

Overview of Programme for Children in Contact with Railway Stations





The Railway Guide

From the ED's desk	02
Hop on to the CHLDLINE locomotive	03
Flagging off	04
The 4 coaches of CHLDLINE	05
Catalyse	06
Collaborate	07
The North Zone	08
The South Zone	09
The East Zone	11
Connecting children with the railway CHLDLINE units	13
Connect	14
Communicate	22
CHLDLINE India Foundation Team - PCCRS Team	24
Engines of Railway CHLDLINE	25
Contact	26



Dear All,

It gives me immense pleasure to present the "Overview of Programme for Children in Contact with Railway Stations"- Volume 2. Since its inception of this Programme, teams have rescued, restored and rehabilitated over 15,371 children, as on 31 March 2020. In the year 2016, Azim Premji Philanthropic Initiatives (APPI) expressed its desire to support and partner with CHILDLINE India Foundation to strengthen its initiatives towards protecting the most vulnerable children at railway stations.

Since then, it has been a wonderful journey. We sincerely appreciate their generosity and continued support to strengthen our interventions on ground. Out of the 20 Railway Stations, 7 Railway Stations have received full pledge support in the phased out manner. PCCRS became operational from April 2017 in two metro stations of Howrah and Chennai. In the year 2018, four more stations of Bengaluru, Patna, Delhi and Mumbai were included to our operations. In the year 2019-2020, the Varanasi Railway Station became functional.

In the year 2019-2020, we have rescued, restored and rehabilitated 7,426 children across the seven railway stations. Throughout the year, we have conducted numerous training and sensitization sessions for various stakeholders across these cities. We have received an overwhelming support from all the railway officials, people, children and various stakeholders who have been part of our cause. The engagement with various stakeholders has been very enriching and meaningful in responding to the children in need of care and protection.

Our heartfelt thanks and gratitude goes out to all the Station Directors of Railway Stations, CHILDLINE partner organizations, programme co-coordinators, city in-charges, counselors, SMT of CIF and the PCCRS team for supporting interventions and activities on the ground.

We appreciate and place on record the support and help of officials of Indian Railways and their staff, Government Railway Police (GRP), Railway Police Force (RPF), Ticket Collectors, Porters and vendors during the rescue and rehabilitation of Children.

We also express our sincere thanks and gratitude to our Hon'ble Minister, Ministry of Women and Child Development, GOI, Secretary, Additional Secretary and Joint Secretary of Ministry of Women and Child Development, GOI for their continued support and guidance in our work to safeguard child rights. Our special thanks and gratitude goes to the Azim Premji Philanthropic Initiatives (APPI) for their continued support to strengthen our programme.

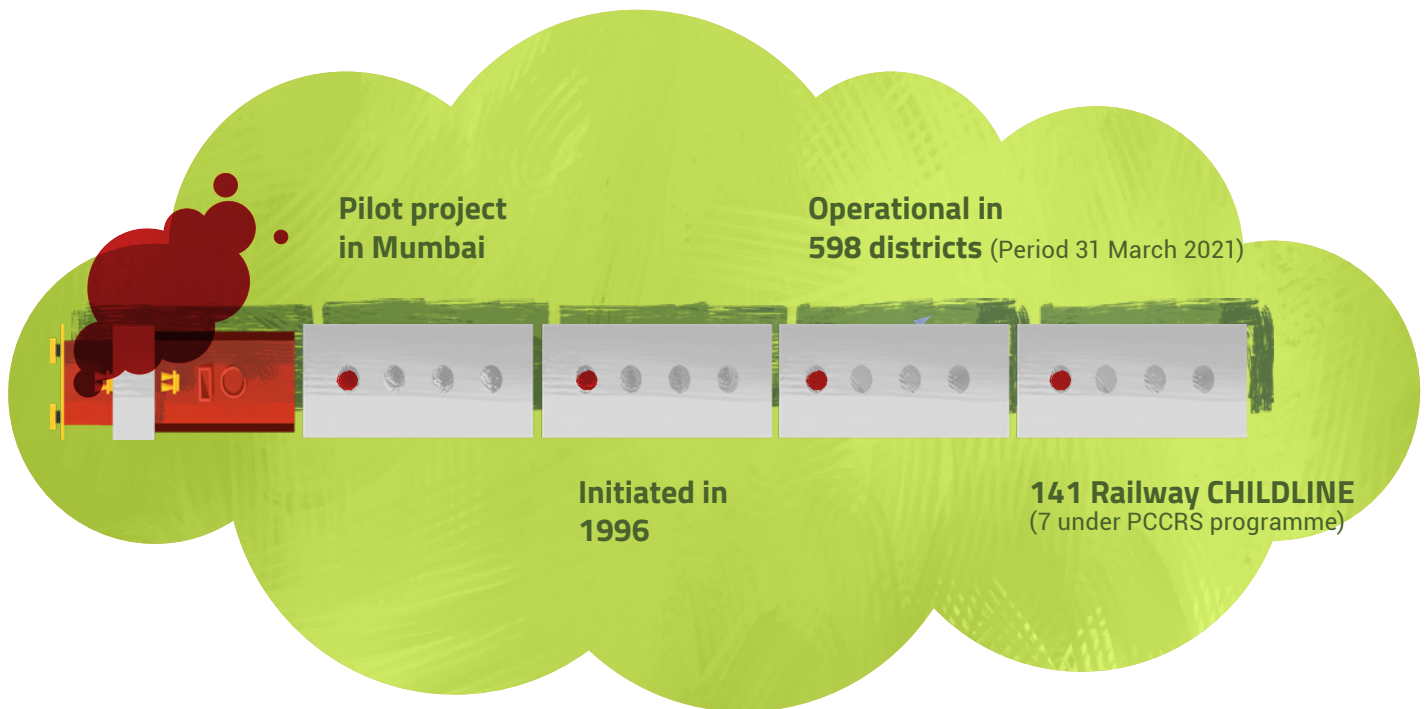
We also express our thanks and gratitude to the Governing Board of CIF for their continued guidance and encouragement in all our interventions and Programmes.

