



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.

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Dear Readers,

CHILDLINE brings yet another edition of the "Hello Childline" Newsletter. This edition covers the activities of CHILDLINE across India for the months April, May and June 2006.

The Children's Participation meets initiated a year back through Open House and City Level Meets culminated into the National Children's Meet (NCM). The meet was organized in Mumbai and 169 children from 57 cities and towns across the country attended the meet. The National Meet provided children from across the country, an opportunity to interact with and share concerns. The meet concluded with an interface between the children and the allied system, and recommendations such as forming children's forum and electing a child representative in the parliament who would bring their problems into focus were put forth. CHILDLINE launched the jingle "Dus, Nau, Auth..." on this occasion. The jingle was a huge hit among the children and adults alike. One could just not help but dance to the song.

The 8th National Partnership Meet (NPM) of CHILDLINE Directors commenced on 3rd June 2006. The two day long meet focused on a) Issues in Child Protection, b) Task force deliberation, c) Data for Advocacy d) Group Discussion and Way Ahead for Interventions in issues of Child Labour, Child Trafficking, Child Participation, importance of JJ Act and NICP.

Post the landmark judgement in the Anchorage Case CHILDLINE India Foundation organized a one-day Consultative Workshop on Paedophilia. Experts working in the field of child welfare participated in this and shared their views. This workshop was planned to formulate a future course of action to deal with the issue collectively. In its role CIF will facilitate the development of specific action plans to take the recommendations of the workshop to the next level.

CHILDLINE is now ringing in 72 cities thus increasing our impact in trying to make the country a better place for children.

Dear readers your suggestions and feedbacks are important. So please do write to us at documentation@childlineindia.org.in. You are also welcome to contribute articles on child related issues.

Happy Reading!

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 72 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 72 cities of India :

Agartala, Agra, Ahmedabad, Ahmednagar, Allahabad, Alwar, Amaravati, Aurangabad, Baroda, Bangalore, Berhampur, Bhopal, Bhubaneswar, Chandigarh, Chennai, Coimbatore, Cuttack, Cuddalore, Delhi, District South 24 Parganas, East Medinipur, Goa, Gorakhpur, Gurgaon, Guwahati, Hyderabad, Imphal, Indore, Jaipur, Jalpaiguri, Jammu, Kalyan, Kanchipuram, Kanyakumari, Karaikkal, Kochi, Kolkata, Kollam, Kota, Kozhikode, Lucknow, Ludhiana, Madurai, Mangalore, 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 summer programme was organised by the **Goa CHILDLINE** for children of Apna Ghar, Goa. Children were given sessions on Child Rights. In Collaboration with street and working children's group conducted a full day workshop for children from different areas of South Goa between the age group of 10-14 years. The workshop covered important aspects of Child Rights such as Right to education, Right to health, Right to play, Right to protection, including a session on Child Labour. Children expressed their views through skits.

Children were also shown a movie on Child Labour. Especially for the girls a movie on child marriage was screened.

Creative competitions such as making bookmarks of CHILDLINE logo, flower making, necklace & bracelets out of paper beads etc were organised. Apart from these both indoor and outdoor games were also conducted.

One of the team members conducted an innovative session on spreading the message of CHILDLINE. Children were made to draw CHILDLINE logos, which was then made into posters. This session received a overwhelming response from the children.

Goa CHILDLINE in collaboration with support organizations organized a Children's Participation Camp from 11th to 13th May 2006. 72 children participated in this camp. The camp was aimed at initiating children into the process of participation in their life, vis-à-vis Right to Participation, Protection, Survival and Development. Activities such as participatory sessions, learning to use puppetry for social communication, flower

making, etc were some of the main highlights of the programme. The programme was well accepted by children.

Pune CHILDLINE has set up a bi-weekly Gammat Shala at the Pune railway station Platform. The main purpose of setting up this programme is to provide emotional support and de-addiction support. A session was organized for the children wherein experts from the field spoke to them on HIV/AIDS. CHILDLINE in collaboration with the Sassoon Hospital organized a medical examination. This was then followed by a talk on ill effects of addiction to correction fluid. Treatment was also provided to children addicted to the solution.

In response to the increasing number of calls from the children, requesting for schoolbooks, stationeries, uniforms, and other educational support, **Chandigarh CHILDLINE** approached the local banks for assistance. Support worth Rs. 55,000/- was provided to children from the slums.

Canara Bank donated school uniforms, notebooks and textbooks to seventy Government junior school children of classes IX and X. In a function organized by CHILDLINE on the school premises, the Chief Guest Mr. Y.L. Madan, General Manager of Canara Bank, presented the books and uniforms to the children.

HDFC Bank Employees Donated schoolbooks and note books to 110 needy girl Students of classes IX and X respectively. Ms. Neena Singh, Regional Head, HDFC gave away the books at a function organised in the school premises.

Rourkela CHILDLINE in collaboration with the Indian

Medical Association (IMA), Rourkela Chapter and Action Aid organized an empowerment camp for the mentally and physically challenged children. The Secretary, IMA spoke on the constructive role of parents and immediate family members in the development process and rehabilitation of children. Indian Medical Association has extended its support to CHILDLINE.

Kolkata CHILDLINE organized child friendly meetings at Bandel and Sheoraphuli railway stations, Kolkata. The objectives for the meeting were to sensitize the Government Railway Police officials and encourage interaction with the platform children on a one-to-one basis. Children raised issues in the presence of the railway police. The most striking aspect was that the police patiently responded to each child's query. Towards the end of the programme the police officials assured children of all possible help if and when they face any difficulty. The programme concluded with a Talking Doll show, which the children thoroughly enjoyed.

Mangalore CHILDLINE organized two Open House programmes in the local community on 6th and 27th May 2006. A total number of 57 children and 29 adults participated in this programme. The community was sensitized on the functioning of CHILDLINE in their city and its importance.

CHILDLINE Mangalore in collaboration with GUIDLINE Children Development Centre organized a 30 days Creativity camp for 45 children. The camp was organized from 12th April to 12th May 2006 at the KREC Higher Primary school premises. The Creativity camp module

consisted of various sessions on Dynamic personality Development, Life Skill Education, Mask Making and Crafts.

CHILDLINE Mangalore celebrated its 5th birthday. The celebration was organized at a Children's Home run for orphan children. Fifty children participated in this celebration.

Department of Women & Child organized a three day (16th – 18th May 2006) workshop on JJ Act 2000 for the Child Welfare Committee, JJ Board members and CHILDLINE – Mangalore and Bangalore. The main objective of the workshop was to understand the law and provisions made for the children in the Act, clarify the role of Departments, CWC & CHILDLINE in implementing the J J Act. Mangalore CHILDLINE Coordinator presented a paper on "Role of CHILDLINE in implementation of J J Act".

Department of Education and NGO'S organized a two-day programme on the right to education and importance of education, with special focus on education for girl child. In this direction a Jatha (Rally) was organized in various pockets of Mangalore city. A signature campaign was also initiated to create awareness among the general public. CHILDLINE Mangalore actively participated in the programme.

CHILDLINE Vijayawada

An open house was conducted on 21st April 2006 in the evening at a shelter in Pettamatta Municipal School. Nearly 35 children participated in the Open House. Sessions on the various bad habits that the children were addicted to were dealt with. The session concluded with the team members providing awareness on CHILDLINE services.



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Innovations at CHIDLINe !!

A school for the platform children was inaugurated at Howrah Station on 24th April 2006. The Superintendent of Railway Police, Howrah, inaugurated the school. The school is situated adjacent to

the railway station premises.

