

CWIN Nepal

Child Helpline Nepal Annual Report (FY 2013/2014)

Child Helpline Nepal

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Abstract

In the fiscal year 2013/2014, Child Helpline Nepal 1098 recorded 37,894 calls altogether in 5 helplines, run by CWIN in 5 different districts of Nepal. The calls included 11,452 calls from boys, 10,884 calls from girls and 12,558 calls were silent. Likewise, 4,282 children (1,788 girls) called helpline themselves to share their problems and report their concern. The problems of the children which were shared on the hotline telephone mainly included request for support/help (562), shelter (211), lost and found cases (672), labor exploitation (134), sexual abuse (115) and physical abuse (77). The other problems, which are though small in number but are serious ones, include child marriage (67), child trafficking (23), drug abuse (14) and online abuse (29). Many children also called child helpline to get information about child rights, helpline and CWIN (7194) and also to get information about other NGOs (1664).

Similarly, Child Helpline provided direct support to 1,824 children (807 girls) in the last fiscal year. Most of the children whom helpline supported belonged to the age group 11-13 years (536) followed by 14-16 years (526) and 6-10 years (494). The helpline supported the children from all sort of background majority of them being student (1254), hotel worker (114) and domestic worker (94). Likewise, children working as a transportation worker (18) and street children (39) were also provided with different emergency support and services as per their need and circumstances.

On the other hand, the information from stakeholders is serving helpline to know about the problem and serious issues of the children. Child Helpline received information about the children cases from police (257), school (172), print media (40), other NGOs (130), DCWB (115), Khoj Talash (44) and so on. The information disseminated by helpline about child rights and helpline during family reintegration, education support programs, campaigns and so on, has helped helpline to sensitize different groups of people like family, relatives, community etc. As a result, helpline got information about many cases from family (94), relatives (33) and community (210) themselves.

In addition, in the last fiscal year, the majority of the cases dealt by helpline include physical abuse (91), sexual abuse (98), labor exploitation (166), lost and found cases (368), education support (405), trafficking (142), child delinquency (40), and child marriage (44). In this connection, helpline provided services like emergency rescue (290), emergency shelter (605), ambulance/vehicle service (389), medical first aid service (141), treatment in hospital (61), emergency support (416), psycho-social counseling (1154), legal service (161), family reintegration (392), referral (398), education support (335), vocational training (39) and initiation to search missing children (196).

1. Records of Hotline Telephone

Table 1: Records of Hotline Telephone

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Medical Accident	84	33	117
2	Rescue	70	50	120
3	Shelter	100	111	211
4	Legal	75	76	151
5	Labor Exploitation	85	49	134
6	Sexual Abuse	52	63	115
7	Physical Abuse	41	36	77
8	Jail / Custody	50	41	91
9	Financial Help / Sponsor	187	168	355
10	Support / Help	322	240	562
11	Mentally ill	15	7	22
12	Physical Disable	8	3	11
13	Child Marriage	36	31	67
14	Child Trafficking	14	9	23
15	Death	9	2	11
16	Drug Abuse	7	7	14
17	Lost	209	120	329
18	Found	195	148	343
19	Psycho-social Guidance	104	87	191
20	Information (CWIN / Helpline)	4390	2804	7194
21	Information (Other NGOs)	929	735	1664
22	School Bullying	14	8	22
23	Line cut / wrong no.	2126	1310	3436
24	Silent calls	0	0	12558
25	Abusive	180	32	212
26	Online Abuse	20	9	29
27	Follow up	5130	4705	9835
	Total	14452	10884	37894

2. Child Calls Record

Table 2: Child Calls

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Medical Accident	18	5	23
2	Rescue	8	4	12
3	Shelter	9	3	12
4	Legal	3	6	9
5	Labor Exploitation	15	3	18
6	Sexual Abuse	3	10	13
7	Physical Abuse	9	13	22
8	Jail / Custody	5	9	14
9	Financial Help / Sponsor	34	41	75
10	Support / Help	61	58	119
11	Mentally ill	5	1	6
12	Physical Disable	2	0	2
13	Child Marriage	3	5	8
14	Drug Abuse	1	1	2
15	Lost	27	10	37
16	Found	8	6	14
17	Psycho-social Guidance	41	34	75
18	Information (CWIN / Helpline)	939	774	1713
19	Information (Other NGOs)	47	63	110
20	School Bullying	7	4	11
21	Line cut / wrong no.	485	282	767
22	Abusive	101	13	114
23	Online Abuse	11	2	13
24	Follow up	652	441	1093
	Total	2494	1788	4282

3. Total number of registered cases

Table 3: Total number of registered cases

S. No.	Month	Gender		Total
		Boy	Girl	
1	July	70	103	173
2	August	82	78	160
3	September	80	105	185
4	October	66	37	103
5	November	80	20	100

