



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.

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From EDITOR'S Desk

Dear Readers,

**W**E ARE BACK with loads of chatpata khabar and interesting events. This issue covers events and activities that have taken place during January to March 2011.

CHILDLINE began the New Year with a number of new initiatives. Boosting CHILDLINE in its endeavour was the landmark judgement in the Anchorage case. After a long, hard fought struggle in the anchorage case, the Supreme Court bench upheld the appeal by CHILDLINE India Foundation against the Mumbai High Court Judgement on March 18, 2011.

In this edition, read about the how CHILDLINES participation in the eighth edition of the Standard Chartered Mumbai Marathon, run on January 16, 2011 has created history in more ways than one. CHILDLINE India Foundation was a close second in the Standard Chartered Mumbai Marathon Charity Awards 2011.

Read about how a child marriage scheduled to take place in Kallagam village in Trichy was successfully prevented by CHILDLINE Trichy and CHILDLINE Kolkata saves a ten year old domestic help from physical and mental torture by her employers, in the 'Case Studies section'. Also, there are many more exciting things on the horizon to look forward to!

We hope with every new issue CHILDLINE partners across the country will draw on the newsletter to share the innovative practices in their city and spread the word. Lastly, do join us on Facebook to stay updated. Keep your comments coming! Until next time!



### What is CHILDLINE?

CHILDLINE is a national, 24-hour, free emergency helpline & outreach service for children in need of care and protection. 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 167 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!

### NEWS BYTES

- CIF along with Big Bazaar celebrated New Year Eve with children
- CHILDLINE Shimla nominated as a member of District Level Task Force Committee at Shimla
- CHILDLINE Trichy initiated Child Rights Club in Schools in Trichy.
- CHILDLINE Pune Celebrates 10th anniversary
- CHILDLINE inducted as the member of State Child Protection Commission in Rajasthan.
- CHILDLINE Sitamarhi conducts workshop for Anganwadi workers



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### Child Marriage: a knotty issue

A child marriage scheduled to take place in Kallagam village in Trichy was successfully prevented by **CHILDLINE Trichy** with intervention of Judicial Magistrate Court, Lalgudi.

On March 23, 2011, CHILDLINE Trichy received a call from a concerned adult who shared information about the marriage of a twelve and a half year old girl in Lalgudi taluk, scheduled to happen in the village of Kallagam. The marriage of the girl with a 27-year-old relative was scheduled to take place on March 24, 2011. The child was studying in 7th standard in Government Higher Secondary School, Peruvallapur.

A team member of CHILDLINE decided to visit the village to gather some facts on the situation. The Centre Coordinator, CHILDLINE Trichy immediately met the caller, collected the marriage invitation and other details from the caller.

CHILDLINE instantly brought the case to notice of Child Welfare Committee (CWC). T.Jayanthi Rane, Member of Child Welfare Committee contacted Ms. C. Poongodi, District Social Welfare Officer to discuss about the case. In the meanwhile, the District Social Welfare Officer approached the Judicial Magistrate Court, Lalgudi, requesting an order of injunction to restrain the marriage under the Child Marriage Prohibition Act 2006.

On March 23, 2011, the rescue team comprising of Mrs.C.Poogodi, District Social Welfare Officer and T.Jayanthi Rane, member of CWC, Mr.Albert Manoharan, Centre Coordinator of CHILDLINE Trichy met with Mr. P.Parthasarathi, Judicial Magistrate.

The team explained about the case and gave a written petition along with the birth certificate of the child. The Judicial Magistrate summoned the Headmaster of the Government Higher Secondary School and verified the date of birth of the child.

### Interim order

Mr. P.Parthasarathi, Judicial Magistrate issued an interim order of injunction to stay the marriage. He also directed the parents, the bride and bridegroom to appear before him on March 25 in this regard.

Ms.Poongodi served the court summons on the parents of the bride and bridegroom in their respective villages Nambukuruchi and Kallagam respectively. The marriage scheduled to take place in a marriage hall in Kallagam was stopped following the court order.

CHILDLINE Trichy, CWC and the District Administration jointly foiled the child marriage and rescued the child. The case also received coverage in The Indian Express, The Hindu and local TV channels.

### Tortured at home

The Story of little Arjun tells how children are victims of severe beatings and sustain grievous injuries. According to figures available with **CHILDLINE Bangalore**, every month about 20 cases of parental abuse of children are received.

CHILDLINE Bangalore received a frantic call from a neighbour informing that Arjun, a twelve year old is tortured by his father Manjappa. They had seen the father of child coming home in a drunken state in the early morning hours and also had heard sounds of child crying.

CHILDLINE team immediately visited the child's house in Indiranagar. "We found that Manjappa has been beating his son. When we spoke to Arjun, he was reluctant to write

his exams. His reasons were obvious as he is nursing severe injuries, and is also mentally upset. However, after interacting with the child, he agreed to appear for his exams,” said Ms. Maria Theresa Sindu, City Coordinator, CHILDLINE Bangalore.



Later, CHILDLINE team member met with the child’s father and warned him not to repeat his acts again. CHILDLINE team member is meeting the child regularly and following up.

### **Child Brides: CHILDLINE saves Lalita from child marriage**

*Child marriage is a gross human rights violation that puts young girls at risk and keeps them mired in poverty. Timely intervention by CHILDLINE Delhi saved Lalita, a fifteen year-old girl who was forced to marry by her relatives.*

Lalita, a fifteen year old girl lived with her mother and uncle and was studying in tenth standard. Lalita’s father Vikram Dev, an auto driver left home since her childhood, and her paternal uncle Prem Singh had taken the responsibility of looking after his brother’s family, including Lalita and her mother Pooja Kaur.

Left with hardly any money and property, Pooja Kaur and her child started living as a joint family with Prem Singh. Lalita’s mother was unable to bring her up due to poor economic conditions.

Lalita noticed that some elders visiting her home and having lengthy talks with her mother and uncle. She didn’t pay much attention to the visitors but was more interested in attending classes and spending time with her friends. Soon though, her mother told her to stop going to school. They forced her to stay indoors and bought her a few nice clothes and ornaments.



The visitors came more frequently bringing food and drinks with them. After a while, Lalita got up the courage to ask her mother what was happening. That’s when Lalita found out that she was getting married. ‘Married? To whom?’ She soon found out that she was to marry a 40 year old businessmen.

On February 12, 2011, the case of child marriage came to light after CHILDLINE received a call from concerned adult informing that fifteen year old girl was likely to be married to a 40 year old Haryana based businessmen.

CHILDLINE team immediately visited child’s house at Bawana in Delhi and met with the mother of child. The team explained about the gravity of the issue at hand and informed that marriage of a minor girl of 15 year old to a 40 year old, is a violation of Child Marriage Act and would be liable for punishment by law. The team also advised her to complete Lalita’s education against the child marriage.

The team was successful in persuading the child’s mother to hold the marriage of Lalita to 40 year old man. Lalita was brought to the Government aided home for children.

*“I broke my silence when members of the boy’s family visited the house to finalise the proposal of the marriage and that, too, without the consent of the girl. I told my other members of his family to search for a suitable match for Lalita after she is 18 years of age,”* claimed Pooja Kaur.

*“Lalita, whose aim is to become a doctor,”* said her sisters-in-laws had been mounting pressure on her parental uncle for the marriage even though he was a little bit reluctant to it.

*“Since our family was being looked after by Prem Singh,*





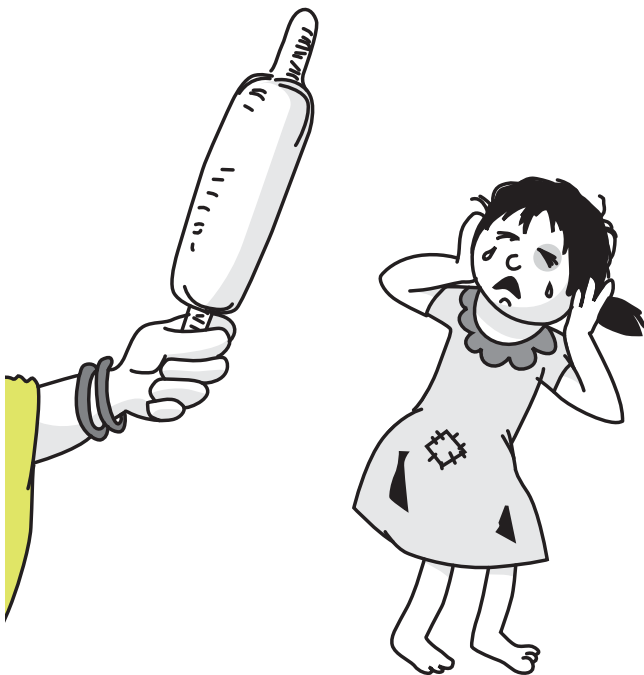
there was no other alternative but to get married,” lamented Lalita.

### Little girl tortured, couple arrested

A ten year old domestic help, who was being subjected to physical and mental torture by her employers, was rescued by the **CHILDLINE Kolkata** with the help of Titagarh police.

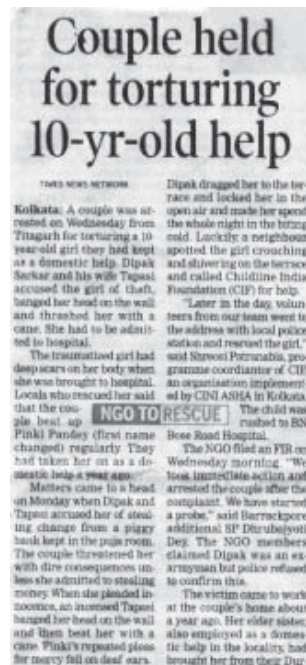
Sherin, a ten year old orphan hailing from Durgapur, was working at the house of Dipak and Tapasi at Titagarh for past one year, may never have bargained for the torment she underwent at the hands of her employers. She was made to do all the housework including cleaning, washing clothes and vessels apart from looking after the baby.

Sherin was not being paid any money but was told by her employers that they were sending money to her parents. The plight of the child came to a head when the employers accused her of stealing change from a piggy bank kept in the puja room.



The couple threatened her with dire consequences, if she did not admitted to stealing money. When the child pleaded innocence, an incensed Tapasi banged her head on the wall and then beat her with a cane. Sherin’s repeated pleas for mercy fell on deaf ears.

Still seething with rage, Dipak dragged her to the terrace and locked her in the open air and made her spend the whole night in the biting cold. Luckily, a neighbour spotted the girl crouching and shivering on the terrace and sensing that the child was being ill-treated, a concerned neighbour called



CHILDLINE Kolkata for help.

CHILDLINE immediately visited the place to verify the authenticity of the complaint. The team found that the girl was indeed beaten up and saw the child bearing signs of torture.

Later in the day, **CHILDLINE team along with local police station visited the house and rescued the girl,**” said Sreoshi Patranabis, Programme Coordinator, CIF.

As Sherin’s injuries were severe, she was taken to BN Bose Road Hospital by CHILDLINE team. The traumatized child had deep scars on her body when she was brought to hospital. “I was punished for every small mistake and the lady of the house often beat me, if i failed to obey her orders,” told Sherin to CHILDLINE team.

The CHILDLINE Kolkata team filed an FIR against the couple under the Juvenile Justice Act and Child Labour (Prohibition and Regulation) Act, 1986 and Indian Penal Code.

“We took immediate action and arrested the couple after the complaint. We have also started a probe,” said Dhrubojyoti Dey, Additional SP, Barrackpore. The girl has been placed in a shelter home run by the State Women and Development Department. CHILDLINE is following up the case.

### Left abandoned: CHILDLINE Lucknow saves newborn baby

**CHILDLINE Lucknow** claims a new born baby, barely two days old lying amid the bushes.

CHILDLINE Lucknow received a call from Police for immediate assistance. They had found a new born baby, barely two days old deserted at Banthara. The baby was lying amid the bushes, without even a shred of cloth on her, when found in the wee hours of morning by a police patrol.

CHILDLINE Lucknow team rushed to the spot and took the infant to Jhalkari Bai Hospital for immediate care. “We were shocked to see that somebody had thrown the newborn at a place where she could have been easily devoured by



stray dogs. Even a vehicle could have run over the baby. Her survival is indeed miraculous," said Varsha Sharma, Coordinator, CHILDLINE Lucknow.



Necessary arrangements were made, support was provided by the CHILDLINE Lucknow team. The baby was not more than two days old and had infection in the navel. After providing first aid and giving medical treatment, the baby was discharged. Meanwhile, the Child Welfare Committee (CWC) studied the case and requested CHILDLINE to shift the child to the Children's home.

### CHILDLINE rescues little Saif from torture and abuse

In another shocking case of domestic help abuse, a eight year old boy was found to be subjected to continuous physical abuse by his employer. CHILDLINE Gurgaon rescued the child and the accused has been arrested.

This case is still under review and CHILDLINE team is following up on the case for compensation to the child.

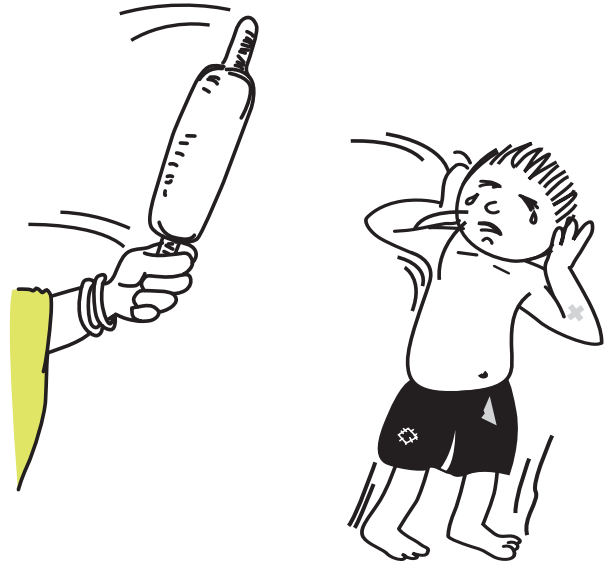
Saif, a eight year old was employed as bonded labourer and was being tortured for two months. The employer had beaten him up on several occasions, and Saif has found himself prey to the physical torture for the past two months by all the household members. Saif's mother worked as a daily labourer and could hardly take proper care of him.

Little Saif was regularly beaten up by his employer and his wife, who even set their dog on him as punishment. Injury marks are evident all over his body.

On January 04, 2011, a concerned adult raised an alarm who then contacted CHILDLINE Gurgaon. The CHILDLINE Gurgaon team along with Police and Labour Department officials rescued Saif from a bungalow in DLF Phase I a day later. The child was rescued from the house of Ishwar Kumar Gupta, a textile trader, living in Gurgaon.

The rescue team found Saif in a dire condition; he had several

injury marks and scars covering his body. His face and hands were swollen due to low temperature of the water in which he was made to wash dishes.



Saif was not just abused physically, but emotionally as well he was very frightened and was crying endlessly. Saif revealed to the CHILDLINE team that the house owner used to beat him regularly, to the extent where the owner would provoke his dog to bite Saif. Other family members would behave similarly, and to set their dog on Saif, if he didn't work. Saif remains in a state of shock after the kind of traumatizing treatment meted out to him.



The necessary support and counseling was provided to the child before the child was produced to Child Welfare Committee (CWC). After conducting a medical examination, the child was admitted to a hospital and being treated for injuries.

CHILDLINE Gurgaon was not satisfied by the action of District Administration and requested National Commission for Protection of Child Rights (NCPCR) for help. A two member committee from the Commission rushed to Gurgaon and met the child, his family and District Administration



officials and instructed to take up the case with sensitivity and ensure protection of the Child. The Deputy Commissioner, Gurgaon who then instructed to file an FIR under Bonded Labour (Abolition) act 1976 and arrest perpetrator.

Though the Police were initially reluctant to file a first information report, a case was later registered under Section 23 (Punishment for Cruelty to Juvenile or Child) and Section 26 (Exploitation of Juvenile or Child employee) of the Juvenile Justice Act, and Section 374 (Unlawful Compulsory Labour) of the Indian Penal Code. Soon after which the accused was arrested by the Police.

### In the nick of time

**CHILDLINE Berhampur** rescues seven girls on their way to Aligarh, Uttar Pradesh.

*The trafficking of teenage boys and girls from tribal-dominated districts of southern Orissa like Kandhamal, Gajapati, and Ganjam districts continues unabated.*

CHILDLINE Berhampur with support from the Police, rescued seven teenage girls from Kotgarh in the Kandhamal district, while they were being trafficked to Aligarh to work at a meat packing industry.

*“We intimated the districts of Kandhamal, Gajapati and Ganjam, and many children were rescued from various places in the city by CHILDLINE”,* said Sudhir Sabat, Director, CHILDLINE Berhampur.

## TIMES OF INDIA

### Seven girls on way to Aligarh held

Hrusikesh Mohanty | TNN

**Berhampur:** Trafficking of teenage boys and girls from tribal-dominated districts of southern Orissa like Kandhamal, Gajapati and Ganjam districts is continuing unabated. The Indian Society for Rural Development (ISRD)-Childline, in association with the police, rescued around 110 teenagers in 2010.

The latest case was reported on Monday when the police rescued seven girls, all teenagers, from Kotgarh in Kandhamal district. The police also detained a person from Andhra Pradesh, who was allegedly involved in the trafficking.

Aged between 13 and 18, the girls hailed from the Marlanga gram panchayat in Kotgarh block. “We rescued them from the Kotgarh bus-stand while they were allegedly being trafficked to Aligarh to work in a meat packing industry,” informed inspector-in-charge (Kotgarh), S K Padhy. D Dayanidhi from Visakhapatnam was held for his alleged involvement in the racket. “We intimated the parents and will hand over the children to them after verification,” the police said. It was not the first time the po-



**We rescued them from the Kotgarh bus-stand while they were allegedly being trafficked to Aligarh to work in a meat-packing industry**  
S K Padhy | IC KOTGARH

lice rescued these teenagers from the clutches of traffickers. Around 110 teenagers, mostly from

Kandhamal, Gajapati and Ganjam districts, were rescued from different places by activists of Childline last year, said director of ISRD-Childline (Berhampur) Sudhir Sabat.

The girls from tribal dominated and backward areas of Ganjam, Kandhamal and Gajapati districts were lured with higher wages. They were promised jobs in states like Andhra Pradesh, Tamil Nadu, Uttar Pradesh, Haryana, New Delhi and Punjab.

At least two girls from Mohana area in Gajapati district, who had run away from their workplace in Mumbai and Goa and rescued by Childline activists, recently narrated their experiences.

Sabat urged the government to set up integrated anti-human trafficking units in each district and establish shelter homes.

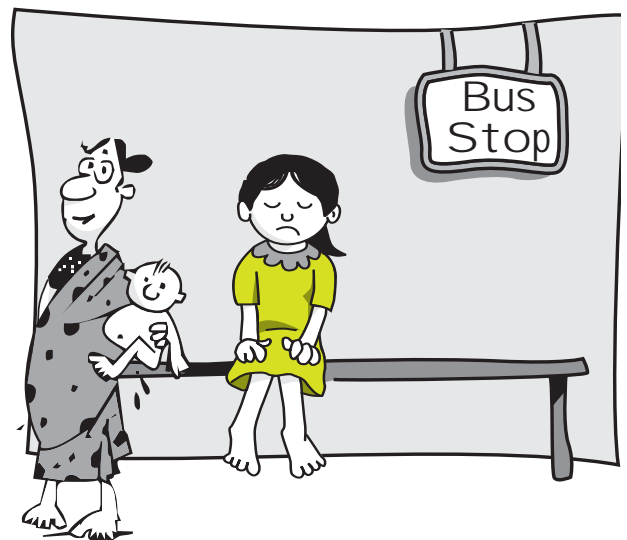
“The victims should be lodged in shelter homes for at least six months to take vocational training for proper rehabilitation,” suggested Sabat.

Since Berhampur railway station is the transit point, he said the government should ask officials concerned to keep a strict vigil in the station area.

