

CHILDLINE INDIA FOUNDATION

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Note from the Executive Secretary...

I take great pleasure in presenting a review of CHILDLINE India Foundation's activities during 2003-2004. During the year we decided to go slow on expansion. Instead, we concentrated on consolidation and decided to take stock of the service to understand the gaps in services for children in India.

An evaluation of the Service was outsourced to IMRB International, a prestigious Market Research Agency in India, to understand gaps in services available to children in need of care and protection.

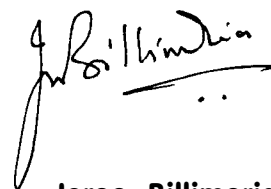
That apart, the year saw awareness and advocacy activities at their very best when a lot of cost effective communication strategies were initiated.

The CHILDLINE network played an active role in the UN Child Rights Convention monitoring process in the country. CIF facilitated the visit of Mr. Jaap Doek, Chairperson of the UN Committee on the Rights of the Child and Rapporteur to India.

It was also instrumental in organizing NGO dialogues to bring to light the situation of children in need of care and protection in India. Other activities included the coordination of a national network of all non-profit helplines. The CHILDLINE model of outreach and intervention was replicated by a global network of helplines, Child Helpline International (CHI) which was formally launched in September.

All this was made possible by the dedicated and committed team at CIF.

Kudos to CHILDLINE and kudos to the team...



Jeroo Billimoria
Honorary Secretary

How it all began



During the period under review, the CHILDLINE service expanded rapidly coupled with a number of new developments which provided for a lot of experimentation and innovation at CIF. This report outlines the key activities of CIF during the period.

About us....

CHILDLINE is the nation's first, 24-hour, emergency free phone service for children in need of care and protection. Any child/concerned adult can dial 1098 to access this service. CHILDLINE is India's first national level response to its 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.

CHILDLINE started as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences (TISS), Mumbai, in June 1996, the CHILDLINE service proved to be an efficient link between children in need, and services that exist for their rehabilitation. In June 1998, the Ministry of Social Justice and Empowerment (MSJ&E), Government of India, introduced a unique partnership model for implementation of the CHILDLINE service. As of March 2003, CHILDLINE was operational in 50 cities/districts across India.

Established by the Ministry of Social Justice and Empowerment, Government of India, CHILDLINE India Foundation (CIF) is the central nodal agency for the replication and monitoring of the CHILDLINE service, research, documentation, awareness and advocacy on issues related to child protection. It also undertakes the initiation of specialized need based services based on trends emerging from analysis of calls. CHILDLINE functions through a network of over 150 organizations spread across 19 states of the country. It has responded to over 3.7 million calls for assistance and has made a difference to the lives of hundreds of thousands of children across the country.



CHILDLINE India Foundation team

The Foundation consists of various departments to enable smooth functioning of the organization and take on developmental roles. The departments are Services, Awareness and Advocacy, Innovations (ARIES) and Operations.

Services

The Services department of CHILDLINE India Foundation performs the function most integral to the existence of CIF. It is responsible for the initiation and facilitation of the CHILDLINE

service across the nation. Its functioning can be broadly be categorized into four parts.

- Preparatory functions that precede the initiation of CHILDLINE
- Networking, facilitating and capacity building the CHILDLINE network
- Processing and recommending the organizations implementing the CHILDLINE service to the Government of India for receipt of Grant-in-aid.
- Conducting partnership meets with directors and team members.

Services : At a glance...

No.	Activity	Cities/Districts
1	New cities/districts where CHILDLINE service was introduced.	Thirunelveli Paschim Medinipur, Purbo Medinipur, Nadia, Agartala Ujjain, Amravati, Aurangabad, Ahmednagar, Nashik
2	Ongoing preparatory work as on 31 st March 2004	North : Srinagar, Kota South : Gulbarga, Raichur, Theni East : Jamshedpur, Rourkela, Morshidabad, Burdwan, Chattisgarh. West : Akola
3	Networking & facilitation Visits by Services Team	The services team travelled 10-12 days per month, on an average (including preparatory visits).

Total No. of cities as on 1/03/03 : 50

No. of CHILDLINEs begun in 03-04 : 05



No. of CHILDLINEs as on 31/03/04 : 55

4. Partnership Meets :



CHILDLINE Directors at the National Partnership Meet, Chennai

a) The Annual National Partnership Meet of Directors was held at Beverly Hotel, Chennai from the 21st to 23rd September 2003. There were a total of 95 directors of partner organizations of CHILDLINE from 52 cities where the CHILDLINE service is available. The main issues discussed include:

- A repatriation policy for CHILDLINE cities was strongly advocated by the participants. It was resolved to transfer children (who belong to other states) received by CHILDLINEs whose family address cannot be ascertained, to the native state so as to facilitate speedy repatriation or rehabilitation in the native state.
- The partners from Kerala mooted the idea of a 'State Consortium of CHILDLINEs' in the respective states. This would further improve the active partnership of governmental agencies, voluntary sector organizations and CHILDLINEs at the state level, which would in turn enhance visibility and help strengthen advocacy activities. It would also facilitate inter-city/district coordination and help local level mobilization of resources.
- Residential-care facilities for HIV and AIDS affected children are absent in almost all parts of the country and the government should initiate setting up of such facilities with inter-departmental cooperation.
- The participants shared serious concern about the possible adverse effect on the quality of service due to delay in receipt of grant-in-aid.
- Strategies for consolidation of CHILDLINE service.
- Best practices for resource mobilization for sustaining CHILDLINE service.

- Strategies to increase the number of intervention calls received at the cities/district level.
- Strategies to have an active CAB in all cities/districts by the end of the year.

Ms. Jayati Chandra, the Joint Secretary to the Govt. of India, also participated in the workshop and emphasized that CHILDLINE India Foundation, local CHILDLINEs and the Government of India need to work with state governments, to ensure that the child care and protection mechanism is functional in every state.

b) Four Regional Partnership Meets were conducted for the Coordinators/ Paraprofessionals/Team members of CHILDLINEs; at Amravati for the west zone; Coimbatore for the south zone; Cuttack for the east zone and Allahabad for the north zone. Input sessions were on the following topics:

- Counselling and its role in CHILDLINE
- CHILDLINE and the juvenile justice system
- Creative awareness and outreach strategies
- Stress Management

5. Visit by the Chairperson-UN Committee on the Rights of the Child:

The Services team provided support services for facilitating the visit of Prof Jaap Doek, Chairperson of the UN Committee on the Rights of the Child, to India, in December 2003. During the visit, Prof. Doek interacted with street children, visited NGOs in different parts of the country and also held meetings with NGO personnel in Mumbai and New Delhi. Some of the important issues and recommendations that emerged were:

- Lack of child rights perspective in legislation.
- The need for a National Law and a Policy on Children.



Prof. Doek & his wife with the kids

- State Parties understanding of and commitment to the issue of Maternity Protection as crucial to child survival, right to breast, milk, infant care and mother's health to be ascertained and its current status to be inquired into.
- Child rights need to be included in the school curriculum. The Department of Education, Ministry of Human Resource Development, can make it a necessary part of the curriculum with an application orientation so that children may incorporate these values.
- The payment of wages to adults needs to be monitored. One of the crucial reasons why children were made to work is also that adults are paid less than the minimum wages.
- The Departments of Social Justice and Empowerment and Women and Child, at the Centre and the States, need to be professionalised. The government can employ trained social workers in the above Ministries so that there is a professional approach to the programmes.



6. World Social Forum:

CIF team at the CHILDLINE stall during WSF - 2004

The services team attended the preparatory meetings held in Mumbai towards hosting the WSF Meet at Mumbai. The services team also managed the CHILDLINE stall and seminars at the WSF venue during 16-21 January 2004.

CHILDLINE India Foundation organised a seminar on "The Role of Helplines in Promoting Child Rights" on the 18th of January 2004. The team was also part of the panel for a seminar on "Children And Youth Growing up in Contexts of Poverty and Marginalization" organised by Childwatch International, a network of institutions involved in research for children; International Centre for Research and Policy on Childhood, CIESPI, Rio di Janeiro, Brazil, and, Tata Institute for Social Sciences, Mumbai, India.

7. The Services team attended 23 workshops in the period April 2003-March 2004. Some of the important

themes in the workshops were Reaching out to Children of Alcoholics, Play Therapy, Disability and Law, Preventive Measures on Cancer, Amendment to Indian Penal Code on Child Sexual Abuse.

The Deputy Director attended the International Consultation of Child Helplines organized by the Child Helplines International (CHI) on 28-30 September 2003 in Amsterdam and made a presentation on the partnership model of CHILDLINE India Foundation. Representatives of helplines from 56 countries attended the Consultation.

8. "Reaching out to Children of Alcoholics" organized by the Extra-mural Studies Department of the TISS, Mumbai.
9. "Play Therapy" organized by Muskaan on 3-4 November 03.
10. "Disability and Law" on 18th April 2003, Kolkata.
11. "Preventive Measures on Cancer" 23rd July 2003, at Tata Memorial Hospital, Mumbai.
12. "Amendment to IPC on Child Sexual Abuse".
13. The Deputy Director functioned as Resource Person at the National Meeting of NGOs working with Children in Need of Care and Protection held in Delhi by the Ministry of Social Justice and Empowerment, Gol, on 31st March and 1st April 2004.
14. Ms. Chitra and Ms. Inu attended a workshop on "Promoting and Protecting the Rights of Street Children", Cairo, Egypt, organized by the Consortium for Street Children (CSC) in collaboration with the Hope Village Society (a local NGO working with street children in Cairo, Egypt), on 3-6 March 2004.
15. The Deputy Director functioned as Resource Person in two workshops held for NGO functionaries at the Rambhau Mhalgi Prabodhini, Uttan, Mumbai.
16. The Deputy Director attended the International Consultation of child helplines organized by the Child Helplines International (CHI) on 28-30 September 2003 in Amsterdam and made a presentation on the partnership model of

CHILDLINE India Foundation. Representatives of helplines from 56 countries had attended the Consultation.

Policy, Research and Documentation (PR&D)

The PR&D wing ensures documentation of calls received by CHILDLINEs across the country; analyses the data generated to determine trends and identify gaps in services. The main functions include:

- Research and documentation
- Publishing of manuals, newsletters, annual report
- Establishment and maintenance of ChildNET

PR&D

Regular Publications: During the year the PR&D team published (6) bimonthly newsletters in English and translated two (2) issues into Hindi.

The compilation and printing of the Annual Report of CIF for the financial year 2002-2003 was also completed during the year.

Editing and printing of Partnership Meets' reports: Printing of the Reports of the 5th National Partnership Meets (One Directors' Meet and Four Regional Meets of Coordinators/ Paraprofessionals) was also completed during the year.

Production of Relevant Booklets:

- 1) A Handbook of Counselling Skills
- 2) Domestic Child Labour: A CHILDLINE Overview
- 3) Bonded Child Labour: Issues & CHILDLINE Interventions

Translation: 1) Laying the Foundation – Translated to Hindi.

2) Documenting Children's Concerns – Translated to Hindi

The services of external consultants were used for this purpose.

Production of Awareness Material: 2,36,000 school labels were printed with the CHILDLINE logo and message.

The mapping of the National CHILDLINE Resource Directory was undertaken during the year.

CHILDLINE Evaluation Study: A very comprehensive and in-depth study with a cross section of various respondents was undertaken by the IMRB, an independent research agency. The R&D team coordinated this study.

Missing Children's Website: The team worked on the Missing Children's Website proposal in coordination with the ARIES team.

Coordination of the website design and technical inputs for the website: The task of building the website was entrusted to M/s Designbar. The R&D team collected inputs towards this and provided the same to M/s Designbar.

Upgradation and maintenance of EMIS is also done by the R&D team.

Awareness and Advocacy (A & A)

The awareness and advocacy unit of CIF plays a significant role. Its work involves:

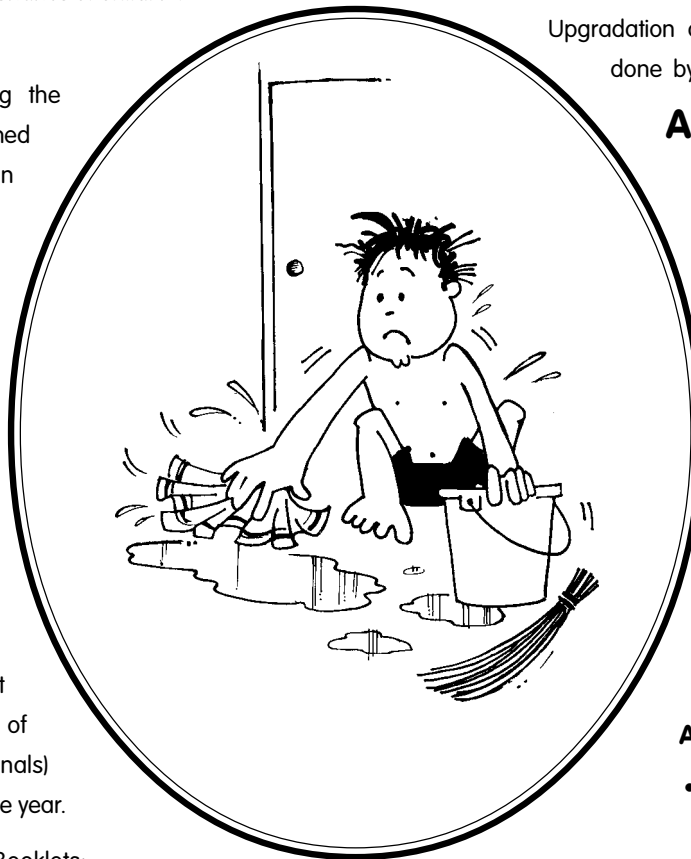
- Creating a brand image for CHILDLINE.
- Creating awareness for the CHILDLINE sense.
- Fundraising for CHILDLINE
- Public relations
- Media Advocacy

A & A in action

- During the year the team installed 2 donation boxes at the Mumbai International Airport in April 2003, with a small inauguration by Smt. Rajshree Birla. A & A also helped coordinate

CHILDLINE's 7th Birthday Party in June 2003 with Mumbai CHILDLINE. A corporate dinner was hosted in honour of Prof. Jaap Doek, Chair, UN Committee for Child Rights, during which top-level executives from the corporate sector were invited, in December 2003.

- A benefit performance of a popular English play – "Class of 84" was held in July 2003 where the artists performed gratis, CHILDLINE having to bear only the cost of the



**Publication on Domestic Child Labour :
A CHILDLINE Overview**

performance. The play was very well received and funds raised were substantial.

