



To: The ITU and Child Helpline
International campaign Partnering to Protect
Children and Youth

**COMMUNICATIONS REGULATORY
COMMISSION OF MONGOLIA**

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Subject: Reference Letter
Pages: 2 (including this page)
Dear Sir/Madam,

As a member state on behalf of Mongolia, the Communication Regulatory Commission (CRC) is delighted to report that we are actively engaging in the "Partnering to protect Children and Youth" campaign.

The child helpline '108' started its operation since June 1st, 2014, under the curatorship of the National Agency for Children (NAC) in Mongolia. The NAC initiated the child helpline project in cooperation with World Vision International and Mobicom Corporation. It is noteworthy that for the implementation the guidelines provided by Child Helpline International was fully adhered. Within two years of operation the child helpline, 108 gained a wide acknowledgment and more than 80% of the countrywide child protection cases were identified by the helpline. The helpline operations handled by 16 professional psychologists offering their support round the clock. Child helpline opens a case for calls that require further actions and coordinates with corresponding public organizations and local municipalities.

To improve child protection service, NAC implemented a software portal that enables access for participating parties. The case assigned to the certain organization is accessed via its www.chl.108.mn portal and assigned personnel record actions to solve and its results. The calls classified into 5 categories and 58 subcategories. About 40% of the calls require immediate action. Child helpline center organizes training and promotional actions for public. Its psychologists visit schools to promote '108' activities and improve the awareness amongst the children. Also the training for public officers in local municipalities organized to guide on how to solve the cases and how to use the child helpline portal. Child helpline provides guidelines to public officers whenever the case solution requires special attention.

The child helpline operators are continuously given the training to improve their professional competence. The training on stress management is organized repeatedly to improve the competence on analyzing the call criticality, objectively analyzing the situation, and soothing the caller by providing necessary information. The training related to the child protection law and other relevant laws is organized and updates upon necessity.

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On top of the training aimed to improve professional competence, the training on self-stress and on-job stress management is organized for the operators. The internal training is systematically organized every month.

The child helpline 108 actively cooperates with international organizations. During this two years, the 108 received delegates from World Vision organization and Socialist Republic of Vietnam. Every year the child helpline international day May 17th is observed together with World Vision, Mobicom Corporation, and NAC. On the day the parties exchange the reports and discuss the further plan and strategy.

The child helpline actively engages its activities with local media organizations. Child helpline information and advice and case preventive information constantly broadcasted by four TV stations including Mongolian National Broadcaster, five radio stations, and two daily newspapers. Furthermore, it is worth to mention that Mongolia adopted a new child protection law in February 2016, where it legalized the operation of child helpline service. It is a pleasure to nominate the Child helpline '108' service by NAC, Mongolia and its counterpart Mobicom Corporation for the case study at the ITU Telecom World event in Bangkok.

The child helpline web page: www.108.mn

The Facebook account: <https://www.facebook.com/Хүүхдийн-Тусламжийн-Утас-108-966418363382961/>

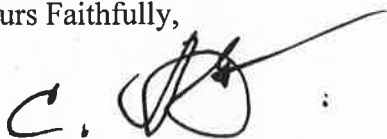
Commercial: <https://www.youtube.com/watch?v=u2GlpWMNnaQ>

Contact address of responsible person:

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Thank you for your cooperation and support.

Yours Faithfully,



ADIYASUREN.S
Chairman & CEO