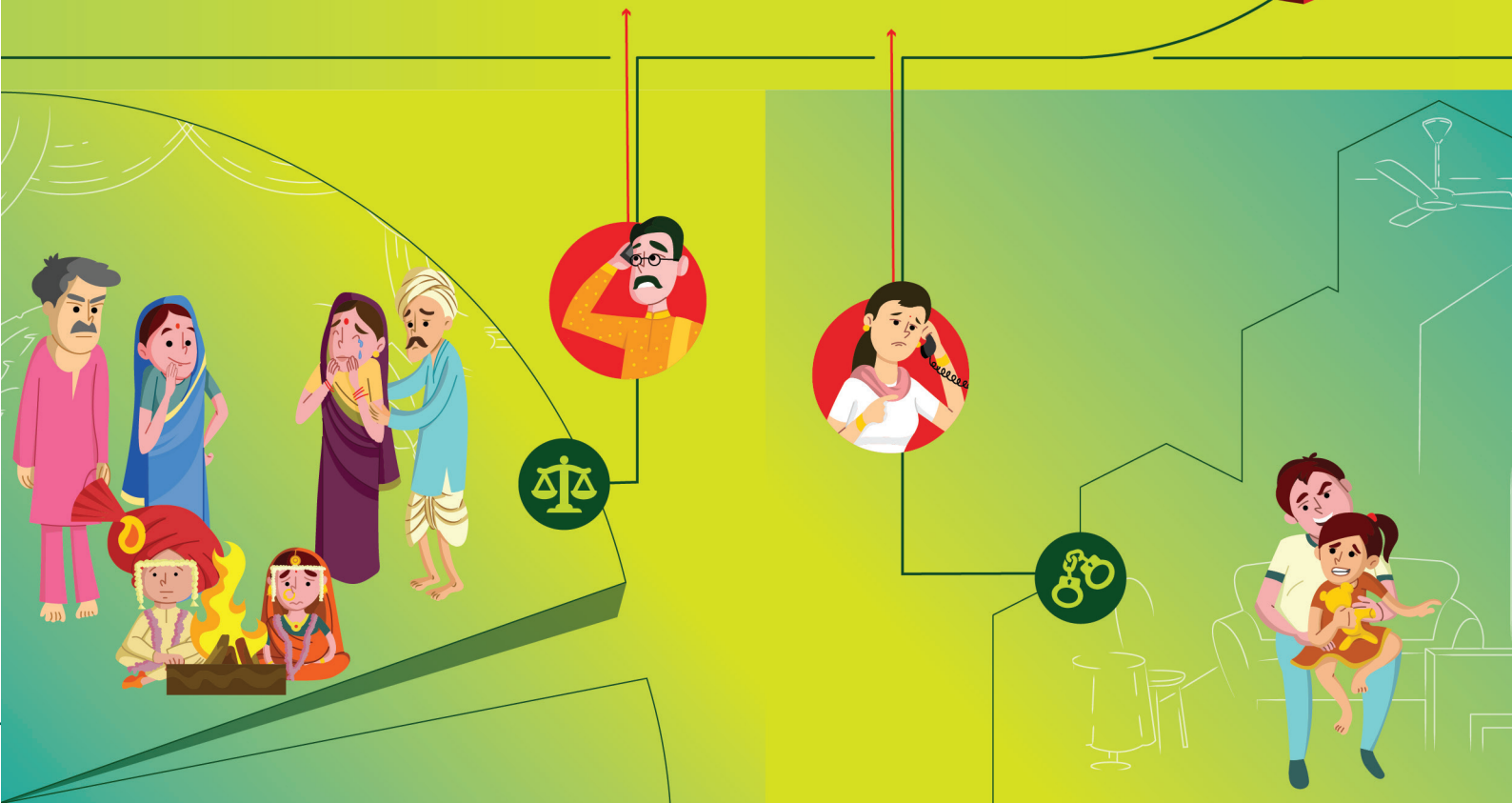


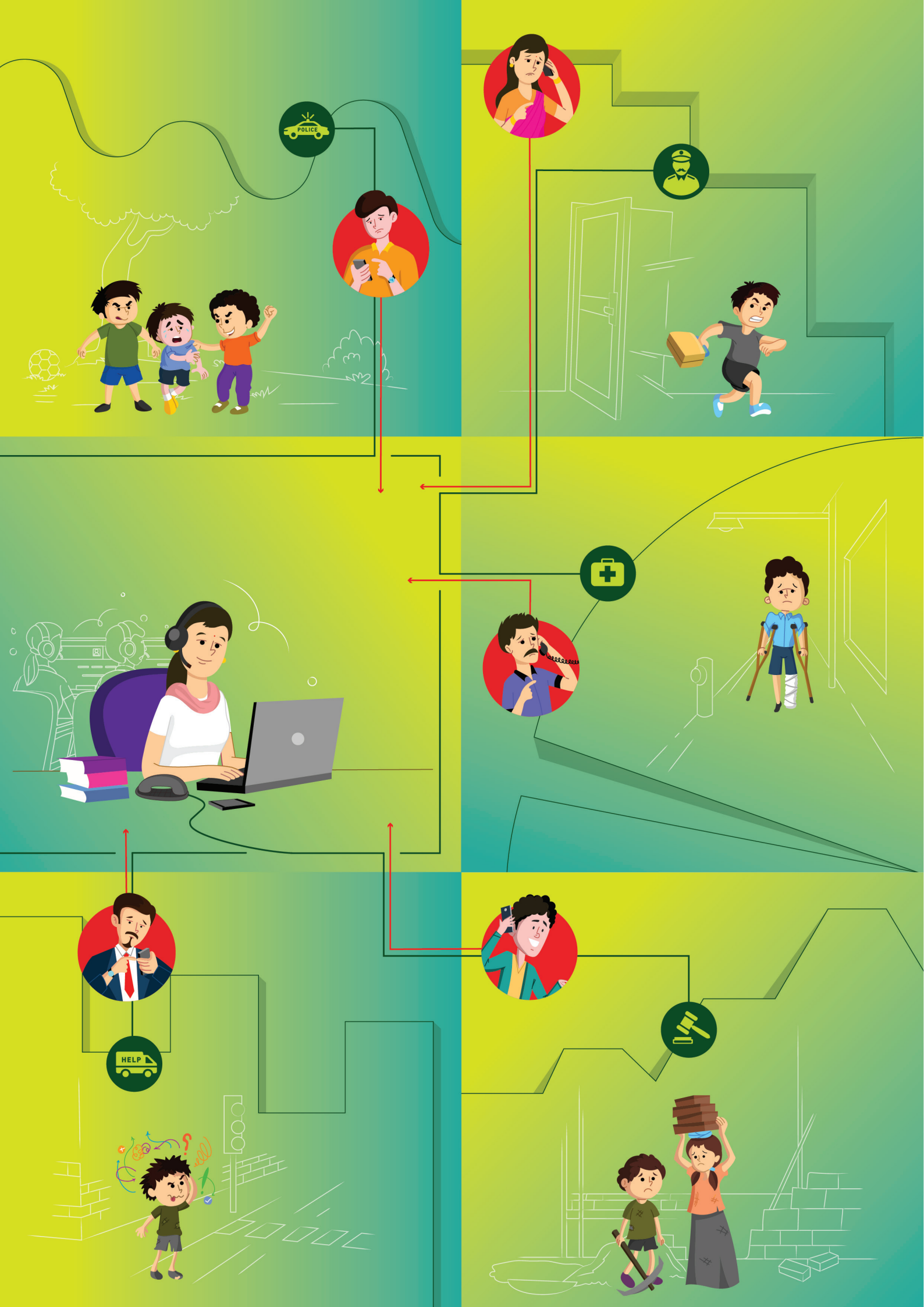


CHILDNET

ANALYSIS OF CALLS TO 1098

CHILDLINE CALLING...
IS INDIA LISTENING?





CHILDLINE **CALLING...** IS INDIA **LISTENING?**

Volume - 12, 2018 -19

For the period April 2018 - March 2019

ChildNET - An analysis of calls to 1098

CHILDLINE India Foundation

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Finally, to the children across the country who have put their trust and confidence in CHILDLINE service.

Dr. Anjaiah Pandiri, Ph.D

Executive Director & Member Secretary
CHILDLINE India Foundation

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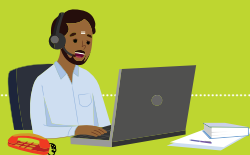
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EXECUTIVE SUMMARY

“CHILDLINE Calling... is India Listening?” Analysis of data for the period April 2018 - March 2019.

The publication showcases, nature of calls, nature of intervention, the profile of the callers, the status of the callers and the status of CHILDLINE service in India. The data provides important information about the impact of the CHILDLINE service, users of the service and reasons for using this service. The analysis has proven to be the stepping stone for in-depth research on the background/status of children, particularly in the area of 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 (45%)
- Higher number of boys (57%) than girls (43%)

Profile of the caller

As an emergency helpline and outreach service, CHILDLINE receives calls from various concerned persons. The data highlights that 8% of calls were either made by children for themselves or for a friend in distress. About 37% of the calls were received from CHILDLINE members (CHILDLINE team members, volunteers, coordinators, directors and CIF personnel), 22% from concerned adults, 18% from family members, 13% from allied system, and 2% from NGO personnel.

Calls

During the year 2018-19 CHILDLINE received a total of 90,12,205 calls. Of these, 2,96,146 were intervention calls. The south zone, with 118 districts, accounted for 34% of the intervention calls; the east zone with 136 districts, accounted for 26%.

Source of Calls

CHILDLINE received 43% of the intervention cases from calls on 1098 and 42% from outreach activities. About 0.03% of the calls for direct intervention came from PCOs, 1% from landlines (including landlines of private telecom providers). A whopping 53% of the direct intervention cases came from mobile phones. Approximately 15% of the mobile phone callers were children. Amongst the phone calls to 1098, 49% were from residential areas, 21% from various institutions, 11% from railway stations/property, 8% from streets/pavements and 6% from police station.

The above statistics indicate a decline in the availability of PCOs and the consequent lack of access for children on the streets to call 1098. There is an evident drop in the children reaching out to us. There is also an 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

Abuse & Violence related issues (21%) followed by Child labour (13%), Education related (12%), Runaway and Missing (11% each) are the most critical reasons for calling CHILDLINE. Each of these categories is a broad classification that covers several sub reasons. The analysis in this publication provides a complete overview and detailed information about the 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:

- Protection from abuse is the largest category of interventions provided was 24.57%.
- Emotional Support & Guidance related interventions were 21.80% of cases.
- Shelter and other intervention accounted for 13.97% & 17.83% respectively.

CHILDLINE Contact Centre (CCC)

CCC is a 24 hour voice response facility of CHILDLINE operating out of a modern BPO (Business Processes Outsourcing) facility in Mumbai, Kolkata, Chennai, Bangalore and Gurgaon. All CHILDLINE districts are connected to it. This publication presents some interesting highlights of CCC operational data. It 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)



Target
Audience



Emergency
Service

01

ABOUT CHILDLINE



Support
Organisation



City Level

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. The lack of an emergency service for children in distress, restricted outreach of existing organisations and the ad hoc role of allied systems in child protection were the key reasons to establish CHILDLINE 1098.

CHILDLINE India Foundation (CIF) was founded in 1999. It 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 on March 2019, CHILDLINE was operational in 490 districts of India spread across 36 states and Union Territories. CHILDLINE 1098 is one of the world's single largest children's helpline services and receives approximately 20% of all the children's calls on helplines working worldwide. It receives more than 9 million calls each year. As on March 2019, CHILDLINE has responded to more than 78 million calls and rescued lakhs of children in distress. Our mission is to reach out to every child in need in each district of India and ensure their rights and protection.

In the 11th 5-year Plan, Government of India introduced the comprehensive Integrated Child Protection Scheme (ICPS) which mandated that the CHILDLINE service must be available in each one of 731+ districts of India. To meet that mandate, the Ministry of Women and Child Development supports CIF under the ICPS.

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
- Substance abuse, 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

1.2 Structure of CHILDLINE at the city level

CHILDLINE services actively running in each and every city have a similar structure and uniform process to assess the needs of the children. They develop a resource directory of the organisation, ensure that phones are ringing and provide training to the new team. CHILDLINE functions through the network of NGOs, the 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 the allied systems and stakeholder organisations are actively involved in child protection in their respective cities.

- The Nodal Organisation is mostly, though not always, an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.
- The Collaborative Organisation, is the 24-hour service for children, which responds to the 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 to CHILDLINE and ensures that the intervention or follow up done.
- The Support Organisation, responds to calls referred by the collaborative organisation, conducts awareness and outreach programmes.
- The Resource Organisations act as referral centres for CHILDLINE. They also participate in outreach and awareness programmes for CHILDLINE.
- In the district model, Support partners are replaced by Sub Centre partners, 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 year for which this publication is reporting, there were six CCCs located in Mumbai (2), Kolkata, Chennai, Bangalore and Gurgaon; it receives calls to 1098 from all districts. Intervention calls are forwarded to partners.
- CHILDLINE has thus evolved into a partnership between the children, the Government, NGOs, the 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.

1.3 CHILDLINE 1098 - How it works

The intervention methodology

During the period under review, calls to 1098 in all districts are serviced by the CHILDLINE Contact Centre (CCC) located at Mumbai (2), Kolkata, Chennai, Bangalore and Gurgaon. All the calls to 1098 are routed to different regions via CCC.

The CCC is a modern facility that uses contemporary BPO technology. A call received at 1098 in CCC is immediately transferred by a "Switch"/ Server to an agent (CHILDLINE Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management software) server. The CRM server then pops open a screen for the CCO to enter the details of the potential case while conversing with the caller. The CRM server prompts the CCO with scripts. Once the conversation is over and if the CCO decides that this is an Intervention Call requiring direct intervention, then the CCO dials an out bound call to the IU in the city (of the caller) and shares complete details of the case with local CHILDLINE team. The CCO then seeks an ETM (Estimated Time for Meeting the child) from the team and follows up continually to determine the nature of intervention status of the case. The CRM server collates the details of all such cases and generates periodic reports. Every month, each CHILDLINE team also reports to CCC with details of cases received directly by the local team either at their office or during Outreach activities. In this model the voice domain of CHILDLINE (response to calls) is handled by CCC and the direct intervention is handled by the IU (Intervention Unit- local CHILDLINE Collab partner). The CCC is a 24x7 operation and tracks all the 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. 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. Grass root outreach and interaction with children are ingrained in the daily functioning of CHILDLINE. They also have 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. City mapping - an extensive exercise is carried out to highlight high risk areas where children are prone to abuse. This helps CHILDLINE to prioritize child protection resources and reach out more effectively. Children and youth identify with CHILDLINE and often, they wish to volunteer with us. 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 groups, voluntary agencies and academic institutions to create child friendly systems.

At the macro level, CHILDLINE works as a catalyst bringing the government, the corporate sector and voluntary agencies together to bridge gaps in the services, address policy gaps, increase budgetary allocations and explore the adaptation of technology for child protection mechanisms in India. It envisages a cohesive child protection force comprising the state, the corporate sector, voluntary agencies and the community working together to ensure each child his/her right to protection.



Objectives



Informations



02

PREVIEW



Data Sources



Call Classification

CHILDLINE Calling... Is India Listening? is CHILDLINE India Foundation's twelfth (Volume-12) compilation of data from CHILDLINE partners across 490 districts in India for the period April 2018 – March 2019. The comprehensive data captured reflects the nature of issues in child protection. It is a concrete proof of some of the concerns that children are forced to cope with on a regular basis. The data, therefore, adds 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 CHILdnet is to compile the data received by local CHILDLINE partners across the country. This publication showcases an overview of the professional footprint and reputation of CHILDLINE in India through the examination of the nature of calls and the profile of the caller.

Identify trends in calls at the National and Zonal: One of the key purposes of this publication is to showcase the analyses of the data by identifying and highlighting trends in the calls to the services. The data also provides inputs for helplines and organisations working with children to advocate for services and for the Governments at the Centre and the States to identify the information required 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 districts.

Assist in evaluating the impact of the service: The publication provides data to help assess 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 Talisma CRM

CRM designed by Talisma is deployed at CHILDLINE Contact Centre across all locations. It is connected to a centralized server. CRM is used to document information and case history of calls on 1098. Cases are registered and documented into the CRM and the respective CHILDLINE Contact Centre. With the state-of-the-art technology, data is extracted from the central server for analysis, stored from all CCCs at the National level. It is also used to record information received from Intervention units of CHILDLINE. CCC follows a series of drop-down menus, to record and track every call received. The data is aggregated into national statistics, analysed and feedback is provided to the concerned departments. Data extracted from CRM makes it possible to study the patterns of calls, trends in child protection, hot spots of abuse and exploitation in the country, the quality and timelines of response and action by the various stakeholders of child care and protection.

2.3 Data source for compiling this publication

The total number of calls received is always much larger than the intervention calls. However, for the purpose of trend analysis, only intervention calls are taken into consideration. The intervention calls documented from the monthly reports received by CHILDLINE nationally, amounted to 2,96,146 calls in April 2018 - March 2019. Whereas, the total number of intervention cases reported were 2,18,538, representing, approximately 74% of the total intervention calls (as compared to monthly report).

Variation in figures reported is due to a variety of factors: The team members expressed difficulty in getting information from the caller especially in cases where counselling was provided. Hence, the basic details were noted whereas, information captured in CRM requires complete case file to be filled for each intervention case.

Call statistics reports are sent in the next month, for the previous month. So its compilation begins accordingly. There may be cases of intervention that are not closed. Such cases may feature in the monthly report as calls. In the case of CRM, the case related data has to be entered in detail. In such a scenario, all the cases reported into CRM if not complete or regularly updated due of lack of information, hence there will always be some variations.

This publication is based on the analysis of calls captured at the CCC for the period April 2018 - March 2019. It is important to note that this publication analyses only the intervention related calls recorded at CCC. CHILDLINE nationally has received a total of 90,12,205 calls in April 2018 - March 2019, including 1,71,748 information calls, 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 36,61,898 calls classified as silent calls. These are calls where the caller has chosen not to speak. The team at CCC 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. In the past few years, the numbers of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 2,19,951 calls for follow-up of cases.

2.4 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

This is one of the most critical types of calls that result in CHILDLINE reaching out and assisting children in need. Interventions may be of Emotional Support & Guidance (ES&G) or, children requiring medical assistance or shelter or seeking to be restored or rehabilitated. Some types of ES&G cases may not require physical intervention. Currently, cases that receive multiple interventions are recorded and classified as such.

Follow-up Calls

Typically, such calls are made with regard to a case in process. 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, outpatient 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. Especially 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 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 been moved. Typically, in cases of child beggary, the Team member 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. Such calls account for a relatively small percentage of the total calls.

Information Calls

This category can be broadly divided into 2 main categories. CHILDLINE receives calls in which 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 many different types of calls in this category and they account for a bulk of total calls. The different types 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. Such calls are very important to CHILDLINE, as they may turn out actual calls needing assistance, if handled sensitively. Sometimes, children call up but are unsure of what to expect and so hesitate to speak. CHILDLINE pays close attention to silent calls and encourages the caller to share their grievance as soon as possible for better assistance. 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 are the result of connectivity problems. Often, the team member may be able to hear the caller saying 'Hello', repeatedly but the caller is unable to converse further. 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 handling these calls.

Chat Calls are another very large segment of calls. As CHILDLINE 1098 is a toll free number children often call to chat randomly 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.



Call Distribution
By Day



Call Centres

03

CHILDLINE CONTAC CENTRE (CCC) & NATIONAL ANALYSES OF CALLS



Gender Wise



Call Answered

CHAPTER- 3 CHILDILNE CONTACT CENTRE (CCC) & NATIONAL ANALYSES OF CALLS

3.1 National calls to CHILDLINE 1098

Zone wise distribution of Intervention & Information and Other calls are shown in Table 3.1. North zone is leading in total number of calls received (34%, i.e. 1/3rd of total calls) followed by East zone (23%) whereas south zone is leading in intervention calls (34%, i.e. 1/3rd of total intervention calls) followed by East & North zone (25% each).

Only 2% of the calls required intervention in North and West zone each whereas in south and East zone it's 5% and 3% respectively.

Table 3.1: Three years zone wise distribution of national calls to CHILDLINE1098

Year	Category	East	North	South	West	National
2016-17	No of districts	118	108	102	84	412
	Intervention calls	55,114	51,310	72,862	31,931	2,11,217
	Information and Other calls	21,46,585	59,28,202	19,64,654	30,15,393	1,30,54,834
	Total	22,01,699	59,79,512	20,37,516	30,47,324	1,32,66,051
2017-18	No of districts	117	109	108	86	420
	Intervention calls	56,462	58,090	76,674	36,962	2,28,188
	Information and Other calls	22,34,567	41,92,448	19,02,953	30,01,594	1,13,31,562
	Total	22,91,029	42,50,538	19,79,627	30,38,556	1,15,59,750
2018-19	No of districts	136	136	118	100	490
	Intervention calls	77,573	70,100	99,933	48,540	2,96,146
	Information and Other calls	20,10,450	30,26,849	17,63,339	19,15,421	87,16,059
Total		20,88,023	30,96,949	18,63,272	19,63,961	90,12,205

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

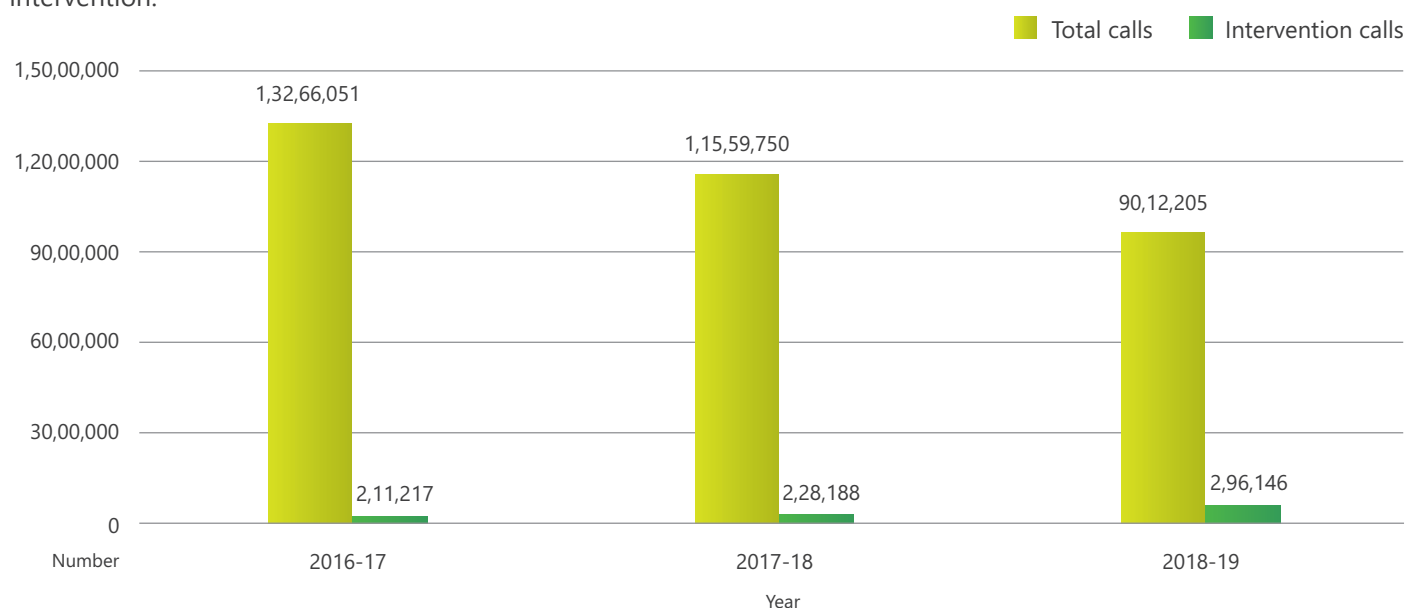


Figure 3.1.1: Three years total and intervention calls

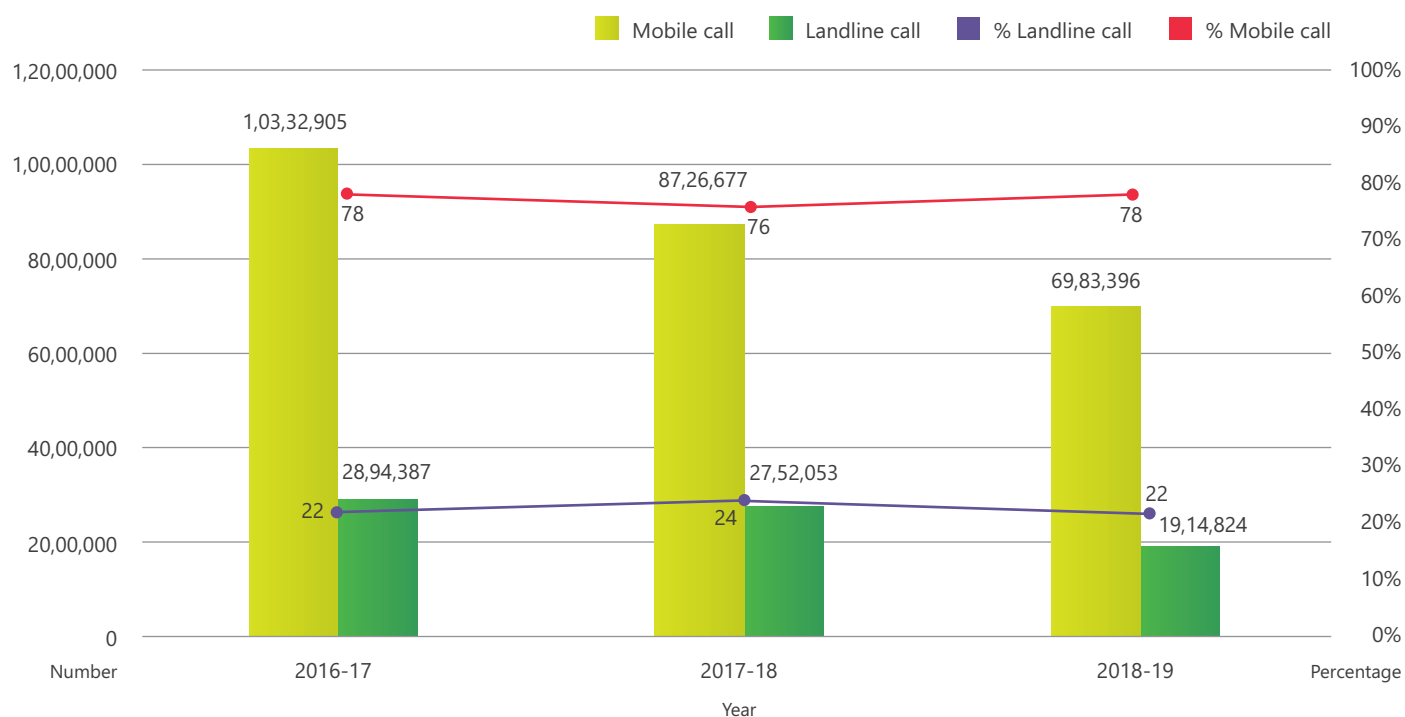


Figure 3.1.2: Three years mobile and landline call bifurcation

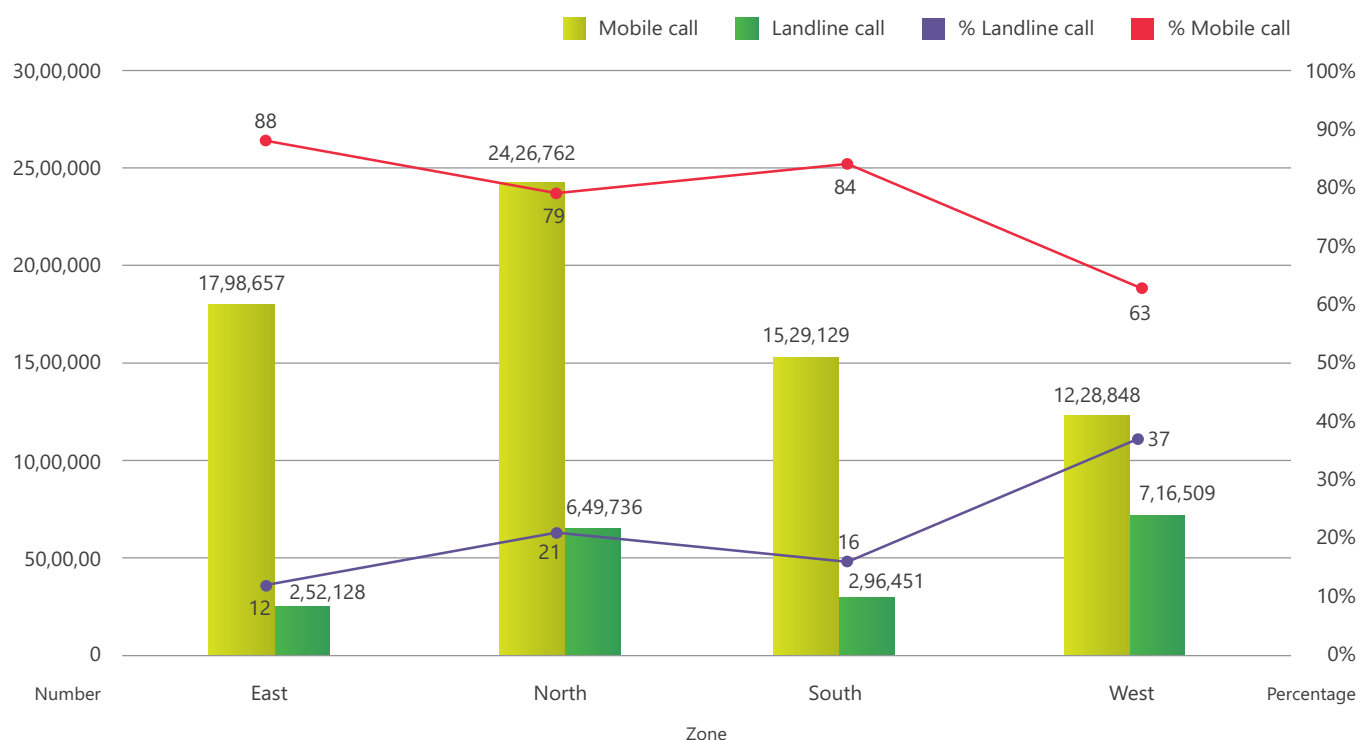


Figure 3.1.3: Zone wise mobile and landline call bifurcation – 2018-19

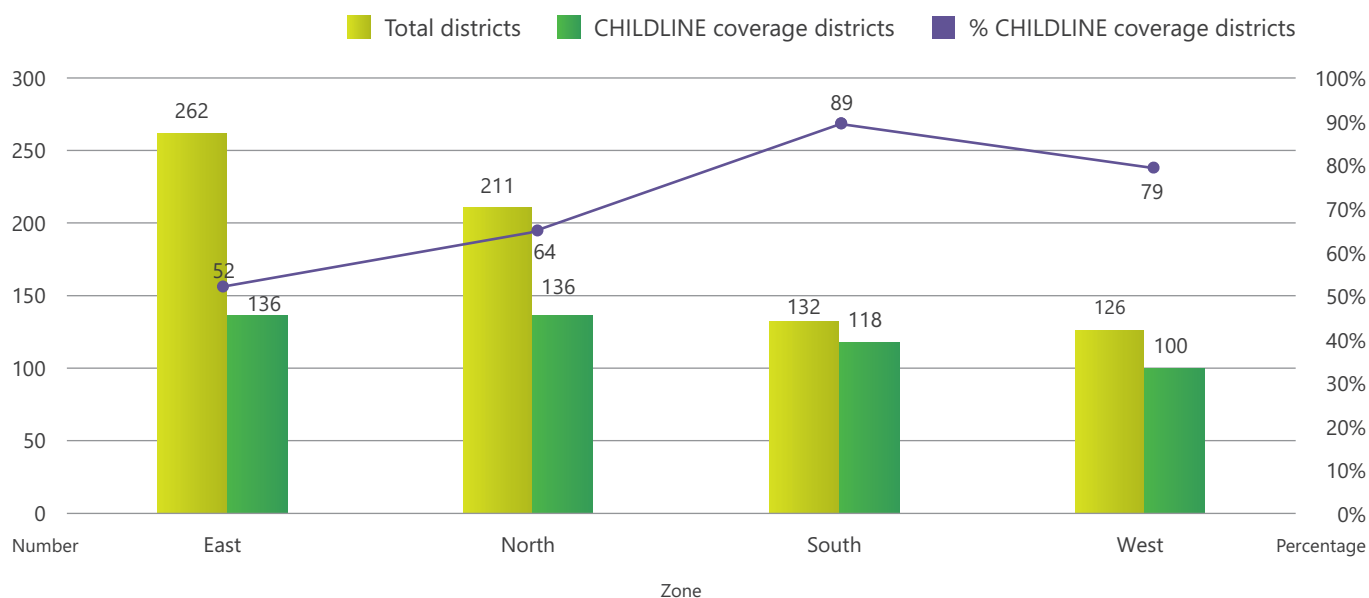


Figure 3.1.4: Zone wise coverage of CHILDLINE service

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. 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 all districts, the case documentation and call statistics reporting is done by CCC.

The percentage of calls answered and abandoned during April 2018 to March 2019 is presented in Figure 3.1.5

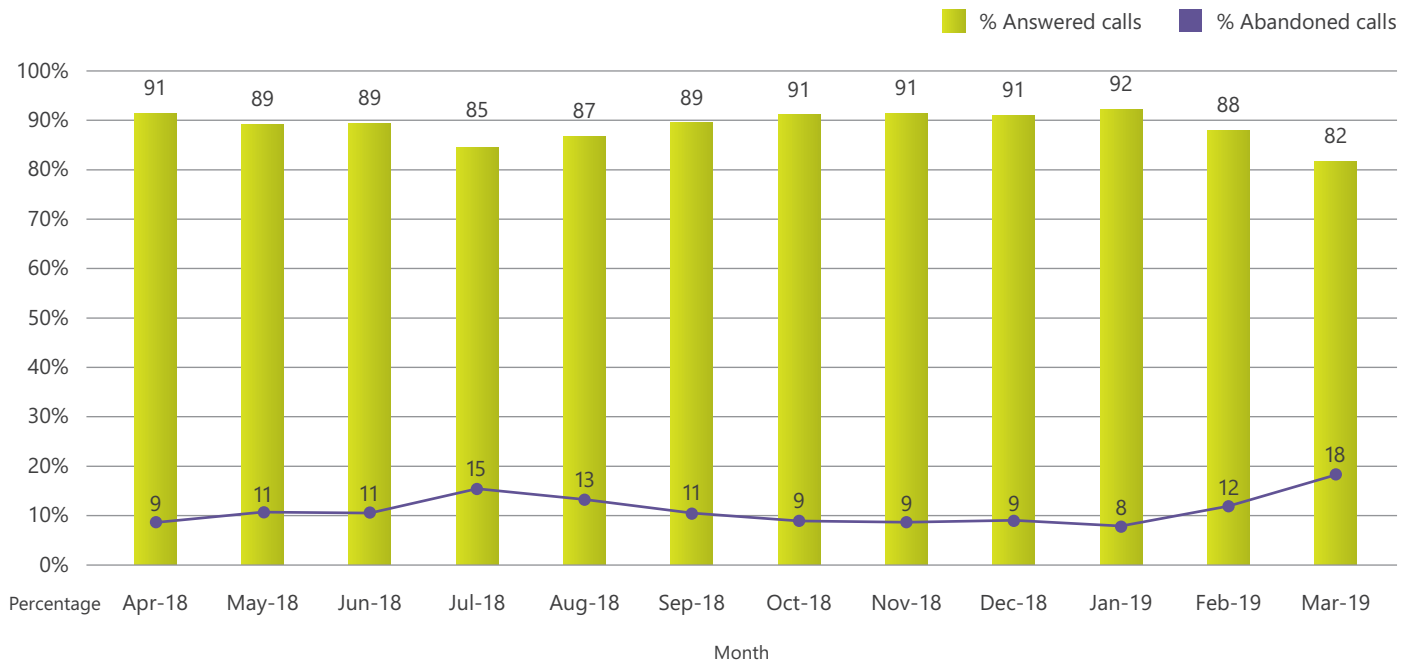


Figure 3.1.5: Calls answered and abandoned in 2018-19

Calls answered are above 90% during the months of April 2018 and October 2018 to January 2019 whereas in other months it's below 90%. The average rate of abandoned call is 11%.

The call answered and abandoned in various days of week is presented in Figure 3.1.6

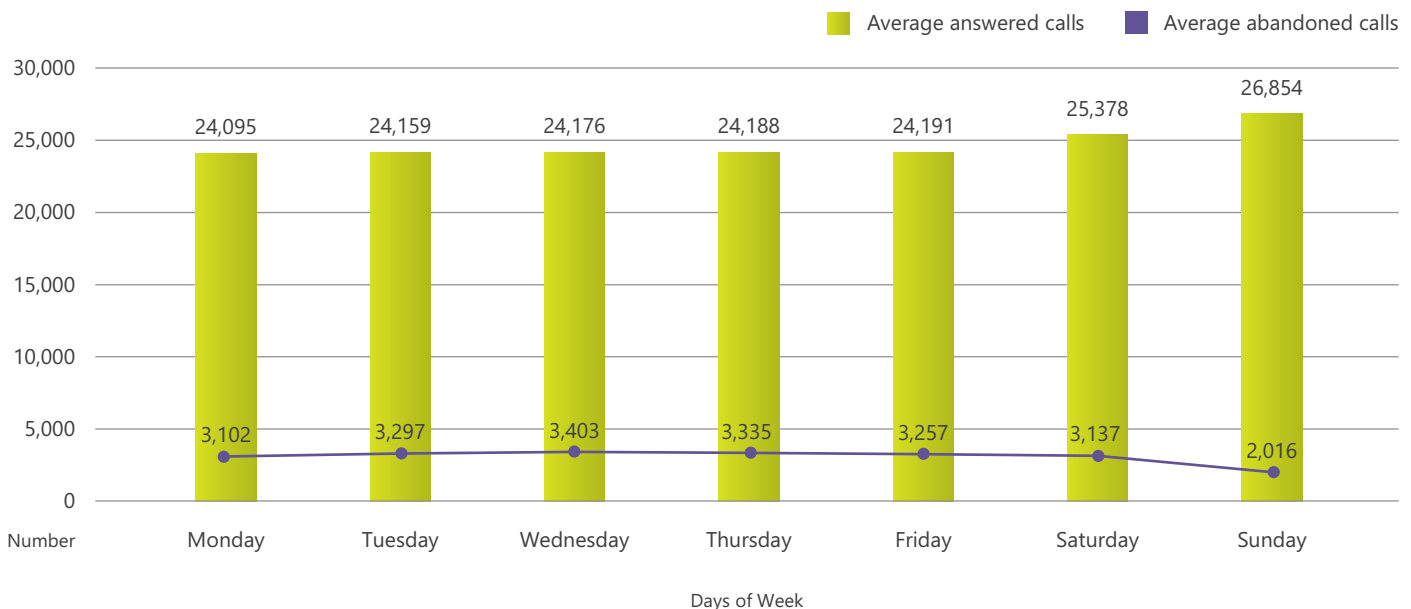


Figure 3.1.6: Call distribution by day of week

Calls received during weekends are higher than the weekdays whereas abandoned call are lower on Sunday. On an average there is very marginal variation of calls between the days during Monday to Friday whereas variation is high during weekend.

3.2 Intervention cases to 1098

During the period of April 2018 to March 2019, CHILDLINE has received a total of 2,96,146 Intervention cases through all sources. But in 51,591 cases either the child has been not found or child did not require any help. In 26,017 cases information regarding intervention was not available. Therefore, effective intervention was done in 2,18,538 cases which are shown in the table 3.2 (Three years comparative analysis of intervention cases to 1098) given below.

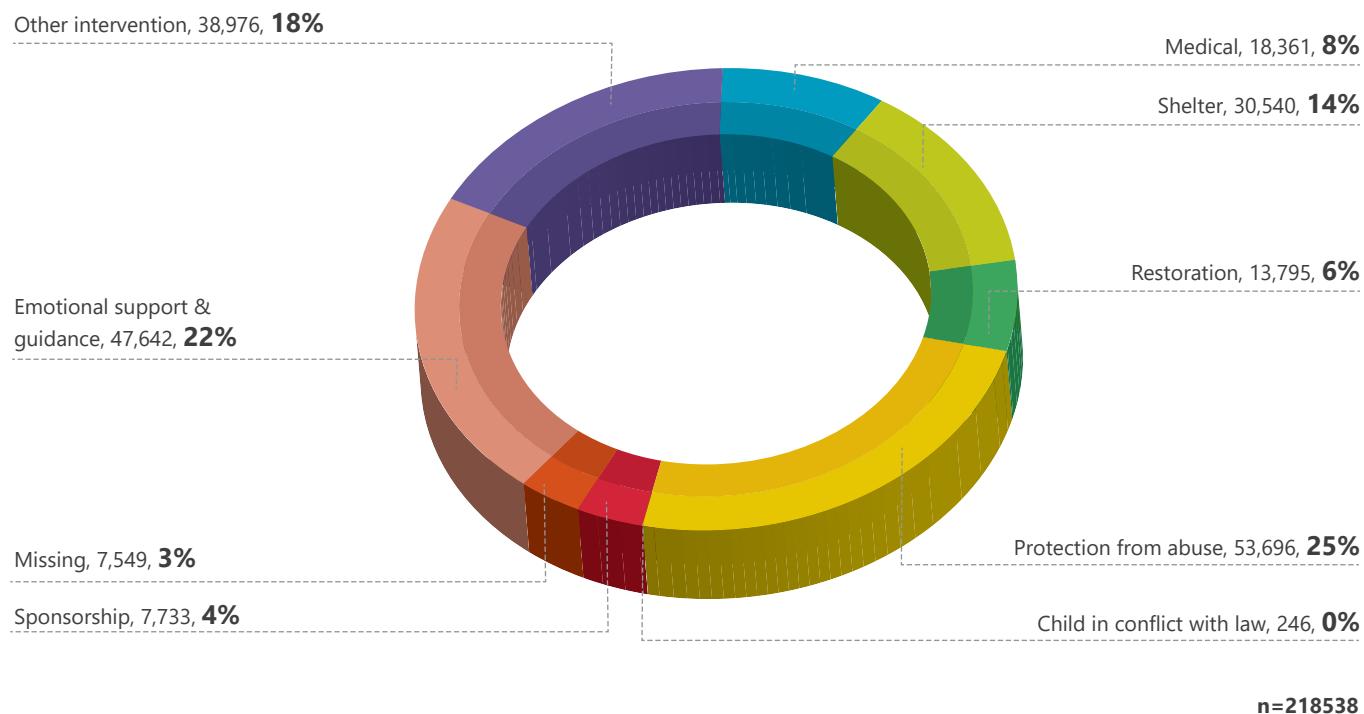


Figure 3.2: Distribution of intervention cases to 1098

Below table 3.2.1 shows the comparative analysis of last three years intervention cases.

Table 3.2.1: Three years comparative analysis of intervention cases to 1098

Intervention	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
Medical	15,257	16,546	8.45%	18,361	10.97%
Shelter	28,658	29,105	1.56%	30,540	4.93%
Restoration	13,879	11,707	-15.65%	13,795	17.84%
Protection from abuse	35,048	43,007	22.71%	53,696	24.85%
Child in conflict with law	314	250	-20.38%	246	-1.60%
Sponsorship	9,581	9,009	-5.97%	7,733	-14.16%
Missing	4,159	5,373	29.19%	7,549	40.50%
Emotional support & guidance	40,937	47,418	15.83%	47,642	0.47%
Other intervention	29,430	27,992	-4.89%	38,976	39.24%
Total	1,77,263	1,90,407	7.41%	2,18,538	14.77%

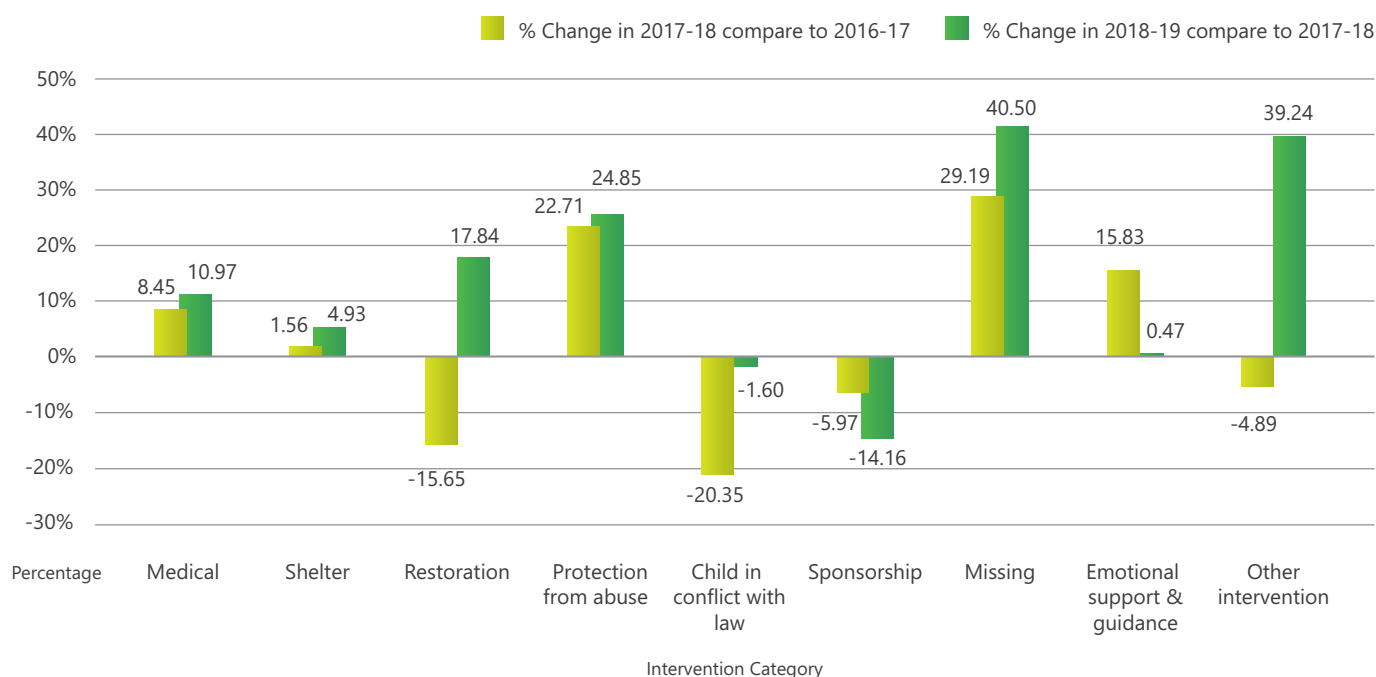


Figure 3.2.1: Three years comparative analysis of intervention cases to 1098

It has been observed that, the total number of intervention cases in 2018-19 has increased by 14.77% compared to 2017-18. Cases of Protection from abuse and Missing have increased considerably whereas cases of Shelter and Sponsorship are declining. Medical related interventions are almost constant whereas cases related to Restoration, Emotional support & guidance and other interventions are fluctuating.

In 2018-19, after 24.57% of protection from abuse interventions, emotional support & guidance, other intervention, shelter, and medical interventions accounted for 21.80%, 17.83%, 13.97% and 8.40% 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 2,18,538 cases during the period April 2018 to March 2019. Some of the key observations of the data for April 2018 to March 2019 are outlined below. The data reveals the type of assistance provided by CHILDLINE across India.

- **Medical-18,361 Calls (8.40%):** Out of the total 18,631 calls received, 67% were for OPD, 16% for hospitalization, 5% for casualty/accident, 4% for first aid, 2% each for private clinic & immunization and 5% for other medical assistance.
- **Shelter-30,540 Calls (13.97%):** Of the 69% children referred to the Child Welfare Committee (CWC) for shelter, 16% children were provided shelter for a temporary period and 2% were referred for permanent shelter at an NGO, and 11% of the children have been provided shelter at Government shelter homes out of which 7% were for a short stay, 4% were for permanent stay and 2% of them were provided shelter at other shelter homes.
- **Restoration- 13,795 Calls (6.31%):** Children restored with their family members within district accounted for 56%, within state but outside district accounted for 19% and outside the state accounted for 12%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within the district accounted for 3%,

- **Protection from abuse- 53,696 Calls (24.57%):** Protection from abuse is the largest category of intervention cases. Of the total intervention cases for protection from abuse, about 33% of the children were provided support within their existing setup, 22% of the children were referred to the CWC and 11% were provided legal support and in 20% cases the police were involved for intervention.
- **Child in conflict with law-246 Calls (0.11%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. About 23% of the cases were referred to the police and in 2% cases the children were rehabilitated by the CHILDLINE team. In 30% cases CHILDLINE provided legal support to the children and in 33% cases the children were referred to Juvenile Justice Board (JJB).
- **Sponsorship-7,733 Calls (3.54%):** About 65% cases were received for sponsorship of education, 7% for sponsorship of medical support and 1% for legal support and 12% for nutrition support.
- **Missing children- 7,549 Calls (3.45%):** In order to search for missing children or trace their homes, CHILDLINE contacted the Missing Person Bureau in 8% cases, and contacting the Police to find the children accounted for 50% of missing cases. About 20% of the children were searched using the CHILDLINE or NGO network. In 5% cases the missing child's information has been flashed in the media or on the website. In 10% 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.
- **Emotional support & guidance-47,642 Calls (21.80%):** CHILDLINE has received second highest number of calls from children seeking counseling. Of these, CHILDLINE provided guidance to callers about ways to handle problems in 6% of the cases. Complete counseling by CHILDLINE was done in 93% cases.
- **Other Intervention-38,976 Calls (17.83%):** Such cases do not require emergency intervention but they affect the overall development of children in the long run. Significant number of cases has been received in this category. In 29% of the cases children have been helped to submit their request letter to appropriate authorities either for an important certificate or for benefit from Government schemes. In 16% of the cases children have been linked to regular school. 11% cases have been received to trace the address and identify the child. 1% of the cases have been received for complaint about mid-day meal.

3.3 Gender wise distribution of intervention cases

Of the 2,18,538 intervention cases, 43% were for female children. In almost all the subcategories, the number of cases involving male children outnumbers cases involving female children. However, in the subcategory, for protection from abuse, the numbers of interventions were higher for female children compared to male children.

Table 3.3.1: Three years comparative analysis of gender wise distribution of intervention cases

Intervention	2016-17			2017-18			2018-19			Ratio of female to male		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	2016-17	2017-18	2018-19
Medical	8,924	6,086	15,010	9,501	7,045	16,546	10,348	8,013	18,361	0.68	0.74	0.77
Shelter	17,888	10,193	28,081	18,979	10,126	29,105	19,736	10,804	30,540	0.57	0.53	0.55
Restoration	8,919	4,774	13,693	8,700	3,007	11,707	10,082	3,713	13,795	0.54	0.35	0.37
Protection from abuse	16,688	18,188	34,876	19,479	23,528	43,007	23,869	29,827	53,696	1.09	1.21	1.25
Child in conflict with law	228	81	309	204	46	250	208	38	246	0.36	0.23	0.18
Sponsorship	5,231	4,058	9,289	4,765	4,244	9,009	3,983	3,750	7,733	0.78	0.89	0.94
Missing	2,694	1,343	4,037	3,619	1,754	5,373	5,394	2,155	7,549	0.50	0.48	0.40
Emotional support & guidance	24,754	15,804	40,558	28,886	18,532	47,418	29,638	18,004	47,642	0.64	0.64	0.61
Other intervention	15,851	12,953	28,804	15,588	12,404	27,992	22,292	16,684	38,976	0.82	0.80	0.75
Total	1,01,177	73,480	1,74,657	1,09,721	80,686	1,90,407	1,25,550	92,988	2,18,538	0.73	0.74	0.74

Note: Information on Gender was not available for 2,606 cases during 2016-17.

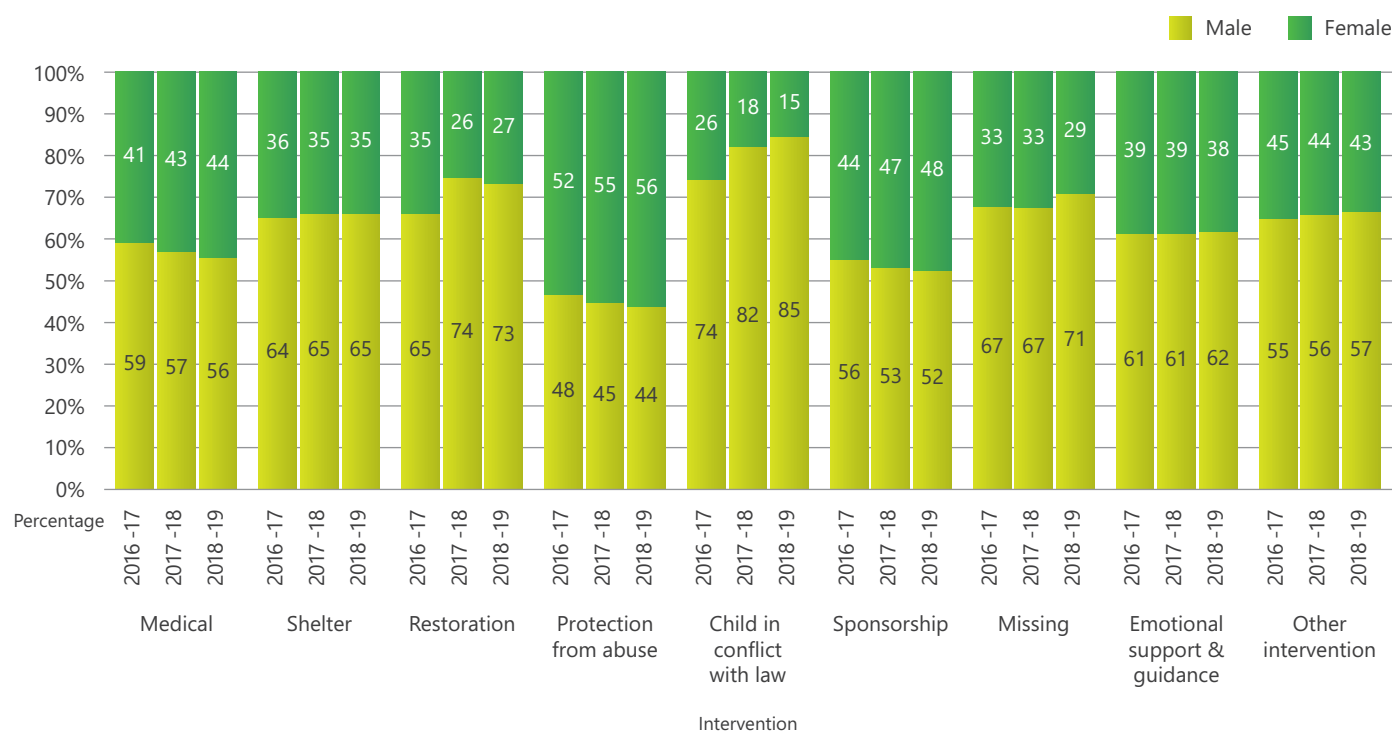


Figure 3.3.1: Three years comparative analysis of gender wise distribution of intervention cases

3.4 A zonal view of CHILDLINE interventions

Each of India's four zones is marked by unique characteristics. The south, comprising five states of Kerala, Tamil Nadu, Karnataka, Telangana and Andhra Pradesh offers a very large mass of urban landscape. The north is marked by rural domination, The East is a complex area and it includes the north-east which has its own unique social and geo-political characteristics. 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 3.4: Three years comparative interventions across zones

Intervention	East			North			South			West			Total		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Medical	7,001	7,990	9,192	2,822	3,261	3,206	2,366	1,504	1,714	3,068	3,791	4,249	15,257	16,546	18,361
Shelter	11,198	13,102	15,539	5,892	6,116	4,318	8,468	7,381	8,423	3,100	2,506	2,260	28,658	29,105	30,540
Restoration	816	1,088	1,657	3,808	3,253	3,380	7,942	6,232	7,801	1,313	1,134	957	13,879	11,707	13,795
Protection from abuse	9,688	11,846	14,912	4,580	6,111	6,721	17,400	19,199	26,129	3,380	5,851	5,934	35,048	43,007	53,696
Child in conflict with law	99	43	53	42	50	58	109	96	73	64	61	62	314	250	246
Sponsorship	1,839	1,930	1,730	2,754	2,314	2,048	2,603	2,268	1,919	2,385	2,497	2,036	9,581	9,009	7,733
Missing	1,243	1,297	1,356	1,544	1,277	1,259	399	428	270	973	2,371	4,664	4,159	5,373	7,549
Emotional support & guidance	7,672	7,178	7,300	7,886	11,782	15,361	17,957	21,017	16,180	7,422	7,441	8,801	40,937	47,418	47,642
Other intervention	13,276	11,277	12,863	7,329	7,165	8,017	5,431	4,963	11,011	3,394	4,587	7,085	29,430	27,992	38,976
Total	52,832	55,751	64,602	36,657	41,329	44,368	62,675	63,088	73,520	25,099	30,239	36,048	1,77,263	1,90,407	2,18,538



Figure 3.4: Three years comparative interventions across zones

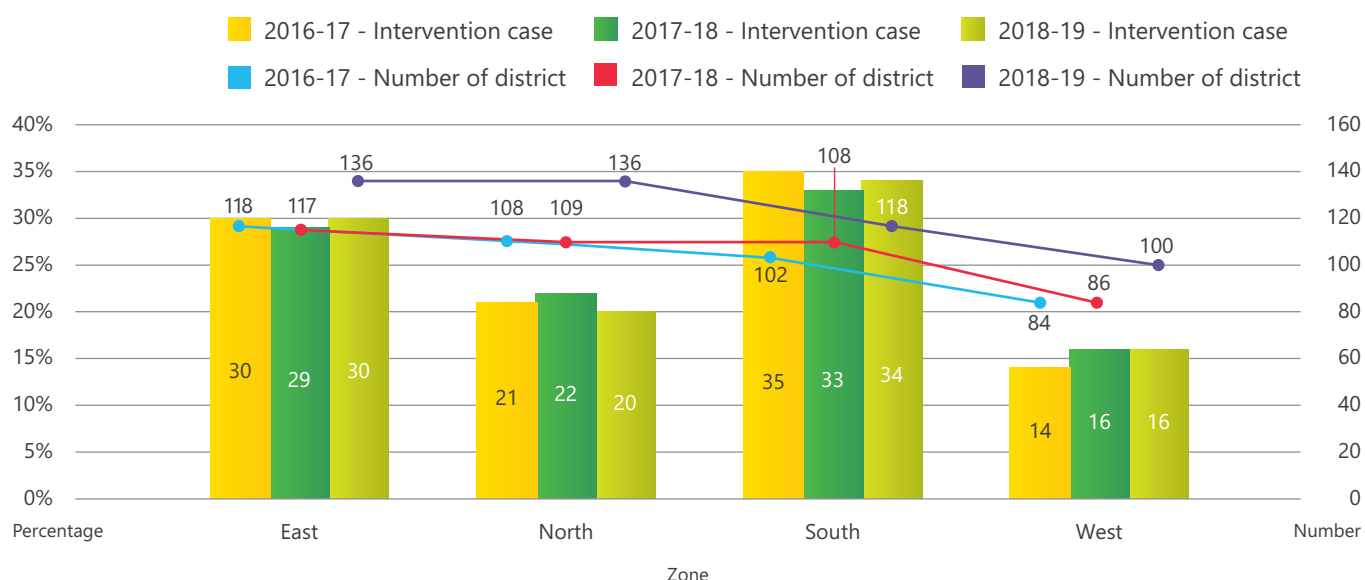


Figure 3.4.1: Three years comparative interventions and districts across zones

Out of the four zones, South zone dominates with 34% of total intervention cases followed by East (30%), North (20%) and West (16%).

