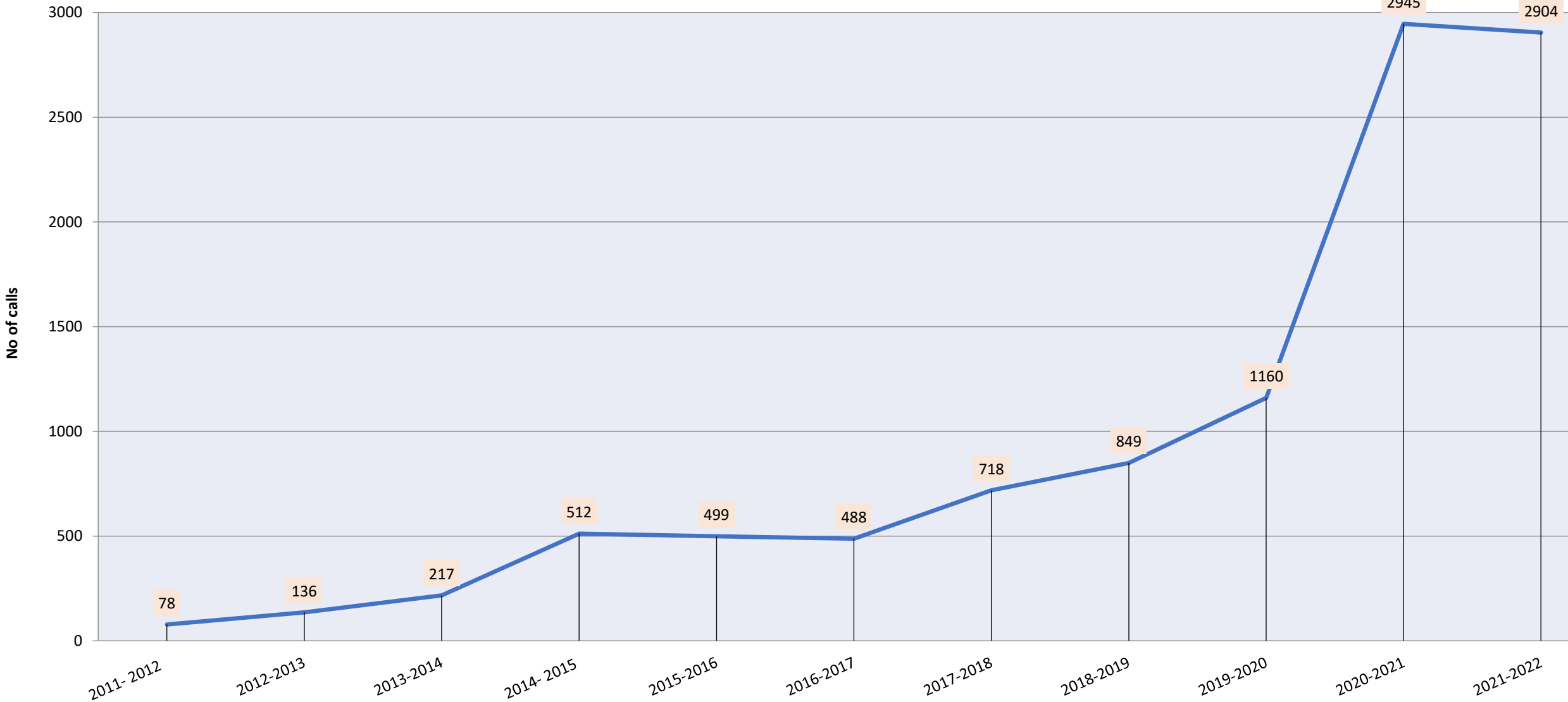


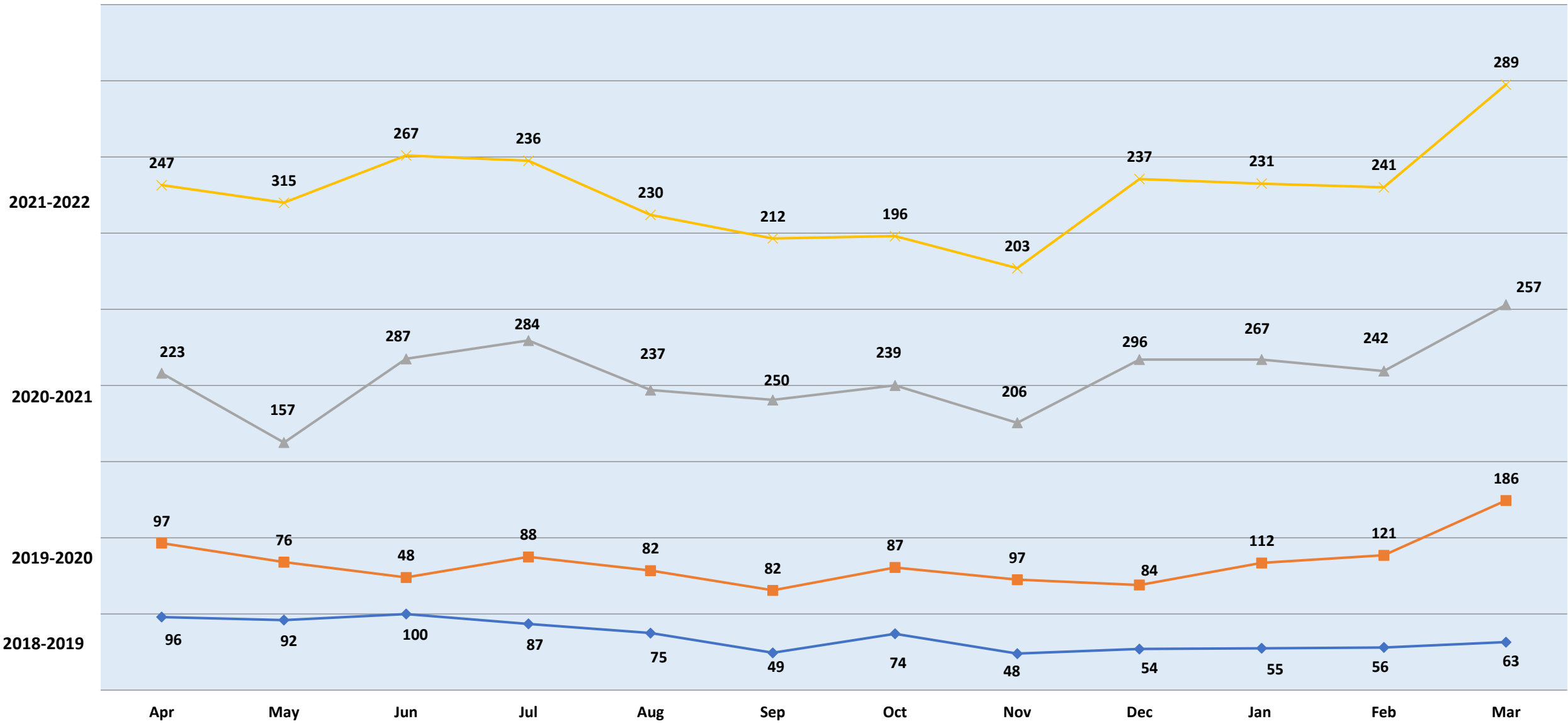
DATA Analysis  
Based on PCH Call Log

