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CHILDLINE is a project of the Ministry of Women and Child Development (GOI) in partnership with State Governments, NGOs, International Donors, the Corporate Sector, Concerned Individuals and Children.

ISSUE 50

NOVEMBER 2007

Dear Readers,

Welcome to Issue No: 50 of the Hello CHILDLINE. This issue of the newsletter comes to you with a significant new addition. As shared earlier, every issue of the newsletter will now carry an article on related issues. The article will give you a mix of situational information, the legal aspects, psycho-social implications. CHILDLINE efforts in the particular issue will be an add on article.

We invite you to suggest areas/topics that you would like to see featured. You are also welcome to submit short papers on child related issues. If the article/paper is not written by you, but drawn from another source, we need you to send in the source details for the same. We look forward to active participation from the different CHILDLINE teams.

In this issue we share with you some of the significant happenings within the CHILDLINE Network across the country. The CHILDLINE teams have been faced with some very complex situations that have demanded creative and prompt thinking and action from the concerned team members. This issue also features more than one example of how 2 or more CHILDLINE teams from different States have worked in coordination towards rehabilitation of a single case. We applaud the efforts, the courage, the persistence, the hard work and the dedication of every CHILDLINE team member, who works to ensure that every child, in need of help and care, who they come across, is helped as quickly and as effectively as possible.

We once again invite you to send in messages for the 'pin-up' board and our special section 'Children's Voices', which calls for prose, poetry, art etc created by children.

As always dear readers, you are invited to send in your comments and suggestions for keeping this newsletter a dynamic method of communication between persons who hold the welfare of children close to our hearts.

We look forward to having your articles pour in.....

What is CHILDLINE?

CHILDLINE is a national, 24-hour, free, emergency telephone helpline and outreach service for children in need of care and protection. The **CHILDLINE** number 1098 is a toll free number that is common in all the cities of India. Initially started in Mumbai in June 1996, **CHILDLINE** is currently operational in 76 cities. **CHILDLINE** aims to reach out to the most marginalised children between the age group of 0-18 years, and provides interventions of shelter, medical, repatriation, rescue, death related, sponsorships and, emotional support and guidance.

So if YOU see a child in distress, call 1098!

CHILDLINE is ringing in 76 cities of India:

Agartala, Ahmedabad, Ahmednagar, Allahabad, Alwar, Amaravati, Aurangabad, Baroda, Bangalore, Berhampur, Bhopal, Bhubaneswar, Chandigarh, Chennai, Coimbatore, Cuttack, Cuddalore, Darbhanga, Delhi, District South 24 Parganas, East Medinipur, Eluru, Goa, Gorakhpur, Gurgaon, Guwahati, Gwalior, Hyderabad, Imphal, Indore, Jaipur, Jalpaiguri, Jammu, Kakinada, Kalyan, Kanchipuram, Kanpur Kanyakumari, Kochi, Kolkata, Kota, Kozhikode, Lucknow, Ludhiana, Madurai, Mallapuram, Mangalore, Meerut, Mumbai, Murshidabad, Nadia, Nagapattinam, Nagpur, Nasik, Patna, Port Blair, Pune, Puri, Ranchi, Rourkela, Salem, Shillong, Shimla, Sholapur, Sitamarhi, Thrissur, Thirunelveli, Thiruvananthapuram, Trichy, Udaipur, Ujjain, Varanasi, Vijaywada, Vishakapatnam, Wayanad, West Medinipur.





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City Highlights and Happenings!

A very successful, publicity raising, cycle rally was organized by the **CHILDLINE Bihar** for the first time in Bihar. This awareness rally was covered by three local news papers: The Hindusthan, Dhainik Jagaran and Sahara. CHILDLINE banners and posters were tied to the bicycles. CHILDLINE team members, and other interested persons took part in the rally. Students, neighborhood children and people gathered to encourage and witness the event.

The CHILDLINE Centre coordinator flagged off the rally. The team sported the CHILDLINE uniform to the inspiring, upbeat 1098 song. The rally passed through important locations in Patna with 15 minute stops to spread awareness and handout leaflets.

“Anti Child Labour Day” - 30th April 2007 the **CHILDLINE Guwahati** team staged role plays and puppet shows on child labour and child abuse in several places in Guwahati especially in key spots outside the offices of the Deputy Commissioner, Social Welfare Department and Human Rights Commission. The team also conducted a puppet show making people aware of the above issues. The outreach efforts of the team were very well received.

The CHILDLINE team also conducted two **NICP workshops** in the city. The first was with Special Educators working with challenged children at the block level, throughout the district. The workshop was attended by around

45 District Level Resource Organisation (DLRO) Special Educators including the Integrated Education for Disabled (IED) Coordinator and other dignitaries.. The other workshop was with the school teachers of two High Schools, one for boys and one for girls. Around 45 teachers were present on the occasion including the CWC Chairperson.

CHILDLINE Pune rescued children illegally employed and exploited in an exhibition nearby. During a Gammat Shalas (NFE centers in slums of Pune) children attending the class told the facilitator that some children who belonged to the Pune Balsena. (Balsena is a forum of children launched by CHILDLINE, and comprises children from all classes of society. They take issues to protect child rights) were being treated very badly by the persons operating the exhibition. The children were very upset over the condition of their friends. They first trapped the employer into admitting that he was the employer of the children and then a mass scale rally of children was organized to convince the employer and other shop keepers in the area against employing of children. The story got reported in the Times of India.

CHILDLINE Goa organized a two and half day workshop on Children's Rights/ Personality development for 80 children with the objective of children's participation. The methodology included skits put up by children, TV news reports, posters, group discussions etc. A novel feature was presenting a theme viz. negative

influences on a boys life, through a CHILDLINE case skit, where in children presented a skit in the form of a CHILDLINE case from calling 1098 to attending to the case and providing service to the child in need. This method allowed for children to learn about the nature of work as well as the type of cases dealt by CHILDLINE.

Annual conference of CARA on Adoption: The annual conference of CARA was organized

in Delhi on May 3 – 4, 2007. The conference had representatives of state governments and adoption agencies from over 23 states. The need of CHILDLINEs was stressed by many adoption agencies as they felt that in places where CHILDLINEs were operational, abandoned children from hospital and other places could be reported to 1098 which further refers them to adoption agencies.