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

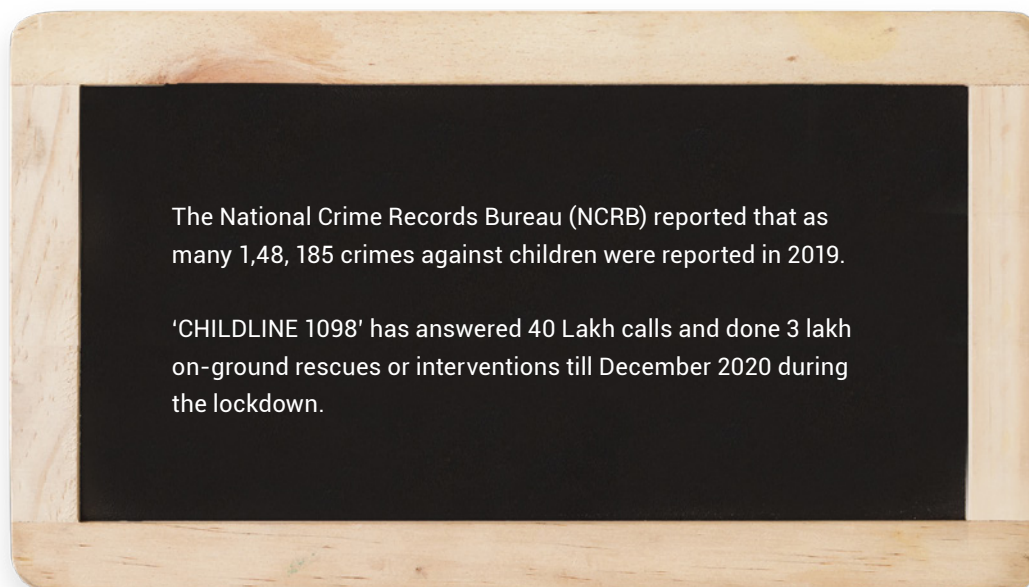


Hop onto the **CHILDLINE** Locomotive

CHILDLINE India Foundation is a 24-hour, toll-free emergency service famously known as CHILDLINE 1098, for children in need of care and protection.



Falling into Line



Railway stations in India are bustling with numerous passengers, hawkers, coolies carrying baggage, and ticket-checkers carrying about with their duties.

Sadly, these busy platforms are also witness to abusers preying on lonely, vulnerable, and desperate children. On the brink of exploitation, abuse, and violence, these

children resort to substance abuse or drugs to get through their daily life.

Reaching out to these children in times of distress and transferring these vulnerable kids to a safe haven at the right time can change their lives forever. A simple helpline has the power to offer advice, help, and crisis intervention for children in distress.

Flagging Off

Commenced in 1996, CHILDLINE 1098 began as a pilot project in Mumbai. With 24-hour free emergency phone and outreach services, today CHILDLINE helps children get back on track through care and protection.

Coming into operational mode from April 2017, the Programme for Children in Contact with Railway Stations (PCCRS) identified two metro railway stations that initiated Child Help Desks as per the Standard Operating Procedures (SOP). Now, PCCRS is active in Chennai, Howrah, Bengaluru, Patna, Old Delhi, Mumbai, and Varanasi.



Wagons of CHILDLINE

The Objective Wagon

- Strengthening CHILDLINE services through prevention, rescue, intervention, and linkages to long-term rehabilitation services
- Reinforcing the networking and engagement with key stakeholders

The Components Wagon

- Functioning at railway stations by arranging Child Help Desk as per the SOPs
- Installing Open Shelters (OS) for children who are rescued from railway stations
- De-addiction facilities and counselling sessions for children who are under the influence of tobacco, synthetic drugs, psychiatric pills, mushrooms, cannabis, and other substances





1 Collaborate

Showcases the proactiveness of CHILDLINE towards visiting new areas and resolving important issues pertaining to children through capacity building.

