



Hello Childline

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

ISSUE 57

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Dear Readers,

Welcome to Issue No: 57 of the CHILDLINE Newsletter. This is the third issue in 2009.

This issue covers activities at the different CHILDLINE centres from May to August. During this time two important international dates viz International Children's Day and Anti Child Labour Day (12th June) were observed by different CHILDLINES all over the country.

All the CHILDLINES were busy hosting a number of activities. One of the most interesting developments was that the South 24 Paraganas CHILDLINE launched its first ever Sishu Sansad – Child Parliament, to lobby for child rights.

This issue also has some very successful cases where different CHILDLINES have been able to reunite lost and runaway children with their families. With some quick thinking followed by quick action the Jammu CHILDLINE used many local contacts to reunite a lost four year old with her family within just 24 hours. In a very heart warming story CHILDLINE Kanpur and CHILDLINE Kochi located in the North and South of India, worked together to reunite Sajjid with his family after nine long years.

There have been some successful prosecutions of employers of child domestic help. In one case the employer received a very stiff fine and the girl received monetary compensation for the abuse and torture she had been subjected too. The most tragic case is off a perfume factory in Mumbai which illegally employed young boys. With complete disregard of the children's safety, the owner exposed them to hazardous conditions which resulted in the death of 3 children and 6 more suffering severe injury. CHILDLINE Mumbai is still following up on this case.

The CHILDLINES in the East zone were able to gain two significant achievements. The District Magistrate (D.M) of Agartala sponsored a CHILDLINE logo which is now displayed in front of the Governor's House and in Meghalaya the DGP of Meghalaya approved incorporating the CHILDLINE website in the State Police Website- (www.megpolice.gov.in)

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

Congratulations to CHILDLINE Shillong anniversary.

What is CHILDLINE?

CHILDLINE is a national, 24-hour, free, emergency telephone helpline and outreach service for children in need of care and protection. The **CHILDLINE** number 1098 is a toll free number that is common in all the cities of India. Initially started in Mumbai in June 1996, **CHILDLINE** is currently operational in 82 cities. **CHILDLINE** aims to reach out to the most marginalised children between the age group of 0-18 years, and provides interventions of shelter, medical, repatriation, rescue, death related, sponsorships and, emotional support and guidance.

So if YOU see a child in distress, call 1098!

CHILDLINE is ringing in 83 cities of India:

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





City Highlights and Happenings!

North Zone

CHILDLINE Varanasi hails Mr. Ajai Kumar as its new CHILDLINE Advisory Board (CAB) Chairperson.

CHILDLINE Varanasi is very pleased with the appointment of **Mr. Ajai Kumar Uppadhyaya**, the District Magistrate of Varanasi as the Chairperson of the CHILDLINE Advisory Board (CAB). Mr. Kumar as a person is very sensitive to the needs of children and is also very supportive of CHILDLINE. Being well versed with the law Mr. Kumar has shown a keen interest in actively implementing the JJA in Varanasi. Mr. Kumar's commitment to the cause as led him to increase the number of CAB meetings from every quarter to every month. His active participation in these meetings allows for more goals to be met.

South Zone

CHILDLINE Kochi in association with the District Labour Department observed Anti Child Labour Day 12th June: CHILDLINE-Kochi organized a seminar on Child Labour. The major points covered in this seminar included defining Child labour in the context of Child Rights and the JJ Act, the role of the Labour Department, the Child Welfare Committee and CHILDLINE in working to prevent child labour. The District Panchayat president inaugurated the seminar and the Regional Joint Labour Commissioner presided over it.

CHILDLINE Kochi also conducted other awareness programs such as public announcements regarding Anti-Child Labour around Ernakulam district, distribution of notices and posters bearing Anti Child Labour messages. The team was also able to get an article on anti child labour printed in the local paper. Local radio stations also agreed to broadcast a anti child labour message.

CHILDLINE Mallapuram celebrates International Children's Book Day.

The event was held on 2nd April 2009, in association with an NGO called Kerala Samskarika Vedhi, Puthu Ponnani. The Nodal Coordinator, CHILDLINE Malappuram presided over the programme. He formally introduced CHILDLINE Malappuram. The Municipal vice chairman, inaugurated the event.

Emphasis was laid on inculcating reading habits amongst children. CHILDLINE team members organized puppet show. It was very well appreciated. A hundred and fifty children participated in the programme



CHILDLINE Trivandrum participated in Attukal Pongala, a popular Hindu festival that draws lakhs of women to Trivandrum city to take part in the festival. The goddess Kannagi who is worshipped at this time is believed to favor women and children with her blessings. CHILDLINE put up an awareness stall and banners, drafted a leaflet to hand over to the announcing committee. CHILDLINE awareness material was also distributed.

