



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 53

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Dear Readers,

Welcome to Issue No: 53 of the CHILDLINE Newsletter, the second issue in 2008.

This issue features some very challenging cases that have been very well intervened and documented by the concerned CHILDLINE partner agencies. In a system with limited resources CHILDLINE agencies are often forced to focus on the rehabilitation of child victims, even accepting the fact that the abuser slips through the net, just so the child has a realistic chance at survival and rehabilitation. In this issue there are at least 3 cases where the agencies have been able to pursue the prosecution of persons guilty of forcing children to labour in exploitative circumstances. From foiling an attempt to traffic children into forced labour, to rescuing children already labouring in people's homes to getting justice for 15-year-old Piyush who was murdered by his employer, CHILDLINE agencies have gained some significant victories and each case has been a tremendous learning experience for the agencies involved. All the names of the children have been changed to protect their identity.

All over India CHILDLINE partner agencies have come up with some very creative events to spread awareness on Child Rights. Among these are celebrating Child focused days such as the International Children's Book Day, the Child labour Abolition Day and the International Helpline Day. Instituting a Volunteers Corps was also very special achievement of the CHILDLINE Network is also featured in this issue.

The variety of work, the sheer intensity of the effort put in by the CHILDLINE team members and the total commitment of the network, that shows through the cases and events documented here, makes this issue very interesting reading.

CHILDLINE recognizes and appreciates the support of every one from the anonymous caller to the police persons to other partner NGOs and the media, each of who play a significant role in the prosecution of the guilty and the rehabilitation of the children who have been dealt a particularly rough hand.

This issue also features some of the publications brought out by CIF. Over the past one year CIF undertook studies focusing on four vulnerable groups of children under its "Children at Risk" series. "CHILDLINE Calling... Is India Listening", the second edition compiles calls received during April 2005 to April 2007 and critically examines CHILDLINE services all over the country, the nature of calls and profile of callers to the services.

The third set of publication is the JJ manual authored by experts from the field.

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 medium of communication between persons who hold the welfare & protection of children close to our hearts are always welcomed.

We look forward to having your articles pour in.....

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 83 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, Gurgaon, Guwahati, Gwalior, Hyderabad, Imphal, Indore, Jaipur, Jalpaiguri, Jammu, Kakinada, Kalyan, Kanchipuram, Kanpur, Kannur, Kanyakumari, Kasargod, Kishanganj, Kochi, Kolkata, Kota, Kozhikode, Lucknow, Ludhiana, 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!

NORTH ZONE

CHILDLINE promotes Child's Right to Participation

In a very innovative project **CHILDLINE Gorakhpur** identified children from the Open House programs conducted for children living on the Railway stations and in nearby slums. These children were asked to visit the CHILDLINE call centre on Saturdays and were encouraged to participate in the center's weekly meetings. In this initiative children participated in seven consecutive weekly meetings. During the meetings children shared their problems and their expectations (of CHILDLINE) with the CHILDLINE team. Children from the railway station said they felt the need of a shelter home especially at night. Some also said they would like to go to school but could not afford to pay the fees. The children from the slums said they needed a play ground. The open area near the slum was being used by the touts living in the area. They also said that the slum they lived in was dirty, they had water problems and children were very thin (malnourished) and often fell ill. In the slum there is no proper sanitation, no water supply, and no health check-up camp was conducted. They shared that most of the children are malnourished. The children also said that there were a number of children who were not in school because the parents could not afford to pay their fees.

CHILDLINE Gorakhpur's response to these issues raised by the children was immediate. First of all CHILDLINE Gorakhpur conducted a health check-up camp in the slum in collaboration with Sahara Welfare Foundation. CHILDLINE team then had lodged a complaint with the City Commissioner of Gorakhpur regarding the problem of the water supply in the slum as a direct result of which an India Mark Hand Pump was fixed in the slum. A few of the children who wanted to go to school were given admission to the National Child Labour Project School through the efforts of CHILDLINE.

This was a very successful initiative by CHILDLINE Gorakhpur and the CHILDLINE team intends to continue with this. The team hopes that in the next CHILDLINE Advisory Board (CAB) meeting the children will also meet and interact with the District Magistrate.

Child Rights Workshop

CHILDLINE Jaipur organized a workshop on Child Rights in collaboration with Institute of Development Studies, and UNICEF. The workshop was designed keeping in mind that the participants (NGO personnel) would need to consider the issue of child abuse within the larger context of child rights. The sessions focused on identifying potential child abusers, factors that caused children to be in situations where they would be vulnerable to abuse, role of NGOs that assist children who have been victims of abuse. To help the participants understand the concept of Child Rights a session entitled "What if it had been me" was conducted. In this session the participants were asked to go back to their childhood and show, through a visual presentation, how they feel now when they look back and realize that their rights had been violated. Participants were very positive in their feedback on this workshop. Many felt they had received new information on child abuse particularly child sexual abuse of which they had very little information.

Awareness campaign for Railway Coolies and Rickshaw drivers

CHILDLINE Jaipur organized an awareness meeting for members of the Railway Coolie Association and the Pre Paid Auto Union. At this meeting CHILDLINE team members spoke about CHILDLINE, its mission and services. CHILDLINE requested all present to contact CHILDLINE immediately if they came across any child in distress. During this meeting the CHILDLINE team members took a brief session on Child Rights and how CHILDLINE works to protect and promote the rights of all children. Auto drivers were requested to put CHILDLINE stickers on their vehicles. The Auto Union agreed to put up CHILDLINE message plate in its prepaid taxi booth. Last of all the coolies and drivers present were requested to inform their colleagues about calling up CHILDLINE whenever they come across a child in need.

CHILDLINE conducts Police training program

In April this year **CHILDLINE Alwar**, with the help of Police Department and CHILDLINE India Foundation organized a one-day training programme for the Juvenile Police Officers. The programme focused on giving the police officers information on Child rights, CHILDLINE services, the JJ Act and the role of police



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officer. One important learning for the participants was regarding the functions of the Child Welfare Committee (CWC) as most of the police officers had admitted during the training programme that they had not been aware of the CWC functions and that they could directly produce the child before the CWC.

Kota City listens to CHILDLINE

From April this year the local F.M station (F.M Tadka) has started spreading awareness messages about CHILDLINE. Kota Roadways has allowed CHILDLINE to make announcements twice daily at their bus stands. The Roadways authority has also ensured in future whenever CHILDLINE organizes any programme at the bus stands, they will sponsor the programmes.

Training programme for Special Juvenile Police Unit

CHILDLINE Udaipur organized a training program on Child Rights and CHILDLINE services for the Special Juvenile Police Unit. The Inspector General of Udaipur range inaugurated the programme. In his inaugural speech he assured CHILDLINE of police help and coordination in Udaipur. The programme was covered by All India Radio Udaipur range and broadcasted on All India Radio. As direct outcomes of this program the police will now depute a police vehicle to CHILDLINE in emergency cases, they will also send out wireless messages to find out information on missing children, and produce children before the CWC. As a result of this training program being broadcasted on AIR, CHILDLINE messages are also now being broadcasted on 92.7 Big F.M and F.M. Tadka.

CHILDLINE Awareness programme at the Police Training School

CHILDLINE Gorakhpur organized its first awareness programme for nearly 350 police cadets. Child Rights and other related issues such as child trafficking and child labour were the main topics of the programme. Cases that featured CHILDLINE intervention in trafficking and child labour issues were discussed with the participants. CHILDLINE leaflets were distributed to the police cadets who will be posted to different police stations in the district.

Implementation of JJ Act in Jammu

The Juvenile Justice Act is the primary legal framework for children in need of care and protection and in conflict with law. It provides for a framework for the

protection, treatment and rehabilitation of children in the purview of the juvenile justice system.

In the state of J&K the rules were formulated for this Act in the year 2006–07 and were based on the Juvenile Justice Act, 1987. Furthermore, the systems to be created as mentioned under this Act are yet to be put in place.

Thus on the 1st of May 2008, a significant meeting was initiated by **CHILDLINE Jammu** with all the organisations working for child rights in Jammu. This exercise was a relationship building exercise as well as a consensus building one, whereby all the NGOs got together to take a stand on the issue of implementation of the JJ Act in Jammu.

CHILDLINE holds its Advisory Board meeting

On 25th May 2008 **CHILDLINE Meerut** organized its Advisory Board Meeting. The purpose of the meeting was to review the work done by CHILDLINE in the last financial year and also to formulate a future strategy for the smooth functioning of CHILDLINE. Besides CHILDLINE members, prominent doctors, civil society organisations, members from various clubs, and prominent Government officials participated in the meeting.

