



Hello Childline

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

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Dear Readers,

Welcome to Issue No: 56 of the CHILDLINE Newsletter.

This issue features some very complex cases that has tested CHILDLINE's knowledge of the law, its ability to preserve it in the face of serious resistance and has meant for months on end, relentless hard work at all levels within CHILDLINE.

The Highlights and activity section documents many sensitization programs conducted by the different CHILDLINE's.

The issue also briefly talks about the objectives of the three Regional Meets that were held in 2008. Each Region chose to concentrate on the specific needs of the region. Detailed reports of these Regional Meets are available with CIF.

Once again 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 their hearts are always welcomed.

Congratulations to CHILDLINE Kolkota on its tenth 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 82 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, 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.





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City Highlights and Happenings!

Celebrations

CHILDLINE Udaipur organized a Christmas celebration for children at the Short Stay Home and for street children.

The owner of a local bakery sponsored the event. Team members were dressed in festive attire. A cultural programme of song and dance was organized. The CHILDLINE team also shared the festivities with the street children. The street children enjoyed a quiz competition on CHILDLINE, conducted by team members. A drawing competition was organized, where children drew the CHILDLINE logo, depicting different messages. Games brought an end to the programme.



CHILDLINE Udaipur organized Makkar Sankranti celebrations for the children of a Bal Panchayat.

The programme was held on 15th January. Forty children participated in this programme. The programme began with games like Antakshri, "Looka-Chuppi" and "Mamaji-ke-Laddu-Khaye". All the children enjoyed these games.

After this the CHILDLINE team explained the significance about the festival, to the children. Following this the CHILDLINE team helped the children to prepare til gur. Both, the children and the CHILDLINE team thoroughly enjoyed the event.

CHILDLINE Salem organized National Girls Day celebration in the slum areas.

On 24th January 2009, CHILDLINE Salem celebrated National Girls Day. Eighty people were present at the occasion. During the programme some of the problems faced by the girl child were explained through puppet shows and songs. Issues like runaway children, early marriage and the process of rescue were also covered through the puppet shows. Child labour and trafficking were also covered. Children were sensitised about good touch, bad touch.

Some critical decisions taken by children were as follows:

Children would report incidence of child labour and school drop out to CHILDLINE.

Children would report children in need of care and protection to CHILDLINE.

Awareness and Sensitisation Programmes

CHILDLINE Gorakhpur sensitized two hundred college students NCC cadets. The programme was for ten days and aimed at creating awareness amongst college students on social issues. The team gave a brief introduction about CHILDLINE and then discussed various child related issues with a special focus on child trafficking. The team used cases to highlight different aspects of the issue and intervention strategies used by CHILDLINE.



CHILDLINE Gwalior sets up a stall at the Gwalior Trade Fair. The Gwalior Trade Fair Authority in collaboration with the Gwalior Government regularly organized an annual Trade Fair. At this exhibition



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many national and international organizations come to sell their products. People from various states attended the fair. CHILDLINE Gwalior also set up a stall at the Trade Fair, giving information about the service at the community level and displayed posters on Child Rights and protection. Approximately two thousand people attended the fair. Police and Defense personnel, Government employees, corporates and social workers visited the CHILDLINE stall. CHILDLINE reunited eleven missing children at the event.

Kingfisher Airlines organized a fantasy ride for the children of Kolkata.

A few children from a CHILDLINE partner organization were also present at the occasion. The children were provided lunch on the flight. Twenty five children were present at the event

CHILDLINE Kolkata at the bal vividha Festival.

The Bal-vividha, a celebration of diverse approaches to learning was organized at The Birla Industrial and Technological Museum (BITM), from 4th December-7th December 2008. Comet Media Foundation hosted the event. This was an event co-ordinated by CHILDLINE India Foundation (CIF). CHILDLINE Kolkata was given the opportunity to initiate an interactive corner in the fair-premises to promote its message. The main attraction and focus was on the ten years celebration of Kolkata CHILDLINE. The CHILDLINE interactive corner was very popular and attracted a number of visitors.