- The team also produced an 8-minute audiovisual on CHILDLINE. Kabir Bedi, premier actor was persuaded to play the pro bono anchor. The direct mail campaign was the communication thrust for the year. A simple, cost effective communication was developed with the help of O&M, our media partner. The next step was to collate credible mailing lists, an important factor in the success of a DM Campaign. A pilot study was initiated in Delhi by outsourcing the database, which also met with reasonable success. Finally we implemented the second phase of the DM campaign wherein 40,000 mailers were sent out to Ahmedabad, Bangalore, Chennai, Hyderabad, Pune and Delhi in March.
- In response to the feedback and critique received the navigation process as well as the content of the website has been reworked. The visual layout was modified.

Web-based awareness: A&A has been in touch with around 70 portals and have till date successfully negotiated with around 10 portals to put the CHILDLINE Banner/Link on their site.

- Exploring, Nurturing and Strengthening relationships with corporates such as J&J, HDFC, SBI, Tata group, HPCL, media houses such as Ogilvy & Mather, Saatchi & Saatchi, Worldwide Grey, NDTV, multilateral and foreign donor organisations such as Save the Children, PLAN, Carnegie Social Initiative, Swedish Development etc.
- Media Advocacy: While no concerted advocacy activity was taken up by the dept. A&A plugged into the advocacy role played by other depts. and engaged in alliances with media to get them publicized. The dept. also saw that events convened by CHILDLINE got suitable press publicity.



Cast of the play : Class of 84

- Initiate specialized services for vulnerable children.
- Studying emerging technology and its adaptation to the needs of the non-profit sector.
- All projects of the ARIES department aim to grow into individual organizations with their own identity and will eventually de-link from CIF.

ARIES

- Helplines workshop : CIF organized the "National Helplines Consultation on the Role of Telecommunication in Reaching the Marginalized" at Infosys City, Bangalore on the 18th-19th of August 2003. The consultation was organised in collaboration with Infosys Technologies Limited and Progeon Limited and was attended by seventy-five participants representing forty-six non-profit helplines, corporate sector, telecom industry and the government departments. At the consultation it was decided that CIF would act as a secretariat for the year 2003-2004 and initiate a helplines network of all non-profit helplines in the country. Since then CIF has coordinated and facilitated nine regional helplines meetings.

- SUIICA : The Special Unit for Investigation of Institutional Child Abuse (SUIICA) registered a second complaint of institutional abuse in a recognised orphanage in Mumbai. The complaint was registered by a couple who

volunteered their time in the institution. The inmates of the orphanage complained of physical and sexual abuse by the interns in the institution. SUIICA registered an official complaint with the Maharashtra State Monitoring Committee for Juvenile Justice. The committee carried out a thorough inspection of the orphanage. The report of the committee would be submitted to the High Court for further legal action.

- Publications/Audio-visuals
 1. CHI-Connecting to Children
 2. Missing Children
 3. National Helplines Directory

Action Research for Innovative Entrepreneurial Services (ARIES)

The department looks at capturing talent and innovation of the team members of CIF. The mandate of ARIES includes:

CHILDLINE Across India

West Zone

1. Ahmedabad

- At a network meeting on 29th July 2003, the voluntary organizations working for street/working children agreed to organize Open House programme for street children in their project area.
- CHILDLINE-Ahmedabad along with resource organizations, teachers and students of 22 municipal schools and three Muslim madarasas organized "BAL SANSAD" (Children's Parliament) at the gymnasium hall of Gujarat Vidyapeeth on 30th Dec, 2003. The purpose of the Children's Parliament is to make children aware of parliamentary democracy i.e. about their rights & to make the community sensitive towards the Rights of Children.

2. Baroda

- On the occasion of kite flying festival of Uttarayan, the CHILDLINE logo was printed on 500 kites and was distributed amongst children from slum areas for the Uttarayan festival. The team also conducted extensive outreach at reel shops and kite shops at Navabazar, Fatehgunj, Kalaghoda and Mandavi. Approximately 11000 people were covered during the outreach.
- Due to good networking with Mr Rajesh Tiwari, tuition master, by team member Sandhya, 2 children got admission for free coaching in the Tiwari Classes.

3. Bhopal

- On 20th January 2004 Bhopal CHILDLINE celebrated its 5th Anniversary at Jawahar Bal Bhavan, Tulsī Nagar. Around 300 children from the Observation Home, Juvenile Home, After Care Home and few

children from slums participated in the programme. There were daylong activities for children, which included Competition like drawing, quiz, sports and kite flying. In the evening at 4pm a cultural programme was organized and children presented a variety of programmes. Guests for the occasion included Mr. Kapahi, Zonal Manager LIC, and Mr. M. K. Jain, District Governor Lions Club, Mr. M.P, Dwivedi DIG, CID.

- Strong networking with Media journalists from E TV resulted in them referring cases to CHILDLINE.
- Through the support of the Superintendent of the Boys Observation Home, Ms Vimla Rai, a 2-day Sensitization Training was held for the staff of the Observation Homes along with Ms Deepika Suri, Additional SP as resource person.

4. Indore

➤ On the occasion of Simhastha festival, CHILDLINE volunteers were present at the railway station, bus stands, PCO booths etc to ensure help in any kind of emergency.

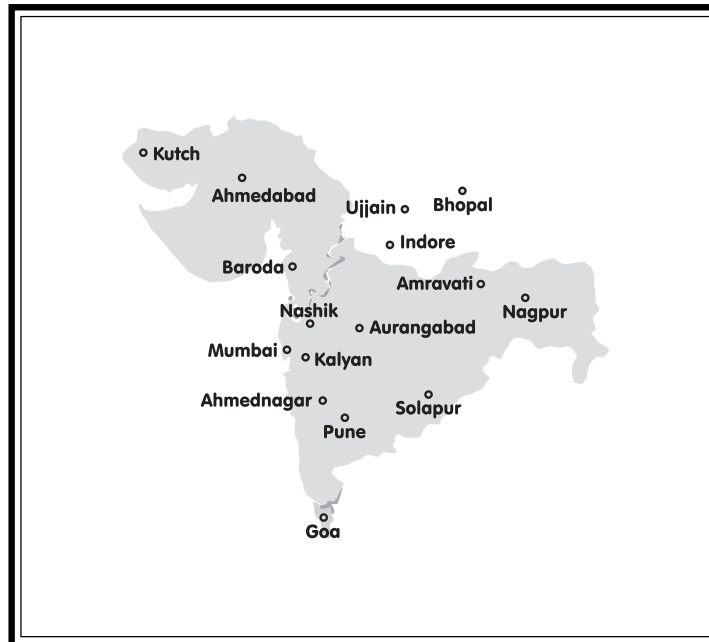
➤ The State Bank of India has sponsored CHILDLINE stickers.

➤ Officials from the Kendriya Shramik Shiksha board conducted a 2-day workshop for the

CHILDLINE team.

5. Goa

- The Goa Children's Act 2003 was passed in the Legislative Assembly in April 2003. NES-CHILDLINE along with another NGO was requested to draw up the rules for institutions. CHILDLINE also participated in the consultative workshops for formalizing the Act.
- NES-CHILDLINE is a part of the Forum for Justice in Baina which seeks justice for sex workers, their children and other families as there is a threat by the State to evict the residents from this area. The forum seeks to ensure the human rights of the residents.



CHILDLINEs in the West

- One of the team members Ms. Rekha Kounder visits Apna Ghar-the Observation Home, once a week. She talks to children, plays with them and teaches them some skills. She also counsels children, getting to know the children-their backgrounds, and helps in contacting their parents, family members etc. She also speaks to them about their rights, shares information about CHILDLINE and encourages them to phone 1098 when in need.

6. Nagpur

- On occasion of Children's Day, which was also the anniversary of CHILDLINE Nagpur, CHILDLINE sticker 'Chipkao Andolan' was organized at Sitabuldi and Dhantoli area. Nearly 50 volunteers and staff of CHILDLINE pasted 2500 stickers on vehicles and around 5000 handbills were distributed among the general public.

- Anand Mela: CHILDLINE in collaboration with the Integrated programme for street children of ANBKS, Nagpur, Child Guidance Centre of Tirpude College of Social Work organized a one day Anand Mela for the street children in the Children's park - Balodyan. Over 300 children participated in the programme.



CHILDLINE teams in deep thought at the Western Regional Meet - Amravati

7. Pune

- The collaborative organization integrated awareness about Child Rights and CHILDLINE in a programme conducted by the Municipal Corporation to celebrate Population Day. Nearly 250 children from 10 municipal schools of classes IX and X were informed on issues concerning children's rights, child sexual abuse, trafficking, gender issues, and the role of CHILDLINE. This was followed by an Essay competition in 5 schools and drama competition in the remaining 5 schools on the same issues. The participants were given certificates carrying the CHILDLINE logo.

8. Ujjain

- CHILDLINE started ringing on October 1, 2003, and within a span of 6 months was able to mobilize community support for CHILDLINE activities, namely sponsorship to the tune of Rs 36,000/ by the office of Superintendent of Police, Ujjain towards publicity of CHILDLINE, namely huge public hoardings at four vantage points in the city and posters, stickers and flyers for outreach and awareness activities.
- The Grain Merchants Association in Ujjain has been successfully tapped to meet the needs educational materials like books, school uniforms and provisions for the residential care programmes for children calling CHILDLINE

9. Aurangabad

- CHILDLINE logo was printed on pocket dictionary through sponsorship.
- CHILDLINE article published in Lok Shikshan for social education magazine published by Maharashtra Institute of Adult Education and Adult Education department Aurangabad and in Aurangabad Educational guide & Sanjay Varta Diwali magazine.
- Insurance of CHILDLINE staff.

10. Solapur

- A 'Child Rights Cell' was established by CHILDLINE in collaboration with the Department of Social Work, Walchand College of Arts & Science, Solapur.
- Sponsorship for photo coverage of monthly Open House activity by Bidkar Photo Studio, Solapur.
- Notification by President, Solapur P.C.O Owners Association addressed to all P.C.O. owners in the city mentioning of CHILDLINE, 1098 as a free 24hrs phone services for children in need of care and protection & asking them to cooperate to any one coming to dial 1098. The letter has been distributed to all team members for use during their outreach and case intervention.

11. Amravati

- For fund raising some competitions were held by CHILD LINE collaborative organisation. These included: general knowledge competition, drawing competition and sports competition.
- A photographer Mr. Mangesh Thakare sponsored some photographs of cases of CHILDLINE.
- Holy Cross-School, Badnera printed CHILDLINE logo in his school calendar.

12. Ahmednagar

- Ahmednagar CHILDLINE has provided facility of special shelter home BALBHAVAN for HIV affected children. For taking care of day-to-day needs of these neglected children CHILDLINE relies on public funding.
- The CHILDLINE team initiated the establishment of a care and shelter facility for mentally retarded children known as Mother Teresa Nursing Mission at Snehalaya, Ahmednagar.
- Perceiving the need for a Balwadi for slum children- Ahmednagar CHILDLINE started a Balwadi at Sanjay Nagar slum area. Nearly 40 children attend the balwadi.

13. Kalyan

- Police are directly referring cases to nearest Institution.
- 1098 on glass doors of STD Booths by markers.

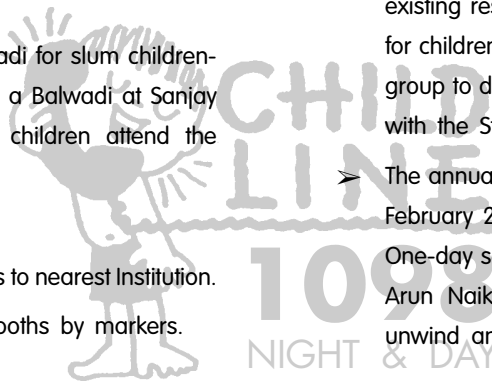
- Writing 1098 on Railway Stations and Roads on Open House day.

14. Nashik

- Stalls were put up on the occasion of Kumbhamela, Navratri, and Ganesh festival etc in Nashik.
- 267 cases of children missing and to be repatriated were handled within a week's period during Kumbhamela with the help of CHILDLINE Nashik volunteers.

15. Mumbai

- The nodal officer for the Telecom department, General Manager - Operations inserted the CHILDLINE message, logo and number in the telephone bills of Mumbai creating widespread awareness about CHILDLINE throughout Mumbai city.
- CIF co-organised a workshop with Prayas, on strategies to bridge the gaps between the need and existing residential care and non-residential services for children. A key decision taken was to form a core group to deliberate on the mechanisms for advocacy with the State Women & Child Department.
- The annual review of CHILDLINE Mumbai was held in February 2004 in Harihareshwar in Maharashtra. A One-day session on Stress management was by Mr. Arun Naik was also organised to help the team unwind and rejuvenate themselves.



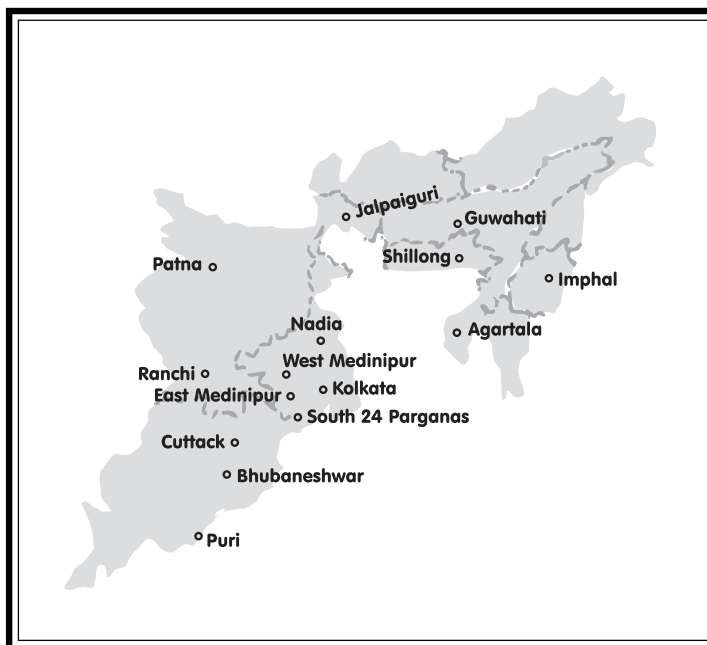
East Zone

16. Nadia

- Hoarding on CHIDLINe was advertised in the public buses of Nadia district.
- CHIDLINe Nadia arranged sponsor for the advertisement of CHIDLINe messages in glossy light boards from local pathological clinic.
- CHIDLINe Nadia arranged local sponsor from the SELF HELP GROUP called "Dishari Swanirbhor Gosti" for educational sponsorship in a year. The leader has agreed to sponsor six cases of educational need in a year.

