



# 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 51

DECEMBER 2007

Dear Readers,

Welcome to Issue No: 51 of the Hello Childline. This issue of the newsletter comes to you after a very brief interval. We brought out the last newsletter in November 2007, which followed close on the heels of the Annual Report. This issue basically reflects the happenings across the CHILDLINE network over the last 3 months (August, September and October).

This issue carries some very significant cases that have more than tested the mettle of the concerned CHILDLINE staff. We are glad to say that the team members have time and again risen to the occasion and gone above and beyond the call of duty.

If you are a CHILDLINE member or even a regular reader of Hello Childline we invite you to write to us with questions or comments about the contents of the newsletter.

We once again invite you to send in messages/events for the 'pin-up' board and our special section 'Children's Voices', which calls for prose, poetry, art etc created by children.

As always dear readers, you are invited to send in your comments and suggestions for keeping this newsletter a dynamic means of communication between persons who hold child protection close to their hearts.

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

***We wish you and your loved ones a happy and joyous season and a very Happy New Year.***

## **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 76 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 76 cities of India:**

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





# Hello Childline



## City Highlights and Happenings!

**CHILDLINE Nagpur** successfully organized two innovative awareness programs. On the occasion of the birthday of Mahatma Gandhi, CHILDLINE Nagpur joined the Jagtik Aahinsa Bhavya Rally on 2<sup>nd</sup> October 2007 to celebrate Mahatma Gandhi's birthday. CHILDLINE team used this opportunity to conduct a mass level awareness campaign on CHILDLINE and its services.

Over one lakh people participated in this rally. There were representatives from NGOs, political leaders, representatives of NSS, students of colleges and schools, representatives of other cities and CHILDLINE team members.

CHILDLINE distributed 3000 handbills and put up 500 stickers and 200 posters with information on CHILDLINE. Team members spoke about the services of CHILDLINE.



Every year Dussera is celebrated in Diksha Bhumi and thousands of people from all over India visit the place. This year over a lakh people from all over India visited the festival. CHILDLINE Nagpur with the co-operation of Nagpur Police set up a stall at the Diksha Bhumi from 20<sup>th</sup> -22<sup>nd</sup> October 2007. Team members operating the stall spread awareness on CHILDLINE and its services. They made regular announcements, distributed 2500 handbills and stuck over 200 posters and 250 stickers.

A large no. of cases of missing children were reported during these two days. The team successfully reunited these children with their parents.

**CHILDLINE Port Blair** organized a workshop for children at Chidyatapu on 27<sup>th</sup> August. During the workshop the children got an opportunity to interact with various groups of children from different children's club of CHILDLINE. Around 79 children and staff participated in the workshop.

Throughout the day children were encouraged to participate in the numerous activities which included a visit to Chidyatapu Park, group discussions, role-plays, a radio-programme, ball and balloon games, and question & answer sessions.

The main objective of the workshop was to spread awareness on CHILDLINE in the community. The workshop used group discussion with children to talk about topics such as Child Rights and Protection. A radio programme aired the children's experiences and view on corporal punishment. Street children and also children living with their families shared their experiences regarding physical and sexual abuse in schools.

Children performed role-plays on Child Rights and Protection issues. They also discussed ways in which to share their problems with the elders.

The session ended with a feedback. The children were very happy with all the new information they had gained at the workshop and requested for such gatherings to be held regularly at more frequent intervals. They thought this would help them make more friends and also give them a chance to keep in touch with each other. The children and the organizers were both very pleased with the whole program.

**CHILDLINE Goa** organized half-day workshops in the months of August and September. The first workshop focused on Discrimination Against the girl child. 62 children

(38 girls & 24 boys) from in and around Margao participated in the program. The participants were given a view into the various areas and ways in which discrimination occurs in daily life against the girl child.

The second half-day workshop was organised a week later, 60 children (36 girls & 24 boys) participated. The workshop touched upon a number of issues from Child Rights, to Domestic Violence, and the harmful effects of smoking and the new smoking regulations in the State. Children were made aware of their rights. The workshop spoke about the harmful effect of domestic violence on the



# Hello Childline



children and the mother trapped in abusive family situations.

CHILDLINE Goa has been organising workshop on child sexual abuse in many schools as an aim to orient children against this issue. The children are sensitized on sexual abuse and ways in which to protect themselves from being victims. During the sessions a lot of questions, were brought up by the children, and were openly answered by the team.

**CHILDLINE Pune** published information on CHILDLINE and its services in local media like the Kothurad

Mitra, Punyanagari, and Pudhari

**CHILDLINE Solapur** organized a street play on 15<sup>th</sup> August along with the Child labour school children. The aim of this play was to raise awareness on the issues of child marriage, child labor and the rights of the child. Nearly 150 Children from four schools along with their teachers participated in the program.

A day long Open House programme was organized by **CHILDLINE Tirunelveli**. The District Collector, District Disabled Rehabilitation Officer, District Social Welfare Officer, Police

Officials, Probation Officer, other Government Officials, CHILDLINE Nodal and Collab Directors, CHILDLINE staff, and Volunteers attended the programme.

Various sports events were organized and children participated enthusiastically in the games. Government

Officials and the District Collector congratulated CHILDLINE on their work and assured their full support. On this occasion Identity cards were distributed to the CHILDLINE staff. The children performed street play on "Faith of Life" and CHILDLINE for children.