CHILDLINE Murshidabad in collaboration with the District Administration set up a stall at the National Book Fair.

CHILDLINE Murshidabad mobilized a stall in the District Book Fair. The fair took place from 17th February to 23rd February 2009. The stall displayed hoardings, posters, leaflets and banners on CHILDLINE and other social issues affecting children. Leaflets and pamphlets were distributed to the general public.

People were interested in knowing more about the problems and issues of disadvantaged children and the role of CHILDLINE in the lives of these children. The District Magistrate, Additional District Magistrate and Minister of Animal Resources Development visited the stall.

CHILDLINE Nagpur participated in the Nagpur International Marathon for Culture of Peace and Non-violence.

On the death Anniversary of Mahatma Gandhi, the CHILDLINE team joined the Nagpur International Marathon for Culture of Peace and Non-violence organized by Jagtik Aahinsa Din Aayojan Samiti, where people were sensitized about the CHILDLINE service. The participation was worldwide. Approximately five lakh participants comprising representatives of NGOs, political leaders, representatives of National Service Scheme (NSS), students of colleges and schools, representatives of other cities and co-ordinators volunteers, team members of CHILDLINE Nagpur as well as students social workers. During the event handbills, stickers and CHILDLINE posters were distributed and put up by the CHILDLINE team in the most popular areas of the city. Slogans of culture of peace and non-violence were chanted during the event. Abhinav Bindra, a famous sports icon and other celebrities encouraged the participants and felicitated the winners.



CHILDLINE Pashchim Medinapur interacts with Sansad members of Zilla Parishad.

The Sabhadhipati of Paschim Medinipur Zilla Parishad invited CHILDLINE Paschim Medinipur to hold a session on CHILDLINE in the Sansad Meet of the Zilla Parishad and consequently discuss strategies on prevention of trafficking of women and children in the district. The meeting was held on 26th February 2009. The Sabhadhipati and members of Women and Child Development department took the initiative to include CHILDLINE in the Sansad Meeting. All Sabhapatis, Karmadakshyas and Panchayat Pradhans attended



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the meeting. Trafficking and child marriage were identified as important issues requiring immediate attention

CHILDLINE Patna organizes an awareness programme at the National Book Fair.

An awareness programme was organized at the "National Book fair" at Gandhi Maidan from 5th December to 16th December 2008. The CHILDLINE stall was set up at the fair grounds. Maximum people were sensitized and Open discussions, announcements, awareness songs, a drawing competition and puppet shows were conducted. On 14th December, CHILDLINE Patna organized a special puppet show and a big crowd gathered. An estimated ten thousand people were sensitized.

CHILDLINE South 24 Parganas organised sensitization programme at the Panchayat level.

CHILDLINE South 24 Parganas undertook an initiative with the Panchayat to raise awareness on CHILDLINE, child rights and other children's issues. Children and the Panchayat members were trained in child rights.

Following this, the Panchayat of a local area in a Kolkata sub-division declared their Gram Sabha in a local school. The children aged between ten to eighteen years were educated on child rights. Following this they wrote a letter to the Panchayat authority requesting him to sanction their participation in the Gram Sabha. Children spoke on their rights and shared problems and appealed to them to take corrective measures in the field of health and education.



CABs

CHILDLINE Darbhanga organized its first CAB meeting on the 9th of January 2009.

All District level officials were present in the meeting. Some of the major decisions taken include

The District Magistrate (DM) assured that letters would be issued to all departments in order to enlist their support to CHILDLINE.

The DM instructed the officials to invite the delegates of CHILDLINE to all district level meetings related to the children.

The DM instructed District Information / Culture Officer to incorporate CHILDLINE in their campaigns and awareness activities.

Darbhanga Medical College and Hospital (D.M.C.H) superintendent and civil surgeon assured free treatment and medicines to the children referred by CHILDLINE.

System analyst of District National Informatics Centre (NIC) was ordered by the DM to incorporate CHILDLINE information in the District website.