CHILDLINE appears on Star Vijay Television – Chennai a popular Tamil channel. The television channel staff came to the CIF Southern Regional Resource Centre (SRRC) office and conducted an interview on trafficking and safety of children. The interview was structured to spread awareness about the issue of child trafficking, it discussed safety methods needed to be taught to children and it also shared information on CHILDLINE and its activities.

East Zone

CHILDLINE Cuttack addresses the issue of Child Participation during an open house session.

Following an outreach program by CHILDLINE which included a session on Child Rights, CHILDLINE Cuttack organised an Open House programme with more than fifty children in the age group of ten to seventeen, at a local slum, in the month of May. The children were



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divided into 4 groups and CHILDLINE team members were attached to each group.

At the end of the programme, CHILDLINE requested the children to select at least one representative from each group who would carry forward the issues raised in the group to the next CAB meeting. Apart from these, CHILDLINE team members present assured the children that they would start advocacy with the relevant government departments for a logical resolution of their issues.

CHILDLINE Kishanganj organizes a district level consultation with the police at Kishanganj on 12th of June 2009: The participants were the Superintendent of Police (SP), the District Superintendents of Police (both village and town), the Station Officer (SHO), Circle Inspectors, lawyers and representatives from other NGOs and voluntary organizations. The major issues covered were child abuse and child trafficking. This was more in terms of co-ordination between the various police personnel.

CHILDLINE Puri in collaboration with the Campaign Against Child Labour worked on an Alternate Report For Children: The Campaign against Child Labour (CACL), Orissa organized a three days' state level workshop at Bhubaneswar. Sixty children participated in this workshop. CHILDLINE Puri facilitated the whole process. The objective of this workshop was to prepare a report on *'understanding the real situation of the children and the implementation of JJ Act'*, CHILDLINE Puri has sensitized many children on child rights and CHILDLINE. The outcomes of this workshop will go into the alternate report for Children that will be submitted to NCRL.

CHILDLINE Shillong celebrates its Eighth Anniversary

The anniversary celebrations were done in collaboration with Radio SFM 93.5. The programme commenced with a welcome note from the City Coordinator. The Radio Jockeys organized a quiz contest and a song and dance competition for all the children present. A local cable network sponsored the prizes. CHILDLINE team members played games with the children and taught them some action songs. A short play was performed by a group from Radio SFM and some of the children. The name of the

play was "Child Domestic Work, which is against the Child Labour Law". At the end of the programme light refreshment distributed to all children.

CHILDLINE Sitamarhi organized a seminar on the Abolition of Child Labour.

During a child labour rescue CHILDLINE Sitamarhi discovered that there was no co-ordination between the Police, the Government Railway Police, (GRP) and the Labour Department. The Labour Superintendent requested CHILDLINE to organize a joint meeting with labour officers and the Railway Police Force (RPF) to facilitate better coordination between the different stakeholders. The meeting was held on Labour Abolition Day, on the 30th April 2009.

CHILDLINE South 24 Parganas facilitates the provision of charter of demands for children: CHILDLINE South 24 Parganas has formed children's group called Shishu Sansad (Child Parliament). The Shishu Sansad presented a Charter of Demands to the electoral candidates for the forthcoming Lok Sabha Elections on 29th April 2009. The children demanded a commitment from the electoral candidates that if they were elected as a Member of Parliament they would look into the children's Charter of Demands. Some of the key demands were to **ensure the implementation of Child Labour Regulation and Probation Act** and to devise **a comprehensive scheme for effective rehabilitation of abused children.**

CHILDLINE India Foundation along with CHILDLINE South 24 Parganas organises a flood relief operation: The Sunderbans were the worst hit when the cyclone hit West Bengal in May 2009. Many villages were completely destroyed with embankments being flattened and houses washed away.

CHILDLINE India Foundation along with CHILDLINE South 24 Parganas immediately responded to the situation and linked with the Integrated Child Development Scheme (ICDS) and the local Panchayats to facilitate the ongoing relief activities on the ravaged islands of the Sunderbans in the Pathar Pratima block. Children in the age group of six months to - six years were provided with supplementary nutrition and recreational activities were conducted to keep the children occupied and to help them cope with the trauma. CHILDLINE later extended its reach to the islands of Herambagopalpur,



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K-Plot and Boro and Choto Rakshaskhali under the block of Pathar Pratima. Around one thousand eight hundred children were reached in the first phase and two thousand eight hundred children were reached in the second phase.

