laying   the   foundation

: getting   started   and   taking   off

CONTENTS

F.No.3-1/98-SD
Government of India
Ministry of Social Justice & Empowerment

Shastri Bhavan, New Delhi-110 001.
Dated the 09th November 1999.

To

The Chief Functionary
Childline India Foundation
Nana Chowk Municipal School, 2nd Floor
Near Grant Road Station
Mumbai-400 007

Madam,

       I am directed to inform you that it has been decided by this Ministry that apart from initiating preparatory activities for establishment of Childline Service in selected cities of the country monitoring of service delivery and finance, training, research and documentation creating awareness and advocacy, resource generation and review and evaluation of the services, the Childline India Foundation should also act as the agency for scrutinizing the applications of voluntary agencies working as support, collaborating and resource organisations for the establishment/running of the Childline Services throughout the country. The Childline India Foundation could also be the recommending authority for this purpose. In other words, the Ministry may accept the recommendation of the Childline India Foundation while considering the request of an NGO for grant in aid under the Ministry's scheme of "An Integrated Programme for Street Children" for establishment/running/maintenance of Childline Service in a city. A copy of this letter is being endorsed to all the existing support/collaborating/resource organisations operating the Childline Service for information with the request to submit their requests for grant in aid to Childline India Foundation, Mumbai, directly under intimation to this Ministry. This position may be brought to the future support/collaborating/ resources organisations by the Childline India Foundation quoting this letter of the Ministry.

Yours faithfully,

(KHALEEQ AHMAD)
Under Secretary to the Government of India

5

INTRODUCTION

Laying the Foundation: getting started and taking off aims to provide a blueprint to establish CHILDLINE. Is this process so standardised that can be applied in all settings? Is the creativity or ownership limited by providing guidelines? The guidelines provided in the manual do not in any manner attempt to limit the enthusiasm of the city/district in planning their CHILDLINE. In fact, this phase of laying the foundation, primarily strives to involve the entire city/district in preparing the blueprint to start their CHILDLINE.

This manual is based on the experiences of over 30 CHILDLINE's that have started in India. It begins with the premise that each CHILDLINE is unique. It outlines steps to ensure the local needs of the city/district, especially children are taken into account while planning the service. Technically, a phone service for children can be activated overnight. This preparatory phase may appear to be a 'waste of time' or ' too many meetings, too little action'. However to be able to respond to every call that comes, at any time and provide quality services demands that effective groundwork is done before the service starts.

This preparatory phase of getting started and taking off has been divided into the following sections

Understanding CHILDLINE: What is CHILDLINE? How exactly does CHILDLINE work? What is the philosophy of CHILDLINE? This section attempts to answer some of these questions that reflects the child rights perspective and partnership approach of CHILDLINE.

Getting Started: This section discusses the preparatory activities necessary before starting a CHILDLINE. It stresses the importance of adapting CHILDLINE to needs of children. It focuses on building partnerships between children, NGOs, academic organisations, Government, bilateral organisations and the community. It lists out the activities that are essential to get 1098 ringing and connected.

Taking off: With 1098 ringing, this section explores the activities to be conducted in the trial phase. In this infancy stage, building credibility of the service is important- especially with children. Selecting the team, team building, training the team, clarity about roles, conducting outreach and awareness, building the documentation system, initiating orientation workshops with the allied systems, inauguration of the service, are some of the aspects discussed.

UNDERSTANDING CHILDLINE

CHILDLINE evokes a variety of responses. 'A glamorous concept' 'It's elitist', ' Will children actually call to talk about their problems?' ' In developing countries, telephone infrastructure is minimal'. 'Will CHILDLINE be just one more service for children? … the perceptions to starting CHILDLINE are varied.

What is our perception about CHLIDLINE? This section looks at understanding CHILDLINE in terms of:

- The concept: The definition of CHILDLINE indicates the key concepts that give the service its identity. These concepts also reveal the ideology of CHILDLINE as a national 24-hour free phone emergency service for children in need of care and protection

- The aims and objectives: CHIDLINE aims at protecting the rights of children and ensuring access to quality service and technology to the poorest of poor. The strategy to work towards this vision is outlined in the aims and objectives. CHILDLINE aims at responding effectively to all calls received. Additionally based on the children's

8

concerns expressed on the phone, CHILDLINE works towards sensitising allied systems (such as the police, doctors, the community) about child rights and advocate for a child friendly society

- The history of CHILDLINE: The history of CHILDLINE has been a process of building partnerships- with children, NGOs, Government, academic organisations, bilateral organisations, the corporate sector and the community

- The operational strategy: CHILDLINE conceives of a rescue to rehabilitation continuum to respond to the needs of children in need of care and protection. The CHILDLINE team at the phones on a 24-hour basis ensure that every call is responded and efforts are make to link them to other organisations for their long- term rehabilitation

- The structure of CHILDLINE: To achieve the aims and objectives, a partnership effort is essential. The roles of the various partners are based on their expertise and are clearly defined. The basic structure of CHILDLINE includes the CHILDLINE Advisory Board (CAB), nodal organisation, collaborative organisation, support organisations and resource organisations

Understanding CHILDLINE is the first step towards operationalising the concept.

The Concept

CHILDLINE is a national 24-hour free phone emergency outreach service for children in need of care and protection and aims to link children to long-term services.

The key concepts are explained as below:

- National: CHILDLINE is a project of the Ministry of Social Justice and Empowerment, Government of India in partnership with NGOs, UNICEF, the State Government and the corporate sector

- 24-hour: CHILDLINE is accessible at all times

- Free phone: Any child/concerned adult can call 1098 free of charge

- Emergency: A crisis period in the child's life during which intervention is required. This period could last from the time of the call to such time that withdrawing assistance would put the child back into crisis

- Outreach service: CHILDLINE reaches out to meet the child who dials 1098. Additionally CHILDLINE focussed on creating awareness about 1098 amongst the most marginalized group of children in the city/district through extensive outreach

- Children in need of care and protection: up to the age of 18 years and in extreme emergencies up to 25 years, children who are denied their rights, especially street children, child labourers, 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, children affected by conflicts and disasters, child political refugees, children whose families are in crisis. CHILDLINE aims to reach out to the most marginalised in the city/district

- Link children: CHILDLINE provides emergency assistance and then refers the child to other organisations for long-term rehabilitation

The aims and objectives

- To reach out to every child in need of care and protection by responding to emergencies on 1098

- To ensure access of technology to the most marginalized in urban as well as rural areas and connectivity of 1098 through government telephone exchanges as well as private exchanges

- To work together with the Allied Systems to create child friendly systems

- To advocate for services for children that are inaccessible, non existent or inadequate

- To strive for excellence in quality service to children in need of special care and protection and to ensure that the best interests of the child are secured

- To provide a platform of networking amongst organisations and to provide linkages to support systems which facilitate the rehabilitation of children in need of care and protection

11

- To create a family of NGOs and Government organisations working within the framework of a national vision and policy for children

- To learn from the experiences of CHILDLINE and the data generated and jointly determine strategies to reach out more effectively to children

The history of CHILDLINE

Hello Didi…… Mere pere mein dard hai !!!

Hello Didi…… Ladka platform par beemar hain!!!

Hello Didi…… Aaj mein ne do picture dekha !!!

The concept of CHILDLINE as a service was evolved when children conveyed their need for assistance when they had a problem...especially when other day care services are not available. It took four years of planning with street boys, organisations working with children and the telephone department before the service could be initiated on June 20, 1996 in Mumbai as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences.

Two years later (June 23-25, 1998) the Ministry of Social Justice and Empowerment (SJ&E) organised a workshop to determine the need for a national phone service for children. There were 117 participants from 28 cities at the workshop to discuss the need for the service. At the workshop, it was decided that the Ministry of SJ&E would support the replication of CHILDLINE across India in a phased manner. CHILDLINE would have a national identity, retain its logo, number and colours across the country.

CHILDLINE India Foundation

In May 1999, CHILDLINE India Foundation (CIF) was registered as a project of the Ministry of SJ&E in partnership with UNICEF, NGOs, State Government and the private sector. CIF, appointed by the Ministry, acts as a nodal agency for CHILDLINE across the country. Its functions include monitoring of service delivery, developing training modules, research and documentation, awareness and advocacy on issues related to child protection.

It also scrutinises applications for funds, conducts follow-up with the Ministry and ensures disbursal to the CHILDLINE cities. The CIF advocates for changes in policy and the law on issues related to children.

The governing board of CIF is chaired by the Secretary- Social Justice and Empowerment and has two representatives from the Ministry of SJ&E, representatives from the Ministry of Railways, Health, Law and Judiciary, Information and Broadcasting and Telecommunications. UNICEF and the corporate sector are also represented on the Board. The Governing Board also includes representatives from academic institutions and individual members.

The operational strategy

A call coming into a CHILDLINE centre is attended to by one of the team members who work in shifts. This ensures that the calls coming in are attended to, all 24 hours at the phone-receiving centre.

Depending on the nature of the call, be it by a child or an adult, the team member responds to it effectively. This response could be by going to meet with the child first and then linking him or her to medical help, shelter, repatriation, rescue from abuse or even intensive counselling.

If the team member feels that some time will be involved in reaching out to the child in terms of physical distance, then assistance from a support organisation that is located in the vicinity of the caller, is sought. After the emergency intervention measures are taken by the CHILDLINE agency the next step is to link the child with long-term rehabilitation. This involves referral and networking with other organisations providing specialised services.

In this process from Response to Rehabilitation, the children's participation is an integral component.

Manohar calls in at 1098 complaining about high fever. The CHILDLINE team member, goes to fetch him and takes Manohar to the nearest hospital. Manohar needs to be admitted. The team member also informs the support organisation situated nearby and together they ensure regular follow up of Manohar. After being discharged from the hospital he goes back to the streets. CHILDLINE keeps in regular contact with him to ensure he has access to 1098 as well as medical care.

The following chart depicts the working of CHILDLINE :

Dialling 1-0-9-8 (Ten - Nine Eight)

Child / Concerned adult contacts CHILDLINE by dialling 1098 or
coming directly to the phone receiving center

↓

Hello CHILDLINE?

The CHILDLINE team receives and respond to the calls

↓

Crisis Intervention

Direct assistance: Medical, shelter, protection from abuse,
repatriation, death, missing children, intensive counselling

On phone: Emotional support and guidance, information
and referral to services for children, information
about CHILDLINE, silent calls

↓

Long-term rehabilitation

Referral and networking with other organisations providing
specialised services, repatriation, involving family members,
creating a volunteer base for long-term follow-up of children

---

The structure of CHILDLINE:

In order to implement the operational strategy, CHILDLINE works through various government and non-government organisations at both the city and district level. Each organsiation in the CHILDLINE structure has a definite role to play.

