



CHILDNET

ANALYSIS OF CALLS TO 1098

CHILDLINE CALLING...
IS INDIA LISTENING?







CHILDLINE CALLING... IS INDIA LISTENING?

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CHILDNET - An analysis of calls to 1098

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Executive Director & Member Secretary
CHILDLINE India Foundation

INDEX



1	ABOUT CHILDLINE	14
1.1	What is CHILDLINE?	15
1.2	Structure of CHILDLINE	15
1.3	CHILDLINE 1098 – How it Works	16

2	PREVIEW	18
2.1	Objectives of this Publication	19
2.2	Features of Talisma CRM	19
2.3	Data source for compiling this Publication	19
2.4	Call classification	20



3	CHILDLINE CONTACT CENTRE (CCC) & NATIONAL ANALYSIS OF CALLS	22
3.1	National cases to CHILDLINE 1098	23
3.2	Intervention cases to 1098	26
3.3	Gender wise distribution of CHILDLINE Interventions	28
3.4	A zonal view of CHILDLINE Interventions	29

4	REASONS FOR CALLING CHILDLINE 1098	32
4.1	Reasons for calling CHILDLINE 1098	33
4.2	Breakup of reasons for calling CHILDLINE 1098	35



5	FROM WHERE DO CHILDREN CALL CHILDLINE 1098?	50
5.1	How children come in contact with CHILDLINE	51
5.2	Change in trends of access to the telecom service	54
5.3	Location of calls	57

6	PROFILE OF CALLER & CHILDREN	58
6.1	Profile of caller	59
6.2	Gender of children calling CHILDLINE	60
6.3	Age group of children assisted	61
6.4	Education status of children	62
6.5	Living arrangement of children	63
6.6	Family structures of children	64





7	INTERVENTION & ASSISTANCE BY CHILDLINE	66
7.1	Nature of Intervention by CHILDLINE	67
7.2	Medical related assistance provided by CHILDLINE	67
7.3	Assistance for shelter	71
7.4	Restoration	74
7.5	Protection from abuse: Protecting children from abuse and neglect	77
7.6	Calls requesting CHILDLINE assistance for a child in conflict with law	80
7.7	Calls requesting CHILDLINE for sponsorship assistance	82
7.8	Calls reporting children who are missing	84
7.9	Children calling CHILDLINE seeking Emotional Support & Guidance (ES&G)	87
7.10	Children calling CHILDLINE for several other kind of Intervention	90
7.11	Children calling CHILDLINE for Corona (COVID-19) Intervention	93

8 EASTERN REGION

96



9 NORTHERN REGION

104

10 SOUTHERN REGION

110



11 WESTERN REGION

116

12 ANNEXURES

122





List of Tables		Page No.
Table 3.1	Zone wise distribution of national calls to CHILDLINE1098	23
Table 3.3.1	Gender wise distribution of intervention cases	28
Table 3.4	Interventions across zones	29
Table 3.4.1	Average number of calls and cases per city, per year 2019-20	30
Table 4.2.1	Types of abuse and abuser	35
Table 4.2.1.1	Types of abuse and abuser (Percentage)	36
Table 4.2.1.2	Gender split in various types of abuse cases	38
Table 4.2.1.5	Types of sexual abuse and abuser	40
Table 5.1.1	Access to CHILDLINE 1098 zone wise split	51
Table 5.1.3	Access to CHILDLINE 1098 split by reason for contacting CHILDLINE	53
Table 5.2.1	Zone wise split of calls to CHILDLINE from different telephone sources	54
Table 5.2.3	Calls to CHILDLINE from different telephone sources	55
Table 6.1.1	Caller types using different choices of telephones	59
Table 7.2.3	Age group and gender of the children seeking for medical assistance	69
Table 7.2.4	How the child accessed assistance from CHILDLINE for medical support/intervention	70
Table 7.3.1	Age group and gender of the children seeking for shelter assistance	72
Table 7.3.2	How the child accessed assistance from CHILDLINE for shelter support/intervention	73
Table 7.4.1	Age group and gender of the children restored	75
Table 7.4.2	How the child accessed assistance from CHILDLINE for restoration support/intervention	76
Table 7.5.1	Age group and gender of the children protected from abuse and violence	78
Table 7.5.2	How the child accessed assistance from CHILDLINE for protection from abuse support/intervention	79
Table 7.6.1	Age group and gender of the children in conflict with law	80
Table 7.6.2	How the child accessed assistance from CHILDLINE for Child in conflict with law support/intervention	81
Table 7.7.1	Age group and gender of the children provided sponsorship	83
Table 7.7.2	How the child accessed assistance from CHILDLINE for sponsorship support/intervention	83
Table 7.8.1	Age group and gender of the missing children	85
Table 7.8.2	How the child accessed assistance from CHILDLINE for missing children support/intervention	86
Table 7.9.1	Age group and gender of the children seeking Emotional support & guidance	88
Table 7.9.2	How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention	88
Table 7.10.1	Age group and gender of the children contacted for other intervention	91
Table 7.10.2	How the child accessed assistance from CHILDLINE for other intervention	92



List of Tables		Page No.
Table 7.11.1	Age group and gender of the children contacted for Corona (Covid-19)	94
Table 7.11.2	How the child accessed assistance from CHILDLINE for Corona (Covid-19)	94
Table 8.5	State wise gender of children	100
Table 8.6	State wise calls to CHILDLINE from different telephone sources	101
Table 8.7	State wise how the child accessed assistance from CHILDLINE	102
Table 9.5	State wise gender of children	107
Table 9.6	State wise calls to CHILDLINE from different telephone sources	108
Table 9.7	State wise how the child accessed assistance from CHILDLINE	108
Table 10.5	State wise gender of children	113
Table 10.6	State wise calls to CHILDLINE from different telephone sources	114
Table 10.7	State wise how the child accessed assistance from CHILDLINE	114
Table 11.5	State wise gender of children	119
Table 11.6	State wise calls to CHILDLINE from different telephone sources	120
Table 11.7	State wise how the child accessed assistance from CHILDLINE	120



List of Figures		Page No.
Figure 3.1	Zone wise distribution of national calls to CHILDLINE1098	23
Figure 3.1.1	Zone wise bifurcation of mobile and landline calls	24
Figure 3.1.2	Zone wise coverage of CHILDLINE service	24
Figure 3.1.3	Calls answered and abandoned	25
Figure 3.1.4	Call distribution by day of week	26
Figure 3.2	Distribution of intervention cases to 1098	26
Figure 3.3.1	Gender wise distribution of intervention cases	28
Figure 3.4	Interventions across zones	29
Figure 3.4.1	Share of zones in CHILDLINE districts	31
Figure 3.4.1.1	Share of zones in CHILDLINE interventions	31
Figure 4.1	Reasons for calling CHILDLINE 1098	33
Figure 4.1.1	Zone wise breakup of reasons for calling CHILDLINE 1098	34
Figure 4.1.2	Gender wise breakup of reasons for calling CHILDLINE 1098	34
Figure 4.2.1	Types of abuse & violence	36
Figure 4.2.1.1	Type of abuser	37
Figure 4.2.1.2	Gender split in various types of abuse cases	38
Figure 4.2.1.3	Top 10 states reported child marriage cases	39
Figure 4.2.1.4	Top 5 districts reported child marriage cases	39
Figure 4.2.1.5	Types of sexual abuse	41
Figure 4.2.1.6	Type of sexual abuser	41
Figure 4.2.1.7	Top 10 State reported sexual abuse	42
Figure 4.2.1.8	Top 5 district reported sexual abuse	42
Figure 4.2.2	Child labour: kind of work	43
Figure 4.2.2.1	Gender wise split of child labour cases	43
Figure 4.2.2.2	Top 10 state reported child labour cases	44
Figure 4.2.2.3	Top 5 district reported child labour cases	44
Figure 4.2.3	Trafficking: reason for trafficking	45
Figure 4.2.3.1	Gender wise split of trafficking cases	46
Figure 4.2.3.2	Top 10 state reported child trafficking cases	46
Figure 4.2.3.3	Top 5 districts reported child trafficking cases	47
Figure 4.2.4	Education related: sub reasons	48
Figure 4.2.4.1	Gender wise split of education related cases	48

List of Figures		Page No.
Figure 4.2.5	Missing children: The place where children went missing	49
Figure 4.2.5.1	Gender wise split of missing children cases	49
Figure 5.1	How children come in contact with CHILDLINE	51
Figure 5.1.2	Access to CHILDLINE 1098 zone wise split	52
Figure 5.1.3	Access to CHILDLINE 1098 split by reason for contacting CHILDLINE	53
Figure 5.2	Calls to CHILDLINE from different telephone sources	54
Figure 5.2.2	Zone wise split of calls to CHILDLINE from different telephone sources	55
Figure 5.2.3	Calls to CHILDLINE from different telephone sources and interventions	56
Figure 5.3	Location of calls to CHILDLINE	57
Figure 5.3.1	Zone wise split of location of calls to CHILDLINE	57
Figure 6.1	Profile of callers to CHILDLINE	59
Figure 6.1.2	Caller types using different choices of telephones	60
Figure 6.2	Gender of children	60
Figure 6.3	Age group of children assisted	61
Figure 6.3.1	Zone wise age group of children assisted	61
Figure 6.4	Education status of children	62
Figure 6.4.1	Zone wise split of education status of children	62
Figure 6.5	Living arrangement of children	63
Figure 6.5.1	Zone wise living arrangement of children	63
Figure 6.6	Family structures of children	64
Figure 6.6.1	Family structures of children	65
Figure 7.2	Medical: sub intervention	67
Figure 7.2.1	Ailments treated by OPD	68
Figure 7.2.2	Ailments treated by hospitalisation	68
Figure 7.2.3	Age group and gender of the children seeking for medical assistance	69
Figure 7.2.4	How the child accessed assistance from CHILDLINE for medical support/intervention	70
Figure 7.3	Shelter: sub intervention	71
Figure 7.3.1	Age group and gender of the children seeking for shelter assistance	72
Figure 7.3.2	How the child accessed assistance from CHILDLINE for shelter support/intervention	73
Figure 7.4	Restoration: sub intervention	74
Figure 7.4.1	Age group and gender of the children restored	75
Figure 7.4.2	How the child accessed assistance from CHILDLINE for restoration support/intervention	76



List of Figures		Page No.
Figure 7.5	Protection from abuse: sub intervention	77
Figure 7.5.1	Age group and gender of the children protected from abuse and violence	78
Figure 7.5.2	How the child accessed assistance from CHILDLINE for protection from abuse support/intervention	79
Figure 7.6	Child in conflict with law: sub intervention	80
Figure 7.6.1	Age group and gender of the children in conflict with law	81
Figure 7.6.2	How the child accessed assistance from CHILDLINE for Child in conflict with law support/intervention	81
Figure 7.7	Sponsorship: sub intervention	82
Figure 7.7.1	Age group and gender of the children provided sponsorship	83
Figure 7.7.2	How the child accessed assistance from CHILDLINE for sponsorship support/intervention	84
Figure 7.8	Missing: sub-intervention	85
Figure 7.8.1	Age group and gender of the missing children	86
Figure 7.8.2	How the child accessed assistance from CHILDLINE for missing children support/intervention	86
Figure 7.9	Emotional support & guidance: sub intervention	87
Figure 7.9.1	Age group and gender of the children seeking Emotional support & guidance	88
Figure 7.9.2	How the child accessed assistance from CHILDLINE for Emotional support & guidance support/intervention	89
Figure 7.10	Other intervention: sub intervention	90
Figure 7.10.1	Age group and gender of the children contacted for other intervention	91
Figure 7.10.2	How the child accessed assistance from CHILDLINE for other intervention	92
Figure 7.11	Corona (Covid-19): sub intervention	93
Figure 7.11.1	Age group and gender of the children contacted for Corona (Covid-19)	94
Figure 7.11.2	How the child accessed assistance from CHILDLINE for Corona (Covid-19)	95
Figure 8.1	Intervention Cases to 1098	97
Figure 8.2	Share of states in East zone CHILDLINE intervention	98
Figure 8.3	Share of states in East zone CHILDLINE districts	98
Figure 8.4	State wise CHILDLINE coverage status in East zone	99
Figure 8.5	State wise gender of children	100
Figure 8.6	State wise calls to CHILDLINE from different telephone sources	101
Figure 8.7	State wise how the child accessed assistance from CHILDLINE	102
Figure 9.1	Intervention Cases to 1098	105
Figure 9.2	Share of States in North zone CHILDLINE intervention	106
Figure 9.3	Share of state in North zone CHILDLINE districts	106



List of Figures		Page No.
Figure 9.4	State wise CHILDLINE coverage status in North zone	107
Figure 9.5	State wise gender of children	107
Figure 9.6	State wise calls to CHILDLINE from different telephone sources	108
Figure 9.7	State wise how the child accessed assistance from CHILDLINE	109
Figure 10.1	Intervention Cases to 1098	111
Figure 10.2	Share of states in South zone CHILDLINE intervention	112
Figure 10.3	Share of state in South zone CHILDLINE districts	112
Figure 10.4	State wise CHILDLINE coverage status in South zone	113
Figure 10.5	State wise gender of children	113
Figure 10.6	State wise calls to CHILDLINE from different telephone sources	114
Figure 10 .7	State wise how the child accessed assistance from CHILDLINE	115
Figure 11.1	Intervention Cases to 1098	117
Figure 11.2	Share of States in West zone CHILDLINE intervention	118
Figure 11.3	Share of state in West zone CHILDLINE districts	118
Figure 11.4	State wise CHILDLINE coverage status in West zone	119
Figure 11.5	State wise gender of children	119
Figure 11.6	State wise calls to CHILDLINE from different telephone sources	120
Figure 11.7	State wise how the child accessed assistance from CHILDLINE	121



EXECUTIVE SUMMARY

CHILDLINE Calling... Is India Listening? is an analysis of CHILDLINE data for the period April 2019 – March 2020. This publication aims to showcase the nature of calls, the nature of intervention, the profile of callers, the status of callers and the status of the CHILDLINE services in India. The data provides important feedback about the impact of the service, users of the service, the reasons for calling CHILDLINE, experiences of abuse faced by children and the nature of intervention provided by CHILDLINE. It provides the building blocks for more in-depth research and analysis on the status of children in India, particularly in the area of child protection.

Profile of the child assisted

The data highlights that CHILDLINE reaches out to

- Maximum number of children in the age group of 11-15 years (44%)
- Higher number of boys (57%) than girls (43%)

Profile of the caller

As an emergency helpline and outreach service CHILDLINE receives calls from various types of callers. The data highlights that 11% of calls are made by children either for themselves or to refer about a friend, 30% of the calls come from CHILDLINE member (CHILDLINE member includes cases from CHILDLINE team member, volunteer, coordinator, director and CIF personnel), 24% from concerned adults, 22% from family members, 11% allied system, and 2% from NGO personnel.

Calls

During the year 2019-20 CHILDLINE received a total of 72,94,688 calls. Of these a total of 3,43,394 intervention calls were recorded. Of this the south zone, with 120 districts covered by CHILDLINE, accounted for 35%; the east & north zone with 159 & 161 districts respectively, accounted for 24% each.

Source of Calls

Of the total intervention cases, 57% were received as calls on 1098. Cases received by CHILDLINE teams during Outreach activity accounted for 33%. Of all calls that came to 1098 on phone for direct intervention, only 0.03% came from PCOs, 1% through landlines (including landlines of private telecom service providers) and a significant 79% came from mobile phones. 14% of mobile callers are children. Of phone calls, 54% came from residential, 15% from various institutions, 11% from streets/pavements, 10% from Railway stations/ property and 4% from police station.

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

Reasons for calling

Abuse & Violence related issues (22%) followed by Child labour (14%), Education related (12%), Runaway and Missing (10% each) are the most critical reasons for calling CHILDLINE. Each of these categories are broad classification that covers several sub reasons. The analysis in this publication provides a view of the detailed sub reasons for calls to CHILDLINE.

Intervention Cases

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

- Protection from abuse is the largest category of interventions provided was 25%.
- Emotional Support & Guidance related interventions were 21% of cases.
- Shelter and other intervention accounted for 12% & 20% respectively.

CHILDLINE Contact Centre (CCC)

CCC is a 24 hour voice response facility of CHILDLINE run out of a modern BPO (Business Processes Outsourcing) facility in Mumbai, Kolkata, Chennai, Bangalore and Gurgaon. All CHILDLINE districts are connected to it. This publication presents some interesting highlights of CCC operational data. This includes peak days of the week for calls, number of abandoned or calls which due to various circumstances could not be answered by CHILDLINE Contact Officers (CCOs).

1

About CHILDLINE

- Target Audience
- Emergency Service
- 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. This was in response to a situation marked by the lack of an emergency service for children, restricted outreach of existing organisations and the adhoc role of allied systems in child protection.

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

As of March 2020, CHILDLINE was operational in 558 districts of India spread across 36 states and Union Territories; CHILDLINE 1098 receives over 9 million calls each year. CHILDLINE 1098 is one of the world's single largest children's helpline service and receives approximately 20% of all children's calls on helplines working worldwide. As of March 2020, CHILDLINE has responded to over 85 million calls, and has the long term goal of reaching out to every child in distress in each district of India.

The XIth 5-year Plan of the Government of India which introduced the comprehensive Integrated Child Protection Scheme (ICPS) had mandated that the CHILDLINE service must be available in each one of India's 735+ districts. 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
- Child addicts, children in conflict with the law
- Children in institutions
- Mentally ill children
- Children affected by HIV/AIDS
- Children affected by conflicts or disasters
- Child political refugees and
- Children whose families are in crisis

1.2 Structure of CHILDLINE at the city level

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

- CHILDLINE Advisory Board (CAB) and Open House: CAB comprises of senior level functionaries from the allied systems, NGOs, concerned individuals, media etc. The CAB reviews information received by local CHILDLINE's from children collated at Open House sessions. The CAB ensures that all Allied systems stake- holder organisations are actively involved in Child Protection in their respective cities.
- The Nodal Organisation is mostly, though not always, an academic institution which ensures coordination, training, research, documentation, awareness and advocacy.

- CHILDLINE is a 24-hour service for children, which responds to the intervention cases, provides emergency intervention if required, links the children to the services for ultimate rehabilitation, conducts awareness and outreach programmes and documents every case that comes into CHILDLINE and the intervention or follow up done.
- The Support Organisation, responds to calls referred by the collaborative organisation, conducts awareness and outreach programmes.
- The Resource Organisations act as referral centres for CHILDLINE. They also participate in 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 years 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 children, the Government, NGOs, academic organisations and the community, at the city and national levels, to respond to the concerns of marginalised groups of children.

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

1.3 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. Hence all calls to 1098 in all the regions are routed to the CCC.

The CCC is a modern facility using contemporary BPO technology. Hence a 1098 call landing at CCC is immediately transferred by a "Switch"/ Server to an agent (CHILDLINE Contact Officer). The call is linked to a server that records the call as well as to a CRM (Customer Relations Management software) server. The CRM server then pops opens a screen for the CCO to enter the details of the incoming call even while conversing with the caller. The CRM server prompts the CCO with scripts. Once the conversation is done and the CCO decides that this is an Intervention Call requiring direct intervention, the CCO dials an out bound call to the IU in the city (of the caller) and informs the CHILDLINE team of the complete details, the CCO then seeks an ETM (Estimated Time for Meeting the child) from the team and calls back at the requisite time to determine the nature of interventions done and the status of the case. The CRM server collates the details of all such cases and generates periodic reports. During the course of each month every CHILDLINE team also reports to CCC details of cases received directly by the local team either at their office or during Outreach activities. Thus in this model the voice domain of CHILDLINE (response to calls) are handled by CCC and the direct intervention is handled by the IU (Intervention Unit- local CHILDLINE Collab partner). The CCC is a 24x7 operation and tracks all calls coming in including those that land at the switch but are either terminated or 'abandoned' before a CCO can answer it. All calls are recorded for a limited period of time.

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.



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

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

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

Preview

- Objectives
- Informations
- Data Sources
- Call Classification





CHILDNET (2019-2020) is the 13th compilation of the data from CHILDLINE partners across 558 districts of India. The comprehensive data reflects the nature of issues in child protection. It is concrete proof of some of the concerns that children are forced to cope with on a regular basis. These data, therefore, add substance to CHILDLINE's efforts when advocating before policy makers for ensuring child rights.

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

2.1 Objectives of this publication

Compile the data available on the calls to 1098: The primary objective of this publication is to compile the data received by CHILDLINEs across the country. This publication aims to present an overview of the status of CHILDLINE in India by examining the nature of calls and the profile of the caller to the service.

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

Assist in evaluating the impact of the service: The publication also aims to provide data to assist in assessing the impact of the service and to identify strategies to strengthen the functioning of the service. It must be noted that CHILDLINE is an emergency response helpline and therefore, records of calls from children in distress indicate immediate action taken to link children to other organisations for long term assistance and rehabilitation. Upon such referrals, children move out of the purview of CHILDLINE services. 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 Corporation is deployed at CHILDLINE Contact Centre across all locations which 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 CRM and the respective CHILDLINE Contact Centre, using state of the art technology, data is extracted from the central server for analysis that has data 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 trend analysis only intervention calls are taken into account. The intervention calls documented from the monthly reports received by 558 CHILDLINE nationally amounted to 3,43,398 calls in April 2019 - March 2020, whereas, the total number of Intervention cases reported were 3,43,416. Variation in figures reported is due to a variety of factors: The Team Members expressed difficulty in getting information on time from the caller especially in cases where counseling 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 by the middle of the next month, for the previous month. So its compilation begins immediately after a month ends. There may be cases of intervention that are in process but the cases are not closed. Such cases may feature in the monthly report as calls. In the case of CRM, the case related data has to be entered in detail. In this instance, all the cases reported into CRM if not completely 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 2019 - March 2020. It is important to note that this publication analyses only the intervention related calls recorded at CCC, CHILDLINE nationally has received a total of 72, 94,688 calls in April 2019 - March 2020, including 2, 22,983 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 28, 75,399 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. Similarly in the past few years, the numbers of blank calls have gone up due to the technical connectivity problems. CHILDLINE has received 1, 90,153 calls for follow-up of cases.

2.4 Call Classification

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

Intervention Calls

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

Follow-up Calls

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

Did not find Calls

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

Information Calls

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

Other Calls

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

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

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



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

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

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

National Analysis of Calls & CHILDILNE Contact Centre (CCC)

- Call distribution by day
- Call Centres
- Gender wise
- Call answered





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

3.1 National calls to CHILDLINE 1098

Zone wise distribution of Intervention & Information and Other calls are shown in Table 3.1. It reveals the fact that North zone is leading in total number of calls received (32%, i.e. around 1/3rd of total calls) followed by South zone (25%) whereas south zone is leading in intervention calls (35%, i.e. more than 1/3rd of total intervention calls) followed by East & North zone (24% each).

Only 3% & 4% of the calls required intervention in North and West zone respectively whereas in south and East zone it's 7% and 5% respectively.

Table 3.1: Zone wise distribution of national calls to CHILDLINE1098

Zone	East	North	South	West	National
Number of districts	159	161	120	118	558
Intervention calls	83215	80807	119434	59938	343394
Information and Other calls	1621102	2272089	1675741	1382362	6951294
Total calls	1704317	2352896	1795175	1442300	7294688

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

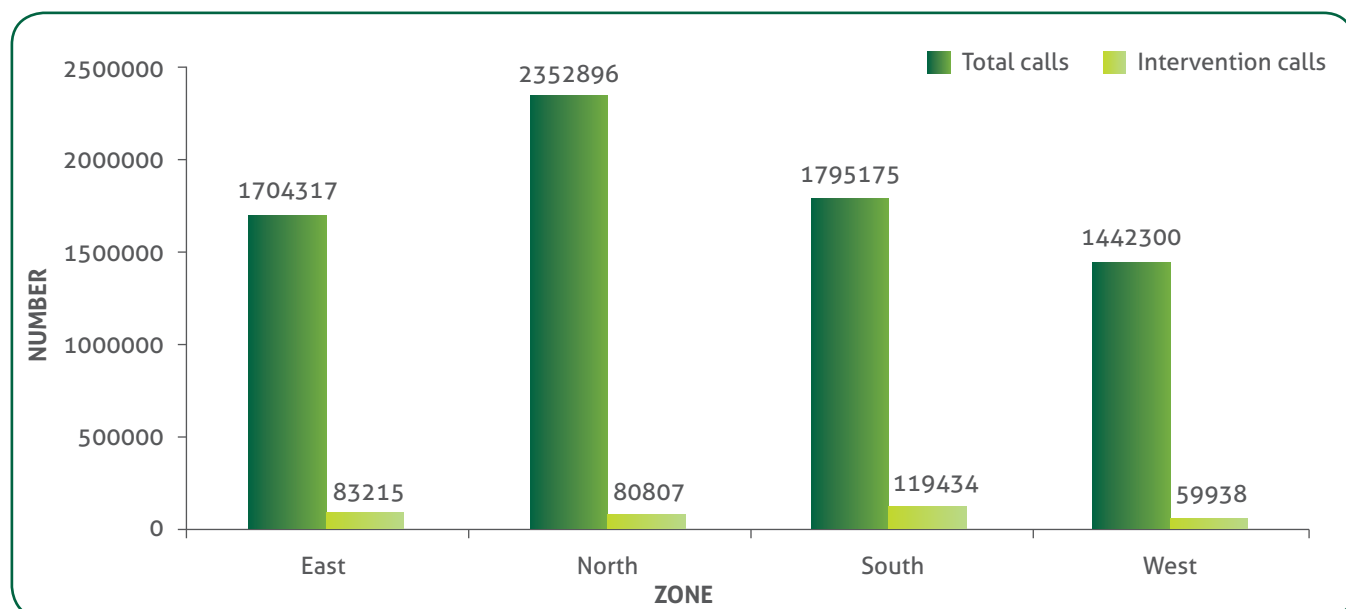


Figure 3.1: Zone wise distribution of national and intervention calls to CHILDLINE 1098

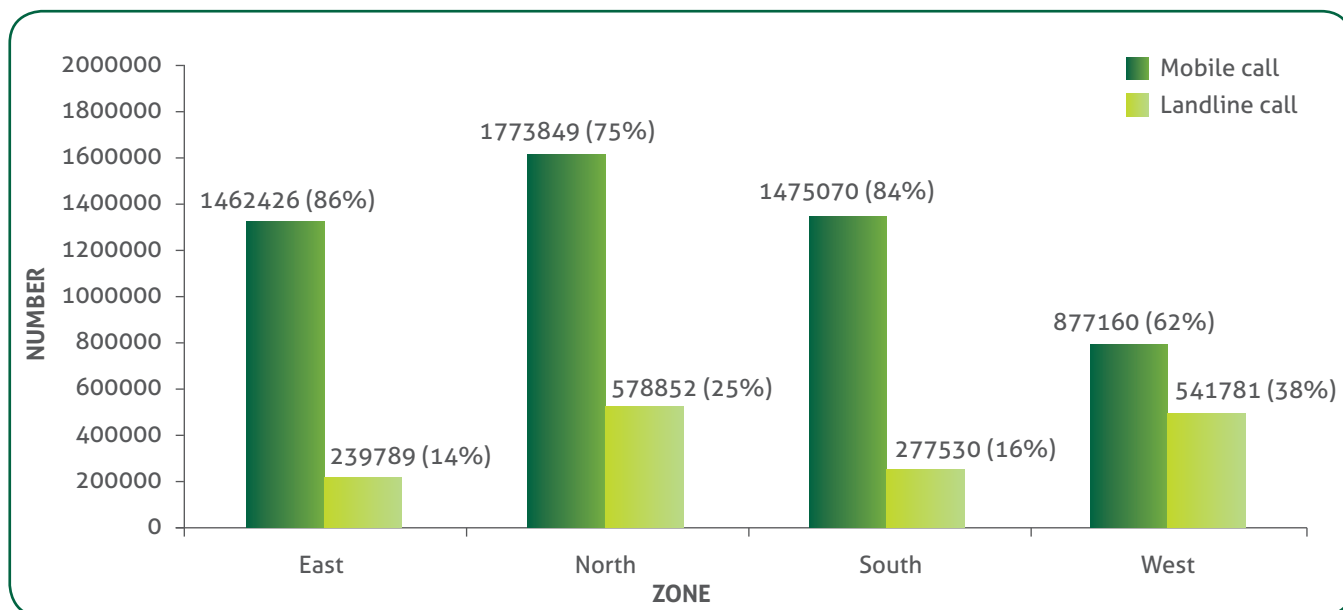


Figure 3.1.1: Zone wise bifurcation of mobile and landline calls

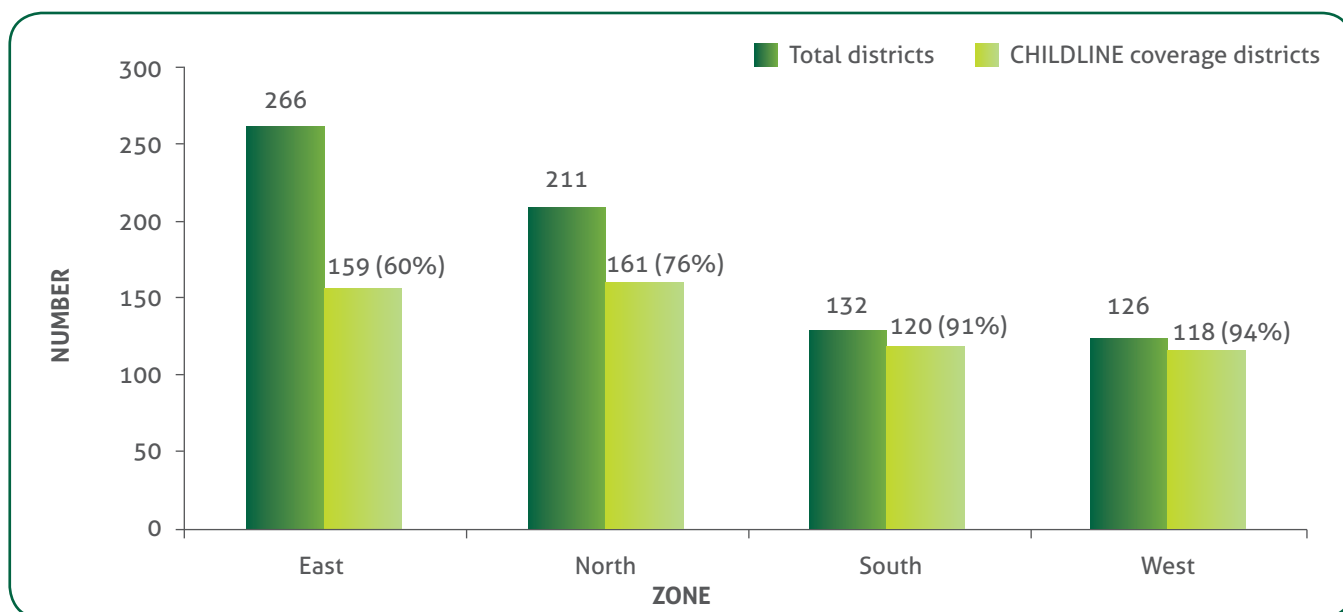


Figure 3.1.2: Zone wise coverage of CHILDLINE service



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 2019 to March 2020 is presented in Figure 3.1.3

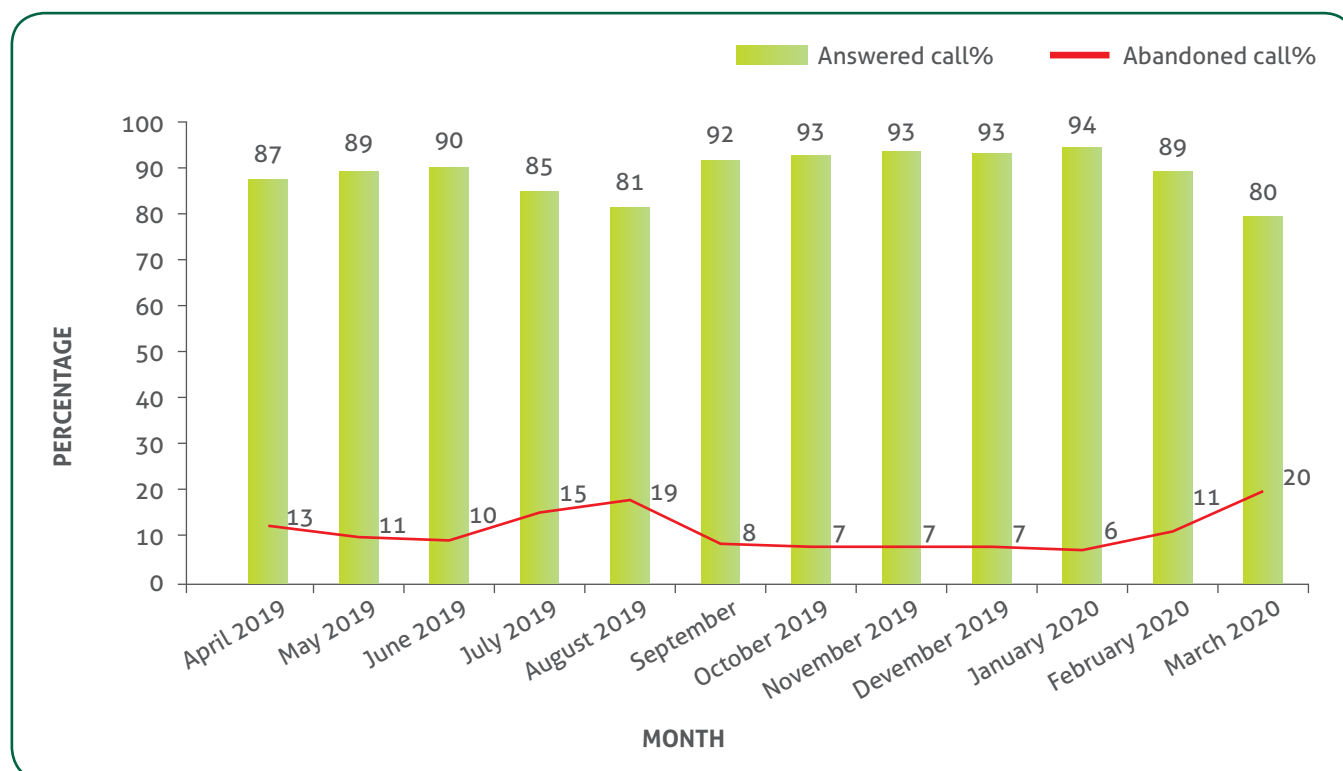


Figure 3.1.3: Calls answered and abandoned

Calls answered are between 80% to 90% during the months of April -2019 to August-2019, February -2020 and March -2020 whereas it's above 90% during the period September -2019 to January 2020. The average rate of abandoned calls is 12%.

The call answered and abandoned in different days of week is presented in Figure 4.1.6

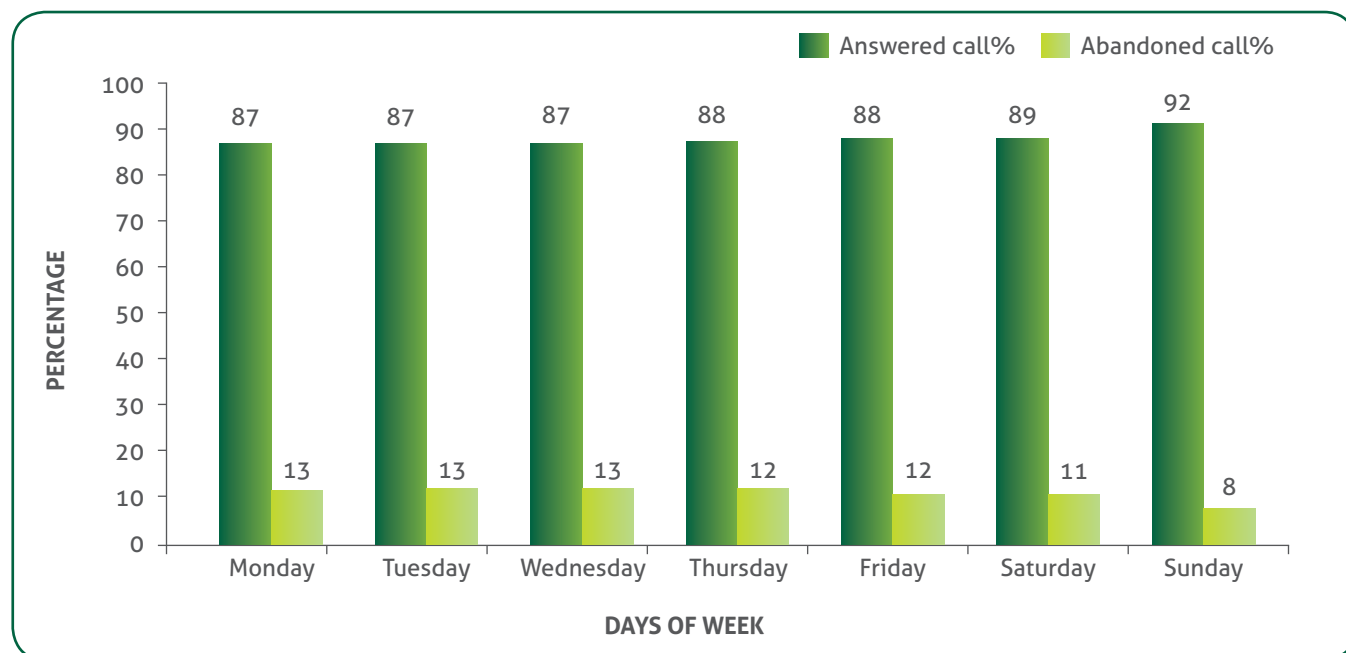


Figure 3.1.4: Call distribution by day of week

Calls answered 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 April-2019 to March-2020, through all sources CHILDLINE received a total of 3, 43,416 Intervention cases but in 57,311 cases either child has been not found or child did not required any help and in 38,235 cases information regarding intervention provided is not available so effective intervention has been done in 2, 47,870 cases which is shown in below figure 3.2.

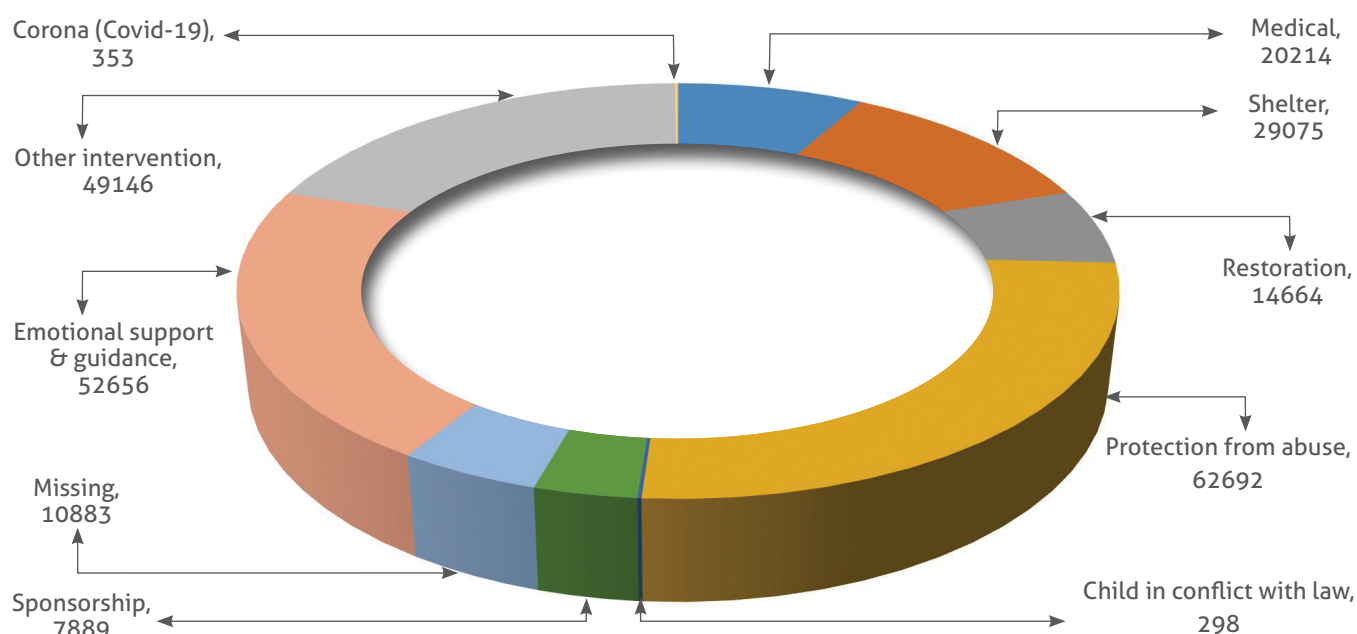


Figure 3.2: Distribution of intervention cases to 1098

Total number of cases in 2019-20 has gone up by 16% compare to 2018-19.



Compared to 2018-19, except shelter, cases have increased in rest of the categories of intervention. Cases of Protection from abuse, Missing, Medical & Other intervention have gone up consistently whereas cases related to Sponsorship and Child in conflict with law are fluctuating.

In 2019-20, after 25% of protection from abuse interventions, emotional support & guidance, other intervention, shelter, and medical interventions accounted for 21%, 20%, 12% and 8% 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 2,47,870 cases during the period April-2019 to March-2020. Some of the key observations of the data for April-2019 to March-2020 are outlined below.

The data reveals the type of assistance provided by CHILDLINE Nationally

- **Medical-20,214 Calls (8%):** Out of the total 20,214 calls, the distribution was as follows: OPD 68%, Hospitalization 15%, Casualty/Accident 5%, First aid 3%, Private clinic & Immunisation 2% & 1% respectively and 5% of other medical assistance.
- **Shelter-29,0750 Calls (12%):** 68% of the children were 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, 12% of the children have been provided shelter at Government shelter homes out of which 8% were for a short stay and 4% were for permanent stay and 2% of them were provided shelter at other shelter homes.
- **Restoration- 14,664 Calls (6%):** Children restored with their family members within district accounted for 61%, within state but outside district accounted for 17% and outside the state accounted for 11%. Children who have been accompanied by a CHILDLINE team member for restoring to their home within the district accounted for 2%, within state but outside district accounted for 2% and outside the state accounted for 1%. Also, children who have been restored with the help of other agencies and through other sources within and outside the district and state accounted for 6%.
- **Protection from abuse- 62,692 Calls (25%):** Protection from abuse is the largest category of intervention cases. Of the total intervention cases for protection from abuse, 35% of the children were provided support within their existing setup, 23% of the children were referred to the CWC and 9% were provided legal support and in 19% cases the police were involved for intervention.
- **Child in conflict with law-298 Calls (0.12%):** These are cases wherein children have committed some serious offence. Callers could be children or concerned adults. 31% of the cases were referred to the police and 6% cases required rehabilitation of the children to be done by the CHILDLINE team. In 27% cases CHILDLINE provided legal support to the children and in 18% cases the children were referred to Juvenile Justice Board (JJB).
- **Sponsorship-7,889 Calls (3%):** 60% cases were received for sponsorship of education, 10% for sponsorship of medical support and 1% for legal support and 17% for nutrition support.
- **Missing children- 10,883 Calls (4%):** In order to search for missing children or trace their homes, CHILDLINE contacted the Missing Person Bureau in 9% cases, contacted the Police for finding the children accounted for 44% of missing cases, 23% 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-52,656 Calls (21%):** CHILDLINE received the second highest number of calls from children seeking counselling. Of these, CHILDLINE provided guidance to callers about ways to handle problems in 7% of the cases; counselling by CHILDLINE was done in 92% cases.

- Other Intervention-49,146 Calls (20%): Such interventions are not emergency in nature but which affects the development of children at large. Significant number of cases have been received in this category, out of which in 28% of the cases children have been helped to submit their request letter to appropriate authorities either for some kind of certificate or benefit of schemes. In 14% of the cases children have been linked to regular school. 12% 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.
- Corona (Covid-19)- 353(0.14%): During pandemic CHILDLINE has provided food to the 77% of the total cases received for the children affected due lockdown whereas 13% were provided medical assistance. 6% of the children have contacted for going back to their home and 2% for blood test and in 1% cases counselling service has been provided.

3.3 Gender wise distribution of CHILDLINE interventions

Of the 2,47,870 intervention cases, 43% were for female children. In almost all 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 are higher for female children than male.

Table 3.3.1: Gender wise distribution of intervention cases

Intervention	Male	Female	Total	Ratio of female to male
Medical	11260	8953	20213	0.80
Shelter	18157	10916	29073	0.60
Restoration	10922	3742	14664	0.34
Protection from abuse	28374	34317	62691	1.21
Child in conflict with law	241	57	298	0.24
Sponsorship	4060	3829	7889	0.94
Missing	7486	3397	10883	0.45
Emotional support & guidance	32308	20344	52652	0.63
Other intervention	28130	21015	49145	0.75
Corona (Covid-19)	196	157	353	0.80
Total	141134	106727	247861	0.76

Note: - Information on gender was not available for 3 cases whereas 6 cases have been received for transgender.

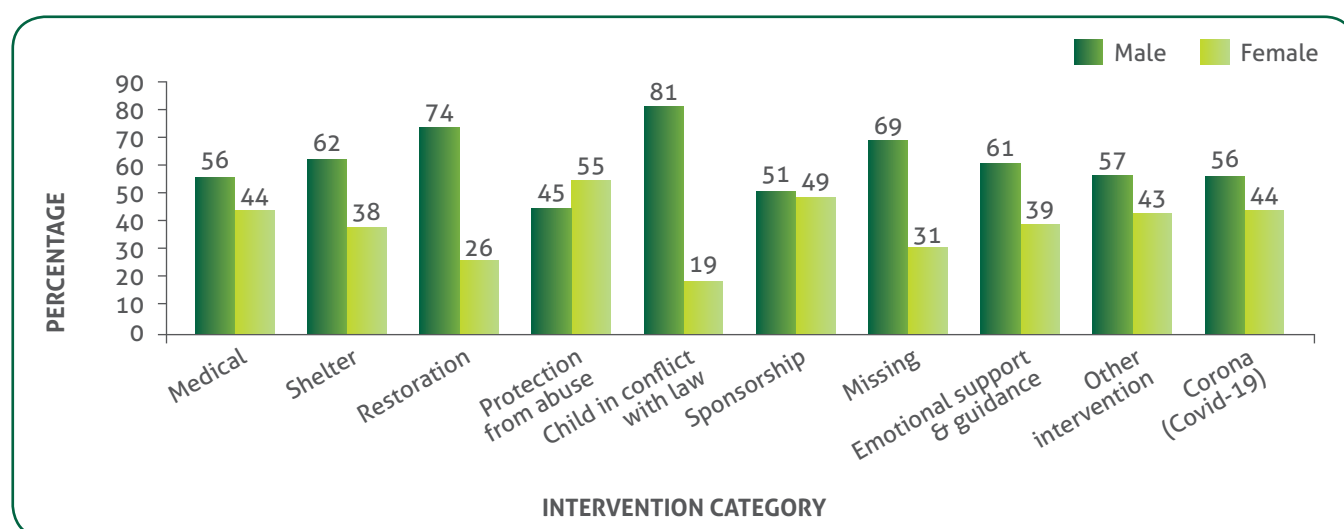


Figure 3.3.1: Gender wise distribution of intervention cases

Note: - Information on gender was not available for 3 cases whereas 6 cases were received for transgender.

The major issue of female child is "protection from abuse" and for male children is "Child in conflict with law" and "restoration"



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

Table 3.4: Interventions across zones

Intervention category	East	North	South	West	Total
Medical	10631	3194	1610	4779	20214
Shelter	14068	3665	9248	2094	29075
Restoration	2142	2615	8885	1022	14664
Protection from abuse	16503	6980	31408	7801	62692
Child in conflict with law	60	63	83	92	298
Sponsorship	1336	1933	1889	2731	7889
Missing	1622	2312	275	6674	10883
Emotional support & guidance	7764	17812	16152	10928	52656
Other intervention	13350	12201	14436	9159	49146
Corona (Covid-19)	17	279	25	32	353
Total	67493	51054	84011	45312	247870

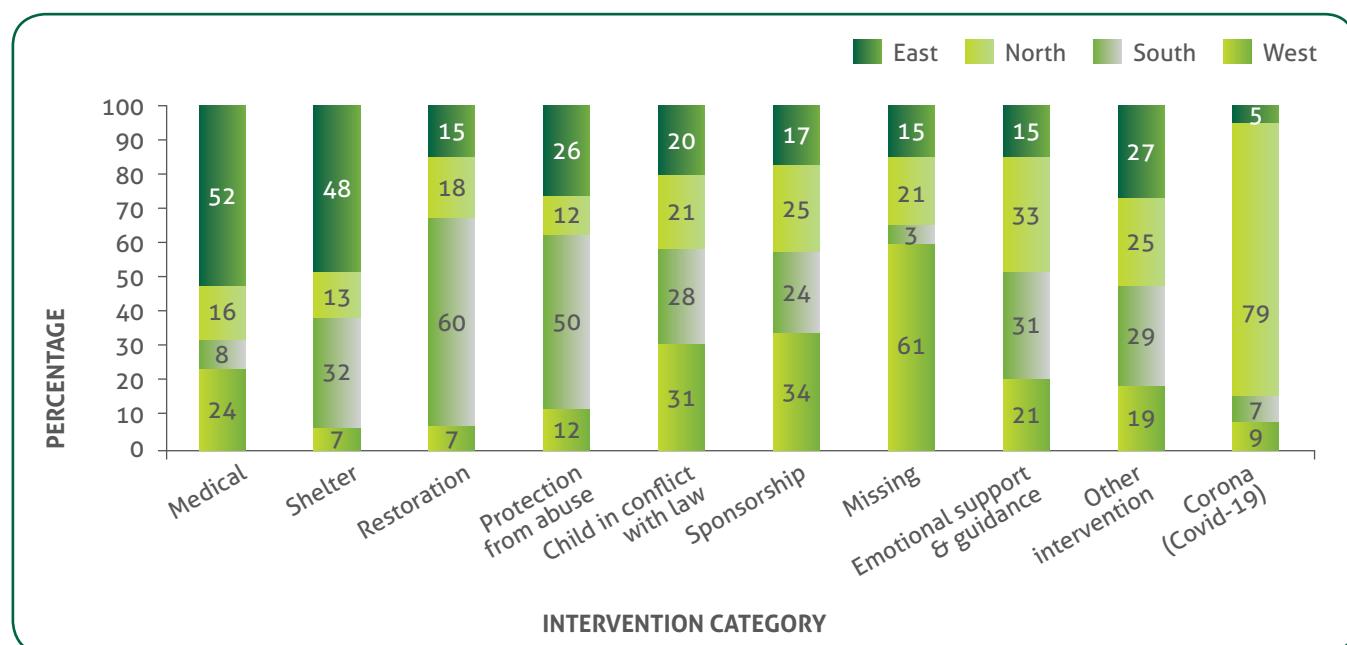


Figure 3.4: Interventions across zones

Out of four zones, South zone dominates with 34% of total intervention cases followed by East (27%), North (21%) and West (18%).

Category wise south zone dominate in Restoration (60%), Protection from abuse (50%) and Other intervention (29%) cases.

Around half of medical and shelter cases 52% & 48% respectively are from East zone. 61% of missing cases are reported from west zone whereas share of sponsorship cases are West (34%), North (25%), South (24%) and East (17%).

79% of the Corona cases are from North zone.

Table 3.4.1: Average number of calls and cases per district, per year 2019-20

Zone	Average number of calls to 1098 per district during 2019-20	Average number of intervention cases per district during 2019-20	Cases per 1000 calls	No of districts
East	10,719	424	40	159
North	14,614	317	22	161
South	14,960	700	47	120
West	12,223	384	31	118
National	13,073	444	34	558

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

The CHILDLINE service in the South zone has the largest share of intervention cases, more than 1/3rd of total cases i.e. 34% with the coverage of 120 districts.

27% of all interventions are handled by the Eastern zone and 21% by Northern zone with the maximum coverage of the CHILDLINE service in terms of the number of districts (159 & 161 districts in each zone respectively) providing the 1098 service. Share of west zone cases is 18% with 118 districts.

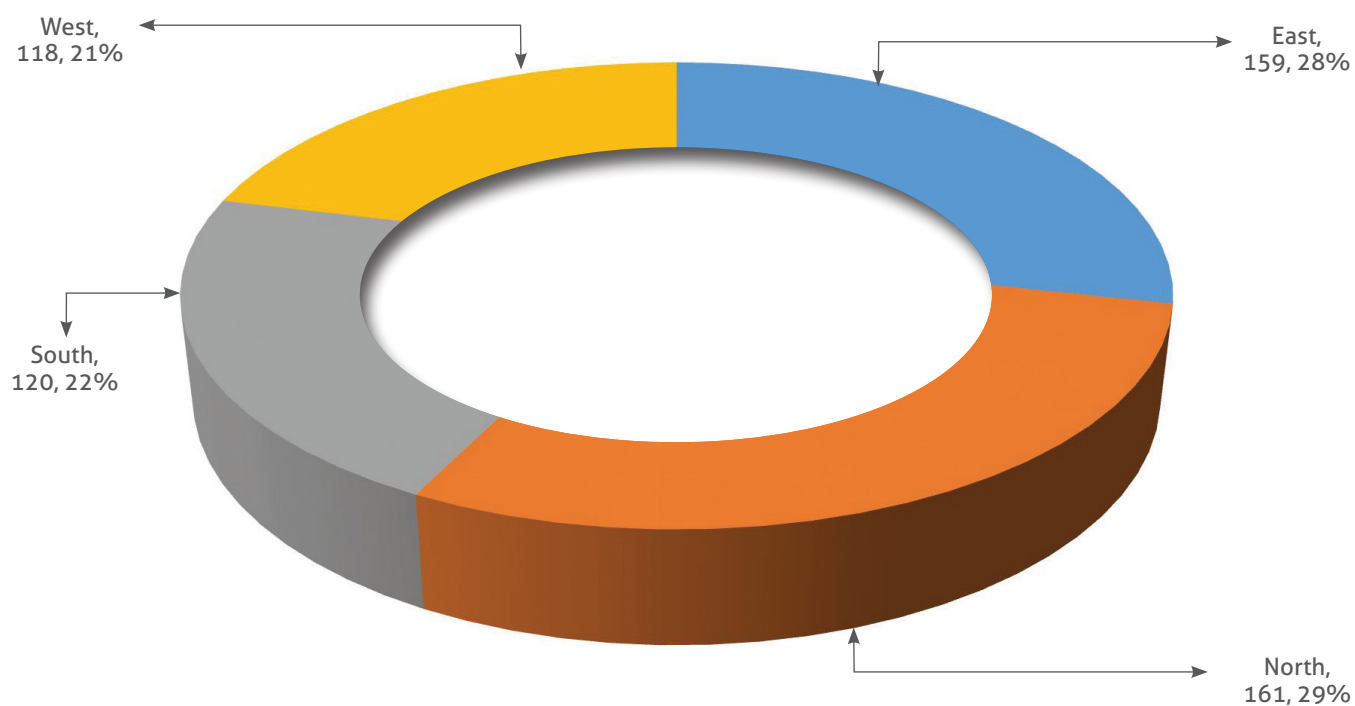


Figure 3.4.1: Share of zones in CHILDLINE districts

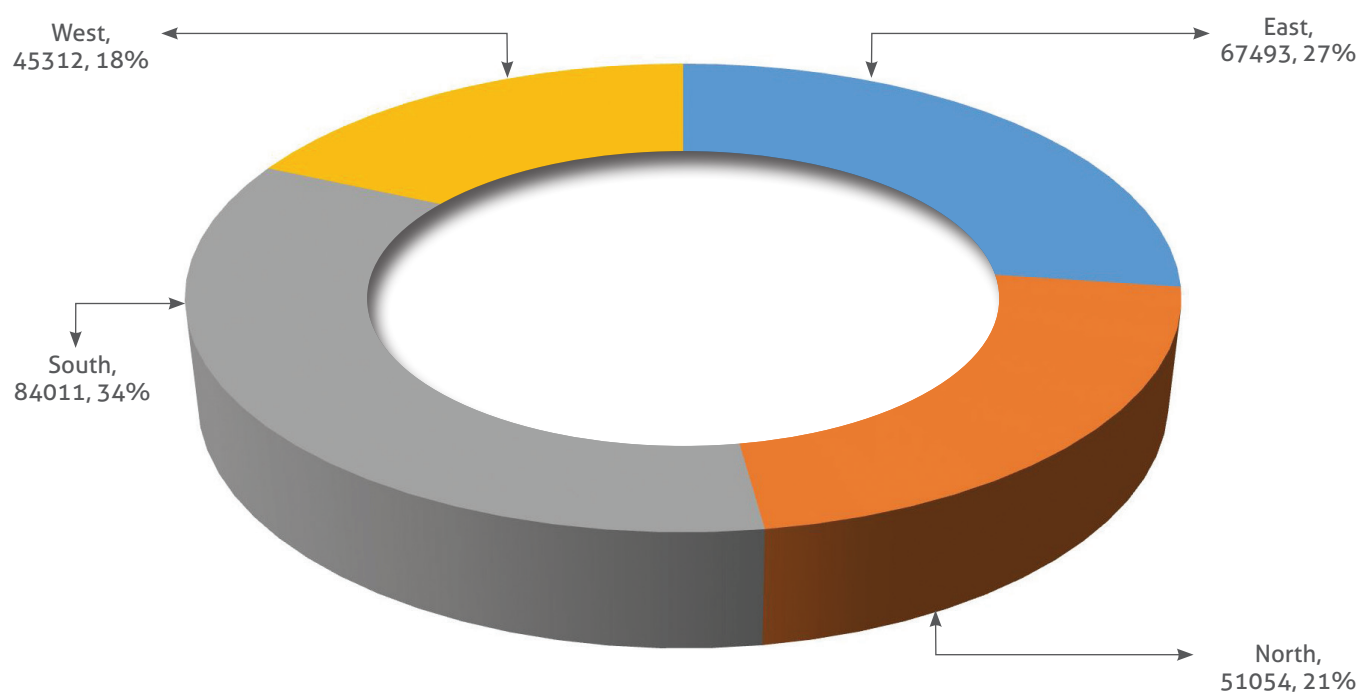


Figure 3.4.1.1: Share of zones in CHILDLINE interventions

4

Reasons for calling CHILDLINE 1098

- Abuse & Violence
- Physical Health
- 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 22%, followed by Child labour calls at 14%, Education related issues at 12%, Runaway child and Missing child related at 10% each and so on.

