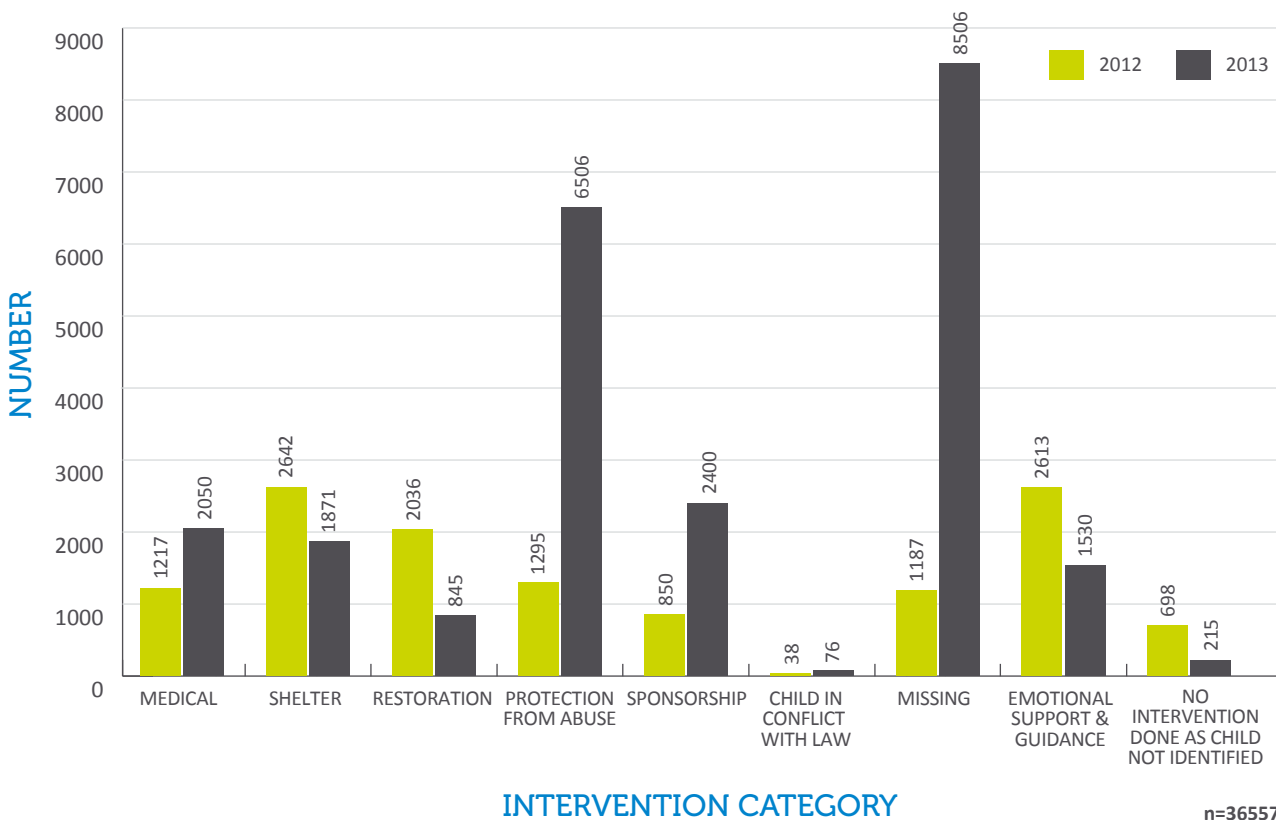
Figure 10.1: Intervention Calls To 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no. 18 for further details.

Note- *Due to lack of information, 7054 calls which are received for Intervention is not included.*

Table 10.2: Age Group And Gender Of Children

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
1 to 5	1562	2080	1094	1464	2656	3544	0.70	0.70
6 to 10	4884	5692	1611	2145	6495	7837	0.33	0.38
11 to 15	5763	6960	1840	2647	7603	9607	0.32	0.38
16 to 18	1081	1513	873	1168	1954	2681	0.81	0.77
19 to 25	53	54	63	77	116	131	1.19	1.43
Total	13343	16299	5481	7501	18824	23800	0.41	0.46

Note- Gender and Age group were not available for 987 cases.
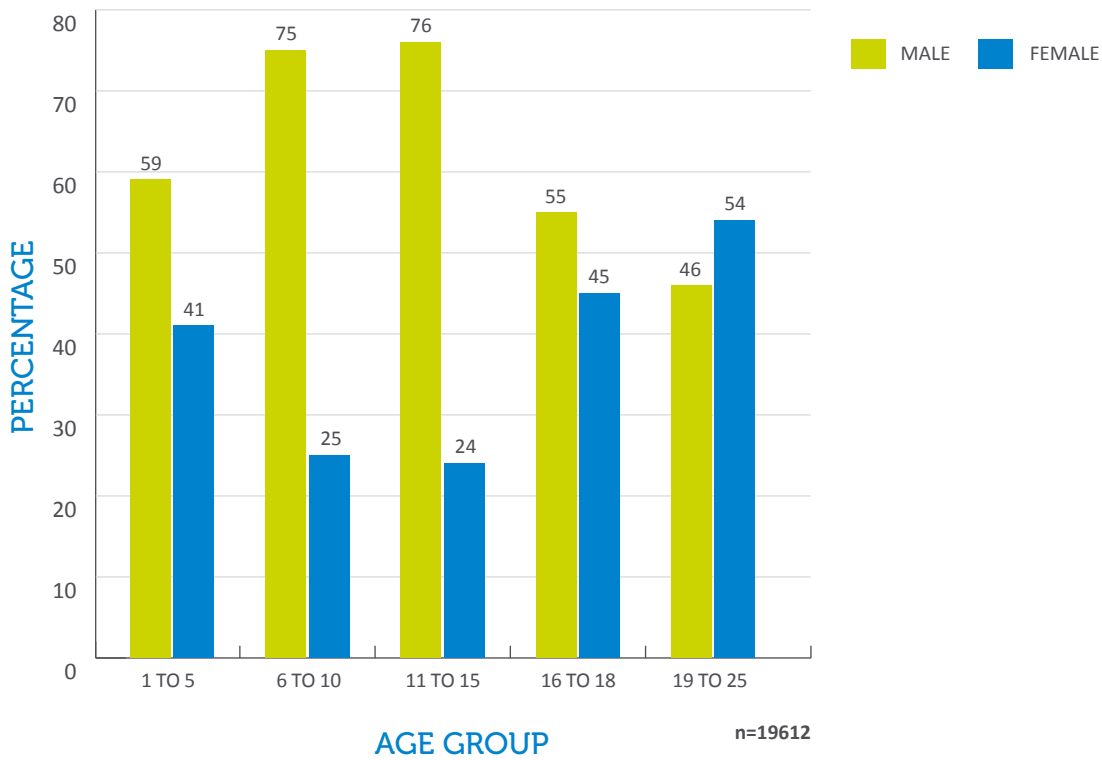
Note- Gender and Age group were not available for 680 cases.
Figure 10.2: Age group & gender of children - 2012
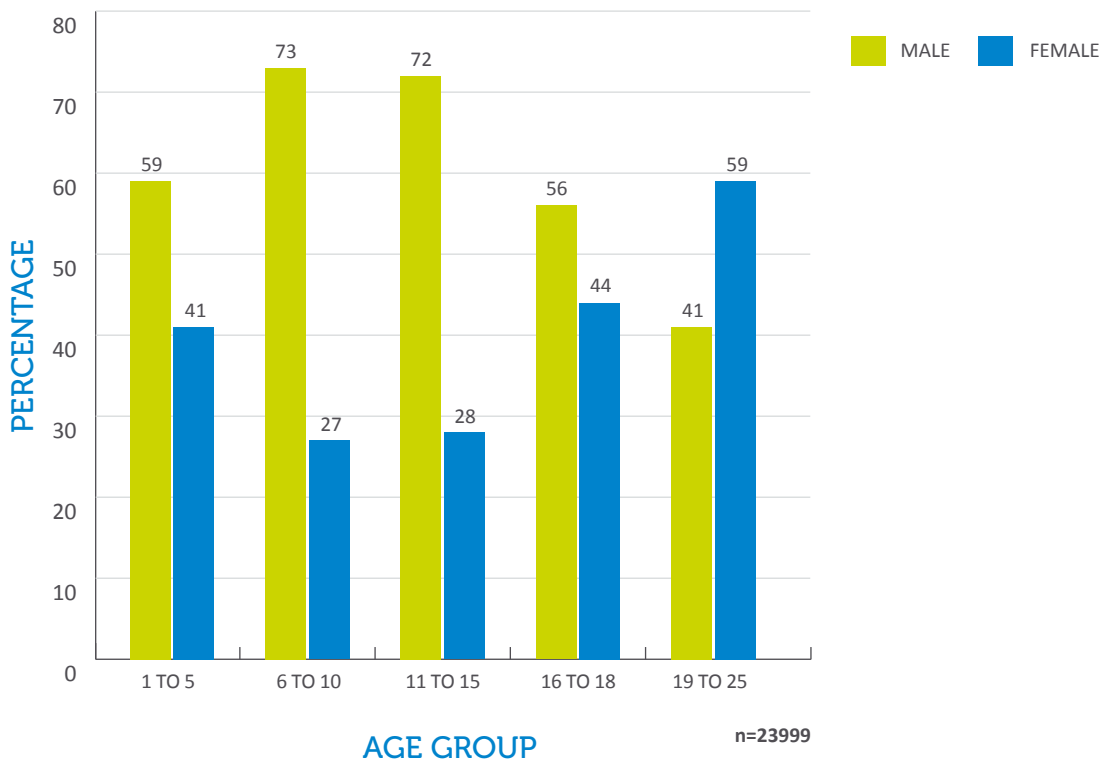
Note- Gender and Age group were not available for 161 cases.
Figure 10.2: Age group & gender of children - 2013
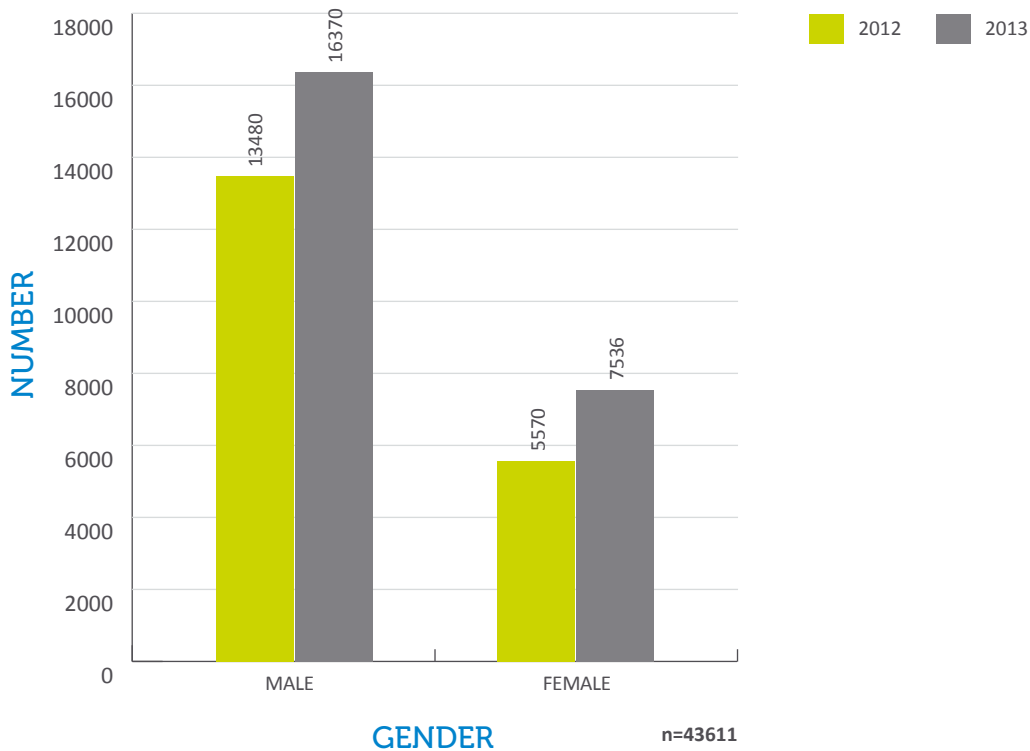
Note: - Gender is not available for 987 cases.
Figure 10.3: Gender of children
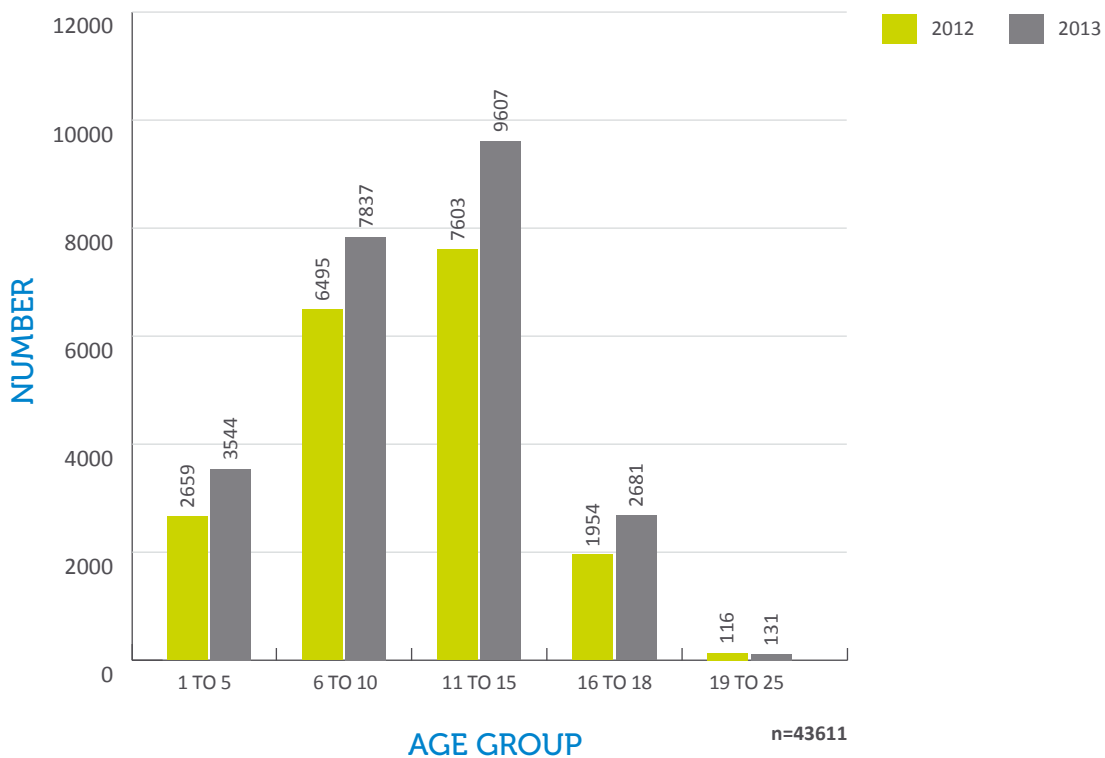
Note: Age group is not available for 655 cases.
Figure 10.4: Age group of children
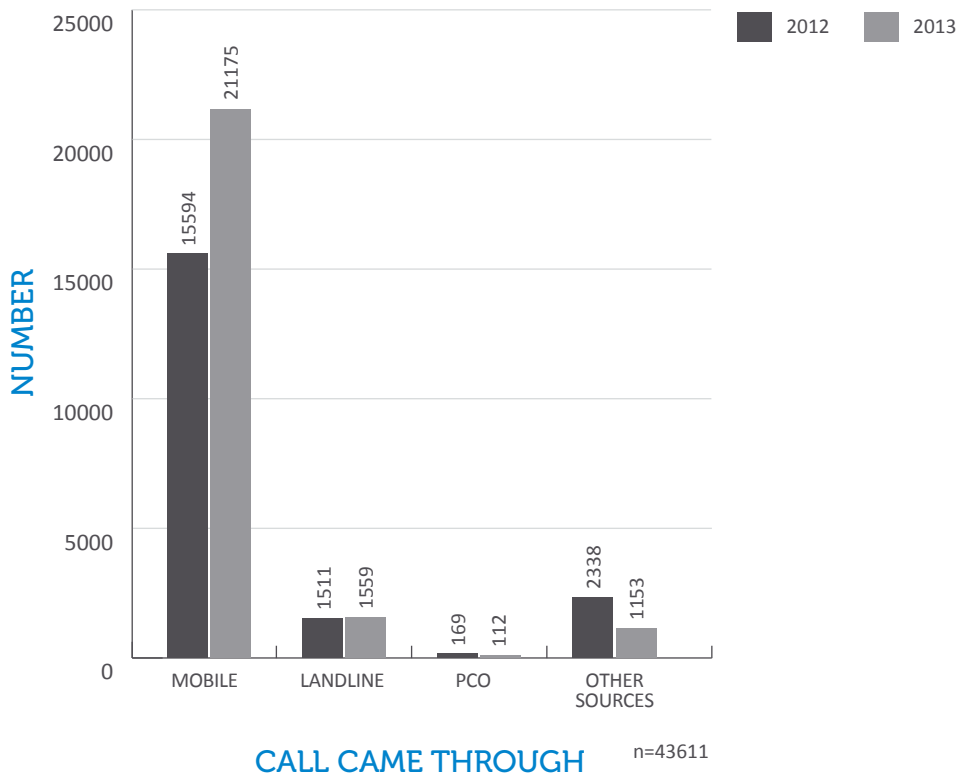
Figure 10.5: Calls to CHILDLINE from different telephone sources
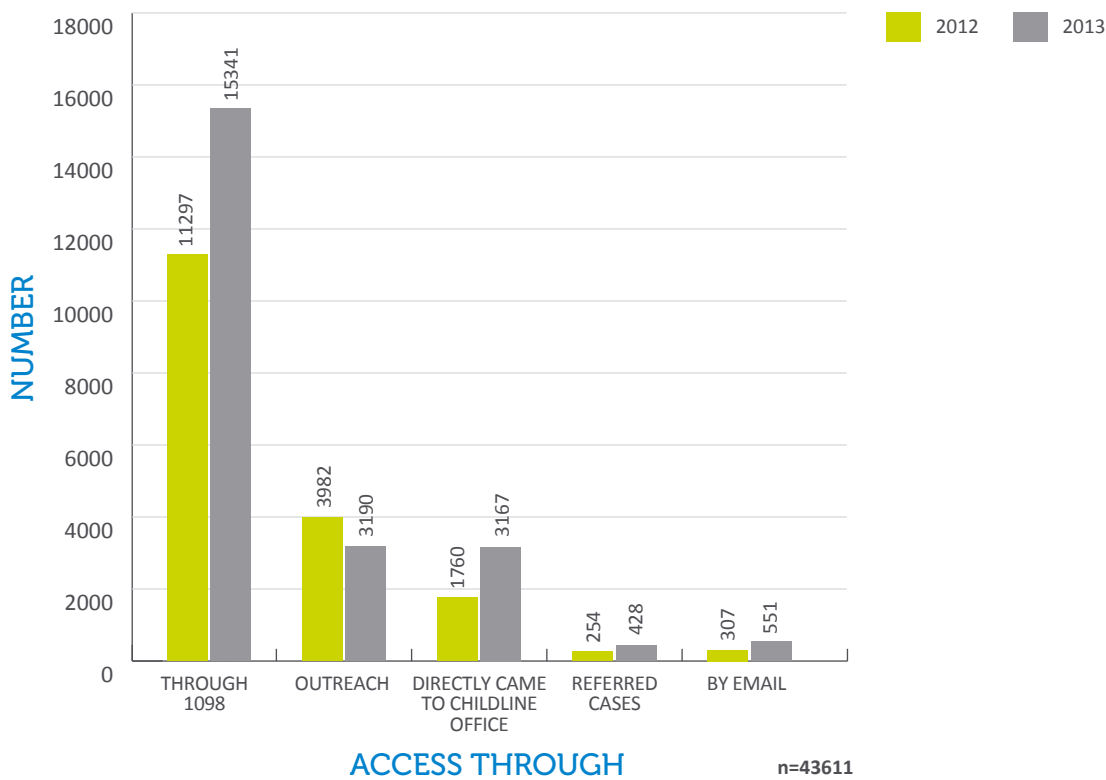
Note:-Information of access by the children to CHILDLINE service is not available for 3334 cases.
Figure 10.6: How the child accessed assistance from CHILDLINE
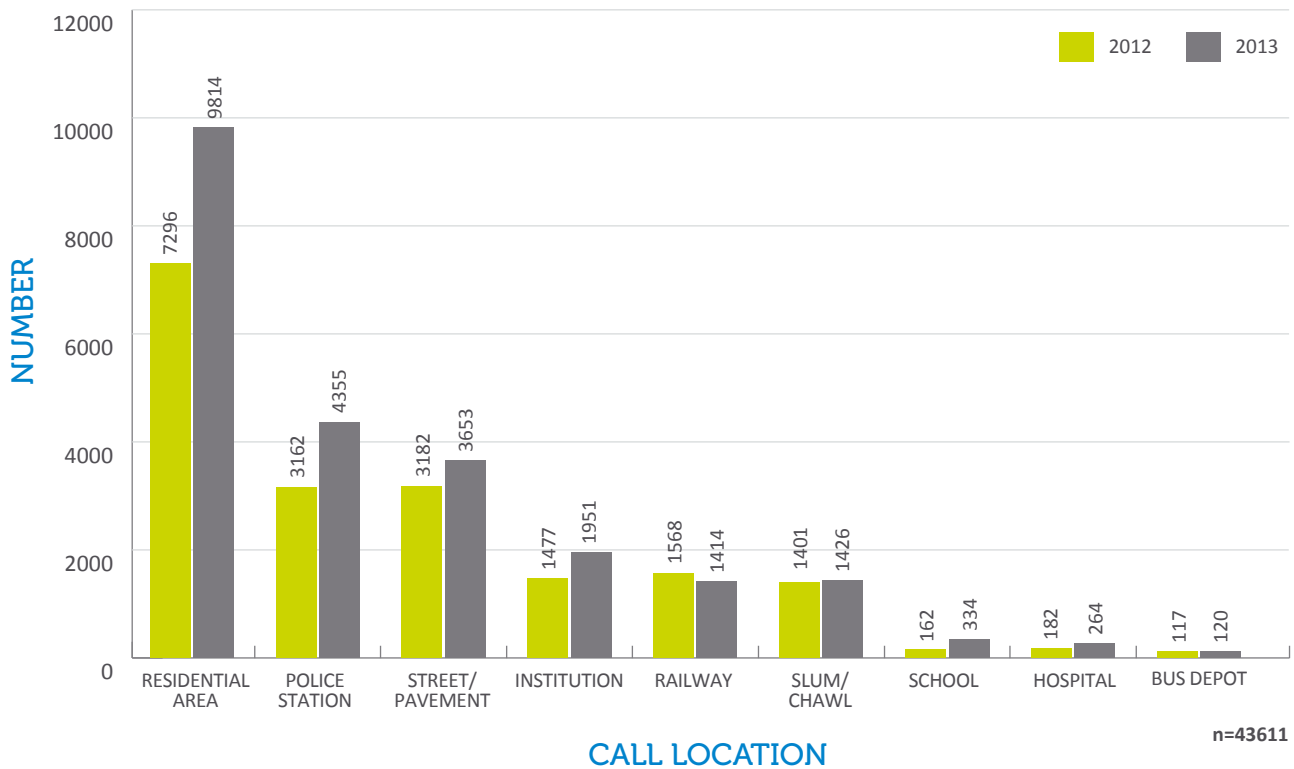
Note:-Information of location of calls is not available for 1735 cases.