The rescued girls aged between 13 and 18, hailed from the Marlanga gram panchayat in Kotgarh block. The children from largely tribal-dominated and backward areas of Ganjam, Kandhamal and Gajapati were lured by the promise of higher wages that they would be given jobs in areas in like Andhra Pradesh, Tamil Nadu, Uttar Pradesh, Haryana, New

Delhi and Punjab, revealed the children to the CHILDLINE team.

*“We rescued the children from the Kotgarh bus stand while they were allegedly being trafficked to Aligarh to work in a meat packing industry,”* said S K Padhy, Inspector-in charge, Kotgarh.



The police arrested the trafficker who was found to be involved in the case and interrogated him. The role of some more persons suspected to be involved in the racket is being probed. The children were sent to temporary shelter home.

### Life of slavery

*Arya, a seventeen year old girl, lived the life of a slave and was abused for nearly five years was then rescued by CHILDLINE Nagpur, and is undergoing rehabilitation.*

A horror tale of a seventeen year-old girl living in slavery and abused continuously for nearly five years by a businessman’s family, finally came to an end when the CHILDLINE Nagpur team came to the rescue.

Arya was virtually pawned with the family of businessman Rajesh Janiani, a resident of Mankapur, around five years ago at the tender age of 12. Her mother Anuradha, a resident of Lashkaribagh works as domestic help in a few households as her husband, a habitual alcoholic, is unemployed.

CHILDLINE received a call from neighbours who informed them about Arya’s situation and how the girl was being beaten up by the Janianis, and was found to be crying on several occasions. Whenever the family left the house, they would leave the girl behind, locked up in a store room with only a stock of rotis and some water.





The CHILDLINE team with the help of Police officials immediately rescued the girl. The team found Arya to be in a state of trauma who refused to even speak. The child had several injury marks on her body, and has currently been receiving counseling treatment from a shelter home.

### Arya's Tale

Anuradha, Arya's mother was in desperate need of money in order to pay for the treatment of her elder daughter Priya who was later diagnosed with

brain tumour.

Anuradha approached the Janianis through a neighbour Manjula who used to work as domestic help with them. The Janianis allegedly extended a loan of Rs 7000 to Anuradha. In return, they asked Anuradha to allow her children to work for the family for a time period. Anuradha agreed, considering it was the summer vacation and sent her daughter and son to work with Janianis, who run a grocery store in Sadar.

Initially, the girl was first sent to Agra for six months to look after a handicapped relative of the Janianis, during which time the relative passed away. She was then brought back to the city, and subsequently the mother of child was not allowed to meet her daughter.

The Janianis were said to have kept the girl at their home while her brother was employed at their shop. Both suffered frequent beatings at the slightest pretext. The girl has revealed to the CHILDLINE team that she was given just four rotis with pickles every two days for meals, and a cup of tea with one biscuit in the morning.

Moreover, the child was paid nothing for the work she did. She continued with the arrangement even after the loan amount was settled because she thought the girl was being taken care of and was even getting an opportunity at an education.

After a long time, when Anuradha was not allowed to see her daughter, she began to become apprehensive. CHILDLINE was contacted by Anuradha asking for help. The team members immediately swung in to action and visited the house to confirm the information. They also saw the girl being beaten up by the Janianis and crying.

Arya was rescued by CHILDLINE team along with the Police. She is now undergoing rehabilitation in the Government Shelter Home. CHILDLINE helped to bring some sort of comfort and relief to Arya's life, and has not left it in the hands of the Police, who are still continuing the case.

### Children's Power: Child Rights Club members stop child marriage

*The members of Child Rights Club formed by CHILDLINE Davangere in a Government school in Chigateri village in Davangere district have prevented their fellow student from marrying at an adolescent age.*

The Child Rights Club Members protest was not against any lack of infrastructure in the school, but designed to prevent the marriage of one of their schoolmates, Anjana a student of Class VI.

On February 27, 2011, the parents Anjana were all set to marry off their 12 year old daughter to her uncle, Suresh of Byalal village in Hagaribommanahalli taluk.

Anjana's classmates, who came to know about the proposal, brought it to the notice of the teachers, who refused to intervene, saying that it was a private matter. However, the students boycotted classes and marched in the streets of the village.

The members protested in front of Police station demanding Police action to stop their friend being forced into a marriage but her schoolmates timely intervention saved Anjana from being pushed into marital life in childhood.

*"We are aware of our rights and responsibilities and bound to eradicate all social evils and violations of child rights. We know a child marriage is bad both for girls as well as boys. In many cases, marriage also put an end to education of girls,"* says member of child rights club in Davangere.

The girl's maternal and paternal grandfathers had died almost at the same time last year. The residents of the village believe that auspicious ceremonies like marriages should be held within a year of the death of elders in the family, and such superstition persuaded Anjana's family to arrange for her marriage.

The arrangements for the marriage were apace, when Anjana informed her classmates of her family's plans. Shocked, her schoolmates decided to act. They set out in a procession to Anjana's house to demand that the marriage plan be dropped. They told Anjana's parents that child marriage was against the law.



**In a bid to stop child marriage:** Child Rights Club members ensured their classmate Anjana doesn't lose her childhood

The children had a meeting with Veeranna S Jatti, the Block Education Officer and R Siddeshappa, the Child Development Project Officer and Yashwanath Kumar, the Sub-Inspector who enquired about the reason for their agitation. They also pressurised the parents and appealed to the officers to help them in their bid to stop the marriage.

Finally the children convinced them about the ill effects of child marriage and impressed that education is more important than marriage.

On learning about the marriage of the under-aged girl next day, Yashwanath Kumar, the Sub-Inspector, along with the children, went to the girl's house and told her parents about the legal consequences of performing the marriage of their daughter.



The elders of the village too had joined the police in convincing the parents and finally stopped the child marriage plan. The parents have postponed the marriage of the child.

The policemen accompanied the students to Anjana's home and persuaded her parents to cancel the marriage, letting them know that marriage of minors was a punishable offence. The implications of violation of the law and the pressure of the youngsters forced Anjana's parents to relent.

Later, the officers of the Education Department visited the school and congratulated Anjana and her fellow students on their determination that successfully stopped a child marriage. They asked the students to be vigilant, continue to support Anjana, and prevent the occurrence of any such incidents that could affect short the education of girls.

*"The Child Rights Club was formed by CHILDLINE in the school on December 29, 2010 and has succeeded in stopping several child marriages but there are still such cases due to inactiveness of authorities,"* said Team member, CHILDLINE Davangere. The enthusiasm and courage of the children of Child Rights Club in Chigateri village in Davangere is an inspiration.

### North and East Coordinate to rescue 11 bonded labourers from Shimla

*CHILDLINE Shimla with the help of Himachal Pradesh Police and CHILDLINE Rourkela succeeded in rescuing 11 bonded labourers at Pani village in Shimla district.*

Indira, Jawara, Bicha, Susil, Budhwa, Fagu, Eto, Karma, Bhupen, Ledhu and Jose resided in Nuagaon block of tribal-dominated Sundargarh district in Orissa. They belong to a lower socio-economic background and their family was completely dependent on their earning. Their economic stature compelled them to travel to Northern India for tunnel work to earn for their livelihood.

The plight of those innocent tribal children started when an agent Bimal Oram and Kalsu Sahu, a contractor from their town tempted them with handsome daily wage of Rs 200 with food and shelter in Rajasthan. But, instead of deploying them in Rajasthan, they were allegedly sold to a company Raju Ranga Pvt Ltd at Rampur, Shimla, where the company owner engaged them in a tunnel work as bonded labourers allegedly torturing physically and mentally.

The employer didn't provide any facilities or support to them. When two of the children, Fagu and Eto who couldn't work under those harsh conditions and managed to flee. They reached their respective native places and narrated their ordeal to their parents and others and also revealed the place of bondage. They sought the help of CHILDLINE Rourkela.

CHILDLINE Director advised them to lodge an FIR with the Bisra Police Station but got disheartened as the police allegedly refused to accept with a plea that it was a labour-related problem. The CHILDLINE team and the aggrieved parents knocked the door of the Deputy Labour Commissioner (DLO) but to no avail.

The Centre Coordinator, CHILDLINE Rourkela contacted the CHILDLINE, Shimla following which Shimla team and the local police led by Rampur ASP S Arul Kumar (IPS) rescued the 11 bonded labourers children under the Bonded Labour System (**Abolition**) Act, 1976. Subsequently, they were handed over to the Resident Commissioner, Government of Odisha, New Delhi and were back to their native places.





The SK Bhargav, Principal Resident Commissioner deputed his staff to accompany the children from Delhi along with CHILDLINE team members. He also urged the Sundargarh Collector to make necessary steps to receive the children at Jharsuguda railway station. Accordingly, DLO UC Jena and a CHILDLINE team member received the rescued children and handed over the children to their parents.

### “Child Marriage - a human rights violation”

*The Delhi High Court has said that child marriage violates human rights and restrained Chandini, a minor girl and her forty year old husband from consummating the marriage till she attains the age of majority.*

Chandini, a seventeen year old girl was sold, trafficked and forced to marry a 40 year old widower Yashpal by her father. The incidence of the marriage of Chandini was first brought to the notice of the CHILDLINE Delhi and members of Human Rights Law Network in March 2010.

After exhausting all possible remedies to get the offenders booked for the offence of Child Marriage, CHILDLINE Delhi and HRLN filed a petition in Delhi High Court pleading it to declare the marriage illegal and also lodged a formal complaint against the Father and the Husband of the Girl for offences under Prohibition of Child Marriage Act. The father and the husband were also arrested by the Police. The Court then conducted in camera hearing of the case and also heard the child Chandini in person.

“Child marriage violates human rights, compromising the development of girls & resulting in early pregnancy & social isolation, after CHILDLINE Delhi and Human Rights Law Network (HRLN) filed a case in Delhi High Court against the offenders,” said Delhi court.

In a historic judgment on the issue of Child Marriage, Division bench comprising of Mr. Justice A. K. Sikri and Mr. Justice Ajit Bharihoke held that *“Child marriage is a violation of human rights, compromising the development of girls and often resulting in early pregnancy and social isolation, with little education and poor vocational training reinforcing the gendered nature of poverty”*.

The Court also observed that *“Young married girls are a unique, though often invisible, group. Required to perform heavy amounts of domestic work, under pressure to demonstrate fertility, and responsible for raising children while still children themselves, married girls and child mothers face constrained decision making and reduced life choices. Boys are also affected by child marriage but the issue impacts girls in far larger numbers and with more intensity.”*

Deviating from earlier decisions of the court when the minor brides were allowed to reside with their husbands, a bench headed by Justice A K Sikri said that the 17 year old bride would be staying with her parents and not with her spouse.

The Court, while underlining the medical and psychological effects over the girl child, further observed that *“Where a girl lives with a man and takes on the role of caregiver for him, the assumption is often that she has become an adult woman, even if she has not yet reached the age of 18.”*



As the issue, whether such marriages are void or not is under consideration before a larger bench, however, differing from earlier orders, where the young wives were allowed to live with her husband. While discussing the evil of Child Marriage went into the sociological reasons for the prevalence.

The court, however refused to declare the marriage void as the matter pertaining to the legality of marriage involving minors are being adjudicated by a larger bench but restrained the husband to consummate the marriage.

The Court directed that the Chandini will live with her parents till she attains the age of 18 years and also took the undertaking of the parents of the girl, her husband and also of the mother of the husband that the marriage will not be consummated till Chandini attains the age of 18.

On attaining the age of 18, the girl Chandini can exercise the right to get her marriage annulled, as provided under Prohibition of Child Marriage Act. The Court made it clear that *“it is the option of Chandini to accept this marriage or not. In case she does not accept this marriage, it shall be treated as null and void.”*



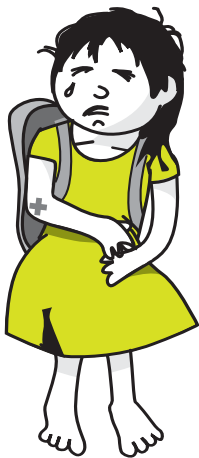
## Violating child rights

Two out of three school going children in India are physically abused according to the national report on Child Abuse by the Ministry of Women and Child Development (MWCD) in 2007. This crime is not just localised, but rampant in every nook and corner in the country.

**CHILDLINE Bangalore** received a call from a concerned adult who informed that he had found a young girl near Bannerghatta Road in her school uniform. CHILDLINE team visited the spot and found Maitri, a ten year old girl aimlessly roaming the streets near Bannerghatta in Bangalore, suspected to be a victim of corporal punishment.

Maitri, a Class V student of Government Primary School in Bannerghatta was accused of stealing a hundred rupee note from the teacher's purse.

The incident left the child covering fearful, and she could not muster enough courage to tell her parents about the experience. Instead, every morning Maitri would leave her home as usual and pretend that everything was normal and that she was attending school. She also made it a point to return home around the same time she would usually return from school.



Maitri was taken to the CHILDLINE office and was counseled by the CHILDLINE team member. During the counseling, the child informed that she had not been attending school for several days, after her teacher had beaten her up severely.

*"I am scared to go back to the school, terrified of having to face my teacher,"* said little Maitri. She also told the team that she did not steal the money and scared to go back to the school.

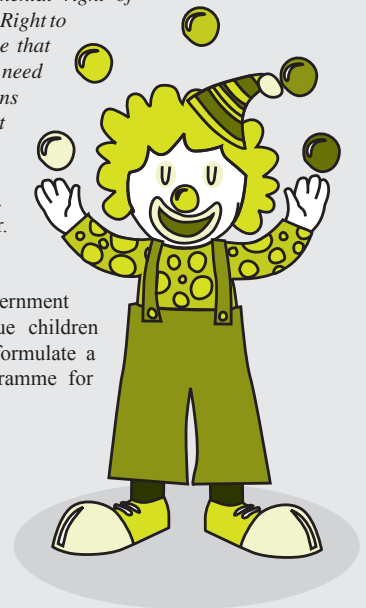
CHILDLINE provided necessary support and care to Maitri. After a short interaction with the child, the CHILDLINE team could identify the address of the child. CHILDLINE team visited Maitri's home and after being informed by CHILDLINE, Maitri's grandmother, Maluamma visited the CHILDLINE office and took the child home. Maluamma expressed shock and anguish over the incident. The team also counseled child's parents on the issue.

## Supreme Court bans child labour in circus

The Supreme Court in a landmark judgment that banned the employment of children below 14 years of age in circuses across India directed the Government of India to frame proper policies for rehabilitation of the children rescued.

*"To implement the fundamental right of children under Article 21A [Right to Education], it is imperative that the Central Government need to issue suitable notifications prohibiting the employment of children in circuses within two months,"* said the Bench of Justices Mr. Dalveer Bhandari and Mr. A.K. Patnaik.

The court also directed Government to conduct raids to rescue children working in circuses and formulate a proper rehabilitation programme for them.



# Happy Birthday



CHILDLINE Kolkata, Chennai, Bhopal, Jaipur, Varanasi, Goa, Thiruvananthapuram, Cuttack, Puri, Bhubaneswar, Kochi, Guwahati, Lucknow, Vishakhapatnam, Baroda, Alwar, Pune, Kozhikode, Madurai, Kalyan, Udaipur, Paschim Medinipur, Sholapur, New Jal Paiguri, Purba Medinipur, Agartala, South 24 Parganas, Nadia, Amravati, Andaman, Nagapattinam, Cuddalore, Kanyakumari, Kanchipuram, Chandaulil, Jammu, Shimla, Gurgaon, Sitamarhi, Behrampur, Kanpur, Meerut, Eluru, Salem, Kishanganj, Kasaragod, Kannur, Palakkad, Gulbarga, Ghaziabad, Agra.

Names of all childrens have been changed to protect them



## JUSTICE AT LAST!

### The Anchorage pedophile case: Supreme Court upholds CHILDLINE's case

*The Anchorage case demonstrates how a single call to CHILDLINE 1098 can lead to advocacy and intervention that moves the field of child rights several steps further; how every call at CHILDLINE is a child demanding justice and accountability from the state, civil society and individual citizens.*

It was one phone call on 1098, ten years ago. A call that informed CHILDLINE about abuse of children in the Anchorage shelter for street children run by Duncan Grant and Allan Waters, two Retired British Navy Officers in Mumbai.

Duncan Grant set up the Anchorage Shelter Home in Colaba in 1995 that Waters visited frequently. Grant lived with a group of 25-30 children (mainly those working on the streets) and over time he set up two shelters in the Murud and Badhwar Park. Foreign tourists visited the homes regularly and boys would be sent off with them as city guides. Grant, Waters and their international network of friends gave expensive gifts to the boys.

In the Anchorage Shelter Home in Mumbai, two Britons Allan Waters and Duncan Grant has sexually abused children for years. A victim whose testimony was crucial to the case revealed that from the age of 14-15, he was made to perform oral sex on the two of them. Another victim too deposed: *"Allan used to take my penis in his mouth, on about 30 or 40 different occasions. I was made to do the same on Duncan many a time as well. The first time this happened, I felt very bad."*

CHILDLINE had filed the police complaint in 2001, along with the street children about the kinds of atrocities going on in the Anchorage shelter home. As CHILDLINE probed deeper, we unpacked stories of sordid violations from volunteers and the children. This set us off on a tough and long journey of investigation and legal recourse, culminating in a landmark judgement against child sex abuse.

It was the first case of a foreign national being extradited to stand trial in India; first in India's with extradition history. Since a British national has been extradited from New York pursuant to a red corner alert issued by India Government, we were aware of the uniqueness and importance of pursuing the case. CHILDLINE, therefore, had to push specially to appoint a Special Public Prosecutor or an experienced Additional Public Prosecutor to take on the challenges of this case and respond sharply to the defense.

In March 2006, a Mumbai sessions court had sentenced

Grant and Waters, both former officers of British Navy, to six years in prison on the charge of sodomy and sexually abusing five minor boys in Anchorage Shelter Home they ran in Colaba since 1995. They challenged the conviction in the Bombay High Court, which acquitted them in 2008.

The High Court had refused to consider the testimony of the two boys, which was the basis for the session court's judgment, as reliable because there were inconsistencies in their statements. On March 21, the Supreme Court upheld the session court's sentencing. Grant has spent three years and two months and Waters, five years in prison.

#### Landmark Judgement

It took CHILDLINE and its linked partners ten years of struggle and on March 18, 2011, the Supreme Court Bench of Justices P Sathasivam and Dr Balbir Singh Chauhan upheld the appeal by CHILDLINE India Foundation and the Maharashtra Government against the Mumbai High Court Judgement (Cr Appeal no 476).

In a thumping landmark order, P Sathasivam and BS Chauhan said, *"Children are the greatest gift to humanity. The sexual abuse of children is one of the most heinous crimes."*

#### Jubilant after 10 year struggle for Justice

In October 2001, CHILDLINE Mumbai received a call from a volunteer of the Anchorage shelter home in Colaba, Mumbai, marking CHILDLINE's association with Anchorage case.

*'For CHILDLINE, the landmark judgement marked the closure of a ten year period of struggle as we collaborated and wrestled in unpredictable turns with the law enforcement agencies of Mumbai to deliver justice to the children of Anchorage shelter home.*

Writing the judgment, Justice Sathasivam pointed out that evidence clearly showed that the children were sexually abused children at shelter homes. Considering how the children at Colaba, Cuffe Parade in Mumbai and at Murud in Raigad district were sexually exploited, it could not be claimed that the ingredients of Section 377 (unnatural sex) of the Indian Penal Code were not proved.





The Directive Principles of State Policy embodied in the Indian Constitution provide a policy of “protection of children” with a self-imposing direction towards securing the health and strength of workers, particularly, to see that children of tender age are not abused, nor they are forced by economic necessity to enter into avocations unsuited to their strength. The Bench held that the High Court was not justified in acquitting all the accused by interfering with the trial court order.

For the CHILDLINE national partnership, the landmark judgement goes beyond justice delivered to five children. It comes at a time of increasing sex tourism and paedophilia in India, as the country consolidates its links into the global organized business of child sex tourism.

The conviction of two British nationals, Duncan Grant and Allan Waters, for sexually abusing minor boys has underlined the need for a stringent law against sexual exploitation of children. The Indian legal system does not recognise a crime called child sexual abuse. Duncan and Allan both received a rigorous imprisonment of six years, but rather than child sexual abuse, they were charged with was ‘unnatural voluntary sex’-Section 377 of the Indian Penal Code.