All present praised the work of CHILDLINE. The Government officials extended their full support to the CHILDLINE service and enumerated various schemes of the government that would aid CHILDLINE in its intervention. Medical professionals promised to give free medical aid to children and a few promised to sponsor the education of children as well create awareness about the toll free helpline for children in distress.

Sehbhagita Praskishakshan Shivir

On 25 April, 2008, **CHILDLINE Meerut** organised "Sehbhagita Praskishakshan Shivir". The purpose of this camp was creating awareness about the CHILDLINE service among the scouts and anganwadi trainees. A movie 'Ek tha Bachpan' was also shown wherein the condition of children in Juvenile Justice Homes was highlighted. The participants were asked to spread the message through scout camps and across villages through the monthly meetings organized by the anganwadi workers.

CHILDLINE organizes a weeklong awareness camp

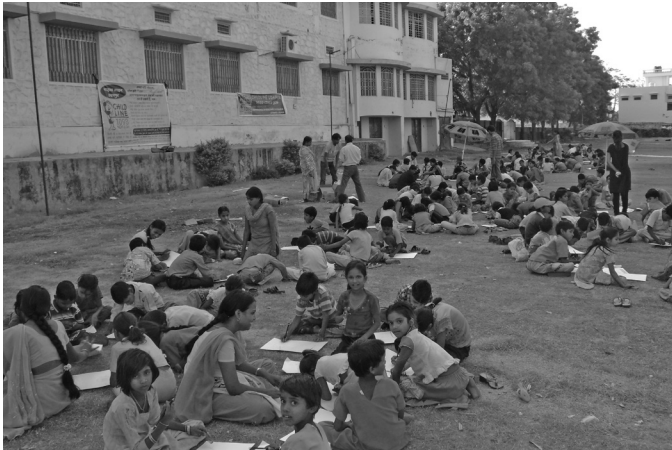


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CHILDLINE Kanpur organized an awareness camp during Chaitra Navratra festival in Kanpur with the help of the police administration. During the camp 2 team members and volunteers of CHILDLINE were available 24 hours in the camp. Thirty-one children who were separated from their parents in the crowd, were reunited with their families through the efforts of CHILDLINE team.

CHILDLINE and Big 92.7 FM organizes a drawing competition to mark World Anti Tobacco Day



On 31st May a drawing competition for children from of all age groups was held at the Alok School, Fatehpura. The theme was "Say No to Tobacco". Almost 200 children participated in this event. Big 92.7 FM sponsored the travel expenses and also broadcasted the event on Big 92.7 FM. Pidilite sponsored the drawing sheets. The crayons and drawing materials was sponsored by the CHILDLINE nodal agency. CHILDLINE Udaipur provided stationary and light snacks to all the participants. After the drawing competition all the participants – children and NGOs formed a human chain in Fatehsagar. CHILDLINE put up hoardings giving CHILDLINE messages and the participants in the human chain shouted slogans.

CHILDLINE organizes an awareness campaign with support from the Himachal Road Transportation Corporation (HRTC)

CHILDLINE Shimla has initiated the process of creating awareness about CHILDLINE in Shimla by putting up CHILDLINE stickers on Government owned buses. CHILDLINE printed the stickers according to the specifications given by the Himachal Road Transportation Corporation (HRTC). CHILDLINE is now approaching private bus operators for the same purpose.

SOUTH ZONE

International Children's Book Day

CHILDLINE Kozhikode in collaboration with local NGOs organized interactive session with Children on the occasion of International Children's Book Day (ICBD) that is celebrated every year on 2nd April. ICBD IS celebrated to inspire a love of reading and to call attention to children's books. P.K.Gopi, the poet was invited for the function. During the interaction Mr. P. K. Gopi shared the importance of books and reading in everyone's life.



CHILDLINE Kozhikode also hosted a programme on No Child Labour Day (30th April). CHILDLINE in collaboration with local NGOs organised a half-day orientation programme on 30th April 2008 for professional social workers, MSW students and the general public. The District Social Welfare Officer inaugurated the programme and the Chairman of the Child Welfare Committee gave the keynote address. The Assistant Labour Officer spoke on Child Labour and the Law.

CHILDLINE Wayanad celebrates its fifth anniversary

As part of the fifth anniversary celebrations **CHILDLINE Wayanad** organised various activities in the district. CHILDLINE conducted 7 zonal children's meet with the support of local Panchayati Raj Institutes. Another activity that CHILDLINE took up to mark its fifth year in the district was to start providing breakfast to the children of 3 schools that cater to the local tribal community. The celebrations culminated with a District level consultation on 'Children's Situation in Wayanad'. Representatives



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from all the departments of the government, NGO heads and students union leaders participated and presented papers at the consultation. The District Panchayath Secretary Dr. Ali Asgar Pasha inaugurated the program.

CHILD LINE celebrates International Child Helpline Day

CHILDLINE Kanchipuram organised a special program for the village children of Kuzhipanthandalam on 17th May – International Child Helpline Day. The program had quiz and drawing competitions for the 40 children who were divided into two groups based on age. The quiz focused on current issues while the drawing competition encouraged free expression. It was a fun event for all the children who went home quite happy.

Volunteer Corps CHILDLINE

With a view to ensure that CHILDLINE activities spread across the district, **CHILDLINE Kannur** invited applications from social workers throughout the district to come forward if they were willing to serve CHILDLINE as volunteers. CHILDLINE Kannur intends to use these volunteers to form a trained volunteer core group, who will be available for immediate service in response to the telephone calls, received at the CHILDLINE call center.

50 social workers who now form the first Volunteer Corps were trained on the Rights of children, the basics of child psychology, counseling skills and the nature of CHILDLINE services. CHILDLINE team members also discussed child-friendly strategies and shared examples from their own experiences with the volunteers.

CHILDLINE strengthens its volunteer base

CHILDLINE Thrissur identified 35 people in the age group 18-65 years and trained them for a back up volunteer base. The group was briefed about CHILDLINE, its origin, services and nature of work. They were trained on how to receive different types of calls, fill call entry registers, and use the different formats which are all part of the work of every CHILDLINE team member. The practical training component consisted of each volunteer having to answer calls in the presence of the coordinator or another team member. Each volunteer has committed a certain day and time to CHILDLINE.

Awareness programme through Arogya melas

CHILDLINE Thrissur team reached out to over thirty thousand people during the Arogya melas organized by the District Medical Department through out the district. The mela was organized over a period of four months. At every mela CHILDLINE was allocated 2 rooms to exhibit advocacy materials and provide direct counselling to children and parents attending the melas.

EAST ZONE

CHILDLINE calls a Press meeting as part of its awareness campaign

CHILDLINE Sitamarhi organized a press meet at the Press Club, Sitamarhi on 31st May 2008 to create awareness about CHILDLINE service. The press group present was briefed on the objectives, CHILDLINE service and the mode of operation of CHILDLINE. CHILDLINE team shared the type of calls received, the call statistics, case intervention, open house, outreach and awareness, CAB meeting, village level meetings etc. The focus was to spread awareness and make people aware of the service and the kind of issues faced by the children.



CHILDLINE Sitamarhi also celebrated International Child Helpline Day by organizing a one day Kabaddi Match in Awadh Thakur Memorial Stadium, Dumra. Boys and girls from different schools participated in the event. Overall 50 children in the age group 10 to 16 years participated in the one-day sports programme. The event was telecasted on "Bihar News" also.



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CHILDLINE Purnea rings



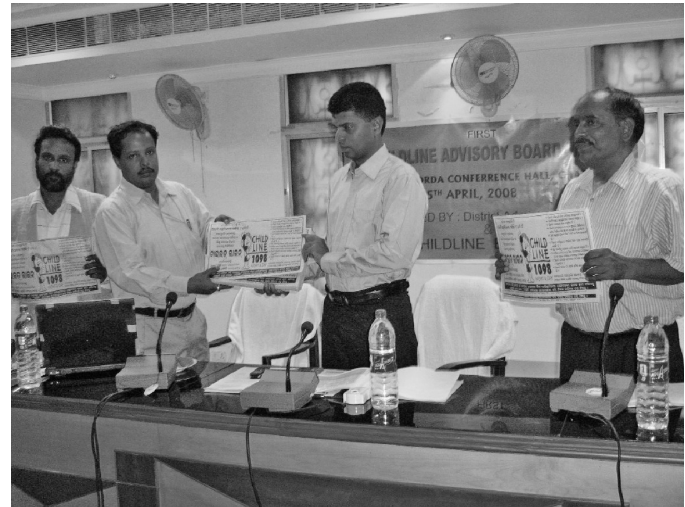
CHILDLINE Purnea began functioning on 17th May 2008, the International Child Helpline Day. Shree Gopal Sharan, Deputy Director, was present at the inauguration of CHILDLINE Purnea.

