

INTRODUCTION

CHILDLINE is a national, 24x7, free, phone emergency outreach service for children in need of care and protection, linking them to long term rehabilitation. Any child or concerned adult can call 1098 to access the CHILDLINE service any time of the day or night.

CHILDLINE is currently operating in 503 districts across 35 states and union territories in India. 98 Railway CHILDLINE units are in operation to reach out to the children who are in need of care and protection.

Programme for Children who are in Contact with Railway Stations

Programme for Children who are in Contact with Railway Stations (PCCRS), came into operational mode from April 2017, with two metro railway stations i.e. Howrah and Chennai. These stations were identified to initiate Child Help Desk (CHD) as per the Standard Operating Procedures (SOPs). In the year 2018, four stations were included under PCCRS i.e. Bengaluru, Patna, Delhi and Mumbai.

Three major components those are unique in this programme:

- Operations at railway stations by arranging CHD as per the SOPs.
- · Open Shelter (OS) for the children, who are rescued at the railway station for immediate shelter.
- De-addiction services for children who are under the influence of substances.

It also includes sensitization programmes and training programmes for the station level stakeholders. The stakeholder engagement at all the stations is in action and Child Help Group (CHG) are also functional to improve the quality services for the children who are in need of care and protection - who are in contact with the railway stations. The project is supported by Azim Premji Philanthropic Initiatives (APPI), for strengthening the intervention on core child protection issues at railway stations and to gain a better understanding of children arriving and living in and around the railway stations for a relevant and effective programme.

OBJECTIVES

- Strengthening the CHILDLINE services; prevention, rescue, intervention and linkages to long term rehabilitative services.
- Strengthening the networking and engagement with key stakeholders.



ACKNOWLEDGEMENT

Indian Railway runs more than 20,000 passenger trains daily and more than 2 million people travel every day on long-distance. Railway CHILDLINE manages to rescue troubled children from these railways through Child Help Desk and outreach programmes with the help of railway staff and concerned adults.

Programme for Children who are in Contact with Railway Stations (PCCRS) came into operational mode from April 2017 with two metro railway stations i.e. Howrah and Chennai. In the year 2018, we have added four more stations under PCCRS i.e. Bengaluru, Patna, Delhi and Mumbai. We have conducted more than 100 trainings for various stakeholders across these cities and had more than 3000 participants. 2897 children utilised open shelter facility from April 2018 to March 2019 and we have managed to rescue1642 children in 2017 and 6298 children in 2018.

We would like to express our heartfelt appreciation to all Directors of Railway CHILDLINE partner organization, Programme co-ordinators, City-in-charge, Counsellors and CHILDLINE India Foundation's Senior Management team and Programme for Children in Contact with Railway Stations team. We appreciate the support and help given to us by Indian Railway and their Staff-Ground Railway Police, Railway Police Force, Ticket Collector, Porters, while rescuing the children in distress or in crisis.

We would also like to acknowledge Azim Premji Philanthropic Initiatives (APPI) for extending their support for strengthening CHILDLINE services by opening more Railway CHILDLINE units to help more children in India.

We express our sincere thanks and gratitude to Honorable Minister, Secretary, Additional secretary, Joint secretary of Ministry of Women and Child Development for their guidance and support to work hard for safeguarding the children from being vulnerable.

Dr. Anjaiah Pandiri, Ph.D
Executive Director & Member Secretary
CHILDLINE India Foundation







CONTENTS

CATALYSE

Catalyse exhibits complied information with regards to the role played by CHILDLINE for the implementation of the Child Protection Policy across various verticals through advocacy efforts with allied systems, sensitization workshops, social research initiatives, partner organizations work and work with the state government on addressing children's issues.

COLLABORATE

Collaborate showcases the activities of the CHILDLINE network towards visits to new areas, capacity building and various efforts to enhance the focus on important issues related to children.

CONNECT

Connect is an assortment of key information and statistics related to calls received and responses across our all India phone network. It also showcases some of the major interventions carried out by our teams during last year.

