

CHILDLINE INDIA FOUNDATION

annual report 2008-2009




CONNECT

COLLABORATE

COMMUNICATE

CATALYSE



In 1996, CHILDLINE took on the task of creating a child protection movement in the country. The dream was to create a child-friendly nation that ensured the rights of all children. The mission statement that guided this dream was to respond 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.

Over the past 12 months, we returned to our vision/mission statements to analyse the achievements of the past 12 years as well as the gaps which need to be filled yet. We examined the issues, concerns and needs of the social environment and went on to redefine the mission statement to serve as a cursor for the new challenges of the changes taking place in the country. The redefined Vision & Mission Statements are:



Vision

A child-friendly nation that guarantees the rights and protection of all children.

Mission

CHILDLINE will reach out to every child in need and ensure their rights and protection through the four Cs.

Connect through technology to reach the ‘last mile’.

Catalyse systems through active advocacy.

Collaborate through integrated efforts between children, the state, civil society, corporates and community to build a child friendly social order.

Communicate to make child protection everybody's priority.



These four Cs guide CHILDLINE towards its vision and form the framework of the organisation's activities for the year.

01-09

Connect: This section looks at the all India Call Statistics and some unique interventions in response to calls received on 1098. It also records the progress of the CHILDLINE Contact Centre Initiative.

10-25

Catalyse: This section includes the Integrated Child Protection Scheme (ICPS) and CHILDLINE's role. It reviews the Formulation of Child Protection Policy, Social Research initiatives, the Partnership Meets for CIF personnel and with State Government, Sensitisation Workshops, and Advocacy with the Allied Systems and other Issue Based Advocacy Efforts, during the year under review.

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Collaborate: This section reports on happenings in the CHILDLINE network including the preparatory visits for new additions and an overview of the activities of the four regions during the year under review.

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Communicate: This section includes the events that CHILDLINE participated in during the year, the Awareness Initiatives, Resource Mobilisation Activities, Corporate Social Responsibility (CSR) Activities and CHILDLINE India Foundation's publications for the year.

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Financials for the year 2008-09.

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CHILDLINE India Foundation's stakeholders.

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CHILDLINE India Foundation.

From the Desk of the Executive Director

It gives me great pleasure to present the CHILDLINE India Foundation (CIF) Annual Report for the year 2008-09.

This year was a significant one for the CHILDLINE network in India, when the Ministry of Women and Child Development (MWCD), Government of India, launched the Integrated Child Protection Scheme (ICPS). For CHILDLINE, this Scheme brought to an end seven years of advocacy for an integrated child protection programme throughout the country. The ICPS aims to create a protective environment and a safety net for children and supports the expansion of CHILDLINE to all districts of the country. CIF deeply acknowledges and appreciates the efforts and patience of the CHILDLINE network and the partners who have worked tirelessly over the years to make the CHILDLINE 1098 programme an effective and scalable model of civil-society-government partnership. ICPS approval has finally paved the way for expansion of CHILDLINE service across the country.

CIF's various activities for FY 2008-09 focussed on strategy, systems and standards, which has resulted in making the CHILDLINE intervention more strategic. This has also strengthened management systems and processes and helped set standards, protocols and norms for the CHILDLINE 1098 intervention.

During the year, CIF began an internal consultative process and devised the first draft of an elaborate CHILDLINE Performance Management System. CIF also initiated the processes of developing the first draft of standardised CHILDLINE intervention protocols for cases of child labour, child trafficking and missing children. The formulation of a CHILDLINE Child Protection Policy (CPP) for CHILDLINE in order to ensure the highest standards of protection to children who come in contact with CHILDLINE has been on our agenda for some time

and was finally initiated in the year. The CPP would be applicable to CIF, CHILDLINE partners and all the associates of CHILDLINE. The CHILDLINE 1098 intervention has matured in its scale and depth. Advocacy with the State Governments, District, Tehsil, Block and Village level administration has become a key component of the CHILDLINE intervention. The objective is to make the various systems child friendly and accessible to children. The strategy adopted is to institutionalise changes within the system in the form of circulars, department notes or direct orders to concerned department officials instructing them to make the requisite change. In 2008, the CHILDLINE interventions with the State Governments have resulted in financial commitments from a few state governments, notably Karnataka and Kerala to set up CHILDLINES in their respective states.

The CHILDLINE Centralised Contact Centre (CCC), which commenced in August 2007, expanded its role with connectivity to all of Mumbai and several other cities. Till March 2009, there were eight CHILDLINE cities connected to the CCC.

CHILDLINE's experience in the field has led to the realisation that there are some critical gaps in child protection that need to be addressed as the nation is at the critical juncture where it is about to set in place the child protection infrastructure, mechanisms and services in the shape of the ICPS. In August 2008, a nation-wide study to map and track the status of the Child Protection infrastructure and mechanisms was launched. The study hopes to establish the benchmarks and standards for child protection institutions, mechanisms and intervention protocols.

In June 2008, CIF along with CHILDLINE partners from eight cities in Maharashtra, Uttar Pradesh and West Bengal, undertook a rescue of 20 children from the Rajmahal Circus in Akola, Maharashtra. It was an extremely challenging rescue that involved two months of rigorous planning and meticulous

execution. All the children have been successfully restored to their families. Criminal cases have been registered against two child traffickers and compensation under the Bonded Labour Act is being obtained for the children.

In July 2008, the High Court of Mumbai overturned the Sessions Court Judgment of 2006, in the Anchorage case of child sexual abuse, where two British nationals were found guilty of sexually abusing young boys who resided in a shelter that they had founded in Mumbai. CIF is now pursuing an appeal in the Supreme Court of India and has been successful in obtaining the support of the highly respected Senior Advocate of the Supreme Court of India, Fali Nariman as the Senior Counsel for the appeal.

The telecom sector is a critical stakeholder in CHILDLINE. The privatisation of the telecom services, increase in mobile telephony and changes in technology have had a significant impact on the CHILDLINE service. The key issues to be resolved include the absence of toll-free connectivity from most private telecom service providers to 1098 and the absence of connectivity to 1098 at the centralised call centre in Mumbai. Over the last six years, CIF has undertaken extensive advocacy with the telecom sector. In February 2009, at the request of CIF, the Secretary MWCD initiated a high level meet with Secretary Department of Telecommunications, Ministry of Communications and IT. Chairman and Managing Director (CMD) of both BSNL and MTNL and their management teams were present. We are hopeful that these discussions will yield the desired results soon.

In July 2008, CIF initiated an innovative school outreach programme with the objective of creating awareness about CHILDLINE and child protection issues. Six hundred principals were contacted and awareness programmes were organised in 65 schools. As part of the existing ongoing activities of

the programme, the CHILDLINE service responded to 2.3 million calls in the year 2008-09. The Programmes Team conducted a total of 152 visits to 83 CHILDLINE cities for project facilitation. 268 sensitisation programmes were conducted under the National Initiative for Child Protection (NICP) programme of CIF, supported by the National Institute of Public Cooperation and Child Development (NIPCCD) Delhi. In addition, our ongoing regional meets, reviews and the National Partnership meets were held.

Today, the CHILDLINE network is all set to grow exponentially over the next five years. The challenge is to continue to deliver a qualitative service and retain the dynamic and entrepreneurial nature of the CHILDLINE partnership. CHILDLINE is working hard to ensure that the systems, strategies and processes are in place and the organisation looks forward to your continued support.



Kajol (Devasmita) Menon

Executive Director



The background of the page is a vibrant green color. Overlaid on this are intricate, white, circuit-like patterns. These patterns consist of thick, wavy lines that branch out and terminate in small, teardrop-shaped nodes, resembling a complex network or a stylized circuit board. The patterns are layered, with some appearing more prominent than others, creating a sense of depth and connectivity.

CONNECT
*through technology
to reach the 'last mile'*

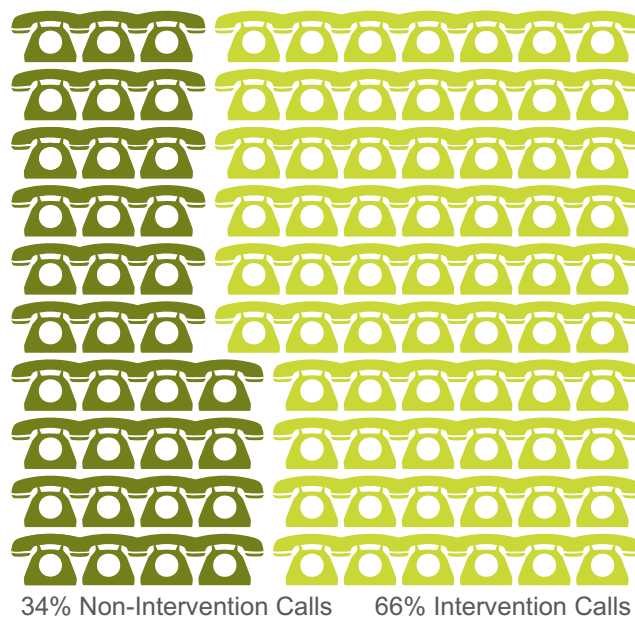
The CHILDLINE Service

CHILDLINE is functional in 83 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 significant instrument of change in the lives of children in distress and today, children too recognise this service.

A total of 15,883,547 calls from inception till March 2009 have been made to the CHILDLINE service. The break up of the calls received in the last year is as follows:

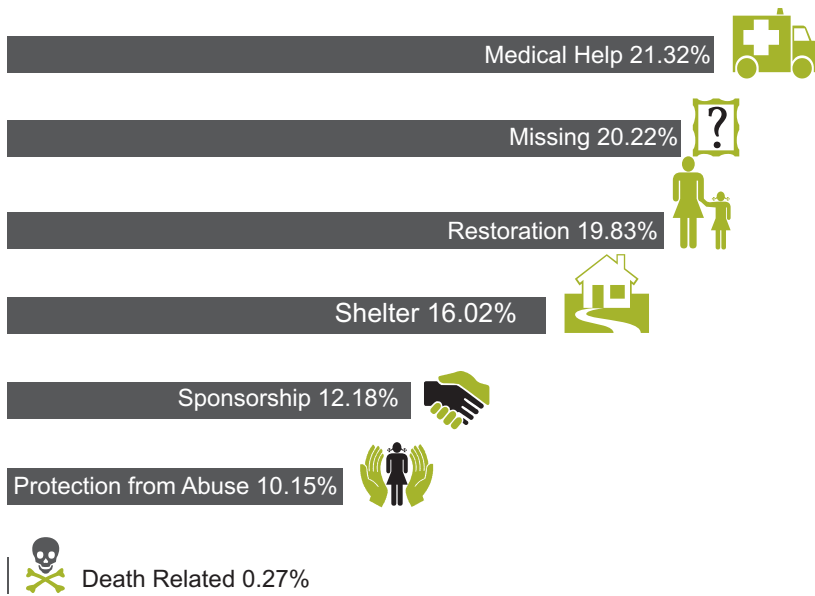
Percentage of Intervention and Non-Intervention Calls



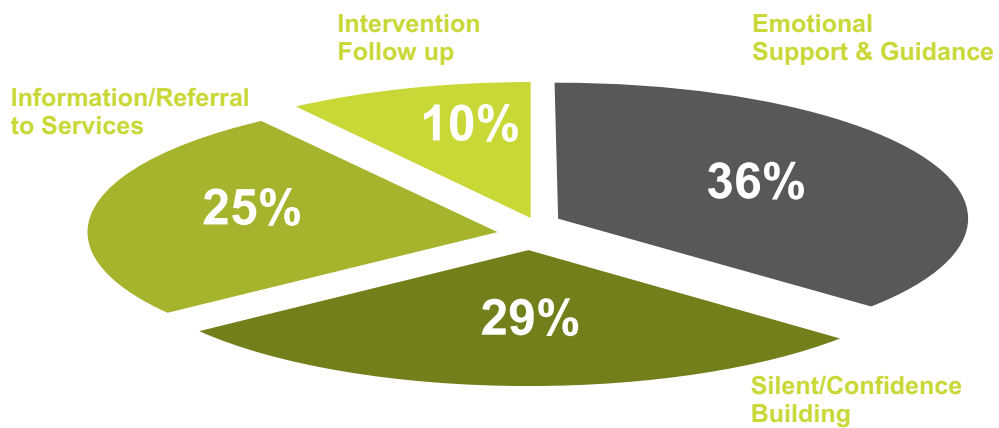
All India Call Statistics 2008-09

| No. of Cities | 28 | 16 | 17 | 22 | 83 |
|------------------------------------|----------------|----------------|----------------|----------------|------------------|
| Categories | South | North | West | East | Total |
| Medical Help | 740 | 2,868 | 1,391 | 4,536 | 9,535 |
| Shelter | 3,108 | 941 | 1,312 | 1,803 | 7,164 |
| Restoration | 4,985 | 1,393 | 644 | 1,844 | 8,866 |
| Protection from Abuse | 1,748 | 770 | 1,374 | 649 | 4,541 |
| Death Related | 16 | 24 | 21 | 60 | 121 |
| Sponsorship | 982 | 572 | 2,865 | 1,029 | 5,448 |
| Missing | 2,258 | 3,175 | 1,515 | 2,095 | 9,043 |
| Emotional Support & Guidance | 141,171 | 125,759 | 197,008 | 75,578 | 539,516 |
| Silent/Confidence Building | 116,195 | 97,826 | 175,574 | 46,534 | 436,129 |
| Information/Referral to Services | 164,502 | 50,345 | 85,311 | 74,468 | 374,626 |
| Intervention Follow-up | 51,572 | 25,652 | 36,317 | 31,338 | 144,879 |
| Unable to Locate Caller | 973 | 569 | 342 | 784 | 2,668 |
| Intervention Calls - I | 488,250 | 309,894 | 503,674 | 240,718 | 1,542,536 |
| Awareness Building Calls | 30,857 | 25,332 | 20,986 | 26,061 | 103,236 |
| Technical Connectivity Problems | 161,506 | 196,791 | 204,781 | 82,014 | 645,092 |
| Any Other | 5,331 | 7,438 | 10,145 | 4,895 | 27,809 |
| Unclassified | 417 | 259 | 480 | 418 | 1,574 |
| Non Intervention Calls - II | 198,111 | 229,820 | 236,392 | 113,388 | 777,711 |
| Total I & II | 686,361 | 539,714 | 740,066 | 354,106 | 2,320,247 |

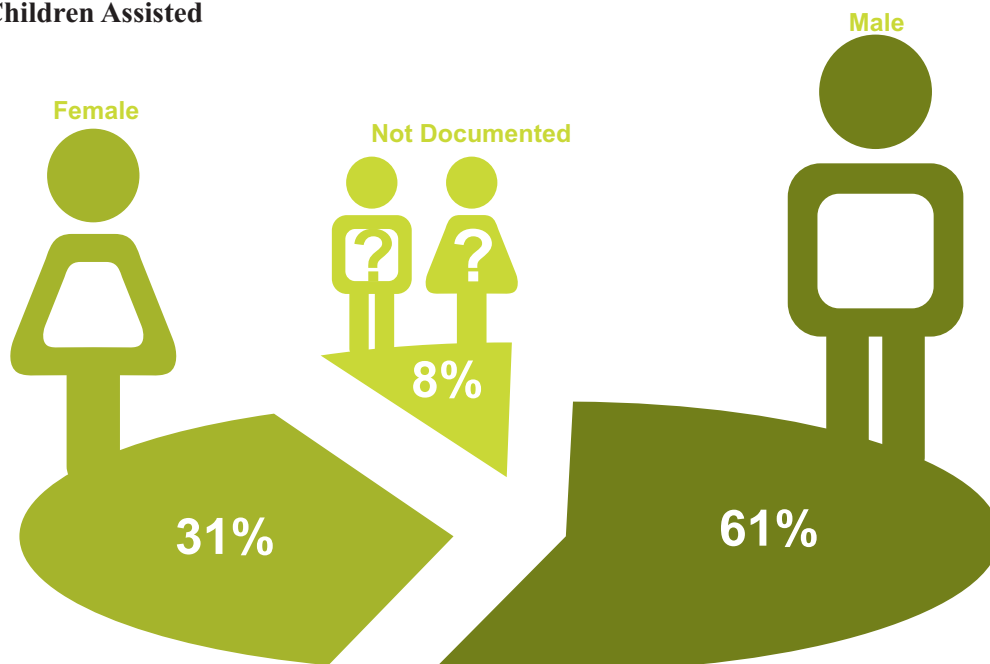
Direct Intervention Calls



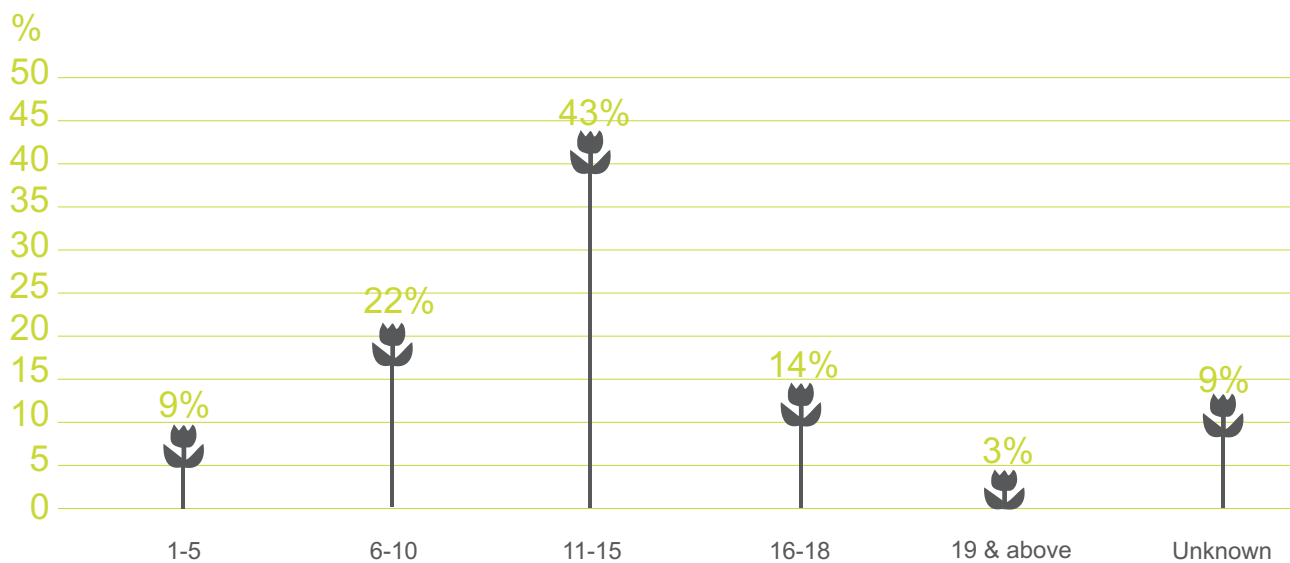
Indirect Intervention Calls



Gender of Children Assisted



Age Distribution of Children Assisted



Data source : ChildNET



Highlights

- For the year under review, out of the total calls that were received by the CHILDLINE service, 66% of those calls were for direct intervention.
- Of all the children who benefitted from the CHILDLINE service, 61% were male and 31 % female. The rest were not documented.
- Most of the children assisted by the CHILDLINE service were from the age group of 11 to 15 years. 65% of the children were between the ages of 6 to 15 years.
- Direct intervention calls were about missing children (20.22%), medical (21.32%) and shelter issues (16.02%).
- Calls for repatriation (19.83%) were from children who had left home and now wanted to return. 10.15% of the calls were related to abuse. In response to such calls, the CHILDLINE teams met the caller/child to assess the situation and the intervention was planned taking the child's wishes into consideration.
- Calls for sponsorship (12.18%) included the need for access to education, health and foster care services.
- Calls for missing children were either from parents who reported that their child was missing, from a child who had been separated from his/her family or from a concerned adult or a CHILDLINE team member who had found the lost child.
- The highest number of indirect intervention calls was for emotional support and guidance (36%). Calls in this category come mainly from the child himself / herself when the child is emotionally upset because of family problems, peer group pressure, love relationships, school problems etc.

In India, CHILDLINE is a phone outreach based intervention model and our work begins when a call for help comes in. As soon as this happens, 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, presenting a child to the Child Welfare Committee (CWC) in the city and developing the papers for onward action as directed by the CWC and so on.

Each 'case' has its own requirements. Some take less than an hour to resolve whereas others take months of work. CHILDLINE's operational model involves the team activating a variety of linkages among the allied system institutions such as police, municipality, health care, education and transport institutions along with the judiciary, child care NGOs, local, state and central 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.

SOME INTERVENTIONS THAT WERE CARRIED OUT BY CHILDLINE ACROSS THE COUNTRY

Child Reunited with His Family

Droov had been lodged in a government shelter home in Uttar Pradesh for a year and a half despite the fact that he was not a delinquent. He had accidentally got separated from his parents during an interstate train journey and was stranded in Mumbai. He was picked up by the police and taken to a government shelter home in Uttar Pradesh as he told them that he was from that state. Once in the shelter, the officials made no attempt to return the boy to his family and though the child knew where he lived, he did not know the accurate postal address. Fortunately, a CHILDLINE Lucknow member while interacting with the children heard his story and decided to locate his family. After a few initial setbacks, CHILDLINE located the boy's home and he was reunited.

Rescue from Rajmahal Circus, Akola

In this intervention, the rescue of 20 children including six girls from Rajmahal Circus in Akola was made possible by the collaboration of CHILDLINE India Foundation (CIF), the Esther Benjamin Trust (EBT) and the Esther Benjamin Memorial Foundation (EBMF) Nepal. Conducted on June 13th, 2008, the rescue was also supported by the CHILDLINE teams based in Amravati, Gorakhpur, Guwahati, Jalpaiguri, Kolkata, Murshidabad, Nadia and Nagpur. CIF members were present throughout the process of recording statements of children, to ensure that all critical facts were included. The children were sent to shelter homes for the time being.

Sriker Pardesi, the District Magistrate (DM) of Akola, meticulously planned the number of escorts for all the rescued and was extremely proactive in planning their restoration. CIF also requested the DMs in each of the districts to link the families to existing government schemes especially in the context of livelihood to prevent them from being re-trafficked. Additionally, CIF North team also met with the Under Secretary, Labour Welfare, who in turn contacted Assistant Labour Commissioner at Akola about the provisions of compensation for the rescued bonded labour.

The follow up on the release of compensation continues to date which includes the follow up on each child for appropriate rehabilitation support. Two of the traffickers from Nepal have been booked and arrested and the DM moved the entire administration in favour of CHILDLINE and took quick decisions, coordinated the entire process and setting-up of the vigilance committee. He directed the police, labour and revenue departments to escort the girls back home and personally communicated with the DMs of the respective districts. It was the advocacy of all the involved teams, including the Director of Women and Child, Government of India along with the others, and the cooperation of the Government of Maharashtra that helped to make this intervention a success.

Rescue from an Abusive and Exploitative Living Situation

In this intervention, 13-year old Asha was rescued from an institution near Chennai. The young girl not only had to cook and clean for all the residents but also had to care for an infant and also suffered verbal and sexual abuse. A volunteer at the institution called CHILDLINE Chennai brought the girl to the centre and filed an FIR against the director of the institution under Section 377 of Indian Penal Code (IPC) and Section 4 of the Tamil Nadu Women's Physical Harassment Act 1998. The girl was produced before the Child Welfare Committee (CWC) for further rehabilitation. As a result of this intervention, the state government closed down the institution and transferred the inmates to alternate accommodation. At present, the girl is in an NGO in Chennai.

Rescue from Sexual Abuse

In this intervention, nine-year old Shanta who lives in Kanyakumrai, was rescued. The daughter of a daily labourer, the girl was sexually abused by her neighbour. After much coaxing, she told her parents what had happened. However, as the abuser was an influential person, the police did not register the complaint. As the parents knew about CHILDLINE, they called for assistance and with its help were able to lodge the complaint. However, the family was further harassed and as the police refused to cooperate, CHILDLINE took the case to the Chairperson of the State Women's Commission. Through the intervention of the Commission, the accused was arrested and jailed. The girl was sent for counselling and enrolled in another school where she is at present continuing her studies. CHILDLINE also supported the family to compensate for the wage loss during this time.