The CHILDLINE structure at the city/ district is based on the core philosophy of CHILDLINE- partnership. CHILDLINE thus provides a platform for networking between organisations, Allied Systems and Government partners.

The non-hierarchal structure formation at the city/district level also focuses on utilising existing resources and not creating any additional infrastructure. At the district level, CHILDLINE aims to strengthen existing village level mechanisms by involving village panchayats, self help groups and ZP infrastructure.

The structure at the district level is more community based and preventive in approach so as to stem the flow of problems into urban areas. In cities, CHILDLINE takes on the community-based approach ensuring long term linkages to rehabilitate the child.

The organisations involved at the city/district level CHILDLINE are the following :

Collaboative Organisation

Support Organisations

Nodal Organisation

Resource Organisations

CHILDLINE Advisory Board
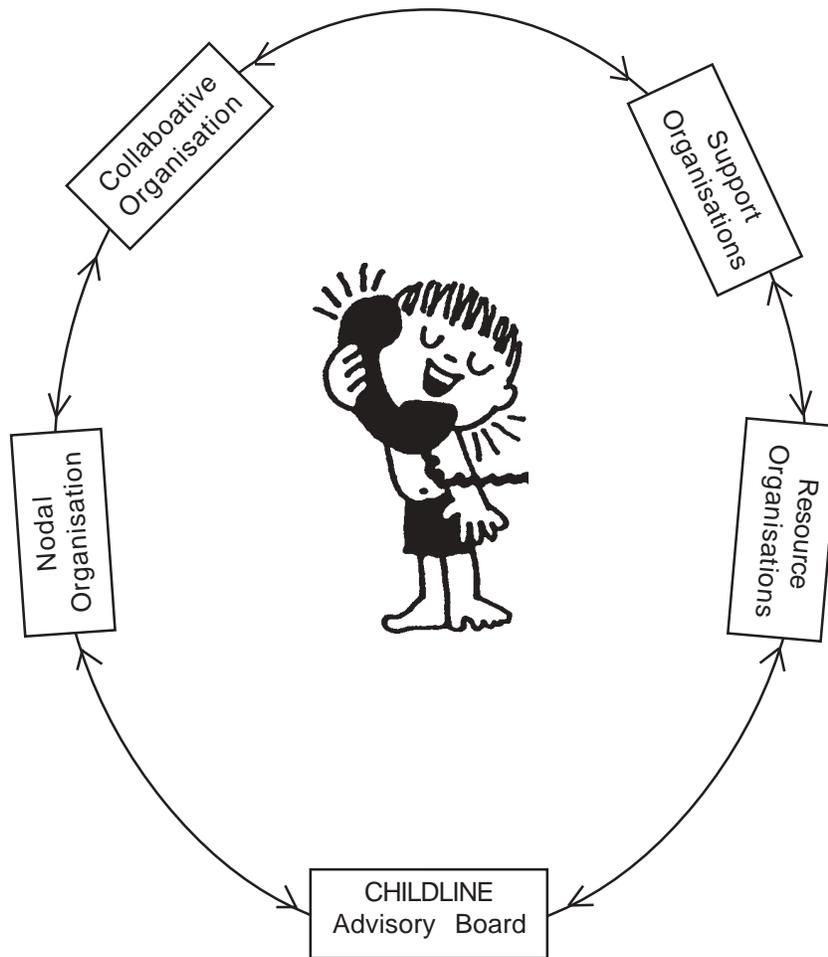
CHILDLINE Advisory Board (CAB)

The CAB is the principal policy-making body of CHILDLINE at the city/ district level and is responsible for ensuring the effective functioning of CHILDLINE. The board comprises of government officials, NGOs, corporates and concerned individuals. The key functions of the CAB are to review the functioning of CHILDLINE and suggest measures to enhance the service. This would include

- Monitoring the quality of service provided by CHILDLINE by reviewing calls received and response strategies

- Ensuring that there is a co-ordination between government departments and NGOs in responding to the children in need of care and protection

- Taking measures to ensure that there are adequate services for children in need of care and protection

- Planning the training strategies for the Allied Systems as part of the National Initiative for Child Protection, (NICP) and reviewing the budget for the same

- Suggesting measures to address problems and issues faced by CHILDLINE

While the composition of the CAB in each city/district may differ, the suggested members on the CAB include: Social Welfare Department/ Women and Child Development, Municipal Corporation, Police, Health,

Juvenile Justice, Railways, Media, Education, Telecommunication, Other NGO networks, Representatives from the CHILDLINE nodal, collaborative, support and resource organisations Annexure - 1A outlines in detail the role of CAB.

CHILDLINE   nodal   organisation

The primary role of the CHILDLINE nodal organisation is to ensure effective networking, providing documentation inputs and training of organisations associated with CHILDLINE. The nodal organisation ensures that the issues faced in responding to calls are addressed for the effective functioning of the service. The detailed role of the nodal organisation is outlined in Annexure - 1B

CHILDLINE   collaborative   organisation

The onus of responding to every call that comes in at 1098, 24 hours a day and provide the necessary assistance, lies with the collaborative organisation. The staff at the collaborative organisation not only provides emergency assistance but follows up with each call coming in. The organisation is also involved with extensive outreach of the 1098 number

The detailed role of the collaborative organisation is outlined in Annexure - 1C

CHILDLINE   support   organisation

The support organisations are responsible for responding to and follow-up of all calls referred by the collaborative organisations. They cannot

publicise their seven-digit number and directly respond to calls. The detailed role of the support organisation is outlined in Annexure - 1D

CHILDLINE resource organisations

The resource organisations provide specialised inputs and services based on the needs of the caller. The role of the resource organisation includes :

- Providing long term follow-up based on the needs of the child

- Testing of 1098

- Creating awareness about CHILDLINE

A concerned adult calls in to report about Raju, a missing child crying at the railway station. Since the support organisation was nearer, the collaborative referred the call to them. Soon after the collaborative team member went to visit Raju at the shelter, where he was referred to by the support organisation. She realised that Raju, had runaway from home and did not remember his home address. He was scared and wanted to return home. The nodal organisation enlists the help of the Missing children's bureau and publishes Raju's photograph in the papers. They also try contacting some organisations in his native place. The collaborative organisation sends a team member with Raju, back to his city. For this they need a letter from the police department. The nodal organisation asks permission from the city police superintendent and Raju, escorted by the CHILDLINE team member is repatriated home.

GETTING STARTED
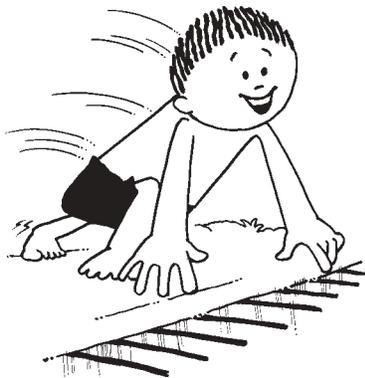
Getting started involves preparing children, NGOs and the Allied systems on their roles in CHILDLINE. This section includes the following activities:

- Need Assessment Study- Undertaking an assessment of the city/ district requirements involving academic organisations, NGOs and even children to determine the need for CHILDLINE in the city and plan for the service.

- Resource Directory- Compiling a directory of available resources and services for children in the city/district which then becomes the basis for networking in CHILDLINE

- City/District Mapping- Mapping the results of the above two activities to get an overview of the needs of and services for the children in the city/ district

- Determining the CHILDLINE structure- Establishing the structure of CHILDLINE in the city/district based on a selection criterion and consensus amongst the organisations in the city/district

- Activating 1098- Applying for the phones and the 1098 number from the telecom department with the recommendation from CIF

Need Assessment Study

Each city or district is unique with its own set of needs and services available and its own set of child related issues and problems. The Need Assessment Study (NAS) is one such systematic study of the city/district that determine the needs of children and the need of CHILDLINE.

This study is conducted with the help of the city/district level organisations and involves both children and adults as participants and interviewers. Each NGO conducts the need assessment in the geographic area that they work.

The NAS provides an insight to questions like "why is CHILDLINE needed?", "why would children call up a helpline?" Is CHILDLINE needed at all?" etc.

The objectives of NAS are:

1. Participation of different categories of children and adults, like employed children, school children, PCO owners, doctors etc in deciding the nature of service required in the city/district

2. Planning an organizational structure for the city/district CHILDLINE, based on the needs of the children and opinions of the community

3. Identifying training needs of the city/district to ensure effectiveness of CHILDLINE For example, if the NAS reveals that PCO owners are not cooperative in allowing children to call, then training workshops/ orientations should be conducted for them

4. Determining the focus of awareness strategies.For example, if the Need Assessment Study reveals that street children would be the primary group then awareness strategies would have to be through outreach on the streets, railway stations etc.

5. Developing a networking strategy with Allied Systems. The NAS is also conducted amongst Allied Systems to determine their perceptions on the problems faced by children. This helps facilitate the development of effective strategy for networking

6. Identifying a volunteer base

The NAS introduces the concept of CHILDLINE to children, PCO owners and concerned adults. This rapport and public support gets tapped once the service is operational.

Conducting the Need Assessment Study

Step 1: Determining the objectives of the study

The first step is to clearly define the objective of the study. Additionally, each objective should be operationally defined. For instance, the questions we would ask of the Need Assessment with children would include:

● What are the problems faced by children?

● What are their current coping strategies?

● Would a child dial CHILDLINE?

- When would they do so?

- For what kind of assistance?

Similar questions would determine the objectives for concerned adults and PCO owners.

Step 2: Deciding the Research Design

A research design can be either qualitative or quantitative. Census, sample survey, case studies, or controlled experiments can be used. As the objective of the CHILDLINE study is clear-cut, experience has taught us that sample surveys work best.

A stratified random sample is the ideal mechanism. Stratification is based on different criteria for different groups.

> *Children:* stratify for age and condition, children living with families, children going to school (private, municipal, non-formal), child labourers (according to occupation) and runaways.
>
> *Adults:* stratify for the public at large, government functionaries (police, health, civil services, etc.) educationists, experts, and corporators.
>
> *PCO owners:* stratify for area and stand-alone PCOS as opposed to PCOs in shops, restaurants, etc.

24

Step 3: Data collection

The interview schedule is not distributed. It is personally administered, especially with children. After the interview schedule has been administered to children, adults and PCO owners, the data collected is organised. The interview schedule administered by NGOs and adults is enclosed as Annexure - 2. A part of this, should be administered by children themselves. These children can be school going, in institutions like shelters of NGOs in the city/district, or part of a volunteer base on the streets.