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

CHILDLINE rescues a victim of Corporal Punishment

In November 2019, CHILDLINE received a distress call by a 16-year old child's father who informed that his child was badly beaten up by a teacher and a hostel warden. The child was staying in the Bankura's boarding school in West Bengal. The child was injured badly and no one took him to hospital for treatment. CHILDLINE immediately reached the hostel and along with the father took the child to the Sadar hospital. At the hospital, child's right arm was plastered as it was fractured badly. Then, CHILDLINE and the father went to the police station to file an FIR. CHILDLINE also informed District Child Protection Unit (DCPU) and Child Welfare Committee (CWC) via email. The teacher and the warden were arrested. They applied for bail from court. CHILDLINE followed up with the child at regular intervals to enquire about the well-being of the child.

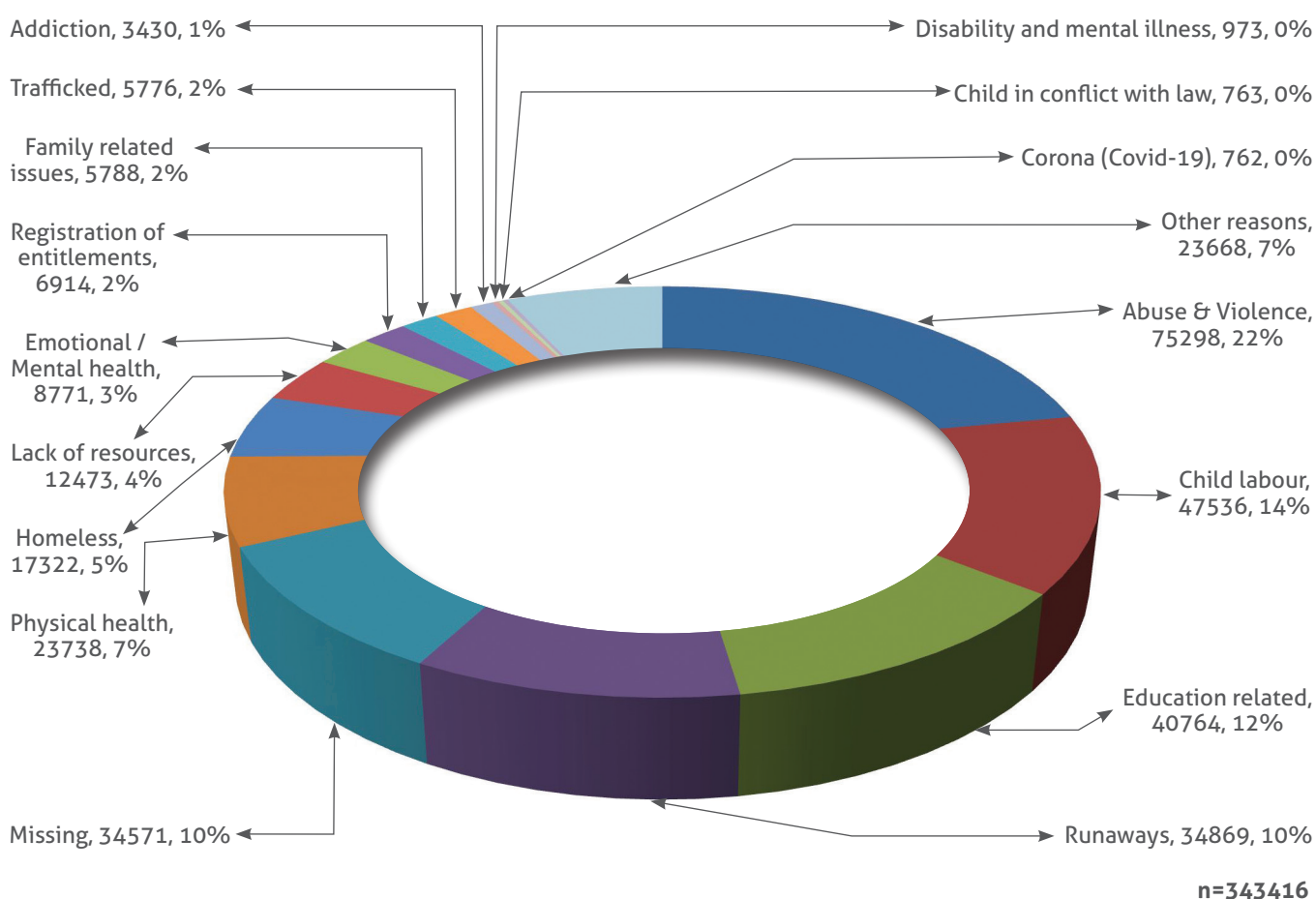


Figure 4.1: Reasons for calling CHILDLINE 1098

Below figure 4.1.1 show the how the reasons for contacting CHILDLINE are vary in each zone.

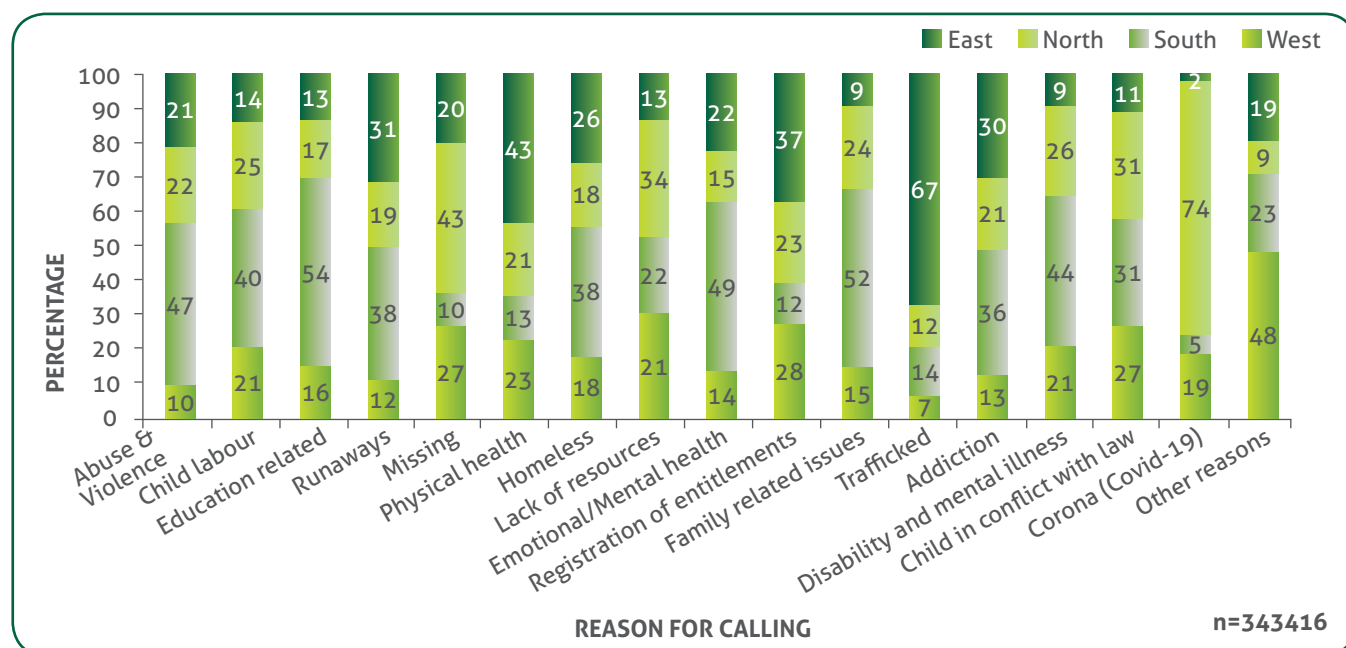


Figure 4.1.1: Zone wise breakup of reasons for calling CHILDLINE 1098

In more than half of the issues south zone has reported highest number of cases i.e. 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 and registration of entitlements are some the most prominent reason for contacting CHILDLINE service in Eastern region. 2/3rd of the total trafficking cases are from eastern region. Highest number of missing, lack of resources and child in conflict with law related cases are reported from Northern region.

Western region has shown dominance in other reasons for contacting the CHILDLINE but has received second highest number of cases in categories like missing, physical health, lack of resources, registration of entitlements and child in conflict with law.

Below figure 4.1.2 shows how the reasons for contacting CHILDLINE differ based on the gender of the children.

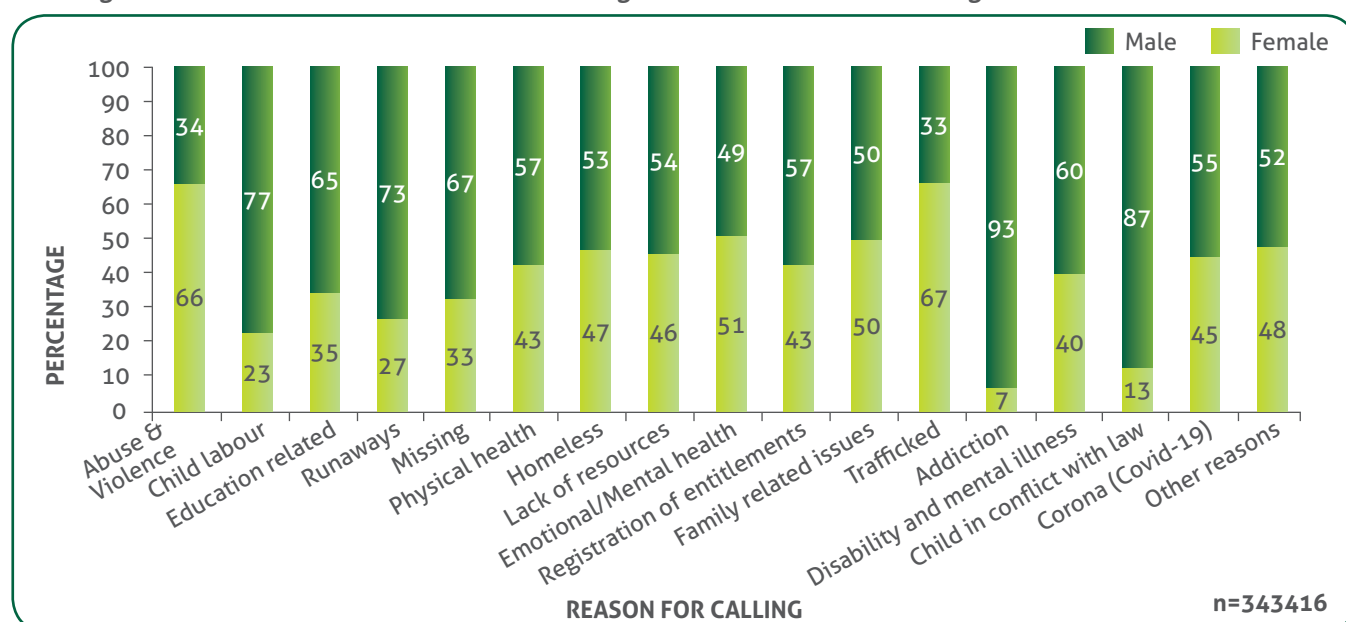


Figure 4.1.2: Gender wise breakup of reasons for calling CHILDLINE 1098

Note: - For 181 reasons gender of children was not available.



Male children contacting CHILDLINE is much higher in almost all categories except abuse and violence, emotional and mental health and trafficking. For family related issue and other reasons almost equal numbers of male and female children have contacted CHILDLINE service.

There are 9 cases where children belonging to transgender category have contacted CHILDLINE. Out of 9 children, 4 children have contacted for homeless related issues whereas 3 children have contacted for abuse and violence related issues and 1 for physical health and 1 for lack of resources related issues.

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 (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 and cyber crime 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 and cyber crime against children includes cyber bullying, CSAM-pornography and identity theft 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	Friends	Relatives	Institution Staff	Step parents	Employers	Police	Caretaker	Hospital staff	Defense personnel	Total
Child marriage	23131	14	198	259	813	213	11	13	38	20	72	1	4	24787
Physical abuse	11126	2775	2283	1448	601	1245	257	372	125	176	95	15	23	20541
Emotional abuse	2998	1415	1902	2429	603	546	226	96	48	113	40	16	13	10445
Sexual abuse	1113	684	2969	2555	846	688	148	125	47	18	25	28	24	9270
Corporal punishment	147	3342	4	10	5	5	32	4	2	1	14	0	0	3566
Neglect	1664	129	12	62	6	31	62	25	4	4	11	55	1	2066
Domestic violence	457	6	5	11	4	35	1	17	3	2	0	0	0	541
Financial abuse	30	108	25	134	19	20	46	0	112	6	6	8	2	516
Cyber crime	14	3	26	349	78	12	2	0	1	0	0	0	4	489
Child selling	310	3	5	40	4	29	2	1	2	1	1	7	3	408
Bullying	34	5	41	78	37	17	2	2	3	5	0	0	1	225
Stalking	11	1	31	97	10	1	1	0	0	0	0	0	0	152
Witness to violence	52	6	9	8	1	6	0	0	3	3	1	1	0	90
Child Foeticide / Infanticide	56	1	1	2	2	2	1	0	0	1	0	3	0	69
Total	41143	8492	7511	7482	3029	2850	791	655	388	350	265	134	75	73165

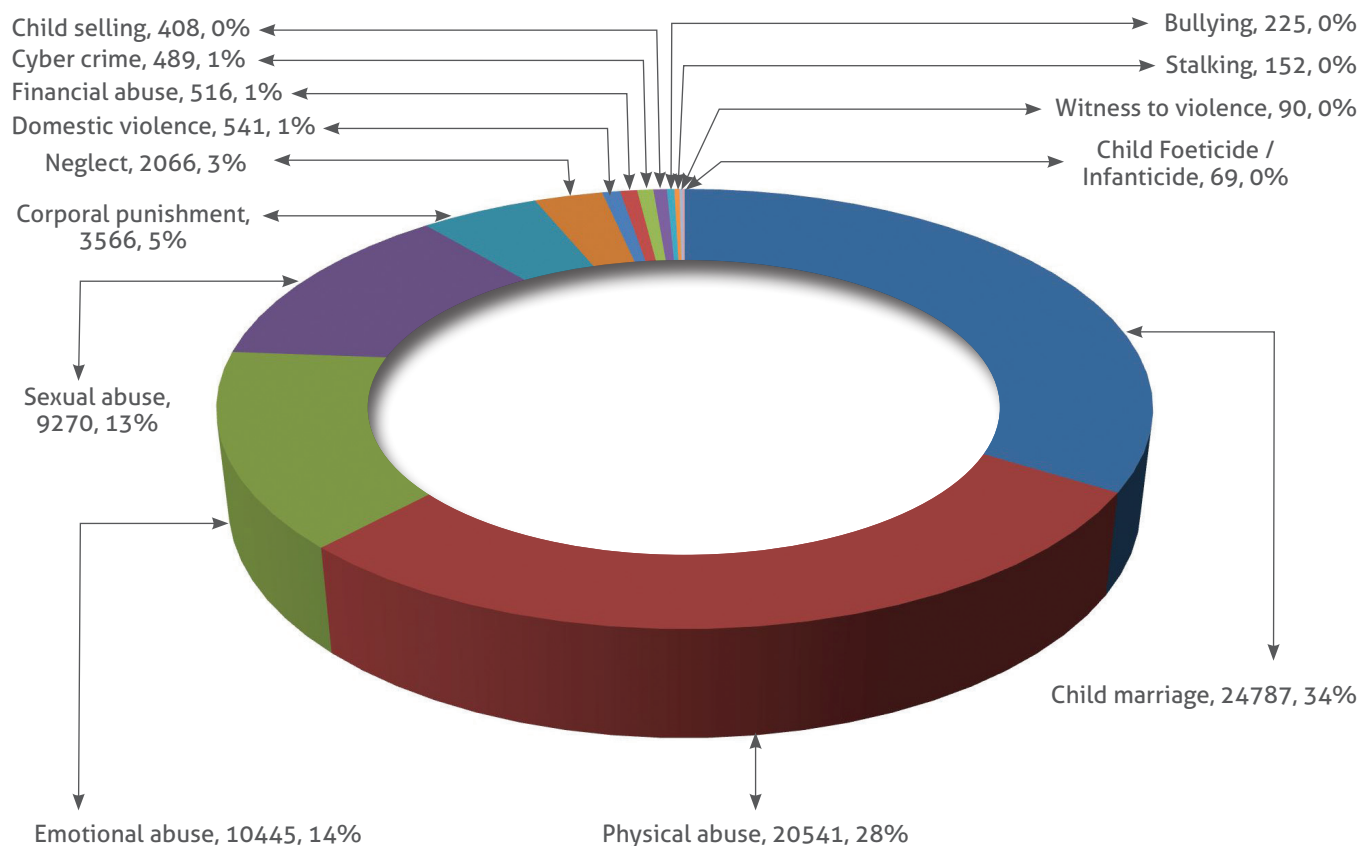
Note: - Information about abuse and abuser was not available for 2133 cases

Table 4.2.1.1: Types of abuse and abuser (Percentage)

Types of abuse	Family	Teachers	Neighbours	Strangers	Friends	Relatives	Institution Staff	Step parents	Employers	Police	Caretaker	Hospital staff	Defense personnel
Child marriage	93	0	1	1	4	1	0	0	0	0	0	0	0
Physical abuse	54	14	11	7	3	6	1	2	1	1	0	0	0
Emotional abuse	29	14	19	23	6	5	2	1	0	1	0	0	0
Sexual abuse	12	7	32	28	9	8	2	1	1	0	0	0	0
Corporal punishment	5	94	0	0	0	0	1	0	0	0	0	0	0
Neglect	80	6	1	3	0	2	3	1	0	0	1	3	0
Domestic violence	84	1	1	3	1	6	0	3	1	0	0	0	0
Financial abuse	6	21	5	25	4	4	9	0	22	1	1	2	0
Cyber crime	3	1	5	71	17	2	0	0	0	0	0	0	1
Child selling	76	1	1	10	1	8	0	0	0	0	0	2	1
Bullying	15	2	18	35	16	9	1	1	1	2	0	0	0
Stalking	7	1	20	63	7	1	1	0	0	0	0	0	0
Witness to violence	58	7	10	9	1	7	0	0	3	3	1	1	0
Child Foeticide / Infanticide	82	1	1	3	3	4	1	0	0	1	0	4	0
Total	56	12	11	10	4	4	1	1	1	0	0	0	0

It may be noted here the "abuse" issue happens from family member, teacher, neighbours and stranger.

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



Note –For 1634 cases type of abuse & violence was not available.

Figure 4.2.1: Types of abuse & violence
n=75298

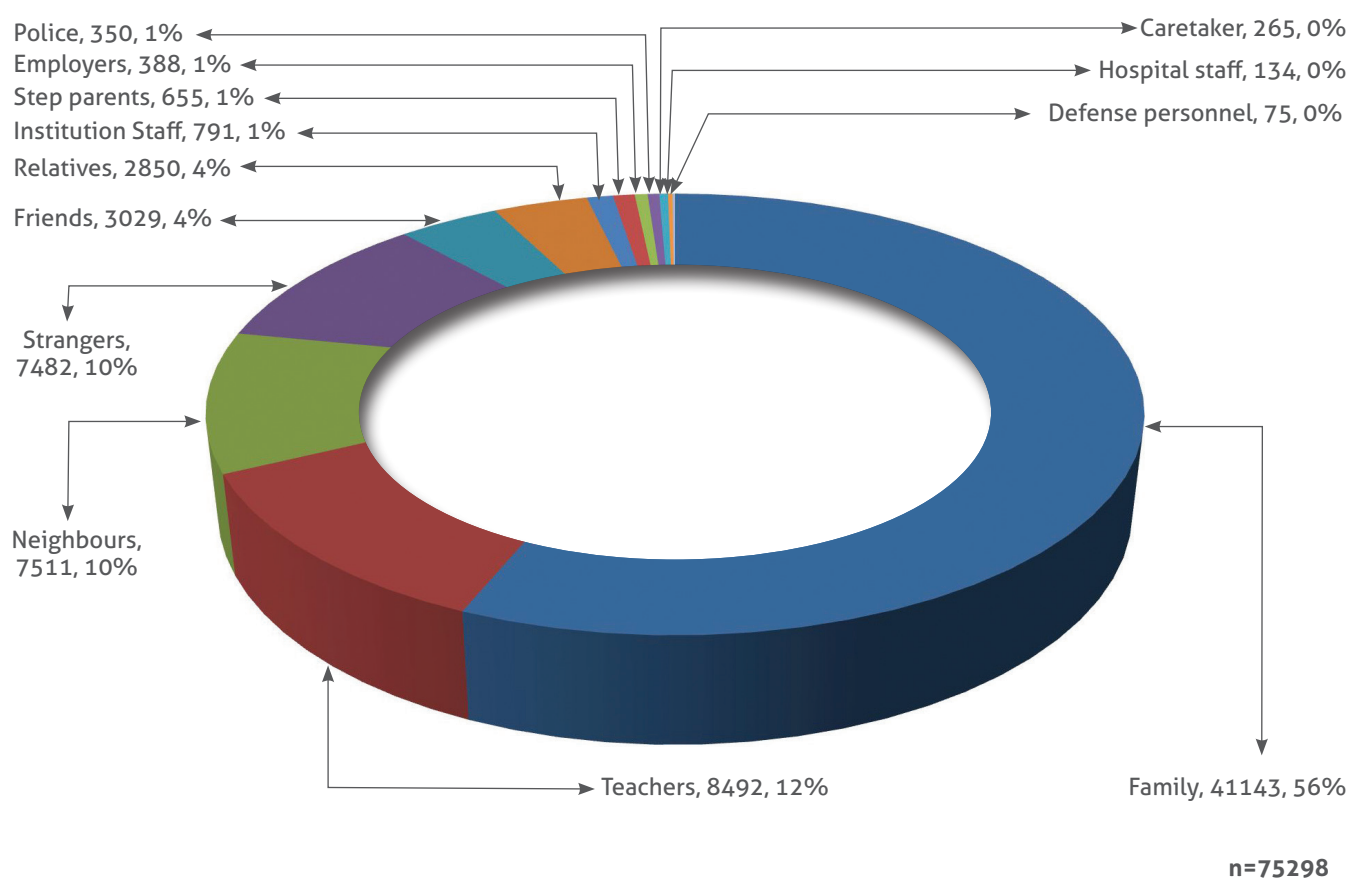


Cases related to abuse & violence has increased by 21% in 2019-20 compare to 2018-19 and share of abuse & violence related calls to the total reasons for calling CHILDLINE has also gone up by 1%.

Under Abuse & violence maximum number of cases has been received for Child marriage, which is more than 1/3rd i.e. 34% 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.

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 499 cases.

Figure 4.2.1.1: Type of abuser

Family members and relatives together account for nearly 60% of all abuse related intervention cases followed by teacher 12% and neighbours 10%. Significantly, institution staff as abusers account for 1% of the cases.

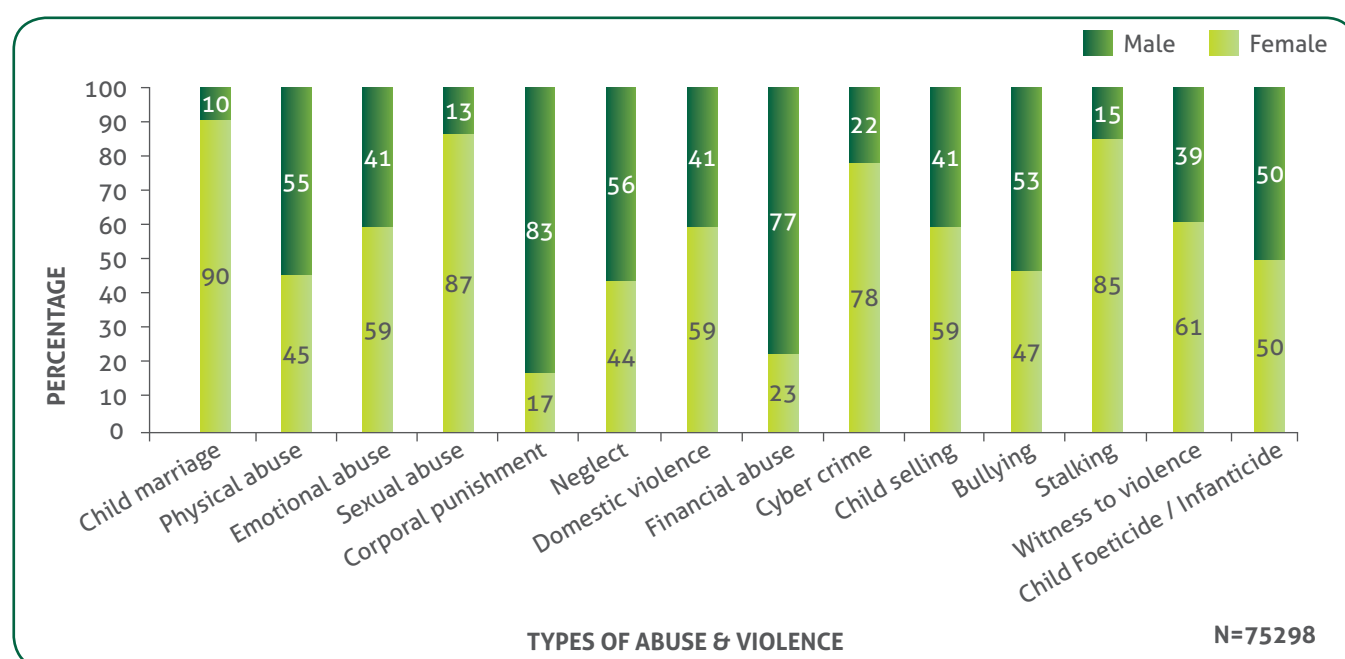
Gender-wise distribution of various types of abuse cases are shown in the Table and Figure 4.2.1.2.

Table 4.2.1.2: Gender split in various types of abuse cases

Abuse & Violence	Male	Female	Total	Ratio of female to male
Child Marriage	2543	22561	25104	8.87
Physical Abuse	11597	9360	20957	0.81
Emotional Abuse	4433	6275	10708	1.42
Sexual Abuse	1260	8340	9600	6.62
Corporal Punishment	2967	602	3569	0.20
Neglect	1208	958	2166	0.79
Domestic Violence	235	332	567	1.41
Financial Abuse	432	129	561	0.30
Cyber Crime	109	391	500	3.59
Child Selling	174	252	426	1.45
Bullying	123	111	234	0.90
Stalking	24	141	165	5.88
witness to Violence	37	59	96	1.59
Child Foeticide / Infanticide	36	36	72	1.00
Total	25178	49547	74725	1.97

Note: - Information of gender in abuse cases was not available for 573 cases.

In cases of child marriage, sexual abuse, emotional abuse, domestic violence, child selling, cyber crime, witness to violence and stalking are the cases that are referred to CHILDLINE are mostly for girls. In all other kinds of abuse the majority of cases are boys. In child Foeticide / Infanticide both the gender are equal.



Note: - Information of gender in abuse cases was not available for 573 cases.

Figure 4.2.1.2: Gender split in various types of abuse cases

It may be noted here abuse influenced by child gender. Female child most vulnerable to sexual abuse and male child are for corporal punishment.



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

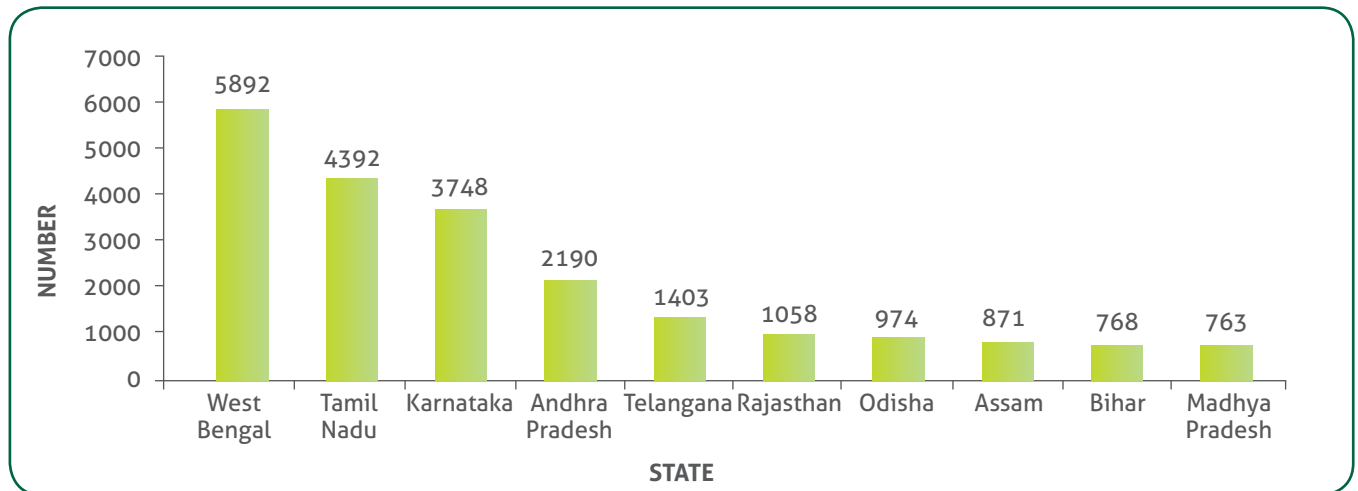


Figure 4.2.1.3: Top 10 states reported child marriage cases

Out of 25148 child marriage cases, 22059 (88%) of the cases are reported from the 10 state shown in the above graph. West Bengal top the list with 23% of the cases whereas 4 states of south zone has reported 47% of the total child marriage cases. Rajasthan and Odisha have reported 4% each and Assam, Bihar and Madhya Pradesh has reported 3% each of child marriage cases.

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

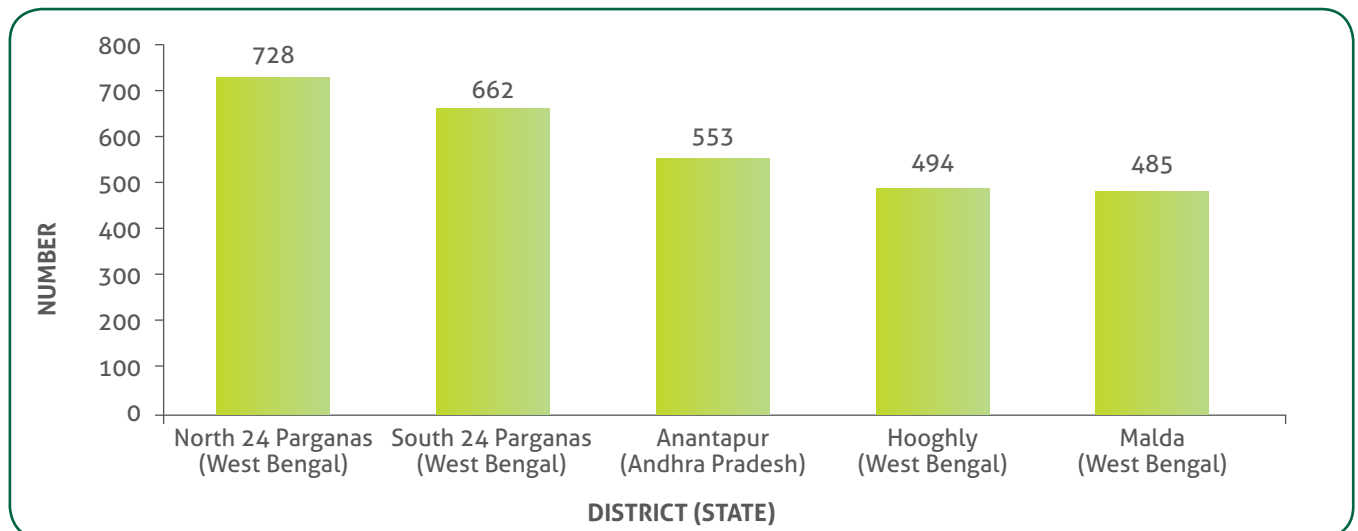


Figure 4.2.1.4: Top 5 districts reported child marriage cases

CHILDLINE rescues a child being forced into marriage

In May 2019, upon receiving information from a concerned adult, CHILDLINE 1098 immediately assigned a team to investigate the case of child marriage of a 16 year old, forcefully arranged by the family in Debagada district, Odisha. CHILDLINE notified the nearby police station and reached the child's residence. After rescuing the child, the team counseled the child and produced her before Child Welfare Committee (CWC). After completion of the due diligence process, the child's parents gave a written statement to CHILDLINE and Debagada police that will not arrange her marriage until she turns 18.

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

Sexual Abuser	Rape	Molestation	Eve teasing	Pornography	Commercial sexual exploitation	Total
Neighbours	1422	1028	439	54	26	2969
Strangers	1021	769	674	50	41	2555
Family	579	409	67	14	44	1113
Friends	563	166	96	14	7	846
Relatives	344	292	38	6	8	688
Teachers	156	462	43	21	2	684
Institution staff	35	99	11	3	0	148
Step parents	46	72	4	2	1	125
Employers	24	17	0	2	4	47
Hospital staff	11	15	2	0	0	28
Caretaker	11	8	1	4	1	25
Defense personnel	13	5	5	0	1	24
Police	4	12	2	0	0	18
Total	4229	3354	1382	170	135	9270

Note: - Sexual abuser was not identified in 335 sexual abuse cases.

CHILDLINE rescues a victim of sexual abuse

During an outreach program in a school in Cuttack, Odisha a child informed the CHILDLINE team, that she was repeatedly abused by her grandfather. CHILDLINE immediately visited the child's house, spoke to the child's parents and lodged an FIR at the local police station. The abuser was arrested by the police and put in jail. Later, the child was produced before the CWC (Child Welfare Committee). The child was kept at the shelter home after the medical check-up as per the CWC orders. Further, CHILDLINE completed the required intervention in the case and the case was closed.

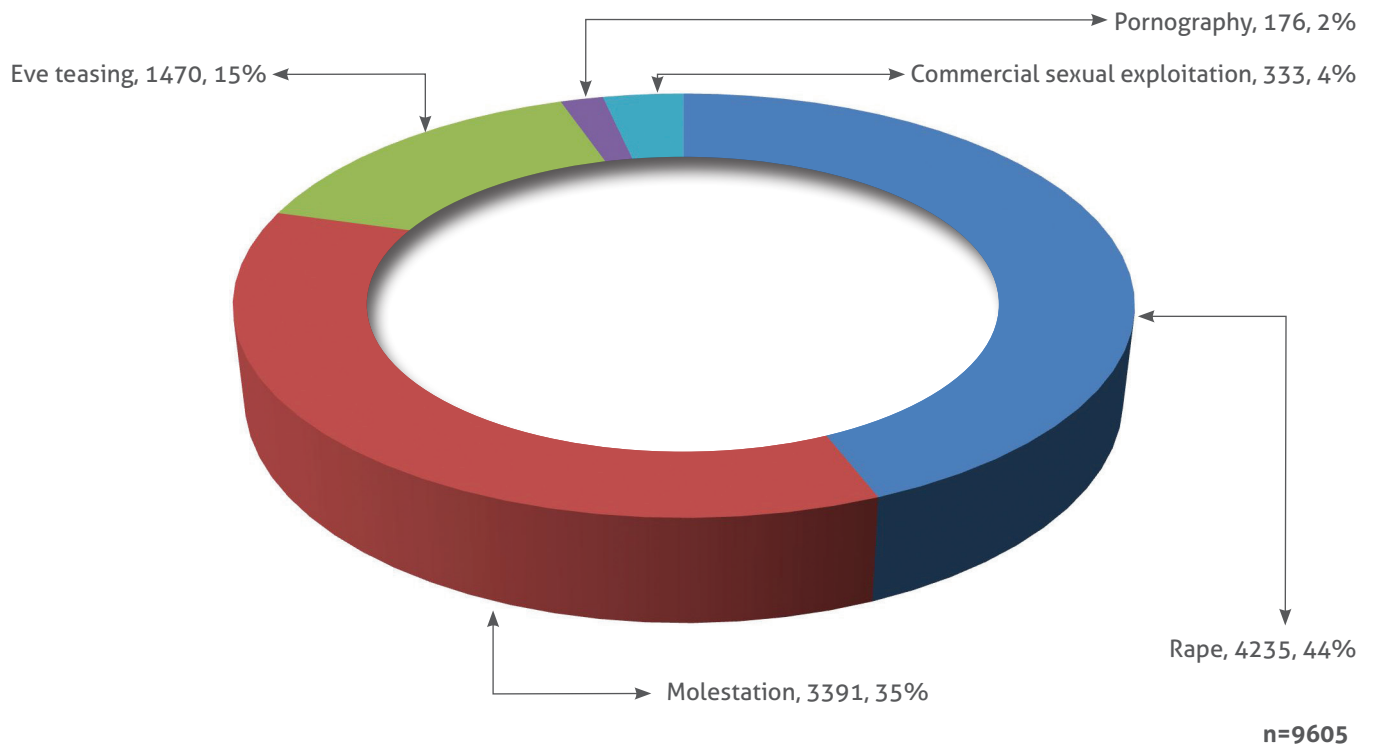
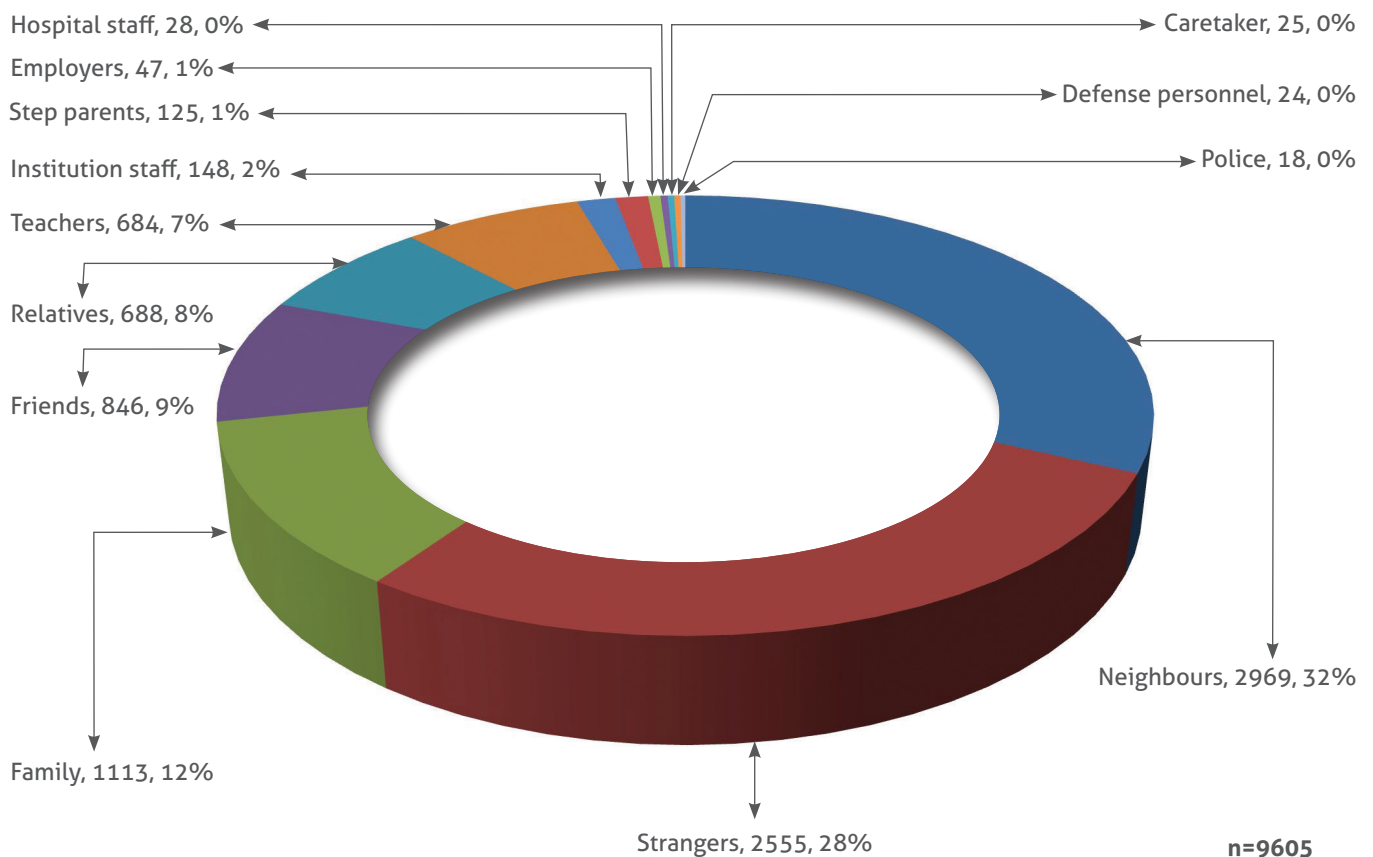


Figure 4.2.1.5: Types of sexual abuse

Sexual abuse including rape accounts for 44% of all cases. 35% of the cases are related to molestation and 15% are eve-teasing.



Note: - Sexual abuser information was not available for 335 cases.

Figure 4.2.1.6: Type of sexual abuser

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

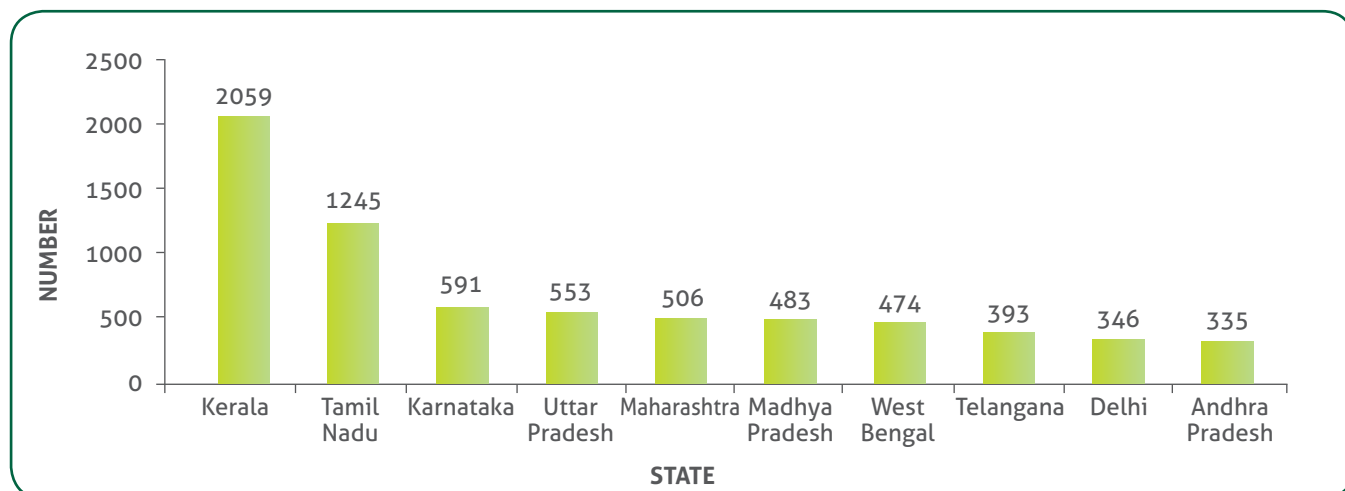


Figure 4.2.1.7: Top 10 State reported sexual abuse

Out of 9605 sexual abuse cases, 73% of the cases have been reported from the 10 states shown in the graph. 21% cases have been reported from Kerala followed by Tamil Nadu 13%, Karnataka & Uttar Pradesh have reported 6% cases each, Maharashtra, Madhya Pradesh and West Bengal have reported 5% cases each, Telangana and Delhi have reported 4% cases each and Andhra Pradesh has reported 3% cases.

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

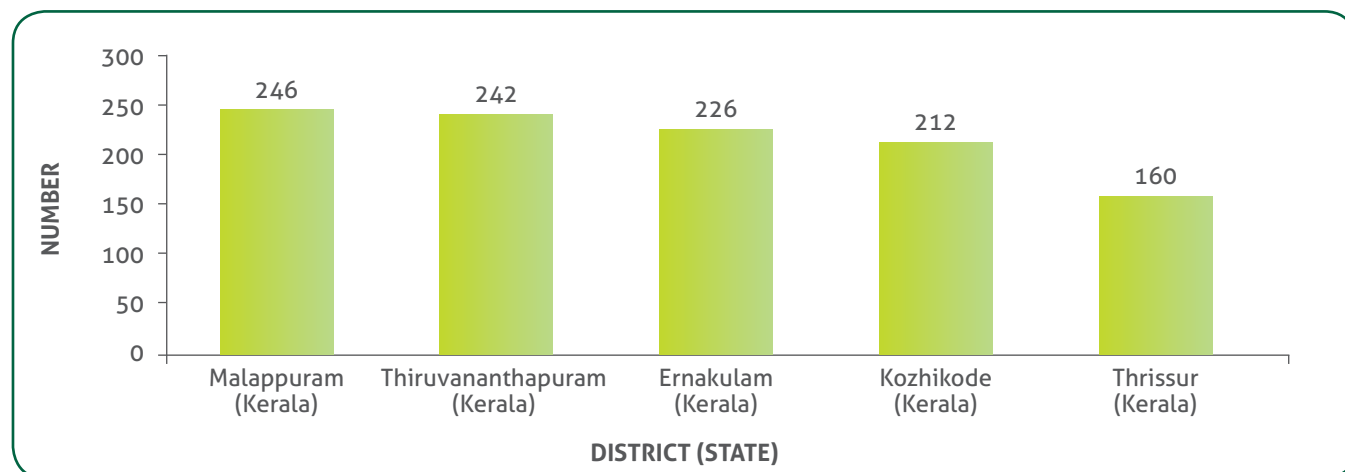
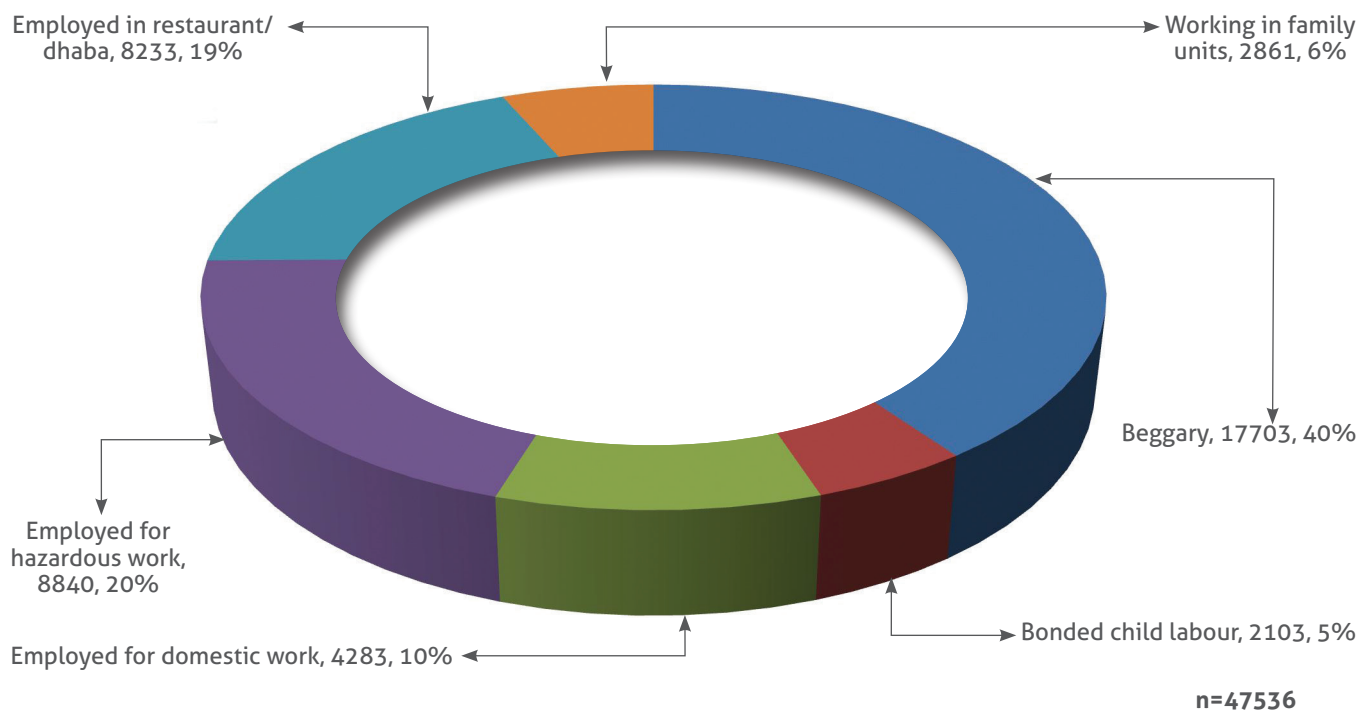


Figure 4.2.1.8: Top 5 district reported sexual abuse



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



Note – In 3513 Child labour cases information was not available.

Figure 4.2.2: Child labour: kind of work

Child labour cases have increased by 21% during the year 2019-20 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 54% and 40% respectively whereas 5% cases have been registered directly by contacting the CHILDLINE member.

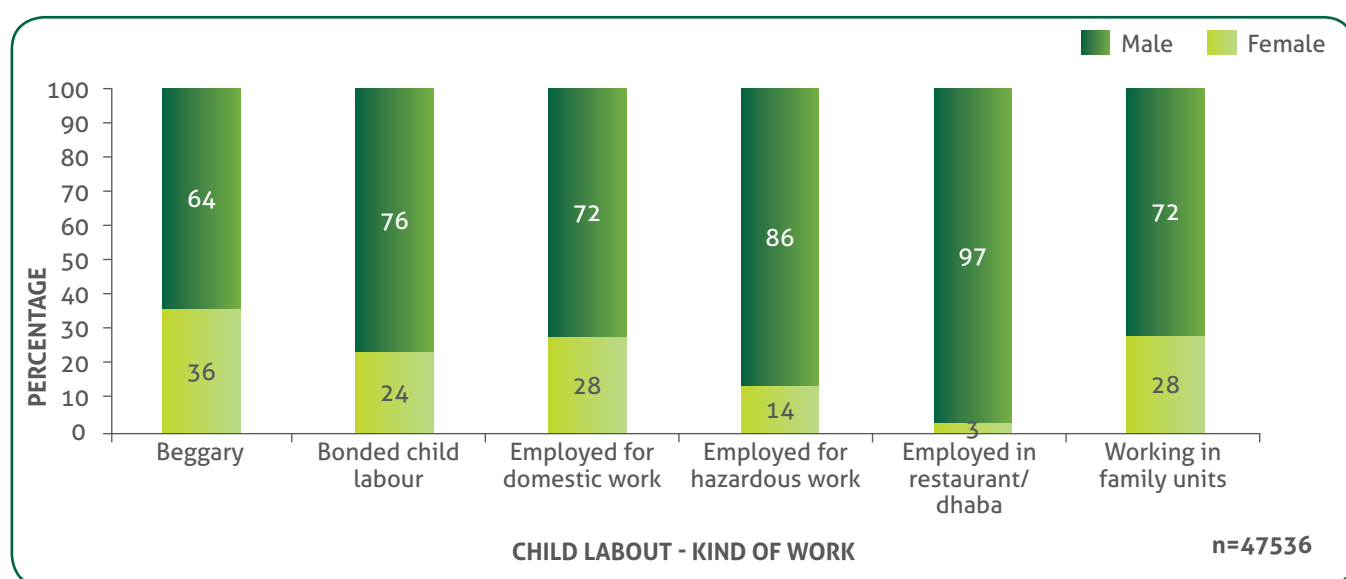


Figure 4.2.2.1: Gender wise split of child labour cases

Ratio between male and female children for child labour cases is 1:0.30. Only 24% female children are involved in labour activity.

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

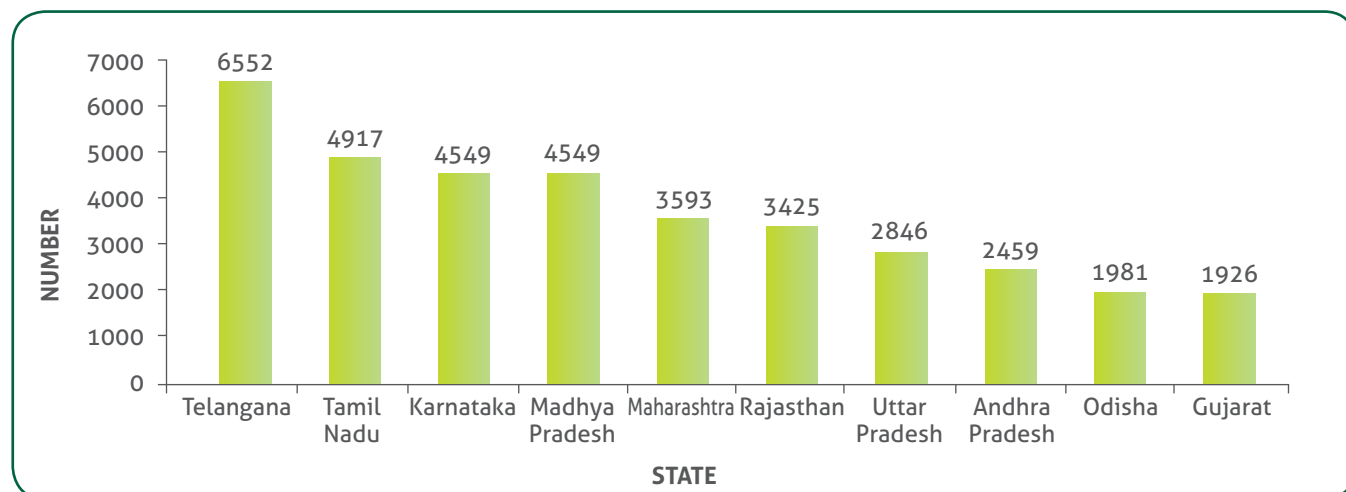


Figure 4.2.2.2: Top 10 state reported child labour cases

Out of 47536 child labour cases, 77% of the cases have been reported from the 10 states shown in the graph. Telangana top the list with 14% cases followed by Tamil Nadu, Karnataka and Madhya Pradesh 10% cases each.