Abandoned Children Rescued

This intervention revolves around a family living in extreme poverty in Kerala. A few years ago, the mother was diagnosed with tuberculosis and the father became an alcoholic and subjected his family to constant abuse. One day, the father put his children on a train to Madurai and abandoned them. Some 20 kilometres later, the children got off and realised that they had been abandoned. The railway police referred the children to CHILDLINE who then published the story in the newspaper.

Their relatives read about the children and visited their home where they found the mother unconscious, who later died in hospital. They also visited the Tirunelveli CHILDLINE Centre and met the children. Later, the father came to the Centre claiming that, at that time he had not been thinking clearly and that he wanted his family back. He also requested that for sometime the children be placed in a temporary shelter until proper arrangements were made. The children were then placed in a government home.

Prosecution of a Sexual Abuser

In this intervention, six-year old Muskan was rescued from sexual abuse by a 40-year old man. She was subject to sexual abuse regularly till a neighbourhood boy noticed that something was wrong and informed her parents. The next day, the man was caught in the act and beaten up.

The girl's father then called CHILDLINE Kanchipuram and was advised to lodge a complaint with the police. However, no FIR was registered. CIF approached TULIR, an NGO dealing with child sexual abuse cases. After much paper work, a case was filed under Section 4-354 IPC Act (Harassment of Women). At present, the culprit is behind the bars. Geographically the area of Gummidipoondi falls outside the district of Kanchipuram. The constant networking and efforts of the related agencies, namely, the probation officer, the CWC Chairperson, the Superintendent and District Superintendent of Police of Thiruvallur and TULIR were effective in intervening in the case.

Action against Corporal Punishment

This intervention involves Savithri, a 12-year old girl from Amaravathivilai village, Kanyakumari District. This girl who is from a poor family was severely beaten by her headmistress for coming late to school and as a result of the beating fractured her arm. Her sister called up CHILDLINE 1098 and asked for help. When CHILDLINE met the school authorities, they did not listen. It was only after they were warned about the existing government legislations and threatened legal action, that the authorities apologised and agreed to meet CHILDLINE's terms. The girl was later admitted to the government higher secondary school in Thoppoor.

Rehabilitation from an Abusive Family Atmosphere

This intervention revolves around 17-year old Saurav Ghosh who was living in an abusive family atmosphere. The boy's mother is mentally unstable and his father would abuse and beat the boy and his sister every day. One day because the boy stole some money from his father as he was hungry, he was abandoned at one of Kolkata's railway stations. CHILDLINE Agartala was alerted by CHILDLINE Kolkata and a team was sent to Kolkata. The boy was produced before the CWC and was admitted to a home there. The CHILDLINE team met with the father who refused to take the child back. The CWC then requested the police to intervene. After a lot of trouble, the police made the boy's father give a statement in writing that he would take care of his family.

Medical Help Provided

This intervention revolves around 10-month old Ritu who was diagnosed with a Ventricular Septical Defect and is the child of a sex worker. CHILDLINE was already in contact with the baby's mother and had previously admitted the baby's elder sister to a boarding school. To provide adequate medical help, CHILDLINE Kolkata contacted a renowned hospital, the required funds were raised from different sources and the operation was a success. When the baby is finally well, both sisters and their mother will be referred to a support organisation for long-term follow-up care.

Rescue from Child Labour

In this intervention, CHILDLINE Patna received information that six children from Katihar were being brought to Patna to work as child labourers. The team sprang into action and the police nabbed four traffickers and six children between the ages of 10 to 12 years. A FIR was lodged and the traffickers were booked under the Indian Penal Code, Child Labour Act, Juvenile Justice Act and the Bonded Labour Act. The matter was also brought to the notice of the CWC. A large scale networking activity between the Labour Department, Senior Superintendent of Police of Patna, Station Master of Patna railway station, the District Magistrate of Patna and the police stations of Katihar and Kishanganj resulted in the children being restored to their homes with minimum delay.

Placement of a Hearing and Speech Impaired Child in a Shelter

This intervention involves a nine-year old boy who has a hearing and speech impairment and was found wandering about the streets in Ujjain by a lady who called CHILDLINE. The CHILDLINE team collected the child and took him to the Centre. The team found that the boy had lost his parents and so he was later placed in a children's home. All this while, efforts were being made to find the rest of the boy's family. However, after a false lead, the boy had to be finally placed in a government home.

Child Reunited with His Family

This intervention involves a runaway 10-year old from Sholapur, Maharashtra. The boy's uncle called CHILDLINE for help. Fortunately for the family, a CHILDLINE team member had earlier come across a child who had been given shelter by a plumber in the area. The child told the team member that he had run away from his abusive and alcoholic father. The boy's family was contacted and they were reunited.

Protecting Children from Sexual Abuse

CHILDLINE Nagpur was informed by a concerned adult about the rape and murder of a four-year old little girl named Mumtaz. Her parents had informed the police and after much investigation it was found that the girl was last seen in the company of a 45-year old man. When the police apprehended the man, he initially denied everything but after some tough questioning, he finally confessed to raping and murdering the little girl. He also admitted that he had thrown the body into an open drain.

The police arrested the man and put him in jail. Due to the extreme anger of the people over the incident, riots broke out and the case got a lot of media coverage.

CHILDLINE stepped in and organised a series of awareness programmes on how to protect children from sexual abuse and the public was asked to call 1098 whenever they needed help for a child in distress. Initially the police had closed the case but thanks to the advocates with the CWC board, the case was reopened and is ongoing.

Rescue from Commercial Sexual Exploitation

Following an email about sexual exploitation from an organisation in Cooch Behar, West Bengal, CIF's North Regional Resource Centre, Delhi, began this intervention. Two girls had been lured to Delhi on the pretext of a job and were being kept in Yamuna Nagar. Fortunately, one of the girls escaped and returned home where she alerted the local NGO about the other girl. CIF officials in Delhi were unable to locate the place and contacted the CIF Gurgaon team that began its investigation and found that there was more than one victim. Once the girl was found, the rescue was initiated. On the basis of the statements of the victims and the information given by CIF, an FIR was registered against the five agents under Section 3, 4, 5 of the Immoral Traffic Prevention Act (ITPA). After a lot of paper work, the girl from Cooch Behar was allowed to return to her home with her father on November 8th 2008.



CHILDLINE CONTACT CENTRE (CCC)

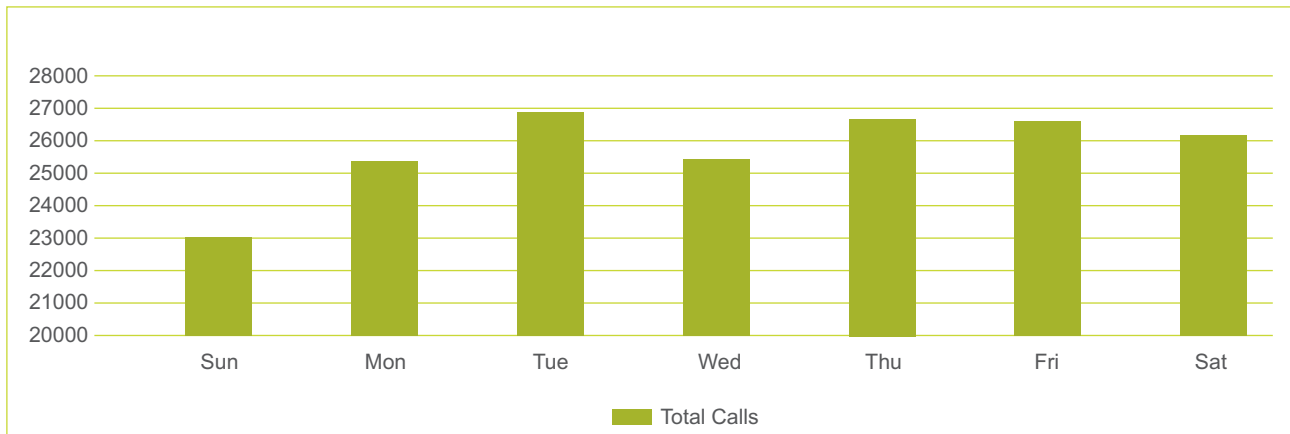
The CCC is the call centre initiative which began with support from Tata Consultancy Services at their facility in Vikhroli, in October 2007, as reported in our Annual Report for the year 2007-08. In August 2008, all of Mumbai was connected to the CCC. Subsequently, other cities were connected to CCC in a phased manner.

In the year under review, the CCC has serviced calls from Mumbai, Thane city, South Goa, Kota, Amravati and Sholapur. CIF developed protocols for the connection of other cities to the CCC and took on the task of documenting cases at CCC.

The extension of the CCC coverage has been very difficult due to the telecom connectivity issue: current facility of connectivity from BSNL is for toll free connectivity within a city and not across telecom circles. The process of identifying suitable software for the CCC was commenced but not completed. When it is ready it will help analyse call patterns on a real-time basis and also link up to the existing ChildNET software. Meanwhile, we use the software as provided by the switch at Tata Consultancy Services (TCS) called Call Monitoring Software (CMS), to determine patterns in calls handled by CCC. Call patterns reported at CCC during the year show some unique patterns. On the next page are a few analytical graphs.



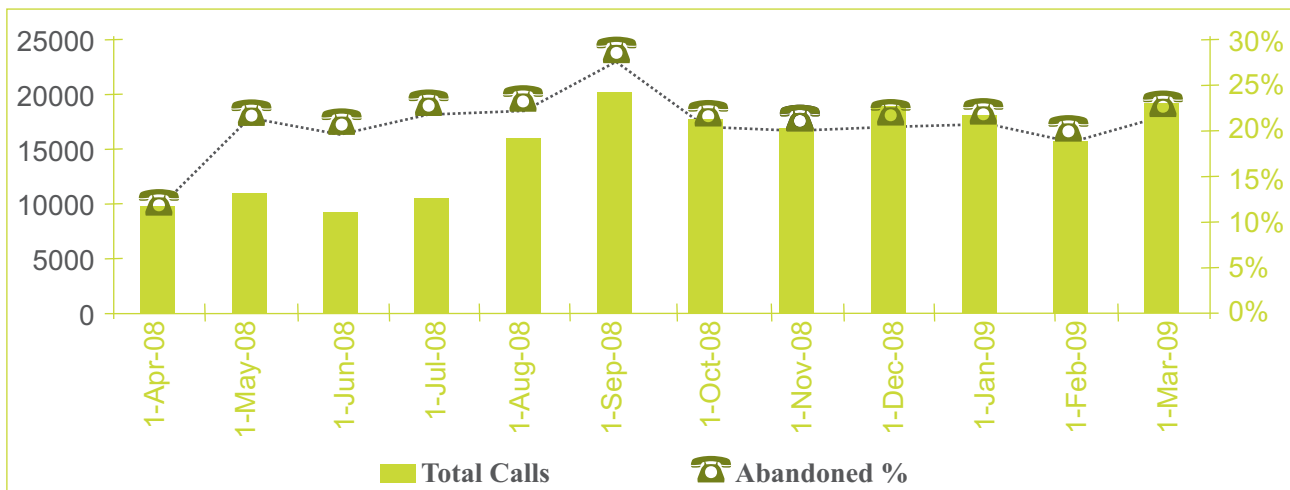
Day wise Calls: Entire year April 08 - March 09



- Based on Last Year's trend, the highest percentage of calls are received on Tuesday (14.96%) and Thursdays (14.80%). The lowest percentage of Calls are received on Sunday –12.75%.
- Though this trend has seen a change in the last three months, with Sunday getting the 3rd highest number of Calls in the Week.
- Out of the Calls received on each day, maximum percentage of calls get abandoned on Sundays and Tuesdays.

The CCC Software allows us to study patterns such as indicated in the chart in order to develop strategic plans.

Calls Made and Abandoned Percentage - Annual



- Total number of Calls have shown an increase of 95.96% in March' 09 as compared to April' 08. Overall the Calls have shown an increasing trend for the last financial year.
- This has also resulted in higher abandon (on an average 3,181 calls get abandoned each month). The average speed of answering the Calls has increased to 0.04 seconds.
- The average number of calls per month was 15,155 Calls with highest number of Calls received in September' 08 (20,304 Calls).

CATALYSE
systems through
active advocacy





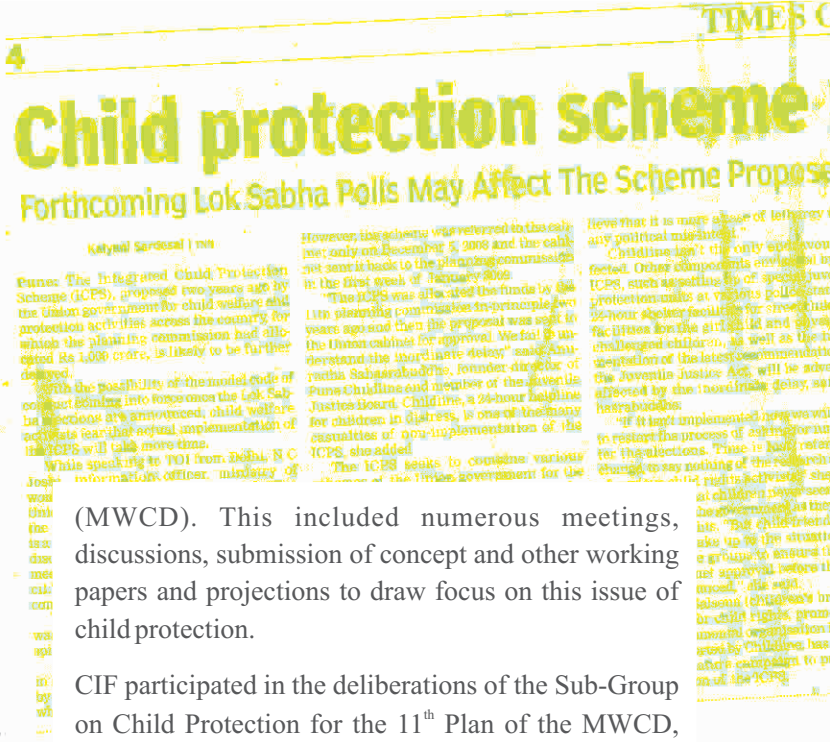
CHILDLINE India Foundation (CIF) attempts to look at the macro scenario on various Child Protection issues and works with the Government of India, State Governments and civil society organisations to bring these issues to the National agenda. CIF also discusses these issues with its partner organisations through various meets to bring all the concerned agencies on to the same platform in response to these issues. Eventually, it is through these partnership meets that CIF develops common protocols towards a more effective child protection practice.

INTEGRATED CHILD PROTECTION SCHEME (ICPS)

CHILDLINE is committed to its objective to have a one point contact that would quickly connect children to services that they need during or after a crisis. Recognising this commitment, the Government of India has placed CHILDLINE 1098 at the helm of a continuum of child protection services in its newly launched ICPS.

The ICPS is a comprehensive centrally sponsored scheme with a three pronged objective. It aims to, for the first time, set in place child protection infrastructure at the state and district level with outreach mechanisms that would penetrate blocks and villages. It provides for a continuum of child protection services for children that begin with emergency services through CHILDLINE 1098 and focuses adequately on community-based non institutional interventions like adoption and foster-care. It also aims to integrate police, state run and privately run residential services, hospitals etc. through a missing children tracking system, revamp government owned residential institutions, strengthen statutory bodies & mechanisms for child protection, educate the public on protection issues, train/capacity build stakeholders, and build cross-sectoral alliances between departments/ministries to facilitate the convergence required for a protective environment (for children).

This has been a long and arduous journey. CIF initiated its advocacy for a comprehensive child protection scheme seven years ago with the Ministry of Social Justice and Empowerment (SJ&E) and continued it with the Ministry of Women and Child Development



(MWCD). This included numerous meetings, discussions, submission of concept and other working papers and projections to draw focus on this issue of child protection.

CIF participated in the deliberations of the Sub-Group on Child Protection for the 11th Plan of the MWCD, which made a strong statement to the Planning Commission in favor of the need for investment in a comprehensive child protection mechanism.

To strengthen the efforts of the MWCD in advocating for the ICPS, CIF made strong representations on the need for an integrated child protection program to the Prime Minister, the Deputy Chairperson Planning Commission, and the Member, Women and Child, Planning Commission.

The process was time consuming lasting from 2006 to 2009. It involved obtaining approval of the Integrated Financial Division (IFD) of MWCD, comments from other Ministries including Labour, of HRD, and Law, two Expenditure Finance Committee Meetings and full Planning Commission approval. During this period, CIF ensured constant follow-up tracking the process at every stage.

2009 was the year for general elections in the nation. This brought a fresh concern for the ICPS. ICPS budgetary clearance required full Planning Commission approval and Cabinet approval before it could reach its implementation phase. Time was very short. It was likely that elections would be announced during Parliament Session in February. Code of Conduct would be enforced, which meant that no new schemes would be announced. The outcome of the election was unknown and this could mean more delay

चाइल्ड लाइन का हस्ताक्षर अभियान प्रारंभ

राजपुर, केन्द्र सरकार का महिला व बाल विकास विभाग बच्चों के लिये बनाई गई प्रकल्पित बाल संरक्षण योजना को तुरंत अमल में लाये, इसके लिये चाइल्ड लाइन व उनसे जुड़ी सभी बाल कल्याण क्षेत्र में कार्यरत संस्थाओं में समन्वय को बेराबरी और स्थित गांधी प्रतिमा के पास से हस्ताक्षर अभियान शुरू किया। अभियान की शुरुआत गांधी प्रतिमा के पास आच. सी.आय.डी. के बच्चों द्वारा स्ट्रीट प्ले के साथ किया गया। जिसके माध्यम से जनता को बताया गया कि बच्चों को संरक्षण का अधिकार नहीं है,



में विभिन्न संस्थाओं के 100 से ज्यादा

ज्यादा हस्ताक्षर लिये गये। इस अभियान में अप्रम व निराश्रय बहुउद्देशीय कल्याणकारी संस्था के सचिव रमेश गौर, चाइल्ड लाइन वरदान संस्था की श्रीमती मंजो कोल्हे, चाइल्ड लाइन वरदान संस्था की श्रीमती नासंती मेशापांडे, चाइल्ड लाइन नौल संस्था की नीति मोस्वामी, चाइल्ड लाइन कोल्हे संस्था चित्तमण खेडकर, रमा बगल, पुष्पिमा गौर, नामनाथ कामेकर, सुनिता घापोडकर, चंद्रकाल ठाकर, चाइल्ड लाइन जे. बी. एस. के. जे. एस. को कर्ना गट्टिल, वर्षा जावेर, सहयोगिता मेडम, स्ट्रीट चिल्ड्रेन प्रोटेक्ट की

and an uncertain future for the ICPS.

The CHILDLINE network was in despair. More than seven years of rigorous advocacy stood to be lost. The budget allocation for the CHILDLINE service had also not received any increments on salary & non-salary budgets and this was promised to CHILDLINE in the ICPS. In January 2009, the CHILDLINE network decided that it would put all its efforts into mobilisation of support to approve the proposed ICPS.

The CHILDLINE network comprising 196 CHILDLINE partner organisations and their teams across the 25 states and UTs, in 83 cities of India bombarded the MWCD, the Planning Commission, and the PMO with appeals for the approval of the scheme. Leading columnist and social commentators wrote articles which were published in leading dailies across the country. CIF linked with other national networks like the India Alliance for Child Rights, and

the Juvenile Justice Network added momentum to the advocacy campaign for ICPS.

The scheme was finally approved in the Cabinet on February 26th during the final session of Parliament just before the elections were announced. The ambitious scheme that began with a projection of Rs.2000 Crore per annum was rationalised to Rs.1000 Crore per annum and finally received an allocation of Rs.89 Crore in 2008-09.

The scheme remains wanting in a number of areas. The budgetary allocations are paltry. It has not reached implementation. However, CHILDLINE is optimistic. This is the start of a great concept and there will be scope to dialogue for increased allocations, additions and changes. This is a new beginning and we take pride in being part of this ambitious new scheme which will go down in history as a milestone in the child protection space.

Child Protection Scheme

Forthcoming Lok Sabha Polls May Affect The Scheme Proposed

Kajriani Sandeep | DRI

Point: The Integrated Child Protection Scheme (ICPS) proposed two years ago by the Union government for child welfare and protection activities across the country for which the planning commission had allocated Rs. 1,000 crore, is likely to be further delayed.

With the possibility of the modal code of conduct coming into force once the Lok Sabha elections are announced, child welfare activists fear that actual implementation of the ICPS will take more time.

While speaking to TOI from Delhi, N C Joshi, information officer, ministry of women and child development, said, "The Union cabinet referred the scheme back to the planning commission because the ICPS is a very big umbrella scheme necessitating discussion with various ministries as a member of the National Development Council. All this procedure is not likely to be completed before the Lok Sabha election."

Noting that the planning commission was available for comment on the matter despite repeated requests by the TOI.

The ICPS was proposed by the ministry in August 2006 and received in-principle nod by the planning commission in March 2007, which allocated the 1,000 crore for the scheme.

However, the scheme was referred to the cabinet only in December 6, 2007 and the cabinet sent it back to the planning commission in the first week of January 2009.

"The ICPS was allocated the funds by the 11th planning commission in principle two years ago and then the proposal was sent to the Union cabinet for approval. We all considered the inordinate delay," said Anuradha Sahasrabudhe, founder-director of Prati Childline and member of the Juvenile Justice Board. Childline, a 24-hour helpline for children in distress, is one of the many casualties of non-implementation of the ICPS, she added.

"The ICPS seeks to compare various schemes of the Union government for the first time to introduce child protection infrastructure at the state and district levels."

"Since the planning commission had given an in-principle nod to the scheme, it seems taking a second look was not its priority. As a result, we (the various child protection programmes) were caught in-between. And now with the elections around the corner, unless the scheme is immediately implemented, we are sunk," said Sahasrabudhe.

Another activist who requested anonymity told TOI, "The final process is a tedious one, because each member of the planning commission needs to sign on it. But we be-

lieve that it is more a case of lethargy than any political misdeed."

Childline isn't the only stakeholder affected. Other departments envisaged by the ICPS, such as setting up of special juvenile protection units at various police stations, 24-hour shelter facilities for street children, facilities for the physically and physically challenged children, as well as the implementation of the latest recommendations of the Juvenile Justice Act, will be adversely affected by the inordinate delay and the uncertainties.

"If it is not implemented soon we will have to restart the process of building funds after the elections. Time is lost, references change to say nothing of the research efforts of various child rights activists," said Joshi.

She adds that children are not to be a priority with the government as they don't have voting rights. "But child-friendly citizens need to wake up to the situation and create pressure groups to ensure that the ICPS gets cabinet approval before the elections are announced," she said.

The Prati Bahana (children's brigade), campaigning for child rights, promoted by the non-governmental organisation Dnyanesh Derr and supported by Childline, has already started a signature campaign in press for implementation of the ICPS.

FORMULATION OF THE CHILD PROTECTION POLICY (CPP)

By its very definition, Child Protection involves creation of a protective net around children in spaces where they develop so as to prevent, as much as possible, abuse or exploitation of any kind. Intervention activities involve dealing with victims of child abuse or dealing with the impact of various kinds of marginalised children and mainstreaming them or rehabilitating them; and dealing with child abuse offenders.

The creation of a protective net for children in spaces they inhabit during their development requires active participation of the stakeholders in the spaces. For instance in a school, the school, teachers, management and parents who send children to school need to commit to various practices and processes in dealing with children. The school infrastructure needs to provide for safety of children in a way that assures all Child Rights, including the right to protection, are accessible to children while they are at school. The sum total of the protocols and practices that assure Child Protection in a space such as a school is called a CPP. It is now a globally accepted practice that spaces that are inhabited by children or organisations that deal with children must have a clearly defined CPP. To start with the CHILDLINE network, itself needs to adopt a CPP to provide the framework for interaction with children.