Some tips for data collection:

With children : The children are the key respondents in the NAS. They have a mind of their own and their needs and wants should be given due consideration in planning for the service

- The child should know why the study is being conducted

- It is important that the child answers exactly how s/he feels

- The answers given by the child should be confidential

- The interview schedule should not be treated as a mere question answer exercise

- The child should not be prompted with options provided. If his response does not fit into any option, then it should be listed out verbatim

With adults

- The purpose of the Need Assessment should be explained

- The confidentiality of individual's response should be assured

- The importance of honest replies should be explained

- Any random comments made by the interviewee should be recorded

- The schedule should not be filled by the interviewee

- The options provided should not be read out

Step 4: Data Analysis

The analysis of data refers to the ways in which data can be arranged to provide the information we need to know. To do this

- A code book is prepared (For the format of the Code Book, see Annexure - 3)

- Data is coded

- The data is fed into a computer package like SPSS

- Data is presented in tabular form using tables and cross tables.

Step 5: The Report

The report contains the problems, the possible solutions, the evidence gathered and the methods used to gather it. The report is written so that it will help formulate the plan of action.

Resource Directory

The CHILDLINE Resource Directory is a compilation of all organisations in the city/district working with children, which are willing to be part of CHILDLINE network. This directory provides detailed information on all the child related services available in the city/district like the organsiation's intake policy, target focus, contact person apart from the name and address of the organsiation. Compiling this information helps to identify not only what is available but also the gaps in services, the varied intake policies of the organisations and the groups of children (age-wise/ gender-wise) for whom there are no services.

The Resource Directory thus becomes an important document that helps to advocate for nonexistent or inadequate facilities for children. The CHILDLINE city/district resource directories are then compiled nationally to provide an overall national picture of the services available for children in the country. This helps in advocating national policy changes.

The resource directory is updated periodically as the CHILDLINE team in the course of their working comes across many more organisations or updates existing information about organisations.

Contents of the Resource directory

The resource directory needs to include all organisations working for children. Additionally, it needs to include information about the local administration like information about ward offices etc at the city level and information about Panchayat Samitis, block offices etc at the district level.

The Resource Directory should include the following services:

Residential services for children

Boarding Homes for boys/girls

Street children related services

- Contact points only

- Day contact centres

- Day/Night shelters

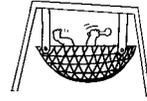- Specialised services

Disability related services

Child Guidance Clinics

Sponsorship services for children

Adoption services for children

Vocational training services

D-addiction related services

Phone counselling services

Women related services

Police stations

Hospitals

Ambulance services

Blood Banks

Local Administration

Any other

Compiling the Resource Directory

An effective Resource Directory requires the systematic compilation of all organisations in the city/district. An academic organisation anchors this process of compilation. It involves the following processes:

1. Identifying existing sources of information about services:

    Information about services may be found through:

    - Existing directories of services

    - State social welfare departments

    - Newspapers

    - Word of mouth

After these sources have been explored, a list of organisations in the city is prepared and NGOs dealing with specific groups of children are given the responsibility to list the services available for those groups of children.

2. Visiting the organisation to explain about CHILDLINE and assessing its willingness to be involved:

    The academic institution visits all organisations working with children. It is recommended that the representatives of the academic organisation meet with all staff members of the organisation during the visit. The purpose of the visit is to understand the intervention strategy of the organisations, to explain the concept of CHILDLINE and discuss the involvement of the organisation in CHILDLINE.

3. Collating the data collected on services for children in the city/district

The academic organisation is in charge of collating the information provided by its students /staff and NGOs. The data obtained is fed into a specially designed computer programme and a hard copy of the Resource Directory is prepared in the following format :

Name of the organisation	:
Address	:
Contact person	:
Telephone/Fax/email	:
Working hours	:
Objectives	:
Intake policy	: Age, sex, documents required, other information
Target group	:
Services available	:
Infrastructure	:
Capacity	:

A sample of a Resource Directory is enclosed as Annexure - 4

4. Sending a draft copy of the information collected to the organisation

    Every organisation mentioned in the directory should be sent a draft copy of their entry, which is then verified by the organisation and changes if any are sent back to the academic organisation. The organisations should also inform the institution of any changes in policy or services in the future.

5. Compiling the final Resource Directory

    The academic institution makes any final changes and prints copies of the final version that can be distributed to the collaborative, nodal, support, and resource organisations and even to interested individuals or organisations.

    Do remember:

    1. To be effective the Resource Directory must be:
        - user friendly and easy to refer to
        - constantly updated
        - translated into the regional language
    2. The Resource Directory can help you turn CHILDLINE into a truly collaborative effort. This can be done by
        - constant meetings with organisations listed in the directory
        - sending the CHILDLINE newsletter to all resource organisations
        - sending a monthly letter to organisations listed in the Resource Directory about the children referred to the organisation.

City/District   Mapping   exercise

The city mapping exercise, is based on the result of the previous two exercises -the Resource directory and Needs Assessment study. The city mapping should be done ward wise or taluka wise. On a map of the city/district, the following are marked:

1. Areas where the calls are expected

2. Areas where children are likely to be found(traffic lights/ slums)

3. Different categories of children found eg. Street children, beggars, domestic helps etc.

4. Resources available in the city/district like :

    (If all these resources cannot be plotted on the map, the information about the same should be collected)

    - NGOs working with children in the city/district

    - Police station/chawkis

    - Hospitals/dispensaries

    - Municipal/private and public schools

    - Parks

    - Cinema halls

    - Tourist places

- Places of worship

- Petrol stations

- PCOs

5. Administration offices- like the municipal office, Zilla parishad, Ward offices etc

6. Prominent areas in the city/district like the bus stands, railway stations etc.

The CHILDLINE city/ district map provides an overall view of the situation - the kind of services available, the gaps in services, kind of problems faced by children, and the areas where children are found. The more detailed the map, the more focused CHILDLINE interventions are in reaching out to children in need of care and protection. Additionally, since the organisations are also mapped, it is easy to see at a glance as to what resources are available in the vicinity of the caller enabling emergency response. A sample of the city map is enclosed as Annexure 5

This map should be kept at the collaborative organisations, in front of the phones.

Determining the structure

The outcomes of the previous activities outlined in this section namely the NAS report, the Resource Directory and the city/district map are the tools that assist in determining the CHILDLINE structure. The CHILDLINE structure as discussed in the first section includes the CHIDLINE Advisory Board, the nodal organisation, the collaborative organisation, the support organisation and the resource organisation. This structure is determined at a meeting with all organisations that have been mentioned in the resource directory. The CIF representatives facilitate this meeting with the agenda, to look at the findings of the NAS, the Resource Directory and brainstorm on possible organizations that could be the implementing agencies for CHILDLINE. CIF then finalises the structure based on the deliberations at this meeting and the visits to concerned organisations. It also consults government authorities in this process.

All organizations working with children that are amenable to rehabilitate children as per their intake policy guidelines are CHILDLINE resource organisations. However there are specific roles assigned to certain organisations to ensure that the emergency needs of children are addressed. These organisations then form the structure of CHILDLINE. While These organisations then become accountable and responsible to the entire city/district for calls received by CHILDLINE. The criteria to select a nodal, collaborative and support organisations are explained in Annexure 6

Some points regarding determining the structure :

CHILDLINE Advisory Board: The ideal composition of the Board is 20-25 members. Senior government representatives from the allied systems are invited to the board. The organisations in the city/district could suggest as to the specific allied systems that need to be on the board, based on the local issues related to children that need priority attention. All NGO networks also need to be represented on the board. The nodal, collaborative and support organisations are also represented on the board. Representatives from resource organisations are also nominated on the board on a rotation basis. The resource organisations to be included are finalised after the first CAB meeeting.

Nodal organisation: The nodal organisation is generally an academic organisation having a social sciences/humanities/management department and usually, the organisation involved in anchoring the preparatory activities becomes the nodal organisation.

Collaborative organisation: Each city/district may have one or more collaborative organisations depending on the geographic size and local conditions. The general yardstick for determining the number of collaborative organisations is:

- Type A cities: These cities would have three to five collaborative organisations and four support organisations. If the number of collaborative organisations exceeds three, depending on an assessment of the city/district, support organisations may not be deemed essential

- Type B cities: These cities include one collaborative organisation and a maximum of three support organisations

- Type C cities: The structure is similar to that for type B cities. However in type C cities, the number of support organisations need not exceed two

- District models : In case CHILDLINE is being operated in the entire district, three to five collaborative organisations are identified, depending on the size of the district. In addition, depending on the findings of the need assessment study, the requisite number of support organisations may be identified. In the initial phase, however, a district may have a lesser number of collaborative organisations and more support organisations. These support organisations is then converted into collaborative organisations

Support organisation: The support organisations are generally selected after the first few months of the functioning of CHILDLINE. This time period allows the city/district to analyse the areas from where calls are being received.

It is important to note that CHILDLINE is based on the needs of the city/ district that are dynamic. Therefore if the city/district CHILDLINE requires more support/collaborative organisations or needs to reach out to certain areas or needs to change the focus of outreach; this dynamic structure will evolve to include these needs.

Activating 1098

After the structure has been determined, the groundwork is prepared to activate the 1098 number for the collaborative organisation(s).This involves the following activities:

Applying to the telecom department

The authority to activate the number 1098 rests with CIF through the Ministry of SJ&E. Under the instructions from the Ministry the telecom departments have reserved 1098 as a toll free number for children in distress and this number gets activated based on the recommendations of Ministry of SJ &E. CIF recommends the structures jointly determined with the city/ district, to the Ministry and a letter is accordingly despatched to the respective city/district level telecom department.

The nodal and support organisations also submit their application forms to the telecom departments to apply for regular phone connections.

The collaborative organisation applies for two telephone connections with 1098 number on an out of turn priority basis having hunting and outgoing facility.

Applying to the Ministry for funds:

The Ministry funds the nodal, collaborative and support organisations for the CHILDLINE project. CIF appointed as the scrutiny agency by the Ministry, scrutinises the applications of all CHILDLINE organisations and forwards it to the Ministry for approval. The funds are released to each organisation directly by the Ministry . The format for applying for funds has been outlined in the publication *Grant Application Guidelines for CHILDLINE*

The CHILDLINE is now all set to ring!!

TAKING OFF

This section of the book elaborates on the next stage of CHILDLINE after the phone connectivity- a period of roughly 3-6 months from the start of the CHILDLINE in the city/district. This is also termed as the trial phase where the city /district CHILDLINE explores the kind of calls, varied interventions, the problems faced in interventions, skills required, the support from the Allied Systems, the areas of networking etc.