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

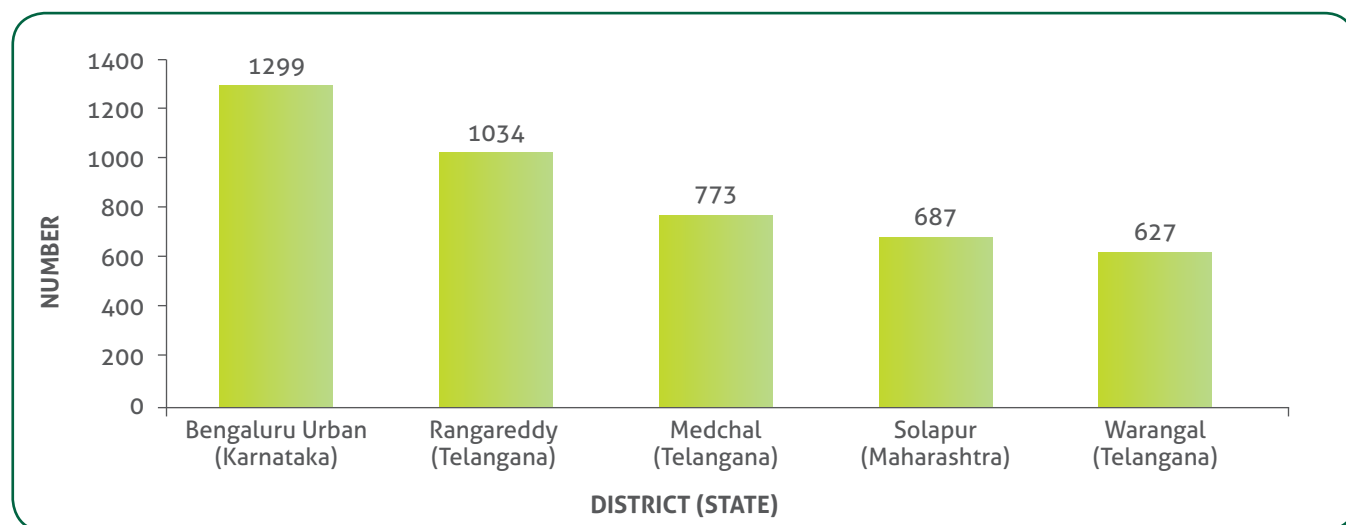


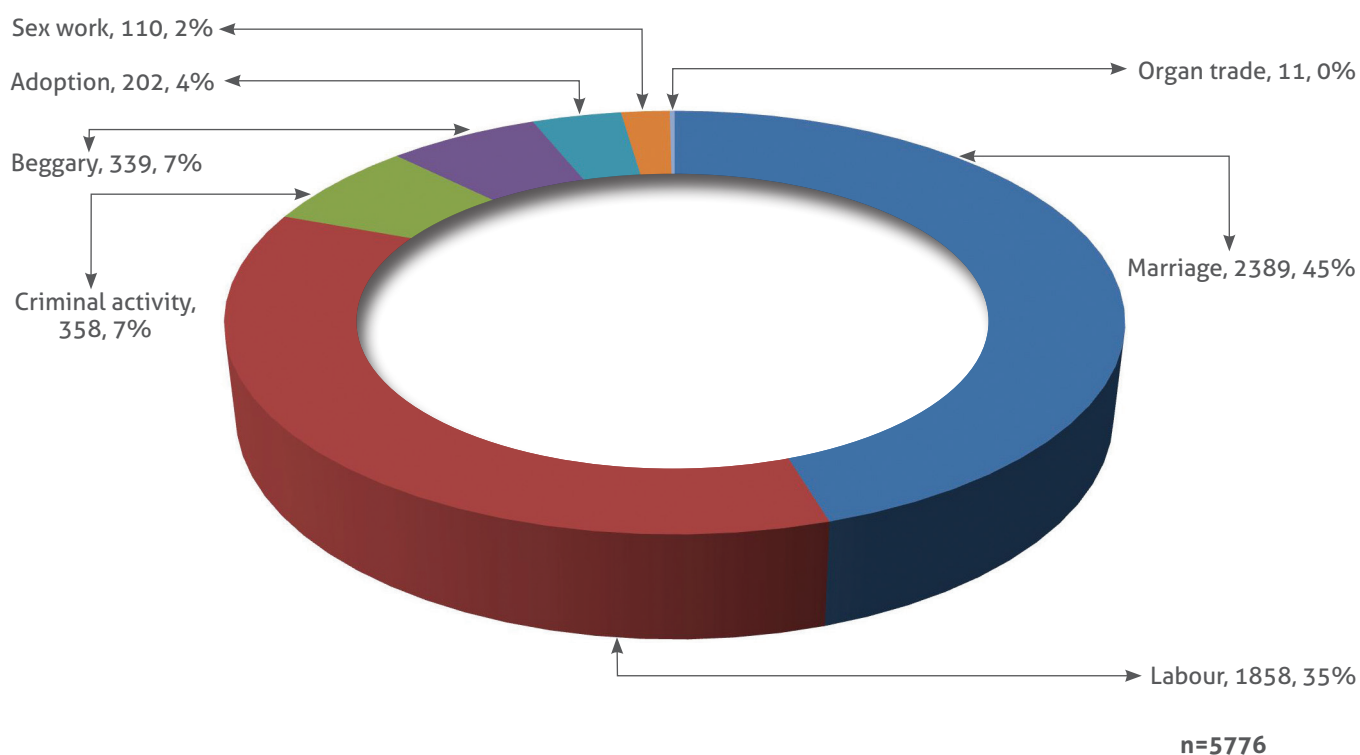
Figure 4.2.2.3: Top 5 district reported child labour cases



One more victim of child labour rescued

During an outreach activity, CHILDLINE came across 12 year old Kishan (name changed to protect identity) working in a sweet shop in Champaran, Bihar. CHILDLINE immediately informed the labour department and local police who arrived at the location and rescued the child. Then the child was produced before the Child Welfare Committee (CWC). As per the order of the CWC, the child was placed in the shelter home.

Below figure 4.2.3 shows reason behind trafficking of children.



Note – For 509 trafficking cases, reason for trafficking was not available.

Figure 4.2.3: Trafficking: reason for trafficking

Trafficking for labour and marriage forms 80% of trafficking cases whereas 7% children were trafficked for criminal activity and beggary each, 4% for adoption and 2% for sex work.

62% trafficking cases have been received through 1098 whereas 21% from outreach. 17% cases have been registered directly either by visiting local CHILDLINE office or calling on mobile number of CHILDLINE director or coordinator.

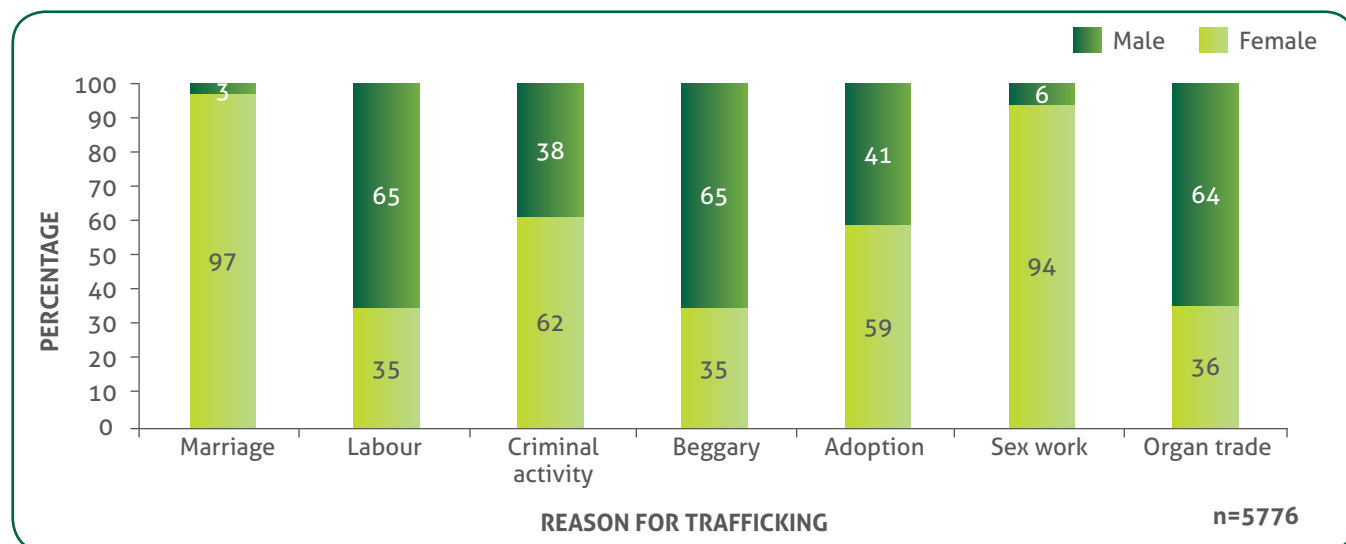


Figure 4.2.3.1: Gender wise split of trafficking cases

Ratio between male and female children for child labour cases is 1:2. Overall 67% female children were trafficked whereas male children were trafficked in 33% 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.

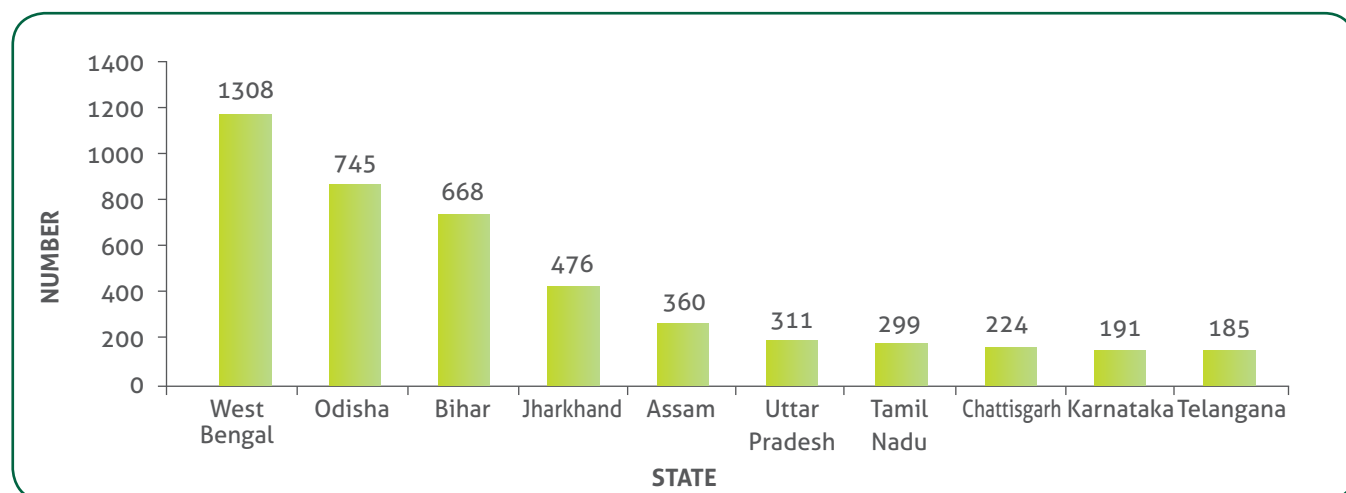


Figure 4.2.3.2: Top 10 state reported child trafficking cases

Out of 5776 trafficking cases, a whopping 83% cases are reported from 10 states shown in the above graph. More than 1/5th (23%) of the cases from West Bengal followed by Odisha 13% and Bihar 12%.



Below figure 4.2.3.3 shows the top 5 districts reported trafficking.

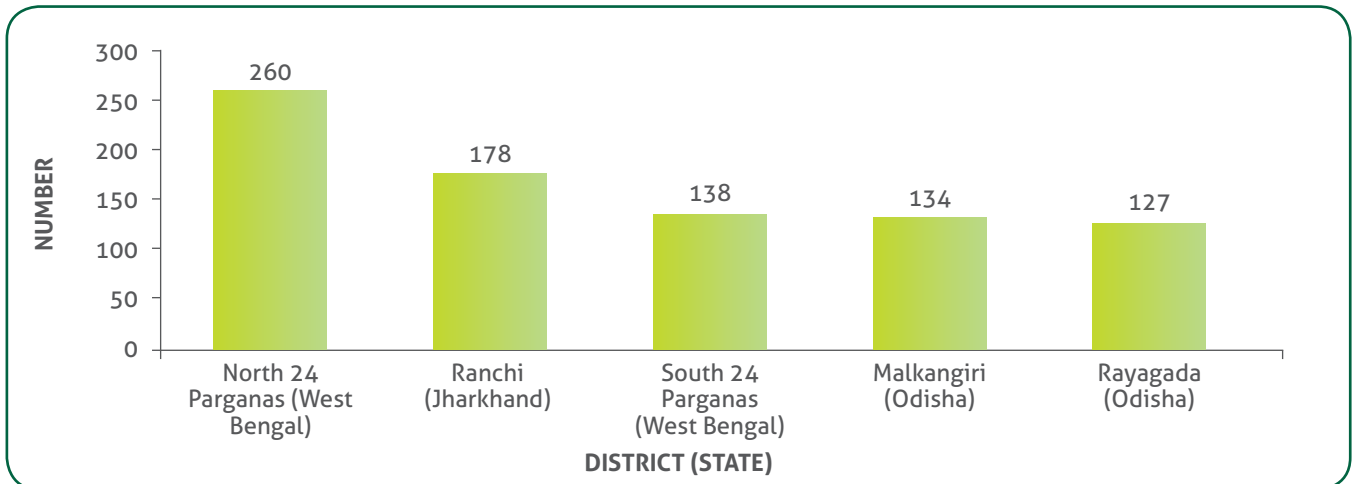
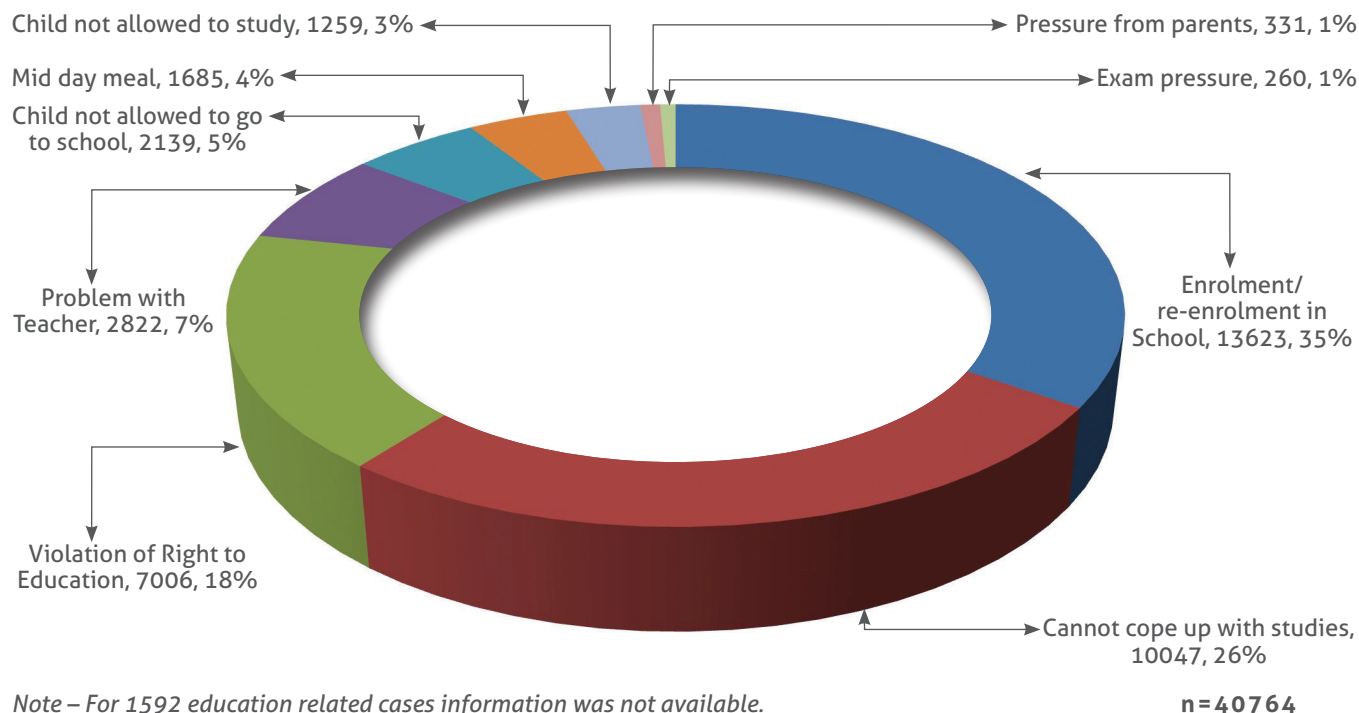


Figure 4.2.3.3: Top 5 districts reported child trafficking cases

One more child trafficking for marriage prevented

A concerned adult from Jalpaiguri, West Bengal, alerted CHILDLINE about a 17 year old girl Rekha (name changed to protect identity) who was trafficked and forced into child marriage. Upon receiving the information, CHILDLINE reached Rekha's house and spoke to the family members. They collected all the documents of Rekha and filed an FIR. Then, CHILDLINE rescued the child with the help of the police and 164 were done in front of the court. As per the order of the court, Rekha was handed over to her parents.

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



Note – For 1592 education related cases information was not available.

Figure 4.2.4: Education related: sub reasons

Cases related to education issues have increased by 16% during 2019-20 compare to 2018-19.

35% of the cases have been for either enrolment or re-enrolment of children in school whereas 26% cases are of children who can't cope up with studies. 18% of the cases have been received for violation of right to education whereas mid-day-meal related complaint has been registered in 4% cases.

65% of education related issues has been registered by calling on 1098 whereas 31% cases has been received during outreach and in 4% cases CHILDLINE office have been visited directly either by child or adult.

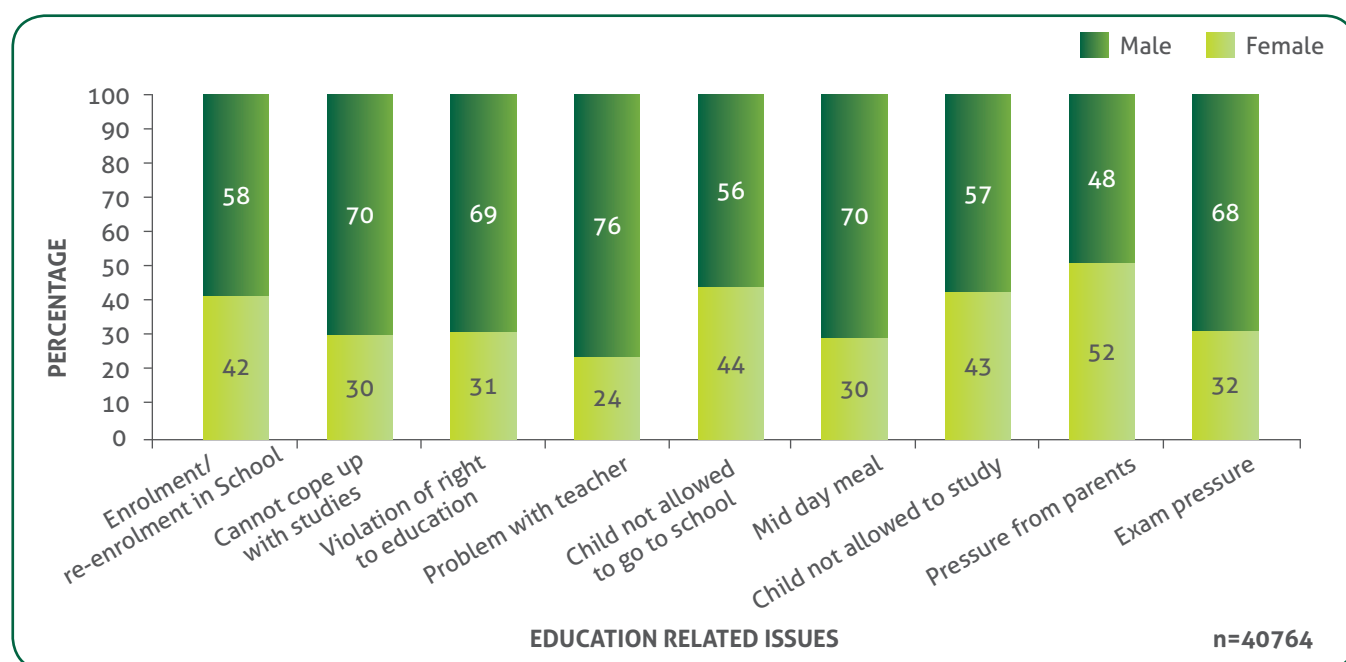
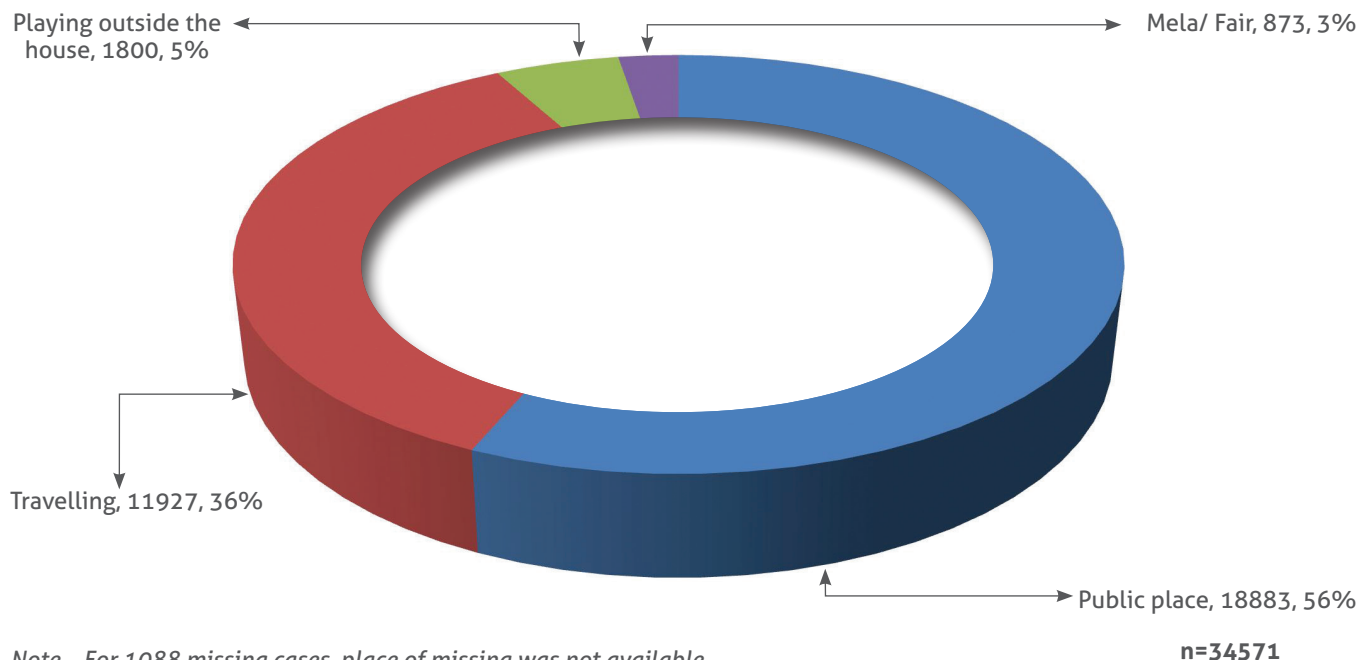


Figure 4.2.4.1: Gender wise split of education related cases



In all the education related issues male children cases are higher except the issue of 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%.

Below figure 4.2.5 shows places from where children went missing.



Note – For 1088 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 reason for calling for missing cases: 56% of the children gone missing from public places whereas 36% during travelling are two major places from where children went missing. 5% of the children went missing while they were playing outside their house and only 3% in Mela/Fair.

Compare to 2018-19 missing cases have increased by 9% during 2019-20. Share of missing cases to overall reason for calling is 10%.

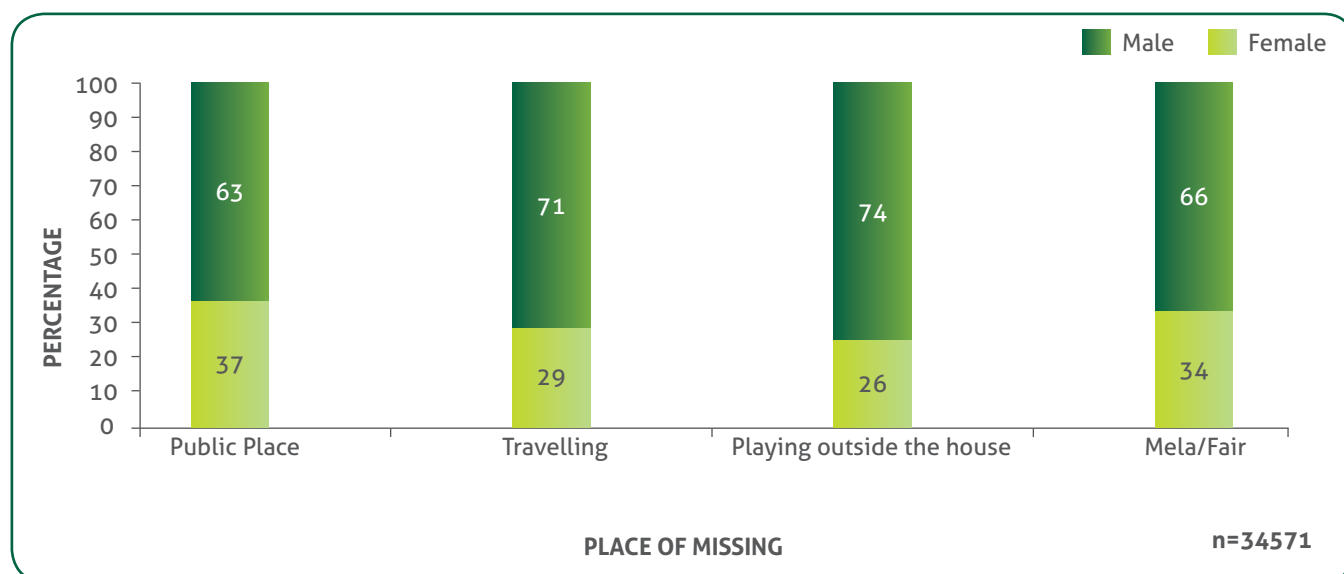


Figure 4.2.5.1: Gender wise split of missing children cases

2/3rd of the missing cases have been registered for male children. Ratio of male and female children is 1:0.50.

54% of the missing cases have been registered through 1098 whereas 32% missing cases have been registered through outreach and in 13% cases child or adult has directly visited CHIDLINE office.

5

From where do children call CHILDLINE 1098?

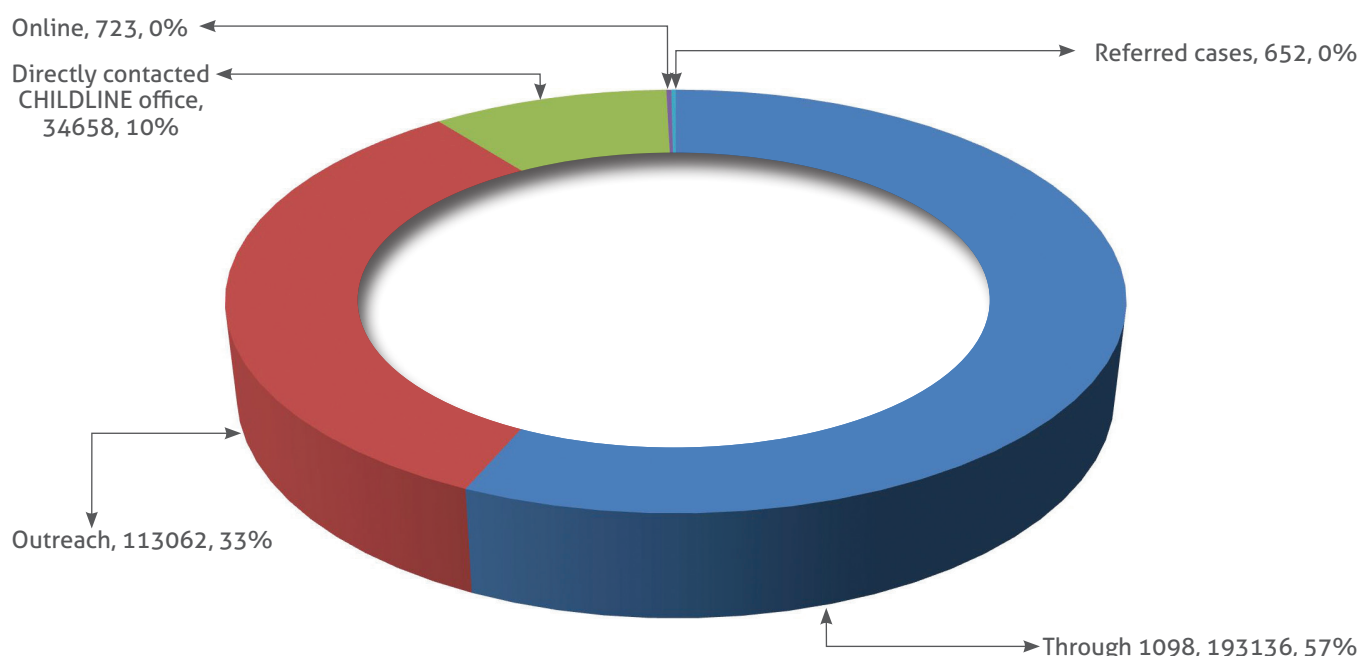
- Through 1098
- Directly came to Childline Office
- Outreach
- Referred Cases





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 1185 cases.

n=343416

Figure 5.1: 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 33%. Outreach includes a variety of activities specifically designed to reach out to children and sensitize general public on children's issues and CHILDLINE 1098 services. 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.

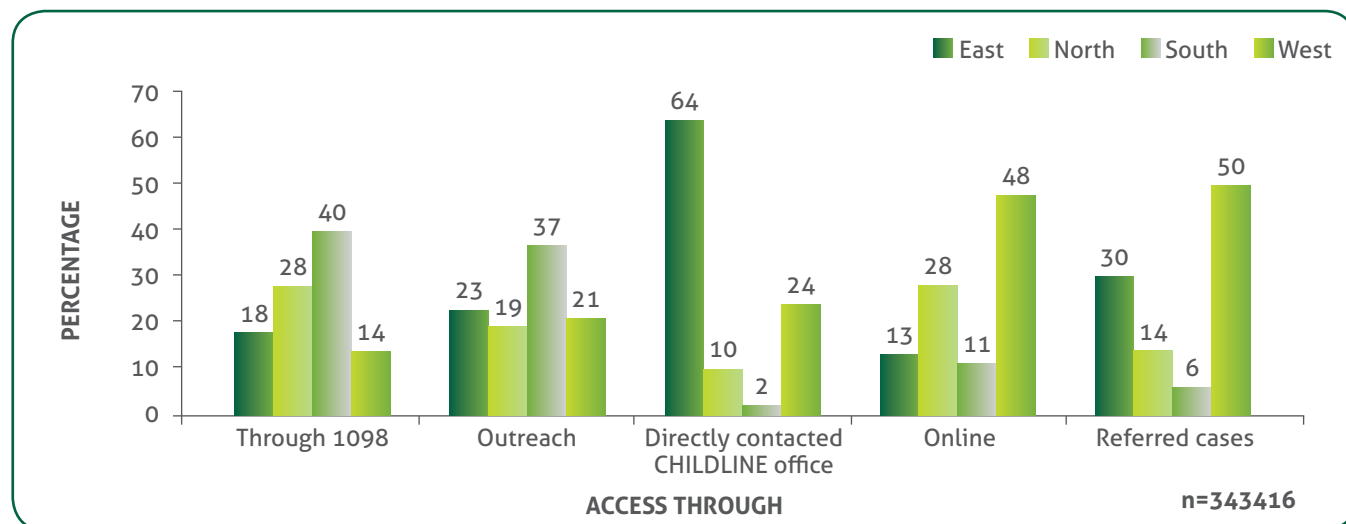
Table 5.1.1: Access to CHILDLINE 1098 zone wise split

Below table show the zone wise split of how children or concerned adult contacted the 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	33925	54877	76539	27795	193136
Outreach	25678	22008	41930	23446	113062
Directly contacted CHILDLINE office	22212	3603	859	7984	34658
Online	87	205	81	350	723
Referred cases	196	94	34	328	652
Total	82098	80787	119443	59903	342231

Note: Information about contact was not known for 1185 cases.

In East zone majority of the cases are through outreach. And secondly People have either directly called 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 1185 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 dominates in cases where concerned people have directly visited the CHILDLINE office for reporting cases. West zone has dominance in the cases received online or referred by other NGO or project or CHILDLINE.

Access to CHILDLINE 1098 split by intervention type

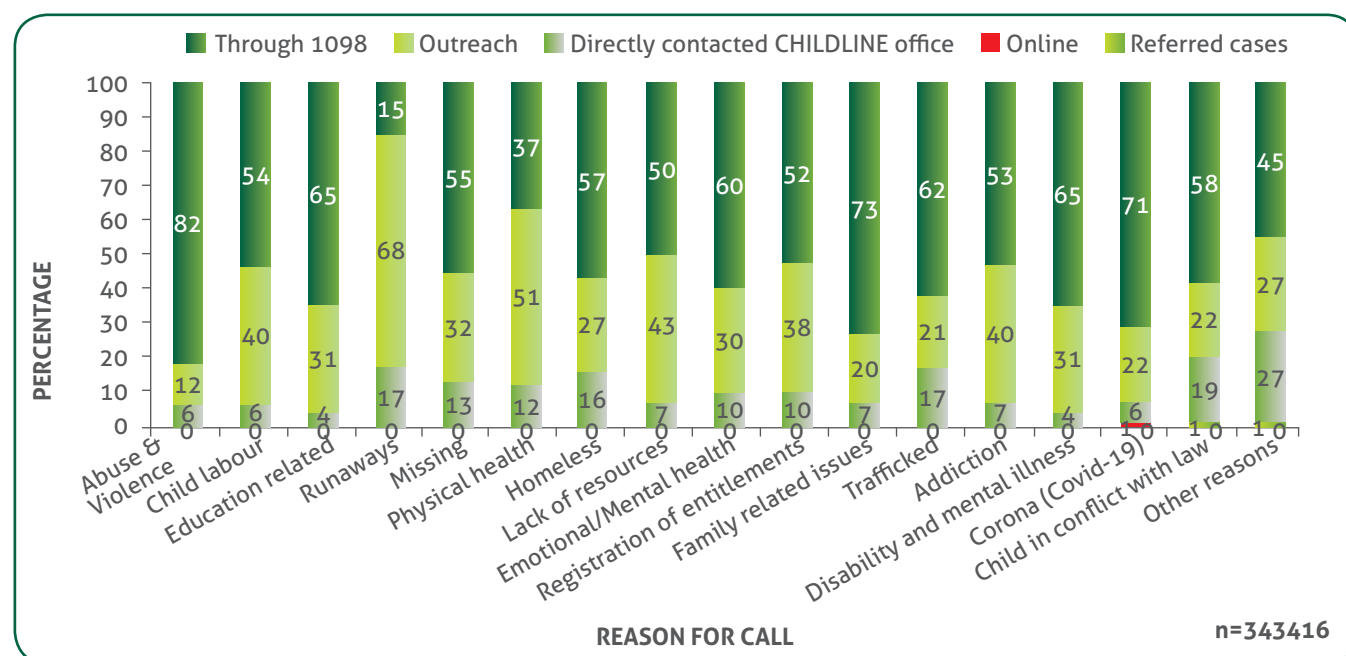
The most prominent finding is that of adults coming to CHILDLINE offices for shelter and protection of children from abuse & violence. During outreach the most frequent requests are those involving emotional support & guidance and protection from abuse assistance. Out of cases reported through internet 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 reason for contacting CHILDLINE

Reason for call	Through 1098	Outreach	Directly contacted CHILDLINE office	Online	Referred cases	Total
Abuse & Violence	61835	8604	4497	184	72	75192
Child labour	25597	19002	2525	161	168	47453
Education related	26459	12733	1472	67	15	40746
Runaways	5099	23797	5759	19	110	34784
Missing	18828	11002	4536	122	43	34531
Physical health	8879	12072	2713	23	27	23714
Homeless	9919	4609	2673	16	53	17270
Lack of resources	6179	5440	820	25	3	12467
Emotional / Mental health	5215	2652	863	9	12	8751
Registration of entitlements	3569	2643	679	4	1	6896
Family related issues	4204	1159	396	9	13	5781
Trafficked	3570	1213	958	8	11	5760
Addiction	1830	1362	233	2	0	3427
Disability and mental illness	632	302	38	0	0	972
Corona (Covid-19)	547	168	43	4	0	762
Child in conflict with law	448	164	142	1	4	759
Other reasons	10326	6140	6311	69	120	22966
Total	193136	113062	34658	723	652	342231

Note: Information about contact was not known for 1185 cases.



Note: Information about contact was not known for 1185 cases.

Figure 5.1.3: Access to CHILDLINE 1098 split by reason for contacting CHILDLINE

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.

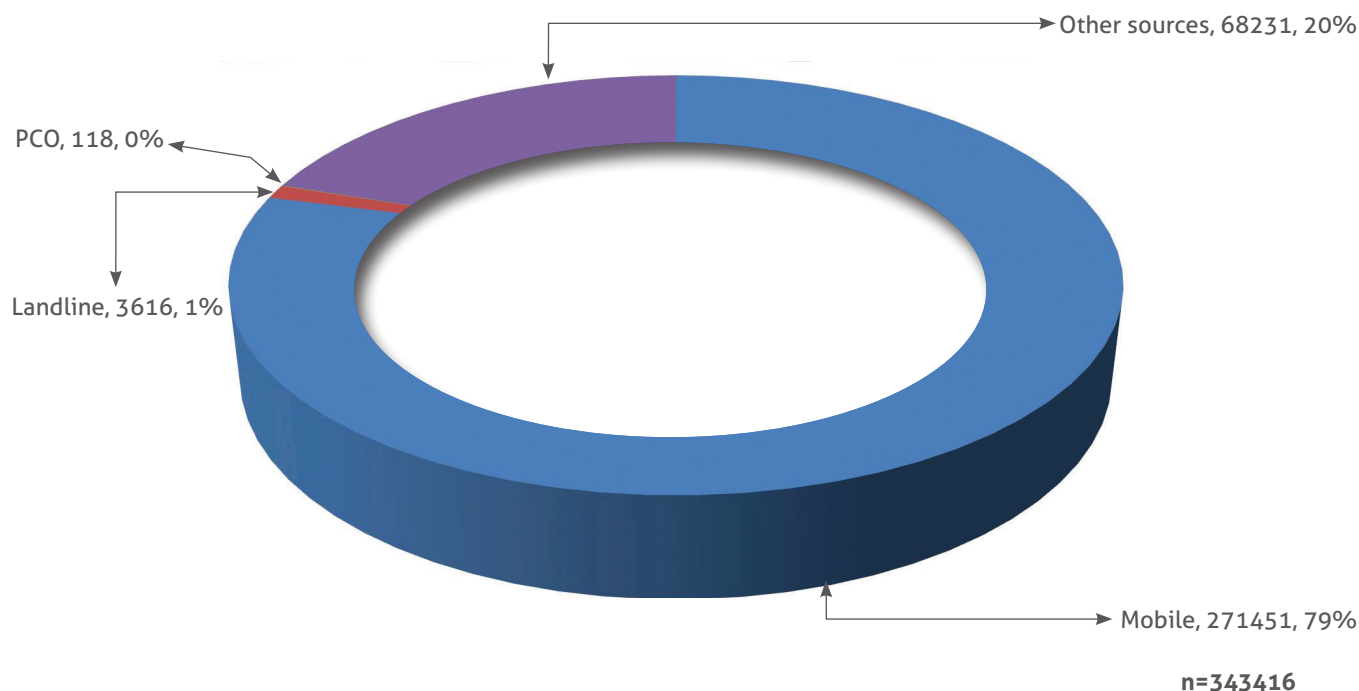


Figure 5.2: Calls to CHILDLINE from different telephone sources

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.

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.

Table 5.2.1: Zone wise split of calls to CHILDLINE from different telephone sources

Call came through	East	North	South	West	Total
Mobile	79803	79063	76341	36244	271451
Landline	1276	1490	477	373	3616
PCO	14	42	50	12	118
Other sources	2102	195	42575	23359	68231
Total	83195	80790	119443	59988	343416

East and North zone has an equal share in the cases received through mobile 29% each and North zone is leading in calls received through landline 41%. Out of all cases received through PCO 42% are from south zone and with 62% of the share in cases received through other source south zone is highest followed by west zone with 34% share.

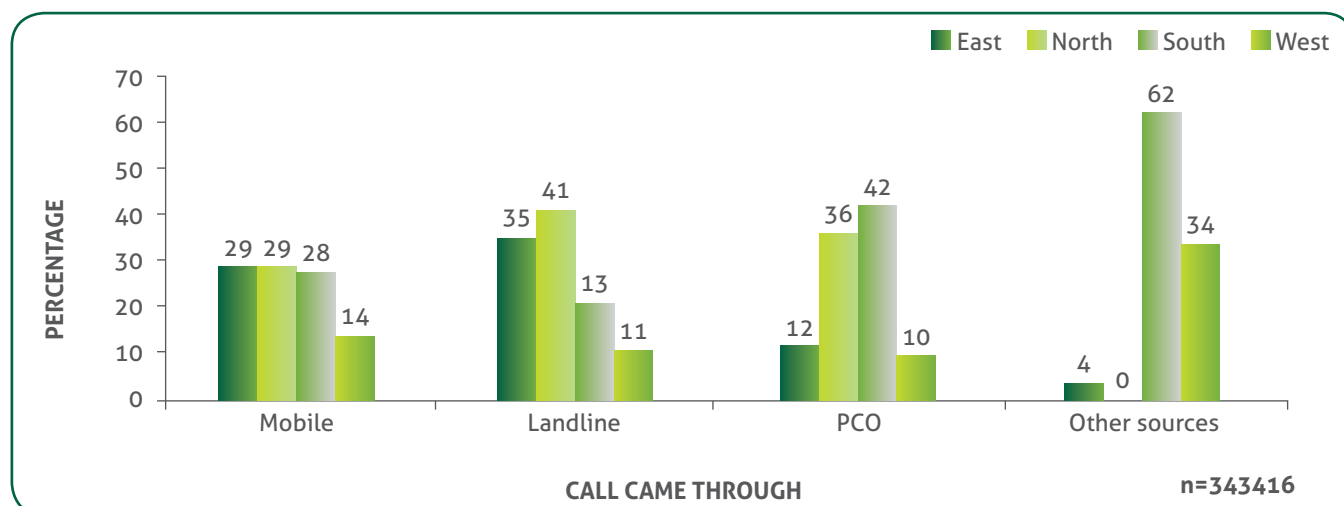


Figure 5.2.2: Zone wise split of calls to CHILDLINE from different telephone sources

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

Reason for call	Mobile	Landline	PCO	Other sources	Total
Abuse & Violence	67559	371	40	7328	75298
Child labour	34229	387	11	12909	47536
Education related	31730	108	17	8909	40764
Runaways	19779	915	9	14166	34869
Missing	28220	513	15	5823	34571
Physical health	19694	218	3	3823	23738
Homeless	13756	192	6	3368	17322
Lack of resources	9084	136	2	3251	12473
Emotional / Mental health	6622	112	1	2036	8771
Registration of entitlements	5747	35	1	1131	6914
Family related issues	4779	25	0	984	5788
Trafficked	5334	23	2	417	5776
Addiction	2703	21	0	706	3430
Disability and mental illness	708	8	0	257	973
Child in conflict with law	598	26	1	138	763
Corona (Covid-19)	676	0	0	86	762
Other reasons	20233	526	10	2899	23668
Total	271451	3616	118	68231	343416

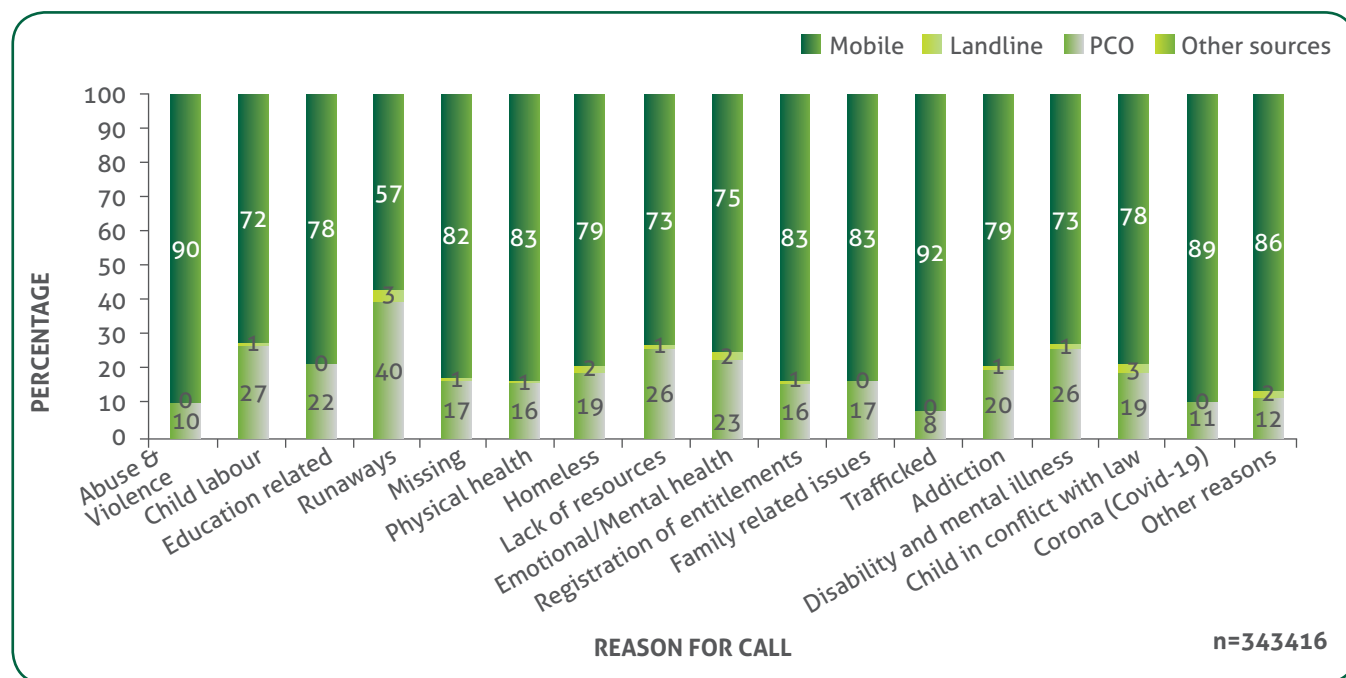


Figure 5.2.3: Calls to CHILDLINE from different telephone sources and interventions

Note: Percentage of cases received through PCO is zero in the entire category that's why it's not visible in the graph.

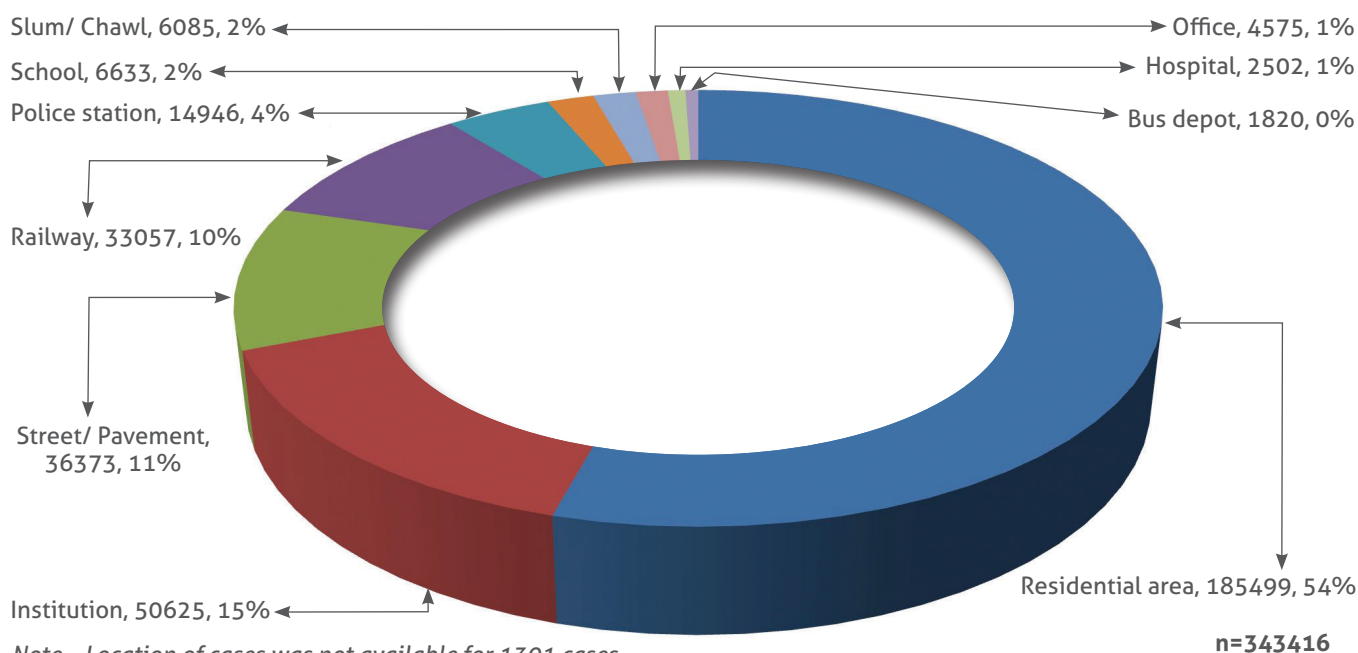
For non-PCO landlines and mobiles, the most significant cases are those requiring Emotional / Mental health, child in conflict with law, other reason and abuse & violence, trafficking & child labour. Whereas, for calls coming from PCOs the most pressing needs appear to be for abuse & violence and education related- reflecting a need of the street children. However, in sheer numbers more calls are received on mobiles and non-pco landlines for physical health as well. It is also significant to note that cases in almost all categories are majorly 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.



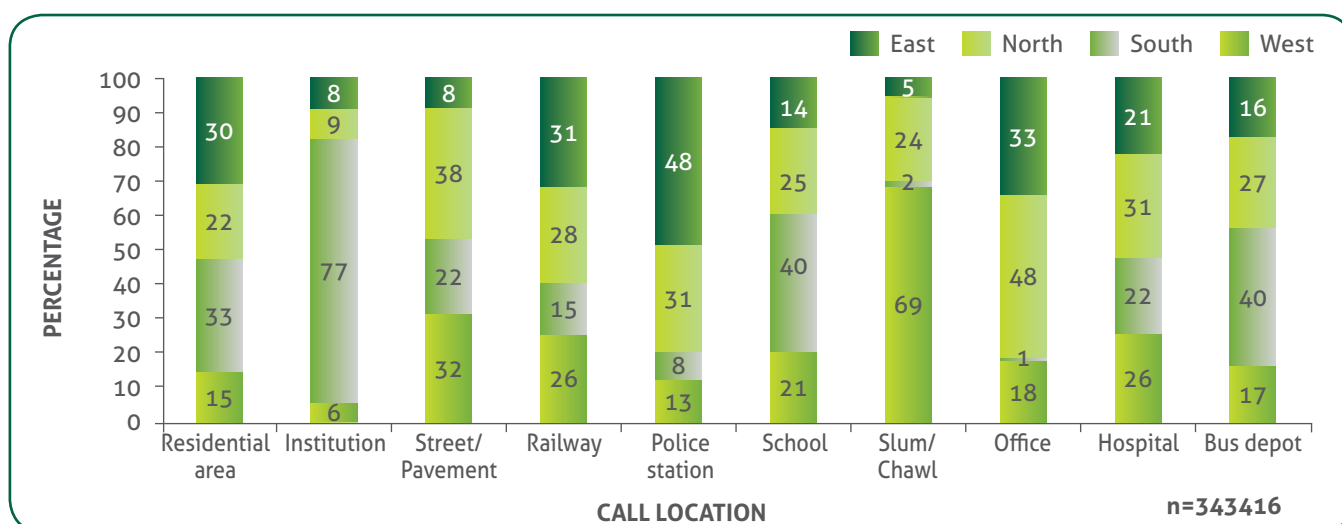
5.3 Location of calls

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



Calls to CHILDLINE come from phones located in a variety of places. Residential areas are the single largest block. This could imply home phones or mobiles. However, that cannot be determined from this breakup. Institutions, railways, police stations, streets/pavements, school and slums/chawl accounts for 44% 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.



East zone has major share of cases that have been reported from police station whereas north zone received majority of cases from street/pavement, office and hospital. 69% 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 residential area 33%, school and bus depot with 40% each.

6

Profile of Caller & Children

- Concerned Adult
- NGO Personnel
- Family Relatives

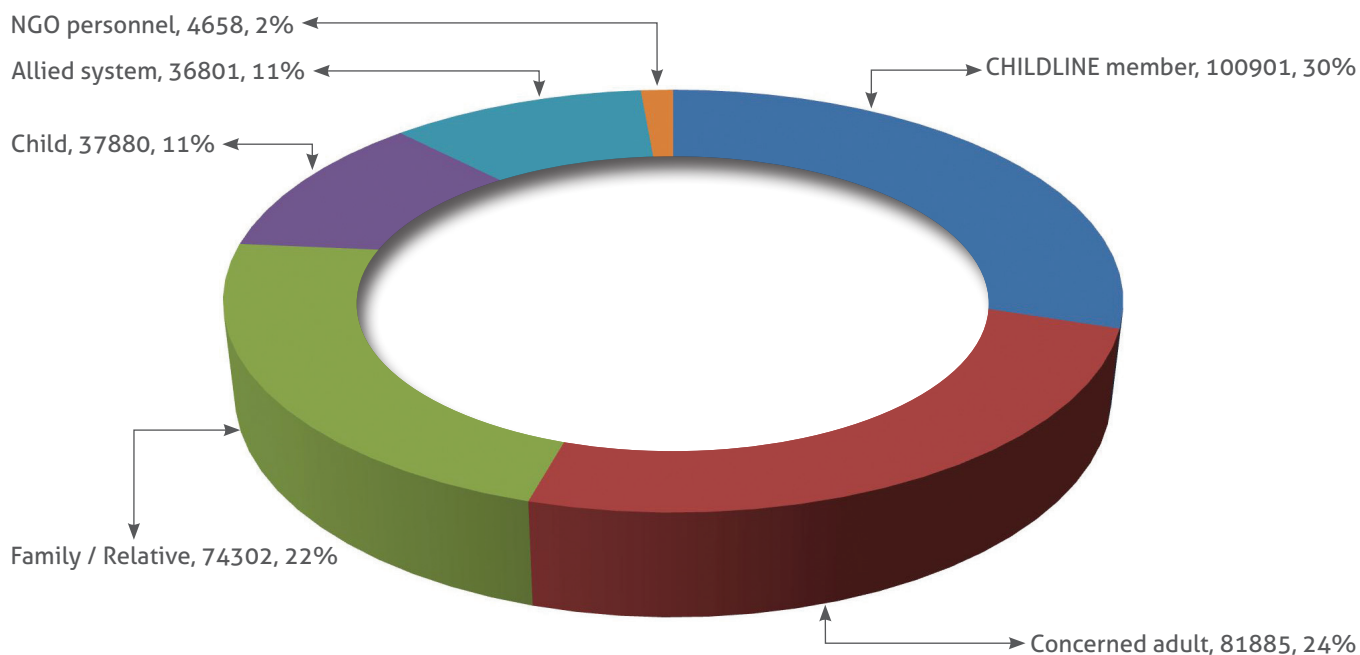




CHAPTER – 6 PROFILE OF CALLER & CHILDREN

6.1 Profile of caller

More than 1/3rd of all cases reported to CHILDLINE are from CHILDLINE member (CHILDLINE member includes cases from CHILDLINE team member, volunteer, coordinator, director and CIF personnel). 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 – Callers detail was not available for 6989 cases.

Figure 6.1: Profile of callers to CHILDLINE

Choice of telephone for callers to CHILDLINE

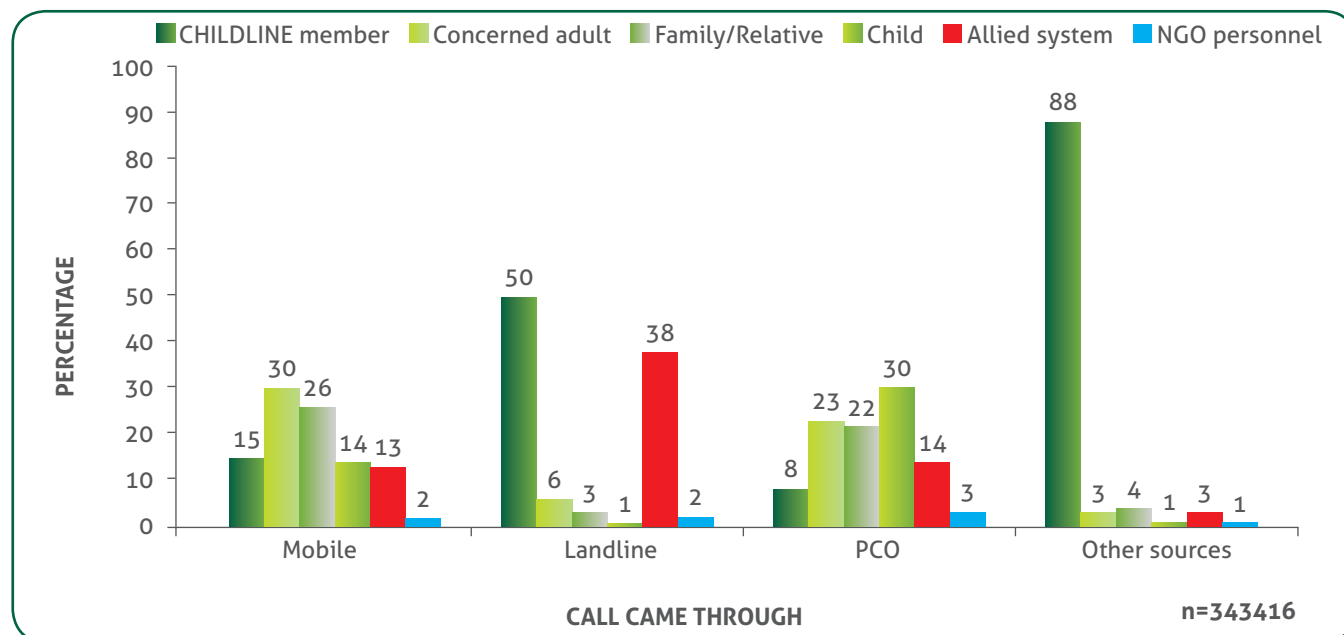
Different caller groups tend to use different choices of telephones to call CHILDLINE.