The **Kolkata CHIDLINe** team members took this initiative with support from the Railway Police. The school operates in the afternoon for a couple of hours when the

frequency of long distance trains coming in is very few. It is these trains from which the children collect bottles and sell them for a meager income. Team members have taken extra effort to bring about

discipline in the lives of these children who are otherwise engaged in selling bottles, inhaling dendrites and in the course also get beaten up by the police.

Consultative Workshop on Paedophilia

A one-day Consultative Workshop on Paedophilia was organised by CHIDLINe India Foundation on 29th April 2006 at S.P Jain Institute of Management and Research. CHIDLINe's initiative in dealing with the issue of Paedophilia had gained momentum from the "Anchorage Case". This workshop was planned to formulate a future course of action to deal with the issue collectively.

The objective of the workshop was to network and bring together social activists, child rights activists, social workers, journalists, lawyers, police personnel, educationists, responsible Indian citizens and sensitive human beings; to work together and address all the issues related to prevention, awareness of Child Sexual Abuse and paedophilia and the persecution of offenders.

Ms Kajol Menon, Executive Director, CHIDLINe India Foundation, highlighted the current scenario of child sexual abuse and paedophilia, issues and challenges. Ms. Chitrakala Acharya briefed the audience on the Anchorage Case.

This workshop was attended by experts from the field of Child Rights, allied systems and NGO representatives. Child Rights experts involved in the case presented their learning's from the Anchorage case and the role to be taken by the concerned allied systems in the wake of the case. Following the presentation, the audience interacted with the panelists. A number of queries were raised and response elicited for the same from the concerned experts.

The panelist consisted of Mr. Meher Pestonjee (Media), Dr. Nilima Mehta (CWC),

Ms. Kalindi Mazumdar (State Monitoring Committee), Ms. Maharukh Adenwalla (Child Rights Activist), Mr. Paanmand (Department of Women and Child Development), Dr. Sanjay Apranti (DCP, Enforcement Police), Ms. Neerja Mattoo (S.P Jain Institute of Management) Dr. Armaity Desai chaired the panel.

Based on the recommendations from the floor, a follow-up Plan of action evolved, with respect to all the departments represented at the workshop. Key recommendations being:

- Increase awareness about CHIDLINe in police stations.
- Need to develop awareness material on Paedophilia and disseminate to all police stations, and Child Welfare Officers in all police stations in co-ordination with organizations

working on the issue of child sexual abuse.

- Appointment of a counselor for every state run institution should be made mandatory.
- CHIDLINe 1098 should be compulsorily displayed in all children's institutions and one telephone to be installed in every institution to enable access to 1098.
- Government schools should be targeted to increase awareness about Child Sexual Abuse.
- Formation of a panel of Special Prosecutor at the state level to be able to take cases of child sexual abuse.

In its role CIF will facilitate the development of specific action plans to take the recommendations of the workshop to the next level.

Homes, Hotels can no longer employ children under 14...

The Union Government has banned the employment of children under 14 in domestic sector, hospitality sector that includes dhabas, teashops, restaurants, hotels and resorts. The ban will come into effect from 10th October 2006. The ban announced by the Labour Ministry is aimed at "ameliorating the condition of hapless working children" from "psychological traumas and at times even sexual abuse". Government servants are also prohibited from employing children as servants.

The penalty for flouting the law will be a jail term ranging from three months to two years with or without fine of Rs. 10,000 – 20,000. **If you come across anyone employing a child below the age of 14, call 1098.**



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Making a Difference - CHILDLINE Intervention

A newborn baby rescued....

CHILDLINE Nasik received a call one-day informing about a one-day-old newborn baby. The caller had found the baby wrapped in a polythene bag and abandoned in a garbage bin. The team rushed to the address provided by the caller. The baby was immediately admitted to the nearest civil hospital for checkup and the local police were also informed. The team is regularly in touch with the hospital authorities and regular follow-up is done until further steps for intervention is taken.

CHILDLINE prevents child marriages...

May 2006 **CHILDLINE Pune** received a call informing about two child marriages that were to take place that day at twelve in the noon. The marriage was to take place in a distant rural place and it was impossible for the team to reach on time to prevent the marriage. JAPU was contacted and briefed on the case, however they informed they couldn't do anything here as this was under the rural police jurisdiction. The team then contacted the rural police. The phone was constantly engaged. When at last the concerned person was contacted, he spoke to the team in a very insulting manner. It was 11.00 A.M and time was running out.

CHILDLINE once again contacted JAPU and managed to get the mobile number of the rural police in charge. He was on leave and out of station. The team then contacted the next person in charge who engaged the team in a game of contacting one person after the other. This whole long process had tested the patience of the CHILDLINE team. The team was forced to use a stern language. This did set the case moving. In a short while CHILDLINE received call from the rural police head quarters asking for the case details. Finally the rural police were able to stop the marriages

from taking place. Also the concerned rural police officials apologised to the CHILDLINE team for their rude behaviour and non-cooperation.

Mentally challenged child reaches home...

CHILDLINE Murshidabad received a call from a concerned adult one-day informing about a girl found sleeping at a brick kiln in a very poor condition. The team visited the spot as informed by the caller and found the girl. She was taken to the nearby hospital for a medical check up. Following the treatment she was placed at a shelter home run by the CHILDLINE organization. The team tried to get information from the child. However all the details given by her were vague and she did not seem keen to return home. Instead she expressed her desire to be returned to the brick kiln. While the team members were escorting her to the center, her brother-in-law spotted her. The team along with the brother-in-law visited the girl's house for verification.

During the home visit the team found out that Revathi (the girl's name) was a resident of Amiratkundu village in Murshidabad district. She was a mentally challenged child. One day Revathi received scolding from her mother for a small mistake. This prompted her to run away from home. She found shelter at the brick kiln. After having stayed here for 2 to 3 days she was found by the caller who informed CHILDLINE. Revathi has been repatriated to her family.

Abandoned premature baby rescued...

A premature baby was brought to the notice of **Chandigarh CHILDLINE** on 28th April 2006. The parents had abandoned the baby in the hospital and there was no way the parents could be traced. A doctor from the emergency ward called the CHILDLINE office informing

about the baby. The baby was in need of medical care. CHILDLINE through sponsorship support made arrangement for medications. Two attendants were arranged to look after the baby at the hospital. In the absence of the attendants at times the CHILDLINE team looked after the baby. With care and medications the child's health improved remarkably. The baby was provided temporary shelter through the CWC at one of the homes run by the support organizations. During the time of the baby's transfer to the shelter home a man came forth to claim the child. The man was recognised by one of the team members. He had earlier contacted the CHILDLINE office for monetary assistance for the baby's medical treatment.

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

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

The baby is presently placed in the care of a support organization.

Mentally challenged children provided shelter...

Three mentally challenged children were found on the streets of Rourkela by the **Rourkela CHILDLINE** team. The children aged 12, 9 and 3

respectively could hardly speak. A number of NGO's did come forward to provide assistance to the boys. However since they did not have the required expertise in the field of mentally challenged children they could not do much.

The boys were finally placed at the shelter home of one of the support organizations that was running a programme especially for the mentally challenged children. Over a period of time the staff of the shelter home could communicate with the boys and were able to find out that the boys belonged to Orissa. Several attempts were made to trace their family. CHILDLINE team took the help of the media to trace the children's family. Unfortunately no one came forward to either claim them or give any kind of information. The children continue to reside at the shelter home and are happy.

