

# Hello Childline

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

ISSUE 59

September 2010

## News Bytes

- CHILDLINE India Foundation (CIF) and CHILDLINE 1098 in Advisory from Ministry of Home Affairs, GOI.
- CHILDLINE Kolkata conducts workshop on Children's Council.
- CHILDLINE xpressions are now on the official website of Murshidabad and Balangir district.
- CHILDLINE Shillong celebrates Ninth Birthday.
- CHILDLINE spreads buzz on buses and gas books in Ahmedabad.
- CHILDLINE Andaman & Nicobar Islands celebrates International Drug Abuse Day.
- CHILDLINE Vijayawada observes World Day against Child Labour.
- CHILDLINE xpressions will soon appear in School premises in Rajasthan.

## From Editors Desk

Dear Readers,

**G**reetings! Welcome to the yet another edition of the "Hello Childline" Newsletter. This edition covers various events and activities of CHILDLINE across the country for the months of June, July and August 2010.

CHILDLINE 1098 is a national 24 hour, free, emergency telephone helpline and outreach service for children in need of care and protection. CHILDLINE team receives & responds to the calls and provides direct assistance such as medical, shelter, protection from abuse, repatriation, death, missing children, intensive counseling.

CHILDLINE has moved closer towards its vision of reaching out to every child in need of care and protection. It is now ringing in 83 cities thus increasing the impact in trying to make the country a better place for children.

From the Outreach to Intervention, from spreading the word on "Hello CHILDLINE" newsletter to facebook to build a culture of Child protection, the CHILDLINE teams are working round the clock to increase awareness and raise funds for their cause and to help child in need of care and protection.

"Hello Childline" newsletter acts as a crucial tool to share information about Child Protection and best practices in CHILDLINE service. This issue also has some successful cases where CHILDLINES have been able to restore, reunite lost and runaway children with their families.

In this issue, read about how Jammu & Chandigarh rescued the little Santosh, a six-year-old missing child from Ludhiana and CHILDLINE Calicut prevents trafficking of Children. Many of the cases prove that the strong and prompt networking and timely intervention by CHILDLINE has been a life saviour to the children in need of aid and assistance.

Read this edition of Hello CHILDLINE to know about CAB meetings and other innovative initiatives of CHILDLINES across the country. It's September already and CHILDLINE continues its 2010 journey with full gusto. There are so many exciting things on the horizon to look forward to. CHILDLINE teams are busy with CHILDLINE Se Dosti Week which will be held in the month of November- a weeklong event aspiring to inculcate awareness on CHILDLINE in the minds of all the Partners, Corporate Associates, Media, Telecom Companies, Celebrities, Schools and Colleges.

Please keep supporting the spirit of CHILDLINE and help us ensure a brighter future for thousands of children in need of aid and assistance. We have strived to bring a new flavor to the newsletter. It is not just the news look, but we have also tried to bring variety into the content as well. Do send us your comments, contributions, questions and feedbacks to [hellochildline@childlineindia.org.in](mailto:hellochildline@childlineindia.org.in) towards making it more interesting and meaningful. This is very important to us and will help us to make Hello CHILDLINE more enjoyable to you. It is your continued support in every form that has helped us to achieve what we have and make us strive for more.

Keep Reading!

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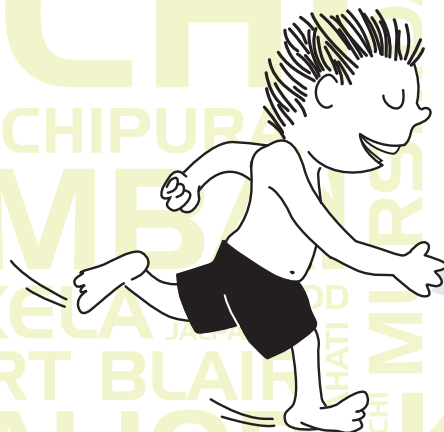
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## What is CHILDLINE?

**CHILDLINE** is a national, 24-hour, free, emergency telephone helpline 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 83 cities. **CHILDLINE** aims to reach out to the most marginalised children and provides interventions of shelter, medical, repatriation, rescue, death related, sponsorships, emotional support and guidance.

So if YOU see a child in distress, **Call 1098!**





## East and North coordinate to Bust Child Trafficking Racket

On April 22, 2010, CHILDLINE Kolkatta received an anonymous call informing that about 30 minors were being trafficked from a remote village of Katihar District of Bihar to Delhi to work as construction laborers. The informant mentioned that four to five traffickers were accompanying the children. He was although unsure of the train which the trafficker boarded. The information which he gave left the team with two possible trains- either Mahananda Express or Amrapali Express.

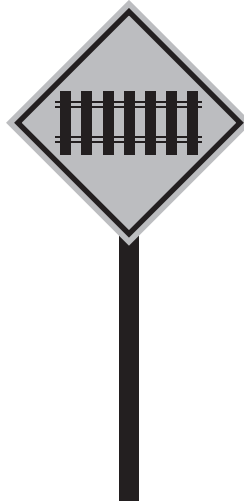
The phone-call from the informant which triggered a chain-reaction of intervention in CHILDLINE centres, planning from East to North. The mission was to search and rescue the kids reported to be trafficked. Upon receiving the information from the Eastern branch, Delhi Regional Resource Centre of CHILDLINE began to trace the location of the train where the train is supposed to pass.

"It was a tip-off that came from the Delhi office that some children from Bihar were being taken to Punjab," said Varsha Sharma, Coordinator, CHILDLINE Lucknow.

Panicky and perplexed, majority of 37 rescued minors showed fear for the gruesome threesome, who were ushering them to work as bonded laborers in Punjab, when the CHILDLINE India's volunteers and the Government Railway Police (GRP) rescued them from Amritsar-bound Amrapali Express, at the Charbagh railway station.

The children aged between 8 to 16 years were from Bihar and West Bengal, and five people were arrested under the Immoral Trafficking (Prevention) Act and the children were sent to the State Protection Home. The children confided to CHILDLINE that they all hail from poor families and were being taken to Punjab to work.

"When we came to know that Mahananda Express was about to reach Allahabad Railway station in an hour, we put our Allahabad branch on



alert," informs Sumit Kumar, CHILDLINE India Foundation.

CHILDLINE Allahabad team studied the route of the train and found that the train stops at Nainni Station also which is 20 Kilometer far from Allahabad Station. The team divided into two groups, one of which boarded the train from Nainni Station, to scan it thoroughly and was in constant touch with the other on phone. They couldn't find any suspect boarding the train, which left Amrapali Express, which reaches Lucknow at nine in the evening, as the last chance to save the kids.

CHILDLINE Lucknow was prepared to trace the unidentified traffickers and children. "The Government Railway Police (GRP) and the Charbagh police station were informed following which the train was checked," Sharma recalls.

The team rescued 37 children and informed the GRP about the three men accompanying them as suspects. "On being questioned the children insisted that they were adults even though their appearance was contradictory. The truth was revealed by children after they were cautioned about a potential imprisonment. It was then; that a kid informed that before leaving Bihar, they were tortured to claim that they were 18 years old if questioned by anyone while on their way to the work place. The fear was so profound that even the 11-year-old ones among the group continued to insist that their age was 18," elaborates Kumar.

All the Children were natives of Katihar in Bihar and knew each other for years. However, they refused to provide any detail about the other, saying that they were meeting the rest for the first time.

"We have booked five people for child trafficking and interrogating them. Since one of the accused is from West Bengal, there can be a child trafficking group from West Bengal and Bihar involved," said G K Goswami, Superintendent of Police, GRP, Lucknow.

CHILDLINE Lucknow team forwarded information to CHILDLINE Kanpur for a further check up in the train who found eight children and two traffickers in one of the coach. The petrified kids were consoled and fed by CHILDLINE team of Lucknow and Kanpur. After winning their trust and establishing a rapport with them, CHILDLINE team took them for their



medical checkup and then to the shelter home. Presently the children are with their parents except for one child, who is still in the shelter home as he was not able to provide the address. The accused are behind the bars.

### **CHILDLINE Eluru rescues Priya from sexual abuse**

CHILDLINE Eluru received a call from a concerned adult saying that a young girl is found in an inebriated condition. CHILDLINE team rushed to the spot and rescued the child. CHILDLINE team took the child to the CHILDLINE centre for immediate shelter. After providing immediate care, child was taken to Govt Hospital for a check up as the child was weak and unhealthy.

Priya was living with her aunty who was paralyzed and could not work, after her parent's death. She had lost her parents at a very young age and was not given the necessary care and attention. She had studied till seventh standard and had dropped out of school to support her ailing aunty.

Priya belongs to very poor family back ground, was lured into commercial sexual activities by promising her a job in Madhya Pradesh. Priya was sent to Madhya Pradesh where she was sexually exploited for a year and had constant struggle with a pimp. After which she finally returned to Eluru. According to the child's statement to the police, after this, she was sexually exploited for over four years and a day before her rescue by CHILDLINE team, some miscreants had attempted to rape her. CHILDLINE team members built a strong rapport with the child, which led the child to share her tragic life situations with the team.

The Director, CHILDLINE Eluru immediately referred the case to Mr. Mahesh Bhagwat, DIG of Police Eluru range who gave all support and also directed the issue to the police officers. CHILDLINE team members and Police raided and arrested about six people involved in sexual exploitation of women and children in the city. The



case was produced before Honorable First Class Magistrate and investigation and trail is underway.

The information given by the child during the counseling led to arrest six people involved in the abuse of the child. An FIR was registered, CHILDLINE as the complainant and perpetrators were booked under the section 363,366 – A – IPC, 372- IPC, 373 IPC, 376 IPC, 324 IPC, 34 IPC, 3,4,5,7 - PIT Act. The Perpetrators were produced before Honorable II A.J.F.C.M Court, Eluru, and are in judicial custody.

CHILDLINE provided the initial care of the child. Priya was sent to Prajwala home in Hyderabad for long term aftercare which includes vocational training.

### **CHILDLINE Mumbai and Delhi join hands to restore Arha to her family**

Arha has been living with her parents in Mumbai for last six years. On April 10, Arha with her mother, Shantee went to her native village to spend vacation. Shantee returned to Mumbai leaving Arha in her ancestral home in the village. Arha quarreled with her grandparents and went to her aunt house in nearby village.

On May 15, 2010, Shantee was informed that Arha was taken away from the village. Shantee contacted CHILDLINE Mumbai and informed that the Arha is missing and requires urgent help. On July 06, 2010, an FIR was registered at Cuffe Pared Police Station, Mumbai by Shantee with the help of CHILDLINE Mumbai. CHILDLINE Mumbai also forwarded the case to CHILDLINE Delhi.

CHILDLINE Delhi received the information that Arha was trafficked by Mr. Gaurav who runs Kumar Placement Agency in Delhi who sent the children for domestic work. On July 10, 2010, CHILDLINE team contacted the concerned Police Station and discussed about the rescue of Arha. Arha was rescued from Gaurav by CHILDLINE team members, Police officials. After which she was medically examined and later Arha was sent to Kilkari Home, Kashmiri Gate, New Delhi for temporary shelter. On July 12, 2010, Arha was produced before Child Welfare Committee, which ordered to



placement of Arha in Kilkari Home, New Delhi for Care and Protection. On July 28, 2010, Shantee met the authorities of Kilkari Home. Arha was produced before Child Welfare Committee, Delhi and restored to her family.

### CHILDLINE Delhi rescues twenty one child laborers

CHILDLINE Delhi received a call from a concerned adult who said that there have been children identified working in a factory at new Usmaanpur. The caller informed that the children are being made to work as child laborers at embroidery factories.

CHILDLINE team made a visit to the Usmaanpur area and met the caller and identified about 4 factories with 123 children being made to work as child laborers and the information was forwarded to the Delhi nodal or city co-ordinator on June 16, 2010.

The City Co-ordinator, Nodal Delhi CHILDLINE, DBS CHILDLINE Co-ordinator, DM Seelampur, Labour officers from Labour department, ACP Seelampur, SHO Usmanpur made the raid in the factory.

