

annual report 2007-2008

**CHILDLINE INDIA FOUNDATION**



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## From the Desk of the Executive Director

It gives me pleasure to present to you the Annual report of CHILDLINE India Foundation (CIF) for the year 2007-08. In 2006 CHILDLINE celebrated its 10th anniversary by undertaking some strategic shifts: CIF would work towards strengthening CHILDLINE's child protection advocacy, it would visit the drafting board once more to design a rural model for 1098, it would leverage emerging technology to make the CHILDLINE 1098 response quicker and more efficient. In short, CHILDLINE would strive towards growing into a centre for excellence in child protection.

The year under review is a milestone year, as CHILDLINE took many leaps forward in achieving the vision articulated in 2006. The commencement of a pilot project integrating contemporary Call Centre technology with regular CHILDLINE interventions, setting up of a direct intervention unit in a specific area in Mumbai city, maturing of our web presence, production of Child Protection publications and an innovative Child Protection shelter initiative in the north-east are some activities initiated during the year.

The Centralised Call Centre (CCC) Pilot project was initiated in Mumbai, with support from Tata Consultancy Services (TCS) and the Ministry of Women and Child Development, Government of India. A team was recruited and the centre has taken off in a limited geographical region. This, when expanded will have implications on the future pattern of CHILDLINE operations across the country.

The change over to CCC in Mumbai meant that CIF needed a first hand, ground level experience of case intervention so that the case intervention and the issue based intervention protocols, protocols for interface with CCC and the models of outreach /networking/advocacy could be defined clearly. We also used this opportunity to put in place a CIF Team to run the CHILDLINE Intervention Unit (CIU). With the CIU, the Foundation now has a rich experience of direct case intervention cases and other grassroots methods of outreach, awareness and innovations.

CIF also proudly launched its revised Website, complete with Online Payment Gateway facility and Database Management software backend.

The Search Engine Optimisation ensured an increase in the number of daily visitors, the 2nd phase of the website covering all aspects of Child Protection and CIF being registered on the Give India website - all yielded steady support to CIF. Tie-ups with TCS saw a comprehensive Donor Management software developed and installed.

Breakthroughs with Hutch and Tata Indicom for connectivity to 1098 from their land and mobile services gave us our first new association in the Telecom sector. However, there has been an alarming erosion of calls coming from BSNL/MTNL PCOs due to a combination of factors. We need to make a strong attempt to tackle this issue of 1098 connectivity across the telecom sector and plug the problem areas with BSNL/MTNL.

The year saw a slew of networking and advocacy initiatives with state governments: Preparatory activities were undertaken in four new districts of Kerala, with funding from the Social Welfare Department of Kerala State. This initiative was the first of its kind, with State Government funding and committing to expansion of the service, which we hope will be an example to other state governments. Similarly, for the first time the karnataka government approved part support for a district model in Gulbarga. July 2007 saw the Action meet for Implementation of the JJ Act in West Bengal, held at Kolkatta and one which had vigorous participation by all stakeholders in the State - the meet yielded a clear action plan for implementation with strong support from the State Government. Similarly, a consultation was held with the Women & Child Department in Uttar Pradesh.

One of our special projects that has been successful, is the setting up of the Anwasha Child Protection Shelter in Agartala. The project has taken off and is working at full capacity. It is clear that the project is meeting an important need in Agartala and the North East.

The CHILDLINE rural model aided by the Sir Dorabji Tata Trust was stabilised in Darbhanga and Sitamarhi districts and finally launched in Kishanganj district as well. Such support has allowed us to experiment proactive preventive intervention to prevent children in source districts, from being separated from their families.

CIF's tie up with Plan International for institutionalization of policy research and advocacy through the creation of a Policy, Research, Advocacy and Documentation (PRAD) Department came under final review as it was the last year of support. As we go to press, this relationship has been extended for another year.

The publication of the first Book on ChildNet statistics covering call statistics was widely appreciated. A Whitepaper on Missing Children has been published. Research was completed on Children in Mining and Child immigrants in West Bengal. Short Films have been produced to support the advocacy initiatives on these issues.

Awareness programmes were boosted by affinity mailing tie-ups that saw over 2.5 million mailers sent out, though a relatively low saliency meant that the yield on the exercise was low.

On the 15th of August 2007, the innovative sensitisation and resource mobilisation programme Dosti, was launched on a pilot basis in Mumbai. This activity has great potential for replication across the country.

In January 2008 a unique tie up between Star Plus TV Channel and CIF led to the telecast of two specially produced episodes of their popular Dance show – Nach Baliye, in support of CHILDLINE. This has led to a huge boost in awareness for CHILDLINE 1098.

Our year concluded on a very encouraging note. We are happy to share with you, CIF was awarded the Indian NGO Award for 2007 in the Medium sized NGOs category, for setting up and promoting best practices in resource mobilisation, accountability and transparency. In addition we were also awarded the highest pledge raising award from Give India for the Mumbai Marathon 2008 and also for highest dream team pledge raising in the Delhi Marathon 2007.



Kajol (Devasmita) Menon  
Executive Director

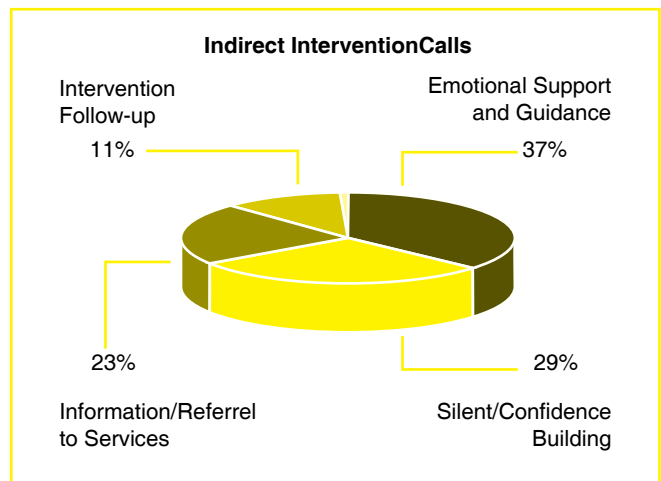
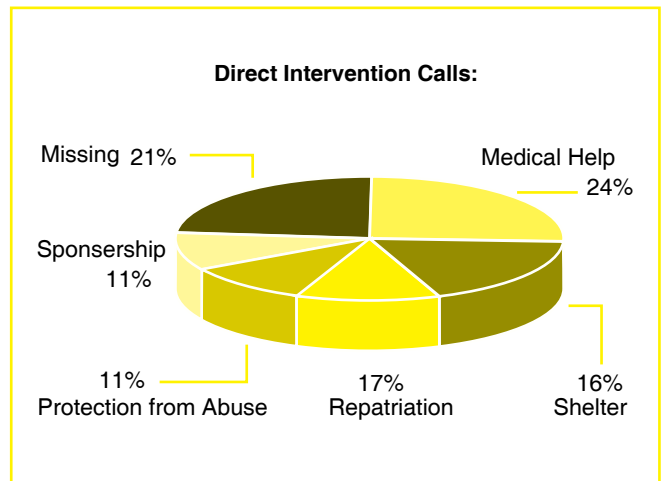
# The CHILDLINE Service

## All India Call Statistics in the year 2007-08

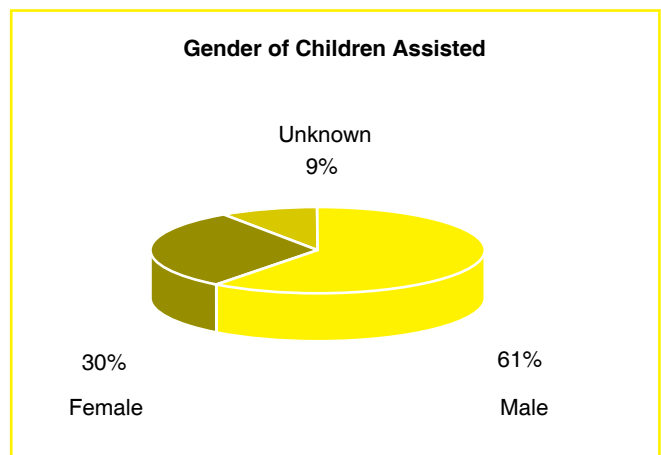
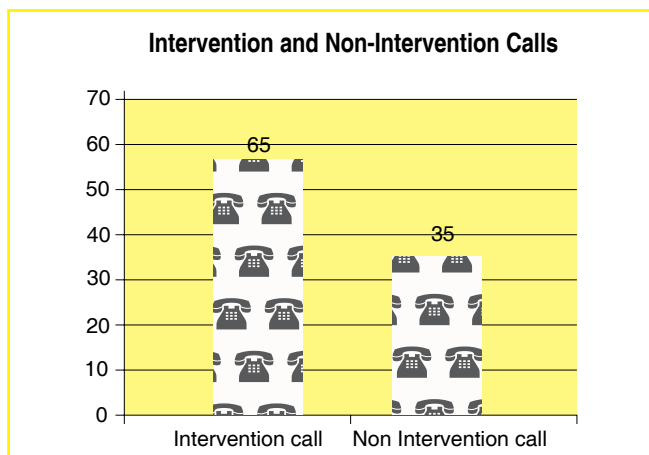
CHILDLINE is functional in **82 cities/districts** in 22 States and 3 Union Territories through its network of **196-partner organisations** across India. 1098, has now matured to become a very significant instrument of change in the lives of children in distress and children recognise this service.

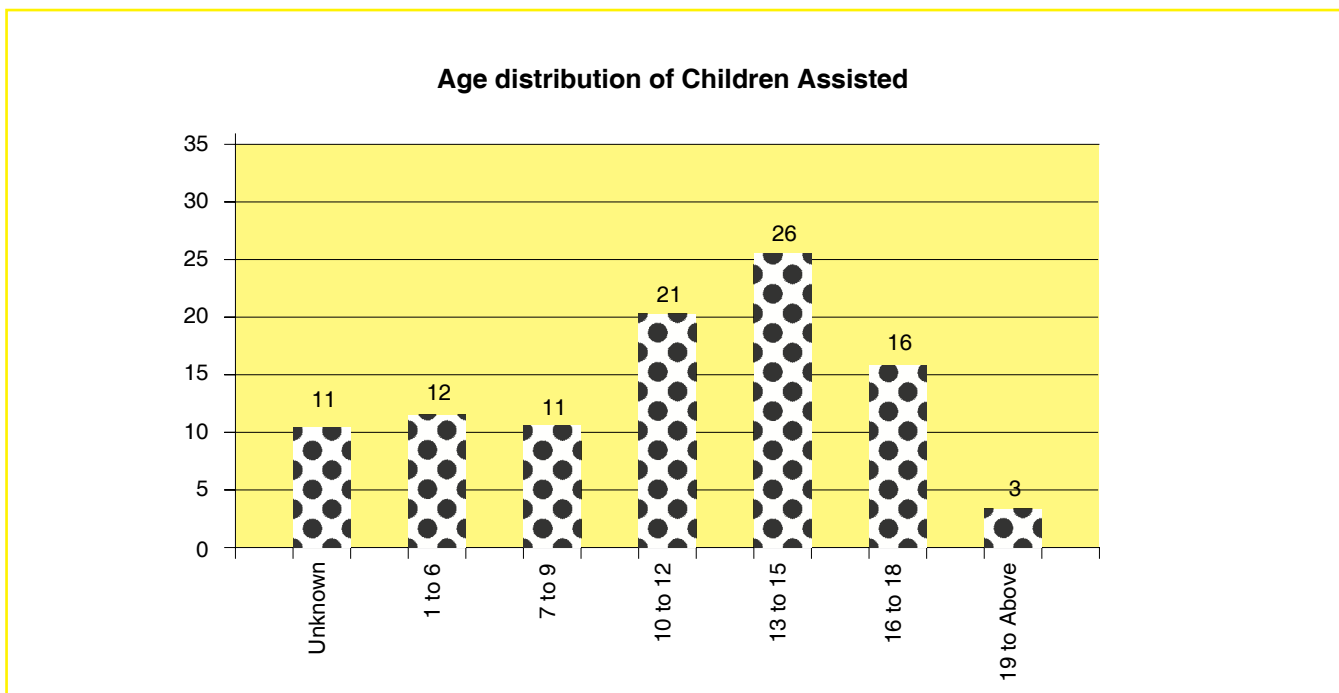
**A total of 13,563,300 Calls** from inception till March 2008 and a total of **2,146,729 Calls** for the financial year April 2007 - March 2008. Break up of the calls received in the last year was as follows:

Intervention Calls	2007- 08	%
Medical Help	10,825	
Shelter	7,560	
Repatriation	7,991	
Protection from Abuse	5,017	
Death Related	80	
Sponsorship	5,157	
Missing	9,939	
Emotional Support and Guidance	493,375	
Silent/Confidence Building	393,952	
Information/Referral to Services	305,806	
Intervention Follow-up	153,666	
Unable to locate Caller	6,198	
<b>Intervention Calls - I</b>	<b>1,399,566</b>	<b>65</b>
Non-Intervention Calls		
Awareness Building Calls	103,860	
Technical Connectivity Problems	611,651	
Any Other	29,839	
Unclassified	1,813	
<b>Non Intervention Calls - II</b>	<b>747,163</b>	<b>35</b>
<b>Total I and II</b>	<b>2,146,729</b>	



Data Source: 78 cities





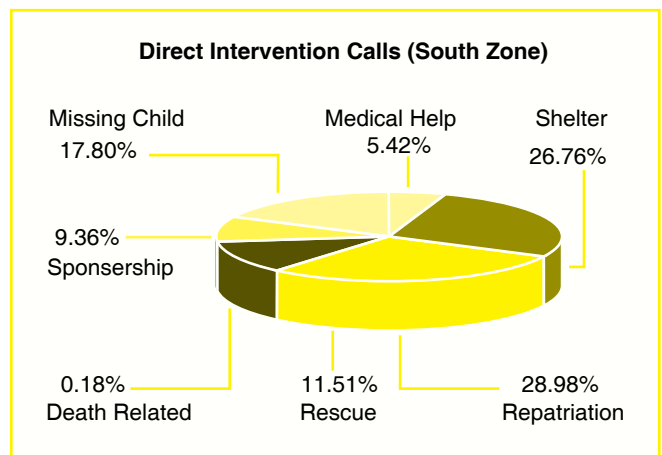
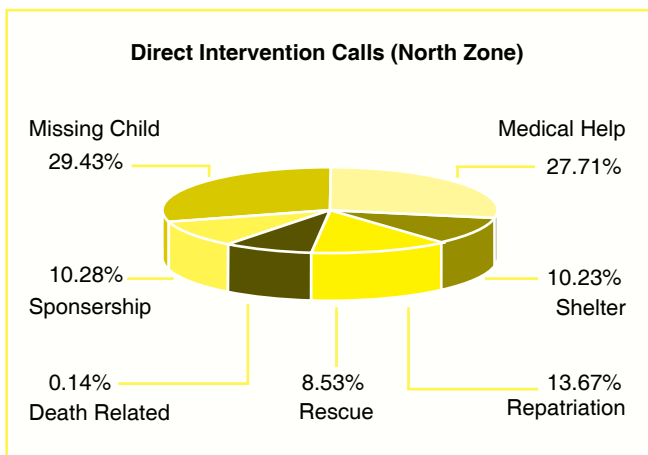
Some of the salient findings during the financial year 2007-08 are given in graphical presentation above.

### Highlights

- Out of the total calls received, 65% are for direct intervention.
- 21% of the direct intervention calls are for missing children, medical and shelter.
- Calls for repatriation (17%) are from children who have left their homes and now want to return.
- Calls for Protection from abuse constitute 11% of the calls (physical and sexual abuse). In such calls CHILDLINE meets with the caller\child to assess the situation. The intervention is planned taking into consideration the child's wishes.
- Calls for Sponsorship (11%) include the need for accessing education, health and foster care services.
- Calls for Missing children are either from parents reporting their child missing or from a child that got separated from his/her family or from a concerned adult or CHILDLINE team member who identifies that the child is lost.
- The highest number of indirect intervention calls is for Emotional support and Guidance. Calls in this category comes mainly from the child himself / herself when the child is disturbed due to family problems, peer group and/or neighbourhood problems, love relationships, school problems etc.
- Of all the children who benefit from CHILDLINE service, 61% are male and 30 % are female for the financial year 2007-08. In 9% of the cases gender of the child could not be documented
- Most of the children assisted by CHILDLINE are in the group of 13 to 15 years. This age group comprises of children assisted by CHILDLINE in the year 2007-08. Children in age group 7 to 15 years together consist 58%.

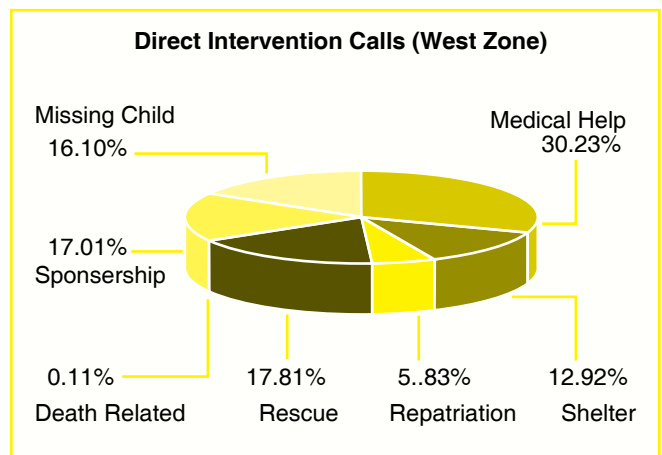
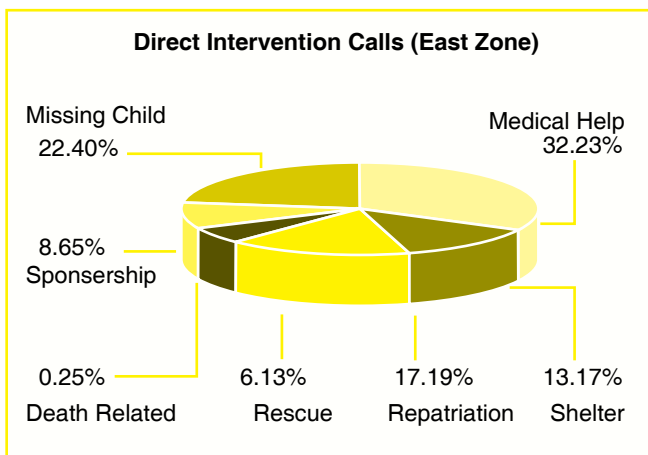
North Zone	
Cities	16
Categories	No. of Calls
I. Intervention	
Medical Help	2,981
Shelter	1,101
Repatriation	1,471
Rescue	918
Death Related	15
Sponsorship	1,106
Missing	3,166
Emotional Support and Guidance	108,044
Silent/Confidence Building	75,315
Information/Referral to Services	36,516
Intervention Follow-up	20,764
Unable to locate Caller	641
<b>Intervention Calls - I</b>	<b>252,038</b>

South Zone	
Cities	25
Categories	No. of Calls
I. Intervention	
Medical Help	705
Shelter	3,484
Repatriation	3,773
Rescue	1,499
Death Related	23
Sponsorship	1,218
Missing	2,317
Emotional Support and Guidance	122,459
Silent/Confidence Building	93,700
Information/Referral to Services	121,379
Intervention Follow-up	41,031
Unable to locate Caller	808
<b>Intervention Calls - I</b>	<b>392,396</b>



East Zone	
Cities	20
Categories	No. of Calls
I. Intervention	
Medical Help	4,024
Shelter	1,644
Repatriation	2,146
Rescue	765
Death Related	31
Sponsorship	1,080
Missing	2,797
Emotional Support and Guidance	45,391
Silent/Confidence Building	30,083
Information/Referral to Services	53,602
Intervention Follow-up	34,104
Unable to locate Caller	889
<b>Intervention Calls - I</b>	<b>176,556</b>

West Zone	
Cities	17
Categories	No. of Calls
I. Intervention	
Medical Help	3,115
Shelter	1,331
Repatriation	601
Rescue	1,835
Death Related	11
Sponsorship	1,753
Missing	1,659
Emotional Support and Guidance	217,481
Silent/Confidence Building	194,854
Information/Referral to Services	94,309
Intervention Follow-up	57,767
Unable to locate Caller	3,860
<b>Intervention Calls - I</b>	<b>578,576</b>





## **CHILDLINE at work: It starts with a call to 1098...**

The popular perception of helplines - based on the operational model in developed countries is of counsellors at call centres administering advice and consolation over the phone. In India CHILDLINE is a phone outreach based intervention model, and our work starts when the call comes in. Then our local CHILDLINE teams swing into action for direct intervention. Intervention covers a range of actions from rescuing children from abusive circumstances, providing immediate SOS attention to registering a case at the police station, admitting a child to a hospital, initiating a search to trace a missing child, conducting home investigations to determine the state of a child's parents and their ability to support the child, presenting a child to the Child Welfare Committee (CWC) in the city and developing the papers for onward action as directed by the CWC, linking the child to much needed counselling services, filing a case in the courts and so on.

