



CHILDLINE Calling.... Is India Listening

Volume – II, 2008

For the period April 2005- March 2006 & April 2006- March 2007

CHILDLINE in India - An analysis of Calls to 1098

CHILDLINE India Foundation

2nd Floor, Nanachowk Municipal School, Frere Bridge,
Low Level, Near Grant Road Station, Mumbai 400 007
Tel : 91-22-2388 1098, 2384 1098 Fax : 91-22-23811098
Email : dial1098@childlineindia.org.in
Web site : www.childlineindia.org.in

Publication : CHILDLINE Calling.... Is India Listening
An analysis of calls to 1098 (2005-2007)

Published by : CHILDLINE India Foundation (CIF)

Compiled by : CIF team

Inputs by : Dr.Armaity Desai, Prakash Fernandes

Study Supported by : Plan India

Publication Supported by : Ministry of Women and Child Development (MWCD),
Government of India

Software Developed by : Tata Consultancy Services (TCS)

Design by : Designbar

Printed by : Jenaz Printers

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Published : July 2008

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Towards a new dawn
Ministry of Women and
Child Development



“A nation-wide phone outreach emergency helpline for children in need of care and protection. Project supported by the Union Ministry of Women and Child Development and linking State Government, NGOs, Bilateral/Multilateral Agencies and corporate sector.”

Acknowledgements

CHILDLINE Calling.... Is India Listening, An Analysis of Calls to 1098 has been made possible through the tenacious spirit and hard work of individuals who have operated behind the scenes, but without whose contribution this publication would have not been possible.

Directors of CHILDLINE partner organisations, city coordinators, centre coordinators, team members and volunteers of cities and CHILDLINE'S especially Ahmedabad, Ahmednagar, Allahabad, Alwar, Aurangabad, Baroda, Berhampur, Bhopal, Bhubaneswar, Chandigarh, Delhi (Butterflies, Prayas, SBT), Goa (Don Bosco), Gorakhpur, Hyderabad, Indore, Jalpaiguri (JWO), Kota, Madurai, Mangalore, Mumbai (Balprafulta), Nadia, Nagpur, Nasik, Patna, Purba Medinipur, Puri, Rourkela, Shillong, Sholapur, South(24) Paragana (Cini Diamond Harbour Unit), Tirunelveli, Trichy, Trivandrum, Udaipur, Ujjain, Varanasi, Vijayawada and Vishakhapatnam who ensured that data entry was done at their end and exported to CIF.

Children across the country who have placed their trust in CHILDLINE service.

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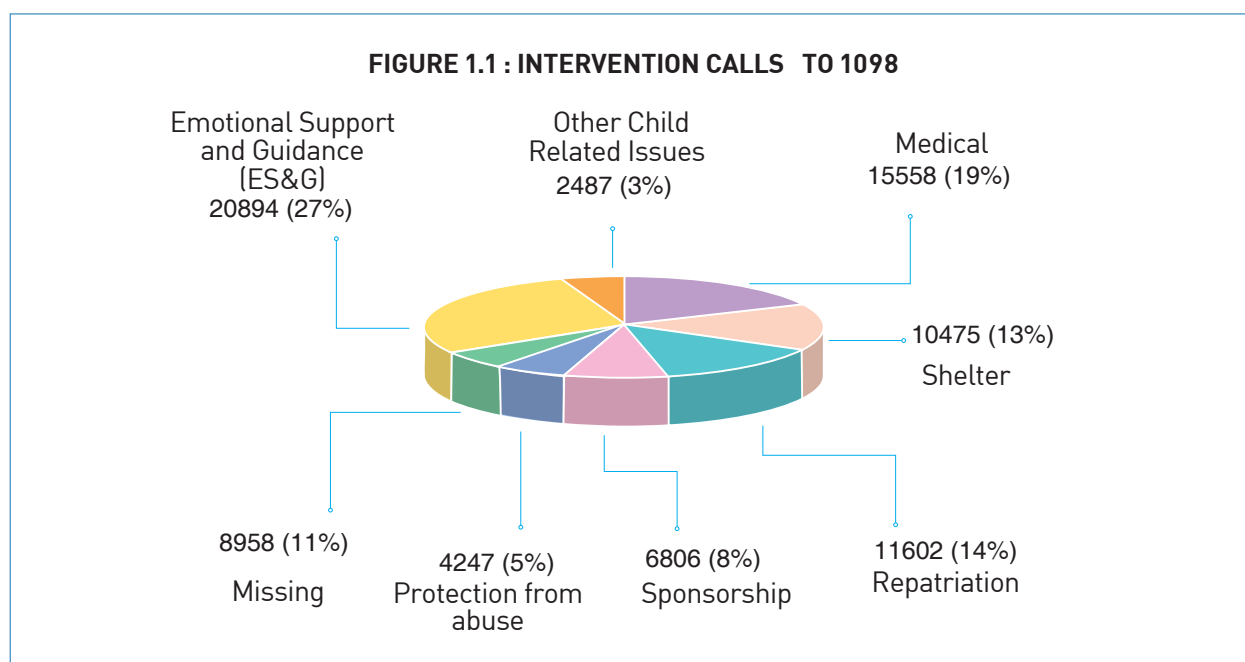
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Executive Summary

This publication presents an analysis of ChildNET data for the years 2005-06 and 2006-07. It also gives the comparative picture of data for the same period for 64 cities. This publication aims to present an overview of the nature of calls, profile of callers to the service and the status of the CHILDLINE in India.

Although the data analysis the performance of CHILDLINE on a few basic parameters, it provides important feedback about the impact of the service, the 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.

Some of the key observations regarding the data based on ChildNET for the period 2005-06 and 2006-07 are outlined below.



Data source: ChildNET 2005-07

The data reveals the type of assistance provided by CHILDLINE nationally:

- **Medical (19%):** Type of assistance provided for children with medical problems included providing first Aid (48%), OPD (34%), hospitalisation (10%) and other medical assistance.
- **Shelter (13%):** Of the total intervention cases for shelter, 40% of the children had left home and hence, required a place to stay, 29% were given shelter because they were abandoned and others were given shelter for various other reasons.

- Repatriation (14%): Children who lived outside their own city, but knew their residential address and wanted to go back home, accounted for 68% of the cases for repatriation.
- Missing Children (11%): Children who were found and identified themselves as missing comprised 43%, while parents who contacted the helpline to report their child missing made up 57 %.
- Protection from abuse (5%): CHILDLINE received the most number of calls for physical abuse (86%), as compared to sexual abuse cases (6%), and an equal number of financial abuse cases (5%).
- Sponsorship (8%): CHILDLINE received the most number of calls seeking sponsorship, for education (67%) health (18%).
- ES&G (27%): CHILDLINE received the most number of calls from children asking for counseling, where maximum number of calls were from children themselves (48%), concerning problems related to studies, low self esteem and other reasons.
- Other child rights violation (3%): CHILDLINE also received calls concerning other child rights violations such as calls related to paedophilia, trafficking, child marriages and children affected by natural disasters.

Callers to the helpline

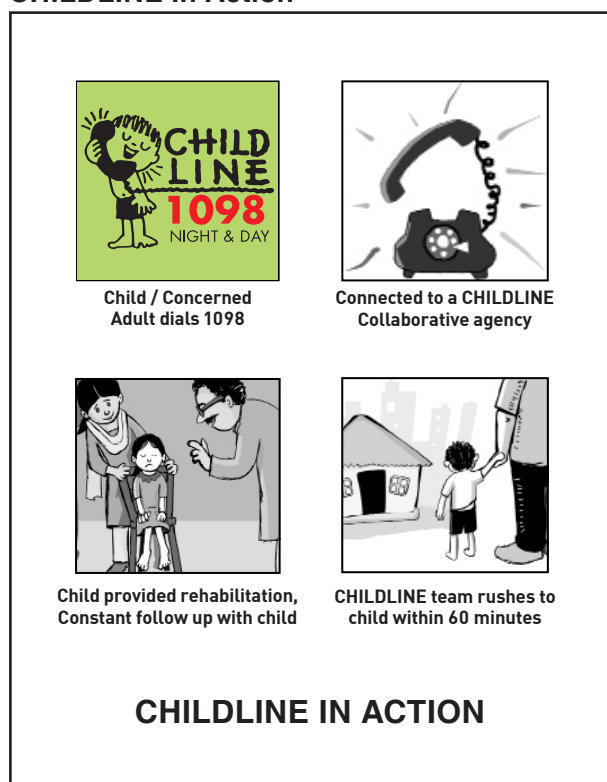
- Profile of caller : The data indicate that 30% of calls are made by children either for themselves or to refer a friend.
- Time of calls : The data highlight that 40% of calls are made between 06:00 pm to 10:00 am (after office working hours), emphasising the importance of a 24-hour phone service. However, majority of the calls come during office hours and only a sixth of all calls come after midnight.
- Place of calls : The places from where calls were made mainly include Slums/Chawls and Buildings (27%), Telephone Booths (12%), and Railway Stations (10%). In 30 % of calls, the place of call has not been documented.
- Profile of the child assisted : The data show that CHILDLINE reaches out to :-
 - o Highest number of children in the age group of 11-15 years (46%)
 - o Males (66%) and Females (34%)
 - o Children living with families (68%), which have more number of female members as compared to males.

As each city attempts to reach the most marginalised groups within the city, the nature of calls differs across the country. This section therefore, outlines the calls received by each city operating the 1098 service.

The publication concludes by giving the overview of comparison between Volume I and Volume II of CHILDLINE call statistics and taking the data forward to advocate for more child friendly services.

Introduction

CHILDLINE In Action



CHILDLINE, 1098 is India's first 24 X 7 toll free phone emergency outreach service for children in need of care and protection linking them to long term services for their care and rehabilitation. CHILDLINE aims at responding to the emergency needs of every child in need of care and protection throughout the country, ensuring that there is an integrated effort between the government, non-government organisations, academic organisations, bilateral agencies, corporate sector and the community in protecting the rights of children.

The 'model' of the service is to avoid duplication of the service of other child care NGOs, rather forge links with them and with "Allied system" institutions (Police, HealthCareJuvenileJustice, Transport, Legal, Education, Communication, Media, Political and the Community). So the service is in essence, a link services, a single window, through which a child in distress can be linked to the most effective service delivery organisation and it also ensures increasing accountability of service providers towards children's rights.

Once activated, the CHILDLINE Network

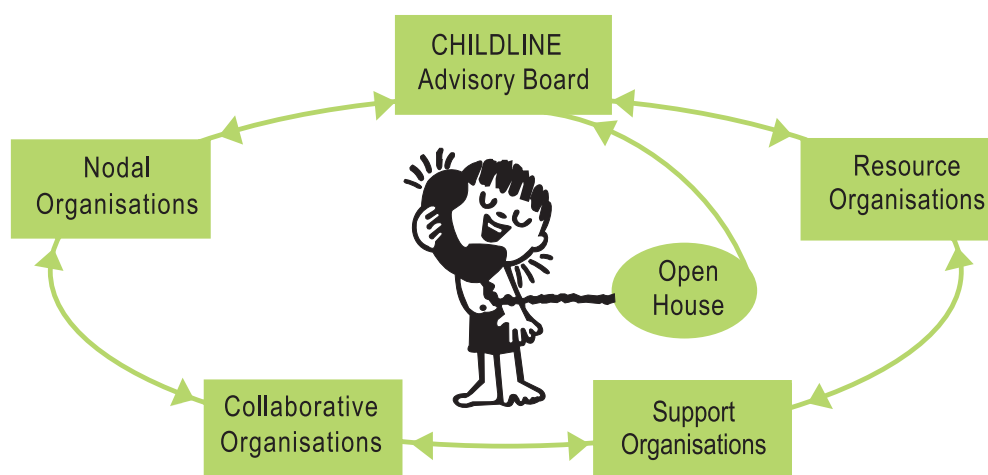
Model proved to be a major asset: on-the-ground NGOs saw the merits of joining hands as partner organisations and taking in calls and providing the localised service. The formal structure of the CHILDLINE Network Model is: the Nodal Agency provides the awareness and advocacy thrust, the Collab Partner Agency that takes in the calls and provides the intervention and the Support organisations that provide the outreach service in intervention and assists in creating awareness at locations where children in distress are most likely to be found.

Programs and activities

- Responding to calls on the national toll free number 1098 and rescue and emergency outreach services for children in need of care and protection.
- Coordinating rescue and other outreach services with the help of relevant local departments like Police, administration, labour, health, railways and others.
- Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration, where necessary.
- Producing children before the Child Welfare Committee (CWC) for ensuring care and protection.
- Supporting the CWC in the long term rehabilitation of children, where required;
- Supporting a national network for the tracking missing children.
- Providing data related to children rescued and rehabilitated for compilation of a national comprehensive database of child protection.
- Creating awareness and ensuring access to the 1098 number.

Support from the Government of India

The Government of India recognised the model and commenced financial support to setting up CHILDLINE Cities i.e. cities in which CHILDLINE 1098 could become functional. CIF became central nodal agency for the replication and facilitation of the CHILDLINE service,



research, documentation and awareness and advocacy on issues related to child protection. In addition, CIF also undertakes the initiation of specialised need based services based on trends emerging from analysis of calls.

From 2006-07, Ministry for Women and Child Development (MWCD) has granted the exclusive 'Mother NGO' status to CIF. MWCD releases funds for operations of CHILDLINE cities and for expansion of the network to CIF as block grants. Under the XIth Plan it has been proposed to integrate budgets for CHILDLINE operations under the Integrated Child Protection Scheme of the Ministry.

CHILDLINE believes in Partnership

CHILDLINE is a unique partnership between the Government of India, Department of Telecommunications, Voluntary agencies, Academic institutes, the Corporate sector, children and the community:

Highlights and Happenings

CHILDLINE's 10th Anniversary Celebrations:

Bacchon ke liye ek suraksha chakra – Child Rights Workshop

The Mumbai CHILDLINE's tenth year celebration was a two day affair. On the first day, 19th November 2006 a one day interactive workshop, Bacchon ke liye ek suraksha chakra – Child Rights Workshop was organised by CIF, Mumbai. The workshop was attended by CHILDLINE Mumbai partners

and other professionals working in the field of child welfare. The workshop focused on acknowledging the child as an individual and providing him/her with distinct identity and developing Rights based approach for child protection interventions.

CHILDLINE's Marathon Campaigns

The Standard Chartered Mumbai Marathon has become a major annual event and generates huge excitement in the city. Many development organisations use this opportunity to conduct mass awareness campaigns. CHILDLINE India Foundation has taken part in this Marathon from the time it began. In 2007 CIF's participation was sponsored by 6 corporate firms: Mphasis, GIC, Sanofi Aventis, Bank of America, Tata AIG General Insurance Corporation and Star India Pvt Ltd. Five Dream team runners ran for us.

NICP

The National Initiative for Child Protection (NICP) is a campaign aimed at building partnerships with allied systems, by training the personnel who work within the allied systems for child protection and promotion of child rights. These Allied Systems include: the Police, the Health Care system, the Judicial system, especially the Juvenile Justice System, the Education System, the Transport system, the Labor Department, the Media, Department of Telecommunication, the Corporate sector (esp. hoteliers and tourist operators), the community at large (especially Elected

Representatives, functionaries of the local self government) and PCO owners. CHILDLINE India Foundation is the nodal organisation for the implementation of NICP trainings in the Cities/Districts where CHILDLINE service is operational. In 2007, 22 NICP workshops were held.

National Partnership Meets were held annually by CIF in both the years where, directors of the CHILDLINES across the country came together as a platform to share their views and concerns on policy related matters of CHILDLINE and child rights. The NPMs were held to strengthen joint ownership of the stakeholders in CHILDLINE. NPMs enhance networking and strengthen interstate coordination between the diverse partner organisations of CHILDLINE.

The 8th NPM focused on reviewing the existing CHILDLINE services and planning future thrust for CHILDLINE interventions and on advocacy for child protection at the national level. This NPM also identified issues for advocacy at the city/district, state and national level.

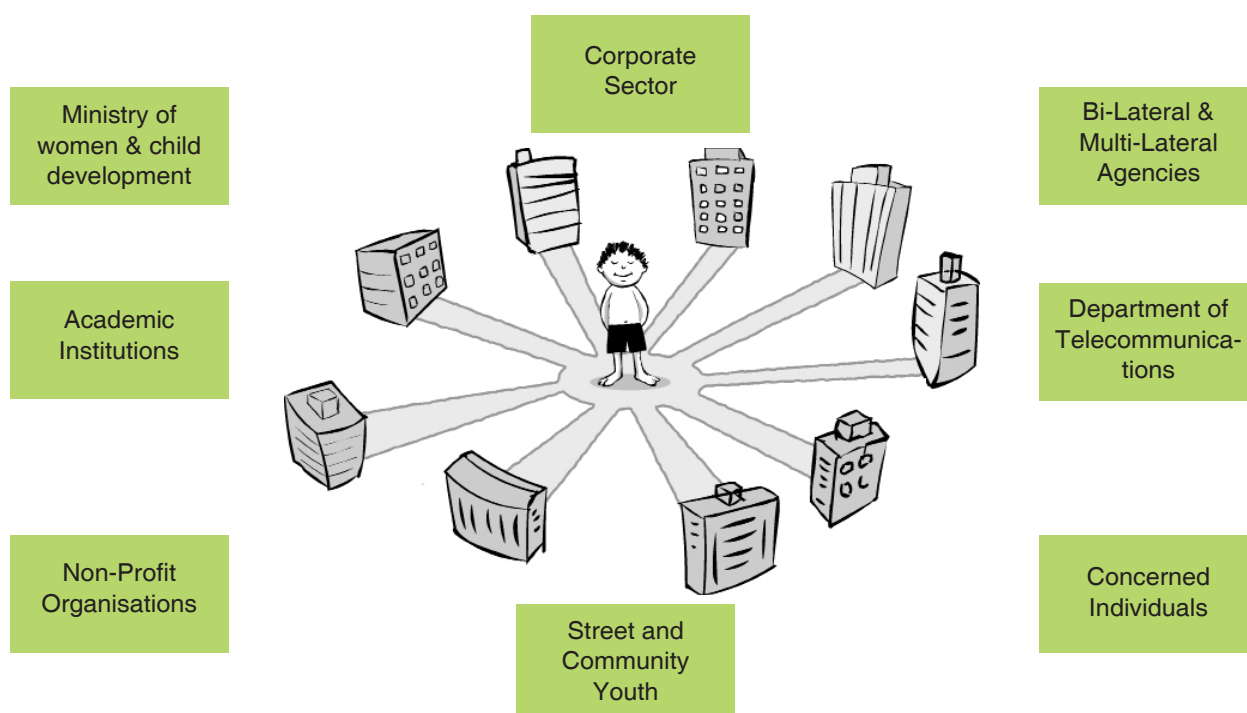
Advocacy

Consultative Workshop on Paedophilia
In April 2006 CHILDLINE India Foundation organised a 'Consultative workshop on Paedophilia'. This was in the wake of the landmark judgment in the Anchorage case,

wherein two British nationals were sentenced to 7 years imprisonment along with a fine of 20000 pounds- in a case of sexual abuse of children at the Anchorage shelter. This initiative brought together Social activists, child rights activists, social workers, journalists, lawyers, police personnel, educationists, responsible Indian citizens and sensitive human beings who were keen to work together on the issue of Sexual Exploitation of Children and streamline efforts.

JJ Consultations

The Juvenile Justice Act of 1986 is the most basic and comprehensive of legislation pertaining to children. The need to review the implementation of the JJA is seen as a felt need among all agencies working on child rights and child care on account of the varying standards of implementation across the States. In the last year two consultations were organized by CHILDLINE partner agencies with the allied systems and the state governments of Uttar Pradesh and West Bengal. These Consultations were the coming together of a year long critique of the implementation of the Juvenile Justice Act in the two states by different Non Government Organisations and academicians. The Consultations discussed the most significant problems of the in the implementation of the Act in and came up with recommendations.



CHILDLINE in india

As of March 2008, CHILDLINE was operational in 81 cities/ districts spread across 25 states in India and has responded to more than 13.5 million calls since its inception in June 1996. CHILDLINE has emerged as the voice of children in India, representing the concerns of children as they express them. It is a vital source of primary information on the status of children. Every call received by CHILDLINE is a strong comment on the status of children in India. Hence, CHILDLINE data are critical in not only determining the status of children in India, but also reflecting emerging trends in their conditions. The data provide vital information to services providers and policy makers on the needs and vulnerabilities of children.

The previous publication, "CHILDLINE in India: An analysis of calls to 1098" (published December 2006) covered analysis of calls during the period April 2003 to March 2005 and was the first volume of data from ChildNET, a software recording CHILDLINE data. CHILDLINE calling...is India listening, is CHILDLINE India Foundation's 2nd annual compilation of CHILDLINE data. This edition includes data collected from 64 CHILDLINE cities as on March 2007 in India (Note: As on date ChildNET is installed in 52 cities out of the total of 81 cities in March 2008.). It provides information about CHILDLINE India including the different methods of communication used to reach out to children, the profile of the callers and most importantly, the reasons why children contact a child helpline.

The analysis presented in this volume, the second in a series of annual ChildNET publications, gives important feedback to cities such as the impact of the service, the users of the service, reason for calling CHILDLINE and nature of abuses faced by children. It provides raw material for more in-depth research and analysis on the status of children in India and highlights how child helpline (CHILDLINE 1098) data can be critical in monitoring status of children in India.

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 CHILDLINE across the country for the period April to March 2005-06 and April to March 2006-07. This report provides the national level compilation of calls received by CHILDLINE across India. Many of our CHILDLINE cities have faced problems in documenting calls on the ChildNET programme and there has been a variation in actual calls received and those that are data entered into ChildNET. This publication thus aims to present an overview of the status of CHILDLINE in India by examining the nature of calls and profile of callers to the service.
- Identify trends in calls at the National and City level : Based on the compilation of the data available, this publication also seeks to continue the process of analysing the data by identifying and highlighting trends in the calls to the service. These data would also provide the inputs for helplines (of other countries) and organisations working with children to advocate for services for children and for the Governments at the centre and the states to identify needs for policy formulation and programme development.
- 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 reflect immediate action taken to link children to other organisations for long term assistance and rehabilitation. Upon such referrals, children move out of the purview of CHILDLINE service.

The process of compiling this publication

In 2007, CIF had requested CHILDLINE partners to send hard copies of intervention forms (documentation forms for intervention cases), so that a national trend analysis on calls could be compiled for the year 2005-06 and 2006-07. Data were used from two sources, namely:

a) Data sent in the Monthly reports : Each city compiles a monthly report of the calls received and sends this to CIF. These data consist of a break up of calls and highlight significant case studies of calls which were responded to by the respective CHILDLINE'S.

b) Data entered into the ChildNET package : Significant calls, which are recorded in the monthly report, are then entered into the ChildNET package by the cities and is uploaded at regular intervals by them. However, some cities, where the software is not installed or not functional, sent in photocopies of the intervention case sheets to CIF. On receipt of the intervention forms, CIF appointed and trained data entry operators who entered the data in the package. On completion of the data entry, reports were sent to the respective cities for verification.

2. Characteristics of the ChildNET

About ChildNET

ChildNET is a java based software package developed by TCS that classifies records and provides for the follow-up of calls received on 1098 from the specific telephone circles. The written documentation is then translated onto the computer software package. The software is installed in every CHILDLINE call-centre. The CHILDLINE teams follow a series of drop-down menus, and pictures to record and track every call received. At regular intervals, each centre uploads their data via the Internet to the central server based at CIF in Mumbai. The local data are aggregated into national statistics, the numbers analysed, and returned back to cities as value added information that could inform local and national policy. This publication is based on an analysis of data captured by ChildNET.

ChildNET makes it possible to study the patterns of calls: trends in child protection, hot spots of abuse and exploitation in the country, the quality and timeliness of response and action by the various stakeholders of child care and protection. CHILDLINE has emerged as

the voice of children in India, representing the concerns of children as they express them. It is a vital source of primary information on the status of children. Every call received by CHILDLINE is a strong comment on the status of children in India. Hence, CHILDLINE data are critical in not only determining the status of children in India, but also reflecting emerging trends in their conditions. The data provide vital information to services provider and policy makers on the needs and vulnerabilities of children.

The data used in compiling the publication

The total number of intervention calls (documented from the monthly reports) received by CHILDLINE nationally amounted to 147786 calls in 2005-2007. The total number of calls captured by ChildNET was 81115 for the same period, representing approximately 54% of the total calls. The is publication is based on the analysis of this sample of calls captured by ChildNET. A comparison of the total calls to CHILDLINE and the sample from ChildNET is outlined below in the table 2.1

Table 2.1: Intervention Calls

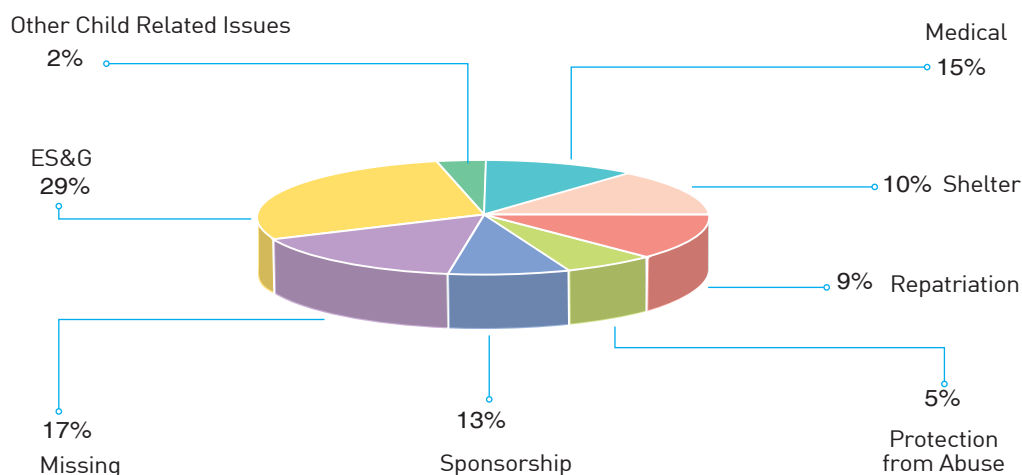
Categories	Monthly Report April 2005-2007	%	ChildNET April 2005-2007	%
I. Intervention	(71 Cities)		(64 Cities)	
Medical Help	21822	15	15558	19
Shelter	14626	10	10475	13
Repatriation	13576	9	11602	15
Missing Children	24600	17	8958	11
Protection from Abuse	6887	5	4247	5
Death Related	281	0	88	0
Sponsorship	19012	13	6806	8
Emotional Support Guidance	43599	29	20894	26
Other Child related issues	3383	2	2487	3
Total – I	147786	100	81115	100

* Percentages have been rounded off

Data Source : Monthly Report 2005-07

Monthly Report

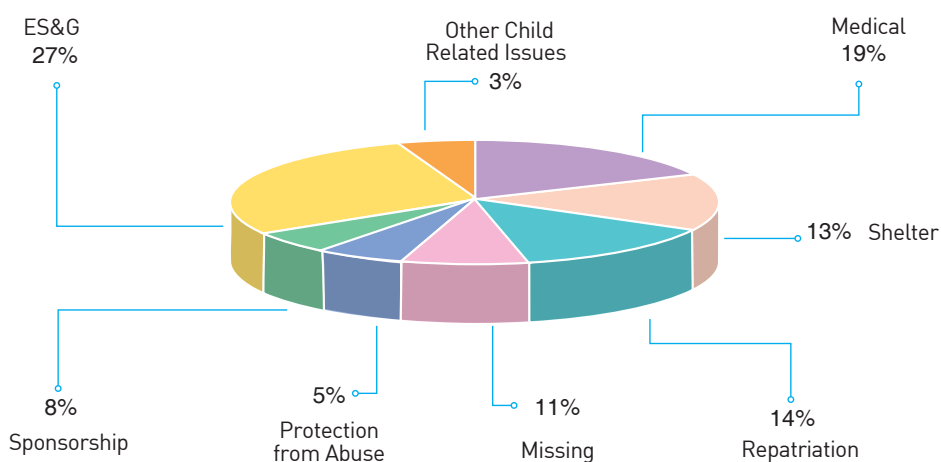
FIGURE 2.1 : INTERVENTION CALLS



Data Source : Monthly Report 2005-07

ChildNET

FIGURE 2.2 : INTERVENTION CALLS



Data Source : ChildNET 2005-07

It is important to note that this publication analyses only the intervention related calls. In addition to intervention calls, CHILDLINE nationally has received the following categories of calls during the period:

As indicated in the table 2.1, the ChildNET sample is largely representative of the total calls received during the period with a slight difference in calls for repatriation and

sponsorship between ChildNET and the monthly figures. Repatriation cases in the monthly report were at 9%, while in ChildNET at 14%.

Difference in sponsorship calls is mainly due to assistance provided to the Tsunami affected areas where children were given educational support these interventions were recorded in the monthly report (13%) while some of the cases were not entered into ChildNET (8%).

In addition, CHILDLINE has received 641654 calls in 2005-2007 from callers seeking information about CHILDLINE and services for children. The CHILDLINE team has a resource directory of different services for children such as adoption services, vocational training courses, boarding homes, child guidance clinics and this information is passed on to callers over the telephone.

CHILDLINE has received 750760 calls in 2005-2007 classified as silent calls. These are calls where the caller has chosen not to speak. The CHILDLINE team member plays an active role in providing information about the service as well as assuring and encouraging the caller to speak whenever she/ he feels comfortable. CHILDLINE has received 113034 calls for follow-up of cases.

Table 2.2: Other Intervention Calls

II	Information & Referral to Services	641654
III	Others	
	Silent	750760
	Blank	676073
	Wrong	399026
	Follow-up calls	113034
	Crank/Fun/Abusive	514186
	Chat	339894
	Phone Testing	161860
	Did not Find (DNF)	3023
	Administrative	185295
	Personal	52816
	Others	18647
	Total - III	3214614
	Total : I to III	4004054

Data Source : Monthly Report 2005-07

Limitation of this publication

This publication has several limitations largely due to some inadequacies in the data. As the publication is largely based on the data entered into the ChildNET package, and given that all the data have not been captured onto the package, the analysis suffered from limitations. Additionally, as the team gives priority to responding to calls rather than documenting details, several fields in the documentation form have been left blank and, hence a large number of variables have a category which shows not documented. In certain cases, however, the child or caller has not disclosed information and, hence, these details have not been documented.

Note: Calls received by CHILDLINE cities are compiled and sent to CIF in the monthly report, along with other activities and tasks undertaken by them for the previous month which is responded through feedback report by CIF.

3. CHILDLINE response to calls

This section presents the data regarding CHILDLINE'S intervention calls to 1098, namely in providing medical assistance, linking children to shelter, repatriating children home, tracking missing children, intervening with children who have been physically and/or sexually abused, providing sponsorship and other interventions related to child rights violations.

Each child calling is making a statement on how they perceive a child-friendly society depending on the response to their call for help. CHILDLINE response to each call is based on the active participation of the child. The key response strategies of CHILDLINE nationally for the year 2005-06 and 2006-07 are outlined below in the table 3.

Table 3 : Nature of direct intervention provided by CHILDLINE Nationally

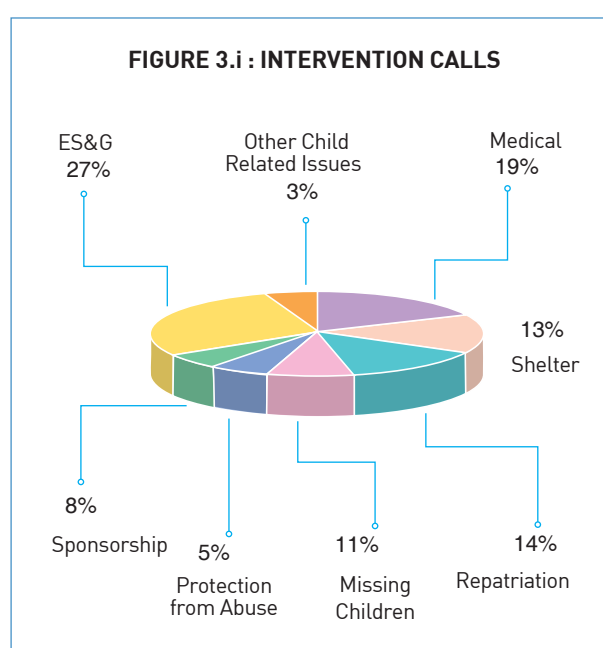
Intervention Calls :	I		II		I & II	
Cities	63		64			
ChildNET	2005-06	%	2006-07	%	Total	%
Medical	7590	19	7968	19	15558	19
Shelter	5450	14	5025	12	10475	13
Repatriation	5702	14	5900	14	11602	14
Missing Children	3960	10	4998	12	8958	11
Protection from abuse	2126	5	2121	5	4247	5
Death Related	48	0	40	0	88	0
Sponsorship	2871	7	3935	10	6806	8
ES&G	11010	28	9884	25	20894	27
Other Child Related Issues	1054	3	1433	3	2487	3
Total	39811	100	41304	100	81115	100

Data Source : ChildNET 2005-07

It should be noted that, while calls have been classified under a particular category, often the nature of interventions is varied and multiple. For example, after providing medical assistance, the child may be linked to shelter and then repatriated. However, the call is classified according to the first intervention provided by the team.

Data on interventions calls from the table 3 is used for analysis of this publication.

Based on the ChildNET data (2005-06 and 2006-07), the nature of assistance by the helpline nationally show that major work involves medical assistance, shelter and repatriation covering 47% of the cases followed by missing children which together constitute 58% of cases of intervention.

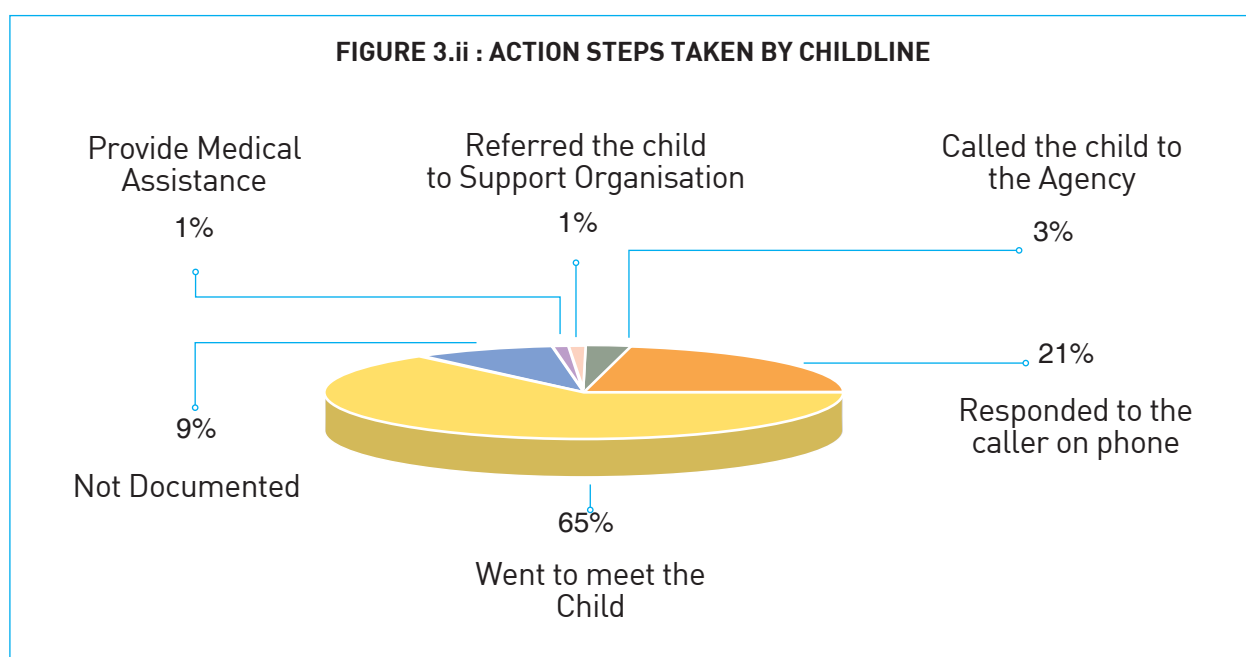


Data Source : ChildNET 2005-07

Action steps taken by CHILDLINE

Depending on the nature of the call, be it by a child or an adult, in two-third of the cases, the team members respond by going to meet the child (65%) and then linking him or her to the required service such as medical help, shelter, repatriation, protection from abuse or even intensive counselling. If the team member feels

that some time will be involved in reaching out to the child in terms of physical distance, then assistance from a support organisation that is located in the vicinity of the caller, is sought only in 21 % of cases, the service was completed on the telephone.



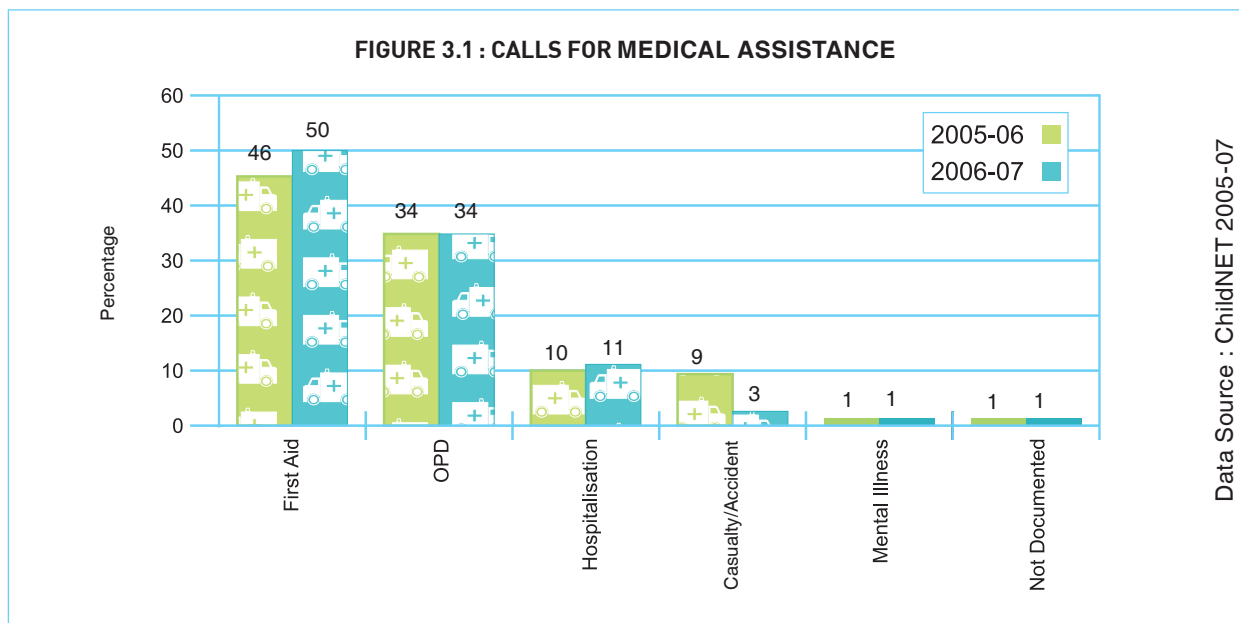
Data Source : ChildNET 2005-07

After the emergency intervention measures are taken by the CHILDLINE agency; the next step is to link the child with long-term rehabilitation. This involves referral and networking with other organisations providing special services.

3.1 Providing Medical assistance

A large number of children who call CHILDLINE are street children or children who are living alone, their dependency on CHILDLINE for assisting them with medical problems is high. Even those, who live with their parents, are poor and often the parents are

in difficult circumstances, Therefore for them CHILDLINE's support becomes very crucial. CHILDLINE receives 19% of its intervention calls for medical assistance, which is the maximum number of calls related to direct intervention.



Medical	Male	%	Female	%	Total	%
First Aid	5542	74	1943	26	7485	100
%	50		43		48	
OPD	3524	68	1688	32	5212	100
%	33		37		34	
Hospitalisation	1014	64	562	36	1576	100
%	9		12		10	
Casualty/Accident	704	75	232	25	936	100
%	6		5		6	
Mental Illness	73	49	75	51	148	100
%	1		2		1	
Addiction	31	86	5	14	36	100
%	0		0		0	
Not Documented	109	66	56	34	165	100
%	1		1		1	
Total	10997	71	4561	29	15558	100
%	100		100		100	

The nature of CHILDLINE'S response to calls for medical assistance, as indicated above, range from providing first aid, taking the child to the out-patient department (OPD) (walk-in) or casualty department and supporting children who require to be admitted to the hospital. Cases which required, first aid and OPD together accounted for more than 80%.

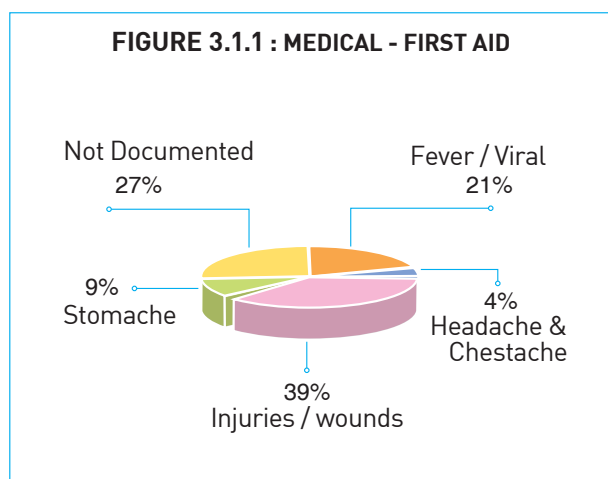
Table 3.1: Medical Assistance and gender

Data Source : ChildNET 2005-07

3.1.1 Providing First Aid

Generally, calls for first aid are from children themselves which account for 48% of the Medical cases intervened by CHILDLINE. The CHILDLINE team members have received training in first aid and have been provided with first aid kits which they find useful if they come across a child in need of medical intervention during outreach. The figure 3.1.1 indicates that, first aid has been provided for the following reasons:

Injuries wounds (39%), Fever Viral (21%), Stomach ache (9%), Headache & Chestache (4%) and Not documented (27%).

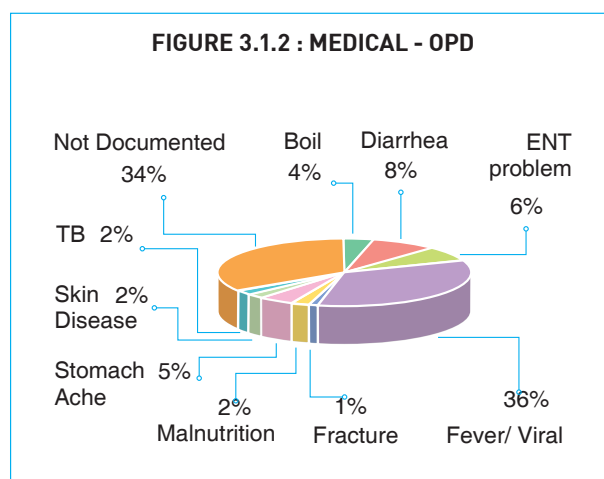


Data Source : ChildNET 2005-07

3.1.2 Taking children to OPD

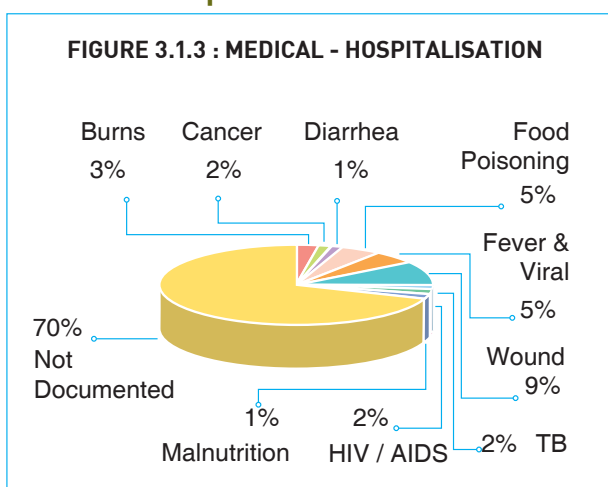
Cases where the child has to be taken by CHILDLINE team to the nearest public health care centre/hospital for treatment and the child does not require to be admitted into the hospital.

Fever/ Viral (36%), Diarrhea (8%), ENT problems (6%), Skin disease and boils (6%), Malnutrition and T.B are also identified, unfortunately, 34% of the cases have not been documented by the teams.



Data Source : ChildNET 2005-07

3.1.3 Hospitalisation of the child



Data Source : ChildNET 2005-07

In case of calls where the children have been taken to the hospital by CHILDLINE and require to be admitted into the hospital for treatment, CHILDLINE supports children who are hospitalised by: arranging for volunteers to be with the child, especially at night, arranging for specialised medicine\ treatment.

The data indicate the reasons for children being hospitalised during the period 2005-07 are from Wounds (9%) and Burns (3%), Food Poisoning (5%), Fever & Viral infection (5%). Unfortunately 70% cases have not been documented and much of the effort put in the teams is lost without the data.

Case Study – 1

Medical support in Epilepsy case

Maya, a 12-year-old tribal girl, lives in Sadasingh para, a remote area of South District Tripura under Rupaichari block. Her father passed away in March 2007. Her mother was the only earning member of the family and had the responsibility of looking after four children. For the last couple of years, Maya had been suffering from epilepsy. In April this year Maya was alone at home and cooking for the family when she had an epileptic fit and fell into the fire. Maya suffered severe burns on the left half of her body. As there was no one around to help her out, she suffered severely.

Despite a month long treatment at the hospital, Maya's wounds continued to ooze every day. Since her accident, Maya had been having attacks of epileptic fit every day. She had lost her confidence, did not attend school, and sat very quietly in one place for hours at a stretch for fear of having another horrible accident. The mother was unable to pay for further treatment of her wounds or for her epilepsy.

CHILDLINE received a call from a concerned individual of the community informing about the child. The very next day, the team member visited Maya at home despite her residence being far way from the centre. The child was taken to the hospital and neighbours were asked to report on her condition over the next few days. A week later, the neighbors called to say that the treatment had been stopped and her condition was as bad as before. The team members immediately brought the child to Agartala for treatment. The team consulted a psychiatrist who prescribed medication to control her epileptic attacks. She was also taken to a surgeon at the State Hospital OPD. She was prescribed medications and exercises.

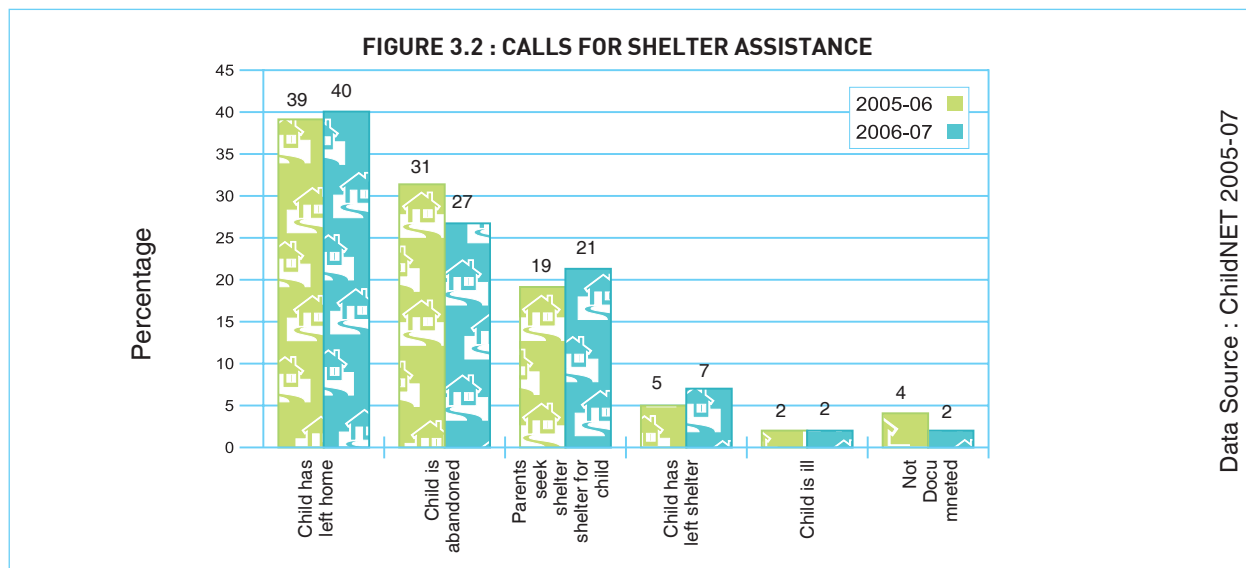
Presently the child is at home. She is continuing her treatment and has begun to attend school. Regular follow-up is done by CHILDLINE team. The community was very impressed with the way CHILDLINE works and were keen to know how they can avail CHILDLINE services for other children in need.

3.2 Assistance for Shelter

The data for 2005-07 show that CHILDLINE has recorded 10,475 (13%) calls to provide shelter for children. On receiving such calls, the CHILDLINE team meets the child and dialogues with him or her to ascertain the reason for the child seeking shelter. Based on an assessment of the child's need as well as the

preference of the child, the CHILDLINE team contacts appropriate shelters that are able to provide accommodation to the child.

The data indicate that the reason for children seeking shelter are either because they have left home, have been abandoned or parents are seeking shelter for their children.



Shelter	Male	%	Female	%	Total	%
Child has left home	3255	78	912	22	4167	100
%	46		27		39	
Child is abandoned	1813	60	1187	40	3000	100
%	25		35		29	
Parents / Guardians seek shelter for child	1233	59	860	41	2093	100
%	17		26		20	
Child has left Shelter	430	72	171	28	601	100
%	6		5		6	
Child is ill	134	64	74	36	208	100
%	2		2		2	
Not Documented	254	63	152	37	406	100
%	4		5		4	
Total	7119	68	3356	32	10475	100
%	100		100		100	

Out of the total 10,475 cases for shelter, 68% of the children who sought shelter assistance were male, while 32 % were female. This is similar to the male/female distribution amongst street children.

Children who left home numbered 4,167 out of which 78 % were male.

Of the 3,000 abandoned children, 60% were males and 40% were females.

Out of 2,093 children whose parents sought assistance for shelter for their children, 59% were male while 41% were female.

Children who sought shelter assistance 46% were male. Female 35% were provided shelter cause they were abandoned.

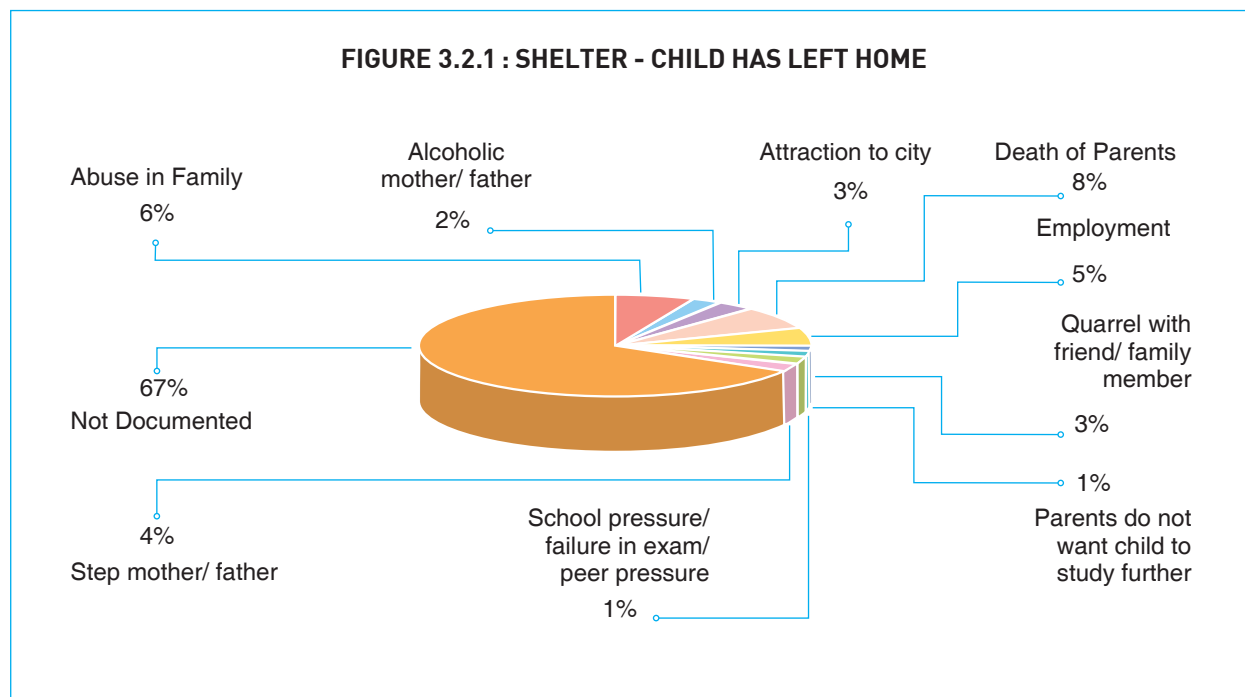
Table 3.2 : Shelter Assistance and gender

Data Source : ChildNET 2005-07

3.2.1 Reasons why Child has left home

Approximately, 40% of the children left their homes on their own. As 67% of reasons are not documented by the teams, we have lost valuable data on one of the largest area of

intervention. The fig.3.2.1 suggests that some sub- categories of children who need shelter because of : Parents death (8%), Employment (5%), Abuse in family (6%).

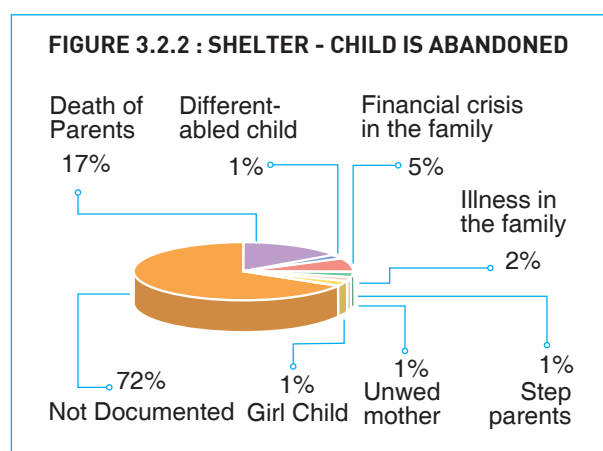


Data Source : ChildNET 2005-07

3.2.2 Child is Abandoned

Children who are abandoned account for 29 % of those needing shelter . Some of the reasons for being abandoned :

Death of their parents (17%), Financial crisis in the family (5%), Illness in the family(2%). As 72% of the reasons have not been documented, we are unable to identify the reasons for abandonment.



Data Source : ChildNET 2005-07

3.2.3 Parents /Guardians seek shelter for the child.

CHILDLINE also receives calls from parents who wish to place their children temporarily in a shelter facility. CHILDLINE assesses the family situation of the child before linking the child to a shelter.

Single parent (15%), Financial crisis in the family (14%), Death of parents (12%), Education (7%), Alcoholic Parents (3%), Violence in the family (3%), Ill parents (3%) and Not Documented (43%).

Case Study – 1

Shammi finds a home again

Shammi (15 years) came from a broken family. Her father was into the illegal business of selling heroin, ganja and alcohol. She was sold to Parveen for rupees two thousand by her stepmother. Shammi along with eight boys and seven girls was being taken to Mumbai for work. The girl was not aware of this. She got to know the plan from her neighbour. She was not willing to go to Mumbai and, hence, at the very last minute she got off the train.

Shammi came to CHILDLINE Paschim Medinipur in the month of March, two years ago. She was found roaming on the streets all alone and was brought in by the Government Railway Police. She was provided temporary shelter by the centre. During the counselling session she clearly refused to go home to her parents as she was convinced that her stepmother would sell her again.

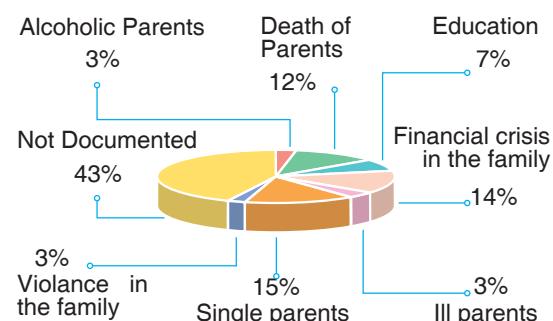
She was produced before the CWC and placed in a shelter home for girls. Shammi is happy to be in the Shelter home.

Case Study - 2

Mentally challenged boy reunited with family

CHILDLINE Kota was informed by the principal of a government school about a mentally challenged child found wandering in the vicinity. The only information gathered

FIGURE 3.2.3 : SHELTER - PARENTS/ GARDIANS SEEK SHELTER FOR THE CHILD



Data Source : ChildNET 2005-07

from the child was his name and his father's name. Since there were no shelter homes that sheltered mentally challenged children, he was provided shelter at CHILDLINE centre. Thereafter, attempts were made through print media to trace the boy's family. The child often kept repeating "Aneda Jaous, Kajuri Aneda". With these clues the team tried to trace a village "Aneda" in Bhilwada district but Bhilwada police could not trace the boy's family there. Once again, the team searched for Aneda in the telephone directory and found 'Amreli and Aneda'. From Jaipur exchange, the exchange number of Amreli was taken. The police control room of Amreli was contacted and it was then learnt that Aneda village was in Vadia Tehsil, Bhavnagar district.

Through Vadia police station, Aneda police chowki was informed about the lost child. Twenty minutes later, CHILDLINE received a call from Nanji bhai, the child's maternal uncle, from Vadia. On 2nd December, the child's parents came to CHILDLINE Kota. They were overjoyed to see their child. They revealed to CHILDLINE that he had been missing for the past one and a half months.. The parents had left no stone unturned to find the boy but to no avail. They had also published his details in newspaper and television. They had almost given up hope of finding their son. The parents were very grateful to CHILDLINE for restoring him safe and sound.

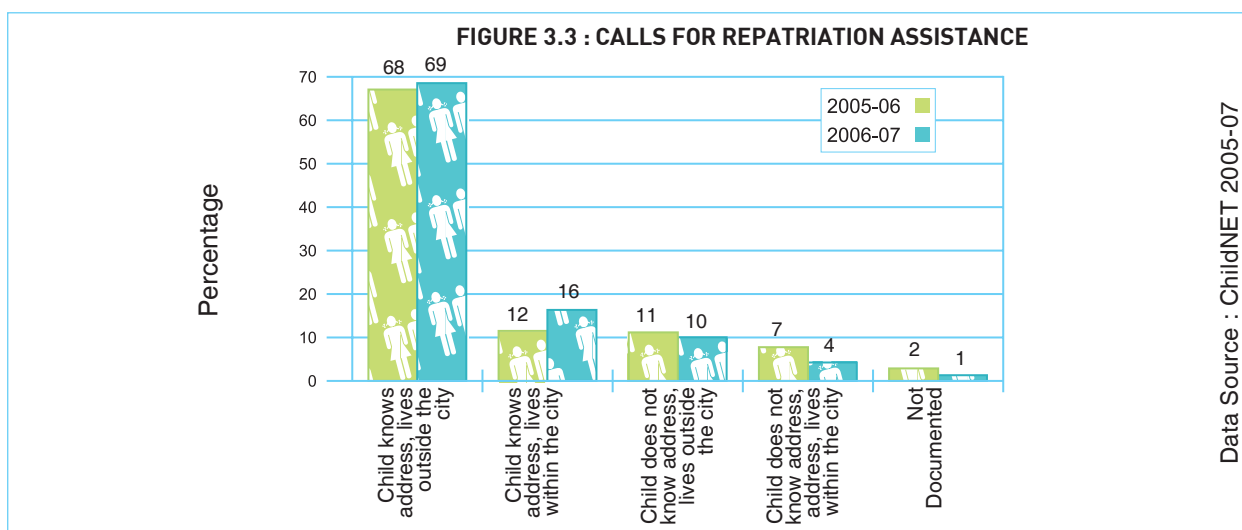
3.3 Calls for Repatriation

These are calls from children who have left their homes and now want to return home. CHILDLINE responds to calls for repatriation based on firstly, whether the child knows his / her address and secondly, if the child's home is within the same city, or from outside.

CHILDLINE receives 14% of its intervention calls about children who ask to be repatriated. Calls may not directly come for repatriation. Most of the calls come in seeking shelter, medical, protection from abuse etc. which, over a period of time, turn into one for repatriation. The police very often refer children to CHILDLINE. However, there is need for greater coordination between the police and

CHILDLINE while undertaking repatriation. Around 80% of the cases are from children living outside the city where their home is located. Hence, repatriation means escorting the child to the location and meeting the family to sort out the problem that drove the child out of the home in the first place.

The data reveal that CHILDLINE has responded to calls for repatriation in the following circumstances. Out of the total 11602 cases for repatriation, 69% of the children who were repatriated knew their address but had left their house and were living in another city. 14% of the children knew their address but lived within their city. 14% of the children knew their address but lived



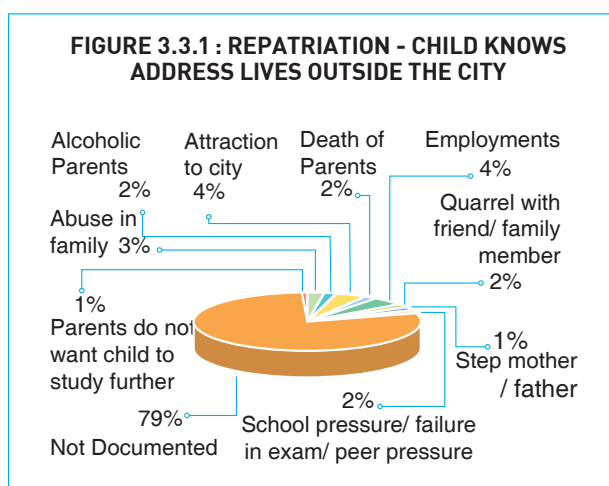
Repatriation	Male	%	Female	%	Total	%
Child knows address, lives outside the city	6275	79	1641	21	7916	100
%	71		60		69	
Child knows address, lives within the city	1191	73	430	27	1621	100
%	13		16		14	
Child does not know address, lives outside the city	859	68	407	32	1266	100
%	10		15		11	
Child does not know address, lives within the city	438	70	192	30	630	100
%	5		7		5	
Not Documented	110	66	57	34	169	100
%	1		2		1	
Total	8873	76	2727	24	11602	100
%	100		100		100	

Table 3.3: Repatriation and gender

Data Source : ChildNET 2005-07

3.3.1 Child knows address lives outside the city

The below figure shows that family related reasons amount for 10% of the children who ran away but knows his/her address, followed by 8% who are attracted by the city and its employment opportunities. Only 3% ran away due to school related reasons. It is very unfortunate that the teams have not recorded the reasons in 79% of the cases.



Data Source : ChildNET 2005-07

Case Study – 1

Maya's case of torture and being found by RPF on the station

17th March 2006, CHILDLINE Varanasi received a call from the Railway Protection Force (RPF) informing about 16-year-old girl (Maya) found at the Varanasi Cantonment Railway station. One of the CHILDLINE team members received the girl from the RPF. Initially, Maya did not provide proper details. She was produced before the Child Welfare Committee (CWC). When taken into confidence and given assurance that everything will be kept confidential, Maya revealed the happenings of her life. Three years ago Maya's father had passed

away. Her mother was not able to fend for the family. In her most helpless state, with the intention of putting an end to the whole family she consumed poison and gave the same to her two daughters, but both the girls survived. The village community, thereafter got Maya married to a forty-year-old man who worked for a general shop. She was told that he is a rich man and the future of her sibling would be taken care of. In reality the villagers had sold her to the elderly man for an amount of rupees ten thousand. Also the villagers wanted to usurp the little piece of land the girls had.

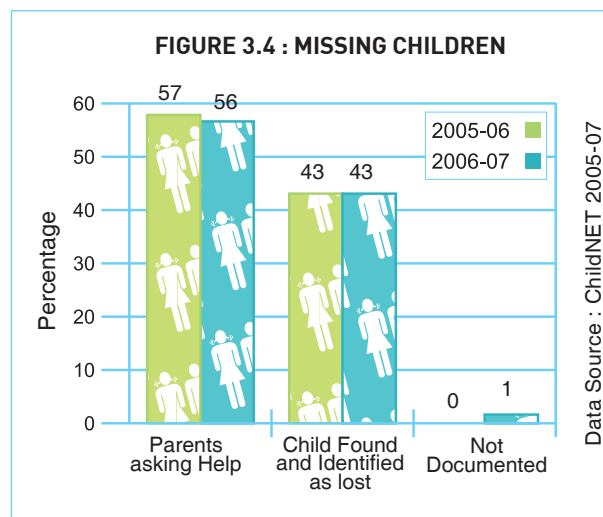
Maya approached the village head for help but was beaten up and threatened. She then approached the local police station for help. In the name of helping her, she was raped by the police constable. Maya was subsequently introduced to a man (who happened to be a trafficker) and was assured that he would help her. Maya had fallen into the trap of traffickers. She was sent to various places to meet clients. Maya was sent to meet a client one day, but he did not turn up. While waiting at the Varanasi station she was spotted by the RPF.

Maya provided the phone numbers of all the people she knew. She shared that there are many groups in the city that are involved in trafficking of women and children. Also through other sources it was revealed that such activities were taking place in the village. With the available information, the CWC presented the matter before the Superintendent of Police.

A police officer was immediately appointed to take on the case. Without any delay he carried out a raid and arrested four men and three women involved in trafficking.

3.4 Missing Children

Missing children account for 11% of the intervention cases, a total of 5123 in the 2 years. Missing children with no support systems are very vulnerable to neglect, exploitation and abuse. They are often in crisis, abused physically or sexually, exploited for illegal activities, forced into flesh trade and at times languish in a forced life of institutional care. Emotional trauma, depression, fears and mental illness affect the missing child and also cause psychological damage.



Parents / Relatives of children reporting their missing children were at 57% while those identified by concerned adults, allied systems and other callers were at 43%.

Missing Children	Male	%	Female	%	Total	%
Parents relatives asking help	3932	77	1191	23	5123	100
%	60		48		58	
Child found and Identified as lost	2621	70	1152	30	3773	100
%	40		52		42	
Not Documented	40	71	22	29	62	100
%	0		0		0	
Total	6593	74	2365	26	8958	100
%	100		100		100	

Table 3.4 : Missing Children and gender

Data Source : ChildNET 2005-07

Case – I

A girl child returns home...

One of the CHILDLINE Alwar team members found a 15-year-old girl, Amrita, wandering all by herself in the city area. During their conversation with the girl, CHILDLINE team members found that Amrita had been brought from her hometown in Paschim Medinipur and was working as a domestic help. She had worked for a short period, but after some time the employers began to harass her. She was subjected to physical abuse. The girl was not happy and wanted to be out of this situation. Finally she ran away one day.

The girl was told about CHILDLINE 1098. She agreed to come to the center with the team members. At the center the girl, informed CHILDLINE that she was from Paschim Medinipur district in West Bengal and had been brought to work by the one of the villagers from her hometown.

CHILDLINE Alwar contacted CHILDLINE Paschim Medinipur and briefed them about the case. CHILDLINE Paschim Medinipur was asked to trace the girl's parents.

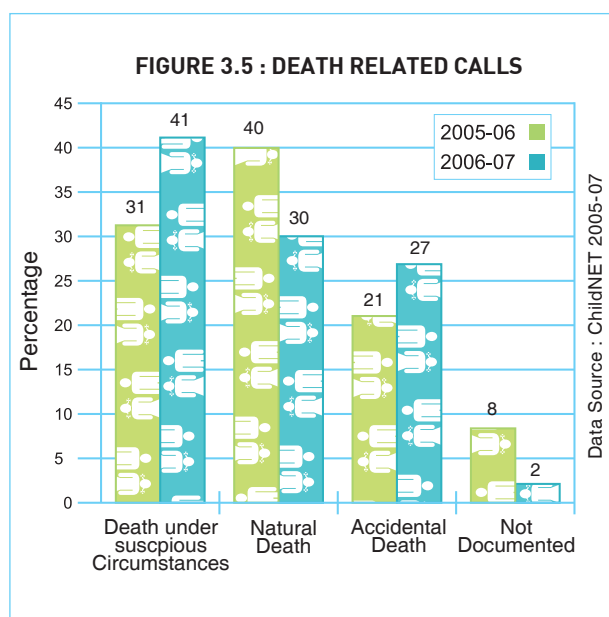
Meanwhile the girl was produced before the Child Welfare Committee (CWC). The CWC directed the child to be sheltered at a short stay home.

CHILDLINE Paschim Medinipur successfully traced Amrita's family. It was found from her parents that the person who brought Amrita to Rajasthan trafficked children to various destinations. They were not aware of the situation of the girl and trusted the person who promised job and a good pay for their daughter. A complaint was lodged at the local police station.

One of the team members along with a lady police constable accompanied Amrita to Paschim Medinipur. The girl was handed over to her parents in the presence of panchayat pradhan, panchayat members and CHILDLINE Paschim Medinipur.

3.5 Death Related Calls

CHILDLINE receives calls from concerned adults or children asking for help in the case of children who have passed away. The help needed is performing the last rites of the orphaned or abandoned child just as a family would do. In case of a death under suspicious circumstances, CHILDLINE intervenes to find out the cause and bring the perpetrators to book.



Case Study – 1

In his last days, he finds a loving family in CHILDLINE team...

On 1st April 2006, 12-year-old Dinesh was found by CHILDLINE Vishakapatnam volunteer lying on the railway platform in a severely malnourished condition. The child's body was covered with mud and dirt and he was crying out loudly due to hunger and pain. He had not eaten for nearly four days. During the interaction, the boy revealed that he was from Kanpur and his parents had passed away when he was 5 years old. Ever since his parent's death, he had been staying on streets or platforms. At times, he also stayed in shelter homes. He cleaned train compartments to earn a living. The CHILDLINE volunteer tried to convince the boy to come to the centre, but the child refused. Since the boy was in a miserable condition he could not be left behind and so,

Death Related	Male	%	Female	%	Total	%
Natural Death	19	57	13	43	32	100
%	38		34		35	
Death Under Suspicious Circumstances	15	50	16	50	31	100
%	30		42		35	
Accidental Death	14	70	6	30	20	100
%	28		16		24	
Not Documented	2	40	3	60	5	100
%	4		8		6	
Total	50	56	38	44	88	100
%	100		100		100	

Table 3.5 : Death Related and gender

Data Source : ChildNET 2005-07

inspite of the child's refusal, the team carried him to CHILDLINE office. He was brought to the centre and provided with food and clean clothes. He was then taken to the Government hospital for a medical check up. The test reports revealed that the child was suffering from Tuberculosis, his kidneys had failed and lungs had deteriorated. The child was admitted in the hospital for treatment. However his condition deteriorated. He was administered liquid food due to swellings in his mouth. The expenses for the treatment were incurred by one of the support organisations. Despite the doctor's warning to be away from the child, as his illness was contagious, the team continued to nurse the child maintaining close contact till 8th April 2006 when the boy passed away. In his last moments, he expressed his gratitude to the CHILDLINE team and the lady team members whom he had come to consider as his mothers. Street children observed a one minute silence at the CHILDLINE office and payed their last respect to their fellow street child.

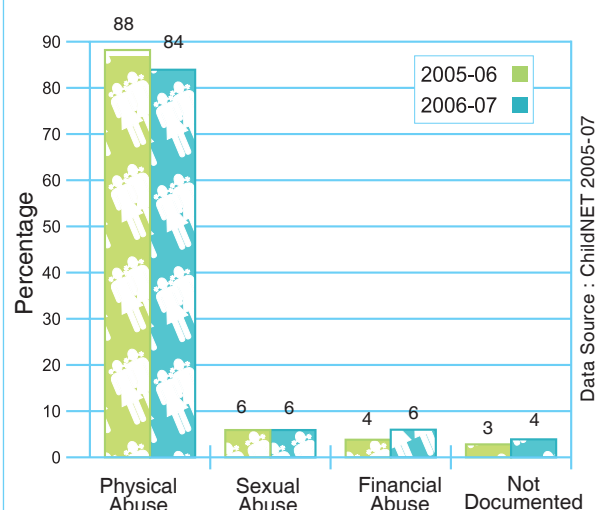
3.6 Protection from Abuse

Five percent of calls are reported for protection against physical, sexual or financial abuse of children. In responding to such calls, CHILDLINE meets with the caller/child to assess the situation. The intervention takes into consideration the child's welfare.

According to study on abuse conducted in 2007, by the Ministry of Women and Child Development (MWCD), Government of India (GOI), the highest number of abuse cases reported were of physical abuse .

According to ChildNET data, out of the total calls received for abuse, approximately, 86% constitute for physical abuse, 6% sexual abuse and 5% financial abuse.

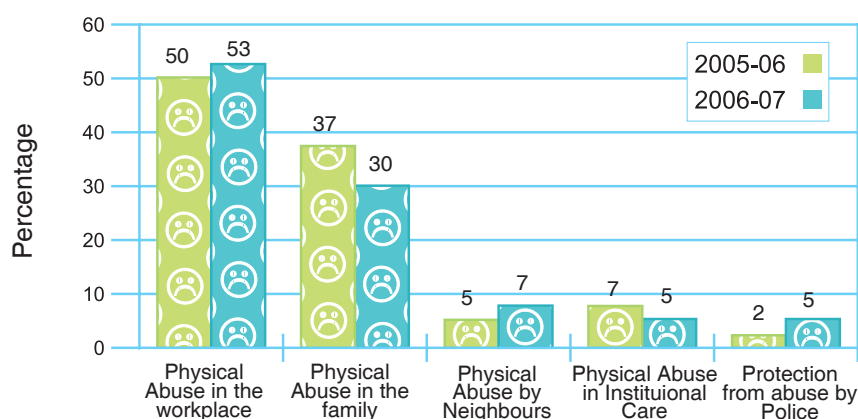
FIGURE 3.6 : CALLS FOR PROTECTION FROM ABUSE



3.6.1 - Physical Abuse

For the year 2005-07 there were 4,247 cases for protection against abuse, 85% of these accounted for protection against physical abuse.

FIGURE 3.6.1: CALLS FOR PROTECTION FROM PHYSICAL ABUSE



Physical abuse at workplace was the highest (a little over half) followed by physical abuse in the family (a little over one-third). Those whom the child is closest to in terms of protection (family) or the employer, who is illegally employing the child, are the major abusers.

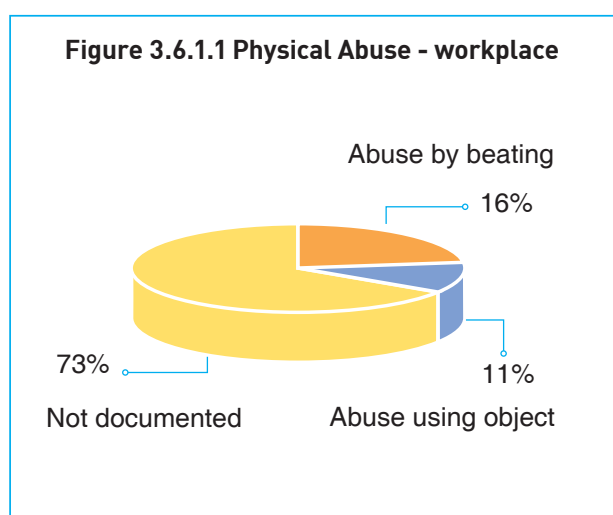
Physical Abuse	Male	%	Female	%	Total	%
Physical abuse in the workplace	1432	75	472	25	1904	100
%	59		37		51	
Physical abuse in the family	651	53	582	47	1233	100
%	27		45		33	
Physical abuse by Neighbours	95	43	127	57	222	100
%	4		10		6	
Physical abuse in Institutional Care	129	62	79	38	208	100
%	5		6		6	
Protection from abuse by Police	119	86	20	14	139	100
%	5		2		4	
Total	2426	65	1280	35	3706	100
%	100		100		100	

Table 3.6.1: Physical Abuse and gender

Data Source : ChildNET 2005-07

Almost 60% of the total male callers reported, physical abuse in the workplace, followed by 27% of male callers who reported physically abused in the family. 45% of the female reported physical abuse in the family.

3.6.1.1 Physical abuse in the workplace

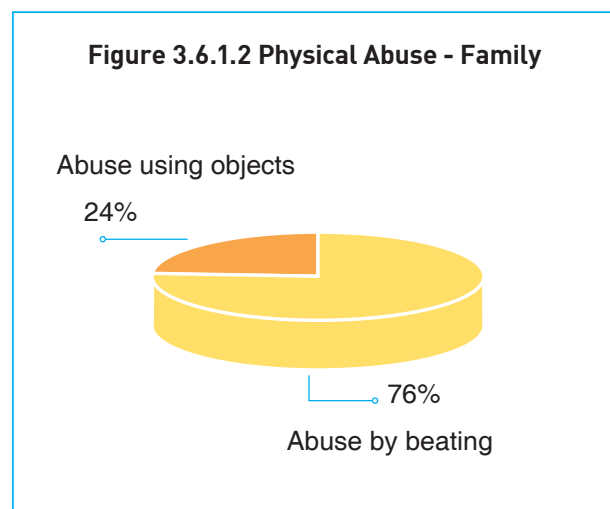


Data Source : ChildNET 2005-07

Children are mostly vulnerable at work and it is CIF's policy to withdraw them from employment as it is also illegal. Children in the workplace reported physical abuse by:

Abuse by beating (16%), Abuse using objects (11%), Not documented (73%).

3.6.1.2 Physical abuse in the family



Data Source : ChildNET 2005-07

Most physical abuse take place in the family which is meant to protect the child

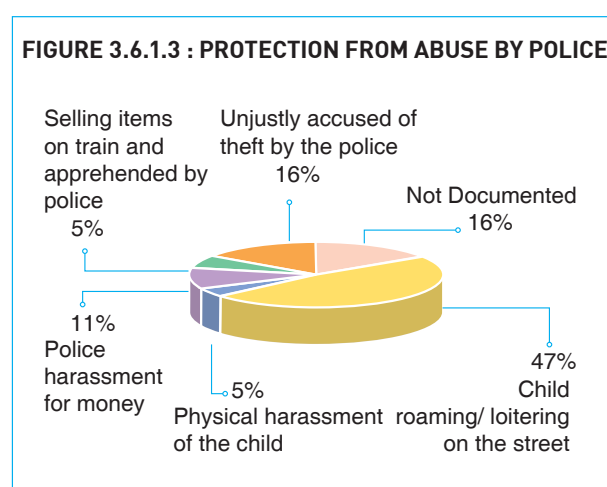
Children reported physical abuse in the family by: Abuse by beating (76%), Abuse using objects (24%).

3.6.1.3 Protection from abuse by Police

There is a marginal increase of 3% of abuse by police

Child roaming/loitering on street (47%), Unjustly accused of theft (16%), Police harassment for money (11%).

In this cases again, those who should be the protectors of the children themselves turn abusers.



Data Source : ChildNET 2005-07

Case Study - 1

Children rescued from Bindi factory

Five young boys in the age group of nine to eleven years, hailing from Bihar, were brought to Delhi to work in a Bindi factory. The children were brought to Delhi by a woman named Masuma, who happened to be the factory owner's mother. They were forcefully brought against the wishes of their parents. The parents were agricultural workers and earned a very meagre income.

The children at the factory were severely ill-treated. They were made to work for long hours and often beaten with belts and iron rods. Also they were not provided proper food and were not paid for their work. Three of the children had been working in the factory for nearly a year and the other two were working for four months. They were not allowed to move outside the factory premises and were also not allowed to meet or visit their family.

Unable to take on more of the ill-treatment, one of the boys ran away from the factory. At the Delhi railway station, he came across the Child Assistant Booth and informed CHILDLINE Delhi about the plight of the other children at the factory and requested for help.

A team consisting of CHILDLINE member and the police was formed and the factory was raided. The four boys were rescued. A complaint was registered against the employer. All the children underwent medical examination and were provided with necessary medical aid. Following this, they were all referred to a shelter home run by the CHILDLINE Support organisation.

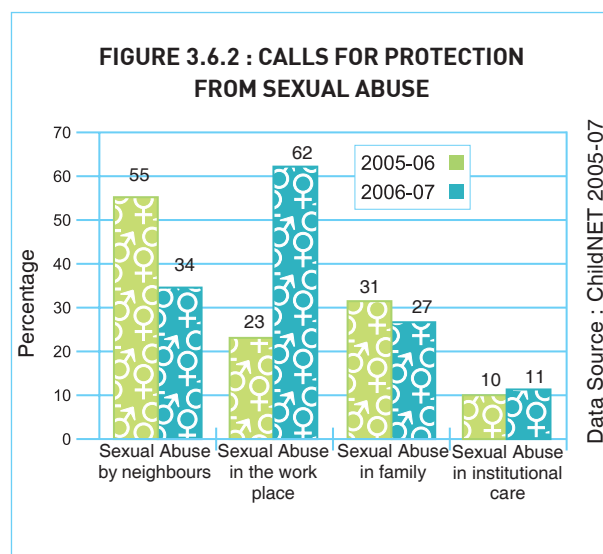
The children were produced before the Child Welfare Committee (CWC). During the course of processing the case, it was found that one of the rescued boy's brother was still at the factory. An order was passed to rescue the boy. The CWC also passed an order to restore the boys to their respective families in Bihar. The parents were contacted and were produced before the CWC along with the six boys. Based on the request of CHILDLINE Delhi, a home investigation was carried out to assess the fitness of the family to look after the children and counselling was provided for the boys. Also, as per the Child Labour (Prohibition and Regulation) Act, 2000 the employers had to pay compensatory amount to the children. Following all the legal procedures, the children were finally handed over to their respective parents in front of the CWC.

Five months after the restoration of the children, the CHILDLINE team visited the boys and their family to check on the status of the children. The team interacted with the parents and the Gram Pradhan (Village Head). The boys were staying with their parents and were continuing their education in the nearby village school. The children were happy to be with their family in the village.

3.6.2 - Sexual Abuse

Cases reported for protection against sexual abuse are as follows:

Sexual abuse in the work place reported was 23% in 2005-06 while 62% in 2006-07. Sexual abuse by neighbours was 55% in 2005-06 as compared to 34 % in 2006-07. Also, sexual abuse in the family has declined from 31 % in 2005-06 to 27% in 2006-07.

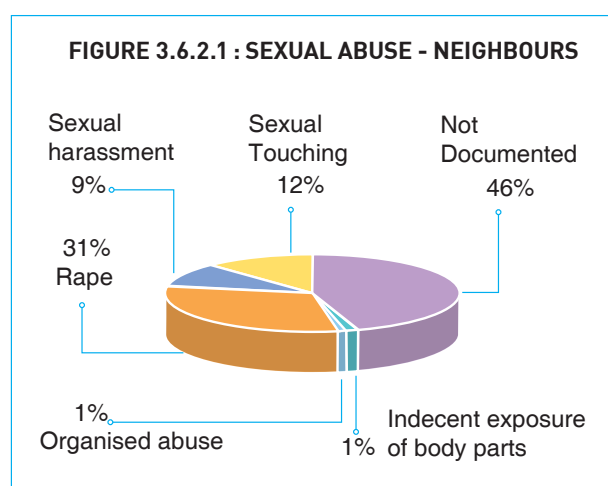


Sexual Abuse	Male	%	Female	%	Total	%
Sexual abuse by neighbours	17	19	72	81	89	100
%	26		39		36	
Sexual abuse in institutional care	9	43	12	57	21	100
%	14		6		8	
Sexual abuse in the family	16	28	42	72	58	100
%	24		22		23	
Sexual abuse in the workplace	24	28	61	72	85	100
%	36		33		33	
Total	66	26	187	74	253	100
%	100		100		100	

Table 3.6.2 : Sexual Abuse and gender

Data Source : ChildNET 2005-07

3.6.2.1 Sexual abuse by neighbours



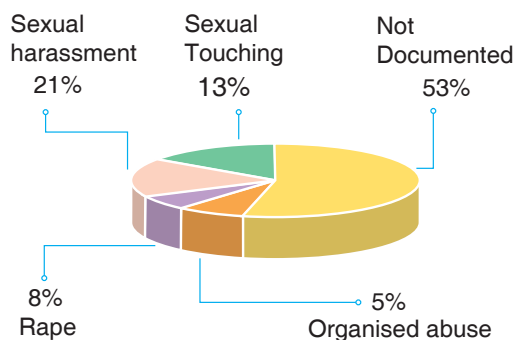
Data Source : ChildNET 2005-07

There is decrease in sexual abuse by neighbours from (55%) in 2005-06 to (34%) in 2006-07.

Rape (31%), Sexual touching (12%), Sexual harassment (9%).

3.6.2.2 Sexual abuse in work place

FIGURE 3.6.2.2 : SEXUAL ABUSE - WORK PLACE



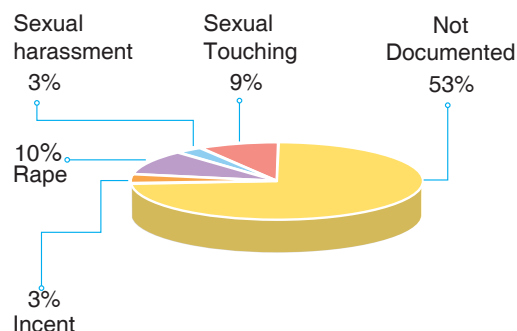
Data Source : ChildNET 2005-07

Sexual abuse reported at workplace has increase from (23%) 2005-06 to (62%) in 2006-07.

Sexual harassment (21%), Sexual touching (13%), Rape (8%), Organised abuse (5%) and Not documented (53%).

3.6.2.3 Sexual abuse by Family

FIGURE 3.6.2.3 : SEXUAL ABUSE - FAMILY



Data Source : ChildNET 2005-07

Sexual abuse in the family has gone down from (31%) in 2005-06 to (27%) in 2006-07.

The types of sexual abuse reported by children include :

Rape (10%), Sexual touching (9%), Sexual harassment (3%), Incent (3%) and Cases not documented (53%).

Case Study- 1

Helping a child in her request for justice

On 11th November 2005, Mariam called CHILDLINE Shillong and lodged a complaint stating that her neighbour had sexually abused her. This neighbour, a 35-year-old man, warned her not to tell her mother about it and threatened that he would kill her father if she did. However, Mariam told her friends who asked her to call CHILDLINE.

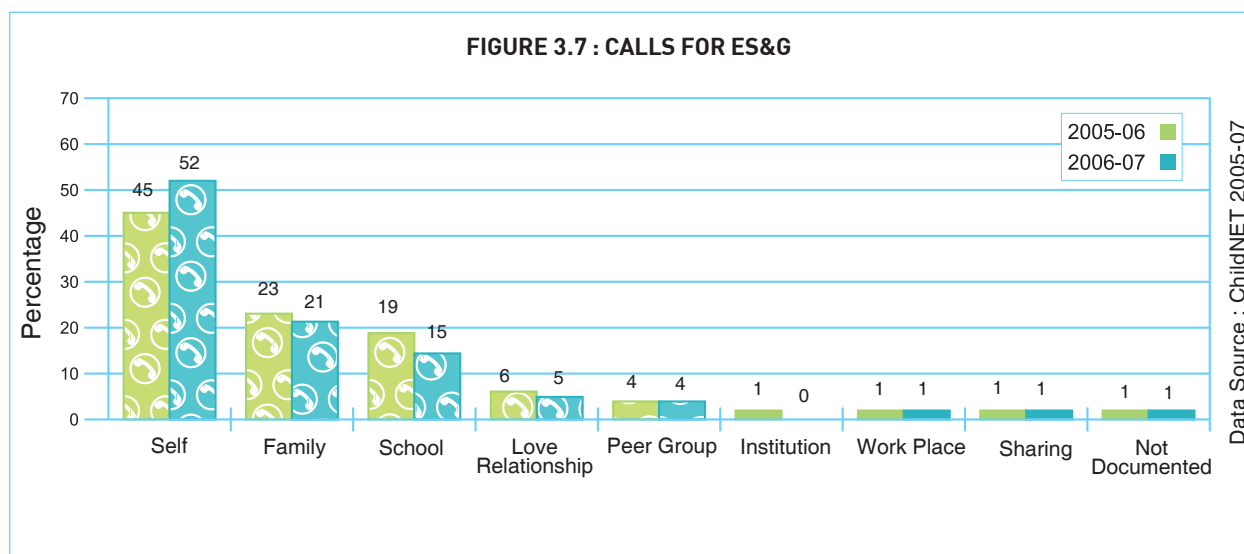
The team members rushed to the spot and met the girl and her mother. An FIR was lodged in the local police station; the child was then taken to a hospital for medical examination. There the doctor suggested an X-ray and dental test for age determination. A woman

police constable collected the child's clothes to be sent for forensic test. The perpetrator was arrested that evening. The child's statement was recorded before the district court the following day. The accused is presently behind bars. CHILDLINE is in constant touch with the girl and her family and court proceedings are attended regularly.

3.7 Calls for Emotional Support and Guidance (ES&G)

ES&G calls are primarily tele-counselling calls and are a significant component of calls received on 1098. At all CHILDLINE call centres, this category of children call frequently, once bond has been established between the CHILDLINE team members and the child. Interestingly,

even adults call for ES&G guidance for children: 11% of calls are from family/relatives on behalf of children in the family. ES&G contributes to approximately 27% of the total intervention cases for the period 2005-07.



CHILDLINE receives a lot of calls for ES&G. Children call for various problems like suicidal tendencies, depression, stress, bullying, breakdown in relationships, low self esteem, personality disorders, learning disorders, trauma due to abusive situation, sexual problems etc.

Calls for ES&G, highlights increase of 7% in which the child calls for counselling for self related problems. These seem to be the largest in the proportion to other calls for intervention and point to the need for skilled psychological counselling.

ES&G	Male	%	Female	%	Total	%
Self	5824	58	4251	42	10075	100
%	49		48		47	
School	2005	57	1532	43	3537	100
%	17		17		17	
Family	2539	56	2023	44	4562	100
%	20		23		22	
Love Relationship	561	48	598	52	1159	100
%	5		7		6	
Peer Group	548	73	201	27	749	100
%	5		2		4	
Work Place	162	69	72	31	234	100
%	1		1		1	
Institution	70	56	55	44	125	100
%	1		1		1	
Sharing	135	52	127	48	262	100
%	1		1		1	
Neighbourhood	33	52	31	48	64	100
%	0		0		0	
Not Documented	86	68	41	32	127	100
%	1		0		1	
Total	11963	57	8931	43	20894	100
%	100		100		100	

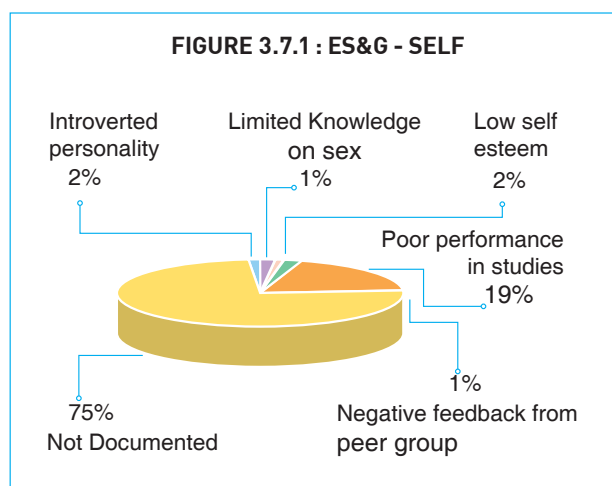
Table 3.7 : ES&G and gender

Data Source : ChildNET 2005-07

Out of the total of 9,829 calls for counselling for self, 58% are male while 42 % female. Second highest category for which children call for is counselling for problems in their family. Female callers call more for Institution and love relationship.

3.7.1 Self

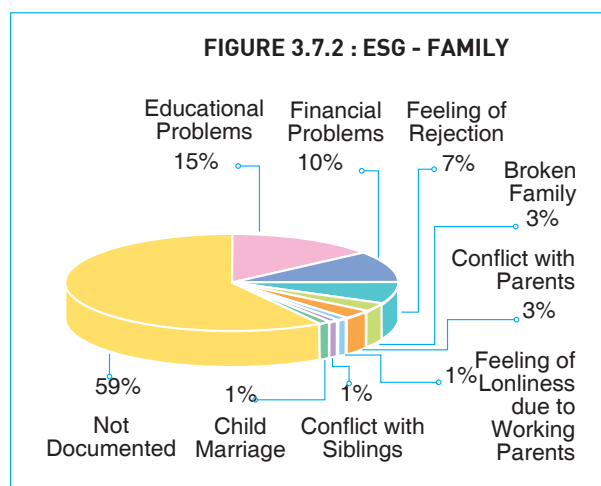
These are calls regarding issues affecting the child's self-esteem, where the child identifies the cause of the problem with himself/herself. Poor Performance in studies (19%), Introverted personality (2%), Low self esteem (2%), Not Documented (75%).



Data Source : ChildNET 2005-07

3.7.2 Family

These are calls regarding issues affecting the child's self-esteem, where the child identifies the cause of the problem with himself/herself. Poor Performance in studies (19%), Introverted personality (2%), Low self esteem (2%), Not Documented (59%).

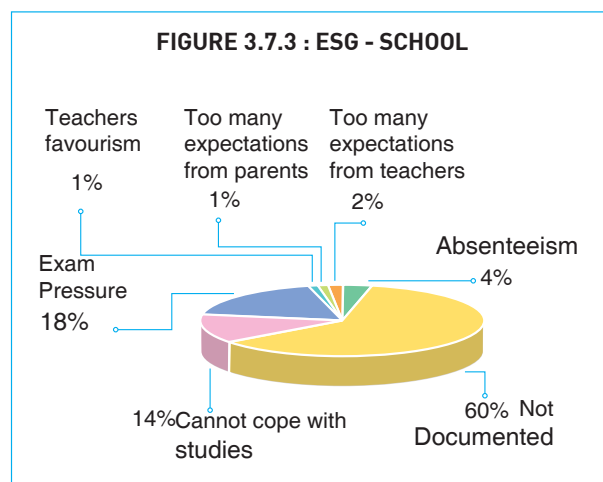


Data Source : ChildNET 2005-07

3.7.3 School

These are calls where children wish to talk about the problems experienced in school. The nature of calls reported during the period include:

Exam Pressure (18%), Cannot cope with studies (14%), Too many expectations from parents & teachers (3%), Not Documented (60%).



Data Source : ChildNET 2005-07

Case Study - 1

Selvi goes to school

Thirteen year old Selvi was working in a restaurant. One day while he was serving tea at the near by police station, he was spotted by the lady constable. The constable immediately called up CHILDLINE and informed the matter to the team. The child was immediately brought to the centre.

At the centre, during the course of communication it was found that the Selvi's father was a retired army personnel. His mother had passed away and his grandfather looked after him. He also had a younger sister. However, the grandmother was not able to look after the boy and discipline him. Also he would never listen and obey his grandmother. The father did not show much interest in him. Selvi was not interested in studying and wanted to work and earn money.

Selvi was put to work in a restaurant by his neighbours. The boy worked there for three months and was not paid a single paise for his work. Selvi's grandmother was contacted and asked to visit the centre. She expressed her inability to discipline the boy and requested the helpline for assistance.

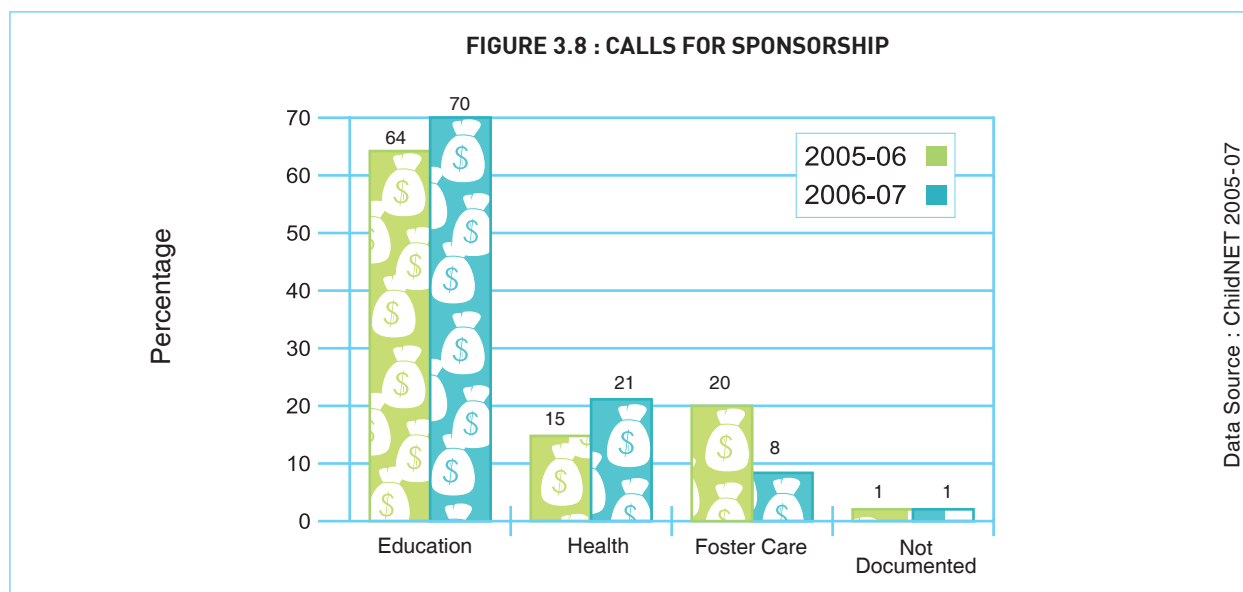
Selvi underwent a series of counselling sessions where the importance of education, life and future was stressed. The decision was left to the boy and, towards the end, he expressed his interest to continue his education. With his consent and keeping his interest in mind he was enrolled in a school.

Selvi is happy to be back in school and a regular follow-up is being done by the team.

3.8 Calls for Sponsorship / Access to Services

While CHILDLINE links children to other services, it also receives a large number of calls for information about services. There are certain calls where CHILDLINE actively assists the child/family in accessing services. These have been classified as calls for sponsorship.

Sponsorship accounts for 8% of the total intervention calls. The nature of calls for sponsorship during the period includes, the need for accessing education, health and foster care service as shown in the figure below.



Under sponsorship, CHILDLINE has recorded the highest number for Education. There is a marginal increase of 6% in sponsorship for health, while there is a steep decline of 12% in foster care.

Sponsorship	Male	%	Female	%	Total	%
Education	2,445	53	2159	47	4,604	100
%	65		69		67	
Health	793	62	471	38	1,264	100
%	21		15		19	
Foster Care	475	54	405	46	880	100
%	13		13		13	
Not Documented	30	57	28	43	58	100
%	1		1		1	
Total	3751	55	3064	45	6806	100
%	100		100		100	

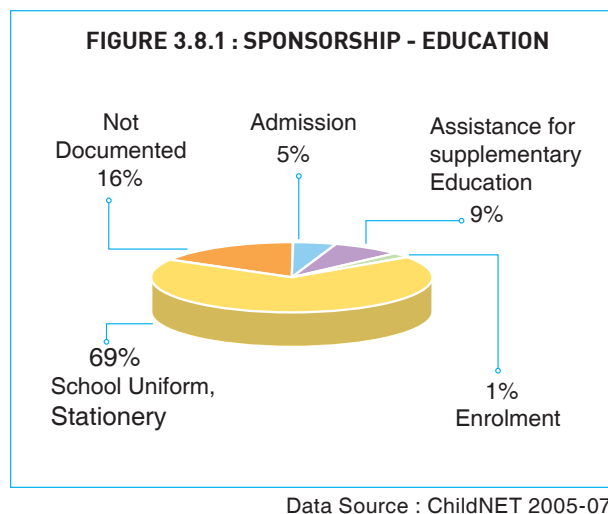
Table 3.8 : Calls for sponsorship and gender

Data Source : ChildNET 2005-07

3.8.1 Education

Under sponsorship for education, School uniforms and stationery (69%), Assist. for Supplementary Education (9%), Admission (5%),

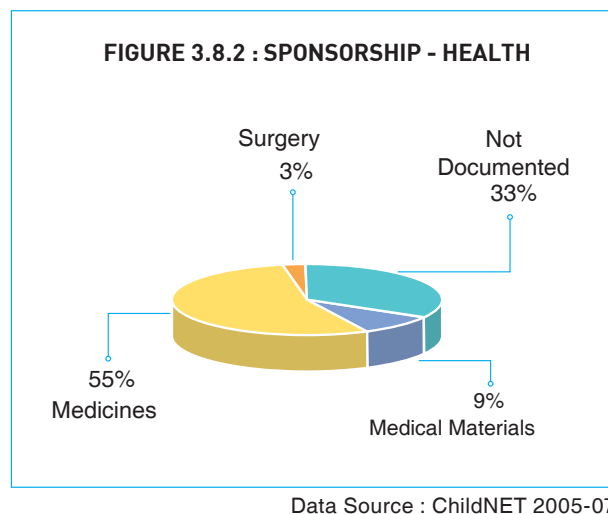
Enrolment (1%), Not Documented (16%).



3.8.2 Health

Under sponsorship for health, Medicines (55%), Medical Materials (9%), Surgery (3%),

Not Documented (33%).



Case Study – I

CHILDLINE Thrissur effectively helps little Nysa get medical treatment to cope with her palsy related disability

The mother of the child had called CHILDLINE office for financial assistance for her daughter Nysa's medical treatment. Her husband had abandoned her when she was pregnant and the baby was later born with cerebral palsy. As the child was completely dependent on the mother it was not possible for her to take up a full time job. However, she had to work to support them and to pay for Nysa's medicines.

All possible measures were taken by the mother to help her child. She had taken her to major hospitals where she had received free treatment. The child had also undergone a spastic control surgery at Bangalore. The doctors said that Nysa has spastic quadriplegia and required a special orthosis treatment that would cost Rs.25,000/-. Unable to bear these expenses, Nysa's mother approached CHILDLINE. Her mother had discontinued physiotherapy for Nysa because she could not afford to pay for it. The team stressed the importance of physiotherapy and assured they would help mobilize funds to support these expenses. During the home visit, the team ascertained that the mother had made

all possible efforts to ensure the child's well being. It was also learnt that the child showed keen interest in studying.

The team approached Nysa's doctor who arranged for her to receive free physiotherapy. The team arranged financial assistance for the child's treatment and travel expenses from the hospital to the house. CHILDLINE also contacted a special education teacher from the block resource centre. The teacher assured to extend her help by providing the child with free house tuition (under the BRD Schemes). Once Nysa showed improvement in her condition, they aimed to admit her to a regular school. The team also asked the mother to apply for a grant on the basis of Nysa's disability. They also recommended that the child participate in the annual medical camp organised by BRD. Through this Nysa would get free mobility aide under the scheme of Social Welfare Department, Government of Karnataka.