2021-2022

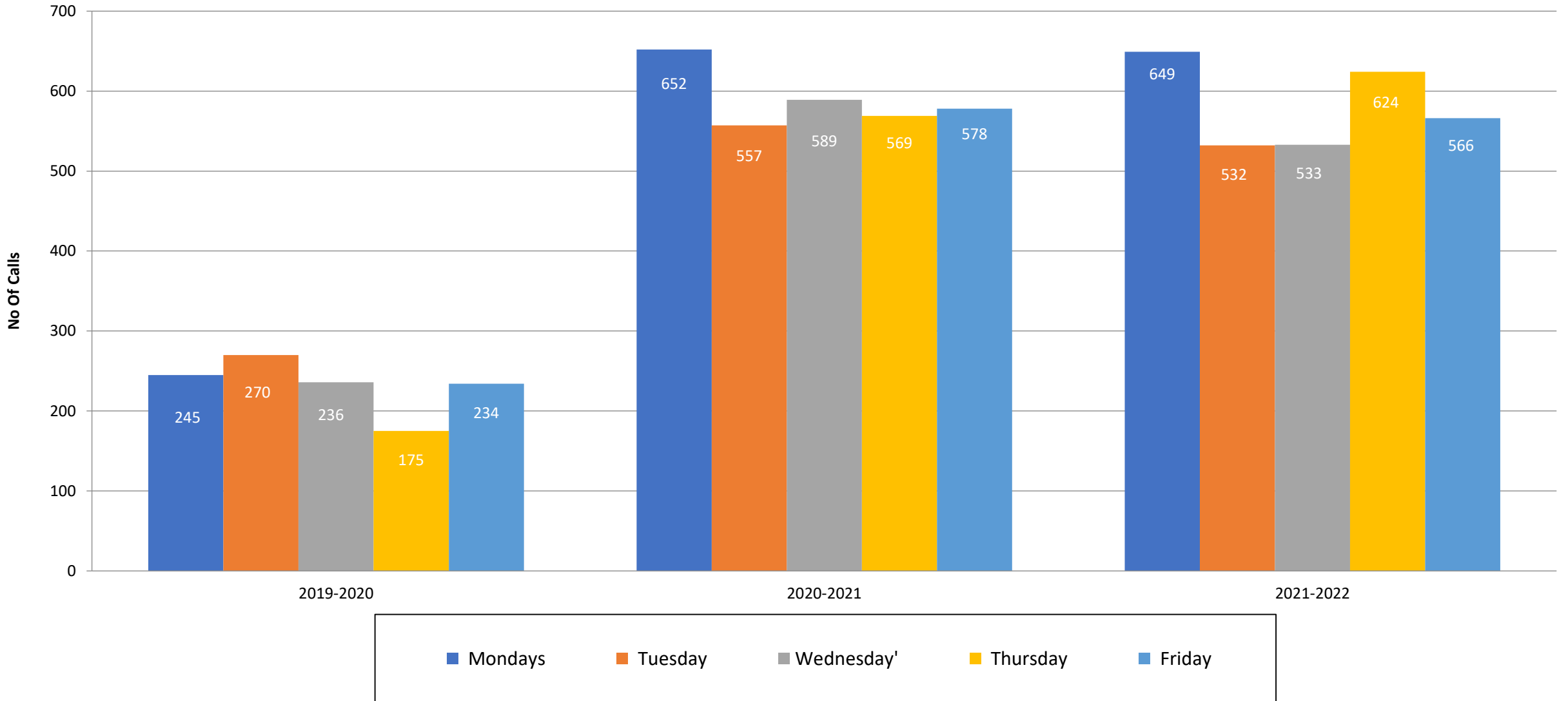
# Number of Calls Received from April 01, 2011 to March 31, 2022