**Deputy Commissioner of police Flags off CHILDLINE Rally, Salem**



**CHILDLINE kiosk at Kovaipudur Festival, Coimbatore**

## North Zone Coordinator's Meet

The 9<sup>th</sup> North Regional Coordinator's Meet was held in Delhi from 30<sup>th</sup> October to 2<sup>nd</sup> November 2007.

The four days meet focussed on concerns and issues such as Adoption, City Advisory Board (CAB) and its functioning, the Juvenile Justice Act and its implementation, Child Labour and related Acts, Immoral Trafficking (Prevention) Act, Criminal Procedure Code (CrPC), Sexual Abuse, lodging a FIR, and Convention on the Rights of the Child.

Dr. Jaganath Pati, Deputy Director, CARA briefed the coordinators on CARA and the Adoption process. Ms. Aparna Bhatt, Advocate conducted a session on JJ Act, Child Labour and Acts related to the same. The session also included filing of FIR and the procedure with police to be followed. She also dealt with the Criminal Procedure Code and Sexual Abuse and the Immoral Trafficking (Prevention) Act.

Apart from these, other sessions were on CHILDLINE and its functioning, Call statistics, CAB functions. The meet concluded with drawing up Action Plans for each city to be followed and the CRC reporting.



**CHILDLINE Visakhapatnam organised sensitisation programme for school children**





# Hello Childline



## Making a Difference - CHILDLINE Intervention

### **Runaway girl safely returned to parents...**

17-year-old Anamika Singh the only child from a well to do home in Sriharipuram in Vishkapatnam had started a net romance with a boy in Mumbai. She decided to run away from home to Mumbai to meet the boy. However, she forgot the address and midway she got off at the Bhubaneswar railway station. She spent one day at a local hotel. She finally decided to call up her father from a STD booth outside the hotel and tell him what she had done but not where she was. The girl called her father on his cell phone and he was able to trace the number and call back and find out that she was in Bhubaneswar. He immediately contacted the Superintendent of Police at Bhubaneswar. The Bhubaneswar police were able to track the address to a place called Kharvel. An enquiry was immediately started. Meanwhile Anamika was wandering on the station, some of the children who live on the platform and go to special school run by a social service organisation noticed her. They informed the police station who then came and took her into protective custody and later handed her over to **CHILDLINE Bhubaneswar**. Anamika was distraught but safe. She was also adamant about going to Mumbai to meet the boy and not returning home. However the CHILDLINE team

gently but firmly prevailed on her to return with her parents, and finally she agreed to go home with them.

### **CHILDLINE rescues children from being sold into prostitution...**

In a truly horrifying case, 2 young girls Dipika-16 and Phulwanti-19 were rescued, by **CHILDLINE Cuttack**, from being sold into prostitution. The girls belong to a rural area of Orissa under Jajpur district. Dipika and Phulwanti belong to a very poor family having 4 and 5 siblings respectively. Fathers of both children are daily labourers and their mothers are housewives. Phulwanti belongs to a tribal family where all the family members including her are non-literate. Dipika's studied up to class IX. The situation is such that in both families starvation is a regular phenomenon, some times they get a single meal a day and some time it was only water.

In order to supplement the family income both the girls worked as sales girls selling products from door to door. One day they were both offered a job in Cuttack in a company with good salary by a lady and a young man. Lured by this offer they accepted the same and agreed to meet the lady and the young man at their bungalow. Before they could realize the danger they were in, the girls were separated and they found themselves

locked up in separate rooms. The young man was pressurizing the girls to voluntarily agree to prostitute themselves. When both the girls refused the man repeatedly raped Dipika and later sent four more customers into Dipika's room who also brutally raped her. Later in the day the man went to Phulwanti's room and started pressuring her again. With great presence of mind, Phulwanti faked a serious stomach ache, said it was because she had a tumor in her stomach and that without medical aid she would die. She was so convincing that the pimp who foresaw a potentially dangerous situation decided to take both girls to an unknown location and dump them there. Fortunately the location was familiar to the girls and they were able to find their way over to a social worker, known to them from a nearby village.

The Social Worker, who is closely associated with CHILDLINE Cuttack brought the girls over to the centre. A case was immediately registered in CHILDLINE Cuttack.

Once the CHILDLINE team was able to get the complete story from the two girls they went with them to the Police Station – which is closest to the area where the bungalow in which the girls were held is located. A FIR was lodged and the Sub Inspector of the Police Station immediately sent a team of officers along with the victims to the spot in search of the accused.

Fortunately the team caught the accused Bijay Kumar (the young male pimp) and the lady in action with 2 other girls who had also been trafficked by the lady and the pimp. The police arrested everyone at the bungalow including two customers and the house owners.

The fact that tribal girls were the victims prompted immediate action by the police. In a matter of hours, the investigation was completed and the girl's testimony was recorded and both the accused persons were remanded to jail custody, on the same day. They were booked under the relevant sections in the IPC and ITPA.

The girls were able to return home the following day and are now safely reunited with their families. They have both been employed by an NGO and are slowly recovering from the horror they lived through.