The DM agreed to sign on ID Cards for the CHILDLINE team.

Panchayati Raj officer was appointed as Nodal officer for CHILDLINE in Darbhanga

Consultations

State Consultation on Elimination of Child Labour CHILDLINE India Foundation attended the state consultation on Elimination of child labour organized by Labour Department, Government of West Bengal and Save the Children. The International Labour



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Organization supported the event. Honorable Minister of Labour, Government of West Bengal, inaugurated the workshop. The Labour Secretary, Joint Secretary and the Labour Commissioner were the participants. People from various multi-lateral organizations and NGOs were present in the consultation. Concern regarding acquiring compensation amount for children rescued was one of the issues discussed. Secretary and Joint Secretary immediately took cognizance of the cases and ensured that immediate action would be taken. Various recommendations were given to the State Labour Department on issues related to rescue, rehabilitation and prevention of child labour.

Regional Meets

The **Tenth Northern Region Partnership Meet for CHILDLINE Coordinators** was organized in Udaipur. It focused on Sexuality and Sexual Abuse: Perspectives and Intervention. The current scenario necessitate that all team members, have a deep understanding of sexuality as well as the specific skills to communicate with children on sexuality. The Meet therefore enabled Coordinators to understand sexuality as a concept and develop the skill for intervention in sexual abuse cases amongst to children. The workshop focused on training the participants to understand the constructs of sex and sexuality and also the relation of gender as a power construct on sex and sexuality; overcoming their inhibitions in discussing issues of sex, sexuality and sexual abuse; developing clarity on what amounts to sexual abuse and indicators that facilitate recognizing abuse.

The **Tenth Northern Region Partnership Meet for CHILDLINE Team Members** was held from 30th January – 1st February in Udaipur. The meet was in a workshop format that focussed on theatre and communication with children for strengthening outreach and open house. The meet was attended by 40 team members. The major objectives of the workshop included the development of basic knowledge and skills to develop street plays on child friendly themes; teaching them to use street theatre as a mode of effective communication with the community by integrating it in their open houses and giving participants the skills to intervene in cases of child labour, child abuse and child trafficking.

Tenth Eastern Regional Partnership Meet for CHILDLINE Co-ordinators

The Eastern Zonal Meet with Coordinators of 2009 focused on the rescue, rehabilitation and prevention of trafficked children and child labourers. The meet was organized from 20th-22nd January 2009 and 68 coordinators across the eastern zone participated in the meet. The meet started with a brief sharing of the protocols developed in the Directors' Meet, sharing of legal interventions undertaken by CHILDLINE in different cities of the east zone. CHILDLINE's response to disaster in Bihar was also shared. The various government circulars issued to facilitate initiatives on child protection were also shared with the participants. The meet ended with a brief round of feedback from the participants. The meet also celebrated the 10th birthday of CHILDLINE Kolkata.

Tenth Eastern Regional CHILDLINE Partnership Meet for Team Members.

The tenth Eastern Zonal meet with Team Members was organized from 17th-19th January 2009. Fifty-three team members from various cities and districts of CHILDLINE were present in the meet. One of the directors of an NGO and her team conducted a three-day workshop on communication skills. The workshop focused on capacity building of the team to enable them to communicate effectively with children on a one to one basis as well as communicate effectively with the community at large.

The Tenth Southern Regional Partnership Meet for Coordinators was held from 7th – 9th January in Chennai.. The major objectives of this Meet was to discuss the issues and concerns of CHILDLINE in city/district levels, to devise ways to involve the larger Community in Child Protection, to understand the concept of Child Sexual Abuse and the role of CWC and the police in Child Protection. The Meet also allowed the group to share some of the 'best practise' across the Zone in the last year.

The Tenth Southern Regional Team members Partnership meet was held from 5th – 6th January in Chennai.. The major objectives of this Meet was to train the participants to effectively differentiate between ideal call responses based on the nature of the calls; to equip the participants with specialized Tele counseling skills and to train the participants



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in putting on good puppet shows as part of their awareness and outreach activities.