An evening of fun with celebrities Riteish Deshmukh and Chak De Girls



Street children from Mumbai CHILDLINE had a wonderful time, when Fame Adlabs invited them to spend an evening interacting with the star celebrities of the Bollywood Blockbusters 'Hey Baby' and 'Chak De'. Fame Adlabs under their Purple Ribbon Social Initiative and CIF joined hands to organize two funfilled evenings with the celebrities.

On the first evening, children were invited to meet Bollywood heartthrob Riteish Deshmukh who came to the Infinity Mall for the promotion of his film "Hey Baby". Mumbai street children were invited on the stage along with a feature on CHILDLINE; and interacted with Riteish.

The second evening was spent between the kids and Chak De team, the latest Bollywood hit. This was yet another opportunity for the children to interact and dance with the upcoming artists of 'Chak De'. On both evenings the children were treated to a screening of 'Chak De'.



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Football Mania



The afternoon of 29th May, saw Football fever added to the intense summer heat amongst street children of Mumbai. All the street children- were immensely excited!

The cause for all the brouhaha was that kind courtesy of UK based Attorney , Dina Dattani, a team of Football Coaches from Arsenal, UK – one of the big football clubs in the world had offered to spend a couple of hours coaching these CHIDLINe children.

The venue was a school ground in Bandra. Once there, donned in CHIDLINe T-Shirts, the little children picked up the nuances of training and playing football from: Samir Singh, Jamie Montieth and Paul Shipwright- all current coaches of Arsenal assigned to Arsenal's Community outreach programme for reaching out to school children in India. On the initiative of Dina Dattani, the Coaches pulled out a tight schedule and showed the kids what football fever is all about! The children thoroughly enjoyed their session with the Arsenal team.

Outreach at Dharavi



The international Deloitte Group dedicates one day every year as a Social Impact Day. On that day all Deloitte employees get on the field, join hands with NGOs and commit time and energy to the community. Dus Nau Aath (1098) was the song on every child's lips in the Dharavi community, at the end of the day, when CIF and Mumbai CHIDLINe staff left the Dharavi locality on 8th June, after conducting a day long outreach and awareness event. CIF, Mumbai CHIDLINe and the Deloitte group joined hands on this day to spread awareness about CHIDLINe as well as HIV/Aids on Deloitte's Annual Impact Day, 8th June 2007.

All the volunteers submerged into the Dharavi area, performing street plays and puppet shows at different localities and reaching out to various people and children in the community. Through street play Mumbai CHIDLINe team depicted the story of four friends who

were street children and the difficulties they faced living on the streets. These children enacted the problems they face with local dadas, with the police and with harsh employers.

The puppet show performed by CIF staff was loved the most by the children. CIF staff told the story of two friends Bantu and Raju, their dog Tillu and CHIDLINe Didi. All the characters danced and sang to the tunes of 1098, and told the children that any child or concerned adult could call 1098 in case of missing or abused children, children in need of medical assistance or in need of care and protection as well as any child suffering from HIV/Aids.

After using innovative techniques of reaching out to the public, CIF, Mumbai CHIDLINe and the Deloitte volunteers spread out in different areas of Dharavi and gave information about CHIDLINe to children, families, shops, and the general public. People also walked up to the CHIDLINe Kiosk asking about what CHIDLINe was and collected flyers.



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National Partnership Meet (Directors)

The 9th National Partnership Meet (Directors) was organized in Delhi from 9th to 11th October 2007 at Jamia Hamdard, Delhi. The Meet is a forum for the Directors of the CHILDLINE Network to come together and share their concerns and experiences. This year the meet was attended by 132 Directors of CHILDLINE partner organizations across India. The meet was inaugurated by the new CHILDLINES of the four zones (Meerut, Dharbhanga, Mallapuram and Gwalior).

The meet began with Dr. Loveleen Kacker, Joint Secretary, Ministry of Women and Child Development sharing insights on the proposed Integrated Child Protection Scheme, which for the very first time talks about the protection of child right." In her presentation she discussed about –

The existing programmes, policies, budgetary allocations and the gaps in the system.

- The need, objective, guiding principle and approach of ICPS.
- Structure and Operational mechanism of ICPS at all levels.
- Budgetary allocation for Child Protection that has remained static at .03%
- Child Budgeting concept that would include only those schemes that would directly benefit children.

Ms. Kajol Menon, Executive Director, CHILDLINE India Foundation (CIF), made a presentation on the overview of CIF's activities since the last Partnership Meet, held in June 06.

The first day's business session focused on the Best Practices of cities in the areas of City Advisory Board (CAB) & Advocacy initiatives, Child Participation, Outreach Strategies, NICP and Innovations. Zones shared their experiences and placed their concerns and suggestions for improving the CHILDLINE service.

Ms Shantha Sinha, Chairperson of National Commission for Protection of Child Rights (NCPCR), shared the mandate of the Commission as –

- Creating awareness in the wider society on children's issue and the fact that 'children matter'
- Impacting policies and legal mechanisms to secure child rights
- Monitoring of protection of children's rights
- Research on issues related to children

On the second day three core issues of concern were taken up for discussion. These were: Child Trafficking, Child Labour and Missing Children. A presentation on these issues was made by the three Zonal Heads and CHILDLINE city representatives. Following this the participants deliberated over the challenges and problems and discussed how a common understanding and intervention strategies be developed on the issues. The discussion centered around –

- Existing mechanism of the State and the NGOs, Networking and Advocacy approaches used by CHILDLINE, Recommended

Stands and Implantation Approaches.

- Pave the way ahead for intervention.

The day concluded with a session on Convention on Rights of the Child (CRC) by Ms Razia Ismail of India Alliance for Child Rights, Delhi. She shared her knowledge on the CRC reporting process and its importance. She felt that the CRC reporting process, which is done every five years, is akin to an audit report for the GOI, highlight the status of children in the past five years. She explained the processes of each country reporting to the UN Committee on Child Rights and the alternate reporting, where the NGOs report on their findings / interpretations of the State of achievement of Child Rights in their respective countries. She recommended that given the vast reach of CHILDLINE nationally, reports could be prepared from specific geographic area that will focus on the situation of children, map the extent of change that has taken place in the condition of children vis-à-vis issues such as Education, Violence, Protection, and Health.

On the final day of the Meet three main issues addressed were: CHILDLINE Branding, Sharing of Analysis of Calls to 1098 and an overview of the Challenges and opportunities in Block Grant Disbursement .