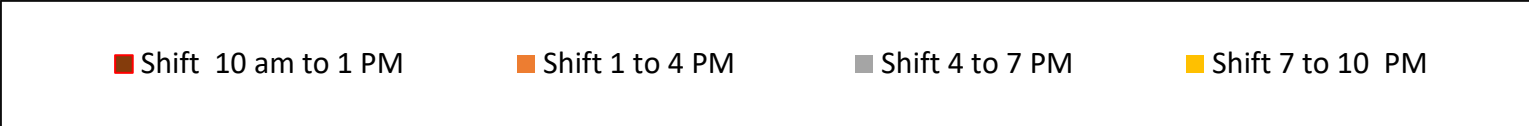
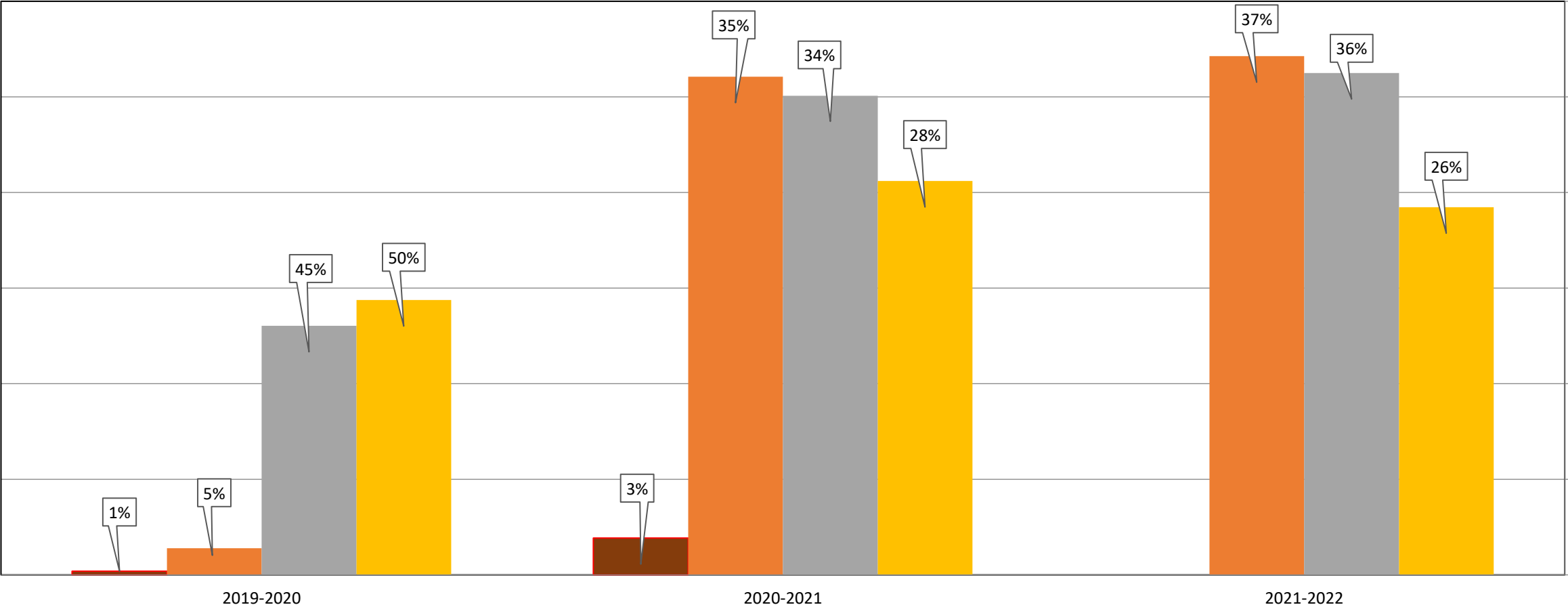
# Month wise trend of calls for 2018 to 2022



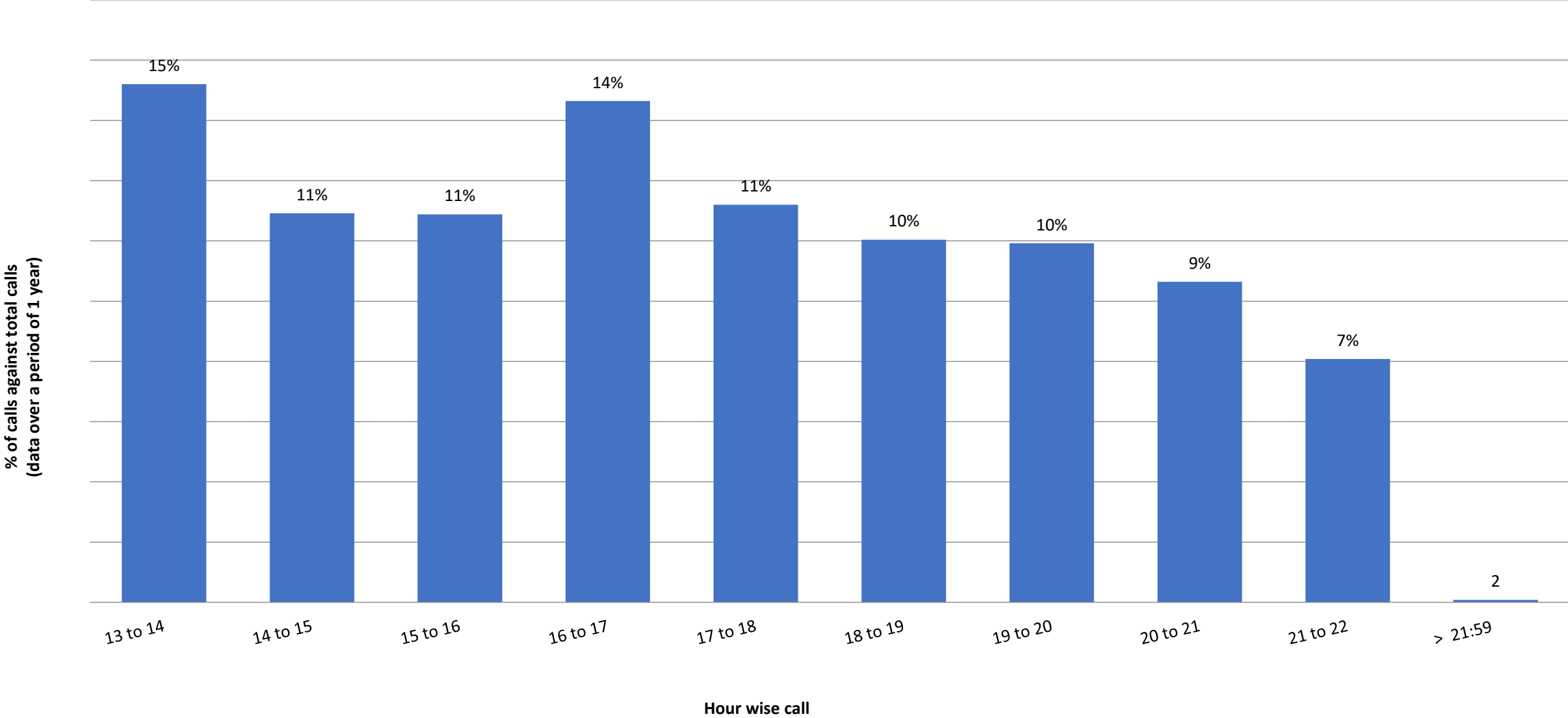
# Number of calls received on Days of the week from 2019 to 2022