2 Catalyse

Exhibits complied information as per the role played by CHILDLINE implements Child Protection Policy across various verticals Undertakes sensitisation workshops and social research initiatives Collaborates with organisations and works with state governments on addressing children's issues.

3 Connect

Compiles key information and statistics related to receiving and responding to calls across India. This section highlights the crucial interventions undertaken by our teams in the previous year.

4 Communicate

Outlines the awareness campaigns, strategic initiatives, CSR activities, and fund-raising activities undertaken by CHILDLINE last year.



Catalyse

Child Help Group (CHG)

The Child Help Group (CHG) offers a platform where information pertaining to Child Protection Policies are discussed and reviewed.

Held under the PCCRS programme, the CHG meetings act as a catalyst in bringing people, organisations, and state governments under one roof to discuss issues affecting children today.



April – March
2019 – 2020

Conducted **36** CHG meetings across
7 stations under the PCCRS programme.



Conducted by the District Child Protection Unit, APPI and the CHILDLINE India Foundation (CIF) team, these visits are held for the purpose of

Supportive Supervision | Observation | Orientation | Consultation

Collaborate

A New Junction

Keeping track of CHILDLINE's success, a new station was inaugurated during 2019-2020. Under the PCCRS projects and in order to strengthen the current CHILDLINE program, Varanasi Cantt Station came into existence.

Laying it on the line by forming a robust team

PCCRS North team has conducted training and sensitisation activities to reinforce initiatives undertaken by CHILDLINE. By generating awareness amongst stakeholders, we aim to make child protection a priority amongst them.

The CHILDLINE team sensitises

- Children
- Government Railway Police
- Railway Protection Force
- Train Ticket Examiners
- Cleaning Staff
- Porters
- Auto Rickshaw Drivers
- Railway Station-Level Vendors
- General Public/ Travellers
- Railway Shop Owners



They fall in line with the CHILDLINE team members as they are given effective information regarding child protection. In case they witness any child in distress or trouble, this trusted team takes the onus of approaching these kids, lending an ear to their problems, and getting them off the rails through a plausible solution.

The Rail Yard

The CHILDLINE team organised interactive and informative workshops and trainings for the Child Help Desk (CHD) teams, Government Railway Police Force (GRPF), Railway Protection Force (RPF), and the ground staff at the railway stations.

Held in Old Delhi, Patna, Varanasi, Chennai, Bengaluru, Howrah and Patna, the topics for discussion were :

- Structure of CHD and PCCRS
- CHILDLINE 1098 services
- Child rights and child protection policy
- SOPs of railways
- Intervention protocol
- Child psychology, child-friendly concepts, child protection acts
- Prevention of child trafficking
- Protection of Children from Sexual Offences Act (POCSO)
- Juvenile Justice Act (JJ)
- Soft skills
- Financial guidelines and documentation

The North Zone

Old Delhi railway station

- 50+ auto/taxi drivers
- Held on 6th February 2020 at platform number 1
- Conducted at the Auto/Taxi Union Office
- Refresh their understanding about CHILDLINE 1098
- Reach out to children who need care and protection
- Assist them through CHILDLINE Help Desk at the Old Delhi Railway Station
- Interactive workshop with the Railway Protection Force and Government Railway Police
- Conducted to discuss POCSO Act and Standard Operating Procedure
- Procedure conducted for the care and protection of children who contact the Old Delhi Railway Station
- Workshop held on 15th January, 2020



Varanasi Cantt

- Hosted a sensitisation meeting amongst Ticket Examiners, TTE's, TC's at the Varanasi Cantonment Railway Station
- Meeting was conducted by the PCCRS team and Guria Railway CHILDLINE team
- Discussed on topics pertaining to Child Protection and Child Rights, National Emergency Helpline services with 1098
- 50+ TTCs/TTEs, and other railway officials attended this 3-hour session



The South Zone

KSR Bengaluru

- Hosted a one-day workshop on 'Child Friendly Concepts' according to the NCPCR Guidelines for GRP personnel
The functionaries were Inspectors and Sub-Inspectors, Women Police Constables, Head Constable, GRP on SOP for Railways who can ensure the care and protection of children in contact with Indian railways
- The roles and responsibilities of GRP police personnel and child friendly concepts were as per NCPCR Guidelines for police personnel.
- Focused on the attitude and approach towards CNCP
- The Skill Development and Refresher Training was conducted with Railway CHILDLINE Bengaluru
- Better understanding of developmental disorders among children, types, causes and interventions, emotional problems among children, adolescent behavioural problems
- Deal with other issues like identification and interventions for children with other psychiatric disorders and substance abuse among children, and other issues
- Activities were hosted by the field staff, who were determined to improve life skills amongst children