CHILDLINE Kunnur successfully initiates a District level Child Friendly Vigilant Team. During the second meeting of the Kannur District CHILDLINE Advisory Board (CAB) the need of a separate wing in the CAB to take quick and timely decisions regarding interventions concerning issues related to children at the district was brought up. This was the main aim of the Child Friendly Vigilant Team. The major issues being child labour, child beggary and child sexual abuse. It was decided that District Collector along with the Superintendent of Police would monitor the activities and interventions.

CIF Happenings

Standard Chartered Mumbai Marathon – 2009

Mumbai participated on January 18, 2009, in the Sixth edition of the Standard Chartered Mumbai Marathon (SCMM). People were united against the recent terror attacks.

Thirty five thousand Mumbaikars participated in the event.

In support of CHILDLINE India Foundation: 7 teams of 30 committed participants ran in the Corporate Challenge category

DSP Merrill Lynch

Axis Bank

Sanofi Aventis

L&T

Star TV

Tata AIG Life

Osians Art

Other Corporate Teams that supported CHILDLINE are:

Nickelodeon

Cross Tabs

Ernst & Young

Future Generali

Bank of America

Sunil Ravlani and Shweta Bhupathi ran the dream run. Special efforts were made to encourage every participant to use the Marathon to support CHILDLINE. Presentations were made, for the Corporate Challenge

teams giving them a clear overview about CHILDLINE and the process of Pledge Raising. We thank all our supporters and salute their grit, determination and the spirit of their commitment to CHILDLINE, a cause that is close to their hearts.



Online campaign

The Campaign highlights the work of CHILDLINE on the respective websites. As on January 1, 2009, CIF initiated, an Online Awareness and Resource Mobilization Campaign on prominent websites like Google. Advertisement **banners of different sizes** will appear at different times in the months of January, February and March 2009. When clicked, the person is again directed to a **landing page**. The Google AdWords have been activated, wherein, people searching on Google using one of 14 keywords selected, will find the CHILDLINE ad appearing next to the search results. This means we are advertising to an audience that is our target group.

Advocacy initiatives

CHILDLINE appears on Gorakhpur Doordarshan The Director of Doordarshan offered to broadcast an awareness programme on CHILDLINE. Accordingly the CHILDLINE Gorakhpur put together a short program. The program began with the Director of the Nodal organization introducing CHILDLINE. This was followed by a short presentation of some of the cases on trafficking and child labour that CHILDLINE had intervened on. After this a short documentary depicting children's issues was screened. The awareness programme was telecast on 27 February 2009 on Gorakhpur Doordarshan.



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Making a Difference - CHILDLINE Intervention

NORTH ZONE:

CHILDLINE Alwar plays life saviour to a desperately ill Rajesh...

On 23rd December 2008, CHILDLINE Alwar received a phone call from a cancer hospital situated at a local area in Alwar. The caller said that Rajesh, a fourteen year-old boy living in Sakipur, a village in Alwar was suffering from cancer since the last six month and was now at a critical stage and surgery was his only hope. However, his father a rickshaw puller could not afford the cost of the surgery and so refused to even consider it.

A CHILDLINE team member and volunteer went to the hospital and met the concerned doctor who said the surgery would cost eighty thousand rupees. The CHILDLINE team spoke with the parents and offered to help if the parents agreed to the surgery. Once the parents were convinced CHILDLINE campaigned for two weeks - distributing two thousand pamphlets and advertising in the print media to raise the necessary funds. The surgery was performed successfully and following it, the team was able to support Rajesh through the radiotherapy he needed to make him fully well.

CHILDLINE Delhi helps Nitin to recover his inheritance...

CHILDLINE received a call from a concerned adult who told them about Nitin, a ten year old boy who lived near the railway tracks and begged to support himself. When the team members met Nitin, he told them that his parents had died and his uncle and taken over the house and thrown him out on to the streets.