CHILDLINE Berhampur organized its first CAB meeting

The first CHILDLINE Advisory Board meeting resulted in some very positive outcomes. Recommendations were put forth and circulars too have been sent out to take action on some of the recommendation:

- The Chief District Medical Officer, Ganjam agreed to provide required health care to the children referred by CHILDLINE on a priority basis in the city hospital and in other state run hospitals/dispensaries and the Primary Health Centres.
- The superintendent of the medical college in Berhampur has agreed to provide appropriate care to all the referred cases of CHILDLINE and provide medicines free of cost. The cost towards medicine & treatment of the children referred by CHILDLINE are to be met out of the Chief Minister's Relief Fund and the fund from Indian Red Cross Society, District Branch.
- A request has been made to General Manager Tele Communications to waive off the service charges on the calls made to CHILDLINE and to print CHILDLINE message on all telephone bills.
- District Social Welfare Officer to organise a sensitisation workshop involving CWC members, JJB members, Police officials, Women & Child Desk, CHILDLINE team members, NGO activists, and Panchayati Raj Institutes. The DSWO was also made responsible for setting up District and Block level Child Right Protection committees.

- The CAB members agreed that posters, stickers, and CHILDLINE related awareness material could be put up at primary schools, Gram Panchayat offices, Block & CDPOs office and other important government offices. Permission was also given for messages to be put on public transport vehicles.



CHILDLINE posters developed by **CHILDLINE Berhampur** released by Mr. V.Kartikeyan Pandian , District Collector during the CAB meeting.

CHILDLINE Sitamarhi observes Child labour Abolition Day

On the occasion of Child Labour Abolition Day, a rally was taken out by CHILDLINE in collaboration with other NGOs on the roads of Dumra to mark the day. The rally culminated in a seminar on the issue of child labour. The seminar focused on child labour in Sitamarhi and the roles and responsibility of the community and the allied systems in dealing with the issue. The special focus of the seminar was the role of CHILDLINE 1098 and the advocacy initiative for the interstate rehabilitation of the rescued child

In-House Training

CHILDLINE Kishanganj organized a six-day in house training for CHILDLINE team. CHILDLINE teams from the subcentres, collab and the nodal organization attended the In-house training. The training programme basically focused on developing the skills of the team in order to provide efficient and professional service. The training module covered the history of CHILDLINE, credo, perspective building on child rights, documentation, case / call intervention, outreach / awareness etc. The entire process was organized through very interesting and interactive methods like – role-play, group discussion, outdoor activities and field visits.



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WEST ZONE

CHILDLINE hoardings

At the CHILDLINE Advisory Board (CAB) Meeting in December 2007 it was decided that CHILDLINE hoardings would be put up all over the city at no cost to CHILDLINE. As a result CHILDLINE hoarding were put up at various locations in Nagpur. Following this the calls to 1098 have increased.



CHILDLINE Mumbai participates in Bal vividha

Bal Vividha is a festival of education celebrating alternative approaches to learning. It promotes the idea that learning can be fun, and that it can take place beyond textbooks and questions the perception of education in our society. Organized annually by Comet Media Foundation, it reaches out to those parents, teachers, students and school administrators who are looking for viable and alternative ways to enhance the learning experience of children in formal and non-formal settings.

The CHILDLINE puppet shows highlighted the issue of Child Labour as well as the activities and beneficiaries of CHILDLINE – the various groups of children. The CHILDLINE games were a big hit with the children, they returned to play them over and again!! The children thoroughly enjoyed themselves and all games featured the 1098 number. Wilson College and M-phasis volunteers supported the CHILDLINE team.

CHILDLINE Annual Review - 2008

CHILDLINE Mumbai team had their annual review at Alibaug from May 5th-7th, 2008. Thirty-one team members from collab and support attended the annual review.

Day one had all partners present their activities of the previous months and highlights of their achievements, successes, challenges etc. This session was followed

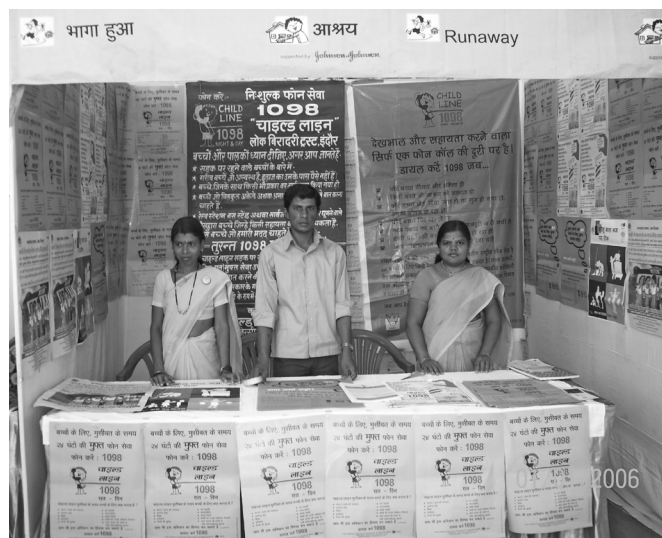
by case presentations where all the partners presented two challenging cases they had intervened in the previous year. The rest of the team gave feedback on the cases as well as suggestions for problem areas.

On day two the teams prepared action plans for the coming year and presented them. They also made issue based action plans on Child Beggary, Child Labour and Sexual Abuse. The session on innovative outreach strategies for the coming year was an activity filled session as team members enacted their innovative ideas such as a Radio Awareness Campaign on Radio Mirchi, a Street Play as well as a Bal Mela where innovative games were played to make children aware of 1098 as well as a live phone booth that spoke to children and taught them how to dial 1098.

The last day was spent sight seeing in Alibaug and a trip to the Murud Janjeera Fort. The review was a very creative and energising exercise much enjoyed by the team.

Training Programmes for CHILDLINE Team members

Nagpur CHILDLINE Nodal organized two training programmes for the CHILDLINE team members. The first training program focused on documentation, innovative outreach practices & conducting puppet show. The second training programme focused on the concept of ChildNET and its documentation. The training focused on documentation and technical practices of ChildNet, the utilization of forms, data collection and conducting advocacy programs.



CHILDLINE Stall at Indore Career Fair.



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Making a Difference - CHILDLINE Intervention

NORTH ZONE

CHILDLINE Alwar rescue a child from being forced into prostitution...

Manisha a fifteen-year-old girl belongs to the Naut community from Bansi Pahapur Bharatpur village in Rajasthan. Traditionally the Naut community engages in prostitution and Manisha's parents decided it was time for Manisha to also get into the trade. Consequently she was sent to work in a bar at Vashi, Mumbai. While she was here (Mumbai) she came in contact with Harish. Over a period of time an emotional bond developed between the two. Manisha expressed her desire to return home as she said she did not like to work in the place.

One day the girl left the job and went with the Harish to her village. Harish tried to convince her parents not to force the child into prostitution. The family agreed on one condition that the caller would provide them with fifty thousand rupees every month. The caller agreed to pay them the amount and subsequently paid Rs.1, 50,000/- to Manisha's family. However within a few days Manisha called him up to say her family is forcibly sending her to work in another bar in Alwar. Harish who by then had heard of CHILDLINE immediately called up CHILDLINE Mumbai asking for help. CHILDLINE Mumbai passed on the information to **CHILDLINE Alwar**.

After getting the call CHILDLINE Alwar approached Additional District Magistrate and also Circle Officer to provide police help to rescue Manisha. The entire day CHILDLINE team waited for Manisha with police at Kesroli bus stand near Alwar as they had been told that Manisha was coming by bus. However, when Manisha did not show up the police and CHILDLINE team members decided to go to her village where they found that Manisha was forcibly detained by her family. The Police rescued Manisha and produced her before the Child Welfare Committee (CWC). After much discussion with the Chairperson of the CWC, Manisha was finally sent to a shelter home for girls.

The very next day Manisha's family lodged an FIR and submitted an application to court, against that CHILDLINE coordinator alleging that with the help of the police he had kidnapped Manisha from her village. The CHILDLINE coordinator was not frightened and sent a copy of the FIR to CWC.