The South Zone

MGR Chennai Central

- Chaired by the Divisional Security Commissioner—II, RPF, and Chennai Division
- Attended by the ACM, CWC, GRP, RPF, Labor Department, and Special Juvenile Police Unit
- Increasing visibility in railway premises, rehabilitation of children, police support in rescuing mass number of children, and more were discussed
- Departments agreed to lend their support in protecting children in contact with the railways
- The Volunteers Meeting is an initiative undertaken by the GRP
- The Child Help Desk and the CIF are the flag bearers of this initiative
- The group includes secondary stakeholders like porters, auto drivers, cleaning staffs, taxi drivers, vendors, etc.
- This platform is to sensitise these stakeholders and make them aware of their roles in child protection, identifying the CNCP, and ways to refer the identified kids
- Two meetings have been conducted in the year
- One-day workshop conducted for Railway Personnel RPF and GRP of Southern Railways
- Held to ensure that children coming in contact with the railways received the right care and protection



- 90 police officials, and Inspectors and Sub-Inspectors— GRP and RPF participated in the workshop
- Session was managed by Dr. P.M Nair, I.P.S (Rtd.), Former Nodal Officer, Anti-Human Trafficking, NHRC
- The DGP, GRP, Tamil Nadu, and the IG RPF, Southern Railways issued an advisory circular on the prevention of child trafficking, and directed the police to strengthen child protection in CCRS
- The Skill Development and Refresher Training was conducted with Railway CHILDLINE Chennai
- Key issues like substance abuse, child-related laws—POCSO act, Child labour (prohibition and abolition) amendment act, Prevention of child trafficking IPC 370, Documentation were organised
- Follow-up process of restoration, Non –Violent Communication., Insightful Interactions, Information gathering, Right Attitude. Decisions Making, Report Writing, Black box thinking, and Protocol and documentation procedure for follow up process

There were case history sessions, and documentation and presentation improvement sessions that were held

The East Zone

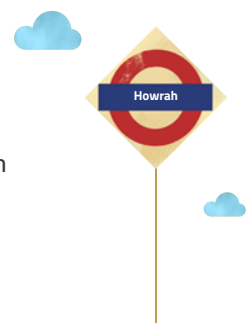
Howrah

- Conducted 3 consultations with ground-level stakeholders who come in contact with children
- Participation of 146 stakeholders that included hawkers, porters, shoe polishers, and cleaners
- Conducted an orientation with CNCP child and creation of a safety net
- The CHILDLINE team hosted an event with the support of the Sr. Station Manager (Convener) of the group as per the Standard Operating Procedure
- Held 8 meetings to discuss sharing of data and status of children at the station
- An orientation on child protection and legislations was arranged by CIF for the CHG members
- Informed them about their roles and responsibilities so as to strengthen the sense of ownership
- 5 diverse training programmes conducted by the CIF
- Held for significant stakeholders like the RPF, GRP and TTE
- 105 RPF personnel, 50 GRP personnel, and 15 TTEs were oriented on combatting child trafficking, child sexual abuse, and the POCSO Act 2012
- Outcome of these sessions was evaluated with the help of the trafficking reports and POCSO cases, and more numbers of referral by the stakeholders



Howrah

- A skill building exercise was held on the second day of the Annual Review meeting, East
- Mr. Debasish Ghosh and Biplab Ghosh from Elmhurst Institute of Community Studies shared some of their experiences of dealing with sexual abuse cases
- They helped the survivors lodge FIRs during the court procedure, as well as get victim compensation
- This way, the railway team understood how they can support the survivors and their families
- Ms. Gargi Banerjee discussed the POCSO Act 2012 with the Amendments and the role of CHILDLINE in the intervention process