The Anchorage case has also been a springboard for CHILDLINE to think critically and act substantively towards enforcing child protection norms and standards in all shelter homes for children across India. It also gives an affirmative nod to CHILDLINEs constant endeavours against paedophilia, sex tourism and issues of neglect and abuse that are never highlighted. Above all it reaffirms CHILDLINEs belief that sustained campaigns will have a positive impact on society.

The British paedophiles had been convicted by the Sessions Court in Mumbai and had appealed in the Mumbai High Court. In the Supreme Court (case 1a, Supplementary list, Court 10) Fali Nariman appeared for CHILDLINE India at the admission stage and the case was argued by Advocate KV Vishwanathan. The Maharashtra Government, which had also appealed to the High Court judgment was represented by Advocate Arun Padnekar. The Supreme Court rejected arguments of Duncan and Walter’s Counsel, Naphde and sentenced them to finish their time in jail.

The Supreme Court restored the conviction and sentence of six-year rigorous imprisonment imposed on two British nationals who were acquitted by the Bombay High Court in the paedophilia case. The Bench directed Allan and Duncan to serve the remaining period of sentence. Waters was in jail for about five years and Grant had served three years and two months. It also confirmed the conviction and sentence of

three-year jail awarded by the trial court to another accused, William D’ Souza, who had already served the term.

The struggle by CHILDLINE India to secure justice for the children abused in the Anchorage case comes to an end. The Supreme Court judgement is a real watershed moment in child sexual abuse convictions in India as laws are extremely opaque and there is a culture of silence. The Judgement would go towards ensuring that people do not take advantage of India’s laxity of laws and the convictions highlighted the need of special legislation for child sexual offences in the country.

CHILDLINE India Foundation would like to acknowledge the strength, courage and perseverance of Ms Maharukh Adenwala Child Rights Activist & Human Rights Lawyer was appointed as Amicus Curiae in the case and Fali Nariman & Arun Padnekar for taking the case to resounding, progressive judgement against paedophilia in India.

## JUSTICE DELIVERED



*Children are the greatest gift to humanity. Sexual abuse of children is one of the most heinous crimes. It is an appalling violation of their trust, an ugly breach of our commitment to protect the innocent.*

**Justice P Sathasivam and Justice B S Chauhan, Supreme Court bench.**

*It was too little, too late. We are certainly happy that the guilty have been punished. But the children are no more children now. They have lost precious years of their childhood.*

**Ms. Kajol Menon, Executive Director, CIF.**

*While it’s been a long, hard journey, we’re extremely happy with the landmark judgment. It sends out a message that you can’t come to India and abuse kids. The timing of the judgment is significant as the Cabinet has passed the Sexual Offences against Children Bill.*

**Ms. Nicole Menezes, Deputy Director, CIF.**

We are very happy that the Supreme Court (SC) recognised that a child’s statement that he was sexually abused is enough and does not require corroboration.

**Mr. Nishit Kumar, Head, Communication & Strategic Initiatives, CIF.**

*I am very happy that Supreme Court took this stand against Duncan Grant and Allan Waters, More than anything else, it is vindication of the children who had courageously spoken out against the abuse and the perpetrators and it sends out a signal loud and clear to all paedophiles that there will be zero tolerance if anything like this happens in India.*

**Ms. Maharukh Adenwala, Amicus Curiae (friend of the court) to CIF.**



## CHILDLINE 1098 and Telecom Connectivity

**C**HILDLINE 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.\*

### RECAP

In the first part of this feature on **CHILDLINE 1098 and Telecom**, we looked at the following:

- The changing scenario of India's telecom sector: from wireline phones (phones connected to telephone exchanges by a cable) to wireless (mobile telephony).
- The phenomenal growth of India's telecom sector to the fastest growing telecom market in the world. With the private telecom sector outpacing the public sector in accounting for the growth.
- Milestones in the telecom sector.
- Decline of PCOs
- National Numbering Plan 2003.
- Interconnection charges between telecom service providers.
- The journey of a 1098 call from a landline and mobile phone.
- Issue of connectivity from mobile service providers.

NOTE: For those of you who missed the first part, you can read it online at <http://childlineindia.org.in/pdf/Hello-Childline-Jan-2011.pdf>

In this part, we take a look at:

- A. Factors affecting CHILDLINE approach on 1098 call management.
- B. CHILDLINE India strategies for 1098 call management.
- C. CHILDLINE Contact Centre in Mumbai.
- D. 150 Tele-check method of testing local connectivity.
- E. PCO Mapping.

### A. 1098 Call Management: factors affecting approach:

*CIF's approach to telecom connectivity for 1098 has been dynamic & it has taken into account continuously changing circumstances in the telecom market as well as other social indicators. Some critical factors that directly impacted the approach to Connectivity are:*

**I. CHILDLINE under ICPS:** CHILDLINE service has been mandated under the XIth Plan to be extended to the entire country- all of the 640 plus districts. However, ICPS only became operational by end of 2nd year of the plan period. Hence by end of the XIth Plan period in March 2012, we expect to be in as close to 307 locations as possible.

\*This is the second and concluding part of the feature, "CHILDLINE 1098 and Telecom Connectivity" which was published in Hello Childline issue number 59 dated September 2010 (pages 10-13).

By 2015-16 i.e., by the middle of the XIIth Plan period CHILDLINE should be close to full national coverage in India. This would mean that we would have close to 2700 CHILDLINE Partners across India.

**II. Number of calls:** By 2015-16, CHILDLINE is expect to be receiving and servicing 8 million calls per year.

**III. Changing telecom sector:** The country's telecom scenario has changed radically. In the late 90s when CHILDLINE launched the service, the country was in the midst of a boom in PCO/STD/ISD booths. BSNL; and MTNL, the Public sector telecom service providers were seeing robust growths in number of subscribers and revenues. With telecom sector being freed of license controls and opening up of sector to private sector service providers, the country has seen a huge shift.

India has become the world's fastest growing telecom market. PCOs are declining at the rate of around 8% pa. PCOs were the mainstay of CHILDLINE at one time. With private sector taking over the telecom market public sector PCOs simply do not have users. Both MTNL and BSNL are reporting return of PCO subscriptions on a daily basis. The Private sector is also pushing mobile technology and this is changing the way consumers use telecom.

The numbers of landline based subscriptions are falling. For once rural India is keeping pace with the trends in urban India. In 2009-10, nearly 22% of all intervention cases came from mobile phones as against less than 5.5% from PCO lines. It is clear that as we go forwards calls to 1098 will come primarily from mobile phones.

**IV. Connectivity:** The country is now divided into 23 telecom circles including 4 metro circles. Many of these telecom circles straddle 2 or more states. Each telecom circle has a slew of dominant service providers. 1098 is only openable by BSNL/MTNL for connectivity and end termination; connectivity from private sector providers is dependent on a number of factors.

1098 was under the category II in the National Numbering Plan (NNP) until April 10. This made connectivity from private telecom service providers only on request. And then we had to request them to transfer incoming calls to BSNL/MTNL for termination on our long codes (8 digit numbers)



at CHILDLINE centres in cities. This required them to pay interconnect charges, carrying charges and termination charges to BSNL/MTNL.

In April 2011, following years of advocacy both directly and via the Ministry for Women and Child Development, DOT approved and amended the NNP 1098 shift to category 1 & it now becomes mandatory for all service providers to connect to 1098. So far 1098 was categorized in NNP for local area service.

Now with the new categorization by DOT as “unrestricted access” it will be possible for incoming 1098 calls from across telecom circles to be terminated at designated numbers at **CHILDLINE Contact Centres (CCC)**. This will also allow private telecom service providers to terminate on one number across telecom circles. However, DOT amendment has also changed the status of 1098 from unmetered (where neither caller nor CHILDLINE was billed for calls) to toll free (free for caller but chargeable to the called party). This implies that hence forth 1098 calls will remain free to caller but CHILDLINE will have to pay for receiving these calls.

**V. Voice Management:** Over the last 15 years, the huge growth in telephony and internet services has resulted in global recognition of the need to manage the “Voice Domain.” The Voice Domain is all voice interactions with clients of the organizations in the case of insurance firms, financial service firms- the complete loop from sales to post sale service is now delivered via voice & the voice technology acts as a marketing/ distribution/ servicing media; for product marketers, utilities, and other services providers. The voice services are critical to servicing customers for a wide range of services.

In order to manage this critical voice domain, an entire new IT based sector has developed globally particularly in countries that offer considerable labour arbitrage. India has the world’s largest voice management outsourcing business (BPOs- Business Process Outsourcing).

The voice domain management now covers a variety of processes that are enabled due to the convergence of telecom and IT technologies which is what a BPO Call centre represents. This allows for ensuring call management, voice service standards management, single point response of clients querying through multiple media such as phones, email, interactive websites etc and Customer Relationship Management (CRM) with dedicated software. In addition 100% call recording and access allow for invaluable information to be filtered.

The Helplines that receive thousands of calls can now also

avail these technologies and ensure far better /efficient management of calls and voice responses. The world over Helplines (911 and others) are using BPO call centre based technologies to deliver more efficient service that can be managed on a real-time basis.

**VI. Changing profile of caller:** The biggest change for CHILDLINE in the years ahead will be that increasingly calls to 1098 will come from middle class as against from the absolutely marginalized. The very definition of middle class is changing.

- India has the world’s largest middle class population and it is growing fast.
- Rural middle class: new phenomenon.
- Bottom of pyramid population is shrinking: According to the criterion used by the Planning Commission 27.5% of the population was living below the poverty line in 2004–2005, down from 51.3% in 1977–1978, and 36% in 1993-1994

The above trend will accelerate with the economy growing in excess of 8% pa,. The middle class will call CHILDLINE for newer kinds of issues, for e.g. education stress, sexual abuse, corporal punishment and so on. Tele-counselling will be a demand and already witnessing trends in that area. Internet usage is a trend related to telecom.

With telecom policy now allowing all service providers to provide all kinds of services, and the launch of 2G and 3G services on mobile platforms, service providers are now pushing internet access thru wireless technology.

This has pushed up the sales of mobile telephones that can access internet and also caused a steep growth in internet usage. Coupled with the sustained boom in IT sector, and adoption of computers in most mainline sectors- banking, railways, Income Tax, Excise collections and so on, Internet access is fast becoming the norm for middle class homes.

CIF’s [dial1098@childlineindia.org.in](mailto:dial1098@childlineindia.org.in) email id featured on CHILDLINE website now receives 2-3 cases every day as against almost none 2 years ago.

Given these factors, CIF has been working on a comprehensive strategy for 1098 call management. At the National Directors meet in 2004-05, these issues were discussed and a Task Force was set up to make a recommendation.

The Task Force made its recommendations during the National Directors meet in 2005-06, included recommendation of exploring the shifting of call management to centralized operations using typical Call Centre technology. Subsequently





we set up, on a pilot basis, the CHILDLINE Contact Centre (CCC), at Mumbai. This was scaled up in close coordination with CHILDLINE Partners in Mumbai and other cities. Since 1098 calls had to be terminated locally, as per existing norms in NNP, we installed EPBAX machines at the CHILDLINE Collab partner office in cities of west and north zone.

When a 1098 call landed on the EPBAX, the system dialed an outbound number belonging to our CCC at Mumbai and connected the inbound and outbound call in a conference call, thus allowing us to service the call out of CCC. The outbound call to CCC was charged as a (STD) call.

The operation of CCC was significant and CIF then decided to lobby the DOT to achieve a change in 1098 status in the NNP. In April 2011, the DOT finally changed the status of 1098 to Category 1 (compulsory for all telecom service providers to connect), with unrestricted access (call can be transferred to CCC anywhere in country from any originating location).

Since the status changed to unrestricted access, DOT also changed the unmetered status of 1098 to toll free (free for caller but called party pays). This meant going back to MWCD and seeking budgetary support for paying incoming call costs.

CIF also approached BSNL for negotiating rates for incoming calls. And after extensive discussions with them we arrived at rates that ensure effective service. Under the new terms that will roll out shortly, 1098 will be serviced out of BSNL's IN system (Intelligent Network).

All private sector telecom service providers will get a fixed rate per minute for 1098 calls which they hand over to BSNL for termination at CCC locations. Once this new regime rolls out we should more or less see the end of all our connectivity issues.

### **B. 1098 Call Management Strategy:**

The National Directors Meet in 2009 gave a unanimous vote of confidence in going forwards with the CCC model. However, it still needed an amendment on NNP to be able to move all of India's CHILDLINE calls to the CCC model. It has taken us nearly a year to get the amendment in NNP. Until that regime is implemented connectivity to CCC from cities has to be via the EPABX model- one that is a temporary solution at best.

The CCC model itself has required us to study various options and finalise the one that will best suit CHILDLINE operations. The Governing Board (GB) agreed that the CHILDLINE model cannot follow typical BPO model and

outsource the entire task of listening to 1098 calls to an external organization.

Going forward, it became clear that the domain of Voice response for incoming 1098 calls would have to be taken on by CIF directly in the form of CCC. Interventions would continue to be with CHILDLINE Partners in cities. This meant working on protocols and processes for effective co-ordination between CHILDLINE Cities and CCC.

CHILDLINE also sought the help of professionals from BPO sector/IT sector to help us develop a model of CCC that can best meet our objectives. Based on their recommendations, it became clear that:

- CCC would use the contemporary technology used in BPO industry including Switches that can route calls to specific agents, call recording, tracking call response performance of each agent, quality assurance of voice response with standardized scripts, and real-time data management with customized CRM software.
- CCC would need to be a regional hub- one CCC in each region to cater to all languages of that region.
- CCC would need to have centralized management of call recording and data management.
- CCC would need to be staffed by CIF staff in each regional hub.
- CCC would have to also employ qualified and trained Counsellors to provide tele-counselling services as we go forwards.
- The infrastructure in each regional hub would need to be outsourced to a BPO organization.
- Hence the model that evolved was one of outsourcing infrastructure and not staffing.

Following vigorous efforts the NNP was amended by DOT in April 2011 and we expect that the new regime will roll out shortly.

### **C. CHILDLINE Contact Centre, Mumbai:**

CCC operations in Mumbai are located at the Tata Consulting Services (TCS) Well spring facility in the Godrej Complex at Vikhroli. 10 "seats" are outsourced from TCS along with all technology to support the operation- switch, LAN, servers, call recording, and a variety of support services. The CCC is a 24 x7 operation and works 5 shifts every day.

A team of about 29 persons including an Operations Manager (Denis Rodrigues), an Coordinator Quality Assurance (Voice), CHILDLINE Contact Supervisors (CCS) and CHILDLINE Contact Officers (CCOs).



The Training comprising Technology training, Voice training and CHILDLINE training, is provided on a regular basis. The CCC at Mumbai is connected to 27 cities of North and west region (one city of east- Ranchi is also connected). The newest city to be connected is Jammu.

The CCC handles the entire call load of Mumbai, Delhi and Pune- the highest number of calls in the country. At present the CCC handles 55000 calls per month.

The CCC can technically receive 30 calls simultaneously and can respond to 10 calls and number of seats are limited. The CCC at Mumbai handles calls in Hindi, Marathi, Gujarati and Konkani. A contemporary Customer Management Software has been installed and has just become fully functional.

**D. 150 Tele-Check:**

The '150 Telephone Connectivity Check' is a test (Process-Protocol) used to check whether PCO's from a particular city connected to 1098. It also used to check the basis of this connectivity; meaning is it necessary to insert a coin? does the caller get the coin back? is there only one way connectivity? and many such connectivity characteristics.

As a CHILDLINE PP (Process – Protocol) it is quite similar to the Telephone Mapping exercise and the telephone checking done during outreach. The unique feature of this PP is that its operational foot print is very small, but at the same time the accuracy level is high - above 75%. It takes only 36 - 50 man hours spread over a maximum of 2 working days to complete.

There are two ways to conduct this test.

- a. By using the cities / collab's telephone's sub exchange map.
- b. By using the cities / collab's geographic road map.

If we have access to the cities telephone sub-exchange map then we will determine the number of PCO's to be checked through the following process

**100**

**No. Of Sub Exchanges**

Within each sub exchange area, PCO's are identified taking view of the following a) Density of the population, b) Common access points, c) Strategic Points.

If not, the cities geographic road map determine the city centre using this as a mid point we will have to draw concentric circles at an approximate distance of 5km from each. Within the vicinity of the circumference of each of these circles we will have to identify the following a) Densely Populated Areas b) Common Access Points C) Other Strategic Points

(eg. Adda for street children). Not more than 20 places should be taken. To determine the number of PCO's to be tested at each of these places identified we need to do the following:

**75**

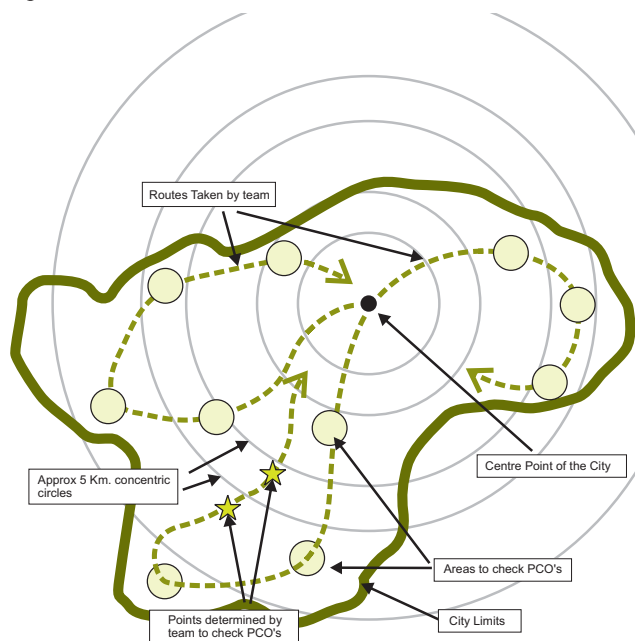
**No of places identified**

A remaining of 25 PCO tests will have to be done on PCO's specifically identified by the team based on strategic reasons to ensure the geographic coverage of the city.

The Team members will be divided into groups of 2 and will have to start the testing process from the identified city centre and move towards the peripheral of the city, in an approx north south east west direction.

In addition depending on the size of the city we recommend an additional 50 PCO's to be checked, which can be determined by the team. This test has been developed as part of the PP for integration of cities into the CCC.

It helps us understand the tele connectivity status of the city prior to the connectivity to the CCC as well as after the calls is being forwarded to the CCC. It helps us understand if the connectivity status has been affected in any ways cause of the connectivity to the CCC. However this test can be used to assess tele connectivity status as, when and wherever required.



A Connectivity Officer attached with CIF HO in Mumbai visits each city and coordinates the completion of 150 Tele-checks.



**E. PCO Mapping:**

In times of declining PCOs it is critical for each city to map out existing PCOs, determine if these are functioning and located in relevant areas for children to access. It is critical to undertake PCO tests each week in each telephone exchange area to determine if phone lines in the area are working.

Once all PCOs in a city are mapped it is important to undertake Outreach activity around these PCOs to ensure that children know and test the 1098 service. It is advisable to adopt a target of receiving a certain number of calls from each PCO. It may become necessary to undertake some PCO advocacy during CAB meets to urge local telephone authorities to install PCOs in areas where there are none and there is a pressing need.

Many cities have local PCO associations and many private telecom service providers network with these associations. By approaching these associations local CHILDLINES can get PCOs to put up a CHILDLINE poster at the PCO.

**Conclusion:**

Telecom connectivity and Voice Management for 1098 calls are critically linked. At CHILDLINE we are constantly reviewing these to develop the optimal strategy for servicing 1098 calls. It is what differentiates 1098 from any other service in India.



**CHILDLINE RINGING !**  
1098

CHILDLINE family is growing fast. CHILDLINE has nationally responded to over 2 million calls till date and now in 167 cities. Here is a region wise list of new CHILDLINES started ringing.