When the Alwar CHILDLINE conducted a follow up visit they found Manisha was doing well at the shelter home and did not want to leave the home.

CHILDLINE Gorakhpur seeks justice for 15-year-old Piyush who was murdered by his employer...

Mr. Surendra, (a concerned individual) called up **CHILDLINE Gorakhpur** and told them about Piyush, aged 15 years who had gone missing from Nandanagar, Gorakhpur for two months. The boy was working in a sweet shop in Nandanagar. Mr. Surendra said that when Piyush's mother had gone to the shop asking about her son, the owner of the shop said he did not know where Piyush was and gave her Rs 1500 and told her not to come back. The child's mother said that the neighbours of the sweet shop told her that the shop owner had killed Piyush with electric shocks. The mother then approached the Station Officer of Shahpur Police Station; he was not helpful and did not lodge an FIR.

After hearing all this CHILDLINE took over the case. CHILDLINE Coordinator, team members along with the child's mother approached the Superintendent of Police (City). Superintendent of Police (City) ordered the Shahpur Police Station to lodge an FIR immediately. An FIR was lodged and the shop owner was brought in for questioning. During the investigation the sweet shop owner finally admitted that he had killed Piyush by an electric shock and the body of the deceased was thrown under a bridge in Basti, near city, about 70 km from Gorakhpur. The sweet shop owner was arrested under 302 IPC and SC/ST ACT.

CHILDLINE Jaipur provides a Tricycle to 16-year-old Sunder a physically challenged boy...

Sunder hailed from Gurjarpura village in Amritsar. Many years ago he and his parents had come to



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work in Jaipur. In the last couple of years he had lost his father in an accident and his mother had also died of a heart attack. Sunder lived by himself in a corner of the railway station and supported himself by working at a cloth shop.

When the CHILDLINE team members met with him, Sunder said he wanted help in two areas. First of all he wanted to go back home to Amritsar and he wanted CHILDLINE to help him get a tricycle so that he could travel to his workplace wherever it would be. CHILDLINE arranged with Mahaveer Viklang Samiti for Sunder to get a tricycle and CHILDLINE made arrangements for Sunder to travel back to Amritsar with his new tricycle. Sunder was very happy to return to Amritsar with the tricycle.

CHILDLINE Delhi intervenes to save a minor girl from domestic labor and potential sexual abuse...

The following case is a good example of how CHILDLINE together with the allied system like Child Welfare Committee (CWC), Labour department and police can bring about a successful intervention and long-term rehabilitation.

In October, 2007, CHILDLINE-North Zone, Delhi had received a call regarding domestic child labour, 12 year old Manju, who was working as domestic servant in a house in an affluent colony (Rohini) in North Delhi.

CHILDLINE team visited the said place and met the employer and found Manju working in their home. The CHILDLINE team informed the employer and family of all the laws and legislation against domestic child labour as well as the penalties for violating the Law. The employer immediately offered to hand over the child to her parents in the CHILDLINE office.

Manju's parents came to CHILDLINE's office and told the team that they had put Manju to work because they could not afford to live on the salaries they earned. Manju's father said that the employer had promised to look after Manju well and to pay her for working with them. Manju was handed over to her parents and CHILDLINE assured them that they would help with the care of Manju after they signed an undertaking promising not to put Manju to work any more.

A few months later, in February the employer called up CHILDLINE and said that she wanted to adopt Manju and would take all responsibility for Manju, her education included. CHILDLINE told them to approach the CWC who is the proper authority in this matter. After much delay the employer and his son came to CHILDLINE with an affidavit from the Judiciary Court on behalf of him and the girl's parent, according to this document they will take all the responsibility of the girl, and admit her in school. CHILDLINE received the document from the employer and informed the CWC regarding this matter and submitted the documents also. Manju was allowed to go back with the man and his son.

During a follow-up visit CHILDLINE found that not only had Manju not been put in school, she was back to doing house work and worst of all the employer and his son were also physically and sexually exploiting her.

The CWC Delhi ordered CHILDLINE to conduct an immediate raid and rescue Manju from the clutches of her employer. On the day of the raid the rescue team comprising of two Labour Inspectors from the North-West District, a CHILDLINE team member and a representative from INDUS Child Labour Project found Manju working very hard serving guests at a marriage ceremony at her employer's residence. Initially the employer attempted to resist handing over Manju but finally after being presented with the CWC order and with much verbal protest he did. The Labour Inspectors immediately filed the challan, the girl was then produced before the Chairperson of the CWC.

The case is currently ongoing. The focus is both on rehabilitating Manju and punishing her employers.

SOUTH ZONE

CHILDLINE Trichy gives new hope ...

The CHILDLINE office received two calls from the Head Constable and the Assistant Commissioner of Police, in one day. The calls were about a lady, who appeared mentally disturbed and her two-year-old baby, who were living on the streets. The police said this woman had been gang raped by a bunch of



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drunken men a few days ago. The police agreed to send along a constable and a jeep to transport the woman and her child.

When the team got there they found that the woman was 38 years old and mentally disturbed. She and her child were living with her 68-year-old mother. The woman and the baby were in such a bad state that the grandmother said she had contemplated ending her life and that of her daughters and grandson's, especially after the rape, but she said she did not even have the money to do that. The older lady said that no complaint had been registered following the rape.

The CHILDLINE coordinator brought them to the General Hospital, Tiruchirappalli. The lady was admitted in the psychiatric ward. And is presently undergoing treatment. Her mother is in the Hospital taking care of her daughter. The baby boy has been placed in a shelter home until the mother gets better and is in position to care for the child.

CHILDLINE Kanyakumari takes the school authority to task for beating up a child...

Savithri aged 12 years, lives in Amaravathivilai village, in Kanyakumari District. She comes from an economically poor family. Savithri was studying in 7th standard in Azhagappapuram. The school is about 10 kilometers away from her home and Savithri used to take a bus to get there. One day the bus was late and consequently Savithri reached school late. An enraged Headmistress refused to believe Savithri and beat her up so badly that she fractured her arm. Savithri was in immense pain especially since it took her family 2 days to realize her arm had been fractured.

When Savithri was in the hospital her sister Priya called up CHILDLINE 1098 and requested their help. The parents said that when they had tried to contact the Headmistress she was very rude and challenged them to try and do anything to her. When the CHILDLINE team met the Headmistress the next day she persisted in her belligerent attitude. CHILDLINE then met the Correspondent of the school and insisted that the school pay for the child's medical treatment and also give a written assurance that the management would refrain from corporal punishment in the future. Both

the Correspondent and the Head Mistress refused to consider any of these demands till CHILDLINE warned them about the existing legislations of the Government and threatened legal action. Eventually the Correspondent, the Headmistress and some representatives from the Parents Teachers Association met the CHILDLINE Director, apologized for the incident and agreed to meet CHILDLINE's terms. Once Saranya's arm was healed, she refused to go back to the school. She was then admitted to the Government Higher Secondary School in Thoppoor

10-year-old Mani gets a chance at a new life...

Mani's parents had separated and the child was living with his grandmother. As the grandmother was very poor they had to beg for living. Mani too had to beg and was not happy. The child always used to visit a nearby school in Palakkad and kept pestering the school staff stating that he wanted to attend the classes. One of the school staff, knew about CHILDLINE service, approached CHILDLINE Palakkad for help.

CHILDLINE team found the boy at the railway station. The child was happy to come along with the team member. He was brought to the center where he was provided with food and clothes. The child was produced before the Chief Judicial Magistrate and by order has been placed in Children's Home until further rehabilitation measures.

EAST ZONE

Six children trapped in exploitative labour conditions restored to their families...

Bantu (14), Ravi (14), Shobith (14), Akshay (8), Abhishek (7) and Karan (13) were all from Orissa. All the children were from economically poor background. Their parents were daily wageworkers. Seeing the desperate situation at home these children decided to run away.

This is when the children came in contact with Ubalda Bir, a moderator supplying cheap labour to contractors of different sphere of activities. The man lived in a nearby village of the same district. Taking advantage of their condition, he took the children to Danbada, Gujrat where they started working in a



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manufacturing company, which produced sleepers for railway tracks. The boys were paid only Rs 50/- per week and were made to work for 12-14 hours daily. Gradually the employers began to abuse the children. They were not allowed to take even a day off and were not paid if they were ill. As the exploitation got more and more unbearable the children decided to run away. They made it to the railway station and got onto a train for Berhampur. However being ticketless they faced the wrath of the police enroute and were forced to pay Rs 500/- to be released.