Patna

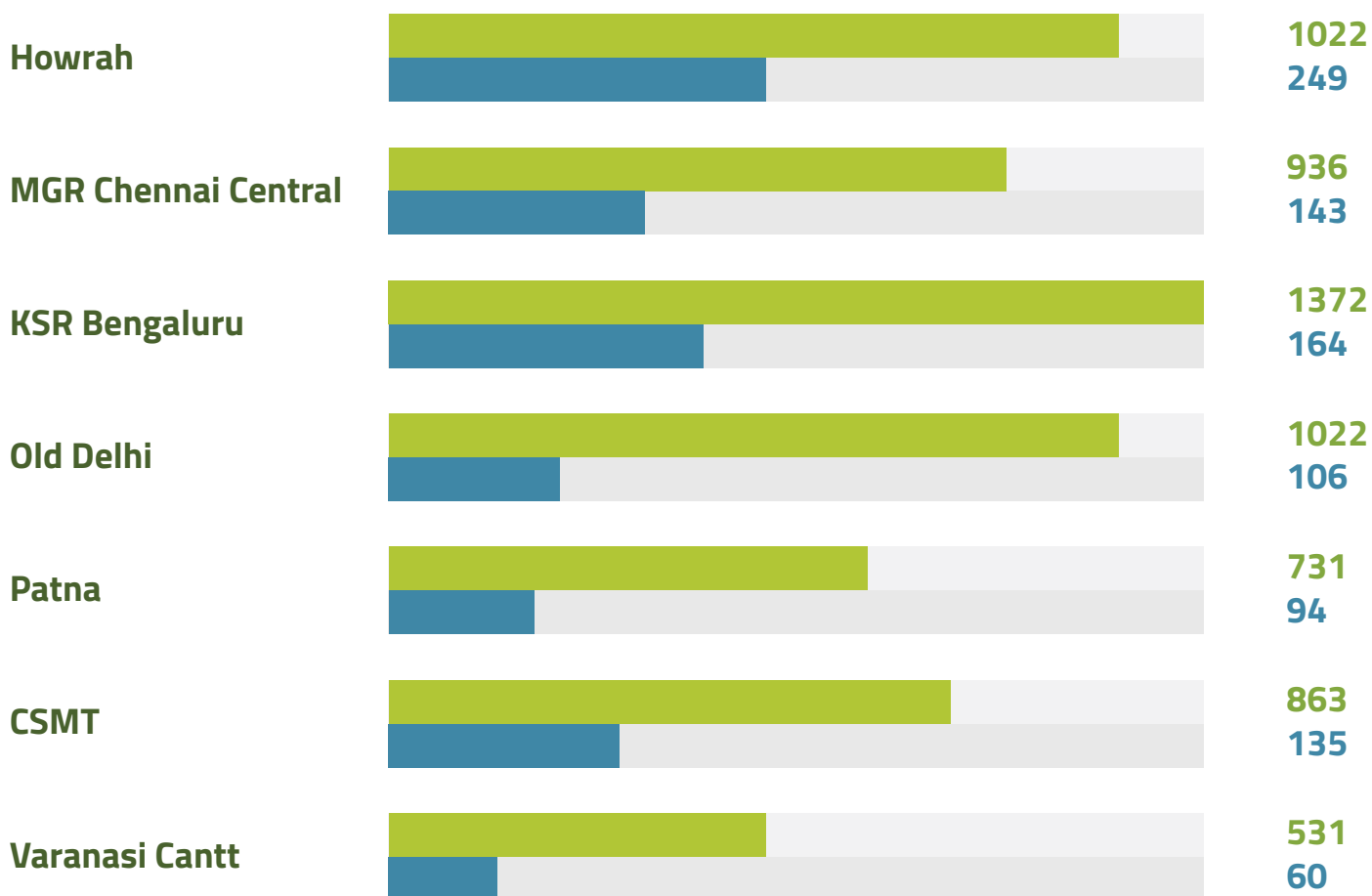
- Organised 5 consultations with ground-level stakeholders
- These stakeholders come in direct contact with children
- 196 stakeholders participated in this consultation
- Stakeholders included hawkers, porters, shoe polishers, cleaners were oriented on the creation of a safety net
- SLP organised 20 group interface with parents
- They also conducted 5 group meetings with children
- 418 children participated in the Open House Sessions
- 250+ people could be reached out through the numerous awareness program



Connecting Children with the Railway CHILDLINE Units

Total number of children rescued from April 2019 – March 2020. These children were also offered assistance within open shelters.

April 2019 – March 2020



■ Child Help Desk

■ Satellite Unit

What do children need?



But this is not what they always get. Children are on the frontline when it comes to abuse and violence.

The acts of abuse and violence take a toll on their health and it has a profound impact on their hopes, lives, and dreams.

With CHILDLINE at the forefront, children have been rescued from witnessing the worst-case scenarios.

These kids are taught that they have the right to an environment that's safe and secure.

Our rescue missions don't end once the child has been rescued. We are also responsible for ensuring that the child is

in proper care and is better supported. We make sure that the rescued children get accurate care and treatment, which helps them in healing from the trauma they've experienced.

We train social care workers, officials, teachers, and other individuals who come in contact with these children.

They get trained with the basic skills that help them understand a child better and extend a helping hand to them.

While we have undertaken countless successful rescue missions, there are a few that are definitely worth a mention.

Howrah Station, East Zone



Living on the wrong side of the tracks

A 13-year-old girl, * Rani resided on the platforms of Patna Junction station. Four years ago, she lived with her family in a hut and her father was the sole bread earner of her family.

But one day, her father abandoned the entire family and got married again. As a result, they had to resort to living on railway platforms, where they sold water bottles, Ghutka pouches, and collected rags for survival. But as Rani grew up and hit puberty, the platform wasn't a safe haven for her. Due to the lack of supervision from her mom and brother, there were higher chances of her facing sexual abuse at a young age.

How **CHILDLINE** made them see light at the end of the tunnel

CHILDLINE decided to take matters into their own hands and improve their living conditions. We invited Rani's mother to attend the parents' meeting that helped her understand the risks involved with staying at railway stations.