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

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

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

The CHILDLINE volunteer tried convincing the boy to come to the center, but the child refused. Since the boy was in a miserable condition he could not be left behind and had to be carried. He was brought to the center and provided with



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food and clean clothes. He was then taken to the Government hospital for a medical check up. The test reports revealed that the child was suffering from Tuberculosis, his kidneys had failed, lungs had depilated. The child was admitted in the hospital for treatment, however his condition deteriorated. He was administered liquid food due to swellings in his mouth. The expenses for the treatment were incurred by one of the support organization. Despite the doctor's warning to be away from the child, as his illness is contagious, the team continued to nurse the child maintaining close contact.

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

Trafficked child repatriated...

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

Meanwhile the girl disclosed that she was being brought to Mumbai by a man from her village promising her of a job. Becoming aware of his ill intentions and managed to escape during the journey. Following the telephone contact CHILDLINE received a call from

the South 24 Parganas MLA, stating that he knew the girl's father very well and that she could be handed over to him rightfully. Two days later the girl's father arrived at the office with the relevant documents to claim for his daughter. The girl was handed over to him.

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

Medical assistance provided...

On 13th April a father with his newborn baby walked into the **CHILDLINE Coimbatore** office. The baby's mother was admitted in the hospital undergoing treatment for mental illness. As a result she was not in the position to take care of the baby. Being a daily wageworker the father could not afford to miss his meagre income.

He approached CHILDLINE requesting for temporary support and care. The baby was placed at a shelter home run for children by one of its support organization. During its stay at the shelter home the baby had fallen ill. He was provided with timely medical treatment. He was handed over to the parents once he had recovered. Also the baby's mother too was on the road towards recovery.

Child labourer rehabilitated...

13-year-old Gauri was into rag picking along with one of her friends. A concerned adult who had seen her in the area called the **Mangalore CHILDLINE** office. The team immediately visited the spot and spoke to the child. Initially the child refused to divulge any information to the team. However later she revealed that she is basically a native of Hubli and her parents had passed away in her childhood. She was brought to Mangalore by one of her

relative who abused her. She had run away from them and did not want to return home.

Gauri was keen on continuing her education. As per her wish she was enrolled into the child labour special school. The team is doing follow-up.

CHILDLINE provides emergency service...

While boarding a train on 27th April Venu slipped and fell under the train. His legs were caught between the wheels and severely injured. **CHILDLINE Vijayawada** received a call from the Superintendent of Railway Police at 12. in the night. One of the team members rushed to the spot. With the help of emergency ambulance service - 108 the boy was taken to the hospital. He had bled profusely and one of his legs was very badly damaged. As there was no other option the doctors had to amputate one of his leg.

Meanwhile it was found out that Venu had been staying on the platform for the past three months. He was also a drug addict and was supposed undergo rehabilitation treatment shortly. The address gathered from the child turned out to be false.

Presently he is undergoing treatment at the hospital.

Emotional support & guidance...

Twelve-year-old Ganesh, studying in class 7 had run away from home and come to Vishakapatnam on 14th April. He was found on the railway platform all alone by one of the **Vishakapatnam CHILDLINE** team members. The team member struck a conversation with him. During the course he narrated that he was a student of class 7 and the next day, i.e 15th April, he has his public examinations. He had run away from home as he had not prepared for his exams and was afraid that he would fail. He feared that if he fails his

father would beat him and neighbours laugh at him.

The boy was brought to the CHILDLINE office, and his home details were collected. The local police was passed on the details and requested to contact his parents in his hometown. While the police were trying to contact his parents, Ganesh was provided with emotional support and guidance at the office. He was counseled on how to face the exams and that running away is not the solution.

Ganesh parent's had reached Vishakapatnam. As there were limited buses and trains to his hometown it was impossible for the child to reach in time for the next days examination. The school authorities were contacted and special permission was taken to allow the child to appear for the paper. However he did make it on time and appeared for the paper. Ganesh called the CHILDLINE office from his hometown. He was happy to be home and informed that he would pass in the exams.

Neglected child returns to family...

Amu's mother expired when she was five year's old. Following which her father had married for the second. He had a two-year old son from this marriage. Amu was neglected by her father and ill-treated by her stepmother. Not able to take more of this she ran away from home. Amu traveled 55 Kms from her hometown and came to Tirunelveli on 19th morning on her father's bicycle carrying a knife with her to protect herself.

She was found by the police near the bus stand and handed over to **Tirunelveli CHILDLINE**. She was in a mentally distributed state. Amu was provided counseling at the CHILDLINE office and later her parents were contacted. Meanwhile she was provided temporary shelter at one of the shelter homes run by one of the support organization.

Amu's parents were provided counseling at the center following which she was handed over to her family.



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8th National Partnership Meet (Directors)

CHILDLINE spread across 72 cities in India is a network of 156 partner organizations. The National Partnership Meet (NPM) of Directors has been an annual feature of CIF since its inception. The partnership meet aims at providing a platform to the directors to share their views and concerns on policy related matters of CHILDLINE functioning and child related issues for the better functioning of CHILDLINE services across India.

Being in its 10th year of functioning in the field of children in need of care and protection the 8th NPM focused on reviewing the CHILDLINE services and paving way for future thrust in the areas of advocacy for child protection at the national level.

The meet was also a forum for the partners to share the activities undertaken by the two Task Force groups - **Networking & Advocacy:** Children's Issues, and **Re-engineering & Growth** (Interventions, Partnerships and Technology). Additionally policy level decisions pertaining to CHILDLINE functioning at the city level were also focused upon.

Objectives of NPM

- Provide a platform for senior level functionaries for sharing views regarding issues concerning Child Rights in general and Child Protection in particular.
- Strengthen joint ownership of the stakeholders in CHILDLINE.
- Enhance networking between the diverse partner organizations of CHILDLINE.

- Strengthen inter-state coordination between partners and CHILDLINE.
- Review issues and concerns relating to day-to-day functioning of CHILDLINE and formulate appropriate policies and protocol.
- Share experiences of city/district-wise CHILDLINEs with a view to promote experiential learning and encourage innovations and best practices.
- Identify issues for advocacy at the city/district, state and national level.
- Provide a platform where in specialized inputs could be ensured in areas identified by the CHILDLINE partners, to improve the quality of CHILDLINE services.

The 8th NPM of CHILDLINE Directors' commenced on 3rd June 2006 following the National Children's Meet 2006. The partnership meet concluded on 4th June 2006. 105 Directors of the various partner organizations across India attended the meet that was organized at the YMCA International, Mumbai.

Mr. Jaideep Singh Kochher, Director, Child Welfare, Ministry of Women and Child Development inaugurated the meet by lighting the traditional lamp. Also present were Mr. Parvesh, Consultant, NISD. Ms. Kajol Menon, Executive Director, CIF welcomed the gathering and traced the history and journey of CHILDLINE during its 10 years of existence.

The sessions of the two day meet focused on a) Issues in Child Protection, b) Task force deliberation, c) Data for Advocacy, d) Group

Discussions and Way Ahead for Interventions in issues of Child Labour, Child Trafficking, Child Participation, importance of JJ Act and NICP.

The first session of the meet focused on **Issues in Child Protection**. The sessions dealt with various perspectives of Child Protection. Ms. Jeroo Billimoria, Founder Trustee, CIF spoke on the role of CHILDLINE in shaping the vision of Child Protection. CHILDLINE-India has set an example of help line service for children in need there by protecting their rights. A Child help line is primary strategy for Child Protection. CHI is advocating that it should be made mandatory in every country to start a help line.

