



Sema

C-SEMA 2020

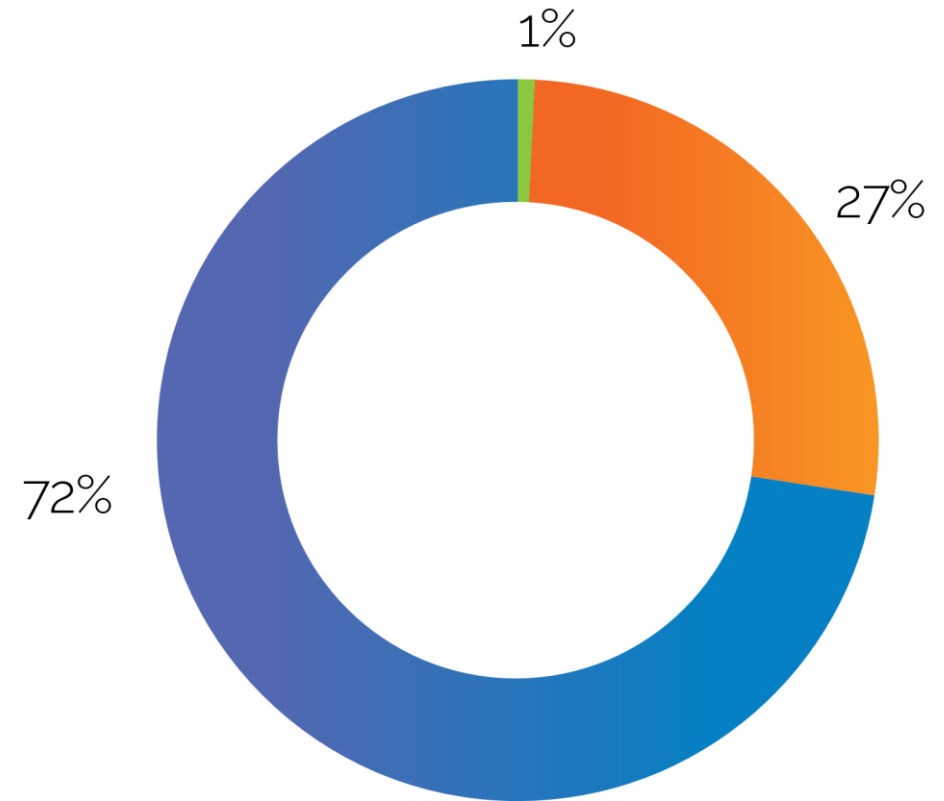
Helpline Data Brief

HELPLINE DATA 2020

From January – December 2020 the National Child Helpline received a total of 1,157,955 calls out of which: 7,369 were responsive calls; 838,446 were callers who listened to IVRs; and 312,140 were non-responsive calls.