The experience and data collected during this period helps strengthen the foundation of CHILDLINE in the city / district based on which training needs for the allied systems can be identified, novel strategies regarding child protection issues can be evolved, a child friendly system can be created and CHILDLINE can advocate or lobby on child related issues and gaps in services.

Broadly it involves the following activities :

- Selecting the CHILDLINE team - selecting the staff of CHILDLINE

- Team building and training the team - building the team and training of the team

- Twinning the city/district - pairing CHILDLINEs including objectives of the twinning visit, timing of the visit and duration of the visit

- Defining roles - clarifying and defining the roles to be performed by each organization in the CHILDLINE structure

- Outreach and awareness- focusing on the grassroot awareness strategies

- Phone testing- ensuring 1098 connectivity across the city/district

- Documentation- documenting every aspect of CHILDLINE- calls, cases, problems, outreach, meetings, finance etc

- Training with Allied Systems- drawing up a training plan for different Allied Systems to sensitise the city/ district towards protecting child rights and making the entire city/district child friendly

- Inauguration of CHILDLINE - celebrating the formal inauguration of CHILDLINE

Selecting the CHILDLINE team

Now that 1098 has started ringing, it is necessary for the organizations involved to recruit their staff and train them on the functioning of CHILDLINE. The city coordinator at the nodal organisation oversees the functioning of CHILDLINE.

At the collaborative organization, the CHILDLINE team comprises of paraprofessionals, team members and volunteers headed by a center coordinator.

Support organizations work with a part time coordinator and volunteers.

Enclosed as Annexure - 7 are the details regarding requirements of the staff.

A set of desirable characteristics in the staff is laid down based on the experience of various CHILDLINEs across the country. For example, the CHILDLINE team in the city/district should be young, dynamic and committed and have an experience of the ground realities. The team members should be as far as possible from the client /target group or else identify with the target group. For example, street youths, shelter boys etc.

The work at CHILDLINE is a part of the rehabilitation exercise for many of the team members who have grown up as street boys or have lived in the shelters, Thus the organisations should ensure that regular capacity building exercises encourage the team to see CHILDLINE as a stepping stone to their future.

It is important to note that the staff appointments made by the organisations are bound by their own organizational rules and policies and CIF does not dictate appointment terms.

In case the organization wishes to refer to the CIF policy document on staff policies, it is available for reference.

Team building

The CHILDLINE team is the core of CHILDLINE activities in the city/ district. The members of the team are the first people that answer every call. They are the face of the phone help line. Their work at CHILDLINE is stressful and tiring. To sustain staff motivation and build their capacities, organisations should keep frequent meetings with the team, check conflicts and encourage the team members to build on their capabilities and talents. Regular outings and stress relieving mechanisms are very important in this regard.

Training the team

To understand CHILDLINE and its functioning and to enhance the feeling of belonging to the CHILDLINE family, an in-house training at the city/ district level is essential. This training is arranged by CIF as soon as the staff is recruited and the 1098 phones are connected. A week long training has all components of concept, credo, working, intervention skills, documentation and outreach. The training manual developed by CIF *CHILDLINE at my finger tips: a resource book* provides a comprehensive training guide book.

The entire CHILDLINE team- coordinators, team members, paraprofessionals and volunteers of nodal, collaborative and support organizations attend this training.

A lot of time, effort and money go into training the CHILDLINE team therefore it is important that an organisation recruits the right kind of staff from the very beginning and does not make frequent changes in the staff.

Twinning   the   city/district

Seeing is believing: To actually understand the working of CHILDLINE, it is important to see it in action. Also, to learn from the experiences of cities where CHILDLINE has already been operational, the new CHILDLINE city/ district is twinned with an already operational city. This also enhances the feeling of sharing and cooperation and strengthens the bond of the CHILDLINE family. The timing of twinning should be such that the host CHILDLINE should have a CAB meeting scheduled, resource meeting scheduled and/ or an awareness programme planned so that the twinned CHILDLINE benefits the maximum from its visit. The team going in for twinning should comprise of directors, coordinators and team members.

The duration of a twinning visit lasts up to a week where the staff gets to experience calls coming in, call follow up, outreach, phone testing and sit in meetings planned between CAB members or resource organisations or directors. This helps the newly started CHILDLINE to get hands on experience of the CHILDLINE functioning.

Defining   roles

Before 1098 rings, the roles of collaborative, support, nodal and resource organisation seem theoretically similar. The first few phone calls, the first few intervention cases always demand more clarity as all plunge in or all hold back. These teething problems need to be resolved; city/district issues need to be confronted to avoid confusions and understanding the

limits and flexibility in each one's role. The periodic visits from CIF help in this regard and ensure effective functioning of CHILDLINE

Some misconceptions that commonly occur are:

Nodal organisation being the boss and dictating terms to the other organisations? Instead the nodal organisation is a facilitator, coordinating the functions of CHILDLINE at the city/ district, and helping form a network of organisations that ultimately help in effective response to calls

Collaborative organisation bearing the entire load of responding to all calls? Instead, the collaborative organisation must involve nodal organisation to smoothen problems in follow up of calls and support organisations if the calls are in their vicinity

Support organisation of having no work with none of the calls being referred to them? Instead support organisations help a long way in building credibility of CHILDLINE and ensuring calls coming in. This is done by extensive outreach of CHILDLINE in their geographical areas of work

Resource organisations of getting the feeling of having no role to play? Instead the resource organisations by taking referrals from CHILDLINE are the key players in ensuring long term follow up. They also help identify training needs in the city/district, issues related to children and help advocate child friendly for city/ district

Outreach and awareness

There is a lot of excitement when the first phone rings on 1098 or when the first few calls are effectively followed up. The new concept of a helpline in the city/ district turns concrete. However, there are some hazards of this excitement that need to be guarded against. For example, our outreach strategies. It is always a more convenient (and more expensive) method to reach out to the children and the concerned adults at large through the media-through newspaper reports and articles on CHILDLINE. Although an effective strategy in the long run, it is strongly advised to minimise media attention in the beginning and focus on strengthening the service.

Our focus on the outreach especially in the first few months has to be extremely grassroot. Our prime target should be children on the streets, working in small shops or dhabas, frequenting public places like the railway stations, bus stands, public utilities etc. Spreading awareness amongst the general public and concerned adults is also important. Therefore outreach has to focus bin crowded places like religious centres, parks, cinema halls, petrol stations etc.

Refer to the awareness manual, *Spreading the word*: *CHILDLINE awareness strategies* developed by CIF for strategies to spread awareness in the most effective and least expensive way and developing innovative practices in this regard.

Phone Testing

The 1098 number in the city/ district should be accessible to all and should connect from all exchanges in the city/district. This is important for CHILDLINE to be successful as an emergency phone helpline. Therefore, an integral activity of the taking off stage is one where the CHILDLINE team regularly tests phone connectivity to 1098 at STD booths and public phones in different areas of the city/district. Certain exchanges may not have activated 1098, while there may be technical problems in others. A comprehensive list of non-connectivity of 1098 from PCOs and exchanges is maintained which is then given to the telecom department to rectify.

A phone testing form has been especially designed for this purpose. Refer to the awareness manual *spreading the word* for the same.

Documentation

The nodal, collaborative and support organizations in each city/district have to closely co-ordinate to ensure that the documentation of calls is regularly and accurately maintained. Documenting each step in the follow up of calls is equally important to identify problems encountered in responding to calls, gaps in services and helps the city/district CHILDLINE organizations focus on issues related to children that need attention. For example, the problems of child labour or the needs of the street children etc.

There are various aspects in the course of CHILDLINE work that require documenting. These will include documenting calls, case follow up, outreach reports, phone testing reports and even finance and administrative aspects.

These in detail are explained in the *recording children's concerns : documenting CHILDLINE* a documentation manual developed by CIF.

It is important that at the collaborative organization, the entries made in the call entry registers are also fed into the computer programme called ChildNET. This further helps the CIF office in Mumbai to gather data from all the CHILDLINEs across the country that will then translate to identifying national level trends and advocating for national level policies.

Training with Allied Systems

During the course of its work, the CHILDLINE in the city/ district comes in contact with various Allied Systems such as the police, health care system, judicial system, juvenile justice system, education system, transport system, labour department, media, department of telecommunication. These Allied System representatives are also on the CHILDLINE Advisory Board and commit to a child friendly city/district. To ensure that this spirit trickles down to all levels and functionaries of the Allied Systems, the city/ district level CHILDLINE organizes various training programmes on a regular basis with them.

This training with the Allied Systems includes:

- Greater access to services such as healthcare, education etc
- Development of specialised services where they are needed
- Allocation of resources including time, attention, money, infrastructure etc
- An attitudinal change from seeing the child in need of care as a problem, to seeing her/him as a failure on the part of the system.

The Annexures - 8A & 8B provides an example of a training plan with the Allied Systems.

Thus ensuring a childhood to every child.

Inauguration of CHILDLINE

The inauguration of CHILDLINE takes place after a trial phase of 3-6 months after which the city/district CHILDLINE is experienced in handling different types of calls; has evolved an effective partnership with various organisations in the city/district and with the Allied Systems and most importantly has spread awareness amongst children and concerned adults about the number 1098 and the working of CHILDLINE.

The city/ district is now getting a large proportion of intervention-based calls and has successfully handled the follow up of many calls. The documentation is also streamlined. There is clarity in the roles performed by each organisation and cooperation between organisations to ensure a smooth functioning. Confident and ensured of their effectiveness in responding to calls, the city/district CHILDLINE is now ready to inaugurate with a big bang- involving the children in the city/district through *bal melas* or children's day. This day can be celebrated every year subsequently.

49

CONCLUSION

This book as mentioned before is a blueprint that explains the various aspects involved in starting a new CHILDLINE. The cities and districts as per their need, especially according to the needs of the children are encouraged to experiment and innovate and come up with different strategies. These strategies are welcome and shared within the CHILDLINE family and helps evolve the CHILDLINE model even further as it replicates city after city, district after district.

The success of this phase depends on the strength of partnerships built. The children, NGOs, the Government, the community should feel that CHILDLINE belongs to each one of them.

A lot of efforts that are put in, help lay a strong foundation. And once the foundation is strong and the beginning is well made, the success of CHILDLINE is unquestionable.