CHILDLINE produced the child before the CWC. The CWC referred the child to a CHILDLINE partner organization. The CHILDLINE team learned that the boy's parents had left the family home in his name but that the relevant documents had been snatched by the boy's uncle. When the CWC confronted the child's uncle, who is an alcoholic, he claimed that he had misplaced the documents and said that the house was rented out and the neighbours were the ones collecting the rent.

With repeated follow-ups CHILDLINE succeeded in recovering a few vital legal documents related to the child and his parents, but could not retrieve the missing property documents. However the CWC has taken steps to ensure that the ownership of the property goes to the boy on his attaining majority. With much support and care from the caretakers at the home there has been a positive transformation in the child and he has begun to show

interest in learning and he is presently undergoing non-formal education. He will be enrolled into formal schooling in the next year.

CHILDLINE Gorakhpur performs the last rights of two-year-old Reena...

Railway Police Force Personnel at a local railway station of a District in Uttar Pradesh found a two year-old girl child in the latrine of an express train. The child's head was unusually large and heavy, making the child immobile. The infant's back had deep injuries and she was paralyzed from the waist downwards. The child also suffered from Downs Syndrome.

On 18th December CHILDLINE Gorakhpur received a call from the Public Relations Officer (P.R.O) of the Senior Superintendent of Police of Gorakhpur. The CHILDLINE team contacted the R.P.F inspector of the railway station and requested the Government Railway Police (G.R.P) to bring the child to Gorakhpur and hand it over to them. CHILDLINE Gorakhpur had published the photo of the child in both print and electronic media, but nobody claimed the infant.

On 19th December 2008, the CHILDLINE team admitted the child to hospital for medical treatment. The doctor confirmed through medical reports that the child would not live for long. The CHILDLINE team informed the President of the Child Welfare Committee, the GRP Station Officer as well as the RPF Inspector about the baby's medical condition. On the 23rd of December 2008 the little girl passed away. The CHILDLINE team had stayed with her up to the end. Once the formalities were over, CHILDLINE Gorakhpur performed her last rites.

CHILDLINE Jaipur restores four-year-old Tarun to his family...

The child belongs to Gujar Ki Thadi area in Jaipur. His father works as a drummer and owns a shop in the same area. His mother is a housewife. They said their son went missing on 3rd December 2008 from their house. On the same day a concerned citizen found then the Sub Inspector (SI) called up CHILDLINE and brought the child to the centre.

After talking to the child the team took him to the place that he described which was close to an area where a number of Dhol wallas stay. They were finally able to trace his parents. The child's parents had filed a missing complaint at the local police station. CHILDLINE also asked for a documentary proof from the parents, which was signed by the local Panchayat. The parent expressed their gratitude to CHILDLINE, when their child was handed over to them



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SOUTH ZONE:

CHILDLINE Kasargod restores a runaway adolescent to her home...

Seventeen-year-old Neelam is a native of Nepal, residing in Kathmandu. She is studying in the tenth standard and has two elder brothers. Her father is serving as a games scout and her mother is a housewife. Neelam got emotionally involved with one of the locals named Manoj. The family did not approve of the relationship and so they decided to run away and live together secretly. They came to Kasargod and he started working with her brother. Following this there was a quarrel between Manoj and her brother concerning her relationship. Her brother lodged a complaint and as the girl was below eighteen she was produced before the Chief Judicial Magistrate (CJM). She was then referred to the Government Home in Kasargod. The girl was very upset with all that had happened and she refused to adjust to life in the institution. The District Probation Officer contacted CHILDLINE, requesting for help.

Following her interaction with one of the team members, she expressed the desire to meet her relatives and to go home. She did not have the correct telephone number and address, which CHILDLINE clarified through the local police. The team met Jaipal and Manoj and explained the situation to them. They requested them to contact the father to come and take custody of his daughter.