Each 'case' – as our every intervention is different - having its own requirements. Some take less than an hour to resolve, some take months of hard work. CHILDLINE's operational model involves the team's activating a variety of linkages among the allied system institutions such as police, municipality, health care institutions, education institutions, judiciary, utilities and transport institutions, child care NGOs, local, state and national governments.

Very often the team has to provide unique solutions that require a relevant interpretation of legislations such as the Juvenile Justice Act and others and sensitise allied institutions to issues. When does a 'case' close? Technically, as soon as a child has been linked to long term rehabilitation, the immediate connection to CHILDLINE is closed. However, in cases that go to court or where the child is long separated from parents, CHILDLINE continues to be connected directly or indirectly to cases.

### **A sample of unique interventions in the year**

#### **Circus rescue in Gorakhpur**

In this intervention CHILDLINE teams from several CHILDLINE cities worked together with CIF teams from Delhi and Mumbai and along with Nepal Child Welfare Trust (from Nepal) to investigate and rescue

children from Nepal and from various parts of India who were engaged by the Raj Mahal Circus. The rescue took place in Khushinagar and the operations were riddled by complexities including noncooperation by local police and hostile circus owners. The intervention involved linkages to Nepalese Embassy, State Government, Judiciary, Department of Labour, local NGOs, parents of children (who had to be traced) CWCs in various locations, and resulted in 12 children being rescued and repatriated to their parents.

#### **Kanchipuram Child Beggars**

Child beggary is a complex issue- most state governments have differing approaches and legislations for this. Often impoverished parents, with no other source of income, force children into beggary in urban areas. Many states have temporary shelters for beggars. With children, the issue becomes complicated as rescued children have to be separated from parents thus creating an emotional trauma for both parents and children. Besides, child beggars are severely malnourished, subject to physical abuse and have no education. In this instance, the police in Kanchipuram, a town in Tamil Nadu famous for its temples and silk sarees, conducted a raid and took child beggars into custody. CHILDLINE teams were called in by the district administration to help trace parents, the villages from which the children came, conduct investigations and finally repatriate children with commitments of mainstreaming children.

#### **Child Sexual Abuse in Mumbai**

Incidence of child sexual abuse has been growing very rapidly in India. In a large majority of cases, the victims fall prey to offenders amongst family members, relatives and close family friends. Such cases leave a long lasting impact on the victim child's psyche. In this instance, a man in Bhayander, a suburb of Mumbai, was found to be victimising his own two daughters to rape and abuse over a long period of time. Puzzlingly, the mother admitted to knowing about the problems and keeping quiet about it. The children finally found the courage to talk to the housing society committee members and CHILDLINE came into the picture. Interventions involved having both parents arrested, taking children into custody, placing them in shelters, medical examinations, CWC orders, and a very complicated court case.

### Ahmednagar's HIV positive child

Children of HIV parents face an almost hopeless future. And if the child's parents have died from AIDS, then in addition to being in the highest risk group, the child is also subject to social and economic discrimination with relatives only too happy to let the child sink so that any inheritance can be pounced upon. A 14 year old boy is found to be living among the garbage in Ahmednagar, is discovered to be HIV positive, with both parents dead from AIDS, and a sister who keeps the boy away from any kind of medical help, in the hope of usurping the boy's inheritance. These interventions require persuading police and local officials to overcome their own reluctance to get involved, rescue the child and leverage the CWC to providing shelter to the child. The child is now on anti-retroviral therapy in a home for HIV children run by a partner organisation and may still have an uncertain future but at least will access a comfortable living with the support.

### Child Prostitution in Cuttack

Various estimates have pegged a figure of 8 -10 million girl children who are trafficked into commercial sex abuse in India every year. Victims typically come from families hovering along the poverty line in remote villages – often tribal children are lured into a better life in large cities and then are victimised with rape and abuse until their spirits are broken and they are lost to long term prostitution. A social worker brought two young teenaged tribal children to CHILDLINE Cuttack. The children had been supplementing family income selling products door to door- when a young couple lured them with jobs in a big city, locked them up separately, had one of the girls brutally raped over days. In a heroic twist, one of the girls faked a stomach tumour and the pimps abandoned them in favour of new young girls. The girls, traumatised and badly scarred from the incident traced their way back to the village and the social worker and, hence, to CHILDLINE. Our teams worked with the police to quickly trace the pimps, arrest them, rescue more children, and finally place the girls in a long term plan for rehabilitation. They are now working with an NGO.



THIS SMILE  
IS BROUGHT TO  
YOU BY



Dial 1098. Help us care for children in distress.

CHILDLINE has rescued over 3 million street children till date. Unfortunately, millions more are still out there. Next time you see a child in distress, call us on 1098. We'll take care of the rest

## The CHILDLINE Network in the year under review

While the interventions are at the ground level in each city, and the calls to 1098 a composite yield of the entire network's operations, keeping the network effectively operational is a huge task by itself.

CIF uses a tried and tested combination of network facilitation and management processes, local and national level advocacy, training and capacity buildup, research and analysis, publishing and awareness generation and monitoring and evaluation to keep the CHILDLINE network performing. It isn't always easy – but the CHILDLINE model has effectively reached out to the child in need of care and protection in every city that we are in.

### Networking and Facilitating CHILDLINES in Existing Cities

CIF conducts half yearly visits to Partner Organisations to enhance the quality of the CHILDLINE service, share happenings, best practices and creative initiatives undertaken by cities and develop the network spirit among the organisations as well as with allied systems. When you consider 200 partners in over 80 cities and 20-25 staff in an average city with a three tier partnership, it adds up to a huge number of visits. During each visit, CIF staff meets up all the partners in each city to review operations, make plans for going forward, and assist in complex cases.

Region	Cities	Partners	Visits in 2007-08
East	21	70	47
West	17	36	27
South	27	55	44
North	17	35	30
<b>Total</b>	<b>82</b>	<b>196</b>	<b>148</b>

### Setting up New CHILDLINES

Expansion of the service would mean more children having access to care and protection. Entering a new city starts with a Need Assessment Study, identifying and appointing partners, training them, setting up the telecom connectivity, networking with allied systems and assisting the partners to commence operations at standard quality levels. Typically, every new city needs a minimum of a three year commitment of financial resources and CIF has to source the funding from either the GOI or from alternative sources.

CHILDLINE became operational in six new cities/districts in the year under review:

Sr. No.	State	City/District
<b>East Zone</b>		
1	Bihar *	Kishanganj
<b>South Zone</b>		
2	Kerala	Palakkad
3	Kerala	Kasargad
4	Kerala	Kannur
5	Kerala	Mallapuram
<b>West Zone</b>		
6	Maharashtra	Thane

\*District model of CHILDLINE

### Preparatory Activities for new CHILDLINES

In Kerala, four new districts, had in-house trainings and twinning of the new cities with old CHILDLINE cities within the state, with funding from the Social Welfare Department of Kerala State. Preparatory activities for a district model of CHILDLINE intervention were completed, in Gulbarga district, Karnataka, supported by Catholic Relief Services. The State Government has committed part funding for the CHILDLINE project, through the Zilla Panchayat in Gulbarga.

### Preparatory Activities 2007-08

	Regional Visits	In-house training of CHILDLINE teams
East	1 (Kishanganj – Bihar)	1 (Kishanganj)
West	1 (Amravati)	1 (Mumbai)
South	8 (Thiruvananthapuram, Vellore, Sivakasi – Tamilnadu, Gulbarga – Karnataka, Malappuram, Kasargod, Kannur, Palakkad – Kerala)	6 (Malappuram, Kasargod, Kannur, Palakkad (Kerala) Kakinada (Andhra Pradesh)
North	5 (Chandauli, Meerut, Noida, Agra, - Uttar Pradesh, Dehradun – Uttaranchal)	3 (Meerut, Kanpur – Uttar Pradesh, Shimla - Himachal Pradesh)
<b>Total</b>	<b>15</b>	<b>11</b>

## Advocacy initiatives: Making systems work for child protection

CHILDLINE believes the state has the ultimate responsibility for Child Protection, and we work closely with the government at all levels in ensuring support for Child Protection. Support covers policies, legislation, programmatic initiatives of the government, infrastructure setup/ management and ensuring government machinery moves effectively in the right direction. To this end, CHILDLINE's advocacy initiatives are a constant endeavour. Interactions and dialogue with stakeholders at the city, state and national level are undertaken. Some critical initiatives in the year under review are given below:

### State level initiatives

#### Bihar

The first State Advisory Board was constituted and the first meeting was held at the Social Welfare Secretariat on 17<sup>th</sup> September 2007 chaired by the Secretary, Social Welfare, Government of Bihar. The Board was also represented by representatives from Education and Panchayati Raj system. The Board committed support from other government departments like Health, Railway, Police, Education, Telecom for CHILDLINE's assistance. The Social Welfare Department also expressed willingness to provide funds for mentally challenged children; and or support existing homes and to include CHILDLINE message and logo in the signboards of Women and Child Development for the publicity and mass awareness. The Chairperson also committed to issue circular to all the District Magistrates/Collectors for cooperation and support, to facilitate the formation of the CHILDLINE Advisory Boards (CAB) and to issue Identity Cards for all the CHILDLINE staff in the State.

#### Maharashtra

- The State Government officials were instrumental in the rescue of children from the Raj Mahal circus in Akola. Without such support, rescue and rehabilitation of such children would have been extremely difficult and time consuming.
- Mumbai: CHILDLINE met with the Chairperson of the Child Welfare Committee (CWC), Dongri, in August 2007 along with other NGOs in Mumbai working on Child Protection Issues, to discuss ways in which the conditions in the home could be improved and improve networking and coordination between NGOs and Officials in the Home Department.
- CIF hosted a meeting organised by District Women and Child Development (DWCD) Committee, Maharashtra, in June 2007, where concerns raised by various NGOs regarding Child Protection Issues such as Child Labour, Adoption, Street Children and Child Beggary were brought to light. It led to the initiation of the Child Beggary Task Force for Mumbai city, which undertakes intervention in the issue of child beggary and of which Mumbai CHILDLINE is a member.
- Meeting with CWC members in Solapur, to discuss the involvement of CHILDLINE team in training of NGOs (by another NGO Sahyadri) on procedures of CWC and the Juvenile Justice Board (JJB). Support was also sought for CHILDLINE and CIF to monitor government institutions in terms of facilities and functioning. CHILDLINE Solapur mobilised sponsorship for medicines through NIMA (National Integrated Medical Association).
- Mumbai CHILDLINE is part of a Police Training Forum that is conducting a year long training of all the City Police Officials in 12 different zones of Mumbai. Training on Child Rights, Juvenile Justice Act and building a child friendly environment was given to Constables and a similar training has been planned for Middle-Level Functionaries and Senior Officials.
- The Deputy Railway Manager's office, Bhusawal Station, Nashik, agreed to support outreach activities, gave permission to display 1098 awareness material, and support for setting up BSNL phones on the station premises.

#### Uttar Pradesh

- In Lucknow CIF and Lucknow CHILDLINE had a series of meetings with the Secretary, Department of Women and Child Development, Uttar Pradesh to rejuvenate the process of implementation of the Juvenile Justice Act. A copy of the report of the J.J. Act consultations that CIF conducted in the state was submitted to him and CIF advocated priority be given to setting up CWCs in all districts. The State Government offered to assist in mass awareness of the CHILDLINE service.
- The DGP agreed to appoint Juvenile Police Officers in every police station in the State of Uttar Pradesh. He proposed that CIF train new recruits of UP police in their 10 police training Colleges.

## Rajasthan

- In Alwar, after a great deal of effort, the website of the Rajasthan police [www.rajpolice.nic.in](http://www.rajpolice.nic.in), now displays the logo of CHILDLINE which links it to the home page.
- A District monitoring body in Alwar is to be appointed with the ADM as Chairperson in coordination with the Labour Department, CWC, Police Department and CHILDLINE, to rescue children from work as well as monitor cases of trafficking. There will also be a training of the Special Juvenile Police unit on Child Rights and Child Protection in context of the J.J. Act. There will be data sharing about missing children and juvenile delinquents with CHILDLINE every month by the police.
- Additional Superintendent of Police (SP), Kota was appointed as the Nodal Officer for the CHILDLINE project in Kota. A circular was issued, thereafter which instructed police stations that CHILDLINE hoardings/ posters must be displayed at suitable locations in all police stations in Kota district, approved by the S.P. It also mentioned that CHILDLINE's activities are to be presented every month in the district meeting of the Crime Investigation

Officers. It also clarified that in cases of filing an FIR, it is to be in the name of the complainant and not in the name of the CHILDLINE team members. Monthly training on Child Rights and Child Protection would be provided to constables by the CHILDLINE team members, which was another milestone.

## Delhi

- Delhi CHILDLINE and CIF met with seven members of four CWCs in Delhi, in June, to discuss issues in cases of Child Labour. CWC members assured CHILDLINE of support in such cases to make the process more child friendly and agreed to write to the Labour Department requesting facilitation in compensation procedures.
- The Delhi Labour Department had initiated a campaign against Child Labour wherein it used the number 1098 as a contact number for all cases of child labour without any prior intimation to the CIF. After communication with the Department, it was also decided that prior to use of the number 1098 and the CHILDLINE logo, a prior communication

The screenshot shows the Rajasthan Police website interface. At the top, there is a banner with the text "RAJASTHAN POLICE" and the website URL "www.rajpolice.nic.in". Below the banner is a navigation menu with links: "About Us", "Crime", "Public Info.", "Contact Us", "District Info.", and "Home". The main content area is titled "Committed to Serve" and features a sidebar with "Important Links" including "Standing Orders", "Const. Rect. S.O. 1/08", "Recruitment Results", "Auction & Tenders", "Distt. Police Websites", "Other Police Websites", "Photo Gallery", "Martyr's Gallery", "Accident Info.", "POs carrying reward", "Transfers List", and "DGP's messages". The main content area has a heading "Rajasthan Police OnLine!" and a welcome message. Below this, there is a paragraph about the state's independence in 1947. Further down, there is a section titled "Indian Police" with a brief definition. At the bottom of the page, there are three images: a passport application, a group of people, and the CHILDLINE logo with the number 1098 and the text "NIGHT & DAY". The CHILDLINE logo is circled in yellow.

CHILDLINE features on Rajasthan Police's website

would be made to CHILDLINE and protocol in the use of the number be maintained. Delhi Child Labour Society has offered to work in co-ordination with CHILDLINE for rehabilitation mechanisms for child labour attending National Child Labour Project (NCLP) schools.

### West Bengal (W.B)

CHILDLINE has often received support from the police on individual cases. CHILDLINE intervened in a case of institutional sexual abuse in Kolkata. Together with the office of the Chief Minister, the case was recommended to be referred to the W.B. CID Department. Matters like convergence between CID Department and CIF in CHILDLINE interventions, pertaining to issues of child protection were also explored. A press conference organised helped to understand and discuss the effective role of the media in highlighting such critical issues of child protection.

### Himachal Pradesh

The Superintendent of Police, Shimla, has agreed to fund training of the police personnel on issues related to CHILDLINE interventions, child rights, child abuse, labour, trafficking and requested CHILDLINE personnel to be the resource persons for their internal refresher training course.

### Tamil Nadu

Additional Labour Commissioner of Tamil Nadu discussed improving relations with CHILDLINE and networking more effectively on Child Labour issues. He also agreed to print awareness materials for the same.

### Gujarat

- Divisional Railways Manager, **Ahmedabad** agreed to regularly announce the CHILDLINE message over the Railways intercom, and considered setting up CHILDLINE help desks at all Ahmedabad Railway Stations.
- Railway Police Force **Baroda**, provided permission to place a hoarding with the CHILDLINE message on the Railway Police 'May I help U Desk' Information Bureau agreed for coverage of (minimum of two cases) cases of CHILDLINE every month.



CHILDLINE is a 24-hour,  
national, toll free,  
emergency phone  
outreach service  
for children  
in distress

[Street Children]

[child labourers]

[abused child]

[child addicts]

[missing children]

for info visit  
[www.childlineindia.org.in](http://www.childlineindia.org.in)

to help a child in trouble  
DIAL 1098

## CHILDLINE at events

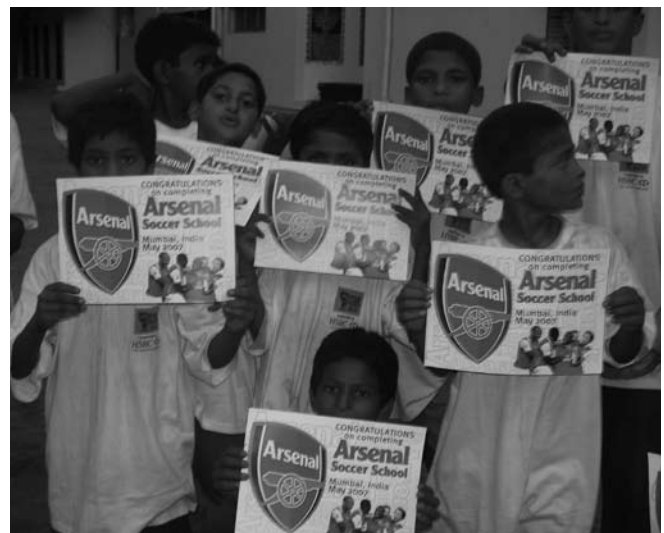
### CHILDLINE Stall in Baal Mela

On the occasion of Children's Day, the Ministry of Women and Child Development C.S.W.B (Central social welfare board), Government of India organised a Baal Mela named "Vatsalya Mela" in Collaboration with International Trade Promotion Organisation (ITPO) in November 2007 in New Delhi. Ms. Renuka Chaudhari, Minister, Women and Child Development inaugurated the Mela. CHILDLINE India Foundation had a stall and put up colourful banners, posters and awareness materials. A large number of visitors visited the Stall and showed interest to know more about the CHILDLINE Services.



### Bal Vividha: Children's Mela

CIF participated in the Bal Vividha - a programme on education for street and school going children held at Birla Institute of Technological Museum, in Kolkata. Kolkata and South 24 Parganas CHILDLINEs participated in the programmes, and set up a stall at the fair which interacted with visitors and spread awareness about the CHILDLINE service. Children from various CHILDLINEs participated in the fair and also performed songs, street play etc. The CHILDLINE kiosk was quite an attraction.



*Football Coaches from Arsenal UK, spent time with our children*



*CHILDLINE at Bal Vividha at South 24 Paraganas*

## Capacity building

CIF has been involved in developing and organizing **internal capacity building for CIF personnel**, induction programmes and contributing to the regional meets for coordinators and team members. Several sessions on Organisation Development, which included a session on Juvenile Justice Act, Logical Framework of Analysis and Team Building (an organisational development exercise) were organised. These hone the skills of the team on a continuous basis.

A workshop for the newly appointed **City Co-ordinators** of CHILDLINE Nodal organisations in the southern region were carried out by the South RRC team, at the ICSA Programmeme Centre in Chennai for a duration of 3 days in May 2007. Major Topics covered included child rights, laws relevant for child protection and issues for protection of vulnerable groups of children. In addition, in-house training for the CHILDLINE Malappuram (Kerala) Team (from 13th August to 18th August 2007) and for Elluru and Kakkinada (Andhra Pradesh) from 16th to 20th of July 2007 were conducted in this year.

A State Level **CHILDLINE Coordinators Meet**, was also held in Jaipur, Rajasthan, in January 2008 in partnership with our collaborative organisation Jan Kala Sahitya Manch Sanstha, Jaipur. The main objective of the workshop was to help CHILDLINE Coordinators understand the concept of child sexual abuse and trafficking, and to build their capacities in intervention in such cases.

### Meets within CHILDLINE

Two Review programmemes were organised during the year for CIF staff in all departments. The reviews serve the purpose of capacity-building, organisational learning and sharing as well as making future

plans. In addition to the departmental and organisational activity, the focus of the review was sessions on strengthening protocols for child labour, trafficking and missing children, sessions on documentation skills and understanding CRC reporting.