The concept of Brand as a "relationship" between client groups, various stake holders and different Publics, and the factors that impact the strength of the relationship, was presented. This session highlighted the need for ensuring uniform branding of the CHILDLINE service and 1098 the toll free number for children in need of care and protection, at the national level. The minimum branding norms that have to be adhered to were stressed upon.

This session on "CHILDLINE in India: Analysis of Calls to 1098" highlighted the trends in calls received over two financial years 2004-05 & 2005-06. The data brought to light that, maximum number of calls received were to seek protection against abuse and tracing of missing children/families of children lost and were hence most critical. Under abuse 80% of the call received was for physical abuse, and





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most of the physical abuse took place in the family and at work place. 6% of the calls reported sexual abuse, mostly within the family and in the neighbourhood (70%).

63% of parents/relatives reported that their child had

gone missing. 37% children were found and identified as lost.

In the final session of the meet the Challenges in disbursement of block grant to the CHILDLINE network, the problems encountered namely documentary

compliances; delays in submission of relevant documents were discussed. The session ended with recommendations for smooth transactions and disbursements between CIF and the CHILDLINE partners.

The meet finally concluded with The Way Forward by Ms. Kajol Menon and Ms. Nicole Menezes, CIF, Delhi discussing future plans for the CHILDLINE network in the forthcoming year.



Mumbai CHILDLINE Birthday Party

Mumbai CHILDLINE and CHILDLINE India Foundation celebrated CHILDLINE's 11th anniversary on 16th October, 2007 at St. Mary's ground; a tradition followed each year with great enthusiasm and excitement. The venue was decorated to bring in the birthday spirit and games stalls and body painting stalls were set up for the children. Children thronged these stalls to play games, including hooking a prize, and other such perennial party favorites. The body painting stall was a huge hit among the children as each one waited and fought for their turn to have a cartoon drawn on their hands, faces and legs.

Children came from shelter homes, Non Governmental Organizations. Nearly 800 children attended this gala event with their volunteers and NGO workers. Children showcased their talents through solo/group dances, mimicry, and singing songs. On this occasion Mumbai CHILDLINE children presented a beautiful collage as a birthday gift to CHILDLINE.

The grand finale saw the children dancing non-stop to the beats of the latest songs in true Bollywood ishtyle. Everyone caught onto the vibrant and infectious energy and danced for hours.

The party was also attended by a diverse group of supporters and well wishers who volunteered at the party with great energy - the party was attended by corporate groups like M-phasis (whose employees volunteered at the function) and HSBC; supporters like Dr. Nilima Mehta, ex-chairperson, CWC; Byculla Police Station staff; and volunteers from Sophia's College and Tata Institute of Social Sciences as well as individual donors.

CHILDLINE is thankful to everyone who helped in making this event a grand success-Donors, volunteers, corporates, government representatives, allied systems, staff, supporters and well-wishers but most importantly all the children who really made it worth it.





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Innovations at CHILDLINE

CHILDLINE Patna organized a 24-hours survey programme at Patna railway junction. Aware of the large number of missing children, runaway, and trafficked children found at the Patna Junction, CHILDLINE conducted an actual head count of children who come to Patna under different circumstances. The schedule of the survey was made into three different timetables. The day was divided into three shifts of eight hours each starting at 2.00 P.M on the 30th of May and ending at 2.00 P.M on 31st May 2007. Each volunteer/CHILDLINE team member filled in a survey form for every child interviewed. In the 24-hour survey 300 forms were filled. Some children were rescued with the help of the railway police. An Open House was also organized on self-awareness and health management. The focus was on HIV and personal hygiene.

CHILDLINE Jalpaiguri has started sending CHILDLINE messages via SMS to all cell phone users in the district. This has made a difference in the number of calls received at the call center. The MPs, MLAs, Municipal Chairman, Sabhadhipati were also sent these messages.

A seafront awareness and information program was conducted by the **CHILDLINE Visakhapatnam** team. An information stall was set up

on the beach and posters and banners advertising CHILDLINE and its services were placed at strategic points along the beach road. Nearly 1000 people visited the CHILDLINE Stall.

BSNL Telecom District **Visakhapatnam** arranged the 1098 connectivity through cell phones for CHILDLINE Services and also arranged a hunting facility to 1098. Tata Tele Services has provided free 1098 toll free connectivity for the CHILDLINE services through Tata tele services both through land lines and mobile phones.

CHILDLINE Goa was instrumental in getting the CHILDLINE services published in the Annual School Calendars, of the schools coming under the Diocesan Board of Education. A similar letter was given to the then Minister of Education and he directed that Education Department also do the needful, as well as, issued a circular to all schools to give permission to CHILDLINE team members to conduct Open Houses. As a result all schools in Goa have accordingly printed the services of CHILDLINE along with the logo and 1098 number. Awareness programmes were conducted in various schools and the response has been highly positive. The number of queries has increased and some individuals have even approached CHILDLINE to volunteer.

Meeting with CWCs to facilitate a positive relationship between the police and CHILDLINE Delhi, Organized by CHILDLINE India Foundation Date: 1st June'07

The purpose of the meeting was to improve the facilitation between the police and the CHILDLINE offices in the best interests of the children concerned.

Ms. Heenu Singh, Executive. Director, SBT raised the issue of the need to improve the relationship between the CHILDLINE team and the police so that there could be a positive resolution of some of the problems that the CHILDLINE team faced such as harassment by the police at railway stations, lack of follow up by police once they deposit the child at the CHILDLINE office etc. Dr. Bharti Sharma, Chairperson, CWC said that a circular needed to be issued and sent to all the police stations by the police commissioner to facilitate the functioning of CHILDLINE. Ms. Singh said that given the already heavy work load the police have and the fragile relationship between the police and CHILDLINE, it would prove better in the long term to work with the police to change their attitude rather than an order for them to change as it had the potential to backfire.

With regard to producing the child before the CWC before returning them to their parents, CHILDLINE teams said that often the parents came to collect the child and were in a hurry to return before the child could be produced before the CWC. Given the workload of the team they often allowed the child to go with the parents. However Mr. Vidyarthi said that no NGO had the right to handover children from their care, even to the natural parents of the child without following the legal procedures. Dr. Komal also requested the CWCs to play a more proactive role in ascertaining the accountability of the Labour department in the best interest of those children rescued from child labour.

The meeting ended very positively with a clearer understanding of the problems and needs of all concerned parties.