### **CHILDLINE Puri finds shelter for a abandoned boy...**

Nandu, a 2-year-old baby boy, was rescued by the Government Railway Police, Puri from the Jodhpur-Puri Express. Given that he seemed to understand Hindi and that he was found on Puri - Jodhpur Express, the railway police felt the child might be from Rajasthan. The condition of the child indicated that he came from a very poor family and it was also possible that he could belong to one of the families



# Hello Childline



living along the railway track. The child seemed smart and kept talking about his family and every chance he got he tried to leave the shelter. However, the mental trauma of separation coupled with a poor physical condition had left the child open to constant infection.

CHILDLINE shared this missing information with the police, railway authority, CID Crime Branch and published it in the papers and on Television. However to date no one has come forward to claim the child. The CWC has placed Nandu in the shelter home. The media advertisements have resulted in people coming forward to adopt the child. However till the child is declared abandoned and all the necessary legal procedures are complete the child will continue to reside in the shelter home.

## **CHILDLINE Mumbai attempts rescue of 5-year-old girl from abuse...**

In the month of September, **CHILDLINE Mumbai** received a case of abuse of a 5-year-old girl child. The case was very demanding, and the CHILDLINE team members faced hurdles at every step. The caller informed CHILDLINE team members that she came to know that the girl was being abused by her tuition teacher. On meeting the teacher and doing a school visit, the caller came to know that the child was severely physically abused and had bruises on her face and body. The girl was also often

absent in school.

CHILDLINE team did a home visit of the family. The girl had bruises on her face, her cheeks were hurt, her whole neck was scratched with nail marks, and several other marks were found on her body. The girl was frightened and did not say much, but did say that her parents beat her. The mother said that she beat her because she was naughty and did not do her homework and often told lies. The abuse was evident to the team members from the home visit and the team members decided that it was important to intervene and rescue the girl with the help of the police.

They approached the local police station asking them to come and do an investigation and rescue the girl since she was in a high risk situation. The Police said that they would take 4 to 5 days to do their investigation. The team members thought this was too long. One of them pointed out to the Police Officer that they were asking for too much time and anything could happen to the child. On this the Police Officer said that if the child died, then they would simply book the parents under IPC sections.

The team also approached the local DCP as well as Child Welfare Committee (CWC) to issue summons to the Police to do the rescue. All this put considerable pressure on the police. Meanwhile, the media got to hear about the case and wanted to cover the story. They requested not to publish the story before the rescue was done because that would

jeopardize the confidentiality of the case as well as the rescue. They nevertheless published the story in the newspaper.

The Police Station still reverted back after four days and called CHILDLINE team members for a meeting. The Police said that they had done their own investigation and found no evidence of abuse at all. The CHILDLINE team members were informed that the parents were leaving for their village with the girl. The team members requested the Police that the parents should not be allowed to leave town under any circumstances and requested that a joint home visit and a medical examination be done of the girl immediately.

When the team members and the police reached the house, the girl had changed her statement. She said her parents did not beat her at all, and that she was scared of CHILDLINE didi because she would take her away. It was evident that the parents had frightened the girl into silence over the four days. The medical report showed evidence of nail marks all over the girl's neck, and two bruises, one under each eye of the girl. For every bruise the girl had an explanation. One bruise she got because of falling down, the other because of a ball hitting her eye. Meanwhile outside the hospital a mob had gathered, collected by the parents, who accused and threatened CHILDLINE team members that they will see them outside and who were CHILDLINE to interfere in their family matter. The CHILDLINE

team members gave a copy of the medical report to the Police and informed him that he had to present the parents and the girl child before the CWC on the mentioned date.

The CWC decided to keep the child with the parents because in her statement she did not reveal any evidence of abuse, even though she had obvious marks on her face and body. The CWC ordered the parents not to leave town with the girl for the next 6 months. They also asked for a complete psychological evaluation to be done by the parents for the child. Also CHILDLINE would do a home visit often to see that the girl was safe and not being abused. The CWC further ordered the parents to be present with the child on the dates given for follow-ups.

This case was also presented in the quarterly meeting of Joint Commissioner of Police and NGOs. It was pointed out by CHILDLINE in the meeting that the police should have intervened earlier in the case due to its high risk nature. Waiting 4-5 days to do an emergency rescue was pointless and ultimately it resulted in the little girl receiving no help.

## **17-year-old student runs away from home, fearing punishment for scoring low marks in school...**

A 17-year-girl was brought to the police station by the watchman of a church in Nagapattinam. The



# Hello Childline



Inspector of the police station called CHILDLINE to seek assistance for the child.

Initially the girl told them she had been raised by an old lady at Thanjavur. When this lady died she started to work as a maid servant, but unable to stand the way her employers treated her she had run away. She had gone to the church because from the time she was a child she had wanted to be a nun. The team decided to keep the girl in the Short Stay Home till they could establish the truth and decide on a course of action.