The 9th National Partnership Meet (Directors) was organised in Delhi from 9th to 11th October 2007 at Jamia Hamdard, Delhi. The Meet is a forum for the Directors of the CHILDLINE Network to come together and share their concerns and experiences. This year, the meet brought together 132 Directors of CHILDLINE partner organisations across India. The meet was inaugurated by the new CHILDLINES of the four zones (Meerut, Dharbhanga, Mallapuram and Gwalior). Important representatives of the policy making bodies in the field of child rights like the Ministry of Women and Child Development (Dr. Loveleen Kacker, Joint Secretary) and Dr. Shanta Sinha Chairperson of National Commission for Protection of Child Rights (NCPCR), gave the policy perspective and extended their support to the CHILDLINE partnership. Dr. Kacker shared vision and information about the proposed Integrated Child Protection Scheme Ms Shantha Sinha, shared the mandate of the Commission. The process of UNCRC reporting and alternative Report was shared by India Alliance for Child Rights. At this meet, the Directors from the four zones shared Best Practices of cities in the areas of City Advisory Board (CAB) and Advocacy initiatives, Child Participation, Outreach Strategies, NICP and Innovations, and placed their concerns and suggestions for improving the CHILDLINE service. Three core issues for child protection - Child Trafficking, Child Labour and Missing Children - were discussed in great detail and common strategies and protocols for handling such cases were presented.



*CHILDLINE Directors in discussion, at the annual meet*



## Regional Partnership Meets

- **Coordinator's Meets:** Four Regional Meets of Coordinators were organised during the reporting period. These meets largely aimed at building the capacity and perspectives in legal interventions, legislations related to child protection, and the convergence between CHILDLINE activities and the alternate reporting process to the U.N Convention of the Rights of the Child.
  - **Team Members Meets:** Capacity building of Team members was undertaken through 3 Regional Meets during this period. The theme was engagement of children in child protection and development, through innovative and creative mediums of child participation
  - **National Initiative for Child Protection (NICP) Workshops:** NICP aims at building partnerships with the State Departments of Social/Child Welfare, CHILDLINE Service and allied systems for protection and promotion of children's rights. CIF facilitated the design and planning of sensitisation workshops by the CHILDLINE partners for different allied systems, based on the needs of the officials in the city. **115** such workshops were conducted in the year across the country.
- CHILDLINE Twinning between **Kenya** and CHILDLINE India in Mumbai in the month of January 2008, again to share the CHILDLINE India intervention model.
  - The consultation on 1098 (CHILDLINE India helpline) was organised by the Department of Women and Child Development, **Government of Nepal**. Various Government Departments, INGOs, and NGOs etc attended the consultation. Nepal has five Child Helplines. CHILDLINE India gave a whole day orientation about its model to the various Government Departments, INGOs, and NGOs who attended the consultation.
  - The consultation meet on the **Missing Children website** conducted by National Informatics Centre and UNICEF led to the CHILDLINE network being given priority for setting up linkages with the missing children website.
  - The Regional **Consultation Meet to counter Child Abuse** held in Guwahati was attended by representatives from the Government of India, State Governments (West Bengal, Assam, Mizoram and Bihar), National Institute of Public Cooperation and Child Development (NIPCCD) (Regional and Central), NGOs (West Bengal, Bihar, Assam and Mizoram), besides CHILDLINE India and children from the above states. Child representatives presented a few major issues to the participants – street children, children in institutions, child drop outs, confronting family about the issues of child labour. They took cognisance of some of the matters the children presenting.

## Technical Support (National and International)

- Training on **Child Protection** organised by PLAN International and supported by PLAN-India, was conducted in Udaipur and Varanasi. It was conducted for the Railway Protection Force, Faridabad and Haryana. CIF also contributed in four training programmes organised by Plan for their Plan Unit partners with focus on child rights, child abuse and juvenile justice system. Based on the Child Rights training that CIF provided to Plan Units, and other training sessions with allied systems, CIF has compiled a training manual.
- CHILDLINE Twinning was initiated between **Maldives** team and Salem CHILDLINE on the CHILDLINE India model, in April 2007, in co-ordination with Child Helpline International. This was followed by a visit to Maldives to conduct a week long in-house training for the child helpline team there on the lines of the CHILDLINE India intervention model.



*Technical Input session by CIF to initiate a child helpline in the Maldives*

## Children's State Level Meets

### Uttar Pradesh

The State Children's Meet was organised on 24th and 25th June 2007 at Lucknow. Child representatives from nine cities in the state came together to share and discuss issues concerning child protection and made a representation of their problems and recommendations before the allied representatives from the State Government. Caste discrimination in schools, bonded child labour leading to deprivation of education, abuse of children by police on the street/ railway station, and the neglect of mentally challenged children, were some of the issues raised by children during this Meet.

### Maharashtra

The State Children's Meet was organised on 19<sup>th</sup> and 20<sup>th</sup> June 2007 at Mumbai. Child representatives from nine cities in the state came together to share and discuss issues concerning child protection and made a representation of their problems and recommendations, before the allied representatives from the State Government, namely the Health, Education, Police, Labour and Telecom Departments. The children raised certain issues like child labour, inability to pursue formal education due to poor economic status, exploitation of children in government schools such as cleaning utensils in schools with mid-day meals, abuse of children by police on the street/ railway station, difficulty in access to public health services due to long distances between the existing government hospitals, medicines used beyond expiry period being dispensed in government hospitals, and the neglect of mentally challenged children.



Children talk, we listen at the Maharashtra State Children's Meet

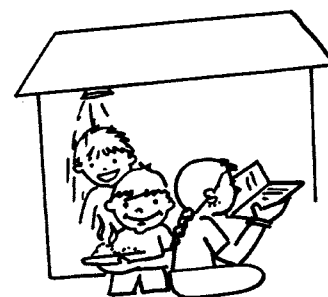


Children in Ahmedabad sharing concerns and the problems they face.

### Gujarat

The State Children's Meet was organised on 29th and 30th June 2007 at Ahmedabad. Child representatives from 2 cities in the state came together to share and discuss issues concerning child protection and made a representation of their problems and recommendations, before the allied representatives from the State Government, namely, the Secretary, Social Defence, Child Welfare Committee, Health and Labour Departments. Child labour leading to deprivation of education, abuse of children by police on the street/ railway station, difficulty in access to public health services due to long distances between the existing government hospitals, and neglect of mentally challenged children, were some of the issues raised by children during this Meet.

As a follow-up, the Commissioner for Health, Gujarat, showed interest to meet with CHILDLINE Ahmedabad team, to initiate action to address some of the health related issues raised by children during the State Meet. This includes a commitment to ensure that sensitisation programmes are conducted with the personnel at the different government hospitals in Ahmedabad



## Innovation and Value adding to CHILDLINE Service delivery

The CHILDLINE model is effective when we have support from allied systems and existing infrastructure for child care services. In some cities, we are often faced with a situation where we have an ambulance taking a patient to a hospital but the hospital does not exist! In effect, the lack of child care infrastructure directly impacts Child Protection activities of CHILDLINE.

As an emergency response outreach based telehelpline, CHILDLINE's mandate is to expand the CHILDLINE 1098 services to more cities. We advocate with local governments for proper infrastructure. However, in some cities, the pressure of rescued children becomes very acute due to a variety of problems and existing infrastructure is nonexistent or very poor.

Our CHILDLINE Partner in Agartala, Voluntary Health Association of Tripura (VHAT), came to us with such a pressing issue in Agartala. The result is the Anwasha project. We are presenting the Anwasha project as a unique example of what a local partner and CIF working together have achieved.

### Anwasha Project

CHILDLINE has been functioning here in Agartala, since April 2003 as the 54th CHILDLINE City. Anwasha Child Protection Centre (ACPC) is a new initiative of the Voluntary Health Association of Tripura in collaboration with CHILDLINE Agartala, with support from CHILDLINE India Foundation, Mumbai. It was started from 1st April 2007 as the felt need for a children's home at Agartala.

Any child rescued by CHILDLINE or one who has contacted it, needs temporary shelter before repatriation or rehabilitation as the C W C here is not sufficiently active. These children often do not have proper documents which are a must for putting them in Government funded home or other homes. So the need for a shelter home for these underprivileged children was strongly felt by CHILDLINE Agartala and the Voluntary Health Association of Tripura.

This is the first instance of CIF long-term support to setting up a new Child Protection Centre with financial assistance from KG Mode Germany.



Anwasha - A safe haven

In line with the philosophy of establishing CHILD-LINES, the centre is a temporary protection facility to evaluate the need of the child. It will not provide permanent care but seek to place the child back in own biological family or refer the child for services such as foster care, adoption or placement in an institution providing long term care. While the goal is rehabilitation, the focus of the shelter is to plan for long-term care and transfer the child to an appropriate service provider within the state or the region. Hence, programmes of education (non formal / formal) or skills developments will only be for the period a child is in residence. Interventions will contribute towards facilitating family based / community based support systems for children in need of care and protection, and long term rehabilitation and reintegration into mainstream society.

### **Target Group**

Children admitted to Anwasha between the age group 6 to 18 categorised as : child labour, street children, rag pickers, victims of dendrite addiction, children rejected by parents especially the father, orphan children, victims of sexual and physical violence, victim of insurgency- children of conflict, differently able children

### **Services**

Given the ideological and legal framework, the project provides need-based services to children less than 18 years. All services are based on the lines of the J.J. Act 2000, as amended in 2006 and the J.J. Rules

Intake policy ensures, flexibility of age for admission of children, extending beyond the mandated 10 years for both girls and boys. Planning for rehabilitation will commence upon admission of the child. Ongoing periodic review is then done for the progress of each child's rehabilitation. Presentation of every child upon completion of one year's stay with the organisation is done before the CWC and secure approval for extension, if necessary, Only girls and boys below 10 years will be kept together, In the absence of shelter homes, both GO and NGO, girls up to the age of 15 will be kept in the shelter home, in the event that they have not been rehabilitated earlier.

The thrust of intervention is towards facilitating processes to ensure fulfilment of child's right to family, either through biological family or alternatively through sponsorship / foster care and adoption

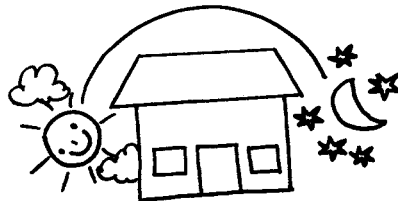
The Shelter ensures satisfactory facilities of board and lodge, besides the provision of fulfilment of basic needs in terms of clothing, food, health care and nutrition, as prescribed in the J.J. Rules. Provision of educational opportunities for all children below 14 years is to be mandatory. Creation of infrastructure and capability, include development aids such as computers, as part of the education No vocational skills training is imparted to children below the age of 14 years. However, for children between 14 -16 years, who are covered under the J.J. Act, skills training ensures that the training provided will not expose the child to risk of exploitation. For children between 16-18 years, vocational skills is be provided as indicated in the Apprentices Act, provided there is no risk to children and the earnings accrued to the child for output, would be invested in savings instruments in the name of the child.

Mechanisms for children's participation in their own care, such as Children's Committee, Balsabhas on the lines of the Open House in CHILDLINE context, are a regular feature. Social Worker / Counsellor ensure ongoing review of emotional well being of the children. Indicators in performance monitoring include mortality rate, weight gain / loss and measurable indicators of the general emotional fulfilment / security as provided in the Shelter.

The implementation of a programme for prevention of abuse within the shelter home, the development of child protection policy, ensures quality standards for child protection are maintained. The project seeks to dovetail with other child care services and institutions (both GO and NGO) as are available in the state.

## Input indicators

- Children, up to the age of 18 years will be provided immediate shelter irrespective of day or night
- Nutritious diet will be ensured for the children for development.
- Children will be admitted to the formal school to avail educational facilities, and the organisation will plan in advance for long term rehabilitation through transfer of children, to residential care institutions with provision for education facilities. This could be either within the state of Tripura or in the region. In the event that there is a delay in transfer of children, above the age of 14, to another institution, opportunities for vocational training will be explored. Nonformal education will be imparted, within the centre, for children who cannot be admitted to regular schools.
- Opportunities will be provided for physical, mental and emotional development of children.
- Awareness about child rights and their own potential for development will be ensured through various interactive processes



## Providing a wholistic environment for children at Anwasha



## Impact Analysis

- In total, 101 children got facilities from Anwasha Child Protection Centre within the reporting period.
- 7 children were rehabilitated during the course of the year.
- Different allied systems like Department of Social Justice and Empowerment, Department of Police, Department of Health, Department of Education and NGOs are linked up for rendering services to the children.
- 45 children (out of 51 as on 31/3/2008) are studying in the normal school.
- 43 children out of 101, returned to their native states after receiving essential treatment/guidance or being unable to stay at ACPC.
- The demand for shelter in the child in ACPC is very high.



## Telecom: extending the reach of 1098

The CHILDLINE service has been able to grow largely because of support provided by the Department of Telecommunications (DOT) via the state run Bharat Sanchar Nigam Ltd (BSNL) and Mahanagar Telephone Nigam Ltd (MTNL) telecom service providers who offered the 1098 service as an un-metered, toll free service.

With over 300 million phone subscribers, and growing at 6 million new subscribers every month, India is the fastest growing telecom market with urban teledensity now in excess of 50 percent and one in three Indians subscribing to one or the other kind of phone service.

De-regulation in the telecom sector that has occurred with establishing the telephone Regulatory Authority of India (TRAI) as regulator, and DOT's changed role as a regulatory body, has had a very significant impact on the CHILDLINE 1098 service.

Both the public sector telecom service providers, BSNL and MTNL, have been faced with declines in their Public Call Office (PCO) phone subscribers. Private sector telecom service providers have been installing PCO booths on attractive terms and this has resulted in many locations not having adequate PCO booth of BSNL/MTNL. This has made it necessary for 1098 to be connected from all private telecom service providers.

Private telecom service providers, like networks of (formally Hutch) Vodafone and Tata Telecom offer land lines as well as mobile subscriptions. These consist of: Code Divided Multiple Access / Wireless in Local Loop (CDMA/WLL) based services, Global System for Mobile communications (GSM) based services, and now, also VOIP based services. Calls from private service providers to 1098 are charged an 'interconnect fee' by MTNL and BSNL to terminate the calls on our BSNL/MTNL numbers at our CHILDLINE centres.

Four digit numbers, such as 1098, are classified as category 2 numbers in the 'National Numbering Plan (NNP)' which does not make it mandatory for private telecom service providers to absorb the interconnect cost and provide toll free connectivity. CIF has lobbied and negotiated with the DOT and TRAI for some time now to waive the interconnect fee from BSNL/MTNL or alternatively reclassify 1098 as a category

1 number- which are mandatory for all telecom service providers to provide on an un-metered, toll free basis. The Ministry for Women and Child Development (MWCD) has also requested DOT that CHILDLINE 1098 be upgraded to a Category 1 number of the NNP. DOT has so far CHILDLINE 1098 up-gradation to category 1 of the NNP. DOT and TRAI are of the opinion that the private telecom service providers should absorb the interconnect cost. DOT has so far declined to reclassify 1098 as a category 1 service even though it is accepted that a national emergency response telehelpline for children in distress is part of India's commitments to the United Nations Convention on Child Rights (CRC) to which India is a signatory.

CIF is lobbying with private telecom service providers with support of MWCD. Vodafone and Tata Telecom have provided connectivity on a toll-free basis, Aircel and Airtel have agreed and should be connected shortly.

In the current model of CHILDLINE service, we have over 80 cities (A1, A and B type) where there are either single or multiple call centres. Each CHILDLINE call centre has two 8-digit BSNL/MTNL land lines on which calls to 1098 are terminated. These call centres can service incoming calls in the cities where they are located. Connectivity from private service providers (mobile and land line) and BSNL and MTNL mobiles to CHILDLINE 1098 has become complicated. Due to constraints of technology the incoming calls from private telecom service providers can only be terminated on one number in each telecom circle, which may be far from the location where the distressed child is calling.

In order to address this issue, as well as to raise the standards of call response, CIF has initiated a Centralised Call Centre (CCC) in Mumbai with support from Tata Consultancy Services, at their Well Spring facility in Vikhroli. With this facility, we are able to record all incoming calls, set up third party calls at the collaborative organisation, connecting the intervention team members and the caller, listen in to calls being answered by the Call Centre members and track the calls that are dropped on an hour to hour basis. This has also required us to change the functioning of our intervention teams, who are now engaged in 'direct intervention' calls and in Outreach activity. The CCC

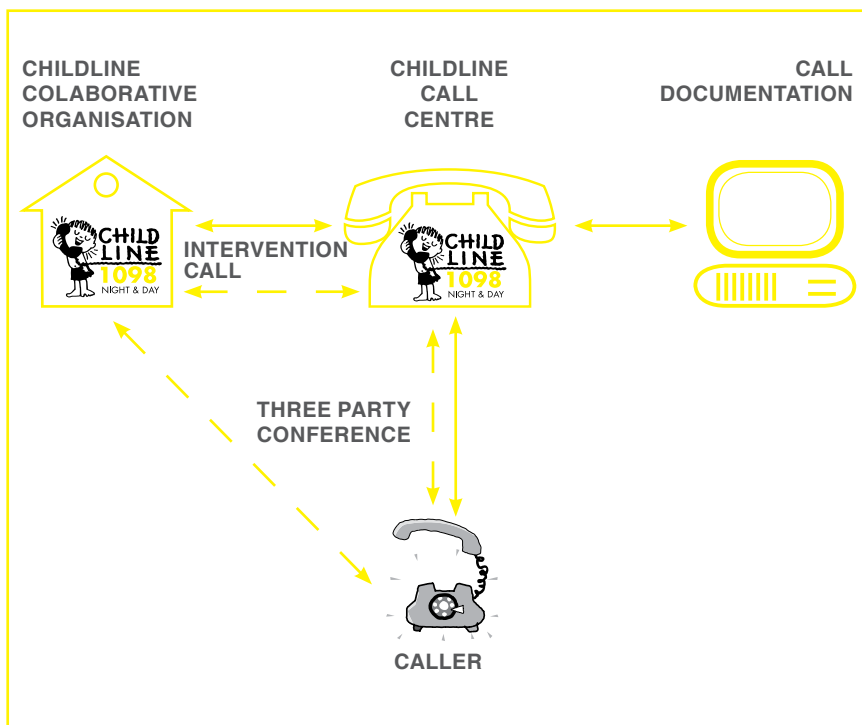
teams are trained to handle incoming calls and their entire performance is mapped out. The team includes visually impaired team members –so in a sense the CCC has opened up a new vista for such persons to directly take part in the development sector. We now see that the CCC has three ‘peak’ times for incoming calls – mostly from noon to around 8pm in the evening. In order to be able to instantly connect to the intervention team, all intervention team members have been provided mobile phones. CCC now does all case recording and follows up with intervention teams to track response to direct intervention calls.

As of March 2008, the call centre was catering to the needs of large parts of Mumbai and Thane city. It is envisaged that the services of the Centralised Call Centre will be extended to the entire West Zone and North Zone of the country by 2010. The East Zone and South Zone would be integrated subsequently out of CCC located in one city each in these zones.

### CCC : Centralised Call Centre



Attending a call at the Centralised Call Centre



The CCC Team at Vikroli, Mumbai

## Research and Documentation

As the spread and numbers of CHILDLINE locations grow, the data from all the cities help us in understanding a macro picture of child protection. The coverage of data from CHILDLINES by CIF compiling and analysing to identify trends, spread awareness, sensitise allied systems who come in contact with children are all part of activities of the team in the Policy, Research, Advocacy And Documentation (PRAD), it's department activities comprises of:

- Helping CHILDLINES in documenting data both manually and through the ChildNET software
- Compiling and analysing call trends
- Deriving qualitative data from documentation of case interventions
- Conducting research studies
- Publishing manuals and reports
- Training and capacity building of the CHILDLINE network and other NGOs

### Data Management and Trend Analysis

Voices from the children on 1098 are captured in ChildNET, the software developed by Tata Consultancy Services for CIF. The data from individual CHILDLINE centres is collated at the central server at CHILDLINE India Foundation, Constant support is provided to the cities in the form of troubleshooting, training and facilitating visits.

In addition to the ChildNET, data on the cases received are also collected through monthly reports. These data are also compiled and analysed on a continuous basis. The data, in a common format, provide important information on the profile of the child, call location, time and reason for which children call, apart from the assistance provided by the CHILDLINE team and details of the case.

The process of call classification and the intervention forms filled in by the CHILDLINE teams at the city levels is being revamped. The new system is simpler and is expected to capture the entire range of intervention and not only the first intervention. Additional columns to identify emergencies such as disaster, trafficking, etc. have been added and will benefit more children in these categories. There will also be more details and greater clarity on 'life situation' and circumstances of the children in the new system. The new version will

make the analysis easier and the second phase of ChildNET would be developed. In the last six months, the intervention forms have been discussed in the regional meets and pilot testing done.