The team was supported by 40 police officers in two teams. All exits were blocked. Also all the responsibilities of photography, data collection and keeping safe the rescued children were planned in advance.

The two teams rescued 21 children from 7 rooms of 2 buildings of the factories working for embroidery, printing press and bindi making. The rooms were sealed immediately and employers were fined for Rs. 20,000 per child.

After the rescue, Children were facilitated with immediate care and protection. They were produced before the chairperson along with member's child welfare committee. An FIR was lodged against the owner of the factory. The children were shifted to the temporary shelter care at the Mukti Ashram.



The employer was arrested and necessary actions were taken for the children to be registered as Bonded Labour and issued certificate from SDM for benefit of the welfare schemes under Child Labour Act and Bonded Labour Act.

### CHILDLINE Trichy stops child marriage

Manjusha, a fifteen year old girl belongs to lower socio-economic background. Her father was a construction worker. She had finished tenth standard and was waiting for the results. Manjusha called CHILDLINE 1098 stating that marriage has been arranged for her on June 07, 2010 at Kulithai.

Manjusha was residing in Woraiyur with her father, grandmother and her younger brother. Manjusha lost her mother when she was young and later her father remarried. Manjusha's stepmother arranged the marriage with her relative. In order to escape from her stepmother scolding, she pretended consent to the marriage. After seeing her tenth result, where she got 417 marks and stood third in the school.

Manjusha fought with her father on the marriage subject. She even sought the help of the neighbours to convince her parents but, when that proved futile, she called the CHILDLINE on May 26.

Manjusha visited CHILDLINE and gave a written complaint. The information was then conveyed to the Social Welfare department. The CHILDLINE centre coordinator immediately informed about the case to Mrs. Jayanthie Rani, Advocate, Child Welfare Committee member and the written complaint was forwarded to Mrs. Lakshmi, District Social Welfare Officer and Mr. Vanniyaperumal the Commissioner of Police Trichy on June 2.

The CHILDLINE team field a complaint with the Kulithai police station in the month of June. The attempts by officials to meet the girl fructified only on June 1. On June 2, Manjusha was rescued by officials of the District Social Welfare Department and members of the Child Welfare Committee, just three days before her marriage with a twenty six year old man. The Child was brought to the District Magistrate who issued the order to admit the



child in a Government school for further studies.

CHILDLINE Trichy provided arrangements for the admission for the child to join 11th Standard in Seva Sangam Girls Higher secondary School and hostel. CHILDLINE in collaboration with SOC SEAD, Trichy paid the fees and arranged for hostel fees, books, uniform etc for the child.

Currently, the entire family is against her and CHILDLINE Trichy is taking care of the child and providing necessary rehabilitation services for Manjusha. The case has also been covered in newspapers and weekly magazines.

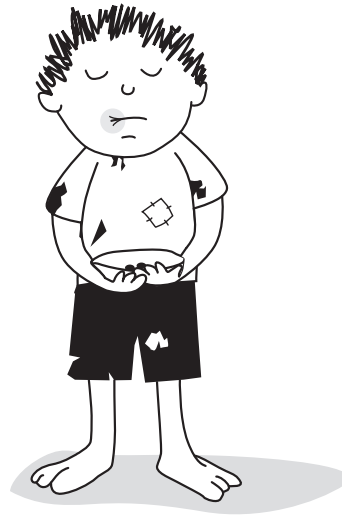
### CHILDLINE Calicut prevents trafficking of Children

CHILDLINE Calicut rescued 22 girls and 8 boys from traffickers at Calicut Railway Station. Just after receiving the call about the Children, CHILDLINE Calicut started the search for the Children and found the Children at the Railway Station. 30 Children in the age group of 5-15 were brought from Ahmedabad on the Tirunelveli-Hapa Express that arrived at the Calicut Railway Station.

On Saturday, August 08, 2010, CHILDLINE Calicut received a call from a Social Worker who informed that 30 children is coming Calicut at Thirunelveli- Happa Express. The caller was also traveling in the same train who suspected that the children and adults accompanying them didn't had proper documentation for traveling.

CHILDLINE Calicut team informed the City Police Commissioner about the issue. The Police official assured all support and informed to Police Sub Inspector at Town Police Station. For further assistance, CHILDLINE contacted town Police Sub Inspector and discussed comprehensive plan for the rescue operation. In a meanwhile, RPF Police and Kerala Railway Police were called for the assistance.

CHILDLINE made a visit to the Railway station on the next day and observed



the arrangements. The Tirunelveli Hapa Express arrived at Calicut Railway Station around 10.30 a.m. and there were about 30 children. They were brought by a seven-member team who alighted at the station with the children.

CHILDLINE team and Police shifted them to waiting room at Railway station. After a long interaction with them, CHILDLINE understood that they were taking the children to an orphanage at Vellimadukunnu without any legal documents. Some of the children showed their Transfer Certificate and Birth certificate. CHILDLINE found that about 30 Children in the age group of 5-15 were brought from Ahmedabad, Gujarat on the Tirunelveli-Hapa Express that arrived at the Calicut Railway station. The Police handed over all the children to CHILDLINE.

The news on CHILDLINE rescue spread throughout the state. CHILDLINE received calls from journalists, Social Welfare Department, Social workers and Parents and Social activists asking the details about the case. Children were counseled and team member gathered information on the name, address and further details from the children as part of documentation.

CHILDLINE contacted the CWC and subsequently produced children to CWC member. The CWC member directed to arrange temporary shelter in Government Children's Home, Calicut for the children.

On the next day, CWC sitting was held at Children's Home, Calicut and collected the statements from children. CHILDLINE was requested to handover five children to their parents. 25 children were shifted for temporary shelter to an orphanage at Wayanad District. The CWC also ordered a preliminary enquiry by the Probation Officer and Local Police. The case has received very good media support and the stories on the rescue were well covered in The Hindu, Indian Express, Malayala Manorama daily and Kaumudi daily. The follow-up by the police is still going on and five of the children are living with the parents and other twenty five are in the orphanage. CHILDLINE is in contact with the Children.

This case shows that strong and prompt networking and timely intervention by CHILDLINE Calicut has saved 30 children from trafficking.



### **CHILDLINE SOUTH 24 Parganas rescues Amrita from Sexual abuse**

Amrita Singh, 17-year-old girl was rescued by Police personnel of the Diamond Harbour police station. The D.H police handed over the Amrita to CHILDLINE Diamond Harbour unit. During counseling, it was revealed that Amrita works as a call girl.

Amrita informed the CHILDLINE team that her mother has forced her to join the profession. Amrita was produced before CWC which in turn directed to sent her in Sanlaap shelter home.

During the verification by CHILDLINE at Amrita's home, it was known that Amrita's father has not been in touch with the family since a long time. Her mother also works as a sex worker.

In a meanwhile, Counseling sessions were held with Amrta alongside medical treatment at Sanlaap's home.

It was found that her mother has been trying to get Amrita discharged from the home but considering the family situation of Amrita, the vulnerability risk involved, counseling and medical treatment status, It has been recommended to extend her stay at the shelter home for few more months.

### **CHILDLINE Thrissur rescues Shafiya from Child Marriage**

Shafiya, 16-year-old was a native of Cheruthuruthy in Thrissur district of Kerala. She was from a poor family background. As per the traditional customs, the family wanted the girl to marry, when they attain 14 year of age.

Shafiya was not willing to marry at this age, instead she wished to continue her education. She shared this with her father.

She was studying in Class XI, in a Government school but she was not able to concentrate in her studies, as she was deeply disappointed and feared this might also affect her future.



Shafiya contacted CHILDLINE Cochin and requested for help to stop her marriage. She informed that her family was forcing her for the marriage and had almost fixed the function to be held after a couple of days.

After getting these details, from the CHILDLINE Cochin, CHILDLINE Thrissur District Coordinator contacted the Social Welfare Officer. On the next day the District Coordinator, C.D.P.O and the Social Welfare Officer met the child and parents and convinced them about the legal consequences, of a child marriage case.

Meanwhile the District Coordinator presented the case before the District Collector. The C.D.P.O filed a case against the parents, in the District Judicial Magistrate Court and the District coordinator submitted a detailed report to the Child Welfare Committee (CWC).

The court called upon both parties on the next day and the family was forced to postpone the function for two years after the child attains 18 years of age. Shafiya is continuing her education now.

### **CHILDLINE Puri restores Ramu to his family**

Ramu, a twelve year boy ran away from home with his elder brother and came to Puri city. The child came to the sea-beach with his elder brother however got separated when he went to bring some food.

Ramu started crying and started looking for his brother desperately and reached Jagannath Temple where a kind hearted lady gave him the shelter in his house for the night. Next morning they handed over the child to the Sea-beach police station on June 05, 2010.

The police personnel handed over Ramu to CHILDLINE Puri and requested the CHILDLINE Puri for his immediate relief and restoration. The counseling of the child at the CHILDLINE revealed that the father of the missing child works in Dubai as a construction worker and his mother works as an agent of Balugaon LIC office.

CHILDLINE Puri provided necessary support and care to Ramu. During counseling, CHILDLINE team member found that the child was originally



hailing from Balugaon. CHLDLINE contacted the IIC of Balugaon and gave the details about the child.

The police could not trace out the address, as the information provided by the child did not match. Ramu was taken to the Short Stay home

On June 10, the CHLDLINE Puri team member went to Balugaon along with the Ramu to trace out the address. After a short interaction with the Ramu at the police station, the team could finally identify the address of the child and restored the child back to the family.

On reaching the family of the child, CHLDLINE team found that his elder brother had already arrived in home in very distressed condition. The parents of the child took several initiatives to find out the child at Puri.

### CHLDLINE Malappuram fights against sexual abuse

Faizan, a seventeen year old boy was pursuing his studies in eleventh standard at Madding English Medium School, Mutippadi in Malappuram District.

On May 31, 2010, CHLDLINE received a call who informed about child who has been hospitalized by Malappuram police at Government block hospital, Kottappadi.

CHLDLINE Nodal coordinator reached the hospital and found that the child was in a critical situation. Child was shifted to District hospital, Manjeri.

Faizan was in a very critical stage when he has visited Calicut medical college. Doctors said that the child has been abused and it was necessary to get medical examination.

Faizan has recovered after treatment. CHLDLINE contacted family members of concerned child and he was able to identify the family members. CHLDLINE nodal coordinator talked with the child and understood that the

child has been brutally sexually abused by three people. Also they had given toxic substances to the child.

CHLDLINE Nodal coordinator went to the Malappuram police station and met the Sub inspector of Police. SI informed that the suspected three people has been arrested and will take charge according to the child's response. CHLDLINE requested the Police to take immediate action against those convicted person. Next day, police took charge sheet against the convicted persons under Section 363 IPC, 377 and 25 JJ (Care & Protection of Children) Act.

### CHLDLINE Hyderabad reunites Moli to her parents

Moli, a ten year old child from Humnabad, Bidar District comes from a poor socio economic background. Moli's father and mother were daily wage earners. Bidar is an economically backward region in Karnataka and daily wage opportunities are very less and her parents were not able to earn sufficient to support the family.

Moli, a visually impaired child was dependent on others to perform her daily activities, and as both the parents had to go for daily wage earning to support their children, the parents found Moli to be a burden and wanted to abandon her. So one day the mother took Moli to Hyderabad under the pretext of visiting her relatives. After reaching Hyderabad, the mother left Pavitra at Mahatama Gandhi Bus Station and disappeared.

A concerned adult who was observing the crying girl, immediately contacted CHLDLINE. CHLDLINE team on receiving the telephone call, rushed to MGBS and found the blind girl, and brought the girl to CHLDLINE call centre.

CHLDLINE team informed the CWC, Hyderabad about the case. Ms. Vimalchary, CWC Member informed CHLDLINE that there are no shelter homes in Hyderabad with provision to look after visually impaired people. The CWC member requested CHLDLINE staff to identify suitable home for Moli. CHLDLINE Collab and Nodal contacted other NGOs for shelter homes, and found most of them are paid facilities. CHLDLINE Nodal requested the Women and Child Development Department for identifying suitable home for the child. Even though could not able to identify a home. CHLDLINE team also approached Eendu, a Telugu news papers and informed about the case of Moli.