Shillong CHILDLINE celebrated its 6th Birthday on 1st June 2007, a half-day program was organized on 2nd June 2007 (Saturday).

Volunteers selected from 6 different Localities in the City accompanied around 60 children to the celebration.

These children are basically from the lower economic status families. The children munched on snacks and biscuits while watching the movie 'Mathilda' which they loved. Children identified by CHILDLINE received rice packets of approximately 5



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kgs each. Bombay Bites, a local restaurant provided snack packets at a discount price. CHILDLINE members managed to mobilize 620 Kilograms of rice through whole sellers and concerned individuals.

CHILDLINE Solapur along with the Nodal conducted a series of workshops in the month of May for 4 different target groups. Law Enforcement Agency (Police Inspector, Police Sub inspector, Asst Commissioner of Police, Head Constables, Constables); Mahila Mandal (Solapur Mahila Mandal; President/Secretary & one representative from each Mandal; Hospital / Medical Car (Medical Practitioners) and the President & Sahayogini of Self Help Group in Solapur City. The purpose of these workshops was to generate awareness about CHILDLINE, raise information on child rights among the participants, sensitize the police towards the problems of children, and strengthen the partnership with allied systems to create a child friendly atmosphere.

The workshops were conducted by former City Coordinator of CHILDLINE Solapur and resource persons from the Dept. of Women & Child Development, District Coordinating Officer, Mahila Arthik Vikas Mahamandal (MAVM) Solapur and Nodal Organisation.

North Zone Regional Review

The North Regional Resource Centre established last year has been able to boost the basic functioning of CHILDLINE in Agra, and other city levels as well as given a thrust to advocacy efforts in UP, Haryana, Rajasthan and Delhi. The initiatives and proactive attempts of partners have promoted collaborative efforts such as the UP State Child Participation Meet.

The UP state children's meet is a step further in the direction first taken by CHILDLINE to ensure the participation of children, and to foster a sense of ownership of (government policy) within the children. Dr. Madhu Agrawal the Director of NIPCCD Lucknow, said that such programmes are important as they give opportunities to children to express their concerns and visualize their problems in a broader perspective. She stressed that sharing between cities is also very important as it gives an opportunity to learn from each other.

The Meet was held at Lucknow on 24-25th June. Children and CHILDLINE team members and Directors from Allahabad, Lucknow, Gorakhpur, Varanasi, Badohi, Chandoli, Kanpur, Meerut and Agra participated in the meet. The Selection of children to represent the city in the state participation meet was done by respective CHILDLINES through open houses, (an institutionalised mechanism of child participation in the city). Representation of children who had participated in the city CP Meet was also ensured

To facilitate the participation process for children, the participants were divided into four groups depending on their experience and life situation. The four groups were: (i) Children living on Railway station, (ii) Children on the street/ slum, (iii) Working Children, (iv) Children going to School: Education. Facilitators of sessions were briefed to ensure they did not allow their biases to effect the children's sharing for their experiences. The sessions were very interactive, had skits and role plays and the children sharing sessions were particularly moving.

Issues to be followed up with the state government included: education (quality of education to be improved specially the teacher student ratio), street children (ensuring protection of children on the street from different kinds of exploitation and child rag pickers) those living on railway platforms (coordination with the Railways, GRP and RPF for ensuring rehabilitation of children on railway platforms), as well as many aspects of child labour Coordination between the labour department and the social welfare department and Police for rescue of child labourers and their rehabilitation.

Some of the major issues and needs that were expressed were:

The need for Shelter home for mentally challenged children in UP as well as an adequate number of shelter homes for boys and girls.

The need for effective implementation of JJ system in the state and a review of the functioning of some specific CWCs as CHILDLINE is facing specific problems.

Setting up a coordination unit at state level between labour department, Social Welfare Department and the Police.

Jan Kala Sahitya Manch has been upgraded from a support organization to a collaborative partner in Jaipur.

Gramanchal Seva Samiti has been upgraded as a collaborative organization.



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Making a Difference - CHILDLINE Intervention

CHILDLINE Jalpaiguri attempts to track down a group of traffickers...

CHILDLINE Jalpaiguri received a call from the support organisation informing about rescue of two trafficked girls. The girls were brought to the station and then handed over to CHILDLINE centre.

The girls said that 2 women had promised their parents that the girls would be employed in Siliguri as domestic workers and earn a monthly income of Rs. 1000/-. The women had taken these girls to a two storied building for the night, where there were seven other girls. The girls all felt that something was not right and they all managed to escape in the night. Luckily for two of the girls they were rescued by Support Organisation on the following morning. Through intense counselling sessions with the girls, one of them gave the counsellor two phone numbers of the 'bhaiyas' who had worked at the office. CHILDLINE informed the Support Organisation case details and requested them to trace the location of the office with the help of the local police. The telephone numbers were also given to them.

Hasimara Police Out Post were immediately able to confirm the address. The 2 women traffickers Rozi and Rajni lived in the same tea garden area as the girls and the police were asked to trace their whereabouts. CHILDLINE Jalpaiguri have also discussed the case with the SP, Jalpaiguri for his necessary action, efforts are still on to locate and arrest the traffickers and break up the trafficking group.

The girls have been restored to their respective families.

CHILDLINE Shillong places abused girl in rescue home...

Two concerned individuals approached CHILDLINE for assistance. The CHILDLINE team was faced with a very difficult problem. A young girl and her brother had had their home burned down and they had been thrown out of the village by their family and clan members. They had been accused of having incestuous relationship. The pair, the 14 year old sister and the 25 year old brother were living in a cave like structure, in a deep jungle over 2000 feet above sea level. The Federation of Clans the Khasi, Jaintia and Garo people sent their representatives to talk to the girl to ascertain what had happened as they

feared the girl would be excommunicated from her clan, and they suspected that her brother was raping her and this was not a voluntary sexual relationship. The headman, although informed of the situation chose not to get involved as he said he knew of it as a family matter and that the families and the clans would be handling it. However he was prepared to let the girl live in the village again if the clans allowed it.

The CHILDLINE team member who spoke to the girl was able to ascertain that the girl had been raped repeatedly by her brother for the last 3 months. He physically abused her and starved her if she refused him and he threatened to kill her if she told anyone. The girl was unable to stay with her elder sister as the latter's landlady threatened to throw them all out as this girl was in shame with the clan.