6	December	103	77	180
7	January	78	43	121
8	February	87	32	119
9	March	85	42	127
10	April	118	75	193
11	May	75	51	126
12	June	93	144	237
	Total	1017	807	1824

4. Age Group

Table 4: Age Group

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	0 - 5 years	69	56	125
2	6 - 10 years	278	216	494
3	11 - 13 years	337	199	536
4	14 - 16 years	265	261	526
5	17 years and above	68	75	143
	Total	1017	807	1824

5. Ethnicity

Table 5: Ethnicity

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Janajati	477	356	833
2	Dalit	191	138	329
3	Bhramin	134	129	263
4	Chhetri	152	121	273
5	Unidentified	20	22	42
6	Others	43	41	84
	Total	1017	807	1824

6. Background

Table 6: Background

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Student	663	591	1254
2	Domestic Worker	30	64	94
3	Hotel Worker	87	27	114
4	Agriculture Labor	7	5	12
5	Carpet Labor	0	4	4
6	Transportation Worker	18	0	18
7	Porter	2	0	2
8	Street Children	36	3	39
9	Slum	5	4	9
10	Construction Work	11	2	13
11	Young Kid (below age 3)	20	14	34
12	Factory Worker	1	3	4
13	Brick Kline	1	1	2
14	Stone Quarry	3	1	4
15	Embroidery	1	0	1
16	Nothing Specific	84	48	132
17	Unidentified	30	35	65
18	Others	18	5	23
	Total	1017	807	1824

7. Sources of the case

Table 7: Sources of the case

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	1098 Telephone	167	126	293
2	Direct Helpline	85	75	160
3	School (Teacher)	52	120	172
4	Field Visit	33	38	71
5	Police	179	78	257
6	Radio/FM, TV, Internet	0	1	1
7	Print Media	14	26	40
8	Community	127	83	210
9	Child Clubs	5	6	11
10	Child Friends	4	8	12

11	CWIN Contact Center	4	9	13
12	CHN - Kathmandu	17	15	32
13	CHN - Kaski	8	3	11
14	CHN - Makwanpur	8	8	16
15	CHN - Banke	6	1	7
16	NGO	94	36	130
17	VCPC	2	1	3
18	DCWB	82	33	115
19	CCWB	3	10	13
20	Khoj Talash	27	17	44
21	Adolescent Forum	0	6	6
22	CBOs	1	0	1
23	DCPC	1	0	1
24	MCPC	2	2	4
25	Family	46	48	94
26	Relatives	16	17	33
27	Self Approach	21	30	51
28	Others	13	10	23
	Total	1017	807	1824

8. Problems of the children

Table 8: Problems of the children

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Physical Abuse (Torture)	49	42	91
2	Mental Abuse (Torture)	1	6	7
3	Sexual Abuse	1	97	98
4	Corporal Punishment	14	6	20
5	Labor Exploitation	114	52	166
6	Lost	237	131	368
7	Sick	26	13	39
8	Sponsor (ES)	163	242	405
9	Sponsor (Training)	17	17	34
10	Neglect	25	12	37
11	Orphaned	12	11	23
12	Trafficking	131	11	142
13	Accident	7	3	10
14	Child Delinquency	36	4	40
15	Psycho-Social Problem	25	20	45
16	Family Conflict	8	12	20

17	Parents in Jail	5	1	6
18	Bullying	1	0	1
19	Kidnapping	0	2	2
20	Financial Crisis	8	18	26
21	Careless to Children	28	17	45
22	Death	3	2	5
23	Child Marriage	10	34	44
24	HIV / AIDS	1	0	1
25	Physical Disable	5	2	7
26	Mentally Challenged	3	4	7
27	Telephone Abuse	0	1	1
28	Online Abuse	0	1	1
29	Birth Registration	4	2	6
30	Citizenship Certificate	0	1	1
31	Request for Shelter	71	33	104
32	Drug Used	3	0	3
33	Others	9	10	19
	Total	1017	807	1824

9. Services provided by Helpline

Table 9: Services provided by Helpline

S. No.	Categories	July 2013-June 2014		
		Gender		Total
		Boy	Girl	
1	Emergency Rescue	202	88	290
2	Emergency Shelter	426	179	605
3	Ambulance / Vehicle Service	264	125	389
4	Medical First Aid Service	90	51	141
5	Treatment in Hospital	39	22	61
6	Emergency Support	288	128	416
7	Psycho-social counseling	684	470	1154
8	Legal Service	82	79	161
9	Family Reintegration	293	99	392
10	Referral	211	187	398
11	Sponsor (Education)	114	221	335
12	Sponsor (Training)	21	18	39
13	Initiation to search missing children	112	84	196
14	Family Tracing	37	18	55
15	Follow up	418	405	823