17. Patna

- The CHIDLINe team regularly visits all police stations and invites them to CHIDLINe centre. This helps the team in solving cases of children from districts. This has helped them to develop a strong network with the police.
- Hotels near the Patna Medical College hospital sponsor food for children admitted in the hospital.
- CHIDLINe conducted a rally named "Bal Mitra Samaj Ke Nirman Ka Aawahan" on 15th August 2003.



CHILDLINEs in the East

18. Paschim Medinipur

- Mobile Medical Camp for Child workers at sabang. (Brick fields)
- Participation in Agricultural Fare organized by IIT, Kharagpur to spread awareness about CHIDLINe.
- Sticker pasting on cycle rickshaw.

19. Purbo Medinipur

- Cycle rally in local mela with CHIDLINe message.
- Composed a CHIDLINe song in Bengali.

- The CHIDLINe in collaboration with the local Health department, organized regular health check up camps for street and destitute children.

20. Ranchi

- CHIDLINe awareness in the Rath Mela.
- Child friendly slums.
- Broadcasting of CHIDLINe through All India Radio, Ranchi.

21. Jalpaiguri

- Appreciation letters for the members of the allied system.
- Autograph books for street volunteers to help them in their outreach activities and also for them to feel the ownership.
- Training and group discussion of the CHIDLINe team on JJ ACT.

22. Kolkata

- CHIDLINe Mela is organized on a regular basis in the Howrah Platform on the second Wednesday of every month.

- Permanent CHIDLINe Assistance Booth for the children in risk at the Howrah platform.

- Police sensitisation programmes by CHIDLINe.

23. South 24 Parganas

- CHIDLINe conducted a mass awareness campaign during the Gangasagar Mela by distributing pamphlets, stickers and putting up banners of CHIDLINe. The team also conducted a one-day sensitisation camp during the mela.

- The CHIDLINe message has been spread to remote villages through Anganwadi workers trained by the team.

24. Agartala

- Campaign in Durga Puja pandals with banners and leaflets.

- The team participated in the State Science Fair and put up a stall there.
- CHILDLINE orientation programme was organized at West Tripura women's police station

25. Cuttack:

- Encouraging slum children to perform cultural programmes at All India Radio station.
- Providing shelter, care and educational sponsorship to the prisoner's children.
- Rehabilitating adolescent girls (illiterate & semi illiterate) through various trainings such as Home Nursing, Housekeeping, and Beautician Course etc.

26. Bhubaneswar

- Articles and CHILDLINE messages published in newspapers in Oriya and English
- Puppet shows conducted in street corners with CHILDLINE messages.
- Prizes given to street children who have performed maximum number of awareness at the station.



Funtime at the Eastern Regional Meet - Cuttack

27. Puri

- Sensitization programme conducted with the pujari's of the Jagannath Temple
- CHILDLINE stalls being put up during the Rathayatra Festival.
- Wall paintings of CHILDLINE messages in different locations.

28. Imphal

- CHILDLINE Imphal organized a junior boys cricket tournament (below 15 years) in collaboration with Pioneer Youth Welfare organization. Eight teams participated and the kits used at the tournament had the CHILDLINE number 1098. Banners on CHILDLINE messages were also displayed around the boundaries.

- CHILDLINE Imphal took part in the Annual Sports Meet of Macha Leima School. The team members gave presentations on CHILDLINE and also discussed as to how students could volunteer for the services.
- CHILDLINE Imphal organized a regional workshop on Child Labour with CAEL Manipur at the MVHA Conference Hall.

29. Guwahati

- Reaching out to Public with professional Theatre Groups in Guwahati to perform Dramas / Street Plays on child related issues
- Orientation Programme for 600 Police Personnel on Community and Child Friendly Policing
- On 18th September 2003 Guwahati CHILDLINE jointly with Axom Sarba Siksha Abhijan Mission observed the Anti Child- Servitude Day for the first time in the entire North East Region on the 18th September 2003 Guwahati CHILDLINE jointly with Axom Sarba Siksha Abhijan Mission observed the Anti Child- Servitude Day for the first time in the entire North East Region.

30. Shillong

- CHILDLINE banners were displayed at the International Trade Fair held at Shillong from 15th - 22nd September 2003 and displayed in 6 Puja Pandals of the City from 1st to 5th October 2003.
- CHILDLINE poster were put up in different college's Notice Board and orientation on CHILDLINE were conducted
- "Lend them a Helping Hand" is a news item which came out in the column letter to the editor, in one of the English dailies of the city *Shillong Times* dated 18th October 2003 regarding CHILDLINE.

North Zone

31. Alwar

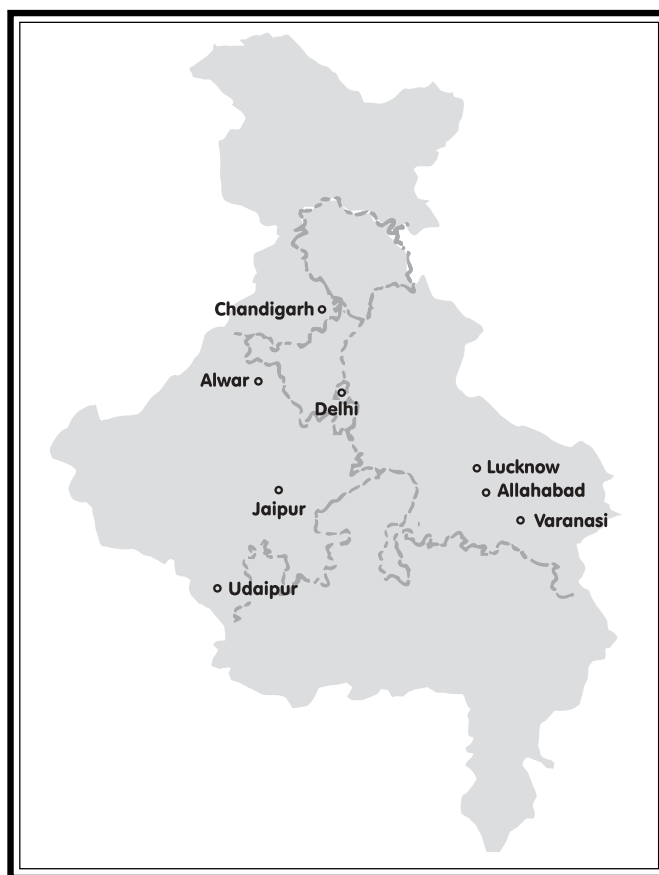
- CHILDLINE Alwar organized a half-day workshop on the Juvenile Justice Act with the resource organizations and members of the newly constituted Child Welfare Committee in Alwar. This interaction proved very fruitful.
- CHILDLINE also mobilized sponsorship from Jayanti Cold drinks, a local company manufacturing soft drinks, to create awareness and publicity material.

32. Jaipur

- Caravan theatre
- CHILDLINE message on water bill
- Announcement from the Masjid for missing child

33. Udaipur

- A scrapbook of pictures of temple, railway station, parks etc was prepared to help children describe their homes.
- A library was created for children who come to CHILDLINE.
- Audiocassettes made on the CHILDLINE message, which are played during open houses and melas.



CHILDLINEs in the North

34. Varanasi

- 2 CHILDLINE canopies provided by Union Bank of India.
- Signature campaign on banner for right to food.
- Legal Aid Cell to help with cases in partnership with Human Rights Law Network.

35. Lucknow

- CHILDLINE message spread on FM radio.
- CHILDLINE message spread on Doordarshan.

36. Allahabad

- Drawing competition for team members for new ideas to spread awareness.
- In schools where there was no drinking water facility, 'matkas' were provided with the CHILDLINE logo and number.
- CHILDLINE schools started for children who are unable to attend regular schools.

37. Chandigarh

- Connect Telephones has provided 1098 connectivity to CHILDLINE from all its landline phones in Chandigarh.

➤ CHILDLINE Chandigarh has evolved a counselling template to enable the team to respond to the large number of calls for emotional support and guidance.

➤ Chandigarh CHILDLINE has cemented its partnership with the protection helpline run by Chandigarh police and are working closely together.

38. Delhi

➤ The Government of Delhi has taken two major decisions for the induction of the girl child in shelter homes, following CHILDLINE Delhi's letter to the Principal Secretary, Social Welfare, Govt. of Delhi. These are:

1. CHILDLINE Delhi can now produce a child before the CWC without lodging a formal entry in the police station or getting a medical check-up of the children who do not report abuse.
 2. Government Girls' Homes have been directed to accept children referred by the police or by CHILDLINE at any time in the absence of a sitting of the CWC. These children would subsequently be produced before the next CWC sitting, by the Home.
- A letter from the Additional Director, Directorate of Education, and Old Secretariat was secured by CHILDLINE Delhi, which authorizes them to make presentations in all the Government and Private schools.

South Zone

39. Wayanad

- CHILDLINE Wayanad was officially inaugurated by film star Bharath Suresh Gopi on 18th November 2003. Government official representatives, panchayat officials and school children numbering around 5000 were present for the programme.
- Special outreach activities were undertaken in tribal settlements through tribal folk arts and street theatre and puppet shows.
- Letterboxes were installed in tribal settlements in remote areas where there is no telephone accessibility. Trained tribal volunteers inform CHILDLINE about messages dropped in letterboxes of tribal children to CHILDLINE.

40. Thrissur

- CHILDLINE Thrissur conducted sessions on children in difficult circumstances, their rehabilitation procedures and facilities provided by different organizations to Anganwadi workers, supervisors and other staff on Human Rights day. About 100 participants attended this session.
- A daylong awareness programme was conducted at the railway station by students from department of social work. Charts and posters were exhibited at the platform and train compartments. About 8000 people were covered in the awareness programme.
- Announcement of CHILDLINE at the private bus stand.

41. Kochi

- During SSLC result leading newspapers *Malayalam Manorama*, *Matrubhumi*, *The Hindu* etc. highlighted CHILDLINE Number in their respective newspapers.

- CHILDLINE Kochi, with the help of NSS volunteers concentrated towards creating awareness about CHILDLINE and its activities in all the schools in Eranakulam.
- CHILDLINE Kochi collaborated with PCSJ (People's Council for Social Justice) for conducting a survey of children at risk in Cochin Corporation. The target groups were street children, child labourers from domestic and hotel sectors; drop out children from colonies and children of the sex workers. CHILDLINE team members collected the data. Through this data collection, CHILDLINE could reach almost all above-mentioned areas and CHILDLINE could spread the message about CHILDLINE and its activities.

42. Kozhikode

- Special counselling programmes were organised for children experiencing extreme mental stress during or before examination especially after announcement of the SSLC and plus two result.

- Formulated a volunteer bank among porters, transport workers, auto drivers and hawkers of bus stand and railway station of Kozhikode.

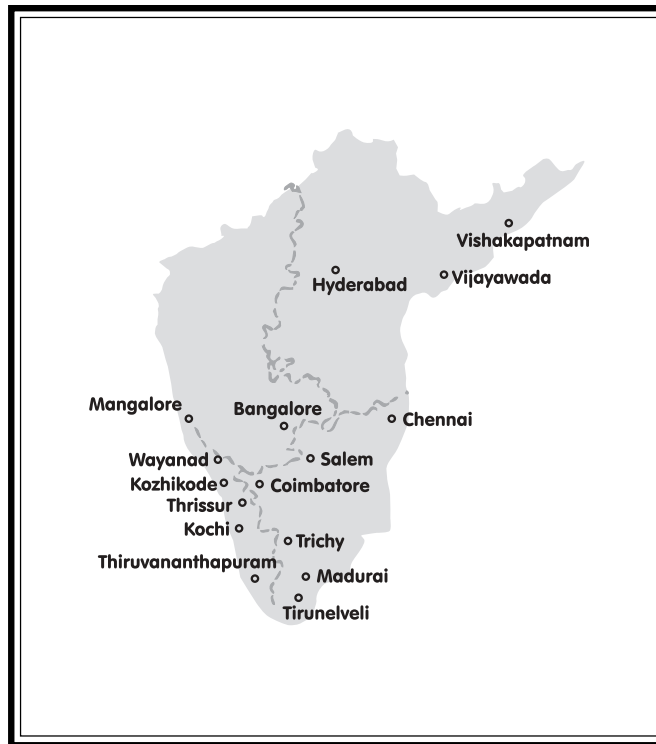
43. Thiruvananthapuram

- CHILDLINE Identity cards signed by Hon. Secretary, Social Welfare Department, City Police Commissioner and railway station manager for team members.

- Launch of "CHILDLINE clubs in schools" Programme.
- Active participation of CHILDLINE directors in formulating the State Plan of Action for children.

44. Vijayawada

- Cibar Disney came forward with the proposal to conduct games for street and orphan children on the eve of Independence Day -15th August 2003. CHILDLINE approach its Resources organisation to get the children on the eve. Nearly 250 children



CHILDLINEs in the South

gathered at Disneyland and different games were arranged.

- On 1st of March 2004, a workshop was conducted by CHILDLINE and Forum for Child Rights on "Children & Political Manifestos". The list of demands for children was presented to all representatives of different Political Parties. Mrs. Anuradha, Mayor of the city inaugurated this workshop.
- TATA Teleservices has allotted the 1098 toll free number to CHILDLINE from all its TATA public phone booths.

45. Coimbatore

- A corpus fund has been formed and funds were mobilised by placing a 'Hundi' in 13 shops in the city. A programme for fund raising was conducted with the partnership of Vincent de Paul by selling the programme tickets.
- Coin Box - Mr. Varadarajan PGM, Telecom, and BSNL appreciated the CHILDLINE service and extended collaboration to put up coin boxes in the city.
- Availing 1098 in all mobile systems - the recommendation of the Chairman and the effort of the team have made 1098 ring in other mobiles like Touch Tel, BSNL (cell) & Tata IndiCom.



Inaugural Session of the Southern Regional Meet - Coimbatore

46. Visakhapatnam

- Panel Boards were displayed depicting CHILDLINE logo were installed at NH-5 roads sponsored by Coca Cola.
- Coca Cola gave their consent to sponsor pamphlets.
- CHILDLINE Logo printed on milk sachets by Visakha Cooperative Milk Diary.

47. Salem

- CHILDLINE participated in an exhibition organised by the Civil Engineers Association for five days from 15-19th August 2003. CHILDLINE was given a free stall worth Rs. 11000/- & CHILDLINE delegates presented CHILDLINE

activities & achievements in the stall. It was an effective medium of generating mass awareness.