At present Nysa is continuing her education at home with the help of the teacher and receives her grant regularly. She also continues her treatment in the same hospital. The CHILDLINE team continues to support the family by frequent visits and even sometimes taking Nysa to the hospital for her check-up. The team is looking for a sponsor to support the family through the long battle ahead.

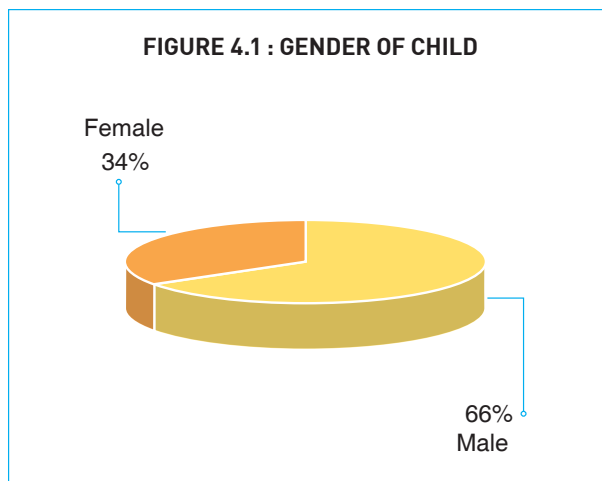
4 Who does CHILDLINE reach out to ?

Profile of the Child contacting the CHILDLINE

4.1 Gender of children

Figure 4.1 highlights that, of all the children who benefit from CHILDLINE service, 66% are male and 34% are female for the two years under study. Unlike the global calls coming to Child Helplines where the number of female callers are more compared to the male callers. In India it may be partly due to societal and cultural norms. The gender of the children assisted vis a vis the assistance provided by CHILDLINE is outlined in the table 4.1 below:

Males account for 2/3 of the total children assisted by CHILDLINE.



Data Source : ChildNET 2005-07

Gender / Problems	Male	%	Female	%	Total	%
Medical	11046	71	4512	29	15558	100
%	21		17			
Shelter	7118	68	3357	32	10475	100
%	13		12			
Repatriation	8875	76	2727	24	11602	100
%	17					
Missing	6629	74	2329	26	8958	100
%	12					
Protection from abuse	2680	63	1567	37	4247	100
%	5					
Death Related	50	57	38	43	88	100
%	0					
Sponsorship	3741	55	3065	45	6806	100
%	7					
ES&G	11910	57	8984	43	20894	100
%	22					
Unknown	1510	61	977	39	2487	100
%	3					
Total	53559	66	27556	34	81115	100
%	100		100		100	

Data Source : ChildNET 2005-07

Table 4.1 : Gender of children and problems

Related to Gender

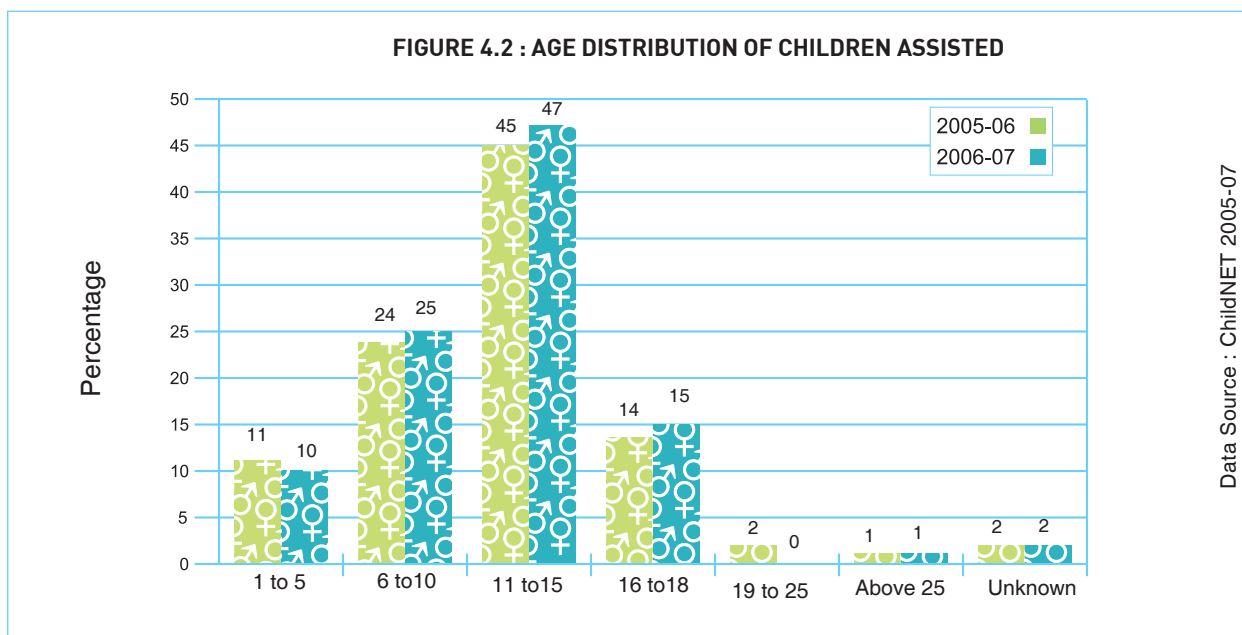
- Out of 53559, males assisted, 22% called for ES&G while 21% called for medical assistance.
- Out of 27556 females assisted, 33% were to seek ES&G.

Related to Assistance

- Out of 11602 calls for repatriation, 76% were male.
- Out of 20894 calls for ES&G, 57% were male and 43% were female.

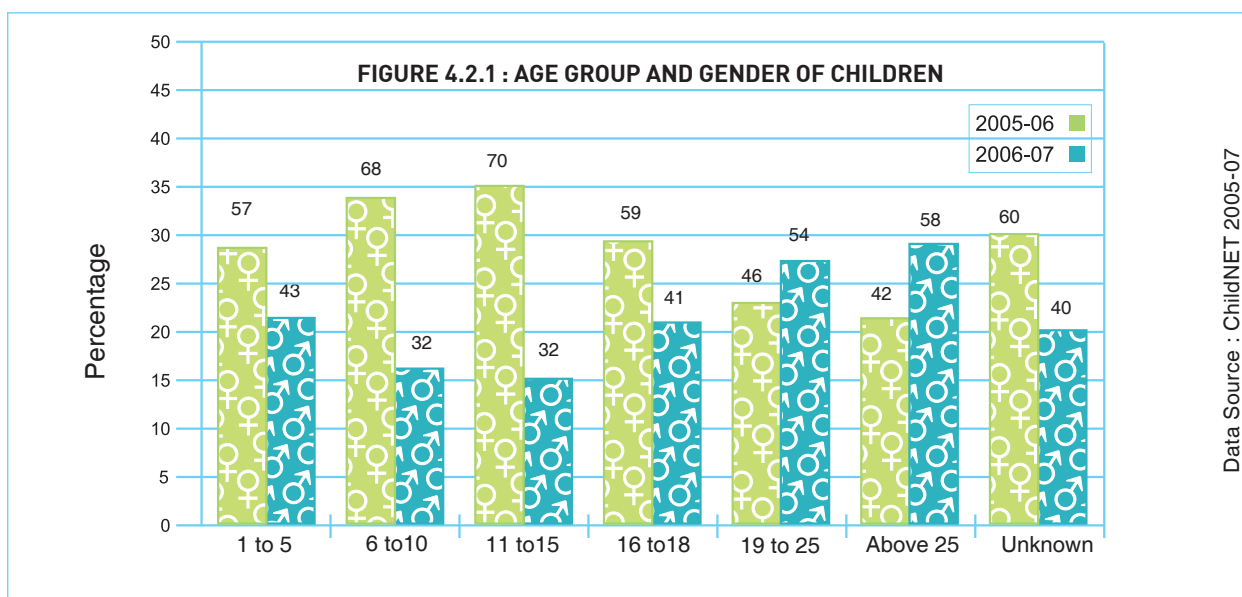
4.2 Age group of Children

In figure 4.2 the data show that most of the children assisted by CHILDLINE are in group of 11 to 15 years. This age group comprises of children assisted by CHILDLINE in the year 2005-06 (45%) and 2006-07 (47%). Children in the age group of 6 to 15 years together consist of 69% of children who are assisted by CHILDLINE.



4.2.1 Age and Gender of Children

In Figure 4.2.1, children in the 11 to 15 age group consists of 70% male and 30 % female. In special cases CHILDLINE provides assistance to children above 18 in this age group, the number of female beneficiaries are more than the male children.



Related to age group

- Maximum children are from the age group of 11 to 15 a total of 37187 children, out of these 31% had concerns related to ES&G, 17% for Medical and 15% for Repatriation.
- Children in the age group of 6 to 10 are second highest age group of 20250 children, out of these 25% required medical assistance while 16% each for Shelter and Repatriation.
- Maximum number of children in the age group of 1 to 5 are reported as missing at 26%.

Related to assistance

- Out of the total number of 20894 calls for ES&G, 53% of the children were in the age group of 11 to 15, followed by 27% in the age group of 16 to 18.
- Out of the total number of 15558 calls for Medical, highest number of children, 40% were in the age group of 11 to 15 followed by 31% in the age group of 6 to 10 years.
- Out of the total number of 4247 calls asking for protection from abuse, 49% of the children were in the age group of 11 to 15.
- Out of the total number of 8958 Missing children, 35% were in the age group of 11 to 15, followed by children from the 6 to 10 age group 31%.

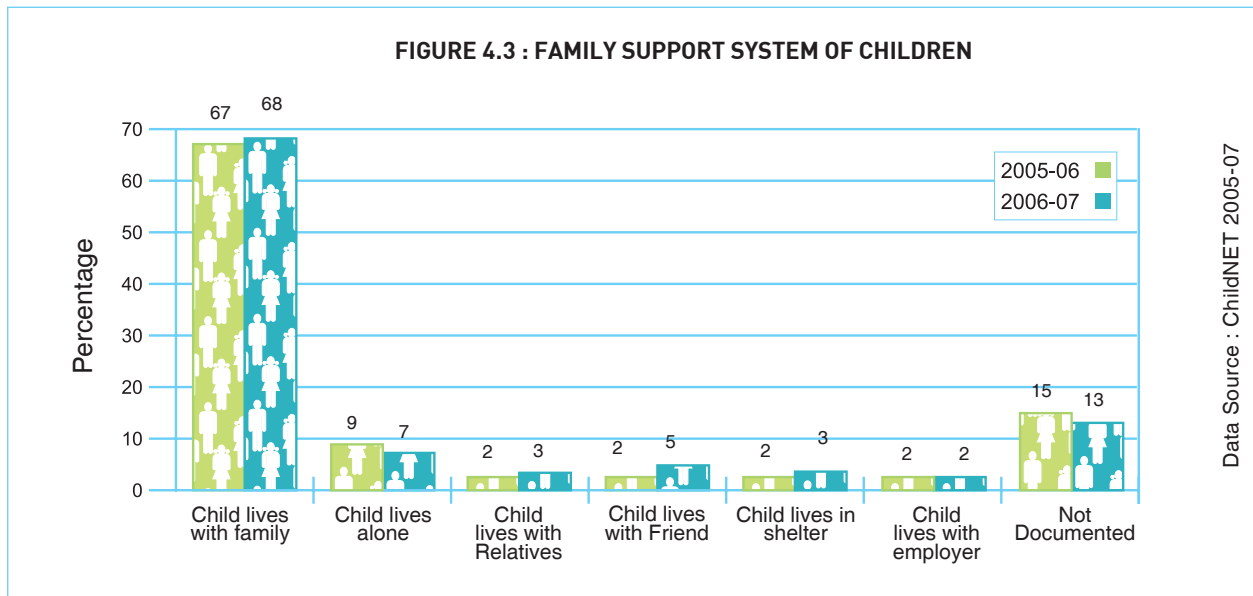
Age group/ Problems	Medical	%	Shelter	%	Repatriation	%	Missing	%	Protection from Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total	%
1 to 5	2208	25	1399	17	732	9	2170	26	304	4	19	0	986	12	354	4	271	3	8443	100
%	14		13		6		24		7		22		14		2		11		10	
6 to 10	5004	25	3126	15	3196	16	2729	13	965	5	15	0	2135	10	2454	12	626	3	20250	100
%	31		31		28		31		23		17		32		12		25		25	
11 to 15	6183	17	4532	12	6044	15	3133	8	2094	6	28	0	2790	8	11345	31	1038	3	37187	100
%	40		43		52		35		49		32		42		53		41		47	
16 to 18	1492	13	1050	10	1303	11	721	6	618	5	8	0	624	5	5575	47	367	3	11758	100
%	10		10		11		8		15		9		9		27		15		14	
19 to 25	300	18	216	14	178	11	104	7	85	5	2	0	90	6	556	35	65	4	1596	100
%	2		2		2		1		2		2		1		3		3		2	
Above25	111	33	43	13	21	6	20	6	14	4	2	1	30	9	72	22	19	6	332	100
%	1		0		0		0		0		2		0		0		1		0	
Unknown	260	16	109	7	128	8	81	5	167	11	14	1	151	10	538	35	101	7	1549	100
%	2		1		1		1		4		16		2		3		4		2	
Total	15558	18	10475	13	11602	14	8958	11	4247	5	88	0	6806	8	20894	26	2487	3	81115	100
%	100		100		100		100		100		100		100		100		100		100	

Table 4.2 : Age distribution of children assisted

Data Source : ChildNET 2005-07

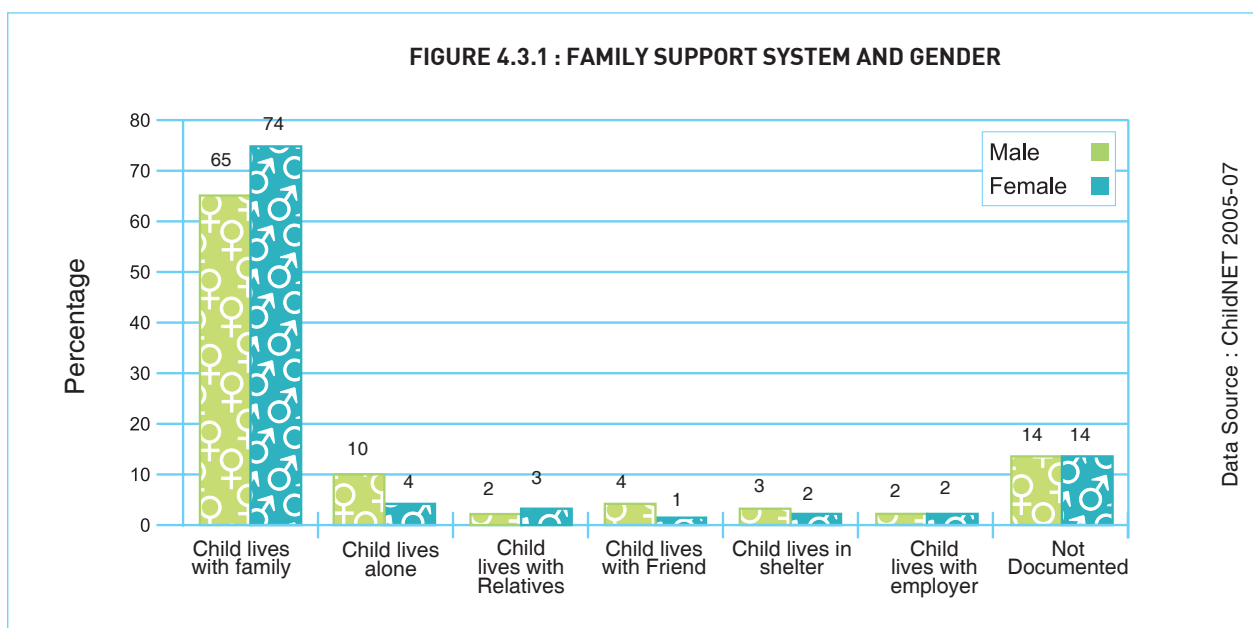
4.3 Family support system of children

In Figure 4.3: It is interesting to know that 67% of the children who call CHILDLINE are living with their families and around 8% stay alone. Around 14% of the cases are not documented.



Family Situation and gender of the children, refer figure 4.3.1

- Among the males 65%, of them stay with their parents, while 10% of them stay alone (not sure they prefer) and 4% stay with their friends.
- Among the females, 74% of them stay with their parents, while 4% stay alone (Comparatively lesser than males)
- 14% of the male and 14% of females did not disclose their family status.



Family Situation & assistance provided	Medical	%	Shelter	%	Repatriation	%	Protection from Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total	%
Child lives with Family	10024	20	4403	9	7746	16	2024	4	37	0	6242	12	18649	37	1137	2	50262	100
%	64		43		66		49		43		92		89		46		69	
Child lives with Relatives	182	9	559	27	327	16	188	9	2	0	111	5	521	25	182	9	2072	100
%	1		5		3		4		2		2		2		7		3	
Child lives Alone	1819	27	2489	38	1381	21	309	5	3	0	51	1	360	5	211	3	6623	100
%	12		24		12		7		3		1		2		8		9	
Child lives with Friends	1642	62	351	13	250	9	132	5	1	0	22	1	248	9	16	1	2662	100
%	11		3		2		3		1		0		1		1		4	
Child lives in Shelter	549	29	528	27	456	24	63	3	5	0	80	4	173	9	84	4	1938	100
%	4		5		4		1		6		1		1		3		3	
Child lives with Employer	42	3	142	11	214	16	778	59	1	0	13	1	112	8	32	2	1334	100
%	0		1		2		18		1		0		1		1		2	
Not Documented	1300	18	2003	27	1228	17	753	10	39	1	287	4	831	12	826	11	7266	100
%	8		19		11		18		44		4		4		34		10	
Total	15558	22	10475	15	11602	16	4247	6	88	0	6806	9	20894	29	2488	3	72157	100
%	100		100		100		100		100		100		100		100		100	

Table 4.3: Family Situation and Assistance provided

Data Source : ChildNET 2005-07

* Missing children – Family status not available.

In relation to family situation:

- Out of 50262 children who stay with their families, 37% of them called seeking ES&G while 20% were provided Medical assistance.
- Children living alone accounted for 6623 out of whom 38% were provided shelter, while 27% of them were provided medical assistance.
- Children living with their employers called for protection from abuse (59%) followed by repatriation (16%).

In relation to assistance provided :

- Out of the total cases for Medical, 64% of them were from children who live with their family.
- Out of the total cases for Shelter 43% are from children who live with the family while 24% were children staying alone and 17% of them are not documented.
- All children who were Repatriated, 67% of them lived with their families and 12% lived alone.
- Cases for protection against abuse 48% of them lived with their parents, 8% of them lived with their employers.
- All children who asked for sponsorship, 92% were with their families.
- All children who stayed with their families, 90% of them asked for emotional support and guidance.

4.4 Educational status of children

Figure. 4.4 reveals that

- Maximum number of children assisted during this period, attended Government aided private school which has increased from 29% in 2005-06 to 35% in 2006-07.
- Non school going has increased by 6%.
- Children who have never attended school have decreased by 8%.
- 19% of children's educational status was not documented.

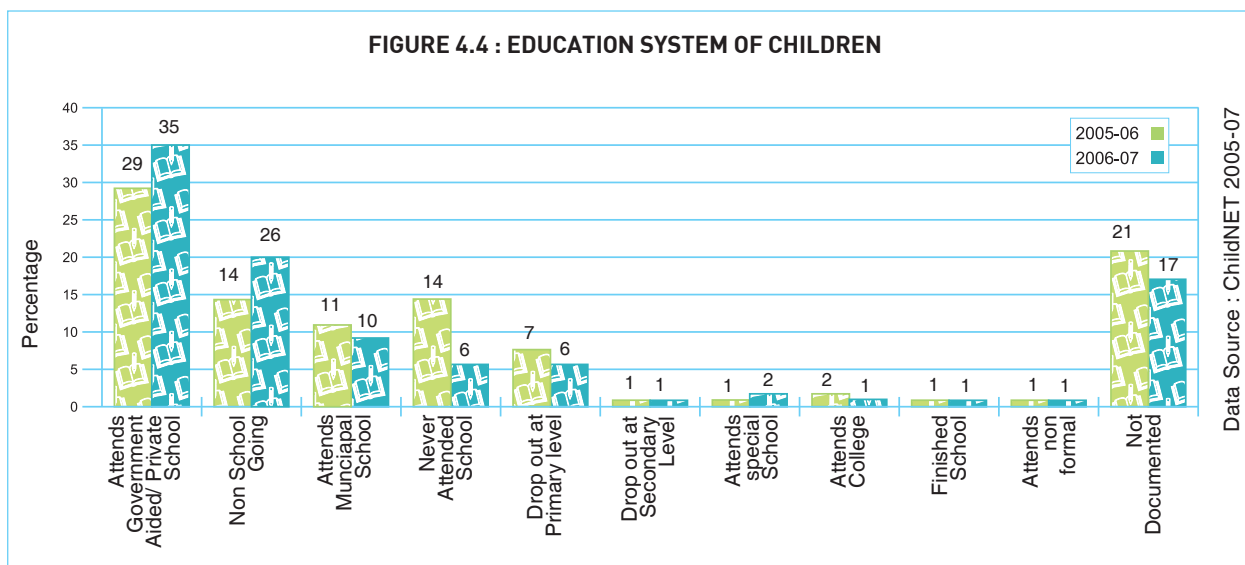
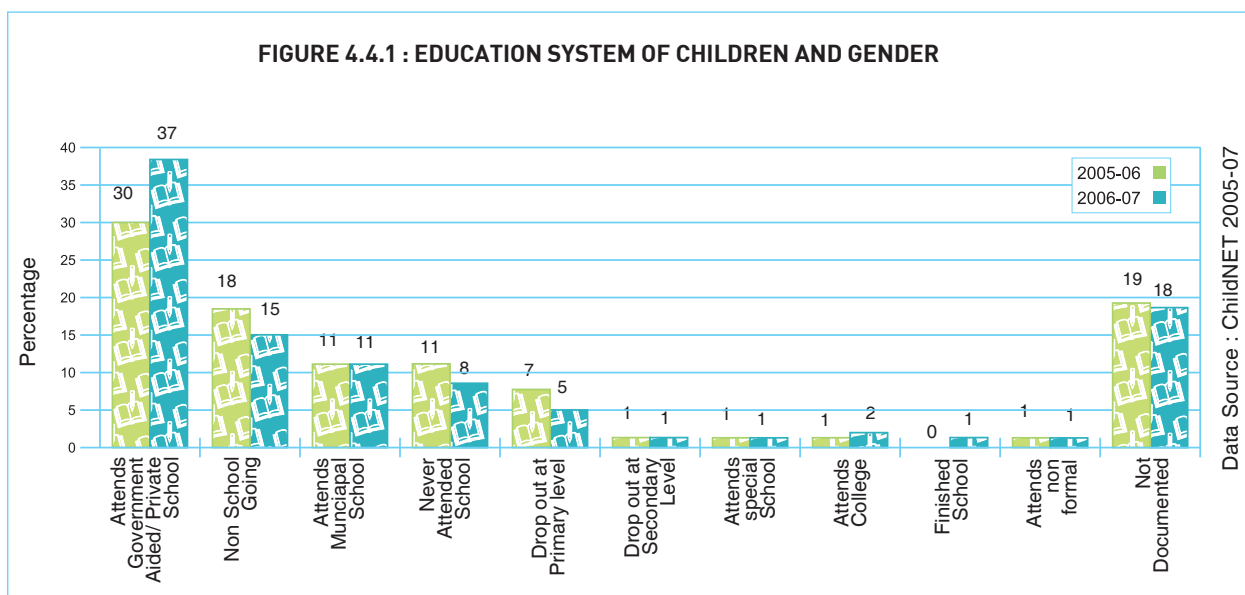


Figure 4.4.1 reveals that

- More number of female, 37% attend Government aided private school whereas the male accounted for 30 %.
- 18% male while 15% female are non school going. There are more male than female who have never attended school.
- 19% of children's educational status was not documented.

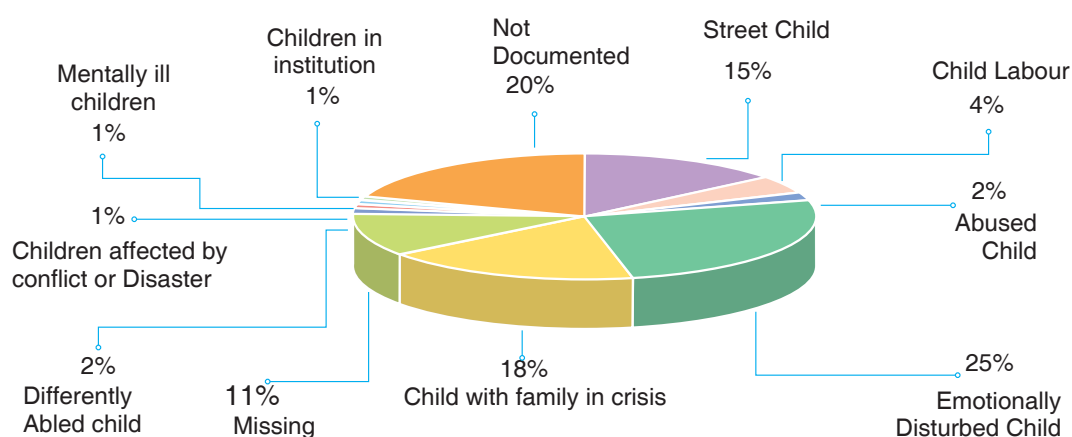


4.5 Life Situation of Children assisted

Life Situation of children assisted by CHILDLINE highlights that of the total number of children, 27% of the children are emotionally disturbed children, 19% of the children were with their

family in crisis, Street children accounted for 16% while cases in which life situation could not be captured at 20%.

Figure 4.5 : Life Situation of Children assisted

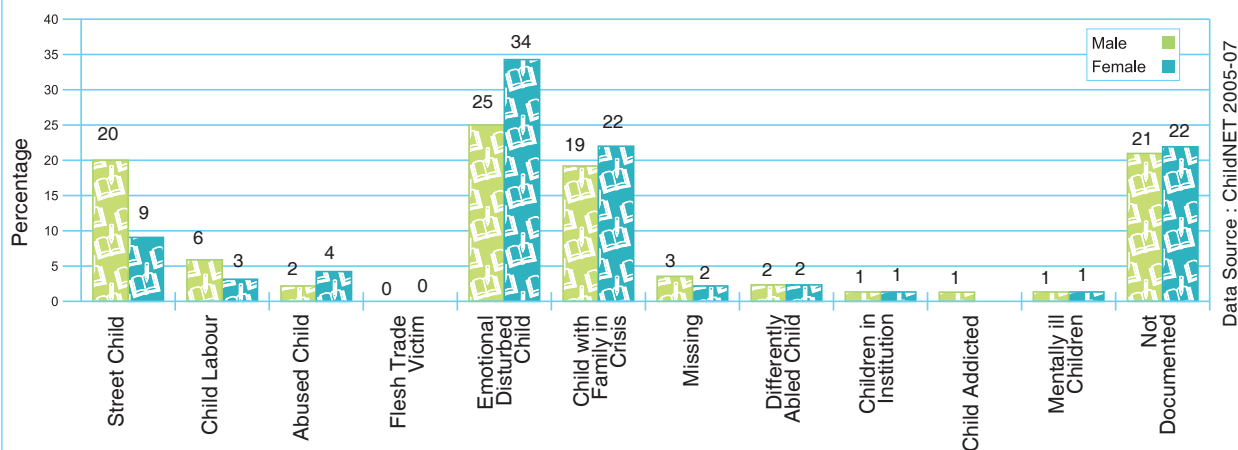


Data Source : ChildNET 2005-07

As evident from the below figure 4.5.1 , 20% of the street children are male while 9% are female. Children who reported to be emotionally disturbed , 34% out of them are female children

while 25% were male. Children whose family were in crisis 22% were female while 19% were male

FIGURE 4.5.1 : LIFE SITUATION AND GENDER OF CHILDREN



Data Source : ChildNET 2005-07

	Medical	%	Shelter	%	Repa- triation	%	Missing	%	Protection from Abuse	%	Death Related	%	Spons- orship	%	ES&G	%	Not Documented	%	Total	%
Street Child	6,265	53	2,264	19	1,601	14	88	1	402	3	9	0	134	1	783	7	254	2	11,800	100
%	40		22		14		1		9		10		2		4		10		15	
Child Labour	606	17	351	11	712	20	104	3	1,332	37	1	0	79	2	331	9	99	3	3,615	100
%	4		3		6		1		31		1		1		2		4		4	
Abused Child	52	3	361	25	127	8	14	1	801	51	5	0	13	1	185	12	16	1	1,574	100
%	0		3		1		0		19		6		0		1		1		2	
Flesh Trade Victim	18	9	71	37	46	22	1	0	41	20	0	0	4	2	21	10	8	4	210	100
%	0		1		0		0		1		0	0	0		0		0		0	
Emotionally Disturbed Child	604	3	1,501	8	2,169	11	316	2	290	1	3	0	597	3	14,896	72	243	1	20,619	100
%	4		14		19		4		7		3	13	9		71		10		25	
Child with Family in Crisis	2,926	20	2,941	22	2,526	17	225	2	469	3	18	0	3,737	25	1,621	11	315	2	14,778	100
%	19		28		22		3		11		20		55		8		13		18	
Children Affected by HIV/AIDS	29	24	51	46	5	4	0	0	7	6	4	3	6	5	17	14	2	2	121	100
%	0		0		0		0	0	0		5		0		0		0		0	
Missing	41	0	513	7	1,311	15	6,506	74	20	0	3	0	17	0	55	1	219	3	8,511	100
%	0		5		11		72		0		3		0	2	0		9		11	
Differently abled Child	364	29	120	11	26	2	30	2	11	1	0	0	589	47	90	7	19	2	1,249	100
%	2		1		0		0		0		0		9		0		1		2	
Children in Institution	139	25	53	10	102	18	28	5	18	3	1	0	97	17	94	17	29	5	561	100
%	1		1		1		0		0		1		1		0		1		1	
Child Addict	30	10	11	4	13	4	8	3	18	6	1	0	1	0	194	66	18	6	294	100
%	0		0		0		0		0		1		0		1		1		0	
Children in Conflict with the law	9	6	21	15	33	21	0	0	36	23	1	1	3	2	34	21	22	14	159	100
%	0		0		0		0		1		1		0		0		1		0	
Mentally ill children	93	14	186	32	143	22	102	16	22	3	0	0	9	1	66	10	27	4	648	100
%	1		2		1		1		1		0		0		0		1		1	
Child Political Refugee	6	23	3	13	3	12	0	0	5	19	0	0	5	19	3	12	1	4	26	100
%	0		0		0		0		0		0		0		0		0		0	
Children affected by conflict or Disaster	367	59	40	7	59	10	0	0	42	7	0	0	69	11	40	6	3	0	620	100
%	2		0		1		0		1		0		1		0		0		1	
Not Documented	4,009	25	1,988	14	2,726	17	1,536	9	733	5	42	0	1,450	9	2,464	15	1,213	7	16,161	100
%	26		19		23		17		17		48		21		12		49		20	
Total	15,558	19	10,475	14	11,602	14	8,958	11	4,247	5	88	0	6,810	8	20,894	26	2,488	3	81115	100
%	100		100		100		100		100		100		100		100		100		100	

Table 4.4: Life Situation and Assistance provided

Data Source : ChildNET 2005-07

Table 4.4 reveals that

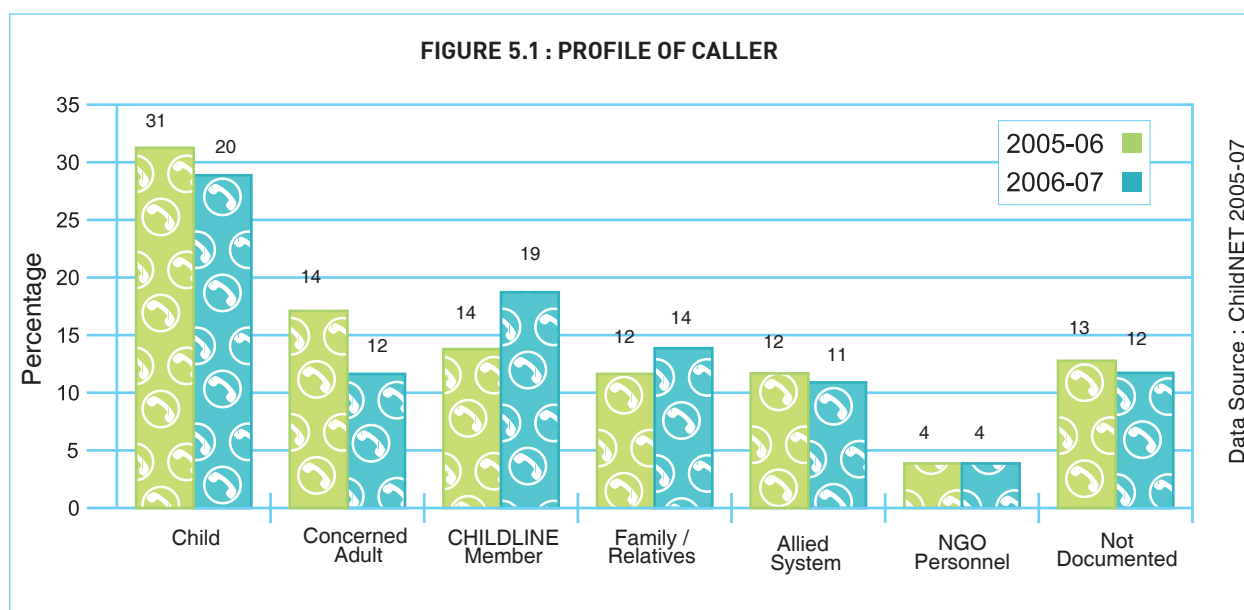
In relation to life situation :

- Out of the 11800, street children 53% called for medical assistance while 19% needed shelter.
- Out of the total 3615 children who were recorded as child labourers, 37% asked for protection against abuse, while 20% CHILDLINE arranged to be sent home.
- 72% of emotionally disturbed child asked for counselling.
- Children with family in crisis 25%, called for sponsorship, 22% asked for shelter
- Children affected by HIV/AIDS, 33% asked for shelter and the same percentage of children were repatriated.

In relation to assistance Provided

- Out of the total 15558 medical cases, 40% were street children 19% were children whose family were in crisis.
- Out of the total 10475, 28% children needed shelter because their family were in crisis while 22% of the street children were provided shelter.
- 23% of children who were repatriated were children with family in crisis. 19% were emotionally disturbed children, 13% were school children and 11% were missing.
- 32% of the children who called for protection from abuse were child labourers.
- 21% of the total death related calls where in which the family situation of the child was in crisis.
- 55% of the children asked for sponsorship whose family was in crisis
- 71% of the children asked for emotional support and guidance cause as they were emotionally disturbed.

5. Who calls CHILDLINE?



- One-third of the calls are from children themselves who need assistance, while two-thirds are by adults in the rest of the categories
- 13% of calls are made by members of the public who have concern for children.
- About 17% of calls are made by CHILDLINE members

Concern expressed by callers are outline in the table given below

Caller Types/ Problems	Medical	%	Shelter	%	Repatriation	%	Missing	%	Protection from Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total	%
Child	2979	13	1176	5	763	3	790	3	539	2	6	0	1833	8	15513	65	335	1	23934	100
%	19		12		7		9		13		7		27		75		13		30	
Concerned Adult	1989	19	1968	19	2115	20	1054	10	1057	10	16	0	394	4	1361	13	470	5	10424	100
%	13		19		18		12		25		18		6		7		19		13	
CHILDLINE Member	4644	37	1488	11	2555	20	614	5	547	4	18	0	1318	10	1478	11	299	2	12961	100
%	30		14		22		7		13		20		19		7		12		16	
Family / Relative	2550	24	1152	11	249	2	3423	30	311	3	12	0	1884	17	1144	11	258	2	10983	100
%	16		11		2		37		7		14		28		5		10		13	
Allied System	718	8	2226	24	2989	33	966	10	733	8	17	0	955	10	247	3	379	4	9230	100
%	5		21		26		11		17		20		14		1		15		11	
NGO Personnel	514	18	645	23	959	35	52	2	240	8	3	0	59	2	289	10	68	2	2829	100
%	3		6		8		1		6		3		1		1		3		3	
Not Documented	2164	21	1820	17	1972	18	2059	19	820	8	16	0	363	3	862	8	678	6	10754	100
%	14		17		17		23		19		18		5		4		28		14	
Total	15558	20	10475	13	11602	14	8958	11	4247	5	88	0	6806	8	20894	26	2487	3	81115	100
%	100		100		100		100		100		100		100		100		100		100	

Table 5.1 : Profile of caller and problems reported

Data Source : ChildNET 2005-07

In relation to caller

- Out of 23934 calls made by children, 65% of these calls were for emotional support. The other key concerns that children called in were for Medical assistance (12%), Sponsorship (7%) and Shelter (5%)
- Concerned adults were mostly likely to call CHILDLINE to ask for assistance for the child to be repatriated (21%) or for medical assistance for a child (19%) or for shelter for a child (19%).
- 35% of calls by CHILDLINE members were made during their outreach visits when they saw a child in need of medical assistance.
- Family/Relatives were mostly likely to call for assistance related to locating a missing child (28%) or for medical assistance for their child (25%)
- About 33% out of the total calls from allied system and NGO personnel were for the child to be repatriated and about 25% for shelter

In relation to assistance

- Maximum calls for Medical assistance are from CHILDLINE team members for the children (30% of all medical calls)
- Most calls for shelter are from Allied system (22%), followed by concerned adults (19%)
- Most calls for repatriation are from allied systems (25%), followed by CHILDLINE team members (22%)
- Most calls for missing children are from family/relatives (37%)
- Most calls for protection are from concerned adults (25%)
- Most calls for sponsorship are from family/relatives (28%), followed by children (26%)
- Most calls for ES&G are from children (74%)

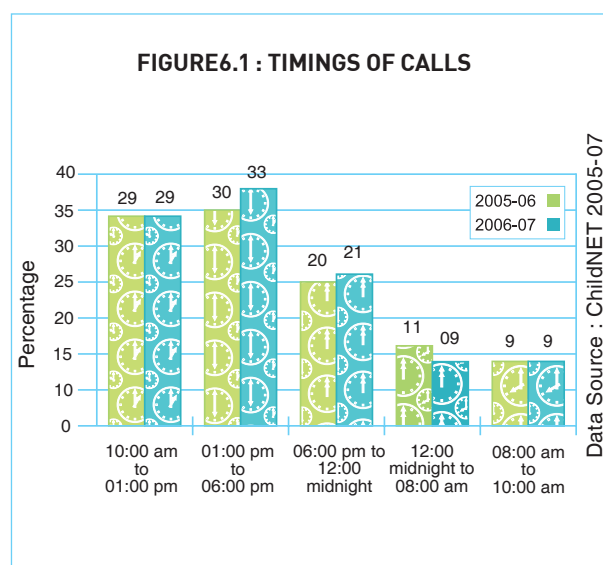
6. When and where does CHILDLINE receive its calls?

6.1. Time of call

The data have been analysed in five time slots. the first two slots are from 10:00 a.m to 1:00 p.m and 1:00 p.m to 6:00 p.m which is the general office time of most organisation.

The remaining three slots are 6:00 p.m to 12:00 midnight, 12:00 midnight to 8:00 a.m and 8:00 a.m to 10:00 a.m.

- Majority of the calls, 60% are received during the working hours.
- 40% of the calls received after working hours of organisation indicating the need for a 24-hour service for children. However, after midnight, calls are much fewer.



Problem/Time	Medical	%	Shelter	%	Reparation	%	Missing	%	Protection from Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total	%
10:00 am to 01:00 pm	4,861	21	3,081	13	3,189	14	2,157	9	1,308	6	26	0	2,755	12	5,409	20	642	3	23,428	100
%	31		29		26		24		31		30		40		26		26		29	
01:00 pm to 06:00 pm	5,182	21	3,303	13	3,546	14	3,028	12	1,197	5	23	0	2,464	9	5,801	23	774	3	25,318	100
%	34		32		31		34		28		26		36		27		31		31	
06:00 pm to 12:00 Mnight	2,642	16	2,069	13	2,738	17	2,465	15	886	5	24	0	855	5	4,337	26	553	3	16,569	100
%	17		20		24		27		21		27		13		21		22		20	
12:00 midnight to 08:00	1,296	15	1,177	14	1,256	15	626	7	505	6	10	0	265	3	3,105	36	374	4	8,614	100
%	8		11		11		7		12		11		4		15		15		11	
08:00 am to 10:00 am	1,577	22	845	12	873	12	682	9	351	5	5	0	467	6	2,256	30	144	2	7,186	100
%	10		8		8		8		8		6		7		11		6		9	
Total	15,558	19	10,475	13	11,602	14	8958	11	4,247	5	88	0	6,806	8	20,894	26	2,487	3	81,115	100
%	100		100		100		100		100		100		100		100		100		100	

Table 6.1: Time of calls and nature of problems

Data Source : ChildNET 2005-07

Table 6.1 reveals that

In relation to time:

- Over 30% of the calls for ES&G, were received during 06 :00 pm to 10:00 am (after working hours of organisations) are for emotional support and guidance, followed by 19% of cases for medical assistance.
- Almost 22% of the calls for emotional support and guidance and medical are received during 10:00 am to 06:00 pm.

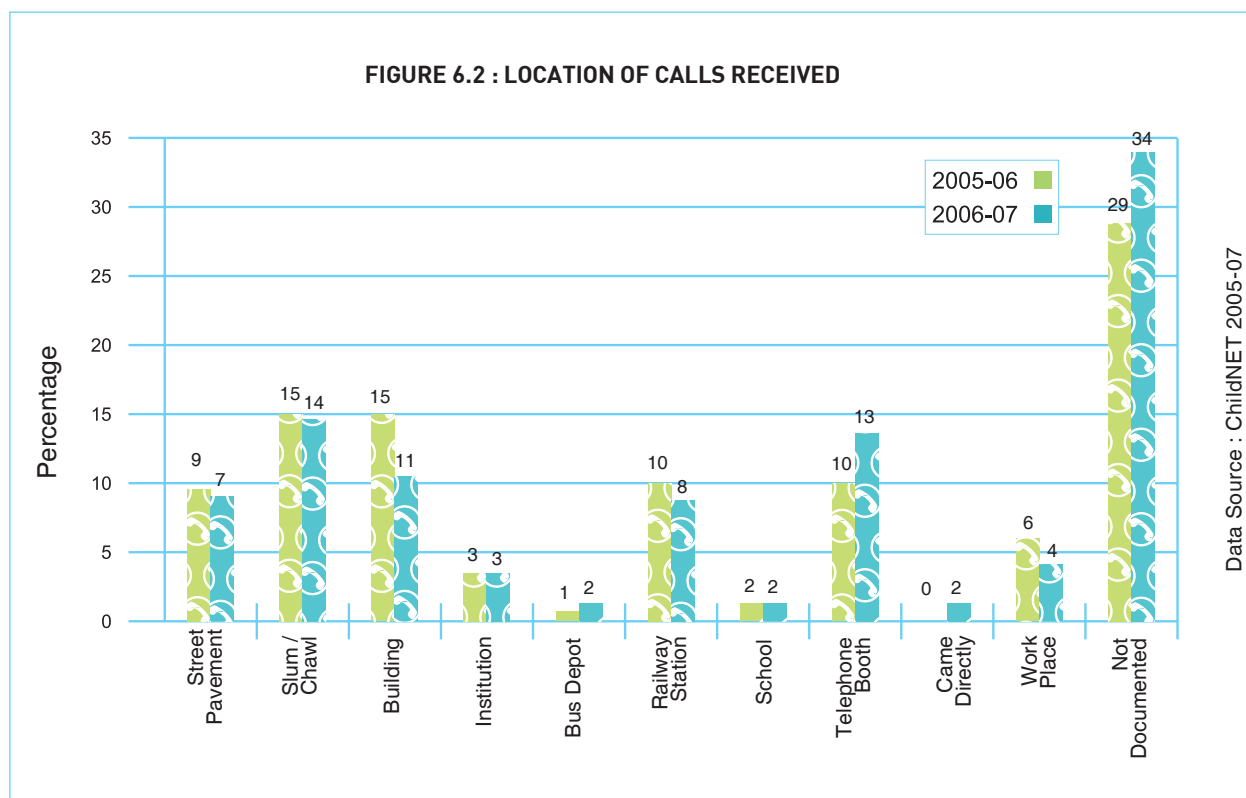
In relation to assistance:

- Almost 65% of the medical and shelter cases, are received during the time slot of 10:00 am to 6:00pm.
- Almost 75% of the death related and sponsorship calls are received during the time slot of 10:00 am to 6:00 pm.

6.2 Place of call

Almost 30% of calls are received from buildings and, slum/chawl

Around 12% of calls are received from telephone booths and around 8% from street pavement.



Problems / Location	Medical	%	Shelter	%	Repatriation	%	Missing	%	Protection from Abuse	%	Death Related	%	Sponsorship	%	ES&G	%	Not Documented	%	Total	
Street / Pavement	1716	23	1361	18	1541	21	1282	17	382	5	11	0	194	3	816	11	173	2	7476	100
%	11		13		13		15		9		13		3		4		7		9	
Slum / Chawl	3622	31	803	7	342	3	1175	10	468	4	10	0	2711	23	2200	19	347	3	11678	100
%	23		8		3		13		11		11		40		11		14		14	
Building	602	6	573	5	354	3	814	8	363	3	7	0	412	4	7197	69	148	1	10470	100
%	4		5		3		9		9		8		6		34		6		13	
Institution	963	39	268	11	373	15	85	3	70	3	9	0	526	21	128	5	55	2	2477	100
%	6		3		3		1		2		10		8		1		2		3	
Bus Depot	88	7	202	17	624	52	73	6	45	4	0	0	21	2	124	10	29	2	1206	100
%	1		2		5		1		1		0		0		1		1		1	
Railway Station	1502	21	1921	27	2748	38	256	4	192	3	5	0	42	1	365	5	168	2	7199	100
%	10		18		24		3		5		6		1		2		7		9	
School	114	8	31	2	47	3	35	2	38	3	0	0	828	56	368	25	17	1	1478	100
%	1		0		0		0		1		0		12		2		1		2	
Telephone Booth	1413	17	713	8	553	6	107	1	465	5	7	0	285	3	4877	57	117	1	8537	100
%	9		7		5		1		11		8		4		23		5		11	
Came Directly to CL	213	28	101	13	25	3	91	12	21	3	0	0	246	33	21	3	32	4	750	100
%	1		1		0		1		0		0		4		0		1		1	
Work Place	859	21	623	16	897	22	534	13	581	14	4	0	99	2	266	7	151	4	4014	100
%	6		6		8		6		14		5		1		1		6		5	
Not Documented	4464	17	3879	15	4098	16	4506	17	1624	6	35	0	1435	6	4532	18	1250	5	25649	100
%	29		37		35		49		38		40		21		22		50		32	
Total	15558	19	10475	13	11602	14	8958	11	4247	5	88	0	6806	8	20894	26	2487	3	81115	100
	100		100		100		100		100		100		100		100		100		100	

Table 6.2: Location of calls and problems reported

Data Source : ChildNET 2005-07

In relation to location

- Maximum calls from Slums are for shelter and sponsorship.
- Almost 67% of the calls for counselling are from building
- Maximum calls from repatriation are from Bus depot and railway stations and telephone booths.
- More than 50% calls for sponsorship are from schools.

In relation to assistance provided

- Maximum calls for Medical are from slum / chawl.
- Around 20% of the calls coming for shelter and repatriation are from Railway stations.
- 13% of the calls asking for protection against abuse are from Work place.
- 12% of the death related calls are from street pavement.
- 40% of the calls for sponsorship are from slum / chawl.
- 32% of the calls for emotional support and guidance are from building.

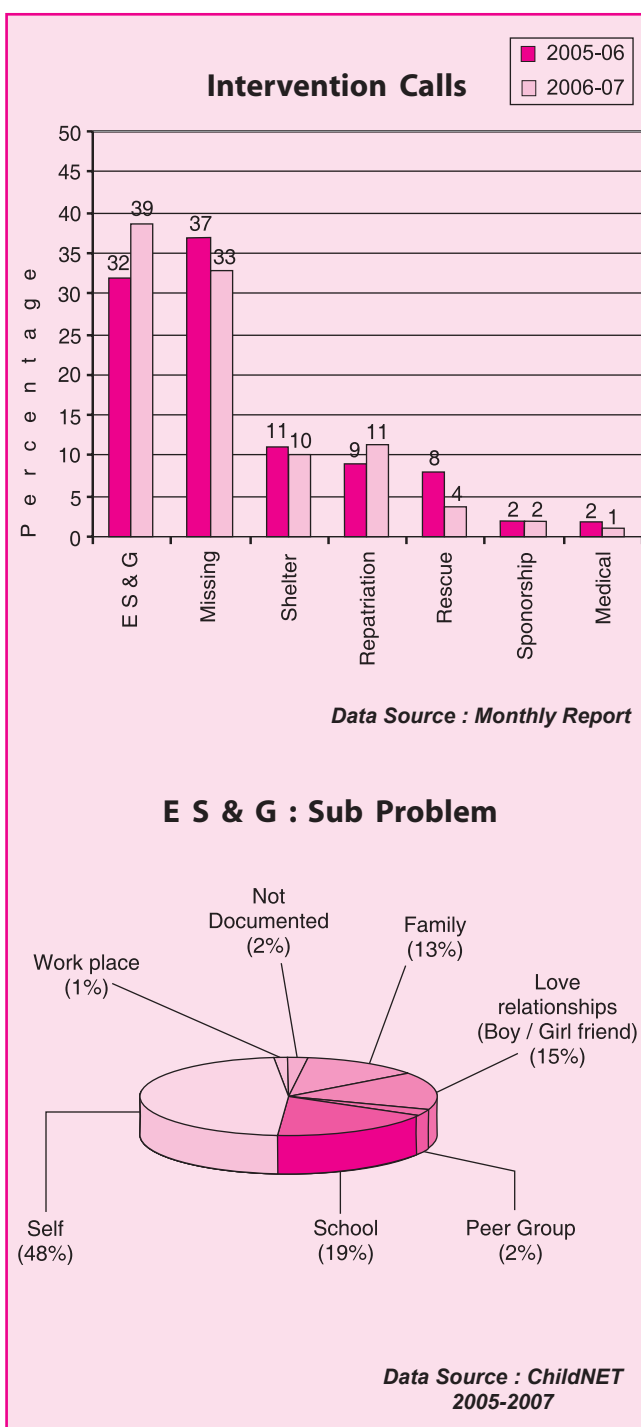
north zone

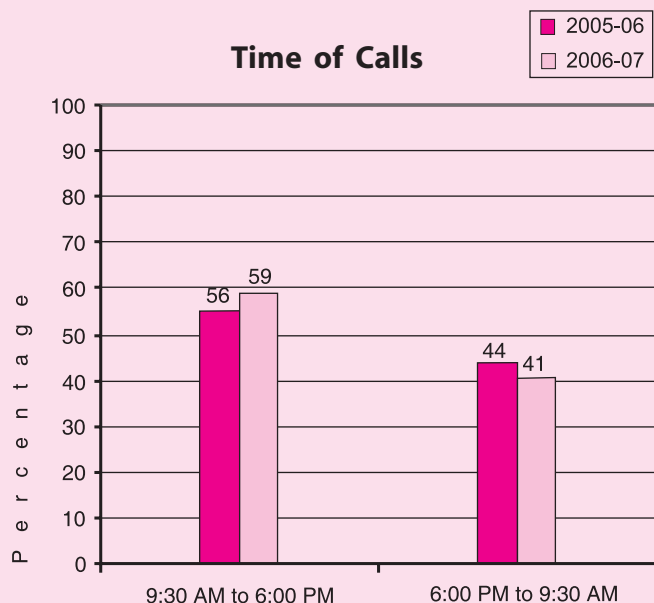
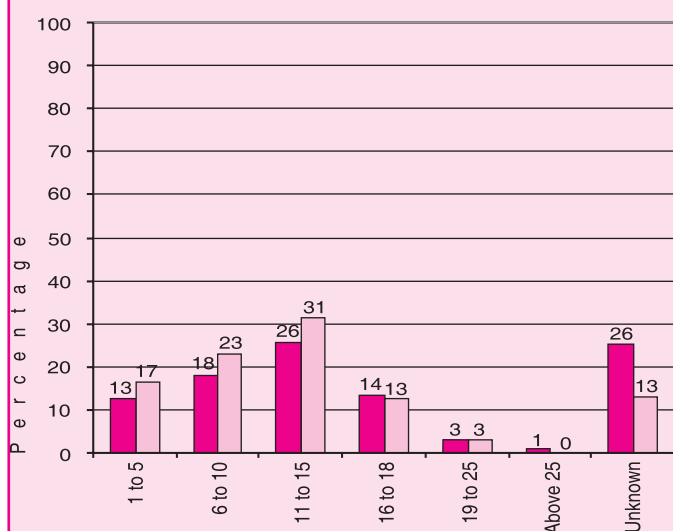
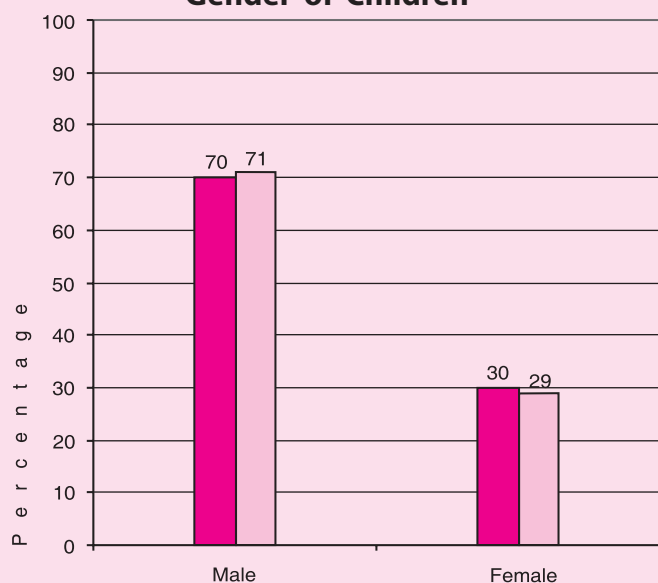


DELHI

Nodal Organisation	: —
Collaborative Organisation	: Delhi
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	15,57,472

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	96	64
Shelter	687	640
Repatriation	551	700
Protection from Abuse	506	222
Death Related	2	11
Sponsorship	99	103
Missing Children	2,366	2,021
Emotional Support Guidance	2,012	2,406
Total - I	6,319	6,167
II. Follow-up calls	7,585	8,759
III. Did not Find (DNF)	76	24
Total I to III	13,980	14,950
IV. Information		
Information & Referral to Service	2,505	2,368
Information about CHILDLINE & Volunteers	2,760	2,384
Total - IV	5,265	4,752
V. Others		
Silent	43,606	42,606
Blank	47,415	45,455
Wrong	46,268	46,082
Crank/Fun/Abusive	26,574	29,806
Chat	15,820	16,869
Phone Testing	6,180	7,845
Administrative	6,312	7,004
Personal	3,611	4,986
Others	-	1,149
Unclassified	73	73
Total V	1,95,859	201,875
Total I to V	2,15,104	2,21,577



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Nasreen, an 11-year-old orphan had lost parents at a very early age. Her neighbours took her in. The neighbours soon became her world and new family. She addressed them as her parents. They took good care of her. The child was happy. But this did not last forever. The family moved to another city. In the new city, her mother took up the job of a domestic helper and her father worked as a daily wageworker. Nasreen too joined hands with her mother and helped her in household work.

The child was very keen on studying but was not allowed to go to a school. Whenever she broached the topic of going to school she was abused and beaten up. Things went from bad to worse. Her mother developed illicit relationship with another man and deserted the family. Soon thereafter the father took to drinking. Under the influence of alcohol he would often beat the children. Looking at the worsening situation and the state of the children, Nasreen's uncle took away her brother but refused to take her.

Her father too did not want to take care of her and wanted to get rid of her. In order to get rid of her, Nasreen's father sent her with one of his friends to Delhi. This friend on reaching Delhi left Nasreen at a shop saying he would come for her. But he never came.

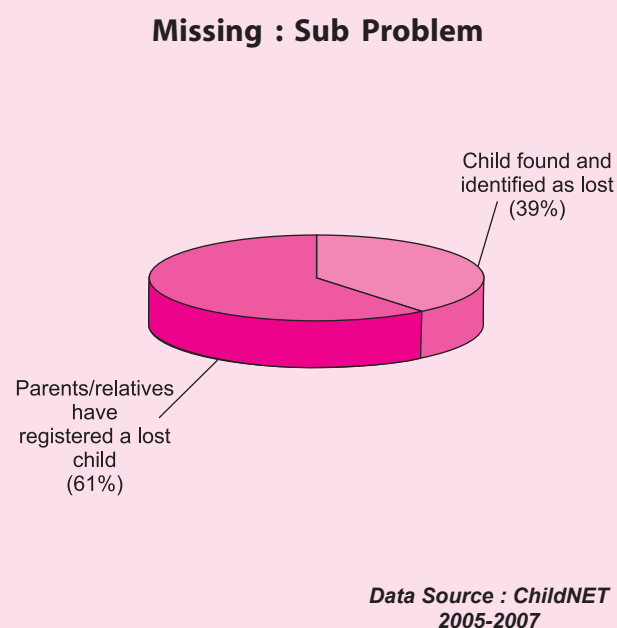
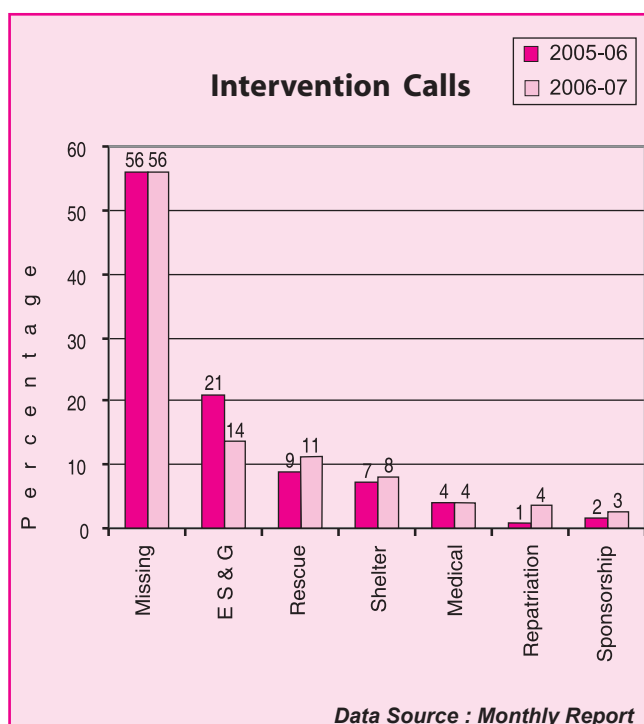
Nasreen was found crying by one concerned adult who took her to the near by police station. The police tried to trace her family but was not successful. She was handed over to CHILDLINE. She was produced before the Child Welfare Committee (CWC). The CWC passed the order to trace her family and meanwhile she was referred to a shelter home. The police were not able to trace her family. Nasreen continues to reside in the shelter home

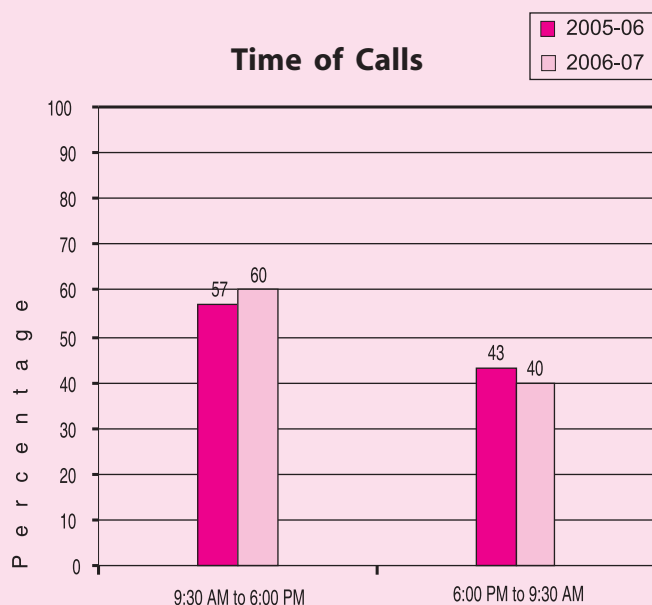
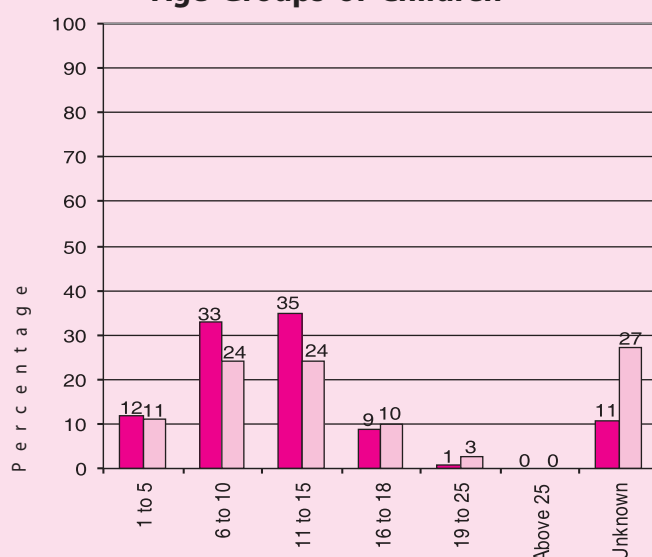
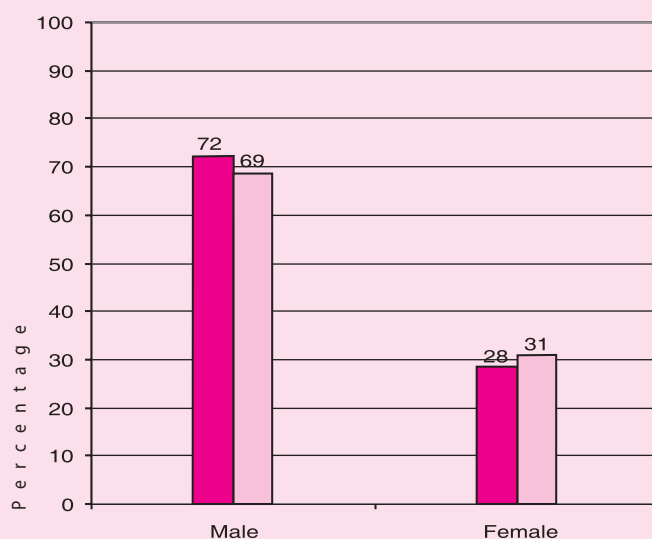
DELHI

BUTTERFLIES

Nodal Organisation	: —
Collaborative Organisation	: Butterflies
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	33	25
Shelter	61	53
Repatriation	10	23
Protection from Abuse	74	70
Death Related	-	9
Sponsorship	14	19
Missing Children	463	367
Emotional Support Guidance	173	90
Total - I	828	656
II. Follow-up calls	1,845	1,440
III. Did not Find (DNF)	4	4
Total I to III	2,677	2,100
IV. Information		
Information & Referral to Service	457	341
Information about CHILDLINE & Volunteers	190	145
Total - IV	647	486
V. Others		
Silent	4,472	5,119
Blank	6,632	6,872
Wrong	4,758	3,514
Crank/Fun/Abusive	196	95
Chat	661	240
Phone Testing	718	626
Administrative	1,081	1,034
Personal	473	380
Others	-	300
Unclassified	9	28
Total V	19,000	18,208
Total I to V	22,324	20,794



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

The Nithari incident had opened a Pandora's box and brought the state administration to heel. Following the incident CHILDLINE too had geared up its process of awareness and intervention. It was during one of the daily meetings when the CHILDLINE team was sitting together and analysing their reports of missing children that they came across reports of 5 children missing from the same area on the same day. The team decided to bring this issue to the notice of the media and the police.

CHILDLINE team informed the Deputy Commissioner of Police (DCP) and Assistance Commissioner of Police (ACP). The matter was taken up with the local police of the area from where the children were reported missing. The local police called up at CHILDLINE and demanded for the documents of missing children. The team then visited the police station along with the documents.

At the station the documents were verified and it was found that though the parents of the missing children and approached the police no First Information Report (FIR) was lodged. On further investigation it was found that the cases were registered in the daily diary report but were not transferred in FIR. It was negligence on their part. The inspector then personally visited the houses of the parents and got them to the station. In their presence a back dated FIR was registered (based on the day the daily diary report was written).

CHILDLINE had also informed the matter to the media and during this course a lot of media reporters called up CHILDLINE to know the latest status. The cases received wide media coverage. As a result of this coverage, the police put pressure on CHILDLINE saying not to report the matter to the media next time and instead approach the police directly. The following day the police officials visited the CHILDLINE centre.

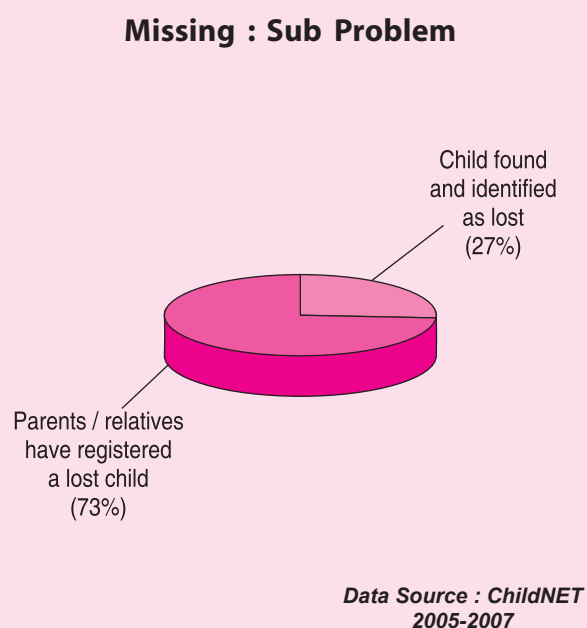
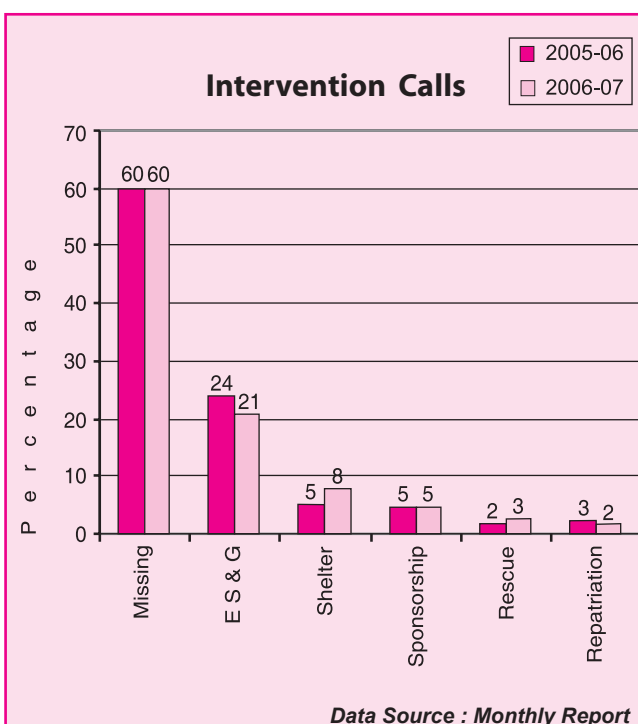
The DCP went through the documents and appreciated the work done by the CHILDLINE team. He even pointed out to his staff to look into the missing children documentation done by the team and learn from the same. This whole incident has resulted in a better network and coordinated effort between the police and the CHILDLINE team.

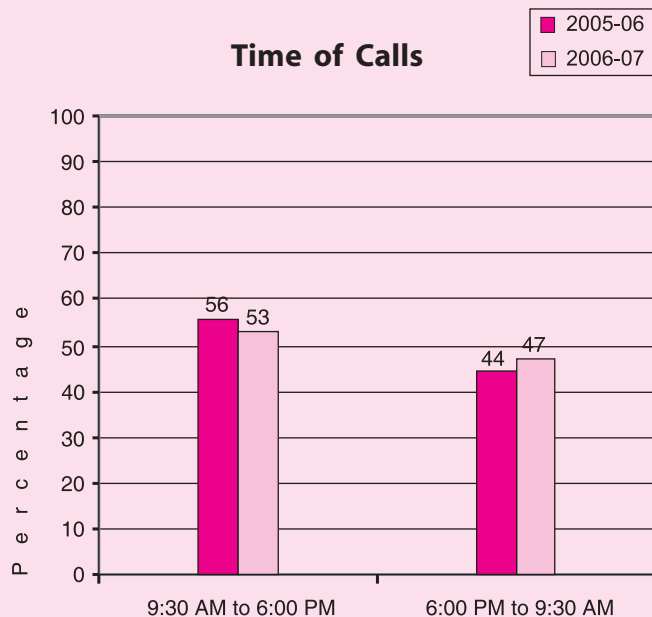
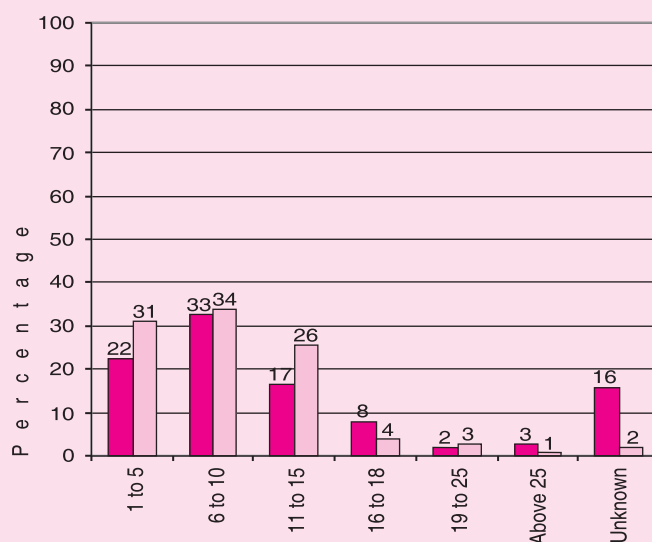
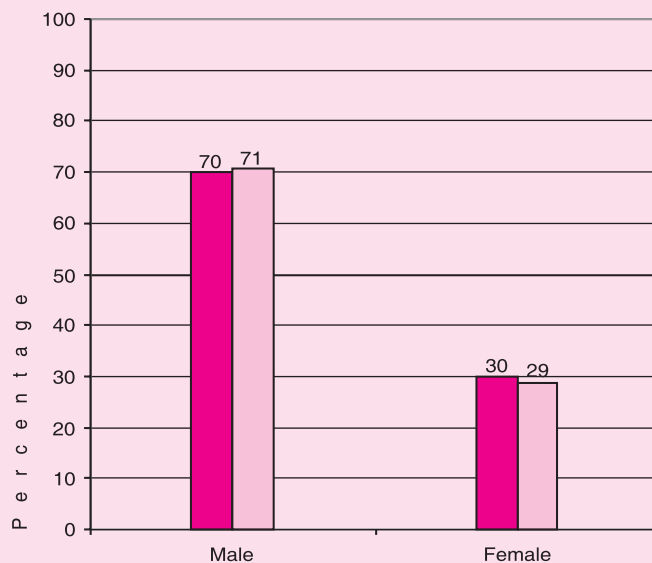
DELHI

DBS

Nodal Organisation	: —
Collaborative Organisation	: Delhi Brotherhood Society
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	5	5
Shelter	82	117
Repatriation	44	33
Protection from Abuse	35	46
Death Related	-	-
Sponsorship	73	76
Missing Children	919	886
Emotional Support Guidance	372	316
Total - I	1,530	1,479
II. Follow-up calls	1,589	3,117
III. Did not Find (DNF)	28	2
Total I to III	3,147	4,598
IV. Information		
Information & Referral to Service	589	685
Information about CHILDLINE & Volunteers	814	677
Total - IV	1,403	1,362
V. Others		
Silent	10,255	10,457
Blank	11,075	10,942
Wrong	9,899	12,066
Crank/Fun/Abusive	6,095	7,067
Chat	6,411	6,340
Phone Testing	1,128	2,335
Administrative	1,081	2,462
Personal	928	2,207
Others	-	-
Unclassified	-	29
Total V	46,872	53,905
Total I to V	51,422	59,865



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Four children in the age group of 10 – 14 years were employed in a bangle factory in Delhi. All the children were from Bihar. The children were forced into labour due to the poor socio-economic conditions of their family. They had been working in the bangle factory for nearly ten months. The bangle factory owner had assured the children's parents that money would be sent every month to them.

However once the children reached Delhi, the situation was not the same. The children were made to work for 18 hours and were abused both physically and mentally. They were given only one roti (Indian bread) in a day. Also the children were not allowed to talk to their parents also.

The parents were not given the assured amount. This raised their suspicion and arrived in Delhi. Once they reached Delhi, they were not allowed to meet their children. The owner also humiliated them. The parents then approached CHILDLINE for help.

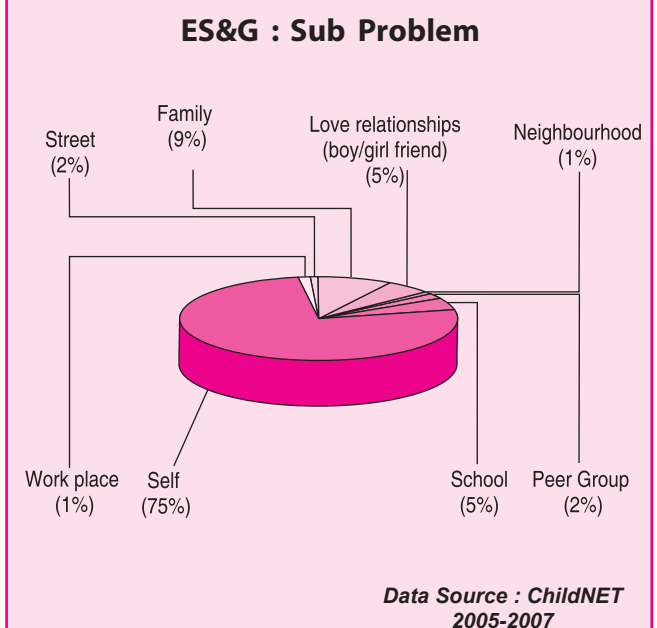
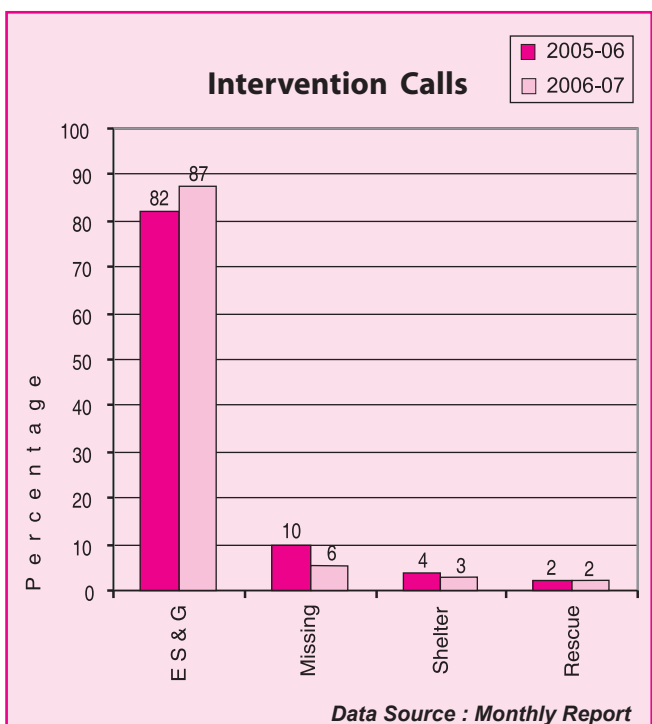
CHILDLINE team first conducted a visit to verify the details given by the parents. Once the details were confirmed the matter was reported to the labour department and joint raid was organised. All the children were rescued and produced before the Child Welfare Committee. A complaint was lodged against the owner and the amount due to the children was collected from the owner. The children were then handed over to their parents with a word of caution.

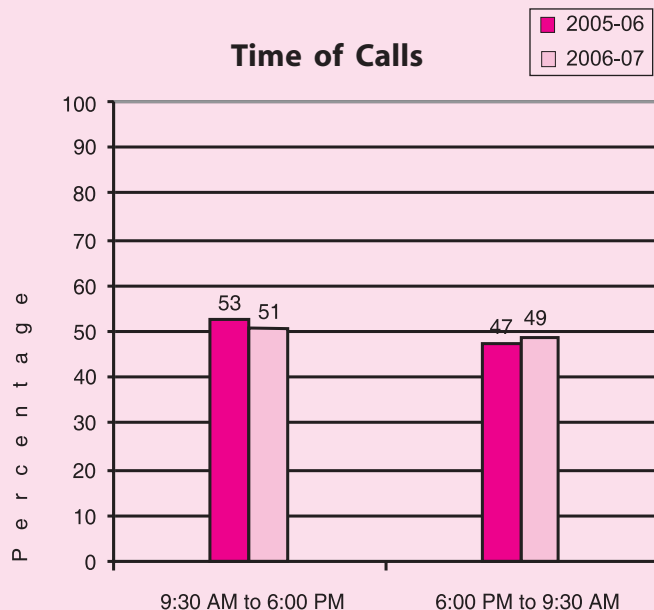
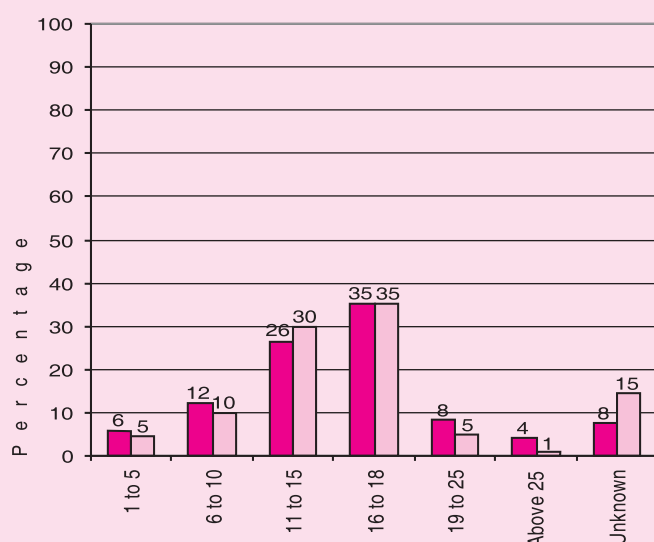
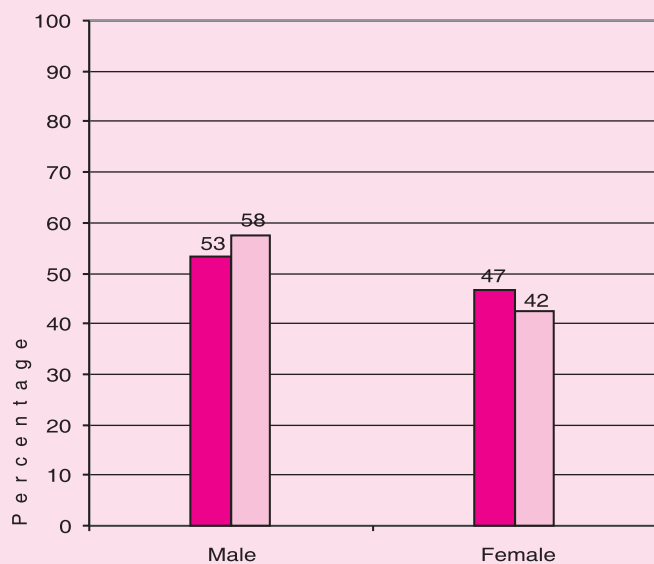
DELHI

DBA

Nodal Organisation	: —
Collaborative Organisation	: Don Bosco Ashalayam
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	3	4
Shelter	62	76
Repatriation	26	21
Protection from Abuse	31	34
Death Related	1	-
Sponsorship	4	5
Missing Children	160	137
Emotional Support Guidance	1,292	1,911
Total - I	1,579	2,188
II. Follow-up calls	1,018	1,122
III. Did not Find (DNF)	8	1
Total I to III	2,605	3,311
IV. Information		
Information & Referral to Service	968	941
Information about CHILDLINE & Volunteers	1,340	1,193
Total - IV	2,308	2,134
V. Others		
Silent	13,405	10,267
Blank	10,254	7,450
Wrong	14,750	12,526
Crank/Fun/Abusive	5,785	5,701
Chat	1,253	1,577
Phone Testing	3,082	3,190
Administrative	1,157	981
Personal	883	1,012
Others	-	-
Unclassified	16	10
Total V	50,585	42,714
Total I to V	55,498	48,159



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Poornima a native of Uttar Pradesh was settled in Delhi with her family. Her father was employed with the Central Reserve Police Force and mother a housewife. Poornima was sexually abused by her own father.

Though the mother was fully aware of the whole incident she never said anything to her husband. The mother was aware about the abuse but supported her father. She was also forced to discontinue her studies by her father. The child's younger brother who was physically and mentally challenged was studying in a special school run by an organization. Poornima disclosed her story to the counsellor at the organization where her brother went. The counsellor then reported the matter to the Child Welfare Committee (CWC) Chairperson. CHILDLINE was called in to handle the case. As the girl's father was in the police it was difficult for the team to rescue the girl. With the help from the CWC chairperson the team approached the Assistant Commissioner of Police (ACP). The ACP immediately provided the CHILDLINE team with a Sub Inspector, two constables and one lady constable for the rescue of the child. Poornima was placed in shelter home for girls.

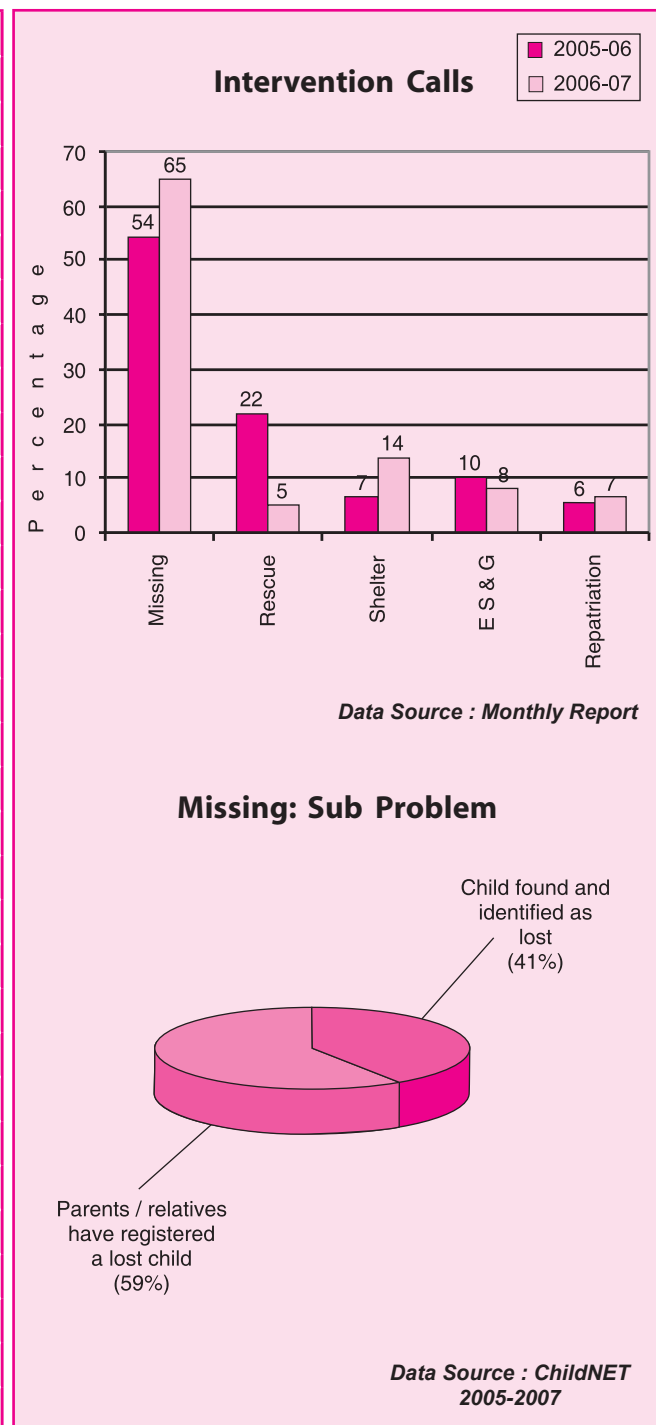
At the center she underwent counselling sessions to help her overcome the trauma. After a few days her family came to take her away, but the child refused to go home. She was happy at the shelter home and expressed her interest to stay there. She aspires to be a airhostess.

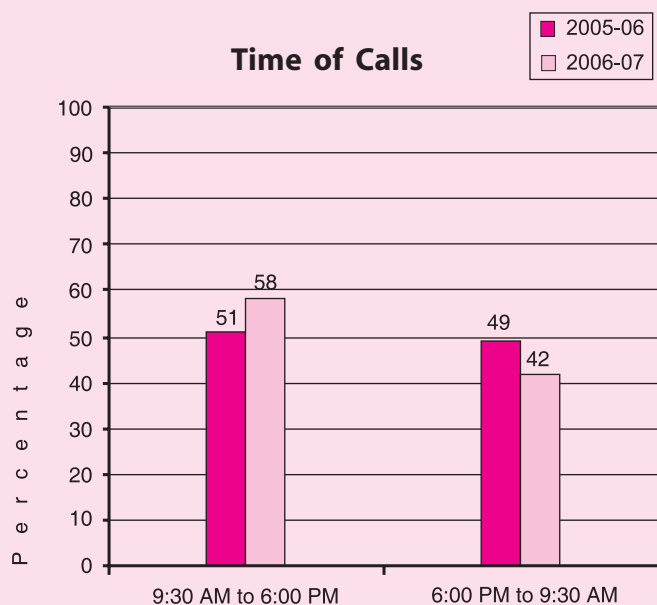
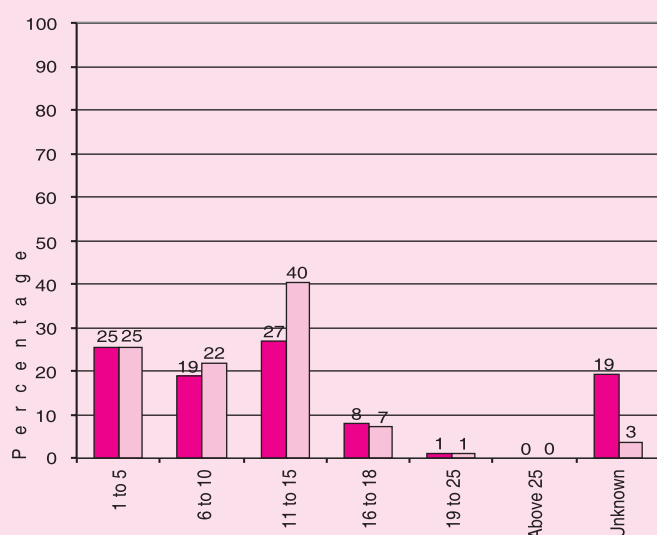
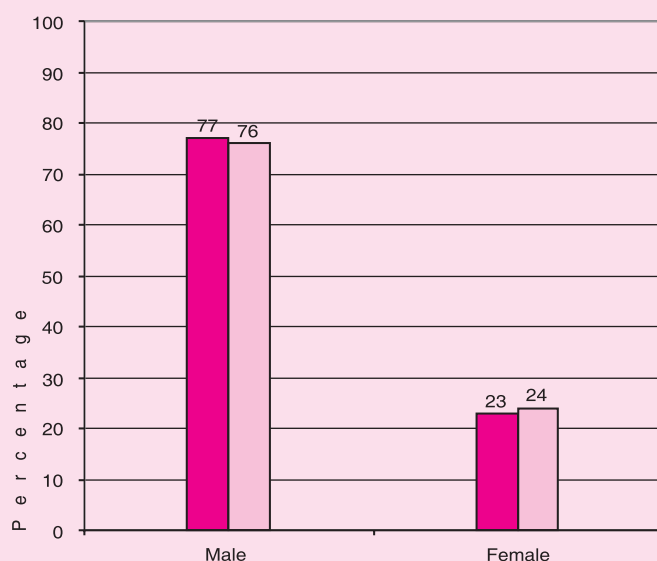
DELHI

PRAYAS

Nodal Organisation	: —
Collaborative Organisation	: Prayas Institute of Juvenile Justice
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	18	11
Shelter	111	146
Repatriation	104	70
Protection from Abuse	351	55
Death Related	-	2
Sponsorship	1	1
Missing Children	881	686
Emotional Support Guidance	159	87
Total - I	1,625	1,058
II. Follow-up calls	2,522	2,607
III. Did not Find (DNF)	-	-
Total I to III	4,147	3,665
IV. Information		
Information & Referral to Service	417	280
Information about CHILDLINE & Volunteers	362	282
Total - IV	779	562
V. Others		
Silent	5,011	5,932
Blank	9,150	9,863
Wrong	6,772	7,667
Crank/Fun/Abusive	5,041	5,914
Chat	-	14
Phone Testing	888	1,163
Administrative	1,755	1,318
Personal	1,032	753
Others	-	60
Unclassified	-	5
Total V	29,649	32,689
Total I to V	34,575	36,916



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

11-year-old Basheer, along with four other boys was forced into child labour. All the boys were brought to Delhi by an elderly lady much against the wishes of their parents. The boys worked in the bindi factory for nearly a year. The owner of the factory was extremely harsh towards the boys. He would often beat them with belts and iron rods. They were not even allowed to venture out or meet anybody. Basheer could not take in these inhuman treatment and one fine day he escaped from the bindi factory and reached Delhi railway station. He came to the child assistance booth run jointly by the Railway Protection Force and CHILDLINE. The child was sent to children's home.

The matter was reported at the local police station. A team consisting of CHILDLINE team, police and Basheer raided the bindi factory. Four children who were victims of child labour and trafficking were rescued. The children were all in the age group of 9 to 11 years. All the children faced similar inhuman treatment from their employer.

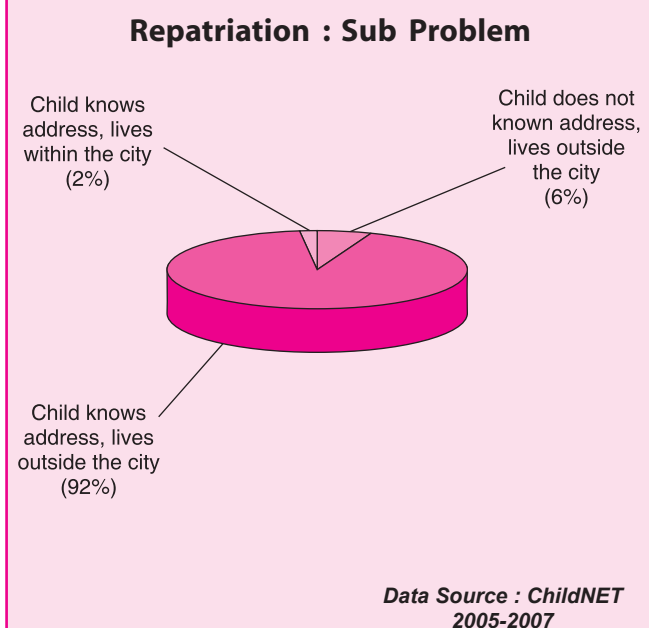
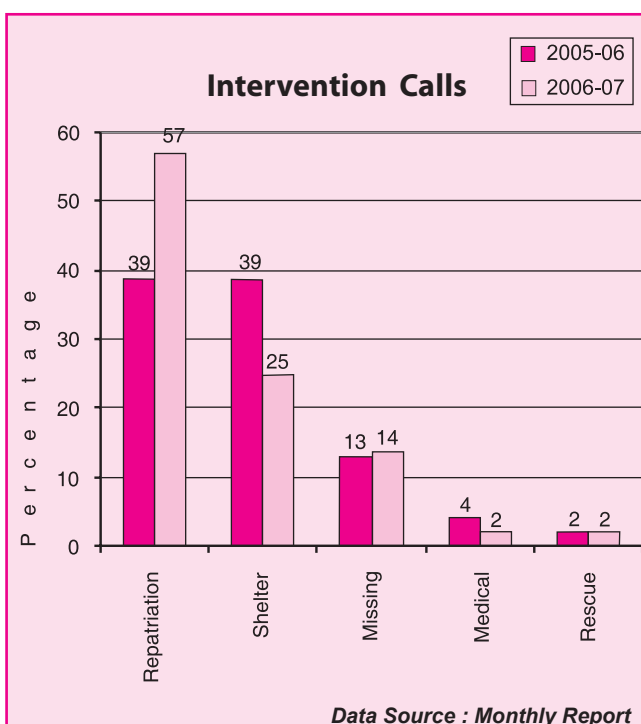
The children were provided shelter at the children's home. The following day they were all produced before the Child Welfare Committee (CWC). During the session one of the boy's shared that his younger brother was still at the factory and he wants him to be rescued too. The CHILDLINE team was given the custody of the children and was instructed to carry out necessary steps for their rehabilitation. CHILDLINE team contacted the parents of the children. During the next hearing the parents and the children were produced before the CWC. The CWC instructed the children to be handed over to their respective parents. As a part of the rehabilitation a home investigation and counselling session was also asked to be done. An amount of rupees thousand was given by the CWC to each child.

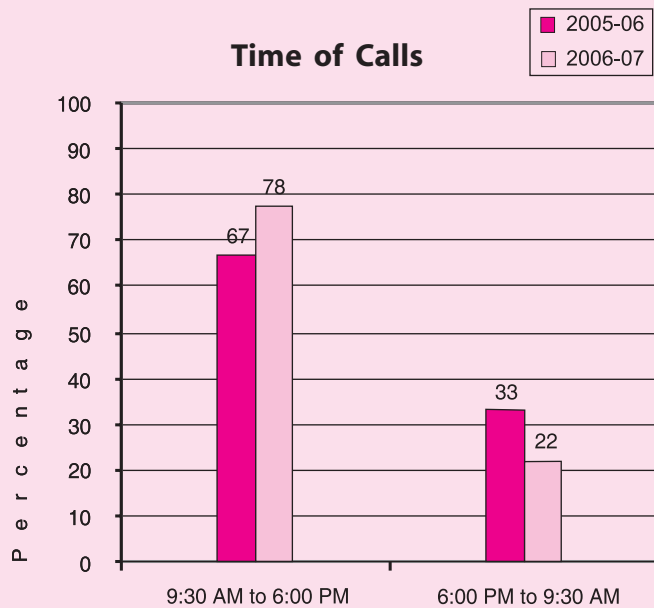
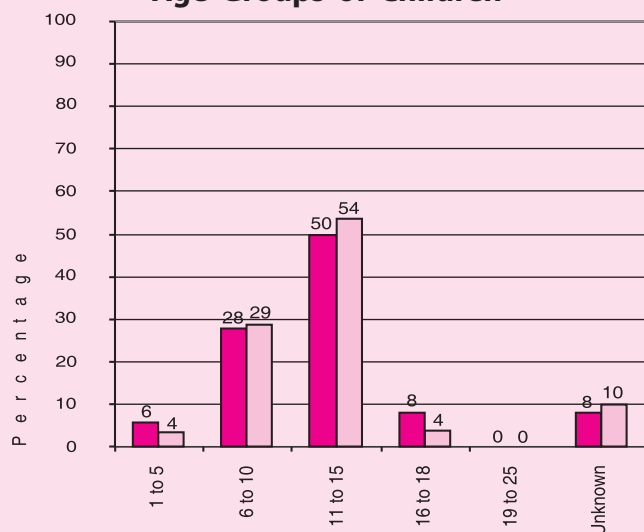
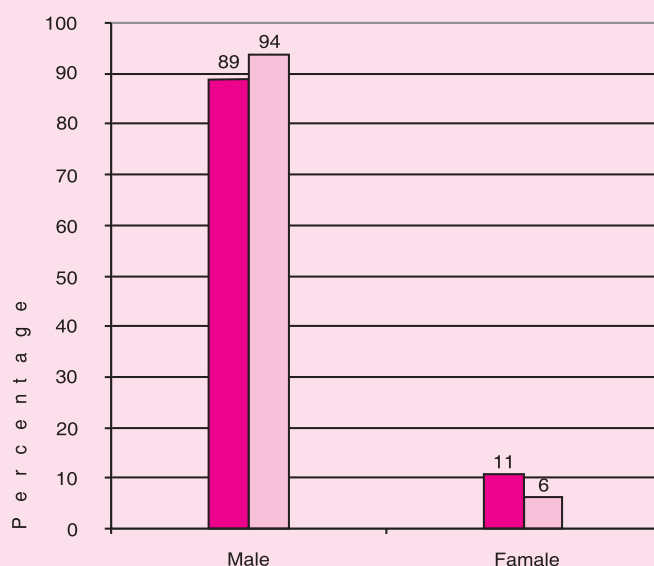
DELHI

SBT

Nodal Organisation	: —
Collaborative Organisation	: Salaam Balak Trust
Support Organisation	: —
Date Of Inception	: October, 1998
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	37	19
Shelter	371	248
Repatriation	367	553
Protection from Abuse	15	17
Death Related	1	-
Sponsorship	7	2
Missing Children	126	133
Emotional Support Guidance	16	2
Total - I	940	974
II. Follow-up calls	611	473
III. Did not Find (DNF)	36	17
Total I to III	1,587	1,464
IV. Information		
Information & Referral to Service	74	121
Information about CHILDLINE & Volunteers	54	87
Total - IV	128	208
V. Others		
Silent	10,463	10,831
Blank	10,304	10,328
Wrong	10,089	10,309
Crank/Fun/Abusive	9,457	11,029
Chat	7,495	8,698
Phone Testing	364	531
Administrative	1,238	1,209
Personal	295	634
Others	-	789
Unclassified	48	1
Total V	49,753	54,359
Total I to V	51,468	56,031



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

13-year-old Ankur, a native of Uttar Pradesh, worked in a hotel as a helper. Ankur's father owned some farmland. He had a meager income of around two thousand per month. His siblings went to the nearby school in Gulabadi, Uttar Pradesh. But Ankur never went to school. He was more interested in earning money than studying.

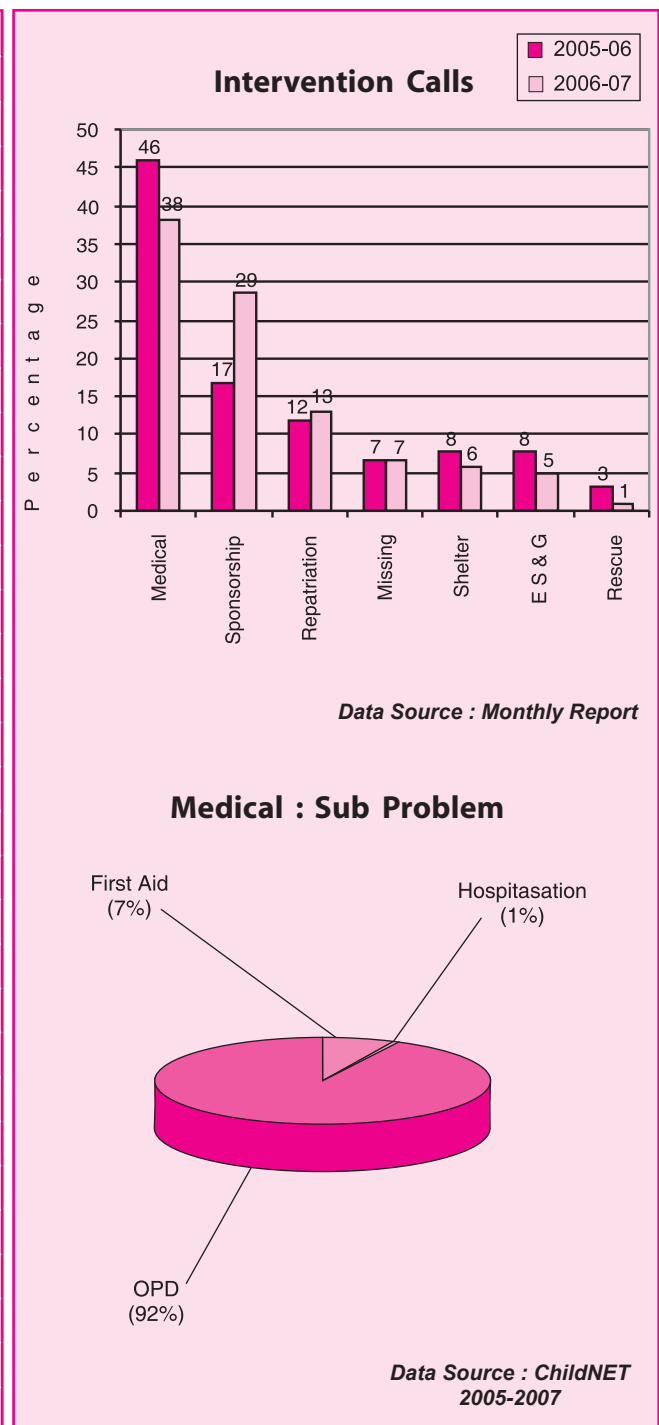
One day he was not feeling well and took some medicine on his own. After taking the medicine, he started to feel dizzy and so sat under a tree. When he was in a state dizzy three men picked him up. In the condition that he was he could neither run nor scream for help. His hand and legs were tied and thrown into a taxi. According to the boy he was being taken to Haridwar (Uttarakhand). As he was feeling hungry he asked for something to eat. They offered him tea, after consuming the tea the boy became unconscious. When he finally gained conscious he found himself locked in the taxi. However one of the doors of the taxi was not locked and he managed to escape and walk up to Delhi railway station. At the Delhi railway station he was found by one of the CHILDLINE volunteers.