Figure 10.7: Location of Calls To CHILDLINE

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.

"We were neither given enough to eat nor a proper place to stay. This has been the most frightful experience I have ever had. I will never step out of my village again. A woman forcibly bought us here from our village and sold us to this employer. We have been working for 14-16 hours every day from the last 6 months" These are the words of an innocent 16 year old boy who was working as bonded labourer rescued by CHILDLINE Shimla.

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

"We managed to rescue eight boys living in pitiable conditions with the help of the Deputy Commissioner, the SP and the District Administration, Labour Department, but finding their

exact addresses was a tough job as they had little information about the exact addresses," said Anita Sharma from CHILDLINE Shimla.

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 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.

CHILDLINE is now ensuring that all cases under the Bonded Labour act are made in accordance with the landmark judgement made by the Supreme Court: "Bandhua Mukti Morcha vs Union of India". In this case, the Principal Resident Commissioner Office, Government of Assam instructed the State Home Commissioner to ensure rehabilitation and compensation of Rs.19000 to all rescued children under Bonded Labour Rehabilitation Scheme. The case also received good media coverage in Hindustan Times, Dainik Bhaskar, Amar Ujjwala, Divya Himachal.This case illustrates how prompt networking and timely intervention can rescue children.

SOUTHERN REGION

CHILDLINE expands across all 4 states of the Southern region, covering 78 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 30,014 children in 2012 and 33361 in 2013.
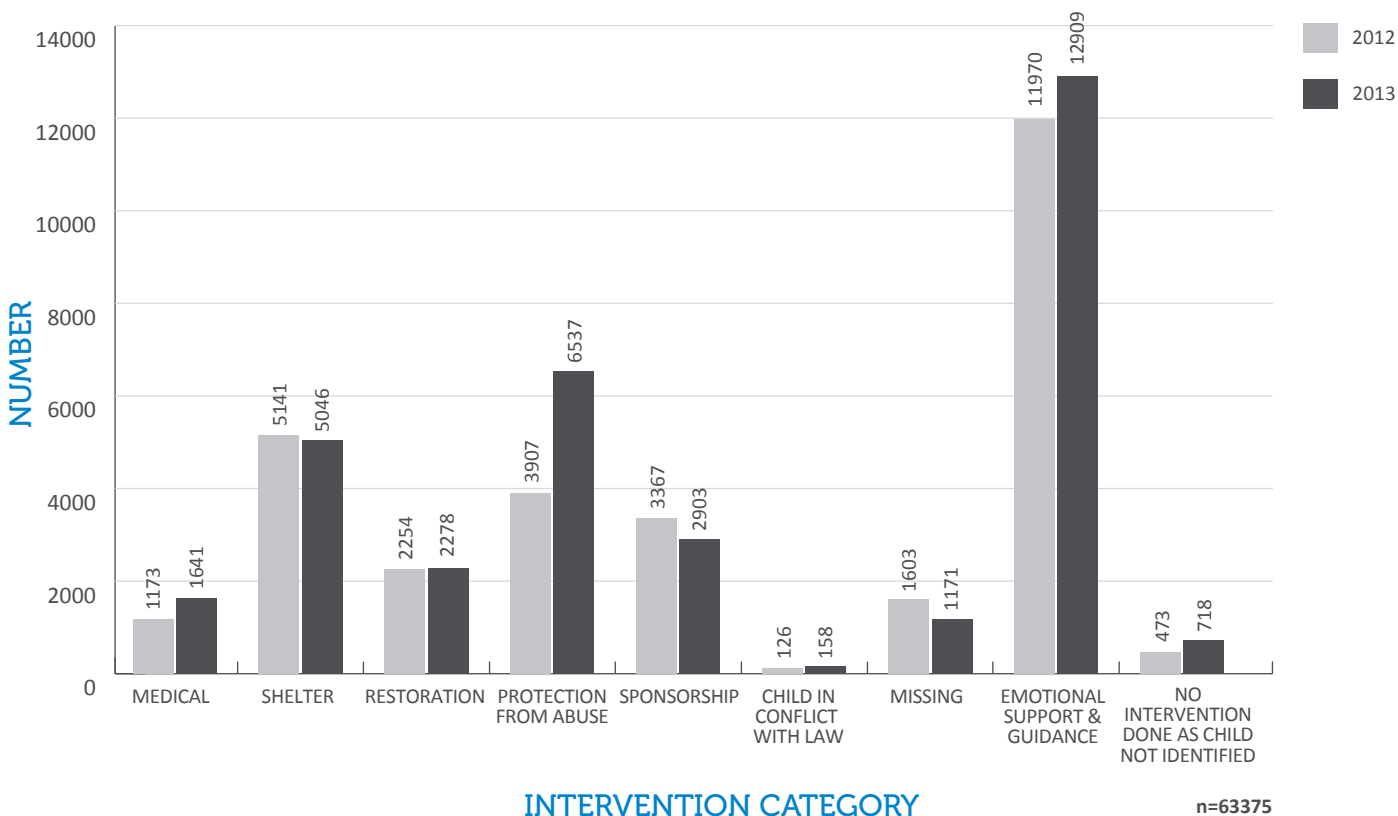
Figure 11.1: Intervention calls to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no. 18 for further details.

Table 11.2: Aage group and gender of children

Age group	Male		Female		Total		Ratio of female to male	
Year	2012	2013	2012	2013	2012	2013	2012	2013
Less than a month	156	76	110	110	266	186	0.71	1.45
1 month to 11 month	137	106	113	126	250	232	0.82	1.19
1 to 5	1216	1388	1145	1469	2361	2857	0.94	1.06
6 to 10	3818	4344	3003	3280	6821	7624	0.79	0.76
11 to 15	9865	10512	5429	6237	15294	16749	0.55	0.59
16 to 18	2330	2290	2252	2853	4582	5143	0.97	1.25
19 to 25	70	50	112	87	182	137	1.60	1.74
Total	**17592**	**18766**	**12164**	**14162**	**29756**	**32928**	**0.69**	**0.75**
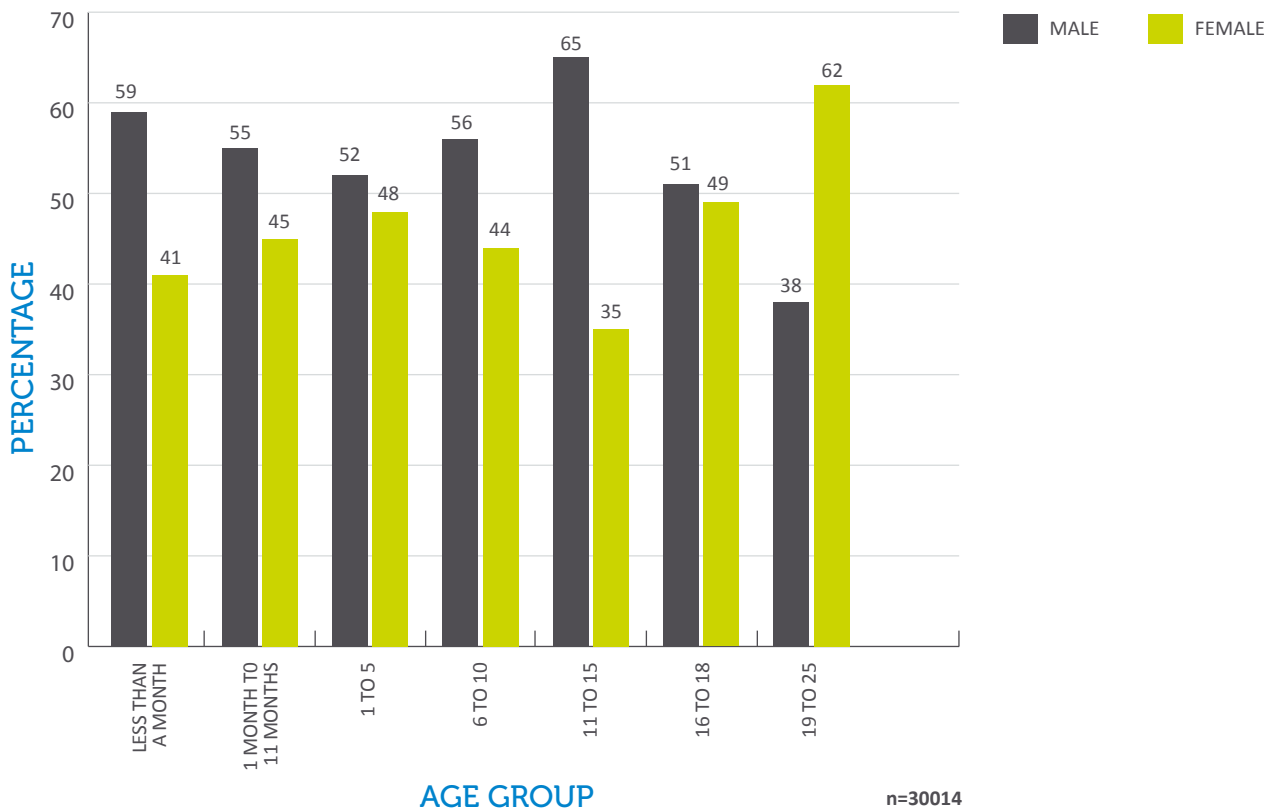
Note- Age is not available for 258 cases.

