

emergency  
childline  
relief  
trust  
defend

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**Annual Report 2004-05**  
CHILDLINE India Foundation

## Note from the Honorary Secretary...

It is with great pleasure that I introduce to you, the Annual Report of CHILDLINE India Foundation for the year 2004-2005. Over the past year, CHILDLINES in 66 cities spread across 21 states in India, have received nearly 2 million calls and have responded to 1.3 million intervention cases of children in need of care and protection.

The year was indeed filled with both triumph and tribulation! Many new partnerships were made and older ones revitalized. The Bombay Community Public Trust Award for innovative documentation, and the Global Development Network Award received by CHILDLINE India Foundation (CIF), is reflective of the exemplary work and passion of the CHILDLINE network of over 160 organisations in the country.

The year 2004 drew to a close bringing with it one of the world's worst disasters - the Tsunami. Almost instantly CHILDLINE sprang into action. We wish to acknowledge the efforts of all CHILDLINE partners who worked tirelessly doing everything that was needed. Within three months, with the support of the Ministry of Social Justice and Empowerment and Plan International, a medium to long-term strategy for rehabilitation was put into place. Seven CHILDLINES were initiated in the worst affected districts of Tamil Nadu, Kerala, Pondicherry and the Andaman and Nicobar Islands.

This year the Services team, which plays a vital role in holding the CHILDLINE network together, broke paths with the initiation of State Fora in Kerala, West Bengal and Tamil Nadu. These State Fora bring CHILDLINE partners in their respective States together onto a common platform to learn from the experiences of each other and advocate together on issues of common concern with respect to child protection and child rights. To exploit the richness of experience, the skill and expertise of CHILDLINE partner organizations for strengthening the impact of CHILDLINE, task forces comprising heads of partner organizations were formed. The task

forces are to examine issues of concern and determine a plan of action for advocacy and sustainability of CHILDLINE.

As a part of networking and facilitation activities, the Services team undertook 94 visits to cities where CHILDLINE exists and conducted 62 preparatory visits resulting in 11 CHILDLINES being added to the national network. Further, 4 Regional and 1 National Partnership Meet of the CHILDLINE network members was organised. In addition, the team anchored the evaluation of the 117 organizations implementing the Integrated Program for Street Children Scheme of the Ministry of Social Justice and Empowerment.

The year saw the initiation of a new partnership with Plan International to strengthen the Policy Research Advocacy and Documentation (PRAD) Department of CIF. This department is the in-house resource centre responsible for capturing and documenting the voices of millions of children who call CHILDLINE across the country. The PRAD team undertook a pilot study of the ChildNet data for the year 2003-2004 and the preliminary findings were presented to the CHILDLINE partners during the Partnership Meet held in February 2005.

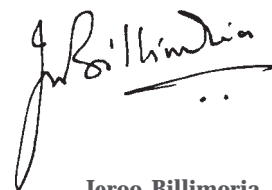
The Awareness and Fundraising team undertook with much success a number of fundraising events ranging from a flute recital by Pandit Hari Prasad Chaurasia and an evening of Jazz by renowned Jazz artists from Mumbai, and for the first time a fundraiser, the play 'Class of 84', was staged in Delhi. The CHILDLINE Mumbai Birthday party was as always, a hit with the children! CIF also participated in the Mumbai Marathon for which we received the support from a number of prominent celebrities. An awareness campaign supported by Johnson & Johnson in Bangalore and Hyderabad made a significant impact as well. CIF played host to delegates from Egypt and Mongolia, who came for an exposure visit to CHILDLINE India, sent by our international partner Child Helpline International (CHI). CIF participated in

the Regional Consultation of Child Helplines (Asia Pacific) in Japan as well as the International Consultation of Child Helplines (Global) in the Netherlands.

I take this opportunity to introduce to you Ms Kajol Menon, who has been with CIF for five years. She has taken on the challenging task of leading CIF as the Executive Director since November 2004. Under her dynamic leadership CIF is ready to embrace new challenges in its path, as it grows into a center for excellence in child protection.

The CHILDLINE journey through 2004-2005, crossing many milestones, though extremely enriching, posed many challenges, reminding us that we still have a long way to go towards realizing our vision. Lack of rehabilitative services for children with special needs, lack of adequate services for girl children, need for a national restoration strategy linking the police, the child welfare committees, NGOs and CHILDLINE, connectivity to 1098 from private telecom service providers, free of cost publicity and awareness about CHILDLINE, still remain hurdles in our path.

Yet, every call to CHILDLINE motivates us to push harder to ensure that the voice of every child is heard by policy makers, funders, service providers and the community. We are confident that we are moving in the right direction and the strength and energy of the large and dynamic CHILDLINE network will surely get us there.



**Jeroo Billimoria**  
Honorary Secretary

# CHILDLINE India Foundation



## Vision

To protect the rights of children in need of care and protection

## Mission

CHILDLINE aims at responding to the emergency needs of every child in need of care and protection throughout the country, ensuring that there is an integrated effort between the government, non-government organizations, academic organizations, bilateral agencies, corporates and the community in protecting the rights of children.

## Objectives

- i) To reach out to every child in need of care and protection by responding to emergencies on 1098 and by physically reaching out to children.
- ii) To adapt and integrate telecommunication technology, linking all districts to the service of 1098, and making it available to all children in need of care and protection.
- iii) To provide a platform of networking amongst organisations and to provide linkages to support systems that facilitate the rehabilitation of children in need of care and protection
- iv) To work together with the Allied Systems (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community) to create child friendly systems
- v) To advocate for services for children that are inaccessible, non-existent or inadequate
- vi) To create a body of NGOs and Government organisations

working within the national framework and policy for children.

- vii) To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- viii) To contribute and work towards strengthening and participating in a global movement that addresses issues related to child protection and ensures that children's voices are heard.

### About us...

CHILDLINE is India's first 24-hour toll free phone emergency outreach service for children in need of care and protection linking them to long term services for their care and rehabilitation. Any child and concerned adult can call 1098 and access the CHILDLINE service any time of the day or night.

Call 1098 – Help us care for children in distress.



**Anil, Usif, Pappu and Munna share a moment...**



## How It All Began



CHILDLINE started as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences (TISS), Mumbai, in June 1996, the CHILDLINE service proved to be an efficient link between children in need, and services that exist for their rehabilitation. In June 1998, the Ministry of Social Justice and Empowerment (MSJ&E), Government of India, introduced a unique partnership model for implementation of the CHILDLINE service. As of March 2005, CHILDLINE was operational in 66 cities/districts spread across 21 states in India.

Established by the Ministry of Social Justice and Empowerment, Government of India, CHILDLINE India Foundation (CIF) is the central nodal agency for the replication and facilitation of the CHILDLINE service, research, documentation and awareness and advocacy on issues related to child protection. It also undertakes the initiation of specialized need based services based on trends emerging from analysis of calls.

CHILDLINE functions through a network of over 160 organizations spread across 21 states of the country. It has responded to over 7.5 million calls for assistance and has made a difference to the lives of hundreds of thousands of children across the country.

During the period under review, the CHILDLINE service expanded its scope to touch the lives of children in 7 tsunami affected areas, thus responding to children in disaster situations.

### *About us...*

CHILDLINE is India's first national level response to the ratification of the United Nations Convention on the Rights of the Child (CRC). Additionally, the CHILDLINE 1098 service receives special mention in the Juvenile Justice (Care and Protection) Act 2000.



***Raju is helped by his friend Allim in calling 1098!***



# Overview of Departmental Activities

## SERVICES

The year 2004-05 posed many challenges to the expansion of CHILDLINE service across the country, especially in the emergencies due to disaster situations. For instance the Tsunami, which was perhaps one of the worst manifestation of natural disaster that devastated the lives of many. It affected the lives of innocent children, many of whom were orphaned, hurt and deprived.

The Services team conducted 94 networking & facilitation visits to operational CHILDLINE cities to facilitate quality standards of the service nationally.

62 preparatory visits were conducted by the team (35 of them were for Tsunami CHILDLINES). As a result of which 11 new cities were added to the CHILDLINE network in the year and 7 of these were initiated as an emergency response to the Tsunami disaster. CHILDLINE became operational in Kota, Akola, Andaman & Nicobar Islands, Rourkela, Murshidabad Nagapattinam, Kancheepuram, Kanyakumari, Cuddalore, Karaikal and Kollam in 2004-05

## Collaborations and Partnerships

The partnership with the National Institute of Social Defence was renewed whereby the following activities were undertaken by CIF during the financial year:

Partnership meets	Region	Dates & Venue
Regional Meet of Co-ordinators & para-professionals/team members	North	18 <sup>th</sup> -21 <sup>st</sup> November 2004 at Varanasi
	West	1 <sup>st</sup> -4 <sup>th</sup> December 2004 at Aurangabad
	South	18 <sup>th</sup> -21 <sup>st</sup> December 2004 at Kozhikode
	East	16 <sup>th</sup> -19 <sup>th</sup> January 2005 at South 24 Parganas
Partnership Meet of Directors	National	18 <sup>th</sup> to 20 <sup>th</sup> February at Bhopal

The National Institute of Social Defence too sanctioned funding for conducting of the NICP workshops with the different allied systems in mid December, whereby 130 workshops at the city level were conducted during the financial year.

Taking forward from the feedback received from the CHILDLINE teams at the national level, for inputs towards building the knowledge and skills to deal with the issue of trafficking of children for sexual exploitation and child labour, four regional workshops were organized for the CHILDLINE coordinators in collaboration with Prerana, Mumbai. The workshop helped the team to intervene in rescue of trafficked children in cities like West Medinipur and Bangalore.

## State Forum for CHILDLINE

The process initiated towards the formation of the State level CHILDLINE Forum, since the 7<sup>th</sup> National Partnership Meet, 2003 in Chennai, has succeeded in three states namely Kerala, Tamilnadu and West Bengal. With the objective of facilitating proactive networking amongst CHILDLINE partners at the state level for resource mobilization and advocacy on children's issues with the state government, the following have been accomplished:

Kerala: Issue based media advocacy with respect to children's issues and the implementation of the J.J Act 2000 in true spirit has been undertaken.

Media advocacy on the issue of domestic child labour has brought to light the high incidence of this phenomena and CHILDLINE Thrissur was successful in conducting rescue operations with the active support of the Child Labour Department and the Police system.

CHILDLINE is one of members of the Drafting Committee for the State Plan of Action for Children in Kerala

West Bengal: West Bengal Forum

committed to framing the child protection policy undertaking research and documentation, building capacity of the CHILDLINE personnel at the state level, mobilizing material resources for and preparation of Information, Education and

Communication (IEC) materials and formation of a resource pool with the objective of collecting all the research studies conducted on children's issues in West Bengal, relevant data on street children, child abuse etc.

Tamil Nadu: One meeting of the Tamil Nadu CHILDLINE forum meeting was organized, wherein it was agreed upon that CHILDLINES would work towards mobilization of resources towards sustaining existing CHILDLINES in the state, organize capacity building of the team members, facilitate sharing of innovative practices and strategies and work collectively on advocacy issues at the state level.

## Partnership With State/ Local Self Governments / NGOs

During the year the unique partnership with the Kerala State Government initiated towards influencing policy decisions on child rights at the state level, based on the CHILDLINE data, was further strengthened. In effect, funds for preparatory activities in Malappuram district was secured from the Zilla Panchayat, Malappuram and the Secretariat expressed its interest and willingness to make budgetary allocation for two more CHILDLINES in Kerala for the financial year 2005-06. The Need Assessment Study for CHILDLINE in Malappuram was completed and Resource Directory & City Mapping Exercise of Malappuram is in process.

Inspection of 117 "Street Children's Projects" on behalf of Ministry of Social Justice & Empowerment were conducted through the services of various consultants across the country.

## Capacity building

Capacity building workshops were organized for the CIF team as follows:

1. On Accounting Procedures on April 30, 2004 and September 25, 2004 at CIF office, Mumbai
2. Resilience, Stress and time Management on June 26, 2004 at Nirmala Niketan, CSW Mumbai
3. Emotional Resilience, Motivation and team work on July 1st, 2004 at Nirmala Niketan, CSW, Mumbai

The CIF team also participated in 11 external workshops. They were mainly

on advocacy issues concerning children, for instance trafficking, policy to combat child sexual abuse and implementation of the Juvenile Justice Act.

**POLICY RESEARCH ADVOCACY AND DOCUMENTATION**

The Policy Research Advocacy and Documentation Unit of CHLDLINE India Foundation is the in-house resource centre responsible for capturing and documenting the voices of millions of children who call CHLDLINE across the country. This unit collects, analyses and disseminates the information that

experts. The second phase being conducted in the forthcoming year, involves obtaining feedback from the CHLDLINE teams in various cities on making the forms more comprehensive and user friendly.



**Play staged in Delhi, 'Class of 84', November 2004**



**Kajol Menon received the award from Ms. Harsha Parekh, Trustee BCPT and Ms. Anu Aga, Chairperson Thermax at the BCPT awards**

comes in through the calls and related happenings in the form of reports, trend analyses, newsletters and annual reports. The data also enables the unit to identify trends that need to be researched further and provide substantial data for advocating for policy changes and eliminating the gaps in services for children.

This year the department has been involved in the following activities:

1. Publications: the following publications have been compiled and published by the PRA & D unit:
  - Newsletters: six bi-monthly newsletters
  - The Annual Report 2003-04
  - The Partnership Meet Report 2004-05
2. A review of the documentation forms Phase I of which involved gaining feedback from the CIF team and consultations with

3. The department initiated two action research studies, (1) Gaps in services and (2) Study on services available for mentally challenged children. As part of the pilot phase, data was collected from the coordinators, team members and directors of 13 CHLDLINE cities. The data shall provide the

justification and base for taking the studies further.

4. PRA&D has been using the data captured through the ChildNET software by the CHLDLINE teams across the country. A trend analysis of the nature of calls received by CHLDLINE in the year 2003-04 was conducted. The preliminary findings of the same were shared at the CHLDLINE Partnership (Director's) Meet in February 2005. Taking from the feedback received, a comparative study for two years 2003-04 and 2004-05, has been undertaken.
5. We also took part in a competition on Knowledge Sharing and Documentation organised by the Bombay Community Public Trust (BCPT). CHLDLINE won itself a 'special mention' at the end of the competition. Visible in the photograph are Ms. Harsha Parekh, Executive Trustee BCPT

and Ms. Anu Aga, Chairperson Thermax, presenting the award to Ms. Kajol Menon, Executive Director, CIF.

**AWARENESS AND ADVOCACY**

**Objectives**

- To create a national brand identity for the CHLDLINE Service
- Creating awareness about the CHLDLINE service
- Fundraising
- Public relations
- Media Advocacy

**Events**

The year 2004-05 saw a number of musical evenings organized in aid of CHLDLINE:

- In the beginning of the year a Jazz evening was organized at the trendy restaurant- Not Just Jazz By the Bay; Marine Drive, Mumbai.
- On 22<sup>nd</sup> February 2005 a flute recital by Pandit Hariprasad Chaurasia called "With Every Breath" was held at the Sophia Bhabha Hall. The evening also featured Pandit Vijay Ghate on the tabla and Pandit Bhawani Shankar on the pakhawaj.
- The hit play from the Rage Theatre Company called "Class of 84" was staged in Delhi, on November 28<sup>th</sup> 2004 at the Shri Ram Center. Thanks to the support of CHLDLINE Delhi the show was a complete success.
- The Mumbai Marathon 2005 was held on the 16<sup>th</sup> of January 2005. CHLDLINE received tremendous





**Flute Recital by Pandit Hariprasad Chaurasia, February 2005**

support and goodwill through its friends and well-wishers who participated in the marathon. Bollywood stars including Aditi Gowitrikar, Rakshanda Khan, Nethra Raghunathan, Tejaswini Kolhapure, and Reshma Bombaywala came out in full support of CHLDLINE and childrens rights. A group of senior corporate executives lend their support to CHLDLINE by running the 'Dream Run'.

- As is the tradition, the Awareness and Advocacy Department coordinated the 8<sup>th</sup> Birthday Party of CHLDLINE in Mumbai on September 25, 2004 in collaboration with the CHLDLINE Mumbai team.
- The "Song of Hope" a music album was brought out by CHLDLINE in collaboration with Universal Studios. The album aimed to generate aid for the victims of the Tsunami and its music video was aired on Channel V as well.
- CHLDLINE has initiated 'employee payroll giving' with a corporate partner in Mumbai. It is a unique way to build relationships with donors and spread the message to a larger audience.
- **CHLDLINE India Foundation (CIF)** organised a Musical Night with Shankar, Loy and Ehsaan in Mumbai on April 2nd, 2004 at the

Shanmukhananda Hall, Matunga. They are well known in India and abroad for their pulsating music and energetic performances. They set the audience foot tapping to well known Bollywood hits such as *kal ho na ho, dil chahata hai, Armaan.....* the associate sponsors were Tata and State Bank of India. The event was cosponsored by Computer Associates and the Radio Sponsor for the same was Radio Mirchi

**Awareness Campaigns**

- The Awareness and Advocacy team was also successful in incorporating slide inserts on CHLDLINE in cinema theatres,

thus enabling them to reach out to large number of people.

- South India was the target of our media campaign, which was launched at - Bangalore & Hyderabad. Johnson and Johnson supported this campaign. We value their support
- The Media and Public Relations agency Blue Lotus collaborated with CHLDLINE after the disaster caused by the Tsunami and ensured mass awareness of CHLDLINE activities.
- CHLDLINE activities in the Tsunami hit areas were also shown on NDTV through scrolling messages and news reports.
- The CHLDLINE website was revamped and made more user friendly and attractive.
- The Awareness and Advocacy unit has also been successful in initiating contacts with international funding organisations for sponsorship towards awareness materials.
- New corporate partnerships were initiated with corporate bodies like Capgemini, Tata Teleservices, ICICI Securities, Blue Lotus PR agency, Indian donor organizations such as Bombay Community Public Trust, United Way Mumbai and foreign donor organizations such as Plan International, Stichting Kinderpostzegels Nederland also



**Shankar, Ehsaan and Loy sing for CHLDLINE**





**CHILDLINE Awarded by the Global Development Network, Dakar, Senegal**

partnered with CHILDLINE by supporting its activities.

**Friend of CHILDLINE**

Ms. Christianne Lebouille a management student from the Netherlands volunteered her service through AIESEC and worked on a strategy for online donations, a database of Dutch organizations and also initiated the process of registering CHILDLINE India with the Dutch Chamber of Commerce. Thanks Christianne.....

**Visitor at CHILDLINE**

A high powered team of the Egyptian government and non government personnel visited CHILDLINE India Foundation .The delegates including Ambassador Moushira Khattab, Secretary General, The National Council for Childhood and Motherhood (NCCM), Egypt along with Mrs. Dr. Ghada El Dory, professor at Ein Shams University, Mrs. Abla El-Badry, Director, Hope Village (NGO), Mrs. Nevine El Kabbag, Protection of Children at risk, NCCM, Mrs. Manal Shahien, Project Manager, Child Labor, NCCM visited the the CHILDLINE teams in Delhi and Kerala .

**Awards**

The CHILDLINE project won the second prize in the category of the Japanese Award for Most Innovative Development Project, organised by the

Global Development Network (GDN). Ms. Kajol Menon – Executive Director, CHILDLINE India Foundation, presented the CHILDLINE project to an international audience of GOs, NGOs, and development experts at the Sixth Annual Development Conference of GDN at Dakar, Senegal.

CHILDLINE was also chosen as the finalist for the Bombay Community Public Trust award 2004 for excellence among voluntary organizations in Mumbai.

**ARIES (Action Research for Innovative Entrepreneurial Services)**

ARIES, a wing for innovative projects, established with the primary objective to identify emerging issues in the area of child care and protection and promote innovative services in that area, has come a long way from where it started.

**The tasks of 2004-05**

**Anchorage Case:**

CIF initiated investigation into an institutional child abuse case in Mumbai. The Manager of the Anchorage shelter has been apprehended and deported from UK to India and is in police custody. The case is presently being heard in the fast track court, Sewree.

CIF has been successful in appointing a competent lawyer outside the panel

of Additional Public Prosecutors since the lawyers on the panel expressed inability to take on the case.

Three boys from the Anchorage shelter have been rehabilitated by facilitating recruitment and accommodation facilities.

**Special Unit for investigating Institutional Child Abuse (SUIICA):**

SUIICA has been initiated in response to the Anchorage case. It aims to:

- Liaison with the State Administration for taking the project forward.
- Liaison with Department of Post and Telegraph, for a free national post box with the number 1098. This is to be made available to children in institutions.

**Telephone Helplines:**

- Control of 1098 was given to Secretary, Ministry of Social Justice and Empowerment, Chairperson, CIF.
- Lobby with Telecom Regulatory Authority of India for connectivity from Private Sector.

**CHI Coordination:**

- Visits by the Egyptian & Mongolian delegation to the study the CHILDLINE India model.

**Workshops:**

- Workshop with CHILDLINE team members on Using Art Therapy during Emergency Interventions with children.

**Publications:**

- FAQ on Child helplines (English and French)
- Database of residential institutions in Maharashtra
- Special edition on Institutional abuse and its prevention and rescue (FAQ) in Hello CHILDLINE newsletter issue no. 28

**Worked on :**

1. Script on missing children shoot.
2. Script of converting 5 CHILDLINE books into audio visual productions.



# CHILDLINE City Highlights

## NORTH ZONE

### CHILDLINE New Delhi

- CHILDLINE participated in the Child Rights Mela held at India Gate on the 24<sup>th</sup> of December 2004. The mela was co-organized by Salaam Baalak Trust and Butterflies in collaboration with the government departments and other NGOs. The mela aimed at informing the public about child rights.
- The collaborative organization namely Salaam Baalak Trust, Delhi organized a rally in aid of the Tsunami victims in January.
- The National Institute of Social Defence conducted a training program on Child rights and CHILDLINE for members of the allied systems and other NGOs working on child related issues.

### CHILDLINE Chandigarh

- His Excellency, the Governor of Punjab and the Union Territory Administrator- Lt. Gen. J.F. Rodriguez, gifted a sum of Rupees One million from his discretionary grant, to CHILDLINE Chandigarh in recognition of the work being done by them in helping children in distress.
- Talks about Child Rights and the CHILDLINE service were delivered in 10 camps organized by various NGOs for girls and women of slums and villages of Chandigarh. The camps were sponsored by the Social Welfare Advisory Board.
- In order to improve the counselling skills of the team

members a module on protocols for answering calls related to behavioural problems, academic issues and peer problems was developed.

### CHILDLINE Udaipur

- CHILDLINE Udaipur was given a permission letter from the General Hospital Udaipur for free treatment of children brought by CHILDLINE. The letter is used in a similar manner as the BPL card and has proved extremely useful.
- The team observed that children in a particular basti fell sick due to unclean habits. Hence the team members regularly visited the area and counseled the children and their parents. As a result most children have improved their

### Networking for Assistance...

CHILDLINE Allahabad contacted 'Allahabad Chemists Association' and requested them to give a discount on medicines purchased by CHILDLINE for poor children. With the help of the association, CHILDLINE developed a network of six pharmacies in different areas of the city, which are providing medicines at concessional rates on recommendation from CHILDLINE.

### CHILDLINE Allahabad

- CHILDLINE Allahabad celebrated three years of its existence with a fun filled evening for 400 children. On this occasion CHILDLINE Allahabad also felicitated the shelter homes where children have been referred, along with Nazareth Hospital and Dr. Jai Vardhan who have always helped CHILDLINE.

Allahabad team is conducting Nukkar Natak 'Yeh Hee Sach Hai' with the help of 'Sanchi' a Theatre Art Group. The play presents a true picture of the life of children working in Dhabas, and shops as domestic servants.

- CHILDLINE Allahabad noticed several TB afflicted cases in a slum during outreach. The team members then conducted a sustained awareness program on TB ensure government assistance for the same. Thus helping many children and their families to get adequate treatment.



### CHILDLINES IN THE NORTH

hygiene habits and even their schoolteachers have appreciated the efforts of the team.