Many NGOs contacted CHLDLINE, after seeing the news item in the news paper about Moli. CHLDLINE team handed over Moli to Mr. Subash, Director of Vikalangula Kalyana Vidyalaya, an NGO situated at Saroor Nagar, Hyderabad.

CHLDLINE team referred Moli to the Vikalangula Kalyana Vidyalaya, a shelter home for visually impaired children, situated at Saroor Nagar, Hyderabad. Presently, Moli is in safe custody. CHLDLINE team is following up the case and process of reuniting Moli with her parents.



### **CHILDLINE Indore and Police department join hands to rescue Aarti from Child labour**

In a rather complex case, seven year old Aarti was rescued by CHILDLINE team and Police officials. Aarti who wanted to go back home, but was locked in a room by the employer who forced her to work. She was not provided with proper food and facilities. The girl continuously screamed and requested to leave her or send back to her home. The timely intervention of CHILDLINE and proper coordination with Police, Labour department and C.W.C saved the little Aarti.

The case started with a complaint from a concerned adult send by email to the Police Department. He informed the police about a girl who has been illegally brought from Bihar and kept at home as a maid. The complainant also informed that the case seemed like bonded labour and requested the police to rescue the girl at the earliest. The informer also provided the name and address of the employer.

After receiving the information, the police sent a constable for the enquiry and found the complaint as true. Mr. Vineet Kapoor, Additional S.P requested CHILDLINE Indore to provide support in the process. The Police department and CHILDLINE Indore held a meeting to work out the plan of action.

Mr. Deepesh Choukse, CHILDLINE City Coordinator met the Vijaynagar Police Incharge and discussed the case. CHILDLINE coordinated the case with M.I.G police station and conducted a meeting. The meeting resulted in formation of a rescue team consisting of a Sub Inspector, female Constable, two male constables, a CHILDLINE representative, CHILDLINE City Coordinator, and a representative from other N.G.O.

The rescue team reached the spot and rescued the girl. The team found Aarti, in a horrific condition, wearing torn clothes and seemed to have been forced to perform domestic work for

long hours. F.I.R was registered with the M.I.G police station and CWC was informed.

After the rescue, the girl was afraid and unable to speak in M.I.G police station hence, CHILDLINE representative contacted CWC, which in turn ordered to keep Aarti in Special Home for Girls in Pardesipura. CHILDLINE Coordinator was in constant touch with A.S.P, other police officials, C.W.C for rehabilitation of throughout the process.

The next day C.W.C. conducted a meeting in Special Home for girls and decided to contact Aarti's parents in Bihar. All the procedures were completed in three days because of timely cooperation of C.W.C and proper coordination between Police, CHILDLINE and C.W.C.

The Police department informed other N.G.O's, Labour Department and CHILDLINE for timely action. A team from Labour department visited the Girls Home next for meeting with the girl and know her condition.

During the process, some of the family members of the child kept opposing the police and CHILDLINE. After the rescue operation, many people and family members came to the police to release the employer. But some of the family members secretly supported the police in the procedure and gave their consent in taking action against the Jha couple. The neighbour Mr. Rajesh Arora also provided proper cooperation to rescue team during the raid.

CHILDLINE team member visited all the three police stations namely Vijaynagar, Khajrana and M.I.G. for further action. After all the action, parents of the girls were called from Dhokli Dham, Bihar. The C.W.C and police department conducted a meeting and discussed the matter with the parents. The parents were convinced to take the girl back with them and ensure her well being. Now the girl Aarti is with her parents in Bihar. Police, C.W.C and CHILDLINE are in touch with the Aarti's parents for proper follow up.

### **CHILDLINE Kanchipuram intervenes to rescue child labourers**

CHILDLINE Kanchipuram received the information that three children are working in a reputed restaurant in Chennai city. CHILDLINE team sprang into action and the police nabbed traffickers, and three children between the ages of fifteen to eighteen years were rescued from the restaurant.

Three children namely Satyan, Raghu and Habid came to Chennai from Nepal to earn for their livelihood. They belong to a lower socio-economic background and family was completely dependent on their earning. They work at Hot chips Restaurant which have 35 outlets in the city with a meager salary for long hours. The employer didn't provide any facilities or support to them.

Mr.Lakshmanan, District Inspector, Labour department contacted CHILDLINE Kanchipuram and informed that a raid is planned at Tambaram. CHILDLINE informed the Don Bosco coordinator about the raid. CHILDLINE team member with staff and Mariyalaya group, NCLP and Labour Dept officials conducted the raid in Hot chips restaurant, during





which the team rescued Satyan, Raghu and Habid.

The children were taken to Chengalpet Hospital for age verification and returned to the restaurant after getting the age certificate. The restaurant owner alleged that the children are not working but they have come here to see the relatives. They were produced before CWC and subsequently were sent to Government Home.

Despite the economic and political clout of the owners of Hot Chips they were unable to stop the children to be taken away from their restaurant. The rescued children have been sent to the Nepal Association through CWC. A large scale networking exercise between the CHILDLINE, labour department, District Inspector and CWC members resulted in the rescue of the children.

### CHILDLINE Kanyakumari rescues 32 children from abuse

On June 28, CHILDLINE received a call from a mother of one child living in Arumai Packiam Immanuel (API) orphanage who complained that around 40 children are housed in small rooms and the owner of the home, abuses the children both physically and sexually in Arumai Packiam Immanuel (API) orphanage.

She informed about the torture and requested immediate rescue of children from the home. CHILDLINE team immediately visited the home and confirmed the complaint. Initially, the children were scared to talk to them. However, the team persisted and builds a rapport with the kids to gather more information. CHILDLINE immediately informed District Social Welfare Officer Inspector Anti Human Trafficking Wing (IAHTW), who without delay visited the Home and arranged for the police protection to the children for the night.

"The owner physically assaults them without sufficient reason and every day two or three children are taken to his

house, close to the orphanage and compel them to massage him and abuse them sexually", the children later confessed to the CHILDLINE team members.

"The owner very often hugs them and touches them at places that are sensitive and if not cooperated he assaults them ", a girl further complained. Since, the parents were not allowed to meet the kids, they were not able to complain to them and hence requested CHILDLINE to rescue them from the home.

The rescue operation began by drafting a report based on the intervention, which the CHILDLINE Coordinator C Queen, submitted personally to the District Collector and Chairman of CHILDLINE Advisory Board on June 30.

The copies of the report were also handed to District Social Welfare Officer (DWDO), District Superintendent of Police (DSP), CWC, Tirunelveli and Inspector Anti Human Trafficking Wing (IAHTW), Nagercoil, requesting a suitable action to rescue the children in distress.

On July 03, three children unable to bear the torture, came out from the home and went to complaint to South Thamaraiikulam police. As, later informed by the warden of the orphanage, the owner went to the police station to bring them back and allegedly started assaulting them all through the way from the police station to the Home. And, later struck them with chairs and hit the boys on the walls in which the boys sustained injuries. He also shunted the warden out from home for complaining to CHILDLINE.

CHILDLINE informed CWC Tirunelveli, Superintendent Government Reform Home about the incident and requested to help during the rescue of the children. All the 32 children in the home were rescued and produced before CWC. The District Collector appreciated the efforts and initiatives of CHILDLINE.

On July 04, 2010, CHILDLINE Kanyakumari rescued 32 children from the shelter home and the owner of Arumai Packiam Immanuel (API) orphanage was arrested by local police for physical and sexual abuse of the inmates of his orphanage. The FIR was filed by the Child Welfare Committee (CWC). The children included 14 boys and 18 girls, in the age group of 3-14 years.

### HELP us!

Spread the word around. Tell your friends, your colleagues at work, friends in the media, children in distress, everybody you know, about CHILDLINE what we do and how they can help a child in need.

Call 1098 from your home, from your office, from any part of the city and if it isn't working, let us know by email. Inform us when you see a child in distress.

Call 1098 or email us to inform our team about the needs of a child in distress.

Visit our website: [www.childlineindia.org.in](http://www.childlineindia.org.in)



## CHILDLINE 1098 and Telecom Connectivity

CHILDLINE 1098 is a Phone Based Service. Therefore connecting to a CHILDLINE bhaiyya or didi on a phone is critical to the service. All CHILDLINE cases start from a phone call. In this section, Nishit Kumar, Head, Communication and Strategic Initiatives, CIF reports on CHILDLINE 1098 and the Telecom sector.

### Questions, Questions!

- Why don't all PCOs connect to 1098?
- Why do some PCOs need coins?
- Why can't I dial from my mobile phone?
- Why does my mobile prepaid card show a charge when I call 1098?
- Why does my call go to another city when I dial 1098 from my mobile?
- Why is it that sometimes the voice on the other end is so faint?
- Why do I sometimes get a phone ringing sound continuously when I dial 1098?
- Why can't I dial from my wireless landline phone?

The health of CHILDLINE phone service is intimately linked to the telecom sector in India.

Changes in the telecom sector has direct impact on CHILDLINE 1098 Service.

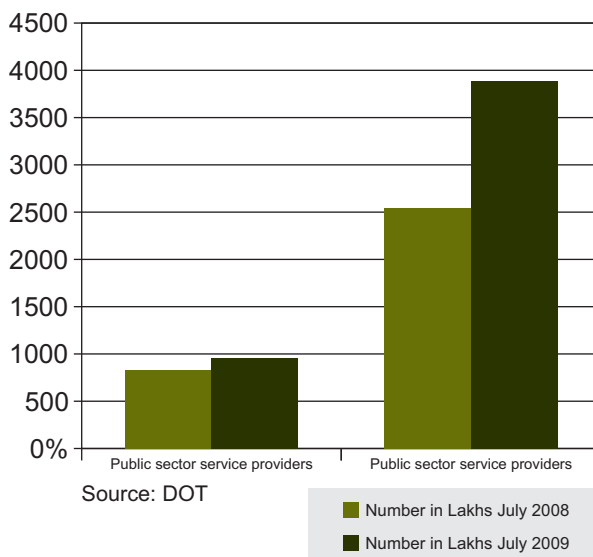
In order to get answers to the questions, It is important to understand some essential facts of the Telecom Sector and How 1098 is connected.