**North Region:** Lakhimpur, Jalandhar, Bahraich, Barmer, Amritsar, Bikaner, Aligarh, Ajmer, Jaisalmer, Maharajanj, Firozabad, Saharanpur

**South Region:** Virudh Nagar, Vizianagaram, Villupuram, Srikakulam, Anantpur, Tirupur, Raichur, Bellary, Warangal, Kollam, Idukki, Vellore, Thanjavur

**East Region:** Kailashahar, Sambalpur, Vaishali, Saharsa, Durg, Bhagalpur, Rayagara, Jowai

**West Region:** Bhavnagar, Akola, Yavatmal, Mandsaur, Ratnagiri, Surat, Kolhapur, Osmanabad, Ratlam, Rewa and Dadra-Nagar Haveli

We are Logged on



**CHILDLINE on Facebook**

[facebook.com/Childline-India-Foundation/](https://facebook.com/Childline-India-Foundation/)

**Brajesh Raj** wow! Great events! CHILDLINE the great network for children in India. keep it up.

**Rizvi Amir Abbas Syed** Love you Heroes !!! The development of any country can be tested with the Child Rights litmus. You are true patriots!

**Renuka Shridhar** wish to subscribe and get a copy of hello childline to our home

**Kanika** Call 1098 in a heartbeat!

**Rinku Roy** Good. Appreciating for the rescue of 11 bonded labourers from Shimla!

**Sankalp Deep** Good Job CIF for anchorage case

**Lakshmi P M Lakki** Just received hello childline today...liked it... It gave information about CAB Meeting Outcome, Various strategies adopted to sensitize different stakeholders, Best Practices to involve every citizen into the Mission of Child Protection.... good work... keep it up

**Peter F. Borges** saw CHILDLINE xpressions on BSNL bill in Panjim, Goa...Great effort

**Gurbinder Sharma** Great page. I support CHILDLINE. 🙏



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- ▶ Click on the hyperlink 'Like' that appears on the CHILDLINE page





## Jammu

February 07, 2011

### Appreciation for CHILDLINE's efforts

- CAB Meet held at office of the District Magistrate, Jammu
- Meeting chaired by - Vivek Sharma, Additional District Magistrate (ADM) of Jammu
- Vivek Sharma appreciated CHILDLINE's efforts and appealed all the functionaries present to provide utmost priority to cases by CHILDLINE
- Awareness on CHILDLINE through Print and Electronic Media
- The issues discussed included Admission of Children in Homes, Strengthening of Juvenile Welfare Board, Jammu, Providing of Toll free phone service by the Private Telephone service providers
- CHILDLINE hoardings will be placed at prominent places in Jammu

## Sitamarhi

February 15, 2011.

### Outcome of the meeting

- CAB Meet held at office of the District Magistrate, Sitamarhi
- Meeting chaired by - Mr. Dayanidhan Pandey, District Magistrate of Sitamarhi.



- The Centre Coordinator, CHILDLINE Sitamarhi welcomed the gathering.
- Mr. Dayanidhan Pandey appreciated CHILDLINE's efforts and activities in Sitamarhi. He also appealed all the district level functionaries of various Govt.

Departments to support CHILDLINE.

- D.M. agreed to issue the identity card to CHILDLINE members. He also agreed to help CHILDLINE to conduct awareness in the district.

## Shillong

### Initiatives to curb Child Labour

- The Special Superintendent of Police, CID issued a circular to Commissioner of Police stating extent of Child Labour and curbing its menace by punishing the perpetrator.
- *Domestic Violence*- issue to be addressed by the Department of Social Welfare by organising a meeting including the Police force and protection officers from districts in the state
- Superintendent of Police, Shillong will support CHILDLINE in cases of substance abuse as instructed by Special Superintendent of Police, CID
- CHILDLINE hoardings to be placed in all the Police stations in Shillong
- Awareness on CHILDLINE for the Protection Officers- Special Superintendent of Police, CID requested the CHILDLINE team to conduct the awareness sessions on CHILDLINE during meeting arranged by the Director Social Welfare Department, Meghalaya.

## Ranchi

### Meeting spotlight on tracing lost children

- The meeting was presided over by Mr.K.K. Soan, Deputy Commissioner of Ranchi
- In his address, Mr.Soan said as most cases of children missing were reported from Railway stations and bus stands, police and CHILDLINE team should be "alert" there.
- Deputy Commissioner asked Police, District officials and NGO representatives to work in tandem and urged for closer co-ordination between Police stations, District Welfare Officer and Railway officials to find the state's missing children.
- CAB members felt that 1098 should be used to inform authorities about missing children.
- Other initiatives such as setting up of a phone booth at railway platforms after consulting the Divisional

## CAB Meeting Outcome



Railway Manager and closer co-ordination with the Office of the Senior Superintendent of Police Office and Shelter Homes.

- *Lacking identity proof during intervention:* CHILDLINE team expressed the need for identify cards to the volunteers during the intervention.
- It was collectively decided that the Social Welfare Officer will work in tandem with the local police station to trace the child to avoid any confusion or delay.

### Purba Medinipur

February 02, 2011

#### CHILDLINE to focus on awareness initiatives

- CAB Meeting at District Magistrate office
- The District Probation Officer expresses the need to focus more on outreach and open houses
- CHILDLINE awareness at Bus stands, Railway Stations, Children's parks
- CHILDLINE awareness using posters and wall paintings at ICDS centres with the help of ICDS workers
- CHILDLINE posters and wall-paintings at all ICDS centres.



### Tirunelveli

February 18, 2011

- CHILDLINE to provide training to City limit Inspector and Sub inspector in Tirunelveli on Juvenile Justice (Care and Protection of Children) and CHILDLINE.
- The Deputy Commissioner of Police ensured all support to CHILDLINE during filing FIR with the Police for runaway children.

- Addressing Child Beggary: It was collectively decided that the District Social Welfare Office (DSWO) will assist CHILDLINE in address conducting periodical raids.

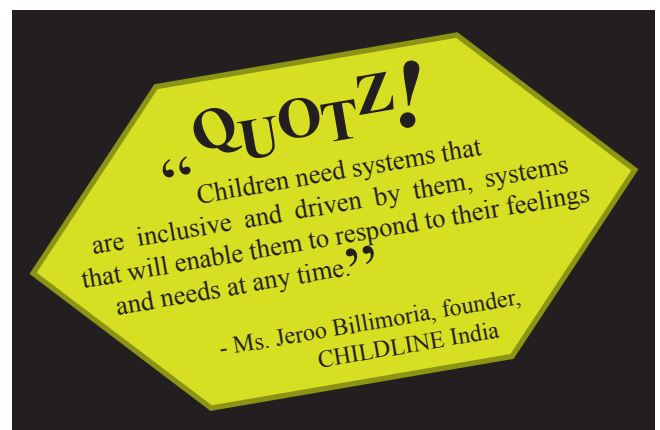
### Kanyakumari

January 24, 2011

- CHILDLINE hoardings to be placed in public places.
- CHILDLINE Awareness through SMS.
- CHILDLINE Xpressions to be printed on BSNL bills.
- CHILDLINE stickers to be pasted on buses across the city.

### Nagapattinam

- CHILDLINE hoardings to be placed at Bus stands, Railway stations, Schools and Police stations.
- The District Collector instructed DSW to write a recommendation letter to Secretariat on producing normal children before Tanjore JJ Board or Trichy Children's Home after getting permission from CWC.
- The Collector requested Avvai Village Welfare Society to submit a project proposal and to obtain the FIT Institution Certificate for accommodating children in need of care and protection.
- The Chief Education Officer was instructed to take appropriate steps to train all school children on child protection and to create buzz on CHILDLINE using black boards /notice boards in all schools in Nagapattinam.
- BSNL agreed for toll free connectivity from coin box, mobiles and land lines.
- CHILDLINE slide show in local theatres.





## Activities Across Country



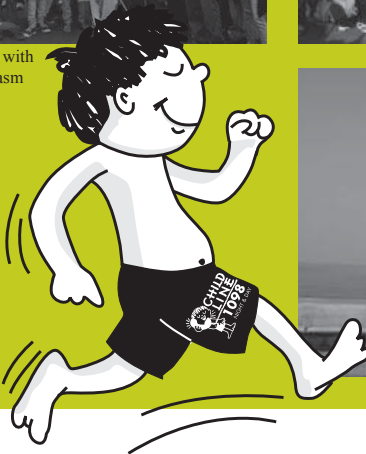
### CHILDLINE @ the Mumbai Marathon 2011!



**In Action:** CIF team with great deal of enthusiasm & vigor



**Corporate Support:** team from Sanofi Aventis, MHFC, TATA AIG, Marvel ran for CHILDLINE



CHILDLINE Participated in the Standard Chartered Mumbai Marathon 2011 on 16th of January 2011.

Like every year, the **Standard Chartered Marathon** brings alive the spirit of Mumbai. People of all ages chant slogans, wave flags; blows whistles or simply just cheer the runners on. This year we saw a great deal of enthusiasm and vigor not only from those who support CHILDLINE but by the children themselves.



Shobhaa De, noted celebrity, author and columnist ran for CHILDLINE.

The Mumbai Marathon proves to be a platform for CHILDLINE in more ways than one. It is an opportunity to raise funds for underprivileged children, create a sense of unity amongst those supporting our cause and allow interaction with children who have benefited from their philanthropy.





## Activities Across Country



This year a total of 325 zealous individuals walked and ran to support CHILDLINE. The children too, participated in the Dream Run and walked enthusiastically to the finish line.

The mood was more carnival like than competitive, with crowds cheering the 38,000 runners at every corner and the contestants returning the courtesy by waving back. But the atmosphere of fun didn't prevent records from being toppled over or the finishing line from becoming any less exciting.

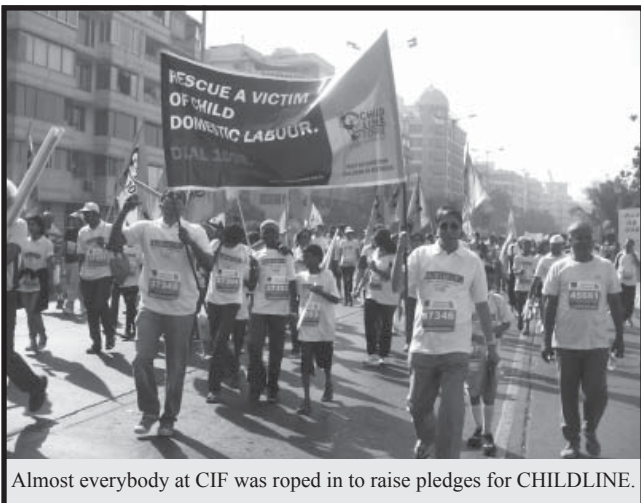


Going an extra mile: (From L to R) Mihir Doshi, Kajol Menon & Shobhaa De

While the CHILDLINE team and the playful children chanted 1098 slogans with Shobhaa De (Writer, Journalist) to complete the race, the Half Marathon runners were already nearing the finish line.

Of these ardent supporters, Star TV, Vodafone, Sanofi Aventis, TATA AIG and DSP Bankam ran for the Corporate challenge teams whilst MHFC (Micro Housing Finance Corporation), Marvel, Serum, Sampark, Viacom, RBS, Deloitte and Search Quest ran with the CHILDLINE team.

Amongst them were Sunil Rawlani (VP, HDFC Insurance), Madhusudhan Menon (MHFC), Gurpreet Singh, Tasneem Lakdawala, T.J. Matthew, Nikhil Kejriwal and CHILDLINE's very own Brijesh Mishra and Sudeesh PM!



Almost everybody at CIF was roped in to raise pledges for CHILDLINE.



(From L to R) Dream Champion Shobhaa De & Dream Maker Sunil Rawlani

We are proud to announce that Mihir Doshi (CEO, Credit Suisse) and Shobhaa De (Writer, Journalist) were the Dream Champions and Sunil Rawlani (VP, HDFC Insurance) was a Dream Maker for CHILDLINE this year.



Nicktoon 'Dora the Explorer' along with the Nickelodeon team ran for CHILDLINE.

The cartoon character Dora, the Marvel enthusiasts dressed in customized phone suits and the MHFC house model were also a part of the Marathon madness and enjoyment for the children.



The race ended with the sun beating down on us. The furor amongst the supporters that we witnessed on this day will always be etched in our memory. We hope to see the CHILDLINE family and many more next year.



## Activities Across Country



CHILDLINE has tied its umbilical telephone line for children in distress with this event. And it has been possible only with the support of the various teams and individuals from various walks of life, who decide to run for our cause, year after year!

We admire your spirit!

### CHILDLINE Coimbatore to create better awareness

CHILDLINE Coimbatore to create better awareness among public by putting up flex boards at vantage points with a message, toll free number and website address.

**Coimbatore:** "If you find a child subjected to abuse, trafficking and beggary and in need of help, call the CHILDLINE toll free number 1098 24X7", is the message CHILDLINE Coimbatore will plan to send to all its residents. And it has planned to put up flex boards at vantage points in the city and also affix stickers on public transport and Government school textbooks, spreading the message in the regional language, Tamil.

### Corporate Partners

**Spreading the message:** CHILDLINE stickers are being affixed on public transport and at vantage points in Coimbatore.

The flex boards (of sizes 2X3 ft and 4X6 ft) carrying the message will be displayed on highways such as Tiruchi Road, Avanashi Road, Airport Road, suburbs like Neelambur, Periyanaickenpalayam and Sulur, and in front of Government offices.

### WHAT THEY SAID

*"Nickelodeon remains committed to contribute to the welfare of the community. Running the marathon for the 4th consecutive year, we are happy to support CHILDLINE."*

**Nina Elavia Jaipuria, General Manager and Senior Vice President, Nickelodeon India**

*"The marathon gives me a high as a senior citizen and if I can do it then anyone can. The Running for CHILDLINE has always been overwhelming for me. It is heartening to see such huge crowds come together and support causes of their choice. It leaves one with a feeling of having achieved something just by being part of such an enormous event and running for a cause."*

**Shobhaa De, Writer, Journalist**

The Stickers carrying the message and also a website address (which parents whose children have gone missing can access) have been affixed on the rear side of nearly 700 city buses. There are plans to have another 2,000 such stickers pasted on mofussil buses as well as auto rickshaws.

**Appeal to Collector:** CHILDLINE Coimbatore has urged P. Umanath, Collector to provide a two wheeler at the booths to ensure that the person manning the booth will be able to go and meet the child immediately from the location from where it has been reported.

### Mission Cycle to Liberate Childhood

CHILDLINE Gurgaon in association with Pedalyatri Group and Gurgaon Ki Awaz FM channel organised a cycle rally from Gurgaon to Ajmer.

A group of enthusiast cyclists including professionals, doctors and lawyers covered a journey of 320 kms from Gurgaon to Ajmer in 22 hours to generate awareness on

**Marathon pictures visit:**  
[http://www.childlineindia.org.in/1098/mumbai\\_marathon2011-more.htm](http://www.childlineindia.org.in/1098/mumbai_marathon2011-more.htm)





## Activities Across Country



Child Labour and Child Trafficking. The event was flagged off by Mr. R S Kataria, Deputy Commissioner, Gurgaon on February 5, 2011.



**ce-Liberate Childhood:** CHILDLINE Gurgaon team spreading awareness against child labour & trafficking

The “Mission Cycle to liberate Childhood” campaign was an attempt to raise awareness against child labour and trafficking and to spread a message that child labour is unacceptable in society.

The funds generated through the event will be used for buying a vehicle for CHILDLINE Gurgaon for rescuing children. The campaign was an attempt to bring a little joy to the unfortunate children who are forced to work at factories, dhabbas and fields and worse still, as domestic help, bordering on slavery.



**On ride against child labour:** a team of nine cyclists from Gurgaon completed a 320 km ride to Ajmer in 22 hours

A street play on Child labour was staged during the programme. The play presented a very real picture of the life of children working as child labourers. The Initiative was supported by The Body Shop.

### 12th birth anniversary celebration of CHILDLINE Kolkata

CHILDLINE Kolkata Celebrates 12th birth anniversary with pomp and gaiety.

In attendance were Partha Roy, Member, Child Welfare

Committee (CWC), Bipasha Roy, Member, Juvenile Justice Board, Sandeep Mitra, Head, ERRC, CIF.

“CHILDLINE can go a long way in arresting the crime rate in society and has largely worked as a prevention system but need to boost the awareness among the public. The corporate sector should come forward, as one of the stakeholders, in spreading the awareness,” said Partha Roy, Member, Child Welfare Committee. The awareness should reach every section of the society, he added.

“CHILDLINE is a great support especially in dealing with the Juvenile Justice cases,” said Bipasha Roy, Member, Juvenile Justice Board. CHILDLINE Kolkata was started on January 23, 1999 and after a decade it continues to provide help to the children in need of care and protection.

### Workshop for Government Railway Police

The day long workshop highlighted the vital role of Government Railway Police (GRP) in protecting Child Rights.

The National Initiative for Child Protection (NICP) workshop at GRP Commissionerate was held to sensitise the Government Railway Police (GRP). Mr. Tukaram Chavan, Commissioner, GRP, Mumbai inaugurated the workshop.

Addressing the gathering, Mr. Tukaram Chavan said *GRP Police must play an active role in protection of child rights. It was essential for the staff participants to enhance their awareness level on child-related issues like their rights and problems.*



Mr. Tukaram Chavan, Commissioner, GRP, Mumbai inaugurating the workshop

*Any policemen, when came across a child in need of help, must take him to the concerned authorities and hand him over to the CHILDLINE,* he added.





## Activities Across Country



### Afghanistan-India: Child Helpline Peer Exchange Programme

CHILDLINE India Foundation hosted a peer exchange programme for delegates from Child Helpline Afghanistan.

CHILDLINE India Foundation hosted a five-day Peer Exchange for the Child Helpline Afghanistan from January 31 to February 4, 2011. The exchange programme aimed at sharing knowledge and effective practices implemented by CHILDLINE India.

The programme gave insights to the participants on concepts of child rights, journey of CHILDLINE, CHILDLINE models, call response, credo of CHILDLINE, and basic steps of intervention, awareness strategies, documentation, and CHILDLINE Child Protection Policy.

#### By the numbers: Afghanistan

- Population- 28,395,716
- 70% of the population live below the poverty line
- 1 in 4 children die before reaching their 5th birthday
- 72% of the population over age 15 are illiterate
- Only 50% of all Afghan children between the ages of 7 and 13 attend school
- Almost 30% of the children are in the work force
- 43% of the children are married

Source: CIA World Factbook, WHO, World Bank

*“No separate legislations for children in Afghanistan. However, in accordance to the UN Convention on Rights of the Child, the Government of the country follows a Juvenile Code of 2005 under the Ministry of Justice.”*

#### Problems affecting children

- Smuggling
- Kidnapping
- Paucity of education facilities for street children
- Child labour
- Domestic violence / physical abuse
- Addicted children
- Forced/ early marriage
- Children in conflict with law.

‘Roughly half of the country’s population is under the age of 18 and the Child Helpline Afghanistan team can now make better use of its recently received toll free number 199 from Afghanistan Telecom,’ elaborates a delegate from Child Helpline Afghanistan.

‘There are no separate legislations for children in Afghanistan. However, in accordance to the UN Convention on Rights of

the Child, the Government of the country follows a Juvenile Code of 2005 under the Ministry of Justice,’ she added.



Karima from Child Helpline Afghanistan making a point

CHILDLINE team members not only oriented the participants on the mission, principles of CHILDLINE India and also shared strategies and experiences with the Child Helpline Afghanistan team.



Team Afghanistan & Team ERRC

**Field Visit:** The participants visited CHILDLINE partner organizations and also met with the representatives from the allied system; members from the Juvenile Justice Board, Kolkata, the Child Welfare Committee of Kolkata and the legal advisor of CHILDLINE from the Law University of National University of Juridical Sciences, Kolkata.

The Child Helpline in Afghanistan started ringing in Hirat in Afghanistan from December 2010 implemented by War Child, UK with support from Child Helpline International.

The Child Helpline Afghanistan is currently in the process of setting up the child helpline call centre and preparing awareness and outreach strategies to reach out to children and concerned adults.



## Activities Across Country



### Child Rights Club in all schools in Trichy

Thirty schools in Trichy have started clubs which have representation of both teachers and students. Clubs can approach CHILDLINE at the toll-free number 1098.