The Policy Research Advocacy & Documentation Team (PRAD) has been involved in the formulation of

a draft policy for the CHILDLINE Network. This exercise involved the review of other policies, formulation of drafts, consensus building within the CHILDLINE network and refinement based on inputs from CHILDLINE network.

A STUDY ON CHILD PROTECTION IN INDIA

The CHILDLINE 1098 experience in the field of Child Protection has led to the realisation that there are some critical gaps in child protection that need to be addressed, especially since the nation is at the critical juncture where it is about to set in place child protection infrastructure, mechanisms and services.

There is very little baseline data on Child Protection. Understanding of Child Protection is largely restricted to entitlements under the Juvenile Justice (Care and Protection) Act 2000. Placing the child at the centre of a matrix that would cover all civil and political rights applicable to citizens of India under the Indian Constitution is a need of the hour. Programmatic planning and implementation seldom takes cognizance of restricted, actual, on-the-ground convergence of state service delivery mechanisms, largely due to limitations in the structure and functioning of the central/state governments. Moreover, while there have been a plethora of studies relating to development areas, for children, there is no significant study that has been done to establish benchmarks for child protection mechanisms, one that sets baseline data on penetration, accessibility and adequacy of child protection mechanisms across the country.



Taking this learning and realisation forward and to strengthen our grassroots outreach and field level advocacy, CHILDLINE India Foundation (CIF), rolled out a nation-wide Child Protection study.

The principal objectives are:

1. To map and track the status of the governance infrastructure and mechanisms that exist across the country which are responsible for realising children's right to protection.
2. To establish benchmarks and standards for child protection institutions, mechanisms and intervention protocols.
3. To evolve a 'model' Child Protection Framework that:
 - a. Provides information on the various vulnerabilities faced by children.
 - b. Based on the gaps identified, suggest mechanism for monitoring and assessing the progress made in making the community of children 'protected'.

The study involves data collection from village to state level across various stakeholders in 10 states. The study will also review the current governance mechanisms in the 25 states wherein CHILDLINE is present.

ChildNET Upgrade

All calls to CHILDLINE 1098 are collated and analysed using the software ChildNET by CIF. In addition to getting the monthly call statistics from the cities, a provision is made for online recording of cases.

ChildNET is a customised software that has been developed by Tata Consultancy Services (TCS) for CIF to upload the data on calls from city-level CHILDLINES to the central server at CIF. This helps CHILDLINE network to interpret data more efficiently. From April 2008 to December 2009, 58 collaborative organisations in 51 cities have installed the software.

In the past year, the intervention form was revised to reflect the specific needs of documenting information. For the format a pilot test was done and after feedback from teams across the country it was finalised, improving the basic call classification.

The primary objective of this revision was to capture the problems/interventions that were relatively uncommon at the time of designing the original intervention forms. The new form also took into account the data requirements of Child Helpline International (CHI) of which CHILDLINE India is a founding member. Based on this revision, TCS has developed phase II of the ChildNET software.



NEED ASSESSMENT STUDY (NAS)

In a number of cities where CHILDLINES are not present, CHILDLINE India Foundation (CIF) has received requests to look into issues relating to children and subsequently launched CHILDLINE services. PRAD has the task of developing situational analysis in each city- called 'Need Assessment Study'. This is the first step before a CHILDLINE service is set up in any city.

PRAD has developed the framework and tools for data collection, explored and identified the partners in the field to undertake the research and conducts periodic monitoring of the projects. After obtaining funding for NAS from Stichting Kinderpostzegels Nederland (SKN), NAS activities commenced for new cities. Between April 2008 to March 2009, NAS was commissioned in 13 cities and by April 2009, PRAD has received reports for seven cities/districts.



PARTNERSHIP MEETS FOR THE YEAR 2008-09

Developing and organising internal capacity building for CIF personnel, induction programmes and contributing to the regional meets for coordinators and team members is one of CIF's critical key areas of result. Such activities hone the skills of the team on a continuous basis.

CIF National Partnership Meet, November 2008

The National Partnership Meet (NPM), the annual meeting of CHILDLINE Partner Directors, was held in Chennai from 10th-12th November, 2008. This meet witnessed sharing of achievements, challenges and strategies of the CHILDLINE network. The two days deliberations touched upon issues from funding crisis to the changing face of the CHILDLINE service into a more technologically advanced one.

In its 12th year of operation and being the frontline child protection body in India, CIF urged for an urgent need to formulate and formalise Child Protection Policy that would spell out the minimum norms for child protection that need to be integrated in its service delivery, at all levels of the network.

Dr. Vidya Reddy, of TULIR made a presentation on Child Sexual Abuse (CSA). Many of the partners gave inputs as to how the teams could gear up and capacitate themselves to take on cases of CSA.



CIF's year old battle on the Anchorage shelter case was also highlighted as an example of advocacy and one that had created inroads with the State of Maharashtra to further catalyse and initiate consultative processes towards formulation of an Act to deal with CSA.

Regional presentations from each zone revealed the extent of CHILDLINE Advisory Board (CAB) and advocacy initiatives taken up by each zone. The network's involvement in legal interventions, training on Juvenile Justice, complex multi-partner interventions, as well as disaster relief and management were the other important issues discussed.

REGIONAL COORDINATORS AND TEAM MEMBERS MEETS FOR THE YEAR 2008-09

NORTH

Regional Coordinators' Meet, February 2009

The theme of this three day meet in Udaipur, was 'Sexuality and Sexual Abuse – Perspectives and Intervention' and highlighted sexuality as a low key concept. It aimed at developing effective intervention skills in child sexual abuse cases and enabled participants to understand, overcome inhibitions and develop clarity and skills in the intervention of cases. Several sessions were held which included a session on the different perceptions regarding sexuality at birth and after socialisation which led to several enthusiastic group discussions. Questionnaires regarding child sexual abuse helped to educate the participants and case studies were also discussed.

Regional Team Members' Meet, January 2009

This meet was held in Udaipur from January 30th to February 1st and focussed on Theatre and Communication with Children to strengthen outreach capacities and to integrate community issues in open houses. It was attended by 40 team members from all partner organisations in the northern states and Jamghat, a Delhi based group was invited as the resource group though the case intervention topics

were taken by CIF. As part of the sessions that were held, several interesting exercises were conducted to improve the quality of role-plays to generate interest, address a particular issue and sustain continuity. A session on the basics of theatre covered how to sit while performing, addressing and communicating with the audience, space coverage, mobility and voice modulation.

SOUTH

Regional Coordinators' Meet, January 2009

This meet was held in Chennai and was attended by 51 coordinators for a refresher input session. In addition to issues regarding the service and the new intervention forms, the issue of community involvement in child protection was discussed. Several presentations on best practices were also made by participants and methods and innovations, advocacy issues and interventions were also shared.

Regional Team Members' Meet, January 2009

This two day meet was held in Chennai and gave the participants valuable inputs on how to respond to calls. Savitha Sriram from SNEHA, a support group for women of South Asian origin in the state of Connecticut, stressed on the importance of how a call had to be responded to. Specific activities were conducted to help the participants understand how different people interpret and respond to the same questions. Different categories of calls were discussed to clarify doubts and various outreach methods used by the city teams were also shared. Tamilselvi, an expert in street plays, folk arts and puppetry and a lecturer in Sindhi College of Arts & Science, Chennai, conducted a series of games to help develop outreach skills.



EAST

Regional Coordinators Meet, January 2009

This two day meet focussed on the rescue, rehabilitation and prevention of trafficked children and child labourers and 68 coordinators across the eastern zone took part. It also celebrated the 10th birthday of CHILDLINE Kolkata. Activities during the meet included sharing of protocols that had been developed during the Directors' Meet, discussions on legal interventions undertaken by CHILDLINE in different cities of the east zone and sharing of various government circulars issued to facilitate initiatives on child protection.

Regional Team Members' Meet, January 2009

This three day workshop on communication skills saw 53 team members from various cities/districts of CHILDLINE take part. It was conducted by Sohini Chakraborty, Director and her team and focused on building team capacity to help communicate effectively with children on a one-on-one interaction as well as communicate effectively with the community at large.



WEST

Regional Coordinators Meet, September 2008

The main objective of this meet was to share innovative approaches and best practices among the regional CHILDLINES. Several sessions were held on various topics including: Call Trends and Intervention Forms, Best Practices in Advocacy, Networking and Outreach initiatives, Resource Mobilisation and Volunteer Management, and Trends and Interventions in Child Trafficking.

Regional Team Members' Meet, September 2008

The purpose of this two-day meet was to review the activities of the different CHILDLINES in the last year and analyse the strengths and weaknesses and the latest innovations. The meet was in a workshop format and focussed on theatre and communication with children for strengthening outreach and open house. There were 40 participants.

SENSITISATION WORKSHOPS WITH ALLIED SYSTEMS

Catalysing Allied System organisations/ institutions who have a stake in Child Protection, including Police, Judiciary, Health Care Organisations, Education Institutions, Transport Undertakings, Telecom, Media, NGOs and so on. National Integrated Child Protection (NICP) is the programme title that covers CIF's annual nationwide sensitisation and awareness workshops among allied systems institutions in all CHILDLINE cities. These workshops address various issues impacting children and processes and protocols for intervention. They provide a Rights based perspective on Child Protection and sensitise personnel of allied systems organisations on dealing with affected children. NICP workshops are supported by National Institute of Public Cooperation and Child Development (NIPCCD). In 2008-09 NICP workshops were held across the country. The summary table below indicates the key subjects and locations.

NICP

| Region | Cities | Content | Allied Systems reached out to |
|-----------------|--|---|--|
| 15 Cities NORTH | Kanpur, Varanasi, Allahabad, Meerut, Lucknow, Chandauli, Delhi, Udaipur, Jaipur, Alwar, Jammu, Gurgaon, Shimla, Chandigarh, Gorakhpur | Child Rights, Child Labour, JJ Act, CHILDLINE, Prevention of Trafficking of Women and Children Act, Role of Media and Performing Artists in Child Rights & Child Protection, Vocational skills, , Role of ICDS staff in Child Rights & Child Protection, Child Protection Strategies in the Railway Stations with Vendors and Coolies | Bar Association, Railways Dept., Labour Dept., Shelter Home Workers, Education System, Police Dept., Medical officers, Child Development Dept. , NCC Officers, Media, Performing Artists, Advocates, NGOs, Local Professionals, Youth Groups, PCO Owners, ICDS and Vendors and Coolies, Doctors, Teachers, Gram Panchayats |
| 27 Cities SOUTH | Chennai, Madurai, Trichy, Salem, Coimbatore, Tirunelveli, Cuddalore, Nagapattinam, Kanchipuram, Kanyakumari, Hyderabad, Vijayawada, Eluru, Kakinada, Vishakapatnam, Bangalore, Mangalore, Kannur, Trivandrum, Kochi, Calicut, Wayanad, Thrissur, Malappuram, Palghat, Kasargod, Port Blair | Child Protection, JJ Act, Child Abuse, Child Rights, Child labour, Street Children, Role of the police in prevention of child labour, Child Trafficking, CHILDLINE, Child Counselling, , Right to Information Act, Missing Children, Psycho Social Problems of Children, Deviant Behaviours among children, Child Marriage, Child Beggary | Police Dept., Health: ASHA workers, Resident Medical Officers, Juvenile Welfare Dept., Labour Welfare Dept., Teachers: Inclusive Education for Disabled (IED) and Sarva Shiksha Abiyan (SSA) |
| 21 Cities EAST | Guwahati, Agartala, Jalpaiguri, Shillong, Imphal, Murshidabad, Nadia, Paschim Medinipur, Purba Medinipur, Kolkata, Bhubaneswar, Behrampur, Rourkela, Cuttack, Puri, Ranchi, Patna, Darbhanga, Sitamarhi, Purnea, Kishanganj | Child Rights, Role of Government to ensure the Child Protection, JJ Act, Child Protection Issues, Child Labour, Trafficking, Psychological Problems faced by Children, CHILDLINE, Child Rights, Birth & Death Registration, Migration & Immigration Registration, implementation of NREGA, Human Right Defense System (HRDS), Child Marriage, Child Abuse, Communication Skills | Health Care Systems, JJ functionaries, Private Telecom Network, Police Dept., Panchayati Raj System, Tea Garden Owners, Shelter Home functionaries, Education System, Judicial Dept. |
| 16 Cities WEST | Mumbai, Pune, Ahmedabad, Goa, Baroda, Gwalior, Indore, Nashik, Nagpur, Bhopal, Kalyan, Aurangabad, Amravati, Sholapur, Ujjain, Ahmednagar | Child Rights, JJ Act, Child Labour Law, CHILDLINE, Trafficking, Child Health Scenario in Mumbai, Street Children, Puppet Show | Police Dept., District Women Child Development, Child Welfare Committee , Magistrates, Public Prosecutors, Centre for Integrated Development, Health Care Systems- BMC Hospitals |

The CIF team facilitated the design and planning of NICP sensitisation workshops by the CHILDLINE partners with different need based allied systems at the city level. This included allied systems like the Police, Education, Health, Juvenile Justice System etc. The break-up of the workshops conducted is as follows:

| Region | No of workshops |
|--------------|-----------------|
| West | 43 |
| East | 81 |
| North | 48 |
| South | 97 |
| Total | 269 |

PARTNERSHIP MEETS WITH THE STATE GOVERNMENTS

The year under review has seen a slew of networking and advocacy initiatives with state governments. These various partnerships auger well for CHILDLINE as it marks recognition by state governments of the benefits of implementing professional child helpline services. CIF views these breakthroughs as part of a significant on-the-ground gains for Child Protection as a whole in each of these states.

Funding Support in Kerala

Preparatory activities were undertaken in three new districts of Kannur, Kasargod and Palakkad in Kerala, with funding from the state Social Welfare Department. It is the first of its kind, with state government funding and a commitment for the expansion of the service. The Need Assessment Study, Resource Directory and District Mapping Exercise were undertaken in the districts. An in-house training programme was also held and twinning visits were organised between the new and senior CHILDLINE city teams.

District Model with Non-government Funding

The sanction of a part funding commitment for the district model of the CHILDLINE service in Gulbarga was received from the Women & Child Development Department, Karnataka.



Free Medical Treatment

A series of consultations on trafficking and child labour with Uttar Pradesh CHILDLINE partners, Principal Secretary, Women and Child Development (WCD), state and senior Police Officials resulted in the WCD agreeing to write letters to the Secretary for Health for free medical treatment for cases referred by CHILDLINE and for the setting up CHILDLINE booths at major railway stations in the state.

Maharashtra State Rules for Juvenile Justice (JJ)

CIF has been involved in the drafting of the Maharashtra State Rules for the implementation of the JJ Act through a series of meetings with representatives from the Women and Child Development, Maharashtra, NGO representatives and experts working on the issue of Child Protection.

Juvenile Justice Rules in Delhi

In consultation with the CHILDLINE Delhi team, CIF drew up recommendations for the amendment of the state rules for the JJ Act.

Capacity Building in West Bengal

The Department of Women and Child Development and Social Welfare, Government of West Bengal organised a training programme for Child Welfare Committee (CWC)/JJB Members in West Bengal. Entire state has been divided into nine clusters and a core training team has been formed with representatives from Govt. Departments and reputed NGOs to facilitate the sessions for this training programme. Eastern Regional Resource Centre, Kolkata is a part of the training team.



Legal Aid Workshop, Orissa

On September 14th, 2008, a workshop was organised in collaboration with Committee for Legal Aid to Poor (CLAP) at Centre for Youth and Social Development (CYSD). There were more than 50 participants including members of the judiciary, public prosecutors and lawyers. CHILDLINE Partner Directors also took part. Besides providing legal support to the children, other recommendations included framing of a state plan and framing of a state commission.

Workshop with functionaries of the Judiciary, West Bengal

On September 27th, 2008, a workshop was organised in collaboration with the National University of Juridical Sciences (NUJS), Kolkata, at NUJS. There were more than 50 participants including members of the judiciary, public prosecutors and lawyers. Apart from providing the best legal support to the children, participants confirmed their best efforts for the implementation of the J.J. Act. The objective of the workshop was to sensitise the functionaries towards Child Protection and Child Rights and to discuss legal procedures in CHILDLINE cases.

Workshop on Child Rights, Bhubaneswar

In collaboration with the Committee for Legal Aid to Poor (CLAP), CIF organised a workshop on September 14th 2008. The goal was to analyse the issue of child rights from the perspective of the United Nations' Convention on the Rights of the Child (UNCRC), discuss the realities and legalities of the child rights violation cases and create a common platform to save the child from social stigma and legal disgrace by the use of appropriate legal discourse.



The workshop attracted 40 participants including the Under Secretary, Women Welfare, Women and Child Development (WCD) department, Government of Orissa and lawyers.

Seminar on Child Trafficking: Issues and Challenges

Trafficking cases intervened by the five CHILDLINE cities in Orissa has proved its multifaceted dimensions in society. The need was felt to work on a concrete action plan to address the issue and hence, a one day seminar was organised in Panthaniwas on February 16th, 2009 by the WCD department, Government of Orissa, in association with CIF. The objective was to objectively assess the current trafficking situation, discuss the role of CWC and JJB in addressing it and to develop a state specific action plan for the prevention, rescue and rehabilitation of trafficked children.

Participants, including the Commissioner-cum-Secretary, the Director and Under Secretary of the WCD, Government of Orissa, the Inspector General of Police, Police Officials from the Department of Crime and the members of the CWC and the civil society organisations.

The Director of the WCD Department assured immediate relief to trafficked victims if recommended by the district administration. An action plan was also formed and submitted to the WCD to deal with the issue of trafficking with the help of a three-tier (state, block and village) Anti-Trafficking Cell.



Seminar on Child Rights, Kolkata

A seminar was organised by CIF in collaboration with the West Bengal National University of Judicial Sciences (WBNUJS), Kolkata, and the School of Criminal Justice and Administration on September 27th, 2008.

Participants included judicial magistrates, public prosecutors, advocates and academicians like the Vice Chancellor and the Registrar of the university.

Director, Department of Social Welfare, Special Secretary, Government of West Bengal introduced CHILDLINE and acknowledged the contributions of the judiciary and allied systems.

Issue of Missing Children, Delhi

In the year 2008, there were numerous media reports about 2,503 missing children in Delhi and about the fact that the police had only been able to trace 360 children. Based on these reports, an inquiry was instituted by both the National Commission for Protection of Child Rights (NCPCR) and the Delhi Commission for Protection of Child Rights (DCPCR). The Delhi Police Commissioner also announced a helpline for missing kids would be launched soon. With regard to this, the DCDPCR Chairperson, Amod Kanth, organised a press conference on February 20th 2009, wherein CIF was also invited to share its data on missing children. As an outcome of the press conference, the Crime Against Women Cell contacted the Delhi CIF regional office and asked for suggestions to improve their Missing Children Tracking system.



GLOBAL LINKS

Capacity Building International Helplines

A team from Kenya's Child Helpline visited CHILDLINE India. This visit was facilitated by the CIF team in coordination with CHILDLINE Mumbai partners.

Conference on Violence against the Girl Child, Netherlands

This two day conference was held in March 2009 in Hague, Netherlands and was organised by the Dutch Ministry of Foreign Affairs, in cooperation with other ministries and UNICEF. The aim was to take steps to ban violence against girls worldwide, increase awareness about the problem and urge efforts to find solutions.

125 delegates had been invited from all over the world, including experts, academics, and representatives of NGOs and government authorities, regional bodies and international organisations. Nicole Menezes participated in the conference on behalf of CIF.



Fourth CHI International Consultation, Jordan

Child Helpline International (CHI) held its Fourth International Consultation in Jordan from November 16th-19th November, 2008, and was hosted by the Jordan River Foundation – CHI's Jordanian member child helpline. Around 250 children, representatives from child helplines, partner organisations and government officials around the globe participated in this child helpline conference. CIF's Executive Director Kajol Menon took part in this consultation and was elected as the Asia Pacific representative at this forum.

The International Consultation is a knowledge-sharing platform, where child helplines can learn from best practices and gain valuable knowledge to take to their own helpline. Plenary sessions focused on the global child trafficking problem, with testimonies from every region, and child participation within helplines.



Peer Exchange Programme with Kids Help Phone, Canada

The Executive Director, Kajol Menon, and Coordinator, Strategic Alliances, Nicole, participated in the peer exchange program with Kids Help Phone Canada organised by CHI on September 2008 in Toronto.

CHILDLINE India needs strengthening of its capacity to mobilize resources and CHI in turn matched CHILDLINE India with Kids Help Phone Canada which is known for their well developed fund development programs. The peer exchange visit was specifically planned for the following purpose:

- To learn strategies on mobilizing resources from corporates and individuals in the community
- To learn strategies on marketing and communication and to examine tools used to undertake the same
- To understand the structure of kids help phone, its model and key relationships
- To gain an exposure to and understand the counselling program of kids help phone

The program was an extremely enriching experience. CHILDLINE India expresses appreciation and gratitude for the generous sharing of information and documentation by the Kids Help Phone team.

Twinning Visit to CHILDLINE, Egypt

Carlyle Pereira, Head, Special Projects and Kelvin Symon, Senior Programme Co-ordinator, went on a Twinning visit between CHILDLINE Egypt and India in July 2008.. The visit was essentially to gain exposure to the Call Centre Model in Egypt. This event resulted in an indepth learning of the Call Centre, especially some specific technical learning about the model and about the Child helpline operations in Egypt.

LEARNING EVENTS

Workshop on Management of Humanitarian Emergencies

Preeti Bhat, Head PRAD, participated in a Training of Trainers Workshop on Management of Humanitarian Emergencies which focused on Psychosocial Issues of Children And Families organised by Ummeed Child Development Foundation, held at Mumbai in February 2009.

The resource persons were doctors and psychiatrists from The Rainbow Centre for Global Child Health and Hospital, Cleveland, USA and Khon Kaen University, Thailand, who have experience of intervening in post-disaster rehabilitation programmes. CHILDLINE has consistently and regularly responded to disaster situations: Kutch earthquake, Tsunami in Andamans and Coastal Tamil Nadu, Jammu and Kashmir Earthquake, Bihar Kosi floods and Alia Cylcone in Bengal. During our interventions in disaster situations, we realised that children are most vulnerable and they have special needs.

This workshop addressed these issues of psychosocial care of children during disasters over a five day period and was intense with a number of presentations, case study analysis in small group discussions and sharing of analysis in a plenary.

Workshop on Community Radio

Carlyle Pereira participated in a workshop on Community Radio: A Tool for Empowering the Community organized by Development Alternatives in March 2009 at Taragram Appropriate Tech. Centre, Orcha, Madhya Pradesh. The workshop covered conceptual clarity, Government Regulations and Policies, Basic Production Skills. The training

equipped participants with the necessary skills and knowledge to enable them to develop their own community radio station. The training program is designed to focus on the role of community radio in developing life and livelihood of the rural communities, Community Radio Installation, Broadcast and Operation Policy and technical operation of Community Radio and strategy of work plan for sustainable operation of community radio.

National Consultation on Mainstreaming Child Rights, Delhi

Nicole Menezes from CHILDLINE, participated at the national consultation on mainstreaming child rights organized by the Centre for Health Education, Training and Nutrition Awareness (CHETNA), Ahmedabad in Delhi from November 24 to 26, 2008.

Over 150 representatives of NGOs from 11 states including 20 children as well as a few international experts on child rights participated in the discussions that sought decisions and time bound action plans. There was a lively debate on a range of issues from child care to their nutritional status and lack of protection from abuse and exploitation. Child participation and child survival emerged as the two major issues for public action.

CIF Internal Capacity Building Workshops

- In July 2008, an induction programme was conducted for CIF staff members who had joined the organisation over the last one and a half years across the four regions. The programme-cum-training included generic aspects like perspective building on child rights as well as specific orientation programmes, intervention strategies and documentation skills.

