

Child Line-1098

Assurance of Care and Protection

Gramin Vikas Samiti,
Damoh (Madhya Pradesh)

www.gvsngo.in



What is 1098

- ❖ CHILDLINE 1098 is a service of Ministry of Women and Child Development. Childline India foundation is a non-government organisation (NGO) in India that operates a telephone helpline called Childline, for children in distress. It was India's first 24-hour, toll free, phone outreach service for children .Childline 1098 service is available all over India. It is available in 543+ districts and 117+ railway stations have Child Help Desks.
- ❖ Childline in each city operates through a network comprising not for profit organizations, institutions, concerned citizens etc.
- ❖ CHILDLINE is a national 24-hour free, phone emergency outreach service for children in need of care and protection. CHILDLINE is supported by the Union Ministry of Women and Child Development and link state governments, NGO's, allied system and corporate sector.

Who can call to 1098

- Its India's 24 hour free emergency phone service for concerned children's or parents or concerned citizen regarding the safety and security of young children's due to following reasons.

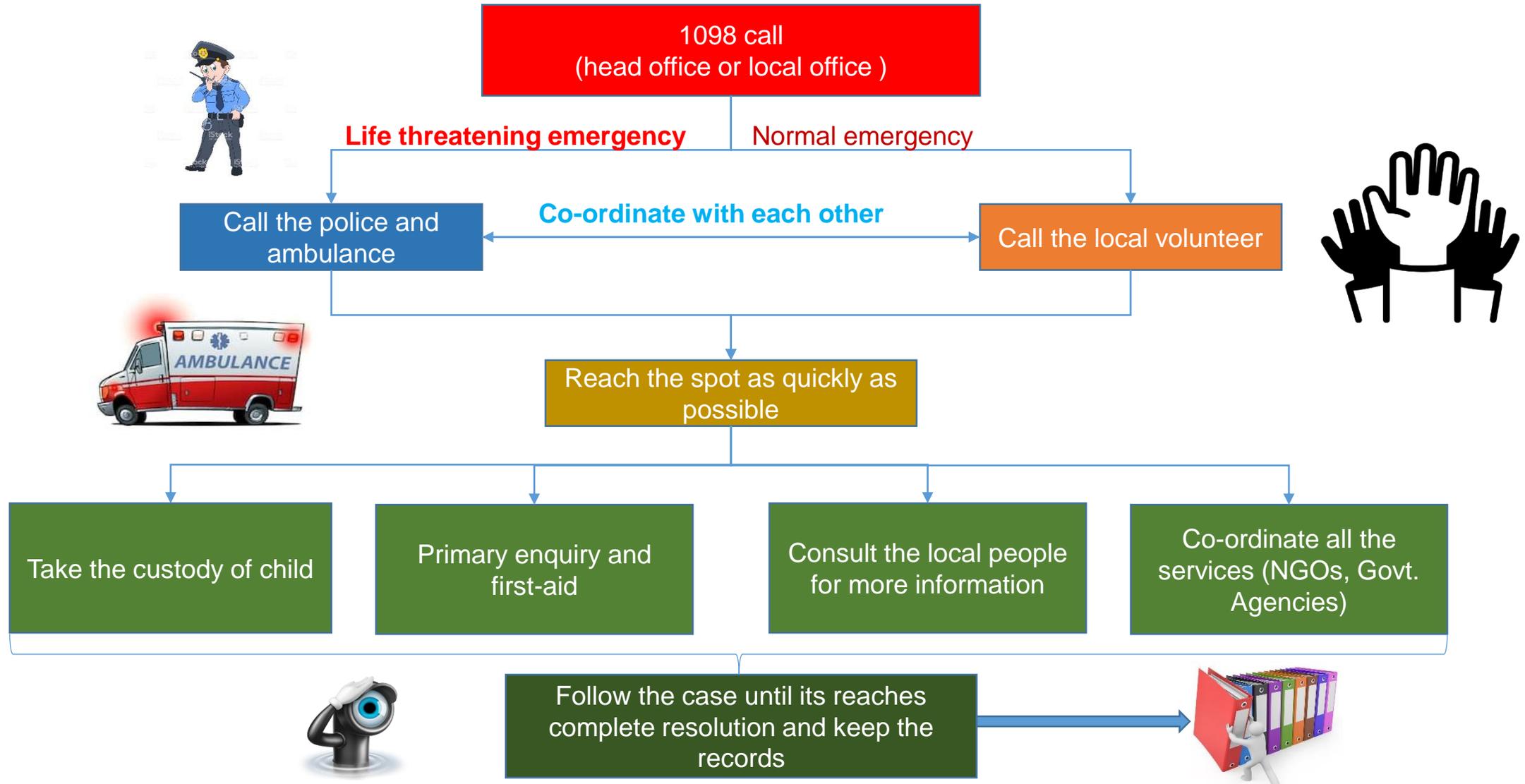
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| <ul style="list-style-type: none">❖ Victims of child sexual abuse.❖ Street children and youth living alone on the streets.❖ Child labourers working in the unorganised and organized sectors.❖ Domestic help, especially girl domestics.❖ Children affected 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. | <ul style="list-style-type: none">❖ Children abandoned by parents or guardians.❖ Missing children.❖ Run away children.❖ Children who are victims of substance abuse.❖ Differently-abled children.❖ Children in conflict with the law.❖ Children in institutions.❖ Mentally challenged children.❖ HIV/ AIDS infected children.❖ Children affected by conflict and disaster.❖ Child political refugees.❖ Children whose families are in crisis. |
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The Focus of GVS in Damoh District