The proposal for starting child rights clubs in school mooted by J. Godwin Prem Singh, Director, CHILDLINE Trichy during the CHILDLINE Advisory Board chaired by the Mahesan Kasirajan, District Collector, Trichy is a reality now.

CHILDLINE Trichy have initiated a Child Rights Club in all schools in the Trichy district with the central idea of making the younger generation empathise with their counterparts who do not have access to the formal education due to socio-economic factors.

The clubs will sensitise students about their rights, particularly in the context of Right to Education.

The initiative was started in Trichy by CHILDLINE for the first time. Thirty schools have already started the clubs. The clubs with teacher coordinators will have both teachers and students.

The Clubs had been envisaged primarily to sensitise students to their own rights, particularly in the context of Right to Education. The clubs can approach CHILDLINE for any assistance.

*The Clubs had been encouraged to take the assistance of the 12 CHILDLINE volunteers to carry out sensitisation programmes* said Dr. Godwin.

### Workshop on Child Trafficking

A workshop on Child Trafficking was organised by CHILDLINE Berhampur in collaboration with National Institute of Public Cooperation and Child Development for police personnel to discuss measures that can help to check the illegal trafficking of women and children.

#### Child Trafficking in Berhampur

Berhampur has become a major transit point for illegal traffickers of children. Children from underdeveloped districts like Kandhamal, Gajapati and Rayagada are transported outside the State through the city by middlemen. There have been several instances in the past when the police, with the help of CHILDLINE activists has nabbed and rescued such victims.

Inaugurating the workshop, Sarat Mohapatra, Sub-Divisional Police Officer (SDPO), Berhampur said that *the need of the hour is increased consciousness among parents living in remote areas to prevent trafficking.*

Experts present at the workshop advocated the need of the formation of anti-trafficking committees in every district of the State. They supported the need for registration of marriages to be made mandatory as there was a rise in number of girls getting exploited and trafficked in the name of false marriages.

### CHILDLINE booth at Coimbatore

*Lane by lane, center by center CHILDLINE build a system of child protection.*

CHILDLINE Coimbatore opens a booth to help children in Coimbatore Railway Junction on January 7, 2011. CHILDLINE booth will help children who had run away from their homes or who had been deserted by their parents and it is being manned during peak hours of train arrival and departure.

*“Most of the trains arrive and depart during these hours. For the rest of the time we are looking for support from college students or the Railway Protection Force personnel to man the booth,”* said Fr. U. Santhanam, Director, CHILDLINE Coimbatore.

CHILDLINE also had roped in with vendors, porters, parcel service personnel and auto drivers at the station to help in bringing the abandoned children to the booth. CHILDLINE booth is jointly run by the CHILDLINE and the district administration.



### Volunteers from Different Walks of Life Unite for CSA Awareness

Mumbai, January 15: The first of the three workshops for training volunteers in Child Sexual Abuse (CSA) awareness saw participation from 28 enthusiastic volunteers, from diverse walks of life. Students, teachers and parents attended the four day workshop, while 13 resource persons took them through various aspects of CSA.

The CSA awareness workshop was conducted at the Young





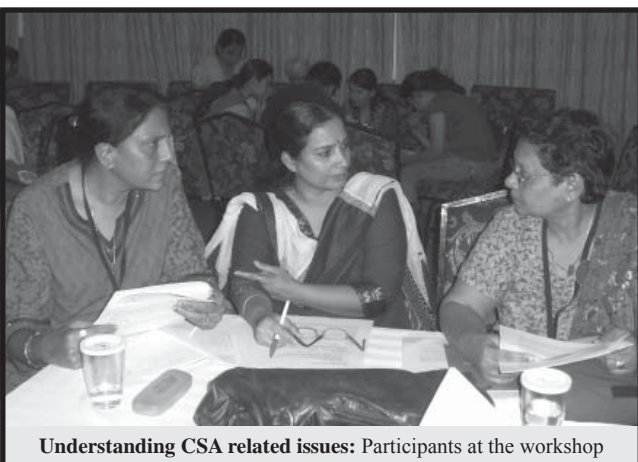
## Activities Across Country



Men's Christian Association (YMCA) International House, Mumbai Central from 12th January to the 14th January, culminating in a practical training session on 15th January in two schools. The principal objective of the workshop was to equip all volunteers with an overview of CSA related issues and to provide them with communication skills required for taking on the task of sensitising children in schools.

Prof. Asha Bajpai, Faculty Member, Tata Institute of Social Sciences (TISS) session on laws, proved to be an eye opener for the volunteers, gives the fact that there is no Law specific to CSA in India. Various laws that are currently used to cover CSA cases were discussed in detail. For clarity on the penalties awarded for cases of CSA, Prof. Bajpai used examples of the Freddy Peats case in Goa, the Swiss couple's case and the Prem Sagar case in Mumbai.

Ms. Jaya Aiyappa, a counselor and sex educator who conducted the 'Child Psychology' session, said, "*It's crucial for parents and teachers to always 'be there' for children, believe in them and use non threatening mediums such as play therapy to help the child heal.*" Discussing how the impact of CSA differs on the basis of the severity, identity, duration and the age at which abuse takes place, Aiyappa also helped volunteers understand a child's feelings of guilt, shame, betrayal, powerlessness and helplessness.



Understanding CSA related issues: Participants at the workshop

An important session for volunteers to understand the difficulties they might face while talking to schools; was Father Merwyn D'Souza, Principal of St. Paul's High School session on 'addressing concerns of schools.' Coming from a progressive school of thought, Father Merwyn said, "*It's my personal opinion that there could be a committee to take care of any CSA cases that come up with parents and teachers also on the board.*"

A volunteer, Sharona Galsurkar said, "*It was a great session. However, I hope I come across such progressive Principal's when I actually go out in the field.*"

Dr. Duru Shah, Chairman, Indian College of Obstetricians & Gynaecologists, started her session with 'Indicators of CSA', which she grouped into Sure indicators, Probable indicators and Near indicators. She presented two of the Federation of Obstetric & Gynaecological Societies of India (FOGSI) slideshows on 'Growing up' that discussed various aspects of the female anatomy. In response to a volunteer's question about hysterectomy for mentally challenged girls, Dr. Shah responded that, hysterectomy is the last resort. There are various other solutions that we can use, before using that extreme.

Complementing Dr. Shah's session, Dr. Chhaya Prasad, Developmental and Behavioral Pediatrician, Government Regional Institute for the Mentally Handicapped, Chandigarh, took the participants through the gaps in the medical system, where though the law says a child is anyone below the age of 18 years, a child above 12 years is admitted to the pediatric ward exposing the child to the possibility of abuse.



Sheela Sail explaining a session on Police procedures and protocols for CSA cases

Ms. Sheela Sail, Deputy Commissioner of Police-Enforcement, Mumbai Police took the volunteers through the procedures of filling an FIR.

The practical session allowed participants to get a feel of what it's like to be in a classroom setting and conduct the CSA awareness. It also allowed the co-ordinators an opportunity to understand the strengths and weaknesses of the volunteers. At the end of the day, the group re assembled at the CIF office for discussion and an exchange of experiences. The four day workshop resulted in the training of 28 volunteers as 'Certified Trainers in CSA Awareness.'

### **CHILDLINE Gurgaon conducts workshop on Child Protection and Child rights**

*80 participants from different departments of the District Administration participated in the workshop.*

A workshop on Child Protection and rights was held for





## Activities Across Country



officials of the Labour, Education, Social Welfare and Health departments at DC Office in Gurgaon.

The workshop was organised by CHILDLINE Gurgaon in collaboration with National Institute of Public Cooperation and Child Development. 80 participants from different departments of the district administration participated in the programme. Speaking on the occasion, Dr Rekha Yadav, Deputy Civil Surgeon of District Health Department said *“the Health Department will support CHILDLINE and extend medical support for children in need of care and protection.”*

Ms. Sunaina Choudhry, Programme Officer of ICDS said a *‘District Child Protection Committee’ would be set up soon in Gurgaon. The DC will head the committee with the support of other departments in the district administration.*



Mr.Ravi Kant addressing the audience

Mr.Ravi Kant, Advocate, SC, chaired a session on the Juvenile Justice Act, Child Labour Act and Bonded Labour Act. As part of the workshop, a movie on human trafficking was screened. Mr. Kant said that *it is the responsibility of the citizens to inform CHILDLINE (1098) whenever they find any child in distress.*

### Helping at stadia

*The CHILDLINE Bangalore volunteers wearing ‘1098’ badges assisted children who approached them for help and also carried placards displaying the ‘1098’ number for awareness among the parents at Chinnaswamy Stadium during the World cup match 2011.*

February 20, 2011: To ensure the safety of children during the World Cup season, CHILDLINE Bangalore team was vigilant to ensure that children do not suffer at the Chinnaswamy Stadium.

CHILDLINE Bangalore received calls from anxious parents about their missing children and the children were found. The children were separated from their parents and had exited the stadium from a different gate.

### MISSING IN THE FRENZY

SANCHITA SEN

DC | BENGALURU

Feb. 20: As the cricket fever grips the nation, people tend to get carried away in the excitement and this can lead to problems. In fact, at times, children go missing in stadia that are packed with large, cheering crowds and in the frenzy of the game, the caretakers of the children do not realise that the child is missing until it is too late. Two children were reported missing at the Chinnaswamy Stadium here just last week when a World Cup warm-up match was held at the stadium.

The children were two boys aged 10 and 12 and had come to see the match with their parents. However, the cricket-crazy atmosphere took hold of the crowd and the parents failed to keep a vigilant eye on their children. The nodal supervisor of the children’s helpline Childline, Mr Nagasimha G. Rao, said, “We got two calls from anxious parents about their children missing. Fortunately, the children were found and had gotten lost in the first place owing to the



Two children were reported missing at the Chinnaswamy Stadium in the city just last week when a World Cup warm-up match was held.

huge crowd at the stadium. The children were separated from their parents and had exited the stadium from a different gate.”

To ensure the safety of children during this World Cup season, child rights activists are being extra vigilant to ensure that children do not suffer. “We are posting six volunteers outside

the gates of the stadium and one volunteer will cover the area near the Mahatma Gandhi statue. The volunteers will wear ‘1098’ badges and will assist any children who approach them for help.” said Mr Rao. He also said the volunteers will carry placards displaying the ‘1098’ Childline number so that parents know which

### re-connect

**SOS** The volunteers will wear ‘1098’ badges and will assist any children who approach them for help. They will also carry placards with the number on it to help the parents.

number to contact in case their children go missing.

In addition, volunteers from Childline will be visiting different schools in the city to make children aware.

“Our volunteers will be going on school visits so that children are aware of which number to call and whom to approach in case they get separated from their parents at a crowded stadium. The children will be specifically instructed to look for people with the ‘1098’ badge to seek assistance if they get lost,” said Mr Rao, and added that these precautions are necessary because at a time when child trafficking is a serious threat, parents and caretakers must be as cautious as possible.

CHILDLINE Bangalore had posted volunteers outside the gates of the stadium. The CHILDLINE volunteers with ‘1098’ badges assisted children who approached them for help. The volunteers also carried placards displaying the ‘1098’ number for awareness among the parents.

In addition, CHILDLINE team visited different schools across the city to make children aware of 1098 and whom to approach in case they get separated from their parents at a crowded stadium. The children were specifically instructed to look for people with the ‘1098’ badge to seek assistance.

### CHILDLINE Salem launched Child beggary drive

*11 girls & 20 boys were rescued during day-long child beggary drive at Salem.*

CHILDLINE Salem, Salem District Administration, Salem Corporation and police launched an intense day-long drive at Salem.

The team comprises of CHILDLINE Director, Team members, Project Director of Smile, Child Protection Officer, UNICEF, former President of YWCA and officials from Police and Corporation.

The drive aimed to end the abominable practice of forcing children to beg at traffic signals and places of public gatherings in Salem and led to the rescue of 11 girls, 20 boys. The children were re-united with their families and steps had been taken to admit them in to schools.



## Activities Across Country



### Drive against children found begging in city

11 girls, 20 boys and a mentally-challenged woman rescued

Special Correspondent

**SALEM:** A combined initiative of government and social groups for the past two days to end the abominable practice of forcing children to beg, especially at traffic signals and places of public gatherings in the city, has led to the rescue of 11 girls, 20 boys and a mentally-challenged woman here.

Salem district administration in coordination with YWCA, Don Bosco Anbu Illam, Salem Corporation and police launched an intense day-long drive on Friday in which 14 boys and girls under the age of five, seven boys and girls in the age group of 5 to 10, eight boys and one girl in the age group of 10 to 15 were rescued from beggary.

#### Officials

They were all brought to a wedding hall where Collector J. Chandrakumar and other senior officials and social activists gathered to receive all 32 of them.

He said that steps would be taken to re-unite them with their families.

Government would provide necessary assistance to their families to ensure a de-



**TO BE REHABILITATED:** A group of children who were forced to indulge in begging, who were rescued by the authorities in Salem on Friday.

- PHOTO: P. GOUTHAM

cent livelihood. Many of these children had no house at all. Hence steps had been taken to admit them in SMILE special schools.

He also warned that action would be taken against the parents who forced their children to beg.

YWCA general secretary Ruby Thiagarajan said that the drive, as the last one, had yielded the desired result.

She said that rescued children were permitted by their parents to beg again.

Hence a comprehensive rehabilitative package would be put in place to prevent the recurrence.

Those who took part in the initiative included SMILE Project Director P. V. Viswanathan, UNICEF Child Protection Officer R. Vidyasagar, Don Bosco Anbu Illam Director Xavier, former YWCA President Surya Benjamin and employees of Child Line and Anbu Illam Don Bosco along with officials from Police and Corporation.

### Tackling Exam fever

CHILDLINEs ease pressure off students.

Kochi and Coimbatore: During the season of 'exam fever', despite having the best preparations, there are several students worried over their fate at the examination.

CHILDLINEs provided with round-the-clock mental and emotional support mechanisms to calm such anxious nerves. The frequency of such calls intensifies a week before and on the eve of exams.

Going by the past experience, CHILDLINE receives anywhere between 200 and 250 calls in connection with examinations during the month of March alone. Majority of calls are from students in Classes VIII, IX, and X. Similarly, there is a surge in calls when the results are about to be declared.

"We received 200 to 250 calls a day on an average. About five to 10 of those calls were from students worried about examinations," said Antony Jinoy, District Coordinator, CHILDLINE Kochi.

"CHILDLINE Kochi handles the exam-related calls under

the 'emotional support' category and has received 2.97 lakh calls, including those related to examination anxiety, since it started in Kochi on March 2001 said Mr. Jinoy.

"I will surely fail and my parents are constantly scolding me. Please help," says a tenth standard student who called CHILDLINE Coimbatore. CHILDLINE Coimbatore has been buzzing with many such calls during examination time as terrified teens seek assistance to deal with exam phobia. CHILDLINE Coimbatore received at least four calls every day from class 10 and 12 students who are preparing to take their public examinations.

S Umadevi, Co-ordinator, CHILDLINE Coimbatore said, "Most children who call before the exams can be helped on the phone. It is those who call after the results that need emergency help," said Mary Dorothy, counselor, CHILDLINE Coimbatore

### Workshop for Railway Protection Special Force

CHILDLINE India Foundation organised National Initiative for Child Protection [NICP] Workshop for Railway Protection Special Force (RPSF) on February 28, 2011 at Thane.



Participants during group exercise session

Ms. Anjali Gokarn, Ex- CWC member and Ms. Madhu Madhvan, Project officer, Resource Cell for Juvenile Justice, Tata Institute of Social Sciences were the resource persons.

The aim of workshop was to orient the RPSF personnel on Child Rights and Child Protection to enable them to work towards a child friendly system and to create awareness on CHILDLINE.





## Activities Across Country



### TRING TRING...!

#### CHILDLINE Srinagar ringing

CHILDLINE 1098 Service is now available to the children of Srinagar. CHILDLINE Srinagar was launched by CHILDLINE India Foundation in collaboration with Human Effort for Love and Peace (H.E.L.P) Foundation in Srinagar.

Mr. Asghar Hassan Samoon, Divisional Commissioner launched CHILDLINE Srinagar on March 19, 2011 in Srinagar. Speaking on the occasion, Dr. Asghar said that "the Government is serious to implement JJ Act and establish Juvenile homes in the valley and will ensure full cooperation for the CHILDLINE Service."

"A juvenile home was in the final phase of its completion and it will be thrown open shortly." "It is the first of its kind in Valley exclusively dedicated to juveniles who have no one to look after," said Dr. Samoon. "We will issue a circular to all Deputy Commissioners to co-operate with CHILDLINE," stressed Dr. Asghar.

### Kashmir Images

March-20-2011

#### CHILDLINE launched in Srinagar

Srinagar, Mar 19: "1098," a 24-hour, emergency free phone service backed with a team of professionals for children of Kashmir has been launched today by Divisional Commissioner, Kashmir in Srinagar. The 24 x 7 service will report and respond to the issues of children in distress.

This service is already available to the children of Jammu and has been launched in Srinagar in collaboration with H.E.L.P (Human Effort for Love and Peace) Foundation, a Humanitarian organisation aimed at promoting children's rights. Any child concerned adult can dial 1098 to access this service. CHILDLINE is also an essential component under the newly launched Integrated Child Protection Scheme of the Ministry of Women and Child Development, Government of India.

Night Shafi delivered welcome address and asked government for putting

Juvenile Justice Act in place and stressed formation of CHILDLINE.

(CWCs) or an immediate task force for formation of J&K Child welfare commission.

Divisional commissioner Kashmir speaking on the occasion said that the government is serious to implement JJ Act and establish Juvenile homes in the valley and will ensure full cooperation for the said service.

The CHILDLINE service is anchored by CHILDLINE India Foundation (CIF) which is a Nodal organization appointed by Ministry of Women and Child Development (MWCD), Government of India for the initiation and monitoring of CHILDLINE services across India.

Currently operational in 33 states with a vision to reach out to every child in distress in each city/district of India it aims to be operational in all 566 districts of India by 2015.

Meanwhile, in line with its CSR policy J&K Bank sponsored the inaugural function of "CHILDLINE."

The function was orga-



nized by HELP foundation and attended by President J&K Bank Tazazz Hussain, President G A Regoo and Vice President Khursheed Pandit, government officials, senior citizens, civil society members and social activists.

Speaking on the occasion, J&K Bank President said, "Under the leadership of Chairman, we are alive to the concerns of society especially the weak and vulnerable sections."

In this regard, J&K Bank

has a well thought-out policy to contribute positively and effectively towards their betterment and economic welfare. Education, healthcare and awareness campaigns about different social issues exact major portion of our CSR initiative."

The bank, he said, has been engaged in this while working on different levels and different ways. He assured the audience that the bank shall continue to intervene socially wherever the need was felt.

Night Shafi, Chairperson, HELP Foundation delivered welcome address and stressed formation of Juvenile Welfare Board (JWBs) as per Jammu and Kashmir Juvenile Justice act 1997 or an immediate task force for formation of Child Welfare Commission in Jammu & Kashmir.

The students from Shehjar Theater Group presented skits to highlight the problems of children. The function organised by HELP Foundation and attended by President and Vice President of J&K Bank, Government officials, senior citizens, civil society members and social activists.

#### To ensure safe journey for kids

CHILDLINE conducts workshop for BMTC drivers and conductors to sensitise them to make traveling in buses safer, secure and comfortable for students.

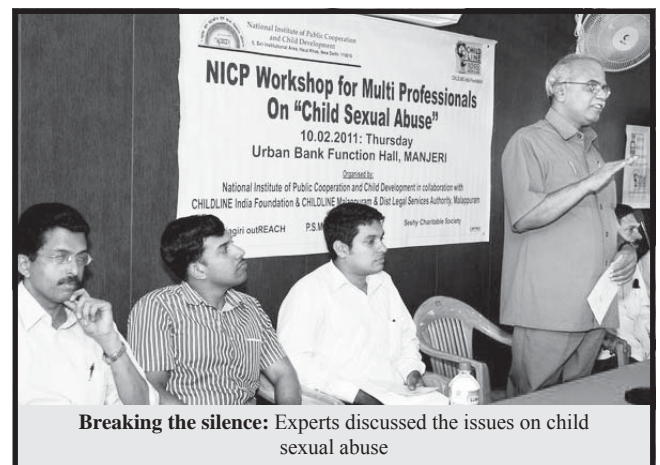
In order to ensure that the bus journeys are safer, better and comfortable for the student community, CHILDLINE Bangalore in collaboration with Bangalore Metropolitan Transport Corporation (BMTC) conducted a day-long workshop to sensitise drivers and conductors to the need to ensure a safe ride to schools. 70 drivers, conductors, depot managers and trainers working with BMTC attended the workshop.