Once reaching Berhampur they realized they did not know how to get back to their village and as they were wandering about the bus stand they came across a CHILDLINE poster and called up the 1098 number.

CHILDLINE Berhampur team members went to the bus stand and brought them to the temporary shelter. They were provided with refreshment. After fulfilling all the formalities they were taken and produced before the town police station. Contacts were also made with Mohana, Rayagada & R-Udayagiri police station regarding the restoration of these distressed children. Eventually, all the children were restored to their respective families.

As direct outcomes of this case CHILDLINE found that it was now quite well known among the respective local inhabitants. Several calls started coming in from the district. Networking and knowledge building with the police personnel on the activities of the CHILDLINE have increased.

CHILDLINE Patna rescues 6 children being trafficked for Child Labour...

CHILDLINE Patna received information that six children (residents of Katihar) were being brought by bus from Kishanganj to Patna. These children were being taken to work in Patna. CHILDLINE was told that the bus would reach Patna early in the morning. Patna CHILDLINE immediately sprang into action. They contacted all the concerned police stations that went on high alert and the CHILDLINE team along with the police put up roadblocks at all the entire entry route to Patna. All the buses were stopped and checked. The day it was reported that the children would arrive, one of the buses was stopped at Fatuah by the Police and the CHILDLINE team. The police nabbed 4 traffickers

and 6 children in the age group of 10 to 12 were rescued. The children were handed over to CHILDLINE and the accused were taken into police custody.

A FIR was lodged against the accused and the traffickers were booked under the IPC, Child Labour Act, JJ Act and Bonded Labour Act. The matter was also brought to the notice of the Child Welfare Committee.

CHILDLINE India Foundation (CIF) demanded for major punitive sections to be applied to the guilty. Throughout the trial CHILDLINE members were physically present in the court and remained in constant touch with the police to ensure that the suspects were not released on bail. The trial went smoothly and the 4 accused were sent to Beur jail. During this course the CHILDLINE city coordinator received threatening calls.

Under CIF representative's behest police agreed to have all the children narrate their stories (Cr PC - 164) in the court. Initially the court was very lax in its attitude towards the case. The courtroom was not vacated, children were asked to stand in the witness box etc. CIF representative requested the Magistrate to follow the proper process as laid down in the CrPC and only then was the court room vacated, a chair was placed beside the Magistrate for the children and again on the request of CIF the Magistrate allowed one female member to stay with the children during the process. Later the Magistrate requested the CIF person to stay inside the courtroom to facilitate the entire process, narrate and negotiate with the children to cull out the accurate information and the happenings. The procedure took one full day.

The following day the children were produced before the CWC. In a meeting between the CIF representative and the CWC Chairperson, CIF representatives requested the Chairperson to restore all the children to their families after proper address verification. A large scale networking exercise between the labour Dept/ Patna, Senior SP / Patna, Station Manager (Rly)/ Patna, Dist Magistrate / Katihar, Kishanganj Police Stations resulted in the children being restored to their homes with minimum fuss.

The case received wide publicity through the local media; it was covered by some of newspapers (The Dainik Jagran, Aaj, and The Hindustan). The speaker of Bihar Assembly called up CHILDLINE and congratulated them for their brilliant effort in rescuing



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the children and also ensuring that the perpetrators were put behind bars.

15-year-old Aliya restored after a long and frightening journey to three different states...

Aliya a resident of New Jalpaiguri was from an economically poor family. Taking advantage of the family condition a neighbour offered to take her to Delhi and provide her with a job and good income. With her mother's approval, the neighbor took her to Delhi to work as a maidservant. Here she worked for two months as a domestic help, but not being very happy with the situation she ran away from the place and reached Delhi station. At Delhi station she was befriended by an unknown boy and he offered to accompany her to Orissa. He bought her food and the railway ticket.

When she landed in Orissa, she was left alone as the boy who accompanied her went on his way. Here another unidentified man came forward to help her. The man took her to his house and she stayed there for 3 days, but she was uncomfortable living with this stranger so she ran away and managed to get on a train to Kharagpur, West Bengal and from Kharagpur she again boarded a train and landed in Howrah station.

At Howrah station she was standing near the ticket counter when a lady saw her and intervened and found out that she was in need of help. The lady brought her to the CHILDLINE assistance booth at Howrah station. CHILDLINE immediately called up her parents and asked them to come to **CHILDLINE Kolkata** office to collect their daughter. Her parents were not able to come at once as they did not have the money, but then in a short while the father called back to say he had made arrangement for money and was coming to Howrah to collect his daughter. The girl and her father were very happy to be reunited.

CHILDLINE Murshidabad saves the lives of two babies...

Two babies, barely 20 days old were found abandoned in a box at the Khagraghat Station. A few platform children heard the babies crying and then informed

the Station Master. News spread immediately to the neighboring village and one of the villagers who had twin babies at home asked the station master to let his wife care for these children till something definite could be done. The Station Master not knowing what to do and not wishing to aggravate the huge crowd that had gathered at the station by then gave the children to that man till the police arrived.

The Khagraghat station master called up Berhampur Police Station, who subsequently called up CHILDLINE to take responsibility for this case. CHILDLINE team first took the children to the local hospital for a medical check up. Initially the hospital was reluctant to admit the children as they said the children were not ill, however CHILDLINE convinced them to keep the children overnight. The next day the children were presented before the CWC and they were then placed in temporary shelter.

When the team went to get the child from the couple, they faced resistance from the villagers. The villagers felt that the family who was looking after the children temporarily should be allowed to keep the children. However the children were taken into custody by the CWC. The CWC is currently in the process of identifying fit-couples for pre adoption foster care.

WEST ZONE

CHILDLINE Nagpur intervenes to help a 3-year-old ...

Charu was brought to the Nagpur CHILDLINE office by her grandmother. She said that Charu's mother had died of AIDS and her father had thrown Charu's mother out of the house when she was diagnosed HIV+ while pregnant with Charu. Charu is HIV negative Even Charu's maternal uncle and his wife refused to let Charu's mother stay with them.

For a couple of years Charu's mother was able to support both of them by working as domestic help. However, when Charu was three her mother died and left her mother to care for Charu.

However the grandmother is blind and very poor she was finding it extremely difficult to care for Charu so she wanted CHILDLINE to take care of her. The child was produced before the CWC. She has been placed in a shelter home. Charu is well looked after at the center and is a happy child.



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CHILDLINE Mumbai battles the rich and the powerful to get justice for 5 domestic child laborers...

In March this year CHILDLINE Mumbai along with the Labour Department and the Police raided a posh residential area in Cuff Parade and rescued 5 children working as domestic help from two very affluent families. Three children were between 10 and 12 years of age and the other two were 16 and 17 years respectively.

Once the rescue was conducted, the children were taken to the police station to record their statements. The employers of the two households were also detained at the Police Station. The employers who were very rich and influential in the city started calling up all the powerful contacts they had, every one from the Labour Commissioner to the Chief Minister creating enough pressure to release them as well as the children. They also tried to intimidate the police, children as well as the CHILDLINE staff in the Police station. The children were finally taken for a medical examination, after their statements were recorded and then taken to the Children's Home.

One of the employers managed to get to the family of one of the boys, who was rescued and convinced them to file a Habeas Corpus and directly approached the High Court asking for immediate release and restoration of the boy to his family in Mount Abu. The Child Welfare Committee got no time to investigate the boy's case, find out the situation of his family or collect fine from the employers. The High Court after meeting the boy decided to send him home.

The fact that a child's case completely surpassed the CWC's decisions as well as the Juvenile Justice System; the most child friendly mechanisms set up to protect children in need of care and protection became a matter of grave concern for the CWC and related NGOs. It also created concerns about more such cases going directly to the High Court, which is not very child friendly. This incident also made all concerned realize the need for the CWCs mechanisms to function more efficiently so that future cases do not go to the High Court on the grounds that CWC was not functioning effectively.

This case was reviewed in the Labour Commissioner's Task Force meeting followed by a meeting between several Child Right's NGOs in

Mumbai and legal counsel was given by advocate Ms. Mahrukh Adenwalla. The main agenda of the meeting was to prevent more such cases going to the High Court. The meeting group decided that there was a need to create mechanisms to help the CWC work efficiently in light of their workload such as sending the Department of Women and Child Development a proposal for an advisory board for cases in the Children's home, increased media advocacy to highlight the role of the CWC to the general public as being the most child friendly body for children in need of care and protection as well as sensitization workshops with the judiciary.