- The CAB chairperson- The District Collector has issued instructions to the proprietors of cinema halls through the concerned Tahsildars, to display the slides on CHILDLINE.
- In the CAB it was decided to place 50 coin Boxes with slogans in big hotels, shops, and other prominent places in the city. The president of Civil Engineers association offered to sponsor 50 boxes for this purpose.

48. Hyderabad

- The children of various shelter homes celebrated Sankranti by flying kites having the CHILDLINE logo and services printed on them.

- On Jan 12 and 13th 2004 the Municipal Corporation of Hyderabad organised a sports meet for street children.

- The pocket calendars of Food World have added the CHILDLINE number in the list of helpline numbers listed.

49. Bangalore

- Dr. Kshithij, Director of APSA - collaborative organisation of CHILDLINE Bangalore spoke about CHILDLINE on the FM channel of All India Radio on 1st April 2003. It was a live programme and many queries by listeners were addressed spontaneously.

- A rally was organized on October 27, 2003 in 3 places of Bangalore city to spread awareness about CHILDLINE and its activities, with the help of Anti Child Labour slogans and CHILDLINE songs. There was large scale participation from students of neighbouring schools.

50. Chennai

- BSNL Chennai has printed publicity materials, stickers, brochures and posters for CHILDLINE.
- Various committees have been formed involving CHILDLINE staff and volunteers for organizing regular

campaigns; sponsorships, training and staff development programmes for CHILDLINE related activities.

- CHILDLINE volunteers and staff visit the All Women Police stations to assist and guide the women police personnel regarding CHILDLINE activity.

51. Madurai

- CHILDLINE Madurai has been conducting Street Plays regularly in different places of Madurai with the participation of Madurai Institute of Social Sciences (MISS) fieldwork trainees (students).
- CHILDLINE Madurai nodal organization is approaching different sectors to mobilize publicity materials. During one such approach, they got sponsorship of 500 CHILDLINE stickers for CHILDLINE Madurai on 15/09/2003.
- An essay competition on "How to create child friendly Madurai?" was conducted for school children as a strategy of creating awareness on CHILDLINE among children.

52. Mangalore

- ETV Kannada Channel-Mangalore correspondent visited CHILDLINE centre and recorded the working of CHILDLINE-1098 Mangalore. They interacted with CHILDLINE volunteers, counselors and team members. The programme was broadcast on 22nd January morning at 8 am on ETV Kannada Channel.
- A half-an-hour programme was broadcast on Mangalore Akashwani Centre on the CHILDLINE service. The programme included a skit on child

abuse at work place, a song on CHILDLINE Mangalore and an interview with the city coordinator about CHILDLINE services available in city.

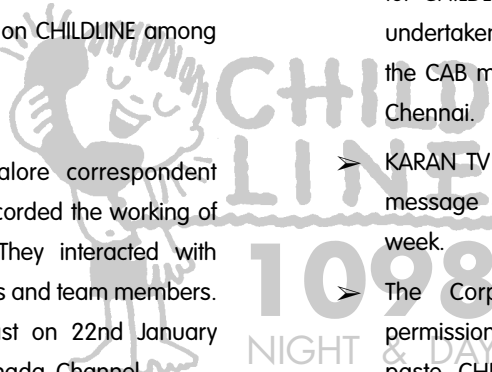
- Mangalore CHILDLINE formed a group of children called NAMMA VEDIKA. This group of children participated in various programmes and interacted with their peer target groups. The Namma Vedika group children were able to understand the problems of the street children.

53. Tirunelveli

- The Tirunelveli CHILDLINE collaborative organization organised a half-day awareness programme in the month of January 2004 for 34 college students. The team explained about the importance of CHILDLINE and the roles of college students as a volunteer.

54. Trichy

- The nodal organization has brought out a newsletter for CHILDLINE Trichy highlighting the major activities undertaken since its inception. This was distributed at the CAB meet as well as the Directors' meet held in Chennai.
- KARAN TV has agreed to flash 1098 with a scrolled message on CHILDLINE, free of cost three days a week.
- The Corporation Commissioner has granted permission to put up 1098 boards all over the city; to paste CHILDLINE posters and stickers within the corporation office premises and also for scrolling a one-line message on CHILDLINE in the official Government TV network.



Touching 5.5 million children's lives

1. Working with the Juvenile Justice System...

On 12th November **CHILDLINE-Ahmedabad** received a call from a concerned citizen, Chetanbhai, about a 17 year- old -boy mentally challenged boy lying near H.B. Kapadia School, Shahibaugh Road, Delhi Darwaja. Two team members rushed to the spot and found him in an extremely appalling condition such that he could not even be lifted. Hence, the team requested help from the Madhupura police station to transfer the boy to the Observation Home.

But the Police Inspector refused to listen to the team and instead hurled abuses at them. CHILDLINE then tried to contact the Additional Police Commissioner, but he was in a meeting. Then they called the DCP who said he was unable to help as the area was not in his jurisdiction. CHILDLINE then contacted the concerned DCP Mr. Vikas Sahay, who was very helpful.. He spoke to the Madhupura Police Inspector and with the help of Police the boy was taken to Khanpur observation home. However, the Superintendent of the Observation Home, Mr. Solanki, refused to admit him without a court order. The team tried to convince him that the boy was not in conflict with law and that he urgently needed care and protection and requested shelter for one night and the next morning, the boy would be produced before a member of C.W.C. (Child Welfare Committee). But the superintendent refused to admit the boy.

Disappointed by his attitude, the team made frantic calls to Social Defense Director .As he was unavailable, the team contacted the Secretary-Department of Social Justice and Empowerment to seek his help and guidance. The Secretary immediately directed the Superintendent of the Observation home to admit the boy. Meanwhile, the team contacted a C.W.C. member, regarding the case. The CWC member also requested the superintendent to admit the boy in the observation home. Eventually, he agreed to take the boy on the condition that CHILDLINE would give a written undertaking accepting responsibility if something untoward happened to the boy. The team refused to comply with this absurd suggestion.

The superintendent then proposed to make a "Panchnama" describing the condition of the boy to be signed by the child,

the CHILDLINE team members and the Superintendent himself. While taking the thumb impression of the boy, the team noticed white maggots crawling out from his shirtsleeve. On removing his shirt, the team found that his right hand was full of maggots: there was no flesh, only bones! His body also had several wounds and his condition was very critical. The boy was rushed to V. S. Hospital where doctor referred him to Civil Hospital where doctors immediately operated upon him. His right arm had to be amputated to save his life.

Two days later, during follow-up the doctor attending on him said that the boy was responding to the medicine and his condition was improving. The patient needed a nurse but the observation home instead deployed a policeman on 24 hours nurse duty outside the ward. The boy was not in conflict with law; he was merely a victim of circumstances. CHILDLINE has written a letter to C.W.C, demanding that a 24-hour caretaker be appointed to look after the boy in the hospital. CHILDLINE, meanwhile, has appointed a 24-hour caretaker for the boy and the expenses will be borne by CHILDLINE.

2. Nurturing back to life....

On 22nd March'04, Mr. Ashish from E-TV called **CHILDLINE-Bhopal** and informed that a 12-year-old girl suffered some serious injuries and needed medical help. He reported that a few days back when she was alone in her house, a boy from the neighborhood-tried to rape her. Though he couldn't succeed in his intentions, he attacked her with a knife and slit her throat. As the family was extremely poor, Mr.Aashish requested financial aid for medical treatment.

After getting all the information, CHILDLINE members went to the girl's house where her mother narrated the whole story. On that fateful day, she had gone to the market along with her elder daughter .The girls father had gone to work and younger sister had gone to school. On finding her alone, a boy from the neighborhood forcefully entered the house and tried to rape her but he couldn't succeed. When the parents returned, they found their daughter lying on the floor, bleeding from the neck. She was not able to speak but she wrote the assailants name with blood on the floor. She was rushed to hospital and



underwent three surgeries to come out of danger. The child's mother also informed CHILDLINE that they had filed an FIR against the assailant and booked him under section 376 and 307 of IPC. However, he was out on a bail.

CHILDLINE decided to help her and through the resource directory, the team contacted some well-wishers for help. Next day, Mr. Basant Gupta contacted CHILDLINE and on meeting the family, he promised to provide all the needed medicines. He also promised to support the expenses on medicines in the future.

The team did a follow-up on this case and met the child and her family. She was recovering and was happy. The family said that they are very thankful to CHILDLINE, Bhopal who helped them in this crisis and because of whom their daughter could survive. He is also very thankful to Mr. Gupta who took care of all the expenses.

3. Rehabilitating another victim of the 3rd largest crime in the world - Human Trafficking...

CHILDLINE - Patna

received a call from Mr. Steven of Hyderabad Council of Human Welfare (H.C.H.W.) from the Patna junction. He asked for help in repatriating a boy whom he had brought from Hyderabad. CHILDLINE Patna called him to their center.

On speaking to the child CHILDLINE team came to know that the child's name was Chintu. He has two brothers and one sister. His father was a laborer. They were so poor that they could not afford two square meals. A person named Ganesh promised the poor family that he would employ Chintu at his hotel in another village. After about 10 days at the hotel, Chintu was taken to Chennai by Ganesh's acquaintance without informing the boy's parents. Chintu was forced to work as a domestic help in Chennai where the family members beat him. He managed to escape from there and caught a train and reached Hyderabad. It was at Hyderabad that Mr. Steven found him roaming aimlessly in the station.

Detailed conversation with the boy revealed that he was from Muzaffarpur. CHILDLINE Patna immediately rang up the SP office-Muzaffarpur who in turn provided the telephone number

of the police station in the child's village. The officer there was very helpful to the team and readily agreed to cooperate with them.

On 25th October 2003 CHILDLINE Patna along with the child and Mr. Steven reached Kanti police station. The officer was very co-operative and provided them with a jeep to go to Chintu's village. It took two hours to reach his home. On reaching, it was found that his father was seriously ill. His father revealed that the child was trafficked by a reputed person of the village. The Patna CHILDLINE team spoke with the local community and after gaining the confidence of some respected community people, the team completed the legal formalities at the police station. The officer in charge assured us the team that he would take necessary action against Ganesh. Thus the child was handed over to his family.

4. Getting the culprit to book....

CHILDLINE Wayanad

received a call from a girl called Anwasha who was 12 years old and suffering sexual abuse at the hands of her tuition teacher. She had never reported it to her parents. When the team spoke to her, she revealed that she was suffering from abuse since the past one year. The team

members gave her counselling and

medical care. The incident was brought to the notice of the parents and police who arrested the culprit and remanded him to jail, and also closed down the training center.

5. Preventing abuse....

CHILDLINE Trivandrum received a call from Chennai CHILDLINE on behalf of Mr. Pratap Singh a native of Bihar settled in Chennai. His daughter Thanuzha, 18 years was employed as a maid in the residence of Mr. Jacob in TVM for 20 months at Rs.500 per month. During her period of employment she was allowed to contact her family only for very few times. The child's parents were waiting to see the child, and the employer never granted their request. In such situation they approached CHILDLINE Chennai. The team along with the father visited Mr. Jacob's home, after discussion the employer agreed to pay Rs. 10,000 as compensation, and also arranged train tickets and other necessary arrangements for the both to Chennai.



6. Ensuring a healthy childhood....

Members of an organization, Chanura Lamchinglel Kangleipak (CLK) found a young deaf and dumb girl on the streets at 10 pm. They gave her shelter for the night and called **CHILDLINE-Imphal**. CHILDLINE contacted teachers from the deaf and dumb school but she was unable to respond to them. A report was given to the concerned police station and details about her were printed in the local news dailies the next day. As CHILDLINE received no response from anyone, All Manipur Women's Association, Nongmeibung, admitted the girl at the short stay home of All India Women's Conference at the request of CHILDLINE Imphal.

CHILDLINE Imphal team members took Nina and drove through the western part of the city since earlier the girl kept pointing to the west. The girl was able to locate her home at Langol village, which is within the Imphal Municipality area. Upon interacting with her mother, the team discovered that the mother was not mentally sound. Her father worked in the 1st Battalion Manipur Rifles and was at his duty station for the past one-week. Nina had an elder sister who was married and an elder brother who was a drug addict. She stayed back at home most of the time with her mother. This was the second time she had deliberately left home.

CHILDLINE contacted her father and made all arrangements to send her to her father, but Nina refused to go back and since she did not feel comfortable with the family environment, she stayed back at the shelter home. On CHILDLINE's insistence, the father got her admitted to a vocational training centre for the disabled that was not far from the short stay home. The father later applied to the authorities of the home for her rehabilitation. At present Nina is still under the care of the Home.

7. Restoring back home....

CHILDLINE-Nadia received a call from the GRP of Ranaghat Railway Station, Nadia, to provide shelter to Amar, a 7-year-old missing boy. The CHILDLINE team members went to Ranaghat and the GRP handed over the child for temporary shelter.

Amar was a runaway child. He had been staying at the platform for the past two months and used to beg with other children on the platform. A concerned adult had taken Amar

with him from the platform and provided him with shelter. After 15 days, he handed over the boy to the GRP, Ranaghat station, who in turn called CHILDLINE. Amar was provided temporary shelter by CHILDLINE. Amar was a joyous and cheerful boy.

CHILDLINE team had done counseling at regular interval with Amar. In the initial stage Amar did not disclose any family relationship. After many counselling sessions the CHILDLINE team discovered the name of his school, name of his parents and their profession and the residence.

Immediately CHILDLINE team called up Ashoknagar police station (place where the boy belonged to) and they went there with the child. Police officers of the Ashoknagar police station extended their helping hand and with the help of the police CHILDLINE was able to trace Amar's residence. Finally he was handed over to his family.

8. Home safe home....

On 17th July 2003 a concerned adult called **CHILDLINE Paschim Medinipur** and informed that Santharam a 16-year-old Tamil boy in a bid to run away from home had reached Sabong, Paschim Medinipur. The child was staying with a resident there. When the CHILDLINE team went to meet the child and bring him to the CHILDLINE office they had to face strong opposition from the local residents. But with the intervention of the local police, the child was finally brought to the CHILDLINE office and given shelter.

The child could speak only Tamil. With the help of an interpreter CHILDLINE found his address. Through repeated correspondence and cooperation of the CHILDLINE Madurai team the child's address was confirmed. And finally on 17th September 2003 Santharam was reunited with his family at Dindigul.

9. Being there for the children....

A concerned adult informed **CHILDLINE-Jalpaiguri** about an accident of a school van carrying students from Dimdima Tea Estate to Birpara Hindi High School. He also added that all the injured were rushed to the Sadar Hospital, Jalpaiguri.

