

**IMPACT OF HELPLINE 1121 ON OUTREACH
OF
CHILD PROTECTION AND WELFARE BUREAU
PUNJAB**

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Background

This policy analysis report analyses the impact of “Helpline 1121” on overall efficiency and outreach of Child Protection and Welfare Bureau (CP&WB), Punjab. Child Protection and Welfare Bureau (CP&WB), Punjab was established under the Punjab Destitute & Neglected Children Act, 2004 to protect and rehabilitate destitute & neglected children through provision of an environment that maximizes opportunities for childhood development and promotes access to education, health care and psychological well-being. However, various departmental analysis indicated that due to limited outreach, lack of awareness regarding establishment and functioning of CP&WB and layered family structures, the CP&WB could not gain access to the deprived and destitute children.

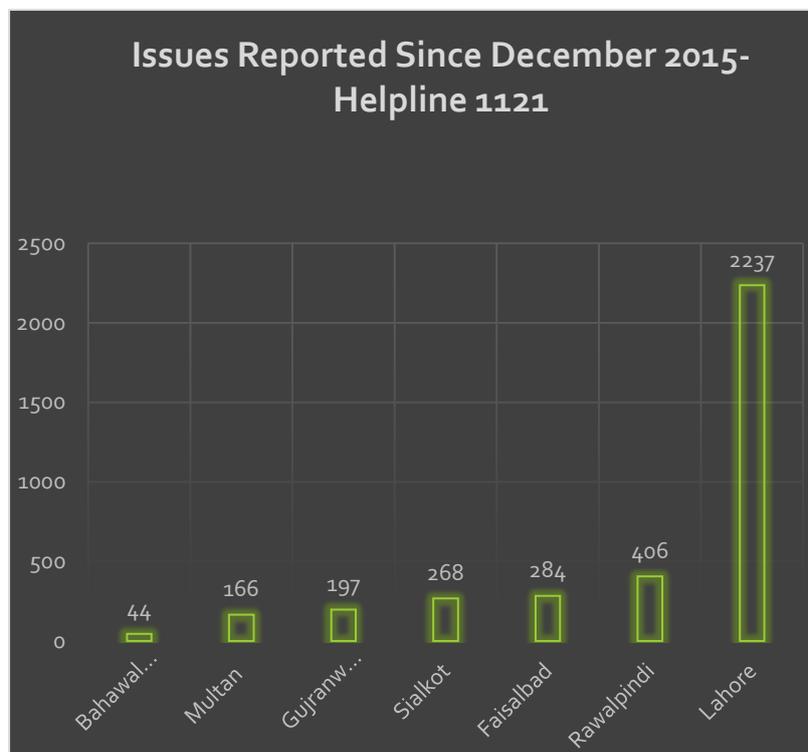
In view of these outreach related issues, Government of the Punjab established “Helpline 1121” in December 2015 for efficient and timely complaints management of issues related to destitute and neglected children across Punjab. Since its inception this Helpline is functional 24/7 and is manned by well trained and qualifying HR.

Analysis of The Performance of Helpline 1121

The current analysis has been conducted with the view to ascertain the efficacy of this Helpline in expanding the outreach of CP&WB to rural areas. The analysis report indicates that till date 3611 different types of issues related to children have been reported and help / assistance was rendered by concerned CP&WB / CPIs. Analysis of the calls / complaints received on “helpline 1121” from various districts vividly reflect the degree of unawareness among the general public about this important Government initiative.

Institute wise details of complaints received on helpline 1121 till 30 April is as under: -

