



Hello Childline

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 55

FEBRUARY 2009

Welcome to Issue No 55 of the CHILDLINE Newsletter, the first issue in 2009.

This issue covers activities at different CHILDLINE centres, over the three months of September, October and November.

Children's Day has been celebrated, with picnics, rallies, workshops, meetings and mass advocacy programmes. Many centers have also observed World Child Rights Day on 20th November 2008.

This issue highlights several rescue cases of children forced to work as domestic labour in exploitative and abusive home situations. The children were successfully rehabilitated and the employers booked. Networking with other NGOs, CHILDLINE agencies and with the community has led to the satisfactory resolution of several cases.

The months of September, October and November had been very busy ones for CIF. The Radio Mirchi programme and the Delhi Marathon were two events enjoyed by all. We also hosted the fourth National Helpline Meeting and the tenth National Directors CHILDLINE Meet, as well as the tenth Western Zone meet was organized by us.

As always we invite you to be part of the process of making our environment more 'Child friendly'. Please do send in messages for the 'pin-up' board and our special section 'Children's Voices', which calls for prose, poetry and art created by children. Your comments and suggestions for keeping this newsletter a dynamic method of communication between persons who hold the welfare of children close to their hearts are always welcome.

Congratulations to CHILDLINE Trivandrum on its eighth anniversary and to CHILDLINE Nagpur on its tenth anniversary.

Our special thanks to Ms. Mehroo Kotval for her contribution to this issue.

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 82 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 82 cities of India:

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





Hello Childline



City Highlights and Happenings!

North Zone:

CHILDLINE Chandigarh participated in various workshops. Two workshops were organised, the first one on first aid was held for two hundred Government school children. The second one was on the importance of a healthy diet for children and mothers. CHILDLINE also participated in another workshop for Government school teachers, creating awareness about Attention Deficit Hyperactivity Disorder (ADHD) in children. CHILDLINE awareness was a critical aspect covered.

Alwar CHILDLINE organized a cricket competition. On the occasion of Children's Day, CHILDLINE Alwar spread awareness about the ten nine eight service, building a huge volunteer base. A series of matches were held between four teams comprising of slum youth and the final winners were awarded the CHILDLINE cup. The Director of CHILDLINE Alwar gave away the awards.

CHILDLINE Jaipur has a welcome visitor. The all rounder cricketer Mr. Shane Watson of Australia visited the CHILDLINE call centre on 25th September, 2008. His visit brought together the Collector, Superintendent of Police, police personnel from the concerned police stations, members of the sports council, players from the Australia cricket team and media persons.

CHILDLINE Jammu organized a mass advocacy programme on Children's day. In the programme three hundred and fifty children hailing from marginalized families participated. Teachers, Government officials and the general public were also present at the occasion. The programme was organized in collaboration with Jammu & Kashmir Bank Ltd, Auxiliary. Police, Civil Defence & District Red Cross Society, Jammu. The Inspector General of Police appreciated the efforts of CHILDLINE acknowledged that in the short time since its inception, CHILDLINE Jammu has positively changed the lives of approximately thirty children providing them shelter and repatriation.

The programme aimed to spread the message of CHILDLINE as a service for marginalized children.. Dignitaries like the Commissioner of Jammu Municipal Co-operation, the Chairman of the CHILDLINE Advisory Board and the Vice President of Jammu & Kashmir Bank were the Guests of Honour.

CHILDLINE Gorakhpur organized a picnic for the children living at the railway station, and in a shelter home on Children's Day. Twenty-five Children were taken to railway museum, courtesy North Eastern Railways. During their visit to the museum children enjoyed riding the toy train most.

On World Child Rights Day, CHILDLINE Lucknow organized a visit to the zoo for children of Government institutions. After the zoo the children were taken for lunch and for a movie. This fun day was planned with the idea of giving the children a complete break from their routine lives in the institution.

Meerut CHILDLINE participated in the Nau ka Wada Abhiyan (Nine Is Mine Campaign) on Children's Day.

On this day, children from across the country sent their representations through postcards signed by them to the Prime Minister. Meerut CHILDLINE co-coordinated this event. Wada Na Todo Abhiyan undertook this campaign at the National level.

CHILDLINE Udaipur involved children in its awareness campaign. As a consequence of a discussion with the slum children of the Bal Panchayat of a slum in Udaipur district, CHILDLINE asked children to identify different ways of creating awareness about the service. The children suggested that like all telephone booths have advertisement boards of telecom companies, CHILDLINE could also put up advertisement boards. The children made boards by pasting posters on cardboards and put them up with the help of the CHILDLINE team at all the telephone booths. Over sixty to seventy children participated in the event and hundred telephone booths were covered. As the children themselves decided the activity, it created greater awareness and a sense of ownership about CHILDLINE.

Udaipur gifted special diyas made by children to the members of the CHILDLINE Advisory Board (CAB) and the Allied System. The children were trained to make diyas with the help of the CHILDLINE team. Each diya was specially packed and the CHILDLINE Director, Coordinator and one child at a time visited each of the CAB members at Diwali. The members of the Allied Systems appreciated the effort.

South Zone:

Sneha Poorvam Kuttikalodoppam 2008, a Stress Relief and Mental Health Programme for School Children.

CHILDLINE-Kochi in association with the District Administration, an NGO, the National Rural Health Mission, Rotary Club of Cochin West, Social Welfare Department, Education Department, Health Department, Juvenile Justice Board and Child Welfare Committee initiated a Stress Relief and Mental Health programme for school children studying in the eighth, ninth and tenth



Hello Childline



grades. The event was organized in two hundred and seventy-five Government (Aided) Schools in Ernakulam district. The objectives of the programme were to create awareness on mental health issues, eradicate suicidal thoughts and tendencies amongst children and to create CHILDLINE awareness. Children shared their concerns and misconceptions about mental health and suicide. The programme aims to train one hundred and forty volunteers to spread awareness on the issue. The campaign targeted to work with the media, having meetings with state officials and influential people within the education sector, like teachers and student groups. Brochures and flyers were distributed throughout the district, hosting poster exhibitions brought the issue to people's doorstep.

CHILDLINE Trivandrum celebrates Child Rights Week as well as its eighth anniversary.

A debate competition: "Are children in Kerala safe?" was organized in which school children participated. There was also an essay competition on the theme "Child Rights and Violation of Child Rights" in which eighty-eight children wrote essays. Six participants won and were awarded certificates. All participants were given certificates and the school with the highest number of participants was awarded a special prize.

On Children's Day CHILDLINE Vishakapatnam and children's home organized a programme on Child Rights and Personality Development for one hundred and forty children. The Superintendent of the Children's home was the chief guest, who highlighted how best CHILDLINE can help children. Sessions on Child Rights and the importance of Personality Development in making Visakhapatnam a child friendly city were taken up. The Juvenile Justice Care and Protection Act 2000 (JJ Act 2000) was discussed. The CHILDLINE team shared a few cases.

