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Towards a new dawn

“CHILDLINE is a nation-wide phone outreach emergency helpline for children in need of care and protection. Project supported by the Union Ministry of Women and Child Development and linking State Government, NGOs, Bilateral /Multilateral Agencies and corporate sector.”

Note from the Honorary Secretary

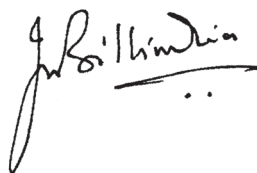
In 2006 we completed 10 years of CHILDLINE Service in India. This period has marked the coming of age of the telephone helpline, as a medium of change in social development. 11 years, 76 cities/districts, 22 states, 11 million calls later and the documented stories of thousands of children whose lives have changed by coming in contact with CHILDLINE, our country recognizes CHILDLINE 1098 as the voice of India's marginalized children in need of care and protection. The CHILDLINE India model is unique in terms of structure and scale and more so in the partnerships that it has successfully created by bringing together Government, children and civil society, the telecom sector, voluntary organizations, corporations. I have to place on record my acknowledgement of the CHILDLINE partner organizations across the nation working tirelessly to reach out to every child who calls.

Towards its mandate of working towards creating child friendly systems, CHILDLINE has made noteworthy progress. CHILDLINE was given special mention in the Juvenile Justice (care and protection) Act, 2000, and this has greatly facilitated our advocacy efforts in catalyzing the implementation of the Juvenile Justice Act. A land mark judgment resulted in six years of imprisonment accompanied by a hefty fine for a high profile British National, a pedophile sexually abusing children in a home for street children that he ran. CHILDLINE has been included as a key component in a system for child protection being institutionalized in the country by the Government of India, by means of a centrally sponsored scheme, the Integrated Child Protection Scheme soon, to be launched.

We are however, conscious that a lot more needs to be done. Millions of children need to be reached across the vast rural expanse of the country. Child labour and child trafficking remain endemic. While legislation and mechanisms do exist for their protection, implementation of the same is ridden with gaps and deficiencies. Cross sectoral linkages addressing livelihood, migration, displacement, and education are the need of the hour. CHILDLINE 1098 not losing focus of its mandate of emergency outreach will have proactively act as a catalyst to create linkages and initiate cross sectoral partnerships.

As CHILDLINE continues on its journey we need to have greater engagement of services in rural areas as well as in the urban hinterland. Joining hands with some of the ICT initiatives that are shaping the rural landscapes of India would be the way to go.

I take the opportunity to acknowledge the support of well-wishers and organizations across the world who has assisted us in building one of the world's most remarkable tele-helpline networks.



Jeroo Billimoria.

From the Desk of the Executive Director

I have pleasure in presenting the Annual report of CHILDLINE India Foundation (CIF) for the year 2006-07. The year commenced with the marking of the 10th Anniversary of the CHILDLINE Service. At CHILDLINE we marked the anniversary year by reflecting on our commitment to children, strengthening our relationship with them, analyzing our intervention and ensuring children's voices are heard by intensifying our advocacy efforts.

The year commenced with a National Children's Meet bringing together nearly 200 children from 57 cities. This was the culmination of a year long process of preparation where children interfaced with the local Government in their cities and states presenting their issues and working on solutions. At the National Children's Meet children voiced their issues to a panel of Senior Officials of the Central Government using a variety of techniques-like street theatre, painting and music. Children commented on status of education, health, residential institutions, life on the street, status of children living in slums, child labour and trafficking and CHILDLINE services. And that was a moment of serendipity- the realization that our Meet-theme ***CHILDLINE Calling... Is India listening*** so aptly summed up the feeling of the children of India. The three days with the children was a journey that took us to the fundamental question of why the CHILDLINE 1098 service exists and what it must deliver. The launch of the CHILDLINE song at the event was an unprecedented hit amongst the children!

Following immediately after, was the National Partnership Meet. Deriving from recommendations of the CHILDLINE task forces in 2005, at this meet the CHILDLINE Network agreed to adopt the theme of 'catalyzing implementation of the Juvenile Justice (care and protection) act, 2000', as an area of active advocacy for the year.

The entire CIF team was involved in an exhaustive and deep introspection to determine the direction for CIF and the CHILDLINE service over the next ten years. Key highlights of the resultant plan includes enhancing service excellence, launch of the CHILDLINE service to

the most under-represented and under-reached geographical and thematic child rights areas (examples: the North-east, children with HIV/AIDS, disaster-affected areas etc), re-inventing the National Initiative for Child Protection (NICP) to make it the most comprehensive initiative in the country for mainstreaming child protection, optimize new technologies for up-scaling CHILDLINE, reducing the cost per call and making operational systems leaner and more professional, developing systems and processes to ensure performance excellence in CIF (vis-à-vis strategy processes, people processes and operational processes).

During the year, the Regional Resource Centres at Delhi, Kolkata and Chennai were fully staffed and settled down to smooth functioning. This process, which commenced in the previous year, helped to clearly shift operational monitoring of Services from CIF HO to the regional centres.

The transfer of the CHILDLINE project support from Ministry of Social Justice and Empowerment to the newly strengthened Ministry of Women and Child Development (MWCD) was smooth. The new Ministry immediately accorded the status of 'Mother NGO' on CIF, for the CHILDLINE network, and initiated a new process for administering grant-in-aid to partner organizations through a centralized grant to CIF.

The North Bihar District Model commenced operations in Sitamarhi and Darbhanga districts and were able to make a difference almost from day one. This model in North Bihar, funded by Sir Dorabji Tata Trust, will eventually set the benchmark for rural district models. Going forwards we hope to commence work on a district model each in the South and West zones in the coming year. Need Assessment studies have been completed in Amravati district of Maharashtra and Gulbarga district of Karnataka- the most economically backward districts in those states.

We successfully conducted State-level consultations on the Juvenile Justice Act in West Bengal and Uttar Pradesh. This set the ball rolling for effective

implementation of the JJ Act in those states and in the coming year there will be state-level consultations in other states.

During the year we were able to tighten the call classification formats in ChildNet – our Call analysis software, which yielded better analysis of incoming calls on 1098. TCS came forward to support us with upgrading the software as well as commence the developing of a unique Donor Management Software-our version of a Customer Relations Management software.

CIF successfully participated in the Mumbai and Delhi Marathon and launched a tele-appeal initiative for donations, with support from the Lupin Group. Besides, with support from SKN, a Puppet based outreach kit complete with 4 puppet 'characters', manual, scripts, and a training film was developed and distributed. Telecom advocacy was shifted to high gear, in order to get connectivity from mobile services telecom providers and after much interaction were able to make breakthroughs. I am pleased to inform you that Hutch and Tata Indicom have agreed to and commenced implementation of interconnectivity from their networks. For the first time, CIF setup a unique funding association with a Child Shelter Home, having obtained donor support from abroad. This will go into operation in 07-08, perhaps paving the way to more associations with child-shelter running NGOs in different states.

CIF brought out a few important publications during the year. These included "1098", the 10th Anniversary book tracing and analyzing the CHILDLINE experience from the voices of stakeholders, "CHILDLINE in India: An Analysis of calls to 1098" the first book analyzing the CHILDLINE 1098 Call statistics, a new 4-volume set of National Resource Directory, and an experimental Resource Directory for Goa State.



My sincere thanks to CHILDLINE partner organizations, especially the CHILDLINE teams without whose ceaseless efforts CHILDLINE 1098 would have never reached where it is today. Our gratitude to the children, for their trust and support, CHILDLINE 1098 will continue to strive to reach out to every child.

Kajol Menon

CHILDLINE India Foundation

Vision

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

Mission

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

Objectives

- i) To reach out to every child in need of care and protection by responding to emergencies on 1098 and by physically reaching out to children.
- ii) To adapt and integrate telecommunication technology, linking all districts to the service of 1098, and making it available to all children in need of care and protection.
- iii) To provide a platform of networking amongst organizations and to provide linkages to support systems that facilitates the rehabilitation of children in need of care and protection.
- iv) To work together with the Allied Systems (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community) to create child friendly systems.
- v) To advocate for services for children that are accessible and adequate.
- vi) To create a body of NGOs and Government organizations working within the national framework and policy for children.
- vii) To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- viii) To contribute and work towards strengthening and participating in a global movement that addresses issues related to child protection and ensures that children's voices are heard.

About us...

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

Call 1098 – Help us care for children in distress.

CHILDLINE IN ACTION



Child / Concerned Adult dials 1098



Connected to a CHILDLINE collaborative agency



CHILDLINE team rushes to child within 60 minutes



Child provided rehabilitation, Constant follow up with child

The 'model' of the service is to avoid duplication of the service of other child care NGOs, rather forge links with them and with "Allied system" institutions (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community). So the service is in essence, a link services, a single window, through which a child in distress can be linked to the most effective service delivery organization and it also ensures increasing accountability of service providers towards children's rights.

Micro System

Providing Children with a full range of 1098 service package

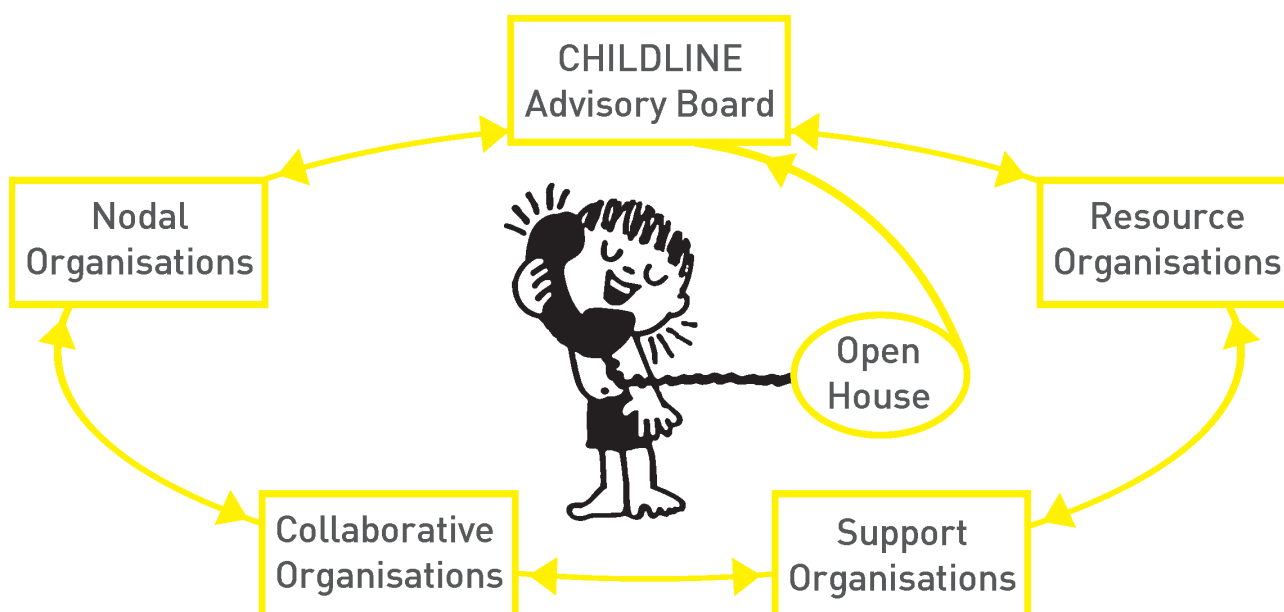
Meso/ Exo System

Catalyzing the Allied Systems (the police, the healthcare system, the transport system, the labour department, the media, the department of telecommunications, the corporate sector, elected representatives, and citizens at large.

Macro System

National and International Lobbying

Once activated, the CHILDLINE **Network Model** proved to be a major asset: on-the-ground NGOs saw the merits of joining hands as partner organizations and taking in calls and providing the localized service. The formal structure of the CHILDLINE Network Model is: the Nodal Agency, provides the awareness and advocacy thrust, the Collab Partner Agency that takes in the calls and provides the intervention and the Support organizations that provide the outreach service in intervention and assists in creating awareness at locations where children in distress are most likely to be found.



Programs and activities:

- Responding to calls on the national toll free number 1098 and rescue and emergency outreach services for children in need of care and protection;
- Coordinating rescue and other outreach services with the help of relevant local departments like police, administration, labour, health, railways and others;
- Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration, where necessary;
- Producing children before the Child Welfare Committee (CWC) for ensuring care and protection;
- Supporting the CWC in the long term rehabilitation of children, where required;
- Supporting a national network for the tracking of missing children;
- Providing data related to children rescued and rehabilitated for compilation of a national comprehensive database of child protection
- Creating awareness and ensuring access to the CHILDLINE 1098 number;
- Research, documentation, awareness and advocacy on issues related to Child helpline;
- Establishing linkages with other child protection services, community and local bodies for meeting the immediate needs of children rescued.

Support from the Government of India

The Government of India soon recognized the model and commenced financial support to setting up CHILDLINE Cities i.e. cities in which CHILDLINE 1098 could become functional. CIF became central nodal agency for the replication and facilitation of the CHILDLINE service, research, documentation and awareness and advocacy on issues related to child protection. In addition, CIF also undertakes the initiation of specialized need based services based on trends emerging from analysis of calls.

W.e.f. fiscal year 2006-07, Ministry for Women and Child Development (MWCD) has granted the exclusive 'Mother NGO' status to CIF. MWCD releases funds for operations of CHILDLINE cities and for expansion of the network to CIF as block grants. Under the XIth Plan it has been proposed to integrate budgets for CHILDLINE operations under the Integrated Child Protection Scheme of the Ministry.

CHILDLINE believes in Partnership

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



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

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

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

Growth of CHILDLINE Service:

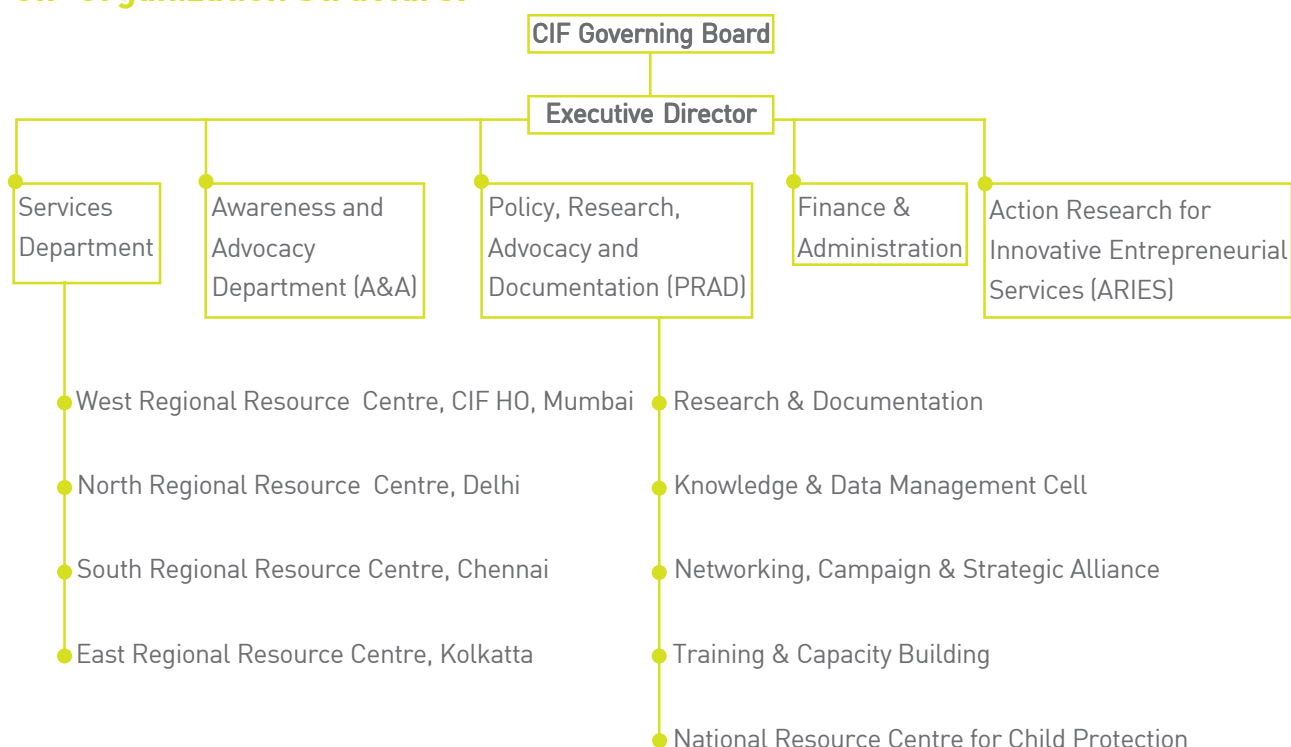
CHILDLINE is functional in 76 cities/districts in 22 States and 3 Union Territories through its network of 177 partner organization across India. 1098, has now matured to become a very significant instrument of change in the lives of children in distress and children recognize this service. As of March 2007, over 11 million calls have been recorded.

In the reporting period CHILDLINE became operational in 10 new cities/districts.

Sl.No	State	City/District
North Zone		
1	Harayana	Gurgaon
2	Uttar Pradesh	Kanpur
3	Uttar Pradesh	Meerut
East Zone		
4	Bihar	Sitamarhi*
5	Orissa	Berhampur
6	Bihar	Darbanga*
South Zone		
7	Andhra Pradesh	Eluru
8	Andhra Pradesh	Kakinada
9	Kerala	Malappuram
West Zone		
10	Madhya Pradesh	Gwalior

*District model of CHILDLINE

CIF Organization Structure:



Brief overview of Department roles:

Services:

- Responsible for expansion of CHILDLINE to new locations, through preparatory visits, interaction with grassroots level NGOs, academic institutions and government systems in new locations identified based on the issues concerning children, demographic needs and coverage in keeping with the presence of CHILDLINE service in the region.
- The Services team provides vital support to CHILDLINE partner organizations to ensure quality standards for the CHILDLINE services delivery, from intervention in cases received by CHILDLINE, to creating awareness about the service, to networking and advocacy at city level through networking and facilitation visits to the CHILDLINE cities. Grant-in-aid to the CHILDLINE partners is recommended every year, based on the assessment of performance done by the Services team.
- The Department organizes partnership meets with CHILDLINE Co-coordinators, Team members and Directors.
- The Regional Resource Centres extend the mandate of the Services Department in each region by directly overseeing the CHILDLINE network in each region, besides undertaking need assessment studies.

PRAD:

- Department of Policy, Research, Advocacy and Documentation (PRAD), undertakes issue-based research to generate qualitative as well as quantitative analytical information to sensitize stakeholders on Child-Protection issues and Child Rights.
- The department captures data from CHILDLINE calls on the ChildNet software, develops advocacy tools, publishes output reports, organizes capacity and perspective building workshops for the CIF team and partner organizations.
- PRAD is responsible for initiation of advocacy initiatives on Child Protection and Child Rights. This is accomplished through networking with existing initiatives in the country, initiating and supporting issue-based campaigns and advocacy.
- PRAD conducts all training and Capacity building initiatives/workshops for CIF as well as for partner organizations and for PLAN International (India).

A&A:

- Resource Mobilization through individuals, corporate, fund raising events and grants.
- Telecom Advocacy for connectivity related issues (for the CHILDLINE 1098 service).
- Brand equity: creating awareness and building a credible perception of CHILDLINE India Foundation and the CHILDLINE 1098 service.
- Cause Equity: creating awareness of 'Child Protection' as well as of the tele-helpline 1098 amongst various segments including general public, media, corporate organizations; grant/funding agencies & trusts.
- Media Advocacy.
- Communication management covering advertising & public relations and
- Management of Volunteers.

Finance & Administration:

- Implementing and monitoring finance and administration systems, including budget allocation, MIS and reporting, financial reports of partners, disbursements.
- Co-ordination and fulfillment of Statutory obligations such as dealing with Internal Auditors, Statutory Auditors, reports to Charity Commissioner, Ministry of Finance, Income Tax Returns and so on.
- Monitoring of grants
- Coordinating the activities of the branch offices in Delhi, Kolkata and Chennai.
- Provide administrative support in terms of HR, infrastructure, office space etc.

ARIES:

- Centralised Call Centre initiative.
- National Missing Children initiative

Review of Activities in the year 2006-07:

The CHILDLINE 1098 Service:

Call Statistics:

CHILDLINE has recorded a total number of **11,416,571 Calls** from inception till March 2007.

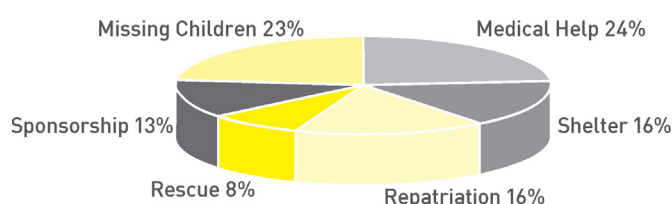
CHILDLINE has recorded a total of **1,933,980 Calls** for the financial year April 2006 - March 2007.