- A three day workshop on presentation skills was also organised in June 2008.

- CIF's half yearly review was held in September 2008 and looked at the need for Programmes and PRAD teams. Specific issues covered included understanding Child Sexual Abuse, building a Child Protection policy for CIF and CHILDLINE.

- CIF's Strategic Directions Meet was held in February 2009. As a result, a new vision and mission statement of CHILDLINE evolved to reflect CHILDLINE's current roles and aspirations.

- CIF's annual review was held in March 2009. Departmental activities of the past year were shared, plans for the next year and new projects were discussed.

PLAN PROGRAMME UNIT TRAINING SESSIONS

Based on the Child Rights training that CIF provided to Plan Programme Units (PUs) and other training sessions with allied systems, CIF has compiled a training manual. During the reporting period, CIF contributed to two training sessions that were organised by Plan for their PU partners. The meeting for the Rajasthan partners was held in Udaipur in May 2008 and the one for the Bihar PU partners was held in June 2008.

In 2009, a new training session for the PU partners was organised to cover the areas of Child Rights, Child Protection, Juvenile Justice Act and the institutions under these. Over 20 organisations in the states of Uttarakhand, Andhra Pradesh, Orissa, Rajasthan and Delhi were covered.

TELECOM: ADVOCATING FOR SEAMLESS AND CHILD FRIENDLY CONNECTIVITY

Over the past decade the telecom sector has changed completely. The Telecom Regulatory Authority of India (TRAI) is the regulatory authority for the sector. Department of Telecom (DOT), Ministry of IT and Telecom now markets the frequencies. Both MTNL and BSNL are now independent public sector corporates and not under direct supervision of DOT.

The country is divided into 19 telecom circles and four metro circles. Telecom service providers have interconnect agreements for smooth transfer of calls across circles and service providers, so that, there is seamless connectivity when subscribers move out of their home circles. In the new switch based service delivery, each circle is now a 'state' and at times, includes more than one geographical state territory. Even the landline numbers can move across locations

as they are based on either CDMA or GSM service. This means that 1098 can no longer be activated for a specific city only – it is activated in an entire telecom circle and the termination points cannot be differentiated within a circle on the basis of geographical limitations. This implies that CHILDLINE 1098 either services all calls within a telecom circle at one point or services several telecom circles from one point. There is no other alternative. To keep 1098 as only based on MTNL/BSNL is no longer viable, given the declines in their subscribers, both private as well as PCOs.

Voice Domain Management

Over the last 15 years, the huge growth in telephony and internet services has resulted in global recognition of the need to manage the “Voice Domain”. The voice domain management now covers a variety of processes that are enabled due to the convergence of telecom and IT technologies, which is what a BPO Call centre represents. This allows for ensuring call management, voice service standards management, single point response to clients querying through multiple medias such as phones, email, interactive web sites and Customer Relationship Management (CRM) with dedicated software. Helplines that receive thousands of calls can now also avail these technologies and ensure far better/efficient management of calls and voice responses. The world over Helplines (911 and others) are using BPO call centre based technologies to deliver more efficient service that can be managed on real-time basis.

Middle-class Calls to 1098

With the rapid expansion of mobile services amongst urban India – teledensity among the middle-class is now almost universal. At the same time, internet usage is growing among middle-class fuelled by Government and banking sector services delivery via net (IT returns, college admissions, online banking, travel reservations, are all online now). This has led to middle class calling 1098 for issues like exam related stress and child abuse.

The email id provided in the CIF’s website hardly received any cases three years ago. However, today one or two cases are reported via email every day.

Increasing awareness of 1098 and internet usage will lead to many more calls from the middle-class – this is inevitable and we cannot turn away from providing Tele-Counselling services to middle-class callers. This is a specialised kind of service and cannot be done at many points across the country as it requires special skills. It can only be controlled from a Call Centre where we can maintain seats for specialised Counsellors who can directly respond to such queries.

Scaling up the CHILDLINE service implies adopting a suitable model which allows for effective standardisation and quality control of voice response to 1098 calls. In a scenario where call connectivity cannot be distributed city-wise, telecom connectivity to centralised call centres is critical.

Catalysing Telecom

In February 2009, at the request of CIF, the Secretary MWCD initiated a meet with Secretary Department of Telecommunications, Ministry of Communications and IT. The Chairmen and Managing Directors of both BSNL and MTNL and their management teams were present. The meeting discussed the needs of CIF in view of the Centralised Call Centre (CCC) – that of toll-free connectivity from BSNL/MTNL across telecom circles to the CCC in Mumbai (for North and West region) which has been set up and to the future CCCs in Chennai (Southern states) and Kolkata (East and North East states).

We are hopeful that these discussions bear fruit in the next fiscal year so that all CHILDLINE cities can be connected to a CCC.





COLLABORATE
*through integrated
efforts between children,
the state, civil society,
corporates and
community*



The Services Department is the core of CHILDLINE India Foundation (CIF) and is responsible for the expansion of the CHILDLINE service to new locations and facilitation towards effective quality service delivery in locations where the service is currently functional.

Preparatory Activities for CHILDLINES that have been recently initiated:

| Region | Visits | In-house training of CHILDLINE teams |
|--------------|---|---|
| East | 2 (Kishanganj & Purnea – Bihar) | 2- Kishanganj & Purnea (Bihar) |
| South | 7 (Gulbarga,Kasargod, Kannur, Palakkad, Malappuram) | 1- Chennai (Tamil Nadu) |
| North | Nil | 4- Shimla (Himachal Pradesh), Varanasi & Chandauli (UP), Jaipur (Rajasthan) |
| West | Nil | 2- Ujjain (MP), Mumbai (Maharashtra) |
| Total | 9 | 9 |

CHILDLINE is now functional in 83 cities across the country with 203 partners.

The Services team completed 152 networking visits to ensure the smooth running of the CHILDLINE service in the various cities:

| Region | Visits |
|--------------|------------|
| East | 34 |
| West | 32 |
| South | 52 |
| North | 34 |
| Total | 152 |

While the CHILDLINE service was being facilitated during the reporting period, advocacy processes were strengthened with the local and state governments, regional networks and NGOs, capacity building of the CHILDLINE teams and several other initiatives were undertaken.

Two new CHILDLINES were set up with Sir Dorabji Tata Trust's and State Government of Karnataka's funding in Purnea and Gulbarga.

NORTH: *The region caters to 16 CHILDLINEs across the states of Rajasthan, Uttar Pradesh, Punjab, Haryana, Himachal Pradesh, Delhi, Chandigarh and Jammu & Kashmir.*

Uttar Pradesh (UP)

Lucknow

A one-day meet of the Directors of the UP CHILDLINE was held in Lucknow on August 29th 2008. The main issue was child trafficking and child labour in UP. The Secretary, Women & Child Development (WCD), UP along with senior officers of the other allied system participated in different sessions along with several CIF members.

On a separate occasion, CHILDLINE met with the Additional Director General of Police, Security, Lucknow to thank him for ensuring that the police were verifying the homes of the children who were being restored by the Lucknow CHILDLINE and for including CHILDLINE in crime meetings.

Chanduli District

CHILDLINE met with the Chief Medical Officer in Chanduli district wherein, he agreed to issue a circular to help in the medical and legal issues of children.

Kanpur

During the year, a CHILDLINE Advisory Board was set up in the city and its first meeting was held on May 26th, 2008.

On a separate occasion, meetings between CIF and the Inspector General of Police, Kanpur zone were also held in the city. He agreed in principle to depute juvenile police officers/child welfare officers in every police station within Kanpur.

CHILDLINE also met the functionaries of the Labour department of Kanpur and Child Welfare Committee (CWC) Chairperson.

Rajasthan

After many advocacy efforts by the North Regional Resource Centre (NRRC), CIF and CHILDLINE Jaipur, for the inclusion of the CHILDLINE message on the state police website, in January 2008, the same has been included on www.rajpolice.nic.in.

Alwar

After several advocacy efforts with the police, the Superintendent of Police, Alwar approved the putting up of CHILDLINE hoardings and posters in all the police stations in the district of Kota. CHILDLINE has also been requested to be an active member of a district monitoring committee in partnership with other NGOs in Alwar on the issue of female foeticide in the district.

Udaipur

The Inspector General of Police, Udaipur agreed to put up CHILDLINE hoardings/ posters at suitable locations in all the police stations in Udaipur. The Station House Officers (SHO) were asked to treat child related cases as Special Juvenile Police Units (SJPU) and police stations in Udaipur were asked to refer child related cases to CHILDLINE.

Jammu

A meeting with NGOs working on child rights issues were conducted by CHILDLINE Jammu on May 1st, 2008. The NRRC and CIF were also represented. This was the first meeting of its kind where the NGOs of Jammu city came together and discussed child issues.

Himachal Pradesh

A meeting was held between CHILDLINE and the Superintendent of Police, Shimla who agreed to issue a circular to all police stations and chowkies across Shimla to extend support to CHILDLINE, to fund trainings with the police personnel on issues related to CHILDLINE interventions, child rights, child abuse, labour and trafficking. CHILDLINE was also provided with a list of missing children and data on crimes against children.

During the year, CHILDLINE also met with the Social Welfare Officer and Supervisor and the District Commissioner of Shimla to garner their support for the 1098 service. Meetings were also held with the General Manager, BSNL (Telecom) Shimla and CHILDLINE to discuss connectivity problems of 1098.

Delhi

During the year under review, a meeting was held between CHILDLINE and the Director, Women and Child Welfare, Delhi. The Director agreed to facilitate

the process of mass awareness of CHILDLINE through the respective departments and requested for a formal letter to be sent. The department also asked for a draft of suggested amendments after which, the state government would facilitate a dialogue on the same.

The Delhi CHILDLINE partners also met to discuss amendments of the J.J. Rules for Delhi. Based on the suggestions, a compilation has been sent to the government.

A meeting with the Programme Officer of Northern India, Railway Children-UK and CIF was held to revise the strategy for the intervention programme of the railway children, request collaboration in Bihar for the study and train railway children for outreach workshops on sex and sexuality.

The South Asian Conference on Child Labour, organised by Global March against Child Labour and Bachpan Bachao Andolan and a five-day workshop for the master trainers on the Integrated Child Protection Scheme (ICPS) in National Institute of Public Cooperation & Child Development (NIPCCD) was attended by CIF representatives.

Noida

During the year, a meeting between CIF and Amity International University was held at Noida to finalise the curriculum for the Child Rights Diploma to be introduced shortly by the university.

Chandigarh

In 2008-09, CHILDLINE met with the Joint Secretary, Public Relations of Chandigarh who agreed to display the CHILDLINE link on the Chandigarh government website as well as the Chandigarh Tourism website.

SOUTH: *This region caters to 28 CHILDLINES across the states of Tamil Nadu, Kerala, Andhra Pradesh, Karnataka, and Andaman & Nicobar Islands.*

Kerala

A first of its kind, South Regional Resource Centre (SRRC), CIF organised a district level multi allied system consultation/sensitisation programme on Child Rights and CHILDLINE in Kannur, Malappuram through the support of the Kerala government.

During the year, circulars were also issued by the

Secretary, Social Welfare, to the District Collectors and Superintendent of Police for CAB and signing of identity cards for the CHILDLINE teams.

Tamil Nadu

Through the advocacy efforts of the CIF and Chennai partners, the CHILDLINE Chennai call centre was



shifted from the traffic control room to another room within the premises of Commissionerate of Police, Chennai during the year under review.

EAST: *This region caters to 22 CHILDLINES across the states of West Bengal, Orissa, Bihar, Jharkhand, Meghalaya, Tripura, Manipur and Assam.*

West Bengal

Kolkata

CHILDLINE Kolkata celebrated its 10th year on March 26th 2009. Children from various NGOs and shelter homes took part in the celebrations. A tram ride was part of the many activities which also helped generate awareness about the organisation.



Jalpaiguri District

In an initiative to further awareness about marginalised children, in March 2009, CHILDLINE Jalpaiguri along with the Jalpaiguri Welfare Organisation, one of CIF's partner organisations, chose young Sanjoy Chakraborty as a mascot to address various representatives from the public administration system



at the CHILDLINE Advisory Board (CAB) meeting in March this year. This was the first time that a child has taken part in the district level policy making body of CIF and the initiative was a great success.

On a separate occasion, the District Magistrate of Jalpaiguri district issued a circular to other allied systems for the smooth functioning of CHILDLINE and to help the team members on an emergency basis, particularly during the rescues.

During the year, CHILDLINE also met with the Deputy Superintendent of Police, for the implementation of State Juvenile Police Unit in Jalpaiguri. The police



department also issued a circular to provide police assistance during the rescue and restoration of children.

Assam

Guwahati

CIF participated in the regional consultation meet to encounter child abuse in Guwahati. There were representatives from the Government of India, State Governments of West Bengal, Assam, Mizoram and Bihar, NIPCCD (Regional and Central) and NGOs from West Bengal, Bihar, Assam and Mizoram.

Tripura

Agartala

During the year, a circular was issued by the District Magistrate to the police, health and labour departments for assistance during emergency situations.

Orissa

In January 2009, 150 children participated in a child meet organised by Disha, a collaborating organisation and CIF. These children belong to the tribal areas of Nuaga and Bisra Block of Sundargarh district, Orissa.

CIF has also begun an advocacy with the State Government and has asked for a night shelter to be set up.

Bihar

During the year, CIF participated in a consultation organised by Save the Children in Bihar. The theme was 'To Make Bihar a Child Labour Free State'. CIF emphasised more on prevention/rehabilitation.



Kosi Flood Intervention in Bihar

In August 2008, when the Kosi river changed its course, it inundated a population of around 38 lakh across the various districts of Bihar. For CIF, the needs of the children in the affected areas became a priority and it raised funds from HDFC Bank.

The team conducted a three day Need Assessment Survey in nine main government camps and identity cards were issued to the beneficiaries to help in the distribution of relief aid.

It set up helpdesks which were instrumental in dealing with post flood issues such as missing children. Medical camps were also organised in Basantpur block and about 500 children received medical attention.

Relief kits containing biscuits, mineral water, glucose, Oral Rehydration Solution (ORS) etc. were distributed among 210 pre-identified families in Birpur, Basantpur Block.

CIF reached out to approximately 5,000 children during the 100 days that they were present in the worst affected areas. Through this exercise of working with



the local administration, CIF gained credibility not only with the local community but also the State Government and local authorities.

WEST: *This region caters to 17 CHILDLINES across the states of Maharashtra, Madhya Pradesh, Gujarat and Goa.*

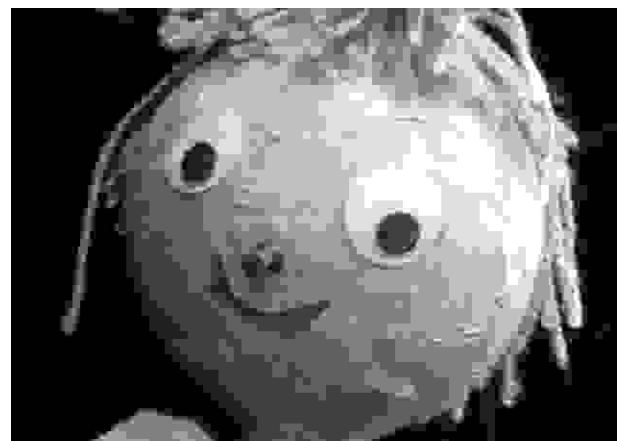
Maharashtra

Mumbai

The verdict on the Anchorage Case earlier on in the year has in a way, helped CIF address the issue of lack of both legislative cover as well as procedures and mechanisms for Child Sexual Abuse (CSA). It has made CIF ready for a long sustained campaign to change the way CSA is handled in India and impact the fast growing scourge of CSA. CIF has also embarked on a year long Child Sexual Abuse campaign in Mumbai, with financial support from HDFC Bank. The campaign will include sensitisation programmes for the media, police, healthcare, judiciary, NGOs dealing with children, municipality, as well as Training of Trainers initiative (TOT) for Parent Teacher Associations of schools in Mumbai, besides referral to legal aid and care facilities.

The CHILDLINE Intervention Unit (CIU) staged a street play on child sexual abuse and a puppet show on child labour along with the message of CHILDLINE at a children's camp organised by Mobile Crèches. Around 500 children of construction workers attended the camp

During the year under review, post the terrorist attacks of November 2008, as a gesture of CHILDLINE's solidarity, the CHILDLINE Intervention Unit team



members visited all police stations in the areas from Bandra to Malad including the railway police chowkies located in the railway stations. The team tied green bands and distributed greeting cards. This initiative also helped in raising awareness about the service

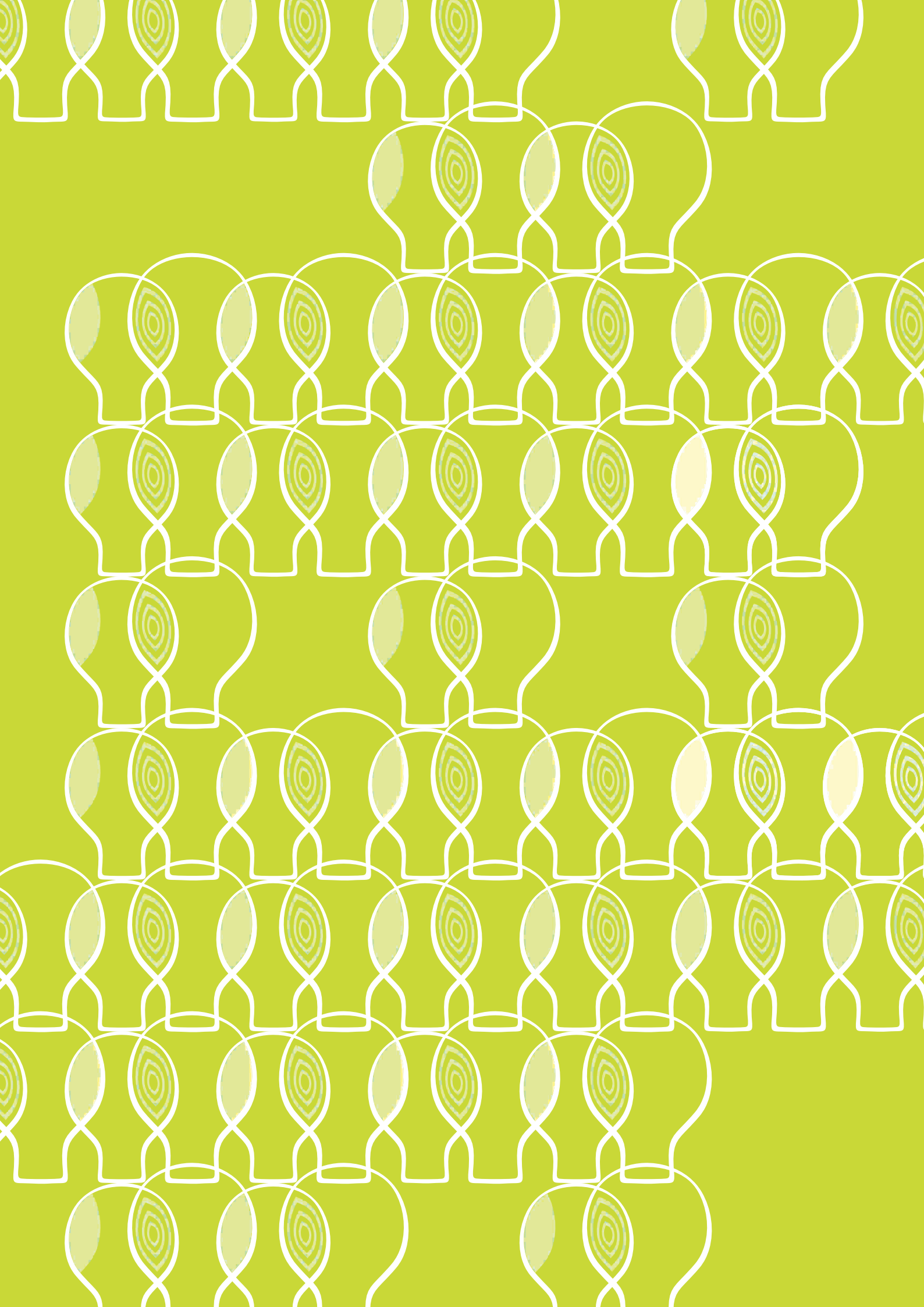


among the police officers who were not aware of the organisation and its various activities.

With the change to CHILDLINE Contact Centre (CCC) in Mumbai, CIF needed a first hand, ground level experience of case intervention so that innovative case intervention protocols, issue based intervention protocols, protocols for interface with CCC and innovative models of outreach/networking/advocacy could be defined clearly based on inputs/performance and output indicators. The resignation of a Collab partner in the western suburbs coincided and a CIF team was put into place as the CIU w.e.f. January 1st, 2008. An office in Andheri was found and the team has taken off since then. The connect between CCC and CIU has resulted in several prominent cases being taken up to a resolution. With the CIU, CIF now has direct case intervention case management experience. Though the CIU model is essentially a one off programme through which innovative practice can be lab tested before being shared with the CHILDLINE network. The CIU today has not only achieved a significantly higher number of case interventions, but has also developed detailed intervention protocols and processes. These will be converted into manuals that will be sent out to the CHILDLINE network.

CHILDLINE Mumbai celebrated its 12th year on 26th September, 2008. Present at the celebration were







COMMUNICATE
to make
child protection
everybody's priority

A key mandate of CHILDLINE India Foundation (CIF) is to promote the cause of Child Protection through Awareness and Advocacy within the society. To achieve this, CIF has been continuously working towards strengthening the brand equity of CHILDLINE and raising resources from public and private trusts, corporates, events and other initiatives.

EVENTS

International Child Helpline Day

Celebrations 2008

Child Helpline International is the global member-network of Child Helplines working to protect the rights of the child in over 150 countries with 91 official members. May 17th has been declared as the International Child Helpline day and is celebrated by child helplines across the world.

- CIF's Southern Regional Resource Centre, Chennai organised two events to mark the day namely; a Text Message Campaign and the formation of a Human

Chain. For the state-wide campaign, it tied up with Tata Indicom and Vodafone, Chennai.

- The formation of a Human Chain was organised by in collaboration with the partner organisations at Marina beach and more than 200 student volunteers of National Service Scheme (NSS) & Social Work departments from Stella Maris College, Queen Maris College, Loyola College, DG Vaishnav College, Madras University, and Hindu College took part. The event was chaired by Dr. P. Manorama, Chairperson, Child Welfare Committee (CWC), Chennai.
- CHILDLINE Allahabad along with the Diocesan Development & Welfare Society organised a 25 kilometre long rally to mark the day. The rally comprised of about 50 cycle rickshaws carrying children wearing CHILDLINE t-shirts. Handbills were distributed to spread the CHILDLINE message.



CHILDLINE Stall at Bal Mela, November 2008

MWCD, GOI organised a Vatsalya Mela at the Pragati Maidan from November 14th to 27th, 2008. Ms. Renuka Chowdhary then Minister (Independent Charge), MWCD inaugurated the Mela.

CIF had a stall and put up colourful banners, posters and awareness material. The stall was visited by a large number of people who showed interest to know more about the CHILDLINE Services.

Delhi Marathon, November 2008

CIF participated in the Delhi Marathon with the support of three corporate teams – Sanofi Aventis, The Park Hotels, Delhi and Bank of America. Our two Dream Runners Preet Dhupar and Ashley Menezes participated enthusiastically and managed to raise a substantial sum.

Mumbai Marathon, January 2009

CIF participated in the Mumbai Marathon with the support of 30 committed participants from Axis Bank, DSP Merrill Lynch, L&T, Osian's Art, Sanofi Aventis, Star TV and Tata AIG Life. The other corporate teams that supported CIF were Bank of America, Cross Tabs, Ernst & Young, Future Generali and Nickelodeon. We salute our runners namely; Shvetha Bhupathi, Sunil Rawlani, Aditi Paradkar, Linus Chhettiar, Shashi Raghunandan and T J Mathew.