COMMUNICATE

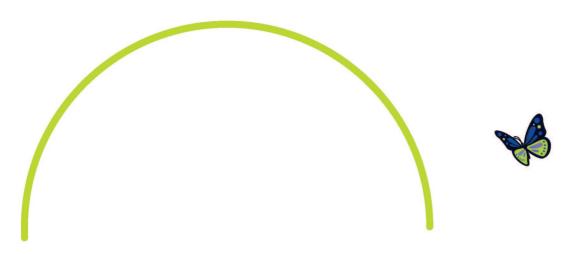
Communicate is an overview of the awareness campaigns, strategic initiatives, CSR actions and fund raising activities undertaken during last year by CHILDLINE.



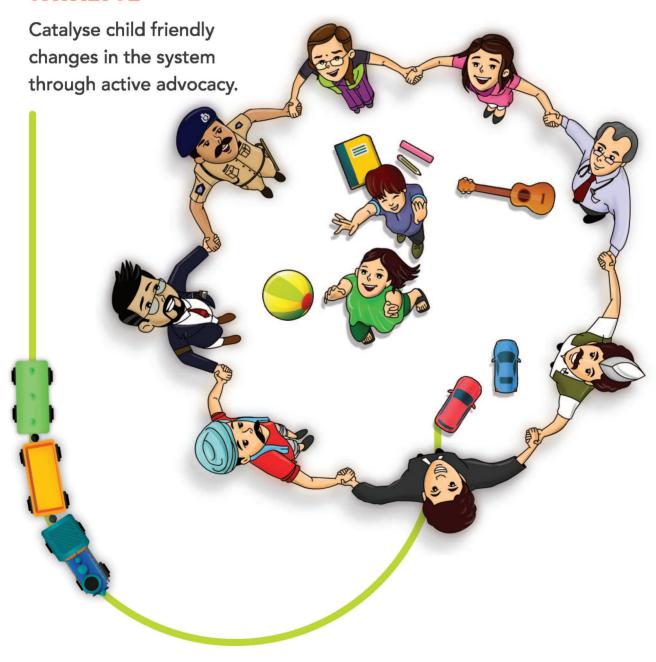








CATALYSE





Child Help Group (CHG)

CHG meetings are mandatory meetings as per the SOPs, in most of our stations under PCCRS programme. The CHG meetings are a platform for discussing and reviewing the implementation of the SOP and to discuss the practical issues of the team. We have conducted 37 CHG meetings across 6 stations from April 2018 to March 2019 under PCCRS programme.

CHG Meetings April 2018 - March 2019

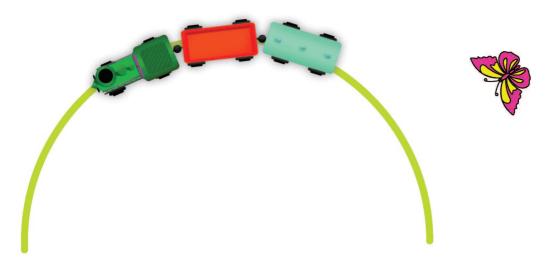


Handholding visits by the national team





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COLLABORATE

Collaborate and integrate with the efforts of all those who are working for child-friendly social order. Be it the children, the state, civil society, corporate or the community.





Workshops and Trainings

CHILDLINE India Foundation (CIF) team conducted workshops and trainings for CHD team, Government Railway Police Force (GRPF), Railway Protection Force (RPF) and ground staff of railway stations. The topics covered; Structure of CHD and PCCRS, CHILDLINE 1098 services, child rights, child protection policy, SOPs of railways, intervention protocol, soft skills, child psychology, child friendly concepts, financial guidelines and documentation, child protection acts-prevention of child trafficking, Protection of Children from Sexual Offences Act (POCSO) and Juvenile Justice Act (JJ).

Number of trainings organized for various stakeholders



CHILDLINE India Foundation East Zone team organized RPF training in Howrah - Liluah Head Quarter.







CHILDLINE India Foundation - East Zone team in collaboration with RPF and GRP, organised training on "Management during interaction with the children" at Howrah railway station.



CHILDLINE India Foundation - North Zone team conducted half day training session for the stakeholders on "CHILDLINE services and JJ Act". The training was attended by various railway officials, GRP and RPF.