Figure 11.2: Age group and gender of children - 2012
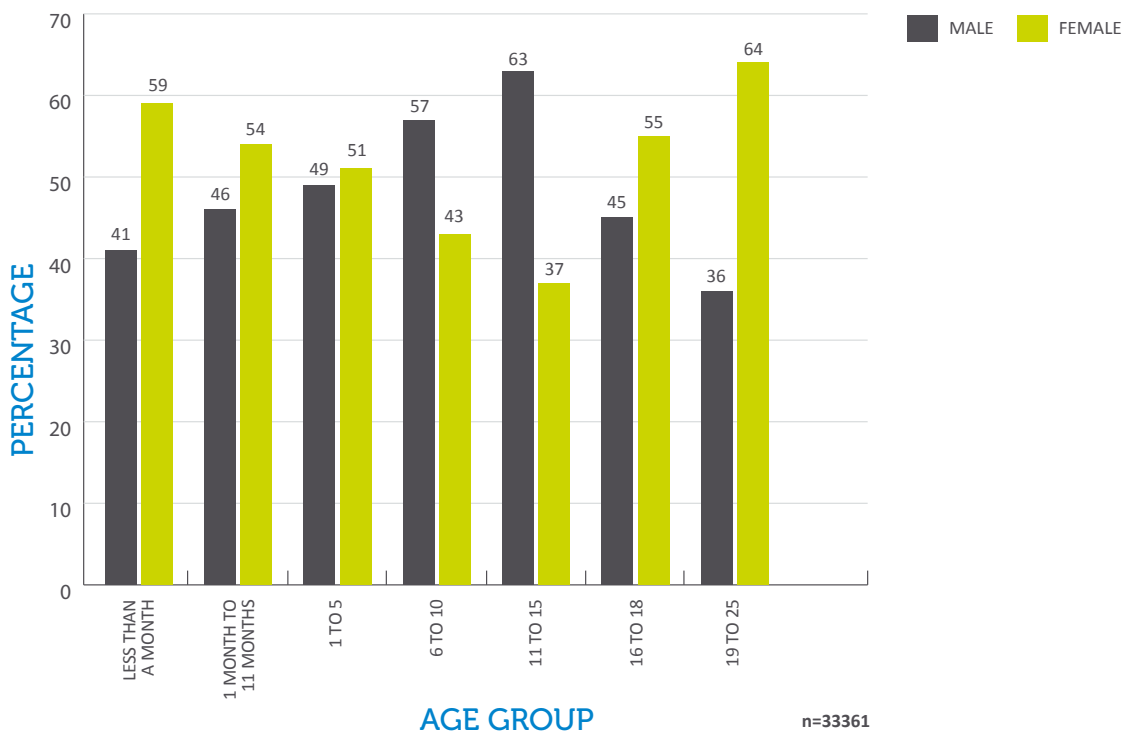
Note- Age is not available for 433 cases.

Figure 11.2: Age group and gender of children - 2013
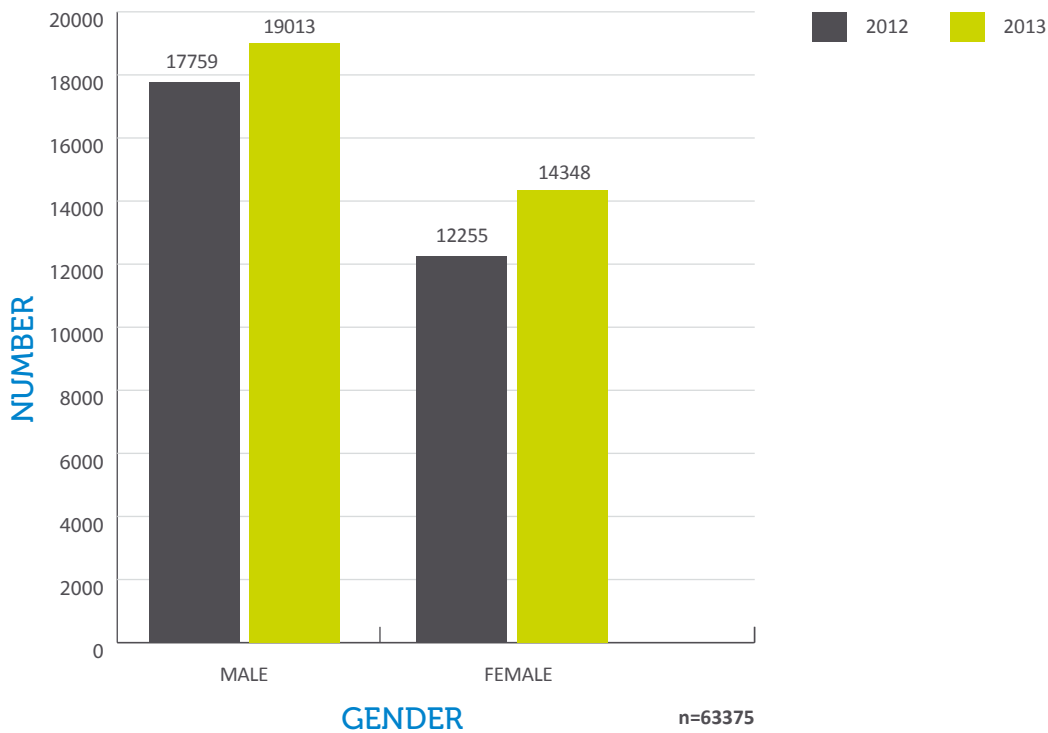
Figure 11.3: Gender of children
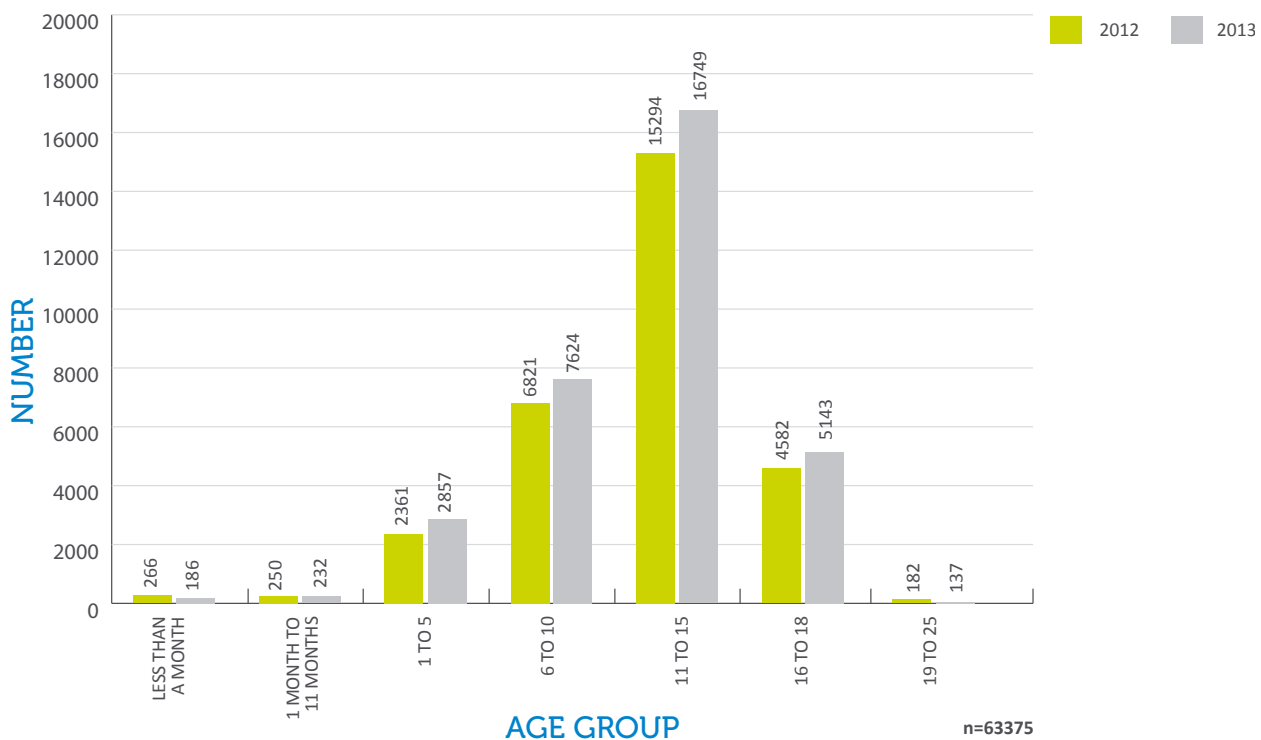
Note: - Age group of the children is not available for 691 cases.
Figure 11.4: Age Group Of Children
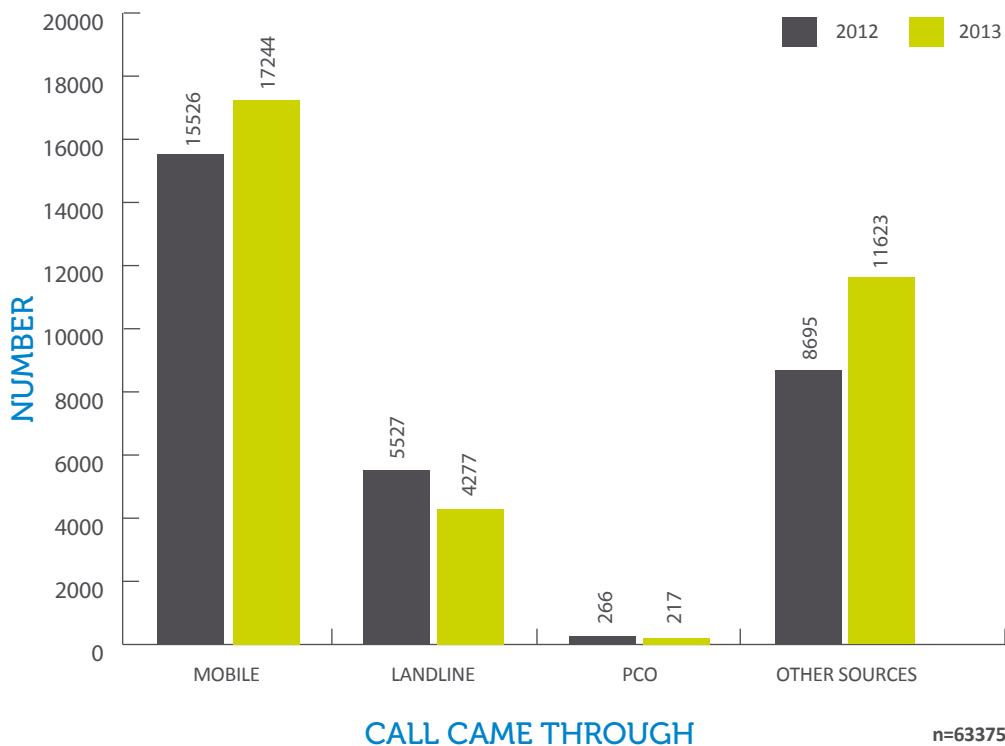
Figure 11.5: Calls to CHILDLINE from different telephone sources
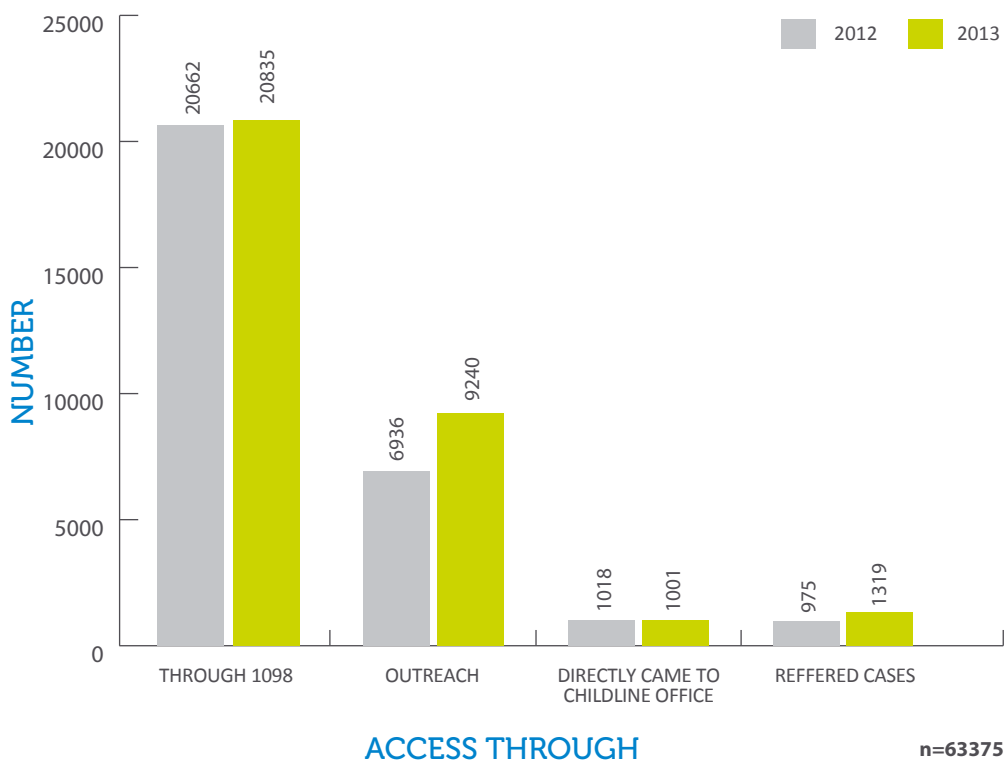
Note:-Information of access by the children to CHILDLINE service is not available for 1389 cases.