AWARENESS CAMPAIGNS

CHILDLINE Radio Mirchi Rasta Reporter Initiative, July-September 2008

The Radio Mirchi Raasta Reporter Initiative was envisaged with the dual objective of empowering the street youth in Mumbai to report on the flood and traffic situation as well as to ensure that listeners are updated during the monsoons. Twenty nine youths were posted in specific parts of Mumbai and reported on traffic jams, obstructions to traffic, cancellation of local trains, flooding, accidents, etc.



Bal Vividha, December 2008

Bal Vividha, a celebration of diverse approaches to learning was organised at the Birla Industrial and Technological Museum (BITM), from December 4th-7th, 2008. It was hosted by the Comet Media Foundation. CIF was given the opportunity to set up an interactive corner to promote its message, philosophy, operational areas, objectives and achievements. The main focus was to celebrate the completion of 10 years of CHILDLINE Kolkata.

CHILDLINE Online Campaign, January 2009

In an online awareness cum resource mobilisation initiative, in January this year, CIF advertised on various high traffic websites. The websites that were identified are:

cricinfo.com, sulekha.com, in.com, santabanta.com, ibnlive.in.com, moneycontrol.com and google.com.

This initiative was a success and has trebled traffic to the CIF website.

CHILDLINE Print Media Campaign, 2009

As a pilot resource mobilisation campaign, CIF placed donation coupons in the DNA newspaper editions of Mumbai, Pune, Bangalore, Jaipur, Ahmedabad and Surat.

cut here 

YES, I SUPPORT CHILDLINE 1098
to assist children in distress.

I am happy to help CHILDLINE reach more children in need of care and protection.
Name (Mr/Mrs/Ms) _____

Address _____

PIN: _____

Phone: _____ Mobile: _____

Email: _____

I would like to donate an amount of Rs. _____
(Rupees)

Or

Please debit my (select relevant)
Master Card/ Visa Card/ Bank Debit card
Card number (please enter 16 digit card number)

Expiry date: _____
(DD/MM/YYYY)

PAN NO (Required for 100% tax exemption under
Sec 35AC if IT Act, in case of donations over Rs. 5000/-)

Note: All donations are exempt from Tax under sec 80G
(below Rs 5000/-) and Sec 35AC (over Rs 5000/-).

Date: _____ Signature: _____

Please mail this coupon along with your crossed account
payee cheque/DD to:

CHILDLINE India Foundation
2nd floor, Frere Bridge, low level,
Near Grant Road Station, Mumbai, 400007.
Phones: 91 22 23881098; Fax: 91 22 2381 1098
Email: dial1098@childlineindia.org.in
Website: www.childlineindia.org.in

Missing children. Abused children.
Runaway children. Children needing
medical assistance. All children in
need of care and protection.


Child/ concerned
Adult dials 1098


Connected to a
CHILDLINE centre


CHILDLINE team rushes
to child within 60 minutes


Child provided rehabilitation
constant follow up


Some numbers change lives.

CHILDLINE 1098 is a nation-wide, 24 hr, free-
phone outreach emergency helpline for
children in need of care and protection. Project
supported by the Union Ministry for Women
and Child Development and linking State
Governments, NGOs, Bilateral/Multilateral
Agencies and Corporate Sector. At present,
we cover 83 cities and service over 2 million
calls a year

Awareness Created Through Television Programmes

- CIF's media advocacy initiatives resulted in MTV, a popular youth channel, featuring CHILDLINE on its show 'On the Job2'. This has resulted in a huge increase in student volunteers for CHILDLINE.
- CIF tied up with Channel 9X for a children's reality song and dance show 'Chakk de Bachche'.

School Campaigns

As part of the on-going school campaigns, work began in July 2008 with the placement of one CHILDLINE staff member each in Delhi, Kolkata, Chennai, Mumbai and Pune. Since then, CHILDLINE has been introduced to schools and has been sensitising principals, teachers and students. So far, about 600 principals have been contacted and awareness programmes have been organised for about 45,000 students in 65 schools.

Apart from the metros, the visits have spread to other cities like Baroda, Hyderabad, Vijayawada, Vizag, Madurai, Kolhapur, Solapur, Ahmednagar, Nashik, Aurangabad, Madgaon, Jaipur, Ajmer and Siliguri.



CHILDLINE
INDIA FOUNDATION
HELP US CHANGE LIVES

Direct Mailers

In an effort to mobilise resources and raise the level of awareness about CHILDLINE, CIF sent out one lakh mailers in February 2009. Along with the metros, cities like Pune, Bangalore, Hyderabad and Ahmedabad were also covered.

College Fests

A tie-up with college festivals like Malhar of St. Xavier's College and the Tsunami Fest of Lala Lajpat College.

Indian Premiere League

A tie-up with the Indian Premier League Chennai Challenge team for the 10th anniversary celebrations of CHILDLINE Chennai.

10-9-08

Coinciding with the rare calendar date of 10-09-08 an awareness campaign was carried out involving 30 corporates which created a massive awareness campaign online.

Information Education and Communication Material

'Standees' and other information, education and communication material depicting CHILDLINE services for public events were developed and printed.

Social Film

CIF tied up with MAM Films annual free documentary films competition and obtained a new film on CHILDLINE at no cost. The competition by MAM invites 100 filmmakers to make documentaries on a chosen NGO from among the NGOs registered with MAM.



Rs. 20/- for a smile

A little more and that smile will stay



Missing children. Abused children. Runaway children. Children needing medical assistance. All children in need of care and protection.



Dial 1098

Child/ concerned
Adult dials 1098



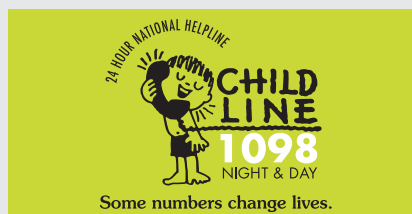
Connected to a
CHILDLINE centre



CHILDLINE team rushes
to child within 60 minutes



Child provided rehabilitation
constant follow up



Childline Project supported by the Union Ministry of Women and Child Development and linking State Governments, NGOs, Allied Systems and Corporate Sector.

भाइललाइन राज्य सरकारों, गैर सरकारी संगठनों, शैक्षणिक संस्थानों, द्विपक्षीय और बहुपक्षीय एजेंसियों तथा कॉन्सोर्टिअमों के साथ भागीदारी में यह महिला एवं बाल विकास मंत्रालय की परियोजना है। जब आप देखें कि किसी बच्चे को मदद की जरूरत है तो १०९८, इस नंबर पर कॉल करें।

www.childlineindia.org.in

Corporate Social Responsibility Activities for the Year under Review

| Month | Corporate | Activity |
|-----------------------|---------------------------------|---|
| April 2008 | Deloitte | The employees invited 30 children from CIF's partner organisation to their office at Powai IT Park. They spent the day playing games, watching movies and created Warli paintings. Several outreach programmes in the neighbouring areas were also conducted. |
| May 2008 | Mphasis | CHILDLINE college volunteers and Mphasis employees organised puppet shows as an outreach programme for children at the Prithvi Theatre in Mumbai. |
| June 2008 | HSBC Bank | CHILDLINE tied up with the bank wherein across India, ATM card holders could donate cash directly from the ATM banks while withdrawing money. |
| | Tata Communications | An NGO mela was attended by the CHILDLINE team to spread awareness amongst the employees. |
| September 2008 | I Mint Cards Initiative | As per the initiative, reward points from I Mint credit cards are donated to CHILDLINE. |
| | Axis Bank | As per the credit card tie-up with Axis Bank, on their respective customers' birthdays, a percentage from an expenditure made by the customer, is donated to CHILDLINE by the bank. |
| | Oberoi Hotels and Rotary Mumbai | A special charity dinner was hosted by Oberoi Hotels, Rotary Mumbai and the consulates of 18 countries for CHILDLINE. |
| | HSBC Bank | HSBC Bank supported CHILDLINE by sponsoring the birthday party. |
| November 2008 | ICICI Bank | A donation option page was included in the ICICI Bank reward point catalogue for HNI platinum card holders as an initiative towards helping CHILDLINE. |



PUBLICATIONS

ChildNET National Trend Analysis Report

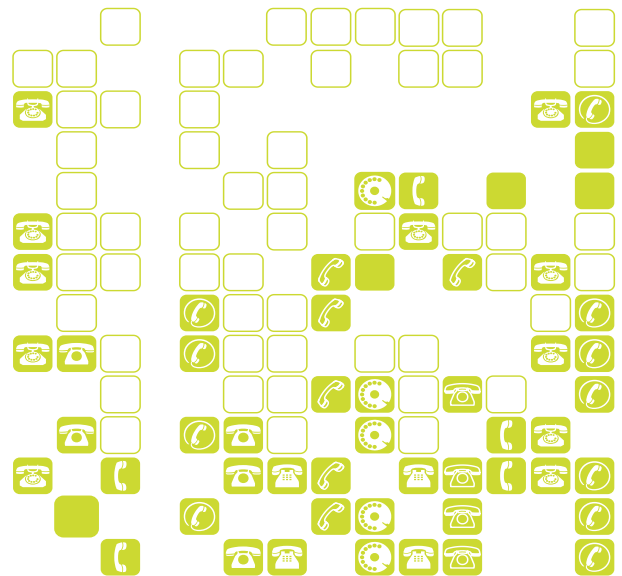
CIF's 'CHILDLINE Calling Is India Listening: Analysis of Calls to 1098' is based on data compiled from April 2005 to March 2006 and April 2006 to March 2007. It was released in August 2008.

The report covers national trends as well city level data on caller types, problems and interventions carried out by the CHILDLINE teams. The data provided by the cities has been utilised to compliment the ChildNET data. The first edition of the report has been used extensively by CHILDLINE partners and other child rights organisations to represent the problems of marginalised children in India.



Manuals on the Juvenile Justice System in India in Hindi

CIF had been involved with Juvenile Justice consultations in a few states and in 2006 the JJ Act was amended. Thus there arose a need for a simple tool to understand the provisions under the Act. In 2007-08, CIF brought out a set of manuals on Juvenile Justice namely; Child Protection and Juvenile Justice System for Children in Need of Care and Protection by Dr. Nilima Mehta and Child Protection and Juvenile Justice System for Children in Conflict with the Law by Maharukh Adenwala. These manuals were widely disseminated and in April 2009, were translated into Hindi and also published.

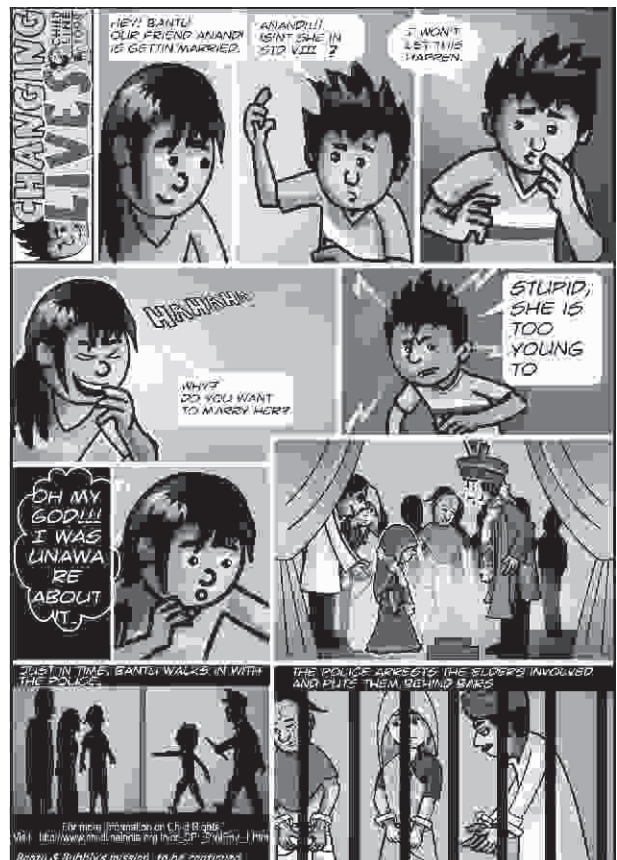
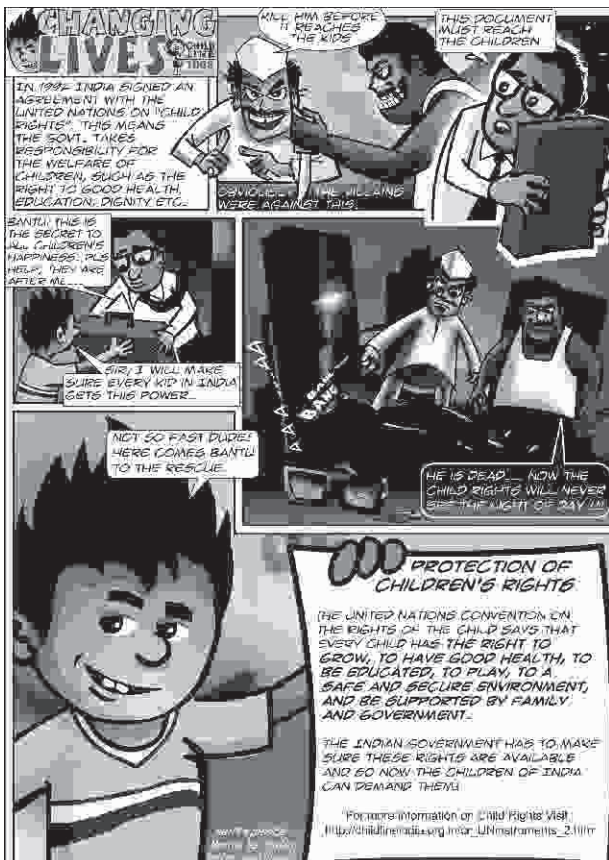


CHILDLINE Newsletter

The CHILDLINE newsletter was started with the aim of sharing the major events in CHILDLINE cities of the network. This includes advocacy efforts as well as initiatives to create awareness generation in the cities. The newsletter also gives an opportunity to the cities to share some landmark cases that they have handled. Four issues of the quarterly newsletter were brought out last year.

Creation of the Robin Age Comic Strip

'The Adventures of Bantu' is the new Child Rights and Child Protection communication to children, in comic strip format. The comic strip has been created by Designbar and the series was published in *Robin Age*, a newly launched children's magazine, which presents entertainment and learning in a new social friendly editorial environment. The strips are also on the CHILDLINE website.



REPORT OF AN AUDITOR RELATING TO ACCOUNTS

audited under sub-section (2) of section 33 & 34

and rule 19 of the Bombay public trusts act

Registered No: F - 21743 (Bom)

Name of the Public Trust : CHILDLINE India Foundation

For the year ended 31st March, 2009

- 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.383918/- (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 ; _____ No
- 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 ; _____ No
- p) Whether the minute books of the proceedings of the meeting is maintained; _____ Not Applicable
- 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. _____ Consequent to a fire at the office on 4th June, 2009, substantial amount of vouchers were destroyed by fire.

THE BOMBAY PUBLIC TRUSTS ACT, 1950. **SCHEDULE IXC (Vide Rule 32)**

Statement of income liable to contribution for the year ended : 31st March, 2009

Name of Public Trust : CHILDLINE 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) | | 51,769,928 |
| 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 | 16,828,927 | |
| (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 | - | 16,830,847 |
| Gross Annual Income chargeable to contribution Rs. | | 34,939,081 |

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

THE BOMBAY PUBLIC TRUSTS ACT, 1950. **SCHEDULE VIII [Vide Rule 17(1)]**

BALANCE SHEET AS AT 31st MARCH, 2009

Name of Public Trust : CHILDLINE India Foundation,

| FUNDS & LIABILITIES | | |
|---|--------------------------|--------------------------|
| | As At 31st March 2009 | As At 31st March 2008 |
| Trusts Funds or Corpus:- | | |
| Balance as per last Balance Sheet | 3,807,613 | 3,013,413 |
| Adjustment during the year | - | - |
| Add: Corpus Donations received during the year | 28,000 | 794,200 |
| | 3,835,613 | 3,807,613 |
| Other Earmarked Funds:- | | |
| Depreciation Fund | - | - |
| Sinking Fund | - | - |
| Reserve Fund | - | - |
| Other Earmarked Funds (Schedule 'A') | 29,044,210 | 26,267,491 |
| | 29,044,210 | 26,267,491 |
| Unrestricted Reserve Fund | | |
| As per last account | 2,398,181 | 2,398,181 |
| GOI - Block Grant:- | | |
| As per last account | 53,430 | 14,222,364 |
| Add: Received during the year | 60,679,678 | 47,635,327 |
| Less: Paid to the Organizations for 2005-06 | - | - |
| Less: Paid to the Organizations for 2006-07 | - | 7,461,192 |
| Less: Paid to the Organizations for 2007-08 | 1,646,027 | 54,331,763 |
| Less: Paid to the Organizations for 2008-09 | 49,742,982 | - |
| Less: Bank Charges / Postage | 200 | 11,306 |
| | 9,343,899 | 53,430 |
| GOI - Tsunami Relief:- | | |
| As per last account | 611,141 | 611,141 |
| Add: Received during the year | - | - |
| Less: Transfer to Income & Expenditure A/c | - | - |
| | 611,141 | 611,141 |
| Balance C/f | 45,233,044 | 33,137,856 |

| PROPERTIES & ASSETS | | |
|---|--------------------------|--------------------------|
| | As At 31st March 2009 | As At 31st March 2008 |
| Immovable Properties:- | | |
| Balance as per last Balance Sheet | - | - |
| Additions during the year | - | - |
| Less: Sales during the year | - | - |
| Depreciation for the year | - | - |
| | - | - |
| Investments:- | | |
| GOI 8% Savings (Taxable) Bonds 2003 | 2,400,000 | 2,400,000 |
| | 2,400,000 | 2,400,000 |
| Fixed Assets:- (Schedule 'B') | | |
| Balance as per last Balance Sheet | 1,289,243 | 806,046 |
| Additions during the year | 371,121 | 658,560 |
| Less: Disposals / Adjustments during the year | 35,578 | - |
| Less: Depreciation for the Year | 312,138 | 175,363 |
| | 1,312,648 | 1,289,243 |
| Loans (Secured or Unsecured):- | | |
| Good/ doubtful | - | - |
| Loans Scholarships | - | - |
| Other Loans | - | - |
| | | |
| | | |
| | | |
| | | |
| Balance C/f | 3,712,648 | 3,689,243 |

THE BOMBAY PUBLIC TRUSTS ACT, 1950. **SCHEDULE VIII [Vide Rule 17(1)]**

BALANCE SHEET AS AT 31st MARCH, 2009

Name of Public Trust : CHILDLINE India Foundation,

| FUNDS & LIABILITIES | As At | As At |
|--|-------------------|-------------------|
| | 31st March 2009 | 31st March 2008 |
| Balance B/d | 45,233,044 | 33,137,856 |
| <u>NISD</u> | | |
| As per last account | 24,878 | 674,454 |
| Add: Received during the year | - | - |
| Less: Transfer to Income & Expenditure A/c | - | 649,576 |
| | 24,878 | 24,878 |
| Liabilities:- | | |
| For Expenses | - | - |
| For Advances | - | - |
| For rent and other deposits | - | - |
| For TDS / Professional Tax | 205,077 | - |
| For Sundry Credit balance | 59,476 | - |
| | 264,553 | - |
| Income and Expenditure Account:- | | |
| Balance as per last Balance Sheet | 22,183,207 | 10,530,254 |
| Add: Surplus for the Year | 11,225,751 | 11,652,953 |
| | 33,408,958 | 22,183,207 |
| Balance C/f | 78,931,433 | 55,345,941 |

| PROPERTIES & ASSETS | | |
|---|--------------------------|--------------------------|
| | As At 31st March 2009 | As At 31st March 2008 |
| Balance B/d | 3,712,648 | 3,689,243 |
| Advances/Deposits:- | | |
| To Trustees | - | - |
| To Employees | 37,001 | 101,276 |
| To Contractors | - | - |
| To Lawyers | - | - |
| To Others / Deposits (Schedule 'C') | 4,332,231 | 1,644,898 |
| To Income Tax Recoverable | 243,335 | 172,510 |
| | 4,612,567 | 1,918,684 |
| Income Outstanding:- | | |
| Rent | - | - |
| Interest Accrued | 765,521 | 673,139 |
| Other Income - Grant Receivable | 73,800 | - |
| Debit Balance in Earmarked Fund - | 507 | 577,106 |
| | 839,828 | 1,250,245 |
| Cash and Bank Balances:- | | |
| (a) In Current Account with | | |
| State Bank of India a/c no. 10271085946 | 8,624,106 | 1,273,106 |
| State Bank of India a/c no.10271086064 | 22,062,303 | 3,467,219 |
| State Bank of India a/c no.10066940273 | 971 | 3,752,575 |
| | 30,687,380 | 8,492,900 |
| In Saving accounts with | | |
| ICICI Bank a/c no. 000401148565 (Kolkata) | 34,152 | 19,792 |
| ICICI Bank a/c no. 000401148566 (Delhi) | 3,365 | 34,955 |
| ICICI Bank a/c no. 000401148567 (Chennai) | 37,382 | 914 |
| HSBC Bank a/c no. 030-536247-001 | 169,920 | - |
| AXIS Bank a/c no. 465010100017499 | 25,888 | 25,000 |
| | 270,707 | 80,661 |
| In Saving accounts with | | |
| ICICI Bank (Quantum Optima) (Net) a/c no. 000401123643 | 3,305,969 | 7,154,150 |
| | 3,305,969 | 7,154,150 |
| Cash Bank Balance C/f | 34,264,056 | 15,727,711 |
| Balance C/f | 9,165,043 | 6,858,172 |

THE BOMBAY PUBLIC TRUSTS ACT, 1950. **SCHEDULE VIII [Vide Rule 17(1)]**

BALANCE SHEET AS AT 31st MARCH, 2009

Name of Public Trust : CHILDLINE India Foundation,

| FUNDS & LIABILITIES | As At | As At |
|---------------------|-------------------|-------------------|
| | 31st March 2009 | 31st March 2008 |
| Balance B/d | 78,931,433 | 55,345,941 |
| Total | 78,931,433 | 55,345,941 |

As per our report of even date

S.B.Billimoria & Co.
Chartered Accountants

Mumbai

Dated: 25th September 2009

| PROPERTIES & ASSETS | | |
|--|--------------------------|--------------------------|
| | As At 31st March 2009 | As At 31st March 2008 |
| Balance B/d | 9,165,043 | 6,858,172 |
| Cash Bank Balance B/d | 34,264,056 | 15,727,711 |
| (b) In Fixed Deposit account with State Bank of India | 35,240,000 | 27,740,000 |
| with AXIS Bank | 10,000 | - |
| with ICICI Bank | - | 5,000,000 |
| | 35,250,000 | 32,740,000 |
| (c) Cash in hand | | |
| With the Trustee | - | - |
| With the manager | 49,587 | 51,565 |
| | 49,587 | 51,565 |
| Total of Cash and Bank | 69,563,643 | 48,519,276 |
| <u>Debit Balance in NIPCCD</u> | | |
| As per last account | (31,507) | - |
| Less: Received during the year | 3,790,185 | 386,880 |
| Add: Transfer to Income & Expenditure A/c | 4,024,439 | 355,373 |
| | 202,747 | (31,507) |
| Total | 78,931,433 | 55,345,941 |