- A Medical camp was organized at Indira Colony in collaboration with Dr. Devendra Sareen and his team. One hundred and twenty one children were treated by the Medical team and three children who were very serious were immediately admitted in the General Hospital

### CHILDLINE Jaipur

- An awareness program was conducted with 250 nursing students at the Mahatma Jyotiba Fuley, Mahila Mahavidhyalya Ambassay School of Nursing in September.
- A Child counselling booth has been put up at Hasanpura Railway Fatak, Jaipur
- Public announcements for missing children from mosques on the

occasion of festivals like Id have proved to be very useful. On the day of Id this year, after Namaz, such announcements were made and two children were repatriated.

the activities that CHILDLINE does. This helped create awareness about CHILDLINE among school children living in slums.

### **CHILDLINE Alwar**

- CHILDLINE Alwar takes an active role in setting up stalls at various camps held by the Government. This is towards spreading awareness and sensitising the masses. The visibility created has also helped CHILDLINE to gain access to officials, following which CHILDLINE can seek their support during case interventions for children in need.
- Every year in the month of February, the Government organises the 'Alwar Carnival'. Members of neighbouring villages and cities and others attend this carnival. CHILDLINE Alwar uses this platform to approach Government officials and the large number of people who participate in the event. This thus gives impetus to the scope of creating awareness.
- In the Child Labour School (*Bal Shramik Vidyalay*) in Alwar, CHILDLINE took a session with children and shared with them information about CHILDLINE and its work. Children drew the CHILDLINE logo and wrote about

### ***Rescue from abuse – Intervention procedure...***

Child Labour has been a grave threat to children's rights in the country. This problem is especially widespread in Allahabad. The CHILDLINE Allahabad team under the guidance of the director of the collaborative organization has conducted several raids on units employing young children, rescued them and rehabilitated them as per need.

Here is the modus operandi of the team while conducting such operations:

Before the rescue operation the field workers, in disguise, conduct a survey of the ground situation by visiting the work units and verify the information regarding employment of minors in the carpet looms/factory etc. Based on this a map of the loom/factory and its surroundings, and its location in the village is prepared. The map also indicates the entrance and escape outlets from the loom/factory, so that the children and the employers may not escape.

The concerned administration officials and the labour department (DLC) are informed and motivated to participate in the rescue operation and issue the order for the rescue operation. The most crucial details of the rescue operation such as venue and time etc. are kept secret until the last minute. The team also arranges with the police force of the concerned locality in such a manner as to perform the operation before any information leaks out to the employer.

The above procedure takes approximately four to five days. The rescue team then carries out the rescue operation along with the police. After the children are rescued from the loom/factory they are brought to the tehsil head quarters, where the Sub Divisional Magistrate issues their "Release Certificate" based on which the child is entitled to compensation and other benefits under government schemes.

An F.I.R. is filed against the employer, however arrests occur only in few instances. The punishment for the employer includes imprisonment and a fine up to an amount of rupees twenty thousand, per child. On the other hand, the SDM issues orders for medical verification of the age of children and the children are sent to the transit home. After the age verification, their papers are filed in the court for obtaining compensation. In the mean time the parents are contacted in order to take further decisions regarding the rehabilitation of the children. The entire process often takes more than a year for completion.

### ***CHILDLINE Udaipur – Changing Mindsets...***

#### ***Knowing the Community***

An open house for the month of February 2005, was organised by CHILDLINE Udaipur at the Bedwas Basti. The members of the Basti belong to various communities like Muslims, Sikhs, Banjaras, Kalabeliyas and Rajputs etc. The most common means of livelihood are paper collecting, begging, and making tin tablets and keys. Most families do not send their children to school. Many women of the basti are addicted to smoking and about eighty percent of the men are alcoholics. Even the children consume Guthka (chewing tobacco). CHILDLINE intends to raise awareness on education among the community.

#### ***A landmark open house***

As per plan, the CHILDLINE team and volunteers arrived at the Bedwas Basti in Udaipur. The volunteers and team members who had conducted outreach at the Basti visited each and every hut and invited the community members for the open house. The team grouped all the children together and organized a small rally around the place. This attracted the attention of everyone and nearly 90 children 50 adults gathered at the venue.

The open house began with a prayer. In order to make the group comfortable and build a rapport with them, the children were encouraged to display their talents by singing songs, reciting poems, performing a dance etc. This was followed by a short message from the team regarding CHILDLINE and its functioning. The information sharing prompted an interactive session with the community and its leaders. Some of the leaders came to the forefront and asked questions regarding the exact nature and extent of assistance provided by CHILDLINE. The CHILDLINE team members were happy to talk about CHILDLINE.

Keeping in mind the ill habits prevalent in that area, the team presented a skit on the evils of smoking and alcoholism. The skit moved the community members to such an extent that they themselves appealed to the community to give up these harmful habits. They were also motivated to send their children to school. At the end of the program, the team members showed the children how to dial 1098. The open house concluded with some songs being sung. All the people present appreciated the program and agreed to cooperate with the CHILDLINE team in the future.

## WEST ZONE

### CHILDLINE Indore

- The private cable operators in Indore aired advertisements on CHILDLINE to spread mass awareness.
- On the occasion of the first Simhashta festival of this era, State Bank of Indore, Community Service Banking branch sponsored 3000 posters for CHILDLINE Indore.
- CHILDLINE Indore organised a rally with children from various schools, street children and N.C.C. cadets disseminating slogans on Child Rights.

### CHILDLINE Ahmednagar

- On 15th March, All India Radio aired information on CHILDLINE in Ahmednagar.
- CHILDLINE Ahmednagar conducted open house at Railway Bridge area informing the children and their parents about primary education, good hygiene and nutrition.
- The Police Commissioner sent a letter to all police stations informing them about CHILDLINE and also stating that if any CHILDLINE team member requires police assistance for interventions, the police is bound to help immediately.

### CHILDLINE Solapur

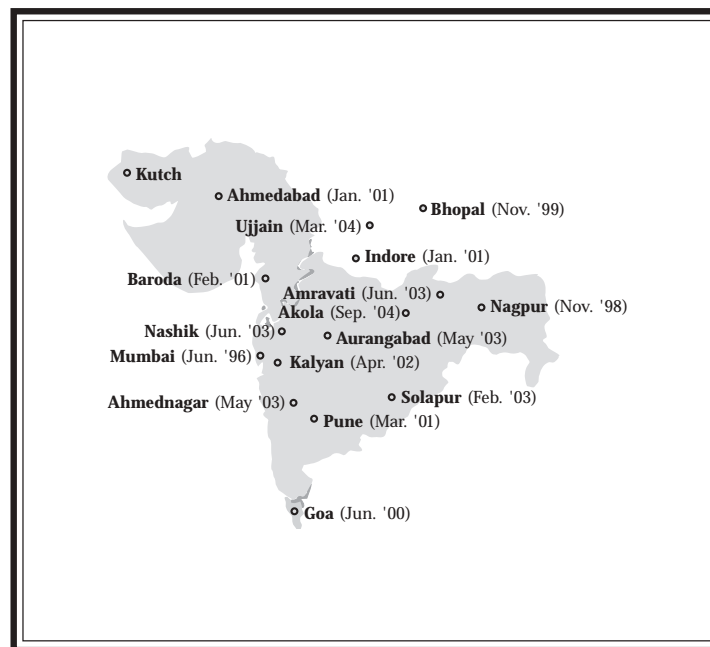
- Solapur CHILDLINE conducted NICP workshops with the Railway Protection Force to sensitise them to children's needs and garner their support for CHILDLINE.
- The team started night outreach at the Railway Station and the S.T. bus stand area.
- A training on "Commercial Sexual Exploitation and Human Trafficking" was held by the city coordinator for team members, volunteers and fieldwork students.

### CHILDLINE Nashik

- CHILDLINE Nasik conducted extensive outreach at the Ganga Ghat and the Nashik Road Railway Station where the children mentioned that they needed assistance for education and shelter.
- A training program on counseling was conducted by Mr Sanjay Aher, focusing on academic problems of children.
- The coordinators of CHILDLINE Nashik underwent training on intervention required for trafficking cases.

### CHILDLINE Goa

- CHILDLINE Goa conducted a medical camp for children on the 4<sup>th</sup> of October for needy children and their parents.



### CHILDLINES IN THE WEST

- Two sessions were conducted for students of the Science and Vocational course withing a school, to make them aware of child rights.
- In Goa, Airtel subscribers can now dial 1098 whenever they see a child in distress, from their mobiles for free.

### CHILDLINE Nagpur

- In house training was conducted for the team on documentation, case intervention, outreach and open houses.

### Creativity in reaching out...

CHILDLINE Baroda adopted an innovative method for outreach during the "Uttrayan kite festival". The CHILDLINE logo and message was printed on several kites and distributed amongst the public. The person flying the kite as well as the people who saw the kite came to know about CHILDLINE. The idea created much visibility for CHILDLINE.

- CHILDLINE Nagpur conducted NICP trainings with the police with special emphasis on sensitising the participants regarding protection of child rights.

### CHILDLINE Pune

- CHILDLINE displayed its hoarding and publicised the work done by CHILDLINE during the annual pilgrimage to Pandharpur. This is when thousands of pilgrims pass through Pune, thus CHILDLINE seized the opportunity to spread the CHILDLINE message.

- This year the collaborative organization - Dnyana Devi took up the issue of child abuse, trafficking in children during Pune's famous Ganesh immersion procession through means of floats, which raised a lot of interest among the public.

- As part of the Anti Child Marriage Campaign launched by CHILDLINE Pune in collaboration with different NGOs in the city, a 3 day workshop was held to understand the issue

and educate the participants on relevant laws.

### CHILDLINE Amravati

- CHILDLINE put up a stall at the famous Navratri Utsav Mela in the city and succeeded in creating mass awareness.
- An in house training program was conducted on child rights for the CHILDLINE team with special emphasis on the legal mechanisms available.





**NICP Workshop with members of the Judiciary, CHILDLINE Indore**

**CHILDLINE Ujjain**

- The team conducted outreach in all police stations of the city, which generated awareness on CHILDLINE.
- Regular awareness and sensitization program with the Hospital staff has resulted in a commitment to provide free services for children referred by CHILDLINE.

**CHILDLINE Akola**

- An exposure visit was organised for the CHILDLINE team to the children's home (Bal Gruha); and the Blind School.
- Two NICP programs were conducted by the team with the police.

**CHILDLINE Baroda**

- The Kids Carnival and United Way of Baroda Mela were an extremely important means of disseminating information about CHILDLINE to more than 1.5 million people.
- During the SSC and HSC board exams, the CHILDLINE team conducted awareness in all 67 schools, which were centers for board exams.
- CHILDLINE is a part of the forum against child sexual abuse, which is working for handling abuse cases and making the city child friendly.

**CHILDLINE Kalyan**

- A training on First aid was conducted for the CHILDLINE staff by the Health department of

the Kalyan Dombivali Municipal Corporation on 19<sup>th</sup> January 2005.

- Three NICP workshops were organized on Child rights and the Juvenile Justice Act, 2000 for caretakers of the Government Children's Home, the Railway Police and NGOs.
- Representatives from the World Bank visited CHILDLINE Kalyan and participated in the Open House.

**CHILDLINE Ahmedabad**

- A survey of street children is being conducted with the help of partner NGOs.
- CHILDLINE has arranged for the educational rehabilitation of street children below 12 years of age.
- On the occasion of Anti Child Labour Day on 30<sup>th</sup> April, CHILDLINE conducted a mass signature campaign.

**CHILDLINE Varanasi**

- The CL message was announced repeatedly on the local FM channels.
- CHILDLINE and the Lions club organised a medical camp for the children living on the railway platforms.
- Union Bank of India provided CHILDLINE two canopies on 4<sup>th</sup> Birthday.

**CHILDLINE Bhopal**

- CHILDLINE Bhopal along with Womens' Right Council organized a Press Conference to focus community attention and action

on incest and rape of young children, which have been continuously reported.

- CHILDLINE Bhopal took the initiative to form the Special Juvenile Police Unit after conducting training program on the J.J Act 2000 for the police, panchayat members.
- CHILDLINE Bhopal along with the Panchayat and Social Welfare Department started sensitization on children's rights and education among 10 slums of Bhopal. Panchayat and Social Welfare Department have sanctioned Rs 40,000/- for the same.

**CHILDLINE Mumbai**

- The center coordinator of YUVA CHILDLINE, spread awareness about CHILDLINE through a radio channel called Radio Mirchi 98.3 F.M.
- A support organisation of CHILDLINE Mumbai has directed a play based on the CHILDLINE service. They perform this during outreach and awareness activities to spread the word about CHILDLINE.
- The same support organisation of CHILDLINE Mumbai is also working closely with the *yuvak and mahila mandals* in Prabhadevi, Dadar, Tulsiwadi and Worli areas in Mumbai and have involved them in the awareness activities of CHILDLINE. These programs are well organized within a zero budget!

**Spreading the word...creating awareness...**

• CHILDLINE Bhopal conducted awareness programs in 20 slum areas through puppet shows. The Panchayat and Social Justice Department of Bhopal provided the funds for the same. The target group for the programs were children, the police, aanganwadi workers, corporators, school officials etc. The awareness program covered the following:

- Puppet Shows related to CHILDLINE
- Issues related to Child Rights
- Drug De-addiction.
- Juvenile Justice Act 2000

## SOUTH ZONE

### CHILDLINE Trivandrum

- CHILDLINE collaborated with the Lions Club Trivandrum and performed a street play illustrating the evils of child beggary at 20 different locations in south Kerala.
- CHILDLINE Trivandrum has formed a Legal Advisory Committee consisting of prominent advocates who will provide free legal advice on cases that come to CHILDLINE.
- An awareness drive for blood donation was organized by CHILDLINE on 2<sup>nd</sup> April 2005 to create awareness among the people for the need to donate blood and mobilise volunteers for the same.

### CHILDLINE Thrissur

- The District Collector has asked the District Department of Education to issue a circular to all the schools regarding the permission for CHILDLINE to conduct awareness programs in the schools. It was also decided to send a circular that would enable the teachers on duty to attend the awareness programs.
- A CAB meeting was conducted regarding a newspaper report which was published on the purchase of children for domestic labour. In the presence of the

#### Working with the Allied Systems...

The team of CHILDLINE Thiruvananthapuram received Identity Cards signed by the Secretary, Department of Social Welfare, Government of Kerala, the City Police Commissioner and the Manager, Railway Station of Thiruvananthapuram. This has been extremely useful for the team during outreach, case intervention, networking and awareness building.

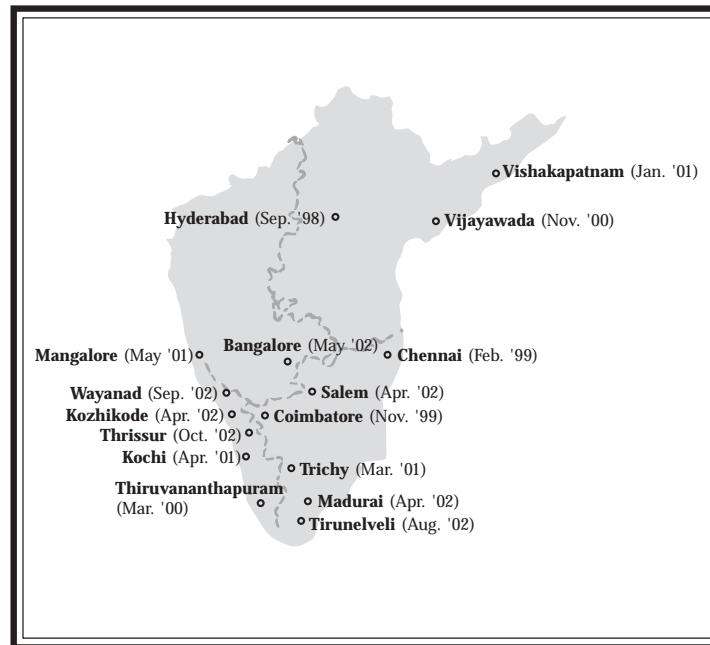
CHILDLINE Mangalore formed a committee with the Karnataka Road Transport Corporation (KSRTC) to check trafficking. This is a committee, which will act as a watchdog to prevent the menace of trafficking.

District Collector the decision was taken to conduct awareness, rescue and rehabilitation programme with focus on child domestic labour in Thrissur. The Collector, Labour department, Police department and Social Welfare department provided support to CHILDLINE for the same.

- Kerala State Film Development Corporation interviewed the CHILDLINE Thrissur team members on their documentary on the issue of child labour in Kerala.

### CHILDLINE Wayanad

- The District Collector has been entrusted the Regional Transport Officer to issue free bus passes to the team members.



### CHILDLINES IN THE SOUTH

- CHILDLINE put up a stall at the District Flower Show Exhibition at Kalpetta with a telephone connection to familiarize the children and concerned adults with the 1098 service.
- An Open house was conducted for the children of plantation workers at Vellamunda Tea Estate. A petition to ensure jobs for the parents who had lost their jobs was prepared and signed by all those present and forwarded to management of the Estate and the Labour Dept. with a copy to the Chief Minister and the Labour Minister.

### CHILDLINE Calicut

- Volunteers of Farook College organized an SMS campaign for CHILDLINE by sending the CHILDLINE 1098 message to all supporters and CAB members.
- In order to strengthen the network and linkages with the allied system, outreach was conducted in various police stations within Calicut.
- The CHILDLINE coordinators conducted a half-day training program for the trainees of Malabar Special Police on 12<sup>th</sup> August 2004.

### CHILDLINE Kochi

- As a part of outreach the team visited certain areas mentioned in the newspapers as being the breeding ground of young criminals and drug addicts. CHILDLINE decided to contact dropouts and failed students below eighteen years and link them with training in different trades and an opportunity to rewrite their board exams.
- CHILDLINE messages are broadcast on the FM radio in Kochi.
- CHILDLINE Kochi held a massive awareness program during the cricket match between India and Pakistan held in the city. With special CHILDLINE T-shirts, caps, banners and posters, the program was a grand success.

### CHILDLINE Hyderabad

- Hoardings on CHILDLINE have been placed at sixteen prominent locations in Hyderabad and Secunderabad. This has resulted in a tremendous increase in the number of calls received.
- As a result of the publicity about CHILDLINE in different newspapers, CHILDLINE has received several cases of domestic child labour abuse, and children (orphans) in need of shelter.
- The Andhra Pradesh Police Academy (APPA) has included information on CHILDLINE in

### Networking for Assistance...

**CHILDLINE Thiruvananthapuram** received immense support from the media for spreading the message about 1098 and even during case interventions. The team has received outstanding support from Kairali channel, a popular Malayalam TV Channel. For instance, at the request of CHILDLINE the channel mobilized funds for the education of two girl children who were abandoned by their parents. The channel also extended their help in supporting a mentally ill young lady and her baby.

**CHILDLINE Salem** held a consultation regarding violation of children's rights, with the members of the Salem Municipal Corporation, and some of the decisions taken were:

1. The Municipal Corporation members are to supervise and monitor the primary health centers
2. Create awareness about child rights among the public
3. Supervise Government Schools and to make them as child friendly as possible. Following this decision, a Parent Teacher Association is to be formed in all the corporation schools.

their Police Manual and posters, which is published at the state level for all police stations and railway police stations.

### 29. CHILDLINE Salem

- The CHILDLINE team organized a Christmas Program at the Observation Home for children and distributed prizes amongst them.
- Dr. Sheela conducted an inhouse short training on "First Aid For Children" with the CHILDLINE team.
- CHILDLINE organised the Children's Day celebrations at the Observation home for children. The team also arranged a separate shelter for two children from the observation home who had no parents or guardians to take care of them.

### CHILDLINE Tirunelveli

- As a part of the pooja celebrations, CHILDLINE Tirunelveli organized a Cricket Match for children under 14 years of age on 22<sup>nd</sup> October. It was an excellent means of spreading awareness on 1098.

- CHILDLINE stickers were distributed to the visitors at the District Science Center to create awareness amongst the public.
- The activities of CHILDLINE and the 1098 service was explained at the meeting of the members of the Lions Club and the members promised their support to CHILDLINE.

### CHILDLINE Bangalore

- The CHILDLINE Bangalore team visited CHILDLINE Mangalore to share experiences and identify challenges and opportunities to strengthen CHILDLINE in the state.
- CHILDLINE team members underwent a two-day training on "Life Skills" along with representatives from other NGOs.
- A CHILDLINE Camp was held at Kristu Jyothi College for 100 children. The children were appointed as CHILDLINE School Ambassadors to facilitate better interaction between 1098 and the children in schools.

### CHILDLINE Trichy

- The updated CHILDLINE Resource Directory was released on the 17<sup>th</sup> of April 2004 by Mrs. Thayarammal, the District Sessions Judge, Trichy at a meeting organized by The Professional Social Workers Forum. A copy of the same was distributed to all social work departments in the city and to various NGO's.

- Angel Preethi (16 years), one of the members of the CHILDLINE Children's Club stood first in her school for the Class X board exams. CHILDLINE has agreed to support her higher education fees for the year.
- Around 400 home guards were given awareness on CHILDLINE and the role of the allied systems in rescuing children in distress. They showed a keen interest in knowing about CHILDLINE and agreed to safeguard the rights of children.

### CHILDLINE Madurai

- VIDYAL an NGO working for street children organised a three-day exhibition on "Child Rights" where CHILDLINE Madurai also put up a stall to spread awareness on Child Rights amongst the visitors and school children.
- An orientation program on Child Rights and CHILDLINE was conducted for the N.S.S. program officers and school headmasters in September 2004.
- CHILDLINE Clubs were initiated in Madurai as a pilot project in 5 schools, which aim to strengthen the emotional development of children.

### CHILDLINE Mangalore

- On 10<sup>th</sup> May 2004, CHILDLINE Mangalore completed three years of service to the children and people of Mangalore.
- CHILDLINE Mangalore put up a booth at the Mangalore Railway



**Andal Damodaran, Honorary General Secretary, ICCW, Chennai inaugurates the NICP Workshop for NGO personnel**



Station as part of a one-day awareness program amongst the public.

- The Anti Child Labour day was observed by the CHILDLINE team in collaboration with the District Child Labour Project officer, personnel from the Education Department and Prajna Counselling Centre.

**CHILDLINE Vijayawada**

- A half day workshop was held to study the "Goa Children's Act 2003". The CHILDLINE team participated in the workshop, along with 80 NGO representatives and Mr. Seshagiri Rao, Advocate, Amnesty International.

- The CHILDLINE team visited the Tsunami affected areas in the Krishna and Prakasam districts on 1<sup>st</sup> and 2<sup>nd</sup> January 2005 respectively to meet the affected victims and provide the necessary assistance.
- CHILDLINE Vijayawada actively participated in a state level child rights workshop, held on 19 November 2004, for the "Review of Legislations for Child Rights and Proposal of Andhra Pradesh Children's Act".

**CHILDLINE Chennai**

- CHILDLINE has entered its seventh year of operation in Chennai. The Directorate of Social Defense, State Government, is the

Nodal organization for CHILDLINE in Chennai.

- NICP workshops were organized for Government Officers, NGOs, Health Workers, SHG group members and college students on the rights of children, i.e., rights to survival, protection, development and participation and other child related issues.
- CHILDLINE Chennai has a strong resource base of 161 resource organizations for referring children to required services.



**CHILDLINE on Outreach and Awareness**

**Playing the Role of a CHILDLINE Advisory Board – CHILDLINE Thrissur:**

One of the local dailies in Thrissur reported an incident of the auctioning of children in public for being placed as domestic workers. CHILDLINE Thrissur conducted its own enquiry into the matter and also conducted sustained outreach in the area for informing the public about CHILDLINE in the locality.

The District Collector who is also the chairman of the CHILDLINE Advisory Board (CAB), constituted an enquiry team consisting of the CHILDLINE coordinators; the District Labor officer, the District Probation Officer and the Deputy Superintendent of the Crime branch to conduct a detailed on-site enquiry. The local public was asked to inform CHILDLINE in the event of any more such cases.

Subsequently a CAB meeting was held on 23<sup>rd</sup> February 2005, to discuss the issue and make further plans. CHILDLINE conducted case enquires in coordination with the Labor department, the Police and the Probation officer. The team shared their findings and the problems faced during interventions, such as delay in the issuing of orders by the CJM, shelter for the rescued children etc. The CAB members addressed all these issues.

Apart from pursuing the case investigations, the CAB suggested that CHILDLINE could convene a meeting of the Panchayat members and sensitizes them on child rights and child labour. This would help in gaining their support for the eradication of child labour in their jurisdiction. Awareness programs highlighting the issue need to be conducted in different areas of Thrissur district. The labor department would provide the resources for the same. Thus the CAB has been regularly guiding the working of CHILDLINE in Thrissur.