Child Protection was also looked at from the global perspective and more specifically from the point of Intervention for CHILDLINE. In dealing with this issue, which is also the main focus of CHILDLINE under its NICP programme, a series of specific measures were outlaid to be taken up by CHILDLINE for better intervention and quality of services and outreach.

During the 7th National Partnership Meet, 2004-05 two task force groups were formulated to draw ideas and strategies for implementation for CHILDLINE to move ahead in its services. Over the year the task force groups had organized a series of meets to chalk out their strategies. The final outcome of these meets were consolidated and presented at the NPM. The five **Task Force** groups – task force on Children's issues: Networking and Advocacy,

Intervention, Partnerships, Coverage and Technology presented their papers and strategies for implementation.

Some of the issues covered in each task force group:

Network and Advocacy - Focused on issues of attitude, awareness, co-ordination and network, gaps in the law, research and documentation, Sensitization and training, strengthening the networking, advocacy.

Intervention – dealt with the need for training to Allied Systems, strengthening of city Advisory Board, Better networking and collaboration, Awareness among children about 1098, greater involvement of corporate sector, Preparedness for disaster situation, high staff turnover due to low honorarium, need to assess the impact of CHILDLINE and quantify them.

Partnership – focused on envisaging a larger vision of CHILDLINE, CHILDLINE to be a pro-active service, CHILDLINE advisory board to consist of experts (Children's Council), Strengthening the CAB as key stake holders.

Technology - the connectivity issue from land and mobile private service providers and inter-connectivity, Need for centralized call centers, need to develop Urban, rural and disaster models, develop the website into a portal for Child Protection.

The highlight of the second days meet was the presentation of the study undertaken by CIF on **Comparative Analysis of CHILDLINE call data** for the year 2003-04 and 2004-05.



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The primary objective of the study was to provide the first national level comparative compilation of the call data received by CHILDLINE across the country.

The study brought out the emerging and changing trends in call stats and the areas that CHILDLINE needs to focus on. This study will be published and disseminated.

In the post lunch session participants were divided into groups to discuss on five major issues and produce a plenary action to be implemented in the year 2005-06. The groups deliberated over the issues, viz – Child Labour, Child Trafficking, Child Participation, JJ Act and NICP. Following the discussion each group presented their respective course of action with a time frame.

Child Labour

- CIF to ensure sharing of best practices in child labour intervention through the bimonthly newsletter. 2 issues in the year to focus on child labour.
- Integration of child labour issues into NICP training for the year in each city

- Each city to integrate with 2 child labour networks and play a key role in one initiative of each network for the year
- CIF and the network to take concrete steps towards amendment of the Child Labour Act
- CIF to prepare a concept note on Anti-Child Labour Campaign and circulate the same to the networks.

JJ Act

- CIF to advocate with the Central Government to ensure that the Government sets a time frame for the implementation of the JJ Act in each district
- CIF to share the findings of its rapid mapping of JJ initiatives with the CHILDLINE network
- CHILDLINEs in the state to address implementation of the JJ Act in their state through a minimum of 2 meetings with the State Government and to address the following:
 1. Constitution of CWC and JJB
 2. Role of CHILDLINE in Juvenile Justice

3. Standards of care in the Government homes

4. Implementation of Foster Care and Shishu Greh scheme

Child Participation

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

Child Trafficking

- Child Trafficking to be taken up in all NICP training during the year
- Each CHILDLINE to meet and discuss joint intervention in child trafficking with the law enforcement groups in their states/districts (Juvenile Police, Border Security Forces, Border Roads Organization etc.)
- Each CHILDLINE and CIF to initiate collaboration with 3 national networks working against child trafficking

- CIF to centrally take up training with BSF and other law enforcement groups dealing with child trafficking.

Re-envisioning NICP

- Taking the National Initiative for Child Protection forward as a National Action Plan for Child Protection
- NACP to have a 4-point agenda: Research, Capacity building, Advocacy and Policy change, and service delivery. It would also be a platform to promote building of qualified technical child rights professionals
- NACP to work at the national, state and local level engaging itself with the government, corporate sector, academic and training institutions, children, youth and the citizens.
- Formation of a task force of NACP comprising of members of the CHILDLINE network, CIF, UNICEF, Government of India, and experts from the field.



**Mr. Jaideep Singh Kochher, Dr. Armaity Desai,
Ms. Jeroo Billimoria, Ms. Kajol Menon,
Ms. Chitrakala Acharya inaugurate the meet**



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CHILDLINE Calling... Is India Listening

Year 2005-06 marks ten years of CHILDLINE services. A programme, which began as a crisis intervention in a single city of Mumbai, has today evolved into a national programme on Child Protection of the Government of India covering 72 cities with 156 partners. As on March 2006 CHILDLINE has received 9.60 million calls and currently receives over 2 million calls per year.

Ten years of the service calls not only for celebration but also reflection on one's relevance, an opportunity to share our learning's and deepen our interventions to help further promote the fulfillment of the rights of all children.

A key area identified has been that of enhancing children's participation in relation to the programme. Children have been an integral part of CHILDLINE right from its inception, beginning with conceptualizing the service, highlighting the areas of intervention, being volunteers for the service, to giving feedback in the monthly Open House Forums. Over the past one-year the series of Consultations held with children, local administration and voluntary organizations have highlighted the issues children face in their homes, schools, workplace, and institutions. Attempts were also made to seek commitments from the relevant concerned Government agencies to deal with the issues.

To take the initiative forward, and arrive at an understanding of what children across the nation identify as priorities that need to be addressed, a National Children's Meet was organized in Mumbai from 31st May – 2nd June 2006. The **objective of the National Meet:**

- To provide a platform at national level for children to articulate their issues, identify solutions, and formulate demands for addressing the same.

- To celebrate the 10th Anniversary of CHILDLINE, in a manner, which will help, deepen and strengthen CHILDLINE's work with children in emergency situations.

Apart from these the event was also an opportunity for CHILDLINE to reflect and consult children on what they feel about CHILDLINE and its services and more importantly, how they would like to see it serve them better in the years to come.

The NCM was organized between 31st May and 1st June 2006 at St. Arnold School, Andheri, Mumbai. Ms. Kavita Krishnamurthy and Ms. Archana Srivastava were the key external facilitators for the NCM. 169 children from 57 cities and towns across the country attended the meet. Children formally inaugurated the National Meet by hoisting flags. Kajol Menon, CIF welcomed the gathering.

On the second day children were organized into 12 mixed linguistic groups based on the issues for discussion. **Six main issues identified** were – child Labour and trafficking, education, housing, health, police and children living in institutions.

Each group consisted of 16-17 children from across India. Children were encouraged to talk about problems faced by them pertaining to the issue based on their experience. For instance children in the police group shared their view and experience with the police through their personal experience, as to how the police dealt and treated them. During the sharing, emotions of children were very evident. Fourteen-year-old Ajay was very upset and angry with the police, this was evident from his statement – **"I was beaten like an animal by the police. I say there should be no police. Police is only for the rich and not the poor"**. This was then followed by group discussion on expectation and solutions from the stakeholders.

Each group had a facilitator to facilitate the discussion.

Excerpts from discussion:

Child labour & trafficking

Child labour & trafficking group comprised of children who were rescued and repatriated. They spoke on how poverty compelled them to become child labourers, subjected to excess work, exploitation, low wages, and harassment, physical and sexual abuse.