Rani and her brother became active participants in children's group meetings and other open house sessions. They were made aware of the importance of education and how it can pave the way for a better livelihood.

In a bid to revive his life for the better, Rani's brother decided to give up drugs. To support him in this decision, the CHILDLINE team referred him to a drug de-addiction centre.

Rani joined informal study classes at the Railway Station. Her mother was going for regular counselling. The entire process took 6 months. The CHILDLINE team assisted her in calculating her monthly budget and she alone earns around Rs. 5,000 to 8,000 per month.

What their destination looks like today?

Rani's mother felt extremely empowered, and she decided in June 2018 that she's going to continue working at the platform and become the sole bread earner for her family.

She rented a hut outside the station and admitted both her kids in a local government school. Her son returned from the de-addiction centre and was completely reformed. Rani and her brother have stopped living on platforms. They stay in the small hut and regularly attend school.

Their mother is effortlessly juggling between the roles of a father and mother. She's also setting a great example for the other families living on platforms.

CHILDLINE is regularly following-up with them, with a promise to support and guide them whenever and wherever possible.



(* Name changed to protect identity)

Case Category

Substance Abuse

MGR Chennai Central Station, South Zone

MGR Chennai Central

Drawing the line for a better future

A 15-year-old kid along with his 2 friends used to do drugs on the railway tracks of Perambur railway station. The boy who was from Nagapattinam, came from a broken family. He lived with his grandmother near Perambur railway station. He became addicted to drugs (Fevicol and Petrol) for the past two years. Although his friends weren't addicted initially, when they started doing drugs with him, they got addicted too. He had attended a counselling session but his addiction could not be curbed.

How **CHILDLINE** blew off steam and helped him fall in line

A satellite team member took the children to an open shelter intimating CWC on the same day, 17th February 2018. They were provided with basic food, water, etc.

The counsellor of the open shelter conducted a group counselling session with the three kids. As two of the kids disclosed their addresses, their parents were contacted, and they were handed over to their parents in front of the CWC.

The third boy, adamant and arrogant, was sent to the shelter home for better care. Initially reluctant, the child finally confided in the counsellor there and gave him the contact number of his parents.

With some intervention by the police, the child was put in a home. The open shelter staff took the mother and the child to CWC for restoration. At the counselling session attended by the mother and child, it was decided that the kid will be sent for de-addiction treatment. He was sent to the hospital from 1st March to 15th March.

His addiction to drugs was due to his parents' separation. The child completed his 15 days of treatment and returned home to his mother.

What their destination looks like today?

He is back to school for his exams. As per the counsellor's suggestion, once he is done with his exams, his school will be changed, for him to begin life on a clean slate. On the advice of the open shelter counsellor, both parents underwent counselling and have decided to stay together for the child's betterment.



(* Name changed to protect identity)

Case Category

Runaway Child

MGR Chennai Central Station, South Zone

MGR Chennai Central

Getting out of harm's way

On 10th June, two young girls and two boys were spotted at MGR Chennai Central station. The girls, Farida and Kamini, were 14-years-old and from Vellore. The boys were their neighbours and they were planning to travel to Andhra and get married there.

When the CHILDLINE team interacted with the boys, they claimed that the girls' family members disapproved of them, didn't like them, and there were many unnecessary fights.

How **CHILDLINE** showed them the right direction

The team intimated the detail before the CWC and as per their orders, the girls were left at the Government Girl's Home. The Child Help Desk made a call to the girls' home and informed them that the children were in safe custody.

What their destination looks like today?

The parents reached the help desk and the children were restored before a CWC member. The children are in the safe hands of their parents.



(* Name changed to protect identity)

Case Category

Missing Child

CSMT, West Zone

CSMT

Getting off the route closest to safety

*Uma, a 4-year-old girl contacted the Child Help Desk at CSMT station. During a medical check-up, she was detected with a skin infection.

In one of her counselling sessions, she revealed that she was a resident of Seawoods, Navi Mumbai. She resided there with her parents and siblings. Based on this little information, the Centre Coordinator started searching for her family.

How **CHILDLINE** set-up a search engine to find her family

She was presented before the Borivali CWC and was placed at the shelter home in Bandra. As Uma continued to stay at shelter homes, she started becoming an active child and took part in numerous activities and sessions. She stayed in shelter homes for 200 days.

In July 2019, Uma's father connected with an outreach team member who left her number with the neighbours. The father was asked to be present before the CWC for the handover of Uma. CWC wanted an enquiry to be conducted on the father, to determine if he was capable of taking care of Uma, as she did not have a mother.

A Social Investigation Report (SIR) was initiated by the CIF team in Wardha by mid-September. The SIR submitted came to the conclusion that the family in Wardha was capable of taking care of Uma.

Uma's case was transferred to Wardha CWC with the support of GRP. The handover was completed in November 2019.