### Indian Telecom Sector at a glance (As on 31st March 2010)

Rank in world in network size	3rd
Tele-density (per hundred populations)	52.74
<i>Telephone connection (In million)</i>	
Fixed	36.95
Mobile	548.32
Total	621.28
Village Public Telephones inhabited ( Out of 5,93,601 uncovered villages)	5,69,385
Foreign Direct Investment (in million) (from April 2000 till March 2010)	4070
<i>Licenses issued</i>	
Basic	2
Cellular Mobile Telephony Services Providers	38
Unified Access Service Providers	241
Infrastructure Provider I	219
ISP (Internet)	371
National Long Distance	29
International Long Distance	24

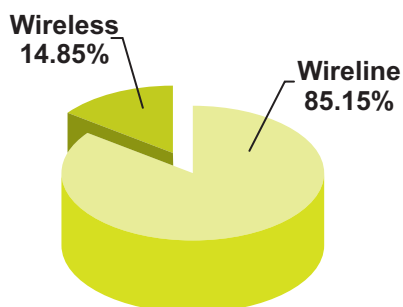
Source: DOT

### Private sector is well on to a domination of the market:

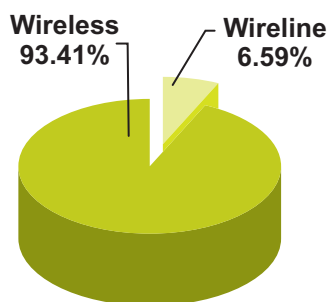


### How the country is changing

%age share of Wireline and Wireless phones in March 2002



%age share of Wireline and Wireless phones in December 2009



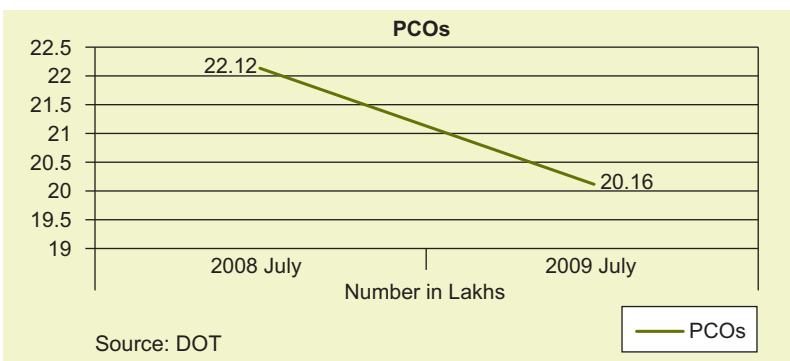
Source: DOT



**Milestones in Telecom sector:**

- 1984: C-DOT was setup to manufacture Telecom Exchanges in India.
- 1986: Mahanagar Telephone Nigam Ltd. (MTNL) was setup for Mumbai / Delhi.
- 1989: Telecom Commission was established.
- 1994: Telecom reforms commence. At this time Telephone Operators are MTNL in Mumbai / Delhi, DOT in rest of country and VSNL for International Telephony.
- 1997: Telecom Regulatory Authority of India (TRAI) setup.
- 1999: DOT becomes policy making /licensing body. Bharat Sanchar Nigam Ltd. (BSNL) was formed to run operations across country.
- 1999: The Country was split into 21 Telecom Circles (excluding Mumbai/Delhi)
- 2000: TRAI Act was passed to provide more powers to TRAI.
- 2000: Internet Service Providers was allowed to setup gateways.
- 2001: Six Private Telecom Service Providers are operating. National local and long distance opened up completely to competition.
- 2001: CDMA services with Wireless in local loop (WLL) was allowed into country; Reliance and Tata issued licenses.
- 2002: VSNL monopoly on International telephony ends. Internet telephony was allowed ( Voice over Internet protocol)
- 2003: National Numbering Plan. All Wireline phone numbers become 8 digit numbers. All 3 and 4 digit numbers classified into categories with service area defined as unrestricted (across all circles) or restricted to local area (within a city). CHILDLINE 1098 classified as Category 2 with restricted access in local areas.
- 2003: Unified Access Service Licenses regime for basic and cellular services was introduced. This regime enabled services providers to offer fixed and mobile services under one license. Consequently 27 licenses out of 31 licenses converted to Unified Access Service Licenses.
- 2003: The Telecommunication Interconnection Usage Charges Regulation 2003 was introduced which covered arrangements among service providers for payment of Interconnection Usage Charges for Telecommunication Services and covered Basic Service that includes WLL (M) services, Cellular Mobile Services, and Long Distance Services (STD/ISD) throughout the territory of India. Interconnection Usage Charge regime was introduced with the view of providing termination charge for Cellular Services and enable introduction of Calling Party Pays regime in voice telephony segment.
- 2004: Telecommunications (Broadcasting and Cable Services) Interconnection Regulation 2004 passed.

**PCOs are declining rapidly:**



**TO BE CONTINUED:**  
 Part 2 of CHILDLINE 1098 and Telecom Connectivity in the next issue will feature CHILDLINE Strategies for Connectivity, PCOMapping, 150 connectivity Check Method, CHILDLINE Contact Centre (CCC). However, before that we would like to hear from you about the kind of issues on 1098 Connectivity. **Write in to The Editor, Hello Childline at: [hellochildline@childlineindia.org.in](mailto:hellochildline@childlineindia.org.in)**



## 1098 and Telecom Connectivity:

### A. 1098 status prior to National Numbering Plan 2003:

Vide the following documents, DOT and Service providers, BSNL & MTNL accorded status of "Unmetered" service to 1098, since 1998 (unmetered means neither caller nor called party pays):

Circular number 3-1/96-PHI dated 5-8-1998 from DOT addressed to all Heads of Telecom Circles indicating allotment of 1098 code for children in difficult circumstances on an unmetered basis.

Circular No. 3-2/92-PH-T dated 5-12-1995 from DOT to Chief General Manager MTNL indicating that code 1098 is to be made available on unmetered basis.

Circular No. 3-3/2000-PHI dated 19-1-2001 from Asst DG (MST-I) to all Chief General Managers of all Telecom Circles and to Chief General Managers, MTNL specifically providing for incoming calls of 1098 to be unmetered.

### B. NNP 2003:

The National Numbering Plan 2003 classified the service as follows:

**1098 Children in difficult situation; Access: Restricted; Category: II.**

(Category I means that all Telecom Service Providers have to be mandatorily connect 1098. Category II means that it is on request basis. Access restricted means that the service would only be available at the local city level)

The NNP did not change the unmetered status of 1098. Hence it has continued to be so.

Post the NNP, CIF approached all telecom service providers and also TRAI to intercede on its behalf with private telecom service providers. TRAI wrote to all private sector service providers and the response was that they were inclined to provide the connectivity. CIF presented the 1098 concerns at the World Telecom Convention held in India in 2006. Vodafone and Tata Tele agreed to connect and also to bear interconnect charges levied by BSNL / MTNL as part of CSR.

## 1098: Issues in Connecting:

### 1. Local vs Telecom circle:

Toll free connectivity at local level became a severe problem ever since the formation of 19 telecom circles and 4 metro circles. Current connectivity from BSNL / MTNL is for toll free within local area only. On the other hand private telecom service providers insist on a single number in each telecom circle for terminating of all calls from within each circle. This has become a problematic issue since BSNL / MTNL carry 1098 calls toll free in local area only. This means that even neighboring districts (for e.g Raigad district and Mumbai) cannot be connected to the same termination point.

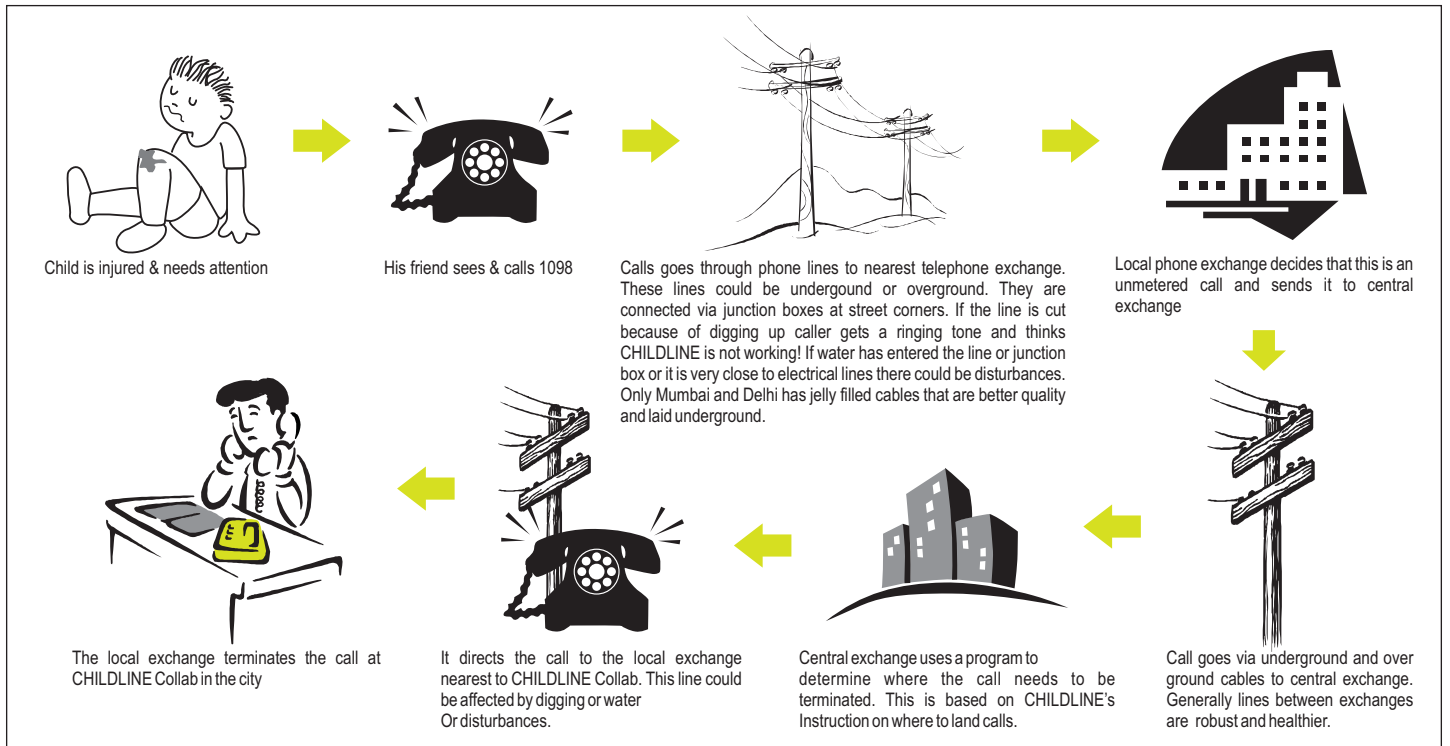
Whereas private telecom service providers connect all calls from entire telecom circle to one designated termination point. Their main issue was that their subscribers were mobile and could be travelling anywhere hence they could not be expected to provide localized connectivity in each city and also CHILDLINE was not available in each city.

### 2. Interconnect Charges/carrying Charges and termination charges:

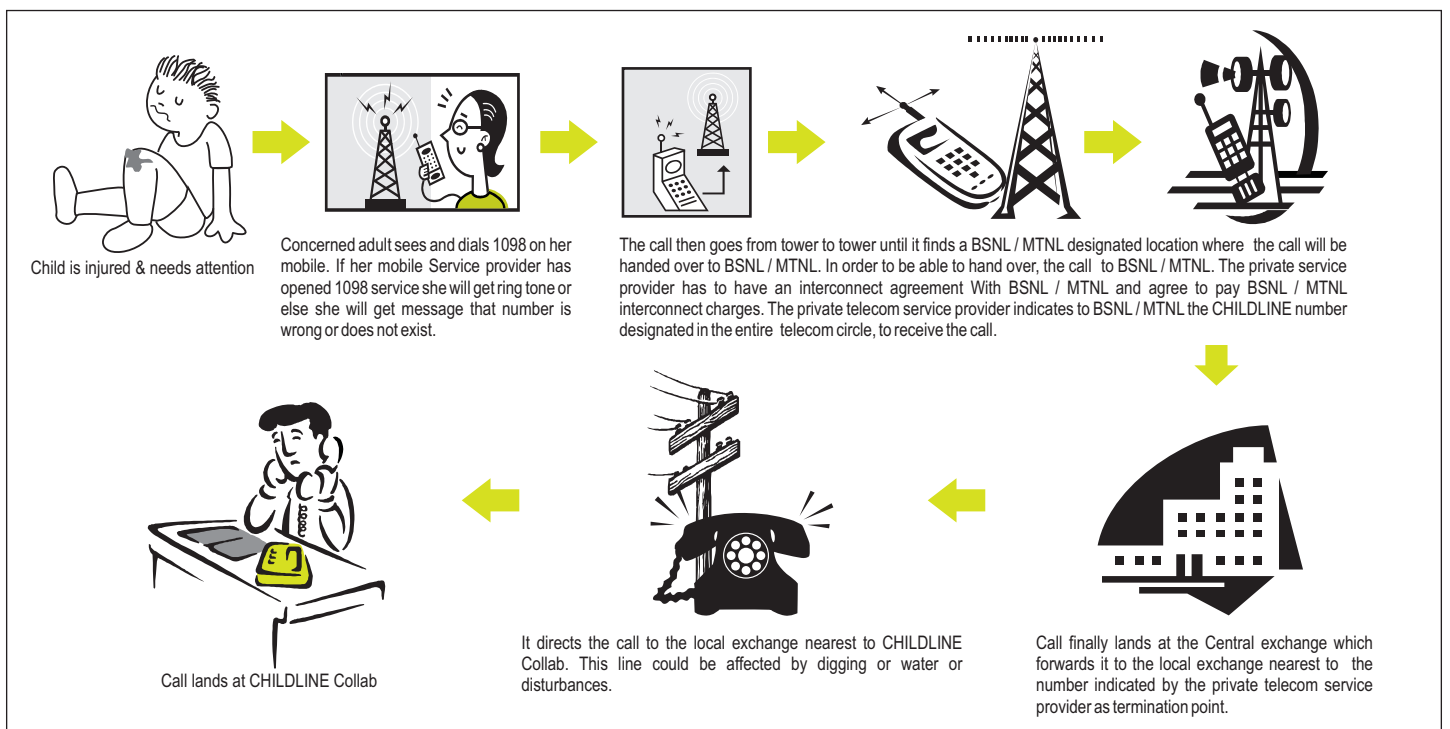
One of the main barriers for private telecom service providers in connecting 1098 was interconnectivity with BSNL/MTNL. All CHILDLINE partners use BSNL landlines (MTNL in Mumbai/Delhi). So all incoming calls have to land (or terminate as they say in telecom sector language). This means that if a Vodafone subscriber dials 1098 in say Pune, Vodafone has to handover the call to BSNL at a specified location (known in telecom circles as Short Distance Charging Area) then BSNL would take the call through its exchanges and finally land the call at the Pune CHILDLINE Collab. As per the telecom sector regulations in place, BSNL/MTNL insisted that in order to take in calls from private service providers they would need to be paid Interconnect Charges- comprising connection charges/carrying charges for carrying the call to the termination point and termination charges for landing the call on a BSNL/MTNL landline number. This charge, amounting to approx. 31 paise per call of a minute would have to be paid. The question was who would pay since for the caller the service is toll free. So we had to request telecom service providers to bear this cost. Only Tata and Vodafone agreed. Some others agreed in principle but haven't yet implemented it. CIF took up the matter with DOT/BSNL/MTNL but BSNL/MTNL refused to waive these charges.