After repeated sessions with the counsellor and the Superintendent of the home the girl finally told them that she was from Melasakkarapalayam in Karur District. She had scored low marks in five subjects so the teacher scolded her and had informed her parents through one of her classmates. Fearing her parent's reaction the girl had run away. The CHILDLINE coordinator contacted the parents. The father with all relevant documents and six members from the village came over to Nagapattinam the very next morning. The father was extremely thankful to find his daughter and said that both he and his wife were very attached to their daughter. More so they were very concerned because in their community, if a girl child (who had attained puberty) was not home after 6.00 pm, she and her family were ostracized by the community. The father requested the team

members to say that the child had stayed in an orphanage centre for the past 24 days. In the best interests of the girl, the CHILDLINE team agreed to it. The girl expressed her desire to return with her father to her home and so was released into his care. In the following days six members from Melasakkarapalayam called to ascertain that the girl had indeed been in an orphanage for the last 24 days till she was reunited with her parents. The father called the CHILDLINE again to thank them for their help and cooperation.

**CHILDLINE Nashik rescues 5-year-old Salma from severe abuse at the hands of her guardians...**

Salma, an orphan, lived with her aunt and uncle in a Slum on the Nashik - Pune Highway. Every morning the entire family would go to various mosques in Nashik to beg for alms. A cable operator in that area who owned an electric shop behind the house where Salma resided had been noticing for some time that the girl's aunt was very rough with the child. She would even tie her up in the house when she and her husband were out. The aunt told him it was because the girl was mentally unstable. One day he saw them taking a burkha clad Salma along with them. When he asked them why, they said she had attained puberty and so had to wear burkha, as he doubted this was true,

the cable operator lifted the girl's veil and saw that her face was badly swollen from beatings. He told them that this was no way to treat a child and that he would take them to the authorities. The couple was very annoyed with him and threatened that they would deal with him if he continued to interfere. The cable operator was very upset at the state of Salma's face and approached the police, where he found that a similar complaint against the couple had been made by the neighbors. The couple had been released because the police believed their story that the girl was mentally unstable and that they were her only relatives. With the second complaint the police decided to take up the case and called CHILDLINE to intervene.

The CHILDLINE team, along with the cable operator and the Inspector went to the house but the family was not there. The statements from the neighbours about the way the couple beat the child was video recorded. The whole team waited till late evening but the couple did not show. Around 11 p.m the neighbors called the team to say that they had caught the couple. The team rushed there and took custody of Salma who was still bore marks of the abuse she had suffered. Salma was presented before the CWC the next day. The CWC passed an order to place her in shelter home and receive counselling to help her get over the trauma of her abuse. The aunt and uncle had filed a request at the police station for the custody of the child, claiming

she was their daughter. However the team presented the video statements and requested the CWC not to release the child into their custody on account of their abusive behavior. It was also suspected that the girl may be trafficked/kidnapped by the couple to be forced into begging. A DNA test was conducted to establish Salma's relationship with the woman. Though the result of the test has been positive, to ensure the child's safety, she is being held in protective custody. The team is in constant contact with the police and the CWC to ensure that the child is not handed over to the couple. The CHILDLINE team and the cable operator have been receiving threatening calls from the couple during this period and the police has been kept informed of these developments. Salma is being provided with counselling at the shelter. The team members regularly visit Salma who is slowly getting over her trauma and shock and has started communicating with her caretakers.

**CHILDLINE Thrissur effectively helps little Nysa get medical treatment to cope with her palsy related disability...**

The mother of the child called the CHILDLINE office for financial assistance for her daughter Nysa. Her husband had abandoned her when she was pregnant and the baby was later born with cerebral palsy. The child





# Hello Childline



is completely dependent on the mother and she finds it difficult to work. However she has to work to support them and to pay for Nysa's medicines.

All possible measures were taken by the mother to help her child. She had taken her to major hospitals where she had received free treatment. The child had also undergone a spastic control surgery at Bangalore. The doctors said that Nysa has spastic quadriplegia and requires a special orthosis treatment that would cost Rs.25,000/-. Unable to bear these expenses, Nysa's mother approached CHILDLINE. Her mother had discontinued physiotherapy for Nysa because she could not afford to pay for it. The team stressed the importance of physiotherapy and assured they would help mobilize funds to support these expenses.

During the home visit the team ascertained that the mother had made all possible efforts to ensure the child's wellbeing. It was also learnt that the child showed keen interest in studying.

The team approached Nysa's doctor who had arranged for her to receive free physiotherapy. The team arranged financial assistance for the child's treatment and travel expenses from the hospital to the house. CHILDLINE also contacted a special education teacher from the Block Resource Development (BRD). The teacher assured to extend her help by providing the child with free house tuition (under the BRD Schemes). Once Nysa is brought up to

standard and is a little more mobile, they aim to admit her to a regular school. The team also asked the mother to apply for the grant on the basis of Nysa's disability. They also recommend that the child participate in the annual medical camp organized by BRD. Through this Nysa will get free mobility aides under the scheme of Social Welfare Department.

At present Nysa is continuing her education at home with the help of the teacher and receives her grant regularly. She also continues her treatment in the same hospital. The CHILDLINE team continues to support the family by frequent visits and even sometimes taking Nysa to the hospital for her checkup. The team is looking for a sponsor to support the family through the long battle ahead.

**CHILDLINE Port Blair intervenes to protect 12-year-old from being abused by her maternal aunt...**

The father of the girl had remarried for the third time after the death of his first two wives. Neeta was the child from his earlier marriage. After her father's third she went to live with her maternal aunt in Port Blair. Neeta was studying in a Tamil Medium School in class 6<sup>th</sup> in Port Blair.