Figure 11.6: How the child accessed assistance from CHILDLINE

NUMBER

CALL LOCATION

n= 63375

2012 | 2013

RESIDENTIAL AREA: 12089, 12857
STREET/PAVEMENT: 3278, 7204
RAILWAY: 3122, 2279
POLICE STATION: 1774, 2179
SCHOOL: 1536, 1787
SLUM/CHAWL: 2352, 1685
OFFICE: 1356, 1613
INSTITUTION: 1180, 1119
BUS DEPOT: 1350, 954
HOSPITALS: 197, 259
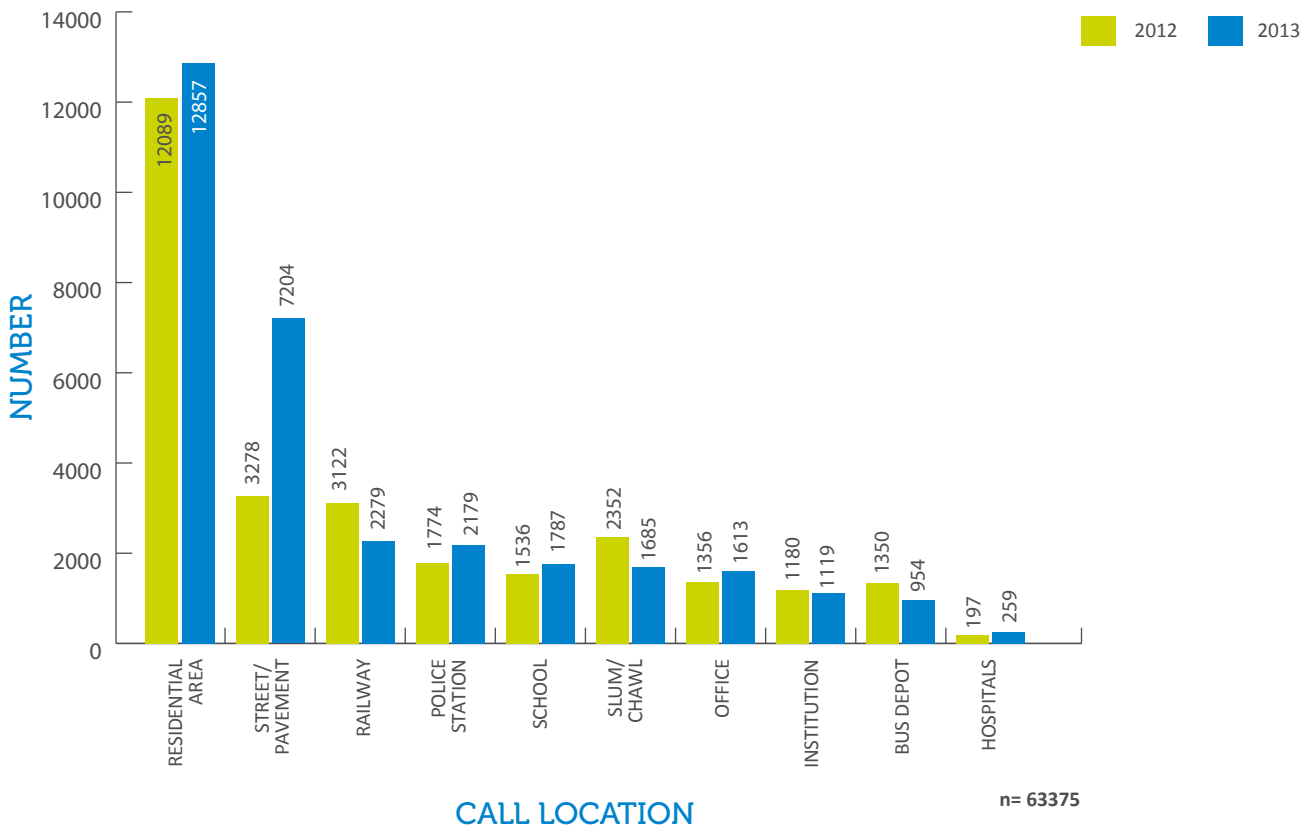
Note:-Information of location of calls is not available for 3208 cases.
Figure 11.7: Location of calls to CHILDLINE

A 4-day-old baby boy was abandoned on the busy Kumaran Road in Tirupur. He was rescued by CHILDLINE Tirupur along with the 108 Ambulance service personnel.

A concerned citizen called CHILDLINE Tirupur informing them that a newborn baby boy was found in front of SS Hotel on Kumaran road. On receiving the information, the CHILDLINE team along with the 108 Ambulance service immediately reached the spot. The baby was admitted to the District Headquarters Hospital for immediate care.

Necessary arrangements were made and support was provided by the CHILDLINE team. The check-ups revealed that the baby was having no health-related problems.

The child was then discharged from hospital. Meanwhile, the Child Welfare Committee (CWC) studied the case and requested CHILDLINE to shift the child to Saranalayam, a Children's Home in Pollachi, Coimbatore. As all ends well, the child is living a happy and healthy life.

WESTERN REGION

CHILDLINE is operational in 61 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 14160 in 2012 and 19987 in 2013.
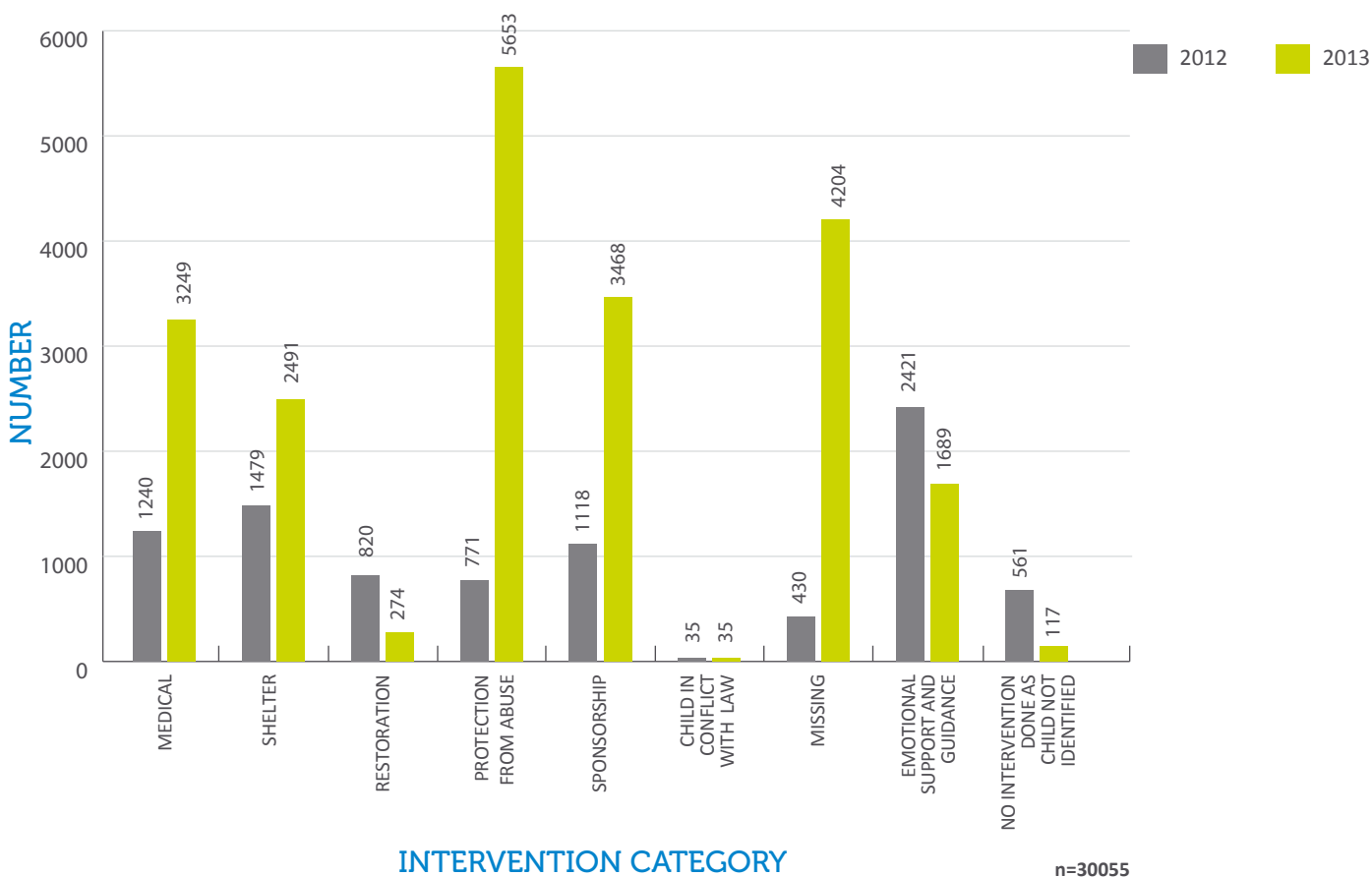

Figure 12.1: Intervention calls to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no. 18 for further details.

Note- *Due to lack of information, 4749 calls which are received for Intervention is not included.*

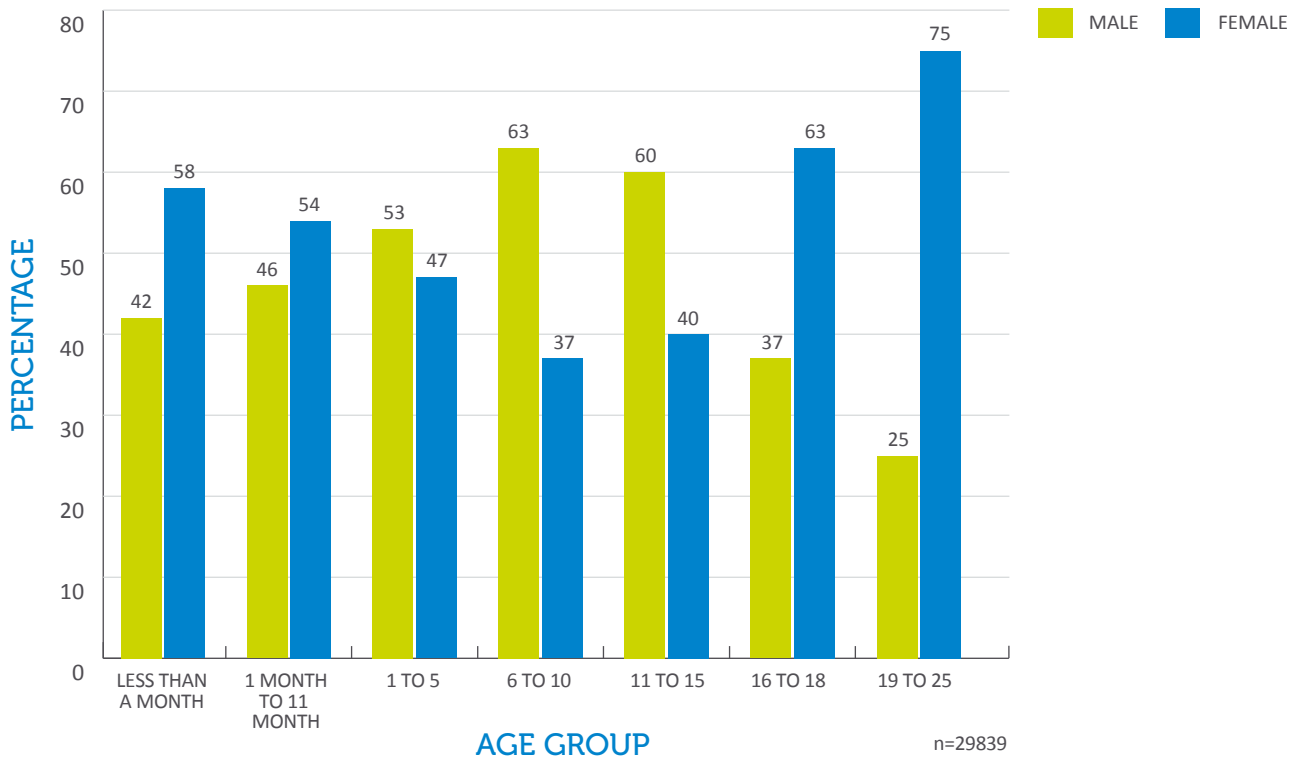**Table 12.2: Age group and gender of children - 2012 & 2013**