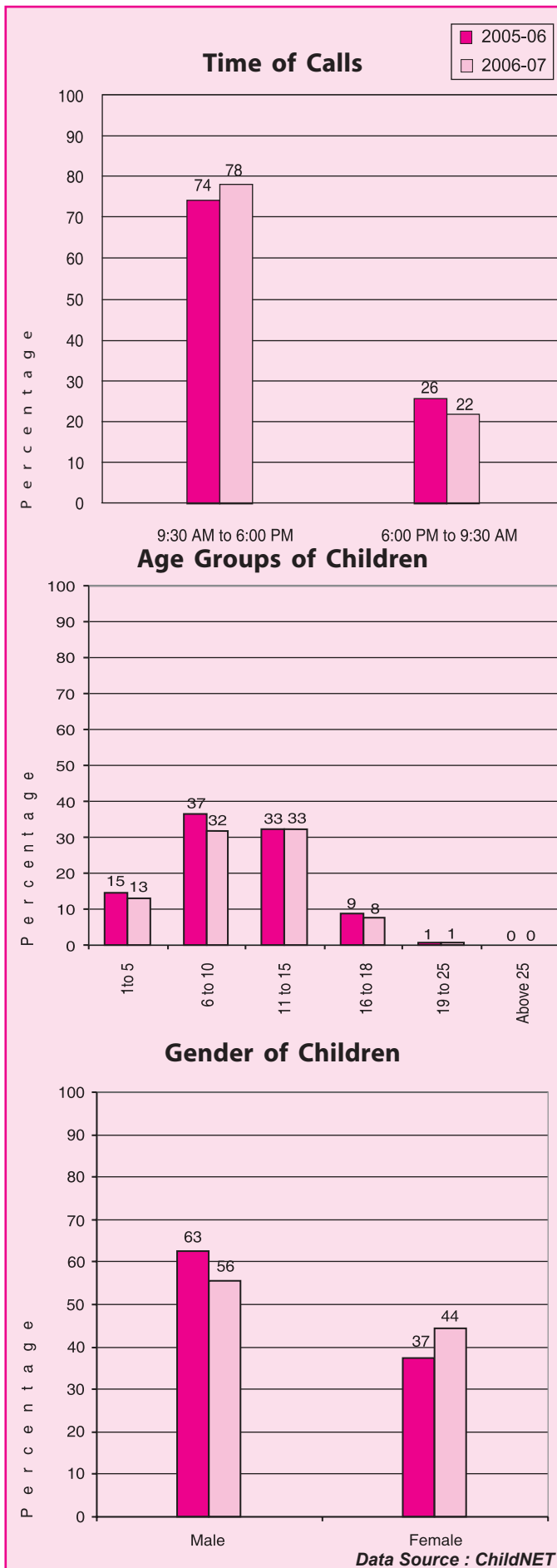
At the CHILDLINE center Ankur narrated his story and expressed that he wants to return home. He provided the team with his home address. Ankur was taken home by one of the volunteers. The boy was handed over to his family. The family had registered a missing person's complaint at the nearby police station. It was a happy reunion.

ALLAHABAD, UTTAR PRADESH

Nodal Organisation	: —
Collaborative Organisation	: Diocesan Development and Welfare Society
Support Organisation	: —
Date Of Inception	: December,2001
Total Calls till March 07 since Inception:	1,56,411

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	262	266
Shelter	44	40
Repatriation	67	91
Protection from Abuse	19	4
Death Related	-	15
Sponsorship	96	199
Missing Children	38	47
Emotional Support Guidance	45	34
Total - I	571	696
II. Follow-up calls	647	604
III. Did not Find (DNF)	12	9
Total I to III	1,230	1,309
IV. Information	-	-
Information & Referral to Service	330	323
Information about CHILDLINE & Volunteers	860	1,494
Total - IV	1,190	1,817
V. Others	-	-
Silent	5,547	5,269
Blank	4,059	2,388
Wrong	2,435	3,206
Crank/Fun/Abusive	1,344	1,185
Chat	8,192	8,175
Phone Testing	1,622	2,328
Administrative	542	615
Personal	282	340
Others	-	-
Unclassified	-	5
Total V	24,023	23,511
Total I to V	26,443	26,637





Sixteen year old Chand belonged to Sisvan district in Bihar. His father works as a postman and his mother expired when he was eight years old. He is currently living with his younger brother.

Vivek, Chand's elder brother informed CHILDLINE that his brother was missing since 6th July 07. The college authorities gave the same information on the 12th of July 07. His elder brother was extremely sad and had lost all hope. Through a local relative he came to know of the CHILDLINE service.

Three CHILDLINE team members visited Chand's college along with Vivek. They identified three boys whom they suspected. With the help of the CHILDLINE staff and the police they took the boys to the police station. While investigating the boys the police found out that on 6th of July, Chand had made a call on his mobile. The person who attended to his call, ordered Chand to reach Handiya, 30 kms away from Allahabad. Chand informed Adesh, his room partner that he was going to Handiya for some work and would return late. However when he did not arrive, Adesh informed the principal who did not take any action. After three days, Adesh informed Chand's elder brother who came from Delhi immediately. He went and met the principal but was told that Chand did not inform anyone that he was going to Handiya. The principal showed him the F.I.R. that was filed by the college on 12th July 2007 to register the missing case

On the 18th of July 2007 Vivek came to seek the help of CHILDLINE staff.

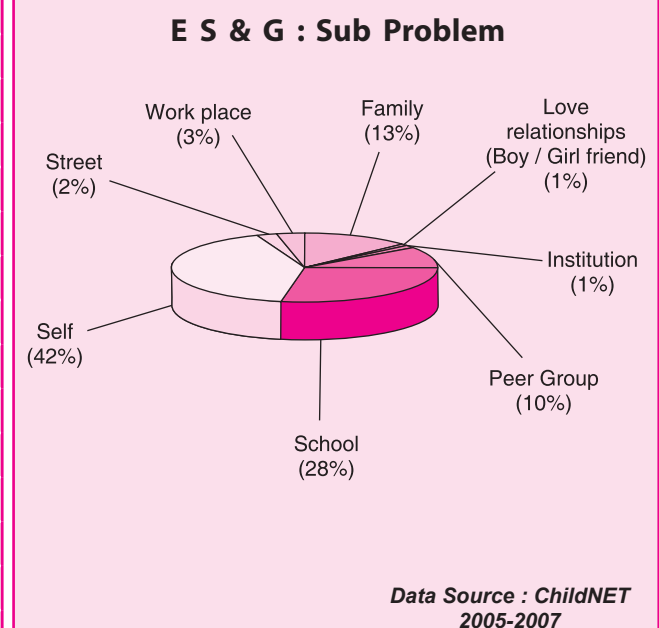
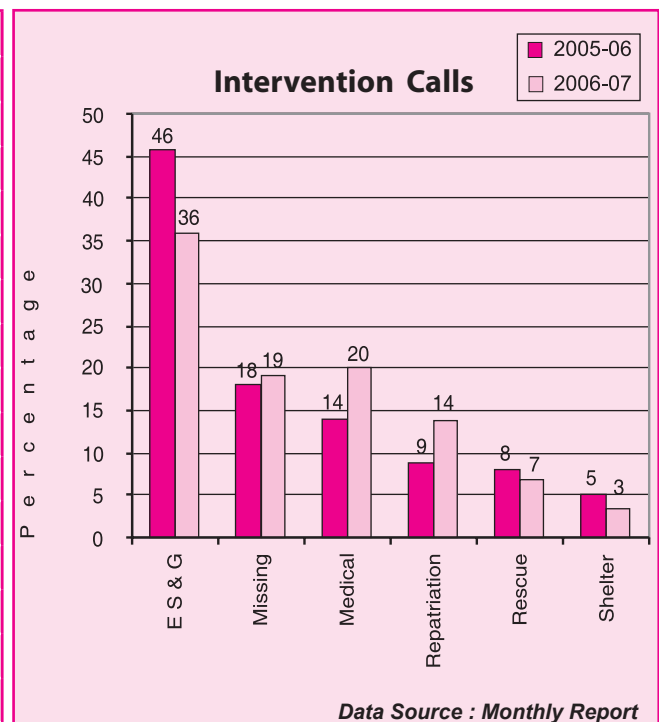
The team member acquired the details of mobile calls made to and by Chandan. The copy of this evidence was also given to the police. On 20th July 2007 a call was made by the police and a dead body was found at Banda 65 kms away from Allahabad. Vivek was called to identify the body. It was his brothers body.

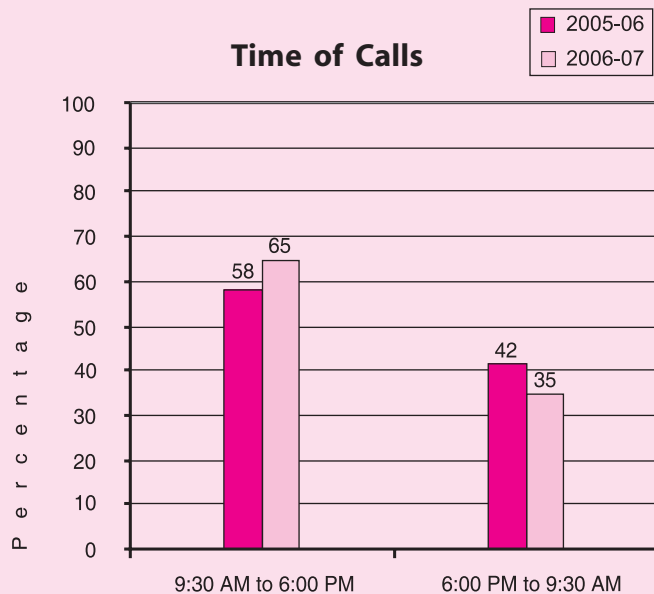
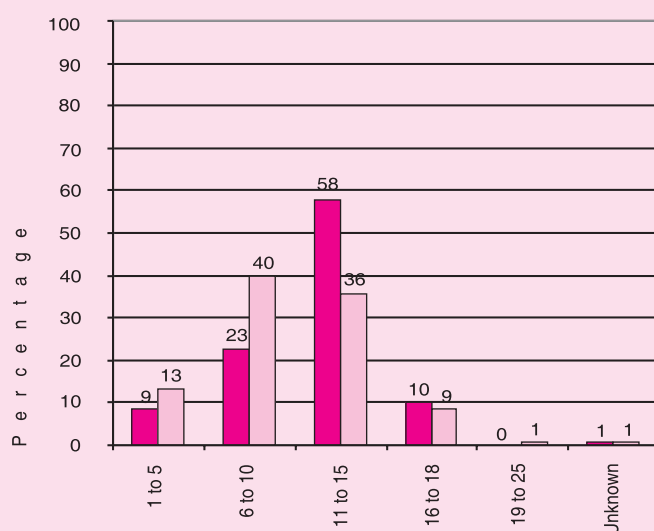
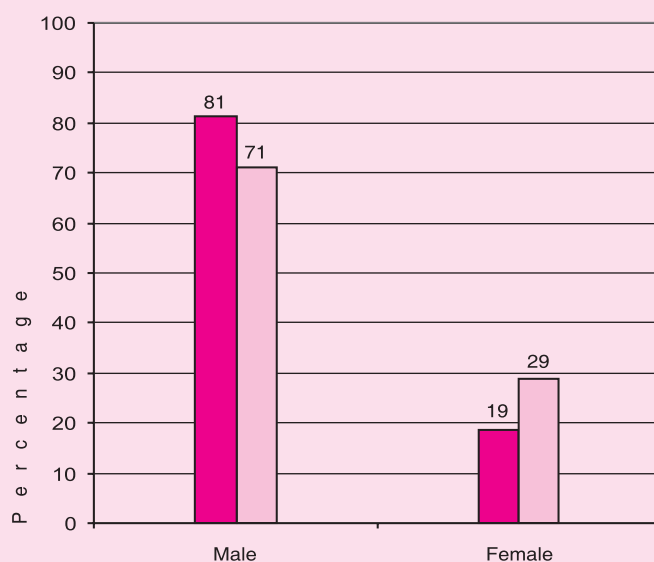
The next day Vivek went to the Banda police to file an F.I.R in the name of those three who had killed his brother. It was revealed that the three killers first called Chandan at Handiya and then they went to Banda where they forcefully dragged Chand in the interior areas and beat him to death. All three of them were arrested.

GORAKHPUR, UTTAR PRADESH

Nodal Organisation	: Development Initiative by Social Animation
Collaborative Organisation	: Purvanchal Gramin Sewa Samiti
Support Organisation	: —
Date Of Inception	: September, 2005
Total Calls till March 07 since Inception:	13,077

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	19	89
Shelter	7	15
Repatriation	12	64
Protection from Abuse	11	32
Death Related	-	-
Sponsorship	2	5
Missing Children	25	85
Emotional Support Guidance	70	64
Total - I	146	354
II. Follow-up calls	122	348
III. Did not Find (DNF)	2	-
Total I to III	270	702
IV. Information		
Information & Referral to Service	200	271
Information about CHILDLINE & Volunteers	453	759
Total - IV	653	1,030
V. Others		
Silent	711	1,205
Blank	1,031	1,684
Wrong	853	1,265
Crank/Fun/Abusive	280	431
Chat	-	-
Phone Testing	105	491
Administrative	306	1,664
Personal	91	305
Others	-	-
Unclassified	-	-
Total V	3,377	7,045
Total I to V	4,300	8,777



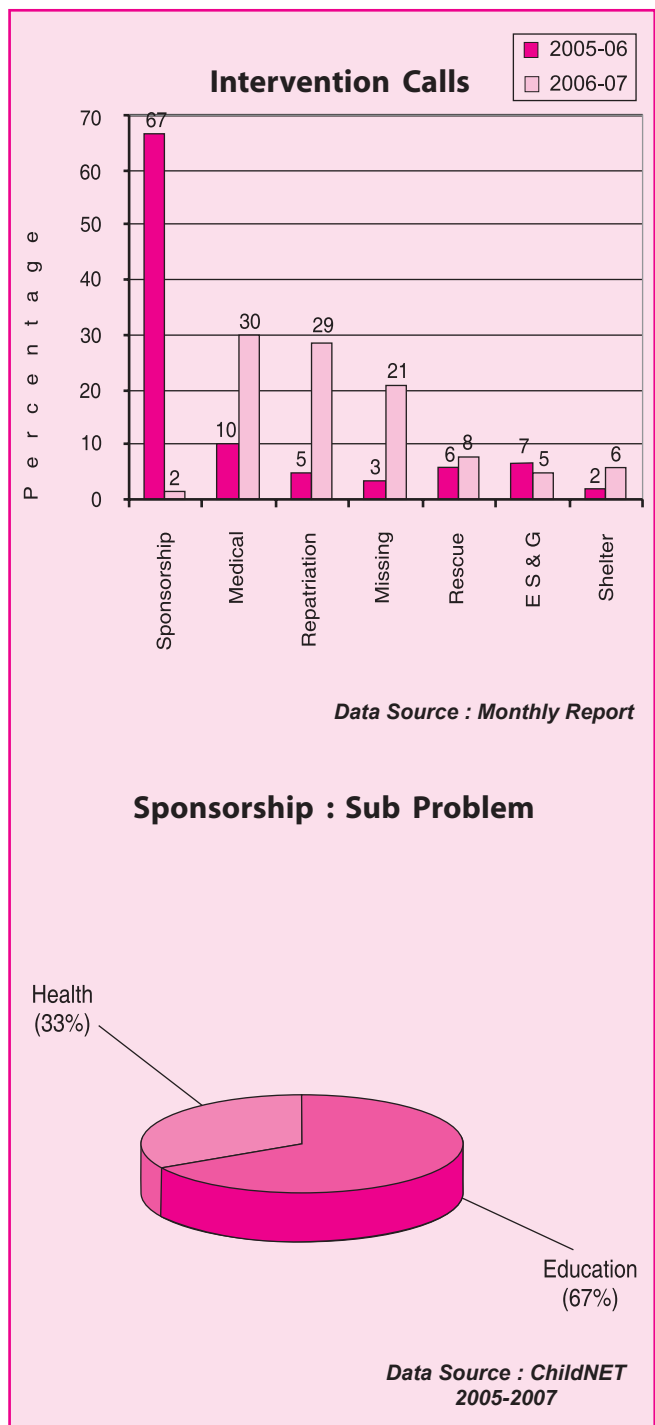
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

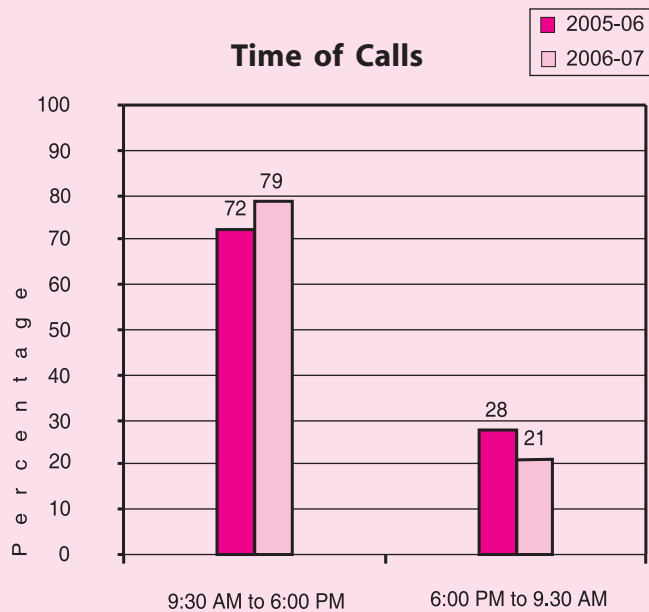
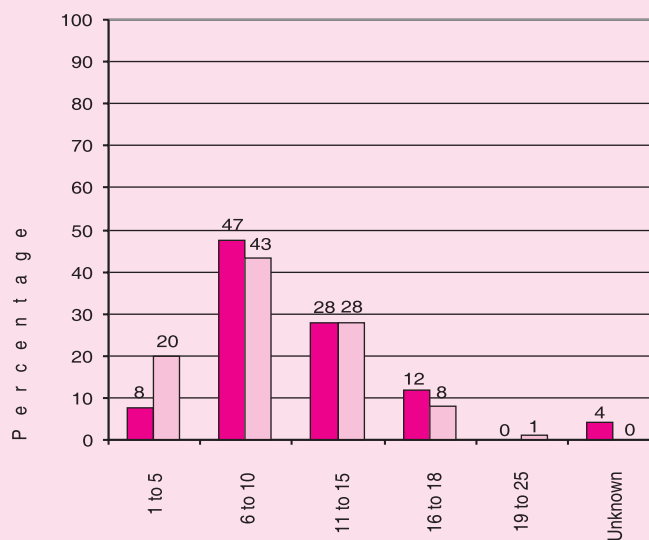
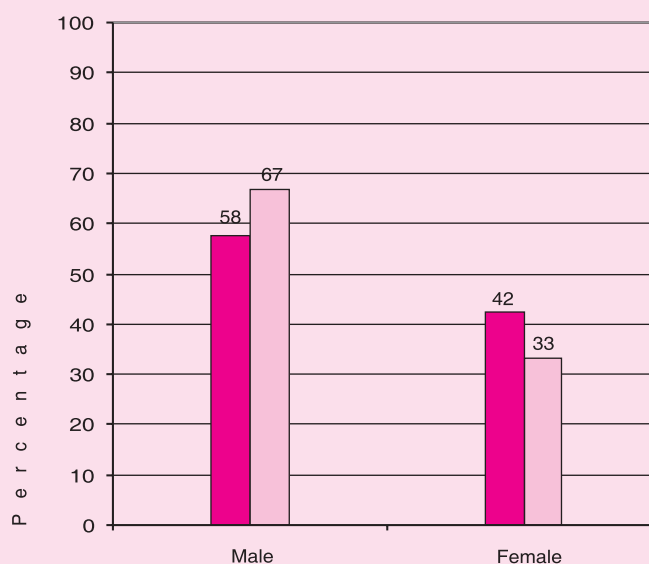
A concerned adult called CHILDLINE Gorakhpur and informed about a 9-year old child crying on the streets. As the CHILDLINE member reached the given address, they found the girl profusely crying for her mother. The child's mother had asked her to wait at that place in the afternoon, however till evening there was no trace of the mother. The only information the girl was able to give was that she belonged to Babhnauli. The child was taken to a short stay home for children. The team started working on that one clue they had about the name "Babhnauli". The very next morning taking assistance from local police they tried to track the girl's family in not one or two but three villages called "Babhnauli", but to no avail. This didn't dampen the team's spirits. The very next day they began their massive search for the child's home, this time they came across yet another "Babhnauli" in Khalilabad, District. In the fourth attempt the team was successful in tracing the girl's house in "Babhnauli" of Khalilabad. The girl was restored back to her family in the presence of the Gram Pradhan.

LUCKNOW, UTTAR PRADESH

Nodal Organisation	: NIPCCD
Collaborative Organisation	: Human Unity Movement
Support Organisation	: —
Date Of Inception	: February, 2001
Total Calls till March 07 since Inception:	1,44,455

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	36	116
Shelter	8	22
Repatriation	18	109
Protection from Abuse	23	29
Death Related	-	1
Sponsorship	249	6
Missing Children	12	80
Emotional Support Guidance	28	19
Total - I	374	382
II. Follow-up calls	114	524
III. Did not Find (DNF)	-	32
Total I to III	488	938
IV. Information		
Information & Referral to Service	2	69
Information about CHILDLINE & Volunteers	144	191
Total - IV	146	260
V. Others		
Silent	-	5,507
Blank	-	7,051
Wrong	-	4,407
Crank/Fun/Abusive	-	2,334
Chat	-	2,656
Phone Testing	-	897
Administrative	194	1,262
Personal	-	173
Others	-	126
Unclassified	-	-
Total V	194	24,413
Total I to V	828	25,611



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

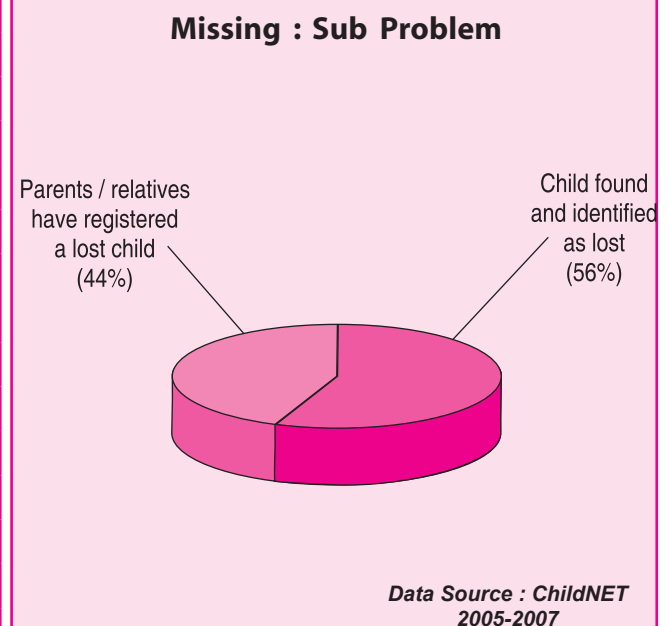
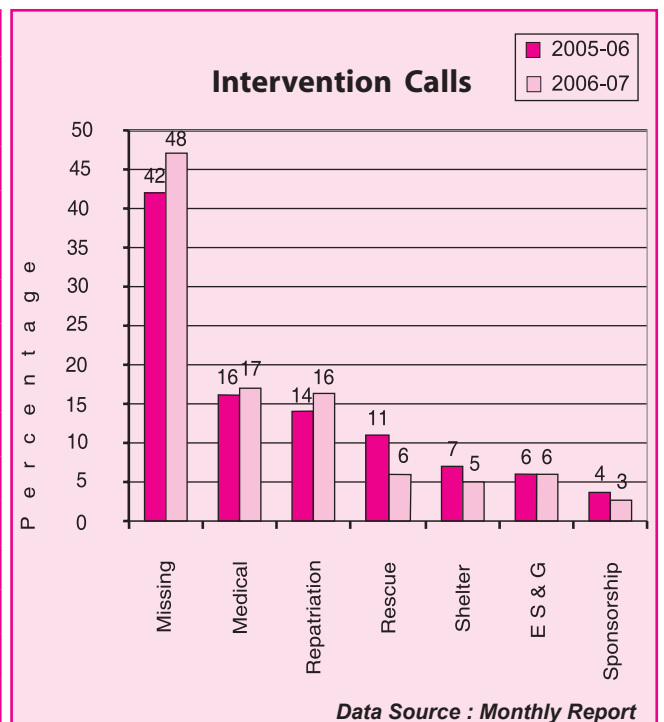
A 14 year old girl was being taken on the Shaheed Express, to be sold, when she alerted the co-passengers through gestures about the ill intentions of the woman who was accompanying her. The co-passengers pulled the chain and had the woman caught. The Women's Police Station where the girl was kept informed CHILDLINE LUCKNOW. By the time the CHILDLINE team member reached the police station, the in charge of the police station refused to hand over the girl, saying that it was his case. But after persuasion and awareness about the JJ Act, the girl was handed over to the CHILDLINE team. After the much traumatic incident the child had gone through, the team had a tough time breaking ice with the tight lipped girl. Eventually she shared that she was a daughter of a poor labourer. She was studying in 6th std and was responsible for taking care of her younger brother since her mother had expired three years back. Her three elder sisters were married and settled in their respective families.

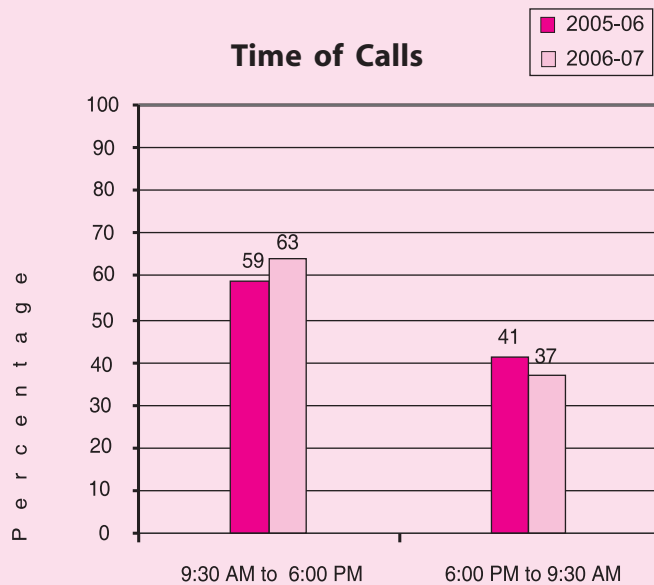
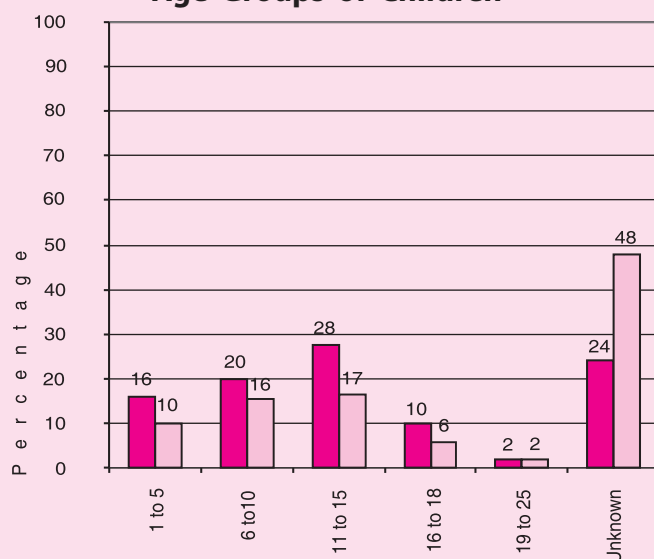
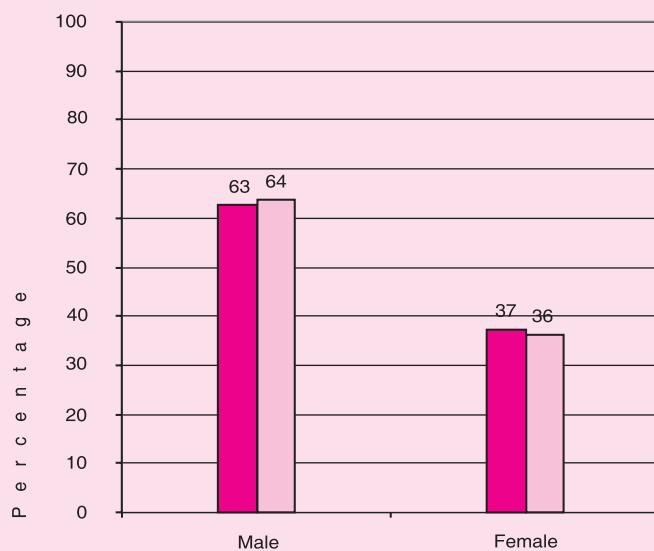
A woman had recently shifted to their locality and befriended the family. The woman offered to take her out for sight seeing one day and asked her to bring some money along once her father had left for work. She was excited as it was the first time in her life that someone was taking her for sight seeing so she did everything as told. The woman took her to the railway station saying they would be back by evening. The girl was taken to the woman's in-laws house husband in Sitamarhi, Bihar. The girl was raped for 5 days by the woman's husband, in which the woman also helped by stuffing the girls mouth with cloths and holding her hands when she was being raped. One day the girl overheard a conversation between the couple talk about taking her to Nepal to sell her off. It was during her train journey to Nepal that she sought help of the fellow passengers. CHILDLINE Lucknow contacted CHILDLINE Delhi and they in turn got in touch with the girls father, who had filed a missing report with the local police. As per orders from CWC Lucknow, she was restored to her family.

VARANASI, UTTAR PRADESH

Nodal Organisation	: Gandhi Adhyayan Peeth
Collaborative Organisation	: Dr. Shambunath Singh Resarch Foundation
Support Organisation	: PVCHR Jan Mitra Nyas, 'Gramyanchal Sewa Samiti, Shri Shanti Vikas Seva Sansthan
Date Of Inception	: March, 2000
Total Calls till March 07 since Inception:	2,00,736

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	132	158
Shelter	57	48
Repatriation	116	151
Protection from Abuse	88	54
Death Related	1	-
Sponsorship	30	26
Missing Children	340	444
Emotional Support Guidance	46	52
Total - I	810	933
II. Follow-up calls	474	364
III. Did not Find (DNF)	25	26
Total I to III	1,309	1,323
IV. Information		
Information & Referral to Service	136	51
Information about CHILDLINE & Volunteers	2,913	5,324
Total - IV	3,049	5,375
V. Others		
Silent	6,336	8,194
Blank	5,940	8,227
Wrong	6,746	7,310
Crank/Fun/Abusive	4,633	5,567
Chat	5,553	5,599
Phone Testing	4,327	942
Administrative	870	445
Personal	372	277
Others	-	963
Unclassified	16	12
Total V	34,793	37,536
Total I to V	39,151	44,234



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Varanasi, through GRPF received the case of a 19 year old girl. The girl, a 2nd yr B.Com student from Assam, was lured with the promise of marriage by an Army soldier. She eloped with him to Maharashtra. Enroute her jewelry and mobile phone were stolen by her companion. She was battered badly and abandoned in an injured state thinking to be dead.

Fellow passengers came to her rescue and helped her reach Varanasi station where she was handed over to the GRPF. With the help of CHILDLINE Guwahati and the police control room her

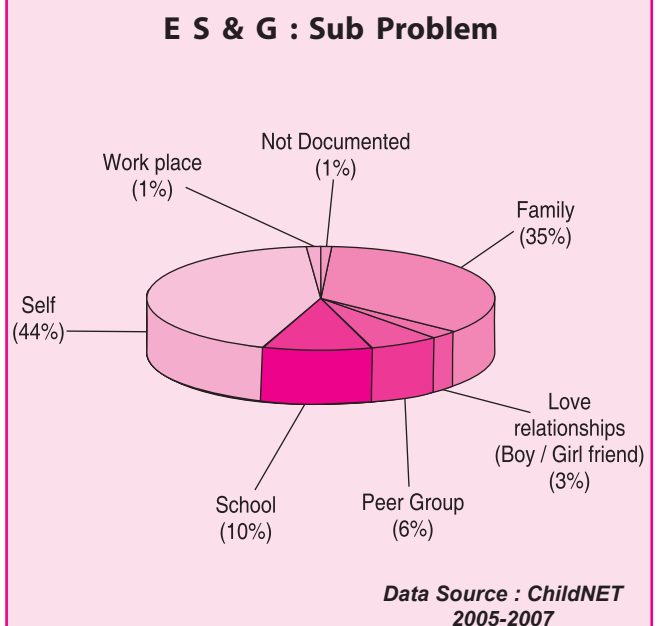
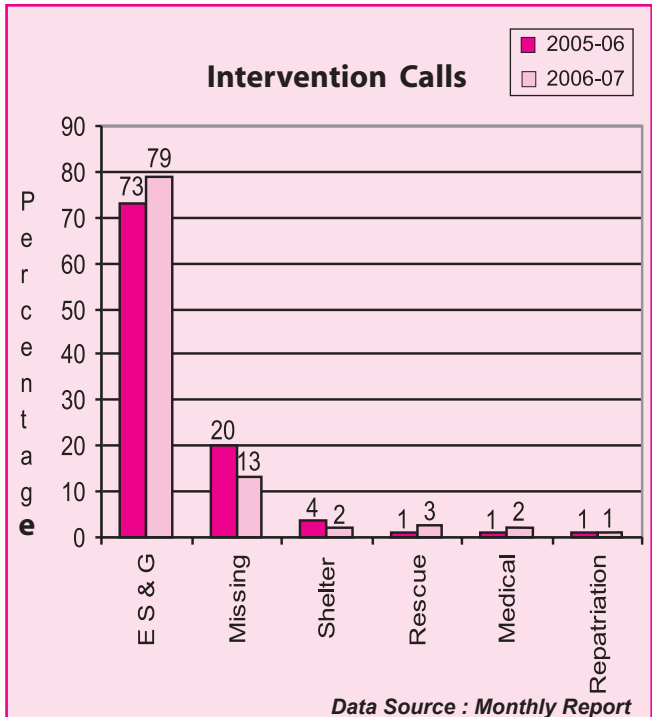
family back in Assam was traced and contacted. Having assured the family of full support in taking the perpetrator to task, the girl was restored back to her family after proper verification.

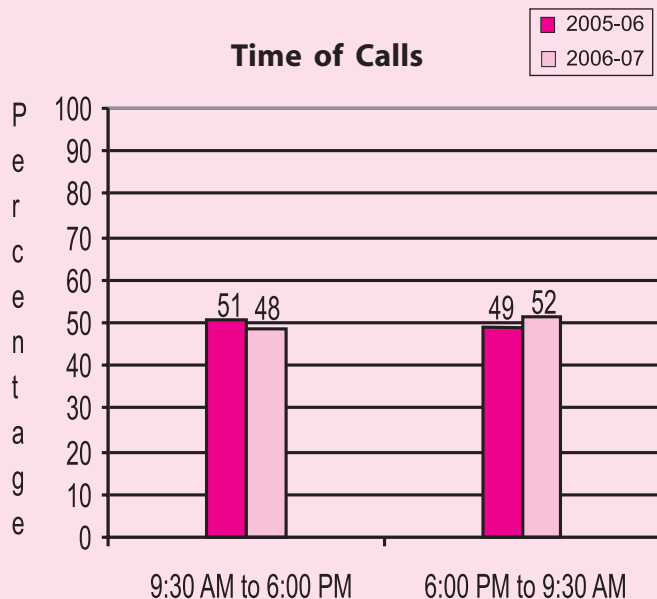
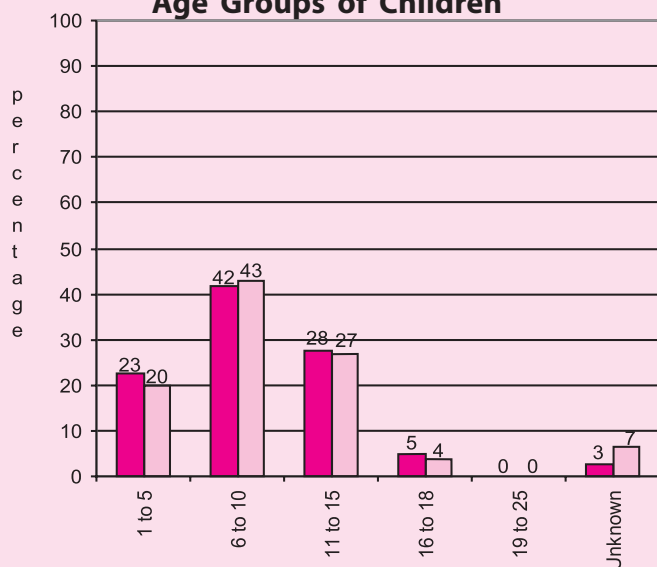
Presently Guwahati CHILDLINE is following up the case, supporting the girl to come out of her state of shock.

ALWAR, RAJASTHAN

Nodal Organisation	: —
Collaborative Organisation	: Nirvanavan Foundation
Support Organisation	: —
Date Of Inception	: February, 2001
Total Calls till March 07 since Inception:	1,45,732

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	6	15
Shelter	21	19
Repatriation	5	6
Protection from Abuse	7	23
Death Related	-	-
Sponsorship	2	4
Missing Children	118	119
Emotional Support Guidance	427	703
Total - I	586	889
II. Follow-up calls	73	70
III. Did not Find (DNF)	8	3
Total I to III	667	962
IV. Information		
Information & Referral to Service	525	1,477
Information about CHILDLINE & Volunteers	1,142	3,754
Total - IV	1,667	5,231
V. Others		
Silent	4,504	2,934
Blank	3,156	2,907
Wrong	2,023	1,129
Crank/Fun/Abusive	1,169	308
Chat	3,984	5,034
Phone Testing	324	219
Administrative	1,327	1,503
Personal	1,545	689
Others	-	194
Unclassified	-	-
Total V	18,032	14,917
Total I to V	20,366	21,110



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

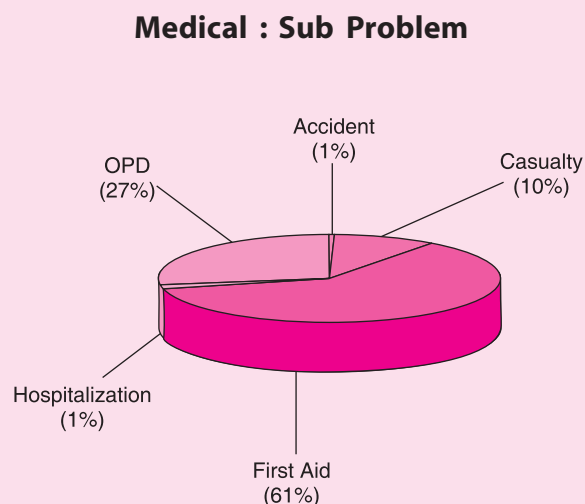
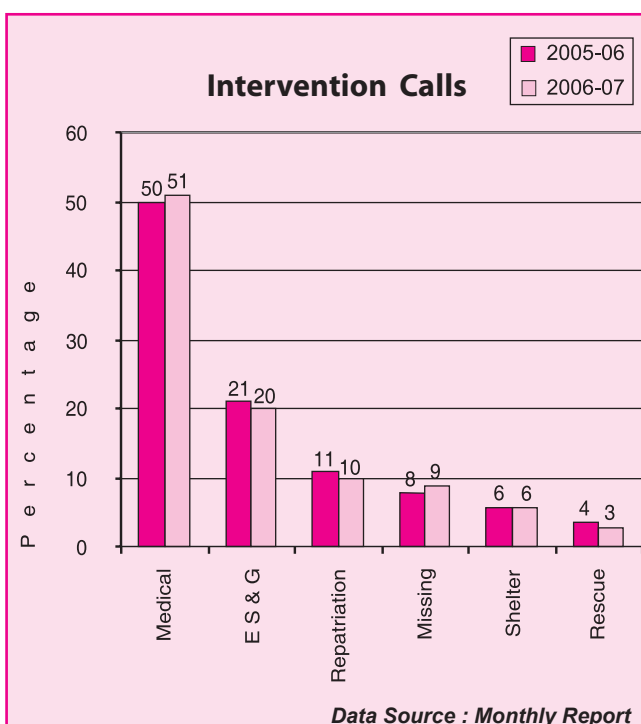
10-year-old Nilu was found by the Government Railway Police at the Alwar station. She was handed over to CHILDLINE Alwar. The child informed the team that she had run away from home because her aunty beat her. At the centre she revealed that she is basically from Bihar. The child was extremely disturbed and was constantly crying. It was only after the team spoke to the child reassuringly that she felt relaxed.

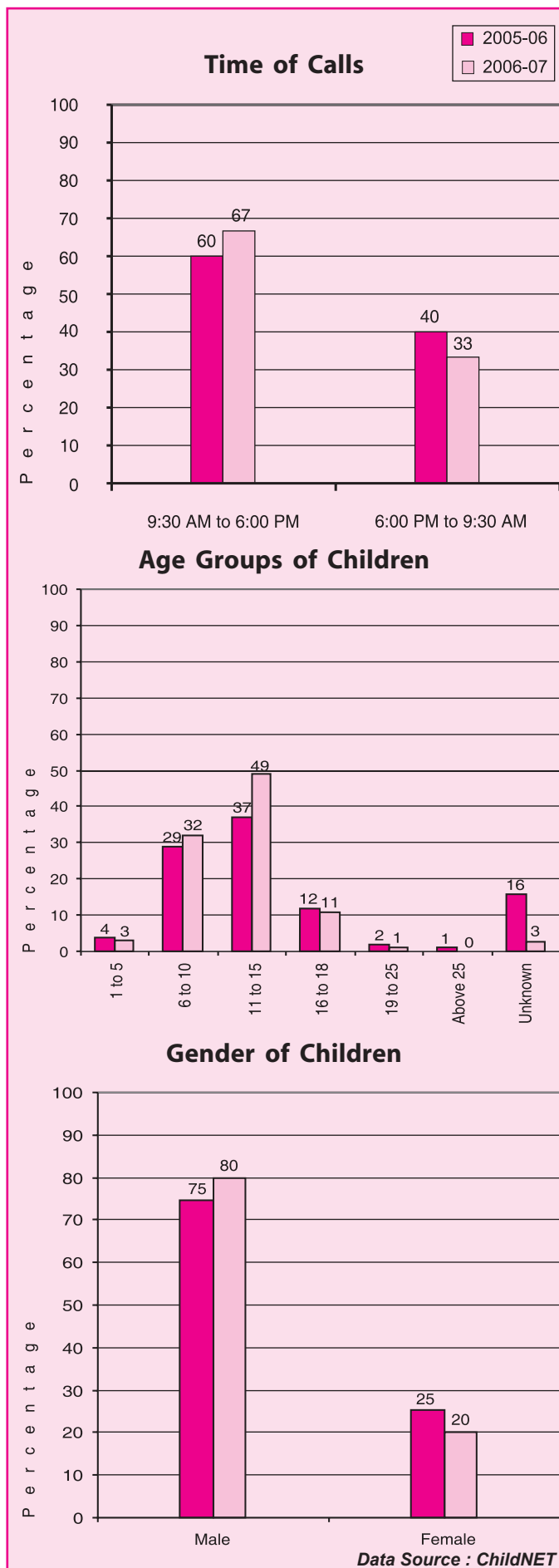
Nilu provided her family details and home address to the team. The team wrote a letter to her family informing about the child. There was no response. A second letter was sent yet again there was no response. The child's information was given to the police and her photographs were published in the newspapers. One day a concerned adult who had seen the child's photograph in the paper came to the CHILDLINE office with the information about the child. He revealed that he knows the child's father. Both of them work for the same company. He provided the team with the family details and contact numbers. The child spoke to her father. The very next day Nilu's father visited CHILDLINE Alwar to take his daughter home. They were produced before the CWC and after due verification and with a word of caution the child was handed over to her father.

JAIPUR, RAJASTHAN

Nodal Organisation	: Institute of Development Studies
Collaborative Organisation	: I-INDIA
Support Organisation	: Jan Kala Sahitya Manch Sanstha, VIHAAN
Date Of Inception	: February, 2000
Total Calls till March 07 since Inception:	1,79,352

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	2,255	2,251
Shelter	266	279
Repatriation	494	463
Protection from Abuse	160	146
Death Related	-	-
Sponsorship	-	-
Missing Children	362	396
Emotional Support Guidance	934	893
Total - I	4,471	4,428
II. Follow-up calls	353	582
III. Did not Find (DNF)	129	132
Total I to III	4,953	5,142
IV. Information		
Information & Referral to Service	1,033	1,122
Information about CHILDLINE & Volunteers	3,779	4,362
Total - IV	4,812	5,484
V. Others		
Silent	7,727	5,456
Blank	7,326	5,011
Wrong	7,683	5,651
Crank/Fun/Abusive	6,785	3,376
Chat	6,244	5,171
Phone Testing	3,476	1,903
Administrative	478	245
Personal	384	201
Others	-	-
Unclassified	-	2
Total V	40,103	27,016
Total I to V	49,868	37,642





CHILDLINE Jaipur received a call from a concerned adult on 13th March 2007. Five boys were found roaming near a hotel since the previous night. The children were immediately brought to the CHILDLINE centers. The five boys in the age group of 10 – 15 years hailing from economically poor families were basically from Bihar. The parents of these children were labours and earned very meager income. In order to supplement the family income and meet their daily needs the children were sent to Jaipur to work. They were sent to Jaipur with Saleem who put them to work in an Aari – Tari (Embroidary work) Industry. Initially the children were in touch with their parents and were allowed to communicate with them over the phone. But gradually as the days passed conditions deteriorated. They were not allowed to talk to their parents, were given only half a plate of food twice a day and were made to work from dawn to dusk.

The children were not happy and wanted to talk to their parents but were not allowed to. Not able to bare the ill treatment meted out on them the children finally decided to run away from the work place.

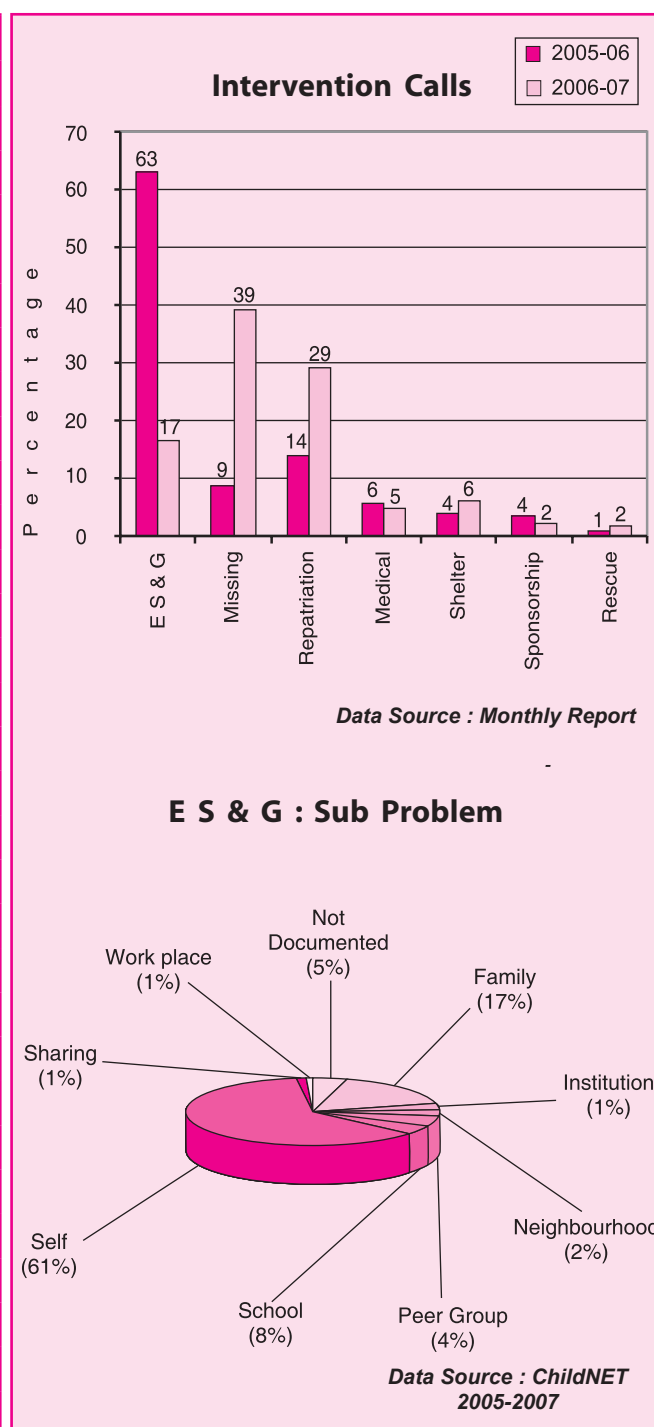
The boys narrated the details of their exploitation at the workplace and expressed willingness to return home. They provided the CHILDLINE team with their house address in Bihar. CHILDLINE team contacted their respective parents and was informed about their children. Till the parents arrived to collect their children, they were provided temporary shelter by CHILDLINE.

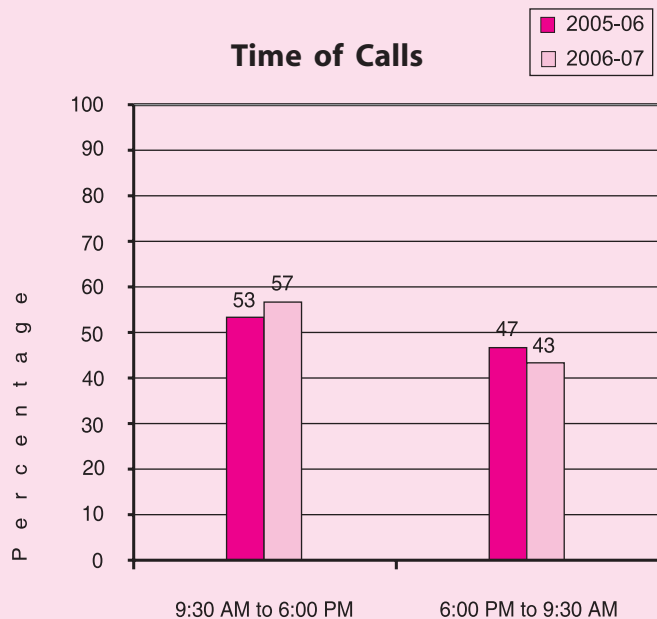
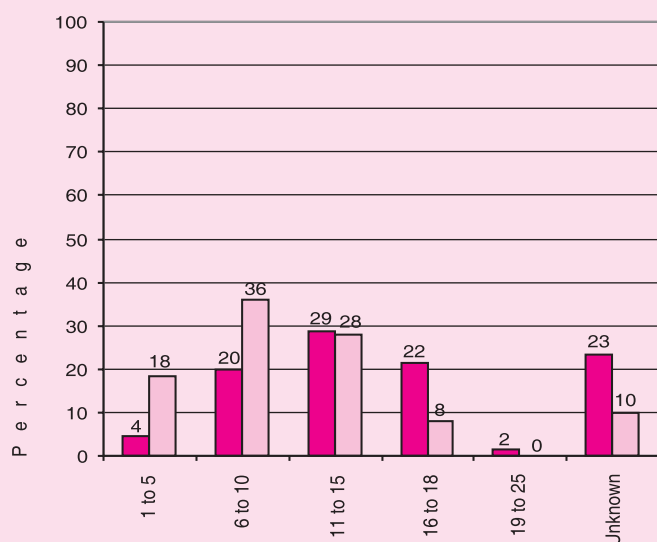
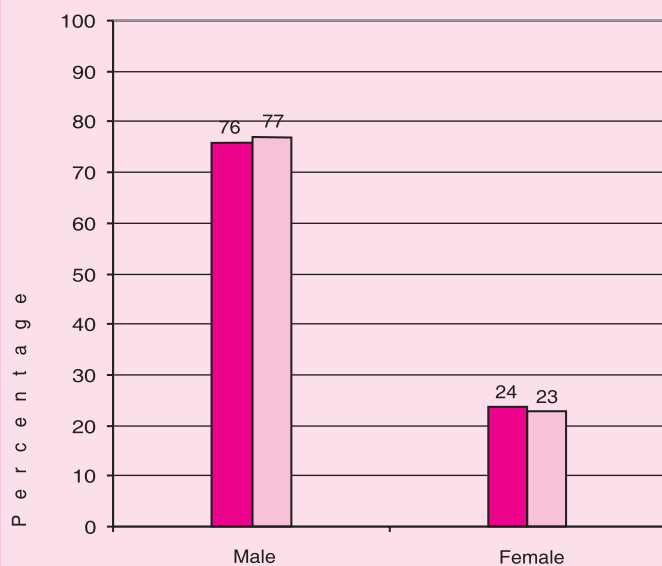
The parents arrived in Jaipur on 21st March. They were not aware of the status of the children. Saleem was distantly related to them and had trusted him with their children. They were briefed about the status of the children and were advised not to send the children for work. Following verification of the documents the boys were reunited with their parents and sent to their villages.

KOTA, RAJASTHAN

Nodal Organisation	: Rajasthan Bharat Scouts & Guides
Collaborative Organisation	: Utkarsh Sansthan
Support Organisation	: —
Date Of Inception	: November, 2004
Total Calls till March 07 since Inception:	20,238

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	10	6
Shelter	7	8
Repatriation	24	37
Protection from Abuse	1	2
Death Related	-	-
Sponsorship	6	3
Missing Children	15	50
Emotional Support Guidance	108	21
Total - I	171	127
II. Follow-up calls	339	248
III. Did not Find (DNF)	4	17
Total I to III	514	392
IV. Information	5,891	
Information & Referral to Service	-	30
Information about CHILDLINE & Volunteers	-	4,925
Total - IV	5,891	4,955
V. Others		
Silent	691	703
Blank	14	89
Wrong	260	159
Crank/Fun/Abusive	276	114
Chat	4	69
Phone Testing	471	1,142
Administrative	580	516
Personal	123	109
Others	-	-
Unclassified	-	4
Total V	2,419	2,905
Total I to V	8,824	8,252



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

12-year-old Rahul was brought to CHILDLINE Kota by the Kota police. Rahul's father was a daily wageworker and mother mentally ill. To supplement the family income he was placed in a house as a domestic help. He was regularly beaten up, ill treated and verbally abused. Mr. Hora, his employer, had brought him from his village assuring the boy that he would pay him rupees six hundred monthly, provide him education and take good care of him. But this was not to happen. Rahul was neither paid for his job nor was he sent to any school.

Rahul's family was traced back home but he refused to go home. Rahul was admitted to a residential school where he is presently continuing his education.

UDAIPUR, RAJASTHAN

Nodal Organisation : Udaipur School of Social Work

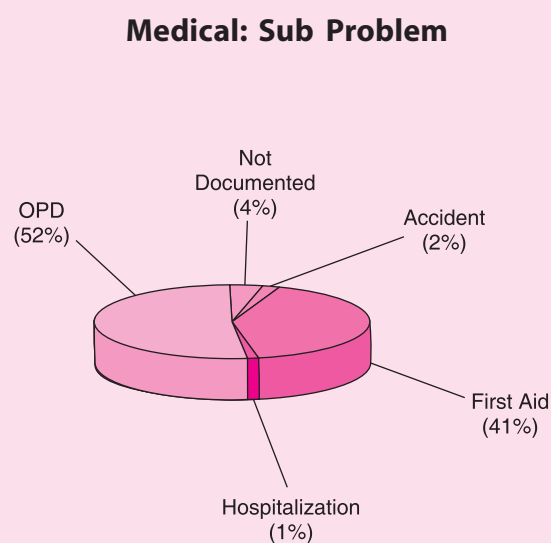
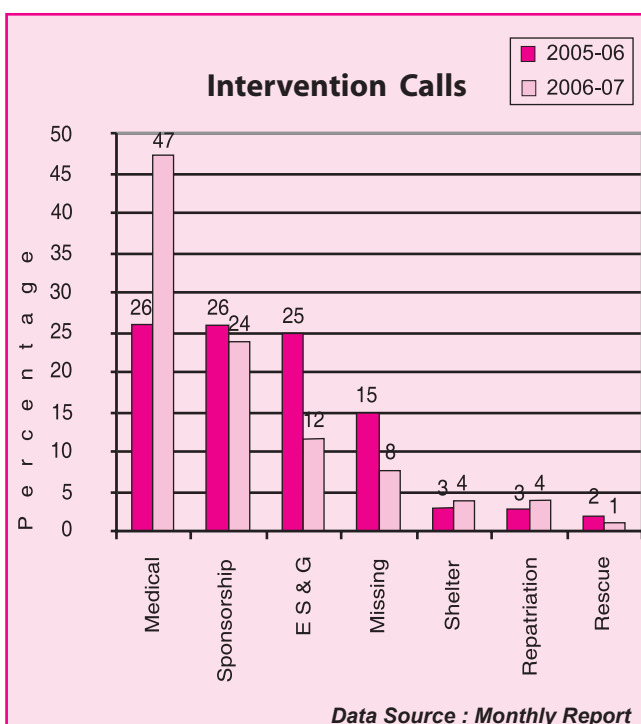
Collaborative Organisation : Seva Mandir

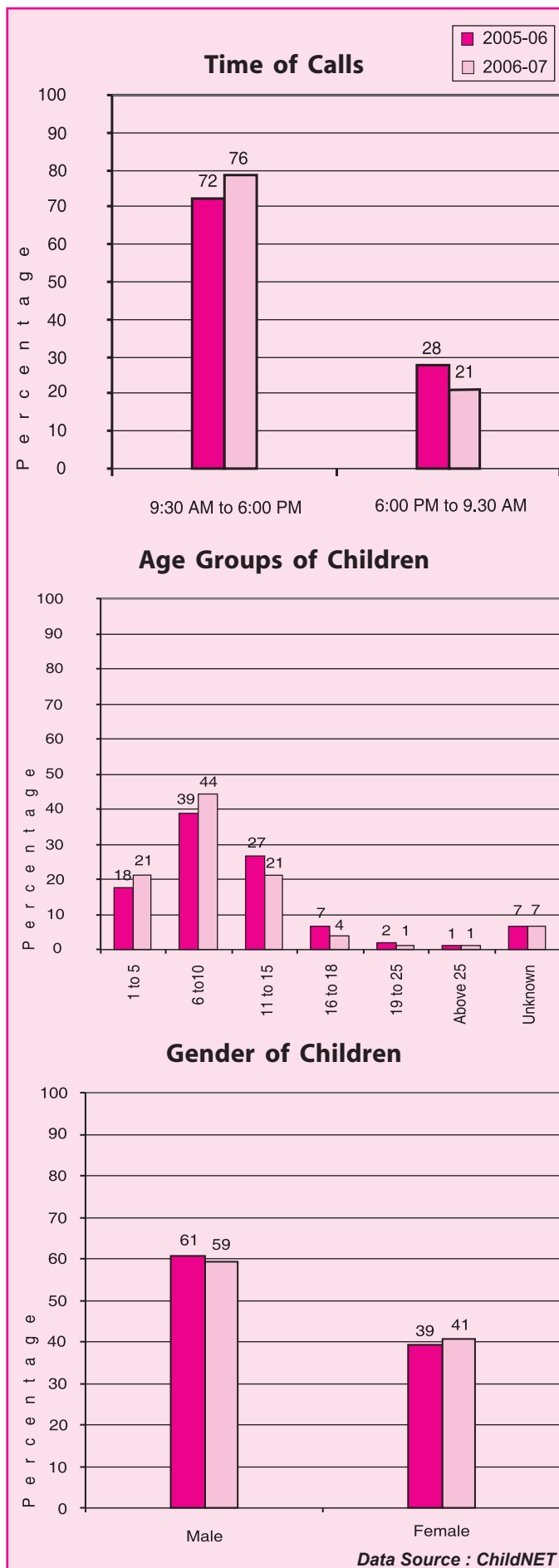
Support Organisation : —

Date Of Inception : April-2002

Total Calls till March 07 since Inception: 1,45,856

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	414	514
Shelter	50	40
Repatriation	42	48
Protection from Abuse	31	10
Death Related	3	1
Sponsorship	405	257
Missing Children	234	83
Emotional Support Guidance	385	132
Total - I	1,564	1,085
II. Follow-up calls	508	218
III. Did not Find (DNF)	20	10
Total I to III	2,092	1,313
IV. Information		
Information & Referral to Service	148	26
Information about CHILDLINE & Volunteers	450	23
Total - IV	598	49
V. Others		
Silent	6,205	3,101
Blank	7,051	2,617
Wrong	1,962	1,205
Crank/Fun/Abusive	4,598	3,523
Chat	8,934	6,646
Phone Testing	1,654	202
Administrative	1,403	516
Personal	312	259
Others	-	313
Unclassified	5	3
Total V	32,124	18,385
Total I to V	34,814	19,747





9th April 2006, a concerned adult calls up CHILDLINE Udaipur and provides information about a boy who had run away from home. He was first brought to the local police station and later on handed over to CHILDLINE.

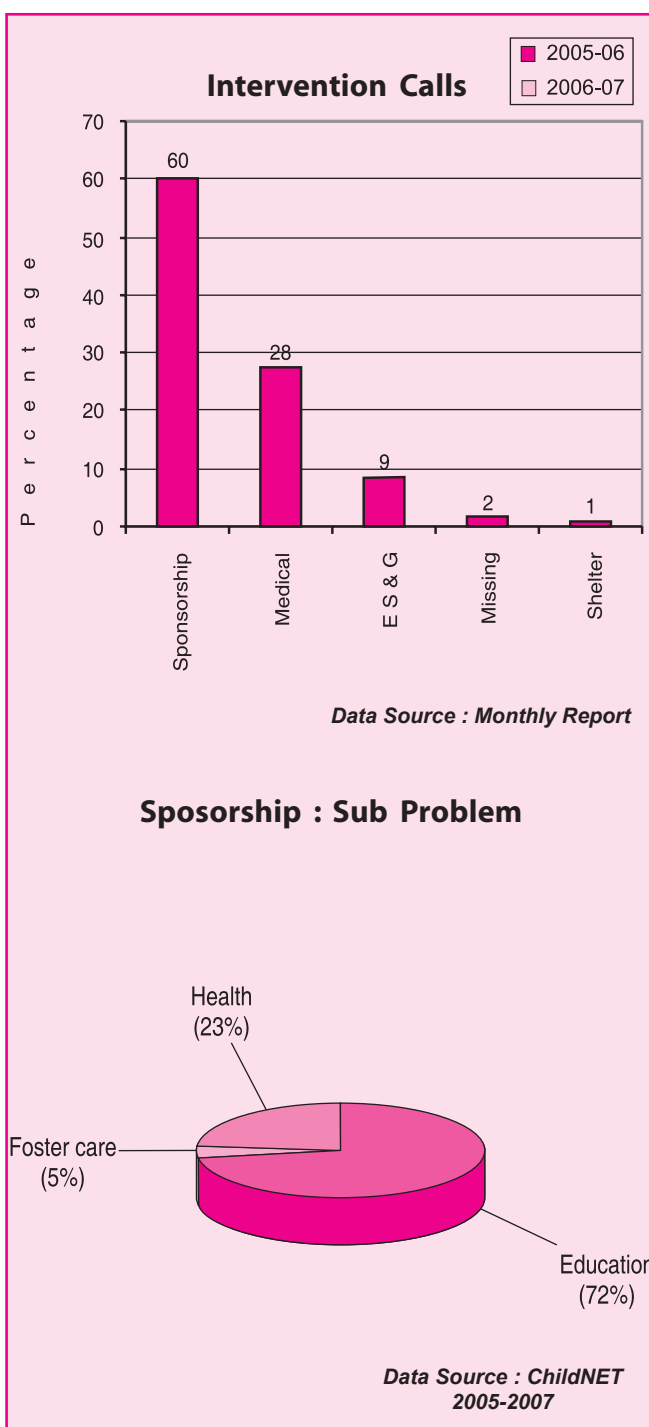
Ten-year-old Harish was a habitual runner. He had often run away from his home in the past. Harish was poor in his studies. In April 2006 he made another attempt at running away. This time he travelled from Jodhpur, his hometown to Udaipur. His journey from Jodhpur to Udaipur took him across various cities like Surat, Baroda, Balsad, Mumbai, etc. And all these places he stayed for couple of days. To earn a living he sold water bottles, milk bottles, etc. During his stay away from home Harish was sexually abused by various people at stations and trains. As a result of which he suffered internal injuries and was emotionally very disturbed.

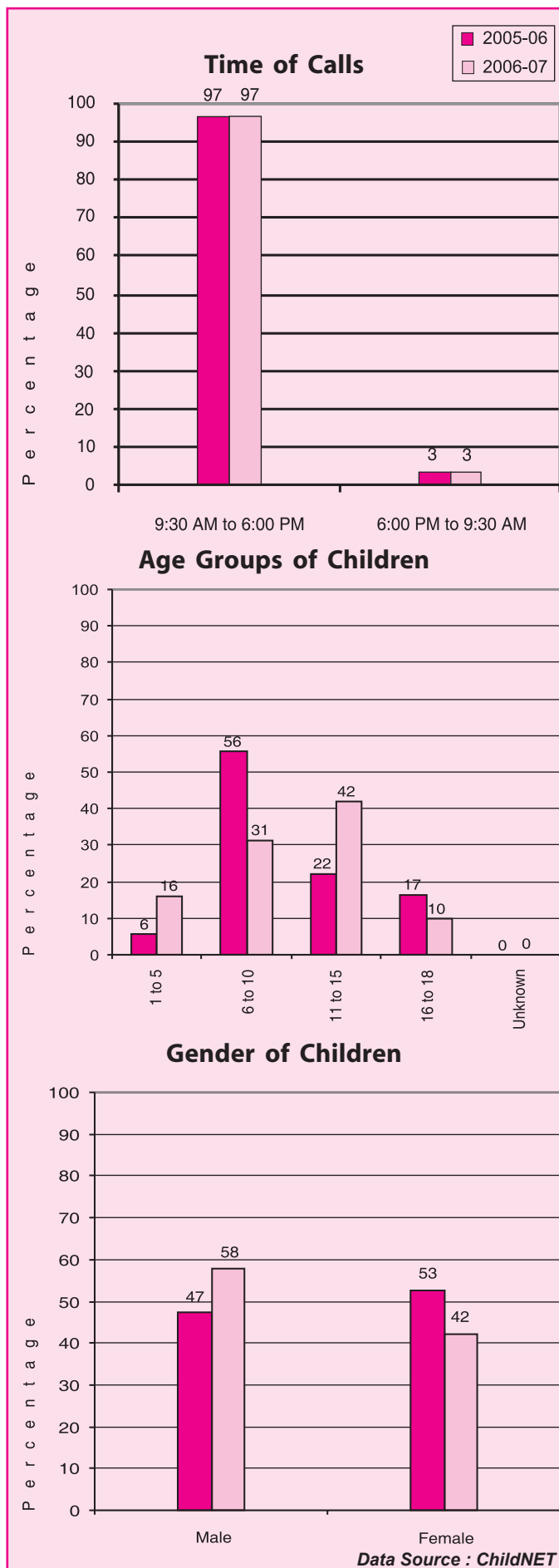
At the centre, the child provided the contact details of his family in Jodhpur. Meanwhile the child was provided medical treatment for his internal injuries sustained due to sexual abuse. Along with the medical treatment he was provided counselling simultaneously. His parents were also contacted. Following verification and completion of counselling he was restored to his parents.

JAMMU, JAMMU & KASHMIR

Nodal Organisation	: —
Collaborative Organisation	: Red Cross Society
Support Organisation	: —
Date Of Inception	: December, 2005
Total Calls till March 07 since Inception:	7,659

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help		131
Shelter		5
Repatriation		2
Protection from Abuse		-
Death Related		-
Sponsorship		283
Missing Children	-	8
Emotional Support Guidance		45
Total - I	-	474
II. Follow-up calls		150
III. Did not Find (DNF)		8
Total I to III	-	632
IV. Information		
Information & Referral to Service		40
Information about CHILDLINE & Volunteers		171
Total - IV	-	211
V. Others		
Silent		624
Blank		435
Wrong		1,978
Crank/Fun/Abusive		244
Chat		247
Phone Testing		427
Administrative		1,942
Personal		919
Others		-
Unclassified		-
Total V	-	6,816
Total I to V	-	7,659





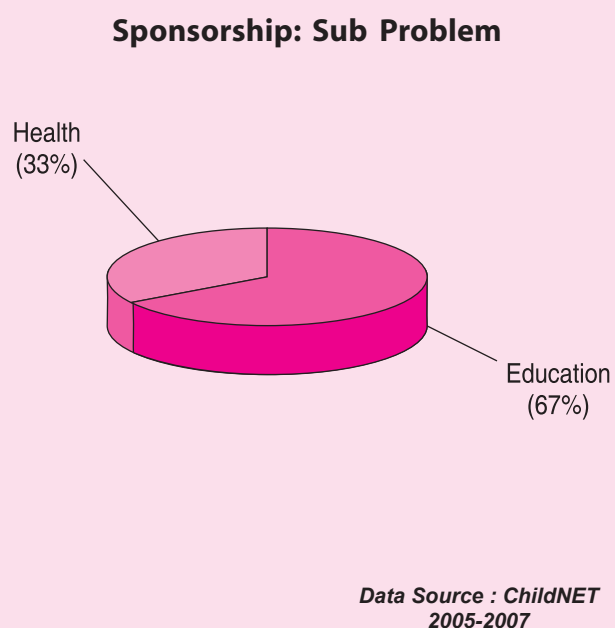
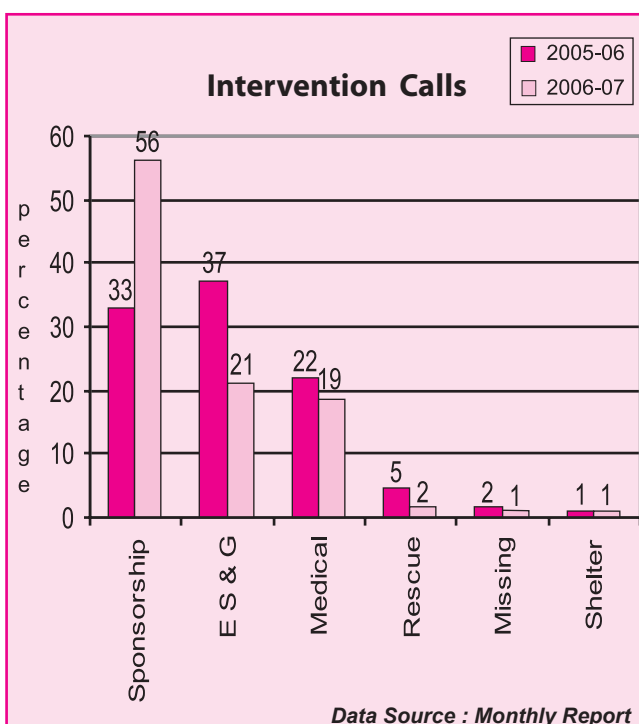
A 15 year girl was admitted in the Spinal Ward of the Medical College Hospital. She was mentally challenged and could not speak. No information could be gathered from the girl. The only information gained was from the police. The girl had met with an accident and was brought to the hospital by the police. The case came to the notice of CHILDLINE Jammu director. Following a discussion with the team, one of the team members' visited the girl at the hospital. The girl was receiving the necessary medical treatment from the hospital. But she was alone. As she was not able to give any details about family, it was not possible to trace her family.

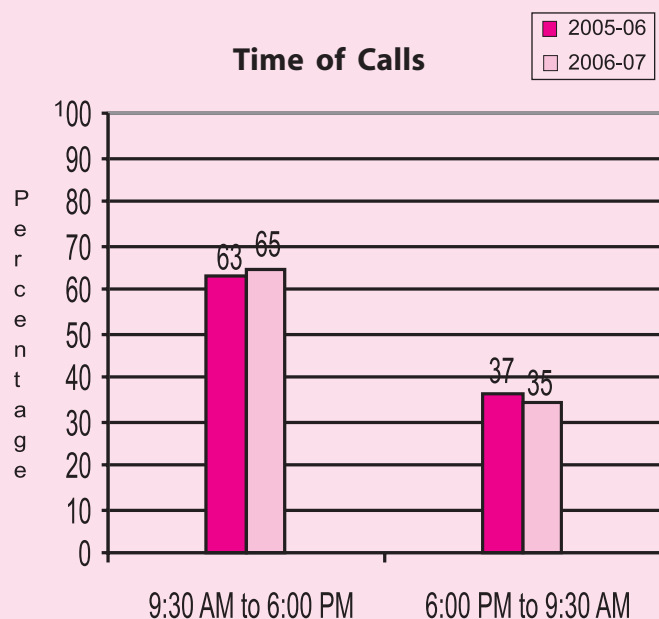
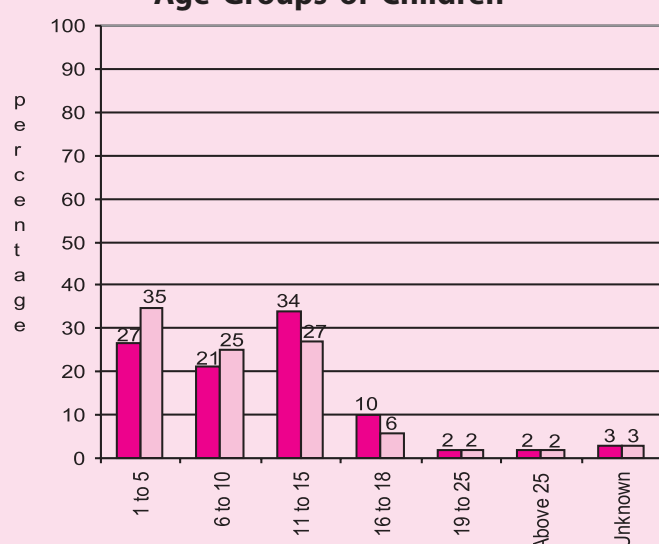
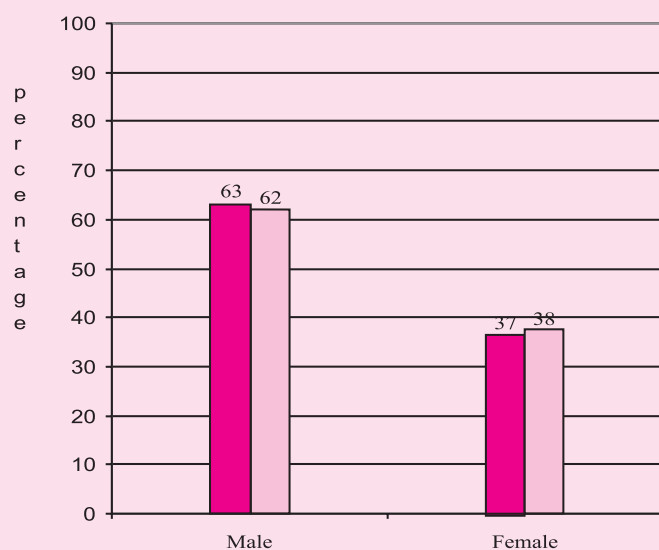
Since only the Paramedical staff were present to care for the girl, CHILDLINE team decided to visit the hospital once a day and provide the necessary assistance required until any further action could be taken. Presently the child is undergoing treatment at the hospital.

PUNJAB, CHANDIGARH

Nodal Organisation	: —
Collaborative Organisation	: PGIMER
Support Organisation	: YTTS
Date Of Inception	: September, 2001
Total Calls till March 07 since Inception:	59,809

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	439	418
Shelter	26	20
Repatriation	2	-
Protection from Abuse	92	35
Death Related	1	-
Sponsorship	663	1,250
Missing Children	34	33
Emotional Support Guidance	743	473
Total - I	2,000	2,229
II. Follow-up calls	664	1,124
III. Did not Find (DNF)	17	5
Total I to III	2,681	3,358
IV. Information		
Information & Referral to Service	473	1,875
Information about CHILDLINE & Volunteers	359	102
Total - IV	832	1,977
V. Others		
Silent	1,614	1,828
Blank	1,838	2,094
Wrong	914	1,302
Crank/Fun/Abusive	206	483
Chat	-	-
Phone Testing	133	182
Administrative	596	691
Personal	242	389
Others	19	3
Unclassified	-	3
Total V	5,562	6,975
Total I to V	9,075	12,310



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Chandigarh received a call one evening from a concerned adult who informs the helpline about three abandoned children. Upon enquiry it was found that the parents of the children had gone to their village and had requested one of their neighbours to leave the children in the Gurudwara (Holy place of the Sikh). The children were emotionally very disturbed. After being produced before the Child Welfare Committee they were placed in a shelter home.

Meanwhile, the parents had returned from the village and approached the police when they could not find their children. The parents were produced before the CWC. Accepting their negligence they gave in writing (affidavit) to the CWC that they would take care of their children in future. A warning was given to them that legal action would be taken against them if they repeat the same again.

Investigations revealed that the parents were from economically poor background. The mother worked as a domestic help. Father was suffering from bone T.B and was unemployed. The eldest daughter (Pooja) looked after the siblings when the mother was out at work. She was keen on continuing her education. Pooja was enrolled in a residential home for girls. And her two siblings were admitted to the nearby Anganwadi. Pooja's father is undergoing treatment for bone T.B with support from the Red Cross.

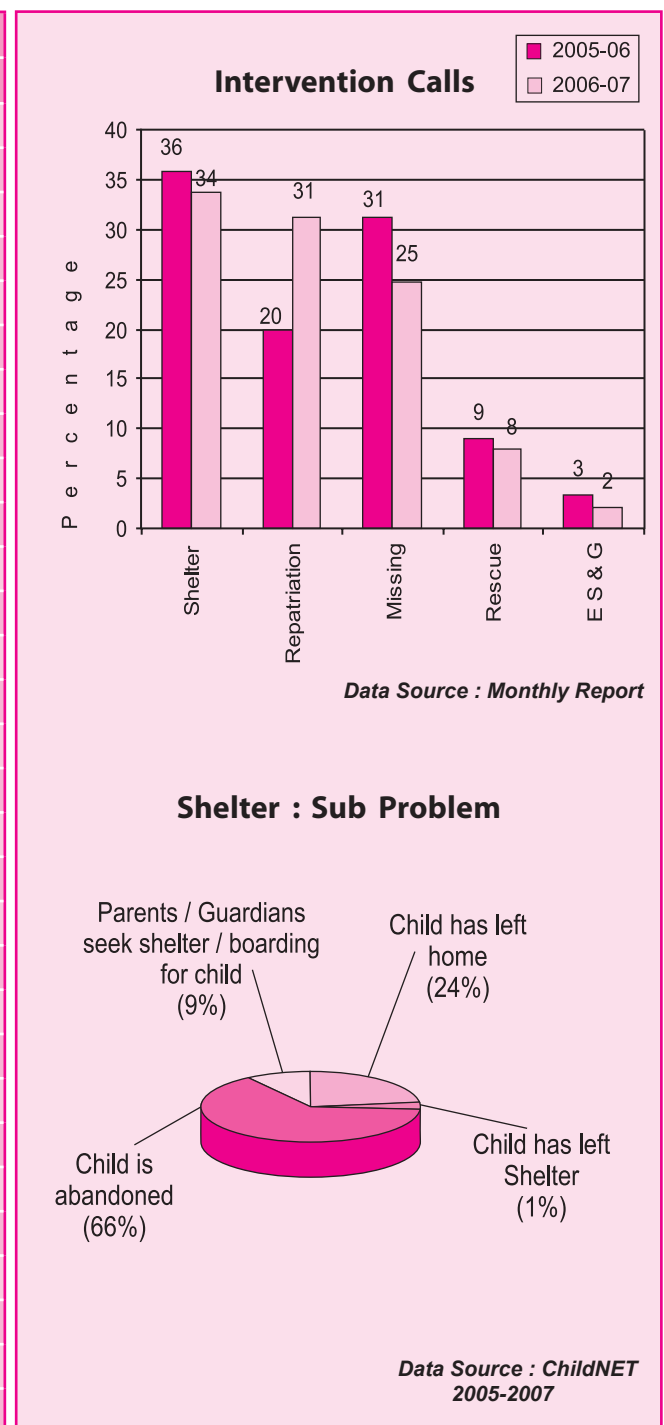
south zone

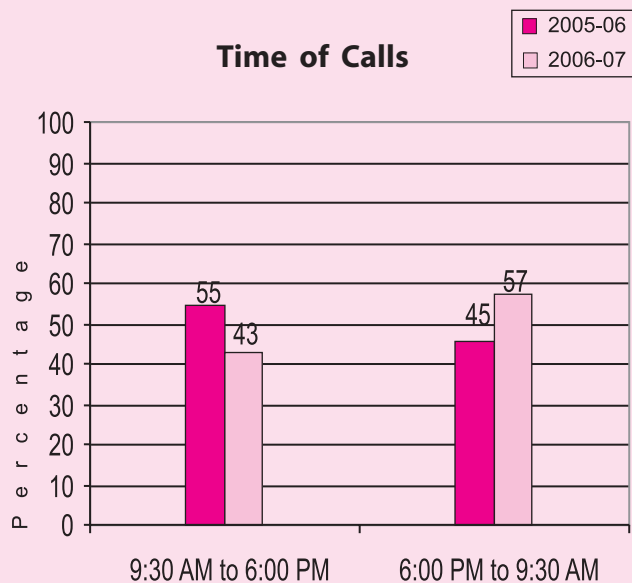
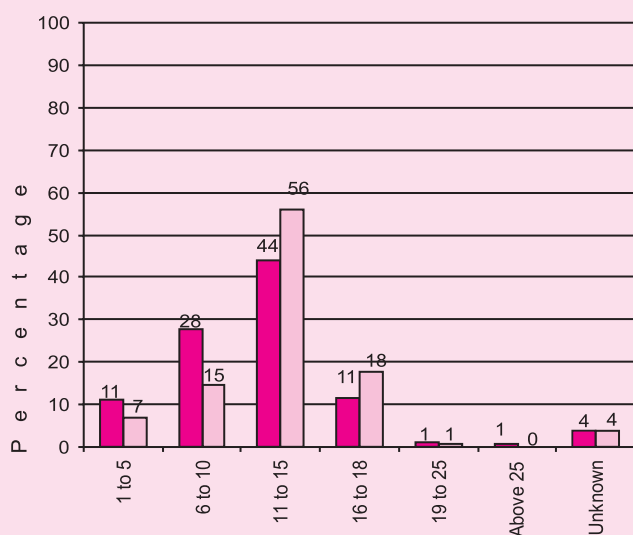
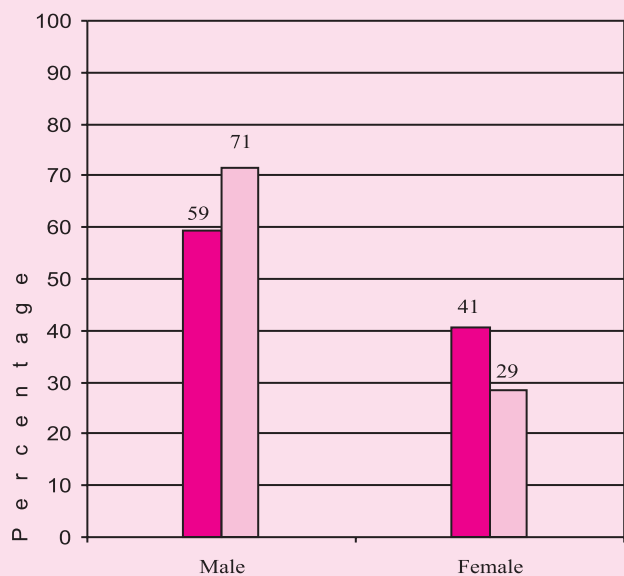


CHENNAI, TAMIL NADU

Nodal Organisation	: Department of Social Defence
Collaborative Organisation	: Indian Council for Child Welfare, Don Bosco Anbu Illam Social Service Society
Support Organisation	: NHADP, Samajam Boy's Home, NESAKKARAM-SEEDS, New Hope ADP, Asian Youth Centre
Date Of Inception	: April, 1999
Total Calls till March 07 since Inception:	1,98,925

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	5	4
Shelter	299	520
Repatriation	166	481
Protection from Abuse	76	122
Death Related	1	2
Sponsorship	-	-
Missing Children	261	382
Emotional Support Guidance	28	32
Total - I	836	1,543
II. Follow-up calls	2,482	123
III. Did not Find (DNF)	22	150
Total I to III	3,340	1,816
IV. Information		
Information & Referral to Service	225	158
Information about CHILDLINE & Volunteers	2,943	1,257
Total - IV	3,168	1,415
V. Others		
Silent	2,378	2,335
Blank	9,385	3,676
Wrong	4,599	2,707
Crank/Fun/Abusive	1,823	1,934
Chat	-	-
Phone Testing	155	2,006
Administrative	791	2,471
Personal	-	-
Others	-	-
Unclassified	-	-
Total V	19,131	15,129
Total I to V	25,639	18,360



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

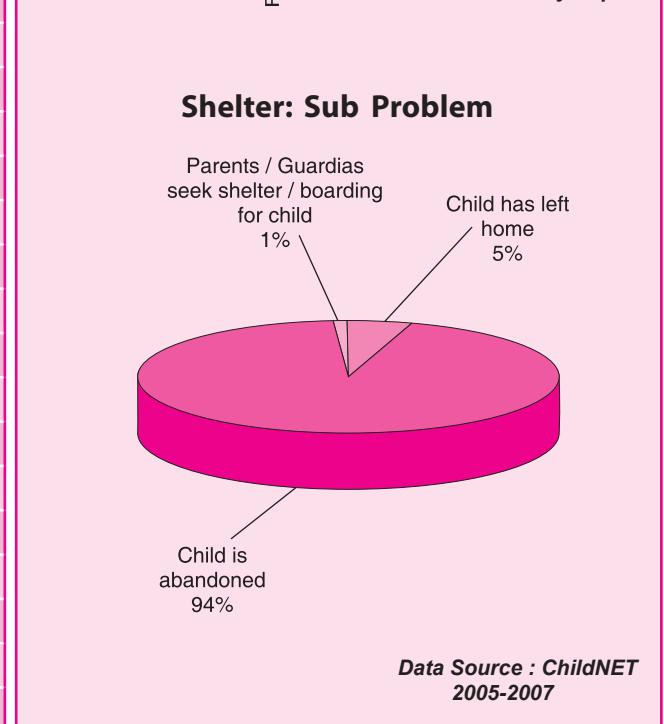
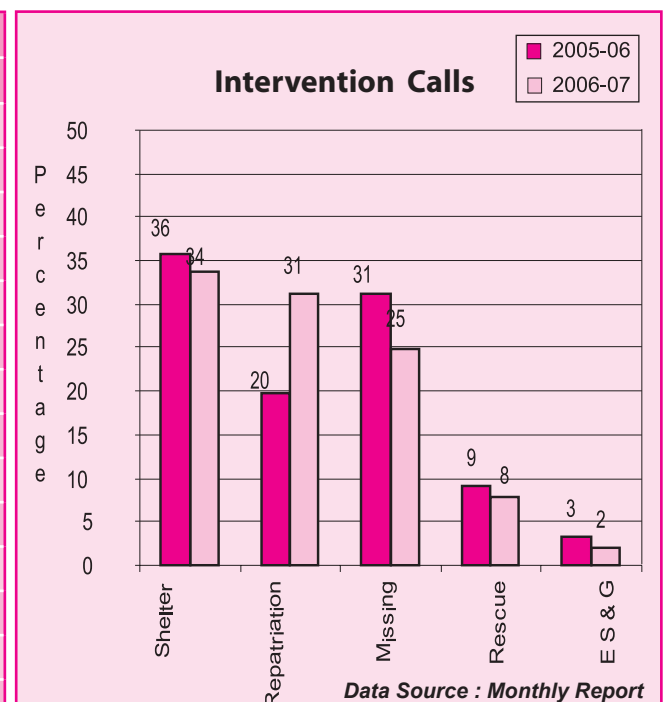
Ramya, a five-year-old mentally retarded girl was found abandoned at the Hospital premises by CHILDLINE Chennai members. There was no information or contact details with the child. Under the given circumstances, was to find the child's parents. Details about the girl have been given to the Police Control Room. She is presently staying at children's home for mentally retarded children.

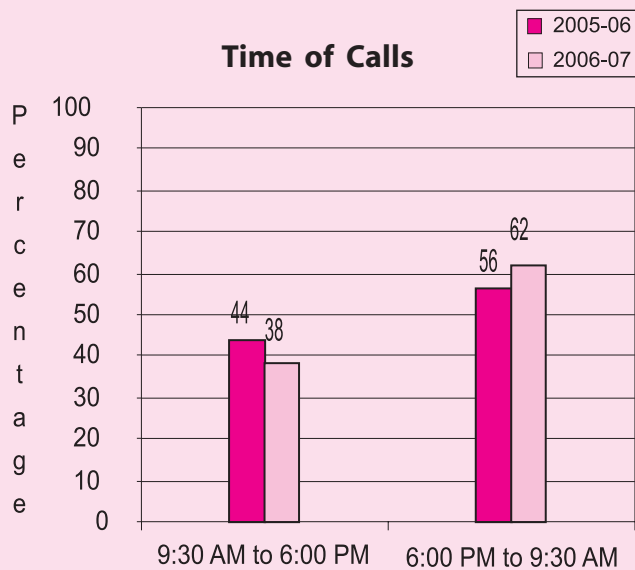
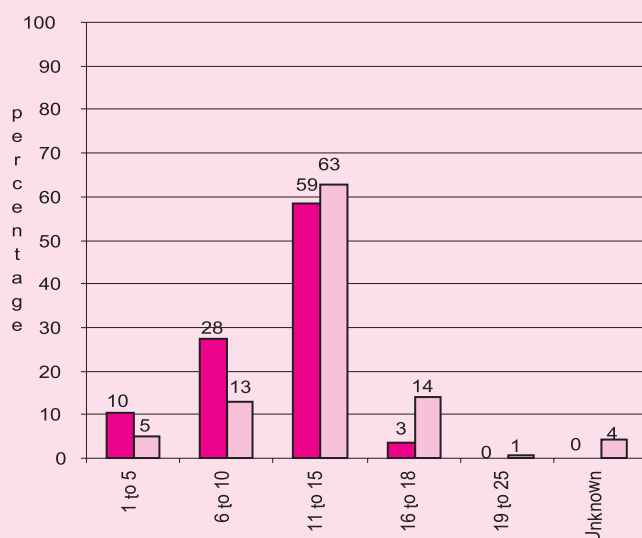
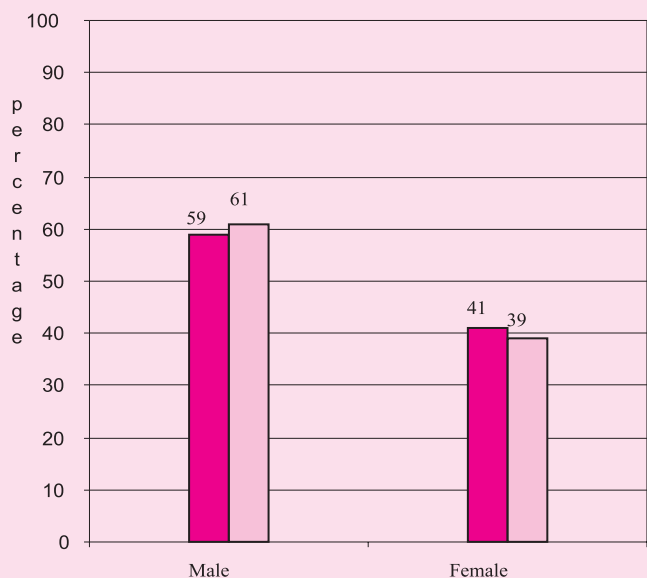
CHENNAI, TAMIL NADU

DON BOSCO

Nodal Organisation	: Department of Social Defence
Collaborative Organisation	: Don Bosco Anbu Illam Social Service Society
Support Organisation	: NHADP, NESAKKARAM-SEEDS, Asian Youth Centre
Date Of Inception	: April, 1999
Total Calls till March 07 since Inception: —	

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	5	4
Shelter	299	520
Repatriation	166	481
Protection from Abuse	76	122
Death Related	1	2
Sponsorship	-	-
Missing Children	261	382
Emotional Support Guidance	28	32
Total - I	836	1,543
II. Follow-up calls	2,482	123
III. Did not Find (DNF)	22	150
Total I to III	3,340	1,816
IV. Information		
Information & Referral to Service	225	158
Information about CHILDLINE & Volunteers	2,943	1,257
Total - IV	3,168	1,415
V. Others		
Silent	2,378	2,335
Blank	9,385	3,676
Wrong	4,599	2,707
Crank/Fun/Abusive	1,823	1,934
Chat	-	-
Phone Testing	155	2,006
Administrative	791	2,471
Personal	-	-
Others	-	-
Unclassified	-	-
Total V	19,131	15,129
Total I to V	25,639	18,360



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Eight-year-old Zareena's mother had expired when she was seven. Her father had remarried. He had a son from the second marriage. Zareena's stepmother did not treat the child well. She often beat her and verbally abused her. Her father too was not bothered much. The child was not happy. She finally decided to run away from home and landed in Chennai. Zareena was basically from Hyderabad.

In Chennai, the child was found roaming on the streets. She was brought home by one of the person who noticed her. She was made to work as a domestic help. Both the man and his wife beaten and abused her severely. Zareena could not take in more and finally ran away. She then found work in another house. The child fell ill and was taken to the hospital by her employer. At the hospital it was found that she was suffering from Tuberculosis. Her employer did not want to take the responsibility of looking after her and so smartly left her at the hospital and went away.

As a result of neglect her condition was not very good. CHILDLINE Chennai received a call from the hospital informing about the child. With support and follow-up from CHILDLINE the child underwent treatment at the hospital. She was under treatment for six months.

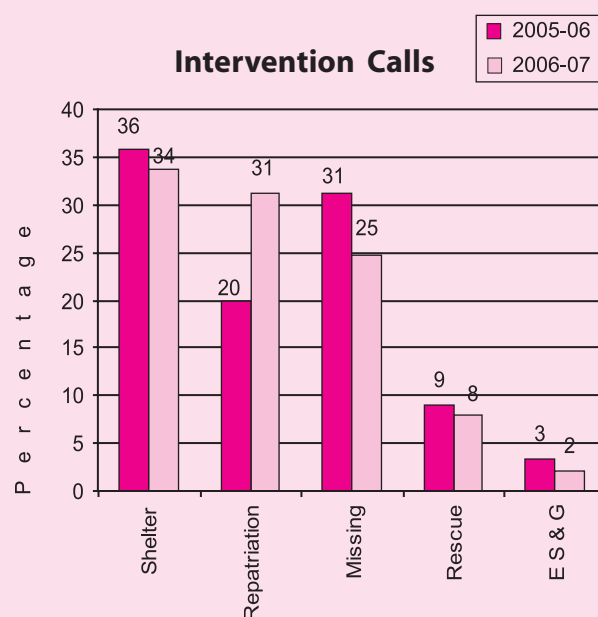
Following her discharge from the hospital the child was produced before the Child Welfare Committee (CWC). The child was referred to a shelter home for temporary shelter until her family is traced.

CHENNAI, TAMIL NADU

ICCW

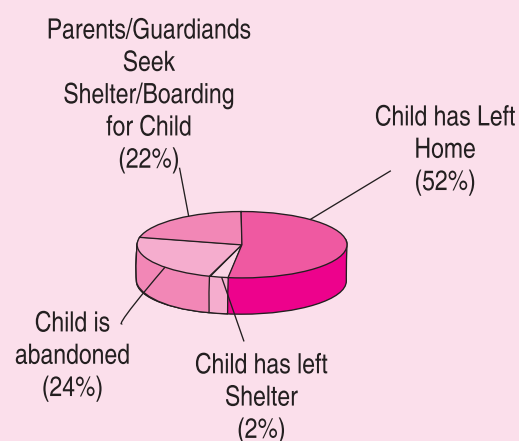
Nodal Organisation	: Department of Social Defence
Collaborative Organisation	: Indian Council for Child Welfare
Support Organisation	: NHADP, Samajam Boy's Home, NESAKKARAM-SEEDS, New Hope ADP, Asian Youth Centre
Date Of Inception	: April, 1999
Total Calls till March 07 since Inception: ---	

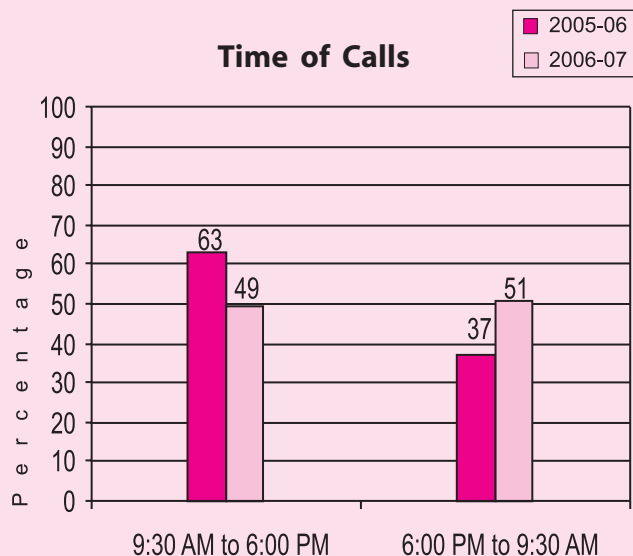
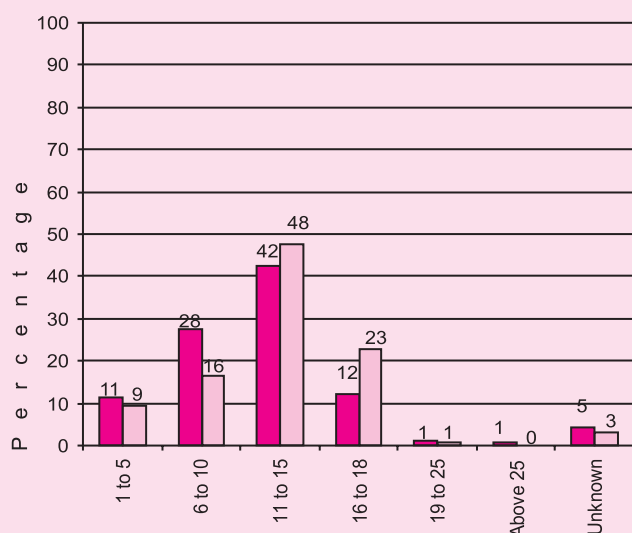
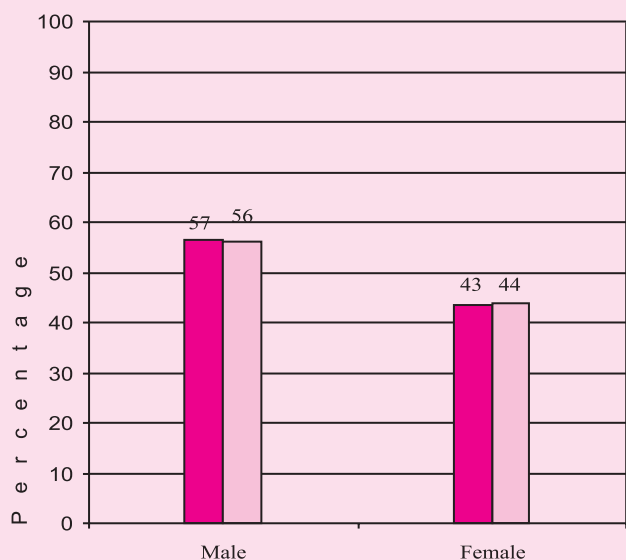
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	5	4
Shelter	299	520
Repatriation	166	481
Protection from Abuse	76	122
Death Related	1	2
Sponsorship	-	-
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Emotional Support Guidance	28	32
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III. Did not Find (DNF)	22	150
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IV. Information		
Information & Referral to Service	225	158
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V. Others		
Silent	2,378	2,335
Blank	9,385	3,676
Wrong	4,599	2,707
Crank/Fun/Abusive	1,823	1,934
Chat	-	-
Phone Testing	155	2,006
Administrative	791	2,471
Personal	-	-
Others	-	-
Unclassified	-	-
Total V	19,131	15,129
Total I to V	25,639	18,360



Data Source : Monthly Report

Shelter : Sub Problem

Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Chennai received a call from concerned adult informing about a fifteen -year-old girl employed in a house. CHILDLINE team on receiving the case details went to the house where the child was employed.

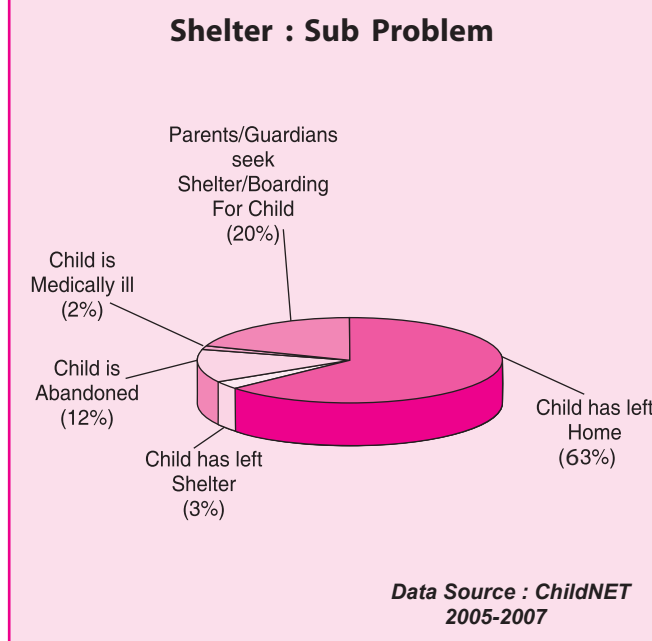
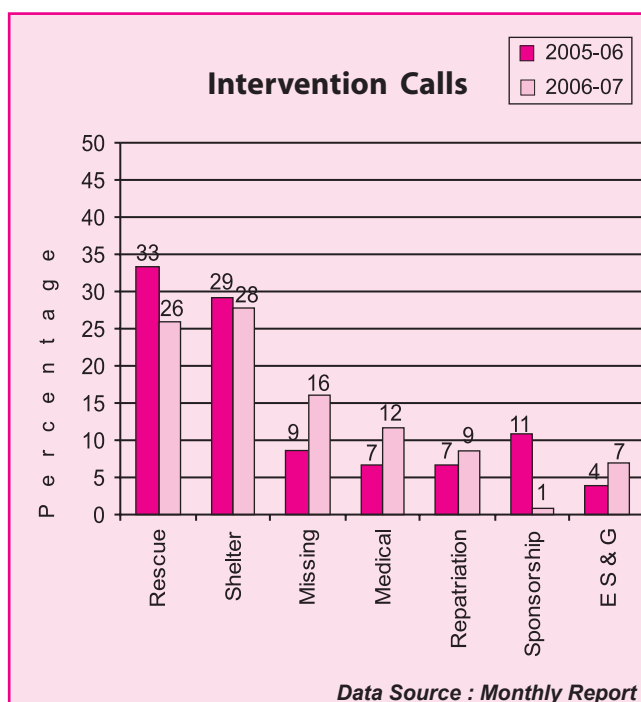
The child was rescued from the house and brought to the CHILDLINE center. When the child was brought to the centre she did not communicate anything except for her name. She had marks (due to pinching) on her face and all over her body. Gradually after a day the girl began to communicate with the team. She could not tell much about her family. she revealed to the team that she was brought to the house of her employers when she was eight years old. And since then had been working for them. Her job was mainly to look after their son (20 years old) who was mentally challenged. She had to do everything for boy right from taking him to the toilet, cleaning him up, changing his clothes etc. And then was also beaten by the employers. The girl was in a very bad condition when she was brought to the centre.

