

International Child Helpline Day (May 17)
15 years of journey of helpline services in Nepal for children at risk
An interaction Programme

May 18, 2014 (Kathmandu, Nepal):

17 May is International Child Helpline Day when child helplines around the world will hold celebrations and events to highlight their work and achievements. This year's theme is "The Right to be heard". With this theme, Child Helpline Nepal celebrated International Child Helpline Day by organizing an interaction programme on 18 May, 2014. This programme was organised in order to emphasize on the significant contributions Child Helpline Nepal has made in the changing and supporting lives of thousands of children. Representatives from Ministry of Women, Children and Social Welfare; Women and Children Service Centre; Nepal Communications Authority; Nepal Telecom spoke about their involvement and further commitments.

International Child Helpline Day is being celebrated since 17 May, 2007 with the partnership of Child Helpline International (CHI) and World Society of Information and Communication as the day when the organizations running child helpline decided to provide free phone services. On the occasion of 15 glorious years of Child Helpline Nepal initiated by CWIN-Nepal in 1998, Child Helpline Nepal celebrated International Child Helpline Day. The celebration of this day helps in capturing the attention of the stakeholders to the protection of children and is an important day to mark the importance of protection of children.

Background of International Child Helpline:

International Child Helpline Day is the global occasion for child helplines to call attention to their work in protecting and empowering children and young people. International Child Helpline Day started in 2007 and was celebrated in 2014 across the globe for the eighth consecutive year.

Child Helpline Nepal is part of a global network of child helplines – Child Helpline International (CHI). Child Helpline Nepal is the founding member of CHI. The global network includes 178 member child helplines in 143 countries worldwide in the partnership of Government organizations, active organizations working in for/with children and service provider sectors, all gaining strength and support from one another. Child helpline is in operation in 27 countries of the Asian Continent. With the establishment of International Network of Child Helplines, CHI has been providing emergency services to the children at risk and who are likely to be at risk. Due to the international network the child helplines are becoming more active and strong.

SAARC member countries: Nepal, India, Bangladesh, Pakistan and Bhutan are provided with the same Toll-Free No. 1098 (ten - nine- eight) by their government. Though child helpline is in operation in Maldives and Sri Lanka, the use of Toll free No. 1098 is under process. Since CHI was founded in 2003, child helplines from around the world have received more than 126 million contacts.

Child Helpline Nepal:

In 1998, CWIN Nepal began the emergency support/services and protection of the children in Nepal. With the need to assimilate protection and promotion of children rights and its effectiveness, necessity and the importance, the Nepal Government, the Ministry of Women , Children and Social Welfare formulated “Child Helpline operating procedure 2064” in 2007 and in the partnership of The Ministry , Nepal Telecommunications Authority and organizations/institutions working for/with children decided on operating toll free no. 1098. Same year, Child Helplines operating in Kathmandu, Biratnagar, Hetauda and Nepalgunj by CWIN Nepal were transformed into Child Helpline 1098.

Currently, CWIN Nepal along with 7 other organizations (Radar - Dang, AAWAZ - Surkhet , Dailekh and Bardia , NEPES - Udaipur , Diyalo Pariwar- Chitwan , Terai National Forum - Rupandehi, Laksminarayan Library - Lamjung) are operating Child Helpline services in 14 districts of Nepal (Kathmandu , Morang, Jhapa , Banke , Kailali , Bardiya , Surkhet , Dailekh , Chitwan , Udayapur, Nawalparasi, Kapilvastu, Dang and Lamjung). From this fiscal year, CWIN-Nepal is operating child helpline service in Dhangadi, Kailali.

Child Helpline 1098 ((Ten nine eight) activities and services:

Child Helpline which is in operation in Kathmandu, Morang, Jhapa, Banke and Kaski by CWIN–Nepal, has been successful in providing the following services in 2013:

S.N.	Services	No. of Children	Total
1	1098 (Ten nine eight) services	15880	37886
2	Children receiving services directly by calling 1098 (Ten nine eight)	1770	3778
3	Direct help to children to solve their problem	728	1658
4	Emergency rescue, support, protection services	157	491
5	Family and social reintegration of children	101	329
6	Referrals to other institutions or bodies for Support	127	276
7	Legal and social mediation service	72	118
8	Telephone consultation and Psychosocial counseling	383	923
9	First Aid and health services	55	142
10	Help to search the family of lost children	77	207
11	Educational support to the drop out children and children likely to drop out from the school	167	279

Similarly from the past 5 years, Child Helpline of Kathmandu, Morang, Jhapa, Banke and Kaski has been providing following support and services:

S.N	Services	No. of Children	Total
1	1098 (Ten nine eight) services	45195	108233
2	Children receiving services directly by calling 1098 (Ten nine eight)	5959	13555
3	Direct help to children to solve their problem	4369	10234
4	Emergency rescue, support, protection services	654	1850
5	Family and social reintegration of children	462	1350
6	Referrals to other institutions or bodies for Support	818	1798
7	Legal and social mediation service	429	753
8	Telephone consultation and Psychosocial counseling	3337	8775
9	First Aid and health services	703	2203
10	Help to search the family of lost children	506	1334
11	Educational support to the drop out children and children likely to drop out from the school	561	1008