| Age group	Male		Female		Total		Ratio of female to male	
Year	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**	**2012**	**2013**
1 to 5	1293	2257	842	1490	2135	3747	0.65	0.66
6 to 10	2742	4311	1291	2162	4033	6473	0.47	0.50
11 to 15	3446	5441	1616	2601	5062	8042	0.47	0.48
16 to 18	866	1425	716	1198	1582	2623	0.83	0.84
19 to 25	15	48	49	51	64	99	3.27	1.06
Total	**8362**	**13482**	**4514**	**7502**	**12876**	**20984**	**0.54**	**0.56**
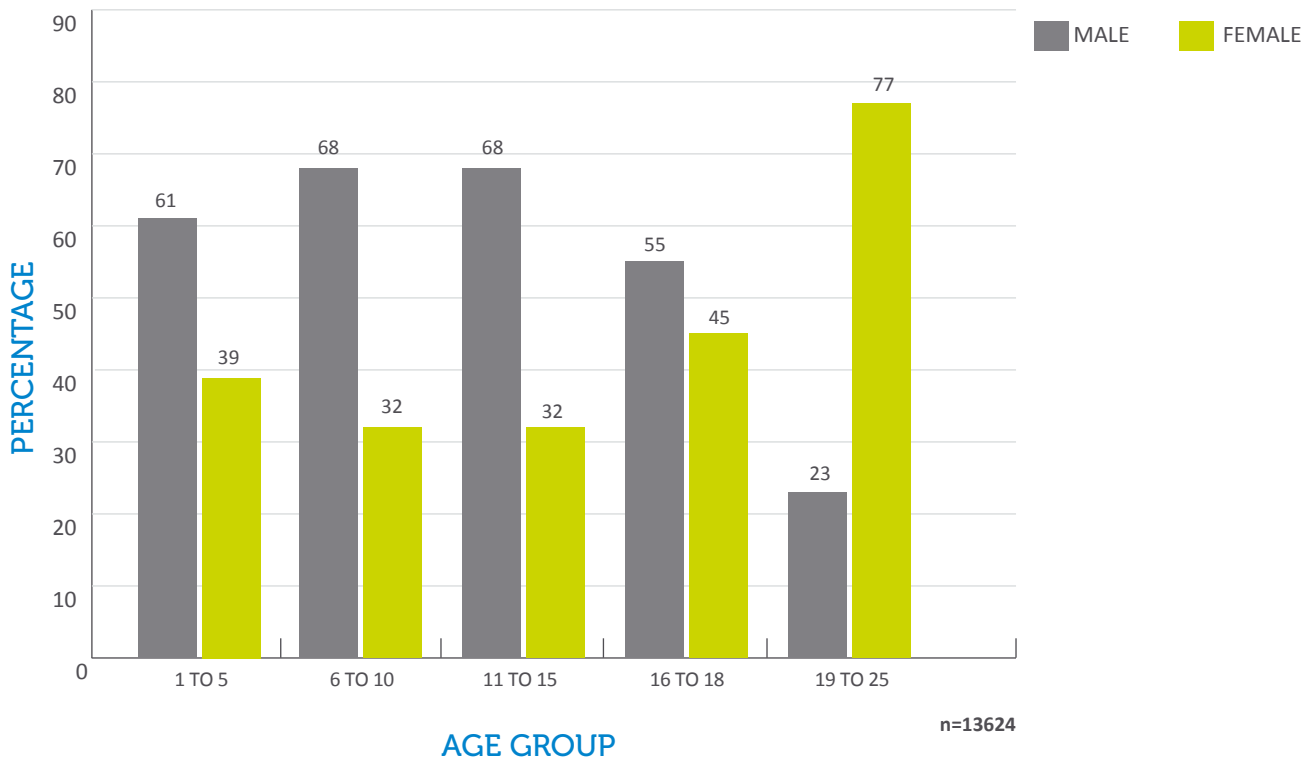
Note- Gender and Age group were not available for 671 cases.
Figure 12.2: Age group and gender of children - 2012
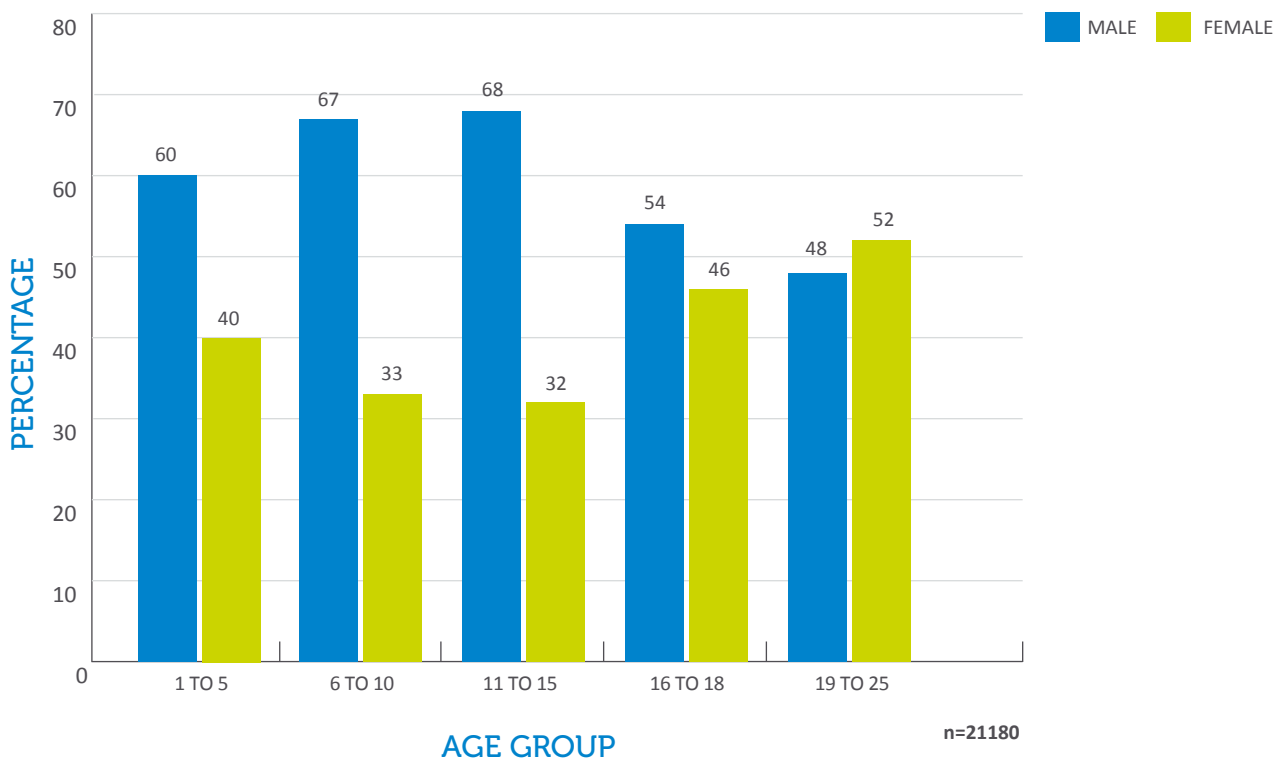
Note- Gender and Age group were not available for 155 cases.
Figure 12.2: Age group and gender of children - 2013
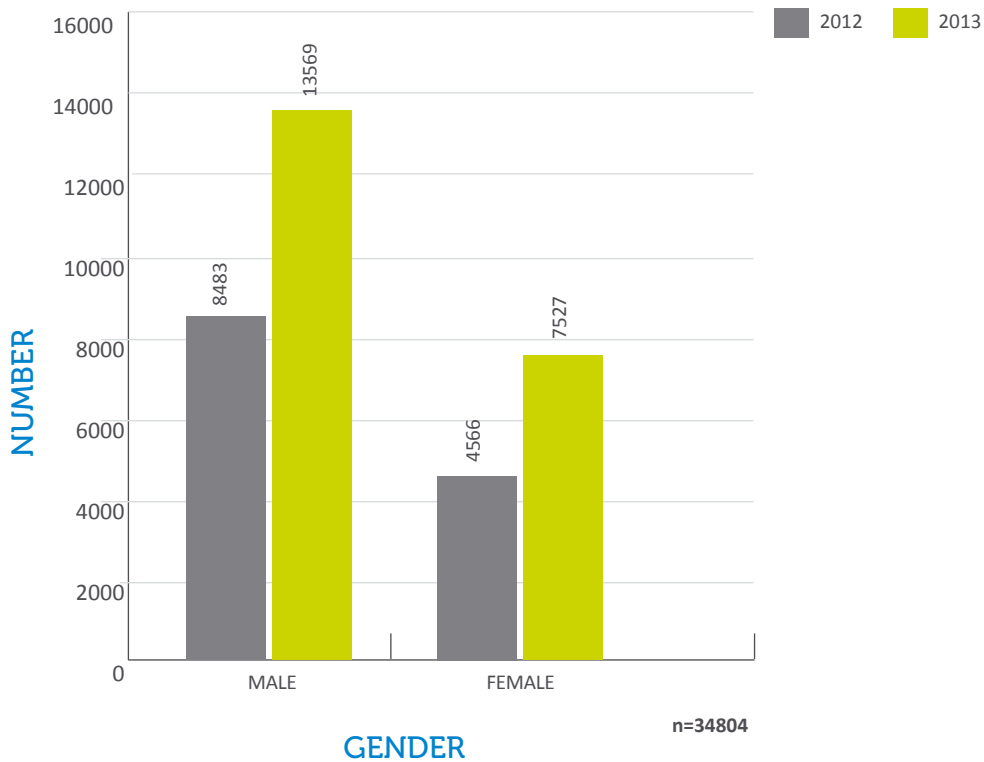
Note:- Gender of the children is not available for 659 cases.
Figure 12.3: Gender of children
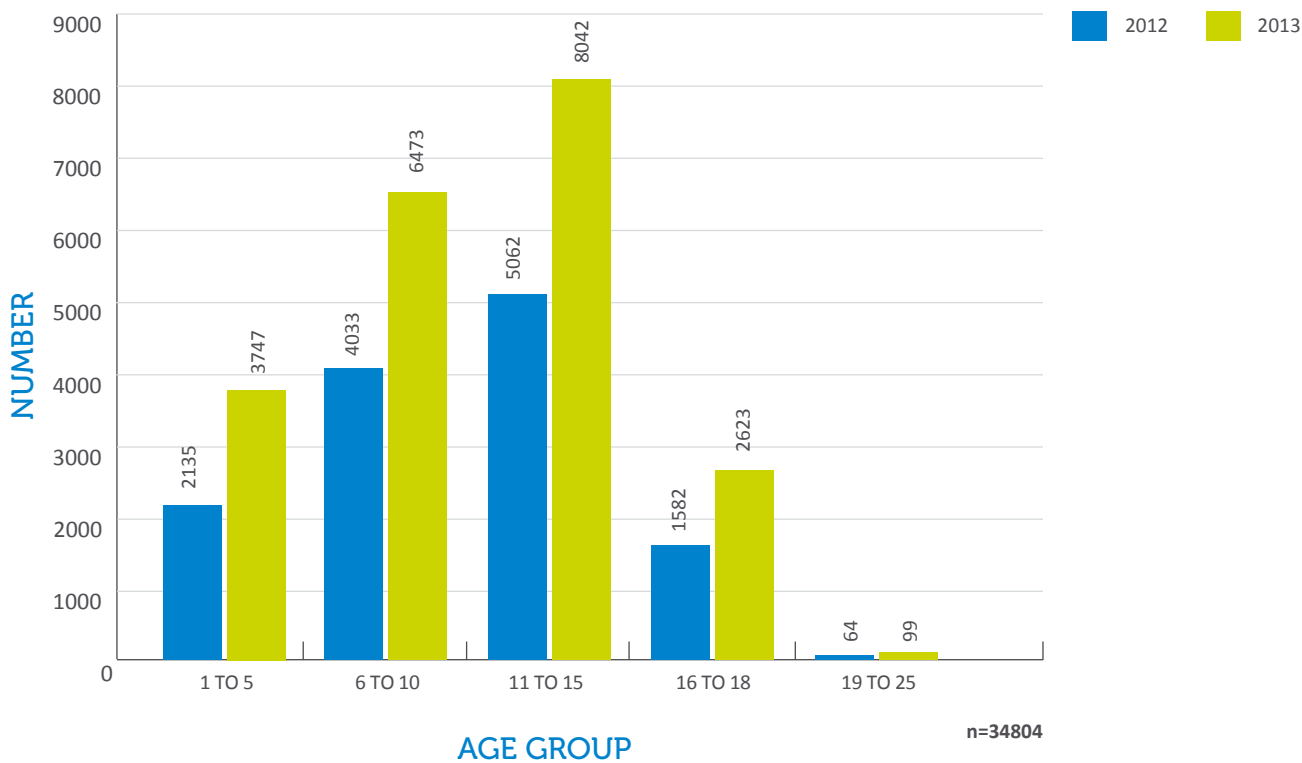
Note: - Age group of the children is not available for 826 cases.
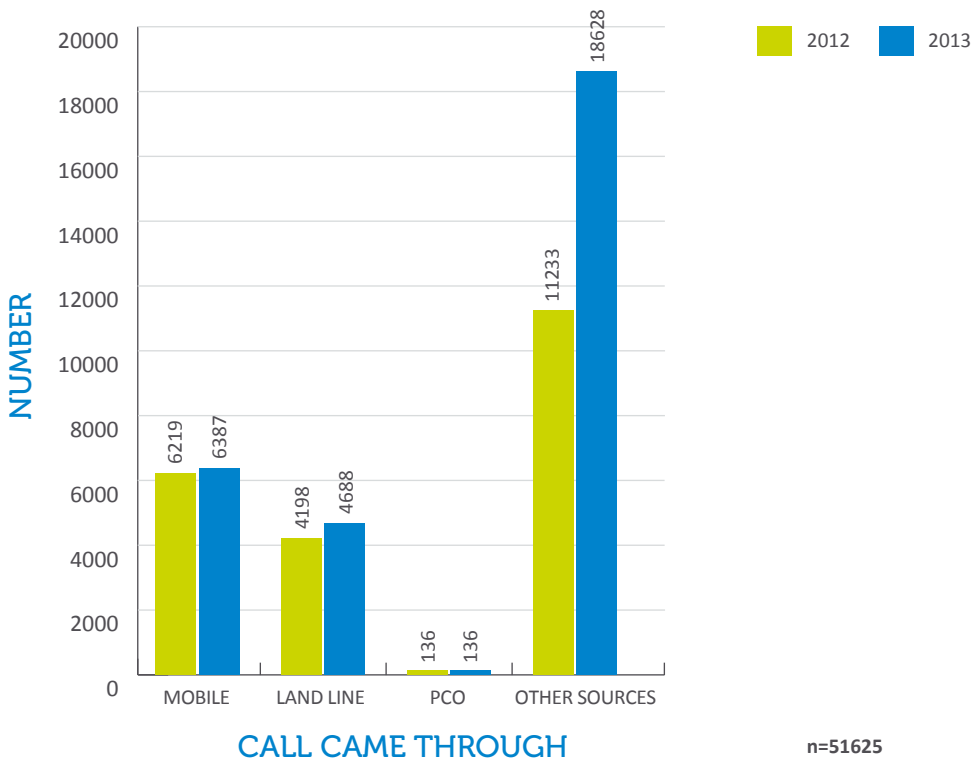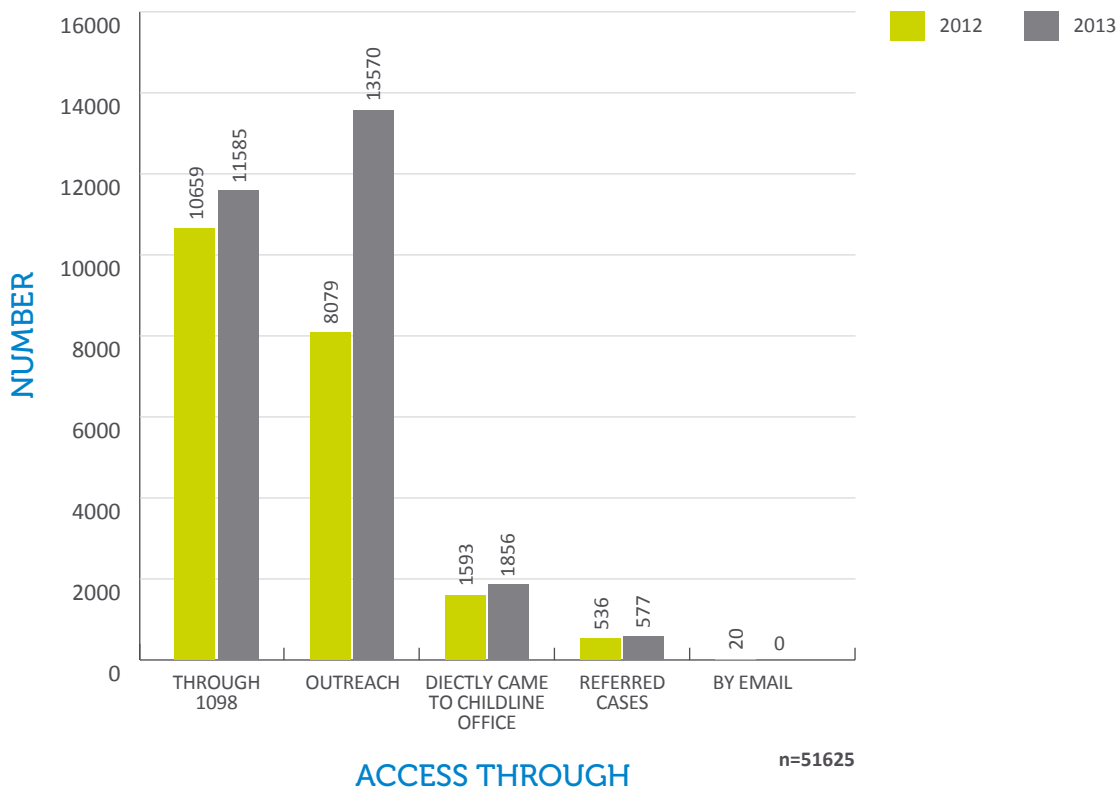**Figure 12.4: Age group of children**
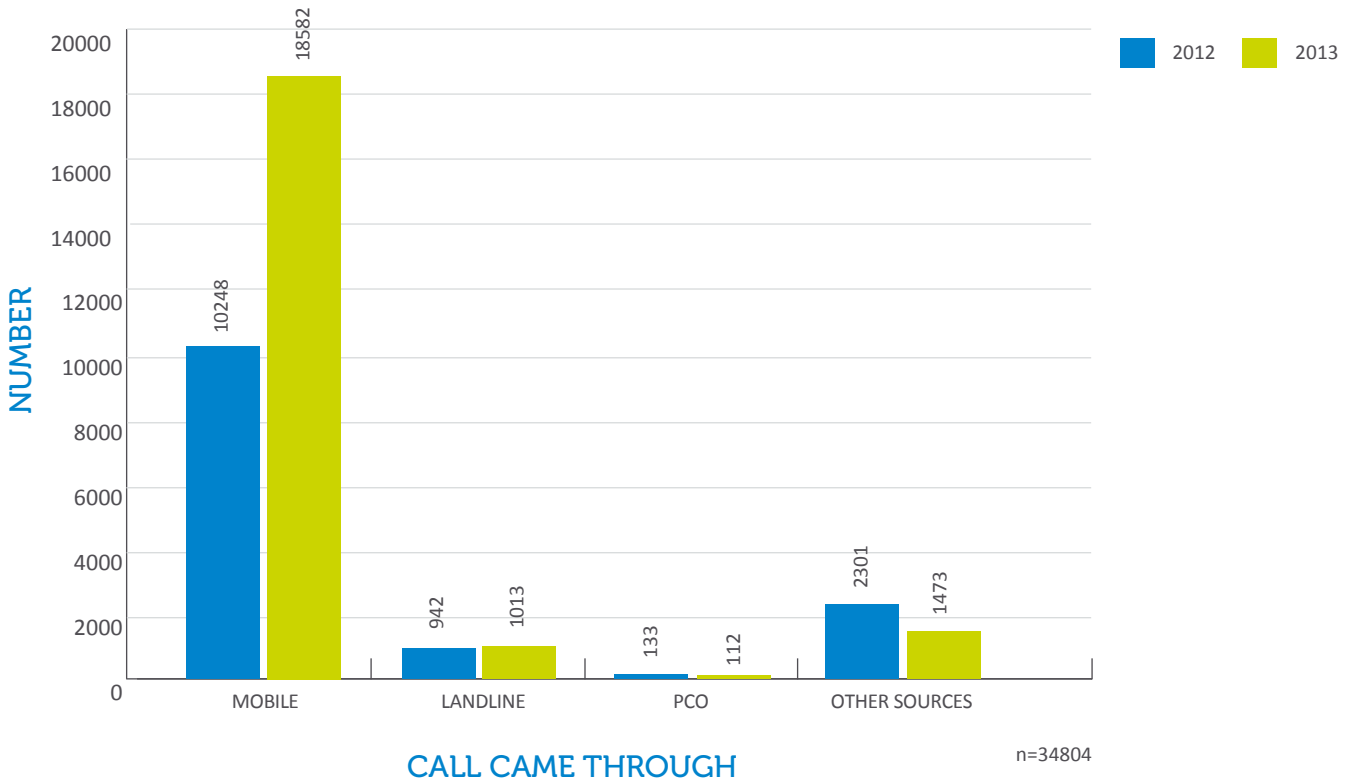
Figure 12.5: Calls to CHILDLINE from different telephone sources
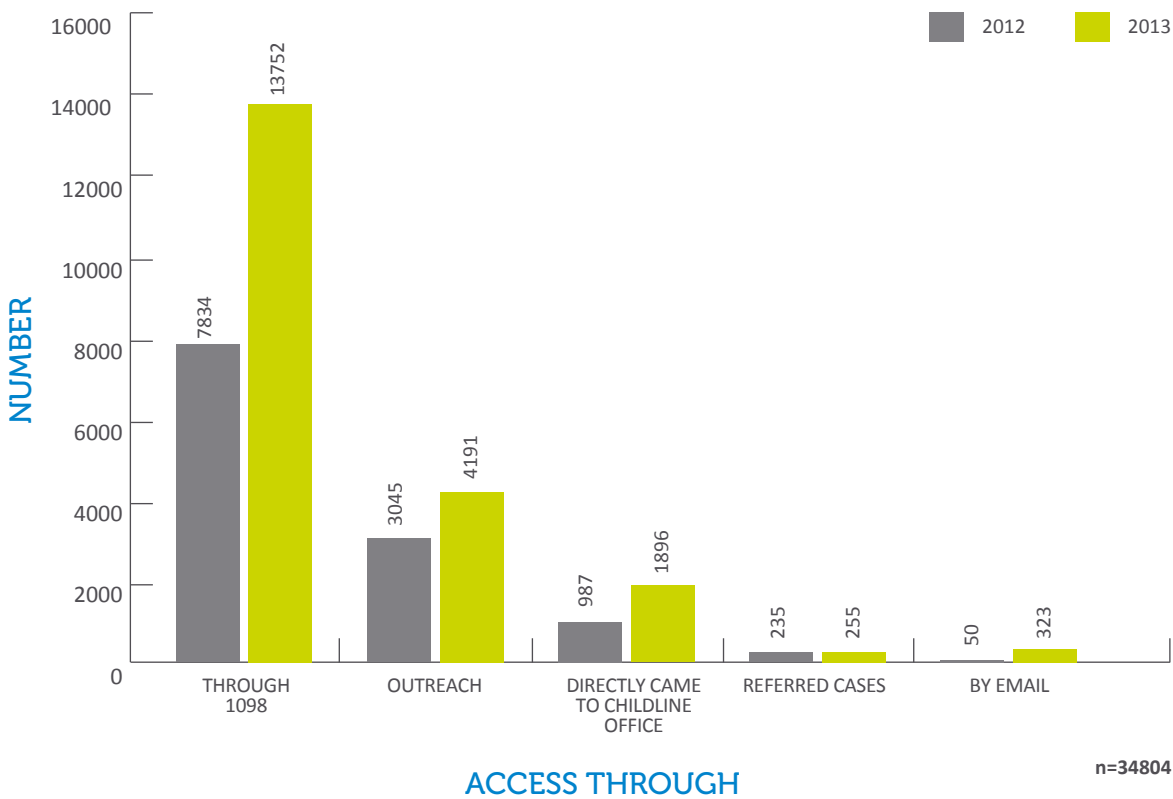
Note:-Information of access by the children to CHILDLINE service is not available for 2236 cases