The Journey of a 1098 landline call:



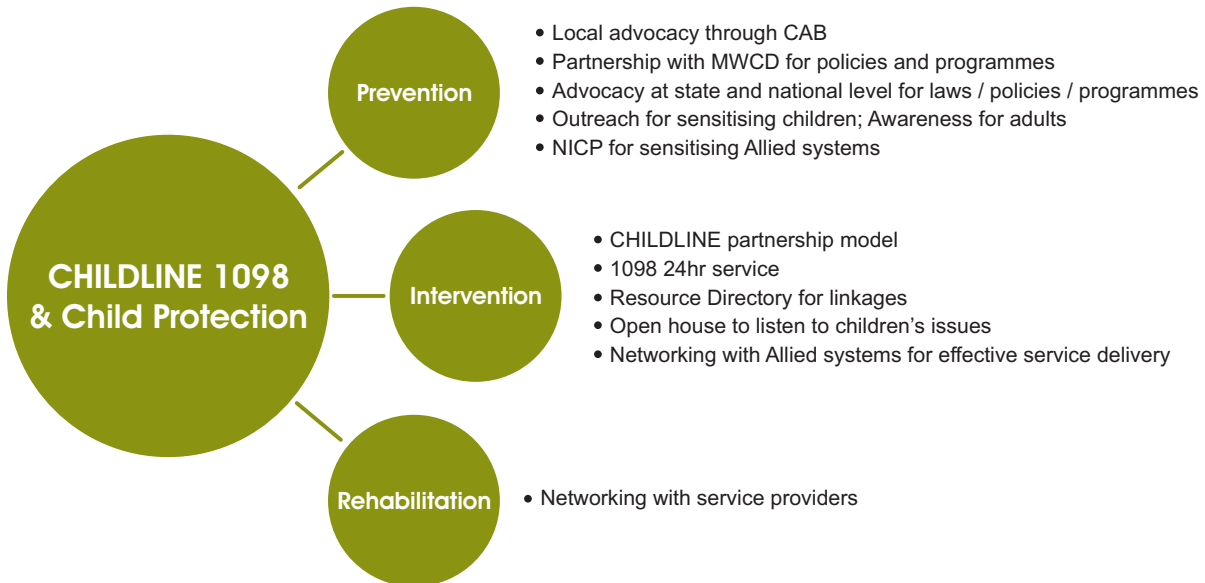
The Journey of a 1098 call from a mobile:



## CAB Meeting Outcome



The CHIDLINe Advisory Board (CAB) is a crucial part of CHIDLINe's mechanisms to ensure the spread of Child protect net in each city.



### Decisions taken at the CHIDLINe Advisory Board (CAB) Meeting of CHIDLINe Imphal

On April 22, 2010, the CAB meeting of CHIDLINe Imphal was held at the Office Chamber of the Deputy Commissioner, Imphal.

#### The major decisions taken were as follows:

CHIDLINe Imphal will conduct a baseline survey in consultation with Labour Department, Government of Manipur, to find out the prevalence of child labour in Imphal City.

Mr. Gopimohol Maibam, Zonal Education Officer, Imphal West assured to provide free education to any child referred by CHIDLINe Imphal within Imphal West District

The members also took decision on the participation of media (print & electronic) in CHIDLINe activities by way of providing awareness to the general public.

### CAB meeting in Indore

The CHIDLINe Advisory Board (CAB) meeting was held on June 24, 2010 at Indore School of Social work. The meeting was chaired by Mr. Vineet Jain, ASP Indore and attended by all prominent members from the allied system.

#### The following decisions were taken in the meeting.

It was collectively decided that the consultations should be held regularly and next meeting will be conducted after three months.

Six CHIDLINe hoardings will be displayed near Police Station for awareness of CHIDLINe.

An orientation for police officers will be conducted in the month of June 2010 by CHIDLINe and training allowance will be provided by that police station who receives the training.

An order was issued to all police stations to assistance and cooperation to CHIDLINe

The use of public places such as zoo, gardens and those related to children should be used to conduct awareness campaigns, and CHIDLINe information to be included in the books and study material of state Government.

Ms. Pooja Saxena, representative of District Education Office agreed to issue letters to schools regarding orientation of children through teachers.





## CHILDLINE Kannur Advisory Board (CAB) prepares new strategies to tackle child beggary and child labour

The fourth meeting of the CHILDLINE Advisory Board ( CAB ) of Kannur headed by District Collector, came up with new strategies to tackle child beggary and child labour in the district.

The Directors and Coordinators of CHILDLINE opined that children from other states of Karnataka and Tamilnadu who are located in the towns close to Karnataka state border is mainly engaged in begging. These children are above 14 years are engaged in domestics child labour.

All the department heads who participated in the meet supported the suggestion by CHILDLINE. The District Collector directed the Police department to form Anti Child Beggary and Child Labour Task Force in the Police station level.

The Coordinators shared the travel difficulty while doing rescue operations and interventions in remote areas of the district. In order to solve the transportation issues of CHILDLINE team in the rescue cases and other interventions, District Social Welfare Officer agreed to allocate 9 vehicles of ICDS department having in each blocks of the district.

The matter was shared in the district level meeting of ICDS and the direction has given to Child Development Project Officers (CDPOs) of ICDS. The District Collector also informed to CHILDLINE that the police vehicles in the concerned stations should use for rescue operations and interventions of CHILDLINE.

### Outcome of the CAB meeting was as follows:

The Station House Officers (SHOs), Women police constable, CHILDLINE, social workers and youth group members can be consideration for the formation of Task Force.

The District Collector requested formation of the Anti child beggary and Child labour task force in 35 stations of the district.

In order to tackle the issue of child labour, the Labour department representatives also will be included in the Task force, who will be expected to to conduct periodic child protection drives in the district and ensure also the timely interventions and awareness programmes will be arranged. CHILDLINE agreed to facilitate the efforts of the Task Force.



### DID YOU KNOW?

- As per the child rights charter, a universal definition of "child" includes all persons under the age of 18.
- 40% of India's population is below the age of 18 years which at 446.64 million is the *World's largest child population*.

#### India has

- Highest rate of neo-natal deaths (around 35%) in the world
- 50% of the child mortality
- 46% children from ST and 38% SC out of school
- High school dropout specially among girls
- High rate of child marriage:

-37% of literate & 51% of illiterate girls are married below 18  
-10% of literate & 15% of illiterate boys are married below 18

"Life doesn't count for much unless you're willing to do your small part to leave our children – all of our children – a better world. Even if it's difficult. Even if the work seems great. Even if we don't get very far in our lifetime."

Barack Obama, President of the United States

### Letters to the Editor

"Hello Childline serves as a mirror that reflects the best practices in Case Interventions, Outreach & Awareness Strategies of CHILDLINE across the Country. It provides a space for the new CHILDLINE teams to read & understand the depth of activities in the Project."

**S. Vijay Bhaskar, Senior Program Coordinator, South Regional Resource Centre, Chennai**

"Hello Childline newsletter provides updates on the latest CHILDLINE happenings. The feature article is very informative. I was extremely pleased to see the June 2010 issue of Hello CHILDLINE newsletter. I would be glad to see more intervention cases in the coming issues. It is also great to share and hear about CHILDLINE case interventions, events and innovations and so on."

**Bhupendra Shandilya, Centre Coordinator, CHILDLINE Gwalior**

### WRITE IN:

Your feedback is important to us. Hello Childline welcomes Comments, Suggestions or Contributions and Questions towards making it more interesting and meaningful.

Send to:  
[hellochildline@childlineindia.org.in](mailto:hellochildline@childlineindia.org.in)





## Activities Across Country



### **CHILDLINE Darbhanga achieves a major breakthrough**

CHILDLINE Darbhanga was inducted as a member in the District Level Committee for Combating Trafficking of Children and Women in the month of June, 2010.

The circular issued by the District Programme Officer to CHILDLINE states that "It empowers CHILDLINE to conduct raids in vulnerable pockets, railway-stations and bus-stands and rescue trafficked children with the timely and proper assistance of Labour Department, GRP/RPF and Police Department.

A meeting was held under the chairmanship of the District Magistrate, Darbhanga regarding the formation of Anti-Human Trafficking Committee at District Level on June 5, 2010

It was preceded by the District Magistrate's presentation who maintained that the trafficking of women and children below age-group of 18 years were most susceptible to the phenomenon of human trafficking.

To address and deal with this problem in a reasonable and planned manner, the District Level Anti-Human Trafficking Committee was formed.

The SP was consulted on this issue and as per decisions it was resolved that CHILDLINE will be inducted as a member in the committee and along with the officer of DCPU will be invited in the next meeting of the committee.

A letter was issued in the name of CHILDLINE Collab, Kanchan Seva Ashram by the District Programme officer requesting the CHILDLINE team to collaborate with Labour Department and Police in undertaking raid and rescues at the Railway-Station and bus stands.

### **Lane by lane, center by center CHILDLINE builds a system of Child Protection**

CHILDLINE Tamil Nadu opens a booth, for CHILDLINE, in Salem Railway Junction on July 15. The CHILDLINE Centre was inaugurated by P. N. Ram, Salem Railway Divisional Manager. CHILDLINE Centre at Salem Railway Junction will help children who had run away from their homes or who had been deserted by their parents.

CHILDLINE service was started in Salem city in 2002 and it had received a total of 2.72 lakh calls till the date. The Railway officials and police ensured all support to the CHILDLINE staff in their endeavour.

Suriya Benjamin, YWCA President welcomed the gathering. Rev. Xavier, Director, Don Bosco Anbu Illam, presented the report.

The Divisional Personal Officer Chandrika Jeyasankar presided while YWCA Secretary Ruby Thiagarajan proposed a vote of thanks. The event saw a large number of Railway employees being part in the function.



### **CHILDLINE Chandigarh celebrates Amity Day**

On May 08, 2010, CHILDLINE Chandigarh celebrated Amity Day with the children at the Jeevan Mukta Nishulak Vidhalaya. Amity day focuses on non corporal way of teaching in schools. CHILDLINE addressed the children of Jeevan Mukta Nishulak Vidhalaya about child rights and safety.