Annexure - 1A

ROLE OF THE ORGANISATION : CAB

ACTIVITY	DETAILS
I. CAB Membership	
II. Regularity of CAB meetings	
III. Attendance at CAB meetings	
IV. CAB's understanding of CHILDLINE	1. Concept of CHILDLINE 2. Belief of CHILDLINE 3. Awareness about CHILDLINE functioning 4. Awareness of CL NGO's involved
V. Understanding of CAB's role in CHILDLINE	1. Planning of CHILDLINE activities 2. Review of activities done 3. Taking up issues/problems at each systems level

51

ACTIVITY	DETAILS
VI. Involvement and Contribution to CHILDLINE	1. Organising training of systems 2. Support CHILDLINE staff for follow-up of cases 3. Providing infra-structural support to the CHILDLINE staff 4. Involving personnel to help CHILDLINE e.g. in awareness
VII. Understanding of training issues	

Annexure - 1B

ROLE OF THE ORGANISATION   : NODAL ORGANISATION

ACTIVITY		DETAILS
I. Co-ordination of CHILDLINE at city/district level	1.	Weekly visit by city co-ordinator to CHILDLINE collaborative organisation(s)
	2.	Visit by city co-ordinator to support organisation(s) once in two weeks
	3.	Monthly meeting with centre co-ordinator(s)
	4.	Monthly meeting of all field staff of CHILDLINE at different centres. (This should include skill based input sessions)
	5.	Open House with CHILDLINE Rakshak / volunteers at different parts of the city/district
	6.	Organising directors meeting monthly/bi-monthly
	7.	Organising CAB meeting every two months (preparing agenda and circulating the previous meeting minutes to all the CAB members)
II. Follow-up of CHILDLINE cases	1	Daily calls to collaborative organisations to review cases
	2.	Joint follow-up of cases especially abuse cases
	3.	Networking with Allied Systems to involve them in case follow-up

ACTIVITY	DETAILS
III. Connectivity of phones to 1098	1. Connection of 1098 from all telephone exchanges 2. Response of PCO owners 3. Follow up with telephone department

IV. Training of CHILDLINE field staff	1. On-going training
	
	  • First Aid
	
	  • Telephone responding
	
	  • Counselling
	
	  • Legal inputs
	
	  • Intervention skills
	
	  • Information about city/district resources (other NGOs)
	
	2. Overnight training/camp of CHILDLINE field staff and co-ordinators
	
	3. Training of CHILDLINE volunteers on outreach and first aid skills

V. Net working with other Resource Organisations	Frequency of meeting with the resource organisations to share about CHILDLINE and problems faced in case-follow up (once every 3 months)

54

ACTIVITY	DETAILS
VI. Training with the Allied Systems	1. Preparation of city/district plan 2. Organising training 3. Documentation 4. Follow-up 5. Awareness Material generation
VII. Communication with CIF	1. Correspondence with CIF (monthly reports and statistics, case related issues etc.) 2. Material for Newsletter which includes cases, poems on CL, city happenings, CL happenings, photographs of events, etc
VIII. Awareness	1. Grass-root level awareness with children and concerned adults at railway stations, bus stops, shelter, parks, cinema theatres, tourist places, religious centres, slums, PCOs etc 2. Media (Hoarding, pager messages of CL, flashing in newspapers, local TV, cable networks, radio 3. Publicity material created at city level like posters, flyers, labels for school children, stickers, banners, boards, etc

55

ACTIVITY	DETAILS
IX. City/district Level Administration	1. City letter head
	2. Issue of ID card for CHILDLINE team
	3. Application and compilation of city applications for grants
	4. Maintaining accounts
X. Staff Structure	1. Staff structure as per strategy document
	2. Qualification
	3. Salary paid
	4. Motivation of staff and co-ordinator
	5. Additional other work done

Annexure - 1C

ROLE OF THE ORGANISATION   : COLLABORATIVE ORGANISATION

ACTIVITY	DETAILS

I. Case Intervention and follow-up which includes	1 Responding to calls
	   • Phone communication skills
	   • Efficacy of response
	   • Knowledge about services
	   • Ability to describe CL
	
	2. Crisis intervention.
	   • Basic intervention steps
	   • Ideological stands
	
	3. Long term follow-up
	   • Maintainance of progress records
	   • Future planning with the resource organisations on behalf of the child
	
	4. Approach to problem solving (Rights Vs Charity/Welfare)
	   • Understanding the child

57

ACTIVITY	DETAILS

	5. Resourceful during follow up.
	   • Using Volunteers
	   • Resource generation
	   • Volunteer bank
	   • Use of media
	6. Problems during intervention
	   • Police
	   • JMB
	   • Health
	   • NGOs
	   • Public
	   • PCOs owners
	   • DOT

II. Documentation	1. Maintenance of Registers
	   • Case register
	   • Petty cash register
	2. Message Book

ACTIVITY	DETAILS
	3. Case file of long term cases
	4. Correspondence file
	5. Computerisation
	6. Backlog Entry
III. Phone Testing	
IV. Meeting / Training	1. Weekly meeting of CHILDLINE staff
	2. Meeting with organisation staff
	3. Skills / Issue based training
	4. Picnics/informal interactions
	5. Review Meeting (six monthly)

ACTIVITY	DETAILS
V. Awareness & Outreach	1. Grass root level outreach with children and concerned adults at • railway station and bus stops • shelter children • cinema halls • parks, tourist places and religious centres • slums • schools and colleges • traffic signals • garages, dhabas and shops • PCOs • Panwallas 2. Publicity material created at city level like posters, flyers, labels for school children, stickers, banners, boards, etc.

ACTIVITY	DETAILS	
VI. Networking with CHILDLINE NGOs, Resource NGOs.	1.	Support organisations
	2.	Referrals to resource organisation
VII. Networking with Allied Systems	1.	Jointly working on case
	2.	Follow-up with action steps (thank you letter, etc.)
VIII. Administration & Finance	1.	Application for grants
	2.	Co-ordination with CIF
	3.	Maintaining Accounts
IX. Staff Perception/ Motivation about CL	1.	Knowledge about key CHILDLINE components (24 hour, emergency, etc.)
	2.	Understand and internalises CHILDLINE values
	3.	Resourcefulness and innovative approach
X Staff Structure	1.	Staff structure as per strategy document
	2.	Qualification
	3.	Additional other work done
	4.	Motivation of staff and co-ordinator.

Annexure - 1D

ROLE OF THE ORGANISATION : SUPPORT ORGANISATION

ACTIVITY	DETAILS
I. Outreach and Awareness	1. Extent of coverage in areas specified as per city mapping
	2. Nature / Type of outreach
	3. Methods used
	4. Materials used
II. Follow-up of calls referred by collaborative organisation and through outreach	
III. Staff Development & Training	1. Awareness about CHILDLINE in all organisations
	2. Intervention based training
IV. Documentation	1. Case register
	2. Monthly report of activities

ACTIVITY	DETAILS
V. Networking with collaborative organisation	1. Visits to collaborative organisation (monthly) 2. Reporting/Feedback on cases followed up
VI. Administration & Finance	1. Application for grants 2. Co-ordination with CIF 3. Maintaining Accounts
VII. Staff Perception/ Motivation about CHILDLINE	1. Knowledge about key CL components (24 hour emergency) 2. Understand and internalise CHILDLINE values 3. Resourcefulness and innovative approach
VIII. Staff structure	1. Staff structure as per strategy document 2. Qualification 3. Salary paid 4. Additional other work done 5. Motivation of staff & co-ordinator

Annexure - 2

Need Assessment Formats

These are sample formats which need to be adapted to the specific requirements of the city/district.

a) Interview Schedule : Children living alone on the street (Please tick the appropriate answer)

Age of the child : ☐ Below 6   ☐ 7- 10   ☐ 11-14

☐ 15- 18   ☐ above 18

Sex of the child : ☐ Male   ☐ Female

Affiliated to NGO : ☐ Yes   ☐ No

1.   What are the problems you face living on the street?

☐ Shelter

☐ Medical

☐ Abuse

☐ Employment

☐ Any other

2.   What do you do when you face these problems?

☐ Tell an NGO

☐ Bear the problem

☐ Self help

☐ Any other

3. If you could call a special telephone number 1098, to tell someone your problems, would you call?

3a. If yes, what would you expect 1098 to provide you:

☐ Medical

☐ Shelter

☐ Employment

☐ Protection from abuse by police

☐ Counselling

☐ Any other

3b. If no, why would you not call?

☐ Do not like to use the phone

☐ Will have to pay

☐ Not sure that they will help

☐ Fear that s/he might be sent to the Remand Home

4. Have you used a phone before?   ☐ Yes   ☐ No

4a If yes: whom did you speak to?

☐ Parents

☐ Friends

☐ Relatives

☐ Social worker (didi, uncle)

☐ Others

4b. If no: why not?

☐ No phone accessible

☐ Afraid of using the phone

☐ No opportunity to speak to any one.

☐ Any other

b) Interview Schedule :Children who are employed, living with parents/employers

Age of the child   : ☐ Below 6   ☐ 7- 10   ☐ 11-14
                           ☐ 15- 18   ☐ above 18

Sex of the child   : ☐ Male   ☐ Female

Residence   : ☐ Living with family

                           ☐ Living with employer

Type of employment   : ☐ In hotel/restaurant

☐ In small scale industry

☐ Delivery boy/peon

☐ Domestic help

1. What is your daily routine?

2. What problems do you face, if any, during your work?

☐ Employer is rude/shouts/insults

☐ Employer uses physical punishment

☐ Is not paid the agreed wage

☐ Long working hours

☐ Cannot go to school

☐ No problems

☐ No response

3. Have you ever spoken about these problems to anyone else?

☐ Yes   ☐ No

3a. If yes, whom

☐ Parents

☐ Employer

☐ Friends

☐ Social worker

☐ Neighbours

☐ Any other

3b. If no, why not?

☐ No one can do anything

☐ Afraid that employer will get angry

☐ Any other

4. If you could call a special telephone number 1098 to tell someone
    your problems, would you call?   ☐   Yes   ☐ No

4a. If yes, what would you expect 1098 to provide you?

☐ Medical

☐ Shelter

☐ Employment

☐ Protection from abuse by police

☐ Counselling

☐ Other

4b. If no, why would you not call

    ☐ Do not like to use the phone

    ☐ Will have to pay

    ☐ Not sure that they will help

    ☐ Fear that s/he might be sent to the Remand Home.

5. Have you used a phone before?   ☐ Yes   ☐ No

5a. If yes, whom did you speak to?

    ☐ Parents

    ☐ Friends

    ☐ Relatives

    ☐ Social worker (didi/uncle)

    ☐ Others

5b. If no, why not?