CHILDLINE India Foundation - West Zone team conducted sensitization programme for housekeeping staff at CSMT railway station, Mumbai.





CHILDLINE India Foundation - South Zone team conducted sensitization programme during RPF roll call on Railway SOPs and prevention of child trafficking at Bengaluru station.



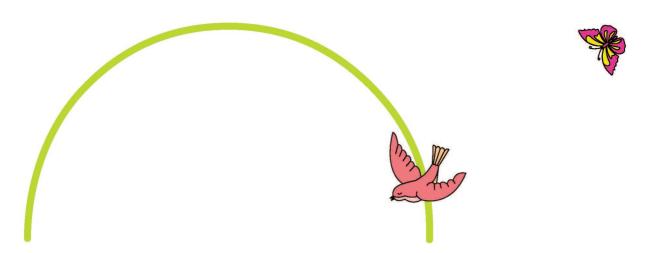
CHILDLINE India Foundation - South Zone team conducted sensitization programme during RPF roll call on SOPs, JJ Act at Chennai railway station.



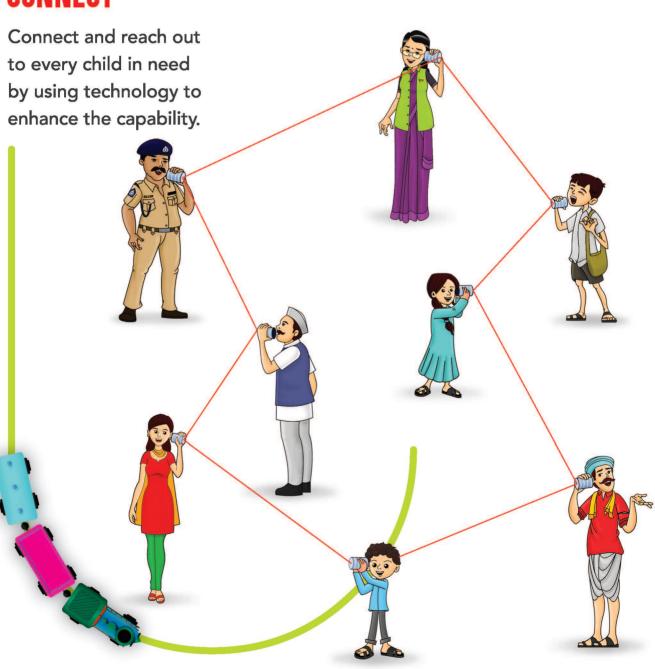




CHILDLINE India Foundation - North Zone team conducted training for stakeholders; railway officials and JJ Board Members on various child protection issues at New Delhi station. It was an interactive session with RPF on POSCO Act.



CONNECT





Connecting children with the Railway CHILDLINE units

In May 2017, the Railway CHILDLINE unit for PCCRS started functioning in Chennai Central (South Zone) and Howrah Junction (East Zone).

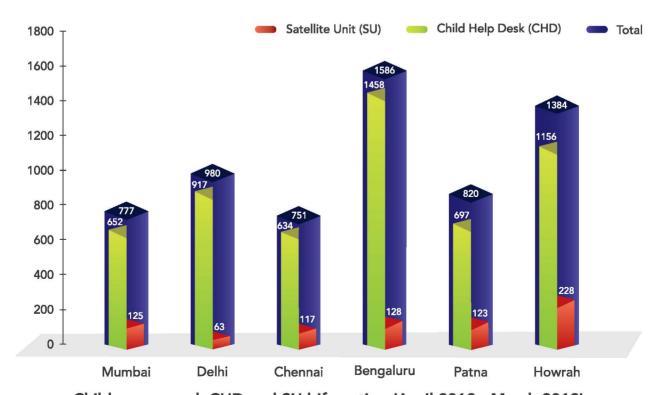
In April 2018, 4 more Railway CHILDLINE units for PCCRS were added in Old Delhi (North Zone), Patna (East Zone), Bengaluru (South Zone), and Mumbai CSMT (West Zone).