Ensure that every child who is vulnerable, neglected, marginalized and /or abused or exploited has access to the emergency helpline phone. Care and protection to be given by CHILDLINE service to:

- Missing children
- Abused children
- Runway children
- Children in disaster situations
- Trafficked children
- Children at work
- All children in need of care and protection

Approach to attain objective-:



Contribution from GVS Damoh

- ❖ Gramin Vikas Samiti (GVS) has started CHILDLINE (1098) free helpline service in Damoh district of Madhya Pradesh with the support of Ministry of Women and Child Development (Government of India) and ChildLine India Foundation for the children in need of care and protection.
- ❖ GVS is working along with ministry to support this service in Damoh District which has around 1.26 lakh population in 7 Tehsils, 7 blocks and 1250 villages in about area of 7,306 km².
- ❖ The GVS staff has attended 450 children's since they started service and tackled issues ranging from child marriages, missing children, sexual harassment, community harassment, racial abuse, biased government services, un-authorized evacuations etc.
- ❖ In all the cases GVS provides a first response support and connect the other concerned government agencies to resolve the particular issue at hand.

Our Achievements so far:

- List the kind of cases GVS has handled in past-
- Provided emergency medical help for differently abled children's (70 cases)
- Provided helps in finding the missing children's and uniting them with the families (15 cases).
- Stopped many Child marriages.
- Rescued children separated from the families.
- Helped to stop social media abuse (fake calls, pornographic video message photography message etc.)
- Provide help in connecting the children's to the government schemes meant for their benefits.

Success stories:

A Little Girl get united with the family

It is a tale of an 11 years old girl, who was separated from her family due to the societal violence and discrimination. After constant abuse by the neighbours, the innocent girl decided to run away from such trauma and reached to nearby railway station. She took a train named going towards Damoh (Bina Katni Passenger), however, some passenger inside the train spotted that the little girl was crying and called 1098 childline. GVS Damoh quickly came into action and asked the informer to keep the child safe and also keep them updated about the running status of train. The train arrived Damoh at 4.30 PM and immediately the girl was rescued. Railway police was informed and as it was already late evening, the girl was kept in the railways staff centre with the GVS counsellor Deepika. After many hours of counselling the girl gave her the address (village name - Basona, Rahatgad, District- Sagour) and details of her family. GVS informed her family and gave them the information about their missing daughter. The same day GVS took the girl to CWC Chhatarpur. Her father came in the evening and that little girl was handover to her father Mr. Rakesh Ahirwal after completing all the formalities. Now, the little girl is happy with her parents and going to school daily.

Social awareness and GVS quick action saved the girl from many troubles.

Success stories:

Saved a girl from an illegal child marriage

This is case of a 15 years old girl from a small tehsil Batiyagad of Damoh district in Madhya Pradesh, India. Her family's financial condition was not good but she was always happy with her family and used to go to school daily, participating in academic activities. After completing her education she wanted to become to become teacher and help her family out of poverty. However, in her society she was already matured enough and needed to be married off very soon. One day, GVS Childline received a call on 1098 that a child marriage is being planned very soon. GVS acted quickly rescued that girl and saved her from her an illegal marriage. GVS staff also visited her home and met with her parents to advocate them about the illegality of such marriage. GVS also informed them about her dreams and motivated her family to support her education. They agreed and assured GVS that they will support her education and will not marry her until the age of 18 years.