The District Magistrate (D.M) of Agartala sponsored a CHILDLINE logo which is now displayed in front of the Governor's House. A circular was issued by the District Magistrate (DM), West Tripura, Agarala to private telecom providers for 1098 connectivity. The DGP of Meghalaya also approved incorporating the CHILDLINE website in the State Police Website- (www.megpolice.gov.in)

West Zone

CHILDLINE Gwalior organizes a rally in support of the School Chalo Abhyaan rally: a school enrollment programme. The rally had children of carpet weavers and other children going to the NCLP run school which has started a school for children who are either working themselves or are children of migratory workers who have been out of school for some time. The Child-Labour School provides a six month bridge course that allows the children to catch up with the lessons they have missed, so that they can then be admitted to a formal school. Over sixty children participated along with the CHILDLINE team. CHILDLINE slogans and pamphlets were prominently displayed.



CHILDLINE Mumbai Annual Review. It was attended by all the 36 partner organizations in Mumbai. Day one largely comprised of presentations activities by partner organizations in the last year. On the second day each team demonstrated different outreach

methods employed by them. The last day was devoted to making action plans for the next year.

CHILDLINE Mumbai in collaboration with CHILDLINE India Foundation organized an Impact Day with Deloitte Consultancy, Hiranandani Powai: Deloitte celebrates Impact day on the first Friday of June every year. For three years in a row, the employees have made a huge impact in the community and on the children at the CHILDLINE centres. This year Impact Day was conducted on Friday the 5th of June 2009. Over fifty very committed and enthusiastic Deloitte employees conducted a series of activities with CHILDLINE at Bandra and Kurla.

One group of twenty Deloitte employees along with three employees from CHILDLINE India Foundation (CIF) went to one of the local slum areas They conducted a puppet show as part of the outreach program for the restaurants and the Police Chowky in the area. Phone testing to check the connectivity of the 1098 number was also carried out at all PCOs in that area.

The second group of thirty employees was divided into two subgroups. A group of fifteen persons along with the CHILDLINE team members conducted a similar outreach in another local area in the suburbs, while the other group stayed at one of the partner organization's day care center. One of the rooms at the center was decorated and painted by the Deloitte employees with the help of children at the center.

Two doctors were called for general health check up of all the children at the shelter. All the groups later gathered at a partner organization. They all played with the sixty five children of all age groups, held a painting competition, painted tattoos for the boys and mehendi for the little girls. All enjoyed a scrumptious lunch.

National CHILDLINE Task Force Meet

In 2008 NDM, a number of directors had volunteered to be part of the two task forces that were formed : One, Task force was formed to formulate common strategies on handling missing children cases that get reported to CHILDLINE and the other task force was to formulate a child Protection Policy for the network.

CHILDLINE Missing Children Initiative – Workshop held on 18th June, 2009 at Mumbai

According to the Indian National Crimes Record Bureau an average 40,000 children go missing every



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year out of which 11,000 are untraced. Easily, one can estimate thousands of more children missing over these numbers, considering the reality of under reporting in such a vast country.

After the general introductions the workshop started with a key note address by Ms. Kajol Menon, Executive Director, CIF. This was followed by presentation of the concepts, issues and dimensions of the Missing Children's Issue by Mr. Nishit Kumar, Head, Communication and Strategic Initiative, CIF. Then Mr. Carlyle Pereira, Special Projects, CIF presented in a nut shell the discussions and research that CIF had so far by the Missing Children's Task Force and the proposed understanding and strategies to tackle the same. The participants were then divided into groups to flesh out various aspects of the strategy which they then presented to all.

Finally the way forward was discussed and a future plan of action was agreed upon. The main issues and conclusions arrived towards the end were:

- A child found case is easier to solve and the child is much less vulnerable as he/she is in the care and protection of the concerned CHILDLINE, besides there are clearer guidelines to handle such cases.
- A Multi City, Time Bound, intervention involving other Initiatives, NGO's Governments and Media is absolutely necessary to find missing children.

Task Force on Child Protection Policy for the CHILDLINE Network

As a national network of premier institutions on child protection, CHILDLINE network had felt a need for Child Protection Policy for the network. CHILDLINE India Foundation (CIF) had reviewed and discussed the norms critical to the policy and mooted this idea with a presentation at National Directors' Meet. The CHILDLINE partners welcomed the idea and at this meet, it was decided that the network members would adopt common minimum norms and a number of CHILDLINE representatives volunteered to work towards, formulating a CPP. CIF volunteered to prepare a base document for the group to consider.

This was the first Task Force Meeting organised on 17th June, 2009, to discuss, provide feedback and recommend changes.

The session was structured to give an overview of CP policies of two organisations committed to child protection and to understand the issues of

concerns that these organisations considered to formalize and operationalise their organizational CP policy.

After the welcome address by the directors, the first session was commenced with two of the CIF partners, Ms. Veena Lakhumalani from CINI Asha, CHILDLINE Kolkata partner and Frances Rebello from Plan International sharing their Child Protection Policy.