- "My friend who was one of 18 girls rescued from a brothel told me that they were sold together to a brothel owner for a bottle of alcohol."
- "When we do not even get money, what is the use of us working?"
- "Government provides money for bal vikas (child development), but secretaries, pradhans eat it all up"

Children in institutions

Children narrated incidents in the family due to which they are resigned to stay in institutions. Most of the children residing in the institution are the ones, who have run away due to unhappy family atmosphere, beatings/ill-treatment from elders, poverty etc.

- "When we share our problems with outsiders and people who come to inspect our shelters, our shelter head and caretakers scold us."
- Staff not good. "Gali dethe hai, marthe hai".
- "Potato not boiled properly"
- "No accha khana. Pura khana nahi dethe"
- "Ghar nahi jane dethe".
- "CWC visit the hostel, give assurance, but the situation remains the same".

Education

Children attending school expressed their concerns and views pertaining to the education system.

- "Teachers explain only once and if we ask them to repeat, they punish us. Do the students have the power to punish the teachers if they come late to school? Is there any provision or rule made if teachers are at fault?"
- "Male teacher just have tea and go out. Female teachers bring their personal knitting work to school".
- "New books available in the library but children are given only old books"
- "Teachers attend functions/ ceremonies during important classes and call for special classes during holidays".

Police

I was selling newspaper when the police caught me. They asked my mother to pay Rs. 300. My mother could not pay the amount. The police put me in baccha jail for 8 days.

Vijay
National Children's Meet
1st June 2006, Mumbai

Street children, children living on the platforms, child labourers always come in contact with the police and have had bitter experiences though some have had positive experience too. However the ratio of bitter experience outnumber the positive experiences.

- "I was beaten like a animal by the police. I say there should be no police. Police is only for the rich and not the poor".
- "We want a separate police for children".
- "Put in baccha jail for 8 days because mother could not pay Rs. 300 for release".
- "Falsely framed in murder cases and jailed for 4 years".

Health

Children calling CHILDLINE hail from the lower socio-economic strata of the society and are dependent on the government hospitals and doctors for treatment. The limitations of the



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Public Service Delivery was clearly visible in the children's presentations.

- "Government hospitals sell medicines and give medicines that have passed the expiry date free"
- "Same syringes used for many patients"
- "Government hospitals charge money though it should be free"
- "Despite vacant beds in hospitals, children are not allowed to stay in the hospital"

Housing & Basic Amenities

- "No feeling of belongingness at home"
- "Eve teasing forced evictions by army and municipality, garbage, no toilet and sanitation facilities, electricity".
- Eve teasing, street children living on streets have no access to water, addiction among parents and children, lack of proper drainage leading to illnesses, no proper food, forced evictions by army and municipality, no proper environment to study, garbage, lack of toilet and sanitation facilities, no school, electricity were some of the things the children had to share regarding the condition of their housing environment.

On the concluding day children presented these issues to the allied system through creative medium such as theatre, puppetry, songs, and paintings. Experts from the respective fields facilitated the creative presentations.

Sl.No	Issues	Resource Person	Medium
1.	Police	Kapil Dev/ Javed	Puppetry
2.	Health	Katha Babu	Song
3.	Housing	Vasudha Ambiyee	Song
4.	Children in Institutions	Pramod Pathak	Theatre
5.	Education	Deepa Balsavar	Painting
6.	Child labour & Trafficking	Manjul Bharadwaj	Street Theatre

Children from the **institution** group used the medium of painting to show a good institution and a bad institution. The paintings depicted what their current view of institutional life is and how they would like it to be otherwise. The presentation was concluded with a summarization of the

points discussed in the groups.

The **police** group used the puppets for their presentation. This group showed both the positive and the negative and the positive sides of the police. Vijay one of the participants from Vijayawada shared his experience. Vijay wanted to join the naxalite group and punish the police. Infact he also went in search of naxalites but was not successful. Through one of his friends he came in contact with CHILDLINE. Today my view has changed. "I have completed by 10th Std and want to become an IPS officer. I request the people sitting here to listen to the problems of children".

Children from the **Housing and Health** group portrayed their issued through songs. Children were encouraged to put on their creative thinking hats and develop their own songs with inputs from the resource persons. Children used this medium to show how garbage, lack of cleanliness in your surroundings and personal hygiene can lead to ill health.

Children from the **child labour and trafficking** group presented a theatre play and portrayed how children are harassed at home; they run away and are spotted by a broker who hands them over to a hotel. Here the children are

abused. The children are then rescued and admitted into a school. Like wise the **Education** group used painting to depict their viewpoints. Following every creative presentation one of the representatives' from the group

summarized the points discussed in the group and presented before the allied system.

Response from the allied system was elicited following each creative presentation.

The Allied System Panel consisted of -

1. Mrs. Sumita Mukherjee - Director, State Relations, Ministry of Home Affairs, New Delhi
2. Mr. Parvez - Joint Director, Railway Board
3. Mr. Rathore - JAPU, Mumbai
4. Mr. Jaideep Singh Kochher - Director, Child Welfare, Ministry of Women and Child Development.
5. Mr. Desavle - Deputy Commissioner, Dept. of Women and Child Development, Maharashtra
6. Dr. Armaity Desai - Trustee, CIF
7. Mr. Suprakash Chakraborty - DIG, Police.

Response from Allied System:

Mr. Desavle - in response to the presentation by Children on "**Children in Institutions**" stated that in some cases recognition and grants have been withdrawn from those institutions that are not functioning as per the stipulated norms.

Mr. Rathore - children to be presented before the CWC and rescued child labourers should be restored back to their families.

Sumita Mukherjee - requested the police to behave sensitively with children. Try to increase the female police staff. There is a need to bring about a change in their approach towards children.

The National Meet provided children from across the country an opportunity to interact and share problems faced by them. Children realized that they were not alone with these problems but there are others too facing similar problems. They came out with suggestions such as forming children's forum and

electing a child representative in the parliament who would bring their problems into focus.

On the Sidelines

On a lighter note, apart from the serious issues based discussions, children had a gala time. On the first day as they kept coming in from various cities across India, entertainment stalls were set up at the venue. Children enjoyed themselves with games such as bursting the balloons, racing the car, tattooing etc. In the evenings they danced to songs of the famous hip-hop Hindi movie songs. It was not just the children dancing, but the adults too join the fun.

CHILDLINE launched the jingle "Dus, Nau, Auth..." on this occasion. The lyrics for the jingle was written by Rizvi of Design Bar and music was composed by Mandeep Singh. It was a huge hit with the children and adults alike. One could just not help but dance to the song whenever it was played, which of course was played very frequently.

On the concluding day children were taken to the Juhu beach. Though it was pouring heavily, it did not dampen the spirits of the children or the adults. However the children were a bit disappointed as they were instructed not to go near the water. The group then drove to "Prathiksha" residence of Mr. Amitabh Bachchan, a hot favourite among the children, whom the children could not meet as he was out of station.

In the evening a gala Bacha Party was organized. Children including the adults (escorts, coordinators, CHILDLINE directors and of course the CIF family) let their hair down and danced with gay abandon.

The National Children's Meet 2006 concluded on a positive note both as a celebration of its tenth year and with providing the children a platform at the national level to articulate their issues, identify solutions, and make recommendations for action.