Children rescued and provided assistance from May 2017 - March 2018
Children assisted in Open Shelter (OS)



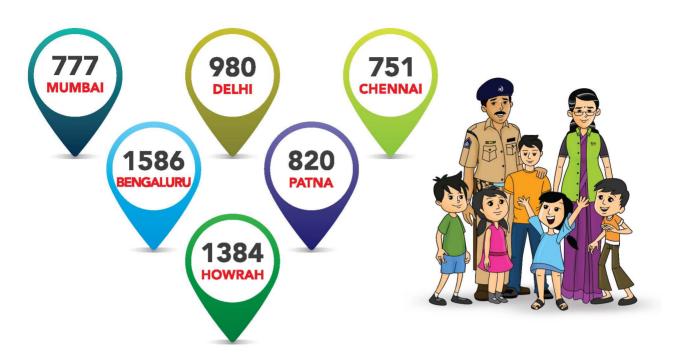
Total number of children rescued



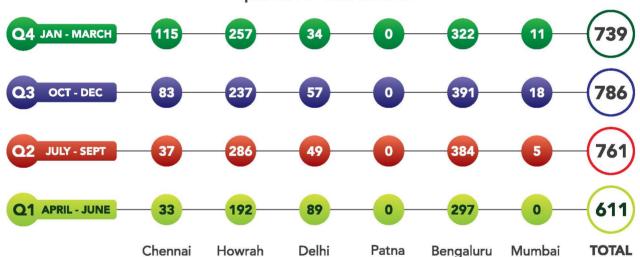


Children rescued: CHD and SU bifurcation (April 2018 - March 2019)

Total number of children rescued



Total number of children utilized in Open Shelter facility from April 2018 - March 2019



Children rescued and provided assistance from April 2018 - March 2019
Children assisted in Open Shelter (OS)







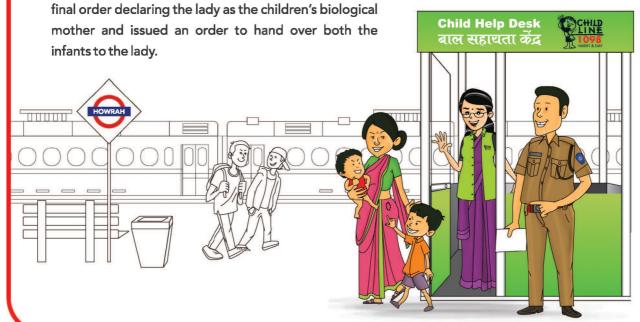
Case Category Restoration

CHILDLINE team at Howrah railway station received a case of two infants, one boy child of 1.6 years and a girl child of 7 months, from the RPF on 19th May 2017. CHILDLINE team rushed them to the nearest hospital in Howrah. The GRP and RPF were also kept informed about the children's admission. Since both of them were too small, CHILDLINE team approached the nearest police station and superintendent of hospital to appoint an attendant to observe them.

Subsequently, the information was also shared with the Child Welfare Committee (CWC). In the meantime, while doing the regular outreach at railway station, CHILDLINE team noticed that a lady was wandering in the railway premises, screaming loudly in search of something. CHILDLINE team enquired the situation with the porters and understood that the lady had lost her children. CHILDLINE team took the lady to the RPF station and enquired further into the matter. GRP officials and Deputy Station Master called the ambulance and admitted her in government hospital. Meanwhile, the CHILDLINE team informed the CWC about the incident.

After few hours, CHILDLINE team took the children and the mother to the CWC for the formal handing over process, at this juncture the need for an identity proof was felt by the CWC to establish her guardianship. On the other hand, the lady became hostile to get the children back but she had no identity documents with her. The CWC took note of the urgency and allowed the lady to breastfeed both the children.

The children were under close supervision of CHILDLINE team and underwent treatment in hospital until CWC ordered GRP to take over the case. Finally, GRP produced both the children along with the lady before the Magistrate in the court. In the end, the court gave the





A 15-year-old boy named Shafeeq from Ambur, Tamil Nadu, was a school dropout belonging to a lower economic background. His father is a daily wage labour whereas his mother is a housewife. He is the youngest of the three siblings in his family.