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

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

Name of the Public Trust: CHILDLINE India Foundation
Income & Expenditure for the year ending 31st, March 2009

| | 1st April 2008 to 31st March 2009 | 1st April 2007 to 31st March 2008 | | 1st April 2008 to 31st March 2009 | 1st April 2007 to 31st March 2008 |
|---|---|---|--|--|--|
| EXPENDITURE | | | INCOME | 31st March 2009 | 31st March 2008 |
| | | | By Rent | - | - |
| To Expenditure in respect of properties: | | | By Interest | | |
| Rates, Taxes, Cesses | - | - | on Security (GOI 8% Saving Bond 2003) | 192,000 | 192,000 |
| Repairs and maintenance | - | - | on Loans | - | - |
| Salaries | - | - | on Bank and Fixed Deposit | 3,421,066 | 2,711,277 |
| Insurance | - | - | | 3,613,066 | 2,903,277 |
| Depreciation (by way of provision of adjustments) | - | - | By Dividend | - | - |
| Other Expenses | - | - | By Donations in Cash or Kind (Schedule 'E') | 3,865,532 | 1,890,144 |
| To Establishment Expenses | 2,435,118 | 1,703,404 | By Grants (Schedule 'F') | 16,828,927 | 15,979,877 |
| To Remuneration To Trustees | - | - | By Income from other sources | | |
| To Remuneration (in the case of a math) to the head of the math, including his household expenditure, if any. | - | - | Award | - | 200,000 |
| To Legal Expenses | 6,025 | 102,900 | Fund raising event (net) | 6,050,381 | 6,567,814 |
| To Audit Fees | - | - | Birthday Party | 25,000 | 134,000 |
| To Contribution and Fees | 235,824 | 136,231 | Gen Radio Mirchi Rasta Roko | 255,000 | - |
| | | | HSBC Childline Birthday Party 2008 | 170,000 | - |
| | | | Sundry Receipts | 62,900 | 27,987 |
| | | | | 6,563,281 | 6,929,801 |
| To Amount written off: | | | By Sundry Credit Balance Written Back | - | 46,003 |
| (a) Bad Debts | - | - | By Earmarked Donation Balance Written Back | - | 23,901 |
| (b) Loan Scholarship | - | - | | | |
| (c) Irrecoverable Rents | - | - | | | |
| (d) Other Items (Advance) | - | - | | | |
| To Miscellaneous Expenses | 100,737 | 88,470 | | | |
| To Depreciation | 312,138 | 175,363 | Balance C/f | 30,870,806 | 27,773,003 |
| Balance C/f | 3,089,842 | 2,206,368 | | | |

As per our report of even date

S.B.Billimoria & Co.
Chartered Accountants

Mumbai
Dated: 25th September 2009

SCHEDULE IX [Vide Rule 17(1)]

| EXPENDITURE | 1st April 2008 to 31st March 2009 | 1st April 2007 to 31st March 2008 | INCOME | 1st April 2008 to 31st March 2009 | 1st April 2007 to 31st March 2008 |
|---|--|--|---|--|--|
| Balance B/d | 3,089,842 | 2,206,368 | Balance B/d | 30,870,806 | 27,773,003 |
| To Amount transferred to Earmarked Funds | - | - | By Transfer from Earmarked Funds | | |
| To Loss on sale of Fixed Asset | 23,078 | - | Schedule 'A' | 16,874,683 | 19,053,671 |
| | | | National Institute of Social Defence | - | 649,576 |
| | | | NIPCCD | 4,024,439 | 355,373 |
| To Expenditure on Objects of the Trust | | | | 20,899,122 | 20,058,620 |
| (a) Religious | - | - | | | |
| (b) Educational | - | - | By Deficit carried over to | | |
| (c) Medical Relief | - | - | Balance Sheet | - | - |
| (d) Relief of Poverty | - | - | | | |
| (e) Other Charitable Objects (Schedule 'D') | 37,431,257 | 33,972,302 | | | |
| | 37,431,257 | 33,972,302 | | | |
| To Surplus carried over to Balance Sheet | 11,225,751 | 11,652,953 | | | |
| Total | 51,769,928 | 47,831,623 | Total | 51,769,928 | 47,831,623 |

Mumbai
Dated: 25th September 2009

RECEIPTS AND PAYMENTS ACCOUNT FOR THE PERIOD 1ST APRIL 2008 TO 31ST MARCH 2009

| Receipt | Total | Payment | Total |
|---------------------------------------|-------------|---|-------------|
| Opening Balances | | | |
| Cash | 51,565 | Fixed Assets | 371,121 |
| SBI D. N. Road A/c 10271085946 | 1,273,106 | | |
| SBI D. N. Road A/c 10271086064 | 3,467,219 | | |
| SBI Hughes Road A/c 10066940273 | 3,752,575 | Deposit | 156,575 |
| ICICI Bank - Mahalaxmi | 7,154,150 | | |
| ICICI Bank - Kolkata | 19,792 | Establishment Expenses | 2,435,118 |
| ICICI Bank - Delhi | 34,955 | Legal & Professional Fees | 6,025 |
| ICICI Bank - Chennai | 914 | Contribution & Fees | 235,824 |
| SBI Fixed Deposits | 27,740,000 | Miscellaneous Expenses | 100,737 |
| ICICI Bank Fixed Deposits | 5,000,000 | | |
| Axis Bank | 25,000 | | |
| | | Expenditure on Object of the Trust | 37,431,257 |
| Corpus Donation | 28,000 | <u>Block Grant</u> | |
| | | 2007-08 | 1,646,027 |
| Block Grant for Partner Organisations | 60,679,678 | 2008-09 | 49,742,982 |
| | | Bank Charges / Postage | 200 |
| NIPCCD Grant | 3,790,185 | | |
| | | Capital Purchase from Earmarked Funds | 814,207 |
| Repayment of Advances | 14,342,789 | | |
| | | Advance for Expenses | 16,809,272 |
| Grant | 16,755,127 | | |
| | | Foreign Contribution returned - Earmarked Grant Returned | 94,985 |
| Earmarked Fund | 21,137,193 | | |
| | | Income Tax Recoverable | 70,825 |
| Donation | 3,865,532 | | |
| | | Closing Balances | |
| Interest | 2,686,581 | Cash | 49,587 |
| | | SBI D. N. Road A/c 10271086064 | 22,062,303 |
| Interest on GOI 8% Saving Bond | 160,964 | SBI Hughes Road A/c 10066940273 | 971 |
| | | SBI D. N. Road A/c 10271085946 | 8,624,106 |
| Fund Raising Event (Net) | 6,050,381 | ICICI Bank - Mahalaxmi | 3,305,969 |
| | | Axis Bank | 25,888 |
| Birthday Party | 25,000 | ICICI Bank - Kolkata | 34,152 |
| | | ICICI Bank - Delhi | 3,365 |
| Gen Radio Mirchi Rasta Roko | 255,000 | ICICI Bank - Chennai | 37,382 |
| | | SBI Fixed Deposits | 35,240,000 |
| HSBC Childline Birthday Party 2008 | 170,000 | Axis Bank Fixed Deposits | 10,000 |
| | | HSBC Bank A/c no. 030-536247-001 | 169,920 |
| Sundry Receipts | 62,900 | | |
| | | | |
| Sale of Assets | 12,500 | | |
| | | | |
| TDS & Professional Tax Payable | 205,077 | | |
| | | | |
| Stale Cheques reversed | 59,476 | | |
| | | | |
| Interest accrued of previous year | 673,139 | | |
| | | | |
| | 179,478,798 | | 179,478,798 |

As per our report of even date

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2009

SCHEDULE 'A'

OTHER EARMARKED FUNDS

| Name of Other Earmarked Funds | Years | Opening Balance (1.4.08) Rs. | Add: Received during year Rs. | Less: Returned/ Adjustments during the year Rs. | Less: Capital Expenditure (CIF & Partner Organisation) Rs. | Less: Transfer to Income & Expenditure A/c Rs. | Less: Written Back Rs. | Add: Transfer to Balance Sheet Rs. | Closing Balance (31.3.09) Rs. |
|--|--------------------|------------------------------|-------------------------------|---|--|--|------------------------|------------------------------------|-------------------------------|
| | | | | | | | | | |
| Revolving Fund | 2008-09 2007-08 | 10,000,000 10,000,000 | - - | - - | - - | - - | - - | - - | 10,000,000 10,000,000 |
| CIF Decennial Activities | 2008-09 2007-08 | 16,574 16,574 | - - | - - | - - | - - | - - | - - | 16,574 16,574 |
| Earmarked for Bihar Flood Relief - Gen | 2008-09 2007-08 | - - | - - | 33,997 - | - - | - - | - - | - - | 33,997 - |
| Earmarked for CHILDLINE (Mumbai) | 2008-09 2007-08 | - 3,076 | - - | - - | - - | - 3,076 | - - | - - | - - |
| Childline - Mumbai Education Project | 2008-09 2007-08 | 27,500 30,000 | - - | - - | - - | 10,483 2,500 | - - | - - | 17,017 27,500 |
| GIVE INDIA - i) Children Emergency & Rehabilitation | 2008-09 2007-08 | 257,049 - | - - | 98,651 259,649 | - - | 239,921 2,600 | - - | - - | 115,779 257,049 |
| ii) Responding to Children in Distress | 2008-09 2007-08 | 97,144 - | - - | 85,382 97,144 | - - | 1,445 - | - - | - - | 181,081 97,144 |
| iii) Sensitization Initiative for Child Protection | 2008-09 2007-08 | 12,030 - | - - | 9,270 12,030 | - - | - - | - - | - - | 21,300 12,030 |
| HDFC - for Childline Amravati | 2008-09 2007-08 | 144,781 102,587 | - - | - 209,430 | - - | - 167,236 | - - | - - | 144,781 144,781 |
| HDFC - for 'Head' Salary | 2008-09 2007-08 | 600,000 - | - - | - 600,000 | - - | 533,361 - | - - | - - | 66,639 600,000 |
| HDFC - for Bihar Flood Relief | 2008-09 2007-08 | - - | - - | 800,000 - | - - | 725,233 - | - - | - - | 74,767 - |
| HDFC - for Child Sexual Abuse awareness and intervention projects. | 2008-09 2007-08 | - - | - - | 550,000 - | - - | 47,600 - | - - | - - | 502,400 - |
| HDFC - Website Development | 2008-09 2007-08 | - 123,565 | - - | - 377,270 | - 172,671 | - 328,164 | - - | - - | - - |
| HDFC - for Childline Goa | 2008-09 2007-08 | - 67,687 | - - | - - | - - | - 67,687 | - - | - - | - - |
| HSBC - for Decennial Party | 2008-09 2007-08 | - 23,901 | - - | - - | - - | - - | - 23,901 | - - | - - |
| Govt. of Kerala - Earmarked for Kerala CL | 2008-09 2007-08 | 1,134,171 9,402 | - - | 2,155,551 1,568,864 | 9,995 36,450 | 2,761,904 407,645 | - - | - - | 517,823 1,134,171 |
| J&J Capital Expenditure | 2008-09 2007-08 | 635,468 2,284,580 | - - | - - | - - | - 1,649,112 | - - | - - | 635,468 635,468 |
| Lupin Labs for Telemarketing | 2008-09 2007-08 | - 133,476 | - - | - - | - - | - 133,476 | - - | - - | - - |
| Pirojsha Godrej Foundation - for upgradation of Server | 2008-09 2007-08 | 300,000 - | - - | - 300,000 | 300,000 - | - - | - - | - - | - 300,000 |
| Pirojsha Godrej Foundation - Centralized Call Centre | 2008-09 2007-08 | - - | - - | 500,000 - | - - | - - | - - | - - | 500,000 - |
| RCM - Earmarked for Shelter Home | 2008-09 2007-08 | - - | - - | 1,575,000 - | - - | - - | - - | - - | 1,575,000 - |

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2009

SCHEDULE 'A'

OTHER EARMARKED FUNDS

| Name of Other Earmarked Funds | Years | Opening Balance (1.4.08) Rs. | Add: Received during year Rs. | Less: Returned/ Adjustments during the year Rs. | Less: Capital Expenditure (CIF & Partner Organisation) Rs. | Less: Transfer to Income & Expenditure A/c Rs. | Less: Written Back Rs. | Add: Transfer to Balance Sheet Rs. | Closing Balance (31.3.09) Rs. |
|---|--------------------|------------------------------|-------------------------------|---|--|--|------------------------|------------------------------------|-------------------------------|
| RJF CIF Intervention Unit | 2008-09 2007-08 | - - | 878,900 - | - - | 62,860 - | 680,319 - | - - | - - | 135,721 - |
| SDTT for CHILDLINE - Bihar | 2008-09 2007-08 | 4,638,355 5,176,402 | 1,500,000 3,630,000 | - - | - 100,526 | 4,069,719 4,067,521 | - - | - - | 2,068,636 4,638,355 |
| The India Cements Ltd, Chennai CL | 2008-09 2007-08 | - - | 500,000 - | - - | - - | 56,346 - | - - | - - | 443,654 - |
| Tsunami Relief | 2008-09 2007-08 | 3,329,129 3,636,054 | - - | - - | - - | 689,702 306,925 | - - | - - | 2,639,427 3,329,129 |
| United Way India for Capital Expenditure | 2008-09 2007-08 | 79,927 - | - 79,927 | - - | 54,000 - | 25,927 - | - - | - - | - 79,927 |
| UWM - Purchase of Computer | 2008-09 2007-08 | - - | - 33,525 | - - | - 33,525 | - - | - - | - - | - - |
| Volkart for salary of CIF Mumbai Partners | 2008-09 2007-08 | - - | 500,000 - | - - | - - | 150,529 - | - - | - - | 349,471 - |
| Zilla Panchayat Gulbarga Childline | 2008-09 2007-08 | - - | 850,000 - | - - | - - | - - | - - | - - | 850,000 - |
| Purchase of Capital Equipment | 2008-09 2007-08 | 373,756 373,756 | - - | - - | 217,272 - | - - | - - | - - | 156,484 373,756 |
| AGFUND Award | 2008-09 2007-08 | 3,936,967 4,127,886 | - - | - - | - - | - 190,919 | - - | - - | 3,936,967 3,936,967 |
| C&A Mode KG Grant for Agartala Shelter Enhancement | 2008-09 2007-08 | 531,221 951,272 | 872,338 - | - - | 102,126 - | 1,301,940 420,051 | - - | 507 - | - 531,221 |
| Catholic Relief Service for Lucknow CP Meet | 2008-09 2007-08 | 6,240 24,076 | - - | - - | - - | - 17,836 | - - | - - | 6,240 6,240 |
| Catholic Relief Service for Gulbarga Needs Assessment Study | 2008-09 2007-08 | 510 39,531 | - - | - - | - - | 510 39,021 | - - | - - | - 510 |
| Esther Benjamin Trust Earmarked Grant for Circus Rescue | 2008-09 2007-08 | - - | 543,443 - | - - | - - | 245,817 - | - - | - - | 297,626 - |
| Empowerment ARIES Innovative Project | 2008-09 2007-08 | 47,133 48,133 | - - | - - | - - | 1,174 1,000 | - - | - - | 45,959 47,133 |
| Hope Foundation for Childnet Training | 2008-09 2007-08 | 14,260 113,302 | - - | 14,260 - | - - | - 99,042 | - - | - - | - 14,260 |
| Plan International - PRAD Activities | 2008-09 2007-08 | (577,106) 646,096 | 6,752,669 8,873,942 | 80,725 - | 67,954 - | 4,692,418 10,097,144 | - - | - - | 1,334,466 (577,106) |
| SARIQ Earmarked for Childline Organisation | 2008-09 2007-08 | 82,472 141,058 | - - | - - | - - | 30,288 58,586 | - - | - - | 52,184 82,472 |
| Stitching K Netherland | 2008-09 2007-08 | 2,804 996,934 | 4,078,923 - | 1,146,931 - | - - | 610,047 994,130 | - - | - - | 2,324,749 2,804 |
| TOTAL | 2008-09 | 25,690,385 | 22,284,124 | 1,241,916 | 814,207 | 16,874,683 | - | 507 | 29,044,210 |
| <i>Total Previous Year</i> | <i>2007-08</i> | <i>29,069,348</i> | <i>16,041,781</i> | <i>-</i> | <i>343,172</i> | <i>19,053,671</i> | <i>23,901</i> | <i>-</i> | <i>25,690,385</i> |

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2009

SCHEDULE 'B'

FIXED ASSETS

| Assets | Gross Block | | | | Depreciation | | | | Net Block | |
|---------------------------------------|----------------------|---------------------------|---------------------------|----------------------|---------------------|---------------------------|---------------------------|---------------------|----------------------|----------------------|
| | As at April 01, 2008 | Additions during the year | Disposals during the year | As at March 31, 2009 | Upto April 01, 2008 | Additions during the year | Disposals during the year | Upto March 31, 2009 | As at March 31, 2009 | As at March 31, 2008 |
| Furniture & Fixtures (10%) | 1,157,421 | 91,446 | 81,082 | 1,167,785 | 610,208 | 59,445 | 45,504 | 624,149 | 543,636 | 547,214 |
| Computer (60%) | 3,123,257 | 31,114 | - | 3,154,371 | 2,868,361 | 169,773 | - | 3,038,134 | 116,237 | 254,896 |
| Office Equipment (15%) | 1,073,738 | 248,561 | - | 1,322,299 | 586,604 | 82,920 | - | 669,524 | 652,775 | 487,133 |
| Total | 5,354,416 | 371,121 | 81,082 | 5,644,455 | 4,065,173 | 312,138 | 45,504 | 4,331,807 | 1,312,648 | 1,289,243 |
| Previous Year | 4,695,856 | 658,560 | - | 5,354,416 | 3,889,810 | 175,363 | - | 4,065,173 | 1,289,243 | |

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2009

SCHEDULE 'C'

| I Advances Others | As At March 31, 2009 Rs. | As At March 31, 2008 Rs. |
|---|--------------------------------|--------------------------------|
| Awareness & Advocacy | | |
| i) Delhi Marathon 08-09 | 2,000 | - |
| ii) Mumbai Marathon | 21,500 | - |
| RRC for expenses | 139,048 | 107,291 |
| Gen Director's Workshop Chennai | 785 | - |
| Services | | |
| i) Partner Organisation (Asavari) | 22,500 | 22,500 |
| ii) City Level Salaries | 30,000 | 30,000 |
| GOI | | |
| i) Administration | 41,661 | 3,000 |
| ii) Awareness & Advocacy | - | 72,000 |
| iii) Communication & Strategic Initiative | 704 | - |
| iv) Central Call Centre | 15,000 | 15,000 |
| v) Fund Raising | 30,000 | - |
| vi) Legal Intervention | 16,000 | - |
| vii) PRAD | 143,500 | - |
| viii) Services | 23,686 | 29,631 |
| ix) Preparatory (Research Work) | 30,000 | 30,000 |
| x) Need Assessment Study | 10,000 | 10,000 |
| EBT Earmarked for Circus Rescue | 3,783 | - |
| NISD NICP | 46,388 | 47,319 |
| NIPCCD NICP | 89,703 | 181,050 |
| NIPCCD - Regional Team members Meet, South | 2,275 | - |
| SDTT Earmarked for Bihar CL | 2,822,676 | 330,395 |
| State Govt. of Kerala Earmarked for Kerala Childline | - | 55,000 |
| Zilla Panchayat Gulbarga | 304,290 | - |
| C&A Anwasha Child Shelter Home - Agartala | 216 | 408,250 |
| General Administration | 3,975 | - |
| Plan International | | |
| i) Tsunami Relief Work City level | 40,000 | 40,000 |
| ii) Issue Based Research | 2,000 | - |
| SKN Earmarked for NAS & Partner Organisation | 68,559 | - |
| SARIQ Earmarked for Childline Organisation | 1,945 | - |
| | 3,912,194 | 1,381,436 |
| II Deposits | | |
| Post Office for Business Reply Card | 500 | 500 |
| Rental Deposit | | |
| i) GOI - for office (BMC) | 2,700 | 2,700 |
| ii) GOI - for RRC | 63,000 | 63,000 |
| iii) General - for RRC | 264,575 | 110,000 |
| iv) SDTT - for Bihar | 13,000 | 13,000 |
| Deposits for Electricity (BMC) | 2,287 | 2,287 |
| Telephone Deposit | | |
| 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 Bottled water | 2,125 | 2,125 |
| Gas Connection | 350 | 350 |
| CC Avenue | 1,000 | - |
| RJF CIF Intervention Unit | 1,000 | - |
| | 420,037 | 263,462 |
| TOTAL (I + II) | 4,332,231 | 1,644,898 |

SCHEDULE 'D'

| SCHEDULE 'D' | April 1, 2008 to March 31, 2009 | April 1, 2007 to March 31, 2008 |
|--|--|--|
| Other Charitable Objects | Rs. | Rs. |
| * Salaries/ Honorarium / Exgratia (Refer Note) | 4,364,238 | 4,335,543 |
| Awareness & Advocacy | 45,531 | 102,158 |
| CLB - Activities | 48,637 | 51,140 |
| Child Helpline International | 44,480 | 80,210 |
| Communication & Startegic Initiative | 28,916 | - |
| Director W/S OF UP, Lucknow | 19,388 | - |
| Director Workshop Expenses - Chennai | 952 | 181,195 |
| Direct Online Campaign Expenses | - | 23,418 |
| Preparatory / Monitoring Expenses | 407,580 | 96,514 |
| General Service City Level Expenses | 73,072 | - |
| Radio Mirchi Rasta Roko | 160,139 | - |
| Street Children Scheme - Inspection Charges | 311,185 | 57,912 |
| Childline Birthday Party | 138,917 | 100,824 |
| General Expenses | 37,373 | 116,910 |
| Governing Board Meeting Expenses | - | 51,672 |
| GOI Awareness & Advocacy | 4,561,348 | 4,004,224 |
| GOI Centralised Call Centre Expenses | 2,816,585 | 875,416 |
| GOI Research & Documentation | 1,550,659 | 1,506,169 |
| GOI Services Expenses | 1,521,974 | 1,274,179 |
| GOI Legal Intervention | 237,731 | - |
| GOI Staff Training | 163,430 | 159,870 |
| NIPCCD NIP Workshop | 1,594,980 | 355,373 |
| NIPCCD REGIONAL MEET EXP | 1,413,366 | - |
| NIPCCD DIRECTOR W/S | 1,016,093 | - |
| NISD NIP Workshop | - | 649,576 |
| NISD Partnership Meet | - | 191,192 |
| NISD NIP & Task Force Meet Expenses | - | 614,892 |
| Staff Review Meet Expenses | - | 90,244 |
| Sub Total | 20,556,574 | 14,918,631 |
| Earmarked Expenses | - | - |
| AGFUND - City Level Expenses | - | 190,919 |
| C&A Anwasha Child Shelter Home - Agartala | 1,301,940 | 420,051 |
| CLB Education Project | 10,483 | 2,500 |
| CLB Expenses | - | 3,076 |
| CRS Need Assessment Study - Gulbarga | 510 | 39,021 |
| CRS Child Paricipation Meet - Lucknow | - | 17,836 |
| EBT Circus Rescue Project | 245,817 | - |
| Empowerment (AIRES) Innovative Project | 1,174 | 1,000 |
| General Tsunami Relief Work (Refer Note) | 689,702 | 137,344 |
| Give India Emergency & Rehabilitation | 239,921 | 2,600 |
| Give India Respond Children in Distress | 1,445 | - |
| HDFC - Website Development | - | 328,164 |
| HDFC - Earmarked for Amravati | - | 167,236 |
| HDFC - Earmarked for Goa | - | 67,687 |
| HDFC EARMARKED FOR BIHAR FLOOD | 725,233 | - |
| HDFC EARMARKED FOR SEXUAL ABUSE | 47,600 | - |
| HDFC EARMK FOR HEAD SALARY | 533,361 | - |
| Hope Foundation - ChildNet Training Kolkatta | - | 99,042 |
| Johnson & Johnson Awareness Activities & Capital Expenditure | - | 1,649,112 |
| Lupin Lab - Earmarked for Telemarketing | - | 133,476 |
| RJF CIF Intervention Unit (Refer Note) | 680,319 | - |
| SDTT Earmarked for Bihar Childline (Refer Note) | 4,069,719 | 4,067,521 |
| State Govt of Kerala Preparatory Services | 2,761,904 | 407,645 |
| India Cements for Chennai CL | 56,346 | - |
| UWM for capital purchase | 25,927 | - |
| Volkart for salary of CIF Mumbai Partners | 150,529 | - |
| Plan International (Refer Note) | 4,692,418 | 10,097,144 |
| SARIQ Childline Organisation Expenses | 30,288 | 58,586 |
| SKN A&A Activities, NAS & Partner Organisations | 610,047 | 994,130 |
| Tsunami Relief Expenses | - | 169,581 |
| Sub Total | 16,874,683 | 19,053,671 |
| Total | 37,431,257 | 33,972,302 |

Note 1: Includes an amount of Rs.16,06,044/- (Previous Year Rs.18,53,813/-) paid to consultants, accountant and administrative staff which in the view of the management is incurred towards charitable objects.