On receiving this information the CHILDLINE team members rushed to the hospital and inquired about the latest position. They nursed them and stayed with the injured at night. The team members made arrangements for proper treatment and



also made arrangements to bring the parents. The team members also donated their blood to the needy.

Unfortunately they could not save the life of three girls of the seventeen injured children.

10. Fresh lease of life....

On Tuesday 22nd July'03 Ranchi Railway police station called **CHILDLINE Ranchi** office and informed about Sumit, an 18-year-old boy who had come to Ranchi from Kolkata for work. While boarding the train to Kolkata, he accidentally slipped and lost his right leg. The Railway Police asked for CHILDLINE's help. After receiving the call the team members rushed to the railway station. The team members provided first aid to the boy through railway hospital. The boy was bleeding severely and was in a critical condition. He was admitted at RMIS hospital and after treatment-gradually his condition improved and he regained consciousness.

When Sumit regained consciousness he informed the team about his address in Kolkata where his mother and sister lived. CHILDLINE immediately contacted his family and intimated them about his accident.

Meanwhile, in the absence of family members the CHILDLINE team looked after all his requirements. CHILDLINE team arranged for blood for the boy. His food was also arranged through hospital.

After two days Sumit's mother and his elder sister reached Ranchi and contacted CHILDLINE Ranchi. Seeing Sumit's condition they were extremely saddened. As Sumit's wound was infected and the infection was spreading rapidly the doctors informed that the boy's leg would have to be amputated below the knee. The team looked after the boy following the operation-doing routine dressing and after care. Sumit recovered slowly. For three months the team members took great care of Sumanto. On 20th September'03 he was discharged from the hospital and went home. His mother and sister were very grateful to CHILDLINE Ranchi.

11. Ensuring a safe home....

The **CHILDLINE-Kalyan** team received a call from the Dombivili GRP police station informing about a boy requesting help to reach home. The team suggested the police personnel to repatriate the child on their own if the boy was from the local



area. But as the boy was not from the local area, the GRP once again sought CHILDLINE's help. When the team reached the police station it was found that the child was beaten up by the constable in a drunken state, and was constantly crying. The child was unable to talk and could only show the place where he slept in the night. Meanwhile, a crowd had gathered around; press reporters had reached the scene, and the Assistant Commissioner of Police had arrived for inquiry. The child was not handed over to CHILDLINE but was directly referred to Bhiwandi observation home.

It was found that the boy Kishan ran away from home frequently from the age of 8 years. He had attended school upto Class-V and had 4 younger brothers and sisters. Kishan's father was a drunkard and had abandoned his wife and children.

According to his grandmother Kishan was affected by some black magic, and they tried some experiments on him, which made him run away from home. The boy was earlier kept at Nasik remand home from where he had run away and was found by the RPF members at Nasik station.

The team followed up the case at Bhiwandi observation home, and collected his home address. It was found that Kishan was in a confused state and was not confident of what he wanted to convey. After conducting a home visit, the boy's mother was called to CHILDLINE and taken to Bhiwandi observation home. The child was reunited with his family and after counselling he was sent back to his family with the suggestion to consult the Child Guidance Clinic at Nasik.

12. Restoring a brutalized childhood....

A woman called **CHILDLINE Ahmednagar** on 3rd July '03 reporting the case of a 15-year-old minor girl Pushpa who was being victimized by a brothel keeper. Pushpa was previously living with Ritu-another prostitute at Ahmednagar and was then taken by a brothel keeper to Shevgaon in Ahmednagar. After taking Pushpa to Shevgaon, Meeta forced Pushpa to get into prostitution. Pushpa then contacted CHILDLINE for help.

Considering the seriousness of the case, the CHILDLINE team members contacted the D.S.P.-Mr. Madhukar Gavit for getting departmental help. The D.S.P. issued a written order to the Shevgaon police to rescue Pushpa. The Police Inspector -

Mr. Bahure, and his team rescued Pushpa from the brothel on 9th July and handed over Pushpa to CHILDLINE. CHILDLINE team members took her to DSP-Mr. Gavitt for police verification and the DSP also spoke to Pushpa.

Next day the team members contacted Adv. Shubhada Vidhwans, President of Child Welfare Committee, and Ahmednagar to get permission for providing shelter to Pushpa in Snehalaya.

Further discussions with Pushpa revealed that the same brothel owner had 5 more minor girls for prostitution. The DSP then directed CHILDLINE to meet the local crime branch unit for rescuing the remaining girls. As per their plan, one CHILDLINE team member acted as a customer and thus succeeded in rescuing the minors and arresting the brothel owner. CHILDLINE filed a case against the brothel owner and demanded her trial under PITA. Thus, due to the efforts of CHILDLINE

Ahmednagar PITA was implemented for the first time in Ahmednagar city.

Pushpa is now in Snehalaya doing tailoring course. The team members visit Snehalaya and meet Pushpa regularly.

13. Lighting up my world....

The **CHILDLINE Udaipur** team met Kanchan (4 Years) during an Open House at Nemach Kheda Kacchi Basti, Udaipur. The girl did not have vision in both eyes and the family was unable to provide treatment, as they were very poor. Her parents worked as daily wage laborers. The CHILDLINE team took the girl to Dr. Hingged for treatment in a medical camp. The doctor diagnosed that the cornea of both eyes was damaged due to past illness and her eyesight was next to negligible. Dr. Hingged referred the child to Alok Eye Hospital. She required transplantation and such an operation on one eye would cost about Rs.15000. On knowing the poor financial condition of the family, Dr. Alok assured his personal attention in the case and he presented the case to the 'Board of Lions Club for Medical Sponsorships', of which he is a member. The Board agreed to sponsor the medical expenses. Thus, one cornea was transplanted at a cost of about Rs. 12,000. The transplant was successful and the CHILDLINE team is in regular touch with the child and her family. CHILDLINE Udaipur is waiting for another cornea so that the child can have her full eyesight restored.



14. Rescuing childhood....

Hemu, a female child aged 7 years was working as a domestic worker in a teacher's house. The teacher would hit the child when dissatisfied with her work. A concerned adult reported the matter to **CHILDLINE Nagpur**. The team conducted preliminary enquiries and reported the case to the police station. With the help of the police and a reporter of *Dainik Bhaskar*, the child was rescued. After taking her to the hospital and the JWB, the child was admitted to Shradhanand Anathalaya. This case was reported in the newspaper and a letter was sent to the Education Officer for initiating punitive action against the abuser. CHILDLINE also approached the Municipal Commissioner for suspending the abusive teacher from the school, which was immediately done. After adequate counselling for the parents and the child, the parents were given custody of the child.

15. Changing lives : From Addict to CHILDLINE Volunteer....

Tinku, a 16-year-old boy was addicted to tobacco and gutkha. **CHILDLINE Nagpur** team identified the case during an outreach programme in the Lal Bahadur Shastri school. After the programme Tinku voluntarily approached the CHILDLINE volunteer and said that he wanted to

stop the habit. The volunteer made a home visit, but the parents denied that their child was addicted to Gutkha. However Tinku contacted CHILDLINE again and asked for help. Meanwhile CHILDLINE contacted a de-addiction centre and arranged for treatment. With the help of the doctor and counsellor Tinku is now trying to overcome the addiction. CHILDLINE has followed up the case and identified Tinku as a potential volunteer. He now wants to help his friends leave the habit.

16. Rescuing an innocent life....

On 10/1/04, **CHILDLINE Delhi** received a call from SI Braham Prakas, Mehrauli Police station. The caller reported about a 12-year old boy Ramesh working in a hotel and being sexually abused by the hotel owner. The child was brought to the CHILDLINE centre and he gradually disclosed his details to the team.

The child -Raj was from Madhubani, Bihar. Raj came to Delhi with his brother 4 months ago in search of a job. He worked in a hotel in Kanpur. After a couple of months he was dismissed from the job. In order to get another job he went to Chattarpur where he met a truck driver. The truck driver helped Raj to get a job in a hotel owned by Sunil Kumar, where the owner sexually abused him. According to Raj, he was given Rs. 500 per month and stayed at the same hotel. On the night of 7th January 2004, Sunil Kumar came to Raj's room and sexually abused him. The alleged sexual abuse was proved in the MLC report. The accused was booked under Section 377IPC, FIR no 18 dated 10/1/04. Raj's elder brother was traced in Delhi and informed about the happenings. On 21/1/04, the child was produced before CC Lajat Nagar from where he was referred to CHB -II Alipur. The team is following up with the case.

17. Making a Village Child Friendly....

A concerned adult informed

CHILDLINE Shillong

about two boys who were "ear locked" by the men of Latoko Water Supply and Vigilance Committee because they broke open the lock of a water tank. The team contacted the local headman and the secretary of the Local Dorbar of the Latoko village and asked them for addresses of the boys' families. The secretary informed the team that three boys were caught while breaking the lock of the water tank, of whom two were caught. The Dorbar decided to punish the two boys Amar and Sandeep as the boys also confessed to stealing money.

The headman contacted the families and consulted the Dorbar members whether to send the boys to the police or "ear lock" them. All the members agreed to the second option and asked the families to pay a fine of Rs. 2520 each. Based on the addresses provided by the secretary the team tried to meet the families. The caller and the team met Sandeep's parents who told them that a plumber came to their house and informed them about what had happened and were asked to appear before the Dorbar. The parents were not allowed to speak and the Dorbar announced their decision. Later the family was beaten and threatened.

The team went to the Community Hall of the Village and met representatives of different localities and oriented them about



CHILDLINE. While Amar's family was present, Sandeep's family did not turn up. The Headman narrated the whole incident to the CHILDLINE team about how the boys were caught and about their confession of stealing the money. They did not report the matter to the police as they felt that the police would not do much and would release the boys with a day or two.

The team then responded that the local Dorbar instead should have followed up the case after informing the police to ensure that the boys were not harassed and instead put in correctional homes. They said that "ear locking" the two children, which is a kind of punishment practiced by underground outfits of the State for those who have committed a severe crime or social evil. The team also informed the Dorbar of the impact of such kind of punishment which might affect their thinking process and could lead to frustration, alcoholism, drug abuse and other criminal activities. After listening to the team the

Dorbar opened the lock in front of all the members and thanked the Dorbar for responding positively and requested the Local Dorbar to work closely with CHILDLINE.

18. Freeing a domestic labourer....

Mr. D. Nath dialed 1098 and informed **CHILDLINE**

Guwahati that Kalyani was working for Mr. Lokendra Deka, a police personnel.

The employer was refusing to allow the child to go home and refused to pay her wages. The team asked the caller for the address of the child's family and also took the employers phone number. The team phoned the employer nearly 6-7 times but each time he denied that they had any working girl in their home. In the mean time the mother of the girl came to the CHILDLINE office and the team also got confirmation that the child was with Mr. Deka. The team members visited Mr. Deka's house and found the child with him. But, the employer refused to release the child. The team informed them about the activity of CHILDLINE and requested them to bring the child to the CHILDLINE office next morning. As a precautionary measure, the next morning the team members visited Mr. Deka and Mrs. Deka and the child. The child was willing to go home but Mrs. Deka again refused to send her.

The team members informed her that keeping a child by force was a crime and if she did not bring the child to the

CHILDLINE office, police action would be required. They then agreed to bring the child to the office in the afternoon. Accordingly at about 3.30pm the employer came to the office along with the child. The mother of the child was also present at that time. After a lot of discussion Mr. Deka handed over the child to her mother and also paid Rs. 1500.00 as her proper dues.

19. Returning home...

In November 2003, Kulpi Police station informed **CHILDLINE South 24 Parganas** about a missing child. His name was Somu, belonging to Ratneswarpur, Diamond Harbour, District South 24 parganas. CHILDLINE team members rushed to the concerned police station and brought the child to the centre. As per the child's statement, he was accompanying his mother to her maternal home. Both were supposed to get off from the train at the same place but

unfortunately he got separated from his mother in the crowded report. Fortunately a kind-hearted gentleman came to his rescue and took him to the police station.

Somu was unable to give his exact address but it was somewhere near Diamond Harbour town.

After intensive search, the CHILDLINE team members were able to locate his address. First his uncle was

contacted; he refused to take the child on grounds that he was poor. His father was contacted, he was a local trader in the market, and he also refused to take back the child, as he was not the real father of the boy. The father had deserted his mother twenty years back and had married again. He also started accusing Somu's mother of having an extra marital relationship.

In the meanwhile a person from the locality informed that the boy's mother was seen moving around. His father added that she was mentally disturbed and was not capable of taking care of the child. The team decided to hand over the child to his mother as per the child's wishes. The CHILDLINE team is regularly following up with the case.

20. Ensuring Care and Protection...

A caller named Vishnu informed **CHILDLINE Mumbai** about a boy called Shiva, a street youth. Shiva who worked

as a daily labourer had a train accident and was admitted by the Railway Police in Sion Hospital on 20/08/2003. The patient was then admitted in Ward no. 30. Since then, CHILDLINE team members would visit the child every two days for follow up.

On September 13, 2003, at night, the patient called CHILDLINE to inform that the doctor had forcefully discharged him from the hospital although he was unwell and despite assuring the doctor that he would go back with the CHILDLINE team member in the morning. However, the doctor refused to listen to him and he had to spend the entire night outside the ward.

On September 14th 2003, when the CHILDLINE team member went to see the patient, she found that the patient's face was swollen. On enquiry, Shiva informed that early in the morning at around 6.00 am, he was beaten up by

Dr. Akhtar, a resident doctor on duty on the grounds of not leaving the hospital. He was taken outside the ward beaten with a wooden stick on the neck and legs and was punched on the face. The team member asked Dr. Akhtar about the incident, but he flatly refused the allegations.

The team member then spoke to Dr. Amin, a senior doctor in the ward. In front of Dr. Amin, Dr. Akhtar apologised for the same. Meanwhile, Shiva also gave a written complaint to CHILDLINE about this incident.