What her destination looks like today?

Uma resides with her little brother, grandmother, uncle, and aunt. During regular follow-ups, we discovered that Uma is happy with her family at Wardha and is now attending school.



(* Name changed to protect identity)

Case Category

Abandoned / Orphaned

Old Delhi Railway Station, North Zone

Old Delhi

Making way for a better and brighter future

A 12-year-old girl used to stay at the Old Delhi Railway Station with a lady, whom she addressed as her mother. Through daily interactions with our Contact Spot, we observed that the girl was talented when it came to activities like drawing.

Although approached several times, the mother refused to send her daughter to school. After multiple attempts, the child revealed that the lady with her was not actually her biological mother. This revelation came to the notice of the CHILDLINE team.

How CHILDLINE brought the girl on the right track

The child was immediately taken to the CHILDLINE facility for further detailed interactions. The girl stated that she was facing physical abuse at the hands of her parents.

Evaluating the vulnerability of the situation, the lady was given a stern warning that if any such incident comes to our notice, there will be legal action taken against her. She was also instructed that if she comes across any other child at the railway station facing distress, she can contact the CHD or any other railway officials, who can pass on the information to the CHD.

The CHILDLINE team handled this case with utmost alertness and attentiveness. The team managed to save the life of a small girl who would have gone into the clutches of predators if the incident had gone unnoticed.

What her destination looks like today?

Once all the legal procedures and formalities were completed, the child was presented before the district CWC for further investigation and intervention.

The order was passed that the child should reside in shelter home for long-term rehabilitation.



(* Name changed to protect identity)

Case Category

Displacement / Runaway

Varanasi Cantt Station, North Zone

Varanasi Cantt

Protecting the child from going in the wrong direction

On 12th January 2020, CHILDLINE team members found * Nisha sitting alone at platform no. 1 of Varanasi Cantt. Railway Station. During one of our outreach services, she was brought to the CHILDLINE booth and given some snacks to eat, and then rest.

After some interaction, Nisha revealed her story. She stated that she visited a wedding in Buxar district, Bihar. She met a boy named Karan (name changed to protect identity), fell in love, and kept in touch over the phone. Simultaneously, her family started talking about her marriage.

Her father was a farmer and her mother was a housewife, and she had to leave school post 10th standard. When her marriage talks worried her, she spoke to her maternal aunt and Karan, who suggested she should marry Karan, and they would take care of her studies and work. They told her they would manage dowry and asked her to fill a form, where they overestimated her age.

She got nervous and left her home for Buxar, Bihar. She had asked Karan to come to Varanasi, where they would get married. But when she arrived here, she couldn't find Karan. That's when CHILDLINE came to her rescue.

How CHILDLINE was with her every step of the way

The CHILDLINE team members counselled the girl well and took good care of her meals. After completing all the formalities, she was presented in front of the CWC.

She was then temporarily shifted to a shelter home in Varanasi. Eventually, the child was sent back to her parents. On follow-up calls, the team was informed that the child had reached home safely.

What her destination looks like today?

The CHILDLINE team members spoke to the girl's parents at length. They explained to them that they should be patient and marry the girl only once she's ready and of age.

Our team members spoke to the girl and she was fine and attending school regularly. We are following-up with the case, so that we are daily updated about the status of the child.



(* Name changed to protect identity)

Total number of children who have utilised open shelters

April 2019 – March 2020

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Howrah	05	23	0	0	28
MGR Chennai Central	03	06	0	01	10
KSR Bengaluru	315	333	363	330	1341
Old Delhi	24	34	31	55	144
Patna	0	0	0	0	0
CSMT	19	15	06	03	43
Varanasi Cantt	0	0	0	0	0
Total	528	498	544	582	2152

Communicate

A Week to Remember

At CHILDLINE, we strongly believe that forging a bond of friendship with a child can go a long way. Extending a hand of friendship can help us bond with them better, gauge their key capabilities, and assist them in a much better way.

Keeping the same thought process in mind, 'CHILDLINE se Dosti Week' was held from 14th November to 20th November 2020. The whole week was witness to numerous exciting events, prominent campaigns, and awareness activities.



Howrah

- CHILDLINE team observed significant days throughout the week
World No Tobacco Day, World AIDS Day, National Girl Child Day, World Environment Day, Anti-Child Labour day,
- World No Tobacco Drug Abuse and Illicit Trafficking
- 100 children were contacted through the 'CHILDLINE se Dosti Week'.

Patna

- The team organised significant days throughout the week
- National Girl Child Day, Anti-Child Labour Day, Republic Day, Independence Day, Raksha Bandhan, Makar Sankranti
- 350 children were contacted through the 'CHILDLINE se Dosti Week'.