Due to the financial problems at home, he worked at a hotel in Bengaluru for few months. The hotel owner gave him ₹18,000/- as salary and sent him home for a short leave. He also asked him to collect the remaining amount of ₹2000/- once he resumes work. Thereafter, the boy went home and returned back few days later to Bengaluru with a friend to collect the pending money from the owner.

They arrived at the KSR station, Bengaluru. CHILDLINE team found him and his friend at the station and brought them to the CHD. The counsellor from the CHD interacted with Shafeeq, he narrated his story from start to end. After the counselling, the counsellor got his parents contact number and intimated them about his arrival at the KSR station. Later, he was produced to CWC for further legal procedures. The CWC considered Shafeeq's case as a child labour case and procedures related to child labour case were initiated. The CWC ordered Shafeeq to stay in government boys' home to complete his schooling as his family was unable to support his education.







Case Category Missing Children

A little boy named Arun was found unattended at railway premises by one of the CHILDLINE team member on 12th September 2018. When the staff approached him, he started crying. Immediately the staff consoled him and brought him to CHD. In order to know more about him, CHD team tried building rapport by playing with him.

During the first level interactions, the child was hesitant to open up to the team. When he was asked to reveal his name, he answered "Arun".

When the counsellor asked Arun about his whereabouts, he disclosed that he is from Andhra Pradesh and stayed with his grandmother. The reason he came to Chennai was to meet his mother. This was the only information he had disclosed. The same information was shared with the CWC member. The CWC ordered him to stay at government boys' home. All the others boys were restored back to their family members but he alone was sent back to the government boys' home. As the case manager and the child were travelling, Arun suddenly cried aloud due to a severe stomach pain. Instantly, the case manager took him to the hospital.

Meanwhile, the CHILDLINE team started to trace Arun's address. While interacting with him, he said that his mother lives at Chrompet and there is a swimming pool near his house. Immediately the police were contacted and were enquired about any missing case filed in Arun's name. It was told that there was no such complaint filed. The details and photo of the child were provided to the police via WhatsApp.

Within half an hour, the police found out Arun's mother and sent her to the hospital. The next day the child was discharged from the hospital and was presented to CWC and restored with all the legal provisions. Currently, Arun is happily living with his mother.

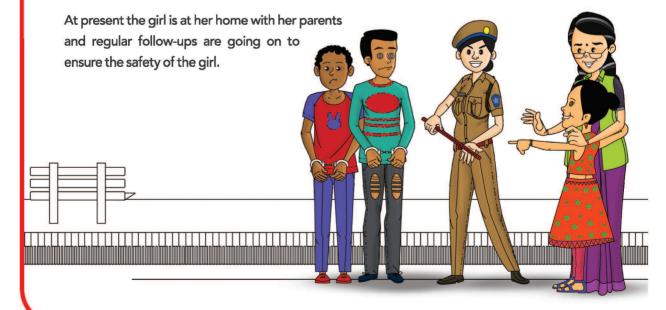




Both vigilance and sensitivity are important for effective outreach and to provide immediate support to children in need. This includes identification of possible risk factors and rescue of the children from existing or potential harmful situations. The perfect example of such vigilance and sensitivity is being demonstrated by the satellite unit team and open shelter outreach team.

During the regular outreach at Patliputra Railway Station in the morning around 9.30, CHILDLINE team observed something suspicious happening at the station. A 16-year-old girl was travelling with approximately 21 year-old-man. The outreach team followed them and heard their conversations. The boy was trying to convince the girl for something and the way he was interacting with her was not at all friendly or usual. Immediately both the team made a plan and as per their plan one member remained close to the girl without making his presence noticeable to them and the other member informed the GRP and RPF personnel and requested them to provide support of lady constables. With the help of lady constables (RPF and GRP) the outreach member interacted with them. During the interaction it was found that the girl was running away with the boy to settle down in Mumbai. She was in love with the boy and decided to run away with him but was unaware of the real situation.

The boy was planning to sell her in brothel and there were another four men travelling with them, which the girl was totally unaware of. GRP arrested the men and handed over the girl to the Railway CHILDLINE Patna team. CHILDLINE team contacted CWC and provided immediate shelter to the girl in girls' home. The girl was frightened and heartbroken. After many counselling sessions, she shared her address and contact details of her parents. Her parents were worried and were searching her everywhere. Finally, they arrived to receive their child, and family restoration took place safely.