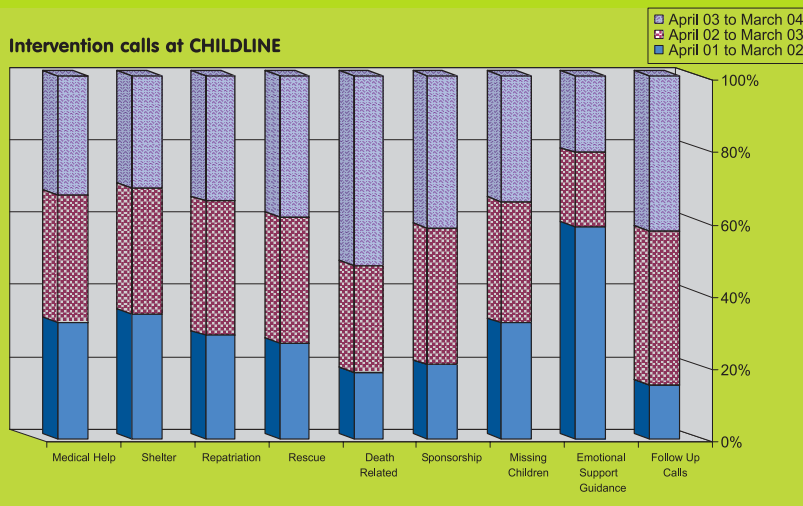
On September 15, 2003, CHILDLINE team members again met Doctor Akhtar to find out what exactly had happened. Dr. Akhtar denied that he had beaten Shiva but admitted that he scolded and ill-treated Shiva. The team members also met Dr. Amin, the senior doctor, who said that he had made Dr. Akhtar apologise for the incident. The team members then met Dr. A.B.Goregaonkar, HoD of Orthopaedic Department and reported the harassment.

A written complaint was lodged with the Dean of Sion Hospital .As a result the doctor was demoted. Shiva was then referred to BECC shelter, Bandra for recuperation.

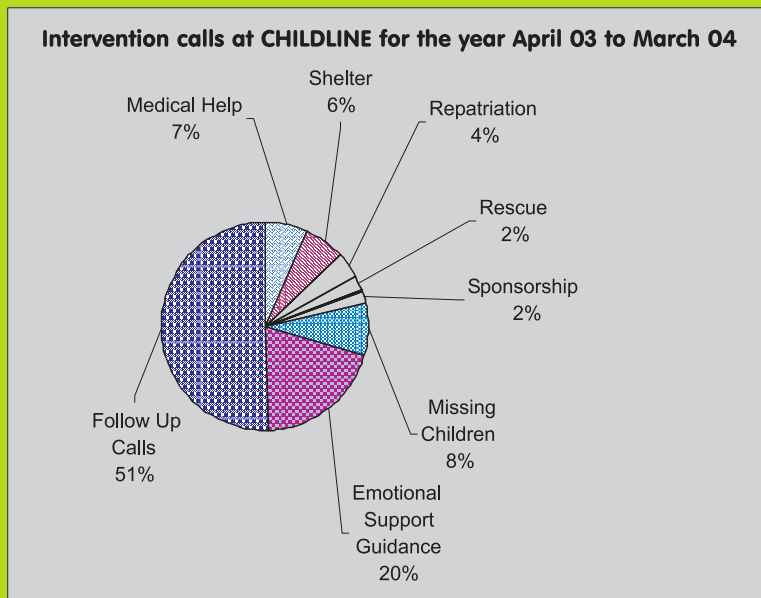


CHILDLINE Figure Speak

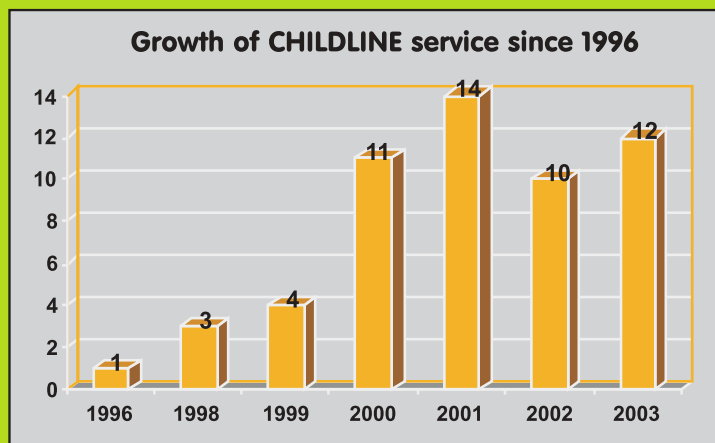
Intervention	April 01 to March 02	April 01 to March 02 (%)	April 02 to March 03	April 02 to March 03 (%)	April 03 to March 04	April 03 to March 04 (%)
	34 Cities		41 Cities		53 Cities	
Medical Help	4826	6	5742	7	7800	7
Shelter	5358	7	5945	7	7575	6
Repatriation	2538	3	3606	4	4867	4
Rescue	1133	2	1647	2	2650	2
Death Related	44	0	77	0	198	0
Sponsorship	661	1	1328	2	2149	2
Missing Children	5715	8	6564	8	9812	8
Emotional Support Guidance	41800	56	15883	19	23782	20
Follow Up Calls	13129	17	41252	50	59846	50
Total Calls	75204	100	82044	100	118679	100



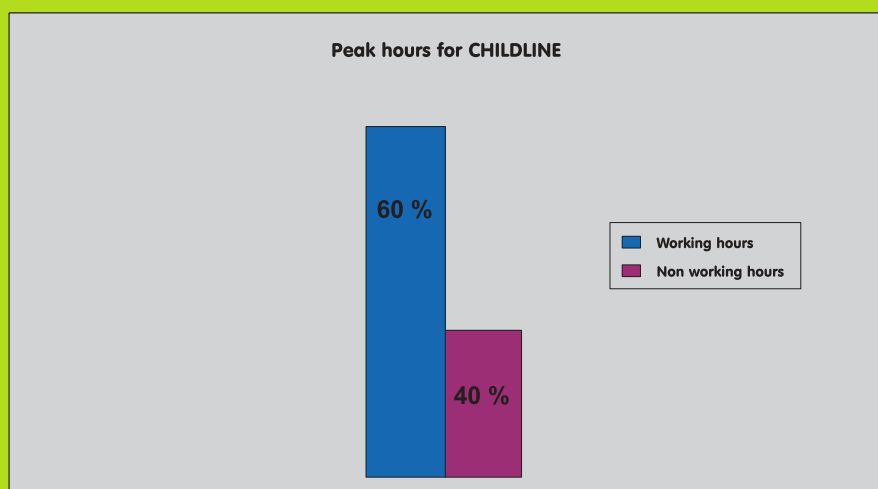
CHILDLINEs across the country have recorded an increase in the number of intervention calls over the years.



CHILDLINE-the emergency service for children also ensures long term rehabilitation of children through regular and sustained followup of all interventions done.

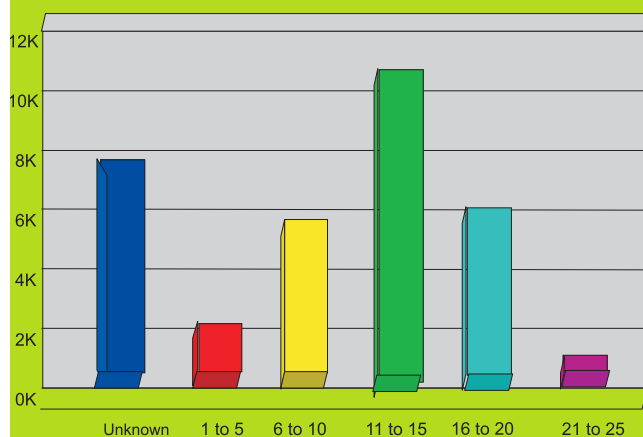


CHILDLINE has been growing in leaps and bounds over the years. 2000-01 saw the biggest spurt in the number of new CHILDLINEs while the growth in subsequent years has been slower as it was a time of consolidating the service in existing cities.



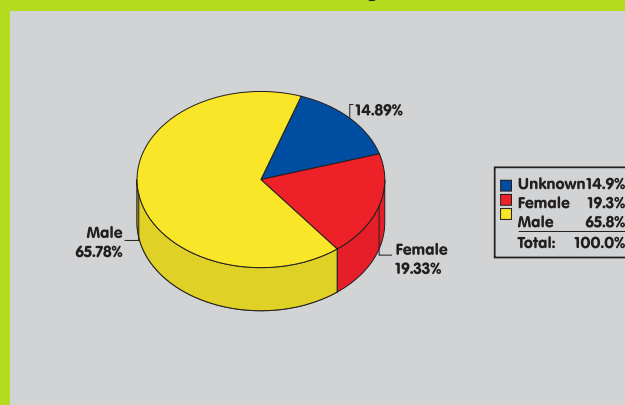
Most calls come to CHILDLINE during the regular working hours of 10am to 6pm.

Age of children calling CHILDLINE



Children in the age group of 11-15 are the largest number of vulnerable children seeking the CHILDLINE service.

Sex of children calling CHILDLINE



The number of male children calling CHILDLINE for assistance is far more than the number of female children seeking help. Yet our team faces the maximum problem in rehabilitating girls due to the acute shortage in facilities for the girl child.

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

CHILDLINE INDIA
BALANCE SHEET AS ON

FUNDS AND LIABILITIES	As at March 31, 2004	As at March 31, 2003
	Rs.	Rs.
Trusts Funds or Corpus :		
Balance as per last Balance Sheet	2,441,000	2,441,000
Adjustment during the year	—	—
Add Donation to the Trust Fund in Cash/Kind	1,000	—
	2,442,000	2,441,000
Other Earmarked Funds :		
Depreciation Fund	—	—
Sinking Fund	—	—
Reserve Fund	—	—
Revolving Fund		
As per last Account	10,030,000	—
Add: Receipt during the year	—	10,030,000
Less: Transferred to Income & Expenditure A/c	—	—
	10,030,000	10,030,000
Any Other Funds :		
Purchase of Capital Assets		
As per last Account	3,076,258	3,023,902
Add: Receipt during the year	250,000	52,356
	3,326,258	3,076,258
Gujarat Earthquake relief Fund	1,070,522	1,070,522
Add: Receipt during the year	—	—
Less: Grant Returned to GOI	988,400	—
Less: Transferred to Income & Expenditure Account	82,122	—
	—	1,070,522
Establishment of a national council accreditation body for NGO Sector		
As per last Account	—	665,772
Add: Receipt during the year	—	680,000
Add: Transferred to Income & Expenditure Account	—	—
Less: Expenditure during the year	—	1,345,772
	—	—
Innovative Project		
As per last Account	213,654	234,950
Add: Receipt during the Year	—	—
Less: Transferred to Income & Expenditure Account	63,402	21,296
	150,252	213,654
Awareness & Advocacy		
As per last Account	500,000	—
Add: Receipt during the Year	—	500,000
Less: Transferred to Income & Expenditure Account	500,000	—
	—	500,000
CHILDLINE Mumbai		
As per last Account	—	—
Add: Receipt during the Year	30,000	—
Less: Transferred to Income & Expenditure Account	—	—
	30,000	—
National Helpline Consultation		
As per last Account	—	—
Add: Receipt during the Year	21,500	—
Less: Transferred to Income & Expenditure Account	—	—
	21,500	—
NISD / NICP		
As per last Account	—	—
Add: Transferred to Income & Expenditure Account	575,492	—
Less: Grant returned to NISD	575,492	—
	—	—
City Level Capital Expenditure		
As per last Account	—	—
Add: Receipt during the Year	186,000	—
Less: Transferred to Income & Expenditure Account	60,457	—
	125,543	—
Agfund Awards		
As per last Account	—	—
Add: Receipt during the Year	4,537,500	—
Less: Transferred to Income & Expenditure Account	—	—
	4,537,500	—



FOUNDATION
31ST MARCH 2004

Registration No. F-21743 (BOM)

PROPERTIES AND ASSETS	As at March 31, 2004 Rs.	As at March 31, 2003 Rs.
Fixed Assets (Schedule 'A')		
Immovable properties:		
Balance as per last Balance Sheet	—	—
Additions during the year	—	—
Less: Sales during the year	—	—
Depreciation for the year	—	—
	<u>—</u>	<u>—</u>
Furniture & Fixtures & Other Assets		
Balance as per last Balance Sheet	1,673,872	1,630,273
Additions during the year	440,311	703,734
Less: Sales during the year	—	—
Less: Depreciation for the year	681,523	660,135
	<u>1,432,660</u>	<u>1,673,872</u>
Capital Work in Progress	—	—
Investments	2,400,000	—
Grant receivable		
Grant Receivable	175,606	—
Less: Bank Charges Payable	500	—
	<u>175,106</u>	<u>—</u>
Loans (Secured or Unsecured) :		
Good / doubtful		
Loans Scholarships	—	—
Other Loans	—	—
	<u>—</u>	<u>—</u>
Advances: (Schedule 'B')		
To Trustees	—	—
To Employees	36,000	54,000
To Contractors	—	—
To Lawyers	—	—
To Others	971,683	1,781,043
	<u>1,007,683</u>	<u>1,835,043</u>
Income Outstanding:		
Rent	—	—
Interest	169,167	43,546
Other Income	—	—
Income Tax Recoverable	38,549	26,214
	<u>207,716</u>	<u>69,760</u>
Cash and Bank Balances:		
(a) In Current accounts with		
State Bank of India a/c no. 5697	1,334,673	403,288
State Bank of India a/c no. 5740	785,674	6,729,292
State Bank of India a/c no. 5330	46,418	647,590
ICICI Bank a/c no. 000401123643	197,791	—
	<u>2,364,556</u>	<u>7,780,170</u>
(b) In Fixed Deposit account		
with AMEX	—	4,689,602
with State Bank of India	12,100,000	1,200,000
	<u>12,100,000</u>	<u>5,889,602</u>
(c) Cash in hand		
With the Trustee	—	—
With the Manager	57,934	58,952
	<u>57,934</u>	<u>58,952</u>
	<u>14,522,490</u>	<u>13,728,724</u>
c/f	<u>19,745,655</u>	<u>17,307,399</u>



FUNDS AND LIABILITIES	As at March 31, 2004 Rs.	As at March 31, 2003 Rs.
Total of other Funds	18,221,053	14,890,434
Loans (Secured or Unsecured):-		
From Trustees	—	—
From Others	—	—
	<u>—</u>	<u>—</u>
Liabilities:-		
For Expenses	57,150	34,725
For Advances (against sale of property)	—	—
For Rent and Other Deposits	—	—
For Sundry Credit Balance	112,540	112,540
	<u>169,690</u>	<u>147,265</u>
Income and Expenditure Account:		
Balance as per last Balance Sheet	(171,300)	(3,312,774)
Less : Transferred to NISD/NICP	(575,492)	—
Less / Add: (Deficit) / Surplus for the Year	(340,296)	3,141,474
	<u>(1,087,088)</u>	<u>(171,300)</u>
Total	<u>19,745,655</u>	<u>17,307,399</u>



As per our report of even date

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

Dated : 24th September, 2004.