# Shift wise calls Received from 2019 to 2022

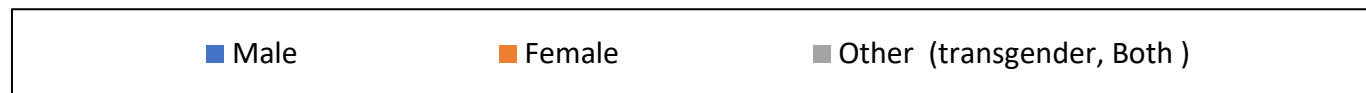
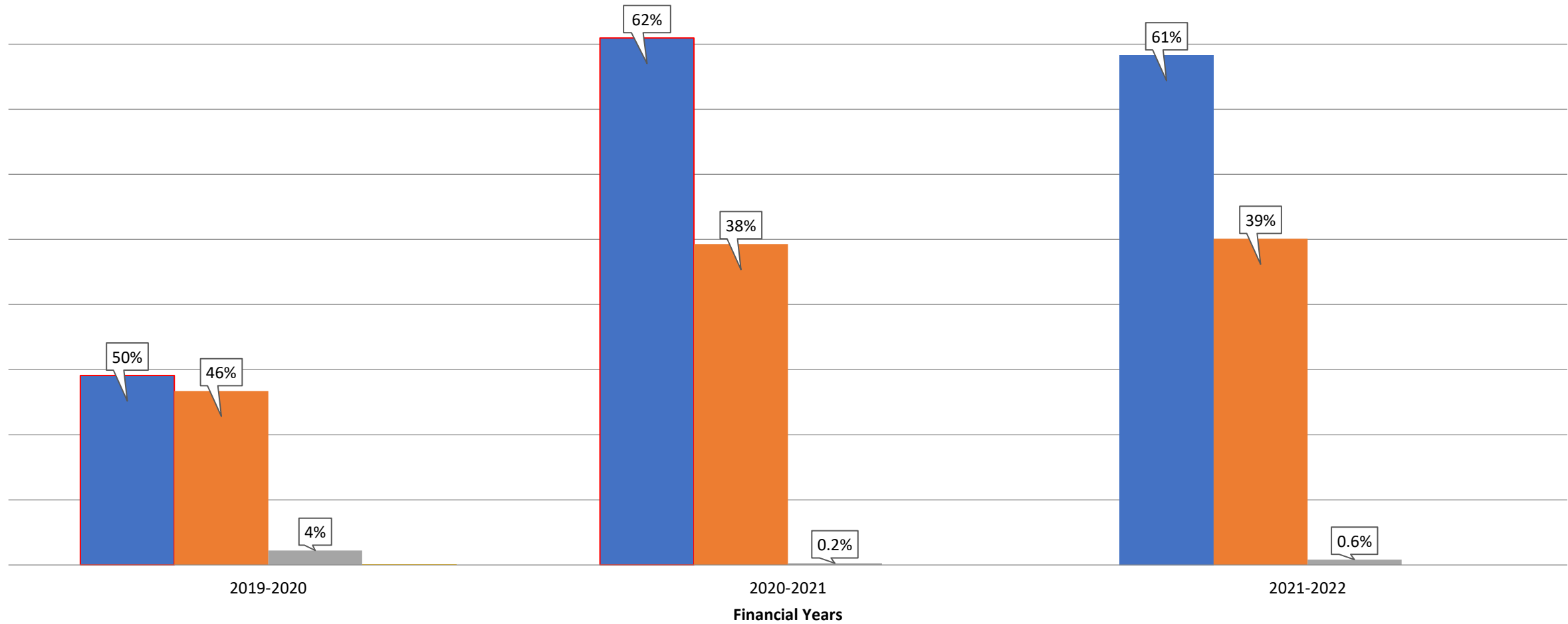