Call Types	April 06 - March 07 (71 - Cities)	%
Medical	11372	
Shelter	7712	
Repatriation	7798	
Rescue	3890	
Death Related	189	
Sponsorship	6150	
Missing Children	11123	
Emotional Support & Guidance	434763	
Silent / Confidence Building	353239	
Information / Referral to Services	295077	
Intervention Follow Up	153899	
Unable to Locate Caller	1687	
Intervention Calls - I	1286899	67
Awareness Building Calls	84431	
Technical Connectivity Problems	517775	
Any Other	44875	
Non Intervention Calls - II	647081	33
Total I & II	1933980	100

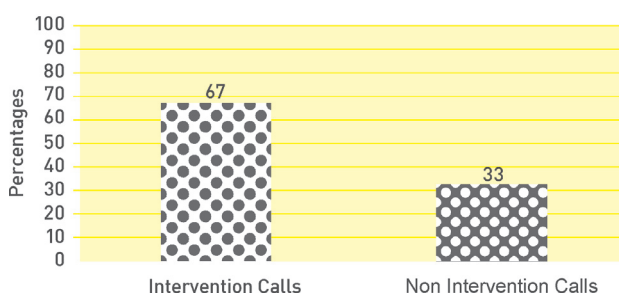
Highlights:

- 63% of the direct intervention calls are for missing children, medical and shelter.
- Calls for medical assistance (24 %) which is highest among intervention calls range from providing first aid, taking the child to the out-patient (walk-in) department (OPD) or casualty department, and supporting children who require to be admitted into hospital.
- Calls for missing children is second highest (23%) among the categories of direct intervention calls.
- Calls from children seeking for Shelter (16%) are either because they have left home; have been abandoned or their parents are seeking shelter for their children.
- Calls for Repatriation (16%) are from children who have left their homes and now want to return.
- Calls for Rescue from Abuse constitute 8% of the calls (physical, sexual or financial abuse). In such calls CHILDLINE meets with the caller\child to assess the situation. The intervention is planned taking into consideration the child's wishes.
- Calls for Sponsorship (13%) include the need for accessing education, health and foster care services.
- Calls for Missing children (23%) are either from parents reporting their child missing or from a child that got separated from his/her family or from a concerned adult or CHILDLINE team member who identifies that the child is lost.

Analysis of Direct Intervention Calls: 2006-07

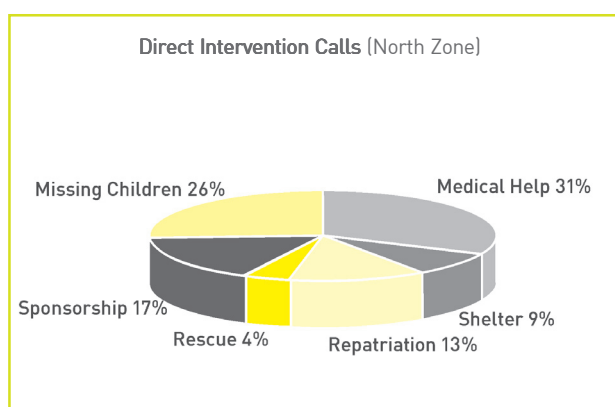


Direct and Indirect Intervention Calls



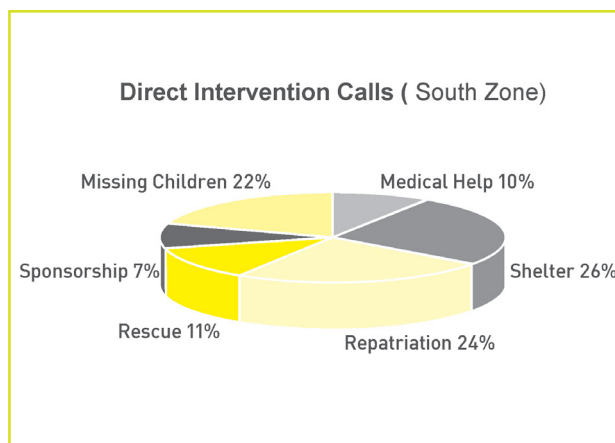
North Zone

	April-06 to March-07
	12 Cities
Medical Help	4050
Shelter	1136
Repatriation	1671
Rescue	557
Death Related	28
Sponsorship	2136
Missing Child	3366
Total	12944



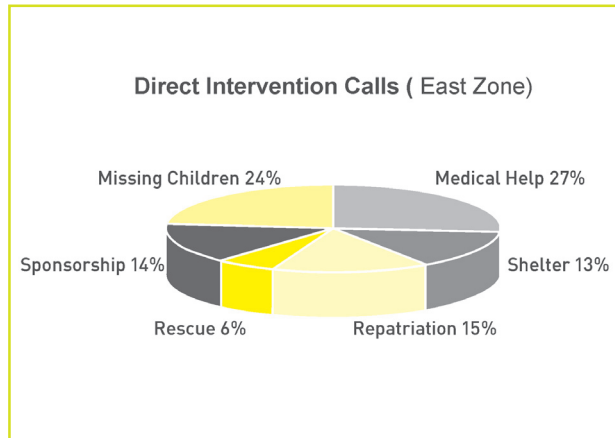
South Zone

	April-06 to March-07
	23 Cities
Medical Help	1436
Shelter	3671
Repatriation	3446
Rescue	1616
Death Related	44
Sponsorship	1071
Missing Child	3170
Total	14454



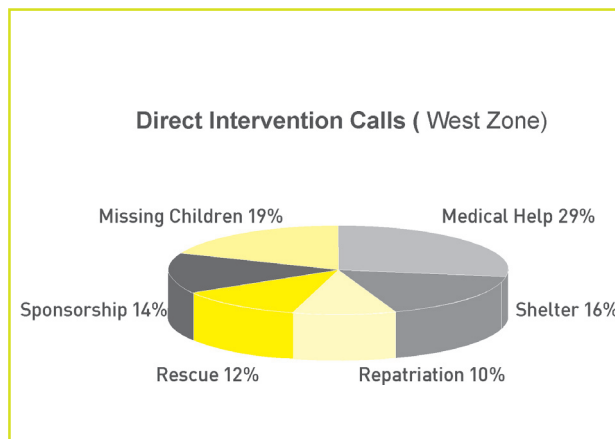
East

	April-06 to March-07
	20-Cities
Medical Help	3272
Shelter	1481
Repatriation	1772
Rescue	669
Death Related	87
Sponsorship	1648
Missing Children	2815
Total	11744



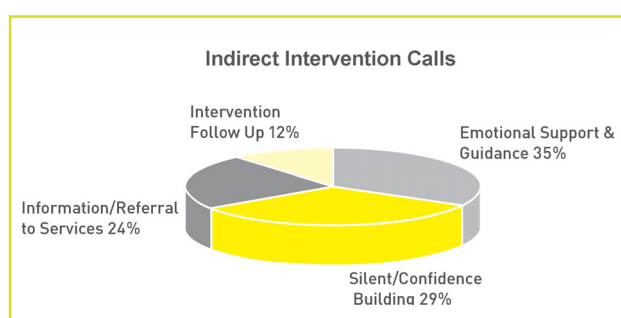
West

	April-06 to March-07
	16 Cities
Medical Help	2614
Shelter	1424
Repatriation	909
Rescue	1048
Death Related	30
Sponsorship	1295
Missing Children	1772
Total	9092



Notes:

- In all 4 zones calls for Medical, Missing and Shelter are about 60% of the total direct intervention calls.
- 20% the calls are for missing children in all the four zones which is the second largest among all the categories
- Calls for Medical are highest in North, East, West where as in South highest number of calls is for Shelter.

**Indirect Intervention Calls:**

The highest number of Indirect Intervention calls is for Emotional Support & Guidance. Calls in this category comes mainly from the child himself when the child is disturbed due to family problems, peer group and/or neighbourhood problems, love relationships, school problems etc.

Note on the ChildNET Software:

ChildNET, CHILDLINE's Customer Relationship Management software is a tool used by CIF to fine tune its service and to advocate for a more child friendly city & country. ChildNET is a Java based software package that classifies, records and follows-up on calls received on 1098 from various CHILDLINE cities. The software is installed in 50 CHILDLINE call centres.

The CHILDLINE teams record and track every call received. At regular intervals, each CHILDLINE uploads its data via the internet to the central server based at CIF, Mumbai. The local data is aggregated into national statistics; the numbers are analyzed and returned to the CHILDLINE cities as value added information.

The ChildNET data helps in tracing the pattern of calls, trends in Child-Protection, identify hot spots of abuse and exploitation, the quality and timeliness of response and action by the various stakeholders of Child Care and Protection.

During 2006-07 the software was installed in 35 cities/districts and the teams have been trained on the nuances of the software in the respective CHILDLINE centres.

The ChildNET software is developed by Tata Consultancy Services (TCS)

Representative Cases:

CHILDLINE prevents child marriages...

May 2006 **CHILDLINE Pune** received a call about two child marriages that were to take place that day at twelve noon. The marriages were to take place in a distant rural place and it was impossible for the team to reach on time to prevent the marriage. So the Juvenile Aid Police Unit (JAPU) was contacted and briefed on the case, however CHILDLINE was informed that JAPU couldn't do anything as this was under the rural police jurisdiction. The team then contacted the rural police who were very rude and dismissive.

CHILDLINE once again contacted JAPU and managed to get the mobile number of the rural police in charge. After many more phone calls CHILDLINE received a call from the rural police head quarters asking for the case details. Finally the rural police were able to stop the marriages from taking place. Also the concerned rural police officials apologized to the CHILDLINE team for the rude behaviour and non-cooperation of their colleagues.

Abandoned premature baby rescued...

A premature baby was brought to the notice of **Chandigarh CHILDLINE** on 28th April 2006. The parents had abandoned the baby in the hospital and there was no way the parents could be traced. A doctor from the emergency ward called the CHILDLINE office to inform them about the baby. The baby was in need of medical care. CHILDLINE through sponsorship support made arrangement for medication. Two attendants were arranged to look after the baby at the hospital. In the absence of the attendants at times the CHILDLINE team looked after the baby. With care and medications the child's health improved remarkably. The baby was provided temporary shelter through the Child Welfare Committee (CWC) at one of the homes run by the support organizations. During the time of the baby's transfer to the shelter home a man came forth to claim the child. The man was recognized by one of the team members. He had earlier contacted the CHILDLINE office for monetary assistance for the baby's medical treatment.

Following the child's birth his wife had fallen ill and had to be shifted to another hospital for treatment. Since he could not afford the treatment expenses he had to abandon the baby at the hospital. Despite the man's plea the baby was not handed over to him, as he did not have the necessary documents to support his statements. He was asked to visit his village and get the necessary documents from the Sarpanch to support his statement.

Meanwhile the baby's mother contacted the CHILDLINE office and requested that the child not be handed over to her husband, as he is mentally unstable following a brain surgery. The mother assured that once she is discharged from the hospital she would personally visit with the necessary documents to claim custody of the child. The baby is presently placed in the care of a support organization.

Missing mentally challenged reunited with family ...

CHILDLINE Kota was informed by the principal of a government school about a mentally-challenged child found wandering in the vicinity. The only information gathered from the child was his name and his father's name. Since there were no residential care institutions for the mentally-challenged children, he was provided shelter at CHILDLINE center. Thereafter attempts were made through print media to trace the boy's family. The child often kept repeating "Aneda Jaous, Kajuri Aneda". With these clues the team tried to trace a village "Aneda" in Bhilwada district but Bhilwada police couldn't trace the boy's family there. Once again the team searched for Aneda in the telephone directory and found 'Amreli and Aneda'. From Jaipur exchange the exchange numbers of Amreli was taken. The police control room of Amreli was contacted and it was then learnt that Aneda village is in Vadia Tehsil, Bhavnagar district.

Through Vadia police station Aneda police chowki was informed about the lost child. Twenty minutes later CHILDLINE received a call from Nanji bhai, the child's maternal uncle, from Vadia. On 2nd December, the child's parents came to CHILDLINE Kota. They were overjoyed to see their child. They revealed to CHILDLINE that he had been missing for the past one and half months from a mental hospital in Ahmedabad. The parents had left no stone unturned to find the boy but to no avail. They had also published his details in newspaper and television. They had almost given up hope of finding their son. The parents were very grateful to CHILDLINE for restoring him safe and sound.

In his last days, he finds a loving family in CHILDLINE team...

On 1st April 2006, 12-year-old Dinesh was found by a **CHILDLINE Vishakapatnam** volunteer lying on the railway platform in a severely malnourished condition. The child's body was covered with mud and dirt and was crying out loudly due to hunger and pain. He had not eaten for nearly four days.

During the interaction, the boy revealed that he was basically from Kanpur and his parents had passed away when he was 5 years old. Ever since his parent's death he had been staying on the streets or platforms. At times he also stayed at shelter homes. For his living he cleaned the train compartments.

The CHILDLINE volunteer tried convincing the boy to come to the center, but the child refused. Since the boy was in a miserable condition he could not be left behind and had to be carried. He was brought to the center and provided with food and clean clothes. He was then taken to the Government hospital for a medical check up. The test reports revealed that the child was suffering from Tuberculosis, his kidneys were failing and his lungs had collapsed. The child was admitted in the hospital for treatment, however his condition deteriorated. He was administered liquid food due to swellings in his mouth. The expenses for the treatment were incurred by the support organization. The team continued to nurse the child, maintaining close contact all throughout.

8th April 2006 the boy passed away. In his last moments he expressed his gratitude to the CHILDLINE team and the lady team member whom he had come to consider as his mother. Street children observed a one minute silence at the CHILDLINE office and payed their last respect to their fellow street child.

Trafficked child repatriated...

Kolkata CHILDLINE received a call on 22nd May from the Women's Helpline about a girl whom they had rescued from Howrah Station. The girl was traumatized and did not interact much with the team members. She was placed at a shelter home run by one of the support organizations. Initially the girl was not willing to talk and disclose any details to the team. One of the team members, a professional counselor, established a rapport with the girl. She gradually gave details to the counselor. The telephone number turned out to be the number of her father's friend. The father's friend was requested to inform the girl's father that she was with the Kolkata CHILDLINE and residing at a shelter home.

Meanwhile the girl disclosed that she was being brought to Mumbai by a man from her village promising her a job. The girl sensing his ill intentions managed to escape during the journey. Two days later the girl's father arrived at the office with the relevant documents to claim his daughter. The girl was handed over to him.

CHILDLINE cautioned the parent to be careful in the light of such incidents. He has assured the team that back in his village a meeting would be organized with support from the Panchayat to sensitize everyone about such incidents.

A 14 year old rape victim saves herself from being trafficked to Nepal...

A 14 year old girl was being taken on the Shaheed Express, to be sold, when she alerted the co-passengers through gestures about the ill intentions of the woman who was accompanying her. The co-passengers pulled the chain and had the woman caught. The Women's Police Station where the girl was kept informed **CHILDLINE LUCKNOW**. By the time the CHILDLINE team member reached the police station, the in charge of the police station refused to hand over the girl, saying that it was his case. But after persuasion and awareness about the JJ Act, the girl was handed over to the CHILDLINE team.

The CHILDLINE team worked hard to build a rapport with the girl. Eventually she told them that she was a daughter of a poor labourer. She was studying in the 6th std and was responsible for taking care of her younger brother since her mother had expired three years back. Her three elder sisters were married and settled in their respective families.

A woman had recently shifted to their locality and befriended the family. The woman offered to take her out for sight seeing one day and asked her to bring some money along once her father had left for work. She was excited as it was the first time in her life that someone was taking her for sight seeing so she did everything as told. The woman took her to the railway station saying they would be back by evening. Instead she took her to her in-laws house. Here she was raped by the woman's husband repeatedly for five days, in which the woman also helped by stuffing the girls mouth with cloths and holding her hands when she was being raped. One day the girl overheard a conversation between the couple talk about taking her to Nepal to sell her off. It was during her train journey to Nepal that she sought help of the fellow passengers.

CHILDLINE Lucknow contacted CHILDLINE Delhi and they in turn got in touch with the girls father, who had filed a missing report with the local police. As per orders from CWC Lucknow, she was restored to her family.

19 year old girl robbed and battered by Army soldier who promised her marriage...

CHILDLINE Varanasi, through GRPF received the case of a 19 year old girl. The girl, a 2nd yr B.Com student from Assam, was lured with the promise of marriage by an Army soldier. She eloped with him to Maharashtra. Enroute her jewelry and mobile phone were stolen by her companion. She was badly battered and abandoned in a severely injured state.

Fellow passengers came to her rescue and helped her reach Varanasi station where she was handed over to the Government Reserve Police Force (GRPF). With the help of CHILDLINE Guwahati and the police control room, her family back in Assam was traced and contacted. Having assured the family of full support in taking the perpetrator to task, the girl was restored back to her family after proper verification.

Presently Guwahati CHILDLINE is following up the case.

Run away girl child falling prey to flesh trade rescued and restored...

CHILDLINE Jalpaiguri received a call one night from the Superintendent of a home for destitute girls, stating that they had received a 15-year old girl. They said she was originally from Gangtok, Sikkim. She had run away from home without informing anybody and had arrived at Siliguri. She stayed on the roads in Siliguri for quite sometime and had even worked as a sex worker. As a sex worker she earned Rs. 2300/- per month. She was rescued from the Tenzing Norgay Bus Stand, Siliguri by the local police and was produced before the Sub Divisional Court. She was referred to the girl's shelter home.

At the shelter home the girl had provided her address. Upon request from the Superintendent of home, CHILDLINE contacted Sikkim Police to confirm the address. CHILDLINE Jalpaiguri also got in touch with Gangtok Police requesting them to trace the girl's family members. The address provided by the girl was found to be correct; the family had not lodged a missing persons complaint.

The following week, two CHILDLINE team members along with the Superintendent accompanied the child to Gangtok. On reaching the house the team found the house to be locked. The neighbours informed the team that the girl's mother had fled with another man leaving her younger daughter in the custody of her maternal grandmother. The team visited the maternal grandmother. Here in the presence of the local police and the community the girl was handed over to her grandmother and reunited with her younger sister.

Sexual abuse...

Ahmednagar CHILDLINE received a case of a missing girl who had left for school on 11th September 2006 but did not return home in the evening. The parents went to the school and enquired about their daughter. They were informed that she had not come to the school. The parents lodge a missing person's complaint and approached CHILDLINE Ahmednagar on 22nd October 2006. They had read about CHILDLINE in the local newspapers. A few days later the girl's father called up CHILDLINE to inform them that his daughter was found in Pune and is now back home. She was then brought to CHILDLINE Ahmednagar. During the interaction she revealed a very horrifying tale.

Preliminary investigation by CHILDLINE team revealed that the girl was repeatedly sexually abused by her boyfriend and 2 more of his friends, and another boy she met when she ran away from home for over two months. A FIR was lodged at the police station. Following this the perpetrators were arrested under section 376, 366, 342, 506, and 34 of the IPC. They were produced before the Judicial Magistrate and remanded to police custody.

Meanwhile the girl also underwent a medical examination. The test revealed that the girl was twelve weeks pregnant. She was admitted in the Civil Hospital for MTP (Medical Termination of Pregnancy). But since she had not completed fifteen weeks, it was decided to conduct the MTP after completion of fifteen weeks. The CHILDLINE team provided all the possible support and assistance post the MTP.

Though her family was ready to take her, she refused to go home as her abusers were from the same locality. She was provided temporary shelter for a period of one month. During this period one of the team members visited her daily and provided counseling and support. She was produced before the CWC and was transferred to the Rescue Home for Women at Mumbai. She is undergoing counseling and is keen on continuing her education. CHILDLINE Ahmednagar is conducting regular follow up on both the child and the court case filed.

Bangle factory child labourers rescued...

CHILDLINE Mumbai received information about some child labourers being abused in a bangle factory. Since the address was very vague it was difficult to find the locality. The area and surrounding areas were mapped and eventually, the team member realized that the entire area had small scale hazardous industries where children were employed. The entire area was sensitive. For any rescue operation, a well planned strategy would be required. On 5th Oct 2006 an observation was conducted by representatives of CHILDLINE and the area labour officer. The team found that the bangle-making unit had around 11 boys in the age group of 11 to 17 years. They were working on extremely rusted machines, sparks emanated from them harming their eyes and skin. The children were undoubtedly working in hazardous conditions. On 17th October, 06' CHILDLINE planned a rescue operation. Officials present at the Rescue Operation included, Asst Labour Commissioner, Malad Area Labour Officer, Police Inspector, Police Sub- Inspector and BMC Officials.

It took 2 hours from 11 a.m. – 1 p.m. to convince the police officials about the procedure and legality. At 1 p.m. the team reached the location and rescued 11 children. 8 children were below 18 years and 3 were above 18 years of age. The children narrated on their way to the police station that they bought their own vegetables and cooked their own food; they woke up at 8 a.m. in the morning and worked the whole day without breaks and their day ended at 11 p.m. in the

night. Children revealed that they were paid Rs.1000 a month and that their parents were unaware that they were being made to work here.

These children were sent to the Local Hospital for medical check-up and then taken to the Children's Home. On 18th October, 2006, the case was presented before the CWC.

Despite issues like lack of coordination and organization between various departments to conduct a joint rescue exercise, lack of in-depth knowledge about the provisions and nuances of the law and procedures thereof the team pulled off the rescue operation quite successfully. CHILDLINE team will work towards filling the loopholes in the future learning from their enriching experiences case by case.

Nepali children rescued from circus...

A group of parents approached the local Nepal Child Welfare Foundation requesting help to rescue their children employed by a circus. Initially NCWF collaborated with a Delhi based NGO, Nepali Mitra Manch and organized a fact finding exercise. Following the exercise it was found that 19 children were employed in the circus. Of the 19, parents of twelve children were traced. Initially it was thought that the circus was situated in Lucknow but later it was found that the circus was in Kushinagar, which is 2 - hours away from Gorakhpur.

At first NCWF approached the circus and requested them to release the children. NCWF were threatened and told that there were no children employed in the circus. Also they were offered Rs. 30,000/- to hush up the matter. Along with a letter issued by the Nepal Embassy addressed to IG Gorakhpur and (Senior Superintendent of Police) Khushinagar, NCWF first wrote to CHILDLINE India Foundation (CIF), Mumbai and sought help. CIF put them in touch with CHILDLINE Gorakhpur.