Varanasi Cantt

- The CHILDLINE team spread awareness about 1098 number and were featured on the local news channel
- There was more knowledge given about National Emergency Helpline Number, CHILDLINE services for children in Distress, Child Help Desk services at the railway station
- Direct Beneficiaries: 110
- Indirect Beneficiaries: Approx. 250

Old Delhi Railway Station

- Activities such as Signature Campaign, Suraksha Bandhan Campaign, Children's Day, Art were conducted
- Meetings held with hawkers, porters, cleaners, taxi drivers to inform them on how they can help children at stations and be a part of CHILDLINE
- Stickers of CHILDLINE were put up on taxis for more awareness

Mumbai

- The 'CHILDLINE se Dosti Week' was celebrated at CSMT station and Open Shelter under the PCCRS project
- The staff tied Suraksha Bandhan band to the Station Director, RPF, GRP, and railway officials and passengers
- Open Shelter discussed Children's Day at length with the children there
- There were several exciting activities for the children, along with cake cutting and jam session
- The event managed to reach out to around 610 stakeholders
- GRP: 40 | RPF: 28 | Porter: 36 | Vendor: 47 | TTEs: 14 | Housekeeping staff: 60 | Hospital staff: 30 | Post office staff: 70 | Maharashtra security force: 10 | Commuters: 275

MGR Chennai Central

- CHILDLINE conducted numerous activities that witnessed the participation of children, public, and stakeholders
- Events revolved around sensitising them on child protection and acknowledging them on a job well done
- Children from open shelters tied Dosti bands to railway officials
- Made passengers aware of child-related issues through Karagattam and issued pamphlets to people who watched the Karagattam show
- Organised a photo frame/ cartoon dress-up, where we invited the GRP Inspector, and honoured the children with the coveted CHILDLINE badge
- Held the Train Outreach program in a moving train. The train went from Chennai Central to Gumidipoondi, which is touted to be a vulnerable area

KSR Bengaluru

- IRSDC—KSR, Railway CHILDLINE, BOSCO, and District CHILDLINE organised this awareness event
- The team hosted an awareness rally at the station premises
- There was also Public Awareness program, Risks of Moving Train explained, Film Show, Family Photo Frames tied with bands, Handbills distributed, Posters, Wallpapers pasted for a week
- 2000 stakeholders were sensitised on the functions of Railway CHILDLINE, child sexual abuse, anti-child labour, child marriage, child help line 1098, child safety, swacch bharat
- IRSDC, IRCTC, GRP, RPF, and Dy. SMR inaugurated the programmes and honoured the child-friendly stakeholders
- The response to these initiatives was overwhelming
- The department officials and the public learned and understood a lot about child protection and safety during the event

CHILDLINE India Foundation - PCCRS Team

Head Office

1	Vijay Nair	Head, PCCRS
2	Rajanikanth Dasi	Sr Manager, Program (National)
3	Smita Sequeira	Senior Manager - Training & Monitoring
4	Rajesh Pawar	Sr. Accountant
5	Trunesh Gurav	Accountant

Western Regional Resource Centre (WRRC)

1	Abbey Andrews	Sr. Program Coordinator
2	Vijendra Katet	Accountant
3	Sunita Mishra	Sr. Coordinator - Training
4	Roshana Kamble	City level Anchor - Mumbai

Eastern Region Resource Centre (ERRC)

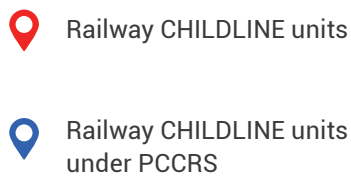
1	Lena Basu	Sr. Program Coordinator
2	Amitava Adhikary	Accountant
3	Sangita Dey	Sr. Coordinator - Training
4	Arpita Chowdhury	City Level Anchor - Howrah
5	Swati Kumari	City Level Anchor - Patna

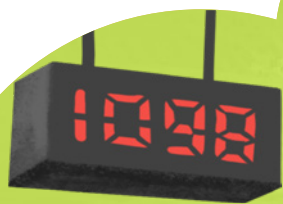
Northern Regional Resource Centre (NRRC)

1	Bhaskar Thakur	Sr. Program Coordinator
2	Priyadarshini Singh	Sr. Program Coordinator Training
3	Riaz Ansari	City Level Anchor - Delhi
4	Zunaid Khan	City Level Anchor - Varanasi

Southern Regional Resource Centre (SRRC)

1	Gajula Satyanarayana	Sr. Program Coordinator
2	Deepak Dineshan	Sr. Training Coordinator
3	Ganapathi Subramaniam	Accountant
4	William Carey	City Level Anchor - Chennai
5	Rashmi Ranju	City Level Anchor - Bengaluru





Here's how you can get in touch with us

Phone	022 – 68251098
Email	dial1098@childlineindia.org.in
Visit	www.childlineindia.org
Head Office	CHILDLINE India Foundation B-1101, Ratan Central, Dr.Babasaheb Ambedkar Road, Parel East, Mumbai 400 012, Maharashtra

Supported by



Ministry of Railways



www.childlineindia.org