# Hour wise call Received FY 2021-2022

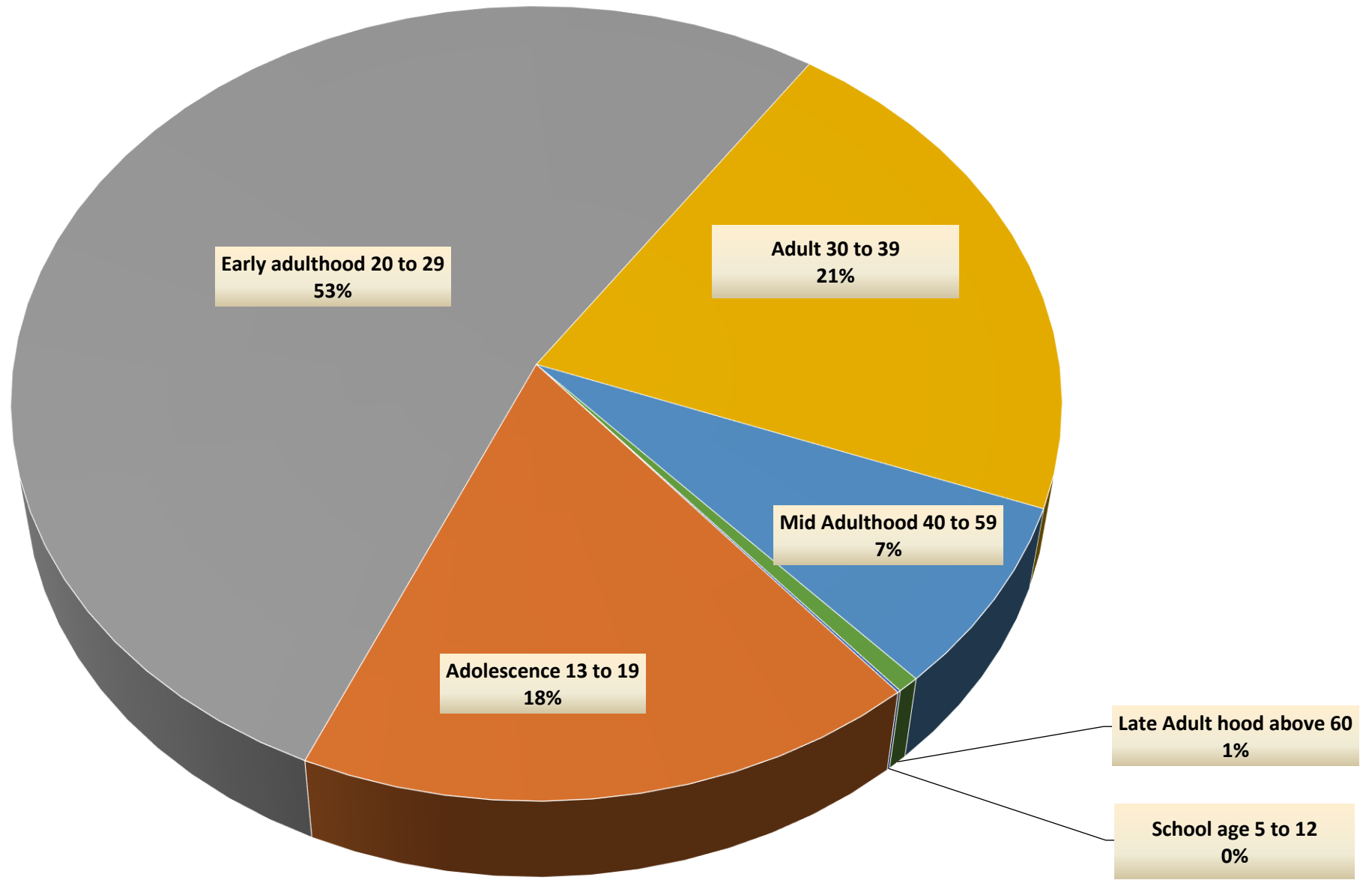


# Gender wise call Received from 2019-2022

## Gender wise call pattern 2019-2022