Ms. Lakhumalani discussed the policy framework, coverage, definitions of abuse and child protection and the "Basic Minimum Norms" and Reporting Frameworks spelt out in the policy. Mr. Rebello discussed the main components of Plan's CP policy, the responsibilities of managers in ensuring Child Protection through the Policy. At the end he discussed some of the practical difficulties at ground level, like retention of staff, diverse cultural practices across regions and lack of statutory structures in many countries.

Ms. Preeti Bhat, Head, PRAD, CIF gave presentation on the main elements of the policy, including scope & coverage, and the main areas of interventions that could be covered by the policy. The draft policy document was also circulated to the participants.

In the second half of the workshop, Working Groups were formed to dwell on specific issues of setting minimum norms and operational guidelines for the policy. The groups formed in this session looked at the following areas:

- Human Resource Development in CHILDLINE organisations to ensure protection of children
- Protecting children in CHILDLINE interventions and spaces
- Representation of Children in the Media and CHILDLINE
- Participation of children in CHILDLINE programmes
- Protection of children being referred by CHILDLINE into shelter homes
- Protection of children in CHILDLINE interventions in disaster situations

After the presentation of groups' feedback on the proposed policy on specific issues, CIF volunteered to incorporate these changes to the Task Force members. The participants suggested that this should be presented at the NDM, 2009 and this final document can be, adopted at the partnership meet.



Making a Difference - CHILDLINE Intervention

NORTH ZONE:

CHILDLINE Allahabad helps to restore a runaway child to his home...

Nitin belongs to a middle class family. His mother died a few years ago and his father remarried his late mother's sister. Nitin was thirteen years old when he ran away from school in June 2009. He and his neighbour, a ten year old boy boarded a train to Allahabad. Both the children spent the night at the Allahabad Junction. They were found roaming around the city the next day, when a concerned adult noticed them and informed the police.

The police handed them over to CHILDLINE for necessary intervention. It took a lot of coaxing before Nitin disclosed his parents' names and contact number. CHILDLINE contacted the father on the number given and the father told them that he had caught Nitin smoking a few days ago and had slapped him and his stepmother had also stopped talking to the child. This reaction upset the boy and so he had runaway from the house. His father said that when Nitin had not returned home from school in the previous evening, his parents had started looking for him.

CHILDLINE asked Nitin's father to get documentary proof that he was the boy's father and to come to Allahabad and take custody of the child. The father came and met with the CHILDLINE team who spoke with him about the importance of trying to resolve issues with Nitin rather than using corporal punishment.

CHILDLINE Jammu successfully reunites little Aliya with her family...

The child's parents are both non-literate and work as casual labourers. They have four children, two sons and two daughters. Aliya is the youngest and is just four years old. Aliya and her family live in the Bajalta area of Chonke village.

As the parents could not keep Aliya with them at the worksite Aliya was sent to stay with her aunt who worked as a domestic help. However the first day that Aliya went with her aunt to work, being unfamiliar with the house, she wandered outside and got lost. While she was walking around the city, lost and alone, a CHILDLINE team member spotted her and brought her to the CHILDLINE centre. Immediately the team set about trying to trace her parents.

As the child was too young to furnish any identification details, CHILDLINE decided to network with the education department to trace the whereabouts of the child. They contacted the Zonal education Officer (ZEO) to ask if it was

possible to contact the local school in Bajalta to help trace the child's family. The school was unable to help but a school teacher contacted the owner of the local grocery shop who knew the maternal uncle of the child, who gave them details of the child's parents.

CHILDLINE was finally able to get in touch with the child's father and inform him that his daughter was in safe custody. Aliya's father was so relieved to hear his daughter was safe that he actually reached CHILDLINE's office by 4:00 pm that day itself. Aliya was handed over to her father after all the required formalities were completed.

CHILDLINE Gorakhpur intervenes to save Manju from being trafficked...

Manisha belongs to a Dalit family in Pakadi a village near Ghughali in Maharajganj district of Uttar Pradesh. Her family is poor and she studies in the ninth standard of a local intermediate school in her village.

At school she got emotionally involved with her teacher. In March this year he assured her that he would marry her and forced her to flee with him from the school. However when they reached Gorakhpur Railway Station, Manju changed her mind and refused to go with him. The man was adamant and would not take no for an answer. He kept trying to force her to accompany him to Nainital.

During outreach on the railway station, a CHILDLINE team member spotted the girl with her teacher and noticed that something was wrong. The team member immediately informed the Station officer about the situation and together they accompanied the teacher and the girl to the GRP post.

The girl being a minor was handed over to CHILDLINE for further intervention. She was brought to the call centre. Manju said that her teacher had promised to marry her and she had left with him however, when she changed her mind and wanted to go back home, he started blackmailing her and was refusing to let her go back home.