Category wise, south zone has higher number of cases in Restoration (56%), Protection from abuse (49%), Emotional support and guidance (34%) and Child in conflict with law (30%) cases.

More than half of medical and shelter cases 50% & 51% respectively and 1/3rd of other intervention cases are from East zone. 62% of missing cases are reported from west zone whereas share of sponsorship cases are North (27%), West (26%), South (25%) and East (22%).

Table 3.4.2: Average number of calls and cases per city, per year 2018-19

Zone	Average number of calls to 1098 per district during 2018-19	Average number of intervention cases per district during 2018-19	Cases per 1000 calls	No of districts
East	15,297	475	31	136
North	22,767	326	14	136
South	15,749	623	40	118
West	19,631	360	18	100
National	18,363	446	24	490

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

The CHILDLINE service in the south zone has the highest number of intervention cases, more than 1/3rd of total cases i.e. 34% with the coverage of 118 districts.

30% of all interventions are handled by the Eastern zone and 20% by north zone with the maximum coverage of the CHILDLINE service in terms of the number of districts (136 districts each zone) providing the 1098 service. The share of west zone cases is 16% with 100 districts.

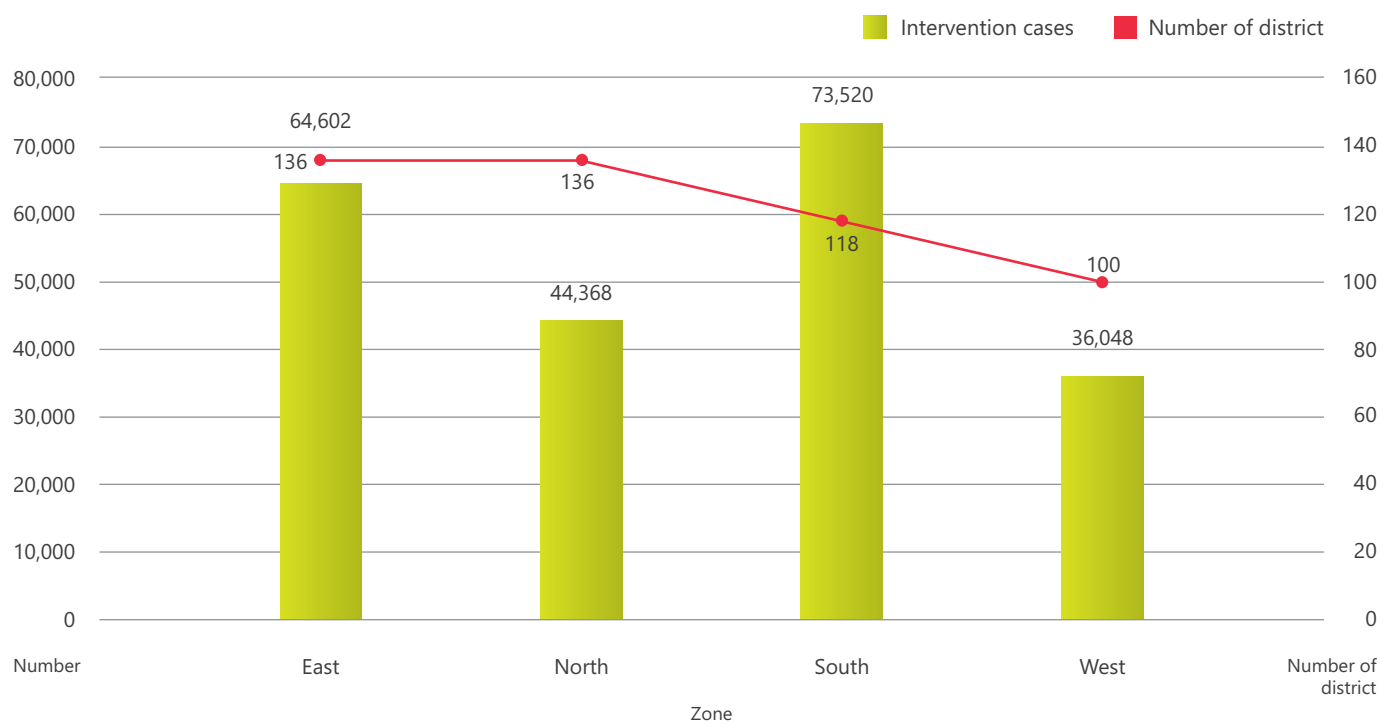


Figure 3.4.2: Share of zones in CHILDLINE interventions and districts 2018-19



Abuse &
Voilence



Physical
Health

REASONS FOR CALLING CHILDLINE 1098

04



Call Labour



Addiction

CHAPTER - 4 REASONS FOR CALLING CHILDLINE 1098

4.1 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 Abuse and violence related issues which is 21%, followed by Child labour calls at 13%, Education related issues at 12%, Runaway child related at 11% and so on.

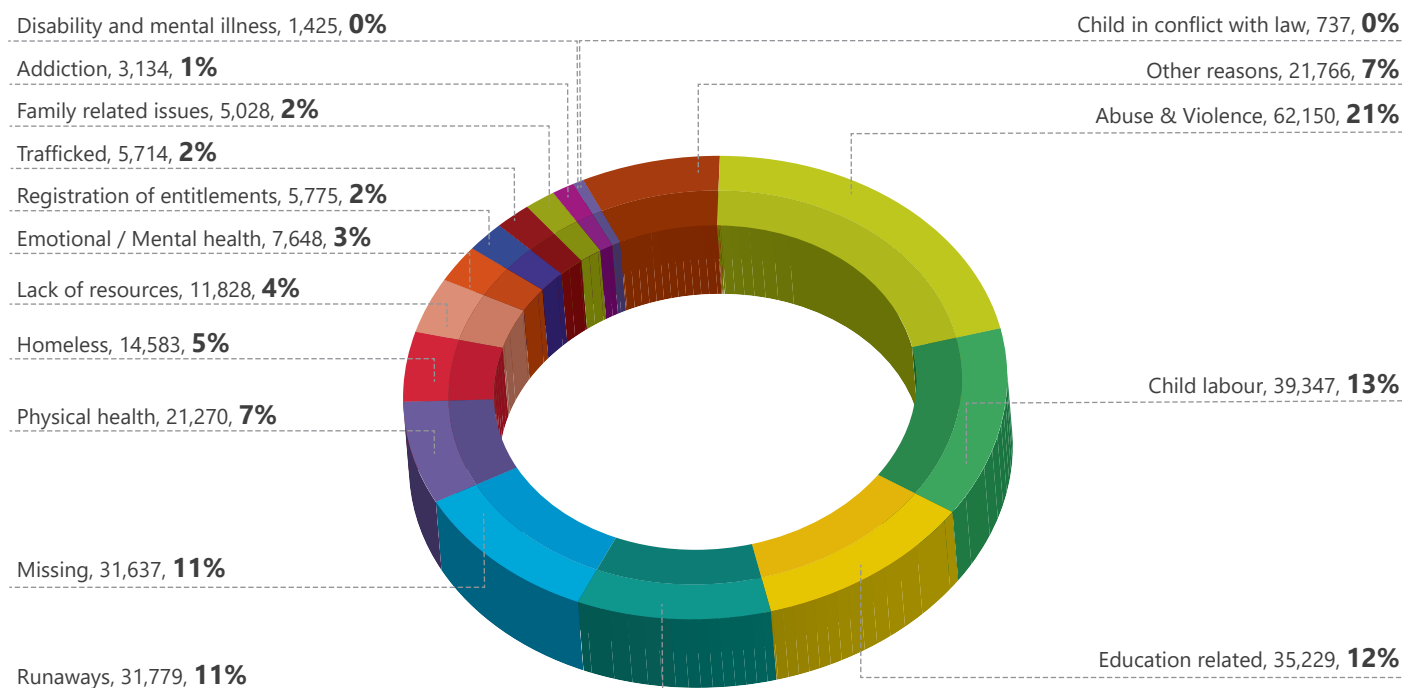
Note: The above classification is based on what the caller seeks and not on what type of intervention is provided.

Corporal Punishment can shatter Child's Confidence

CHILDLINE 1098 received information from Faridabad district of Haryana about a girl child who was 5 years old. The caller was child's mother, who was informing CHILDLINE that her child was receiving punishment from her school teacher for silly reasons.

CHILDLINE team informed Police about the incident and asked them to reach child's school. CHILDLINE team also reached school and met the Principal. Child's mother described how the child was punished by her teacher by making her stand outside the class without clothes. CHILDLINE team asked for CCTV footage from the school's Principal. After seeing the footage, Principal agreed that it was their fault and apologised for the incident. Principal also gave a statement in writing ensuring non-occurrence of such activity ever in future and also requested CHILDLINE to make aware school children about their rights.

After few days, CHILDLINE contacted child's mother and inquired about the girl. Child's mother confirmed that her daughter was doing well and was not having any problem at school.



Note: The Figure 4.1 indicates the different reasons people call CHILDLINE 1098. The data mentioned below does not represent 2,99,050 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 2018-19, every unique caller had more than one reason for calling (Ratio of the unique caller: reasons for calling - 1:1.37). Typically a child calling for fever may also report hunger and pain.

Figure 4.1: Reasons for calling CHILDLINE 1098

Below table 4.1.1 shows the comparative analysis of reasons for calling for last three years which clearly indicates the increase of 23% in reasons during 2018-19. Major increase can be seen in call for addiction related issues 48%, followed by registration of entitlements 40%, abuse & violence 36%, runaways 28% and homeless related issues 23%.

Table 4.1.1: Three years comparative analysis of reasons for calling CHILDLINE 1098

Reasons for calling	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
Abuse & Violence	38,713	45,831	18%	62,150	36%
Child labour	31,846	34,948	10%	39,347	13%
Education related	27,713	29,294	6%	35,229	20%
Runaways	22,183	24,796	12%	31,779	28%
Missing	28,907	28,041	-3%	31,637	13%
Physical health	15,944	17,675	11%	21,270	20%
Homeless	11,395	11,850	4%	14,583	23%
Lack of resources	9,966	9,745	-2%	11,828	21%
Emotional / Mental health	5,846	6,524	12%	7,648	17%
Registration of entitlements	4,280	4,128	-4%	5,775	40%
Trafficked	5,629	5,096	-9%	5,714	12%
Family related issues	4,582	4,253	-7%	5,028	18%
Addiction	1,809	2,113	17%	3,134	48%
Disability and mental illness	2,279	1,663	-27%	1,425	-14%
Child in conflict with law	705	622	-12%	737	18%
Other reasons	14,689	16,684	14%	21,766	30%
Total	2,26,486	2,43,263	7%	2,99,050	23%

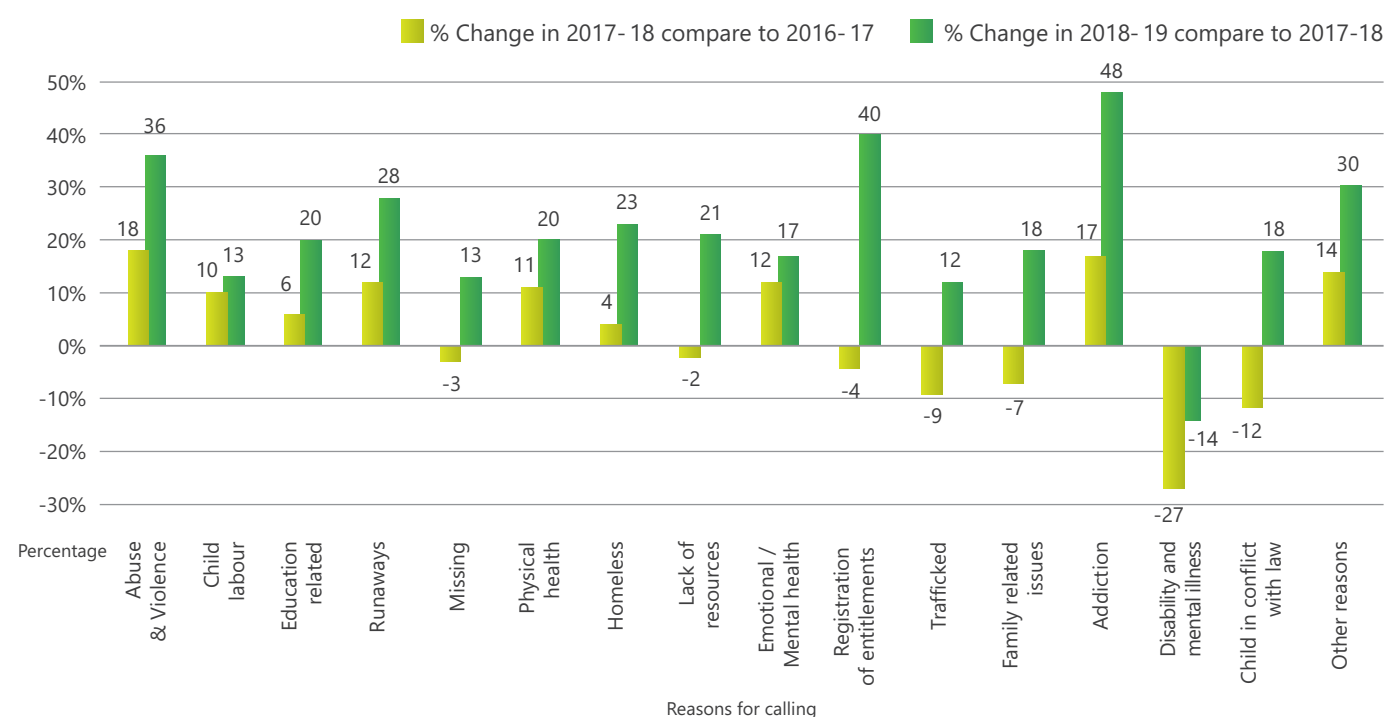


Figure 4.1.1: Three years comparative analysis of reasons for calling CHILDLINE 1098

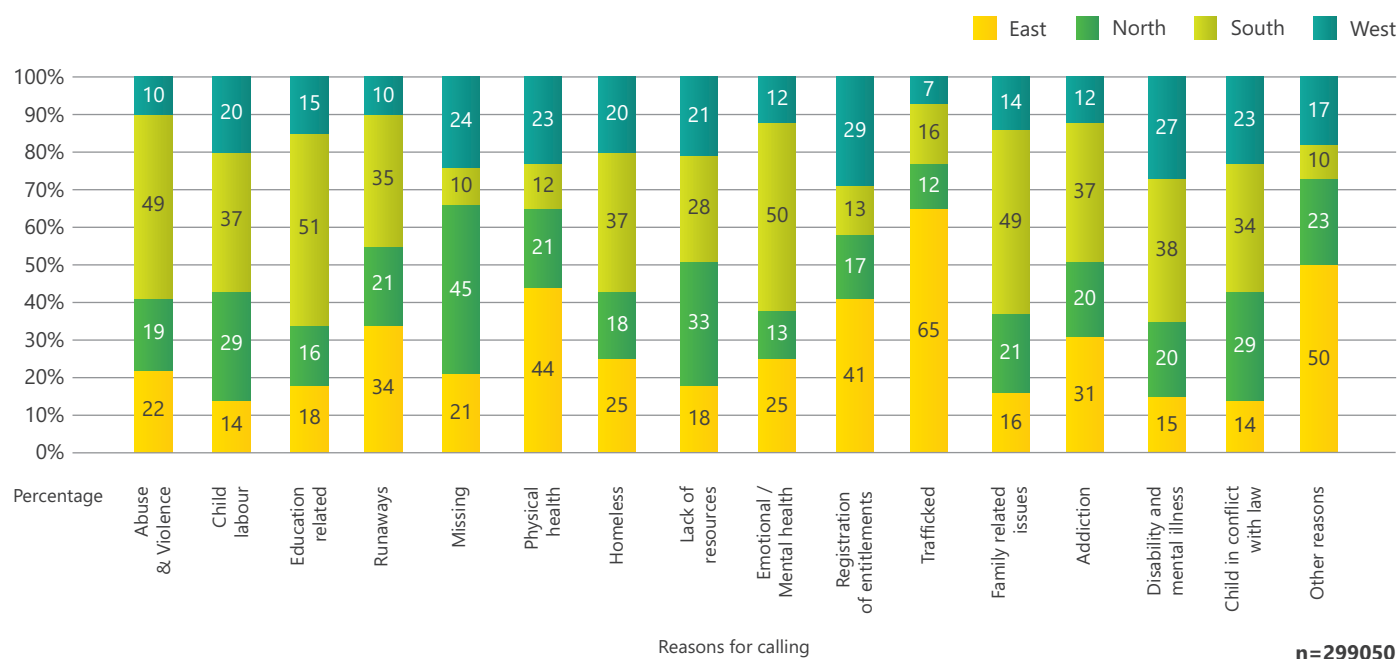


Figure 4.1.2: Zone wise breakup of reasons for calling CHILDLINE 1098

The south zone has reported highest number of cases in 2/3rd of the issues like abuse and violence, child labour, education related issues, runaway, homeless, emotional and mental health, family related issues, addiction, disability and mental health related issues and child in conflict with law.

Physical health, trafficking, registration of entitlements and other reasons are some the most prominent reason for contacting CHILDLINE service in Eastern region. Highest number of missing and lack of resources related cases are reported from Northern region.

Western region has not shown dominance in any of the category but has received second highest number of cases in categories like missing, physical health, registration of entitlements and disability and mental illness related issues.

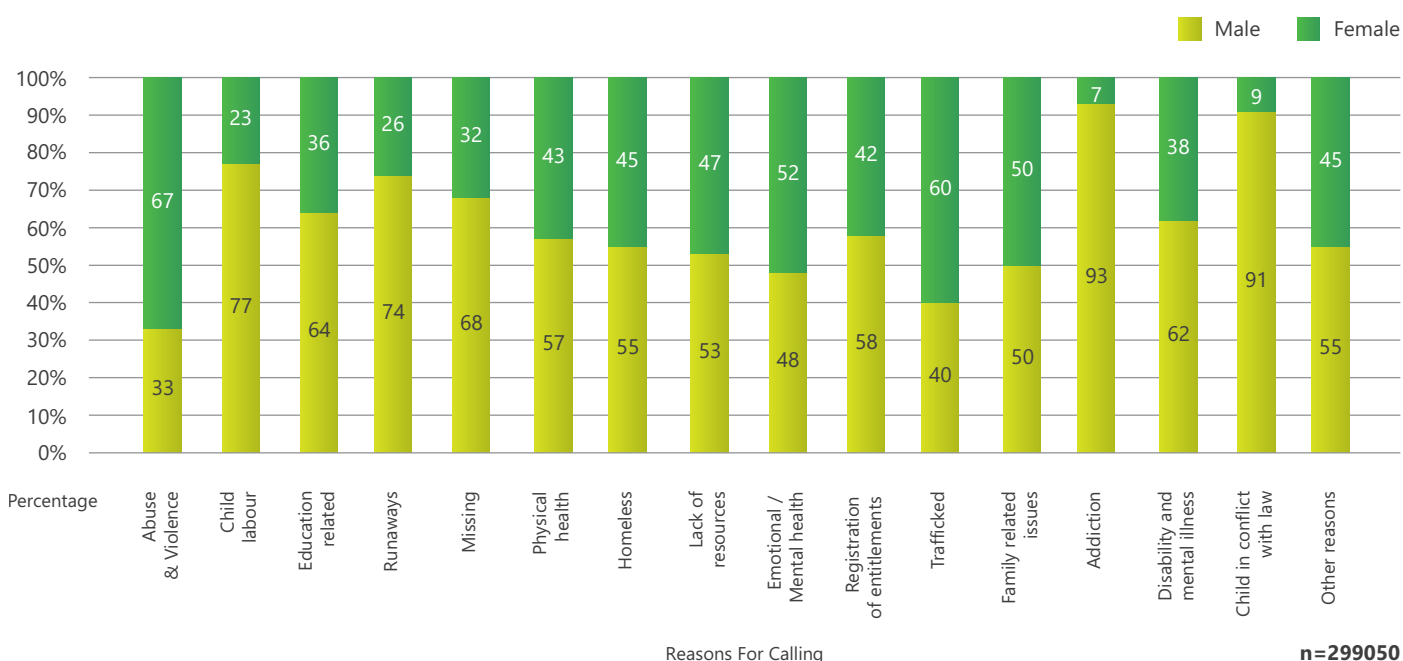


Figure 4.1.3: Gender wise breakup of reasons for calling CHILDLINE 1098

Male children contacted CHILDLINE are higher in almost all categories except Abuse and violence, Trafficking and family related issues. For emotional and mental health and family related issues almost equal number of male and female children have contacted CHILDLINE service.

4.2 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 are Abuse and violence, Child labour, Trafficking, Missing and Education related issues.

4.2.1 Different kind of abuse & violence happens with the children.

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 4.2.1 and Figure 4.2.1 & 4.2.1.1

Table 4.2.1: Types of abuse and abuser

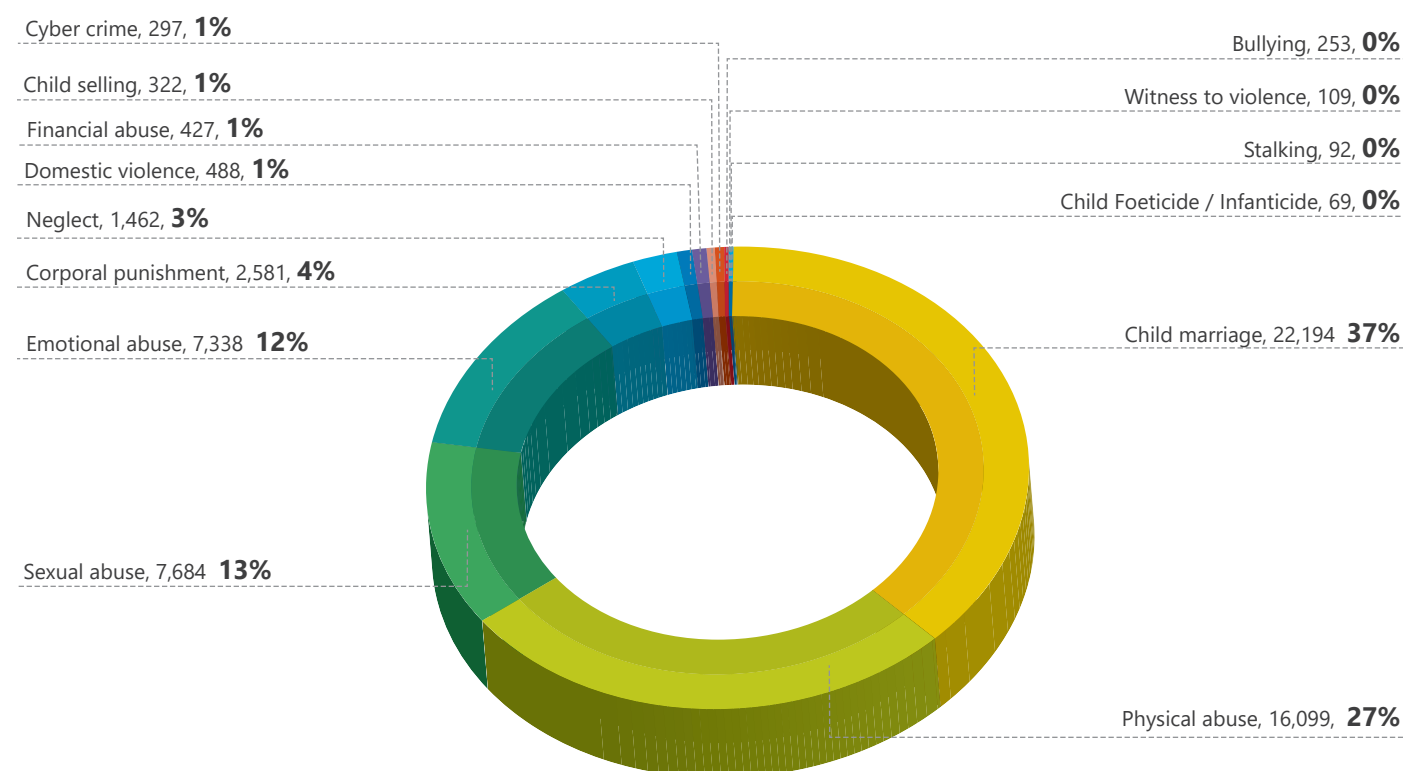
Types of abuse	Family	Teachers	Neighbours	Strangers	Relatives	Friends	Institution staff	Step parents	Employers	Caretaker	Police	Hospital staff	Defense personnel	Total
Child marriage	20,866	15	181	182	214	625	0	9	22	60	9	1	10	22,194
Physical abuse	8,518	2,297	1,824	1,027	999	441	214	348	132	120	159	6	14	16,099
Sexual abuse	871	517	2,662	1,940	648	674	119	116	54	50	11	15	7	7,684
Emotional abuse	2,154	1,164	1,369	1,476	401	400	126	56	43	31	91	16	11	7,338
Corporal punishment	62	2,443	2	23	0	8	33	0	1	5	3	0	1	2,581
Neglect	1,146	113	17	30	31	0	57	16	2	19	3	28	0	1,462
Domestic violence	404	8	18	14	29	3	0	3	6	0	3	0	0	488
Financial abuse	36	96	20	76	22	16	37	4	106	5	2	6	1	427
Child selling	236	4	12	40	12	2	1	5	0	3	0	3	4	322
Cyber crime	7	6	17	197	8	58	0	0	1	2	0	0	1	297
Bullying	27	22	65	92	7	30	2	3	3	0	2	0	0	253
witness to violence	55	10	11	9	4	3	0	2	0	10	5	0	0	109
Stalking	1	1	19	61	1	7	0	0	0	0	1	0	1	92
Child Foeticide / Infanticide	55	1	0	3	4	1	0	0	0	1	0	4	0	69
Total	34,438	6,697	6,217	5,170	2,380	2,268	589	562	370	306	289	79	50	59,415

Note: Information about abuse and abuser was not available for 2,735 cases.

Table 4.2.1.1: Types of abuse and abuser (Percentage)

Types of abuse	Family	Teachers	Neighbours	Strangers	Relatives	Friends	Institution staff	Step parents	Employers	Caretaker	Police	Hospital staff	Defense personnel
Child marriage	94	0	1	1	1	3	0	0	0	0	0	0	0
Physical abuse	53	14	12	6	6	3	1	2	1	1	1	0	0
Sexual abuse	11	7	34	25	8	9	2	2	1	1	0	0	0
Emotional abuse	29	17	19	20	5	5	2	1	1	0	1	0	0
Corporal punishment	3	95	0	1	0	0	1	0	0	0	0	0	0
Neglect	78	8	1	2	2	0	5	1	0	1	0	2	0
Domestic violence	81	2	4	3	6	1	0	1	1	0	1	0	0
Financial abuse	8	22	5	18	5	4	9	1	26	1	0	1	0
Child selling	73	1	4	12	4	1	0	2	0	1	0	1	1
Cyber crime	2	2	6	66	3	20	0	0	0	1	0	0	0
Bullying	11	9	26	35	3	12	1	1	1	0	1	0	0
Witness to violence	50	9	10	8	4	3	0	2	0	9	5	0	0
Stalking	1	1	21	66	1	8	0	0	0	0	1	0	1
Child Foeticide / Infanticide	80	1	0	4	7	1	0	0	0	1	0	6	0
Total	58	11	10	9	4	4	1	1	1	1	0	0	0

Below figure 4.2.1 shows the various types of abuses for which CHILDLINE has been contacted.



Note: For 2,145 cases type of abuse & violence was not available.

n=62150

Figure 4.2.1: Types of abuse & violence

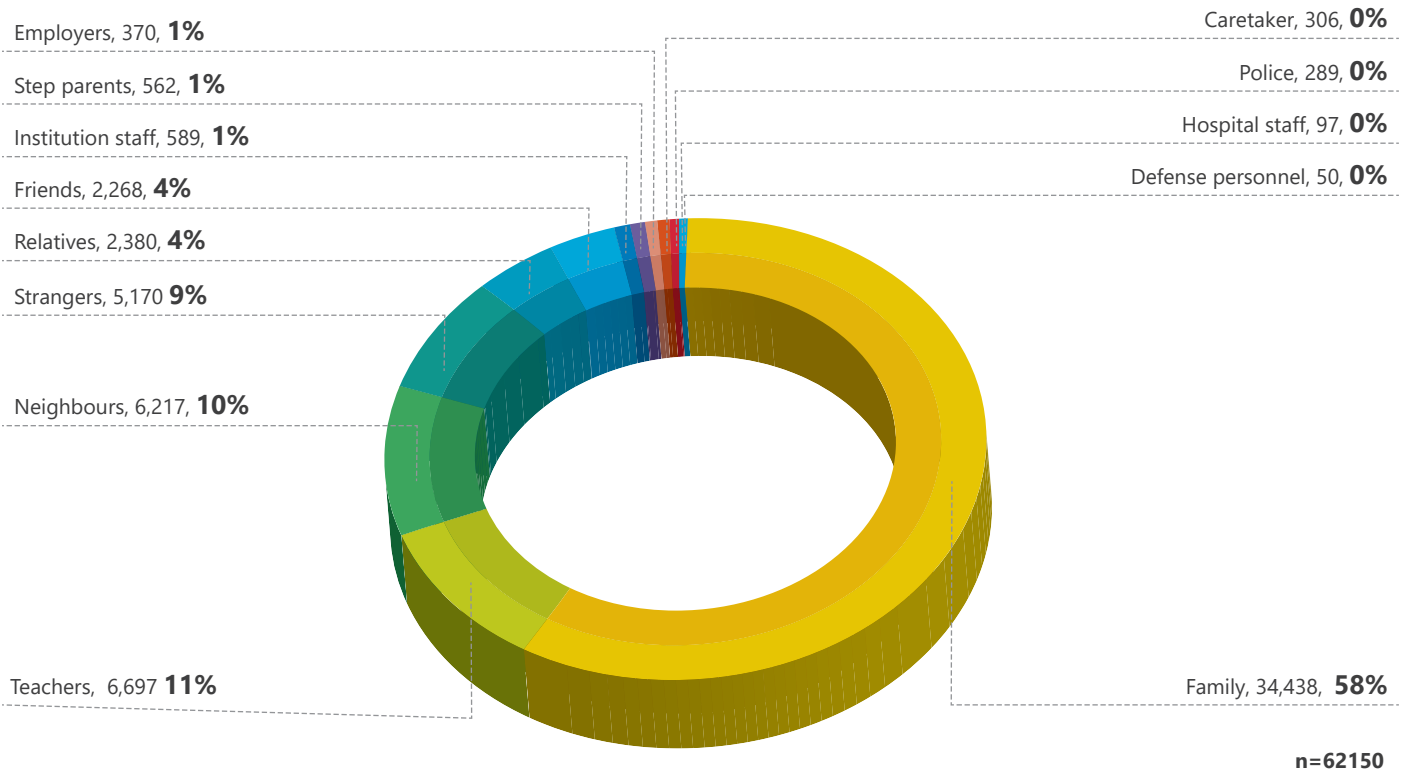
Cases related to abuse & violence has increased by 26% in 2018-19 compare to 2017-18 and share of abuse & violence related calls to the total reasons for calling CHILDLINE has also gone up from 19% in 2017-18 to 21% in 2018-19.

Under Abuse & violence maximum number of cases has been received for child marriage, which is more than 1/3rd i.e. 37% of total abuse & violence cases. physical abuse, sexual abuse, emotional abuse, neglect, domestic violence and corporal punishment are major categories which constitute more than 60% of abuse and violence cases. Family member, neighbour, teacher, stranger, friends and relatives are the major abuser in the abuse cases.

80% of the abuse cases have been registered through call on 1098 whereas 11% cases have been got during outreach and in 8% cases caller directly contacted CHILDLINE member to register the case.

Note: This chart represents calls made to CHILDLINE and not the interventions done. The figures include certain cases of the same person calling for different kinds of abuse, thus the total 62,150 cases of abuse reported do not represent individual abuse cases but multiple abuse cases. The chart depicts child marriage at 37%, followed by physical abuse at 27%, accounting for the largest groups of abuse related calls.

Below figure 4.2.1.1 shows the list of abusers who involved in various abuse cases.



Note: Information of type of abuser was not available for 590 cases.

Figure 4.2.1.1: Type of abuser

Family members and relatives together account for nearly 62% of all abuse related intervention cases followed by teacher 11% and neighbours 10%. Significantly, institution staff as abusers account for 1% of the cases.

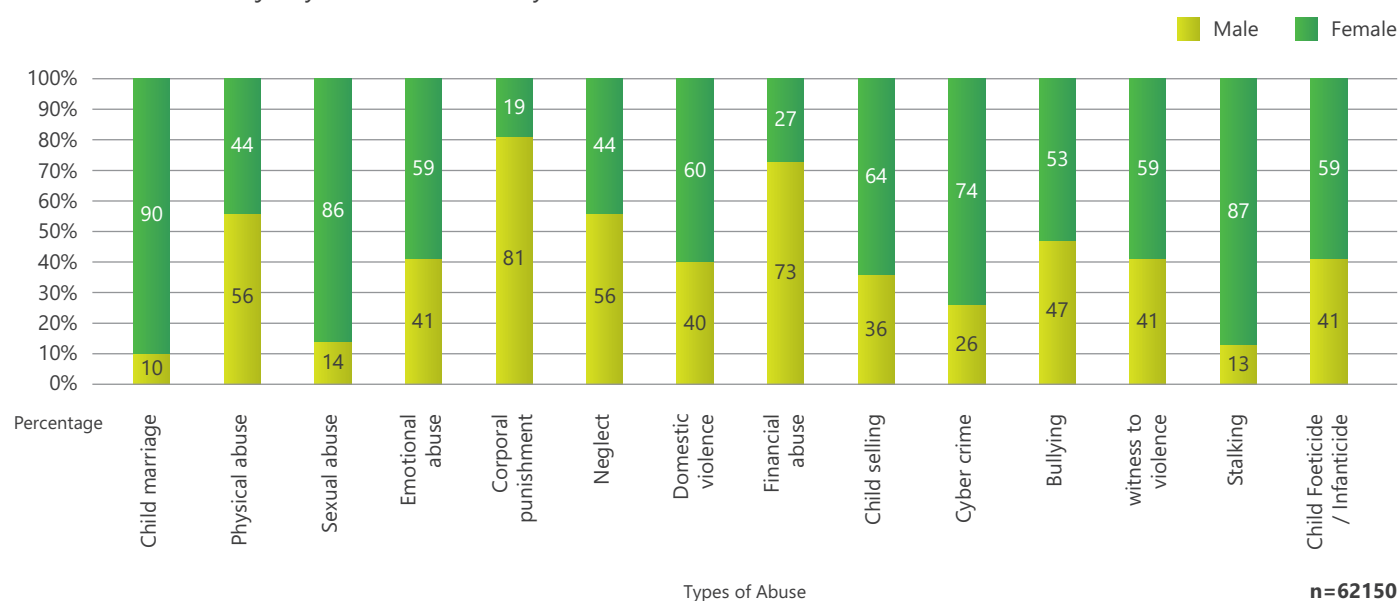
Gender wise distribution of various types of abuse cases are shown in the Table and Figure 4.2.1.2.

Table 4.2.1.2: Gender split in various types of abuse cases

Types of abuse	Male	Female	Total	Ratio of female to male
Child marriage	2,214	20,316	22,530	9.18
Physical abuse	9,469	7,355	16,824	0.78
Sexual abuse	1,114	6,952	8,066	6.24
Emotional abuse	3,182	4,492	7,674	1.41
Corporal punishment	2,106	505	2,611	0.24
Neglect	897	716	1,613	0.80
Domestic violence	211	312	523	1.48
Financial abuse	357	134	491	0.38
Child selling	126	227	353	1.80
Cyber crime	81	234	315	2.89
Bullying	128	147	275	1.15
witness to violence	48	68	116	1.42
Stalking	12	84	96	7.00
Child Foeticide / Infanticide	30	43	73	1.43
Total	19,975	41,585	61,560	2.08

Note: Information of gender in abuse cases was not available for 590 cases.

In cases of child marriage, sexual abuse, emotional abuse, domestic violence, bullying, child selling, cyber crime, witness to violence, stalking and child feticide/infanticide the cases that are referred to CHILDLINE are mostly of girls. In all other kinds of abuse the majority of cases are of boys.



Note: Information of gender in abuse cases was not available for 590 cases.

Figure 4.2.1.2.: Gender split in various types of abuse cases

Below figure 4.2.1.3 shows the top 10 states report child marriage cases

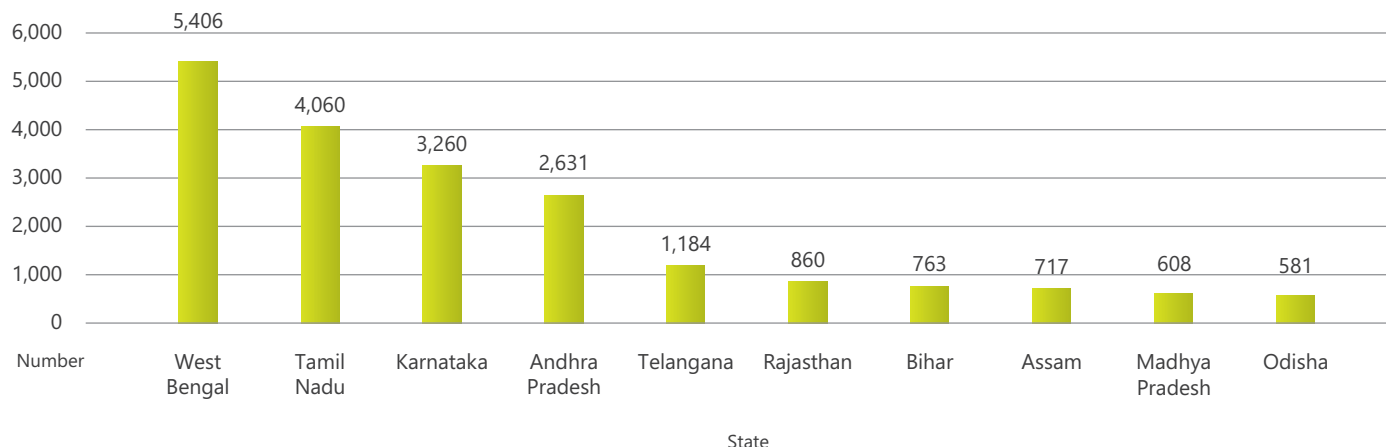


Figure 4.2.1.3.: Top 10 states reported child marriage cases

Out of 22,530 child marriage cases 20,070 (89%) of the cases are reported from the 10 states shown in the above graph. West Bengal top the list with 24% of the cases whereas 5 states of south zone has reported 51% of the total child marriage cases. Rajasthan has reported 4% and Bihar, Assam and Odisha has reported 3% each of child marriage cases.

Below figure 4.2.1.4 shows the top 5 districts report child marriage cases.

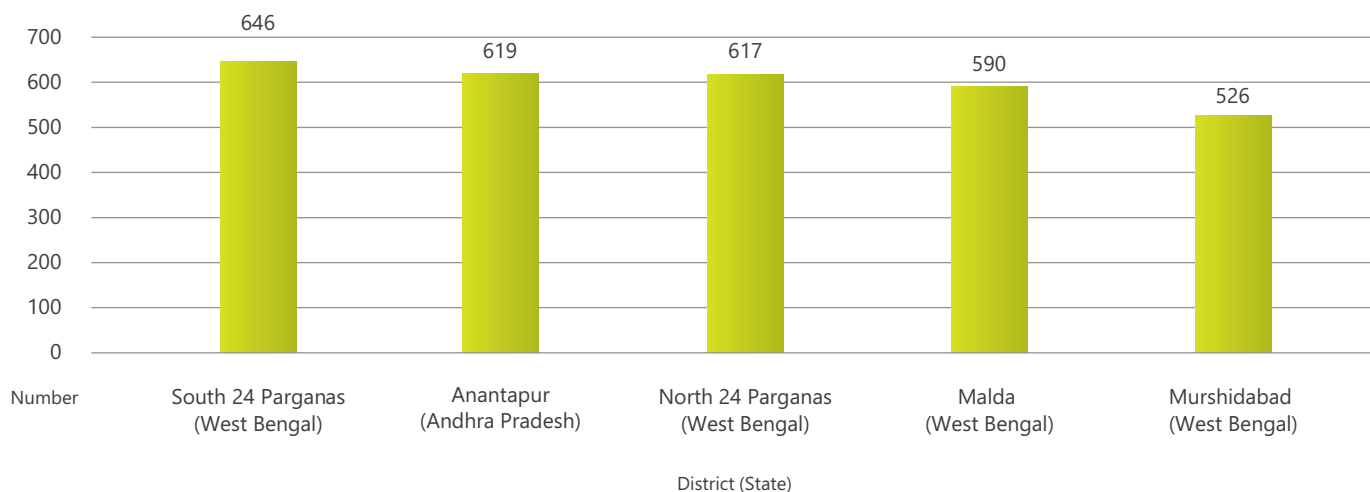


Figure 4.2.1.4.: Top 5 districts reported child marriage cases

Children should be worried about exams and not marriage

CHILDLINE received a call from the Block Development Officer who informing about them about a marriage of a 16 years old girl. The child had directly called Block Development Officer informing them that her family was forcing her to get married. After receiving the information, CHILDLINE team immediately rushed to child's place along with the local police. The team also lodged a complaint in General Diary.

Child was rescued by CHILDLINE with the help of local police and Block Development Officer. CHILDLINE team took a consent letter from child's parents stating that they will not arrange their daughter's wedding until she

attains 18 years of age. CHILDLINE gave extended counselling support to the child.

The case gained a lot of media coverage and was also telecasted in television news. Child is now staying with her family in good health. The team did regular follow up and also provided counselling to the child whenever required.

Details about various kinds of sexual abuse and sexual abuser are shown in the Table 4.2.1.5 and Figure 4.2.1.5 & 4.2.1.6.

Table 4.2.1.5: Types of sexual abuse and abuser

Types of sexual abuser	Rape	Molestation	Eve- teasing	Pornography	Commercial Sexual Exploitation	Total
Neighbours	1,379	791	406	65	21	2,662
Strangers	848	558	457	37	40	1,940
Family	475	306	41	17	32	871
Friends	425	120	107	19	3	674
Relatives	373	214	39	7	15	648
Teachers	141	291	60	19	6	517
Institution staff	37	74	5	0	3	119
Step parents	69	39	6	2	0	116
Employers	26	24	0	1	3	54
Caretaker	13	32	1	3	1	50
Hospital staff	5	6	1	1	2	15
Police	5	3	3	0	0	11
Defence personnel	2	2	1	2	0	7
Total	3,798	2,460	1,127	173	126	7,684

Note: Sexual abuser were not identified in 382 sexual abuse cases.

Child abuse casts a shadow the length of lifetime

CHILDLINE received a call from the Church Father informing them about a 5 years old girl child who was being sexually abused by her neighbour. The caller was seeking help from CHILDLINE.

CHILDLINE after receiving the information about the case, immediately went to child's home and had a talk with the child's aunt. Upon interrogating CHILDLINE found out that the child was staying with her aunt as her parents were staying away in a village. On the day of incident, child was playing outside the house while her aunt was working inside and at around 9:30 am child was nowhere to be found and her aunt was unable to find her. Later child's aunt found her near the house around 1:00 pm. When child's aunt inquired, child shared all the details about the incident to her aunt and also identified the people who were involved in the crime.

CHILDLINE team along with the child's aunt went to Police Station and lodged an FIR against the accused under Protection of Children from Sexual Offence Act (POCSO Act). Child was sent to Diphu Civil Hospital for medical examination. CHILDLINE informed the child's parents to be present before Child Welfare Committee (CWC). CHILDLINE counselled the child and her parents. As per standard procedure, child was presented before Child Welfare Committee and the child was returned to her parents as per the committee's order.

After investigating the case, police arrested all 5 of them who were involved in this incident. Out of 5, two of them were sent behind bars and other 3 were referred to Juvenile Justice Board as they were under 18 years of age and are now in observation home.

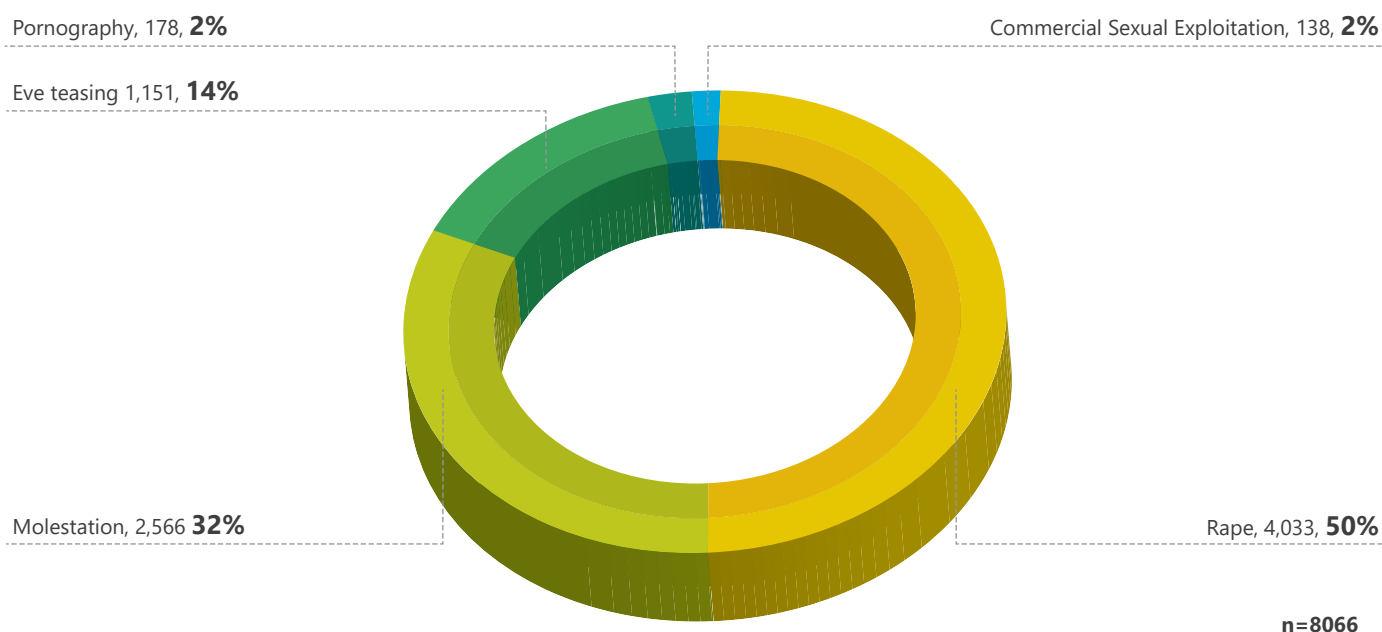
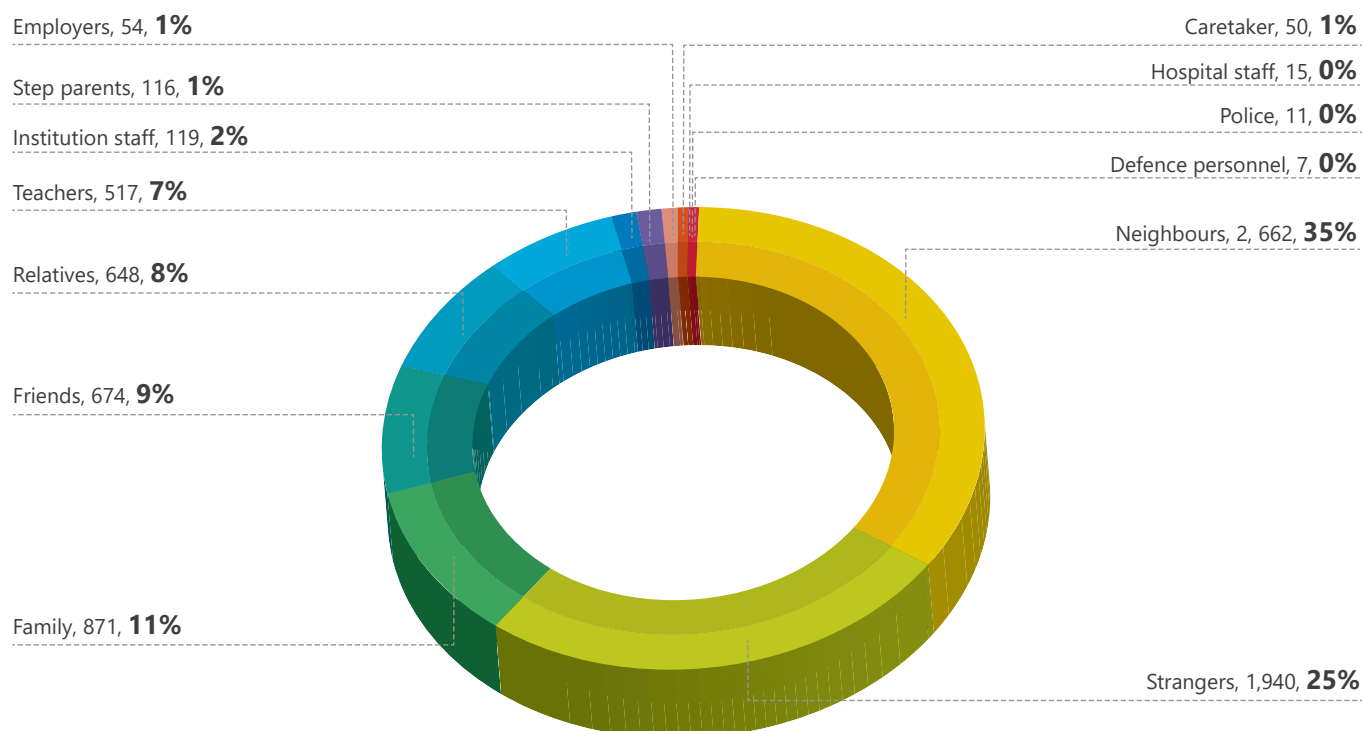


Figure 4.2.1.5: Types of sexual abuse

Sexual abuse including rape accounts for 50% of all cases. 32% of the cases are related to molestation and 14% are eve-teasing.



Note: Sexual abuser information was not available for 382 cases.

n=8066

Figure 4.2.1.6: Type of sexual abuser

Below figure 4.2.1.7 shows the top 10 states report sexual abuse cases

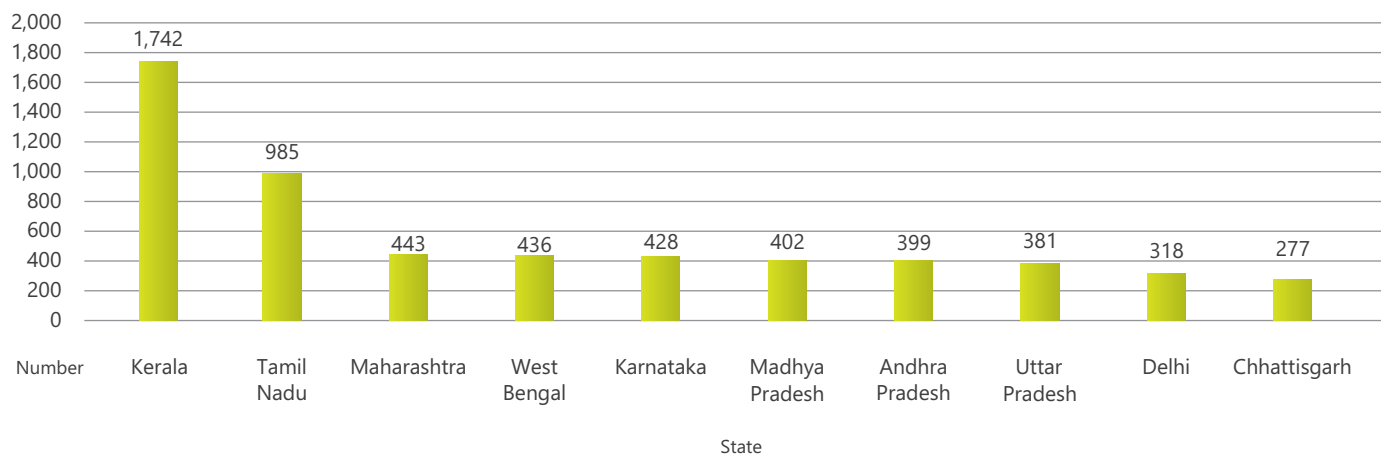


Figure 4.2.1.7: Top 10 State reported sexual abuse

Out of 8,066 sexual abuse cases, 72% of the cases have been reported from the 10 states shown in the graph. 22% cases have been reported from Kerala followed by Tamil Nadu 12%, Maharashtra, West Bengal, Karnataka, Madhya Pradesh, Andhra Pradesh & Uttar Pradesh have reported 5% cases each, Delhi and Chhattisgarh 4% and 3% each.

Below figure 4.2.1.8 shows the top 5 districts report sexual abuse cases

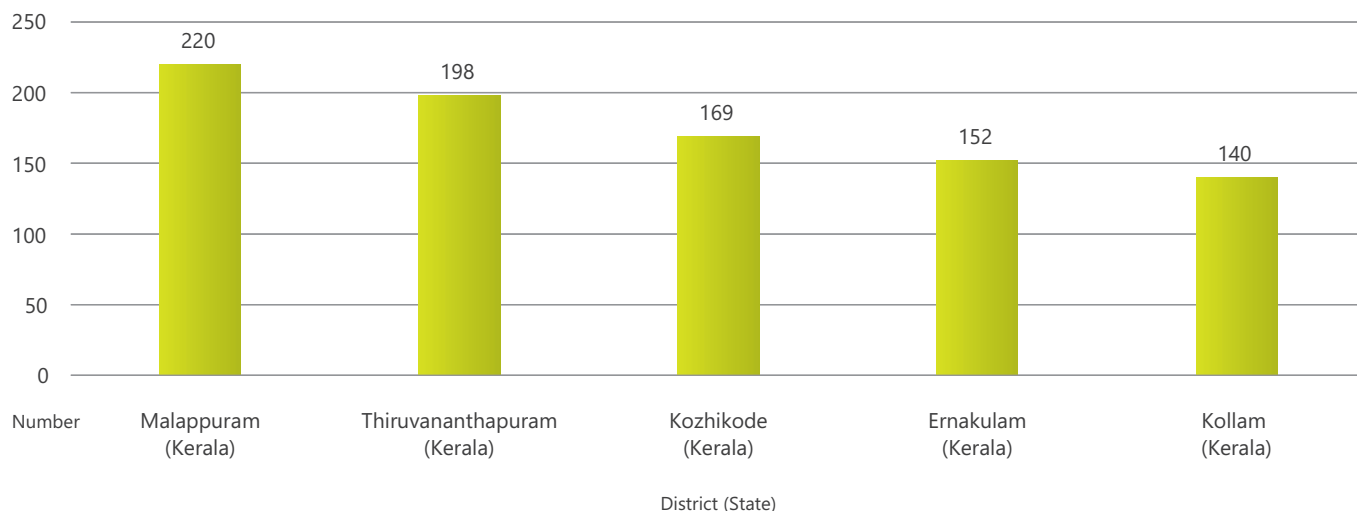
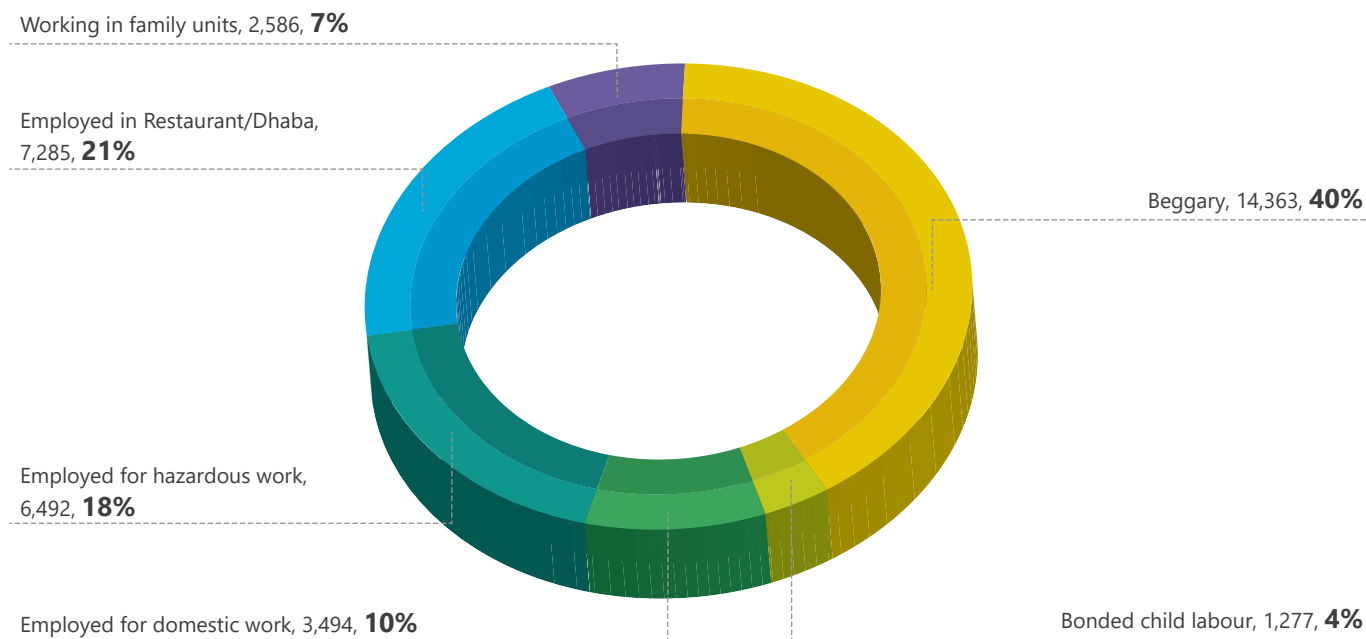


Figure 4.2.1.8: Top 5 district reported sexual abuse

Below figure 4.2.2 shows the different kind of works in which children are involved as a labour.



Note: In 3,850 Child labour cases information was not available.

n=39347

Figure 4.2.2: Child labour: kind of work

Child labour cases have increased by 13% during the year 2018-19 which includes mainly children who are involved in work at restaurant/dhaba, hazardous work, domestic work and beggary.