The situation got more complex when it was discovered that the girl was in the first trimester of pregnancy. As per her choice, the team got legal permission to arrange for her to have a medical termination of pregnancy.

The brother eventually handed himself over to the police. He claimed he did what he did under the influence of alcohol. Another

sister lodged a complaint against her brother saying he was of unsound mind and should be arrested for raping their sister. A complaint was lodged against him case No: 59 (5) 07 W/S 376 IPC.

In consultation with the Nodal Organization, the girl has been referred to a Vocational training Centre for girls & Women. The prime responsibility of caring for her will be given to her eldest sister.

CHILDLINE Patna rescues child from abusive work situation...

The CHILDLINE team in collaboration with Collab was able to restore a child to her family. A 10 year old girl was found crying on the footpath by a rickshaw puller. He took the girl to the local police station, who then called CHILDLINE. The team hurried to the police station to rescue the girl. When the team member talked to the girl she told them that her relatives had brought her from her parent's home to work with them as a maid servant. One day the woman, who brought her, beat her up very badly and the girl ran away and was wandering about till the rickshaw puller found her. Two of her relatives came to the CHILDLINE office to take



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the child back with them but she refused to go. The team then contacted her parents and her father finally came to collect his daughter and promised he would not put her to work again.

CHILDLINE Guwahati works through the allied system to ensure a brighter future for a child rescued from domestic work...

A local newspaper called CHILDLINE (1098) to inform them of a 12-year-old girl who was working as a domestic worker in a family and was being physically and mentally abused by her employer. A woman police officer at Pan Bazar rescued the child after hearing about the incident. When CHILDLINE Guwahati heard about this they called the local police station at Pan Bazar and arranged for the girl to be handed over to them after all the formalities were complete. The girl was placed in the shelter home for temporary shelter. The next day the case was produced before the magistrate who passed an order stating that the girl was to be placed under the care of CHILDLINE in the Shelter Home. The next day

the case was telecast on a national T.V. Channel. The police finally arrested the employer. The girl presently is at the Shelter home as she has nowhere to go and is undergoing vocational training. The case is still on at the court.

CHILDLINE Agartala arranges for young Bisu to study further...

CHILDLINE Agartala received a call about a young boy who lived with his aunt. His mother was a sex worker and his father is missing. The CHILDLINE team arranged for the boy to go to school and has taken him to a Child Guidance Centre for emotional support and guidance. Recently Biswajit's mother passed away. CHILDLINE is following up the case in Biswajit's best interests.

CHILDLINE Vishakapatnam rescues a 3 year old baby boy found abandoned on the pavement.

The local police station called up CHILDLINE and told them a rickshaw driver had found a child crying on the pavement and

handed the child over to the police station. As there was absolutely no way to find the parents, CHILDLINE placed the boy in a Shelter Home by the CHILDLINE and the child's details were published in all news papers and CHILDLINEs all over India were requested to try and locate the parents. However all efforts to locate the parents failed and so the child was ultimately placed in the SOS Village of India for long term rehabilitation.

CHILDLINE Vishakapatnam rescues a one year old, abandoned baby girl...

A one year old baby girl was found abandoned in a train at the Viziaganagaram Railway Station. The Railway manager called up the local emergency service (108) and they in turn called up the 1098 CHILDLINE service in Hyderabad. Hyderabad CHILDLINE contacted the Visakhapatnam CHILDLINE. The Visakhapatnam team received the child who was then placed into a short stay home while efforts were on to locate her parents. However after 2 days of the advertisements in newspapers failed to get

any response the child was produced before the CWC and the child was committed to Sishugruha.

CHILDLINE Vijaywada and CHILDLINE Kolkotta work together to reunite child domestic worker with her family in West Bengal...

A young girl was placed by her relatives to work as a domestic worker with a family in Vijaywada. In a very short time the girl realized that she was expected to do all the work in the house and not just look after the children as she had been told. She was exhausted and ultimately ran away and was sitting alone at the station where a **CHILDLINE Vijaywada** team member found her and took her to a shelter home. The girl explained to the team that she could find her way home from Howrah and so the team in Vijaywada contacted **CHILDLINE Kolkotta** and it was arranged that the girl would be escorted to Kolkatta with a letter from CWC and were handed over to CHILDLINE Kolkatta. From there her mother was contacted and the girl was finally restored to her family.



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A Study on Child Abuse: India 2007, an Abstract

The Ministry of Women and Child Development conducted the National Study on Child Abuse one of the largest, empirical, in-country studies (of its kind) in the world. This study, which complements the UN Secretary General's Global Study on Violence against Children (2006), studied the problem of child abuse in 13 states in India. The report *A Study on Child Abuse: India 2007* was released by Ministry of Women and Child Development. 2007

The aim of the study was to develop a comprehensive understanding of the phenomenon of child abuse, with a view to facilitate the formulation of appropriate policies and programmes meant to effectively curb and control the problem of child abuse in India.

The specific objectives of the study were:

- To assess the magnitude and forms of child abuse in India;
- To study the profile of the abused children and the social and economic circumstances leading to their abuse;
- To facilitate analysis of the existing legal framework to deal with the problem of child abuse in the country; and
- To recommend strategies and programme interventions for preventing and addressing issues of child abuse

Definition of child abuse

The term 'Child Abuse' may have different connotations in different cultural milieu and socio-economic situations. A universal definition of child abuse in the Indian context does not exist and has yet to be defined. For the purpose of this document the definition of Child Abuse and the categorization of Child Abuse are taken from the World Health Organization (WHO).

Child abuse refers to the intended, unintended and perceived maltreatment of the child, whether habitual or not, including any of the following:

- Psychological and physical abuse, neglect, cruelty, sexual and emotional maltreatment.
- Any act, deed or word which debases, degrades or demeans the intrinsic worth and dignity of a child as a human being.
- Unreasonable deprivation of his/her basic needs for survival such as food and shelter, or failure to give timely medical treatment to an injured child resulting in serious impairment of his/her growth and development or in his/her permanent incapacity or death.
- Physical abuse is inflicting physical injury upon a child. This may include hitting, shaking, kicking, beating, or otherwise harming a child physically.
- Emotional abuse (also known as verbal abuse, mental abuse, and psychological maltreatment) includes acts or the failure to act by parents, caretakers, peers and others that have caused or could cause serious behavioural, cognitive, emotional, or mental distress/trauma.
- Sexual abuse is inappropriate sexual behaviour with a child. It includes fondling a child's genitals, making the child fondle an adult's genitals, sexual assault (intercourse, incest, rape and sodomy), exhibitionism and pornography. To be considered child abuse, these acts have to be committed by a person responsible for the care of a child or related to the child (for example a baby-sitter, parent, neighbour, relatives, extended family member, peer, older child, friend, stranger, or a day-care provider). Child neglect is an act of omission or commission leading to the denial of a child's basic needs. Neglect can be physical, educational, emotional or psychological. Physical neglect entails denial of food, clothing, appropriate medical care or supervision. It may include abandonment. Educational neglect includes failure to provide appropriate schooling or special educational needs. Psychological neglect includes lack of emotional support and love.