On hearing this, CHILDLINE immediately informed the G.R.P. Post where the teacher was detained and also informed the Station officer (S.O.) of the Police station and pressurized them to register an F.I.R. against the teacher.

Manju's statement was recorded under section 164, 376 and 384 of the Cr.P.C. In the meantime, Manju's parents had also reached the Police Station to file a report about their daughter missing from home. CHILDLINE called her parents to the call centre and asked them to come with the necessary legal documents and photographs of Manju. After a verification of the documents, the girl was handed over to her parents in front of the GRP Inspector. The accused who was released on bail has since absconded.



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CHILDLINE Kanpur and CHILDLINE Kochi work together to reunite Sajjid with his family after nine long years...

Strong and prompt networking of two CHILDLINEs, situated in different parts of the country, led to the joyous reunion of a young boy with his family.

Sajjid went missing from his home in a tiny village in a remote district in UP, when he was just five years old. Somehow this child reached Kochi and he was placed in the children's home there. In May this year a team member from CHILDLINE Kochi called up CHILDLINE Kanpur and told them that a child aged 14 years residing in a shelter home at Kochi had said that he originally had come from Kanpur. He was able to give the name of his parents and he also told them that his parents lived in Baroki, a village in Kanpur.

Following this, a massive hunt was launched by CHILDLINE Kanpur to locate the particular village. Initially there were no positive results but they persevered and finally through the district administrative officials they were able to locate the village in the district of Unnao. With the help of the local police CHILDLINE Kanpur was able to actually locate Sajjid's parents. CHILDLINE Kanpur then intimated CHILDLINE Kochi who immediately arranged for Sajjid to be sent back to Kanpur after a verification of all necessary documents. It was a very emotional reunion and it left both CHILDLINEs with a sense of accomplishment and a job well done.

SOUTH ZONE:

CHILDLINE Bangalore rescues a girl from child domestic labour...

Sushma, a fourteen year old girl from Bellur comes from a lower socio-economic background. Sushma's father abandoned the children and their mother remarried. Sushma has two other younger siblings and her step father decided that Sushma should contribute to the family income so she was sent to Bangalore city to work as a domestic labourer.

Sushma's employers forced her to do all the housework. She was frequently beaten, tortured and abused by the employers. Her employers often deprived her of food and all communication with her parents and the outside world was prohibited. A concerned adult reported the case to CHILDLINE and the team members immediately sought out the place where Sushma was working.

On 1st April, during the enquiry they found that Sushma was just fourteen years old and employed as a domestic help, which is not legal. The team members registered a complaint at the local police station and immediately took Sushma away from the employer's house.

On 6th April, CHILDLINE produced the child before the Child Welfare Committee (CWC) and a compensation worth of Rupees eighty six thousand was granted to the child. The girl was referred to a CHILDLINE partner organization, where she was allowed to continue her education. The owner was also produced before the CWC with regards to the case. The CWC fined the owner Rupees fifty six thousand in this regard.

CHILDLINE Mallapuram responds to Shaina's call for help...

Shaina is a seventeen-year-old girl living in Mallapuram district and studying in the 10th standard. Her father is a daily labourer and her mother is a housewife. Shaina's father used to often drink heavily and then beat up Shaina and her mother. One day when Shaina's father had been particularly violent Shaina ran away from home and went to the police station asking to be placed in an institution. The Sub Inspector of Police, (SIP) telephoned CHILDLINE Mallapuram and asked them to intervene. First CHILDLINE took Shaina to the hospital and got her facial injuries treated and then CHILDLINE visited the family and found that what the girl has said was true.

CHILDLINE then produced Shaina before the Chief Judicial Magistrate (CJM) and placed her in a home for girls in Vengara, Mallapuram District.

EAST ZONE:

CHILDLINE Behrampur comes to the aid of little Rajamma...

who is a nine year old girl living in Ganjam in Orissa. Rajamma and her family come from a fishing community in Venkatraipur village in the Ganjam district

In March this year while on her way to give lunch to her father, Rajamma was abducted by a twenty four year old man from the village. He brutally raped her many times before he tried to kill her by banging her head on a coconut tree. Then he left her for dead and ran away. Although bleeding profusely Rajamma was not dead and was able to reach home eventually. Her parents and members of the Mahila Sangam immediately took her to the local PHC. However because she was in such a critical condition the PHC referred her to the local Medico hospital. Before admitting the child the parents also lodged an FIR with the police.

The Child Development Project Officer (CDPO) of Chatrapur, the district headquarters of Ganjam district came to know about the incident and immediately asked CHILDLINE to intervene. On 29th March 2009, CHILDLINE took up the case. Along with the medical treatment, the girl was also given trauma counseling.