CHILDLINE team along with NCWF approached the Superintendent of Police, Kushinagar. A team consisting of the police, CHILDLINE, NCWF and the parents reached the circus grounds. The police rescued eight children. Four other children had been sent to Allahabad Kumbh with another member of the circus and were scheduled to return the next day. Children who were rescued confirmed the presence of more children inside the circus. The circus staff and Station Head Officer refused to cooperate in rescuing the children. The police too were rude and non cooperative. The rescue operation was carried out without the police filing an FIR against the circus owner.

Despite requesting and applying pressure on the police to file an FIR and rescue the remaining four children, they refused to do so.

CIF then contacted the Senior Superintendent of Police, Kushinagar to intervene. But the officer expressed his inability to do anything as the children were from Nepal and in the absence of their parents there would be issues of identification, custody etc. The rescue group pointed out to the police that any child facing exploitation irrespective of nationality has to be rescued and the CWC is the responsible body in the issue of custody. The following day CHILDLINE approached the CWC. The CWC agreed to provide shelter to the children. The team then approached the Additional S.P of Kushinagar who assured that the rest of the children would be rescued. The children were rescued and brought to the police station. Though the rescue operation was successful there was tense atmosphere following the rescue.

The next day nearly 200 people from the circus had gathered at the police station along with the circus owner and the official. The rescue team was threatened and intimidated by the circus group. Cameras were snatched away from the team members. The team members were insistent that the police file an FIR and produce the children before the CWC.

Meanwhile the driver of the CHILDLINE team was taken away by the circus group. This was a tense

moment as, the team feared for the safety of the driver. While the team was facing this situation, the CHILDLINE Collab, CIF and **CHILDLINE Lucknow** approached District Magistrate, Kushinagar, Additional Director General, Uttar Pradesh (based in Lucknow), Director, Ministry of Women and Child Development (Delhi) to ensure team safety. In order to ensure the safety of team the collab sent in 70 people along with media persons. Though the team safety was ensured, neither the FIR was lodged nor the children were presented before the CWC. As a result the children had to spend the night in the police station.

The next morning instead of producing the children (8 children whose parents had not come) before the CWC, they were handed over to another NGO, who further handed the children to authorities in Nepal.

Following the rescue operation the team approached the District Magistrate of Kushinagar. A letter was issued to the Labour Department. The parents along with the 12 children (whose parents had accompanied the children) were taken to Lucknow for further action. The CHILDLINE team assisted in organizing the Medico Legal process. A PIL has been lodged.

Six boys rescued and restored...

CHILDLINE Jaipur received a call 13th March 2007 from a concerned adult. The caller informed them that a group of 5 boys were seen wandering late in the night near a hotel. The team traced the boys and brought them to the centre. The boys were basically from a place called Gaya, Bihar. Their father was a labourer and could not afford to educate them with his income. They were sent to Jaipur to work and earn some money. The boys were accompanied by their cousin who was himself employed at Jaipur. The boys worked under the supervision of Sheikh, their relative in a Zari industry.

Initially everything was fine. They were in regular touch with their parents and their relative was good to them. Gradually he began torturing them by not giving them food and at times only half a plate of food. They were

made to work from morning to late evening and also beaten up. They were neither allowed to go home nor call their parents. Not able to take further any of these treatments the boys managed to escape from the place. One boy was left behind who was rescued later. They were provided temporary shelter.

The team then contacted the boy's parents at Gaya. Sheikh had promised the parents that he would take care of the children and the parents had trusted him. They were in for a shock when they came to know of the harassment the boys underwent. Following verification the boys were handed over to their respective parents.

CHILDLINE team wanted to take legal action against Sheikh but the parents of the boys requested not to do so. Sheikh was left with a warning of legal action if in future he attempted to employ children.

On 21st March the boys called the centre to convey that they were happy to be with their family.

HIV+ twins provided shelter...

Two boys (twins) aged 11 years found alone and abandoned following their parents death. Their parents had died of AIDS. Immediately after their parents death they were found to be infected with HIV. Following the diagnosis no one was willing to take care of the children and due to the stigma attached to the HIV/AIDS no one was even willing to come near the children. They were prohibited from entering courtyards and homes of people in the locality. People maintained a distance from the boys.

A distant relative of the boys who came to know of the ordeal the boys were going through decided to take care of them. She then contacted **CHILDLINE Imphal** for help. The boys were provided counseling by professional counselors. As the children were undergoing counseling CHILDLINE began exploring the possibilities of finding shelter that would provide them with holistic care. The team visited several shelter homes. In the search the boys and their relative also accompanied the team. Most of the children's home provided only day care service.

Finally it was agreed that the boys will continue to reside with their relative and CHILDLINE will be constant touch till further action can be taken. CHILDLINE has contacted the State Aids Control Society and is exploring all possible means for rehabilitation of the boys.

Girls trafficked for work...

CHILDLINE Kolkata received a call from the local police informing about a case of rescue of three girls below the age group of 15 years. Along with girls two men were also found. The police wanted CHILDLINE to intervene in the case. The girls were handed over to the CHILDLINE team. The girls were provided shelter at the Half Way House.

The following day the girls were provided counseling. During the session the girls disclosed details to the counselor. They revealed that they are basically from Sandeshkhali, an area that is trafficking sensitive district of North 24-Parganas in West Bengal. Sandeshkhali is a village very far from the metro city of Kolkata with the socio-economic status being much below the poverty line, the area is a soft target for traffickers. Parents of adolescent girls get easily allured by the promises made by the traffickers.

The girls stated that they were being taken to Delhi to work as domestic servants. They were accompanied by two men, Rajiv Sardar (29 years) and Ravi Sardar (18 years). The girls along with the two men were traveling by bus. When the bus reached Esplanade, a centrally located place in Kolkata, also the bus terminus, the driver and the conductor became suspicious and immediately notified the nearest police station. The police in turn contacted CHILDLINE Kolkata.

The two men were quick to realize that there was trouble brewing and immediately escaped leaving the girls behind. The girls later revealed that all three of them were working as domestic servants in different parts of Delhi. They were placed through a placement agency. Rajiv Sardar, the trafficker, takes the children from Sandeshkhali to Delhi, promising the parents that their children will be safe and earn between Rs. 2000/- to 3000/- per month.

The matter was brought to the notice of top officials of the Kolkata Police and the team used this opportunity to bring to the attention of the police that a number of similar incidents were recurring in Kolkata. Meanwhile on receiving information about their daughters, the parents came to meet their daughters. They were aware that their girls were taken to Delhi to work but were shocked to hear that they were left to themselves by Rajiv Sardar when there was trouble. They promised to take action against the trafficker when he visited the village the next time.

Rajiv Sardar could not be traced. The girls were restored back to their families. While handing over the girls, the Sandeshkhali Police Station, the local Panchayat and the Self Help Group working on anti trafficking in that particular area were informed. The leader of the Women's Self Help Group agreed to keep a close watch on the girls and assured that they would inform Kolkata CHILDLINE if any such incidents happened again.

In the name of love girl sold...

16 – year old Shipra fell in love with Raju little did she know that she was being taken for a ride. Raju worked in a nearby local studio. After marrying her, he physically tortured her. She was taken to Uttar Pradesh (23rd January 2007) and was sold for an amount of Rs. 20, 000/- by Raju. He then came to Shipra's house and said that Shipra was kidnapped when they were travelling to Uttar Pradesh to his aunt's place. However Shipra's family did not believe this and were suspicious.

The same Shipra's mother approached **CHILDLINE Nadia** on 5th February 2007. The team suggested to the family to keep Raju occupied in the house. Meanwhile the team went to the police station with the girl's mother and registered a FIR.

Initially the police refused to file an FIR. The team then approached the SP, and finally under the direction of the SP, a FIR was finally lodged. The police then headed to Uttar Pradesh taking Raju along with them. Shipra was rescued from Pandagram village, Uttar Pradesh on 17th February 2007. Raju is in police custody. And the investigation is on.

Highlights and Happenings

Media Advocacy on CHILD Labour

CHILDLINE was invited for a discussion organized by Doordarshan in a programme called "Charcha Mein: Udne do parindo ko" Dr. Komal Ganotra, RRC – Head, Delhi represented CIF. This special programme, a discussion forum, was attended by Government and NGO representatives, general public and children associated with NGO. The programme was organized subsequent to the Ban on Child Labour in the hospitality sector (dhabas (road-side eateries) restaurants, hotels, motels, tea-shops, resorts, spas or other recreational centers) and as domestic servants. Dr. Komal Ganotra, Head – RRC, North Zone participated in the talk.

Mass awareness on CHILDLINE

Childline Udaipur had liaised with the Municipality to get the permission of free hoarding of CHILDLINE for mass awareness. CHILDLINE Udaipur received one-year permission (free) from Municipal Corporation for placing the mobile hoarding of CHILDLINE at the various circles of the city.

A scrolling message about CHILDLINE was displayed on the local cable channels in Kota. The permission for the same was acquired from the Manager Advertising, RTL (Rajasthan Telematrix Limited) by **CHILDLINE Kota**.

CHILDLINE Allahabad convened a meeting of the PCO Owners and a child friendly PCO Association of 100 PCO owner was formed on 20th of August 2006. DGM (BSNL) applauded the efforts of CHILDLINE in reaching out to children in need of care and protection. He promised to get the number 1098 printed on telephone bills. He has also assured 1098 connectivity through mobiles.

At the instance of **CHILDLINE Gorakhpur**, DIG of police training school Gorakhpur has agreed to conduct an orientation programme for recruits of police training school on Child Rights and Child Protection with examples of their roles in successful intervention of cases.

Awareness and advocacy on trafficking

CHILDLINE Gorakhpur participated in an awareness rally against trafficking of children from South Asia organized by Bachpan Bachao Aandolan and other organizations. The rally started at Kolkatta and ended in Delhi. The rally aimed at increasing pressure on the government to check child trafficking. 200 students of Little Flower School who are part of the CHILDLINE Club also participated in the rally.

CHILDLINE Delhi conducted the NICP training for the doctors. The training focused on identifying child abuse, its impact on the child and methods to deal with abused children.

Advertising of 1098 on local TV and radio channels:

The Labour department of Delhi government has identified 1098 as the contact point to report child labour cases. Advertisements have been put on local channels like Delhi AajTak and FM radio.

Coolies Partner CHILDLINE to combat Trafficking:

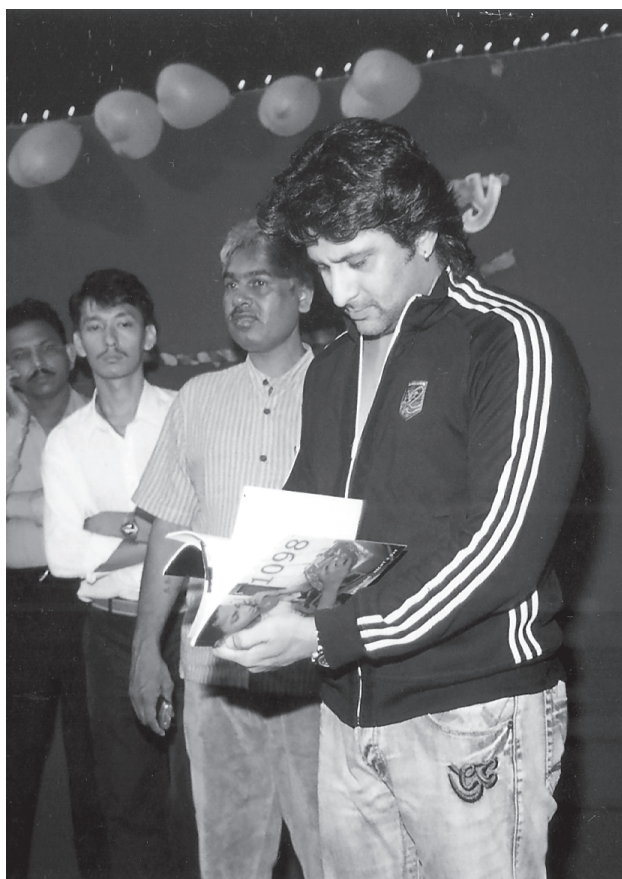
CHILDLINE Gorakhpur organized a meeting with 100 coolies on 19th March 2007. The meeting was organized to build a network of volunteers who would assist and alert CHILDLINE to cases of trafficking of children and girls from Nepal via Gorakhpur. During the course of meeting the coolies admitted to being aware, of the identities of some traffickers, and of the trafficking activities at the station. They help them in getting seats in the train and arrange for their lodging in Gorakhpur, and are paid very well for their services. In the end three coolies volunteered to be informers for CHILDLINE after they were assured of confidentiality. Bi-monthly meetings will be held at the station to try and recruit more volunteers. Active volunteers maybe invited to participate in the monthly meetings of CHILDLINE. The coolies have also offered their premises for further meetings of CHILDLINE.

As an innovative method of awareness generation, group meetings were organized by **Varanasi CHILDLINE** on the banks of the Ganges (innovatively using a boat!) Outreach activities by the way of an

announcements through public announcement system mounted on a auto rickshaw covering major pockets in the city, and, distribution of newsletter, pamphlets and stickers for three continuous days at the Christmas Fair.

Non-formal education

School Chale Hum... This jingle was the anthem for 50 odd migrant dropouts this July, all thanks to proactive steps taken by **Goa CHILDLINE**. The common hurdle that children of migrants face is the unavailability of birth certificates, due to which children are refused admission and are left out of schools. This summer CHILDLINE Goa took the initiative to sensitize migrant parents along with teachers' representatives from nearby schools. They guided the parents with alternative suggestions to tackle this issue. The alternative being affidavits with which the child will be admitted with ease. They also assisted the parents in acquiring these Affidavits and as a result almost 50 odd children were admitted to school without a hitch for the academic year 2006-07.



Arshad Warsi at the CHILDLINE Mumbai Birthday Party

CHILDLINE's 10th Anniversary Celebrations:

Bacchon ke liye ek suraksha chakra – Child Rights Workshop

The Mumbai CHILDLINE's tenth year celebration was a two day affair. On the first day, 19th November 2006 a one day interactive workshop, **Bacchon ke liye ek suraksha chakra – Child Rights Workshop** was organized by CIF, Mumbai. The workshop was attended by CHILDLINE Mumbai partners and other professionals working in the field of child welfare. The workshop focused on acknowledging the child as an individual and providing him/her with distinct identity and developing a Rights based approach for child protection interventions.

Party Time

On the second day (20th November) a huge party was organized for the over 1200 children from various partner organizations. The venue of the party was done up with balloons and streamers and with music playing in the background it was party time.



National Children's Meet, Mumbai '06



Children having a gala time at the party

CHILDLINE put up a play depicting their services, there was a karate show and a mimicry that had the children grinning from ear to ear. Throughout the party the 1098 song played in the background and a puppet show was also organized to the music of the 1098 song. A CHILDLINE team member and loyalist, once a street child anchored the show.

There were games and face painting and of course the grand finale that the children went into with great gusto was a Bollywood inspired "dance till you drop session"! Arshad Warsi better known as Circuit among the city kids was the major attraction at the party. The 1000 pizzas sponsored by him was a surprise treat for the kids.

CHILDLINE shines at Bal Mela

On the occasion of Children's day (14th November), Bal Mela (Children's Festival) was organized by the Ministry of Women and Child Development (MWCD), and Central Social Welfare Board (CSWB), Government of India from 14th -19th Nov' 2006 in Delhi.

Dr. Manmohan Singh, Honorable Prime Minister, inaugurated the occasion. Extraordinary efforts of children from all fields were rewarded and felicitated.

CHILDLINE made its presence felt with colourful banners, posters, and loads of awareness material and most attractive, the puppets dancing to the tune of the CHILDLINE song.

The CHILDLINE project stall attracted queries from scores of children from public and private schools, government institutions and NGO run shelters in Delhi. Distinguished guests like Smt. Renuka Choudhary, Honorable Union Minister for Women and Child Development (MWCD); Ms. Deepa Jain Singh, Secretary, MWCD, Ms. Loveleen Kacker, Joint Secretary, and Mr. J.S. Kochher, Director, MWCD and representatives from other States also visited the CHILDLINE stall.



Smt. Renuka Choudhary, Union Minister for Women & Child Development at the CHILDLINE stall at Bal Mela

Kala Ghoda Festival

The Kala Ghoda Festival is an Annual Festival in Mumbai that draws crowd from across all sections. The week long festival show cases various art forms such as dance, literature, theater, films, heritage walk etc. CHILDLINE India Foundation during this week long festival set up a mobile van and used the puppets to generate awareness on CHILDLINE 1098 and its services.

The puppet show was a great success among the children and adults alike.



Kala Ghoda, Mumbai



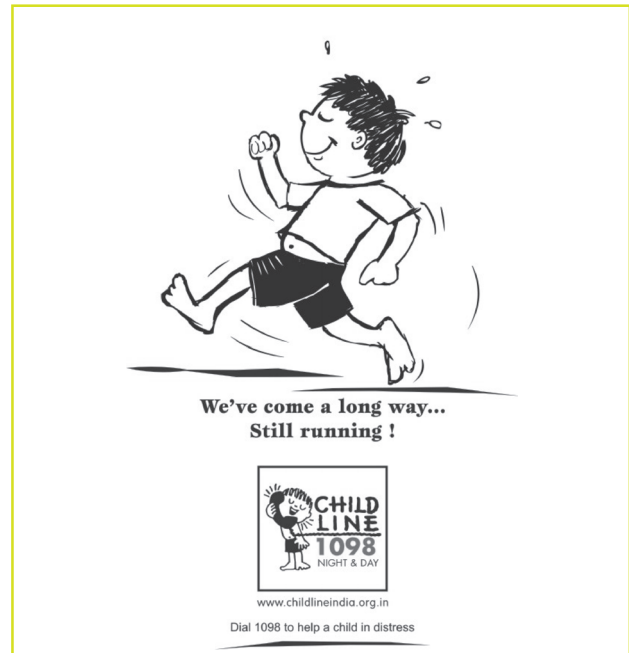
Puppet show at the Kala Ghoda festival

CHILDLINE's Marathon Campaigns:

The Standard Chartered Mumbai Marathon has become a major annual event and generates huge excitement in the city. Many development organizations use this opportunity to conduct mass awareness campaigns.

CHILDLINE India Foundation has taken part in this Marathon from the time it began. This year CIF's participation was sponsored by 6 corporate firms: Mphasis, GIC, Sanofi Aventis, Bank of America, Tata AIG General Insurance Corporation and Star India Pvt Ltd.

Five Dream team runners ran for us. Ms. Shobha De, Mr. Farrokh Kavarana, Mr. Madhusudan Menon, Mr. Ashish Kacholia and Ms. Kruti Sharma.



Shobha De, CHILDLINE ambassador at Mumbai Marathon

Hutch Delhi Half Marathon

CHILDLINE also made its presence felt at the Delhi Marathon. The Hutch Delhi Half Marathon was held in Delhi on 15th October 2006. The marathon was flagged off from Nehru Stadium. e-Serve (Citi group) ran the Corporate Challenge in support of CHILDLINE. Ms. Preet Dhuper from BBC was the dream team runner. CHILDLINE Delhi RRC and Delhi CHILDLINE along with 10 children ran the marathon in full spirit.

A race for films on NGOs

CHILDLINE India Foundation participated in the **Marathon 101 films on NGOs** organized by **Genesis Films**. The event had groups of film makers, photographers and amateurs assigned to each NGO. They had to make a film in 72 hours. Of the 101 films made the film produced by the team comprising Nazim Lokhandwalla, Dhiraj Thakur and Ruchita, of the Shari Professional school of Photography, for CHILDLINE India Foundation was adjudged amongst the best 25 and was sent for presentation at the Cape Town Film Festival in South Africa.

Indicative highlights from CHILDLINE Cities

A school for the platform children was inaugurated at Howrah Station on 24th April 2006. The school is situated adjacent to the railway station premises. The **Kolkata CHILDLINE** team members took this initiative with support from the Railway Police. The school operates in the afternoon for a couple of hours when the frequency of long distance trains coming in is very low. It is these trains from which the children collect bottles and sell them for a meager income. Team members have taken extra effort to bring about discipline in the lives of these children who are otherwise engaged in selling bottles, inhaling dendrites and in the course also get beaten up by the police.

Paschim Mednipur CHILDLINE received immense support from the Railway Department. Over 1000 CHILDLINE stickers and posters were pasted in every platform and in train compartment by Personnel Department, S. E. Railway, Kharagpur. The Railway authorities actively participated in this and took the initiative to paste the stickers and posters in the trains and at the platforms of local stations. This initiative elicited not only monetary support from a government department but full fledged personnel involvement of the department in spreading CHILDLINE awareness.

New telephonic services for CHILDLINE

Vishakapatnam: CHILDLINE office requested BSNL Visakhapatnam to print the CHILDLINE logo and message on all Telephone bills. BSNL agreed to do this and all telephone bills carry the CHILDLINE message. As a result CHILDLINE has been receiving a number of calls from public both for information regarding CHILDLINE and also seeking help on behalf of children in distress. Children were often not able to connect to 1098 when in distress and required help. This was brought to the notice of CHILDLINE team. The CHILDLINE team approached the General Manager BSNL Tele-com and requested for a hunting facility. CHILDLINE was immediately provided with a hunting facility on the 1098 number.

NICP workshops: **CHILDLINE Vishakapatnam** organized NICP Workshops for the media persons and Municipal school teachers. Two NICP workshops, of one-day duration each, was organized particularly for journalists and media persons from EENADU, Andhra Bhoomi, Vaartha, Andhra Jyothy, All India Radio, Doordarshan, TV9 and Sridevi TV. The workshop aimed at making media more aware of its role in the child protection system. The other one-day NICP workshop was conducted for 40 Municipal Schoolteachers of Greater Visakhapatnam

Networking and Partnership

NISD / NICP Workshops:

The National Initiative for Child Protection (NICP) is a campaign aimed at building partnerships with allied systems, by training the personnel who work within the allied systems for child protection and promotion of child rights. These Allied Systems include: the Police, the Health Care system, the Judicial system, especially the Juvenile Justice System, the Education System, the Transport system, the Labour Department, the Media, the Department of Telecommunication, the Corporate sector (esp. hoteliers and tourist operators), the community at large (especially Elected Representatives, functionaries of the local self government) and PCO owners.