On Marimatha Utsav a famous festival in Andhra Pradesh, CHILDLINE Vishakhapatnam set up awareness and information stalls. Posters were put up at strategic points at the utsav grounds. With active support from the police several missing children were successfully reunited with their families. Nearly two lakh people visited the utsav. The CHILDLINE team provided awareness to approximately one lakh people, through pamphlets and CHILDLINE kiosks. Since then there has been an increase in calls received by CHILDLINE.

East Zone:

A workshop on ' Police Personnel and Protection of Child Rights' under the National Initiative for Child Protection (NICP) was organized by CHILDLINE, Berhampur on 28th November, 2008.

The immediate participants of this workshop were forty five Police Personnel and Women and Child Desk officers of Ganjam district.

Some of the decisions taken at the workshop include:

- Juvenile Justice Board (JJB), Child Welfare Committee (CWC), CHILDLINE resource organizations list with address and phone number to be circulated to all police stations.
- A district level resource directory to be maintained in this regard.
- Circulation of Juvenile Justice Act in all police stations.
- Panchayat Samiti level, Panchayati Raj Institutions (PRI) sensitisation programme on Juvenile Justice Act to be launched under the NICP.
- Police to extend full support to CHILDLINE and should immediately intervene and inform CHILDLINE of all cases relating to children.

CHILDLINE Guwahati organizes a CAB meeting: on 26th September 2008

Outcomes of the Meeting include.

- CHILDLINE expressed concern with regard to children running away from Children's Home.
- It was suggested that Social Welfare Department should take immediate action to improve the condition of Children's Homes.
- The Social **Welfare Department** was also to ensure shelter provision to special children.
- Lastly the Chairperson assured that the District Administration would take action against the practice of illegal adoption.

CHILDLINE Imphal organized the CAB on 10th September 2008.

Outcomes of the meeting include.

- Superintendent of Police, Imphal assured that he would extend full co-operation for all CHILDLINE and child rights related programmes.
- The Deputy Labour Commissioner assured monetary support for organising sensitisation programmes on the Child Labour Act and the JJ Act at the state level.

Kolkata CHILDLINE conducted two NICP workshops for Railway Police Force (RPF) personnel in November. The first workshop was on JJ Act, 2006 and second workshop was on Child Trafficking. All the CHILDLINE partners of Kolkata CHILDLINE were present at the workshops.



Hello Childline



Children from the partner organization in Kolkata enjoyed a Kingfisher flight on 15th August 2008, where Radio Mirchi treated them to chocolates.

CHILDLINE Rourkela organises its first CAB Meeting in November. The following recommendations were taken in the meeting.

- Telecommunication: requesting for connectivity of 1098 number across all BSNL landlines and mobiles.
- Rourkela Municipality: Request for provision of space for installing signboards across the city. CHILDLINE was asked to identify the sites and inform the concerned authority.

Some of the outcomes of the meeting include.

- The Additional District Magistrate agreed to issue identity cards to the CHILDLINE team and a letter in the name of CHILDLINE for access to various Government functionaries and departments.
- Chief Medical Officer, Rourkela Government Hospital (RGH) gave consent for hundred percent medical support and priority to CHILDLINE cases.
- Support has been offered to initiate a school and improve logistics on railway station premises for street children.

The CAB meeting in Shillong was held on 23rd September 2008. Issues such as child labour, trafficking, setting up of Special Juvenile Police Units, 1098 phone connectivity and CHILDLINE hoardings in city were raised.

Outcomes of the meeting include.

- The Police Department was given the responsibility to forward a proposal to the Government to set up the Special Juvenile Police Units in the State.
- The Director, Directorate of Information and Public Relations gave his commitment to publish material

relating to child rights through CHILDLINE and to publish announcements on issues like prohibition of child labour and child trafficking,

- The Labour Inspector, assured that Government Servants employing children below fourteen will be punished in cases of complaint against them.

South 24 Parganas CHILDLINE organized a sensitization programme on the need for proper medical treatment in case of snake bites. The area is home to a large number of poisonous snakes and persons who are bitten by snakes prefer to be treated by local quacks and 'healers'. As a result they often die off a bite that could be fatal. It began with a brief introduction on CHILDLINE. The resource team commenced their programme by showing the group different venomous and non-venomous snakes. Then they enacted a skit that depicted the death of a child since he visited a local quack, instead of the hospital for treatment.



West Zone:

On Children's Day CHILDLINE Baroda organized a rally, against Child labour, in the slums of the city. The rally was used as a tool to spread awareness about the services offered by CHILDLINE

Mumbai Street Children's Party

The CHILDLINE Street Children's Party is held every year as a celebration of Mumbai CHILD LINE's birth anniversary as well as the birthday of every street child in Mumbai. This year the party was held on 26th September 2008. The event was supported by HSBC Bank. Parle -G donated chocolates, packets of chips and biscuits for the event. Students from St. Xavier's College of Arts served as volunteers at the event. The main visitors at the event were officials from the Juvenile Aid Police Unit (JAPU), Mumbai Police Commissioner's Office, Department of Women and Child Development (DWCD), Mumbai District and officials from HSBC as well as from the media.



Hello Childline



Children came from partner and resource organizations. Street children from railway platforms and other places also attended the party as individual invitees.

Children played games at the various game stalls and enjoyed getting their arms and faces painted. A few children also staged dance performances on popular dance numbers. Approximately eleven hundred children attended the party.



On Gandhi Jayanti Nagpur CHILDLINE joined the Jagtik Aahinsa Bhavya Rally. This rally included approximately three lakh participants comprising representatives of NGOs, political leaders, representatives of National Service Scheme (NSS). Students of Colleges and thirty six schools, representatives and co-ordinators, volunteers and team members of CHILDLINE Nagpur as well as student social workers. Large number of handbills, stickers and posters were distributed and stuck in the most popular areas of the city. Information about CHILDLINE services was conveyed through regular announcements.

Nagpur CHILDLINE celebrated its Tenth Anniversary on Children's' Day. The participants included children less than eighteen years from various slums, schools and institutions.

Main Jaha tha inhe jana hai waha se aage.....
Aasma inka zami inki zamana inka.....
Hain kai inke jaha mere jaha se aage.....

Chacha Nehru

The programme began with a panel discussion on child rights, issues like child labour, lack of medical facility, and education The Nagpur Municipal Co-operation pledged it's support towards children. The day ended with a cultural programme in which children participated.

Flood Relief initiative by Nashik CHILDLINE. In the month of September Nashik city experienced heavy rains. Many people lost their lives and belongings in the

floods. CHILDLINE Nashik helped in the relief operation. The team provided first aid and relief materials like food and clothing and also sensitised the people towards hygiene and precautionary measures to be taken to prevent water borne diseases. Regular counseling was given to the children and open house discussions were held.