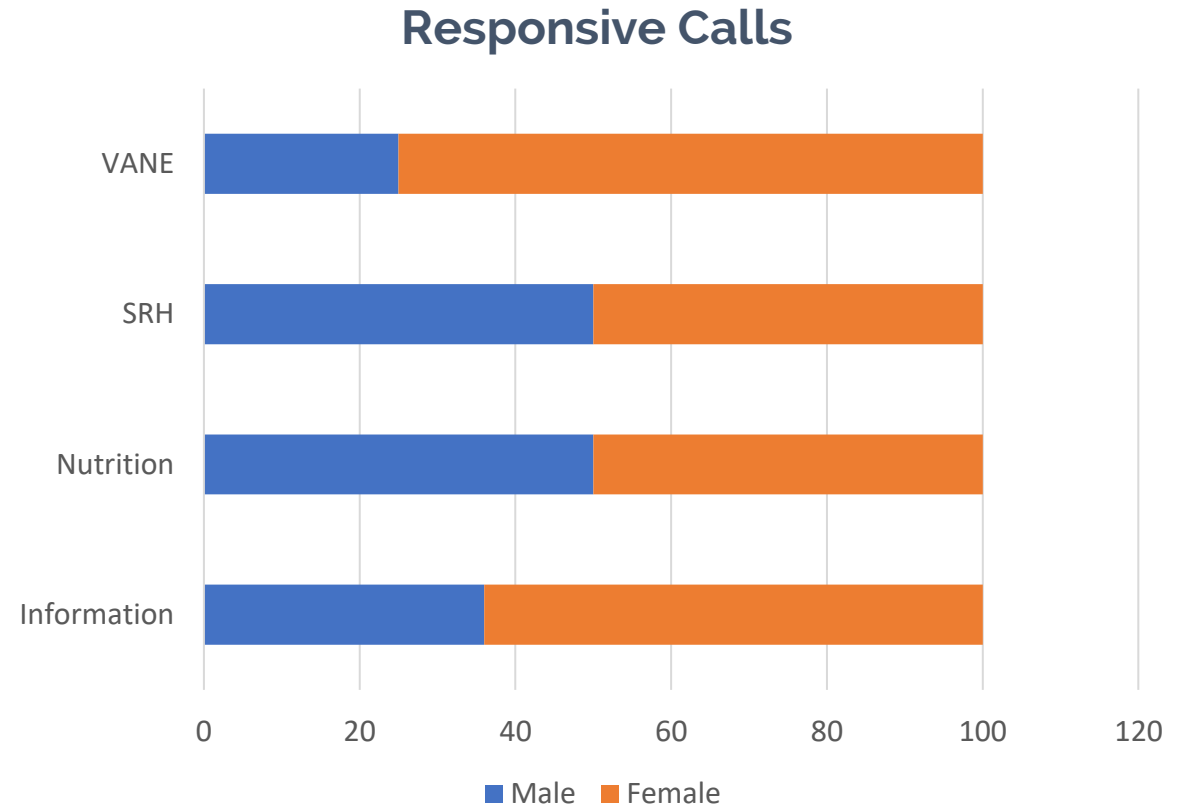
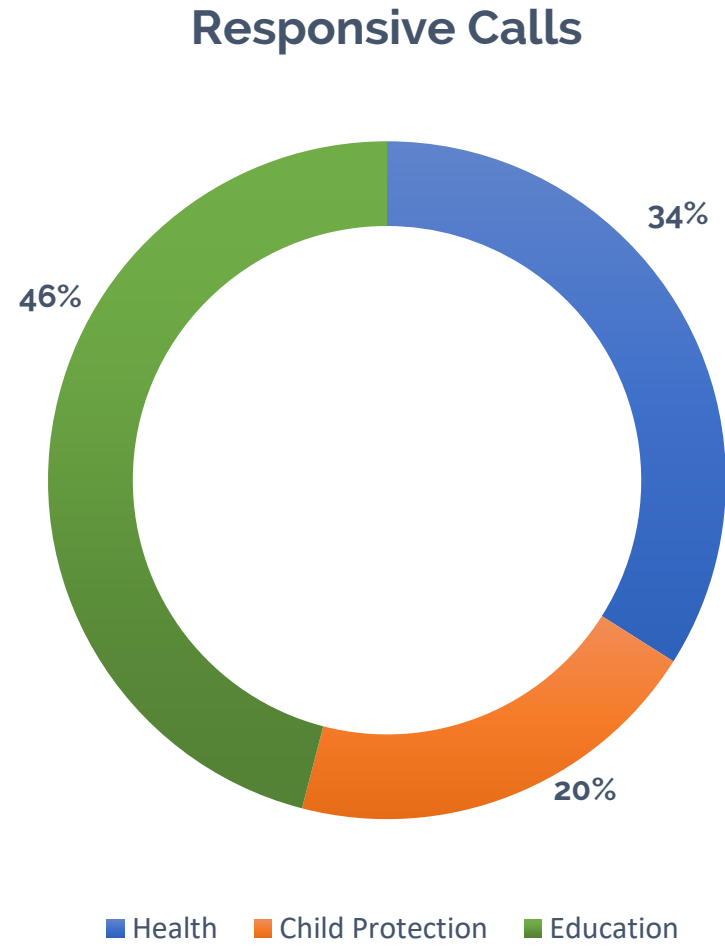
Although responsive calls that were directly responded to by counsellors account for only 1% of the calls received and directly responded to by counsellors at the child helpline, it is an increase of over 250% from 2,054 responsive calls received in 2019.

Furthermore, 72% of the callers were also able to access CHL services through the IVRs thus the helpline catered to 73% of the callers who contacted it.



National Child Helpline calls received in 2020

RESPONSIVE CALLS IN 2020





HELPLINE DATA 2020

The helpline handled about 169,154 cases of Violence, Abuse, Neglect and Exploitation (VANE); Online Child Sexual Exploitation and Abuse (OCSEA); and Child Maintenance & Custody in 2020. About 18.4% of these, were cases of child sexual abuse and exploitation.