Experts and officials from BMTC and CHILDLINE Bangalore interacted with the participants at the workshop. "Children between 5-18 years, most of whom are school and college students, form a huge segment of passengers who commute daily in BMTC buses. Through the workshop, we hope to sensitise our employees about the need to safeguard children's rights and protection as they travel daily in the BMTC buses," said GG Hedge, Principal Human Resource Development, BMTC.

#### Workshop on Child Sexual Abuse and key issues

The workshop aimed to explore the key issues surrounding child sexual abuse.

On February 10, 2011, CHILDLINE Malappuram conducted a workshop on Child Sexual abuse and key issues for Multi professionals at Urban Bank Function Hall, Manjeri.



**Breaking the silence:** Experts discussed the issues on child sexual abuse

The workshop was organised by CHILDLINE Malappuram in collaboration with National Institute of Public Cooperation, Child Development and District Legal Services Authority, Malappuram.





## Activities Across Country



### CHILDLINE Mumbai on Child beggary Task Force

According to rough estimates, there are more than 4,000 children involved in begging in the city. The drive will first focus on signals and religious places in Mumbai and will gradually cover other parts of the state.

CHILDLINE Mumbai was inducted as a member of Child beggary Task Force formed by Department of Women and Child Welfare (DWCD).

The task force consists of Department of Women and Child development officials, City Police, Juvenile Aid Police Unit (JAPU), Members of Child Welfare Committee, Doctors from Government hospital, CHILDLINE team, representatives from Salaam Balaak Trust & Pratham.

The drive will first focus on signals and religious places in Mumbai and will gradually cover other parts of the state. On 12th of February, 2011, the Task force rescued 27 children from Gateway of India area and the children were sent to Children's home, Dongri, Mumbai.

### Empowering children

#### Child Rights Panchayat in Meerut

The day long workshop was a platform for the children to express their thoughts, ideas and problems they encountered.



(From L to R) Dr. Shantha Sinha, Ms. Anita Rana, Mr. Augustine Veliath inaugurating the workshop

CHILDLINE conducted a Child Rights Panchayat at Meerut. The workshop aimed to create awareness about Rights of Children and develop interaction amongst the children.

Dr. Shantha Sinha, Chairperson, National Commission for Protection of Child Rights (NCPCR) was the chief guest at the occasion. The day long workshop was a platform for the children to express their thoughts, ideas and problems they encountered. The workshop also engaged them appropriately

through discussion.

Addressing the gathering, Dr. Shantha Sinha said, "Children's right to education is a fundamental right and non-negotiable."

"There is a need to amend the Child Labour (Prohibition and Regulation) Act 1986, to abolish all forms of child labour enabling children to enjoy their right to education, or incorporate appropriate sections on Right to Education (RTE) in the proposed Rights of Persons with Disabilities Act," pointed out Dr. Shantha.

"The child participation is integral to addressing child rights and there is a need to be vigilant about child rights, more importantly there is a need to provide for sufficient autonomy and decentralization at the level of the gram panchayat. The functions of the local authority as envisaged in the Act have to be facilitated," stressed Dr. Sinha.



Proud moment: Dr. Shantha Sinha honouring CHILDLINE Meerut team

She further said that "the growing gap and disparities between social classes can be addressed only when a world of opportunities and choices are available to our children through education. Education alone can break the intergenerational cycle of poverty and deprivation. Education alone can give self-esteem and self-worth enabling full citizenship. The civil society and the State must come together as equal partners in making the provisions of the RTE Act an actuality."

Dr. Sinha also responded to children's questions about their rights; fight social evils such as child marriage, Child labour, Child trafficking and much more. The interaction during the event witnessed an active participation of children. She addressed issues raised by adults as well.

Ms. Anita Rana, Director, CHILDLINE Meerut welcomed the gathering. Mr. Lov Verma, IAS, Member Secretary, National Commission for Protection of Child Rights, Mr. Augustine Veliath, ex-member, UNICEF and Ms. Komal



## Activities Across Country



Ganotra, CIF were present on the occasion.

Dr. Shantha Sinha honoured the CHILDLINE Meerut team by handing over a trophy and congratulated them for working day and night to help children in distress.

### **CHILDLINE Trivandrum celebrates 10th anniversary**

*The tenth anniversary celebration aimed to showcase activities and programmes as well as 10 years achievements of CHILDLINE Trivandrum. 100 children took part in the programmes.*

CHILDLINE Trivandrum celebrated its tenth anniversary at a colorful ceremony held at Gandhi Park on February 26, 2011 with children holding discussions about the problems faced by them.

The 100 odd children participated in the programmes and had the big day to themselves at the Gandhi Park. Ms. Remani P Nair, District Panchayat president inaugurated the celebration in the presence of Mr. Maoji, Secretary, Social Welfare Department, Government of Kerala.

*“Ten years is a significant period of time in the life of CHILDLINE Trivandrum and during those ten years CHILDLINE Trivandrum has reached out to as many as children in distress and need of care and protection. Over the years, the CHILDLINE Trivandrum has received 1,72,797 calls and were able to rescue 510 children from exploitation and abuse,”* said Fr Philip Parakkatt, Director, CHILDLINE Trivandrum.



*Apart from this, 1,120 children were provided with medical assistance and handed over 342 missing children to their parents. Shelter was provided to 1,140 children and 3,569 children were provided emotional support and counseling, he added. The anniversary celebrations aimed to showcase activities and programmes as well as its 10 years achievements of CHILDLINE Trivandrum.*

Mr. Thomas Jolly Cherian, Deputy Commissioner of Police,

Mr. Selvaraj, District Labour Officer were present. The function was followed by a cultural programme by children.

### **Campaign against Child beggary**

*Drive to eradicate Child beggary launched in Calicut, Kerala*

CHILDLINE Calicut along with the Juvenile Police launched a crackdown against syndicates that force children to beg. The campaign was kicked off by P. Vijayan, City Police Commissioner at Calicut Railway Station premises.

*“The authorities had been informed about an organised mafia that kidnapped children and forced them to beg while acting as if they were disabled and blind,”* said Mr. Vijayan.



**Curbing child beggary:** P. Vijayan, City Police Commissioner, Calicut led an awareness campaign against child beggary in trains at Calicut

The campaign was jointly initiated by the CHILDLINE, and the Juvenile Police created an awareness on the issue with active participation of Railway Protection Force (RPF), Kerala Railway Police, Trauma Care, Railway, Child Welfare Committee, and Calicut Corporation. The drive aimed at achieving the target of making Calicut a zero child beggary city in a gradual phase.

### **CHILDLINE participates in Bihar Diwas celebrations**

*Bihar Diwas marks the glorious history of the state, its cultural and historical heritage, traditions and achievements. The art and culture of the state are showcased during the celebration.*

CHILDLINE was invited by the District Magistrate to participate in the celebration organised by District Administration in Darbhanga. CHILDLINE put up a stall at Nehru Stadium from March 22 -28, 2011 at Darbhanga.

CHILDLINE banners, posters were displayed at the stall and





## Activities Across Country



leaflets, stickers and awareness materials were distributed to the public.

*“It was a great opportunity for CHILDLINE to be part of the celebrations and to spread awareness”* said team member CHILDLINE Darbhanga. Hundreds visited the CHILDLINE stall and team explained about CHILDLINE and its activities to them.

### NICP workshop for Police personnel

CHILDLINE Patna organised NICP workshop for Police Officers designated as Child Welfare Officers.

Officials from 55 police stations in Patna participated in the workshop. Mr. Ashish Kumar, Director, Department of Social Welfare, Government of Bihar was the chief guest on the occasion.

# खोया बच्चा मिले तो डायल करें

हिन्दुस्तान व्यूरो  
पटना

अगर कहीं भी कोई लावारिस बच्चा मिलता है, तो कोई भी इस बच्चे को 24 घंटे चालू चाइल्ड हेल्पलाइन (1098) पर फोन कर सकता है। यह अहम बात आम लोगों के अलावा पुलिसवालों को खासतौर से बतानी गई। मौका था चाइल्ड लाइन की तरफ से 'बाल अभिरक्षण' विषय पर आयोजित सेमिनार का। इसमें पुलिसवालों को बच्चों के प्रति नरम रवैया बरतने की नसीहत दी गई, ताकि पुलिस डर का अभिप्राय न बनकर चाइल्ड फ्रेंडली साबित हो सके। जूवेनाइल जस्टिस एक्स (जेजेए) की भी जानकारी दी गई।

महिला एवं बाल विकास मंत्रालय की तरफ से संचालित इस चाइल्ड लाइन में पुलिसवाले भी फोन कर सकते हैं। शिशुओं के भी लावारिस हालत में मिलने पर इस नंबर पर फोन किया जा सकता है। इस दौरान समाज कल्याण के निदेशक आशीष कुमार, चाइल्ड लाइन की निदेशक डेजी नारायण, प्रो. विजयकांत, तारकेश्वर सिंहा, कोतवाली थानाध्यक्ष संजय कुमार, कंकड़वाग थानाध्यक्ष समेत 20 थानाध्यक्ष मौजूद थे।



### बच्चों की फोटोयुक्त विवरणी होगी तैयार

लावारिस बच्चों को रखने के समाज कल्याण विभाग की तरफ से संचालित 'अपना घर' और 'निश्चय' के बच्चों को घरवालों से मिलाने के लिए फोटोयुक्त विवरणी तैयार करने की शुरुआत की गई है। इसके लिए बच्चों की फोटोयाफी करने का काम शनिवार से शुरू हो गया। इस विवरणी को समाज कल्याण विभाग के वेबसाइट पर भी अपलोड किया जाएगा, जिससे दूसरे राज्य के बच्चों के घरवालों को अपने बच्चों को खोजने में आसानी हो सके। इस दिवसीय में बच्चों से प्राप्त सभी जानकारी भी रहेगी। विभाग के निदेशक आशीष कुमार के अनुसार, इस कार्य को जल्द संपन्न कराया जाएगा। इससे पुलिस के अलावा अन्य लोगों के माध्यम से बच्चों के घर का पता लगाने में काफी सहायिता होगी।

The day long workshop was conducted by CHILDLINE Patna under the auspices of the National Initiative for Child Protection (NICP).

### Task force meeting at Guwahati

Statistics reveals that a large number of child labourers works in the rural and urban areas especially in tea gardens,

hotels and restaurants, and above all as domestic helps in Guwahati.

On March 5, 2011, CHILDLINE Guwahati team attended task force meeting in chaired by The Labour Commissioner, Assam at the office of the Labour Commissioner.

- The Labour Commissioner expressed the need for a comprehensive plan to bring them back to the schools
- It was decided that an awareness campaign will be initiated jointly by CHILDLINE, Guwahati and Labour Department
- The Labour Commissioner will issue a circular to the Assistant Labour Commissioner for liaisoning and cooperation with CHILDLINE. He also instructed them to form a team with 2-3 members of Inspectors for the detection of child labour in the Kamrup (Metro) district.
- The Centre Coordinator, CHILDLINE Guwahati pointed out the lack of facilities for rehabilitation of rescued child labourers

### CHILDLINE at Bali Yatra festival

Held over four days till the full moon day, the fair of Bali Yatra was attended by thousands of enthusiasts and marked with fun and frolic at the riverbanks where countless shops selling food, clothes and swings come up during the evenings.

CHILDLINE Cuttack participated in the Bali Yatra festival, a popular fair held on the banks of Mahanadi River in the fort area of Cuttack city by putting up a stall during the festival.

CHILDLINE team distributed pamphlets to the general public and explained them to dial 1098, if they found any child in distress.

### CHILDLINE Rourkela participates in Republic day celebration



CHILDLINE Rourkela set up a CHILDLINE kiosk during the Republic day celebration at Rourkela.





## Activities Across Country



## TRING TRING...!

CHILDLINE Pakur started ringing on February 14, 2011.

विश्व का सर्वाधिक पढ़ा जाने वाला अखबार

# दैनिक जागरण

## चाइल्ड हेल्प लाइन सेवा का शुभारंभ

पाकुड़, जाका : महिला व बाल विकास मंत्रालय भारत सरकार द्वारा चाइल्ड लाइन इंडिया फाउंडेशन के सहयोग से पाकुड़ के विशिष्ट स्वयं सेवी संस्थाओं के तत्वावधान में जिले के वैसे गुमशुदा व शोषित बच्चों के साथ-साथ किसी कारण से घर से फरार हुए बच्चे तथा जिन बच्चों को इलाज की जरूरत है वैसे सभी बच्चे जिन्हें देखभाल और सुरक्षा के प्रति जरूरत मंद बच्चों के लिए चाइल्ड हेल्प लाइन सेंटर पर कार्य करने वाले पनजीओ प्रतिनिधियों का पांच दिवसीय प्रशिक्षण कार्यशाला स्थानीय सांस्कृतिक भवन में मंगलवार को शुभारंभ किया गया।

उक्त कार्यशाला सह टोल फ्री चाइल्ड लाइन सेंटर का उद्घाटन जिले का पुलिस अधीक्षक मयूर पटेल व गसमणि सोरेन व मेरी किस्कु ने संयुक्त रूप से दीप प्रज्वलित व फीता काटकर किया। इस मौके पर पुलिस अधीक्षक श्री पटेल ने कहा कि यह एक अच्छा कार्य से जुड़ने का मौका है। बाल अपराध अधिनियम के अलावा चाइल्ड लाइन को शुरूआत करना परम्परागत कदम है, लेकिन इस कार्य में काफी चुनौतियां हैं जिसे स्वीकार करना पड़ेगा। खासकर झारखंड जैसे राज्य में, जहां मानव व्यापार एक बड़ी समस्या है। जिसके तहत महिला व बच्चों को महामयारों में ले जाकर उनका शोषण किया जाता है। इसमें उनको सुरक्षा देना पहली प्राथमिकता होनी चाहिए और पुलिस ऐसे कार्यों में हर संभव सहयोग देने के लिए हमेशा तैयार है।

एसपी ने कहा कि लोगों में जागरूकता फैलानी होगी। यहाँ भारतीय किसान संघ के संजय मिश्रा ने कहा कि चाइल्ड सेंटर देश के 22 राज्यों में चल रहा है। तथा झारखंड में रांची के बाद पाकुड़ में दूसरा चाइल्ड सेंटर खोला जा रहा है। बच्चों की सहायता 1098 का नंबर भारत के अलावा विदेशों में भी काम कर रहा है। उन्होंने कहा कि पाकुड़ काफी पिछड़ा जिला है। यहाँ यह कार्यक्रम महिला व बाल विकास मंत्रालय भारत सरकार से संपीठित है। जिसमें राज्य सरकार व बाल विकास के सहयोग के अलावा उपायुक्त पाकुड़ इसके अध्यक्ष होंगे।

दीप प्रज्वलित करते एसपी जागरण

उपायुक्त पाकुड़ के अध्यक्षता में संचालन समिति का गठन किया जायेगा। जिला मुख्यालय के अलावा सभी छह प्रखंडों में यह चाइल्ड हेल्प लाइन सेंटर खोला गया है, जो सातों दिन 24 घंटे काम करेगा। उन्होंने कहा कि इस सेंटर से स्वास्थ्य हेल्प सुरक्षा, गुमशुदा बच्चों को तलाश करना, उपवीडन बच्चे के संबंधित लाभ लिया जा सकता है। श्री मिश्रा ने कहा कि भारतीय किसान संघ रांची नोडल एजेंसी के रूप में कार्य करेगी तथा जनलोक कल्याण परिषद् के सहयोग से संस्था के रूप में फंस, अमन समाज, ग्रामीण विकास केंद्र पाकुड़ लोक समाज सेवा केंद्र, टीएसआरडी, जेपीवी आदि संस्था का कार्यक्रम संचालन करेगी। मंच संचालन चाइल्ड हेल्प लाइन सेवा के पूर्वी क्षेत्रीय प्रमुख कोलकाता के संदीप कुमार मिश्रा ने की। इस मौके पर चाइल्ड लाइन के विमल कुमार सांतेरे के अलावा विनोद प्रमाणिक, जनलोक कल्याण परिषद्, रौशन मिश्रा, रिंतु पांडेय, अशु कुमार, भारतीय किसान संघ के संजय मिश्रा सहित विभिन्न संस्थाओं के प्रतिनिधि उपस्थित थे।

### In-house training programme

CHILDLINE Pakur conducted in-house training from March 22-26, 2011 for 50 newly recruited personnel.

Mr. Mayur Patel, IPS, Superintendent of Police, Pakur inaugurated the programme. The panchayat and Government officials, Representative from Police department were present.

## CONDOLENCE

### In Memoriam: bid us goodbye:

Mr. Gerry Pinto is no more. The words have fallen silent; CHILDLINE family is deeply saddened to learn that Gerry is no longer with us. A tribute to the life and work of Gerry Pinto, a well known authority on Child Rights and Child Protection who passed away on the 4th of February 2011 at New Delhi.

Mr. Gerry Pinto was an Advisor for CHILDLINE Delhi Collaborative organisation, Butterflies founded by his wife Rita for street and working children in 1989. He was a born charismatic leader who could move people to action. An Institution in himself, he leaves behind a void which is difficult to fulfil.



Mr. Gerry Pinto retired as a Project Director of United Nations International Children's Fund (UNICEF). He was instrumental in spearheading the 'Right to Play' movement for underprivileged children.

Mr. Gerry played a vital role in setting up the Child Labour Cell in VV National Labour Institute in Noida and made significant contribution in various programmes and policies concerning issues related to the underprivileged children.

He was instrumental in initiating CHILDLINE along with the then Ministry of Social Justice and Empowerment in 1998. He played an active part in the formulation and amendment of the JJ Act 2000. Mr. Gerry was known for his love of all people especially the street and working children, he believed they had the right to protection, respect, opportunities and participation in their growth and development. It was his life's work.

"Adults need to listen to children and their views and ideas on issues related to them. Many a times the children have solutions to the questions for which the adults don't have an answer"

-Mr. Pinto

### CHILDLINE Website: Child Protection and Child Rights (CP/CR) Section

The Child Protection and Child Rights (CP/CR) Section provides a comprehensive base of knowledge on CP and CR in India, Regionally and Internationally. The CP/CR section is for students, scholars, field workers, CHILDLINE staff and partners, and citizens generally interested in CP/CR.

Visit <http://childlineindia.org.in/rights.htm> and register. Explore the world of Child Rights and Child Protection.



# Letters to the Editor

The response on 60th issue has been overwhelming. "Thank you" for your valuable comments & feedback.



### Real flavour of 'Childline Se Dosti' week

What a pleasure it was to read the 60th edition of Hello Childline newsletter! Our heartiest congratulations for bringing out such an issue in and I am pleased to

read the interview of Ms. Farida Lamba which gave a clear picture of RTE and its implication in a very interesting manner. The issue also truly depicted the real flavour of 'Childline Se Dosti week' activities.

Congratulations from the entire team of CHILDLINE Meerut for bringing out bumper issue. It was really beautiful.  
**Simran Chopra, Counselor, CHILDLINE Meerut**

**Amazing Issue**  
 Truly the most amazing newsletter ever, CHILDLINE India is rollicking through some exciting times

**Amrita Singh, Programme Manager - Asia Pacific, Child Helpline International**

**Attractive bumper issue**  
 It has been a wonderfully touching experience reading the January issue of Hello Childline. The cases intervened by CHILDLINES across the country, updates about the pan India Childline se dosti campaign made the issue an attractive bumper issue and even interesting all together. The January issue in real sense was an inspiration for CHILDLINES across the country. It has all been read, admired, learned up all too soon after its

arrival! Thank you for the beautiful issue of hello childline.