Table 6.1.1: Caller types using different choices of telephones

Caller type	Mobile	Landline	PCO	Other sources	Total
CHILDLINE member	38734	1765	9	60393	100901
Concerned adult	79836	210	27	1812	81885
Family / Relative	71540	97	26	2639	74302
Child	37330	53	35	462	37880
Allied system	33619	1336	17	1829	36801
NGO personnel	4222	80	4	352	4658
Total	265281	3541	118	67487	336427

Note – Callers detail was not available for 6989 cases.

Below figure 6.1.1 shows the different kind of telephones used by callers to contact CHILDLINE.



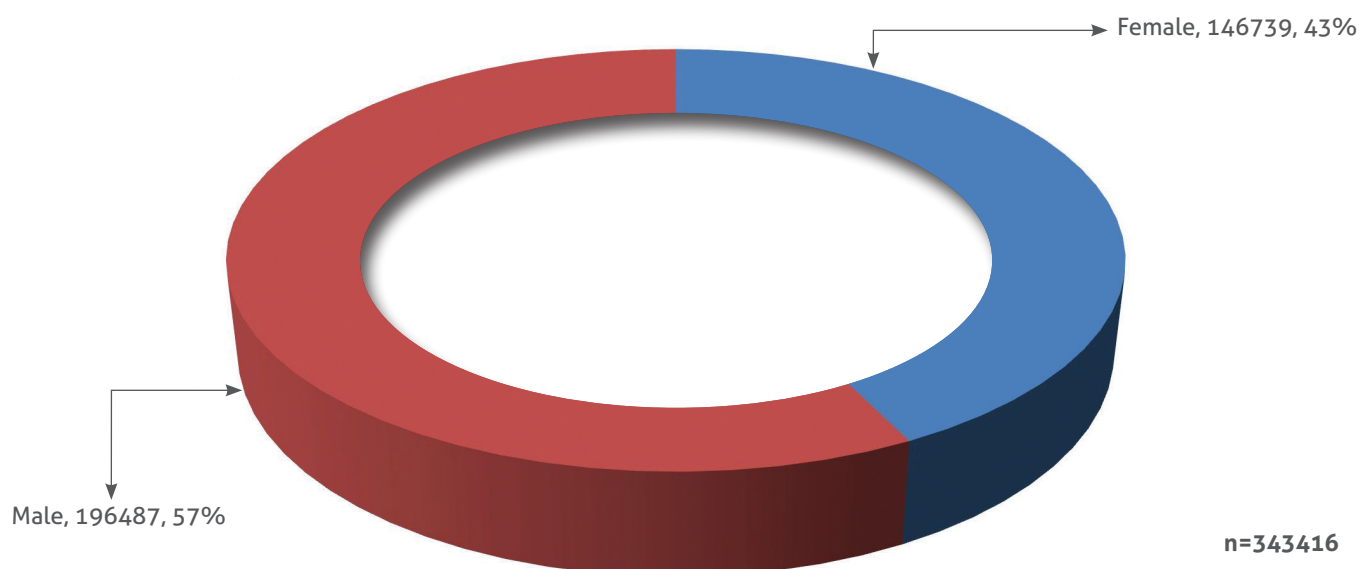
Note – Callers detail was not available for 3301 cases.

Figure 6.1.2: Caller types using different choices of telephones

CHILDLINE members have reported cases majorly through other sources and landline whereas child who has contacted either for themselves or for their friend have contacted through mobile and PCO. Concerned adult, and family/relative has also used mobile or PCO for contacting CHILDLINE.

Below figure 6.2 shows Gender of children calling CHILDLINE

57% of all CHILDLINE cases are for male children. Ratio of female children cases to male children is highest in eastern zone 0.98 whereas in north zone it is lowest 0.62. In south and west zone it is 0.75 and 0.64.



Note: Information on gender was not available for 181 cases whereas 9 cases were received for transgender.

Figure 6.2: Gender of children



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

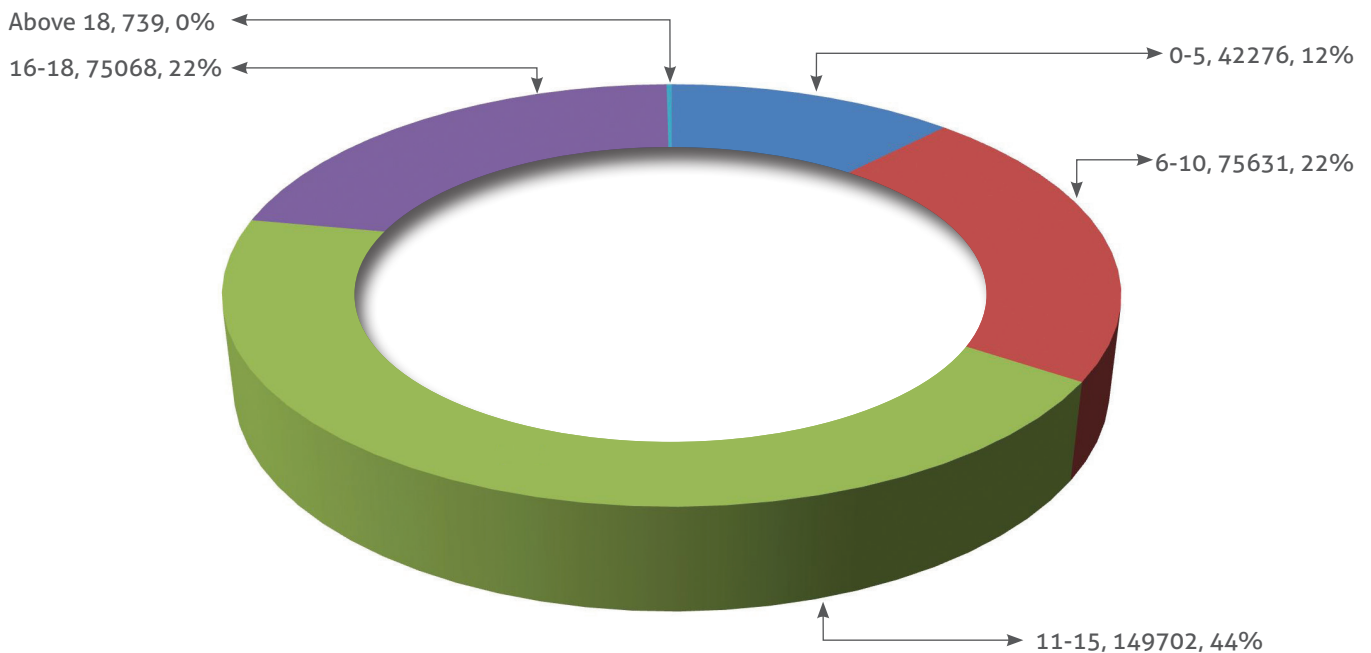


Figure 6.3: Age group of children assisted

n=343416

Majority of the children were assisted in the age group of 11-15 years (44%) whereas children below the age of 5 years constitute around 12% of cases.

Below figure 6.3.1 shows that all zones share nearly equal percentage of cases in lower age group i.e. 0-10 years whereas in the age group 11-18 years and above 18 south zone has dominance.

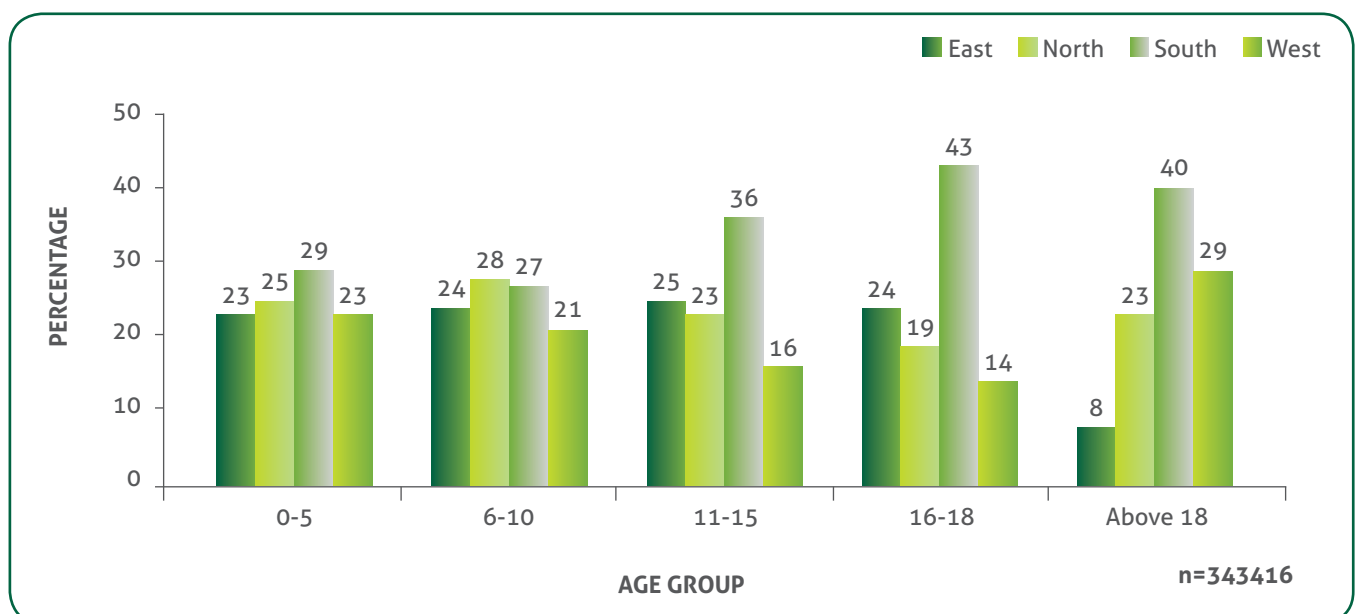
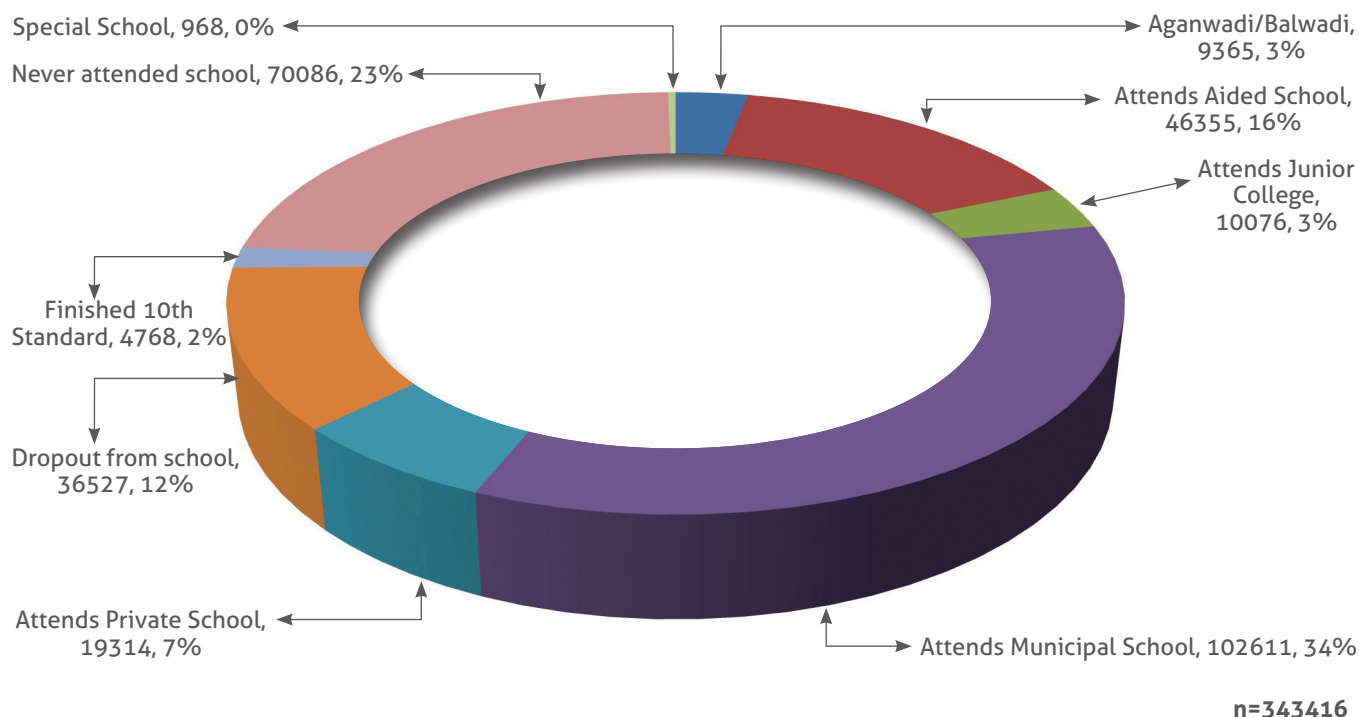


Figure 6.3.1: Zone wise age group of children assisted

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

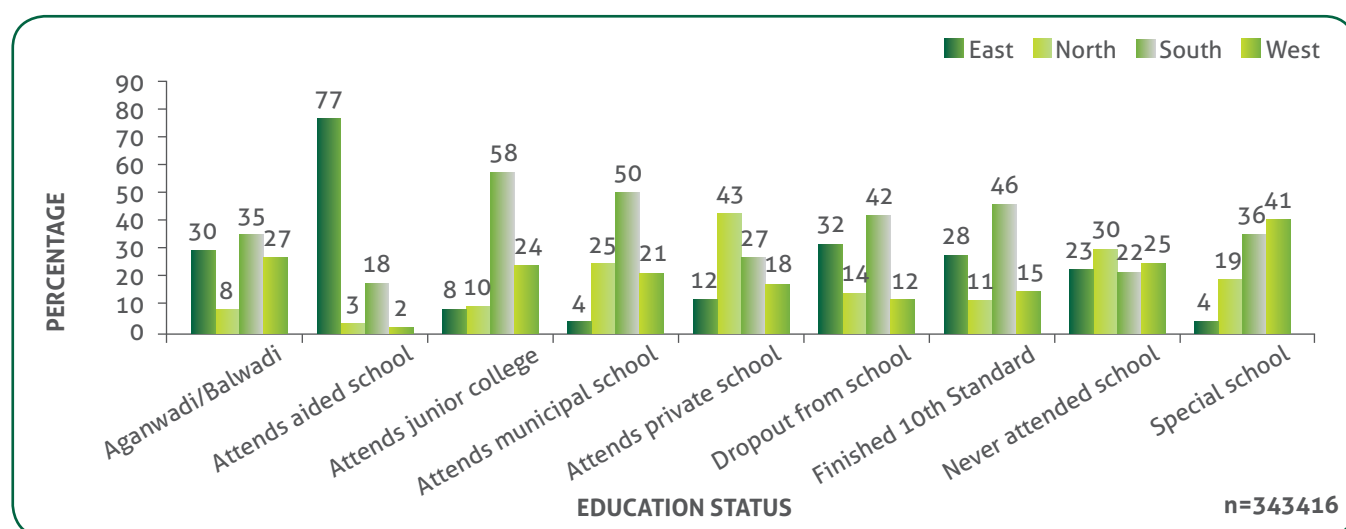


Note – Education status of Children was not documented for 43346 cases.

Figure 6.4: Education status of children

Of the total number of interventions undertaken, 23% of the children have never been to school, 12% have dropped out of school, while 3% are in Anganwadi. Nearly 60% 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

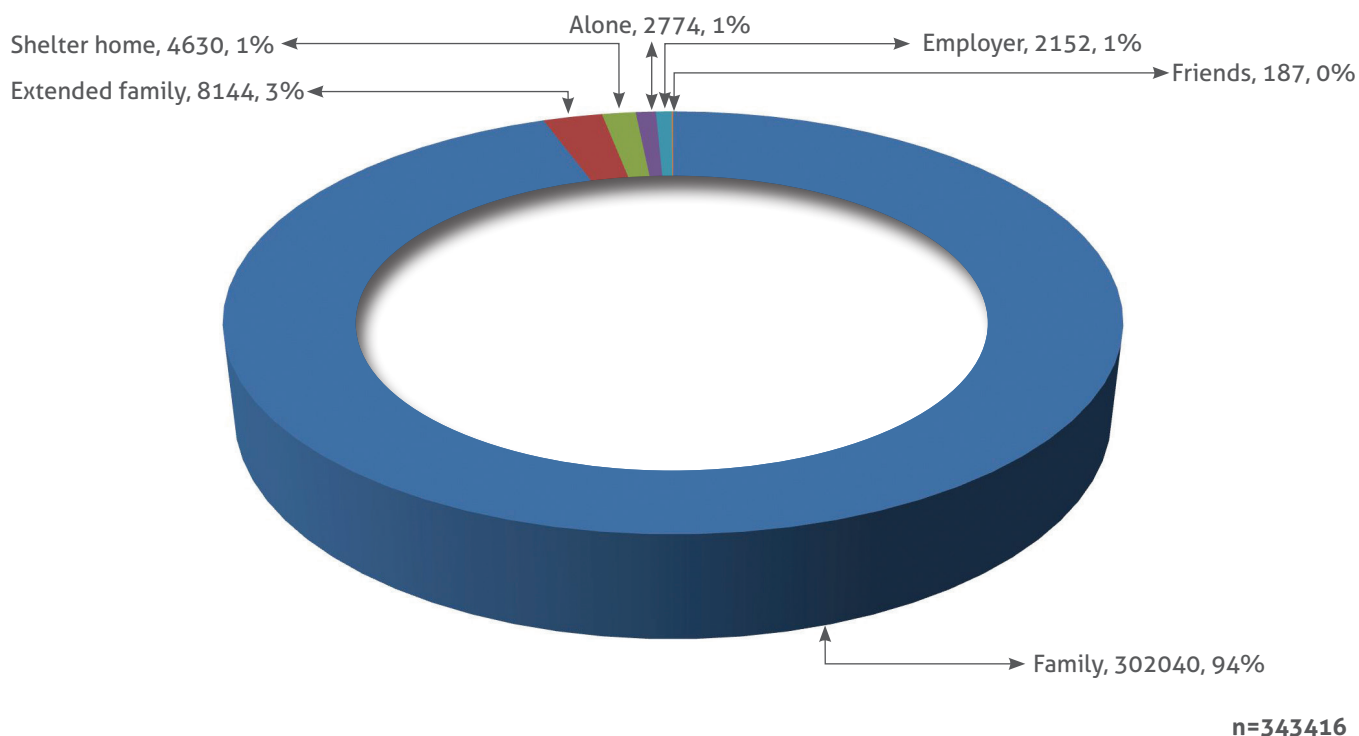


Note – Education status of Children was not documented for 43346 cases.

Figure 6.4.1: Zone wise split of education status of children



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

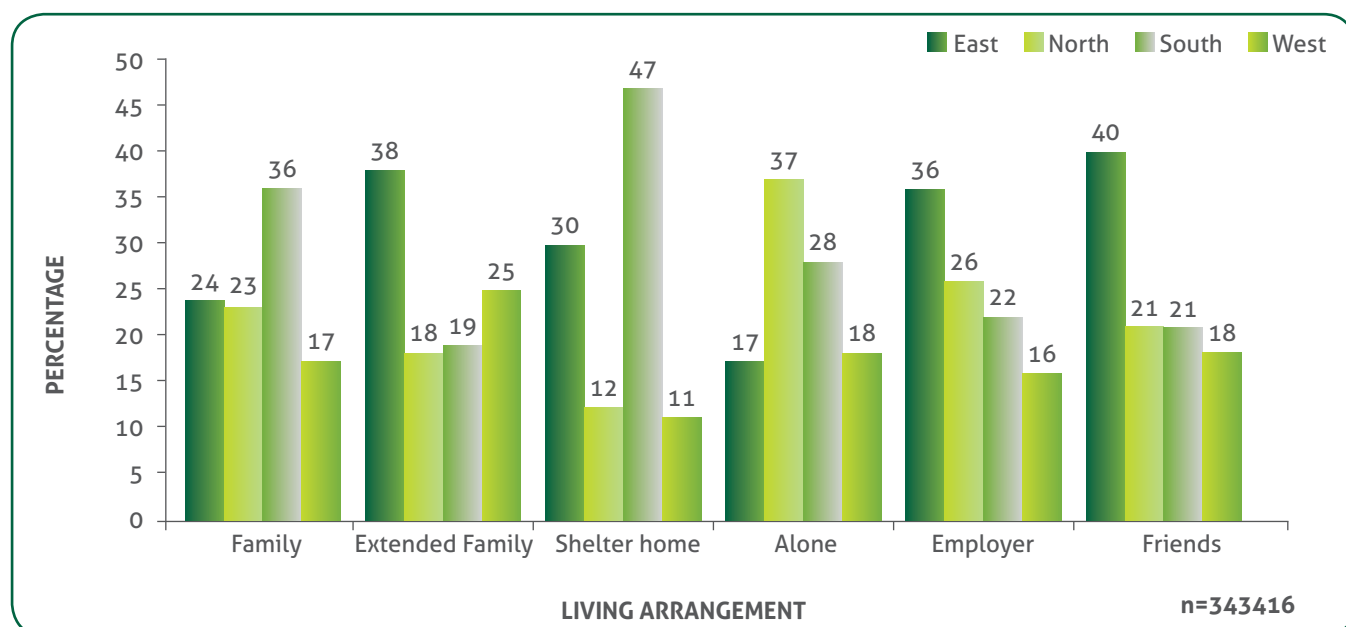


Note – Living arrangement of Children was not documented for 23489 cases.

Figure 6.5: Living arrangement of children

Of the total number of interventions undertaken, 94% of all children live with their family.

Below figure 6.5.1 shows how the living arrangement of children vary in zones

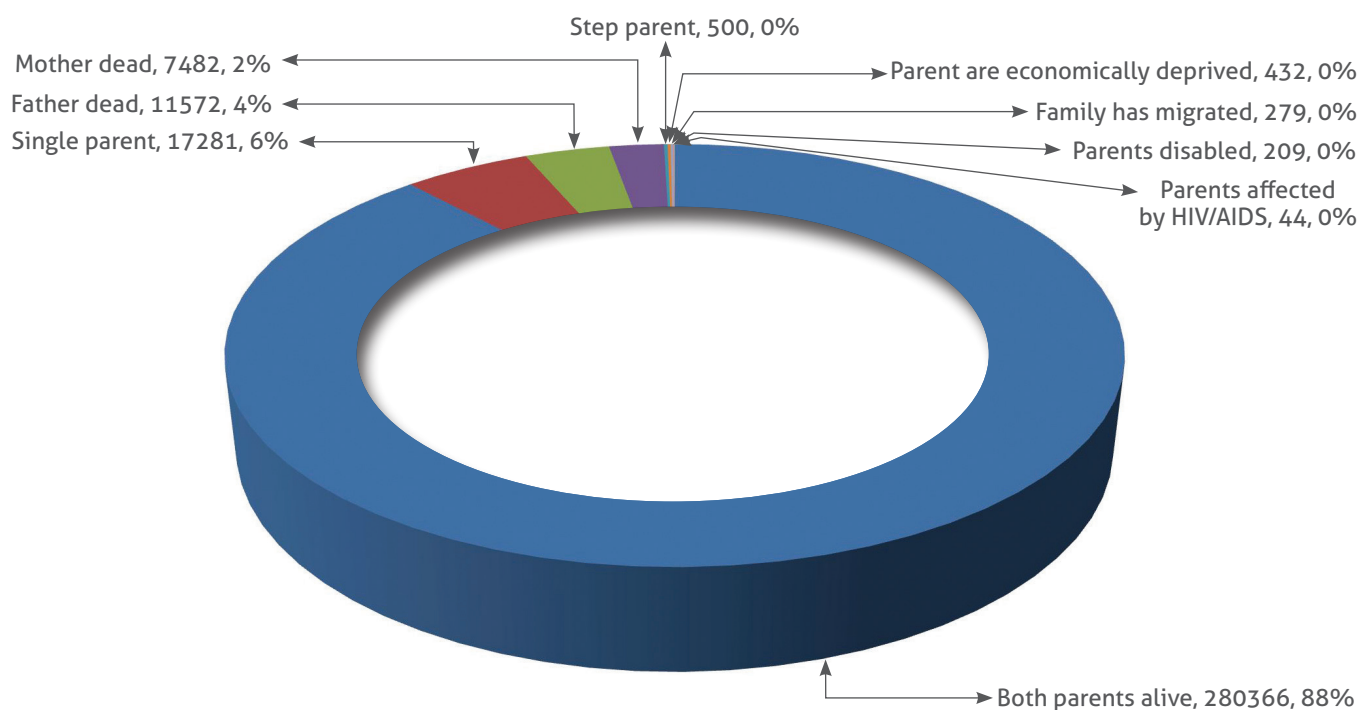


Note – Living arrangement of children was not documented for 23489 cases.

Figure 6.5.1: Zone wise living arrangement of children

South zone has dominance where children live with family and in shelter home whereas east zone has majority of the children who lives with extended family, employer or friends. Majority of the children who lives alone are from north zone.

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



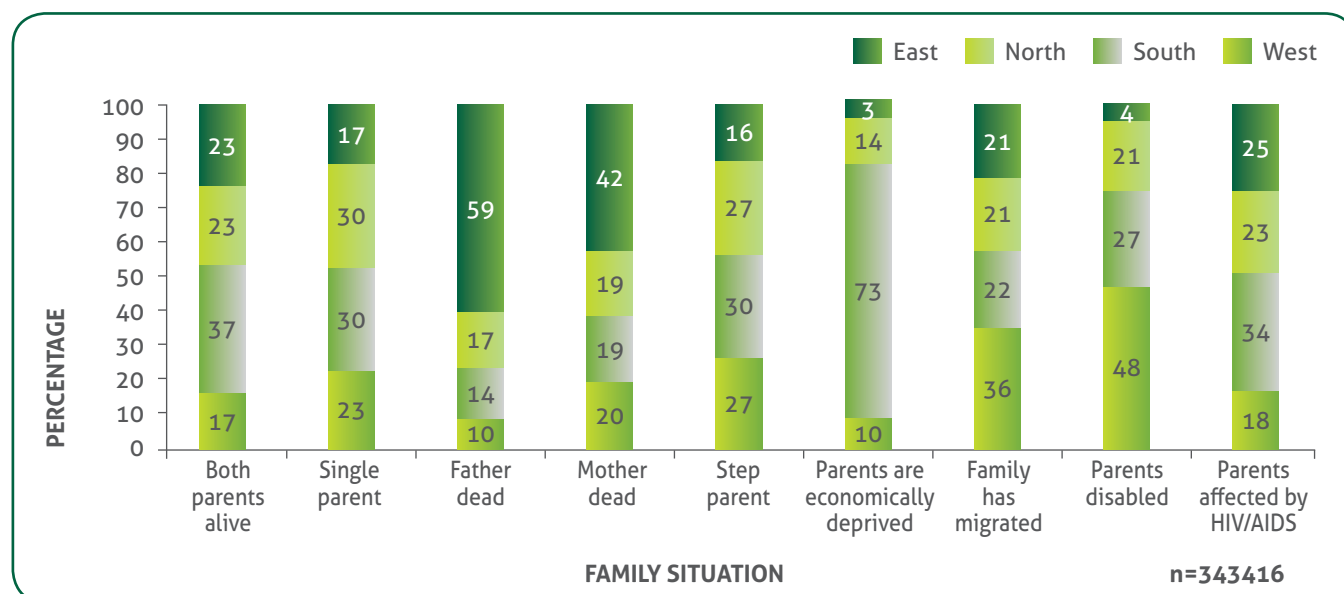
n=343416

Note – Family structure of children was not documented for 25251 cases.

Figure 6.6: Family structures of children



Below figure 6.6.1 show how family situation of the children vary in the zones



Note – Family structure of children was not documented for 25251 cases.

Figure 6.6.1: Family structures of children

Of the interventions conducted, 88% of children had both their parents. Less than 1% reported impoverished parents of which 73% cases are from south zone, 6% 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 such kind of cases are from north & south zone each.

7

Intervention and assistance by CHILDLINE

- Medical related Assistance
- Assistance for Shelter
- 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 require the Labour department to recover compensation from the offending employer and use it for rehabilitation of the Child Labourer.

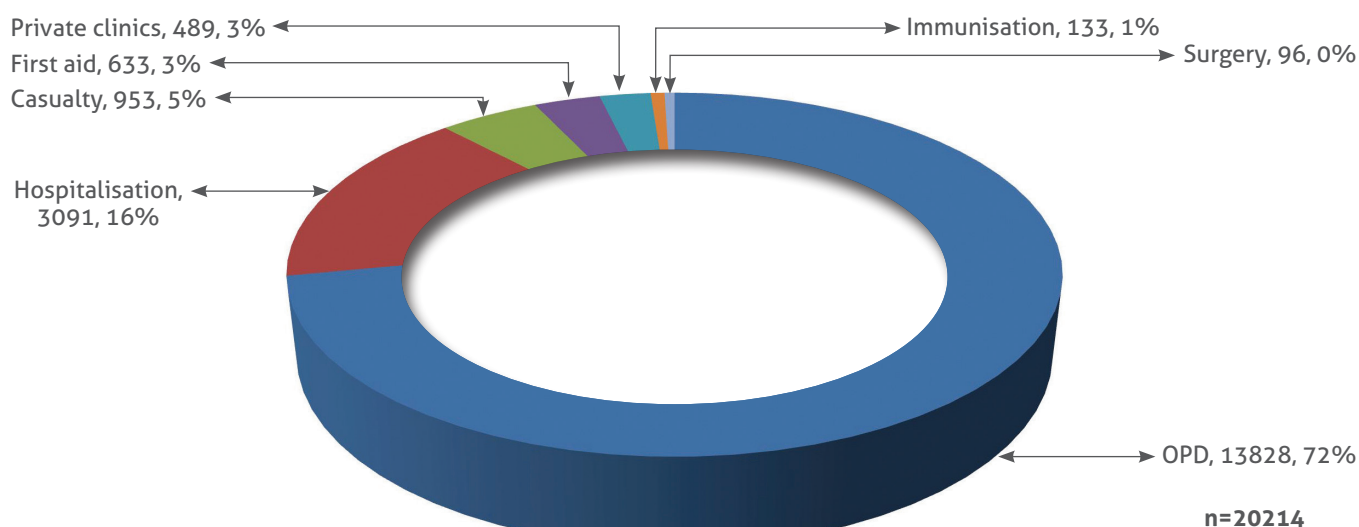
Many a times, CHILDLINE teams conduct night outreach programs for those children and families who are away at work during the day. The teams carry with them basic medical kits as street children invariably seek treatment for wounds and often locally applied medication proves to be sufficient. In other 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 (20214 out of 343416, as reported in figure 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 2019-20 by 10%.

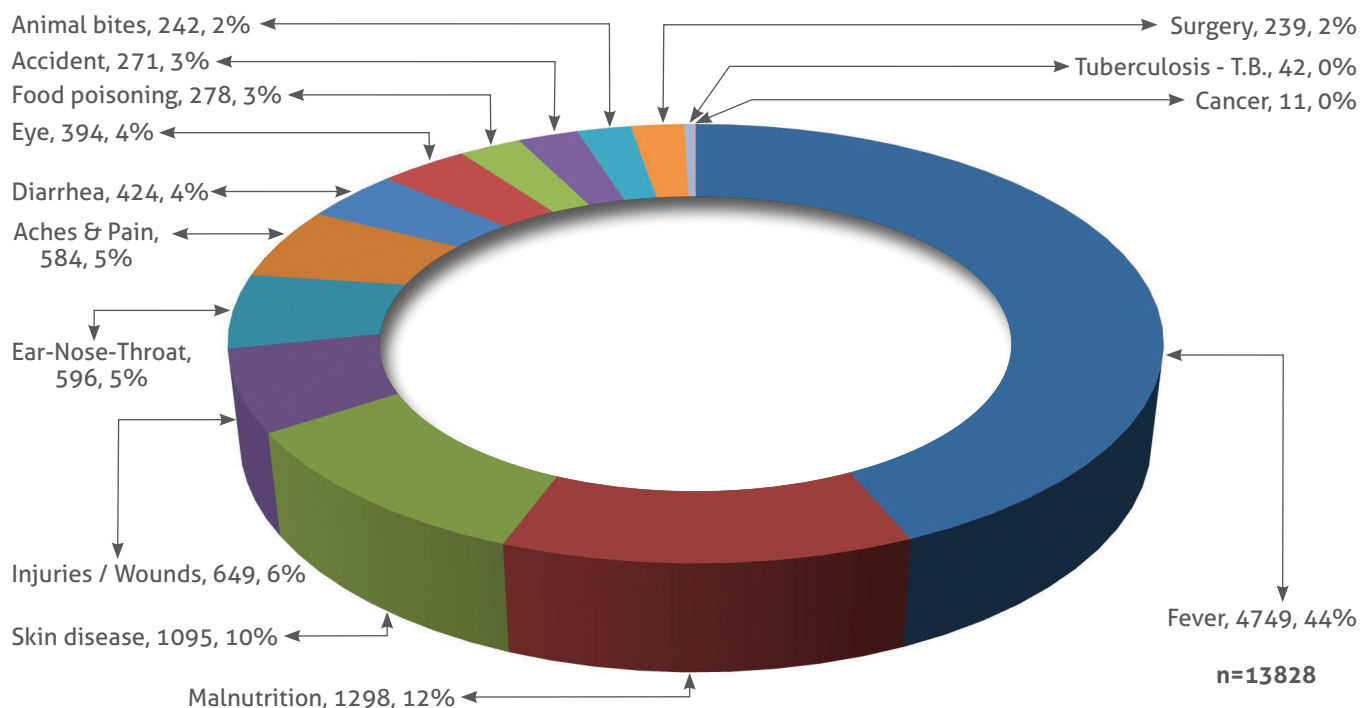
The details of such intervention are given in Figure 7.2.



Note: Intervention done in medical cases was not available for 991 cases.

Figure 7.2: Medical: sub intervention

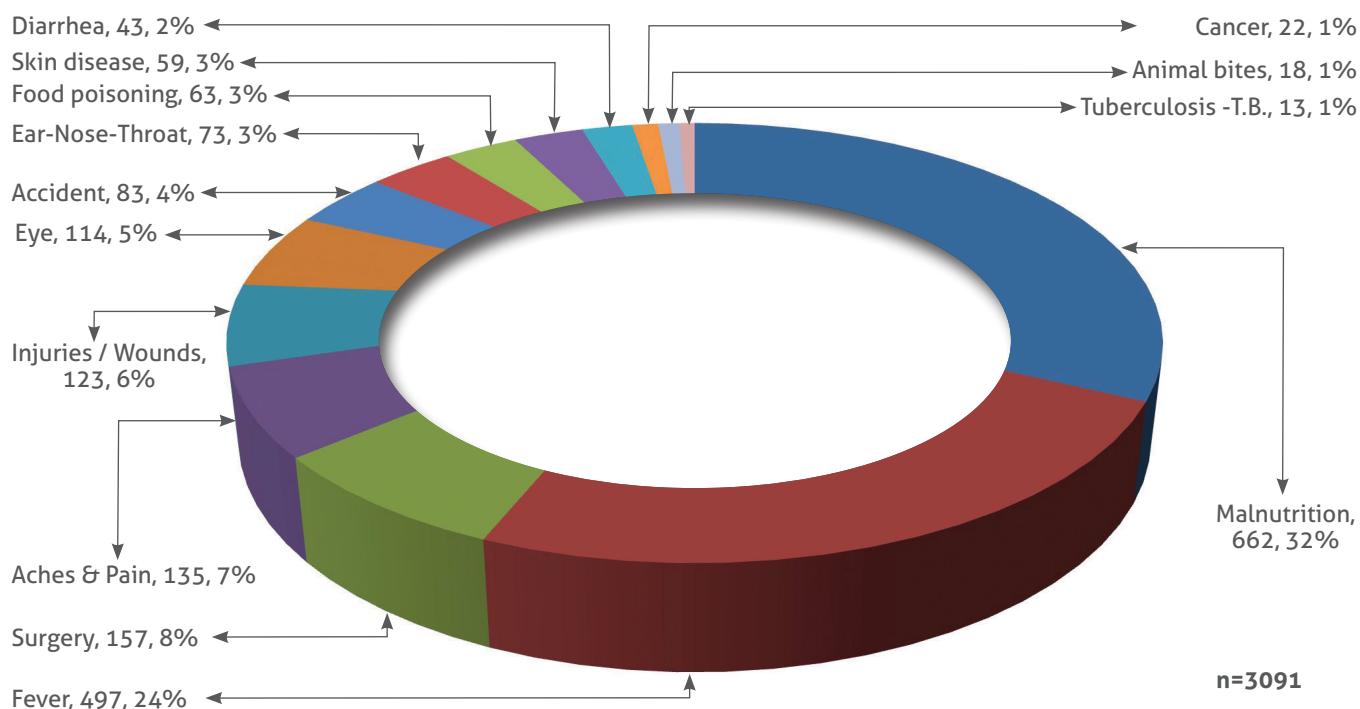
From figure 7.2, it can be concluded that, Treatment at Out Patient Departments (OPD) and Hospitalisation are the most prominent of medical interventions, covering 88% of all medical cases. The details of the ailments that require treatment by OPD and hospitalisation, are given in Figure 7.2.1 and Figure 7.2.2 respectively.



Note: Ailments of 2956 OPD cases was not available.

Figure 7.2.1: Ailments treated by OPD

The large number of ailments treated at OPDs include fever, malnutrition, skin disease and accounting for 44%, 12% and 10% respectively.



Note: Ailments of 701 hospitalisation cases was not available.

Figure 7.2.2: Ailments treated by hospitalisation



Malnutrition at 32% and fever at 24% 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.

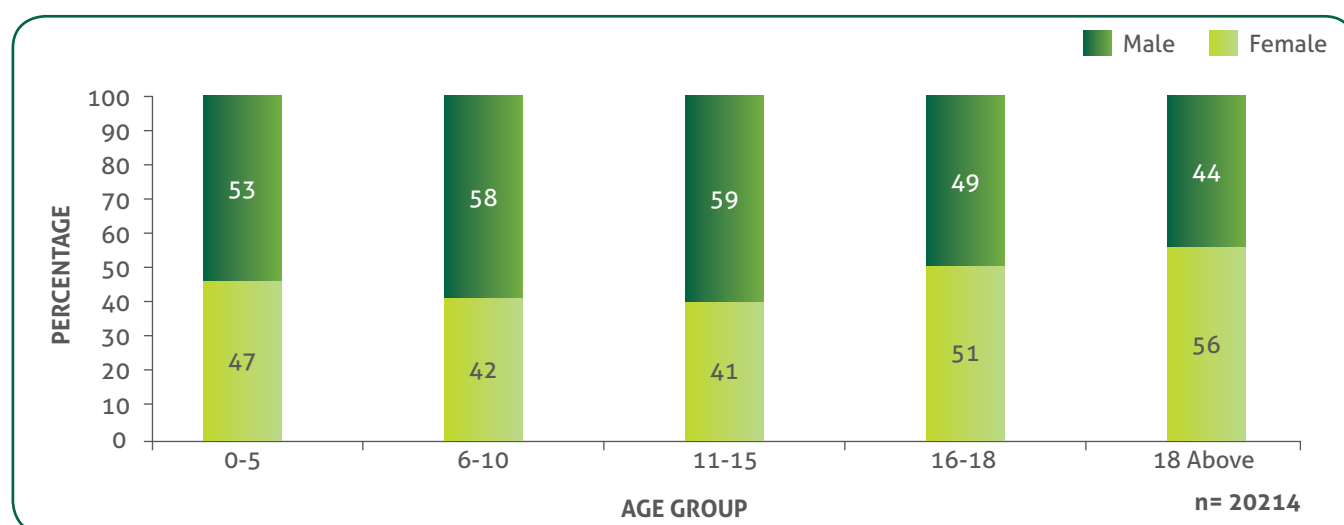
The age group wise distribution of male and female child is presented in Table and Figure 7.2.3

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	4002	3492	7494	0.87
6-10	3264	2400	5664	0.74
11-15	3314	2338	5652	0.71
16-18	673	714	1387	1.06
Above 18	7	9	16	1.29
Total	11260	8953	20213	0.80

Note: One case has been received for transgender.

In all the age group except 16-18 and above 18 years, the vast majority of medical intervention cases are with boys at more than 51% each, while in the age group of 16-18 and above 18 years the cases of girls 51% and 56% respectively are more than the cases of boys 49% and 44% respectively.



Note: One case has been received for transgender.

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

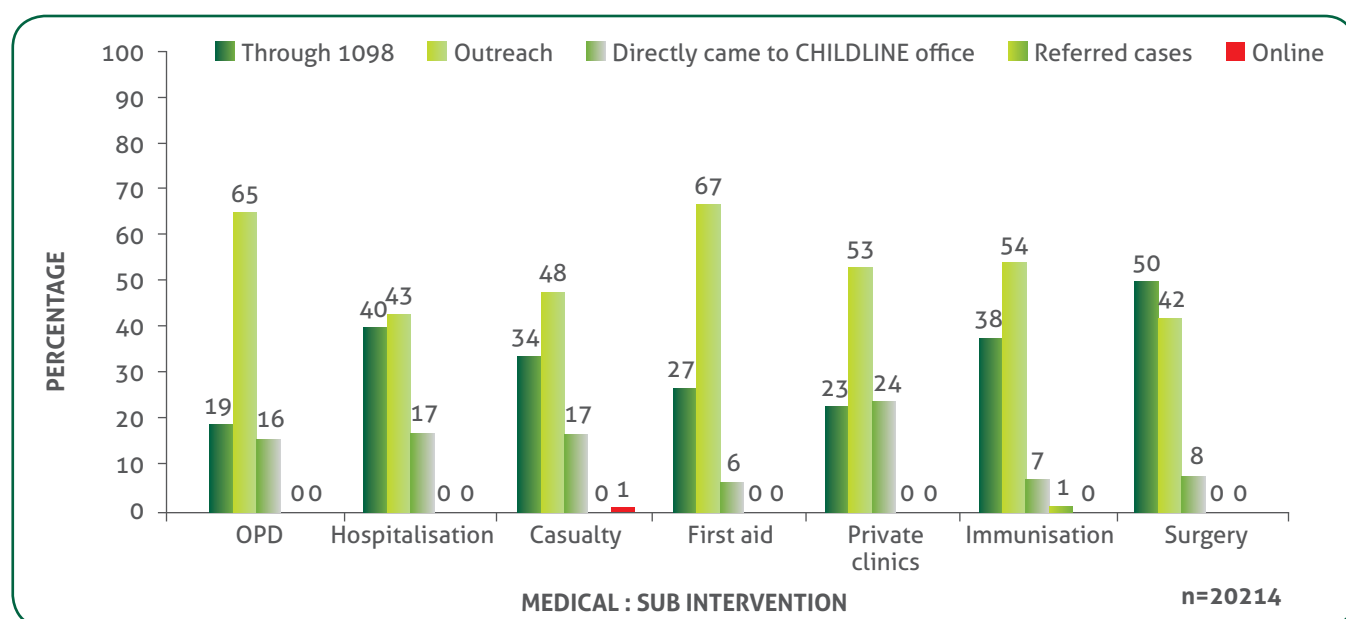
Below Table & Figure 7.2.4 shows how children accessed CHILDLINE service for medical related support.

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

Medical : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Referred cases	Online	Total
OPD	2556	9002	2227	16	4	13805
Hospitalisation	1237	1329	507	7	3	3083
Casualty	328	456	162	1	6	953
First aid	172	421	40	0	0	633
Private clinics	113	260	115	0	0	488
Immunisation	51	72	9	1	0	133
Surgery	48	40	8	0	0	96
Total	4505	11580	3068	25	13	19191

Note: - Information of access for medical cases was not available for 1023 cases.

Nearly 62% of the total medical cases were reported during the CHILDLINE outreach activity whereas 22% came 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 1023 cases.

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

CHILDLINE rushes to the aid of a 7-month old with a serious heart condition

In August 2019, CHILDLINE Nadia, West Bengal, received a call from a father of a 7-month old child suffering from a serious heart condition. The child had to be hospitalized for surgery. The father informed CHILDLINE about his financial background and his inability to sustain the cost of the surgery. CHILDLINE reached the hospital and discussed the case with the hospital authority who considered giving the discount of 5-10% for the surgery. In spite of the discount, the family was unable to bear the cost of the surgery. CHILDLINE Nadia asked the father to come to the district hospital. Then, the CHILDLINE team along with the father went to NRS hospital to associate the child with Shishu Sathi Scheme. The child was again admitted to the RN Tagore Hospital where several tests were conducted before the surgery. The surgery was successful and the child was discharged after a few days. After 14 days, CHILDLINE followed up with the child's father and enquired about his well-being.



7.3 Assistance for Shelter

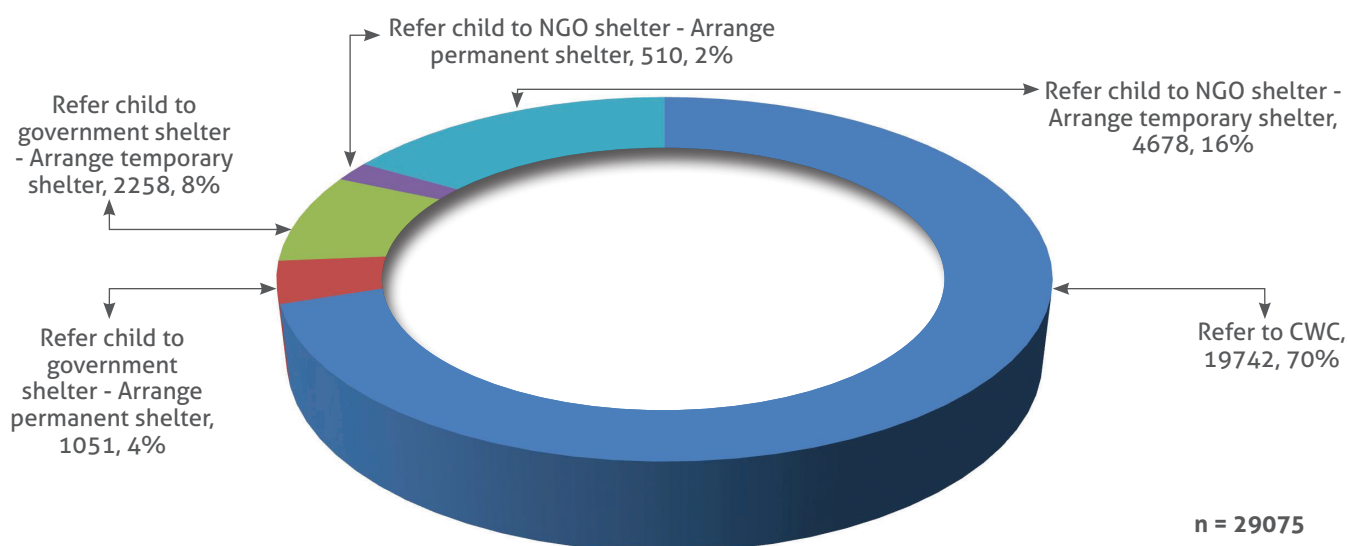
Every child has the right to a basic standard of living. Calls for providing shelter come from children themselves, the police call 1098 to seek temporary shelter for children found by them etc. In case of children referred to the Child Welfare Committee (CWC), they might pass an order for the child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

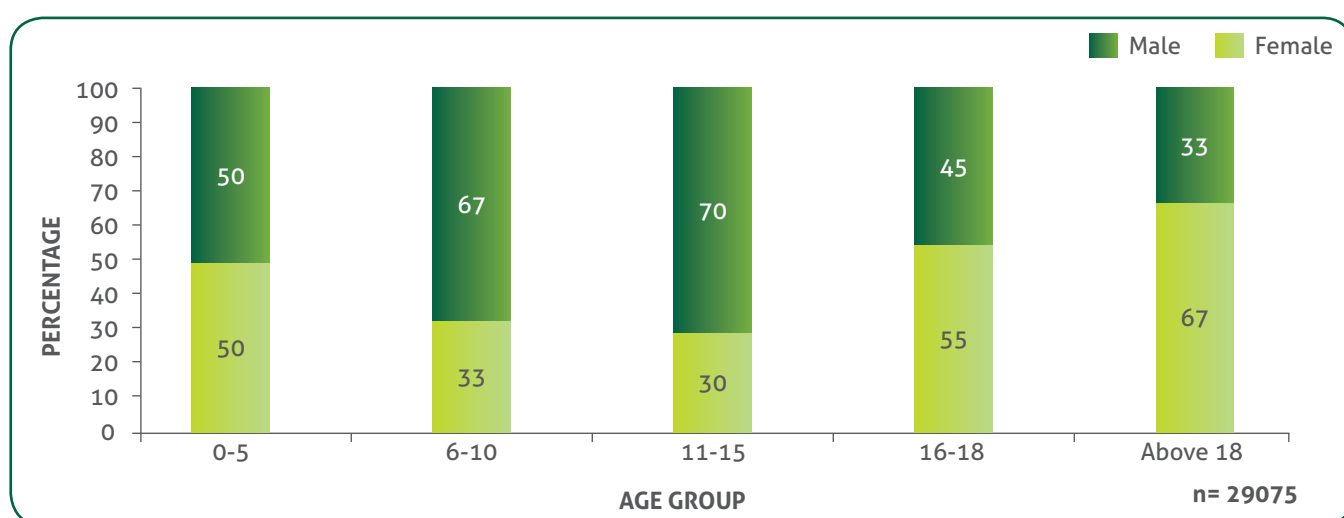
Figure 7.3: Shelter: sub intervention

The age group wise distribution of male and 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	1332	1317	2649	0.99
6-10	4201	2053	6254	0.49
11-15	9994	4354	14348	0.44
16-18	2624	3180	5804	1.21
Above 18	6	12	18	2.00
Total	18157	10916	29073	0.60

Note: - Two cases have been received for transgender.



Note: - Two cases have been received for transgender.

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 0-15 age group. 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 it's equal and in the age group 16-18 years and above 18 years, more girls require shelter assistance.

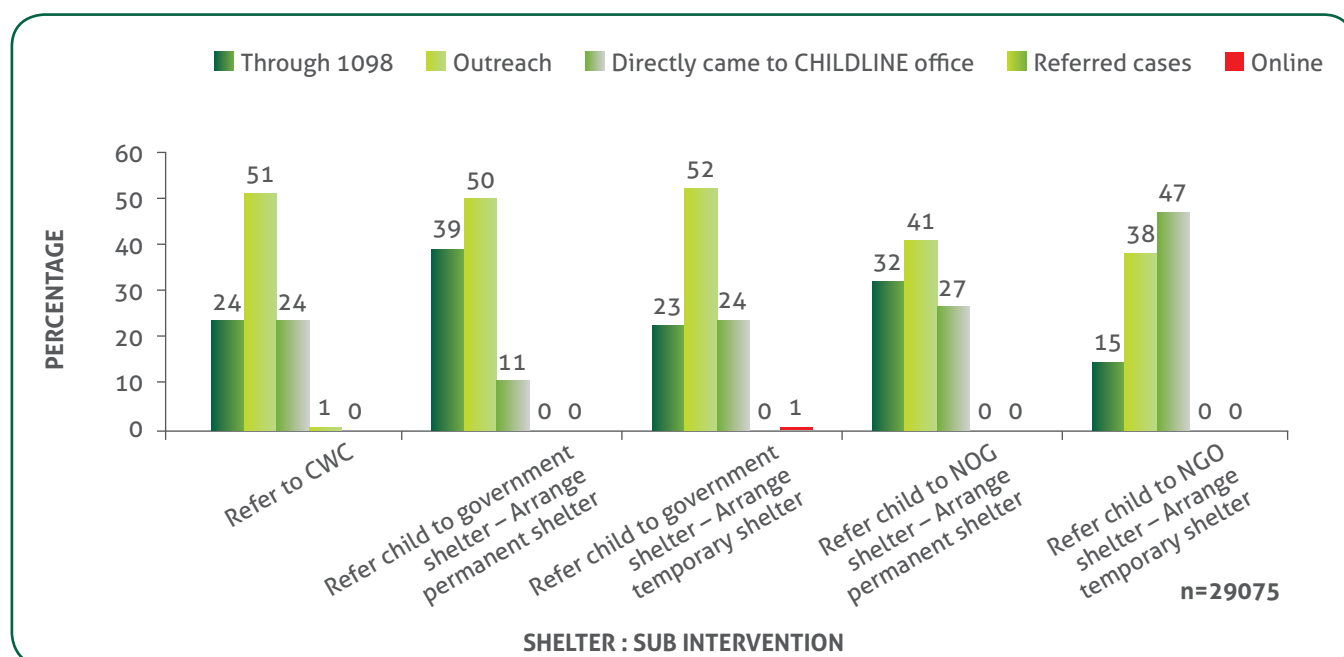


Below Table & Figure 7.3.2 shows how children accessed CHILDLINE service for shelter related support.

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

Shelter : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Referred cases	Online	Total
Refer to CWC	4678	10132	4721	99	6	19636
Refer child to government shelter - Arrange permanent shelter	401	518	118	4	0	1041
Refer child to government shelter - Arrange temporary shelter	503	1178	535	10	24	2250
Refer child to NGO shelter - Arrange permanent shelter	163	205	135	1	1	505
Refer child to NGO shelter - Arrange temporary shelter	656	1760	2200	16	0	4632
Total	6401	13793	7709	130	31	28064

Note: - Information of access for shelter cases was not available for 1011 cases.



Note: - Information of access for shelter cases was not available for 1011 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 temporary period.

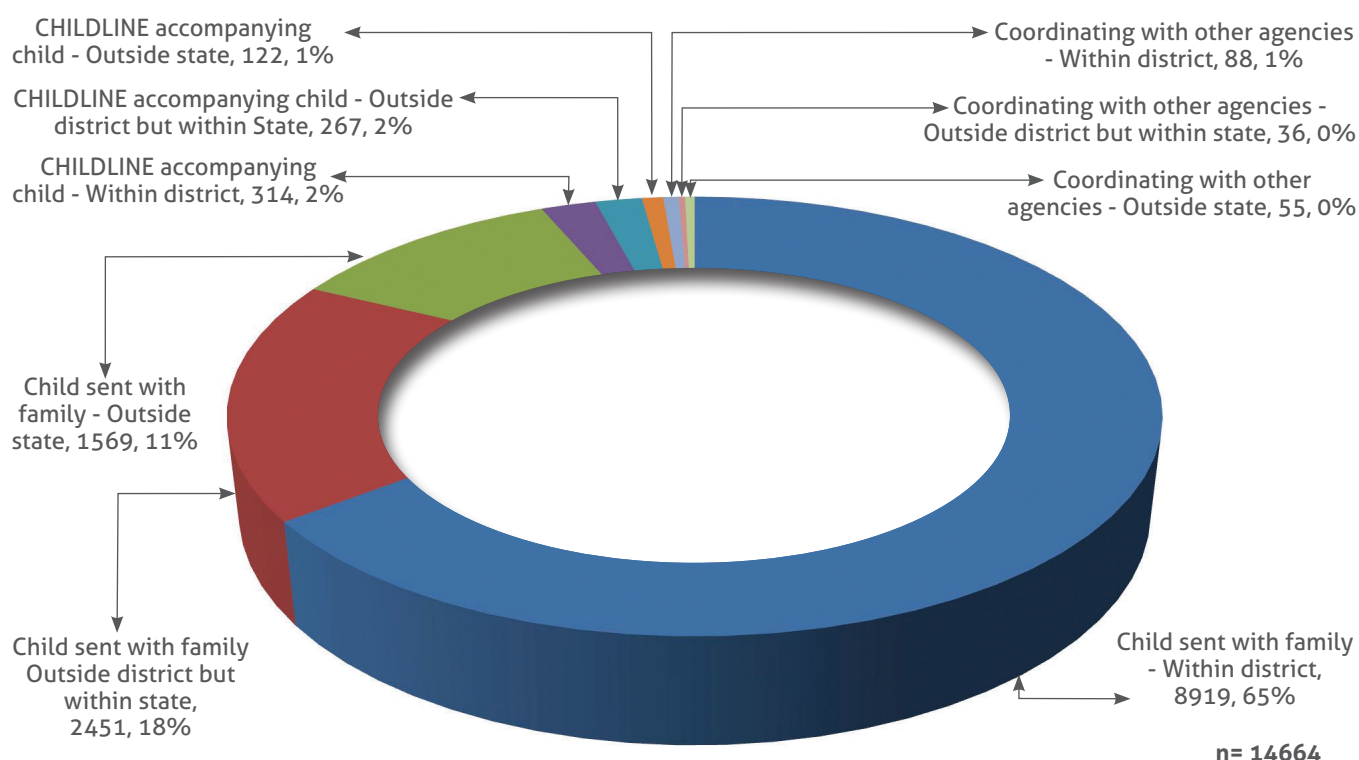
CHILDLINE rescues and sheltered a victim of sexual abuse

A concerned adult from Yavatmal, Maharashtra informed CHILDLINE about an 8-year old girl who was sexually abused by her grand-father. She pleaded CHILDLINE to place the child in the shelter home as she feared that the child can be abused once again in the future. Upon receiving the details, CHILDLINE immediately rushed to the child's house where they learnt that the child was orphaned and suffering from an unknown illness. CHILDLINE informed local police station about the case and collected all the necessary documents and took the child for the medical check-up. The child was produced before the Child Welfare Committee (CWC) and was placed in a permanent shelter home as per the orders of the CWC.