Child labour cases registered through 1098 and outreach are 52% and 41% respectively whereas 6% cases have been registered directly by contacting the CHILDLINE member.

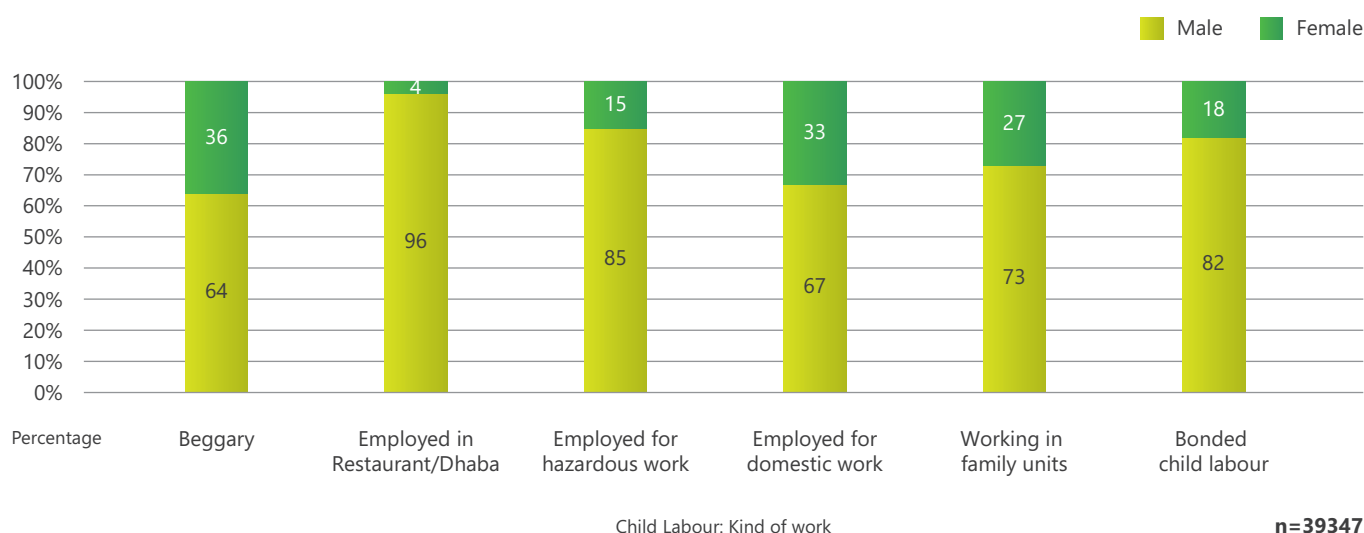


Figure 4.2.2.1: Gender wise split of child labour cases

Ratio between male and female children for child labour cases are 1:0.29. Only 23% female children are involved in labour activity.

Below figure 4.2.2.2 shows the top 10 states report child labour.

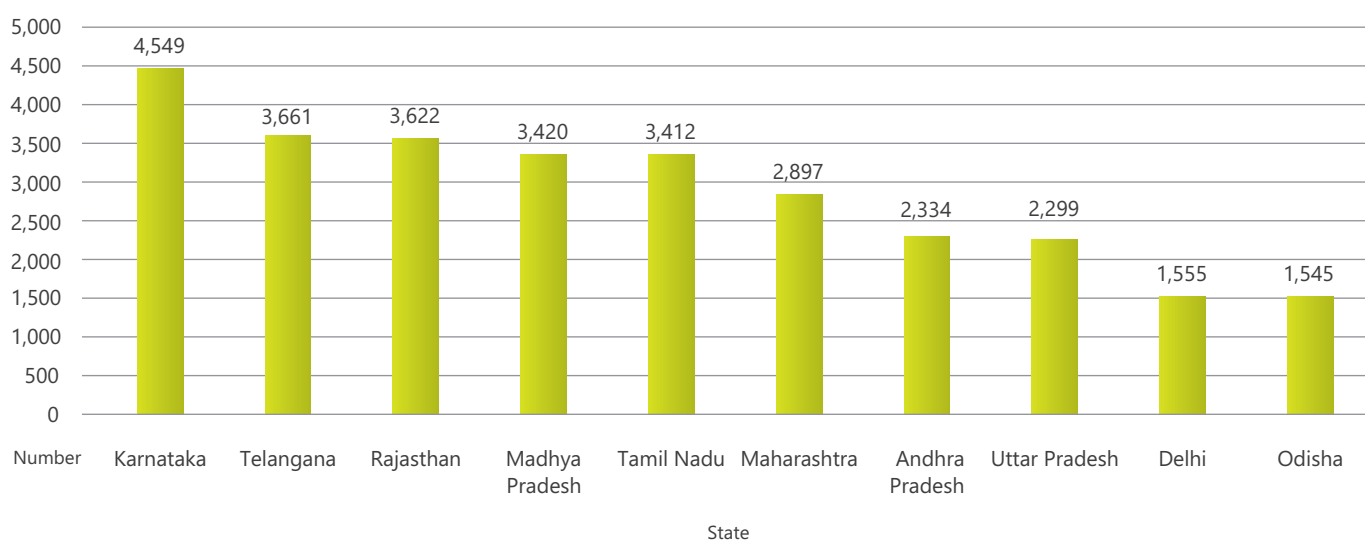


Figure 4.2.2.2: Top 10 states reported child labour cases

Out of 39,347 child labour cases, 74% of the cases have been reported from the 10 states shown in the graph. Karnataka top the list with 12% cases followed by Telangana, Rajasthan, Madhya Pradesh and Tamil Nadu 9% cases each.

Below figure 4.2.2.3 shows the top 5 districts reported child labour.

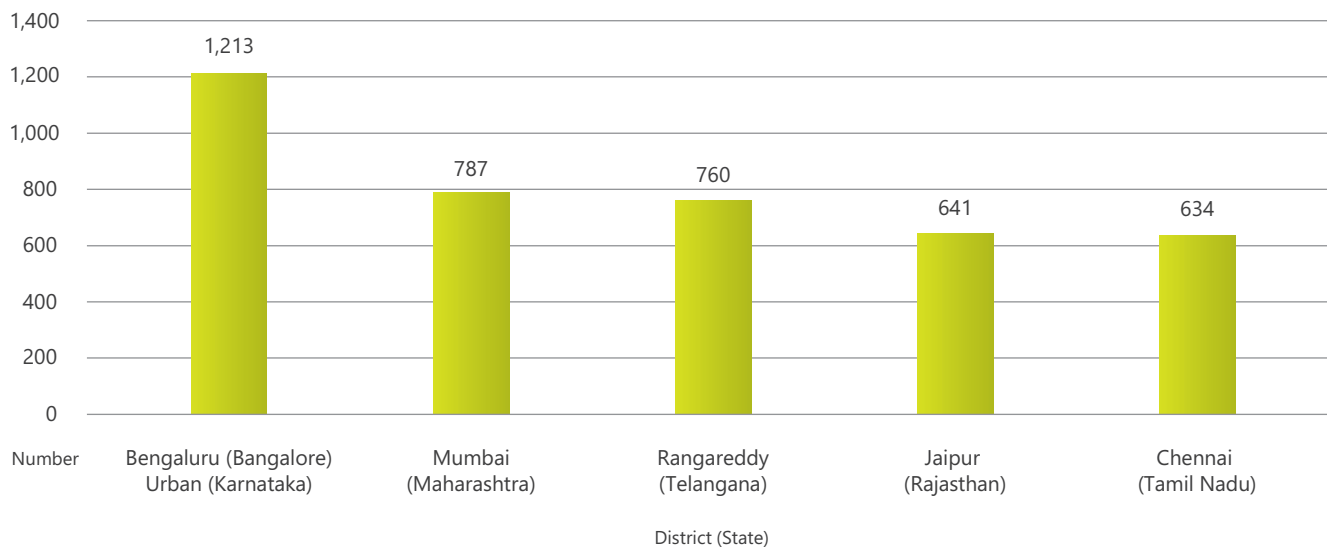


Figure 4.2.2.3: Top 5 district reported child labour cases

There is no reason, there is no excuse, Child labour is Child Abuse

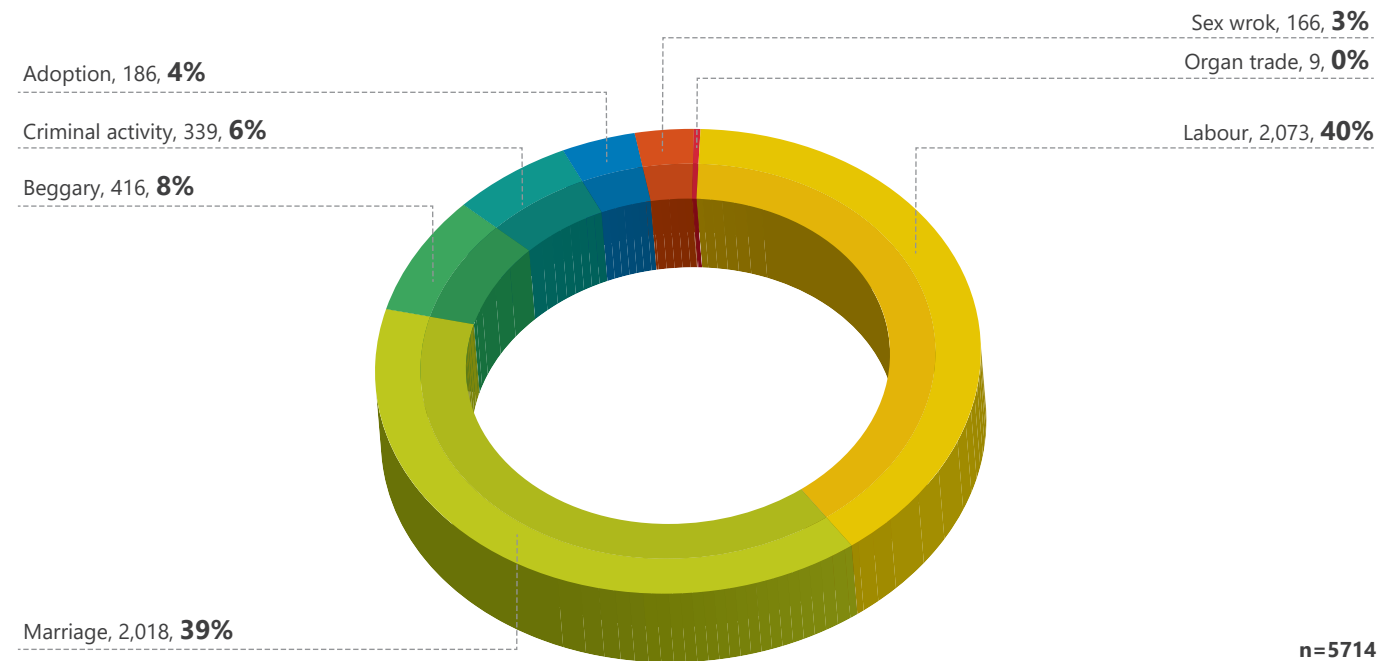
CHILDLINE team during their outreach with Special Juvenile Police Unit team, found a boy aged 12 years old was rag picking.

CHILDLINE team rescued the child and brought him to CHILDLINE office and counselled the child. The child revealed that he lives in Maniyar, Advasi Basti of Shivpuri District and as his family's economic condition is not good hence he decided to work so that he can support his family. Team made him aware about the different health hazards caused due to rag picking. CHILDLINE team advised him to complete his studies and to stop rag- picking.

CHILDLINE team informed Child Welfare Committee (CWC) about the child. CHILDLINE team visited the child's home to meet his family and informed them about their child picking rag. CHILDLINE team informed the parents to be present before Child Welfare Committee (CWC). CHILDLINE presented the child and his parents in front the committee. The parents were counselled by CWC members and were warned that if their child was found again rag picking, then required action will be taken against them. After the counselling, child was handed over to his parents as per the CWC order.

CHILDLINE team visited the child's home for routine follow up and found out that the child was going to school regularly and was not rag picking anymore.

Below figure 4.2.3 shows reason behind trafficking of children.



Note: For 507 trafficking cases, reasons for trafficking was not available.

Figure 4.2.3: Trafficking: reasons for trafficking

Trafficking for labour, marriage and beggary forms 87% of trafficking cases where as 6% children were trafficked for criminal activity, 4% for adoption and 3% for sex work.

56% trafficking cases have been received through 1098 whereas 19% from outreach. 23% cases have been registered directly either by visiting local CHILDLINE office or calling on mobile number of director or coordinator.

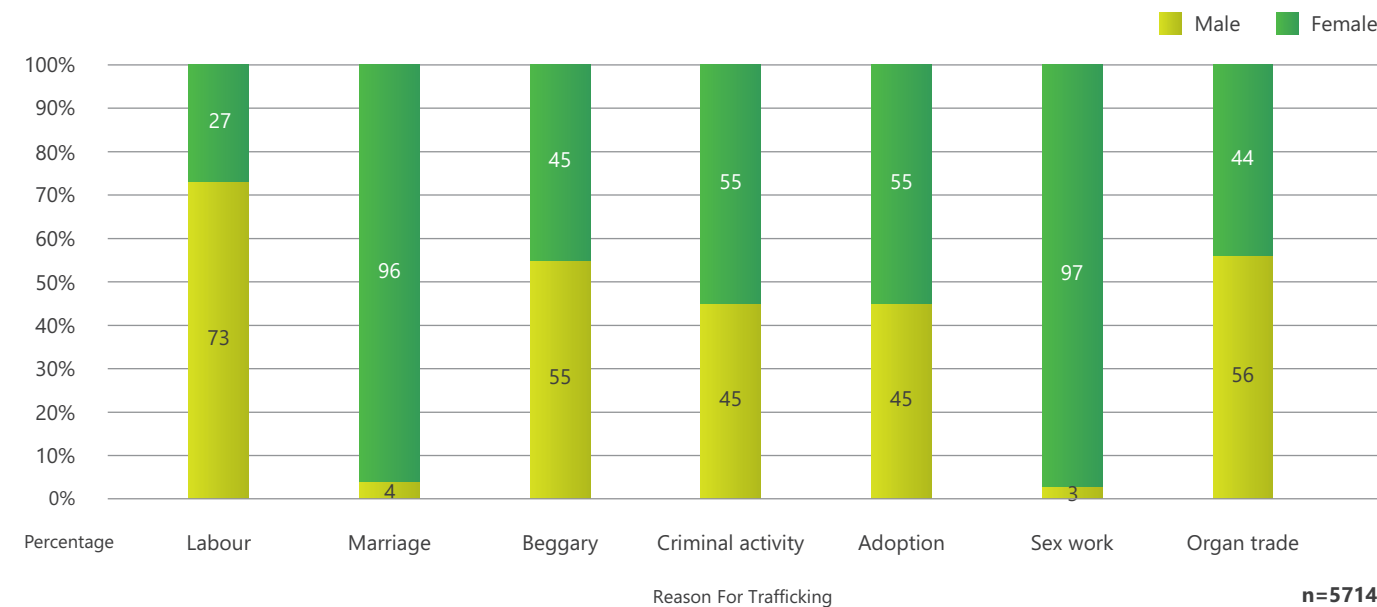


Figure 4.2.3.1: Gender wise split of trafficking cases

Ratio between male and female children for child labour cases are 1:1.49. Overall 60% female children were trafficked whereas male children were trafficked in 40% cases.

More female children were trafficked for marriage, sex work, criminal activity, and adoption whereas male children were trafficked mainly for labour, beggary and organ trade work.

Below figure 4.2.3.2 shows the top 10 states reported trafficking.

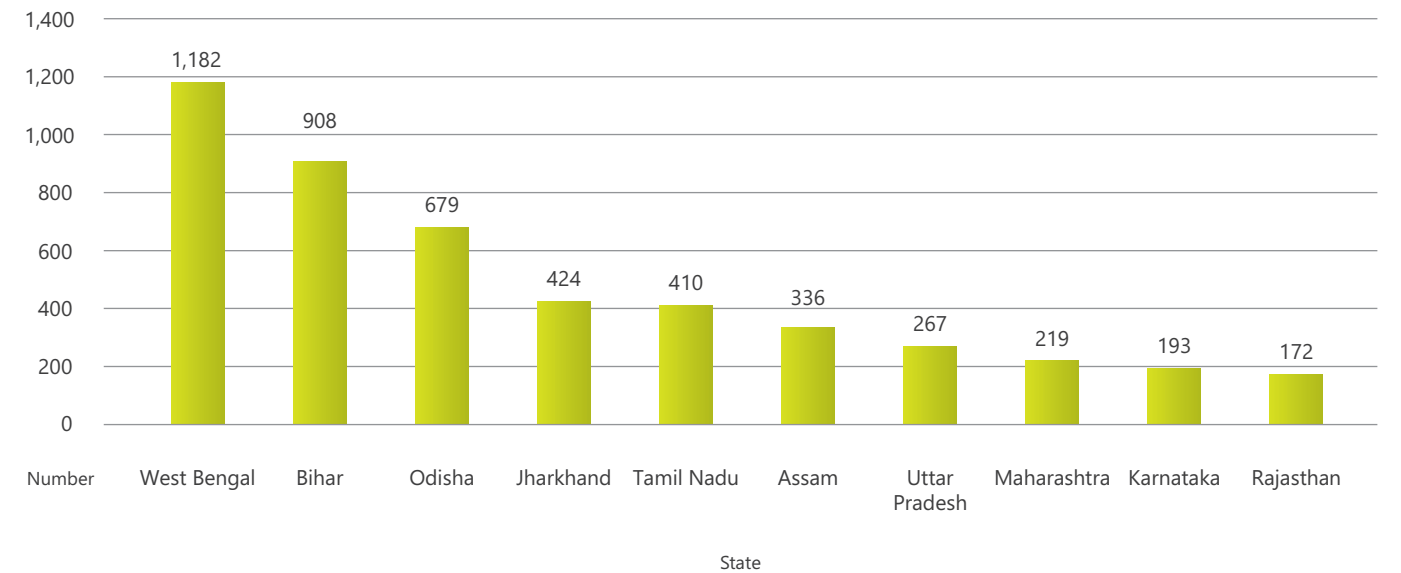


Figure 4.2.3.2: Top 10 state reported child trafficking cases

Out of 5,714 trafficking cases a whopping 4,790 (84%) cases are reported from 10 states shown in the above graph. More than 1/5th (21%) of the cases from West Bengal followed by Bihar 16% and Odisha 12%.

Below figure 4.2.3.3 shows the top 5 districts reported trafficking.

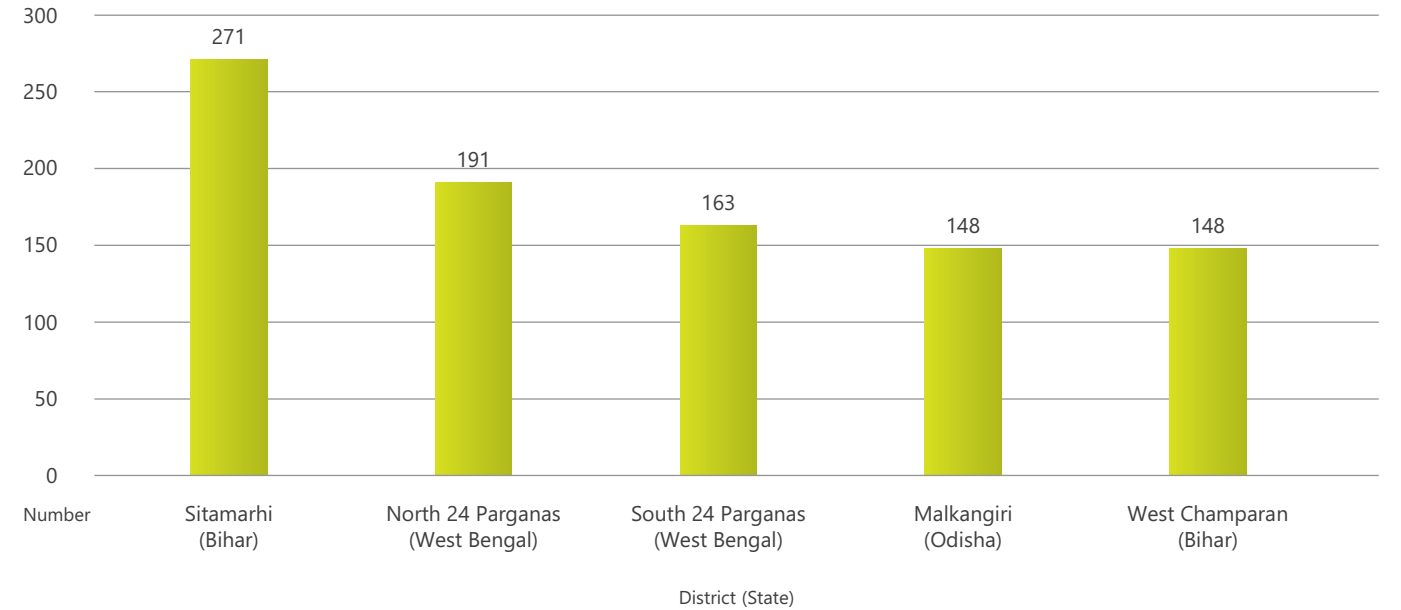


Figure 4.2.3.3: Top 5 district reported child trafficking cases

Children saved from Trafficking for labour

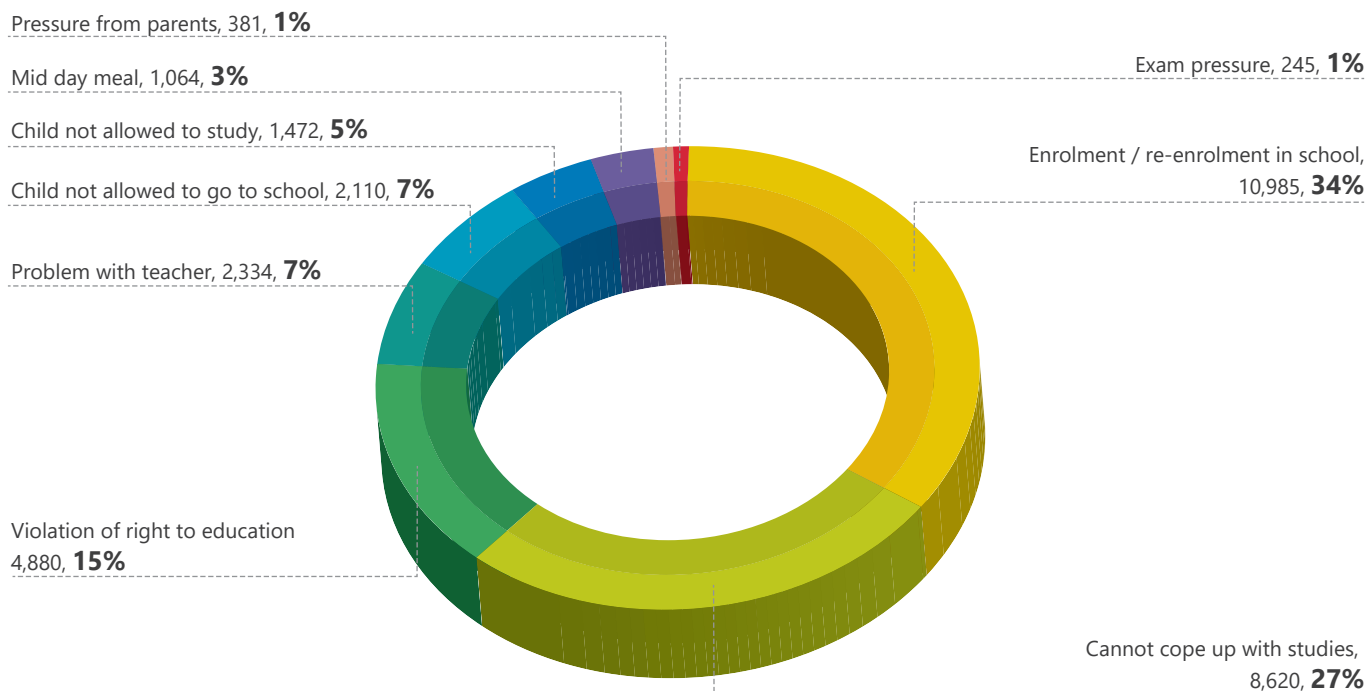
A concerned adult passenger travelling by train from Kamrup Express called CHILDLINE 1098 to inform them about two children being trafficked for domestic labour. The train was coming from Dibrugarh (Assam) to Howrah (West Bengal). Both children were female and seemed to be below 14 years old. Caller also informed that these children were travelling with a lady who also had a small baby with her. Caller also shared other valuable details related to train, coach number and location of the train so that CHILDLINE could plan accordingly.

After knowing the location of the train mapped from the railway online portal, CHILDLINE Contact Centre immediately informed Railway CHILDLINE Jalpaiguri about the case details. But by the time Railway CHILDLINE Jalpaiguri reached the station to rescue the children, the train had already left the station for Malda. CHILDLINE Contact Centre immediately conveyed the information to Railway CHILDLINE at Malda.

Without any further delay, Railway CHILDLINE Malda immediately made a move and along with Government Railway Police Station (GRPS) rescued the children from the train at Malda Railway station. The trafficker was immediately taken into custody by Police. Soon after the rescue, Railway CHILDLINE team lodged an FIR and took handover of the children and informed Child Welfare Committee. Both the children were kept at shelter home and counselled by CHILDLINE team. After counselling the children, it was known that both children were from Assam.

Railway CHILDLINE presented the children before Child Welfare Committee and as per their order, children were restored back to their parents.

Below figure 4.2.4 shows the different kind of education related issues which children face.



Note: For 3,138 education related cases information was not available.

n=35229

Figure 4.2.4: Education related: sub reasons

Cases related to education issues have increased by 20% during 2018-19 compare to 2017-18.

34% of the cases have been for either enrolment or re-enrolment of children in school whereas 27% cases are of children who can't cope up with studies. Around 15% of the cases have been received for violation of right to education whereas mid-day-meal related complaint has been registered in 3% cases.

61% of education related issues has been registered by calling on 1098 whereas 34% cases has been received during outreach and in 4% cases CHILDLINE office have been visited directly either by child or adult.

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. Pressure from parents and problems with teacher are the main reasons for calling. We can assume from this that the child has been faced with parental pressures and complaints from teachers- both building pressure on the child.

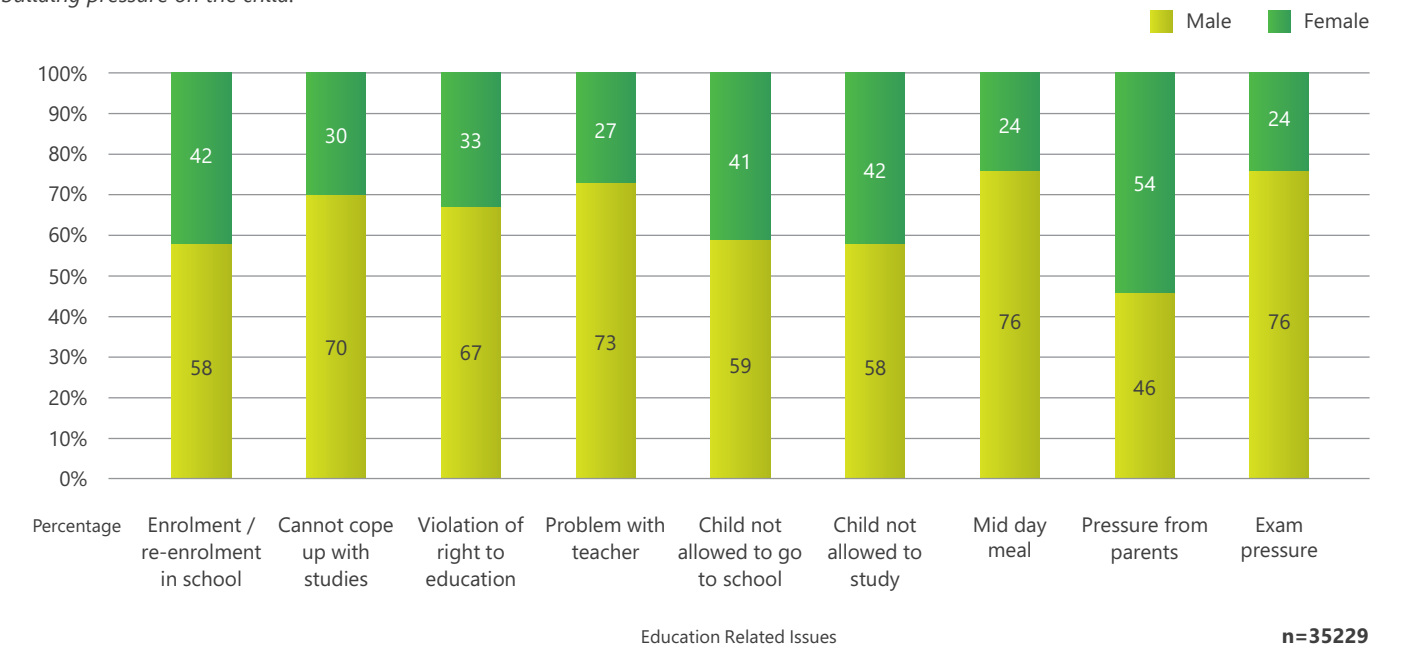
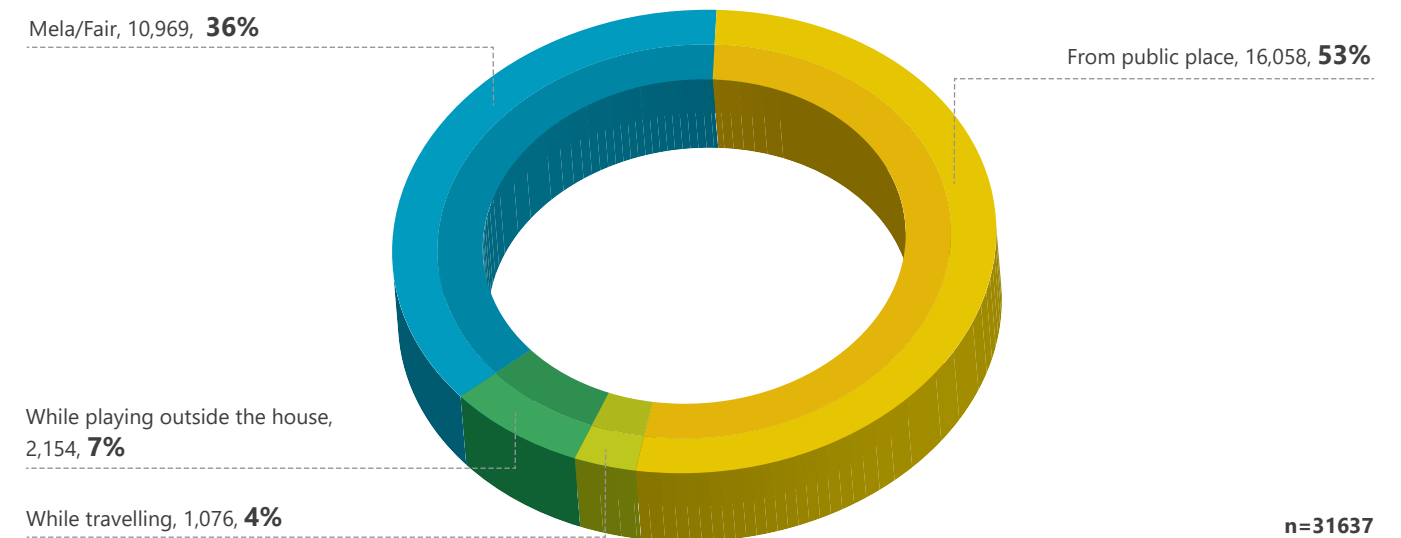


Figure 4.2.4.1: Gender wise split of education related cases

In all the education related issues male children cases are higher except pressure from parents. Ratio of male and female children is 1:0.55. Overall 64% cases has been received for male children whereas for female children it's only 36%.



Note: For 1,380 missing cases, place of missing was not available.

Figure 4.2.5: Missing children: The place where children went missing

Significant changes can be seen in the reasons for calling CHILDLINE in terms of missing cases: 53% of the children gone missing from public places whereas 36% in mela/fair, are two major places from where children went missing. 7% of the children went missing while they were playing outside their house and only 4% during travelling.

Compare to 2017-18 missing cases have increased by 13% during 2018-19. Share of missing cases to overall reason for calling is 11%.

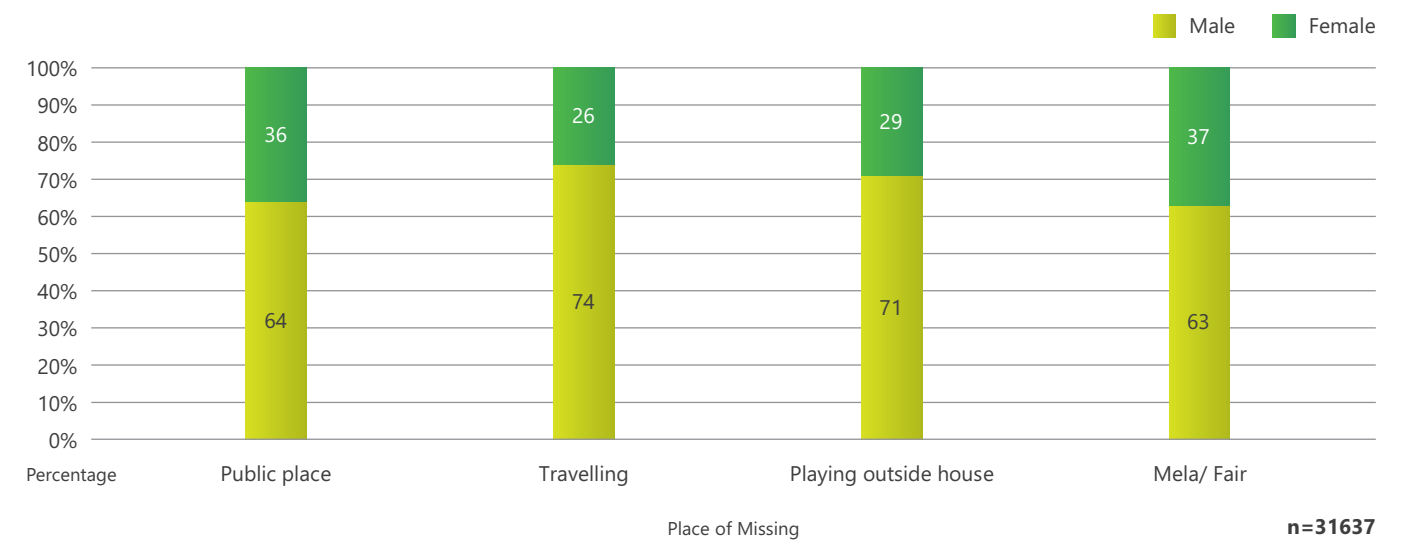


Figure 4.2.5.1: Gender wise split of missing children cases

2/3rd of the missing cases have been registered for male children. Ratio of male and female children are 1:0.48.

54% of the missing cases have registered through 1098. 2% missing cases have been registered either through email or Khoya-paya website.



Through
1098



Directly came to
Childline Office



05

FROM WHERE DO CHILDREN CALL CHILDLINE 1098?



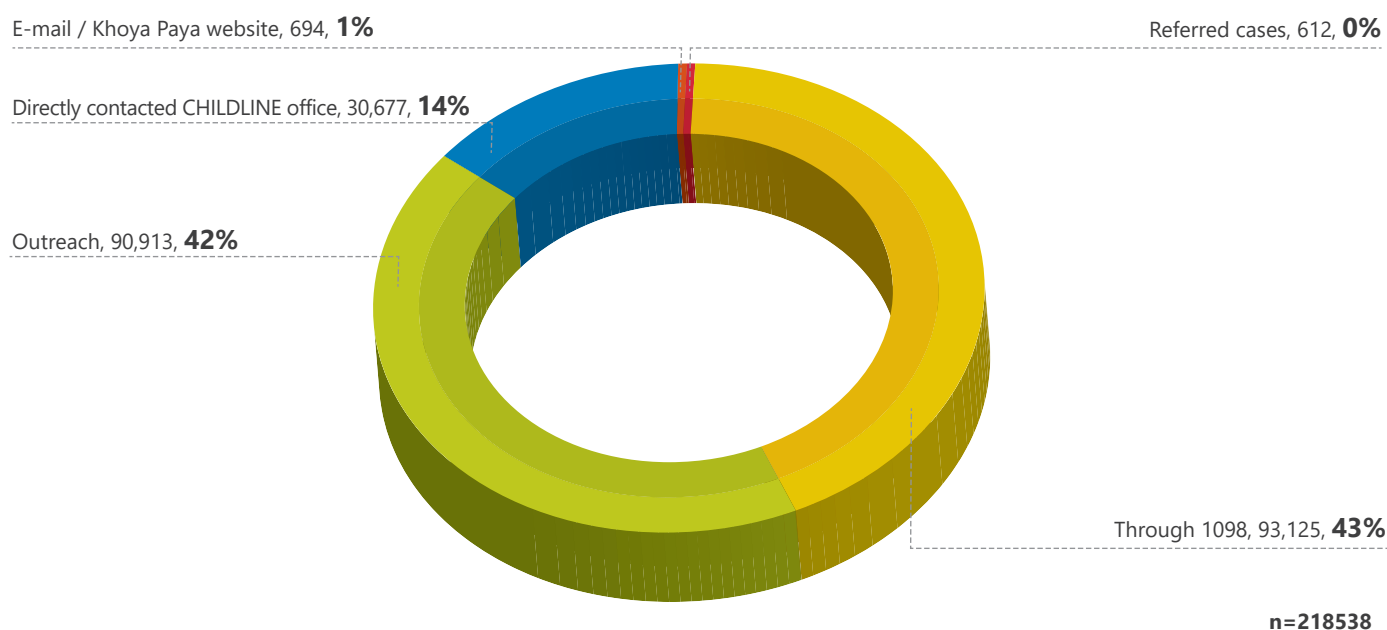
Outreach



Referred
Cases

CHAPTER - 5 FROM WHERE DO CHILDREN CALL CHILDLINE 1098?

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



Note: Information about contact was not known for 2,517 cases.

Figure 5.1: How children come in contact with CHILDLINE

Table 5.1.1: Three years comparative analysis of how children come in contact with CHILDLINE

Contacted through	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
Through 1098	74,002	76,979	4%	93,125	21%
Outreach	75,774	84,611	12%	90,913	7%
Directly contacted CHILDLINE office	7,121	8,714	22%	30,677	252%
E-mail / Khoya Paya website	663	431	-35%	694	61%
Referred cases	1,439	846	-41%	612	-28%
Total	1,58,999	1,71,581	8%	2,16,021	26%

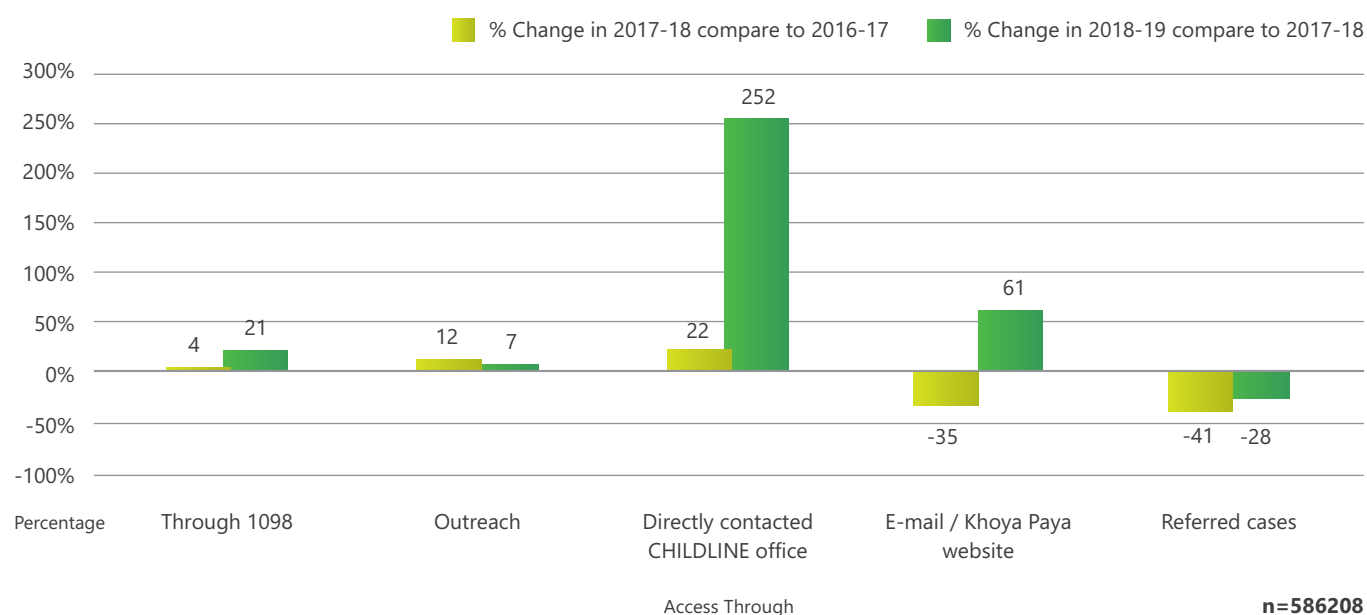


Figure 5.1.1: Three years comparative analysis of how children come in contact with CHILDLINE

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

The number of cases received during outreach is a significant 42%. 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.

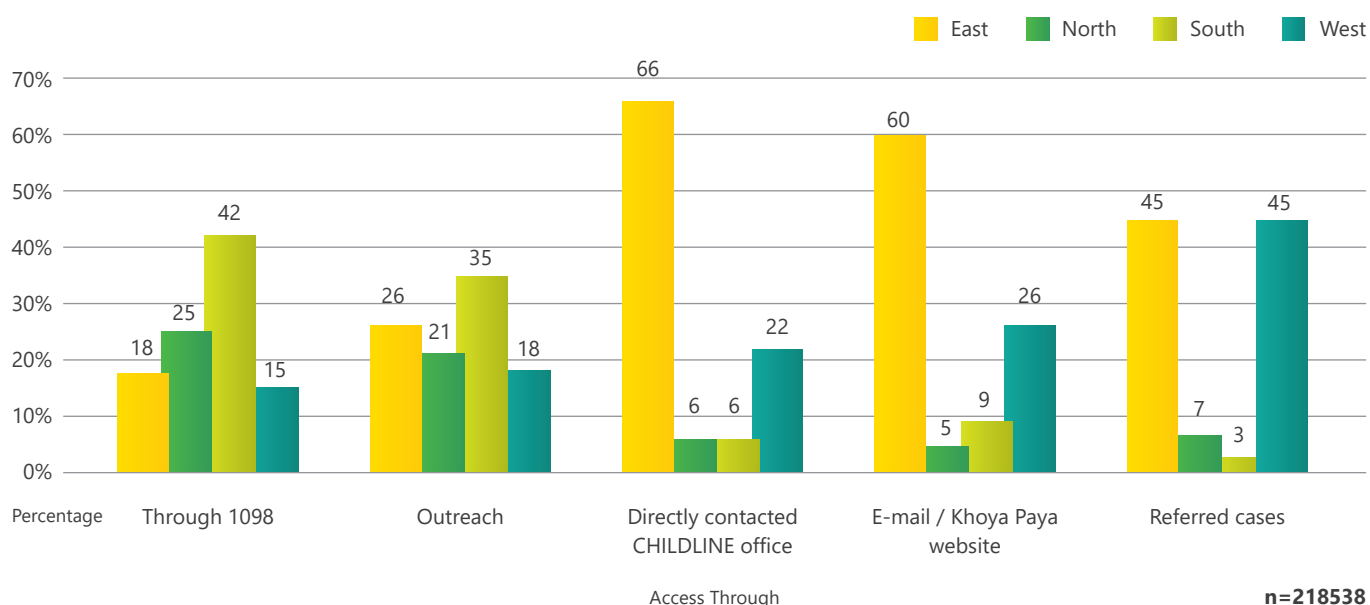
Table 5.1.2: Access to CHILDLINE 1098 zone wise split

Below table show the zone wise split of how children or concerned adults contacted CHILDLINE. All the four zones are different in terms of how the CHILDLINE service has been contacted.

Contacted through	East	North	South	West	Total
Through 1098	16,861	23,120	39,626	13,518	93,125
Outreach	24,060	19,484	32,048	15,321	90,913
Directly contacted CHILDLINE office	20,529	1,688	1,768	6,692	30,677
E-mail / Khoya Paya website	416	36	60	182	694
Referred cases	280	40	18	274	612
Total	62,146	44,368	73,520	35,987	2,16,021

Note: Information about contact was not known for 2,517 cases.

In East zone, majority of the cases are through outreach and secondly people have either directly called on the landline or mobile number of the director or coordinator of CHILDLINE or visited the CHILDLINE office to report the child issues whereas in North & South zone 1098 is the major source for reporting the cases and outreach is the major source for reporting the cases in West zone.



Note: Information about contact was not known for 2,517 cases.

Figure 5.1.2: Access to CHILDLINE 1098 zone wise split

South zone has higher share of cases reported through 1098 and outreach whereas East zone has dominance where CHILDLINE office has been directly visited for reporting the cases and through E-mail/Khoya paya website. East & West zone has received almost equal number of cases referred by other NGO or project or CHILDLINE.

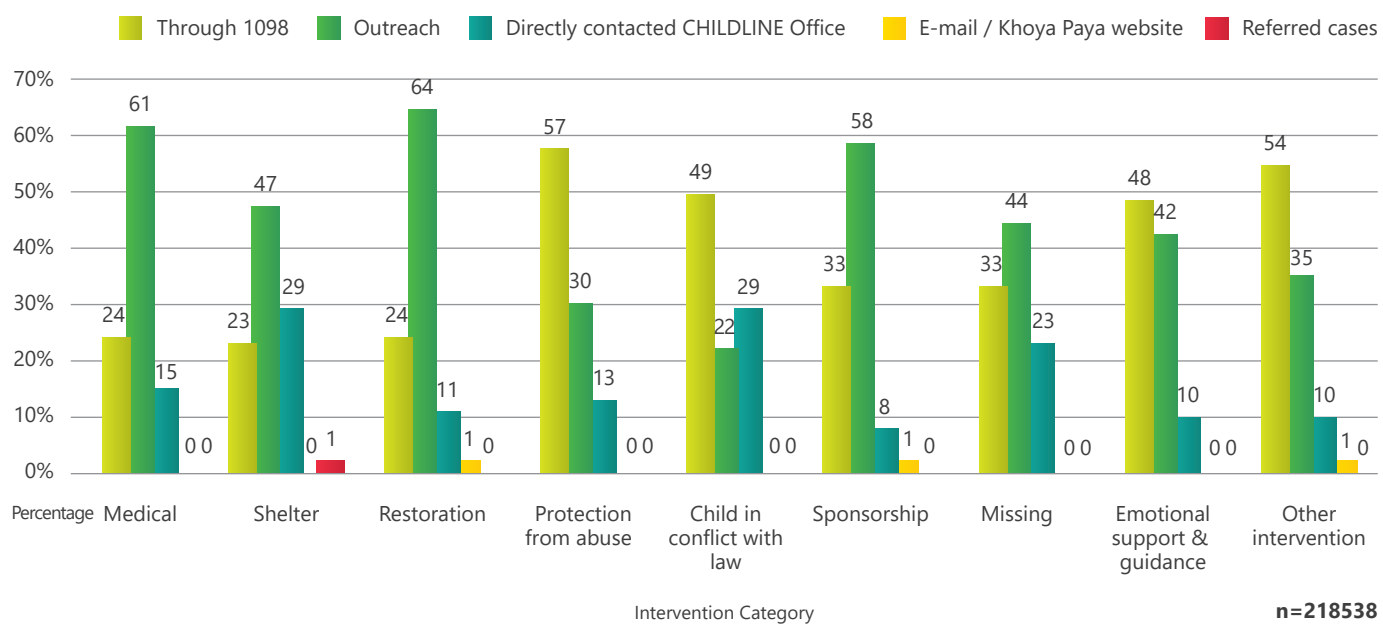
Access to CHILDLINE 1098 split by intervention type

The most prominent finding is that of adults coming to CHILDLINE offices for shelter and protection of children from abuse & violence. During outreach the most frequent requests are those involving emotional support & guidance and protection from abuse assistance. Out of cases reported through internet protection from abuse is the higher. Restoration cases involve NGO referrals- this is understandable given CHILDLINE's reach across the country.

Table 5.1.3: Access to CHILDLINE 1098 split by intervention type

Interventions	Through 1098	Outreach	Directly contacted CHILDLINE office	E-mail / Khoya Paya website	Referred cases	Total
Medical	4,274	11,141	2,779	23	33	18,250
Shelter	6,835	13,997	8,630	69	185	29,716
Restoration	3,247	8,888	1,461	86	21	13,703
Protection from abuse	29,959	16,153	6,630	116	126	52,984
Child in conflict with law	119	50	71	0	1	241
Sponsorship	2,572	4,512	595	43	3	7,725
Missing	2,463	3,321	1,704	13	24	7,525
Emotional support & guidance	22,821	19,656	4,803	35	91	47,406
Other intervention	20,835	13,195	4,004	309	128	38,471
Total	93,125	90,913	30,677	694	612	2,16,021

Note: Information about contact was not known for 2,517 cases.



Note: Information about contact was not known for 2,517 cases.

Figure 5.1.3: Access to CHILDLINE 1098 split by intervention type

5.2 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.

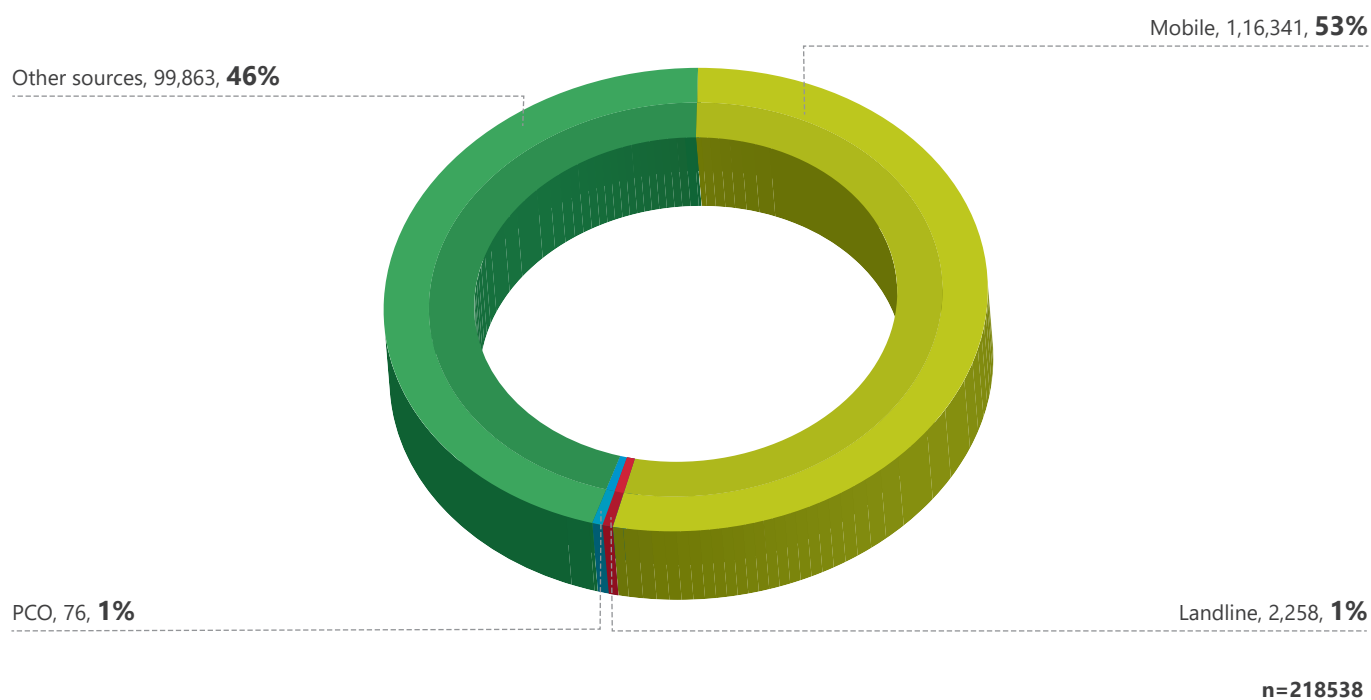


Figure 5.2: Calls to CHILDLINE from different telephone sources

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 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.

Table 5.2.1: Three years comparative analysis of calls to CHILDLINE from different telephone sources

Call came through	2016-17	2017-18	Change in 2017-18 compare to 2016-17 %	2018-19	Change in 2018-19 compare to 2017-18 %
Mobile	1,21,523	97,627	-20%	1,16,341	19%
Landline	16,767	11,591	-31%	2,258	-81%
PCO	214	169	-21%	76	-55%
Other sources	38,759	81,020	109%	99,863	23%
Total	1,77,263	1,90,407	7%	2,18,538	15%

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.

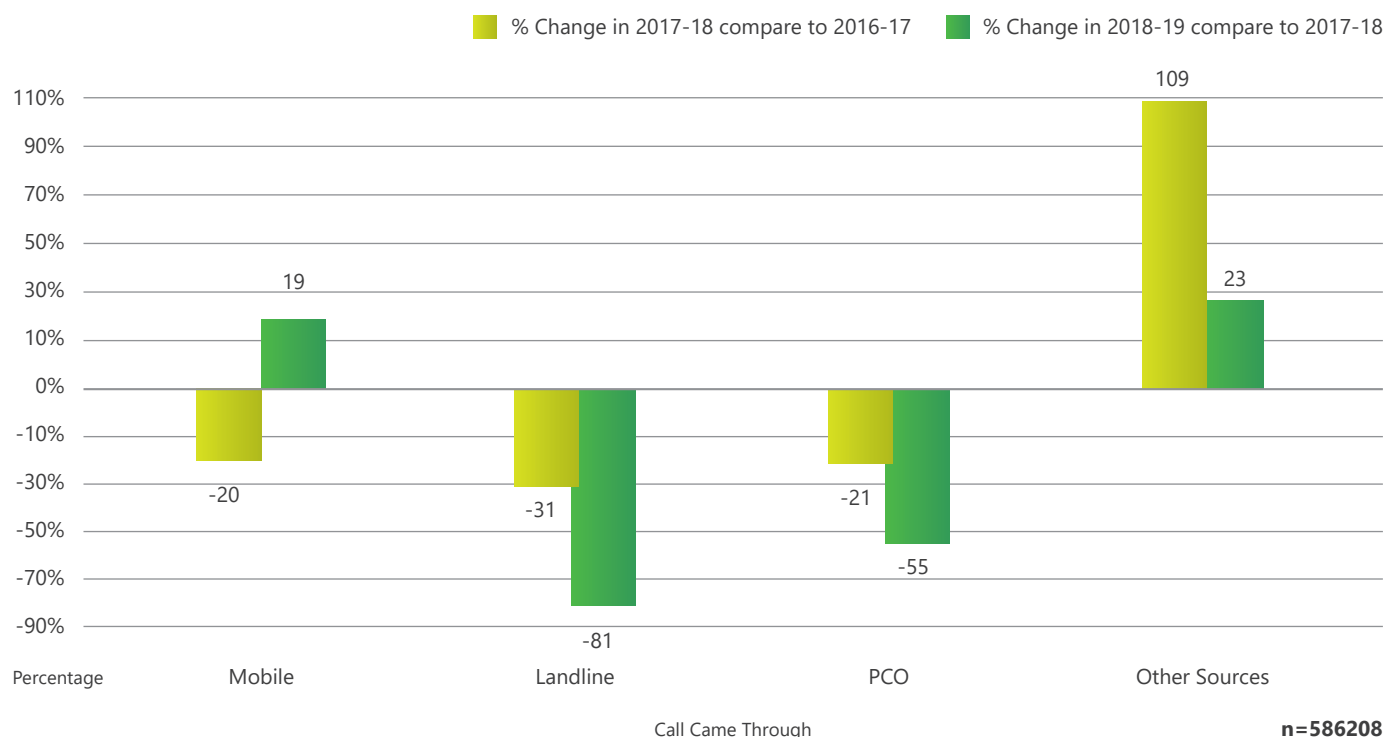


Figure 5.2.1: Three years comparative analysis of calls to CHILDLINE from different telephone sources

Table 5.2.2: Zone wise split of calls to CHILDLINE from different telephone sources

Call came through	East	North	South	West	Total
Mobile	33,807	24,383	40,094	18,057	1,16,341
Landline	1,199	234	578	247	2,258
PCO	12	5	46	13	76
Other sources	29,584	19,746	32,802	17,731	99,863
Total	64,602	44,368	73,520	36,048	2,18,538

South zone has highest share in the cases received through mobile 34% and East zone is leading in calls received through landline 53%. Out of all cases received through PCO, 60% are from south zone and with 32% of the share in cases received through other source south zone is highest followed by east zone with 30% share.