FOUNDATION
31ST MARCH 2004

PROPERTIES AND ASSESTS	As at March 31, 2004	As at March 31, 2003
	Rs.	Rs.
	b/f	
	19,745,655	17,307,399

Total

19,745,655

17,307,399



Income Outstanding :
 (If accounts are kept on cash basis)

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.

Rent :

Interest :

Other Income :

Total :

Sd/-

Farrokh Kavarana
Trustee

Sd/-

Nawshir Mirza
Trustee

SCHEDULE - IX
[Vide Rule 17(1)]

CHILDLINE INDIA
INCOME AND EXPENDITURE ACCOUNT

EXPENDITURE	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
To Expenditure in respect of properties :		
Rates, Taxes, Cesses	—	—
Repairs and maintenance	—	—
Salaries	—	—
Insurance	—	—
Depreciation (by way of provision of adjustments)	—	—
To Establishment Expenses	1,163,982	1,068,879
To Remuneration To Trustees (Executive Director)	—	—
To Legal Expenses and Professional Fees	71,822	23,920
To Audit Fees	—	—
To Contribution and Fees	199,520	98,274
To Amount written off:		
(a) Bad Debts	—	—
(b) Loan Scholarship	—	—
(c) Irrecoverable Rents	—	—
(d) Other Items	25,000	—
To Miscellaneous Expenses	—	—
To Depreciation	681,523	660,135
To Expenditure incurred for Establishment of Accreditation Council for NGO Sector	—	1,345,772
To Expenditure on Objects of the Trust		
(a) Religious	—	—
(b) Educational	—	—
(c) Medical Relief	—	—
(d) Relief of Poverty	—	—
(e) Other Charitable Objects (Schedule 'E')	11,325,125	9,728,337
	11,325,125	9,728,337
To Balance Surplus carried to Balance Sheet	—	3,141,474
Total	13,466,972	16,066,791



As per our report of even date

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

Dated : 24th September, 2004.

**FOUNDATION
FOR THE YEAR ENDED 31ST MARCH 2004**

Registration No. F-21743 (BOM)

INCOME	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
By Rent	—	—
By Interest on Security	26,666	—
By Interest on Fixed Deposit	620,345	280,084
By Dividend	—	—
By Donations in Cash or Kind (Schedule "C")	929,888	1,037,211
By Grants (Schedule "D")	9,863,235	13,045,695
By Income from other sources		
Fund raising event (net)	957,081	332,782
Sundry receipts	23,480	3,951
	980,561	336,733
By Transfer from Reserve	—	—
By Transfer from Earmarked Funds:		
For AIREs	63,402	21,296
For Gujarat Earthquake Relief Fund	82,122	—
For Establishment of Accreditation Council for NGO Sector	—	1,345,772
For Awareness & Advocacy from UWM	500,000	—
For City level - From J & J Earmarked Funds	60,457	—
	705,981	1,367,068
By Deficit carried over to Balance Sheet	340,296	—
Total	13,466,972	16,066,791



Financial Statements

Dated 24th September, 2004

Sd/-
Farrokh Kavarana
Trustee

Sd/-
Nawshir Mirza
Trustee

CHILDLINE INDIA FOUNDATION

SCHEDULES FORMING PART OF ACCOUNTS AS AT MARCH 31, 2004

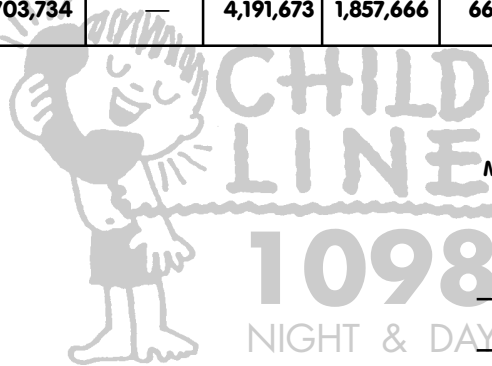
Schedule 'A'

Fixed Assets (Figures in Rs.)

Assets	Gross Block				Depreciation			Net Block	
	As at April 01, 2003	Additions during the year	Disposals during the year	As at March 31, 2004	Upto April 01, 2003	For the year	Upto March 31, 2004	As at March 31, 2004	As at March 31, 2003
Immovable Properties	—	—	—	—	—	—	—	—	—
A	—	—	—	—	—	—	—	—	—
Furniture & Fixtures (15%)	1,094,845	77,719	—	1,172,564	270,042	133,569	403,611	768,953	824,803
Computer (60%)	2,560,240	341,642	—	2,901,882	1,975,254	479,026	2,454,280	447,602	584,986
Office Equipment (25%)	536,588	20,950	—	557,538	272,505	68,928	341,433	216,105	264,083
B	4,191,673	440,311	—	4,631,984	2,517,801	681,523	3,199,324	1,432,660	1,673,872
Total (A+B) = C	4,191,673	440,311	—	4,631,984	2,517,801	681,523	3,199,324	1,432,660	1,673,872
Previous Year	3,487,939	703,734	—	4,191,673	1,857,666	660,135	2,517,801	1,673,872	—

Schedule 'B'

	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
I. ADVANCES TO STAFF		
	36,000	54,000
	36,000	54,000
II. OTHER ADVANCES / DEPOSITS		
Website Designing Advance	—	25,000
Accounting Package	—	25,000
City level Advances	480,000	30,000
Travel Advance to consultants (Street children)	1,276	27,276
CLB Campaign	—	25,000
NISD Regional Workshop South Zone	—	120,000
NISD Regional Workshop North Zone	130,000	—
NISD NICP	38,613	721,000
UNICEF Project Cooperation	30,000	526,500
A & A Expenses	—	2,000
Travel Suspense	—	10,467
Bomi Damania	3,000	—
Musical Events Advance	72,000	—
Consortium of Child Rights Advance	113,744	—
Gujrat Earthquake Project	—	197,800



Schedule 'B' (contd...)

	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
Other Advances / Deposits (contd...)		
Deposits for Rentals	8,000	3,000
Deposits for cellular phones/MTNL	18,000	12,000
Leaseline Deposits	55,000	55,000
Mineral water Deposit	1,200	1,000
Musical Events Deposit	20,000	—
Business Reply Card Deposit	500	—
Gas Connection Deposit	350	—
	<u>971,683</u>	<u>1,781,043</u>
	<u>1,007,683</u>	<u>1,835,043</u>

Schedule 'C'

	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
Donations in Cash or Kind		
Donation for CLB	79,654	91,050
Donation in Kind	6	2
General Donation	850,228	946,159
TOTAL	<u>929,888</u>	<u>1,037,211</u>



Schedule 'D'

	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
Grants		
Government of India - CIF	5,332,462	5,069,420
Government of India - CLB	126,981	—
Government of India - Street Children Scheme towards inspection of Street Children Project	141,426	260,840
UNICEF - CIF	—	2,110,635
UNICEF - CLB	7,650	100,000
UNICEF - Project co-operation	412,750	344,000
Community Fund (CLUK) UK	3,841,966	5,160,800
TOTAL	<u>9,863,235</u>	<u>13,045,695</u>

Schedule 'E'

	Year ended March 31, 2004 Rs.	Year ended March 31, 2003 Rs.
Other Charitable Objects		
* Salaries/Honorarium/Consultancy to Staff	4,250,253	3,844,591
Preparatory/Monitoring Phase	1,044,410	994,776
CLB - Activities	152,618	353,945
Training Development	73,725	93,729
Street Children Scheme	216,609	249,961
Directors Travel	—	35,747
Research & Documentation	755,846	743,474
Awareness & Advocacy	644,205	1,164,450
Partnership Meet (Directors)	754,716	596,610
Regional Co-ordinators/Para-professional workshops	812,941	869,338
UNICEF - NICP Expenses	—	33,078
NISD-NICP	651,334	182,452
Gujarat Earthquake Relief Expenses	82,122	—
General Expenses	—	107,801
City Level Cost	519,548	295,930
Johnson & Johnson City Level	60,457	—
Innovative Projects	63,402	21,296
UNICEF Project co-operation Expenses	895,841	111,073
Research Review	—	30,086
Helpline Workshop, Bangalore	325,014	—
World Social Forum Expenses	22,084	—
TOTAL	11,325,125	9,728,337



* Salaries includes an amount of Rs.8,09,189 paid to Consultants, Accountants and Administrative Staff, which in the opinion of the management is incurred towards Charitable Objects.

CHILDLINE INDIA FOUNDATION

SCHEDULES FORMING PART OF ACCOUNTS AS AT MARCH 31, 2004

NOTES TO ACCOUNTS

1. Significant Accounting Policies

- (a) Financial Statements of the Trust are prepared on cash basis other than for capital expenditure (fixed assets), salaries and interest, 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 Income Tax Act, 1961.
- (c) Donations received for restricted revenue funds will be taken to the 'Funds and Liabilities' in the Balance Sheet. Expenditure incurred is disclosed under the head "Expenditure on the Objects of the Trust", with an equivalent amount disclosed under the head "Transfer from Earmarked Funds" in the Income and Expenditure Account. Amounts received towards Capital Expenditure will be shown under Earmarked Funds and expenditure incurred, if any, will be debited to the earmarked fund. However, as a result of the change in the accounting treatment there is no effect to the profit for the year.

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.

Registration No. : F - 21743 (BOM)

Name of the Public Trust : CHILDLINE India Foundation

For the year ended : 31st March, 2004

- (a) Whether accounts are maintained regularly and in accordance with the provisions of the Act and 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 account; 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 compiled 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 amount of outstandings for more than one year and the amounts written off, if any;	Rs.86726 Rs. 25,000 written off
(i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5000/-;	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 any 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 trustee or any other person while in the management of the trust;	None
(m) Whether the budget has been filed in the form provided by rule 16A;	Yes
(n) Whether the maximum and minimum number of the trustees is maintained;	Yes
(o) Whether the meetings are held regularly as provided in such instruments;	Yes
(p) Whether the minute books of the proceedings of the meeting is maintained;	Yes
(q) Whether any of the trustees has any interest in the investment of the trust;	No
(r) Whether any of the trustees is a debtor or creditor of the trust;	No
(s) Whether the irregularities pointed out by the auditors in the accounts of the previous year have been duly complied with by the trustees during the period of audit;	Not applicable
(t) Any special matter which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner.	No

Mumbai

Dated : 24th September, 2004.

For **S.B. Billimoria & Co.**
Chartered Accountants

Sd/-

Chartered Accountants

CHILDLINE India Foundation Complies : Credibility Alliance norms

1. IDENTITY

Principle: The organisation should exist and be registered

Existence

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

Legal Status

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

2. VISION AND IMPACT

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

Vision/ Purpose/ Objectives

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

Impact/ Achievement/ Output/ Performance

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

3. GOVERNANCE

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

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

4. OPERATIONS

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

Programme

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

Management

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

- ◆ Consultative decision-making (✓)

Human Resources

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

5. ACCOUNTABILITY AND TRANSPARENCY

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

Accountability

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

Transparency

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

Disclosures as per Credibility Alliance norms

1. Origin and brief history of the organisation:

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

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

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

2. Registered address:

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

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

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

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

3. Name and address of main Bankers:

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

4. Name and address of Auditors:

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

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

Slab of gross salary (in Rs.) plus benefits paid to staff	Male staff	Female staff	Total staff
2250 - 7500	5	3	8
7,500 - 12,500	2	5	7
12,500 - 17,500	2	5	7
17,500 - 27,500*	3	1	4
Total	12	14	26

6. Reimbursements to Board members/ Trustees/Shareholders:

* The Executive Director of CHILDLINE India Foundation plays the role of Honorary Executive Secretary. Her salary of Rs. 27,500 has not been claimed. Actuals for travel and communication are reimbursed.

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

During the period the staff undertook 122 visits to different CHILDLINE cities across the country.

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

During the year the staff made 5 international visits to Amsterdam & Egypt. All travels of staff members were sponsored by donors.

9. Networks/linkages:

CHILDLINE is a network of over 155 organisations, government partners, corporate partners and concerned citizens, in the country working for children in need of care and protection.

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

Board Members

Mr. Gopal Reddy, Secretary, Ministry of Social Justice and Empowerment, Chairperson (Ex)

Mr. B.S. Baswan, Secretary, Ministry of Social Justice and Empowerment, Chairperson

Ms. Jayati Chandra, Joint Secretary, Ministry of Social Justice and Empowerment (Ex)

Ms. Rajwant Sandhu, Joint Secretary, Ministry of Social Justice and Empowerment

Mr. Mrityunjaya Sahu, Joint Secretary and Financial Advisor, Ministry of Social Justice and Empowerment

Mr. A. Nimbalkar, Chief Secretary, Government of Maharashtra

Dr. R.R. Singh, Director, Tata Institute of Social Sciences

Mr. Farrokh Kavarana, Director, TATA Sons Ltd

Dr. (Ms) Armaity Desai, Educationist, Former Chairperson, UGC

Mr. F.C. Kohli, Former Deputy Chairperson, TATA Consultancy Services

Mr. Ranjan Kapur, Chairman Emeritus, Ogilvy and Mather Pvt. Ltd.