CHILDLINE team gave a brief introduction about the 1098 service to the children. A general check up was arranged at the school for the Children and lunch was provided to the children at the school. Later in the evening, CHILDLINE puppet show by CHILDLINE team was followed by discussion on CHILDLINE service. Other NGOs like Hum Log and Doctor's Team were also present on the occasion.

### **CHILDLINE Kolkata conducts Police training Programme**

On April 24, 2010, CHILDLINE Kolkata conducts Police training Programme at Police Body Guard Line on special child related laws and roles and responsibilities of CWC and JJB.

About 55 Police personnel participated in the interactive session on JJB, CHILDLINE and CWC. The Police personnel represented from 16 Police Station from Kolkata and Sealdah GRPS.

The session on laws was very much appreciated by the participants. It was organized by CHILDLINE Kolkata, CINI ASHA and CHILDLINE India Foundation.





## Activities Across Country



### Indore organizes an awareness camp on CHILDLINE 1098

CHILDLINE Indore in collaboration with the Feedback Ventures organized an awareness activity for school children.

The Feedback Ventures and CHILDLINE have decided to meet the school children every Sunday to discuss about the Children issues, and also to create awareness about CHILDLINE service.

CHILDLINE Indore and the Feedback Ventures organized a visit for the school children and teachers from Khajrana and Bajrangnagar of Indore



to the Zoo on July 22. It was followed by lunch.

Mr. Deepesh Choukse, CHILDLINE Coordinator gave a brief introduction on CHILDLINE and its initiatives. Post the program, CHILDLINE nodal coordinator received two cases from the parent of the child who participated in the program.

One of the problems discussed by the parent was the difficulty in securing admission of his child in 10th standard. CHILDLINE team member noted down the cases and forwarded the details to collaborative organisation for further inquiry and help.

### National Initiative on Child Protection (NICP) workshop held

A workshop on “National Initiative on Child Protection” (NICP) was organized by Prayas in collaboration with Dept. of Social welfare, National Institute of Public Cooperation and Child Development and CHILDLINE India Foundation for members of allied system at the conference hall of the Dept. of Industries. More than 45 participants from different Children Home run by both the Government and the Private sector in Andaman and Nicobar Islands along with the Anganwadi workers attended the workshop.

The main aim of the workshop was to create awareness among the allied system especially to the caretaker of the homes and Anganwadi workers about the Rights of the children and ensuring the basic amenities to children like nutrition, basic sanitation and clean drinking water facility.

The workshop gave a brief introduction on CHILDLINE 1098, attitudinal change in the allied systems towards children's issues, sensitization on Child Rights perspective and crucial role/accountability of allied systems as respective duty bearers in ensuring rights, Inputs on status/ issues related to Children in the area and mechanisms to address Vis a Vis the allied system, Coordination mechanisms between CHILDLINE, DSW and the allied system on significant issues, Commitments by the respective allied system towards ensuring rights of children and making the region child friendly.



### CHILDLINE Berhampur conducts open house session

More than 200 School Children participated in the mega open house programme inaugurated by Sri Bhima Manseth, Commissioner of Berhampur Municipal Corporation on April 30, 2010 at Guru Nanak Public School, Berhampur.

The participants also took part in Song, Dance, Debate, Quiz and Group Dance programmes. The other programmes were meditation session by the Art of Living, Demonstration by the Masters of Memory. Specifically, the children had given their views and thoughts on child rights in the quiz and debate competitions.

In his address during the Prize distribution, V. Kathikeyan Pandiyan, IAS, Collector emphasized on the need of hard work, concentration and showing respect to the elder and older in the society.

Mr. Hayagriba Tripathy, Chairman, ISRD presided over the function and members of Child Welfare Committee were also present. The Vote of thanks was given by the Mr. Sudhir Sabat, Director, CHILDLINE Berhampur. Apart from the school children about hundreds of the parents and teachers representing different schools were present on the occasion.





## Activities Across Country



### **CHILDLINE Ahmedabad conducts awareness programme on CHILDLINE**

About 43 municipal schools in different areas of Ahmedabad City were contacted by CHILDLINE Ahmedabad for the awareness programme. Initially, a special permission from Education Department by the CHILDLINE Ahmedabad and the Education Department issued a circular to all municipal school on the awareness programme. CHILDLINE Ahmedabad visited the schools; gave presentation on CHILDLINE and 1098 service. The team conducted puppet show, drama, songs regarding 1098. After the awareness programme CHILDLINE Ahmedabad received many phone calls from the school children.

### **CHILDLINE Shillong organizes film screening and poster campaign**

CHILDLINE Shillong organized a Film Screening and Poster Campaign on Human Trafficking on May 10. A Film on human trafficking was screened at BDPS Computer Institute to sensitize the students about various issues related to trafficking.

It was followed by a discussion on the causes and prevention of Child Trafficking. The film gave an insight on the issue of trafficking to the students. CHILDLINE Team member delivered a talk on CHILDLINE 1098 service and its activities.

On May 19, 2010, a poster campaign was carried out in various schools and colleges to sensitize the teachers and students about the menace of human trafficking in the society.



**HAPPY BIRTHDAY**  
CHILDLINE Mumbai,  
Patna, Shillong,  
Bangalore, Nashik.

### **CHILDLINE Malappuram observes International day against Child Labour**

CHILDLINE Malappuram in association with various educational institutions observed International day against Child Labour on June 12, 2010. As a part of the celebrations, a district level painting competition for high school students on the topic 'Children against Child Labour' was organized.

Mr. Dayanadan, eminent artist inaugurated the district level painting competition programme. Ashwati. K.T (P.K.M.H.S.S Edarikkode) won the First prize. Noufal.T.V (V.H.M.A.H.S.S. Morayur) and Muhammed Hakkeel.P (ACE Public School) got second and third prize accordingly.



About 100 students from various schools in Malappuram district participated in the programme. The Nodal coordinator, CHILDLINE Malappuram presided over the programme.

The Center coordinator and Program Assistant, CHILDLINE Malappuram, Head master, GMLP School, Malappuram were present for the programme.

CHILDLINE Malappuram conducted awareness programmes such as street play against Child rights violation, with the support of SARGAM Nataka Vedi and also Street plays by the students were conducted in ALPS Pudukonni and BEMUPS Ponnani. More than 1100 students and 25 teachers attended the programme. After the street play, a session was taken about the activities of CHILDLINE.

### **CHILDLINE Darbhanga participates in legal awareness camp**

CHILDLINE Darbhanga participated in legal awareness camp organized by the District Legal Authority Services at Sadar Block in Darbhanga. The programme was attended by the Chairperson, CWC Darbhanga, Assistant Labour Commissioner, District Co-ordinator, CHILDLINE Darbhanga.

#### **The issue and agenda put forward by CHILDLINE were as follows:**

Rehabilitation of rescued child-labourers is a major issue of concern in Darbhanga. None of the children rescued by CHILDLINE Darbhanga have received any rehabilitation benefits. The Assistant Labour Commissioner was persuaded to look into this matter by the Secretary of Chief Judicial Magistrate.

The CWC Chairperson mentioned in his speech that child-marriage is another issue of concern and requested CHILDLINE to spread mass awareness at the Panchayat and village level on this matter.



## Activities Across Country



### **CHILDLINE Hyderabad conducts orientation program with Women and Child welfare Department, Hyderabad**

On July 06, 2010, CHILDLINE Hyderabad conducted a orientation program with Women and Child welfare Department, Hyderabad. Each CHILDLINE partner organisation explained their activities to the department officials.

#### **The following points were discussed:**

CHILDLINE team requested the department to highlight the CHILDLINE toll free number 1098 when they conduct meeting in their areas.

Most of the times Women and Child welfare officer would be in the field, so if there are any cases regarding children, they can inform to CHILDLINE. CHILDLINE team would come and rescue the children who are in need of care and protection.

If CHILDLINE toll free number (1098) does not connects, please inform to CHILDLINE or Nodal organization and will check from BSNL office for the better connectivity.

CHILDLINE will bring cases of disabled children to the notice of Women and Child Development Project Director or District Collector regarding their shelter.

The child marriages cases should be jointly handled by CHILDLINE and Women and Child Development Department together.

Domestic violence cases should be jointly handled by CHILDLINE and Women and Child Development Department together.

By the end of the program, it was decided that the Women and Child welfare Department and CHILDLINE will join hands to work together to save the child rights and Children who are in need of care and protection.

### **CHILDLINE Bihar hosts a community meeting in Purnea**

CHILDLINE hosted a community meeting at Daliya Sonabagh, Ranipatra, Purnea on June 26. The issues related to Children and their problems were discussed in the meeting.



CHILDLINE team members presented a talk on the rights of children, CHILD LINE 1098 service, its activities and initiatives.

CHILDLINE team members clarified the questions from the community members and also explained how to use 1098 in case of any child is found in distress. They also appealed to the guardian for being conscious about the health, education and development of child.

### **CHILDLINE Indore conducts awareness programme for police constables**

One day awareness program for police constables was conducted by CHILDLINE Indore at S.P Office premises on June 24, 2010. About 25 Head Constables attended various sessions taken by City Coordinator, CHILDLINE Indore. The programme aimed at creating on CHILDLINE



awareness among the participants and it was an out comes of the CAB meeting conducted in the month of June.

#### **CONGRATULATIONS!**

Mr. Pankaj Jha, District Co-ordinator, CHILDLINE Kishanganj was inducted as the member of the Juvenile Justice Board of Kishanganj.

CHILDLINE Darbhanga was inducted as a member in the District Level Committee for Combating Trafficking of Children and Women.



## Activities Across Country



### **CHILDLINE Kolkata organized I.C.P.S-in-service training programme**

CHILDLINE Kolkata in association with Don Bosco Ashalayam, Howrah organized ICPS-in-service training programme on April 20, 2010. CHILDLINE representatives participated in the meeting. Fr. Mathew Prakonath inaugurated the programme and Mr. Subrata Mukherjee from CHILDLINE was the resource person for the programme.

### **CHILDLINE Coimbatore gives educational support to 37 children by distributing books and uniform to them**

About 37 children were provided with the educational support by way of distributing note books and uniform for their education. CHILDLINE Coimbatore received 45 applications from the children for educational help.

The team members visited all the addresses in the application and decided to help 37 deserving applications.

### **CHILDLINE Imphal supports Free Rock Concert**

CHILDLINE Imphal supported Free Rock Concert organized by Literal Hunk at Gandhi Memorial Hall, Imphal to create awareness against child trafficking.

The rock concert by members of various band groups was held in Imphal.

CHILDLINE pamphlets were distributed, posters and banners were displayed in the venue premises.

CHILDLINE Nodal and team members of Collab attended and created awareness about the current issue of child trafficking and its factors.

### **CHILDLINE Paschim Medinipur conducts awareness and Sensitisation programmes**

On June 17, 2010, CHILDLINE Paschim Medinipur in association with District Youth Coordinator sensitized 68 volunteers of Nehru Yuba Kendra at Chak Kumar Association for Social Service, Debra.



Among 29 blocks Paschim Medinipur district, about two Volunteers are working in each block by providing regular contact with the team members for the help for home visit, outreach programme, restoration etc.

CHILDLINE stalls were set up during the awareness programme held at Big Bazar, Kharagpur. The team gave a brief introduction about CHILDLINE and then discussed various child related issues. Puppet Show, CHILDLINE film, drama and song were played during the programme.

### **CHILDLINE Andaman & Nicobar Islands hosts open house session**

About 110 children participated in the open session held at ANI. The major objectives of the meet were to strengthen the existing clubs and form linkage between the Children Club through Advocacy. Children were from different clubs in ANI. The group was introduced to each other and certain rules of discipline were laid.

During the session, Children came out with views as they are confident on handling cases and solving them and they are aware of the support of Child Line 1098.