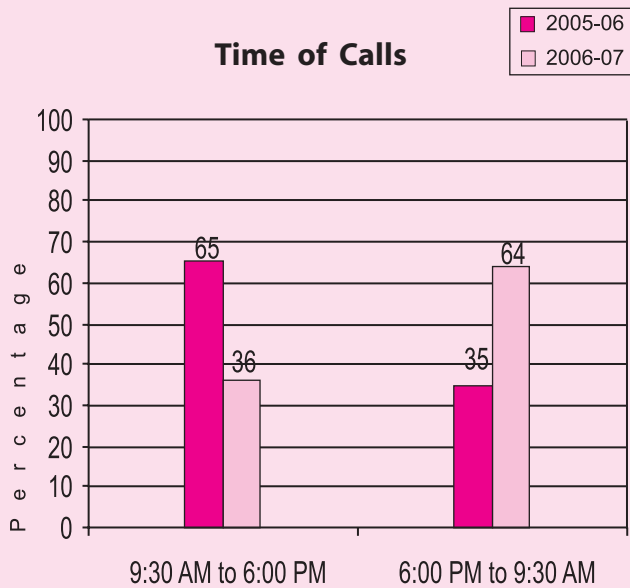
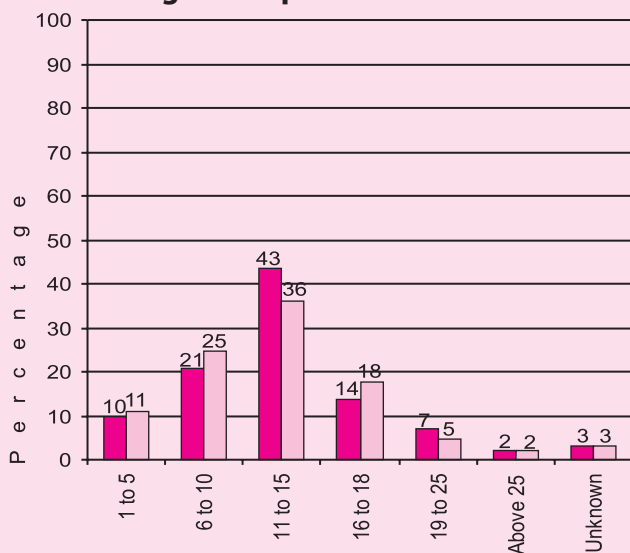
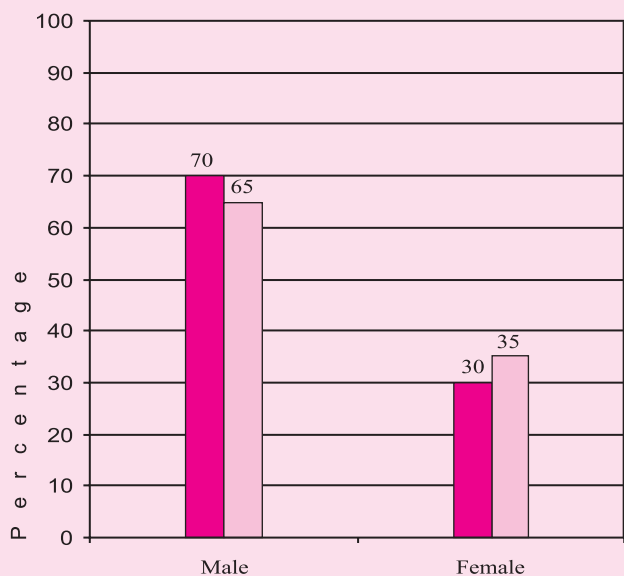
A First Information Report (FIR) was lodged against the employer. She was arrested. The girl and her employer were both produced before the Judicial Magistrate. The employer tried to convince the judge by giving explanations in defense. However her stories were not taken in and she was arrested. The child was placed in Girl's Home and her rehabilitation is in process.

COIMBATORE, TAMIL NADU

Nodal Organisation	: Families For Children
Collaborative Organisation	: Don Bosco Anbu Illam Social Service Society
Support Organisation	: —
Date Of Inception	: December, 1999
Total Calls till March 07 since Inception:	1,14,749

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	53	89
Shelter	232	210
Repatriation	53	71
Protection from Abuse	266	199
Death Related	9	6
Sponsorship	84	6
Missing Children	69	118
Emotional Support Guidance	32	55
Total - I	798	754
II. Follow-up calls	1,974	1,230
III. Did not Find (DNF)	30	-
Total I to III	2,802	1,984
IV. Information		
Information & Referral to Service	1,342	1,112
Information about CHILDLINE & Volunteers	8,579	5,789
Total - IV	9,921	6,871
V. Others		
Silent	3,661	2,474
Blank	3,254	2,363
Wrong	2,805	2,325
Crank/Fun/Abusive	1,374	3,729
Chat	657	71
Phone Testing	191	263
Administrative	47	144
Personal	15	4
Others	11	-
Unclassified	-	-
Total V	12,015	11,373
Total I to V	24,738	20,228



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

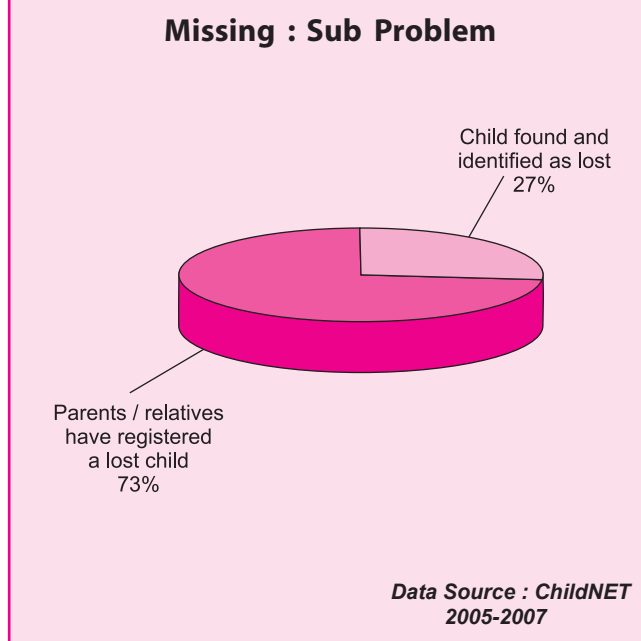
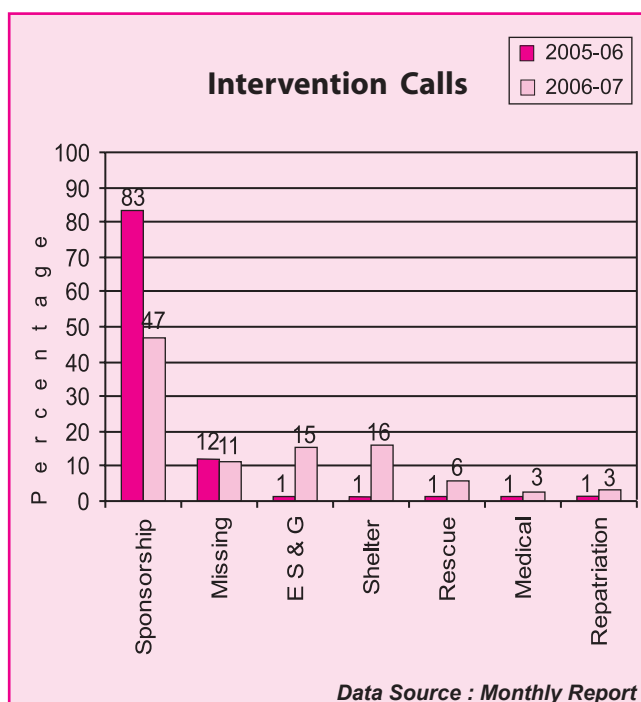
Two 10th Std boys, native of Madurai, ran away from home after being pulled up by their teacher for robbing the teacher's money. The boys had borrowed a book from their teacher and to their utter surprise found Rs. 1000/- in it. The next day the teacher asked them to disclose the amount but they didn't after which, the teacher complained to their respective parents. Fearing the parents' wrath the boys decided to flee with the amount and boarded a bus which reached them to Coimbatore.

At Coimbatore they were found by the task force member and were handed over to CHILDLINE Coimbatore. The boys were provided with temporary shelter while they traced the whereabouts of the boys' families. While the boys were given emotional guidance the concerned teacher was contacted and requested to forgive the boys and allow them to resume their studies. The parents were contacted but they explained their inability to come to Coimbatore to collect the boys. A team member accompanied the boys to Coimbatore. After verification and completing the necessary formalities the boys were handed over to their respective families.

CUDDALORE, TAMIL NADU

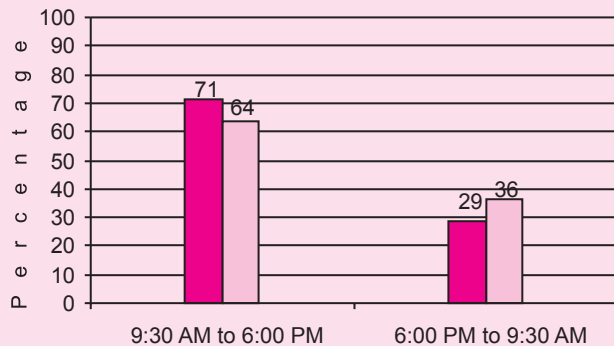
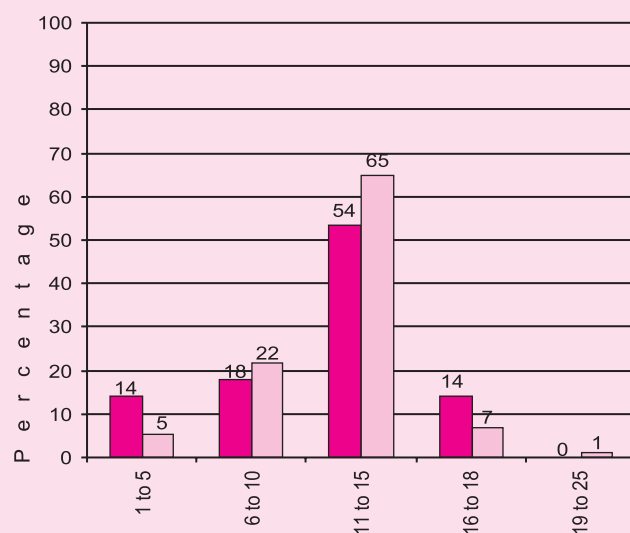
Nodal Organisation	: —
Collaborative Organisation	: Indian Council for Child Welfare
Support Organisation	: —
Date Of Inception	: March, 2005
Total Calls till March 07 since Inception:	10,506

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	12	4
Shelter	5	25
Repatriation	5	5
Protection from Abuse	10	9
Death Related	-	-
Sponsorship	687	74
Missing Children	96	17
Emotional Support Guidance	11	24
Total - I	826	158
II. Follow-up calls	429	49
III. Did not Find (DNF)	-	1
Total I to III	1,255	208
IV. Information		
Information & Referral to Service	10	22
Information about CHILDLINE & Volunteers	103	153
Total - IV	113	175
V. Others		
Silent	1,107	939
Blank	705	1,228
Wrong	523	589
Crank/Fun/Abusive	200	656
Chat	-	453
Phone Testing	188	194
Administrative	632	496
Personal	17	40
Others	1	181
Unclassified	-	4
Total V	3,373	4,780
Total I to V	4,741	5,163



Time of Calls

■ 2005-06
□ 2006-07

**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Rani a seventeen-year-old girl was being forced to marry a auto driver. Rani's father had expired and the family did not have any earning member. Her mother was involved in a illicit relationship with an married auto driver. Rani's mother wanted her to marry the auto driver and was pressuring her. Rani did not want to marry the auto driver and was unhappy with her mother.

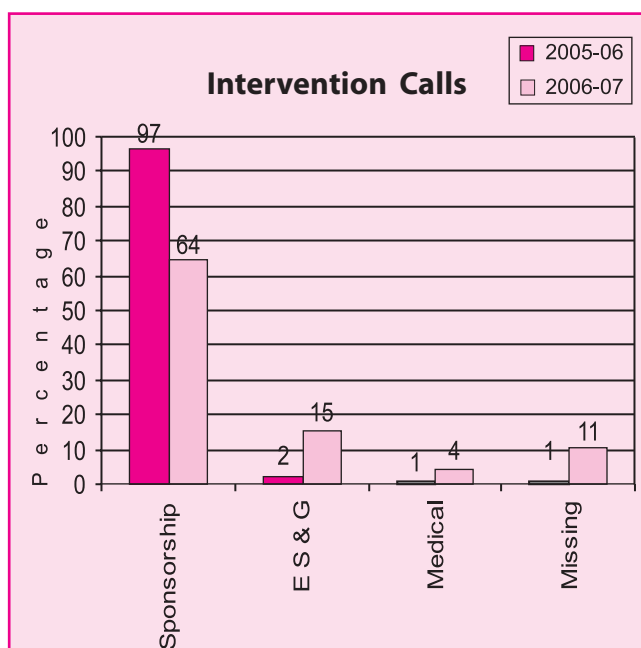
Rani approached the local police station and lodged a complaint against her mother. Rani was referred to CHILDLINE Cuddalore. With support from the helpline a complaint was lodged against the mother in the All Women's Police Station. Her mother was called to the station and given a warning. The District Social Welfare Board was approached to provide shelter to the girl.

Presently Rani is continuing her education and is residing at the Government Home (Shelter for girls).

KANYAKUMARI, TAMIL NADU

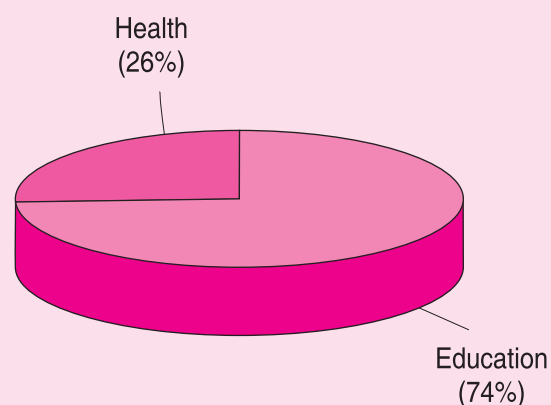
Nodal Organisation	: —
Collaborative Organisation	: Kottar Social Service Society
Support Organisation	: —
Date Of Inception	: February, 2005
Total Calls till March 07 since Inception:	12,917

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	53	10
Shelter	1	6
Repatriation	-	-
Protection from Abuse	-	6
Death Related	-	-
Sponsorship	5,111	145
Missing Children	30	24
Emotional Support Guidance	98	34
Total - I	5,298	225
II. Follow-up calls	166	62
III. Did not Find (DNF)	-	9
Total I to III	5,459	296
IV. Information		
Information & Referral to Service	8	44
Information about CHILDLINE & Volunteers	26	290
Total - IV	34	334
V. Others		
Silent	89	441
Blank	205	354
Wrong	198	253
Crank/Fun/Abusive	223	888
Chat	-	46
Phone Testing	118	567
Administrative	173	116
Personal	22	-
Others	-	46
Unclassified	-	84
Total V	1,028	2,795
Total I to V	6,521	3,425

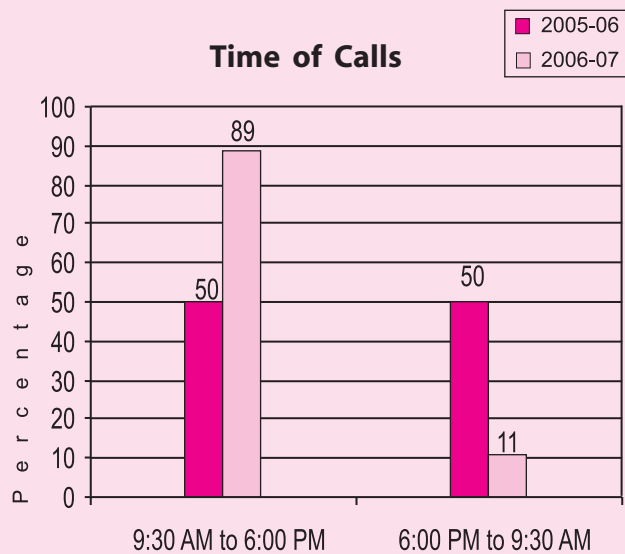
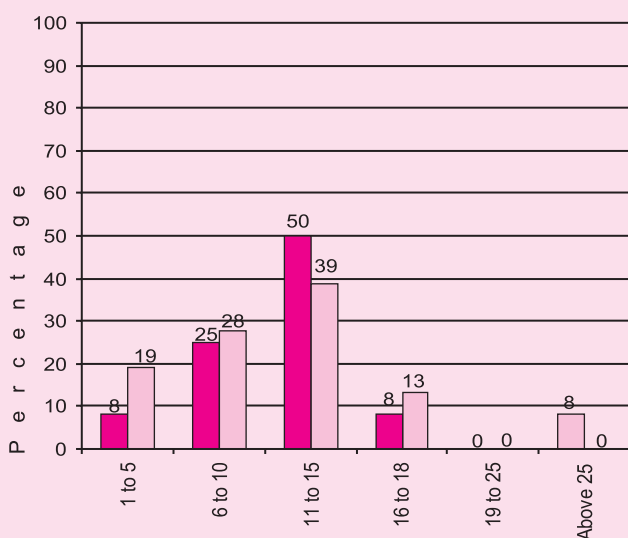
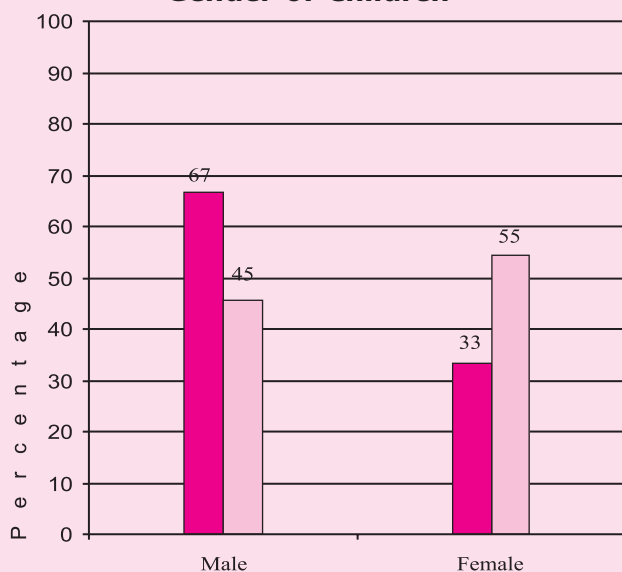


Data Source : Monthly Report

Sponsorship : Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Darmesh, aged 11 years, had run away from his home in Indupur, Andhra Pradesh. The reason the child ran away from his home was his parents had scolded him. Darmesh hails from a economically poor family. Both his parents are daily wage workers. The boy had studied up to primary school. But after that he had dropped out, as his parents wanted him to work. He had come to Kanyakumari and was spotted by a concerned adult who immediately called up CHILDLINE Kanyakumari office.

It was difficult communicating with the child as he understood only Telugu. Help was taken from the local congregation to communicate with the boy. All the details pertaining to the boy and his family were gathered from the child. The CHILDLINE in Andhra and other South Zones cities were contacted. Meanwhile the police control room too was contacted to help in tracing the boy's family. The boy's photograph was displayed on the National Channel, Doordarshan.

The Catholic Diocese of Karnal (Andhra Pradesh) was contacted and requested to help trace the boy's family. Following a series of phone calls and follow up, the team was finally successful in tracing the boy's family. One of the priests in Indupur knew the boy's family and confirmed the same.

The CHILDLINE team accompanied the boy to his hometown and handed him over to his family in the presence of the priest.

MADURAI, TAMIL NADU

Nodal Organisation : Madurai Insitute of Social Sciences

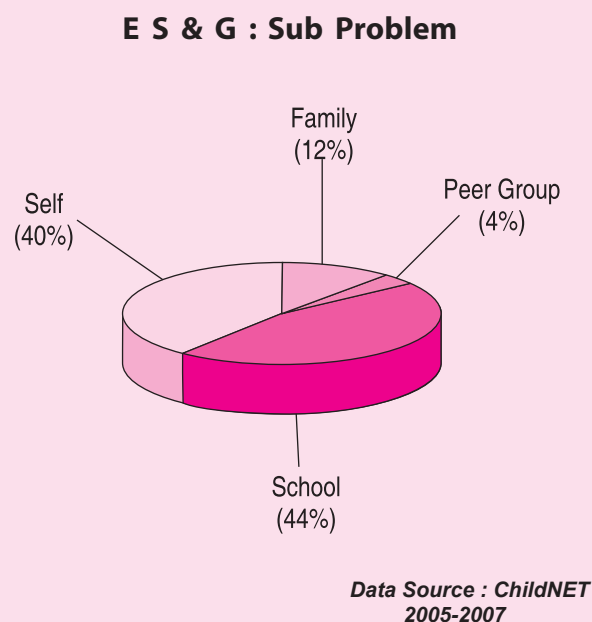
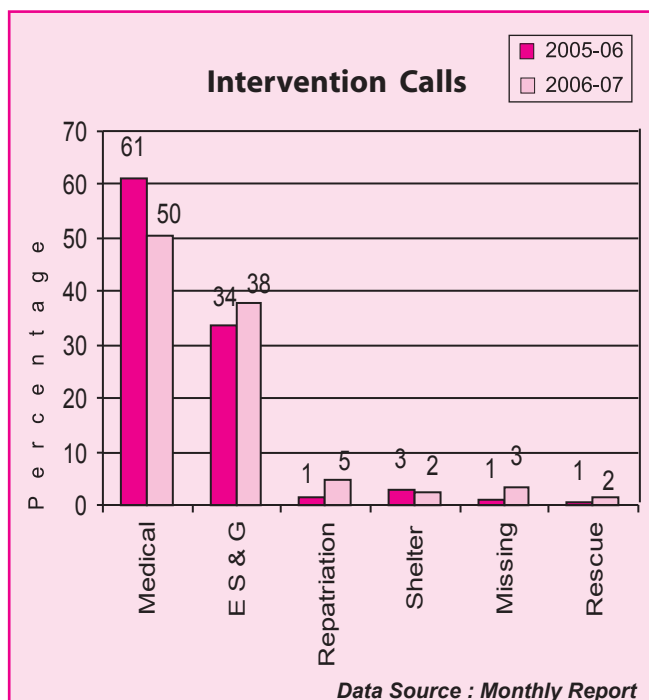
Collaborative Organisation : Grace Kennett Foundation Hospital

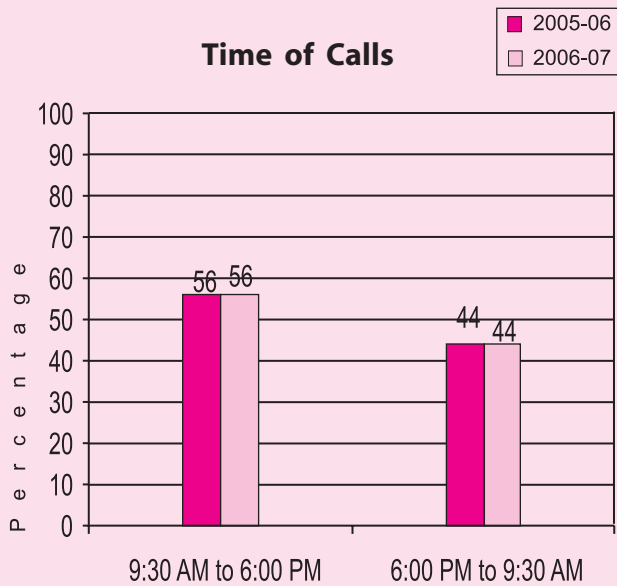
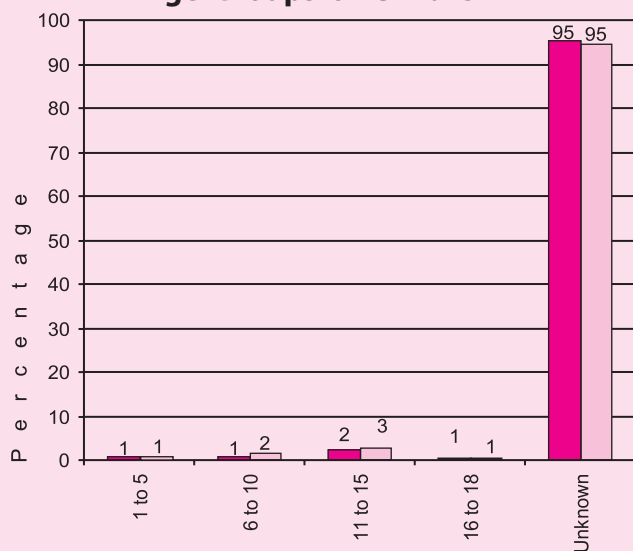
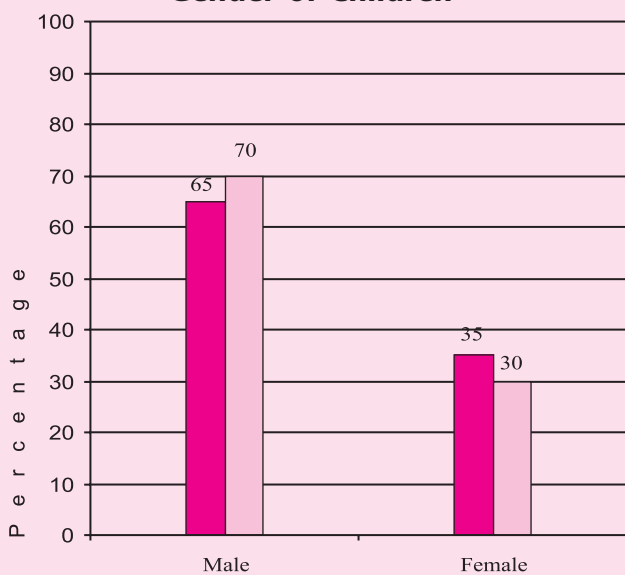
Support Organisation : —

Date Of Inception : April, 2002

Total Calls till March 07 since Inception: 1,65,114

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	1,043	650
Shelter	45	28
Repatriation	23	59
Protection from Abuse	9	20
Death Related	-	-
Sponsorship	-	8
Missing Children	16	40
Emotional Support Guidance	573	490
Total - I	1,709	1,295
II. Follow-up calls	68	131
III. Did not Find (DNF)	-	4
Total I to III	1,777	1,430
IV. Information		
Information & Referral to Service	6	10
Information about CHILDLINE & Volunteers	10,738	9,760
Total - IV	10,744	9,770
V. Others		
Silent	7,013	7,828
Blank	7,978	7,312
Wrong	360	299
Crank/Fun/Abusive	11,026	8,845
Chat	-	-
Phone Testing	364	441
Administrative	51	83
Personal	-	-
Others	-	-
Unclassified	-	-
Total V	26,792	24,808
Total I to V	39,313	36,008



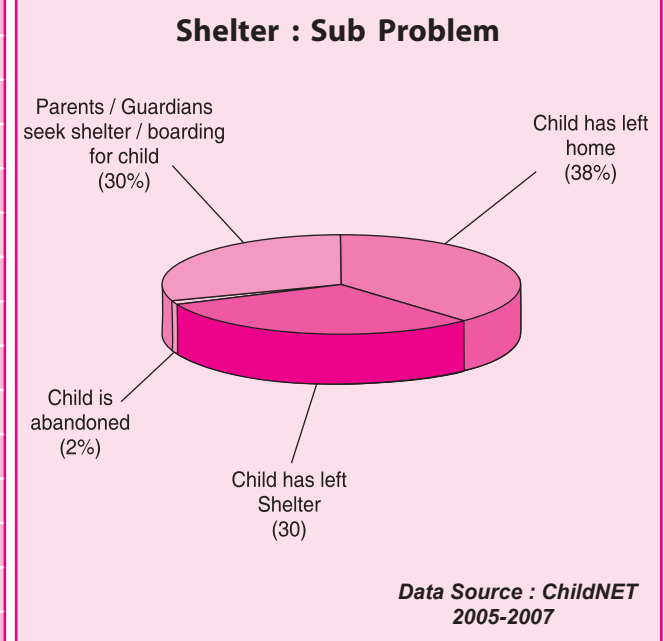
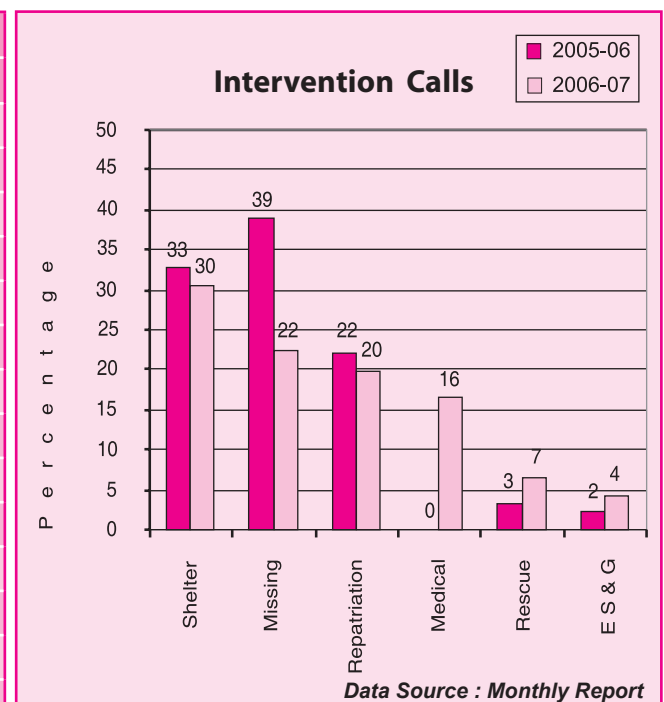
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

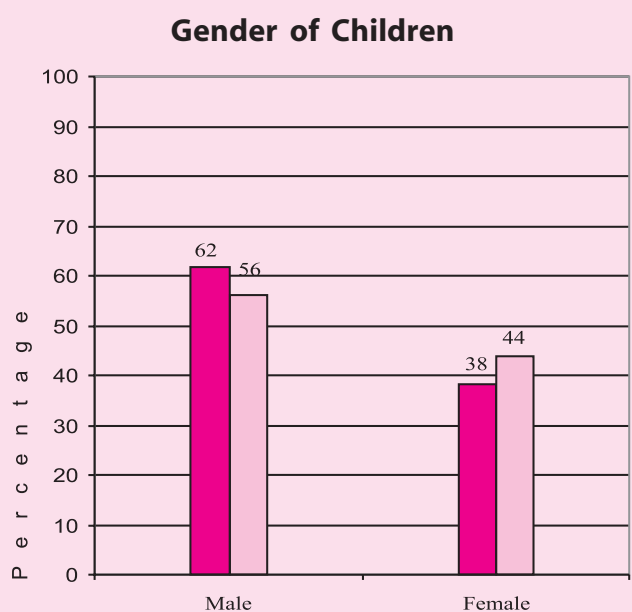
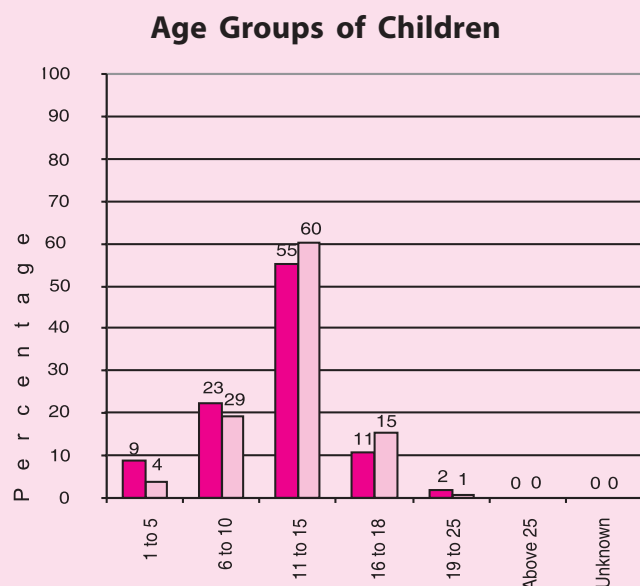
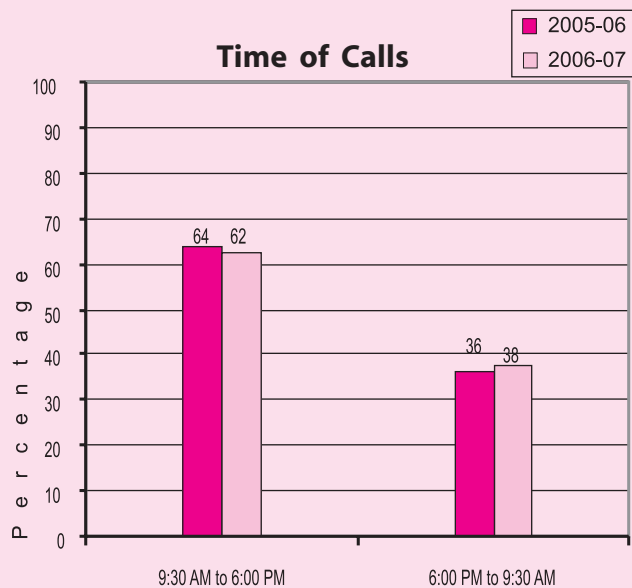
A railway police officer found seven year Uday (name changed) on platform number one of Madurai Railway Station. The railway police referred Uday's case to CHILDLINE Madurai. Uday was brought to CHILDLINE office. On questioning the child, the team found out that he had run away from home because his mother had scolded him. The child however did not know his residential address or any such contact details. Uday has been referred to CWC for temporary shelter and education until repatriation.

SALEM, TAMIL NADU

Nodal Organisation	: Young Women's Christian Association (YWCA)
Collaborative Organisation	: Don Bosco Anbu Illam Social Service Society
Support Organisation	: —
Date Of Inception	: April, 2002
Total Calls till March 07 since Inception	: 1,88,142

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	14	37
Shelter	135	172
Repatriation	91	113
Protection from Abuse	10	24
Death Related	-	-
Sponsorship	2	1
Missing Children	161	126
Emotional Support Guidance	-	93
Total - I	413	566
II. Follow-up calls	416	277
III. Did not Find (DNF)	7	7
Total I to III	836	850
IV. Information		
Information & Referral to Service	130	22
Information about CHILDLINE & Volunteers	39,441	27,058
Total - IV	39,571	27,080
V. Others		
Silent	1,006	1,686
Blank	2,633	2,468
Wrong	315	178
Crank/Fun/Abusive	6,252	5,388
Chat	-	3
Phone Testing	348	146
Administrative	504	182
Personal	3	-
Others	-	40
Unclassified	-	-
Total V	11,061	10,091
Total I to V	51,468	38,021





Data Source : ChildNET

Raghavan had wounded his left eye while bursting firecrackers. Raghvan's mother approached CHILDLINE Salem seeking medical aid. A CHILDLINE team member took Raghavan to the Hospital for check up and treatment. The doctor advised that the boy should be operated upon because the damage to the child's eye had been severe, he also informed that the operation would cost 10,000 rupees. CHILDLINE Trichy was contacted so that treatment could be provided at Trichy hospital. CHILDLINE Trichy coordinator and a team member approached another Hospital, there too the doctors asked for 10,000 rupees for operation. The coordinator approached the Lions Club and was given a letter so that they could avail free treatment. The operation was successfully carried out.

TIRUNELVELI, TAMIL NADU

Nodal Organisation : Maharaj Nagar Mahalir Mandram

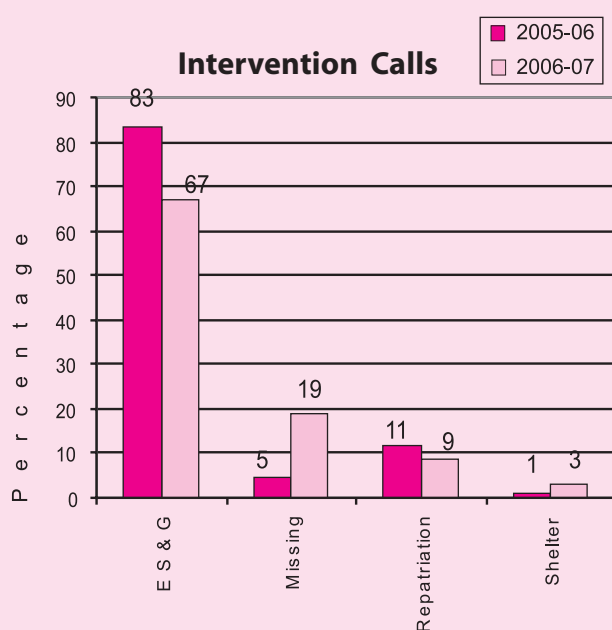
Collaborative Organisation : Saranalayam

Support Organisation : —

Date Of Inception : June, 2003

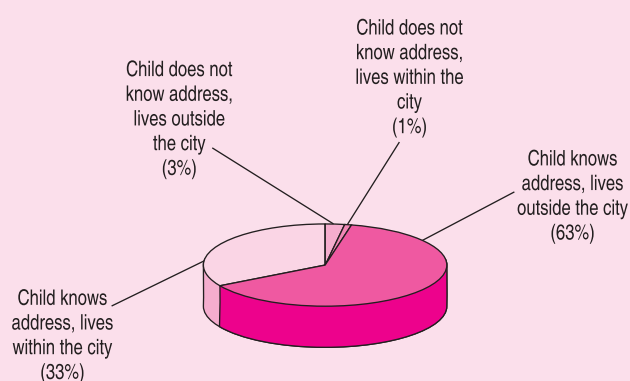
Total Calls till March 07 since Inception: 71,305

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	2	33
Shelter	24	74
Repatriation	258	203
Protection from Abuse	1	2
Death Related	-	-
Sponsorship	1	10
Missing Children	110	449
Emotional Support Guidance	1,971	1,574
Total - I	2,367	2,345
II. Follow-up calls	932	478
III. Did not Find (DNF)	2	11
Total I to III	3,301	2,834
IV. Information		
Information & Referral to Service	621	713
Information about CHILDLINE & Volunteers	2,245	2,648
Total - IV	2,866	3,361
V. Others		
Silent	4,794	3,082
Blank	2,405	1,870
Wrong	529	823
Crank/Fun/Abusive	11,569	10,933
Chat	-	165
Phone Testing	2,329	1,951
Administrative	154	110
Personal	-	1
Others	-	247
Unclassified	-	135
Total V	21,780	19,317
Total I to V	27,947	25,512

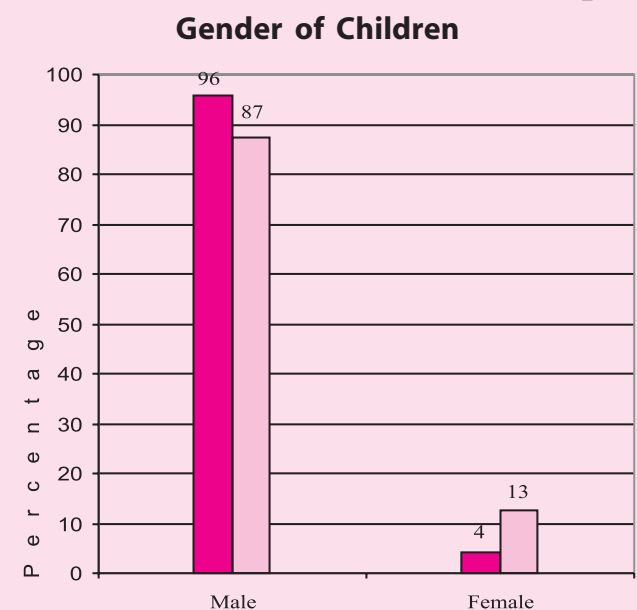
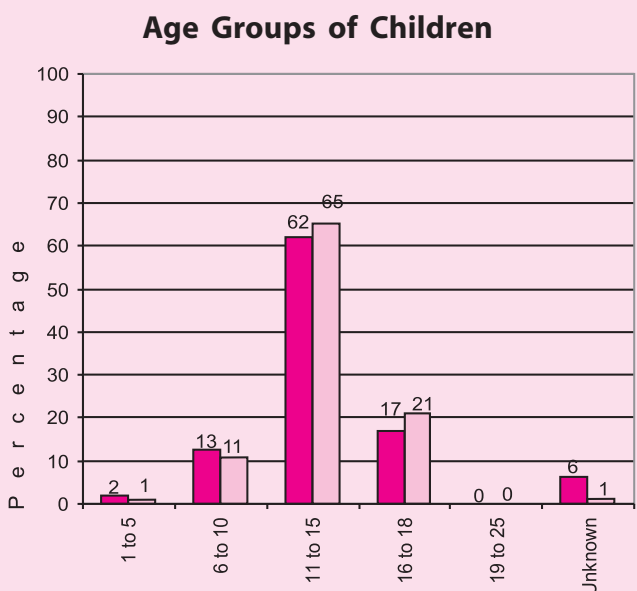
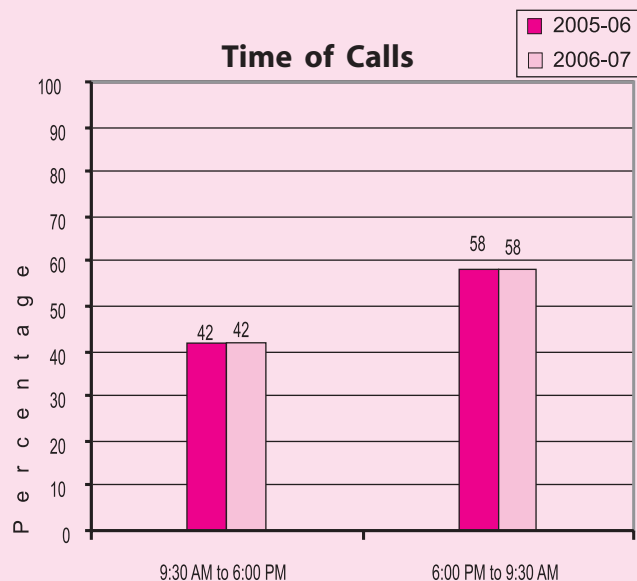


Data Source : Monthly Report

Repatriation : Sub Problem



Data Source : ChildNET
2005-2007



Data Source : ChildNET

Nine-year-old Natesh's father had deserted the family.

Extreme poverty forced the mother to marry for the second time. She married a hooligan having a long list of cases against him in the local police station. His stepfather often beat him under the influence of alcohol. He was very unhappy with the situation at home. Not able to take up more of the abusive treatment the child called up CHILDLINE for assistance from the local town bus stop.

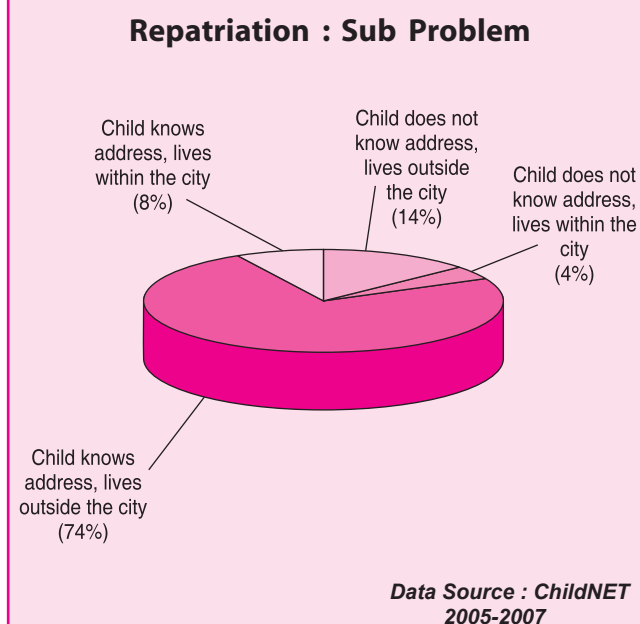
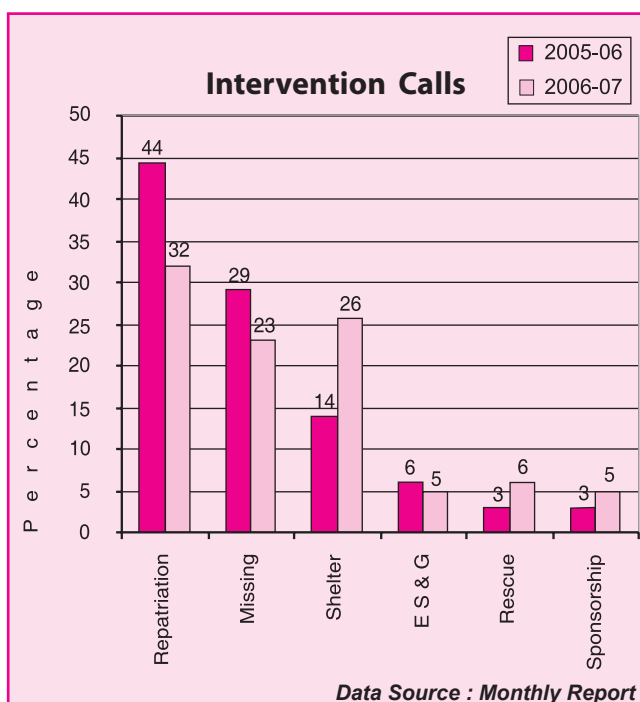
The child was brought to the center. Due to regular beating the child's body was covered with bruises. His mother too had once burned him with fire. He was immediately taken to a hospital and provided treatment.

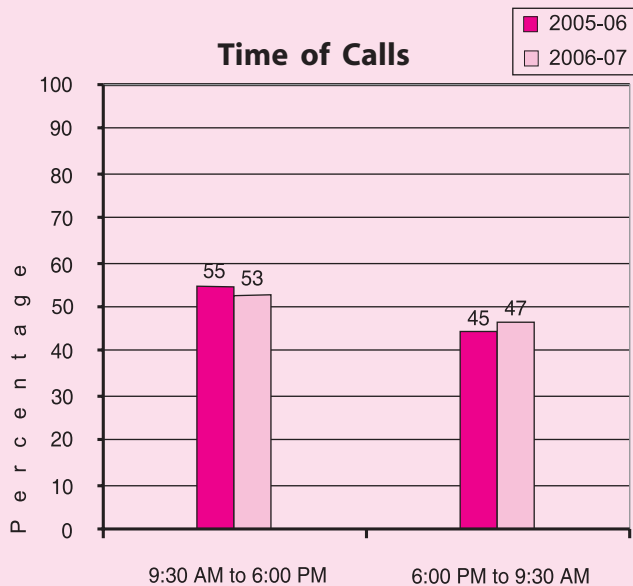
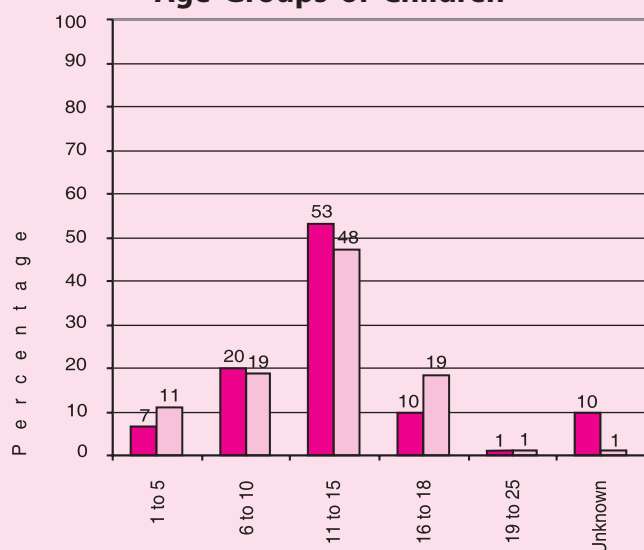
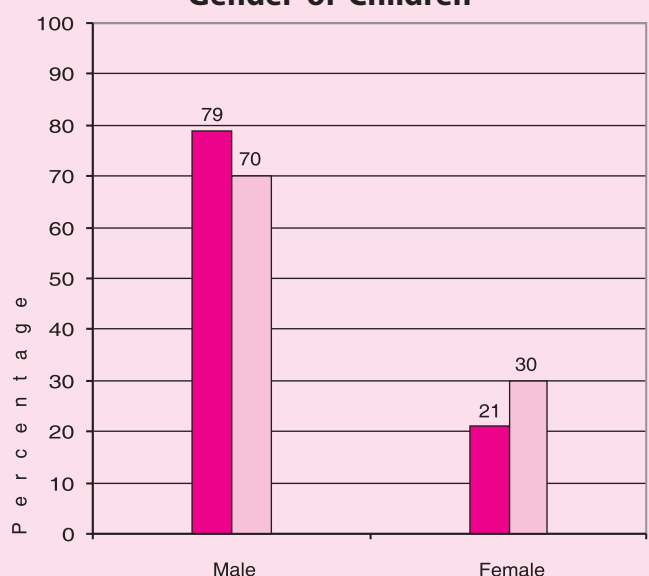
The team then visited his house and spoke to his mother. She was not very keen and showed very little interest. The team then had to take the assistance of the police and give her a warning to look after her child. However shortly after he was restored home, Natesh ran away from his home. He was not happy with home environment. Keeping in view the circumstances he has been placed in a shelter home and is presently continuing his education.

TRICHY, TAMIL NADU

Nodal Organisation	: Department of Social Work, Bishop Heber Collage
Collaborative Organisation	: Sister of the Cross Society for Education and Development
Support Organisation	: —
Date Of Inception	: August, 2001
Total Calls till March 07 since Inception:	1,14,789

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	3	8
Shelter	84	163
Repatriation	275	205
Protection from Abuse	18	40
Death Related	-	6
Sponsorship	21	31
Missing Children	178	148
Emotional Support Guidance	40	32
Total - I	619	633
II. Follow-up calls	2,606	2,952
III. Did not Find (DNF)	35	30
Total I to III	3,260	3,615
IV. Information		
Information & Referral to Service	442	504
Information about CHILDLINE & Volunteers	677	735
Total - IV	1,119	1,239
V. Others		
Silent	7,056	6,405
Blank	7,749	8,546
Wrong	833	596
Crank/Fun/Abusive	3,570	4,014
Chat	-	-
Phone Testing	764	1,556
Administrative	1,368	1,548
Personal	-	748
Others	471	-
Unclassified	-	-
Total V	21,811	23,413
Total I to V	26,190	28,267



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Twelve-year-old Sanil was referred by the local police station to CHILDLINE Trichy. During the first interaction he said that he has no parents. But later came around saying that he has parents. Based on the details given by the child, the team contacted his parents. But the couple refused to acknowledge the boy as their son and stated that they had found the boy one day in front of a temple begging. And they took the boy home, as they did not have any child of their own.

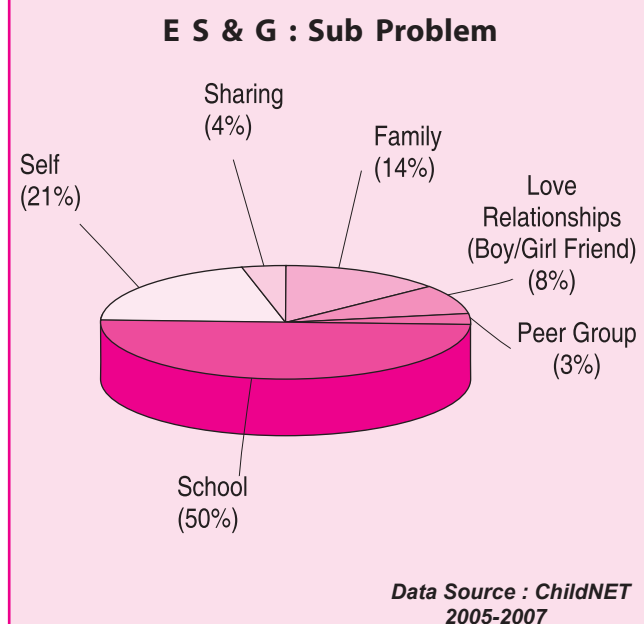
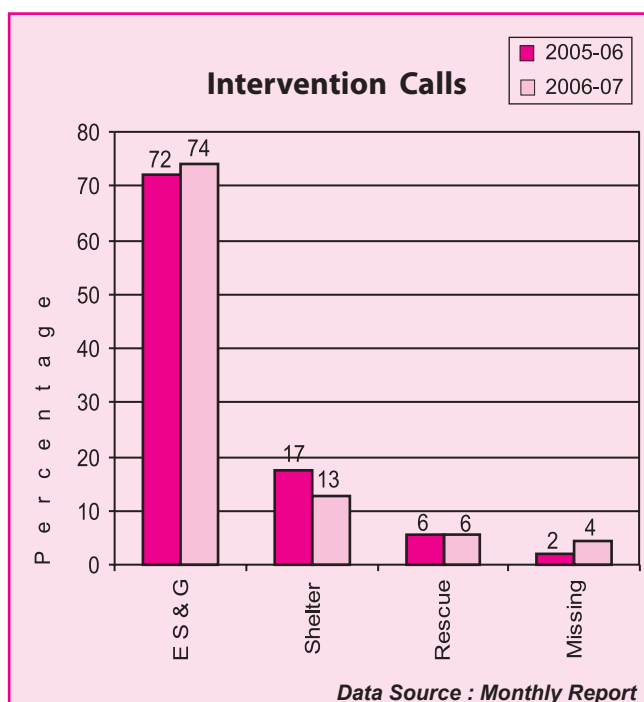
Finally the boy revealed the truth. Sanil's father was an alcoholic and often beat him up under the influence of alcohol. Finally one fine day he ran away from and it was six months since he was away from home.

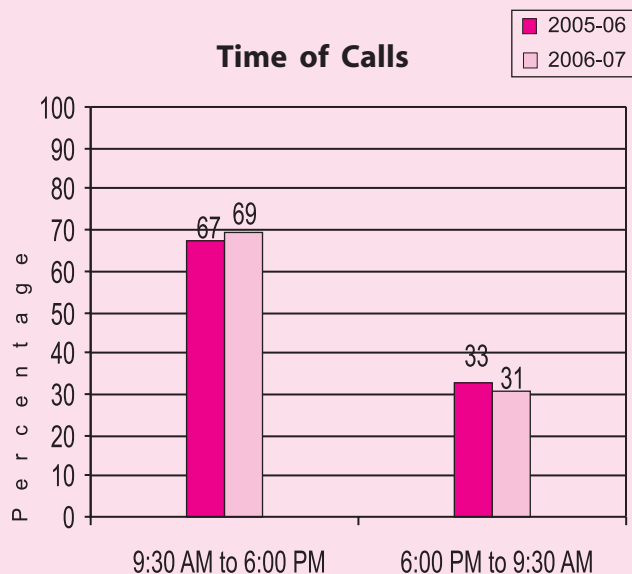
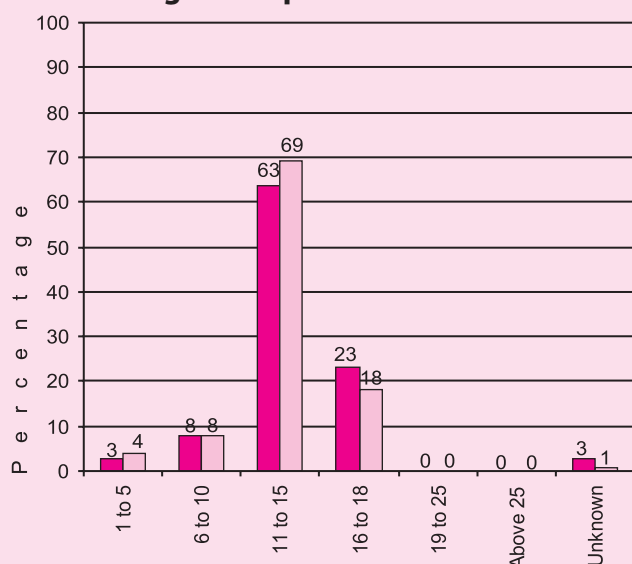
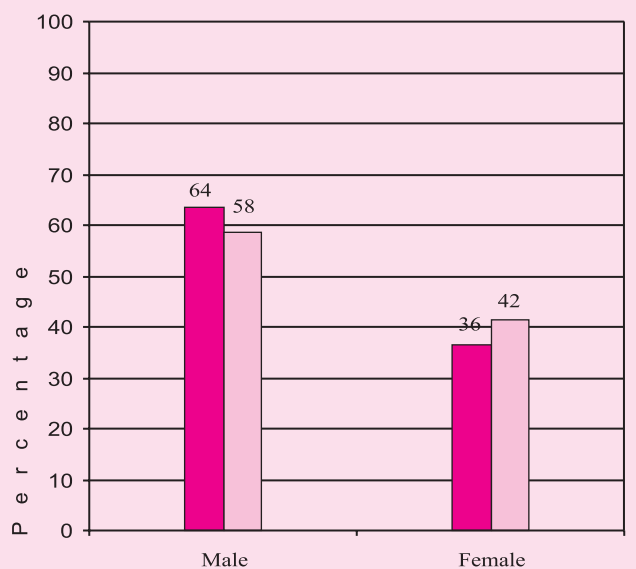
The team then got in touch with his parents and were called to the centre. Following counselling session, the child was handed over to his parents. They assured that they would take good care of Sanil.

KOCHI, KERALA

Nodal Organisation	: Rajagiri College of social Sciences
Collaborative Organisation	: Don Bosco Sneha Bhavan
Support Organisation	: —
Date Of Inception	: January, 2001
Total Calls till March 07 since Inception:	1,01,864

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	12	13
Shelter	296	180
Repatriation	27	7
Protection from Abuse	109	79
Death Related	-	-
Sponsorship	5	30
Missing Children	33	60
Emotional Support Guidance	1,235	1,050
Total - I	1,717	1,419
II. Follow-up calls	1,717	1,017
III. Did not Find (DNF)	19	38
Total I to III	2,853	2,474
IV. Information		
Information & Referral to Service	170	130
Information about CHILDLINE & Volunteers	3,850	13,226
Total - IV	4,020	13,356
V. Others		
Silent	3,587	3,059
Blank	339	156
Wrong	1,749	600
Crank/Fun/Abusive	195	668
Chat	-	340
Phone Testing	4,319	3,092
Administrative	808	838
Personal	179	159
Others	-	6,658
Unclassified	-	39
Total V	11,176	15,609
Total I to V	18,049	31,439



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Kochi rescued a domestic labour from a house in Kochi. A native of Salem, the child had discontinued her education after 2nd std. She was brought to Kochi by an agent, for remuneration of Rs. 5000/- to the agent of which Rs. 4000/- was paid to her parents.

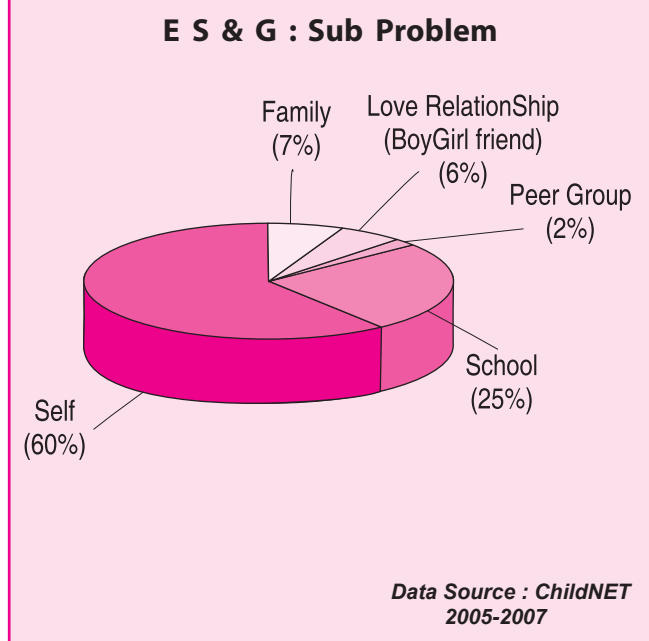
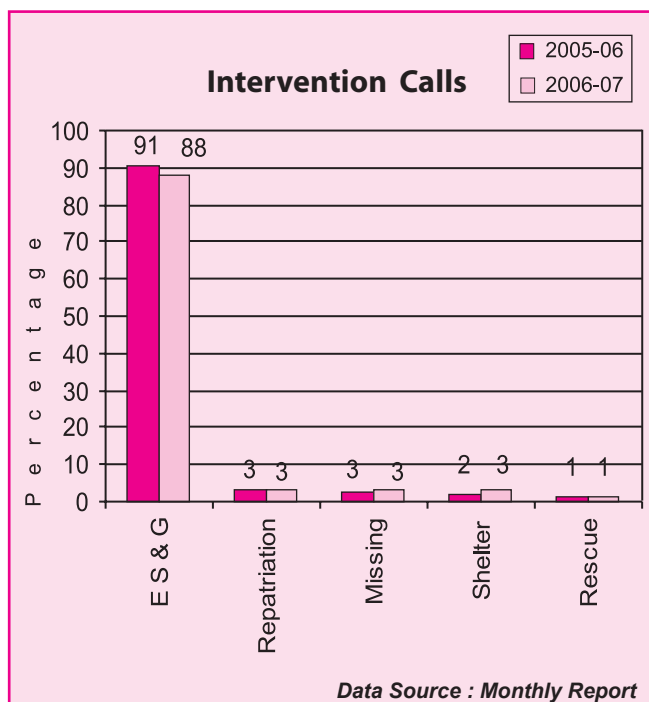
As per the court order CHILDLINE placed her at a centre for rehabilitation of street children for girls. Though her parents came to Kochi with the documents to claim the child, the Magistrate did not hand over the child to them. The court ordered verification of her family; hence a letter was sent to her native village office. As per the response received from local authorities the family was found unfit to look after the child. The court passed orders to provide shelter for the child at the government shelter home, until further orders.

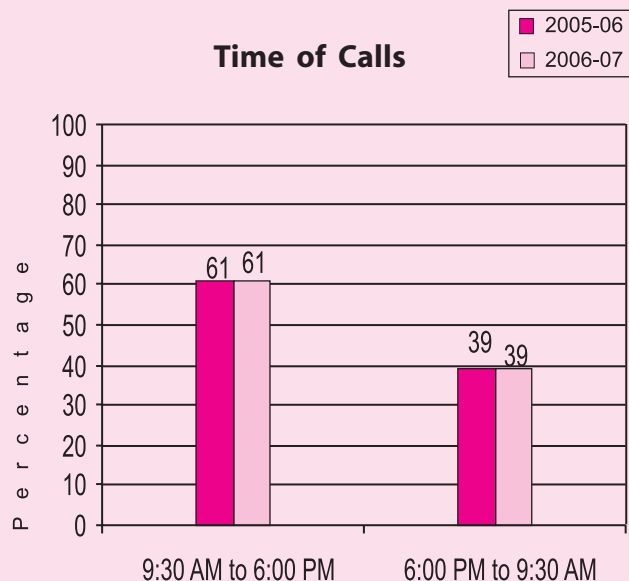
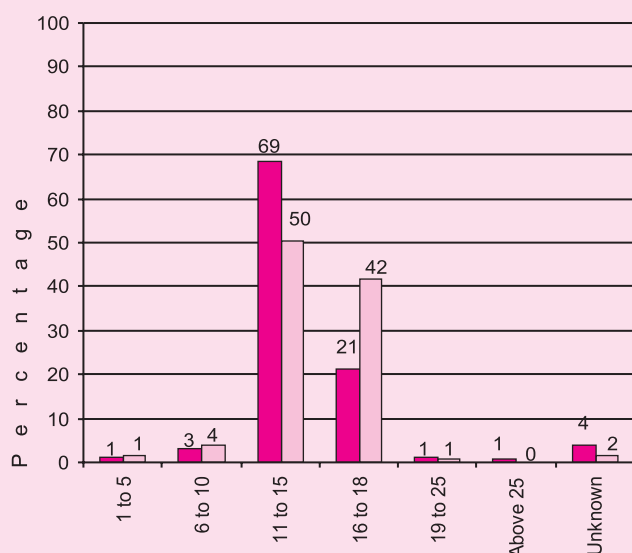
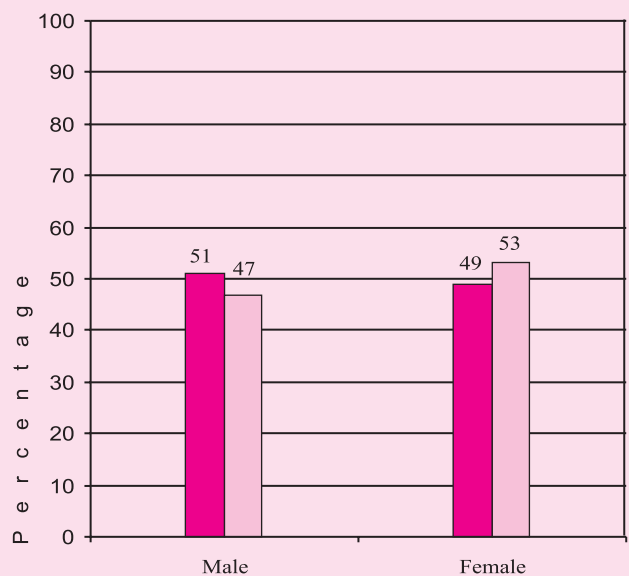
The child was keen on continuing her education. She was admitted to a nearby school. During this period her parents neither contacted her nor the CHILDLINE centre. Meanwhile, she became anxious and wished to return home. CHILDLINE once again approached the Chief Judicial Magistrate. The Magistrate suggested seeking the possibility of an Institutional support in her native place. The help of CHILDLINE Salem was sought to find a shelter in her native place. As this process was underway, her parents came to the CHILDLINE office to take the child home. Immediately Salem CHILDLINE was contacted and they agreed to receive her and continue her education in her native place. Necessary orders to this effect were sought from the court. One of the staff members of CHILDLINE Kochi accompanied the child to Salem and handed her over to Salem CHILDLINE.

KOZHIKODE, KERALA

Nodal Organisation	: Farook College
Collaborative Organisation	: Association for the Welfare of the Handicapped
Support Organisation	: —
Date Of Inception	: April, 2002
Total Calls till March 07 since Inception:	95,213

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	3	14
Shelter	50	72
Repatriation	84	71
Protection from Abuse	25	27
Death Related	1	-
Sponsorship	7	6
Missing Children	66	71
Emotional Support Guidance	2,304	1,913
Total - I	2,540	2,174
II. Follow-up calls	303	289
III. Did not Find (DNF)	13	7
Total I to III	2,856	2,470
IV. Information		
Information & Referral to Service	175	337
Information about CHILDLINE & Volunteers	4,351	5,496
Total - IV	4,526	5,833
V. Others		
Silent	4,471	5,205
Blank	3,950	5,799
Wrong	1,302	945
Crank/Fun/Abusive	1,356	952
Chat	244	45
Phone Testing	1,096	953
Administrative	568	671
Personal	81	41
Others	-	2
Unclassified	11	37
Total V	13,079	14,650
Total I to V	20,461	22,953



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

The Railway police referred a seven-year-old boy to CHILDLINE Kohzikode. The child was brought to the center. As he was in a bad state he was provided food and given a bath. While the boy was changing fresh clothes the team noticed that he had some marks on his chest and stomach. The boy was immediately taken to the doctor and it was diagnosed as chicken pox. He was admitted in a special ward.

Initially the team took shifts to be with the boy in the hospital and later a volunteer was appointed to stay with the child. Following his recovery and discharge from the hospital he was provided temporary shelter at the CHILDLINE center. As the child was deaf and dumb it was not possible to get information from him about his family and whereabouts. To get some clue out of him, he was provided with paper and pen, hoping that he would be able to write or sketch out something. But this too did not yield any clues. A special school teacher working with hearing impaired was also pooled in to help out, but was not successful.

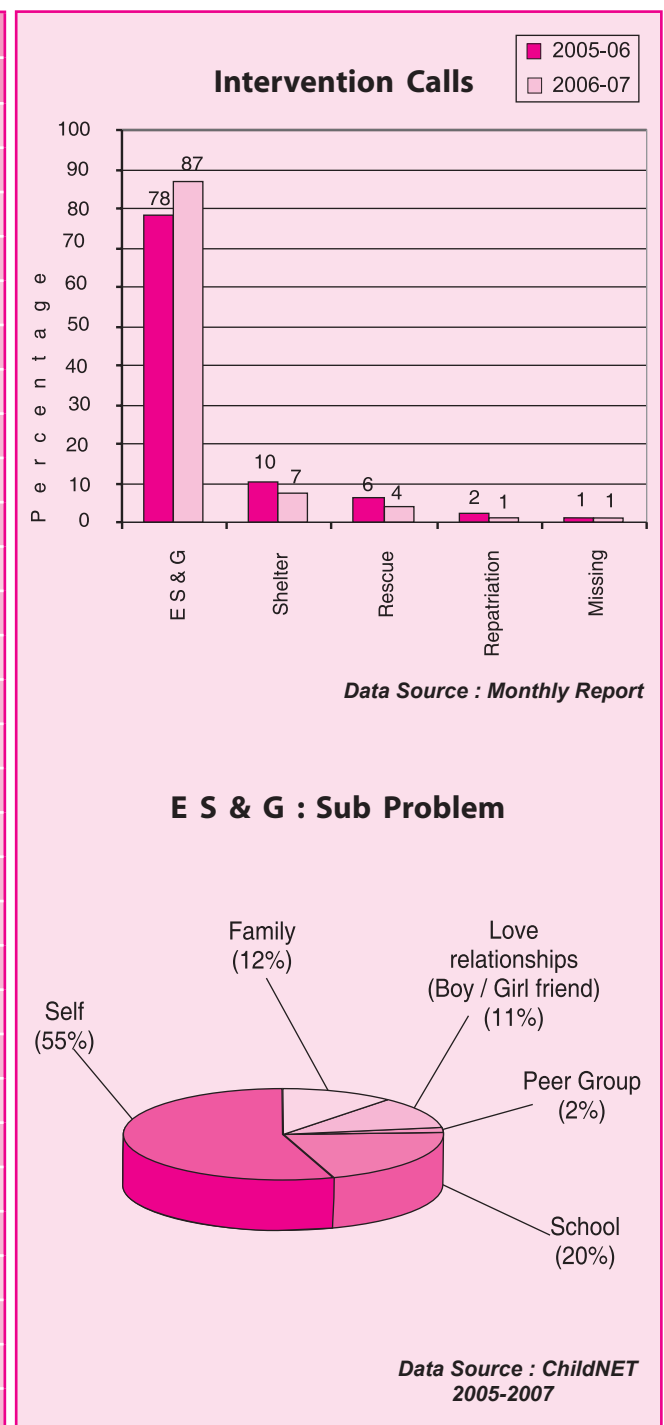
As a last resort his photographs were published in the leading local newspapers hoping that someone would recognize the child and provide some lead. This too did not provide any lead on the case.

Finally the team contacted special schools in and around Kohzokodi and Calicut for admission. He was finally admitted in one of the residential special schools. Presently the boy is staying at the special school and continuing his education.

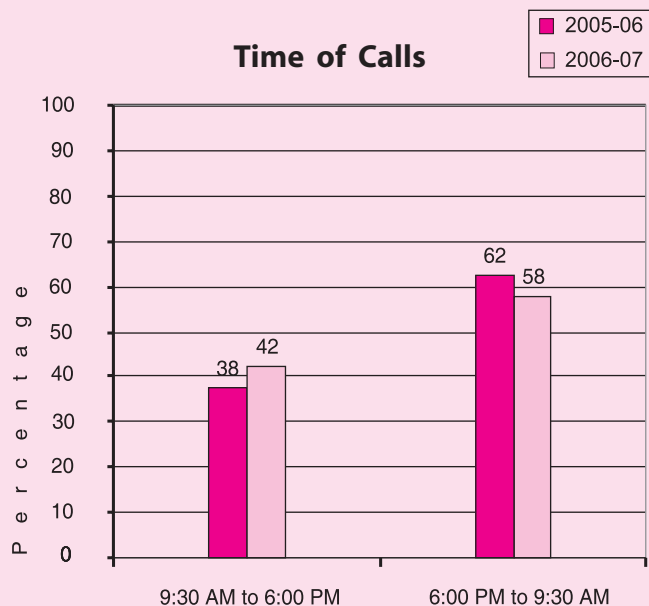
THRISSUR, KERALA

Nodal Organisation	: Vimla Community Extension Centre
Collaborative Organisation	: St.Christina Home
Support Organisation	: —
Date Of Inception	: November, 2003
Total Calls till March 07 since Inception:	1,25,339

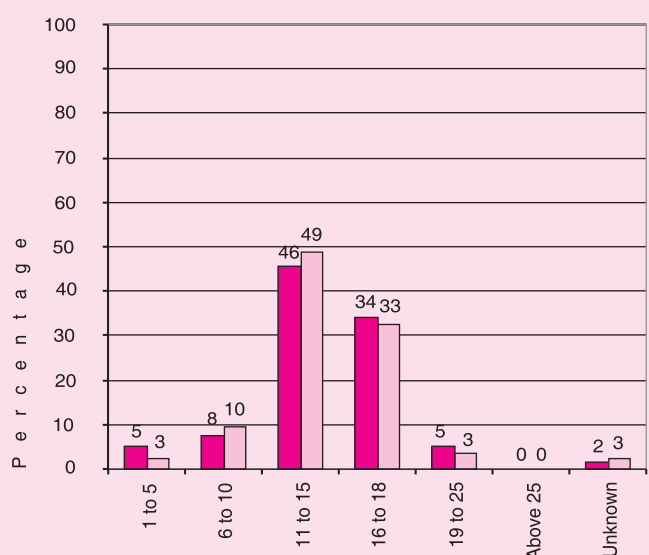
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	15	2
Shelter	126	100
Repatriation	28	12
Protection from Abuse	78	52
Death Related	-	-
Sponsorship	7	5
Missing Children	18	8
Emotional Support Guidance	970	1,170
Total - I	1,242	1,349
II. Follow-up calls	356	448
III. Did not Find (DNF)	51	26
Total I to III	1,649	1,823
IV. Information		
Information & Referral to Service	149	135
Information about CHILDLINE & Volunteers	2,734	4,496
Total - IV	2,883	4,631
V. Others		
Silent	4,033	3,203
Blank	9,068	6,227
Wrong	3,735	2,750
Crank/Fun/Abusive	1,230	1,416
Chat	3,979	2,305
Phone Testing	2,891	3,219
Administrative	1,138	745
Personal	420	305
Others	-	3
Unclassified	-	1
Total V	26,494	20,174
Total I to V	31,026	26,628



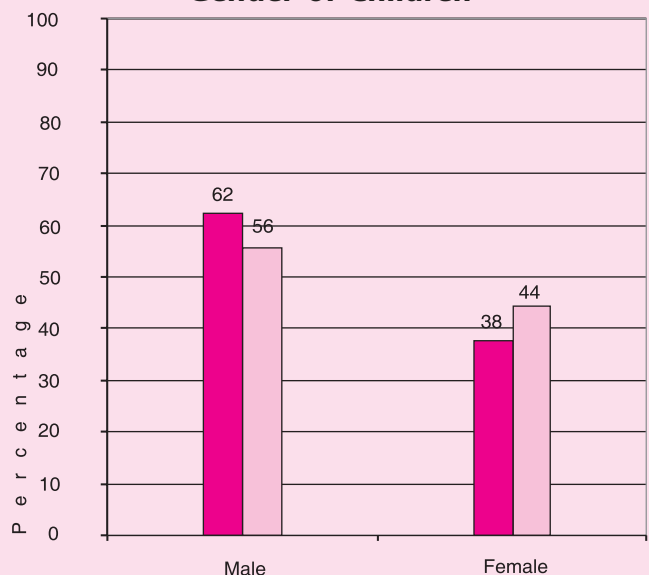
Time of Calls



Age Groups of Children



Gender of Children



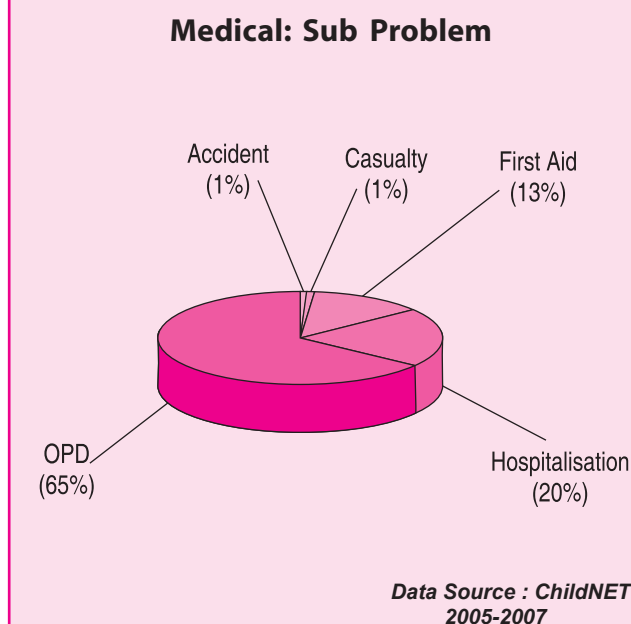
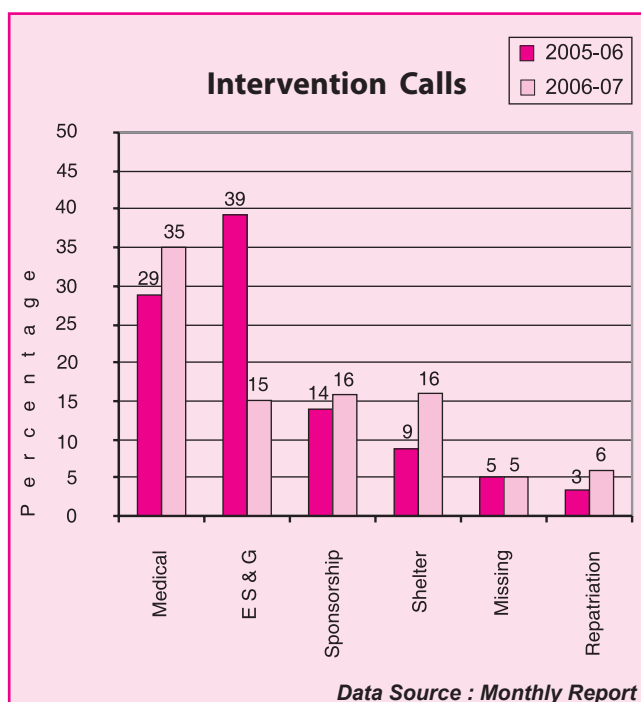
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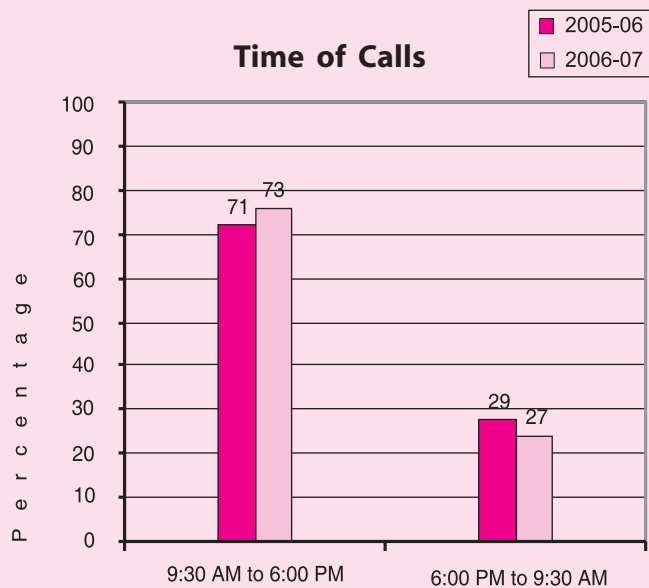
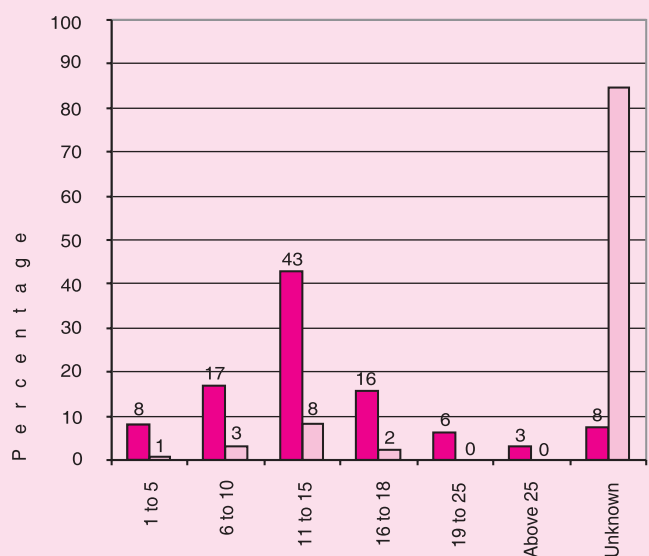
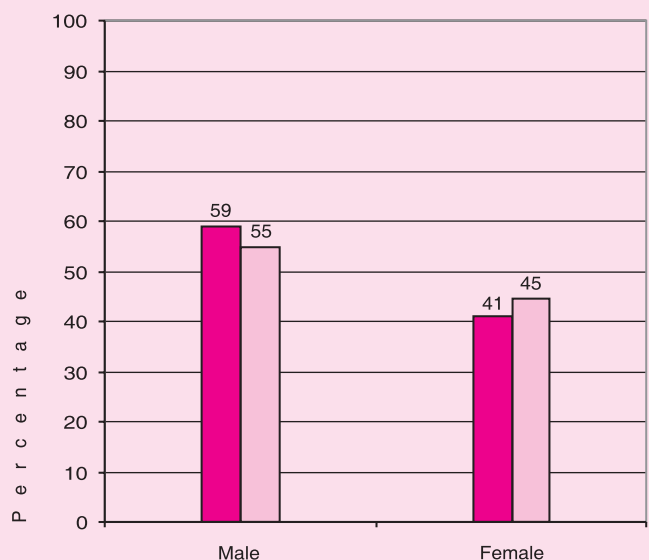
CHILDLINE Thrissur, as decided in the City Advisory Board (CAB) meeting, conducted a rescue operation that focussed on children begging in the city. With full support from the local police, CHILDLINE successfully rescued 10 children. These children were placed before the Child Welfare Committee (CWC). Two children in this group were below 5 years of age and had to be handed over to the parents after they were warned of the consequences of forcing children to beg. Other children were placed in the children's home. CHILDLINE team members discussed this operation during their weekly meeting and came to the decision that every Saturday outreach would be conducted among children found begging in various parts of the city.

THIRUVANANTHAPURAM, KERALA

Nodal Organisation	: Loyola Extension Services
Collaborative Organisation	: Don Bosco Veedu
Support Organisation	: Trivendrum Social Service Society
Date Of Inception	: March, 2000
Total Calls till March 07 since Inception:	1,14,009

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	223	189
Shelter	69	87
Repatriation	8	26
Protection from Abuse	26	32
Death Related	5	8
Sponsorship	105	83
Missing Children	36	27
Emotional Support Guidance	304	81
Total - I	776	533
II. Follow-up calls	1,267	1,040
III. Did not Find (DNF)	-	1
Total I to III	2,043	1,574
IV. Information		
Information & Referral to Service	175	101
Information about CHILDLINE & Volunteers	1,491	459
Total - IV	1,666	560
V. Others		
Silent	4,730	3,521
Blank	3,025	2,513
Wrong	1,090	1,033
Crank/Fun/Abusive	831	446
Chat	283	202
Phone Testing	1,076	984
Administrative	958	868
Personal	666	604
Others	-	296
Unclassified	-	-
Total V	12,659	10,467
Total I to V	16,368	12,601



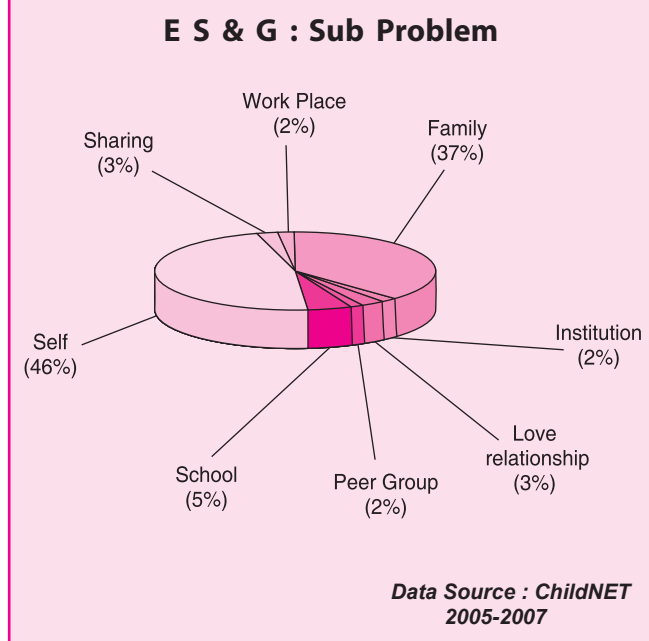
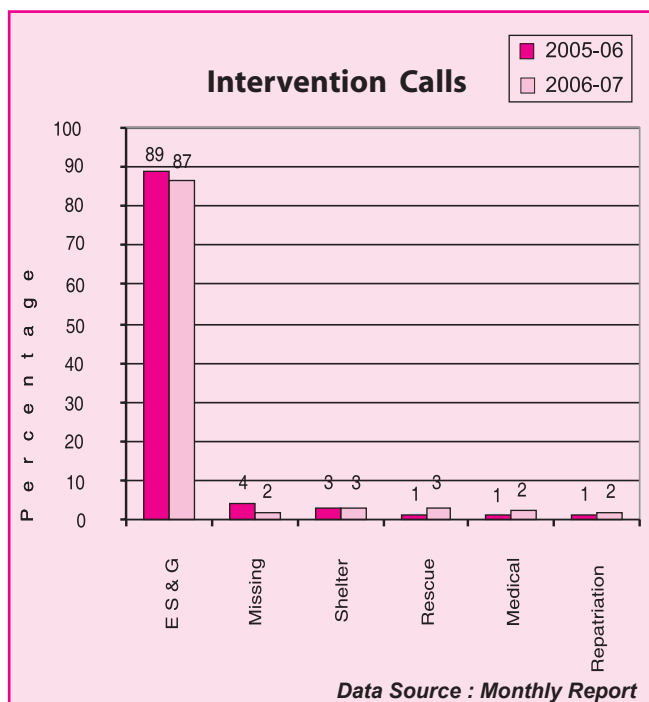
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

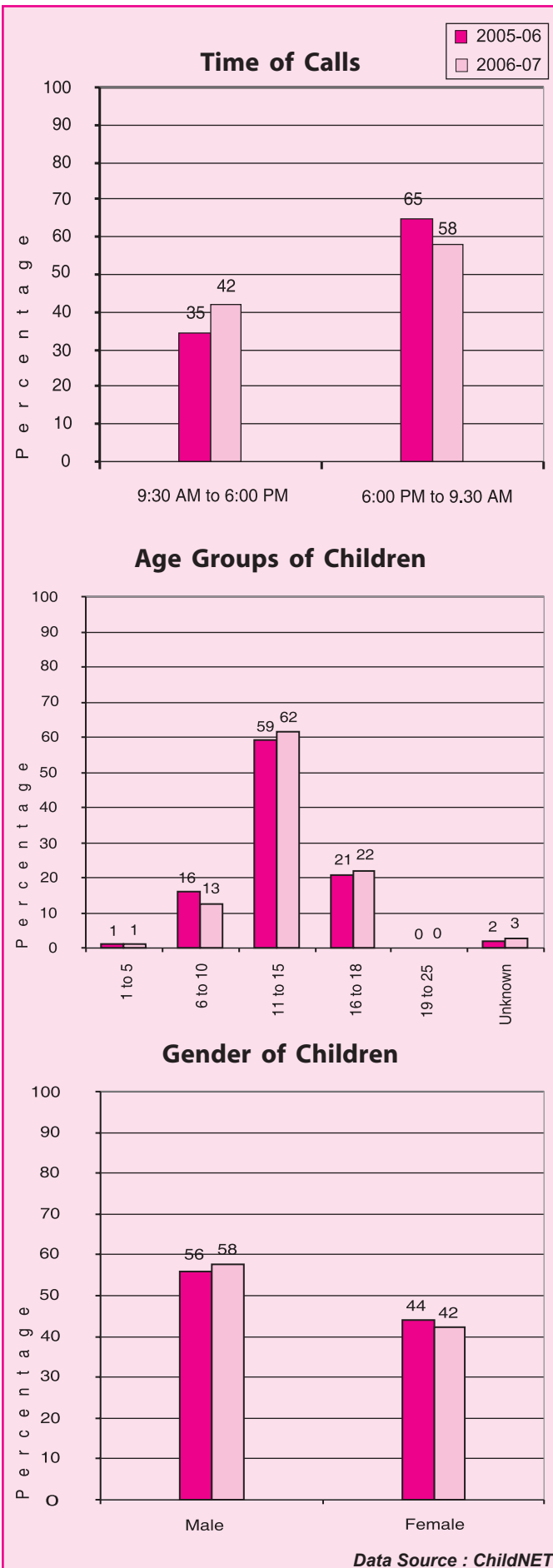
CHILDLINE received a call from a concerned adult one-day informing about a girl found sleeping at a brick kiln in a very poor condition. The team visited the spot as informed by the caller and found the girl. She was taken to the nearby hospital for a medical check up. Following the treatment she was placed at a shelter home. The team tried to get information from the child. However all the details given by her were vague and she did not seem keen to return home. Instead she expressed her desire to be returned to the brick kiln. While the team members were escorting her to the center, her brother-in-law spotted her. The team along with the brother-in-law visited the girl's house for verification. During the home visit the team found out that she was a mentally challenged child. One day child received scolding from her mother for a small mistake. This prompted her to run away from home. She found shelter at the brick kiln. After having stayed here for 2 to 3 days she was found by the caller who informed CHILDLINE. Child has been repatriated to her family.

WAYANAD, KERALA

Nodal Organisation	: HILDA
Collaborative Organisation	: Joint Voluntary Action for Legal Alternatives
Support Organisation	:
Date Of Inception	: September, 2002
Total Calls till March 07 since Inception:	80,710

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	38	44
Shelter	90	55
Repatriation	39	37
Protection from Abuse	39	48
Death Related	5	1
Sponsorship	13	30
Missing Children	114	37
Emotional Support Guidance	2,646	1,619
Total - I	2,984	1,871
II. Follow-up calls	1,609	1,070
III. Did not Find (DNF)	52	68
Total I to III	4,645	3,009
IV. Information		
Information & Referral to Service	1,248	1,085
Information about CHILDLINE & Volunteers	4,454	3,916
Total - IV	5,702	5,001
V. Others		
Silent	1,104	675
Blank	948	534
Wrong	461	585
Crank/Fun/Abusive	731	389
Chat	412	185
Phone Testing	2,795	2,959
Administrative	1,148	1,443
Personal	278	302
Others	-	9
Unclassified	-	2
Total V	7,877	7,083
Total I to V	18,224	15,093



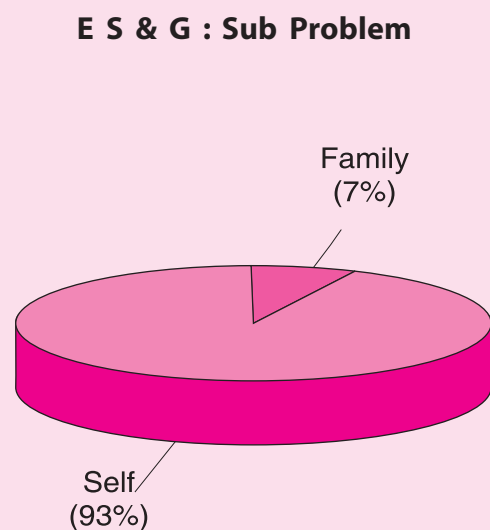
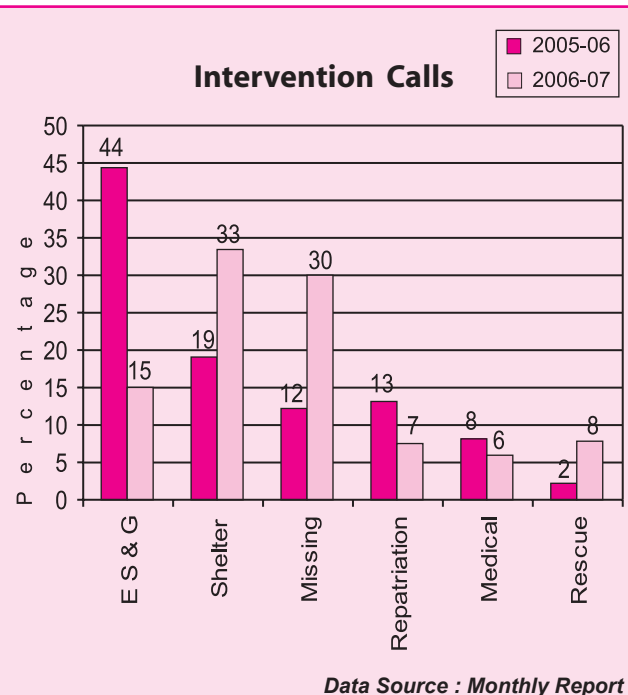


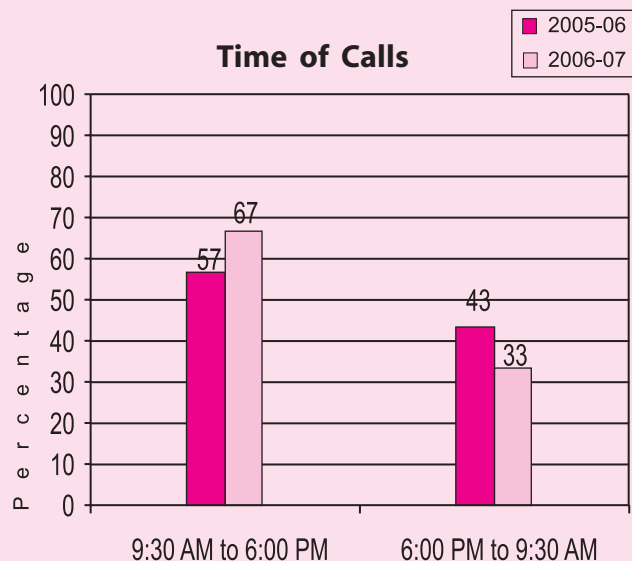
A concerned adult informed CHILDLINE Wayanad about a 14-year-old girl child. The child's stepfather sexually abused her for over a year. She is from a very poor family and her mother is Mentally ill. The girl was hospitalised after her third suicide attempt. She told her grandmother about the abuse when she was in the hospital. Her grand mother shared this with a neighbour who inturn informed CHILDLINE. CHILDLINE team visited the hospital and interacted with the child and relatives. The grand mother filed a complaint with the police. On instructions from the District Juvenile Police Officer the police registered a case, arrested the accused and produced him before the court. The court sentenced him to jail. CHILDLINE took the child to the CHILDLINE office after gaining the relative's permission. The child was given counselling, shelter, and enrolled into a school run by a resource organisation of CHILDLINE Wayanad.

HYDERABAD, ANDHRA PRADESH

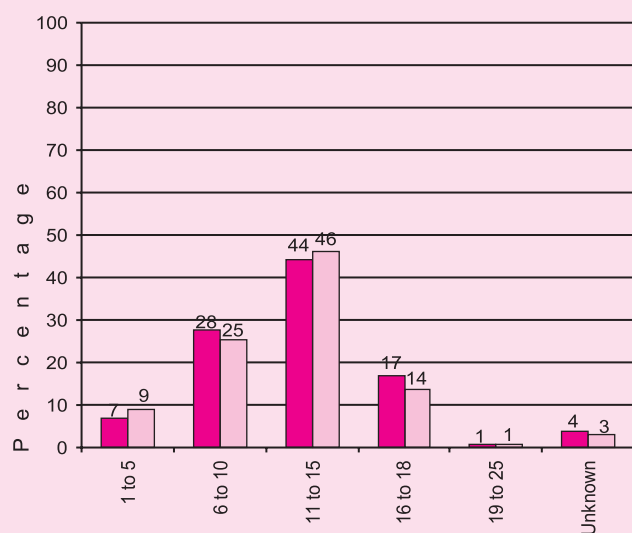
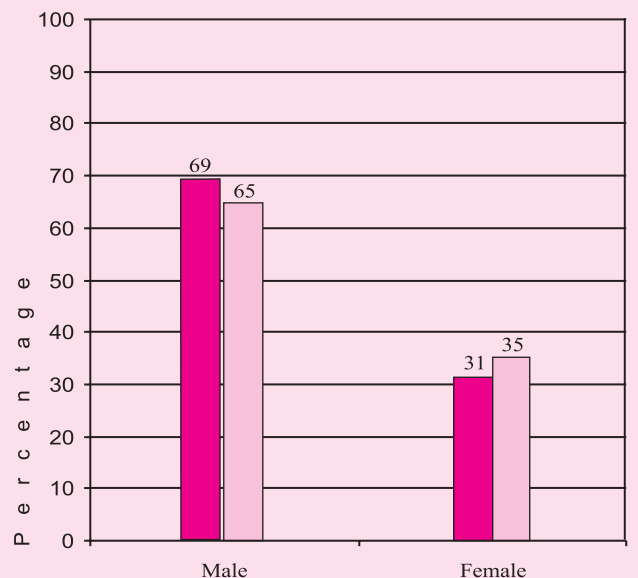
Nodal Organisation	: St Francis College
Collaborative Organisation	: Divya Disha
Support Organisation	: SIDUR, COVA
Date Of Inception	: November, 1998
Total Calls till March 07 since Inception:	55,7,686

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	118	46
Shelter	275	257
Repatriation	189	57
Protection from Abuse	32	59
Death Related	-	-
Sponsorship	15	2
Missing Children	178	229
Emotional Support Guidance	647	118
Total - I	1,454	768
II. Follow-up calls	2,302	1,224
III. Did not Find (DNF)	9	19
Total I to III	3,765	2,011
IV. Information		
Information & Referral to Service	5,296	3,943
Information about CHILDLINE & Volunteers	38,098	30,820
Total - IV	43,394	34,763
V. Others		
Silent	13,185	9,244
Blank	14,860	11,938
Wrong	13,302	8,627
Crank/Fun/Abusive	2,243	10,093
Chat	11,921	-
Phone Testing	2,728	451
Administrative	1,236	765
Personal	756	92
Others	-	300
Unclassified	-	-
Total V	60,231	41,510
Total I to V	1,07,390	78,284



Time of Calls

CHILDLINE Hyderabad came across two sisters, who had lost their parents, and were being taken care of by their aunt. Their grandparents were very poor and begged for a living themselves. They could not care for the children. CHILDLINE team documented available information about the girls and they were then provided shelter at Children's home. Presently, various options are being looked at to fulfil their educational needs.