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On 1st April 2009, Rajamma was discharged from the hospital. As she was still complaining of severe headaches and eye pain, she will continue to receive long term neurological care. Given her socio-economic background, her parents feared that her chances for marriage when she is older have been ruined by the rape and her many injuries. The parents also said that they were unable to afford the cost of her medical treatment and education.

CHILDLINE approached the District Administration who in turn approached the Red Cross to bear the medical and educational expenses for Rajamma. The District Administration also sanctioned Rs.10,000 to cover existing medical bills.

The accused was arrested and booked under section IPC 347 and 372 and is now in jail. Rajamma is currently at home with her family and CHILDLINE is looking into her long term rehabilitation and care.

CHILDLINE Bhubhaneshwar intervenes to rehabilitate Shalini after she is rescued while being trafficked...

Shalini a thirteen year old tribal girl lived with her family in the village of Nuagaon in the Sundergarh district. The very high level of poverty in this area makes it a district prone to traffickers. Shalini's parents were approached by a lady who promised to give Shalini a job paying her Rs. 2000 a month plus three meals a day. Shalini was reluctant to go with the woman as she did not feel comfortable with her, but her parents insisted that she accompany the woman. When the lady and Shalini reached Delhi station, the woman for some unknown reason disappeared leaving Shalini stranded and alone at Delhi station. Shalini was terrified and was wandering on the station confused and lost and not knowing what to do. Eventually the Government Railway Police (GRP) noticed her. The GRP took her to a children's home where she stayed for more than two weeks. The concerned Child Welfare Committee member spoke to her and found out that Shalini came from Orissa. So the chairperson referred her to the CWC at Khurdah and sent her there along with a police escort. Police handed her over to the chairperson of Child Welfare Committee

On 25th April 2009 the CWC Chairperson informed CHILDLINE, Bhubaneswar about Shalini, who immediately went and collected Shalini from the CWC. After talking to her for some time Shalini told them her home address and the CHILDLINE team realized that the location was under the jurisdiction of the Kuttara Police Station. CHILDLINE Bhubaneswar contacted the police station on 30th April 2009.

On 1st May 2009, the police contacted her parents and asked them to collect Shalini from their custody. However

the parents said they did not have the money to travel to Bhubaneswar. The police then requested CHILDLINE to handover Shalini to her parents. As it turned out that Shalini's family actually lived closer to Rourkela, CHILDLINE Bhubaneswar spoke to CHILDLINE Rourkela and they agreed that they would reach Shalini back home. Consequently CHILDLINE Bhubaneswar handed over Shalini to CHILDLINE Rourkela at the Rourkela police station.

Finally on 11th April, 2009, CHILDLINE Rourkela handed over the child to her parents in the presence of officer-in-charge of Kuttara police station. The lady who had taken Shalini is now absconding and neither the family nor the child is willing to provide any information to CHILDLINE or the police. CHILDLINE is in constant touch with the Panchayat and local police station to keep track on any suspicious people staying in the village and trying to lure families into parting with their children.

CHILDLINE Guwahati repatriates an adolescent girl to her family...

An unknown caller asked CHILDLINE to intervene in the case of Maushmi a sixteen year old girl who was pressurized by her neighbour to leave with him. Salim a native of Bangladesh and a fruit seller was Maushmi's neighbour. He first got her attracted to him and later blackmailed her into agreeing to leave her home and marry him, even though he was already married with two wives and three children. Maushmi and Salim's wife were close friends and that was how the friendship first developed.

In early December Maushmi's mother contacted CHILDLINE Guwahati and informed us that her daughter was missing and that she had lodged a missing persons complaint at the local police station. The woman said that Mona had managed to call her mother and tell that she was being held captive by Salim and that he was beating her up every day. CHILDLINE Guwahati was able to find out that the call had come from Bangladesh, so they contacted CHILDLINE India Foundation who contacted agencies there and enlisted their help. Eventually after much effort Mona was traced to a place called Tanjeli in Bangladesh.

Even though the location was identified, the police had not yet raided the area and rescued the girl as they said they had other obligations. The CIF-Regional Resource Centre Kolkata contacted Interpol India to get the case speeded up. Finally in mid-January the official raid was done by Bangladesh Police and the child was rescued.

Maushmi was then provided safe shelter at Rajsahi, Bangladesh. She was then produced before the Bangladesh court and after due verification & confirmation the court instructed she be repatriated to her family in Assam. After many delays Mona was finally able to return to her



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family in March 2009. After verification of all documents the girl was handed over to her mother in the presence of CHILDLINE.

CHILDLINE Pashchim Medinapur and CHILDLINE Purnea come together to restore a missing child to her family...