## EAST ZONE

### CHILDLINE Agartala

- The CHILDLINE team participated in the Anti Tobacco rally and distributed leaflets and stickers to create awareness among the people.
- CHILDLINE Agartala organized a puppet show during the Karchi Mela, which is an ancient festival of Tripura.
- The CHILDLINE team participated actively in the pulse polio immunization program in November 2004.

### CHILDLINE Bhubaneswar

- The Secretary of Women & Child Department invited all the CHILDLINE partners of Orissa (Bhubaneswar, Cuttack & Puri) to give a presentation on CHILDLINE in their respective cities.
- CHILDLINE Committees were formed in different slums of Bhubaneswar for facilitating the coordination between the children and the team.
- A cycle rally was organized by CHILDLINE Bhubaneswar to highlight the issue of "Atrocities Against Girl Children".

### CHILDLINE Cuttack

- The State Gymnastic Coach visited the shelter home of CHILDLINE Cuttack and selected four children for State level participation.
- The CHILDLINE 1098 service has been featured under the Public Utility Services section of the Telephone Directory for Cuttack Telecom District.
- CHILDLINE Cuttack has provided educational sponsorship to young boys and girls living under difficult circumstances and excelled at the board exams.

### CHILDLINE Imphal

- CHILDLINE Imphal conducted an awareness program during the 6 days of "The 13<sup>th</sup> Imphal Book Fair, 2004 held at the State Central Library, Imphal.
- The team also conducted an awareness program during a cultural show "The Great Two Nights" organized by one of the leading cultural groups of Manipur- Roop Raag and the Kwakeithel Thokchom Leikai Development Society.
- The team has developed a good rapport with the Security Forces, which have considerably eased the working conditions for the team in the city.

### CHILDLINE Puri

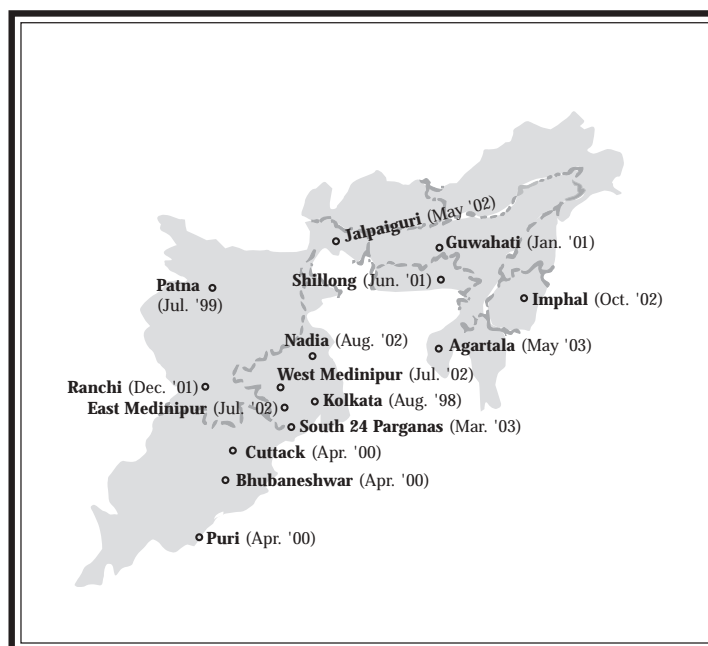
- CHILDLINE Puri in collaboration with CACL, Orissa organized a "Bal Sansad" where 300 children from 30 districts of Orissa demanded the right to participate

### Working with the Allied Systems

CHILDLINE Purbo Medinipur was provided with medicines from the office of the Assistant Chief Medical Officer of Health (ACMOH), Contai Sub Division, for cases requiring medical intervention and also to provide for cases identified in the slums during outreach.

The Assam Police has cooperated with CHILDLINE Guwahati on several matters making it easier for CHILDLINE to network with the allied systems and reach out to children. The Superintendent of Police, Guwahati City issued a circular to all the Police Stations/ Out Posts within Guwahati, requesting all possible help and assistance to CHILDLINE wherever and whenever required.

From the Department of Health, the Joint Director Of Health Services, Government of Assam issued a circular to the Superintendents of two of the biggest government hospitals - Guwahati Medical College & Hospital and Mohendra Mohan Choudhury Hospital, to provide emergency help to the cases brought in by CHILDLINE and to treat them on a preferential basis.



### CHILDLINES IN THE EAST

- in decision making in processes that affect their lives. The Deputy Speaker and some Ministers of the Orissa Legislative Assembly were present at the sansad.
- CHILDLINE celebrated Republic Day with the hoisting of the flag and sports activities for slum children of Penthakota.

- The CHILDLINE Advisory Board was constituted in Puri with the support of the Women & Child Department, Orissa.

### CHILDLINE South 24 Parganas

- The CHILDLINE team is supported by the panchayat members and the ICDS members.
- A football match was organized as a fund raising event for CHILDLINE.
- CHILDLINE South 24 Parganas conducted its first NICP training with the police. The venue for the same was provided free of cost by the police.

### CHILDLINE Jalpaiguri

- CHILDLINE Jalpaiguri has started a unique program called Sishu Bandhu through which CHILDLINE volunteers can be mobilised through out the district.
- CHILDLINE arranged a Medical Camp for the children of Ranjhora Tea Garden, Jalpaiguri after coming to know of their health related problems during outreach.

**Capacitating the Allied Systems...**

CHILDLINE Paschim Medinipur conducted five NICP trainings. The training held with the officials from various levels of the district administration was very successful. The group included the Sabadhipati, Additional District Magistrate, District Probation Officer, Project Officer of Sarva Siksha Abhiyan, Project Officer of NCLP, and CDPOs from 30 blocks of Paschim Medinipur, Karmadhakaya- Zila Parishad and the Deputy Chief Medical Officer. Experts from the field of Child Rights and the Juvenile Justice System conducted the training sessions. As a result of the training, CHILDLINE is now well known amongst the Government officials in Paschim Medinipur.

- A quiz competition is organized every Saturday in the Jalpaiguri centre amongst the team members on issues related to Child Rights, Juvenile Justice Act etc. This helps to keep every member aware of the laws related to children.

**CHILDLINE Kolkata**

- A CHILDLINE fair is conducted with street and platform children on the last Saturday of every month. This also helps to mobilise several volunteers for CHILDLINE.
- Groups of children living on the platforms are taken for a whole day interaction with children staying in shelter homes, which promotes interaction amongst them and helps them share their experiences.

- CHILDLINE conducts a program called "street presence" at various railway stations. It is a regular informal meeting with the platform children to know about their problems and issues.

**CHILDLINE Nadia**

- CHILDLINE Nadia provided extensive assistance to the flood affected villages in and around Nadia during the months of August and September.
- The strong volunteer base of the SHG units of the collaborative organization is used for awareness generation activities as well as for case interventions.
- One SHG group named Dishari assists CHILDLINE by sponsoring books for three children once in a year.

**CHILDLINE Paschim Medinipur**

- SMS message on CHILDLINE 1098 were sent out on the cell phones of all government officials in the district through the Internet.
- CHILDLINE organised an awareness program at the "Krishi Khadya O Gramin Mela".
- The team conducted an awareness and sensitisation session with the Anganwadi Workers.

**CHILDLINE Patna**

- CHILDLINE Patna participated in Pulse Polio Program at Patna

Railway station also conducted awareness on CHILDLINE-1098.

- Nearly 200 street children celebrated Holi at the shelter home of the collaborative organization.
- The team members underwent a training on trafficking, which covered the issues, legal aspects and intervention procedures for such cases.

**CHILDLINE Purbo Medinipur**

- CHILDLINE Purbo Medinipur organized a Raksha Bandhan Utsav with children belonging to slums, child labourers and child hawkers who exchanged Rakhi with each other as a symbol of friendship.
- CHILDLINE Purbo Medinipur celebrated Christmas with a picnic for the team members and the children at the sea beach of Junput, Contai.
- CHILDLINE celebrated Republic Day by flag hoisting in the presence of 150 school children.

**CHILDLINE Shillong**

- A health camp was organized in collaboration with the Voluntary Health Association of Meghalaya and the Health Department on 10<sup>th</sup> September 2004 at Nongmynsong Community Hall, Shillong.
- A pre-Christmas gathering was held with street children at Mawkhar Christian Secondary School. The Marian Choir entertained the children with Christmas carols and wollan caps were distributed to all the children.
- CHILDLINE has collected the cell phone numbers of taxi drivers for immediate access to transport during the night, as getting local conveyance during the night is very difficult.

**CHILDLINE Ranchi**

- Identity cards have been issued for the CHILDLINE Ranchi team.
- The team conducted a slum awareness drive with students of Rural Development.
- All India Radio, (AIR), Ranchi broadcast messages on



**Awareness Campaign during a Bal Mela, June 2004**



**Working together...**

**CHILDLINE Murshidabad** was invited to be a part of the trafficking workshop organised by the Superintendent of Police, Murshidabad in collaboration with the Kolkata Police Headquarters. Further the police force in Murshidabad asked the CHILDLINE team to speak about its services before the Chief Commandant of the Border Security Force at another workshop. It is encouraging to note that the State Commission for Women, the Border Security Force and the Police Force will work with CHILDLINE as and when required.

CHILDLINE, thus spreading mass awareness about the service.

**CHILDLINE Guwahati**

- The team conducted a joint awareness drive with the students of the Assam Institute of Management (AIM) on 28<sup>th</sup> March 2005.
- On 10<sup>th</sup> February 2005 the Fourth Foundation Day of CHILDLINE Guwahati was celebrated at National Institute of Public Cooperation & Child Development (NIPCCD), Khanapara.
- An awareness program was held for the workers of the Trekker-Service (a jeep service that ferries passengers across the hills) as part of a special awareness drive for two weeks.

**CHILDLINE Murshidabad**

- CHILDLINE Murshidabad was invited to participate at the trafficking workshop organised by the Superintendent of Police, Murshidabad in collaboration with the Kolkata Police Headquarters. Following this workshop the police force in Murshidabad arranged for the CHILDLINE team to speak about CHILDLINE at another workshop where the Chief Commandant of the Border Security Force was also present.
- The State Commission for Women, the Border Security Force and the Police Force have agreed to provide help and support to CHILDLINE Murshidabad as and when required.
- The Child Welfare Committee and the Department of Social Welfare have assured CHILDLINE Murshidabad of their support in

placing abandoned/lost children in government institutions.

**Rourkela**

- Rourkela has been conducting Children's Parliament once every 6 months. Children take up issues with the Education, Health, Police and other government departments during these sessions. The children had even submitted a report to Mrs. Sonia Gandhi to which they received a response from her.

**CHILDLINE Cuttack**

- With help from the District Collector and the General Manager of Telecom CHILDLINE Cuttack was allotted space to put up a stall during the "Bal Yatra" festival. Also, a phone line was installed to facilitate quick intervention in cases.
- CHILDLINE Cuttack has also been working closely with the electronic media which has resulted in children participating in different cultural programmes organised by them.
- Moreover, effective functioning of the CAB, has further helped CHILDLINE Cuttack in handling to long term cases.

**CHILDLINE Puri**

- With the intervention of the Director, Women & Child Department, CHILDLINE Puri was able to form the CHILDLINE Advisory Board with the District Collector as the Chairperson and since then the meetings are being held consistently.
- During the "Rath Yatra" festival, CHILDLINE Puri put up a stall along with an extension of the phone helpline, thus enabling early interventions.

**Involving children...**

CHILDLINE in Rourkela has been conducting Children's Parliaments every 6 months, wherein children raise issues of concern for instance regarding education, health and the police.



**Saleem, Arun and Sunita during a CHILDLINE party**

## CHILDLINE Reaches Out to Tsunami Affected Children

The year 2005 dawned with thousands of children being cruelly pushed into the category of “Children in Need of Care and Protection”. It was the Tsunami of December 2004 that ruthlessly shattered their lives, leaving them helpless and vulnerable.

Through constant networking with the state governments, district administration and the existing NGOs, CHILDLINE ensured that children’s rights are protected in in the relief and rescue efforts. The outreach model of CHILDLINE, wherein the teams physically reachout to children in need, ensured that the necessary assistance reached children, when phone connections were disrupted.

The immediate response to Tsunami included: providing safe shelters to homeless and orphaned children, arranging for most urgently required educational materials for children, prevention of trafficking and illegal adoptions, ensuring adequate nutrition to pregnant women and infants, preventing school drop-outs (which may have lead to an increase in child labourers), psycho-social support for the children and the affected community, and recreational activities for children.

Immediately after the disaster CHILDLINE teams neighbouring the affected areas moved in to minimise the loss of lives and provided relief materials to the survivors. CHILDLINE teams from Trichy, Salem, Coimbatore, Tirunelveli, Chennai, Trivandrum, Kochi, and New Delhi immediately rushed in to help with the rescue and relief operations. They worked together with the administration, the paramilitary forces, and the health department with the clearing of bodies, supplying food and water packets, clothes and utensils.

CHILDLINE India Foundation worked in close collaboration with the district administration and local NGOs to initiate the CHILDLINE service in the affected areas. This involved conducting of need assessment studies and mapping of children’s requirements, providing counselling support, educational materials and

nutrition supplements, and conducting therapeutic and recreational activities in the relief camps and temporary settlements. In the long run we aim to put in place a comprehensive childcare and protection network that can provide safe shelters for orphaned/ abandoned children, regular schooling and bridge classes to children out of school, minimise the occurrence of child labour and prevent trafficking of children, and conduct capacity building for teams that work with children.

All this was possible due to the timely support from the Ministry of Social Justice and Empowerment, Government of India, supplemented by assistance from Plan International, the corporate sector (especially Computer Associates, India) and numerous individual supporters of CHILDLINE. These partnerships have bolstered the local child rights and child protection network by ensuring community based rehabilitation; need based sponsorships for children and preventing the exploitation of vulnerable children.

### Rushing Relief to the Affected Persons

As an emergency outreach help line service, CHILDLINE 1098 played a crucial role in providing relief to the affected persons, especially children. The existing CHILDLINE teams neighbouring the affected areas rushed in with aid and relief material. Following is an overview of their activities in the affected cities/ districts.

#### CHILDLINE Chennai

The Directorate of Social Defence (DSD)-Nodal Organization of CHILDLINE Chennai was instrumental in ensuring the care and safety of children in the ongoing relief and rehabilitation operations in the Tsunami affected areas of Tamil Nadu. They coordinated the relief work carried out by the NGOs and the government departments’ -Department of Social Welfare, Government of Tamil Nadu and the Special Relief Operations Unit.

Don Bosco, the collaborative organisation of CHILDLINE Chennai identified strategic locations among the 3 worst hit places of the city and put up Assistance Booths at

Pattinabakkam, Kasimedu and near Ennore to help the children in need of shelter and medical assistance through shelter homes and private hospitals. They provided counselling assistance to traumatised children.

The Indian Council for Child Welfare, Tamil Nadu, another collaborative organization of CHILDLINE Chennai conducted relief work in Cuddalore.

The relief activities included providing educational materials, setting up of assistance centre, to focus mainly on counselling the children and their parents to overcome the disaster.

Nesakkaram – SEEDS one of the CHILDLINE support organisations in Chennai, covered the coastal villages of Thiruvalluvar and Kanchipuram districts in Tamilnadu, which were affected by the Tsunami waves.

Asian Youth Centre another CHILDLINE support organisation in Chennai, conducted relief operations in the coastal areas of Kanchipuram district. They supplied livelihood materials such as fishing nets and also set up temporary shelters for the affected persons.

CHILDLINE Coimbatore and Salem: As Don Bosco Anbu Illam is the collaborative organisation in both Coimbatore and Salem; they jointly conducted relief operations in Nagapattinam and Kanyakumari district. Don Bosco Anbu Illam was also a member of the Tsunami Relief and Rehabilitation Coordination Council, which will advocates for child rights, gender issues and dalits issues in the relief work.

#### CHILDLINE Trichy

SOCSEAD-the collaborative organisation of Trichy, rushed in for rescue and relief work at Nagapattinam and Velankanni on the day following the disaster. The team was involved in removing the dead bodies and in supplying food, clothes and medicines to the needy. They set up a CHILDLINE booth at the Nagapattinam bus stand and conducted awareness about the service in the community even before 1098 connectivity was established. They also provided training and guidance for the newly appointed team of CHILDLINE Nagapattinam.

### **CHILDLINE Tirunelveli**

Tirunelveli Social Service Society (TSSS), the collaborative organization of CHILDLINE Trinelveli conducted relief and rehabilitation work in Kanyakumari district along with the Kottar Social Service Society-which is based in Kanyakumari itself. The most pressing need was to find suitable long-term rehabilitation for orphaned and semi-orphaned children.

### **CHILDLINE Madurai**

The collaborative organisation-Grace Kennet Foundation Hospital was involved in conducting capacity building programs for the aid workers. They conducted several training programs on Basic Counselling Skills for the grass root level social workers, ICDS staff, government teachers and personnel of the Social Welfare department on the request of the government of Tamil Nadu.

### **CHILDLINE Kochi**

The collaborative organisation-Don Bosco Sneha Bhavan partnered with other local NGOs and formed a network named 'Together' that worked for the rehabilitation of children affected by the Tsunami in the district of Ernakulam.

The network aims to prevent school dropouts, rehabilitate the homeless and orphans, and provide professional psychosocial help to the children. 'Together' worked with the Government of Kerala for providing educational materials like books, uniforms and other materials to children.

### **CHILDLINE Trivandrum**

In Trivandrum, team members from Don Bosco Nivas- the collaborative organisation visited the affected places and made an assessment of the situation. The team members were actively involved in evacuating about 1 million people from the coastal areas and placing them in relief camps in the city.

### **Ministry of Social Justice and Empowerment Supports CHILDLINE in the Tsunami Affected Areas**

Recognising the role of help lines in ensuring care and protection of the affected children, the ministry immediately sanctioned the grants for

setting up CHILDLINE centres in the most affected districts. These include: Chennai, Nagapattinam, Cuddalore, Kanyakumari, Kanchipuram, Karaikkal (Pondichery) and Port Blair. The MSJE also coordinated with the State Social Welfare Departments to ensure that the safety and needs of children are the primary concern in the relief efforts and also ensured support to the CHILDLINE teams.

### **CHILDLINES in 7 More Districts**

After the immediate relief and rescue operations by the existing CHILDLINES, new CHILDLINES were set up in the Tsunami affected areas almost within a month of the occurrence of the tragedy. The CHILDLINES have been besieged with calls seeking assistance in terms of educational materials (textbooks, notebooks, writing materials, geometry boxes, uniforms etc) and food materials. Given below is a brief overview of the activities of the CHILDLINES set up:

#### **1. CHILDLINE Port Blair, Andaman & Nicobar Island**

The first CHILDLINE to be operationalised in the Tsunami affected areas; CHILDLINE Port Blair was inaugurated on the 7<sup>th</sup> of January 2005 in the presence of Ms. Meira Kumar-Honorable Minister for Social Justice and Empowerment, Government of India. Prayas, the collaborative organization has been conducting extensive outreach in the relief camps and temporary shelters in collaboration with the local organisations - Church of North India (CNI), and the local youth who have volunteered their services for CHILDLINE. CHILDLINE has started an outreach centre at the island of Hutbay where the primary intervention is through the three non-formal education centers. The team has provided children with food materials, toys, educational materials and toiletries. They have also organized recreational evenings for the children.

#### **2. CHILDLINE Kanchipuram, Tamilnadu**

CHILDLINE Kanchipuram started on February 09, 2005 at Mamallapuram, in partnership

with Asian Youth Centre, Chennai. The sub centers are situated at Puddupattinam and Vada Nemmalai.

#### **3. CHILDLINE Cuddalore, Tamilnadu:**

CHILDLINE Cuddalore was started in partnership with the Indian Council for Child Welfare. The CHILDLINE team focussed on extensive outreach to spread awareness about the service and to reach out to the needy children. They conducted a Door-to-Door Campaign and made 700 home visits and reached nearly 850 children.

#### **4. CHILDLINE Nagapattinam, Tamilnadu**

This district bore the brunt of the killer waves in Tamil Nadu-on December 26, 2004. The affected persons were sheltered in several places from kalyan mandaps, schools, temples, and churches to the railway station and even parks.

CHILDLINE Nagapattinam began ringing on the 10<sup>th</sup> of January 2004. The team members of the collaborative organization, Avvai Village Welfare Society have responded to over 4000 calls. The sub centres are located at Velankanni and Vedaranyam. The CHILDLINE team has reached out to the affected families through regular outreach and awareness in the community, relief camps and temporary shelters.

#### **5. CHILDLINE Kanya Kumari, Tamilnadu**

CHILDLINE Kanyakumari was initiated in partnership with the Kottar Social Service Society with the CHILDLINE centres being located at Kottar, Kanyakumari and Colachel.

The team conducted regular outreach amongst the affected communities and identified the needs of the children. The district administration, the police, and the telecom office have extended their cooperation to the team.

CHILDLINE Kanya Kumari is also a part of the network of NGO's called Social Action Movement, which is involved in advocating for children's rights with the local government.



**6. CHILDLINE Karaikal, Pondicherry**

CHILDLINE Karaikal has been reaching out to children since the 8<sup>th</sup> of February 2005. CHILDLINE was established in partnership with the Society for Rural Development (SRD). The sub centers are located at Kottuchery and TR Pattinam. The team has been reaching out to needy children through village youth groups and the SHG groups and provided educational materials, toys and food materials for relief.

**7. CHILDLINE Kollam, Kerala:**

CHILDLINE Kollam was set up in partnership with Nehru Yuvak Kendra, Kollam. The CHILDLINE Kollam team conducted extensive outreach in the affected localities. Through home visits the team identified distressed and needy children requiring emotional support and guidance and educational materials etc. Group counseling sessions were conducted for the children in Anganwadis and schools. These sessions help to identify students suffering from post trauma stress disorders (PTSD).

With the help of Youth Clubs, 'Bal Mela's' were organised to conduct recreational and cultural activities with children. These have proved to be extremely useful in being de-stressing mechanisms. The program has also helped to build a good rapport with the local community. CHILDLINE Kollam has received support from the Health department, Matha Amrithananthamayi ashram, and the panchayath, NGOs, Mahilamandals and the Directorate of Field Publicity.

**PLAN- Reaching Out to Children Through CHILDLINE**

PLAN International has been actively involved in the Tsunami relief activities. As part of its global mandate, PLAN has been supporting help lines for strengthening the child rights and child protection network in every country. In keeping with this mandate, PLAN International (India) has partnered with CHILDLINE India Foundation to supplement CHILDLINES and extend relief

assistance to the affected children. Through these CHILDLINE centres the children are being provided with food, medical assistance, recreational and educational materials.

Together with the local partner NGOs, the relief efforts aimed at ensuring :

- Lost and missing children are repatriated to their families
- Children gain the rightful compensation they are entitled
- Long term sponsorship and follow up is provided for children who have lost one or both parents
- Intervention strategies are evolved and modules on trauma counselling for children and their caretakers are developed.

Mr. Bruno Oudmayer, country director-Plan India says: " We have prioritised the issues that Plan will support and these will concentrate on getting children back to school and in ensuring that appropriate care and counselling is available to them."