CIF Happenings

Radio Mirchi Programme

The Radio Mirchi Raasta Reporter Programme was envisaged with the dual objective of empowering the street youth in Mumbai to report on the flood and traffic situation and to ensure that Radio Mirchi listeners get regular updates on-the-ground situation. The street youth got direct exposure to the media. CHILDLINE India Foundation with Mumbai CHILDLINE organized and monitored the event involving twenty-six youth, who were placed at specific locations in the city to report on the ground situation.

CHILDLINE Bihar Flood Relief Activities 2008. CIF set up relief camps in Bihar during flood relief. The breach in the eastern embankment of the Kosi River on 18th August 2008 resulted in the river changing its course causing destruction to fifteen districts in Bihar.

Immediate Response by CHILDLINE India Foundation.

- Established Child Help Desks in Kataiya, Pratapganj, and Supaul from where relief material specifically for children, was distributed to marooned villagers.
- Took charge of the children in the camps in terms of health monitoring and tracking missing children.
- CHILDLINE set up recreation and educational centers for children, to help them make a new beginning. Our centers serve as safe havens for children until they find alternate rehabilitation.
- Materials were mobilized and sent for children such as milk powder, ORS sachets, mineral water, biscuits; linen, medicines, clothes and stainless steel tumblers. It was heartening to see such an effort initiated by individual donors and colleges in Mumbai.

We extend our thanks to our donors, especially HDFC Bank for responding to our appeal for support towards the Bihar relief activities, with an immediate and generous contribution.. Patna and Purnea CHILDLINEs also took various flood relief initiatives at the city level.

Fourth National Meeting of Helpline Organizations

In the month of September, a national meeting of Help lines was organised. It was an attempt to examine how



Hello Childline



different strategies can be incorporated sustaining high quality of helpline services.

CHILDLINE India Foundation was invited and discussed the technological developments in the telecom sector and how technology can aid sustainability of helplines. A number of issues and advancements in the telecom sector were highlighted that could help organizations provide better and cost effective services with their helplines. CHILDLINE suggested that all Helplines must negotiate their stakes with the Telecom Regulatory Authority of India, (TRAI) which will help them in monetary benefits.

Delhi Marathon November 2008.

This year the Delhi Marathon was held on the 9th of November 2008. The marathon gave Delhi a platform to come together for a common cause. This year saw a record number of sixty-five NGOs who registered for the event. On the race day there were nearly two thousand people on the roads. CHILDLINE this year had the support of three corporate teams, Sanofi Aventis, The Park Hotels Delhi and Bank of America. All of them supported CHILDLINE with great enthusiasm. This year CHILDLINE had the support of two Dream Runners Ms.Preet Dhupar and Mr. Ashley Menezes The CHILDLINE India Foundation team carried the banner and sang the 1098 song along the race route. We would like to thank all our supporters both corporate and individuals for running to raise pledges and spreading awareness about our service.



Sanofi aventis at Delhi Marathon November 2008

The Tenth National Partnership Meet of CHILDLINE Directors was held in Chennai from 10th-12th November, 2008. This three-day interface witnessed presentations, discussions and brainstorming on what CHILDLINE has achieved, the challenges currently being faced and the road map ahead.

The tenth National CHILDLINE Partnership Meet for Directors opened with a hearty welcome by Ms. Kajol Menon, Executive Director, CHILDLINE India Foundation. Ms. Kajol Menon welcomed the two guests of honor, Mr. Tripathi, Inspector General of the Police Headquarters, Tamil Nadu, and Mr. D. Vivekananda, Joint Secretary, Social Welfare, Tamil Nadu. The three-day seminar was inaugurated on a traditional note with lighting of lamp.

With an encouraging start from guests of honor, the CHILDLINE network began to deliberate on ideas, decisions and policy changes from the funding crisis, to the changing face of the CHILDLINE service, to the technologically advanced CHILDLINE service of the future.

Being the frontline child protection body in India, it is important that CHILDLINE has a formal Child Protection Policy endorsing the commitment to child protection. Day one of the workshop saw the Directors coming together and brainstorming about the child protection mandates and the minimum norms which should be integrated at all levels of this network.

The face of intervention and advocacy is also changing and becoming much more complex. Ms. Vidya Reddy from Tulir gave important inputs about how effectively to intervene in sexual abuse cases. Regional presentations from each zone revealed the extent of CAB and advocacy initiatives taken up by each zone.

CHILDLINE's original and most important mandate is its commitment to every child in need of care and protection and the significance of calls. The future of CHILDLINE service will see a segregation of specialized domains into voice, intervention and advocacy facilitated by technical infrastructure of the Centralized Call Centre. This is bound to impact CHILDLINE's mandate of Child Protection.

For the road map ahead the CHILDLINE network has to work together and develop aggressive strategies for fundraising, lobbying with central and state ministries, develop special task forces for Missing Children. Child protection, bring a conscience to the child component in policies and budgets, equip CHILDLINE teams on important training modules such as trafficking, disaster management and child sexual abuse as well as a transition from a decentralized to a centralized model.

The three-day National Meet for Directors ended on an encouraging note from Executive Director, Ms. Kajol Menon.



Hello Childline



Training of CWC/ JJB Members in West Bengal.

The Department of Women and Child Development, Social Welfare and Government of West Bengal organized a training programme for CWC/ JJB Members in West Bengal. The entire state was divided into nine clusters and a core training team was formed with representatives from Government Departments and reputed NGOs to facilitate the sessions. CHILDLINE India Foundation and Regional Resource Centre East were part of the team. Prior to the training programme, a Trainers' Training (ToT) was organized taken by Dr. Nilima Mehta. The training focused on child rights, Juvenile Justice Act (Amendment 2006), roles and functions of CWC, the importance of networking and linkages and role of CHILDLINE.

Legal Perspectives Workshop at Bhubaneswar in Orissa.

CHILDLINE India Foundation in collaboration with Committee for Legal Aid to Poor (CLAP) organized a Legal Perspectives Workshop on the 14th of September 2008. The focus of the workshop was "Child Rights: Discussion on Realities and Legalities". The goal was to analyze the issue of child rights from the perspective of the United Nations' Convention on the Rights of the Child, discuss the realities and legalities of the child rights violation cases of different magnitude and create a common platform for saving the child from social stigma and legal disgrace by the use of appropriate legal discourse. Around forty Advocates and Public

Prosecutors participated in the workshop and debated on the issue. The objectives of the workshop were

- To sensitize the instruments of the legal system, such as lawyers, public prosecutors, about the concept of CHILDLINE, and its model, structure and work.
- To build a common understanding about the legal matrix of child rights in conformity with the Convention on the Rights of the Child (CRC).
- To identify the different dimensions of child rights violation cases
- To create Lawyers Forum for protection of child dignity and rights.

The key leanings that emerged from the workshop were, poor implementation of the JJ (C&P of Children) Act, lack of appropriate forum for child protection, lack of coordination among the Government and NGOs, insensitivity of stakeholders towards child rights.