MAJOR FINDINGS:

This section lists some of the findings of the National Study of Child Abuse. One of the most significant findings that emerged from this study was that children, in the 5-12 year age group, are the most 'at risk' to all forms of abuse and exploitation.

Physical Abuse

1. Two out of every three children were physically abused.
2. Out of 69% children physically abused in 13 sample states, 54.68% were boys.



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3. Over 50% children in all the 13 sample states were being subjected to one or the other form of physical abuse.
4. Out of those children physically abused in family situations, 88.6% were physically abused by parents.
5. 65% of school going children reported facing corporal punishment i.e. two out of three children were victims of corporal punishment.
6. 62% of the corporal punishment was in government and municipal school.
7. The State of Andhra Pradesh, Assam, Bihar and Delhi have almost consistently reported higher rates of abuse in all forms as compared to other states.
8. Most children did not report the matter to anyone.
9. 50.2% children worked seven days a week.

Sexual Abuse

1. 53.22% children reported having faced one or more forms of sexual abuse.
2. Andhra Pradesh, Assam, Bihar and Delhi reported the highest percentage of sexual abuse among both boys and girls.
3. 21.90% child respondents reported facing severe forms of sexual abuse and 50.76% other forms of sexual abuse.
4. Out of the child respondents, 5.69% reported being sexually assaulted.
5. Children in Assam, Andhra Pradesh, Bihar and Delhi reported the highest incidence of sexual assault.
6. Children on street, children at work and children in institutional care reported the highest incidence of sexual assault.
7. 50% abuses are persons known to the child or in a position of trust and responsibility.
8. Most children did not report the matter to anyone.

Emotional Abuse and Girl Child Neglect

1. Every second child reported facing emotional abuse.
2. Equal percentage of both girls and boys reported facing emotional abuse.
3. In 83% of the cases parents were the abusers.
4. 48.4% of girls wished they were boys.

Child Abuse Cases reported to CHILDLINE

CHILDLINE 1098 receives large number of calls related to child abuse. Number of child abuse cases reported to CHILDLINE from 2002 to 2007 is 13, 739. The number of cases has increased from 1647 in 2002-2003 to 3890 in 2006-2007.

Source: Monthly Reports

Of the total number of abuse cases reported to CHILDLINE, 88.9% of the calls are for Physical abuse, 5.6% for Sexual abuse, 2.4% for financial abuse and 3.2% for others. Low number of calls for sexual abuse can be related to lack of awareness and understanding about the various types of sexual abuse and fear of consequences of reporting.

Of the total Physical abuse cases reported, about 50% of the children reported abuse at the workplace that shows exploitation of child labourers. 36% reported abuse within the family.

Of the total Sexual abuse cases reported, 46% of the abuse is by neighbours and 27% of the abuse is within the family. 19% of the children are abused at the work place

It is observed that physical abuse is more in case of male children whereas female children are more abused sexually.

Source: ChildNet 2005-06



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Evolution of Child Labour Policy in India

Event	Date	Details
Ratification of ILO, Night Work of Young Persons (Industry), Convention 1919 (No. 6)	July 1921	Night work by young persons in any public or private industrial undertaking prohibited.
Ratification of ILO, Minimum Age of Trimmers and Stokers Convention, 1921 (No. 15)	November 1922	Employment of young persons as trimmers and stokers in vessels or ports prohibited.
Ratification of ILO, Medical Examination of Young Persons (Sea) Convention 1921 (No. 16)	November 1922	Compulsory medical examination of children and young persons employed at sea provided for.
Enactment of Children (Pledging of Labour) Act 1933	February 1933	Pledging of labour of children prohibited and penalty for parents/guardians pledging child labour prescribed.
Enactment of Employment of Children Act, 1938	February 1938	Employment of children below 14 years prohibited in certain occupations.
Adoption and Enactment of Constitution of India Act by the Constituent Assembly	1922	Prohibition of employment of children below 14 years of age in factories, mines and hazardous employments in terms of a fundamental right; and Directive Principle laid down against the abuse of the tender age of the children until 14 years of age.
Ratification of ILO, Night Work of Young Persons (Industry) Convention (Revised) 1948 (No. 90)	July 1950	Night work by children and young persons abolished
Ratification of ILO, Minimum Age (Industry) Convention 1919 (No. 5)	September 1955	Employment of children under fourteen years of age in public or private industrial undertaking prohibited.
Report of the National Labour Commission	1969	Recommended combination of work with education and flexible employment hours, which would not inhibit education.
Ratification of ILO, Minimum Age (Underground Work) Convention 1965 (No. 123)	March 1975	Employment of persons below sixteen years of age for work underground in mines prohibited
Report of Gurupadaswamy Committee	1979	Recommended setting up of Child Labour Advisory Board; fixation of minimum age of entry to the establishment; strengthening of Enforcement machinery; formulation of effective educational policy with emphasis on integration of educational requirements with local crafts
Establishment of the Central Child Labour Advisory Board with labour minister as Chairman	March 1981	To review implementation of existing laws; to suggest legislative and welfare measures for working children; and to recommend industries where child labour should be eliminated
Enactment of Child Labour (Prohibition and Regulation) Act 1986	December 1986	Employment of children below 14 years of age prohibited in specified occupations and processes; procedure of modification of schedule of banned occupations of processes laid down; regulation of working conditions of children in non-prohibited employments provided for; penalties for violation of the law provided; and uniformity in definition of "child" in related laws provided for.
Adoption of the National Child Labour Policy	1955	Provided for a legislative action plan; focusing of general development programmes for the benefit of working Children as well; and formulation of project-based action plan in areas of high concentration of Child Labour
Report of the task force on child labour set up by the Child Labour Advisory Board under the Chairmanship of Dr. L. M. Singhvi.	December 1989	Recommended amendments to child labour laws and national policy on Child Labour
Report of the National Commission on Rural Labour	July 1991	Recommended enactment of compulsory primary education Acts by State; creation of non-formal education centres; enhancement of outlays for elementary education; guarantee wage employment of parents of working children; universal prohibition of child labour; media publicity against child labour.
Rehabilitation of Children Working in Hazardous Occupations	15th August, 1994	Total of two million children are sought to be brought out of work and put in special schools where they will be provided with education, vocational training, monthly stipends, nutrition and health-checks
Report of the Study group on women and children of the Second National Commission on Labour	2002	Recommended the enactment of Child Labour (Prohibition and Education) Bill 2000
Ministry of Labour notification on banning of Child Labour	10th October, 2006	Child labour ban will be effective and Child Labour (Prohibition and Regulation) Act, 1986 will be amended as: "After item (13) and the entry relating thereto, the following items and entries shall be added, namely;- "(14) Employment of child as domestic workers or servants; (15) Employment of children in dhabas (road-side eateries), restaurants, hotels, motels, tea-shops, resorts, spas, or other recreational centers"