In this very challenging case, CHILDLINE received a missing child complaint about Prathiba. According to the information they received, Prathiba was a seventeen year old girl who had been lured to Buxar in Bihar on the pretext of a job. However when she got there she was forced into working as a dancer in sort of a local theater, which is like a sort of a dance bar where girls are forced into prostitution. The parents of the girl said they had tried to make inquiries to rescue their daughter but they were threatened by the owners.

CIF stepped in to coordinate on this case and linked CHILDLINE Purnea & Purba Medinipur to conduct the intervention on the case. CHILDLINE Purnea referred the matter to a CHILDLINE Allahabad partner who runs a programme on anti-trafficking in Purnea. Members from the organisation went to the concerned location to try and rescue the girl. The members posed as clients and went to the theater. From a photo of Prathiba they were able to identify her and they also noticed that she and the other girls were subjected to both physical and sexual abuse while they danced and served the patrons.

CHILDLINE Purnea requested the local police there to inform the Dumraon police, under whose jurisdiction the case fell, to rescue the child. With the help of the local police, the theatre was raided and Prathiba and another girl, a minor girl of fourteen years were rescued. A First Investigation Report (FIR) was lodged against the owner of the theatre. The girls' statements were recorded under section 164 before the magistrate. Then there was a procedural medical test conducted on the girls for age verification to ascertain the nature and extent of the sexual and physical abuse inflicted on the girls.

The entire legal proceeding took a few days during which female staff from CHILDLINE Patna took turns to stay with the girls at Dumraon. When all the legal proceedings were complete, CHILDLINE informed the girl's parents who came to take custody of their respective daughters.

CHILDLINE is still following up on the case and trying to book the guilty.

CHILDLINE Sitamarhi intervenes to rescue twenty five child labourers...

On 16th June 2009, at 10: 30 am a concerned adult called up CHILDLINE. The caller said that twenty-five children were being used as child laborers under the National Rural Employment Guarantee Programme (NREGP), near a local police station. CHILDLINE immediately rushed to the spot.

The labour superintendent was informed about the incident and was requested to look into the matter. The labour superintendent planned a rescue operation to begin at 3:00 p.m. In the mean time CHILDLINE continued to observe the activities of the employer. However when the labour superintendent was contacted at 3 p.m as planned, he did not respond. Immediately the message was conveyed to the Labour Commissioner. The Commissioner assured CHILDLINE that immediate action would be taken. Within five minutes the labour superintendent called up to say they would reach the spot together with the Labour Enforcement Officer. However this time the police were not on time. In the absence of the police the situation became chaotic. Only a few children were taken into custody for enquiry while the others were forced to flee by the contractor. Given the lax response by the Labour Superintendent and the Police seemed to indicate that the contractor was using influence to keep himself out of trouble. That this was the case became more obvious when no action was taken against the contractor.

CHILDLINE team again met the Labour Commissioner and showed the pictures taken by the team as proof that children were being employed on the project. The Labour Commissioner immediately summoned the superintendent and immediately a notice was issued to the employer.

All the children were handed over to their families. As of now there are no child laborers working in NREGP. CHILDLINE is keeping a close vigil on the area to stop any such incidents.

WEST ZONE:

CHILDLINE Mumbai fights a case of child labour: CHILDLINE Mumbai...

In a particularly horrifying case 3 children died and another six were seriously injured when a small perfume-making unit blew up. The perfume making unit was situated in a local slum in Mumbai. About 6-10 children and youth were working at this place. On the 19th of May, 09 the owner of the Unit asked the children to fill gas from cylinders into individual lighter cases. One of the cylinders in the room burst while the children were working and the whole place caught fire. As the Unit was locked from outside the children were unable to escape. Five of the children were badly burned but managed to jump into the nearby dhobi ghat, they were later admitted to a local hospital. Three other children were not so fortunate and they succumbed to their burns.

Although the owner was arrested, no compensation was provided to the children and their families. The case was produced before the CWC and a petition was filed before the High Court, the case is ongoing. CHILDLINE spoke to the Labour Commissioner Mr. Arvind Kumar at his office. He has recommended that CHILDLINE follows up with the Collector and other departments with regard to compensations and punishment of perpetrator.



Hello Childline



Addressing Child Sexual Abuse ...Initiative by CIF in Mumbai

Child Sexual Abuse is a problem affecting more than 53% children across the nation (NCW 2007). Not only children but their care takers like parents, teachers are ignorant about the magnitude of the problem and the measures to deal with it. CHILDLINEs across the country have encountered CSA cases, and these are not very easy cases to handle. Therefore CIF decided, on pilot basis, first in Mumbai, to work with and spread awareness on the issue with the CHILDLINE teams, schools and allied systems. The idea is to build action groups especially at the school level to identify the problem of CSA and make appropriate referrals. Parents, teachers and police play significant role in providing child protection. So, CIF has initiated organizing workshops with children, parents, teachers, and police. The aim of the workshop was along with awareness prepare teachers especially to be sensitive enough to identify cases of CSA and make necessary referrals.