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2009

SCHEDULE 'E'

| Donations in Cash or Kind | April 1, 2008 to March 31, 2009 Rs. | April 1, 2007 to March 31, 2008 Rs. |
|----------------------------------|--|--|
| Donation for CLB | - | 1,000 |
| General Donation | 3,865,532 | 1,889,144 |
| Total | 3,865,532 | 1,890,144 |

SCHEDULE 'F'

Grants

| | | |
|--------------------------|-------------------|-------------------|
| Government of India -CIF | 16,633,219 | 15,747,500 |
| Government of India -CLB | 153,250 | 232,377 |
| NISD Coord Meet, Calicut | 42,458 | - |
| Total | 16,828,927 | 15,979,877 |

CHILDLINE India Foundation

Schedules forming part of accounts as at 31st March, 2009

SCHEDULE 'G'

NOTES TO ACCOUNTS

1 Significant Accounting Policies

a) Financial Statements of the Trust are prepared on cash receipts and disbursements basis other than for capital expenditure (fixed assets), interest and grant receivable which are accounted for on accrual basis.

b) Fixed assets are stated at cost less accumulated depreciation. Cost includes all expenses relating to acquisition and installation of these assets. Depreciation is charged on written down value basis at rates prescribed in the Income Tax Act, 1961.

c) Depreciation is charged at the following rates:
Computer : 60%
Office Equipment : 15%
Furniture & Fixtures : 10%
Assets less than Rs.5,000/- are charged to revenue expenditure.

d) 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.

e) Previous year figures are regrouped wherever necessary to conform to this year classification.

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/Output /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 programmes, 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 Programmes 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 programme planning/monitoring/review (✓)
 - Internal control (✓)
 - Consultative decision – making (✓)

Human Resources

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

5. Accountability and Transparency

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 83 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 | Chair Person | Nil |
| 2 | Ms. Pradeep Bolina | Member | Nil |
| 3 | Mr. S K Ray | Member | Nil |
| 4 | Dr. (Ms) Armaity Desai | Member | Nil |
| 5 | Mr. Nawshir Mirza | Member | Nil |
| 6 | Mr. Piyush Pandey | Member | Nil |
| 7 | Dr. Parasuraman | Member | Nil |
| 8 | Ms. Jeroo Billimoria | Member | Nil |
| 9 | Mr. F. C. Kohli | Member | Nil |
| 10 | Mr. Farrokh Kavarana | Member | Nil |

Distribution of staff according to salary levels:

| Gross Salary including benefits to staff | Male | Female | Total |
|--|-----------|-----------|-----------|
| Below 5000 | 8 | 0 | 8 |
| 5000-10000 | 8 | 7 | 15 |
| 10000-25000 | 22 | 22 | 44 |
| 25000-50000 | 2 | 3 | 5 |
| 50000-100000 | 0 | 1 | 1 |
| Above 100000 | 0 | 0 | 0 |
| Total | 40 | 33 | 73 |

| | |
|--|----------------|
| Head of the organisation (including honorarium): | Rs.60,000/- pm |
| Highest paid full time regular staff: | Rs.60,000/- pm |
| Lowest paid full time regular staff | Rs. 3,000/- pm |

Total national visits by all staff during the reporting period:

During the year 170 national visits were made. Out of this 152 were Networking visits, 9 prep visits and 9 In house training. Total Expenditure for the National Visits – 24.19 lacs

Total International visits by all staff during the reporting period:

During the year the staff made the following international visits

| Name | Designation | Country | Purpose |
|-----------------|--|-------------|---|
| Kelvin Symon | Senior Programme Co-ordinator | Egypt | Twinning visit between CHILDLINE Egypt and India |
| Carlyle Pereira | Head: Special Projects | Egypt | Twinning visit between CHILDLINE Egypt and India |
| Kajol Menon | Executive Director | Jordan | Child Helpline International (CHI) Workshop and Consultancy |
| Armaity Desai | Board Member | Jordan | Child Helpline International (CHI) Workshop and Consultancy |
| Kajol Menon | Executive Director | Canada | Meet Kids Help Phone, Canada |
| Nicole Menezes | National Co-ordinator Strategic Alliance | Canada | Meet Kids Help Phone, Canada |
| Kajol Menon | Executive Director | Amsterdam | Child Helpline International (CHI) Board Meeting |
| Nicole Menezes | National Co-ordinator Strategic Alliance | Netherlands | Girl Child Conference |

Donors sponsored all the travel expense for the visits.

Networks/Linkages

CHILDLINE, a network of 203 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 2008-09 as on 31st March,09

Total grant received from MWCD to CIF and its partners for 2008-09 - 6,06,79,678/-

| State | City | Organisation | Role of the Organisations | Pending Grant (2007-08) | Disbursement towards 1st Installment (2008-09) | Disbursement towards 2nd Installment (2008-09) | Total Disbursement ₹(2008-09) |
|-------------------|---------------|---|---------------------------|-------------------------|--|--|-------------------------------|
| SOUTH ZONE | | | | | | | |
| Tamil Nadu | Chennai | Don Bosco Anbu Illam Social Service Society | Collab | | 254828 | 254828 | 509656 |
| Andhra Pradesh | Hyderabad | SIDUR | Support | | 32100 | 32099 | 64199 |
| Tamil Nadu | Coimbatore | Don Bosco Anbu Illam Social Service Society | Collab | | 214000 | | 214000 |
| Kerala | Trivendrum | Don Bosco Veedu Society | Collab | | 216075 | 216075 | 432150 |
| Kerala | Kochi | Don Bosco Sneha Bhavan | Collab | | 209939 | 209921 | 419860 |
| Kerala | Kozhikode | Association for Welfare of the Handicapped | Collab | | 187123 | 170583 | 357706 |
| Karnataka | Mangalore | Young Men's Christian Association | Collab | 187760 | 183660 | 181660 | 553080 |
| 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 | | 236167 | 240565 | 476732 |
| Tamil Nadu | Salem | The Salem Don Bosco Anbu Illam Social Service Society | Collab | | 181412 | 181411 | 362823 |
| Karnataka | Mangalore | School of Social Work, Roshni Nilaya | Nodal | | 50780 | 50780 | 101560 |
| Kerala | Wayanad | JVALA | Collab | | 187760 | 187760 | 375520 |
| Kerala | Thrissur | St. Christina Holy Angel's Home | Collab | | 182566 | 182566 | 365132 |
| Tamil Nadu | Chennai | Asian Youth Centre | Support | | 38334 | 38334 | 76668 |
| Tamil Nadu | Tirunelveli | Tirunelveli Social Service Society | Collab | | 187760 | 187760 | 375520 |
| Andhra Pradesh | Vijayawada | Forum For Child Rights | Collab | | 187760 | 187760 | 375520 |
| Andhra Pradesh | Vijayawada | Forum For Child Rights | Nodal | | 50780 | 50780 | 101560 |
| Andhra Pradesh | Hyderabad | Divya Disha | Collab | | 227660 | 227660 | 455320 |
| Kerala | Trivendrum | Trivendrum Social Service Society | Support | | 29000 | 29000 | 58000 |
| Tamil Nadu | Coimbatore | Families For Children | Support | | 28219 | 28219 | 56438 |
| Kerala | Thrissur | Vimala College | Nodal | | 50780 | 50780 | 101560 |
| Tamil Nadu | Madurai | Grace Kennet Foundation | Collab | | 214000 | 214000 | 428000 |
| Karnataka | Bangalore | Bangalore Oniyavara Seva Coota | Collab | | 227660 | | 227660 |
| Andhra Pradesh | Vishakapatnam | UGC DRS Programme, Dept of Soc. Work, Andhra University | Nodal | | 58380 | 58380 | 116760 |
| Kerala | Kozhikode | Farook College | Nodal | | 50778 | 50782 | 101560 |
| 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 |
| Tamil Nadu | Trichy | Bishop Heber College | Nodal | | 50780 | 50780 | 101560 |
| Karnataka | Bangalore | APSA | Collab | 215345 | 226442 | 226442 | 668229 |
| Kerala | Kochi | Rajagiri College of Social Sciences | Nodal | | 58163 | 58162 | 116325 |
| Kerala | Kanyakumari | Kottar Social Service Society | Collab | | 178373 | 178372 | 356745 |
| Tamil Nadu | Cuddalore | Indian Council for Child Welfare | Collab | | 140916 | 140914 | 281830 |
| Tamil Nadu | Kanchipuram | Asian Youth Centre | Collab | | 186233 | 186233 | 372466 |
| Tamil Nadu | Nagapattinam | Avvai Village Welfare Society | Collab | | 184467 | 184466 | 368933 |
| Tamil Nadu | Chennai | Department of Social Defence, Chennai | Nodal | 60025 | 23282 | 62328 | 145635 |
| Andaman & Nicobar | Cambell Bay | Prayas | Support | | | | 0 |
| Tamil Nadu | Tirunelveli | Centre For Empowerment of Women | Nodal | | 50647 | 50647 | 101294 |
| Kerala | Elru | Social Service Society | Collab | | 185208 | 185207 | 370415 |
| Andhra Pradesh | Kakinada | National Child Labour Project | Collab | 23426 | 152624 | | 152624 |
| Andhra Pradesh | Hyderabad | COVA | Support | | 25487 | | 48913 |

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2008-09 as on 31st March,09

| State | City | Organisation | Role of the Organisations | Pending Grant (2007-08) | Disbursement towards 1st Installment (2008-09) | Disbursement towards 2nd Installment (2008-09) | Total Disbursement t(2008-09) |
|-------------------|------------|---|---------------------------|-------------------------|--|--|-------------------------------|
| Andaman & Nicobar | Port Blair | Prayas Juvenile Aid Centre Society | Collab | 375520 | 186027 | | 561547 |
| Andaman & Nicobar | Hut-bay | Prayas Juvenile Aid Centre Society | Support | 45400 | 22679 | | 68079 |
| NORTH ZONE | | | | | | | |
| Rajasthan | Udaipur | Udaipur School of Social Work | Nodal | | 45212 | | 45212 |
| Rajasthan | Jaipur | I-India | Collab | | 216160 | 216160 | 432320 |
| Rajasthan | Udaipur | Sewa Mandir | Collab | | 185016 | | 185016 |
| Rajasthan | Kota | Utkarsha Sansthan | Collab | | 108080 | | 108080 |
| Delhi | Delhi | Delhi Brotherhood Society | Collab | | 274560 | 274560 | 549120 |
| Uttar Pradesh | Varanasi | Sri Shanti Vikas Seva Sansthan | Support | | 28555 | | 28555 |
| Uttar Pradesh | Allahabad | Diocesan Development & Welfare Society | Collab | | 182460 | | 182460 |
| Delhi | Delhi | Butterflies | Collab | | 274560 | 274560 | 549120 |
| Chandigarh | Chandigarh | Post Graduate Institute of Medical Edu & Res | Collab | | 196093 | | 196093 |
| Chandigarh | Chandigarh | Youth Technical Training Society | Support | | 29000 | 29000 | 58000 |
| Rajasthan | Jaipur | Jan Kala Sahitya Manch Sanstha | Support | | | | 0 |
| Delhi | Delhi | Don Bosco Ashalayam | Collab | | 268107 | 268106 | 536213 |
| Uttar Pradesh | Varanasi | Dr. Shambhunath Singh Research Foundation | Collab | | | | 0 |
| Delhi | Delhi | Salaam Balaak Trust | Collab | | 274560 | 274560 | 549120 |
| Uttar Pradesh | Varanasi | Gandhi Aahyayanpith | Nodal | | 57634 | | 57634 |
| Uttar Pradesh | Gorakhpur | Purvanchal Gramin Sewa Seva Samiti | Collab | | 212063 | 212062 | 424125 |
| Rajasthan | Jaipur | Institute of Development Studies | Nodal | | 49997 | 49996 | 99993 |
| Rajasthan | Kota | Rajasthan Bharat Scout & Guides | Nodal | | 50533 | 50533 | 101066 |
| Uttar Pradesh | Varanasi | Gramyachal Sewa Samiti | Collab | | | | 0 |
| Uttar Pradesh | Meerut | Janhit Foundation | Collab | | 214160 | | 214160 |
| Jammu & Kashmir | Jammu | Jammu Red Cross Socity | Collab | | 161992 | 157106 | 319098 |
| Jammu & Kashmir | Jammu | Jammu University | Nodal | | 48865 | | 48865 |
| Uttar Pradesh | Kanpur | Subhash Children Society | Collab | | 213124 | | 213124 |
| Rajasthan | Jaipur | Jan Kala Sahitya Manch Sanstha | Collab | | 216160 | 216160 | 432320 |
| Himachal Pradesh | Shimla | Himachal Pradesh Voluntary Health Association | Collab | 95560 | 246760 | | 342320 |
| Uttar Pradesh | Gorkahpur | Development Initiatives | Nodal | | 57246 | 57246 | 114492 |
| Gurgaon | Gurgaon | Shakti Vahini | Collab | | 143555 | 143555 | 287110 |
| Himachal Pradesh | Shimla | Population Research Centre | Nodal | 50780 | | | 50780 |
| Rajasthan | Alwar | Nirvanavan Foundation | Collab | | 185260 | 185260 | 370520 |
| Uttar Pradesh | Lucknow | Human Unity Movement | Collab | | 200521 | | 200521 |
| Delhi | Delhi | Prayas Juvenile Aid Centre Society | Collab | | 271318 | | 271318 |
| Uttar Pradesh | Varanasi | Gramyanchal Sewa Samiti | Support | | | | 0 |
| Rajasthan | Jaipur | Vihaan | Support | 28680 | | | 28680 |
| Uttar Pradesh | Lucknow | NIPCCD | Nodal | | 98908 | | 98908 |
| EAST ZONE | | | | | | | |
| Bihar | Patna | Bal-Sakha | Collab | | 215103 | 215103 | 430206 |
| Assam | Guwahati | Bosco Reach Out | Collab | | 185875 | 185874 | 371749 |
| West Bengal | Kolkata | Don Bosco Ashalayam | Collab | | 255600 | 255600 | 511200 |
| West Bengal | East Medi | Vivekananda Lok Siksha Niketan | Collab | | 187760 | | 187760 |
| Jharkhand | Ranchi | Samadhan | Support | | 28998 | 28997 | 57995 |

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2008-09 as on 31st March,09

| State | City | Organisation | Role of the Organisations | Pending Grant (2007-08) | Disbursement towards 1st Installment (2008-09) | Disbursement towards 2nd Installment (2008-09) | Total Disbursement t(2008-09) |
|------------------|----------------|---|---------------------------|-------------------------|--|--|-------------------------------|
| Tripura | Agartala | Voluntary Health Association of Tripura | Collab | | 185464 | 185464 | 370928 |
| West Bengal | Kolkata | Institute of Psychological & Educational Research | Support | | 39200 | 39200 | 78400 |
| Assam | Guwahati | Indian Council for Child Welfare | Collab | | 181689 | 181678 | 363367 |
| Orissa | Puri | Rural & Urban Socio-Cultural Help Universal Progressive Study | Collab | | 187760 | 187760 | 375520 |
| West Bengal | Jalpaiguri | & Cultural forum | Collab | | | | 0 |
| Orissa | Cuttack | Open Learning Systems | Nodal | 50639 | 50578 | | 101217 |
| West Bengal | West Medinipur | Prabuddha Bharati Shishutirtha | Collab | | 177230 | 177230 | 354460 |
| Orissa | Cuttack | Basundhara | Collab | | 186560 | 188920 | 375480 |
| West Bengal | S(24) Para | Child In Need Institute-D.H. Unit | Collab | | 187760 | 187760 | 375520 |
| West Bengal | Jalpaiguri | Jalpaiguri Welfare Organisation | Collab | | 187741 | 187740 | 375481 |
| Jharkhand | Ranchi | Young Men's Christian Association | Collab | | | | 0 |
| West Bengal | West Medinipur | Vidyasagar School of Social Work | Nodal | | 50780 | 50780 | 101560 |
| West Bengal | Nadia | Sreema Mahila Samity | Collab | | 187760 | 187760 | 375520 |
| West Bengal | S(24) Paragana | Sabuj Sangha | Collab | | 187706 | 187706 | 375412 |
| Manipur | Imphal | Manipur Mahila Kalyan Samiti | Support | | 22700 | 22699 | 45399 |
| West Bengal | Kolkata | City Level Programme of Action for Street & Wrkg Children | Nodal | | 70580 | 70580 | 141160 |
| West Bengal | Kolkata | Cini-Asha | Collab | | 262508 | | 262508 |
| West Bengal | Nadia | Karimpur Social Welfare Society | Support | | 22700 | | 22700 |
| West Bengal | S(24) Para | School of Women's Studies, Jadavpur University | Nodal | | 50780 | | 50780 |
| Orissa | Bhubaneswar | Ruchika Social Service Organisation | Collab | | 199783 | 199782 | 399565 |
| Assam | Guwahati | NIPCCD | Nodal | | 51705 | 51704 | 103409 |
| West Bengal | Kolkata | Bustee Local Committee & Social Welfare Society | Support | 39156 | 39200 | 39200 | 117556 |
| West Bengal | Kolkata | Loreto Day School | Support | | 39200 | 39200 | 78400 |
| West Bengal | Kolkata | SEED | Support | | 39200 | 39200 | 78400 |
| Jharkhand | Ranchi | Xaviers Institute of Social Sciences | Nodal | | 57300 | 57300 | 114600 |
| Manipur | Imphal | Department of Anthropology, Manipur University | Nodal | | 50265 | 50265 | 100530 |
| Manipur | Imphal | Manipur Voluntary Health Association | Collab | | 187296 | 185295 | 372591 |
| West Bengal | Jalpaiguri | Ananda Chandra College | Nodal | | 50780 | 50780 | 101560 |
| Meghalaya | Shillong | Impulse NGO Network | Nodal | | 50750 | 50749 | 101499 |
| Orissa | Rourkela | DISHA | Collab | | 185938 | 185938 | 371876 |
| Orissa | Rourkela | Shraddha | Support | | 21200 | 21200 | 42400 |
| West Bengal | Murshidabad | Palsa Pally Unnayan Samiti | Collab | | 187760 | 187760 | 375520 |
| West Bengal | Murshidabad | Gorabazar Shahid Khudiram Pathagar | Support | | 22700 | | 22700 |
| West Bengal | Murshidabad | Child In Need Institute | Nodal | | 50280 | | 50280 |
| Orissa | Behrampur | Indian Society for Rural Development | Collab | | 179356 | 179357 | 358713 |
| Orissa | Behrampur | Organisation For Rural Development | | | | | |
| Orissa | Behrampur | Integrated Social Health Action | Support | | 22700 | 22700 | 45400 |
| Orissa | Behrampur | NIRMATA | Nodal | | 22700 | 22700 | 45400 |
| West Bengal | East Medinipur | Egra College | Nodal | | 50246 | | 50246 |
| WEST ZONE | | | | | | | |
| Maharashtra | Kalyan | AASARA | Collab | | 197418 | | 197418 |
| Maharashtra | Nagpur | ISSUE | Support | 27304 | | | 27304 |
| Maharashtra | Mumbai | AASARA | Support | | 30557 | | 30557 |

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2008-09 as on 31st March,09

| State | City | Organisation | Role of the Organisations | Pending Grant (2007-08) | Disbursement towards 1st Installment (2008-09) | Disbursement towards 2nd Installment (2008-09) | Total Disbursement ₹(2008-09) | |
|------------------|----------------|---|--|-------------------------|--|--|-------------------------------|----------|
| Maharashtra | Nagpur | Matru Sewa Sangha Institute of Social Work | Nodal | | 58380 | | 58380 | |
| Madhya Pradesh | Indore | Lok Biradari Trust | Collab | 152176 | 178954 | 178954 | 510084 | |
| Madhya Pradesh | Ujjain | Madhya Pradesh Institute of Social Science Research | Nodal | | 50750 | 50750 | 101500 | |
| Maharashtra | Nasik | Navjeevan World Peace & Research Foundation | Collab | | 215160 | 215160 | 430320 | |
| Maharashtra | Solpaur | Akkalkot Education Society | Collab | | 177398 | 177398 | 354796 | |
| Maharashtra | Nagpur | Bapuji Bahujan Samaj Kalyan Bahuudheshiya Sanstha | Support | | 29000 | 26877 | 55877 | |
| Maharashtra | Mumbai | Youth For Unity & Voluntary Action | Collab | | 214641 | | 214641 | |
| Gujarat | Ahmedabad | Ahmedabad Study Action Group | Collab | | 206490 | 206490 | 412980 | |
| Madhya Pradesh | Bhopal | AARAMBH | Collab | | 212408 | 212407 | 424815 | |
| Goa | Goa | Nirmala Education Society | Nodal | | 55704 | 55704 | 111408 | |
| Maharashtra | Mumbai | Balprafullata | Collab | | | | 0 | |
| Gujarat | Baroda | Faculty of Social Work, MS University | Nodal | | 58380 | 58380 | 116760 | |
| Madhya Pradesh | Bhopal | The Bhopal School of Social Sciences | Nodal | 58380 | 41786 | 9621 | 109787 | |
| Maharashtra | Mumbai | Hamara Foundation | Support | | 39178 | 39177 | 78355 | |
| Maharashtra | Nagpur | Varadaan | Support | | 28998 | 28997 | 57995 | |
| Maharashtra | A'nagar | Snehalaya | Collab | | 184472 | 184472 | 368944 | |
| Madhya Pradesh | Indore | Indore School of Social Work | Nodal | | 44301 | 44331 | 88632 | |
| Maharashtra | Nagpur | Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha | Collab | | 102912 | 283095 | 386007 | |
| Gujarat | Baroda | Baroda Citizens Council | Collab | | 200217 | 203361 | 403578 | |
| Maharashtra | Pune | Karve Institute of Social Service | Nodal | | 55243 | 55243 | 110486 | |
| Maharashtra | Solapur | Walchand College of Arts & Science | Nodal | | 58064 | | 58064 | |
| Maharashtra | Aurangabad | Aapulki Samaj Seva Sanstha | Collab | | 160230 | 160230 | 320460 | |
| Maharashtra | Pune | Dnyana Devi | Collab | | 196947 | 198527 | 395474 | |
| Madhya Pradesh | Ujjain | Sewa Bharti | Collab | 41236 | | | 41236 | |
| Maharashtra | Mumbai | Childline India Foundation | Nodal | | 79450 | | 79450 | |
| Maharashtra | Mumbai | AAMRAE | Collab | | | | 0 | |
| Maharashtra | Mumbai | Prerana | Support | | | | 0 | |
| Goa | Goa | Don Bosco Goa Salesation Society | Collab | | 33148 | | 33148 | |
| Goa | Goa | Vikalp Trust | Support | | 29000 | 29000 | 58000 | |
| Maharashtra | Amravati | Hanuman Vyayam Prasarak Mandal | Collab | 143860 | 160959 | | 304819 | |
| Maharashtra | Aurangabad | DILASA | Nodal | 50780 | 45115 | 45114 | 141009 | |
| Gujarat | Ahmedabad | Gujrat Vidyapeeth | Nodal | | 54084 | 54084 | 108168 | |
| Goa | Goa | Janugahi | Collab | | 209526 | 208725 | 418251 | |
| Maharashtra | Mumbai | Hamara Foundation | Collab | | 230969 | 230143 | 461112 | |
| West | Madhya Pradesh | Gwalior | Centre For Integrated Developoment | Collab | | 172817 | 172817 | 345634 |
| North | Uttar Pradesh | Chandouli | Gramyanchal Sewa Samiti | Collab | | 170757 | | 170757 |
| South | Tamil Nadu | Madurai | Madurai Inst of Soc Sci | Nodal | | 53568 | 53567 | 107135 |
| West | Maharashtra | Mumbai | Childline India Foundation (Nodal India) - Admin grant | Nodal | | 8316610 | 8316609 | 16633219 |
| Total Rs. | | | | 1646027 | 27207950 | 22535032 | 51389009 | |