### City Resource Bank

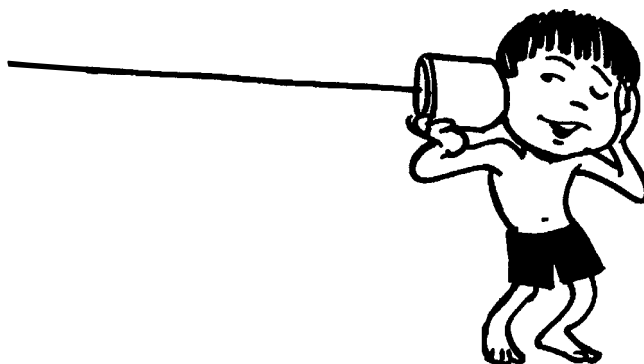
CIF undertook this process to primarily help its members, especially the Services Team and the CHILDLINE cities to get ready information on the cities where they play facilitative roles. The City Resource Bank contains city /district-wise data collected on:

- Demographic information related to the population and the children,
- Information on the marginalised children through macro/secondary data,
- Essential services/ allied systems in the city
- J.J. Act structure in the city
- CHILDLINE-specific data. This section contains all the essential CHILDLINE data: the CHILDLINE structure, call statistics, monthly reports, CHILDLINE Advisory Board reports etc.

### UNCRC reporting on child rights

CIF is actively involved in consultations and preparations for the CRC reporting. It has begun the process of spreading awareness amongst its partner organisations, prepared a questionnaire for key data on indicators of the status of child rights in the country.

CIF has been involved in UNCRC process at two levels: with the regional and state consultations at state and regional levels. Here, CIF partners are also actively involved. In addition, CIF has also been involved at the national level for Alternative Reporting processes, and is developing frameworks for information on state of children building on the vast network of CHILDLINE.





## Publications

### a. *CHILDLINE Calling: Is India Listening -*

The data compiled for the two financial years April 05 – March 06 and March 06-07 which collected and analysed in terms of national trends as well as city level data. This has been brought out in the form of a publication in August 2008.

### b. *Missing Children: Issues, Approaches and CHILDLINE perspective*

This publication is based on review of data on current practices within CHILDLINE network and at broader government - civil society organisations.

### c. *Manuals on Juvenile Justice System in India*

CIF had been involved with consultations in context of the J.J. Act in a few states. Here, a strong need was expressed by the CHILDLINES and other NGOs working with vulnerable children to understand the Act and its provisions. Hence, two publications on J.J. Act were brought out:

1. Child Protection and Juvenile Justice System for Children in need of Care and Protection, authored by Dr. Nilima Mehta. (Social worker)

2. Child Protection and Juvenile Justice System for Children in Conflict with the Law written by Mahrukh Adenwala (Lawyer).

The two authors, who prepared the two manuals for our publications, have been associated with CIF for a long time and had helped with training and legal advice.

While preparing for the two manuals, CIF also came out with a set of two posters graphically explaining the process flow of the referrals with Child Welfare Committee and with Juvenile Justice Board. The posters are published in English and nine regional languages.

### d. *Handbook on Child Protection*

CIF worked on this Child Protection Manual envisaged as a field guide for people working with children. It will contain important information on child protection that a child rights worker will find useful. It deals with child abuse, protection issues and protection risks. The manual will contain exercises for training with the stakeholders and field level staff of NGOs.



Some of our Publications

### e. Children at Risk Series

Over the past few years, the CHILDLINE Network has reported hundreds of thousands of cases of children in distress. In many cases, we come across children who are trapped in unique situations - situations that not only need to be addressed in terms of statutes but also require special interventions. Children from across the Indo-Bangladesh border, Children in Mining, Mentally Challenged Children and Children Addicted to Substance Abuse are amongst these communities. In these groups, rights of children are not only routinely abused but the solution requires cross-support from a number of agencies and ministries. We call these groups "Children at Risk". The "Children at Risk" series comprises of four publications

These publications comprise findings of original social research on specific communities of vulnerable children.

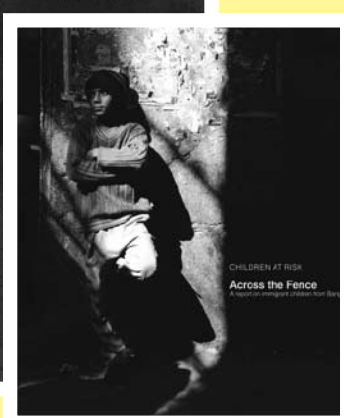
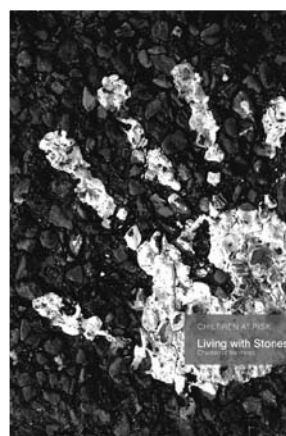
As a distress response network, the CHILDLINE 1098 toll-free nationwide service, which currently receives over two million calls a year, our objective in conducting these studies is more to facilitate the attention of organisations that work with such issues to also consider focusing attention on children impacted by these issues.

### Films

Two of the research studies are accompanied by Films, "Living with Stones – A study of Children in Mines" and "Across the Fence – Bangladeshi Immigrants. The films poignantly record the stories of these vulnerable children.

### c. Newsletters

Four issues of newsletters were brought out in the months of May 2007, November 2007, December 2007 and March 2008. They showcased some of the cases that the service has handled in the year, the various advocacy programmes initiated and current statistics.



Research Studies and Films

## Awareness and Campaigns

A key mandate of CIF is promoting the cause of Child Protection (cause equity) through Awareness and Advocacy with the wider society. This entails strengthening the image and equity of CHILDLINE (brand equity) and as well as raise resources from various public and private trusts, corporates, events, other initiatives. This involves work in diverse directions and with different media.

### CHILDLINE Awareness Campaign

A campaign was developed in association with our Creative Agency, Ogilvy and Mather, based on the new theme, "Some numbers change lives" The campaign consisted of advertisements that were targeted for release in special locations in dailies where some usual numbers appeared, such as, scores of cricket matches on sports pages, stock market indices,

weather bulletins, etc.. In addition, Bus shelter was used in Mumbai to check out the effectiveness of the campaign in outdoor media. An online campaign was conducted; essentially this involved a combination of electronic mailers, web blockers, and banners at popular web sites.

### Website

The Revamped CHILDLINE Website went online on March 31st, 2007. With funding support, the website and CIF server were upgraded. Complete with Search Engine Optimisation and Payment Gateway, it has started generating online donations. Work on the third phase of CHILDLINE Web site covering a comprehensive section on Child Protection and Child Rights has commenced, This was completed and went online from January 2008.

CHILDLINE India Foundation: Child Protection in India, Child Development in India - Mozilla Firefox

http://www.childlineindia.org.in/index-normal.html

Child Protection & Rights | CHILDLINE 1098 Service | CHILDLINE India Foundation

**CHILDLINE 1098**  
NIGHT & DAY

ABOUT US  
SUPPORT US  
CAREERS  
FAQ'S  
CONTACT US

**Juvenile Justice Board**

CHILDLINE IS INDIA'S FIRST 24- HOUR EMERGENCY PHONE OUTREACH SERVICE FOR CHILDREN IN NEED OF CARE AND PROTECTION

ANCHORAGE SHELTER CASE  
Message from Exec. Director of CHILDLINE  
more...

CHILDLINE PUBLICATIONS  
New CHILDLINE Publication  
more...

childlineindia.org.in  
Search

Watch CHILDLINE Video  
Download Section  
Add to Favourites  
Listen to the CHILDLINE Song

Play 1098 Theme

## Dosti Programmeme

An example of an effort to connect with the common man on the street, and also raise funds was The CHILDLINE Dosti programmeme, launched on August 15th in Mumbai. The programme, with a theme of “Save Money, Protect Children, and Support CHILDLINE” consisted of Rs 100 Dosti coupons, which offer discounts on consumer products for the Dosti card buyers. Benefit tie-ups with McDonald, Sweet World, Kaya Skin Clinic, The Bowling Co, Bombay Blue Restaurant, Noodle Bar Restaurant, Gili, and Shine Salon brought a host of benefits to Dosti coupon buyers. The Coupons, printed in booklets of 10 each, were being distributed in a variety of ways. A number of college volunteers were mobilised for this project. We achieved recognition by the University of Mumbai under their NSS scheme for this - making us eligible to get student volunteers for 30 hours of volunteering from all colleges in Maharashtra. Along with colleges, malls were popular venues for promoting these cards. CIF tied up with Giants international for distribution of DOSTI coupons to all their members and spread awareness on CHILDLINE with Rotaract club.

## Support from corporate sector and others

Relationships were established with several organisations including Satyam, Infosys, LandT, Citigroup, Shoppers Stop, India Bulls, and a few others. HSBC supported the Mumbai CHILDLINE 10th anniversary children’s party and Child Rights workshop, Similarly, Link Foundation have agreed to support a project in Mumbai. A number of young personnel from the corporate sector, like DeLoitte and Mphasis got involved in our Outreach programmes as Volunteers at Dharavi in Mumbai involving Puppet shows. Catholic Relief Society (CRS) funded the Need Assessment Study at Gulbarga District in Karnataka for a district model. Catholic Relief Society also supported a Children’s meet at Lucknow.

We accept the token of  
**FRIENDSHIP**

CHILDLINE  
1098  
NIGHT & DAY

Koi bachhe ko satayega  
to CHILDLINE aa jayega

FLASH  
YOUR  
CHILDLINE  
DOSTI  
COUPON

**Your support helps us grow the CHILDLINE service to reach every child in need of care and protection.**

Please present your donor card to avail of your Donor benefits.

THE CHILDLINE-DOSTI BENEFIT PARTNER

McDonald's Sweet World kaya skin clinic C P X Bombay Blue Noodle Bar Gili Shine Salon

*Dosti-An innovative fundraising and awareness campaign*

## Donor Management Software

Developed by TCS, it was installed and will help us efficiently track our donations and keep in touch with our donors.

## Direct mail tie-ups

Tie-ups with clubs, banks, credit cards, media groups, travel portals resulted in wide exposure to a different segment of society as well some fund raising.

## Nachbaliye

Fund raising and Awareness Programme: In Jan 2008, CIF successfully negotiated with Star TV to dedicate two episodes of their popular reality show, Nach Baliye to create awareness of CHILDLINE 1098. Mumbai CHILDLINE and street children participated in a two part Nachbaliye Charity Contest organised by Star Plus. The programme we spread a national mass awareness about CHILDLINE as well as raised funds. Post the telecast of the two Nach Baliye episodes; we released a campaign in mass media to be able to capitalise on the awareness created by the episodes.

## CIF's International Presence

The third Asia-Pacific meeting of child helplines, was held in Bangkok, Thailand. 64 child helpline participants from 22 countries and also representatives from different child-focused INGOs, attended this regional meeting. During the three day consultation, participants discussed several topics including fund raising, child participation, regional advocacy, and monitoring and evaluation. A visit to CHILDLINE Thailand was also included in the agenda. On the final day, country delegations discussed and presented their action points for the year 2008.

## Marathon

### a. Delhi

CIF participated in Delhi Marathon and tied up with three corporate teams - Sanofi Aventis, Oracle and HSBC. In addition, our Dream Runner, Preet Dhupar, managed to raise a substantial sum.



CHILDLINE Bacchas enjoy watching celebrities dancing on Nachbaliye, Star TV

### b. Mumbai

CIF participated in the Mumbai Marathon, achieved support from 10 corporate teams for the Corporate Challenge and 5 Dream Team runners. We were happy to receive the award for highest fund raising NGO in Mumbai Marathon!



CHILDLINE supporters-Corporates and Individuals at Delhi Marathon



From L to R, Farookh Kavarana, Mihir Doshi and Queenie Dhody, our Dream Team Runners at the Mumbai Marathon 2008



*Ms. Kajol Menon, ED receiving the prestigious resource alliance award from finance minister, Mr. Chidambaram*

### **Awards**

CHILDLINE India Foundation has been given the National award in the medium sized NGOs category by the Resource Alliance Indian NGO Award for 2007. CHILDLINE was the regional finalist from Western Region. At the national level, the award was a tie between another organisation and CIF. The process for selection took nearly three months and involved submissions, interviews, evaluations at our office, etc.

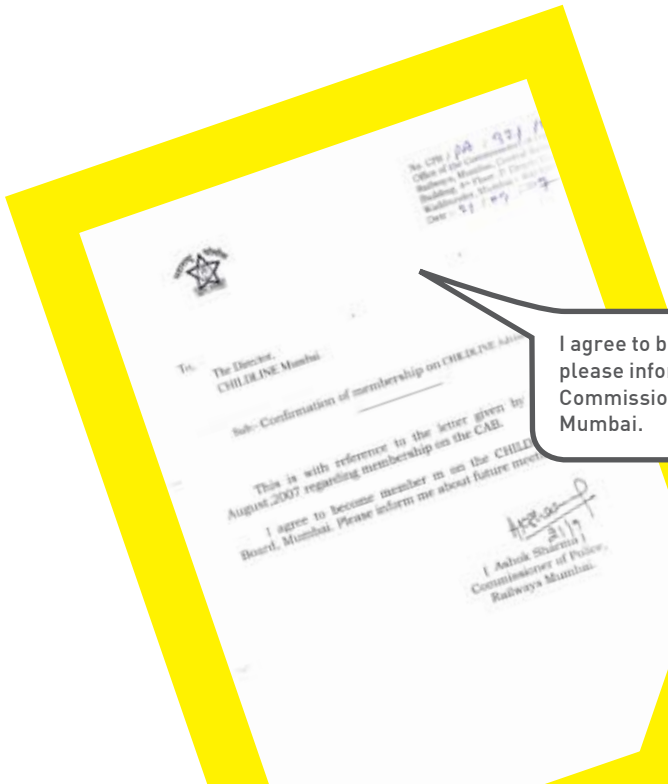
Some numbers stop here.  
Some go on to change lives.

To donate log on to [www.childlineindia.org.in](http://www.childlineindia.org.in) ● Tax benefits under Sec 80G and 35AC.



Donate for children in distress

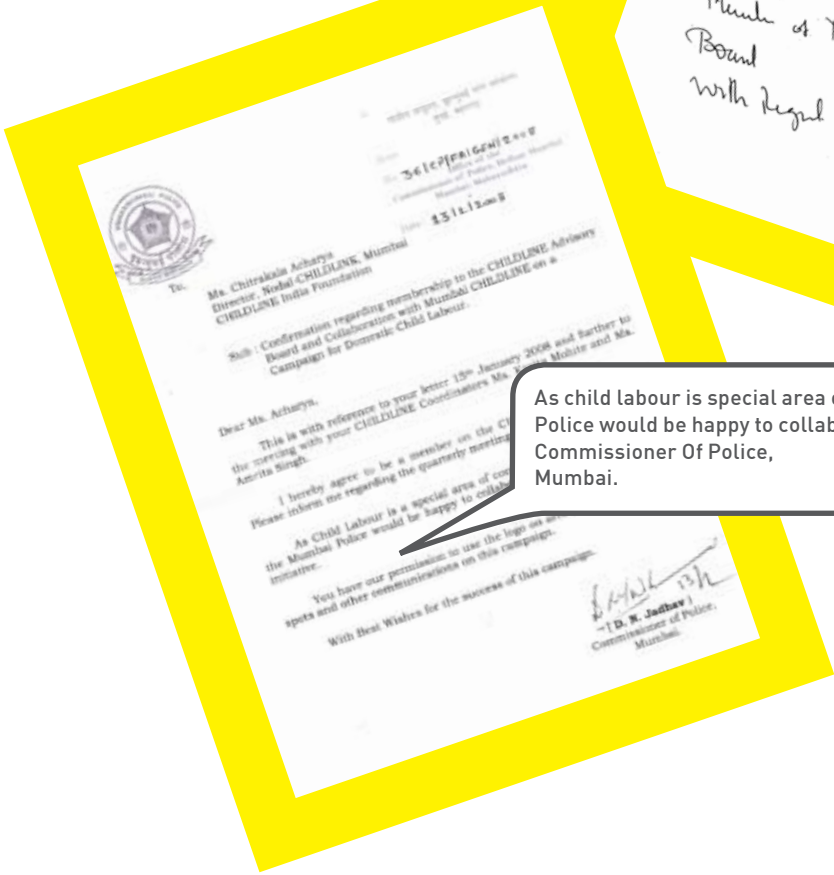
**Letters and Circulars issued by various departments of the Government of India to support the CHILDLINE service.**



I agree to become a member of the Mumbai CHILDLINE Advisory Board. please inform me about future meetings  
 Commissioner Of Police, Railways,  
 Mumbai.



I hereby confirm to become a Board Member of the CHILDLINE Advisory Board.  
 Executive Health Officer,  
 Municipal Corporation, Greater Mumbai



As child labour is special area of concern for the City of Mumbai. The Mumbai Police would be happy to collaborate to CHILDLINE on this initiative  
 Commissioner Of Police,  
 Mumbai.

*Replied to your letter dt 16/5/07  
 I confirm to become a Board  
 Member of Mumbai Childline Advisory  
 Board  
 With Regard  
 Yr  
 J. Chaudhary  
 Dr J Chaudhary*

To, Chief Secretary & Home Secretary, Government of Tripura.

In order to increase the ontheground of CHILDLINE, we seek the support of the Home department in the following ways:

1. The development of a procedure with clear roles specified for police personnel in rescue and restoration of children.
2. Support in cross border rescue and restoration especially in cases of child trafficking.
3. Ensuring that Special Juvenile Police Units as provided for under the Juvenile Justice Act are set in place in all districts.
4. Incorporating a module on Child Rights and legislations pertaining to children as a compulsory subject in the training curriculam of police personnel at all levels in the state.
5. Sensitisation programme with police personnel at perodic intervals to be facilitated by the local CHILDLINE.

Joint Secretary,  
Women & Child Development  
Ministry of Government Of India

To,Chief Secretary of all Sate Government & Union Territory Administration.

One of the ways of achieving this could be by organizing sensitization workshops on a regular basis of police paersonal at all levels with the local childline teams and NGOs working in the respective areas.  
Ministry of Home Affairs.

To, State Chief Secretary, Uttar Pradesh.

I request you to extend all required support and assistance to CHILDLINE India Foundation, for setting up the CHILDLINE service, in different cities of your states, so ensuring that CHILDLINE is effective in reaching out to children.

Secretary  
Women & Child Development  
Ministry of Government Of India



**REPORT OF AN AUDITOR RELATING TO ACCOUNTS**  
**AUDITED UNDER SUB-SECTION (2) OF SECTION 33 and 34**  
**AND RULE 19 OF THE BOMBAY PUBLIC TRUSTS ACT**

Registered No: F - 21743 (Bom)  
Name of the Public Trust : CHILDLINE India Foundation  
For the year ended 31st March, 2008

- 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 outstanding for more than one year and the amounts written off, if any; \_\_\_\_\_ Rs.2,59,767/-  
(Includes TDS  
Receivable)W/  
off: Rs.Nil.
- i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5,000/- ; \_\_\_\_\_ Yes
- 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. \_\_\_\_\_ None

Mumbai  
Dated : 24 September 2008

For S/d S.B. Billimoria  
Chartered Accountants  
Sd /-  
Chartered Accountants

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

Statement of income liable to contribution for the year ended : 31st March, 2008

Name of Public Trust : CHLDLINE India Foundation

Registered No: E - 21743 (Bom)

	Rs.	Rs.
I. Income as shown in the Income and Expenditure Account (Schedule IX) ( Excludes transfer from Earmarked Funds )		27,773,003
II. Items not chargeable to Contribution under Section 58 and Rule 32 :		
(i) Donations received from other Public Trusts and Dharmadas	-	
(ii) Grants received from Government and Local authorities	15,979,877	
(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	1,920	
(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	-	15,981,797
<b>Gross Annual Income chargeable to contribution</b>	<b>Rs.</b>	<b>11,791,206</b>

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.

