



Half Yearly

REPORT

Jan- June 2024



1138



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Executive Summary

The first half of 2024 has been a particularly eventful period, with a number of notable achievements and successes as well as some ongoing challenges. Roshni Helpline has experienced a period marked by a surge in the number of calls as well as a steady increase in the number of cases reported, with nearly 4,000 calls and a total of 1145 missing children cases received, out of which 772 children have been recovered while 373 children are still missing. Despite the significant rise in the number of cases, we are pleased to report a high recovery ratio of 67.4%.

The year began with a special conference on the issue of missing children and its legal frameworks, organized by Roshni Helpline in collaboration with the Sustainable Development Policy Institute (SDPI), one of the most renowned think tanks in Pakistan. The conference brought together the top experts and key stakeholders, shedding light on the most pertinent issues in the ongoing crisis of missing children in Pakistan.

This was followed by visits from high-profile dignitaries, including the First Lady of Pakistan as well as senior representatives from the High Commission of Canada in Pakistan, highlighting the pivotal role played by Roshni Helpline in the domain of child protection. The visits proved to be highly fruitful and led to lively discussions on key challenges and commitments for close collaborations in the near future.

Roshni Helpline was also the proud winner of two awards at the prestigious KHI Awards this year, becoming one of the few organizations ever to win two KHI Awards at the same time, and also making Roshni a winner at the KHI Awards for the third consecutive year.

Roshni Helpline has also been actively engaged in bolstering the capabilities of law enforcement personnel and other key stakeholders across Pakistan through targeted training sessions, covering crucial topics such as the Zainab Alert Response and Recovery Act 2020, recent amendments to the Pakistan Penal Code, and expedited handling of sexual abuse cases. Additionally, the organization has extended its reach to educational institutions, conducting awareness-raising sessions on cyber security, prevention of online abuse of children, and trends in kidnapping. These efforts aim to equip both law enforcement and students with the necessary knowledge and skills to navigate potential risks effectively.

Moreover, Roshni Helpline has forged significant partnerships with key organizations like the Child Protection & Welfare Bureau, Punjab, and Star Welfare NGO Punjab, focusing on collaborative initiatives such as training, shelter services for unattended children, and swift search mechanisms for missing children. Furthermore, the organization, in collaboration with the ZARRA agency, is actively addressing cases of missing children and disseminating awareness materials to police stations nationwide. These efforts underscore Roshni Helpline's comprehensive approach to combating the issue of missing children, spanning capacity-building, awareness-raising, and strategic partnerships.



Seminar on Missing Children in Pakistan

Roshni Helpline and The Sustainable Development Policy Institute (SDPI), a premier think tank of Pakistan, organized a special seminar entitled “Exploring the Plight of Missing Children in Pakistan and Relevant Legal Frameworks.”

The seminar delved into a comprehensive situational analysis concerning missing children in Pakistan. The esteemed speakers shed light on the impact of the ZARRA Act and its transformative role in shaping the legal landscape concerning missing children in the country.

A very engaging discussion took place that not only highlighted the current scenario but also presented valuable insights into how the implementation of legislative measures is significantly impacting and revolutionizing the laws pertaining to missing children in Pakistan.



Dignitaries Visits to Roshni Helpline

Beside various stakeholders visited Roshni Helpline, its pertinent to mention the following visits,

1. 1st Lady of Pakistan Ms. Samina Alvi made a compassionate and impactful visit to Roshni Helpline 1138. The purpose of her visit was to raise awareness, express support, and encourage collaborative efforts in the ongoing fight against child disappearances.
2. Ms. Sarah Palmieri-Branco, First Secretary, and Mr. Faisal Javaid Khokhar Senior Consular Officer from the High Commission of Canada Islamabad to Karachi visited Roshni Helpline for partnership and joint efforts to respond missing children issue



Roshni Helpline won prestigious KE KHI Awards

Roshni Helpline has been honored with two awards at the prestigious KHI Awards 2024 organized by K-Electric. Roshni became one of the few organizations ever to win two KHI Awards at the same time. The first award was for our 'Roshni on Wheels Project' and the second award was for our 'Online Child Safety sessions at schools' protecting children from online abuse, highlighting its significant impact and excellence in social services. The 'KE KHI Awards' recognizes the organization's profound influence on countless lives, serving as a beacon of hope for missing children and families.