A subsequent meeting was also held with CWC chairperson, advocate Mahrukh Adenwalla and NGO representatives to prevent the other 4 cases of children who were rescued from Maker Towers from going to the High Court. CHILDLINE supported CWC in the Home Investigation Report of the remaining 4 children through CHILDLINE Bihar as well as CHILDLINE Mumbai and submitted reports to CWC.

Based on the reports and Probation Officer's reports, the CWC fined the employers more than Rs. 60,000 and the children were restored to their families.

CHILDLINE Mumbai gained significant learning from this case such as the challenges of conducting rescues especially in the context of domestic child labour, the challenge of different laws stating different ages (Child Labour Law-14 years; Juvenile Justice-18 years) and what information should be given to the general public. Also, the importance of having uniform protocols for conducting rescues in the case of domestic child labour became very evident.

The case also raised debates among general public and print media on child labour. Some felt that there was nothing wrong in employing children as domestic help, because this at least helps to keep them away from the streets. Others felt that this rescue marked a remarkable step towards eradicating child labor, especially rescue of domestic child labourers from the homes of affluent people, the most hidden form of labour.

This case had a significant impact at the city level about child labour in the form of domestic labour and received much media coverage. This case led to several learnings by allied systems such as Labour Department, CWC, media, as well as the Judiciary; also paving way for important advocacy steps with these bodies.



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14-year-old Ariya finds shelter through CHILDLINE Gwalior...

Ariya is originally from Jaipur, in Rajasthan. He and his parents left for Mumbai after his father was cheated out of the family property. Ariya and his parents lived in Mumbai for some years. All of them including Ariya worked to survive. Ariya worked in a small restaurant. Ariya lost both his parents during the Mumbai floods on 6th July 2006.

A concerned individual who came across Ariya at the railway station called up CHILDLINE asking for help for the child.

Ariya had worked in the restaurant for some time after his parent's death. He then received a significant sum of money as compensation from the government following the death of his parents. The owner of the restaurant where Ariya worked promised to help him buy a new house in Jaitur with the money. Accordingly they left Mumbai and went to Dabra. While they were at Dabra station waiting for a train to Jaitpur the restaurant owner ran off with Ariya's money.

Ariya realised he had no money and had no idea how to get to his village so he decided he may as well stay and work in Dabra till he had some money. He would then find his way home. Ariya started working at a farm house in Gwalior but the owner of the farm house would exploited the help, not give them enough food or pay and when they questioned him he threw them out. Ariya was wandering about Gwalior when a concerned adult came across him and got talking to him. When Ariya told him his story, the concerned adult called CHILDLINE and requested for help. CHILDLINE placed Ariya in a shelter home. Ariya was thankful and very happy for finally getting some security in his life

Vivek undergoes heart surgery through the intervention of CHILDLINE Nashik...

Vivek lived with his mother who supported them by working as a tailor. His father is dead. Vivek was diagnosed with a hole in his heart and the surgery he needed was beyond their reach. Vivek discontinued his education and stayed home while his mother worked and tried to find the help her son needed. A teacher from Vivek's school knew about CHILDLINE service and approached CHILDLINE for help.

CHILDLINE first approached the hospital to see if the cost of the surgery could be brought down. They also approached a number of trust funds and charitable institutions. One of the CHILDLINE volunteer, a cable operator, offered his help in telecasting the case on the cable network.

Through their relentless efforts CHILDLINE managed to bring down the hospital charges by fifty percent. Money poured from all corners and many well-wishers generously helped raise money. The child was operated on successfully. He is slowly recovering his health and getting back to living the life of a happy twelve year old

CHILDLINE Ujjain gives Jyothi a chance at a better life...

One evening while members of the CHILDLINE team were out on their outreach activity they saw a little girl in torn clothes collecting food and scraps from the garbage thrown out of the trains at Ujjain station. She had sat down to eat out of her collections when the police chased her off. The CHILDLINE staff intervened at that moment and got Jyothi to tell them her story.

Jyothi said that her mother died a few days ago and her father had already taken another wife and since neither of them wanted her they had thrown her out of the house. Jyothi was currently staying with her uncle who forced her to go out and beg for a living.

The CHILDLINE Ujjain team members informed the police that they are taking the child to CHILDLINE office. The Police allowed the team members to do so. The child was fed and bathed and given clean clothes to wear. The next day she complained of a stomachache and the doctor who examined her said it was due to chronic hunger but that the pain would eventually subside once she was eating regularly.

Jyothi was very certain she did not want to go back to her father or her uncle and was afraid she would be beaten and forced to beg once again if she was sent to either place. Jyothi was produced before the CWC who ordered her to be placed in a shelter home where she will be provided with her basic needs.

During the follow-up visit Jyothi said she was very happy and a very emotional Jyothi said that 'if I had not been seen by Didi I would be no more.'



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Advocacy

CHILDLINE Alwar has had a very productive quarter with boosting advocacy for CHILDLINE, both with the government and the corporate sector in Alwar. First of all Alwar CHILDLINE was able to get the Additional District Magistrate Alwar to include a CHILDLINE web page in the district's website (www.alwar.nic.in). The Alwar District Transport Officer has given permission for CHILDLINE stickers to be put up on all District Transport vehicles. The managers of the District Water and Electricity departments have also agreed to print CHILDLINE message on all bills.

Alwar CHILDLINE forged a partnership with General Manager Roadways Alwar, in which General Manager Roadways was appointed a nodal agency for CHILDLINE and CHILDLINE was given permission to have their stickers up on the GM Roadways buses. It was also agreed that CHILDLINE messages would be announced twice daily at the bus central depot and CHILDLINE hoardings would be put up at all bus stands of Alwar.

Finally CHILDLINE was able to garner support from the corporate sector in Alwar. The Zonal Customer Service Manager (Vodafone) agreed to be a co-sponsor of CHILDLINE programmes in Alwar district along with other corporate agencies. They have agreed to circulate CHILDLINE messages, at no cost to CHILDLINE, to their subscribers.

Advocacy efforts of **CHILDLINE Rajasthan** resulted in the creation of a CHILDLINE web page on the Rajasthan police website: (www.rajpolice.nic.in). This step was direct result of a meeting between the CIF representative from North Regional Resource Centre - Delhi, Mr. Gill, Director General of Police and Mr. Devrajan, Additional Director General of Police Rajasthan in January. At this meeting the CIF representative talked about various issues of children in need of care and protection as well as the effectiveness of the CHILDLINE service. It is hoped that this collaboration will promote the existing partnership between the police and CHILDLINE given that the Police are part of the allied system who play a crucial role in the life of street children and children in conflict with the law. CHILDLINE also hopes that this collaboration will facilitate the process of restoration of (runaway) children (jointly organized by the police and CHILDLINE), within the state. CHILDLINE is currently hosting various sensitization programs for police officials at different levels, on Child Rights as well as CHILDLINE services and its functions.

CHILDLINE India Foundation (CIF) has conducted 3 very successful advocacy efforts in the last quarter. A awareness campaign was developed in association with creative agency, Ogilvy & Mather with a common theme to the copy, "Some numbers change lives". The campaign consisted of small size advertisements of the CHILDLINE number 1098, appearing in special locations in dailies. These spaces in the daily papers and magazines usually feature information that is given in terms of numerals rather than words such as scores of cricket matches on sports

pages, stock market indices, weather bulletins etc. This kind of brief data is almost certain to attract a reader's attention for one cause or another. The Campaign was released in newspapers, magazines and hoardings in prime locations.

Following on the heels of this event, in February 2008, CHILDLINE's Child protection & Rights section on CIF website www.CHILDLINEindia.org was launched! The section offers a wealth of information regarding child related international instruments and conventions, national commitments, legislations, budgets and demographic data, pertaining to children in our country. Detailed information about the various NGOs and other groups working with children in difficult situations is also included.

Child Protection and Child Rights is crucial to ensuring that children under 18 years of age have the rights, confidence and environment in which they can make choices, express their views and communicate effectively with other children and adults. This section in the website describes policies, standards, guidelines and procedures who aim at protecting children from (vulnerability) to both intentional and unintentional harm.

The term 'child protection' incorporates all the components of child friendly services, from prevention and care to recovery and rehabilitation of a child. Log in to <http://www.CHILDLINEindia.org.in/rights.htm> to check out the section and send us your feedback. We acknowledge and appreciate the untiring efforts of Aude Bouvier an international student intern from France, who was responsible for developing this section.