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 843 cases.

Figure 7.4: Restoration: sub intervention

Restoring children to families within district & state and outside state, accompanied by a family member, account for 94% of all restoration cases. CHILDLINE has accompanied the child in 5% 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	772	530	1302	0.69
6-10	1739	667	2406	0.38
11-15	6105	1257	7362	0.21
16-18	2300	1283	3583	0.56
Above 18	6	5	11	0.83
Total	10922	3742	14664	0.34

From the table above, it would appear that in all the age groups the number of cases for restoration of boys exceeds the cases for restoration of girls.

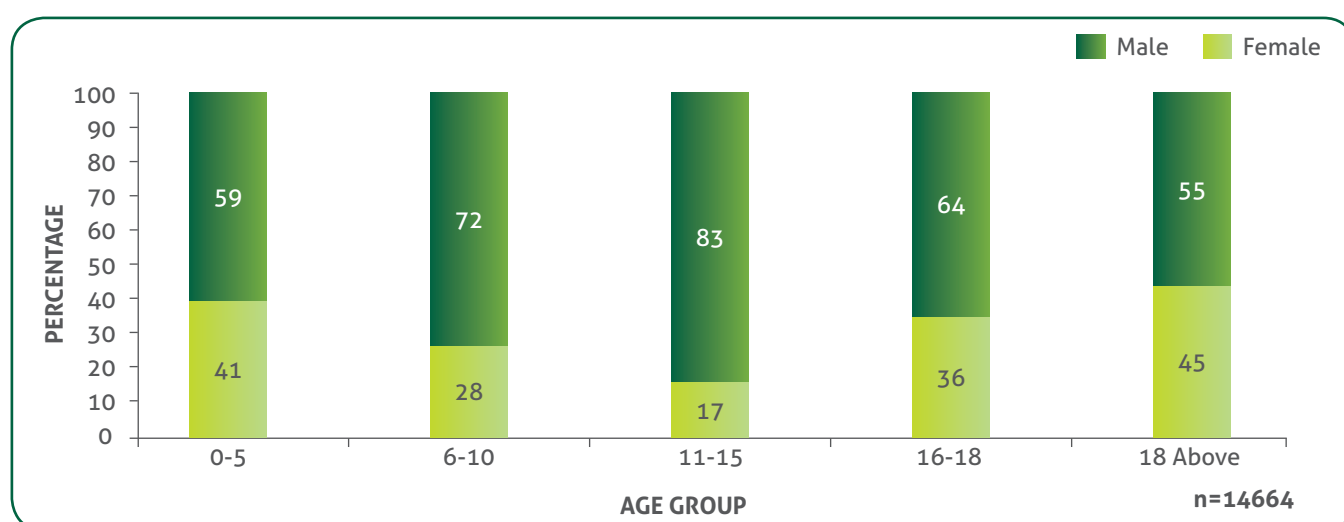


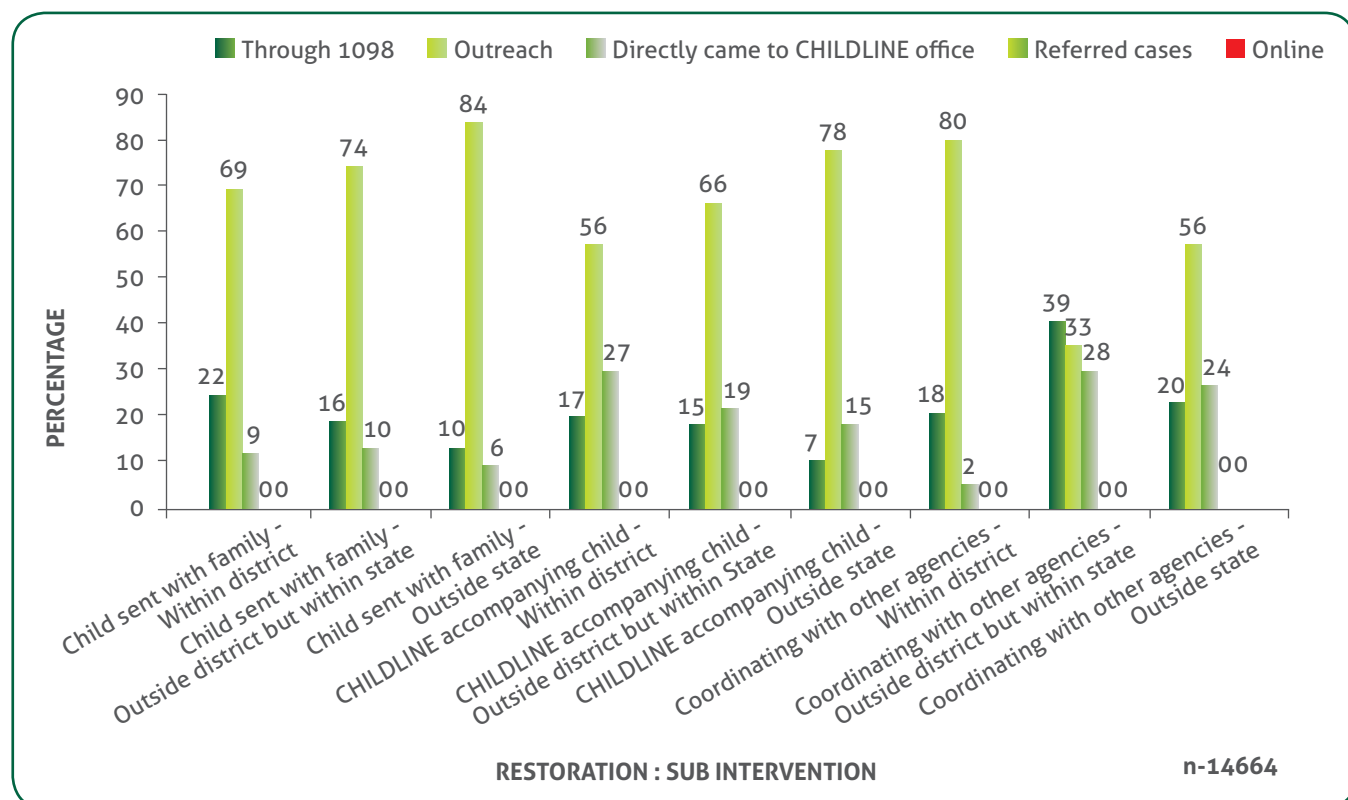
Figure 7.4.1: Age group and gender of the children restored

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 came to CHILDLINE office	Referred cases	Online	Total
Child sent with family - Within district	1947	6116	818	13	5	8899
Child sent with family - Outside district but within state	393	1807	236	3	1	2440
Child sent with family - Outside state	151	1311	101	2	0	1565
CHILDLINE accompanying child - Within district	51	170	83	1	0	305
CHILDLINE accompanying child - Outside district but within State	40	172	46	1	0	259
CHILDLINE accompanying child - Outside state	9	94	18	0	0	121
Coordinating with other agencies - Within district	16	70	2	0	0	88
Coordinating with other agencies - Outside district but within state	14	12	10	0	0	36
Coordinating with other agencies - Outside state	11	30	13	0	0	54
Total	2632	9782	1327	20	6	13767

Note: - Information of access for restoration cases was not available for 897 cases.



Note: - Information of access for restoration cases was not available for 897 cases.

Note: Percentage of cases received through online and Referred cases are zero in the entire category that's why it's not visible in graph

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

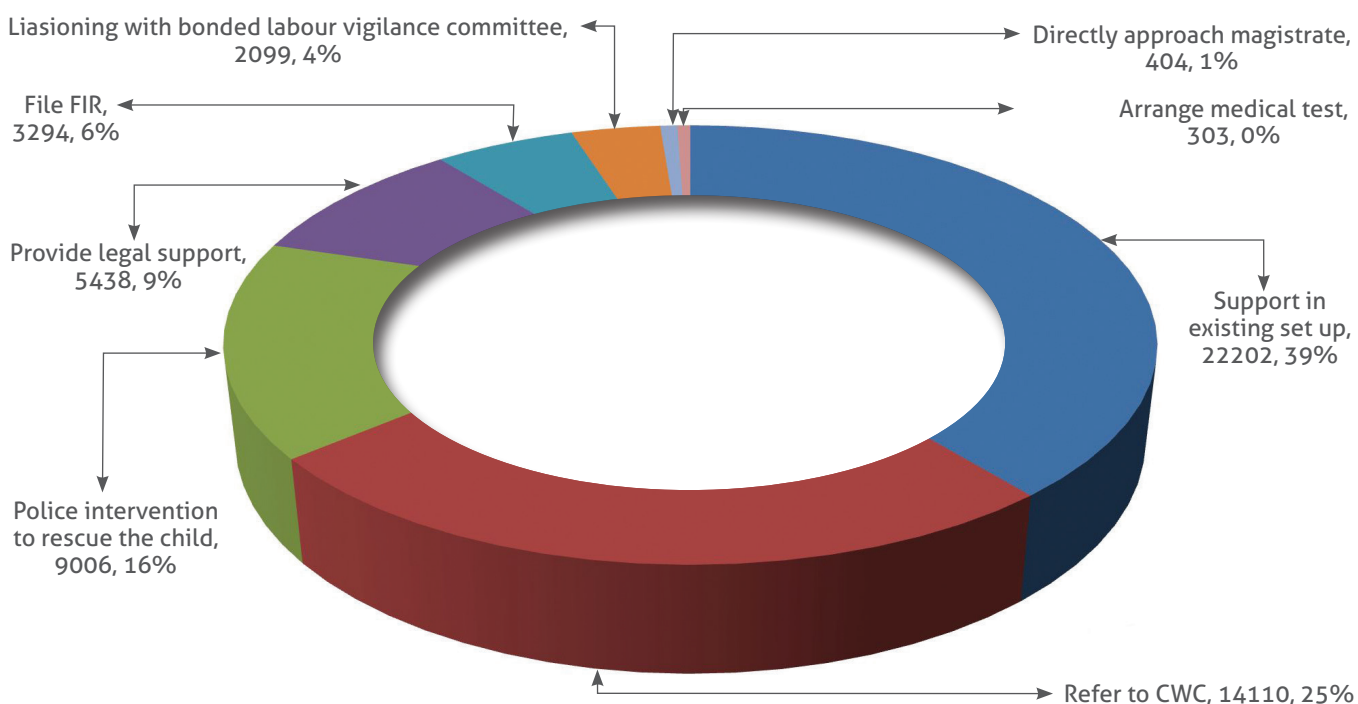


A 16-year old boy reunited with his family

In March 2019, CHILDLINE West Bengal found a 16 year old Raja (name changed to protect identity) near the Howrah station. He had run away from his family. After rescuing him, CHILDLINE team counselled Raja and provided medical support. The child was then produced before Child Welfare Committee (CWC). As per the orders of the CWC he was shifted to temporary shelter home. The team conducted a home study (Social Investigation Report) of the child with the help of other CHILDLINE unit and submitted the report to CWC and Shelter home. Post the study, the child was reunited with his family.

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 rephrase- require filing of an FIR 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 5836 Protection from abuse cases was not available.

n=62692

Figure 7.5: Protection from abuse: sub intervention

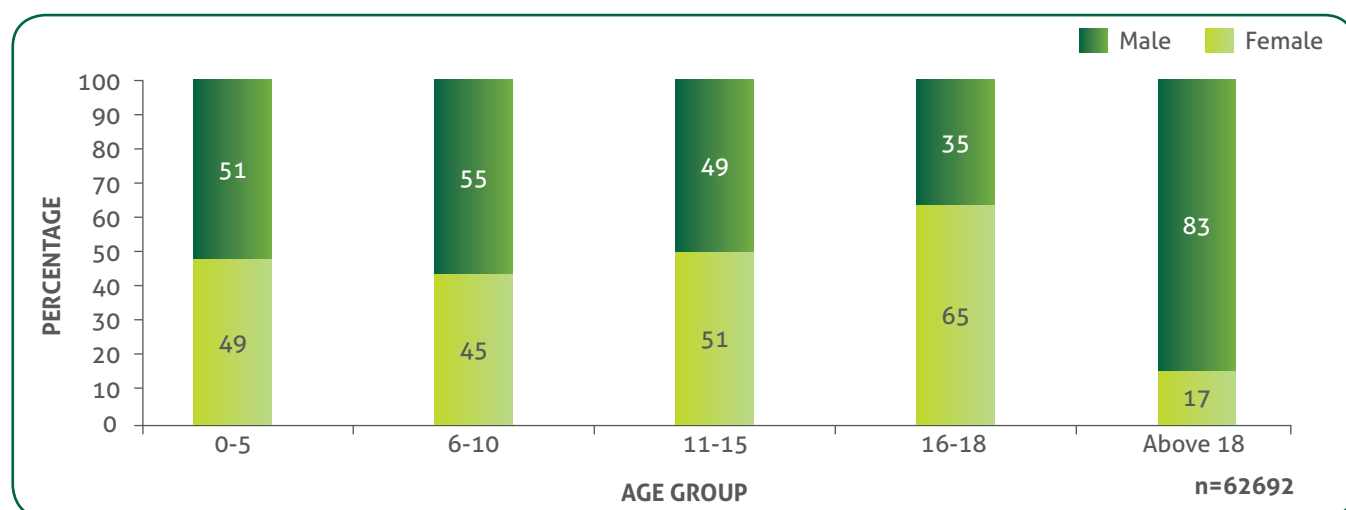
In order to protect the child from an abusive situation, CHILDLINE provided support the child in their existing set up in 39% of the cases. 25% of the cases have been referred to CWC whereas child has been rescued with the help of police in 16% cases and FIR has been filled in 6% cases and magistrate has been approached directly in 1% case.

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	2251	2177	4428	0.97
6-10	5008	4036	9044	0.81
11-15	13463	14145	27608	1.05
16-18	7469	13922	21391	1.86
Above 18	183	37	220	0.20
Total	28374	34317	62691	1.21

Note: Gender of the child was unknown in 1 case.

In the cases of children protected from abuse and violence, 55% and 83% 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 (65%) has been received.



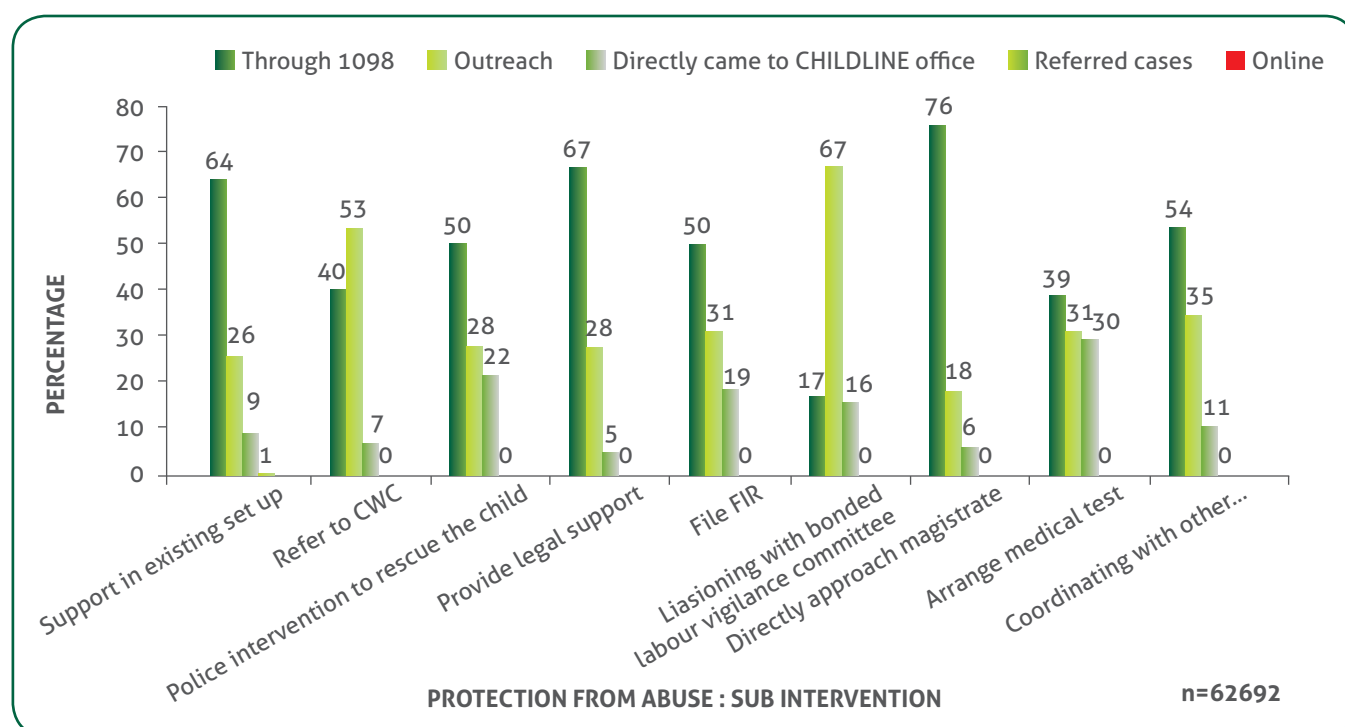
Note: Gender of the child was unknown in 1 case.

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 came to CHILDLINE office	Referred cases	Online	Total
Support in existing set up	14386	5653	1909	112	75	22135
Refer to CWC	5615	7423	989	34	23	14084
Police intervention to rescue the child	4470	2494	1957	19	34	8974
Provide legal support	3661	1484	239	15	26	5425
File FIR	1631	1021	603	11	11	3277
Liasioning with bonded labour vigilance committee	362	1406	317	6	6	2097
Directly approach magistrate	309	72	22	1	0	404
Arrange medical test	117	95	89	0	0	301
Total	30551	19648	6125	198	175	56697

Note: - Information of access for protection from abuse cases was not available for 5995 cases.



Note: - Information of access for protection from abuse cases was not available for 5995 cases.

Note: Percentage of cases received through online is zero in the entire category that's why it's not visible in graph

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

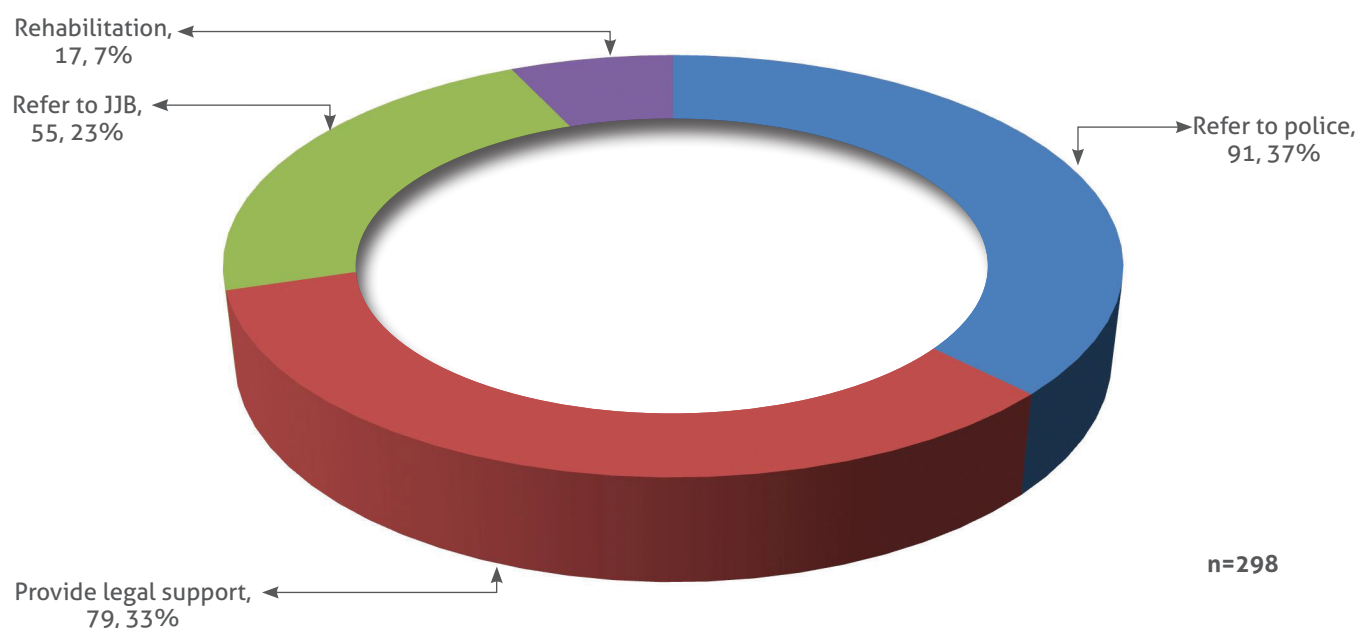
For most of interventions done in abuse cases, the principal source of cases is via the 1098 and outreach.

Support and Justice for the victim of sexual abuse

In May 2019, a concerned adult from Malkangiri, Odisha informed CHILDLINE about 15 year old Rima (name changed to protect identity) who was sexually abused by her elder brother. She was three months pregnant due to the abuse. Upon receiving the information, CHILDLINE immediately contacted the Integrated Child Development Services (ICDS) supervisor, ASHA (Accredited Social Health Activist), Anganwadi Worker (AWW) and District Child Protection Unit (DCPU) member. CHILDLINE team reached the child's residence and rescued her from the abusive environment. They counseled Rima and presented her before Child Welfare Committee (CWC). As per the orders of the CWC, Rima was placed in the temporary shelter home in Malkangiri. The accused was arrested and an FIR was filed. Currently, Rima is in the shelter home and recovering steadily.

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 district. 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 56 Child in conflict with law cases was not available.

Figure 7.6: Child in conflict with law: sub intervention

37% of the cases have been referred to police, in 33% of the cases legal support has been provided to the child whereas in 23% cases intervention is to refer the child to the Juvenile justice board.

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	27	19	46	0.70
11-15	123	21	144	0.17
16-18	90	16	106	0.18
Above 18	1	1	2	1.00
Total	241	57	298	0.24

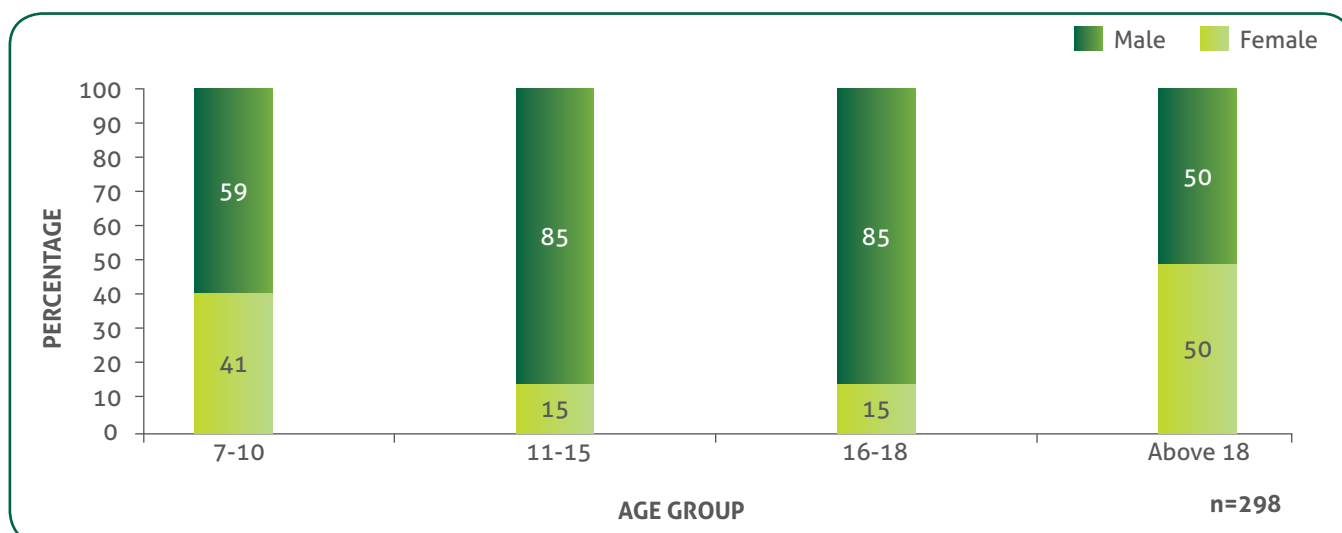


Figure 7.6.1: Age group and gender of the children in conflict with law

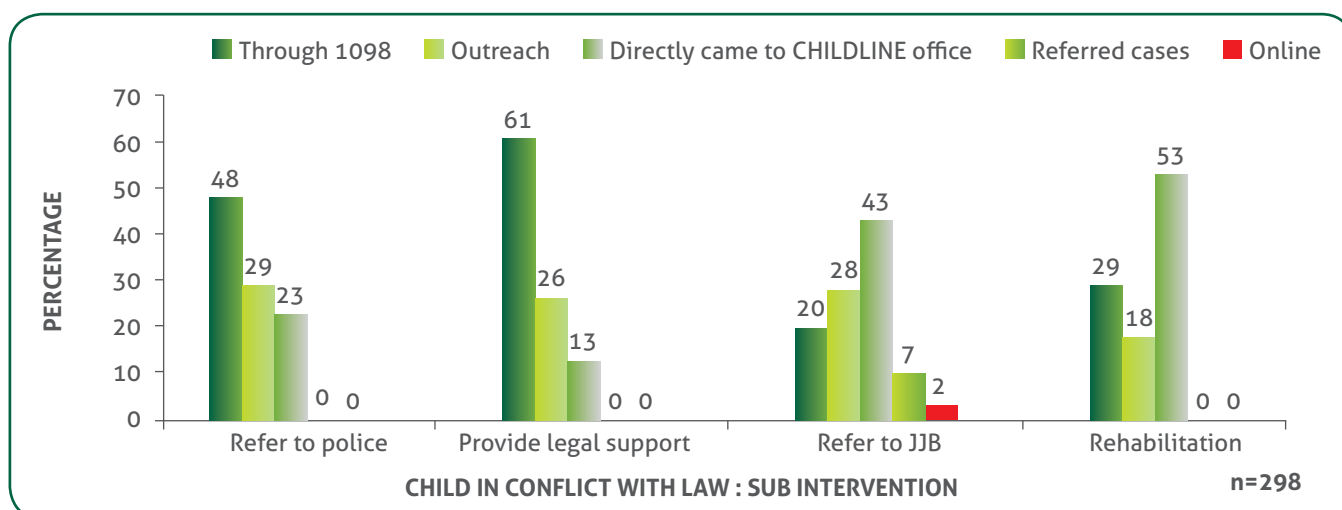
The gender data for such interventions follows the pattern across all kinds of interventions. In India, the age of Criminal responsibility is fixed at 7 years as per the Indian Penal Code (IPC).

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 came to CHILDLINE office	Referred cases	Online	Total
Refer to police	44	26	21	0	0	91
Provide legal support	47	20	10	0	0	77
Refer to JJB	11	15	23	4	1	54
Rehabilitation	5	3	9	0	0	17
Total	107	64	63	4	1	239

Note: - Information of access for child in conflict with law cases was not available for 59 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 59 cases.

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

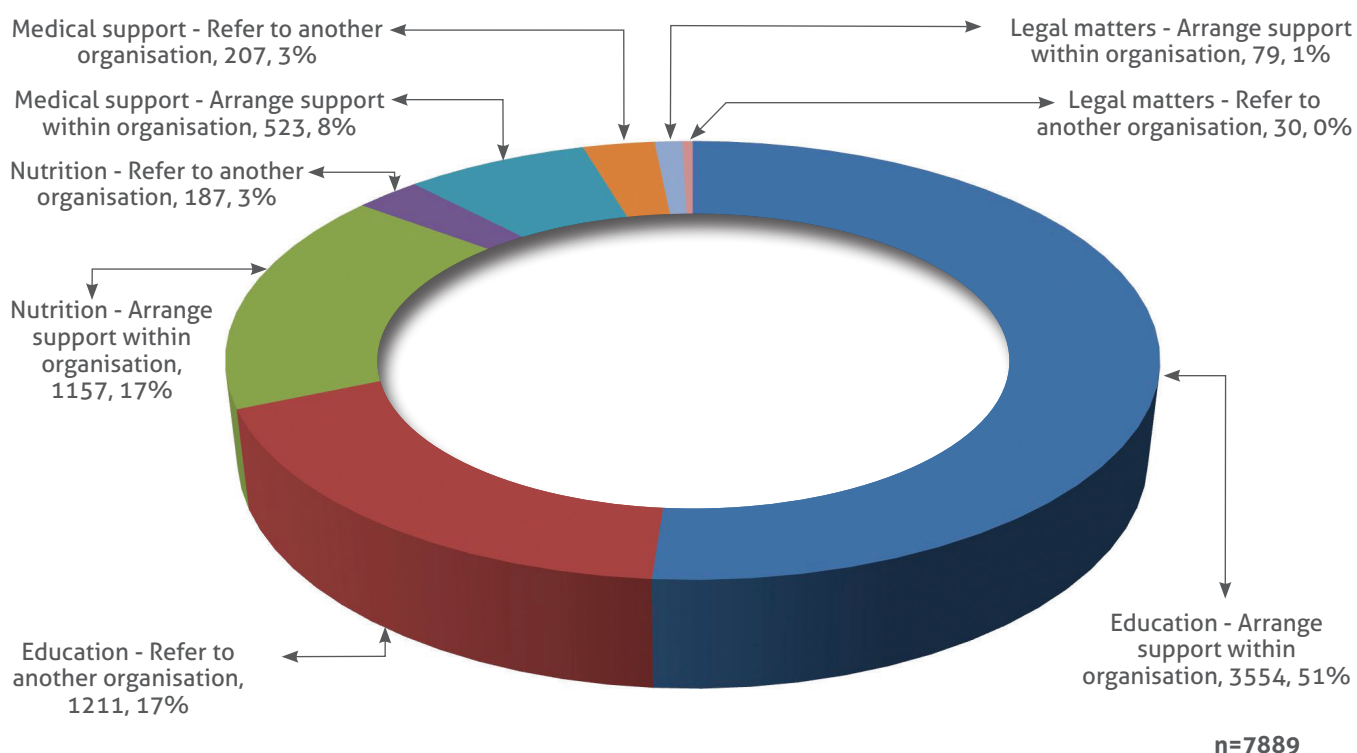
Protection of child from public violence

The District Child Protection Officer (DCPO) informed CHILDLINE about a 12 year old boy Rajesh (name changed to protect identity) who was badly beaten up by the public. Rajesh was caught stealing a wallet and mobile phone. Hence, an FIR was filed against him. The DCPO asked CHILDLINE to reach the location. CHILDLINE reached the spot immediately. Initially, it was extremely challenging for CHILDLINE to rescue the boy from the public as they had become extremely violent. The team contacted the local police who helped rescue the child. Then, medical treatment was arranged for the child. The police recorded the statements under 161 CRPC. The child was produced before the Juvenile Justice Board (JJB) with the help of the police. The child was sent to special home as per the JJB order.

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

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



Note: - Information of 941 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 68%.

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



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

Age group	Male	Female	Total	Ratio of female to male
0-5	676	637	1313	0.94
6-10	1399	1246	2645	0.89
11-15	1648	1599	3247	0.97
16-18	332	346	678	1.04
Above 18	5	1	6	0.20
Total	3829	4060	7889	1.06

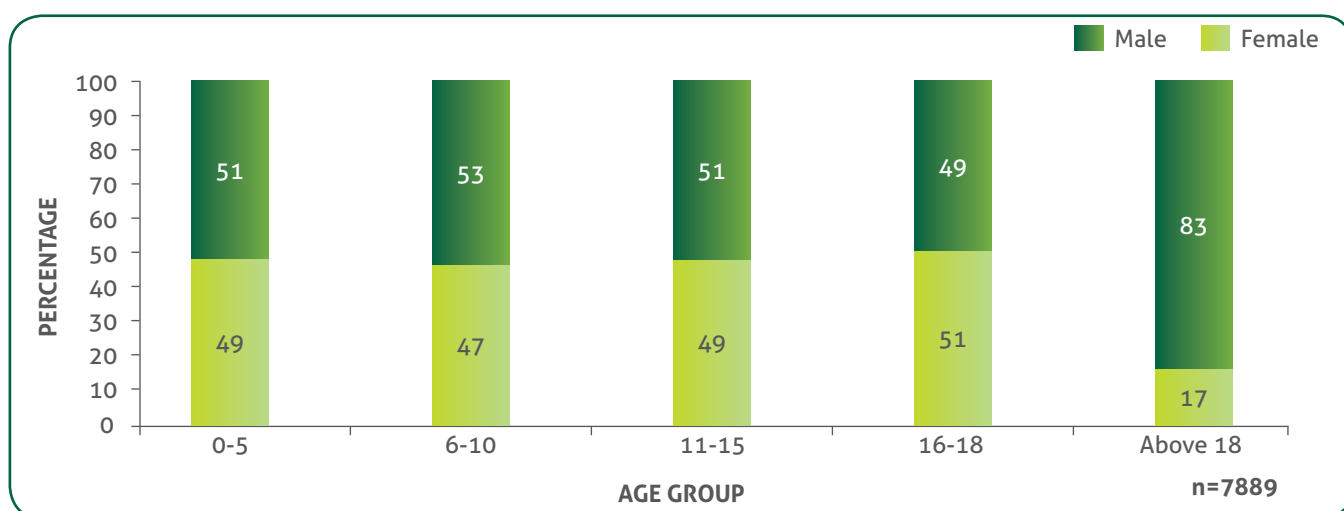


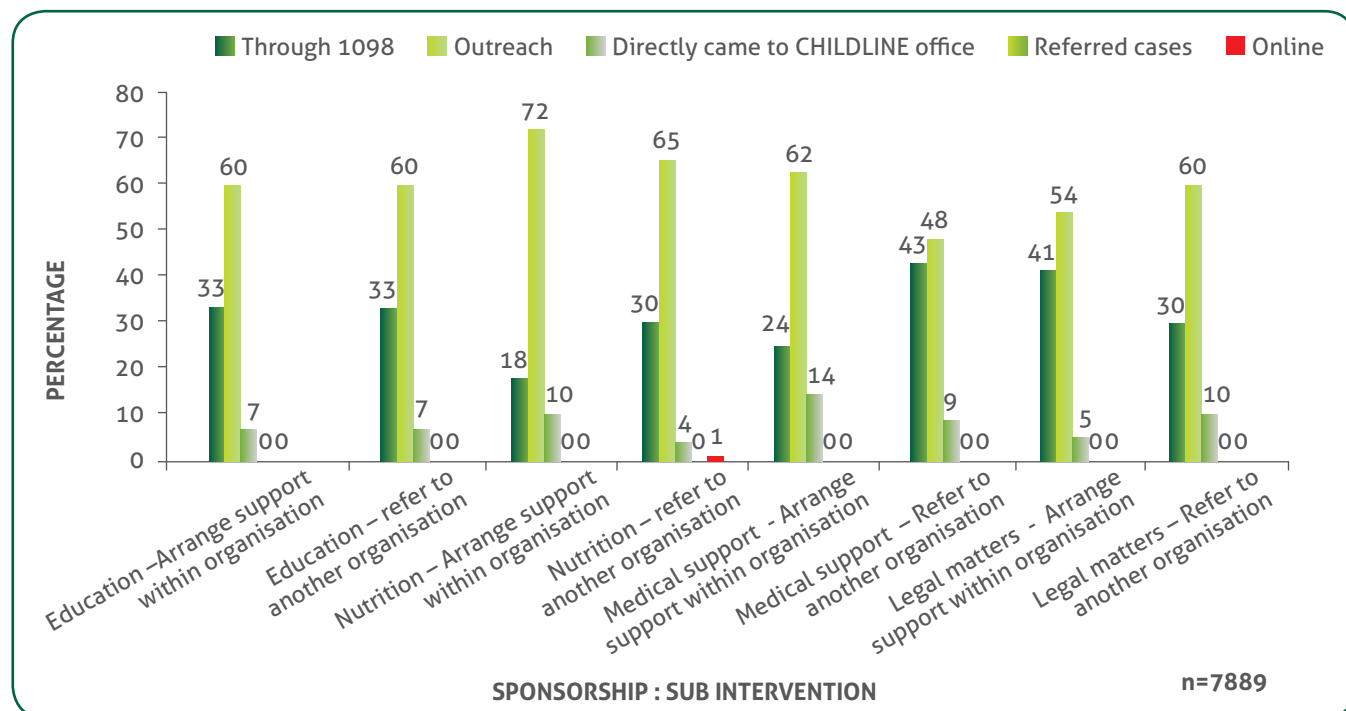
Figure 7.7.1: Age group and gender of the children provided sponsorship

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

Sponsorship : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Referred cases	Online	Total
Education - Arrange support within organisation	1183	2120	238	0	13	3554
Education - Refer to another organisation	396	728	86	1	0	1211
Nutrition - Arrange support within organisation	211	827	116	1	0	1155
Nutrition - Refer to another organisation	56	121	8	0	1	186
Medical support - Arrange support within organisation	122	326	74	1	0	523
Medical support - Refer to another organisation	89	100	18	0	0	207
Legal matters - Arrange support within organisation	32	43	4	0	0	79
Legal matters - Refer to another organisation	9	18	3	0	0	30
Total	2098	4283	547	3	14	6945

Note: - Information of access for sponsorship cases was not available for 944 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 944 cases.

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

Outreach is the major source for all kind of Sponsorship cases.

Educational aid for children

During an outreach activity in Bengaluru, Karnataka, CHILDLINE came across an 8th standard student from a slum area. She was unable to attend her online classes due to lack of mobile/laptop and internet connection. After meeting the child, CHILDLINE collected all the required information about the family's economic condition. Then, the team prepared a plan to reach out to people who would like to help the child. CHILDLINE contacted the EX-MLA (Member of Legislative Assembly) of the local area and informed about the child's situation. He assured to arrange a new laptop for the child. Since CHILDLINE was unable to find anyone for internet connection, they arranged for a broadband provider at their end.

7.8 Calls reporting children who are missing

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

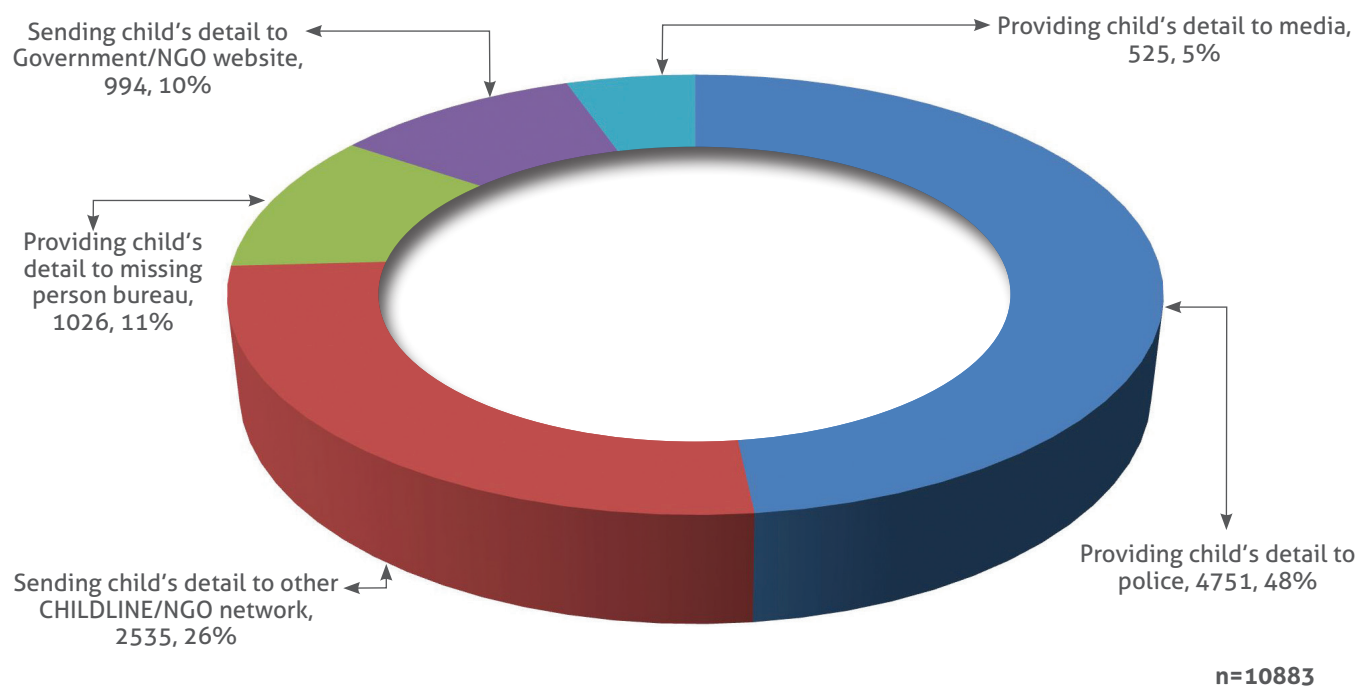
- 1- Calls about children who have been found wandering about and confirm that they are lost
- 2- Calls received from parents saying that their child is missing

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 children missing lodged by parents/family. Reporting missing children to various websites and to media is a routine for such interventions.



Note: - Information of 1052 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	470	399	869	0.85
6-10	1370	489	1859	0.36
11-15	4277	1322	5599	0.31
16-18	1357	1166	2523	0.86
Above 18	12	21	33	1.75
Total	7486	3397	10883	0.45

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

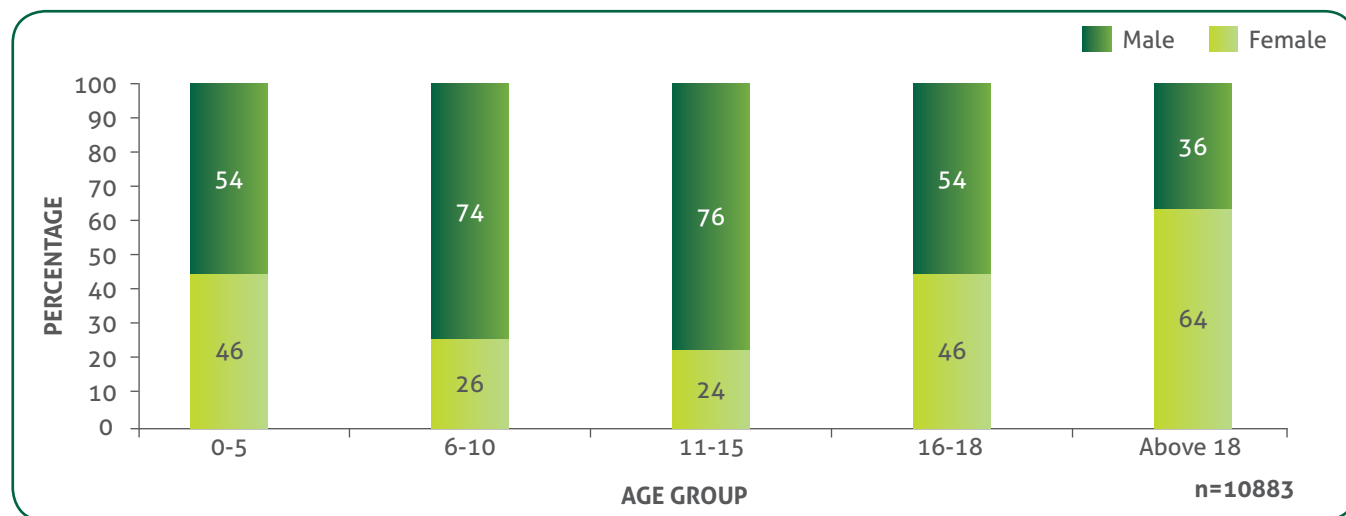
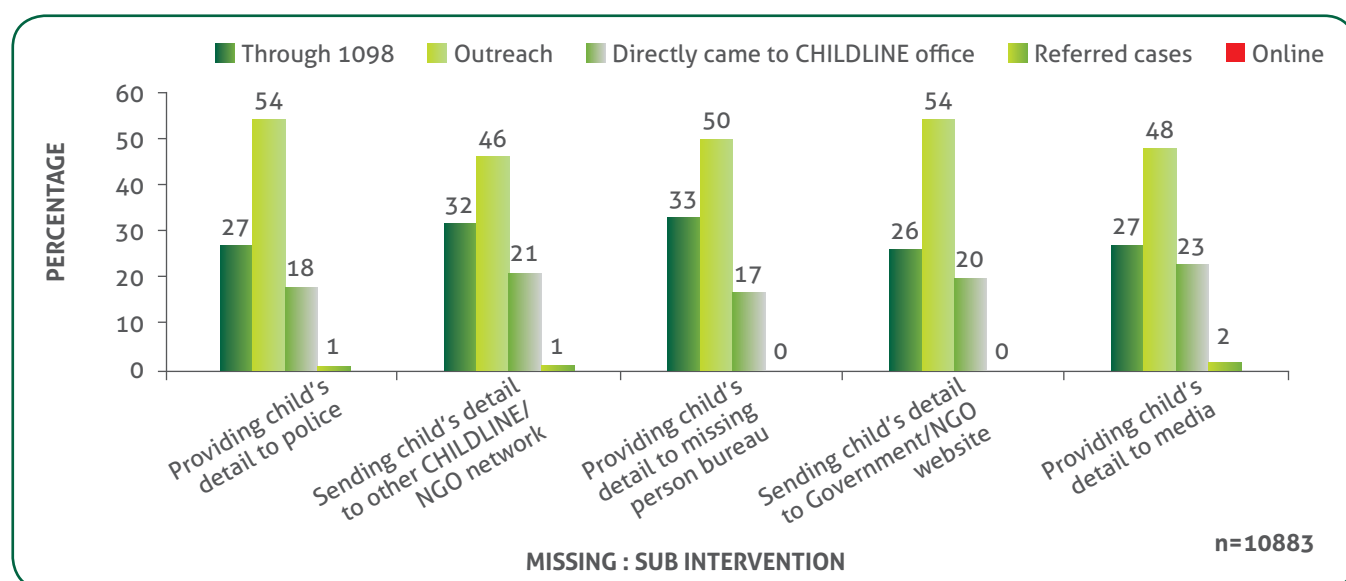


Figure 7.8.1: Age group and gender of the missing children

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

Missing : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Online	Referred cases	Total
Providing child's detail to police	1285	2567	859	25	10	4746
Sending child's detail to other CHILDLINE/NGO network	811	1153	532	28	8	2532
Providing child's detail to missing person bureau	339	514	170	1	1	1025
Sending child's detail to Government/NGO website	265	532	194	0	2	993
Providing child's detail to media	144	250	115	13	2	524
Total	2844	5016	1870	67	23	9820

Note: - Information of access for missing cases was not available for 1063 cases.



Note: - Information of access for missing cases was not available for 1063 cases.

Note: Percentage of cases received through online is zero in the entire category that's why it's not visible in the graph.

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

Majority of the missing cases was reported through outreach.



CHILDLINE reunites a runaway child with the family. (This case is dated august 2020)

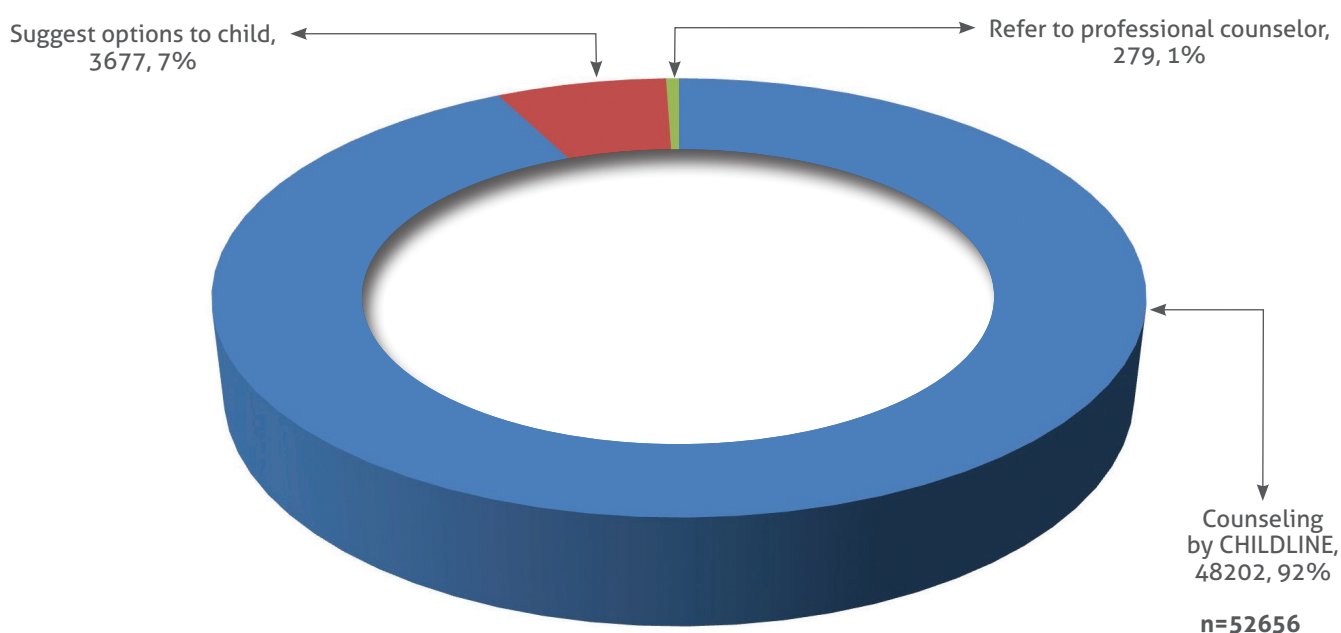
CHILDLINE received a distress call from a mother who reported her missing daughter. The child Seeta (name changed to protect identity) aged 15 and mother hailed from Bengaluru Karnataka. Upon receiving the information CHILDLINE reached the child's residence and spoke with the mother. During the conversation, CHILDLINE learnt that Seeta's father's abusive behavior probably pushed her to run away from home. CHILDLINE collected all the child's necessary documents and went to the police station along with the child's mother. The team helped the mother file First Information Report (FIR). Next Day, the police traced the child and restored her with her family. In the meantime, CHILDLINE informed the Child Welfare Committee (CWC) about Seeta's case. Due to the COVID-19 pandemic, the CWC proceedings were conducted online. The CWC counseled the father and advised him to care for his daughter.

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

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



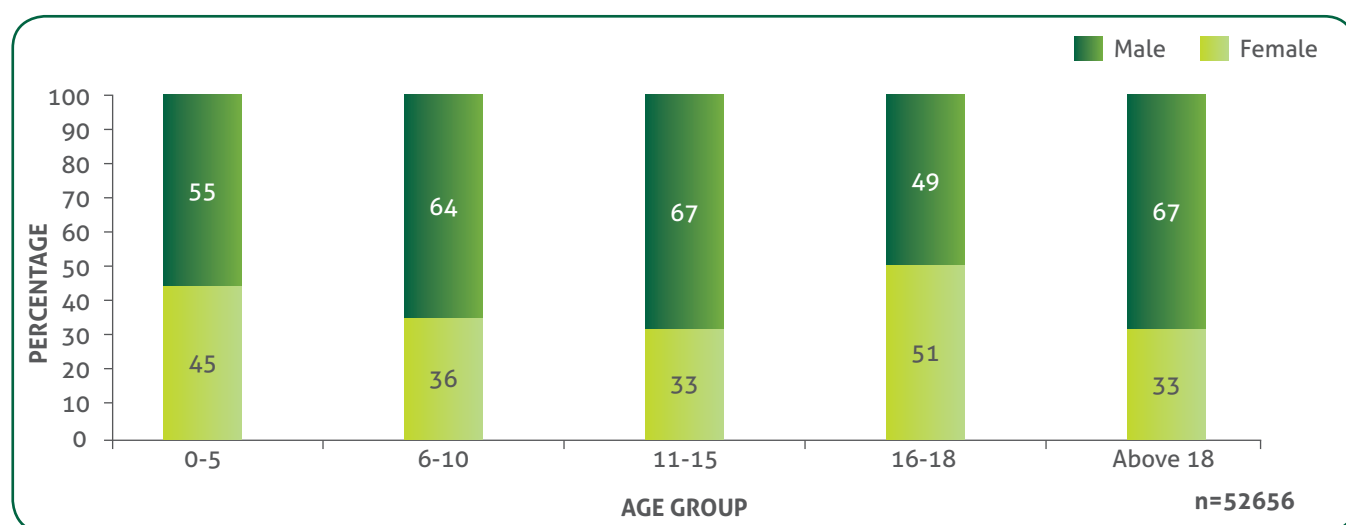
Note: - Information of 498 Emotional support & guidance cases was not available.

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	2322	1936	4258	0.83
6-10	7272	4099	11371	0.56
11-15	17193	8576	25769	0.50
16-18	5470	5708	11178	1.04
Above 18	51	25	76	0.49
Total	32308	20344	52652	0.63

Note- Gender and Age group was not available for 2 cases and 2 cases have been received for transgender.



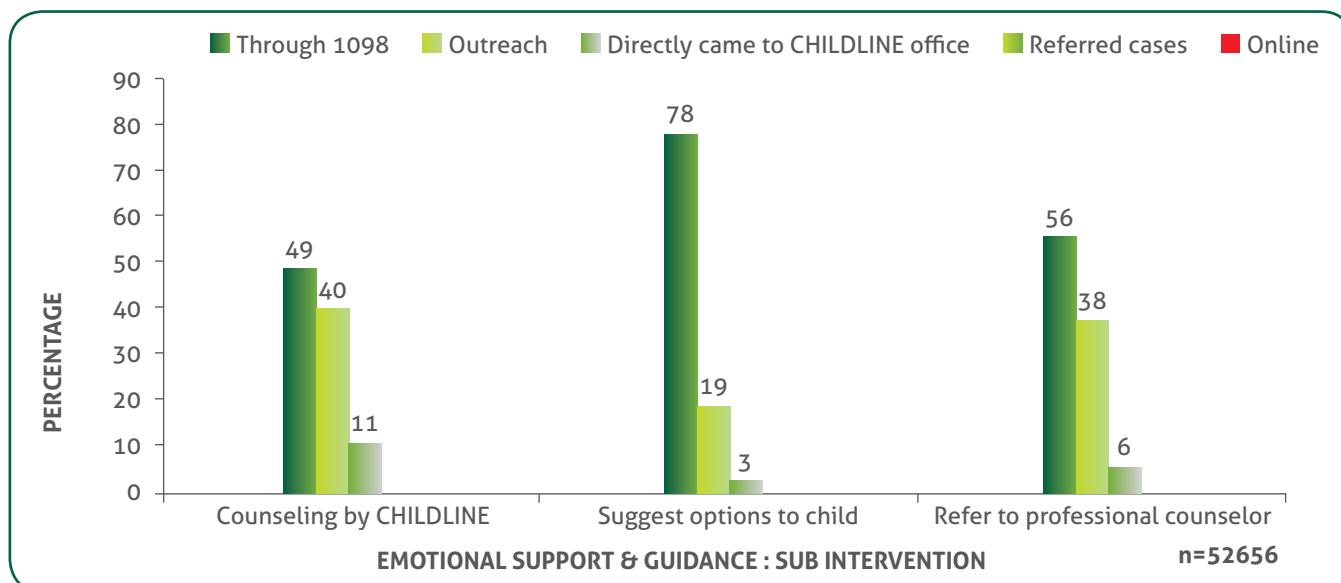
Note- Gender and Age group was not available for 2 cases and 2 cases have been received for transgender.

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 came to CHILDLINE office	Referred cases	Online	Total
Counseling by CHILDLINE	23647	19138	5262	49	31	48127
Suggest options to child	2868	673	126	9	1	3677
Refer to professional counselor	157	105	16	0	1	279
Total	26672	19916	5404	58	33	52083

Note: - Information of access for emotional support & guidance cases was not available for 573 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 573 cases.

Note: Percentage of cases received through referred cases and online are zero in the entire category that's why it's not visible in the graph.

