APPENDIX-12

QUESTIONNAIRE FOR STUDY-1

ASSESSMENT ON SERVICES OF CHILDLINE, VIJAYAWADA AT RESCUE SHELTER

1. Name of the Child:

2. Address*:

3. Sex: Boy Girl (Pls. Tick on appropriate item)

4. Age:

5. Education:

6. A. Religion B. Caste**: OC OBC SC ST (Pls. Tick on appropriate item)

7. Mother tongue:

8. Name of the parent/guardian:

9. Educational status of Parents/Guardian

10. Reason for approaching CHILDLINE:

   A. Shelter B. Food C. Medical D. Repatriation E. Rescue F. ESG G. Any other

   (specify)____

11. Referred by whom:

   A. Self B. Peer group C. NGO worker D. CL Staff E. Police

   F. PCO staff G. Rly. People H. General public I. Any other (Specify)____

12. Did you approach which center of CHILDLINE:

   A. Call Centre B. Rly. Ext. Booth C. Rescue Shelter

   D. Other NGO's Shelter E. Any other (Specify)____

13. How many days have you stated in Rescue shelter:

   No. of Days______ Reason (Should be filled by staff)____________

227
14. Have you satisfied about the first reaction shown (either by phone/directly) by CL staff:
   A. Yes  B. No  C. Not Responded

15. Have taken part in decision making of CL about your problem.
   A. Yes  B. No  C. Not Reacted

16. How did you feel after solving your problem by CL:
    A. Happy  B. Satisfied  C. Not satisfied  D. NR  E. NA

17. How are the felicities at Rescue Shelter:
    A. Very good  B. Good  C. Bad  D. Very bad  E. Not responded

18. What are the elements you do you like most at Rescue shelter:
    A. House Mother  B. CL staff  C. Premises  D. Food
    E. Any Other (Specify)  F. Not Responded:

19. Your suggestions for CL staff/authorities: ________

20. How far CL is useful to children:
    A. Very useful  B. Useful in some extent  C. Not Useful  D. NR

* Area & District  ** mention about caste if the child is willing to reveal only

Abbreviations:

CL  -  CHILDLINE
NR  -  Not Responded
NA  -  Not applicable