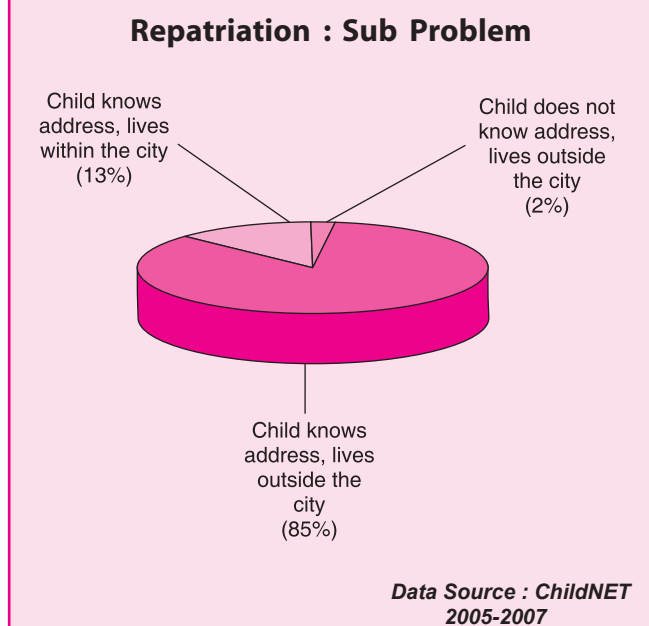
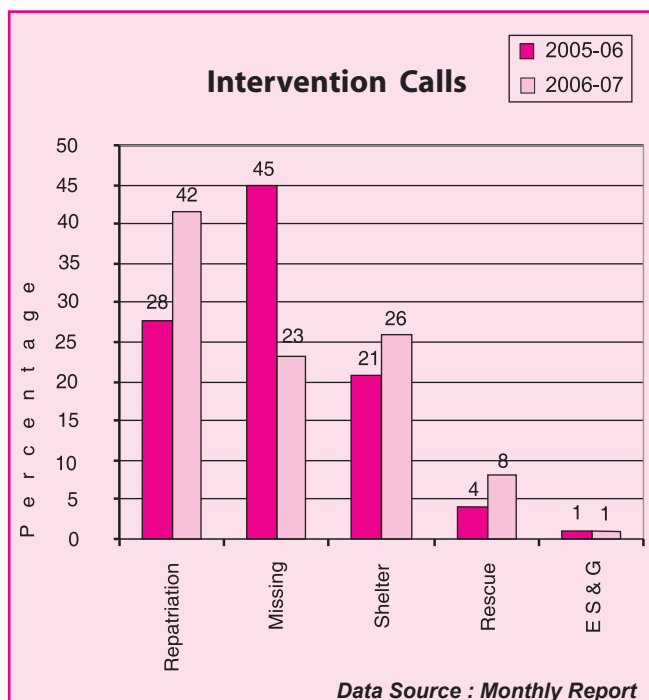
Age Groups of Children**Gender of Children**

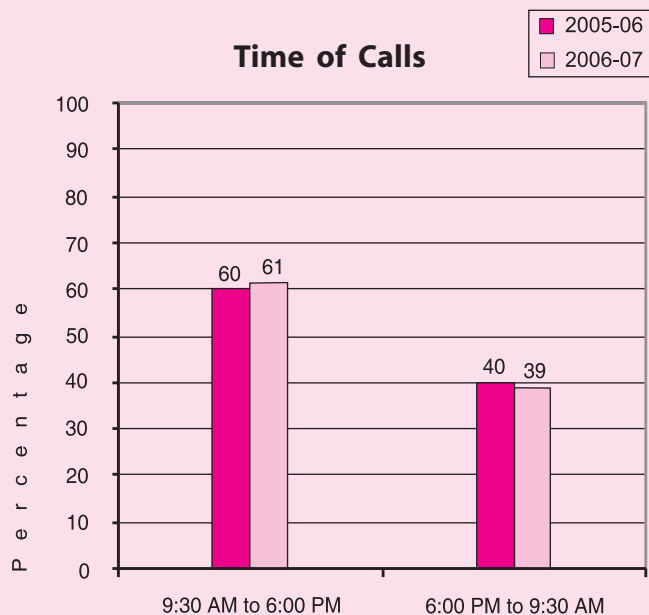
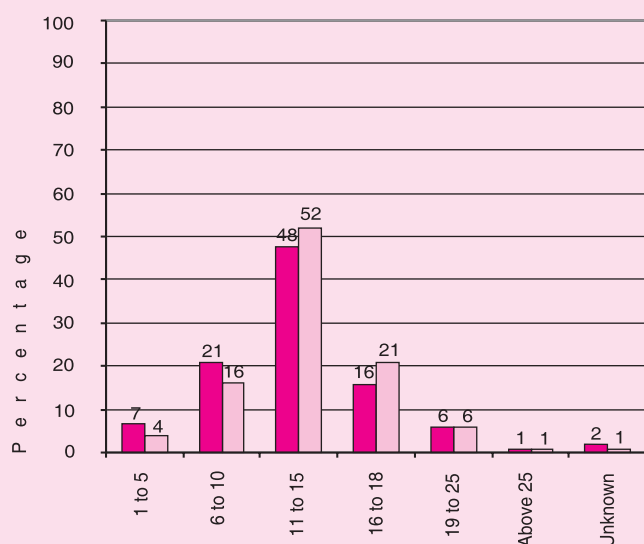
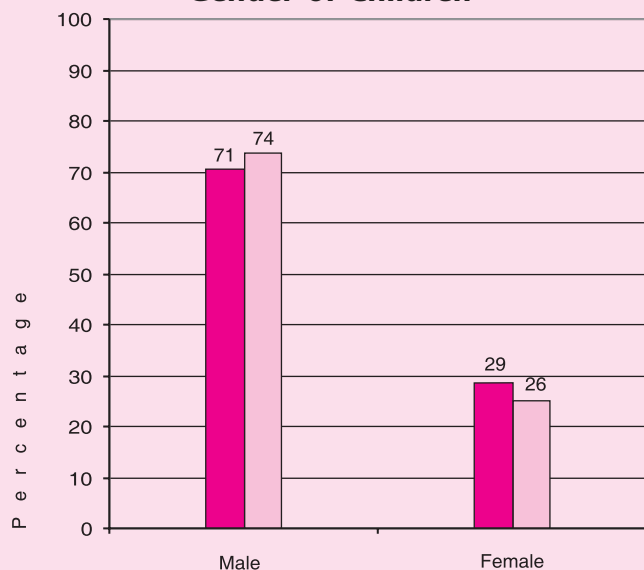
Data Source : ChildNET

VIJAYAWADA, ANDHRA PRADESH

Nodal Organisation	: —
Collaborative Organisation	: Forum For Child Rights
Support Organisation	: —
Date Of Inception	: December, 2000
Total Calls till March 07 since Inception:	1,59,206

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	29	14
Shelter	566	1,070
Repatriation	753	1,742
Protection from Abuse	120	346
Death Related	2	3
Sponsorship	10	10
Missing Children	1,210	974
Emotional Support Guidance	20	26
Total - I	2,710	4,185
II. Follow-up calls	2,588	2,034
III. Did not Find (DNF)	19	9
Total I to III	5,317	6,228
IV. Information		
Information & Referral to Service	-	6
Information about CHILDLINE & Volunteers	1,184	612
Total - IV	1,184	618
V. Others		
Silent	6,456	4,948
Blank	6,341	5,367
Wrong	1,240	1,329
Crank/Fun/Abusive	127	84
Chat	5,509	3,931
Phone Testing	113	107
Administrative	6,373	4,515
Personal	2,907	1,484
Others	-	1,803
Unclassified	-	-
Total V	29,066	23,568
Total I to V	35,567	30,414



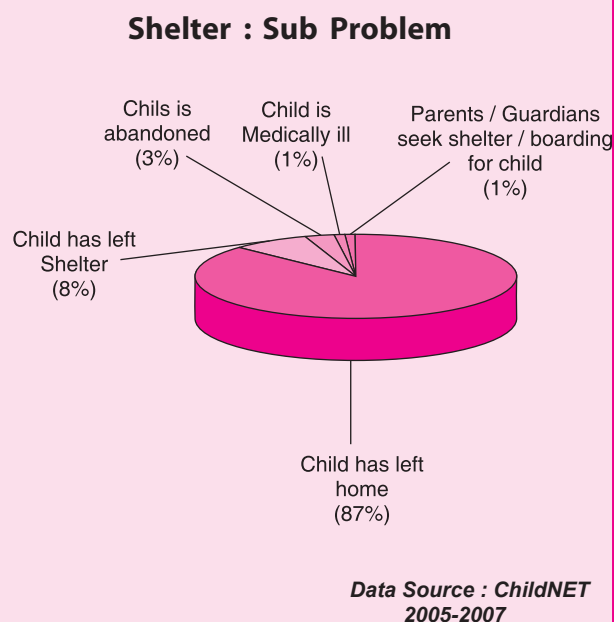
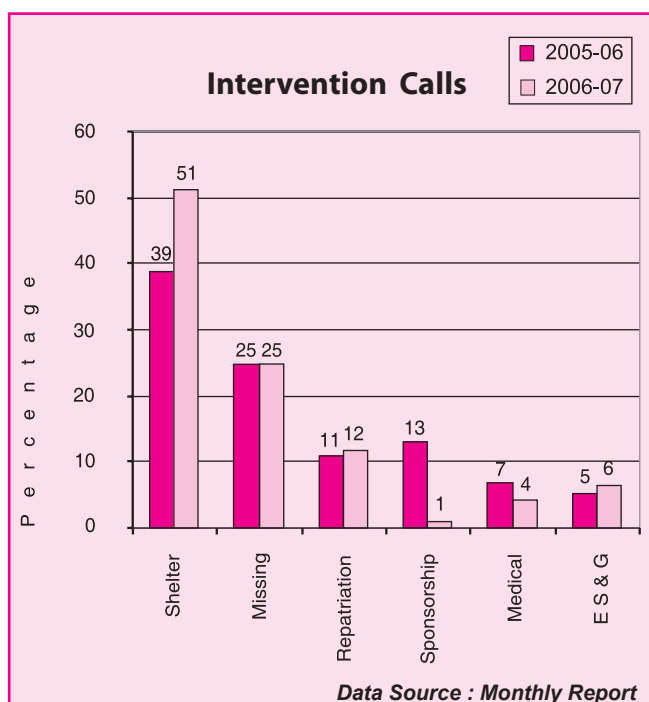
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

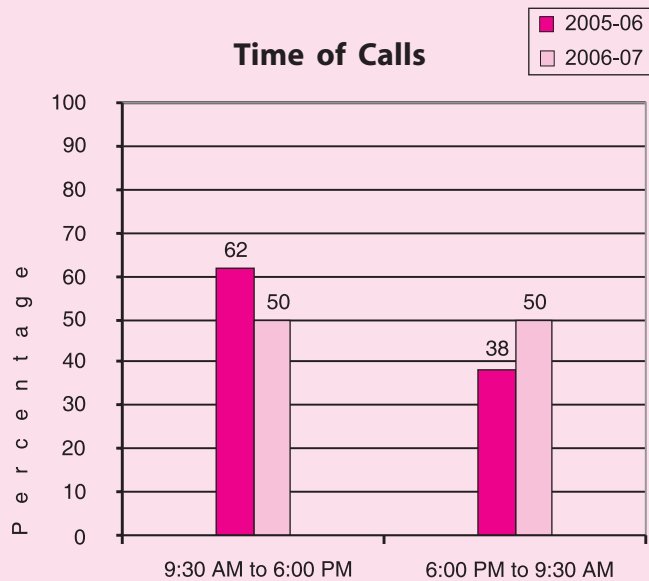
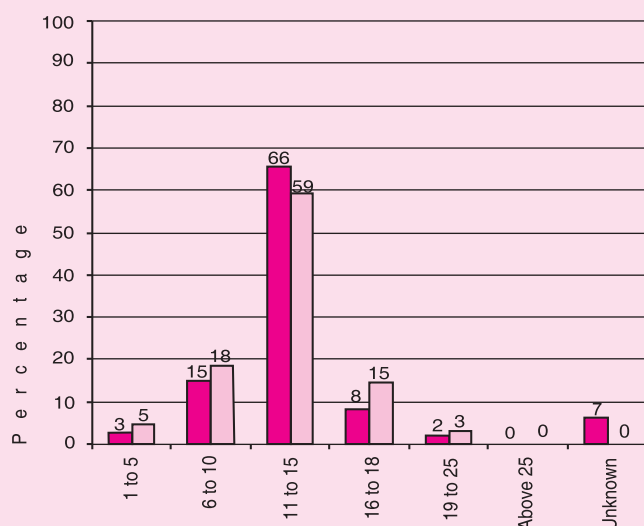
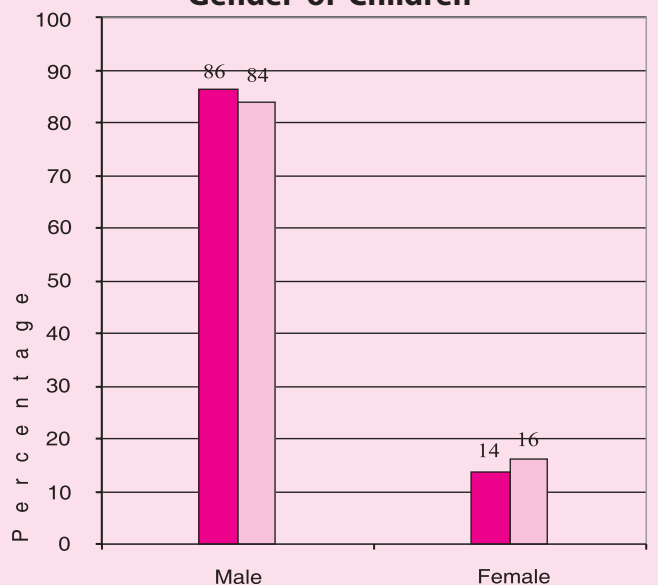
While boarding the train Venu slipped and fell under the train. His legs were caught between the wheels and severely injured. CHILDLINE Vijayawada received a call from the Superintendent of Railway Police at 12 midnight. One of the team members rushed to the spot. With the help of emergency ambulance service, the boy was taken to the hospital. He had bled profusely and one of his legs was very badly damaged. As there was no other option the doctors had to amputate one of his leg. Meanwhile it was found out that Venu had been staying on the platform for the past three months. He was also a drug addict and was supposed to undergo rehabilitation treatment shortly. The address gathered from the child turned out to be false. Presently he is undergoing treatment at the hospital.

VISHAKAPATNAM, ANDHRA PRADESH

Nodal Organisation	: UGC-DRS Programme, Department of Social Work, Andhra University
Collaborative Organisation	: Priyadarsini Service Organisation
Support Organisation	: —
Date Of Inception	: January, 2001
Total Calls till March 07 since Inception	: 1,98,991

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	53	27
Shelter	297	334
Repatriation	81	76
Protection from Abuse	6	5
Death Related	1	1
Sponsorship	99	7
Missing Children	189	165
Emotional Support Guidance	39	37
Total - I	765	652
II. Follow-up calls	137	180
III. Did not Find (DNF)	7	5
Total I to III	909	837
IV. Information		
Information & Referral to Service	4	25
Information about CHILDLINE & Volunteers	2,366	2,406
Total - IV	2,370	2,431
V. Others		
Silent	8,579	7,318
Blank	5,784	4,830
Wrong	644	888
Crank/Fun/Abusive	3,562	9,656
Chat	15,532	9,399
Phone Testing	234	941
Administrative	1,383	2,349
Personal	105	123
Others	-	282
Unclassified	2	-
Total V	35,825	35,786
Total I to V	39,104	39,054



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Vishakhapatnam received a call from the police informing about a nine-year-old boy. A concerned adult who had found the child handed him over to the police. The child was mentally challenged and hence could not give any details to the team.

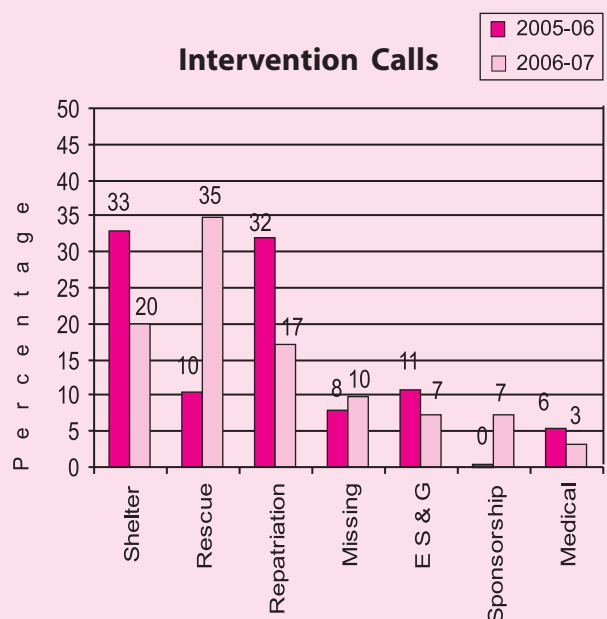
Until the child's whereabouts were traced, he was provided shelter at the center. A missing persons complaint was lodged at the police station and the railway police station. At the same time the child's information was shared with all the children's home, and with organizations/institutions working with special children. The team kept in touch with the police. It was during one of these checks with the management of a special school that the team across the photograph and the application form of the child.

With the address and the contact numbers, CHILDLINE immediately visited the child's house. But then it was found that they had shifted house. With the help of the neighbours the team was successful in gathering information of their new address. The parents were immediately contacted and called to the center. Following verification of the documents the child was handed over to the parents. Presently he is residing with his parents and is going to a special school.

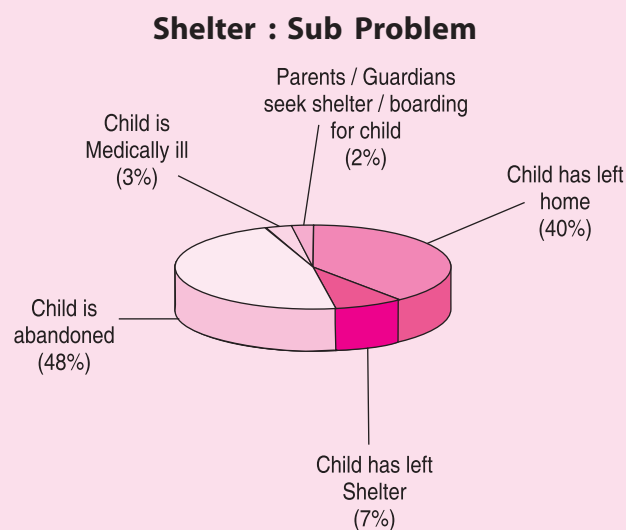
BANGALORE, KARNATAKA

Nodal Organisation	: NIMHANS
Collaborative Organisation	: Association for Promoting Social Action (APSA), 'Banglore Oniyavara Seva Coota (Bosco)
Support Organisation	:
Date Of Inception	: May, 2002
Total Calls till March 07 since Inception	: 1,37,652

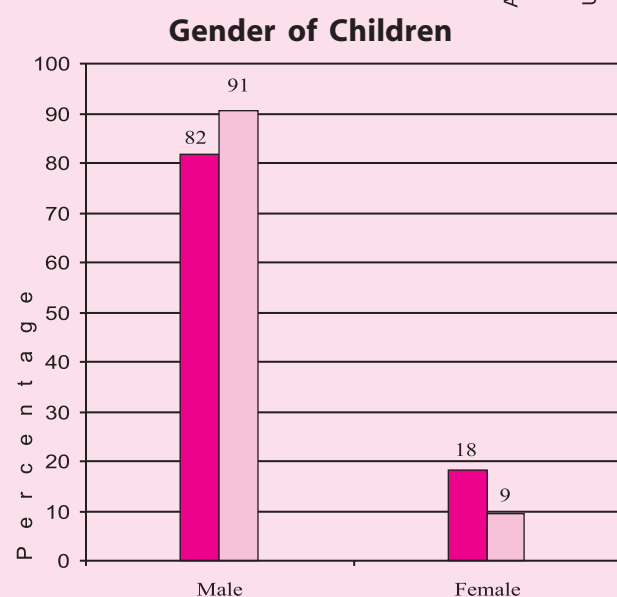
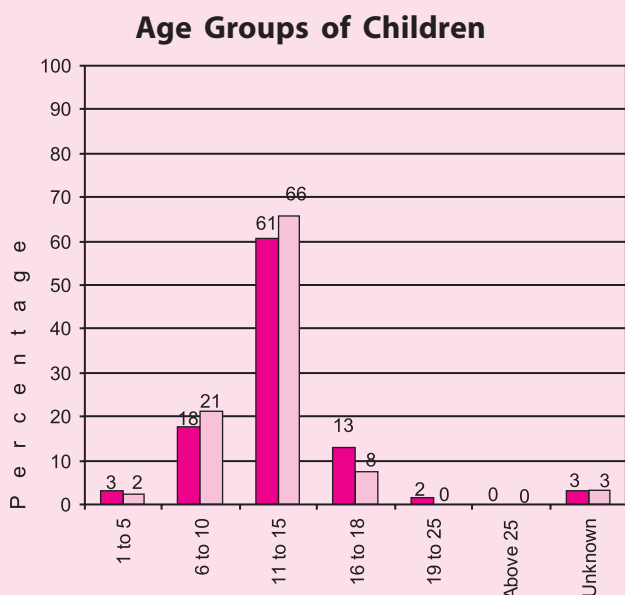
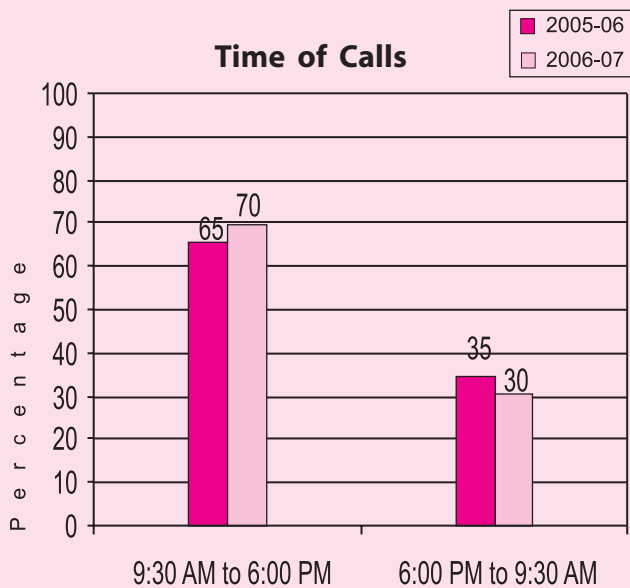
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	47	39
Shelter	280	254
Repatriation	272	218
Protection from Abuse	88	442
Death Related	2	-
Sponsorship	3	93
Missing Children	66	126
Emotional Support Guidance	92	93
Total - I	850	1,265
II. Follow-up calls	116	235
III. Did not Find (DNF)	-	-
Total I to III	966	1,500
IV. Information	98	
Information & Referral to Service	1,490	1,314
Information about CHILDLINE & Volunteers	1,064	2,896
Total - IV	2,652	4,210
V. Others		
Silent	11,389	8,784
Blank	9,310	9,425
Wrong	5,856	4,340
Crank/Fun/Abusive	4,312	5,204
Chat	5,547	5,373
Phone Testing	3,183	2,791
Administrative	554	320
Personal	90	91
Others	-	-
Unclassified	4	-
Total V	40,245	36,328
Total I to V	43,863	42,038



Data Source : Monthly Report



Data Source : ChildNET 2005-2007



Data Source : ChildNET

CHILDLINE Bangalore received a call from RPF of Bangalore City Railway Station. A 10 -year old boy was found unconscious on the platform. The boy was severely ill and on the verge of dying. CHILDLINE team rushed the boy to the hospital. A series of test were carried out and the boy was detected with TB. Further tests revealed the boy to be infected with chicken pox. The child was admitted for a period of 20 days. Following his recovery he was discharged from the hospital. However a day after the child was discharged, he began vomiting. Traces of blood were found in the vomit. Further tests were carried out. Tests revealed stones in his urine that were causing the child immense pain as a result of which he could not sleep well in the night. As a precautionary measure the child had to undergo several other tests. He was diagnosed with TB Meningitis. Another line of treatment was prescribed. During the course of treatment in three different hospitals the CHILDLINE team was in regular touch with the child.

Following his recovery the team took efforts to trace his family. The child was unable to give the team much information about his family or his address, he could only give them the name of the area he came from in Patna and could only speak in Hindi. His father is a truck driver by profession and mother had passed away a few months before he had left home. She was suffering from TB. His father had sent him to Delhi for work.

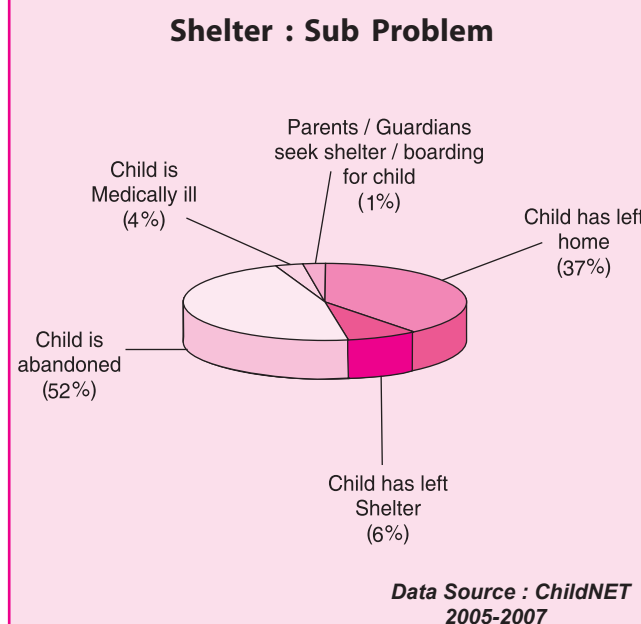
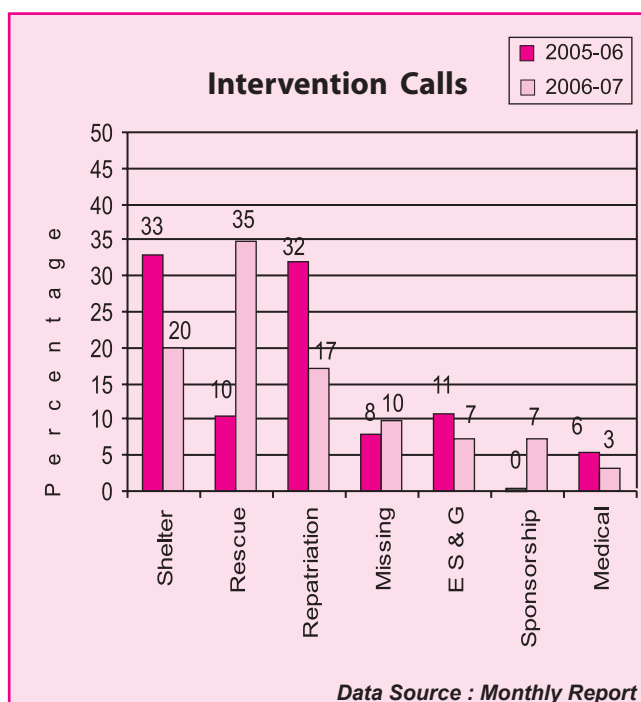
Here he worked as a domestic helper. He was constantly scolded and beaten by his employer. However unable to bear the ill - treatment from his employer he ran away to Bangalore. He worked only for ten days in the house CHILDLINE Bangalore has contacted CHILDLINE Patna to trace his family. Bangalore CHILDLINE Team has placed the child in one of the shelter homes of a support organization where he is recovering.

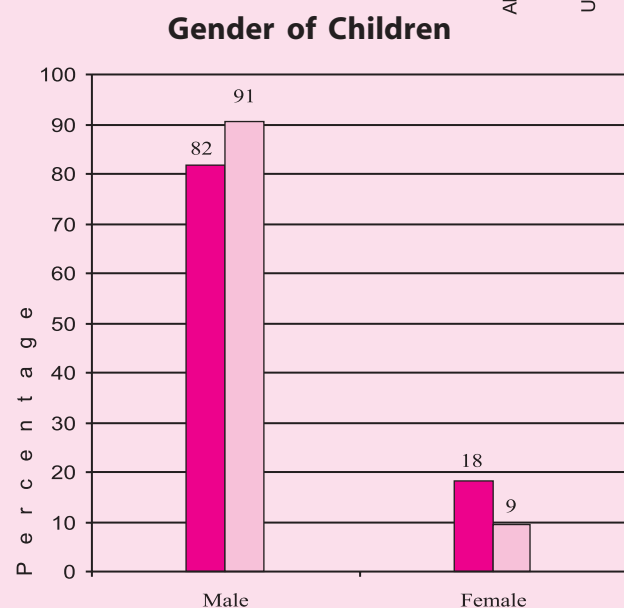
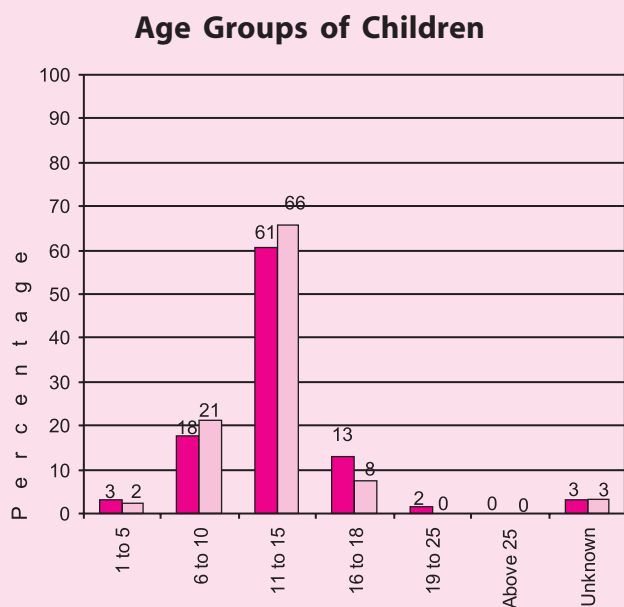
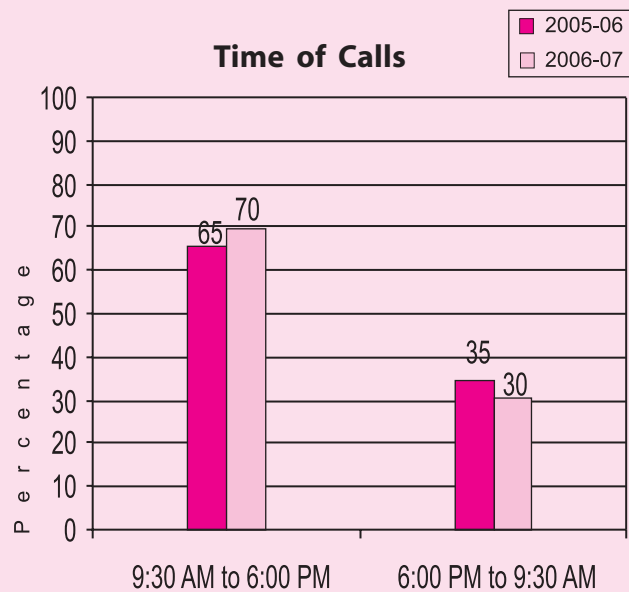
BANGALORE, KARNATAKA

BOSCO

Nodal Organisation	: NIMHANS
Collaborative Organisation	: Bangalore Oniyavara Seva Coota (Bosco)
Support Organisation	: —
Date Of Inception	: May, 2002
Total Calls till March 07 since Inception:	1,37,652

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	47	39
Shelter	280	254
Repatriation	272	218
Protection from Abuse	88	442
Death Related	2	-
Sponsorship	3	93
Missing Children	66	126
Emotional Support Guidance	92	93
Total - I	850	1,265
II. Follow-up calls	116	235
III. Did not Find (DNF)	-	-
Total I to III	966	1,500
IV. Information	98	
Information & Referral to Service	1,490	1,314
Information about CHILDLINE & Volunteers	1,064	2,896
Total - IV	2,652	4,210
V. Others		
Silent	11,389	8,784
Blank	9,310	9,425
Wrong	5,856	4,340
Crank/Fun/Abusive	4,312	5,204
Chat	5,547	5,373
Phone Testing	3,183	2,791
Administrative	554	320
Personal	90	91
Others	-	-
Unclassified	4	-
Total V	40,245	36,328
Total I to V	43,863	42,038





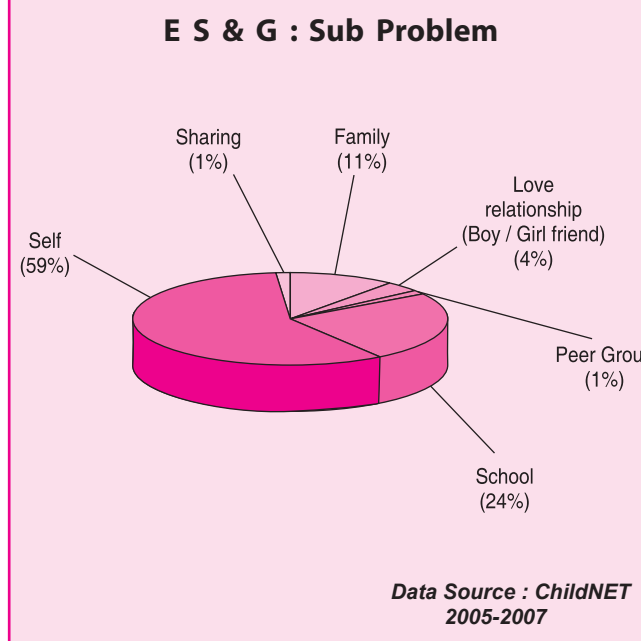
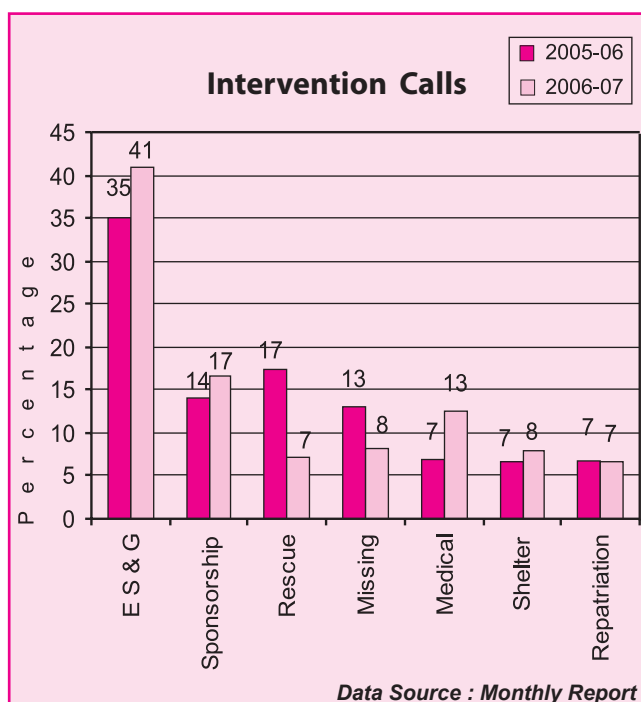
Data Source : ChildNET

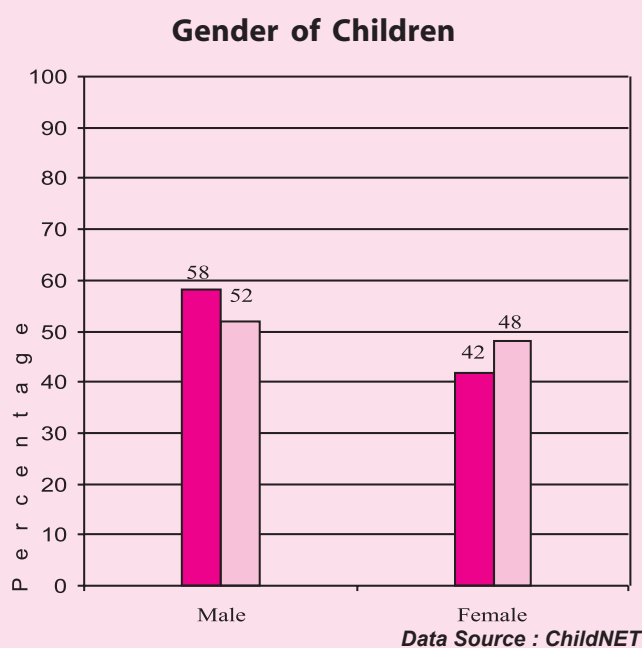
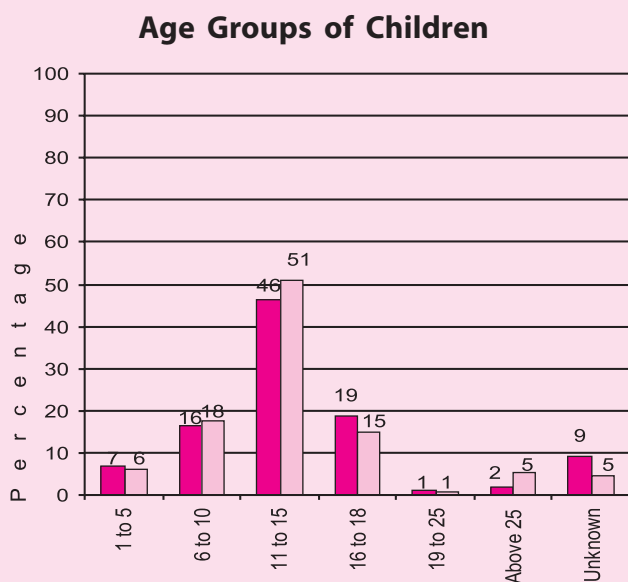
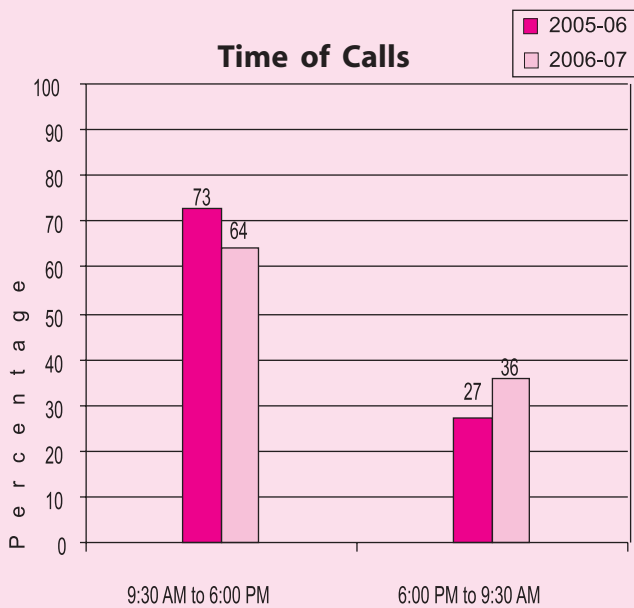
A UNICEF employee referred 16-year-old Renu to CHILDLINE Bangalore. The child had been working as a domestic help. Her employer called UNICEF seeking help for her, since he found that the child was being forced by her family to marry her uncle. The child was rescued by the UNICEF employee with help from the local police and then brought to the CHILDLINE office. CHILDLINE produced the child before the Child Welfare Committee (CWC). CWC warned Renu's family members and her uncle not to trouble her and that she should not be married off till she is 18 years old. It was further specified that when Renu turned 18, the decision to marry would be hers. Renu's transfer certificate was procured from the school she had last attended and then she was admitted to class 10th standard in a new school.

MANGALORE, KARNATAKA

Nodal Organisation	: Roshni Nilaya
Collaborative Organisation	: Young Mens' Christians Association
Support Organisation	: —
Date Of Inception	: May, 2001
Total Calls till March 07 since Inception:	1,45,717

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	19	38
Shelter	18	24
Repatriation	20	20
Protection from Abuse	47	22
Death Related	-	-
Sponsorship	38	50
Missing Children	35	25
Emotional Support Guidance	94	124
Total - I	271	303
II. Follow-up calls	1,220	1,542
III. Did not Find (DNF)	16	16
Total I to III	1,507	1,861
IV. Information		
Information & Referral to Service	34	36
Information about CHILDLINE & Volunteers	3,335	4,731
Total - IV	3,369	4,767
V. Others		
Silent	1,266	1,609
Blank	1,131	1,715
Wrong	691	902
Crank/Fun/Abusive	1,074	1,405
Chat	7,077	6,534
Phone Testing	7,702	6,575
Administrative	557	807
Personal	109	162
Others	-	-
Unclassified	-	-
Total V	19,607	19,709
Total I to V	24,483	26,337



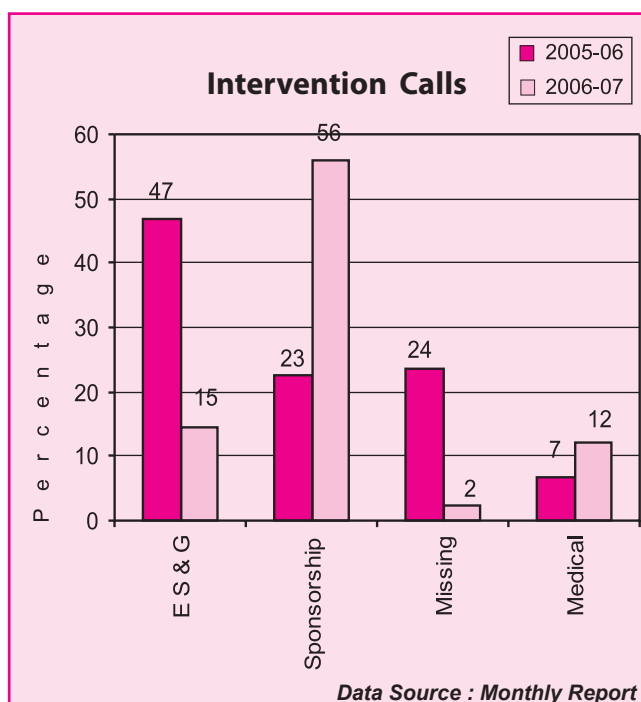


Krishna a 15-year old boy had come to Mangalore with his relatives for some work. They were all supposed to return to their native place to Sirupadige village, Davangere District, but Krishna missed the bus when he got down to buy some eatables. He was illiterate and a stranger to the city. Unable to communicate properly with people he was crying when students from a nearby School in Surathkal found him. The students informed CHILDLINE Mangalore about Krishna. The team conducted a spot visit and brought the boy to the office. Based on information given by Krishna the locality where he used to live with his relatives was identified and Krishna was handed over to a distant relative.

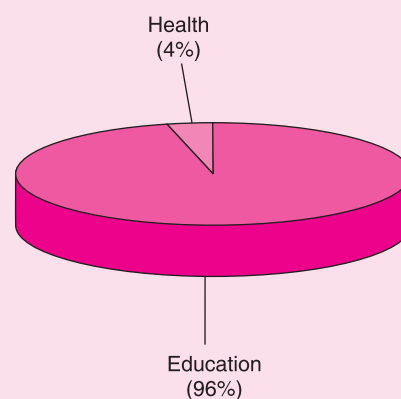
PORT BLAIR, ANDAMAN & NICOBAR

Nodal Organisation	: —
Collaborative Organisation	: Prayas
Support Organisation	: —
Date Of Inception	: January, 2005
Total Calls till March 07 since Inception:	7,742

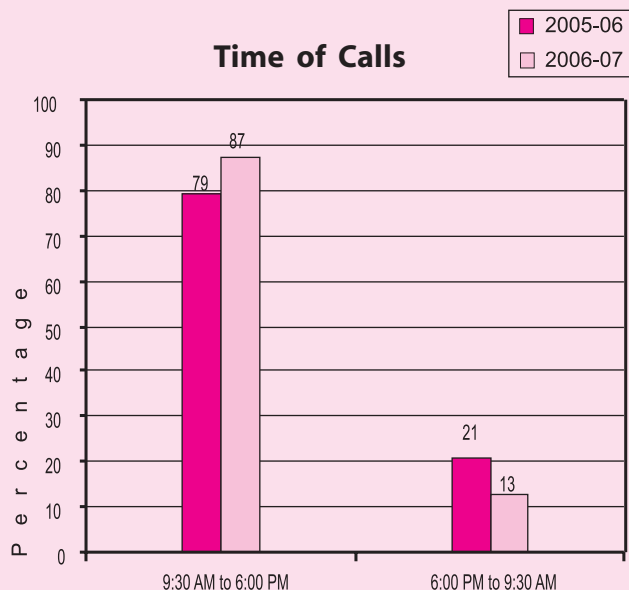
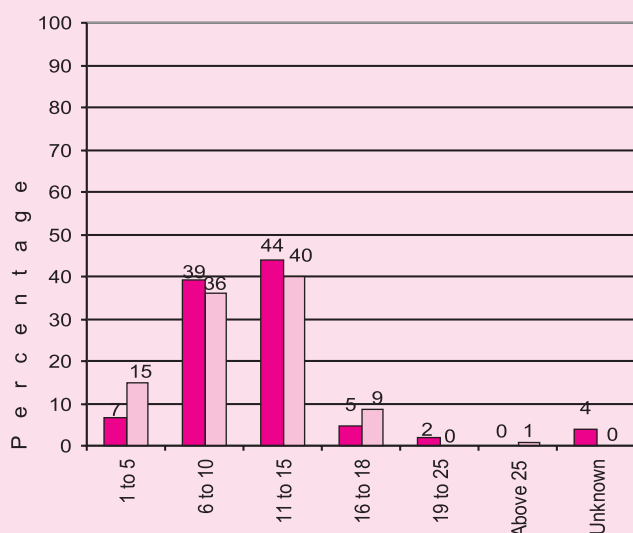
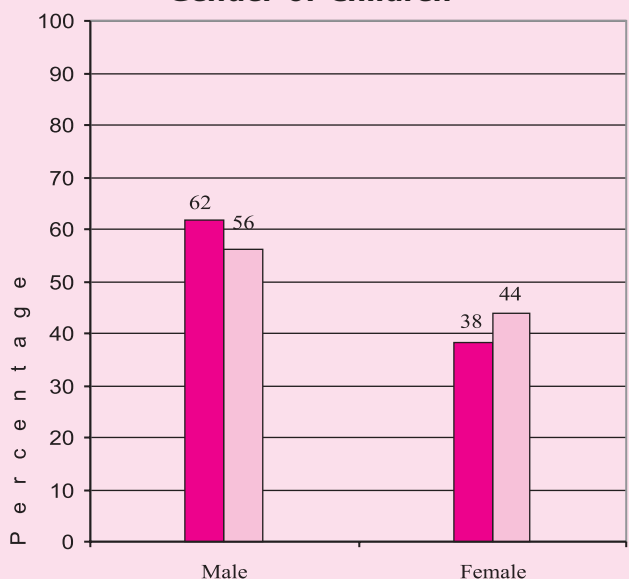
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	37	31
Shelter	1	4
Repatriation	-	-
Protection from Abuse	-	17
Death Related	-	17
Sponsorship	125	142
Missing Children	130	6
Emotional Support Guidance	258	37
Total - I	551	254
II. Follow-up calls	6	91
III. Did not Find (DNF)	-	4
Total I to III	557	349
IV. Information	431	
Information & Referral to Service	29	55
Information about CHILDLINE & Volunteers	40	102
Total - IV	500	157
V. Others		
Silent	218	358
Blank	711	1,105
Wrong	62	172
Crank/Fun/Abusive	645	454
Chat	-	-
Phone Testing	22	272
Administrative	183	760
Personal	-	311
Others	-	46
Unclassified	74	48
Total V	1,915	3,526
Total I to V	2,972	4,032



Sponsorship : Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

It was during the Outreach and awareness programme, the team came across 10-year-old Veeru. The team interacted with the child. Veeru's father had expired and his mother was the only earning member. He had studied up to class four and had to thereafter discontinue his education. He was working in a pan and teashop and was not paid his regular wages.

Initially the child and mother did not express any need for help. But in the subsequent meet the child expressed his interest in continuing his education. The team also made a home visit. The team visited the owner of teashop and briefed on child labour and the legal implication of employing children.

The team then approached the head of the open school and discussed the case with the head. The child was not only admitted in the school, his education fee too was waved off.

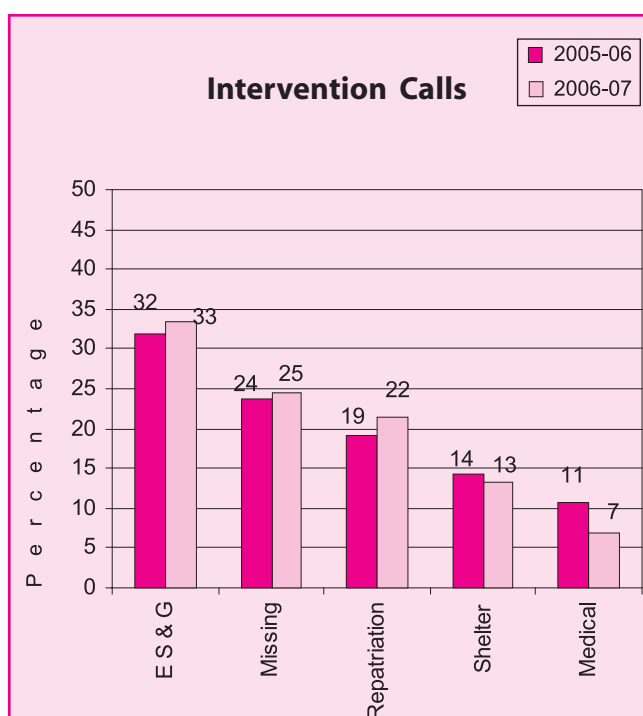
east zone



KOLKATA, WEST BENGAL

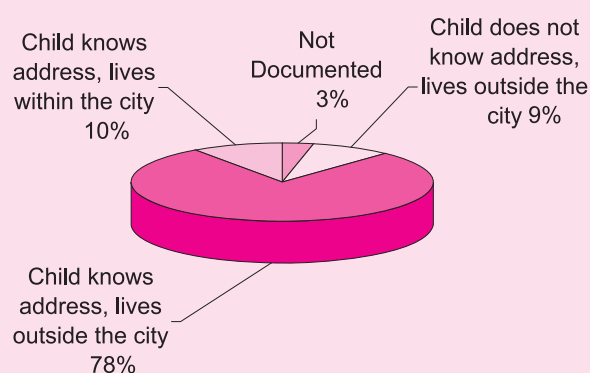
Nodal Organisation	: City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	: Cini Asha, Don Bosco Ashalayam
Support Organisation	: SEED, Bustee Local Committee, IPER, Loreto Day School
Date Of Inception	: January, 1999
Total Calls till March 07 since Inception:	4,36,488

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	383	236
Shelter	519	456
Repatriation	691	745
Protection from Abuse	5	12
Death Related	2	3
Sponsorship	-	-
Missing Children	853	850
Emotional Support Guidance	1,154	1,155
Total - I	3,607	3,457
II. Follow-up calls	3,501	5,030
III. Did not Find (DNF)	15	15
Total I to III	7,123	8,502
IV. Information		
Information & Referral to Service	816	307
Information about CHILDLINE & Volunteers	6,395	5,303
Total - IV	7,211	5,610
V. Others		
Silent	5,364	7,201
Blank	7,182	3,844
Wrong	8,369	7,543
Crank/Fun/Abusive	3,827	3,120
Chat	3,036	4,696
Phone Testing	870	829
Administrative	2,237	2,303
Personal	47	37
Others	-	-
Unclassified	13	2
Total V	30,945	29,575
Total I to V	45,279	43,687

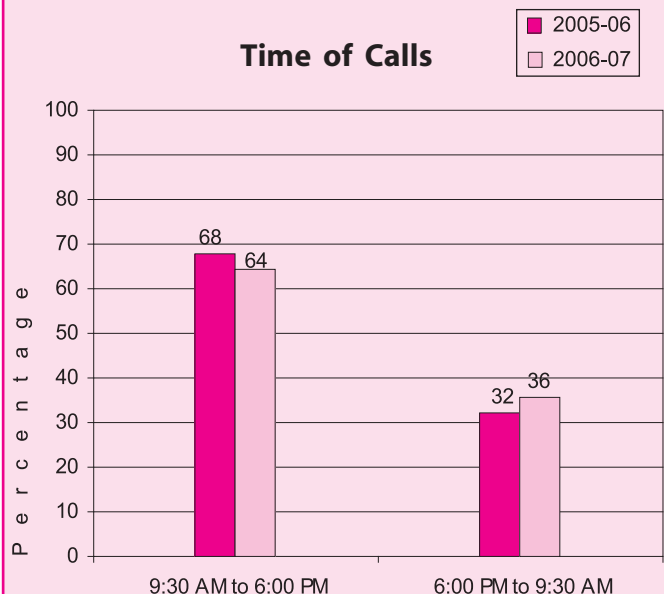
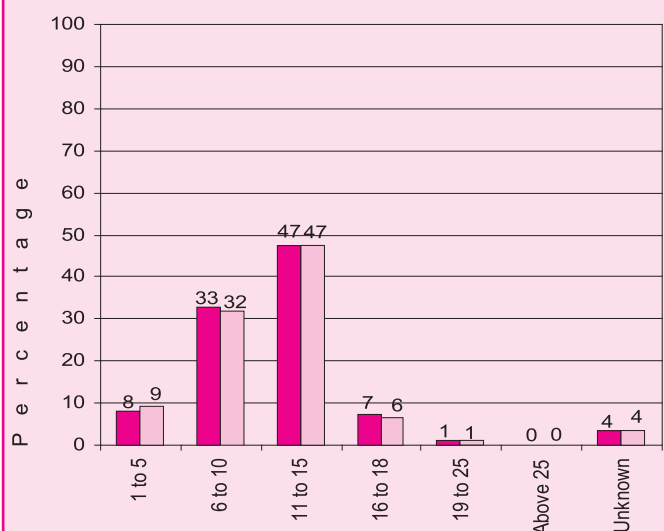
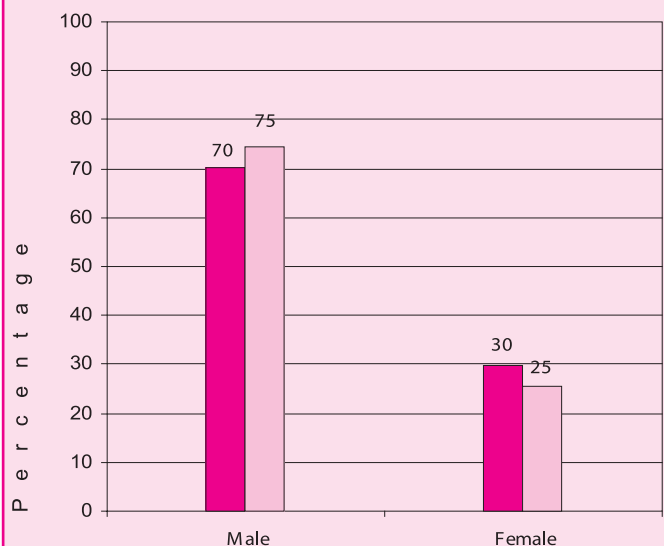


Data Source : Monthly Report

Repatriation: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

Bhanu, a 12-year-old girl, was found roaming listlessly around Howrah station by a concerned adult. The concerned adult called up CHILDLINE Kolkata.

Bhanu was working as a domestic help. Like the plight of thousands of domestic help, Bhanu too was abused by her employers. She used to be beaten up and made to work till late hours in the night. Initially she tried to adjust to the situation thinking the situation would improve. During the counselling session at the center, she revealed that the owner was not a nice person and tried to make physical advances towards her. The employer had blamed her of stealing a gold ornament. Though she tried her best to prove her innocence, her employer refused to believe her. Unable to take more of the ill treatment she finally ran away from the house and landed at Howrah station.

Bhanu's father was contacted through CHILDLINE Medinipur and called to the CHILDLINE center. A FIR was lodged against the employer at the local police station. Following which the police visited the house of the employer and summoned him to the station.

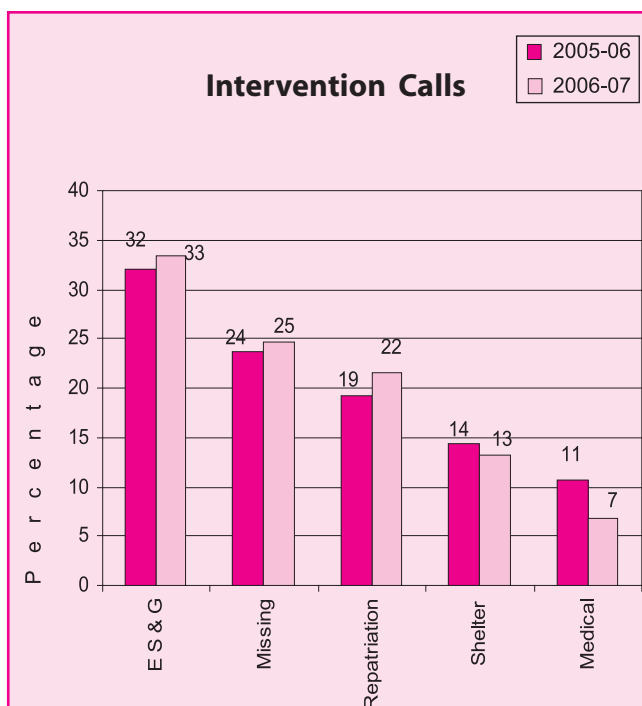
The employer was made to pay rupees fifteen thousand as compensation and her wages for the total period she worked was also collected from the employer. After the necessary procedure Bhanu was handed over to her family. Presently she is residing with her family in her village and is pursuing her education.

KOLKATA, WEST BENGAL

CINI ASHA

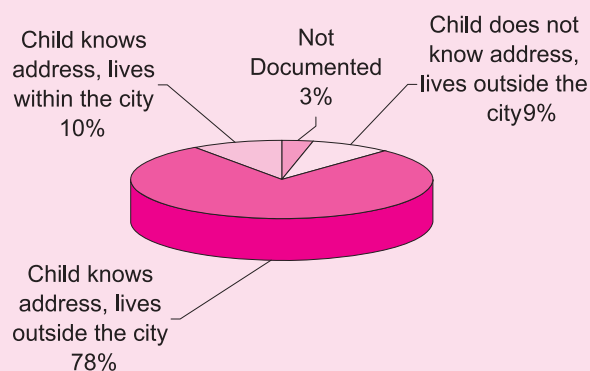
Nodal Organisation	: City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	: Cini Asha
Support Organisation	: SEED, Bustee Local Committee, IPER, Loreto Day School
Date Of Inception	: January, 1999
Total Calls till March 07 since Inception: —	

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	383	236
Shelter	519	456
Repatriation	691	745
Protection from Abuse	5	12
Death Related	2	3
Sponsorship	-	-
Missing Children	853	850
Emotional Support Guidance	1,154	1,155
Total - I	3,607	3,457
II. Follow-up calls	3,501	5,030
III. Did not Find (DNF)	15	15
Total I to III	7,123	8,502
IV. Information		
Information & Referral to Service	816	307
Information about CHILDLINE & Volunteers	6,395	5,303
Total - IV	7,211	5,610
V. Others		
Silent	5,364	7,201
Blank	7,182	3,844
Wrong	8,369	7,543
Crank/Fun/Abusive	3,827	3,120
Chat	3,036	4,696
Phone Testing	870	829
Administrative	2,237	2,303
Personal	47	37
Others	-	-
Unclassified	13	2
Total V	30,945	29,575
Total I to V	45,279	43,687

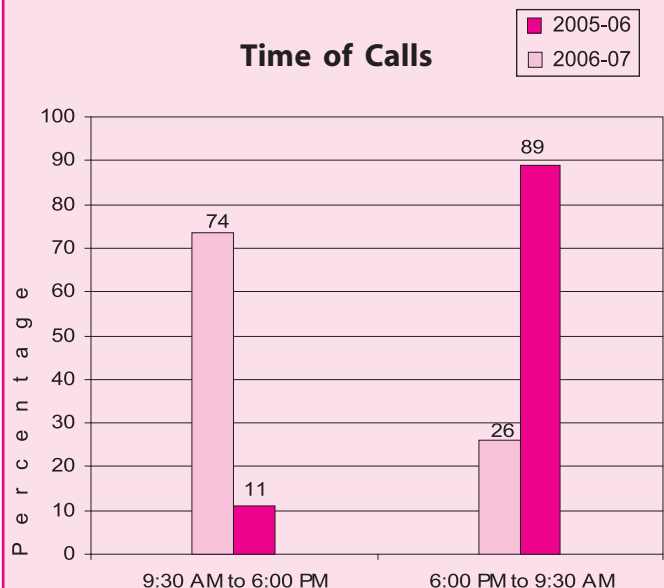
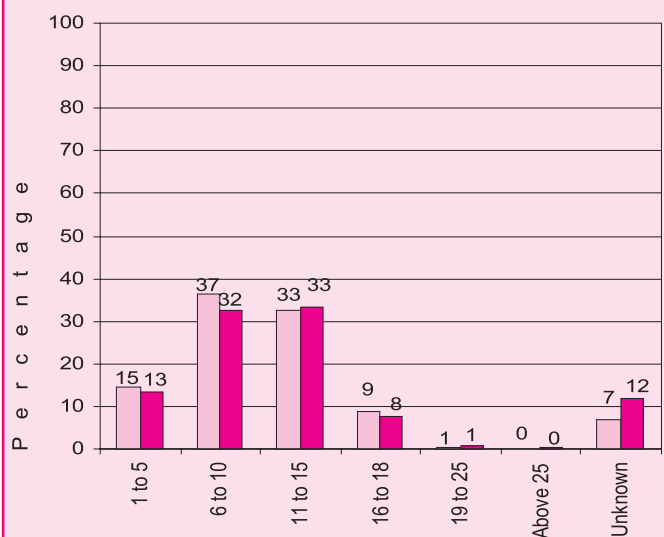
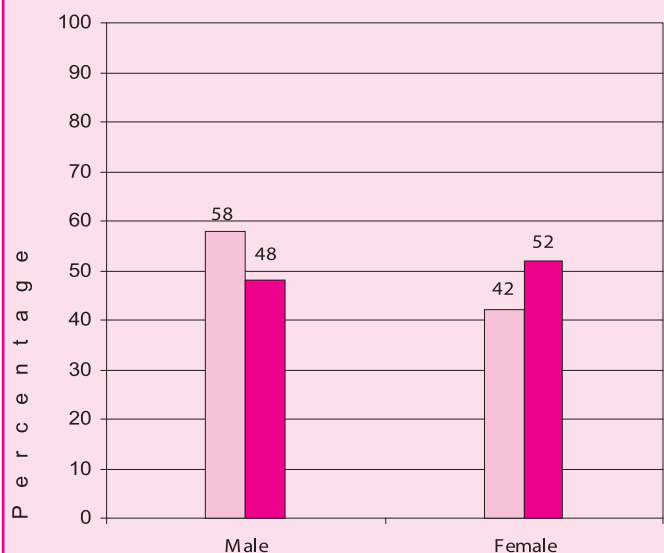


Data Source : Monthly Report

Repatriation: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

CHILDLINE Kolkata received a call from Jadavpur G.R.P.S regarding a 12-year-old girl Firoza whom they had found wandering outside Jadavpur Railway Station. CHILDLINE immediately brought the child to their centre. During the counselling Feroza revealed that she lived in Baghajatin, a suburb in Kolkata and that she ran away from home after a quarrel with her mother. Feroza said she did not want to go back home. She was sure her family would not take her back and feared being ostracised from the community.

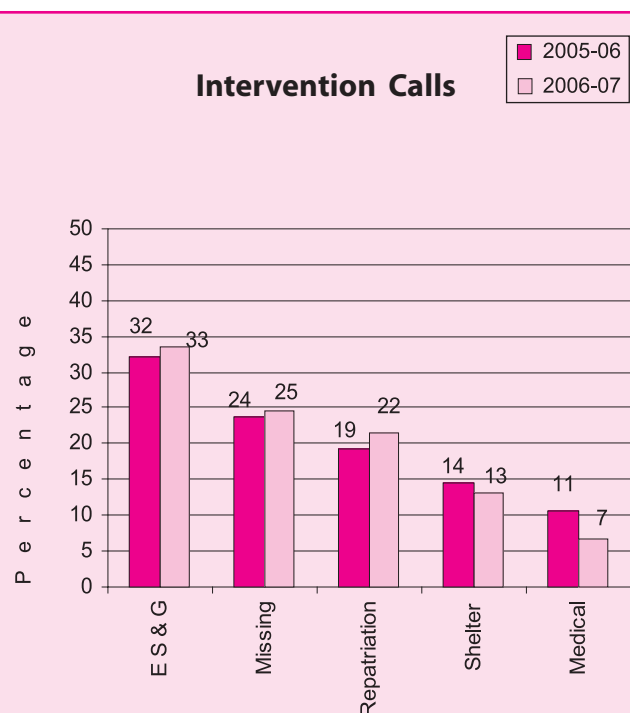
CHILDLINE met the family and counselled them to accept the girl back into the family. Awareness about CHILDLINE and its activities was created in the community. After proper counselling, the girl was taken back to the family.

KOLKATA, WEST BENGAL

DON BOSCO

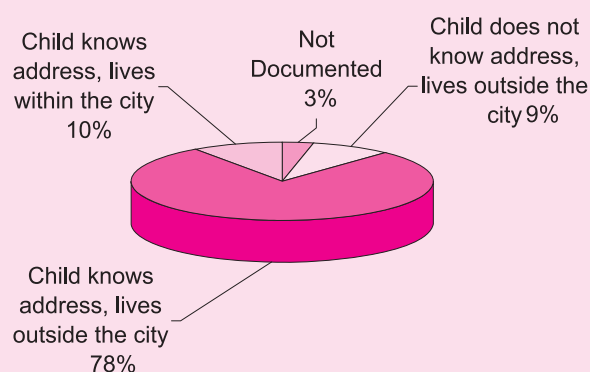
Nodal Organisation	: City level Programme for Street and Working Children (CLPOA)
Collaborative Organisation	: Don Bosco Ashalayam
Support Organisation	: SEED, Bustee Local Committee, IPER, Loreto Day School
Date Of Inception	: January, 1999
Total Calls till March 07 since Inception: —	

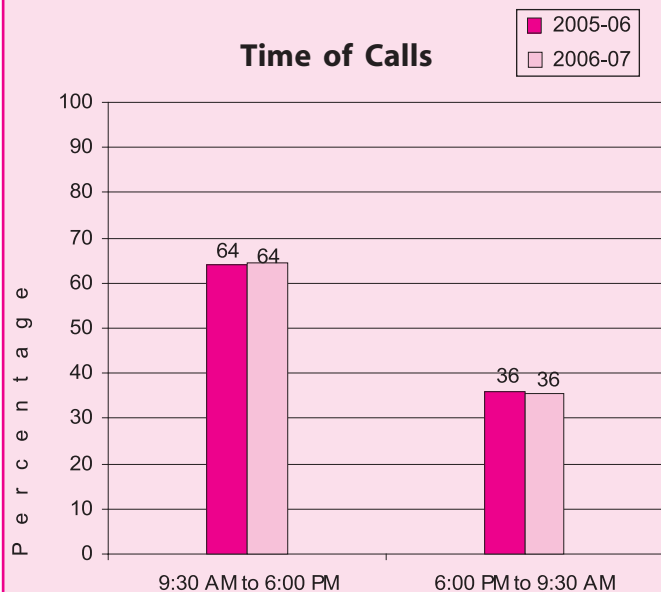
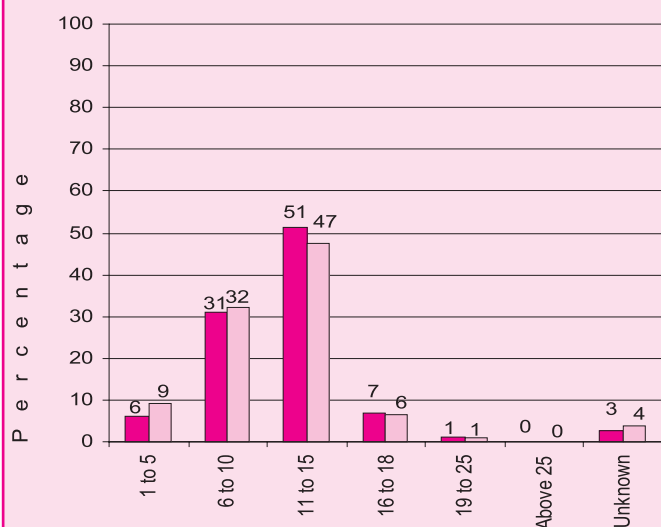
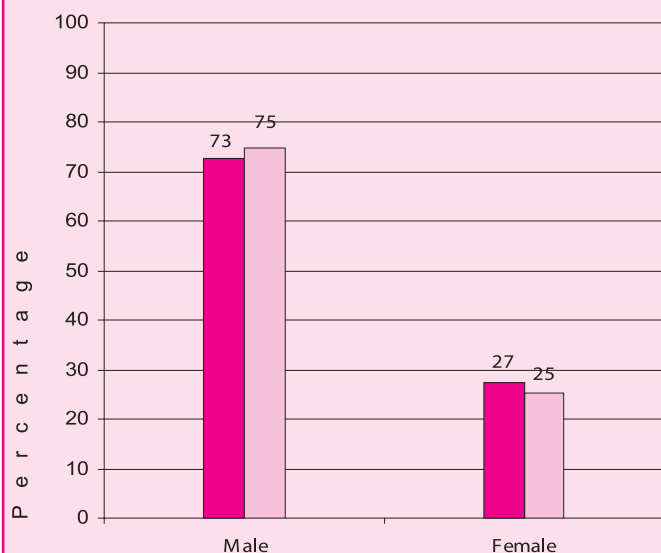
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	383	236
Shelter	519	456
Repatriation	691	745
Protection from Abuse	5	12
Death Related	2	3
Sponsorship	-	-
Missing Children	853	850
Emotional Support Guidance	1,154	1,155
Total - I	3,607	3,457
II. Follow-up calls	3,501	5,030
III. Did not Find (DNF)	15	15
Total I to III	7,123	8,502
IV. Information		
Information & Referral to Service	816	307
Information about CHILDLINE & Volunteers	6,395	5,303
Total - IV	7,211	5,610
V. Others		
Silent	5,364	7,201
Blank	7,182	3,844
Wrong	8,369	7,543
Crank/Fun/Abusive	3,827	3,120
Chat	3,036	4,696
Phone Testing	870	829
Administrative	2,237	2,303
Personal	47	37
Others	-	-
Unclassified	13	2
Total V	30,945	29,575
Total I to V	45,279	43,687



Data Source : Monthly Report

Repatriation: Sub Problem

Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

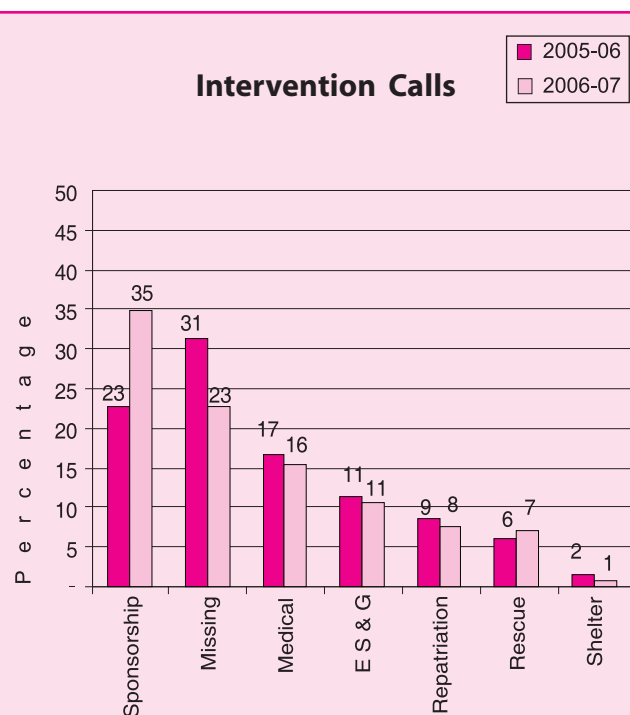
CHILDLINE Kolkata received a call from the local police informing about a case of rescue of three girls below the age group of 15 years. Along with girls two men were also found. The police wanted CHILDLINE to intervene in the case. The girls were handed over to the CHILDLINE team. The girls were provided shelter at the Half Way House. The following day the girls were provided counseling. They revealed that they are basically from Sandeshkhali, an area that is trafficking sensitive district of North 24 Parganas in West Bengal. Sandeshkhali is a village very far from the metro city of Kolkata with the socio economic status being much below the poverty line, the area is a soft target for the traffickers. Parents of adolescent girls get easily allured by the promises made by the traffickers. The girls stated that they were being taken to Delhi to work as domestic servants. They were accompanied by two men, Rajiv Sardar (29 years) and Ravi Sardar (18 years). The girls along with the two men were traveling by bus. When the bus reached Esplanade, a centrally located place in Kolkata, also the bus terminus, the driver and the conductor became suspicious and immediately notified the nearest police station. The police in turn contacted CHILDLINE Kolkata. The two men were quick to realise that there was trouble brewing and immediately escaped leaving the girls behind. The girls later revealed that all three of them were working as domestic servants in different parts of Delhi. They were placed through a placement agency. Rajiv Sardar, the trafficker, takes the children from Sandeshkhali to Delhi, promising the parents that their children will be safe and earn between Rs. 2000/- to 3000/- per month.

The matter was brought to the notice of top officials of the Kolkata Police and the team used this opportunity to bring to the attention of the police that a number of similar incidents were recurring in Kolkata. Meanwhile on receiving information about their daughters, the parents came to meet their daughters. They were aware that their girls were taken to Delhi to work but were shocked to hear that they were left to themselves by Rajiv Sardar when there was trouble. They promised to take action against the trafficker when he would visit the village the next time. Rajiv Sardar could not be traced. The girls were restored back to their families. While handing over the girls, the Sandeshkhali Police Station, the local Panchayat and the Self Help Group working on anti trafficking in that particular area were informed. The leader of the Women's Self Help Group agreed to keep a close watch on the girls and assured that they would inform Kolkata CHILDLINE if any such incidents happened again.

JALPAIGURI, WEST BENGAL

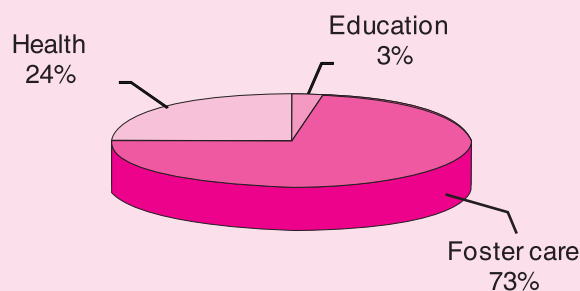
Nodal Organisation	: Department Of Economics-Ananda Chandra College
Collaborative Organisation	: Jalpaiguri Welfare Organisation
Support Organisation	: Universal Progressive Study and Cultural Organisation
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	14,283

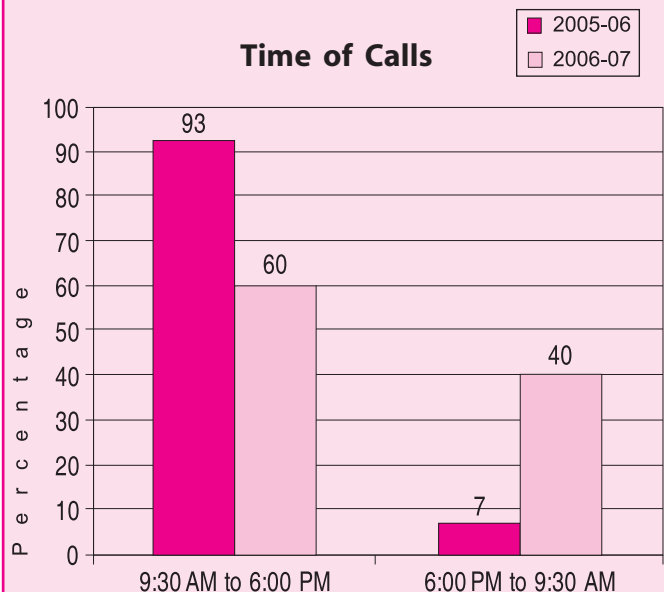
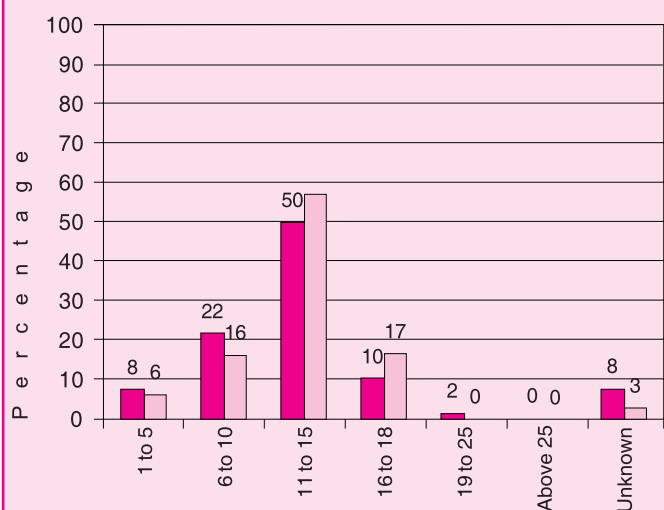
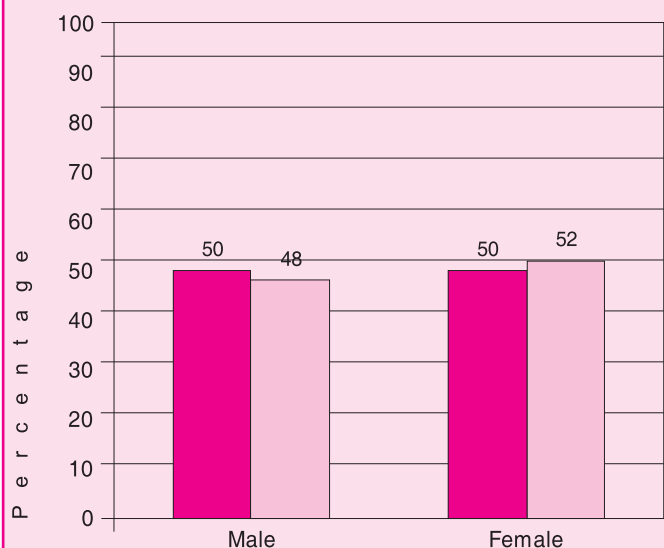
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	109	371
Shelter	11	20
Repatriation	56	182
Protection from Abuse	41	173
Death Related	5	4
Sponsorship	150	827
Missing Children	204	542
Emotional Support Guidance	74	253
Total - I	650	2,372
II. Follow-up calls	373	826
III. Did not Find (DNF)	22	64
Total I to III	1,045	3,262
IV. Information		
Information & Referral to Service	108	267
Information about CHILDLINE & Volunteers	343	363
Total - IV	451	630
V. Others		
Silent	701	734
Blank	315	513
Wrong	379	345
Crank/Fun/Abusive	253	563
Chat	35	145
Phone Testing	332	621
Administrative	518	823
Personal	3	52
Others	-	33
Unclassified	1	5
Total V	2,537	3,834
Total I to V	4,033	7,726



Data Source : Monthly Report

Sponsorship: Sub Problem

Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Jalpaiguri received a call one night from the Superintendent of a home for destitute girls, stating that they had received a 15-year old girl. They informed that the girl was originally from Gangtok, Sikkim. She had run away from home and had arrived at Siliguri. She stayed on the roads in Siliguri for quite sometime and had worked as a commercial sex worker. As a commercial sex worker she earned Rs. 2300/- per month.

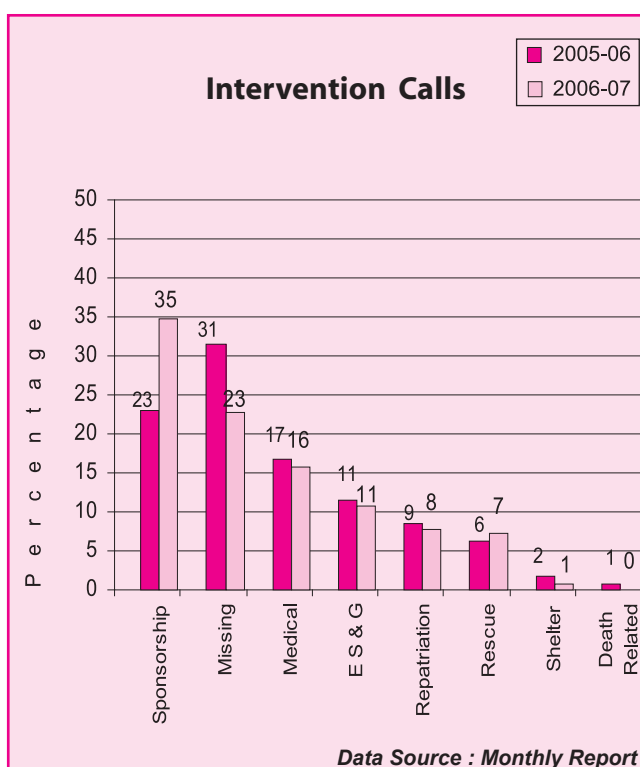
She was rescued from the Tenzing Norgay Bus Stand, Siliguri by the local police and was produced before the Sub Divisional Court where she was referred to the girl's shelter home. At the shelter home the girl had provided her address. Upon request from the Superintendent of home, CHILDLINE contacted Sikkim Police to confirm the address. CHILDLINE Jalpaiguri also got in touch with Gangtok Police requesting them to trace the girl's family member. The address provided by the girl was found to be correct but the girl's family had not lodged a missing diary. The following week, two CHILDLINE team members along with the Superintendent accompanied the girl to Gangtok. On reaching the house the team found the house to be locked. The neighbours informed the team that the girl's mother had fled with another man leaving her younger daughter in the custody of her maternal grandmother. The team visited the maternal grandmother. Here in the presence of the local police and the community, the girl was handed over to her grandmother and reunited with her younger sister.

JALPAIGURI, WEST BENGAL

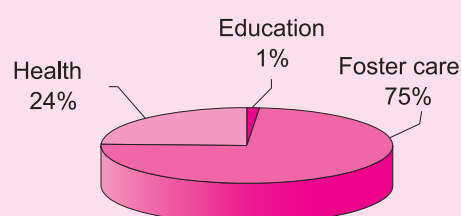
JWO

Nodal Organisation	: Department Of Economics-Ananda Chandra College
Collaborative Organisation	: Jalpaiguri Welfare Oraganisation
Support Organisation	: Universal Progressive Study and Cultural Organisation
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception: —	

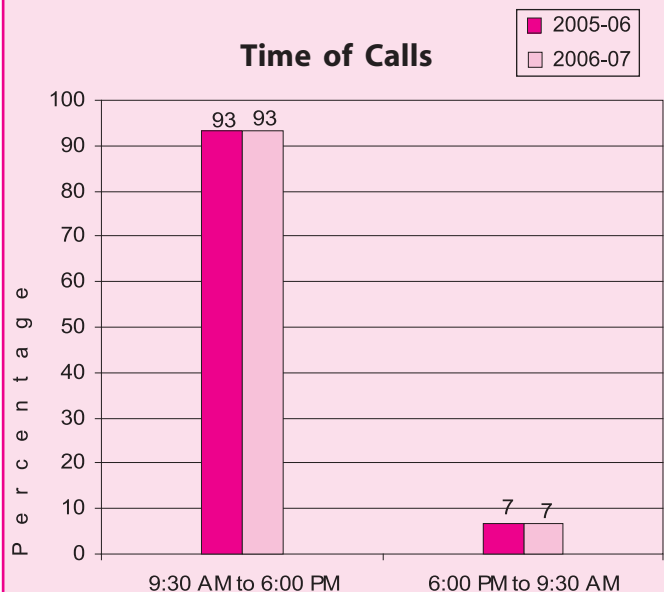
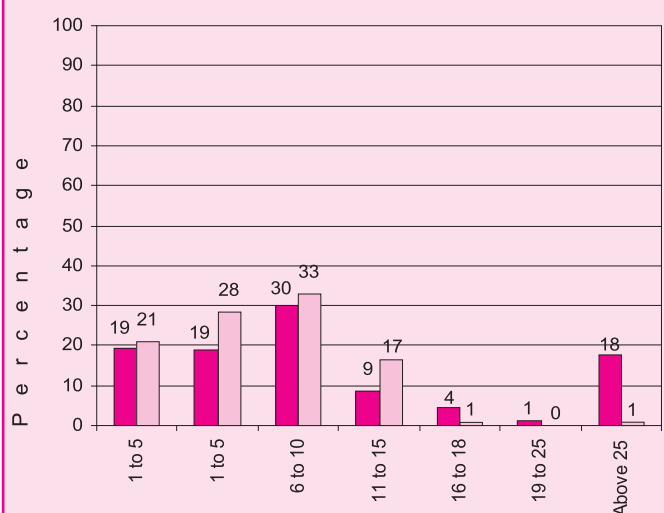
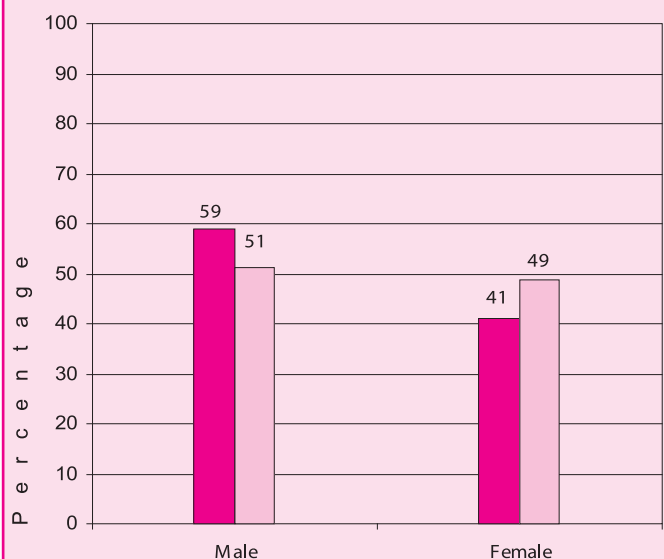
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	109	371
Shelter	11	20
Repatriation	56	182
Protection from Abuse	41	173
Death Related	5	4
Sponsorship	150	827
Missing Children	204	542
Emotional Support Guidance	74	253
Total - I	650	2,372
II. Follow-up calls	373	826
III. Did not Find (DNF)	22	64
Total I to III	1,045	3,262
IV. Information		
Information & Referral to Service	108	267
Information about CHILDLINE & Volunteers	343	363
Total - IV	451	630
V. Others		
Silent	701	734
Blank	315	513
Wrong	379	345
Crank/Fun/Abusive	253	563
Chat	35	145
Phone Testing	332	621
Administrative	518	823
Personal	3	52
Others	-	33
Unclassified	1	5
Total V	2,537	3,834
Total I to V	4,033	7,726



Sponsorship: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

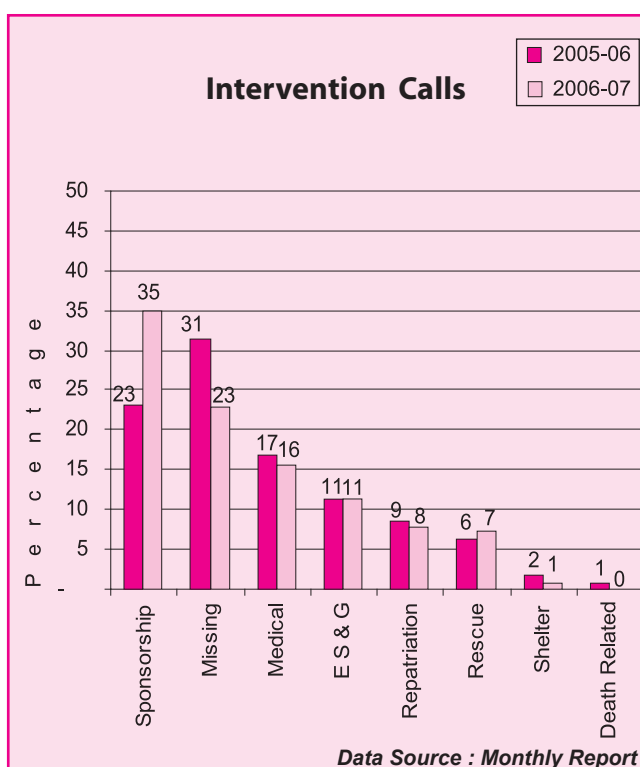
On 2nd November 2005 CHILDLINE Jalpaiguri was informed about Marina, a 16 year old girl who had been hospitalised after being poisoned by her father. Her father had poisoned her because she was expecting a child outside wedlock. Although Marina's life was saved, the baby did not survive. Marina was shocked, scared and distrustful. Her only visitors were CHILDLINE team members who, over several visits, were able to build up her confidence in them. Marina told CHILDLINE that she did not want to go back to her father but would fight against the injustice meted out to her. CHILDLINE referred the child to the Child Welfare Committee, who directed Marina to be sheltered at a short stay home for Destitute Girls & Women. CHILDLINE, in collaboration with the short stay home, is all set to file a case on behalf of Marina. At present Marina is recuperating at the shelter home and has involved herself in the day to day activities at the shelter.

JALPAIGURI, WEST BENGAL

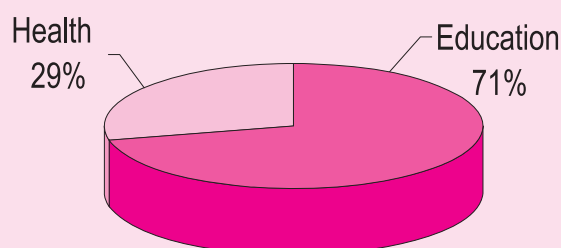
UNIPROSCUF

Nodal Organisation	: Department Of Economics-Ananda Chandra College
Collaborative Organisation	: UNIPROSCUF
Support Organisation	: Universal Progressive Study and Cultural Organisation
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception: —	

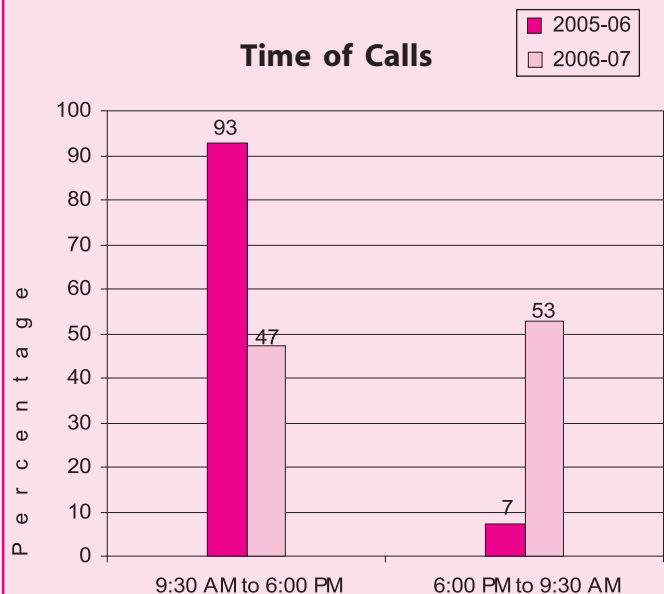
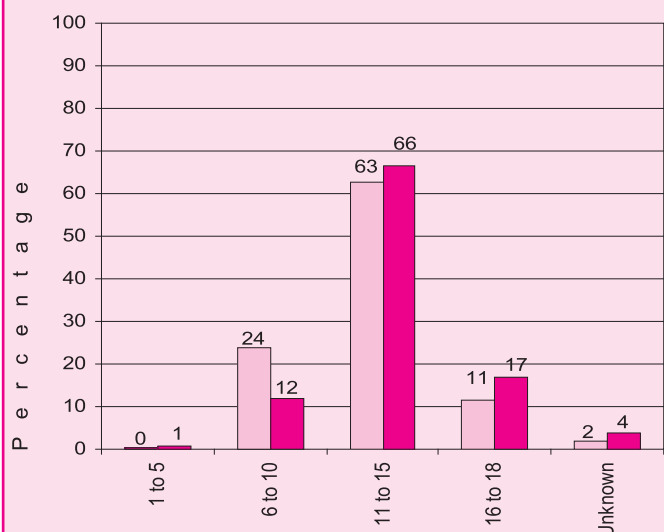
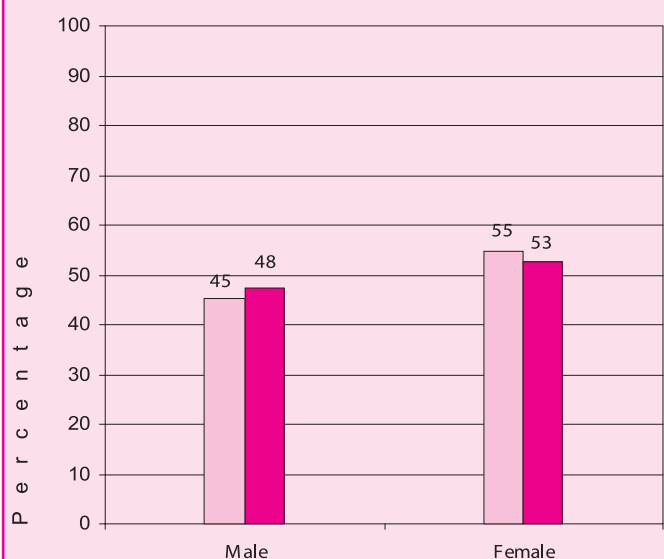
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	109	371
Shelter	11	20
Repatriation	56	182
Protection from Abuse	41	173
Death Related	5	4
Sponsorship	150	827
Missing Children	204	542
Emotional Support Guidance	74	253
Total - I	650	2,372
II. Follow-up calls	373	826
III. Did not Find (DNF)	22	64
Total I to III	1,045	3,262
IV. Information		
Information & Referral to Service	108	267
Information about CHILDLINE & Volunteers	343	363
Total - IV	451	630
V. Others		
Silent	701	734
Blank	315	513
Wrong	379	345
Crank/Fun/Abusive	253	563
Chat	35	145
Phone Testing	332	621
Administrative	518	823
Personal	3	52
Others	-	33
Unclassified	1	5
Total V	2,537	3,834
Total I to V	4,033	7,726



Sponsorship: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

One day CHILDLINE received a call from a concerned villager. The caller informed CHILDLINE that an agency representative is taking a 16-year-old girl out of the village-promising job. Mr. Tirkey, worked for an agency that supplied domestic help across India. In the name of providing the girl with a domestic help job, Mr. Tirkey was taking the girl away to an unknown destination.

The girl's father was employed as a labourer in a tea estate. But the tea estate had closed down for nearly two years. It was a desperate situation and hence the girl had no option but to take the job.

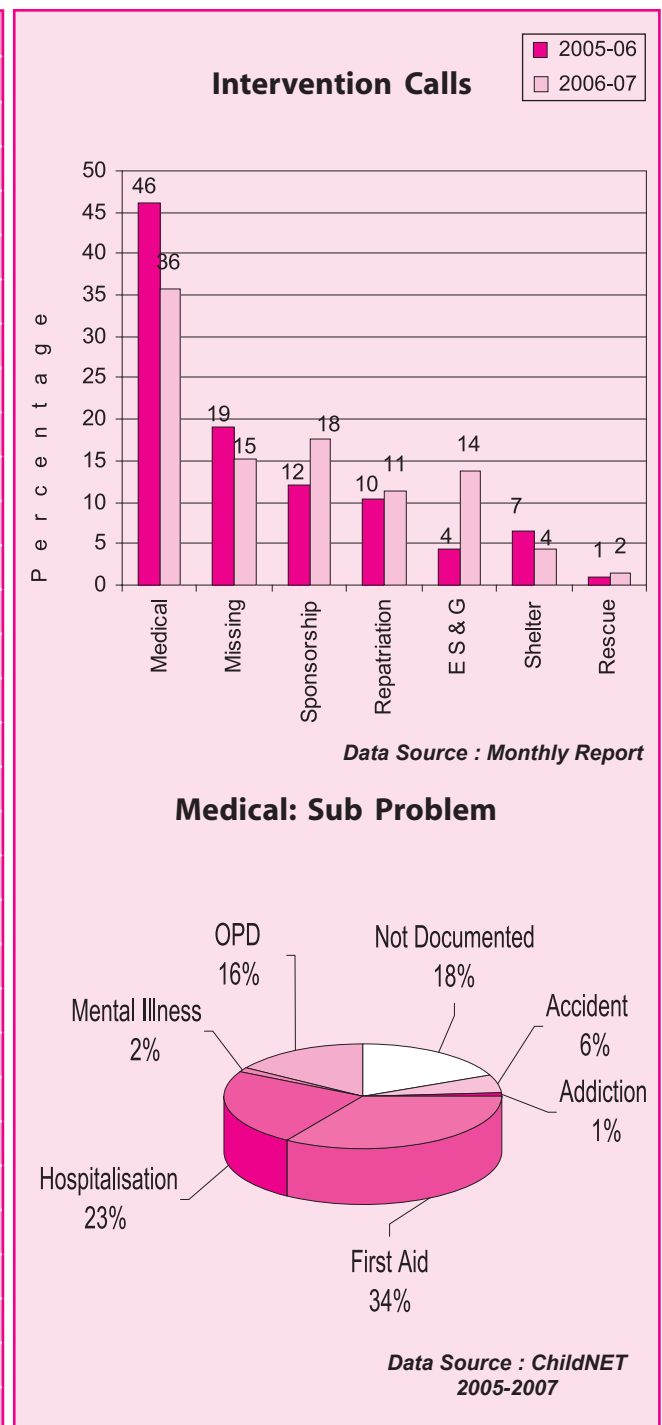
CHILDLINE immediately rushed to the village and met Mr. Tirkey. Initially he did not respond well to the team and denied all the charges against him. Next the team approached the villagers and spoke to them. From the villagers the team came to know that Mr. Tirkey had been taking children away from the village promising them job. Many of these had gone missing. Two meetings were organized with the village community. Finally a decision was taken to take action. CHILDLINE along with the village community approached the local police station and filed a complaint against Mr. Tirkey.

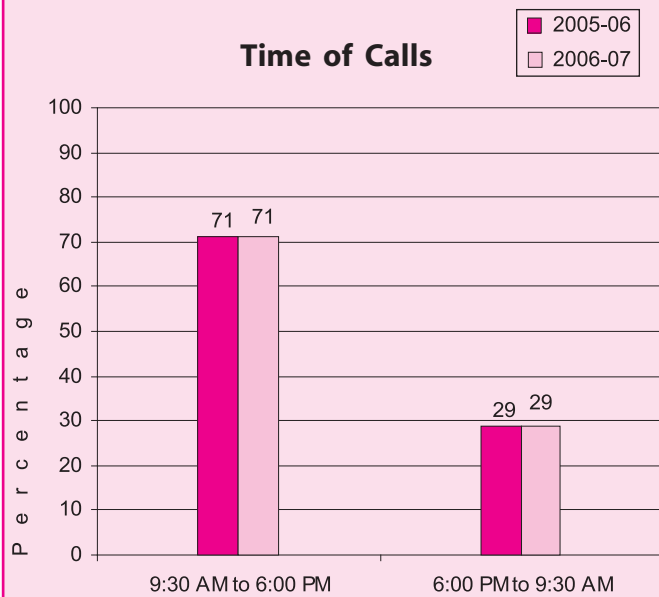
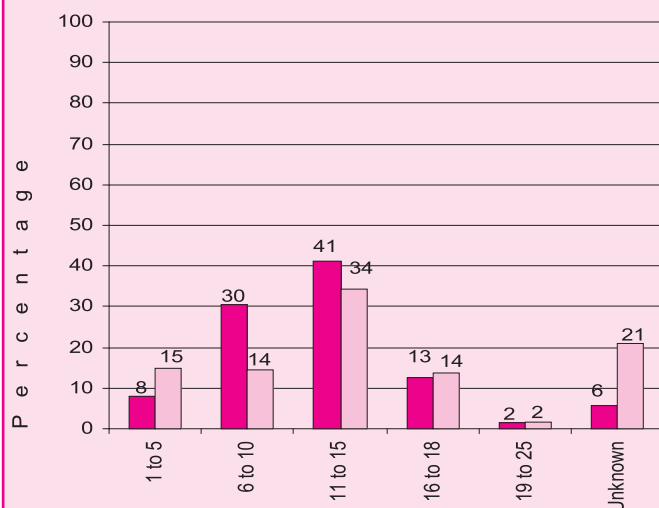
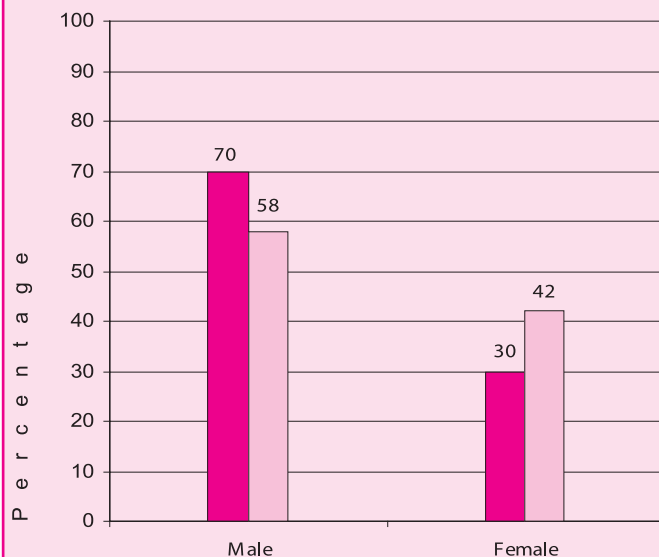
At the police station Tirkey broke down and revealed all the details of the girl. The girl was rescued and handed over to her parents. Following the incident CHILDLINE organized a meeting with the villagers and discussed the issue of trafficking.

NADIA, WEST BENGAL

Nodal Organisation	: Sudhiranjan Lehari Mahavidyalaya
Collaborative Organisation	: Sreema Mahila Samity
Support Organisation	: Karimpur Social Welfare Society
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	22,370

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	106	117
Shelter	15	14
Repatriation	24	37
Protection from Abuse	2	5
Death Related	1	2
Sponsorship	28	58
Missing Children	44	50
Emotional Support Guidance	10	45
Total - I	230	328
II. Follow-up calls	34	59
III. Did not Find (DNF)	-	-
Total I to III	264	387
IV. Information		
Information & Referral to Service	117	2
Information about CHILDLINE & Volunteers	103	121
Total - IV	220	123
V. Others		
Silent	496	521
Blank	522	547
Wrong	530	500
Crank/Fun/Abusive	454	515
Chat	919	683
Phone Testing	183	121
Administrative	482	264
Personal	44	19
Others	-	-
Unclassified	8	-
Total V	3,638	3,170
Total I to V	4,122	3,680



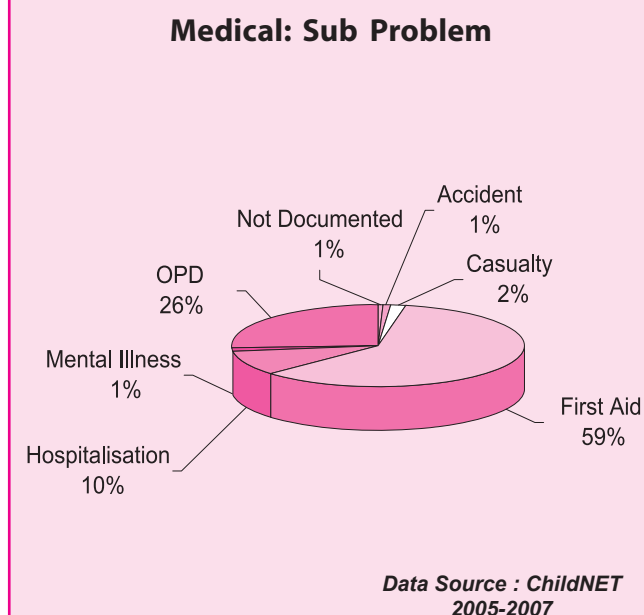
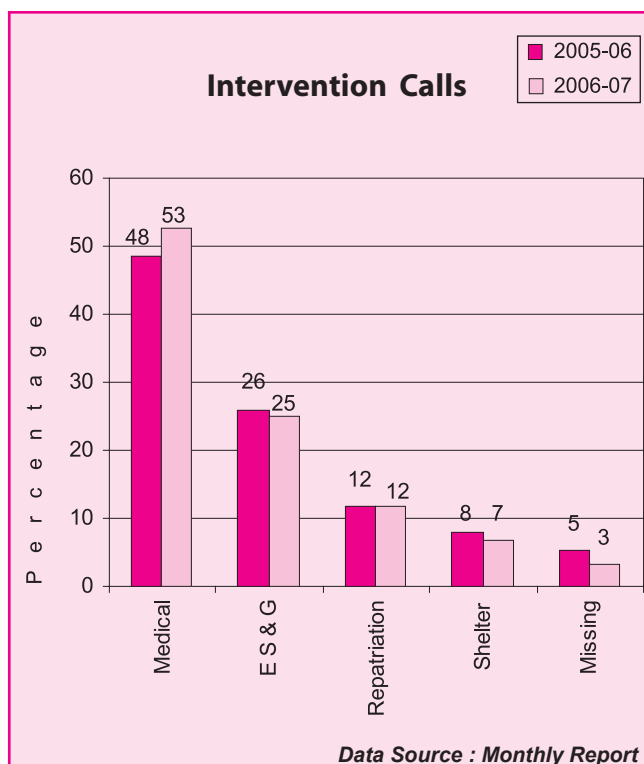
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

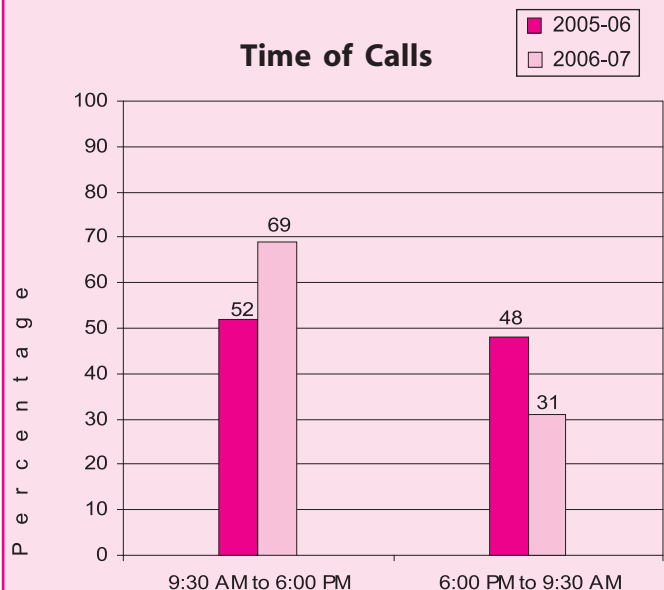
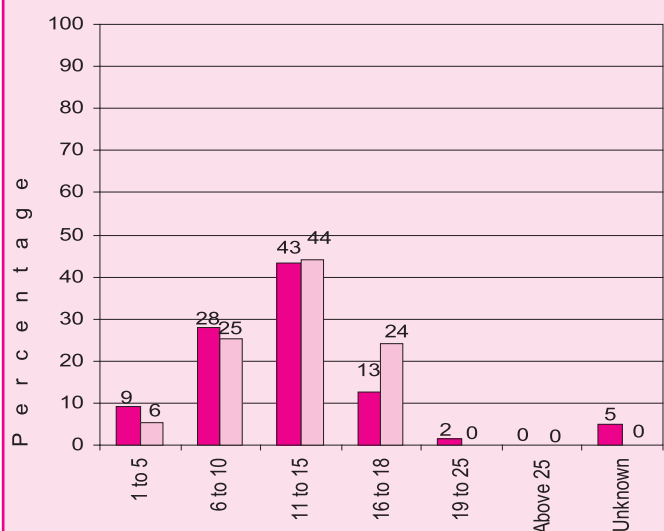
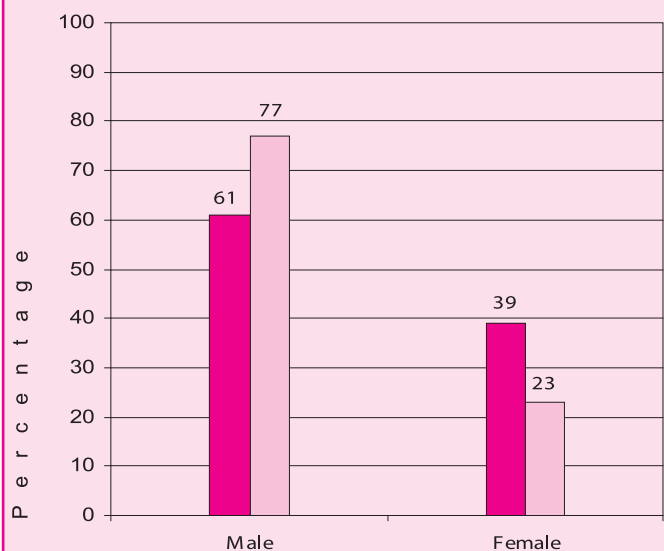
When 16 – year old Shipra fell in love with Rahul, little did she know that she was being taken for a ride. Rahul worked in a nearby local studio. With false promises she was taken to Uttar Pradesh. After marrying her, he physically tortured her and sold her for an amount of Rs. 20,000/-. When Shipra did not return home after two days and not knowing what had happened, her mother approached the local police station and registered a General Dairry. They then contacted Legal Aid Cell from where they got know about CHILDLINE Nadia. She was advised by the team to file an FIR against Rahul. The local police station refused to file an FIR. The girl's family along with the team then approached the S.P and other administrative officials. Finally the local police under the direction of SP had to file an FIR. The police acted upon the case immediately and were successful in tracing and rescuing Shipra. She was handed over to her family. Rahul is in police custody.