At her aunt's house the child was abused severely. She was often assaulted with sticks, spoons, and broomstick, at times even with a hot knife. She was forced to do a lot of heavy

domestic work and was not given enough food. Unable to bear any more Neeta spoke to a local PCO owner of Buniyadabad to help her out from the abusive situation.

CHILDLINE Port Blair received a call on 11<sup>th</sup> September at 8.30 a. m from the PCO owner asking for help for the child. The team visited the child at her school and interacted with her. The team also discussed the issue with the Principal. Neeta did not want to stay with her aunt and wanted to return to her father.

The team contacted the child's grandparents residing at Port Blair. They agreed to take care of the child and also gave a written statement stating the same. The team then contacted the father and briefed him on the situation. He agreed to take his child to Salem and look after her. Till the time the father came over to take the child home, the team constantly checked on her well being at her grand parent's house. On 24<sup>th</sup> September the child's father and grandparents came with Neeta to the centre. After expressing his gratitude for rescuing his daughter he took the child along with him to Salem.

**CHILDLINE Agartala provides help to child suffering from epilepsy...**

Maya is a 12-year-old tribal girl from Sadasingh para, a remote area of South District Tripura under Rupaichari block. Her father had passed

away in March 2007. Her mother was the only earning member of the family and had the responsibility of looking after four children. For the last couple of years Maya has been suffering from epilepsy. In April this year Maya was alone at home and cooking for the family when she had an epileptic fit and fell into the fire. Maya suffered severe burns on the left half of her body. As there was no one around to help her out she suffered severely.

Despite a month long treatment at the hospital, Maya's wounds continue to ooze even today. Since her accident, Maya has been having attacks of epileptic fit every day. She has lost her confidence, does not attend school and sits very quietly in one place for hours at a stretch for fear of having another horrible accident. The mother is unable to pay for further treatment of her wounds or for her epilepsy.

CHILDLINE received a call from a concerned individual of the community informing about the child. The very next day the team member visited Maya at home despite her residence being far way from the centre. The child was taken to hospital and neighbors were asked to report on her condition over the next few days. A week later the neighbours called to say that the treatment had been stopped and her condition was as bad as before. The team members immediately brought the child to Agartala for treatment. The team consulted a psychiatrist who



# Hello Childline



prescribed medication to control her epileptic attacks. She was also taken to a surgeon at the State Hospital OPD. She was prescribed medications and exercises.

Presently the child is at home. She is continuing her treatment and has begun to attend school. Regular follow-up is done by CHILDLINE team. The community was very impressed with the way CHILDLINE works and were keen to know how they can avail CHILDLINE services for other children in need.

## **Fourteen year old boy rescued after a near fatal train accident...**

10<sup>th</sup> October **CHILDLINE South 24 Paragans** received a call informing them about a train accident. The child, a fourteen year old boy was hit by a running train and severely injured. He was found lying unconscious next to the tracks. CHILDLINE team rushed to the spot and rescued the child and took him immediately to the nearest hospital. While taking the child to the hospital some of the people recognized the child and informed the team about the child's family. One of the CHILDLINE team members rushed to the child's house and informed his parents about the child's condition.

Medical expense of the child and the required formalities were taken care by the team. Once the child was well enough he was

discharged into the care of his parents.

## **15-year-old rescued from sexual abuse by his tuition teacher...**

**CHILDLINE Kalyan** received a call from a concerned individual who informed them about abuse of a boy by his tuition teacher. The caller gave information of the tuition class the boy was attending. The child was made to masturbate the teacher and had once even sodomized him. Meanwhile CHILDLINE had also received letters from students from the same tuition class informing about sexual abuse by the very same teacher.

On receiving the information the team visited the boy at his house and spoke to him and his parents. The parents were convinced to register a case against the teacher. Also the team approached the CWC with the child and his parents. The CWC issued a letter to the police requesting them to take immediate action against the perpetrator. CHILDLINE also used the media and the local TV channel to sensitize the public on the issue.

As the perpetrator was politically connected nobody was willing to give a statement against him. On 8<sup>th</sup> August 2007 the CHILDLINE team with the help of a local T.V. channel and national and local newspapers along with

the Akhil Bhartiya Vidyarthi Sangathan met with the accused and forced him to surrender himself to the police. The police finally registered a case against the perpetrator. However he managed to escape and is presently absconding.

A medical examination of the boy was done. The case is ongoing and CHILDLINE team continues to follow-up with the parents and victims.

## **Child beggars rescues and restored with family...**

18<sup>th</sup> October, District Labour Inspector calls up **CHILDLINE Kancheepuram** and informs about having caught seven children during a raid. The children were in the age group of one to twelve years. They were in the custody of Utaramerur police station.

CHILDLINE team immediately visited the police station. The team member found that these children came from 3 very poor families, were forced by their families to beg for a living and were severely beaten if they did not bring home a substantial amount. Two and half year old Raju was forced to perform 'tamasha' with his father. All the children belong to backward caste communities in the village.

The children were found with little or no clothes, severely malnourished and showing visible signs of

bruises and injuries. The children had defeated and exhausted expressions due to abuse and exploitation.

The parents of the children showed up at the police station, crying and promising never to make their children beg if the children were returned to them. The children were also crying to return to their parents. The team took all the children and their parents to the Chengalpet CWC. During the bus journey, the entire group was crying and protesting and gathering a lot of attention from the public. At the Chengalpet bus stand the tamasha clan gathered in front of the team and demanded they leave the children alone. However, the team was able to get the children to the CWC where they were fed and housed for the night.