Case Category Drug Abuse

On 18th April 2018, while conducting outreach, CHILDLINE Delhi team spotted a boy child named Somu roaming around the platform picking rags alone at the Shahdra railway station (Satellite Unit). During the interaction, the child reported that he spends most of his time picking rag at the railway station to arrange money for purchasing and consuming drugs. He shared with the team that he was taking drugs for the past 2 to 3 years, mostly solvent and inhalants.

The CHILDLINE team member brought the child to the CHD and the counsellor interacted with Somu to identify his issues and eagerness for purchasing and consuming intoxicants or the substances. Somu gave all the details pertaining to his residence, parents, education, and contacts.

CHILDLINE team produced Somu to CWC and got the approval to send him to the drug de-addiction cum rehabilitation centre at Delhi. A Social Investigation Report (SIR) was conducted at his home by the CHILDLINE team to assess the correctness of the information given by him and also to involve his family for quick treatment and rehabilitation. The SIR was submitted to CWC. Currently, Somu is under treatment and a rehabilitation plan is being prepared for him.





The railway staff found Priya crying in the waiting area. She was hungry so she requested a nearby shopkeeper to give her something to eat. The shopkeeper immediately informed the CHILDLINE team about her. CHILDLINE team brought her to CHD and inquired the reason behind coming to Mumbai. She said that she came from Pune to meet her uncle, who stays at Navi Mumbai.

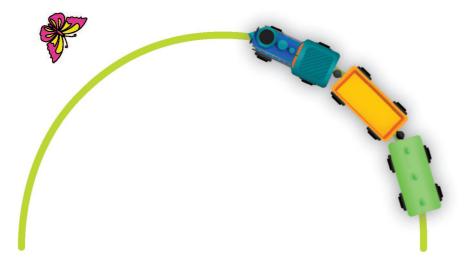
During the interaction, she gave details about her parents and brother and how they used to beat her often. During the counselling process she revealed that, because of her illness Post Commencement Stress Disorder (PCSD), she was unable to do anything properly. Due to this problem, she used to feel depressed and started suffering from hallucinations. For the medical check-up and process, she wanted ladies police staff around her, otherwise she was reluctant to complete the check-up. When her uncle came to CHD she became normal and went to the CWC.

The parents were contacted over phone by the CHILDLINE team and her mother shared that she is suffering from Obsessive Compulsive Disorder (OCD) and schizophrenia.

Counsellor counselled Priya and spoke with her parents over the phone. Later her parents called her uncle to accompany her in CHD till they take her custody. She was taken for general medical check-up and station entry was done with the GRP. After that she was presented to CWC, which recommended her to go back with her uncle. Her parents arrived at night and she was handed over to her parents.







COMMUNICATE

Communicate with the different segments of society to ensure that child protection becomes everyone's business.



Highlights





CHILDLINE India Foundation - West Zone team conducted awareness activity through tying CHILDLINE se Dosti band to railway officials including GRP, RPF and other staff at CSMT railway station, Mumbai.



CHILDLINE India Foundation - East Zone team organized a rally with the children inside the Howrah station premises to aware the passengers regarding child protection issues and how to combat them. A week-long programme was conducted which comprised of rally, street play, karate session for children and movie day out with 23 children of Howrah railway station. The programme concluded by organizing a magic show for the children.







CHILDLINE se Dosti week was celebrated by CHILDLINE New Delhi team. The volunteers and team members organized a cake party for the children.







Signature campaign at Patna railway station during CHILDLINE se Dosti week 2018 celebrations.



Inaugural of CHD at Chennai central by Chief Guest Naveen Gulati - Divisional Railway Manager (DRM) Chennai.







CHILDLINE India Foundation - South Zone team organized a day long state level consultation programme on care and protection of children in contact with railways in Bangalore. It was attended by railway officials, police, GRP and other officials from prominent NGOs.

CHILDLINE India Foundation PCCRS Team



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MAP OF RAILWAY CHILDLINE