PASCHIM MEDINIPUR, WEST BENGAL

Nodal Organisation	: Vidya Sagar School Social Work
Collaborative Organisation	: Prabuddha Bharati Shishu tirtha
Support Organisation	: —
Date Of Inception	: December, 2002
Total Calls till March 07 since Inception:	31,130

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	167	284
Shelter	27	37
Repatriation	41	63
Protection from Abuse	3	1
Death Related	-	1
Sponsorship	-	1
Missing Children	18	18
Emotional Support Guidance	89	134
Total - I	345	539
II. Follow-up calls	1,022	994
III. Did not Find (DNF)	13	23
Total I to III	1,380	1,556
IV. Information		
Information & Referral to Service	32	305
Information about CHILDLINE & Volunteers	1,176	3,171
Total - IV	1,208	3,476
V. Others		
Silent	1,414	1,755
Blank	1,336	1,858
Wrong	1,563	1,685
Crank/Fun/Abusive	798	1,280
Chat	1,478	1,275
Phone Testing	432	1,172
Administrative	640	984
Personal	59	78
Others	-	-
Unclassified	48	-
Total V	7,768	10,087
Total I to V	10,356	15,119



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Shammi (15 years) was from a broken family. Her father was into illegal business of selling heroin, ganja and alcohol. She was sold to Parveen for rupees two thousand by her stepmother. Shammi along with eight boys and seven girls was being taken to Mumbai for work. The girl was not aware of this. She got to know the plan from her neighbour. She was not willing to go to Mumbai and hence at the last minute she got off the train.

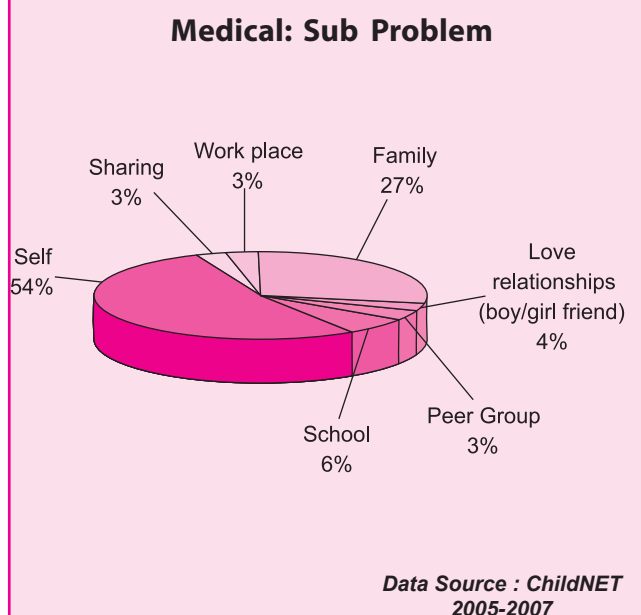
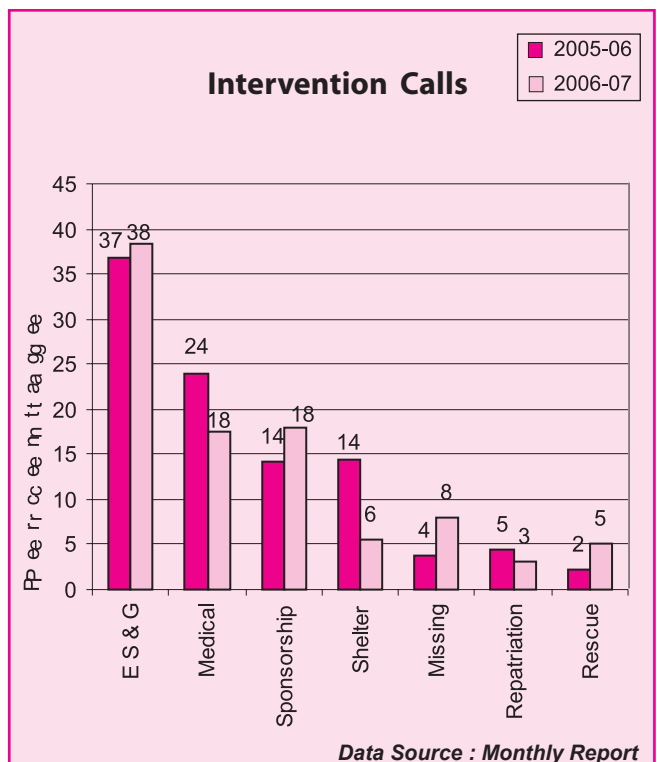
Shammi came to CHILDLINE Paschim Medinipur in the month of March, two years back. She was found roaming on the streets all alone and was brought in by the Government Railway Police. She was provided temporary shelter by the center. During the counselling session she clearly refused to go home to her parents as she was convinced that her step mother would sell her again.

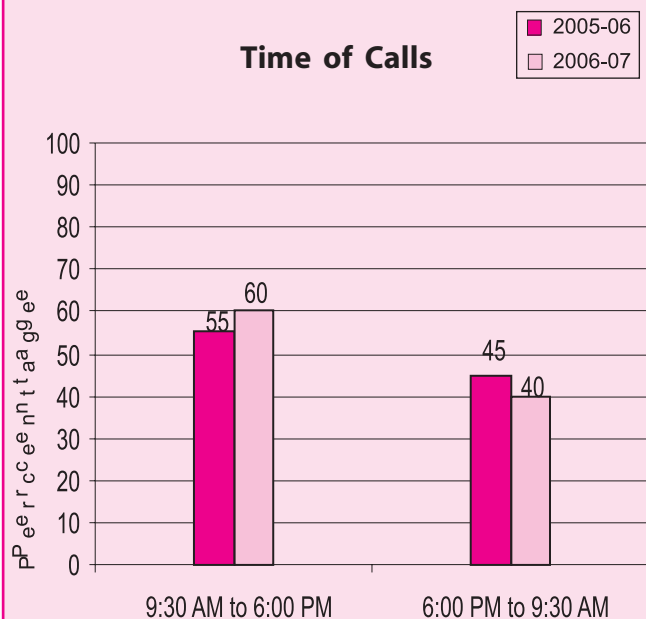
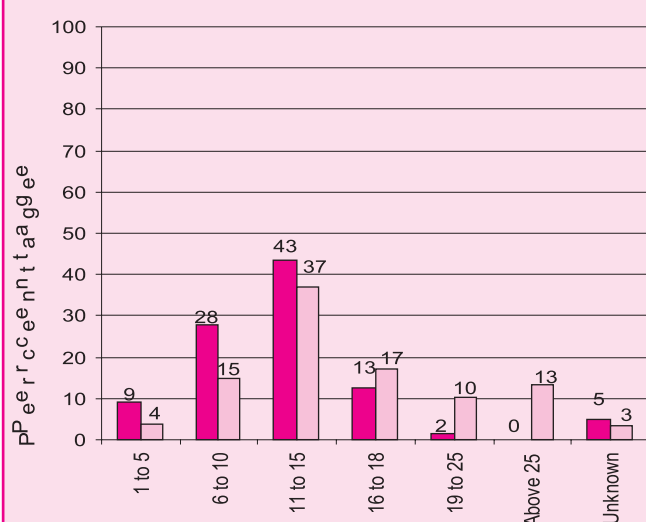
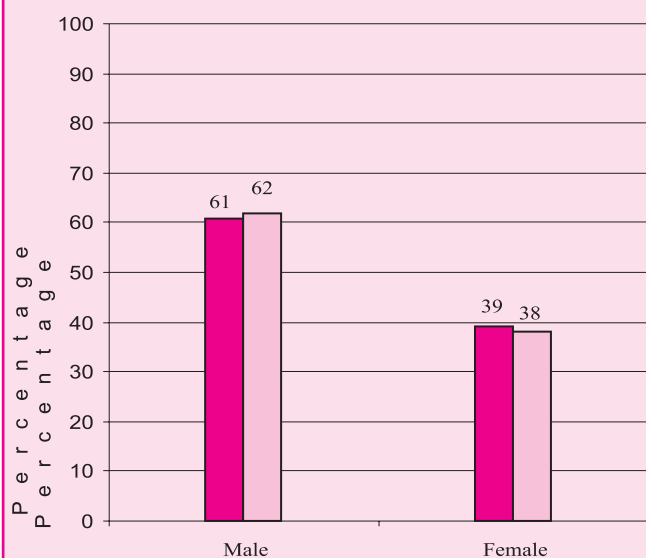
She was produced before the CWC and placed in a shelter home for girls. Shammi is happy to be at the Shelter home.

PURBA MEDINIPUR, WEST BENGAL

Nodal Organisation	: Egra College
Collaborative Organisation	: Vivekanand Loksiksha Niketan
Support Organisation	: —
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	197	151
Shelter	118	48
Repatriation	37	26
Protection from Abuse	18	44
Death Related	2	39
Sponsorship	117	153
Missing Children	30	68
Emotional Support Guidance	301	328
Total - I	820	857
II. Follow-up calls	408	852
III. Did not Find (DNF)	46	168
Total I to III	1,274	1,877
IV. Information		
Information & Referral to Service	240	337
Information about CHILDLINE & Volunteers	904	561
Total - IV	1,144	898
V. Others		
Silent	3,838	1,283
Blank	3,301	1,878
Wrong	1,481	1,351
Crank/Fun/Abusive	1,683	1,062
Chat	2,085	1,060
Phone Testing	1,305	1,295
Administrative	2,038	1,378
Personal	31	-
Others	-	-
Unclassified	92	-
Total V	15,854	9,307
Total I to V	18,272	12,082



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

A concerned adult found 10 year old Sikha in a distressed condition and immediately called up CHILDLINE Purba Medinipur. A CHILDLINE team member rushed to the spot and rescued the girl. The girl was given temporary shelter at the CHILDLINE office. Meanwhile, a police diary was lodged.

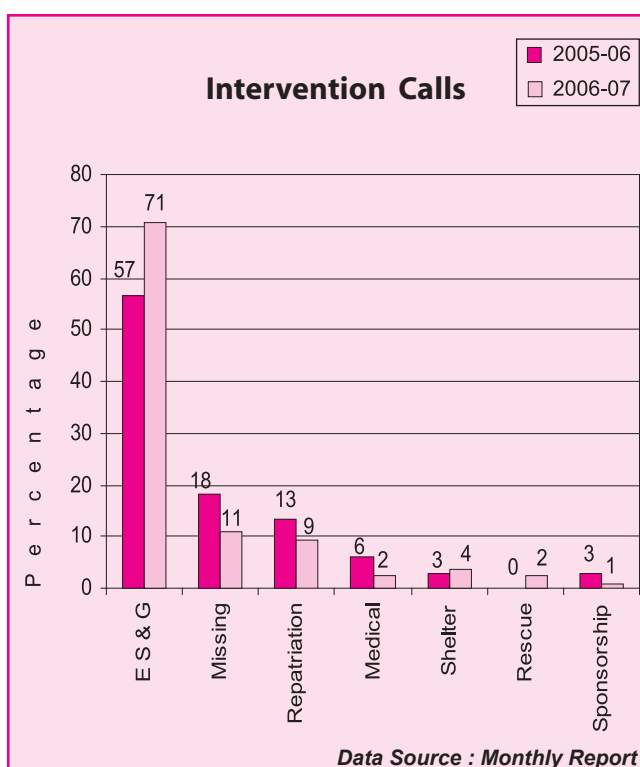
The girl had been working as a domestic servant. The employer and his wife would regularly physically and mentally abuse the child. One day Sikha ran away from their house and came to the central bus stand. Since was in a state of shock when she was found, CHILDLINE provided trauma counselling.

CHILDLINE then contacted and informed Sikha's parents. In the mean time, the employer, who lodged a missing diary in the local police station was directed to the CHILDLINE office. CHILDLINE team members spoke to Mr. Matiy and made him aware about the consequences of using child labour and of child abuse. He was very repentant and requested CHILDLINE not to initiate action against him, and assured that he would never again employ a child. Sikha was handed over to her parents after they assured CHILDLINE that they would enrol their child in a school. CHILDLINE regularly follows the case.

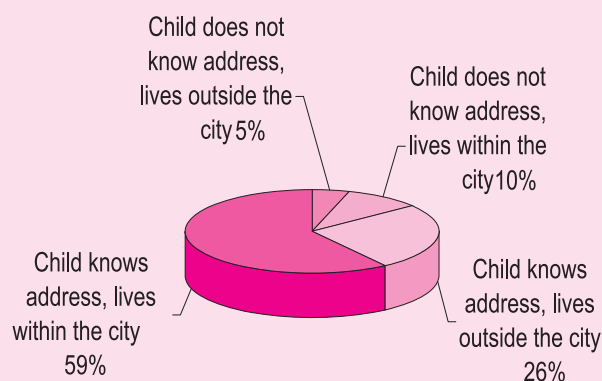
SOUTH (24) PARAGANAS, WEST BENGAL

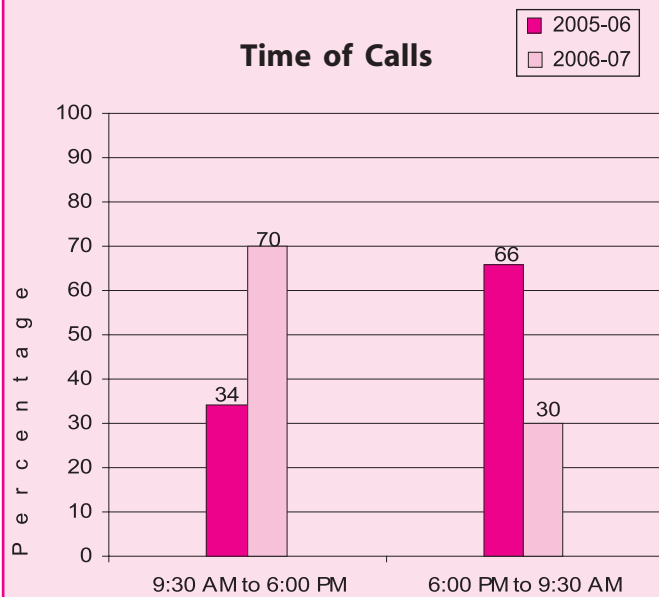
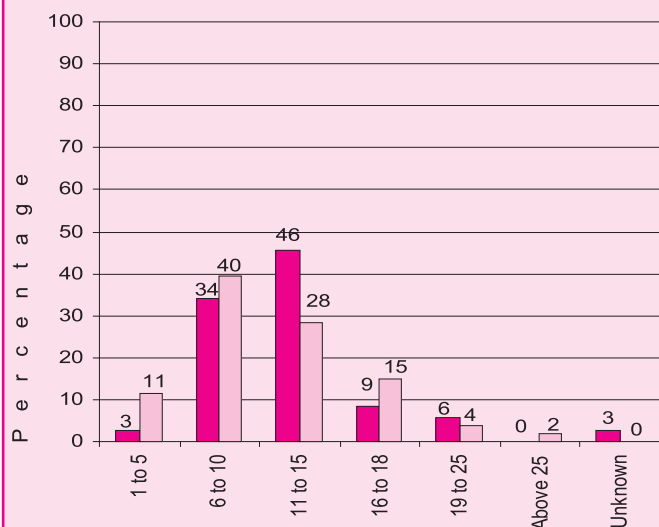
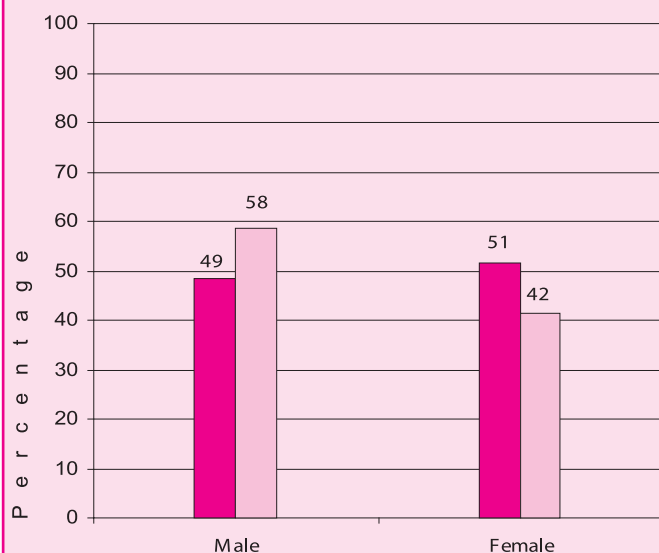
Nodal Organisation	: School of Women's Studies
Collaborative Organisation	: CINI Diamond Harbour Unit, Sabuj Sangha
Support Organisation	: —
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	18,813

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	25	15
Shelter	11	24
Repatriation	56	60
Protection from Abuse	2	15
Death Related	-	2
Sponsorship	11	4
Missing Children	75	71
Emotional Support Guidance	235	459
Total - I	415	650
II. Follow-up calls	273	222
III. Did not Find (DNF)	34	36
Total I to III	722	908
IV. Information		
Information & Referral to Service	303	568
Information about CHILDLINE & Volunteers	562	694
Total - IV	865	1,262
V. Others		
Silent	195	235
Blank	1,020	1,642
Wrong	540	334
Crank/Fun/Abusive	108	95
Chat	-	-
Phone Testing	344	347
Administrative	168	231
Personal	117	190
Others	-	-
Unclassified	-	-
Total V	2,492	3,074
Total I to V	4,079	5,244



E S & G : Sub Problem



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

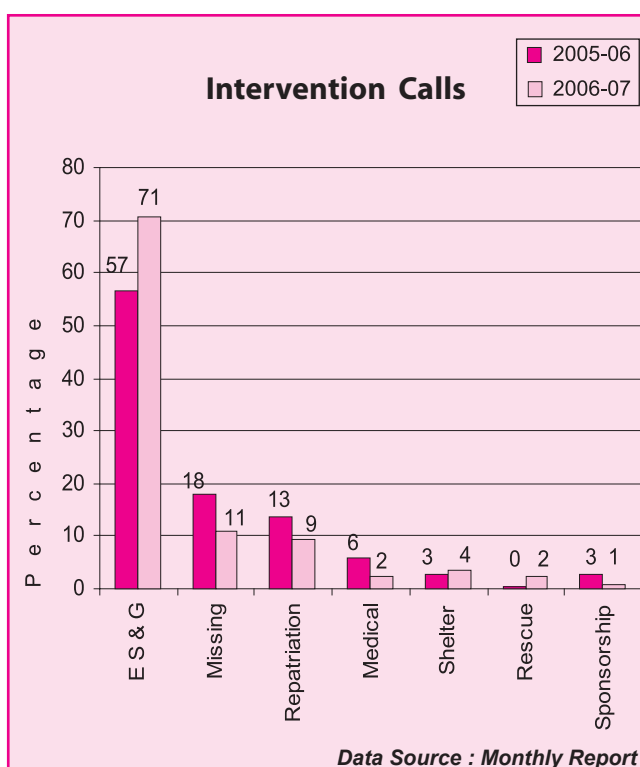
Santoshi's marriage had been arranged by the local panchayat to a boy she had known for four years. Santoshi's husband Paresh was suspected of having an extra-marital affair. One day, Paresh told her that he had found a job in Kolkata. Santoshi's brother-in-law insisted that Paresh take Santoshi with him to Kolkata. The couple stayed in a hotel in Kolkata for three days after which Paresh brought Santoshi to Diamond Harbour. The couple boarded a launch to Kunkdohatti. While boarding the launch, Paresh ran away, Santoshi stood silent for some time and as she was about to dive into the river, some people caught hold of her and brought her to Diamond Harbour police station. Diamond Harbour police station referred Santoshi's case to CHILDLINE South 24 parganas. Meanwhile they also contacted Gobindapur (her home town) police station. Santoshi was brought to Gobindopur police station and was then handed over to her father and brother-in-law. The case is being followed up by CHILDLINE South 24 parganas.

SOUTH (24) PARAGANAS, WEST BENGAL

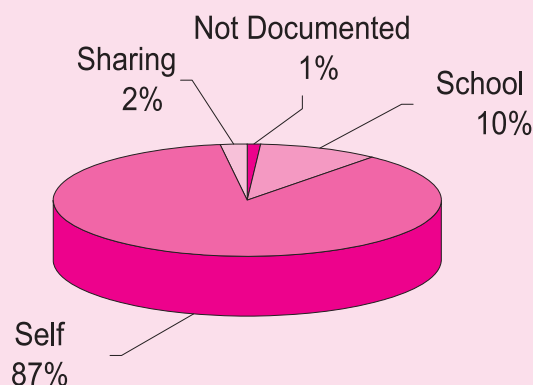
CINI

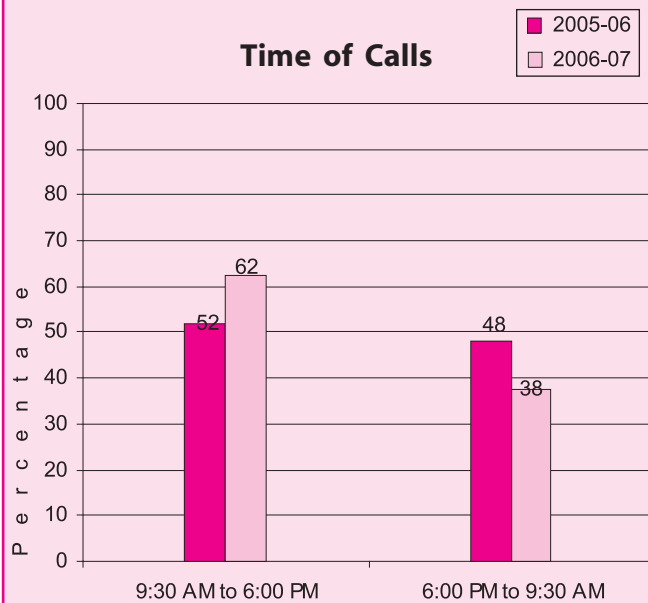
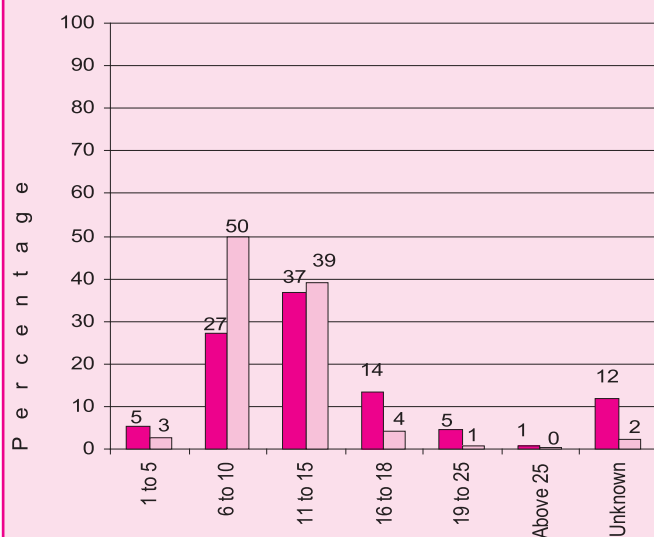
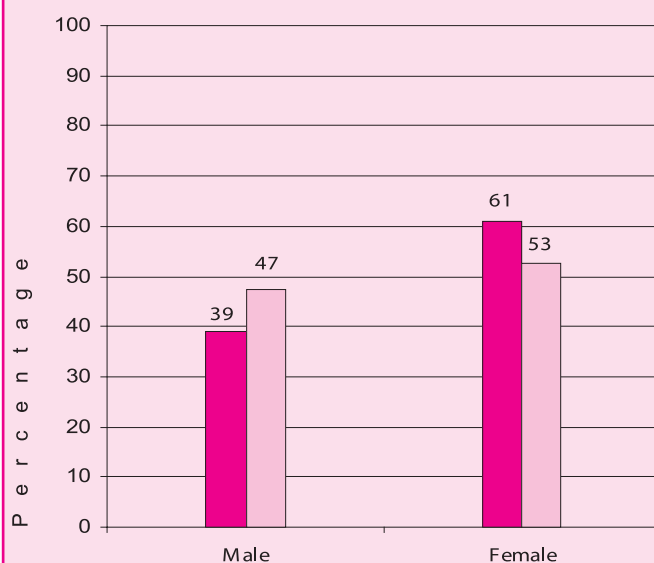
Nodal Organisation	: School of Women's Studies
Collaborative Organisation	: CINI Diamond Harbour Unit
Support Organisation	: —
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	—

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	25	15
Shelter	11	24
Repatriation	56	60
Protection from Abuse	2	15
Death Related	-	2
Sponsorship	11	4
Missing Children	75	71
Emotional Support Guidance	235	459
Total - I	415	650
II. Follow-up calls	273	222
III. Did not Find (DNF)	34	36
Total I to III	722	908
IV. Information		
Information & Referral to Service	303	568
Information about CHILDLINE & Volunteers	562	694
Total - IV	865	1,262
V. Others		
Silent	195	235
Blank	1,020	1,642
Wrong	540	334
Crank/Fun/Abusive	108	95
Chat	-	-
Phone Testing	344	347
Administrative	168	231
Personal	117	190
Others	-	-
Unclassified	-	-
Total V	2,492	3,074
Total I to V	4,079	5,244



E S & G : Sub Problem



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

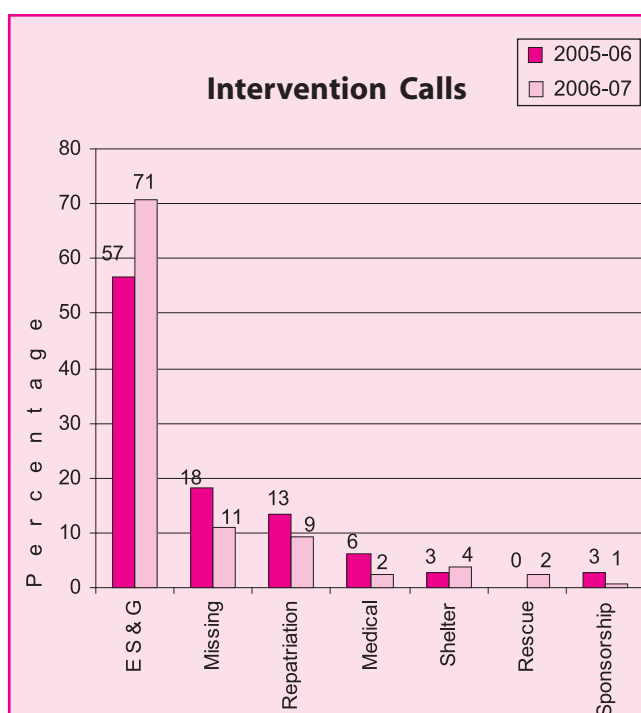
On 10th October CHILDLINE received a call informing them about a train accident. The child, a fourteen year old boy was hit by a running train and severely injured. He was found lying unconscious next to the tracks. CHILDLINE team rushed to the spot and took him immediately to the nearest hospital. While taking the child to the hospital some of the people recognized the child and informed the team about the child's family. One of the CHILDLINE team members rushed to the child's house and informed his parents about the child's condition.

Medical expense of the child and the required formalities were taken care by the team. Once the child was well enough he was discharged into the care of his parents.

SOUTH (24) PARAGANAS, WEST BENGAL SABUJ SANGHA

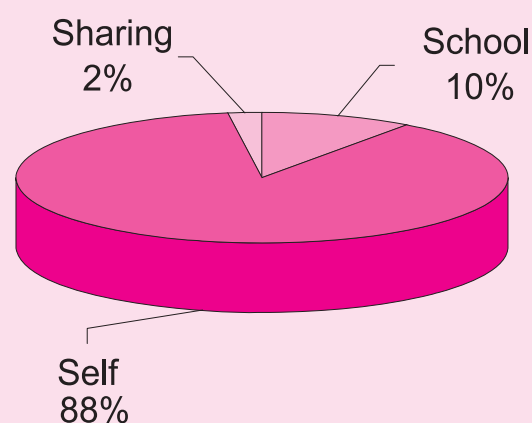
Nodal Organisation	: School of Women's Studies
Collaborative Organisation	: Sabuj Sangha
Support Organisation	: —
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	—

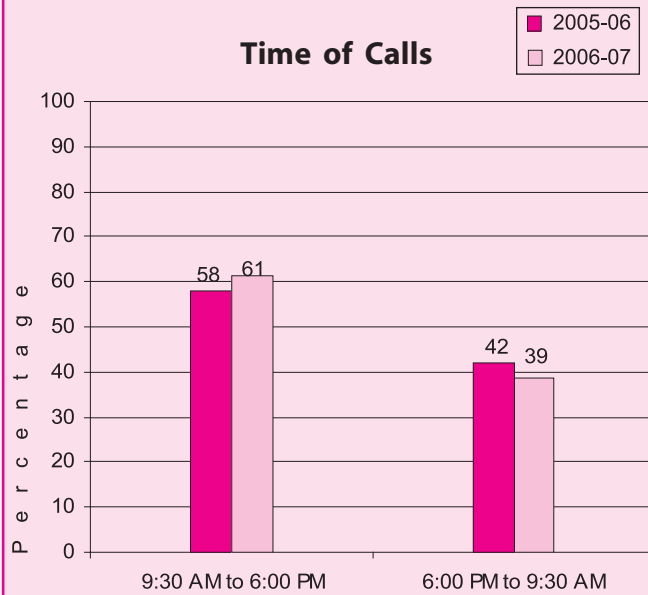
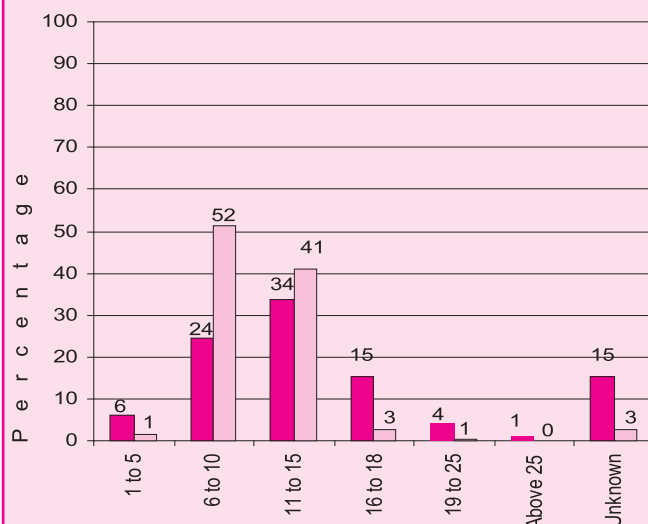
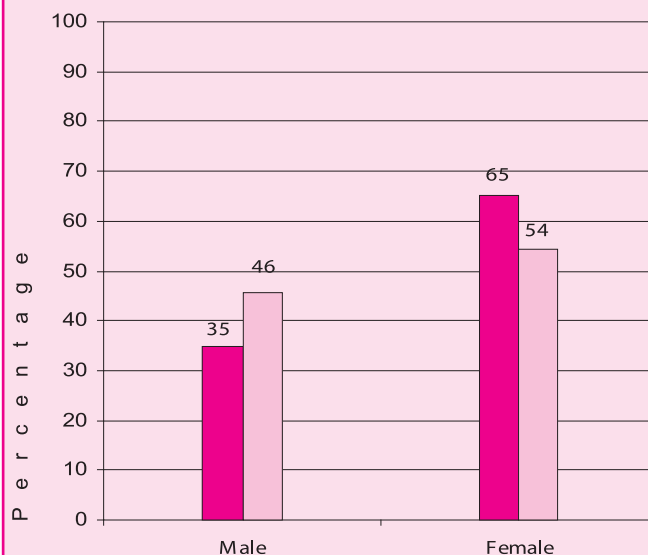
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	25	15
Shelter	11	24
Repatriation	56	60
Protection from Abuse	2	15
Death Related	-	2
Sponsorship	11	4
Missing Children	75	71
Emotional Support Guidance	235	459
Total - I	415	650
II. Follow-up calls	273	222
III. Did not Find (DNF)	34	36
Total I to III	722	908
IV. Information		
Information & Referral to Service	303	568
Information about CHILDLINE & Volunteers	562	694
Total - IV	865	1,262
V. Others		
Silent	195	235
Blank	1,020	1,642
Wrong	540	334
Crank/Fun/Abusive	108	95
Chat	-	-
Phone Testing	344	347
Administrative	168	231
Personal	117	190
Others	-	-
Unclassified	-	-
Total V	2,492	3,074
Total I to V	4,079	5,244



Data Source : Monthly Report

E S & G : Sub Problem


Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Reema, a domestic worker, came across a young boy Harish whom she found roaming about listlessly. Reema took the boy to her house. Harish was happy to find a house. He soon began to believe Reema's family as his own. He began to consider her father as his father. Reema got married shortly and moved out to her in-laws place. Following her departure Harish was neglected and tortured.

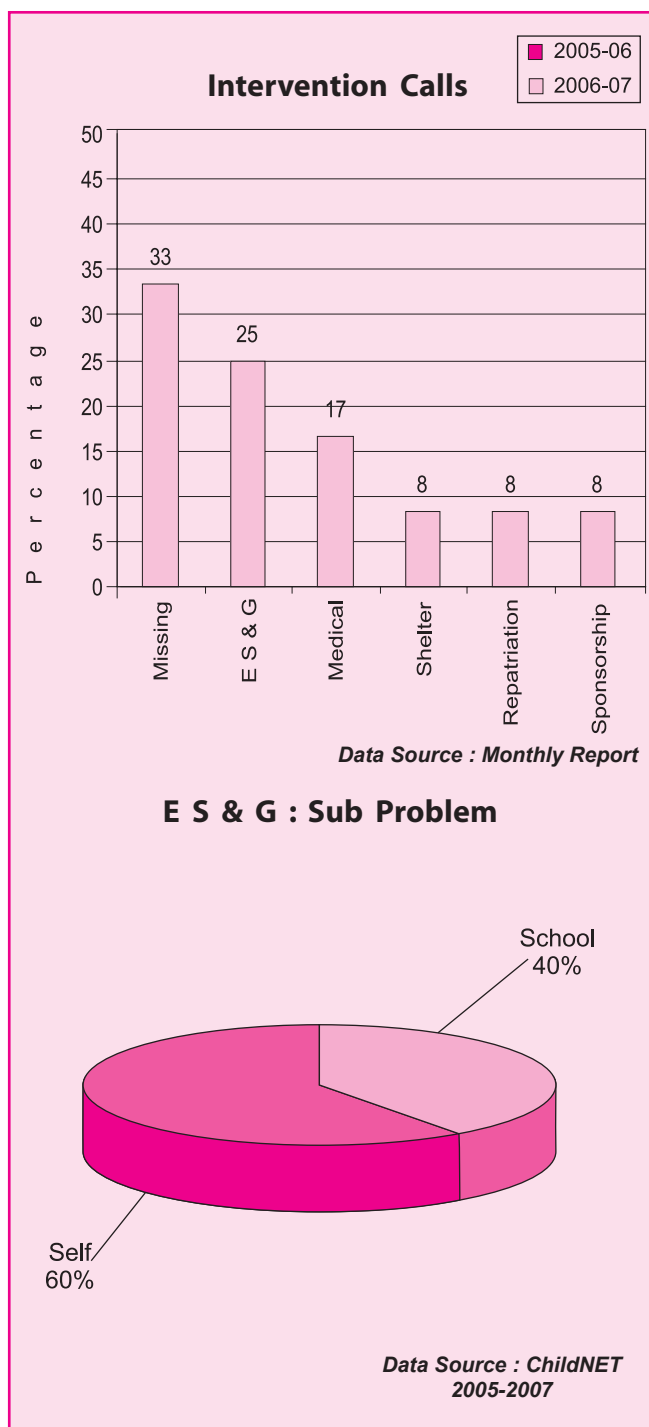
Unable to take in more of this treatment he left the house with the hope that he would be able to find his own mother. A concerned adult found Harish on the railway station. The concerned adult called up CHILDLINE. He was placed in a shelter home for boys. During his stay at the shelter home the boy underwent numerous session with the team member. However he was just not able to give any information about his home.

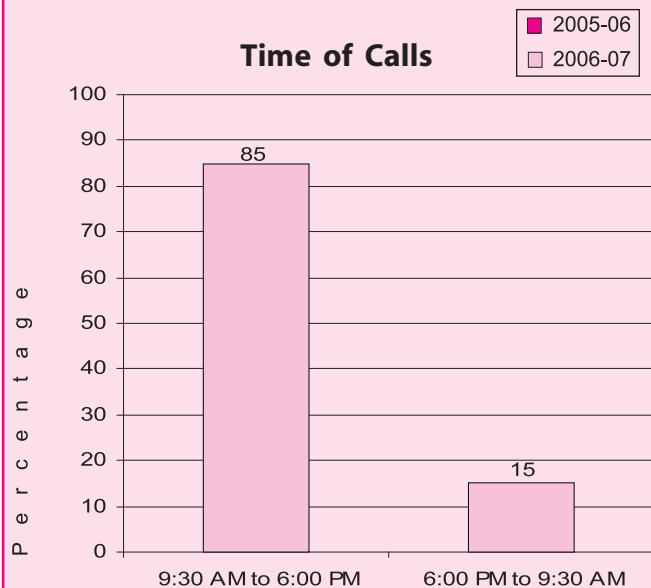
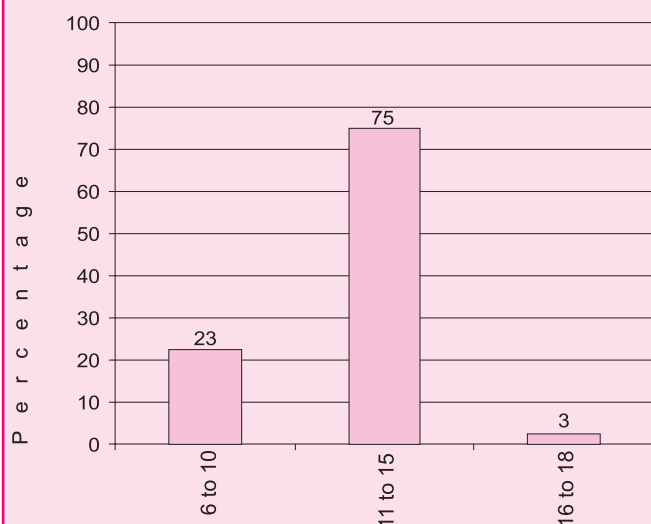
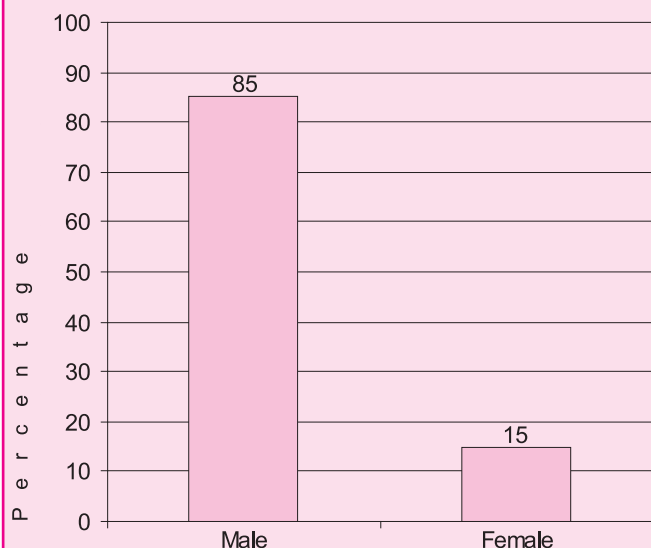
It was finally decided to lodge a general diary at the local police station. It was while the boy was being taken to the police station that he saw an elderly lady on the way who resembled his grandmother. The boy recalled his mother's name and his house in South 24 Parganas. The next day one of the team members accompanied the boy to his village. Once the team reached the village the boy could easily locate his house. Following interaction with his mother and grandmother and verification of documents the boy was handed over to his family in the presence of panchayat members.

BERHAMPUR, ORISSA

Nodal Organisation	: Indian society for Rural Developme
Collaborative Organisation	: Organisation for Development Integrated Social and Health Action
Support Organisation	: National institute for Rural Motivation, Awareness & Training
Date Of Inception	: April, 2006
Total Calls till March 07 since Inception:	452

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help		4
Shelter		2
Repatriation		2
Protection from Abuse		-
Death Related		-
Sponsorship		2
Missing Children	-	8
Emotional Support Guidance		6
Total - I	-	24
II. Follow-up calls		6
III. Did not Find (DNF)		-
Total I to III	-	30
IV. Information		
Information & Referral to Service		4
Information about CHILDLINE & Volunteers		58
Total - IV	-	62
V. Others		
Silent		22
Blank		-
Wrong		123
Crank/Fun/Abusive		2
Chat		-
Phone Testing		110
Administrative		81
Personal		10
Others		-
Unclassified		12
Total V	-	360
Total I to V	-	452



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

In a survey conducted by a local NGO in Ganjam district, Orissa, it was identified that nearly five lakh children from the district migrate for work to other parts of the country. The ratio of child labours is highest in Ganjam compared to the other districts in the state. During the course of their employment the employers exploit and abuse the children.

Looking at the gravity of the situation, local NGO's working in Ganjam had come together and formed a network to address the issue. The network organized several workshops, training and awareness programme. A health camp was jointly organized by two of the local NGO's and it was in this health camp that they came across two boys who were working for a Bangle factory in Mumbai. The boys had run away from the factory to escape the inhuman working condition and the abuse and torture meted out by the employers. The boys provided the name and address of the factory in Mumbai along with the information that there are many other children from the district working there.

The matter was brought to the notice of CHILDLINE Berhampur. The CHILDLINE team visited the boy's home and interacted with boys and family. At the village they also got additional inputs from an adult who was working for one of the bangle factories in Mumbai. He provided first hand information on the state of the children employed in the factory. During the interaction the villagers revealed that the bangle factory was set up in Mumbai by three local villagers. Once the factory was set up the factory owners motivated the poor parents to send their children for work. They were promised free food, accommodation and money. Parents readily agreed to send their children. However, all was not well once the children reached Mumbai. The children were made to work for 18 long hours. Contrary to the promises made to the parents, the children were tortured and abused. They were beaten and at times with hot iron rods. They were not provided proper food either.

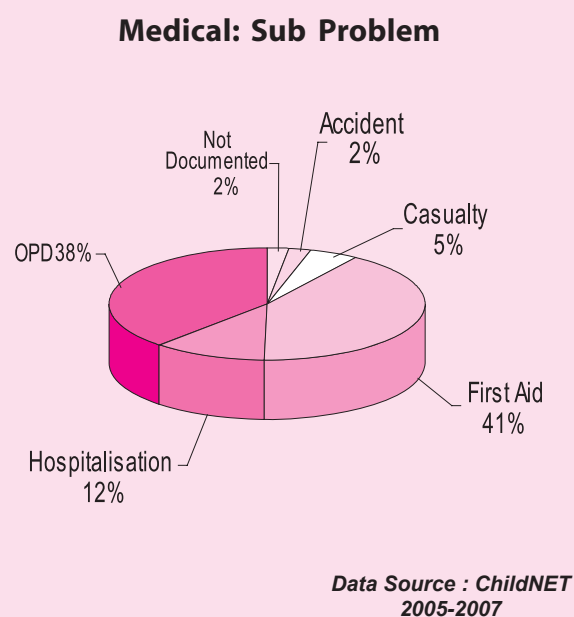
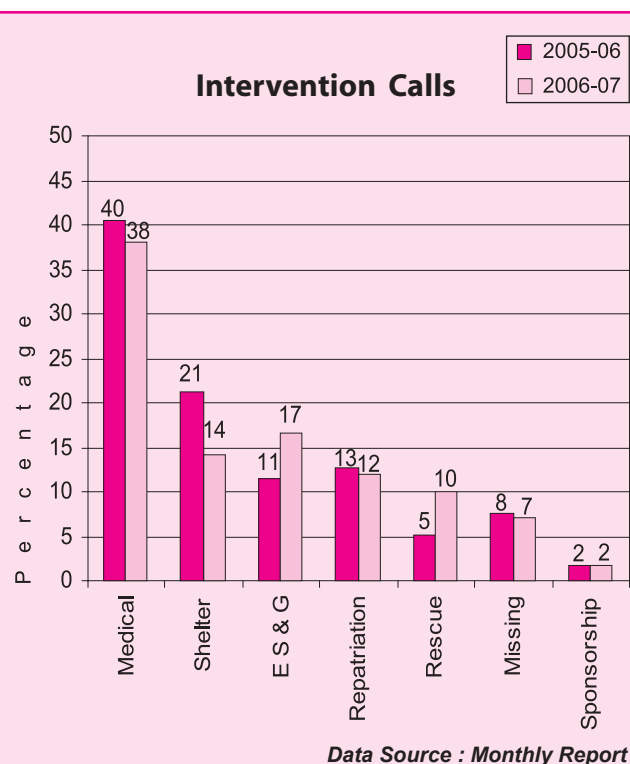
The matter was also brought to the notice of the administration and the Chief Minister who provided active support in the intervention. The Chief Minister also contacted the Maharashtra Government for assistance. The rescue operation was carried out in two phases. A team from Orissa consisting of a police official and labour officer went to Mumbai. With the support from Maharashtra Government, 7 children were rescued in the first phase. The second phase of the rescue operation was carried out with CHILDLINE Mumbai team, Mumbai police, and the labour officials. A plan was worked out. First the area was mapped and a team visited the area to observe. After an initial round of observation it was found that children were working on extremely rusted machines with sparks flying all over the place that is harmful to their eyes and skin. The children were undoubtedly working in hazardous conditions. In the second phase 11 children were rescued. These children were brought back to Berhampur. They were provided medical aid. The perpetrators were arrested. Meanwhile the local villagers also informed CHILDLINE that the traffickers were on their way to Mumbai. They were arrested and taken into police custody.

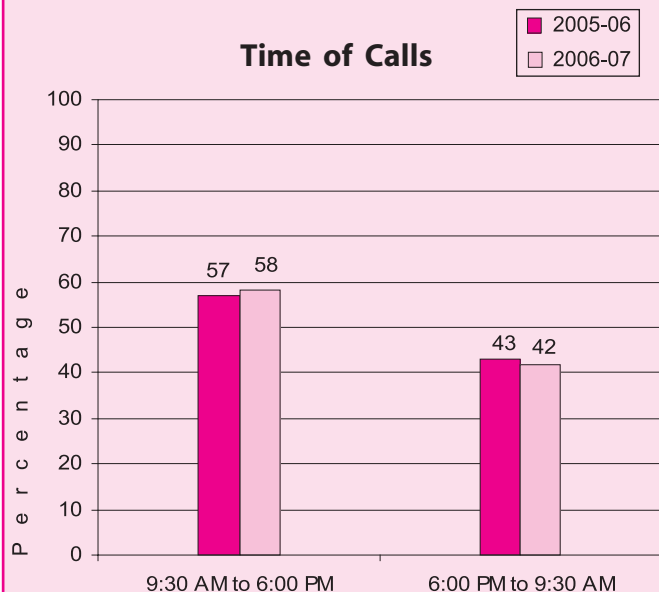
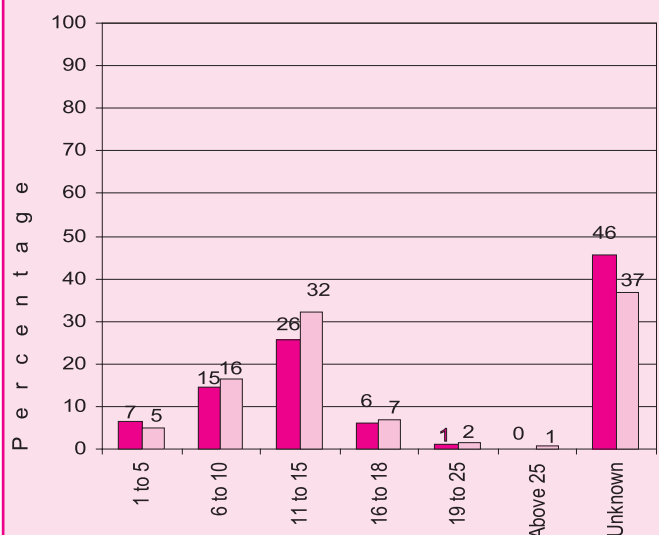
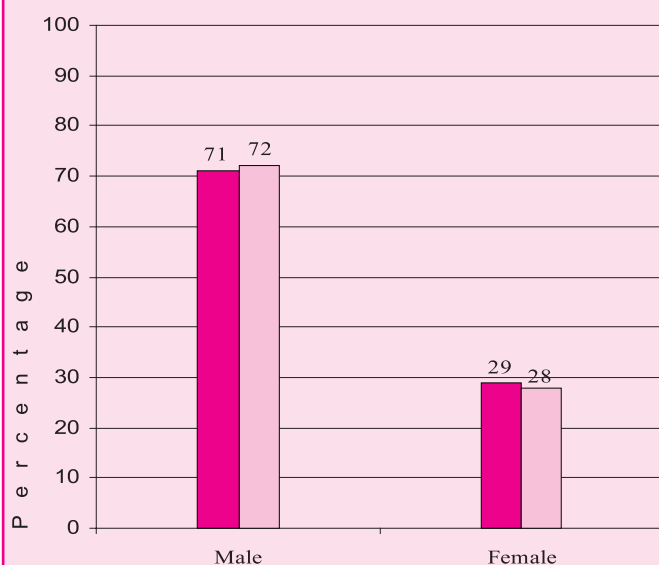
Post the rescue a rehabilitation plan was worked out in collaboration with the district administration. A survey was conducted in the district to study the gravity of the situation.

BHUBANESHWAR, ORISSA

Nodal Organisation	: SIET
Collaborative Organisation	: Ruchika Social Service Organisation
Support Organisation	:
Date Of Inception	: April, 2000
Total Calls till March 07 since Inception:	51,763

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	228	372
Shelter	119	139
Repatriation	72	117
Protection from Abuse	29	98
Death Related	-	4
Sponsorship	9	15
Missing Children	43	68
Emotional Support Guidance	64	162
Total - I	564	975
II. Follow-up calls	1,001	1,427
III. Did not Find (DNF)	1	37
Total I to III	1,566	2,439
IV. Information		
Information & Referral to Service	64	186
Information about CHILDLINE & Volunteers	758	965
Total - IV	822	1,151
V. Others		
Silent	484	386
Blank	442	586
Wrong	737	574
Crank/Fun/Abusive	1,354	1,046
Chat	142	13
Phone Testing	114	264
Administrative	709	759
Personal	281	23
Others	-	-
Unclassified	-	16
Total V	4,263	3,667
Total I to V	6,651	7,257



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

17-year-old Anamika Singh the only child from a well to do home in Sriharipuram in Vishkapatnam had started a net romance with a boy in Mumbai. She decided to run away from home to Mumbai to meet the boy. However, she forgot the address and midway she got off at the Bhubaneswar railway station. She spent one day at a local hotel. She finally decided to call up her father from a STD booth outside the hotel and tell him what she had done but not where she was. The girl called her father on his cell phone and he was able to trace the number and called back and find out that she was in Bhubaneswar. He immediately contacted the Superintendent of Police at Bhubaneswar. The Bhubaneswar police were able to trace the address to a place called Kharvel. An enquiry was immediately started. Meanwhile Anamika was wandering on the station, some of the children who live on the platform and go to special school run by a social service organisation noticed her. They informed the police station who then came and took her into protective custody and later handed her over to CHILDLINE Bhubaneswar. Anamika was distraught but safe. She was also adamant about going to Mumbai to meet the boy and not returning home. However the CHILDLINE team gently but firmly prevailed on her to return with her parents, and finally she agreed to go home with them.

CUTTACK, ORISSA

Nodal Organisation : Open Learning System (OLS)

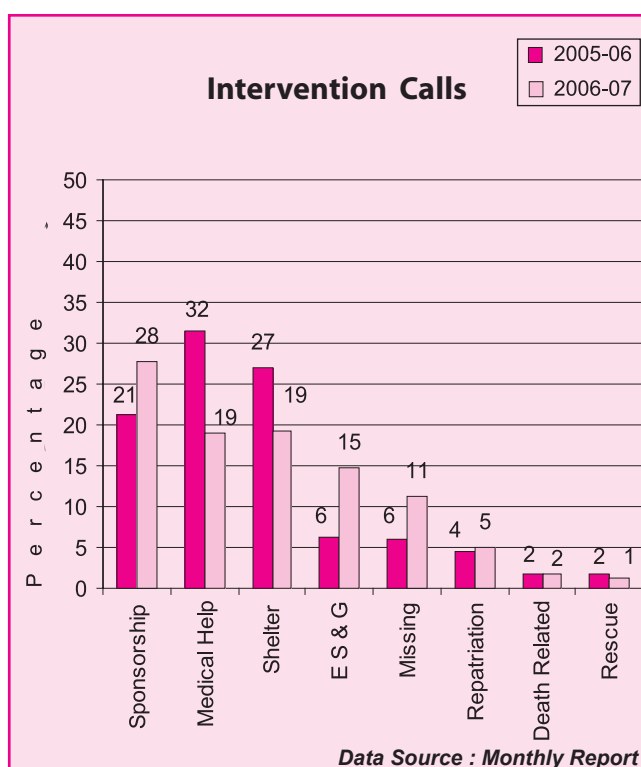
Collaborative Organisation : Basundhara

Support Organisation : —

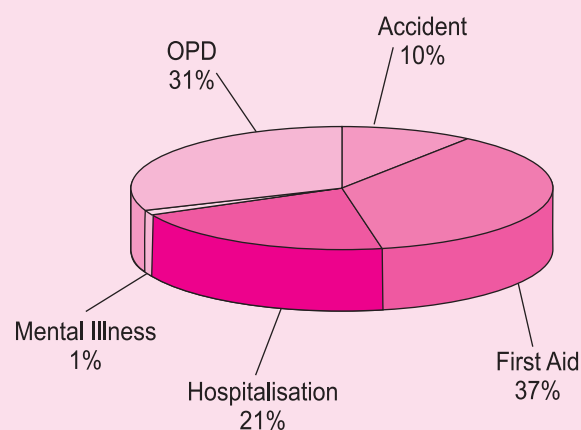
Date Of Inception : April, 2000

Total Calls till March 07 since Inception: 62,631

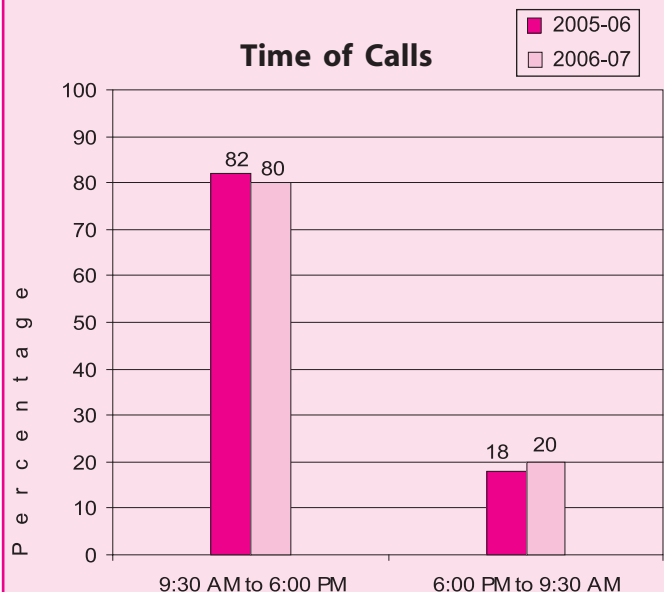
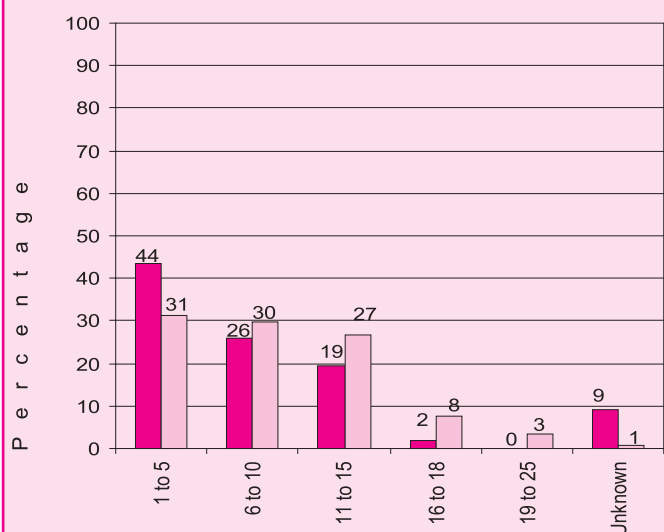
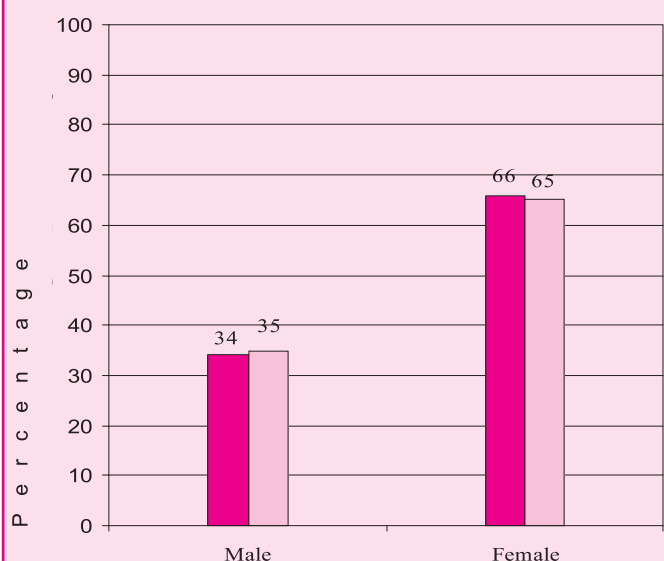
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	282	243
Shelter	241	245
Repatriation	40	65
Protection from Abuse	16	17
Death Related	15	22
Sponsorship	191	354
Missing Children	53	144
Emotional Support Guidance	57	189
Total - I	895	1,279
II. Follow-up calls	1,141	2,419
III. Did not Find (DNF)	113	202
Total I to III	2,149	3,900
IV. Information		
Information & Referral to Service	1,182	2,405
Information about CHILDLINE & Volunteers	2,158	2,056
Total - IV	3,340	4,461
V. Others		
Silent	1,229	1,812
Blank	756	840
Wrong	819	1,201
Crank/Fun/Abusive	588	588
Chat	-	-
Phone Testing	175	520
Administrative	979	1,290
Personal	64	311
Others	-	80
Unclassified	-	56
Total V	4,610	6,698
Total I to V	10,099	15,059



Sponsorship: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

In a truly horrifying case, two young girls Dipika-16 and Phulwanti-19 were rescued, by CHILDLINE Cuttack, from being sold into prostitution. The girls belong to a rural area of Orissa under Jajpur district. Dipika and Phulwanti belong to a very poor family having 4 and 5 siblings respectively. Fathers of both children are daily labourers and their mothers are housewives. Phulwanti belongs to a tribal family where all the family members including her are non-literate. Dipika's studied up to class IX. The situation is such that in both families starvation is a regular phenomenon, some times they get a single meal a day and some time it was only water.

In order to supplement the family income both the girls worked as sales girls selling products from door to door. One day they were both offered a job in Cuttack in a company with good salary by a lady and a young man. Lured by this offer they accepted the same and agreed to meet the lady and the young man at their bungalow. Before they could realize the danger they were in, the girls were separated and they found themselves locked up in separate rooms. The young man was pressurizing the girls to voluntarily agree to prostitute themselves. When both the girls refused the man repeatedly raped Dipika and later sent four more customers into Dipika's room who also brutally raped her. Later in the day the man went to Phulwanti's room and started pressuring her again. With great presence of mind, Phulwanti faked a serious stomach ache, said it was because she had a tumor in her stomach and that without medical aid she would die. She was so convincing that the pimp who foresaw a potentially dangerous situation decided to take both girls to an unknown location and dump them there. Fortunately the location was familiar to the girls and they were able to find their way over to a social worker, known to them from a nearby village.

The Social Worker, who is closely associated with CHILDLINE Cuttack brought the girls over to the centre. A case was immediately registered in CHILDLINE Cuttack.

Once the CHILDLINE team was able to get the complete story from the two girls they went with them to the Police Station – which is closest to the area where the bungalow in which the girls were held is located. A FIR was lodged and the Sub Inspector of the Police Station immediately sent a team of officers along with the victims to the spot in search of the accused.

Fortunately the team caught the accused Bijay Kumar (the young male pimp) and the lady in action with two other girls who had also been trafficked by the lady and the pimp. The police arrested everyone at the bungalow including two customers and the house owners.

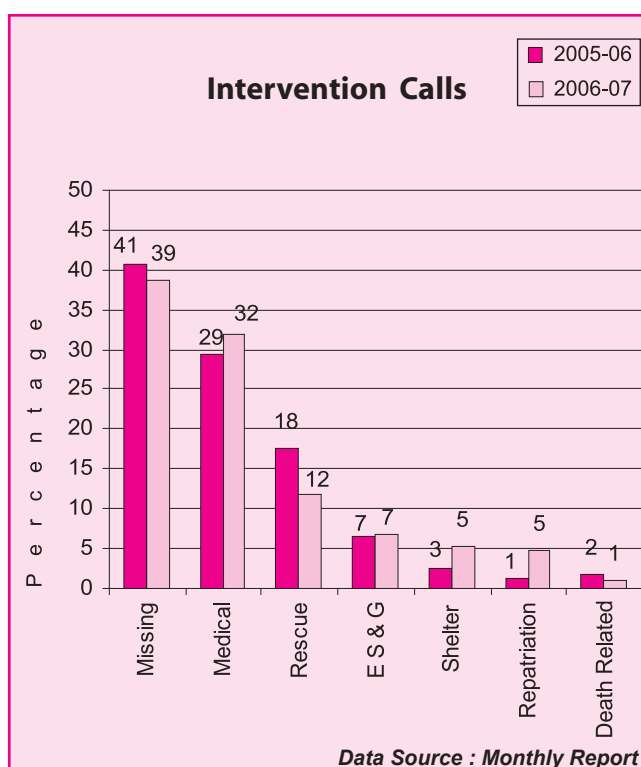
The fact that tribal girls were the victims prompted immediate action by the police. In a matter of hours, the investigation was completed and the girl's testimony was recorded and both the accused persons were remanded to jail custody, on the same day. They were booked under the relevant sections in the IPC and ITPA.

The girls were able to return home the following day and are now safely reunited with their families. They have both been employed by an NGO and are slowly recovering from the horror they lived through.

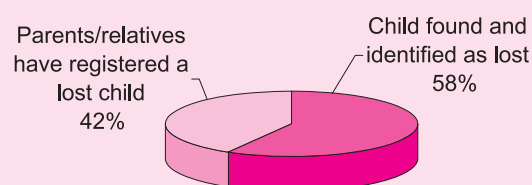
PURI, ORISSA

Nodal Organisation	: Open Learning System
Collaborative Organisation	: Rural & Urban Socio-Cultural help
Support Organisation	: —
Date Of Inception	: April, 2000
Total Calls till March 07 since Inception:	72,140

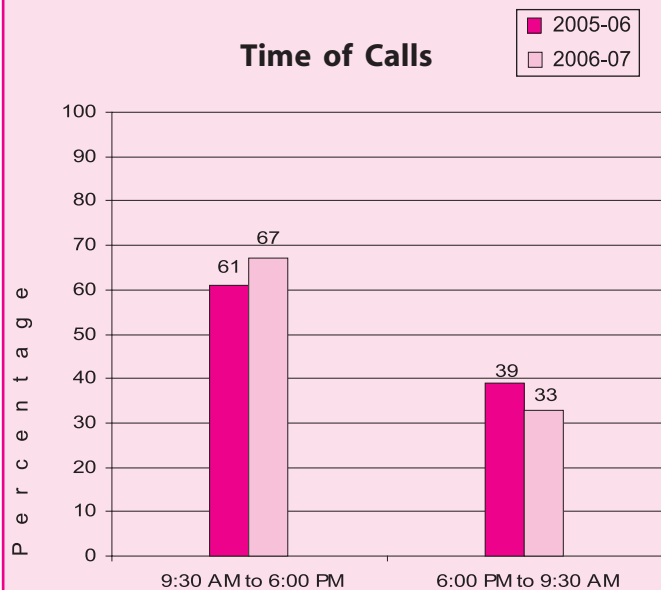
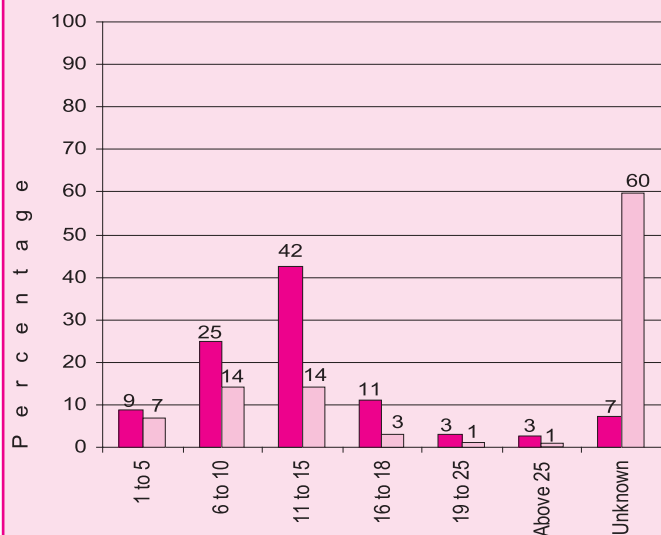
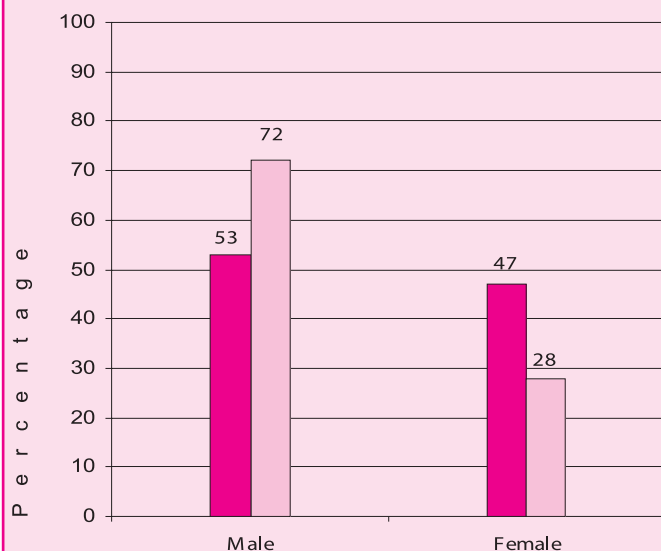
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	161	142
Shelter	14	24
Repatriation	7	21
Protection from Abuse	96	52
Death Related	9	4
Sponsorship	2	-
Missing Children	223	172
Emotional Support Guidance	36	30
Total - I	548	445
II. Follow-up calls	1,515	2,150
III. Did not Find (DNF)	-	-
Total I to III	2,063	2,595
IV. Information		
Information & Referral to Service	772	720
Information about CHILDLINE & Volunteers	2,823	2,276
Total - IV	3,595	2,996
V. Others		
Silent	476	528
Blank	1,184	883
Wrong	446	329
Crank/Fun/Abusive	1,469	1,520
Chat	2	6
Phone Testing	1,582	1,428
Administrative	1,147	1,001
Personal	206	302
Others	-	-
Unclassified	-	-
Total V	6,512	5,997
Total I to V	12,170	11,588



Missing: Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

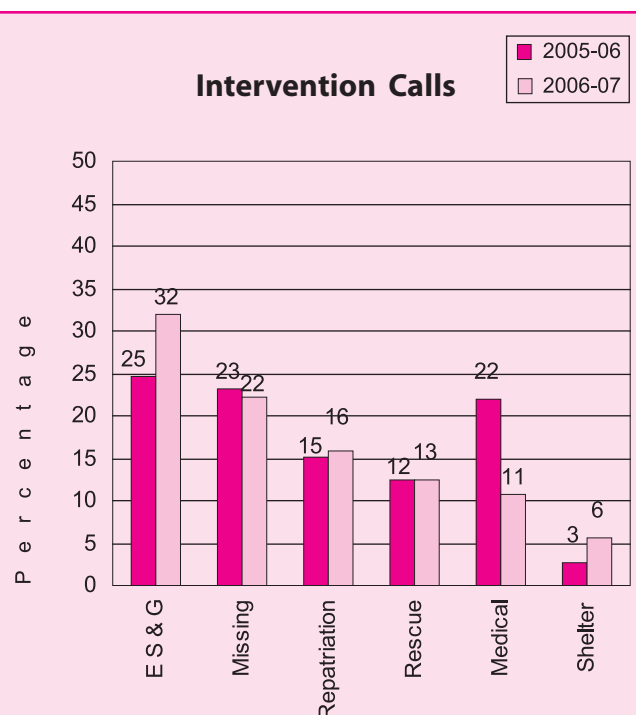
Nandu, a 2-year-old baby boy, was rescued by the Government Railway Police, Puri from the Jodhpur-Puri Express. Given that he seemed to understand Hindi and that he was found on Puri - Jodhpur Express, the railway police felt the child might be from Rajasthan. The condition of the child indicated that he came from a very poor family and it was also possible that he could belong to one living along the railway track. The child seemed smart and kept talking about his family and every chance he got he tried to leave the shelter. However, the mental trauma of separation coupled with a poor physical condition had left the child open to constant infection.

CHILDLINE shared this missing information with the, police, railway authority, CID Crime Branch and published it in the papers and on Television. However to date no one has come forward to claim the child. The CWC has placed Nandu in the shelter home. The media advertisements have resulted in people coming forward to adopt the child. However till the child is declared abandoned and all the necessary legal procedures are complete the child will continue to reside in the shelter home.

ROURKELA, ORISSA

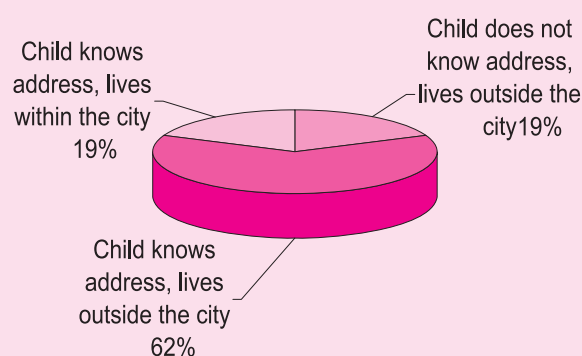
Nodal Organisation	: —
Collaborative Organisation	: DISHA
Support Organisation	: SHRADHA
Date Of Inception	: December, 2004
Total Calls till March 07 since Inception:	3,614

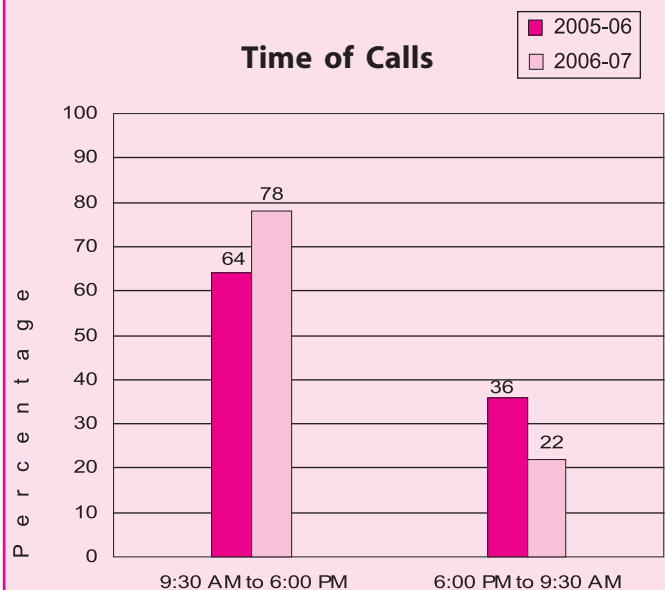
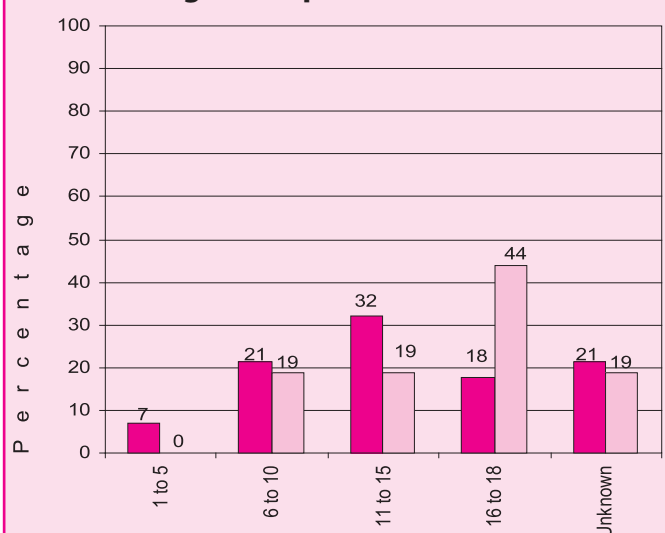
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	16	63
Shelter	2	33
Repatriation	11	92
Protection from Abuse	9	73
Death Related	-	-
Sponsorship	-	7
Missing Children	17	129
Emotional Support Guidance	18	186
Total - I	73	583
II. Follow-up calls	23	234
III. Did not Find (DNF)	-	12
Total I to III	96	829
IV. Information		
Information & Referral to Service	40	190
Information about CHILDLINE & Volunteers	182	333
Total - IV	222	523
V. Others		
Silent	39	237
Blank	56	333
Wrong	100	351
Crank/Fun/Abusive	19	115
Chat	-	-
Phone Testing	50	188
Administrative	77	203
Personal	37	114
Others	-	25
Unclassified	-	-
Total V	378	1,566
Total I to V	696	2,918



Data Source : Monthly Report

Repatriation: Sub Problem

Data Source : ChildNET
2005-2007

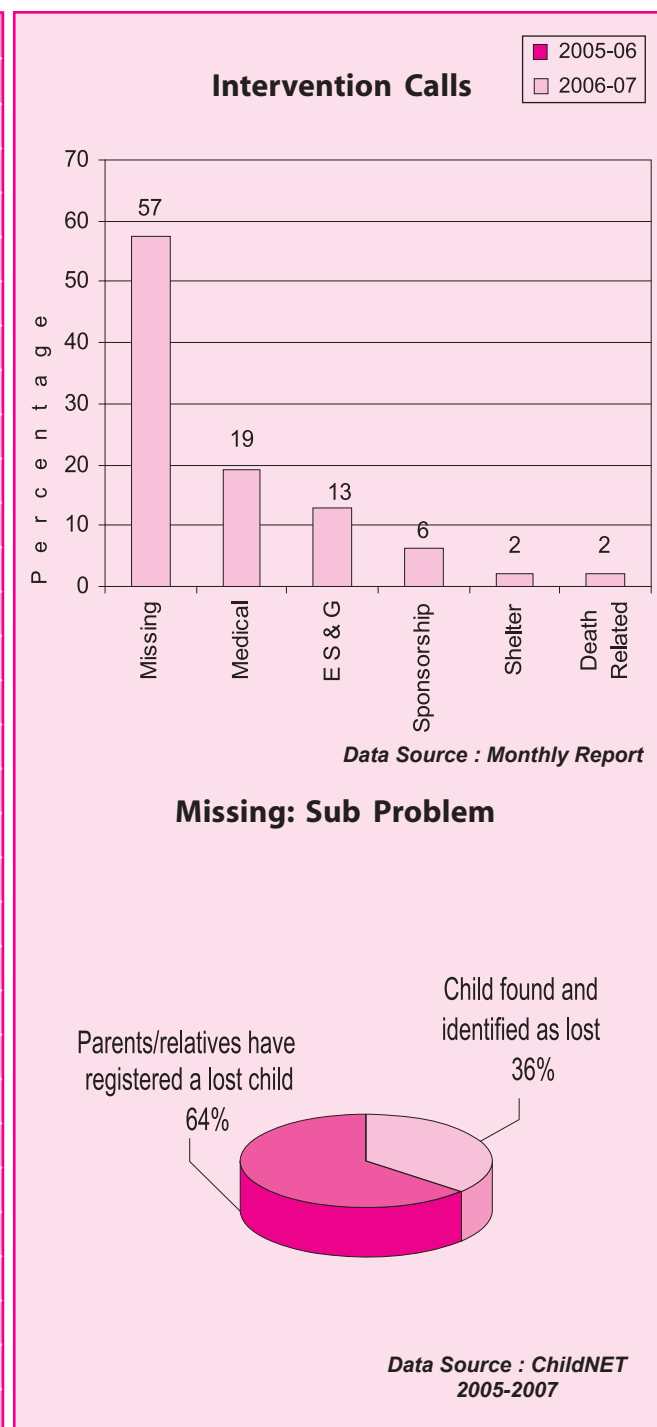
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

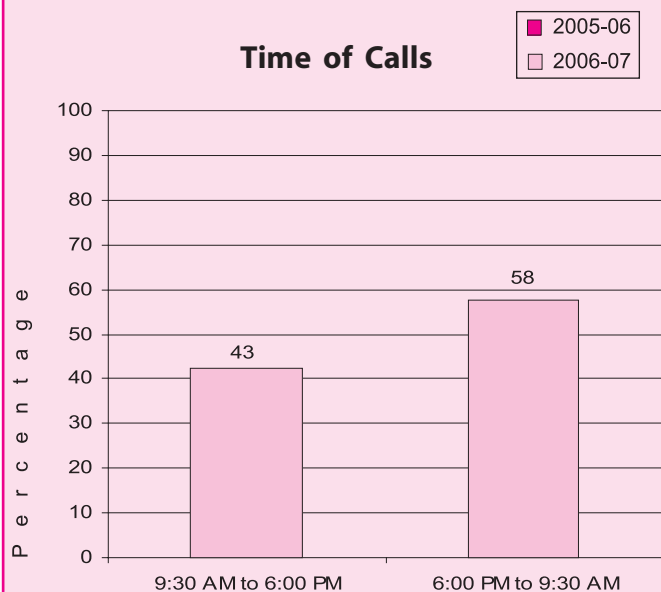
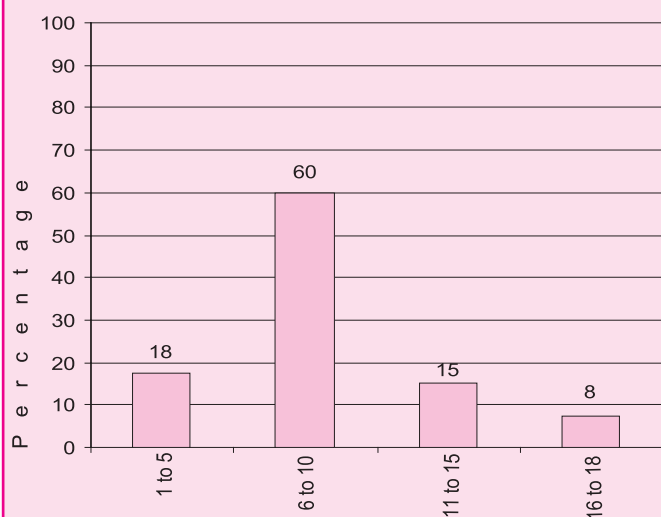
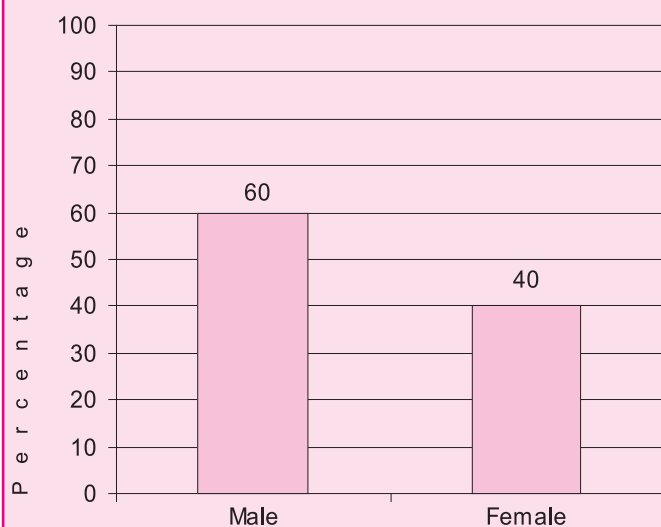
Three mentally challenged children were found on the streets of Rourkela by the Rourkela CHILDLINE team. The children aged 12, 9 and 3 respectively could hardly speak. A number of NGO's did come forward to provide assistance to the boys. However, since they did not have the required expertise in the field of mentally challenged children they could not do much. The boys were finally placed at the shelter home of one of the support organizations that was running a programme especially for the mentally challenged children. Over a period of time the staff of the shelter home could communicate with the boys and were able to find out that the boys belonged to Orissa. Several attempts were made to trace their family. CHILDLINE team took the help of the media to trace the children's family. Unfortunately no one came forward to either claim them or give any kind of information. The children continue to reside at the shelter home and are happy.

DARBHANGA, BIHAR

Nodal Organisation	: East and West Education Society
Collaborative Organisation	: Kanchan Seva Ashram
Support Organisation	: Gramoday Veethi, Sarvo Payas Sansthan, Batika Manav Jagruti Kendra
Date Of Inception	: Gyan Seva Bharati Sanstham November, 2006
Total Calls till March 07 since Inception:	2167

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help		9
Shelter		1
Repatriation		-
Protection from Abuse		-
Death Related		1
Sponsorship		3
Missing Children	-	27
Emotional Support Guidance		6
Total - I	-	47
II. Follow-up calls		7
III. Did not Find (DNF)		1
Total I to III	-	55
IV. Information		
Information & Referral to Service		13
Information about CHILDLINE & Volunteers		188
Total - IV	-	201
V. Others		
Silent		339
Blank		244
Wrong		311
Crank/Fun/Abusive		247
Chat		130
Phone Testing		307
Administrative		314
Personal		19
Others		-
Unclassified		-
Total V	-	1,911
Total I to V	-	2,167



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

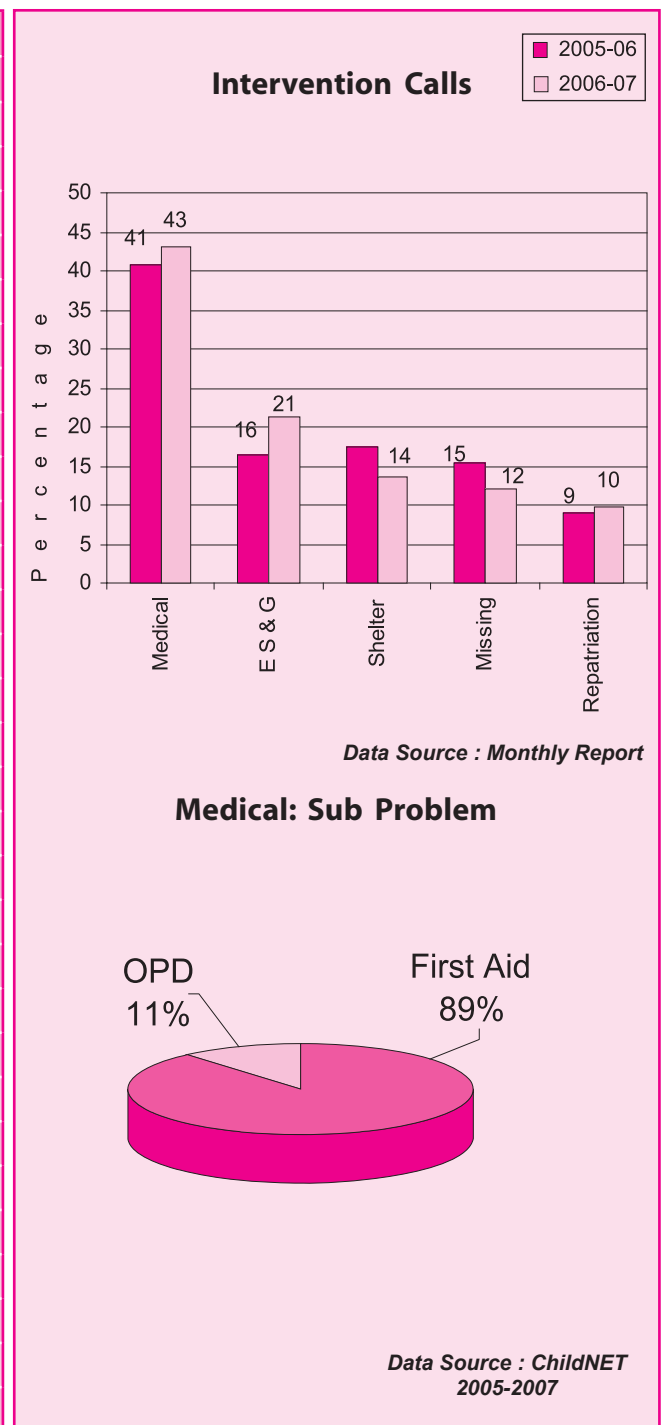
CHILDLINE received a call from a PCO operator.

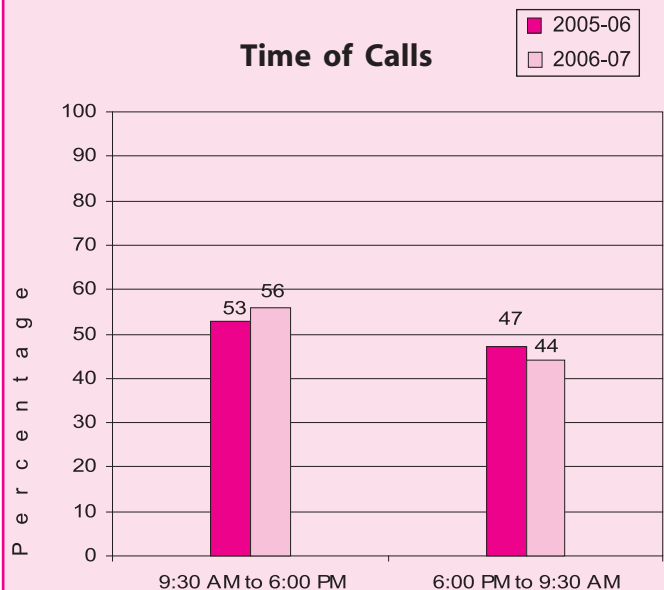
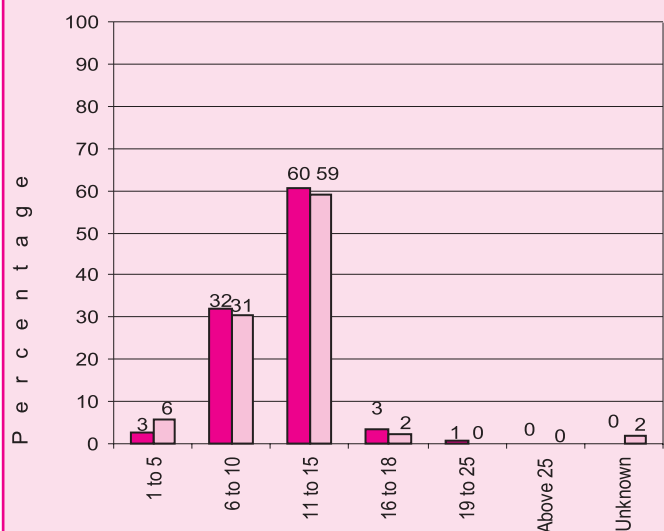
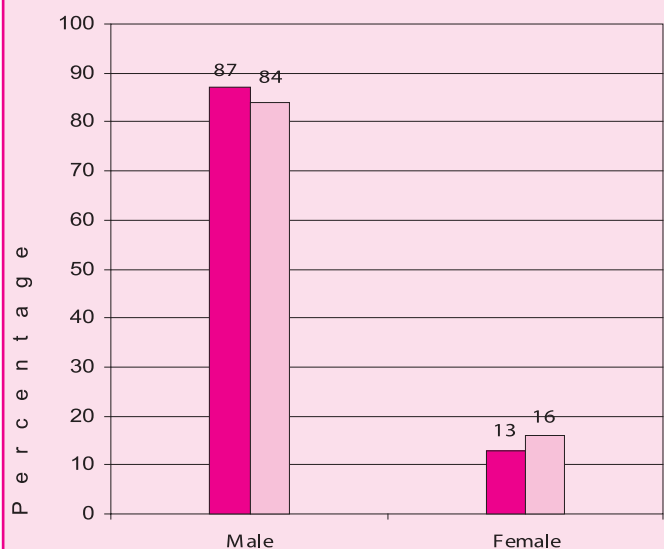
The operator informed the team that a child was standing near his PCO and appeared to be troubled and was not talking to anyone. The CHILDLINE team located the boy and brought him to the centre where they realized that the child had a low IQ. When all attempts to get the child to talk failed, the team members gently searched the child. When the team checked the boy's shirt they noticed the label on his shirt collar that bore the name and place of the tailor. CHILDLINE contacted the local police who got in touch with concerned police. Police was successful in tracing the boy's family. The boy's family visited the CHILDLINE office and after a few counselling sessions he was handed over to his family.

PATNA, BIHAR

Nodal Organisation	: East West Educational Society
Collaborative Organisation	: Bal Sakha
Support Organisation	: —
Date Of Inception	: July, 1999
Total Calls till March 07 since Inception:	90,726

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	333	447
Shelter	142	141
Repatriation	73	102
Protection from Abuse	3	2
Death Related	-	-
Sponsorship	6	1
Missing Children	125	124
Emotional Support Guidance	133	222
Total - I	815	1,039
II. Follow-up calls	806	759
III. Did not Find (DNF)	2	20
Total I to III	1,623	1,818
IV. Information		
Information & Referral to Service	435	575
Information about CHILDLINE & Volunteers	2,770	2,386
Total - IV	3,205	2,961
V. Others		
Silent	1,211	686
Blank	819	1,006
Wrong	1,238	1,289
Crank/Fun/Abusive	941	693
Chat	29	87
Phone Testing	731	1,272
Administrative	1,649	1,469
Personal	383	901
Others	-	8
Unclassified	53	14
Total V	7,054	7,425
Total I to V	11,882	12,204



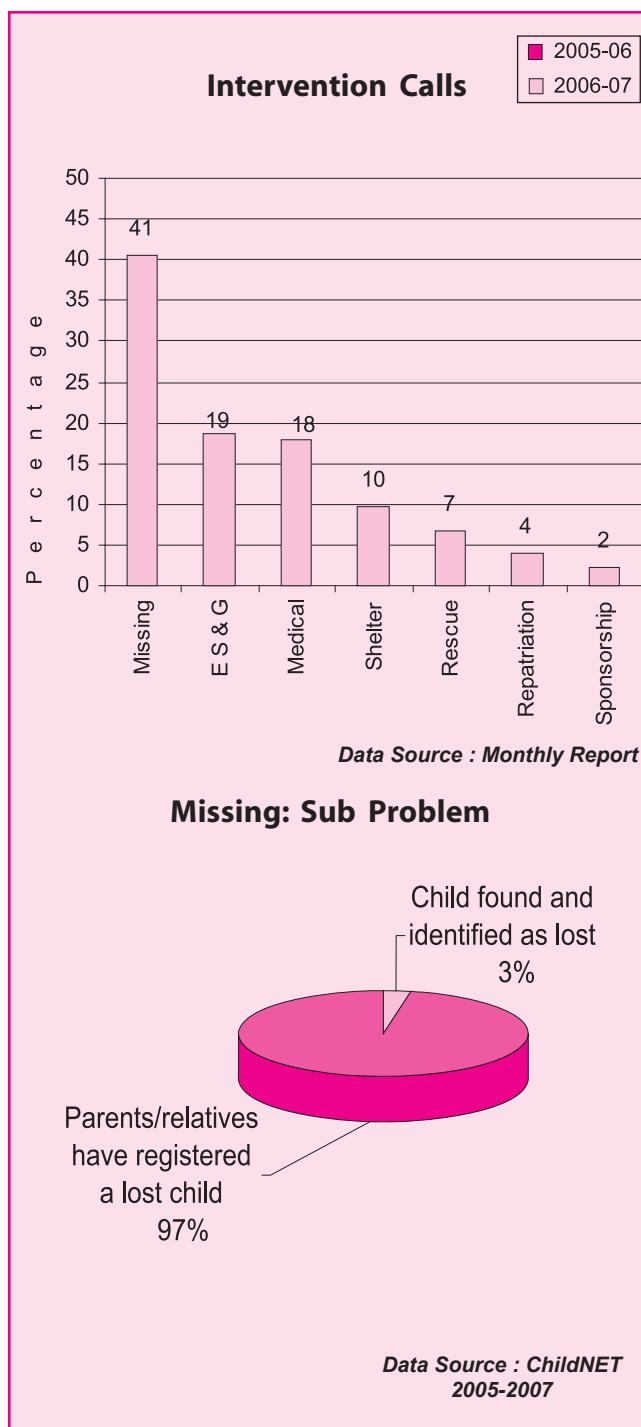
Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

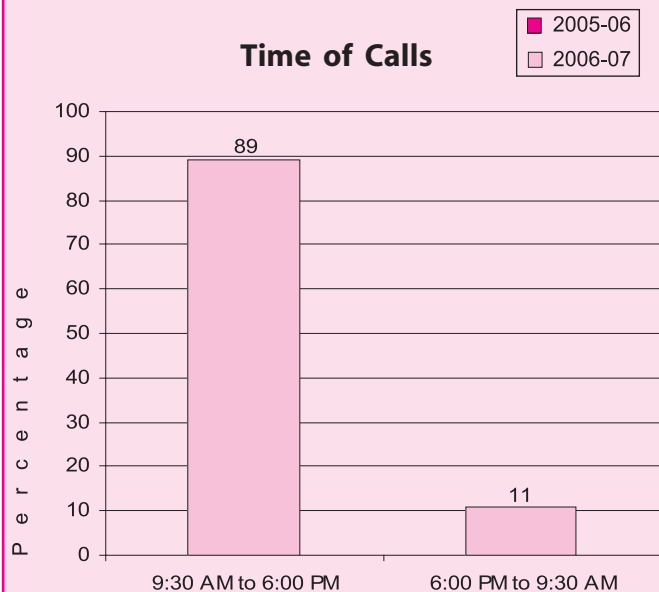
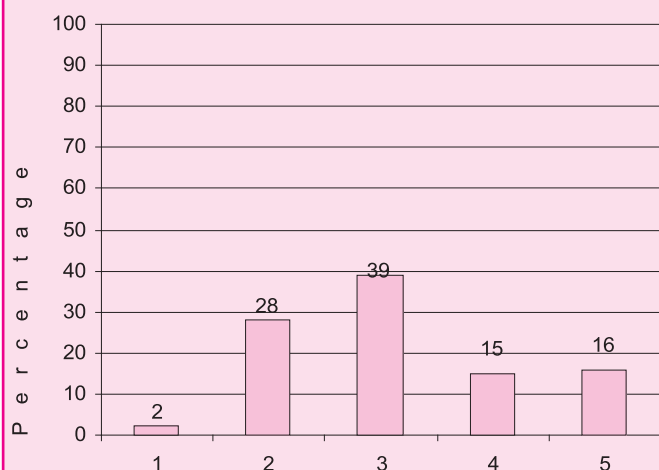
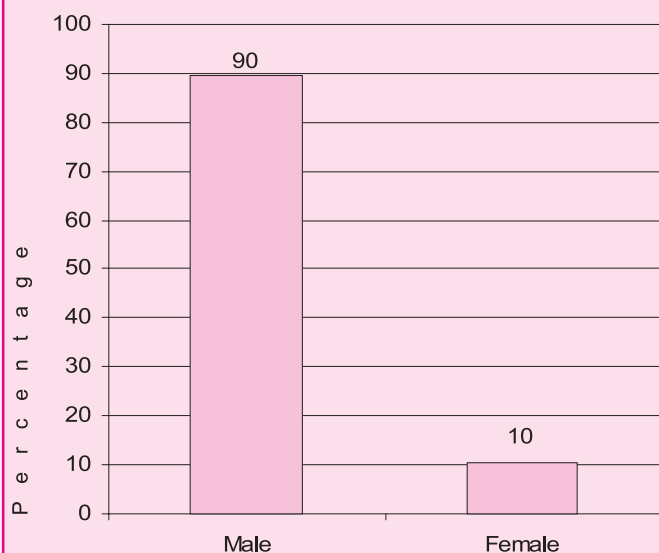
CHILDLINE Patna came across four boys during one of the outreach programmes at the Patna railway station. All the four boys were addicted to Solvent. The boys had run away from home and were staying at the railway station. During the interaction with the team members, the boys expressed eagerness to join some vocational course, as they wanted to be independent and earn some living. The CHILDLINE team counselled the boys and were later admitted for a drug deaddiction programme. Following the deaddiction programme the boys will be enrolled for a vocational course.

SITAMARHI, BIHAR

Nodal Organisation	: East and West Education Society
Collaborative Organisation	: Patham
Support Organisation	: Pragati Ek Prayas, Nav Jagruti, Nisha Mahila Vikas Sansthan
Date Of Inception	: April, 2006
Total Calls till March 07 since Inception:	8,390

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help		46
Shelter		25
Repatriation		10
Protection from Abuse		17
Death Related		-
Sponsorship		6
Missing Children	-	104
Emotional Support Guidance		48
Total - I	-	256
II. Follow-up calls		207
III. Did not Find (DNF)		27
Total I to III	-	490
IV. Information		
Information & Referral to Service		13
Information about CHILDLINE & Volunteers		63
Total - IV	-	76
V. Others		
Silent		761
Blank		3,478
Wrong		309
Crank/Fun/Abusive		439
Chat		29
Phone Testing		700
Administrative		1,148
Personal		950
Others		10
Unclassified		-
Total V	-	7,824
Total I to V	-	8,390



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

A concerned adult informed CHILDLINE that a small boy, Ram was working in a hotel in a village in Sitamarhi. The CHILDLINE staff visited the child and interacted with him. The child informed that one-day he was beaten up by his father for some mistake that he had done and hence had run away from home. The child was basically from Gorakhpur. The concerned adult who had seen the child working in the hotel had brought the child to his house.