These awards serve as a testament to Roshni Helpline's unwavering commitment to compassion and dedication in serving the community. The awards were granted after a rigorous selection process including application validation by Ernst & Young (EY), followed by interviews by the Independent Jury panel.



Building capacity of Police & Stakeholders

Roshni Helpline is actively engaged in enhancing the capabilities of law enforcement personnel throughout Pakistan. During the previous quarter, the organization conducted four training sessions aimed at police officers and relevant stakeholders nationwide.

1. Islamabad Police: Roshni Helpline delivered two training sessions, comprising a total of 78 police officers, focusing on the Zainab Alert Response and Recovery Act 2020, recent amendments to the Pakistan Penal Code (PPC), and expeditious handling of sexual abuse cases.
2. Punjab Bureau's Child Protection Officers: Twenty-one Child Protection Officers and other participants were trained on similar thematic areas, including assistance to law enforcement in utilizing the Hue & Cry alert system for rapid dissemination of information across various social media platforms.
3. Multan Police: Seventy police officers in Multan underwent training on the Zainab Alert Response and Recovery Act.
4. Investigation Officers, Operations personnel, and Women Police from District East Karachi: Forty-eight officers received training on the aforementioned topics.

In the forthcoming quarter, Roshni Helpline intends to continue its capacity-building efforts according to the following schedule:

1. Collaboration with the Sargodha Police, under the purview of the District Police Officer (DPO) Sargodha, to conduct at least one session.
2. Collaboration with Child Protection Officers in Khyber Pakhtunkhwa (KPK), specifically in Peshawar, in partnership with the Deputy Director of the KP Child Protection and Welfare Commission.
3. Training sessions with Sukkur Police.
4. Engaging with Hyderabad Police to provide capacity-building support.



Awareness Raising at Schools:

Roshni Helpline recognizes the critical role of awareness-raising initiatives in mitigating the risks associated with missing children cases, particularly in the digital realm. In pursuit of this objective, the organization conducted a series of school sessions during the last quarter, focusing on cyber security and prevention of online abduction and recent trends of kidnapping.

During the reporting period, Roshni Helpline organized four impactful sessions in educational institutions across different regions:

- 1. Development in Literacy School Karachi:** Three interactive training sessions were conducted at the Development in Literacy School, Orangi Chapter, with a combined participation of 150 students. These sessions were designed to equip students with essential knowledge and skills to navigate the online world safely, emphasizing cyber security measures and strategies for protecting against online harassment and bullying.
- 2. Govt. School, Sargodha:** A targeted session was held at a government school in Sargodha, engaging 80 children on the pressing issue of missing children. This session served as a platform to raise awareness about the risks and vulnerabilities associated with child disappearances, empowering students with information on how to recognize and respond to such situations effectively.



Partnerships:

Roshni Helpline continuously builds partnerships with various stakeholders and organizations. The organization has signed an MoU with,

- 1. Child Protection & Welfare Bureau, Punjab: The MoU outlines training related to ZARRA 2020 and mutual collaboration on the swift recovery of missing and unattended children.



- 2. Star Welfare NGO Punjab: The MoU targets collaboration for Shelter Services for unattended and swift searching mechanisms for missing children.