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

CHILDLINE supports and counsels a victim of depression

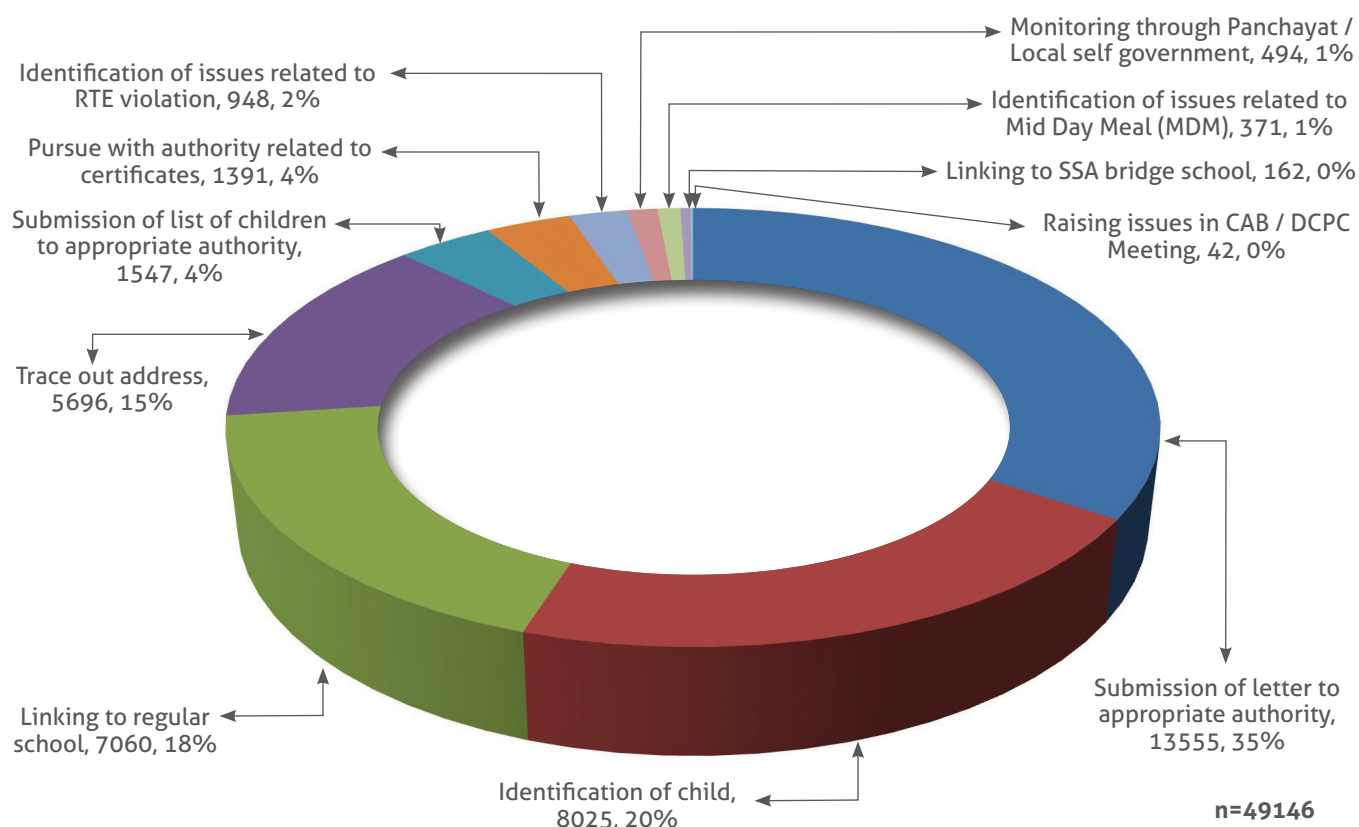
In October 2019, CHILDLINE received call from an uncle of a 16 year-old victim of depression. Rita (name changed to protect identity) hailed from Pithoragarh District, Uttarakhand. Her parents were divorced and married to different partners. She was staying with her grandparents who misbehaved with her. Rita slipped into depression and tried to commit suicide. Her uncle hospitalized her for treatment. Upon receiving the information, CHILDLINE reached the hospital and counseled the child. The team learnt that the child did not wish to stay with the family and wanted to shift to the shelter home. CHILDLINE met the family members and advised them to take care of Rita. CHILDLINE undertook several counselling sessions with Rita and the family. After a fortnight, CHILDLINE followed up with the family and learnt that she is getting along very well with the family.

7.10 Children calling CHILDLINE for several other kind of Intervention

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

These are cases where CHILDLINE receives call 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 kinds of issues.



Note: - Information of 9855 other intervention cases was not available.

Figure 7.10: Other intervention: sub intervention

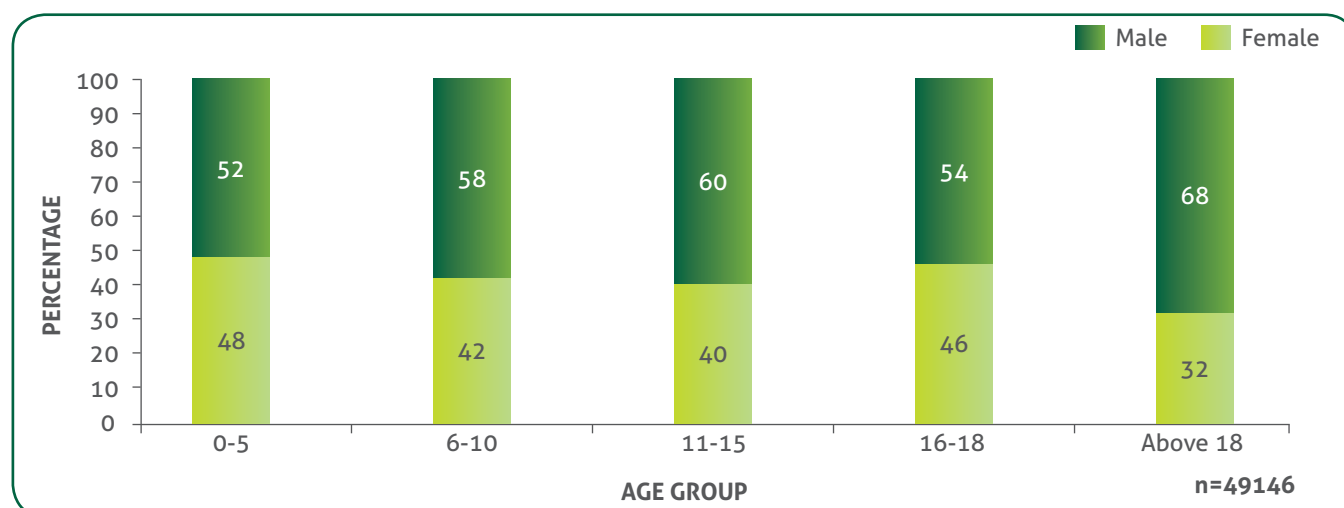


In 35% of the total other intervention cases, CHILDLINE submitted the letter to appropriate authority to provide help to children for different kind of government schemes. 15% cases have been received to trace the address of the child and 20% for identification the children. 1% of the cases have been received for issues related to mid-day 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	3736	3409	7145	0.91
6-10	7968	5884	13852	0.74
11-15	12336	8273	20609	0.67
16-18	4040	3426	7466	0.85
Above 18	50	23	73	0.46
Total	28130	21015	49145	0.75

Note- 1 case has been received for transgender.



Note- 1 case has been received for transgender.

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

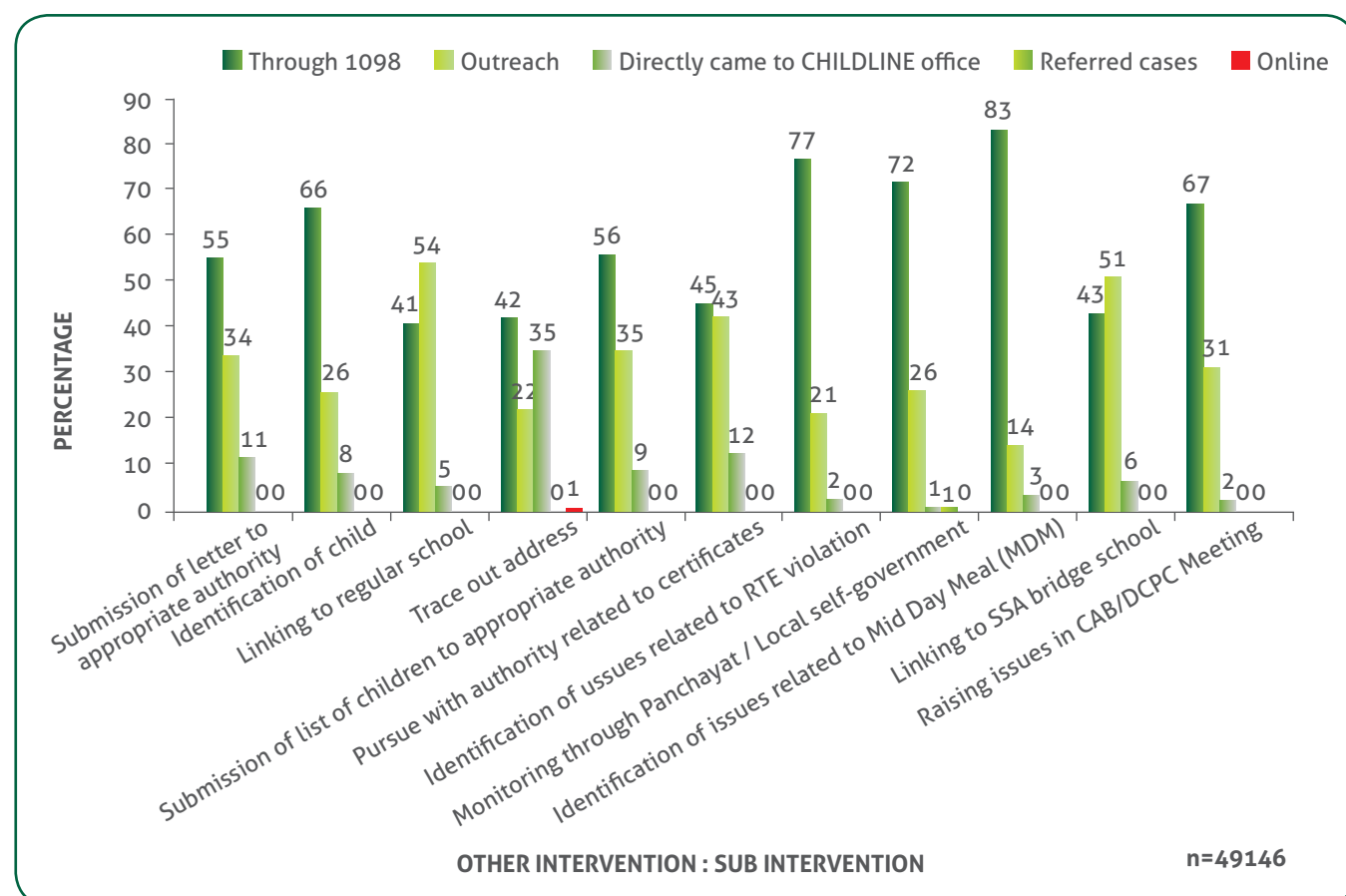
Male children cases are higher than female children throughout all the age group.

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

Other intervention : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Online	Referred cases	Total
Submission of letter to appropriate authority	7399	4555	1415	50	9	13428
Identification of child	5284	2117	544	22	25	7992
Linking to regular school	2901	3809	336	10	4	7060
Trace out address	2201	1181	1849	19	44	5294
Submission of list of children to appropriate authority	872	539	128	2	4	1545
Pursue with authority related to certificates	626	604	154	4	2	1390
Identification of issues related to RTE violation	726	198	21	2	1	948
Monitoring through Panchayat / Local self-government	355	129	6	4	0	494
Identification of issues related to Mid Day Meal (MDM)	309	52	10	0	0	371
Linking to SSA bridge school	69	83	10	0	0	162
Raising issues in CAB / DCPC Meeting	28	13	1	0	0	42
Total	20770	13280	4474	113	89	38726

Note: - Information of access for other intervention cases was not available for 10420 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 10420 cases.

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



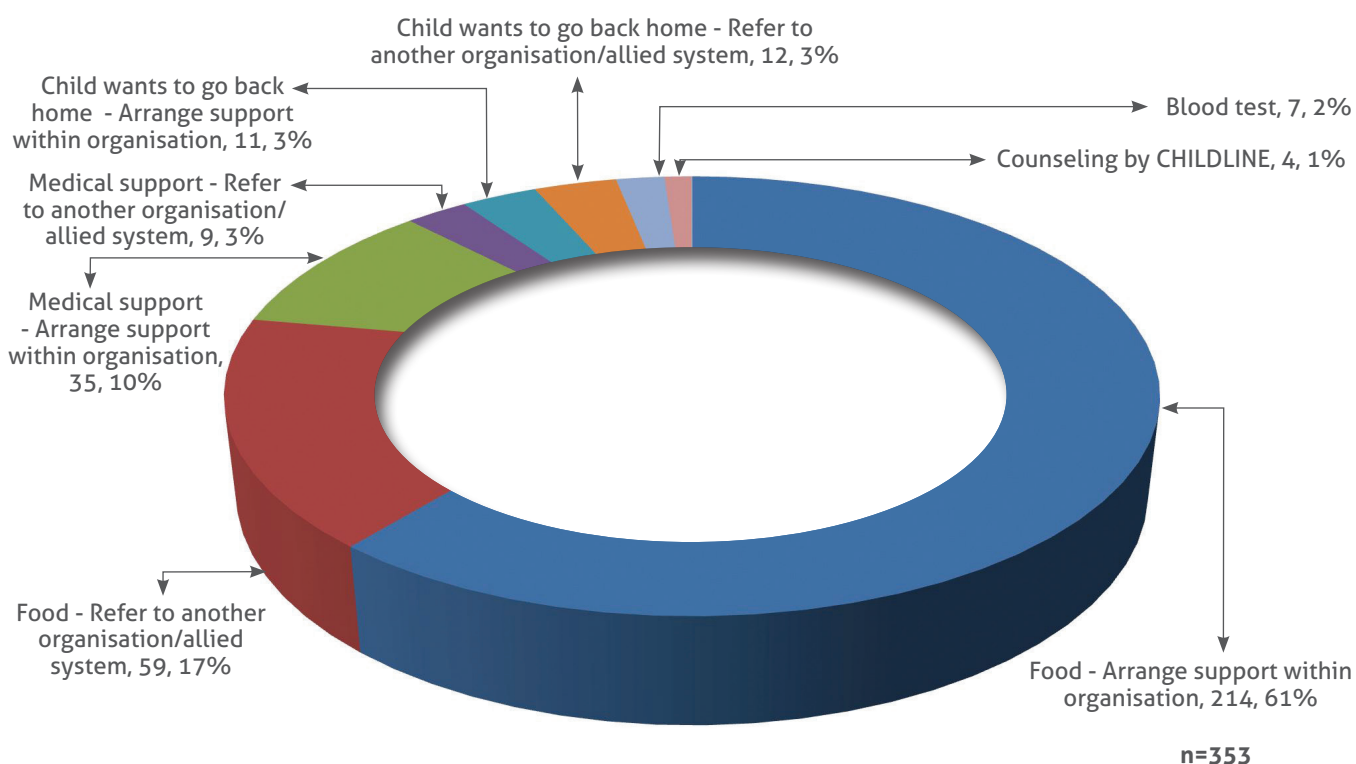
CHILDLINE helps procure a disability certificate for a differently abled child

In Nainital, Uttarakhand, CHILDLINE came across a differently-abled child during an outreach activity whose parents were unable to send her to a special school due to poor economic condition. The child was 17 years old. The parents were unaware about the process of procuring a disability certificate for their child. CHILDLINE visited the child's house and requested the parents to share the necessary documents for further process. CHILDLINE also helped the father acquire an income certificate from the Tehsildar's office and open a bank account. The benefits from the scheme will be received in the bank account. Then CHILDLINE applied for the disability certificate. After receiving it they submitted the disable pension form. After a few days, the child started receiving the benefits in the bank account.

7.11 Children calling CHILDLINE for Corona (Covid-19) Intervention

Corona pandemic has affected the entire world. During the pandemic CHILDLINE has undertaken several measure to assist the children even though the lockdown was imposed throughout the country. In this crisis situation also CHILDLINE has ensure that rights of the children should be protected.

Below figure 7.11 shows the kind of assistance CHILDLINE has provided during the pandemic.



Note: - Information of 2 Corona (Covid-19) cases was not available.

Figure 7.11: Corona (Covid-19): sub intervention

Below table 7.11.1 show the age group and gender of the children provided Corona (Covid-19) related assistance.

Table 7.11.1: Age group and gender of the children contacted for Corona (Covid-19)

Age group	Male	Female	Total	Ratio of female to male
0-5	52	40	92	0.77
6-10	68	54	122	0.79
11-15	53	55	108	1.04
16-18	23	8	31	0.35
Total	196	157	353	0.80

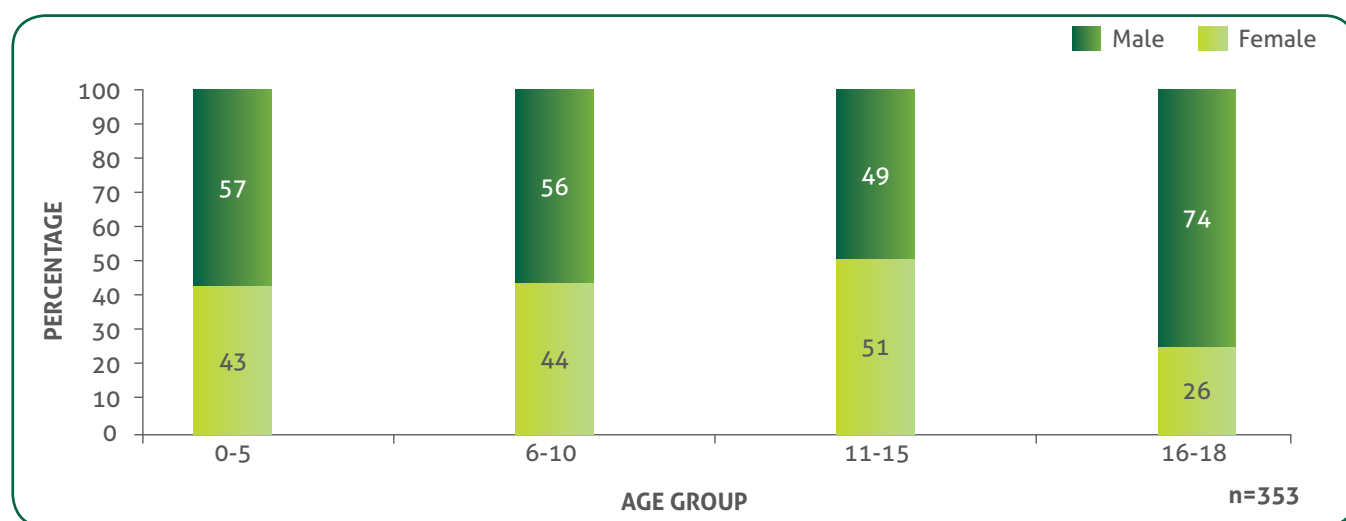


Figure 7.11.1: Age group and gender of the children contacted for Corona (Covid-19)

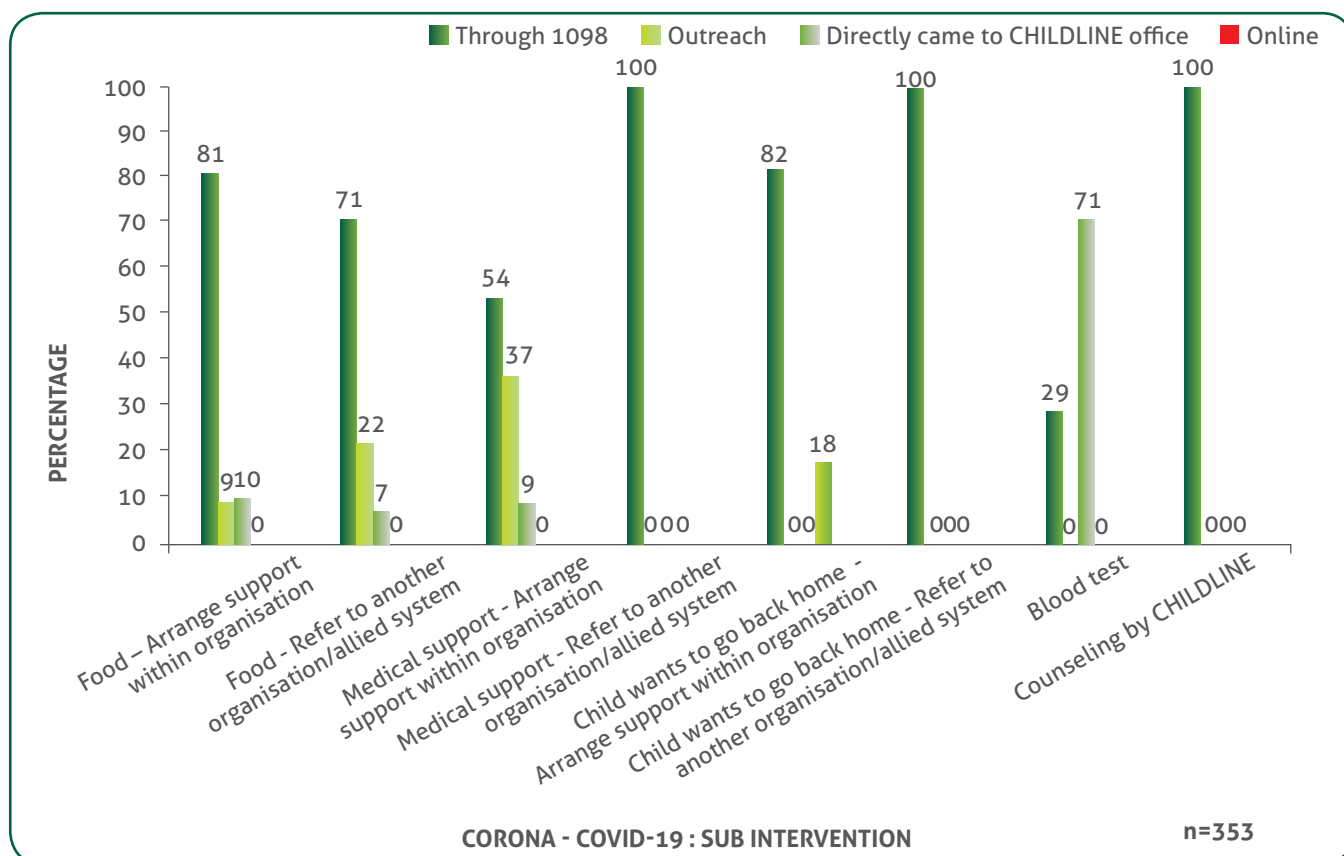
In all the age group male children cases are higher than female children except 11-15 where it's almost equal.

Below table 7.11.2 show how children have contacted the CHILDLINE during pandemic situation.

Table 7.11.2: How the child accessed assistance from CHILDLINE for Corona (Covid-19)

Corona (Covid-19) : Sub intervention	Through 1098	Outreach	Directly came to CHILDLINE office	Online	Total
Food - Arrange support within organisation	172	20	22	0	214
Food - Refer to another organisation/allied system	42	13	4	0	59
Medical support - Arrange support within organisation	19	13	3	0	35
Medical support - Refer to another organisation/allied system	9	0	0	0	9
Child wants to go back home - Arrange support within organisation	9	0	0	2	11
Child wants to go back home - Refer to another organisation/allied system	12	0	0	0	12
Blood test	2	0	5	0	7
Counseling by CHILDLINE	4	0	0	0	4
Total	269	46	34	2	351

Note- Information of access for Corona (Covid-19) was not available for 2 cases.



Note- Information of access for Corona (Covid-19) was not available for 2 cases.

Figure 7.11.2: How the child accessed assistance from CHILDLINE for Corona (Covid-19)

In 3/4th of the cases the child has contacted through 1098 whereas 1% of the cases has come online and 13% cases came through outreach and in 10% cases adult or child has visited the CHILDLINE office for assistance.

CHILDLINE helps a mother and the child reach home during the lockdown

In March 2020, CHILDLINE received a call from the father of a 13 year old Radha (name changed to protect identity) who returning to Delhi from Kerala by flight. However, due to the sudden lockdown in the wake of COVID-19 pandemic the child and the mother were stuck at the airport. Radha and her mother tried to find alternative means of transport to reach their home in Faridabad, Haryana. But all their efforts were in vain. Upon receiving the information, CHILDLINE notified the Faridabad Police Commissioner who informed the Delhi police about the case. Then the Delhi police notified the airport police station. In the meantime, CHILDLINE had arranged a vehicle for the child and her mother to reach home. They reached the airport with the help of the Delhi police. The CHILDLINE received the mother and the child at the airport and dropped them home.

Eastern Region

- Call through
- Gender
- Age Group
- Intervention





CHAPTER – 8 EASTERN REGION

The Eastern Region network of CHILDLINE covers 159 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 160 collaborative organisations.

During the period April-2019 to March-2020, through all sources CHILDLINE in eastern region has received a total of 83,195 Intervention cases but in 14,604 cases either child has been not found or child did not required any help and in 1098 cases information regarding intervention provided is not available so effective intervention has been done in 67,493 cases which is shown below in figure 8.1.

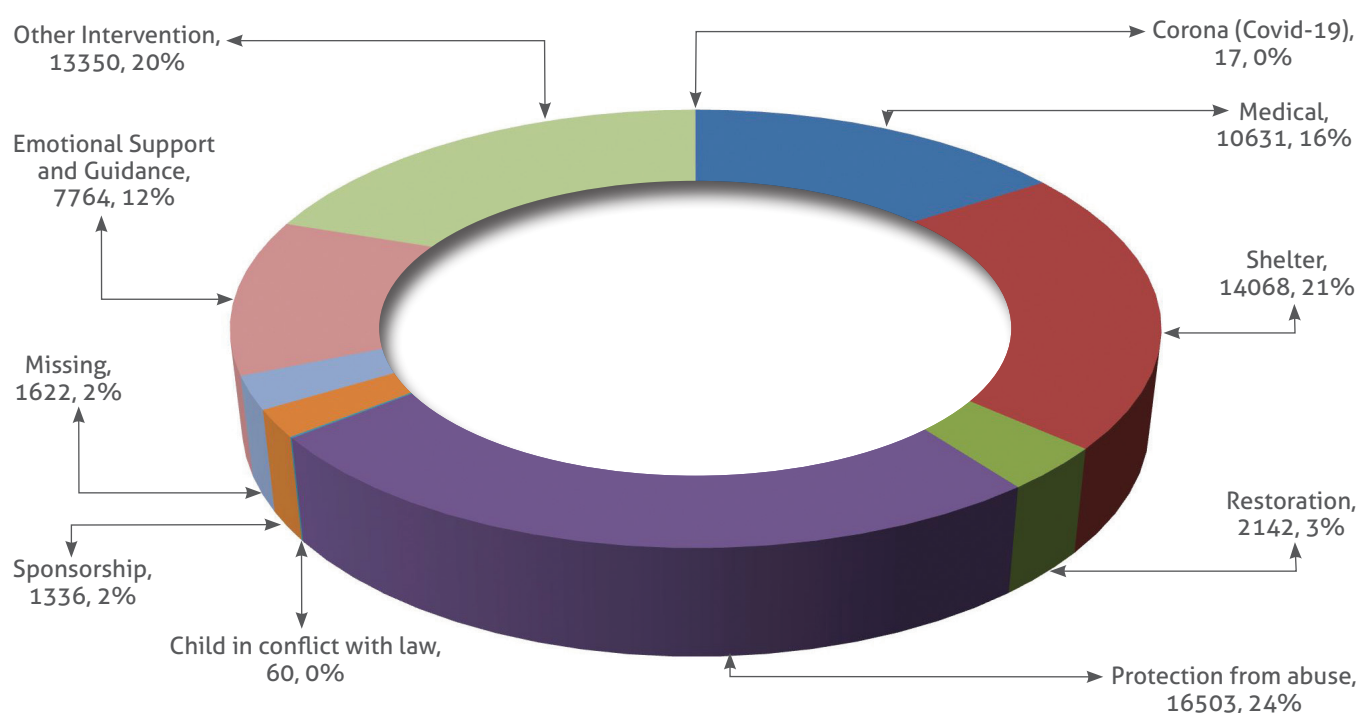


Figure 8.1: Intervention Cases to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 19 for further details.

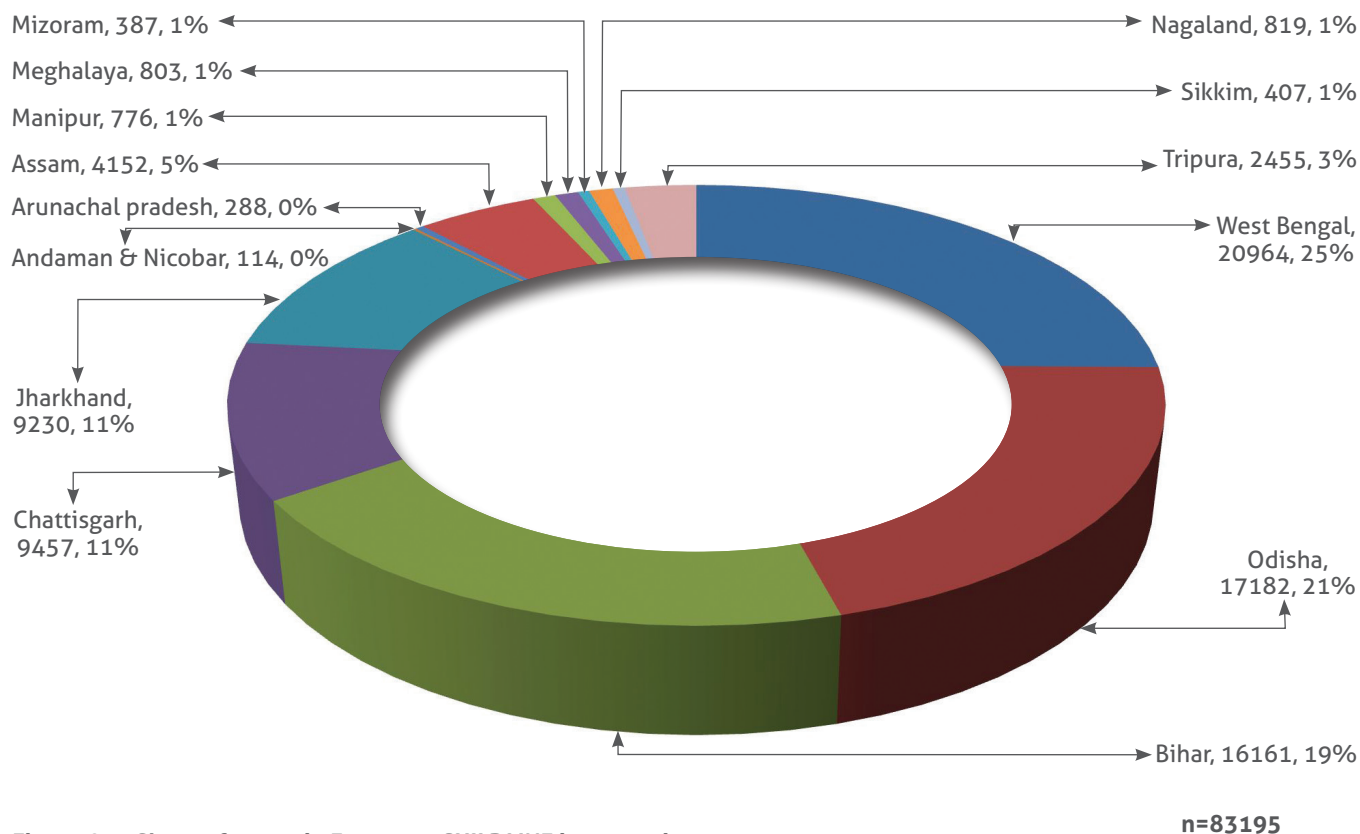


Figure 8.2: Share of states in East zone CHILDLINE intervention

Around half of the cases of the eastern zone i.e. 46% are shared by Odisha and West Bengal whereas their share of the total districts is 28%. More than 1/4th of the Eastern region districts i.e. 29% are in North-East region and their Share of the total eastern region cases are 12%.

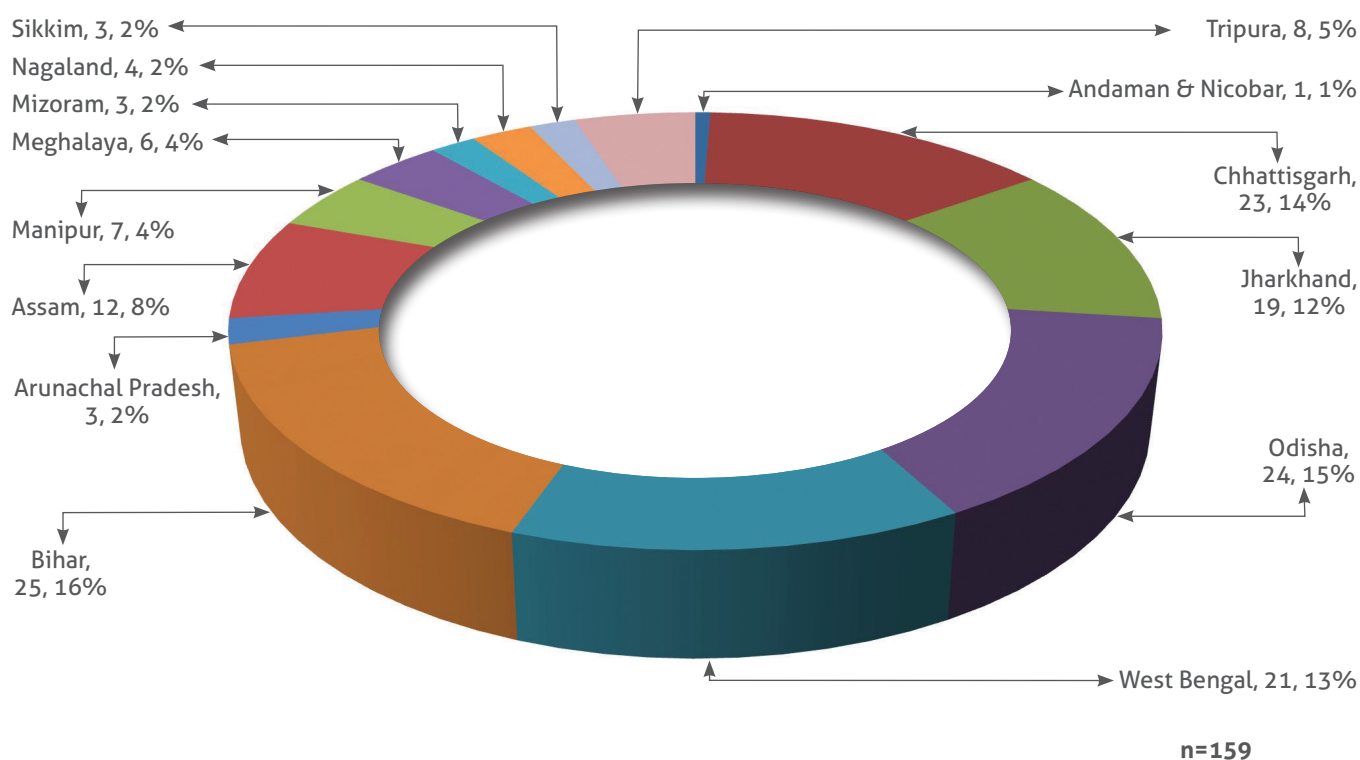


Figure 8.3: Share of states in East zone CHILDLINE districts

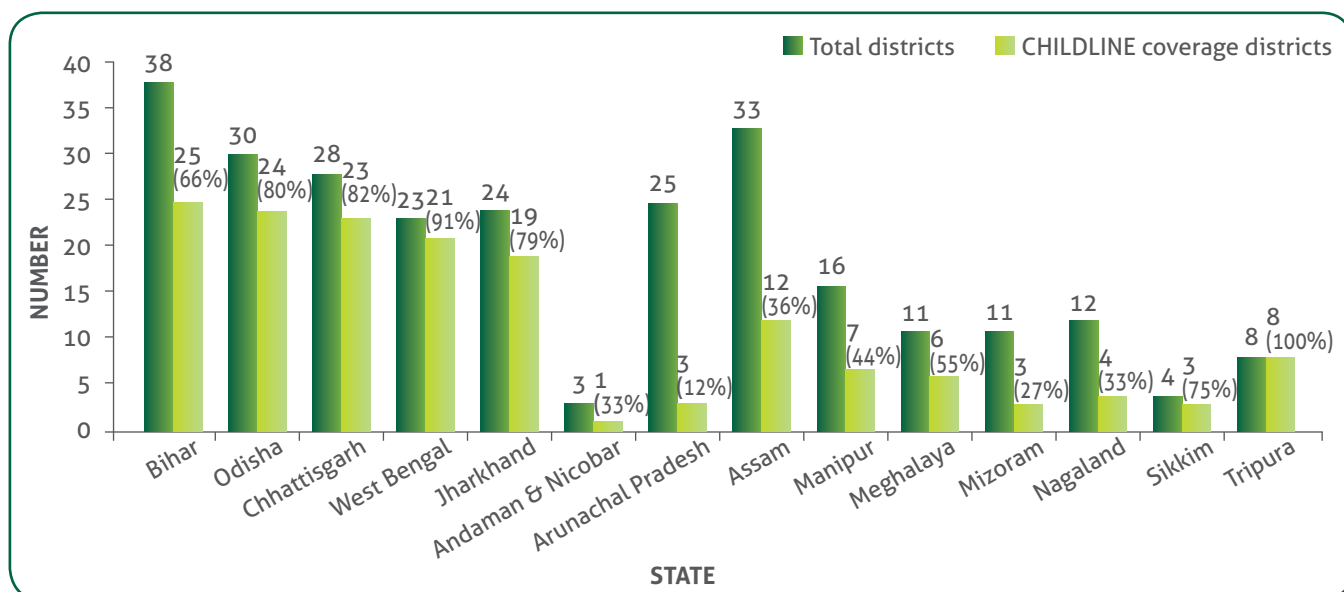
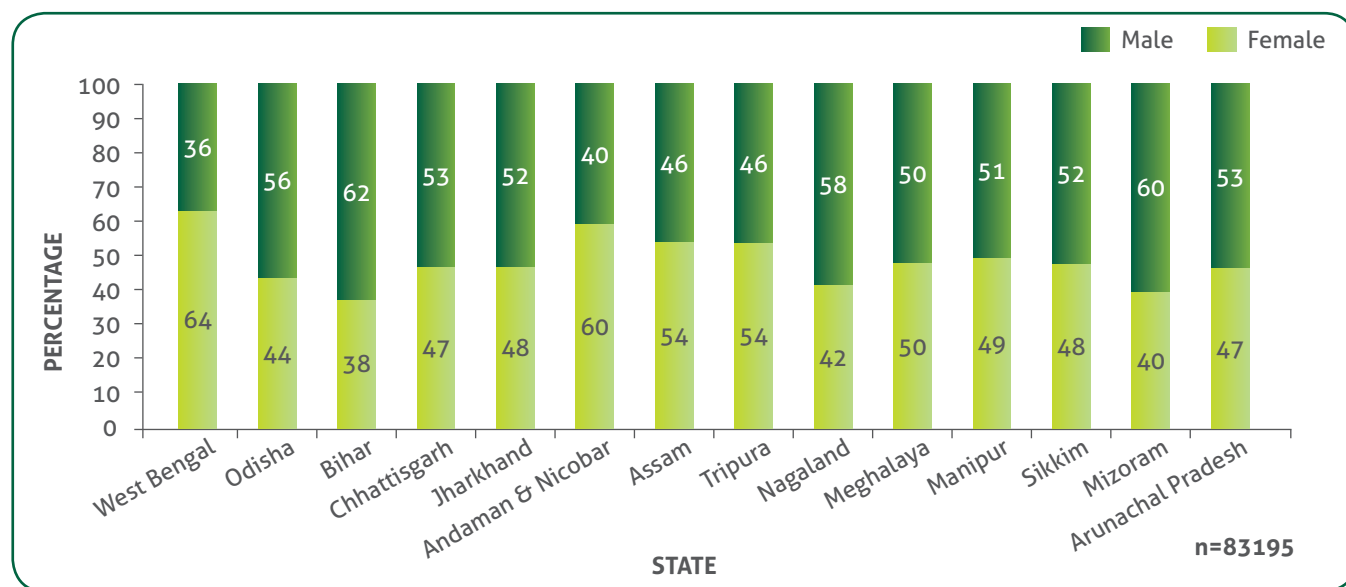


Figure 8.4: State wise CHILDLINE coverage status in East zone

Table 8.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
West Bengal	7580	13382	20962	1.77
Odisha	9585	7596	17181	0.79
Bihar	10026	6135	16161	0.61
Chhattisgarh	4989	4466	9455	0.90
Jharkhand	4843	4387	9230	0.91
Andaman & Nicobar	46	68	114	1.48
Assam	1898	2254	4152	1.19
Tripura	1120	1335	2455	1.19
Nagaland	477	342	819	0.72
Meghalaya	402	401	803	1.00
Manipur	392	384	776	0.98
Sikkim	211	196	407	0.93
Mizoram	232	155	387	0.67
Arunachal Pradesh	154	134	288	0.87
Total	41955	41235	83190	0.98

Note: - Information on gender was not available for 4 cases whereas 1 case has been received for transgender.



Note: - Information on gender was not available for 4 cases whereas 1 case has been received for transgender.

Figure 8.5: State wise gender of children

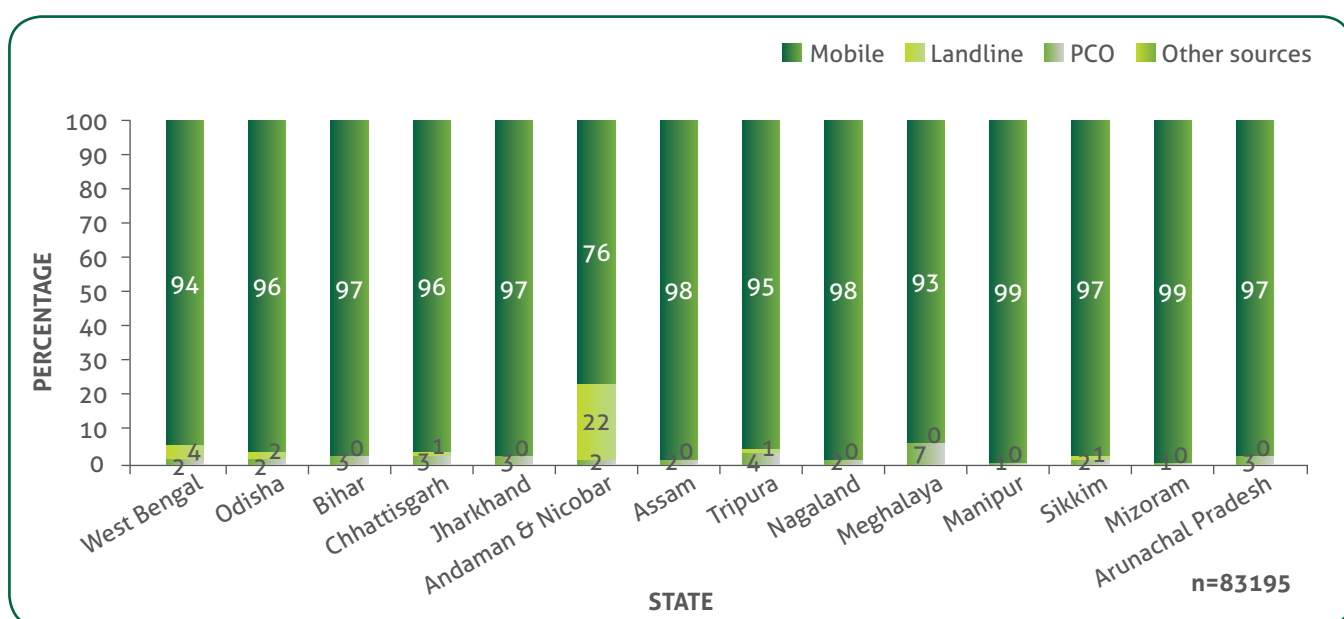
Except Andaman & Nicobar and West Bengal cases of male children are higher in all the states in non-North-East region states.

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



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

State	Mobile	Landline	PCO	Other sources	Total
West Bengal	19714	774	4	472	20964
Odisha	16495	262	2	423	17182
Bihar	15719	67	4	371	16161
Chhattisgarh	9074	74	2	307	9457
Jharkhand	8940	30	1	259	9230
Andaman & Nicobar	87	25	0	2	114
Assam	4079	7	0	66	4152
Tripura	2320	27	0	108	2455
Nagaland	803	2	0	14	819
Meghalaya	749	2	1	51	803
Manipur	765	1	0	10	776
Sikkim	395	4	0	8	407
Mizoram	384	0	0	3	387
Arunachal Pradesh	279	1	0	8	288
Total	79803	1276	14	2102	83195



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

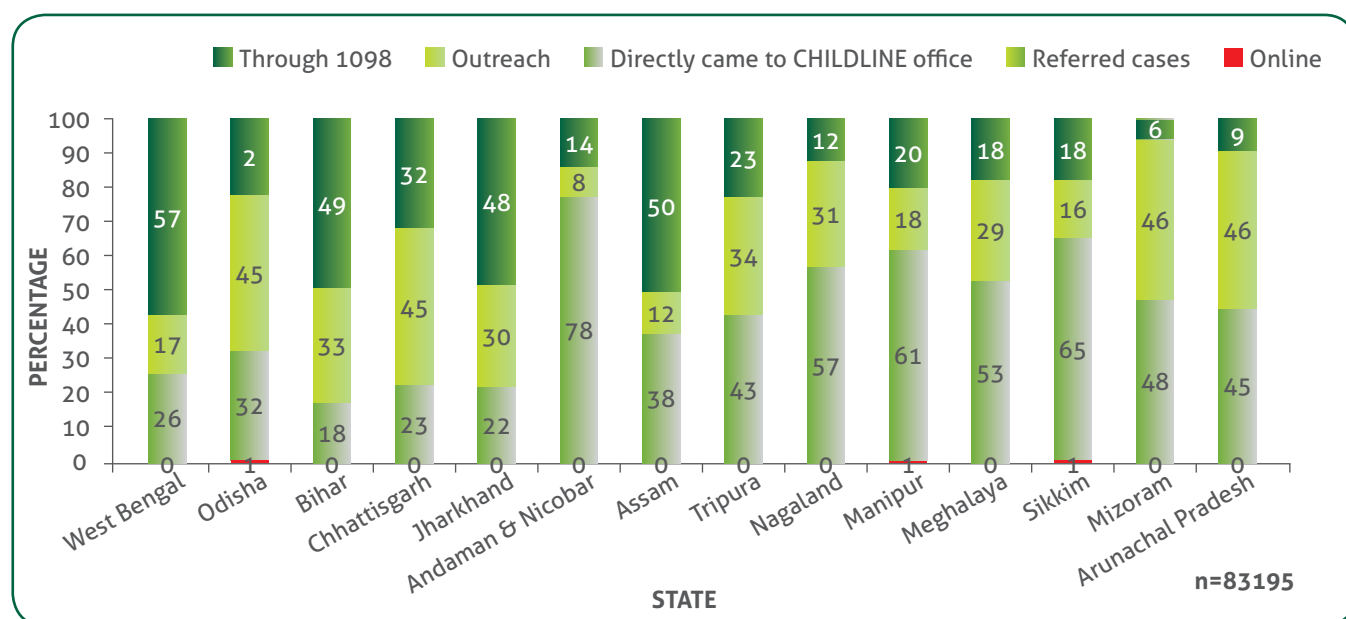
Figure 8.6: State wise calls to CHILDLINE from different telephone sources

Mobile is the major source for reporting the cases to CHILDLINE in eastern region. In Andaman & Nicobar cases reported from Landline are higher than other sources apart from that in all the state more than 90% cases have been received through mobile.

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

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Referred cases	Online	Total
West Bengal	11871	3427	5274	27	35	20634
Odisha	3769	7659	5333	118	29	16908
Bihar	7843	5364	2871	4	10	16092
Chhattisgarh	2941	4242	2196	17	1	9397
Jharkhand	4378	2720	1958	6	9	9071
Andaman & Nicobar	16	9	89	0	0	114
Assam	2068	475	1571	11	1	4126
Tripura	548	812	1050	1	2	2413
Nagaland	91	254	463	2	0	810
Manipur	151	137	460	6	0	754
Meghalaya	128	205	372	1	0	706
Sikkim	72	62	263	3	0	400
Mizoram	22	180	184	0	0	386
Arunachal Pradesh	27	132	128	0	0	287
Total	33925	25678	22212	196	87	82098

Note: Information about contact was not known for 1097 cases.



Note: Information about contact was not known for 1097 cases.

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

CHILDLINE office being contacted directly is the second highest medium of contacting CHILDLINE in most of the state of Eastern region and the highest in North-East region whereas cases through outreach are higher in the state of Odisha and Chhattisgarh. West Bengal and Jharkhand are the only two states where 1098 is the major source to access assistance from CHILDLINE.



A trafficked minor placed in safety net

NGO Personnel called 1098 and informed that child belongs from Alipurduar, West Bengal. She was trafficked by her boyfriend for marriage. Now Child is staying at boyfriend's house at Nadia, West Bengal. The caller was seeking help to rescue the child. Upon receiving the information, CHILDLINE immediately rushed to the police station and then along with the police, CHILDLINE went to the child's boyfriend's house and rescued the child. Child was produced before Child Welfare Committee (CWC) and then placed in the shelter home on the basis of CWC orders. The case is going on.

9

Northern Region

- Call through
- Gender
- Age Group
- Intervention





CHAPTER -9 NORTHERN REGION

CHILDLINE covers 161 districts in the Northern region of India, managed by 162 collaborative organizations in the states of Delhi, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan, Punjab, Jammu & Kashmir and Uttarakhand.

During the period April-2019 to March-2020, through all sources CHILDLINE in northern region has received a total of 80,790 Intervention cases but in 12,892 cases either child has not been found or child did not required any help and in 16,844 cases information regarding intervention provided was not available, therefore effective intervention has been done in 51,054 cases which is shown in below figure 9.1.

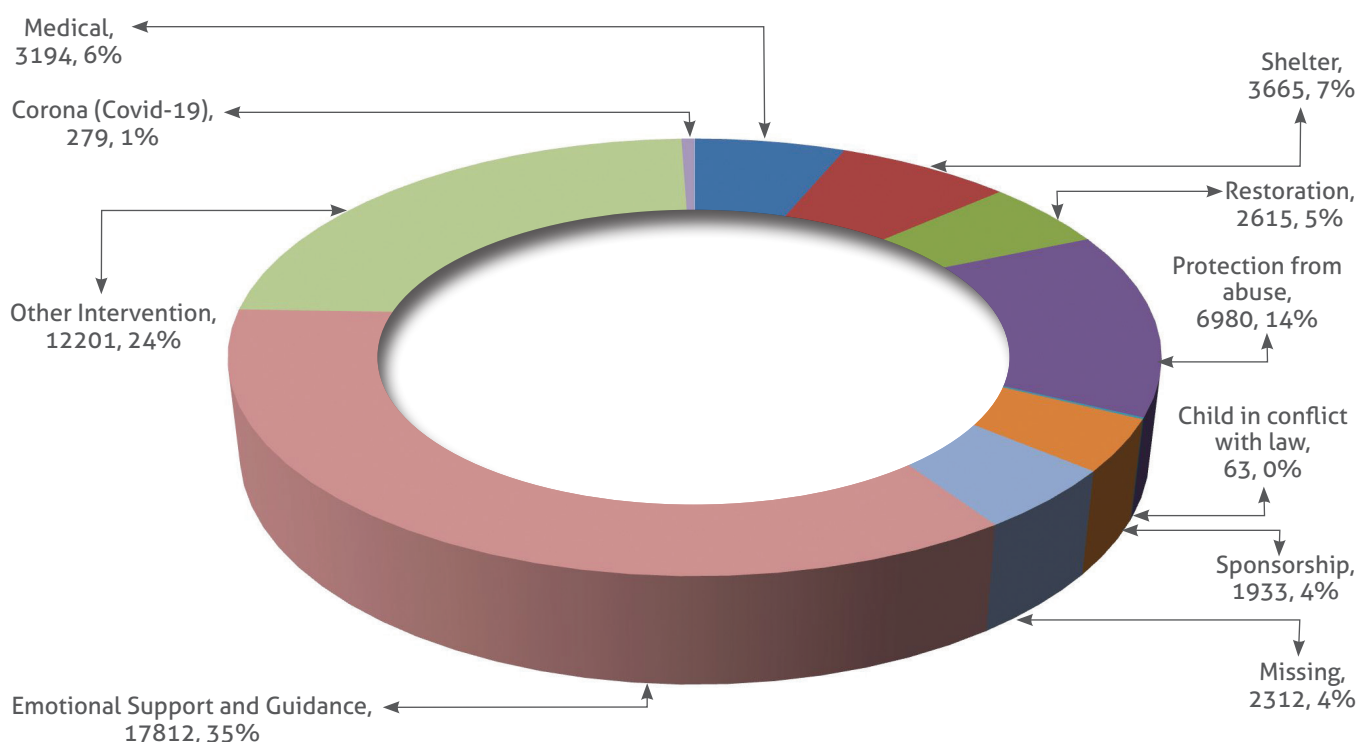


Figure 9.1: Intervention Cases to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 19 for further details.

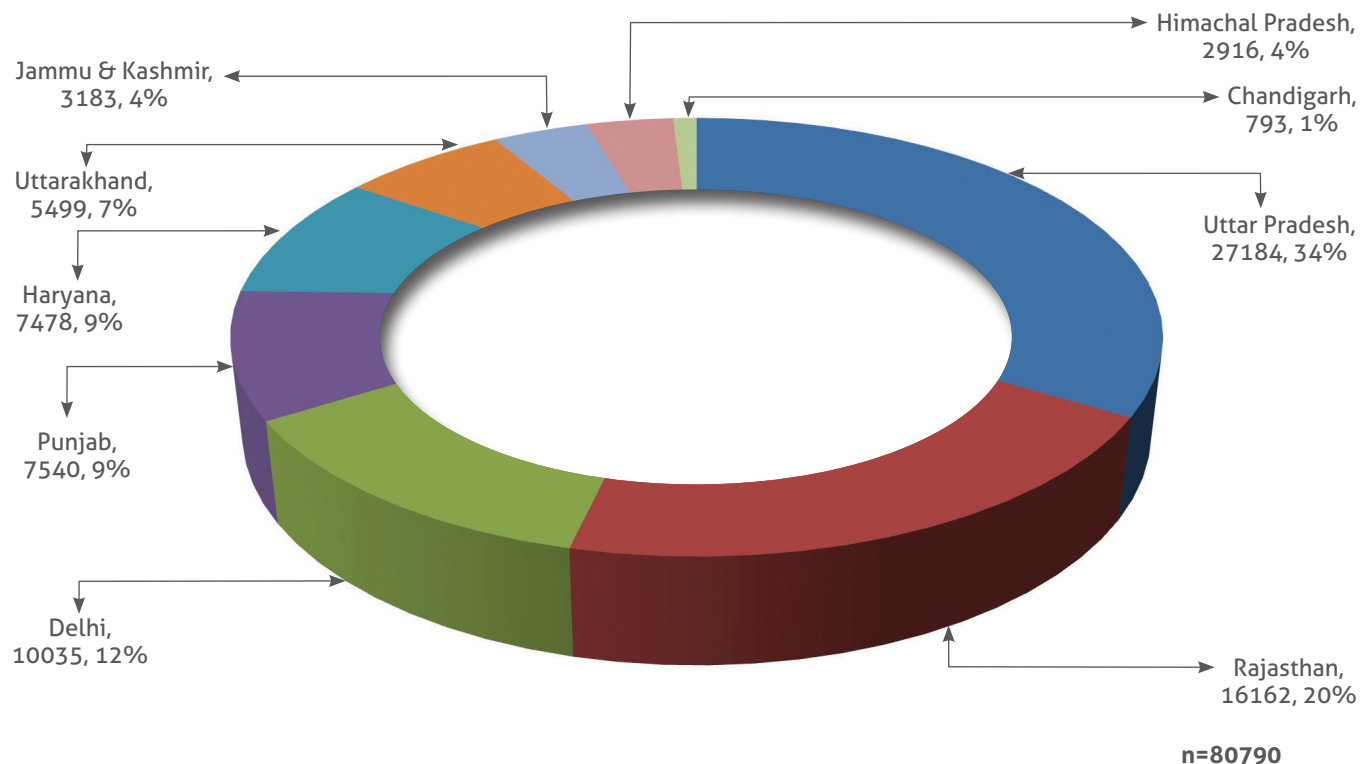


Figure 9.2: Share of States in North zone CHILDLINE intervention

More than half of the cases of the northern zone i.e. 54% are share by Uttar Pradesh and Rajasthan and their share of districts are also 54%.