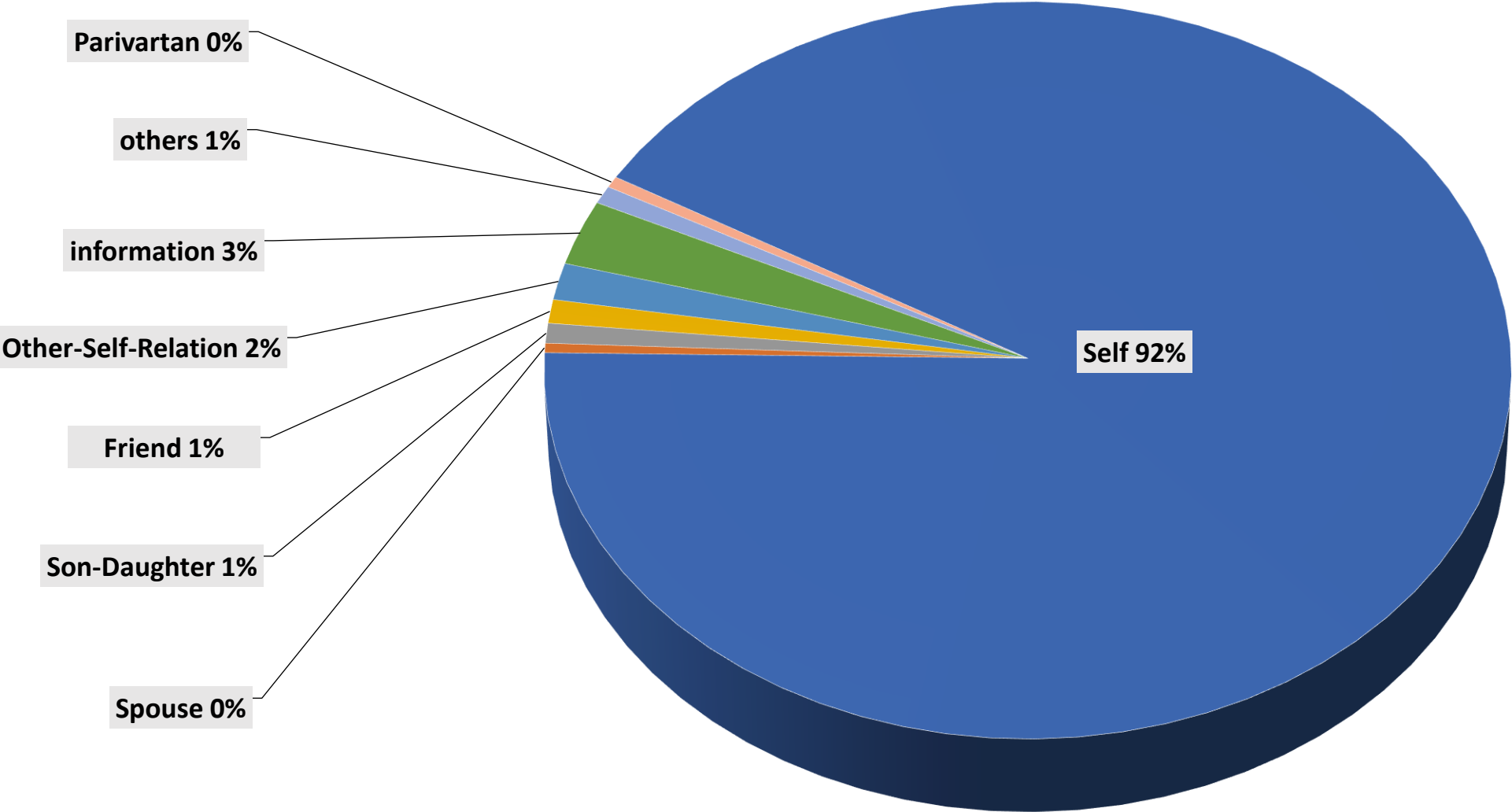


# Callers Age Group For Year 2021-2022

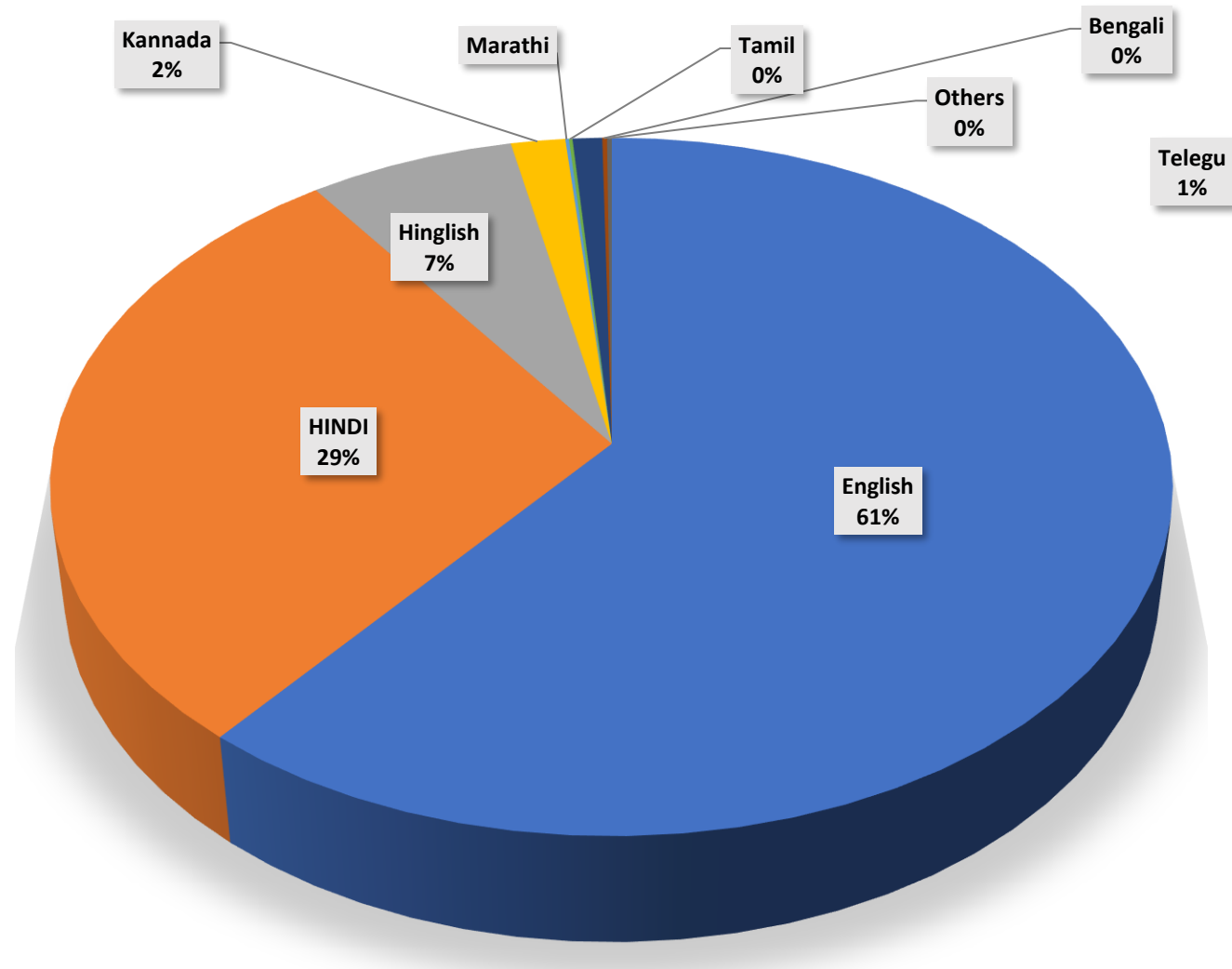




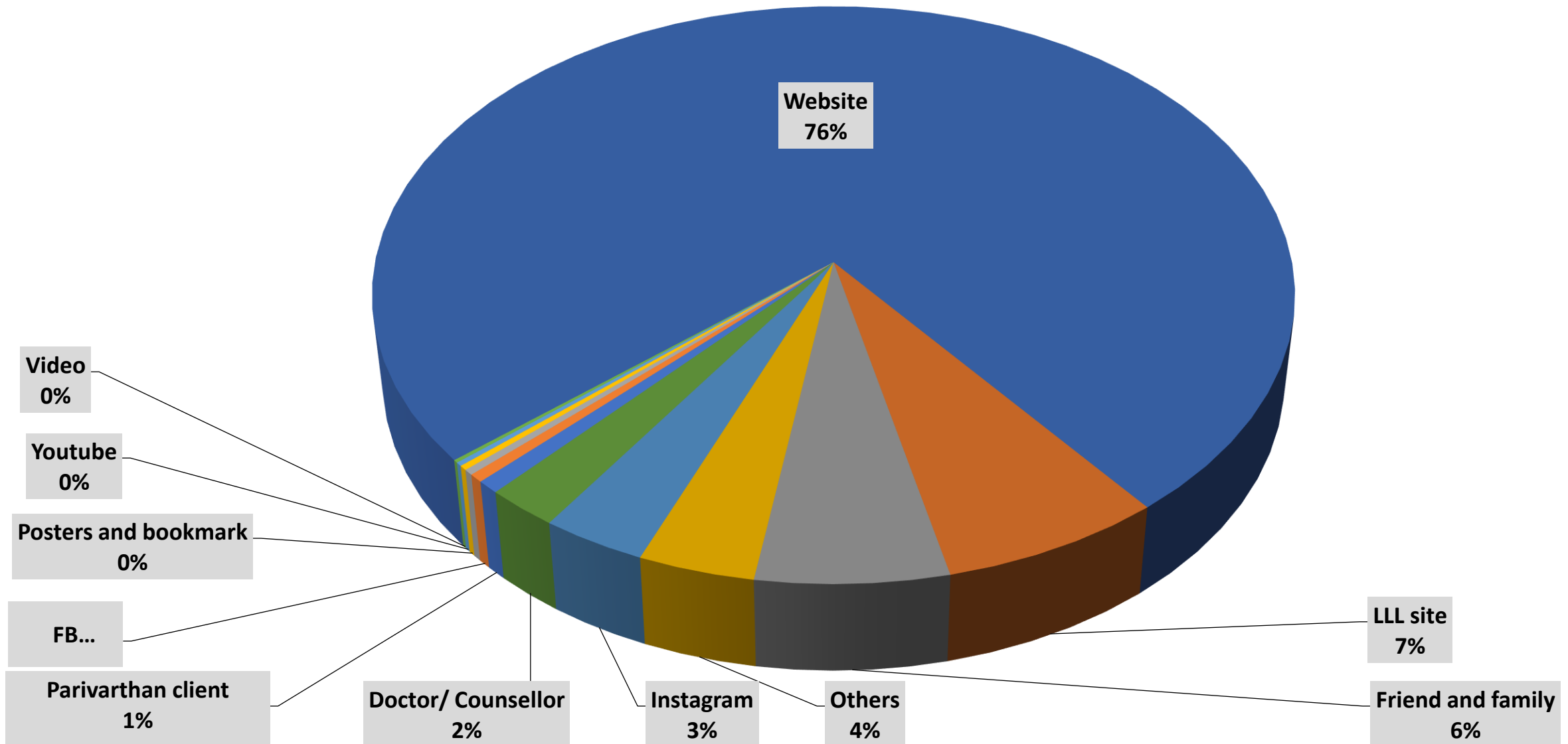