Figure 12.6: How The Child Accessed Assistance From CHILDLINE
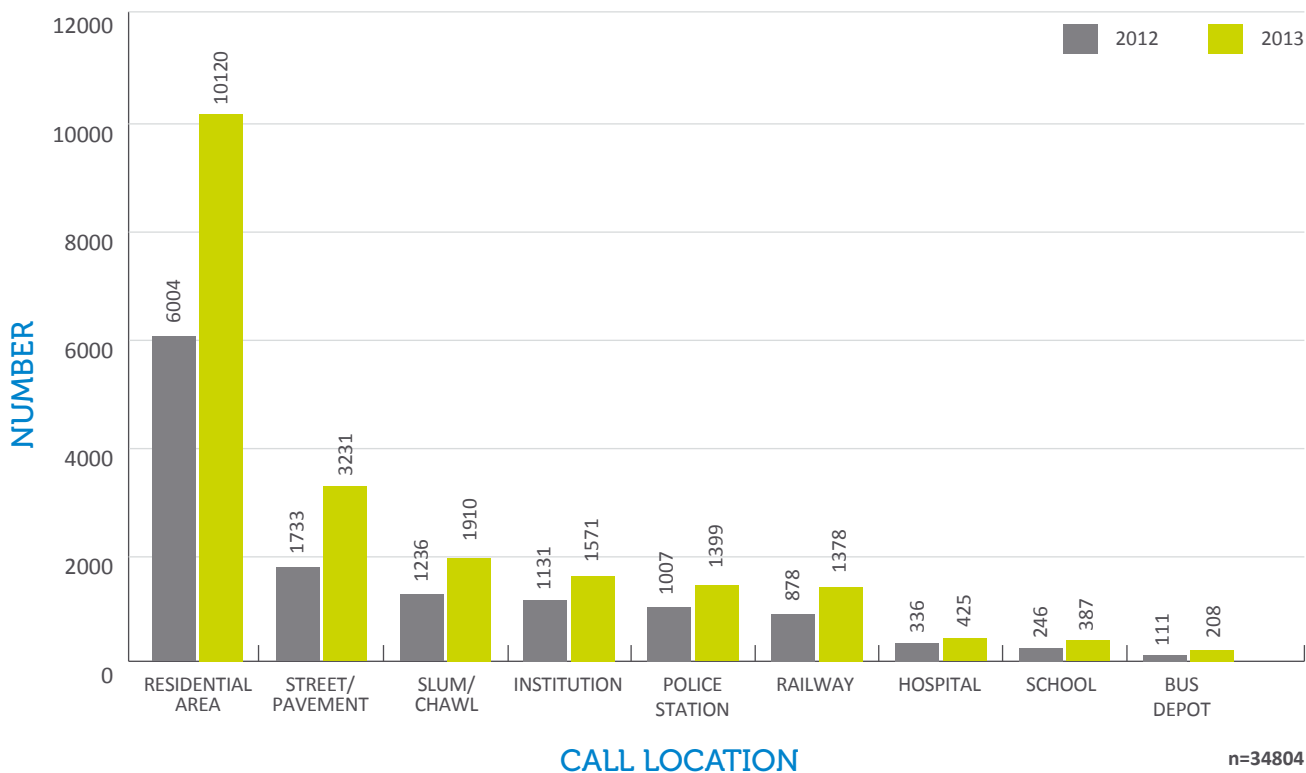
Note:-Information of location of calls is not available for 1493 cases.

Figure 12.7: Location Of Calls To CHILDLINE

Maneesh, a ten-year-old boy was living with his parents in Nagpur. He comes 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 him 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.

ANNEXURES

Annexure – 1 : City wise distribution of calls in the Eastern region – 2012

Cities	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
West Bengal												
Burdwan	54	99	103	53	0	3	69	37	53	471	5322	5793
Darjeeling	57	233	16	51	4	5	4	41	18	429	4853	5282
Howrah	30	152	202	5	0	0	3	136	56	584	3316	3900
Jalpaiguri	22	27	225	37	2	29	1	93	45	481	5671	6152
Kolkata	221	863	199	162	27	20	0	198	117	1807	217160	218967
Murshidabad	7	20	17	79	0	7	31	40	177	378	5654	6032
Nadia	50	28	52	50	0	10	9	85	8	292	3650	3942
North (24) paragana	662	59	51	359	0	300	211	200	82	1924	2287	4211
Paschim medinipur	10	40	186	146	3	10	12	30	17	454	11218	11672
Purba medinipur	13	103	59	98	2	11	56	70	243	655	19727	20382
South (24) paragana	151	177	66	80	0	44	40	167	229	954	44121	45075
Bihar												
Bhagalpur	21	33	40	17	0	6	89	8	10	224	572	796
Darbhanga	1058	27	102	37	17	65	229	120	437	2092	8807	10899
Gaya	10	5	62	0	0	1	14	48	8	148	1026	1174
Kishanganj	213	5	141	3	2	0	40	36	121	561	3723	4284
Muzaffarpur	5	86	39	0	0	1	27	40	16	214	2769	2983
Patna	527	67	116	32	0	0	28	48	90	908	12806	13714
Purnea	437	7	39	69	27	0	126	115	100	920	2251	3171
Saharsa	118	3	38	4	0	3	35	20	38	259	564	823
Sitamarhi	263	45	28	32	0	8	102	37	327	842	7255	8097
Vaishali	18	56	20	1	0	0	110	18	11	234	383	617
Odisha												
Balasor	22	16	18	40	0	0	16	3	22	137	301	438
Berhampur	227	125	97	438	26	23	104	28	151	1219	8407	9626
Bhubaneshwar	108	149	243	285	1	7	9	33	947	1782	9740	11522
Bolangir	18	11	3	11	0	0	5	2	19	69	438	507
Cuttack	76	86	33	2	1	5	49	18	188	458	8991	9449
Puri	96	135	314	2	1	144	212	79	33	1016	12393	13409
Rayagada	108	30	64	4	0	117	14	1	92	430	2505	2935
Rourkela	270	13	10	188	6	10	38	14	60	609	959	1568
Sambalpur	67	33	33	12	1	7	13	30	18	214	571	785
Jharkhand												
Chaibasa	35	3	26	2	1	0	1	17	18	103	834	937
Dhanbad	25	8	18	16	0	15	24	29	78	213	984	1197

Pakur	209	6	29	49	0	55	79	5	133	565	1528	2093
Ranchi	25	4	94	51	2	21	19	36	12	264	1260	1524
Chattisgarh												
Bilaspur	202	34	82	28	0	8	26	13	81	474	520	994
Durg	267	41	65	32	1	1	23	17	194	641	1454	2095
Raipur	127	17	29	83	0	3	51	5	48	363	4341	4704
Rajnandgaon	47	3	34	14	0	19	7	1	9	134	227	361
Tripura												
Agartala	144	125	12	15	1	74	8	56	15	450	6489	6939
Kailashhar	40	5	1	7	0	1	9	16	8	87	6349	6436
Udaipur	8	7	5	0	0	0	1	2	1	24	450	474
Assam												
Dibrugarh	1	10	12	43	9	0	15	6	12	108	495	603
Guwahati	6	74	104	173	0	1	36	20	5	419	11898	12317
Silchar	4	3	5	1	1	6	3	13	10	46	692	738
Meghalaya												
Jowai	8	0	10	8	0	0	18	4	13	61	861	922
Shillong	1	68	27	30	0	27	3	31	32	219	4205	4424
Manipur												
Imphal	7	45	12	19	3	14	57	10	29	196	2339	2535
Mizoram												
Aizawl	3	13	0	63	30	0	14	2	103	228	2726	2954
Nagaland												
Dimapur	13	3	4	4	4	3	53	37	3	124	1689	1813
Total	**6111**	**3202**	**3185**	**2935**	**172**	**1084**	**2143**	**2115**	**4537**	**25484**	**456781**	**482265**

Annexure – 2 : City wise distribution of calls in the Eastern region – 2013

Cities	Missing Children											
	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
West Bengal												
Birbhum	4	14	7	0	0	11	13	2	9	60	3679	3739
Burdwan	20	41	29	93	1	4	194	33	21	436	2090	2526
Cooch behar	91	95	11	54	0	0	0	27	43	321	2363	2684
Dakshin Dinajpur	27	74	6	95	0	2	1	85	1	291	3357	3648
Darjeeling	39	312	45	98	8	21	39	63	82	707	3522	4229
Hoogly	31	31	27	11	6	10	40	41	11	208	1745	1953
Howrah	36	79	224	20	2	0	25	81	45	512	5407	5919
Jalpaiguri	18	85	238	27	1	14	0	52	11	446	5085	5531
Kolkata	78	408	477	176	44	19	1	158	7	1368	447297	448665
Malda	7	29	86	156	0	2	1	23	21	325	844	1169
Murshidabad	16	27	21	86	0	5	43	43	147	388	1879	2267
Nadia	48	34	32	62	0	8	0	113	14	311	276	587
North(24) Paragana	277	56	35	346	0	238	165	214	157	1488	1847	3335
Paschim Medinipur	71	69	150	167	0	58	9	49	47	620	4353	4973
Purba Medinipur	18	72	76	88	0	20	27	82	262	645	13535	14180
Purulia	95	26	41	71	0	12	11	15	44	315	552	867
South(24) Paragana	115	181	42	81	0	78	39	259	173	968	4990	5958
Uttar Dinajpur	13	28	32	91	0	0	0	126	60	350	802	1152
Odisha												
Balasor	83	316	56	134	15	5	98	90	49	846	1024	1870
Berhampur	75	132	56	156	0	6	15	16	192	648	2888	3536
Bhubaneshwar	88	139	250	49	0	33	2	30	252	843	8150	8993
Bolangir	143	24	18	114	1	0	10	8	185	503	915	1418
Cuttack	91	115	35	15	0	48	14	19	167	504	10245	10749
Kandhamal	35	18	6	6	0	3	24	32	3	127	628	755
Mayurbhanj	56	124	9	119	3	27	14	2	22	376	3442	3818
Puri	71	196	238	21	1	79	190	69	27	892	11289	12181
Rayagada	127	38	37	7	1	172	8	3	280	673	2401	3074
Rourkela	1049	24	16	146	0	26	32	16	49	1358	1247	2605
Sambalpur	94	35	77	47	1	95	20	12	202	583	1518	2101
Bihar												
Bhagalpur	81	14	9	10	0	150	73	59	155	551	1943	2494
Buxar	6	1	3	0	0	0	7	3	6	26	132	158
Darbhanga	461	53	143	48	2	108	194	105	673	1787	9031	10818
Gaya	13	3	349	18	0	12	105	132	21	653	2370	3023
Katihar	1	0	9	1	0	0	3	5	4	23	420	443

Kishanganj	168	1	25	31	0	0	99	38	132	494	4623	5117
Muzaffarpur	16	279	225	166	1	0	131	180	218	1216	4527	5743
Patna	310	65	156	27	1	6	6	36	110	717	12589	13306
Purnea	292	4	32	47	2	0	106	64	71	618	898	1516
Saharsa	300	1	44	26	0	0	34	17	59	481	996	1477
Sitamarhi	96	14	11	72	0	1	36	10	43	283	118	401
Vaishali	102	18	41	93	1	0	52	32	133	472	1821	2293
Jharkhand												
Chaibasa	21	0	4	2	0	0	13	19	64	123	738	861
Deogarh	18	0	9	1	0	0	17	9	60	114	587	701
Dhanbad	74	37	16	26	1	97	33	27	136	447	345	792
Pakur	168	2	26	70	1	27	36	162	147	639	1852	2491
Ranchi	5	3	12	20	0	0	9	12	8	69	511	580
Chhattisgarh												
Bilaspur	92	14	13	70	6	0	96	9	96	396	622	1018
Durg	192	50	123	47	10	7	48	10	45	532	2609	3141
Jashpur	105	15	41	33	0	0	24	18	152	388	538	926
Raigarh	198	46	34	50	0	1	3	2	70	404	585	989
Raipur	47	46	97	58	1	0	13	9	70	341	2550	2891
Rajnandgaon	43	19	125	7	0	31	2	0	82	309	1258	1567
Tripura												
Agartala	88	156	24	12	0	63	12	63	22	440	6778	7218
Kailashhar	58	13	1	9	1	21	26	8	5	142	5790	5932
Udaipur	48	11	16	11	0	21	0	0	24	131	965	1096
Assam												
Dibrugarh	8	28	34	33	1	5	15	7	11	142	988	1130
Guwahati	1	106	143	255	0	8	38	22	4	577	10137	10714
Lakhimpur	1	19	8	16	0	0	8	7	2	61	687	748
Nagaon	8	20	5	17	0	0	31	4	3	88	649	737
Silchar	4	13	18	29	16	3	14	1	0	98	1285	1383
Meghalaya												
Jowai	1	0	0	19	8	0	14	0	3	45	942	987
Shillong	15	51	27	24	3	8	16	11	43	198	3526	3724
Tura	3	0	8	21	0	0	2	2	0	36	435	471
Manipur												
Imphal	1	64	1	16	8	12	62	30	15	209	5142	5351
Mizoram												
Aizawl	13	12	0	32	13	0	3	7	68	148	4191	4339
Arunachal Pradesh												
Itanagar	16	4	5	1	1	2	4	10	4	47	11579	11626
Nagaland												
Dimapur	4	45	10	13	5	1	33	33	2	146	1329	1475
Andaman & Nicobar												
Port Blair	13	16	3	40	0	14	2	0	63	151	1736	1887
Total	**6007**	**4065**	**4227**	**4007**	**166**	**1594**	**2455**	**2926**	**5407**	**30854**	**655192**	**686046**