Western Regional Partnership Meet 2008.

The tenth CHILDLINE Western Zone Partnership Meet was held in September 2008. Seventeen cities across Maharashtra, Goa, Madhya Pradesh and Gujarat participated. Mr. Philip Assistant Director of NIPCCD West region, attend the workshop.

The Team members meet focused on strengthening intervention Telecounselling. Through the medium of role-play the participants were guided on the various strategies of counseling. The session on effective outreach and communication included interactive and self-exploratory sessions. This session was helpful in honing the skills of team members to use theatre as means of outreach, especially while conducting street plays. A session on Intervention protocols emphasized the procedures to be followed to ensure logical and qualitative intervention.

The Coordinators Meet focused on intervention in Child Protection, Legal perspective and Advocacy. A session on child sexual abuse detailed out various techniques to be used to spread awareness on the issue. Legal aspects of child trafficking and case interventions focusing on the implementation of JJ Act 2000 and the Amendment was also dealt with.



Hello Childline



Making a Difference - CHILDLINE Intervention

NORTH ZONE:

CHILDLINE Delhi and CHILDLINE Gurgaon partner to rescue women and girls from commercial sexual exploitation...

CHILDLINE India Foundation North Regional Resource Center Delhi had received an E-mail from an organization in Kooch Behar, West Bengal regarding a trafficking case. A woman named Tanya and a fifteen-year-old girl Sangeeta had been trafficked to Delhi on the pretext of a job. Assuming that the job would be of a maidservant, Tanya agreed and went to Delhi. The other girl was collected from Nishiganj at Cooch Behar District. Both were taken to Delhi and kept at a residence in Tughlakbad in Delhi for three to four days and then shifted to a place called Yamuna Nagar in Delhi into the custody of a woman named Pooja who was an agent of flesh trade. Tanya and Sangeeta were kept at different places at Yamunanagar. They were forced into accepting clients. Fortunately for Tanya she was able to escape and returned home to Cooch Behar.

Tanya immediately contacted a local NGO and asked them to help Sangeeta. The NGO got in touch with CHILDLINE.

CIF representatives immediately visited Tuglakabad Extension, New Delhi. But were unable to locate Yamunanagar. They knew of a place called Yamunanagar in Haryana, a team along with members from CHILDLINE Gurgaon, left for Yamunanagar on a fact-finding mission.

The team was successful in locating Pooja's home. The CIF representative posing as a customer was able to enter Pooja's home and establish that Sangeeta was indeed in that house. Immediately they contacted the police.

The Station Head Officer finally took cognizance and a rescue operation was conducted. In this raid nine women and three men were arrested. On investigating, it was found that two women and three men were agents while the remaining seven women were victims of commercial sexual exploitation. On the basis of the statements of the victim and from the information given by CHILDLINE, an FIR was registered against the five agents under Sec. 3, 4, 5 of the Immoral Traffic Prevention Act (ITPA).

The following day the five accused were produced in court while the seven who were rescued were sent for a medico legal examination. As two of the seven were minor girls, a request was put forward that they be produced before the Sub Divisional Magistrate (SDM) and sent into protective custody but the SDM returned the request and forced the police to book the victim under sec.109 Indian Penal Code (IPC). This was a major set back to the victims as under this section the girls and women are also framed as criminals. Since CHILDLINE had made the complaint and knew that there were no charges against the victims in the FIR, it is clear that it was only on the behest of the SDM that statements were changed and charges against women framed. There was a meeting between the SDM and the Superintendent of

Police, following that all victims except one minor girl were transferred to a jail without any age verifications tests.

CIF then contacted the Human Rights Law Network (HRLN) to initiate the process of bail for the victims. Sangeeta's father arrived at Delhi to meet his daughter, but the home authorities refused to release Sangeeta without Chief Judicial Magistrate's orders in spite of the fact the father had all the required documents to prove his identity and his relationship with Sangeeta.

Sangeeta was therefore detained in the home. The Chief Judicial Magistrate (CJM) ordered the Investigating Officer to submit his report regarding this case, and present Sangeeta in court. When CHILDLINE spoke to the police it was discovered that investigation had not even begun. CIF immediately sent a fax to the Cooch Behar Police to verify Sangeeta's home address, which was then produced in court, and Sangeeta was finally released on the 8th of November.

CHILDLINE Delhi intervenes to promote the safety of children on New Delhi Railway Station...

Late one November night while the CHILDLINE team was interacting with the street children at the New Delhi Railway Station platform, they noticed a constable from the Railway Police Force staff beating up some of the street children on the platform. The CHILDLINE team member immediately tried to intervene but the constable was very rude and said he was just doing his duty. The team member then tried to talk to the Sub Inspector of the Railway Police Force but all efforts were in vain. All attempts to contact the Head Station Officer (SHO) also proved futile.

The CHILDLINE staff members took the two children, who were beaten up by the constable to the Hospital to get a medico legal examination done. However once again our team got into bureaucratic hassles of who should be present and what papers were needed, till 3 am the next day. The medico legal examination was finally completed.

The complaint was at last registered with the Government Railway Police the very next day. The Police Force reprimanded the offending constable. Following this an open house was organized in which forty street children participated. At the Open House issues concerning children's safety on railway stations were addressed. He assured that he would extend all help to street children in the future.

CHILDLINE Varanasi helps Neha get justice...

A social worker brought Neha to CHILDLINE. She was discovered wandering on the street. Neha said she used to work for a Nursing Home but had run away since she could not bear the harsh conditions she was forced to endure. She worked from the early hours in the morning and experienced physical injuries due to constant labour. She was forced to work, since her family was in a poor financial condition.



Hello Childline



CHILDLINE provided her with the necessary first aid and the following day produced her before the CWC. The CWC ordered CHILDLINE to lodge an FIR against the Nursing Home. However the police station neither filed the FIR nor did they start the investigation.

The Director of the CHILDLINE Nodal Organization who is also a Juvenile Justice Board (JJB) Member immediately intervened and on his insistence the management of Nursing Home was called to Police station. Members from the Indian Medical Association (IMA) were also present at the Police station. The IMA assured that they would make the Nursing Home compensate the girl and bear the costs of her repatriation.

Eventually after much discussion the nursing home agreed to pay Rs three thousand as compensation for her and also bear the expenditure for CHILDLINE to repatriate the girl home. The Director of the collaborative organization assured support the girl's family. CHILDLINE Varanasi restored the girl to her native place in Ranchi and handed over the case to CHILDLINE Ranchi for follow-up.

SOUTH ZONE:

CHILDLINE Chennai rescues thirteen year old Asha from an abusive and exploitative living situation...

Asha was orphaned when she was nine. Her paternal uncle placed her in an institution near Chennai.

Asha was forced to cook for the residents of the home, as well as wash the utensils. An infant child was also placed in her care. Added to this the persons in charge of the home were verbally and physically and sexually abusive of Asha.