In May 2009, CIF organized sessions with all the intervention units in Mumbai, where Ms. Pushpa Venkatraman, a senior counselor from Apran, to understand and improve CHILDLINE's response to CSA cases.

Education department especially the Public-Private Partnership Cell of the Municipal Corporation of Greater Mumbai has collaborated with CIF in initiating this programme at two Municipal wards in the city. G and F wards were short listed for the programme wherein about 7 schools have been approached for the same. One hour orientation on CSA for teachers of all schools in both wards enabled CIF to establish good grounding in the education system. The orientation enabled teachers to understand the magnitude of the problem and plan strategies to sensitise the parents and children on CSA.

As the issue is pervasive and there is greater awareness in private schools, CIF also decided to cover a small number of private schools, where children from marginalized groups attend the schools. Extensive sessions for the 8th, 9th, 10th Std girls of Canossa night school, Mahim and for their teachers and parents were also conducted. After the initial sessions itself, disclosures

of abuse situation started happening. Following these, the school has appointed a full-time counselor to deal with problems of child abuse.

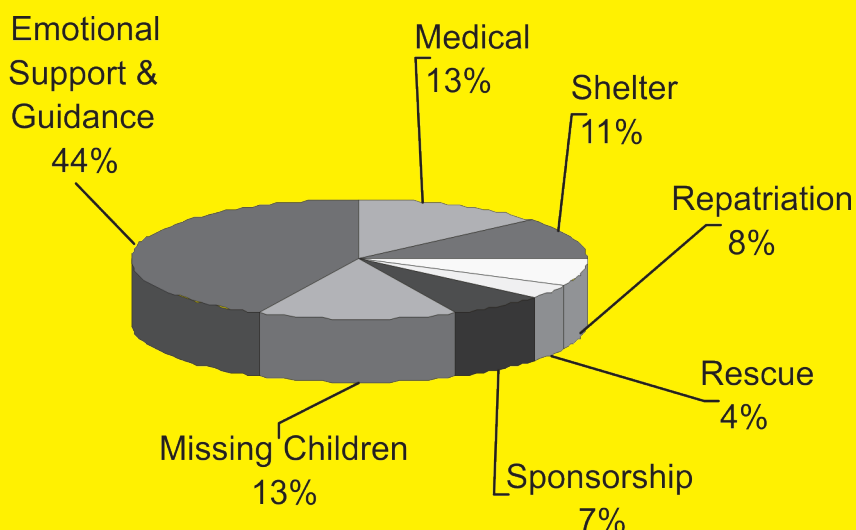
Mumbai police has Special Juvenile Police Unit for children & round the clock Helpline 103 for children, women & senior citizens. Department rescues children in difficult situations, counsels women in distress and coordinated with various NGOs to help its clientele. Child rights workshops for police officers with special emphasis on CSA was organized in Sept 2009 for two consequent days. Objective of workshop was to update police about JJ Act, role of Child Welfare Committee (CWC), orient them on CSA issue & to workout strategies to respond to the problem of CSA. Police showed very much interest in workshop. They shared their problem & also their experiences of dealing with the issue. Police officers felt, that such training should be conducted for officers present at the police stations as they handle cases of child abuse more often. They also suggested a need to set up a special department at the Commissionerate to deal with problems of child abuse.

Advocate and child right activist Maharukh Adenwala, child rights activist and member Child Welfare Committee, Santosh Shinde gave inputs on understanding CSA cases in the context of Juvenile Justice Act and procedures to be followed with CWC. They threw light on the perspective and psycho-social framework of the affected child. Mrs. Vandana & Mrs. Pratibha Jagtap from FACSE, who also have experience of working with the Special Cell for Women and Children, attached to the Mumbai Police Commissioners' office were resource persons for workshop. They discussed the problem of child abuse, and how it is difficult for children to share their experiences in an alien environment like police station. They used experiential learning through games to make the participants understand communication gaps that may occur between the child, adult relatives and the allied systems. FACSE and ARPAN are two partner organizations to implement CSA at the school level.

Distribution of Intervention Calls since Inception till August 2009

The following call statistics covers 83 cities

Medical	82496
Shelter	67955
Repatriation	51861
Rescue	27702
Death Related	1028
Sponsorship	45498
Missing Children	84405
Emotional Support & Guidance	278359
Total	639304





Hello Childline



CHILDLINE has recorded a total number of **1,68,04,692** calls from inception till August 2009



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



Hello Childline



The CHILDLINE Family

GOVERNMENT PARTNERS

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

NGO PARTNERS

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