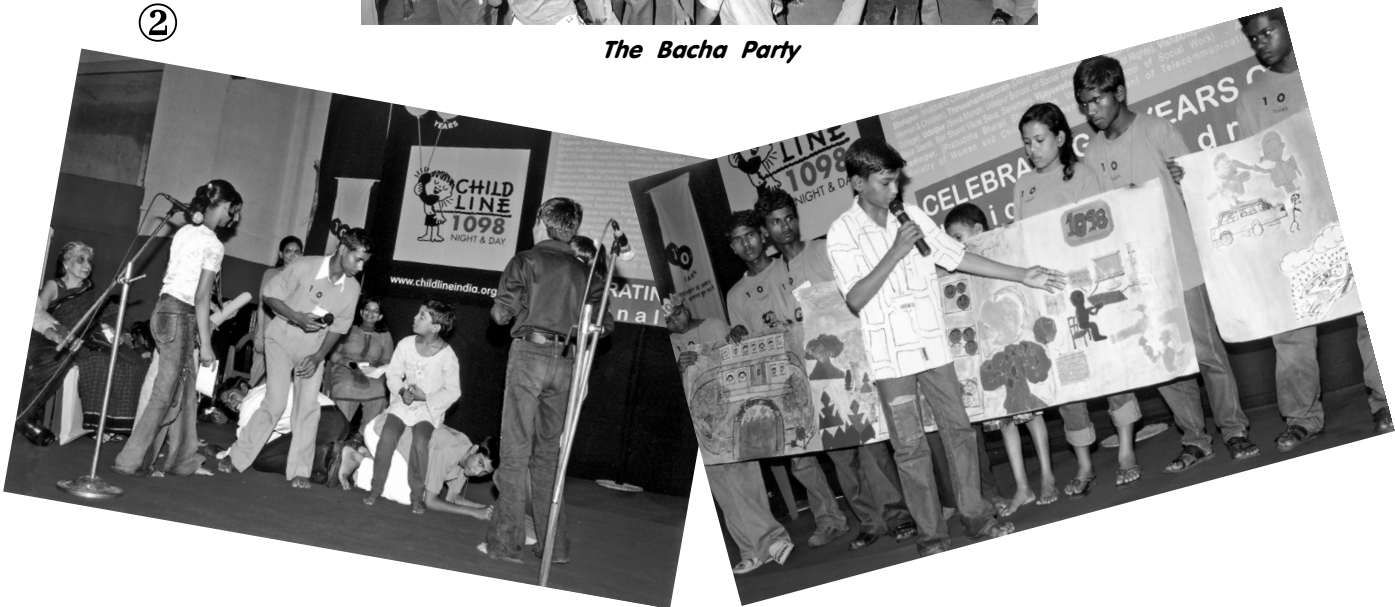


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2

The Bacha Party



Children present their issues to the allied system using creative medium. (photos 1-4)



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Forced Labour

Extreme poverty forced Tabassum's father to accept a lucrative offer made by his neighbour, promising of a job for Tabassum in Kolkata. She was taken to Kolkata by the neighbour and placed with a family. The child was made to perform all the household chores. After a couple of months Tabassum was lured to Varanasi with a better job offer.

Tabassum had no clue as to what she was being led into. The trusted close family friend dragged her into flesh trade. In the red light area she became friendly with girls of her age. Tabassum and a few girls managed to escape from the red light area. They were found by the police and brought to **CHILDLINE Varanasi**. **CHILDLINE Kolkata** provided temporary shelter to the girls.

One can find girls like Tabassum forced into occupations such as Commercial Sexual Exploitation. Of course this is not the only area, millions of children are drawn into sectors varying from domestic work, zari industry, glass factory, carpet weaving industry, mining, agricultural sector, hotel industry - the list goes on.

No child wants to spend its childhood enclosed in a world full of misery and abuse, devoid of education, familial love & affection, and childhood that is otherwise enjoyed by their better halves. Mere interactions with these children will shed light on the same.

Going by the ILO'S definition of Forced Labour child labour is definitely a form of Forced labour. A look into literature would point out that no children voluntarily gets into work. **Circumstances - socio-economic, political, and family situations compel/force the children to find work.** Children are left with no option but, find job to sustain the family or self.

Article 24 of the Indian constitution clearly states "No child below the age of fourteen years shall be employed to work in any factory or mine or employed in any hazardous employment" (Constitution of India cited in Jain 1985, 218).

Article 32 (CRC) recognize the right of the child to be protected from economic exploitation and from performing any work that is likely to be hazardous or interferes with the child's education or is harmful to the child's health or development (CRC).

As per the International and Indian human rights organizations, between 60 and 115 million children form part of the labour force in India. The Government estimates put it down to only 15 million. Of the cited figure, approximately 10 -15 million children are bonded labourers and a few million children are illegally employed in mines and stone quarries across India. Children are employed for long hours and paid pittance amount for the work done which is at times (most of the time) equivalent to an adult's work.

CHILDLINE has received nearly 978 (227 females and 751 males) cases of child labour in the year 2003-2004, and 1,375 (378 females and 997 males) in the year 2004-05.

As per the the ILO global estimates the number forced labour is 12.3 million.

A concerned adult called **CHILDLINE South 24 parganas** seeking help for 16-year-old Tarun who had run away from home and was seen wandering near the Sarisha bus stand. A CHILDLINE team member rescued the child, brought him to the centre, and provided shelter for the night. The child told CHILDLINE team members that his family lived in Cooch Behar near Jalpaiguri, and that due to financial constraints his father had forced him to work at a tea stall. Tarun's employer would beat him regularly. Unable to take bear the humiliation and violence any longer he fled from his home.

However, Tarun expressed an earnest desire to return home. **CHILDLINE Jalpaiguri** was contacted and details about the child were shared. Meanwhile, the child was provided temporary shelter. CHILDLINE Jalpaiguri successfully traced the child's family and the child was repatriated home.

Parents force their children to work as they cannot afford to feed them and sometimes children fall victims to trafficking.

ILO's Worst Forms of Child Labour Convention, 1999 (No. 182) defines forced labour as one of the worst forms of child labour. Child labour amounts to forced labour not only when children are forced, as individuals in their own right, by a third party to work under the menace of a penalty, but also when a child's work is included within the forced labour provided by the family as a whole.

Forced labour represents a severe violation of human rights and restriction of human freedom.

In its Forced Labour Convention, 1930 (No. 29), ILO defines forced labour as "all work or service exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily " (Article 2(I)).



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Following table provides a framework for identifying forced labour in practice.

Identifying forced labour in practice	
<p>Lack of consent to (involuntary nature of) work <i>(The "route into" forced labour)</i></p> <ul style="list-style-type: none"> • Birth/descent into "slave" or bonded status • Physical abduction or kidnapping • Sale of person into the ownership of another • Physical confinement in the work location – in prison or in private detention • Psychological compulsion, i.e. an order to work, backed up by a credible threat of a penalty for non-compliance • Induced indebtedness (by falsification of accounts, inflated prices, reduced value of goods or services produced, excessive interest charges, etc.) • Deception or false promises about types and terms of work • Withholding and non-payment of wages • Retention of identity documents or other valuable personal possessions 	<p>Menace of a penalty (the means of keeping Someone in forced labour)</p> <p><i>Actual presence or credible threat of:</i></p> <ul style="list-style-type: none"> • Physical violence against worker or family or close associates • Sexual violence • (Threat of) supernatural retaliation • Imprisonment or other physical confinement • Financial penalties • Denunciation to authorities (police, immigration, etc.) and deportation • Dismissal from current employment • Exclusion from future employment • Exclusion from community and social life • Removal of rights or privileges • Deprivation of food, shelter or other necessities • Shift to even worse working conditions • Loss of social status

95 percent of the world's working children are found in the developing countries. For them the adaptation to globalizing economy basically means two things: first, they must be able to expand their exports; and second, they must be able to attract a greater volume of direct foreign investment.