Annexure – 3 : City wise distribution of calls in the Northern region – 2012

Cities	Missing Children											
	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Delhi	97	637	128	1690	2	85	722	607	314	4282	63971	**68253**
Uttar Pradesh												
Agra	29	21	36	42	1	22	124	87	43	405	2751	**3156**
Aligarh	15	17	8	51	3	18	77	56	7	252	8630	**8882**
Allahabad	12	6	28	76	3	15	218	93	18	469	13284	**13753**
Bahraich	10	8	1	25	0	3	36	25	6	114	2054	**2168**
Ballia	20	0	1	5	0	29	19	9	4	87	732	**819**
Chandauli	1	1	2	5	0	3	8	7	0	27	407	**434**
Chitrakoot	6	4	0	8	0	8	4	12	5	47	115	**162**
Firozabad	30	8	10	27	1	45	268	286	7	682	526	**1208**
Gaziabad	18	48	16	186	6	82	136	110	71	673	681	**1354**
Gorakhpur	27	40	157	83	0	18	170	172	22	689	1477	**2166**
Jhansi	1	16	14	14	0	3	58	22	7	135	295	**430**
Kanpur	20	65	166	71	1	17	434	190	36	1000	1172	**2172**
Kaushambi	3	5	1	2	0	0	5	2	1	19	288	**307**
Lakhimpur Khiri	26	52	6	142	2	20	59	28	62	397	896	**1293**
Lucknow	94	58	137	150	1	26	356	184	29	1035	5909	**6944**
Maharajganj	5	15	4	26	0	14	27	17	17	125	1819	**1944**
Meerut	60	15	3	54	0	55	50	33	17	287	709	**996**
Muradabad	8	30	11	29	0	5	67	35	13	198	1434	**1632**
Noida	10	13	7	140	1	0	90	68	13	342	1691	**2033**
Saharanpur	100	4	3	56	5	172	30	48	33	451	1803	**2254**
Varanasi	18	35	62	97	0	8	294	93	27	634	7096	**7730**
Rajasthan												
Ajmer	11	20	3	41	1	23	33	27	23	182	7158	**7340**
Alwar	45	32	11	61	1	47	66	41	17	321	10695	**11016**
Barmer	30	10	2	60	0	16	16	27	9	170	424	**594**
Bharatpur	6	12	3	61	0	7	34	21	7	151	241	**392**
Bikaner	23	9	5	138	2	87	31	32	18	345	571	**916**
Dungarpur	75	44	4	17	0	32	12	0	27	211	746	**957**
Jaipur	755	124	73	414	2	32	306	102	166	1974	1761	**3735**
Jaisalmer	14	18	1	13	0	6	5	3	7	67	279	**346**
Jodhpur	0	6	1	13	0	1	16	4	1	42	409	**451**
Kota	13	25	111	294	2	133	172	60	35	845	941	**1786**
Tonk	15	6	0	57	1	64	5	1	3	152	50906	**51058**
Udaipur	65	18	17	227	0	52	59	23	50	511	24787	**25298**
Punjab												
Amritsar	40	36	1	15	1	24	18	11	17	163	9701	**9864**

Jalandhar	44	32	0	63	3	34	16	22	29	243	345	**588**
Ludhiana	8	16	3	54	2	4	44	19	13	163	793	**956**
Patiala	46	13	3	26	0	23	6	7	15	139	817	**956**
Himachal Pradesh												
Kangra	18	10	1	40	1	30	12	5	49	166	436	**602**
Kullu Manali	2	10	2	12	0	2	7	3	2	40	892	**932**
Shimla	47	17	0	50	2	14	12	7	15	164	2979	**3143**
Solan	6	1	0	19	0	5	2	0	1	34	895	**929**
Haryana												
Ambala	15	24	0	35	2	16	41	20	11	164	10680	**10844**
Gurgaon	6	41	7	202	1	5	80	48	18	408	675	**1083**
Rohtak	38	9	10	52	7	16	12	7	8	159	1500	**1659**
Jammu & Kashmir												
Jammu	13	30	5	27	0	9	35	10	11	140	4904	**5044**
Srinagar	23	1	0	10	5	45	5	0	23	112	12511	**12623**
Uttarakhand												
Dehradun	24	26	7	56	1	7	54	34	33	242	1089	**1331**
Haridwar	1	10	4	12	0	4	23	16	5	75	471	**546**
Chandigarh	4	6	0	27	0	5	7	3	19	71	796	**867**
Mobile	0	1	12	2	-	-	7	7	2	31	1290616	**1290647**
Total	**1997**	**1705**	**1087**	**5077**	**60**	**1391**	**4388**	**2744**	**1386**	**19835**	**1556758**	**1576593**

Annexure – 4 : City wise distribution of calls in the Northern region – 2013

Cities	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Delhi	74	475	46	1248	16	45	538	475	243	3160	85303	**88463**
Uttar Pradesh												
Agra	29	16	19	49	0	23	243	61	11	451	8382	**8833**
Aligarh	1	11	26	88	0	11	117	43	4	301	8470	**8771**
Allahabad	10	25	26	52	0	1	207	67	11	399	6534	**6933**
Bahraich	5	8	2	37	1	8	66	35	3	165	2461	**2626**
Ballia	23	6	0	25	0	9	76	51	7	197	716	**913**
Banda	6	4	1	11	0	0	21	25	2	70	737	**807**
Chandauli	0	0	0	0	1	0	0	0	0	1	654	**655**
Chitrakoot	14	3	0	10	0	8	8	31	5	79	717	**796**
Firozabad	23	7	12	92	3	65	327	273	11	813	990	**1803**
Gaziabad	6	41	2	191	1	127	141	83	34	626	1686	**2312**
Gorakhpur	32	55	86	78	1	11	249	127	22	661	939	**1600**
Jhansi	6	14	4	33	1	4	69	28	6	165	286	**451**
Kannauj	7	2	0	19	1	7	30	12	3	81	425	**506**
Kanpur	13	54	90	158	1	6	463	140	21	946	1044	**1990**
Kaushambi	1	2	3	14	0	0	19	15	1	55	452	**507**
Lakhimpur Khiri	21	16	14	148	1	15	67	25	23	330	1223	**1553**
Lucknow	26	61	89	185	7	12	381	172	32	965	1514	**2479**
Maharajganj	11	3	0	31	1	13	37	17	14	127	3352	**3479**
Meerut	115	8	7	67	1	23	82	27	9	339	430	**769**
Muradabad	4	6	1	19	1	5	124	24	9	193	1259	**1452**
Noida	6	26	4	157	9	9	115	52	16	394	628	**1022**
Saharanpur	54	2	4	44	4	37	121	33	15	314	897	**1211**
Siddharth nagar	16	12	8	14	0	24	45	52	11	182	736	**918**
Varanasi	17	26	49	76	0	5	335	97	8	613	3085	**3698**
Rajasthan												
Ajmer	77	128	92	87	0	94	70	54	30	632	36836	**37468**
Alwar	29	17	16	41	1	29	79	44	15	271	4429	**4700**
Barmer	11	4	0	38	0	39	12	17	7	128	614	**742**
Bharatpur	14	8	1	113	1	47	83	15	20	302	776	**1078**
Bhilwara	55	30	2	39	0	146	17	17	25	331	774	**1105**
Bikaner	14	14	13	108	0	105	26	22	28	330	1490	**1820**
Dungarpur	19	81	0	73	0	15	27	5	11	231	498	**729**
Jaipur	508	179	50	677	1	25	272	78	122	1912	1422	**3334**
Jaisalmer	0	7	2	21	0	24	20	4	6	84	745	**829**

Jodhpur	2	10	1	51	0	4	20	9	5	102	338	**440**
Kota	31	60	26	238	1	99	154	61	72	742	1306	**2048**
SriGanganagar	0	1	0	30	0	7	3	8	4	53	237	**290**
Tonk	10	20	1	57	0	56	1	5	5	155	27866	**28021**
Udaipur	57	37	11	221	0	3	85	25	18	457	15497	**15954**
Punjab												
Amritsar	17	24	5	49	0	28	11	10	14	158	2626	**2784**
Faridkot	17	19	1	64	1	68	19	12	178	379	3132	**3511**
Gurdaspur	5	11	9	42	1	65	17	14	4	168	170	**338**
Jalandhar	88	28	3	67	0	39	18	10	16	269	714	**983**
Ludhiana	10	10	5	132	2	5	32	37	15	248	1023	**1271**
Pathankot	13	0	0	45	1	45	21	13	3	141	613	**754**
Patiala	27	7	0	33	0	56	6	9	9	147	589	**736**
Himachal Pradesh												
Chamba	17	2	1	20	1	19	0	8	14	82	1389	1471
Kangra	10	8	1	62	0	39	5	5	54	184	971	1155
Kullu Manali	10	7	1	16	0	3	8	3	1	49	1056	1105
Mandi	11	17	0	33	0	70	3	13	12	159	842	1001
Shimla	41	10	0	62	0	4	21	8	13	159	1530	1689
Sirmour	0	0	0	14	0	6	0	1	2	23	78	101
Solan	24	10	0	54	1	17	6	5	96	213	491	704
Haryana												
Ambala	10	12	1	52	2	21	60	23	15	196	4116	4312
Faridabad	0	0	0	0	0	0	0	0	0	0	82	82
Gurgaon	4	21	3	133	0	1	89	31	12	294	622	916
Hisar	6	8	1	126	0	4	28	6	6	185	629	814
Karnal	7	13	2	56	0	15	30	15	23	161	807	968
Panipat	8	22	1	54	2	32	31	37	16	203	1399	1602
Rohtak	0	0	0	0	0	0	0	0	0	0	437	437
Sirsa	11	2	1	20	0	14	7	7	0	62	303	365
Yamuna nagar	5	13	4	51	0	8	26	6	19	132	821	953
Jammu & Kashmir												
Jammu	8	15	2	17	4	53	27	9	10	145	8776	8921
Poonch	11	2	0	13	0	21	0	1	5	53	330	383
Srinagar	14	2	0	22	0	16	6	0	16	76	430	506
Uttarakhand												
Dehradun	9	27	16	85	1	40	91	36	25	330	1440	1770
Haridwar	1	7	7	58	0	2	65	24	6	170	537	707
Nainital	38	15	0	22	3	85	15	7	46	231	363	**594**
Chandigarh	29	40	2	122	0	35	23	15	34	300	5129	**5429**
Mobile	**1**	**0**	**1**	**1**	**1**	**0**	**1**	**1**	**1**	**7**	**807771**	**807778**
Total	**1799**	**1831**	**775**	**6165**	**74**	**1972**	**5416**	**2695**	**1554**	**22281**	**1074964**	**1097245**

Annexure – 5 : City wise distribution of calls in the Southern region – 2012

Cities	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Tamil Nadu												
Ariyalur	3	3	0	8	0	18	11	1	11	55	163	**218**
Chennai	12	217	219	294	0	2	166	319	43	1272	29339	**30611**
Coimbatore	23	167	150	16	0	69	7	47	80	559	14123	**14682**
Cuddalore	9	61	29	36	0	23	5	5	6	174	846	**1020**
Dharmapuri	0	17	16	156	0	0	23	3	131	346	402	**748**
Dindigul	38	84	44	321	0	30	4	9	231	761	1222	**1983**
Kanchipuram	27	5	8	18	3	67	10	0	67	205	2563	**2768**
Kanyakumari	13	58	31	143	0	9	6	3	249	512	6378	**6890**
Karur	0	0	0	3	0	0	1	0	3	7	66	**73**
Madurai	3	40	1	10	0	0	12	3	3	72	666	**738**
Nagapattinam	28	80	91	126	0	51	10	4	104	494	2960	**3454**
Pudukottai	0	0	4	78	0	2	1	2	79	166	127	**293**
Salem	6	293	55	147	3	0	3	10	46	563	3700	**4263**
Thanjavur	10	32	11	50	3	37	41	29	51	264	2251	**2515**
Tirupur	2	49	25	112	3	9	5	6	3	214	547	**761**
Thiruvallur	0	17	0	20	0	2	7	8	19	73	1490	**1563**
Thiruvannamalai	3	8	0	59	0	30	20	0	0	120	525	**645**
Tirunelveli	6	129	170	48	0	6	6	52	41	458	3709	**4167**
Trichy	0	88	143	132	0	0	0	150	63	576	52804	**53380**
Tuticorin	1	1	4	16	0	0	0	1	0	23	208	**231**
Vellore	2	15	27	0	0	0	0	1	3	48	548	**596**
Virudhunagar	7	55	24	41	2	6	5	10	53	203	667	**870**
Villupuram	22	35	59	77	1	100	10	20	77	401	633	**1034**
Andhra Pradesh												
Anantpur	32	192	9	91	1	5	22	21	1	374	799	**1173**
Chittoor	81	79	2	53	1	0	206	45	17	484	4245	**4729**
Eluru	61	130	97	4	0	2	19	32	31	376	11411	**11787**
Guntur	0	41	14	64	0	3	9	4	0	135	2978	**3113**
Hyderabad	1	405	50	125	0	25	15	60	167	848	107514	**108362**
Nellore	11	20	2	6	0	0	3	1	0	43	1228	**1271**
Nizamabad	7	24	0	23	0	0	0	1	4	59	499	**558**
Ongole	0	12	0	98	2	0	19	8	0	139	372	**511**
Srikakulam	40	175	15	177	2	32	25	9	6	481	824	**1305**
Vijayawada	7	731	307	188	2	28	95	266	9	1633	5994	**7627**
Vishakhapatnam	17	115	93	54	0	8	11	28	8	334	759	**1093**
Vizianagaram	0	92	34	141	2	81	29	10	4	393	1186	**1579**
Warangal	20	265	27	161	0	3	45	8	9	538	2423	**2961**

Kerela											
Idukki	55	9	0	94	0	8	3	0	173	342	3479	**3821**
Kannur	6	91	5	130	0	40	13	10	461	756	22714	**23470**
Kasargod	14	20	11	224	3	267	42	4	172	757	8330	**9087**
Kochi	7	115	24	49	1	72	44	16	411	739	6873	**7612**
Kollam	13	36	5	47	8	1	9	43	46	208	3866	**4074**
Kottayam	4	35	11	41	0	9	5	1	59	165	2994	**3159**
Kozhikode	23	98	60	128	0	135	7	52	381	884	14417	**15301**
Malappuram	18	42	27	161	0	24	3	20	628	923	11987	**12910**
Palakkad	21	92	11	249	3	147	44	3	154	724	8581	**9305**
Pathanamthitta	10	26	17	60	1	59	5	1	63	242	4275	**4517**
Thiruvannat-puram	2	139	54	77	20	1	0	19	658	970	64182	**65152**
Thrissur	9	82	8	177	1	9	8	11	262	567	12683	**13250**
Wayanad	4	33	19	206	0	21	0	0	1689	1972	9081	**11053**
Karnataka												
Bangalore	236	534	399	397	0	141	7	46	410	2170	185486	**187656**
Bellary	66	87	4	340	0	247	13	14	44	815	922	**1737**
Bidar	48	37	1	147	0	239	3	26	11	512	2152	**2664**
Davangere	94	41	2	167	0	355	44	44	51	798	906	**1704**
Dharwad	66	20	1	26	0	245	0	0	71	429	629	**1058**
Gulbarga	25	90	176	61	5	54	19	24	28	482	1570	**2052**
Kolar	51	75	7	15	1	51	61	52	201	514	3618	**4132**
Mandya	45	49	16	170	0	582	10	3	14	889	1100	**1989**
Mangalore	1	28	0	6	0	0	1	1	7	44	597	**641**
Mysore	105	69	22	109	0	583	7	17	84	996	979	**1975**
Raichur	3	61	41	29	0	75	63	0	0	272	1413	**1685**
Shimoga	61	147	6	88	0	13	29	11	61	416	2376	**2792**
Pondichery												
Pondichery	11	71	2	89	0	66	12	25	42	318	2879	**3197**
Andaman & Nicobar												
Port Blair	0	3	0	7	0	40	0	1	105	156	1467	**1623**
Total	**1490**	**5865**	**2690**	**6390**	**68**	**4132**	**1303**	**1620**	**7905**	**31463**	**645725**	**677188**