The District Labour Inspector and the Collector kept following up on the case. The children were produced before the CWC Committee the next day. The parents came along with the village headman who gave his assurance that the children would be admitted to the village school and that they would not be forced to beg again. The children were sent back home with the parents. Three days later the CHILDLINE coordinator met the Inspector of Labour who asked for written report of the case. Once he received the report, he thanked CHILDLINE for their excellent intervention and forwarded the report to the Collector.





# Hello Childline



## Vodafone Half Marathon

The run up to the Marathon began with a kick off meeting held on the 6<sup>th</sup> of August by Give India. Following interest expressed by the corporate in the Marathon, presentations were held for the employees, where they were given a talk on CHILDLINE. CHILDLINE India Foundation (CIF) enlisted the support of 3 Corporates with 4 Teams and one Dream Runner.

Hong Kong and Shanghai Banking Corporation (HSBC), Sanofi-Aventis, Oracle ran for CHILDLINE. Preet Dhupar was the Dream Runner.

This year the Vodafone Half Marathon was held at the Central Sports Grounds on Vinay Marg on 28<sup>th</sup> October. A group of 60 HSBC enthusiastic runners ran for CHILDLINE for the third consecutive year. Sanofi-Aventis has been running for us at the Mumbai Marathon in the past. This year they were keen to run for CHILDLINE and 30-member group ran for us. This was a novel experience for the company's Delhi team.

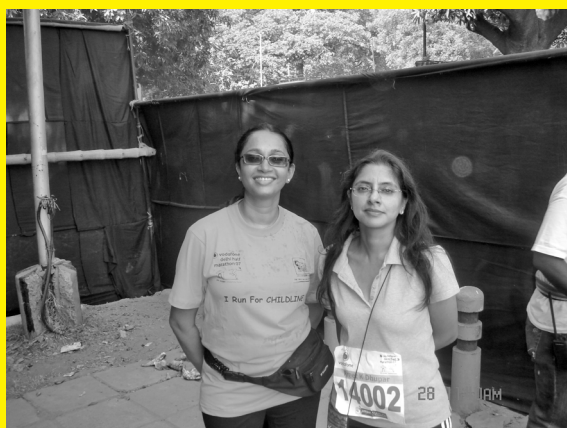


The Corporate groups carried the CHILDLINE banner and small flags with the CHILDLINE logo.

Accompanying their Director, Mr. Krishan Dhawan, Oracle, 30-member team participated in the Marathon for CHILDLINE. The team sported the CHILDLINE T-shirts, the bright green colour of the T-shirts ensured that they were visible and could be easily spotted in the throngs of people.



For the second time in a row Preet Dhupar, ran for CHILDLINE. She participated enthusiastically in the 'Great Delhi Run'. She was the highest Pledger among the Women Dream Runners. This year she raised a substantial sum for CHILDLINE.



**CHILDLINE Brand Ambassador, Ms. Preet Dhupar.**

In the run-up to the Marathon she was invited to a Press Conference organized by Procarn at Le Meridien where she spoke about her experiences and her motivation to participate in the Marathon. CIF was awarded for being the second highest Pledger raising NGO.



# Hello Childline



## Advocacy

Due to persistent efforts from **CHILDLINE Port Blair** the Andaman and Nicobar Administration has constituted a Child Welfare Committee under the Juvenile Justice (Care and Protection of children) Act, 2000 for the South Andaman District in the month of August. The Director (Social Welfare), Andaman and Nicobar Administration, will be the Chairman of the Committee.

Because of a number of intervention cases of abuse from various homes run privately, CHILDLINE has been consistently lobbying with the Department of Social Welfare. As a result, the Department has started the process of registering of homes in Andaman and Nicobar. This will benefit a large number of children who are in institutional care which was till now largely unmonitored and carried a

high degree of risk. The CHILDLINE team has also been participating in these efforts to a considerable extent.

**CHILDLINE Tirnelveli** organized a CHILDLINE Advisory Board (CAB) meeting in August. The meeting was chaired by the District Collector, and attended by officials: Sub-Collector, District Project Officer, Sub-Collector, District Social Welfare Officer, Deputy Commissioner, Directors – CHILDLINE Nodal & Collab, Labour Welfare Officer, Project Director - National Child Labour Programme, Child Welfare Committee Member, Corporation Joint Officer, Probation Officer, Advocate, etc.

Some of the important issues discussed in the meet were:

- The need for increased awareness among the

public about CHILDLINE

- Acquiring permission for street children to get onto railway stations without platform tickets and issuing identity cards for the children signed by District Collector
- Rehabilitation measures to ensure no child is engaged in begging and rag picking.
- Difficulties in rescue and rehabilitation of mentally challenged children
- Request for issue of free passes to CHILDLINE staff when travelling for the purpose of restoration of children with the Transport Department.
- The problems in toll free services through BSNL land line and cell phones

A committee was formed for rescue and rehabilitation of children forced into begging.

