



## A Study on Child Line Tirupati A- Tool Forum for Child Rights To Make Tirupati A Child Friendly City (A Case Study From 2014-2015)

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**ABSTRACT**

The grim statistics two out of every three children in India are physically abused 69% suffer some of physical abuse 65% of school children face corporal punishment 53% have suffered some of sexual abuse every second child faces emotional abuse.

You've almost come to dread the news. Each day brings more chilling gruesome tales of violence, neglect, exploitation and worse from every part of the country. It the no end, we wonder, to the variety of ways in which we choose to torture, main, violate and inflict cruelty on our children? children who went missing, abandoned children, runaway children subjected to abused of too many kinds to list, children forced into early marriages children trapped in illegal and hazardous lab our, trafficked children in need of urgent medical attention children's whose physical or mental challenges make them particularly vulnerable children with HIV/AIDS enslaved by substance abuse children who find themselves in conflict with the law, children who simple need a sympathetic ear...the list goes and on.

loggings this endless litany of injury and torment then activating, coordination, and where necessary, building the capacity to respond form grassroots organization the police, hospitals, shelters, the legal system and the like takes a small army. Of child line staff and partners across 291 district and towns . The joy at each successful rescue, rehabilitation, repatriation or policy advance is too often muted by the instances where it proved impossible to prevent an atrocity or the trust ration at an unresponsive system

**KEYWORDS**

Call centre,Outreach, Repetition,Protection,UNICEF

**What is Child line**

Child line is a national 24-hour toll free phone emergence and outreach service for children in need of care and protection. Any child/concerned adult can dial the toll free number 1098 to access this service. The calls range from medical assistance, shelter, protection from abuse, repatriation, emotional support and guidance, call for information about service for children, or just calls to speak to some who cares. It responds to the needs of children immediately and links them to long-term services, rendered by different organizations.

**Introduction**

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**Mission**

Child line aims at responding to the need of every child in need and care protection throughout the country and ensure that there is an integrated effort between governmental, non-governmental originations, academic organization, bilateral agencies, corporate sector and the community in protecting the rights of children .

**Some key concepts**

**National:** Child line is a project of the ministry of social justice and empowerment, Govt of India in partnership with NGOs, UNICEF, the state Government and the corporate sector.

24 Hours: Child line is accessible at all times

**Free:** Accessible to any child, irrespective of economic status. Any child/Concerned adult can call 1098 free of charge

**Phone:** Child or concerned adult who finds child in distress can call 1098 when/he has the need to speak to someone.

**Emergency:** At crisis period in the lasts from the time of the child back into crisis.

**Outreach:** child line reaches out any child who dials 1098 additionally, Child line focuses on creating awareness about the service amongst the most marginalized group of Children through extensive outreach on railway stations bus-stops, pavements, and slums.ect.

**Children in need of care and protection:**

The convention on rights of the child dates that a child is every human being below 18 years and in extreme emergencies up to 25 years. Children who are denied their rights especially street children in conflict with the law, children in institutions, mentally ill children, children affected by HIV/AIDS, children affected by conflict and disasters, child political refugees, children whose families are in crisis.

**Linking children:**

Child line believes in emphasizing that the welfare of the child is a community responsibility that needs to be shared by all concerned adult and systems.

- Street children and youth living alone on the streets
- Domestic help, especially girl domestics
- Children affected by physical/sexual/emotional abuse in family, schools or institutions.
- Children who need emotional support and guidance
- Children of commercial sex workers.
- Child victims of the flesh trade
- victims of child trafficking
- Children abandoned by parents or guardians
- missing children
- Run away children
- Children who are victims of substance abuse
- Differently-baled children
- Children in conflict with law

- Children in institutions
- Mentally challenged children
- HIV/AIDS infected children
- Children affected by conflict and disaster
- Child Political refugees
- Children whose families
- Children whose families are in crisis

**Lack of awareness about available resources**

The lack of awareness amongst children/concerned adults about existing services was primary reason for these service directory of existing services, a mandate of child line, helps ensure optimum utilization of services.