Source: *Child Rights in India: Law, Policy and Practice* - Asha Bajpai



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State Children's Meet

The Maharashtra and Gujarat State Children's Meet was organised by CHILDLINE India Foundation in co-ordination with the CHIDLINES across Maharashtra & Gujarat on 19th & 20th June and 29th & 30th June 2007 respectively. The Meet was supported by PLAN International, India. Sixty children from across nine CHIDLINES in Maharashtra and forty from Gujarat CHIDLINES participated in the meets.

Children from across CHIDLINES came together on one platform to present their concerns and grievances and also make recommendations to government representatives of the different departments. Over these two days, children

discussed issues in six major areas namely, Health, Housing and Sanitation, Child Labour, Education, Police. In the last phase of the second day, children made presentations through creative mediums such as skits, role-plays and songs on the issues identified followed by recommendations and solutions to address the same.

Children places their concerns and issues in front of the panel consisting of representative from the allied system such as Secretary, Social Justice & Empowerment; Chairperson, Child Welfare Committee; Under Secretary, Department of Women and Child Development; Special Inspector General of Police,

Prevention of Atrocities against Women; Assistant Labour Commissioner, Joint Director Hospitals, (Rural) and Assistant General Manager, MTNL.

The officials made a note of the issues and committed

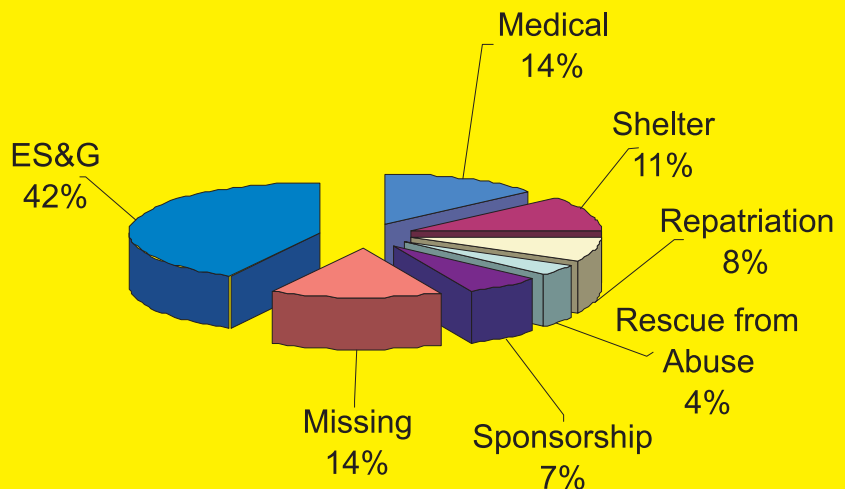
to take cognisance of and address any issue that came to their immediate notice. They also appreciated the creativity and efforts of the children in planning and making the presentations.



Percentage of Intervention Calls from Inception till July 2007

The following call statistics covers 71 cities

Medical	61684
Shelter	51645
Repatriation	34152
Rescue	18025
Sponsorship	29835
Missing Children	64094
Emotional Support & Guidance	19011
Total	449546





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CHILDLINE has recorded a total number of 1,20,12,942 calls from inception till July-2007

	Cities	Date of Inception	Medical	Shelter	Repatriation	Rescue	Death Related	Sponsorship	Missing	ES & G	Info & Ref. to service	Supportive calls	Unclassified	Total
North Zone														
1	Allahabad	Dec-01	990	197	294	222	20	629	332	584	20342	141698	13	165321
2	Alwar	Feb-01	93	112	193	64	0	33	626	7202	21292	123427	0	153042
3	Chandigarh	Sep-01	1198	86	10	186	5	2149	180	2268	6318	49529	3	61932
4	Delhi	Oct-98	2098	7800	3116	2278	39	839	16916	22797	47867	1518590	246	1622586
5	Gorakhpur	Sep-05	132	25	103	50	1	8	141	159	2519	13207	1	16346
6	Jaipur	Feb-00	9054	1355	1648	855	2	5	1555	4817	23624	146663	4	189582
7	Jammu	Dec-05	140	6	4	0	0	285	11	49	262	9790	0	10547
8	Kota	Nov-04	38	28	89	8	0	25	119	167	13446	8745	5	22670
9	Lucknow	Feb-01	307	260	464	263	6	289	569	420	10962	142411	7	155958
10	Shimla	Apr-06	22	0	0	0	0	0	0	162	226	1442	0	1852
11	Udaipur	Apr-02	2269	200	220	116	6	1127	723	1715	1607	144181	9	152173
12	Varanasi	Mar-00	957	261	766	604	16	163	2111	1553	25864	182737	28	215060
	Total - I		17298	10330	6907	4646	95	5552	23283	41893	174329	2482420	316	2767069
South Zone														
1	Bangalore	May-02	126	1000	665	748	10	142	356	433	10121	124047	4	137652
2	Chennai	Apr-99	154	3938	2302	762	30	3	2290	424	30590	158432	0	198925
3	Coimbatore	Dec-99	377	1350	420	733	46	346	470	815	44414	71113	0	120084
4	Hyderabad	Nov-98	1944	3076	1655	507	18	129	1952	7425	307128	239307	0	563141
5	Kochi	Jan-01	92	1573	203	415	2	290	348	9015	39518	57831	44	109331
6	Kozhikode	Apr-02	61	324	342	81	6	64	347	7988	22361	70355	87	102016
7	Madurai	Apr-02	3020	227	347	40	0	31	74	2777	44391	122126	0	173033
8	Mangalore	May-01	253	202	109	211	1	237	207	1158	24286	128376	0	155040
9	Salem	Apr-02	143	843	645	130	6	50	754	208	123056	69460	0	195295
10	Thrissur	Nov-02	24	458	63	211	0	60	66	5800	19182	105476	4	131344
11	Trichy	Aug-01	35	549	1303	195	6	173	900	414	7258	113383	0	124216
12	Tirunelveli	Jun-03	81	234	799	78	9	89	688	3626	8897	62669	135	77305
13	Thriuvanantha-	Mar-00	730	845	178	278	25	856	304	3018	12377	98996	1	117608
14	Vijaywada	Dec-00	233	3265	4860	888	16	57	5584	199	6143	148087	1	169333
15	Vishakapatnam	Mar-01	657	1460	422	42	4	220	985	570	15083	194216	2	213661
16	Wayanad	Sep-02	274	429	219	202	34	129	353	13680	35139	34738	7	85204
17	Cuddalore	Mar-05	18	40	10	21	0	905	444	56	346	10188	4	12032
18	kanyakumari	Feb-05	75	16	0	8	0	8227	58	135	644	4839	335	14337
19	Kanchipuram	Feb-05	146	58	0	20	0	1906	36	7	529	4975	0	7677
20	Nagapattinam	Jan-05	47	32	59	98	0	1114	2635	63	2328	17106	16	23498
21	Port Blair	Jan-05	118	9	0	31	17	480	138	347	903	6688	202	8933
	Total - II		8608	19928	14601	5699	230	15508	18989	58158	754694	1842408	842	2739665