### **Meeting on CHILDLINE initiation held at Sambalpur**

CHILDLINE in collaboration with District administration hosts a special meeting on initiation of CHILDLINE Project in Sambalpur on August 23, 2010.

Mrs. Matilda Dung, the outgoing District Social Welfare Officer (DSWO) welcomed the guests and participants. In her address, she appealed to the NGO activists to help the children in distress and who need aid and assistance.

The representatives from District administration and various NGOs participated in the meeting, gave their opinion and suggestions. Mr. Chandra Sekhar Dhada, the new District Social Welfare Officer DSWO appreciated the proposal to set up CHILDLINE 1098 helpline.



## Activities Across Country



### Awareness and Sensitization programme for Cadets and MPTC officials held

A two day, awareness and sensitization programme on CHILDLINE Service and Child Rights was held from April 10 to 11 at Manipur Police Training Centre (MPTC), Pangei. About 4000 Cadets and 40 officials of MPTC participated in the programme held at Manipur.



### CHILDLINE Coimbatore organizes 'District level Convention of Children'

On May 12, 2010, CHILDLINE and DBAI in association with other NGO's organized the 'District Level Convention of Children' at Nallayan Community Hall. The exhibition on Children Protection, debate competition and report submission were held during children convention.

The exhibition aimed to create awareness on the Child protection and CHILDLINE service and its activities. It explained how a child is being rescued



and the way the Child expresses his or her problems to CHILDLINE 1098.

The exhibition was appreciated by Mr.Karthik, Assistant Mayor, Coimbatore and Mr.Nagaraj, DC. In a special way, it gave a clear idea about CHILDLINE to the children who visited the exhibition. Among 801 visited the exhibition, 635 were children.



### CHILDLINE Hyderabad participated in District level Workshop

CHILDLINE Hyderabad participated in the district level workshop on A.P. Society for Protection and Empowerment of Women and Children from June 15 & 16, 2010.

The A.P. Society for protection and Empowerment of Women and Children and Integrated Child Protection Scheme (ICPS) was launched in the State by the Hon'ble Chief Minister, K.Rosaiah. CHILDLINE Hyderabad and other CHILDLINE partner organizations and NGOs, Judiciary and Police participated in the workshop.

The workshop covered session on Child Rights convention, Current protection Structures and Schemes to ensure Child Rights Integrated Child protection Schemes, Policy framework for Children affected by AIDS.



### CHILDLINE Indore observes World Day against Child Labour

A mass awareness campaign was organized by CHILDLINE Indore as a part of World Day against Child Labour celebrations on July 12. As a part of the campaign, CHILDLINE created awareness on Child Labour in various places.



The campaign was held at Rajwada Square, South Tukoganj, Regal Square. The team members divided in various group and visited all shops and malls, pasted CHILDLINE stickers at various places, distributed pamphlets.

In Rajwada Square, CHILDLINE team members, student volunteers of Indore School of Social Work and members of NGO's distributed CHILDLINE pamphlets to the public. All the students and other members collectively performed a rally and spread the awareness on the Child Labour issue.



### CHILDLINE Paschim Medinipur organizes training programme for Child Welfare Officers

CHILDLINE Paschim Medinipur in association with UNICEF and Jayaprakash Institute of Social Change organized one day training Programme for the Child Welfare Officers.

About 29 CWO from Police Station and 5 officers from Women Cell participated in programme. ICPS, role of CHILDLINE in ICPS, J.J. Act, and activities of CHILDLINE Paschim Medinipur were discussed during the programme. Prof. S.A.Khan, NUJS, Amita Sen, Chairperson CWC and ERRC representative were resource persons for the programme.





## Activities Across Country



### Deloitte IMPACT Day celebrations 2010 held

Deloitte and CHILDLINE have built a rewarding partnership over the years. This is reflected in Deloitte employees supporting CHILDLINE on the annual Impact day in Mumbai.

This year the actual events on Impact day, June 11, were preceded by Deloitte employees being briefed by CIF's PRAD team on conducting an important social study among households on perceptions of Child Protection (CP), issues of CP in spaces in or near homes where children are present and awareness of CP structures. Deloitte employees fanned out to allocated areas in Mumbai to do the door to door study.



The annual Deloitte IMPACT Day celebration began with a zest to make a difference. This year's IMPACT day was celebrated on June 11, 2010, very accurately symbolised what the day stands for- 'an important act'. About 60 committed employees of Deloitte reached their designated shelter homes at Juhu and Khar, to do their bit and help contribute to a better life for those less privileged than themselves.

An energetic group of 20 employees along with the Children from Juhu shelter home played lesson imbibing games on Juhu beach. Games were conducted by both Deloitte employees and CHILDLINE team members. Simultaneously, the 1098 song was taught to the children in order to inculcate this number into their minds. These games saw a positive response from the children too. Not only did they play games suggested by the employees but roped in the employees to play their games too.

The employees began painting cartoon characters on the walls of both the shelter homes-Juhu and Khar. Close to 40 employees participated in the same. While these employees enjoyed adding colour to the lives of these children, a total of 30 employees explored the slums of Juhu and Khar in order to conduct outreach programmes. This activity also included completing surveys for CHILDLINE. After lunch, a drawing competition was conducted which showcased the immense talent the boys and girls possessed. A prize distribution was carried out for the same.

Deloitte also sponsored cupboard and books for the children. The end of the day saw a collection of over 600 survey sheets (including previously filled surveys), coloured walls, a showcase of talent, a bunch of inspired employees feeling proud to have supported a cause, and a smile on the face of the children.

CHILDLINE was represented by Shikha Grover, Nipa Bhansali, Henry Sequeria from Resource Mobilisation department and Madhavi Mhatre, Kelvin Symon, Joju Varghese from West RRC.

### 94.3 MY FM Gwalior celebrates 3rd anniversary by enrolling three Children in CHILDLINE

The joy of 94.3 My FM Gwalior Birthday Celebrations was focused on giving back a little to help underprivileged children by showing them how to live *Jiyo Dil Se*.

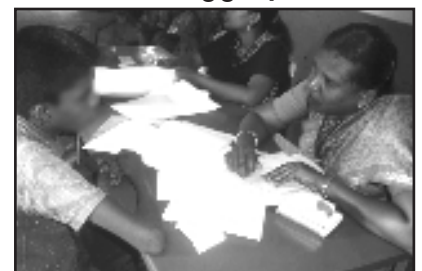
As a part of the Celebrations, 94.3 My FM Gwalior enrolled three underprivileged street children Babita Soni, Julekha Khan & Saraswati. My FM Gwalior will ensure the responsibility of ensuring their education.

### CHILDLINE Coimbatore conducts Anti Child beggary drive

CHILDLINE Coimbatore in association with Don Bosco Anbu Illam, Coimbatore City Corporation, Coimbatore City Police conducts Anti Child beggary drive on June 11, 2010.

The programme aimed at rehabilitation of Children, in the places of Singanallur, Trichy Road, CMCH, Townhall, Ukkadam, Railway Station, Collector office, VOC Park and Avinashi Road.

CHILDLINE rescued 5 children during the drive. Out of five, four children (below five years) were handed over to their parents with warning.





## Activities Across Country



### CHILDLINE India Foundation hosts a consultative meeting in Nagaland

CIF conducted a consultative meeting with government officials and NGOs on June 17 to discuss and assess on launching CHILDLINE 1098 in Dimapur.

Addressing the gathering, Mr. Avik Mitra, Northeast coordinator, CIF, stressed on the need for coordination between stakeholders of government agencies, NGOs and police to ensure the effectiveness of the child helpline.

“CHILDLINE is not only about counseling over the phone but also aims to reach out to the most marginalized children between the aged group of 0-18 years. It provides intervention, shelter, medical repatriation, rescue, death related, sponsorship and emotional support and guidance”, he added.

Mr. Sedevikho Khro, ADC, requested to all the stakeholders to see to it that their responsibilities are carried out to the advantage of underprivileged children.

The SDPO, DWO Dimapur, Railway Protection Force personnel and other stake holders were present during for the programme.

### CHILDLINE Darbhanga participates in awareness camp on Child Rights

An awareness camp on women and child rights was organized by District Legal Service Authority of Darbhanga at new building of the District observation home on June 28, 2010.

During the camp, the District Additional District Judge (ADJ) requested that CHILDLINE should file petition for bail for the children living in observation home belong to Samastipur. The District co-ordinator of CHILDLINE Darbhanga was present on this occasion.

### CHILDLINE's Transparency and Accountability Wins Accolade

CHILDLINE India foundation (CIF) won CSO Partners' Outstanding Annual Report Awards for the Voluntary Sector on March, 6, 2010. This year's theme for the award was 'transparency and accountability'. The Annual Report was chosen over 240 entries, which competed for the honor.

The CSO Partners have constituted "CSO Partners' Outstanding Annual Report Awards"



in association with Financial Management Service Foundation, Credibility Alliance and Murray Culshaw Consulting.

This is like Karmic cycle finishing one circle. Some years past Jeroo Billimoria, founder Trustee of CIF, held a conference in Pune to set up a

model for credibility in reporting by NGOs. The organization, Credibility Alliance, was a direct result of that consultation. Credibility Alliance sets norms for reporting and governance of NGOs and members are required to conform to these. The objective is to enhance transparency in NGO reporting and governance.

The award recognises good standards and practices adopted by CIF in reporting of resource management, public distribution of annual report, accountability and transparency in annual reporting. The ceremony was held in India Habitat Center in New Delhi. The award was received by Shreeja Kanoria, Program Coordinator, Communication and Strategic Initiatives, CIF.

#### Upcoming events

CHILDLINE will celebrate Children's day, with a week long pan-India extravaganza-'Childline Se Dosti' from November 8-14, 2010.



Childline Se Dosti week will begin with a carnival to announce the gala event. Through the week there will be documentary competitions judged by renowned ad film and film directors, essay competitions, painting competitions, concerts and other such exciting events.

For more details visit [www.childlineindia.org.in](http://www.childlineindia.org.in)



## Activities Across Country



### Induction and training programme held

CHILDLINE India Foundation (CIF) conducted Induction Programme for the CIF newly recruited personnel.

About 21 Personnel from Services, CSI, Finance and Administration Department participated in the programme at the Church Mission House, Mumbai from August 16 to 20, 2010.

## Gaiety marks I-Day fete



It was a reason to smile. The 64th Independence Day was celebrated on a grand note in a unique programme organized by CHILDLINE India Foundation and the Residency Club, Pune. It was a day of fun and frolic with children from Children Homes, which included games, dance and painting competitions.

### Photo Guidelines\*

Kindly follow the five point guidelines below while taking photographs for the Newsletter.

Keep in mind the old saying, 'A picture is worth a thousand words'. So click photos which tell a story and there must be some action happening in every story.

Whatever may be the event, try to focus on the speakers on the podium with the banner which states what the event is and the date should be clearly visible, for eg, a shot of the attendees or interaction between the VIPs etc.

Please don't copy paste the image or scanned clippings in the word document. Send us JPEG format with high resolution (>300 dpi) Also ensure that proper lighting on the person/object you are clicking.

Remember that pictures published in Hello Childline are in Black & White, hence use lighter backgrounds and effective use of Camera flash. Pictures taken on mobile phones are not acceptable. When sending the files, please add captions and date.

\*This will help in better print-production of Photographs in newsletter. We appreciate your co-operation.





# CHILDLINE Gallery

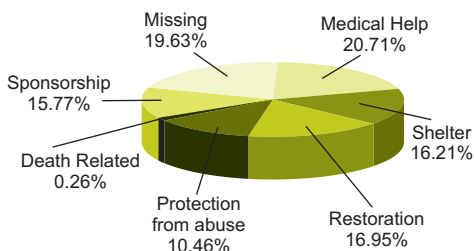


## CHILDLINE in the News



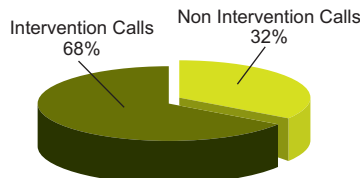
## CHILDLINE calls analysis for the year 2009-2010

### Direct Intervention Calls



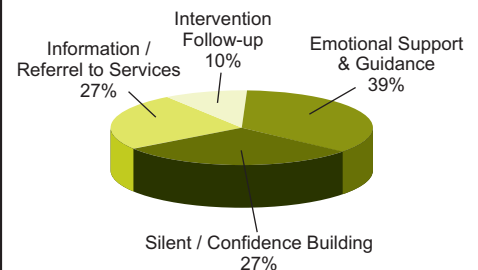
Direct intervention calls were about missing children (19.63%), medical (20.71%) and shelter issues (16.21%). Calls for repatriation (16.95%) were from children who had left home and now wanted to return. 10.46% of the calls were related to abuse.