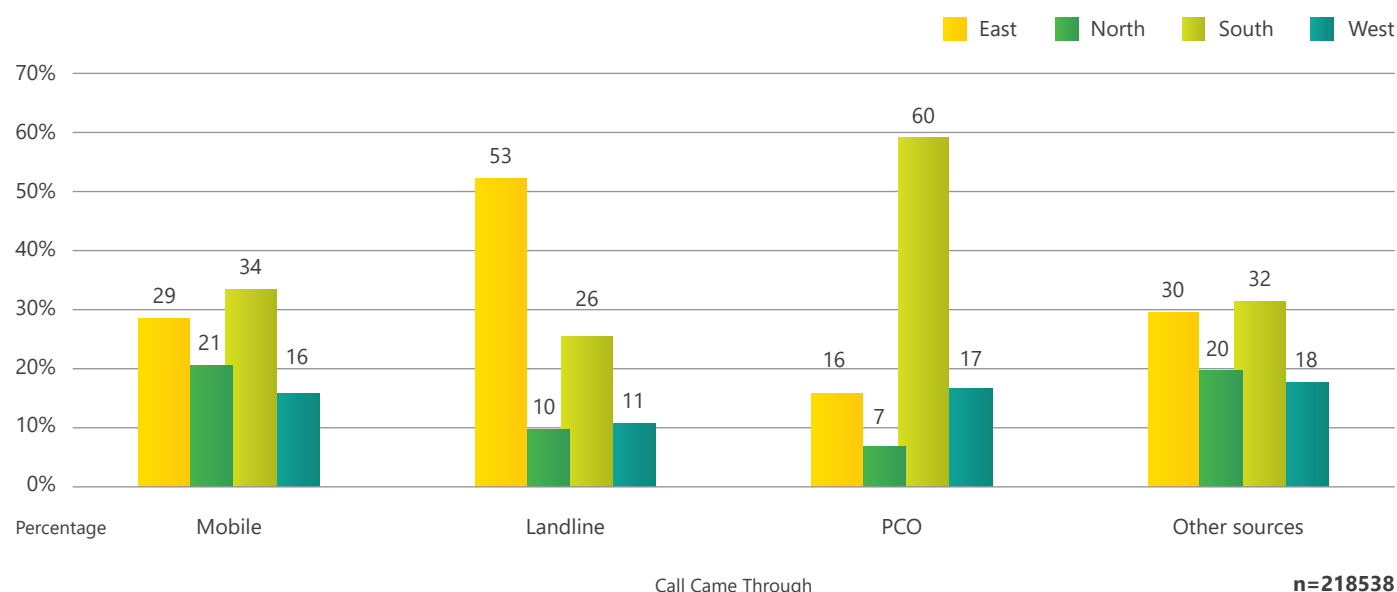


Figure 5.2.2: Zone wise split of calls to CHILDLINE from different telephone sources

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 5.2.3: Calls to CHILDLINE from different telephone sources and interventions

Intervention	Mobile	Landline	PCO	Other sources	Total
Medical	6,461	60	2	11,838	18,361
Shelter	13,508	967	9	16,056	30,540
Restoration	4,348	162	4	9,281	13,795
Protection from abuse	35,408	411	30	17,847	53,696
Child in conflict with law	173	4	0	69	246
Sponsorship	2,958	22	2	4,751	7,733
Missing	3,319	70	4	4,156	7,549
Emotional support & guidance	26,437	374	15	20,816	47,642
Other intervention	23,729	188	10	15,049	38,976
Total	1,16,341	2,258	76	99,863	2,18,538

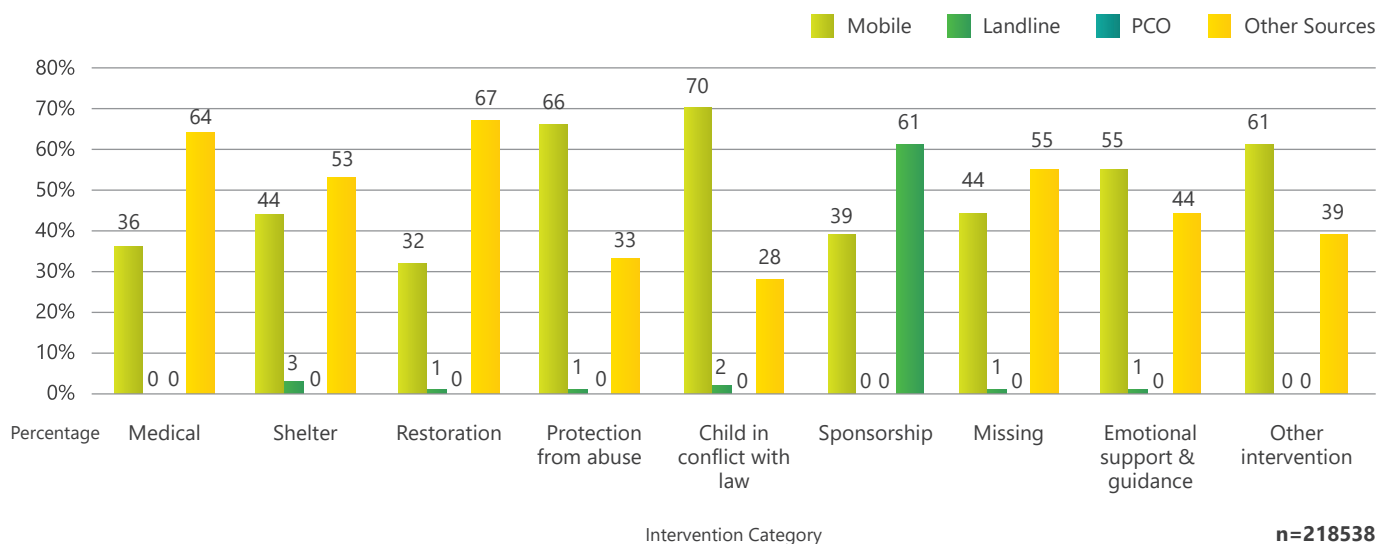


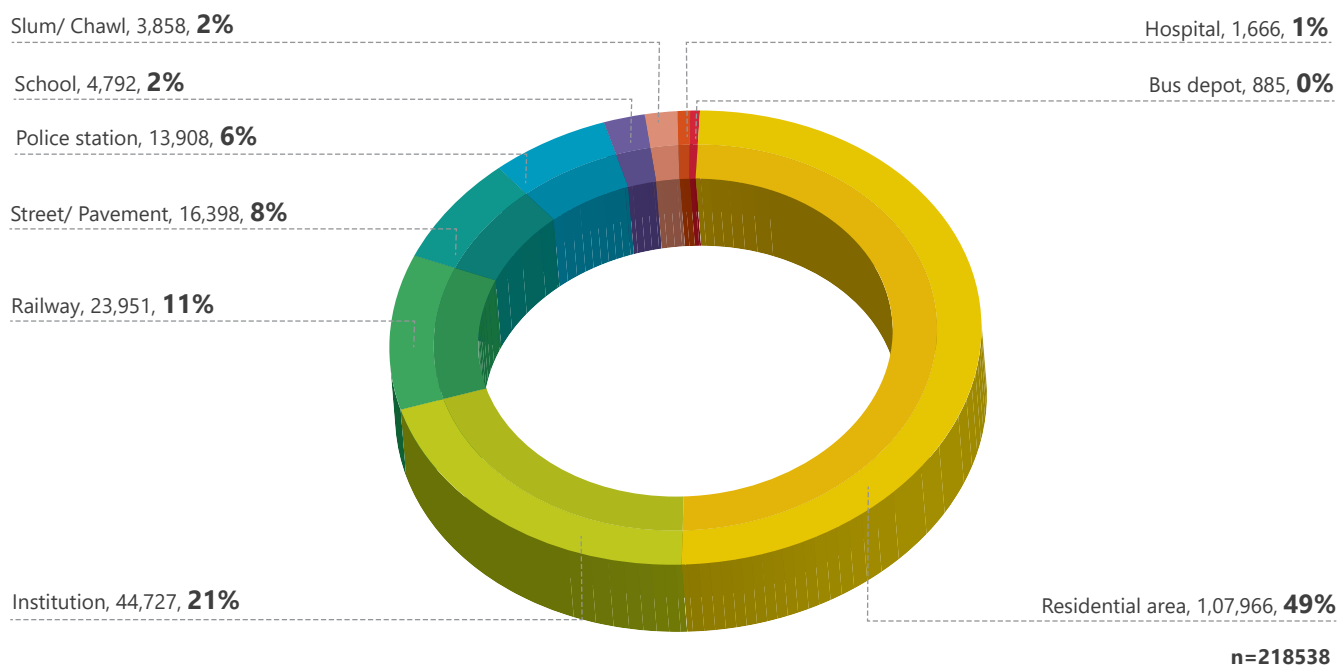
Figure 5.2.3: Calls to CHILDLINE from different telephone sources and interventions

For non-PCO landlines and mobiles the most significant cases are those requiring emotional support & guidance, child in conflict with law, other intervention and protection from abuse. Whereas, for calls coming from PCOs the most pressing needs appear to be for protection from abuse and emotional support & guidance 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, emotional support & guidance and other intervention 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.

5.3 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 calls coming to CHILDLINE remain varied in nature.

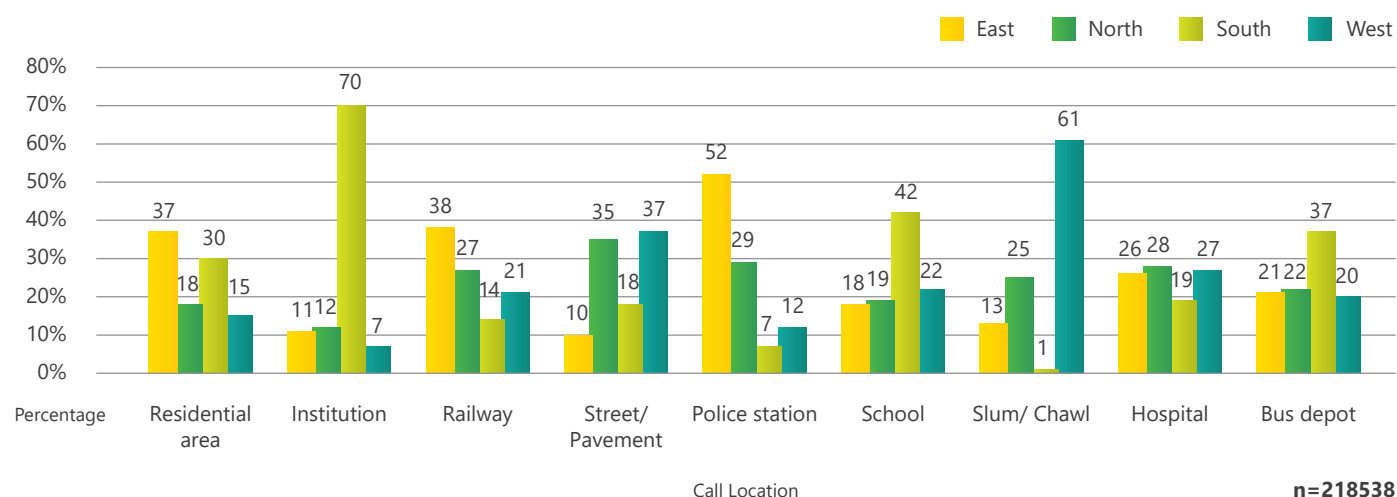


Note: Location of cases was not available for 387 cases.

Figure 5.3: Location of calls to CHILDLINE

CHILDLINE receives calls from variety of locations 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 institutions, railways, police stations, streets/pavements, school and slums/chawl accounts for more than 50% of all locations from where calls come in and are crucial as these places are frequented by most marginalised children.

Below graph show the location from where cases have been come to CHILDLINE are vary in each zone.



Note: Location of cases are not available for 387 cases.

Figure 5.3.1: Zone wise split of location of calls to CHILDLINE

East zone has major share of cases that have been reported from residential areas, railway and police stations whereas north zone received majority of cases from streets/pavements and hospitals. 61% of the cases of slum/chawl are in western zone which are mainly from marginalised children. More than 2/3rd of the cases received from institutions are from south zone. South zone has also dominance in cases received from school and bus depot with 42% and 37% respectively.



06

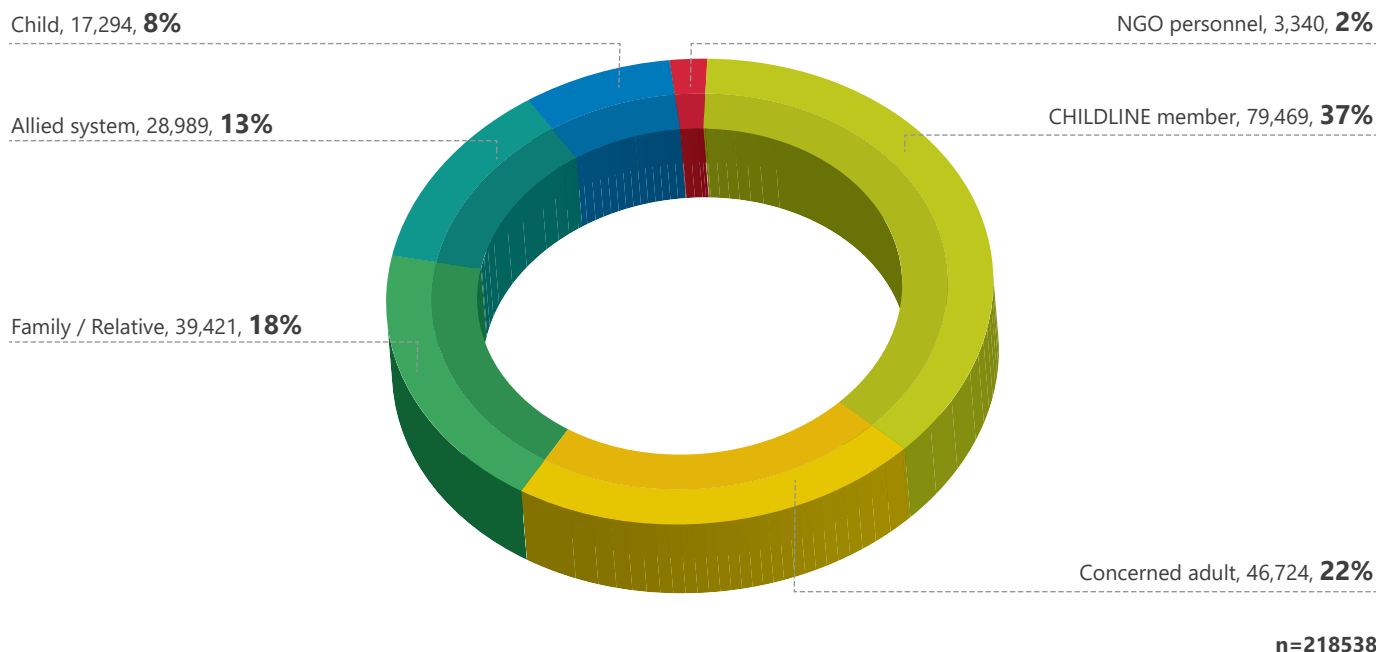
PROFILE OF CALLER & CHILDREN



CHAPTER - 6 PROFILE OF CALLER & CHILDREN

6.1 Profile of caller

More than 1/3rd of all cases reported to CHILDLINE are from CHILDLINE member. Below figure 6.1 shows the profile of the caller to CHILDLINE varies from children, allied systems, family/relatives, concern adult and NGO personnel.



Note: Caller's details were not available for 3,301 cases.

Figure 6.1: Profile of callers to CHILDLINE

Below table show the change in profile of the caller in last three years.

Table 6.1.1 Last three years comparative analysis of type of caller

Caller type	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
CHILDLINE member	63,490	68,607	8%	79,469	16%
Concerned adult	35,636	44,752	26%	46,724	4%
Family / Relative	29,357	30,906	5%	39,421	28%
Allied system	27,603	30,471	10%	28,989	-5%
Child	10,129	12,130	20%	17,294	43%
NGO personnel	4,367	3,541	-19%	3,340	-6%
Total	1,70,582	1,90,407	7%	2,15,237	15%

Note: Caller's details were not available for 6,681 (2016-17) and 3,301 (2018-19) cases.

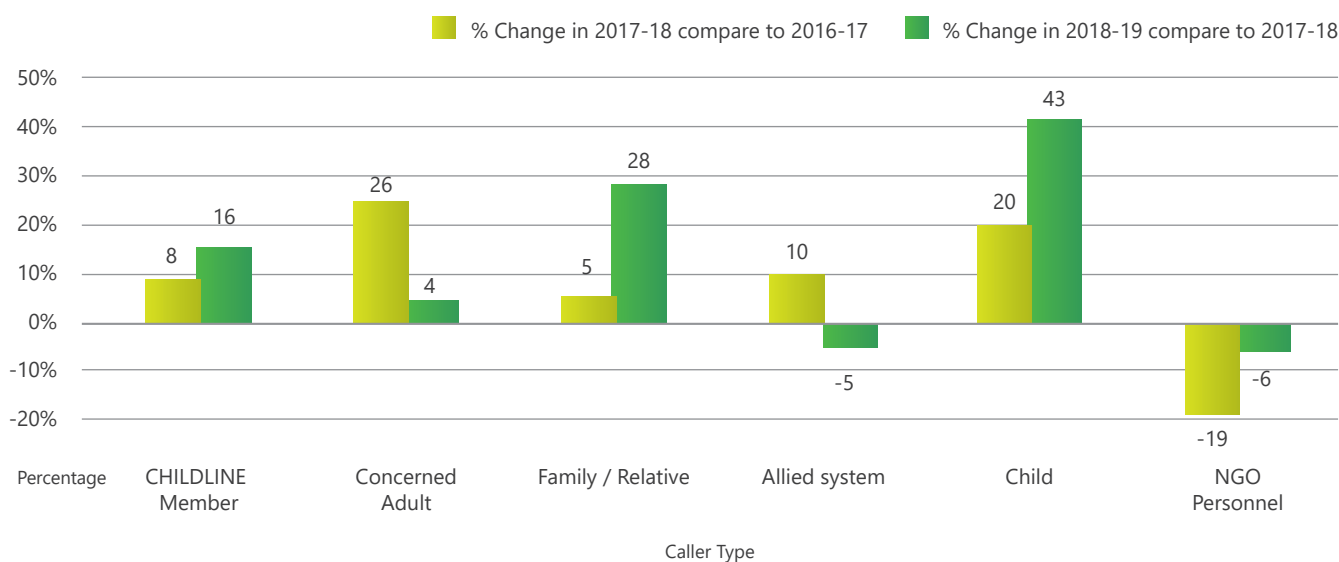


Figure 6.1.1 Last three years comparative analysis of type of caller

Note: Callers detail was not available for 6,681 (2016-17) and 3,301 (2018-19) cases.

Choice of telephone for callers to CHILDLINE

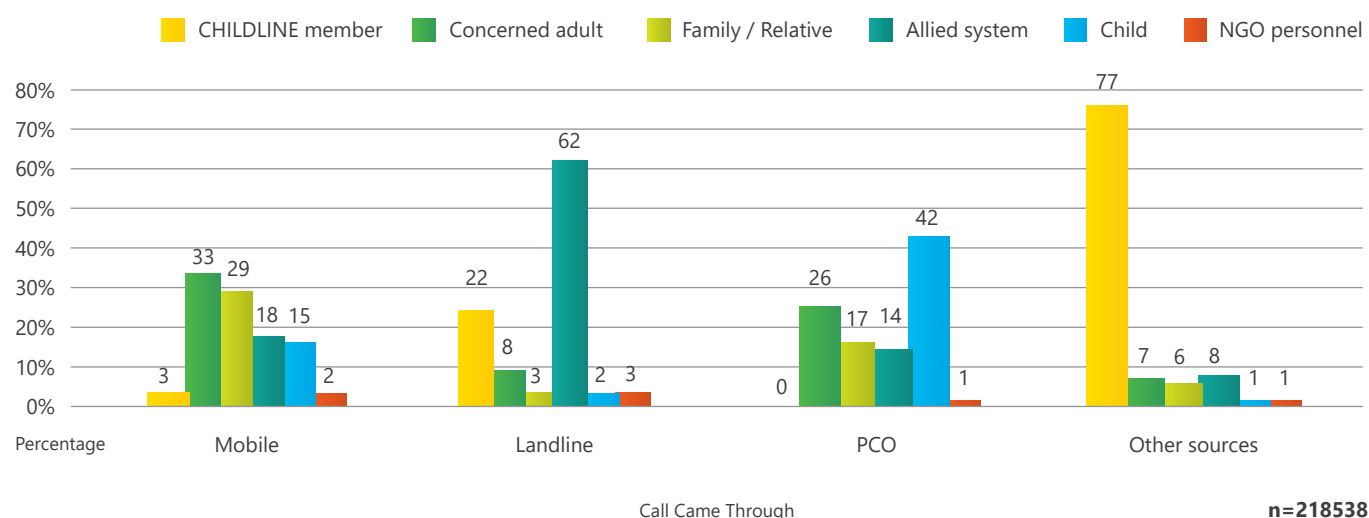
Different caller groups tend to use different choices of telephones to call CHILDLINE.

Table 6.1.2: Caller types using different choices of telephones

Caller type	Mobile	Landline	PCO	Other sources	Total
CHILDLINE member	2,863	469	0	76,137	79,469
Concerned adult	39,151	178	20	7,375	46,724
Family / Relative	33,313	75	13	6,020	39,421
Allied system	19,986	1,360	10	7,633	28,989
Child	16,634	43	32	585	17,294
NGO personnel	2,213	68	1	1,058	3,340
Total	1,14,160	2,193	76	98,808	2,15,237

Note: Callers detail was not available for 3,301 cases.

Below figure 6.1.2 shows the different kind of telephones used by callers to contact CHILDLINE.



Note: Callers detail was not available for 3,301 cases.

Figure 6.1.2: Caller types using different choices of telephones

Below figure 6.2 shows Gender of children calling CHILDLINE

57% of all CHILDLINE cases of male children. Ratio of female children cases to male children is highest in eastern zone 0.89 whereas in north zone it is lowest 0.61. In south and west zone it is 0.76 and 0.64.

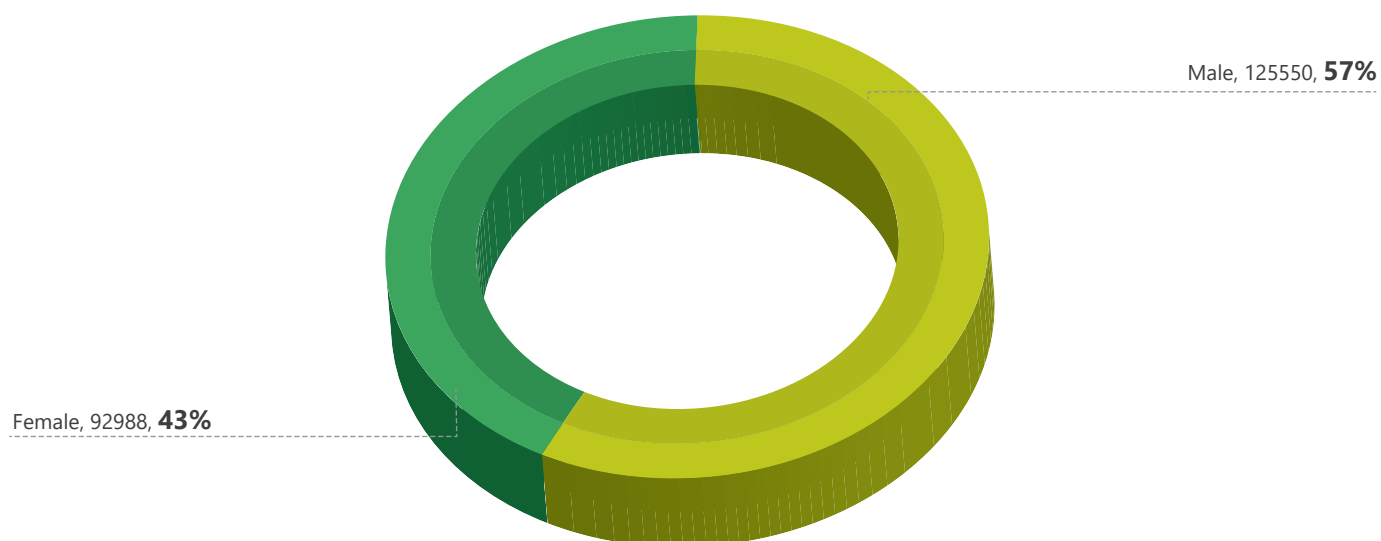


Figure 6.2: Gender of children

Change in the gender of children who contacted CHILDLINE for help has been shown in the table and figure 6.2.1.

Table 6.2.1: Three years comparative analysis of gender of children

Gender	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
Male	1,01,177	1,09,721	8%	1,25,550	14%
Female	73,480	80,686	10%	92,988	15%
Total	1,74,657	1,90,407	9%	2,18,538	15%

Note: Gender detail was not available for 2,606 (2016-17) cases.

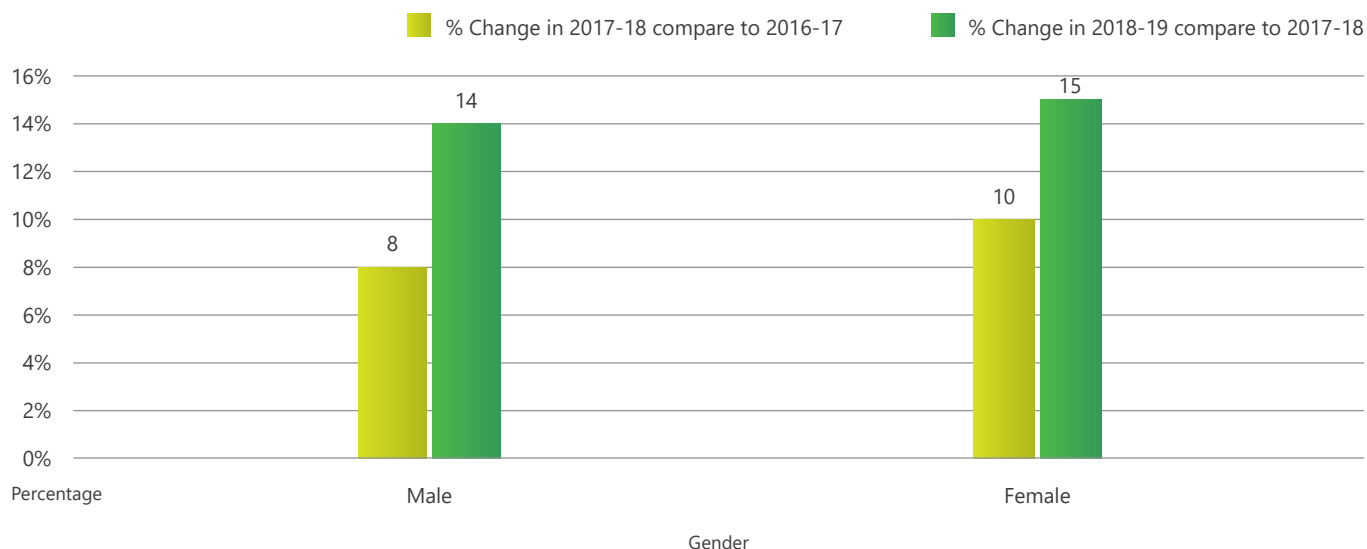


Figure 6.2.1 Three years comparative analysis of gender of children

Note: Gender detail was not available for 2,606 (2016-17) cases.

Marginal difference of 1% is visible during the year 2018-19 whereas in the previous two years it is same.

Below figure 6.3 shows the age group of children assisted by CHILDLINE

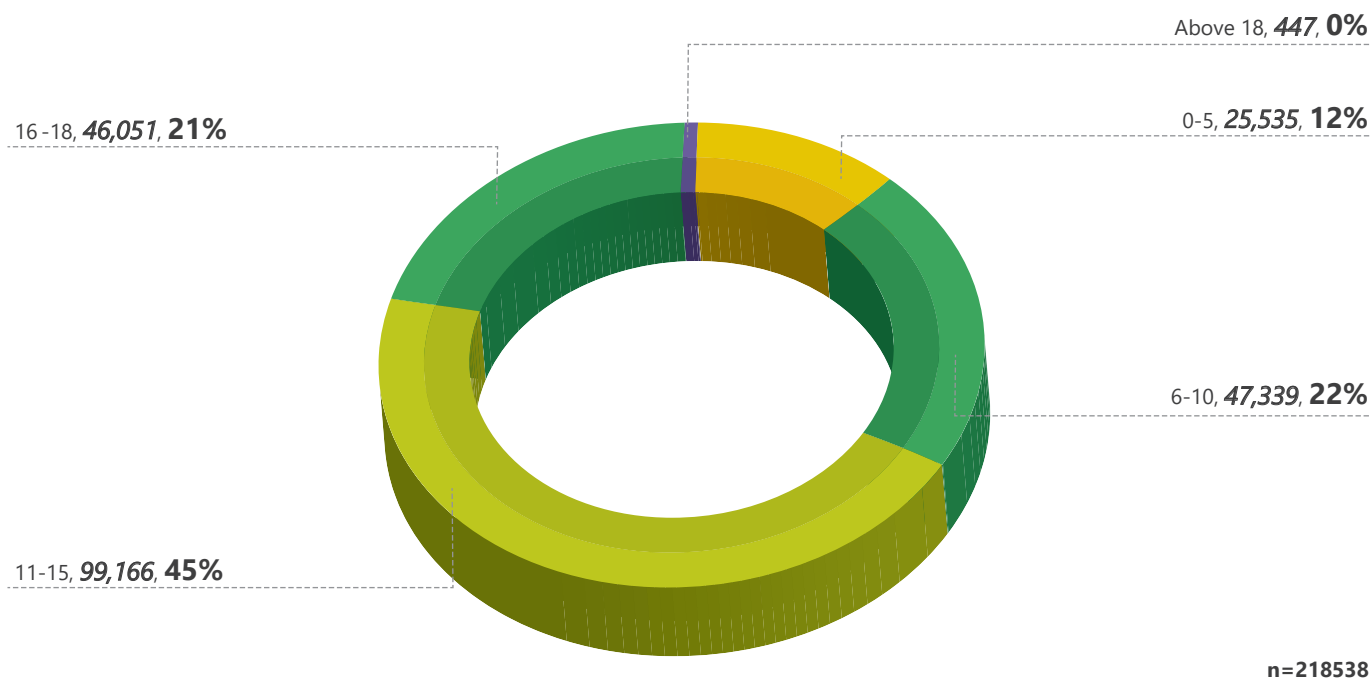


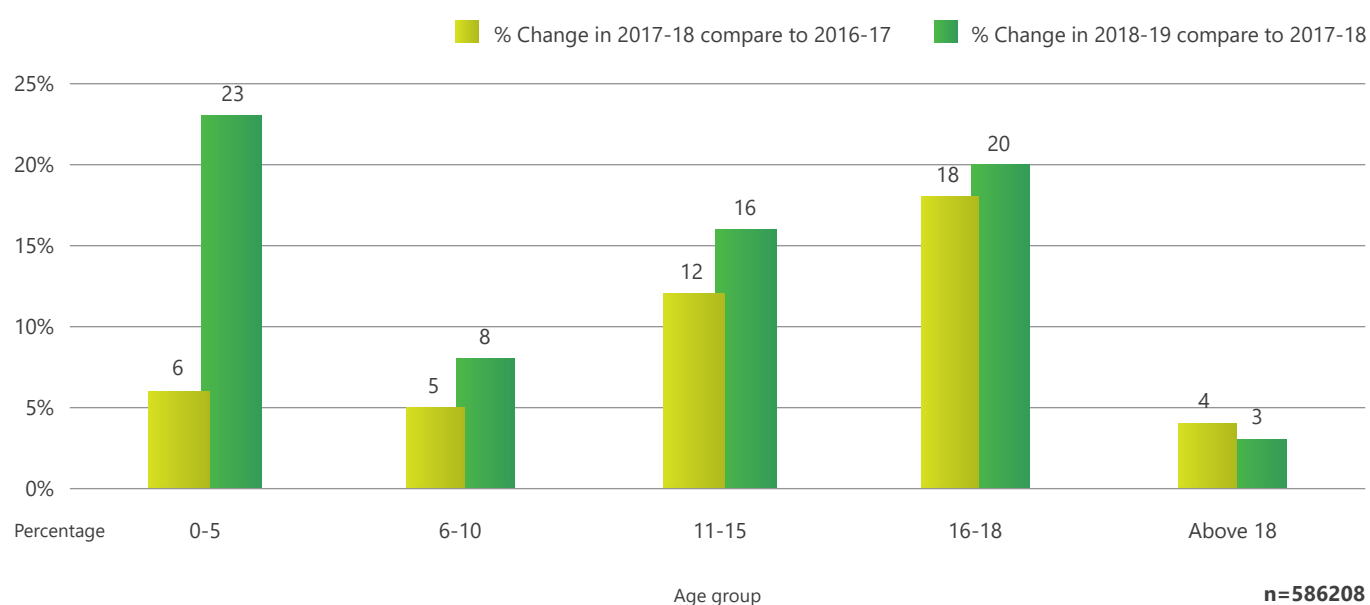
Figure 6.3: Age group of children assisted

Majority of children has been assisted in the age group of 11-15 years (45%) whereas children below the age of 5 years constitute around 12% of cases.

Below table 6.3.1 shows the comparative analysis of age group of children contacted for assistance.

Table 6.3.1: Three years comparative analysis of age group of children contacted for assistance

Age group	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
0-5	19,532	20,762	6%	25,535	23%
6-10	41,450	43,659	5%	47,339	8%
11-15	76,556	85,817	12%	99,166	16%
16-18	32,294	38,237	18%	46,051	20%
Above 18	415	432	4%	447	3%
Total	1,70,247	1,88,907	6%	2,18,538	23%



Note: Age group was not available for 7,016 (2016-17) and 1,500 (2017-18) cases.

Figure 6.3.1: Three years comparative analysis of age group of children contacted for assistance

There is increase in all the age groups but in the age group of 0-5 it's huge i.e. 23% during 2018-19. 1% less growth is there in the age group above 18.

Below figure 6.3.2 shows that while in lower age group i.e. 0-10 years east zone has received more number of cases whereas in the age group 11-18 years south zone has dominance and in above 18 years west zone has received more number of cases.

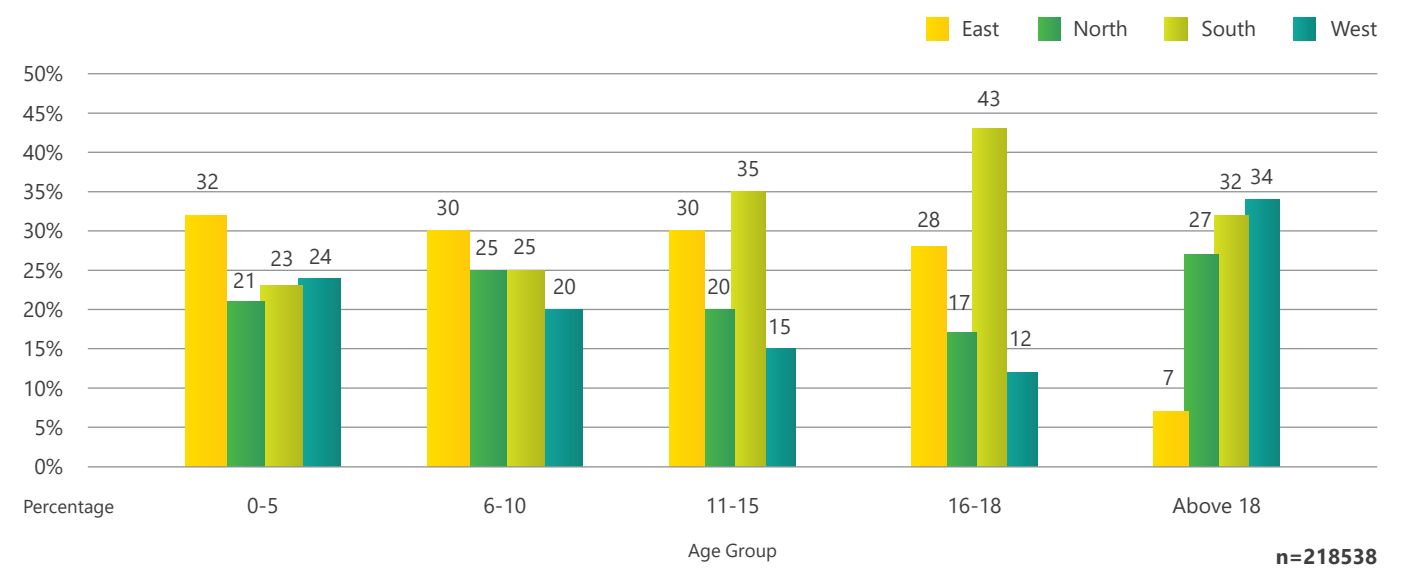
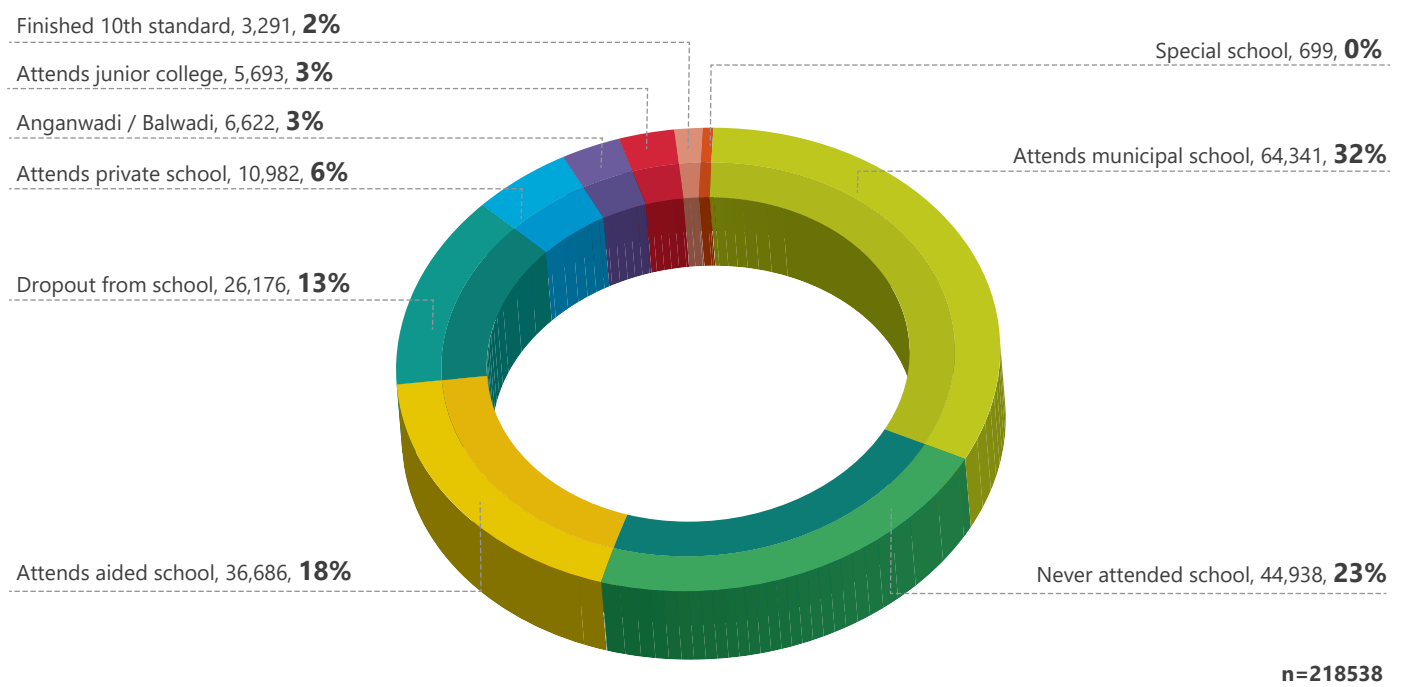


Figure 6.3.2: Zone wise age group of children assisted

Below figure 6.4 shows education status of children who come in contact with CHILDLINE

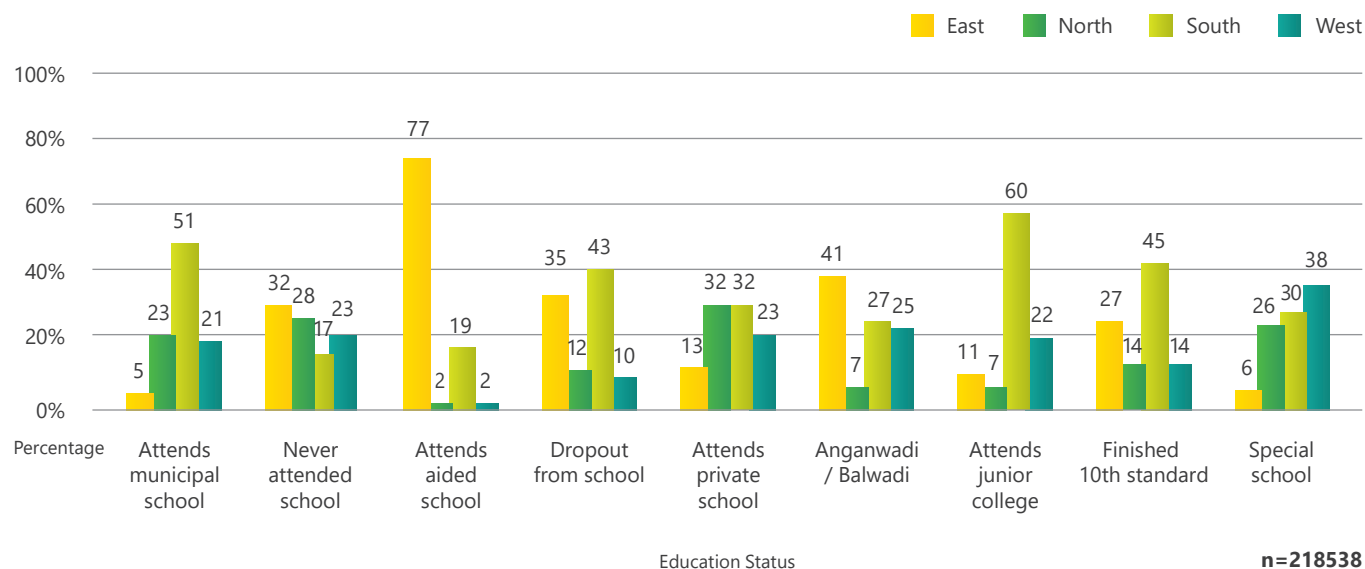


Note: Education status of Children was not documented for 19,110 cases.

Figure 6.4: Education status of children

Of the total number of interventions undertaken, 23% of the children have never been to school; 13% have dropped out of school, while 3% are in Anganwadi. Nearly 50% attend school, another 2% have finished the 10th standard, while 3% are in college.

Below figure 6.4.1 shows zone wise education status of children who come in contact with CHILDLINE



Note: Educational status of Children was not documented for 19,110 cases.

Figure 6.4.1: Zone wise split of education status of children

Table 6.4.2: Three years comparative analysis of education status of children

Education status	2016-17	2017-18	% Change in 2017-18 compare to 2016-17	2018-19	% Change in 2018-19 compare to 2017-18
Attends municipal school	45,386	50,785	12%	64,341	27%
Never attended school	38,813	40,993	6%	44,938	10%
Attends aided school	33,142	34,556	4%	36,686	6%
Dropout from school	20,953	22,882	9%	26,176	14%
Attends private school	6,612	7,967	20%	10,982	38%
Anganwadi / Balwadi	5,585	5,772	3%	6,622	15%
Attends junior college	3,909	3,999	2%	5,693	42%
Finished 10th standard	2,885	2,923	1%	3,291	13%
Special school	563	552	-2%	699	27%
Total	1,57,848	1,70,429	8%	1,99,428	17%

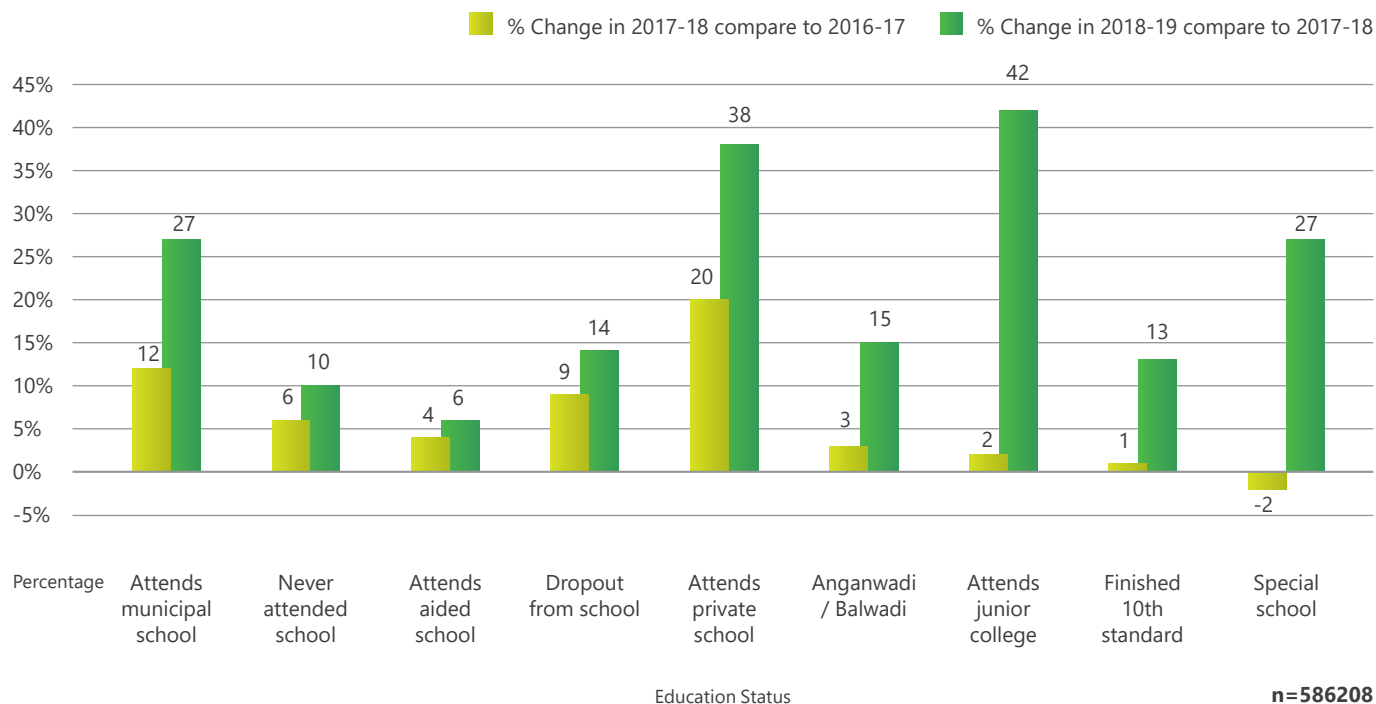
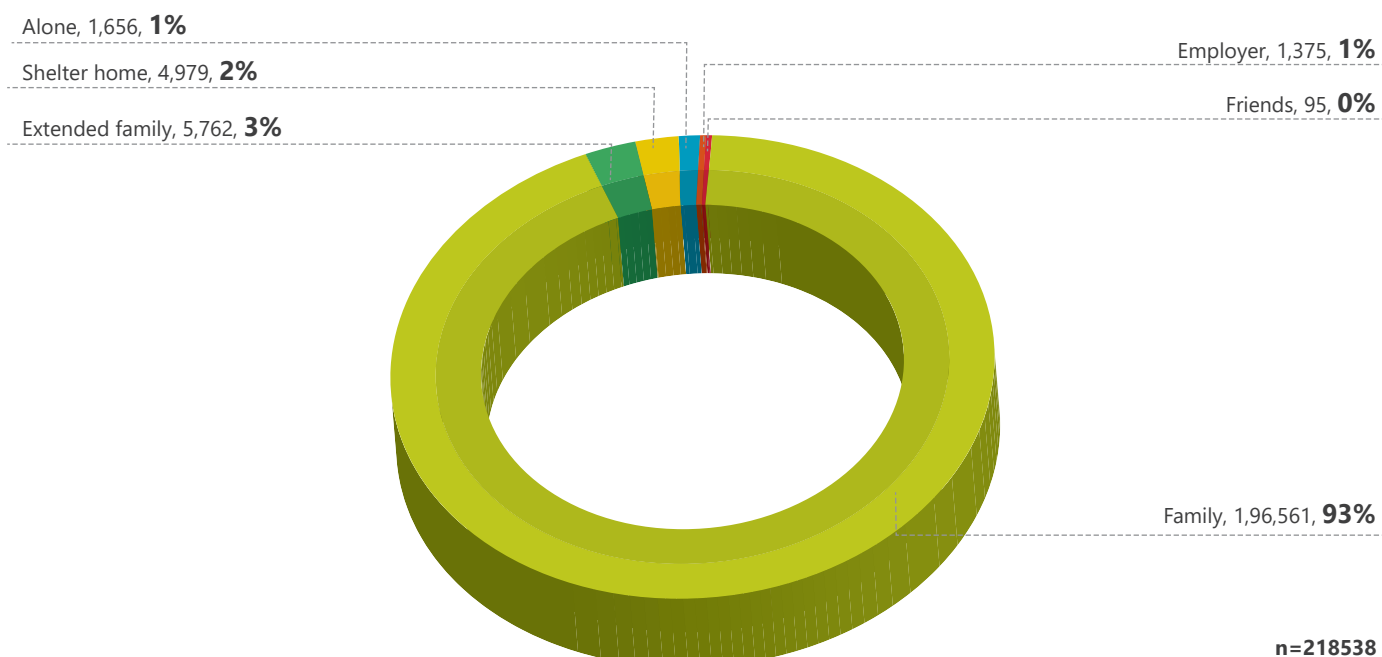


Figure 6.4.2: Three years comparative analysis of education status of children

Below figure 6.5 shows living arrangement of children who contact CHILDLINE for intervention.

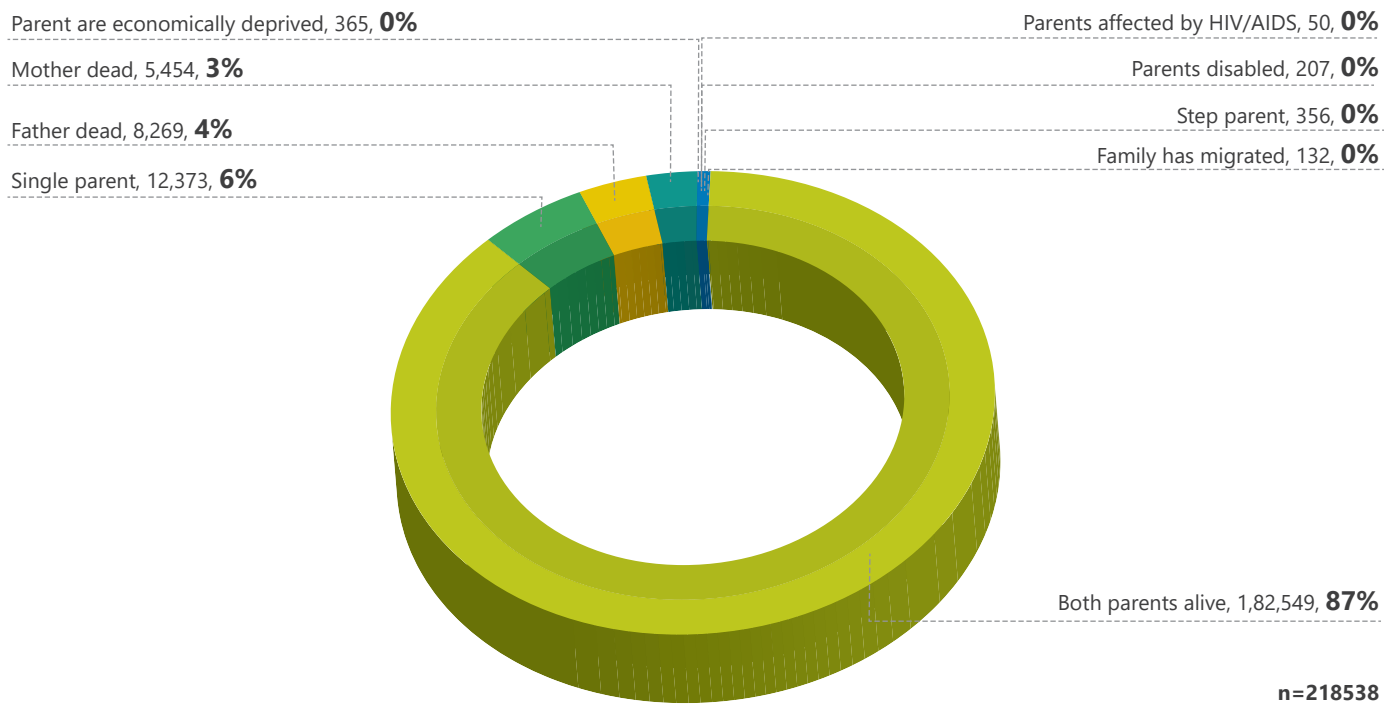


Note: Living arrangement of Children was not documented for 8,110 cases.

Figure 6.5: Living arrangement of children

Of the total number of interventions undertaken, 93% of the children live with their family.

Below figure 6.6 shows family structures of children to whom CHILDLINE helped.



Note: Family Structure of Children was not documented for 8,783 cases.

Figure 6.6: Family structures of children

Of the interventions conducted, 87% of children had both their parents. Less than 1% reported impoverished parents of which 78% cases are from south zone, 7% reported either of their parents dead of which more than 50% cases are reported from east zone while another 6% who reported living with single parents (referring to separated parents) 30% of total cases of such kind are from south zone.



Medical Related
Assistance



Assistance
For Shelter

07

INTERVENTION AND ASSISTANCE BY CHILDLINE



Conflict
With Law



Protecting From
Abuse & Neglect

CHAPTER - 7 INTERVENTION AND ASSISTANCE BY CHILDLINE

7.1 Nature of intervention by CHILDLINE

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

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 or require protection from abusive condition 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 Labour Commissioner to be involved as the post rescue processes requires the Labour department to recover compensation from the offending employer and use it for rehabilitation of the Child Labourer.

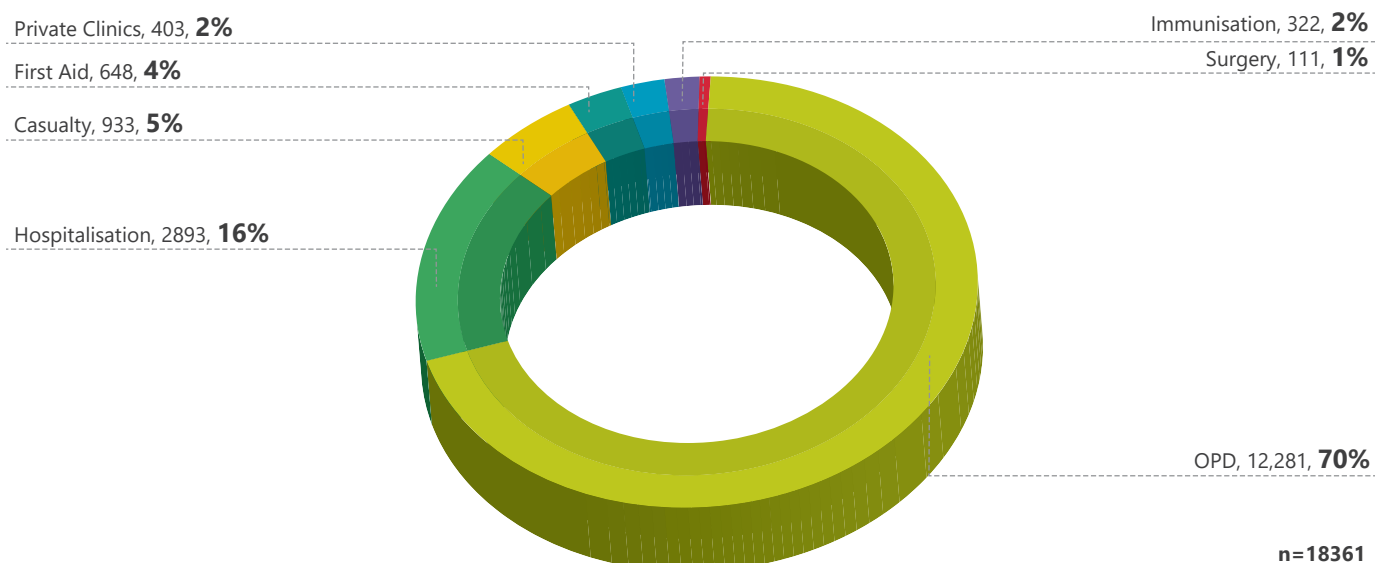
Many times, CHILDLINE teams conduct night outreach programs for those children and families who are away at work during the day. The teams carry with them basic medical kits as street children invariably seek treatment for wounds and often locally applied medication proves to be sufficient. In other 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.

7.2 Medical related assistance provided by CHILDLINE

Medical interventions (18,361 out of 2,18,538, as reported in table 3.2), 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. Medical cases have increased in 2018-19 by 11%.

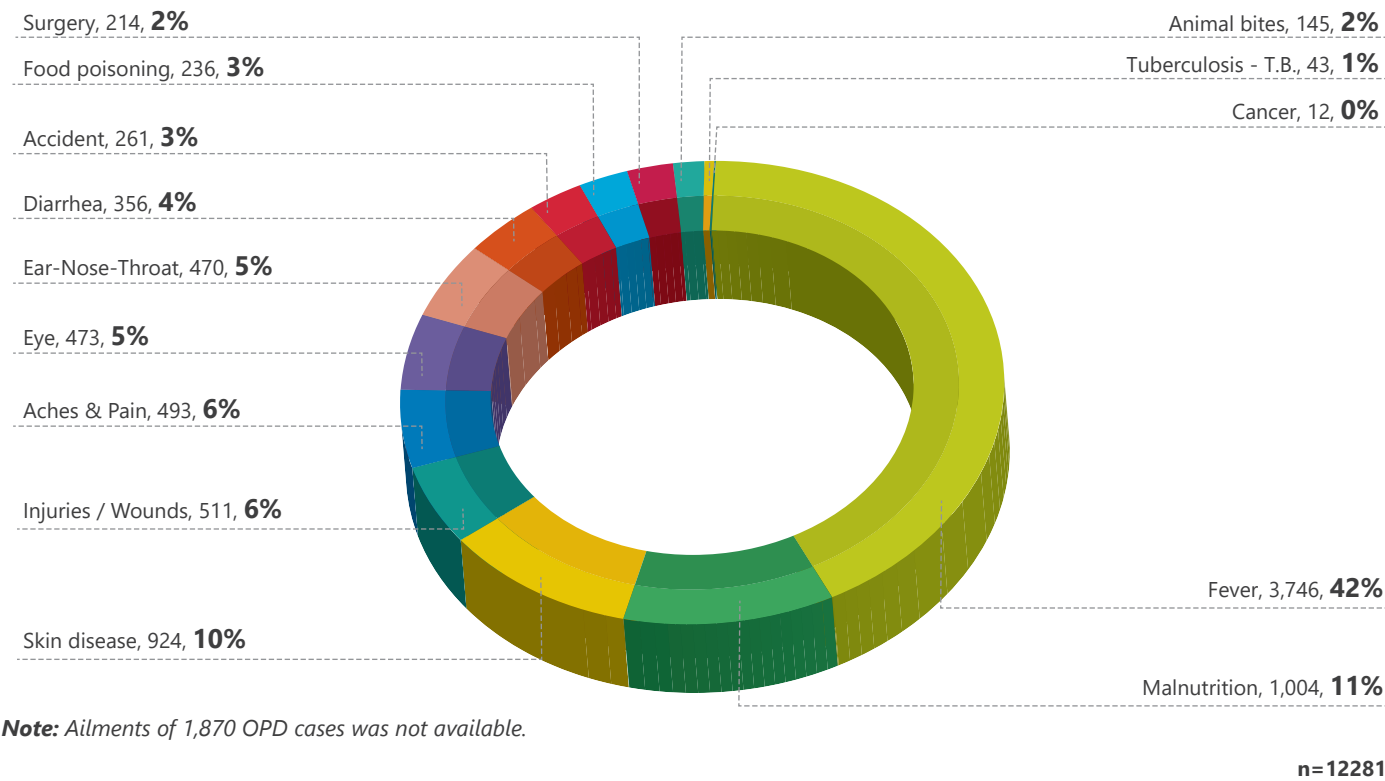
The details of such intervention are given in Figure 7.2.