Roshni & ZARRA Agency Efforts:

Roshni Helpline, in partnership with the ZARRA agency for missing children under the Federal Ministry of Human Rights, is actively engaged in addressing cases of missing children while also broadening its reach to police stations nationwide. Through a collaborative agreement, the ZARRA agency is spearheading efforts to disseminate awareness materials, including posters featuring Roshni Helpline and ZARRA contact information, to police stations across Pakistan. This initiative aims to enhance public awareness and facilitate timely reporting of missing children cases to both the Roshni Helpline and the ZARRA agency.

To date, significant progress has been made in the placement of poster boards at various police facilities in Karachi, including:

1. Karachi - 20 Police Stations
2. Karachi - 15 Facilitation Centers, SSP Offices, and SDPO Offices
3. Islamabad – 84 police stations, SPO offices, etc.



Roshni Media Highlights



کراچی: تنظیم علوی کاروشنی ہیپ لائن آفس دورے کے دوران برٹنگ دی جا رہی ہے۔



خاتون اول بیگم ثمینہ علوی کاروشنی ہیپ لائن 1138 کے بیڈ آفس کے دورے کے موقع پر گروپ فوٹو

January 4, 2024, 12:0 AM



مجلس اول برٹنگ کے دوران کاروشنی ہیپ لائن آفس دورے کے موقع پر گروپ فوٹو



Daily Express Lahore
Sunday, 4-Feb-2024

پاکستان کے 11 شہسروں سے ایک وقت شائع ہونے والا واحد اخبار

ان گمشدہ بچوں کی تلاش کیلئے آپ کی مدد کی ضرورت ہے



روشنی لائن ان اداروں سے جو بچوں کے شیلٹر ہوم چلاتے ہیں اور ان سب سے یہ گزارش کرتی ہے کہ اگر ان بچوں میں سے کسی بھی بچے کے بارے میں کوئی معلومات ہو یا یہ بچے کسی شیلٹر ہوم میں موجود ہوں تو فوری طور پر روشنی ہیپ لائن 1138 یا ہمارے واٹس ایپ نمبر 0340-1100008 پر رابطہ قائم کریں



خاتون اول ثمینہ علوی روشنی ہیپ لائن کے دفتر کارورے کے موقع پر برٹنگ سے گفتگو کر رہی ہیں

عوامی شکایات کیلئے ایک پلیٹ فارم موثر ثابت ہوگا، خاتون اول

ادارے ایک چھتری کے نیچے کام کریں تاکہ شہریوں کو آسانی ہو، ثمینہ علوی

لاہور کے ایک چھتری کے نیچے کام کریں تاکہ شہریوں کو آسانی ہو، ثمینہ علوی

کراچی (انساف رپورٹر) خاتون اول ثمینہ علوی نے منگل کو یزبرٹ الٹ ایکٹ کے موثر نافذی ضرورت پر زور دیا۔ خاتون اول نے روشنی ہیپ لائن کے دورے پر برٹنگ کی صدارت کرتے ہوئے اس بات پر زور دیا کہ عوامی شکایات وصول کرنے کیلئے عالمگیر ہیپ لائن اور منگل پلیٹ فارم موثر ثابت ہوگا، علیحدہ علیحدہ ہیپ لائن شہریوں کو انجمن میں ڈال سکتی ہے کہ کس سے رابطہ کیا جائے۔ تنظیم علوی نے تجویز دی کہ عوامی شکایات اور ہنگامی امداد کیلئے کلائر وصول کرنے کیلئے واحد اور مربوط ہیپ لائن تاکہ ہرے تمام ادارے ایک چھتری کے نیچے کام کریں تاکہ شہری ہیپ لائن تک آسانی سے رسائی حاصل کر سکیں اور معاملے کو ریفر کیا جاسکے۔ انہوں نے بتایا کہ روشنی ہیپ لائن نے 20,000 سے زائد خاندانوں کی خدمت کی اور اب تک 9000 سے زائد لاپتہ بچوں کی بازیابی میں مدد کی۔ تنظیم ثمینہ علوی نے لاپتہ بچوں کی بازیابی کیلئے روشنی ہیپ لائن کی کوششوں، خدمات کو خوب سراہا۔ بعد ازاں خاتون اول کو سوئٹرز شیلڈ اور کارکردگی رپورٹ پیش کی گئی۔