    ☐ No phone accessible

    ☐ Afraid of using the phone

    ☐ No opportunity to speak to someone

c) Interview Schedule : Children In Schools Living with Family

Age of the child : ☐ Below 6 ☐ 7- 10 ☐ 11-14

☐ 15- 18 ☐ above 18

Sex of the child : ☐ Male ☐ Female

Type of School : ☐ Private ☐ State Aided ☐ Municipal

☐ Non-formal ☐ not schooling

1. When do you feel happy?

☐ Your parents/teachers praise you

☐ You receive a present/gift

☐ You help someone in need

☐ Others around you are happy

☐ No response

2. What do you do when you are happy?

☐ Joke/laugh/smile/sing

☐ Are naughty

☐ Talk to your friends

☐ Go out with your friends

☐ No response

3. When do you feel sad?

☐ Your parents shout at you

☐ Your teacher scolds you

☐ Someone hits you

☐ Someone insults you/is rude to you/teases you

☐ Something bad happens to your family/friends

☐ No response

4. What do you do when you are sad?

☐ Cry

☐ Get angry

☐ Keep quiet

☐ Shout/hit the person

☐ Seek revenge

☐ Tell your parents/friends

☐ No response

5. Have you ever spoken to other people when you are sad/unhappy?

☐ Yes   ☐ No

5a. If yes: Whom did you speak to?

☐ Teacher

☐ Parent

☐ Brother/sister

☐ Friend

☐ Neighbour

☐ Other

5b. If no: Why not?

☐ Do not know whom to ask

☐ Are afraid of sharing the problem

☐ Are able to deal with the problem yourself

6. If you and your friends were able to talk to someone on the phone, at any time, when you were happy or sad, would you call?

☐ Yes   ☐ No

6a. If yes, Would you call to discuss

☐ School related topics

☐ Family related talk

☐ Friends

☐ Self

☐ General information

6b. If no, why not?

☐ Your parents may not like it

☐ Fear of making a call

☐ Will not want to talk to a stranger

7. Have you ever used a phone? Yes/No

7a. If yes, how often have you used the phone

☐ once

☐ a few times

☐ very often

☐ daily

7b. If no, why not?

☐ not comfortable talking on a phone

☐ fear of making a call

☐ will not talk to a stranger

☐ your parents may not like it

☐ do not have access to a phone

☐ never felt the need

7c. Whom did you speak to?

☐ Parents

☐ Friends

☐ Relatives

☐ Others

(These questions should be asked after you have oriented the child about CHILDLINE.)

8. Would you call CHILDLINE?　　☐ Yes　　☐ No

8a If yes, when would you call CHILDLINE?

☐ when you need someone to talk to

☐ when you have a problem and you have no one else to talk to

☐ to pass your time

☐ information

8b. If no, why not?

☐ your parents may not like it

☐ fear of making a call

☐ will not want to talk to a stranger

☐ no access to a phone

74

d) Interview Schedule : For Concerned Adults

Name :

Occupation :

Male/Female :

1. Which group/s of children do you think require most assistance in your city/district?

☐

   Street children

☐ Child labourers

☐ Children in the flesh trade (prostitution)

☐ Children of migrants/refugees

☐ Children in domestic work

☐ Children unable to deal with school pressures

☐ Children who want to commit suicide

☐ Children with emotional problems

☐ Children with disabilities/impairments

☐ Children whose families have been affected by violence

2. Have you ever seen a child in need of assistance? ☐ Yes ☐ No

2a. If yes, how did you react?

☐ Did not know what to do

☐ Gave money

☐ Called an organisation

☐ Did nothing

☐ Talked to the child

☐ Felt guilty

2b. How would you have liked to react?

3. If a CHILDLINE service were introduced in your city/district, do you think it would work?

3a. If yes, what services should be required for children?

☐ Education

☐ Boarding/Shelter

☐ Medical

☐ Counselling/Guidance

☐ Employment

☐ Recreational

3b. If no, why not?

☐ Phones do not work properly in the city/district

☐ Children will not phone

☐ Not enough children in need of emergency assistance

☐ There are very few existing services for children

4. Would you call CHILDLINE if you saw a child in need of assistance? Yes/No

4a. If yes, what would you do afterwards?

☐ Call and leave

☐ Call and wait with the child

4b. If no, why?:

☐ Not sure that CHILDLINE will help

☐ Fear that too much will be expected of you

5. Would you support CHILDLINE in your city/district? ☐ Yes ☐ No

5a. If yes, what would you do?

☐ Publicise CHILDLINE amongst children once the service is operational

☐ Donate cash

☐ Donate in kind

☐ Share your ideas / time

☐ Any other

5b. If no, why not?

6. What in your opinion are the important channels for creating awareness about the service?

Special Groups of Concerned adults

For PCO owners and Shopkeepers with PCOs

Location of the PCO/shop:

Timings of the PCO/shop:

1. Are you aware of free phone services in your city/district?

2. Do children make calls?

3. If a free phone emergency service for children were introduced in the city/district, would you allow concerned adults/children to call the number from your telephone? ☐ Yes ☐ No

3a. If no why not?

☐ You need verification that 1098 is a free number

☐ Other customers will be held up

4. In what way would you help publicise CHILDLINE?

☐ Allow children/adults to call 1098 from your booth

☐ Publicise the service by displaying stickers in your booth

☐ Talk to customers about the CHILDLINE

☐ Call CHILDLINE when you see a child in distress

☐ Help in an individual capacity

For Police: City/Railway/JAPU/Control Room/Traffic personnel

1. How often do you interact with children?

☐ Regularly   ☐ Daily

☐ Sometimes   ☐ Weekly

☐ Rarely   ☐ Fortnightly

☐ Never   ☐ Monthly

2. On what occasions have you interacted with children?

☐ Child caught stealing

☐ Child travelling without a ticket

☐ Adults physically abusing children

☐ Just to talk to the child

☐ Child involved in an accident

79

3. How have you responded to children's problems?

☐ Referred the child to the Juvenile Welfare Board

☐ Called an NGO

☐ Spoke to the child

☐ Took legal action

☐ Took the child to the hospital

4. How can CHILDLINE work with the police to ensure that the rights of children are protected?

For Doctors

How can CHILDLINE work with doctors to make hospitals more child-friendly?

For Probation Officers

How can CHILDLINE work with Probation Officers to ensure that the best interests of the child are met?

For Corporators

How can CHILDLINE work with corporators to take up issues related to children in the community?

The need assessment formats have been translated in Hindi by B.R. Arts College, Alwar, Rajasthan and are reproduced here for reference

साक्षात्कार–कार्यक्रम

(अ)   साक्षात्कार कार्यक्रम : ये बच्चे जो सड़क पर अकेले रहते हैं।
       (उपयुक्त पर सही का चिह्न लगाइये)

   (i)   सम्बन्धित बच्चे की आयु :–
       ☐ छः वर्ष से कम
       ☐ सात से दस वर्ष के बीच
       ☐ ग्यारह से चौदह वर्ष के बीच
       ☐ पन्द्रह से अट्ठारह वर्ष के बीच
       ☐ अट्ठारह वर्ष से अधिक

   (ii)   सम्बंधित बच्चे का लिंग :–
       ☐ पुरुष   ☐ महिला

   (iii) किसी गैरसरकारी संगठन से संबन्ध
       ☐ हाँ   ☐ नहीं

(1)   सड़क पर रहने में आपको किन–किन परेशानियों का सामना करना पड़ता है ?
       ☐ आवास
       ☐ चिकित्सा
       ☐ दुराचार (उत्पीड़न)
       ☐ रोजगार
       ☐ मौत का डर
       ☐ उपर्युक्त सभी
       ☐ अन्य कोई हो

(2)   ऐसी परेशानियों का सामना करने के लिए आप क्या करते हैं ?
       ☐ गैर सरकारी संगठन से सहायता लेते हैं।
       ☐ परेशानियों का सहन कर जाते हैं।
       ☐ अपनी सहायता स्वयं करने की कोशिश करते हैं।
       ☐ स्वयं समस्या का समाधान कर लेते हैं।
       ☐ अन्य कोई हो।

81

(3) आपकी परेशानियाँ किसी को बताने के लिए यदि आपको एक विशेष टेलीफोन नम्बर 1098 प्रदान किया जाए तो क्या आप इस नम्बर पर फोन करेंगे ?

    3-I   यदि हाँ तो आप इस टेलीफोन नम्बर 1098 से क्या सुविधा चाहेंगे ?

        ☐ चिकित्सा   ☐ आवास

        ☐ रोजगार   ☐ दुराचार से सुरक्षा (उत्पीड़न से सुरक्षा)

        ☐ सलाह मशवरा   ☐ उपर्युक्त सभी

        ☐ अन्य कोई हो।

    3-II   यदि नहीं, तो आप फोन की सुविधा का उपयोग क्यों नहीं करना चाहते ?

        ☐ फोन का उपयोग करना पसन्द नहीं करते।

        ☐ आपको लगता है कि फोन करने का भुगतान करना पड़ेगा।

        ☐ आपको नहीं लगता कि वे आपकी मदद करेंगे।

        ☐ आपको डर है कि आपको 'बाल अभिरक्षा गृह' में भेज दिया जाएगा।

(4) क्या आपने इससे पहले कभी टेलीफोन का प्रयोग किया है ?

    ☐ हाँ   ☐ नहीं

    4-I   यदि हाँ, तो आपने किससे बात की ?

        ☐ माता पिता से

        ☐ मित्रों से

        ☐ रिश्तेदारों से

        ☐ सामाजिक कार्यकर्त्ता (जैसे – दीदी, अंकल)

        ☐ अन्य कोई हो।

    4-II   यदि नहीं, तो क्यों नहीं की ?

        ☐ आपके पास फोन की सुविधा नहीं है।

        ☐ फोन का उपयोग करने से डर लगता है।

        ☐ आपको फोन पर बात करने का कभी अवसर ही नहीं मिला।

        ☐ अन्य कोई हो।

साक्षात्कार–कार्यक्रम

(ब) साक्षात्कार कार्यक्रम : वे बच्चे जो रोजगार में लगे हुए हैं और जो माता–पिता या मालिक के साथ रहते हैं ?

    (i) सम्बंधित बच्चे की आयु
- ☐ छः वर्ष से कम
- ☐ सात से दस वर्ष के बीच
- ☐ ग्यारह से चौदह वर्ष के बीच
- ☐ पन्द्रह से अठारह वर्ष के बीच
- ☐ अठारह वर्ष से अधिक

    (ii) सम्बंधित बच्चे का लिंग :–
- ☐ पुरुष   ☐ महिला

    (iii) सम्बंधित बच्चे का आवासीय स्तर :–
- ☐ परिवार के साथ रहते हैं।   ☐ मालिक के साथ रहते हैं।

    (iv) सम्बंधित रोजगार का प्रकार :–
- ☐ होटल या रेस्टोरेन्ट   ☐ लघु उद्योग
- ☐ वस्तु वाहक (घपरासी)   ☐ घरेलू सहायता (घर में नौकर)

(1) आपकी दिनचर्या क्या है ?