CHILDLINE India Foundation is the nodal organization for the implementation of NICP trainings in the Cities/ Districts where CHILDLINE service is operational.

The NICP intends to promote child rights as envisaged in the United Nations Conventions of the Rights of the Child (UNCRC) in the country.

Objectives of NICP:

- Orienting functionaries within each allied system to an overview on Child Rights and to sensitize them to issues related to child protection.
- To influence mindsets to help bring about shift in attitudes which are not healthy and child friendly
- To facilitate behavioral changes across the different levels of personnel to help make all the allied systems, child friendly and sensitive

22 workshops were conducted by the CHILDLINE partners with the different allied systems in the city, by March 2007.

State Level initiatives- a brief report:

Kerala: Subsequent to three years of advocacy with the Social Welfare department, the Government of Kerala, sanctioned funding for four new CHILDLINES, Malappuram, Kannur, Kasargod and Palaghat for two months, February and March 07. Preparatory activities have been initiated in the three districts Kannur, Kasargod and Palaghat and completed in Malappuram district of Kerala.

Rajasthan: Further to the circulars sent by Secretary, MWCD, upon request by CIF and CHILDLINE Jaipur, the Director, Social Welfare has issued communications to other departments of State, including DG Police, DRM Railways, Director Doordarshan and Director AIR, GM BSNL (Mobile), Principal Secretary Health and Superintendent SMS Medical College requesting them to extend support to CHILDLINE and other child protection mechanisms.

Uttar Pradesh: Meetings with Secretary, Women and Child Development, Government of Uttar Pradesh were held to finalize:

- Organizing JJ consultation in Uttar Pradesh.
- Discussion regarding mass awareness of CHILDLINE in districts where it exists.
- Discussion on a circular issued by Ministry of Women and Child Development, Government of India for support from State Governments.

Jammu & Kashmir: Meeting was held with the Secretary, Women and Child development, Government of Kashmir to work out:

- Discussion on implementation of JJ Act in the state, and the need to amend the act in light of the amendment in the 2000.
- Need of constituting CWCs and JJBs which becomes even more important due to conditions of militancy in the area.

West Bengal: CIF worked closely with the West Bengal government in several areas:

- Consultation with the Social Welfare Department, West Bengal, to assess the status of implementation of the JJ Act and come up with recommendations to enhance the process
- State Child Protection Cell – West Bengal – Kolkata RRC is a member of the West Bengal Child Protection Cell and is actively involved in all the workshops conducted by the West Bengal Child Protection Cell. It is presently working out strategies as to how we could work closely with the cell.
- District level Committees formed by state government - Following formation of 4 CABs and 3 CABs which are still under process, regular interaction with the district administration has enhanced better understanding of CHILDLINE with the government and also a commitment from the district administration that they will invite the CHILDLINE teams to put up stalls where the CHILDLINE logo and the message could be disseminated.
- CHILDLINE will also be invited to the regular meetings held at the government hospitals to create awareness among the doctors, nurses and wardens.
- CIF's East RRC has been invited to join as a member of the West Bengal Child Protection Cell, which is presently working on developing strategies for co-ordination between different NGOs, GOs, CHILDLINE and other child protection mechanisms in the state.

Karnataka: The Karnataka Government has showed keen interest in parleying with SRRC about the starting of new CHILDLINES as a necessity service in every district of the State. The state has proposed for CHILDLINE's in Gulbarga, Bidar, Mysore, Davangere, Hospet and Bellary. These are basically the unproductive economic zones in the state from where large trafficking has been traced to Bangalore. The State Government has expressed a keen interest to partner with CIF to initiate preparatory activities and undertake need assessment studies, as there are only two CHILDLINE cities in the state.

Tamil Nadu: Since December 2006, South RRC has been working with the Secretariat on the Juvenile Justice Act Consultation with the Government. The Secretary Mr. Palaniappan has showed great concern and his favorability to the process.

Simultaneously cities in Tamil Nadu have been in contact with the SRRC for establishing CHILDLINES in cities like Vellore, Sivakasi and Palani which are prominent for child labour in the match and cracker industry, in temple cities and movement of children to other cities due to the high level of poverty – they are predominantly dry areas with no rains.

Other States:

- Meeting with the Principal Secretary, WCD, Madhya Pradesh to discuss and appraise regarding issues raised by children during the city level meets in Bhopal, Ujjain and Indore
- Co-ordination with the Labour Department and Social Welfare Department of , Maharashtra and Bihar respectively to facilitate co-ordination towards rehabilitation measures for children of Bihar rescued from child labour in Mumbai, Maharashtra

Initiating Innovations in reaching out to children

North Bihar District Model CHILDLINE

Background:

Mumbai has thousands of working children in the 6 to 14 age group, out of these approximately 12,500 work in the Zari industry alone (source: Pratham). 80% of the working children in Mumbai are migrants, living without their families. 36% of children in the Zari industry are from Bihar. Most children working in the Zari industry in Mumbai suffer from malnutrition as well as transmittable diseases like scabies and tuberculosis because of despicable living conditions that are unsanitary and very cramped (hence close proximity to their peers). Moreover, a majority of these children are mentally, physically and sexually abused. Corporal punishment ranges from hand beatings to hitting with metal rods every time they make a mistake. A large number of these children are not paid any wages on a regular basis on the specious plea that they are being trained, which increases their dependency on their employer.

Consequent to the rescue and rehabilitation efforts, CIF recognized the need to set up operations in the districts of origin of migrating children. Thus was born the North Bihar District Model of CHILDLINE encompassing four of the most socio-economically backward districts: Sitamarhi, Darbhanga, Purnea and Kishanganj. Many NGOs had been working with child labour for the past few years in various parts of Mumbai including Dharavi, Shivaji Nagar, Mankhurd, and Madanpura. The initial focus of NGOs was to provide a space where employers would be persuaded to send their children for recreation, literacy and even nutrition and health care. Upon intervention and rehabilitation at the children's villages, NGOs discovered that the parents had no idea of the conditions in which their children lived and worked. They were under the impression that their children would gain from going to Mumbai. Ignorance allowed the recruiters to exploit them and bring their children to Mumbai and kept the children in conditions which violate Rights of the Child. However, it was the death of a child worker in a zari unit in Shivaji Nagar from beatings and torture

that finally led to the push for combating child labour, beginning with the zari industry, through rescue and rehabilitation with particular focus on the child below the age of fourteen.

Action was initiated as early as August 2004 to plan the rescue of child labour in Mumbai by a small network of NGOs from June 2005, in one of the largest ever series of raids conducted in the country to rescue child labourers. Close to 15000 child labourers in Mumbai have returned to their homes.

The urgency for setting up the service in this region arose because it was felt that a continuing presence of a network like CHILDLINE centres would provide the necessary backup to the operations in Mumbai, both in helping to follow up on the rehabilitation of the returning child as also to undertake advocacy to prevent the area from continuing as a source of recruitment.

Key objectives of the District Model:

1. These CHILDLINE centres to work as check mechanisms to ensure that children are sustained in their homes and are rehabilitated back into society, so as to avoid them being sent back again as child labourers.
2. To provide emergency assistance to the caller according to his/her need (e.g. education, medical, shelter, link to sponsorship, etc.)
3. To mobilize residential institutional services from Resource Organizations for temporary period or long-term rehabilitative services for abandoned children/ orphaned.
4. To work together with partner NGOs and other local persons identified and involved by CIF to ensure the children are adequately repatriated to their families.
5. Strengthen the existing local institutions for child care
6. Ensure that the children are not forgotten and will not lose their claims to Government compensation.
7. Undertake advocacy to prevent children being drawn into work locally or being recruited for work outside the place where they reside involving local persons such as members of Mahila Samakhya, anganwadi workers, teachers, panchayat members

and Government officials such as the collector and the gram sevak.

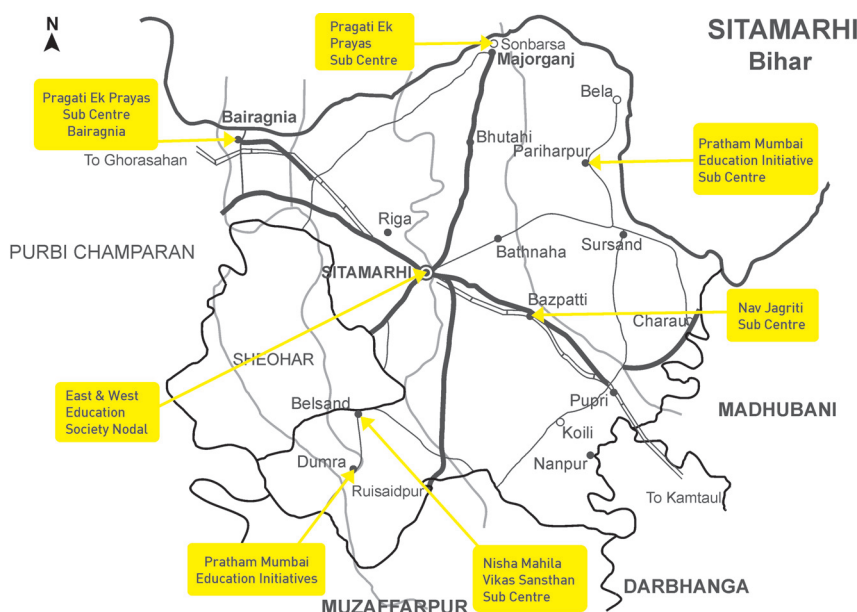
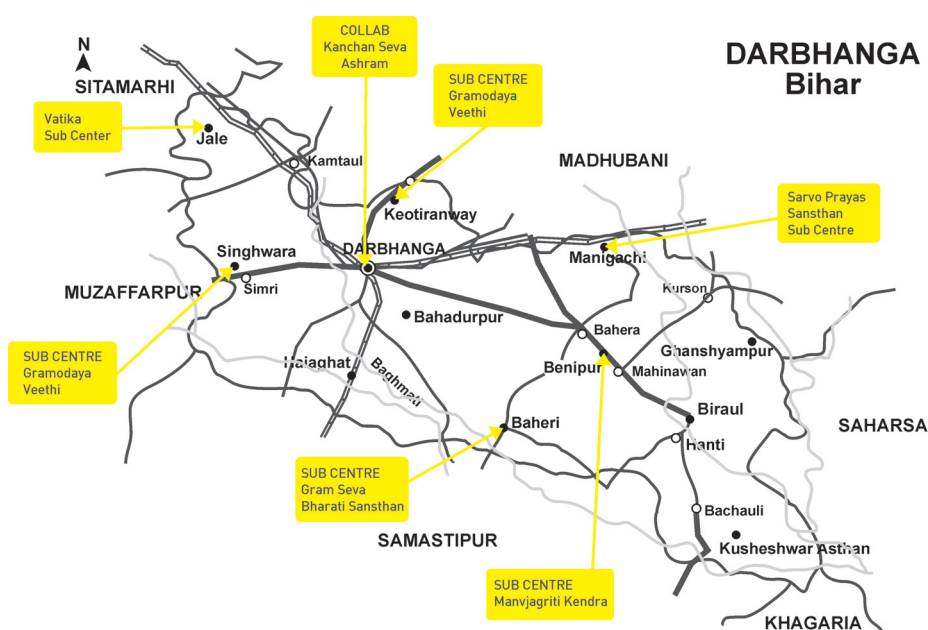
8. Sensitize the community and create awareness on issues of child rights, including the right to education, nutrition and recreation, not only with parents but also the local education system who will be our allied system.
9. Identify gaps in services in the districts and advocate for better provision of these services.

- Sub-centres at the grassroots for a group of blocks, since each district is divided into blocks. Volunteers from the village level networks such as Mahila Samakhya members, anganwadi worker, school teacher, woman member of the panchayat, etc to form part of the subcentre
- CHILDLINE 24 x 7 emergency telephone call centre at suitable location in each of the source areas with high concentration of vulnerable children brought into the cities as child labour.

Structure at the District Level

The Structure would have three tiers:

- A Nodal organization overlooks the functioning of the entire district.
- District Advisory Committee. This Committee is generally headed by the Collector and will have the District Officers for Health and Education, major NGO like Mahila Samakhya and others who can stimulate the development of the programme in the district.
- Resource Organizations



Project Status:

Sitamarhi CHILDLINE became functional in April 2006 and Darbhanga in November 2006. The other two CHILDLINES, Purnea and Kishanganj are slated for commencement in 07-08.

Networking and Facilitation visits

Each year the Services team of CIF plans three net-working visits to each CHILDLINE partner organization, in each city. The Networking and facilitation process is divided into three phases corresponding to 3 visits from CIF

Objectives:

- To assist CHILDLINE organizations to get clarity on the concept of CHILDLINE, their role and responsibilities as CHILDLINE members, quality response to calls and emphasise on creating various operational systems to effectively reach out to every child in distress.
- To ensure that CHILDLINE operational systems are in place and that the CHILDLINE is functioning smoothly
- To ensure quality of the CHILDLINE functioning and develop the network spirit among the organizations

Region	Visits Conducted
North	19
East	34
South	38
West	17
Total	108

Preparatory Activities

Objectives:

- To establish ownership of the city organizations to CHILDLINE
- To establish the structure of CHILDLINE at the city level
- To start the CHILDLINE service

Zone	Preparatory Cities/Districts
North	11
East	5
West	1
South	8
Total	25

Special mention must be made of prep activities in Noida:

In the wake of the gruesome killings of children in Noida, preparatory activities for setting up CHILDLINE in Noida were initiated. These were commenced with gaining an overview of the problems in the area and acquiring a database of NGOs working in Noida. Interactions with NGOs and administration officials have resulted in the findings and observations as follow:

Some of the major observations in visits made so far:

- The area has a number of urban villages that are either inhabited by the local community or by the migrants.
- The district Guatam Buddha Naga basically consists of Noida and Greater Noida that are separated by a distance of 25 Km. Though its one district there will be a need of two different units to look at the functioning of CHILDLINE. The feasibility of a mobile unit in Noida is being worked out at our end.
- There is no CWC in function in Noida till now; the shelter facility is highly insufficient in the area.
- There is a lack of coordinated effort or interventions in child protection among the NGOs in the area.

In-house training of new CHILDLINE teams

Sustaining the strength of the national CHILDLINE team, nurturing them in the network and enhancing their capacities, is a challenging task. Periodic replacements of the team members who move out of CHILDLINE over a certain period of time, having worked in CHILDLINE for a while is a regular phenomenon. The positions at ground level are factually designed for those youths who have been rehabilitated through CHILDLINE and allied systems' interventions and seek a Life-Skill learning opportunities before stepping into the external world of realities.

'Training and capacity building at regular intervals' ensures that the CHILDLINE team is equipped adequately with knowledge and skills to respond to the emerging challenges in rendering CHILDLINE service effectively in every city.

The number of cities that were provided with in-house training in the year under review was:

Region	Conducted
West	1
North	2
East	4
Total	7

Capacity Building on Child Rights for Field Organizations

CHILDLINE India Foundation has been working in partnership with Plan International for more than three years now. For this project CIF was entrusted by PLAN to conduct capacity building workshops for the field organizations in the area of Child Rights Perspective and Skills.

CIF conducted the specific Need Assessments for most of the organizations, to make the training relevant for the organizations and to address the needs at their existing level.

The training programmes introduced Child Participation from concept to practice. These intensive trainings comprised of a combination of theory and varied field level practises. The primary audience for the training is the middle level management, with participation of senior management in some cases.

The training module is made up of 3 sections viz Knowledge, Skills and Perspectives.



Mr. Nawshir Mirza, Trustee-CIF and Mr. Rajib Haldar, CHILDLINE Delhi, Member of Task Force for Partnership & Coverage National Director's Meet, Mumbai '06

Consultation and Meets

State level Children's Meets:

City level Children Meets conducted during the financial year 2005-06 were taken forward through follow-up with the local administration in every city and issues requiring intervention by the state administration were brought forth in the 8 State Children's Meets conducted during the period. Child representatives from every city participated in the respective State meets and raised several issues and concerns related to the Education, Health and Police department.

The objectives of these Meets were as follow:

To bring children from the CHILDLINE cities within a state to a common platform

To understand the interventions made by the city administration towards addressing the issues raised by children during the City level Children's Meets last year

To understand common issues that needs to be addressed by the state administration and facilitate interface between the children and the state

The children representing different cities were selected from the city level CP meets and the open houses organized by CHILDLINES with due representation from all categories of children like child labour/ platform children/ street/slum children/ domestic workers/ homeless children/children from schools/ children from institutions/ disabled children etc to ensure fair representation of boys and girls from different situations

Region	States	Dates
North	Rajasthan	13 th -14 th November, 2006
East	Orissa	8th-9th December, 2006
	West Bengal	15 th -16 th November, 2006
South	Andhra Pradesh	31 st October, 2006
	Karnataka	26 th September, 2006
	Kerala	3 rd -4 th November, 2006
	Tamilnadu	17 th November, 2006
West	Madhya Pradesh	24 th November, 2006

National Children's Meet

Mumbai, 31st May and 2nd June 2006

What makes CHILDLINE special and different is that from its inception the helpline has been guided by the children it serves. In 1996 when CHILDLINE was trying to come up with the helpline number Jeroo Billimoria (founder of CHILDLINE) put together a pictorial survey and got street children to take the survey to other children on the streets. The children chose 1098 as the number they wanted for the helpline. 1098 was accepted as the number and this set the tone for the way CHILDLINE as functioned ever since viz. that the children served by CHILDLINE are also the ones who to a large extent determine the nature and reach of CHILDLINE. Keeping with this mode of functioning, within a year of its start up CHILDLINE initiated the concept of **Open House**. This is where children from the locality gather to critique the CHILDLINE service, voice their demands and generally discuss their problems and consequent expectations of CHILDLINE. Every partner agency organizes an Open House at least once a month.

In our tenth year CHILDLINE decided to take the concept of the Open House to a national scale and hence organized the National Children's Meet (NCM). During the course of the year, each city organized Open Houses which brought forth issues concerning Child Protection. Additionally, issues raised by children during the City Level Children's Meets which were followed up with the local administration, but could not be addressed/resolved, were presented at the State Children's Meet. The NCM was a further culmination of issues raised by children at City and State level, lending escalation of issues and redressal of problems, at the National Level.

For CHILDLINE, the NCM was to help determine our national priorities and streamline our future course of action. For the children participating in this meeting it was a rare opportunity to exchange experiences and visions for the future.

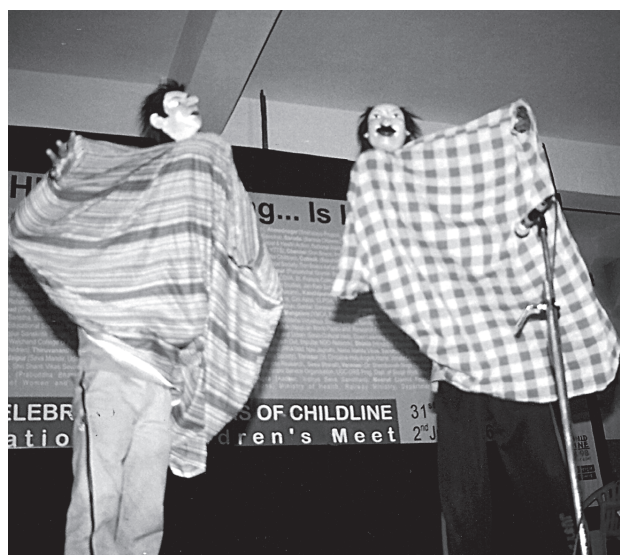
The National Children's Meet opened with a grand inauguration. 169 children from 57 cities and towns along with their accompanying adults, as well as adult representatives from 7 other cities participated in the meet. Children from each State placed their [State] flag, with the CHILDLINE anthem 'Dus Nau Aath, Hai Mere Saath' playing in the background. Throughout the meeting serious discussion was interspersed with the children finding creative ways to cross the language barrier through songs, dance and play. The atmosphere at the Meet was positive and encouraging that children, who had never dreamed that any one would care to listen to them voice their opinions, felt confident enough speak out and felt free enough to sing, dance, act, debate in front of authority figures and each other.

Thematic discussions on six main issues which had been earlier identified by the children themselves were taken up, namely: Child Labour and trafficking, Children in Institutions, Education, Police, Health, Housing and Basic Services. The children presented some of their traumatic experiences, their perceptions of the various systems and best of all possible solutions, from their own understanding of the issue through debate, song, role play/skits and art.

This three day meet succeeded in linking the children with representatives from the various systems that

affect their lives. The whole meet with special emphasis on the suggestions offered by the children was carefully documented and the children themselves presented their views to the state and central government representatives attending the NCM.

The NCM crystallized the underlying principle that shapes all CHILDLINE activity viz. that this is a service that is of the children, by the children and for the children, with help from concerned adults who make up the allied system (grass root NGOs, the police, the state, support services etc) through which CHILDLINE operates.



National Children's Meet, Mumbai '06



National Children's Meet, Mumbai '06

National Partnership Meet (Directors)

Mumbai, 3rd June and 4th June 2006

The National Partnership Meet (NPM) of Directors, an annual interface of CIF and directors of the CHILDLINE across the country was organized with the aim of providing a platform to the CHILDLINE network to share their views and concerns on policy related matters of CHILDLINE and child rights. The meeting was held on 3rd June following the National Children's Meet.