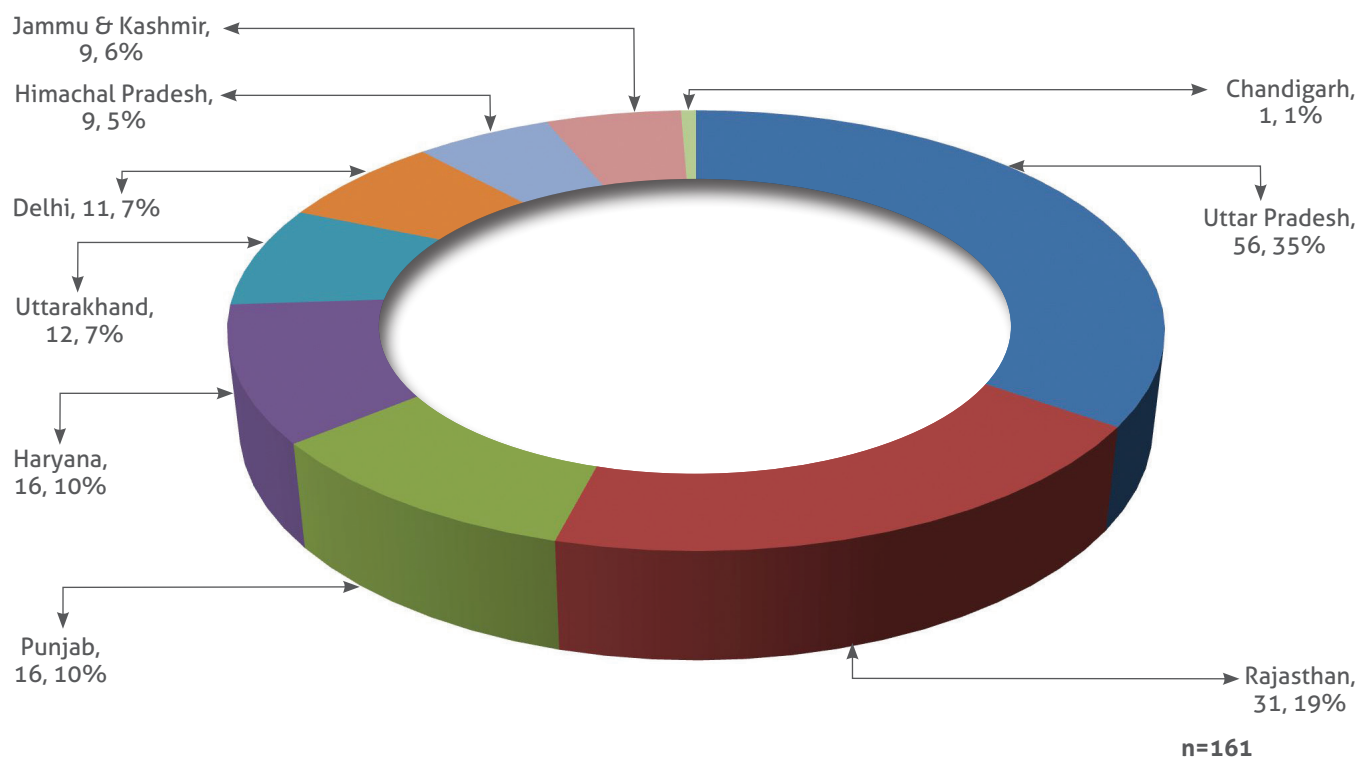


Figure 9.3: Share of state in North zone CHILDLINE districts

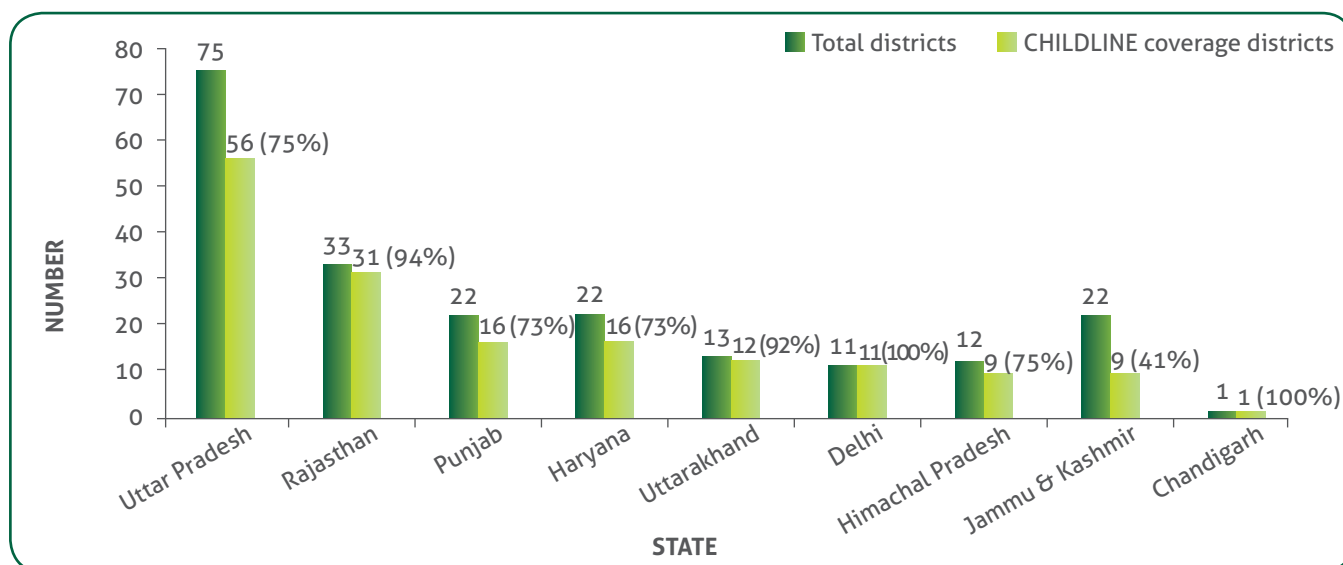
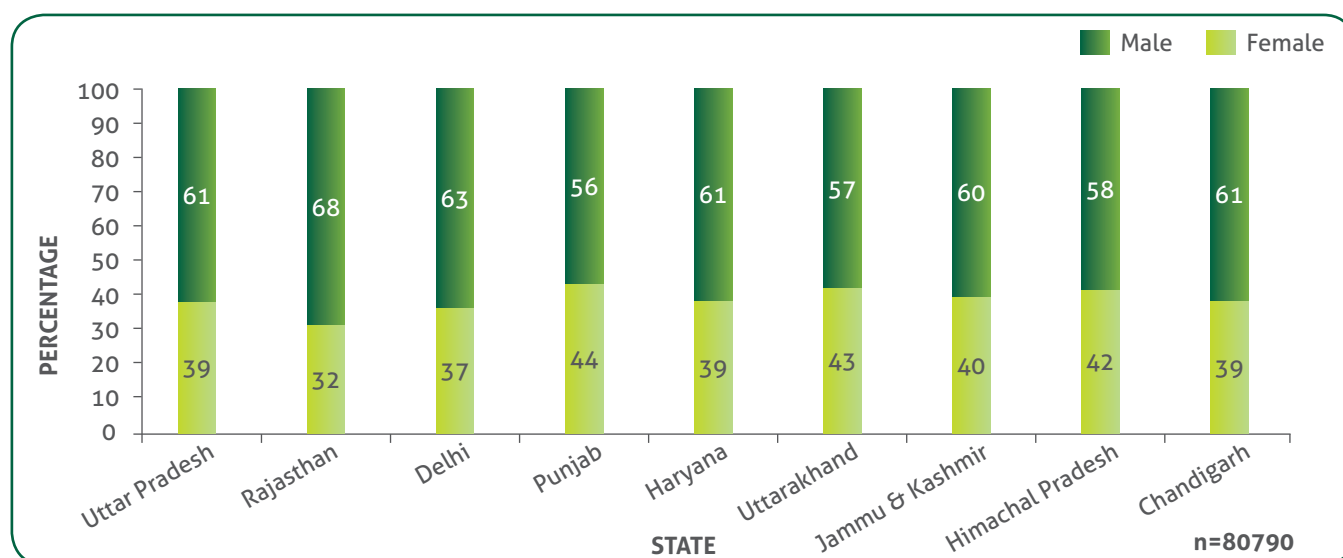


Figure 9.4: State wise CHILDLINE coverage status in North zone

Table 9.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Uttar Pradesh	16676	10507	27183	0.63
Rajasthan	10909	5251	16160	0.48
Delhi	6319	3716	10035	0.59
Punjab	4236	3303	7539	0.78
Haryana	4544	2933	7477	0.65
Uttarakhand	3140	2359	5499	0.75
Jammu & Kashmir	1910	1272	3182	0.67
Himachal Pradesh	1681	1234	2915	0.73
Chandigarh	487	306	793	0.63
Total	49902	30881	80783	0.62

Note: Information on gender was not available for 4 cases whereas 3 cases have been received for transgender.



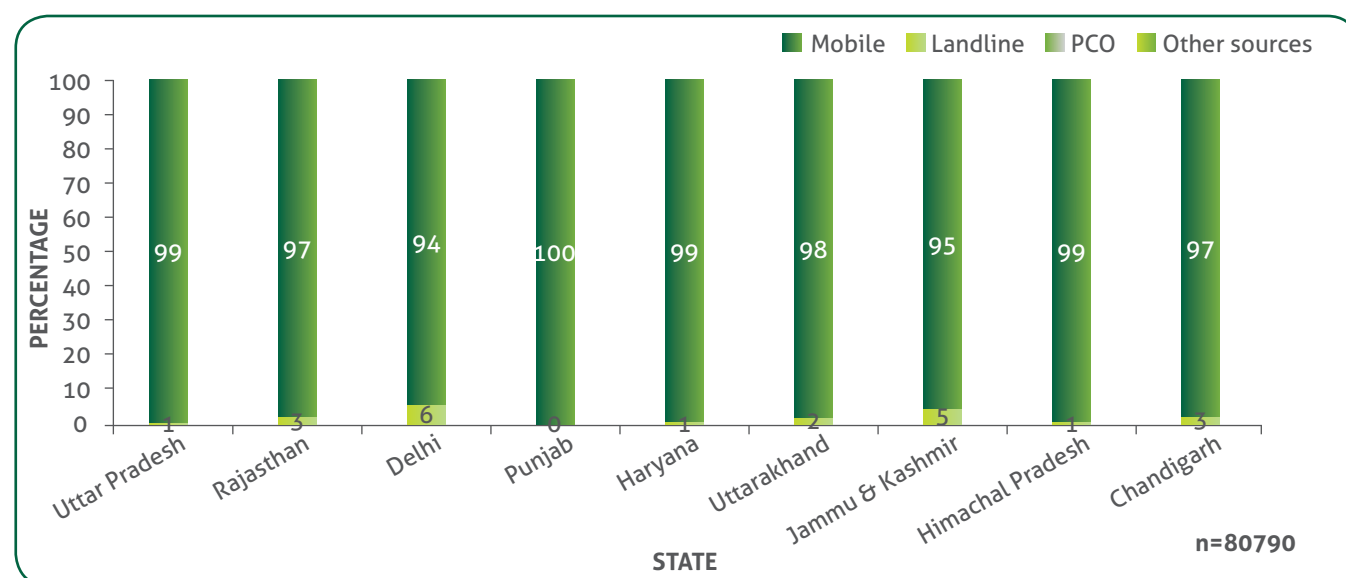
Note: Information on gender was not available for 4 cases whereas 3 cases have been received for transgender.

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	26855	212	13	104	27184
Rajasthan	15724	396	8	34	16162
Delhi	9471	543	8	13	10035
Punjab	7500	25	3	12	7540
Haryana	7420	43	2	13	7478
Uttarakhand	5392	91	4	12	5499
Jammu & Kashmir	3039	139	2	3	3183
Himachal Pradesh	2891	21	1	3	2916
Chandigarh	771	20	1	1	793
Total	79063	1490	42	195	80790



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

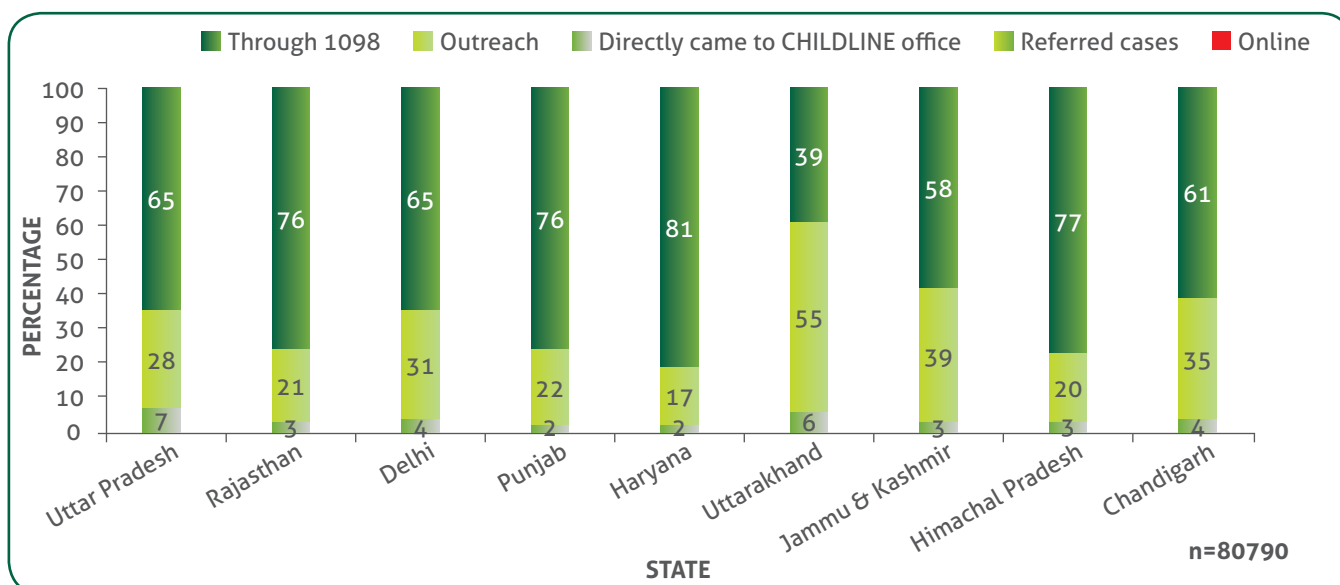
Figure 9.6: State wise calls to CHILDLINE from different telephone sources

Mobile is major source for reporting the cases to CHILDLINE in northern region.

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

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Referred cases	Online	Total
Uttar Pradesh	17570	7644	1827	63	77	27181
Rajasthan	12265	3349	483	3	62	16162
Delhi	6511	3090	387	10	37	10035
Punjab	5732	1610	185	5	8	7540
Haryana	6075	1208	182	3	10	7478
Uttarakhand	2164	3004	324	3	4	5499
Jammu & Kashmir	1836	1249	93	1	4	3183
Himachal Pradesh	2244	578	89	3	2	2916
Chandigarh	480	276	33	3	1	793
Total	54877	22008	3603	94	205	80787

Note : Information of contacted through was not available for 3 cases.



Note: Percentage of cases received through Online and Referred cases are zero in all the states that's why it's not visible in the 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 Uttarakhand, 1098 is the major source of contacting CHILDLINE.

CHILDLINE rescues a victim of child marriage

In December 2019, CHILDLINE received a case of a minor girl Ruby (name changed to protect identity) who was forced into child marriage because her brother was unable to pay the borrowed money to the boy's family. The girl hailed from Barmer, Rajasthan. The boy was from Balothra, Rajasthan. Ruby was married without her consent. She attempted to commit suicide by trying to kill herself in front of the running train. Her in-laws saved her. Since the situation was out of control, her brother in-law called CHILDLINE for help. The team immediately reached the location and met Ruby's brother-in-law. Then, the team visited the Child Welfare Committee (CWC) office along with the child's family who submitted a written application requesting the CWC to save the child. As per the order of the CWC, CHILDLINE successfully rescued the girl with the support of the Balothra police and produced her before CWC. Further, CWC, ordered the child to be kept in the Govt. shelter home for a day. Next day, Ruby was reunited with her family. Currently, Ruby is home and has resumed her studies.

10

Southern Region

- Call through
- Gender
- Age Group
- Intervention





CHAPTER – 10 SOUTHERN REGION

CHILDLINE expands across all 5 states of the Southern region, covering 120 districts of Andhra Pradesh, Karnataka, Kerala, Telangana and Tamil Nadu as well as the union territories of Puducherry and Lakshadweep.

During the period April-2019 to March-2020, through all sources CHILDLINE in southern region has received a total of 1,19,443 Intervention cases but in 22,641 cases either child has been not found or child did not required any help and in 12,791 cases information regarding intervention provided is not available so effective intervention has been done in 84,011 cases which is shown in below figure 10.1.

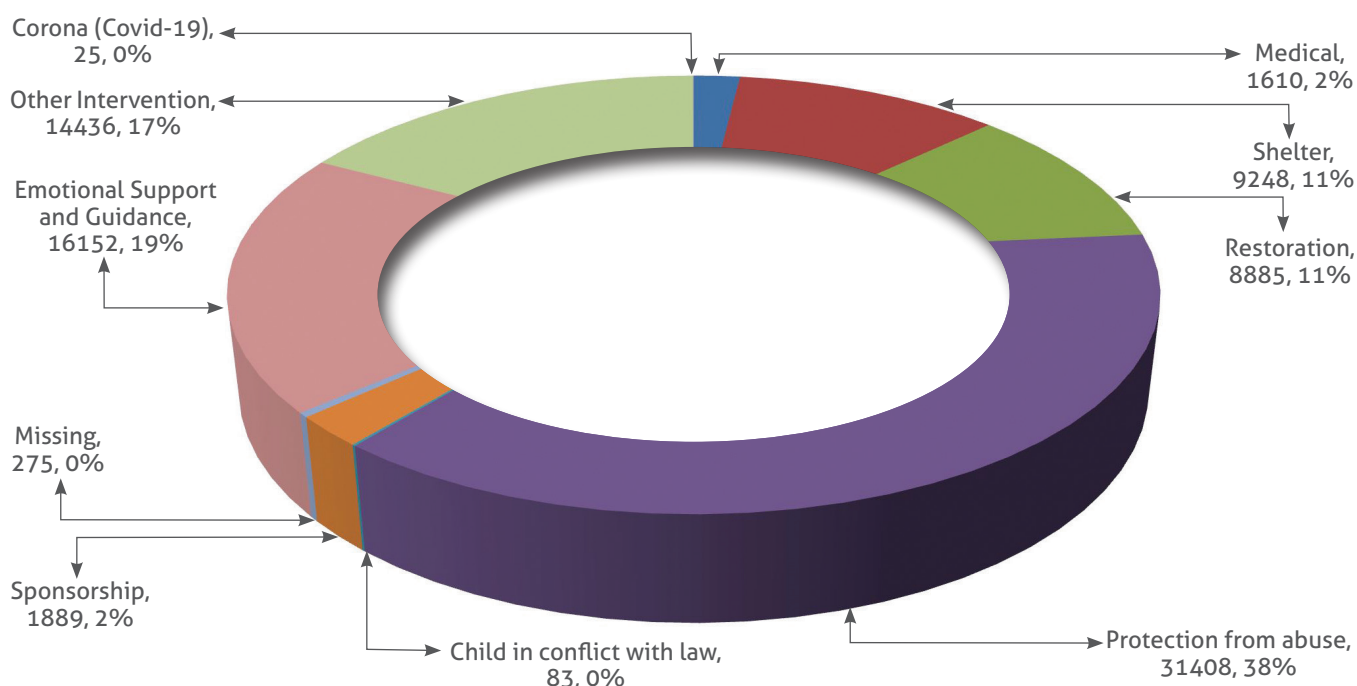


Figure 10.1: Intervention Cases to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 19 for further details.

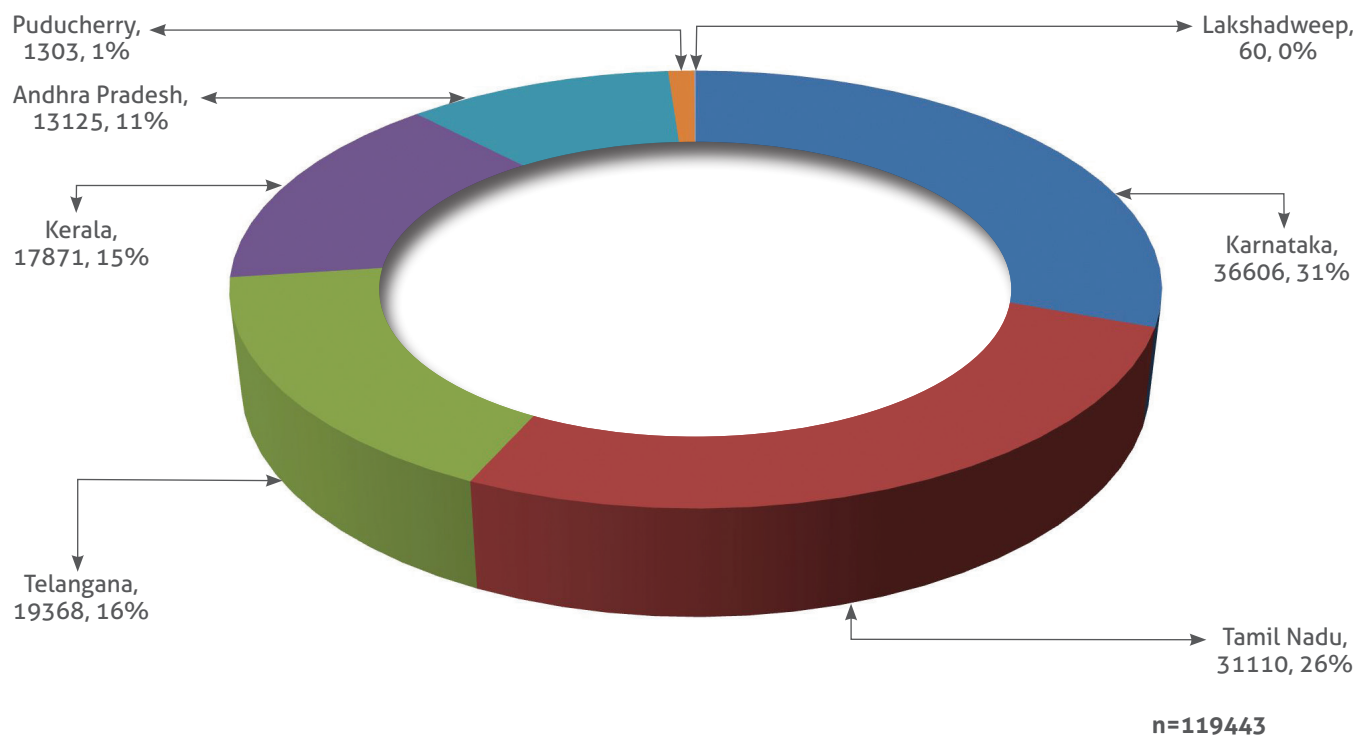


Figure 10.2: Share of states in South zone CHILDLINE intervention

More than half of the cases of the southern zone i.e. 57% are from Tamil Nadu and Karnataka whereas their share of the districts is 52%.

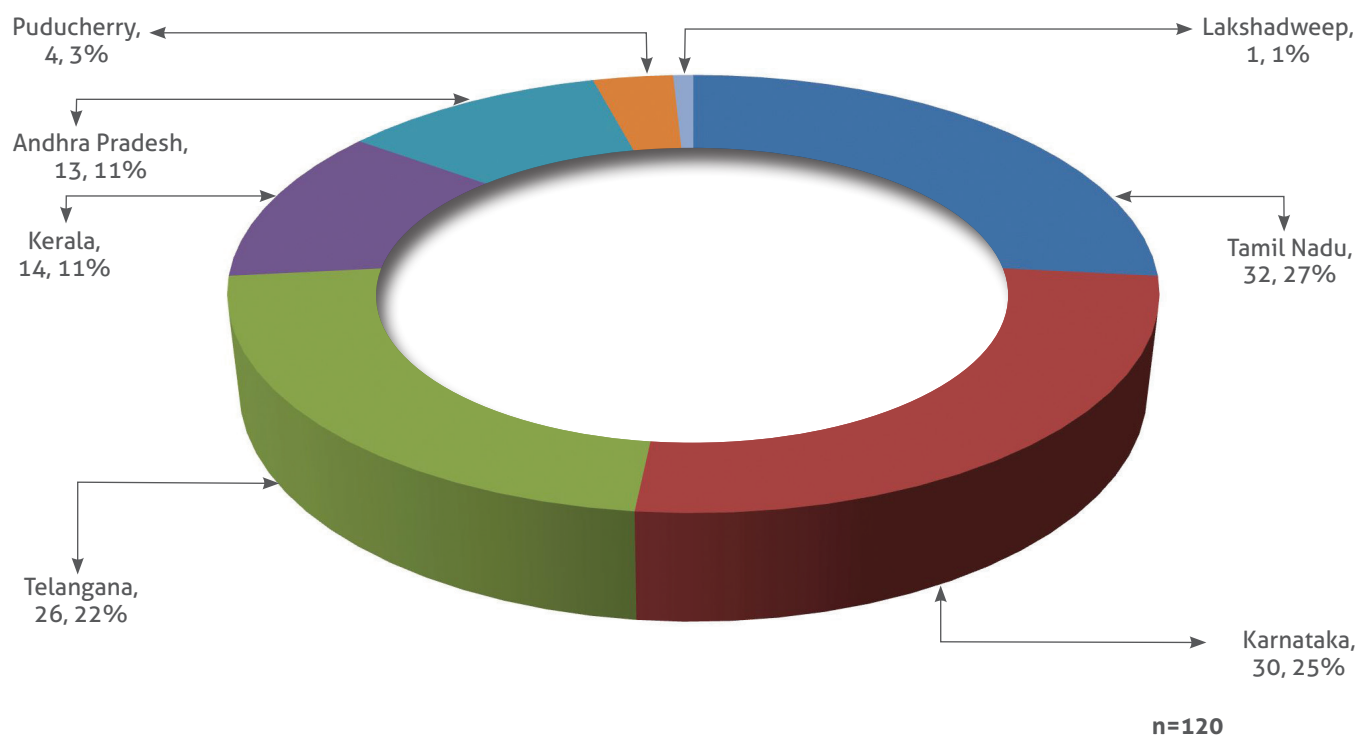


Figure 10.3: Share of state in South zone CHILDLINE districts

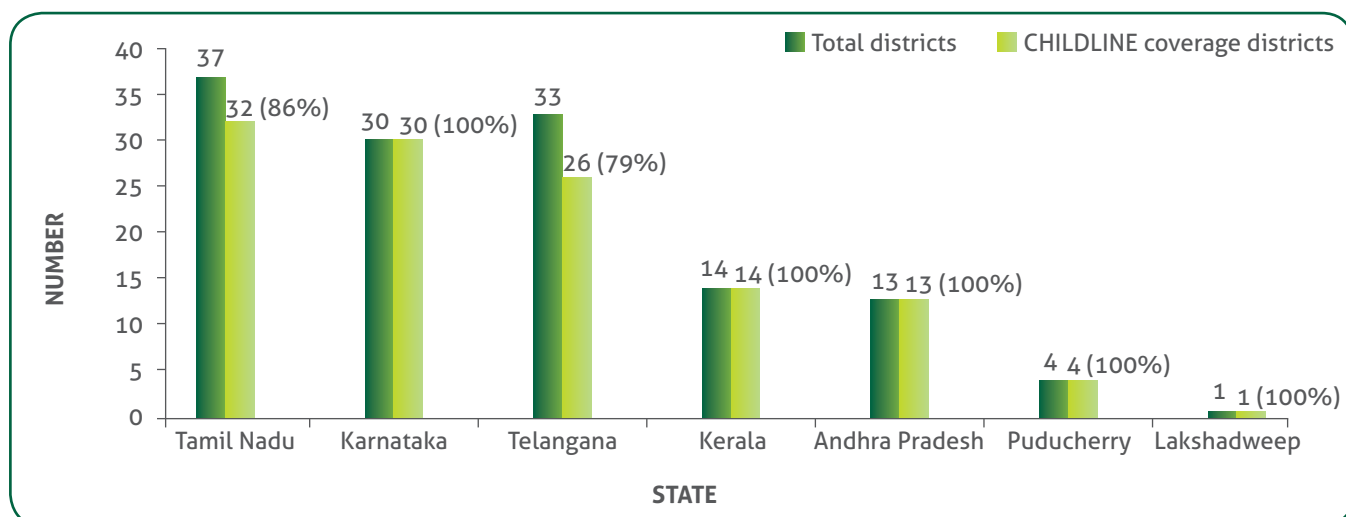
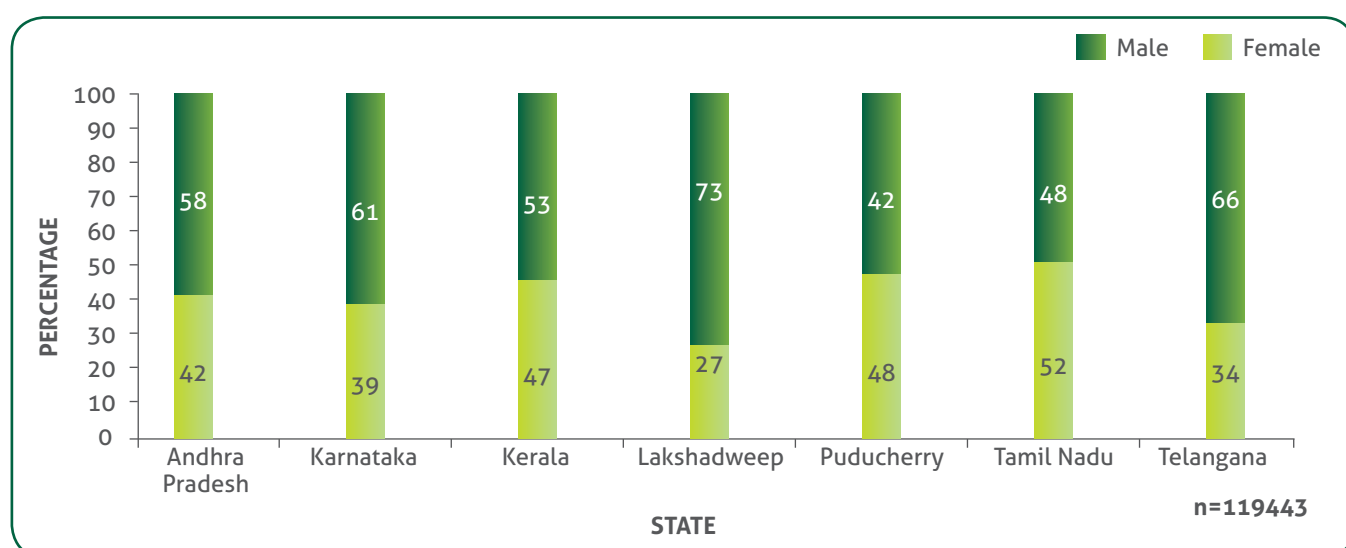


Figure 10.4: State wise CHILDLINE coverage status in South zone

Table 10.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Andhra Pradesh	7573	5466	13039	0.72
Karnataka	22419	14169	36588	0.63
Kerala	9554	8317	17871	0.87
Lakshadweep	44	16	60	0.36
Puducherry	677	626	1303	0.92
Tamil Nadu	14969	16091	31060	1.07
Telangana	12781	6584	19365	0.52
Total	68017	51269	119286	0.75

Note: Information on gender was not available for 154 cases whereas 3 cases have been received for transgender.



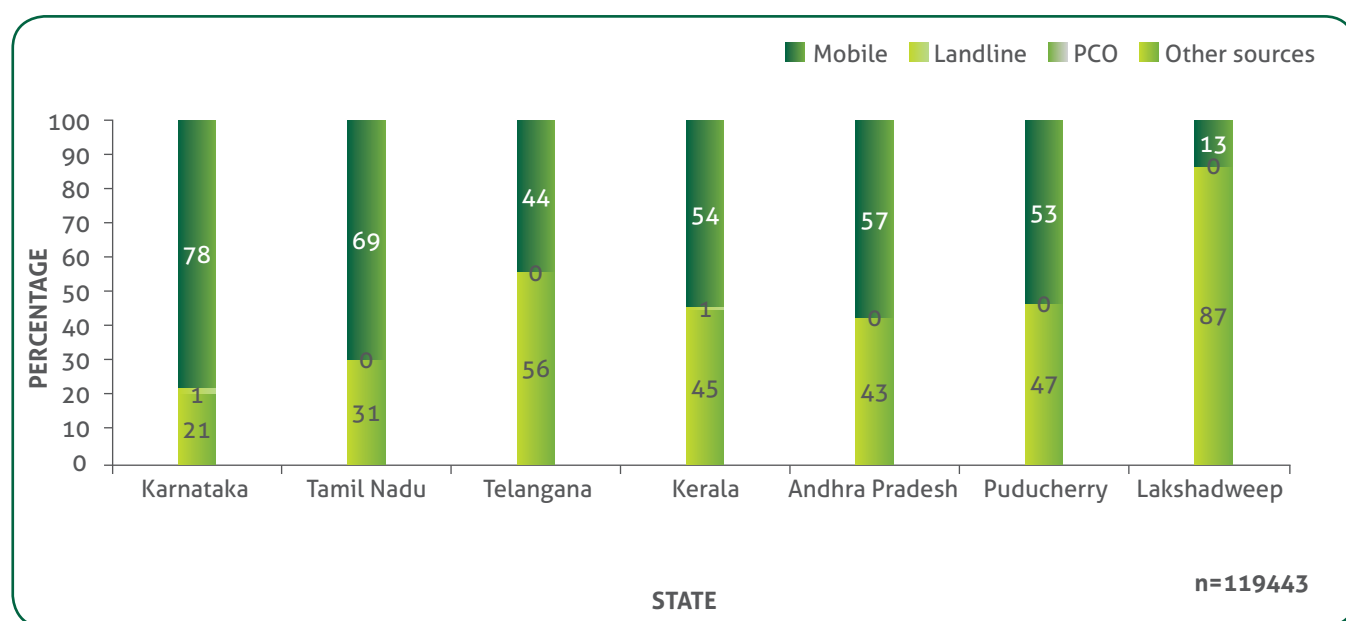
Note: Information on gender was not available for 154 cases whereas 3 cases have been received for transgender.

Figure 10.5: State wise gender of children

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

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

State	Mobile	Landline	PCO	Other sources	Total
Karnataka	28556	200	29	7821	36606
Tamil Nadu	21561	80	10	9459	31110
Telangana	8433	38	1	10896	19368
Kerala	9646	134	5	8086	17871
Andhra Pradesh	7442	20	4	5659	13125
Puducherry	695	5	1	602	1303
Lakshadweep	8	0	0	52	60
Total	76341	477	50	42575	119443



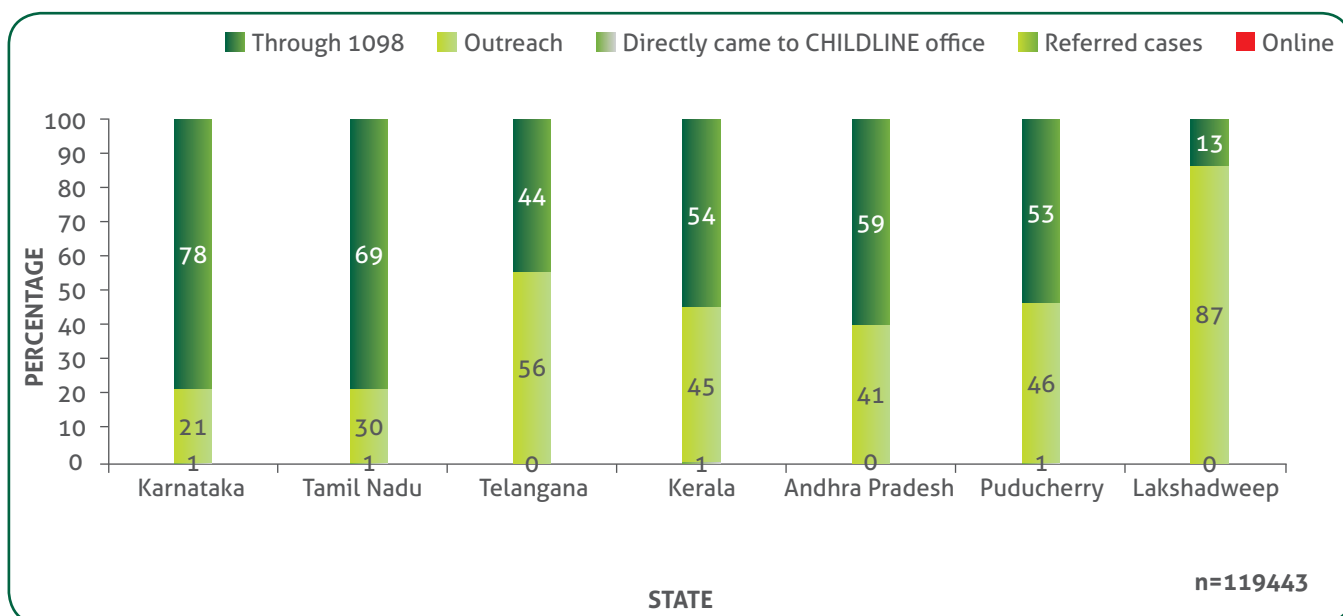
Note: Percentage of cases received through PCO are zero in all the states that's why it's not visible in graph

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

Mobile phones in particular are the major source of reporting cases to CHILDLINE amongst other sources in southern zone. In 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	Referred cases	Online	Total
Karnataka	28458	7749	377	5	17	36606
Tamil Nadu	21556	9272	236	19	27	31110
Telangana	8437	10856	61	3	11	19368
Kerala	9679	8061	111	5	15	17871
Andhra Pradesh	7713	5341	58	2	11	13125
Puducherry	688	599	16	0	0	1303
Lakshadweep	8	52	0	0	0	60
Total	76539	41930	859	34	81	119443



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

Figure 10 .7: State wise how the child accessed assistance from CHILDLINE

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

CHILDLINE helps rehabilitate a victim of forced marriage

The CHILDLINE Intervention Unit (IU) received a case of forced marriage and child sexual abuse from Karur, Tamil Nadu in December 2019. Rita, 15, (name changed to protect identity) was studying in 10th std. in a school near her locality. Like every other child of her age, she was enjoying her childhood. However, her joy was short-lived when her mother arranged her marriage with a distant relative for money. Rita got married on 8th September 2019 and sent to her in-laws place where she was severely abused. Rita had experienced several hardships and her husband forced himself on her. Unable to bear the torture, Rita ran away from her in-laws place. With the support of her father and District Legal Service Authority (DLSA), she filed a complaint in the SP office. A letter was given to the local police station to register a complaint. Rita further approached CWC, who directed her to contact CHILDLINE 1098. The IU members filed a complaint against the abuser and the child's mother. Rita was provided temporary shelter in a local children's home. The child was taken to a Government hospital for a medical check-up which revealed her pregnancy. After the medical check-up the child was produced before CWC. The IU members counselled the child and restored her with her elder sister who assured to take care of the Rita. Meanwhile, following the complaint the local police arrested the groom's family in January 2020.

11

Western Region

- Call through
- Gender
- Age Group
- Intervention





CHAPTER – 11 WESTERN REGION

CHILDLINE is operational in 118 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 and Daman & Diu.

During the period April-2019 to March-2020, through all sources CHILDLINE in western region has received a total of 59,988 Intervention cases but in 7,174 cases either child has not been found or child did not required any help and in 7,502 cases information regarding intervention provided is not available so effective intervention has been done in 45,312 cases which is shown in below figure 11.1.

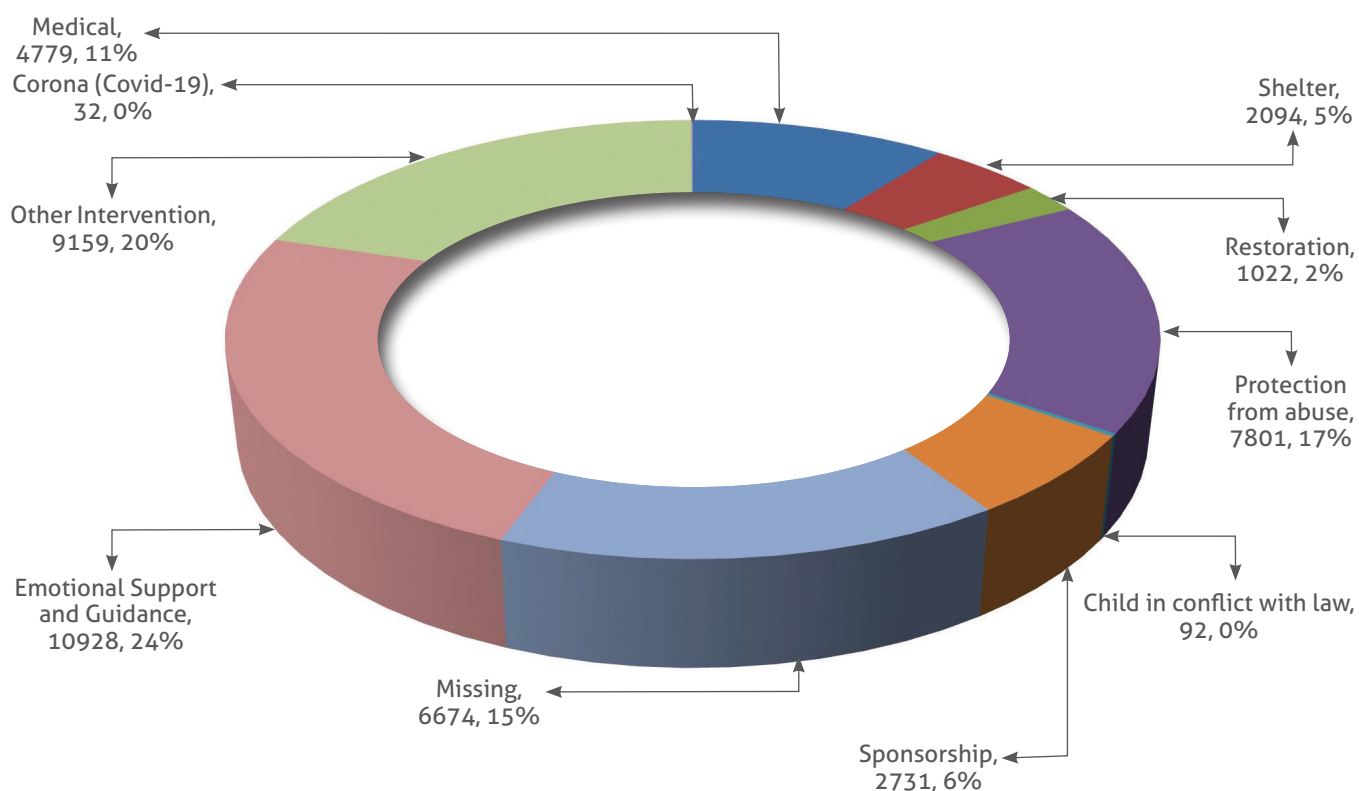


Figure 11.1: Intervention Cases to 1098

Note: There is difference between the total number of Intervention cases reported in call statistics and the ChildNET data. Please refer to page no 19 for further details.

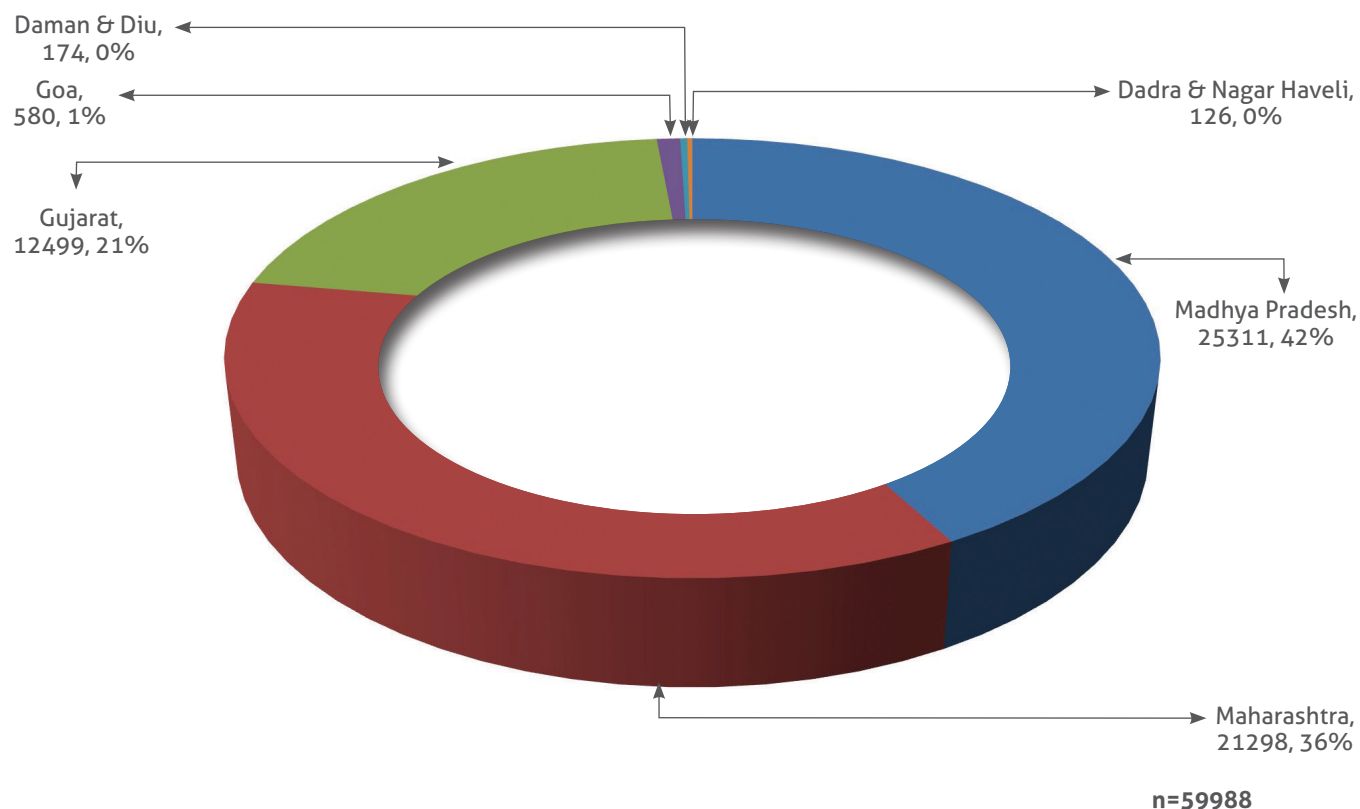


Figure 11.2: Share of States in West zone CHILDLINE intervention

Madhya Pradesh has received highest number of cases i.e. 42% of total west zone cases with 41% of total western region districts whereas share of Maharashtra is 36% of total west zone cases with 30% share of districts.

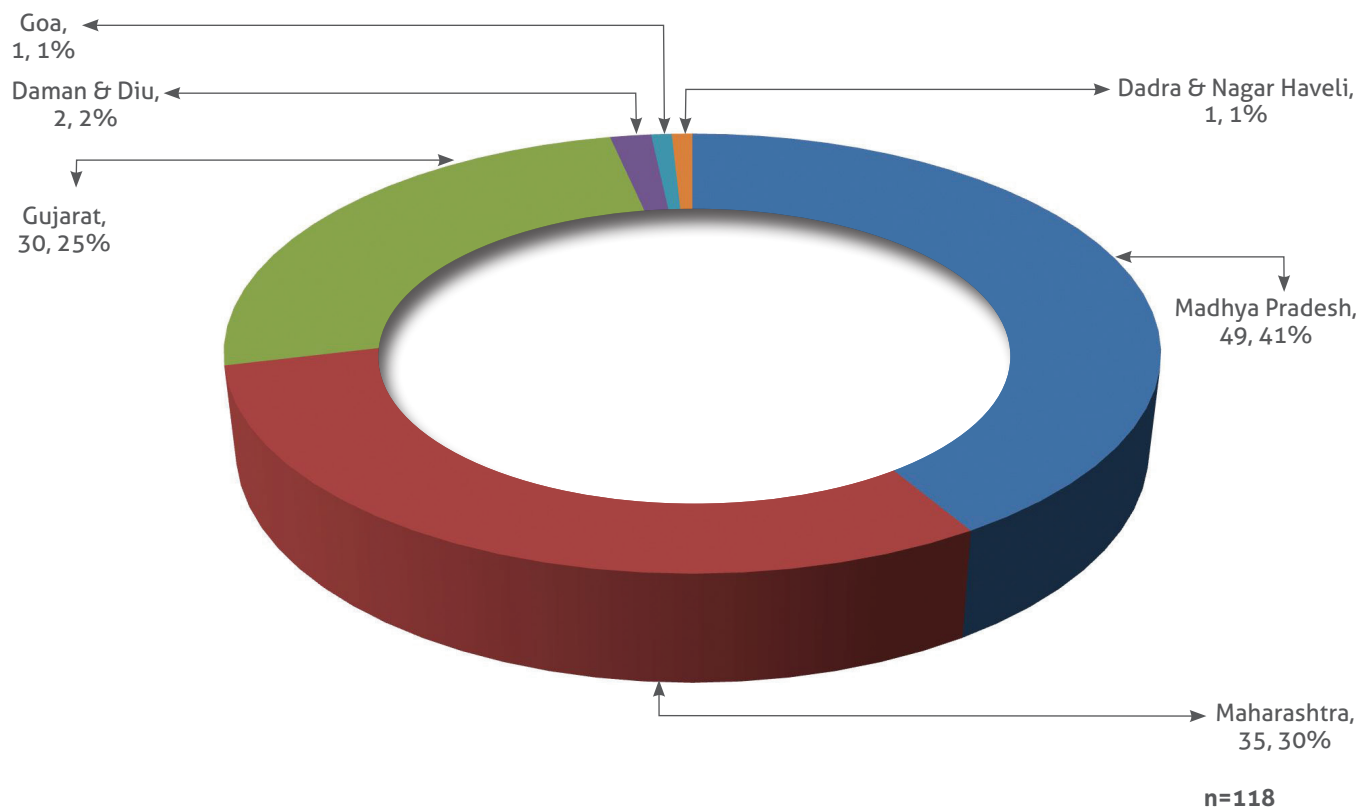


Figure 11.3: Share of state in West zone CHILDLINE districts

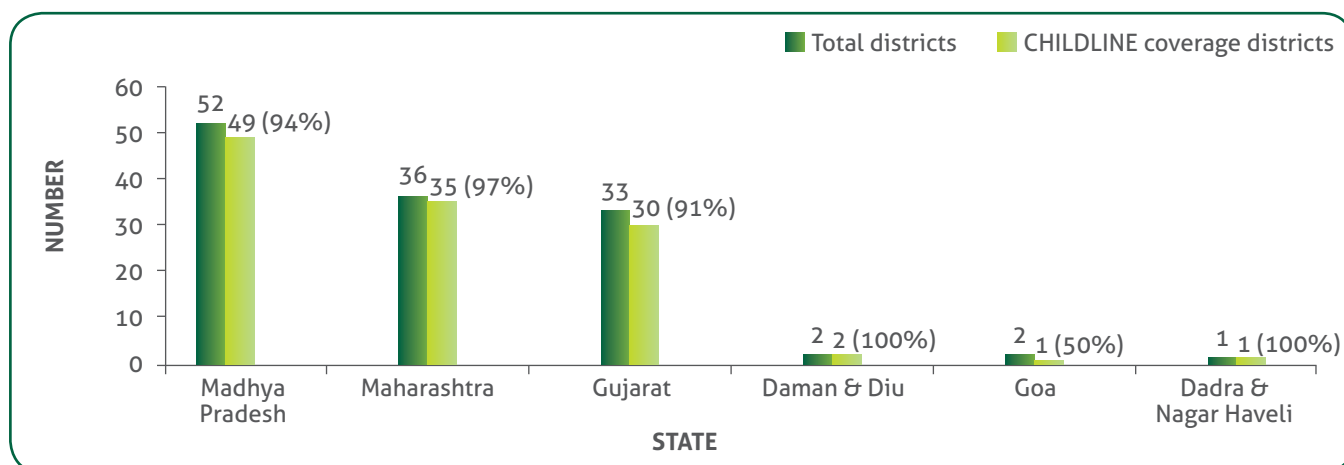
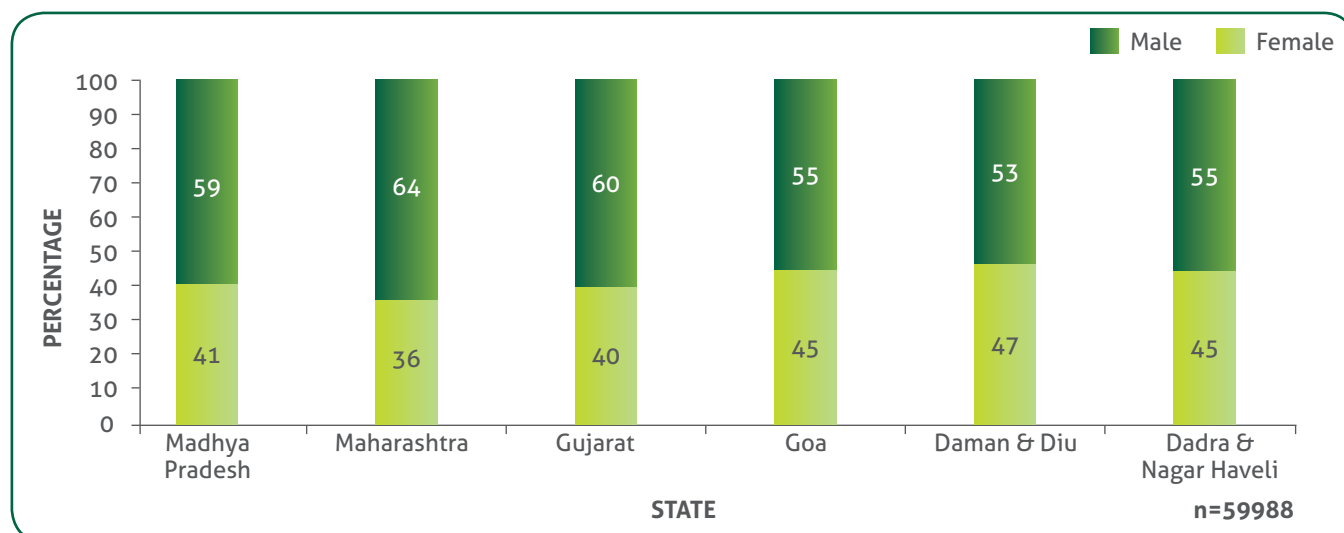


Figure 11.4: State wise CHILDLINE coverage status in West zone

Table 11.5: State wise gender of children

State	Male	Female	Total	Ratio of female to male
Madhya Pradesh	14955	10344	25299	0.69
Maharashtra	13686	7606	21292	0.56
Gujarat	7494	5003	12497	0.67
Goa	318	262	580	0.82
Daman & Diu	91	82	173	0.90
Dadra & Nagar Haveli	69	57	126	0.83
Total	36613	23354	59967	0.64

Note: Information on gender was not available for 19 cases whereas 2 cases have been received for transgender.



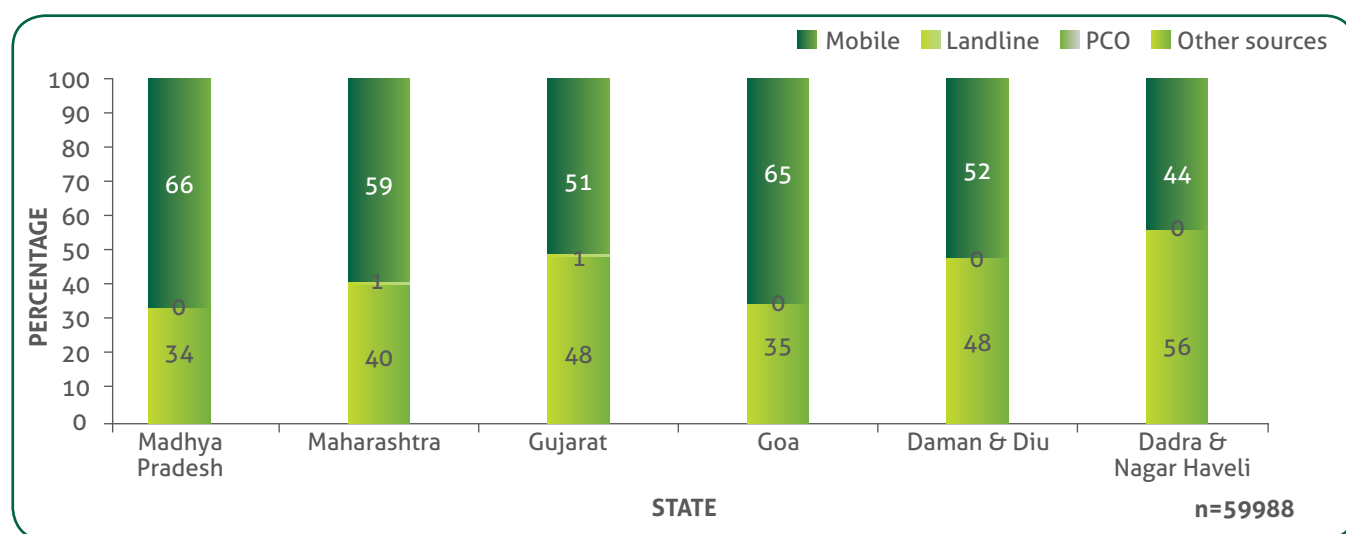
Note: Information on gender was not available for 19 cases whereas 2 cases have been received for transgender.