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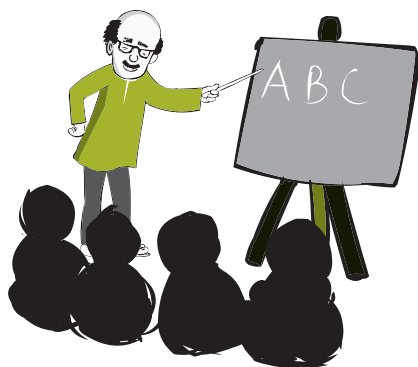
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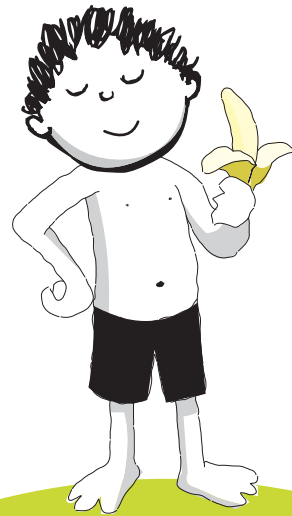
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| Baroda | Baroda Citizens Council, Dept. of Social Work, MS University |
| Bangalore | Association for Promoting Social Action, Don Bosco, Child Rights Trust |
| Berhampur | Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, National Institute for Rural Motivation Awareness & Training Activities |
| Bhopal | AARAMBH, Bhopal School of Social Sciences |
| Bhubhaneshwar | Ruchika Social Service Organisation |
| Chandigarh | Pediatric Centre - PGIMER, Youth Technical Training Society |
| Chandauli | Gramayanchal Seva Samiti |
| Chennai | Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, NESAKKKARAMSEEDS, Marialaya, World Vision |
| Coimbatore | Don Bosco, Families for Children |
| Cuttack | Basundhara, Open Learning System |
| Cuddalore | Indian Council for Child Welfare |
| Darbhanga | East and West Educational Society, Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan, Batika, Manav Jagriti Kendra, Gyan Seva Bharti Sansthan |
| Delhi | Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust |
| Elluru | Social Service Centre |
| Goa | Goa Salesian Society, Nirmala Education Society, Vikalp, Jan Ugahi |
| Gorakhpur | Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation |
| Gulbarga | Seth Shankarlal Lahoti Law college, Don Bosco Pyar, Margadarshi |
| Gurgaon | Shakti Vahini |
| Guwahati | National Institute Public Cooperation & Child Development, Indian Council for Child Welfare |
| Gwalior | Center for Integrated Development |
| Hyderabad | Divya Disha, Society for Integrated Development in Urban & Rural Areas, Confederation of Voluntary Associations |
| Imphal | Dept. of Anth-Manipur University, Manipur Voluntary Health Association, Manipur Mahila Kalyan Samiti |
| Indore | Lok Biradari Trust, Indore School of Social Work |
| Jaipur | Institute of Development Studies, Jan Kala Sahitya Manch Sanstha, I-India, |
| Jalpaiguri | Dept. of Economics - Ananda Chandra College, Jalpaiguri Welfare Organisation |
| Jammu | Indian Red Cross Society, Jammu University |
| Kakinada | VIKASA- National child labour project |
| Kalyan | Aasara |
| Kanchipuram | Asian Youth Centre |
| Kanpur | Subhash Children's Society |
| Kannur | Don Bosco, Tellichery Social Service Society, Association for the Welfare of Handicapped |
| Kanyakumari | Kottar Social Service Society |
| Kasaragod | Institute of Applied Dermatology, People's Action for Non formal Education and Development in Technology, Mar Thoma College of Special Education |



| | |
|---------------------------|---|
| Kishanganj | Compeering Society for Social Work & Research Network, Nilu Jan Vikas Sansthan, Koshi Gramin Vikas Sansthan Araria, East & West Educational Society, Crescent Education & Welfare Trust |
| Kochi | Don Bosco Sneha Bhavan, Rajagiri College of Social Sciences |
| Kolkata | Bustee Local Committee, Cini Asha, City level Programme for Street & Working Children, Don Bosco Ashalayam, Institute of Psychological & Educational Research, Loreto Day School, Society for Educational and Environmental Development |
| Kota | Rajasthan Bharat Scouts & Guides |
| Kozhikode | Association for Welfare the Handicapped, Farook College |
| Lucknow | National Institute of Public Cooperation and Child Development, Human Unity Movement |
| Marialaya | World Vision |
| Madurai | Grace Kenett Foundation Hospital |
| Malappuram | Pocker Sahib Memorial Orphanage College, Sheshy Charitable Trust, Rajagiri Outreach |
| Mangalore | YMCA – Young Mens' Christian Association, Roshni Nilaya |
| Meerut | Janhit Foundation |
| Mumbai | Aasara, Committed Communities Development Trust, Hamara Foundation, Youth for Unity & Voluntary Action |
| Murshidabad | CINI Murshidabad Unit, Palsapally Unnayan Samiti, Shahid Khudiram Pathagarh |
| Nadia | Sreema Mahila Samity, Karimpur Social Welfare Society |
| Nagpur | Apang Va Niradhar Bahuddheshiya Kalyankari Sanstha, Bapuji Bahujan Samaj Kalyan Bahuddheshiya Sanstha, Matru Sewa Sangh, Varadaan |
| Nashik | Navjivan World Peace and Research Foundation |
| Palakkad | Preshitha Social Service Society, Attapaddy Social Service Organisation, Mercy College |
| Nagapattinam | Avvai Village Welfare Society |
| Paschim Medinipur | Prabuddha Bharati Shishu Tirtha, Vidyasagar School of Social Work |
| Patna | East and West Educational Society, Bal Sakha, Tripolia Social Service Hospital, Nari Gunjan |
| Port Blair | Prayas |
| Pune | Dnyanadevi, Karve Institute of Social Service |
| Purba Medinipur | Vivekananda Loksiksha Niketan, Egra Sarada Shashi Bhushan College |
| Puri | Rural and Urban Socio-Cultural Help, Open Learning System |
| Purnea | East & West Educational Society, Tatvasi Samaj Nyas, Parivesh Purn Jagran Sansthan, Batika, Akhil Bhartiya Gramin Vikas Sansthan |
| Ranchi | Xavier's Institute of Social Service, Samadhan, Chhota Nagpur Sanskritik Sangh |
| Rourkela | DISHA, SHRADHA |
| Salem | Don Bosco, Young Women's Christain Association |
| Shillong | Bosco Reach Out, Impulse NGO Network |
| Shimla | Himachal Pradesh Voluntary Health Association, Population Research Centre |
| Sholapur | Walchand College of Arts and Science, Department of Social Work, Akkalkot Education Society |
| Sitamarhi | East and West Educational Society, Pratham, Pragati Ek Prayas, Nav Jagriti, Nisha Mahila Vikas Sansthan |
| South 24 Parganas | School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha |
| Thane | Aasara |
| Thirunelveli | Saranalayam-TSSS, Centre for Empowerment of Women & Children |
| Thiruvananthapuram | Don Bosco Veedu, Loyola Extension Services, Trivandrum Social Service Society |
| Thrissur | St. Christina-Holy Angels Home, Vimala Community Extension Centre |
| Trichy | SOCSEAD, Bishop Heber College |
| Udaipur | Seva Mandir, Udaipur School of Social Work |
| Ujjain | Madhya Pradesh Institute of Social Sciences Research, Sewa Bharati, Kripa Social Welfare Society, |
| Varanasi | Gandhi Adhyayan Peeth, Shri Shanti Vikas Seva Sansthan, Asmita |
| Vijayawada | Forum for Child Rights |
| Vishakhapatnam | Priyadarsini Service Organisation, UGC-DRS Prog. Dept. of Social Work - Andhra University |
| Wayanad | Joint Voluntary Action for Legal Alternatives, Hilda Trust |



CHILDLINE India Foundation

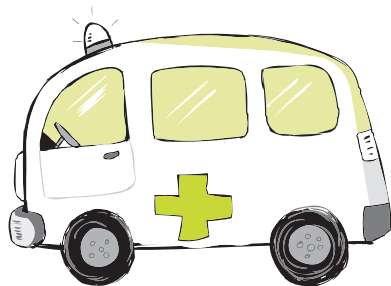
Vision

A child-friendly nation that guarantees the rights and protection of all children.

Mission

CHILDLINE will reach out to every child in need and ensure their rights and protection through the 4 Cs. It will :

- **Catalyse** systems through active advocacy.
- **Collaborate** through integrated efforts between children, the state, civil society, corporates and community to build a child friendly social order.
- **Connect** through technology to reach the 'last mile'.
- **Communicate** to make child protection everybody's priority.



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 facilitates 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.

Street children and youth living alone on urban streets, child labourers especially in the unorganized 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, illiterate children are among the host of issues plaguing children in India.

At present, CHILDLINE operates in 82 cities and/towns across the country and services over two million calls a year.

It all began as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences (TISS), Mumbai, in 1996. In June 1998, the Ministry of Social Justice and Empowerment (MSJ&E), Government of India, introduced a unique partnership model for implementation of the CHILDLINE service that paved the way for the setting up of a 24-hour tele-helpline, CHILDLINE 10-9-8 a toll-free line that would land any child's call on the nearest CHILDLINE call centre.

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 recognised quite early on that Child Protection was not recognised in India beyond sweeping legislations. 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 program (ICPS).

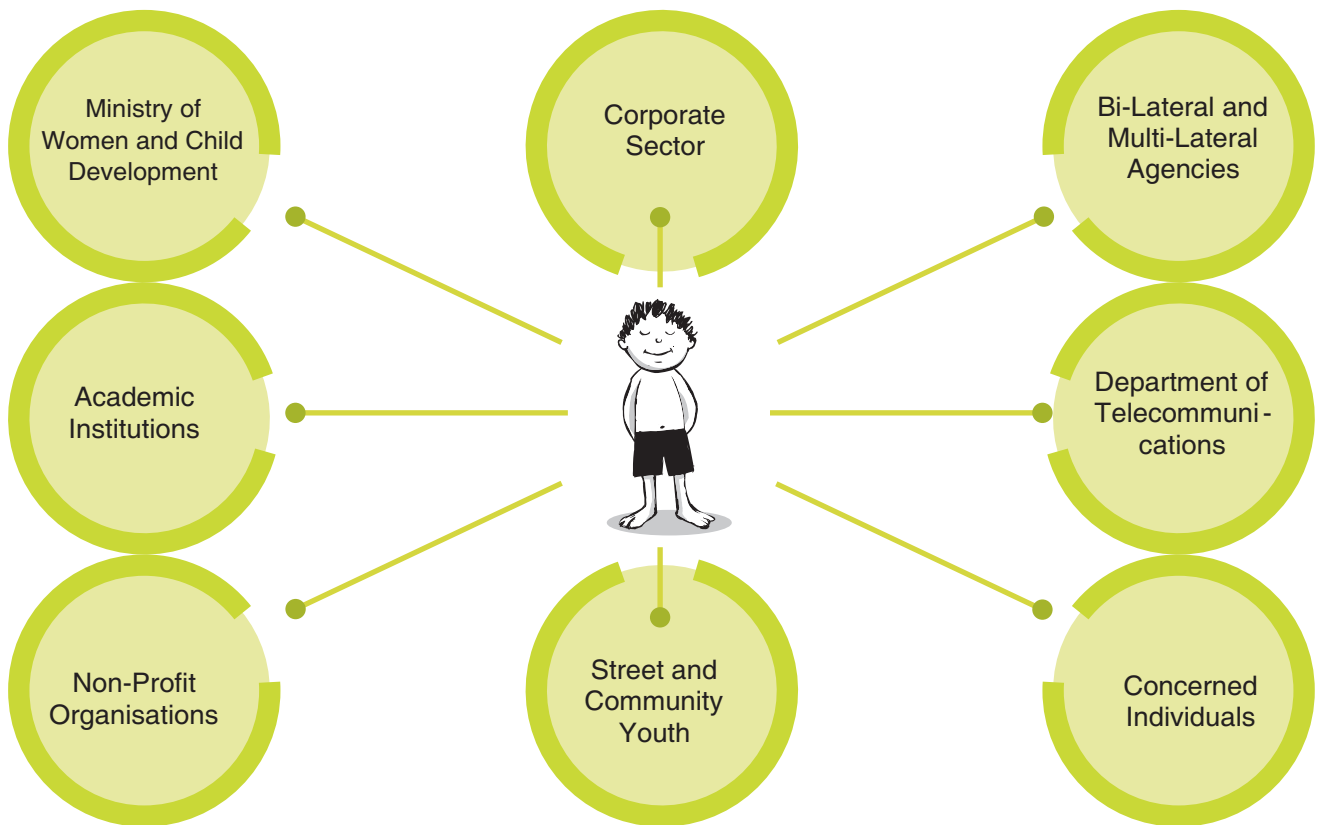


Programmes and Activities

- 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) to ensure 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 the compilation of a national comprehensive database of child protection;
- Creating awareness and ensuring access to the 1098 Child helpline (CHILDLINE) number;
- Creating research, documentation, awareness and advocacy on issues related to the Child helpline;
- Establishing linkages with other child protection services, community and local bodies to meet the immediate needs of children rescued.

The CHILDLINE Model

CHILDLINE is a unique partnership between the Government of India, Department of Telecommunications, Voluntary agencies, Academic institutes, the corporate sector, children and the community:

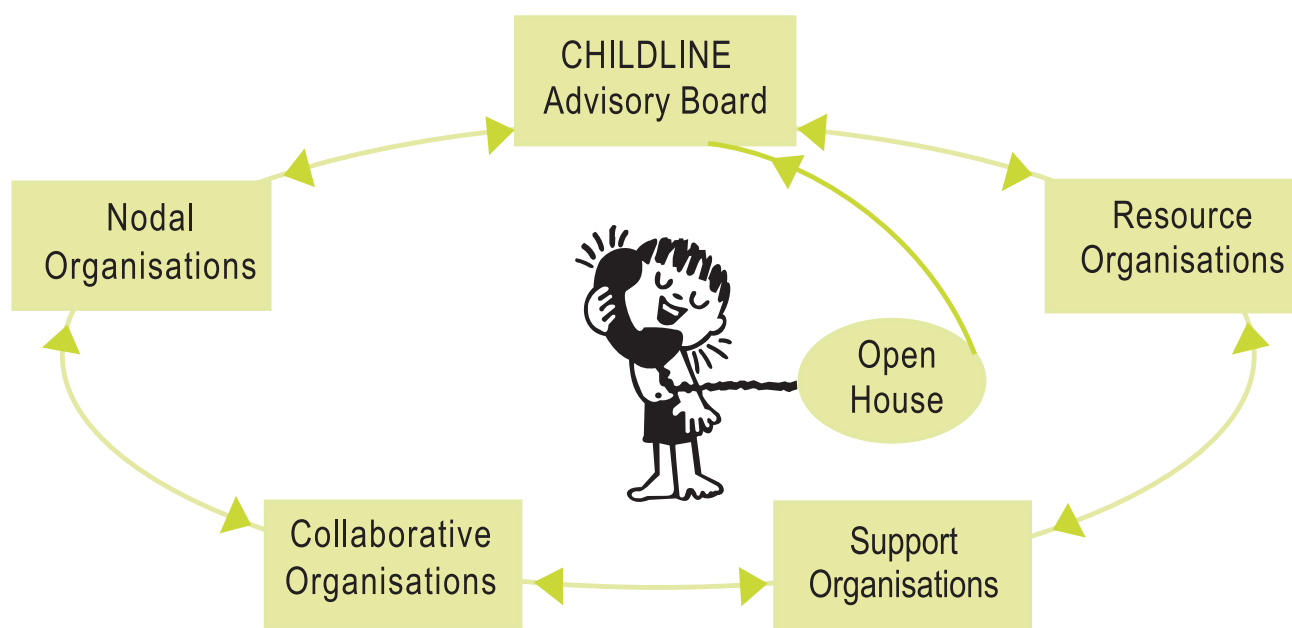


CHILDLINE is the crucial link between children in need of care and protection and the available services. For children with different needs, who call in anytime, anywhere, and for anything, we act as a one-point contact, which facilitates instant access to support, advice, active intervention or just 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.

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.

CHILDLINE Operational Structures and Processes



Nodal Organisation

The nodal organisation in CHILDLINE is usually an academic institute or Non Government Organisation with networking, training, coordination and research skills. The 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 shall function as the call centres for CHILDLINE. They work 24 hours 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 5 to 7 Sub-Centres in districts (and 1-3 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. A team of three CHILDLINE staff members assisted by two volunteers

from the Mahila Samakhya members, anganwadi workers, teachers, and woman members of the 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 Board or District Advisory Committee (DAC)

Usually headed by the Collector and having the District Officers for Health and Education, major NGO like Mahila Samakhya and others 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 work on children's issues. They also participate in outreach and awareness programmes for CHILDLINE.

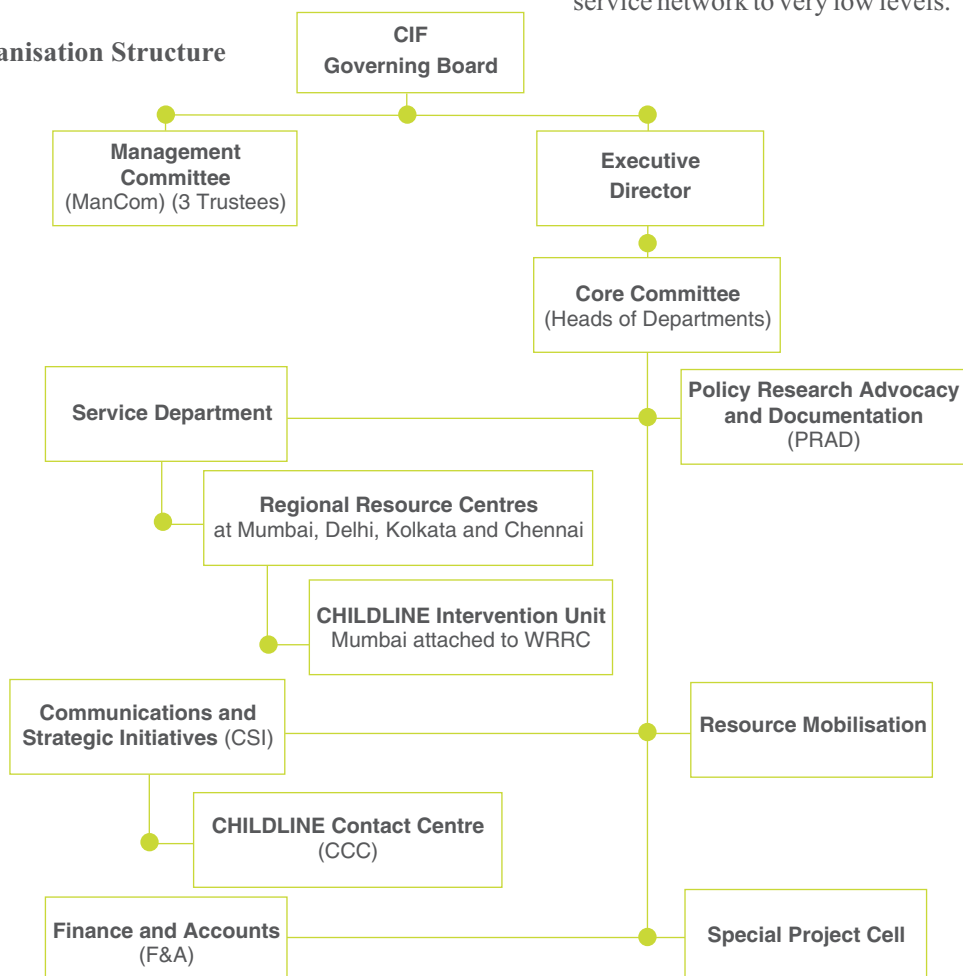
Institution Building- the CIF Way

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

- a. Setting up of Regional Resource Centres at Delhi, Kolkata and Chennai to manage CHILDLINE service organisations in each region.
- b. Implemented the EMIS and ChildNET software, developed specifically for CIF by TCS to capture the rich data from children's calls /cases.
- c. Adopted an MBO based structured goal-driven management system with professional HR practices.
- d. External Research agency conducted evaluation of the CHILDLINE Service.
- e. 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).
- f. Developed and implemented a CHILDLINE Partnership model – a system that leverages the innate strengths of NGOs, Educational institutions and other on-the-ground organisations without duplicating services.
- g. 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.
- h. Adopted innovative 'Twining' 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
- i. 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



A Departmental Overview

Services: The Department of 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, networking and advocacy at city level, through networking and facilitation visits to the CHILDLINE cities. Grants-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.

PRAD: The Department of Policy, Advocacy, Research and Documentation (PRAD), undertakes 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.

CSI: The Communication and Strategic Initiatives (CSI) department creates awareness about Child Protection as well as of the tele-helpline 1098 amongst various segments including general public, media, corporate organisations, grants/ funding agencies & trusts, Communication management covering Advertising & Public Relations, Telecom Advocacy for connectivity related issues (for the CHILDLINE 1098 service). CCC (CHILDLINE Contact Centre), Management of Website, Advocacy with MWCD and other ministries, Media Relationships, Publishing - including Annual Report, Donor Relationship management, Institutional Fund Raising, Monitoring & Evaluation and Reporting of donor-aided projects.

Resource Mobilisation: A new Resource Mobilisation team became fully functional in 2008-09. The department has been set up to provide a sustainable retail fund raising for CIF's growing

needs. Retail funds cover donations from individuals and use a variety of initiatives to reach donors. At present, the team is working on innovative programmes in schools, events like the Mumbai and Delhi Marathons, cause tie ups with financial institutions, direct mailer programmes etc.

Finance and Administration: The department supervises the 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: This department anchors the implementation or restructuring of such projects like the Centralised Call Centre initiative (CHILDLINE Contact Centre) and the National Missing Children initiative.



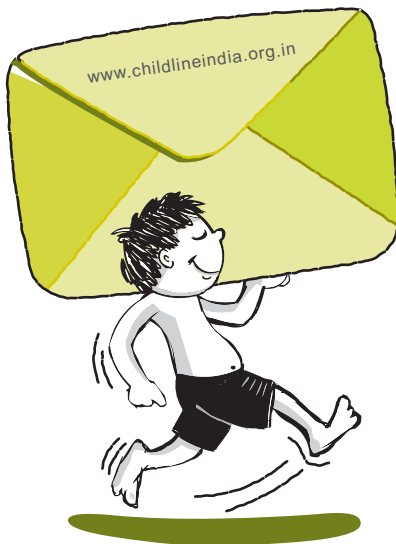
Legend
● Name of City



CHILDLINE INDIA FOUNDATION

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Frere Bridge, Low Level, Near Grant Road Station,
Mumbai 400 007
Tel: 91 22 - 2384 1098, 2388 1098
Fax: 91 22 - 2381 1098



North Regional Resource Centre

948-B, 2nd Floor (Right), Nehru Road,
Arjun Nagar, Kotla Mubarakpur,
New Delhi 110 003
Tel: 91 11 - 2461 6948

South Regional Resource Centre

No.3, First Floor (Rear Building),
Srinivasa Murthy Avenue
(Opp Adyar Ananda Bhavan), Adyar,
Chennai 600 020
Tel: 91 44 - 2440 1098

East Regional Resource Centre

7-A, Beltala Road, 2nd Floor,
Kolkata 700 026
Tel: 91 33-2419 2453

West Regional Resource Centre

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Soonawala Aguiry Lane, Mahim (W),
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Bihar Office

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