Another very creative advocacy exercise launched is in Robin Age. The story of how Bantu saves the day for Indian Children! A newly launched Children's Magazine - Robin Age features a comic strip in every fourth issue of the publication. Created by CHILDLINE friend, Rizvi (Studio Design Bar), the 12 part series tells of the Adventures of Bantu, who takes on a group of villains opposed to Indian children learning about their rights.

An online campaign comprising banners, web blockers and emailers on several portals including Moneycontrol.com, IBNlive.com and Sulekha.com were initiated this year. In addition a text/banner ad linkage to the worlds most used search engine Google was created.

CIF has brought out 8 Standees - 4 in English and 4 in Hindi for awareness programs undertaken by various CHILDLINE centers. A standee is an easy to carry, awareness material that can be used at programs and events to showcase a small amount of information. Each CHILDLINE center will receive a kit containing these standees to be used in their awareness building programs.



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Publications



In the past 12 years, CHILDLINE India has responded to over 13 million calls. The voices have told stories of abuse, exploitation, addiction, illness, calamities and crime and from these calls have come a vast variety of intervention programs, partnerships and initiatives that have helped mainstream the lives of marginalized children.

“CHILDLINE Calling... Is India Listening”, the second edition compiles calls received during April 2005 to April 2007 and critically examines CHILDLINE services all over the country by examining the nature of calls and profile of callers to the services. The calls received on 1098 are analysed on ChildNET and thus are representative of the needs of the marginalized children.

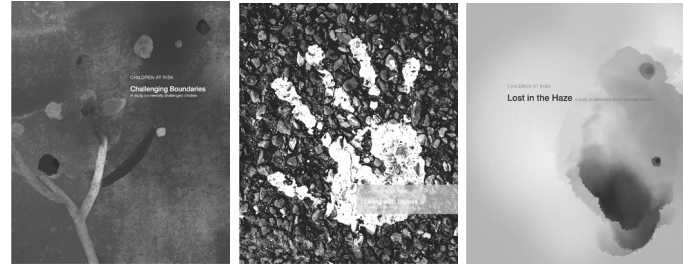
The publication also gives the comparative picture of data for the same period for 69 cities. This publication aims to give voice and be an effective tool for advocacy on the rights of children.

The data provides important feedback about the impact of the service, the users of the service, the reasons for calling CHILDLINE, experiences of abuse faced by children and the nature of intervention provided by CHILDLINE. It provides the building blocks for more in-depth research and analysis on the status of children in India, particularly in the area of child protection. It provides a nation-wide analysis of calls to 1098.

Children at Risk

Over the years CHILDLINE has come across cases of children trapped in unique situations that not only need to be addressed in terms of statutes but also require special interventions. CHILDLINE has always reached out to children in emergency but there are groups of children who are forever in a vulnerable situation and in need of care and protection. The rights of these children are blatantly abused and violated. Also intervention in these cases requires co-operation and support from across allied

systems. CHILDLINE India Foundation under its “Children at Risk” series undertook four exploratory studies. Children from across the Indo-Bangladesh border, Children in Mining, Mentally Challenged Children and Children addicted to Substance are amongst these communities.



These publications comprise findings of original social research on specific communities of vulnerable children. Our findings suggest that Child Protection initiatives among these children require a deeper understanding of their circumstances and the factors that impact them most in their vulnerabilities. These studies are illustrative of the issues rather than representative at a national level.

Two of the research studies are accompanied by Films, “Living with Stones – A study of children in Mines” and “Across the Fence – Bangladeshi immigrants. The films poignantly record the stories of these vulnerable children.

Child Protection and the Juvenile Justice System

India has a progressive record on legislations relating to Human Rights including Child Rights and Child Protection. The Juvenile Justice Act 2000 (JJA) was enacted in keeping with the standards for child protection provided by the UN Convention of Rights of the Child. The recent amendment through the JJA Amendment Act of 2006 have further strengthened the JJ process. However, the JJA is a central legislation that requires each state in India to set up the infrastructure and protocols to ensure that the JJA provisions are implemented at the ground level. But the gap between intent and practice is very wide. The factors responsible are many ranging from ignorance to attitudinal blocks.

As a national network, CHILDLINE works with children on the ground and often face the brunt of the lack of knowledge of JJA and its processes. It is precisely this need that we address in presenting a set of two Resource Manuals. First, “Child Protection and Juvenile Justice for Children in need of care and Protection by Dr Nilima Mehta, former Chairperson of the Mumbai Child Welfare Committee. The second one Juvenile Justice System for Children in Conflict with law” by Ms Maharukh Adenwalla, Advocate and Child Rights Activist.

We expect these manuals to provide social workers engaged in working with children, a better understanding of the laws while enabling them to make use of all the provisions in the best interest of the child. In addition, the manuals will help empower them to strengthen the enforcement process and elicit greater accountability from all stakeholders.



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Anchorage Case... Update

The much talked about case of Child Sexual Abuse at Anchorage shelter home in Mumbai dates back to the year 2001. 28th February 2001, **CHILDLINE Mumbai** received a distress call from the children of Anchorage shelter home for boys. Duncan Grant and Allan Waters (two ex-British Naval staff) ran the Anchorage shelter. The battle for justice took six long years.

18th March 2006, Additional Sessions Judge P.S. Paranjpe passed a verdict convicting the two to six years of rigorous imprisonment for offences related to unnatural sex and abuse of children. They were also fined 20,000 pounds each, of which 5 lakhs was towards rehabilitation of the two boys who testified against the British nationals. The shelter home manager too was sentenced for three years and fined Rupees six thousand five hundred Rupees.

"Let the paedophiles around the world know that India should not be their destination in future," said the Additional Session Judge while passing the verdict against the two British nationals. The judgment intended to wipe out India's name from the map of international sex tourism and send out a clear message across (to the paedophiles).

Duncan Grant and Allan Waters filed an appeal in the High Court claiming innocence. 23rd July 2008 the duo were acquitted by the High Court. The Mumbai High Court overturned what had been considered a landmark judgement of the Sessions Court of Mumbai. After 7 years of struggle to get the victims testimony recorded and get the paedophiles punished this judgment of the Mumbai High Court has come as a huge setback. When the courts stop believing our children, it is time to ask ourselves: Are we listening to our children? Are our children safe?

Of the known cases against paedophiles in India except for Freddy Peats none were convicted. Freddy Peats died while serving his term in the Goa Jail. The rest have been acquitted by the court and have escaped. They are out there, and may be abusing more children. This is an exceptional case deserving special attention for three reasons: (1) the trial court had delivered a very strong, reasoned and emphatic judgment of conviction; (2) the offences involved are very serious and heinous in the context of an internationally proliferating and organised business of child sex tourism and paedophilia; (3) since a British national has been extradited from New York pursuant

to a red corner alert issued by our government, the success of our future extradition requests would not be taken seriously by any government if the prosecution case are dismissed so easily.

Following the Bombay High Court Verdict, the Anchorage case received wide extensive coverage in the national media. It was also reported in the international media. The case gained further momentum with support from the State Administration. We received support from Congress MP Milind Deora, MP Supriya Sule (NCP), MP Shaina NC (BJP), and Vinod Tawde (BJP President, Maharashtra). The Maharashtra government too set in motion to move the Supreme Court not wanting to repeat the experience of Marty case (Swiss couple Loshiar and Wilhelm Marty were convicted in 2003 for using street children from Mumbai for child pornography. However the Mumbai high court acquitted them. The Maharashtra state government appealed to the Supreme Court and as the appeal was pending in Supreme Court, the Swiss couple left India.)

Challenging the High Court verdict CHILDLINE India Foundation too moved to the Supreme Court. On a Special Leave Petition filed by Maharukh Adenwalla and CHILDLINE India Foundation the Supreme Court has, on August 1st, admitted the case for hearing, against the decision of the Bombay High Court. The Maharashtra Government Petition was also heard as represented by the State Advocate General.

The Supreme Court has indicated a three week period for commencement of hearing and asked the Police to withhold the Passport and has also requested the Consulates not to entertain requests for Visa. Under Sec 390 of IPC notice is being issued to the accused to show cause on why they should not be arrested and action taken against them.

This admission by the Supreme Court indicates that the highest court has upheld the relevance of the points of Law raised by the petitioners and it is expected that the eventual judgment of the Supreme Court will be a landmark on laying down the criteria for prosecution in child sexual abuse and Paedophile cases.

CHILDLINE India's stand that the High Court Judgment did not question the facts of the case but was based on technical aspects has been upheld. Mr Fali. S. Nariman represented the petitioners in the case. The struggle by CHILDLINE India to secure justice for children abused in the Anchorage case is not over yet.