A volunteer at the home called CHILDLINE stating that a girl needed help. He informed that she could be fetched when she returned from school in the evening. CHILDLINE staff went to the school and met Asha and brought her to the centre that evening.

CHILDLINE immediately filed an FIR against the Director of that home under sec 377 of IPC and Sec 4 of the Tamil Nadu Women's Physical Harassment Act 1998. Asha was medically examined and then produced before the Child Welfare Committee for further rehabilitation. The Government had closed down the home and transferred the inmates to alternate accommodation. At present Asha is placed in an NGO in Chennai.

Fourteen-year-old Mariamma goes home through the efforts of CHILDLINE Hyderabad...

Mariamma lived with her family in a colony of Nagarjuna Sagar, Nalgonda District. Her father is a daily wage labourer and a leader in the tribal community. Her mother sells brooms for a living.

Mariamma had run away from home because her mother had beaten her for refusing to accompany her to sell brooms. She arrived at a local Bus Stand in Hyderabad.

Mariamma by this time was ready to go back home and so asked a rickshaw driver to take her home. Along with Mariamma another man got into the rickshaw and held her forcefully. This frightened Mariamma and she jumped out of the moving vehicle. Fortunately for her a police constable rescued her. He took Mariamma to the police station and from there called CHILDLINE to assist in the restoration of the child.

CHILDLINE provided medical treatment to Mariamma for her injured leg. She was produced before the CWC and placed in temporary care at a home. Through police intervention they were able to trace her father. He was referred to CHILDLINE. He had lodged a missing person's complaint at a local police station. After verification of all documents, Mariamma was handed over to her father. Her father was relieved to have her back home.

CHILDLINE Kanyakumari comes to the aid of Shanta

A nine years old girl, living in the Kanyakumrai District. Her father is a daily labourer. They lived in a tiny, rented house.

One day when Shanta had gone to pluck curry leaves, in her neighbourhood, she was sexually abused by the neighbour. The child was so traumatized she was unable to speak. She refused to eat and was very listless. Her parents were able to get Shanta to tell them about the incident and on finding out they wanted to lodge a complaint immediately. But the abuser was a rich influential man and so the police did not register the complaint. The parents knew about CHILDLINE and so called for assistance.

With the help of CHILDLINE, the complaint was lodged immediately. The child was produced before the magistrate and later sent to the government hospital for a medical examination. The family was threatened of serious consequences, if they carried on with the investigation. On complaining further, the police refused co-operation. CHILDLINE then took the case to the Chairman of the State level Women Commission. Through the intervention of the Commission the accused was immediately arrested and jailed. The girl was sent for counseling and also enrolled in another school where she is continuing her studies. CHILDLINE supported the family to compensate for the wage loss during this time.

CHILDLINE Kasargod works to bring a family together...

In a rather unusual case for CHILDLINE, a man from a well to do family called up asking CHILDLINE to intervene in his marriage. He informed that he and his wife were separated and that their divorce and custody of children was in the process. At present the mother had custody and even though visiting rights had been granted to the father, the mother's family was denying him contact with the child. Both parents had filed numerous cases against each other's families. The child was experiencing stress due to the situation.



Hello Childline



The team approached the counsellor in the family court and realized that the couple themselves did not have a problem with each other, but were really the victims of inter family disputes over the finances. After many individual and group sessions with a common mediator, the mother agreed to go back to her husband, with their child. The only condition being imposed by her family was that the husband come home and requests her to return. Initially the husband was very reluctant to do this but in the interest of his child and his family he ultimately agreed. Today the family seems to have solved their problems and continue to live very happily together.

CHILDLINE Salem prevents a visually impaired girl child from being forced into an early marriage...

The Director of an NGO called CHILDLINE. He informed that Meena had come to Salem for a festival and now was being forced to marry. CHILDLINE immediately informed the police and together they went to the District Administration and stopped the marriage from taking place. The girl's parents were warned of severe action against them if they tried to marry their daughter off before she was eighteen. Meena revealed that she wanted to continue her studies and stay with her parents and was released into her parent's custody. The police requested her parents to report of any such instance in the future.

Tirunelveli CHILDLINE rescues two little children aged four and seven whom their father had abandoned...

The family lived in extreme poverty in Kerala. A few years ago the mother was diagnosed with tuberculosis. The father had become an alcoholic and subjected his family to constant abuse. One day the father took the children and put them on a train to Madurai. He asked them to wait on the train and promised that he would bring their mother. By the time the train stopped twenty kilometers later, the children had searched the train and discovered that their parents were not present. They got off and were crying on the platform. The railway police referred the children to CHILDLINE.

CHILDLINE published the story in the newspaper. Their relatives heard about it and immediately went over to their house where the mother was discovered lying unconscious. The mother was admitted to the hospital but she died soon after. The children's aunt then came to the Tirunelveli CHILDLINE Centre and met the children and gave all the details.

Soon after the newspaper article the children's father came to CHILDLINE. He said that he was mentally disturbed at the time and did not realize his doings, when he abandoned his family. He said he wanted his family back but requested that for sometime the children be placed in temporary shelter until proper arrangements were made. The children were placed in a Government Home offering temporary shelter.

CHILDLINE Palakkad rescues Jasmine...

A thirteen year old. Her mother and brother had committed suicide four years ago. Jasmine and her sister were staying with her stepfather. A nun from the school, where she studied called CHILDLINE and informed them that Jasmine was being abused by her stepfather and has suffered an abortion twice.

When the team met Jasmine she was very withdrawn and non communicative. Slowly she gained some trust in the team and was able to tell them her story. Jasmine told them that the first abortion was done at home with the help of tablets, while the second abortion was done at a clinic.

CHILDLINE filed a petition with the CJM, who directed the District Police Superintendent to further investigate the case. CHILDLINE team members went to Juvenile court and met the District Probation Officer (DPO) as well. The DPO submitted the social investigation report to the CJM. Subsequently the arrest of the step father was ordered and the orders for rehabilitation were given. Eventually Jasmine and her sister were given shelter at a Government Home in Palakkad.

EAST ZONE:

CHILDLINE Agartala repatriates Saurav Ghosh...

Saurav was studying in class nine. Saurav's mother is not mentally sound. Saurav's sister informed CHILDLINE that their father was unsupportive and would beat and abuse them all the time. One day due to acute hunger Saurav had stolen some money from his father, for which he was beaten. He was abandoned at the Kolkata railway station.

CHILDLINE Agartala received a call from CHILDLINE Kolkata in relation to the restoration of the child. When the team reached Kolkata they immediately produced the boy before the CWC. As per the CWC instructions, he was admitted to a shelter home. The team then met with the father who refused to take the child back. The CWC requested the police to intervene. Initially the police did not respond, but an order from higher authorities the police immediately went to the boy's home. However both times the father escaped.