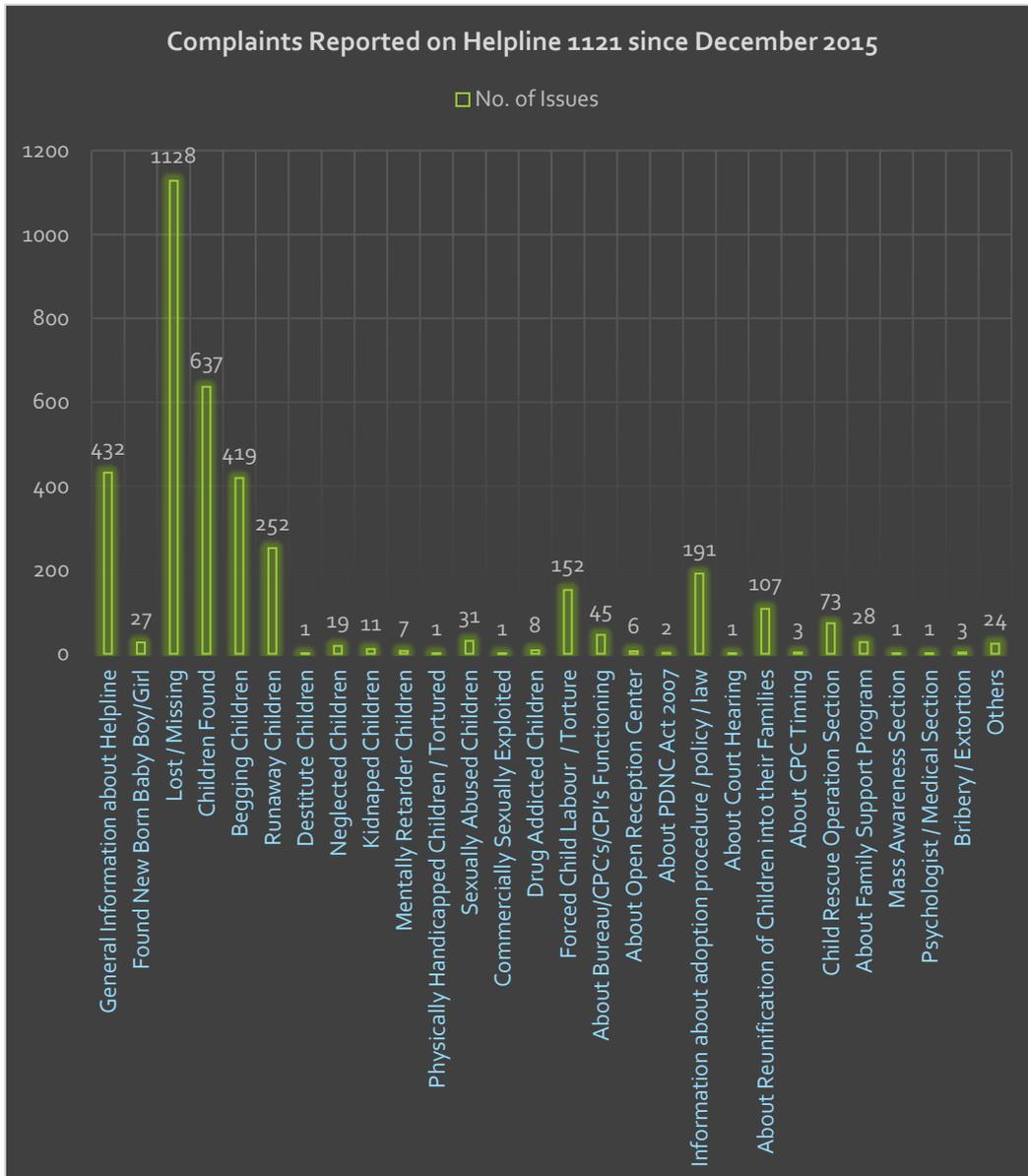
Sr #.	Name of CP & WB / CPIs	No of Incidents
1	Child Protection & Welfare Bureau Lahore	2237
2	Child Protection & Welfare Bureau Rawalpindi	406
3	Child Protection & Welfare Bureau Faisalabad	284
4	Child Protection & Welfare Bureau Sialkot	268
5	Child Protection & Welfare Bureau Gujranwala	197
6	Child Protection & Welfare Bureau Multan	166
7	Child Protection & Welfare Bureau Bahawalpur	44
8	Child Protection & Welfare Bureau R. Y. Khan	9
TOTAL		3611



Category wise details of complaints received on helpline 1121 is given as under: -

Complaints Reported on Helpline 1121 since December 2015		
Sr. No.	Category Wise Complaints	No. of Issues
1	General Information about Helpline	432
2	Found New Born Baby Boy/Girl	27
3	Lost / Missing	1128
4	Children Found	637
5	Begging Children	419
6	Runaway Children	252
7	Destitute Children	01
8	Neglected Children	19
9	Kidnaped Children	11
10	Mentally Retarder Children	07
11	Physically Handicapped Children / Tortured	01
12	Sexually Abused Children	31
13	Commercially Sexually Exploited	01
14	Drug Addicted Children	08
15	Forced Child Labor / Torture	152
16	About Bureau/CPC's/CPI's Functioning	45
17	About Open Reception Center	06
18	About PDNC Act 2007	02
19	Information about adoption procedure / policy / law	191
20	About Court Hearing	01
21	About Reunification of Children into their Families	107
22	About CPC Timing	03
23	Child Rescue Operation Section	73
24	About Family Support Program	28
25	Mass Awareness Section	01

26	Psychologist / Medical Section	01
27	Bribery / Extortion	03
28	Others	24
TOTAL		3611



Observations and Findings

Detailed analysis of the calls / complaints landed on Helpline 1121 since its inspection revealed following: -

- Most of the cases (88.48%) were related to CPI **Lahore, Rawalpindi, Faisalabad and Sialkot** Districts pointedly reflecting that majority of cases were reported from urban areas of Punjab and rural population is relatively more ignorant of this Helpline.
- Maximum (62%) cases were reported from Lahore District, clearly manifesting limited reach of CP&WB / CPIs.