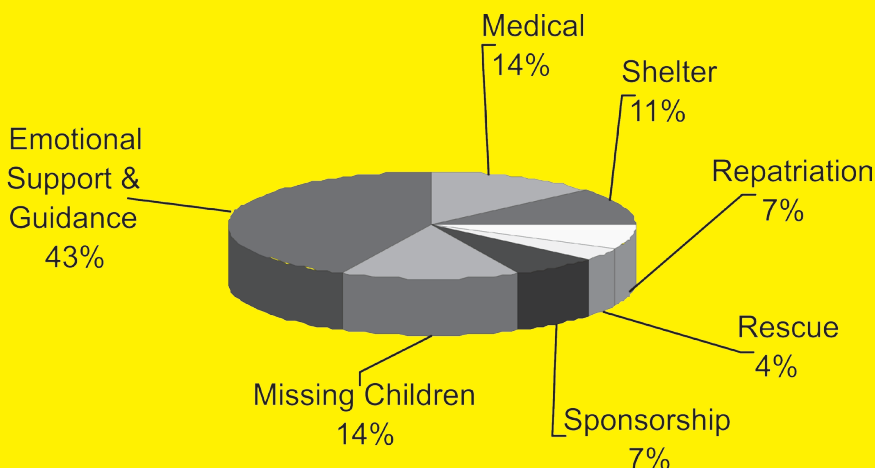
Following the CAB meet proactive steps were taken on the issues discussed.

- Advertisements of 1098 were carried out in local cable Television and news papers
- Talks have been initiated for free entry of children to the railway stations.
- Identity cards signed by District Collector to be issued to CHILDLINE staff.
- The committee formed for the rescue and rehabilitation of children in begging has rescued nearly 15 children who were found begging in Tirunelveli city and were produced before the CWC for further rehabilitation.
- A surprise visit was made with the District Collector to Observation Home

### Percentage of Intervention Calls from Inception till October 2007

The following call statistics covers 71 cities

Medical	61684
Shelter	51645
Repatriation	34152
Rescue	18025
Sponsorship	29835
Missing Children	64094
Emotional Support & Guidance	19011
<b>Total</b>	<b>449546</b>

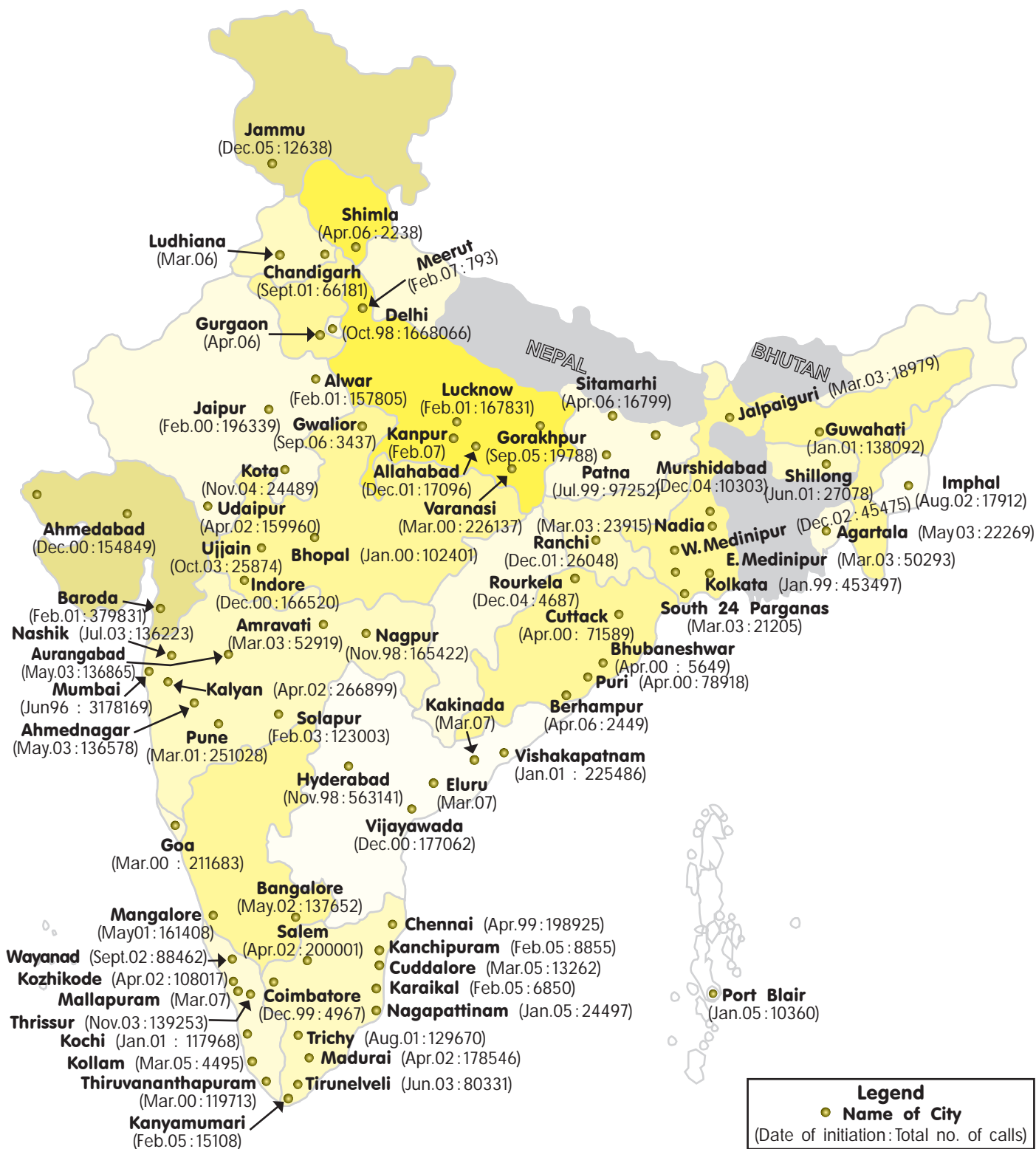




# Hello Childline



CHILDLINE has recorded a total number of **1,24,42,124** calls from inception till October 2007