# Caller's relationship with the person in concern FY (2021-2022)



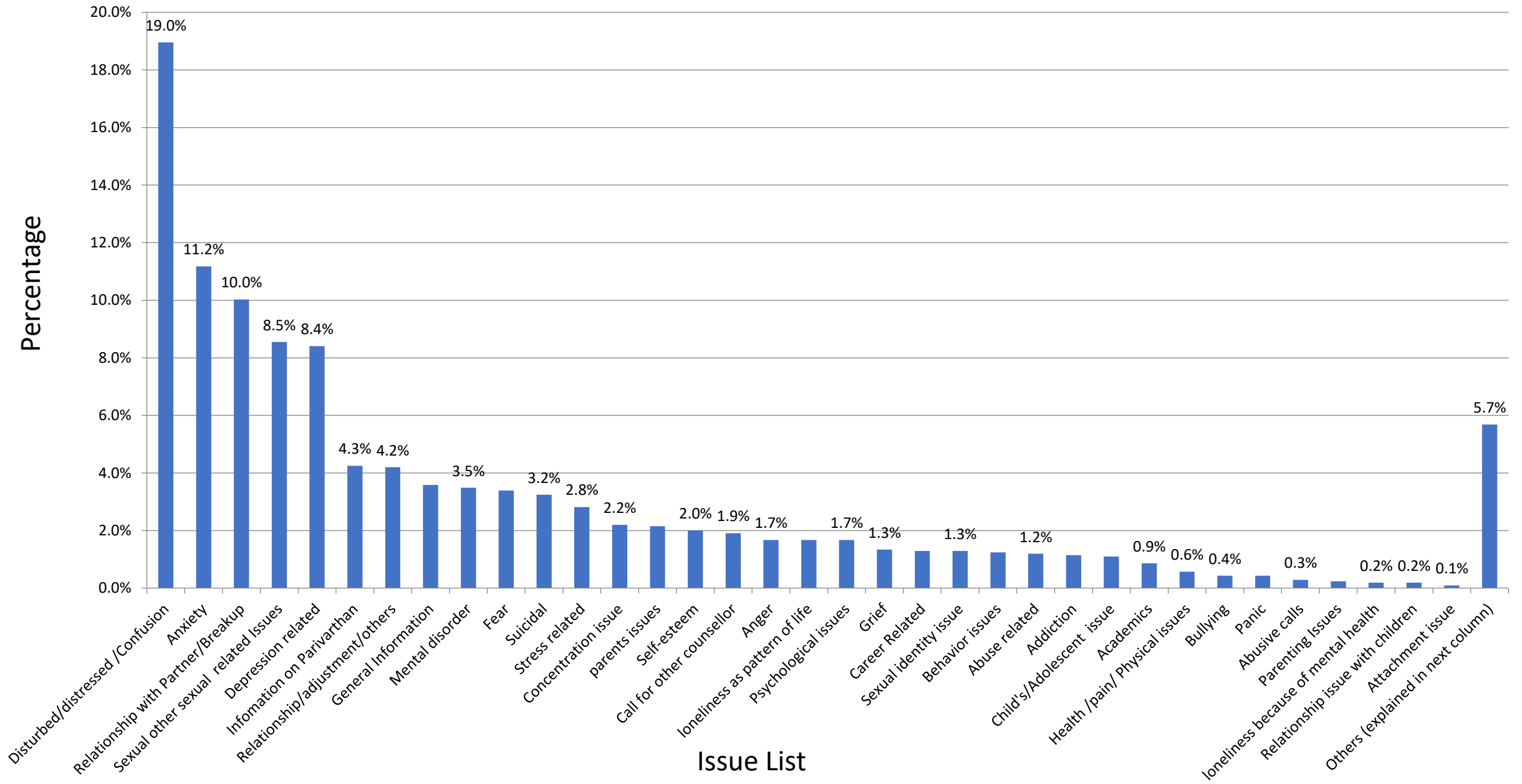
# Language of Counselling 2021-2022)