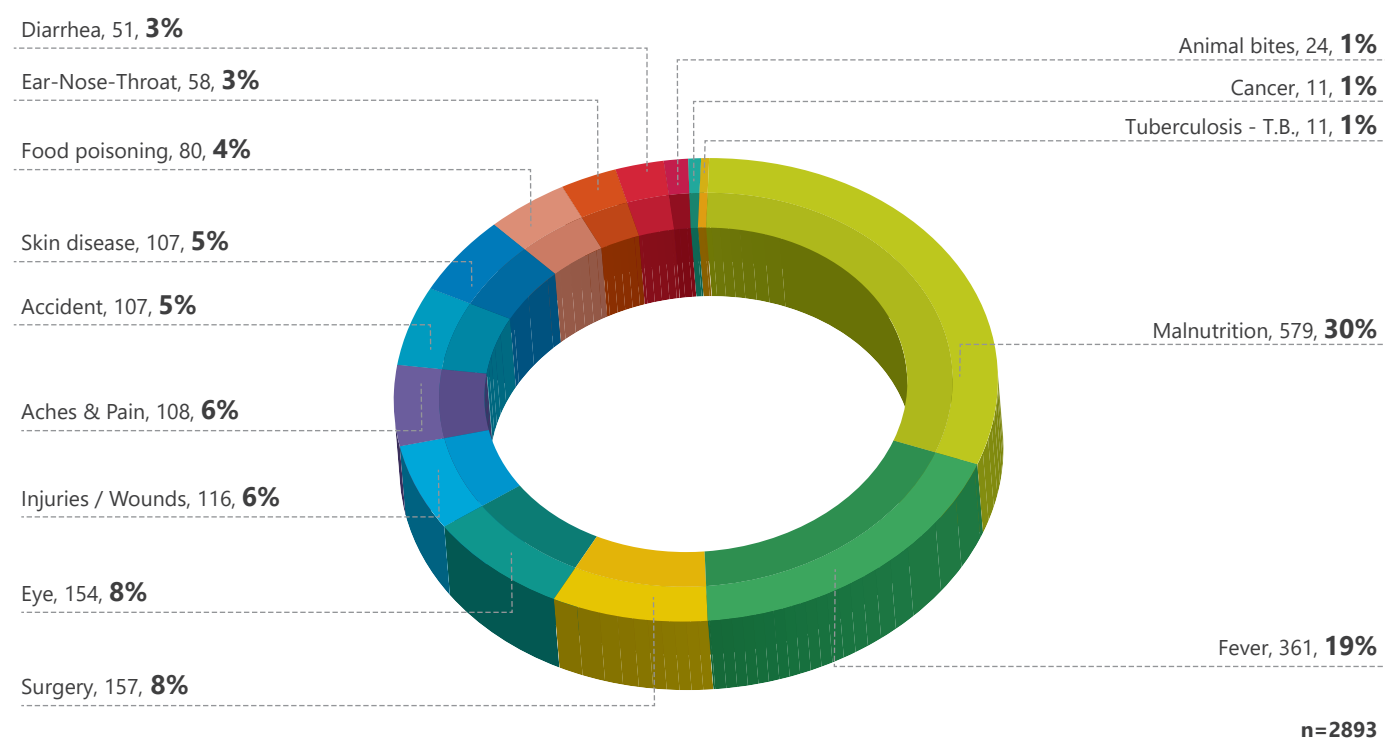
Note: Intervention done in medical cases was not available for 770 cases.

Figure 7.2: Medical: sub intervention

From Figure 7.2, it can be concluded that, Treatment at Out Patient Departments (OPD) and Hospitalisation are the most prominent of medical interventions, covering 86% of all medical cases. The details of the ailments that require treatment by OPD and hospitalisation, are given in Figure 7.2.1 and Figure 7.2.2 respectively.



The largest ailments treated at OPDs are fever, skin disease and malnutrition, accounting for 42%, 11% and 10% respectively.



Malnutrition at 30% and fever at 19% of the medical calls received are the most commonly treated ailments by hospitalisation. Cases being reported for hospitalisation may also be reported for first aid or OPD. Hence, the figures for these would also be counted in tables for OPD/ first aid- 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 through hospitalisation.

The age group wise distribution of male female child is presented in Table and Figure 7.2.3

Table 7.2.3: Age group and gender of the children seeking for medical assistance

Age group	Male	Female	Total	Ratio of female to male
0-5	3,640	3,113	6,753	0.86
6-10	2,843	2,057	4,900	0.72
11-15	3,224	2,247	5,471	0.70
16-18	629	579	1,208	0.92
Above 18	12	17	29	1.42
Total	10,348	8,013	18,361	0.77

In all the age groups except above 18 years, the vast majority of medical intervention cases are with boys at more than 51% each, while in the age group of above 18 years the cases of girls (59%) are more than the cases of boys (41%).

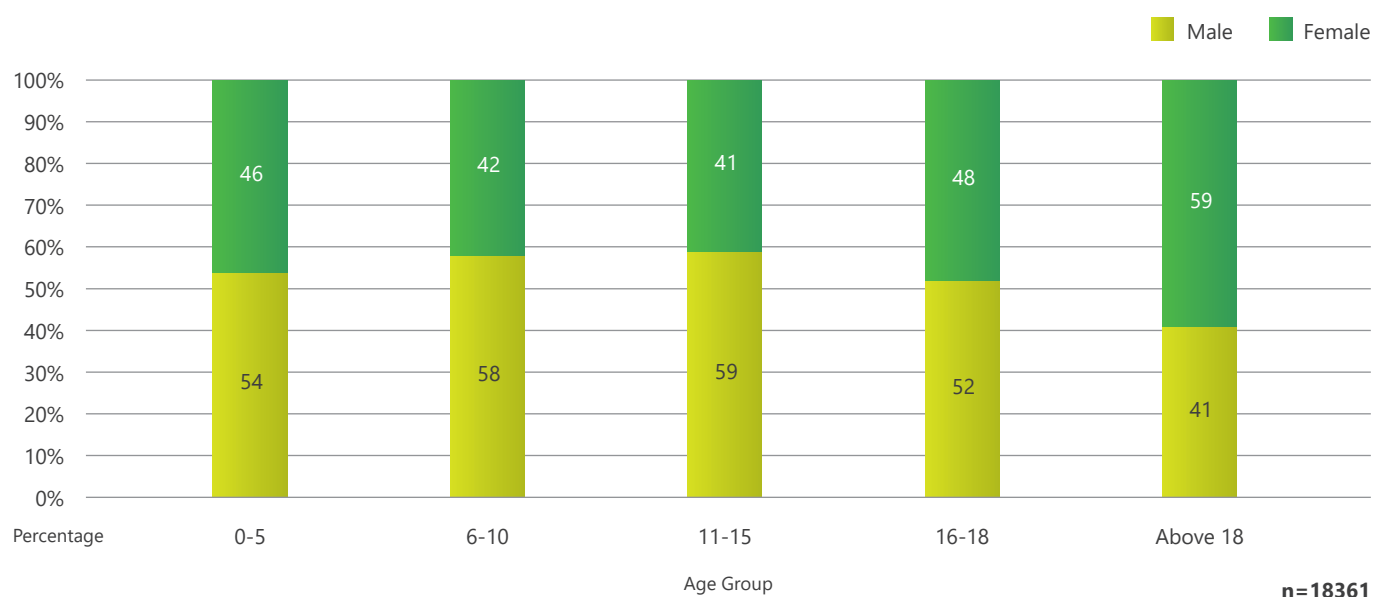


Figure 7.2.3: Age group and gender of the children seeking for medical assistance

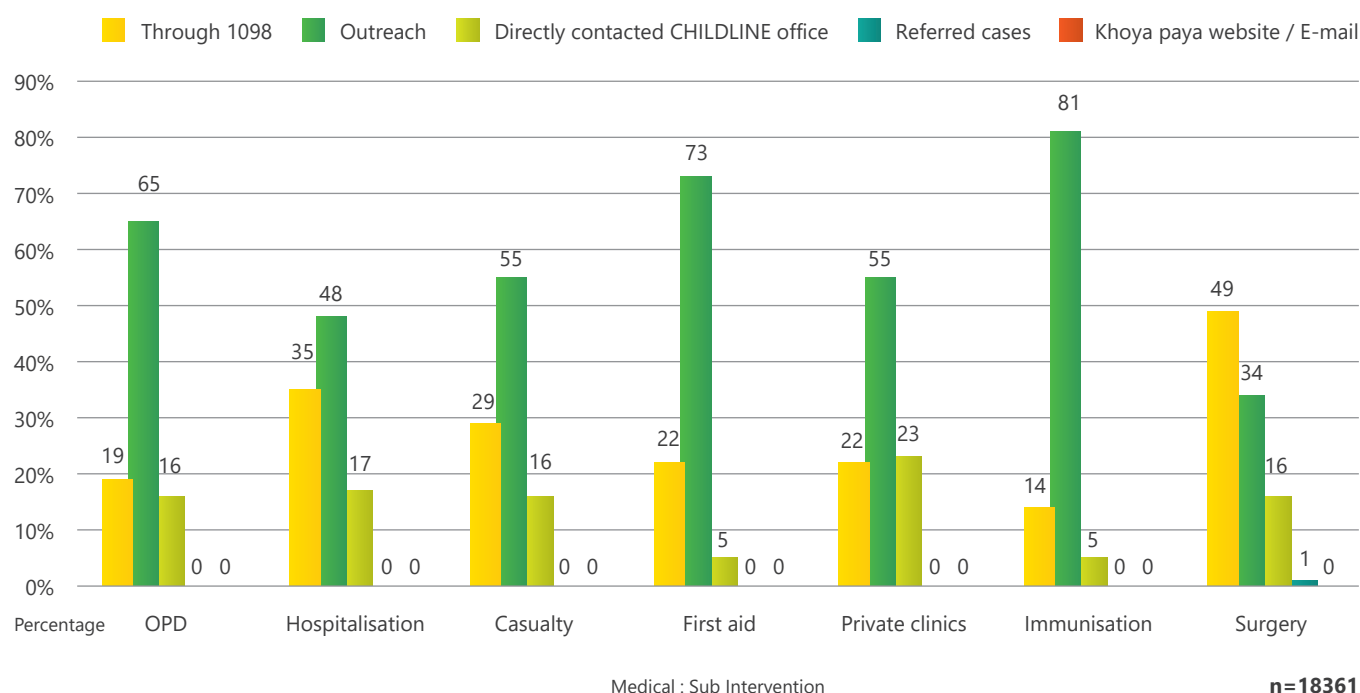
Below Table & Figure 7.2.4 shows how children accessed CHILDLINE service for medical related support.

Table 7.2.4: How the child accessed assistance from CHILDLINE for medical support/intervention

Medical: Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Referred cases	Khoya paya website / E-mail	Total
OPD	2,282	7,936	1,957	16	8	12,199
Hospitalisation	1,005	1,381	466	12	11	2,875
Casualty	272	513	140	4	2	931
First aid	144	470	28	0	2	644
Private clinics	90	219	92	0	0	401
Immunisation	45	261	16	0	0	322
Surgery	54	38	18	1	0	111
Total	3,892	10,818	2,717	33	23	17,483

Note: Information of access for medical cases was not available for 878 cases.

For most kinds of medical interventions with CHILDLINE, the primary method is outreach. Outreach account for 62% of the total medical cases whereas 22% cases has come through 1098. Reporting during CHILDLINE Outreach, in the case of interventions requiring Immunization accounts for 81%, First aid 73% and OPD 65%.



Note: Information of access for medical cases was not available for 878 cases.

Figure 7.2.4: How the child accessed assistance from CHILDLINE for medical support/intervention

CHILDLINE helps in providing medical assistance

An NGO personnel called CHILDLINE seeking help for a 13 years old child who fell down from table while playing and severely injured his left leg.

CHILDLINE team member called the concerned adult and asked for details about the child and requested him to visit a nearby Government hospital along with the child. Once they arrived, CHILDLINE team member prepared case paper for his proper treatment. Team member took the child to casualty ward for medical assistance in order to stop the bleeding. The doctor had to put several stitches to stop bleeding. Also doctor advised for an x-ray of his left leg and some medication.

Doctor suggested the child to do a follow up visit few days later. As per doctor's prescription, CHILDLINE team member arranged medicine for the child.

The child came back after few days with his father at the CHILDLINE office where team took the child along with his father to the hospital. Doctor prescribed medicine which was arranged from the government hospital by CHILDLINE team member.

7.3 Assistance for Shelter

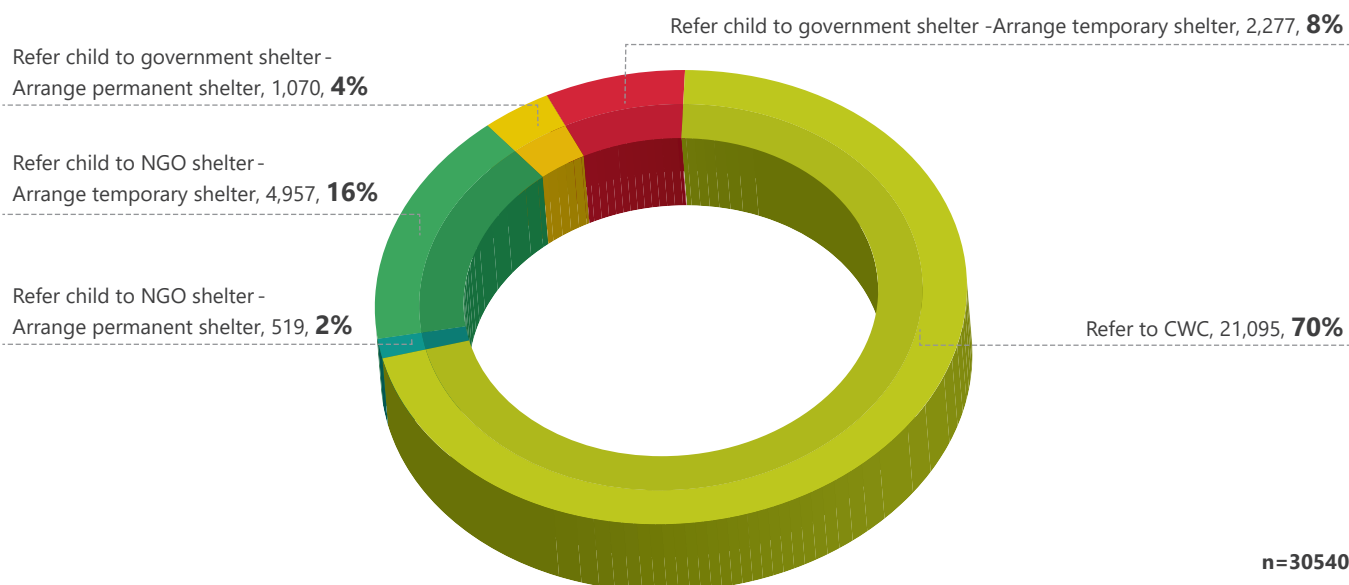
Every child has the right to a basic standard of living. Calls for providing shelter come from children themselves, the police call 1098 to seek temporary shelter for children found by them etc. In case of children referred to the Child Welfare Committee (CWC), they might pass an order for the child 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 70% of all cases. Another 16% 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 7.3.



Note: Intervention done in shelter cases was not available for 622 cases.

Figure 7.3: Shelter: sub intervention

The age group wise distribution of male female child is presented in Table and Figure 7.3.1.

Table 7.3.1: Age group and gender of the children seeking for shelter assistance

Age group	Male	Female	Total	Ratio of female to male
0-5	1,349	1,302	2,651	0.97
6-10	4,710	2,131	6,841	0.45
11-15	10,755	4,128	14,883	0.38
16-18	2,909	3,218	6,127	1.11
Above 18	13	25	38	1.92
Total	19,736	10,804	30,540	0.55

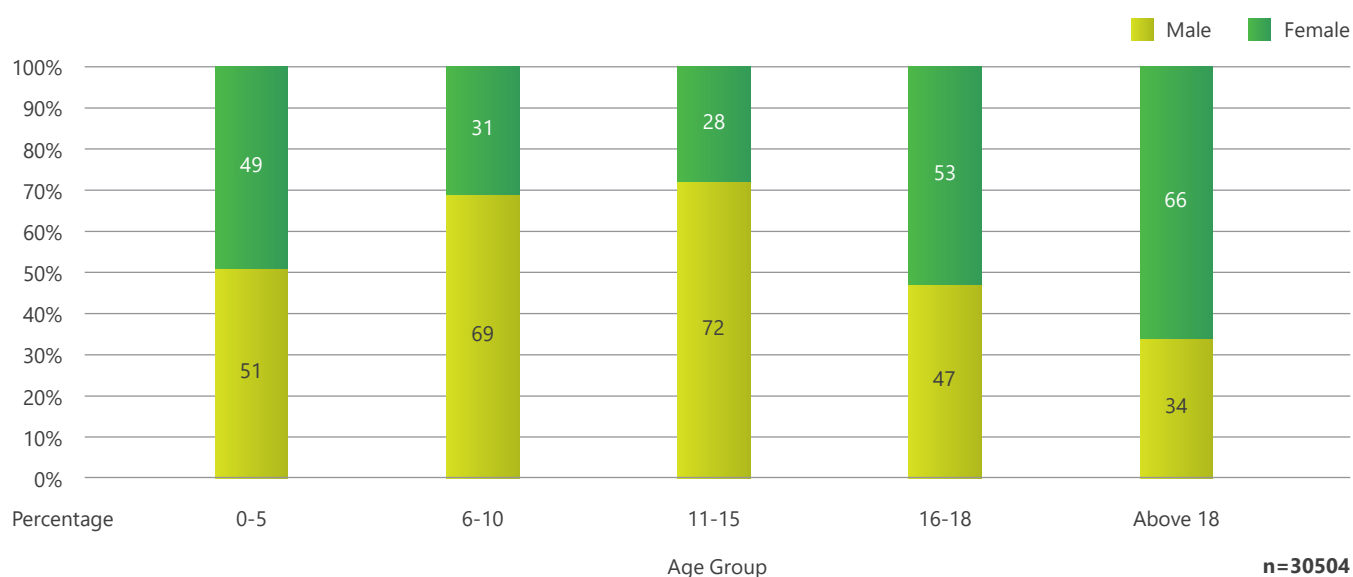


Figure 7.3.1: Age group and gender of the children seeking for shelter assistance

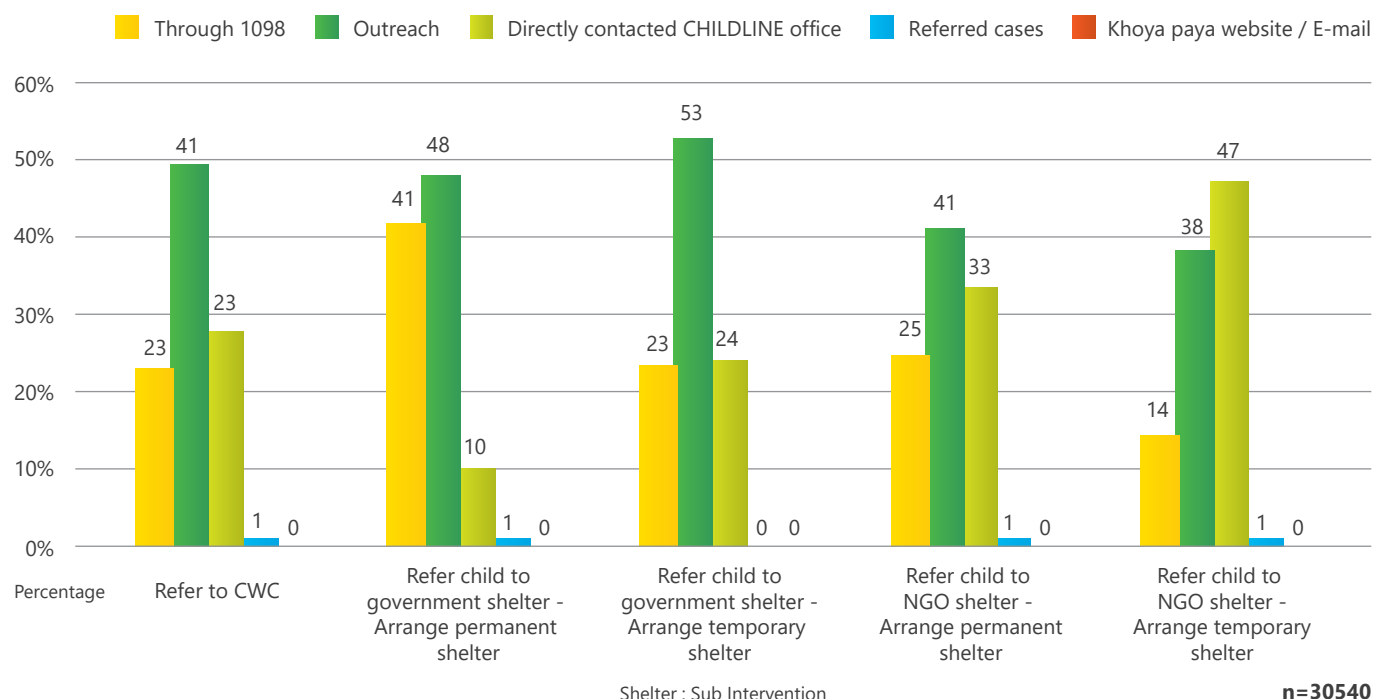
A general trend of more calls from males than females has been noticed in most of the categories: Around 70% of all shelter related cases in the age group 6-10 and 11-15 are of boys. Whereas, in the age group of 0-5 and 16-18 years, difference in the cases split between boys and girls are comparatively lower, but in the higher age (> 18 years), more girls require shelter assistance.

Below Table & Figure 7.3.2 shows how children accessed CHILDLINE service for shelter related support.

Table 7.3.2: How the child accessed assistance from CHILDLINE for shelter support/intervention

Shelter : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Referred cases	Khoya paya website / E-mail	Total
Refer to CWC	4,778	10,176	5,490	122	43	20,609
Refer child to government shelter - Arrange permanent shelter	432	512	110	10	0	1,064
Refer child to government shelter - Arrange temporary shelter	509	1,167	525	10	9	2,220
Refer child to NGO shelter - Arrange permanent shelter	127	208	170	4	1	510
Refer child to NGO shelter - Arrange temporary shelter	669	1,776	2,209	37	16	4,707
Total	6,515	13,839	8,504	183	69	29,110

Note: Information of access for shelter cases was not available for 1,430 cases.



Note: Information of access for shelter cases was not available for 1,430 cases.

Figure 7.3.2: How the child accessed assistance from CHILDLINE for shelter support/intervention

As depicted in the table above, bulk of all cases are reported during outreach for all kinds of shelter cases except where child has been referred to NGO shelter for permanent period.

Two runaway boys due to problems with father

During an outreach program, CHILDLINE team member found two boys Rahman aged 9 and Usman aged 11 years, at CST station. Initially, they both appeared confident and spoke about going to Nanded to their uncle's home.

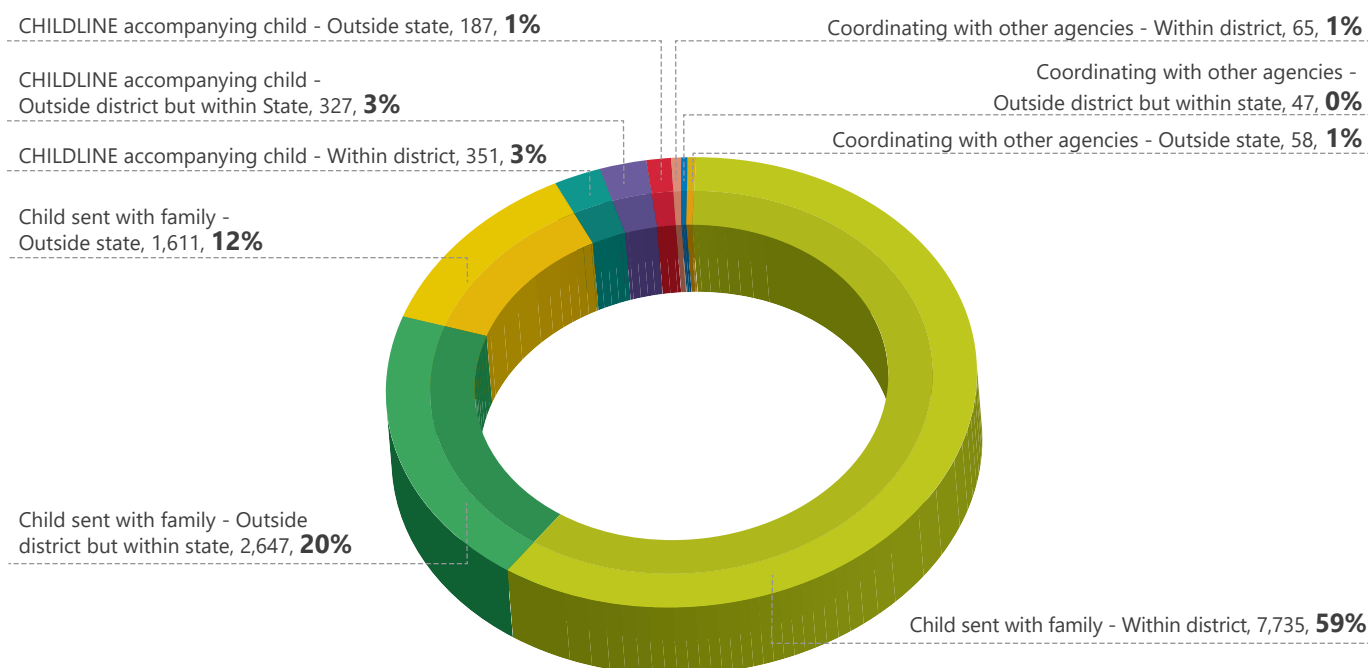
Both the boys were brought to Child help Desk for more discussion with the case managers and counsellors. The boys revealed that they were brothers studying together in a Madrasa in Govandi, Mumbai. Rahman added that their father teaches at the same Madrasa, where they were studying. Further, he shared that his father had beaten them up badly for making a mistake while studying. So, next day morning, they left the Madrasa and decided to go to Nanded.

The CHILDLINE team members called the father and requested him to come to Child Help Desk. During intervention, father disagreed about the beatings and wanted the children back at the Madrasa. The children did not want to go back to the Madrasa. Both the children were willing to stay at the shelter home. However, CWC gave an order to restore children with parents.

7.4 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 7.4



Note: Intervention done in restoration cases was not available for 767 cases.

n=13795

Figure 7.4: Restoration: sub intervention

Restoring children to families within district & state and outside state, accompanied by a family member, account for 91% of all restoration cases.

The age group wise distribution of male female child is presented in Table and Figure 7.4.1.

Table 7.4.1: Age group and gender of the children restored

Age group	Male	Female	Total	Ratio of female to male
0-5	729	672	1,401	0.92
6-10	1,694	665	2,359	0.39
11-15	5,700	1,224	6,924	0.21
16-18	1,952	1,134	3,086	0.58
Above 18	7	18	25	2.57
Total	10,082	3,713	13,795	0.37

From the table above, it would it appears that young adult women require restoration and account for more than 72% of cases in the above 18 year age group. In all other cases, the number of cases for restoration of boys exceeds the cases for restoration of girls.

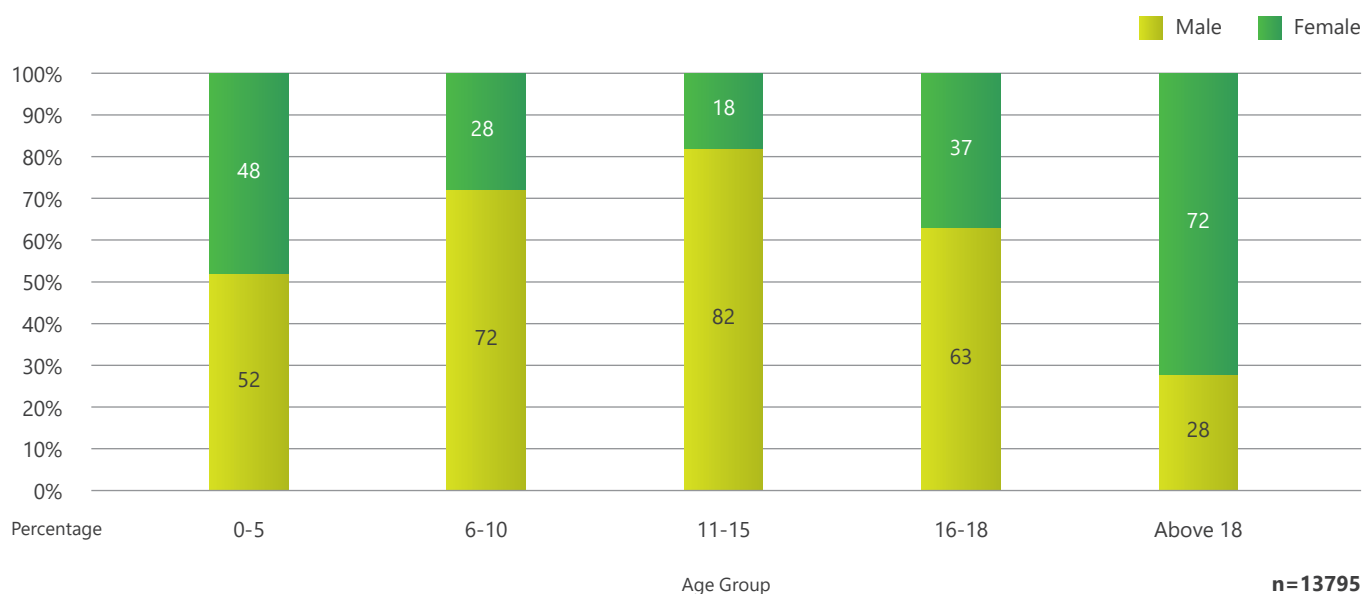


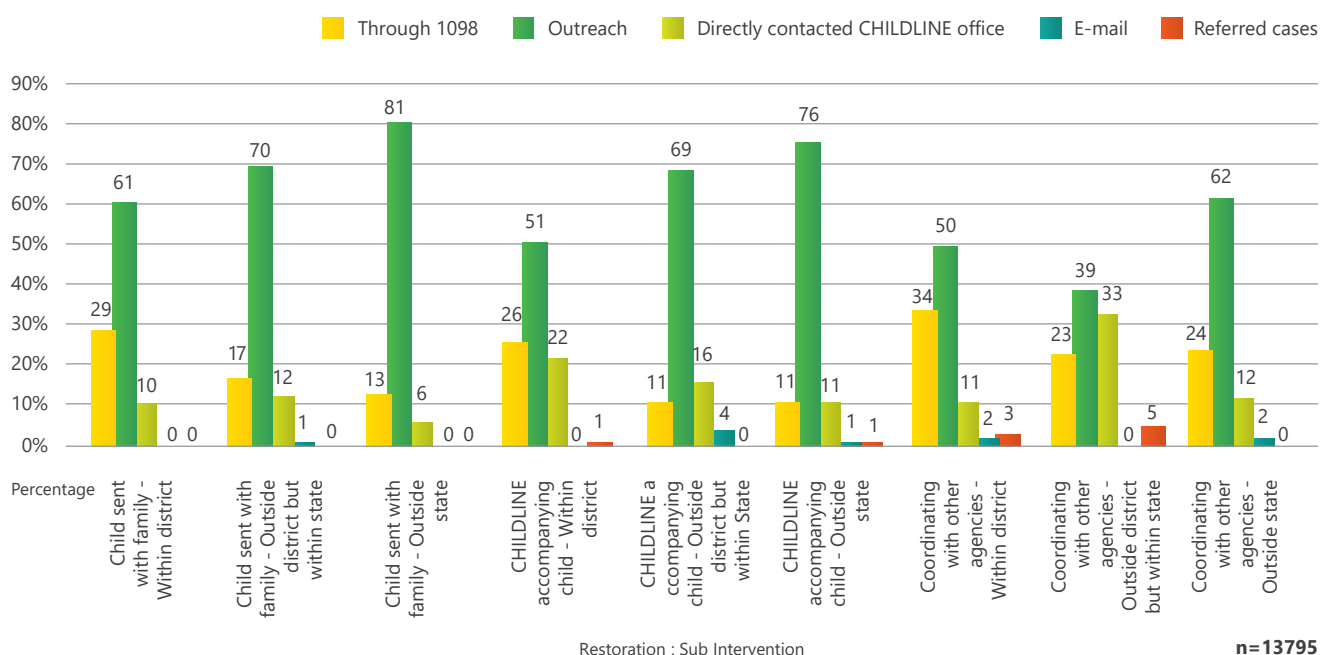
Figure 7.4.1: Age group and gender of the children restored

Below Table & Figure 7.4.2 shows how children accessed CHILDLINE service for restoration related support.

Table 7.4.2: How the child accessed assistance from CHILDLINE for restoration support/intervention

Restoration : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	E-mail	Referred cases	Total
Child sent with family - Within district	2,168	4,724	789	18	7	7,706
Child sent with family - Outside district but within state	439	1,830	311	39	2	2,621
Child sent with family - Outside state	207	1,300	89	7	2	1,605
CHILDLINE accompanying child - Within district	90	176	73	0	3	342
CHILDLINE accompanying child - Outside district but within State	34	221	49	14	0	318
CHILDLINE accompanying child - Outside state	21	141	21	1	1	185
Coordinating with other agencies - Within district	22	33	7	1	2	65
Coordinating with other agencies - Outside district but within state	10	17	14	0	2	43
Coordinating with other agencies - Outside state	14	36	7	1	0	58
Total	3,005	8,478	1,360	81	19	12,943

Note: Information of access for restoration cases was not available for 852 cases.



Note: Information of access for restoration cases was not available for 852 cases.

Figure 7.4.2: How the child accessed assistance from CHILDLINE for restoration support/intervention

CHILDLINE team helps in restoration of young children

Prashant, a 17 years old boy from Kurnool district, Andhra Pradesh ran away to elope with his girlfriend Prachi, who was 20 years old without their parent's knowledge. Prashant told his parents that he wanted to get married to Prachi, but they refused his proposal and scolded him for his desire of getting married at a young age with a woman who is 3 years older to him. They advised him to avoid such thoughts.

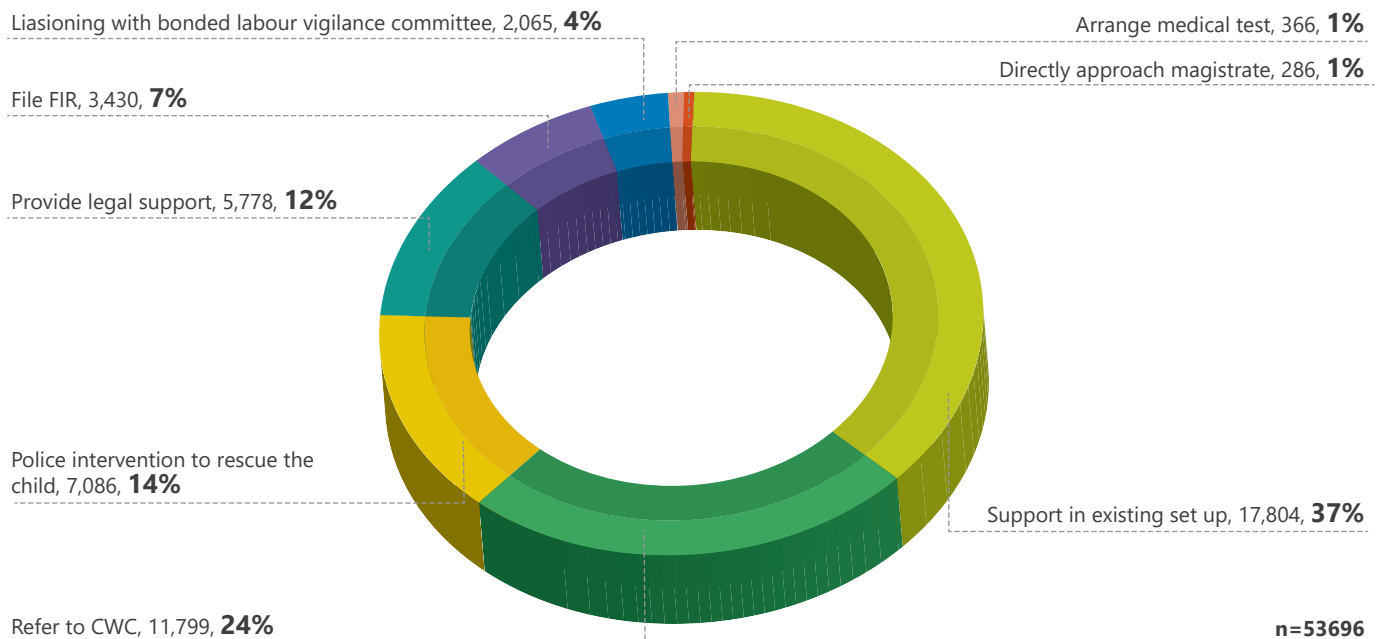
But Prashant was so infuriated that he decided to run away and elope with Prachi. Sensing Prashant's absence from home, his parents filed a complaint with local police station who immediately alerted the police patrol. The patrol found Prashant and Prachi at Sirivel Bus stand and took them to the police station for inquiry. As the case involved a child, the Sub-inspector decided to call CHILDLINE 1098 and requested them to help to restore Prashant back to his parents.

CHILDLINE went to the police station in Sirivel and supported Prashant emotionally and provided counselling. As per the standard procedure, child was produced in front of Child Welfare Committee (CWC). After listening to the team and the child, CWC ordered to keep Prashant in temporary shelter home i.e. Don Bosco shelter home and the girl was handed over to the Integrated Child Development Scheme (ICDS) personnel.

Four days later, Prashant was restored back to his parents as per the Child Welfare Committee (CWC) orders. Also the girl was restored back to her parents by the ICDS personnel.

7.5 Protection from abuse: Protecting children from abuse and neglect

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 an FIR be filed with the Police, while some require legal support. Complete details of Intervention done by the CHILDLINE in these cases are shown in Figure 7.5.



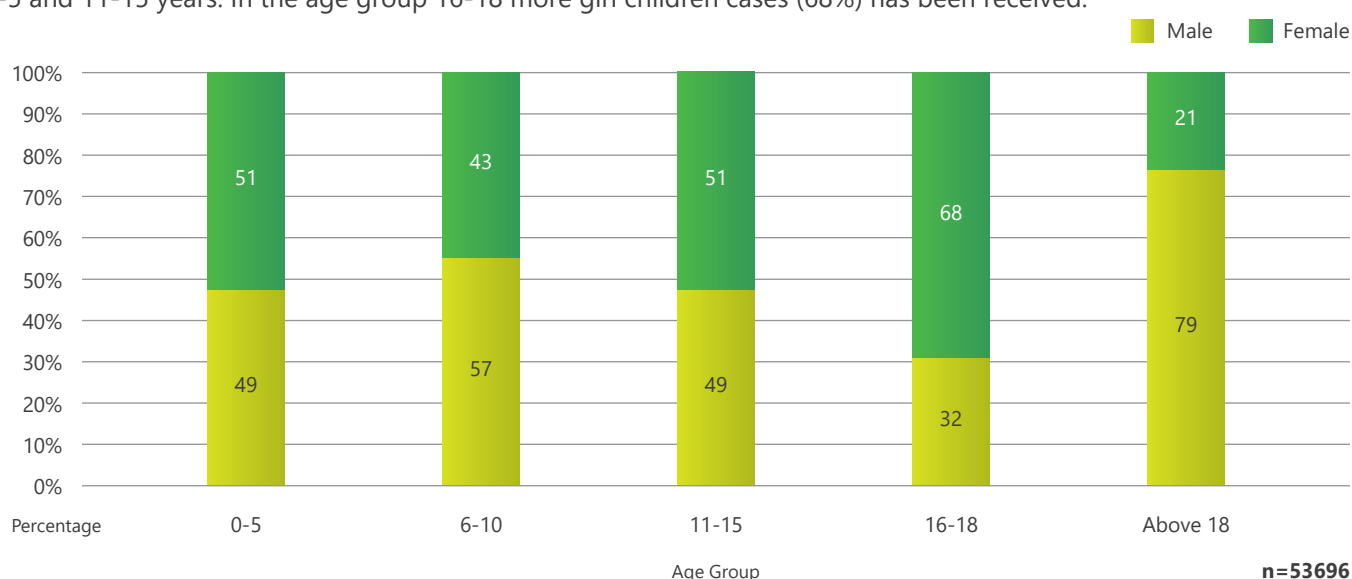
Note: Information of 5,082 Protection from abuse cases was not available.

Figure 7.5: Protection from abuse: sub intervention

Table 7.5.1: Age group and gender of the children protected from abuse and violence

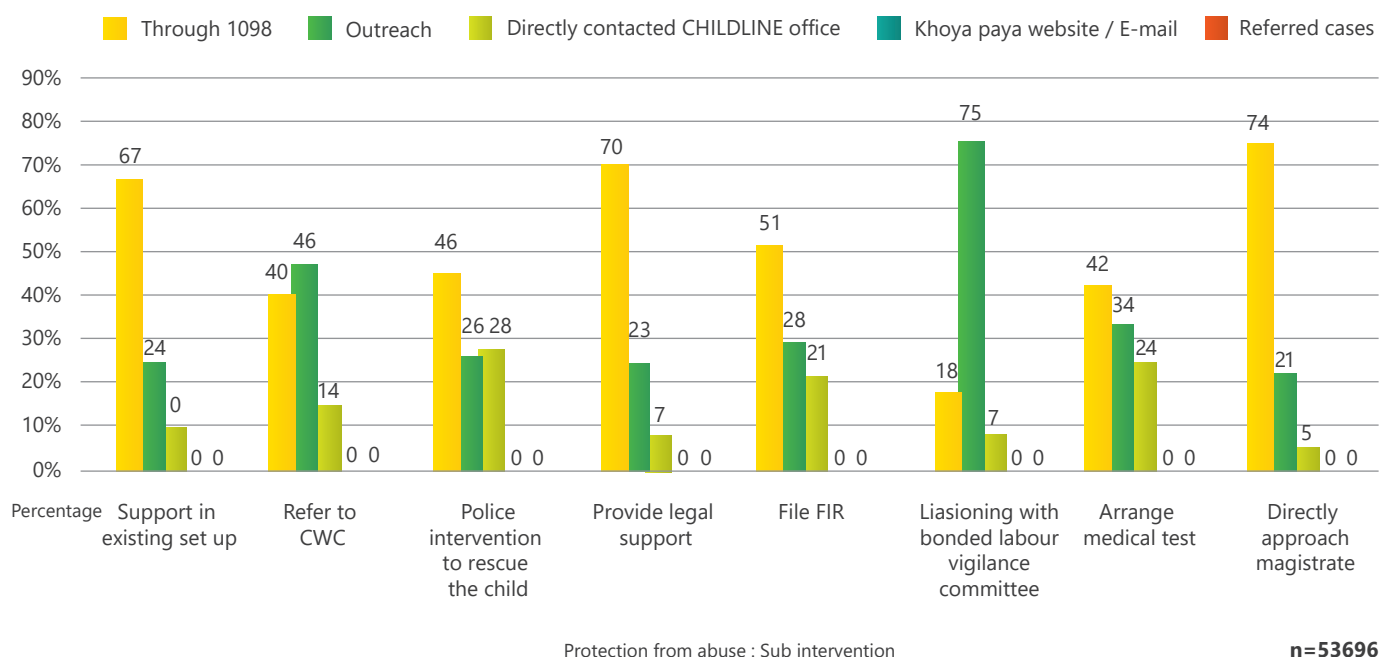
Age group	Male	Female	Total	Ratio of female to male
0-5	1,802	1,851	3,653	1.03
6-10	4,480	3,402	7,882	0.76
11-15	11,955	12,658	24,613	1.06
16-18	5,482	11,876	17,358	2.17
Above 18	150	40	190	0.27
Total	23,869	29,827	53,696	1.25

In the cases of children protected from abuse and violence, 57% and 79% are boys in the age group of 6-10 years and above 18 age group whereas the number of girls and boys protected from abuse are almost equal in the age group of 0-5 and 11-15 years. In the age group 16-18 more girl children cases (68%) has been received.

**Figure 7.5.1: Age group and gender of the children protected from abuse and violence****Table 7.5.2: How the child accessed assistance from CHILDLINE for protection from abuse support/intervention**

Protection from abuse : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Support in existing set up	11,753	4,184	1,611	46	52	17,646
Refer to CWC	4,686	5,294	1,610	17	19	11,626
Police intervention to rescue the child	3,148	1,765	1,817	31	29	6,790
Provide legal support	4,033	1,346	373	7	6	5,765
File FIR	1,718	960	689	6	11	3,384
Liasioning with bonded labour vigilance committee	368	1,555	134	2	3	2,062
Arrange medical test	152	121	84	1	0	358
Directly approach magistrate	213	59	13	1	0	286
Total	26,071	15,284	6,331	111	120	47,917

Note: Information of access for protection from abuse cases was not available for 5,779 cases.



Note: Information of access for protection from abuse cases was not available for 4,203 cases.

Figure 7.5.2: How the child accessed assistance from CHILDLINE for protection from abuse support/intervention

For most of intervention done in abuse cases, the principal source of cases is via the 1098 and outreach.

CHILDLINE rescues the abandoned child

CHILDLINE team received a case about an 8 years old girl named Reema, studying in 2nd standard who was left alone by her parents at Hoskote bus stand. Local people saw the girl alone by herself and informed Hoskote police station.

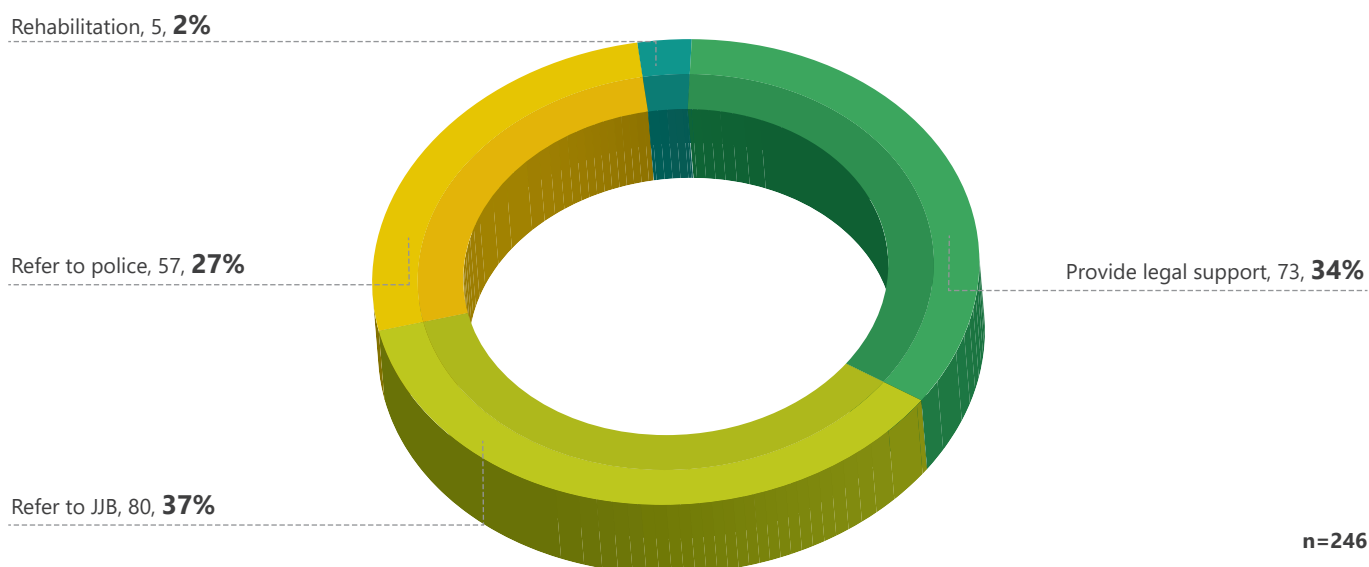
On the same day, police visited the spot and rescued the child with the help of CHILDLINE. Police requested CHILDLINE to provide shelter and follow up with further procedure. CHILDLINE visited the police station and brought the child along with them to provide her shelter support.

The child was provided temporary shelter facility and also medical treatment in government hospital. As per standard procedure, the child was produced in front of Child Welfare Committee (CWC).

As per the order from Child Welfare Committee (CWC), child was given shelter at Balakara Bala Mandira Bengaluru. The child is now safe and happy at her new shelter home

7.6 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.



Note: Information of 31 Child in conflict with law cases was not available.

Figure 7.6: Child in conflict with law: sub intervention

37% cases has been referred to Juvenile justice board, in 34% of the cases legal support has been provided to the child whereas in 27% cases intervention is to refer the child to the police.

Table 7.6.1: Age group and gender of the children in conflict with law

Age group	Male	Female	Total	Ratio of female to male
7-10	30	6	36	0.20
11-15	91	20	111	0.22
16-18	87	12	99	0.14
Total	208	38	246	0.18

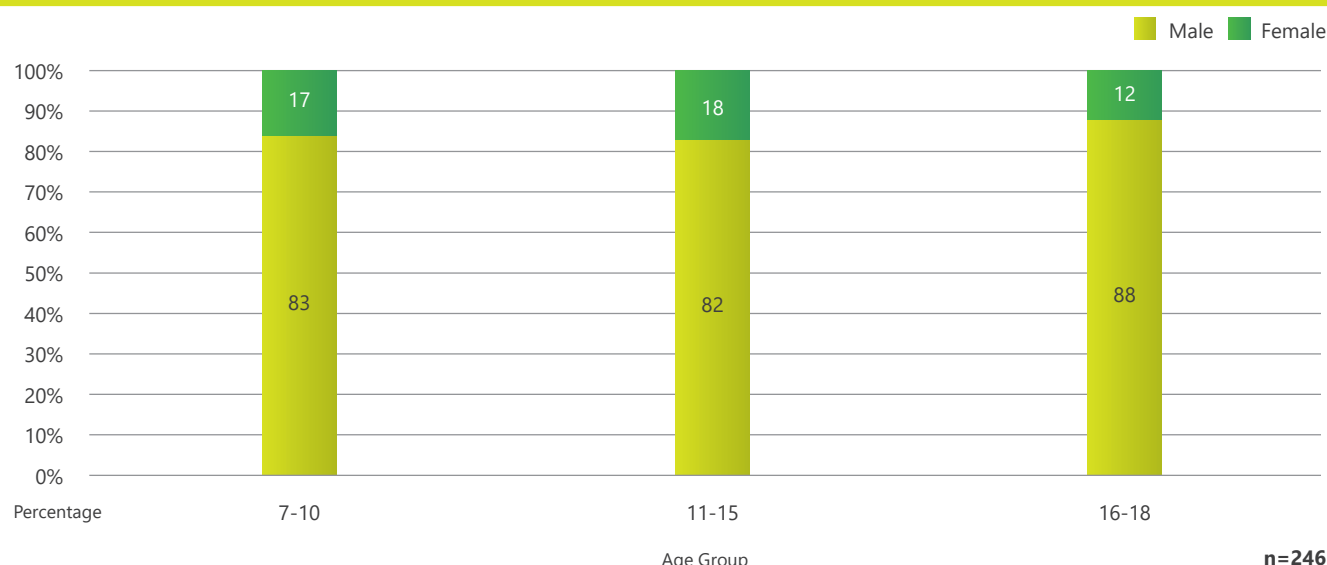


Figure 7.6.1: Age group and gender of the children in conflict with law

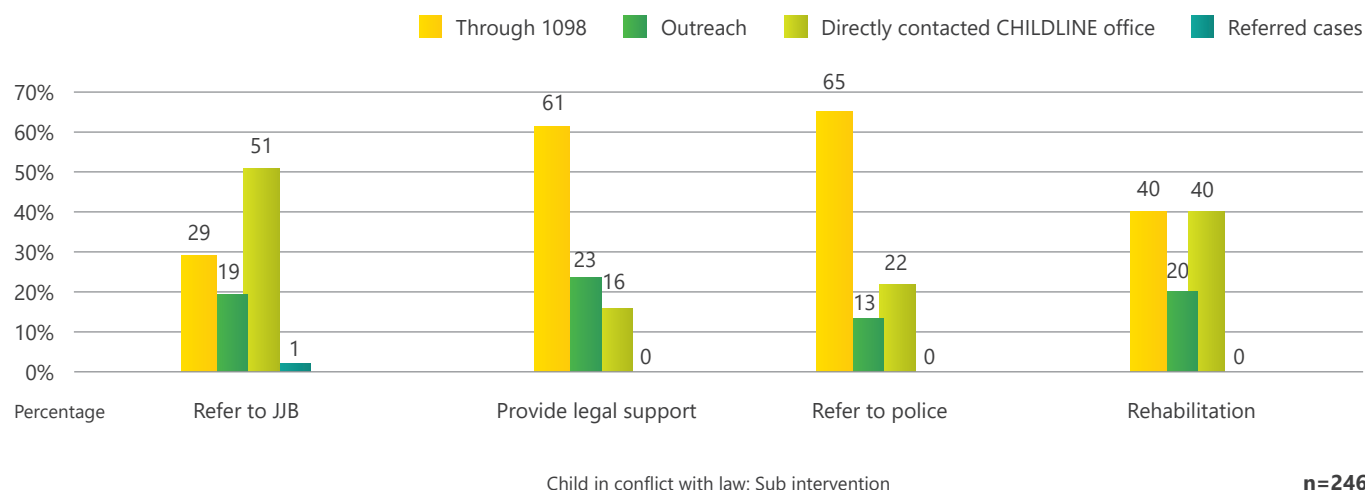
The gender data for such interventions follows the pattern across all kinds of interventions. In India, the age of criminal responsibility is fixed at 7 years as per the Indian Penal Code (IPC).

Table 7.6.2: 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 contacted CHILDLINE office	Referred cases	Total
Refer to JJB	23	14	41	1	80
Provide legal support	44	16	11	0	73
Refer to police	37	7	12	0	57
Rehabilitation	2	1	2	0	5
Total	106	38	66	1	215

Note: Information of access for child in conflict with law cases was not available for 31 cases.

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



Note: Information of access for child in conflict with law cases was not available for 31 cases.

Figure 7.6.2: How the child accessed assistance from CHILDLINE for Child in conflict with law support/intervention

CHILDLINE helps the distressed children

Children are born innocent, however, due to multiple factors, many children adopt behaviours which are defined as delinquent and something being "in conflict with law". These behaviours range from petty theft, substance abuse to more serious types of crimes.

CHILDLINE Kangra received information from Anti-Human Trafficking of Kangra, Himachal Pradesh about a group of boys who were taken into custody by the police for charges of theft. CHILDLINE immediately went to the police station and met the children. CHILDLINE counsellor counselled all the children and during the counselling session, children shared that they all were friends and resided in the same colony. They also revealed that few days back they had stolen a tap from their colony for money to buy tickets for a magic show.

After listening to the whole incident, CHILDLINE counsellor counselled all children and made them aware of the consequences of their actions. After the counselling, CHILDLINE team handed over the children to their parents, but they were regularly following up with them.

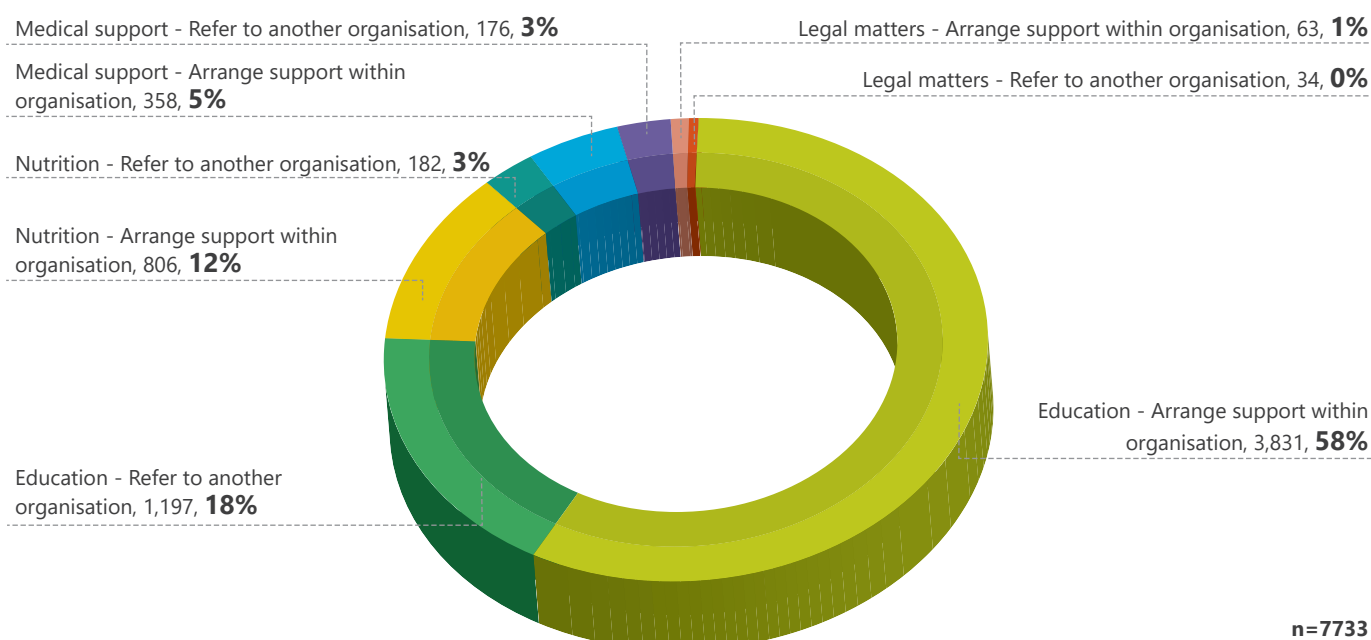
Few days later, CHILDLINE team met the children for extended counselling support. During the counselling session, CHILDLINE team noticed that the children were under the influence of alcohol. CHILDLINE again counselled them that they should concentrate on their studies and also the fact that alcohol can harm them mentally as well as physically.

Later CHILDLINE team visited children's place and met their parents. Upon interaction team got positive response from the parents. There were repeated counselling sessions done by CHILDLINE team with the children.

7.7 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 3.54% 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 provide the best help to the child. CHILDLINE as an organization does not financially support any children.



Note: Information of 1,086 Sponsorship cases was not available.

Figure 7.7: Sponsorship: sub intervention

The maximum number of sponsorship related interventions done by CHILDLINE are for education at 76%.

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. Mobile and other sources are the main source for sponsorship cases.