Trust Address : CHLDLINE India Foundation  
2nd Floor, Nana Chowk Municipal School  
Frere Bridge Low Level, Nana Chowk  
Mumbai - 400 007

For S/d S.B. Billimoria  
Chartered Accountants  
Sd/-  
Chartered Accountants

Dated : 24 September 2008

THE BOMBAY PUBLIC TRUSTS ACT, 1950  
Name of Public Trust: CHILDLINE India Foundation  
BALANCE SHEET AS AT 31st MARCH, 2008

FUNDS and LIABILITIES	As At 31 Mar, 08	As At 31 Mar, 07
<b>Trusts Funds or Corpus:-</b>		
Balance as per last Balance Sheet	3,013,413	2,502,000
Adjustment during the year		
Add: Corpus Donations received during the year	794,200	511,413
	<b>3,807,613</b>	<b>3,013,413</b>
<b>Other Earmarked Funds:-</b>		
Depreciation Fund	-	-
Sinking Fund	-	-
Reserve Fund	-	-
<b>Other Earmarked Funds (Schedule 'A')</b>	26,267,491	29,069,348
	<b>26,267,491</b>	<b>29,069,348</b>
<b>Unrestricted Reserve Fund As per last account</b>	<b>2,398,181</b>	<b>2,398,181</b>
<b>GOI - Block Grant:-</b>		
As per last account	14,222,364	-
Add: Received during the year	47,635,327	50,117,334
Less: Paid to the Organisations for 2005-06	-	5,321,491
Less: Paid to the Organisations for 2006-07	7,461,192	30,561,950
Less: Paid to the Organisations for 2007-08	54,331,763	-
Less: Bank Charges / Postage	11,306	11,529
	<b>53,430</b>	<b>14,222,364</b>
<b>GOI - Tsunami Relief:-</b>		
As per last account	611,141	611,141
Add: Received during the year	-	-
Less: Transfer to Income and Expenditure A/c	-	-
	<b>611,141</b>	<b>611,141</b>
<b>Balance C/f</b>	<b>33,137,856</b>	<b>49,314,447</b>

PROPERTIES and ASSETS	As At 31 Mar, 08	As At 31 Mar, 07
<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:-</b>		
<b>GOI 8% Savings (Taxable) Bonds 2003</b>	2,400,000	2,400,000
	<b>2,400,000</b>	<b>2,400,000</b>
<b>Fixed Assets:-</b> <b>(Schedule 'B')</b>		
Balance as per last Balance Sheet	806,046	722,079
Additions during the year	658,560	232,065
Less: Disposals / Adjustments during the year	-	21,321
Less: Depreciation for the Year	175,363	126,777
	<b>1,289,243</b>	<b>806,046</b>
<b>Loans (Secured or Unsecured):-</b> <b>Good/ doubtful</b>		
Loans Scholarships	-	-
Other Loans	-	-
<b>Balance C/f</b>	<b>3,689,243</b>	<b>3,206,046</b>

THE BOMBAY PUBLIC TRUSTS ACT, 1950  
Name of Public Trust: CHILDLINE India Foundation  
BALANCE SHEET AS AT 31st MARCH, 2008

FUNDS and LIABILITIES	As At 31 Mar, 08	As At 31 Mar, 07
<b>Balance B/d</b>	<b>33,137,856</b>	<b>49,314,447</b>
<b>NISD</b>		
As per last account	674,454	770,168
Add: Received during the year	-	2,793,580
Less: Transfer to Income and Expenditure A/c	649,576	2,889,294
	<b>24,878</b>	<b>674,454</b>
<b>NIPCCD</b>		
As per last account	386,880	
Received during the year	355,373	
Less: Transfer to Income and Expenditure A/c		
	<b>31,507</b>	
<b>Liabilities:-</b>		
For Expenses	-	-
For Advances	-	-
For rent and other deposits	-	-
For TDS on Contractor	-	-
For Sundry Credit balance	-	46,003
<b>Income and Expenditure Account:-</b>		
Balance as per last Balance Sheet	10,530,254	2,121,830
Add: Surplus for the Year	11,652,953	8,408,424
	<b>22,183,207</b>	<b>10,530,254</b>
<b>Balance C/f</b>	<b>55,377,448</b>	<b>60,565,158</b>

PROPERTIES and ASSETS	As At 31 Mar, 08	As At 31 Mar, 07
<b>Balance B/d</b>	<b>3,689,243</b>	<b>3,206,046</b>
<b>Advances/Deposits:-</b>		
To Trustees	-	-
To Employees	101,276	111,398
To Contractors	-	-
To Lawyers	-	-
<b>To Others / Deposits (Schedule 'C')</b>	<b>1,644,898</b>	<b>2,797,987</b>
	<b>1,746,174</b>	<b>2,909,385</b>
<b>Income Outstanding:-</b>		
Rent	-	-
Interest Accrued	673,139	260,644
Other Income	-	-
Debit Balance in Earmarked Fund - Plan International	577,106	-
Income Tax Recoverable	172,510	57,358
	<b>1,422,755</b>	<b>318,002</b>
<b>Cash and Bank Balances:-</b>		
<b>(a) In Current Account with</b>		
State Bank of India a/c no. 10271085946	1,273,106	3,219,438
State Bank of India a/c no.10271086064	3,467,219	22,248,403
State Bank of India a/c no.10066940273	3,752,575	122,575
	<b>8,492,900</b>	<b>25,590,416</b>
<b>In Saving accounts with</b>		
ICICI Bank a/c no. 000401148565 (Kolkata)	19,792	20,384
ICICI Bank a/c no. 000401148566 (Delhi)	34,955	16,468
ICICI Bank a/c no. 000401148567 (Chennai)	914	23,268
AXIS Bank a/c no. 465010100017499	25,000	-
	<b>80,661</b>	<b>60,120</b>
<b>In Saving accounts with</b>		
ICICI Bank (Quantum Optima) a/c no. 000401123643	7,154,150	5,692,376
	<b>7,154,150</b>	<b>5,692,376</b>
<b>Cash Bank Balance C/f</b>	<b>15,727,711</b>	<b>31,342,912</b>
<b>Balance C/f</b>	<b>6,858,172</b>	<b>6,433,433</b>

THE BOMBAY PUBLIC TRUSTS ACT, 1950  
Name of Public Trust: CHILDLINE India Foundation  
BALANCE SHEET AS AT 31st MARCH, 2008

<b>FUNDS and LIABILITIES</b>	<b>As At 31 Mar, 08</b>	<b>As At 31 Mar, 07</b>
<b>Balance B/d</b>	<b>55,377,448</b>	<b>60,565,158</b>
<b>Total</b>	<b>55,377,448</b>	<b>60,565,158</b>

PROPERTIES and ASSETS	As At 31 Mar, 08	As At 31 Mar, 07
<b>Balance B/d</b>	<b>6,858,172</b>	<b>6,433,433</b>
<b>Cash Bank Balance B/d</b>	<b>15,727,711</b>	<b>31,342,912</b>
(b) In Fixed Deposit account with State Bank of India	27,740,000	22,740,000
with ICICI Bank	5,000,000	-
	32,740,000	22,740,000
(c) Cash in hand With the Trustee	-	-
With the manager	51,565	38,813
Imprest	-	10,000
	51,565	48,813
<b>Total of Cash and Bank</b>	<b>48,519,276</b>	<b>54,131,725</b>
<b>Total</b>	<b>55,377,448</b>	<b>60,565,158</b>

Income Outstanding:

(If accounts are kept on cash basis)

Rent

Interest

Other Income

Total

-

-

As per our report of even date  
S/d S.B.Billimoria and Co.  
Chartered Accountants  
Mumbai  
Dated: 24 Sept 2008S/d Nawshir Mirza  
Trustee



Name of Public Trust: CHILDLINE India Foundation  
Income and Expenditure for the year ending 31st, March 2008

EXPENDITURE	1st April 07 to 31st March 08	1st April 06 to 31st March 07
<b>To Expenditure in respect of properties:</b>	-	-
Rates, Taxes, Cesses	-	-
Repairs and maintenance	-	-
Salaries	-	-
Insurance	-	-
Depreciation (by way of provision of adjustments)	-	-
Other Expenses	-	-
<b>To Establishment Expenses</b>	<b>1,374,119</b>	<b>870,357</b>
<b>To Remuneration To Trustees</b>	-	-
<b>To Remuneration (in the case of a math) to the head of the math, including his household expenditure, if any.</b>	-	-
<b>To Legal Expenses and Professional Fees</b>	<b>432,185</b>	<b>243,581</b>
<b>To Audit Fees</b>	-	-
<b>To Contribution and Fees</b>	<b>136,231</b>	<b>117,908</b>
<b>To Amount written off:</b>		
(a) Bad Debts	-	-
(b) Loan Scholarship	-	-
(c) Irrecoverable Rents	-	-
(d) Other Items (Advance)	-	20,000
	-	20,000
<b>To Miscellaneous Expenses</b>	<b>88,470</b>	<b>56,004</b>
<b>To Depreciation</b>	<b>175,363</b>	<b>126,777</b>
	<b>2,206,368</b>	<b>1,434,627</b>

INCOME	1st April 07 to 31st March 08	1st April 06 to 31st March 07
<b>By Rent</b>	-	-
<b>By Interest</b>		
On Security (GOI 8% Saving Bond 2003)	192,000	192,000
On Loans	-	-
On Refund on Income Tax A.Y.2005-06	-	869
On Bank and Fixed Deposit	2,711,277	1,744,342
	<b>2,903,277</b>	<b>1,937,211</b>
<b>By Dividend</b>		
<b>By Donations in Cash or Kind (Schedule 'E')</b>	-	-
	1,890,144	2,043,822
<b>By Grants (Schedule 'F')</b>	15,979,877	9,257,151
<b>By Income from other sources_</b>	200,000	-
Award	6,567,814	2,263,351
Fund raising event (net)	134,000	2,831
Birthday Party	-	9,817
Tsunami Relief Work	-	86,006
Telemarketing Donation	-	254,348
National Child Participation Workshop, Mumbai	-	143,934
Direct Mail Campaign	-	53,337
United Way - Staff Review Meet	27,987	16,865
Sundry Receipts		
	<b>6,929,801</b>	<b>2,830,489</b>
By Sundry Credit Balance Written Back	46,003	-
By Earmarked Donation Balance Written Back	23,901	-
<b>Balance C/f</b>	<b>27,773,003</b>	<b>16,068,673</b>

Name of Public Trust: **CHILDLINE India Foundation**  
Income and Expenditure for the year ending 31st, March 2008

<b>EXPENDITURE</b>	<b>1st April 07 to 31st March 08</b>	<b>1st April 06 to 31st March 07</b>
	<b>2,206,368</b>	<b>1,434,627</b>
<b>To Amount transferred to Earmarked Funds</b>	-	-
<b>To Loss on sale of Fixed Asset</b>	-	<b>21,321</b>
<b>To Expenditure on Objects of the Trust</b>		
(a) Religious	-	-
(b) Educational	-	-
(c) Medical Relief	-	-
(d) Relief of Poverty	-	-
(e) Other Charitable Objects (Schedule 'D')	33,972,302	26,554,412
	<b>33,972,302</b>	<b>26,554,412</b>
<b>To Surplus carried over to Balance Sheet</b>	<b>11,652,953</b>	<b>8,408,424</b>
<b>Total</b>	<b>47,831,623</b>	<b>36,418,784</b>

<b>INCOME</b>	<b>1st April 07 to 31st March 08</b>	<b>1st April 06 to 31st March 07</b>
<b>Balance B/d</b>	<b>27,773,003</b>	<b>16,068,673</b>
<b>By Transfer from Earmarked Funds</b>		
Schedule 'A'	19,053,671	17,460,817
National Institute of Social Defence	649,576	2,889,294
NIPCCD	355,373	-
	<b>20,058,620</b>	<b>20,350,111</b>
<b>By Deficit carried over to Balance Sheet</b>	-	-
<b>Total</b>	<b>47,831,623</b>	<b>36,418,784</b>

As per our report of even date  
S/d S.B.Billimoria and Co.  
Chartered Accountants  
Mumbai  
Dated: 24 Sept 2008

S/d Nawshir Mirza  
Trustee

RECEIPT	Total
<b>Opening Balances</b>	38,813
Cash	10,000
Imprest	22,248,402
SBI D. N. Road A/c 10271086064	3,219,438
SBI D. N. Road A/c 10271085946	122,575
SBI Hughes Road A/c 10066940273	5,692,376
ICICI Bank - Mahalaxmi	20,384
ICICI Bank - Kolkata	16,468
ICICI Bank - Delhi	23,268
ICICI Bank - Chennai	22,740,000
SBI Fixed Deposits	794,200
Corpus Donation	47,635,327
Block Grant for Partner Organisations	386,880
NIPCCD Grant	13,257,174
Repayment of Advances	132,020
Awards	15,979,877
Grant	16,041,782
Earmarked Fund	1,890,144
Donation	2,022,002
Interest	160,964
Interest on GOI 8% Saving Bond	6,567,814
Fund Raising Event	134,000
Birthday Party	27,986
Sundry Receipts	260,644
Interest accrued of previous year	1,240
NISD NICP Refund	
	<b>159,423,778</b>

<b>PAYMENT</b>	<b>Total</b>
Fixed Assets	658,560
Deposit for water	925
Rental Deposit	90,000
Establishment Expenses	1,374,119
Legal and Professional Fees	432,185
Contribution and Fees	136,231
Miscellaneous Expenses	88,470
Expenditure on Object of the Trust	33,972,302
Block Grant	
2006-07	7,461,192
2007-08	54,331,763
Bank Charges / Postage	11,306
Capital Purchase from Earmarked Funds	343,172
Advance for Expenses	12,004,277
<b>Closing Balances</b>	
Cash	51,565
SBI D. N. Road A/c 10271086064	3,467,219
SBI Hughes Road A/c 10066940273	3,752,575
SBI D. N. Road A/c 10271085946	1,273,106
ICICI Bank - Mahalaxmi	7,154,150
Axis Bank	25,000
ICICI Bank - Kolkata	19,792
ICICI Bank - Delhi	34,955
ICICI Bank - Chennai	914
SBI Fixed Deposits	27,740,000
ICICI Bank Fixed Deposits	5,000,000
	<b>159,423,778</b>

As per our report of even date  
S/d S.B.Billimoria and Co.  
Chartered Accountants  
Mumbai  
Dated: 24 Sept 2008

S/d Nawshir Mirza  
Trustee

Name of Public Trust: CHILDLINE India Foundation  
Schedule forming part of account as at 31st March, 2008  
**SCHEDULE 'A'**  
**OTHER EARMARKED FUND**

Name of Other Earmarked Funds	Years	Opening Balance (1.4.07)	Add: Received during year	Less: Capital Expenditure	Less: Transfer to Income and Expenditure A/c	Less: Written Back	Add: Transfer to Balance Sheet	Closing Balance (31.3.08)
		Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Revolving Fund	2007-08	10,000,000	-	-	-	-	-	10,000,000
	2006-07	10,000,000	-	-	-	-	-	10,000,000
ARIES Innovative Project	2007-08	48,133	-	-	1,000	-	-	47,133
	2006-07	51,208	-	-	3,075	-	-	48,133
AGFUND Award	2007-08	4,127,886	-	-	190,919	-	-	3,936,967
	2006-07	4,305,031	-	-	177,145	-	-	4,127,886
Catholic Relief Service for Lucknow CP Meet	2007-08	24,076	-	-	17,836	-	-	6,240
	2006-07	-	66,422	-	42,346	-	-	24,076
Catholic Relief Service for Gulbarga Needs Assessment Study	2007-08	39,531	-	-	39,021	-	-	510
	2006-07	-	39,531	-	-	-	-	39,531
Cancer Patient	2007-08	-	-	-	-	-	-	-
	2006-07	2,115	-	-	2,115	-	-	-
CandA Mode KG Grant for Agartala Shelter Enhancement	2007-08	951,272	-	-	420,051	-	-	531,221
	2006-07	-	951,272	-	-	-	-	951,272
CHILDLINE - Mumbai Education Fund	2007-08	30,000	-	-	2,500	-	-	27,500
	2006-07	30,000	-	-	-	-	-	30,000
CIF Decennial Activities	2007-08	16,574	-	-	-	-	-	16,574
	2006-07	102,051	-	-	85,477	-	-	16,574
HSBC - for Decennial Party	2007-08	23,901	-	-	-	23,901	-	-
	2006-07	-	296,746	-	272,845	-	-	23,901
Purchase of Capital Equipment	2007-08	373,756	-	-	-	-	-	373,756
	2006-07	543,756	-	170,000	-	-	-	373,756
Earmarked for CHILDLINE (Mumbai)	2007-08	3,076	-	-	3,076	-	-	-
	2006-07	-	3,076	-	-	-	-	3,076
GIVE INDIA - i) Children Emergency and Rehabilitation	2007-08	-	259,649	-	2,600	-	-	257,049
ii) Responding to Children in Distress	2007-08	-	97,144	-	-	-	-	97,144
iii) Sensitisation Initiative for Child Protection	2007-08	-	12,030	-	-	-	-	12,030
	2006-07	-	-	-	-	-	-	-
HDFC - for Childline Goa	2007-08	67,687	-	-	67,687	-	-	-
	2006-07	768,600	-	-	700,913	-	-	67,687
HDFC - for capital Purchases	2007-08	-	-	-	-	-	-	-
	2006-07	-	270,000	-	270,000	-	-	-

Name of Other Earmarked Funds	Year	Opening Balance (1.4.07)	Add: Received during year	Less: Capital Expenditure	Less: Transfer to Income and Expenditure A/c	Less: Written Back	Add: Transfer to Balance Sheet	Closing Balance (31.3.08)
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
HDFC - for Childline Amravati	2007-08	102,587	209,430	-	167,236	-	-	144,781
	2006-07	-	209,430	-	106,843	-	-	102,587
HDFC - for Website Development	2007-08	123,565	377,270	172,671	328,164	-	-	-
	2006-07	-	377,270	197,375	56,330	-	-	123,565
HDFC - for 'Head' Salary	2007-08	-	600,000	-	-	-	-	600,000
	2006-07	-	-	-	-	-	-	-
Hope Foundation for ChildNET Training (East)	2007-08	113,302	-	-	99,042	-	-	14,260
	2006-07	-	113,302	-	-	-	-	113,302
JandJ - City Awareness Activities and Capital Expenditure	2007-08	2,284,580	-	-	1,649,112	-	-	635,468
	2006-07	1,834,568	2,031,776	-	1,581,764	-	-	2,284,580
Lupin Labs for Telemarketing	2007-08	133,476	-	-	133,476	-	-	-
	2006-07	-	285,000	-	151,524	-	-	133,476
Govt. of Kerala - Earmarked for Kerala CL	2007-08	9,402	1,568,864	36,450	407,645	-	-	1,134,171
	2006-07	10,083	-	-	681	-	-	9,402
Plan International	2007-08	646,096	8,873,942	-	10,097,144	-	577,106	-
	2006-07	1,888,046	8,562,804	55,932	9,748,822	-	-	646,096
Stitching K. Netherland	2007-08	996,934	-	-	994,130	-	-	2,804
	2006-07	1,170,551	845,080	-	1,018,697	-	-	996,934
SARIQ for CHILDLINE - Goa	2007-08	141,058	-	-	58,586	-	-	82,472
	2006-07	263,424	479,649	-	602,015	-	-	141,058
SDTT for CHILDLINE - Bihar	2007-08	5,176,402	3,630,000	100,526	4,067,521	-	-	4,638,355
	2006-07	-	6,290,000	231,650	881,948	-	-	5,176,402
Tsunami Relief	2007-08	3,636,054	-	-	306,925	-	-	3,329,129
	2006-07	4,530,405	735,000	-	1,629,351	-	-	3,636,054
United Way India for Capital Expenditure	2007-08	-	79,927	-	-	-	-	79,927
	2006-07	-	-	-	-	-	-	-
UWM - Purchase of Computer	2007-08	-	33,525	33,525	-	-	-	-
	2006-07	-	-	-	-	-	-	-
UWI - for PR Personnel	2007-08	-	-	-	-	-	-	-
	2006-07	96,926	-	-	96,926	-	-	-
UWM - for Delhi RRC	2007-08	-	-	-	-	-	-	-
	2006-07	-	300,000	268,000	32,000	-	-	-
Pirojsha Godrej Foundation - for upgradation of Server	2007-08	-	300,000	-	-	-	-	300,000
	2006-07	-	-	-	-	-	-	-
<b>TOTAL</b>	2007-08	29,069,348	16,041,781	343,172	19,053,671	23,901	577,106	26,267,491
Total Previous Year	2006-07	25,596,764	21,856,358	922,957	17,460,817	-	-	29,069,348



Name of Public Trust: CHILDLINE India Foundation  
Schedules forming part of accounts as at March 31, 2008  
**SCHEDULE 'B'**  
**Fixed Assets**

(In Rupees)