Finally the police dressed in civilian clothing went to Saurav's home and were able to bring the entire family to the police station. Saurav was brought to the police station. The police made Saurav's father give in writing that he would take care of his family. Saurav was happy to be reunited with his family.

CHILDLINE Kolkata helps baby Ritu to get much needed medical care...

Ritu a ten month old girl has a hole in her heart. CHILDLINE had first met her mother who was a sex worker. At the time CHILDLINE had got Ritu's elder sister into a boarding school. The mother was heavily pregnant and also displayed



Hello Childline



signs of some mental illness and so was admitted for medical care at the Nodal organisation. While there she delivered Ritu.

Within a couple of months Ritu started to fall ill frequently and ultimately she was diagnosed with Ventricular Septical Defect (VSD), a hole in her heart. CHILDLINE Kolkata contacted a renowned hospital for her treatment. Immediate surgery was required. The surgery was expensive. The required funds were raised from different sources. The operation was successfully done.

When Ritu is finally well, both sisters and their mother will be referred to a support organization for long-term follow-up care.

CHILDLINE Nadia helps Sanya find her way home...

Sanya is a fourteen-year-old girl suffering from neurosis. Sanya was found wandering at a local bus stand. Sanya had been diagnosed with a mental illness since she was in class-five. On several occasions she has been taken to Kolkata for treatment but due to poor economic conditions she could not continue her treatment. Sanya decided to seek treatment herself and left her home and went at Kolkata for further treatment, on her own.

However she lost her way and was found wandering about the bus-stand, where her odd behavior caught the attention of people who immediately called the police, who then contacted CHILDLINE.

CHILDLINE befriended Sanya and admitted her to the hospital where she was given immediate medical aid. Sanya was then placed in the temporary shelter home of Nadia CHILDLINE. After much interaction with Sanya, she informed the team of her whereabouts. After verification, she was accompanied home to Murshidabad.

Sanya's parents were happy to see her. Her parents assured the CHILDLINE team that they would look after her well and make arrangements for her treatment.

CHILDLINE Paschim Medinipur helps Raju find a new beginning...

A caller called CHILDLINE and informed about Raju, a fourteen-year-old destitute child living on the platform of Kharagpur railway station. Raju left home when he was just seven and does not remember any details of his family other than that he is from Bihar. Raju earns his living by begging and sweeping trains. When CHILDLINE met him he was in a very bad condition.

Raju initially suffered from malnutrition, then while constantly inhaling dendrite he suffered from acute breathing problems and was detected with tuberculosis.

He was then referred to a hospital. However the Superintendent refused to give the child free treatment. With the help of CHILDLINE and other authorities Raju was treated for free. Raju was later taken to a different

hospital for more specialized treatment. Raju is now well and is again living and working on platform. CHILDLINE has linked him with a school for platform children where his case will also be followed up in the long term.

WEST ZONE:

CHILDLINE Aurangabad quickly intervenes to reunite fifteen-year-old Nitin with his family...

Four men kidnapped Nitin, while he was on his way home from school. They put him on a train and discovering his captives sleeping, he got off the train and escaped. The boy called his uncle from the station and asked him to come pick him up. Nitin's neighbor called the CHILDLINE and asked for help.

On receiving the call on 4th November 2008 at 4 pm, the CHILDLINE team visited the child's home and took the necessary details. The CHILDLINE team then contacted the local Police Station, gave a description of the boy and requested them to search for the child at the station. They also gave his relative's contact details.

In a very short time they received a call from the Purna station (Parbhani district) informing them the child was found and that the uncle had been contacted to come and receive him. The child's parents were then contacted and informed that the child was safe.

Description of the culprits have been given to the local police station by the CHILDLINE team members and alerts have been issued in police stations around Aurangabad, while police are on the lookout for them.

CHILDLINE Bhopal places a nine-year-old hearing and speech impaired child in a State run home...

A lady called CHILDLINE about this little boy who was being cared for by her. She said the child had been found wandering by himself and so they had kept him for a few days expecting his parents to come for him, but as no one had they called CHILDLINE. The staff reached there, collected the child, completed all the necessary documentation and then took him to the centre, while they looked for his family. On interacting with the child the team realized, he was hearing and speech impaired. In all other ways the boy exhibited a good intelligence quotient (IQ). He was able to operate the computer. The boy had also lost his family members due to an incident of snakebite.

The CWC referred the child to a children's home at Ujjain" while efforts to trace his family continued. Medical tests showed that the child had lost his hearing due to an infection in his ear. Medical aid was provided to the child in the form of a hearing aid.

The boy was keen to go home but all efforts to locate his parents failed despite publishing his story in the papers.



Hello Childline



While they were in the process of transferring the child to Ujjain the team met an individual from an NGO who confirmed that they had found the child's parents. So the team contacted the said family. Tragically for everyone they were not the boy's family and ultimately little Manu had to be placed at a Government Home in Ujjain.

CHILDLINE Goa battles for the well being of two sisters and their brother...

A concerned citizen called CHILDLINE and reported that a child was locked in a neighbour's balcony. The child in his desperation was trying to climb out of the balcony to get to a sheltered spot. The caller was concerned that the child would slip and fall. The caller told CHILDLINE that the child aged eight years and his sisters, ten and twelve years were made to work very hard and often beaten. The boy was given worse treatment compared to the girls.

When CHILDLINE reached with the police, the owners of the children told CHILDLINE, that they looked after the girls as their own but the boy was in the habit of stealing and locking him was just punishment.

The children were removed from the house and shifted into a shelter. The children's father was an alcoholic and they were not aware of his whereabouts, their mother had passed away.

The man was quite influential, and not only were the police under pressure to be soft on the case, but within three days the Chairman of the CWC returned the children to the employer. This despite the abuse having been witnessed by the police and admitted to by the child. The employer had no documents for keeping children unrelated to him. Despite this being an offence according to the Goa Children's Act.

When CHILDLINE questioned the legality of the decision, the accused threatened them saying that he knew the Deputy Superintendent of Police and he would retaliate against CHILDLINE. The police assured CHILDLINE that they would appeal against the decision of the CWC, however the police have since been dodging the staff every time they try to meet with them.

CHILDLINE has communicated to the competent authority at the Department of Women and Child Development.

The legal and bureaucratic battle is still on and CHILDLINE will continue to follow up with the case. The children are currently in the safe custody of the Madressa, as in the past.

CHILDLINE Mumbai reunites a runaway child with his family...

A caller reported the case of his ten year old nephew, who had been missing since the past four days from Santacruz. They had already registered a complaint with the nearest police station.

Fortunately, a CHILDLINE team member had conducted outreach in the particular area. During outreach he had come across a child who was given shelter in a plumber's

house. The child had narrated that he had run away from Solapur as his alcoholic father was constantly abusing his mother and him. The plumber had on a previous occasion met a CHILDLINE team member during outreach and had taken note of the 1098 number. He called CHILDLINE. The CHILDLINE team member assured that he would take the child next day to the CWC.