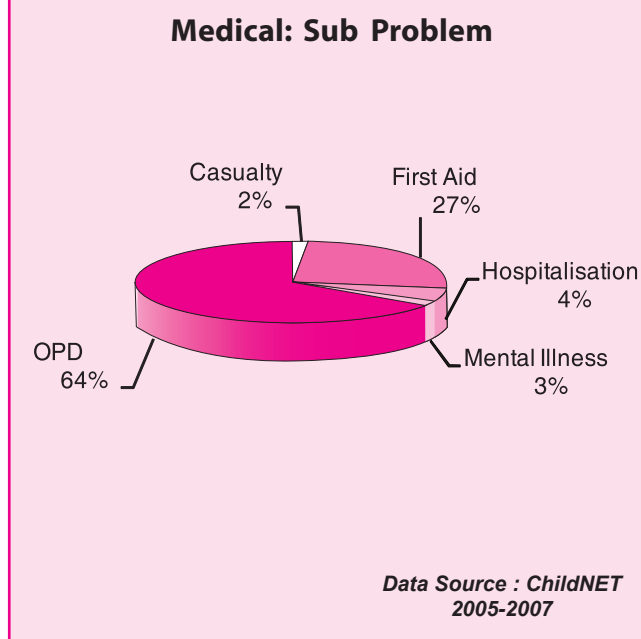
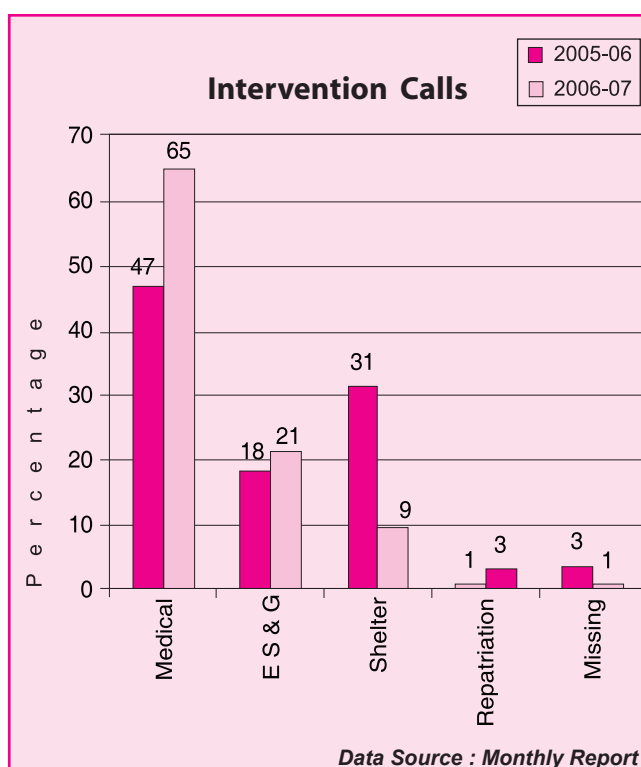
CHILDLINE team gathered the child's details and address. However the team was not able to trace the child's family. The child then informed the team that his father was working in Mumbai and expressed his desire to go to Mumbai. CHILDLINE Mumbai was called and provided the details of the case.

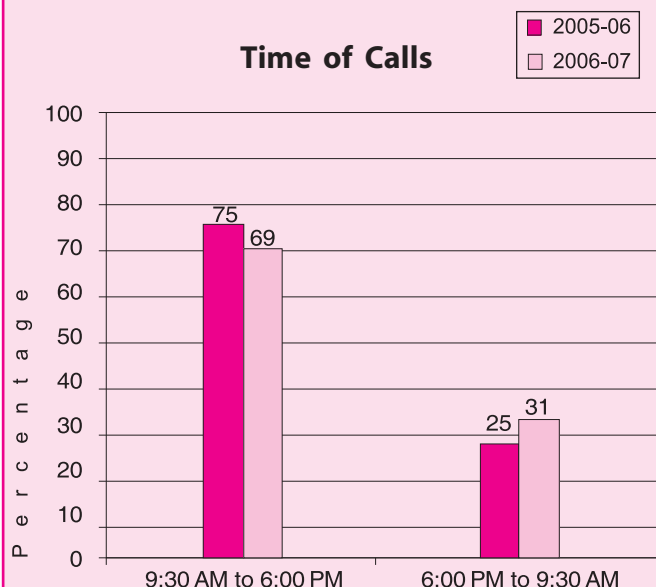
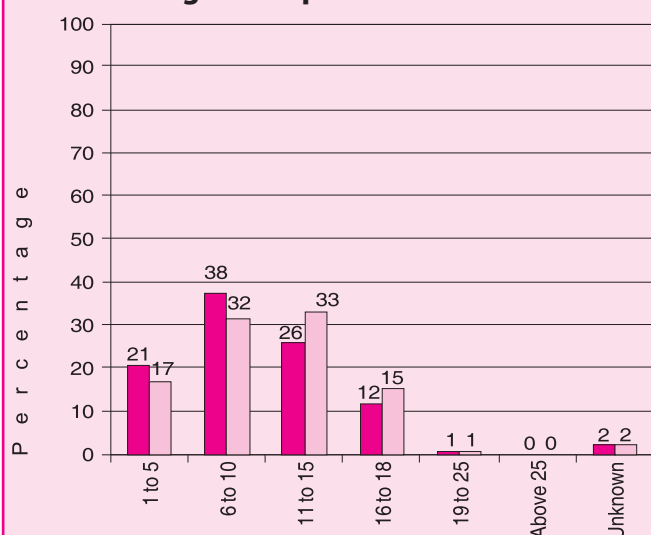
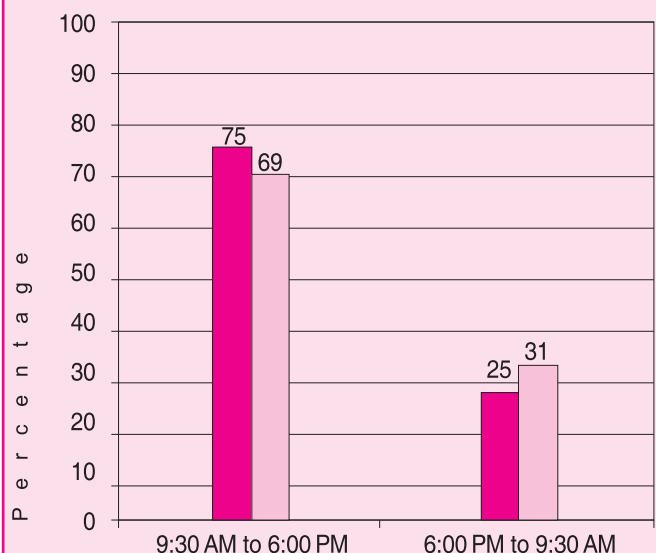
The address and details of the child's father was verified and Ram's father was informed that the child is at Sitamarhi. The father expressed his inability to come and collect his son. He was a heart patient and was not in a position to travel. CHILDLINE Sitamarhi accompanied the child to Mumbai and handed over the child to his father.

AGARTALA, TRIPURA

Nodal Organisation	: —
Collaborative Organisation	: Voluntry Health Association of Tripura
Support Organisation	: —
Date Of Inception	: May, 2003
Total Calls till March 07 since Inception:	17,264

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	160	505
Shelter	107	74
Repatriation	2	23
Protection from Abuse	1	10
Death Related	-	-
Sponsorship	-	-
Missing Children	12	4
Emotional Support Guidance	62	166
Total - I	344	782
II. Follow-up calls	73	363
III. Did not Find (DNF)	-	-
Total I to III	417	1,145
IV. Information	1,229	
Information & Referral to Service	52	147
Information about CHILDLINE & Volunteers	130	1,389
Total - IV	1,411	1,536
V. Others		
Silent	993	910
Blank	255	500
Wrong	681	855
Crank/Fun/Abusive	213	675
Chat	-	22
Phone Testing	991	1,739
Administrative	326	430
Personal	-	-
Others	-	-
Unclassified	-	-
Total V	3,459	5,131
Total I to V	5,287	7,812



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Maya is a 12-year-old tribal girl from Sadasingh para, a remote area of South District Tripura under Rupaichari block. Her father had passed away in March 2007. Her mother was the only earning member of the family and had the responsibility of looking after four children. For the last couple of years Maya has been suffering from epilepsy. In April this year Maya was alone at home and cooking for the family when she had an epileptic fit and fell into the fire. Maya suffered severe burns on the left half of her body. As there was no one around to help her out she suffered severely.

Despite a month long treatment at the hospital, Maya's wounds continue to ooze even today. Since her accident, Maya has been having attacks of epileptic fit every day. She has lost her confidence, does not attend school and sits very quietly in one place for hours at a stretch for fear of having another horrible accident. The mother is unable to pay for further treatment of her wounds or for her epilepsy.

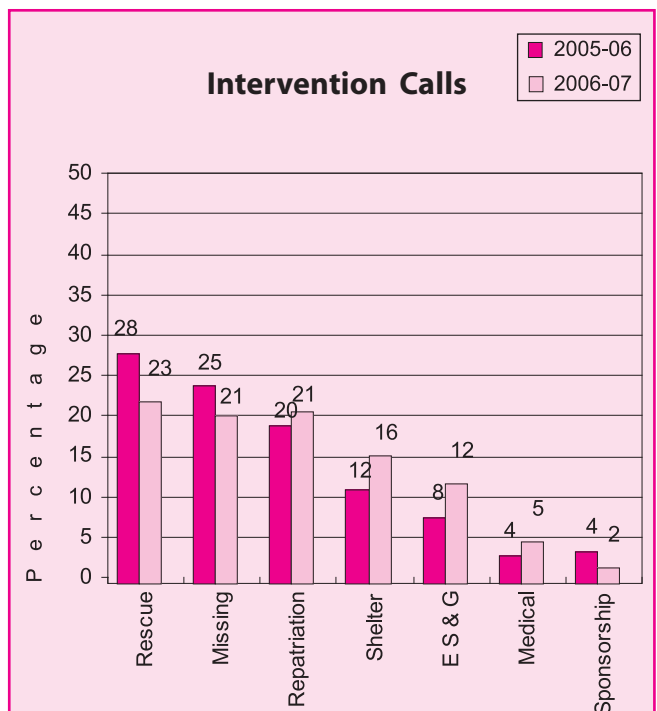
CHILDLINE received a call from a concerned individual of the community informing about the child. The very next day the team member visited Maya at home despite her residence being far way from the centre. The child was taken to hospital and neighbors were asked to report on her condition over the next few days. A week later the neighbours called to say that the treatment had been stopped and her condition was as bad as before. The team members immediately brought the child to Agartala for treatment. The team consulted a psychiatrist who prescribed medication to control her epileptic attacks. She was also taken to a surgeon at the State Hospital OPD. She was prescribed medications and exercises.

Presently the child is at home. She is continuing her treatment and has begun to attend school. Regular follow-up is done by CHILDLINE team. The community was very impressed with the way CHILDLINE works and were keen to know how they can avail CHILDLINE services for other children in need.

GUWAHATI, ASSAM

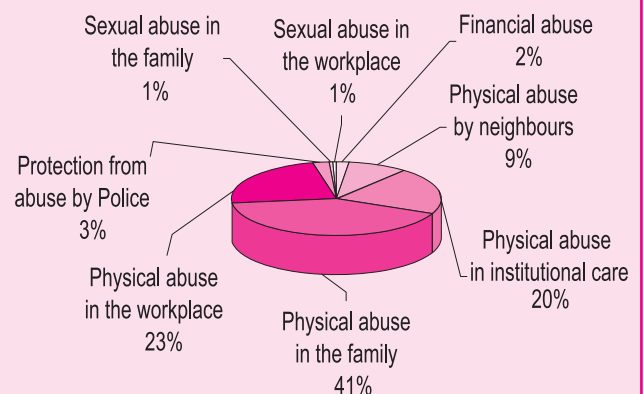
Nodal Organisation	: NIPCCD
Collaborative Organisation	: Indian Council for Child Welfare
Support Organisation	: —
Date Of Inception	: January, 2001
Total Calls till March 07 since Inception:	1,27,544

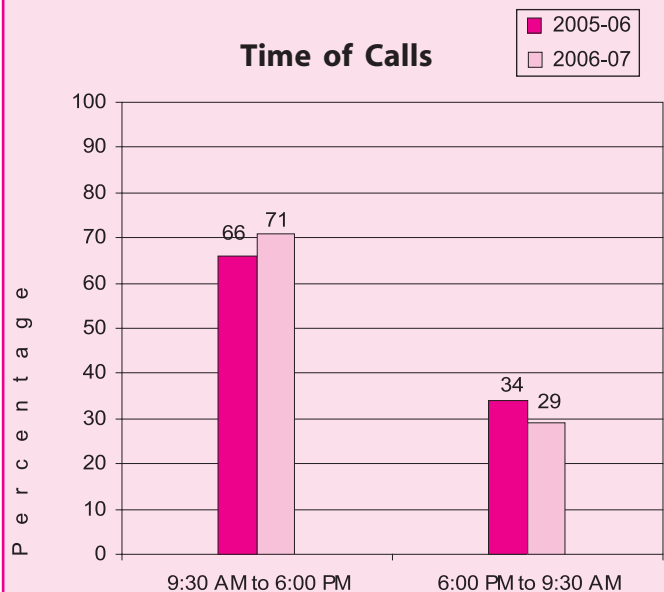
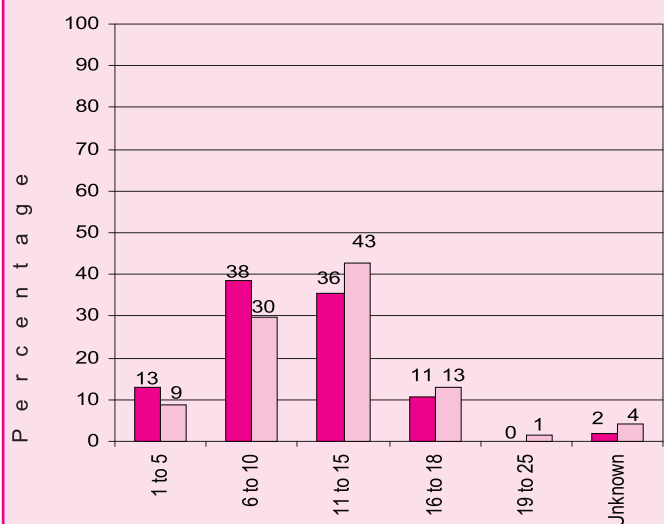
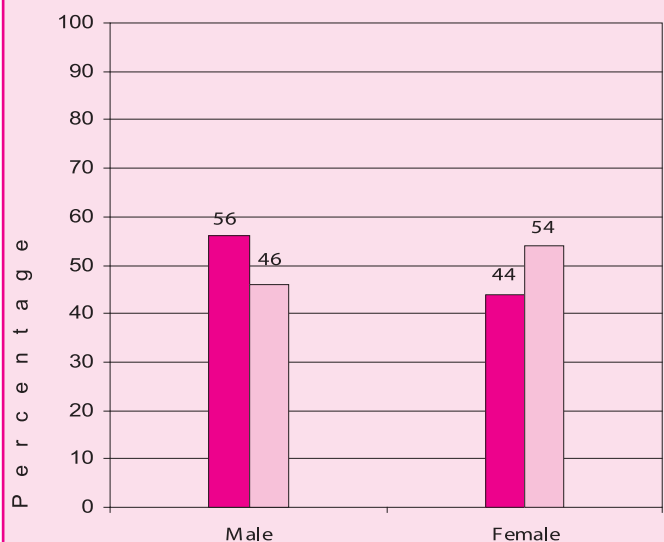
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	10	23
Shelter	33	70
Repatriation	55	95
Protection from Abuse	80	100
Death Related	-	-
Sponsorship	11	9
Missing Children	69	92
Emotional Support Guidance	23	55
Total - I	281	444
II. Follow-up calls	449	838
III. Did not Find (DNF)	13	2
Total I to III	743	1,284
IV. Information		
Information & Referral to Service	20	21
Information about CHILDLINE & Volunteers	14,359	12,443
Total - IV	14,379	12,464
V. Others		
Silent	1,187	1,527
Blank	1,660	1,444
Wrong	2,023	1,719
Crank/Fun/Abusive	453	527
Chat	129	348
Phone Testing	1,672	5,098
Administrative	787	681
Personal	261	81
Others	-	-
Unclassified	1	-
Total V	8,173	11,425
Total I to V	23,295	25,173



Data Source : Monthly Report

Rescue / Abuse : Sub Problem

Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

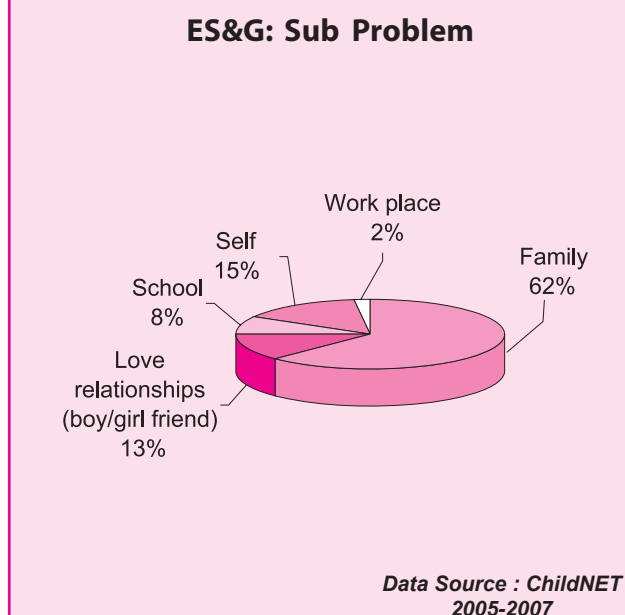
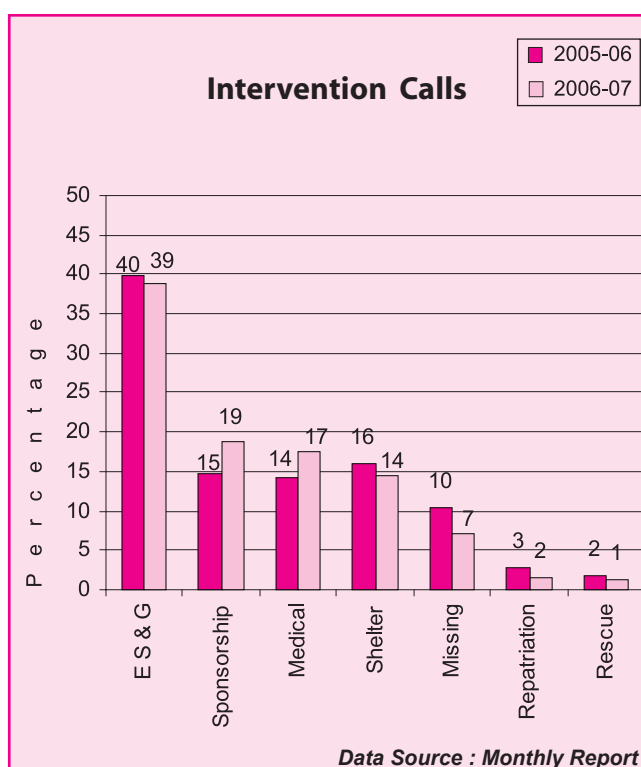
A 12 year old boy was found by the Dhekiajuli police. According to the police the child was caught in the act of stealing a mobile. The police officer in-charge called CHILDLINE Guwahati and sought their help. The officer was not aware of legal aspects relating to a child. He was confused whether the child should be put in the jail or not. CHILDLINE suggested that the child should be produced before the CWC/JJB. But there was no CWC/JJB in Dhekiajuli. Finally the child was handed over to the CHILDLINE. Though the police had accused the child of theft, the team after long conversation with the child was convinced that the child was innocent. Some one else had stolen the mobile and the police had caught him on suspicion. The child could speak only Assamese and this made it difficult for the child to communicate with the police.

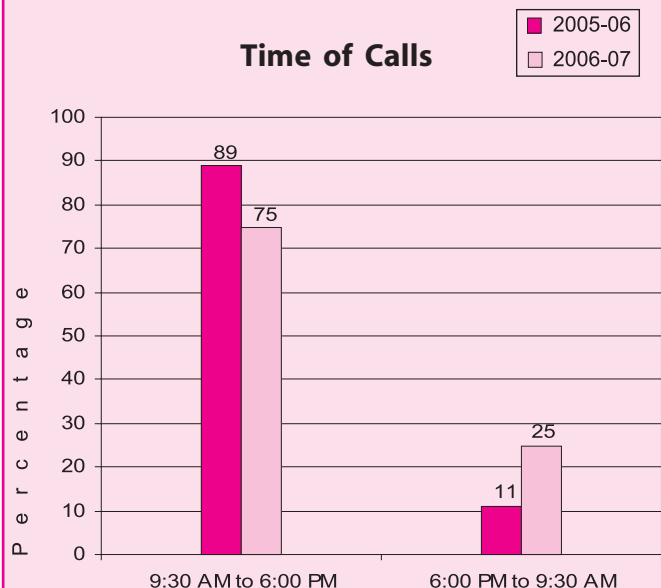
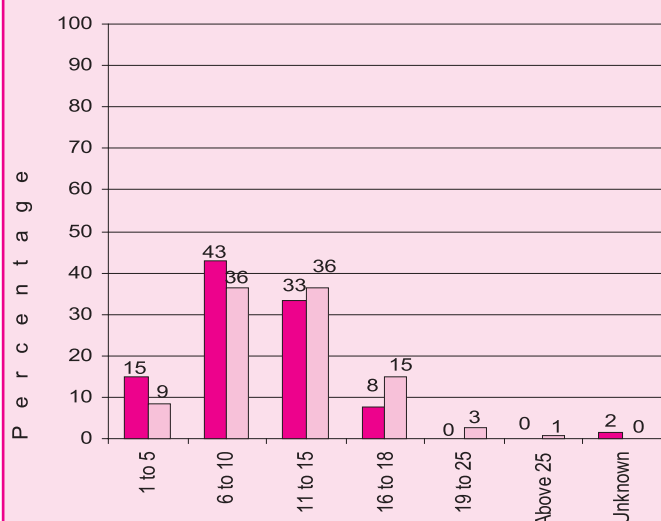
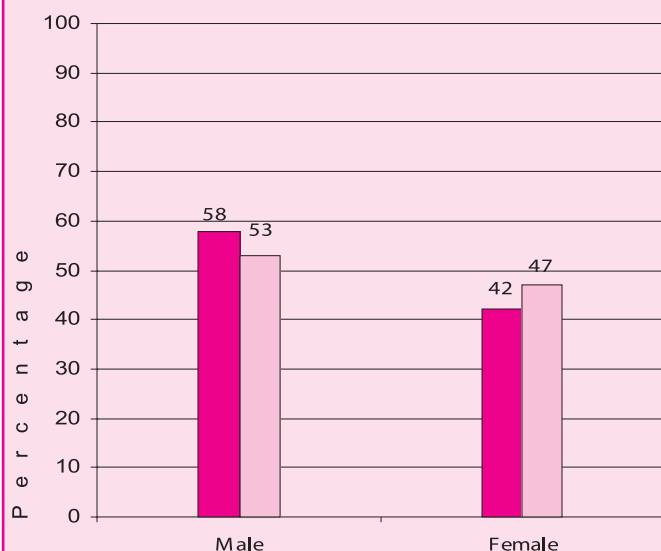
The child had run away from his house in Bihar and was searching for his relatives staying in Dhekiajuli. It was at this time that the police caught him. The child was very frightened and the team had to convince the boy that they would restore him to his family. The child provided the team with his home address and phone number. On 15th February, the child's father visited CHILDLINE centre with documentary proof. Following verification and consent from the CWC the child was handed over to his father. The father informed the team that the child was in the habit of running away from home. The team suggested the father to provide his son counseling to deal with the issue of running away from home.

IMPHAL, MANIPUR

Nodal Organisation	: Manipur University
Collaborative Organisation	: Manipur Voluntry Health Association
Support Organisation	: Manipur Mahila Kalyan Samiti
Date Of Inception	: August, 2002
Total Calls till March 07 since Inception:	15,587

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	84	87
Shelter	94	72
Repatriation	16	8
Protection from Abuse	11	6
Death Related	-	2
Sponsorship	87	94
Missing Children	61	36
Emotional Support Guidance	234	194
Total - I	587	499
II. Follow-up calls	282	379
III. Did not Find (DNF)	12	21
Total I to III	881	899
IV. Information		
Information & Referral to Service	62	209
Information about CHILDLINE & Volunteers	540	377
Total - IV	602	586
V. Others		
Silent	250	96
Blank	378	167
Wrong	628	325
Crank/Fun/Abusive	211	146
Chat	112	89
Phone Testing	653	425
Administrative	804	553
Personal	129	69
Others	-	-
Unclassified	184	101
Total V	3,349	1,971
Total I to V	4,832	3,456



Time of Calls**Age Groups of Children****Gender of Children**

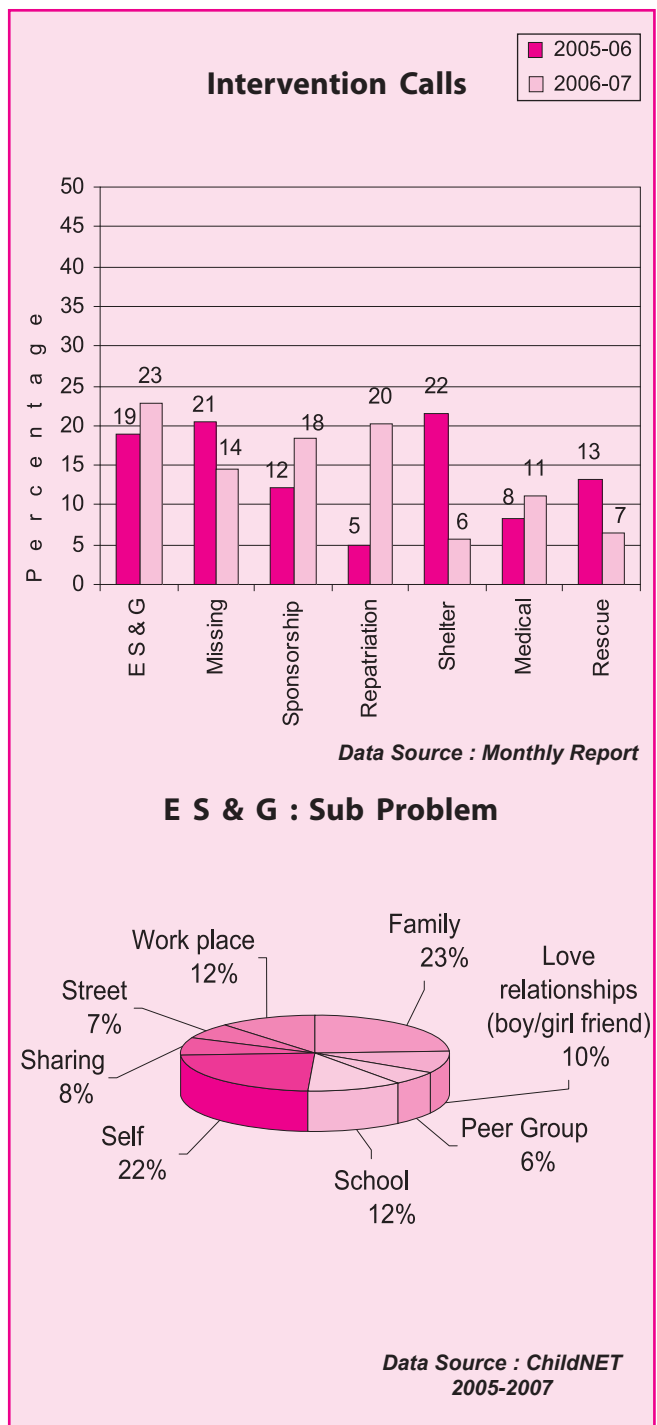
Data Source : ChildNET

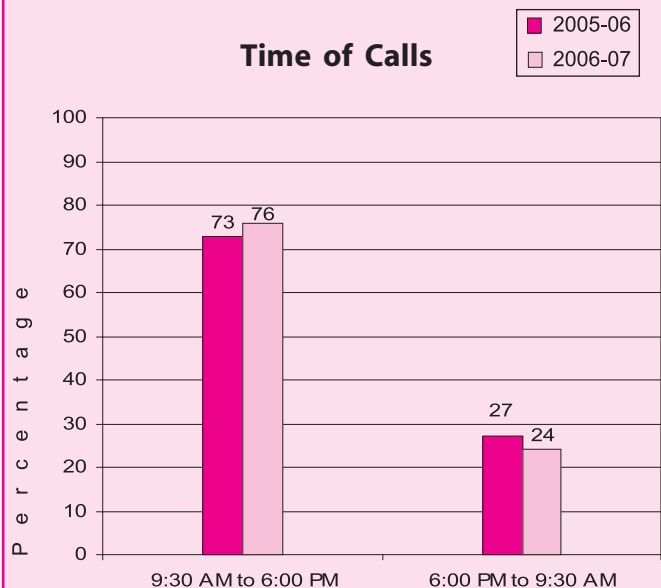
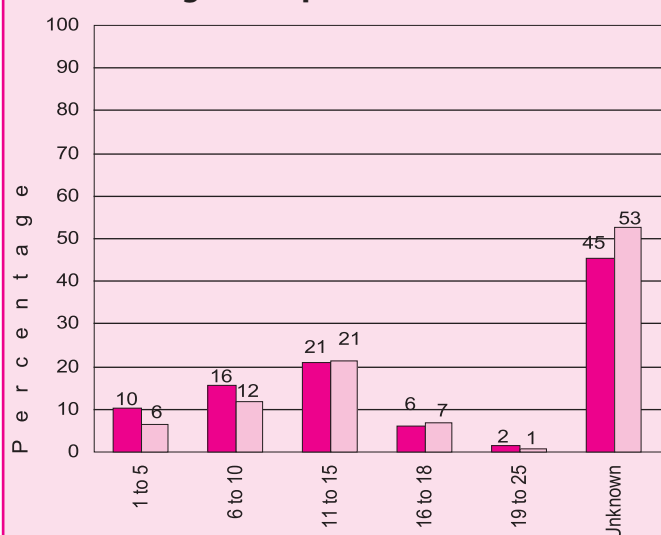
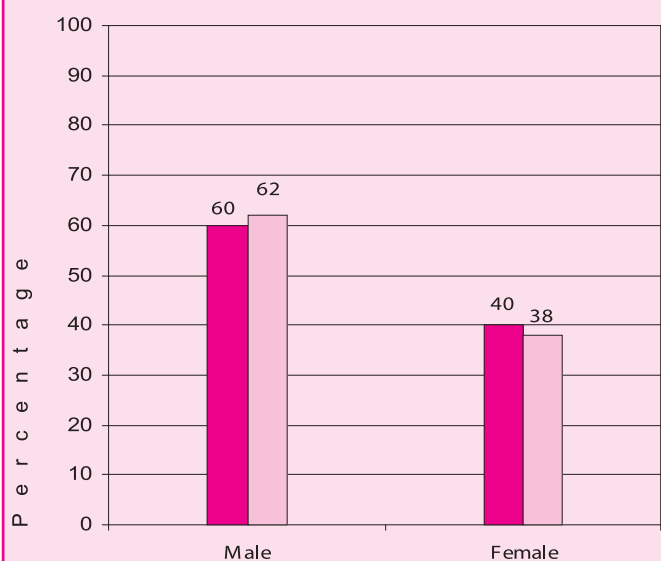
Two boys (twins) aged 11 years found themselves all alone and abandoned following their parents death. They parents died of AIDS. Immediately after their parents death they were found to be infected with HIV. Following the diagnosis all hell broke loose. No one was willing to take care of the children and due to the stigma attached to the HIV/AIDS no one was even willing to come near the children. They were prohibited from entering courtyard and homes of people in the locality. People maintained distance from the boys. A distant relative of the boys came to know of the ordeal the boys were going through and decided to take care of them. She then contacted CHILDLINE Imphal for help. The boys were provided counseling by professional counselors. As the children were undergoing counseling CHILDLINE began exploring the possibilities of finding shelter that would provide them with holistic care. The team visited several shelter homes. In the search the boys and their relative also accompanied the team. Most of the children's home provided only day care service. Finally it was agreed that the boys will continue to reside with their relative and CHILDLINE will be in continuous touch till further action can be taken. CHILDLINE has contacted the State Aids Control Society and is exploring all possible means for rehabilitation of the boys.

SHILLONG, MEGHALAYA

Nodal Organisation	: Impulse NGO Network
Collaborative Organisation	: Bosco Reach Out
Support Organisation	: —
Date Of Inception	: June, 2001
Total Calls till March 07 since Inception:	24,681

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	24	38
Shelter	62	19
Repatriation	14	68
Protection from Abuse	38	22
Death Related	1	3
Sponsorship	35	62
Missing Children	59	49
Emotional Support Guidance	54	77
Total - I	287	338
II. Follow-up calls	688	610
III. Did not Find (DNF)	-	3
Total I to III	975	951
IV. Information		
Information & Referral to Service	165	170
Information about CHILDLINE & Volunteers	383	543
Total - IV	548	713
V. Others		
Silent	381	317
Blank	850	639
Wrong	184	600
Crank/Fun/Abusive	147	89
Chat	392	554
Phone Testing	318	207
Administrative	489	326
Personal	17	3
Others	-	4
Unclassified	-	-
Total V	2,778	2,739
Total I to V	4,301	4,403



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

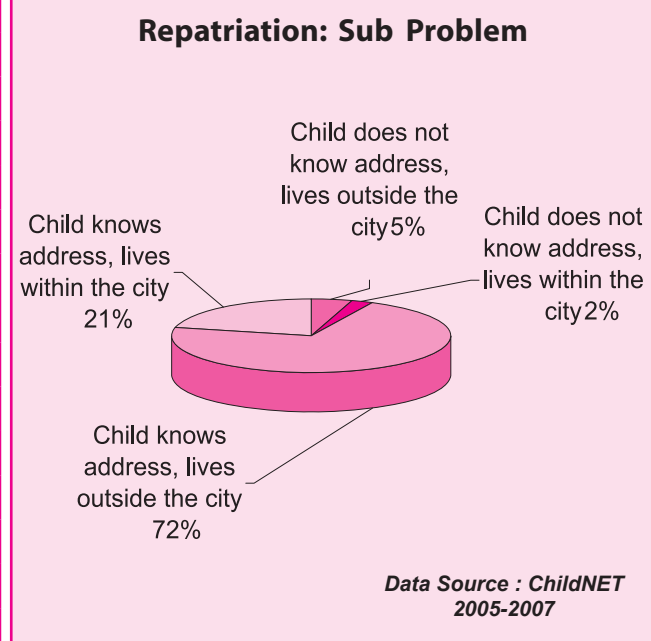
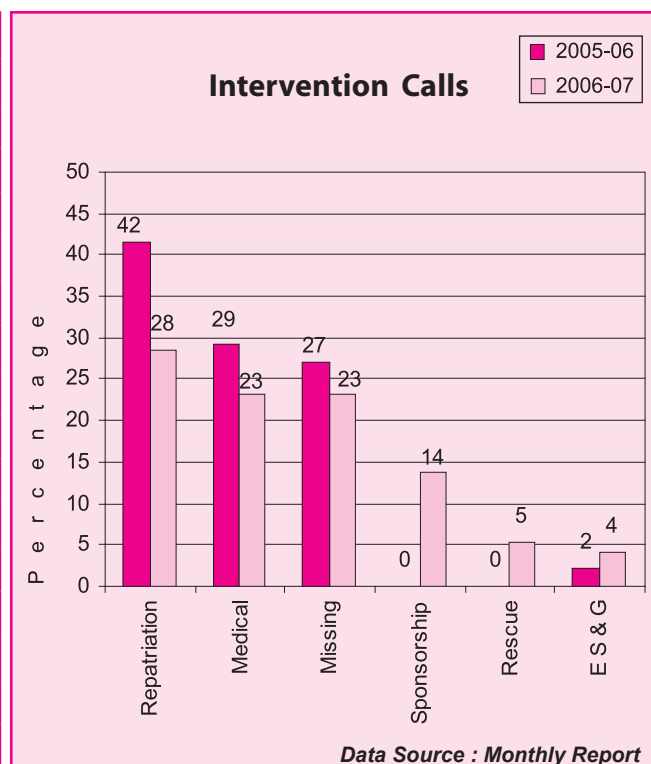
On 11th November 2005, Mariam called CHILDLINE Shillong and lodged a complaint stating that her neighbour had sexually abused her. This neighbour, a 35-year-old man, warned her not to tell her mother about it and threatened that he would kill her father if she did. However, Mariam told her friends who asked her to call CHILDLINE.

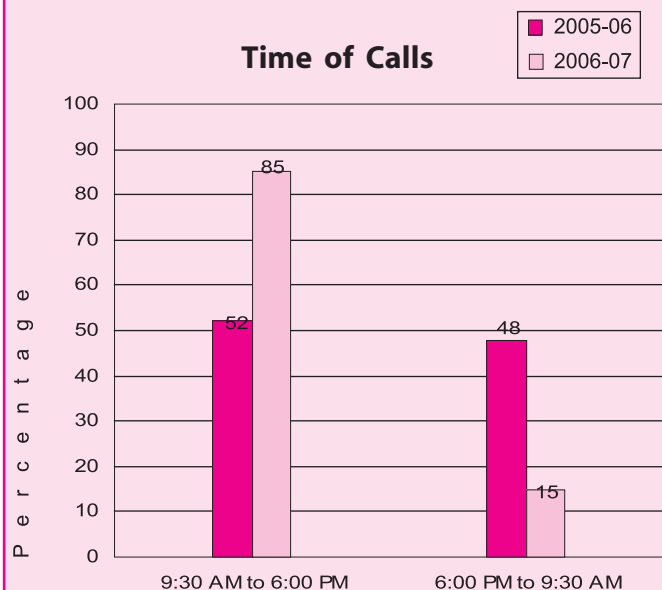
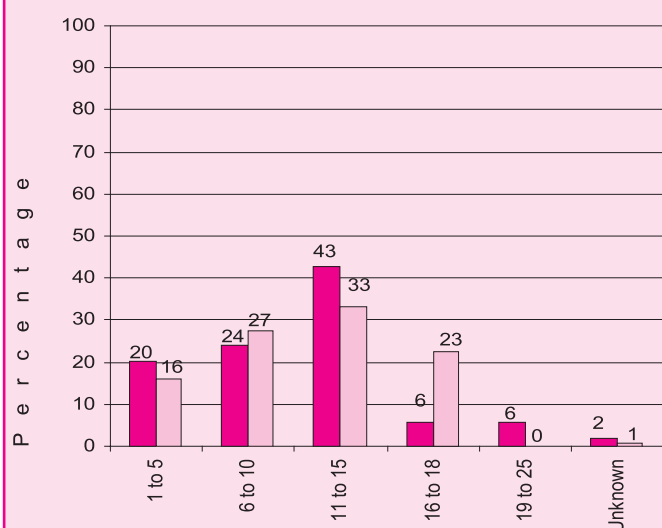
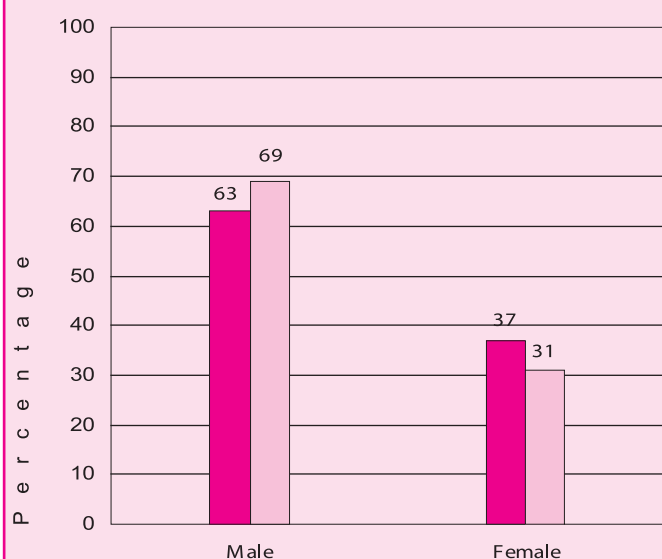
The team members rushed to the spot and met the girl and her mother. An FIR was lodged in the local police station, the child was then taken to a hospital for a medical examination. There the doctor suggested for an X-ray and dental test for age determination, a woman police constable collected the child's clothes to be sent for forensic test. The perpetrator was arrested that evening. The child's statement was recorded before the district court the following day. The accused is presently behind bars. CHILDLINE is in constant touch with the girl and her family and court proceedings are attended regularly.

RANCHI, JHARKHAND

Nodal Organisation	: Xaviers' Institute of Social Service
Collaborative Organisation	: YMCA Vocational Training Centre
Support Organisation	: Samadhan, Chhota Nagpur Sanskritik Sangh
Date Of Inception	: December, 2001
Total Calls till March 07 since Inception:	24,828

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	14	22
Shelter	-	2
Repatriation	20	27
Protection from Abuse	-	5
Death Related	-	-
Sponsorship	-	13
Missing Children	13	22
Emotional Support Guidance	1	4
Total - I	48	95
II. Follow-up calls	107	217
III. Did not Find (DNF)	-	2
Total I to III	155	314
IV. Information		
Information & Referral to Service	-	-
Information about CHILDLINE & Volunteers	936	1,308
Total - IV	936	1,308
V. Others		
Silent	770	859
Blank	712	828
Wrong	531	769
Crank/Fun/Abusive	321	437
Chat	-	601
Phone Testing	275	213
Administrative	225	304
Personal	9	53
Others	-	-
Unclassified	-	-
Total V	2,843	4,064
Total I to V	3,934	5,686



Time of Calls**Age Groups of Children****Gender of Children****Data Source : ChildNET**

District Labour Inspector calls up CHILDLINE and informs about having rescued seven children during a raid. The children were in the age group of one to twelve years. They were in the custody of police. CHILDLINE team immediately visited the police station. The team member found that these children came from poor families, were forced by their families to beg for a living and were severely beaten if they did not bring home a substantial amount. Two and half year old Raju was forced to perform 'tamasha' with his father. All the children belong to backward caste communities in the village. The children were found with little or no clothes, severely malnourished and showing visible signs of bruises and injuries. Children had defeated and exhausted expressions to abuse and exploitation. The parents of children showed up at police station, crying and promising never to make their children beg if children were returned them. The children were also crying to return to their parents. The team took all the children and their parents to the CWC. During the journey, the entire group was crying and protesting and gathering attention from the public. At the bus stand the tamasha clan gathered in front of the team and demanded they leave children alone. However, team was able to get children to the CWC where they were fed and housed for the night.

The District Labour Inspector and the Collector kept following up on the case. The children were produced before the CWC Committee the next day. The parents came along with the village headman who gave assurance that the children would be admitted to village school and that they would not be forced to again. The children were sent back home with parents.

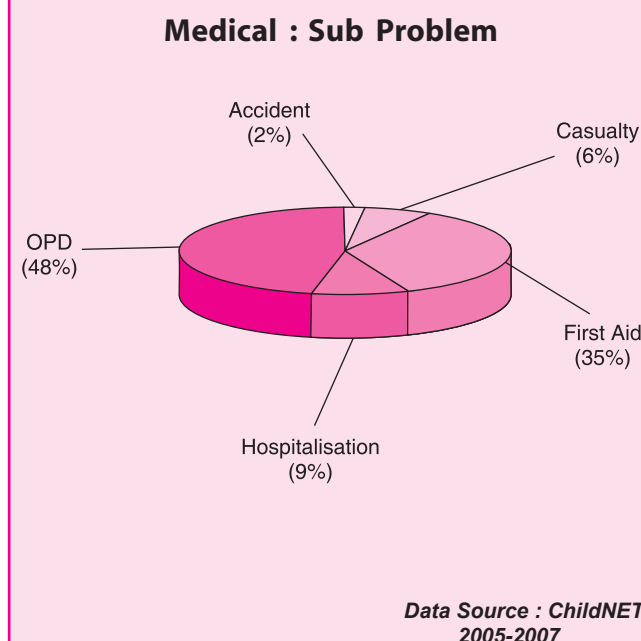
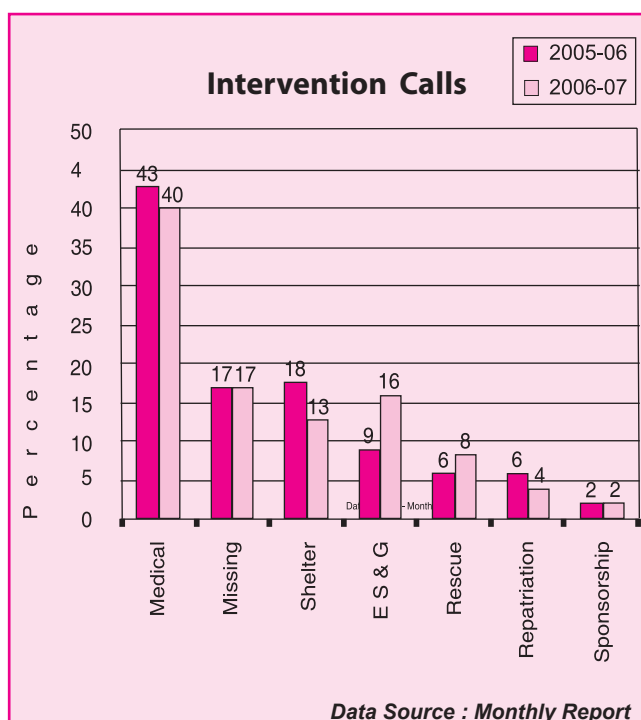
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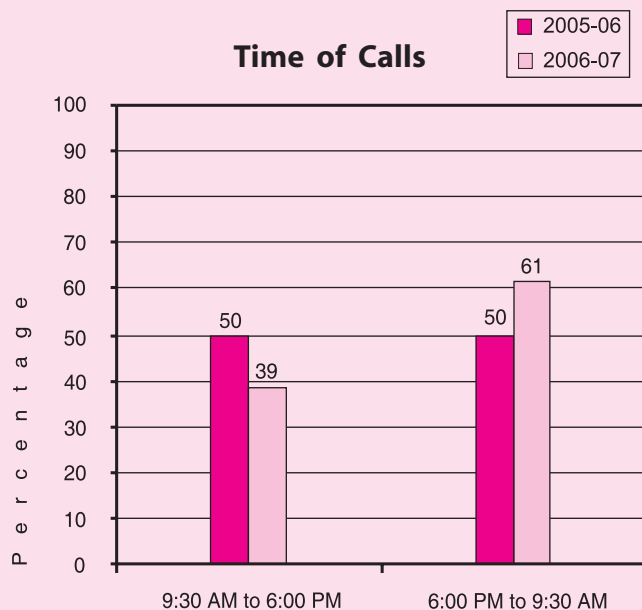
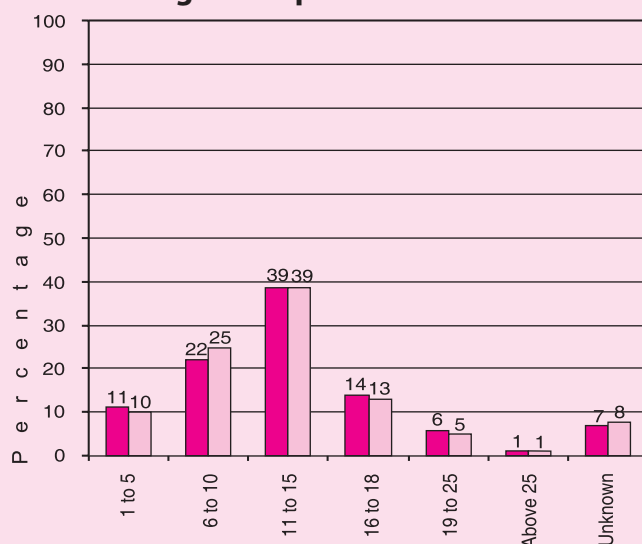
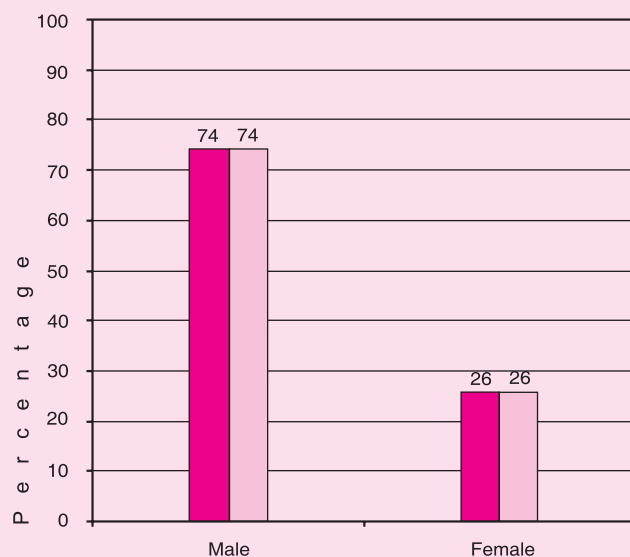


MUMBAI, MAHARASHTRA

Nodal Organisation	: CHILDLINE India Foundation
Collaborative Organisation	: Balprafullata, AAMRAE (Data not available), YUVA
Support Organisation	: Hamara Club, PRERANA, SNEHA, AASARA
Date Of Inception	: June, 1996
Total Calls till March 07 since Inception:	29,33,095

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	1,103	1,337
Shelter	453	434
Repatriation	144	137
Protection from Abuse	159	277
Death Related	9	4
Sponsorship	46	77
Missing Children	427	571
Emotional Support Guidance	245	535
Total - I	2,586	3,372
II. Follow-up calls	1,475	4,124
III. Did not Find (DNF)	180	61
Total I to III	4,241	7,557
IV. Information		
Information & Referral to Service	445	1,723
Information about CHILDLINE & Volunteers	50,155	23,235
Total - IV	50,600	24,958
V. Others		
Silent	1,08,661	77,139
Blank	93,865	66,170
Wrong	47,422	40,972
Crank/Fun/Abusive	1,05,478	86,979
Chat	48,186	31,173
Phone Testing	4,137	4,861
Administrative	18,459	15,647
Personal	3,481	2,120
Others	-	42
Unclassified	437	61
Total V	4,30,126	3,25,164
Total I to V	4,84,967	3,57,679



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

In March 06' CHILDLINE Mumbai came across a 10 year old girl begging at a railway station in Central Mumbai. On probing, it was found that she and her sister were forcibly made to beg by their mother. They did not have a father. When the team found the mother begging in the vicinity and tried convincing her about the child's right to education, health and a good life, she merely shrugged them off and took away her daughter. On the teams outreach later the girl was found again and this time she expressed her keen interest in pursuing her studies. After obtaining the child's consent, she was taken to the Mankhurd Observation Home and presented before the CWC. They decided to keep her in the observation home. When her mother got to know of it, she tried pressurizing the Observation home authorities to release her. The child was shifted from the Govt. observation home to another girl's shelter home as per the CWC orders. During the child's stay in the observation home and the girl's shelter, the mother created scenes at both places to get back the custody of the child. She often blackmailed the child emotionally which disturbed the child.

The CWC later declared the case as "Parents Unfit". The child's progress in the shelter was very good and her performance in school was remarkable. In July 2006, when some reporters of a renowned newspaper met the child, she clearly informed that she was happy living in the shelter. In the same month, her mother once again tried to obtain her custody by showing a photocopy of a permission letter by the CWC to release the girl but since it was not an original letter, the shelter-in-charge refused to give the custody of the child. In the month of October 2006, the mother along with the local community leaders threatened the team members over the phone to give the custody of the child. However, the team was undeterred by this. The team has been regularly visiting the child once a month for follow-up till date and she is enjoying her stay in the shelter and taking keen interest in her studies. She has been able to score more than 80% marks in her exams. The child has been mainstreamed into formal school and is leading a happy life.

MUMBAI, MAHARASHTRA

YUVA

Nodal Organisation : CHILDLINE India Foundation

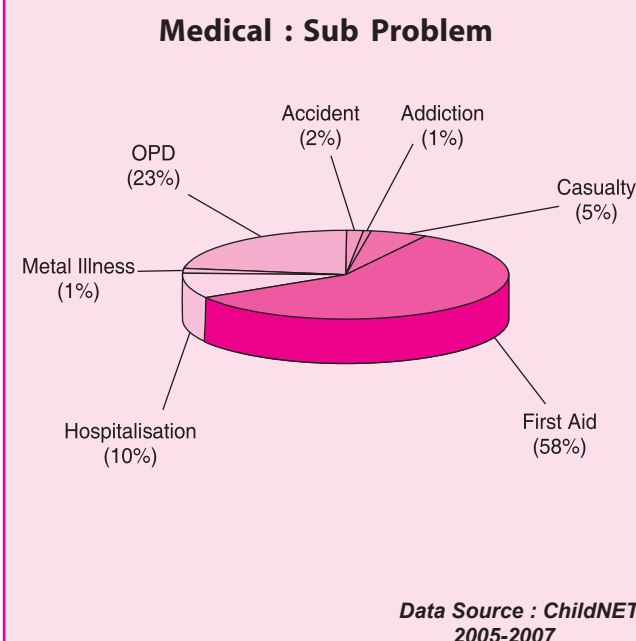
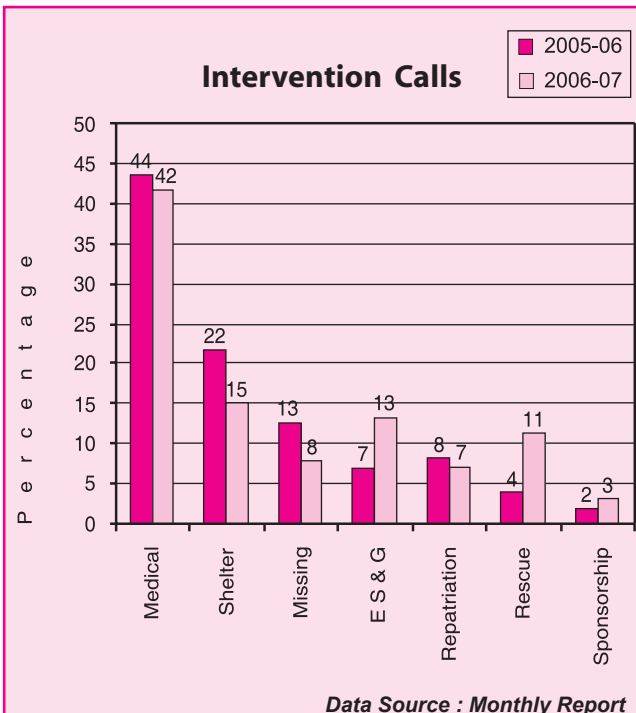
Collaborative Organisation : YUVA

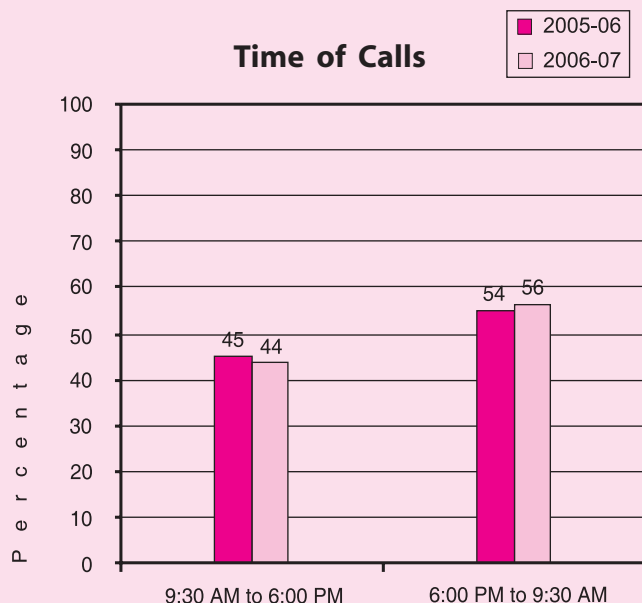
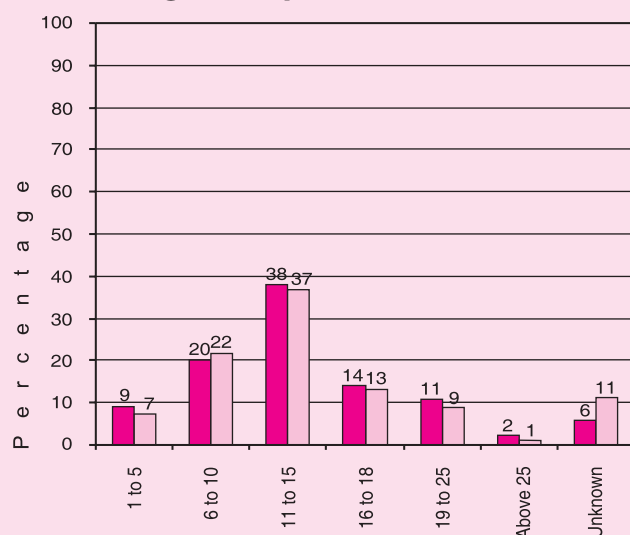
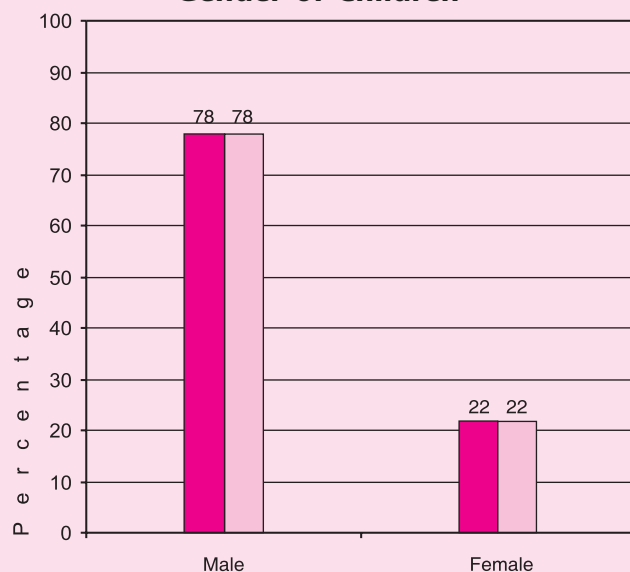
Support Organisation : SNEHA, AASARA

Date Of Inception : June, 1996

Total Calls till March 07 since Inception: —

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	872	794
Shelter	432	287
Repatriation	168	124
Protection from Abuse	79	210
Death Related	6	5
Sponsorship	38	56
Missing Children	249	147
Emotional Support Guidance	134	246
Total - I	1,978	1,869
II. Follow-up calls	443	3,182
III. Did not Find (DNF)	101	22
Total I to III	2,522	5,073
IV. Information		
Information & Referral to Service	196	1,423
Information about CHILDLINE & Volunteers	9,463	7,048
Total - IV	9,659	8,471
V. Others		
Silent	42,034	36,975
Blank	34,308	32,337
Wrong	27,621	26,546
Crank/Fun/Abusive	31,992	23,868
Chat	20,835	16,876
Phone Testing	2,774	3,880
Administrative	5,564	3,421
Personal	1,474	1,723
Others	-	-
Unclassified	-	-
Total V	1,66,602	1,45,626
Total I to V	1,78,783	1,59,170



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Interlinkages between police and health department in admission of critical destitute needs to be stressed among higher officials of both departments and logical conclusion has to be drawn to resolve the same. Lest more lives will be lost in the tussle between health departments insistence on “non-cognizable” from police and subsequent hesitation on police’s part to co-operate. Real life and real life instances have on occasions aptly highlighted the issue of delay in treatment of critical cases where hospital authorities refuse to attend to the patient unless a formal complaint is lodged with the police. Making matters worse, even the police department do not co-operate many a times. A sick 16 year old boy found by CHILDLINE Mumbai at Thane Railway station lost his life in similar circumstances. A concerned adult informed CHILDLINE about the boy and his whereabouts. The team immediately reached the spot and found him unconscious and with a wound full of maggots on one leg. He was rushed to the police station to obtain non-cognizable at 11 A.M. and then began the ordeal of shuttling between the police station and civil hospital till 4 P.M. None of them were ready to co-operate and delayed the matter on one pretext or another. Finally at 4 P.M when the police lodged the non-cognizable and accompanied them to the civil hospital the boy was referred to J.J hospital. But before they could leave for JJ hospital the boy expired.

In response to this harrowing experience CHILDLINE Mumbai issued letters to concerned police and health department authorities to take notice of the delay and negligence meted out by their departments. CHILDLINE is pursuing the matter and following up with the action that needs to be initiated into enquiry of the matter.

MUMBAI, MAHARASHTRA

BALPRAFULTA

Nodal Organisation : CHILDLINE India Foundation

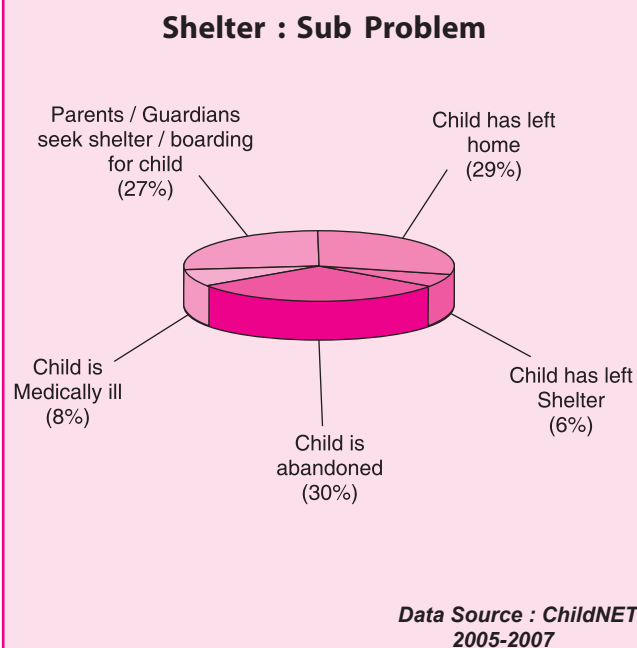
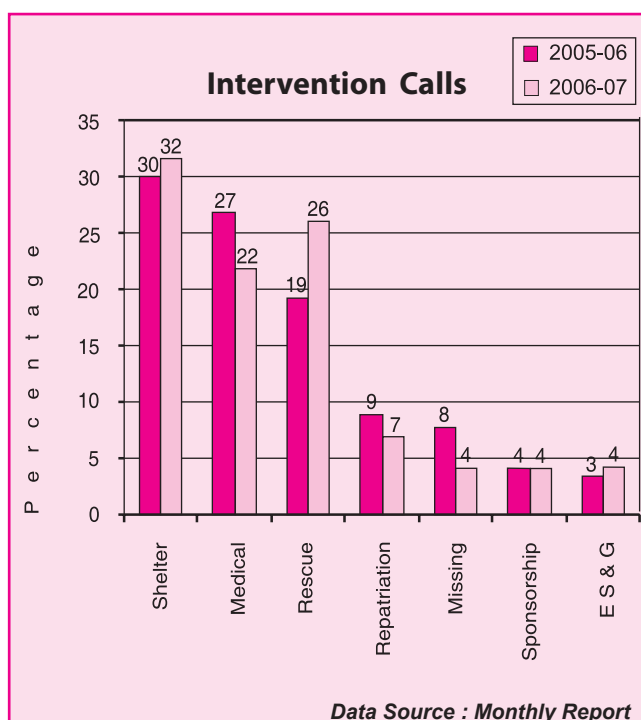
Collaborative Organisation : Balprafullata

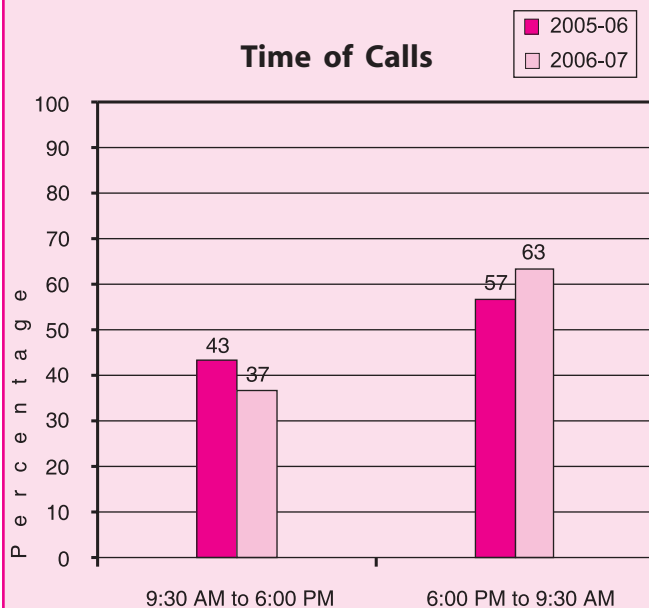
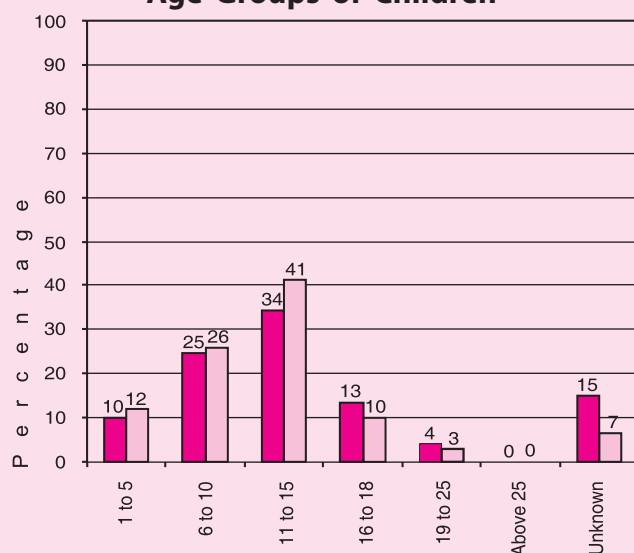
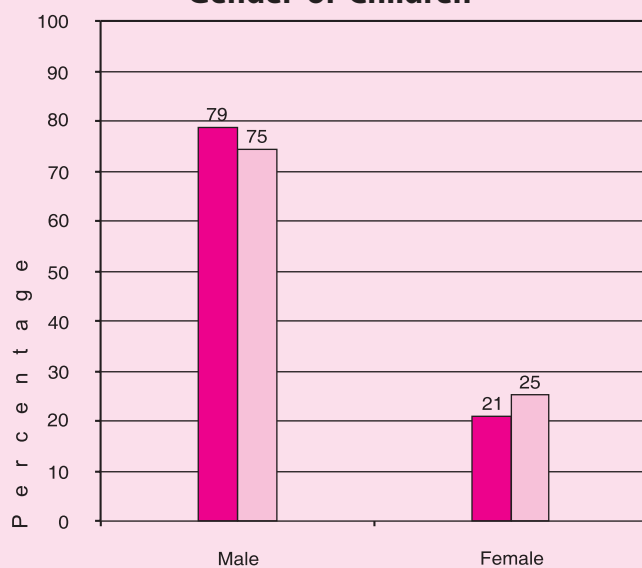
Support Organisation : —

Date Of Inception : June, 1996

Total Calls till March 07 since Inception: —

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	245	273
Shelter	275	395
Repatriation	81	91
Protection from Abuse	172	331
Death Related	6	-
Sponsorship	35	51
Missing Children	71	56
Emotional Support Guidance	32	54
Total - I	917	1,251
II. Follow-up calls	824	673
III. Did not Find (DNF)	13	-
Total I to III	1,754	1,924
IV. Information		
Information & Referral to Service	136	93
Information about CHILDLINE & Volunteers	40,488	15,740
Total - IV	40,624	15,833
V. Others		
Silent	36,596	23,196
Blank	30,656	20,767
Wrong	10,660	9,422
Crank/Fun/Abusive	57,784	56,274
Chat	1,034	393
Phone Testing	1,133	664
Administrative	10,414	10,607
Personal	172	106
Others	-	-
Unclassified	12	30
Total V	1,48,461	1,21,459
Total I to V	1,90,839	1,39,219



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

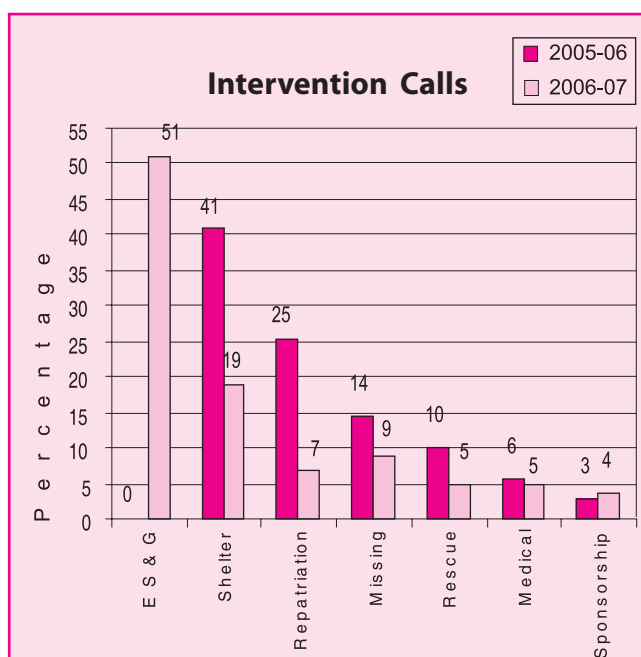
CHILDLINE Mumbai received information about some child labourers being abused in a bangle factory. Since the address was very vague it was difficult to find the locality. The area and surrounding areas were mapped and eventually, the team member realized that the entire area had small scale hazardous industries where children were employed. The entire area was sensitive. For any rescue operation, a wellplanned strategy would be required. On 5th Oct 2006 an observation was conducted by representatives of CHILDLINE and the area labour officer. The team found bangle-making unit had around 11 boys in the age group of 11 to 17 years.

They were working on extremely rusted machines sparks emanated from them harmful to their eyes and skin. The children were undoubtedly working in hazardous conditions. On 17th October, 06' CHILDLINE planned a rescue operation. Officials present at the Rescue Operation:- Asst Labour Commissioner, Malad Area Labour Officer, Police Inspector, Police Sub-Inspector and BMC Officials. It took 2 hours from 11 a.m. – 1 p.m. to convince the police officials about the procedure and legality. At 1 p.m. the team reached the location and rescued 11 children. Eight children were below 18 years and three were above 18 years of age. The children narrated on their way to the police station that they bought their own vegetables and cooked their own food; they woke up at 8 a.m. in the morning and worked the whole day without breaks and their day ended at 11 p.m. in the night. Children revealed that they were paid Rs.1000 a month and that their parents were unaware that they were being made to work here. These children were sent to the Local Hospital for medical check-up and then taken to the Children's Home. On 18th October, 2006, the case was presented before the CWC. Despite issues like lack of coordination and organization between various departments to conduct a joint rescue exercise, lack of in-depth knowledge about the provisions and nuances of the law and procedures thereof the team pulled off the rescue operation quite successfully. CHILDLINE team will work towards filling the loopholes in the future learning from their enriching experiences case by case.

AHMEDNAGAR, MAHARASHTRA

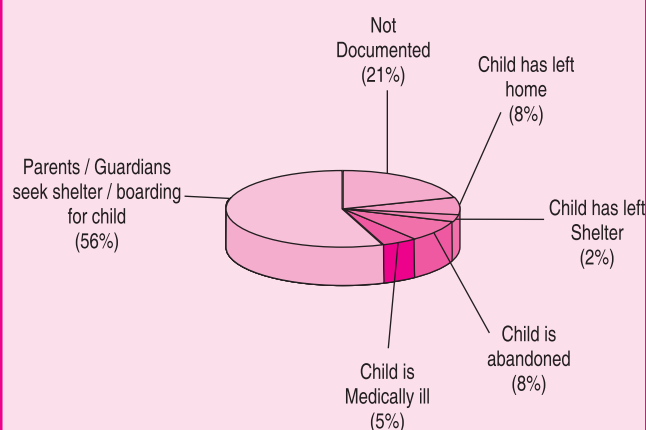
Nodal Organisation	: —
Collaborative Organisation	: Snehalaya
Support Organisation	: —
Date Of Inception	: May, 2003
Total Calls till March 07 since Inception	: 1,11,493

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	17	43
Shelter	120	167
Repatriation	74	61
Protection from Abuse	29	42
Death Related	3	8
Sponsorship	8	32
Missing Children	42	77
Emotional Support Guidance	-	448
Total - I	293	878
II. Follow-up calls	486	804
III. Did not Find (DNF)	25	-
Total I to III	804	1,682
IV. Information	1,018	-
Information & Referral to Service	11	1,026
Information about CHILDLINE & Volunteers	4,338	2,506
Total - IV	5,367	3,532
V. Others		
Silent	8,287	5,074
Blank	5,527	5,626
Wrong	3,572	2,785
Crank/Fun/Abusive	1,755	3,799
Chat	-	1,849
Phone Testing	1,842	1,118
Administrative	3,646	9,325
Personal	2,790	2,124
Others	-	1,080
Unclassified	-	146
Total V	27,419	32,926
Total I to V	33,590	38,140

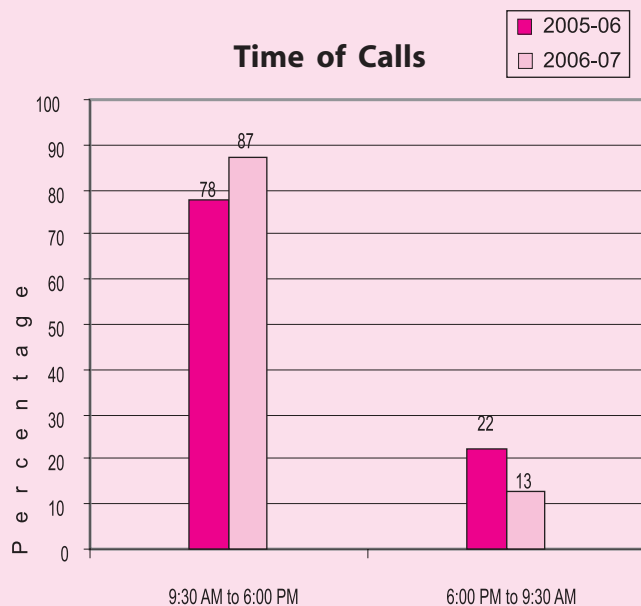
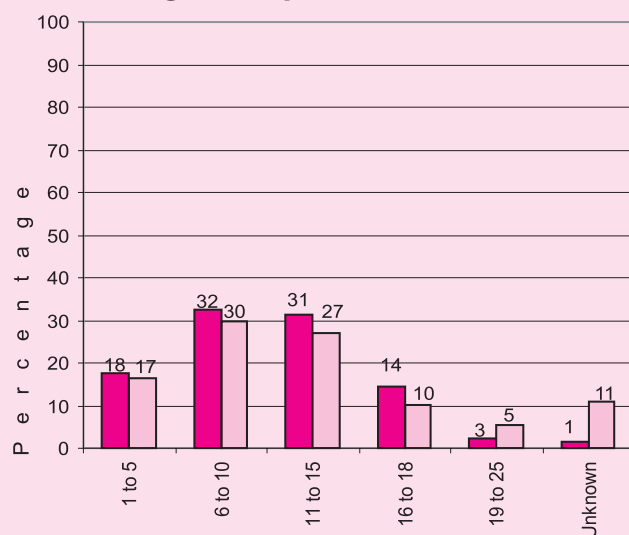
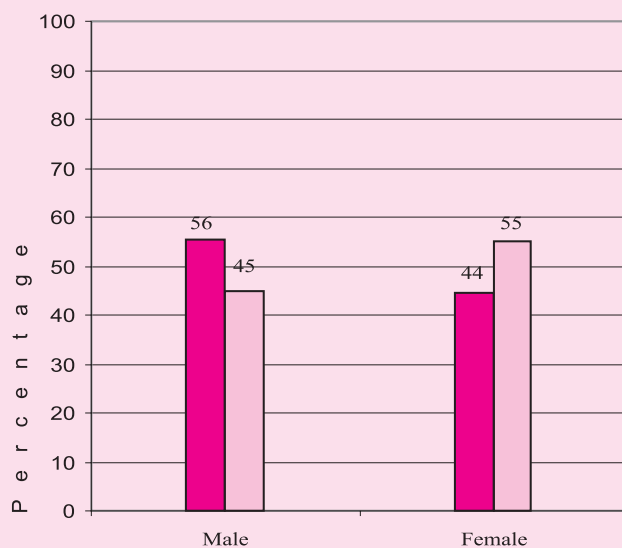


Data Source : Monthly Report

Shelter : Sub Problem



Data Source : ChildNET 2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE received a call providing information about a minor girl (Ashima) who was into commercial sex work. The girl according to the caller was seen with many different people at various lodges in and around the city. Through the information the CHILDLINE team kept a track of the girl and followed up on her. Finally she was rescued from the Central bus stand.

Since the girl could speak only Bengali and no other language it was difficult to communicate with her to get information about her. Help was taken from a Bengali woman who was able to communicate with her.

Ashima could not give very clear information. She had gone to school, but could not tell till which class she studied. Her parents were residing just outside the railway station in West Bengal. She does not know the exact address but she could show the place once she reached the station.

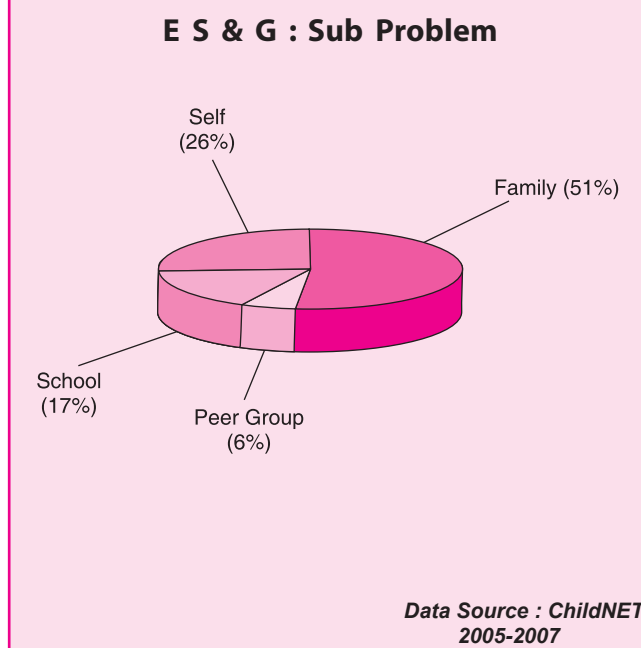
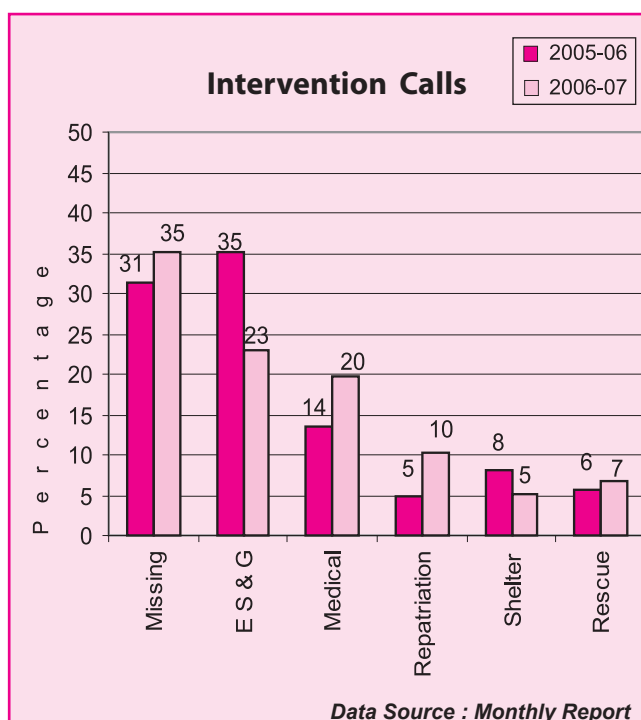
She was brought to Ahmednagar by her maternal aunt, promising job and better opportunities. But she was handed over to a pimp and was forced into flesh trade. During the process of tracing her family she was placed in a shelter home.

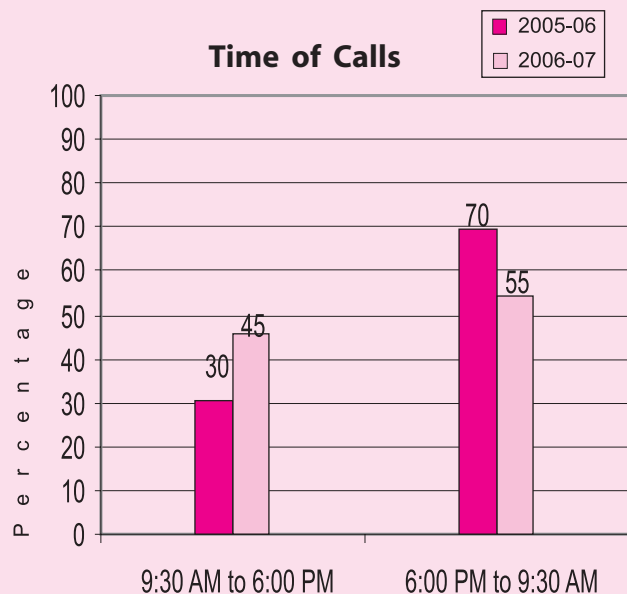
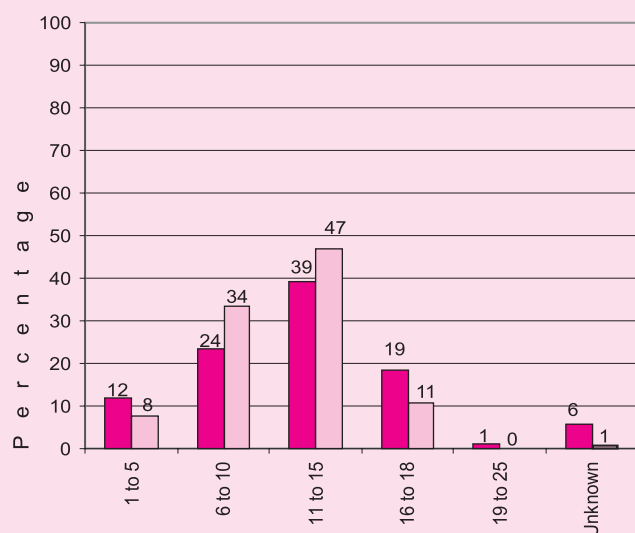
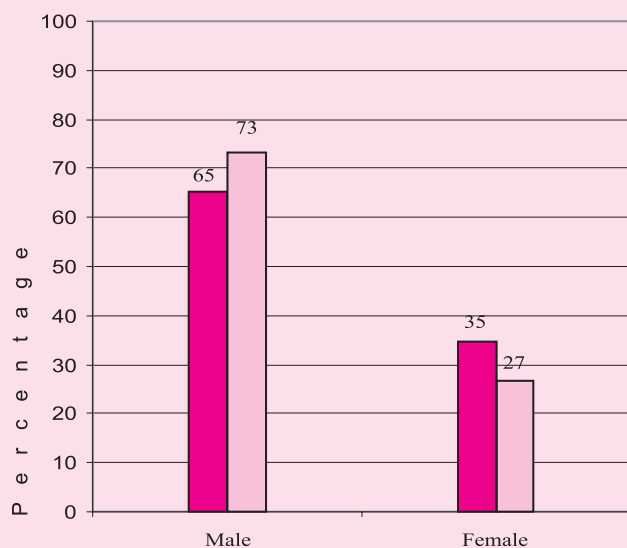
CHILDLINE Ahmednagar got in touch with Child Welfare Committee (CWC), Kolkata. A home investigation was carried and it was found that Ashima had six sisters and the family was not willing to accept her. The CWC then ordered one of the local NGOs to take up the responsibility of her rehabilitation. Presently she is residing at the shelter home run by the NGO and continuing her education.

AMRAVATI, MAHARASHTRA

Nodal Organisation	: College of Social Work
Collaborative Organisation	: Shree Hanuman Vyayam Prasark Mandal
Support Organisation	: —
Date Of Inception	: March, 2003
Total Calls till March 07 since Inception:	47,498

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	22	23
Shelter	13	6
Repatriation	8	12
Protection from Abuse	9	8
Death Related	-	-
Sponsorship	2	-
Missing Children	51	41
Emotional Support Guidance	57	27
Total - I	162	117
II. Follow-up calls	186	107
III. Did not Find (DNF)	3	-
Total I to III	351	224
IV. Information		
Information & Referral to Service	9	85
Information about CHILDLINE & Volunteers	4,384	5,110
Total - IV	4,393	5,195
V. Others		
Silent	3,450	3,354
Blank	591	1,070
Wrong	464	390
Crank/Fun/Abusive	151	250
Chat	155	354
Phone Testing	350	586
Administrative	479	512
Personal	5	-
Others	-	-
Unclassified	-	-
Total V	5,645	6,516
Total I to V	10,389	11,935



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

In 2006 CHILDLINE Amravati received a call from the Government Girl's Home. The official in charge gave information about a girl who was a resident of the organization.

The girl (Anna), 16 years old basically hails from Ahmednagar. She had gone to Nagpur with the aspiration to become a model. Anna was found by the Nagpur Railway police and produced before the CWC and referred to a shelter home. Anna attempted to run away from the shelter home. After her first attempt she was transferred to Government Observation Home. Here again she tried to run away but was caught by the staff. At this point CHILDLINE was approached for help.

When the team interacted with Anna, she gave very confusing information. She mentioned that her father has passed away and her mother was working in a milk dairy. She has a brother who is an engineer by profession and working in Pune. She wanted to become a model and had come to Nagpur. Her mother was aware of her aspiration to take up modeling.

The CHILDLINE team managed to get Anna's residence number and spoke to her mother. From her mother the team got to know the real picture. Anna had left home without informing any one at home. Also she was always roaming with different group of boys. At times she never returned home when she went around with the boys. Even after knowing the entire matter from her mother, Anna refused to give away any details or confirm whatever her mother said. Anna was provided counselling at the center. She finally divulged that she was involved with a group that made pornographic films. Anna's photographs were also taken and were used to blackmail her and force her into having relationship with men.

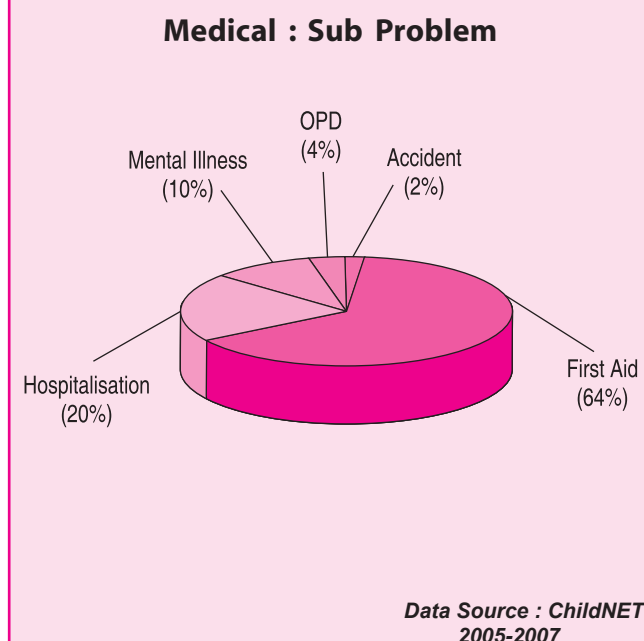
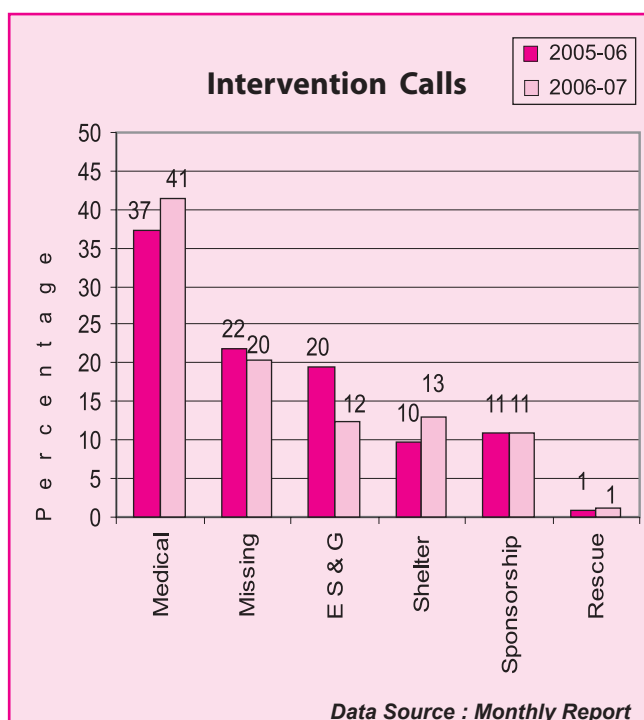
Following the counselling Anna agreed to cooperate with CHILDLINE. A meeting of CWC members, officials and CHILDLINE was called for further intervention. The commissioner of police and the CID was approached for legal action. Anna gave the details of the case to the police and a FIR was filed against the culprits named by Anna.

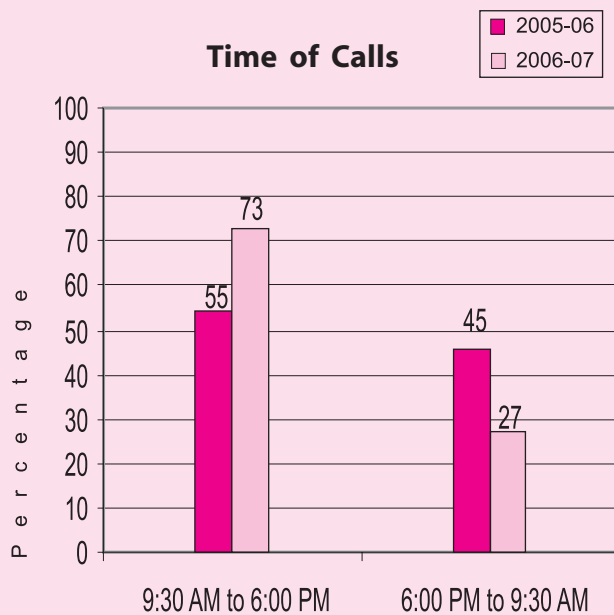
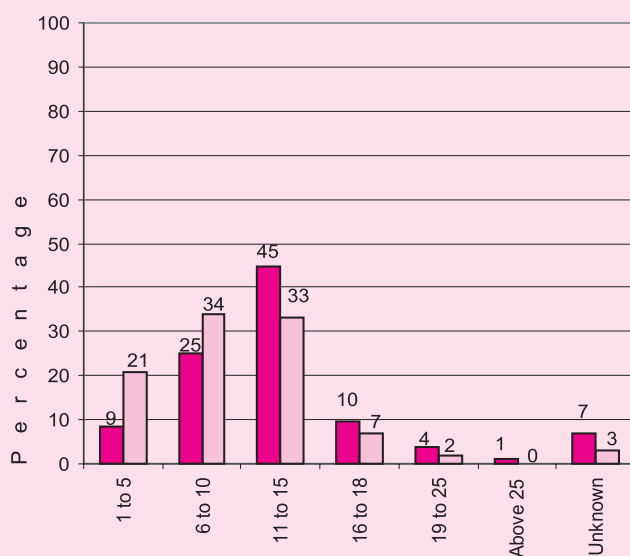
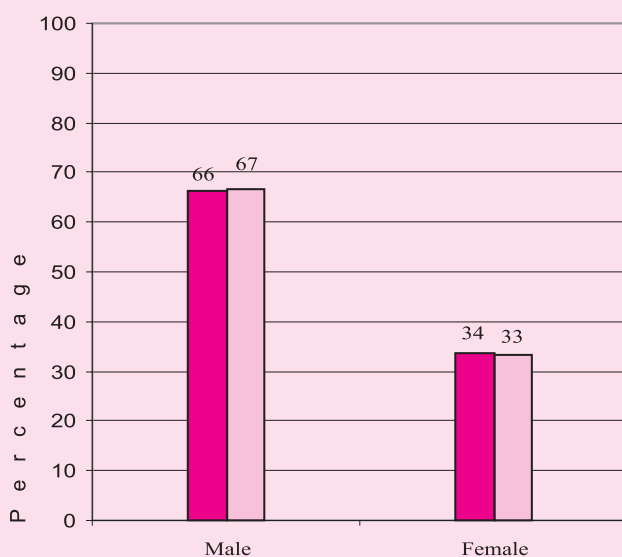
The culprits were immediately arrested and have been remanded to judicial custody.

AURANGABAD, MAHARASHTRA

Nodal Organisation	: Sahyog India Foundation
Collaborative Organisation	: Aapulki Samaj Seva Sanstha
Support Organisation	: —
Date Of Inception	: May, 2003
Total Calls till March 07 since Inception:	1,22,768

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	99	110
Shelter	26	35
Repatriation	-	1
Protection from Abuse	2	3
Death Related	-	1
Sponsorship	29	29
Missing Children	58	54
Emotional Support Guidance	52	33
Total - I	266	266
II. Follow-up calls	106	134
III. Did not Find (DNF)	-	-
Total I to III	372	400
IV. Information		
Information & Referral to Service	20	62
Information about CHILDLINE & Volunteers	262	187
Total - IV	282	249
V. Others		
Silent	16,656	19,777
Blank	10,216	6,666
Wrong	1,426	779
Crank/Fun/Abusive	5,428	3,092
Chat	3,744	3,441
Phone Testing	107	535
Administrative	1,606	2,032
Personal	495	492
Others	-	-
Unclassified	-	-
Total V	39,678	36,804
Total I to V	40,332	37,453



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Ten-year-old Naina was abused by her stepmother.

Naina's maternal uncle called CHILDLINE and gave information about the case. Naian's father had remarried after the death of his first wife. From the second marriage he had two daughters and one son. Naina was abused by her stepmother. She was often beaten up and verbally abused. Once she was also thrown from terrace. The father was aware of all the happenings but never intervened or said anything to his wife.

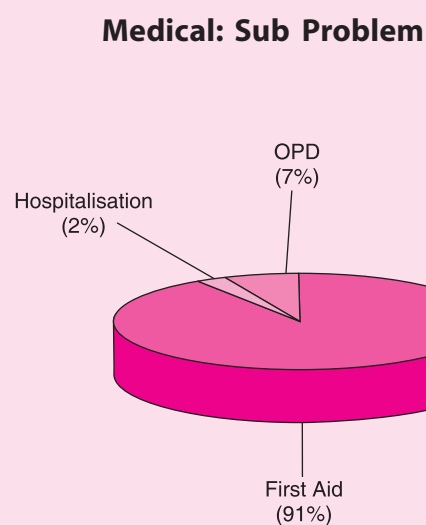
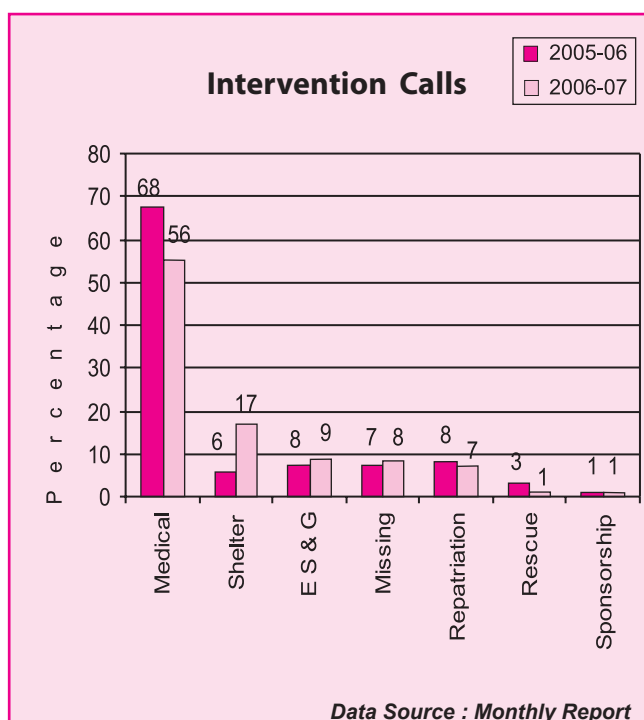
CHILDLINE team contacted the neighbours and verified the information provided. The CWC and the police were informed about the case and with police assistance CHILDLINE took custody of the child.

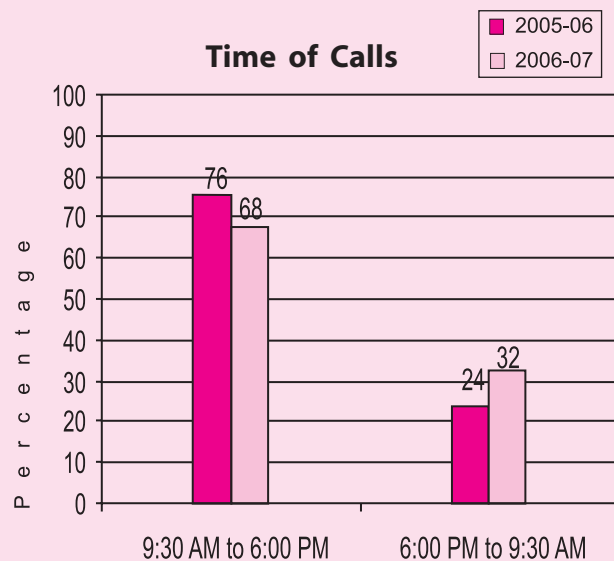
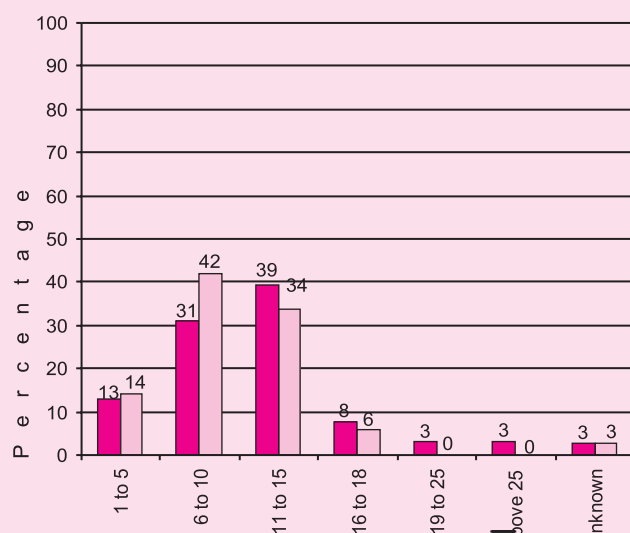
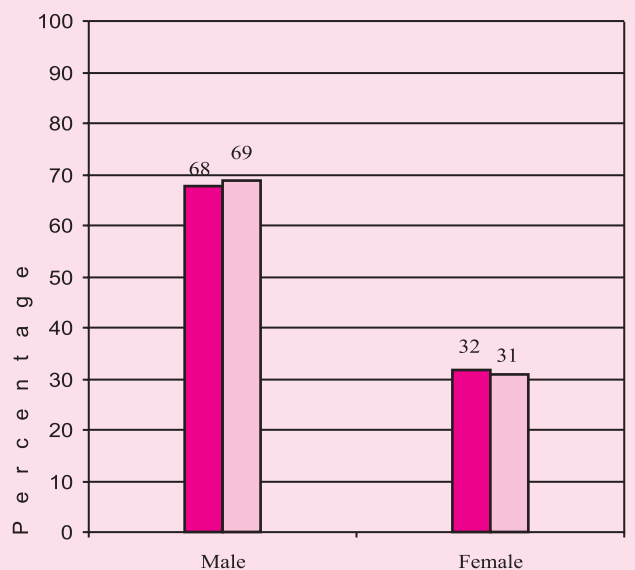
The parents were summoned to present themselves before the CWC. The parents were pointed out to their mistakes and ill treatment and asked to rectify and take custody of the child. But they refused to accept the child. In the best interest of the child and her future it was then decided to give the custody of the child to her maternal uncle. He was willing to take the full responsibility of the child. The parents were not let off easily. As per the CWC order they were made to deposit rupees one lakh in her name with monthly maintenance of rupees thousand, two plots in her name (1200 and 600 square feet), a LIC Children's Policy and also bare the full expense of marriage.

KALYAN, MAHARASHTRA

Nodal Organisation	: Media Matters
Collaborative Organisation	: AASARA
Support Organisation	: —
Date Of Inception	: April, 2002
Total Calls till March 07 since Inception:	2,45,770

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	800	441
Shelter	66	137
Repatriation	90	52
Protection from Abuse	39	7
Death Related	1	3
Sponsorship	6	4
Missing Children	83	66
Emotional Support Guidance	98	73
Total - I	1,183	783
II. Follow-up calls	615	632
III. Did not Find (DNF)	-	5
Total I to III	1,798	1,420
IV. Information		
Information & Referral to Service	26	21
Information about CHILDLINE & Volunteers	4,121	3,500
Total - IV	4,147	3,521
V. Others		
Silent	18,562	19,344
Blank	6,328	16,398
Wrong	664	1,149
Crank/Fun/Abusive	212	37
Chat	4,074	8,152
Phone Testing	221	168
Administrative	2,853	3,030
Personal	111	243
Others	-	849
Unclassified	-	-
Total V	33,025	49,370
Total I to V	38,970	54,311



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

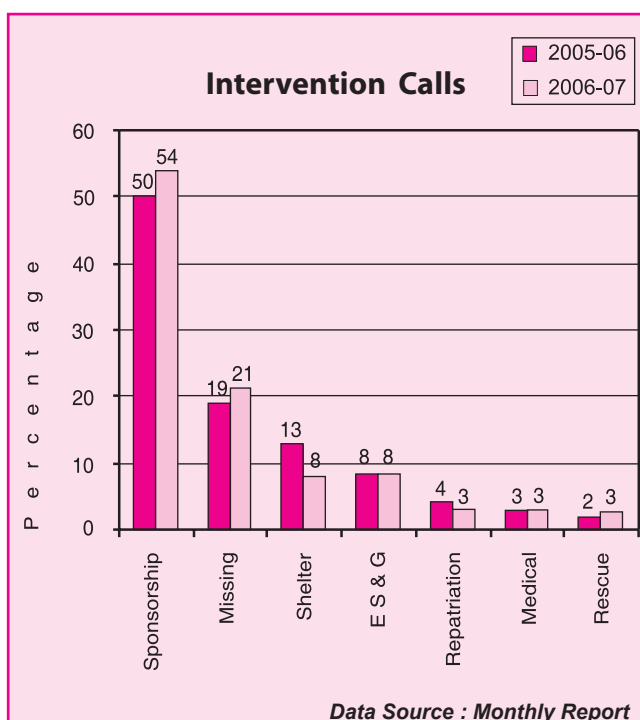
Anjali (17 years) came to Mumbai from Ratnagiri with her thirty year old boy friend. Both of them rented a room in Mumbai and resided together. But after six months one fine day he deserted her. Then girl was helpless. Not knowing what to do she got into prostitution. She had to support herself.

A concerned adult referred her to CHILDLINE. At the time of intervention she was five months pregnant and wanted to undergo an abortion. Going for an abortion at this stage was dangerous and she was advised against it. Anjali was provided shelter at the Girl's Shelter home outside the city limits. She went through her pregnancy full term and delivered a baby boy. As she did not want to keep the child she gave him up for adoption. Presently she is taking a course in Nursing.

