



CHILDLINE 1098 sees 50% rise in calls amid COVID-19 outbreak

31st March 2020, Mumbai: CHILDLINE INDIA Foundation, an emergency toll free helpline number for children has been functional 24x7 without any disruption, all through the current lockdown the country is facing. CHILDLINE 1098 apart from handling the regular category of calls, is currently experiencing calls of two categories; one is calls related to information on Corona virus whereas the other caller type is children suspected of contacting the virus or quarantined for the same. CHILDLINE has seen a rise in call volumes by 50% compared to their average regular calls. On a daily basis, CHILDLINE call centre officers attend 300-400 calls daily on information or guidance related to Corona virus among which 7-10 calls are from children who are symptomatic or suspected of the Corona virus or quarantined children fearing the same.

Inspite of challenges such as personal safety, transportation and food CHILDLINE's call centre officers and on ground rescue teams have been constantly responding to calls from children on their 1098 helpline number taking all safety precautions possible in these exceptional scenarios. Currently CHILDLINE's response team has had an increased liaison with local district administration and health departments to address the issues faced by the children and their families which in quite a few cases go beyond their mandate yet ensuring that children and their safety, security and health is kept at priority.

CHILDLINE INDIA Foundation officials said, *"We appreciate all the help and support provided by Ministry of Women and Child Development, state governments, district administration, police, local communities and NGOs to make sure every child is safe and healthy"*.

CHILDLINE is present in 569+ districts and 128 railway stations, covering over 77% of the country. The long-term goal is for CHILDLINE to be present in every district and provide pan-India access and protection for children. CHILDLINE India Foundation is the nodal agency appointed by the Ministry of Women and Child Development, Government of India to initiate, implement and monitor CHILDLINE 1098 services across the country.

About Us

CHILDLiNE (1098) is India's first and only 24-hour, toll-free, emergency phone outreach service for children in need of care and protection, linking them to long-term services for rehabilitation. Any child or concerned adult who calls the 1098 helpline number is provided with emergency assistance. Based on the child's need, he/she is referred to a relevant organization for crisis intervention and long-term rehabilitation and follow-up. CHILDLiNE works in tandem with multiple stakeholders, including the government, civil society organizations, corporates and community, to ensure that child's protection becomes everyone's mandate.

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