Assets	Gross Block				Depreciation				Net Block
	As at April 01, 2007	Additions during the year	Disposals during the year	As at March 31, 2008	Upto April 01, 2007	Additions during the period	Upto March 31, 2008	As at March 31, 2008	As at March 31, 2007
<b>Furniture and Fixtures (10%)</b>	847,717	309,704	-	1,157,421	578,744	31,464	610,208	547,213	268,974
<b>Computer (60%)</b>	2,845,694	277,563	-	3,123,257	2,804,882	63,479	2,868,361	254,896	40,812
<b>Office Equipment (15%)</b>	1,002,445	71,293	-	1,073,738	506,184	80,420	586,604	487,134	496,260
<b>Total</b>	<b>4,695,856</b>	<b>658,560</b>	<b>-</b>	<b>5,354,416</b>	<b>3,889,810</b>	<b>175,363</b>	<b>4,065,173</b>	<b>1,289,243</b>	<b>806,046</b>
<b>Previous Year</b>	<b>4,485,112</b>	<b>232,065</b>	<b>21,321</b>	<b>4,695,856</b>	<b>3,763,033</b>	<b>126,777</b>	<b>3,889,810</b>	<b>806,046</b>	

Name of Public Trust: CHILDLINE India Foundation  
Schedules forming part of accounts as at March 31, 2008  
SCHEDULE 'C'

ADVANCES / DEPOSITS	As At March 31, 2008 Rs.	As At March 31, 2007 Rs.
<b>1. Advances</b>		
<b>Others</b>		
<b>Awareness and Advocacy</b>		
i) For BT Trek	-	1,000
ii) Waves Music Album	-	11,452
<b>RRC for expenses</b>	107,291	90,913
<b>Services</b>		
i) Partner Organisation	22,500	-
ii) City Level Salaries	30,000	30,000
<b>GOI</b>		
i) Administration	3,000	4,000
ii) Awareness and Advocacy	72,000	-
iii) Central Call Centre	15,000	-
iv) Services	29,631	3,951
v) Preparatory (In-house Training)	-	25,000
vi) Preparatory (Research Work)	30,000	30,000
vii) Need Assessment Study	10,000	-
<b>AGFUND</b>		
i) Services	-	104,943
ii) Services City Level Expenses	-	170,460
iii) Services City Level Salary	-	129,600
<b>HDFC - Amravati CHILDLINE</b>	-	25,000
<b>HSBC CIF 10th year Birthday Party</b>	-	150
<b>Johnson and Johnson Purchase of Capital Assets for City</b>	-	49,414
<b>NISD NICP</b>	47,319	163,974
<b>NIPCCD NICP</b>	181,050	-
<b>SDTT Earmarked for Bihar CL</b>	330,395	1,342,352
<b>State Govt. of Karalla - Earmarked for Karalla CL</b>	55,000	4,000
<b>Canda Anwasha Child Shelter Home - Agartala</b>	408,250	-
<b>Child Helpline International - Travel</b>	-	-
<b>Plan International</b>		
i) Tsunami Relief Work City level	40,000	40,000
ii) Kolkatta RRC Expenses	-	25,000
iii) National Child Protection Research Centre - Publication	-	17,117
iv) National Child Protection Capacity Building workshop	-	76,000
v) City Level	-	50,500
vi) National Child Protection Research Centre - Research	-	44,896
vii) National Child Protection Research Centre - Research for Children at Risk	-	108,700
viii) Network and Campaign Cell	-	77,028
	<b>1,381,436</b>	<b>2,625,450</b>
<b>2. Deposits</b>		
Post Office for Business Reply Card	500	500
<b>Rental Deposit</b>		
i) GOI - for office (BMC)	2,700	2,700
ii) GOI - for RRC	63,000	63,000
iii) General - for RRC	110,000	20,000
iv) SDTT - for Bihar	13,000	13,000
Deposits for Electricity (BMC)	2,287	2,287
<b>Telephone Deposit</b>		
i) For RRC	3,500	3,500
ii) For Leaseline	55,000	55,000
iii) For Cell Phone	7,000	7,000
Sundry Deposit	4,000	4,000
Mineral water	2,125	1,200
Gas Connection	350	350
	<b>263,462</b>	<b>172,537</b>
<b>TOTAL (1 + 2)</b>	<b>1,644,898</b>	<b>2,797,987</b>

**Name of Public Trust: CHILDLINE India Foundation**  
**Schedules forming part of accounts as at March 31, 2008**  
**SCHEDULE 'D'**

	April 1, 2007 to March 31, 2008 Rs.	April 1, 2006 to March 31, 2007 Rs.
<b>SCHEDULE 'D'</b>		
<b>Other Charitable Objects</b>		
* Salaries/ Honorarium / Exgratia (Refer Note)		
Awareness and Advocacy	4,335,543	3,626,740
CLB - Activities	102,158	186,022
CLF 10th Year Party Expenses	51,140	56,597
Cancer Patients Aid Expenses	-	85,477
Director Workshop Expenses	-	2,115
Direct Mail Campaign Expenses	181,195	-
Direct Online Campaign Expenses	-	22,503
Governing Board Meeting Expenses	23,418	-
National Child Participation Workshop expenses	51,672	64,201
Professional Charges - Services	-	173,576
Preparatory / Monitoring Expenses	-	6,500
Staff Induction Programmeme expenses	96,514	164,515
Street Children Scheme - Inspection Charges	-	95,777
CHILDLINE Birthday Party 2007	57,912	209,894
General Expenses	100,824	-
Staff Review Meet Expenses	116,910	60,447
GOI Staff Review Meeting	90,244	121,874
GOI Awareness and Advocacy	159,870	-
GOI Centralised Call Centre Expenses	4,004,224	-
GOI Research and Documentation	875,416	-
GOI Services Expenses	1,506,169	-
NISD NICP Workshop	1,274,179	1,130,271
NIPCCD NICP Workshop	649,576	-
NISD Partnership Meet	355,373	-
NISD NICP and Task Force Meet Expenses	191,192	-
	614,892	2,889,294
<b>Earmarked Expenses</b>		
CLB Education Project	2,500	-
CLB Expenses	3,076	-
General Tsunami Relief Work (Refer Note)	137,344	868,117
Empowerment (AIRES) Innovative Project	1,000	3,075
AGFUND - City Level Activities	190,919	177,145
CandA Anwasha Child Shelter Home - Agartala	420,051	-
Child Helpline International - Travel Expenses	80,210	10,012
Catholic Relief Services Child Participation Meet - Lucknow	17,836	42,346
CRS - Need Assessment Study, Gulbarga	39,021	-
Give India Emergency and Rehabilitation	2,600	-
HDFC - Website Development (Refer Note)	328,164	56,330
HDFC - Earmarked for Amravati	167,236	106,843
HDFC - Earmarked for Goa	67,687	700,913
HDFC - Earmarked expenses for capital purchase	-	280,789
HSBC - CHILDLINE MUMBAI Birthday Party	-	272,845
Hope Foundation - ChildNET Training Kolkata	99,042	-
Johnson and Johnson Awareness Activities and Capital Expenditure	1,649,112	1,581,764
Lupin Lab - Earmarked for Telemarketing	133,476	151,524
Plan International (Refer Note)	10,097,144	9,748,822
Tsunami Relief work Expenses Plan International (Refer Note)	-	761,234
United Way - Earmarked expenses for Delhi RRC	-	32,000
United Way - Earmarked expenses for Chennai RRC	-	7,852
United Way - Awareness and Advocacy expenses	-	96,926
SDTT Earmarked for Bihar CHILDLINE (Refer Note)	4,067,521	881,948
State Govt of Kerela Preparatory Services	407,645	681
SARIQ - Goa CHILDLINE Expenses	58,586	602,015
SKN - Awareness and Advocacy Activities	994,130	1,018,697
Tsunami Relief Expenses (Refer Note)	169,581	-
Tsunami Relief Expenses (Chennai)	-	204,876
Telecounselling Workshop - Kolkata	-	51,855
<b>Total</b>	<b>33,972,302</b>	<b>26,554,412</b>

Note 1: Includes an amount of Rs.18,53,813/- (Previous Year Rs.17,57,164/-) paid to consultants, accountant and administrative staff which in the view of the management is incurred towards charitable objects.

**SCHEDULE 'E'**

	<b>April 1, 2007 to March 31, 2008 Rs.</b>	<b>April 1, 2006 to March 31, 2007 Rs.</b>
<b>DONATIONS IN CASH OR KIND</b>		
Donation for CLB	1,000	-
General Donation	1,889,144	2,043,822
<b>Total</b>	<b>1,890,144</b>	<b>2,043,822</b>
<b>SCHEDULE 'F'</b>		
<b>Grants</b>		
Government of India -CIF	15,747,500	9,036,694
Government of India -CLB	232,377	220,457
<b>Total</b>	<b>15,979,877</b>	<b>9,257,151</b>

**Name of Public Trust: CHILDLINE India Foundation**  
**Schedules forming part of accounts as at March 31, 2008**  
**SCHEDULE 'G'**

**NOTES TO ACCOUNTS**

**Significant Accounting Policies:**

1. 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.
2. 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.
3. Depreciation is charged at the following rates:

Computer	:	60%
Office Equipment	:	15%
Furniture and Fixtures	:	10%

Assets less than Rs.5,000/- are charged to revenue expenditure.

4. Donations received for restricted revenue funds will be taken to the 'Funds and Liabilities' in the Balance Sheet. Expenditure incurred towards charitable objects 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 towards purchase of fixed assets for Childline India Foundation, if any, will be debited to the earmarked fund.

S/d S.B.Billimoria and Co.  
Chartered Accountants  
Mumbai  
Dated: 24 September, 2008

## 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. Visions and Impact

#### *Principle:*

- The organisation be able to state what it is aiming to do and that it can also state achievement related to its Aim/Vision/Purpose/Objectives
- A shared vision / purpose / objective is articulated beyond the registration documents (√)

#### *Impact /Achievement/out put /Performance*

- The organisation has defined indicator, which will measure its performance against its stated objectives (√)

### 3. Governance

#### *Principles:*

- The organisation is committed to and practice good governance specially because voluntary organisation draws 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 (√)
  - 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 6)
- Minutes of Board Meetings are documented and circulated (√)
- A Board Rotation Policy exists and is practiced (√)
- The board approves programmemes, budgets, annual activity reports and audited financial statements
- The Board ensures the organisation's compliance with laws and regulations (√)

### 4. Operations

#### *Principles:*

- The organisation must conduct its Programmemes and Operations efficiently and effectively in the public interest

### *Programme*

- Activities to be in line with vision /purpose/objectives of the organisation (√)

### *Management*

- Appropriate systems be in places for:
  - Periodic programmeme 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**

### *Principles:*

- Organisations be accountable and transparent to internal and external stakeholders

### *Accountability:*

- Signed audited statement are available: balance sheet, income and expenditure statement, receipts and payments account, schedules to these, notes on account and the statutory auditor's report (√)

### *Transparency*

- The organisation's Annual Reports be disseminated/ communicated to key stakeholders and available on request every year with in 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 members (√)
- The distribution of staff according to salary levels must be disclosed in the annual report (√)

## Disclosures as per Credibility Alliance Norms

### Origin and brief history of the organisation

CHILDLINE – 1098 is the first and only emergency tele - help line service for children in need of care and protection. Since its inception in 1996, CHILDLINE today rings in 68 cities across the nation responding to a wide array of needs of children, ranging from medical assistance, shelter, rescue, repatriation/restoration, sponsorship, death related to emotional support and guidance. CHILDLINE, is a unique model of networking partnership between Government Departments, Department of Telecommunications, Academic Institutions, NGOs, Corporate sector, concerned individuals and of course the children. CHILDLINE India Foundation is the central agency responsible for initiating, implementing and monitoring the CHILDLINE services and undertaking research, documentation, awareness, and advocacy in the area of child protection. CHILDLINE India Foundation also undertakes the initiation of specialized innovative need based services based on trends emerging from analysis of calls.

### 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. No – 022 2384 1098, 022 2388 1098  
Fax. No – 022 2381 1098  
Email: dial1098@childlineindia.org.in  
Website: www.childlineindia.org.in

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

### Name and Address of main Bankers

- State Bank of India, D.N. Road Branch, Fort, Mumbai – 400 001
- ICICI, Ground Floor, Zenith House, Keshavrao Khadye Marg, Mahalaxmi, Mumbai - 400 034

### Name and Address of Auditors

Ms. S.B Billimoria and Co.  
Chartered Accountants, 12, Dr. Annie Besant Road,  
Opp. Shiv Sagar Estate, Worli, Mumbai – 400 018

### Reimbursements to Board members/Trustees/Shareholders

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

No.	Name	Positions	Salary (P.A.)
1.	Mr Anil Kumar Garg	Chairperson	Nil
2.	Ms. Pradeep Bolina	Member	Nil
3.	Mr. R. C. Misra	Member	Nil
4.	Mr. K. Biswal	Member	Nil
5.	Mr Johny Joseph	Member	Nil
6.	Mr. Farrokh Kavarana	Treasurer	Nil
7.	Mr. F. C. Kohli	Member	Nil
8.	Mr. Piyush Pande	Member	Nil
9.	Dr. Parasuraman	Member	Nil
10.	Dr. (Ms) Armaity Desai	Member	Nil
11.	Mr. Nawshir Mirza	Member	Nil
12.	Ms. Jeroo Billimoria	Member	Nil

### Distribution of staff according to salary levels

Gross Salary including benefits to staff	Male	Female	Total
Below 5000	2	0	2
5000-10000	5	8	13
10000-25000	13	10	23
25000-50000	1	1	2
50000-100000	0	0	0
Above 100000	0	0	0
Total	21	19	40

Head of the organisation: Rs. 46000/- p m (including honorarium)

Highest paid Full Time regular staff: Rs. 46000/- p m

Lowest paid Full Time regular staff: Rs. 3400/- p m

### Total national visits by all staff during the reporting period

148 total visits were undertaken to various CHILDLINE cities resulting in a total expense of Rs.1274179/-

### Total international visits by all staff during the reporting period

During the year the staff made 5 international visits to Jakarta, Bangkok, London and Amsterdam. Donors sponsored all travel expenses of staff members.

### Networks/Linkages

CHILDLINE a network of 196 organisations works for children in need of care and protection. It's a network of Government organisations, Academic Institutions, NGOs, Corporate sector, and concerned individuals.



**Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2007-08 as on 31st March 2008 : North Zone**

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Rajasthan	Udaipur	Udaipur School of Social Work	Nodal		52704	52704	105408
Rajasthan	Jaipur	I-India	Collab		216160	216160	432320
Rajasthan	Udaipur	Sewa Mandir	Collab		185769	185769	371538
Rajasthan	Kota	Utkarsha Sansthan	Collab		215535	215535	431070
Delhi	Delhi	Delhi Brotherhood Society	Collab		274560	250560	525120
Uttar Pradesh	Varanasi	Sri Shanti Vikas Seva Sansthan	Support		29000	29000	58000
Uttar Pradesh	Allahabad	Diocesan Development and Welfare Society	Collab		187839	188160	375999
Delhi	Delhi	Butterflies	Collab		274560	274169	548729
Chandigarh	Chandigarh	Post Graduate Institute of Medical Edu and Res	Collab		177068	177067	354135
Chandigarh	Chandigarh	Youth Technical Training Society	Support	29000	29000	29000	87000
Rajasthan	Jaipur	Jan Kala Sahitya Manch Sanstha	Support				0
Delhi	Delhi	Don Bosco Ashalayam	Collab		274560	274560	549120
Uttar Pradesh	Varanasi	Dr. Shambhunath Singh Research Foundation	Collab		209876	59388	269264
Delhi	Delhi	Salaam Balaak Trust	Collab		270698	258697	529395
Uttar Pradesh	Varanasi	Gandhi Aahyayanpith	Nodal		57918	57917	115835
Uttar Pradesh	Gorakhpur	Purvanchal Gramin Sewa Seva Samiti	Collab		214000	214000	428000
Rajasthan	Jaipur	Institute of Development Studies	Nodal		47251	48453	95704
Rajasthan	Kota	Rajasthan Bharat Scout and Guides	Nodal	9276	104880	58301	172457

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Uttar Pradesh	Varanasi	Gramyachal Sewa Samiti	Collab				0
Uttar Pradesh	Meerut	Janhit Foundation	Collab		275160	216160	491320
Jammu and Kashmit	Jammu	Jammu Red Cross Society	Collab	34347	268066	209066	511479
Jammu and Kashmit	Jammu	Jammu University	Nodal		75690	58380	134070
Uttar Pradesh	Kanpur	Subhash Children Society	Collab	34347	275160	216160	525667
Rajasthan	Jaipur	Jan Kala Sahitya Manch Sanstha	Collab		272160	216160	488320
Himachal Pradesh	Shimla	Himachal Pradesh Voluntary Health Association	Collab	29835	108460		138295
Uttar Pradesh	Gorkahpur	Development Initiatives	Nodal	9276	104717	58216	172209
Gurgaon	Gurgaon	Shakti Vahini	Collab		246760	166160	412920
Himachal Pradesh	Shimla	Population Research Centre	Nodal		97280		97280
Rajasthan	Alwar	Nirvanavan Foundation	Collab	184377.00	136933	223710	545020
Uttar Pradesh	Lucknow	Human Unity Movement	Collab	444056.00	143618	143617	731291
Delhi	Delhi	Prayas Juvenile Aid Centre Society	Collab	265721	272400	272400	810521
Uttar Pradesh	Varanasi	Gramyanchal Sewa Samiti	Support				0
Rajasthan	Jaipur	Vihaan	Support	28009	28680		56689
Uttar Pradesh	Lucknow	NIPCCD	Nodal	3612.00	5152	5151	13915
Uttar Pradesh	Chandoli	Gramyanchal Sewa Samiti	Collab		243760	28960	272720

**Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2007-08 as on 31st March 2008: South Zone**

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Tamil Nadu	Chennai	Don Bosco Anbu Illam Social Service Society	Collab	262520	224433	232275	719228
Andhra Pradesh	Hyderabad	SIDUR	Support	32100.00	32073	32072	96245
Tamil Nadu	Coimbatore	Don Bosco Anbu Illam Social Service Society	Collab		214000	214000	428000
Kerala	Trivendrum	Don Bosco Veedu Society	Collab		216160	216160	432320
Kerala	Kochi	Don Bosco Sneha Bhavan	Collab		212031	212093	424124
Kerala	Kozhikode	Association for Welfare of the Handicapped	Collab		187760	187760	375520
Karnataka	Mangalore	Young Men's Christian Association	Collab		187760		187760
Kerala	Trivendrum	Loyola Extension Services	Nodal		58380	58380	116760
Tamil Nadu	Trichy	SOC SEAD	Collab		187760	187760	375520
Tamil Nadu	Chennai	Indian Council for Child Welfare	Collab	245024	247603	249368	741995
Tamil Nadu	Salem	The Salem Don Bosco Anbu Illam Social Service Society	Collab		178681	178681	357362
Karnataka	Mangalore	School of Social Work, Roshni Nilaya	Nodal		50780	50780	101560
Kerala	Wayanad	JVALA	Collab		187760	187434	375194
Kerala	Thrissur	St. Christina Holy Angel's Home	Collab		187760	187760	375520
Tamil Nadu	Chennai	Asian Youth Centre	Support		35501	35501	71002
Tamil Nadu	Tirunelveli	Tirunelveli Social Service Society	Collab			375520	375520
Andhra Pradesh	Vijayawada	Forum For Child Rights	Collab		187260	187260	374520
Andhra Pradesh	Vijayawada	Forum For Child Rights	Nodal		50780	50780	101560
Andhra Pradesh	Hyderabad	Divya Disha	Collab		227300	226545	453845

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Kerala	Trivendrum	Trivendrum Social Service Society	Support	29224.00	28986	28986	87196
Tamil Nadu	Coimbatore	Families For Children	Support	24976.00	25234	25234	75444
Kerala	Thrissur	Vimala College	Nodal		50780	50780	101560
Tamil Nadu	Madurai	Grace Kennet Foundation	Collab		211222	209221	420443
Karnataka	Bangalore	Bangalore Oniyavara Seva Coota	Collab		227660	227660	455320
Andhra Pradesh	Vishakapatnam	UGC DRS Programme, Dept of Soc. Work, Andhra University	Nodal		58380	58380	116760
Kerala	Kozhikode	Farook College	Nodal	50773.00	50722	50424	151919
Kerala	Wayanad	Hilda Trust	Nodal		50780	50780	101560
Tamil Nadu	Salem	Young Women's Christian Association	Nodal		50780	50780	101560
Andhra Pradesh	Vishakapatnam	Priyadarsini Social Organisation	Collab		216160	216160	432320
Tamil Nadu	Trichy	Bishop Heber College	Nodal	25390.00	48239	48238	121867
Karnataka	Bangalore	APSA	Collab	227626.00	215345		442971
Kerala	Kochi	Rajagiri College of Social Sciences	Nodal	58230.00	58380	58380	174990
Kerala	Kanyakumari	Kottar Social Service Society	Collab		176076	176075	352151
Tamil Nadu	Cuddalore	Indian Council for Child Welfare	Collab	219054	158236	157548	534838
Tamil Nadu	Kanchipuram	Asian Youth Centre	Collab	219054	165761	165761	550576
Tamil Nadu	Nagapattinam	Avvai Village Welfare Society	Collab	219054	181033	180811	580898
Tamil Nadu	Chennai	Department of Social Defence, Chennai	Nodal	59506			59506
Tamil Nadu	Madurai	Madurai Inst of Soc Sci	Nodal			112680	112680

**Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2007-08 as on 31st March 2008: West Zone**

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (07-08)	Disbursement towards 2nd Installment (07-08)	Total disbursement (2007-08)
Maharashtra	Kalyan	AASARA	Collab	182183	184810	182532	549525
Maharashtra	Nagpur	ISSUE	Support	29000			29000
Maharashtra	Mumbai	AASARA	Support		34933	35000	69933
Maharashtra	Nagpur	Matru Sewa Sangha Institute of Social Work	Nodal	57871	58380	58380	174631
Madhya Pradesh	Indore	Lok Biradari Trust	Collab	187457	152176		339633
Madhya Pradesh	Ujjain	Madhya Pradesh Institute of Social Science Research	Nodal		49700	51853	101553
Maharashtra	Nasik	Navjeevan World Peace and Research Foundation	Collab		215311	215311	430622
Maharashtra	Solpaur	Akkalkot Education Society	Collab		172856	172256	345112
Maharashtra	Nagpur	Bapuji Bahujan Samaj Kalyan Bahuudheshiya Sanstha	Support		29000	22835	51835
Maharashtra	Mumbai	Youth For Unity and Voluntary Action	Collab		241152	241153	482305
Gujarat	Ahmedabad	Ahmedabad Study Action Group	Collab		227660	227660	455320
Madhya Pradesh	Bhopal	AARAMBH	Collab		210784	210783	421567
Goa	Goa	Nirmala Education Society	Nodal		57291	57290	114581
Maharashtra	Mumbai	Balprafullata	Collab			366046	366046
Gujarat	Baroda	Faculty of Social Work, MS University	Nodal	58380	57880	58880	175140
Madhya Pradesh	Bhopal	The Bhopal School of Social Sciences	Nodal		58380		58380
Maharashtra	Mumbai	Hamara Foundation	Support	39200	39200	39200	117600
Maharashtra	Nagpur	Varadaan	Support		29000	29000	58000
Maharashtra	A'nagar	Snehalaya	Collab		177812	177312	355124
Madhya Pradesh	Indore	Indore School of Social Work	Nodal		31160	31159	62319

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Maharashtra	Nagpur	Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha	Collab		179721	179720	359441
Gujarat	Baroda	Baroda Citizens Council	Collab		191523	205911	397434
Maharashtra	Pune	Karve Institute of Social Service	Nodal		57069	57068	114137
Maharashtra	Solapur	Walchand College of Arts and Science	Nodal		58013	58012	116025
Maharashtra	Aurangabad	Aapulki Samaj Seva Sanstha	Collab		151713	151713	303426
Maharashtra	Pune	Dnyana Devi	Collab			369871	369871
Madhya Pradesh	Ujjain	Sewa Bharti	Collab				0
Maharashtra	Mumbai	Childline India Foundation	Nodal	73277.00	79550	79550	232377
Maharashtra	Mumbai	AAMRAE	Collab	139544.00			139544
Maharashtra	Mumbai	Prerana	Support	29340			29340
Goa	Goa	Don Bosco Goa Salesation Society	Collab	363697	213976	213976	791649
Goa	Goa	Vikalp Trust	Support	58000.00	19072	19072	96144
Maharashtra	Amravati	Hanuman Vyayam Prasarak Mandal	Collab		203760		203760
Maharashtra	Aurangabad	DILASA	Nodal		97280		97280
Gujarat	Ahmedabad	Gujrat Vidyapeeth	Nodal		61580	61580	123160
Goa	Goa	Janugahi	Collab			432320	432320
Maharashtra	Mumbai	Hamara Foundation	Collab		320560	274560	595120
Madhya Pradesh	Gwalior	Centre For Integrated Development	Collab	34347	274207	215207	523761
Maharashtra	Mumbai	Childline India Foundation (Nodal India) - Admin grant	Nodal		7873750	7873750	15747500

**Statement of Grant disbursement by CIF to its partners and to CIF for its administration grant for 2007-08 as on 31st March 2008 : East Zone**

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (2007-08)	Disbursement towards 2nd Installment (2007-08)	Total disbursement (2007-08)
Bihar	Patna	Bal-Sakha	Collab	203454.00	208532	208532	620518
Assam	Guwahati	Bosco Reach Out	Collab	184746	187745	187745	560236
West Bengal	Kolkata	Don Bosco Ashalayam	Collab		258124	263996	522120
West Bengal	East Medi	Vivekananda Lok Siksha Niketan	Collab	187760	187760	187760	563280
Jharkhand	Ranchi	Samadhan	Support		28929	28928	57857
Tripura	Agartala	Voluntary Health Association of Tripura	Collab	170306	187708	187707	545721
West Bengal	Kolkata	Institute of Psychological and Educational Research	Support		39200	39200	78400
Assam	Guwahati	Indian Council for Child Welfare	Collab	185136	186439	186439	558014
Orissa	Puri	Rural and Urban Socio-Cultural Help	Collab	187760	187760	187760	563280
West Bengal	Jalpaiguri	Universal Progressive Study and Cultural forum	Collab	187760			187760
Orissa	Cuttack	Open Learning Systems	Nodal		50640		50640
West Bengal	West Medinipur	Prabuddha Bharati Shishu-irtha	Collab		177650	177650	355300
Orissa	Cuttack	Basundhara	Collab			369019	369019
West Bengal	S(24) Para	Child In Need Institute-D.H. Unit	Collab		187760	187760	375520
West Bengal	Jalpaiguri	Jalpaiguri Welfare Organisation	Collab	186186	187350	187350	560886
Jharkhand	Ranchi	Young Men's Christian Association	Collab	70553	105070		175623
West Bengal	West Medinipur	Vidyasagar School of Social Work	Nodal	49996		101560	151556
West Bengal	Nadia	Sreema Mahila Samity	Collab		187759	187759	375518
West Bengal	S(24) Paragana	Sabuj Sangha	Collab		187583	187584	375167
Manipur	Imphal	Manipur Mahila Kalyan Samiti	Support	22700	22700	22700	68100
West Bengal	Kolkata	City Level Programmeme of Action for Street and Wrkg Children	Nodal	70580	70580	70580	211740

State	City	Organisation	Role of the Organisations	Pending Grant (2006-07)	Disbursement towards 1st Installment (07-08)	Disbursement towards 2nd Installment (07-08)	Total disbursement (2007-08)
West Bengal	Nadia	Karimpur Social Welfare Society	Support		22700	22700	45400
West Bengal	S(24) Para	School of Women's Studies, Jadavpur University	Nodal		50780	50780	101560
Orissa	Bhubaneswar	Ruchika Social Service Organisation	Collab		182866	181820	364686
Assam	Guwahati	NIPCCD	Nodal		55211	55210	110421
West Bengal	Kolkata	Bustee Local Committee and Social Welfare Society	Support	39176	39157		78333
West Bengal	Kolkata	Loreto Day School	Support		39200	39200	78400
West Bengal	Kolkata	SEED	Support	78400	39200	39200	156800
Jharkhand	Ranchi	Xaviers Insitute of Social Sciences	Nodal	112834	57005	57005	226844
Manipur	Imphal	Department of Anthropology, Manipur University	Nodal	100560.00	50265	50265	201090
Manipur	Imphal	Manipur Voluntary Health Association	Collab	366200	181600	193771	741571
West Bengal	Jalpaiguri	Ananda Chandra College	Nodal	101560	50780	50780	203120
Meghalaya	Shillong	Impulse NGO Network	Nodal	97675	50750	50750	199175
Orissa	Rourkela	DISHA	Collab	29835	246760	187760	464355
Orissa	Rourkela	Shraddha	Support	3607	25700	22700	52007
West Bengal	Murshidabad	Palsa Pally Unnayan Samiti	Collab	29835	246760	187760	464355
West Bengal	Murshidabad	Gorabazar Shahid Khudiram Pathagar	Support	3607	25700	22700	52007
West Bengal	Murshidabad	Child In Need Institute	Nodal	8069	97280	50780	156129
Orissa	Behrampur	Indian Society for Rural Development	Collab	29835	246760	187760	464355
Orissa	Behrampur	Organisation For Rural Development Integrated Social Health Action	Support	3607	25700	22700	52007
Orissa	Behrampur	NIRMATA	Nodal	3607	25700	22700	52007
West Bengal	East Medinipur	Egra College	Nodal	8069	97263	50762	156094



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- Aroma Organic Ltd
- Axis Bank
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- British Gas Group.
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- Mr. Farrokh Kavarana
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### Delhi Marathon Dream Team Runners

- Ms. Preet Dhupar

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- Phirozshah Godrej Foundation
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- United Way

### **Volunteers with CHILDLINE**

- Students from St. Xaviers College, Sophia College of Social Mass media, HR College of commerce.

# CHILDLINE India Foundation Team

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1. Mr Anil Kumar Garg, Secretary Ministry of Women and Child Development
2. Ms. Pradeep Bolina, Joint Secretary, Ministry of Women and Child Development, Government of India
3. Mr. R. C. Misra, Additional Secretary and Financial Advisor, Ministry of Women and Child Development
4. Mr. K. Biswal, Executive Director, Establishment and Ex-Officio Joint Secretary to Government of India, Ministry of Railways.
5. Chief Secretary, Government of Maharashtra
6. Dr. (Ms) Armaity Desai, Educationist, Former Chairperson, UGC.
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9. Mr. Nawshir Mirza, Chartered Accountant
10. Dr. Parasuraman, Director, Tata Institute of Social Sciences, Mumbai
11. Mr. Piyush Pande, Executive Chairman and National Creative Director, Ogilvy and Mather India.

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Denis Joseph, Inu Stephen, Dr. Abhishek Lakhatakia, Ajitha Manjeshwar, Brijesh Mishra

### Awareness and Advocacy : Nishit Kumar

Renuka Mankikar, Bhima Jetty, Deepika Mahajan, Shikha Grover

### Accounts and Administration : Rubali Chakraborty

Vikas Kaginkar, Yamuna Seturaman, Manohar Dongre, Sumit Latye, Harshala Bhogle, Sachin Khot, Mohammed Salim, Rakesh Kamble

### Special Cell : Carlyle Pereira

Mehak Khera

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## NGO PARTNERS : EAST

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Voluntary Health Association of Tripura

### Berhampur

Indian Society For Rural Development,  
Organisation For Development, Integrated Social and Health Action, National Institute For Rural Motivation  
Awareness and Training

### Bhubhaneshwar

Ruchika Social Service Organisation

### Cuttack

Basundhara, Open Learning System

### Darbhanga

East and West Educational Society,  
Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan,  
Batika, Manav Jagruti Kendra, Gyan Seva Bharti Sansthan

### District South 24 Parganas

School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha.

### East Medinipur

Vivekananda Loksiksha Niketan  
EGRA Sarada Shashi Bhushan College

### Guwahati

NIPCCD, Indian Council for Child Welfare

### Imphal

Dept. of Anth-Manipur University, Manipur Voluntary Health Association,  
Manipur Mahila Kalyan Samiti.

### Jalpaiguri

Dept. of Economics - Ananda Chandra College,  
Jalpaiguri Welfare Organisation, Universal Progressive Study and Cultural Forum

### Kolkata

Bustee Local Committee, Cini Asha, CLPOA,  
Don Bosco Ashalayam, IPER, Loreto Day School, SEED

### Kota

Rajasthan Bharat Scouts and Guides,  
Utkarsh Sansthan

### Murshidabad

CINI Murshidabad Unit, Palsapally Unnayan Samiti, Shahid Khudiram Pathagarh

### Nadia

Sreema Mahila Samity, Karimpur Social Welfare Society

### Patna

East and West Educational Society,  
Bal. Sakha,  
Tripolia Social Service Hospital, Nari Gunjan

### Puri

Rural and Urban Socio-Cultural Help, Open Learning System

### Ranchi

Xavier's Institute of Social Service, YMCA, Samadhan,  
Chhota Nagpur Sanskritik Sangh

### Rourkela

DISHA, SHRADHA

### Shillong

Bosco Reach Out, Impulse NGO Network

### Sitamarhi

East and West Educational Society, Pratham,  
Pragati Ek Prayas, Nav Jagruti, Nisha Mahila Vikas Sansthan

### West Medinipur

Prabuddha Bharati Shishu tirtha, Vidyasagar School of Social Work

## NGO PARTNERS : WEST

### Ahmedabad

Ahmedabad Study Action Group,  
Gujarat Vidyapith

### Ahmednagar

Snehalaya Project

### Amaravati

Shree Hanuman Vyayam Prasarak  
Mandal

### Aurangabad

Aapulki Samaj Seva Sanstha

### Baroda

Baroda Citizens Council, Dept. of  
Social Work, MS University

### Bhopal

AARAMBH,  
Bhopal School of Social Sciences

### Goa

Goa Salesian Society,  
Nirmala Education Society,  
Vikalp, Jan Ugahi

### Gwalior

Center for Integrated Development

### Indore

Lok Biradari Trust,  
Indore School of Social Work

### Kalyan

Aasara

### Mumbai

Aasara, BalPrafulta, CIF,  
Hamara Foundation, Prerana,  
YUVA

### Nashik

Navjivan World Peace and  
Research Foundation

### Nagpur

Apang Va Niradhar Bahuddhesh-  
iya Kalyankari Sanstha,  
Bapuji Bahujan Samaj Kalyan  
Bahuddheshiya Sanstha,  
ISSUE, Matru Sewa Sangh,  
Varadaan

### Pune

Dnyanadevi,  
Karve Institute of Social Service

### Sholapur

Walchand College of Arts and Sci-  
ence, Department of Social Work,  
Akkalkot Education Society

### Ujjain

Madhya Pradesh Institute of Social  
Sciences Research,  
Sewa Bharati

## NGO PARTNERS : SOUTH

### Bangalore

APSA,  
Don Bosco,  
NIMHANS

### Chennai

Don Bosco,  
Indian Council for Child Welfare,  
Department of Social Defence,  
Asian Youth Centre,  
NESAKKKARAMSEEDS),

### Coimbatore

Don Bosco,  
Families for Children

### Cuddalore

Indian Council for Child Welfare

### Elluru

Social Service Centre

### Hyderabad

Divya Disha,  
SIDUR,  
Confederation of Voluntary  
Associations-COVA

### Kakinada

VIKASA-NCLP

### Kanchipuram

Asian Youth Centre

### Kanyakumari

Kottar Social Service Society

### Kochi

DonBosco Sneha Bhavan,  
Rajagiri College of Social  
Sciences

### Kozhikode

AWH,  
Farook College

### Madurai

Grace Kenett Foundation Hospital

### Mallapuram

PSMO College,  
Sheshy Charitable Trust

### Mangalore

YMCA, Roshni Nilaya

## NGO PARTNERS : SOUTH

### Nagapattinam

Avvai Village Welfare Society

### Port Blair

Prayas

### Salem

Don Bosco,  
YWCA),

### Thirunelveli

Saranalayam - TSSS,  
Centre for Empowerment of  
Women and Children),

### Thiruvananthapuram

Don Bosco Veedu,  
Loyola Extension Services,  
Trivandrum Social Service Society

### Thrissur

St. Christina-Holy Angels Home,  
Vimala Community Extension  
Centre

### Trichy

SOC SEAD,  
Bishop Heber College

### Vijayawada

Forum for Child Rights

### Vishakhapatnam

Priyadarsini Service Organisation,  
UGC-DRS Prog. Department of  
Social Work - Andhra University),

### Wayanad

JVALA, Hilda Trust

## NGO PARTNERS : NORTH

### Allahabad

Diocesan Development and Wel-  
fare Society

### Alwar

Nirvanavan Foundation

### Chandigarh

Pediatric Centre - PGIMER,  
YTTS

### Delhi

Butterflies,  
Delhi Brotherhood Society, Don  
Bosco Ashalayam,  
Prayas, Salaam Balaak Trust

### Gorakhpur

Purvanchal Gramin Sewa Samiti,  
Development Initiatives by Social  
Animation),

### Gurgaon

Shakti Vahini

### Jaipur

Institute of Development Studies,  
Jan Kala Sahitya Manch Sanstha,  
I-India, Vihaan

### Jammu

Red Cross Society

### Kanpur

Subhash Children's Society

### Lucknow

NIPCCD,  
HUM

### Ludhiana

SGB International Foundation,  
Vocational Resource Rehabilita-  
tion Training Center for Blind

### Meerut

Janhit Foundation

### Shimla

Himachal Pradesh Voluntary  
Health Association,  
Population Research Centre

### Udaipur

Seva Mandir,  
Udaipur School of Social Work

### Varanasi

Dr. Shambunath Singh Research  
Foundation,  
Gandhi Adhyayan Peeth,  
Gramyanchal Seva Samiti,  
Shri Shanti Vikas Seva Sansthan

# 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 organisations, academic organisations, bilateral agencies, corporates and the community in protecting the rights of children.

## Objectives of CHILDLINE India:

- 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.
- 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.
- 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.
- 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.
- To advocate for services for children that are inaccessible, non-existent or inadequate.
- To create a body of NGOs and Government organisations working within the national framework and policy for children.

- To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- 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.

The CHILDLINE service, which has been developed and managed by CHILDLINE India Foundation (CIF), is a 24 hour, toll free phone outreach service linking children in need of help and protection to organisations run by government departments as well as those run by civil society agencies. Children or concerned adults dial the number 1098 and are connected to the CHILDLINE service in their city.

CHILDLINE reaches out to: Street children and youth living alone on urban streets, child labourers especially in the unorganised sector, children who have been abused, child victims of the flesh trade, differently-abled children, child addicts, children in conflict with the law, children in institutions, mentally ill children, children affected by HIV/AIDS or other long term diseases, children affected by conflicts and disasters, child political refugees, children whose families are in crisis, gender linked abortion of female foetuses, undernourished children and illiterate children.

**Currently the service operates in 82 cities/towns across the country and services over 2 million calls a year.**



## The beginning

It all 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 project called "CHILDLINE", involved setting up a telephone line, manned by Counsellors and Social activists, on which Children in distress could call at any time of the day or night. In June 1998, the Ministry of Social Justice and Empowerment (MSJandE), Government of India, introduced a unique partnership model for implementation of the CHILDLINE service that paved the way for the setting up of a 24-hour telephone helpline, CHILDLINE 10-9-8 (1098)- a four digit toll-free line that would land any child's call on the nearest CHILDLINE call centre. The 1098 was a well-chosen number, in Hindi it became "dus-nao-aath" a simple easy to remember number.

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. The Government has requested CHILDLINE to act as a catalyst in bringing together State agencies and voluntary agencies at the local level to ensure implementation of the Act.

CIF advocated the need for the Planning Commission to recognise Child Protection as an intrinsic part of the planning process. Consequently, CIF was invited to make submissions for the 10th Plan. In order to put in place a process framework for implementation of Child Protection, CHILDLINE India Foundation joined hands with The National Institute of Social Defence and developed a programme: 'National Initiative for Child Protection (NICP)'. This has subsequently

become the framework for the MWCD initiated Integrated Child Protection Scheme (ICPS) – CIF is a consultative partner with MWCD for Child Protection issues.

With effect from fiscal year 2006-07, Ministry for Women and Child Development (MWCD) has granted the exclusive 'Mother NGO' status to CIF. MWCD releases funds for operations of CHILDLINE cities to CIF as block grants.

In addition, sustained advocacy initiatives led to CIF being asked to input into the J.J. Act legislation and the J.J. Act mentions the CHILDLINE service. The CHILDLINE service has now been recognised as part of the XIth Plan, and will be supported under the much awaited ICPS programme of the Ministry of Women and Child Development, for expansion to all 597 districts of India over the next few years.

## The CHILDLINE Model

CHILDLINE is a unique partnership between the Government of India, Department of Telecommunications, voluntary agencies, academic institutions, the corporate sector, children and the community:

CHILDLINE is the crucial link between children in need of care and protection and the available services. For children with different needs, who call in anytime, anywhere, and for anything, we act as a one-point contact, which facilitates instant access to support, advice, active intervention or just a listening ear. We connect children in emergency on one end of the phone line to a well-connected network of services - services that already exist. No new shelter, no new hospital, no new infrastructure is built.