**VOICES of Children...**

- "I get dreams of the Tsunami coming when I sleep"  
9-year-old boy from Nagapattinam

- "I saw the Tsunami kill people with my own eyes"  
10-year-old boy from Nagapattinam
- "Tsunami is a ghost"  
13-year-old boy from Karaikal
- "I lost my sister in the Tsunami and my sister also lost her son. The families on the seaside were affected; some lost their lives. They need food and clothing."  
A man affected by the Tsunami.
- "My friend died..."  
8-year-old girl from Cuddalore
- "We were playing by the sea when the tsunami came. It was dangerous. Everybody started to run. Our house was washed off..."  
13-year-old boy from Cuddalore
- "...one girl was crying because she was missing her mother..."  
14-year-old girl from Kanya Kumari
- "my mother was sitting under a tree when the Tsunami came. I called out to her 'ma, ma...' but she died. I now stay at my uncle's house".  
15-year-old girl from Chennai

**Table of Events - CHILDLINE in Tsunami Affected Areas:**

Sl. No.	Date	Event
1.	December 26, 2004	Tsunami hit east coast of India
2.	December 27 & 28, 2004	CIF relief operations start
3.	January 7, 2005	Port Blair CHILDLINE
4.	January 10, 2005	Visit by specialised team
5.	January 10, 2005	Nagapattinam CHILDLINE
6.	Feb 8, 2005	Karaikal, Pondicherry CHILDLINE
7.	Feb 24, 2005	Kanyakumari CHILDLINE
8.	Feb 9, 2005	Kanchipuram CHILDLINE
9.	February 27, 2005	Orientation to staff on CL
10.	March 6, 2005	Cuddalore CHILDLINE
11.	March 10 & 11, 2005	Training on Trauma Counselling
12.	March 30, 2005	Kollam, Kerala CHILDLINE

**CHILDLINE now reaches out to:**

Sl. No.	State/UT	District	No. of villages/wards
1.	Tamil Nadu	Nagapattinam district	73 villages
2.	Tamil Nadu	Cuddalore district	58 villages
3.	Tamil Nadu	Kanchipuram district	45 villages
4.	Tamil Nadu	Kanyakumari district	33 villages
5.	Pondicherry	Karaikal	21 villages
6.	Kerala	Kollam district	13 wards
7.	Andaman & Nicobar	Andaman district	Port Blair, HutBay Island

## CHILDLINE At Work

### A Tale of Betrayal ...Being pulled into Prostitution...

Rani a 16 year old girl child was rescued from being pulled into the flesh trade. A concerned adult called **CHILDLINE Ahmednagar** on the 24<sup>th</sup> of March 2005 informing that an unscrupulous man was trying to get Rani released from a government shelter home (*Balgruha - Women and Child Welfare Department, Government of Maharashtra*), claiming that he was her uncle. His real intention was however to sell her into prostitution.

Rani's mother was a prostitute who died of AIDS 8 years ago following which Rani was placed in the above-mentioned shelter in November 1998. Today Rani is 16 years old and hence vulnerable to exploitation and abuse.

The man claiming to be Rani's uncle was himself living with a prostitute and they both were involved in trafficking of children.

CHILDLINE approached the Child Welfare Committee (CWC) of Ahmednagar and requested for immediate intervention. The CWC called a special meeting on the case and ordered the government shelter home not to handover Rani to the man. The CWC also personally met Rani and initiated a home enquiry. A CWC member and a CHILDLINE team member visited the area, where the man posing to be her uncle lives, and registered statements of people who knew him. Their statements revealed that the man and his wife were trafficking minors for the purpose of prostitution.

Rani was herself shocked to hear of the truth and was relieved that she was out of the danger. She is now safe at the shelter.

CHILDLINE Ahmednagar stopped her release from the shelter and thus saved her from getting into wrong hands.

### Child Domestic Work – a business for some

On the 1<sup>st</sup> of February 2005 a woman called **Childline-Butterflies, Delhi**. She was the employer of Jaya, a 15-year-old girl. The girl had been placed with her through a placement agency. On the 29<sup>th</sup> of January 2005, the placement agent took the girl from the employer's residence saying that the girl will resume her duty after two days. But when she did not return the employer enquired about her. The agent refused to send her back on the



**Outreach at the Kota Railway Station**

pretext that the employer had not given her any leave since the past 6 months as per the conditions set earlier. The employer continued to call the agent but to no avail. Instead the agent threatened her saying that if she interferes too much then he will lodge a complaint of sexual abuse against her.

CHILDLINE staff requested for the girl's photograph and went to the placement agency to enquire about the terms and conditions of the 'Agency'. It

became known that there are specific rates for maids as per their levels of experience. The placement agent showed two maids to the CHILDLINE team as well.

The CHILDLINE staff called the Assistant Commissioner of Police of Tamur Nagar, narrated the whole case and asked him for assistance. Further they went to the New Friends Colony Police station and met with the Station Head Officer and asked him for two constables to accompany them in civil clothes to the placement agency. As per plan two of the CHILDLINE staff went to the placement agency as clients. The employer of the agency agreed to show some girls but in the meantime the constable reached the placement agency and forced him to take them to the place where they had kept the other girls.

On reaching the spot the CHILDLINE member found 8-9 girls between the age of 15-16 years and among them was found a young girl below 13 years named Chiya (sister of Jaya) who saw Jaya's picture and identified her. Jaya had already been placed to work elsewhere. CHILDLINE got in touch with Jaya. She was eager to meet her sister and wanted to go back home. The girl was brought away and with the help of the police Chiya was also rescued. Both girls were taken for a medical examination and then kept at the Butterflies crisis center till they were presented before the Child Welfare Committee.

### Wanting and trying to go back home...

A 16-year-old boy named Irfan was referred to **CHILDLINE - Salaam Baalak Trust, New Delhi** by Chanakyapuri Police Station, New Delhi. The child was desperate to go back to his home in Pakistan but did not have any evidence of being a resident of Pakistan. He only had a receipt of a jeweler's shop dated 10/09/03 and knew his address and phone number there. The boy's father belonged to Bangladesh but a long time ago, he moved to Pakistan, where he received Pakistani citizenship. On June 3, 2004 the boy went to Dhaka,

\* All original names of children have been changed

Bangladesh along with his father to meet his relatives. At that time his father re-married and threw the boy out of the house.

The child came to Kolkata with the help of his paternal uncle. From there he went to Amritsar with the hope of getting back to his home country (Pakistan). He then landed up in Delhi. In Delhi he lost his passport. He lodged an FIR for it with the Railway Police Station, Delhi. One of the Police officials advised him to go to the Pakistan Embassy but the High Commission of Pakistan did not take the matter seriously. Then one concerned citizen advised him to work in a restaurant to earn money, so that he would be able to collect money go back to his home. Being helpless, he started roaming on the streets near Chanakyapuri, where he was spotted by the police and then referred to CHILDLINE.

In August Irfan was produced before the Child Welfare Committee and as per committee orders CHILDLINE investigated about his address and contacted the Pakistan embassy. The phone numbers given by the boy turned out to be wrong. They wrote to the addresses provided by him and fortunately one of his friends replied.

In September the boy was again produced before the CWC, which referred him to a children's home. In December the boy escaped from the home and contacted CHILDLINE in January. He told CHILDLINE that he is very emotionally disturbed as he has not been able to return to his home and asked for help. Both the shelter and the CWC were informed about the child and the staff of the shelter came to get him.

CHILDLINE continued follow-up through phone and found that the boy was still in India because of the long drawn out bureaucratic procedures of the Government. Clearly such issues are out of our purview at the intervention level but such cases need to be highlighted so that they can be addressed at a larger level.

### ***Tortured by one's own mother***

On 17<sup>th</sup> September, 2004, a concerned adult called **CHILDLINE Chandigarh** to inform that a woman in Maloya Colony, Chandigarh has kept her three children locked in her house and is physically cruel and abusive to them. During the home visits the CHILDLINE team found the gate locked. The neighbours too substantiated the fact that the woman leaves home early morning and returns late at night and that she is neglectful and abusive towards her children. In subsequent visits, efforts were made to talk to the children, who were locked in, but CHILDLINE had no success. On 20<sup>th</sup> October, 2004 a social worker again called up 1098 to say that a 10-year-old girl had been found sleeping on the Ram Leela Stage of Maloya,



***Veeru, Rafi, Salim, Guru, Joseph and Sheela pose for a picture at a CHILDLINE party***

Chandigarh. She told us that the girl Bimal had escaped after locking her mother inside the house who had gagged her and tried to strangle her with a dupatta. On reaching the Ram Lila Ground of Maloya the team members found that it was the same girl about whom CHILDLINE had received a call earlier. The girl had abrasions, lacerations and stab marks all over her body, which clearly indicated that she had been severely abused. Intensive probing by the CHILDLINE team revealed that she had been made to do all the household chores by her mother who works as a maid in *kothis* (rich households). The girl namely Beena

informed CHILDLINE that her mother hit her with utensils and glass, and used to kick, punch and pull her hair and even pour hot water over her if she did not do the household chores. Her father was an alcoholic and gambler who earned his livelihood as a rickshaw puller. However, he did not stay with the family and rarely came to visit them.

When the CHILDLINE team took the girl to the police station to lodge an FIR, the police was not cooperative but after orders from higher authorities, the complaint was ultimately registered. The girl was taken for a detailed physical and medical examination. Medical reports too substantiated the information and allegations made by Beena. Beena was sent to Nari Niketan on the orders of the CWC. Arrangements were made for her rehabilitation and education.

On the other hand, fearing the safety of Beena's siblings and uncooperative attitude of the Maloya police, a written complaint was given to the Superintendent of Police requesting him to help in lodging an F.I.R. and rescuing the other two children. An F.I.R. has been lodged against the mother and legal action is in process.

### ***Away from home***

A caller informed **CHILDLINE Baroda** that he had found a boy who had lost contact with his father at the railway station.

The team members brought the child named Mohit to CHILDLINE. On getting the details it was found that the child had come with his father who used to work in a cloth store in Vadodara. Mohit had unsuccessfully scanned many places for his father but could not find him and ended up at Navayard. He knew the address of his home back in Bihar but did not have any contact or location details in Vadodara. The team counseled him for a few days and worked on finding his exact details to send him back home. His complaint was lodged at the railway police control room with instructions to direct the child's father to CHILDLINE if and when contacted. Simultaneously CHILDLINE had an



article about Mohit published in a local newspaper. Next day itself one Mr. Rahul Singh came to CHILDLINE claiming that he was the child's relative. According to Mr. Singh the child's father used to work in the fields in Bihar and he had come with his father for his father's treatment. They did not know that the child was missing, as his father had not mentioned any such occurrence. Mr. Singh said that his own father was going to Bihar after a few days and that he would send Mohit home with him. But somehow CHILDLINE was not comfortable in doing so, and therefore informed Mr. Singh that Mohit would stay with them till Mohit's father took him to Bihar.

The CHILDLINE team counseled Mohit and asked him why he had lied to them. He started crying and confessed that he had not come to Baroda with his father but was brought by a man to work at Mr. Singh's house. However here he was beaten for the slightest mistake. One day he got a severe thrashing and so he ran away. His father was in Bihar when Mohit had made his way to Baroda and was not even aware of his whereabouts. The team rang up Mr. Singh and inquired why he had lied to them and made it clear that the team members would be going themselves to repatriate the child. Thereafter the team member went to Bihar with Mohit back home. His parents were very thankful but they did not want action to be taken against Mr. Singh as they thought they would lose their job.

### **A case of a 'Missing Child'**

At 7:30 pm on the 1<sup>st</sup> of March, **Childline Kalyan** received a call from a social worker who had found 16-year-old Pramod lying unconscious on the roadside. He was also found to be of unsound mind. Under CHILDLINE's instructions he was taken to Bai Rukminibai hospital that night. CHILDLINE members rushed to the hospital. The boy was very weak and malnourished. He was given the initial treatment and taken care of throughout the night by a member of CHILDLINE. The next day the doctor said that the child was not responding to the treatment and that it was advisable to take the child to Nair hospital for better treatment. The CHILDLINE team at Nair hospital

helped the team to get admission for the boy at the Nair hospital.

After 23 days of CHILDLINE members making futile attempts to get some personal details from the child, the child only uttered the word "Pramod". Gradually the child's health improved and he could eat and walk around by himself and could maintain personal hygiene. He was then shifted to the psychiatric ward. Following treatment the boy managed to divulge various details including landmarks en route to his home in Ulhasnagar. The boy's family was traced immediately and he was handed over to his father who had been searching for his son for over a month.

### **Labourer Young**

**CHILDLINE Bangalore** received a rescue call from a concerned adult informing that a few employers in Karamangala were physically abusing a boy. Immediately our team member carried out a preliminary investigation and on the next day our team went to the employer's house and rescued the boy Ramesh from domestic labour. During interrogation Ramesh revealed that he was from Ludha, Bihar. He has been working in the employer's house since a year. For trivial reasons the employer would beat him up with a rolling pin, belt or broom. Recently the child had burnt the employer's shirt by mistake, for which he got a thrashing. The fresh marks of violence were visible on the child's body. Immediately our staff filed an FIR in the Koramangala police station against the employer and his wife under the Juvenile Justice Act Sec- 23, Sec- 26, IPC section 32 A.

A medico-legal case was filed with assistance from the government hospital. A case was also filed against the employer in the Department of Labour against minimum wages notification act and for child trafficking. Another case was filed against the employer with Deputy Commissioner under the Bonded Labor Act. A case was registered in the Child Welfare Committee. A silent protest was observed in front of the employer's office wherein NGO forums, Campaign Against Child Labor, CHILDLINE Bangalore and APSA youth (APSA is non-government organisation) formed a part of the

*dharana*. The management of the office agreed to take action against the employer. Many newspapers covered the issue. Presently the child is seeking shelter in APSA and is also attending NCLP School. The Department of Labour had ordered the employer to pay a compensation of Rs. 80,000/-, however this is yet to come through. The Child continues to study at APSA while the family members talk to him every week. In accordance with the Minimum Wages Act notification the child has received a sum of Rs. 25,000/- from the Labour Department.

### **Becoming a student again**

This is the case of Barkha, a 9-year-old girl from Trichy. She has one elder sister and lives with her mother. Her mother rolls *beedis* to make a living. Due to poor economic conditions the girl was forced to work as a domestic maid. The owner tortured the girl both physically and mentally. Feeling depressed she ran away from her house. A concerned individual found her wandering about aimlessly and brought her to **CHILDLINE Trichy**.

CHILDLINE obtained information about the girl and informed her mother. The mother and the child were counselled and made to understand the importance of education for children and motivated the girl to continue her education. The team members helped the girl get admission in a school. A compensation of Rs. 12,000/- was obtained from the owner, which will be used for the child's education. In addition, the owner also assured to help for the further education for her sister.

### **Repatriation**

**CHILDLINE South 24 Parganas** received a call informing them about a girl called Meena aged 12 years, rescued by the police. One of the team members immediately rushed to the police station and brought the girl to the center. As CHILDLINE can only provide temporary shelter to children, the girl was referred to a partner organization.

As per the information collected from the police station at Ramnagar, the girl was from Gosaba, South 24 Parganas. Contrary to what the police said, Mamata informed them that her home

was in Kalitala, Sunderbans. A tiger had eaten her father. The village where she stayed was called the 'widow's colony'. This is so because of the frequent deaths of men caused by the tigers in the area.

The State Government of West Bengal supported these women financially through the panchayats. Meena's family comprised of her mother, elder sister and younger sister. Due to financial constraints, she agreed to come with a gentleman whom she calls 'uncle' to Kolkata to work as a domestic servant. She was then 8 or 9 years old. The employers often beat up Meena and it became very difficult for her to endure any more. She finally ran away. For some days she roamed the streets. The police found her and handed her over to CHILDLINE.

On enquiry with the Gosaba police station, it became known that there was no place called Kalitala under the jurisdiction of Gosaba. The team desperately tried to look for Meena's family. Finally, after a few days, the Gosaba police informed them that there was a place called Kalitala under the Hinglagunj police station.

Immediately CHILDLINE contacted the Hinglagunj police station and details regarding Meena were given to them. The police informed them that quite a number of girls were trafficked from that area and they were looking into the matter very seriously. Soon the Hinglagunj police confirmed the girl's address but warned CHILDLINE not to drop Meena at her residence since the area was not safe. Left with no choice, the team went to Hinglagunj, contacted the local panchayat and her mother. Meena was handed over to her mother in the presence of the local panchayat. The team on their way back requested the panchayat to keep a watch over the child and assured them that they in turn would keep in touch and maintain a regular follow up.

#### **A Child - cared for by CHILDLINE**

Ranaghat GRPS is familiar with the work of **Nadia CHILDLINE** due to several awareness camps conducted in the past. They called 1098 seeking help for a small boy. The boy was about 4 years old and was physically and mentally challenged. He could not stand, could not sit and did not respond. The boy was brought to the

collaborative center of CHILDLINE. The child was severely handicapped and every thing from feeding, cleaning and bathing was taken care of by the CHILDLINE team. They lovingly named him 'Gour Sree'.

He was transferred to another shelter home of the collaborative center after a few days. Staying there, Gour made some quick and noticeable improvement. The CHILDLINE team members regularly visited the shelter home. Gour had many medical problems like constipation and he had to be taken to hospital regularly.

CHILDLINE then started searching for a special home for Gour. This proved to be very difficult and thus highlighted the lack of available services for the disabled. But, with the help of the Child Welfare Committee and the Directorate of Social Welfare, Gour was placed in a shelter home for special children. CHILDLINE continues to follow up of the case regularly. Now Gour is better, sits on a wheel chair, calls others by gestures and exercises regularly.

#### **Child Trafficking**

On 1<sup>st</sup> March 2005 **CHILDLINE Paschim Medinipur** received a call at 10: 45pm from the GRPS, Kharagpur informing them about a 15 year old girl child. Immediately two team members went to meet the child. According to SI, GPRS Kharagpur, Razia was roaming aimlessly on the platform. She was handed over to the Police by the RPF. Razia was brought to the CHILDLINE center after filing a General Diary in the GRPS, Kharagpur. She was provided shelter in the Short Stay home (for girls and women) of the collaborative organization. Next morning, when CHILDLINE counseled her, a very dismal and shocking account of trafficking of girls and boys from Bangladesh to India was revealed. Razia's father had married another woman and left the family. He was involved in illicit selling of liquor and drugs like ganja, heroin etc. Razia at that time used to stay with her stepmother Hasina Begam.

One day Hasina sold Razia to an agent named Rina Parveen for Rs. 2000. Rina Parveen promised good job opportunities for Razia in Mumbai and thus left Bangladesh with 8 boys and 8 girls, assuring their parents and the

children, 'a good life in Mumbai'. They crossed the border and then took a train to Mumbai. On their way to Mumbai, Razia befriended a boy named Sumaan. Both of them became suspicious about the negatives motives of Rina and managed to give Rina a slip and got down at Kharagpur railway station. But Sumaan left Razia in Kharagpur. It was there that she was found roaming alone and thereafter handed over to GRPS Kharagpur.

CHILDLINE immediately contacted PRAAJAK, a NGO working on inter-country repatriation. PRAAJAK referred the case to SANLAAP and another NGO in Bangladesh to get information about her family. But Razia was reluctant to go back home, as she feared that her stepmother would sell her again and next time she may not be this lucky.

CHILDLINE discussed the case with the Child Welfare Committee and they asked CHILDLINE to produce Razia before the CWC in Sukanya Shelter Home. On 7<sup>th</sup> March 2005 she was produced before CWC, Kolkata and was admitted by them in a government shelter home.

Newspapers and television channels in West Bengal covered the case.

#### **Child Labour freed in Chennai**

CHILDLINE Chennai received a complaint about the use of child labour in a printing press. The Police conducted a raid, and 11 children involved in the hazardous process of the press were rescued. The children were exposed to activities that were dangerous to their health. Post rescue the children were produced before the Child Welfare Committee. Out of eleven children, eight were handed over to the CWC, Tirunelveli. One child, a native of Ranipet, Vellore was released and handed over to his uncle. The other two children were temporarily kept at the Government Home, Royapuram and later handed over to their parents. The Police have registered a FIR against the employer of the Press and is following the case.

#### **Rescuing Domestic Child Labourers**

Two children, 13 years and 10 years were rescued while they were being placed as child domestic servants in Mangalore. Reacting to the call a

**CHILDLINE Mangalore** team member visited the spot and found two children with a woman. Our team member pretended as a customer to get the children for domestic work and brought the children along with the woman (broker) to CHILDLINE office. Information was given to the Assistant Commissioner, Labour Department and the Women and Child Welfare Department. The children were placed at a shelter home and a case was booked against the broker. The Assistant Commissioner held an enquiry considering all aspects of the case and keeping in mind the best interest of the children. The broker had trafficked the children for her own benefit, which is an offence under Section 20 of the Indian Penal Code (45 of 1860). The woman was found guilty of trafficking children below 14 years of age. She was sentenced to imprisonment for the period of six months with a fine of Rs. 1,000 under section 20 of the Bonded Labour Act 1976. The two children were handed over to their parents and proper guidance given to them. The parents agreed to continue the children's education in their village.

### **Without parents...and the world is no rosy place**

**CHILDLINE Yuva, Mumbai** received a call reporting that two children, four and three years old, were alone on the streets. The caller informed the team that the children were orphans. The CHILDLINE team traced the children. While making their inquiry, the neighbors showed them the house that belonged to the parents of the children. The upper storey of their house was given on rent and the family lived on the ground floor. The CHILDLINE team introduced themselves and the service they provide. The neighbours told the team that they have been taking care of the children ever since their parents passed away. Even though the children were being taken care of by the

neighbours, the team thought it was necessary to present the children before the CWC and then come to a final decision.

However, during the next visit when the team tried to intervene the neighbours took offence. A political leader threatened the CHILDLINE team if they took the children. It was unveiled that the neighbours and political leader wanted to take over the house, since the parents were no more and the papers of the house could not be found.

There was a meeting of the *nagar sevaks* where the political party tried to pressurize the team. But the team members did not pay any heed to the



**Children from CHILDLINE Bhopal spread awareness in the community**

threats. CHILDLINE team members prepared a letter to appeal to the CWC to look into this case. The CWC asked Asha Sadan to intervene and submit a report. Based on the report submitted by Asha Sadan the CWC summoned the children in the presence of the team members, neighbours and political group. The verdict of the CWC was to place the children together at Asha Sadan Children's Home. Both children are keeping well. CHILDLINE shall ensure that the children are not cheated.

### **A Case of Child Abuse**

Ten-year-old Renu's father deserted her mother when Renu was only three months old. Her mother worked as an agricultural labourer. Unable to care for Renu, her mother sent her to Coimbatore to work as a domestic

help at a familiar household. Renu washed clothes, cleaned utensils and was a nanny to two children. Initially the employers took good care of Renu. However, after a while the husband and wife started beating her. She had by then been working in the house for three months. The employer would pay Renu's mother Rs. 1000/-per month. Hence, Renu's mother did not pay attention to how Renu was being treated and assumed that she was in safe hands.

Meanwhile Renu was severely abused by the employer, as was latter mentioned in the medical report. Unable to bear the violence any further, Renu ran away from the

employer's residence and was found wandering on the streets by a concerned adult who called **CHILDLINE Coimbatore** and sought help for Renu.

CHILDLINE found Renu on the street with injuries so severe she was unable to walk. She was immediately admitted in Ramakrishna hospital for treatment. On the physical examination by the

doctor, sexual abuse was confirmed. An FIR was filed against the accused and police enquiry was initiated. Renu's mother was informed and asked to come over to Coimbatore.

The mother was counselled and Renu was temporarily sheltered at FFC (CHILDLINE support organization). Renu wanted to study and was willing to stay at FFC. Arrangements were made for Renu's admission to a school. Renu's story made news in several newspapers including Kerala's Mathruboomi.

CHILDLINE is following up with the police so that the offender is booked for the crimes he has committed. CHILDLINE coordinator along with Mr. Ashokan and Ms. Sunbeam from Families for Children (CHILDLINE support organization) visited the



child's family in Thiruvananthapuram for further enquiry and help. Renu now finds herself comfortable at FFC shelter and is attending school. She seems to be happy.

**Reuniting a child with her family...**

**CHILDLINE Udaipur** received a call from Udaipur police station concerning a 15-year-old girl child, Rekha. She had been found at a bus stop.

The girl was brought to CHILDLINE and counselled. It was found that the girl was mentally challenged and that she spoke an unfamiliar dialect. Since the CHILDLINE team could not understand her language, her contact details could not be found. Yet, counselling sessions for the child were conducted regularly. And CHILDLINE contacted police stations across the state to get some lead for locating the child's home.

After 3 weeks, the head constable from Navsari police station managed to recognise the child's dialect as that spoken in a village on the Madhya Pradesh-Gujarat border. The police constable also provided CHILDLINE with contact details of a resident of the village.

CHILDLINE contacted the person and he volunteered to find out whether the girl hailed from his village. The volunteer claimed that the child belonged to a village near his own and that the child had been missing since a year. He also added that he had directed Rekha's father to contact CHILDLINE. Thereafter, Rekha's father contacted CHILDLINE the next day. Rekha also spoke to her father and was pleased.

After proper verification, a CHILDLINE team member repatriated Rekha to her family who were happy to have her back. The community and their Sarpanch also thanked CHILDLINE. The CHILDLINE team member took this opportunity to talk to the community

about CHILDLINE and to spread awareness about its activities.