The NPM is held to strengthen joint ownership of the stakeholders in CHILDLINE. It enhances networking and strengthens interstate coordination between the diverse partner organizations of CHILDLINE. The Directors and senior representatives of the 156 partner organizations share experiences of city/ district-wise CHILDLINES, review issues and concerns and formulate appropriate policies and protocol to improve the quality of CHILDLINE services.

Mr. Jaideep Singh Kochher, Director, Child Welfare, Ministry of Women and Child Development, Mr. Parvesh, Consultant (National Institute of Social Defence) NISD, SK George Child Protection Officer,

UNICEF, Victoria Rialp, Chief Child Protection Officer, UNICEF, were special guests at various sessions of the meet.

The 8th NPM focused on reviewing the existing CHILDLINE services and planning future thrust for CHILDLINE interventions and on advocacy for child protection at the national level. This NPM also identified issues for advocacy at the city/district, state and national level.

During the previous (7th) National Partnership Meet, 2004-05 two task force groups were formulated to develop strategies and plans for CHILDLINE to move ahead in its services. These two groups (i) Networking & Advocacy: Children's Issues, and (ii) Re-engineering & Growth (Interventions, Partnerships and Technology) presented the outcome of deliberations during the Task Force Meets conducted in 2005 – 06. These presentations were made by the representatives of the Task

Forces and highlighted the need for training for the Allied Systems and the strengthening of City Advisory Board (CAB), involvement of corporate sector, need to improve networking and collaboration, issues of



National Children's Meet, Mumbai '06

partnership with private the private telecom sectors, connectivity with VSNL and cell phones, problems of PCO connectivity, need for centralized call centre, urban, rural and disaster models and the need for developing the website into a portal.

ChildNET data analysis:

The ChildNet Publication – a comparative Analysis of CHILDLINE call data for the year 2003-04 and 2004-05 was reviewed at the NPM. Serious issues were raised regarding the nature of data in the book.

In the plenary session the participants were divided into five groups. Each group presented a plenary action plan to be implemented in the year 2006 – 2007. The outcome of the presentation is given below:

Child Labour:

- CIF to ensure sharing of the best practices in child labour intervention.
- 2 issues of the newsletter in the year focus on Child Labour.
- Integration of child labour issues into NICP training for the year in each city.
- Each city to integrate with two child labour networks and play a key role in one initiative of each network for the year.
- CIF and the networks to take concrete steps towards the amendment of the Child Labour Act.
- CIF to prepare a concrete note on Anti-Child Labour Campaign and circulate the same to the networks.

JJ Act:

- CIF to advocate with the Central Government to ensure that the Government sets a time frame for the implementation of the JJ Act in each district.
- CIF to share its findings of rapid mapping of JJ initiatives with the CHILDLINE network.
- CHILDLINES in the State to address the implementation of JJ Act in their State through a minimum of two meetings with the State Government.

Child Participation:

- Have a feedback mechanism on a quarterly basis in consultation with children.
- Integration of children into CAB monthly meetings.
- Guidelines for planning the structure, process and documenting the meet that involves children's participation.

Child Trafficking:

- Child Trafficking to be taken up in all NICP training during the year.
- Each CHILDLINE to meet and discuss joint intervention in child trafficking with the law enforcement groups in their State/Districts (Juvenile Police, Border Security Forces, Border Roads Organization etc)
- Each CHILDLINE and CIF to initiate collaboration with three national networks working against child trafficking.
- CIF to centrally take up training with BSF and other law enforcement groups dealing with child trafficking.

Dr. Armaity Desai, Trustee, CIF, spoke on the issues in intervention in Child Protection as well as several related issues. Some of the important points raised by her include the need to explore low-cost awareness programmes/campaigns by using community radio, developing a community volunteer network and activating donor and corporate responsibilities. She also pointed out the areas where services need to be strengthened. Some of the areas that require focus are working children, HIV/AIDS infected children, drug abusers etc.

Regional Partnership Meets (Coordinators)

Four regional meets were organized: North, South, East and West zone. The main focus of the regional meets was to review related CHILDLINE interventions in each of the regions. The objective of the meet was to reiterate the Rights Based Approach advocacy in all interventions within the framework of System Analysis.

The meet dealt with various aspects related to children and their rights and its implication on CHILDLINE services. The regional meet focused on aspects such as understanding of child as a individual, violation of rights of children, rights vs needs approach, the understanding of Juvenile Justice Act, identification of duty bearers, system analysis, stakeholders' analysis, power structure in respective cities/districts for advocacy and the networking strategies to strengthen relationship with allied system.

Following intensive understanding of the basic concepts, annual plan were drawn up by the CHILDLINE representatives, having incorporated the Rights Based framework.



Coordinator's Meet, East Zone



Coordinator's Meet, North Zone



Coordinator's Meet, South Zone

Regional Partnership Meets (Team Members)

Regional Meets for CHILDLINE team members of the four zones was organized during the reporting period. The themes for the meet were Creative Strategies of reaching out to Children. It was an action based learning where the group was engaged in games, action songs and group activities. The methodology stressed on creating a safe environment for children to participate effectively in processes related to their own development. Practical sessions were conducted with children which helped them incorporate learnings from the workshop. The games were very effective icebreakers, and were adapted within the context of CHILDLINE for its use in outreach, open houses, and schools. The meet concluded with an action plan on the use of different methods in school outreach, with children of shelter homes, at railway stations, in community outreach and in open houses.

In the South, as the training on Creative strategies by the Play for Peace group had been conducted earlier, this year, the Meet focused on Child Development, Children's Issues, Deviant behaviours among children. It helped equip the participants with the knowledge and skills to deal with children seeking assistance with these issues.



Team Member's Meet, West Zone

Annual CIF review and HR processes:

The annual review was held from 17th – 20th April, 2006. The purpose of the review was to introduce certain HR systems and Performance Review Systems. The focus in the review was on clarifying roles in CHILDLINE, introducing a performance appraisal system and method of evaluation of performance to the group, defining objectives for each department, and defining the objectives of the HOD and the RRC Heads.

The need to introduce these initiatives was based on the diagnostic exercise that was conducted by Cocoon Consulting, an HR consulting company.



Team Member's Meet, South Zone



Team Member's Meet, East Zone

CIF Capacity building on Child Rights:

It has been over ten years that CHILDLINE is ringing. Along with the expansion in cities across India, the number of calls has increased exponentially. Being an emergency service for children CHILDLINE has gathered tremendous strength over these years. However, it has been an all time perception within the organization that the new as well as old team members need constant support with a systematic capacity building exercises within the organization on ever-changing upcoming issues and challenges. Hence a series of three workshops for CIF personnel in July '06, October '06 and March '07 was organized in Mumbai.

The basic needs for Capacity Building were defined as:

1. Perspective of Child Rights and UN convention vis-à-vis child protection
2. Documentation in the grids of Child Rights
3. Advocacy Strategizing.
4. Skills of Action Research and Participatory Research
5. Monitoring and Evaluation



CIF capacity building workshop, Mumbai



National Director's Meet, Mumbai '06

Advocacy

Consultative Workshop on Paedophilia

On 29th April 2006 CHILDLINE India Foundation organized a 'Consultative workshop on Paedophilia'. This was in the wake of the landmark judgment in the Anchorage case, wherein two British nationals were sentenced to 7 years imprisonment along with a fine of 20000 pounds- in a case of sexual abuse of children at the Anchorage shelter.

This initiative brought together Social activists, child rights activists, social workers, journalists, lawyers, police personnel, educationists, responsible Indian citizens and sensitive human beings who were keen to work together on the issue of Sexual Exploitation of Children and streamline efforts. The main speakers representing each of the allied systems included Ms. Meher Pestonjee - Media, Ms. Nilima Mehta- Child Welfare Committee, Ms. Kalindi Mazumdar - State Monitoring Committee, Ms. Maharukh Adenwalla- Judiciary, Mr Paanmand- Department of Women and Child Welfare, Dr. Sanjay Apranti - Police, Ms. Neerja Mattoo- S.P Jain Institute of Management.

In the question and answer session at the end of the workshop some important points were raised. Ms. Adenwalla pointed out that the fine imposed and the years served were important but more important was the message it sent out that CSA will not be tolerated in India. Mr. Paanmand's shared the constraints of the Department of Women and Child Development in taking action against the unregistered homes. Ms. Nilima Mehta pointed out that it is the State government's responsibility to either license or shut down a home and Ms. Muzumdar said that they had shut down 3 unlicensed homes. Ms. Armaity Desai the moderator of the workshop invited the group to list all points discussed into a future plan of action for the group.

Goa Consultation on approach in dealing with Child Sexual Abuse

CIF organized a Consultation with NGOs and government agencies on July 28th 2006 at Goa. The major objectives of the consultation were to disseminate the findings of a qualitative study, conducted earlier by CHILDLINE on Paedophilia and Sex Related Tourism, to elicit support from stakeholders at different levels of interventions; to draft recommendation for action; and to present a strategy paper to Goa State Administration. The Panelists included Ms. Anita Haladi, Member State Commission for Women and Children, Mr. Newman Fernandez, Principal, St. Xavier's College, Mapusa, Goa, Ms. Nishta Desai, Consultant, Child Rights in Goa, Goa, Ms. Shobha Dumaskar, Director of Prosecution, Goa, Ms. Chitrakala Acharya, Head: Services, CIF, Mumbai.

The issues concerning children with special focus on Paedophilia and the strategies of addressing the same from different perspective including the roles and responsibilities of the NGOs and the other concerned departments were discussed.



Consultation workshop on paedophilia, Mumbai '06

Left to Right: Ms. Kalindi Mazumdar, Dr. Armaty Desai, Ms. Maharukh Adenwalla, Mr. Paanmand, Dr. Sanjay Apranti and Ms. Neerja Mattoo

Some of the recommendations that came out of this Consultation were:

- Awareness and understanding, of young children, on the problem of CSA, should be built up and these children can be involved so that they could be better empowered to prevent the incidence immediately.
- All academic institutions should have a Cell, which would work with the students on problem identification, counselling.
- CIF should have an increased role in developing a measurable benchmark towards addressing the issue, being a national network which has Union Government support.

JJ Consultations

The Juvenile Justice Act of 1986 is the most basic and comprehensive of legislation pertaining to children. Dissatisfaction with sections of the ACT has led to it being amended once in the year 2000 and once more in 2006. The need to review the implementation of the JJA is seen as a felt need among all agencies working on child rights and child care on account of the varying standards of implementation across the States

CHILDLINE India Foundation (CIF), functioning in partnership with the Government of India is a positive example of public – private partnership. It is a NGO dedicated to the service of children that is largely supported by the government and other public sector bodies. CIF has always had a firm belief in collaboration with the government both central and state level and hence it felt the need to initiate the process of consultations on the Status of Implementation of the Juvenile Justice Act (JJA). In the last year 2 consultations were organized by CHILDLINE partner agencies with the allied systems and the state governments of Uttar Pradesh and Kolkatta.

The 2 state level Consultations were the coming together of a year long critique of the implementation of the Juvenile Justice Act in Uttar Pradesh and Kolkatta by different Non Government Organizations and academicians. The purpose of these 2 state level consultations was to synergize the efforts of people from the legal, political, economic and social sectors to arrive at a concrete, holistic plan to address the problem of poor implementation of the JJA. The participants were drawn from a wide cross section of stakeholders including NGOs, members of the different state governments, prosecuting officers, Superintendents of, Children Homes, members of the Juvenile Justice Boards (JJB) and Children's Welfare Societies (CWC), representatives of CIF and independent consultants.

The Consultations had 2 broad sections of work. First of all the participants listed the most significant problems of the in the implementation of the Act in



Consultation workshop on child sexual abuse, Goa '06

each state. The group also discussed the reason for the lacunae in the law. The participant did not stop at pointing out the problems in the system but were able to offer valid suggestions on how these issues could be effectively dealt with. Each consultation presented a paper that documented the significant problems with the implementation of the JJA in the particular state and also submitted their list of recommendations to alleviate these problems.

Given below is a summary of the gap areas identified in the implementation of the ACT and the key solutions put forth by members of both consultations. As there was a large overlap in the points put forward they have been combined into a common section.

Gap Areas: No standard legal definition of a 'child'; the standards of care and protection are not clearly mentioned in the Act; Inadequate budgetary allocation for child protection and resource crunch Lack of coordination and convergence of programs /services; Both groups also felt that the mere handing over of program implementation to NGOs was not a solution to the problems of children; the State has to accept accountability and responsibility for ensuring the rights and protection of children.

Key solutions: there should be clarity on the various terms mentioned in the Act e.g. 'care and protection', 'after care'. Need for a revision of budgetary allocation. The State rehabilitation plan should be formulated as an umbrella policy to govern rehabilitation measures throughout the state. NGOs should provide after care facilities. A notable suggestion that was put forward was that children should be enabled to participate in the running of children's homes and in deciding their own futures.

Given the success of these 2 consultations, in terms of participation and discussion CHILDLINE has initiated discussions with bureaucrats and the Juvenile Justice System in the states of Rajasthan, Orissa, Bihar and Tamil Nadu. CIF is working towards setting dates for consultations in these states in the coming months.



Ms. Jayati Chandra, a CHILDLINE ambassador, former Jt. Secretary, Ministry of Social Justice and Empowerment

Media Campaigns for Awareness building, Sensitization and Support generation

Sensitization and Support generation campaign in Mumbai:

Coinciding with the National Children's Meet and the National Partners Meet held in Mumbai in May/June 2006, a print campaign, supported by Johnson & Johnson, was released to sensitize citizens on some critical child-related issues. The objective was also to generate support for CIF.



Till we rescued her, what you see here was 10-year-old Maya's bedroom.

Unfortunately Maya's is not an isolated case. In the 10 years of our existence we, at CHILDLINE have witnessed thousands of atrocities committed upon children. Some, just as bad and some even worse.

Which is why we, with support from the Government of India, the Department of Telecommunications and other NGOs, decided to start CHILDLINE 1098. A 24-hr, toll-free, phone emergency outreach service. Not just for children who have been tortured or abused, but for children in need of protection.

In more than 22 states and 71 cities across the country, our toll-free number, 1098, is a beacon of hope for the homeless, the lost, the scared and the abused child. In the past one year alone we have responded to more than 2 million calls asking us for help.

Like in the case of Maya, we do not stop after dealing with the immediate emergency. We coordinate with other agencies to provide long-term rehabilitation for the child. Helping them find a home, reuniting them with their families and sometimes admitting them to a de-addiction centre.

But to help thousands like Maya we need your help. Yes – You. We need YOUR help. Not just to tell us about a child in need of aid, but to send help in response to those calls. To help expand our network to cover every corner of our country. So that hundreds of unlucky children like Maya will always have someone to call for help.



Your call can change a life.

To make a donation or to know how to make CHILDLINE a part of your Corporate Social Responsibility Program call or write to us today. Donations are 100% tax exempted under section 35AC of the Income Tax Act 1961. CHILDLINE India Foundation, Nana Chowk Municipal School, 2nd floor, Frere Bridge, Low Level, Near Grant Road Station, Mumbai 400 007. Phone: 022 23881098, e-mail: cfrchildline@gmail.com, website: www.childlineindia.org.in Campaign supported by Johnson & Johnson



For a kid out in the street, a fix of brown sugar is cheaper than a plate of vada paav.

In the dingy alleys of Mumbai it's every child for himself. Whether you have mastered the art of picking pockets or shining shoes it is you against the entire world. And when that world is filled with opportunists there's nothing for you but a life of constant struggle. For a kid out in the street, a fix of brown sugar is cheaper than a plate of vada paav. Before long, his life will become one unending race trying to make enough money to buy the next fix. Until the child ends up in the hands of another 'Dada' who will make him an offer that seems too good to be true: As much as he wants, as long as he sells enough to his friends.

And before you know it the chocolate boy has become a drudge, peddling the same poison that'll soon kill him. Is there any kind of hope for these kids? Sure there is, if you care enough. Whenever you see a child in distress give us a call on our 24-hour helpline 10-9-8. Your call will be answered by a CHILDLINE volunteer who will rush to his aid or coordinate with one of our agencies to make sure help makes its way. Together we can reach them before the 'Dada' does.

Help us reach them before they do.

CHILDLINE 1098 is India's first 24-hour toll free emergency phone outreach service for children in need. CHILDLINE functions in 71 cities, spread across 22 states of the country. Till date it has responded to over 9.66 million calls. Donations are 100% tax exempted under section 35AC of the Income Tax Act 1961. CHILDLINE India Foundation, Nana Chowk Municipal School, 2nd Floor, Frere Bridge, Low Level, Near Grant Road Station, Mumbai 400 007. Tel: 022 23881098, e-mail: cfrchildline@gmail.com, website: www.childlineindia.org Campaign supported by Johnson & Johnson



Right now there are 100 million adults in our country looking for a job. And 50 million children who'd do anything to get out of theirs.

For thousands of children in this country the day begins with a bucket of cold water thrown at their face. From then till night falls they are on their feet clearing dishes, cleaning drains, clambering through toxic waste... all for two meals a day and the hope of a better future.

For most of them the journey began with a friendly face promising them a good job. A 'chacha' who told them about opportunities in the town. About working their way to the top from the bottom of the ladder. The same face that sold them to the hotel or mill or sweatshop for as little as Rs. 500.

Now they work like slaves for wages that only remain on paper, incentives that leave a mark on them physically and holidays only to patch up broken or scalded limbs. Someday soon they will slip up. Break one glass too many. Or tune a carburettor too fine. And will get beaten to within an inch of their life and left to die.

If they are lucky they will survive to meet yet another friendly face. Someone who will teach them a whole new way to earn a living with their broken limbs. Who knows, you might even meet one of them the next time you stop at

a traffic signal, practising their new trade.

Only you can help us stop this story from repeating itself. Whenever you see a child in distress, just call our 24-hr helpline 10-9-8. A CHILDLINE representative will answer your call and rush to help the child in distress. Or coordinate with one of our supporting agencies to make sure aid reaches in time. Together we can save a child from falling prey to another 'chacha' promising to make their dreams come true.

Help us reach them before they do.



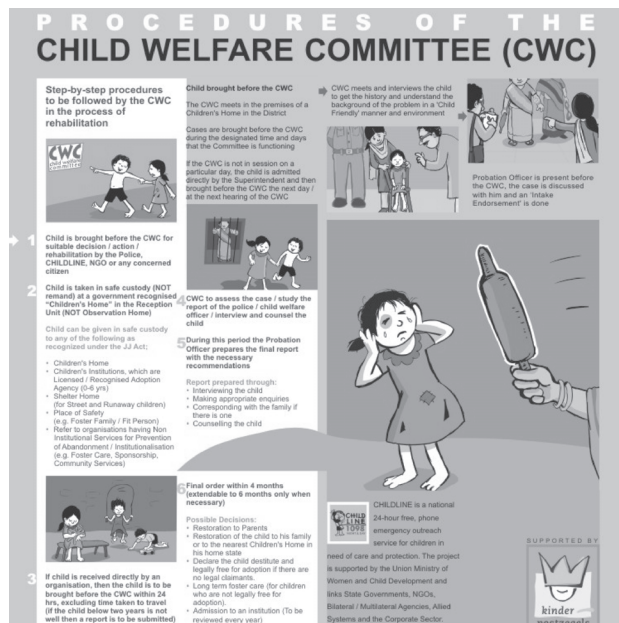
CHILDLINE 1098 is India's first 24-hour toll free emergency phone outreach service for children in need. CHILDLINE functions in 71 cities, spread across 22 states of the country. Till date it has responded to over 9.66 million calls. Donations are 100% tax exempted under section 35AC of the Income Tax Act 1961. CHILDLINE India Foundation, Nana Chowk Municipal School, 2nd Floor, Frere Bridge, Low Level, Near Grant Road Station, Mumbai 400 007. Tel: 022 23881098, e-mail: cfrchildline@gmail.com, website: www.childlineindia.org Campaign supported by Johnson & Johnson

CHILDLINE launched the jingle “Dus, Nau, Auth...” on the occasion of National Children’s Meet. The lyrics for the jingle were written by Rizvi of Designbar and music was composed by Mandeep Singh. The jingle was a huge hit with the children and adults alike.

Childline ki muft hai line
Din ya raat haan kar lo baat

JJB/CWC Educational Campaign for Allied systems:

A special series of 2 large laminated posters were published to provide a process map of the procedures of Juvenile Justice Board and the Child Welfare Committees. The series will also be released in 9 Indian languages.



Outreach Campaign using Puppets

CIF along with the Katkatha puppeteers developed puppets for CHILDLINE centres across India. The puppet kit consists of a set of four puppets, a puppet screen, a user manual with two scripts and a puppet training film. The puppets have been used for outreach at the railways stations, residential areas, during Open House sessions, schools, exhibitions and conferences.

The puppets have been used extensively to create awareness about CHILDLINE services and sensitise adults and children on issues such as Child Labour, Child Abuse, and Child Rights.

The CHILDLINE teams have started experimenting and innovating with the Puppet kits and developing their own scripts and even involving children in the performances.



A Puppet Set being used at the Outreach in Mumbai.



Puppet Performance in Shillong

Child Sexual Abuse IEC:

With the support of SKN, Netherlands, we published a series of IEC material on Child Sexual Abuse covering Posters/ stickers/ Leaflets.

Sensitization media campaign:

A campaign was developed with a specially developed “mnemonic” device consisting of an illustration done by an abused child with the message “Say no to bad touch”. The media campaign, supported by SARI-Q and HDFC, was released in English and Marathi and covered Print adverts, Posters and stickers.

CHILDLINE 1098 Awareness campaign in regional languages:

With the support of SKN, Netherlands, IEC material for CHILDLINE 1098 was published in 9 languages.