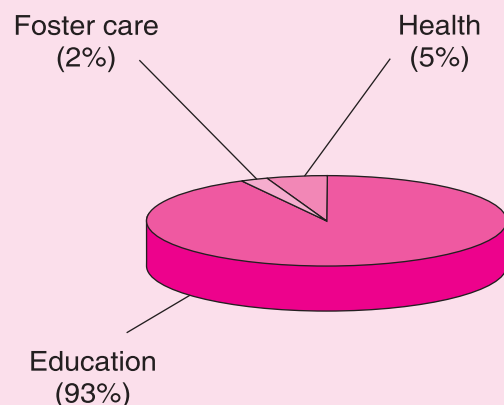
NAGPUR, MAHARASHTRA

Nodal Organisation	: MSS Institute of Social Work
Collaborative Organisation	: Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha
Support Organisation	: ISSUE, Varadaan, BBSKBS
Date Of Inception	: November, 1998
Total Calls till March 07 since Inception:	1,51,695

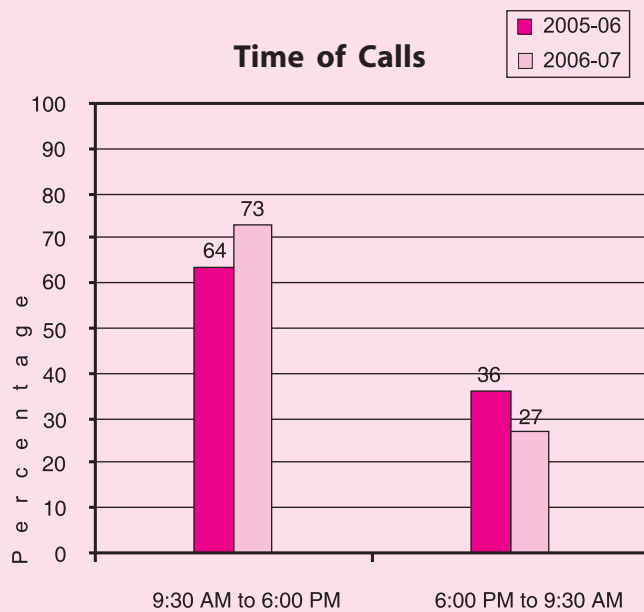
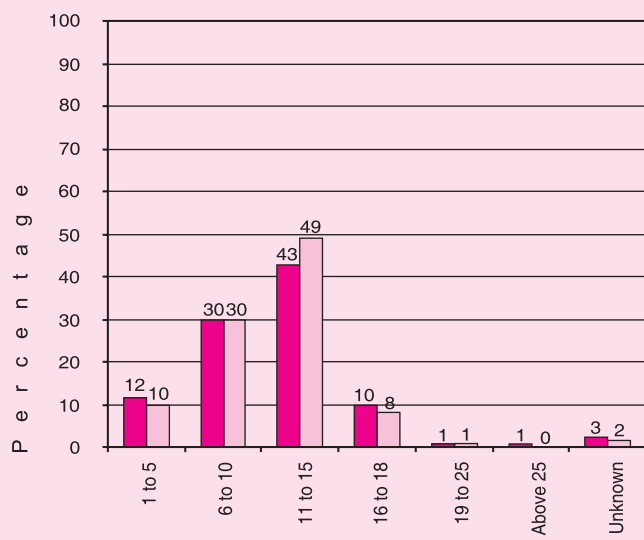
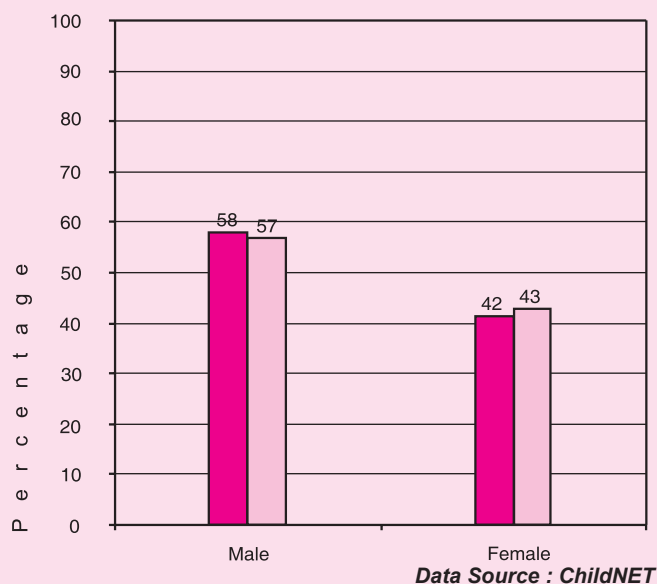
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	24	16
Shelter	93	48
Repatriation	30	18
Protection from Abuse	12	16
Death Related	-	-
Sponsorship	346	324
Missing Children	131	127
Emotional Support Guidance	59	50
Total - I	695	599
II. Follow-up calls	255	154
III. Did not Find (DNF)	5	14
Total I to III	955	767
IV. Information		
Information & Referral to Service	27	102
Information about CHILDLINE & Volunteers	7,957	8,416
Total - IV	7,984	8,518
V. Others		
Silent	4,273	2,857
Blank	3,616	2,524
Wrong	1,151	980
Crank/Fun/Abusive	4,808	2,938
Chat	-	1,212
Phone Testing	110	137
Administrative	1,426	742
Personal	535	228
Others	-	91
Unclassified	2	4
Total V	15,921	11,713
Total I to V	24,860	20,998



Sponsorship : Sub Problem



Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Two boys aged 14 and 15 years were lured by a man with good jobs and better life prospectus in Mumbai. The boys worked in brick kilns to support their respective families. The boys were from poor family and this opportunity was too good to be missed.

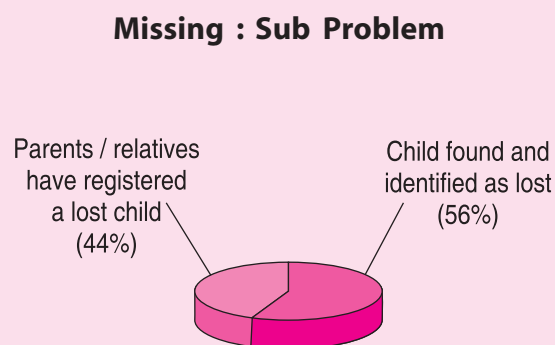
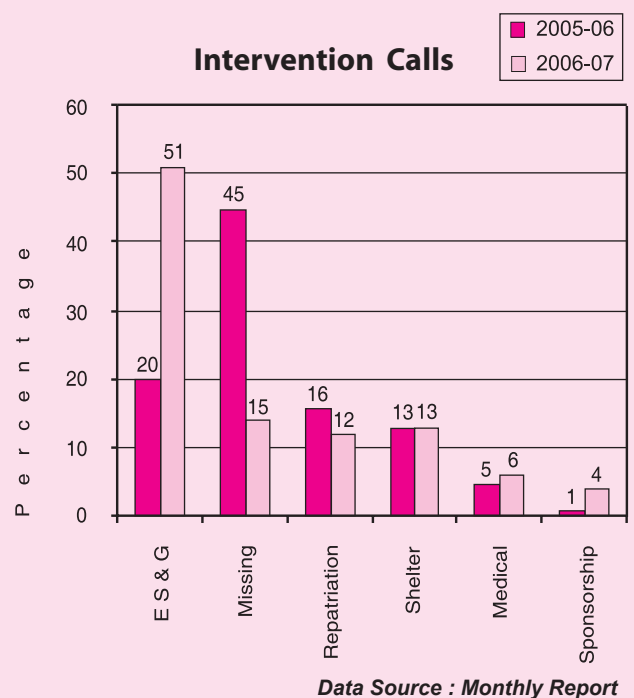
They decided to accompany the man to Mumbai. But once they reached Mumbai. The man made them wait at the station promising that he would return. He said he had to check something. However he did not return. The children did not know where to go and what to do. They decided to return home. Instead of boarding the train home they got into the wrong train and reached Nagpur instead. A concerned adult found these children crying at the station. They expressed that they wanted to go home. He immediately called up CHILDLINE Nagpur for assistance.

The children were brought to the centre by the CHILDLINE team. The children provided their residential addresses. CHILDLINE contacted police officials at Mathura (Uttar Pradesh) and requested them to trace the address. Once the address was verified the parents were contacted and informed about the whereabouts of the boys. The parents were not aware that the children were in Nagpur and were shocked to hear the happenings. The children were restored with their family. the team cautioned against such incidents and suggested the parents to let the children continue their education.

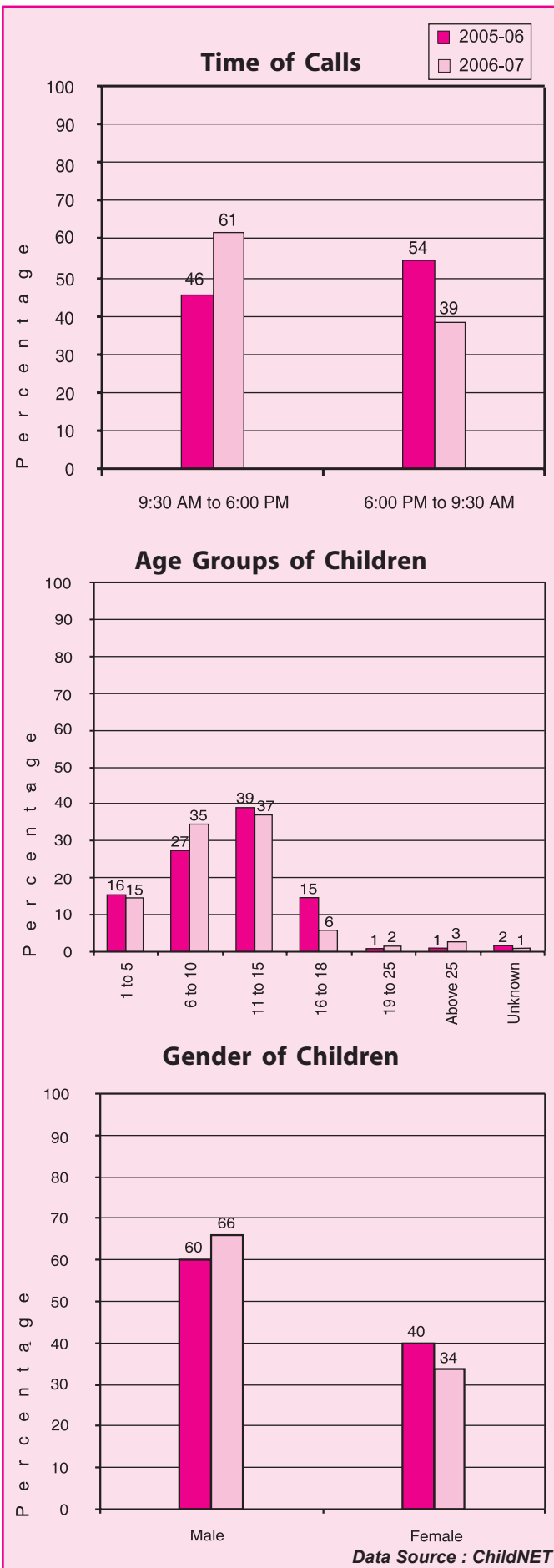
NASIK, MAHARASHTRA

Nodal Organisation	: —
Collaborative Organisation	: Navjeen World Peace & Research Foundation
Support Organisation	: —
Date Of Inception	: June, 2004
Total Calls till March 07 since Inception:	1,19,621

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	13	21
Shelter	35	43
Repatriation	41	39
Protection from Abuse	1	-
Death Related	-	-
Sponsorship	2	13
Missing Children	119	50
Emotional Support Guidance	53	171
Total - I	264	337
II. Follow-up calls	132	305
III. Did not Find (DNF)	-	1
Total I to III	396	643
IV. Information		
Information & Referral to Service	151	67
Information about CHILDLINE & Volunteers	2,091	3,839
Total - IV	2,242	3,906
V. Others		
Silent	11,671	9,013
Blank	9,799	7,646
Wrong	1,842	2,533
Crank/Fun/Abusive	5,192	3,817
Chat	5,361	5,128
Phone Testing	1,262	1,525
Administrative	2,390	1,988
Personal	541	228
Others	-	-
Unclassified	1	-
Total V	38,059	31,878
Total I to V	40,697	36,427



Data Source : ChildNET
2005-2007



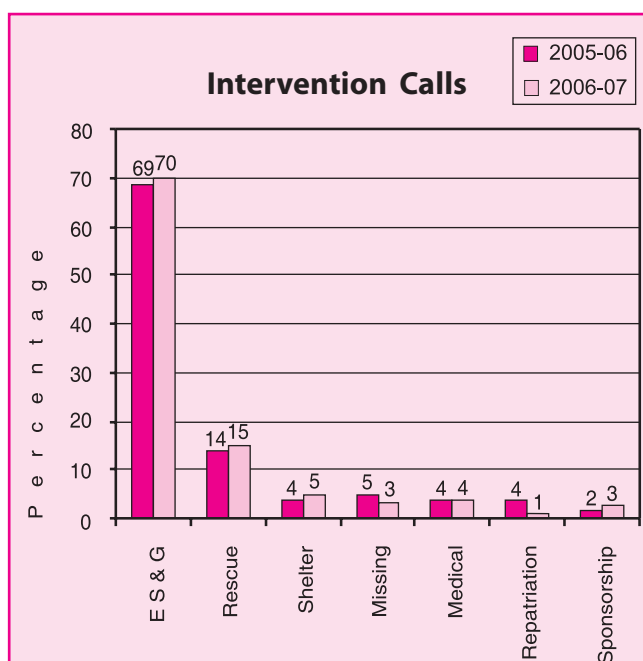
Salma, an orphan, lived with her aunt and uncle in a Slum on the Nashik - Pune Highway. Every morning the entire family would go to various mosques in Nashik to beg for alms. A cable operator in that area who owned an electric shop behind the house where Salma resided had been noticing for some time that the girl's aunt was very rough with the child. She would even tie her up in the house when she and her husband were out. The aunt told him it was because the girl was mentally unstable. One day he saw them taking a burkha clad Salma along with them. When he asked them why, they said she had attained puberty and so had to wear burkha. As he doubted this was true, the cable operator lifted the girl's veil and saw that her face was badly swollen from beatings. He told them that this was no way to treat a child and that he would take them to the authorities. The couple was very annoyed with him and threatened that they would deal with him if he continued to interfere. The cable operator was very upset at the state of Salma's face and approached the police, where he found that a similar complaint against the couple had been made by the neighbours. The couple had been released because the police believed their story that the girl was mentally unstable and that they were her only relatives. With the second complaint the police decided to take up the case and called CHILDLINE to intervene.

The CHILDLINE team, along with the cable operator and the Inspector went to the house but the family was not there. The statements from the neighbours about the way the couple beat the child was video recorded. The whole team waited till late evening but the couple did not show. Around 11 p.m the neighbors called the team to say that they had caught the couple. The team rushed there and took custody of Salma who still bore marks of the abuse she had suffered. Salma was presented before the CWC the next day. The CWC passed an order to place her in shelter home and receive counselling to help her get over the trauma of her abuse. The aunt and uncle had filed a request at the police station for the custody of the child, claiming she was their daughter. However the team presented the video statements and requested the CWC not to release the child into their custody on account of their abusive behavior. It was also suspected that the girl may be trafficked/kidnapped by the couple to be forced into begging. A DNA test was conducted to establish Salma's relationship with the woman. Though the result of the test has been positive, to ensure the child's safety, she is being held in protective custody. The team is in constant contact with the police and the CWC to ensure that the child is not handed over to the couple. The CHILDLINE team and the cable operator have been receiving threatening calls from the couple during this period and the police has been kept informed of these developments. Salma is being provided with counselling at the shelter. The team members regularly visit Salma who is slowly getting over her trauma and shock and has started communicating with her caretakers.

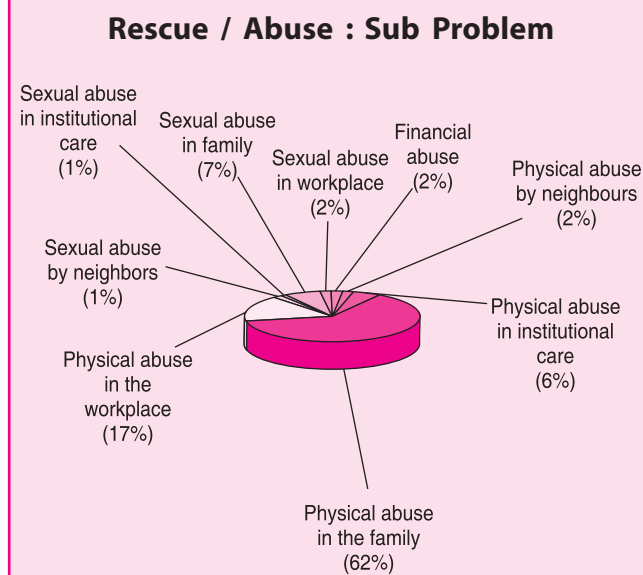
PUNE, MAHARASHTRA

Nodal Organisation	: Karve Institute of Social Service
Collaborative Organisation	: Dnyana Devi
Support Organisation	: —
Date Of Inception	: March, 2001
Total Calls till March 07 since Inception:	2,13,413

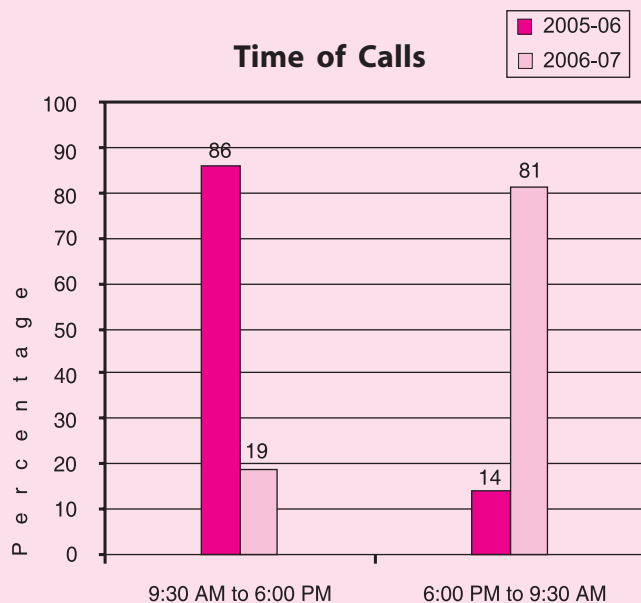
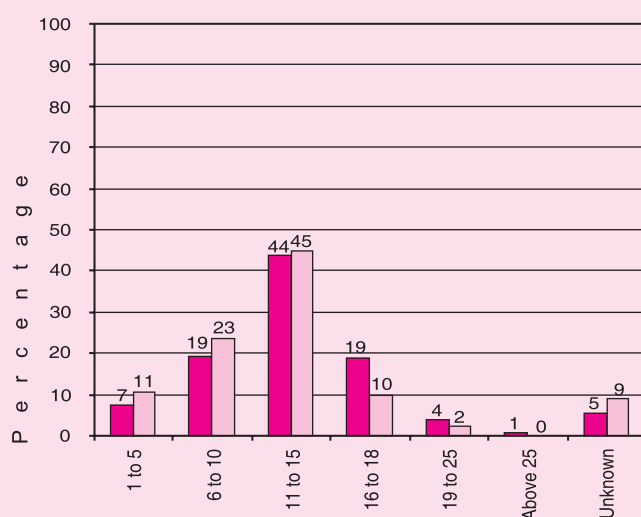
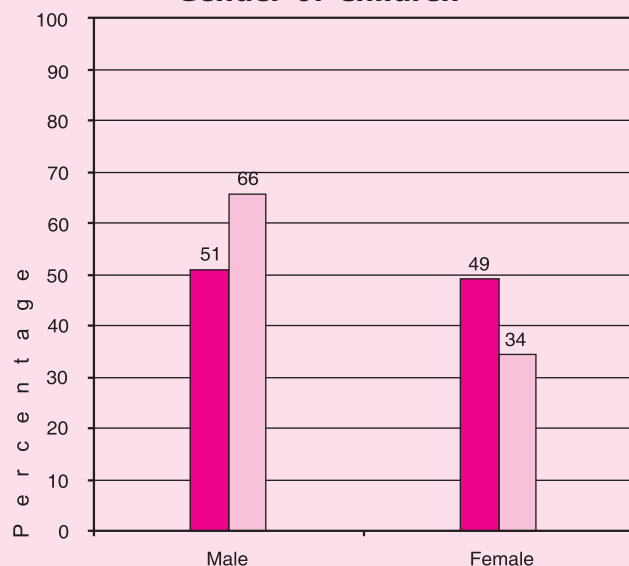
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	75	105
Shelter	70	126
Repatriation	76	40
Protection from Abuse	270	406
Death Related	-	1
Sponsorship	30	74
Missing Children	91	90
Emotional Support Guidance	1,332	1,919
Total - I	1,944	2,761
II. Follow-up calls	844	845
III. Did not Find (DNF)	-	-
Total I to III	2,788	3,606
IV. Information		
Information & Referral to Service	365	464
Information about CHILDLINE & Volunteers	487	1,016
Total - IV	852	1,480
V. Others		
Silent	13,029	13,776
Blank	4,192	7,829
Wrong	3,562	3,538
Crank/Fun/Abusive	1,037	1,748
Chat	4,686	4,085
Phone Testing	887	502
Administrative	1,131	1,066
Personal	723	538
Others	-	772
Unclassified	972	-
Total V	30,219	33,854
Total I to V	33,859	38,940



Data Source : Monthly Report



Data Source : ChildNET 2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

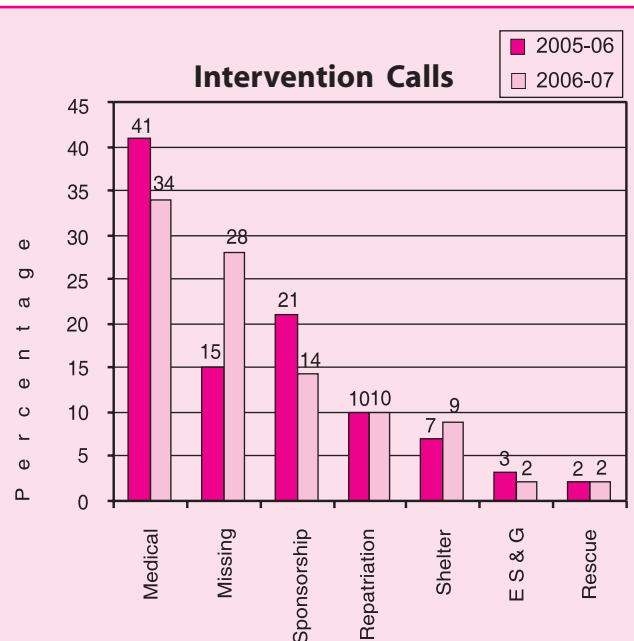
CHILDLINE Pune received a call informing about two child marriages that were to take place that day at twelve in the noon. The marriage was to take place in a distant rural place and it was impossible for the team to reach on time to prevent the marriage. JAPU was contacted and briefed on the case, however they informed they couldn't do anything here as this was under the rural police jurisdiction. The team then contacted the rural police. The phone was constantly engaged. When at last the concerned person was contacted, he spoke to the team in a very insulting manner. It was 11.00 A.M and time was running out.

CHILDLINE once again contacted JAPU and managed to get the mobile number of the rural police in charge. He was on leave and out of station. The team then contacted the next person in charge who engaged the team in a game of contacting one person after the other. This whole long process had tested the patience of the CHILDLINE team. The team was forced to use a stern language. This did set the case moving. In a short while CHILDLINE received call from the rural police head quarters asking for the case details. Finally the rural police were able to stop the marriages from taking place. Also the concerned rural police officials apologized to the CHILDLINE team for their rude behavior and non-cooperation.

SHOLAPUR, MAHARASHTRA

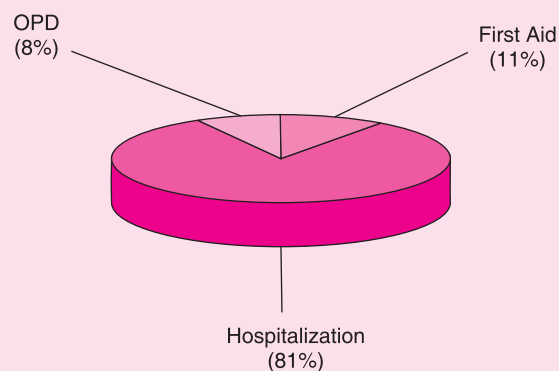
Nodal Organisation	: Walchand College of Arts & Science
Collaborative Organisation	: Akkalkot Education Society
Support Organisation	: —
Date Of Inception	: February, 2003
Total Calls till March 07 since Inception:	1,06,061

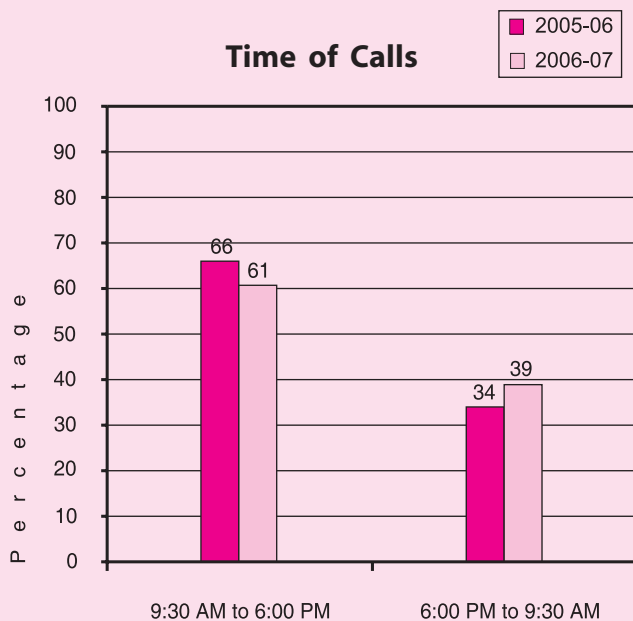
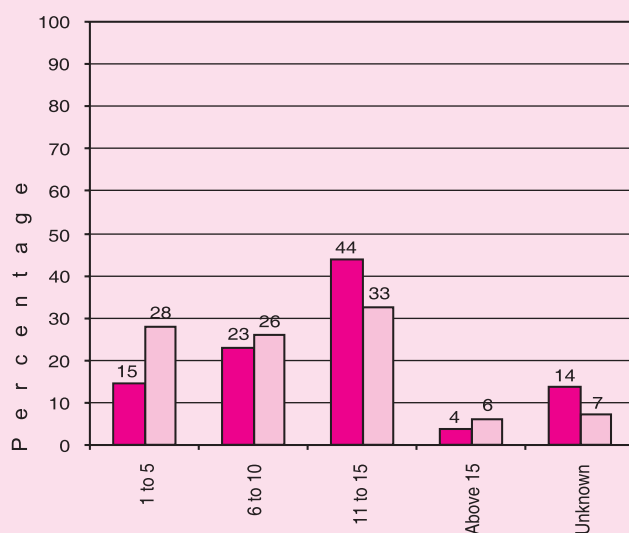
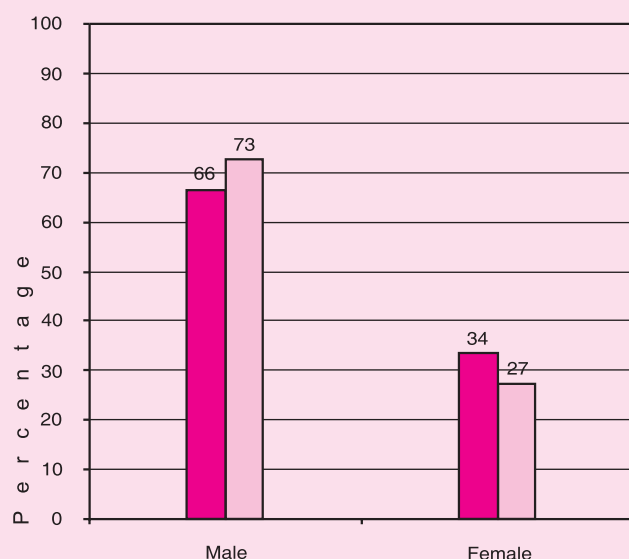
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	102	78
Shelter	17	20
Repatriation	25	23
Protection from Abuse	5	5
Death Related	-	2
Sponsorship	52	32
Missing Children	38	64
Emotional Support Guidance	8	5
Total - I	247	229
II. Follow-up calls	599	355
III. Did not Find (DNF)	-	-
Total I to III	846	584
IV. Information		
Information & Referral to Service	34	10
Information about CHILDLINE & Volunteers	16,182	8,452
Total - IV	16,216	8,462
V. Others		
Silent	5,902	4,306
Blank	1,997	2,217
Wrong	1,517	2,097
Crank/Fun/Abusive	1,193	1,815
Chat	2,323	3,012
Phone Testing	1,202	4,260
Administrative	1,655	1,293
Personal	368	244
Others	-	273
Unclassified	-	-
Total V	16,157	19,517
Total I to V	33,219	28,563



Data Source : Monthly Report

Medical : Sub Problem

Data Source : ChildNET
2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Rathi, aged 14 years, had lost her father in her childhood. Her mother was a housewife and was unemployed. They were supported by their relatives. Rathi's school fees had to be paid and her mother was not in a position to pay the fees. The child's mother asked the school authority for some time and assured that she would pay the fees shortly. However, when the fee was not paid in time, the class teacher punished the child. She was made to stand on the bench for one full day. The child was very traumatized with the whole experience. She fell ill the following day and refused to go to school due the humiliation she had to undergo.

The CHILDLINE Sholapur team was organising an outreach programme in the railway forest area. Rathi's mother was present during the outreach programme. Following the programme she approached the CHILDLINE team and narrated the entire incident to the team members.

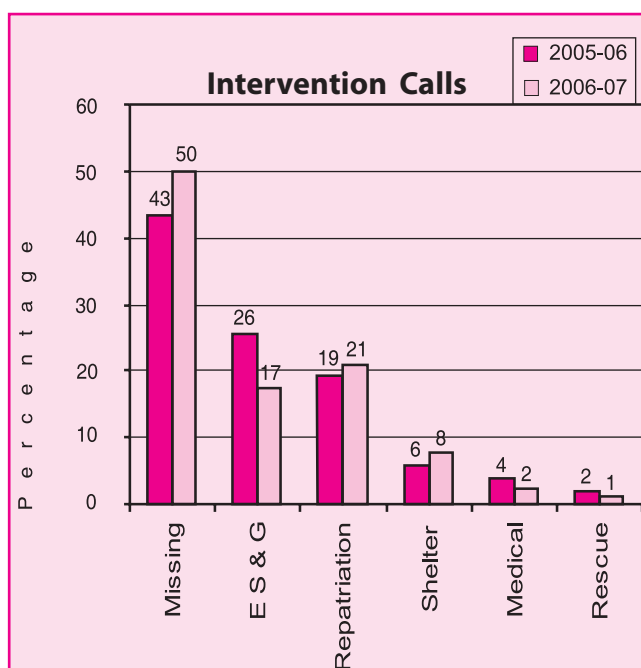
CHILDLINE team visited Rathi at her house and spoke to the child. They assured the child that they would speak to the school Principal and also class teacher. The following day the team visited the school and approached the Principal. The Principal was not aware of the incident. The class teacher was called and asked to explain her behaviour towards the child. A memo was issued to the class teacher warning her that she would be dismissed from her job if she continued this kind of treatment towards children. The Principal agreed to extend the time period for fee payment for Rathi and other needy children who are unable to pay their fees.

CHILDLINE specially conducted an outreach programme in the school. Children and staff were provided information on CHILDLINE 1098 service with special emphasis on abuse. The Principal also communicated to the teachers not to punish the children.

BHOPAL, MADHYA PRADESH

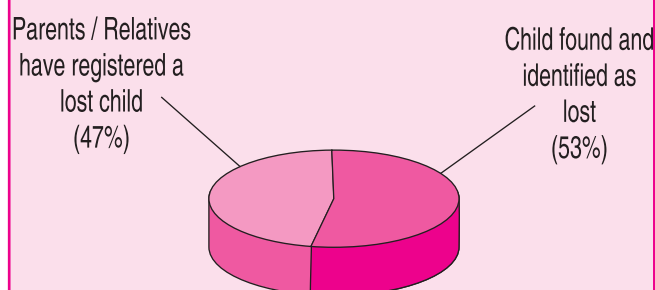
Nodal Organisation	: Bhopal School of Social Sciences
Collaborative Organisation	: AARAMBH
Support Organisation	: —
Date Of Inception	: January, 2000
Total Calls till March 07 since Inception:	94,164

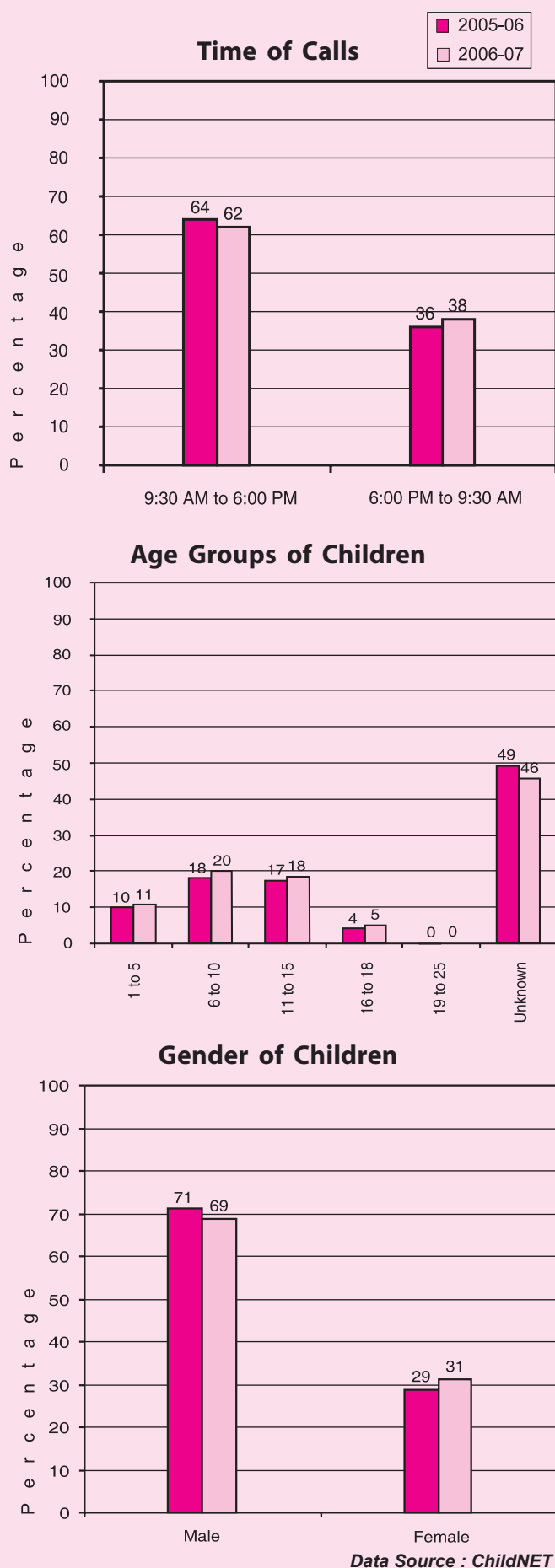
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	22	9
Shelter	33	30
Repatriation	104	80
Protection from Abuse	11	5
Death Related	3	-
Sponsorship	1	-
Missing Children	242	192
Emotional Support Guidance	143	67
Total - I	559	383
II. Follow-up calls	688	697
III. Did not Find (DNF)	39	41
Total I to III	1,286	1,121
IV. Information		
Information & Referral to Service	239	185
Information about CHILDLINE & Volunteers	1,191	1,452
Total - IV	1,430	1,637
V. Others		
Silent	1,795	2,366
Blank	1,434	2,372
Wrong	1,540	1,655
Crank/Fun/Abusive	659	1,394
Chat	1,927	2,192
Phone Testing	1,250	1,616
Administrative	176	249
Personal	25	10
Others	-	39
Unclassified	49	44
Total V	8,855	11,937
Total I to V	11,571	14,695



Data Source : Monthly Report

Missing: Sub Problem


Data Source : ChildNET
2005-2007



Mani, aged fourteen, a native of Jharkhand was brought to Bhopal by an agent, Raju. He was placed in the house of Mr. Nagpal, which was very close to the CHILDLINE office. Mani was placed in the house for a period of two years as per the contract between the agent and the employer. It was agreed between the two that the child's income would be given to the agent, Raju, only on completion of the two-year contract period.

Mani was looking forward for a good future, but this was not to happen. Initially the employers were good towards the child, but gradually their behaviour changed. Mani was not happy and did not want to continue working in Nagpal's house. Finally he called CHILDLINE Bhopal for help.

A case was registered against the employers and was called to the police station. Mr. Nagpal agreed that the child was placed for domestic work in their house for a two-year contract period. He agreed to pay the amount rightfully due to the child, which was rupees seventeen thousand eight hundred.

CHILDLINE team and the police were jointly involved in tracing the boys' address in Jharkhand. Initial efforts did not yield any results. CHILDLINE team then contacted the local police at Jharkhand. Finally the team was able to contact his parents. One of the team members along with a constable accompanied the boy to Jharkhand and handed him over to his parents along with the money.

INDORE, MADHYA PRADESH

Nodal Organisation : Indore School of Social Work

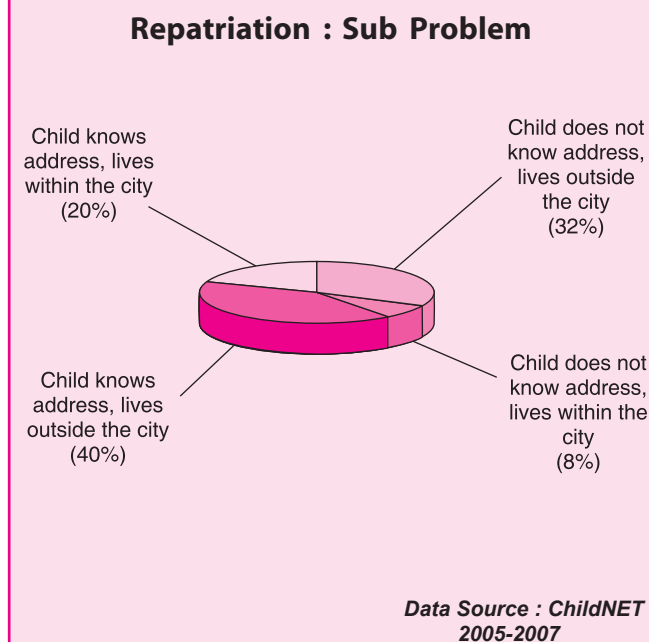
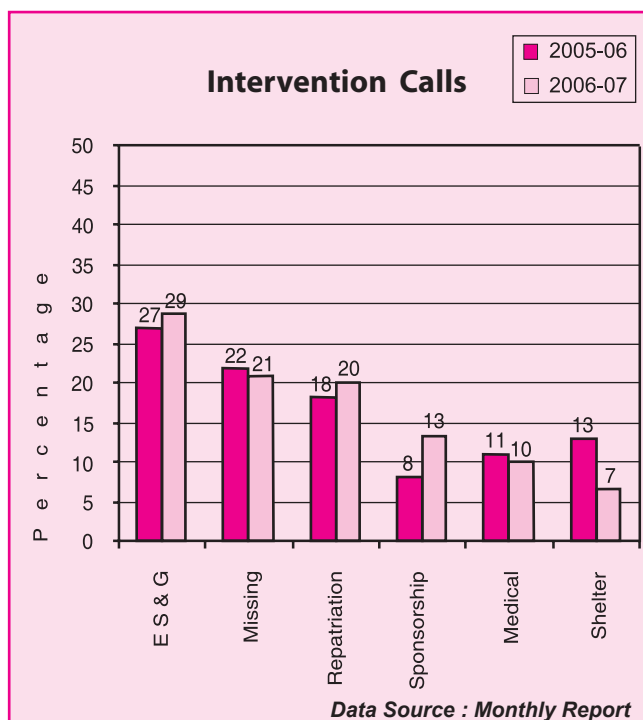
Collaborative Organisation : Lok Biradari Trust

Support Organisation : —

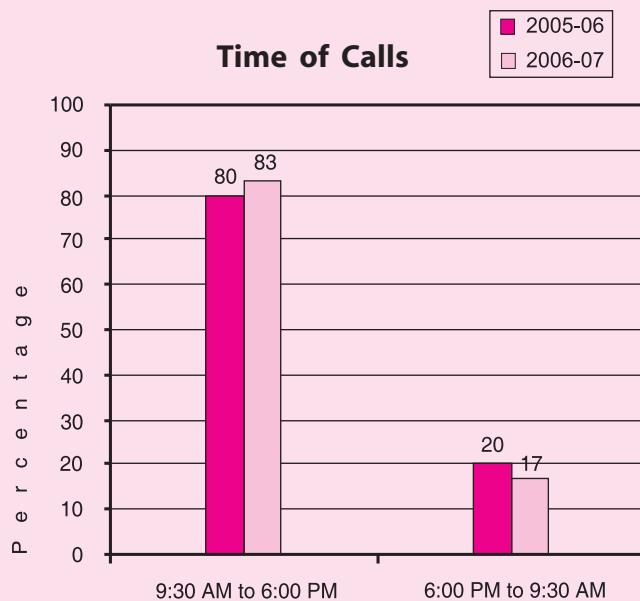
Date Of Inception : December, 2000

Total Calls till March 07 since Inception: 1,56,865

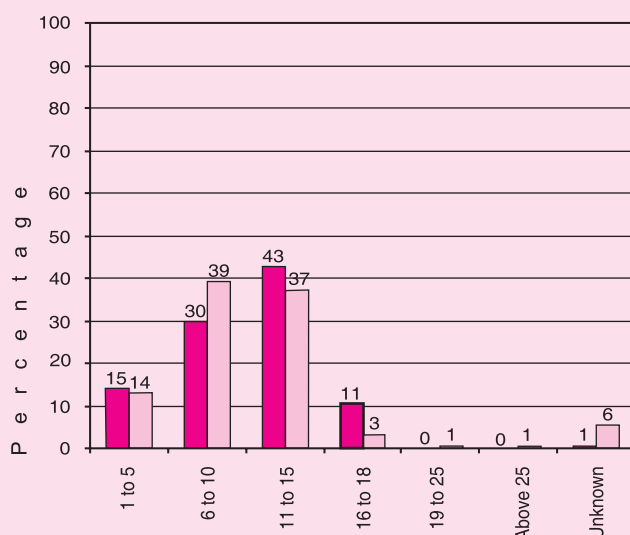
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	97	101
Shelter	109	76
Repatriation	151	217
Protection from Abuse	2	1
Death Related	2	-
Sponsorship	68	142
Missing Children	188	220
Emotional Support Guidance	227	304
Total - I	844	1,061
II. Follow-up calls	287	421
III. Did not Find (DNF)	36	79
Total I to III	1,167	1,561
IV. Information		
Information & Referral to Service	235	574
Information about CHILDLINE & Volunteers	2,686	1,819
Total - IV	2,921	2,393
V. Others		
Silent	2,447	3,166
Blank	2,478	3,467
Wrong	1,580	2,221
Crank/Fun/Abusive	2,560	3,713
Chat	436	737
Phone Testing	1,694	1,722
Administrative	866	986
Personal	560	737
Others	-	102
Unclassified	-	7
Total V	12,621	16,858
Total I to V	16,709	20,812



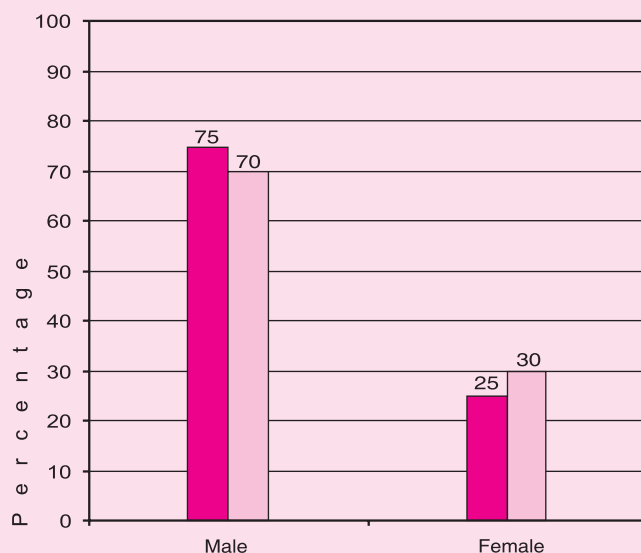
Time of Calls



Age Groups of Children



Gender of Children



Data Source : ChildNET

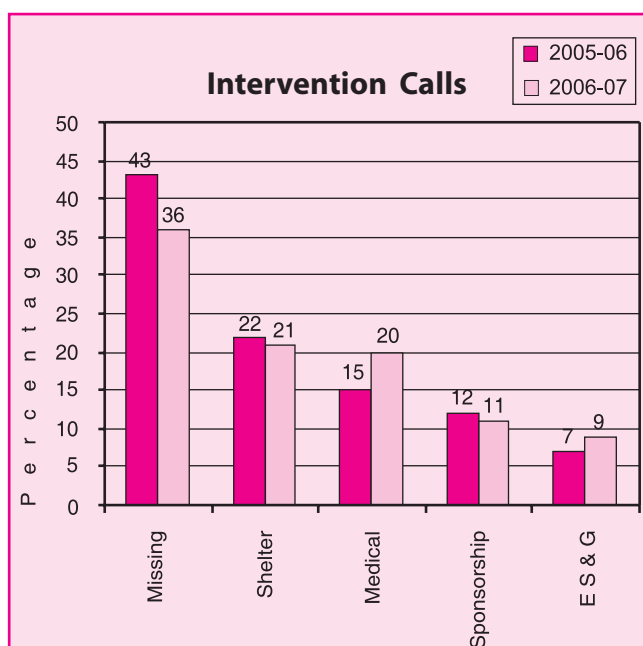
CHILDLINE received a call from a concerned person informing about a girl found roaming listlessly on the roads. The team rushed to the spot and brought the girl to the center. The team tried to communicate with the girl and get information but was not very successful. She was not able to convey anything.

During the course of gathering information from in and around the area, the team got to know that the girl was raped. Immediately the child was taken to the hospital for a medical check up. The medical report confirmed that the girl had been raped. An IQ test too was performed as the girl was not communicating and the team felt that the girl was challenged. The IQ test showed that the girl has a very low IQ. The girl was produced before the CWC and provided shelter in a girl's home.

UJJAIN, MADHYA PRADESH

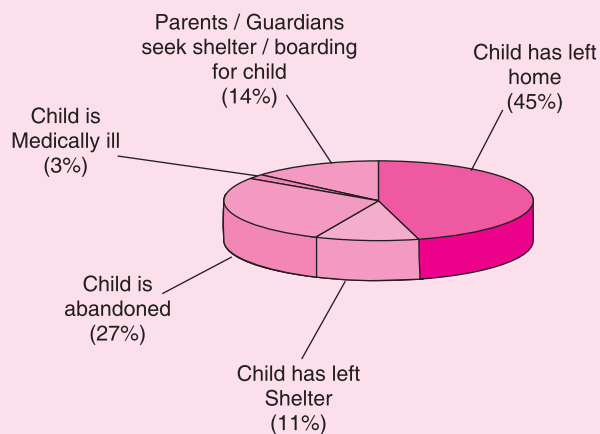
Nodal Organisation	: Madhya Pradesh Institute of Social Science & Research
Collaborative Organisation	: Sewa Bharati
Support Organisation	: —
Date Of Inception	: October, 2003
Total Calls till March 07 since Inception:	22,746

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	10	60
Shelter	15	63
Repatriation	-	3
Protection from Abuse	-	4
Death Related	-	5
Sponsorship	8	33
Missing Children	29	109
Emotional Support Guidance	5	26
Total - I	67	303
II. Follow-up calls	-	13
III. Did not Find (DNF)	-	-
Total I to III	67	316
IV. Information		
Information & Referral to Service	351	666
Information about CHILDLINE & Volunteers	1,518	3,768
Total - IV	1,869	4,434
V. Others		
Silent	279	186
Blank	739	480
Wrong	335	204
Crank/Fun/Abusive	1,190	3,505
Chat	923	1,513
Phone Testing	260	171
Administrative	408	957
Personal	181	359
Others	-	64
Unclassified	4	-
Total V	4,319	7,439
Total I to V	6,255	12,189

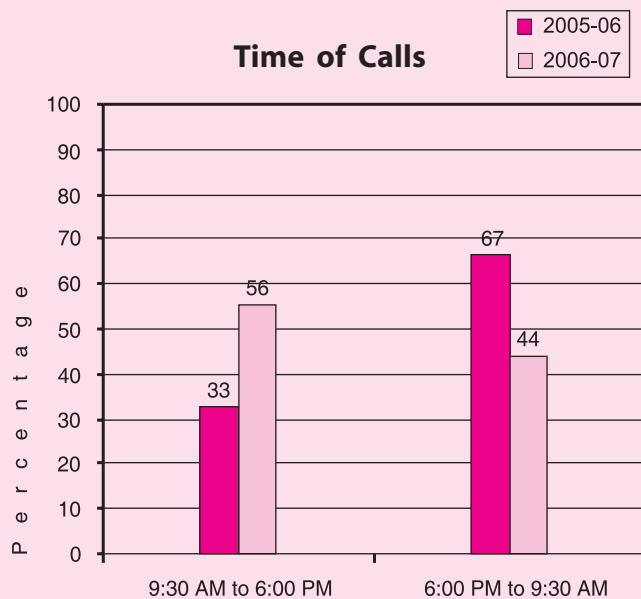
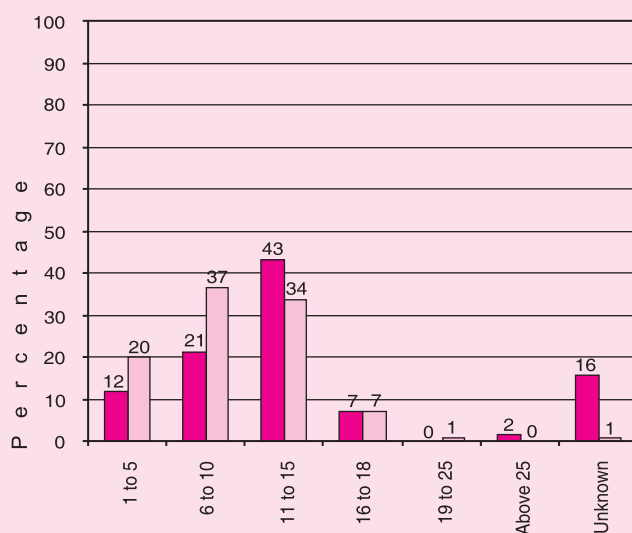
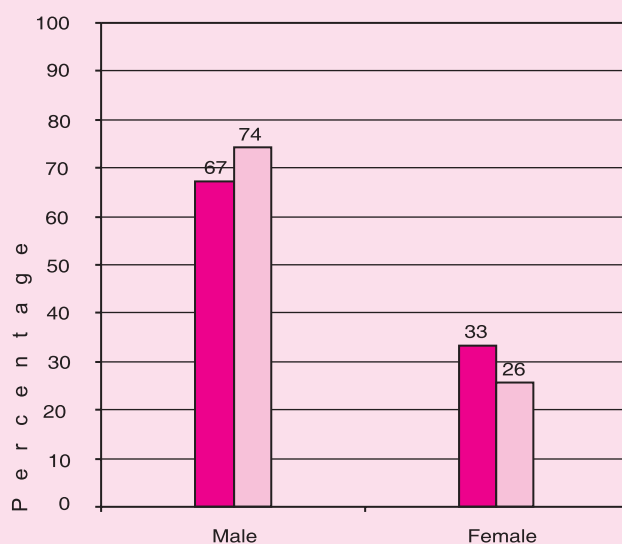


Data Source : Monthly Report

Shelter : Sub Problem



Data Source : ChildNET 2005-2007

Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

CHILDLINE Ujjain team was conducting outreach activity one evening while they came across a ten-year-old girl. The girl was very shabby and her dress was torn. She was found collected food that was thrown by the passengers from the train window. She had collected all the food packets and had gone on to the platform to eat when the police noticed her. She was being chased away when the CHILDLINE team saw her. The team members interrupted the chase and took the child into custody.

The child informed the team members that she was from Indore and had run away from her home. The child's mother had passed away and her father had married for the second time. Following his second marriage he did not treat her well. He sent her away and the girl was residing with her uncle. She was forced into begging by her uncle. The child was very unhappy. The situation compelled the child to run away from her uncle's house.

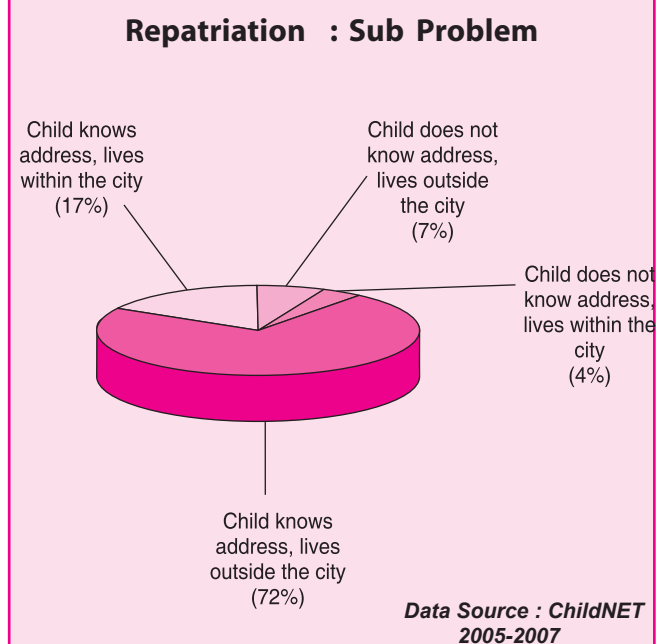
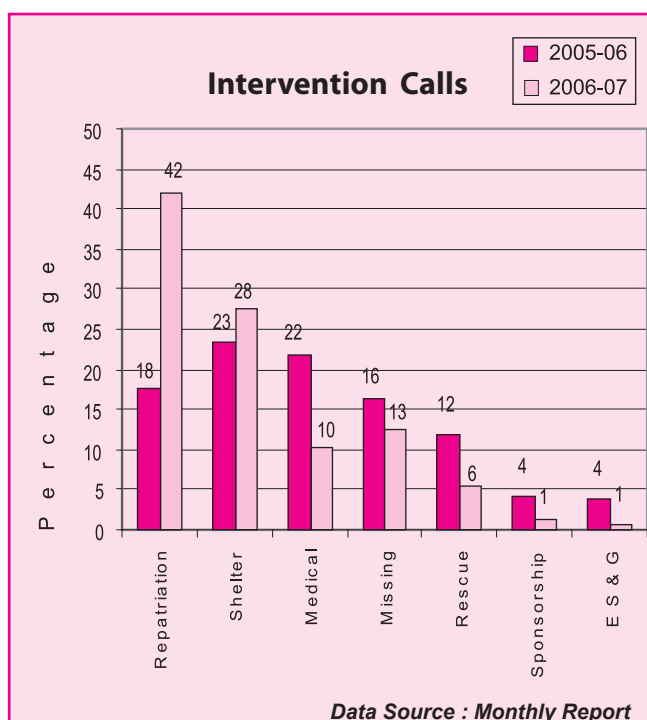
The child was brought to the CHILDLINE centre where she was provided with food and shelter. The child was asked whether she would like to return to her home. But the child refused. She informed the team members that if she is sent home, she would be again beaten up and forced into begging. The child stayed with CHILDLINE for two day and was produced before the Child Welfare Committee (CWC) on the third day.

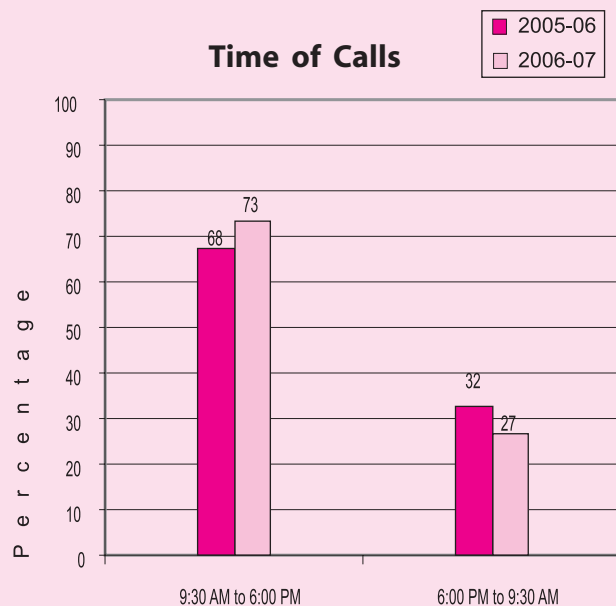
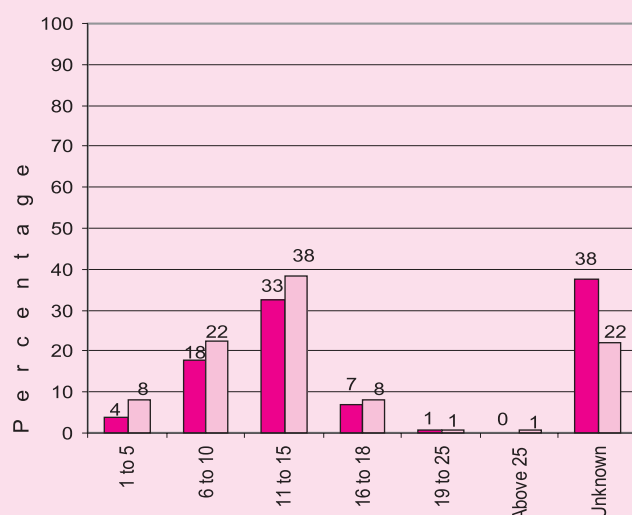
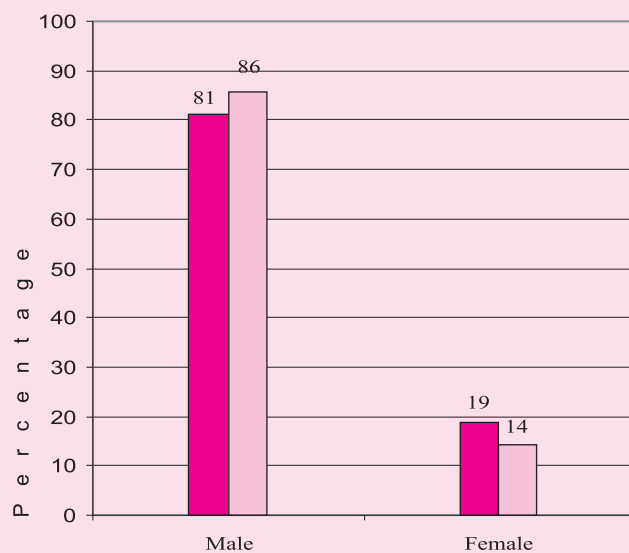
After listening to the child, the CWC passed an order to place the child in a shelter home for girls. The team members visited the child two days after she was placed in the shelter home. The child was very happy. She expressed to the team member, "If I had not been noticed by the didi, I would have been no more".

AHMEDABAD, GUJARAT

Nodal Organisation	: Gujarat Vidyapith
Collaborative Organisation	: Ahmedabad Study Action Group
Support Organisation	: —
Date Of Inception	: December, 2000
Total Calls till March 07 since Inception:	1,45,706

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	41	26
Shelter	44	70
Repatriation	33	107
Protection from Abuse	22	14
Death Related	2	-
Sponsorship	8	3
Missing Children	31	32
Emotional Support Guidance	7	2
Total - I	188	254
II. Follow-up calls	1,437	318
III. Did not Find (DNF)	6	2
Total I to III	1,631	574
IV. Information		
Information & Referral to Service	105	67
Information about CHILDLINE & Volunteers	400	219
Total - IV	505	286
V. Others		
Silent	4,378	3,722
Blank	3,841	4,277
Wrong	3,463	4,027
Crank/Fun/Abusive	3,759	3,128
Chat	3,651	2,160
Phone Testing	2,151	1,175
Administrative	1,034	544
Personal	509	852
Others	63	288
Unclassified	4	3
Total V	22,853	20,176
Total I to V	24,989	21,036



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Ranvir (12 years) was rushed to the CHILDLINE Ahmedabad centre in an unconscious state. The boys residing at the railway platform brought him to the center. The boy had suffered severe burn injuries. Ranvir had climbed on to the roof of the platform and here he had come in contact with a live electric wire and got severely burnt.

The child was immediately rushed to the hospital and admitted in the Burns Ward. A case was also registered at the police station, as it was a medico legal case. Next day when the child regained conscious, he informed the team that he was from Rai Bareilly (Uttar Pradesh).

Ranvir had run away from home. He was sent to the market one day with hundred rupees to buy some groceries. But on the way back he lost twenty-seven rupees. Fearing his mother he ran away and came to Ahmedabad. He expressed to the team that he wants to return home. Ranvir's family was contacted and briefed about their son.

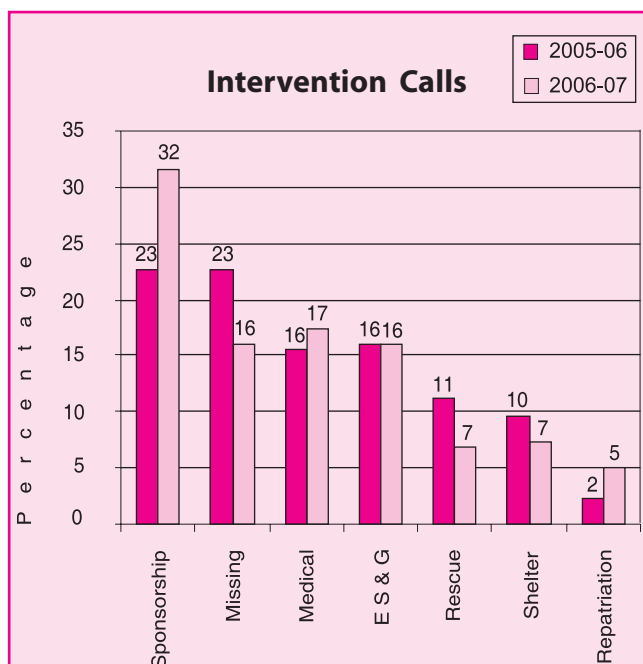
Meanwhile his treatment was getting very expensive and as the family was not around it was proving difficult to bare the expenses of the treatment and the medicines. CHILDLINE got in touch with the doctor and explained the case to him. The doctor got the team in touch with a chemist known to him. The chemist provided free medicines for Ranvir's treatment. When the child's father came to Ahmedabad he was not in position to pay for the food. The team then approached an organization that provided food for very minimal charges to patients.

Ranvir underwent treatment for two months at the hospital. Meanwhile his father returned to his hometown. However the boy stayed at Ahmedabad, as he had to undergo further treatment, which would not have been possible in his hometown. An appeal was also made to the general public and substantial money was collected towards his treatment. Ranvir stayed for five months till his treatment was completed. He was then restored to his family.

BARODA, GUJARAT

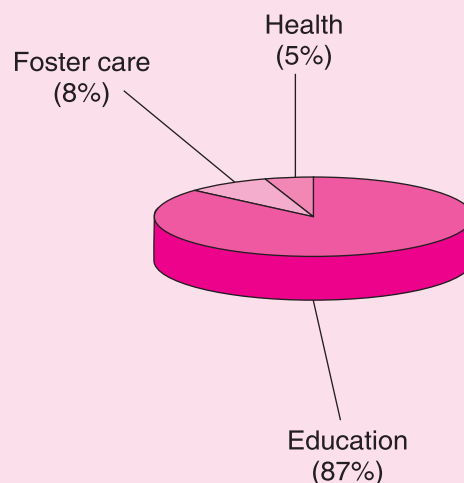
Nodal Organisation	: MS University- Dept. of Social Work
Collaborative Organisation	: BARODA CITIZENS COUNCIL
Support Organisation	: —
Date Of Inception	: February, 2001
Total Calls till March 07 since Inception:	3,57,664

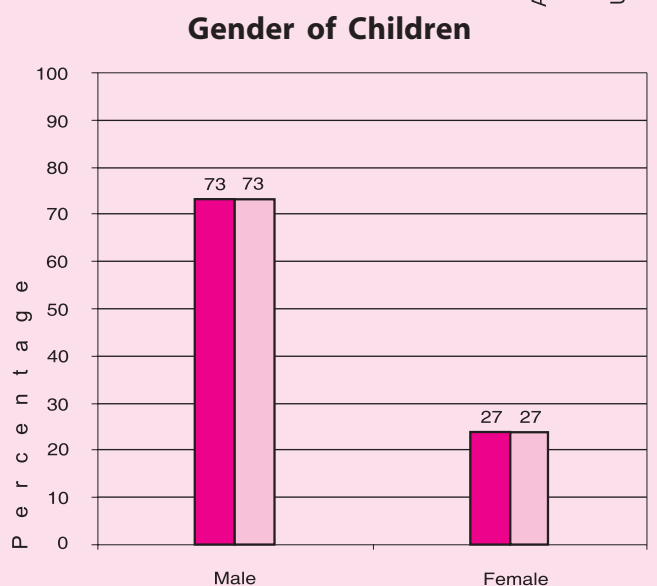
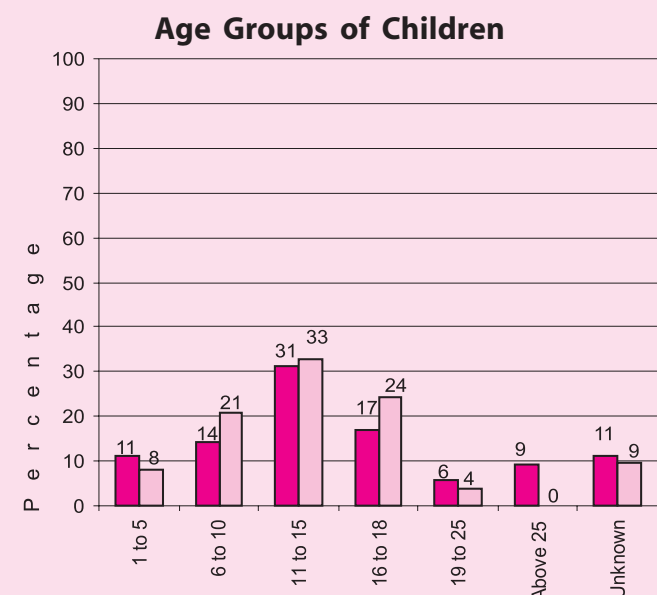
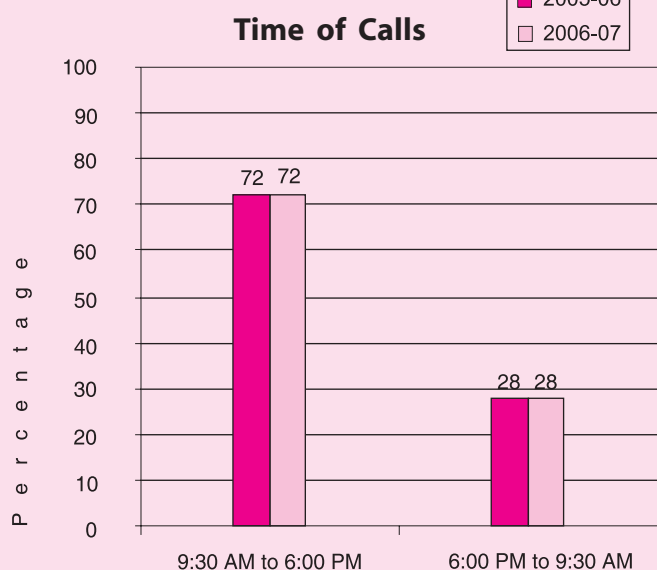
Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	36	38
Shelter	22	16
Repatriation	5	11
Protection from Abuse	26	15
Death Related	-	-
Sponsorship	52	69
Missing Children	52	35
Emotional Support Guidance	37	35
Total - I	230	219
II. Follow-up calls	336	260
III. Did not Find (DNF)	16	18
Total I to III	582	497
IV. Information		
Information & Referral to Service	73	77
Information about CHILDLINE & Volunteers	41,143	23,625
Total - IV	41,216	23,702
V. Others		
Silent	10,382	12,680
Blank	12,141	12,937
Wrong	3,137	4,067
Crank/Fun/Abusive	6,043	7,439
Chat	612	275
Phone Testing	1,370	994
Administrative	1,047	547
Personal	104	46
Others	-	-
Unclassified	6	5
Total V	34,842	38,990
Total I to V	76,640	63,189



Data Source : Monthly Report

Sponsorship : Sub Problem

Data Source : ChildNET
2005-2007



Data Source : ChildNET

On 15th November 2005, CHILDLINE Baroda received a call from a concerned adult informing them about a child who had been locked inside the house for three days by her employers. After taking down details about the location, CHILDLINE team members rushed to the spot and found the girl at the window. CHILDLINE team members struck up a conversation with the child who told them that she had been working for the employers since the last 5 years and was often subjected to verbal and physical abuse. The team members later spoke to the employer's neighbours who confirmed the child story.

The child said she was often locked in the house when her employers went out of town. The child however was reluctant to be rescued since she feared the wrath of the housemistress. She had not eaten anything in the last three days so the team members provided her something to eat through the window. Gradually she became more comfortable and was willing to be rescued. CHILDLINE team members contacted the local police station. After the initial reluctance, the police rescued the child after they spoke to the child and got a written statement saying that she wanted to be rescued. The child was then brought to the CHILDLINE centre. During the consequent counselling session the child said that she did not know anything about her family but knew that she originally hailed from Palej. The child was provided temporary shelter at the 'State Home for Women'.

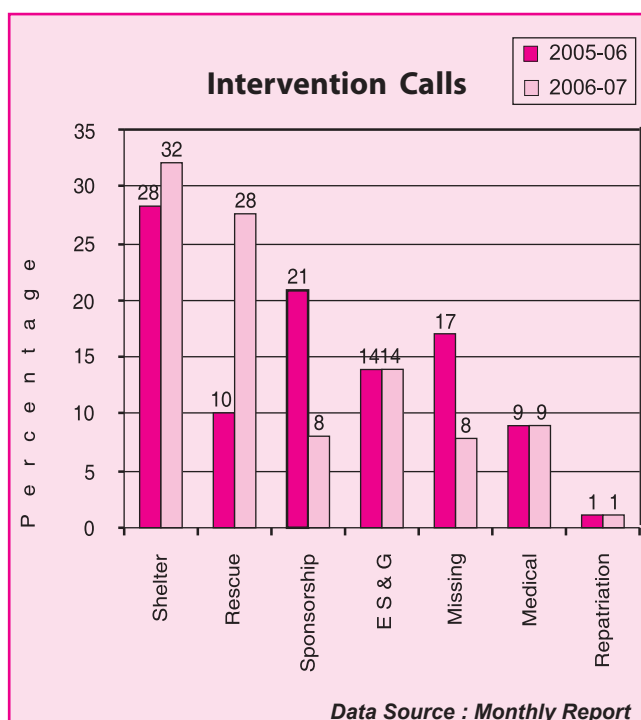
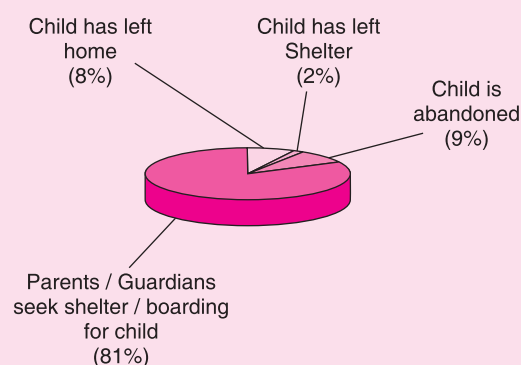
Medical records showed that the child was in the age group of 13 to 15 years. A case has been registered against the employers. Presently the child is staying at the State Home for Women and seems happy.

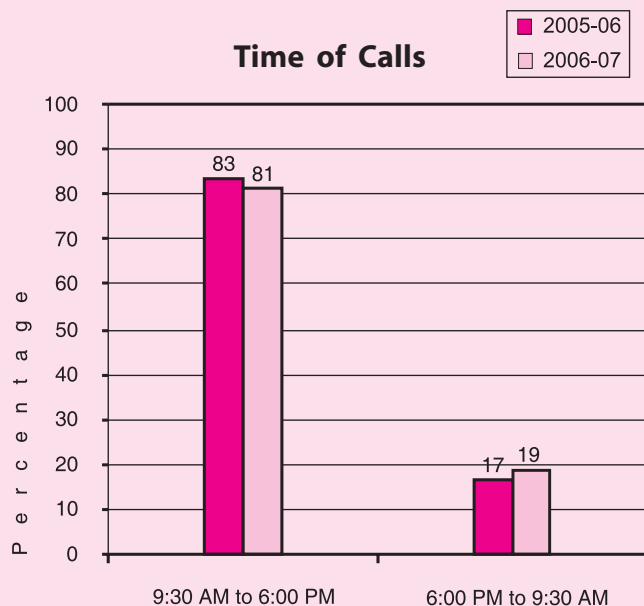
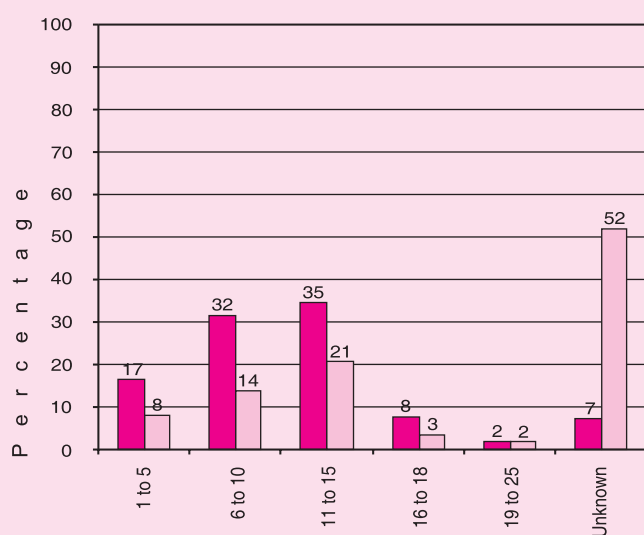
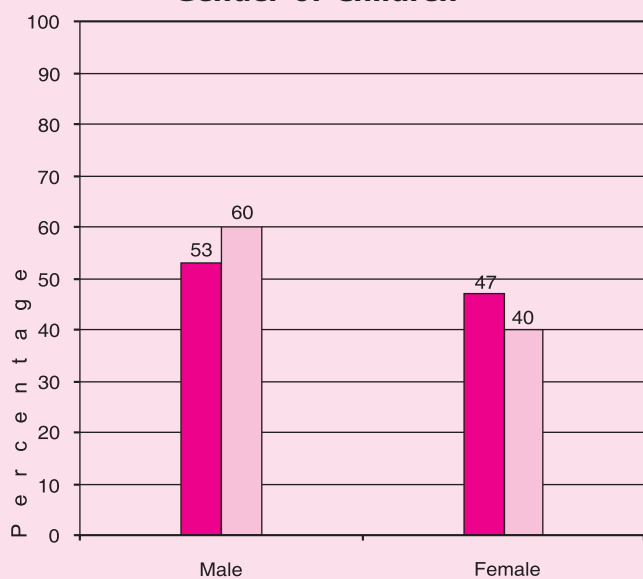
GOA

DON BOSCO

Nodal Organisation : Nirmala Education Society**Collaborative Organisation** : Don Bosco**Support Organisation** : Vikalp Trust**Date Of Inception** : March, 2000**Total Calls till March 07 since Inception:** —

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	31	19
Shelter	98	70
Repatriation	4	3
Protection from Abuse	34	60
Death Related	-	1
Sponsorship	72	17
Missing Children	59	17
Emotional Support Guidance	48	31
Total - I	346	218
II. Follow-up calls	1,052	1,110
III. Did not Find (DNF)	108	48
Total I to III	1,506	1,376
IV. Information		
Information & Referral to Service	31	15
Information about CHILDLINE & Volunteers	39	13
Total - IV	70	28
V. Others		
Silent	2,686	1,517
Blank	4,550	2,184
Wrong	1,495	1,595
Crank/Fun/Abusive	4,839	3,720
Chat	-	-
Phone Testing	610	540
Administrative	5,193	3,312
Personal	1,082	1,030
Others	656	362
Unclassified	-	-
Total V	21,111	14,260
Total I to V	22,687	15,664

**Shelter : Sub Problem**

Time of Calls**Age Groups of Children****Gender of Children**

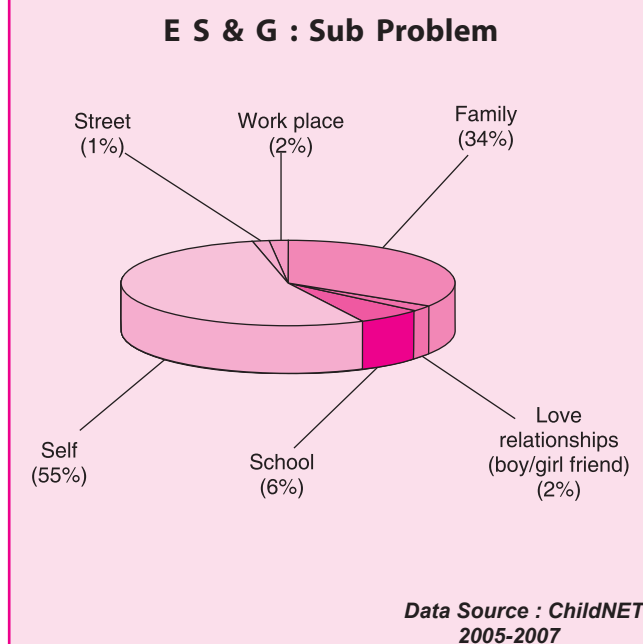
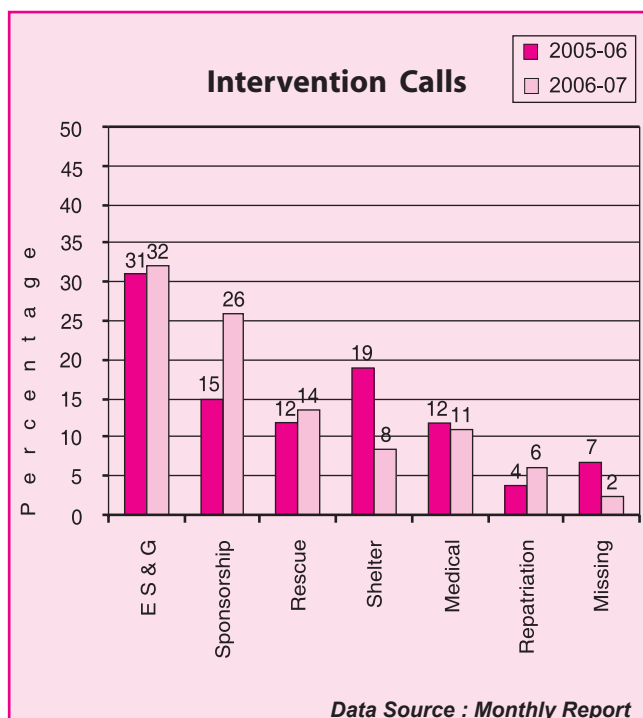
Data Source : ChildNET

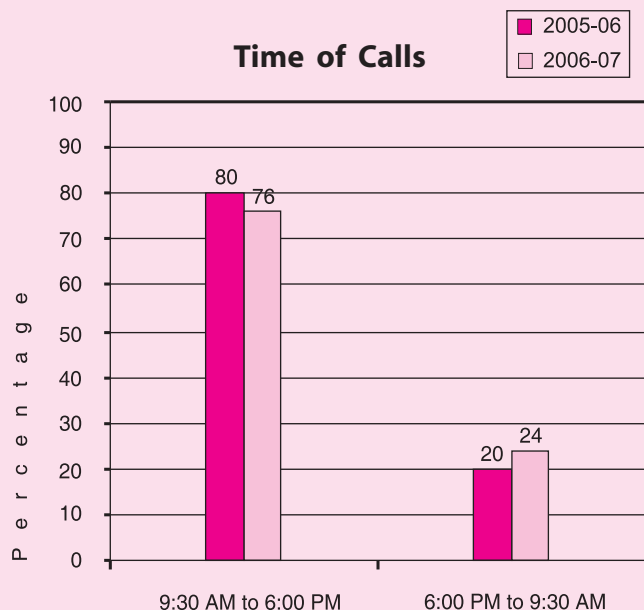
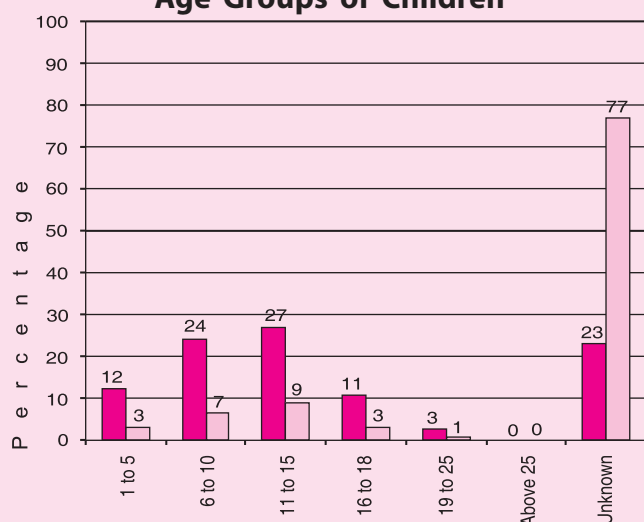
Jenny's mother receives a call from the sisters of a shelter home on 28th March 2006 asking her to take her daughter away. The reason given was, the child was intimate with another girl and hence she cannot be kept at the shelter home. The child was beaten by the sisters. In spite of assuring that she would come in the morning to take her daughter, Jenny was handed over to a German woman the same night. The child was not allowed to either see or talk to her mother. The child had called her mother asking her to take her away. The German woman had been sponsoring the child for the past seven years and had taken the child to Germany with her five times. Jenny's mother approached CHILDLINE Goa requesting for the release of her daughter. She also wanted the team to question the German woman's intentions, the reason for the sisters beating up her daughter and removal from the boarding just before the SSC exams. On 31st March a team consisting of CHILDLINE staff, a counselor and the mother visited the house. The SP of Goa police was intimated. On orders from the SP, the local police took the German woman into custody and a complaint was lodged under Sec. 14 and Sec 8 of the Goa Children's Act 2005. The child was produced before the CWC. The child was released into the custody of the mother. She is presently at Siolim with her mother. The case is being further followed up with the police.

GOA

Nodal Organisation	: Nirmala Education Society
Collaborative Organisation	: Don Bosco, Jan Ugahi
Support Organisation	: Vikalp Trust
Date Of Inception	: March, 2000
Total Calls till March 07 since Inception:	1,97,908

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	121	206
Shelter	191	153
Repatriation	40	108
Protection from Abuse	123	245
Death Related	4	6
Sponsorship	153	463
Missing Children	70	44
Emotional Support Guidance	314	576
Total - I	1,016	1,801
II. Follow-up calls	1,664	3,419
III. Did not Find (DNF)	109	52
Total I to III	2,789	5,272
IV. Information	8	
Information & Referral to Service	47	34
Information about CHILDLINE & Volunteers	56	41
Total - IV	111	75
V. Others		
Silent	2,915	2,734
Blank	5,026	3,289
Wrong	1,608	1,910
Crank/Fun/Abusive	5,010	4,651
Chat	244	489
Phone Testing	971	902
Administrative	5,746	4,473
Personal	1,134	1,346
Others	656	755
Unclassified	42	292
Total V	23,352	20,841
Total I to V	26,252	26,188



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

Manoj's father had migrated to Goa from Uttar Pradesh.

Ten-year-old Manoj too accompanied his father. The rest of the family was back home in Uttar Pradesh and was to soon join them in Goa. The child's father was involved in illegal activities and was arrested by the police. Manoj was placed in the children's home. The child was not happy and wanted to return home. He did not know anything about his father and the situation.

The head of the children's home called up CHILDLINE for assistance. During the interaction with the children's home staff it was found that one of the staff regularly visited the prison. The concerned staff was requested to get in touch with the child's father and verify the facts. During the next visit the CHILDLINE team too visited the prison and spoke to the father. He gave consent to shift his son to Uttar Pradesh. The family details in Uttar Pradesh were collected from the father.

With the help of CHILDLINE in Uttar Pradesh the details were verified. The child's family was contacted and he was able to speak to his grandparents. Manoj's grandparents finally arrived in Goa to take custody of the child. The child was very happy to go home and shortly after he reached home he sent a hand made thank you card to the team.

GOA

JAN UGAHI

Nodal Organisation : Nirmala Education Society

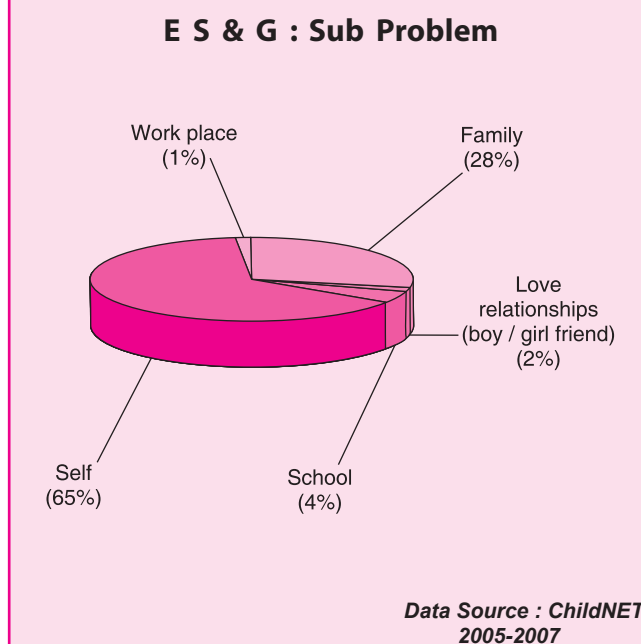
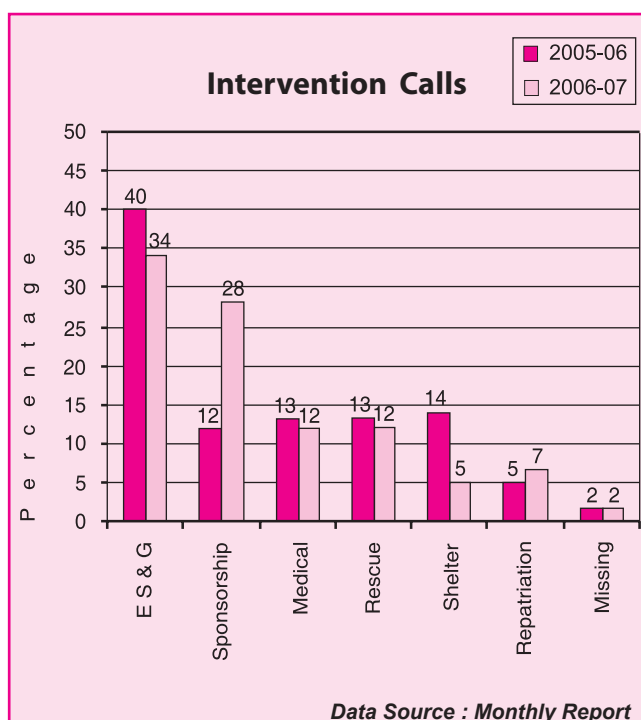
Collaborative Organisation : Jan Ugahi

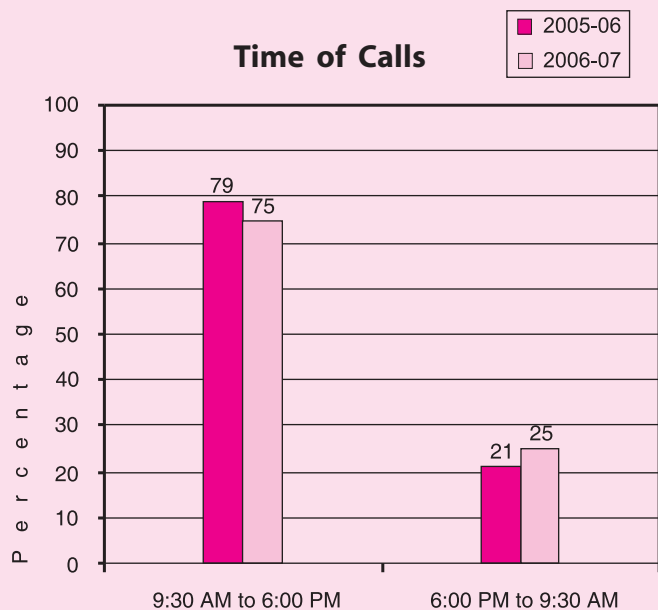
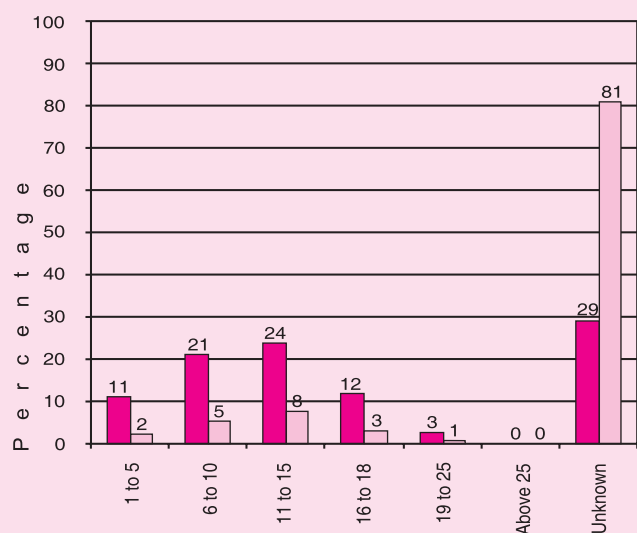
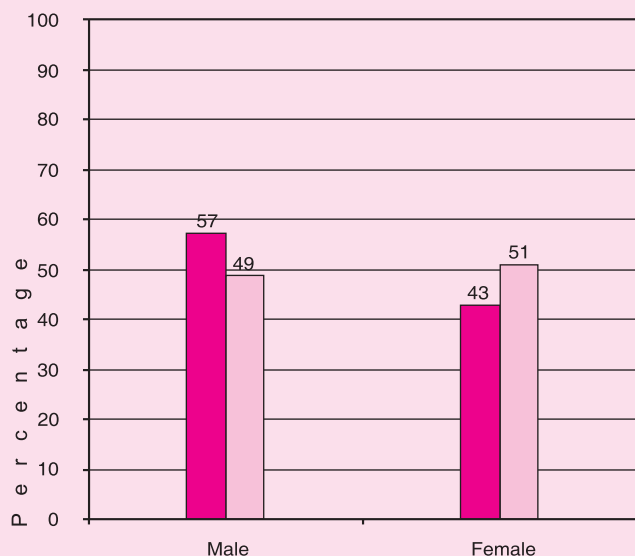
Support Organisation : Vikalp Trust

Date Of Inception : March, 2000

Total Calls till March 07 since Inception: —

Categories	Monthly Report	
	2005-2006	2006-2007
I. Intervention		
Medical Help	90	187
Shelter	93	83
Repatriation	36	105
Protection from Abuse	89	185
Death Related	4	5
Sponsorship	81	446
Missing Children	11	27
Emotional Support Guidance	266	545
Total - I	670	1,583
II. Follow-up calls	612	2,309
III. Did not Find (DNF)	1	4
Total I to III	1,283	3,896
IV. Information	8	
Information & Referral to Service	16	19
Information about CHILDLINE & Volunteers	17	28
Total - IV	41	47
V. Others		
Silent	229	1,217
Blank	476	1,105
Wrong	113	315
Crank/Fun/Abusive	171	931
Chat	244	489
Phone Testing	361	362
Administrative	553	1,161
Personal	52	316
Others	-	393
Unclassified	42	292
Total V	2,241	6,581
Total I to V	3,565	10,524



Time of Calls**Age Groups of Children****Gender of Children**

Data Source : ChildNET

12-year-old Munni, an orphaned child, faced severe abuse at the hands of her employers for whom she worked as a domestic help. Munni not only took care of the employer's two children aged 4 years and 2 years respectively, but also did all the other household chores. She was often beaten and even had hot water thrown at her. One day finding an opportunity Munni fled her employer's house and found herself in Panjim, Goa. She immediately called her older sister. Munni's sister contacted CHILDLINE Goa. CHILDLINE lodged a complaint against the employers at a Women's

Police Station. Munni's sister was married and worked as a domestic help, she expressed her inability to take care of Munni and requested CHILDLINE to provide a shelter for the child. CHILDLINE produced the child before the Child Welfare Committee which directed that the child be sheltered at a local temporary shelter home till further arrangements are made. The case against the child's former employers is being pursued by CHILDLINE Goa.

Trend Analysis

Overview of comparison between Vol .1 and Vol. 2 of CHILDLINE call stats.

While we have not attempted a direct analysis on one-to-one basis for each and every table between the figures in the first publication and the figures in this publication, there are a few at-a-glance differences in the profile of the data:

- At the national level, the number of sponsorship cases as a percentage to total has gone up from 4% in 2003-05, to 13% in 2005-07 ; while the percentage of Emotional Support and Guidance calls have decreased from 36% to 30% in the same period. The calls for Shelter have also declined from 13% to 10. However, in the case of sponsorship the difference is more on account of the increase in post –Tsunami cases. This is reflected in the far higher calls in our south zone (05-06) -10,000 calls for support. as against 1,000 calls in the same region in 06-07.
- In this publication, we are reporting the action steps taken when calls come . In 65% of all intervention cases, our team goes out to meet the child, and this is not restricted to physical distress alone. Often, even for ES&G calls, the teams steps out to meet children. This outreach based reaching out to children who call is unique to CHILDLINE in India.
- In Medical assistance, the percentage of calls for OPD assistance was 23% in 2003-05 to 34% in 2005-07 and we now have a distinct 1% of callers for mental illness related calls - earlier the number was far too insignificant and was merged in other data.

- In 2005-07 period children who have left Shelter has become an independent statistic- upto 7% of calls related to shelter are in this category.
- In repatriation cases, there is a significant 12% increase in children, in 2005-07 over 2003-05, who call to say they know their address and want to go home. This is a positive trend and it shows that CHILDLINE is perceived by such children as a resource organisation that can send them back home.
- Though we have always had children calling in to report death, this time the figure emerges out of the shadow of other calls – 88 cases – of which accident related deaths accounted for 24% while death under suspicious circumstances is 35%- does this reflect an increase of fatal crimes against children? Its difficult to generalise and we can only highlight the statistic as these cases were not investigated by the police.

ChildNET: Reconfiguring Intervention form and call classification system for clearer data:
The current documentation system is based on the nature of calls received in the initial years of the service. As the service has now expanded to different regions of the country, revised documentation system was pilot tested in the year 2007, which simplifies the documentation process it takes into account the variety of calls received and ensures that the service remains transparent and accountable to stakeholders it would also ensure that the learning's and data captured contribute towards advocating for more child friendly systems in the country.

ChildNET: At the Heart of Child Protection in India

The United Nations Convention on Child Rights, to which India became a signatory specifies Child Protection as one of the four basic rights of a Child. The declaration defines the Right to Child Protection as:

The Right to Protection includes freedom from all forms of:

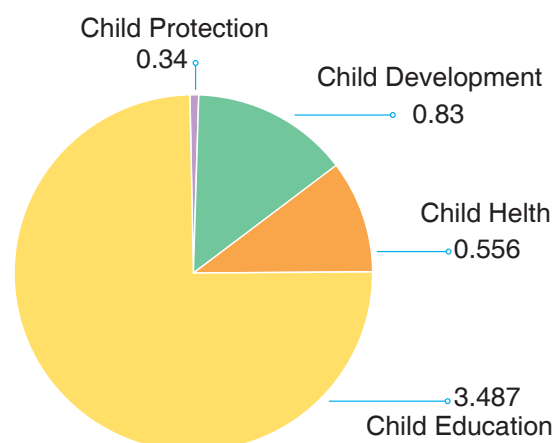
- Labour Exploitation. (Article 32)
- Sexual exploitation. (Article 34)
- Abuse and neglect. (Articles 9, 19, 39)
- Abduction. (Article 35)
- Torture, Inhuman or degrading treatment. (Articles 37, 39)
- Deprivation of liberty (Article 37) and Separation from parents (Article 9)
- Protection of disabled children (Articles 23, 3, 21, 24, 25, 38, 40)
- Special protection in special circumstances such as situations of emergency, armed conflicts, etc. (Articles 22, 38).

The implementation of a mechanism with which Children can access the right to Protection is an important mandate of the CRC. The Government of India has acknowledged CHILDLINE 1098 as a basic Child Protection mechanism. CHILDLINE 1098 implementation model is therefore an essential part of the Child Rights Protection framework in India. The calls received on 1098 are analysed on ChildNET, and represents probably the only and the single largest dynamic data source, in India, about the needs of marginalized children, as stated by such children directly. This, therefore, is an extremely important source of primary information about the immediate SOS needs of marginalized children.

Given that telephones have become ubiquitous and one in every 4 Indians today owns a phone, the 1098 service offers a very credible source of information about the state of marginalised children. When taken at the scale of over 50 cities - representing metros/Class A/B/C&D cities, the information is fairly representative of the needs of marginalised children in urban areas.

A large segment of children who are marginalised in urban areas are children who have either runaway from impoverished rural homes or have been trafficked in one form or the other- therefore the information is also a reasonably accurate picture of the bewildering variety of problems faced by such children in urban areas.

% SHARE OF SECTORAL ALLOCATION ON CHILDREN IN UNION BUDGET, 2006-07



The data yielded by ChildNET has become useful in many applications:

Development of Intervention strategies:

The information from each city and from each category of caller is qualified by the feedback of children in Open House meets and from the outcomes of Children Advisory Boards (CAB) and this then becomes the basis for developing Intervention strategies. These Intervention strategies are then converted into an operational model along with our partner organizations, at the grassroots level. CIF's Services and Policy Research Advocacy and Documentation (PRAD) departments then develop a training/ capacity development module to institutionalize the intervention model, and cover the module in the training workshops, across the country, attended by city coordinators and volunteers of our partner organizations.

The actual implementation is then monitored by CIF's Regional Resource Centres in each region.

Shaping Advocacy initiatives:

Data about specific segments such as missing children, trafficked children or about children in exploitative situations forms the basis for CIF's advocacy initiatives. Often the data coupled with a single case has resulted in advocacy covering very specific programmatic areas.

a. Shelter homes management and monitoring: Based on the ChildNet data and on the deliberations resulting from a 2006 CIF Consultative Workshop, CIF took on the task of upgrading Child Shelters. The first of these efforts is the Anwesha Child Protection Centre in Agartala, setup and managed by CIF's CHILDLINE partner, Voluntary Health Group of Tripura.

b. Missing Children and Child Trafficking: ChildNET data has a large volume of calls reporting Missing Children. Based on the statistics, CIF brought out a White Paper on Missing Children in India. Based on the rising graph of missing children, CIF collaborated with NGOs across the border in Nepal and within India in actually tracking down children and rescuing them. The association with effective on the ground agencies such as Oasis, has meant that CHILDLINE's nationwide network can be backed by an ground level tracking mechanism.

c. Children in labour situations:

Children exploited in labour situations has been a recurring theme in CHILDLINE calls. Based on the data, CIF worked with our local partners in Mumbai to rescue Children working as domestic help in affluent households and developed a series of communication material for use over FM radio and in outdoor media to sensitise people about Children in Labour situations.

Other Advocacy initiatives:

Implementing Juvenile Justice laws:

CHILDLINE experience on the ground showed the lack of awareness of the processes of the Juvenile Justice Act and of the Child Welfare Committees (CWC) set up under the Act. So CIF has produced a couple of Posters in all major language with specially developed illustrations showing the Procedures of the JJ Act and of the CWC.

In addition CIF has published a couple of important books on Child Protection and the Juvenile Justice System – meant to be guides on the processes of the JJ Act and the structures setup as part of the Act.

1098 toll-free connectivity:

One of the most crucial areas in which ChildNET data helps in advocacy initiatives is with the Telecom Service providers in India- the data showcases the needs of marginalised children and has been the basis for getting the 1098 number reserved for CHILDLINE service in the National Numbering Plan for Telecom services in India. The state run Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited have earmarked 1098 as exclusively for CHILDLINE service, as non-metered services. Based on the ChildNET data, CIF persuaded the Telecom Regulatory Authority of India (TRAI) to send out request letters to all Private Telecom service providers. This and the subsequent advocacy efforts with individual telecom service providers has resulted in Tata Telecom, and Vodafone activating the inter-connectivity to 1098 from their networks on a toll-free basis. As we go into print we have just obtained similar commitments from Airtell and Aircell.

State Governments participation in CHILDLINE:

The data yielded by the CHILDLINE service, as reported in ChildNET, has been critical in obtaining support from the State Governments- in last fiscal, the State Government of Kerala extended support to setup CHILDLINE service in various districts. And as we go to print the Government of Karnataka is all set to commence part support to a district model in one of the backward districts of Karnataka, with the intention of supporting it in other districts as well. We have had enquiries from other state governments as well and this is an important milestone.

Impacting National development strategies relating to Children:

CIF is a part of the Consultative Committee setup by the Union Ministry of Women and Child Development, on Missing Children and Child Protection. This Committee is entrusted with the task of developing an comprehensive

program to ensure an direct impact on the huge number of missing children in India, each year.

CIF has also been nominated as a Member on the Central Advisory Board on Child Labour set up by the Ministry of Labour, set up to review existing measures relating to working children and recommend changes.

The Ministry of Women and Child Development has recognized CIF as the Mother Agency for the CHILDLINE service and has integrated CHILDLINE service as part of it's Integrated Child Protection Service (ICPS). The ICPS initiative, when implemented will assist CIF in reaching out to more than 300 cities/towns and districts of India by the end of the XIth 5-year plan. This will result in a quantum jump in Child Protection budgets of the Government of India.

Raising resources for Children in need of Care and Protection:

ChildNET data is at the heart of submissions made to national and international Corporates and funding bodies on the need to expand coverage of CHILDLINE 1098 service in India- which in itself implies finding the resources to meet CIF's growth needs.

As of March 2008, the number of calls received annually on CHILDLINE 1098 in India, at over 2 million calls per annum, represents 20% of all the calls received by Children's helplines the world over. This fact alone makes the ChildNET data invaluable. It directly helps CIF raise more resources for Child Protection.

Replication of the CHILDLINE model in other countries:

The ChildNET data showcases the effectiveness of using a tele-helpline in reaching marginalised children across a highly differentiated geographic and socio-cultural terrain. This has led to over 2-dozen countries seeking exposure to training in and understanding the CHILDLINE model and many countries have sought guidance in implementing the model in their own countries. This involves a process known as Twining- where team members across disciplines from the organisation in the country which plans to implement a CHILDLINE-type service and CIF teams sharing practices and methods.