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	16747	93	2	8469	25311
Maharashtra	12612	113	8	8565	21298
Gujarat	6363	167	2	5967	12499
Goa	375	0	0	205	580
Daman & Diu	91	0	0	83	174
Dadra & Nagar Haveli	56	0	0	70	126
Total	36244	373	12	23359	59988

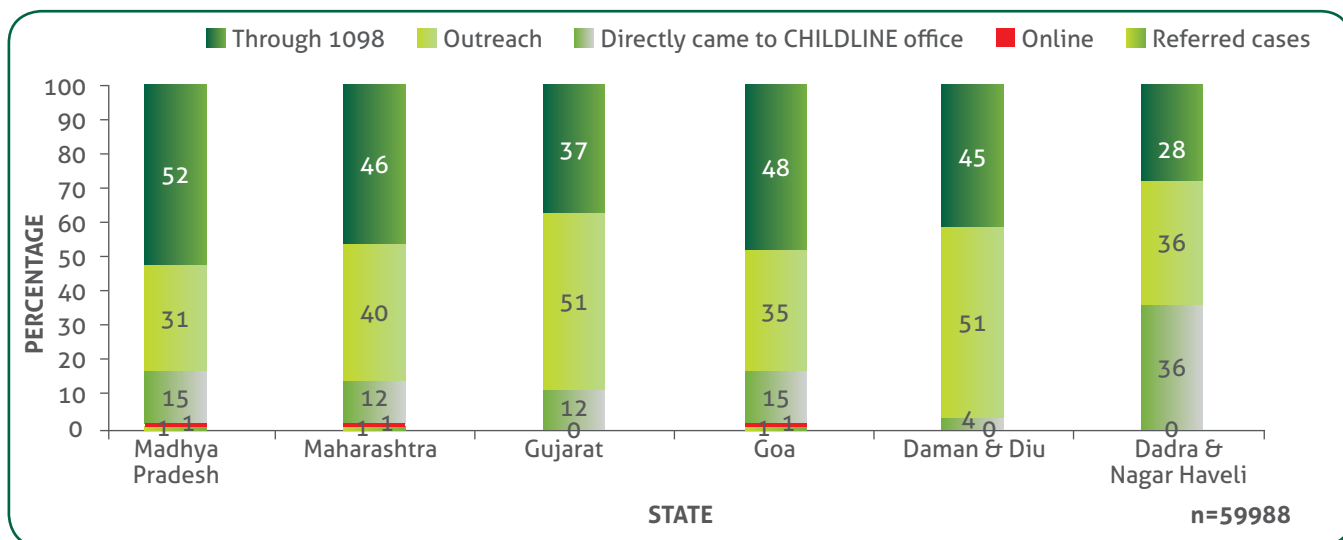

Figure 11.6: State wise calls to CHILDLINE from different telephone sources

Mobile is particularly the major source of reporting cases to CHILDLINE in western zone amongst other sources. More than half of the cases have been reported through mobile in all the states except Dadra & Nagar Haveli.

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

State	Through 1098	Outreach	Directly contacted CHILDLINE office	Online	Referred cases	Total
Madhya Pradesh	13030	8061	3896	131	144	25262
Maharashtra	9803	8688	2490	157	128	21266
Gujarat	4568	6358	1462	58	50	12496
Goa	280	205	84	4	6	579
Daman & Diu	79	88	7	0	0	174
Dadra & Nagar Haveli	35	46	45	0	0	126
Total	27795	23446	7984	350	328	59903

Note: Information about contact was not known for 85 cases.



Note: Information about contact was not known for 85 cases.

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

Outreach is an important medium to access CHILDLINE services in the state of Gujarat, and Daman & Diu whereas 1098 is the major source of cases in Maharashtra, Goa and Madhya Pradesh. Outreach and Directly contacted CHILDLINE office are the major way of accessing CHILDLINE service in Dadra & Nagar Haveli.

CHILDLINE rescues a victim of child labour

A concerned adult from Satna, Madhya Pradesh informed CHILDLINE 1098 about a family performing rope circus near a railway crossing. A 5-year old girl was walking and performing dangerous stunts on the rope. The caller needed help to rescue the child from performing such dangerous activities. The local intervention unit visited the place and as per the information given by the caller, the team found that a 5-year old girl child was walking on the rope and the family was begging for money from the people gathered to see the stunt. The CHILDLINE team informed the Child Welfare Committee (CWC) and the DCPO (District Child Protection Officer) about the case. The CWC and the DCPO ordered CHILDLINE to take help from the local police and rescue the child. The team rescued the child and brought her and her family to the CHILDLINE office. During the counselling, the child revealed that she had been performing such stunts past one year. The team produced the child and the family before the CWC who counseled the family and warned of dire consequences if the child is caught performing such dangerous stunts again. The parents assured that they will enroll the child in a school. The family was from Bilaspur, Chhattisgarh. As per the CWC orders, the local police made arrangements to send the family to their native place on the same day.





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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
WEST BENGAL														
Alipurduar	22	67	199	320	0	18	13	36	22	135	1	833	2594	3427
Bankura	34	56	44	285	0	19	1	8	66	57	0	570	3038	3608
Birbhum	73	47	28	373	0	17	6	29	33	120	0	726	3550	4276
Cooch behar	35	65	29	580	0	1	4	29	52	94	0	889	3493	4382
Dakshin Dinajpur (South Dinajpur)	11	62	105	332	0	2	1	23	6	53	0	595	1637	2232
Darjeeling	20	74	29	160	0	15	15	57	77	114	0	561	1966	2527
Hooghly	4	83	42	781	0	9	11	56	40	64	0	1090	3732	4822
Howrah	125	140	1215	239	0	27	57	53	131	121	2	2110	3177	5287
Jalpaiguri	6	81	273	212	0	4	30	30	21	63	1	721	1747	2468
Kalimpong	11	15	6	26	0	10	3	12	20	49	0	152	690	842
Kolkata	33	483	564	387	0	9	78	116	51	131	2	1854	27371	29225
Malda	36	151	213	675	0	16	55	104	22	249	0	1521	4068	5589
Murshidabad	18	58	52	566	1	20	21	55	30	99	0	920	2135	3055
Nadia	17	74	55	523	0	9	9	42	41	30	0	800	2155	2955
North 24 Parganas	32	162	44	1289	0	24	33	159	126	177	0	2046	4284	6330
Paschim Burdwan (Bardhaman)	12	34	55	56	0	5	11	10	7	37	0	227	734	961
Paschim Medinipur (West Medinipur)	20	76	189	503	1	10	23	38	56	49	0	965	2260	3225

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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Purba Burdwan (Bardhaman)	35	79	151	594	0	30	20	36	36	34	0	1015	3339	4354
Purulia	107	80	57	217	0	5	2	14	16	58	0	556	1045	1601
South 24 Parganas	9	517	107	970	0	2	35	202	48	191	0	2081	5024	7105
Uttar Dinajpur (North Dinajpur)	19	29	10	356	0	6	6	47	18	127	0	618	2201	2819

ODISHA

Balangir	382	68	23	97	3	5	7	17	159	290	0	1051	751	1802
Balasore	14	39	14	235	0	3	27	36	13	16	0	397	1554	1951
Bargarh	1	9	5	16	1	0	1	3	1	7	0	44	182	226
Bhadrak	19	90	29	383	1	4	5	9	25	115	0	680	1497	2177
Cuttack	361	162	84	211	3	40	11	17	62	29	1	981	1064	2045
Deogarh	61	11	6	99	0	1	9	6	16	40	0	249	893	1142
Dhenkanal	119	31	7	88	0	4	10	2	112	31	0	404	1223	1627
Gajapati	163	119	346	86	3	1	3	13	1	459	0	1194	782	1976
Ganjam	295	66	553	472	0	1	17	46	52	36	0	1538	1534	3072
Jagatsinghapur	120	10	6	59	0	0	0	3	1	2	0	201	692	893
Jharsuguda	84	70	133	199	2	2	18	9	87	95	0	699	1616	2315
Kalahandi	33	61	7	43	0	0	10	4	11	56	0	225	618	843
Kandhamal	31	30	88	103	3	1	6	4	68	6	0	340	529	869
Kendujhar (Keonjhar)	78	129	55	208	1	5	30	3	14	283	0	806	1517	2323
Khordha	139	230	788	362	0	14	42	24	56	15	0	1670	2379	4049


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Koraput	92	140	24	255	0	8	6	4	13	169	0	711	814	1525
Malkangiri	230	54	15	350	2	6	6	14	10	112	0	799	1181	1980
Mayurbhanj	152	107	35	169	0	31	18	3	18	260	0	793	1071	1864
Nabarangpur	122	51	5	138	0	0	1	4	38	18	0	377	479	856
Nayagarh	63	19	18	203	0	1	5	9	44	8	0	370	632	1002
Puri	29	36	468	127	1	10	22	13	2	3	0	711	720	1431
Rayagada	143	9	83	242	1	13	4	9	176	245	0	925	1073	1998
Sambalpur	318	72	29	134	6	183	15	16	120	255	0	1148	1186	2334
Sundargarh	410	58	106	156	0	0	25	25	45	4	0	829	610	1439

BIHAR

Araria	36	10	12	55	0	2	9	13	3	45	0	185	831	1016
Banka	240	15	10	101	3	7	8	28	29	88	0	529	10774	11303
Bhagalpur	152	73	122	145	1	4	62	149	4	117	0	829	4286	5115
Bhojpur	1	0	0	5	0	0	0	2	1	0	0	9	132	141
Buxar	57	31	28	48	0	1	24	32	7	351	0	579	2609	3188
Darbhanga	296	97	341	184	3	25	53	77	56	306	0	1438	2075	3513
East Champaran (Motihari)	47	51	48	210	1	5	26	41	8	214	0	651	1960	2611
Gaya	19	62	270	298	1	2	58	53	11	25	0	799	2186	2985
Jamui	192	22	14	60	0	29	30	32	3	123	0	505	1448	1953
Kaimur (Bhabua)	67	14	1	48	0	4	8	8	3	120	0	273	1079	1352



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Katihar	13	31	225	128	1	7	57	57	17	43	0	579	1061	1640
Kishanganj	53	20	61	100	1	9	57	43	4	223	0	571	939	1510
Madhubani	168	23	24	129	2	30	34	66	20	289	0	785	2059	2844
Muzaffarpur	53	65	56	134	0	2	44	54	17	202	0	627	1351	1978
Nawada	0	0	0	1	0	0	0	0	0	0	0	1	30	31
Patna	40	179	626	339	0	3	261	142	43	39	3	1675	4589	6264
Purnia (Purnea)	284	53	41	203	0	50	65	91	55	232	0	1074	1908	2982
Rohtas	33	42	13	83	0	1	20	25	13	165	0	395	1408	1803
Saharsa	213	21	14	143	0	0	33	34	10	10	0	478	1282	1760
Samastipur	76	40	21	245	0	7	72	89	45	401	0	996	2504	3500
Saran	14	69	287	88	0	2	143	50	7	60	0	720	1358	2078
Sitamarhi	165	38	9	196	1	28	44	70	102	280	0	933	1652	2585
Supaul	72	33	4	84	0	68	2	11	10	145	1	430	1465	1895
Vaishali	15	30	138	157	0	0	34	61	9	69	1	514	1758	2272
West Champaran	13	19	25	170	0	5	23	35	5	286	0	581	1794	2375

JHARKHAND

Bokaro	73	61	27	119	0	6	19	27	12	111	0	455	1457	1912
Deoghar	29	22	78	160	0	5	37	41	25	268	0	665	1861	2526
Dhanbad	121	34	332	99	0	55	33	31	9	223	0	937	1956	2893
Garhwa	59	52	4	48	0	8	10	5	11	206	0	403	1349	1752


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Giridh	17	12	21	150	0	9	18	15	11	191	0	444	1350	1794
Godda	4	9	3	29	0	0	4	8	3	24	0	84	282	366
Gumla	34	33	12	57	0	1	6	19	3	101	0	266	626	892
Hazaribag	37	46	14	241	0	5	12	24	26	163	2	570	1508	2078
Khunti	5	19	7	27	0	0	13	4	0	162	0	237	421	658
Koderma	77	37	23	142	1	3	6	24	23	140	0	476	1085	1561
Lohardaga	14	27	28	27	0	5	8	10	21	71	0	211	490	701
Pakur	275	54	40	200	2	11	33	36	54	298	0	1003	1440	2443
Palamau	173	16	13	75	0	8	5	27	6	295	0	618	1253	1871
Ranchi	26	92	229	353	0	2	76	57	26	28	0	889	2870	3759
Sahibganj	44	33	59	58	0	0	23	42	3	169	0	431	786	1217
Seraikela-Kharsawan	11	5	0	21	0	2	10	7	1	33	0	90	340	430
Simdega	18	53	2	25	0	4	6	11	8	71	0	198	650	848
Singhbhum	90	108	285	284	0	2	36	59	19	109	0	992	1995	2987
West Singhbhum	16	81	38	30	0	1	23	27	3	44	0	263	624	887

CHHATTISGARH

Balrampur	62	50	5	161	0	2	7	25	54	126	0	492	1459	1951
Bilaspur	43	65	227	164	0	2	46	163	27	18	0	755	2599	3354
Baloda Bazar	13	2	1	22	0	0	1	4	8	0	0	51	231	282
Bastar	28	52	38	91	0	3	5	1	5	45	0	268	399	667


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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Bemetara	10	2	0	6	0	0	0	0	2	8	0	28	198	226
Dantewada (South Bastar)	146	35	35	43	0	1	8	13	28	78	0	387	2459	2846
Dhamtari	131	23	12	98	0	0	2	8	24	79	0	377	1114	1491
Durg	17	92	78	103	0	1	14	12	14	7	0	338	664	1002
Gariyaband	87	31	1	154	0	2	0	9	17	37	0	338	468	806
Janjgir-Champa	98	30	7	129	0	2	12	16	8	24	0	326	760	1086
Jashpur	130	25	42	74	0	0	10	24	150	23	0	478	458	936
Kabirdham (Kawardha)	141	45	6	97	0	2	1	28	41	67	0	428	528	956
Kanker (North Bastar)	99	25	21	194	0	2	2	9	15	36	0	403	284	687
Kondagaon	2	6	23	27	0	0	2	2	12	4	0	78	452	530
Korba	154	58	44	177	0	11	30	54	216	81	0	825	1239	2064
Korea	320	11	2	106	0	6	4	10	21	79	0	559	703	1262
Mahasamund	84	37	12	32	0	0	7	7	39	58	0	276	512	788
Narayanpur	1	0	0	1	0	0	0	0	0	0	0	2	19	21
Raigarh	81	31	41	118	0	81	12	23	153	47	0	587	1188	1775
Raipur	113	189	115	230	0	1	24	30	87	33	0	822	3157	3979
Rajnandgaon	51	27	115	255	1	0	3	7	47	11	0	517	883	1400
Sarguja	114	70	42	167	0	1	17	13	76	80	0	580	844	1424
Surajpur	157	16	0	174	0	1	9	6	112	69	0	544	768	1312

ANDAMAN & NICOBAR

South Andaman	0	7	1	29	1	0	0	1	72	3	0	114	302	416
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
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ARUNACHAL PRADESH

Lower Dibang Valley	1	1	1	6	0	0	0	1	1	2	0	13	98	111
Papum Pare	147	33	27	39	0	1	5	2	16	5	0	275	739	1014
Namsai	0	0	0	0	0	0	0	0	0	0	0	0	10	10

ASSAM

Barpeta	16	15	44	334	2	0	6	5	22	8	0	452	2049	2501
Cachar	4	24	15	143	0	0	18	7	3	5	0	219	964	1183
Dibrugarh	4	40	62	203	0	2	11	13	3	5	2	345	2312	2657
Hailakandhi	10	11	9	114	1	1	8	6	9	30	0	199	1757	1956
Jorhat	2	52	13	175	1	0	11	11	4	5	0	274	1438	1712
Kamrup	2	51	67	475	0	1	8	17	22	8	0	651	2108	2759
Kamrup Metropolitan	5	146	440	280	0	0	47	51	21	11	0	1001	4316	5317
Karbi Anglong	0	2	2	30	0	0	13	6	0	1	0	54	305	359
Kokrajhar	2	16	7	153	0	2	7	9	6	8	0	210	870	1080
Nagaon	7	30	29	270	0	2	26	27	12	12	0	415	1431	1846
Tinsukia	10	63	29	164	0	0	25	8	16	14	0	329	1493	1822
Udalguri	0	0	0	0	0	0	3	0	0	0	0	3	7	10

MANIPUR

Bishnupur	1	45	7	25	0	0	6	4	5	6	0	99	471	570
Churachandpur	3	39	15	9	0	3	1	4	16	23	0	113	318	431
Imphal East	0	59	4	19	0	0	8	4	7	4	0	105	749	854

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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Imphal West	0	62	18	18	4	4	5	5	13	20	0	149	381	530
Senapati	1	0	7	3	0	0	1	7	1	0	0	20	248	268
Thoubal	0	52	50	64	3	0	3	51	53	5	0	281	924	1205
Ukhrul	0	0	0	5	0	0	0	0	4	0	0	9	200	209

MEGHALAYA

East Jaintia Hills	3	3	8	9	1	8	2	2	13	25	0	74	801	875
East Khasi Hills	17	41	19	44	0	33	13	7	20	50	0	244	893	1137
Nongpoh	27	5	5	25	0	42	8	0	20	61	0	193	870	1063
West Garo Hills	0	0	0	0	0	0	0	0	0	0	0	0	20	20
West Jaintia Hills	9	13	6	20	0	7	1	0	19	33	0	108	766	874
West Khasi Hills	85	5	3	9	1	48	9	1	15	8	0	184	805	989

MIZORAM

Aizawl	8	9	2	62	5	47	0	0	52	1	0	186	427	613
Lunglei	0	1	0	0	0	0	0	0	0	0	0	1	242	243
Mamit	3	7	5	19	7	79	1	0	70	9	0	200	323	523

NAGALAND

Dimapur	8	28	19	76	2	56	31	34	21	55	0	330	858	1188
Kohima	27	6	27	28	0	54	17	32	69	24	0	284	668	952
Mokokchung	25	7	23	8	2	25	2	0	48	33	0	173	336	509
Peren (Jalukie)	4	0	2	5	4	1	4	4	8	0	0	32	397	429



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
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SIKKIM

East Sikkim	6	25	72	50	0	0	3	8	37	7	0	208	373	581
South Sikkim	1	18	17	84	0	0	2	8	28	13	0	171	379	550
West Sikkim	0	2	4	13	0	0	1	2	4	2	0	28	329	357

TRIPURA

Dhalai	35	20	16	43	0	21	1	6	4	187	0	333	741	1074
Gomati	155	18	28	52	0	12	7	4	39	22	0	337	445	782
Khowai	14	29	3	18	2	19	0	8	1	93	0	187	413	600
North Tripura	23	26	13	60	0	1	9	4	6	26	0	168	546	714
Sepahijala	16	53	13	116	0	6	1	0	20	89	0	314	610	924
South Tripura	140	34	8	52	0	3	1	4	17	58	0	317	419	736
Unakoti	17	34	12	182	0	13	9	16	11	78	0	372	1076	1448
West Tripura	17	115	38	134	0	32	1	2	11	77	0	427	1148	1575

NON CHILDLINE DISTRICT

Non CHILDLINE district	4	2	1	122	0	3	6	21	6	10	0	175	0	175
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MOBILE

Mobile	0	0	0	0	0	0	0	0	0	0	0	0	1382623	1382623
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TOTAL

Total	10521	8107	12057	25790	83	1653	2834	4052	4810	13292	16	83215	1621102	1704317
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
UTTAR PRADESH														
Agra	32	16	4	280	3	10	256	91	60	106	13	871	7306	8177
Aligarh	9	20	6	175	1	10	204	50	21	25	0	521	8825	9346
Allahabad	34	26	1	198	7	12	496	66	25	35	3	903	16661	17564
Azamgarh	24	2	0	71	2	1	25	11	11	20	0	167	8245	8412
Budaun	140	10	0	93	1	18	65	27	36	61	1	452	8071	8523
Bahraich	135	8	4	105	0	7	125	43	19	70	1	517	5642	6159
Ballia	19	4	2	71	2	0	190	31	6	10	0	335	3515	3850
Balrampur (UP)	3	6	0	36	1	0	14	4	0	7	0	71	1082	1153
Banda	7	0	0	15	0	0	15	6	2	5	0	50	2544	2594
Barabanki	47	11	0	307	0	32	68	19	82	120	0	686	3049	3735
Bareilly	33	16	1	85	2	10	157	39	24	41	1	409	2927	3336
Basti	8	6	3	55	0	2	88	15	13	8	1	199	2922	3121
Bijnor	12	7	0	54	1	7	36	9	15	21	4	166	906	1072
Bulandshahr	0	0	0	0	0	0	0	0	0	0	0	0	2413	2413
Chandauli	17	13	0	107	0	6	591	41	9	43	0	827	3507	4334
Chitrakoot	41	9	0	34	0	2	23	10	4	14	8	145	2803	2948
Deoria	49	7	0	62	0	1	83	18	14	49	0	283	2555	2838
Faizabad	0	1	0	0	0	0	2	0	0	1	0	4	2129	2133


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Farrukhabad	5	0	0	16	0	0	15	4	4	8	1	53	168	221
Fatehpur	28	17	0	152	6	21	94	39	21	110	1	489	2735	3224
Firozabad	29	8	12	109	1	7	188	168	7	62	2	593	2444	3037
Gautam Buddha Nagar	39	46	2	532	6	8	221	105	63	55	13	1090	1989	3079
Ghaziabad	43	60	4	603	2	16	168	134	150	140	12	1332	6033	7365
Gonda	138	7	3	99	0	4	147	30	14	25	0	467	1733	2200
Gorakhpur	25	37	6	305	4	7	650	79	18	25	3	1159	2478	3637
Hamirpur	17	9	0	87	1	10	15	6	12	42	0	199	1244	1443
Hardoi	32	8	2	84	0	6	59	29	15	50	1	286	1175	1461
Jaluan	1	0	0	7	0	0	5	0	3	0	0	16	37	53
Jaunpur	6	4	1	56	1	0	18	14	16	9	0	125	353	478
Jhansi	74	14	0	123	0	6	415	43	26	18	0	719	1668	2387
Kannauj	7	5	0	77	0	4	43	14	9	15	0	174	680	854
Kanpur	22	30	2	409	1	8	1034	250	50	33	6	1845	2326	4171
Kanshiram Nagar (Kasganj)	20	1	0	53	0	1	30	20	14	71	4	214	485	699
Kaushambi	7	11	0	53	2	7	20	23	7	89	0	219	631	850
Kushinagar (Padrauna)	16	15	0	97	0	22	64	32	11	52	0	309	799	1108
Lakhimpur kheri	13	6	0	159	1	8	114	24	33	30	2	390	1172	1562
Lalitpur	162	2	0	55	0	19	26	13	13	127	0	417	1305	1722
Lucknow	39	50	0	553	3	20	951	172	70	68	5	1931	2440	4371



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Maharajganj	108	11	5	154	3	5	110	56	168	56	3	679	1905	2584
Mahoba	4	8	0	40	0	1	38	6	7	15	0	119	537	656
Mathura	12	6	2	135	3	6	241	38	21	27	1	492	1900	2392
Meerut	54	10	3	265	2	16	121	36	43	72	7	629	1860	2489
Mirzapur	15	10	43	100	0	12	178	26	10	33	0	427	835	1262
Moradabad	13	41	0	83	1	4	221	26	13	18	1	421	1188	1609
Muzaffarnagar	6	2	0	52	0	1	30	8	4	13	3	119	400	519
Pilibhit	60	5	1	72	0	9	37	13	24	113	0	334	2060	2394
Pratapgarh	15	11	3	62	4	7	29	14	13	25	0	183	868	1051
Rampur	0	0	0	0	0	0	0	0	0	0	0	0	93	93
Saharanpur	273	2	0	93	0	30	114	27	36	96	3	674	1614	2288
Sant Ravidas Nagar	33	0	0	48	0	15	14	11	7	128	0	256	651	907
Shahjahanpur	21	6	0	65	0	12	36	24	11	38	3	216	999	1215
Shamali (Prabuddh Nagar)	157	6	0	71	1	5	25	1	38	121	0	425	1839	2264
Shravasti	28	4	1	65	0	3	15	13	10	7	0	146	647	793
Siddharth nagar	14	5	2	82	1	4	102	51	31	34	0	326	4227	4553
Unnao	8	4	3	128	1	9	75	34	14	18	0	294	39242	39536
Varanasi	31	33	4	266	4	3	874	100	46	23	2	1386	2207	3593

RAJASTHAN

Ajmer	35	71	3	413	3	16	384	69	45	170	3	1212	2852	4064
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Alwar	12	7	0	216	2	11	69	24	26	69	1	437	2009	2446
Banswara	61	21	0	132	0	25	15	9	8	206	5	482	8968	9450
Baran	9	1	0	11	0	2	1	3	1	8	12	48	348	396
Barmer	52	7	0	153	0	58	9	8	45	195	0	527	3781	4308
Bharatpur	20	16	0	186	5	13	72	17	25	105	1	460	1996	2456
Bhilwara	12	32	4	221	1	14	40	19	31	68	1	443	1369	1812
Bikaner	45	10	3	276	2	21	98	38	35	415	7	950	2812	3762
Bundi	9	51	0	100	1	7	10	10	14	55	5	262	1387	1649
Chittorgarh	13	15	5	183	0	21	27	15	35	78	0	392	1108	1500
Churu	10	5	0	148	0	37	30	15	21	122	7	395	770	1165
Dausa	4	2	0	35	0	6	8	3	12	36	0	106	490	596
Dholpur	20	6	1	147	0	27	21	13	27	229	1	492	1286	1778
Dungarpur	96	86	0	190	0	69	30	13	103	37	0	624	1043	1667
Jaipur	135	105	0	1117	5	45	604	81	130	168	6	2396	4245	6641
Jaisalmer	7	5	0	71	1	16	14	1	15	71	0	201	509	710
Jalore	0	0	0	0	0	0	0	0	0	0	0	0	147	147
Jhalawar	3	39	1	141	0	25	15	9	9	57	0	299	748	1047
Jhunjhunu	13	5	0	181	0	16	20	22	15	83	1	356	1257	1613
Jodhpur	14	19	0	488	2	41	182	20	60	152	6	984	2002	2986
Karauli	0	0	0	0	0	0	3	0	0	0	0	3	0	3


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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Kota	13	53	2	508	1	4	171	44	78	38	1	913	1887	2800
Nagaur	9	7	0	166	0	20	28	8	36	122	0	396	1135	1531
Pali	6	6	0	65	0	36	0	0	6	44	0	163	782	945
Rajsamand	139	59	0	235	2	24	29	13	25	80	0	606	4125	4731
Sawai Madhopur	7	5	0	163	0	10	113	21	8	56	3	386	2004	2390
Sikar	10	6	2	298	1	9	43	12	39	74	2	496	1211	1707
Sirohi	1	1	0	1	0	2	0	0	0	2	0	7	18	25
Sri Ganganagar	19	7	0	141	0	25	32	14	23	44	5	310	716	1026
Tonk	13	9	1	184	0	6	10	10	27	93	0	353	541	894
Udaipur	76	106	12	399	0	27	104	28	66	125	2	945	1418	2363

PUNJAB

Amritsar	40	36	3	260	1	81	176	58	57	73	9	794	5460	6254
Bathinda	9	13	0	189	0	27	34	22	119	82	3	498	6516	7014
Faridkot	10	9	0	102	2	81	23	13	84	50	3	377	3835	4212
Fatehgarh Sahib	6	5	0	98	0	59	5	4	11	37	1	226	613	839
Fazilka	13	11	0	206	4	29	19	8	36	70	0	396	1750	2146
Ferozepur	20	5	0	125	1	82	14	7	19	111	2	386	902	1288
Gurdaspur	76	12	0	176	0	221	6	8	35	89	1	624	1428	2052
Hoshiarpur	17	5	0	165	0	119	3	3	19	27	15	373	1051	1424
Jalandhar	39	21	0	200	1	38	39	18	34	38	3	431	1684	2115



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Ludhiana	29	32	2	306	2	80	249	68	65	54	2	889	4931	5820
Mansa	13	12	0	160	0	9	6	1	51	55	0	307	715	1022
Sahibzada Ajit Singh Nagar (Mohali)	7	11	1	246	4	10	18	27	25	25	17	391	442	833
Pathankot	32	12	0	127	0	52	22	1	11	110	1	368	5521	5889
Patiala	30	10	0	173	0	80	13	15	37	35	9	402	4514	4916
Rupnagar	35	11	0	194	0	113	24	8	16	30	0	431	683	1114
Sangrur	3	0	0	20	0	3	0	0	4	4	0	34	165	199

HARYANA

Ambala	6	15	0	239	2	66	236	32	39	33	17	685	2151	2836
Bhiwani	1	4	1	56	0	2	9	3	7	11	0	94	255	349
Faridabad	18	32	4	418	0	12	110	58	63	96	25	836	1899	2735
Gurugram	20	35	3	368	3	5	107	56	52	46	2	697	3191	3888
Hisar	11	3	0	327	0	7	31	15	28	29	0	451	3551	4002
Jind	9	3	0	139	1	46	25	18	21	219	2	483	1119	1602
Karnal	92	18	2	347	1	5	57	33	31	55	4	645	1011	1656
Mahendragarh	7	2	0	54	0	0	7	2	5	17	1	95	386	481
Mewat	58	92	0	331	3	23	17	19	48	426	3	1020	1852	2872
Palwal	14	6	1	112	1	9	20	20	21	58	0	262	477	739
Panipat	4	4	1	56	0	1	8	10	8	12	0	104	421	525
Rohtak	8	11	0	148	1	7	18	8	23	35	1	260	1462	1722



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Sirsa	7	8	1	179	4	7	15	7	13	32	1	274	1011	1285
Sonipat	5	9	0	127	0	10	10	8	24	30	0	223	374	597
Yamuna nagar	13	7	0	235	2	7	38	9	41	40	66	458	785	1243

UTTARAKHAND

Almora	7	0	0	48	4	249	3	7	13	216	7	554	1067	1621
Chamoli	18	7	0	223	1	50	2	10	9	35	2	357	659	1016
Champawat	4	6	0	8	0	8	8	5	3	31	0	73	125	198
Dehradun	35	35	2	313	4	7	156	38	64	51	4	709	1690	2399
Haridwar	35	10	8	257	2	12	259	38	25	86	1	733	733	1466
Nainital	119	50	0	312	1	80	107	42	92	140	32	975	547	1522
Pauri Garhwal	12	6	0	25	0	26	3	3	2	18	10	105	493	598
Pithoragarh	41	36	1	116	0	43	23	17	67	156	6	506	375	881
Rudraprayag	34	1	0	7	0	89	0	0	14	31	0	176	112	288
Tehri Garhwal	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Udham Singh Nagar	93	37	9	258	0	110	34	37	63	43	11	695	5583	6278
Uttarkashi	51	9	0	166	1	42	16	12	170	122	0	589	1719	2308

HIMACHAL PRADESH

Bilaspur	13	8	0	93	3	13	5	3	9	36	5	188	1243	1431
Chamba	12	14	1	154	0	16	5	19	50	103	1	375	1737	2112
Kangra	11	34	0	264	1	5	8	8	74	54	0	459	2284	2743



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Kullu Manali	20	15	1	65	0	22	9	4	48	26	6	216	835	1051
Mandi	12	36	2	191	1	5	9	36	71	84	0	447	1787	2234
Shimla	27	29	1	108	0	9	15	5	15	11	0	220	584	804
Sirmaur	25	10	0	202	0	30	8	16	72	86	0	449	1386	1835
Solan	51	15	0	132	3	8	8	6	31	32	0	286	1203	1489
Una	6	4	0	103	4	13	14	4	7	48	9	212	1247	1459

JAMMU & KASHMIR

Anantnag	28	1	0	79	1	132	2	12	43	39	5	342	1446	1788
Budgam Beerwa	26	4	0	26	16	65	5	5	20	59	0	226	796	1022
Doda	8	1	0	13	1	40	0	0	4	31	13	111	426	537
Jammu	42	14	0	199	1	277	89	18	39	29	1	709	6309	7018
Kathua	24	1	0	67	0	40	1	3	24	55	1	216	1025	1241
Poonch	45	2	0	74	1	66	2	3	10	147	2	352	2070	2422
Reasi	10	1	0	32	1	41	1	4	12	45	8	155	616	771
Srinagar	71	3	1	84	7	62	8	3	105	26	1	371	679	1050
Udhampur	164	6	1	30	1	33	54	9	8	118	0	424	1427	1851

DELHI

Delhi	237	682	33	3611	40	87	2811	730	825	934	46	10036	239040	249076
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CHANDIGARH

Chandigarh	20	34	0	368	2	9	202	32	59	47	20	793	4869	5662
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
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NON CHILDLINE DISTRICT

Non CHILDLINE district	215	83	1	1922	10	222	218	257	330	566	7	3831	0	3831
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MOBILE

Mobile	0	0	0	0	0	0	0	0	0	0	0	0	1694786	1694786
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TOTAL

Total	5216	3066	234	29160	233	4269	16601	4647	5783	11038	560	80807	2272089	2352896
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
TAMIL NADU														
Ariyalur	72	23	24	184	0	126	0	5	72	315	0	821	7814	8635
Chennai	25	404	1358	1457	6	14	14	87	153	141	1	3660	20361	24021
Coimbatore	14	154	354	995	1	10	5	39	106	134	0	1812	12334	14146
Cuddalore	4	55	43	321	2	7	4	6	35	49	0	526	7358	7884
Dharmapuri	2	31	33	274	1	7	0	8	11	65	0	432	5150	5582
Dindigul	13	79	64	578	3	9	1	27	65	118	0	957	4281	5238
Erode	2	45	206	475	1	3	3	15	43	62	0	855	2752	3607
Kanchipuram	7	101	266	640	2	7	4	37	80	92	1	1237	2787	4024
Kanyakumari	5	41	43	336	0	8	0	6	57	91	0	587	2501	3088
Karur	1	31	42	288	1	15	0	17	54	99	0	548	2743	3291
Krishnagiri	10	45	32	439	2	14	1	11	40	105	1	700	2281	2981
Madurai	5	119	299	724	4	24	4	30	113	177	0	1499	2406	3905
Nagapattinam	31	59	91	394	0	145	5	25	76	142	0	968	2182	3150
Namakkal	7	40	28	351	2	8	2	6	33	89	1	567	1538	2105
Nilgiris	24	83	22	358	3	89	0	6	235	331	0	1151	2015	3166
Perambalur	2	14	14	242	2	1	0	3	30	46	0	354	1750	2104
Pudukottai	102	75	36	481	3	114	1	15	75	193	0	1095	1718	2813
Ramanathapuram	36	60	92	455	6	169	6	11	100	465	0	1400	1919	3319

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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Salem	6	106	95	647	6	6	2	22	74	107	0	1071	2991	4062
Sivagangai	2	26	23	202	0	7	2	7	33	66	0	368	1537	1905
Thanjavur	7	55	41	354	3	15	2	12	37	111	0	637	2155	2792
Theni	14	106	50	644	12	64	1	27	209	274	0	1401	4987	6388
Tiruvallur	0	11	12	70	0	0	0	3	16	18	0	130	733	863
Tiruvarur	5	49	25	202	2	31	0	4	57	126	1	502	1065	1567
Thiruvannamalai	14	118	36	466	0	66	2	6	55	184	1	948	2382	3330
Tiruppur	11	94	50	608	1	6	1	19	81	130	0	1001	2235	3236
Tirunelveli	7	79	48	427	4	8	1	18	65	154	0	811	1888	2699
Tiruchirappalli	7	98	69	550	3	9	0	28	83	126	0	973	1630	2603
Thoothukudi (Tuticorin)	4	46	66	322	2	33	0	8	62	86	0	629	1107	1736
Vellore	25	63	39	501	3	4	1	15	47	115	0	813	3828	4641
Virudhunagar	9	38	49	418	1	14	0	22	60	136	0	747	1273	2020
Viluppuram	33	148	62	764	3	148	3	12	135	331	0	1639	1717	3356

ANDHRA PRADESH

Anantapur	12	131	68	1061	4	4	5	33	80	228	0	1626	7582	9208
Chittoor	13	59	448	563	3	5	17	52	57	182	0	1399	2595	3994
Guntur	5	79	86	560	0	21	4	48	54	155	0	1012	1940	2952
YSR District, Kadapa (Cuddapah)	6	28	19	313	0	11	1	12	33	148	0	571	1896	2467
Krishna	10	153	596	509	2	4	68	53	40	171	0	1606	2781	4387


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Kurnool	1	24	33	211	0	1	2	7	29	77	0	385	1476	1861
Nellore	6	7	10	110	0	3	2	4	9	44	0	195	1078	1273
Prakasam	0	12	11	144	0	0	0	12	5	16	0	200	844	1044
East Godavari	14	64	46	559	4	5	4	23	51	216	0	986	1809	2795
Srikakulam	26	116	227	970	2	43	9	19	100	441	0	1953	3177	5130
Visakhapatnam	10	52	593	489	2	1	9	42	36	130	0	1364	1443	2807
Vizianagaram	2	39	40	285	1	5	2	22	35	59	0	490	1999	2489
West Godavari	20	62	66	338	5	3	4	20	57	117	0	692	2217	2909

TELANGANA

Adilabad	6	29	22	298	3	2	1	6	47	168	0	582	899	1481
Bhadradri Kothagudem	45	27	31	303	0	13	0	6	34	353	0	812	1287	2099
Hyderabad	35	243	969	1335	5	11	33	114	124	252	0	3121	3903	7024
Jagtial	6	22	3	265	0	10	0	3	10	91	0	410	613	1023
Jogulamba Gadwal	1	16	8	207	0	2	0	4	21	72	0	331	1148	1479
Kamaraddy	0	11	6	129	0	4	0	3	8	139	0	300	303	603
Karimnagar	4	30	9	312	1	2	0	7	31	120	0	516	792	1308
Khammam	10	61	168	518	3	6	2	11	73	154	0	1006	1067	2073
Mahabubabad	8	31	24	253	0	3	13	36	28	113	0	509	706	1215
Mahabubnagar	1	52	24	553	1	3	4	12	45	139	0	834	498	1332
Mancherial	9	17	7	213	0	1	1	6	32	199	0	485	1341	1826

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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Medak	0	5	1	84	1	0	1	1	4	24	0	121	185	306
Medchal	8	102	37	978	0	4	3	22	25	127	0	1306	654	1960
Nagarkurnool	9	49	8	182	1	1	0	2	17	77	0	346	489	835
Nalgonda	8	67	18	434	0	10	1	16	30	150	0	734	778	1512
Nirmal	1	18	5	93	2	9	0	4	11	205	0	348	464	812
Nizamabad	3	21	46	190	5	4	1	18	15	48	0	351	886	1237
Peddapalli	13	24	4	307	0	4	0	10	25	141	0	528	974	1502
Rangareddy	7	163	58	1411	0	3	9	29	75	208	1	1964	1311	3275
Sangareddy	2	27	6	334	1	3	0	3	16	55	0	447	1044	1491
Secunderabad	1	30	702	66	0	0	33	82	3	1	0	918	272	1190
Suryapet	17	31	11	217	1	1	1	5	15	89	0	388	493	881
Vikarabad	11	184	24	458	0	8	3	14	58	368	0	1128	1121	2249
Wanaparthy	0	1	0	78	0	0	1	0	5	17	0	102	38	140
Warangal	5	107	264	807	1	3	7	30	60	162	0	1446	1131	2577
Warangal (Rural)	1	40	2	183	1	2	1	3	14	50	0	297	1122	1419

KARNATAKA

Bagalkot	88	33	13	369	9	27	14	25	71	254	0	903	4049	4952
Bengaluru (Bangalore) Urban	114	447	1757	2251	15	31	121	171	333	505	0	5745	15253	20998
Bengaluru (Bangalore) Rural	44	91	11	410	1	16	22	22	115	272	0	1004	1197	2201


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Belagavi (Belgaum)	113	68	12	595	0	85	29	40	119	382	0	1443	2641	4084
Ballari (Bellary)	142	116	19	883	2	29	31	33	191	486	1	1933	1619	3552
Bidar	209	125	150	446	0	196	20	20	61	343	0	1570	1220	2790
Chamarajanagar	30	16	14	244	0	37	4	20	83	209	0	657	560	1217
Chikkamagaluru (Chikmagalur)	28	26	4	222	0	14	10	9	58	129	0	500	682	1182
Chikkaballapura	70	73	14	528	4	23	10	18	139	445	0	1324	1561	2885
Chitradurga	75	26	6	456	1	14	4	16	96	292	1	987	716	1703
Dakshina Kannada	25	38	11	495	1	10	21	5	106	256	1	969	1038	2007
Davangere	182	82	13	410	0	87	31	30	124	356	0	1315	1546	2861
Dharwad	138	175	927	412	2	377	66	41	126	393	0	2657	3581	6238
Gadag	41	19	7	211	0	17	12	12	55	149	0	523	1037	1560
Kalaburagi (Gulbarga)	175	107	201	598	5	37	79	78	110	552	1	1943	3587	5530
Hassan	33	77	42	474	1	19	34	14	163	275	0	1132	1006	2138
Haveri	80	61	10	263	1	12	16	17	82	184	1	727	946	1673
Kodagu	17	20	1	173	0	17	2	10	46	66	0	352	780	1132
Kolar	0	0	0	2	0	0	0	0	0	0	0	2	0	2
Koppal	100	51	10	492	2	31	19	11	96	297	0	1109	1176	2285
Mandya	30	40	29	542	3	40	20	15	50	201	1	971	974	1945
Mysuru (Mysore)	72	71	45	797	1	59	80	31	129	244	0	1529	1324	2853
Ramnagara	25	28	6	370	1	13	11	22	107	223	1	807	1415	2222



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Raichuru	205	66	3	360	1	38	5	19	75	258	0	1030	670	1700
Shivamogga (Shimoga)	54	78	15	389	3	13	15	22	100	190	0	879	1002	1881
Tumakuru (Tumkur)	66	54	20	446	0	57	37	24	98	291	0	1093	720	1813
Udupi	17	13	5	196	0	3	6	5	27	74	1	347	1554	1901
Uttara Kannada (Karwar)	19	16	4	118	1	11	5	8	42	91	0	315	1340	1655
Vijayapura (Bijapur)	153	70	10	498	1	43	11	13	95	464	0	1358	1062	2420
Yadgir	123	53	14	407	0	27	38	114	56	340	2	1174	5313	6487

KERALA

Alappuzha	36	37	7	474	2	21	1	6	186	86	0	856	7139	7995
Ernakulam	15	116	292	1174	3	42	1	23	372	175	0	2213	2314	4527
Idukki	41	55	25	765	12	64	0	12	450	222	0	1646	12358	14004
Kannur	4	42	10	562	3	17	0	5	219	121	0	983	8377	9360
Kasaragod	7	35	3	393	0	16	0	9	110	79	0	652	2747	3399
Kollam	8	110	18	676	2	17	0	13	240	96	0	1180	1880	3060
Kottayam	11	29	6	552	2	8	1	7	192	91	0	899	2227	3126
Kozhikode	8	57	356	672	3	7	2	24	255	120	0	1504	2349	3853
Malappuram	4	42	14	713	6	3	0	9	229	111	0	1131	1258	2389
Palakkad	4	35	19	533	3	13	0	12	191	106	0	916	801	1717
Pathanamthitta	22	51	3	630	0	20	1	8	174	107	0	1016	583	1599
Thiruvananthapuram	9	184	298	1086	1	50	0	33	543	156	2	2362	1131	3493



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Thrissur	11	83	184	699	1	23	1	15	202	113	1	1333	1257	2590
Wayanad	11	34	7	599	1	40	0	14	281	144	0	1131	439	1570

PUDUCHERRY

Karaikal	1	6	17	185	3	4	0	4	49	46	0	315	946	1261
Mahe	19	30	2	48	2	21	0	1	98	42	0	263	1240	1503
Pondicherry	0	100	19	300	1	6	1	5	58	33	0	523	1084	1607
Yanam	0	4	7	123	0	0	0	1	30	87	0	252	1261	1513

LAKSHADWEEP

Lakshadweep	2	0	0	5	0	11	0	0	24	18	0	60	278	338
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NON CHILDLINE DISTRICT

Non CHILDLINE district	22	57	46	745	5	11	10	31	84	242	0	1253	0	1253
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MOBILE

Mobile	0	0	0	0	0	0	0	0	0	0	0	0	1398729	1398729
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TOTAL

Total	3545	7977	13118	56478	233	3173	1098	2448	10744	20600	20	119434	1675741	1795175
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
MAHARASHTRA														
Ahmednagar	13	103	0	259	4	28	73	32	65	29	0	606	87208	87814
Akola	35	26	1	121	0	83	35	5	78	53	0	437	28267	28704
Amravati	60	39	3	120	0	65	30	27	56	36	0	436	17891	18327
Aurangabad	36	42	2	153	1	173	29	19	76	47	0	578	14058	14636
Beed	107	61	0	133	0	101	17	21	59	56	1	556	18048	18604
Bhandara	4	7	0	29	0	3	10	0	14	16	0	83	5743	5826
Buldhana	21	8	1	259	0	32	6	13	44	59	1	444	8302	8746
Chandrapur	24	15	5	76	4	19	49	15	30	105	0	342	8099	8441
Dhule	14	4	1	124	0	5	2	9	7	16	0	182	6147	6329
Gadchiroli	4	5	0	27	0	0	17	13	9	12	0	87	5164	5251
Gondia	53	15	1	65	1	6	26	13	15	8	0	203	2616	2819
Hingoli	4	13	0	36	0	7	3	16	30	75	0	184	1415	1599
Jalgaon	106	50	7	104	0	108	15	14	45	62	2	513	4485	4998
Jalna	58	24	0	68	0	91	10	13	24	56	0	344	4263	4607
Kolhapur	16	37	0	124	1	64	14	9	37	25	0	327	4642	4969
Latur	71	29	0	76	1	94	15	12	63	67	1	429	8254	8683
Mumbai	189	407	9	1266	4	68	2901	177	176	180	3	5380	26227	31607
Nagpur	113	76	2	204	0	211	378	60	81	48	2	1175	3616	4791



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Nanded	18	31	12	164	1	164	64	50	136	85	0	725	1770	2495
Nandurbar	33	9	1	26	0	0	4	1	11	7	0	92	1039	1131
Nashik	15	74	1	275	6	32	197	34	54	49	0	737	1716	2453
Navi Mumbai	4	23	0	37	0	1	5	2	7	8	0	87	79	166
Osmanabad	30	9	0	88	0	44	20	8	21	22	0	242	777	1019
Parbhani	12	20	4	137	28	27	91	18	21	72	7	437	1480	1917
Pune	35	49	4	560	2	17	890	53	89	82	2	1783	1761	3544
Raigad	4	21	0	58	0	34	8	8	7	55	1	196	710	906
Ratnagiri	9	6	0	74	0	48	18	4	61	50	0	270	1253	1523
Sangli	2	12	0	30	0	2	1	1	10	7	0	65	514	579
Satara	91	30	0	242	0	28	9	3	26	18	0	447	1233	1680
Sindhudurg	15	0	0	5	0	28	1	6	7	25	0	87	359	446
Solapur	29	15	1	754	0	57	405	38	37	61	0	1397	1671	3068
Thane	13	76	0	222	4	5	623	59	40	69	2	1113	851	1964
Wardha	34	44	1	125	1	66	18	10	35	153	0	487	1081	1568
Washim	25	8	1	28	0	22	6	6	44	99	0	239	632	871
Yavatmal	48	74	1	125	0	22	14	9	39	103	0	435	686	1121

MADHYA PRADESH

Agar Malwa	5	2	0	15	0	1	3	1	3	8	0	38	9235	9273
Alirajpur	56	8	0	161	0	3	19	2	8	35	0	292	24280	24572



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Anuppur	18	14	0	71	0	3	22	17	50	71	0	266	26253	26519
Balaghat	21	17	1	121	13	4	38	83	18	78	0	394	17994	18388
Barwani	49	28	1	142	1	137	15	6	35	266	0	680	12633	13313
Betul	32	23	2	144	2	6	31	19	33	89	0	381	9049	9430
Bhind	137	9	9	167	3	19	77	42	16	274	0	753	7428	8181
Bhopal	58	88	3	610	27	4	409	96	130	58	37	1520	8188	9708
Burhanpur	44	65	2	214	2	14	33	16	53	177	0	620	7310	7930
Chhatarpur	55	30	2	225	2	7	53	20	41	121	0	556	6476	7032
Chhindwara	13	12	9	228	1	5	43	15	16	48	0	390	5925	6315
Damoh	34	3	0	48	1	5	10	5	12	175	0	293	3614	3907
Datia	0	0	0	0	0	0	0	0	0	0	0	0	3692	3692
Dewas	15	22	1	159	2	10	34	16	30	83	0	372	3688	4060
Dhar	26	18	1	405	0	19	63	16	74	109	1	732	2769	3501
Dindori	26	4	0	123	0	3	13	16	21	129	2	337	2782	3119
Guna	10	5	0	118	1	3	28	21	13	62	0	261	1737	1998
Gwalior	34	139	15	455	4	14	351	71	62	139	6	1290	2658	3948
Harda	14	17	0	112	1	4	38	18	8	64	0	276	1143	1419
Hoshangabad	20	13	5	148	0	4	227	38	41	41	0	537	1660	2197
Indore	46	71	7	724	11	36	220	76	104	164	5	1464	3881	5345
Jabalpur	16	51	7	291	1	0	281	50	42	44	0	783	2067	2850


**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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Jhabua	406	10	0	110	0	12	24	12	34	135	0	743	666	1409
Katni	15	24	0	220	8	1	412	27	21	35	0	763	728	1491
Khandwa	0	0	2	24	0	2	13	4	1	8	1	55	581	636
Khargone	56	22	0	343	0	8	21	24	9	178	0	661	1213	1874
Mandla	73	30	1	106	1	10	21	18	61	123	0	444	4271	4715
Mandsaur	59	10	1	150	1	49	23	15	59	72	0	439	5255	5694
Morena	4	1	0	20	0	2	3	1	0	2	0	33	1340	1373
Narsinghpur	17	23	0	93	5	3	31	9	18	31	1	231	863	1094
Neemuch	125	11	0	184	5	4	28	50	115	441	1	964	1111	2075
Niwari	0	1	0	5	0	0	0	1	0	2	0	9	27	36
Panna	79	18	0	146	1	9	27	75	19	169	0	543	1817	2360
Raisen	99	19	11	319	3	25	51	30	220	505	1	1283	854	2137
Rajgarh	86	7	0	139	2	2	42	12	71	180	0	541	1109	1650
Ratlam	22	40	6	263	2	9	249	36	50	109	0	786	1353	2139
Rewa	26	14	2	94	2	7	49	45	23	51	0	313	641	954
Sagar	34	36	8	347	0	50	60	41	144	198	3	921	1668	2589
Satna	27	26	3	158	6	5	164	63	15	73	0	540	916	1456
Sehore	16	10	0	110	0	7	11	9	21	52	0	236	720	956
Shahdol	17	12	0	115	0	6	50	11	17	43	0	271	822	1093
Shajapur	9	14	1	91	3	4	14	13	11	81	1	242	1357	1599

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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Sheopur	244	8	2	20	0	15	15	5	1	94	0	404	663	1067
Shivpuri	46	14	1	198	1	37	62	22	57	206	0	644	1218	1862
Sidhi	16	4	0	50	0	4	10	16	12	57	1	170	530	700
Singruali	53	6	2	105	2	4	22	37	16	111	1	359	701	1060
Tikamgarh	12	15	0	101	1	4	18	26	9	140	0	326	436	762
Ujjain	32	31	2	232	2	7	115	40	64	115	35	675	1810	2485
Vidisha	19	7	2	165	0	49	63	23	25	94	0	447	937	1384

GUJARAT

Ahmedabad	22	44	1	347	5	16	443	41	74	105	1	1099	10059	11158
Amreli	1	0	0	18	0	0	4	1	2	5	0	31	1878	1909
Anand	48	14	0	208	0	27	113	21	65	86	2	584	6594	7178
Arvali	16	0	0	7	0	4	2	0	10	73	0	112	2567	2679
Banaskanta (Palanpur)	15	28	0	58	0	170	157	2	11	130	8	579	539	1118
Bharuch	54	6	0	155	0	85	16	9	17	145	1	488	4755	5243
Bhavnagar	11	37	0	119	0	11	8	5	54	126	0	371	3870	4241
Botad	0	0	0	4	0	0	0	0	2	1	0	7	362	369
Chhota Udepur	4	5	0	43	2	12	5	7	23	144	0	245	3476	3721
Dahod	2	1	0	31	0	1	1	4	4	11	1	56	2202	2258
Dangs (Ahwa)	53	2	1	65	0	21	3	1	46	56	0	248	2465	2713
Devbhoomi Dwarka	213	2	0	23	0	49	2	2	27	133	0	451	1798	2249



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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
Gandhinagar	52	17	2	123	0	1	13	3	39	94	0	344	2990	3334
Gir Somnath	22	4	0	46	0	3	5	6	25	79	0	190	1929	2119
Jamnagar	39	23	0	47	0	26	32	11	32	133	1	344	967	1311
Junagadh	4	5	1	119	1	13	17	1	7	19	0	187	605	792
Kachchh	259	40	1	101	2	68	13	6	45	313	0	848	1282	2130
Kheda (Nadiad)	112	23	0	77	0	53	14	9	10	317	1	616	1092	1708
Mehsana	47	56	1	131	0	374	18	10	50	186	0	873	670	1543
Morbi	2	11	0	20	0	0	0	3	2	22	0	60	311	371
Narmada	1	3	0	2	0	0	0	1	6	28	0	41	356	397
Panchmahal (Godhra)	45	2	0	73	0	14	11	9	46	189	0	389	1762	2151
Patan	246	14	0	32	0	80	11	5	15	92	0	495	1130	1625
Rajkot	285	31	0	143	1	9	168	14	30	43	2	726	1757	2483
Sabarkantha (Himmatnagar)	79	7	0	97	1	23	11	4	32	224	0	478	494	972
Surat	20	23	2	330	1	23	292	45	46	67	1	850	3828	4678
Surendranagar	46	21	0	26	0	10	12	8	34	106	0	263	481	744
Tapi (Vyara)	230	1	0	27	3	33	2	2	78	152	0	528	1181	1709
Vadodara	10	23	5	215	2	46	137	56	62	50	1	607	5765	6372
Valsad	21	24	0	123	0	11	11	2	18	144	0	354	484	838

GOA

Goa	18	48	2	229	0	64	80	19	82	38	0	580	2555	3135
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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 and Guidance	Other Intervention	Corona (Covid-19)	Total - I	Information and other calls - II	Total - I + II
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DADRA & NAGAR HAVELI

Silvassa	3	4	0	34	1	1	2	0	0	81	0	126	391	517
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DAMAN & DIU

Daman	8	4	0	26	0	8	2	1	5	119	0	173	721	894
Diu	0	0	0	0	0	0	0	0	0	0	0	0	4	4

NON CHILDLINE DISTRICT

Non CHILDLINE district	4	13	0	103	0	2	10	13	8	19	0	172	0	172
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MOBILE

Mobile	0	0	0	0	0	0	0	0	0	0	0	0	840916	840916
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TOTAL

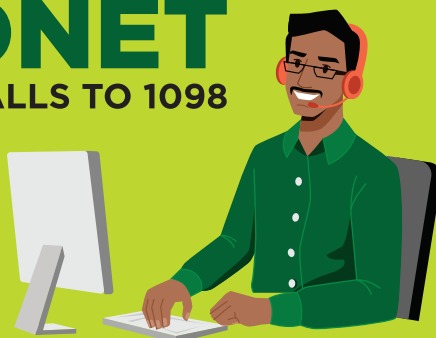
Total	5658	3050	183	17985	194	3649	11225	2408	4464	10985	137	59938	1382362	1442300
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CHILDNET

ANALYSIS OF CALLS TO 1098



CHILDLINE India Foundation

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