**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 Project), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **Amravati** (Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, Don Bosco, NIMHANS), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, National Institute For Rural Motivation Awareness & Training), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation), **Chandigarh** (Pediatric Centre - PGIMER, YTTS), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, NESAK-KKARAMSEEDS), **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 Jagruti Kendra, Gyan Seva Bharti Sansthan), **District South 24 Parganas** (School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **East Medinipur** (Vivekananda Loksiksha Niketan, EGRA Sarada Shashi Bhushan College), **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), **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, Vihaan), **Jalpaiguri** (Dept. of Economics - Ananda Chandra College, Jalpaiguri Welfare Organisation, Universal Progressive Study and Cultural Forum), **Jammu** (Red Cross Society), **Kakinada** (VIKASA-NCLP), **Kalyan** (Aasara), **Kanchipuram** (Asian Youth Centre), **Kanpur** (Subhash Children's Society), **Kanyakumari** (Kottar Social Service Society), **Kochi** (DonBosco Sneha Bhavan, Rajagiri College of Social Sciences), **Kolkata** (Bustee Local

Committee, Cini Asha, CLPOA, Don Bosco Ashalayam, IPER, Loreto Day School, SEED), **Kota** (Rajasthan Bharat Scouts & Guides, Utkarsh Sansthan), **Kozhikode** (AWH, Farook College), **Lucknow** (NIPCCD, HUM), **Ludhiana** (SGB International Foundation, Vocational Resource Rehabilitation Training Center for Blind), **Madurai** (Grace Kenett Foundation Hospital), **Mallapuram** (PSMO College, Sheshy Charitable Trust), **Mangalore** (YMCA, Roshni Nilaya), **Meerut** (Janhit Foundation), **Mumbai** (Aasara, BalPrapulta, CIF, Hamara Foundation, Prerana, YUVA), **Murshidabad** (CINI Murshidabad Unit, Palsapally Unnayan Samiti, Shahid Khudiram Pathagarh), **Nadia** (Sreema Mahila Samity, Karimpur Social Welfare Society), **Nagpur** (Apang Va Niradhar Bahuddheshiya Kalyankari Sanstha, Bapuji Bahujan Samaj Kalyan Bahuddheshiya Sanstha, ISSUE, Matru Sewa Sangh, Varadaan), **Nashik** (Navjivan World Peace and Research Foundation), **Nagapattinam** (Avvai Village Welfare Society), **Patna** (East and West Educational Society, Bal. Sakha, Tripolia Social Service Hospital, Nari Gunjan), **Port Blair** (Prayas), **Pune** (Dnyanadevi, Karve Institute of Social Service), **Puri** (Rural and Urban Socio-Cultural Help, Open Learning System), **Ranchi** (Xavier's Institute of Social Service, YMCA, Samadhan, Chhota Nagpur Sanskritik Sangh), **Rourkela** (DISHA, SHRADHA), **Salem** (Don Bosco, YWCA), **Shillong** (Bosco Reach Out, Impulse NGO Network), **Shimla** (Himachal Pradesh Voluntary Health Association, Population Research Centre), **Sholapur** (Walchand College of Arts and Science, Department of Social Work, Akkalkot Education Society), **Sitamarhi** (East and West Educational Society, Pratham, Pragati Ek Prayas, Nav Jagruti, Nisha Mahila Vikas Sansthan), **Thirunelveli** (Saranalayam - TSSS, Centre for Empowerment of Women & Children), **Thiruvananthapuram** (Don Bosco Veedu, Loyola Extension Services, Trivandrum Social Service Society), **Thrissur** (St. Christina-Holy Angels Home, Vimala Community Extension Centre), **Trichy** (SOCSEAD, Bishop Heber College), **Udaipur** (Seva Mandir, Udaipur School of Social Work), **Ujjain** (Madhya Pradesh Institute of Social Sciences Research, Sewa Bharati), **Varanasi** (Dr. Shambunath Singh Research Foundation, Gandhi Adhyayan Peeth, Gramyanchal Seva Samiti, Shri Shanti Vikas Seva Sansthan), **Vijayawada** (Forum for Child Rights), **Vishakhapatnam** (Priyadarsini Service Organisation, UGC-DRS Prog. Dept. of Social Work - Andhra University), **Wayanad** (JVALA, Hilda Trust), **West Medinipur** (Prabuddha Bharati Shishu tirtha, Vidyasagar School of Social Work).

### CONTRIBUTIONS

CIF Team

### EDITORIAL TEAM

Larissa, Ajitha

This Publication is supported by



### 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