Lets take the instance of world market for Indian Carpets. India has a good market for hand woven carpets in foreign countries. A large number of children are employed in this sector. For obvious reasons, children are cheap labour, investment in term of labour employment is low and the returns are high, which is very profitable to the owners.

In the wake of the recent Soccer Mania, one of the national newspapers had brought out an article on child labour and football manufacturing units. It stated that next to Pakistan, India is the second country to employ largest number of child labour in manufacturing footballs.

Protecting the rights of the children has been CHIDLINe'S vision. In its initiative to deal with the issue of child labour CHIDLINe has formulated a Task force on Children's Issues: Networking & Advocacy. In this direction CHIDLINe will network with organizations working in the field of child labour and provide support and necessary data.

Having identified child labour as a area of concern, CHIDLINe partners deliberated over the issue during the recent Partnership Meet, and have formulated a action plan for the year 2006-2007 (Read NPM on Page 7).

Reference Source -

1. A global alliance against forced labour - Global Report under the Follow-up to the ILO Declaration on Fundamental Principles and Rights at Work, 2005. (www.ilo.org/declaration).
2. Workshop No. 2 - Globalization, Liberalization, and Child Labour. International Labour Office, Geneva. First published 1997 www.ilo.org/public/english/comp/child/conf/amsterdam/workshop2.htm



Hello Childline



A long drawn battle...

The Nepaz Industries had acquired land from the tribal community in Kuarmunda block of Sundargarh district to set up a sponge iron factory. The acquisition of land had created friction between the civil society activists and the district administration in the area. Some of the displaced family members were engaged as manual labourers as part of the settlement deal but were replaced with machines. This had angered the local people.

On **24/03/06** a peaceful rally was organized by an Ex- MLA of Birmitrapur in Kuarmunda block of Panposh Subdivision, Sundargarh, Orissa to bring the matter to the notice of local administration. The rally was organized against the exploitation of local tribal people of Kuarmunda block i.e. illegal acquisition of land by NEPAZ sponge Iron factory, non recruitment of local people in the factory, environment pollution etc. However the rally turned violent and nearly 117 innocent villagers including women, children and men who were not involved in the rally were arrested. The list of children who were arrested was published in one of the local dailies.

CHILDLINE'S Intervention in the case...

CHILDLINE came to know of the children kept in the jail through the local newspaper "Sambad". Team members went to visit the children in the jail but were not permitted by the Jail Superintendent and were told that no children are in the jail.

CHILDLINE set out to search the parents of the children and collect evidences to verify their age. It took three days to collect the relevant details. Efforts were made to find out case position of the children in the court, however no progress was made.

The Director of **CHILDLINE Cuttack** suggested to file a case in the court of Additional District Session Judge, Rourkela. **CHILDLINE Rourkela** approached an advocate to file a case to release the children. Meanwhile another advocate had taken a vakalatnama stating that the children are adults. The advocate was provided with the documents providing the children's age proof. The ADJ ordered for the case to be transferred to the JJB. Despite the courts order the children were not transferred to the JJB. The reason given was that if the children's case was transferred, the case of the 112 will get weak, and the case will loose its public sympathy. Also the Governemnt will be relaxed on this matter and delay the case hearing, hence it is essential to keep the children. Children were wrongly used for the benefit of the case.

As the advocate was under political influence he refused to cooperate. The frustrated parents met SDJM and demanded that another advocate fight the case. They were permitted to file a Vakalatnama on behalf of the children and fight the case. Another advocate as appointed to fight the case. Cases of three children was already transferred to the JJB, and for the other five children fresh petition had to be filed.

Initially it was informed that the children would be produced before JJB not before Monday. The team brought to notice that children couldn't be kept in the jail. Finally it was agreed to produce them before the JJB the same day evening. After a wait of two and half hours children were finally produced before the board.

The team witnessed the insensitive stand of the board members. The board posed questions such as "whether they are the real parents?" This despite producing relevant documents. The board raised questions such

as the certificates produced are false, medical certificates were also false. Names of two boys on the certificates were spelled false; this was termed as disputed case requiring the sitting of full bench. Parents were asked to produce the bail petition only then will the children be released.

The JJB member before whom the papers were produced refused to look into the case stating that he does know the legal procedures. As result of the non-cooperative stand, children were kept in the children's home for another three days apart form the 35 days spent in the jail.

Meanwhile the other five cases were also transferred to the JJB. During the full sitting of the JJB, the members tried to convince the CJM that the children were above 18. The police too pressurized the medical board to show the children as above 18 years. However they were not successful. Following the age verification two boys were released and the third boy who was blind was sent to the jail as his ossification test showed him to be above 18. The remaining five reports were produced the next day, which clearly stated that the age of the children were below 18 years. JJB member refused to look into the case. The ball was passed between the members. The parents of the children were harassed as result of the attitude between the JJB members. They had listen to the abusive language from the members.

JJ Act 2000 clearly states that no child should be placed in a jail. However in this case one can find that not only were the children kept in jail for 35 days, the JJB members too failed to do their duty.

Key issues in the case:

- Children (minors) arrested and jailed (age proof of the children available).

- Jail authorities deny the presence of children in the jail when CHILDLINE team visits the jail.
- None of the children provided bail.
- Children kept in jail for 35 days. They were booked under 4 different cases.
- Team members not allowed to visit the children in the jail.
- Vakalatnama issued stating children in jail are adults by the advocate.
- JJ board has taken a poor stand on the issue and only due to external pressure had moved to take further action. Despite proof certificates the board took a controversial stand.
- JJ members hold false opinion regarding self's role and responsibilities.
- JJB member refuses to perform his duty and claims ignorance of legal aspects of JJ Act.
- JJ members try to prove the children are above 18 without certificate proof. Delay the case further.
- JJ board member advocates for industrialization and sends across message to children's parents.
- JJ board members abusive and non-approachable. Misuse of power and post.
- Children kept mortgage in the jail for the release of leaders. Advocate informs children cannot be transferred to JJ board as the other case of the adult (112) will be weak and they will loose sympathy of the public, government will be relaxed and delay the bail grant, hence the children case will not be transferred to JJB. Children used.
- Violation of child rights, violation of JJ ACTS and slow progress of judiciary.



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Advocacy and Awareness

The Advocacy and Awareness Department released print advertisements in major newspapers in Mumbai to sensitize the public on certain issues that vulnerable children are susceptible to and create awareness about CHILDLINE. The Advertisement campaign was organized with support from our corporate partner - Johnson & Johnson.



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

In the dingy alleys of Mumbai it's every child for himself. Whether you have mastered the art of picking pockets or shinning shoes it is you against the entire world. And when that world is filled with opportunist thugs scouting for talent, perverted minds hunting for their next prey and corrupt cops looking for a cut, you'd clutch at anything you can to make life a little more bearable.

And sometimes hope takes the form of the neighbourhood 'Dada'. Someone who's been there, done that and survived. His secret? A little bit of magic powder that he promises will

make one forget it all. And to show how much he cares he will even give the first bit for free. Most times the first bit is all that it takes. For a mind searching for a way out from the harsh world, brown sugar is as good an escape as any. Soon larger and larger doses will be needed to give the same high. Before long, his life will become one unending race trying to make enough money to buy the next fix.

Until the child ends up in the hands of another 'Dada' who will make him an offer that seems too good to be true: As much as he wants, as long as he sells enough to his friends.