International Missing Children's Day Event

On the occasion of International Missing Children's Day, we organized a special event. Together with a delegation of Karachi's children, we paid a visit to the Mayor of Karachi Barrister Murtaza Wahab, as well as to Karachi Police Headquarters. The purpose of the visit was to discuss the issue of missing children with the Mayor and with senior officers of Sindh Police. A lively discussion ensued during which the children voiced their concerns, shared their

ideas and presented recommendations for child safety in the city. The Mayor and police officers roundly applauded the initiative of the children and commended the efforts of Roshni to protect Karachi's children. They made a commitment to do everything possible for child safety and to work closely with Roshni.



ROSHNI ON WHEELS

The Roshni on Wheels initiative continues to be a cornerstone of the missing children program in Karachi and plays a central role in the organization's day-to-day work. The fleet of vehicles attends an average of 5-6 cases per day, with usually 3-4 case visits during the day shift and 2-3 case visits in the night shift. The response time of the Roshni on Wheels fleet remains excellent, with the van and bikes reaching clients' doorstep in less than 30 minutes of the case being reported to Roshni. As mentioned earlier, the Roshni on Wheels project was the winner of an award at the prestigious KHI Awards this year.



Radio Show on Missing Children

Roshni Helpline launched an FM radio show on the issue of missing and exploited children. The show is titled "Bikhrey Moti" and airs every Tuesday at 12:30 PM on FM 101 on their following stations.

- Karachi,
- Hyderabad
- Multan

The show provides Roshni with an excellent platform to reach a large audience from all walks of life. During the first half of 2024, 24 shows were aired, with each show reaching more than 1 million listeners. The show got a very positive feedback from the listeners, with dozens of live callers every week and thousands of comments on social media.