However in place of the father, the brother and uncle came to fetch her. However this was not acceptable to the authorities and they refused to release her. As a result the girl threatened to commit suicide if she was not allowed out of the home. The court requested all concerned - the District Collector, Superintendent of Police, District Probation officer, CHILDLINE and the Head Station Officer (S.H.O) to ensure that the girl's father come for her immediately. Finally her father came to the centre and after the verification and certification of all documents the girl was handed over to her father.

CHILDLINE Trichy battles with the police to rescue three child beggars...

In a rather complex case three children were found begging near a local theatre in Trichy. The children told the CHILDLINE team that they were forced into begging by their parents, since they were from a poor economic background. Jaya and Meena were studying in sixth grade and Hari was studying in the seventh grade at a nearby school at a village in Tiruchirapali.

Soon after picking up the children the police called CHILDLINE to say that the parents of the children had lodged a complaint saying that their children were missing. The

police told the parents to go to CHILDLINE as the children were there. The parents denied making their children beg they said that the children had gone to the theater for fun. However CHILDLINE sensed that this was not the truth and with the help of the police sent the children to their native place.

The same day in the evening the CHILDLINE team went to meet the Principal of the school where the children studied. He assured the team that the children attended school regularly, but he was not aware of their activities after school.

Then the CHILDLINE team went to the local Police station to meet the Sub inspector of Police. They explained the case to the Police. The police refused to cooperate and did not wish to take any responsibility. The Superintendent of police was contacted. The Superintendent of Police (S.P) asked the police to cooperate with CHILDLINE. The police then intervened in the case and handed the children over to their parents. The parents initially refused to accept that they had put their children to beg. However the team gently but persistently worked with the parents till they accepted what they were doing and that it was not right and that they were willing to let their children continue their studies uninterrupted.

CHILDLINE Vijayawada rescues little Jaya from abuse and exploitation...

Six-year-old Jaya was a native of Vijayawada and belonged to a family of average socio economic background. She was the only child of her parents, living with her grandmother's sister.

The child was made to do all the households work despite her tender age. She was in the 1st standard but was not sent to school regularly. Her local guardian beat her often and fought with the neighbors, who attempted to rescue her. The child had burns on her body and was shivering with pain and fear.

A student in her neighborhood called 1098 on 16th January 2009 at 6:58pm, when a CHILDLINE team member was informed about the child was being beaten severely. The lady requested CHILDLINE to rescue the child.

On receiving the call CHILDLINE reached the location and found the girl wounded. Neighbours were present on the scene as well. The child was brought to CHILDLINE shelter and was provided food and first aid. She was counseled by our team members and revealed that she was an orphan and living with her grand parents. She also spoke off being subject to hazardous circumstances. One day she was playing with some other children and when she refused to go fill water her guardian beat her up very badly and when the neighbours gathered in large numbers outside the home, the lady escaped from there.



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The case was produced before the CWC who after verifying the case ordered an enquiry by the District Probation Officer (D.P.O) and based on the report the child was sent to a fit institution for care, protection and education. The lady abusing the child appeared before the CWC and was questioned. However the case is still in process, where the decision for the accused is still pending.

EAST ZONE:

CHILDLINE Kolkata comes to the aid of Raju...

Thirteen-year-old Raju hails from a village in Kishanganj district. Raju is studying in the fifth grade his father is working in Old Delhi and his mother is a house wife. He had a fight with his mother and left his home. He eventually reached New Jalpaiguri and started staying in a shelter home run by an NGO. However he later ran away from the shelter home and reached Howrah station. He started living at the Howrah station during the day and in the night at the CHILDLINE centre.

One day in January, when Raju was playing with his friends at the station, he fell from the wall and injured his hand. The children at the station took him to the local hospital and the necessary first aid was given to him. However he ran off from the hospital and made it back to the shelter. The same day the local police station informed CHILDLINE Kolkata that the child needed to be readmitted. CHILDLINE spoke with Raju and he agreed to be admitted to the hospital where his arm was operated on, he was discharged soon after that and is now recovering at the CHILDLINE night shelter.