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Attention dear family members

This year, 10th September 2008 the date, will read as 10.9.8. And this is a huge opportunity for all of us at CHIDLINe to use this day to do all that is possible within us, to make it memorable for a number that is so close to our heart. You could use this day for any event you have wanted to do for a long time, a massive awareness campaign or a CHIDLINe party....

So put on your thinking hats, brainstorm with your team, your region to do something special, to make an impact, because this date will only come once in a thousand years.

What can you do?

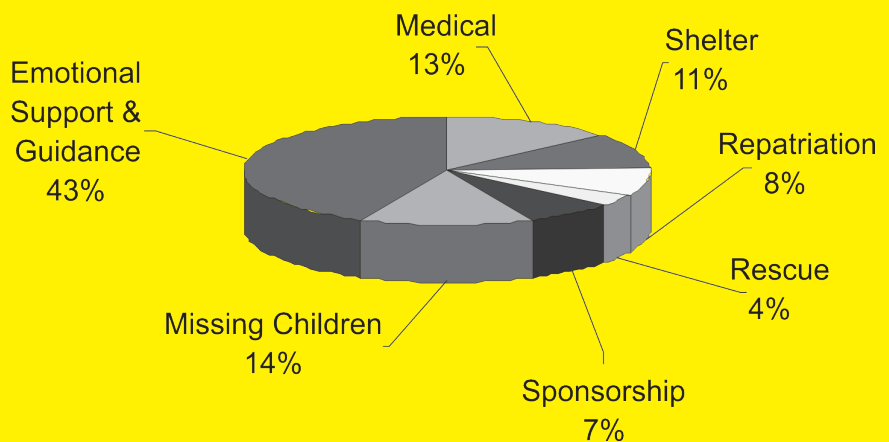
- **CHIDLINe Anniversary** - Chennai, Delhi, Mumbai can celebrate their 10th and 12th anniversary on this day.
- **A walkathon** - You can talk to a few schools or colleges to walk a short distance, with CHIDLINe placards posters and create awareness about CHIDLINe service.
- **Media** - Talk to your local channels for a special report, or your local cable channels to give a scroll advertising the number and the website details, write-ups about the work done in your area.
- An **event** in a housing society, or a small locality like a mela or food stalls where again the proceeds earned can go to CHIDLINe.
- Make small 1098 flags to be distributed to all school children. The school children themselves could make these flags.

These are just some examples, dear partners you with your immense experience would have more ideas. So get going and make this day a memorable day, the 1098-day. Plan now to make it happen.

Percentage of Intervention Calls since Inception till May 2008

The following call statistics covers 81 cities

| | |
|------------------------------|---------------|
| Medical | 71682 |
| Shelter | 58746 |
| Repatriation | 41178 |
| Rescue | 21932 |
| Death Related | 905 |
| Sponsorship | 36313 |
| Missing Children | 73439 |
| Emotional Support & Guidance | 234593 |
| Total | 538788 |

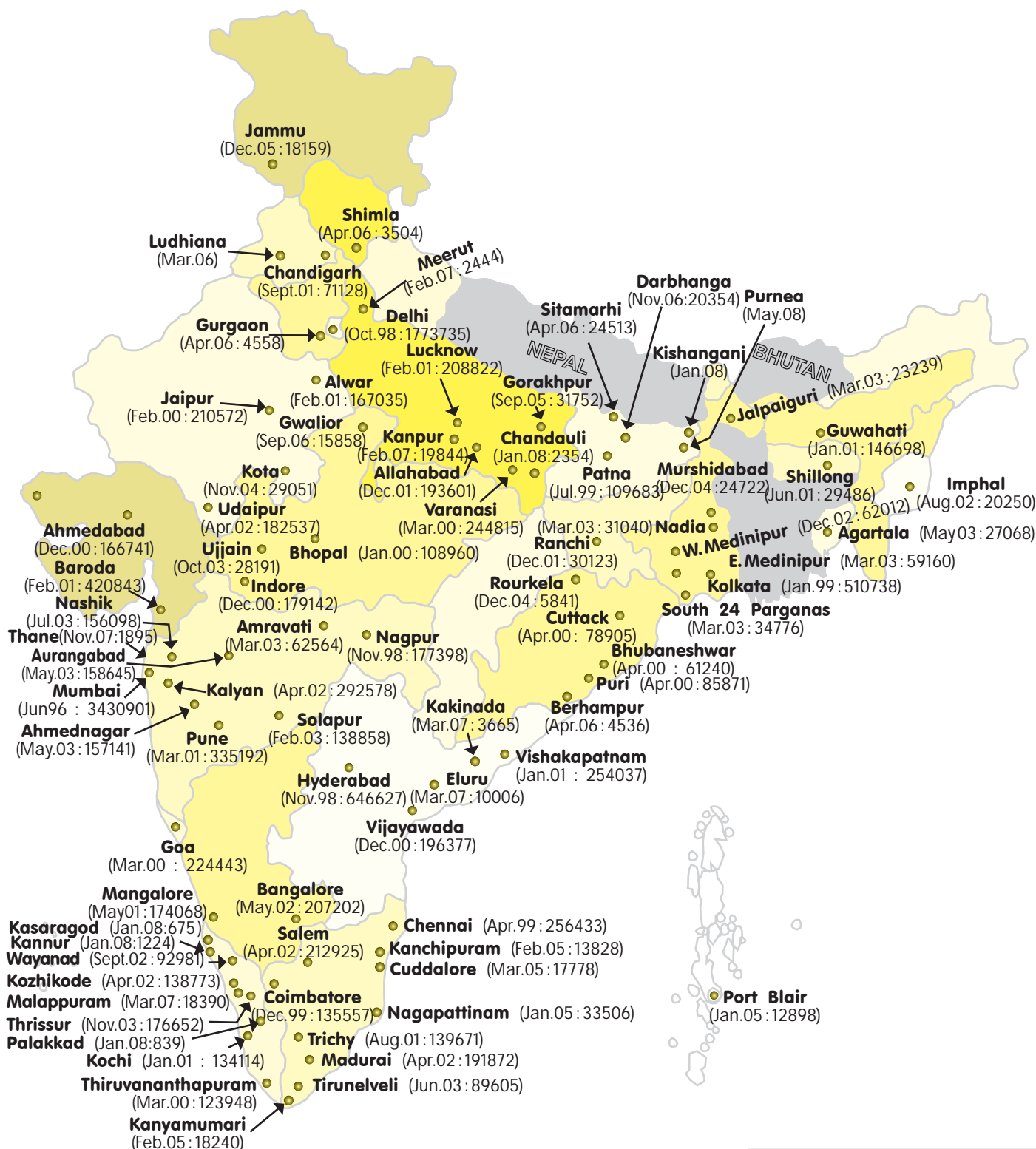




Hello Childline



CHILDLINE has recorded a total number of **1,39,67,635** calls from inception till **May 2008**



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

Agartala (Voluntary Health Association of Tripura), **Ahmedabad** (Ahmedabad Study Action Group, Gujarat Vidyapith), **Ahmednagar** (Snehalaya), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **Amravati** (Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha, DILASA), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, CRT, Don Bosco), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, NIRMATA), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation), **Chandigarh** (Pediatric Centre - PGIMER, YTTS), **Chandauli** (Gramyanchal Seva Samiti), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, NESAKKARAMSEEDS), **Coimbatore** (Don Bosco, Families for Children), **Cuttack** (Basundhara, Open Learning System), **Cuddalore** (Indian Council for Child Welfare), **Darbhanga** (East and West Educational Society, Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan, Batika, Manav Jagriti Kendra, Gyan Seva Bharti Sansthan), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **Elluru** (Social Service Centre), **Goa** (Goa Salesian Society, Nirmala Education Society, Vikalp, Jan Ugahi), **Gorakhpur** (Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation), **Gurgaon** (Shakti Vahini), **Guwahati** (NIPCCD, Indian Council for Child Welfare), **Gwalior** (Center for Integrated Development), **Hyderabad** (Divya Disha, SIDUR, Confederation of Voluntary Associations-COVA, CSIM), **Imphal** (Dept. of Anth-Manipur University, Manipur Voluntary Health Association, Manipur Mahila Kalyan Samiti), **Indore** (Lok Biradari Trust, Indore School of Social Work), **Jaipur** (Institute of Development Studies, Jan Kala Sahitya Manch Sanstha, I-India), **Jalpaiguri** (Dept. of Economics - 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