**Taking care of an ailing child...**

On receiving a call from a concerned adult, **CHILDLINE Bhubaneshwar** rescued Brijesh, (*name changed*) a 14 year old boy from the railway platform on 17th January 2005. When the CHILDLINE team member found Brijesh he was unconscious and had high fever.

The child was immediately taken to the Capital hospital. After a check up

had lost speech, bladder and bowel control. The doctors claimed that these could be corrected but would take six months to one years time.

Meanwhile with contributions from the Chief Minister's Relief Fund, Red Cross and individual donors child's treatment continued. Two CHILDLINE team members regularly nursed the child and provided complete care and protection.

Brijesh was initially unable to speak and communicated mostly through gestures and eye contact. Whatever information team members had been

able to collect with regards to the child's parents was shared with the Inspector-In-Charge of Charigharia village, Cuttack Dist. He was however unable to locate the child's parents.

With each passing day Brijesh's condition improved and he was able to disclose his address. On 16th July 2005 CHILDLINE repatriated Brijesh safely.

**Repatriating a lost child...**

On 11<sup>th</sup> January 2005, Sub Inspector of Police, PIRBAHOR Police

Station called up **CHILDLINE Patna** and informed about a girl child who had been found wandering near the emergency ward of Patna Medical College by a concerned adult.

A CHILDLINE team member brought the child to CHILDLINE office. After completing the legal formalities the child was provided temporary shelter at the residential shelter of the collaborative organization.

During the counselling session the girl revealed that that her brother-in-law lives near Kankarbagh Colony in Patna and works as a Head mason.

Based on the information given by the girl, CHILDLINE team members tried to trace her family members. On 13<sup>th</sup> of January her parents came at CHILDLINE office. After proper verification CHILDLINE handed over the child to their parents in the presence of police.



**Open House with Children, CHILDLINE Kota**

the doctor prescribed some medicines and the child was brought back to ASRA, a boys shelter home run by Ruchika Social Service Organization. However, his condition did not improve and he had to be re-admitted at the Capital hospital. His treatment continued for 10 days. Despite efforts on the doctor's part the child's ailment could not be diagnosed. The child was therefore referred to S.C.B Hospital, Cuttack for treatment. When after 10 days of continuous treatment, the boy's condition did not improve, SCB, Cuttack also discharged him.

The child was then admitted at SunFlower Nursing Home from where he was transferred to Hi-Tech Medical College after three days.

The child was diagnosed as suffering with Tubercular Meningo-Encephalitis. The doctors declared that Meningitis had destroyed some brain cells. Brijesh

### **Rescuing a minor from the flesh trade...**

15-year-old Roshni lived with her mother and two brothers in Kankuli village in Kolkata. After the death of her father, the economic condition of the family deteriorated. A woman promised to help Roshni find a job at a hospital in Varanasi. Seeing no other option, Roshni accepted the offer made by the woman and stayed with her at Taliganj. The woman sold Roshni to a brothel owner in Shivdaspur, a red light area in Varanasi. The brothel owner regularly tortured Roshni to become a sex worker. Roshni pleaded with all her customers to help her. Finally, one of her customers called **CHILDLINE Varanasi** and informed them about the child's plight.

A CHILDLINE team member met Roshni and confirmed the information provided by the caller. CHILDLINE contacted the Manduadih Police station. Although the Police assured CHILDLINE of support, they did not lodge a complaint. But on 30<sup>th</sup> September 2004, the CHILDLINE team with the help from the police conducted a raid on the brothel. Roshni was successfully rescued during the raid and the brothel owner was put behind bars.

After completing the formalities, the SO handed over Roshni to CHILDLINE and asked for the child to be produced before a magistrate. During the counselling session, Roshni revealed that the brothel owner had claimed to have purchased her for one million and had offered to set her free if she gave him the same amount of money.

The next day CHILDLINE presented the child before the ACM and requested a medical checkup and a shelter home for the child. The ACM asked for Roshni to be sheltered at Rajkiya Mahila Sanrakshan Griha. Since the medical check-up confirmed that the child had not undergone sexual abuse, the police were reluctant to file a case against the brothel owner.

CHILDLINE Kolkatta referred Roshni's case to Human Rights Commission and National Commission for Women. It was also brought to their attention that there were still five to six minor girls to be rescued from the brothel.

Under pressure from the Human Rights Commission and National Committee for Women, the police lodged a FIR and investigation against the brothel owner has been initiated.

### **Helping children seek justice...**

Kavita, 12 years of age dreamt of making it big in life. Kavita belonged to a poor family. Her mother was mentally ill and her father sold coconuts for a living. Kavita would spend a lot of her time at the residence of Pushpa, a new settler in the village. Pushpa told Kavita about the lavish lifestyle of girls who performed record dances for a dance troupe called Ekamara Ganantya. Pushpa suggested the dance troupe as a career option for Kavita.

Having decided to join the dance troupe, Kavita left home without informing her father or sister. In the evening when she did not return home, Kavita's father inquired at all their relative's place and searched her popular haunts but could not find her.

After a month with no trace of his missing daughter, the father lodged a police dairy. Another month passed by with no news of Kavita. Finally, someone asked him to contact CHILDLINE. With help from **CHILDLINE Puri**, the father filed an FIR. However, in a matter of weeks a relative rescued Kavita whom he had found begging on a street at Chandanpur.

When Kavita was found, she seemed to have undergone severe mental trauma and physical abuse. She would talk to herself and hallucinate. CHILDLINE conducted several intensive trauma-counselling sessions with Kavita and recorded a detailed statement given by Kavita based on which a case was filed against Pushpa in the Puri court.

### **Providing medical aid...**

On 12<sup>th</sup> March 2005, **CHILDLINE Kota** received a call from an LIC agent seeking aid for a child who needed a heart surgery. The child's family was poor and could not afford the cost of the operation.

The next day an appeal for help was published in the newspapers. The

response was tremendous, not only did the child receive monetary aid but arrangements were also made to send the child to Delhi for further medical attention.

### **Nominated as guardians...**

A case of two abandoned infant girls aged 1 and 2 respectively came up before the high court in Lucknow. The high court directed Human Unity Movement (HUM), a partner organisation of **CHILDLINE Lucknow** to undertake the responsibility of the two children. The children are presently sheltered at the government's Bal Shishu Griha in Lucknow. CHILDLINE and HUM have been entrusted the responsibility of monitoring the welfare of these two children.

## CHILDLINE Success Stories

### **Volunteering for CHILDLINE**

As a young child, Vipin lived near the New Delhi Railway Station doing odd jobs for survival. He had run away from home from Kanpur, Uttar Pradesh to escape the hardships of extreme poverty at home. **CHILDLINE Delhi** came in touch with him at the GRP Contact Point near the railway station. Through regular interaction with the team members Vipin was convinced to give up his life on the streets and do something more meaningful. He was appointed as a volunteer at the GRP contact point and later moved to join the CHILDLINE team. He has served in CHILDLINE for almost 2 years now and is proficient in handling medical intervention cases. He is now able to support his family back home and he is also continuing his education.

### **The power of motivation and education**

**CHILDLINE Udaipur** conducts outreach in many 'kacchi bastis' (make shift settlements) and slums. A 14-year-old boy named Rajesh Rai from Manohar Pura area called CHILDLINE. He belonged to a poor family and hence could not afford books and fees for his schooling. He asked for some assistance from CHILDLINE to continue his education. CHILDLINE Udaipur arranged for the books and school fees and encouraged him to continue his studies. This greatly motivated the boy to study well and now he has completed his twelfth standard with good marks. Presently the boy is working as a teacher at the child labour school run by Seva Mandir.

### **Learning Vocational Skills**

**CHILDLINE Allahabad** met with some boys in Sadiyapur slum who would while away their time playing cards and chewing tobacco. The team built a rapport with this group and continuously suggested to them that they must give up their bad habits. Gradually the team managed to convince three of them and encouraged them to learn some skills.

A meeting was conducted with the parents of the children so that the message was conveyed to other children and parents as well.

CHILDLINE contacted 'Utter Raksha Punar Vasan Kendra' (URPK) in Bena Jhabar, Kanpur, to provide vocational training to the children. Fortunately, the Kendra agreed to provide training to the children free of cost. Presently the three boys are receiving training and are also given a stipended.

CHILDLINE Allahabad is now trying to get a contract signed with 'URPK Kanpur, to reserve at least 10 seats for the training of street and destitute children recommended by CHILDLINE Allahabad.

### **Setting an example**

Rakesh was a young 15 year old who lived in a slum near the **CHILDLINE Baroda** office. He was naughty, used abusive language and misbehaved with all. During outreach the CHILDLINE team gradually convinced him and drew him into working with CHILDLINE. He also received medical assistance and sponsorship from CHILDLINE Team members. He began visiting the CHILDLINE call centre and gradually started answering the calls. He would identify children in need in

the neighbouring locality and put them in touch with CHILDLINE. He would also attend to calls at night when the team members were out for intervention. Thus from being, the most notorious person in the locality, Rajesh finally turned into a youth icon and a useful and respected member of the locality. Today he has applied to become a permanent volunteer with CHILDLINE Baroda.

### **Helping other children**

13 year old Anup (*name changed*) came in contact with CHILDLINE Alwar. He had lost his mother and his father was very old. The boy spent most of his time aimlessly on the railway station. One day a poisonous animal bit him on his hand, which caused it to swell and become non-functional. He could not use his hand anymore. But Anup was aware of CHILDLINE 1098! On 12<sup>th</sup> June 2004 he called CHILDLINE to seek help. CHILDLINE volunteers helped him get medical aid and took care of him for three months. Anup realized that he should do something meaningful and thus joined CHILDLINE as a volunteer. Even today he is an enthusiastic volunteer with CHILDLINE!



**3rd Anniversary Celebration at CHILDLINE Allahabad**



## Challenges Faced By CHILDLINE Teams

### Shelter for Children

1. Lack of shelter facility for children below one year of age, destitute girl children, mentally challenged children and HIV/AIDS affected children.
2. As the Government run homes for mentally challenged children are overcrowded, it is extremely difficult for the team to provide adequate shelters for the children.
3. Shortage of shelter homes for orphaned children.
4. The "Rainbasera" are not functioning properly. As a result many children sleep on the road, footpaths, slums and other unsafe places where they may become victims of trafficking, accidents, drug addiction, gambling, sexual abuse etc.
5. Due to the lack of shelters for children with special needs, the children are referred to other districts.

### Private Telecom Providers

1. The increase in the number of private telephone connections (Reliance, Airtel, Tata Indicom etc) and the decrease in the number of MTNL phone booths, has affected the number of calls on 1098, as the private telephone connections do not connect to the CHILDLINE service.
2. The private Telecom service providers do not give free connection to the 1098 number. This may demotivate callers to call 1098.

### Grant Related

1. Considerable delay in receipt of grant-in-aid from the Ministry of Social Justice and Empowerment hinders the smooth functioning of the service. This has also resulted in a high turnover.
2. Lack of budgetary provision in the grant for awareness generation e.g. Awareness on Radio or

Television places financial strain on partner organisations.

3. The need for a common CHILDLINE Identity card at the national level is very strongly felt by all team members across the nation.
4. The team is often unable to help children requiring expensive medical aid like surgery etc., thus highlighting the need for increased budgetary provisions for client related expenditure.
5. There is a severe shortage of child related services in Bihar.

### Cooperation from the Allied Systems

1. Cooperation and support from the railway department is not adequate for the repatriation of children to other states regarding the provision of railway concessions and reservations.
2. The police personnel often delay in registering cases of missing children.
3. There is a lack of transport facility during late hours in the night when public transport services like buses and rickshaws are not available.
4. Non-cooperation from the Railway police at night during case interventions.

### Juvenile Justice System

1. CHILDLINE activities are hindered because of the lack of proper implementation of the Juvenile Justice Act 2000. Additionally, some of the committee members are unaware of the provisions of the Act.
2. Lack of support services for the children in conflict with law.
3. Children in conflict with law and children in need of care and protection are kept together.

### Team Security

1. CHILDLINE Agartala often gets cases of children who have been victims of terrorist attacks and need special care.
2. Calls coming in from remote terrorist prone areas of West

Tripura district are dangerous for the team to intervene in. They need the support of the special security forces.

3. During June to August 2004, when curfew was imposed in Imphal because of insurgency, it was a challenge for the CHILDLINE team to reach out to children in crisis.
4. The team members face a danger to their own security, when they rescue children from the homes of the influential.

### Call Connectivity

1. Erratic phone connectivity from the BSNL coin boxes.
2. Connectivity to 1098 is not available from the entire district.
3. Non-connectivity of CHILDLINE from private landlines and mobile phone operators.

### Structural Adjustments for CHILDLINE

1. Absence of a nodal organization in some cities is severely affecting the networking with Government organizations, NGOs and the allied systems.
2. The CHILDLINE Advisory Board needs to be urgently constituted for efficient functioning of 1098 in many cities/districts.

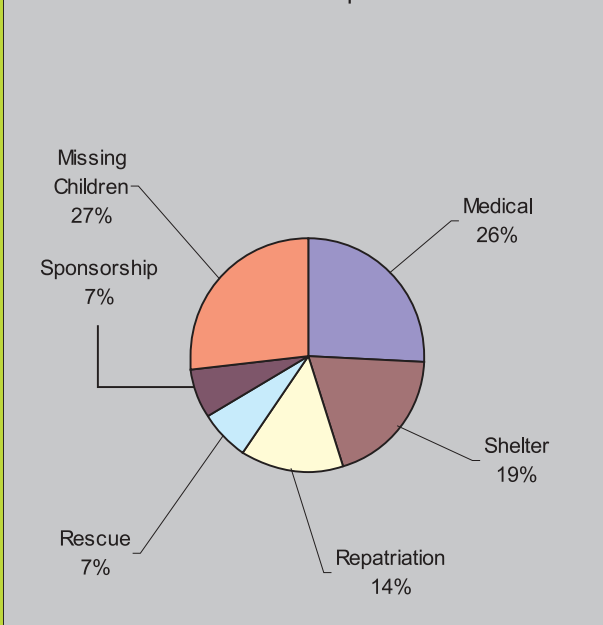
# ChildNet

CHILDLINE HAS RECORDED A TOTAL NUMBER OF 75,50,603 CALLS SINCE INCEPTION TILL MARCH 2005

CHILDLINE RECORDED 19,87,086 CALLS FOR THE FINANCIAL YEAR April 2004 to March 2005

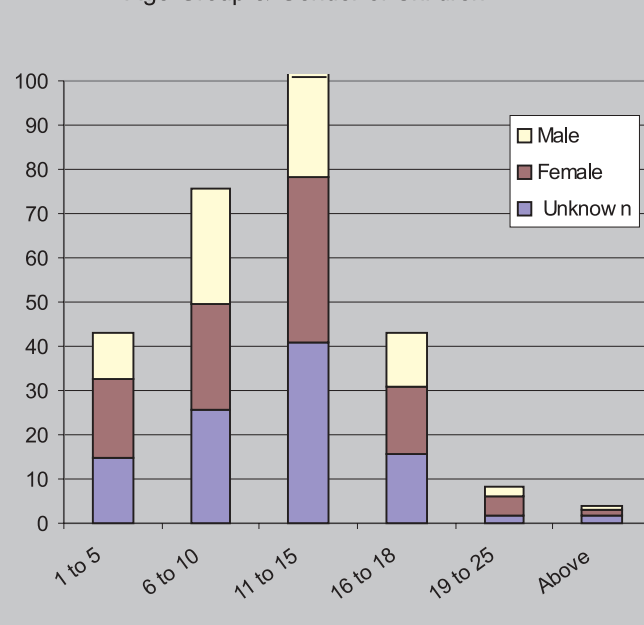
Call Types	April 02 to March 03	Percentage	April 03 to March 04	Percentage	April 04 to March 05	Percentage
<b>Invervention Calls</b>	<b>Total - 41 Cities</b>		<b>Total - 53 Cities</b>		<b>Total - 56 Cities</b>	
Medical	5742		7800		9059	
Shelter	5945		7575		6837	
Repatriation	3606		4867		4834	
Rescue	1647		2650		2523	
Death Related	77		198		155	
Sponsorship	1328		2149		2326	
Missing Children	6564		9812		9489	
Emotional Support & Guidance	319451		421813		430793	
Silent / Confidence Building	328692		431302		416853	
Information / Referral to Services	237473		308650		301653	
Intervention Follow Up	73550		159796		148369	
Unable to locate Caller	1500		3058		3574	
<b>Sub-Total I</b>	<b>985575</b>	<b>63.5</b>	<b>1359670</b>	<b>68.65</b>	<b>1336465</b>	<b>67.26</b>
<b>Non Intervention Calls</b>						
Awarness Building Calls	77330		67732		83644	
Technical Connectivity Problems	415308		511282		527660	
Any Other	73771		41954		39317	
<b>Sub - Total II</b>	<b>566409</b>	<b>36.5</b>	<b>620968</b>	<b>31.35</b>	<b>650621</b>	<b>32.74</b>
<b>Total I &amp; II</b>	<b>1551984</b>	<b>100</b>	<b>1980638</b>	<b>100</b>	<b>1987086</b>	<b>100</b>

Direct Intervention Cases for April 04 - March 05

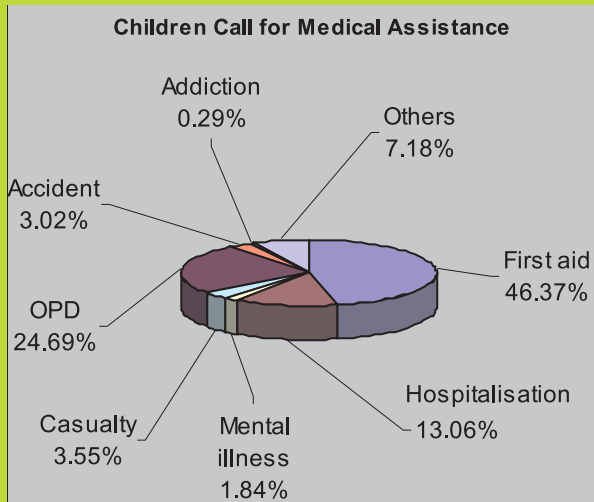


Calls in the intervention categories are further classified into direct intervention and in-direct intervention, which together add up to the total number of intervention calls. In-direct intervention consists of other categories like ES&G, confidence building and intervention follow-up.

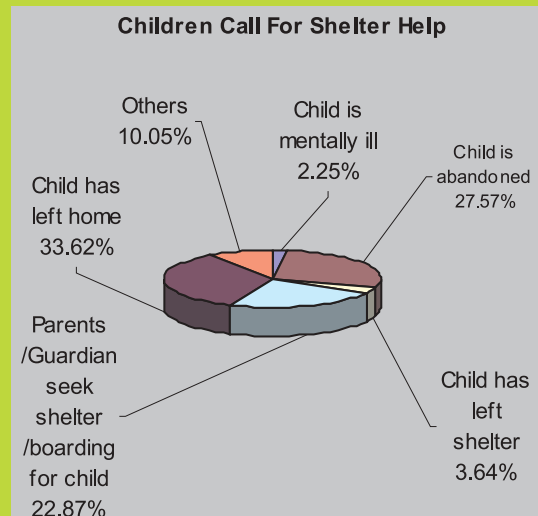
Age Group & Gender of Children



The number of male children calling CHILDLINE, are more than the number of girl children. The age group of 11 to 15 years is the largest group of vulnerable children seeking assistance.

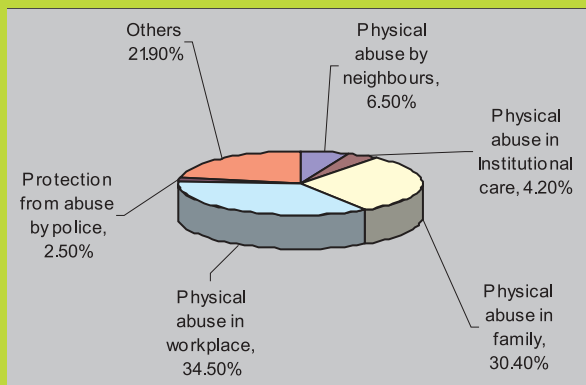


Within the category of medical intervention, a little less than half the calls (46.37%) are for first aid. The second largest category of assistance is to help the child get referral to doctors/ specialists (commonly known as OPD in the terminology of city hospitals) for diagnosis and treatment.

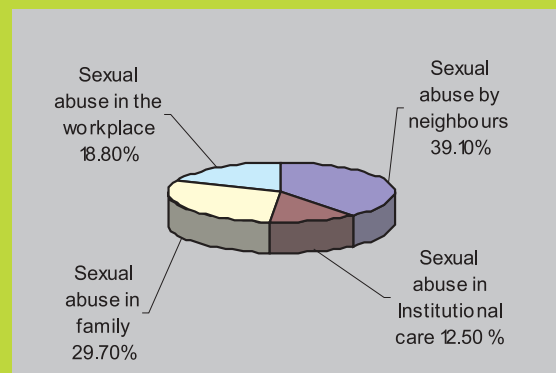


Street children/ marginalised children are the main stake holders for CHILDLINE. Children who have left home are found to be the highest category seeking shelter followed by children who are abandoned. The other group of calls are from parents in crisis or poverty situations seeking shelter facilities for children.

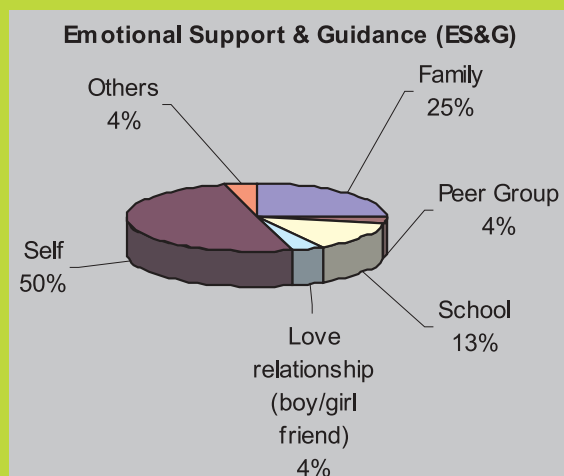
### Rescue from Abuse



Children calling CHILDLINE for rescue from physical abuse at workplace, family and neighbours account for 71% of the total calls related to physical abuse. This indicates the occurrence of abuse mainly by people known to the child.



Even though sexual abuse forms a small proportion of the overall cases of abuse; analysis of such cases shockingly reveals that the highest number of abuse is by neighbours (39.10%), followed by the family (29.70%). Again indicating that child sexual abuse is mainly done by the known and trusted. This is followed by sexual abuse at the workplace (18.80%)



Although calls for Emotional Support and Guidance (ES&G) do not involve physically reaching out to children, the assistance given by the CHILDLINE team member over the phone helps children to overcome several crisis related to self, family and school.