Table 7.7.1: Age group and gender of the children provided sponsorship

Age group	Male	Female	Total	Ratio of female to male
0-5	564	470	1,034	0.83
6-10	1,322	1,155	2,477	0.87
11-15	1,704	1,675	3,379	0.98
16-18	390	447	837	1.15
Above 18	3	3	6	1.00
Total	3,983	3,750	7,733	0.94

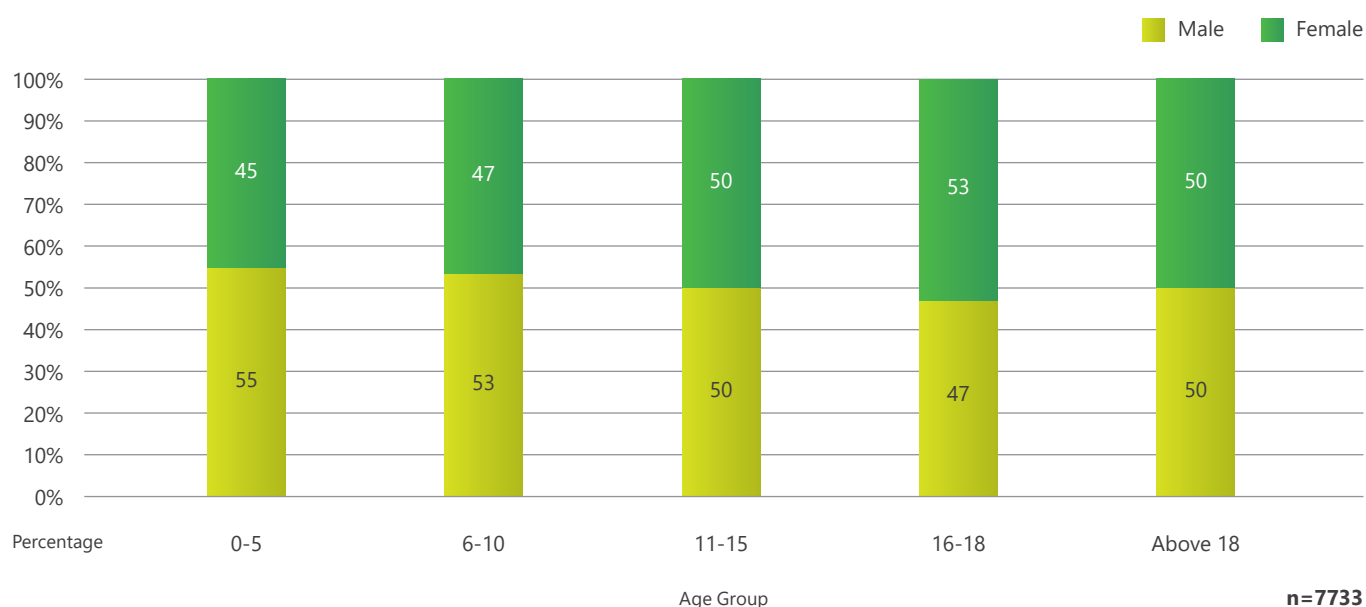


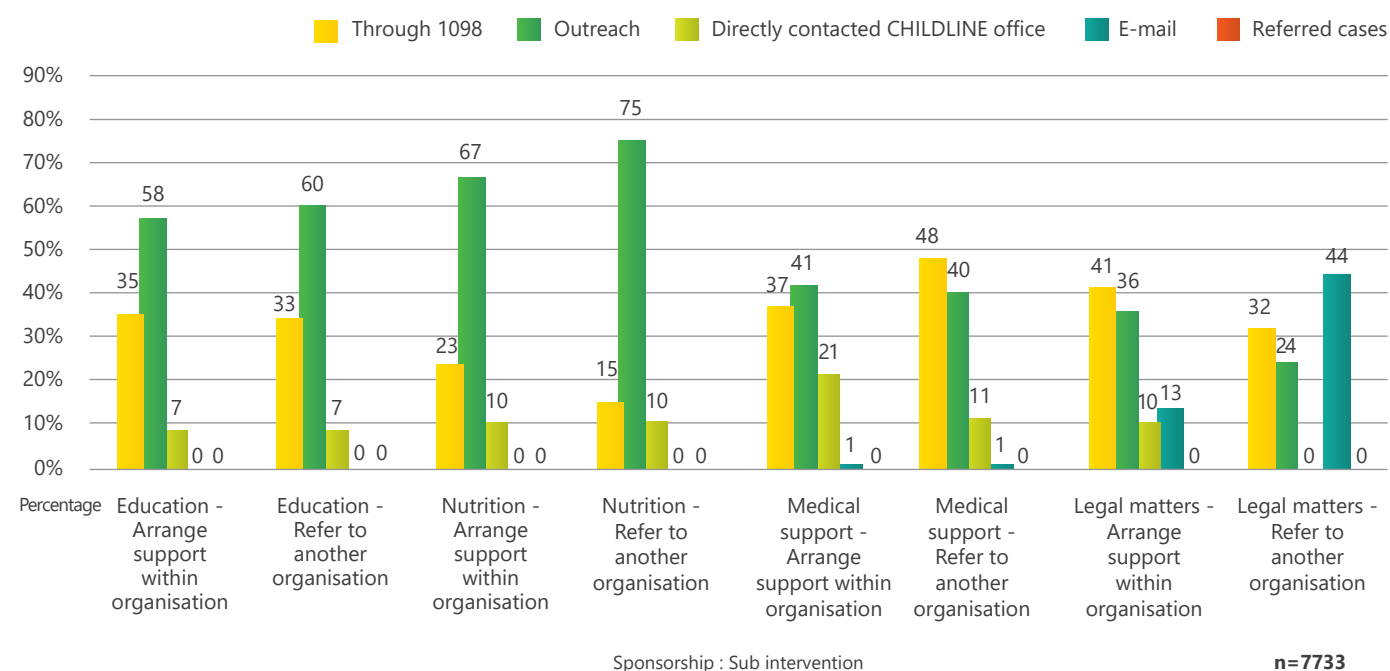
Figure 7.7.1: Age group and gender of the children provided sponsorship

Table 7.7.2: How the child accessed assistance from CHILDLINE for sponsorship support/intervention

Sponsorship : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	E-mail	Referred cases	Total
Education - Arrange support within organisation	1,347	2,217	251	14	1	3,830
Education - Refer to another organisation	397	713	86	0	0	1,196
Nutrition - Arrange support within organisation	184	536	80	1	0	801
Nutrition - Refer to another organisation	26	137	19	0	0	182
Medical support - Arrange support within organisation	131	146	75	4	1	357
Medical support - Refer to another organisation	85	70	20	1	0	176
Legal matters - Arrange support within organisation	26	23	6	8	0	63
Legal matters - Refer to another organisation	11	8	0	15	0	34
Total	2,207	3,850	537	43	2	6,639

Note: Information of access for sponsorship cases was not available for 1,094 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 1,094 cases.

Figure 7.7.2: How the child accessed assistance from CHILDLINE for sponsorship support/intervention

One child, one book, one pen, can change the world

Rekha, an 11 years old girl was facing difficulties in continuing her studies due to lack of some basic school supplies like school bag, pencils and notebooks. Rekha was enrolled in one of the Government schools nearby Almora district of Uttarakhand. Rekha's parents were unable to afford the expenses to afford for her school supplies due to poor economic conditions.

Rekha heard about CHILDLINE 1098 service and decided to call for support. She requested CHILDLINE team to arrange some notebooks, pencils and a school bag for her so she can continue her studies without any problem. An intervention case was registered regarding the situation.

The local CHILDLINE team visited Rekha's home and provided her with books, pencils and a school bag so that she can sustain her studies without any hurdle. She had a huge smile on her face as she received them and was very thankful to CHILDLINE.

There are many children like Rekha who are vulnerable but dedicated towards seeking education but face similar problems due to their family conditions. To help fulfil the needs of these children, CHILDLINE provides sponsorship services, where different donors, volunteers and other supporters are actually committed to help each and every child in our country with such challenges.

7.8 Calls reporting children who are missing

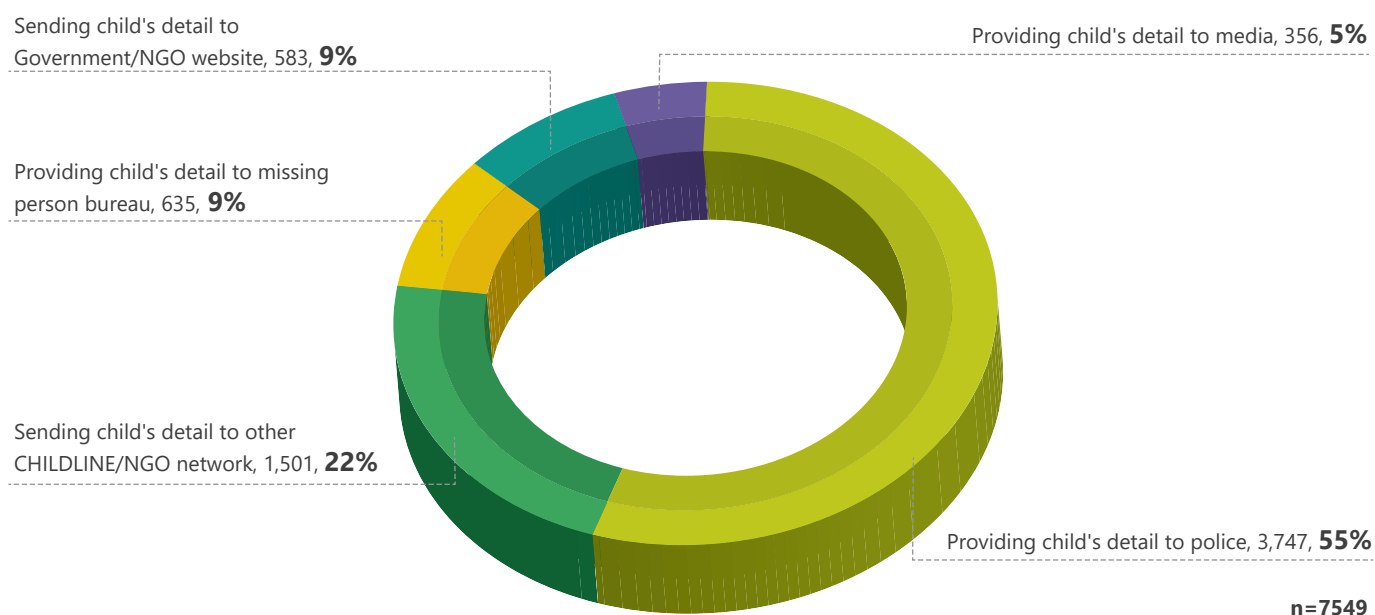
Under this category, there are two main sub-categories:

1. Calls about children who have been found wandering about and confirm that they are lost
2. Calls received from parents saying that their child is missing

In the case of children who are lost, the calls may come from a concerned person who has found the child or sometimes the child (him/herself) will call up asking for assistance. These children are also sometimes found by CHILDLINE team members during an outreach program at 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 missing children lodged by parents/family. Reporting missing children to various websites and to media are routine for such interventions.



Note: Information of 727 missing cases was not available.

Figure 7.8: Missing: sub-intervention

Table 7.8.1: Age group and gender of the missing children

Age group	Male	Female	Total	Ratio of female to male
0-5	371	268	639	0.72
6-10	1,006	321	1,327	0.32
11-15	3,080	835	3,915	0.27
16-18	933	718	1,651	0.77
Above 18	4	13	17	3.25
Total	5,394	2,155	7,549	0.40

There are many more cases of missing boys as opposed to missing girls in all the age group except above 18 years.

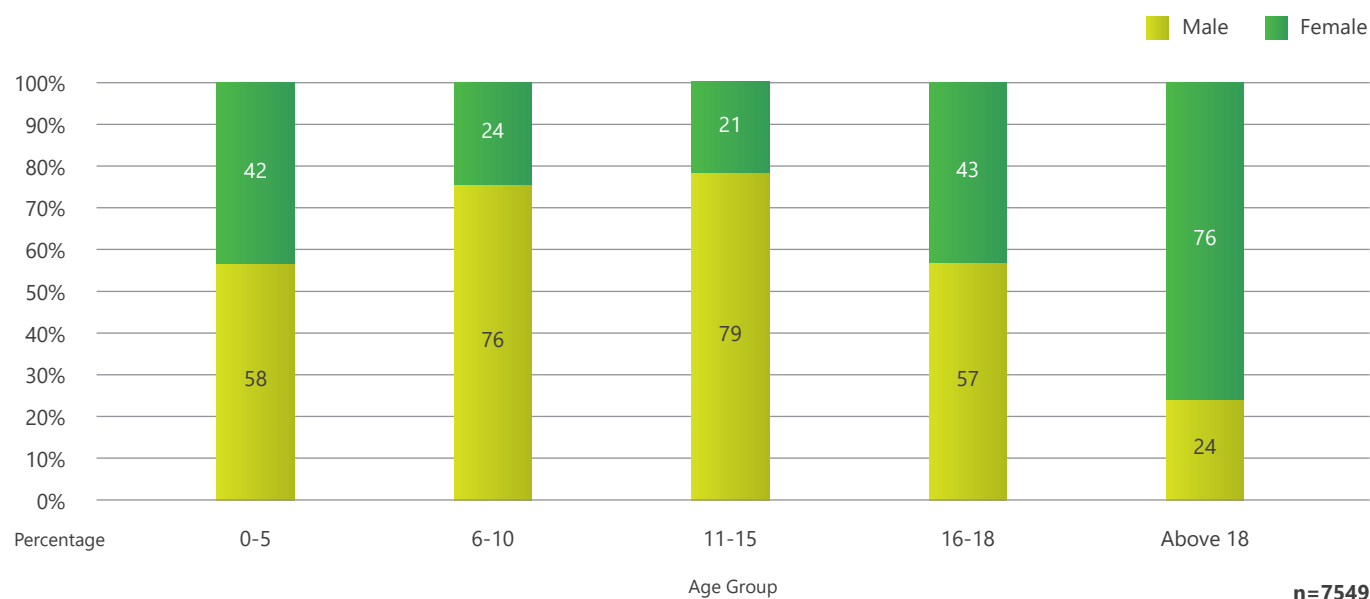
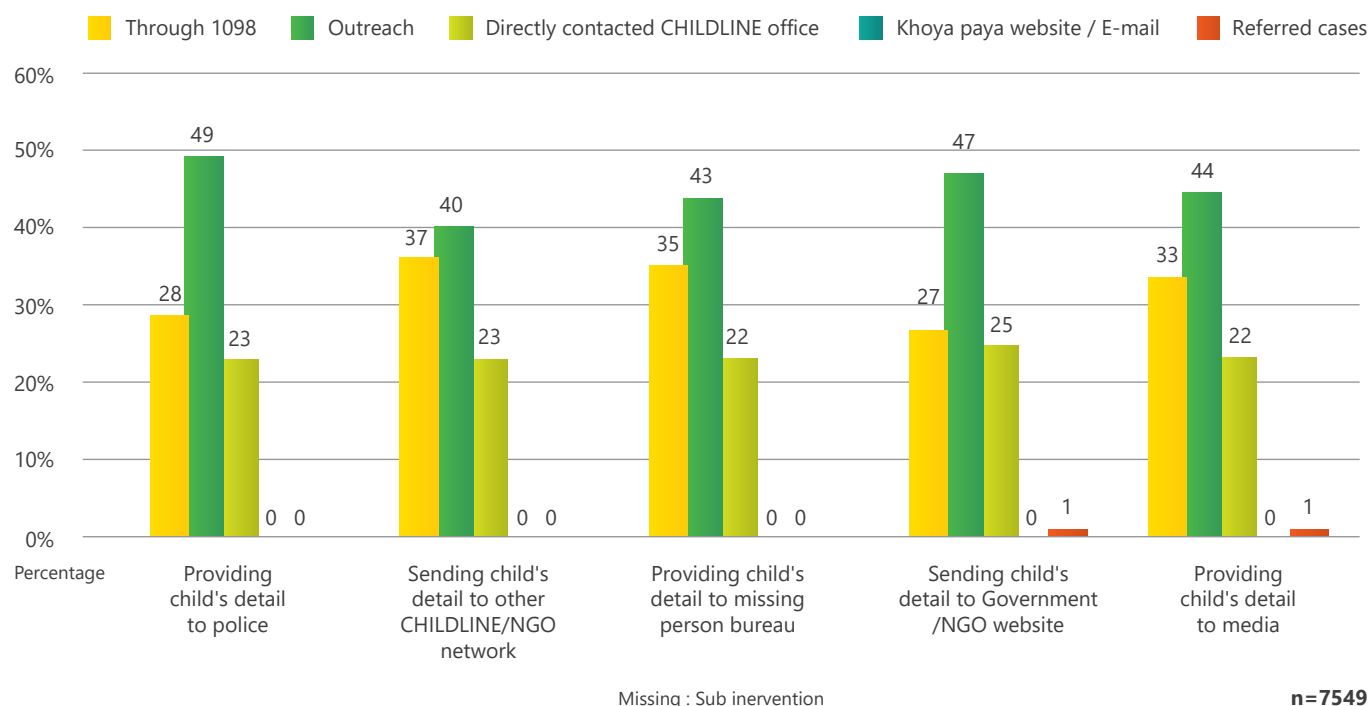


Figure 7.8.1: Age group and gender of the missing children

Table 7.8.2: How the child accessed assistance from CHILDLINE for missing children support/intervention

Missing : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Providing child's detail to police	1,035	1,832	858	9	10	3,747
Sending child's detail to other CHILDLINE/NGO network	550	603	332	1	3	1,501
Providing child's detail to missing person bureau	221	274	139	0	1	635
Sending child's detail to Government/NGO website	153	272	148	2	6	583
Providing child's detail to media	116	156	79	1	3	356
Total	2,075	3,137	1,556	13	23	6,822

Note: Information of access for missing cases was not available for 727 cases.



Note: Information of access for missing cases was not available for 727 cases.

Figure 7.8.2: How the child accessed assistance from CHILDLINE for missing children support/intervention

CHILDLINE restores the missing child back to the family

CHILDLINE received a call from child's father informing that his daughter was missing. They had looked for the child everywhere but were not able to find her anywhere, hence they decided to call CHILDLINE 1098 for their help.

Namchi CHILDLINE after receiving the information immediately went to the child's home and spoke to the child's family. CHILDLINE collected all the required documents and submitted the same to respective authority. CHILDLINE along with the child's parents went to Namchi Police station to lodge a General Diary Entry (GDE). Police found the child at her friends place at Rajgram, Namchi and they have handed over the child to CHILDLINE. CHILDLINE counselled the child and came to know that the child was annoyed with her mother and decided to leave the house.

CHILDLINE did routine medical check-up of the child at Namchi District hospital and informed the child's parents to be present in front of Child Welfare Committee (CWC) along with the required documents. CHILDLINE presented the child before CWC. After verifying the documents, CWC ordered CHILDLINE to handover the child back to her family.

7.9 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 3.00 p.m. - 6.00 p.m., usually the time they get home from school and before their parents come home.

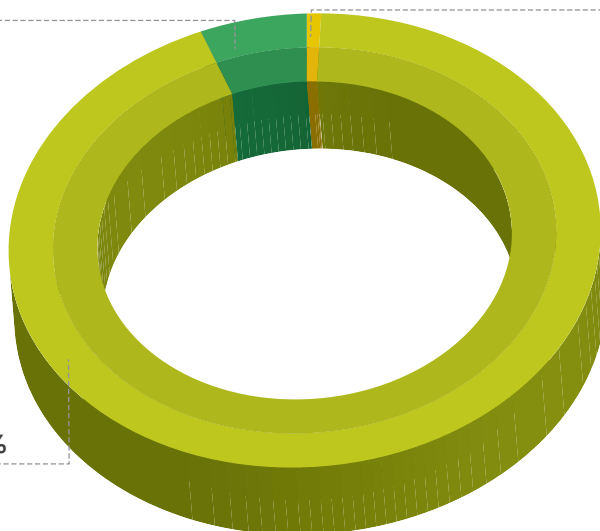
In a few cases, what starts off simply as a child wanting to vent, slowly escalates into a much larger problem. For example, there have been calls from girls in the 15-18 age group, who start talking about problems in school and then when they feel comfortable with the team member they start to talk about what is really troubling them such as their 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.

Suggest options to child, 2,783, **6%**

Refer to professional counselor, 293, **1%**

Counseling by CHILDLINE, 44,116, **93%**



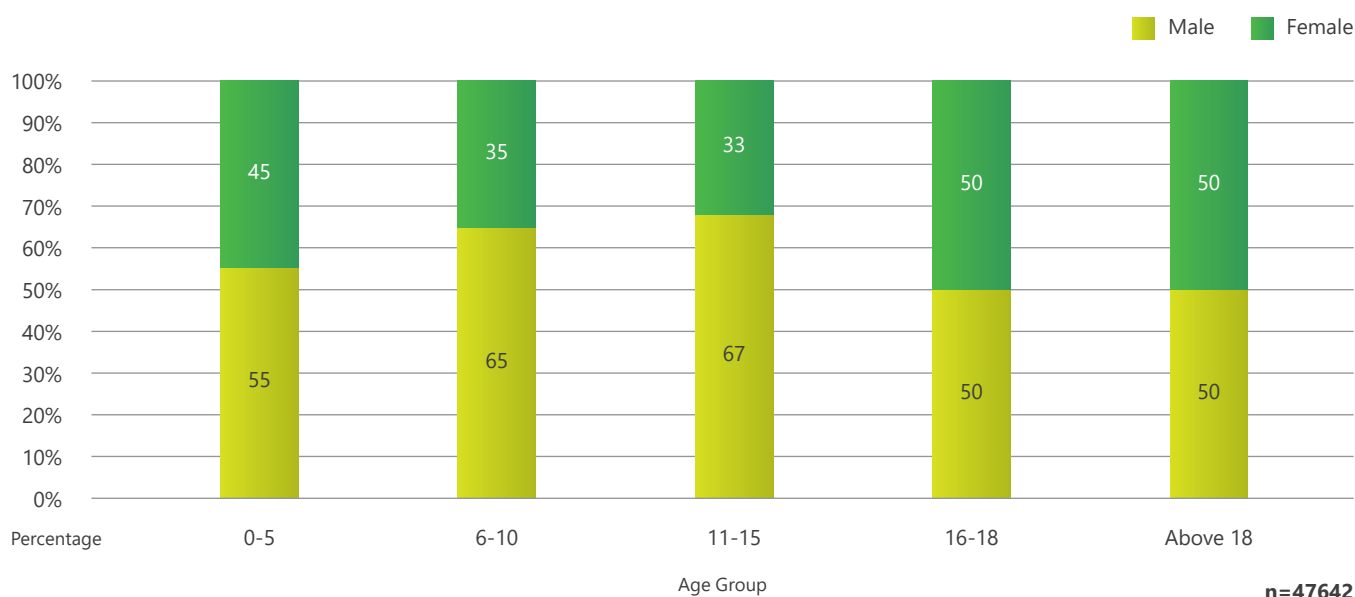
n=47642

Note: Information of 450 Emotional support & guidance cases was not available.

Figure 7.9: Emotional support & guidance: sub intervention

Table 7.9.1: Age group and gender of the children seeking Emotional support & guidance

Age group	Male	Female	Total	Ratio of female to male
0-5	1,895	1,574	3,469	0.83
6-10	6,877	3,694	10,571	0.54
11-15	15,922	7,767	23,689	0.49
16-18	4,906	4,931	9,837	1.01
Above 18	38	38	76	1.00
Total	29,638	18,004	47,642	0.61



n=47642

Note: Gender and Age group was not available for 450 cases.

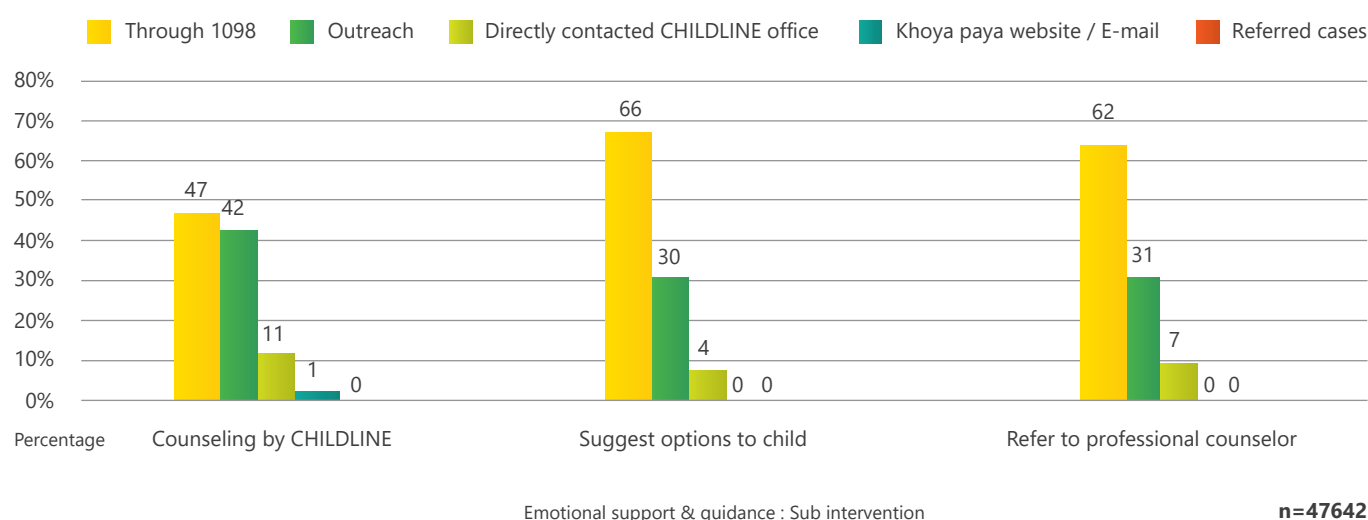
Figure 7.9.1: Age group and gender of the children seeking Emotional support & guidance

Table 7.9.2: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention

Emotional support & guidance : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Counselling by CHILDLINE	20,458	18,636	4,671	29	87	43,881
Suggest options to child	1,848	833	95	4	3	2,783
Refer to professional counsellor	180	90	22	0	0	292
Total	22,486	19,559	4,788	33	90	46,956

Note: Information of access for emotional support & guidance cases was not available for 450 cases.

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



Note: Information of access for emotional support & guidance cases was not available for 450 cases.

Figure 7.9.2: How the child accessed assistance from CHILDLINE for Emotional support & guidance support/ intervention

CHILDLINE provides Emotional Support & Guidance to Child who is under bad influence

When a child or teenager steals, it is a serious concern for their parents. Sometimes, a child may steal as a show of bravery to friends, or to give presents to family or friends or to be more accepted by peers. The stealing may be a sign of more serious problem in the child's emotional development or problem in the family.

Similarly, a mother was very worried about her son due to his habit of stealing. According to the mother, her son got into trouble because of his bad circle of friends. He started taking drugs and stealing money to fulfil his needs.

The mother was in a troubled situation as the child's father wasn't alive and she was the only earning member in the family. After failing to keep her son away from trouble she decided to seek help from CHILDLINE. She contacted CHILDLINE 1098 and the team immediately went to child's home. The team gave counselling session to child and explained him the ill effects of drug addiction. Moreover, CHILDLINE counsellor counselled the child to avoid bad company of friends because it would affect his studies as well as his career in future.

Counsellor made him understand that his mother is taking lot of efforts to earn money to fulfil his basic needs and is the only earning member in the family as his father is not alive. The child became emotional and felt guilty about his bad habits and behaviour. He made a promised to himself that he will try to leave all the bad habits.

CHILDLINE Team counselled the child on regular basis. After couple of counselling sessions with CHILDLINE team, child started avoiding bad company of friends and other bad habits.

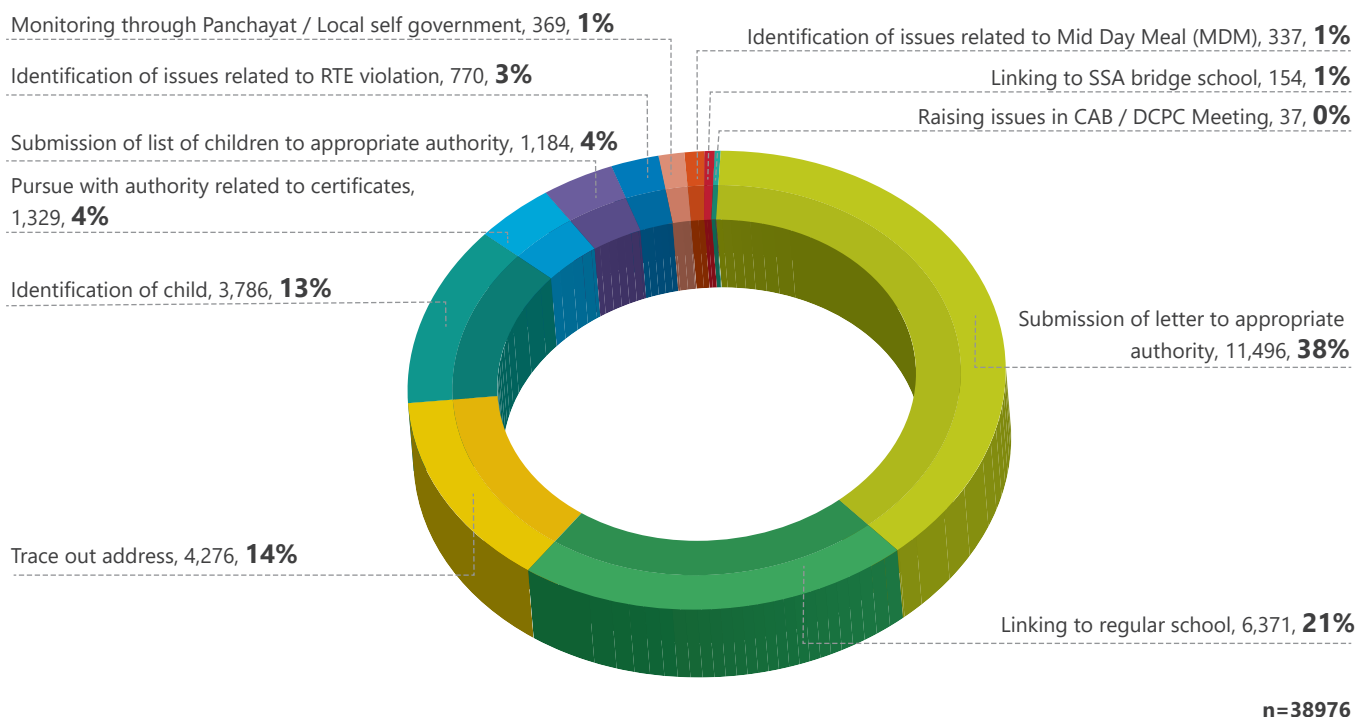
After few days mother confirmed that the child's behaviour is better than before and he is avoiding the bad habits. Now he is regularly attending school and paying attention towards study. Mother is very happy with his son's change of behaviour and she is thankful to CHILDLINE for their support.

7.10 Children calling CHILDLINE for several other kind of Intervention

There are several types of work which halt the further development activity of the children. Children call CHILDLINE as well to seek help to resolve such issues so that they can move ahead in their life.

These are cases where CHILDLINE receives calls for issues related to administration or government authorities and authorities also calls to trace out children address or identification of children etc.

Following graph shows the number of calls CHILDLINE received related to these kind of issues.



Note: Information of 8,867 other intervention cases was not available.

Figure 7.10: Other intervention: sub intervention

In 38% of the total other intervention cases, CHILDLINE submitted the letter to appropriate authority to provide help to children for different kind of government schemes. 14% cases have been received to trace the address of the child and 13% for identification the children. 1% of the cases have been received for issues related to midday meal (MDM).

Table 7.10.1: Age group and gender of the children contacted for other intervention

Age group	Male	Female	Total	Ratio of female to male
0-5	3,108	2,827	5,935	0.91
6-10	6,387	4,559	10,946	0.71
11-15	9,562	6,619	16,181	0.69
16-18	3,194	2,654	5,848	0.83
Above 18	41	25	66	0.61
Total	22,292	16,684	38,976	0.75

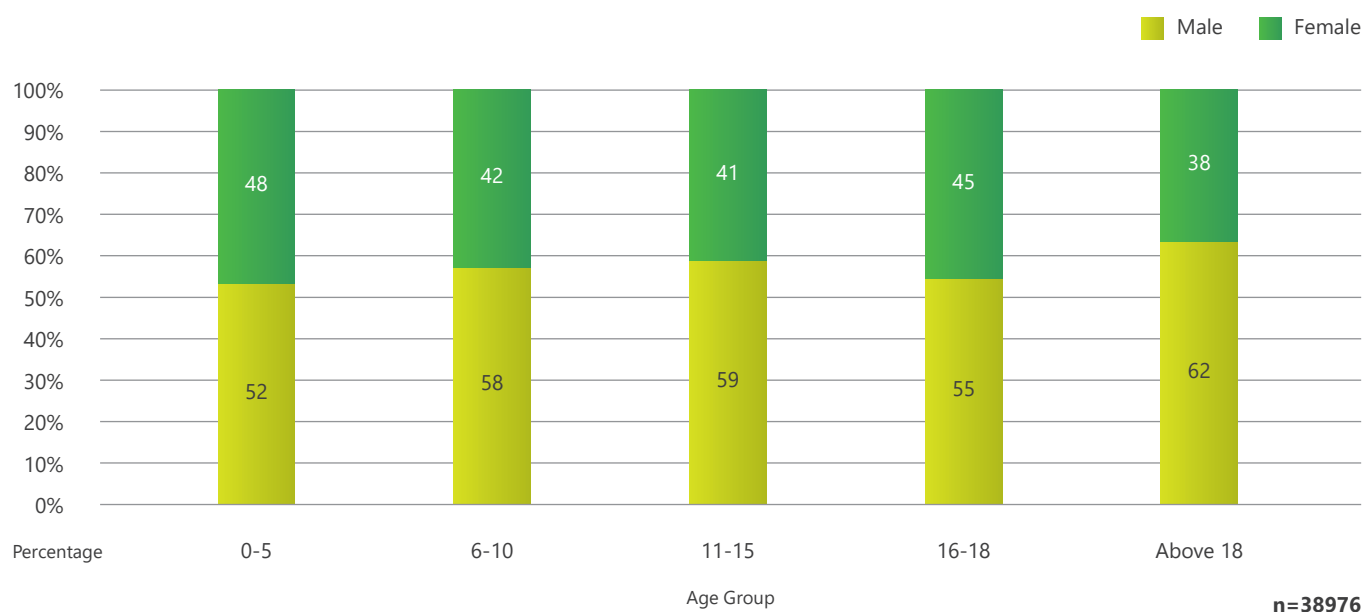


Figure 7.10.1: Age group and gender of the children contacted for other intervention

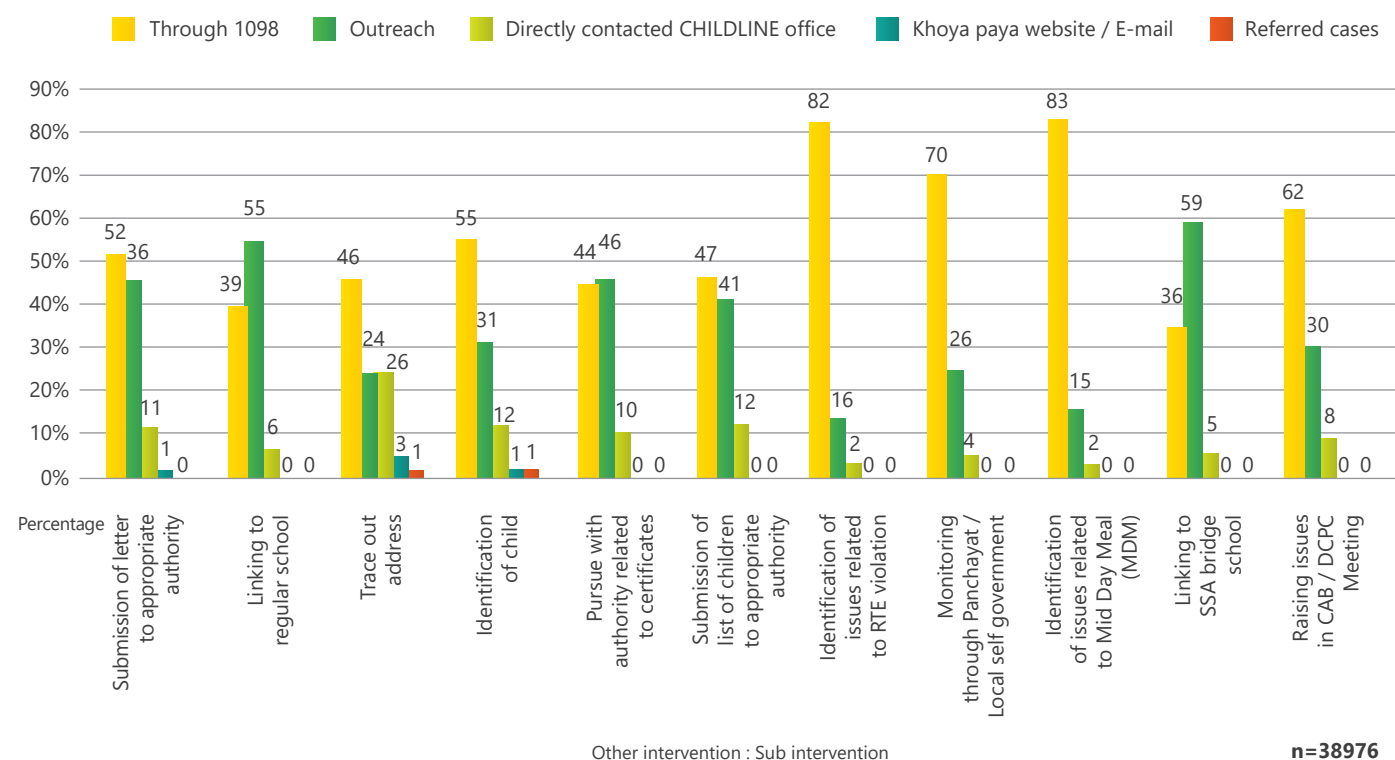
Male children cases are higher than female children throughout all the age group.

Table 7.10.2: How the child accessed assistance from CHILDLINE for other intervention

Other intervention : Sub intervention	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Submission of letter to appropriate authority	5,884	4,176	1,250	85	20	11,415
Linking to regular school	2,483	3,510	343	19	4	6,359
Trace out address	1,820	941	1,060	129	45	3,995
Identification of child	2,064	1,174	451	35	29	3,753
Pursue with authority related to certificates	581	617	127	0	2	1,327
Submission of list of children to appropriate authority	554	479	137	3	4	1,177
Identification of issues related to RTE violation	629	125	15	0	0	769
Monitoring through Panchayat / Local self-government	258	95	14	1	1	369
Identification of issues related to Mid Day Meal (MDM)	280	50	7	0	0	337
Linking to SSA bridge school	55	92	7	0	0	154
Raising issues in CAB / DCPC Meeting	23	11	3	0	0	37
Total	14,631	11,270	3,414	272	105	29,692

Note: Information of access for other intervention cases was not available for 9,284 cases.

Based on the above table, CHILDLINE 1098 and outreach are the largest source of other intervention cases.



Note: Information of access for other intervention cases was not available for 9,284 cases.

Figure 7.10.2: How the child accessed assistance from CHILDLINE for other intervention

Know the real deal about your meal

A 7 years old boy named Abhi from Bhilwara district of Rajasthan was enrolled in a Government school. He was not satisfied with the quality and quantity of the Mid-Day meal which was being distributed in his school. Mid-day meal was introduced in Government school to reduce the inequality and to raise enrolments under 'Sarva Shiksha Abhiyan' initiative.

Abhi discussed the matter with his family about the little quantity and poor quality of the mid-day meal which was being served to the children in school. The school authority never paid attention towards the matter. But one concerned adult who was close to Abhi, considered this matter was serious and decided to call CHILDLINE 1098 for help.

CHILDLINE team visited his school to enquire the matter and it was found that the meal being served to children was in worst quality. The matter was brought before the concerned officials of Sarva Shiksha Abhiyan (SSA) and also a complaint mail was sent to Block Education Officer by CHILDLINE team. Post that, the officials of SSA visited the schools to check the mid-day meals quality and it failed at all parameters of food testing. Further the school's Principal was warned to improve the quality of meal and also to remove all restrictions over the distribution of its quantity. The Principal gave his acceptance in written as well as the Block Education Officer also assured the team that now they will have a regular monitoring over the matter and quality of the meal would be certainly improved.

Along with Abhi, other children from school were also very thankful to CHILDLINE team because of their intervention and now they could get their mid-day meal in better quality and adequate quantity in their school.



Call
Through



Gender

EASTERN REGION

08



Howrah Bridge

Konark Sun Temple



Age Group

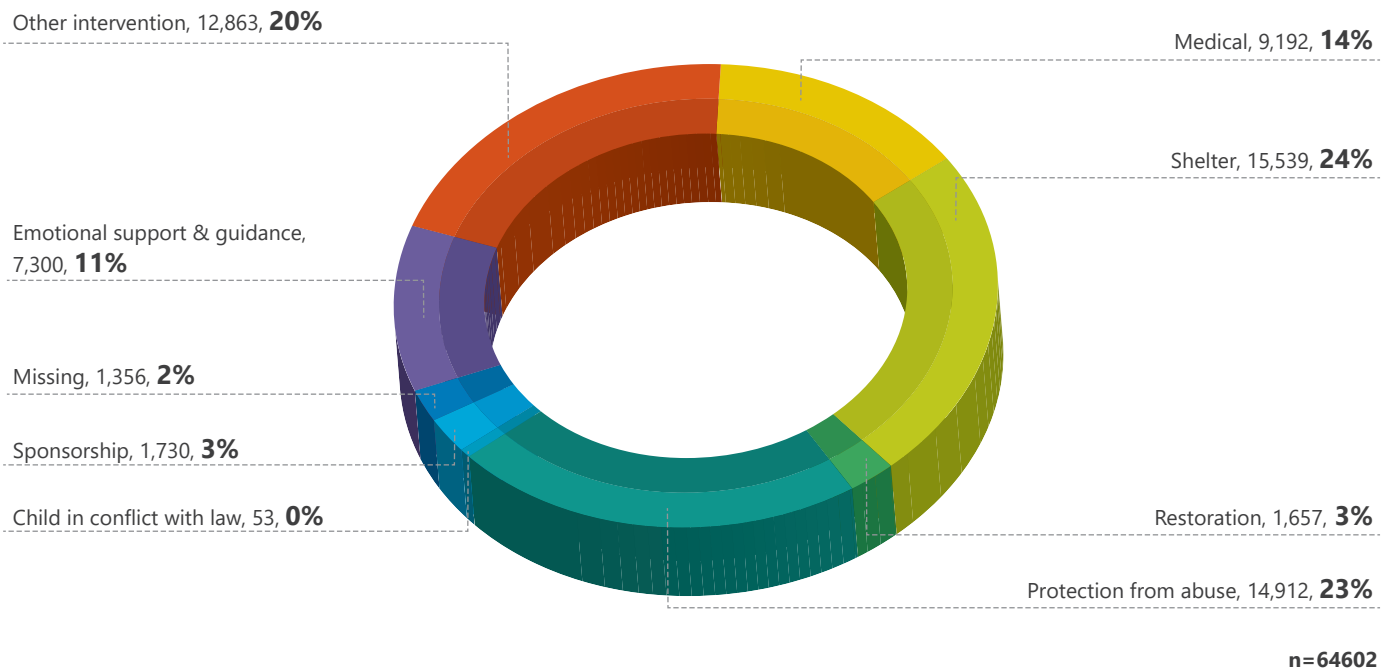


Intervention

CHAPTER - 8 EASTERN REGION

The Eastern Region network of CHILDLINE covers 136 districts across the states of West Bengal, Odisha, Bihar, Jharkhand, Chhattisgarh and Andaman & Nicobar and North-East region states of Arunachal Pradesh, Assam, Manipur, Tripura, Mizoram, Nagaland, Sikkim and Meghalaya. This network is managed by 138 collaborative organisations.

The total number of children assisted in the Eastern region from April 2018 - March 2019 was 64602.



Note: There is a difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 21 for further details.

Figure 8.1: Intervention cases to 1098

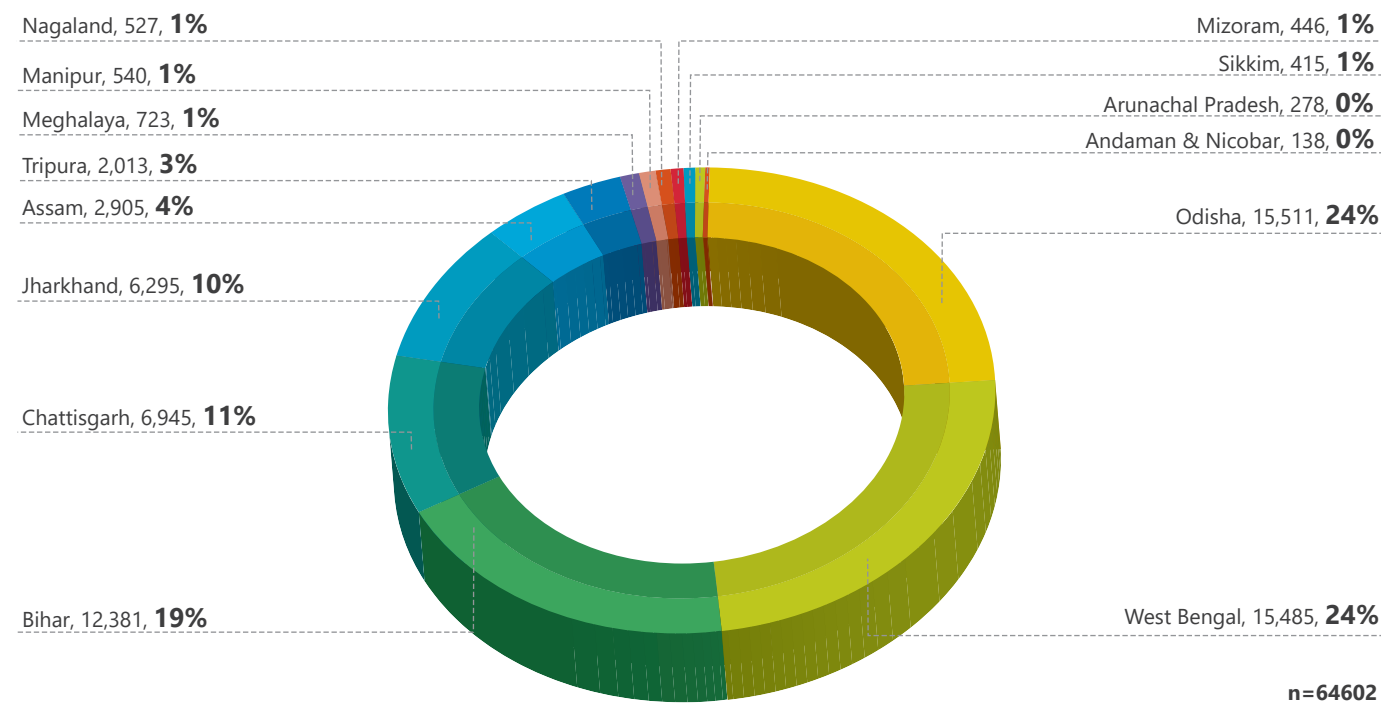


Figure 8.2: Share of states in East zone CHILDLINE intervention

Around half of the cases of the eastern zone i.e. 48% are share by Odisha and West Bengal whereas their share to the total districts are 36%. Around 1/4th of the Eastern region districts i.e. 27% are in North-East region and their share to the total eastern region cases are 12%.

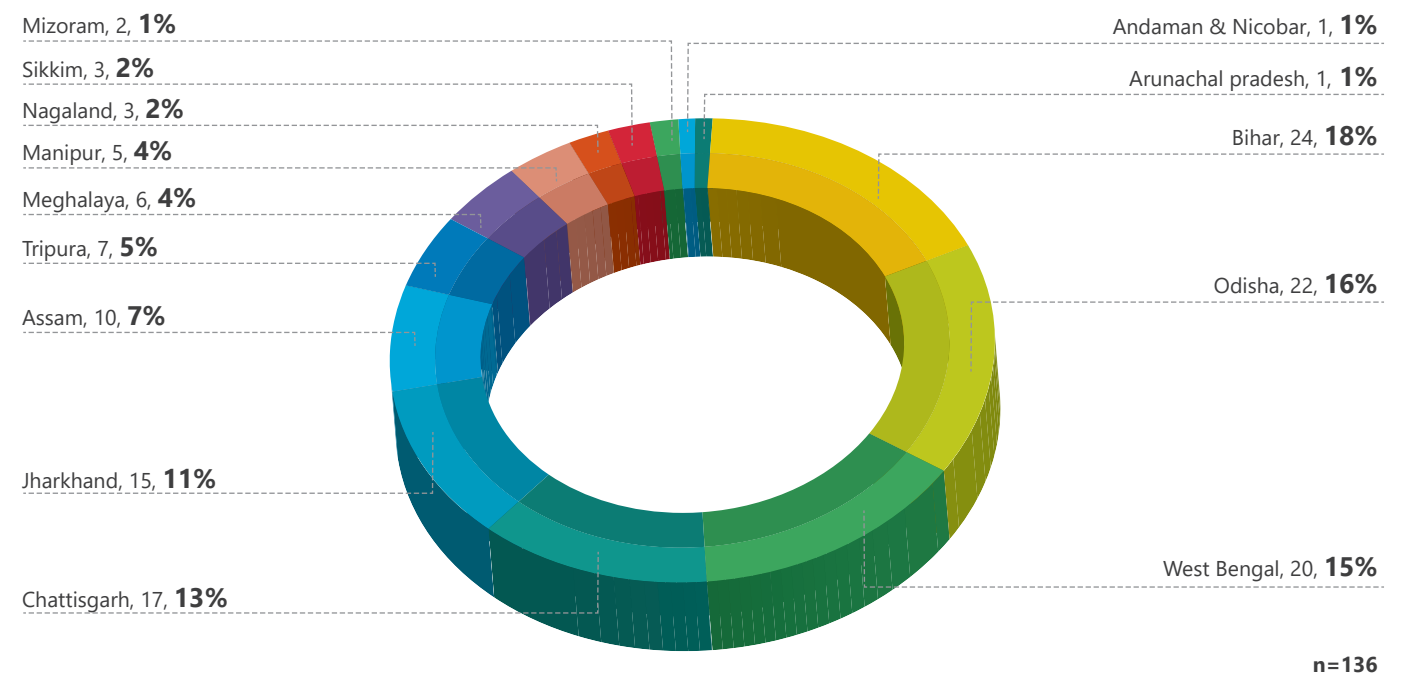


Figure 8.3: Share of states in East zone CHILDLINE districts

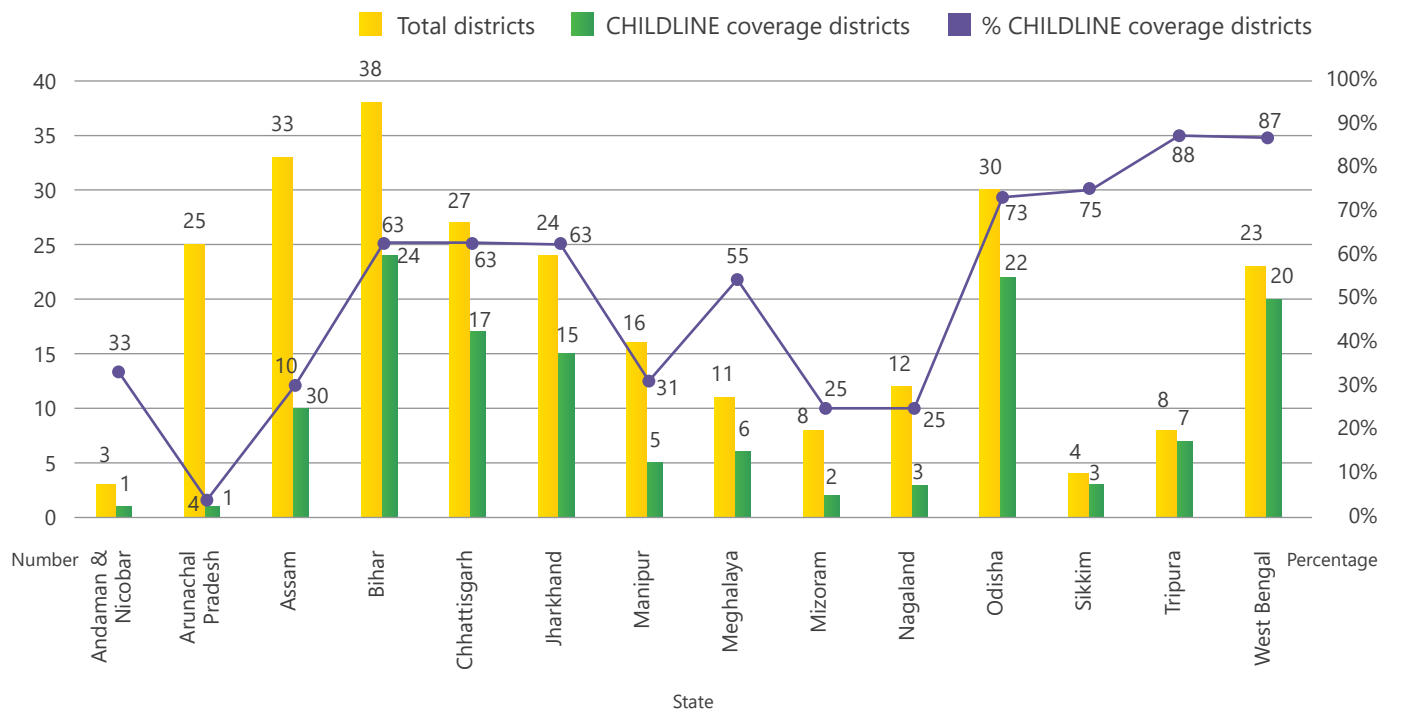


Figure 8.4: State wise CHILDLINE coverage status in East zone

Table 8.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Odisha	9,139	6,372	15,511	0.70
West Bengal	6,050	9,435	15,485	1.56
Bihar	8,150	4,231	12,381	0.52
Chhattisgarh	3,752	3,193	6,945	0.85
Jharkhand	3,272	3,023	6,295	0.92
Andaman & Nicobar	53	85	138	1.60
Assam	1,382	1,523	2,905	1.10
Tripura	968	1,045	2,013	1.08
Meghalaya	401	322	723	0.80
Manipur	251	289	540	1.15
Nagaland	301	226	527	0.75
Mizoram	198	248	446	1.25
Sikkim	213	202	415	0.95
Arunachal Pradesh	111	167	278	1.50
Total	34,241	30,361	64,602	0.89

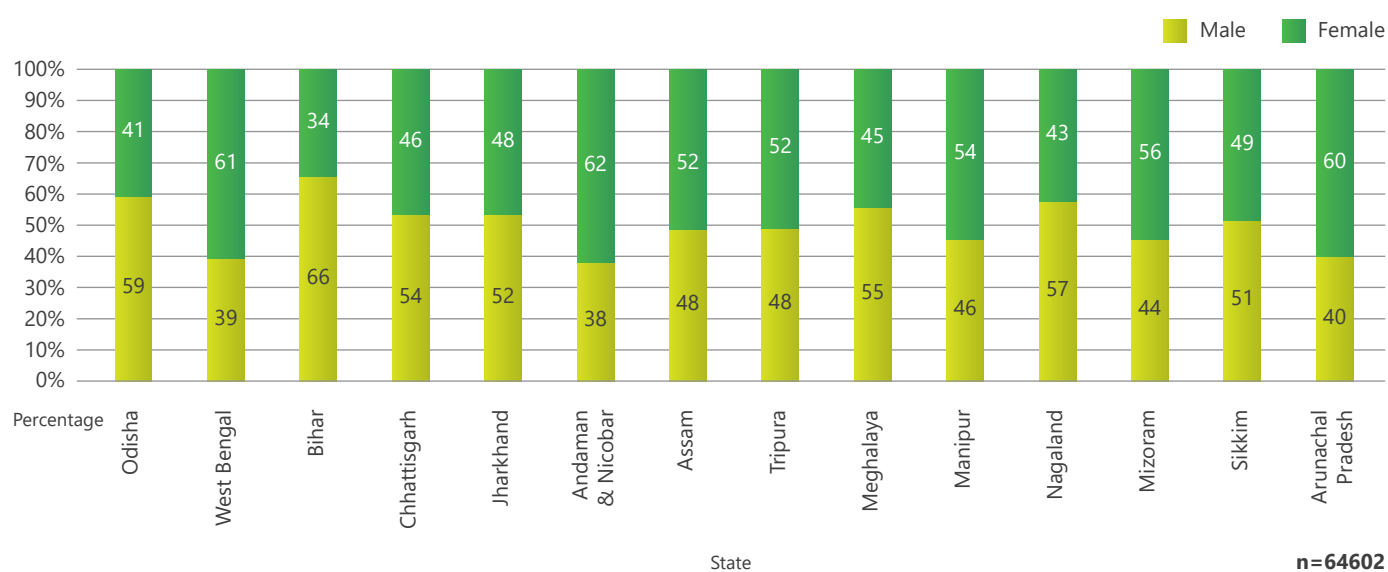


Figure 8.5: State wise gender of children

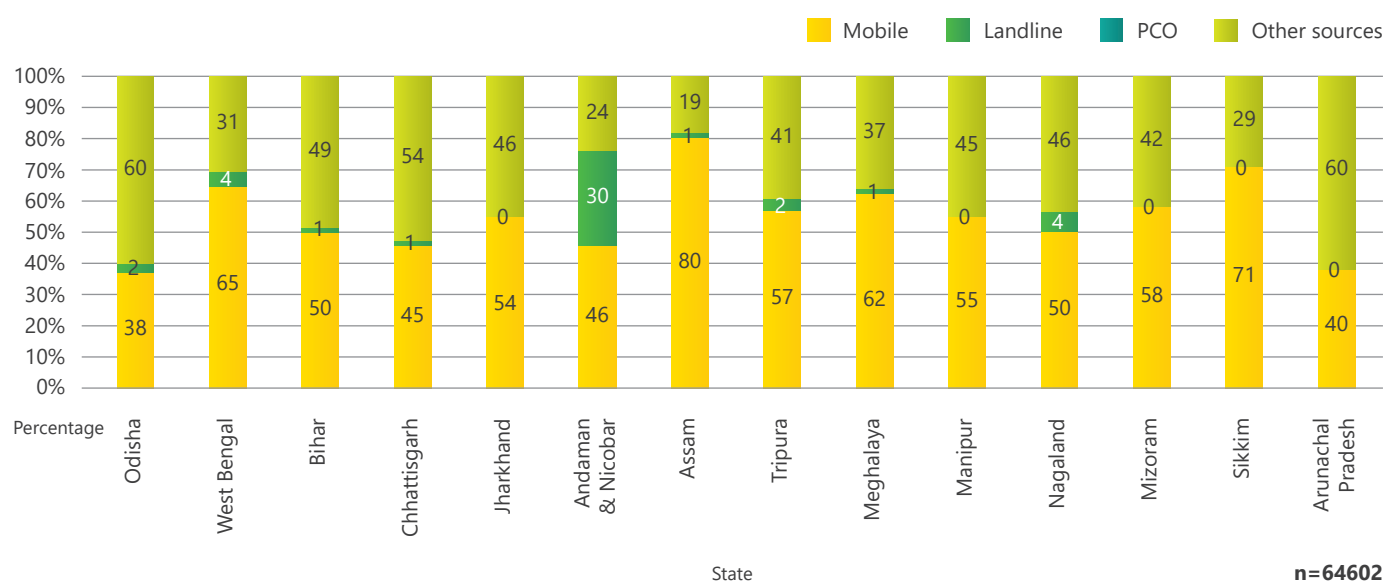
Except Andaman & Nicobar and West Bengal cases of male children are higher in all the states in non-North-East region states.

In North-East region cases of girl children are higher in Assam, Tripura, Manipur, Mizoram and Arunachal Pradesh whereas cases of boys are higher only in Meghalaya and Nagaland. Cases of both the gender are almost equal in Sikkim.