**Aims and objectives:**

- To reach out to every child in need of care and protection by responding to emergencies 1098.
- To ensure access of technology to the most marginalized in urban as well as rural area connectivity of 1098 through Government telephone exchanges as well as private exchanges.
- To work together with the allied systems to create child friendly systems.
- To advocate for services for children that are in accessible non-existent or inadequate.
- To strive for excellence in quality service to children in need of special care and protection and ensure that the best interests of the child are secured.
- To provide a platform of networking amongst organizations and to provide linkages to support systems which facilitates the rehabilitation of children in need of care and protection.
- To create a family of NGOs and Government organization working within the frame work of a national vision and policy for children.
- To learn from the experience of CHIDLINe and the data generated and jointly determine strategies to reach out more effectively to children.

**Call and cases of last twelve months  
JANUARY TO DECEMBER-2015**

S.NO	CATEGORY	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC
1	MEDICAL	12	10	6	4	3	2	5	8	6	9	10	15
2	REPATITION (BACKHOME)	0	4	5	8	16	18	15	13	14	16	18	22
3	SHELTER	10	15	13	15	10	9	10	12	13	15	14	18
4	RESCUE	1	1	0	1	0	0	0	0	1	2	4	5
5	MISSING CHILDREN	5	6	4	8	3	6	9	7	8	15	20	13
6	SPONCERSHIP	4	2	1	5	3	4	9	0	1	0	0	0
7	DEATHRELATED	0	0	0	1	0	0	0	0	0	0	0	0
8	EMOTIONAL SUPPORT&GUIDANCE	12	15	20	25	12	13	15	22	25	22	26	24
	TOTAL	44	67	49	67	47	52	63	62	82	79	92	97

**Conclusion**

A national 24-hours emergency outreach service CHIDLINe is a free phone helpline for children in need of care and protection. The CHIDLINe number 1098 is a toll free number that is common in all cities in India. Initially started in Mumbai in June 1996 Child line is currently started in 66 cities CHIDLINe aims to reach out to the most marginalized children between the age group of 0-18 years and provide interventions of shelter, medical, repatriation, rescue, death related sponsorship and emotional support and guidance.

Children Tirupati has already completed five years in the service of children. While extended the services it received massive support from organization of every kind. Special mention needs to be made of municipal corporation, police department, women and child welfare department District Rehabilitation centre and the NGOs which are the key players in the running of CHIDLINe. Last but not least, the common public too needs to be appreciated Tirupati Child line is seeking the same support from each and every one order to extend its service even better in year ahead.

- To coordinate the child-friendly efforts of various members of the forum.

**General observation and findings:**

1. As CHIDLINe IS being run by a single organization (Forum for Child Rights) as Collab and Nodal, it gives the chance. to CHIDLINe to be operated smoothly.
2. As CHIDLINe, Tirupati is being run by a NGOs network it is a unifying point for the entire members NGOs and this factor in turn helps in the smooth function of CHIDLINe.
3. As the forum also includes municipal corporation police department and lab our department as its members CHIDLINe has access and has good report with these departments.
4. Even CIF realized the importance of forum showed forums explore structure in its directors meeting held in Chittoor in the year.
5. In the whole of India only CHIDLINe Tirupati has its own building to keep the children rebased by it.
6. Because of its functioning in three centers and dealing with cases CHIDLINe Tirupati is spending nearly 30 to 35% more than the grant in aid received from Government of India these expenses are mainly on medical, repatriation, local travel, telephone expenses and staff salaries.
7. A detailed study needs to be undertaken by forum for child rights CHIDLINe Tirupati on the missing children statistics because year these complaints are increasing follow up needs to be done on PAH cases and a check on how many children are found back and how many are not tracked have to be maintained these are chances that these children may be trafficked by and anti society so a detailed study is a necessary and at that time the missing girl children also should taken into confidence.

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