## CHILDLINE Se Dosti



**8th Birthday Party of CHILDLINE in Mumbai on 25th September, 2004**

### INDIVIDUAL DONORS

Mr Felix A Fernandes

Mr Srikant Nagaraj

Mr NA Soonawala

Mrs HM Billimoria

Mrs Varsha & Dr Rajendra Kanjaria

Mr Ritchie Bent

Mrs Gul Chacha

Ms Sherina Advani

Mr Homi Adajania

Ms Jasmine Parikh

Ms Preeti Malhotra

Mr Stephen David Price

Mr Tarakad V Ramachandran

Mr Arun Rao

Mr & Mrs Vajpeyi

Capt. Raghu Raman

Mr Madhu Sudan Menon

Mr Mihir Doshi

Mr Sunil Kumar

Mr Imraan Ramdjaan

Mr Ashley Menezes

Mr Mahesh Rachch

Mrs Bapsy Daruwala

Mr Rajiv Chawla

Ms Shalini Uppal

Mr Behram Sethna

Mr Manish

Mr Pradeep Mallick

Mr PM Narielvala

Mr Homi A Katgara

Mr Jamshed J Irani

Dr Paulomi & Dr Kanti Kanzaria

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Mr Nitesh Jain

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Ms Shalini Ganju

Mr & Mrs Nugyal

Ms Priyadarshi Chowdhury

Mr Madan Menon

Mr Rajnish Dhal

Mr Niraj Dantwala

Mr Hassan Kamruddin Bhanji

Mr Ashok Jhunjhunwala

Ms Anita Raaj

Mrs Anne Fernandes

Mr Rajan Mehta

Ms Simi Singh Sapra

Mr Venkat

Ms Anuradha Prabhu

Mr KN Memani

Mr Jer N Garda

Mr Yazdi Tantra

Mrs Jaya & Mr Sunil Bhansali

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Mr Vicky

Mr Rajesh Kadakia

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Mr H. Jayagowri

Mr Feroze Gheyara

Mr Narayanan Krishnan

Mr Ravi Chandran

Mr Kaushal

Mr DPS Shrikent

Mr HM Khajotia

Mr James Ferreira

Mr Jeronimo Pinto

Ms Geeta Karamchandani

Ms Antoinette Estevens

Mr Joe Alvares

Ms Seema Duggal

Mr John Goodman

Ms Priyanaka Abrol

Mr Anand Prakash Shaw

Mr Tanweer A Khalfay

Mr SR Balasubramaniam

Mrs Kamalini & Mr Harshad Bhansali

Mr Sanjay Jain

Mr S Keswick Rockcliff

Mr AK Kapadia  
 Mr Hubert Alphaide Monteiro  
 Ms Reena Dhir  
 Ms Lourdes Barreneche  
 Mr Sandeep Yedire  
 Mr Javed Anand  
 Ms Kavita  
 Ms Banoo Batliboi  
 Mr Amol Khale  
 Mr Karan Rai  
 Mr Bapi Nag  
 Mr Parag Sapre  
 Dr Meenakshi S Kher  
 Cory Wallia  
 Mr N Subramaniam  
 Dr Laila  
 Mr MG Katara  
 Mr S Chakravarty  
 Ms Deepa Bhargava  
 Mr Saurabh Sharma  
 Mr Bonny  
 Mr Ramesh

Mr Kapil P  
 Mr Hanoz  
 Mr John F  
 Mr Glum  
 Mr Navin  
 Ms Urvashi  
 Mr Sudarshan  
 Mr Rajesh Rai  
 Mr Anil K  
 Mr Chakrawarty  
 Mr Samrat Bedi  
 Mr Zurcksis K  
 Mr Suvodeep  
 Mr Noel P  
 Mr Denise  
 Mr Tejas  
 Mr Gunjan  
 Ms Rajini  
 Mr Javed  
 Mr Sajin  
 Ms Alpa Rajan Mehta  
 Ms Mehul S

Mr Imtiaz  
 Mr Gautam P  
 Mr Anaish Joshi  
 Mr Harshad  
 Mr Prakash  
 Mr Surendra  
 Mr Kaizad  
 Mr Satish  
 Mr Kaumudi  
 Mr Pandir P Anhire  
 Mr Rajesh N  
 Ms Geeta Aiyar  
 Mr Shirish K  
 Ms Irene  
 Mr Sandeep  
 Mr Rajaram  
 Mr Gautam  
 Mr Valroy  
 Mr Sundeep  
 Mr Desmond  
 Mr Jawahar S Pariyani

### **CORPORATE DONORS**

Plan International  
 Aneja Associates  
 ESAB India Ltd.  
 S.R Batliboi & Co.  
 Strategic capital  
 Universal Management Services  
 Cold Storage  
 Mphasis  
 Bill Desk  
 Bombay Community Public Trust  
 MK Tata Trust  
 Marc Services

Concept Communication  
 Chrysalis InvestmentAdvisors India  
 Ltd.  
 Cinema Syrup  
 Export Saga  
 Capgemini  
 Interwoven Software Services  
 Computer Associates India Pvt Ltd  
 Kageki Akasura  
 Alfa Laval  
 Argosy Partners  
 Jersona

Tata Tea  
 Johnson & Johnson  
 Fairfield Greenwich Advisors  
 Hill Spring School  
 Khandelwal Jain & Co.  
 Sir Vithaldas Damodar Thackersay  
 Charitable  
 United Way Mumbai  
 Sai Prem Childrens Home Trust  
 British Telecommunications  
 The NRK Co.  
 Saffron Mood

### **SUPPORT IN KIND**

Reliance Banners  
 Foodlink  
 Pragati Printers  
 Mocha  
 Ogilvy & Mather

NDTV  
 M/S S. B Billimoria & Co.  
 Times Foundation  
 Bisleri  
 Cadbury

Oracle Exports  
 Design Bar  
 Roopa & Shashank Chaturvedi  
 Hormuzd Sinor

**The Bombay Public Trusts Act 1950**  
**Schedule - VIII**  
**[Vide Rule 17(1)]**

**CHILDLINE INDIA**  
**Balance Sheet as on**

<b>FUNDS &amp; LIABILITIES</b>	<b>As at March 31, 2005 Rs.</b>	<b>As at March 31, 2004 Rs.</b>
<b>Trusts Funds or Corpus:</b>		
Balance as per last Balance Sheet	2,442,000	2,441,000
Adjustment during the year		
Add: Corpus donation received during the year	60,000	1,000
	<u>2,502,000</u>	<u>2,442,000</u>
<b>EARMARKED FUNDS:</b>		
Depreciation Fund	—	—
Sinking Fund	—	—
Reserve Fund	—	—
Any other Fund		
Revolving Fund		
As per last Account	10,030,000	10,030,000
Less: Transferred to Income & Expenditure A/c	30,000	—
	<u>10,000,000</u>	<u>10,030,000</u>
<b>Purchase of Capital Assets</b>		
As per last Account	3,326,258	3,076,258
Add: Receipt during the Year	—	250,000
Less: Transferred to Unrestricted Reserve	2,398,181	—
Less: WDV of Capital Assets purchased in earlier years	554,321	—
	<u>373,756</u>	<u>3,326,258</u>
<b>Gujarat Earthquake Relief Fund</b>		
As per last Account	—	1,070,522
Less: Grant Returned to GOI	—	988,400
Less: Transferred to Income & Expenditure A/c	—	82,122
	<u>—</u>	<u>—</u>
<b>Innovation Projects (AIRES)</b>		
As per last Account	150,252	213,654
Less: Transferred to Income & Expenditure A/c	28,883	63,402
	<u>121,369</u>	<u>150,252</u>
<b>Awareness &amp; Advocacy</b>		
As per last Account	—	500,000
Less: Transferred to Income & Expenditure A/c	—	500,000
	<u>—</u>	<u>—</u>
<b>CIF 10th Year Activities</b>		
As per last Account	—	—
Add: Receipt during the Year	102,051	—
	<u>102,051</u>	<u>—</u>
<b>CHILDLINE Mumbai (Education)</b>		
As per last Account	30,000	—
Add: Receipt during the Year	—	30,000
	<u>30,000</u>	<u>30,000</u>
<b>National Helpline Consultation</b>		
As per last Account	21,500	—
Add: Receipt during the Year	—	21,500
Less: Transferred to Income & Expenditure A/c	15,400	—
	<u>6,100</u>	<u>21,500</u>
<b>Johnson &amp; Johnson City Level Capital Expenditure</b>		
As per last Account	125,543	—
Add: Receipt during the Year	1,739,062	186,000
Less: Transferred to Income & Expenditure A/c	1,427,419	60,457
	<u>437,186</u>	<u>125,543</u>
<b>Other Earmarked Fund C/f</b>	<u>11,070,462</u>	<u>13,683,553</u>
<b>Carried Forward</b>	<u>2,502,000</u>	<u>2,442,000</u>



**FOUNDATION**  
**31st March 2005**

Registration No. F-21743 (BOM)

PROPERTIES & ASSETS	As at March 31, 2005 Rs.	As at March 31, 2004 Rs.
<b>Immovable Properties:</b>		
Balance as per last Balance Sheet	—	—
Additions during the year	—	—
Less: Sales during the year	—	—
Depreciation for the year	—	—
	—	—
<b>Investments:— GOI 8% Savings (Taxable) Bonds</b>	<b>2,400,000</b>	2,400,000
<b>Furniture &amp; Fixtures &amp; Other Assets: ( Schedule 'A' )</b>		
Balance as per last Balance Sheet	<b>1,432,660</b>	1,673,872
Additions during the year	<b>219,896</b>	440,311
Less: Disposals/Adjustments during the year	<b>554,321</b>	—
Less: Depreciation for the Year	<b>442,317</b>	681,523
	<b>655,918</b>	1,432,660
<b>Grant Receivable:</b>		
Grant Receivable	—	175,606
Less: Bank Charges Payable	—	500
	—	175,106
<b>Loans (Secured or Unsecured):Good/ Doubtful</b>		
Loans Scholarships	—	—
Other Loans	—	—
	—	—
<b>Advances:</b>		
To Trustees	—	—
To Employees	<b>79,940</b>	36,000
To Contractors	—	—
To Lawyers	—	—
To Others / Deposits (Schedule 'B')	<b>2,890,579</b>	971,683
	<b>2,970,519</b>	1,007,683
<b>Income Outstanding:</b>		
Rent	—	—
Interest	<b>159,681</b>	169,167
Other Income	<b>39,593</b>	—
Income Tax Recoverable	<b>10,864</b>	38,549
	<b>210,138</b>	207,716
<b>Cash and Bank Balances:</b>		
(a) In Current accounts with		
State Bank of India a/c no. 5697	<b>6,470,320</b>	1,334,673
State Bank of India a/c no.5740	<b>430,330</b>	785,674
State Bank of India a/c no.5330	<b>56,352</b>	46,418
In Saving accounts with		
ICICI Bank a/c no. 000401123643 (Including Quantum Optima Deposit)	<b>1,606,299</b>	197,791
	<b>8,563,301</b>	2,364,556
(b) In Fixed Deposit account with State Bank of India	<b>22,240,000</b>	12,100,000
	<b>22,240,000</b>	12,100,000
(c) Cash in hand		
With the Trustee	—	—
With the Manager	<b>68,970</b>	57,934
	<b>68,970</b>	57,934
Total of Cash & Bank Balances	<b>30,872,271</b>	14,522,490
<b>Carried Forward</b>	<b>37,108,846</b>	<b>19,745,655</b>

**The Bombay Public Trusts Act 1950**  
**Schedule - VIII**  
**[Vide Rule 17(1)]**

**CHILDLINE INDIA**  
**Balance Sheet as on**

<b>FUNDS &amp; LIABILITIES</b>	<b>As at March 31, 2005 Rs.</b>	<b>As at March 31, 2004 Rs.</b>
<b>Brought Forward</b>	<b>2,502,000</b>	<b>2,442,000</b>
<b>Other Earmarked Fund B/f</b>	<b>11,070,462</b>	<b>13,683,553</b>
<b>Preparatory Services (Kerala Govt.)</b>		
As per last Account	—	—
Add: Receipt during the Year	<b>28,750</b>	—
	<b>28,750</b>	—
<b>Tsunami Relief Work</b>		
As per last Account	—	—
Add: Receipt during the Year	<b>6,884,068</b>	—
Less: Transferred to Income & Expenditure A/c	<b>505,960</b>	—
	<b>6,378,108</b>	—
<b>Earmarked donation for PR Personnel</b>		
As per last Account	—	—
Add: Receipt during the Year	<b>180,000</b>	—
	<b>180,000</b>	—
<b>Earmarked Grant — Plan International</b>		
As per last Account	—	—
Add: Receipt during the Year	<b>11,257,000</b>	—
Less: Transferred to Income & Expenditure A/c	<b>71,657</b>	—
Less: Capital Expenditure during the year	<b>227,899</b>	—
	<b>10,957,444</b>	—
<b>AGFUND Award</b>		
As per last Account	<b>4,537,500</b>	—
Add: Receipt during the Year	—	4,537,500
Less: Transferred to Income & Expenditure A/c	<b>199,313</b>	—
	<b>4,338,187</b>	4,537,500
<b>NISD/NICP</b>		
As per last Account	—	—
Add: Transferred to Income & Expenditure A/c	<b>97,801</b>	575,492
Less: Grant returned to NISD	<b>97,801</b>	575,492
	—	—
<b>Total of other Earmarked Funds</b>	<b>32,952,951</b>	<b>18,221,053</b>
<b>Unrestricted Reserve:</b>	<b>2,398,181</b>	—
<b>Loans (Secured or Unsecured):</b>		
From Trustees	—	—
From Others	—	—
	—	—
<b>Sundry Credit Balances:</b>		
As per last Account	<b>67,841</b>	—
Less: Payment during the year	<b>2,141</b>	—
Written Back during the year	<b>52,418</b>	—
	<b>13,282</b>	—
<b>Liabilities:</b>		
For Expenses	<b>24,451</b>	57,150
For Advances	—	—
For TDS on salary	<b>814</b>	—
For sundry credit balances	<b>300,000</b>	112,540
	<b>325,265</b>	169,690
<b>Income and Expenditure Account:</b>		
As per last Account	<b>(1,087,088)</b>	(171,300)
Less: Transferred to NISD/NICP	<b>(97,801)</b>	(575,492)
Add/Less: Surplus/( Deficit) for the year	<b>102,056</b>	(340,296)
	<b>(1,082,833)</b>	(1,087,088)
<b>TOTAL</b>	<b>37,108,846</b>	<b>19,745,655</b>

**As per our report of even date**

**Dated: 24th August, 2005**

For and on behalf of  
**S.B.Billimoria & Co.**  
 Sd/-  
 Chartered Accountants  
 Auditors

**FOUNDATION**  
**31st March 2005**

Registration No. F-21743 (BOM)

PROPERTIES & ASSETS	As at March 31, 2005 Rs.	As at March 31, 2004 Rs.
Brought Forward	37,108,846	19,745,655

**TOTAL**

37,108,846

19,745,655

**Income Outstanding:**  
(If accounts are kept on cash basis)  
Rent -  
Interest -  
Other Income -  
Total -

The above Balance Sheet to the best of our belief contains a true account of the Funds and Liabilities and of the Property and Assets of the Trust

**Dated: 24th August, 2005**

Sd/-  
**Nawshir Mirza**  
Trustee



**Schedule - IX****[Vide Rule 17(1)]****CHILDLINE INDIA  
Income and Expenditure Account**

<b>EXPENDITURE</b>	<b>As at March 31, 2005 Rs.</b>	<b>As at March 31, 2004 Rs.</b>
To Expenditure in respect of properties:		
Rates, Taxes, Cesses	—	—
Repairs and maintenance	—	—
Salaries	—	—
Insurance	—	—
Depreciation (by way of provision of adjustments)	—	—
Other Expenses	—	—
	—	—
To Establishment Expenses	<b>1,137,283</b>	1,163,982
To Remuneration To Trustees	—	—
To Legal Expenses and Professional Fees	<b>59,307</b>	71,822
To Audit Fees	—	—
To Contribution and Fees	<b>144,636</b>	199,520
To Amount written off:		
(a) Bad Debts	—	—
(b) Loan Scholarship	—	—
(c) Irrecoverable Rents	—	—
(d) Other Items — Advance	<b>1,276</b>	25,000
To Miscellaneous Expenses	<b>37,793</b>	—
To Depreciation	<b>442,317</b>	681,523
To Expenditure on Objects of the Trust		
(a) Religious	—	—
(b) Educational	—	—
(c) Medical Relief	—	—
(d) Relief of Poverty	—	—
(e) Other Charitable Objects ( <b>Schedule 'E'</b> )	<b>9,392,411</b>	11,325,125
	<b>9,392,411</b>	11,325,125
<b>To Surplus carried over to Balance Sheet</b>	<b>102,056</b>	—

**Total****11,317,079****13,466,972****As per our report of even date****Dated: 24th August, 2005**For and an behalf of  
**S.B.Billimoria & Co.**

Sd/-

Chartered Accountants  
Auditors

**FOUNDATION**  
**For the Year Ended 31st March 2005**

Registration No. F-21743 (BOM)

<b>INCOME</b>	<b>As at March 31, 2005 Rs.</b>	<b>As at March 31, 2004 Rs.</b>
By Rent	—	—
By Interest		
on Security — GOI 8% Saving (Taxable) Bond 2003	187,894	26,666
on Loans	—	—
on Bank (Fixed Deposit)	822,235	620,345
on Refund of Income Tax	2,130	—
	<b>1,012,259</b>	647,011
By Dividend	—	—
By Donations in Cash or Kind (Schedule 'C')	2,209,191	929,888
By Grants (Schedule 'D')	4,664,346	9,863,235
By Income from other sources		
Fund raising events (net)	994,088	957,081
Sundry Receipts	13,723	23,480
	<b>1,007,811</b>	980,561
By Sundry Credit Balances Written Back	144,840	—
By Transfer from Earmarked Funds:		
For Innovation Project (AIRES)	28,883	63,402
For Plan International	71,657	—
For Tsunami Relief Work	505,960	—
For Johnson & Johnson (A & A activities)	1,427,419	60,457
For AGFUND	199,313	—
For Gujarat Earthquake Relief Fund	—	82,122
For National Consultation Workshop Delhi	15,400	—
For Medical — Armada Trust (Revolving Fund)	30,000	—
For Awareness & Advocacy from UWM	—	500,000
	<b>2,278,632</b>	705,981
By Deficit carried over to Balance Sheet	—	340,296
<b>Total</b>	<b>11,317,079</b>	<b>13,466,972</b>

Dated: 24th August, 2005

Sd/-  
Nawshir Mirza  
Trustee

## CHILDLINE INDIA FOUNDATION

### Schedules forming part of Accounts as at March 31, 2005

#### SCHEDULE 'A'

##### Fixed Assets

(Figures in Rs.)

Assets	Gross Block				Depreciation			Net Block	
	As at April 01, 2004	Additions during the year	Disposals/ Adjustments during the year	As at March 31, 2005	Upto April 01, 2004	For the year	Upto March 31, 2005	As at April 1, 2004	As at March 31, 2005
Furniture & Fixtures (15%)	1,172,564	14,650	386,856	800,358	403,611	115,988	519,599	768,953	280,759
Computer (60%)	2,901,882	3,086	134,110	2,770,858	2,454,280	268,632	2,722,912	447,602	47,946
Office Equipment (25%)	557,538	202,160	33,355	726,343	341,433	57,697	399,130	216,105	327,213
<b>Total</b>	<b>4,631,984</b>	<b>219,896</b>	<b>554,321</b>	<b>4,297,559</b>	<b>3,199,324</b>	<b>442,317</b>	<b>3,641,641</b>	<b>1,432,660</b>	<b>655,918</b>
Previous Year	4,191,673	440,311	—	4,631,984	2,517,801	681,523	3,199,324	1,432,660	—

#### SCHEDULE 'B'

	Year ended March 31, 2005 Rs.	Year ended March 31, 2004 Rs.
<b>ADVANCES</b>		
<b>1 Others</b>		
City level Advances	426,350	480,000
Travel Advance to consultant (street children)	—	1,276
NISD Regional Workshop North Zone	—	130,000
NISD / NICP	540,300	38,613
GOI Preparatory Research Work	45,000	—
GOI Tsunami Relief Work	364,800	—
General Tsunami Relief Work	10,000	—
Plan International	74,900	—
Plan International Tsunami Relief Work	960,000	—
UNICEF Project Co—operation	—	30,000
Bomi Damania	3,000	3,000
Musical Events Advance	—	72,000
A & A Music Album	11,452	—
A & A Class of 84 Event — Delhi	20,000	—
A & A H. Chaurasiya	13,240	—
A & A Musical Event Advance—AGFUND	300,000	—
Review meeting	15,000	—
Software — Tally package	20,000	—
Consortium of Child Rights Advance	—	113,744
	<b>2,804,042</b>	<b>868,633</b>
<b>2 Deposits</b>		
Deposits for Rentals	8,000	8,000
Deposits for cellular phones/MTNL	7,000	18,000
Sundry Deposit	6,000	—
Deposits for Rentals (BMC)	2,700	—
Deposits for Electricity (BMC)	2,287	—
Telephone Deposit (RRC)	3,500	—
Leaseline Deposits	55,000	55,000
Mineral water Deposit	1,200	1,200
Musical Events Deposit	—	20,000
Business Reply Card Deposit	500	500
Gas Connection Deposit	350	350
	<b>86,537</b>	<b>103,050</b>
<b>TOTAL (1 + 2)</b>	<b>2,890,579</b>	<b>971,683</b>



	Year ended March 31, 2005 Rs.	Year ended March 31, 2004 Rs.
<b>SCHEDULE 'C'</b>		
<b>Donations in Cash or Kind</b>		
Donation for CLB	78,003	79,654
Donation in Kind	2	6
General Donation	2,131,186	850,228
<b>Total</b>	<b>2,209,191</b>	<b>929,888</b>

**SCHEDULE 'D'**

<b>Grants</b>		
Government of India —CIF	2,379,827	5,332,462
Government of India —CLB	171,908	126,981
Government of India — Street Children Scheme towards inspection of Street Children Project	—	141,426
National Institute of Social Defence (NICP Workshop) 04—05	849,000	—
National Institute of Social Defence (CIF) Director Workshop	799,800	—
National Institute of Social Defence (CIF) Regional Meet	278,720	—
UNICEF — CLB	—	7,650
UNICEF — Project co—operation	185,091	412,750
Community Fund (CLUK) UK	—	3,841,966
<b>Total</b>	<b>4,664,346</b>	<b>9,863,235</b>

**SCHEDULE 'E'****Other Charitable Objects**

* Salaries/ Honorarium/ Consultancy to Staff	4,087,498	4,250,253
Preparatory/Monitoring Phase	841,117	1,044,410
CLB - Activities	113,012	152,618
Training Development	40,061	73,725
Street Children Scheme	148,678	216,609
General Expenses	14,171	—
Research & Documentation	362,725	755,846
Awareness & Advocacy	27,105	644,205
Partnership Meet (Directors)	666,701	754,716
Regional Co-ordinators/Para-professional workshops	572,906	812,941
NISD-NICP	120,865	651,334
Gujarat Earthquake Relief Expenses	—	82,122
Preparatory Research Work	51,260	—
Tsunami Relief Work	505,960	—
City Level Cost	67,180	519,548
Johnson & Johnson City Level Expenses	1,427,419	60,457
National Consultation Workshop Delhi	15,400	—
Armada Trust Fund Expenses	30,000	—
Innovative Projects	—	63,402
UNICEF Project Co-operation Expenses	—	895,841
Governing Board Meeting Expenses	500	—
Helpline Workshop, Bangalore	—	325,014
World Social Forum Expenses	—	22,084
Empowerment (ARIES)	28,883	—
R & D Expenses- Plan International	71,657	—
Local Development Cost-AGFUND	10,000	—
R & D Expenses -AGFUND	189,313	—
<b>Total</b>	<b>9,392,411</b>	<b>11,325,125</b>

\*Note 1: Salaries includes an amount of Rs. 7,51,844 (Previous year Rs.8,09,189) paid to Consultants , Accountants and Administrative Staff , which in the opinion of the management is incurred towards charitable objects.

**THE BOMBAY PUBLIC TRUSTS ACT, 1950**  
**Schedule IX-C**  
**(Vide Rule 32)**

**Statement of Income liable to contribution for the year ended : 31st March, 2005**

Name of Public Trust : **CHILDLINE India Foundation**

Registered No : **E - 21743 (Bom)**

	Rs.	Rs.
<b>I. Income as shown in the Income and Expenditure Account (Schedule IX) ( Excludes transfer from Earmarked Funds )</b>		9,038,447
<b>II. Items not chargeable to Contribution under Section 58 and Rule 32 :</b>		
(i) Donations received from other Public Trusts and Dharmadas	—	
(ii) Grants received from Government and Local authorities	4,479,255	
(iii) Interest on Sinking or Depreciation Fund		
(iv) Amount spent for the purpose of secular education	—	
(v) Amount spent for the purpose of medical relief	—	
(vi) Amount spent for the purpose of veterinary treatment of animals	—	
(vii) Expenditure incurred from donations for relief of distress caused by scarcity, drought, flood, fire or other natural calamity	—	
(viii) Deductions out of income from lands used for agricultural purposes :		
a. Land Revenue and Local Fund Cess	—	
b. Rent payable to superior landlord	—	
c. Cost of production, if lands are cultivated by trust	—	
(ix) Deductions out of income from lands used for non-agricultural purposes : -		
a. Assessment, cesses and other Government or Municipal taxes	—	
b. Ground rent payable to the superior landlord	—	
c. Insurance premia	—	
d. Repairs at 10 per cent of gross rent of building	—	
e. Cost of collection at 4 per cent of gross rent of buildings let out	—	
(x) Cost of collection of income or receipts from securities, stocks, etc. at 1 per cent of such income	—	
(xi) Deductions on account of repairs in respect of buildings not rented and yielding no income, at 10 per cent of the estimated gross annual rent ... ..	—	4,479,255
<b>Gross Annual Income chargeable to contribution Rs.</b>		4,559,192

Certified that while claiming deductions admissible under the above Schedule, the Trust has not claimed any amount twice, either wholly or partly, against any of the items mentioned in the Schedule which have the effect of double deduction.