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	Cities	Date of Inception	Medical	Shelter	Repatriation	Rescue	Death Related	Sponsorship	Missing	ES & G	Info & Ref. to service	Supportive calls	Unclassified	Total
East Zone														
1	Agartala	May-03	876	316	30	16	0	4	24	335	4417	14016	0	20034
2	Berhampur	Apr-06	9	3	8	3	0	2	16	18	116	1039	15	1229
3	Bhubaneshwar	Apr-00	2484	632	444	263	16	132	269	579	11214	38217	41	54291
4	Cuttack	Apr-00	1508	1183	191	364	114	1149	486	481	19127	43246	148	67997
5	Darbhanga	Nov-06	90	3	12	15	2	8	54	63	971	6699	0	7917
6	Guwahati	Jan-01	154	242	362	429	11	53	515	579	79814	51710	5	133874
7	Imphal	Aug-02	462	391	77	60	6	491	344	1287	2912	10506	325	16861
8	Jalpaiguri	Mar-03	695	77	394	274	25	1100	1113	451	1595	10860	13	16597
9	Kolkatta	Jan-99	3299	3259	4048	239	22	22	5090	22043	78835	331455	77	448389
10	Murshidabad	Dec-04	185	64	74	31	0	51	460	354	3730	4512	0	9461
11	Nadia	Mar-03	618	56	120	16	7	136	292	249	2572	19346	23	23435
12	Patna	Jul-99	1873	1064	696	106	6	63	1129	5562	19843	64554	67	94963
13	Puri	Apr-00	1456	132	288	314	66	14	1061	437	31661	40631	0	76060
14	Ranchi	Dec-01	217	47	106	27	1	76	164	43	4734	20633	0	26048
15	Rourkela	Dec-04	93	58	142	91	0	7	168	261	839	2637	0	4296
16	Shillong	Jun-01	178	188	211	153	10	284	248	931	2856	20879	8	25946
17	Paschim Medinipur	Dec-02	656	234	174	11	1	23	80	319	7759	28859	63	38179
18	Purba Medinipur	Mar-03	524	287	105	108	41	317	187	921	3339	40223	97	46149
19	South 24 Parganas	Mar-03	110	165	189	50	2	178	288	1112	8850	9731	19	20694
20	Sitamarhi	Apr-06	153	49	16	24	0	8	148	89	129	12579	0	13195
	Total - III		15640	8450	7687	2594	330	4118	12136	36114	285313	772332	901	1145615
West Zone														
1	Ahmedabad	Dec-00	258	256	327	115	2	183	232	810	6514	143146	9	151852
2	Ahmednagar	May-03	148	406	183	97	13	61	263	1030	14060	112557	397	129215
3	Augangabad	Apr-04	362	97	9	20	1	98	240	279	4556	128253	3	133918
4	Amravati	Mar-03	102	35	30	21	0	9	197	207	19602	31599	0	51802
5	Baroda	Feb-01	306	143	41	90	1	202	275	4148	130552	234938	16	370712
6	Bhopal	Jan-00	286	280	624	244	7	7	1552	5061	16212	74762	329	99364
7	Goa	Mar-00	754	961	233	698	13	1144	193	1548	5442	194006	334	205326
8	Gwalior	Sep-06	2	0	0	1	0	0	10	2	215	1812	0	2042
9	Indore	Dec-00	393	380	586	83	4	297	841	2711	33197	124751	16	163259
10	Kalyan	Apr-02	1770	460	357	88	14	36	372	842	13218	246612	0	263769
11	Mumbai	Jun-96	13929	7936	1896	1624	83	679	3512	26946	296678	2721967	636	3075886
12	Nagpur	Nov-98	274	1134	210	170	0	1396	931	396	41689	112762	139	159101
13	Nashik	Jun-04	63	144	92	6	0	17	196	525	9239	119227	4	129513
14	Pune	Mar-01	1024	510	280	1784	8	332	468	8704	41226	173450	1024	228810
15	Sholapur	Feb-03	290	84	84	38	4	140	214	75	39992	74815	11	115747
16	Ujjain	Oct-03	177	111	5	7	5	56	190	662	7274	15828	149	24464
	Total - IV		20138	12937	4957	5086	155	4657	9686	53946	679666	4510485	3067	5304780
	Total- I to IV		61684	51645	34152	18025	810	29835	64094	190111	1894002	9607645	5126	11957129



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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, BalPrapulta, 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).

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This Publication is supported by



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