Event related creative:

Mumbai Marathon

CHILDLINE Kiosk:

Supported by Johnson & Johnson, Foldable Kiosks have been designed for 1098 outreach programs and events. These are designed with the CHILDLINE identity and facilitate identification of CHILDLINE teams by becoming the focal point from which volunteers conduct outreach activities including Puppet Shows.

CIF's International Presence

Global Portal Workshop

Child Helpline International (CHI) organized a two day (22nd – 23rd June 2006) international meet in Amsterdam on the future of Global Portal. CHI has developed a global portal accessible to every child who has an access to computer. The portal will link every child to helpline services, and provide a range of services to children such as e-mail, online counseling. Through this portal CHIL intends to reach out to those children who do not wish to use the telephone as a medium to seek assistance.

Objective of the meet was to exchange information and experiences relating to web portal, brainstorm on the subject of global portal and discuss the way forward. Representatives from 16 countries attended the meet. Denis Joseph from CHILDLINE India Foundation, Mumbai attended the meet and made a presentation.

3rd International Consultation

The third International Consultation of Child Help lines' was held in Stockholm, Sweden from 1st – 4th October 2006. The consultation was hosted by BRIS, the CHI member child helpline from Sweden. The meet was attended by nearly 200 participants of whom around 130 were representatives from help lines'. Other participants were from stakeholders in Sweden, donors, partners, speakers and friends of CHI.

For Kajol Menon, Exective Director, CIF participant at the CHI 3rd International Consultation (IC), it was an

opportunity to network with international children's networking organizations. Kajol Menon made a presentation on the Role of Tele-helpline in reaching marginalized children based on CHILDLINE India experience.

CHILDLINE India in Indonesia

Child Helpline International in association with PLAN International organized a Training of Trainers (TOT) for the Indonesia Kidsline. The TOT was organized between 30th July and 4th August 2006. CHILDLINE India was invited to share experience as a model for best practices of helpline services. CHILDLINE India was represented by Sandeep Mitra and Sumana Chakraborty from CHILDLINE India Foundation, Kolkatta.

Indonesia has the number 129 allotted as the child helpline and is nationally accessible. The number is operational in 4 cities in Indonesia. 30 participants from varied allied systems participated in this training programme. The main objective of TOT was to bring them (Kidsline) all on a common platform as they were functioning on different level.

CHILDLINE shared detailed information on Outreach, awareness and campaigning, documentation, follow-up, structures and use of existing structures as well.

It has been resolved to adopt the learning's and practices shared by CIF to the local context in Indonesia, translating the learning's in their own language.



(Extreme Right) Dr. Armaity Desai, Founder Trustee-CIF at 3rd International Consultation of Child Help lines, Stockholm, Sweden

Research and Publications

Issue- related Social Researches

Children calling CHILDLINE, usually call when they are in need or in an emergency, but there are some groups of children who are forever in dire situation, forever living in emergency. **'Children at risk'** is defined as those children who are in a constant state of emergency and needs intervention at preliminary stage. CHILDLINE has been an urban-centric model thus far. The foray into rural areas only commenced this year in North Bihar. However, in many niche sectors of the economy, children are engaged in hi-risk situations. The aim of the research is to understand all perspectives of the situation and develop an intervention strategy for these children.

In the first phase, three groups were identified for study on children who are at risk. The broad objectives of the study are:

1. To study the violation of various rights available to the categories of children mentioned above.
2. To find out the accessibility to the services provided in various schemes and policies for the categories of children mentioned above.
3. To explore the possibility of CHILDLINE intervention for the categories of children mentioned above.
4. To develop advocacy tools on the issues identified.

The three groups of Children identified are:

Children in Mines: Children are economically exploited all over the world putting their education, health, normal development to adulthood and their lives at stake. Millions of children live and work in hazardous conditions that present dangers to their health, safety and welfare. The study was conducted in the limestone mining areas of Junagadh District, Gujarat with a strategic Partnership with a local organization to explore the strength and living conditions of children in these mines.

Children of Illegal immigrants: A large population of children- illegal immigrants from Bangladesh and Nepal- live in India especially in West Bengal. The lack of a clear legal citizenship means that these children are denied basic Human Rights. The study on immigrant children in West Bengal explored the range of issues faced by these children.

Mentally challenged: According to government estimates, one in every 10 children is born in India with, or acquires, a physical, mental or sensory disability. So, India could have 12 million disabled children. It is estimated that 75 one per cent of the disabilities are preventable.

The study explored the situation of mentally challenged children, the access to services, and awareness / attitudes of society towards these children. The study was conducted in Sholapur district of Maharashtra.

Cine-documentation:

For an authentic documentation and advocacy on rights of these children, two documentary films were commissioned. The shooting at the location was done parallel with data collection. A large part of the editing is done and the documentary is in final post-production stage.

Publications

1098: CHILDLINE: Night & Day

The 1098 publication released during the 10th anniversary year of CHILDLINE is a celebration of the birth and the growth of the first child helpline in India which today has become the only CHILDLINE operating in 76 places in India. The book documents the internal debates over the nature, the reach and the quality of the service, the challenges faced, the lessons learned and the highlights during its first ten years of service. This publication showcases the entire process of setting up a helpline to provide outreach services to large, heterogeneous population. The 1098 book celebrates the wonderfully uplifting moments that gave the staff the energy to forge determinedly ahead, through unknown territory, even when plagued by doubt and uncertainty. The book pays tribute to the little army of people who have had to use creativity, ingenuity and some very hard work to launch and run a service and most of all to gain the support of the general public, the state and a multitude of stakeholders for a service that had until then had not been deemed essential.

Manual on the Juvenile Justice Act

While the Juvenile Justice Act 2000, along with the Amendment and the JJ Rules have been widely hailed as a significant milestone in Child Rights and Child Protection initiatives, the implementation of the Act in various states has not been uniform and standardized. At CIF, we have to deal with the processes under JJ Act day in and day out and we have felt the need for a Manual to aid states and Allied system organizations in implementation of the Act.

To that end CIF commissioned Dr Neelima Mehta and Ms. Maharukh Adenwalla, who has just completed her tenure as Chairperson of Child Welfare Committee, Mumbai, to develop a comprehensive Manual on the implementation of the Act.

The purpose of the manual is to enable different stakeholders to make an effective implementation of the Act and deliver services/skills and expertise within the framework of the JJ Act.

The book will also consist of "Case Studies" on children in need of care and protection, as a guideline for interventions. The book has since been completed and is under final editing prior to being published.

White Paper on Missing Children of India

The massacre of Nithari has refocused the attention of civil society to the issue of missing children. CHILDLINE has been aware of the problem and trying to address this issue for more than five years. CHILDLINES across the country have received 66,612 calls related to Missing Children in the last three years.

The problem of missing children is also linked to many other serious issues of child abuse like trafficking, child sexual abuse and Child Labour.

The National Human Rights Commission had reported Missing Children figures collated from Police Stations across the country. Missing Children is also the focus of several global initiatives. Post-Nithari there has been significant pressure on the Government to consider a multi-faceted program to tackle this issue. A Core Committee was formed by the Ministry of Women and Child, GOI. Kajol Menon, Executive Director of CIF has been nominated on the committee.

After a detailed internal review and analysis, we developed a White Paper covering all Perspectives on

Missing Children. The objective of the White Paper is to bring into a single document all the issues related to missing children: trafficking, labour, tracking and detection, rehabilitation, communication, legislative and governance framework and many other vital aspects. The paper is under final edit and will be published shortly.

Child Protection Manual

Child-Protection in the simplest term means protecting the child from any kind of abuse, violence, exploitation or extreme neglect. The aim of the field manual is to introduce the issue of Child-Protection at a local & community level and within organizations working for the rights of the children. The field manual provides guidelines on the conceptual, legal and other macro factors affecting child protection issues in simple terms. Through this manual it is expected that organizations evolve their own procedures on how to deal with child abuse in their specific context.

The development of such a manual is based on the strong conviction that the protection of children can be achieved by providing a safe, open and honest environment that protects children as well as the people working with children. This includes:

- Working with children to identify risk reduction strategies
- Creating an aware culture where child protection is discussed openly
- Adopting child protection policies and practices that minimise the risk of child abuse
- Promptly responding to any complaint, allegation or indication of child abuse

The guidelines cover everybody involved in Child Rights including children, members of the local community, the staff and volunteers of the organizations.

The field manual explains the concepts of Child Rights and provides a broader universal ideological basis in the form of National Constitution and International UN Convention. The manual also describes the accepted definitions of child and identifies vulnerable children. The main theme of the manual is to provide guidelines with regard to different forms of child abuse.

The manual details out the legal framework for Child-Protection – namely the Juvenile Justice Act, child

labour laws and laws relevant for child sexual abuse and aims to simplify the concepts and provide practical options to the stakeholders dealing with children and child protection issues. As the entire process is initiated by Plan India to make their Child Protection Policy more accessible and useful to the persons at ground level, elaborating and simplifying the same gives concrete examples of protection issues handled by a child-centred child rights organization. The manual is in the final stages of editing and will be published shortly.

CHILDLINE in India: An Analysis of calls to 1098

At the National Children's meet the one common refrain was that India needs to listen to the voice of our children". This belief prompted CHILDLINE to study and analyse its vast data bank of over 10 million phone calls (over the last 10 years) and this analysis has now been published.

We receive over 2 million calls a year that spell out the brutality and cruelty meted out to children within their homes prompting them to run away to a life on the streets that is even harder and far less forgiving. As of now, children make up over 42% of India's total population and yet command a scant 4% of the total national expenditure. CHILDLINE realized that to correct this imbalance, the voices of children from all over our country, particularly of those marginalized by abuse, strife, illness, calamities, exploitation, addiction, poverty and crime need to be heard. This publication gives voice to the demands of our children who ask only that we acknowledge that they have distinct rights and that these be honored.

The voices of children calling us night and day have taught us a lot and continue to guide our work and programs. Our primary objective in publishing this book is to ensure that this huge collection of children's voices prompts the country's political, executive and social leadership to develop child policies from within a child rights approach. We hope that policy makers will draw on the details in the concluding section of the book which lists all the CHILDLINE Partner NGOs and Civil Society Organizations who actually deal with children in need of help and protection. In the future we will bring out updated versions of this publication with complete case histories that document the role of positive and negative child policy and legislation.

National Resource Directory

CHILDLINE as an agency believes in working through established systems and like minded organizations that provide the services that CHILDLINE seeks in the care and protection of children. CHILDLINE has therefore compiled and maintained a resource directory which contains the contact details and services related information on those NGOs and allied systems.

In the case of repatriation of children across cities and states in India, CHILDLINE has identified and formed strong and enduring relationships with NGOs and professionals working for children. CHILDLINE believes that other agencies can also profit from this data bank of information on institutions and organizations working with children. It has therefore compiled all this data into the National Resource Directory which will also be uploaded on to the net for wider access. Thus CHILDLINE India Foundation being the anchoring body of the CHILDLINE service compiled the National Resource Directory.

The data was collected through secondary data (existing directories), listing existing CHILDLINE contacts, using the snowball technique in areas where there were only a few names of NGOs. In this case every established NGO contact was asked to provide information and contact details of 3 other related organizations. CIF followed a stringent process for verification. Each organization was contacted on the phone, through email and by post to check the accuracy of all the listed contact information. The data has been published in four set volumes.

Bi-Monthly Newsletter

Total four (4) issues have been published and circulated. The Newsletter has been transforming and new articles are being introduced.

Publication of Annual Report 2005-06

Annual Report has been published and circulated.

“CHILDLINE Dosts” for the year 2006-07

Corporate Patrons

- Bank of America
- Citibank
- Citigroup Global Services
- Dagger Master Tool Industries Ltd
- General Insurance Corporation of India
- Housing Development Finance Corporation
- HCL Technologies Ltd
- Hindustan Petroleum Corporation Ltd.
- Indiabulls Securities Limited
- Johnson & Johnson Limited
- Jupiter Dye Chem
- KPMG
- Lalchand Jewellers
- Lupin Limited
- M/s stratcap Securities(India)Pvt
- Make My Trip.com
- Mphasis Software & Services (India) Pvt Ltd
- Punjabi Ghasitaram Halwai
- Sanofi Aventis
- SariQ
- Sir Dorabjee Tata Foundation
- SKN
- Star India Pvt Ltd
- State Bank of India
- Sultania Trade Pvt.Ltd
- Tata AIG General Insurance Company Ltd
- Tata Consultancy Services
- The Hongkong and Shanghai Banking Corporation Limited
- The Oberoi Group
- Titan Industries Ltd
- Verve Magazine

Other Patrons

- American School of Bombay
- Bombay Chartered Accountants Society
- Cuffe Parade Residents Association
- Government of India- Ministry of Women & Child
- Government of Kerala
- Hope Foundation
- Indian Medical Association
- Kalaghoda Festival Association
- M.K Tata Trust
- Mahesh Shah Charitable Trust
- National HRD Network
- National Institute of Social Defence
- Parakkott Charitable Institute
- Plan International
- United Way
- Western India Automobile Association

Mumbai Marathon

Dream Runners

- Mr. Farrokh Kavarana
- Ms. Kruti Sharma
- Mr. Madhusudhan Menon
- Ms Shobha De

Special thanks to Shobha De for her help and support even after the Mumbai Marathon

Delhi Marathon Dream Runners

- Preet Dhuppar

CHILDLINE's Major Donors

- Mr Dinshaw Mehta
- Mr Maneck Davar
- Mr Nana Chudasama
- Mr. R Rajamani
- Mr. Atul Gore
- Mr. Biji Kurien
- Mr. Brij K J Chadha
- Mr. Dhruv Shrikent
- Mr. Erryl Alvares
- Mr. Gagan Banga
- Mr. Hemant S Shah
- Mr. Jeejo Thomas
- Mr. Madan Menon
- Mr. Maneck Hormusjee
- Mr. Michaela Anchan
- Mr. N A Soonawala
- Mr. Nilakantan/Umarani Nilakantan
- Mr. Njanasekher(Singapore)
- Mr. Prakash mehta
- Mr. Promit Ghose
- Mr. Purnendu Chatterjee
- Mr. Rajiv Agarwal
- Mr. Rajiv Agarwal
- Mr. Rajnish Dhall
- Mr. Rakesh Shah
- Mr. Ranjit Shah
- Mr. Rushikant Shinde
- Mr. S. Jhaveri
- Mr. Sai Suhas
- Mr. Satish Khanna
- Mr. Satish Khanna
- Mr. Saurav Pareek
- Mr. Sriram Natrajan
- Mr. Sunit Mehra
- Mr. Uday Narendra Tidke
- Mr. Umesh Dharnidharka
- Mr. Venkat Chandrasekar
- Mr. Vikram Mehta
- Mr. Yash Poddar
- Mr. Joseph and Ms. Mary Raleigh
- Ms. Sharmishtha Banerjee
- Ms. Suchira Nag
- Ms. Ushanas Shastri

Volunteers with CHILDLINE

- Bilgen Kahraman
- Adrian Brister
- Robin Chhabra
- Surabhi Srivastav
- Shanoor Servai
- Reena Sodha

CIF would like to acknowledge the continued support and guidance of S.B Billimoria & Co, our Statutory Auditors on a pro bono basis.

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

Registered No: E - 21743 (Bom)

Name of the Public Trust : CHILDLINE India Foundation

For the year ended 31st March, 2007

- | | |
|--|---|
| a) Whether accounts are maintained regularly and in accordance with the provisions of the Act and the rules; _____ | Yes |
| b) Whether receipts and disbursements are properly and correctly shown in the accounts; _____ | Yes |
| c) Whether the cash balance and the vouchers in the custody of the manager or trustee on the date of audit were in agreement with the accounts; _____ | Yes |
| d) Whether all books, deeds, accounts, vouchers or other documents or records required by the auditor were produced before him; _____ | Yes |
| e) Whether a register of movable and immovable properties is properly maintained, the changes therein are communicated from time to time to the regional office, and the defects and inaccuracies mentioned in the previous audit report have been _____ | Yes |
| f) Whether the manager or trustee or any other person required by the auditor to appear before him did so and furnished the necessary information required by him; | Yes |
| g) Whether any property or funds of the Trust were applied for any object or purpose other than the object or purpose of the Trust; _____ | No |
| h) The amounts of outstandings for more than one year and the amounts written off, if any; _____ | Rs. 3,23,733/- (Includes TDS Receivable)
W/off: Rs.20,000. |
| i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5,000/- ; _____ | Yes |
| j) Whether any money of the public trust has been invested contrary to the provisions of Section 35; _____ | No |
| k) Alienations, if any, of the immovable property contrary to the provisions of Section 36 which have come to the notice of the auditor; _____ | Not Applicable |
| l) All cases of irregular, illegal or improper expenditure, or failure or omission to recover monies or other property belonging to the public trust or of loss or waste of money or other property thereof, and whether such expenditure, failure, omission, loss or waste, was caused, in consequence of breach of trust or misapplication or any other misconduct on the part of the trustees or any other person while in the management of the trust; _____ | None |
| m) Whether the budget has been filed in the form provided by rule 16A; _____ | Yes |
| n) Whether the maximum and minimum number of the trustees is maintained; _____ | Yes |
| o) Whether the meetings are held regularly as provided in such instrument ; _____ | Yes |
| p) Whether the minute books of the proceedings of the meeting is maintained; _____ | Yes |
| q) Whether any of the trustees has any interest in the investment of the trust; _____ | No |
| r) Whether any of the trustees is a debtor or creditor of the trust; _____ | No |
| s) Whether the irregularities pointed out by the auditors in the accounts of the previous year have been duly complied with by the trustees during the period of audit; _____ | Not Applicable |
| t) Any special matter which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner. _____ | None |

Mumbai

Dated 29 September 2007

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

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

Statement of income liable to contribution for the year ended : 31st March, 2007

Name of Public Trust : CHILDLINE India Foundation

Registered No: E - 21743 (Bom)

	Rs.	Rs.
I. Income as shown in the Income and Expenditure Account (Schedule IX) (Excludes transfer from Earmarked Funds)		16,068,673
II. Items not chargeable to Contribution under Section 58 and Rule 32:	-	
(i) Donations received from other Public Trusts and Dharmadas	-	
(ii) Grants received from Government and Local authorities	9,257,151	
(iii) Interest on Sinking or Depreciation Fund	-	
(iv) Amount spent for the purpose of secular education	-	
(v) Amount spent for the purpose of medical relief	-	
(vi) Amount spent for the purpose of veterinary treatment of animals	-	
(vii) Expenditure incurred from donations for relief of distress caused by scarcity, drought, flood, fire or other natural calamity	-	
(viii) Deductions out of income from lands used for agricultural purposes:		
a. Land Revenue and Local Fund Cess	-	
b. Rent payable to superior landlord	-	
c. Cost of production, if lands are cultivated by trust	-	
(ix) Deductions out of income from lands used for non-agricultural purposes :		
a. Assessment, cesses and other Government or Municipal taxes	-	
b. Ground rent payable to the superior landlord	-	
c. Insurance premia	-	
d. Repairs at 10 per cent of gross rent of building	-	
e. Cost of collection at 4 per cent of gross rent of buildings let out	-	
(x) Cost of collection of income or receipts from securities, stocks, etc. at 1 per cent of such income	-	
(xi) Deductions on account of repairs in respect of buildings not rented and yielding no income, at 10 per cent of the estimated gross annual rent	-	9,257,151
Gross Annual Income chargeable to contribution Rs.		6,811,522

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

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

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

Dated: 29 Sep 2007

Sd/-
Naushir Mirza
Trustee

The Bombay Public Trusts Act, 1950

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

BALANCE SHEET AS AT 31st MARCH, 2007

FUNDS & LIABILITIES	As At 31st March 2007	As At 31st March 2006
Trusts Funds or Corpus:		
Balance as per last Balance Sheet	2,502,000	2,502,000
Adjustment during the year		
Add: Corpus Donations received during the year	511,413	-
	3,013,413	2,502,000
Other Earmarked Funds:		
Depreciation Fund	-	-
Sinking Fund	-	-
Reserve Fund	-	-
Other Earmarked Funds: (Schedule 'A')	31,467,529	27,994,945
	31,467,529	27,994,945
GOI - Block Grant:		
Received during the year	50,117,334	-
Less: Paid to the Organizations for 2005-06	5,321,491	-
Less: Paid to the Organizations for 2006-07	30,561,950	-
Less: Bank Charges	11,529	-
	14,222,364	-
GOI - Tsunami Relief:		
As per last account	611,141	-
Add: Received during the year	-	940,600
Less: Transfer to Income & Expenditure A/c	-	329,459
	611,141	611,141
Balance C/f	49,314,447	31,108,086

PROPERTIES & ASSETS	As At 31st March 2007	As At 31st March 2006
Immovable Properties:		
Balance as per last Balance Sheet	-	-
Additions during the year	-	-
Less: Sales during the year	-	-
Depreciation for the year	-	-
Investments:		
GOI 8% Savings (Taxable) Bonds 2003	2,400,000	2,400,000
	-	
	2,400,000	2,400,000
Fixed Assets:		
(Schedule 'B')		
Balance as per last Balance Sheet	722,079	655,918
Additions during the year	232,065	200,261
Less: Disposals / Adjustments during the year	21,321	11,706
Less: Depreciation for the Year	126,777	122,394
	806,046	722,079
Loans (Secured or Unsecured):		
Good/ doubtful		
Loans Scholarships	-	-
Other Loans	-	-
	-	-
Balance C/f	3,206,046	3,122,079

The Bombay Public Trusts Act, 1950

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

BALANCE SHEET AS AT 31st MARCH, 2007

FUNDS & LIABILITIES	As At 31st March 2007	As At 31st March 2006
Balance B/d	49,314,447	31,108,086
<u>NISD</u>		
As per last account	770,168	-
Add: Received during the year	2,793,580	2,732,800
Less: Transfer to Income & Expenditure A/c	2,889,294	1,962,632
	674,454	770,168
Liabilities:		
For Expenses	-	-
For Advances	-	-
For rent and other deposits	-	-
For TDS on Contractor	-	8
For Sundry Credit balance	46,003	-
	46,003	8
Income and Expenditure Account:		
Balance as per last Balance Sheet	2,121,830	(1,082,833)
Add: Surplus for the Year	8,408,424	3,204,663
	10,530,254	2,121,830
Balance C/f	60,565,158	34,000,092

PROPERTIES & ASSETS	As At 31st March 2007	As At 31st March 2006
Balance B/d	3,206,046	3,122,079
Advances/Deposits:		
To Trustees	-	-
To Employees	111,398	183,900
To Contractors	-	-
To Lawyers	-	-
To Others / Deposits (Schedule 'C')	2,797,987	3,385,998
	2,909,385	3,569,898
Income Outstanding:		
Rent	-	-
Interest Accrued	260,644	170,787
Other Income	-	7,861
Income Tax Recoverable	57,358	18,667
	318,002	197,315
Cash and Bank Balances:		
(a) In Current Account with		
State Bank of India a/c no. 10271085946	3,219,438	1,651,499
State Bank of India a/c no.10271086064	22,248,403	1,840,185
State Bank of India a/c no.10066940273	122,575	96,743
	25,590,416	3,588,427
In Saving accounts with		
ICICI Bank a/c no. 000401148565 (Kolkatta)	20,384	-
ICICI Bank a/c no. 000401148566 (Delhi)	16,468	-
ICICI Bank a/c no. 000401148567 (Chennai)	23,268	-
	60,120	-
In Saving accounts with		
ICICI Bank (Quatum Optima)		
a/c no. 000401123643	5,692,376	3,136,636
	5,692,376	3,136,636
Cash & Bank Balance C/f	31,342,912	6,725,063
Balance C/f	6,433,433	6,889,292

The Bombay Public Trusts Act, 1950

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

BALANCE SHEET AS AT 31st MARCH, 2007

FUNDS & LIABILITIES	As At 31st March 2007	As At 31st March 2006
Balance B/d	60,565,158	34,000,092
Total	60,565,158	34,000,092

PROPERTIES & ASSETS	As At 31st March 2007	As At 31st March 2006
Balance B/d	6,433,433	6,889,292
Cash & Bank Balance B/d	31,342,912	6,725,063
(b) In Fixed Deposit account with State Bank of India	22,740,000	20,340,000
	22,740,000	20,340,000
(c) Cash in hand		
With the Trustee	-	-
With the manager	38,813	45,737
Imprest	10,000	-
	48,813	45,737
Total of Cash and Bank	54,131,725	27,110,800
Total	60,565,158	34,000,092

Income Outstanding:

(If accounts are kept on cash basis)

Rent

-

Interest

-

Other Income

As per our report of even date

Total

-

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

S/d- S.B.Billimoria & Co.