**Dated: 24th August, 2005**

**Trust Address :**

CHILDLINE India Foundation  
 2nd Floor, Nana Chowk Municipal School,  
 Frere Bridge Low Level, Nana Chowk,  
 Mumbai - 400 007.

**For S.B. Billimoria & Co.**  
**Chartered Accountants**  
 12, Dr. Annie Besant Road,  
 Opp. Shiv Sagar Estate,  
 Worli, Mumbai

Sd/-  
**Nawshir Mirza**  
 Trustee

# CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2005

## SCHEDULE 'F'

### NOTES TO ACCOUNTS

#### 1 Significant Accounting Policies

- a) Financial Statements of the Trust are prepared on cash receipts and disbursements basis other than for capital expenditure (fixed assets), interest and grant receivable which are accounted for on accrual basis.
  - b) Fixed assets are stated at cost less accumulated depreciation. Cost includes all expenses relating to acquisition and installation of these assets. Depreciation is charged on written down value basis at rates prescribed in the Income Tax Act, 1961.
  - c) Donations received for restricted revenue funds will be taken to the "Funds and Liabilities" in the Balance Sheet. Expenditure incurred will be disclosed under the head "Expenditure on the Objects of the Trust" in the Income and Expenditure Account, with an equivalent amount disclosed under the head "Transfer from Earmarked Funds" in the Income and Expenditure Account. Amounts received towards Capital Expenditure will be shown under Earmarked Funds and expenditure incurred, if any, will be debited to the earmarked fund.
- 2 During the year, CHILDLINE India Foundation (CIF) has received a donation of Rs 8,05,492 in Indian currency from an Indian subsidiary of a foreign company. The amount has been taken to General Funds Account.
  - 3 W.D.V. of assets aggregating to Rs.5,54,321 purchased in earlier years out of Earmarked donation for purchase of Capital Equipment has been adjusted against the Earmarked Fund. Further, the depreciation on these assets amounting to Rs.23,98,181 charged to Income & Expenditure Account in earlier years has been transferred to 'Unrestricted Reserve'.

#### Statement of Donation Received for Capital Expenditure as on 31/03/2005

Donation Received for Capital Expenditure as under			Rs.
<b>1999-2000</b>			
1	British High Commission Shantipath Chanakyapuri N.Delhi (Equipment for Childnet0	11/11/1999	1377020
2	- do -	3/31/2000	945000
			<b>2322020</b>
<b>2000-2001</b>			
1	British High Commission Shantipath Chanakyapuri N.Delhi (For Purchase of Capital Assest)	3/31/2001	615120
			<b>2937140</b>
<b>2001-2002</b>			
Nil			Nil
<b>2002-2003</b>			
1	United World Collage of South East Asia		52356
			<b>2989496</b>

#### Depreciation on Fixed Asset from 1999-2000 to 2004-05

##### on Fixed Assest as per record

As on 31st March 2000	282531
As on 31st March 2001	613663
As on 31st March 2002	550172
As on 31st March 2003	555125
As on 31st March 2004	501473
As on 31st March 2005	310847
	<b>2813811</b>



**Report of An Auditor Relating to Accounts  
Audited Under Sub-section (2) Of Section 33 & 34  
And Rule 19 Of The Bombay Public Trusts Act**

**Registered No: E - 21743 (Bom)**

**Name of the Public Trust : CHILDLINE India Foundation**

**For the year ended 31st March, 2005**

- |  |                                       |
|--|---------------------------------------|
| a) Whether accounts are maintained regularly and in accordance with the provisions of the Act and the rules ;  | Yes                                   |
| b) Whether receipts and disbursements are properly and correctly shown in the accounts;  | Yes                                   |
| c) Whether the cash balance and the vouchers in the custody of the manager or trustee on the date of audit were in agreement with the accounts;  | Yes                                   |
| d) Whether all books, deeds, accounts, vouchers or other documents or records required by the auditor were produced before him;  | Yes                                   |
| e) Whether a register of movable and immovable properties is properly maintained, the changes therein are communicated from time to time to the regional office, and the defects and inaccuracies mentioned in the previous audit report have been duly complied with;   | Yes                                   |
| f) Whether the manager or trustee or any other person required by the auditor to appear before him did so and furnished the necessary information required by him ;  | Yes                                   |
| g) Whether any property or funds of the Trust were applied for any object or purpose other than the object or purpose of the Trust ;   | No                                    |
| h) The amounts of outstandings for more than one year and the amounts written off, if any;   | Rs.86,000/-<br>Rs. 1,276/-Written off |
| i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5,000/- ;   | No                                    |
| j) Whether any money of the public trust has been invested contrary to the provisions of Section 35 ;  | No                                    |
| k) Alienations, if any, of the immovable property contrary to the provisions of Section 36 which have come to the notice of the auditor;   | Not Applicable                        |
| l) All cases of irregular, illegal or improper expenditure, or failure or omission to recover monies or other property belonging to the public trust or of loss or waste of money or other property thereof, and whether such expenditure, failure, omission, loss or waste was caused in consequence of breach of trust or misapplication or any other misconduct on the part of the trustees or any other person while in the management of the trust; | None                                  |
| m) Whether the budget has been filed in the form provided by rule 16A ;  | Yes                                   |
| n) Whether the maximum and minimum number of the trustees is maintained;   | Yes                                   |
| o) Whether the meetings are held regularly as provided in such instrument ;  | Yes                                   |
| p) Whether the minute books of the proceedings of the meeting is maintained;   | Yes                                   |
| q) Whether any of the trustees has any interest in the investment of the trust ;   | No                                    |
| r) Whether any of the trustees is a debtor or creditor of the trust ;  | No                                    |
| s) Whether the irregularities pointed out by the auditors in the accounts of the previous year have been duly complied with by the trustees during the period of audit ;   | Not Applicable                        |
| t) Any special matter which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner.   | Yes (Refer note below)                |

Note : We are unable to comment on the completeness of the revenue booking for the Class 84, Shankar, Ehsan and Loy and Hariprasad Chaurasia events.

Mumbai

**Dated: 24th August, 2005**

**For S.B. Billimoria & Co.**  
**Chartered Accountants**  
Sd/-  
Chartered Accountants

# CHILDLINE India Foundation Complies : Credibility Alliance norms

## 1. IDENTITY

**Principle: The organisation should exist and be registered**

### Existence

- The organisation has been in existence for a minimum of 1 year from date of registration (✓)
- The physical address given by the organisation is verifiable (As per disclosure 2)

### Legal Status

- The organisation is registered as Trust/ Society/ Section 25 Company. (As per disclosure 2)
- Registration documents of the organisation are available on request (✓)

## 2. VISION AND IMPACT

**Principle: The organisation be able to state what it is aiming to do and that it can also state achievements related to its aim**

### Vision/ Purpose/ Objectives

- A shared vision/purpose/objective is articulated beyond the registration documents (✓)

### Impact/ Achievement/ Output/ Performance

- The organisation has defined indicators which will measure its performance against its stated objectives (✓)

## 3. GOVERNANCE

**Principle: The organisation is committed to and practises good governance specially because voluntary organisations draw upon public funds.**

- The organisation has a Governing Board, by whatever name called. (✓)
- Composition of the Board:
  - ◆ At least 2/3 of Board members are unrelated by blood or marriage (✓)
  - ◆ The organisation discloses name, age, sex, work experience, and position of Board members (As per disclosure 3)
  - ◆ Not more than half the Board members have remunerative roles (✓)
- The Board meets at least twice a year with quorum (✓)
- All remuneration and reimbursements to Board members are to be disclosed (As per disclosure 7)
- Minutes of Board meetings are documented and circulated (✓)
- A Board Rotation Policy exists and is practised (✓)
- The Board approves Programmes, budgets, annual activity reports and audited financial statements (✓)
- The Board ensures the organisation's compliance with laws and regulations (✓)

## 4. OPERATIONS

**Principle: The organisation must conduct its Programmes and operations efficiently and effectively in the public interest**

### Programme

- Activities to be in line with the vision/ purpose/ objective of the organisation (✓)

### Management

- Appropriate systems be in place for:
  - ◆ Periodic Programme planning/ monitoring/ review (✓)
  - ◆ Internal control (✓)
  - ◆ Consultative decision-making (✓)

### Human Resources

- ◆ Clear roles and responsibilities for personnel (including volunteers) exist (✓)
- ◆ All personnel are issued a letter of contract/ appointment (✓)
- ◆ Appropriate Personnel Policy is in place (✓)

## 5. ACCOUNTABILITY AND TRANSPARENCY

**Principle: Organisations be accountable and transparent to internal and external stakeholders**

### Accountability

- Signed audited statements are available: balance sheet, income & expenditure statement, receipts and payments account, schedules to these, notes on accounts and the statutory auditors' report (✓)

### Transparency

- The organisation's Annual Report be disseminated/ communicated to key stakeholders and available on request every year, within 8 months of the end of the organisation's financial year. (✓)
- The organisation must disclose in its annual report, the salary and benefits of its Head, the 3 highest paid staff members and the lowest paid staff member. (✓)
- The distribution of staff according to salary levels must be disclosed in the annual report (As per disclosure 6)

## Disclosures as per Credibility Alliance norms

### 1. Origin and brief history of the organisation:

CHILDLINE is India's first 24-hour, free, emergency phone service for children in need of care and protection. Since its inception in Mumbai in 1996, CHILDLINE is now in 53 cities of India responding to calls of medical, shelter, abuse, repatriation, at times death of children and for emotional support. After the initial crisis intervention, it links these children to long term services.

CHILDLINE as a project of the Ministry of social Justice and Empowerment, is a unique example of a partnership between the Government of India, UNICEF, Department of Telecommunications, street and community youth, NGOs, academic institutions, the corporate sector and concerned individuals.

CHILDLINE India Foundation (CIF) is the nodal agency that anchors the CHILDLINE service across the country. CIF's activities include setting up of CHILDLINE in a city, networking with and facilitating city CHILDLINES, training, research and documentation and awareness and advocacy on child protection issues at the national and international level

### 2. Registered address:

CHILDLINE India Foundation  
Nana Chowk Municipal School, 2nd Floor,  
Frere Bridge (low level), Nana Chowk,  
Near Grant Road Station, Mumbai 400 007.  
Tel:2388 1098 Fax: 381 1098

(Regd. under the Societies Registration Act 1860 - No. 717, 1999 (BBS of 28/5/1999)

(Regd. under the Bombay Public Trusts Act 1950 - No. F-21743 (BOM) of 10/1/2000

Regd. under Sec. 12 A of Income Tax Act, No. DIT (E)/MC/12-A/34326/99-2000)

### 3. Name and address of main Bankers:

State Bank of India, D.N. Road Branch, Fort, Mumbai - 400 001

### 4. Name and address of Auditors:

Ms. S.B. Billimoria & Co  
Chartered Accountants  
Meher Chambers, R. Kamani Road, Ballard Estate  
Mumbai - 400 002

### 5. Staff details: Distribution of staff according to salary levels

Slab of gross salary (in Rs.) plus benefits paid to staff	Male staff	Female staff	Total staff
5000 <	3	—	3
5,000 - 10,000	5	7	12
10,000 - 25,000	7	11	18
25,000 - 50,000	—	1	1
50,000 - 1,00,000	—	—	—
1,00,000 >	—	—	—
Total	15	19	34

### 6. Reimbursements to Board members/ Trustees/ Shareholders:

We are not reimbursing any travel and communication expenses for any of the Board Members / Trustees / Shareholders.

### 7. Total visits of national travel by all staff during the year:

During the period the staff undertook 109 visits to different CHILDLINE cities across the country.

### 8. Total visits of international travel by all staff during the year:

During the year the staff made 3 international visits to Amsterdam, Senegal and Japan. All travel expenses of staff members were sponsored by donors.

### 9. Networks/linkages:

CHILDLINE is a network of over 156 organisations, government partners, corporate partners and concerned citizens, in the country working for children in need of care and protection.

CHILDLINE is also a core committee member of the Credibility Alliance network working towards enhancing the credibility of the voluntary sector.



# CHILDLINE Grants Disbursed by the Ministry of Social Justice and Empowerment

Grant-in-Aid disbursed for CHILDLINE projects under Integrated Programme for Street Children for the year 2004-05

Sl.No	City	State/UT	Organisation	Amount Disbursed
<b>North Zone</b>				
1	Delhi	Delhi	Don Bosco Ashelaya	5,37,234
2	Delhi	Delhi	Prayas	5,49,120
3	Delhi	Delhi	Butterflies	5,49,120
4	Delhi	Delhi	Salaam Balak Trust	5,48,946
5	Delhi	Delhi	Brotherhood Society	5,37,368
6	Chandigarh	Chandigarh	PGIMER	4,32,320
7	Chandigarh	Chandigarh	YTTS	51,320
8	Udaipur	Rajasthan	Seva Mandir	4,32,320
9	Udaipur	Rajasthan	Udaipur School Of Social Work	1,16,760
10	Jaipur	Rajasthan	Indian Institute of Data Interpretation & Analysis (I-India)	4,32,320
11	Jaipur	Rajasthan	Institute of Development Studies	nil
12	Jaipur	Rajasthan	Jan Kala Sahitya Manch Sanstha	58,000
13	Jaipur	Rajasthan	Vihaan	nil
14	Allahabad	Uttar Pradesh	DDWS	3,75,520
15	Varanasi	Uttar Pradesh	Gandhi Adhyayan Peeth	58,380
16	Varanasi	Uttar Pradesh	Gramyanchal Sewa Samiti	29,000
17	Varanasi	Uttar Pradesh	Jan Mitra Nyas	58,000
18	Varanasi	Uttar Pradesh	Shambhunath Singh Research Foundation	nil
19	Varanasi	Uttar Pradesh	Sri Shanti Vikas Seva Samiti	nil
20	Lucknow	Uttar Pradesh	Human Unity Movement	58,000
21	Lucknow	Uttar Pradesh	NIPCCD	51,990
22	Alwar	Rajasthan	Nirvananavan Foundation	1,01,127
23	Kota	Rajasthan	Rajasthan Bharat Scouts & Guides	nil
24	Kota	Rajasthan	Utkarsh Sansthan	nil
<b>South Zone</b>				
1	Trivandrum	Kerala	LES	1,13,646
2	Trivandrum	Kerala	Don Bosco Veedu Soc.	2,16,160
3	Trivandrum	Kerala	TSSS	58,000
4	Calicut	Kerala	AWH, Collab,	3,60,437
5	Calicut	Kerala	Farook College, Nodal,	1,01,560
6	Thrissur	Kerala	Vimala College,	1,01,560
7	Thrissur	Kerala	St. Christina Home	3,75,520
8	Wayanad,	Kerala	Hilda trust,	1,00,946
9	Wayanad	Kerala	Jvala,	1,88,455
10	Kochi	Kerala	Don Bosco Sneha Bhavan,	4,31,224
11	Kochi	Kerala	Rajigiri Colloege of Social Science,	Nil
12	Hyderabad	Andhra Pradesh	DIVYA DISHA	2,27,660
13	Salem	Tamil Nadu	Don Bosco	1,80,978
14	Tirunelveli	Tamil Nadu	Saranalayam	1,87,760
15	Bangalore	Karnataka	NIMHANS	1,21,000

Sl.No	City	State/UT	Organisation	
16	Vijaywada	Andhra Pradesh	Forum for Child Rights-Nodal	98,560
17	Vijaywada	Andhra Pradesh	Forum for Child Rights	3,72,520
18	Mangalore	Karnataka	Young Mens Christian Association	3,75,520
19	Chennai	Tamil Nadu	Asain Youth Centre	39,200
20	Trichy	Tamil Nadu	SOCSEAD	3,75,520
21	Mangalore	Karnataka	School of Social Work	1,01,560
22	Visakapatnam	Andhra Pradesh	UGC-DRS	1,16,760
23	Madurai	Tamil Nadu	Grace Kennett Foundation,Hospital	2,16,160
24	Hyderabad	Andhra Pradesh	Society For Integrated Development in Rural and Urban Areas.	32,100
25	Trichy	Tamil Nadu	Bishop Heber College	96,428
26	Bangalore	Karnataka	Association for Promoting Social Work	4,55,320
27	Chennai	Tamil Nadu	Don Bosco Anbu Illam	2,62,560
28	Salem	Tamil Nadu	Don Bosco Anbu Illam	1,80,978
29	Chennai	Tamil Nadu	New Hope Development Programme	33,379
30	Kozhikode	Kerala	Farook College, Nodal,	50,280
31	Thrissur	Kerala	Vimala Community	50,780
32	Wayanad	Kerala	Hilda trust,	50,473
33	Kochi	Kerala	Don Bosco Sneha Bhavan,	2,15,612
34	Trissur	Kerala	St. Christina Home	1,87,760
<b>East Zone</b>				
1	Guwahati	Assam	NIPCCD	48,810
2	Guwahati	Assam	ICCW	3,72,441
3	Shillong	Meghalaya	Bosco Reach Out	3,75,520
4	Shillong	Meghalaya	Impulse NGO Network(nodal) (3 months only)	26,140
5	Jalpaiguri	West Bengal	Jalpaiguri Welfare Organisation	Not Sanctioned
6	Jalpaiguri	West Bengal	UNIPROSCUF	1,42,363
7	Jalpaiguri	West Bengal	Department of Economics, Ananda Chandra College Jalpaiguri-	Not Sanctioned
8	Kolkata	West Bengal	Don Bosco Ashalayam	5,12,556
9	Kolkata	West Bengal	CINI ASHA	5,20,577
10	Kolkata	West Bengal	City Level Programme for Street and Working Children (CLPOA)	1,36,000
11	Kolkata	West Bengal	Loreto Day School	78,400
12	Kolkata	West Bengal	Bustee Local Committee & Social Welfare Centre	78,400
13	Kolkata	West Bengal	SEED	73,232
14	Kolkata	West Bengal	Institute of Psychological & Educational Research (IPER)	78,400
15	Nadia	West Bengal	Sreema Mahila Samity	375520
16	Nadia	West Bengal	Department of Sociology, Sudhiranjan Lahiri Mahavidyalaya	Not Sanctioned
17	Nadia	West Bengal	Centre for Human Rights	14,350
18	Nadia	West Bengal	Karimpur Social Welfare Society	14,350
19	Paschim Medinipur	West Bengal	Prabuddha Bharati Sishutirtha	3,75,520
20	Paschim Medinipur	West Bengal	Vidyasagar School of Social Work	Not Sanctioned
21	Patna	Bihar	Bal-Sakha	3,58,426
22	Patna	Bihar	East & West Educational Society	Not Sanctioned
23	Patna	Bihar	Bihar Domestic Worker's Welfare Trust	Not Sanctioned
24	Purba Medinipur	West Bengal	Vivekananda Lok Siksha Niketan	3,71,200
25	Purba Medinipur	West Bengal	Egra College	Not sanctioned

Sl.No	City	State/UT	Organisation	
26	Agartala	Tripura	Voluntary Health Association-Tripura	3,75,430
27	Bhubaneswar	Orissa	Ruchika Social Service Organisation	3,46,181
28	Cuttack	Orissa	Basundhara	3,70,500
29	Puri	Orissa	Rush	3,75,520
30	Imphal	Manipur	Manipur Voluntary Health Association	3,75,520
31	Imphal	Manipur	Department of Anthropology	1,01,560
32	Jadavpur	West Bengal	School of Women's Studies	86,392
33	South 24 Parganas	West Bengal	CINI-Diamond Harbour Unit	3,71,948
34	South 24 Parganas	West Bengal	Sabuj Sangha	3,71,069
35	Ranchi	Jharkhand	Xavier Insitute of Social Service	1,01,560
36	Ranchi	Jharkhand	YMCA	4,32,320
37	Ranchi	Jharkhand	Samadhan	58,000
38	Ranchi	Jharkhand	Chotanagpur Sanskritk Sangh	58,000
39	Impal	Manipur	Manipur Mahila Kalyan Samiti	Not sanctioned
<b>West Zone</b>				
1	Nagpur	Maharashtra	Apnag VA Niradhar Bahuddeshiya Kalyankari Sanstha	4,19,610
2	Nagpur	Maharashtra	Indian Social Service Unit of Education	58,000
3	Nagpur	Maharashtra	Matru Sewa Sangh Institute of Social Work	90,760
4	Nagpur	Maharashtra	Bapuji Bahujan Samaj Kalyankari Bahuddeshiya Sanstha	29,000
5	Nagpur	Maharashtra	Vardaan	nil
6	Nashik	Maharashtra	Navjivan World Peace and Research Foundation	1,49,553
7	Ahmednagar	Maharashtra	Snehalaya	3,75,520
8	Solapur	Maharashtra	Akkalkot Education Society	1,58,086
9	Solapur	Maharashtra	Walchand College of Arts Science	1,04,756
10	Goa	Goa	Nirmala Education Society	1,11,572
11	Goa	Goa	Don Bosco	2,14,000
12	Goa	Goa	Vikalp	nil
13	Pune	Maharashtra	Karve Institute of Social Service	nil
14	Pune	Maharashtra	Dnyanadevi	2,26,775
15	Amravati	Maharashtra	College Of Social Work	nil
16	Amravati	Maharashtra	Shree Hanuman Vyayam Parasarak Mandal	nil
17	Bhopal	Madhya Pradesh	Bhopal School of Social Sciences	1,16,760
18	Bhopal	Madhya Pradesh	AARAMBH	4,32,320
19	Baroda	Gujarat	Faculty of Social Work, MS University	58,380
20	Baroda	Gujarat	Baroda Citizen Council	4,32,320
21	Indore	Madhya Pradesh	Indore School of Social Work	nil
22	Indore	Madhya Pradesh	Lok Biradari Trust	4,32,320
23	Ujjain	Madhya Pradesh	Madhya Pradesh Institute of Social Sciences ,& research	nil
24	Ujjain	Madhya Pradesh	Seva Bharti	nil
25	Aurangabad	Maharashtra	Sahyog India Foundation	nil
26	Aurangabad	Maharashtra	AAPULKI SAMAJ SEVA SANSTHA	nil
27	Akola	Maharashtra	Sahyog India Foundation	nil
28	Akola	Maharashtra	Jai Bajirang Mandal	nil
29	Kalyan	Maharashtra	Media Matters	1,01,560
30	Kalyan	Maharashtra	AASARA	3,91,093
31	Ahmedabad	Gujarat	Ahmedabad Study Action Group	3,89,615



मार्च १७, २००५

## जिन्हें स्कूलों में होना था वे कम वेतन पर कामकाज में लगे हैं

इंदौर १७ मार्च। देश में १५ करोड़ बच्चे किसी न किसी प्रकार की बाल मजदूरी में लगे हैं। जिन बच्चों को स्कूल में होना चाहिए था वे बहुत ही कम वेतन पर अस्वास्थ्यकर दशाओं में विभिन्न कामों में लगे हुए हैं।

ये विचार लोक विरादरी ट्रस्ट एवं चाइल्ड लाइन द्वारा केंद्रीय श्रमिक शिक्षा बोर्ड के सहयोग से आयोजित कामकाजी बच्चों की दो दिवसीय कार्यशाला के समापन अवसर पर ट्रस्ट के निदेशक श्री तपन भट्टाचार्य ने व्यक्त किए। आपने कहा कि इन बाल श्रमिकों की जिंदगी में बदलाव लाना समाज के लिए बहुत कठिन है क्योंकि इसके पीछे कई सामाजिक, आर्थिक एवं परंपरागत कारण हैं जिन पर स्वयंसेवी संगठनों के कार्यकर्ताओं को काम करना चाहिए। कामकाजी बच्चों को एक अच्छे व्यक्तित्व में बदलने के लिए शिक्षा, व्यावसायिक शिक्षा, नैतिक शिक्षा, नेतृत्व की शिक्षा पर ध्यान दिया जाना आवश्यक है। कामकाजी बच्चों में एक तरीके की व्यावसायिक और प्रबंधन कुशलता होती है उसे आगे बढ़ाया जाना चाहिए। इन बच्चों को यह समझाया जाना चाहिए कि कल की मुबह रोगनी वाली होगी। आज तुम एक अंधेरे रास्ते से गुजर रहे हो, डरो मत, हिम्मत से आगे बढ़ो, कल की मुबह रोगनी वाली होगी। हमें उन्हें एक परिवेश में ही आनंद का वातावरण देना चाहिए। इंदौर की विभिन्न वस्तियों से आए ४० कामकाजी बच्चों की इस कार्यशाला में असंगठित क्षेत्र में कार्यरत १० बालिकाओं एवं ३० बालकों ने भाग लिया। ये बच्चे खिलौने बनाने, फर्नीचर की टुकान, आरा मशीन, कर्तिया