That very day, late in the night, the same team member had received a call to look out for the caller's nephew. When he visited the caller's family the next day and saw the child's photograph, he recognized that this was the same child he had met at the plumber's house the previous day. He informed this to the family and took them along to meet the child. They were thrilled to meet the child and appreciated CHILDLINE's efforts and prompt action in finding the child. Regular outreach is extremely helpful in the resolution of cases.

Transformed in just six weeks...

Chintan Sakpal a, nine year old boy, was identified by Mumbai CHILDLINE staff at a suburban Railway station. He was suffering from flu. CHILDLINE staff registered a NC in a local Railway Police Station and took him to the hospital for treatment. Accompanied by the police, the staff took Chintan and his sister to the Observation Home. On the refusal from the authorities he was readmitted to the hospital.

Chintan was diagnosed with tuberculosis and severe malnutrition. A week later his case was presented to the CWC who directed that Chintan be transferred to the nearby hospital.

As Chintan was all alone the CHILDLINE staff, were his only caretakers. While interacting with him they found that Chintan's mother has immolated herself and his father had abandoned the children leaving them to fend for themselves.

While Chintan was in hospital receiving much needed medical care, the CHILDLINE staff attempted to locate his father. They wrote a letter, highlighting the details of the case, to the local police station. It turned out that the child's father was in jail and was to be produced in court the very day. The CHILDLINE staff, present at the hearing also spoke to the magistrate. As a result his father was released within two days. He was very emotional and said he had had no intention of abandoning his children. When he went with the staff to visit Chintan in hospital, Chintan was elated to see his father.

The attitude of the hospital staff was apathetic towards the child. CHILDLINE wrote a letter to the Superintendent who immediately looked into the matter and the situation improved immediately.

Chintan is still in hospital and his sister is still at the Observation Home. His father works as a daily wage earner. As soon as the financial situation improves the family will reunite. CHILDLINE is closely following this case.



Publications

The Essentials of Child Protection

One fifth of the world's children reside in India. Thus India is home to the largest child population. Children in the present times are faced with a number of exploitative and abusive conditions. In our country there is a huge scope for violation of child rights, making children even more vulnerable.

The information presented in the manual will enable users to address issues through information sharing and training aimed at strengthening child protection policies and programmes at various levels, depending upon the nature and scope of work. The manual is a resource book to identify and address various issues of violation of child rights in our daily, personal, social and professional lives. The Handbook will help in responding to the need felt by organizations and individuals working for children in civil society.



Free:

National Resource Directory of organizations in Child Welfare space:

CHILDLINE India Foundation has a few hundred copies of sets of our National Resource Directory.

In an attempt to collate and document all the child related services available in tier 1, 2 & 3 cities of India CHILDLINE India Foundation has compiled a National Directory of organizations working in the area of child protection and welfare called the "National Resource Directory".

The Directory has been presented in four volumes (North, South, East & West), each of the volumes representing data from a particular geographic zone of the country. The volumes are further divided on the basis of cities and type of service. We have a total of 17 types of services. The data for the directory has been collected from July 2005 to February 2006. Any changes in information post February 2006 is not included.

The directories will be useful to all organizations interested in the Child Protection/Child Rights/ Child Welfare.



Children's Voices

Rinki, a child from a slum at Meerut, participated in a workshop organized in Lucknow by an NGO. She recited a poem by a famous poet on the issue of Child Labour which earned special appreciation

Bal Shram

*Maar garibi ki hum bachche, apne upar jhelenge.
Apne pariyan ke sab sankat, apne upar le lenge.
Bal shram ko bura kahe jo, mere prashno ka uttar do.
Kaun kaun hai jo bhookon ko, apne jimme le lenge.*

*Yadi kalank hai bal shram to, agya hai hum ye karlein.
Jitne sofe mehton me hain, apne ghar mein le lenge.
Tv par vigyapan mein sab, role jo bachche karte hain.
Bole aise aise shram ko, kaunse buddhe jhelenge.*

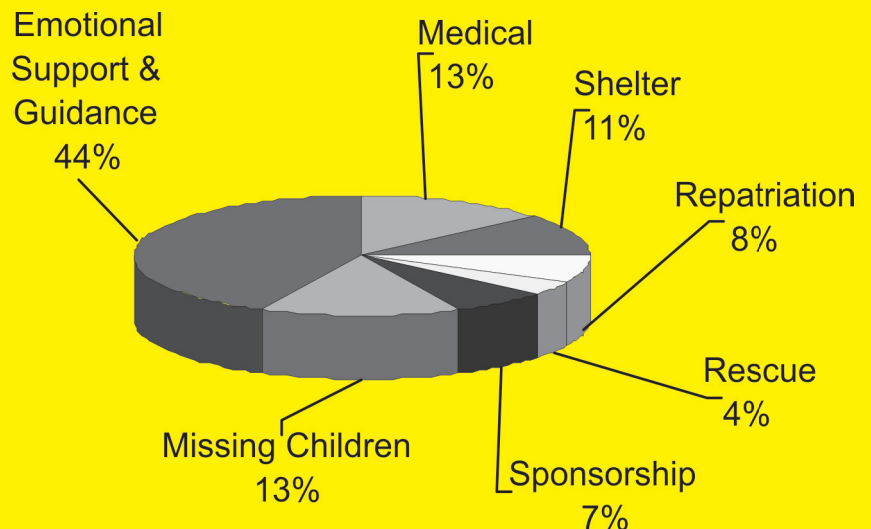
*Jan- jan aaj pujari dhan ka, sabko laalach hai dhan ka.
Phir kyun koi paisa humko, bin laalach hi de denge.
Kya bookhe peton ko, bandhan kanoon ka bhar dega.
Karam kiye bina kaunse mill se, humko chutti de denge.*

*Desh ki daulat desh ke bachche, hum banke dikhlayenge.
Bal shram ke sabhi virodhi, humko kaise jhgelenge.
Hume latade achi lagti, apne maalik ki pritam.
Neem dawa si samajh sabhi ko, Pet ki khatir jhelenge.*

Percentage of Intervention Calls since Inception till November 2008

The following call statistics covers 81 cities

Medical	76407
Shelter	62075
Repatriation	45566
Rescue	23869
Death Related	943
Sponsorship	39366
Missing Children	77355
Emotional Support & Guidance	255002
Total	580583