MONTH OF JAN TO JUNE 2024

TOTAL CASE REPORTED

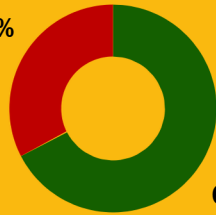
1145

RECOVERED 773

32.6%

MISSING 372

67.4%



BOYS 911

20.4%



GIRLS 234

79.6%



Geographical Distribution

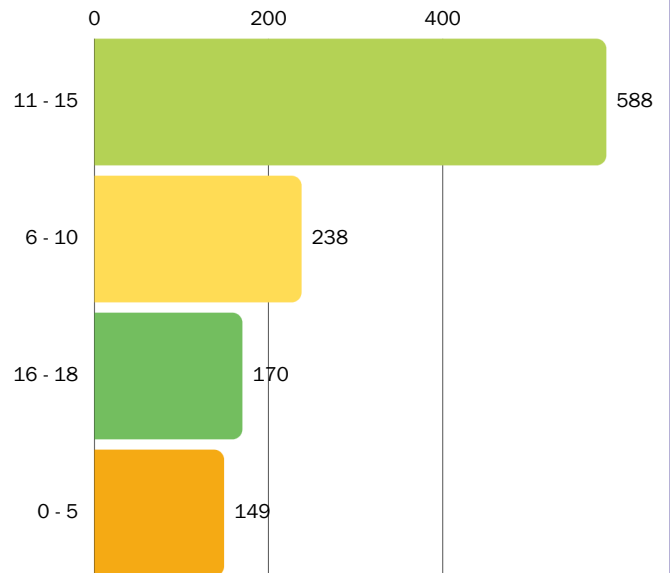
Sindh Punjab KPK ICT

Balochistan Azad Kashmir

KPK 43 ICT 45 Balochistan 16 Azad Kashmir 03

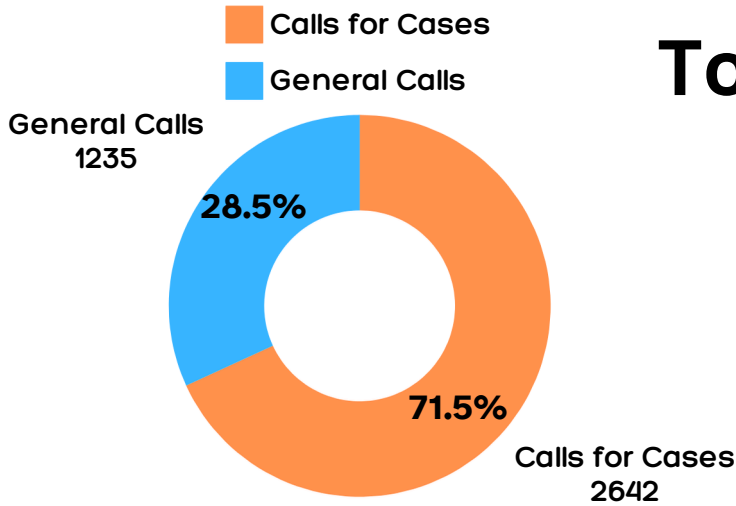


Missing Children by Age

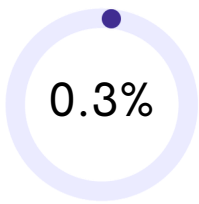


Total Calls Received

3877

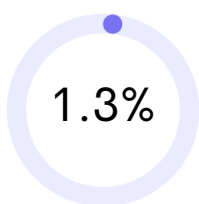


Percentages of ProvinceWise



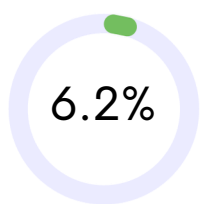
Azad Kashmir

11 Calls



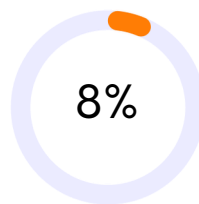
Balochistan

41 Calls



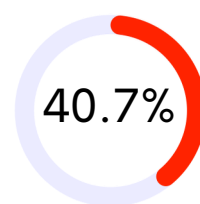
ICT

197 Calls



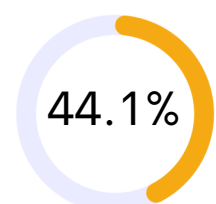
KPK

234 Calls



Punjab

1294 Calls



Sindh

1405 Calls



Collaboration with NEPRA

We are very pleased to share the amazing results that we achieved with the support of the National Electric Power Regulatory Authority (NEPRA) as part of their CSR Power with Prosperity Drive. As part of this initiative, Roshni Helpline's public service message and helpline number were printed on electricity bills throughout Pakistan.

The impact has been incredible, leading to the recovery of 35 missing children so far, and a massive increase in the number of calls and cases reported. Out of these 35 children, 13 were recovered in the first half of 2024.

This wonderful and unique initiative was launched by former NEPRA Chairman Mr. Tauseef H. Farooqi to create a bridge between Pakistan's energy sector and its social welfare organizations to further the CSR activities of the energy sector.

COLLABORATION WITH NEPRA CSR POWER WITH PROSPERITY DRIVE



NEPRA in search of Missing Children

85 %
Increase in calls at
missing children
helpline 1138

502+ Cases
Reported After
NEPRA Initiative

December 2022 uptil June 2024

“
SUCCESSFULLY
RECOVERED
35
CHILDREN
”

December 2022 uptil June 2024

Printing of Roshni Missing Children Helpline number **1138** on electricity bills across Pakistan has significantly aided in recovering missing children all over Pakistan.



Roshni Helpline extends its heartfelt gratitude to NEPRA and the electric distribution companies across Pakistan.



Helpline: 1138

mail@roshnihelpline.org

www.roshnihelpline.org