Cases of girl children are higher for protection from abuse and sponsorship intervention in entire region.

Table 8.6: State wise calls to CHILDLINE from different telephone sources

State	Mobile	Landline	PCO	Other sources	Total
Odisha	5,823	260	2	9,426	15,511
West Bengal	10,067	681	0	4,737	15,485
Bihar	6,197	58	0	6,126	12,381
Chhattisgarh	3,139	38	1	3,767	6,945
Jharkhand	3,380	21	2	2,892	6,295
Andaman & Nicobar	63	42	0	33	138
Assam	2,318	25	5	557	2,905
Tripura	1,150	45	0	818	2,013
Meghalaya	446	7	1	269	723
Manipur	296	0	0	244	540
Nagaland	265	20	0	242	527
Mizoram	260	0	0	186	446
Sikkim	292	1	1	121	415
Arunachal Pradesh	111	1	0	166	278
Total	33,807	1,199	12	29,584	64,602



Note: Percentage of cases received through PCO are zero in all the states that's why it's not visible in graph

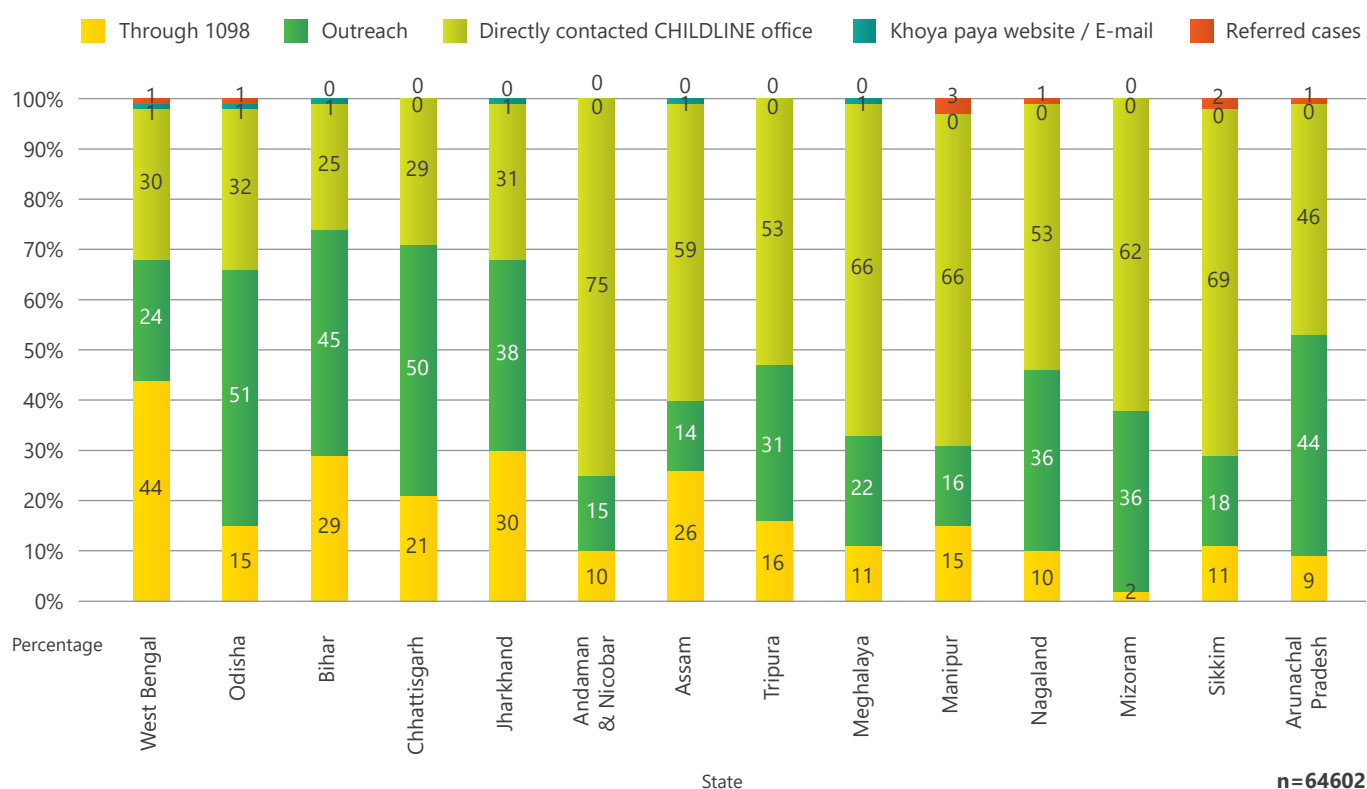
Figure 8.6: State wise calls to CHILDLINE from different telephone sources

Mobile and other sources are major source for reporting the cases to CHILDLINE. In Andaman & Nicobar cases reported from landline are higher than other sources and in Odisha, Chhattisgarh and Arunachal Pradesh more than half of the cases have been reported through other sources.

Table 8.7: State wise how the child accessed assistance from CHILDLINE

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
West Bengal	6,712	3,624	4,476	121	78	15,011
Odisha	2,194	7,620	4,625	116	111	14,666
Bihar	3,449	5,432	3,049	91	8	12,029
Chhattisgarh	1,397	3,355	1,971	9	24	6,756
Jharkhand	1,773	2,248	1,872	51	12	5,956
Andaman & Nicobar	12	19	95	0	0	126
Assam	730	406	1,685	15	14	2,850
Tripura	313	593	1,020	5	4	1,935
Meghalaya	73	144	441	6	1	665
Manipur	80	85	343	0	13	521
Nagaland	53	185	277	1	5	521
Mizoram	9	158	272	0	0	439
Sikkim	42	73	277	0	8	400
Arunachal Pradesh	24	118	126	1	2	271
Total	16,861	24,060	20,529	416	280	62,146

Note: Information about contact was not known for 2,456 cases.



Note: Information about contact was not known for 2,456 cases.

Figure 8.7: State wise how the child accessed assistance from CHILDLINE

CHILDLINE office has been contacted directly is the second highest way of contacting the CHILDLINE in most of the state of Eastern region and highest in North-East region whereas cases through outreach are higher in the state of Odisha, Bihar, Chhattisgarh. West Bengal is the only state where 1098 is the major source to access assistance from CHILDLINE.

Child in need of permanent shelter.

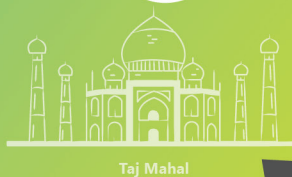
CHILDLINE team received a case of an orphan in need of shelter, during an outreach program in Gumla, Jharkhand. The child was staying with his grandmother. She was unable to bear the expenses for his upbringing. Therefore, she approached the CHILDLINE team and requested to move the child to a shelter home.

The CHILDLINE team put forth the case of the child before the Child Welfare Committee (CWC). They discussed the case with CWC who met the child. As per the orders of the CWC, the child is now placed in the permanent shelter home for children at Gyan Ashray Shelter Home., Gundla. The child now goes to the school regularly and learning new skills.



NORTHERN REGION

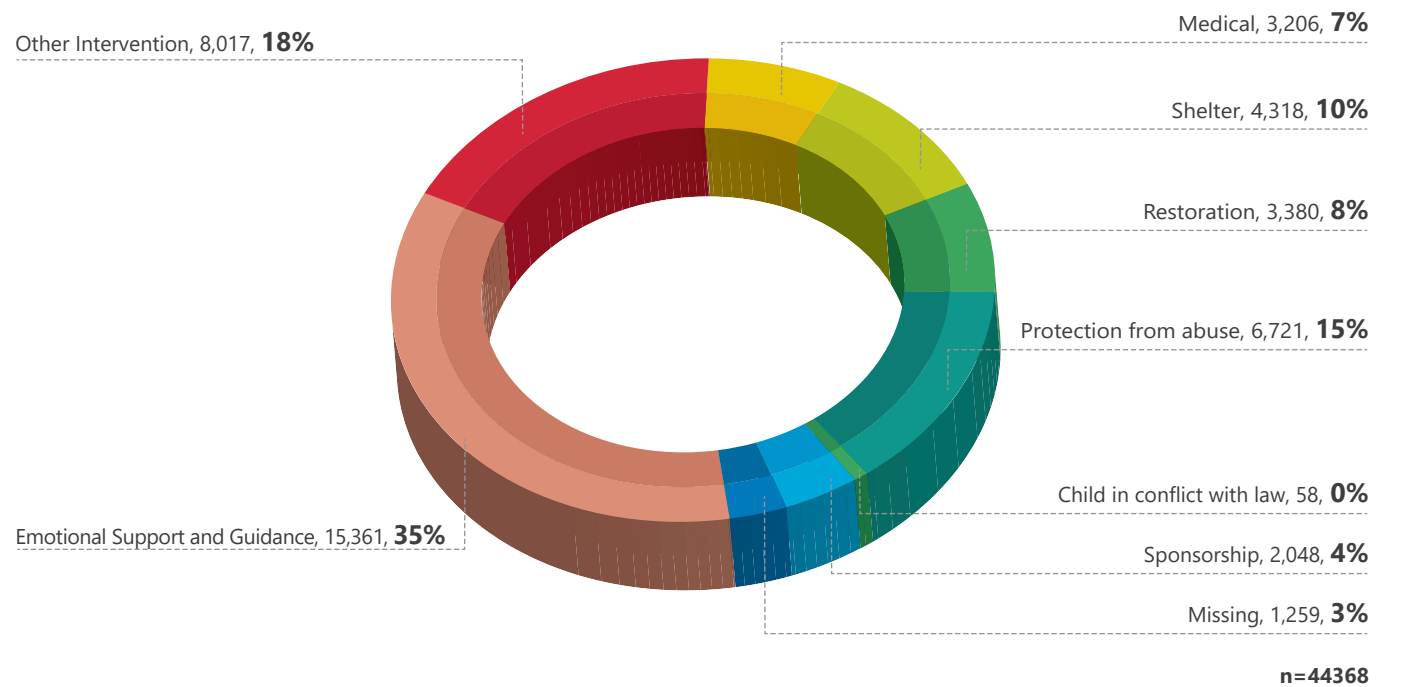
09



CHAPTER - 9 NORTHERN REGION

CHILDLINE covers 136 districts in the Northern region of India, managed by 137 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 from April 2018 - March 2019 was 44368.



Note: There is a difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 21 for further details.

Figure 9.1: Intervention cases to 1098

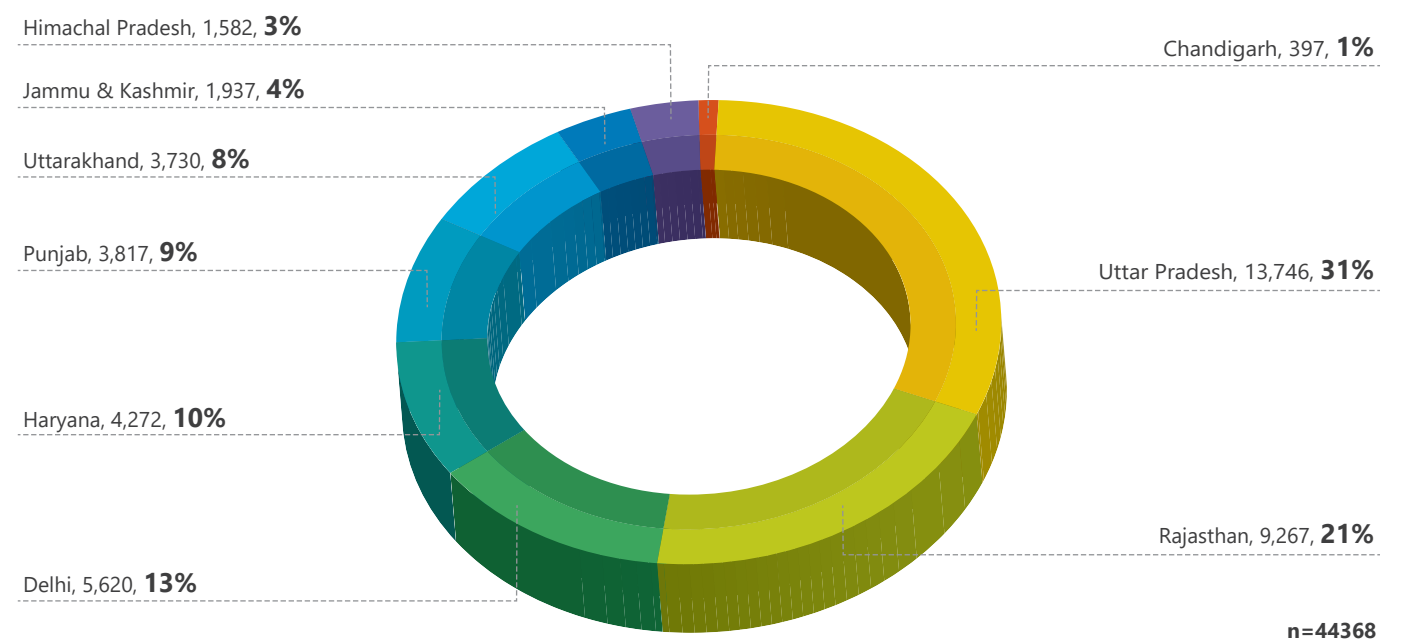


Figure 9.2: Share of States in North zone CHILDLINE intervention

More than half of the cases of the northern zone i.e. 52% are share by Uttar Pradesh and Rajasthan whereas their share of districts are 51%.

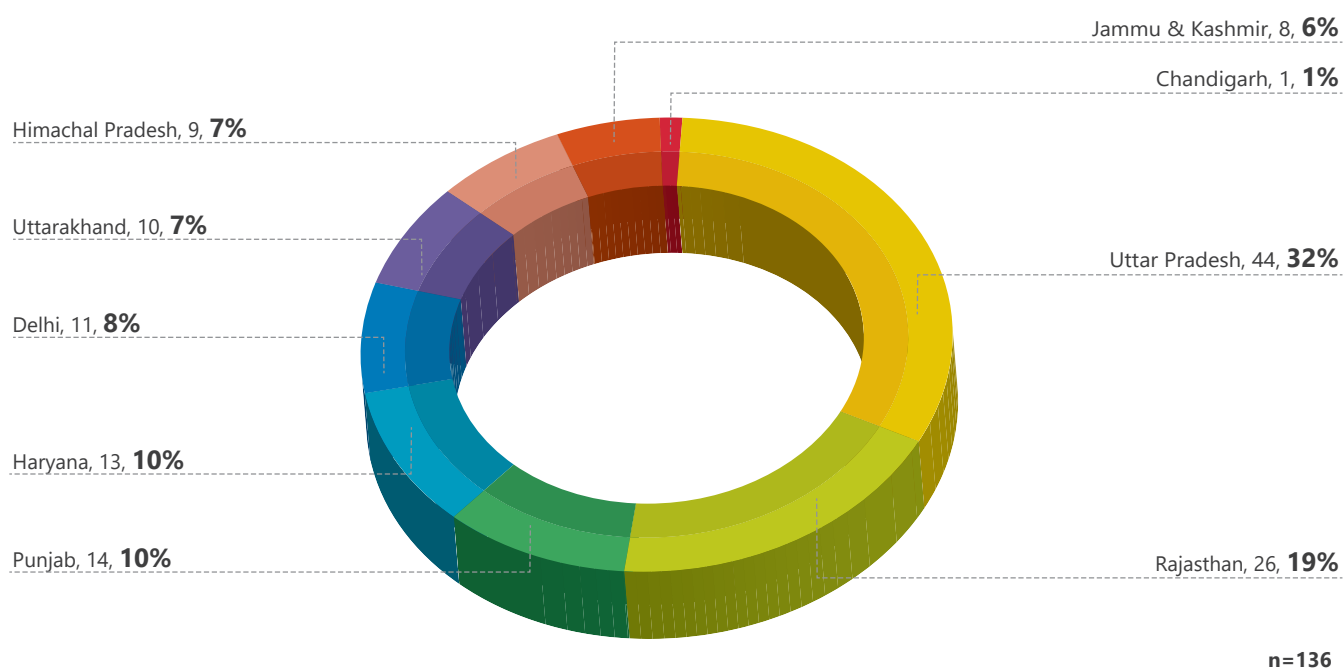


Figure 9.3: Share of state in North zone CHILDLINE districts

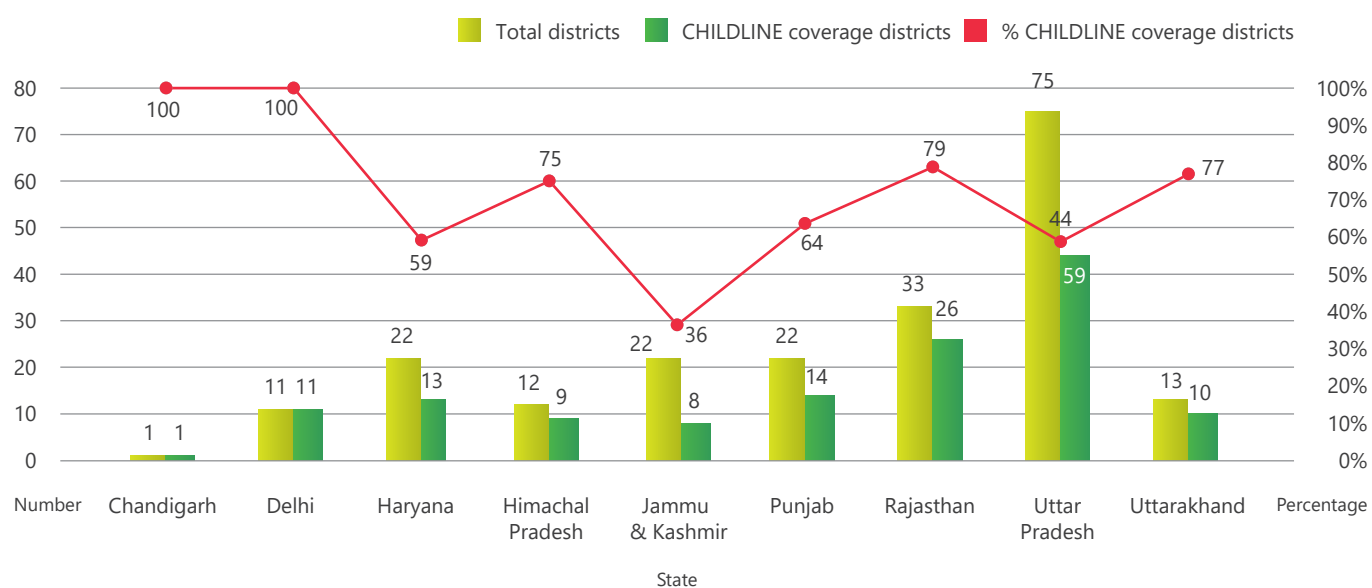
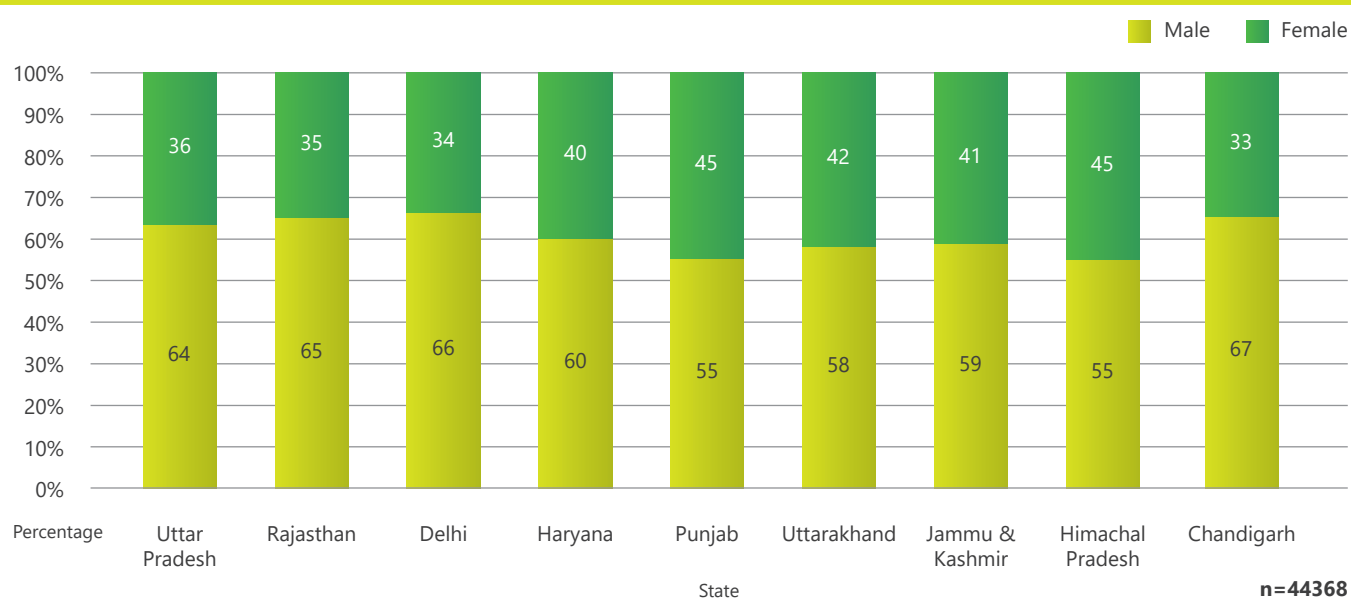


Figure 9.4: State wise CHILDLINE coverage status in North zone

Table 9.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Uttar Pradesh	8,736	5,010	13,746	0.57
Rajasthan	6,012	3,255	9,267	0.54
Delhi	3,731	1,889	5,620	0.51
Haryana	2,580	1,692	4,272	0.66
Punjab	2,102	1,715	3,817	0.82
Uttarakhand	2,161	1,569	3,730	0.73
Jammu & Kashmir	1,152	785	1,937	0.68
Himachal Pradesh	877	705	1,582	0.80
Chandigarh	266	131	397	0.49
Total	27,617	16,751	44,368	0.61

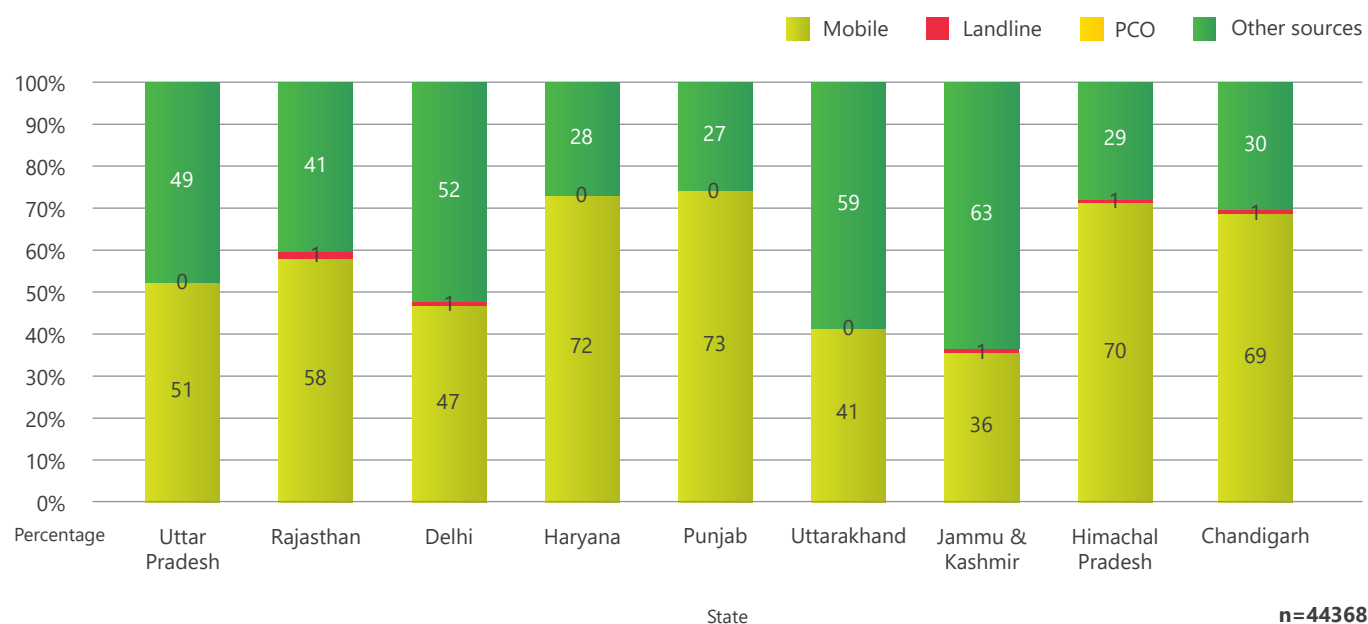
**Figure 9.5: State wise gender of children**

Male children cases are higher in all the states of North region.

Table 9.6: State wise calls to CHILDLINE from different telephone sources

State	Mobile	Landline	PCO	Other sources	Total
Uttar Pradesh	6,943	35	0	6,768	13,746
Rajasthan	5,370	70	1	3,826	9,267
Delhi	2,616	65	2	2,937	5,620
Haryana	3,090	16	1	1,165	4,272
Punjab	2,771	11	0	1,035	3,817
Uttarakhand	1,505	16	0	2,209	3,730
Jammu & Kashmir	706	11	0	1,220	1,937
Himachal Pradesh	1,108	8	1	465	1,582
Chandigarh	274	2	0	121	397
Total	24,383	234	5	19,746	44,368

Mobile is major source for reporting the cases to CHILDLINE except Delhi, Uttarakhand and Jammu & Kashmir where more than half of the cases have been reported through other sources.

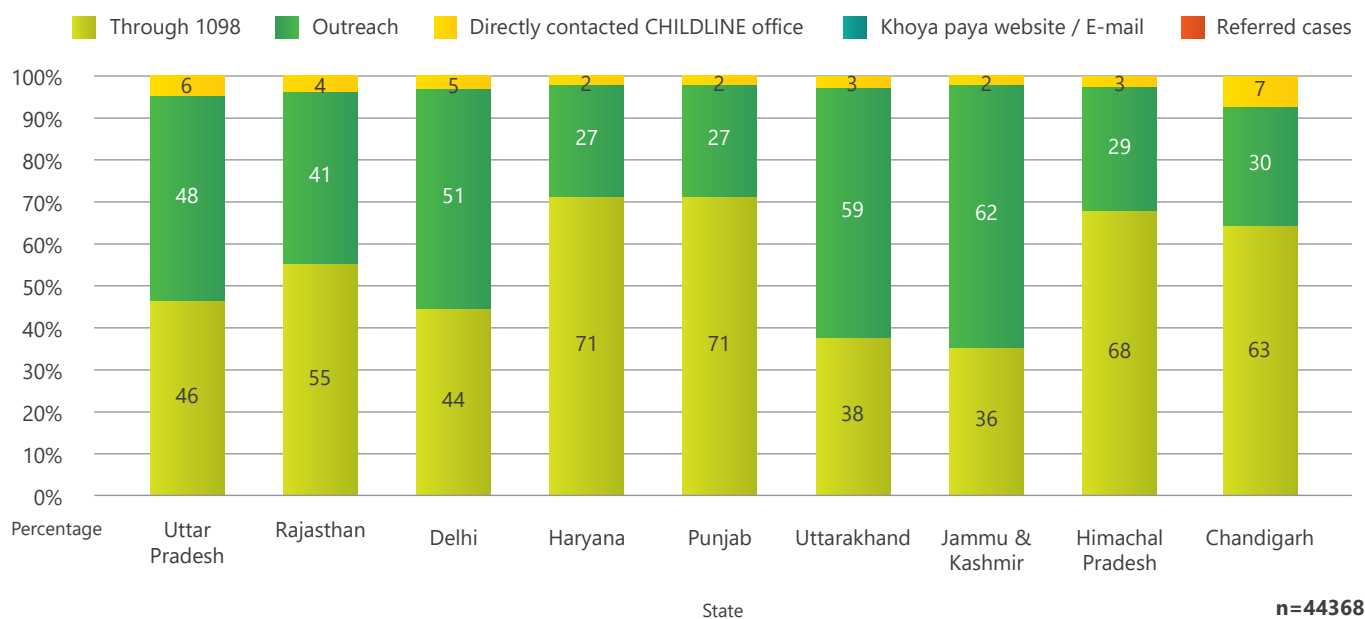


Note: Percentage of cases received through PCO are zero in all the states that's why it's not visible in graph

Figure 9.6: State wise calls to CHILDLINE from different telephone sources

Table 9.7: State wise how the child accessed assistance from CHILDLINE

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Uttar Pradesh	6,290	6,673	765	4	14	13,746
Rajasthan	5,124	3,784	338	16	5	9,267
Delhi	2,500	2,876	229	8	7	5,620
Haryana	3,042	1,144	81	1	4	4,272
Punjab	2,713	1,026	71	2	5	3,817
Uttarakhand	1,426	2,190	108	1	5	3,730
Jammu & Kashmir	692	1,214	31	0	0	1,937
Himachal Pradesh	1,081	459	39	3	0	1,582
Chandigarh	252	118	26	1	0	397
Total	23,120	19,484	1,688	36	40	44,368



Note: Percentage of cases received through Khoya paya website/E-mail and Referred cases are zero in all the states that's why it's not visible in graph

Figure 9.7: State wise how the child accessed assistance from CHILDLINE

Major source to access CHILDLINE service in northern zone is 1098 and outreach. Apart from Delhi, Jammu & Kashmir, Uttarakhand and Uttar Pradesh, in all other states 1098 is the major source for contacting CHILDLINE.

A minor mother with a new-born baby.

In Indian society, pregnancies among unmarried women are highly stigmatised. In the case of teenage pregnancies, even more so. A doctor from Kalpana Chawla Hospital in Haryana called on 1098 asking for shelter for a new-born male child whose life was in danger. The mother was a teenager and did not remember when she had become pregnant.

CHILDLINE visited the hospital and discussed the matter with the doctor. The baby had been shifted to the ICU as he was having trouble breathing. The young mother too was suffering from mental trauma and was physically weak.

CHILDLINE spoke to the hospital administration, requesting them to keep the matter confidential and arranged for a private room for the mother and the baby at the hospital. After they were discharged from the hospital, both mother and baby were placed in a shelter home. With the support of allied systems, CHILDLINE has been able to ensure that a young mother and her baby received timely help.



Intervention



Age Group

SOUTHERN REGION

10



Charminar



Mysore Palace



Gender

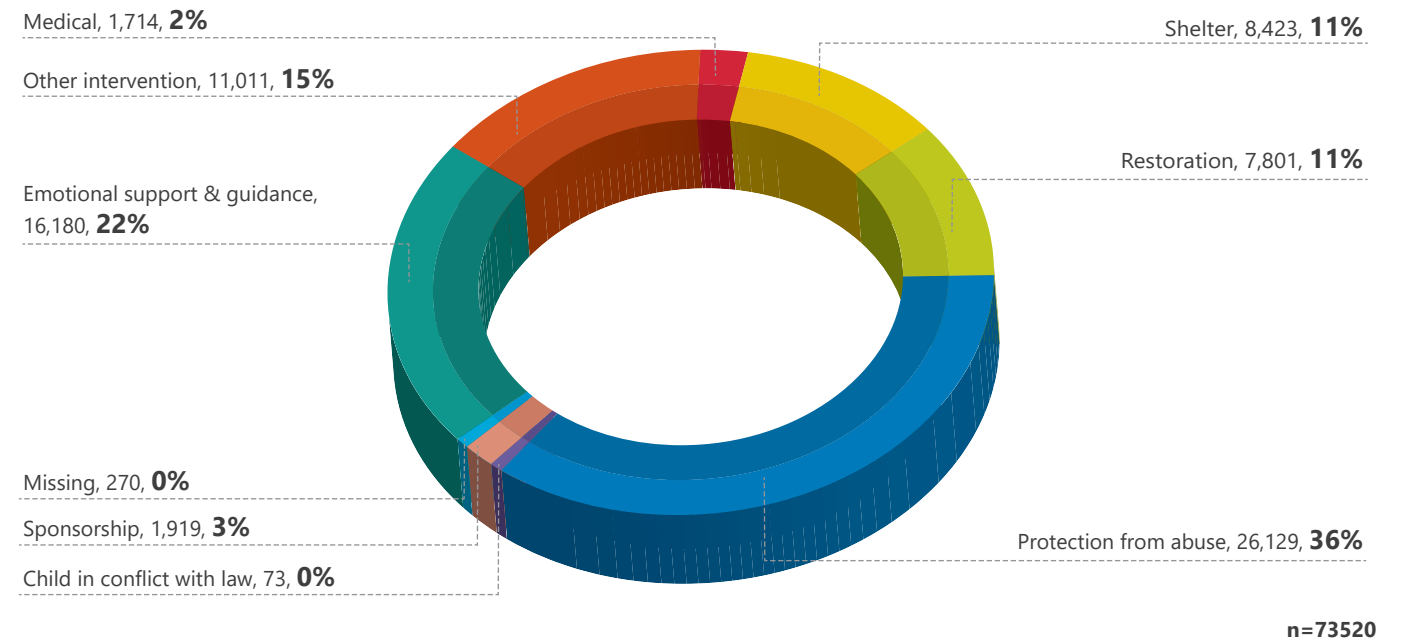


Call
Through

CHAPTER - 10 SOUTHERN REGION

CHILDLINE expands across all 5 states of the Southern region, covering 118 districts of Andhra Pradesh, Karnataka, Kerala, Telangana and Tamil Nadu as well as the union territories of Puducherry and Lakshadweep.

The total number of children assisted in the region from April 2018 - March 2019 was 73,520.



Note: There is a difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 21 for further details.

Figure 10.1: Intervention cases to 1098

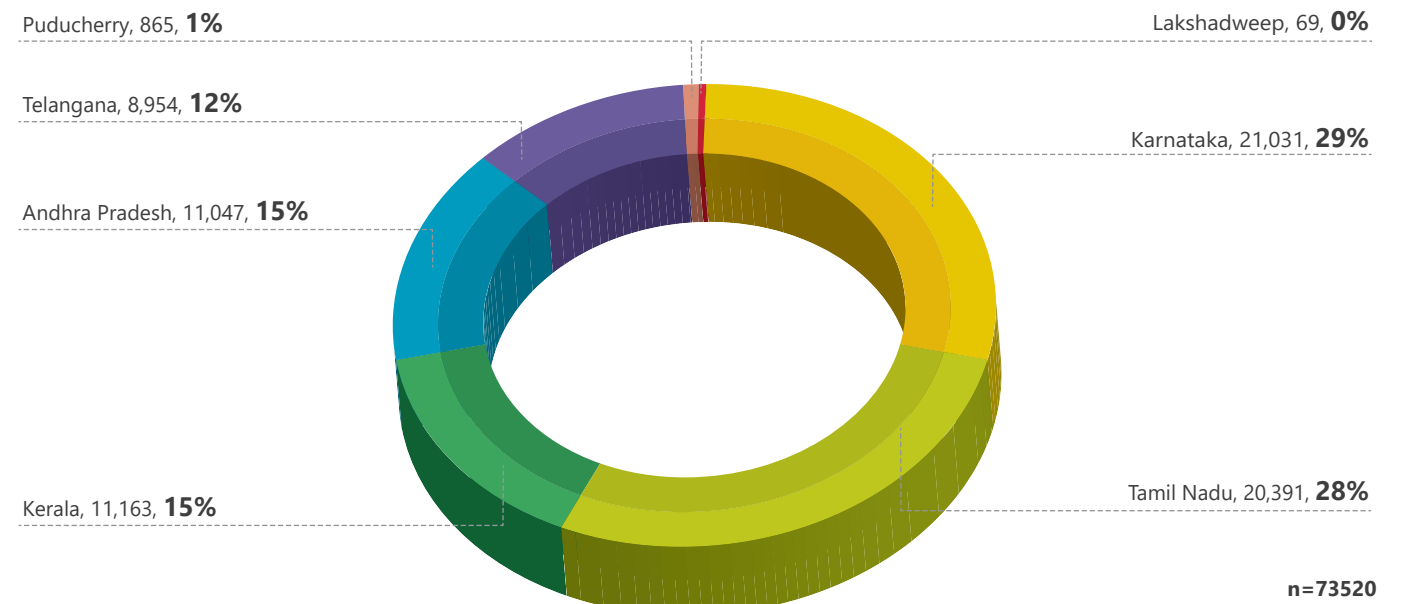


Figure 10.2: Share of states in South zone CHILDLINE intervention

More than half of the cases of the southern zone i.e. 57% are share by Tamil Nadu and Karnataka whereas their share to the district are 52%

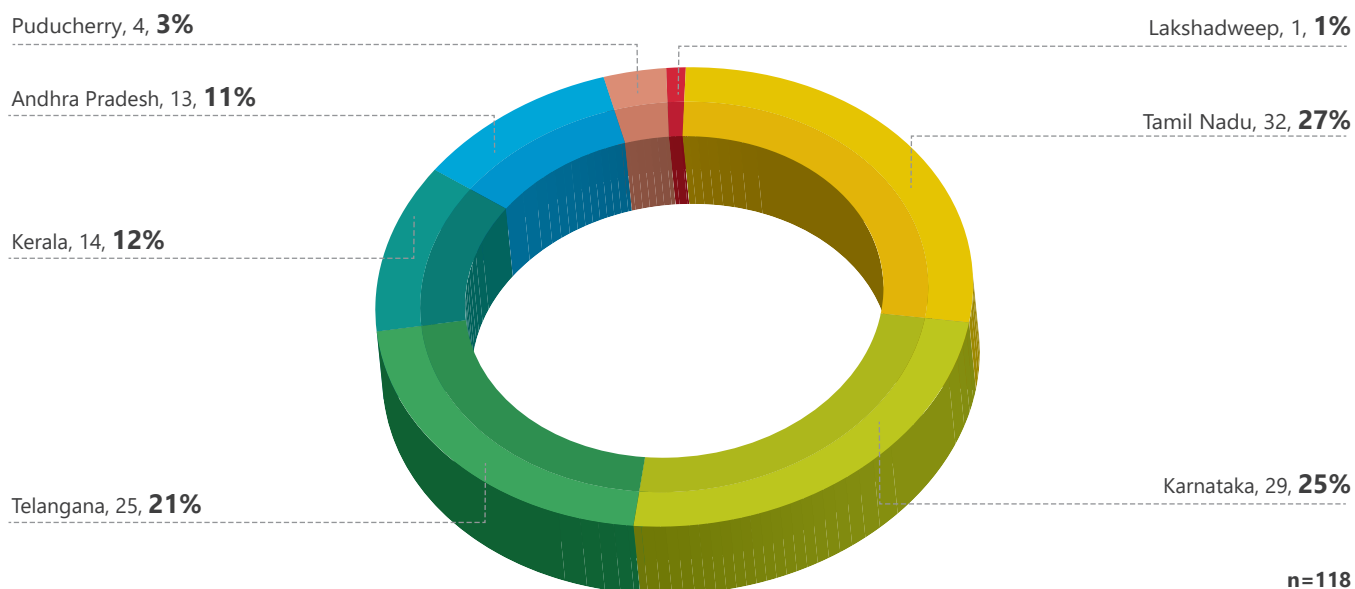


Figure 10.3: Share of state in South zone CHILDLINE districts

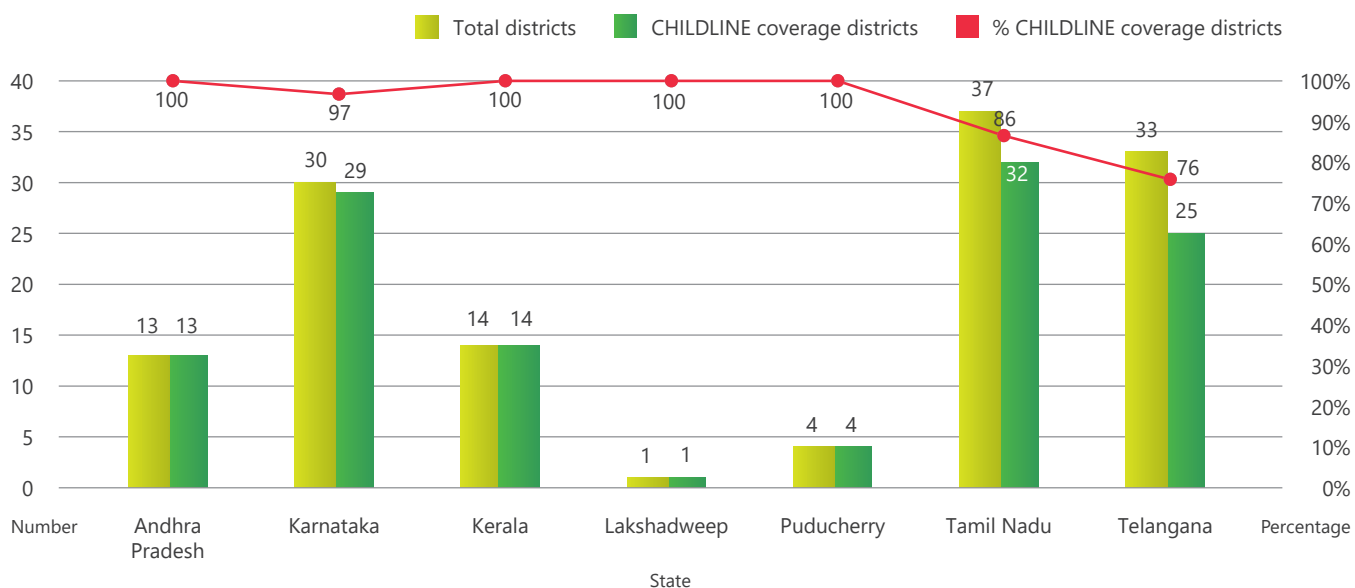


Figure 10.4: State wise CHILDLINE coverage status in South zone

Table 10.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Karnataka	12,857	8,174	21,031	0.64
Tamil Nadu	10,445	9,946	20,391	0.95
Kerala	6,169	4,994	11,163	0.81
Andhra Pradesh	6,033	5,014	11,047	0.83
Telangana	5,689	3,265	8,954	0.57
Puducherry	468	397	865	0.85
Lakshadweep	44	25	69	0.57
Total	41,705	31,815	73,520	0.76

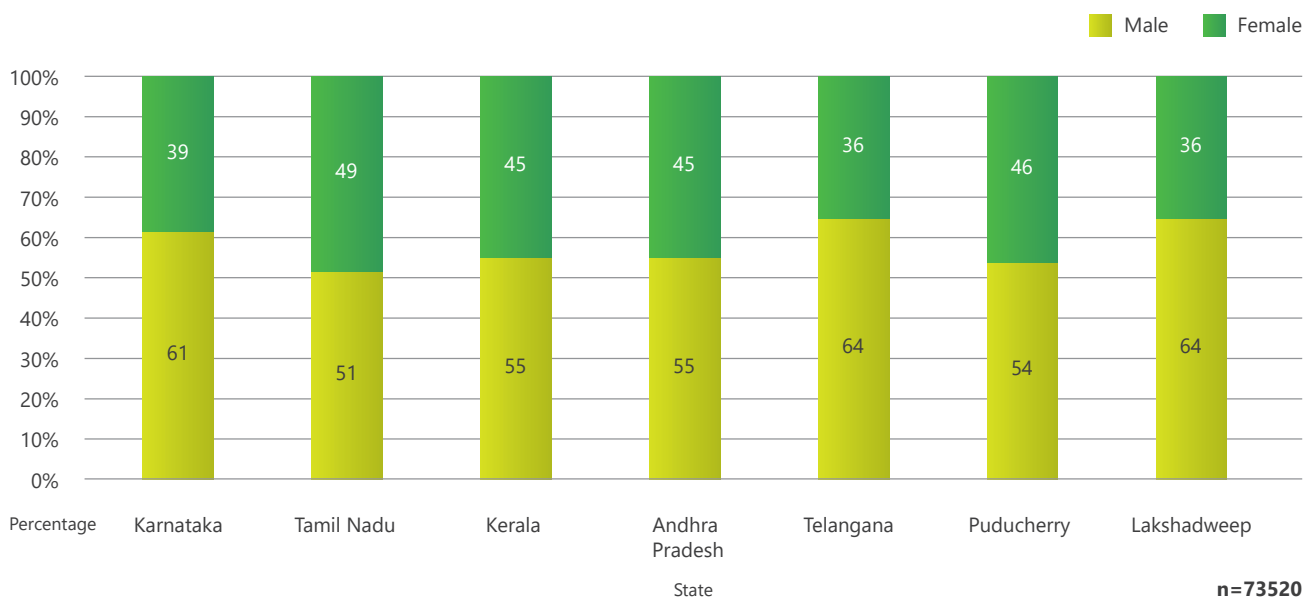
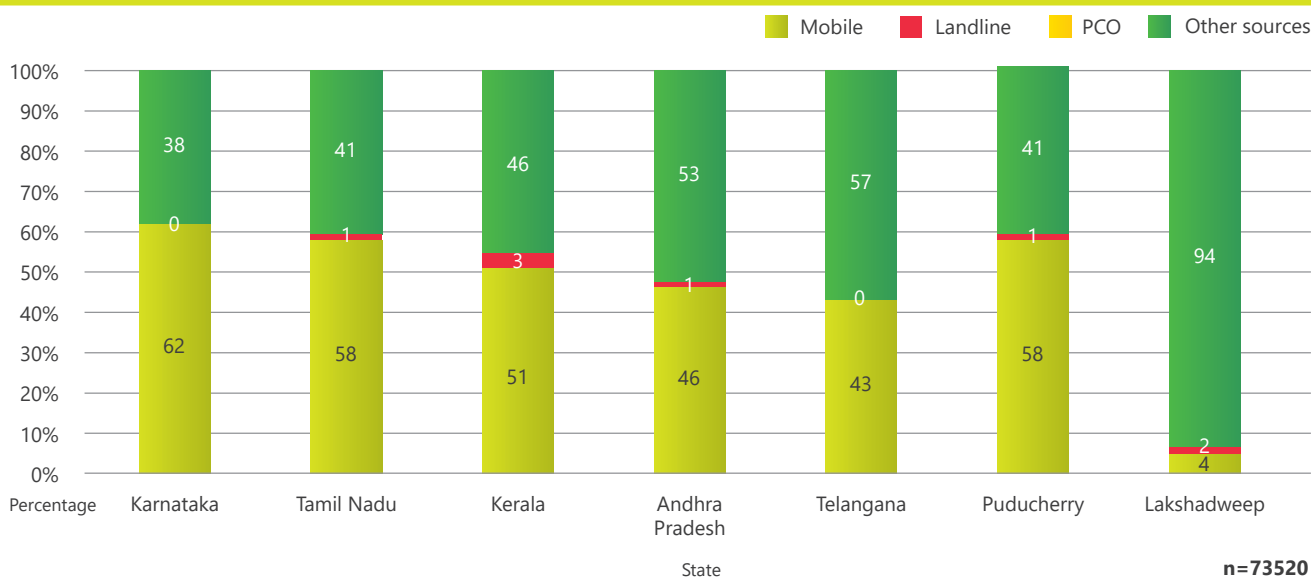


Figure 10.5: State wise gender of children

Dominance of male children can be seen in all the states of southern region.

Table 10.6: State wise calls to CHILDLINE from different telephone sources

State	Mobile	Landline	PCO	Other sources	Total
Karnataka	13,031	41	20	7,939	21,031
Tamil Nadu	11,906	162	14	8,309	20,391
Kerala	5,660	294	3	5,206	11,163
Andhra Pradesh	5,124	47	6	5,870	11,047
Telangana	3,869	26	2	5,057	8,954
Puducherry	501	7	1	356	865
Lakshadweep	3	1	0	65	69
Total	40,094	578	46	32,802	73,520



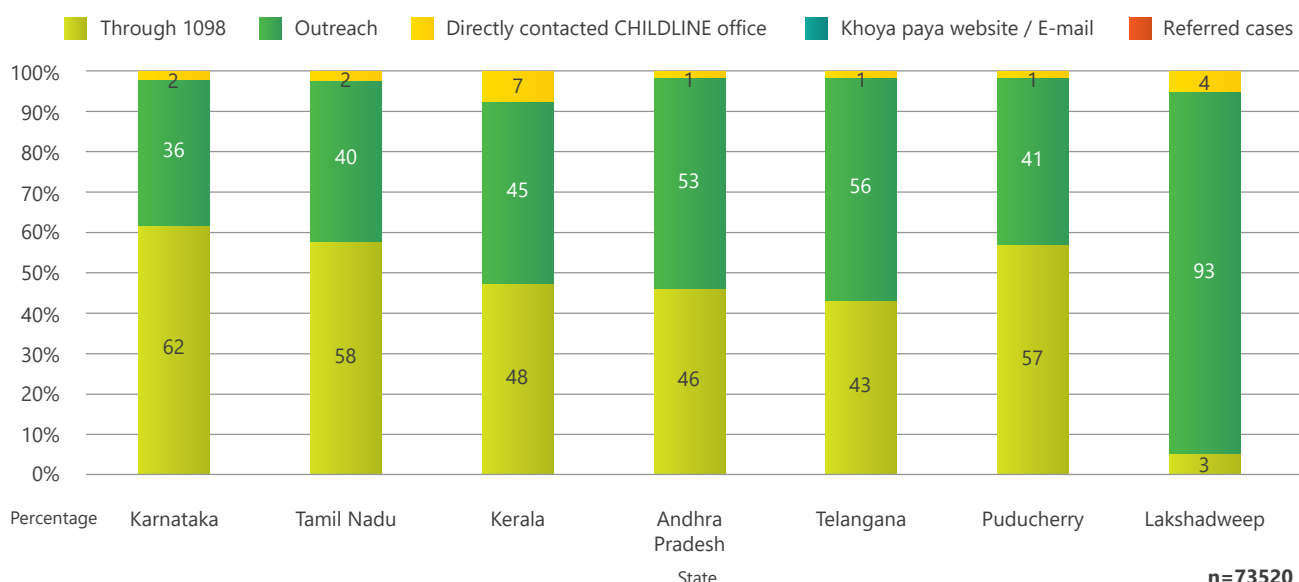
Note: Percentage of cases received through PCO are zero in all the states that's why it's not visible in graph

Figure 10.6: State wise calls to CHILDLINE from different telephone sources

Other sources and mobile are the major source for reporting the cases to CHILDLINE in southern zone. In Andhra Pradesh, Telangana and Lakshadweep most of the cases have been reported through other sources.

Table 10.7: State wise how the child accessed assistance from CHILDLINE

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Karnataka	13,075	7,592	340	24	0	21,031
Tamil Nadu	11,760	8,163	439	18	11	20,391
Kerala	5,369	5,008	780	3	3	11,163
Andhra Pradesh	5,083	5,829	123	8	4	11,047
Telangana	3,839	5,040	68	7	0	8,954
Puducherry	498	352	15	0	0	865
Lakshadweep	2	64	3	0	0	69
Total	39,626	32,048	1,768	60	18	73,520



Note: Percentage of cases received through Khoya paya website / E-mail and Referred cases are zero in all the states that's why it's not visible in graph

Figure 10.7: State wise how the child accessed assistance from CHILDLINE

1098 and outreach are the major source to access CHILDLINE service in southern zone. Outreach is the major source for contacting CHILDLINE in Andhra Pradesh, Telangana and Lakshadweep whereas in all other states 1098 has been used majorly for contacting CHILDLINE.

Sexual Abuse of a 23-month old child

CHILDLINE received a call asking for help for a 23-months old female child. The caller was the child's neighbour. When she visited the child's house she observed injury marks on child's body and her genitals were swollen. The child was sexually abused. She questioned child's parents but they were reluctant to discuss the matter further. The child was undergoing a medical treatment secretly at a private hospital.

The CHILDLINE team, along with the local counsellor and anganwadi worker visited the child's house. They counselled the parents and tried to persuade them to co-operate with the investigation. They completely refused to go ahead with the case as the abuser was a close family member.

Eventually, the CHILDLINE team shared the case details with the SP (Superintendent of Police). He gave a strict warning to the family members of the victim about legal consequences of hiding a crime. Following the warning from the SP, the family members co-operated with the intervention unit.

Once the medical test results confirmed that the child was abused sexually, the FIR was filed at the Manuguru police station and the abuser was arrested under the POCSO Act.



WESTERN REGION

11



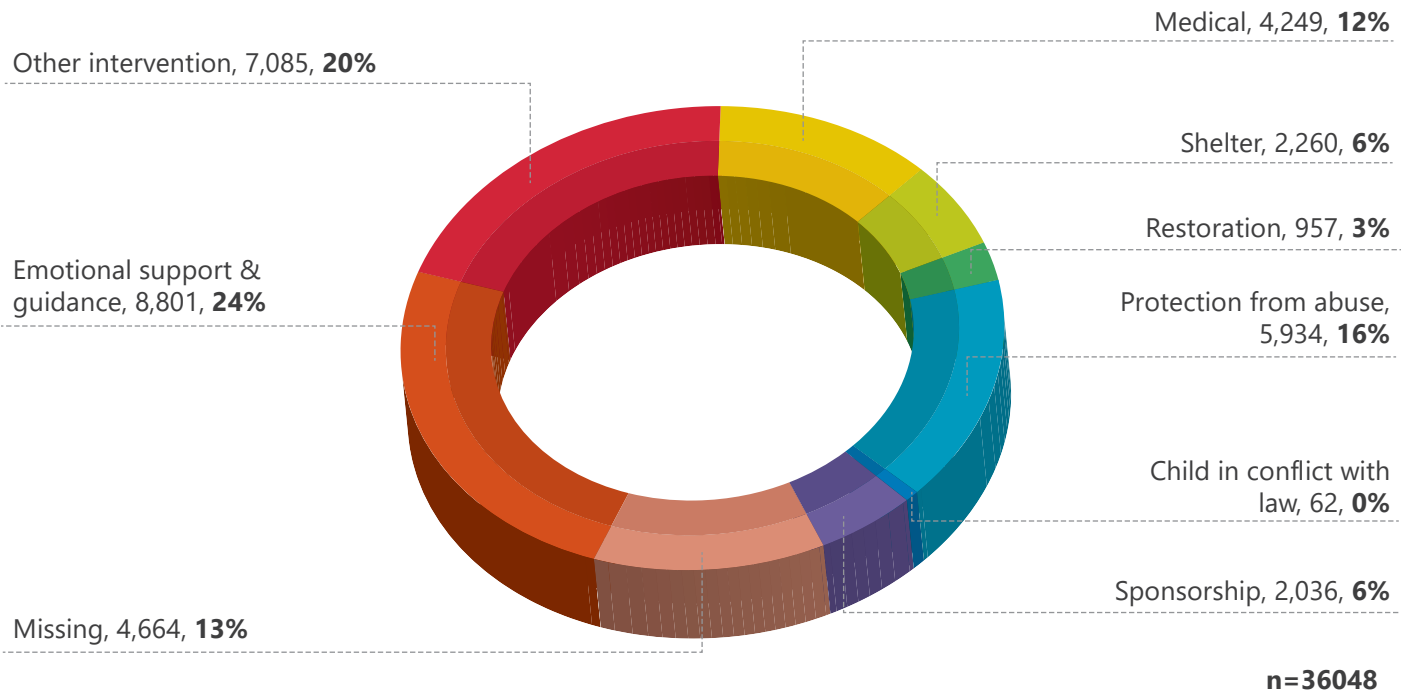
Call
Through



CHAPTER - 11 WESTERN REGION

CHILDLINE is operational in 100 districts in the Western Region of India, covering the states of Goa, Gujarat, Madhya Pradesh, Maharashtra and the Union Territory of Dadra and Nagar Haveli.

The total number of children assisted in the region from April 2018 - March 2019 was 36048.



Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 21 for further details.

Figure 11.1: Intervention cases to 1098

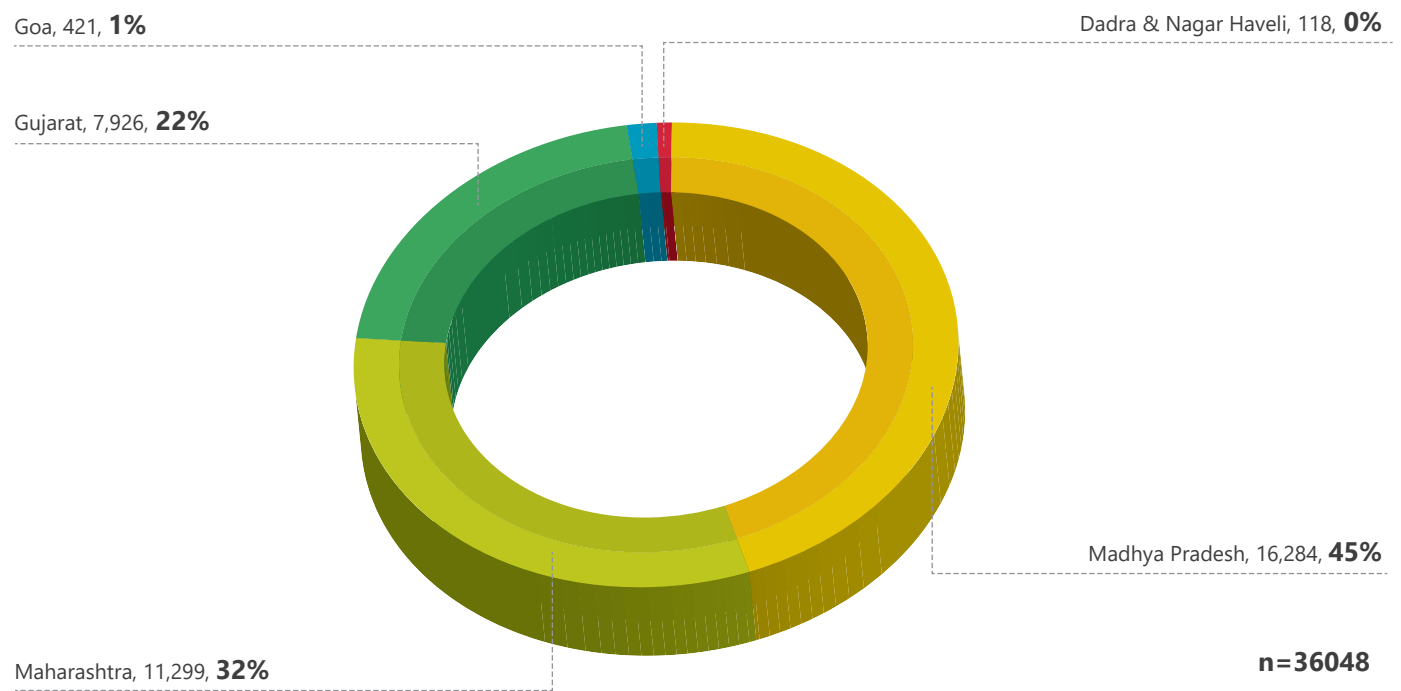


Figure 11.2: Share of States in West zone CHILDLINE intervention

Madhya Pradesh has handled highest number of cases i.e. 45% of total west zone cases with 43% of total western region districts whereas share of Maharashtra is 32% of total west zone cases with 30% share of districts.