CHILDLINE Purba Medinipur battles to rescue a missing child...

Sheena, a fifteen year old girl, was brought to a family in Kolkata by her father where she was employed as a domestic worker. Her father had a tea stall in a village in Contai in Purba Medinipur. Sheena had never been to school and could not read and write. After a few days in Kolkata she fell in love with the security guard of the building, where she was employed and the man eventually proposed her for marriage. Both of them got married and had a child.

However, after three years the man brought Sheena with their son to her father's home and left them there and never returned. One day, Sheena visited the local village market with her son. Soon after, she went missing and no one was able to provide any information so that she and her son could be traced. After a few days Sheena called up a local STD booth in Contai and mentioned that she had been sold to a brothel. Sheena said she was being forced to deal with customers and that she had been

physically tortured. Sheena said she did not know where exactly she was but thought that she was in a place called Jeevanpuri in Delhi. She also provided the STD booth owner with a mobile number where she could be contacted. Her father came to know about CHILDLINE, through a resource organization, a local NGO in Contai and requested CHILDLINE to rescue his daughter and grandson.

CHILDLINE Purba Medinipur lodged a FIR with the local Police Station and also informed the Sub-Divisional Police Officer. However, there was no progress with the case even after a week. CHILDLINE brought the case to the notice of the District Magistrate and also informed the State Women's Commission. With support from the District magistrate and the State Women's Commission, the police were compelled to take up the case seriously. The police was able to trace the phone number, which to Uttar Pradesh. The local police with the Delhi Police rescued Sheena and her son from a brothel in Uttar Pradesh and brought her back to Contai to the father.

After the rescue, four persons whom Sheena identified as being the people who had trafficked her to UP, were apprehended, two were local, one was from Kolkata and the other was from Uttar Pradesh. Presently, the case has been put up in the District Court and the perpetrators are under trial. Since Sheena is a minor, her statement has been recorded u/s 164 (Cr.PC). The case is under constant CHILDLINE monitoring.

WEST ZONE:

CHILDLINE Mumbai fights against sexual abuse. ...

CHILDLINE Mumbai first heard of Anandhi through a daily newspaper. Anandhi a seven year old girl had been sexually abused by the watchman of the building, where she was residing. The CHILDLINE team visited the local hospital where the child was admitted but the police did not allow the team to meet the child.

Following this the team members went to the local police station to discuss the possibility of presenting the case before the CWC. CHILDLINE spoke to the CWC and it was agreed that the case be presented through CHILDLINE before the CWC. On the 12th February the case was produced before the CWC. On 13th February CHILDLINE discussed the CWC order with the police. On 18th February a home visit was conducted and the matter was discussed with the child's mother. She revealed that the inappropriate behaviour had persisted for nearly six months. Anandhi's neighbour, who knew about the incident, encouraged her mother to file a complaint at the local police station. The FIR was registered under CrPc sections 376,304 and 506 and the accused was arrested immediately. The case is being followed up regularly.



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Children's Voices



Percentage of Intervention Calls since Inception till February 2009

The following call statistics covers 82 cities

Medical	78838
Shelter	63974
Repatriation	48027
Rescue	25452
Death Related	968
Sponsorship	40394
Missing Children	80419
Emotional Support & Guidance	264698
Total	602770