(2) आप अपने काम के दौरान किन कठिनाइयों का सामना करते हैं ?
- ☐ मालिक सख्त है, डाँटता है, अपमानित करता है।
- ☐ मालिक मारता पीटता है।
- ☐ तय की हुई मजदूरी नहीं देता है।
- ☐ ज्यादा काम करवाता है।
- ☐ स्कूल नहीं जा पाते हैं।
- ☐ कोई परेशानी नहीं है।
- ☐ कुछ नहीं कहना चाहते

(3) क्या आपने अपनी इन परेशानियों के बारे में किसी और को भी बताया है।
- ☐ हाँ   ☐ नहीं

    3-I यदि हाँ, तो किससे ?
- ☐ माता–पिता से   ☐ मालिक से
- ☐ मित्रों से   ☐ सामाजिक कार्यकर्ताओं से
- ☐ पड़ौसियों से   ☐ अन्य कोई हो।

83

3-II यदि नहीं, तो क्यों नहीं ?

☐ आपको लगता है आपके लिए कोई कुछ नहीं कर सकता।

☐ आप डरते हैं कि आपका मालिक नाराज होगा।

☐ अन्य कोई हो।

(4) आपकी परेशानियाँ किसी को बताने के लिए यदि आपको एक विशेष टेलीफोन नम्बर **1098** प्रदान किया जाए तो क्या आप इस नम्बर पर फोन करेंगे ?

4-I यदि हाँ तो आप इस टेलीफोन नम्बर **1098** से क्या सुविधा चाहेंगे ?

☐ चिकित्सा   ☐ आवास

☐ रोजगार   ☐ दुराचार से सुरक्षा (उत्पीड़न से सुरक्षा)

☐ सलाह मशवरा   ☐ उपर्युक्त सभी

☐ अन्य कोई हो।

4-II यदि नहीं, तो आप फोन की सुविधा का उपयोग क्यों नहीं करना चाहते ?

☐ फोन का उपयोग करना पसन्द नहीं करते।

☐ आपको लगता है कि फोन करने का भुगतान करना पड़ेगा।

☐ आपको नहीं लगता कि वे आपकी मदद करेंगे।

☐ आपको डर है कि आपको 'बाल अभिरक्षा गृह' में भेज दिया जाएगा।

(5) क्या आपने इससे पहले कभी टेलीफोन का प्रयोग किया है ?

☐ हाँ   ☐ नहीं

5-I यदि हाँ, तो आपने किससे बात की ?

☐ माता पिता से

☐ मित्रों से

☐ रिश्तेदारों से

☐ सामाजिक कार्यकर्त्ता (जैसे – दीदी, अंकल)

☐ अन्य कोई हो।

5-II यदि नहीं, तो क्यों नहीं की ?

☐ आपके पास फोन की सुविधा नहीं है।

☐ फोन का उपयोग करने से डर लगता है।

☐ आपको फोन पर बात करने का कभी अवसर ही नहीं मिला।

☐ अन्य कोई हो।

साक्षात्कार–कार्यक्रम (सारिणी)

(स) साक्षात्कार प्रश्नावली : वे बच्चे जो स्कूल में पढ़ते हैं और अपने माता–पिता के साथ रहते हैं।

    (i) सम्बंधित बच्चे की आयु :–

- [ ] छ : वर्ष से कम
- [ ] सात से दस वर्ष के बीच
- [ ] ग्यारह से चौदह वर्ष के बीच
- [ ] पन्द्रह से अट्ठारह वर्ष के बीच
- [ ] अट्ठारह वर्ष से अधिक

    (ii) सम्बंधित बच्चे का लिंग :–

- [ ] पुरुष
- [ ] महिला

    (iii) स्कूल का स्तर

- [ ] गैर सरकारी
- [ ] राजकीय सहायता प्राप्त
- [ ] नगरपालिका
- [ ] अनौपचारिक
- [ ] बच्चे पढ़ते–लिखते नहीं हैं।

(1) आप अपने आप को कब खुश महसूस करते हैं ?

- [ ] जब आपके माता–पिता/अध्यापक प्रशंसा करते हैं।
- [ ] जब आप पुरस्कार या उपहार प्राप्त करते हैं।
- [ ] जब आप किसी जरूरतमन्द की मदद करते हैं।
- [ ] कुछ नहीं कहना चाहते।

(2) आप जब प्रसन्न होते हैं, तो आप क्या करते हैं ?

- [ ] चुटकुला सुनाते हैं/ठहाका लगाते हैं/मुस्कराते हैं/गाना गाते हैं।
- [ ] शरारत करते हैं।
- [ ] मित्रों से बात करते हैं।
- [ ] मित्रों के साथ बाहर जाते हैं।
- [ ] कुछ नहीं कहना चाहते।

(3) आप कब दु:ख का अनुभव करते हैं ?

- [ ] जब आपके माता–पिता आपको डाँटते हैं।
- [ ] जब आपके अध्यापक आपको डाँटते हैं।
- [ ] जब आपको कोई मारता है।
- [ ] जब आपको कोई अपमानित करता है/जब आपके साथ कोई बुरा व्यवहार करता है/जब आपको कोई चिढ़ाता है।

(4) जब आप दु:खी होते हैं, तो आप क्या करते हैं ?

- [ ] रोते हैं
- [ ] गुस्सा करते हैं
- [ ] चिल्लाते हैं
- [ ] शान्त रहते हैं
- [ ] बदला लेते हैं
- [ ] माता–पिता या मित्रों को बताते हैं।

(5) जब आप दु:खी और अप्रसन्न हुए तो इसके विषय में किसी को बताया ?

- [ ] हाँ
- [ ] नहीं

    5-I यदि हाँ, तो आपने किसको बताया ?

- [ ] अध्यापक को
- [ ] माता पिता को
- [ ] भाई या बहन को
- [ ] मित्र को
- [ ] पड़ौसी को
- [ ] अन्य कोई हो।

साक्षात्कार–कार्यक्रम

(द) साक्षात्कार प्रश्नावली : सम्बन्धित व्यस्कों के लिए।

नाम :

व्यवसाय :

पुरुष/महिला :

(1) आपके अनुसार किन समूहों के बच्चों को, आपके शहर में मदद की अत्यन्त आवश्यकता है ?

☐ आवाराहीन सड़क के बच्चों को।
☐ बाल–मजदूरों को।
☐ देह व्यापार (वैश्यावृत्ति) करने वाले बच्चों को।
☐ शरणार्थी बच्चों को।
☐ घरेलू काम करने वाले बच्चों को।
☐ वे बच्चे जो विधालयी आवश्यकताओं को पूरा करने में असमर्थ हैं।
☐ वे बच्चे जो आत्महत्या करना चाहते हैं।
☐ वे बच्चे जो भावनात्मक हैं।
☐ वे बच्चे जो विकलांग या गूँगे–बहरे हैं।
☐ वे बच्चे जिनके परिवार हिंसा के शिकार हुए हैं।

(2) क्या आप कभी ऐसे बच्चे से मिले हैं, जिसे किसी मदद की आवश्यकता हो ?

☐ हाँ   ☐ नहीं

2-I यदि हाँ, तो आपने क्या प्रतिक्रिया की ?

☐ आप नहीं जानते थे कि आप क्या करें ?
☐ पैसे देकर मदद की।
☐ किसी संगठन से संपर्क किया।
☐ कुछ नहीं किया।
☐ उस बच्चे से बातचीत की।
☐ अपराध बोध हुआ।

2-II आपके अनुसार इस सम्बन्ध में आप अपने द्वारा की गई प्रतिक्रिया से और अधिक क्या कर सकते हैं ? (क्या और बेहतर कुछ कर सकते थे ?)

(3) यदि आपके शहर में 'चाइल्ड लाइन' सुविधा आरंभ की जाए तो क्या आपको विश्वास है कि वह सफलतापूर्वक कार्य कर लेगी ?

       3-I   यदि हाँ, तो आप बच्चों के लिए क्या सुविधाएँ चाहेंगे ?

          ☐ शिक्षा की   ☐ आवास की   ☐ चिकित्सा की

          ☐ सलाह मशवरा की   ☐ रोजगार की   ☐ मनोरन्जन की

       3-II यदि नहीं, तो क्यों नहीं ?

          ☐ क्योंकि आपके शहर में फोन ठीक से काम नहीं करते हैं।

          ☐ क्योंकि बच्चे फोन नहीं करेंगे।

          ☐ क्योंकि अधिकांश बच्चों को आपातकालीन मदद की आवश्यकता नहीं है।

          ☐ क्योंकि इस समय बच्चों के लिए बहुत कम सुविधाएँ उपलब्ध हैं।

(4) क्या आप 'चाइल्ड लाइन' को फोन करेंगे, यदि किसी बच्चे को मदद की आवश्यकता है ?

    ☐ हाँ   ☐ नहीं

       4-I   यदि हाँ, तो आप बाद में क्या करेंगे ?

          ☐ फोन करके चले जाएँगे।

          ☐ फोन करने के बाद बच्चे के साथ 'चाइल्ड लाइन' वालों की प्रतीक्षा करेंगे।

       4-II यदि नहीं, तो क्यों नहीं ?

          ☐ आपको विश्वास नहीं है कि 'चाइल्ड लाइन' कोई मदद करेगा।

          ☐ आप डरते हैं कि आपसे बहुत अधिक की अपेक्षा की जाएगी।

(5) क्या आप अपने शहर की 'चाइल्ड लाइन' की मदद करेंगे ?

    ☐ हाँ   ☐ नहीं

       5-I   यदि हाँ, तो आप क्या करेंगे ?

          ☐ एक बार 'चाइल्ड लाइन' सुविधा शुरू हो जाने के बाद बच्चों में इसका प्रचार–प्रसार करेंगे।

          ☐ रुपये–पैसे से मदद करेंगे।

          ☐ कुछ साधन या वस्तुएँ उपलब्ध करायेंगे।

          ☐ अपने विचारों और समय के द्वारा सहयोग करेंगे।

          ☐ अन्य कोई हो।

       5-II यदि नहीं, तो क्यों नहीं ?

(6) आपकी राय में इस 'चाइल्ड लाइन' सुविधा के प्रचार–प्रसार और विस्तार–विकास के लिए क्या मार्ग हो सकते हैं ?