सेलून, होटल, ढाबे, ऑटो गैरेज, अखवार बॉटने, बर्तन मॉजने, साइकल रिपेरिंग एवं बूट पॉलिश आदि कार्यों में वर्षों से संलग्न हैं। कार्यशाला के दौरान बालश्रम उन्मूलन के कार्यक्रमों, बाल श्रमिकों के लिए कानूनी प्रावधान, अंतरराष्ट्रीय श्रम संगठन और बाल श्रमिकों के लिए चलाए जा रहे कार्यक्रमों एवं अंतरराष्ट्रीय नीति आदि से संबंधित जानकारी बच्चों की समझ के अनुरूप संरल एवं सहज रूप से समझाई व बताई गई। केंद्रीय श्रमिक शिक्षा बोर्ड के निदेशक श्री एल.के. गौड़ ने बच्चों से चर्चा करते हुए बताया कि श्रमिक शिक्षा बोर्ड के व्यावहारिक कार्यक्रमों का उद्देश्य खासतौर पर बाल श्रमिकों के माता-पिता में जागृति लाना है जिससे कार्यरत बच्चों की सुरक्षा हो व बाल श्रम का उन्मूलन हो।

## प्रभातकिरण

शाम का दैनिक

## रेलवे स्टेशन पर बच्चों के लिए लगा खुला मंच

इंदौर। चाइल्ड लाइन इंदौर व बाल सहायता प्रकोष्ठ रेलवे पुलिस द्वारा रेलवे स्टेशन पर खुला मंच का आयोजन किया गया। कार्यक्रम में श्रमिक बच्चों ने हिस्सा लिया। रेलवे याना प्रभारी शर्मा ने बच्चों को चाइल्ड लाइन की भूमिका के बारे में जानकारी दी। बच्चों को बताया गया कि यह चौबीस घंटे उनकी के लिए कार्यरत है। बाल अधिकार पर चर्चा करते हुए उन्होंने कहा बच्चों की सहायत प्रोत्साहित नहीं, बल्कि आश्रित होना चाहिए। रेलवे स्टेशन से हमें हमेशा निराश्रित, गुमशुदा, ताबारिस बच्चों मिलते हैं, जिसमें चाइल्ड लाइन की भी विशिष्ट भूमिका होती है। कार्यक्रम के दौरान एक नाटक का आयोजन किया गया,

जिसमें एक गुमशुदा बच्चों को चाइल्ड लाइन व पुलिस विभाग द्वारा संयुक्त प्रयास से बाहरी प्रदेश की पुलिस सहायता व संपर्क से बालक की जानकारी लेकर परिवार को चाइल्ड लाइन कार्यालय बुलाकर उसे सुपुर्द करते हैं। नाटक के माध्यम से श्रिताओं को मार्गदर्शन व सुझाव दिए गए कि बच्चों को घर का पता व परिवार सदस्यों के नाम अवरुध रूप से खद करवाएं। यही बच्चों की प्रथम पाठशाला होना चाहिए। बाल सहायता प्रकोष्ठ सुब इम्पेक्टर संगीता जोशी ने आभार माना।

BANGALORE THURSDAY NOVEMBER 18, 2004 VIJAY TIMES

## Students to help curb child labour

BVI NEWS

**B**ANGALORE Childline, a nodal organisation of the Department of Psychiatric Social Work, Nimbans, has intensified its activities by taking 50 of the City's schools under its wing on Wednesday.

In order to provide help to victims of child labour, whenever they spot children working in their surroundings under abusive conditions, students of these schools will call up 1098, a 24-hour child helpline.

Ten children from classes VII to X with a teacher to guide them will constitute the childline team of each school. "The aim is

to create awareness among students, train them on child rights. This will help imbibe a sense of responsibility in them," said Father George, co-ordinator of the childline.

The toll-free number is managed by competent professionals. The calls made by the students will be received by one of the four partners - Association for Promoting Social Action, Bosco, Makkala Sahaya Vani or Nimbans, depending on the area the students call from.

The launch programme was held at St. Saviour School. All the participants took an oath. The childline is mine, childline is ours and we work as a team for children.

## Baby abandoned at hospital

By OUR CORRESPONDENT

Bangalore, Dec. 4: A two-day-old baby girl was found abandoned at the Vani Vilas Hospital in the city on Saturday morning. The baby was handed over to Bosco, a non governmental organisation which in turn shifted the infant to Madhuchaya, another NGO which takes care of orphaned babies. Speaking to *The Asian*

Age, Father George of Bosco said: "The baby is in good health and was wear-

ing warm clothes when she was found. The mother must have tried to protect her from the cold weather."

## Crime IN CITY

The baby was found abandoned near the entrance of the hospital. Hospital wardens brought her presence to the notice of the Resident Medical Officer. The RMO has confirmed that the baby was not born to any patient in the hospital but was abandoned

at the hospital premises.

The RMO later contacted Makkala Sahaya Vani who called up Bosco to inform them about the child.

Father George said this was the second incident of its kind this week. Another child, a baby boy, was found abandoned at the Vani Vilas Hospital on November 30 and is being taken care of by Bosco, he said.



# Chandigarh Tribune

Chandigarh: Thursday, April 29, 2004 www.tribuneindia.com

## Helping children in distress

MONICA SHARMA

CHANDIGARH, APRIL 28

Struggling to control tears, a young boy dials a phone number with trembling hands. In a cracked voice, he mutters, "my parents are harassing me". He does not have to wait for long after replacing the receiver. Within minutes help arrives.

Authorities at "Children helpline" have been receiving a number of such calls from harassed youngsters. The children have been complaining not only against their parents, but also teachers.

You, too, can dial 1098 for help. In any case, the helpline authorities have been going to various schools in the city to create awareness about child abuse and the



helpline facility.

Camps are also being organised in slums and colonies all over the city. The team members have

even requested pay phone booth owners to give preference to such children, over other customers, and support them till help arrives.

The 24-hour emergency helpline — running in 55 cities — for childcare and protection was launched about three years ago by the Postgraduate Institute of Medical Education and Research (PGIMER).

A social organisation, Youth Technical Training Society (YTTS), has been associated with the project since August last. It was recently selected as nodal agency for the project in the city. The organisation has about 18 centres in 13 locations. Besides their association with the helpline, the organisation is teaching under-privileged

Continued on page 8 col 5

## Helping children in distress

Continued from page 1 col 7  
children free of cost. It is also in the process of setting up a City Advisory Board to involve representatives from the police, medicine, social welfare and media in the childline project.

The helpline aims at helping children in need of care, including the ones who have abandoned their homes, are at loggerheads with the law or suffer because of their parents' difficult situations. Nine team members, along with a para-professional and a coordinator, work round the clock for providing assistance.

The chief functionary of YTTS, Lieut Col Ravi Bedi says, "Though data is not readily available, most of the callers are street children or residents of slums and colonies in the city. Majority of complaints have been received from Kumbhar colony in Sector 25".

He adds, "the story is more or less the same in all cases. The parents want their children to bring home more money, in case they fail to do so, the little ones are thrashed".

# TIMES OF CHANDIGARH

Chandigarh, Saturday, December 18, 2004

## Mother booked on girl's complaint

Jatinder Kaur Tur  
Times News Network

Chandigarh: Child Helpline, PGI has lodged a complaint with Maloya police chowki on the statement of a 12-year-old girl against her mother.

The police have registered a case under Sections 323 and 342 of the IPC against

the mother Santro Devi for physically torturing her daughter. Santro, who works as a domestic help, has two more children and her husband is staying away.

The girl was rescued by the Child Helpline in the third week of October when she fainted in a park after her mother beat her up. Some passersby gave her the

phone number of Child Helpline (1098). The girl called up the Helpline which took her to PGI for treatment. She was later taken to Nari Niketan.

Maloya police chowki was reluctant to register an FIR and did not give any weight to the girl's claims. The police authorities had initially termed the girl as

mentally upset. While the police post at PGI had made out a medico-legal case, the Maloya police chowki kept on saying that the girl's injuries were self-inflicted.

Child Helpline officials disclosed that the statements of girl's neighbours also revealed that she was often beaten up by her mother.

# FIGHTING FOR CHILD RIGHTS

Lokmat Times - Nagpur, March 31, 2005

"People need to understand and respect child rights and protect the children from child abuse. For this, they will first have to change their attitude and approach towards children," said Dr. Walokar.

"Survival, protection, development and participation are the fundamental rights of every child and these should be safeguarded at any cost," said Dr. Deepak Walokar, a professor with the Tirupur College of Social Work.

He was speaking at the workshop, 'National Initiative for Child Protection', organised by Childline, Nagpur and Childline India Foundation. The workshop was supported by the National Institute of Social Defence & Ministry of Social Justice and Empowerment, Government of India. The workshop was held at Tilak Patrakar Bhavan auditorium, on Wednesday afternoon.

Dr. Walokar, speaking about the aims and objectives and principles of NICP said, "NICP believes in a child-friendly society which is the need of the hour. This can be achieved by sensitising all the sections of society including



Dignitaries at the workshop organised by Childline at Patrakar Bhavan on Wednesday.

healthcare agencies, police, labour, communications, corporates, elected representatives, educationists etc."

"People need to understand and respect child rights and protect the children from all kinds of

abuse. For this, they will first have to change their attitude and approach towards children. According to the 1999 census, it is estimated that there are about 7.66 million street children in India. It is a matter of grave concern

for a developing nation like India when we have such a large population of children living on the streets and whose rights are suppressed," added Dr. Walokar.

Childline exists in more than 61 cities of India and

one of its main objectives is to safeguard the rights of children.

Mr. Keshav Walke, honorary director of Childline spoke on the legal aspects of child right.

He said, "Sometime back, children who committed an offense were termed 'delinquents' while now they are termed as 'children in conflict with law'. There is a provision in law which refrains the newspaper industry including magazines, visual media etc, from revealing the identity of the 'juvenile in conflict with law'. But this law is not followed in the right spirit."

He also spoke at length about employment opportunities for juveniles engaged in begging, punishment for cruelty to juvenile, orders that can't be passed against juvenile, penalty for giving liquor or narcotics or psychotropic substances to juvenile, exploitation of

juvenile employer and special offenses punishable under different sections and alternative punishments.

A senior journalist of the city, Mr. Ajay Mardikar speaking about the role of media said, "Media has been bringing the issue in the forefront but it still needs to take up these issues more sensitively. NGOs and international agencies often comment on the media's insensitive reporting on women. It is true that media should not promote stereotypes that hinder a girl's development and are impossible to attain. But perhaps the reason is that several committed voluntary organisations choose to remain away from the media. This invariably means that space is created for the NGOs that will speak to the media and will provide stories to get into the news."

(L.V.N.)

उदयपुर

दैनिक

चाइल्ड लाइन प्रोजेक्ट के तहत नर्सों और शिक्षकों को प्रशिक्षण

## ऐसे बनेगा चाइल्ड फ्रेंडली उदयपुर!

पुलिस कर्मियों और किशोर न्याय प्रणाली से जुड़े लोगों का प्रशिक्षण फरवरी-मार्च में

उदयपुर, 31 जनवरी • नर्स। चाइल्ड लाइन ने शहर को बच्चों के लिए फ्रेंडली बनाने की कवायद तेज कर दी है। बच्चों से प्रत्यक्ष संपर्क रखने वाले सभी वर्गों और महकमों को इसके लिए विशेष प्रशिक्षण दिया जा रहा है। इसके तहत शहर को बच्चों के हिसाब से सुरक्षित और मित्रवत बनाने, बाल मनोविज्ञान के सिद्धांतों के आधार पर अध्यापकों से लेकर पुलिस तक को चाइल्ड फ्रेंडली बनाने के गुर सिखाए जाएंगे।

चाइल्ड लाइन उदयपुर की नोडल संस्था की निदेशक श्रीमती उषा अग्रवाल के अनुसार प्रोजेक्ट के तहत अठारह वर्ष तक के बच्चों और खस मामलों में 25 वर्ष तक के युवक-युवतियों को संरक्षण एवं सुरक्षा देने के लिए परियोजना चलाई जाती है। इसे केन्द्र सरकार के सामाजिक न्याय एवं सशक्तिकरण विभाग से सहयता प्राप्त है। बच्चों से सीधा संपर्क रखने वाले लैंग और चिकित्सा, शिक्षा, किशोर न्याय प्रणाली और पुलिस आदि विभागों को चाइल्ड साइकोलॉजिस्ट समझाने एवं उनसे स्नेह से बर्ताव करने के लिए हस्त ही प्रशिक्षण प्रारंभ किया गया है। जनवरी

में निजी एवं सरकारी अस्पतालों में कार्यरत नर्सों को बाल रोगियों के साथ व्यवहार में बरती जाने वाली बारीकियां समझाई गईं। इसी तरह सरकारी एवं निजी स्कूलों के अध्यापकों को बलासरूम में बच्चों को पढ़ाने एवं उनसे व्यवहार के तरीके बताए गए। दोनों वर्गों का प्रशिक्षण गृहविज्ञान महाविद्यालय में मानव विकास एवं पारिवारिक अध्ययन विशेषज्ञ डॉ. गायत्री तिवारी ने किया। इसके लिए डॉ. तिवारी ने विशेष किट तैयार किए हैं, जिसमें प्रशिक्षणार्थियों की कार्यप्रकृति के आधार पर उन्हें बाल मनोविज्ञान समझाने की चेष्टा की गई है। मनोविज्ञान विशेषज्ञ प्रो. कल्पना जैन ने अध्यापकों को पैरेंट्स-टीचर्स एसोसिएशन की महत्ता पर व्याख्यान दिया। श्रीमती अग्रवाल ने बताया की फरवरी एवं मार्च तक पुलिस कर्मचारियों एवं किशोर न्याय प्रणाली-समाज कल्याण विभाग को प्रशिक्षित किया जाएगा।

ब्लैकबोर्ड, चिड़िया और बच्चा? सुनने में ब्लैकबोर्ड, चिड़िया और किसी बच्चे में कोई समानता महसूस न हो, लेकिन मनोविज्ञानियों के अनुसार तीनों

में समानता अवश्य है। खाली ब्लैक बोर्ड की तरह बच्चे का दिमाग भी कोर होता है, जिस पर अध्यापक जो चाहे लिख सकता है। आसमान में उड़ती चिड़िया जिस प्रकार क्षितिज की संभावनाओं को तलाशती है उसी प्रकार एक बच्चा भी संभावनाओं से परिपूर्ण होता है। आवश्यकता है तो दिशा देने की। चाइल्ड लाइन की ओर से अध्यापकों को दी गई ट्रेनिंग में टीचर्स को बलासरूम में मौजूद वस्तुओं के आधार पर बाल मनोविज्ञान के साथ जोड़कर समझाने का प्रयास किया गया। डस्टर को बेकर की बातों को मिटाने, बेंच के पायों को बच्चे के जीवन में महत्वपूर्ण लोग यानी अभिभावक, अध्यापक एवं साथीगण का प्रतीक माना गया। इसी तरह नर्सों को दी गई ट्रेनिंग में प्रकृति के दृश्यों का चित्रांकन किया गया। नर्सों को बताया गया कि पहाड़ जैसी कठोर प्रकृति अपनाकर गांधी केस सहजता से हँडल किए जा सकते हैं। वृक्ष की तरह परंपकारी, नदी की तरह निरच्छल यानी भेदभाव रहित व्यवहार, नांव की तरह मरीजों को संकट के फर लगाने वाला रुख अपनाना चाहिए।



# Childline informs slum children about their rights and duties

**HT Correspondent**  
Indore, May 25, 2004

A GROUP of nearly 125 slum children were today informed about their rights, duties and what could be done if they find themselves or other children in trouble. This information was disseminated by volunteers of Childline at a summer camp organised for slum children by Kalyan Mitra Samiti, Pardeshipura.

Charusheela Maurya of Kalyan Mitra Samiti said that the Samiti had specially invited Childline as a part of the activities held during the summer camp to give information to the children about the organisation.

While the information was of utmost importance for the children, the technique adopted was most simple. Skits and noted film dialogues were used for communicating with the children.

A Childline team member delivered the very famous dialogue between Gabbar Singh and his gang members inquiring about what sort of organisation was Childline and what it could

do for children in trouble.

The main idea of giving information to children is to encourage the use of Childline by children for helping themselves and others in the hour of need. The team members constantly repeated the Childline number '1098'.

They were also told that the number was toll free and could be used round the clock.

Childline centre coordinator Gautam Bendwal said here that most of the cases received by them were through people who came in contact with children and most were about girls.

Among the children who attended the programme were siblings Seema Chauhan and Jogesh Chauhan from Gauri Nagar slum who are attending the summer camp.

Jogesh was asked if had any prior knowledge about Childline and he said that a similar programme was organised in the slum some time back.

When asked him if he knew any such children who need help, he said there were some children whose



RAJENDRA MALVIYA/HT  
A Childline team member briefing slum children about child rights at a programme organised by Kalyan Mitra Samiti, Pardeshipura on Tuesday.

parents could not afford to pay the school fees and the children were sent back home.

The other activities at the

four-day long camp are yoga, drawing and painting and information about musical instruments. Devihal Chaudhary is imparting

training in yoga, Shashi Maurya is imparting training in drawing and painting and Vishal Sapkal in musical instruments.

## Air anxieties or just say hello, at this childline in Pune

INCREASING NUMBER OF CALLERS NOW AIR EXAM PRESSURES, PARENTAL NEGLECT, SAYS PUNE NGO

**RITUPARNA BHUYAN**  
PUNE, MARCH 28

ROHIT, barely in his teens, was coerced into having sex with a commercial sex worker (CSW) by his peers. Despite the first painful experience, now he enjoys having sex with multiple partners. But there was a problem. No pharmacy would sell him a condom. To find an answer to his dilemma, he called up Pune's Childline centre.

The child helpline, which completed four years in the city on March 26, receives calls from numerous Rohits every year.

Hosted by the Pune-based

NGO Dnyana Devi, in collaboration with Karve Institute of Social Sciences, Childline is a project of the Ministry of Social Justice and Empowerment. Operating in 61 cities all over India, this 24-hour helpline can be reached by dialling the toll free number 1098.

"We take every call—including the crank and abusive ones—seriously," says Vijaya Bhosale, co-ordinator of the Pune unit. For this 12-member unit of volunteers, personal comfort does not top the priority list. Working 7 days a week to counsel disturbed children, the



team, including a paramedic, is on call even at odd hours of the night.

"We received a higher number of calls since last April, where the problems are more complex," says Anuradha Saha-rabudhe, executive director of Dnyana Devi. Since last April the helpline has received 31,000 calls and dealt with topics like sibling rivalry, parent-child conflict, behavioral problems, adolescent anxieties, sex-related abuse and trauma and even casual chat requests from children.

But what alarms Saha-rabudhe is the growing phenomenon of parents not spend-

ing time with their children.

"Once I received a call from a girl studying in nursery who wanted to recite her nursery rhymes to me because her parents did not have time for her," she rues. Calls at the helpline range from children requesting stories and jokes, to casual chats, or even bored teenagers seeking counseling.

A growing number of calls also pour in from students of standard X, trying to deal with anxiety before the board exams or release of results. The Childline staff—trained in counselling troubled children—even visit them if needed.



Monday, November 15, 2004  
HT Indore Live

## Children raise queries at meet at Railway station

HT Correspondent  
Indore, November 14

CHILDREN ENGAGED in boot polish, newspaper distribution and those working in canteen raised their queries on how Helpline 1098 meant for children in distress could help them sort out their problems.

The children attended a programme held at Indore Railway station today by Childline and Bal Sahayata Prakoshtha run by GRP Police station to mark Children's Day.

Working children also asked Childline representatives why there had been no improvement in the condition of street and working children despite the fact that some many organisations were working for their welfare.

Children from economically strong family backgrounds asked representa-

tives, if the helpline could help children of working parents or those suffering because of family tensions and problems.

Replying to these queries, Childline City coordinator Gautam Bendwal said Childline was trying to co-ordinate with the Education Department to provide street and working children education through night schools. He said, constant programmes to create awareness among people and children were being organised by them.

Some of the queries regarding working of Childline were also raised on the occasion. The queries were mainly about identification of genuine calls and the means to avail services of the helpline to needy children.

Speaking about the working of the GRP police station and Bal Sahayata

Prakoshtha Thana In-charge RC Sharma said whenever they found any child who was lost and was new to the City, they would try to make a deep inquiry. In the meantime, Prakoshtha takes care of such children till they reach home safely.

He said in a year nearly 150 such children were found on the railway station of which about 30 per cent were girls. He added that cases of children with weak family support or problems were frequent and the percentage was more of boys in such cases.

A gathering of nearly 150 people was present during the programme including police jawans, passengers and children. Bal Sahayata Prakoshtha coordinator Uma Shankar Yadav, Sangita Joshi, AP Sayyed of Indore Railway Station were present on the occasion.

## दैनिक भास्कर

जनवरी १२, २००५

### सेठ पैसा नहीं दे तो चाइल्ड लाइन क्या मदद करेगी?

इंदौर, 12 जनवरी (नसं)। बीड़ी बनाने वाली 13 वर्षीय प्रीति ने पूछा, सेठ पैसा नहीं देता है इसमें चाइल्ड लाइन क्या मदद करेगी? साड़ी पर जरदोसी का काम करने वाले गणेश ने पूछा आठ घंटे के हमें कितने पैसे मिलना चाहिए? उनके पास ऐसे देरों सवाल थे तो सब्जी बेचकर स्कूल की फीस निकालने वाला अंकित और गजरे बनाने वाली पायल की आंखों में दूसरे बच्चों की तरह खेलने-कूदने व पढ़ने-लिखने के तैरते सपने कह रहे थे 'मैं भी देखूँ यह संसार, क्यों न मिले मुझे अधिकार।'

लोक बिरादरी ट्रस्ट एवं इंदौर स्कूल आफ सोशल वर्क ने युवा दिवस और चाइल्ड लाइन की तीसरी वर्षगांठ पर आज अहिल्या प्रतिमा से गांधी प्रतिमा तक बच्चों की रैली निकाली। इसमें श्रमिक क्षेत्र के उन बच्चों ने समाज से अपने अधिकारों की मांग की जो परिवार चलाने के लिए दिन में काम करते हैं और पढ़ाई भी कर रहे हैं। दोपहर करीब 12.30 बजे राजबाड़ा से 250 बच्चों ने कूच किया। बड़े ही नियंत्रित और कतारबद्ध तरीके से वे शास्त्री बिज होते हुए नेहरू पार्क पहुंचे। उन्होंने बाल अधिकारों के पालन और उन्हें लागू करवाने की शपथ ली। उनके हाथ में सुरक्षित पेयजल, स्वच्छता, सही आहार के अधिकार के बैनर थे। विजया शर्मा ने बताया चाइल्ड लाइन से क्या मदद ली जा सकती है। गौतम द्वारा बाल अधिकारों के संबंध में जानकारी दी गई जिसमें मुख्यतः जीने के अधिकार, संरक्षण, सहभागिता विकास के संबंध में बताया गया।

झारखंड का सर्वाधिक प्रसारित दैनिक

# प्रभात खबर

रांची, 19 जून, शनिवार, 2004, 5

चाइल्ड लाइन का शिविर लगेगा : चाइल्ड लाइन रांची के तत्वावधान में कल मेला परिसर में जागरूकता अभियान के तहत एक शिविर लगाया जायेगा. शिविर के माध्यम से मेला परिसर में खोये बच्चों के बारे में जानकारियां उपलब्ध करायी जायेगी. यह सेवा पूरी तरह से नि:शुल्क होगी. इस संबंध में संस्था के सिटी को-ऑर्डिनेटर संजय कुमार वर्मा ने बताया कि गुमशुदा बच्चों के बारे में दूरभाष संख्या 1098 पर तत्काल सूचना दें.

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