



India's largest network  
for child protection

CALL 1098 TO REPORT  
ABUSE & VIOLENCE,  
CHILD MARRIAGE &  
OTHER CHILD RIGHTS  
VIOLATIONS...



**Partner** Today To  
Protect Their **Future**

**CHILDLINE 1098** is the national, 24-hour, toll-free, emergency helpline and crisis response service for children in need of care and protection. It works in public-private partnership with the Ministry of Women and Child Development, Government of India, and is mandated as a critical 'care and rehabilitation service' in the Child Protection Services Scheme.

The CHILDLINE 1098 service is built on a model of partnership with children, the government, local grassroots organisations, corporates and the community at large, to ensure that child protection becomes everyone's mandate.



## CHILDLINE CONTACT CENTRES

All calls to 1098 are routed to one of six CHILDLINE Contact Centres.

If a case requires emergency intervention, it is transferred to the CHILDLINE unit closest to the location of the child.



### DISTRICT CHILDLINE

Emergency intervention  
units in **598 Districts\***

### CHILD HELP DESK

Child Help Desks in **141 Railway  
Stations and 5 Bus Terminals\***

# EMERGENCY INTERVENTIONS



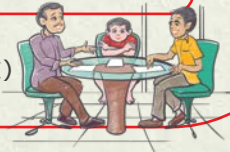
A child or concerned adult calls 1098

The call is received by the CHILDLINE Contact Centre and a case is opened



A CHILDLINE team member rushes to aid the child within 60 minutes

CHILDLINE produces the child before the Child Welfare Committee (CWC)



CHILDLINE links the child to services for care and rehabilitation, based on the CWC's directions



CHILDLINE follows up with the child until he/she is in safe custody and the case is closed



## CHILD LABOUR



Five minor children from Tamil Nadu were found working in a bangle factory near Mumbai, Maharashtra. A concerned citizen called 1098.

CHILDLINE Navnirman carried out a raid in coordination with the Labour Department, Special Juvenile Police Unit and a local community member. The children were rescued and the factory owner was arrested. The children were given temporary shelter at a child care institution and later restored to their families.



## STORIES OF CHANGE

### CHILD MARRIAGE



A 16-year-old girl was being forced into marriage by her family. She was being taken by train from Kalburgi in Karnataka to Valsad in Gujarat for the wedding.

Based on the information shared by CHILDLINE Kalburgi, the Valsad team rescued the child from the Karnavati train. Both the child and her parents were counselled. The parents submitted an affidavit to the Child Welfare Committee stating that they would put her back in school, and only get her married once she was of legal age.



## RESTORATION



A 14-year-old boy from Alwar, Rajasthan was found at the Chennai Central station in Tamil Nadu. He had boarded the train to visit his uncle, but had lost his number.

CHILDLINE Chennai passed on the information to CHILDLINE Alwar, who traced down the child's family, with the help of the Rajasthan police. The child's grandfather travelled to Chennai, after which the child was reunited with him.



## STORIES OF CHANGE

### ABANDONMENT



An infant was abandoned outside the CHILDLINE Nagaur office in Rajasthan.

CHILDLINE immediately informed the Child Welfare Committee, and took the baby to the hospital for treatment. On the orders of the CWC, CHILDLINE dropped off the baby at the Infant's Home in Nagaur for care and rehabilitation.



## CHILDLINE'S WORK AND ITS BENEFICIARIES

### EMERGENCY RESCUE



Children who are subject to any form of abuse & violence - child marriage, child labour, begging, trafficking, physical/sexual/emotional abuse.

### RESTORATION & REHABILITATION



Missing and lost children, runaway children, children who need shelter, children in conflict with the law.

### GENERAL ASSISTANCE



Children who require support with health, education, entitlements, sponsorship, COVID-19 relief.

### EMOTIONAL SUPPORT & GUIDANCE



Children who require emotional support & guidance or psychosocial support, survivors of abuse & violence.



## CHILDLINE IMPACT 2020-2021\*

**26,310**

Child marriages  
stopped or prevented

**21,809**

Children rescued  
from child labour

**17,261**

Children rescued  
from physical abuse

**7,566**

Children rescued  
from sexual abuse

**18,037**

Lost or missing  
children assisted

**8,429**

Children restored  
with family

**15,302**

Children assisted  
with shelter

**469**

Juveniles  
rehabilitated

**1,59,164**

Children got  
COVID-19 assistance

**14,629**

Children received  
medical help

**14,662**

Children linked  
with sponsorship

**38,008**

Children received  
other assistance

**15,885**

Children called for  
emotional support

**1,04,575**

Survivors of abuse  
counselled

\*Data for April 2020 to March 2021

## EVOLUTION OF CHILDLINE



**CALLS  
FIELDIED\***



**CHILDREN  
ASSISTED\***



**COVERAGE**



**INTERVENTION  
UNITS**



**CHILD HELP  
DESKS**

1996	2,600	1,140	01 District 01 State	03	00
2000	03 Lakh	9,000	22 Districts 14 States	39	00
2005	20 Lakh	54,000	62 Districts 20 States	107	00
2010	21 Lakh	71,000	87 Districts 24 States	168	00
2015	45 Lakh	1.34 Lakh	365 Districts 34 States/UTs	643	20
2021	50 Lakh	3.9 Lakh	598 Districts 37 States/UTs	1,070	146

\*Data for Calls Fielded and Children Assisted are annual figures for the respective years



## PARTNER WITH CHILDLINE

### FINANCIAL SUPPORT

to rescue and  
protect children

**INCREASE VISIBILITY**  
for CHILDLINE through  
outreach and social media

### EMPLOYEE VOLUNTEERING

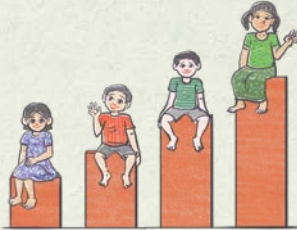
to engage with children



**THEMATIC SUPPORT**  
to drive social change

**FUNDRAISE**  
through events, employee  
giving and more

# WHY PARTNER WITH CHILDLINE



## SCALE OF OPERATIONS

Over 30,000 children assisted every month - one in four from abuse & violence



## NATION-WIDE COVERAGE

Largest network for child protection in India with a presence in every state & UT



## PARTNERSHIP MODEL

Robust and interconnected network of 1,070+ local grassroots partners across the country



## GOVERNMENT SUPPORTED

Public-private partnership with the Ministry of Women & Child Development, GOI



## ALIGNMENT WITH SDGs

Peace, Justice & Strong Institutions  
Good Health & Well-being  
Gender Equality









### **CHILDLINE India Foundation**

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