And before you know it the shoeshine boy has become a dealer, peddling the same poison that'll soon kill him.

Is there any kind of hope for these kids? Sure there is, if you care enough. Whenever you see a child in distress give us a call on our 24-hour help line 10-9-8. Your call will be answered by a CHILDLINE volunteer who will rush to his aid or coordinate with one of our agencies

to make sure help reaches in time. Together we can reach them before the 'Dada's' does.

Help us reach them before they do.



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

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

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

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

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

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

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

Your call can change a life.



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



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

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

For most of them the journey began with a friendly face promising them a good job. A 'chacha' who told them about opportunities in the town. About working their way to the top from the bottom of the ladder. The same face that sold them to the hotel or mill or sweatshop for a little as Rs.300.

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

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

a traffic signal, practising their new trade.

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

Help us reach them before they do.



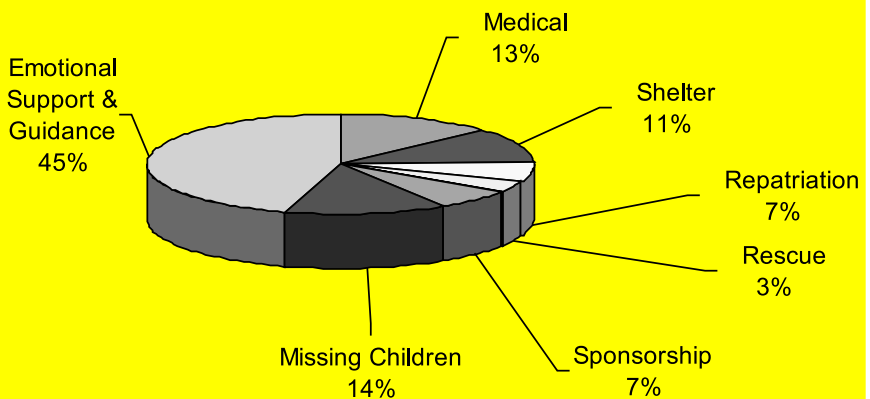
CHILDLINE 1098 is India's first 24-hour toll-free emergency phone outreach service for children in need. CHILDLINE functions in 71 cities, spread across 22 states of the country. Till date it has responded to over 9.66 million calls. Donations are 100% tax exempted under section 35AC of the Income Tax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

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Percentage of Intervention * Calls from Inception till May 2006

The following call statistics covers 67 cities

Medical	49937
Shelter	43661
Repatriation	25303
Rescue	12936
Death Related	651
Sponsorship	25951
Missing Children	53599
Emotional Support & Guidance	174017
Total	386055



* Of the total number of calls received on 1098 the above mentioned categories comprise intervention calls



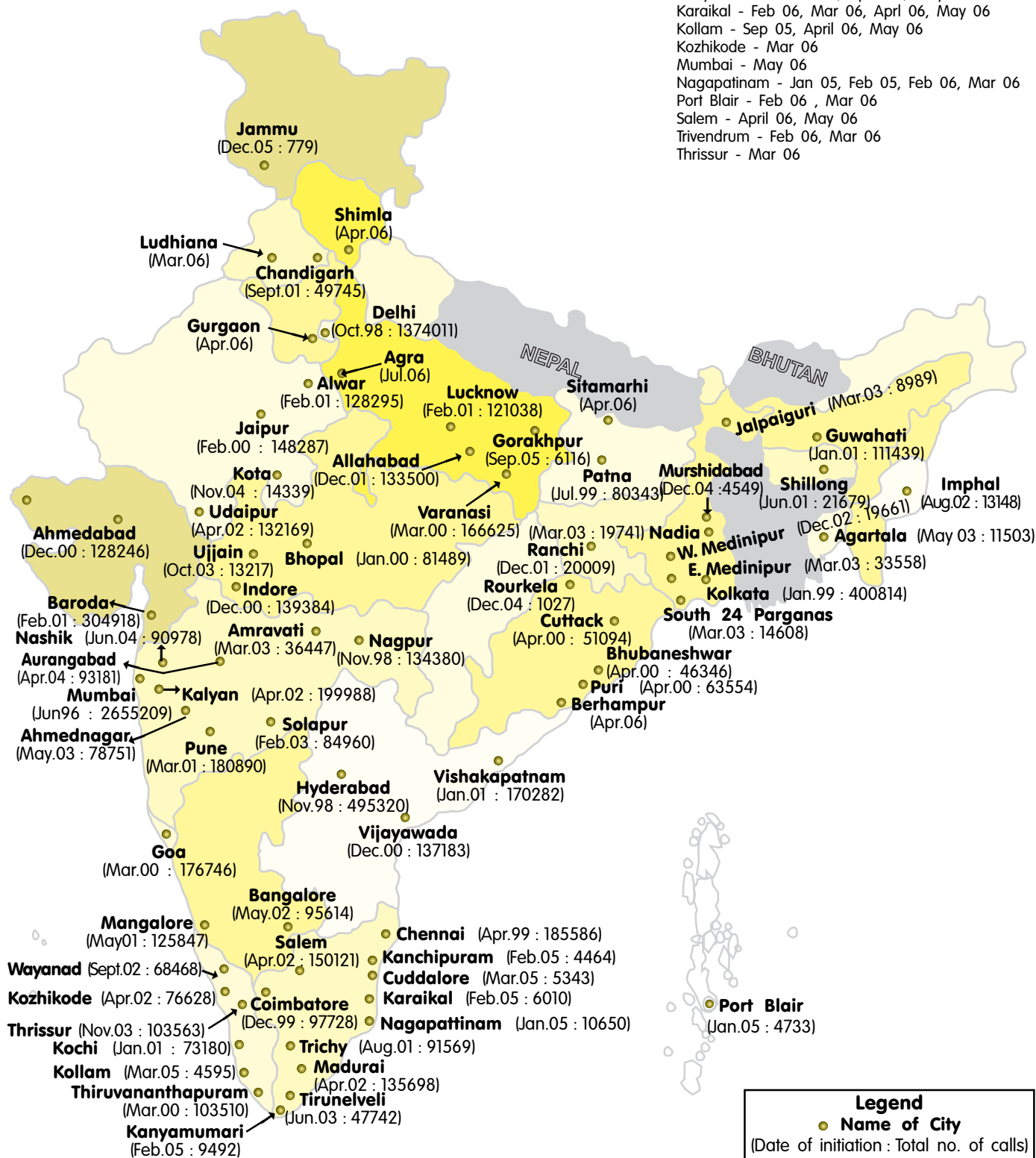
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CHILDLINE has recorded a total number of **98,43,456** calls from inception till **May 2006**

Statistics not available :

- Amravati - Sep 04, Oct 04, Jan 05, May 06
- Bangalore - April 06, May 06
- Cuddalore - April 06, May 06
- Hyderabad - Jan, Aug \ Dec-04
- Kalyan - Oct 05, Dec 05
- Kanyakumari - Mar 06, April 06, May 06
- Karaikal - Feb 06, Mar 06, April 06, May 06
- Kollam - Sep 05, April 06, May 06
- Kozhikode - Mar 06
- Mumbai - May 06
- Nagapattinam - Jan 05, Feb 05, Feb 06, Mar 06
- Port Blair - Feb 06 , Mar 06
- Salem - April 06, May 06
- Trivendrum - Feb 06, Mar 06
- Thirssur - Mar 06



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

** Ahmednagar's Call Statistics rectified



Hello Childline



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