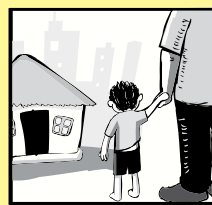
## CHILDLINE IN ACTION



Child / Concerned Adult dials 1098



Connected to a CHILDLINE Collaborative agency



CHILDLINE team rushes to child within 60 minutes



Child provided rehabilitation, Constant follow up with child



We, at CHILDLINE, believe that for a helpline to be successful and effective in reaching out to the millions of children deprived of their childhood, we need to work in a partnership framework. A framework that recognises that:

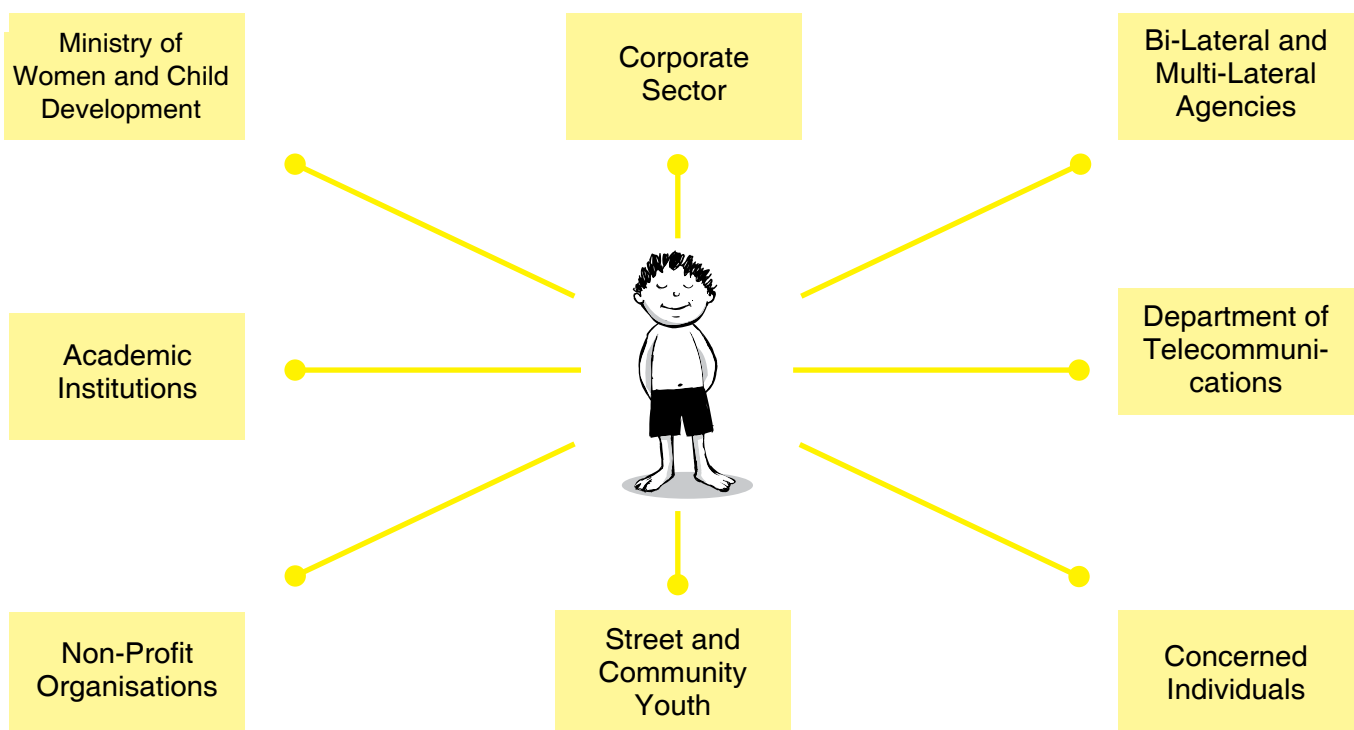
- A helpline cannot operate in isolation
- All partners involved in the helpline share a reciprocal relationship
- Each partner has clear and definite roles in the partnership model. This leads to a feeling of joint ownership towards the model.
- All partners share the vision, mission and the success of the model.

### Programmes and activities

- Responding to calls on the national toll free number 1098 and provision to rescue and offer emergency outreach services for children in need of care and protection;
- Coordinating rescue and other outreach services with the help of relevant local departments like police, administration, labour, health, railways and others;

Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration, where necessary;

- Producing children before the Child Welfare Committee (CWC) for ensuring care and protection;
- Supporting the CWC in the long term rehabilitation of children, where required;
- Supporting a national network for the tracking of missing children;
- Providing data related to children rescued and rehabilitated for compilation of a national comprehensive database of child protection;
- Creating awareness and ensuring access to the 1098 Child helpline (CHILDLINE) number;
- Research, documentation, awareness and advocacy on issues related to Child helpline;
- Establishing linkages with other child protection services, community and local bodies for meeting the immediate needs of children rescued.



## CHILDLINE Operational structures and Processes

### Nodal Organisation

The nodal organisation in CHILDLINE is usually an academic institution or non governmental organisation with networking, training, coordination and research skills. A city coordinator, who is supervised by the nodal Director ensures creation of a protective environment for children at the city level.

### CHILDLINE Collaborative (Emergency Intervention) Centres

These are voluntary agencies, which function as the call centres for CHILDLINE. They work 24hours and respond to calls that are received on the 1098 CHILDLINE service. The centre coordinator manages a team that intervenes in emergency cases and conducts outreach and networking activities.

### CHILDLINE Support Agencies/ Sub-Centres

Under every CHILDLINE Collaborative Partner (also called the Collaborative Centre), there will be, approximately, Five to Seven Sub-Centres in districts (and one to three support agencies in cities) as per the specific need in the district/city, according to the nature of the population and geographical spread in the district. The team of three CHILDLINE staff assisted by two volunteers such as the Mahila Samakhya members, anganwadi workers, teachers, and woman member of panchayat assist the Sub-Centre

staff at the taluka and village levels. They will follow up on children who have returned to the village and provide information when children are being recruited and help the local community to prevent child labour.

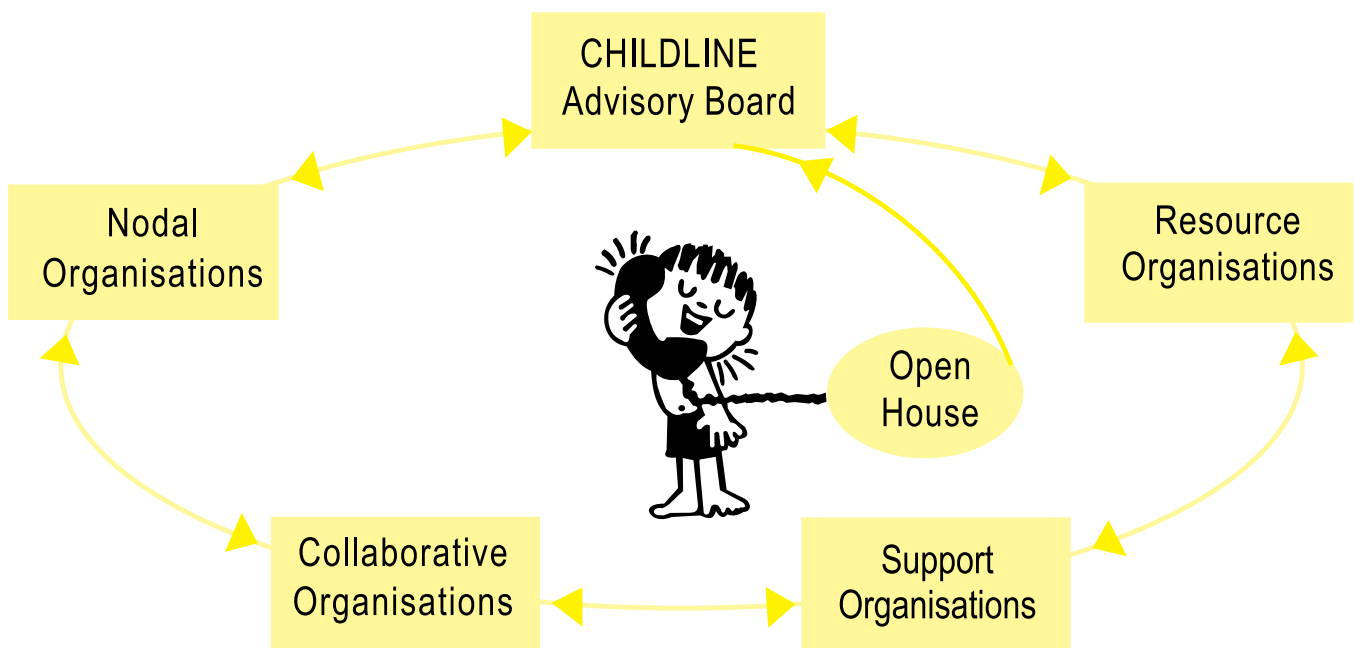
### CHILDLINE Advisory Boards (CAB) and District Advisory Committees (DAC)

During the course of its work, the CHILDLINE in the city/ district comes in contact with various Allied Systems such as the police, health care system, judicial system, juvenile justice system, education system, transport system, labour department, media, and department of telecommunication. These Allied System representatives are invited to join the CHILDLINE Advisory Board and commit to a child friendly city/ district.

In the districts, this becomes the DAC, usually headed by the Collector and having the District Officers for Health and Education, major NGO like Mahila Samakhya and others to stimulate the development of the programme in the district.

### Resource Organisations

These organisations act as centres for referral by CHILDLINE. They include the various organisations and institutions providing services for children or who work on childrens issues. They also participate in outreach and awareness programmes for CHILDLINE.



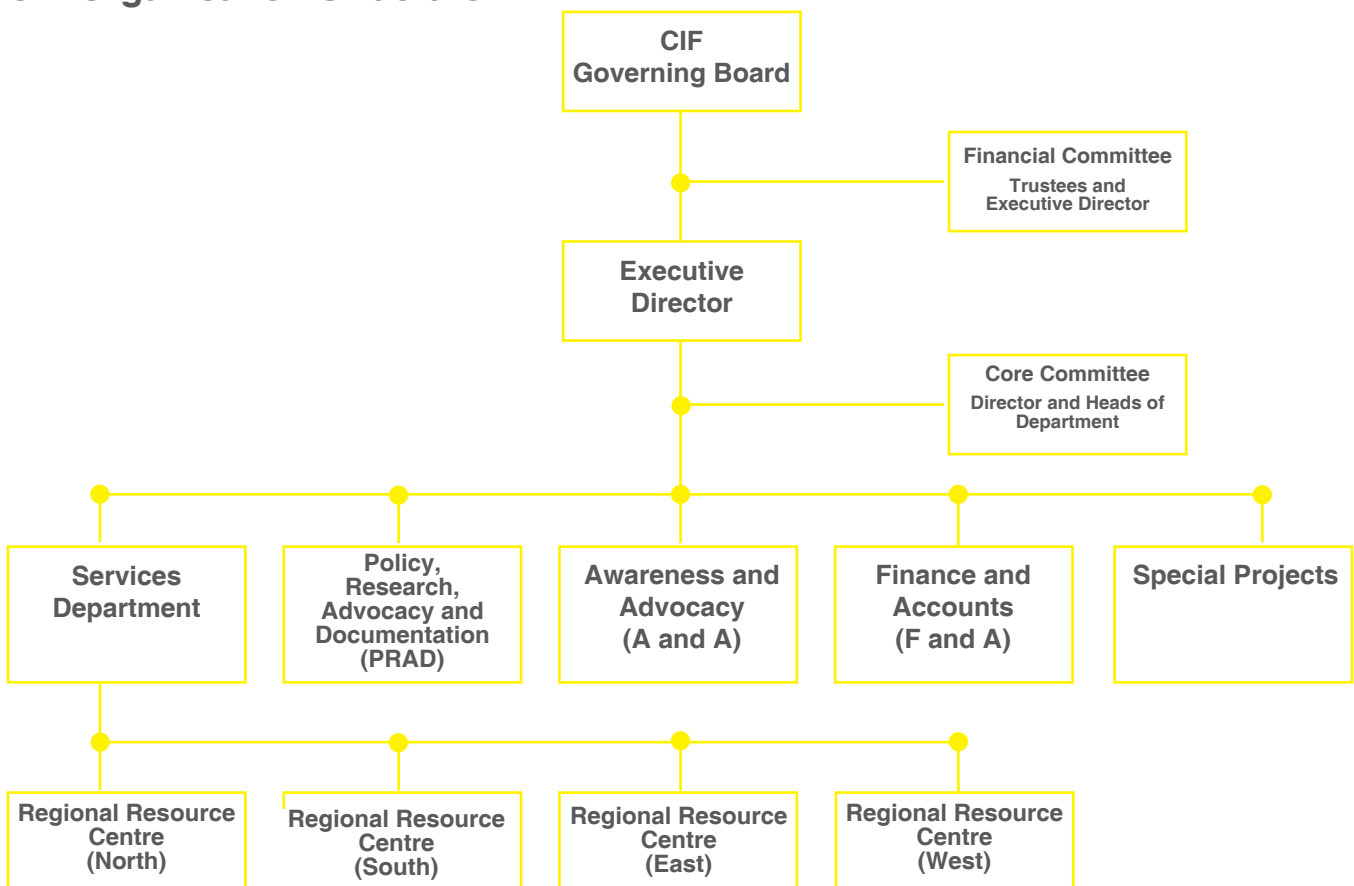
### Institution building - the CIF way

In order to manage this service, CIF has adopted several management practices and technologies, such as:

- Setting up of Regional Resource Centres at Delhi, Kolkatta and Chennai to manage CHILDLINE service organisations in each region.
- Implemented EMIS and ChildNet softwares, developed specifically for CIF by TCS to capture the rich data from children’s calls /cases.
- Adopted a structured goal-driven management system with professional HR practices.
- External research agency conducted evaluation of the CHILDLINE Service.
- Adopted best practices in accounting systems meeting with Credibility Alliance norms (CIF is a founder member of Credibility Alliance - set up to promote transparent accounting standards amongst NGOs).
- Developed and implemented a CHILDLINE Partnership model – a system that leverages the innate strengths of non governmental organisations, educational institutions and other on-the-ground organisations without duplicating services.
- Obtained international funding support for the Policy Research Advocacy and Documentation (PRAD) group in order to build the capacity of that team, fund advocacy, research and other initiatives of that group.
- Adopted innovative ‘Twinning’ practices amongst new and established CHILDLINE city operations, which provide demonstrative and experiential learning. This has proved to shorten the learning curve for the new teams
- Extensively documented and published manuals and position papers on various aspects of CHILDLINE services as well as Child Rights perspectives.

These practices enhanced our management efficiency as well as kept the overall cost of managing a large service network to very low levels.

### CIF Organisation Structure



## Brief overview of Department roles

### Services

The Services provides vital support to CHILDLINE partner organisations to ensure quality standards of the CHILDLINE services delivery, from intervention in cases received by CHILDLINE, creating awareness about the service to networking and advocacy at city level, through networking and facilitation visits to the CHILDLINE cities. Grant-in-aid to the CHILDLINE partners is recommended every year, based on the assessment of performance done by the Services team. The Regional Resource Centre teams in the four metros assist the department, by over seeing the service in their regions.

### Policy, Advocacy, Research and Documentation (PRAD)

PRAD's mandate covers: issue-based research to generate qualitative as well as quantitative analytical information to sensitise stakeholders on Child Protection issues and Child Rights. The Department captures data from CHILDLINE calls, on the ChildNet software, develops advocacy tools, and publishes output reports. PRAD also initiates advocacy initiatives on Child Protection and Child Rights.

### Awareness and Advocacy

The work of the Department covers, creating awareness of 'Child Protection' as well as of the tele-helpline 1098 amongst various segments including general public, media, corporate organisations, grants/ funding agencies and public/ private trusts; Resource mobilization through individuals, corporate and fund raising events; telecom advocacy for connectivity related issues for the CHILDLINE 1098 service;

Monitoring and Evaluation Logical Framework Analysis (LFA) training and development for all Departments; management of volunteers; GOI and Development Sector Advocacy MWCD coordination, assisting in Modelling and budgeting for new and existing initiatives and Institutional resource mobilization and reporting on funded projects.

### Finance and Administration

The Department supervises implementing and monitoring, finance and administration systems, including budget allocation, MIS and reporting, financial reports of partners, disbursements, co-ordination and fulfilment of statutory obligations such as dealing with internal/ external/ statutory auditors, reports to Charity Commissioner, Ministry of Finance, Income tax returns and so on. They also provide administrative support in terms of HR, Infrastructure, Office space etc.

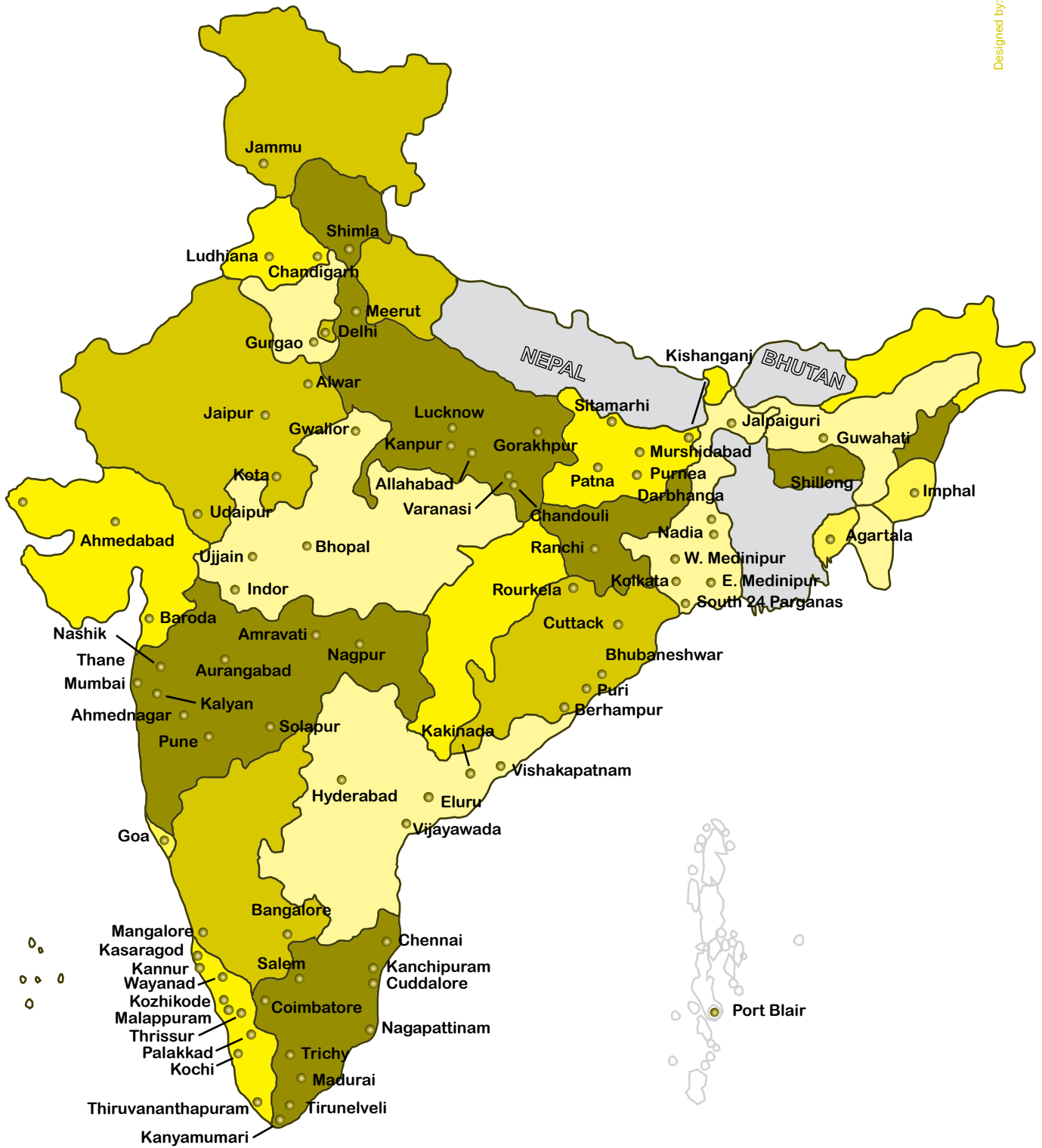
### Special Projects Cell

Every organisation is influenced by the ever dynamic environment or eco system they are functioning within. In order to survive and grow in such situations, it is necessary for the organisation to make appropriate adaptations to the environment. This department anchors implementation or restructuring of such processes. The Centralised Call Centre initiative and National Missing Children initiative are the two such projects.

Some numbers are puzzles.  
Some change lives.







Legend  
● Name of City