Chartered Accountants

Mumbai

Dated: 29 September 2007

S/d- Nawshir Mirza

Trustee

Name of the Public Trust: CHILDLINE India Foundation

Income and Expenditure Account for the year ending 31st March, 2007

EXPENDITURE	1st April, 2006 to 31st March, 2007	1st April, 2005 to 31st March, 2006
To Expenditure in respect of properties:	-	-
Rates, Taxes, Cesses	-	-
Repairs and maintenance	-	-
Salaries	-	-
Insurance	-	-
Depreciation (by way of provision of adjustments)	-	-
Other Expenses	-	-
To Establishment Expenses	870,357	895,291
To Remuneration to Trustees	-	-
To Remuneration (in case of Math) to the head of the Math including his household expenditure if any.	-	-
To Professional Fees	243,581	-
To Legal Expenses	-	-
To Audit Fees	-	-
To Contribution and Fees	117,908	91,184
To Amount written off:		
(a) Bad Debts	-	-
(b) Loan Scholarship	-	-
(c) Irrecoverable Rents	-	-
(d) Other Items (Advance)	20,000	30,000
	20,000	30,000
Balance C/f	1,251,846	1,016,475

INCOME	1st April, 2006 to 31st March, 2007	1st April, 2005 to 31st March, 2006
By Rent	-	-
By Interest		
on Securities - GOI 8% Saving (Taxable) Bond 2003	192,000	196,209
on Loans	-	-
on Bank and Fixed Deposits	1,744,342	1,234,776
on Refund of Income Tax A.Y. 2005-06	869	-
	1,937,211	1,430,985
By Dividend	-	-
By Donations in Cash or Kind (Schedule 'E')	2,043,822	1,987,810
By Grants (Schedule 'F')	9,257,151	2,552,880
By Income from other sources		
Award	-	434,991
Fund raising events (Net)	2,263,351	1,940,048
Sundry Receipts	16,865	14,589
10th Year party Donation (Mumbai)	2,831	-
Tsunami Relief Work	9,817	-
National Child Participation Workshop, Mumbai	254,348	-
Direct Mail Campaign	143,934	-
Telemarketing	86,006	-
United Way - Staff Review Meet	53,337	-
	2,830,489	2,389,628
Balance C/f	16,068,673	8,361,303

Name of the Public Trust: CHILDLINE India Foundation

Income and Expenditure Account for the year ending 31st March, 2007

EXPENDITURE	1st April, 2006 to 31st March, 2007	1st April, 2005 to 31st March, 2006
Balance B/d	1,251,846	1,016,475
To Miscellaneous Expenses	56,004	105,010
To Depreciation	126,777	122,394
To Amount transferred to Earmarked Funds	-	-
To Loss on sale of Fixed Asset	21,321	10,405
To Expenditure on Objects of the Trust		
(a) Religious	-	-
(b) Educational	-	-
(c) Medical Relief	-	-
(d) Relief of Poverty	-	-
(e) Other Charitable Objects (Schedule 'D')	26,554,412	21,941,722
	26,554,412	21,941,722
To Surplus carried over to Balance Sheet	8,408,424	3,204,663
	36,418,784	26,400,669

INCOME	1st April, 2006 to 31st March, 2007	1st April, 2005 to 31st March, 2006
Balance B/d	16,068,673	8,361,303
By Sundry Credit Balances Written Back	-	86,936
By Transfer from Earmarked Funds		
Schedule 'A'	17,460,817	15,654,239
For GOI Tsunami Relief Work	-	329,459
For National Institute of Social Defence	2,889,294	1,962,632
For National Helpline Consultation Workshop	-	6,100
	20,350,111	17,952,430
By Deficit carried over to Balance Sheet	-	-
	36,418,784	26,400,669

As per our report of even date

S/d- S.B.Billimoria & Co.
Chartered Accountants
Mumbai
Dated: 29 September 2007

S/d- Nawshir Mirza
Trustee

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2007

SCHEDULE 'A'
OTHER EARMARKED FUNDS

Name of Other Earmarked Funds	Years	Opening Balance	Add: Received During year	Less: Capital Expenditure	Less: Transfer Income & Expenditure A/c	Closing Balance
		Rs.	Rs.	Rs.	Rs.	Rs.
Revolving Fund	2006-07	10,000,000	-	-	-	10,000,000
	2005-06	10,000,000	-	-	-	10,000,000
ARIES Innovative Project	2006-07	51,208	-	-	3,075	48,133
	2005-06	121,369	-	-	70,161	51,208
AGFUND Award	2006-07	4,305,031	-	-	177,145	4,127,886
	2005-06	4,338,187	-	-	33,156	4,305,031
Catholic Relief Service for Lucknow CP Meet	2006-07	-	66,422	-	42,346	24,076
	2005-06	-	-	-	-	-
Catholic Relief Service for Gulbarga Needs Assessment Study	2006-07	-	39,531	-	-	39,531
	2005-06	-	-	-	-	-
Cancer Patient	2006-07	2,115	-	-	2,115	-
	2005-06	-	2,115	-	-	2,115
C&A Mode KG Grant for Agartala Shelter Enhancement	2006-07	-	951,272	-	-	951,272
	2005-06	-	-	-	-	-
Childline Mumbai Education	2006-07	30,000	-	-	-	30,000
	2005-06	30,000	-	-	-	30,000
CIF Decennial Activities	2006-07	102,051	-	-	85,477	16,574
	2005-06	102,051	-	-	-	102,051
Capital Equipment Purchase Donation	2006-07	543,756	-	170,000	-	373,756
	2005-06	373,756	170,000	-	-	543,756
Childline Mumbai	2006-07	-	3,076	-	-	3,076
	2005-06	-	-	-	-	-
HDFC Services Childline Goa	2006-07	768,600	-	-	700,913	67,687
	2005-06	-	768,600	-	-	768,600
HDFC for Capital Purchases	2006-07	-	270,000	-	270,000	-
	2005-06	-	-	-	-	-
HDFC for Childline Amravati	2006-07	-	209,430	-	106,843	102,587
	2005-06	-	-	-	-	-

Name of Other Earmarked Funds	Years	Opening Balance	Add: Received During year	Less: Capital Expenditure	Less: Transfer Income & Expenditure A/c	Closing Balance
		Rs.	Rs.	Rs.	Rs.	Rs.
HDFC for Website Development	2006-07	-	377,270	197,375	56,330	123,565
	2005-06	-	-	-	-	-
HSBC for Decennial Party	2006-07	-	296,746	-	272,845	23,901
	2005-06	-	-	-	-	-
Hope Foundation for Childnet Training	2006-07	-	113,302	-	-	113,302
	2005-06	-	-	-	-	-
J&J City Capital Expenditure	2006-07	1,834,568	2,031,776	-	1,581,764	2,284,580
	2005-06	437,186	2,138,262	-	740,880	1,834,568
Lupin Labs for Telemarketing	2006-07	-	285,000	-	151,524	133,476
	2005-06	-	-	-	-	-
Preparatory Services - Kerala Govt.	2006-07	10,083	-	-	681	9,402
	2005-06	28,750	-	-	18,667	10,083
Plan International	2006-07	1,888,046	8,562,804	55,932	9,748,822	646,096
	2005-06	10,957,444	-	256,800	8,812,598	1,888,046
Stitching K Netherland	2006-07	1,170,551	845,080	-	1,018,697	996,934
	2005-06	-	1,170,551	-	-	1,170,551
SARIQ Childline Goa	2006-07	263,424	479,649	-	602,015	141,058
	2005-06	-	263,424	-	-	263,424
SDTT Childline Bihar	2006-07	-	6,290,000	231,650	881,948	5,176,402
	2005-06	-	-	-	-	-
Tsunami Relief	2006-07	4,530,405	735,000	-	1,629,351	3,636,054
	2005-06	6,378,108	4,048,000	-	5,895,703	4,530,405
UWI for PR Personnel	2006-07	96,926	-	-	96,926	-
	2005-06	180,000	-	-	83,074	96,926
UWM Delhi RRC	2006-07	-	300,000	268,000	32,000	-
	2005-06	-	-	-	-	-
Unrestricted Reserve Fund	2006-07	2,398,181	-	-	-	2,398,181
	2005-06	2,398,181	-	-	-	2,398,181
TOTAL	2006-07	27,994,945	21,856,358	922,957	17,460,817	31,467,529
Total Previous Year	2005-06	35,345,032	8,560,952	256,800	15,654,239	27,994,945

SCHEDULE 'B'

FIXED ASSETS

Assets	Gross Block			Depreciation			Net Block		
	As at Apr 01,2006	Additions during the year	Disposals Adjustmen during the year	As at Mar 31, 2007	Upto Apr 01, 2006	Additions during the year	Upto Mar 31, 2007 the year	As at Mar 31,2007	As at Mar 31, 2006
Furniture & Fixtures(10%)	837,568	19	-	837,587	538,729	29,884	568,613	268,974	298,839
Computer (60%)	2,806,068	39,626	-	2,845,694	2,762,249	42,633	2,804,882	40,812	43,819
Office Equipment (15%)	831,345	192,420	21,321	1,002,444	451,924	54,260	506,184	496,260	379,421
Total	4,474,981	232,065	21,321	4,685,725	3,752,902	126,777	3,879,679	806,046	722,079
Previous Year	4,297,559	200,261	11,706	4,486,114	3,641,641	122,394	3,764,035	722,079	

Schedules forming part of accounts as at March 31, 2007

SCHEDULE 'C'

ADVANCES / DEPOSITS	As At March 31, 2007 Rs.	As At March 31, 2006 Rs.
1 Advances		
Others		
City Level Salary	30,000	60,000
GOI Administration	4,000	-
NISD (NICP Workshops)	163,974	800,190
NISD Director Workshop Mumbai	-	123,375
Waves Music Album	11,452	11,452
Preparatory Research Work	30,000	55,000
GOI Service Preparatory - In house training	25,000	-
GOI Services	3,951	-
Amravati Childline	25,000	-
Bihar Childline	1,342,352	-
BT Trek	1,000	1,000
Marathon 2006	-	5,000
State Govt of Kerala - Service Preparatory	4,000	-
10th Year Party	150	-
General Administration	90,913	-
Childline Goa (HDFC)	-	171,000
AGFUND Services	104,943	-
AGFUND Services City Level	170,460	667,310
AGFUND Services City Level Salary	129,600	81,300
Johnson & Johnson Purchase of Capital Assets for City	49,414	-
Plan Tsunami Relief Work	40,000	784,992
Plan International Child Participation	-	249,100
Tsunami Relief Work General	-	30,613
Telecounselling (Johnson & Johnson)	-	49,000
Plan Core Funding Kolkata RRC	25,000	-
Plan Child Protection Capacity Building	76,000	-
Plan General City level	50,500	-
Plan National Child Protection Research Centre - Publication	17,117	-
Plan National Child Protection Research Centre - Research	44,896	-
Plan National Child Protection Research Centre - Research for Children at Risk	108,700	-
Plan Network and Campaign Cell	77,028	-
Plan International City level Advances	-	51,514
Tsunami Relief Work GOI	-	7,335
Other Advances	-	89,680
	2,625,450	3,237,861
SCHEDULE 'C'		
2 Deposits	As At March 31, 2007	As At March 31, 2006
Post Office for Business Reply Card	500	500
Deposits for Rentals (BMC)	2,700	2,700
Deposits for Electricity (BMC)	2,287	2,287
Telephone Deposit (RRC)	3,500	3,500
Rental Deposit (RRC)	63,000	71,600
Sundry Deposit	4,000	4,000
Leaseline Deposits	55,000	55,000
Mineral water Deposit	1,200	1,200
Deposits for Cell Phone	7,000	7,000
Gas Connection Deposit	350	350
Rental Deposit for Regional Office	20,000	-
SDTT Rental Deposit for Bihar office	13,000	-
	172,537	148,137
Total (1+2)	2,797,987	3,385,998

CHILDLINE India Foundation

Schedules forming part of accounts as at March, 2007

	April, 2006 to March 31, 2007 Rs.	April, 2005 to March 31, 2006 Rs.
SCHEDULE 'D'		
OTHER CHARITABLE OBJECTS		
Salaries/ Honorarium (Refer Note)	3,626,740	2,593,535
Project Expenses	1,130,271	-
Childline Mumbai Expenses	56,597	164,610
Street Children Scheme	209,894	86,894
Postage & Stationery (R&D Department)	60,447	60,588
Awareness & Advocacy	186,022	48,014
National Co-ordinators Meet Delhi	986,053	
Workshop - National Institute of Social Defence	2,889,294	1,053,633
Preparatory / Monitoring Expenses	164,515	882,941
Tsunami Relief Expenses (Chennai)	204,876	329,459
Professional Charges - Services	6,500	-
Governing Board Meeting Expenses	64,201	39,669
Telecounselling Workshop - Kolkatta	51,855	-
Earmarked expenses for Delhi RRC (United Way)	32,000	-
Earmarked expenses for Chennai RRC (United Way)	7,852	-
Earmarked expenses for Goa Childline (HDFC)	700,913	-
Earmarked expenses for Bihar Childline (SDTT) (Refer Note)	881,948	-
Earmarked expenses for capital purchase (HDFC)	280,789	-
Preparatory Expenses - State Government of Kerala	681	18,667
National Helpline Consultation	-	6,100
Preparatory / Monitoring - J&J Expenses	-	740,880
Earmarked expenses for Amravati Childline (HDFC)	106,843	-
Website Development Expenses - (HDFC)	56,330	-
Birthday Party - (HSBC)	272,845	-
Earmarked expenses for Telemarketing (Lupin Laboratories)	151,524	-
City level expenses - AGFNUD	177,145	-
Empowerment (AIRES) Innovative Project expenses	3,075	70,161
Catholic Relief Services Child Participation Meet - Lucknow	42,346	-
Tsunami Relief Work (Refer Note)	868,117	-
Awareness & Advocacy Expenses - Johnson & Johnson	1,581,764	-
R & D Expenses Plan International (Refer Note)	9,748,822	8,812,598
Tsunami Relief Work Expenses - Plan International (Refer Note)	761,234	5,238,217
Tsunami Relief Work - General	-	657,486
General Expenses	-	35,987
Remuneration to P.R. Personnel	-	83,074
Local Development Cost - AGFUND	-	18,000
R&D Expenses - AGFUND	-	15,156

SCHEDULE 'D'

	April 1, 2006 to March 31, 2007 Rs.	April 1, 2005 to March 31, 2006 Rs.
OTHER CHARITABLE OBJECTS		
Earmarked expenses - SARIQ	602,015	-
Awareness & Advocacy expenses - SKN	1,018,697	-
Awareness & Advocacy expenses - United Way	96,926	-
CIF 10th Year Party expenses	85,477	-
Cancer Patients Aid expenses	2,115	-
Direct Mail Campaign expenses	22,503	-
National Child Participation Workshop expenses	173,576	-
Staff Induction Programme expenses	95,777	-
Staff Review Meet expenses	121,874	-
CHI Expenses	10,012	-
Total	26,554,412	21,941,722

Note: Includes an amount of Rs.17,57,164/- (Previous year Rs.19,19,884) paid to consultants, accountants & administrative staff which in the view of the management is incurred towards charitable objects.

SCHEDULE 'E'

	April 1, 2006 March 31, 2007 Rs.	April 1, 2005 March 31, 2006 Rs.
DONATIONS IN CASH OR KIND		
Donation for CLB	-	54,500
General Donation	2,043,822	1,933,310
Total	2,043,822	1,987,810

SCHEDULE 'F'

GRANTS		
Government of India -CIF	9,036,694	2,446,603
Government of India -CLB	220,457	-
NISD Para-Professional / Co-ordinator Meet West Zone 2004	-	106,277
Total	9,257,151	2,552,880

Schedule forming part of accounts as at 31st March, 2007.

SCHEDULE 'G'

NOTES ON ACCOUNTS

1 Significant Accounting Policies

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

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

c) Depreciation is charged at the following rates:

Computer : 60%

Office Equipment : 15%

Furniture & Fixtures : 10%

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

d) Donations received for restricted revenue funds will be taken to the 'Funds and Liabilities' in the Balance Sheet. Expenditure incurred towards charitable objects will be disclosed under the head "Expenditure on the Objects of the Trust" in the Income and Expenditure Account, with an equivalent amount disclosed under the head "Transfer from Earmarked Funds" in the Income and Expenditure Account.

Amounts received towards Capital Expenditure will be shown under Earmarked Funds and expenditure incurred towards purchase of fixed assets for Childline India Foundation, if any, will be debited to the earmarked fund.

S/d- S.B.Billimoria & Co.
Chartered Accountants
Mumbai
Dated: 29 September 2007

CHILDLINE India Foundation Complies: Credibility Alliance Norms

1. Identity

Principle: The Organization should exist and be registered

Existence

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

Legal Status

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

2. Visions and Impact

Principle: The organization be able to state what it is aiming to do and that it can also state achievement related to its Aim/Vision/Purpose/Objectives

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

Impact /Achievement/out put /Performance

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

3. Governance

Principles: The organization is committed to and practice good governance specially because voluntary organization draws upon public funds.

- The organization has a governing board by whatever name called (✓)
- Composition of the board:
 - At least 2/3 of Board members are unrelated by blood or marriage (✓)
 - Not more than half the board members have remunerative roles (✓)
- The Board meets at least twice a year with quorum (✓)
- All remuneration and reimbursements to board members are to be disclosed (As per Disclosure 6)
- Minutes of Board Meetings are documented and circulated (✓)
- A Board Rotation Policy exists and is practiced (✓)
- The board approves programmes, budgets, annual activity reports and audited financial statements (✓)
- The Board ensures the organization's compliance with laws and regulations (✓)

4. Operations

Principles: The organization must conduct its Programmes and Operations efficiently and effectively in the public interest

Programme

- Activities to be in line with vision /purpose/objectives of the organization (✓)

Management

- Appropriate systems be in places for:
 - Periodic programme planning/monitoring/review (✓)
 - Internal control (✓)
 - Consultative decision – making (✓)

Human Resources

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

5. Accountability and Transparency

Principles: Organizations be accountable and transparent to internal and external stakeholders

Accountability:

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

Transparency

- The organization's Annual Reports be disseminated/ communicated to key stakeholders and available on request every year with in 8 months of the end of the organization's financial year (✓)
- The organization must disclose in its annual report, the salary and benefits of its Head, the 3 highest paid staff members and the lowest paid staff members (✓)
- The distribution of staff according to salary levels must be disclosed in the annual report (✓)

Disclosures as per Credibility Alliance Norms

1. Origin and brief history of the organization:

CHILDLINE – 1098 is the first and only emergency tele – help line service for children in need of care and protection. Since its inception in 1996, CHILDLINE today rings in 68 cities across the nation responding to a wide array of needs of children, ranging from medical assistance, shelter, rescue, repatriation/restoration, sponsorship, death related to emotional support and guidance.