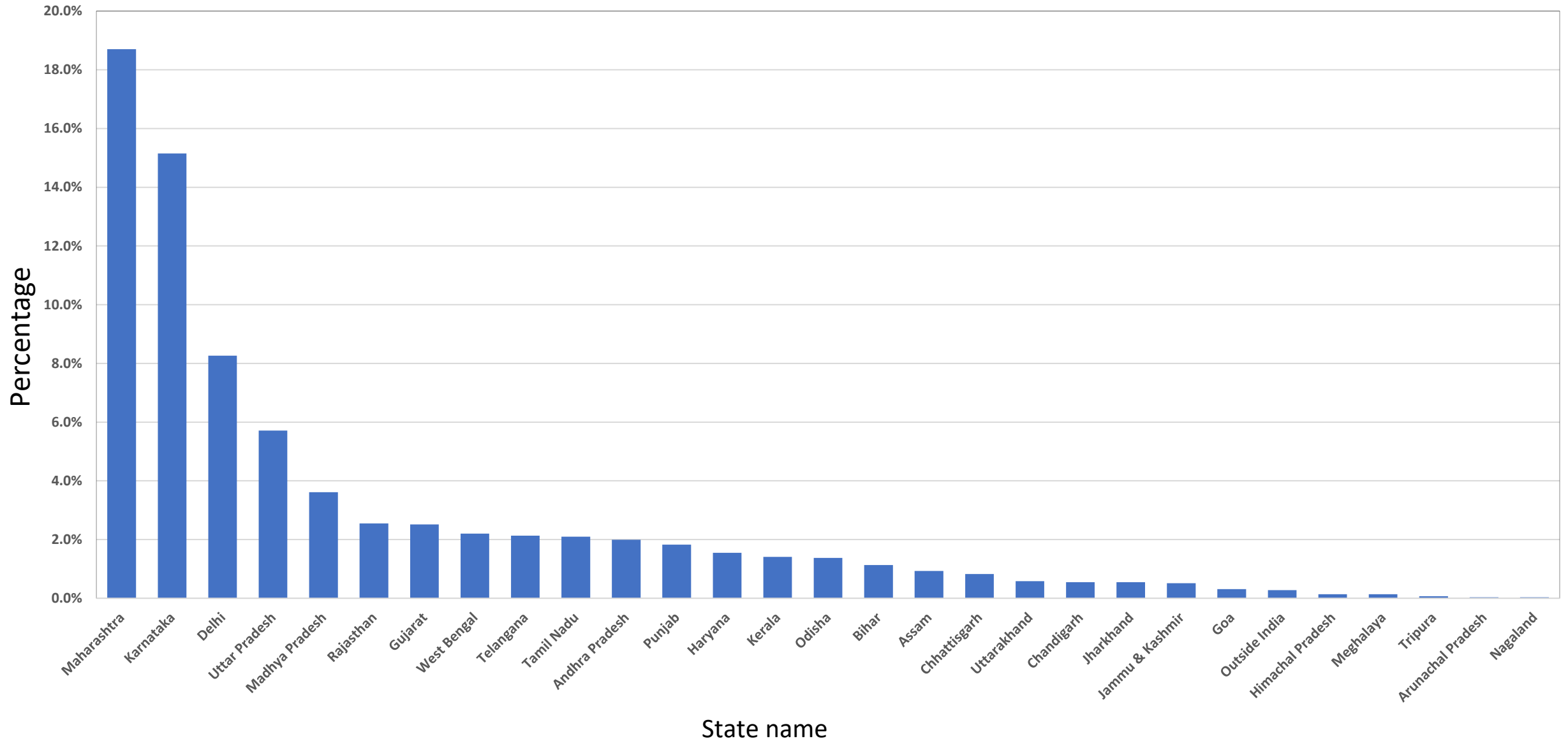
# Sources of information (caller received PCH number from )(2021-2022)



# Issue Wise calls (2021-2022) in percentage



# Location Wise call Received 2021-2022



Call Summary  
April 2021 – March 2022

○ No of calls logged in	<b>2904</b>
○ No of shifts when no calls received	<b>3</b>
○ No Of bad line /cut lines	<b>121</b>
○ Disrupted calls due to multiple Drops	<b>140</b>
○ Repeat calls (Either client has mentioned, or counsellor identified as repeat caller)	<b>916</b>
○ Calls for Parivarthan Information /Appointment	<b>87</b>
○ No of callers mentioned	
• Covid as an issue	<b>133</b>
• Lock down as an issue	<b>43</b>
• Suicide	<b>129</b>

## Other Observations from Data Analysis (1)

### April 2021– March 2022

- **No of Male caller remain more than Female caller**
  - Male to Female caller ratio Approximately 61:39
- **Maximum number of calls received from Age group Early Adulthood (20 to 29 years)**
  - 53 % of the total calls from age group (20 to 29 years)
  - 21% of total Calls from Age group 30 to 39
  - 18% of total calls from age group 13 to 19
- **Major reasons of calls are**
  - Disturbed/Confuse followed by Anxiety , Relationship Breakup, Sex related issues and others ( 19%, 11% and 10% and 9 % respectively )
- **Languages used**
  - English 61 % , Hindi 29% , Kannada 2% Mixed Hindi, English 7%
  - Malayalam is one of the language asked by many callers which could not be arranged

## Other Observations from Data Analysis (2)

### April 2021 – March 2022

- **Call Pattern /count ratio shows significant increase of calls from Maharashtra, which exceeded Karnataka**
- **Major contributors**
  - Maharashtra 18.70 %
  - Karnataka 15.15 %
  - Delhi 8.26%
- **New States entered in the list:**
  - Nagaland and Arunachal
- **Calls from Countries Outside India :**
  - Counts 8 (UAE, USA, UK, Bahamas, AU)



A solid blue vertical bar is positioned on the left side of the slide, extending from the top to the bottom.

# THANK YOU

Data compiled by Lipika Phani,  
Assisted by Maitreyee and Gargi and Team