Annexure - 3

Preparing a Code Book

A code book for the interview schedule for the child:

Item   Code Column Number

Question serial no. ⎯⎯⎯⎯⎯⎯ (actual) 1, 2, 3, (will depend on the number of questionnaires filled)

Item	Code Column Number
Age	4
Below 6	1
7 to 10	2
11-14	3
15-18	4
Above 18	5
Sex	6
Male	1
Female	2
Type of School	7
Private	1
State aided	2
Municipal	3
Non-formal	4
No school	5

(And so on for the rest of the questionnaire)

Annexure - 4

Resource Directory Sample Women Related Services

Bapnu Ghar

12, Dr Annie Besant Road
Worli
Mumbai 400 018

Telephone No. : 4924252

Objectives :

To provide temporary shelter to women with marital problems and unmarried girls facing harassment.

To help women reconcile with their families and to adjust socially.

Intake Policy :

Women may be granted admission for any of the following reasons :
- Harassment meted out by alcoholic husband
- Harrassment from in-laws
- Adjustment problems with husband
- Suspicious husband
- Adjustment problems with relatives
- Unmarried girls facing harassment
- Married minor
- Referral by other organizations
- Women with children up to the age 6 can be admitted

Timings : Open all 24 hours for socially distressed women, irrespective of caste and creed.

Admission not available to the mentally or physically impaired or one suffering from any contagious disease.

Rehabilitation :

- Free shelter, food and medical care.
- Vocational training.
- Family counselling.
- Reconciliation.

Amchi   Kholi

Chhatrapati Shivaji Railway Terminus (V.T.)
Next to Parcel Office
Mumbai 400 001.

Telephone No. : 263 4854

Contact Person :

Mr Ansari

Geographical   Outreach   :

Chatrapati Shivaji Railway Terminus (C.S.T.) and the surrounding area.

Target   Group   :

Boys and girls between the ages of 3 to 20 years with minimal or no familial contact. Timings from 10 am to 5 pm.

Services Provided :

Hygiene facilities (free use of bathroom and soap), subsidized food, medical aid, recreation, education, vocational training through referrals, repatriation, savings schemes, job placement, counselling, loan facilities for self-employment and housing, legal aid, liaison with police, networking with other organizations.

Saathi

Grant Road Centre :
C/o B/1, Maniyar Building
Block 41, 6th Floor
Tardeo Road
Mumbai 400 034

Telephone No. : 309 0026 , 494 8053 , 3009117
E-mail : saathi@bom5.vsnl.net.in

Agripada Centre :
Agripada Municipal School
Farukh Umerbhai Path
Opposite Y.M.C.A Swimming Pool
Mumbai - 400 008

Telephone No. : 3009117

Geographical Outreach :

Grant Road and Agripada

Target Group :

Boys and Girls between the age of 12 to 22 years.

Services Provided :

Functions as a contact centre. Education, Health Services, Vocational Training, Repatriation, Referal for Jobs.

Also finds shelter homes for a group of boys who stay together and go out for work.

Annexure - 5

An example of the city mapping done by Department of Pediatrics, PGIMER, Chandigarh during preparatory work for CHILDLINE Chandigarh.

92
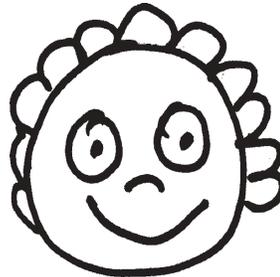
Annexure - 6

Criteria for selection of organisations

The minimum eligibility criteria for organisations include :

i)   The organisation should be:

- Registered under the Societies Registration Act or any relevant Act of the State/Union territory

- A public trust licensed under Section 25 of the Company Act

The organisation should have been registered for at least 2 years prior, for eligibility. The Secretary SJ & E is empowered to waive this condition

ii) It should have a legally constituted Managing Board

iii) It is not run for profit for any individuals or a body of individuals.

iv) It should have the financial capacity to sustain CHILDLINE activities without the receipt of government grants.

i)   The nodal organisation has the following characteristics

- It should be an academic organisation having a Social Sciences/ Humanities / Management department.

- It should have operational Field Action Projects or be open to initiating the same.

- It should have the willingness to network with other organisations.

ii) The collaborative organisation has the following characteristics.

- Commitment towards and belief in child rights

- Experience of working with children

- Infratructure capacity of the organisation to respond to calls, provide shelter (temporary and/or long term) etc.

- Ability to respond to crisis situations on a 24-hour basis

- Experience in networking with organisations (NGOs and Govt)

iii) The support organisations has the following characteristics

- Experience for working with children

- Extensive community outreach

- Requisite infrastructure to support CHILDLINE activities

iv) The resource organisations have the following characteristics

- Ability to provide specialised services for children

- Willingness to accept children referred by CHILDLINE

- Ability to conduct awareness amongst children, concerned adults about child rights.

Annexure - 7

Staff at the nodal organisation

Designation   : City Co-ordinator

No. of Post   : 1

Qualification/   : MSW/Master in Child Development
Experience   with 8-10 years experience

Job Description :

- Be responsible for the overall functioning of CHILDLINE in the city/ district

- Review the needs of the service in the city/district and ensure that the needs of the children calling 1098 are addressed and followed up

- Ensure that the Resource Directory for children is adequate and updated regularly

- Conduct training with the CHILDLINE team

- Organise interactions with the government, municipal corporations, educational institutions, railways, police and health functionaries

- Liase with the telephone department to ensure accessibility of phones to children

- Ensure the CAB meets regularly

95

- Visit CHILDLINE centres and meet with CHILDLINE team members

- Organise a meeting of all organisations listed in the Resource Directory to review the effectiveness of the service

- Ensure that awareness about CHILDLINE is effective amongst children

- Attend all workshops that may be organised by the CIF

Staff at the collaborative organisations

Designation   : Centre Co-ordinator

No. of Post   : 1

Qualification/   : MSW/Master in Child Development
Experience   with 3-4 years experience

Job Description :

- Ensure that all calls are responded to at the collaborating organisation and there is -adequate follow-up

- Ensure regular and systematic documentation at the centre everyday

- Guide and train the team in responding effectively to calls and identify training needs of the team

- Organise get togethers of the team, handle the team dynamics , use measures for capacity building and sort out problems faced by the team

- Organise weekly meetings with the CHILDLINE team

- Organise monthly meetings with the CHILDLINE team and support organisations

- Ensure accurate documentation of all calls in childNET and export data to CIF daily

- Maintain and supervise all expenditure related to the collaborating organisation

- Oversee the administration of the team in terms of attendance/leave and in terms of financial matters

- Liaise with the city co-ordinator for open house and awareness programmes in the city/district

- Liaise with the city coordinator for training workshops with the Allied Systems

- Present CHILDLINE cases at various CHILDLINE meetings

- Attend workshops that may be organized by the CIF

Designation   : Paraprofessionals

No. of Post   : 1

Qualification   : Minimum graduate with fluency in English/BSW
Job   Description :

- To respond to calls, especially calls requiring counselling

- To be responsible for petty cash at the center

- Report all follow-up to the centre co-ordinator

- Contact the centre co-ordinator for assistance if required

- Enter all case data on the computer programme, childNET

- Attend all meetings/training workshops organised at the city/district level

- Follow all administrative and accounting procedures

- Attend all workshops that may be organised by the CIF

Designation   : CHILDLINE team members

No. of Post   : 7

Qualification   : Minimum 10th Standard or equivalent literacy skills

Job   Description :

- Respond to all calls received and follow-up on calls

- Report all follow-up to the centre co-ordinator

- Contact the centre co-ordinator for assistance if required

- Enter all case data on the computer programme, childNET

- Attend all meetings/training workshops organised at the city/district level

- Follow all administrative and accounting procedures

- Attend all workshops that may be organised by the CIF

Designation   : CHILDLINE volunteers

No. of Post   : 3

Qualification   : Basic reading and writing skills

Job   Description :

- Follow-up on medical treatment of children

- Attend to the CHILDLINE phones in the absence of staff

Staff   at   the   support   organisation

Designation   : CHILDLINE   co-ordinator

No. of Post   : 1

Qualification/   : Part time at paraprofessional level
Experience

Job   Description :

- To co-ordinate the CHILDLINE activities for the support organisation

- To prepare a comprehensive outreach plan for the support organisation

- To ensure close communication with the nodal and collaborative organisation

- To supervise the calls referred and follow-up action of the support organisation

Designation   : CHILDLINE volunteer

No. of Post   : 2

Qualification/   : Part time at paraprofessional level

Experience

Job   Description :

● Respond to calls referred by the collaborating organisations

● Report all follow-up to the collaborative organisation

● Do outreach for CHILDLINE in the geographical area of the support
  organsiation

Annexure - 8A

Identification of training issues, objectives and activity plan relating to each Allied System

This table is an example, based on real issues in cities. You will need to develop a similar and detailed matrix of issues, objectives and activities for your city /district plan of action.

ALLIED SYSTEM	ISSUE	OBJECTIVE	ACTIVITY
Police	Children in shelters are regularly rounded up at nights by the police	To sensitise the police about Child Rights and Child Protection To sensitise the hospital staff to Child Rights	Training programme for police personnel
Health care	Children who are "untidy" and "dirty" are not allowed entry / treatment in general hospitals	To ensure children's direct access to hospital for emergency and general health needs	Training programme for the hospital doctors, nurses and ward boys, to ensure a child-friendly hospital

ALLIED SYSTEM	ISSUE	OBJECTIVE	ACTIVITY
Juvenile Justice System	The new JJ Act is not passed by the state, there are no guidelines	To work towards implementation of JJ Act in the state	Undertake an advocacy initiative seeking the government to activate the JJ Act
Education	A municipal school is being closed down, displacing 350 school children	To sensitise the municipal administration on the Fundamental right of the child to education to ensure the continuation of the municipal school	Organise a meeting with the Municipal School authorities and initiate a dialogue with them

102

Annexure - 8B

The Operational Plan

This is an example of a training calendar that includes details of programmes, activities and training events with each Allied System and with deadlines/dates for every programme. An illustrative training calendar is as follows:

ALLIED SYSTEM	ACTIVITY	START DATE	END DATE	NGO/PERSON RESPONSIBLE	BUDGET FOR THE ACTIVITY
Police	Training programme for ----no. of police personnel from ----- no. of police stations	From mm/dd/yy	To mm/dd/yy	Nodal organisation	Rs. 10,000/-
Health care	Training programme for ----no. of doctors/watrd boys/nurses				
Juvenile Justice	Undertaken initiatives to advocate for implementing a JJ act				