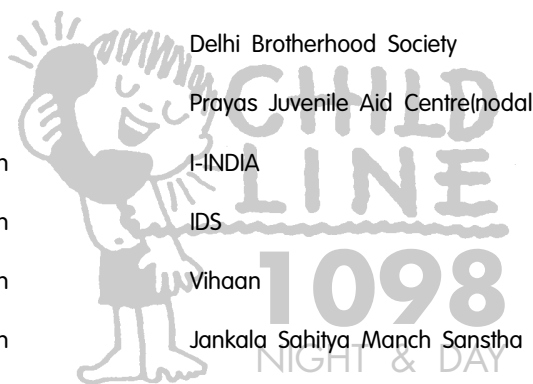
Mr. Nawshir Mirza, Chartered Accountant

Ms. Jeroo Billimoria, Honorary Secretary, CIF

Amount of CHILDLINE grants sanctioned by the Ministry of Social Justice and Empowerment

Grant-in-Aid sanctioned for CHILDLINE projects under Integrated Programme for Street Children during 2003-2004

Sl.No	City	State/UT	Organisation	Amount
North Zone				
1	Allahabad	Uttar Pradesh	Diocesan Development and Welfare Society	3,71,714
2	Alwar	Rajasthan	Nirvanavan Foundation	grant awaited
3	Chandigarh	Chandigarh	PGIMER	2,00,000
4	Delhi	Delhi	Butterflies	5,48,060
5	Delhi	Delhi	Don Bosco Ashalayam	5,35,634
6	Delhi	Delhi	Salaam Balak Trust	5,48,946
7	Delhi	Delhi	Prayas Juvenile Aid Centre	4,83,438
8	Delhi	Delhi	Delhi Brotherhood Society	5,33,531
9	Delhi	Delhi	Prayas Juvenile Aid Centre(nodal)	grant awaited
10	Jaipur	Rajasthan	I-INDIA	4,32,320
11	Jaipur	Rajasthan	IDS	grant awaited
12	Jaipur	Rajasthan	Vihaan	grant awaited
13	Jaipur	Rajasthan	Jankala Sahitya Manch Sanstha	58,000
14	Lucknow	Uttar Pradesh	Human Unity Movement	58,000
15	Lucknow	Uttar Pradesh	NIPCCD	grant awaited
16	Lucknow	Uttar Pradesh	NEED	grant awaited
17	Udaipur	Rajasthan	Seva Mandir	3,66,235
18	Udaipur	Rajasthan	Udaipur School of Social Work	1,06,832
19	Varanasi	Uttar Pradesh	Gandhi Adhyayanpeeth	1,15,499
20	Varanasi	Uttar Pradesh	Dr.Shambhunath Singh Research Foundation	4,02,999
21	Varanasi	Uttar Pradesh	Janmitra Nyas	55,263
22	Varanasi	Uttar Pradesh	GSS	grant awaited
23	Varanasi	Uttar Pradesh	SVSS	grant awaited

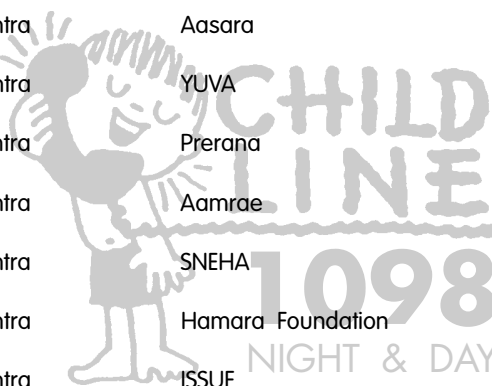


Sl.No	City	State/UT	Organisation	Amount
South Zone				
24	Bangalore	Karnataka	NIMHANS	1,17,740
25	Bangalore	Karnataka	Bangalore Oniyavara Seva Coota	4,19,348
26	Bangalore	Karnataka	APSA	grant awaited
27	Chennai	Tamil Nadu	Directorate of Social Defense	1,38,711
28	Chennai	Tamil Nadu	Don Bosco Anbu Illam Social Service Society	5,16,138
29	Chennai	Tamil Nadu	Guild of Service Seva Samajam Boys	78,400
30	Chennai	Tamil Nadu	Asian Youth Centre	78,400
31	Chennai	Tamil Nadu	ICCW	5,06,861
32	Chennai	Tamil Nadu	NHADP	75,271
33	Chennai	Tamil Nadu	Nessakkaram	grant awaited
34	Coimbatore	Tamil Nadu	Don Bosco Anbu Illam Social Service Society	4,28,000
35	Coimbatore	Tamil Nadu	Families For Children	grant awaited
36	Hyderabad	Andhra Pradesh	SIDUR	64,200
37	Hyderabad	Andhra Pradesh	DIVYA DISHA	2,27,660
38	Hyderabad	Andhra Pradesh	COVA	64,200
39	Kochi	Kerala	Rajagiri College of Social Sciences	1,16,750
40	Kochi	Kerala	Don Bosco Sneha Bhavan	4,18,499
41	Kozhikode	Kerala	Farook College	1,01,452
42	Kozhikode	Kerala	Association for Welfare of the Handicapped	3,75,520
43	Madurai	Tamil Nadu	Grace Kennet Foundation Hospital	4,32,320
44	Madurai	Tamil Nadu	Madurai Institute of Social Sciences	1,09,828
45	Mangalore	Karnataka	School of Social Work	1,01,560
46	Mangalore	Karnataka	YMCA	3,57,542
47	Salem	Tamil Nadu	YWCA	1,01,560
48	Salem	Tamil Nadu	Don Bosco Anbu Illam	3,75,520
49	Thrissur	Kerala	Vimala Community Extension Centre	1,01,390
50	Thrissur	Kerala	St.Christina Holy Angel's Home	3,75,416
51	Tirunelveli	Tamil Nadu	Tirunelveli Social Service Society	3,70,267
52	Tirunelveli	Tamil Nadu	Centre for Empowerment of Women and Children	grant awaited
53	Trichy	Tamil Nadu	SOCSEAD	3,75,400

Sl.No	City	State/UT	Organisation	Amount
54	Trichy	Tamil Nadu	Bishop Heber College	grant awaited
55	Trivandrum	Kerala	Loyola Extension Services	1,16,739
56	Trivandrum	Kerala	Don Bosco Veedu Society	4,32,320
57	Trivandrum	Kerala	Trivandrum Social Service Society	37,913
58	Vijayawada	Andhra Pradesh	Forum for Child Rights	3,72,520
59	Vijayawada	Andhra Pradesh	Forum for Child Rights	1,01,560
60	Vishakapatnam	Andhra Pradesh	UGC-DRC Program,Department of Social Welfare	81,509
61	Vishakapatnam	Andhra Pradesh	Priyadarshini Service Organisation	
62	Wayanad	Kerala	HiLDA Trust	1,00,015
63	Wayanad	Kerala	Joint Voluntary Action for Legal Alternatives	1,10,122
East Zone				
64	Agartala	Tripura	Voluntary Health Association of Tripura	94,561
65	Bhubaneshwar	Orissa	Ruchika Social Service Organisation	3,32,821
66	Bhubaneshwar	Orissa	Open Learning Systems	1,01,560
67	Cuttack	Orissa	Basundhara	3,56,608
68	Cuttack	Orissa	SIET	grant awaited
69	East Mednipur	West Bengal	Vivekananda Lokshiksha Niketan	1,10,122
70	West Mednipur	West Bengal	Vidyasagar School of Social Work	grant awaited
71	West Mednipur	West Bengal	Prabuddha Bharati Shishu Sangha	3,73,702
72	Guwahati	Assam	ICCW	3,68,700
73	Guwahati	Assam	NIPCCD	1,14,797
74	Imphal	Manipur	Department of Anthropology	1,33,540
75	Imphal	Manipur	Manipur Voluntary Health Association	3,75,520
76	Imphal	Manipur	Manipur Mahila Kalyan Samiti	45,400
77	Jalpaiguri	West Bengal	Dept. of Economics,AC Chandra College	grant awaited
78	Jalpaiguri	West Bengal	Jalpaiguri Welfare Organisation	grant awaited
79	Jalpaiguri	West Bengal	UNIPROSCUF	grant awaited
80	Kolkata	West Bengal	CLPOA	1,36,000
81	Kolkata	West Bengal	CINI-ASHA	5,24,632
82	Kolkata	West Bengal	Don Bosco Ashalayam	5,10,659
83	Kolkata	West Bengal	Loreto Day School	77,453

Sl.No	City	State/UT	Organisation	Amount
84	Kolkata	West Bengal	SEED	78,232
85	Kolkata	West Bengal	Bustee Local Committee & Social Welfare Centre	77,606
86	Kolkata	West Bengal	IPER	78,400
87	Nadia	West Bengal	Sreema Mahila Samity	3,75,277
88	Nadia	West Bengal	Karimpur Social Welfare Society	grant awaited
89	Nadia	West Bengal	Centre for Human Rights	grant awaited
90	Nadia	West Bengal	Dept of Sociology,Sudhirranjan Mahavidyalaya	grant awaited
91	Patna	Bihar	Bal Sakha	5,23,806
92	Puri	Orissa	RUSH	3,75,520
93	Puri	Orissa	SIET	grant awaited
94	Ranchi	Jharkhand	YMCA	3,53,177
95	Ranchi	Jharkhand	XISS	94,192
96	Ranchi	Jharkhand	Samadhan	57,834
97	Ranchi	Jharkhand	Chottanagpur Sanskritik Sangh	38,819
98	Shillong	Meghalaya	Impulse NGO Network	40,054
99	Shillong	Meghalaya	Bosco Reach Out	3,55,369
100	South 24 Parganas	West Bengal	School of Women's Studies,Jadavpur University	99,890
101	South 24 Parganas	West Bengal	Sabuj Sangha	3,73,595
102	South 24 Parganas	West Bengal	CINI	94,561
West Zone				
103	Ahmedabad	Gujarat	Ahmedabad Study Action Group	3,57,425
104	Ahmedabad	Gujarat	Gujarat Vidya Peeth	1,07,156
105	Ahmednagar	Maharashtra	Snehalaya	1,10,122
106	Aurangabad	Maharashtra	Aapulki Samaj Seva Society	3,28,013
107	Amravati	Maharashtra	Shree Hanuman Vyayam Prasarak Mandal	grant awaited
108	Amravati	Maharashtra	College of Social Work	grant awaited
109	Baroda	Gujarat	Baroda Citizens Council	3,46,332
110	Baroda	Gujarat	MS University Baroda	1,16,760
111	Bhopal	Madhya Pradesh	Aarambh	4,01,891
112	Bhopal	Madhya Pradesh	Bhopal School of Social Sciences	1,14,249
113	Goa	Goa	Goa Salesian Society	4,28,000

Sl.No	City	State/UT	Organisation	Amount
114	Goa	Goa	VIKALP	41,890
115	Goa	Goa	Nirmala Education Society	1,10,663
116	Indore	Madhya Pradesh	Lok Biradari Trust	3,55,808
117	Indore	Madhya Pradesh	Indore School of Social Work	51,721
118	Kalyan	Maharashtra	AASRA	3,66,953
119	Kalyan	Maharashtra	Media Matters	56,000
120	Kutch	Gujarat	Janpath	1,07,156
121	Kutch	Gujarat	MARAG	grant awaited
122	Kutch	Gujarat	Ganatar	grant awaited
123	Mumbai	Maharashtra	CHILDLINE India Foundation	92,328
124	Mumbai	Maharashtra	Bal Prafulta	5,40,115
125	Mumbai	Maharashtra	Aasara	78,400
126	Mumbai	Maharashtra	YUVA	5,48,002
127	Mumbai	Maharashtra	Prerana	grant awaited
128	Mumbai	Maharashtra	Aamrae	grant awaited
129	Mumbai	Maharashtra	SNEHA	grant awaited
130	Mumbai	Maharashtra	Hamara Foundation	grant awaited
131	Nagpur	Maharashtra	ISSUE	58,000
132	Nagpur	Maharashtra	BBSKBS	58,000
133	Nagpur	Maharashtra	Aapang Va Niradhar Kalyankari Sanstha	4,27,881
134	Nagpur	Maharashtra	Vardaan	54,115
135	Nagpur	Maharashtra	MSSISW	1,13,252
136	Pune	Maharashtra	Karve Institute of Social Sciences	83,072
137	Pune	Maharashtra	Dnyana Devi	4,55,320
138	Solapur	Maharashtra	Walchand College of Arts and Science	1,03,452
139	Solapur	Maharashtra	Akalkot Education Society	grant awaited



CHILDLINE Se Dosti



We wish to thank

- The children and youth across the country who help plan and implement CHILDLINE in their city
- Concerned individuals and children/youth who access the service
- The CHILDLINE Advisory Board (CAB) members in all cities
- All personnel and volunteers of nodal, collaborative, support and resource organizations in CHILDLINE cities
- Ministry of SJ&E for their constant support
- CHILDLINE India Foundation Governing Board Members for their encouragement
- Police Departments, Hospitals, Judiciary, Juvenile Welfare Boards, Education Department, Transport System, Labour Departments, Media, The Department of Telecommunication and the Corporate Sector who support CHILDLINE.
- UNICEF offices in CHILDLINE cities
- Tata Institute of Social Sciences
- Ogilvy & Mather
- Tata Consultancy Services
- Jenaz Printers
- Our auditors for providing their services probono
- CHILDLINE friends and supporters

Organisations :

- Aamrae
- Arjune Gokhalr Charitable Trust
- A. G. Industries Pvt. Ltd
- Asarwa Mills
- Bhogilal Leherchand Foundation
- Bombay House Workers Solidarity
- Charitable Trust
- Chemtex Global

- Comet Media
- Europe Star Marketing
- Inox Air Product Ltd
- Katgara Foundation
- M/s GSP Electronics Ltd
- N. M. Wadia Charities
- Pratham
- Shri Karsandas
- Shree Bharat International
- Sathi
- Tata Industries Ltd.
- Vikram Barrels Pvt. Ltd
- D. V. Shah Charitable Trust
- Excel Industries
- International Ltd
- Lions Club of Mumbai (Queensway)
- Magic Bus
- O & M Collection
- Prayas
- Singapore American School
- Sangam Enterprise
- Tata B. P. Solar India Ltd
- Themis Medicare
- V. B. Haribhakti Charitable Trust
- Ernst & Young (India)
- HDFC Bank Ltd
- Jet Airways
- M. K. Tata Trust
- NMIMS-Mumbai
- Parikh Foundation
- Royal College of Defense
- Sheth Vithaldas Kanji
- Save The Children
- Tata Infotech Ltd
- United Pathways Foundation
- V. B. Haribhakti Charitable Trust
- Engineers
- Hotel Leela Venture Ltd
- Johnson & Johnson
- Mangal Memories Chritable Trust
- Punjab National Bank
- Rescue Foundation
- Starcap Securities (India)
- Surat Special Economic Zone
- Vissanji Trust

In Kind Support:

- Arjun C. Marphatia
- Johnson & Johnson
- Ernst & Young
- Swapna & Mangesh Korgaonkar

Event Support :

- Orange
- Computer Associates
- Crossroads

Individual Donors:

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- Ava Jassawala
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- K Shah
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- Rajiv Agarwal
- R Kuar
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- S. Palokodeti
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- Abraham V. Zachariah
- Ashley Menezes
- Bharat Karia
- Himanshu Trivedi
- Makarand P. Zurale
- Ms. Carol Easton
- Nachiket Mor
- Padmini Mirchandani
- Rani Maniar
- Roshni Billimoria
- S. Kelkar
- Shree
- V. Manjappa

Volunteers

- Kristian Hinrich
- Robin Chaabra
- Chandni Malik
- Ashwat Murlidharan
- Tarun Pahwa
- Prema
- Yashovardhan
- Amit Yadav
- Charmaine D'Souza
- Ravi Kumar

There are of course many others whom we may not have mentioned here but we thank them all wholeheartedly.

The CHILDLINE Family

GOVERNMENT PARTNERS

Ministry of Social Justice and Empowerment, Department of Telecommunications, Ministry of Health, Railway Ministry, Department of Women and Child Development, Department of Social Defence / Social Welfare.

NGO Partners

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