Emotional Support & Guidance

44%

Medical

13%

Shelter

11%

Repatriation

8%

Rescue

4%

Missing Children

13%

Sponsorship

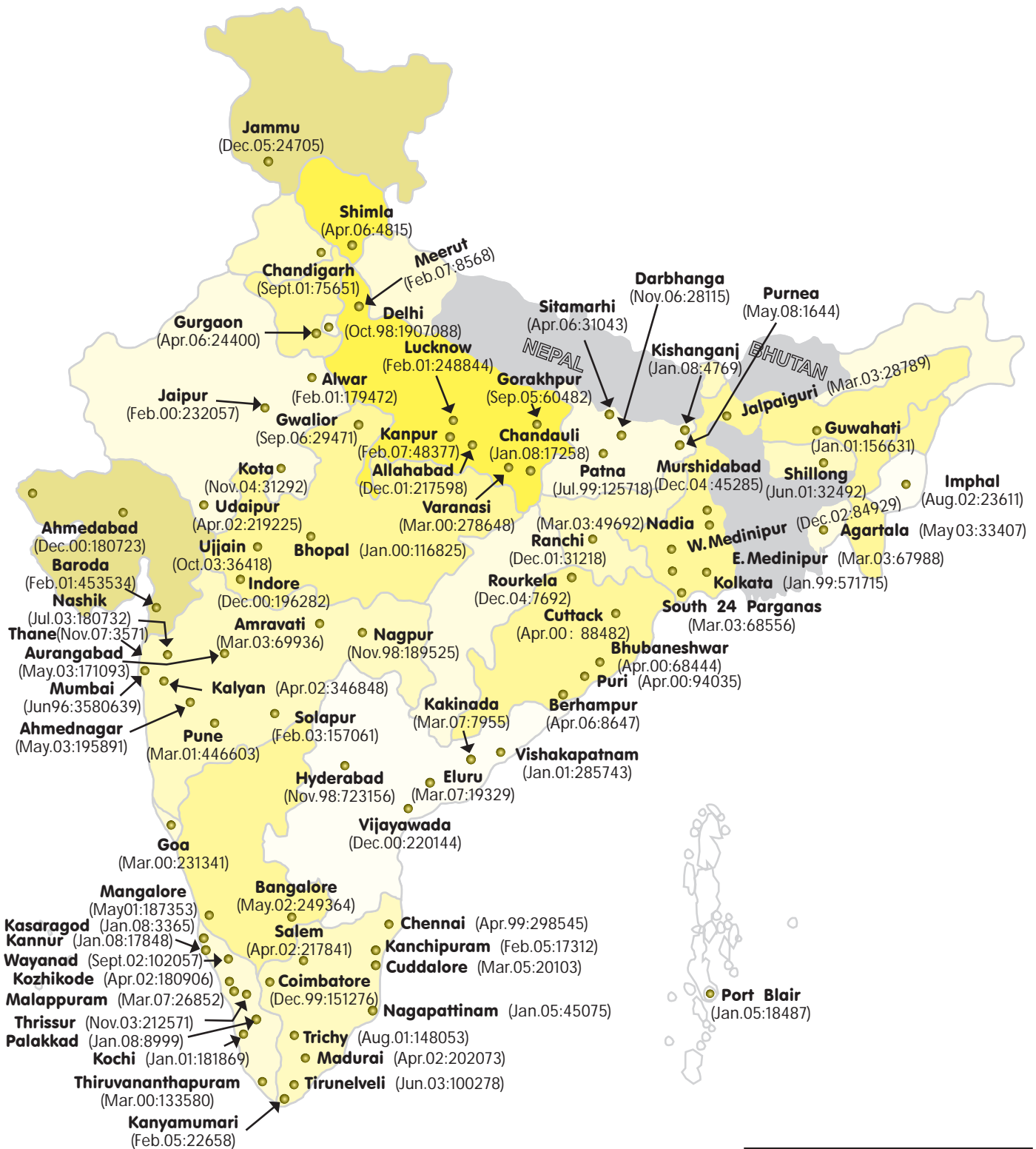
7%



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CHILDLINE has recorded a total number of 1,56,61,041 calls from inception till February 2009



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



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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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CONTRIBUTIONS

CIF Team

EDITORIAL TEAM

Larissa, Mehak

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BOOK POST



To,

CHILDLINE India Foundation
Nana Chowk Municipal School, 2nd Floor,
Frere Bridge, Low Level, Nana Chowk,
Near Grant Road Station,
MUMBAI - 400 007.
TEL. : 2388 1098, 2384 1098 FAX.: 2381 1098
WEBSITE : www.childlineindia.org.in
E-Mail : dial1098@childlineindia.org.in