Annexure – 6 : City wise distribution of calls in the Southern region – 2013

Cities	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Tamil Nadu												
Chennai	1	472	196	210	0	0	37	99	29	1044	22739	**23783**
Coimbatore	20	132	164	46	0	37	1	13	22	435	2533	**2968**
Cuddalore	30	109	38	65	0	35	7	10	20	314	1839	**2153**
Dharmapuri	3	12	41	185	24	0	35	4	29	333	102	**435**
Dindigul	21	55	55	110	0	78	7	31	107	464	1393	**1857**
Erode	0	0	0	14	0	6	4	0	0	24	44	**68**
Kanchipuram	5	22	4	101	1	1	25	1	5	165	450	**615**
Kanyakumari	6	73	87	55	0	2	2	6	254	485	3498	**3983**
Karaikal	5	6	6	46	0	3	1	2	22	91	609	**700**
Karur	16	17	3	65	0	19	10	29	27	186	536	**722**
Krishnagiri	3	14	0	33	0	16	2	14	98	180	220	**400**
Madurai	11	72	0	164	0	8	22	89	17	383	932	**1315**
Nagapattinam	31	78	113	138	0	70	23	1	132	586	1170	**1756**
Namakkal	0	0	8	199	0	0	7	7	7	228	567	**795**
Pudukottai	8	0	0	75	0	30	7	0	13	133	42	**175**
Ramanathapuram	2	1	23	27	0	0	10	35	1	99	326	**425**
Salem	7	235	24	140	0	22	0	14	30	472	2050	**2522**
Thanjavur	13	45	2	286	0	60	59	14	4	483	1987	**2470**
Tirupur	7	97	13	360	7	93	21	8	28	634	477	**1111**
Thiruvallur	1	13	5	73	0	3	33	40	5	173	2799	**2972**
Thiruvannamalai	6	22	17	101	0	16	7	35	4	208	769	**977**
Tirunelveli	5	277	67	77	0	36	0	35	86	583	1531	**2114**
Trichy	0	105	152	109	0	50	0	160	134	710	78164	**78874**
Tuticorin	0	13	5	76	5	0	2	11	22	134	302	**436**
Virudhunagar	5	14	18	32	7	26	14	1	105	222	873	**1095**
Villupuram	38	67	67	161	2	121	6	4	29	495	440	**935**
Andhra Pradesh												
Adilabad	2	16	1	69	0	1	7	9	10	115	978	**1093**
Anantpur	16	51	5	129	0	20	14	13	4	252	208	**460**
Chittoor	85	169	0	366	5	27	99	56	9	816	4029	**4845**
Eluru	82	100	126	15	0	1	0	22	34	380	8170	**8550**
Guntur	0	60	34	290	0	12	8	11	3	418	3053	**3471**
Hyderabad	11	402	48	283	0	13	13	29	139	938	108354	**109292**
Kadapa	50	269	5	435	4	7	13	23	10	816	5652	**6468**
Karimnagar	11	19	9	100	1	0	16	0	13	169	368	**537**
Khammam	2	53	1	27	0	3	33	7	43	169	709	**878**
Kurnool	0	12	2	9	0	0	3	5	0	31	108	**139**
Mahboobnagar	0	5	0	30	0	0	13	2	0	50	1202	**1252**

Medak	6	20	14	27	0	1	1	6	4	79	494	**573**
Nizamabad	3	31	0	48	0	0	3	3	0	88	460	**548**
Ongole	0	70	1	269	1	0	18	5	0	364	524	**888**
Srikakulam	42	122	22	346	5	21	15	13	19	605	561	**1166**
Vijayawada	13	157	111	274	0	53	283	136	7	1034	3102	**4136**
Vishakhapatnam	3	56	19	240	0	12	110	38	30	508	336	**844**
Vizianagaram	4	34	26	241	3	21	25	11	10	375	617	**992**
Warangal	26	148	0	360	0	0	76	4	0	614	1327	**1941**
Karnataka												
Bangalore	268	709	520	980	7	7	22	69	234	2816	238930	**241746**
Belgaum	1	21	1	34	0	14	10	14	71	166	2717	**2883**
Bellary	96	102	16	521	0	407	20	3	21	1186	900	**2086**
Bidar	28	26	0	105	0	185	11	6	3	364	560	**924**
Bijapur	22	73	10	36	3	58	10	5	50	267	1402	**1669**
Davangere	217	84	0	119	0	115	25	39	23	622	792	**1414**
Dharwad	63	11	0	43	1	58	3	0	323	502	1678	**2180**
Gulbarga	33	140	172	42	1	77	13	45	43	566	1135	**1701**
Hassan	0	25	3	14	0	0	0	6	22	70	284	**354**
Kodagu	1	15	6	30	0	6	1	14	344	417	3872	**4289**
Kolar	8	48	11	24	0	34	10	10	221	366	2799	**3165**
Koppal	7	26	0	70	6	108	16	16	126	375	892	**1267**
Mandya	45	23	1	261	2	524	32	10	2	900	289	**1189**
Mangalore	1	39	3	108	0	13	14	6	32	216	2851	**3067**
Mysore	50	52	0	172	0	275	35	19	36	639	1128	**1767**
Raichur	4	32	16	38	0	27	25	8	18	168	816	**984**
Shimoga	56	130	17	97	3	58	14	6	36	417	2273	**2690**
Tumkur	3	11	10	9	0	0	0	72	121	226	2085	**2311**
Kerala												
Alappuzha	6	14	0	102	4	15	9	15	52	217	2884	**3101**
Idukki	2	49	2	109	4	133	2	2	124	427	1653	**2080**
Kannur	1	55	20	192	0	18	12	2	98	398	6379	**6777**
Kasargod	10	41	7	209	0	126	7	5	263	668	6138	**6806**
Kochi	14	125	15	147	2	96	49	24	291	763	2340	**3103**
Kollam	35	80	13	184	0	28	1	36	83	460	2782	**3242**
Kottayam	1	56	15	155	2	31	2	3	45	310	1540	**1850**
Kozhikode	11	73	52	348	3	39	12	37	121	696	4377	**5073**
Malappuram	4	44	16	324	1	0	5	13	211	618	5144	**5762**
Palakkad	30	92	27	304	10	135	67	6	150	821	8349	**9170**
Pathanamthitta	13	60	0	115	5	32	14	0	106	345	2134	**2479**
Thiruvannatpuram	9	173	40	397	0	103	2	12	234	970	63547	**64517**
Thrissur	8	85	19	204	0	16	23	3	118	476	7624	**8100**
Wayanad	25	58	0	397	3	18	16	78	642	1237	2574	**3811**
Pondicherry												
Pondicherry	4	45	13	119	0	29	4	19	42	275	2107	**2382**
Total	**1676**	**6362**	**2557**	**12515**	**122**	**3709**	**1578**	**1659**	**5871**	**36049**	**651619**	**687668**

Annexure – 7 : City wise distribution of calls in the Western region – 2012

Cities	Missing Children											
	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Maharashtra												
Ahmednagar	88	158	32	97	2	62	73	58	50	620	9312	**9932**
Akola	66	36	1	35	5	56	19	15	18	251	4713	**4964**
Amaravati	213	60	6	39	0	147	15	10	56	546	11546	**12092**
Aurangabad	61	50	3	82	0	39	29	31	59	354	6040	**6394**
Beed	76	18	0	25	1	59	4	19	8	210	393	**603**
Kalyan	72	149	10	87	12	64	19	23	48	484	1500	**1984**
Kolhapur	28	14	1	36	0	74	10	10	14	187	881	**1068**
Mumbai	305	310	27	668	0	121	124	115	203	1873	44619	**46492**
Nagpur	149	94	19	88	3	146	73	61	88	721	1348	**2069**
Nanded	41	13	5	37	0	30	16	22	17	181	409	**590**
Nashik	294	99	33	59	2	93	23	27	69	699	10109	**10808**
Osmanabad	25	34	2	21	0	50	27	20	13	192	763	**955**
Parbhani	17	2	0	9	0	17	5	14	5	69	401	**470**
Pune	53	72	1	245	8	71	30	28	102	610	7532	**8142**
Ratnagiri	21	14	0	42	0	21	13	8	29	148	1265	**1413**
Sangli	68	14	2	30	3	34	1	15	15	182	2048	**2230**
Solapur	106	28	4	19	4	106	36	19	18	340	5512	**5852**
Thane	12	34	0	48	0	7	10	11	13	135	30410	**30545**
Wardha	49	32	3	21	0	37	5	5	34	186	2817	**3003**
Yevatmal	64	19	3	53	3	52	8	10	29	241	817	**1058**
Madhya Pradesh												
Bhopal	17	77	43	111	0	8	139	75	57	527	2955	**3482**
Guna	13	18	11	31	0	16	36	43	21	189	898	**1087**
Gwalior	91	54	68	56	2	184	83	41	81	660	619	**1279**
Indore	23	35	4	197	0	56	118	102	27	562	866	**1428**
Jabalpur	13	13	4	24	0	13	34	7	39	147	1773	**1920**
Jhabua	1	0	0	0	0	0	2	1	0	4	207	**211**
Khandwa	40	10	50	14	0	15	17	9	17	172	290	**462**
Mandsaur	26	14	0	31	0	28	10	12	43	164	411	**575**
Ratlam	38	25	7	41	0	4	67	39	9	230	2458	**2688**
Rewa	10	12	0	42	0	16	75	44	10	209	1850	**2059**
Sagar	28	31	5	31	0	12	53	31	17	208	2163	**2371**
Satna	43	31	5	28	1	34	35	36	5	218	1711	**1929**
Ujjain	10	20	22	22	11	37	56	23	8	209	11359	**11568**
Gujarat												
Ahmebadab	23	56	23	218	0	42	191	68	24	645	11125	**11770**
Baroda	49	24	1	49	2	36	49	60	37	307	453	**760**
Bhavnagar	16	9	1	8	0	22	19	6	13	94	306	**400**

Kutch	0	0	0	3	0	0	0	0	0	3	114	**117**
Rajkot	24	40	2	67	4	34	27	18	19	235	7321	**7556**
Surat	14	18	12	94	6	27	22	26	17	236	15868	**16104**
Goa												
Goa	34	66	15	290	8	169	14	33	198	827	2460	**3287**
Dadra Nagar & Haveli												
Silvasa	18	2	4	17	0	18	5	0	5	69	457	**526**
Mobile	1	1	5	1	-	-	3	3	3	17	945979	**945996**
Total	**2340**	**1806**	**434**	**3116**	**77**	**2057**	**1595**	**1198**	**1538**	**14161**	**1154078**	**1168239**

Annexure – 8 : City wise distribution of calls in the Western region – 2013

Cities	Medical	Shelter	Restoration	Protection from Abuse	Child in conflict with law	Sponsorship	Child Lost	Parents ask Help	Emotwional support & guidance	Total - I	Information and other calls - II	Total - I + II
Maharashtra												
Ahmednagar	124	122	10	165	1	133	51	60	37	703	82107	**82810**
Akola	48	34	0	40	0	24	24	9	21	200	16083	**16283**
Amaravati	133	51	6	50	2	100	19	18	27	406	4076	**4482**
Aurangabad	90	87	0	122	0	62	35	23	34	453	2027	**2480**
Beed	121	44	0	58	0	93	8	19	15	358	864	**1222**
Buldana	64	36	0	64	0	59	10	9	17	259	1117	**1376**
Dhule	13	4	0	14	0	14	5	7	4	61	583	**644**
Jalgaon	46	24	2	34	2	38	21	10	5	182	1441	**1623**
Kalyan	62	114	4	150	1	65	42	28	35	501	1603	**2104**
Kolhapur	35	16	4	43	1	131	31	12	8	281	1365	**1646**
Latur	63	25	0	18	2	48	5	11	6	178	845	**1023**
Mumbai	308	305	10	1025	3	192	187	140	246	2416	89366	**91782**
Nagpur	161	101	6	113	0	248	87	57	72	845	3662	**4507**
Nanded	69	25	2	39	0	84	24	37	19	299	722	**1021**
Nashik	115	79	4	138	0	100	28	26	48	538	748	**1286**
Osmanabad	41	32	1	27	0	30	36	19	15	201	439	**640**
Parbhani	46	21	1	75	1	49	70	36	10	309	607	**916**
Pune	75	85	3	313	0	73	34	48	81	712	2694	**3406**
Raigad	30	8	0	7	0	14	0	1	13	73	2712	**2785**
Ratnagiri	19	14	3	37	0	30	19	13	31	166	1134	**1300**
Sangli	47	23	2	50	0	49	16	24	19	230	1361	**1591**
Satara	47	12	0	47	3	20	6	5	25	165	1453	**1618**
Sindhudurg	22	13	0	15	0	12	3	7	23	95	370	**465**
Solapur	39	7	1	34	0	40	28	16	7	172	585	**757**
Thane	14	97	1	154	0	50	23	15	43	397	55280	**55677**
Wardha	119	166	2	108	0	58	11	12	118	594	3453	**4047**
Yevatmal	76	38	4	79	0	71	11	12	37	328	3115	**3443**
Madhya Pradesh												
Betul	46	20	0	54	0	72	19	11	3	225	674	899
Bhind	12	29	1	88	1	28	48	34	11	252	589	841
Bhopal	24	63	11	148	2	14	204	55	32	553	1120	1673
Dewas	5	13	2	34	1	26	9	9	9	108	807	915
Guna	2	4	6	38	1	6	40	21	12	130	1105	1235
Gwalior	163	52	33	73	1	77	80	44	92	615	954	1569
Harda	55	61	3	36	0	92	20	25	9	301	2167	2468
Indore	29	59	6	219	0	49	167	92	38	659	1218	1877
Jabalpur	16	45	11	108	1	14	129	19	21	364	1384	1748
Jhabua	6	3	1	9	0	3	17	9	3	51	154	205

Khandwa	44	7	5	35	0	11	21	15	27	165	609	774
Mandla	10	9	1	24	0	20	8	6	3	81	314	395
Mandsaur	47	8	2	105	0	19	25	16	33	255	388	643
Raisen	26	15	0	63	1	25	22	20	27	199	2495	2694
Ratlam	6	17	2	82	0	223	86	28	21	465	928	1393
Rewa	14	7	1	63	3	26	101	85	17	317	1053	1370
Sagar	66	25	7	76	0	48	49	34	45	350	3665	4015
Satna	71	19	15	61	0	41	94	46	16	363	1144	1507
Shivpuri	42	23	0	35	0	66	20	20	9	215	1299	1514
Ujjain	25	15	19	28	0	52	68	25	10	242	7545	7787
Vidisha	26	73	0	24	0	64	44	20	28	279	1967	2246
Gujarat												
Ahmedabad	25	40	2	190	0	19	182	46	15	519	50880	51399
Anand	8	5	0	29	0	11	4	9	1	67	2139	2206
Baroda	26	25	2	83	0	64	43	25	17	285	846	1131
Bhavnagar	22	10	0	43	0	53	8	7	9	152	644	796
Godhra	24	6	0	8	0	1	11	3	2	55	453	508
Jamnagar	23	11	0	6	0	46	3	2	0	91	809	900
Kheda	4	9	4	170	0	18	33	8	21	267	341	608
Kutch	2	0	0	12	0	5	2	2	1	24	281	305
Rajkot	26	52	0	137	1	40	39	25	9	329	1570	1899
Surat	20	10	8	129	1	25	37	36	19	285	1189	1474
Valsad	11	6	1	29	0	11	10	2	2	72	3119	3191
Goa												
Goa	11	43	5	172	0	11	28	16	83	369	1240	1609
Dadra nagar & haveli												
Silvasa	8	37	0	4	0	99	1	1	7	157	1180	1337
Mobile	2	0	0	1	0	0	0	0	1	4	1016694	1016698
Total	**2974**	**2404**	**214**	**5435**	**29**	**3266**	**2506**	**1490**	**1669**	**19987**	**1392776**	**1412763**

CHILD
LINE
1098
NIGHT & DAY

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

T: 022 2490 1098, 2491 1098
F: 022 24903509
E: dial1098@childlineindia.org.in

www.childlineindia.org.in

SUPPORTED BY
The Ministry of Women and Child Development,
Government of India