### Percentage of Intervention and Non Intervention Calls



In 2009 -10, out of the total calls received by the CHILDLINE service, 68% were for Direct Intervention and 32% for Indirect Intervention calls.

### Indirect Intervention Calls



The highest number of indirect intervention calls was for emotional support and guidance (39%). Calls in this category come mainly from the child himself / herself when the child is emotionally upset because of family problems, peer group pressure, love relationships, school problems etc



# CHILDLINE Gallery



Hello Childline

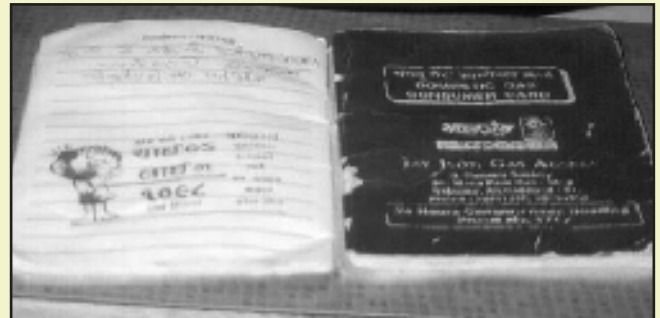
## CHILDLINE xpressions



Baroda CHILDLINE spreads buzz in prominent bus stations in the city: a CHILDLINE hoarding in Central S T Depot in Baroda.

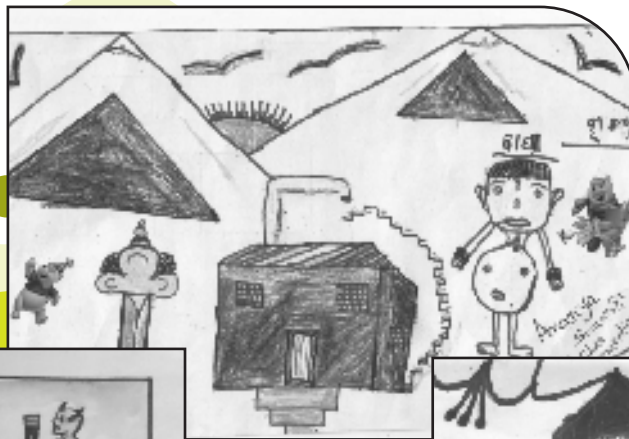


CHILDLINE Kannur prints the CHILDLINE logo on BSNL bills.



CHILDLINE xpressions are now on gas books in Ahmedabad: CHILDLINE Ahmedabad received the permission to issue CHILDLINE logo stamped in more than 65000 customer books of a private gas agency.

## Children's Voices





# 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

### NORTH:

**Agra** [Chetana], **Allahabad** [Diocesan Development Welfare Society (DDWS)], **Alwar** [Nirvanavan Foundation], **Chandauli** [Gramanchal Seva Samiti], **Chandigarh** [Post Graduate Institute of Medical Education and Research (PGIMER), Youth Technical Training School (YTTS)], **Delhi** [Salaam Baalak Trust, Don Bosco Ashalayam, Delhi Brotherhood Society, Prayas, Butterflies], **Gorakhpur** [Disa, Purvanchal Gramin Seva Samiti (PGSS)], **Gurgaon** [Shakti Vahini], **Jammu** [Indian Red Cross Society (IRCS), University of Jammu], **Ghaziabad** [Asha Deep Foundation], **Jaipur** [I-India, Jan Kala Sahitya Manch Sanstha (JKSMS), Institute for Development Studies (IDS)], **Kota** [Alarippu, Rajasthan State Bharat Scouts & Guides (RSBSG)], **Kanpur** [Subhash Children's Society (SCS)], **Lucknow** [Human Unity Movement (HUM), National Institute for Public Cooperation and Child Development (NIPCCD)], **Meerut** [Janhit Foundation], **Shimla** [Himachal Pradesh Voluntary Health Association (HPVHA) Population Research Centre (PRC)], **Udaipur** [Seva Mandir, Udaipur School of Social Work (USSW)], **Varanasi** [Gandhi Adhyapeeth, Asmita, Shri Shanti Vikas Seva Sansthan (SVSS)].

### SOUTH:

**Bangalore** [Association For Promoting Social Action (APSA), Bosco, Child Rights Trust (CRT)], **Chennai** [Department Of Social Defence (DSD), Indian Council For Child Welfare (ICCW), Don Bosco Anbu Illam, Nesakaram Seeds, Asian, Youth Centre (AYC), Mariyalaya, World Vision India], **Coimbatore** [Don Bosco Anbu Illam Social Service, Families For Children], **Cuddalore** [Indian Council For Child Welfare (ICCW)], **Gulbarga** [Seth Shankarlal Lahoti Law College (SSL Law College), Don Bosco, Margadarshi], **Hyderabad** [Center For Social Initiative & Management (CSIM), Divya Disha, Society for Integrated Development in Urban and Rural Areas (SIDUR)], **Eluru** [Social Service Centre], **Kanchipuram** [Asian Youth Centre (AYC)], **Kanyakumari** [Kottar Social Service Society], **Kannur** [Don Bosco College, Dreams -Care And Concern For Children In Distress], **Kasaragod** [Mar Thoma College of Special Education, Institute of Applied Dermatology (IAD), Pantech (People's Action For Non Formal Education And Development In Technology)], **Kochi** [Don Bosco Sneha Bhavan, Rajagiri College of Social Sciences], **Kozhikode** [Association For Welfare Of The Handicapped (AWH), Farook College], **Madurai** [Grace Kennett Foundation Hospital, Madurai Institute of Social Sciences], **Malappuram** [Pocker Sahib Memorial Orphanage (PSMO College), Sheshy Charitable Society, Support, Rajagiri Outreach], **Mangalore** [Young Men's Christian Association (YMCA), Roshni Nilaya, School of Social Work], **Nagapattinam** [Avvai Village Welfare Society], **Palghat** [Preshitha Social Service Society (Samagra), Palghat Mercy College, Attappady Social Service Organisation (Asso)], **Port Blair** [Dweep Prayas], **Salem** [Don Bosco Social Service Society, Young Women's Christian Association (Ywca)], **Tirunelveli** [Centre For Empowerment of Women and Children, (Saranalayam-Tsss)], **Trichy** [Bishop Heber College, Dep. Of Social Work, SOCSEAD)], **Vijayawada** [Forum For Child Rights], **Vishakapatnam** [Priyadarsini Service Organisation (PSO)], (UGC-Drs Programme, Department of Social Work), **Thrissur** [St. Christina Holy Angel's Home, Vimala College Dept of Social Work], **Trivandrum** [Trivandrum Don Bosco Veedu Society, Loyola Extension Services (LES)], Trivandrum Social Service Society (TSSS)], **Wayanad** [Joint Voluntary Action For Legal Alternatives (JVALA), Hilda Trust].

### EAST:

**Agartala** [Voluntary Health Association Of Tripura ( VHAT)], **Behrampur** [Indian Society For Rural Development (ISRD) Organization For Development Integrated Social & Health Action (ODISHA), National Institute For Rural Motivation Awareness & Training Activities (NIRMATA)], **Bhubaneswar** [Ruchika Social Service Organisation (RSSO)], **Cuttack** [Basundhara], **Cuttack & Puri** [Open Learning System (OLS)], **Darbhanga** [East & West Educational Society (EWES), Kanchan Seva Ashram, Sarvo Prayas Sansthan, Gramoday Veethi, Keoti Subcentre, Gramoday Veethi (Singhwara Sub Centre), Gyan Seva Bharti Sansthan, Batikaj], **Guwahati** [Indian Council For Child Welfare (ICCW), National Institute for Public Cooperation and Child Development (NIPCCD)], **Imphal** [Manipur Voluntary Health Association (MVHA) Department Of Anthropology, Manipur Mahila Kalyan Samity (MMKS)], **Jalpaiguri** [Jalpaiguri Welfare Organisation (JWO), Ananda Chandra College], **Kishanganj** [East & West Educational Society (EWES), Crescent Educational & Welfare Trust (Crescent Public School), Nilu Jan Vikas Sansthan, [Koshi Gramin Vikas Sansthan, Compeering Society For Social Work And Research Network (CSSWRN)] **Kolkata** [Don Bosco Ashalayam, Cini Asha, City Level Programme For Street & Working Children (CLPOA), Loreto Day School, Bustee Local Committee & Social Welfare Centre, Society For Educational And Environmental Development (SEED), Institute Of Psychological & Educational Research (IPER)], **Murshidabad** [Palsapally Unnayan Samity, Cini- Murshidabad Unit, Shahid Khudiram Pathagarh], **Nadia** [Sreema Mahila Samity, Karimpur Social Welfare Society], **Paschim Medinipur** [Prabuddha Bharati Sishutiirtha, Vidyasagar School Of Social Work], **Patna** [Balsakha Tripolia Social Service Hospital, East & West Educational Society (EWES), Nari Gunjan] **Purba Medinipur** [Vivekananda Lok Siksha Niketan (VLN), Egra Sarada Shashi Bhusan College], **Puri** [Rural And Urban Socio-Cultural Help (RUSH)], **Purnea** [Tatvasi Samaj Nyas, Akhil Bhartiya Gramin Vikas Parishad, Parivesh Purna Jagran], **Ranchi** [Xaviers Institute Of Social Science, Samadhan, Chotanagpur Sanskritik Sangh (CSS)], **Rourkela** [Disha, Shradha], **Shilong** [Bosco Reach Out, Impulse Ngo Network], **South 24 Parganas** [Sabuj Sangha, Cini -Diamond Harbour Unit, School Of Women's Studies], **Sitamarhi** [Pratham Mumbai Education Initiative, Pratham Mumbai Education Initiative (Parihar Sub Centre), Pragati Ek Prayas, Baigania, Pragati Ek Prayas, Sonbarsa/ Dostia, Pragati Ek Prayas, Riga].

### WEST:

**Ahmedabad** [Asag, Gujarat Vidyapith, M.D. Samaj Vidyalyaya], **Ahmednagar** [Snehalaya], **Amravati** [Shree Hanuman Vyayam Prasarak Mandal (HVPM)], **Aurangabad** [Aapulki Samaj Seva Sanstha's, Dilasa Jan Vikas Pratishthan], **Baroda** [Baroda Citizens Council, Faculty Of Social Work, Ms University)], **Bhopal** [Aarambh, The Bhopal School of Social Sciences], **Goa** [Nirmala Education Society (NES), Jan Ugahi Trust, Vikalp Trust], **Gwalior** [Centre For Integrated Development (CID)], **Indore** [Lok Biradri Trust, Indore School of Social Work (ISSW)], **Kalyan** [Asara], **Mumbai** [Yuva, Committed Communities For Development Trust], **Nagpur** [Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha (ANBKS), Matru Seva Sang Institute Of Social Work MSSISW], Bapuji Bahujan Samaj Kalyan Bahuddeshiya Sanstha, (BBSKBS), Vardaan], **Nashik** [Navjeevan World Peace & Research Foundation], **Pune** [Dnyana Devi, Karve Institute of Social Service], **Solapur** [Akkalkot Education Society, Walchand College Of Arts & Science], **Thane** [Asara], **Ujjain** [Kripa Social Welfare Society, Madhya Pradesh Institute of Social Sciences & Research (MPISSR)].

## Contributions

CIF Team

## Editorial

Sudeesh P. M.



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