- c. The number of reporting issues concerning CPI **Bahawalpur and R. Y. Khan** Districts are exceptionally low (below 5% of total incidents), indicating that people of these southern Districts are not aware of the role / functions CP&WB and the existence of Helpline 1121.
- d. Ever since, establishment of the Helpline, **1128** cases of lost / missing children were reported, which is ludicrously low as compare to the cases reported in media.
- e. An intricate analysis of the complaints received highlight that only **31** cases of sexually abused children were reported on Helpline 1121 ever since its establishment, which are much fewer as compared to the child abuse cases highlighted in the media. As per report published in 'The Express Tribune' on 08 May 2019, during first half of 2018, in Pakistan 2322 cases of sexually abuse children were reported and out of these 65% (1509) cases were from Punjab. The urban-rural ratio of sexual abuse cases of children in the Country is 26 to 74 percent. Majority of the cases reported were from urban areas. These statistics vividly manifest the need to educate rural populace to report such incidents and making Helpline 1121 a familiar code in villages.
- f. Child labor is rampant in our society. UNICEF report on child labor in Punjab provide a count of 6.5 million children involved in same from of labor activity in Punjab and general observation strongly sport these statistics. However, only 152 cases of child labor including torture on domestic workers were reported in Helpline 1121, which is indeed is significantly lower than the actual strength of children working as bounded labor of domestic servants in unprotected and unregulated environments.
- g. Children begging of roads are familiar sight in almost all parts of Punjab but only 419 calls regarding child begging on the roads were received and that to from cities of Lahore and Rawalpindi. Similar is the case of drug addict children, where only 08 cases were reported, whereas the media / survey reports suggest a much higher number. Public awareness is therefore, exigent to educate people to come forward and pay their role in this regard and report about such children on Helpline 1121.
- h. Physically / mentally challenged children either begging or in dilapidated condition are a common sight in our society but contrary to this only 07 such cases were reported on Helpline 1121, since its inception. A common observation in this regard is CP&WB / CPIs are generally reluctant to rescue such children and caller is referred to EDHI centers.

Analysis of the available data and its comparison vis-à-vis data collated by different Government / International agencies / NGOs can immensely assist in drawing pertinent conclusions to improve the efficiency of CP&WB / CPIs thus reducing / eliminating the exploitation of children, which is rampant in our society. A common inference that can instantaneously be drawn from the above data is the lack of awareness about rules / functions of CP&WB / CPIs and unfamiliarity about Helpline 1121. It is, therefore, recommended that wide public awareness campaign on print electronic and social media be launched to highlight the role of CP&WB and create familiarity about Helpline 1121. Basing on the past experience, a 'media mix 'strategy is recommended. The strategy envisages use of print, electronic can

be launched through DGPR, Punjab. Depending upon the resources available and analysis of the calls received at Helpline 1121, an elaborate awareness plan can be designed for this purpose.

Recommendations

- i. CPI staff should conduct maximum rescue operations to accommodate the destitute children in the area.
- ii. Basic training be imparted to officers / officials of CPI office on regular basis (or their professional grooming. Moreover, teachers posted as CPI must be sent on special training courses of kindergarten / Montessori education.
- iii. Female section of the CPI office be improved. Deficiency / posting of female child attendant, laundry woman and sweeper be made up as soon as possible.
- iv. Age determine test of 03 grown children be done and the matter be taken up with the higher authorities for their disposal
- v. Separate towels be issued to each child.
- vi. The store be maintained in the desired manner. Bin cards be placed in the general store and record should be made more transparent.
- vii. Repair / maintenance work be addressed immediately and fresh point / distemper be done as soon as possible.
- viii. Old / rusty tandoor in the kitchen be replaced on priority
- ix. Arrangements be made for reunification of children with their parents / love ones
- x. Razor wire on the office entry gate and boundary wall be erected as soon as possible. Moreover, height of the boundary wall be raised.
- xi. More CCTV cameras be installed to ensure the security of CPI office at the earliest specially to cover the boundary wall additionally, adjustment of cameras be done.

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