CHILDLINE, is a unique model of networking partnership between Government Departments, Department of Telecommunications, Academic Institutions, NGOs, Corporate sector, concerned individuals and of course the children.

CHILDLINE India Foundation is the central agency responsible for initiating, implementing and monitoring the CHILDLINE services and undertaking research, documentation, awareness, and advocacy in the area of child protection. CHILDLINE India Foundation also undertakes the initiation of specialized innovative need based services based on trends emerging from analysis of calls

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

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

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

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

3. Name and Address of main Bankers:

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

4. Name and Address of Auditors:

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

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

Slab of gross salary (in Rs.) plus benefits paid to staff	Male	Female	Total
5000←	3	1	4
5000 - 10,000	6	4	10
10,000-25,000	12	13	25
25,000 - 50,000	1	1	2
50,000 – 1,00,000	-	-	-
1,00,000 →	-	-	-
Total	22	19	41

6. Reimbursements to Board members/Trustees/ Shareholders:

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

7. Total national visits by all staff during the reporting period:

132 total visits were undertaken to various CHILDLINE cities during the reporting period.

8. Total international visits by all staff during the reporting period:

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

9. Networks/Linkages:

CHILDLINE a network of 174 organizations works for children in need of care and protection. It's a network of Government organizations, Academic Institutions, NGOs, Corporate sector, and concerned individuals.

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2006-07 as on 31st March 2007

NORTH ZONE			Total disburse- Pending			
State	City	Organisation	Role of the Organisations	ment (2006-07) (2005-06)	Grant Total Grant disbursed	
Chandigarh	Chandigarh	Post Graduate Institute of Medical Edu & Res	Collab	345,301	345,301	
Chandigarh	Chandigarh	Youth Technical Training Society	Support	29,000	29,000	
Delhi	Delhi	Delhi Brotherhood Society	Collab	517,535	517,535	
Delhi	Delhi	Butterflies	Collab	547,963	547,963	
Delhi	Delhi	Don Bosco Ashalayam	Collab	547,816	547,816	
Delhi	Delhi	Salaam Balaak Trust	Collab	525,590	525,590	
Delhi	Delhi	Prayas Juvenile Aid Centre Society	Collab	265,722	265,722	
Rajasthan	Udaipur	Udaipur School of Social Work	Nodal	114,254	114,254	
Rajasthan	Jaipur	I-India	Collab	432,320	432,320	
Rajasthan	Udaipur	Sewa Mandir	Collab	373,823	373,823	
Rajasthan	Kota	Utkarsha Sansthan	Collab	432,320	432,320	
Rajasthan	Jaipur	Jan Kala Sahitya Manch Sanstha	Support	58,000	58,000	
Rajasthan	Jaipur	Institute of Development Studies	Nodal	108,372	108,372	
Rajasthan	Jaipur	Jan Kala Sahitya Manch Sanstha	Collab	0	58,000	58,000
Rajasthan	Alwar	Nirvanavan Foundation	Collab	184,377	293,570	477,947
Rajasthan	Jaipur	Vihaan	Support	28,627		28,627
Uttar Pradesh	Varanasi	Sri Shanti Vikas Seva Sansthan	Support	58,000	57,890	115,890
Uttar Pradesh	Allahabad	Diocesan Development & Welfare Society	Collab	352,095		352,095
Uttar Pradesh	Varanasi	Dr. Shambhunath Singh Research Foundation	Collab	360,359		360,359
Uttar Pradesh	Varanasi	Gandhi Adhyayanpith	Nodal	116,158	58,091	174,249
Uttar Pradesh	Gorakhpur	Purvanchal Gramin Seva Samiti	Collab	426,490	187,080	613,570
Uttar Pradesh	Lucknow	Human Unity Movement	Collab	0	25,469	25,469
Uttar Pradesh	Varanasi	Gramyanchal Sewa Samiti	Support	58,000		58,000
Uttar Pradesh	Lucknow	NIPCCD	Nodal	3,612	31,241	34,853
		Total North Zone		5,885,734	711,341	6,597,075

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2006-07 as on 31st March 2007

SOUTH ZONE			Total disburse- ment (2006- 07)		Pending Grant (2005-06)	Total Grant disbursed
State	City	Organisation	Role of the Organisations			
Andaman & Nicobar	Port Blair	Prayas Juvenile Aid Centre Society	Collab	0	424,520	424,520
Andaman & Nicobar	Hut-bay	Prayas Juvenile Aid Centre Society	Support	0	42,400	42,400
Andhra Pradesh	Hyderabad	SIDUR	Support	32,100	61,826	93,926
Andhra Pradesh	Vijayawada	Forum For Child Rights	Collab	375,520	187,760	563,280
Andhra Pradesh	Vijayawada	Forum For Child Rights	Nodal	101,560		101,560
Andhra Pradesh	Hyderabad	Divya Disha	Collab	455,320	227,660	682,980
Andhra Pradesh	Vishakapatnam	UGC DRS Programme, Dept of Soc. Work, Andhra Univ.	Nodal	116,760		116,760
Andhra Pradesh	Vishakapatnam	Priyadarsini Social Organisation	Collab	432,320		432,320
Andhra Pradesh	Hyderabad	COVA	Support	16,260		16,260
Karnataka	Mangalore	Young Men's Christian Association	Collab	375,520		375,520
Karnataka	Mangalore	School of Social Work, Roshni Nilaya	Nodal	101,560	50,779	152,339
Karnataka	Bangalore	Bangalore Oniyavara Seva Coota	Collab	444,265		444,265
Karnataka	Bangalore	APSA	Collab	227,627	227,609	455,236
Kerala	Trivendrum	Don Bosco Veedu Society	Collab	432,320		432,320
Kerala	Kochi	Don Bosco Sneha Bhavan	Collab	428,091		428,091
Kerala	Kozhikode	Association for Welfare of the Handicapped	Collab	369,020	187,038	556,058
Kerala	Trivendrum	Loyola Extension Services	Nodal	116,760	58,380	175,140
Kerala	Wayanad	JVALA	Collab	375,520	187,739	563,259
Kerala	Thrissur	St. Christina Holy Angel's Home	Collab	375,520		375,520
Kerala	Trivendrum	Trivendrum Social Service Society	Support	28,776	49,119	77,895
Kerala	Thrissur	Vimala College	Nodal	101,560		101,560
Kerala	Kozhikode	Farook College	Nodal	50,773	50,780	101,553
Kerala	Wayanad	Hilda Trust	Nodal	101,560		101,560
Kerala	Kochi	Rajagiri College of Social Sciences	Nodal	58,230	115,694	173,924
Kerala	Kanyakumari	Kottar Social Service Society	Collab	219,054		219,054
Tamil Nadu	Chennai	Don Bosco Anbu Illam Social Service Society	Collab	262,560		262,560
Tamil Nadu	Coimbatore	Don Bosco Anbu Illam Social Service Society	Collab	432,320	216,084	648,404
Tamil Nadu	Trichy	SOC SEAD	Collab	375,507		375,507
Tamil Nadu	Chennai	Indian Council for Child Welfare	Collab	245,110		245,110
Tamil Nadu	Salem	The Salem Don Bosco Anbu Illam Social Service Society	Collab	370,883		370,883
Tamil Nadu	Chennai	Asian Youth Centre	Support	78,364	39,200	117,564
Tamil Nadu	Tirunelveli	Tirunelveli Social Service Society	Collab	372,060		372,060
Tamil Nadu	Coimbatore	Families For Children	Support	24,976	56,350	81,326
Tamil Nadu	Madurai	Grace Kennet Foundation	Collab	427,550		427,550
Tamil Nadu	Salem	Young Women's Christian Association	Nodal	101,560	50,108	151,668
Tamil Nadu	Trichy	Bishop Heber College	Nodal	50,780	101,482	152,262
Tamil Nadu	Chennai	Department of Social Defence, Chennai	Nodal	59,523		59,523
Total South Zone				8,137,189	2,334,528	10,471,717

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2006-07 as on 31st March 2007

EAST ZONE			Total disburse- ment (2006- 07)		Pending Grant (2005-06)	Total Grant disbursed
State	City	Organisation	Role of the Organisations			
Assam	Guwahati	Bosco Reach Out	Collab	184,747		184,747
Assam	Guwahati	Indian Council for Child Welfare	Collab	185,137		185,137
Assam	Guwahati	NIPCCD	Nodal	83,004	1,000	84,004
Bihar	Patna	Bal-Sakha	Collab	203,455	199,966	403,421
Jharkhand	Ranchi	Samadhan	Support	57,815	28,876	86,691
Jharkhand	Ranchi	Young Men's Christian Association	Collab	70,554		70,554
Manipur	Imphal	Manipur Mahila Kalyan Samiti	Support	22,700		22,700
Manipur	Imphal	Department of Anthropology, Manipur University	Nodal	0	100,560	100,560
Orissa	Puri	Rural & Urban Socio-Cultural Help	Collab	187,760		187,760
Orissa	Cuttack	Open Learning Systems	Nodal	101,560		101,560
Orissa	Cuttack	Basundhara	Collab	370,814		370,814
Orissa	Bhubaneswar	Ruchika Social Service Organisation	Collab	332,997	193,660	526,657
Tripura	Agartala	Voluntary Health Association of Tripura	Collab	170,307		170,307
West Bengal	Kolkata	Don Bosco Ashalayam	Collab	520,068		520,068
West Bengal	East Medinipur	Vivekananda Lok Siksha Niketan	Collab	187,760		187,760
West Bengal	Kolkata	Institute of Psychological & Educational Research	Support	78,400		78,400
West Bengal	Jalpaiguri	Universal Progressive Study & Cultural forum	Collab	187,760		187,760
West Bengal	West Medinipur	Prabuddha Bharati Shishutirtha	Collab	355,210		355,210
West Bengal	24Pargana (s)	Child In Need Institute, D.H.Unit	Collab	362,662		362,662
West Bengal	Jalpaiguri	Jalpaiguri Welfare Organisation	Collab	186,187		186,187
West Bengal	West Medinipur	Vidyasagar School of Social Work	Nodal	49,997		49,997
West Bengal	Nadia	Sreema Mahila Samity	Collab	375,520		375,520
West Bengal	24Pargana (s)	Sabuj Sangha	Collab	374,387	366,385	740,772
West Bengal	Kolkata	City Level Prog. of Action for Street & Wrkg Children	Nodal	70,580		70,580
West Bengal	Kolkata	Cini-Asha	Collab	262,560	262,452	525,012
West Bengal	Nadia	Karimpur Social Welfare Society	Support	45,400		45,400
West Bengal	S(24) Para	School of Women's Studies, Jadavpur University	Nodal	101,560	50,780	152,340
West Bengal	Kolkata	Bustee Local Committee & Social Welfare Socity	Support	39,177		39,177
West Bengal	Kolkata	Loreto Day School	Support	78,400		78,400
Total East Zone				5,246,478	1,203,679	6,450,157

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2006-07 as on 31st March 2007

WEST ZONE				Total disburse-	Pending	
State	City	Organisation	Role of the Organisations	ment (2006-07)	Grant (2005-06)	Total Grant disbursed
Goa	Goa	Nirmala Education Society	Nodal	115,578		115,578
Goa	Goa	Vikalp Trust	Support		29,000	29,000
Gujarat	Ahmedabad	Ahmedabad Study Action Group	Collab	455,320	227,659	682,979
Gujarat	Baroda	Faculty of Social Work, MS University	Nodal	58,380		58,380
Gujarat	Baroda	Baroda Citizens Council	Collab	389,323		389,323
Madhya Pradesh	Indore	Lok Biradari Trust	Collab	187,458		187,458
Madhya Pradesh	Ujjain	Madhya Pradesh Institute of Social Science Research	Nodal	88,578		88,578
Madhya Pradesh	Bhopal	AARAMBH	Collab	423,154		423,154
Madhya Pradesh	Bhopal	The Bhopal School of Social Sciences	Nodal	109,550		109,550
Madhya Pradesh	Indore	Indore School of Social Work	Nodal	100,425		100,425
Madhya Pradesh	Ujjain	Sewa Bharti	Collab	293,963		293,963
Maharashtra	Kalyan	AASARA	Collab	181,598		181,598
Maharashtra	Nagpur	ISSUE	Support	29,000		29,000
Maharashtra	Mumbai	AASARA	Support	71,176		71,176
Maharashtra	Nagpur	Matru Sewa Sangha Institute of Social Work	Nodal	57,871		57,871
Maharashtra	Nasik	Navjeevan World Peace & Research Foundation	Collab	422,768		422,768
Maharashtra	Solapur	Akkalkot Education Society	Collab	342,842	335,990	678,832
Maharashtra	Nagpur	Bapuji Bahujan Samaj Kalyan Bahuudheshiya Sanstha	Support	54,360		54,360
Maharashtra	Mumbai	Youth For Unity & Voluntary Action	Collab	475,174		475,174
Maharashtra	Mumbai	Balprafullata	Collab	538,120		538,120
Maharashtra	Mumbai	Hamara Foundation	Support	39,200		39,200
Maharashtra	Nagpur	Varadaan	Support	58,000		58,000
Maharashtra	Ahmed Nagar	Snehalaya	Collab	362,340	179,954	542,294
Maharashtra	Nagpur	Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha	Collab	399,616		399,616
Maharashtra	Pune	Karve Institute of Social Service	Nodal	86,763	102,304	189,067
Maharashtra	Solapur	Walchand College of Arts & Science	Nodal	113,469	49,856	163,325
Maharashtra	Aurangabad	Aapulki Samaj Seva Sanstha	Collab	258,855		258,855
Maharashtra	Pune	Dnyana Devi	Collab	364,300		364,300
Maharashtra	Mumbai	CHILDLINE India Foundation	Nodal	73,277	147,180	220,457
Maharashtra	Mumbai	CHILDLINE India Foundation (Nodal India) - Admin grant	Nodal	5,142,091		5,142,091
		Total West Zone		11,292,549	1,071,943	12,364,492
		Grand Total All India		30,561,950	5,321,491	35,883,441

CHILDLINE India Foundation Team

Governing Board of CIF:

1. Ms. Deepa Jain Singh, Secretary Ministry of Women & Child Development, Government of India
2. Ms. Loveleen Kacker, Joint Secretary, Ministry of Women & Child Development, Government of India
3. Mr. S.K. Ray, Joint Secretary & Financial Advisor, Ministry of Women & Child Development, Government of India
4. Mr. K. Biswal, Executive Director, Establishment, Ministry of Railways, Government of India.
5. Dr. Shankaran, Chief Secretary, Government of Maharashtra
6. Mr. Farrokh Kavarana, Director, Tata Sons Ltd.
7. Mr. F. C. Kohli, Former Dy. Chairman, TCS Ltd.
8. Mr. Piyush Pande, Executive Chairman & National Creative Director, Ogilvy & Mather India.
9. Dr. Parasuraman, Director, Tata Institute of Social Sciences, Mumbai
10. Dr. (Ms) Armaity Desai, Educationist, Former Chairperson, UGC.
11. Mr. Nawshir Mirza, Chartered Accountant
12. Ms. Jeroo Billimoria, Honorary Secretary, CIF

Executive Director : Kajol Menon

Services

Mumbai:

Chitrakala Acharya, Benoy T.D, Naushad Hasan Ansari, Kavita Mohite, Amrita Singh, Pranjali Ahire, Payal Mitra

Delhi:

Nicole Menezes, Dr. Komal Ganotra, Rajiv Saggar, Kelvin Symon, Gargi Saha, Avik Mitra
Nand Lal Kohli

Kolkata:

Linda Majumdar, Sandeep Kumar Mitra, Susovan Si., Sumona Chakraborty, Arghya Mukherjee, Abesh Banerjee, Sushanto Samonto

Chennai:

Nishath, Vijay Bhaskar, J. Singaraj, Jacitha Chitra, Bennet Chacko

PRAD

Ashish Damle, Carlyle Pereira, Denis Joseph, Inu Annie Stephen, Dr. Abhishek Lakhtakia, Ajitha Manjeshwar, Brijesh Mishra

Awareness & Advocacy

Nishit Kumar, Renuka Mankikar, Deepika Mahajan, Shikha Grover

Accounts & Administration

Rubali Chakraborty, Vikas Kaginkar, Yamuna Seturaman, Manohar Dongre, Sumit Latye, Sachin Khot, Mohammed Salim, Rakesh Kamble

The CHILDLINE Family

GOVERNMENT PARTNERS

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

NGO PARTNERS

Agartala (Voluntary Health Association of Tripura), **Ahmedabad** (Ahmedabad Study Action Group, Gujarat Vidyapith), **Ahmednagar** (Snehalaya Project), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **Amravati** (Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, Don Bosco, NIMHANS), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, National Institute For Rural Motivation Awareness & Training), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation), **Chandigarh** (Pediatric Centre - PGIMER, YTTS), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, NESAKKKARAMSEEDS), **Coimbatore** (Don Bosco, Families for Children), **Cuttack** (Basundhara, Open Learning System), **Cuddalore** (Indian Council for Child Welfare), **Darbhanga** (East and West Educational Society, Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan, Batika, Manav Jagruti Kendra, Gyan Seva Bharti Sansthan), **District South 24 Parganas** (School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **East Medinipur** (Vivekananda Loksiksha Niketan, EGRA Sarada Shashi Bhushan College), **Elluru** (Social Service Centre), **Goa** (Goa Salesian Society, Nirmala Education Society, Vikalp, Jan Ugahi), **Gorakhpur** (Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation), **Gurgaon** (Shakti Vahini), **Guwahati** (NIPCCD, Indian Council for Child Welfare), **Gwalior** (Center for Integrated Development), **Hyderabad** (Divya Disha, SIDUR, Confederation of Voluntary Associations-COVA), **Imphal** (Dept. of Anth-Manipur University, Manipur Voluntary Health Association, Manipur Mahila Kalyan Samiti), **Indore** (Lok Biradari Trust, Indore School of Social Work), **Jaipur** (Institute of Development Studies, Jan Kala Sahitya Manch Sanstha, I-India, Vihaan), **Jalpaiguri** (Dept. of Economics - Ananda Chandra College, Jalpaiguri Welfare Organisation, Universal Progressive Study and Cultural Forum), **Jammu** (Red Cross Society), **Kakinada** (VIKASA-NCLP), **Kalyan** (Aasara), **Kanchipuram** (Asian Youth Centre), **Kanpur** (Subhash Children's Society), **Kanyakumari** (Kottar Social Service Society), **Kochi** (DonBosco Sneha Bhavan, Rajagiri College of Social Sciences), **Kolkata** (Bustee Local Committee, Cini Asha, CLPOA, Don Bosco Ashalayam, IPER, Loreto Day School, SEED), **Kota** (Rajasthan Bharat Scouts & Guides, Utkarsh Sansthan), **Kozhikode** (AWH, Farook College), **Lucknow** (NIPCCD, HUM), **Ludhiana** (SGB International Foundation, Vocational Resource Rehabilitation Training Center for Blind), **Madurai** (Grace Kenett Foundation Hospital), **Mallapuram** (PSMO College, Sheshy Charitable Trust), **Mangalore** (YMCA, Roshni Nilaya), **Meerut** (Janhit Foundation), **Mumbai** (Aasara, BalPrafulta, CIF, Hamara Foundation, Prerana, YUVA), **Murshidabad** (CINI Murshidabad Unit, Palsapally Unnayan Samiti, Shahid Khudiram Pathagarh), **Nadia** (Sreema Mahila Samity, Karimpur Social Welfare Society), **Nagpur** (Apang Va Niradhar Bahuddheshiya Kalyankari Sanstha, Bapuji Bahujan Samaj Kalyan Bahuddheshiya Sanstha, ISSUE, Matru Sewa Sangh, Varadaan), **Nashik** (Navjivan World Peace and Research Foundation), **Nagapattinam** (Avvai Village Welfare Society), **Patna** (East and West Educational Society, Bal. Sakha, Tripolia Social Service Hospital, Nari Gunjan), **Port Blair** (Prayas), **Pune** (Dnyanadevi, Karve Institute of Social Service), **Puri** (Rural and Urban Socio-Cultural Help, Open Learning System), **Ranchi** (Xavier's Institute of Social Service, YMCA, Samadhan, Chhota Nagpur Sanskritik Sangh), **Rourkela** (DISHA, SHRADHA), **Salem** (Don Bosco, YWCA), **Shillong** (Bosco Reach Out, Impulse NGO Network), **Shimla** (Himachal Pradesh Voluntary Health Association, Population Research Centre), **Sholapur** (Walchand College of Arts and Science, Department of Social Work, Akkalkot Education Society), **Sitamarhi** (East and West Educational Society, Pratham, Pragati Ek Prayas, Nav Jagruti, Nisha Mahila Vikas Sansthan), **Thirunelveli** (Saranalayam - TSSS, Centre for Empowerment of Women & Children), **Thiruvananthapuram** (Don Bosco Veedu, Loyola Extension Services, Trivandrum Social Service Society), **Thrissur** (St. Christina-Holy Angels Home, Vimala Community Extension Centre), **Trichy** (SOCSEAD, Bishop Heber College), **Udaipur** (Seva Mandir, Udaipur School of Social Work), **Ujjain** (Madhya Pradesh Institute of Social Sciences Research, Sewa Bharati), **Varanasi** (Dr. Shambunath Singh Research Foundation, Gandhi Adhyayan Peeth, Gramyanchal Seva Samiti, Shri Shanti Vikas Seva Sansthan), **Vijayawada** (Forum for Child Rights), **Vishakhapatnam** (Priyadarsini Service Organisation, UGC-DRS Prog. Dept. of Social Work - Andhra University), **Wayanad** (JVALA, Hilda Trust), **West Medinipur** (Prabuddha Bharati Shishu tirtha, Vidyasagar School of Social Work).