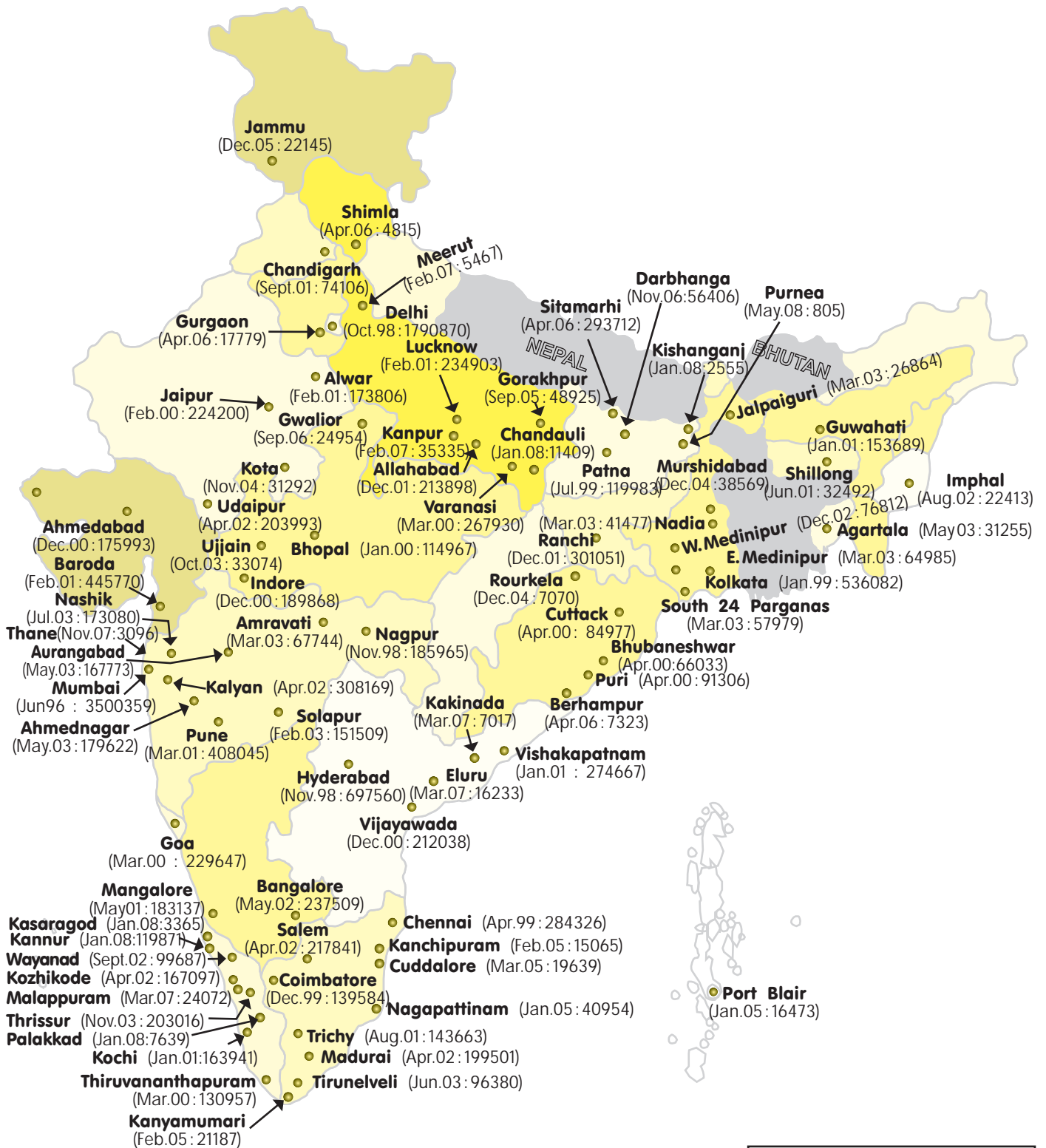




Hello Childline



CHILDLINE has recorded a total number of **1,49,60,472** calls from inception till November 2008



Legend
 ● Name of City
 (Date of initiation: Total no. of calls)



Hello Childline



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** (Snehalya), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **Amravati** (Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha, DILASA), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, CRT, Don Bosco), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, NIRMATA), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation), **Chandigarh** (Pediatric Centre - PGIMER, YTTS), **Chandauli** (Gramyanchal Seva Samiti), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, Maralya, World Vision of India, NESAKKARAMSEEDS), **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 Jagriti Kendra, Gyan Seva Bharti Sansthan), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **Elluru** (Social Service Centre), **Goa** (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, CSIM), **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), **Jalpaiguri** (Dept. of Economics - Ananda Chandra College, Jalpaiguri Welfare Organisation), **Jammu** (Indian Red Cross Society), **Kakinada**, (VIKASA-NCLP), **Kalyan** (Aasara), **Kanchipuram** (Asian Youth Centre), **Kanpur** (Subhash Children's Society), **Kannur** (Don Bosco, TSSS), **Kanyakumari** (Kottar Social Service Society), **Kasaragod** (Institute of Applied Dermatology), **Kishanganj** (Crescent Education & Welfare Trust, Nilu Jan Vikas Sanstha, Koshi Gramin Vikas Sansthan, CSSWRN, East and West Educational 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), **Madurai** (Grace Kenett Foundation Hospital, MISS), **Malappuram** (PSMO College, Sheshy Charitable Trust), **Mangalore** (YMCA, Roshni Nilaya), **Meerut** (Janhit Foundation), **Mumbai** (Aasara, CIF, Hamara Foundation, CCDT, 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, Matru Sewa Sangh, Varadaan), **Nashik** (Navjivan World Peace and Research Foundation), **Palakkad** (Preshitha Social Service Society, Mercy College), **Nagapattinam** (Avvai Village Welfare Society), **Paschim Medinipur** (Prabuddha Bharati Shishu Tirtha, Vidyasagar School of Social Work), **Patna** (East and West Educational Society, Bal. Sakha, Tripolia Social Service Hospital, Nari Gunjan), **Port Blair** (Prayas), **Pune** (Dnyanadevi, Karve Institute of Social Service), **Purba Medinipur** (Vivekananda Loksiksha Niketan, Egra Sarada Shashi Bhushan College), **Puri** (Rural and Urban Socio-Cultural Help, Open Learning System), **Purnea** (Tatvasi Samaj Nyas, Parivesh Purnajagan Manach, Akhil Bhartiya Gramin Vikas Sansthan, East and West Educational Society), **Ranchi** (Xavier's Institute of Social Service, 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 Jagriti, Nisha Mahila Vikas Sansthan), **South 24 Parganas** (School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha), **Thane** (Aasara), **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** (Kripa, Madhya Pradesh Institute of Social Sciences Research), **Varanasi** (ASMITA, Gandhi Adhyayan Peeth, 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).

CONTRIBUTIONS

CIF Team

EDITORIAL TEAM

Larissa, Mehak

This Publication is supported by



Plan
Be a part of it.

BOOK POST

To,



CHILDLINE India Foundation
Nana Chowk Municipal School, 2nd Floor,
Frere Bridge, Low Level, Nana Chowk,
Near Grant Road Station,
MUMBAI - 400 007.

TEL. : 2388 1098, 2384 1098 FAX.: 2381 1098
WEBSITE : www.childlineindia.org.in
E-Mail : dial1098@childlineindia.org.in