



## **CHILDLINE (1098)**

Grihini is implementing **CHILDLINE 1098** Programme as a collaborative Organization at Balodabazar district of Chhattisgarh since August 2019 with the support of Ministry of Women and Child Development Government of India.

CHILDLINE is India's first 24-hour, toll free, emergency phone outreach service for children in need of care and protection linking them to long-term services for their care and rehabilitation. Any child and concerned adult can call 1098 and access the CHILDLINE service any time of the day or night.

### **Objectives of CHILDLINE 1098**

- To reach out to every child in need of care and protection by responding to emergencies on 1098 and by physically reaching out to children.
- To adapt and integrate telecommunication technology, linking all districts to the service of 1098, and making it available to all children in need of care and protection.
- To provide a platform of networking amongst organisations and to provide linkages to support systems that facilitates the rehabilitation of children in need of care and protection.
- To work together with the Allied Systems (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community) to create child friendly systems.
- To advocate for services for children that are inaccessible, non-existent or inadequate.
- To create a body of NGOs and Government organisations working within the national framework and policy for children.
- To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- To set up innovative child protection services leveraging technological advancements in areas where such services are inaccessible, non-existent or inadequate
- To undertake research with the objectives of strengthening the CHILDLINE 1098 service, and studying new and emerging trends in child protection issue
- To contribute and work towards strengthening and participating in a global movement that addresses issues related to child protection and ensures that children's voices are heard.

The collaborative organization at Balodabazar is responsible for creating a protective environment for children at the district level and would carry out following activities:

- Responding to calls received on the CHILDLINE 1098 on a 24/7 basis
- City mapping to identify high risk areas where vulnerable children are found
- Intervention and case follow-up on a daily basis
- Awareness and outreach in the community on a daily basis

- Monthly open house with children who are users of the CHILDLINE service and to understand issues that concern them
- Internal meetings once a week to discuss cases and follow-up
- Maintaining computerized documentation (on the CHILDNET package) on each call received.