**Hemant more, Program Assistant, WRRC, CIF**

**60th edition is mesmerizing!**  
 The January issue of Hello Childline has come up very well. Good to see the bumper issue. Thank you for your efforts for bringing it. It was good to see about CHILDLINE Bhopal's activities and other updates in the issue.

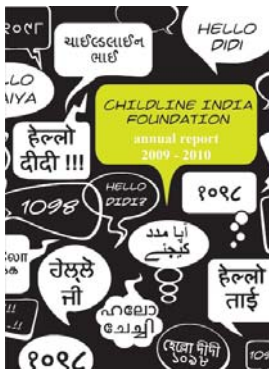
**Archana Sahay, Director, CHILDLINE Bhopal**

**January issue is very neat**  
 I absolutely liked the 60th edition of Hello Childline. The feel, look and content give an excellent impression and the issue was very neat. The interview was delightful to read and quite informative. Congratulations on 60th issue! Thanks for publishing it.

**Justin Johny, Program Assistant, SRRC, CIF**

**WRITE TO US!**  
**Tell Us What You Feel About Hello Childline**  
 Each Issue, Hello Childline walks through the CHILDLINE maze to bring you the latest news and happening and innovative practices from CHILDLINE across the country.  
 If you have an opinion about anything published in Hello Childline, or about CHILDLINE, Child Protection issues in general, write to the Editor at [hellochildline@childlineindia.org.in](mailto:hellochildline@childlineindia.org.in)

## CIF Annual Report 2009-2010

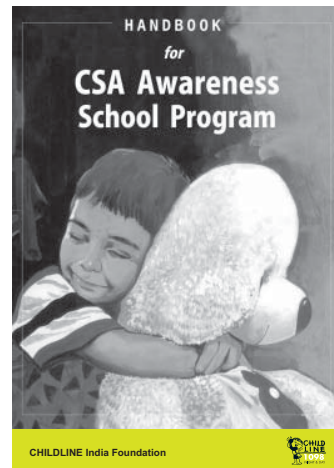


The year 2009-10 was heralded with great jubilation in the CHILDLINE network.

The CHILDLINE India Foundation's Annual Report 2009-10 provides a glimpse of the activities held for the year, National partnerships meets, Advocacy initiatives and so on

Visit:  
<http://childlineindia.org.in/pdf/Childline-Annual-Report-09-10.pdf>

## CSA Awareness School Program handbook



A Handbook on Child Sexual Abuse awareness School Program was published by CIF in the month of February 2011.

The Handbook outlines necessary information about CSA as well breakdown of all components of the project to be carried out by volunteers. The publication is supported by HDFC.



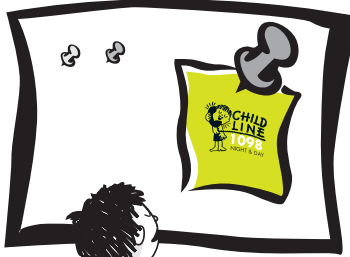


# CHILDLINE Gallery



## CHILDLINE Xpressions

### CHILDLINE 1098 in Schools



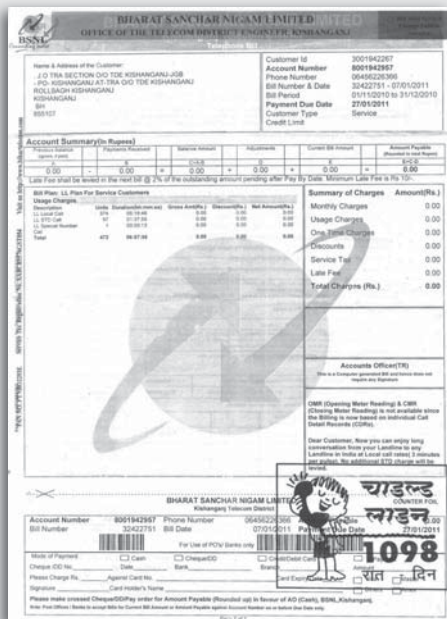
The Directorate of Education, Government of Himachal Pradesh issued a circular by making mandatory for each school to display CHILDLINE 1098 on the school notice boards.

### Supporting CHILDLINE

The Police incharge of Bahadurganj issued a circular for ensuring co-operation to CHILDLINE in filing of GDs and FIRs, allowing CHILDLINE participation in chowkidar meetings, and police to provide vehicles in restoring children to their home or required interim shelters.

### Integrating with the PRI administration

The Block Development Officer, Thakurganj Block, Bihar issued a Common circular to all block level allied systems for co-operating with CHILDLINE.



CHILDLINE Kishanganj prints the CHILDLINE logo on one lakh BSNL bills

### Against corporal punishment in schools

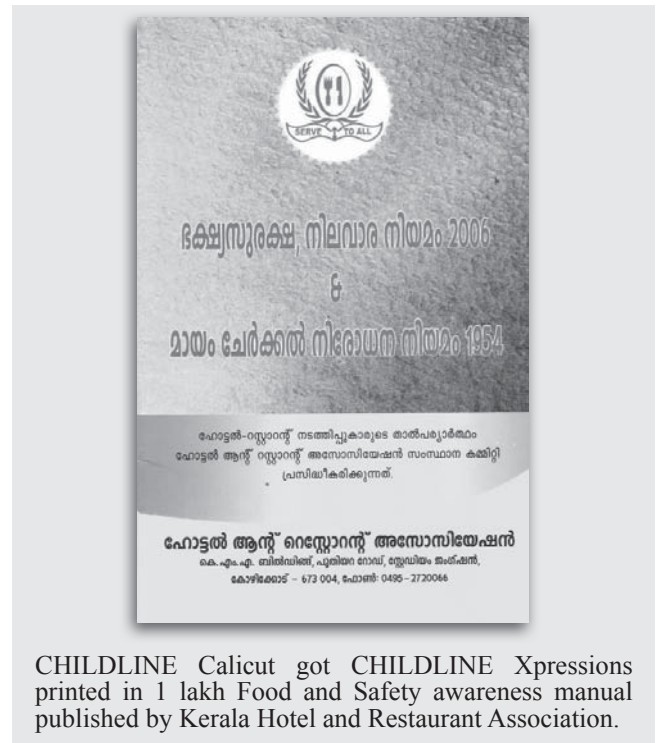
The Directorate of Education, Government of Himachal Pradesh have issued circular against corporal punishment in schools with mandatory display of CHILDLINE 1098 in the school notice boards.

### Support during interventions

The Director General of Police, Government of Himachal Pradesh issued circular to all District Superintendent of Police to extend their support to CHILDLINE units in Himachal Pradesh during CHILDLINE interventions

### CHILDLINE Awareness in Schools

The District Superintendent of Education issued a circular instructing all the Head masters and teachers to cooperate CHILDLINE in organising programmes in schools



CHILDLINE Calicut got CHILDLINE Xpressions printed in 1 lakh Food and Safety awareness manual published by Kerala Hotel and Restaurant Association.



TOON TALK





# CHILDLINE Gallery



Calls made to CHILDLINE: April 2010 - March 2011					
No. of Cities	31	17	18	22	88
Categories	South	North	West	East	Total
Medical Help	1,114	1,782	1,026	3,429	7,351
Shelter	4,079	1,009	938	1,952	7,978
Repatriation	4,326	2,521	437	2,295	9,579
Rescue	2,461	1,335	686	940	5,422
Death Related	15	25	11	60	111
Sponsorship	742	883	1,264	1,803	4,692
Missing	2,493	2,333	1,038	3,026	8,890
Emotional Support & Guidance	97,244	1,92,366	1,50,201	1,26,867	5,66,678
Silent / Confidence Building	1,20,117	64,028	93,522	72,522	3,50,189
Information / Referral to Services	1,44,852	48,307	44,647	92,188	3,29,994
Intervention Follow-up	62,833	23,413	14,423	35,206	1,35,875
Unable to locate Caller	2,092	554	163	1,488	4,297
<b>Intervention Calls - I</b>	<b>4,42,368</b>	<b>3,38,556</b>	<b>3,08,354</b>	<b>3,41,776</b>	<b>14,31,054</b>
Awareness Building Calls	42,842	27,809	7,517	32,358	1,10,526
Technical Connectivity Problems	1,65,854	2,21,421	2,03,005	1,13,240	7,03,520
Any Other	5,923	3,362	2,292	7,493	19,070
Unclassified	136	83	116	331	666
<b>Non Intervention Calls - II</b>	<b>2,14,755</b>	<b>2,52,675</b>	<b>2,12,932</b>	<b>1,53,422</b>	<b>8,33,784</b>
<b>Total I &amp; II</b>	<b>6,57,123</b>	<b>5,91,231</b>	<b>5,21,286</b>	<b>4,95,198</b>	<b>22,64,838</b>



# CHILDLINE Gallery



## CHILDLINE on web

## NEWS

<http://www.childlineindia.org.in/1098/press-coverage.htm>



*"CHILDLINE was built on networking and it spring boarded on the technology available when it started in 1996."*  
*"The definition of street children has also undergone a change, the new meaning indicates street children are children with families, earning salaries and living on streets,"* says **Kajol Menon**, Executive Director, CIF.

**Read full article** <http://www.childlineindia.org.in/pdf/Childline-In-BubbleWrapped-January2011.pdf>



*"At CHILDLINE, we aim to use contemporary technology to improve efficiency and reduce costs. We have upgraded our services by using BPO technology. Our service needs to reach EVERY part of the country; and technology married to telecom is the perfect bridge to do this"* says **Nishit Kumar**, Head, Communication & Strategic Initiatives, CIF.

**Read full article** [http://www.dnaindia.com/speakup/report\\_innovating-to-connect-the-dots-for-social-benefit\\_1503237](http://www.dnaindia.com/speakup/report_innovating-to-connect-the-dots-for-social-benefit_1503237)



*"We need to further strengthen the linkages with services like CHILDLINE formally forge a link for greater benefits of the children,"* says, **Sandeep Kumar Mitra**, Head ERRC, CIF.

**Read full article** <http://www.indiablooms.com/FeatureDetailsPage/featureDetails300311a.php>

### CHILDLINE @ Mumbai Marathon

[http://childlineindia.org.in/1098/mumbai\\_marathon2011.htm](http://childlineindia.org.in/1098/mumbai_marathon2011.htm)

### EVENTS



### Shobha De Runs for CHILDLINE

Watch the news at [http://childlineindia.org.in/1098/mumbai\\_marathon2011.htm](http://childlineindia.org.in/1098/mumbai_marathon2011.htm)

### CHILDLINE Blog

### Cycle rally against child labour at Gurgaon

[http://dus-nau-aath.blogspot.com/2011\\_02\\_01\\_archive.html](http://dus-nau-aath.blogspot.com/2011_02_01_archive.html)

### CHILDLINE Kochi unearths bonded Labor

<http://dus-nau-aath.blogspot.com/2011/01/childline-kochi-unearts-bonded-labor.html>

### BIG BAZAAR

CHILDLINE India Foundation along with Future Group's Big Bazaar celebrated New Year with children across the country in 39 shelter homes.

### New Year with Kids



**@Jaipur:** The New Year party saw an entertainment session for the kids by the clowns, magicians. The celebration marked with lots of games, music and dance.



**@North 24 Paraganas:** CHILDLINE North 24 Paraganas made the new year celebration even more memorable for children with the performances by magicians.



**@Kolkata:** During the party, kids also came up with some performances and expressed their joy. There were stalls for games, hand prints.



**@Chandigarh:** The kids came up with performances and expressed their joy. Big Bazaar employees along with CHILDLINE team members gave away gifts, chocolates, clothes, drinks much to the delight of the children.



**@Meerut:** Amidst the cake cutting ceremony, the children enjoyed fun filled dance with full fervor. Mr. Ravindra Chauhan, CWC member, Mrs. Anita Rana, Director, CHILDLINE Meerut. Arpan Pandey from Big Bazaar, Meerut spent time with children.





## स्कूली बच्चे नहीं होंगे प्रताड़ना के शिकार

अमर उजाला ब्यूरो

शिमला। अब स्कूलों में बच्चे प्रताड़ना का शिकार नहीं होंगे। स्कूलों में बच्चों की मानसिक और शारीरिक प्रताड़ना पर शिक्षा विभाग ने पूरी तरह से रोक लगाने का फैसला लिया है। विभाग ने एक टोल फ्री नंबर शुरू किया है। फोन पर शिकायत न करने ही तो बच्चे स्कूलों में लगे शिकायत बक्सों का इस्तेमाल कर सकेंगे।

# 1098

टोल फ्री नंबर पर कर सकेंगे शिकायत

हर स्कूल में शिकायत बक्से रखने अनिवार्य होंगे। निजी और सरकारी स्कूलों में यह व्यवस्था लागू होगी। इन बक्सों को नए सत्र से हर स्कूल में लगाया जाएगा। यही नहीं

स्कूल के शिक्षक अपने सामने इसे खोल भी नहीं सकेंगे। इसमें एसएमसी (स्कूल प्रबंधन समिति) के समक्ष सील लगेगी और तीन माह बाद एसएमसी के सदस्यों के समक्ष ही इसे खोला जा सकेगा। एसएमसी ही इसकी रिपोर्ट जिला शिक्षा उपनिदेशकों को भेजेगी। इस पर विभागीय स्तर पर कार्रवाई होगी। सूत्र बताते हैं कि राज्य शिक्षा विभाग ने स्कूलों में बच्चों की

प्रताड़ना को रोकने के लिए 10 टोल फ्री नंबर शुरू किया है। नंबर पर बच्चे सीधे ही शिक्षकों प्रताड़ना की शिकायत कर सके फोन कर सूचना न देने वाले उच्च शिक्षा विभाग ने शिक्षा (21) एफ (4) 31/2010 से उक्त आदेश जारी कर दिए निदेशक उच्च शिक्षा ओपी शम बताया कि बच्चों की प्रताड़ना र करने के लिए उक्त फैसला लिए

## Couple held for torturing 10-yr-old help

TIMES NEWS NETWORK

**Kolkata:** A couple was arrested on Wednesday from Titagarh for torturing a 10-year-old girl they had kept as a domestic help. Dipak Sarkar and his wife Tapasi accused the girl of theft, banged her head on the wall and thrashed her with a cane. She had to be admitted to hospital.

Dipak dragged her to the terrace and locked her in the open air and made her spend the whole night in the biting cold. Luckily, a neighbour spotted the girl crouching and shivering on the terrace and called Childline India Foundation (CIF) for help. "Later in the day, volunteers from our team went to the address with local police station and rescued the girl."

## Begging girls lead to group in city to escape harsh Kashmir winter

MEGHA SOOD  
FEBRUARY 23

THREE minor girls who entered an Andheri apartment complex begging for money unknowingly led a chil-



शिमला के बचत भवन में एचपीवीएच द्वारा आयोजित बैठक की अध्यक्षता करते हुए उपायुक्त अक्षय शर्मा।

### बाल श्रम को रोकने के लिए किए जाएंगे कठोर प्रयास : अक्षय शर्मा

शिमला, 7 फरवरी (अजीत समाचार): जिला में बाल श्रम को रोकने के लिए कठोर प्रयास किए जाएंगे। यह विचार उपायुक्त शिमला अक्षय शर्मा ने सोमवार को स्वयं संस्था द्वारा वाइब्रड भवन एवं बाल अधिकारी एवं संरक्षण विवर पर आयोजित कार्यशाला में प्रकट किया। शर्मा ने कहा कि पहिले जिला शिमला में बाल श्रम के बहुत कम मामले हैं, लेकिन प्रदेशीय स्तर से यहां आने वाले बच्चों के बच्चे ऐसे कार्य में संलग्न हो जाते हैं जिस पर रोक लगाने की आवश्यकता है और ऐसे बच्चों को संरक्षण और उनके अधिकारों के प्रति जागरूक करना प्रत्येक व्यक्ति का दायित्व है। उन्होंने बाल श्रम के मामलों को जिला प्रशासन के भ्रमण में लाने के लिए स्वयं संस्था तथा समाज सेवा में लगे लोगों का आह्वान किया।

2 फरवरी, 2011

## बाल मजदूरी से तौब

अमर उजाला ब्यूरो

शिमला। बाल मजदूरी करवाने वालों का व्यापार मंडल समर्थन नहीं करेगा। बाल मजदूरी के मामले सामने आने के बाद शिमला व्यापार मंडल ने यह ऐलान किया है। कारोबारियों से अपील की है कि बच्चों को दुकानों में काम के लिए न रखें। यदि बाल मजदूरी का कोई मामला



## मजदूरी करवाने वाले मुक्त बाल मजदूरों के मेडिकल की प्रक्रिया शुरू

अमर उजाला ब्यूरो

शिमला। बाल मजदूरी के आरोप में शिर शहर के व्यापारिक प्रतिष्ठानों के मालिकों को आरोप साबित होने पर जेल जाना पड़ सकता है। यही नहीं बीस हजार जुर्माना भी भरना होगा। बाल श्रम निरोधक कानून के तहत दोनों सजाओं का प्रावधान है। महकमे की कार्रवाई से व्यापारियों के हाथ पांव फूल गए हैं। यदि बाल मजदूरों की आयु 14 साल से कम निकलती है तो कार्रवाई तय है। फिलहाल राजधानी में आठ बाल मजदूरों को व्यवसायिक संस्थानों से मुक्त करवाने के बाद श्रम विभाग मेडिकल करवा रहा है। जिससे उनकी चान्सीविक आयु का पता लगाया जा सके। व्यवसायिक संस्थान बच्चों के आयु प्रमाण पत्र प्रस्तुत नहीं कर पाए हैं। जिसके आधार पर ही श्रम विभाग ने बच्चों का मेडिकल करवाने का निर्णय

- कानून में 20 हजार जुर्माने का प्रावधान
- आयु कम निकलने पर तय है कार्रवाई



संभावना है। जिसके परचात अंगुली कार्रवाई तय होगी। उधर, शहर में यह भी चर्चा शुरू हो गई है कि राजधानी में सामने आए मामले को दबाने के लिए अंदर खाते प्रयास शुरू हो

आयु की पुष्टि खिलाफ सख्त कानून उन्हे नोटिस जारी कर पेश किया जाएगा। निरोधक कानून के

## राज एक्सप्रेस

ग्वालियर, शुक्रवार 25 मार्च 2011

## 'स्कूल में शादी पर टीचर मंजवाते हैं बर्तन' लाइन कर रहा मदद

बाल संरक्षण आयोग अध्यक्ष के सामने बच्चों से बताई हकीकत

स्कूल में ही शादी का आयोजन... बच्चों से शादी के बारे में पूछा गया... टीचर ने मंजवाते दे दीं... बच्चों को शादी के बारे में बताया... बच्चों ने बताया कि शादी के दिन टीचर ने मंजवाते दे दीं... बच्चों को शादी के बारे में बताया... बच्चों ने बताया कि शादी के दिन टीचर ने मंजवाते दे दीं...