GVS followed the case after that and found that she is regular in her school and her family have been supporting her. GVS successfully saved the girl from the child marriage but in some areas people still support and do child marriages and these children's are facing many problems after their marriage. Social awareness and more proactive efforts from NOGs like GVS are crucial to stop this evil practise.

Problem

- ❖ Though GVS has been successful in handling the large number of cases, there is still a lot of scope in improving the timely and adequate response to children in need.
- ❖ As the area is significantly large with large number of people living in rural areas, it becomes challenging to reach out quickly specially during night or in adverse weather conditions.
- ❖ Further, in cases where the child is required immediate medical attention or rescue, it becomes extremely important that support service should be adequately equipped to deal with such scenarios.
- ❖ In cases where police is involved, a quick response is extremely important so as to provide the comfort and assurance to the victim (children's and family) as police some time doesn't deal these issues with enough sensitivity.

Some failed cases:-

There are some cases in which due to lack of adequate infrastructure GVS could not help the children. Below is one the story where a **child marriage couldn't be stopped**- On the 11th July 2019 at mid-night about 12:07AM GVS received a call on Childline1098 from an unknown person from nearby Damoh to inform us that a child marriage is underway in village Pura (70km away from Damoh). An 11 year old little girl's marriage was fixed with a 30 year old person and the groom has already reached the village for the scheduled marriage. Immediately, GVS Childline came into action and called the police for help but failed to get any quick response. So, GVS Childline team decided to stop that marriage and a team of two rushed to the village by a two wheeler. As July is a monsoon month so it was raining very heavily and it took almost 3 Hrs for GVS team to reach the place of marriage. Moreover, some people mislead the team that the marriage is happening in another nearby village. However, when the team reached there, they found no such marriage has been scheduled and therefore returned back to the same village only to find that the marriage was over. They knew we were there to stop the marriage so done everything quickly and left with the a child bride.

This is one of the case in which lack of adequate facility, and social support caused a illegal child marriage of an 11 year old little girl.

Solution approach

- With current GVS facility and funding support, the response time in case of emergency is around 60 minutes (for rural areas >50km). Further, the staff has to go with the bikes which are not equipped with the emergency medical facility and also can not carry the child back to the hospital or police station in case of emergency. Considering the area is quite big with many villages located as far as 100km, we need to augment our response strategy by reducing the response time and providing the basic emergency services at spot.
- We are proposing an emergency vehicle service using a four wheeler car equipped with basic emergency medical facilities. This emergency response vehicle will also have a staff trained in immediate counselling and first aid medical service. This vehicle will be equipped with phone service so that it can maintain smooth co-ordination with other concerned agencies i.e police/state agencies/child welfare organizations.
- With this response vehicle we will be able to serve the larger areas and can also respond to many emergency calls. Further, the rescue of the children's will also be easy specially in cases where their life is in danger or they need immediate medical attention.

How do we assess the success



Outcomes

- More children's will be saved
- Larger area will be covered
- There will be less cases of child deaths due to medical negligence or delay in response time

Indicators

- Improved Childline service
- Less cases of child related crime and more successful and coordinated approach while rescuing the children's

Reporting

- Record of each child case will be keep confidential and a report will be shared once in each quarter
- Annual survey will be done in the served area to assess the satisfaction level of the concerned people.

Support Needed

- ❖ Modifying our response and rescue approach for childline-1098

The support required in this regard is as follows-

- A four wheeler vehicle
- Basic Emergency medical equipment's
- Additional Staff salary

- ❖ Potential impact of such modification-

- The coverage will increase from 500 villages to 1250 villages
- Response team will be able to reach in deep rural areas situated in forest and far away from the distract headquarter
- The support will be increase from around 3000 children to 10000 children.

Budget

Item	Unit price (INR)
1. Four Wheeler (suitable for rural conditions)	1100000
2. Basic emergency medical facility	300000
3. Driver salary for 2 years	288000
4. Counsellor salary for 2 years	360000
5. Operational cost	864000
Total	2912000
Available funding (Source)	1200000
Required Funding	1712000

Our Supports





Thank You