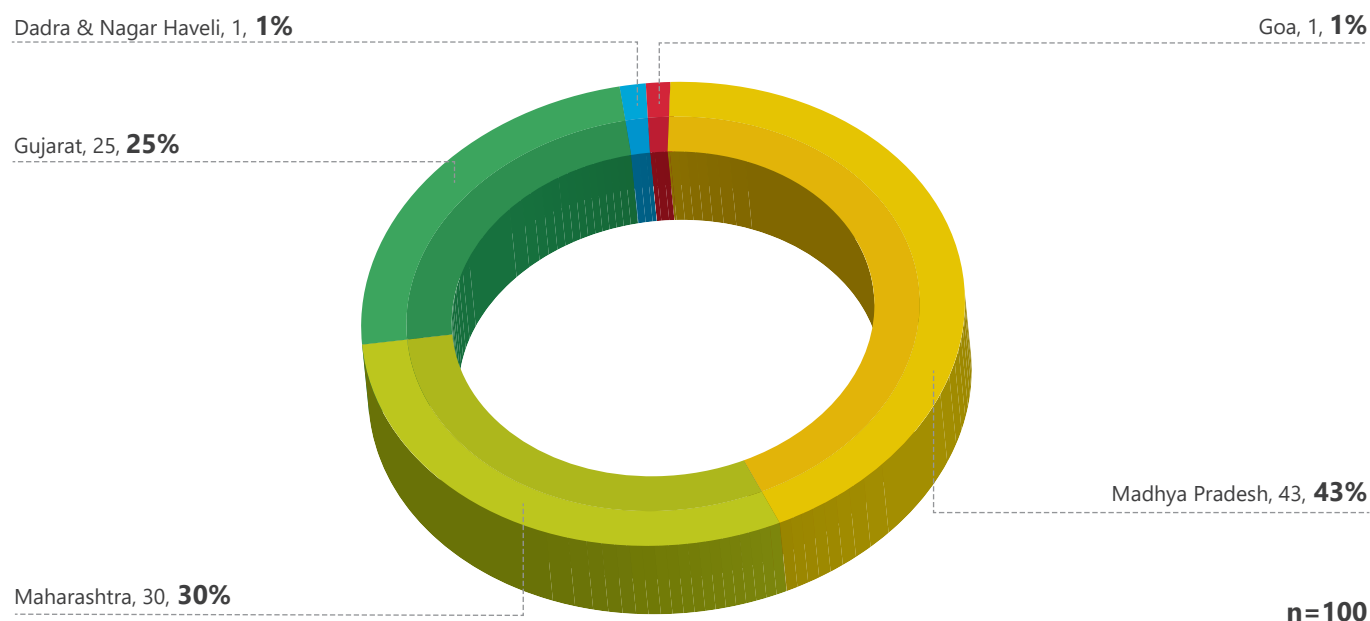


Figure 11.3: Share of state in West zone CHILDLINE cities/districts

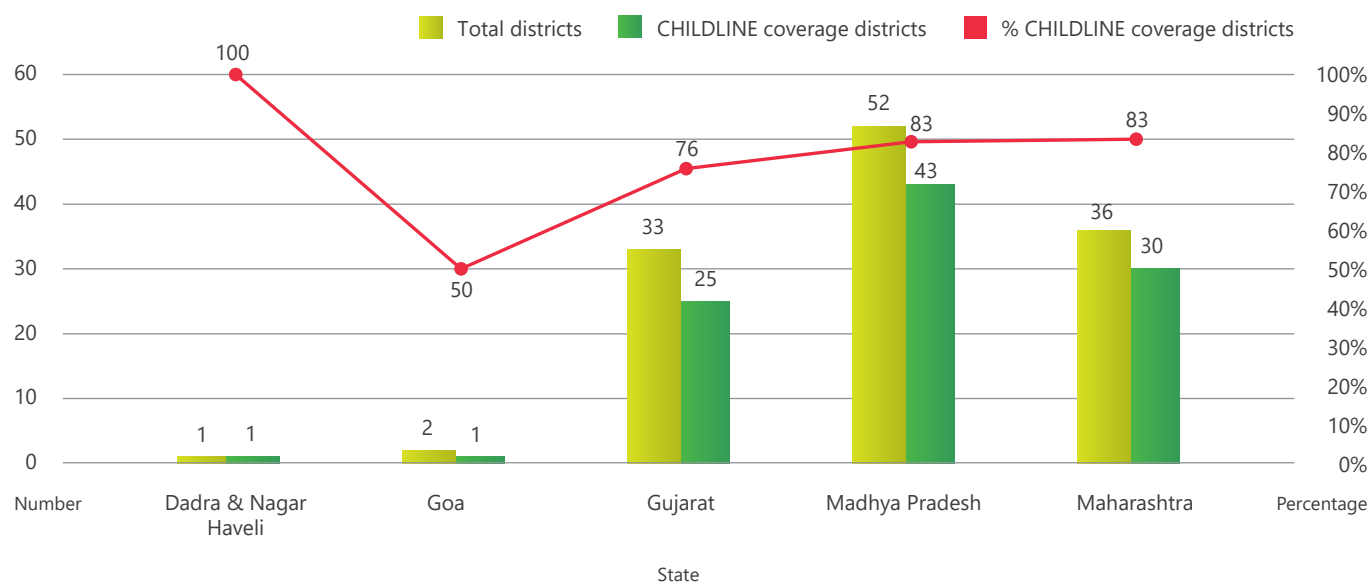


Figure 11.4: State wise CHILDLINE coverage status in West zone

Table 11.5: State wise gender of Children

State	Male	Female	Total	Ratio of female to male
Madhya Pradesh	9,649	6,635	16,284	0.69
Maharashtra	7,205	4,094	11,299	0.57
Gujarat	4,828	3,098	7,926	0.64
Goa	225	196	421	0.87
Dadra & Nagar Haveli	80	38	118	0.48
Total	21,987	14,061	36,048	0.64

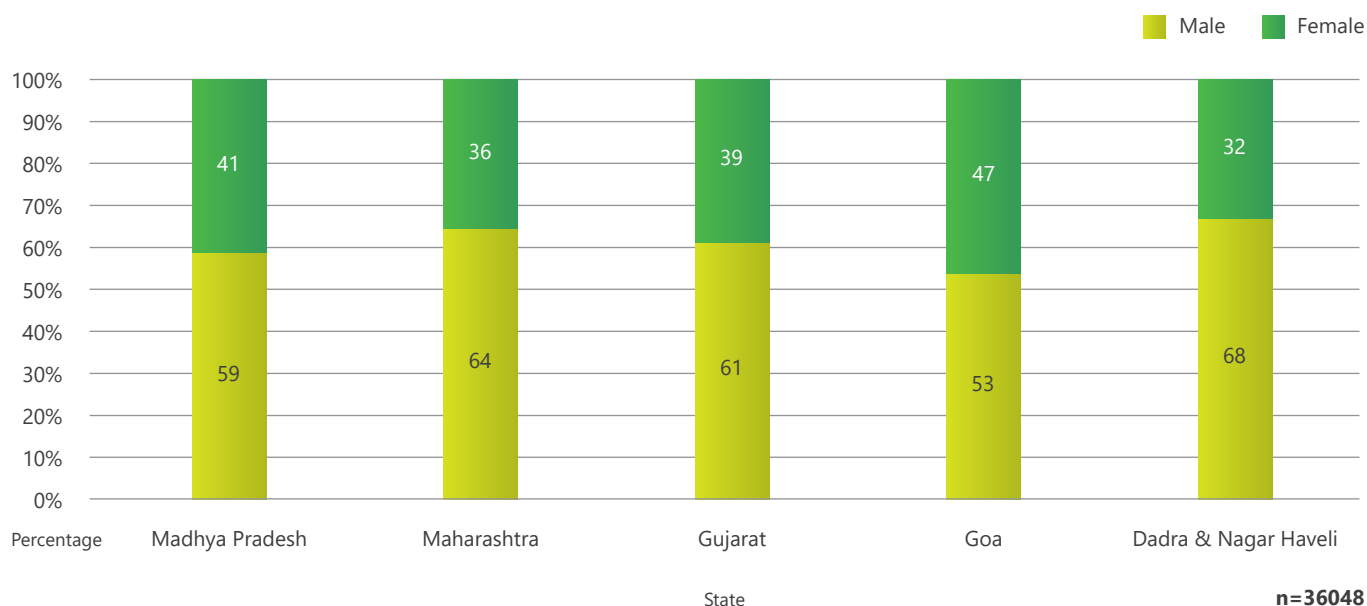
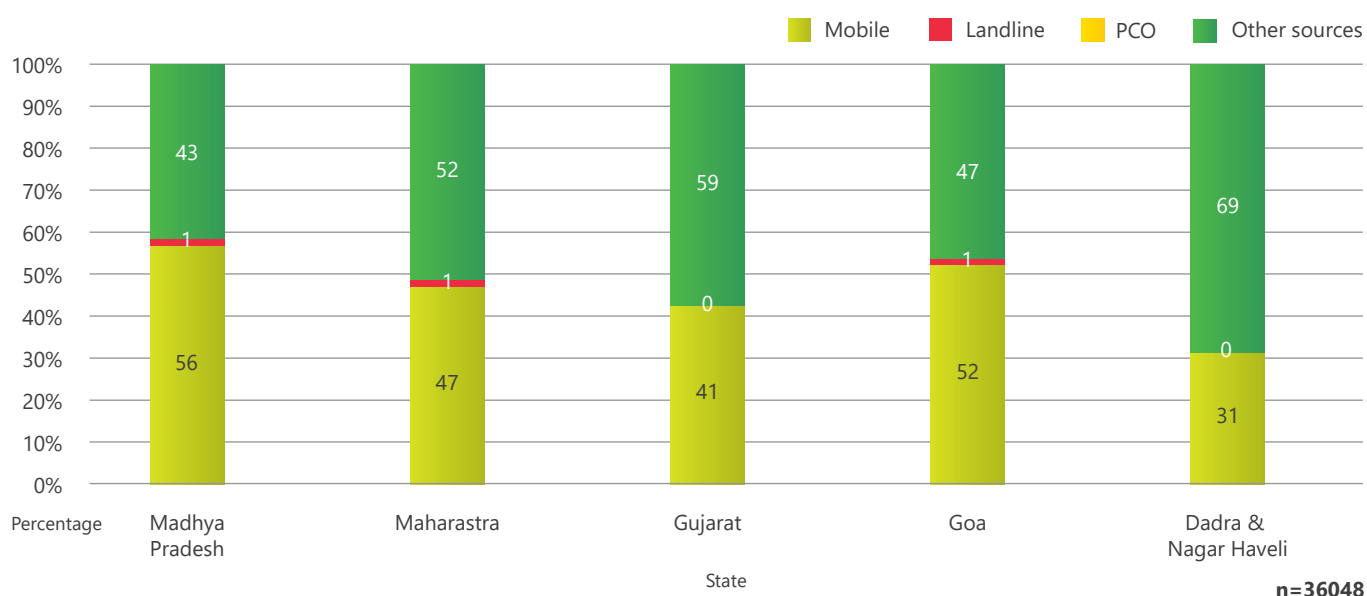


Figure 11.5: State wise gender of children

Male children cases are higher in all the states of Western region.

Table 11.6: State wise calls to CHILDLINE from different telephone sources

State	Mobile	Landline	PCO	Other sources	Total
Madhya Pradesh	9,206	143	5	6,930	16,284
Maharashtra	5,354	70	6	5,869	11,299
Gujarat	3,240	31	2	4,653	7,926
Goa	220	3	0	198	421
Dadra & Nagar Haveli	37	0	0	81	118
Total	18,057	247	13	17,731	36,048



Note: Percentage of cases received through PCO are zero in all the states that's why it's not visible in graph

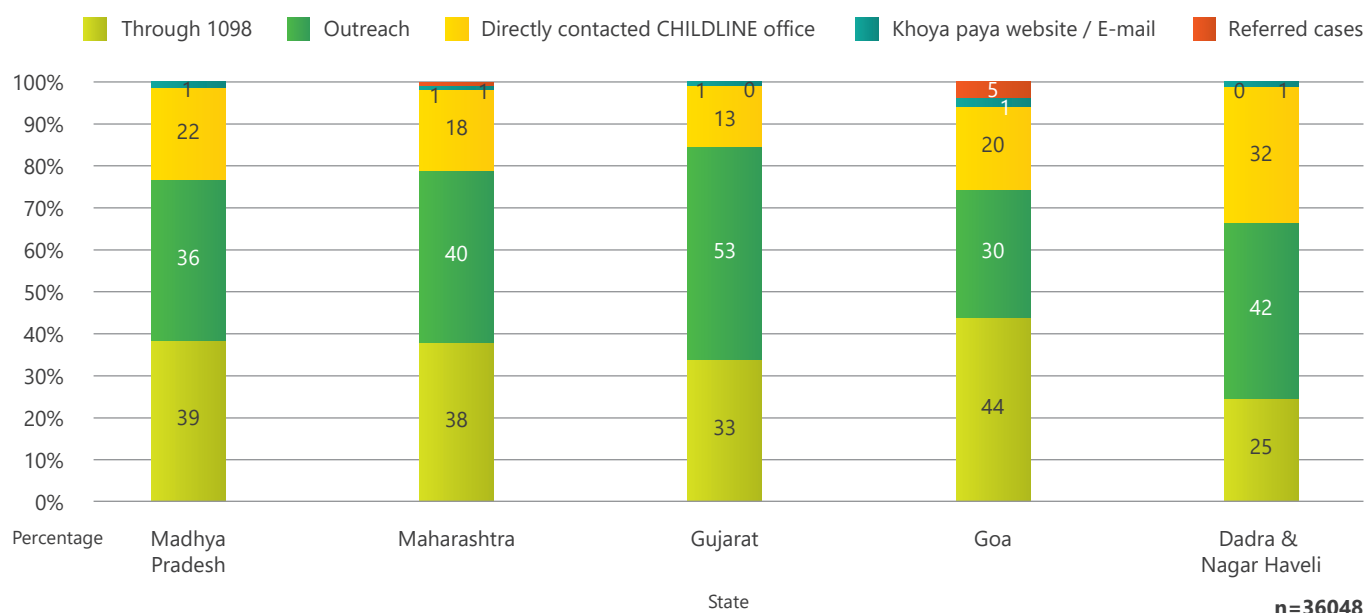
Figure 11.6: State wise calls to CHILDLINE from different telephone sources

Other sources and mobile are the major source for reporting the cases to CHILDLINE in western zone. More than half of the cases have been reported through mobile in Madhya Pradesh and Goa whereas in Maharashtra, Gujarat and Dadra & Nagar Haveli most of the cases have been reported through other sources.

Table 11.7: State wise how the child accessed assistance from CHILDLINE

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Khoya paya website / E-mail	Referred cases	Total
Madhya Pradesh	6,440	6,130	3,555	26	90	16,241
Maharashtra	4,252	4,805	2,023	80	125	11,285
Gujarat	2,612	4,213	992	70	38	7,925
Goa	184	124	84	6	20	418
Dadra & Nagar Haveli	30	49	38	0	1	118
Total	13,518	15,321	6,692	182	274	35,987

Note: Information about contact was not known for 61 cases.



Note: Information about contact was not known for 61 cases.

Figure 11.7: State wise how the child accessed assistance from CHILDLINE

Outreach is the major source to access CHILDLINE service in the state of Maharashtra, Gujarat and Dadra & Nagar Haveli whereas 1098 is the major source of cases in Goa and Madhya Pradesh. Direct contact to the CHILDLINE office is the second highest way of accessing CHILDLINE service in Dadra & Nagar Haveli.

Intervention for child in need of benefits under government scheme

During an outreach program, CHILDLINE came across a case of a single mother looking for benefits from government schemes for her child in Chandrapur, Maharashtra. The mother is divorced and financially weak. She asked the CHILDLINE team to help her get benefits for the child under the Bal Sangopan Yojna scheme for single parent. The CHILDLINE team visited the child's house and collected all the necessary documents. They submitted the application letter to the Child Welfare Committee (CWC) so that the child can receive the benefits. The CHILDLINE team is hopeful that the child will receive the benefits under Bal Sangopan Yojna scheme in due course of time.



Eastern



Western

ANNEXURES 12



Northern



Southern

Annexure - 1 District wise distribution of calls in the Eastern region

							Missing children							
Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II	
WEST BENGAL														
Alipurduar	4	9	15	64	0	0	6	13	0	0	111	522	633	
Bankura	95	26	22	187	0	39	6	11	50	95	531	4,376	4,907	
Birbhum	91	85	42	384	1	29	15	28	32	92	799	5,259	6,058	
Burdwan	30	101	111	493	0	72	24	43	46	66	986	3,055	4,041	
Cooch behar	63	56	46	556	0	9	8	28	57	38	861	2,317	3,178	
Dakshin Dinajpur	12	112	142	286	0	6	4	42	6	30	640	1,328	1,968	
Darjeeling	32	118	88	155	0	11	23	58	61	89	635	2,168	2,803	
Hoogly	7	67	29	597	0	8	26	86	67	49	936	4,780	5,716	
Howrah	265	78	961	176	0	28	55	69	121	58	1,811	4,301	6,112	
Jalpaiguri	12	118	223	197	1	5	31	34	26	21	668	2,366	3,034	
Kolkata	36	497	458	406	0	11	122	113	46	62	1,751	41,832	43,583	
Malda	22	89	179	731	1	18	51	64	22	207	1,384	3,769	5,153	
Murshidabad	26	66	45	651	1	47	17	90	20	43	1,006	2,037	3,043	
Nadia	17	86	88	379	1	6	17	45	36	32	707	1,647	2,354	
North(24) Paragana	37	199	35	1,085	0	69	55	204	110	143	1,937	3,836	5,773	
Paschim Medinipur	34	115	175	418	0	12	25	51	60	33	923	2,689	3,612	
Purba Medinipur	3	55	35	242	0	13	3	20	39	18	428	1,213	1,641	
Purulia	130	52	31	175	0	7	5	12	9	77	498	1,190	1,688	
South (24) Paragana	15	521	113	974	0	8	33	221	49	112	2,046	4,394	6,440	
Uttar Dinajpur	44	47	12	370	1	7	9	81	40	73	684	2,558	3,242	

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
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ODISHA

Balasor	20	34	17	217	3	1	16	22	10	11	351	927	1,278
Bhadrak	30	102	15	229	2	3	8	13	22	93	517	1,087	1,604
Bolangir	301	58	17	125	1	65	7	15	244	401	1,234	638	1,872
Cuttack	308	69	66	296	5	43	8	15	11	32	853	897	1,750
Deogarh	12	36	37	104	0	2	21	8	36	92	348	724	1,072
Dhenkanal	6	19	2	17	0	2	1	0	12	2	61	409	470
Gajapati	119	103	52	108	0	8	7	18	19	302	736	700	1,436
Ganjam	185	47	799	132	0	1	12	31	134	11	1,352	1,160	2,512
Jharsuguda	76	53	75	116	0	8	12	3	94	34	471	570	1,041
Kalahandi	5	13	1	5	0	0	0	1	0	4	29	63	92
Kandhamal	36	54	47	144	0	27	3	9	81	18	419	628	1,047
Keonjhar	81	170	42	216	2	7	28	9	13	215	783	1,233	2,016
Khordha	122	204	744	295	1	58	29	19	169	17	1,658	1,959	3,617
Koraput	110	158	30	151	0	0	4	7	12	176	648	796	1,444
Malkangiri	144	36	12	272	2	3	8	6	11	144	638	1009	1,647
Mayurbhanj	172	102	43	169	0	61	13	4	33	172	769	935	1,704
Nabarangpur	135	79	25	94	0	0	2	0	48	32	415	407	822
Nayagarh	15	5	10	93	0	3	1	3	17	10	157	370	527
Puri	18	11	112	73	1	28	15	13	5	2	278	700	978
Rayagada	107	23	82	107	1	70	10	4	117	311	832	723	1,555
Sambalpur	176	47	33	89	3	166	8	20	123	232	897	916	1,813

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Sundergarh	243	53	76	114	1	3	28	12	94	13	637	552	1,189
BIHAR													
Araria	64	31	17	120	0	1	30	37	7	67	374	1,842	2,216
Aurangabad	11	9	4	29	0	0	5	9	1	6	74	3,576	3,650
Banka	157	20	8	68	0	20	10	24	5	175	487	21,411	21,898
Bhagalpur	111	49	111	133	3	7	60	76	9	152	711	15,458	16,169
Buxar	35	40	38	53	0	0	24	44	6	338	578	4,446	5,024
Darbhanga	284	35	156	137	0	56	41	74	83	308	1,174	2,368	3,542
East Champaran	39	40	36	185	0	3	30	37	6	108	484	1,546	2,030
Gaya	17	29	185	180	1	6	36	53	8	19	534	1,633	2,167
Jamui	118	18	12	53	0	37	36	22	20	124	440	1,194	1,634
Kaimur	29	18	5	42	0	3	8	9	2	79	195	878	1,073
Katihar	102	51	429	154	1	62	76	84	19	201	1,179	1,997	3,176
Kishanganj	10	16	62	50	0	1	47	59	12	57	314	757	1,071
Madhubani	120	30	8	114	0	11	15	45	15	324	682	2,102	2,784
Muzaffarpur	52	87	72	234	0	6	53	47	7	285	843	1,573	2,416
Patna	55	147	782	328	0	4	215	186	53	63	1,833	4,091	5,924
Purnea	239	34	44	162	2	0	67	78	62	204	892	1,394	2,286
Rohtas	2	8	0	25	0	4	4	10	0	17	70	211	281
Saharsa	163	29	29	100	0	7	28	31	2	32	421	1,053	1,474
Samastipur	72	47	43	233	1	4	65	77	20	303	865	2,080	2,945
Saran	4	11	46	40	0	0	28	21	0	10	160	265	425

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Sitamarhi	133	40	9	326	4	6	35	94	65	254	966	1,862	2,828
Supaul	0	3	0	5	0	0	0	0	0	2	10	18	28
Vaishali	19	54	200	278	5	1	49	78	10	115	809	2,853	3,662
West Champaran	7	18	25	171	0	3	18	20	3	204	469	950	1,419

JHARKHAND

Bokaro	23	26	17	77	0	19	7	13	4	81	267	832	1,099
Deoghar	22	17	38	54	0	6	16	23	41	141	358	911	1,269
Dhanbad	88	47	335	112	1	4	26	26	9	177	825	1,124	1,949
Giridih	29	14	14	135	0	7	11	17	7	212	446	1,210	1,656
Gumla	50	28	14	54	0	5	8	20	8	100	287	558	845
Hazaribagh	24	39	9	185	0	14	10	23	21	93	418	1,374	1,792
Khunti	2	48	15	10	0	4	6	12	1	96	194	430	624
Koderma	56	35	51	129	0	8	12	9	18	156	474	1,003	1,477
Lohardaga	9	8	15	17	0	5	4	2	4	22	86	292	378
Pakur	338	107	34	47	0	23	18	56	7	151	781	848	1,629
Palamau	70	18	35	59	2	4	13	23	5	152	381	943	1,324
Ranchi	17	77	224	300	0	4	54	51	21	32	780	2,338	3,118
Sahebganj	55	30	23	45	0	2	28	58	8	193	442	813	1,255
Singhbhum	49	142	140	249	2	6	39	51	22	129	829	2,160	2,989
West Singhbhum	15	55	44	25	0	6	20	17	1	75	258	811	1,069

CHHATTISGARH

Balrampur	47	66	7	159	1	5	17	14	61	129	506	1,437	1,943
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Missing children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Bilaspur	61	62	192	182	0	2	53	106	27	14	699	1,245	1,944
Bastar	30	28	14	26	0	3	5	7	19	7	139	521	660
Dantewada	69	35	2	84	0	0	13	8	28	54	293	1,088	1,381
Dhamtari	48	10	2	42	0	1	1	2	4	3	113	183	296
Durg	15	76	61	91	2	0	22	7	11	11	296	651	947
Jashpur	131	34	57	96	1	1	18	38	130	24	530	573	1,103
Kabirdham	186	16	10	70	0	0	3	40	6	18	349	335	684
Kanker	38	13	5	50	1	0	2	4	0	6	119	230	349
Korba	139	47	38	217	0	19	27	16	179	37	719	1,214	1,933
Korea	186	19	3	97	0	15	15	10	55	61	461	553	1,014
Mahasamund	21	11	5	17	0	2	1	1	13	5	76	152	228
Raigarh	75	74	43	78	0	80	6	15	152	70	593	1,303	1,896
Raipur	111	132	114	180	1	6	26	24	77	58	729	2,496	3,225
Rajnandgaon	46	34	93	129	0	0	2	4	62	10	380	385	765
Sarguja	66	38	70	179	0	5	18	5	141	127	649	591	1,240
Surajpur	114	8	1	110	1	0	5	9	48	31	327	617	944

TRIPURA

Belonia	52	30	9	30	0	9	0	2	5	82	219	297	516
Dhalai	77	26	7	41	0	18	0	9	5	115	298	448	746
Gomati	136	24	21	50	0	24	2	3	12	42	314	371	685
Khowai	10	29	1	2	0	6	1	1	0	37	87	262	349
North Tripura	26	25	18	75	1	25	5	7	2	38	222	578	800

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Unakoti	28	37	10	120	3	4	7	13	16	20	258	757	1,015
West Tripura	19	121	48	122	0	18	3	17	14	64	426	1,098	1,524

ASSAM

Barpeta	20	14	70	294	0	0	6	4	14	13	435	2,112	2,547
Cachar	6	21	15	94	1	6	24	7	3	15	192	1,011	1,203
Dibrugarh	3	40	35	139	1	2	7	4	8	3	242	2,269	2,511
Jorhat	5	18	15	111	0	0	8	2	3	2	164	829	993
Kamrup	9	44	106	468	0	2	8	10	19	6	672	1,893	2,565
Kamrup Metropolitan	2	128	442	334	0	1	37	23	9	6	982	4,164	5,146
Karbi Anglong	1	6	7	14	0	0	5	14	0	2	49	377	426
Kokrajhar	3	13	5	125	0	1	6	2	2	13	170	683	853
Nagaon	8	56	63	199	1	5	18	20	5	7	382	1,405	1,787
Tinsukia	4	42	29	113	0	2	13	8	5	11	227	874	1,101

MEGHALAYA

East Jaintia Hills	0	0	0	0	0	0	0	0	4	1	5	23	28
East Khasi Hills	19	36	11	43	0	16	9	5	21	50	210	890	1,100
Nongpoh	13	10	7	37	3	38	6	4	23	17	158	422	580
West Garo Hills	0	0	2	17	0	0	3	5	0	0	27	206	233
West Jaintia Hills	14	29	15	10	1	7	3	1	26	27	133	415	548
West Khasi Hills	58	11	5	6	0	35	3	2	16	6	142	436	578

MANIPUR

Bishnupur	3	77	9	15	0	5	5	0	6	11	131	404	535
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Missing children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Churachandpur	0	2	0	1	0	0	0	1	0	0	4	52	56
Imphal East	1	58	26	28	0	4	10	4	2	1	134	546	680
Imphal West	0	26	1	13	0	2	2	1	7	5	57	204	261
Thoubal	1	56	11	59	0	1	1	8	3	3	143	669	812

MIZORAM

Aizawl	12	7	1	75	0	45	0	0	23	5	168	444	612
Mamit	6	3	0	64	0	68	0	0	107	12	260	485	745

ARUNACHAL PRADESH

Papum Pare	150	13	32	50	0	1	9	5	5	9	274	880	1,154
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NAGALAND

Dimapur	3	31	14	70	0	11	10	36	20	7	202	562	764
Kohima	2	7	13	14	0	86	6	41	25	17	211	447	658
Mokokchung	16	5	6	2	0	7	5	1	16	2	60	261	321

SIKKIM

East Sikkim	4	19	52	36	0	4	2	6	17	9	149	309	458
South Sikkim	4	44	21	76	0	3	6	17	28	21	220	326	546

ANDAMAN & NICOBAR

South Andaman	2	3	0	18	7	0	0	0	62	7	99	372	471
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MOBILE

Mobile	0	0	0	0	0	0	0	0	0	0	0	17,64,850	17,64,850
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Annexure - 2 District wise distribution of calls in the Northern region

							Missing children						
Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
UTTAR PRADESH													
Agra	46	24	4	219	3	14	368	72	24	62	836	4,036	4,872
Aligarh	32	15	3	132	2	10	156	42	13	37	442	4,918	5,360
Allahabad	33	24	2	139	4	9	616	98	9	26	960	25,378	26,338
Azamgarh	0	0	0	0	0	0	0	0	0	0	0	13,673	13,673
Budaun	63	27	1	100	2	11	62	19	5	66	356	4,461	4,817
Bahraich	83	4	6	90	0	2	94	59	13	80	431	5,214	5,645
Ballia	11	5	1	66	3	1	179	24	14	14	318	2,364	2,682
Banda	19	8	0	39	1	1	22	10	2	12	114	1,470	1,584
Barabanki	14	15	0	109	2	33	45	17	6	59	300	12,108	12,408
Bareilly	63	14	9	142	0	10	204	26	23	45	536	1,681	2,217
Basti	4	5	1	45	1	1	92	12	5	11	177	5,897	6,074
Bulandshahr	0	0	0	0	0	0	0	0	0	0	0	5,653	5,653
Chandauli	40	14	3	67	0	7	596	44	6	46	823	1,569	2,392
Chitrakoot	19	0	1	51	0	1	30	19	1	16	138	864	1,002
Faizabad	15	7	0	99	0	3	51	18	10	17	220	1,749	1,969
Fatehpur	1	1	0	8	0	0	8	6	1	8	33	148	181
Firozabad	37	11	10	225	7	10	234	191	23	61	809	2,233	3,042
Gautam Buddha Nagar	34	63	2	333	7	3	249	78	43	63	875	1,115	1,990
Ghaziabad	26	66	6	477	4	10	232	157	68	118	1,164	2,170	3,334
Gonda	93	3	2	77	0	18	113	26	3	35	370	1,249	1,619

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Gorakhpur	15	32	8	225	9	10	724	100	15	23	1,161	1,727	2,888
Hamirpur	6	1	1	31	0	0	7	6	5	17	74	577	651
Hardoi	23	6	5	86	0	9	72	26	7	46	280	1,058	1,338
Jhansi	43	15	3	140	2	10	364	37	15	38	667	1,178	1,845
Kannauj	5	3	0	53	0	0	52	12	4	25	154	483	637
Kanpur	38	16	2	244	2	9	1771	275	28	41	2,426	1,874	4,300
Kasganj	0	0	2	4	0	0	11	3	0	1	21	46	67
Kaushambi	16	10	1	22	0	32	56	24	5	99	265	552	817
Kushinagar	22	10	1	75	0	3	67	31	16	50	275	723	998
Lakhimpur Kheri	24	20	2	142	0	7	109	29	23	45	401	1,034	1,435
Lalitpur	104	2	3	29	0	21	15	7	15	40	236	1,094	1,330
Lucknow	43	61	5	490	7	11	1126	182	49	53	2,027	2,216	4,243
Maharajganj	72	12	0	137	1	5	162	68	92	75	624	1,893	2,517
Mathura	1	1	3	32	0	0	45	5	0	1	88	241	329
Meerut	59	10	3	180	1	21	122	51	24	81	552	1,274	1,826
Mirzapur	14	6	1	105	0	6	118	25	4	13	292	487	779
Muradabad	15	3	1	79	0	5	195	31	6	27	362	817	1,179
Pilibhit	67	13	2	45	0	7	27	16	4	72	253	1,535	1,788
Saharanpur	302	5	3	108	0	43	109	36	35	141	782	1,965	2,747
Shahjahanpur	0	0	0	1	0	0	2	1	1	0	5	191	196
Shamli	170	5	2	52	2	10	23	13	9	87	373	1,081	1,454
Siddharth Nagar	15	12	10	53	0	5	99	50	17	35	296	1,377	1,673

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Unnao	0	1	0	1	1	0	1	6	0	3	13	668	681
Varanasi	20	29	5	236	0	5	869	115	18	31	1,328	2,842	4,170

RAJASTHAN

Ajmer	88	75	4	398	0	30	257	70	59	187	1,168	1,957	3,125
Alwar	13	22	3	197	0	3	65	28	9	59	399	990	1,389
Banswara	48	27	1	160	0	24	11	14	30	295	610	890	1,500
Barmer	61	1	0	168	1	39	4	5	7	205	491	1,157	1,648
Bharatpur	15	21	0	259	2	6	80	23	12	74	492	1,219	1,711
Bhilwara	19	30	4	181	0	17	45	19	20	155	490	1,393	1,883
Bikaner	26	4	3	214	0	9	42	21	24	303	646	1,969	2,615
Chittaurgarh	5	8	3	36	0	4	6	10	7	21	100	516	616
Churu	5	6	0	99	0	4	17	7	4	84	226	702	928
Dhaulpur	8	0	0	51	0	3	4	3	2	49	120	473	593
Dungarpur	80	106	2	167	1	81	31	10	48	78	604	1,091	1,695
Jaipur	201	110	3	1,027	6	15	518	104	110	170	2,264	3,879	6,143
Jaisalmer	17	1	2	71	0	8	17	11	4	78	209	520	729
Jalore	0	0	0	0	0	0	0	0	0	0	0	88	88
Jhalawar	2	41	0	227	2	4	12	11	13	57	369	825	1,194
Jhunjhunu	26	6	0	155	0	37	19	7	7	122	379	975	1,354
Jodhpur	12	32	1	541	2	40	312	33	27	52	1,052	1,945	2,997
Kota	14	100	1	514	3	0	203	53	70	33	991	1,748	2,739
Nagaur	6	13	0	81	1	2	13	5	2	104	227	623	850

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Pali	11	15	0	211	2	88	18	12	20	277	654	1,643	2,297
Rajsamand	60	29	0	286	0	95	18	12	6	37	543	10,039	10,582
Sawai Madhopur	10	16	0	140	3	5	99	13	2	65	353	1,119	1,472
Sikar	31	4	0	236	0	8	29	17	16	67	408	823	1,231
Sri Ganganagar	61	7	0	115	0	138	36	24	8	102	491	622	1,113
Tonk	15	9	1	170	0	5	18	8	7	104	337	447	784
Udaipur	172	75	3	451	2	10	88	44	38	117	1,000	2,502	3,502
PUNJAB													
Amritsar	37	50	0	305	1	142	202	47	34	107	925	5,747	6,672
Bathinda	5	11	1	207	1	31	20	14	45	134	469	4,071	4,540
Faridkot	13	16	0	165	0	17	13	11	104	115	454	2,631	3,085
Fazilka	28	9	1	180	1	32	21	10	15	138	435	3,121	3,556
Ferozepur	29	6	0	178	0	32	16	7	34	97	399	1,104	1,503
Gurdaspur	27	8	0	125	0	109	7	8	23	113	420	1,154	1,574
Hoshiarpur	0	0	0	5	0	4	0	0	0	0	9	84	93
Jalandhar	52	25	2	234	0	33	34	24	36	53	493	2,032	2,525
Ludhiana	13	25	0	287	2	129	90	57	27	130	760	2,312	3,072
Mansa	9	6	0	113	1	4	4	2	3	20	162	569	731
Mohali	3	8	0	144	2	5	10	10	8	14	204	248	452
Pathankot	32	9	0	64	1	30	14	2	8	198	358	7,225	7,583
Patiala	38	16	1	176	0	92	22	21	18	52	436	3,149	3,585
Ropar	27	3	1	239	0	54	27	9	20	48	428	878	1,306

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
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HIMACHAL PRADESH

Bilaspur	1	1	0	7	0	0	0	0	1	4	14	64	78
Chamba	17	33	0	152	0	8	7	7	30	130	384	1,309	1,693
Kangra	13	11	0	234	6	9	6	5	46	81	411	1,339	1,750
Kullu Manali	4	14	0	46	0	23	12	10	43	29	181	426	607
Mandi	7	26	0	202	1	4	10	44	27	117	438	1,609	2,047
Shimla	16	11	3	83	2	0	14	9	7	21	166	572	738
Sirmour	30	3	0	185	0	21	6	25	30	128	428	1,224	1,652
Solan	21	26	0	124	0	1	17	5	6	21	221	749	970
Una	2	3	0	23	0	4	7	1	4	16	60	489	549

HARYANA

Ambala	3	16	0	235	1	66	221	27	25	44	638	1,714	2,352
Faridabad	15	14	5	377	0	10	57	56	25	74	633	1,475	2,108
Gurgaon	24	35	1	391	1	6	126	58	28	73	743	4,858	5,601
Hisar	4	12	0	321	1	9	14	11	23	76	471	3,147	3,618
Jind	7	7	0	144	0	26	41	17	17	169	428	1,000	1,428
Karnal	9	25	4	310	0	9	168	25	24	59	633	929	1,562
Mewat	41	61	0	462	0	44	17	19	29	649	1,322	2,246	3,568
Narnaul	2	0	0	29	0	1	2	3	0	14	51	171	222
Palwal	11	2	0	233	0	10	129	11	5	50	451	529	980
Panipat	1	4	0	67	1	0	27	12	3	11	126	246	372
Rohtak	12	4	0	211	4	4	18	21	17	64	355	1,386	1,741

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Missing children		Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
							Child found & identified as lost	Parents asking for help					
Sirsa	7	6	0	207	0	5	12	14	11	38	300	907	1,207
Yamuna Nagar	11	14	0	230	0	11	28	7	16	50	367	756	1,123

JAMMU & KASHMIR

Anantnag	55	11	0	28	3	171	1	7	17	156	449	1,294	1,743
Budgam Beerwa	106	0	0	6	2	31	0	2	11	31	189	393	582
Jammu	275	15	1	184	0	57	76	23	22	50	703	6,807	7,510
Kathua	20	1	0	30	0	26	3	1	5	32	118	495	613
Poonch	12	6	0	16	0	77	1	3	1	81	197	684	881
Reasi	28	1	0	23	0	87	2	0	0	22	163	209	372
Srinagar	138	8	0	42	6	167	3	6	98	19	487	579	1,066
Udhampur	68	4	4	64	0	99	7	6	11	78	341	807	1,148

UTTARAKHAND

Almora	20	12	1	116	0	143	12	3	48	118	473	1,329	1,802
Chamoli	11	3	0	191	0	19	3	7	9	18	261	492	753
Champawat	0	0	1	4	0	0	1	3	0	2	11	46	57
Dehradun	47	35	3	314	2	20	138	47	65	66	737	1,711	2,448
Haridwar	14	10	7	357	3	17	257	32	8	54	759	915	1,674
Nainital	69	23	3	215	7	216	57	29	56	188	863	450	1,313
Pithoragarh	57	43	0	105	1	194	7	12	28	222	669	669	1,338
Rudraprayag	29	2	0	16	0	70	0	1	12	25	155	201	356
Udham Singh Nagar	115	12	5	158	2	240	39	24	52	100	747	8,909	9,656
Uttarkashi	58	1	0	145	0	41	18	25	97	71	456	1,526	1,982

CHANDIGARH													
Chandigarh	23	36	1	395	3	8	144	36	54	79	779	6,933	7,712
DELHI													
Delhi	220	573	74	3361	19	47	3,102	809	591	733	9,529	3,63,569	3,73,098
MOBILE													
MOBILE	5	1	0	32	0	2	2	5	2	7	56	24,02,323	24,02,379

Annexure - 3 District wise distribution of calls in the Southern region

							Missing children							
Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II	
TAMIL NADU														
Ariyalur	8	18	23	142	0	10	0	5	41	63	310	6,047	6,357	
Chennai	19	286	1,071	1,068	13	16	38	115	191	136	2,953	22,743	25,696	
Coimbatore	14	138	430	682	2	21	5	33	139	113	1,577	7,794	9,371	
Cuddalore	10	218	41	264	0	9	1	8	49	34	634	3,959	4,593	
Dharmapuri	6	29	50	436	1	9	1	12	99	167	810	4,748	5,558	
Dindigul	33	50	61	502	0	22	3	19	82	123	895	3,740	4,635	
Erode	3	32	33	276	1	7	1	9	50	67	479	2,886	3,365	
Kanchipuram	5	72	78	413	3	9	1	30	67	54	732	2,423	3,155	
Kanyakumari	2	18	38	211	1	5	1	2	81	103	462	2,429	2,891	
Karur	7	27	30	236	0	16	0	12	68	63	459	3,155	3,614	
Krishnagiri	24	41	26	337	1	22	3	5	75	111	645	3,089	3,734	
Madurai	5	77	195	554	7	13	5	39	121	120	1,136	2,374	3,510	
Nagapattinam	33	63	52	321	2	158	2	7	101	93	832	2,570	3,402	
Namakkal	0	2	0	26	0	0	0	0	1	4	33	1,070	1,103	
Ooty	14	71	27	312	0	62	1	4	203	184	878	2,250	3,128	
Perambalur	2	19	16	169	0	3	0	6	36	43	294	1,689	1,983	
Pudukottai	72	65	38	360	0	155	1	12	107	173	983	1,982	2,965	
Ramanathapuram	34	57	36	432	6	100	2	16	154	359	1,196	1,793	2,989	
Salem	6	106	93	568	3	13	3	29	72	95	988	2,397	3,385	
Sivagangai	4	21	14	172	3	5	0	3	38	39	299	1,731	2,030	

Missing children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Thanjavur	8	58	30	258	3	14	1	9	49	54	484	2,169	2,653
Theni	22	51	65	637	7	54	0	21	288	266	1411	3,837	5,248
Thiruvallur	0	1	2	22	0	1	0	0	4	3	33	635	668
Thiruvarur	6	28	21	199	0	15	0	8	72	110	459	1,075	1,534
Thiruvannamalai	9	100	63	418	6	37	0	14	73	90	810	2,004	2,814
Tirupur	6	83	56	499	1	6	0	13	139	117	920	2,332	3,252
Tirunelveli	7	65	29	293	0	15	0	11	109	112	641	1,562	2,203
Trichy	1	40	50	418	2	14	0	28	84	95	732	1,557	2,289
Tuticorin	1	40	17	275	0	35	0	9	78	80	535	965	1,500
Vellore	15	34	35	394	0	14	0	11	48	53	604	2,967	3,571
Virudhunagar	8	33	54	408	1	25	0	10	98	94	731	1,223	1,954
Villupuram	48	168	90	814	4	129	2	38	179	312	1,784	2,420	4,204

ANDHRA PRADESH

Anantpur	13	165	98	1015	2	3	13	39	105	135	1,588	9,604	11,192
Chittoor	20	92	461	657	1	2	64	68	116	219	1,700	2,658	4,358
Guntur	8	94	74	517	0	28	5	53	106	174	1,059	1,814	2,873
Kadapa	11	31	17	300	0	1	0	6	44	77	487	1,398	1,885
Krishna	8	153	573	453	2	3	64	81	85	109	1,531	2,794	4,325
Kurnool	5	65	51	390	0	2	4	27	61	83	688	2,103	2,791
Nellore	1	2	5	31	0	0	0	0	3	14	56	1,146	1,202
Ongole	2	37	55	610	0	1	8	20	69	87	889	2,281	3,170
Rajamundry	12	65	69	725	2	6	7	25	86	171	1,168	1,690	2,858

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Srikakulam	58	120	242	975	1	16	21	27	188	402	2,050	3,492	5,542
Vishakhapatnam	13	81	522	345	4	0	32	38	89	106	1,230	2,016	3,246
Vizianagaram	8	39	39	189	2	43	2	19	27	62	430	2,722	3,152
West Godavari	99	110	86	283	0	1	7	18	82	99	785	1,853	2,638

TELANGANA

Adilabad	6	43	10	165	0	7	0	6	57	163	457	690	1,147
Bhadradi Kothagudem	2	3	1	40	0	0	0	0	6	27	79	191	270
Hyderabad	13	163	419	811	3	8	43	96	98	155	1,809	2,074	3,883
Jagtial	0	2	6	28	0	0	0	1	6	20	63	374	437
Jogulamba Gadwal	0	0	1	14	0	0	0	0	2	1	18	8	26
Karim nagar	6	35	11	317	0	2	2	10	48	94	525	847	1,372
Khammam	7	49	43	379	0	5	5	30	84	124	726	660	1,386
Mahabubabad	0	0	0	18	0	0	0	26	0	5	49	56	105
Mahboob nagar	5	62	24	515	0	0	3	10	63	119	801	724	1,525
Mancherial	2	17	8	208	0	1	2	3	19	75	335	482	817
Medak	2	14	2	107	0	0	1	5	19	27	177	96	273
Medchal	6	32	6	269	0	1	1	23	27	40	405	203	608
Miryalaguda	0	0	0	0	0	0	0	0	0	0	0	6	6
Nagarkurnool	0	7	2	55	0	0	1	1	9	19	94	623	717
Nalagonda	11	88	5	320	1	8	4	6	40	146	629	606	1,235
Nirmal	1	6	0	36	0	0	0	0	5	13	61	50	111
Nizamabad	1	7	5	66	0	0	0	8	18	33	138	164	302

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Paloncha	1	4	1	138	0	1	5	1	26	82	259	413	672
Peddapalli	1	2	5	23	0	1	0	1	7	14	54	201	255
Sangareddy	1	10	3	50	0	0	1	0	11	21	97	315	412
Secunderabad	1	22	313	38	1	0	32	29	17	0	453	220	673
Uppal	10	173	69	976	0	4	11	39	90	175	1,547	869	2,416
Vikarabad	18	198	15	402	0	11	6	18	92	250	1,010	924	1,934
Warangal	15	75	66	710	2	4	15	16	104	169	1,176	1,226	2,402
Warangal Rural	0	2	0	15	0	0	0	0	1	1	19	100	119

KARNATAKA

Bagalkot	81	54	8	304	1	26	10	17	83	184	768	1,893	2,661
Bangalore	59	346	1,621	1,898	12	41	170	132	250	340	4,869	16,752	21,621
Bangalore Rural	32	101	155	454	0	9	13	49	142	193	1,148	1,631	2,779
Belgaum	102	49	32	518	0	50	29	19	103	326	1,228	3,715	4,943
Bellary	130	119	16	822	1	71	25	24	295	356	1,859	3,330	5,189
Bidar	178	109	9	427	0	127	4	20	74	175	1,123	1,743	2,866
Bijapur	181	59	24	543	0	47	19	17	120	420	1,430	2,823	4,253
Chamarajanagar	17	12	8	197	0	12	1	5	62	101	415	1,122	1,537
Chikamagalur	25	23	4	174	0	21	7	12	29	80	375	949	1,324
Chikkaballapura	30	25	14	380	0	11	9	12	70	113	664	1,632	2,296
Chitradurga	31	16	5	328	0	11	8	11	88	161	659	1,537	2,196
Dakshin Kannada	22	35	13	503	2	19	26	13	115	157	905	2,026	2,931
Davangere	179	71	13	336	1	44	20	29	185	256	1,134	2,908	4,042

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Dharwad	161	139	847	541	2	302	58	60	262	254	2,626	4,359	6985
Gadag	39	26	6	176	0	22	14	17	79	109	488	1,641	2,129
Gulbarga	136	124	208	576	2	18	104	80	121	300	1,669	4,961	6,630
Hassan	26	59	47	404	0	16	23	17	125	181	898	1,559	2,457
Haveri	115	57	11	231	0	25	11	24	101	161	736	2,175	2,911
Kodagu	10	23	9	120	0	9	3	18	59	64	315	786	1,101
Kolar	0	0	0	9	0	0	0	0	2	8	19	281	300
Koppal	81	55	10	469	1	10	10	8	103	216	963	4,334	5,297
Mandya	31	42	13	428	3	29	25	22	62	139	794	1,639	2,433
Mysore	57	60	66	588	2	31	74	32	105	161	1,176	2,798	3,974
Ramnagar	14	20	20	237	1	19	12	21	125	106	575	1,942	2,517
Raichur	137	40	14	465	0	46	17	13	109	176	1,017	2,084	3,101
Shimoga	44	58	16	305	2	15	18	12	88	130	688	1,616	2,304
Tumkur	32	61	35	402	2	39	30	30	103	217	951	1,885	2,836
Uttar Kannada	13	6	6	109	0	6	6	8	38	56	248	2,758	3,006
Yadagiri	129	51	62	248	0	33	16	56	67	187	849	2,004	2,853

KERALA

Alappuzha	2	20	9	371	0	5	0	7	146	51	611	2,091	2,702
Ernakulam	4	44	139	711	0	15	1	23	251	83	1,271	5,903	7,174
Idukki	8	52	11	462	2	29	0	13	217	101	895	3,737	4,632
Kannur	4	27	10	410	1	11	0	11	156	67	697	2,405	3,102
Kasargod	13	23	10	325	0	42	0	9	189	48	659	2,203	2,862

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Kollam	6	98	15	530	2	11	0	9	171	60	902	1,491	2,393
Kottayam	5	38	12	378	0	10	0	6	165	75	689	1,626	2,315
Kozhikode	4	27	270	552	6	9	1	15	201	97	1,182	2,536	3,718
Malappuram	4	31	22	615	2	7	0	17	173	73	944	3,149	4,093
Palakkad	1	44	25	449	0	13	0	14	178	80	804	2,974	3,778
Pathanamthitta	5	39	5	357	0	10	0	7	90	52	565	2,502	3,067
Thiruvannathapuram	12	147	319	830	3	30	2	31	403	126	1,903	3,597	5,500
Thrissur	7	52	115	402	0	20	0	16	137	57	806	2,066	2,872
Wayanad	8	38	12	472	2	17	0	9	223	99	880	1,685	2,565
PUDUCHERRY													
Karaikal	2	4	26	222	5	3	3	8	105	42	420	1,317	1,737
Mahe	23	0	4	59	8	18	0	1	77	42	232	2,044	2,276
Pondichery	6	45	33	141	1	0	0	12	37	23	298	1,104	1,402
Yanam	1	4	6	123	0	0	0	1	34	69	238	1,313	1,551
LAKSHADWEEP													
Lakshadweep	1	0	0	4	1	31	0	0	31	9	77	370	447
MOBILE													
Mobile	0	0	0	0	0	0	0	0	0	0	0	14,89,035	14,89,035

Annexure - 4 District wise distribution of calls in the Western region

							Missing children						
Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
MAHARASHTRA													
Ahmednagar	13	57	3	277	1	36	77	47	61	31	603	51,283	51,886
Akola	4	6	0	28	0	4	5	3	22	4	76	19,033	19,109
Amaravati	96	69	0	160	1	53	41	20	73	37	550	22,235	22,785
Aurangabad	15	18	1	94	0	19	26	11	33	20	237	25,809	26,046
Beed	74	44	0	70	0	84	13	12	11	34	342	22,630	22,972
Buldana	10	22	2	293	0	50	20	8	33	35	473	19,204	19,677
Chandrapur	32	51	2	134	0	12	43	7	28	113	422	15,854	16,276
Dhule	1	2	0	14	0	0	0	1	0	0	18	10,817	10,835
Jalgaon	35	22	1	52	0	31	8	8	10	20	187	10,778	10,965
Jalna	19	15	0	47	0	61	7	3	5	46	203	6,943	7,146
Kolhapur	23	34	1	144	1	50	14	12	47	20	346	8,434	8,780
Latur	70	57	0	87	0	210	27	21	42	34	548	10,056	10,604
Mumbai	199	447	22	1276	6	52	1,931	222	166	146	4,467	85,692	90,159
Nagpur	147	72	1	223	4	155	448	60	83	41	1,234	5,341	6,575
Nanded	29	48	9	190	2	133	59	57	49	41	617	3,345	3,962
Nashik	28	62	5	219	0	31	60	31	25	50	511	2,648	3,159
Navi Mumbai	0	0	0	0	0	0	0	0	0	0	0	2,752	2,752
Osmanabad	32	22	0	59	1	31	17	6	22	9	199	1,602	1,801
Palghar	0	0	0	0	0	0	0	0	0	0	0	258	258

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Parbhani	24	66	7	134	13	42	86	20	49	107	548	2,041	2,589
Pune	35	59	2	665	0	17	287	60	94	50	1,269	1,955	3,224
Raigad	13	7	1	92	0	42	10	8	12	93	278	1,559	1,837
Ratnagiri	134	9	1	76	0	50	15	11	82	45	423	2,856	3,279
Sangli	0	0	0	0	0	0	0	0	0	0	0	622	622
Satara	68	33	1	241	0	42	6	6	35	13	445	1,988	2,433
Sindhudurg	27	1	0	10	0	11	3	0	5	13	70	1,459	1,529
Solapur	16	18	2	366	2	37	331	24	23	13	832	2,360	3,192
Thane	11	69	6	268	0	8	377	61	34	44	878	7,256	8,134
Wardha	37	41	1	189	1	45	28	21	46	162	571	4,277	4,848
Yavatmal	62	51	0	97	0	26	4	7	54	68	369	1,723	2,092

MADHYA PRADESH

Alirajpur	12	7	0	9	0	0	3	2	0	5	38	11,957	11,995
Anuppur	9	8	2	19	0	2	10	10	7	15	82	13,518	13,600
Balaghat	12	26	4	86	0	1	25	91	12	31	288	20,354	20,642
Barwani	82	30	1	117	0	11	28	9	48	180	506	17,431	17,937
Betul	34	17	0	151	0	1	61	22	32	46	364	24,325	24,689
Bhind	155	5	1	128	1	13	75	30	15	371	794	23,813	24,607
Bhopal	17	71	7	452	20	12	475	103	81	51	1,289	21,771	23,060
Burhanpur	19	12	0	76	2	2	20	9	12	97	249	10,935	11,184
Chhatarpur	50	38	1	176	2	17	60	38	14	155	551	14,729	15,280

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Chhindwara	24	38	7	187	2	3	49	13	24	44	391	13,392	13,783
Datia	27	4	0	22	0	2	8	3	5	79	150	7,419	7,569
Dewas	12	13	0	143	3	4	20	12	12	73	292	11,946	12,238
Dhar	41	18	0	283	2	2	63	18	29	204	660	10,060	10,720
Dindori	4	2	0	11	0	0	0	0	2	18	37	863	900
Guna	7	2	0	137	0	0	51	8	9	64	278	8,279	8,557
Gwalior	30	54	13	562	3	4	301	51	44	144	1,206	7,580	8,786
Harda	21	10	1	55	0	4	43	21	19	72	246	5,454	5,700
Hoshangabad	31	16	1	100	2	5	200	21	12	49	437	9,513	9,950
Indore	32	60	3	506	9	22	175	71	88	168	1,134	5,305	6,439
Jabalpur	14	34	3	147	1	4	365	37	23	47	675	5,428	6,103
Jhabua	472	17	0	61	0	11	37	12	16	63	689	4,581	5,270
Katni	13	46	1	187	2	5	264	31	31	43	623	3,316	3,939
Khandwa	15	22	10	42	0	1	35	11	6	19	161	3,419	3,580
Khargone	44	7	1	18	0	1	17	3	2	93	186	2,884	3,070
Mandla	36	71	1	124	0	2	27	14	77	88	440	5,642	6,082
Mandsaur	265	8	1	315	0	10	23	4	108	123	857	2,897	3,754
Narsinghpur	2	19	0	57	0	5	46	6	10	31	176	995	1,171
Neemuch	42	20	0	161	1	3	31	30	74	253	615	1,536	2,151
Panna	107	18	1	134	2	1	42	55	9	193	562	2,309	2,871
Raisen	50	25	4	255	9	23	27	24	32	136	585	694	1,279

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Rajgarh	52	20	11	202	1	14	50	11	41	202	604	1,258	1,862
Ratlam	42	31	2	312	1	35	321	24	24	57	849	1,087	1,936
Rewa	16	11	3	102	1	8	72	63	18	77	371	628	999
Sagar	40	30	15	230	2	77	65	33	132	125	749	1,054	1,803
Satna	19	20	2	90	1	6	149	42	11	65	405	859	1,264
Shahdol	9	1	0	41	0	1	21	11	0	18	102	552	654
Shajapur	1	0	0	18	0	0	0	1	0	1	21	237	258
Sheopur	216	15	0	20	0	8	25	10	5	139	438	762	1,200
Shivpuri	95	12	2	191	0	22	36	26	15	310	709	1,527	2,236
Singrauli	32	2	3	98	8	4	54	35	16	69	321	871	1,192
Tikambhgarh	32	13	1	100	1	4	57	8	2	142	360	815	1,175
Ujjain	20	49	2	154	2	14	116	25	16	120	518	1,836	2,354
Vidisha	23	22	1	147	6	35	65	17	27	117	460	3,545	4,005

GUJARAT

Ahmedabad	27	62	2	361	2	42	358	63	89	83	1,089	8,591	9,680
Anand	63	23	0	164	2	22	16	8	70	139	507	6,358	6,865
Banaskantha	178	26	0	40	0	10	11	10	13	197	485	584	1,069
Bharuch	15	4	0	48	0	3	13	7	10	25	125	1,328	1,453
Bhavnagar	14	26	0	83	1	7	15	9	36	115	306	5,306	5,612
Chhotaudepur	3	0	0	26	0	4	0	0	4	64	101	1,674	1,775
Dahod	13	4	0	55	0	27	28	7	27	92	253	2,425	2,678

Missing
children

Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Child found & identified as lost	Parents asking for help	Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
Dang	1	0	0	13	0	2	2	0	1	2	21	709	730
Devbhoomi Dwarka	139	0	0	13	0	13	0	1	2	24	192	728	920
Gandhi Nagar	64	8	1	111	0	9	12	2	27	95	329	7,759	8,088
Girsomnath	4	0	0	11	0	3	2	2	4	10	36	1,687	1,723
Jamnagar	212	10	0	109	0	15	6	0	22	125	499	1,262	1,761
Junagadh	1	4	0	83	0	8	26	8	10	23	163	918	1,081
Kachchh	171	34	2	94	1	29	11	6	51	210	609	1,182	1,791
Kheda	87	18	0	52	4	34	27	10	13	379	624	843	1,467
Mehsana	8	16	2	65	0	400	13	8	14	105	631	785	1,416
Panchmahal	128	6	0	62	0	8	8	6	32	191	441	2,325	2,766
Patan	79	1	0	12	0	4	3	4	3	37	143	651	794
Rajkot	15	23	1	100	0	11	114	31	22	48	365	1559	1,924
Sabarkantha	71	5	1	80	0	43	12	2	34	237	485	593	1,078
Surat	23	29	1	245	0	20	275	38	41	42	714	3,078	3,792
Surendranagar	24	19	0	68	4	8	10	3	8	96	240	604	844
Tapi	64	1	0	23	1	19	4	2	36	255	405	1,072	1,477
Vadodara	15	17	1	192	0	39	180	42	51	42	579	6,412	6,991
Valsad	67	38	5	108	0	15	13	5	10	119	380	492	872

GOA

Goa	22	65	13	239	4	28	45	14	89	81	600	4,887	5,487
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Districts	Medical	Shelter	Restoration	Protection from abuse	Child in conflict with law	Sponsorship	Missing children		Emotional support & guidance	Other intervention	Total - I	Information and other calls - II	Total - I + II
							Child found & identified as lost	Parents asking for help					

DADRA & NAGAR HAVELI

Silvasa	10	4	0	50	0	4	8	6	5	72	159	634	793
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MOBILE

Mobile	0	0	0	0	0	1	0	0	0	1	2	12,10,789	12,10,791
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