'भद्रों से एक किमी के दायरे में हों स्कूल'

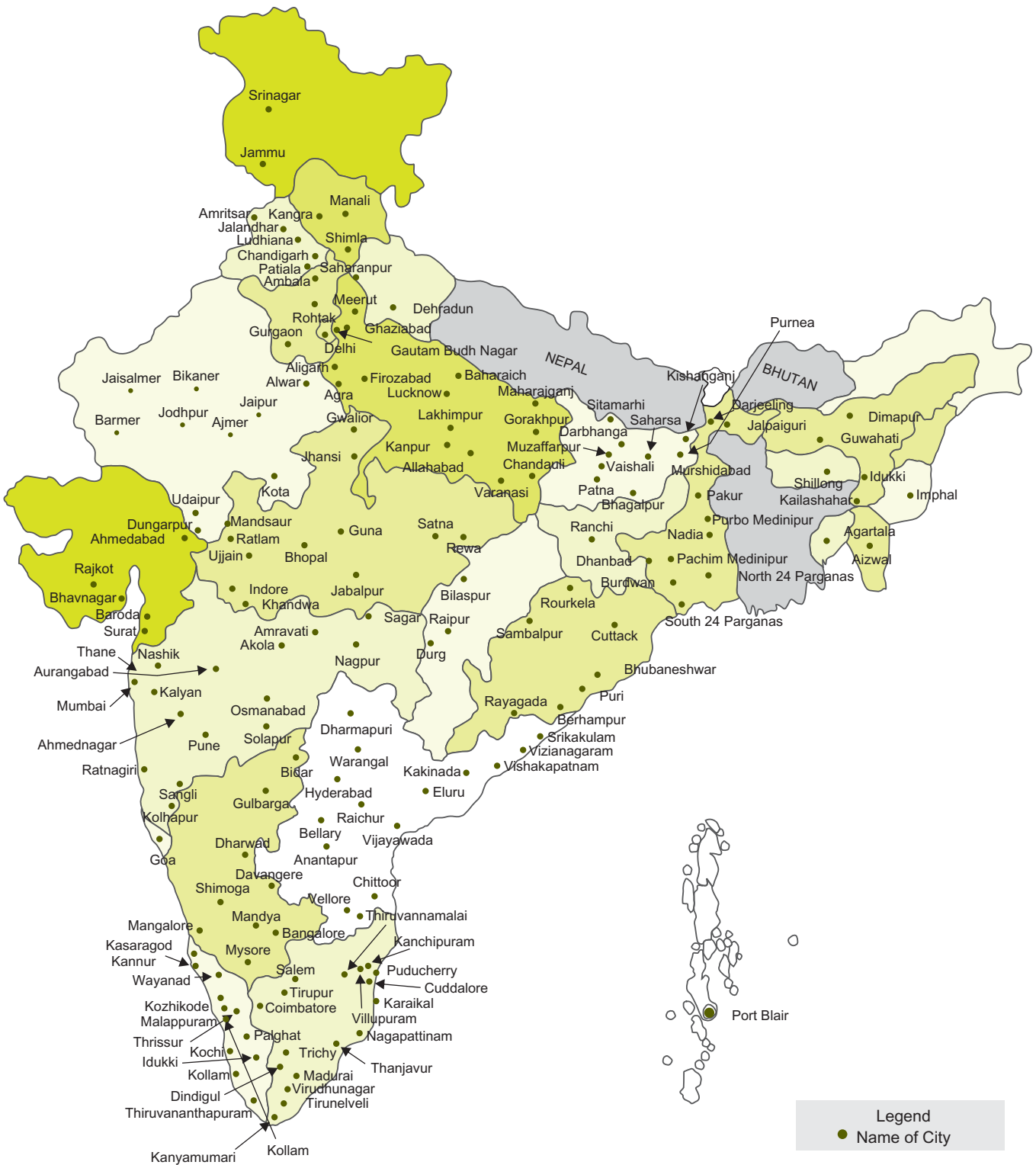
मुसीबत में फंसे बच्चों के लिए आपातकालीन सेवा चा... एवं शारीरिक रूप से अक्षम एक बालक को मुख्य न्यायि... के समक्ष पेश किया और उसे मर्सी होम में भर्ती कराया। को-ऑर्डिनेटर भूपेंद्र शांडिल्य ने बताया कि पिछले दिनों... रूप से अक्षम एक बालक डबरा पुलिस को ग्राम चांदपुर... सूचना चाइल्डलाइन ग्वालियर को दी गई थी। इसके बाद बा

CHILDLINE IN THE NEWS





# CHILDLINE Across Country



Legend  
 ● Name of City



## Government Partners

Ministry of Women and Child Development, Department of Telecommunications, Ministry of Health, Railway Ministry, Department of Social Defence/ Social Welfare.

## NGO Partners

### SOUTH

**Anantapur** [Women's Development Trust, Rural and Environment Development Society, Human And Natural Resources Development Society, Praja Seva Samaj] **Andaman** [Dweep Prayas] **Bangalore** [Association for Promoting Social Action, Don Bosco, Child Rights Trust] **Bellary** [Centre For Rural Development, Bellary Diocesan Development Society, Don Bosco-The Hospet Salesian Society, Rural Education & Action Development, Society for Integrated Community Development] **Bidar** [Sharada Rusdetti, Don Bosco Youth Empowerment Services, Sahayog, Dr. B. R. Ambedkar Cultural & Welfare Society, ORBIT] **Chennai** [Department of Social Defence, Indian Council for Child Welfare, Don Bosco Anbu Illam, Nesakaram-SEEDS, Asian Youth Centre, Mariyalaya, World Vision India] **Chittoor** [Stree Sakthi Sangathana, Rural Organization for Poverty Eradication Services, Rural Institute for Social Education, Academy of Gandian Studies] **Cuddalore** [Indian Council for Child Welfare] **Coimbatore** [Don Bosco Anbu Illam] **Dharmapuri** [Don Bosco College, Hebron Caring Society for Children] **Davangere** [Adarsha Samaja Karya Samsthe, Don Bosco Child Labour Mission, SPOORTHY, Kolache Pradesha Parisara Parivarthane Mathu Halligala Abhivrdi Samsthe, Social Welfare & Rural Development Agency-Karnataka] **Dharwad** [Sneha Education & Development Society, Karnataka Integrated Development Society, Socio-Economic Education Development Action, Karmani Grameena Seva Pratishtan, Kalyana Kiran Social Service Institution] **Dindigul** [Dindigul Multipurpose Social Service Society, CEDA Trust, Mutual Education for Empowerment and Rural Action] **Eluru** [Social Service Centre, Department of Social Work-DNR College] **Gulbarga** [Seth Shankarlal Lahoti Law College, Don Bosco PYAR, Margadarshi] **Hyderabad** [Centre for Social Initiative & Management, Divya Disha, Society for Integrated Development in Urban and Rural Area] **Idukki** [Marian College Kuttikanam, Voluntary Organization for Social Action and Social Development, Vijayapuram Social Service Society] **Kanchipuram** [Asian Youth Centre, Hand in Hand] **Kannur** [Don Bosco College, Tellichery Social Service Society, Association for the Welfare of Handicapped] **Kanyakumari** [Kottar Social Service Society, Holy Cross College] **Kasaragod** [Mar Thoma College of Special Education, Institute of Applied Dermatology, People's Action for Non Formal Education & Development in Technology] **Kochi** [Don Bosco Sneha Bhavan, Rajagiri College of Social Sciences] **Kollam** [Quilon Social Service Society, Quilon Don Bosco Society, Punalur Social Service Society] **Kozhikode** [Association for Welfare of the Handicapped, Farook College] **Madurai** [Madurai Institute of Social Sciences] **Malappuram** [Pocker Sahib Memorial Orphanage College, Sheshy Charitable Society, Rajagiri Outreach] **Mandya** [Vikasana Institute for Rural and Urban Development, Bheem Intergrated Rural Development Society] **Mangalore** [Roshni Nilaya, School of Social Work], **Mysore** [Organization for the Development of People, Rural Literacy & Health Programme, Nisarga Foundation] **Nagapattinam** [Avvai Village Welfare Society, Society of DMI] **Palghat** [Preshittha Social Service Society, Mercy College, Attappady Social Service Organisation] **Puducherry** [Integrated Rehabilitation & Development Centre, Pondicherry Multipurpose School Service Society] **Raichur** [Janachetana] **Salem** [Don Bosco Social Service Society, Young Women's Christian Association] **Shimoga** [Siddheswara Rural Development Society, Malnad Social Service Society] **Srikakulam** [Youth Club of Bejjipuram, Bapuji Rural Enlightenment and Development Society, Gunna Udatayya Eternal Service Team, Gunna Udatayya Eternal Service Team (Itchapuram), Action in Rural Technology and Services] **Thanjavur** [Periyar Maniammai University, Social Health & Education Development India] **Tiruvannamalai** [Rural Education & Development Society, Terre Des Homes Core Trust] **Trivandrum** [Trivandrum Don Bosco Veedu Society, Loyola Extension Services, Trivandrum Social Service Society], **Tirunelveli** [Centre for Empowerment of Women & Children, Saranalayam-TSSS] **Thrissur** [St.Christina Holy Angel's Home, Department of Social Work, Vimala College] **Tirupur** [Tirupur Auxilium Salesian Society, Social Awareness & Voluntary Education] **Trichy** [Department of Social Work - Bishop Heber College, Sisters of the Cross Society for Education and development SOCEAD] **Vellore** [Community Reconstruction Of Social Service] **Vijayawada** [Forum for Child Rights] **Villupuram** [Bullock Cart Workers Development Association, Association for Rural Masses, Centre for Coordination of Voluntary Works and Research, Mother Trust, Nambikkai Trust] **Virudhanagar** [Resource Centre for Participatory Development Studies, Society for People's Education & Economic Change, Madurai Multipurpose Social Service Society, Trust for Education & Social Transformation] **Vizianagaram** [Association for Rural Development and Action Research, Nature] **Vishakhapatnam** [Association for Rural Development and Action Research], **Warangal** [Pragathi Seva Samithi, Modern Architects for Rural India, THARUNI, Franciscan Missionary of Mary Social Service Society] **Wayanad** [Joint Voluntary Action for Legal Alternatives, Hilda Trust]

### NORTH

**Agra** [Childhood Enhancement through Training & Action] **Ajmer** [DISHA-Roman Catholic Diocesan Social Service Society, Rajasthan Mahila Kalyan Mandal, Grameen Evam Samajik Vikas Sansthan, Mahila Jan Adhikar Samiti, Gharib Nawaz Mahila Awam Bal Kalyan Samiti] **Allahabad** [Diocesan Development & Welfare Society] **Alwar** [Nirvanavan Foundation] **Ambala** [Zilla Yuva Vikas Sangathan] **Amritsar** [Indian Red Cross society, Navjeevan Charitable Society for Integral Development] **Aligarh** [UDAAN] **Barmer** [Dhara Sansthan, Gramin Vikas Sansthan] **Bahraich** [Pratham, Developmental Association for Human Advancement, Bhartiya Gramothan, Seva Sansthan, Sahas Seva Sansthan] **Bikaner** [Urmul Trust, Urmul Jyoti Sansthan, Urmul seemant samiti Urmul Setu Sansthan] **Chandauli** [Gramanchal Seva Samiti] **Chandigarh** [Post Graduate Institute of Medical Education & Research, Youth Technical Training School] **Dehradun** [Mountain Children's Foundation] **Delhi** [Salaam Baalak Trust, Don Bosco Ashalayam, Delhi Brotherhood Society, Prayas, Butterflies] **Dungarpur** [Rajasthan Bal Kalyan Samiti, Bhoruka Charitable Trust, Mahila Grameen Vikas Evam Takniki Prashikshan Sansthan] **Firozabad** [Chirag] **Gautambudh Nagar** [FXB India Suraksha, SADRAG, Association for Welfare Social Action & Research India] **Ghaziabad** [Asha Deep Foundation] **Gorakhpur** [DISA, Purvanchal Gramin Seva Samiti] **Gurgaon** [Shakti Vahini] **Jaipur** [I-India, Jan Kala Sahitya Manch Sanstha, Institute for Development Studies] **Jalandhar** [Nari Niketan Trust] **Jammu** [Indian Red Cross Society, University of Jammu] **Jaisalmer** [CECOEDECON] **Jhansi** [Society of Franciscan Brothers] **Jodhpur** [Vikalp Sansthan] **Kangra** [Urban Tribal & Hills Advancement Society] **Kanpur** [Subhash Children's Society] **Kota** [Alarippu, Rajasthan State Bharat Scouts & Guides] **Lakhimpur** [PACE, Chitranshu Samaj Kalyan Parishad] **Lucknow** [Human Unity Movement, National Institute for Public Cooperation and Child Development] **Ludhiana** [Swami Ganga Nand Bhuri Wale International Foundation] **Manali** [HP Mahila Kalyan Mandal, Himalayan Friends] **Meerut** [Janhit Foundation] **Maharajan** [Vikalp, Sriшти Seva Sansthan, Purvanchal Gramin Seva Sansthan] **Patiala** [Navjeevani School of Special Education, Society for welfare of the Handicapped, Department of Social Work, Punjabi University] **Rohtak** [Bharat Vikas Sangh] **Saharanpur** [Bharat Seva Sansthan] **Shimla** [Himachal Pradesh Voluntary Health Association] **Srinagar** [Human Efforts for Love & Peace Foundation] **Udaipur** [Seva Mandir, Udaipur School of Social Work] **Varanasi** [Gandhi Adhyapeeth, Asmita]

### EAST

**Agartala** [Voluntary Health Association of Tripura, Tripura Council for Child Welfare, Tripura Adibasi Mahila Samity], **Aizawl** [Centre for Peace and Development, Mizo Hmeichhe Insiukhawm Pawl] **Bhagalpur** [Disha Gramin Vikas Manch, Nagachia Jan Vikas Lok Karyakram, Utkrishta Seva Sansthan] **Behrampur** [Indian Society for Rural Development, Organization for Development Integrated Social & Health Action, National Institute for Rural Motivation Awareness & Training Activities] **Bhubaneswar** [Ruchika Social Service Organisation, Bhairabi Club] **Bilaspur** [Samarpit, Shikhar Yuva Manch] **Burdwan** [Asansol Burdwan Seva Kendra, Jayprakash Institute of Social Change(Ansansol), Jayprakash Institute of Social Change (Barakar), Speech and Hearing Action Society] **Cuttack** [Open Learning System, Basundhara] **Darbhanga** [East & West Educational Society, Kanchan Seva Ashram, Sarvo Prayas Sansthan, Gramoday Veethi (Keoti), Gramoday Veethi (Singhwar), Gyan Seva Bharti Sansthan, Batika] **Darjeeling** [Child In Need Institute, Kanchanjungha Uddhar Kendra Welfare Society, Bal Suraksha Abhiyan] **Dhanbad** [Bhartiya Kisan Sangh, Gram Pradyogik Vikas Sansthan(Nirsa), Gram Pradyogik Vikas Sansthan (Tundi)] **Dimapur** [Prodigals Home, Community Educational Centre Society] **Durg** [LokShakti Samaj Sevi Sansthan, Jan Sevak Samity] **Guwahati** [Indian Council for Child Welfare, National Institute for Public Cooperation & Child Development, Impfal] [Manipur Voluntary Health Association, Department of Anthropology] **Jalpaiguri** [Jalpaiguri Welfare Organisation, Ananda Chandra College] **Jowai** [Jantai Hills Development Society] **Kailashahar** [Blind & Handicapped Association, Pushparaj Club, North Tripura Deaf & Dumb School] **Kishanganj** [East & West Educational Society, Crescent Educational & Welfare Trust, Nilu Jan Vikas Sansthan, Koshi Gramin Vikas Sansthan, Competing Society for Social Work and Research Network] **Kolkata** [Don Bosco Ashalayam, CINI Asha, City Level Programme for Street & Working Children, Lorato Day School, Bustee Local Committee & Social Welfare Centre, Society for Educational & Environmental Development, Institute of Psychological & Educational Research] **Murshidabad** [Palsapally Unnayan Samity, CINI- Murshidabad Unit, Gorabazar Shahid Khudiram Pathagarh] **Muzaffarpur** [Mahila Development Centre, Nation Institute for Rural Development Education Social Upliftment and Health, Gramin Jan Kalyan Parishad, Hanuman Prasad Gramin Vikas Samity] **Nadia** [Sreema Mahila Society, Chapra-Socio Economic Welfare Association.] **North 24 Parganas** [Centre for Communication and Development, Dhagagia Social Welfare Society, North 24 Parganas Sammyo Sromo Gibi Samiti, Khalisady Anubhav Welfare Association, Joygopalpur Youth Development Center, Charuigachhi Light House Society, Katakhalhi Empowerment & Youth Association, Sayestanager Swanirvar Mahila Samity] **Pakur** [Bhartiya Kisan Sangh, Jan Lok Kalyan Parishad, Gramin Vikas Kendra, Lok Kalyan Seva Kendra, Tagore Society for Rural Development, Foundation for Awareness Counselling and Education, Aman Samaj Kalyan, Jharkhand Vikas Parishad] **Paschim Medinipur** [Prabuddha Bharati Sishutirtha, Vidyasagar School of Social Work, Chak-Kumar Association for Social Service] **Patna** [Balsakha, East & West Educational Society, Nari Gunjan] **Purba Medinipur** [Vivekananda Lok Siksha Niketan] **Puri** [Rural and Urban Socio Cultural Help] **Purnea** [Batika, Tatvasi Samaj Nyas, Akhil Bhartiya Gramin Vikas Parishad, Parivesh Purna Jagran] **Raipur** [Sankalp Sanskritik Samiti, Chetna Child & Women Welfare Society] **Ranchi** [Xaviers Institute of Social Science, Samadhan, Chotanagpur Sanskritik Sangh] **Raygada** [Sakti Social Cultural & Sporting Organisation, Palli Vikash] **Rourkela** [Disha] **Sambalpur** [ADARSA, Rural Organisation for People's Empowerment, ASHA] **Saharsa** [Anusuchit JATI/ Anusuchit Janjati Kalyan Samiti, Mimansa Kalyan Samiti] **Shillong** [Bosco Reach Out, Impulse NGO Network] **Sitamardi** [Pratham Mumbai Education Initiative, Pratham Mumbai Education Initiative (Parihar), Pragati Ek Prayas (Bairgania), Pragati Ek Prayas, Sonbarsa / Dostia, Pragati Ek Prayas, Riga, ADITHI] **South 24 Parganas** [Sabuj Sangha, CINI-Diamond Harbour Unit, School of Women's Studies (Jadavpur University)] **Vaishali** [Swargiya Kanhai Shukla Samajik Seva Sansthan, LAKSHYA, Narayani Seva Sansthan, Vaishali Samaj Kalyan Sansthan]

### WEST

**Ahmedabad** [Ahmedabad Study Action Group, Gujarat Vidyapith], **Ahmednagar** [Snehalaya] **Akola** [Indian Institute of Youth Welfare] **Amravati** [Shree Hanuman Vyayam Prasarak Mandal] **Aurangabad** [Aapulki Samaj Seva Sanstha's, Dilasa Jan Vikas Pratishtan] **Baroda** [Baroda Citizens Council, Faculty of Social Work, MS University] **Bhavnagar** [Shaishav] **Bhopal** [Advocacy for Alternative Resources Action Mobilization & Brotherhood, The Bhopal School of Social Sciences] **Dadra Nagar & Haveli** [Indian Red Cross Society], **Goa** [Nirmala Education Society, Jan Ugahi Trust, Vikalp Trust, Caritas-Goa] **Guna** [Kalpataru Vikas Samiti] **Gwalior** [Centre for Integrated Development] **Indore** [Indore School of Social Work] **Jabalpur** [Jabalpur Diocesan Welfare Society] **Kalyan** [Aasara], **Khandwa** [Aashta Welfare Society] **Kolhapur** [Sangli Mission Society] **Mandsaur** [Vikalp Samajik Sansthan] **Mumbai** [CHILDLINE India Foundation (Nodal), Youth for Unity and Voluntary Action, Committed Communities for Development Trust, Hamara Foundation] **Nagpur** [Matru Seva Sangh, Institute of Social Work, Bapuji Bahujan Samaj Kalyan Bahuddeshiya Sanstha, VARDAAAN, Indian Association of Promotion of Adoption, India Centre For Integrated Development] **Nashik** [Navjeevan World Peace & Research Foundation, College of Social Work] **Osmanabad** [Shri Kulsawmini Shikshan Prasarak Mandal] **Pune** [Dnyana Devi, Karve Institute of Social Service] **Sangli** [Prakash Shikshan Prasarak Sanstha] **Rajkot** [Shri Pujit Memorial Trust] **Ratnagiri** [M.S. Naik Foundation, Lanja-Sangli Mission Society] **Ratlam** [Savigya, Samarpan] **Rewa** [Ramashiv Bahuddeshiya] **Sagar** [Manav Vikas Seva Sangha] **Satna** [Samaritan Social Service Society] **Solapur** [Akkalkot Education Society, Walchand College of Arts & Science] **Surat** [Pratham] **Ujjain** [Kripa Social Welfare Society, Madhya Pradesh Institutes of Social Science & Research] **Yavatmal** [Gramin Samassya Mukti Trust]

## Contributions

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