



# Hello Childline

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

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Dear Readers,

A very warm Hello to our readers....

CHILDLINE began the New Year with a number of new initiatives. In this, our 10<sup>th</sup> year, CHILDLINE has taken on the challenge of consolidation, upgradation, re-engineering and quality initiatives.

Boosting CHILDLINE in its endeavour is the landmark judgement in the "Anchorage" case. Our initiatives in Peodophilia gained momentum from the "Anchorage" case and the future course of action will be drafted in April.

**"CHILDLINE Calling... Is India Listening"** CHILDLINE is all geared up to celebrate its 10<sup>th</sup> year. The highlight of the celebration is the upcoming National Children's Meet called 2006. **'CHILDLINE Calling, Is India Listening'**, will take place between 31<sup>st</sup> May and 2<sup>nd</sup> June 2006 in Mumbai. The meet will provide the children with an opportunity to deliberate over issues and concerns faced by children across the country. Government representatives, NGO representatives, media persons and ambassadors from various fields will attend this meet. Apart from that it's going to be three days of fun and gala celebrations.

January, February and March witnessed a rush of activities at CHILDLINE. The Task Force Meet on Networking and advocacy Strategies and, Re-engineering and Growth, the Envisioning Process (to be covered in the next issue) and a whole range of other activities. You will read them in the newsletter.

This issue covers the various events and activities of CHILDLINE that have taken pace during the months January, February and March 2006.

Dear readers your comments, suggestions and feedback are very important. So please do write to us at [documentation@childlineindia.org.in](mailto:documentation@childlineindia.org.in)

Happy Reading!

## 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 71 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 71 cities of India :

Agartala, Ahmedabad, Ahmednagar, Allahabad, Alwar, Amaravati, Aurangabad, Baroda, Bangalore, Berhampur, Bhopal, Bhubaneshwar, Chandigarh, Chennai, Coimbatore, Cuttack, Cuddalore, Delhi, District South 24 Parganas, East Medinipur, Goa, Gorakhpur, Gurgaon, Guwahati, Hyderabad, Imphal, Indore, Jaipur, Jalpaiguri, Jammu, Kalyan, Kanchipuram, Kanyakumari, Karaikkal, Kochi, Kolkata, Kollam, Kota, Kozhikode, Lucknow, Ludhiana, Madurai, Mangalore, 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.





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## City Highlights and Happenings!

**Ujjain CHILDLINE** organized "City Level Children's" meet on 13<sup>th</sup> March 2006. Nearly 125 children from varied backgrounds - railway stations, bus stands, slums, local community, madrasa and NGO's participated in this meet. The meet was also attended by Government officials, and provided the children with a platform to air their grievances. Organization from Allied system responded positively to the grievances. The GOI representatives communicated on the various child welfare schemes made available by the government.

**CHILDLINE Baroda** participated in the "Vadodara day" festival on January 6<sup>th</sup>. A rally was organized and CHILDLINE targeted the 50 STD/PCO owners on the rally route. Nearly 2500 people were provided awareness on CHILDLINE and its services. In the Food and Vegetable show at Kamatibaug around 500 people were educated on the services of CHILDLINE.

Two NICP workshops were organized by **Aurangabad CHILDLINE** for the Aurangabad Municipal school teachers on the 6<sup>th</sup> March and Anganwadi workers on the 22<sup>nd</sup> March respectively. Participants were given information on CHILDLINE services, JJ Act and child rights. Based on the positive response monthly workshops on child rights for 122 Anganwadi will be organized from June 2006 onwards. The Municipal schoolteachers have committed to spreading awareness on Child Rights and form children's clubs in the schools.

**CHILDLINE Port Blair**, with its support centers at Little Andaman & Great Nicobar, crossed its first milestone on the 7<sup>th</sup> of January 2006. A two-day programme was organized for children on the 6<sup>th</sup> and 7<sup>th</sup> January 2006. Various activities were organized for nearly 250 children from four different schools. Children from the nearby communities too participated in the activities. 300 children from various sections such as communities, activity centers, shelter homes actively participated in the cultural evening organized on the 7<sup>th</sup> January 2006. Mr. Mohammed Abid, Director (Social Welfare), Mr. Rajsekar, Program officer (Child Protection - UNICEF), Mr. Alokh Rath, Program Manager (Save the Children), and Ms. Nandini Sahay, Secretary, Prayas (Port Blair) were the chief guests for the evening. A presentation on the one year's activity of CHILDLINE was made on this occasion.

Nearly sixty children participated in the "Open House" organized by the **Kolkata CHILDLINE** at Howrah station. A fruitful session was organized during which children voiced their concerns and issues. Children shared their experiences about life on the platform, addiction, and other issues concerning them. The Open House was a success with active participation from children. A quiz contest on CHILDLINE was held to conclude the event.

The CHILDLINE Advisory Board (CAB) meeting of **Patna CHILDLINE** was held on 5<sup>th</sup>

January 2006 under the chairmanship of the Secretary, Dept. of Social Welfare, Government of Bihar. The meeting was attended by the Director and Assistant Director of Department of Social Welfare; Project Officer (Education), UNICEF; CWC chairperson and members; DIG, Human Rights Commission; GM Telecommunications; representatives from resource organizations and, Directors and members of CHILDLINE organizations, Patna. The meeting took place at a crucial time, as CHILDLINE Patna is in the process of opening new CHILDLINE centers in North Bihar, the most vulnerable child trafficking prone zone of Bihar.

Important decisions were taken at the meeting, this including a commitment from the Secretary, Department of Social Welfare to issue identity cards to the CHILDLINE team, UNICEF agreed to provide awareness materials like wall paintings, stickers, posters etc., General Manager, Dept. of Telecommunication agreed to issue circulars to all PCO's to generate awareness about CHILDLINE; DIG, Human Rights Commission assured to issue a circular/directive to all the police stations to support CHILDLINE, Secretary, Department of Social Welfare assured to write to the superintendent of Patna Medical College Hospital to take action with regard to lack of medicines.

Celebrating its completion of two years, **CHILDLINE Nashik** successfully organised a medical camp on

30<sup>th</sup> March 2006 at Navjeevan Day School. 165 children and 12 teachers availed the benefit of free medical check up. Free medicines and dietary instructions were provided. An "Open House" was organised at the Old Nashik's Kazipura area. Awareness was created on cleanliness, healthy habits, and its impact on the overall well being of an individual. The issue of importance of education for the child was also dealt with.

Out reach programme and Open House conducted by **CHILDLINE Cuttack** at Braja Viharipur Slum & Chandni Chowk Slum areas

**CHILDLINE Salem** team had expressed, in the previous



CAB meeting, the need to organize a awareness campaign during the prayer sessions in all schools on various issues like child labour, child-trafficking, HIV/AIDS and CHILDLINE. With support from the District Collector and the Education department, a month long awareness programme was initiated in 33 schools (48,697 students and 1200 teachers) of



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Salem in the month of January 2006. Ten to fifteen minutes of the morning prayer was slotted for the awareness session. Following the awareness campaign the number of calls received has increased. More children have begun to avail the services.

CHILDLINE began ringing in five new cities namely Shimla,

Ludhiana Gurgaon, Berhampur, and Sitamarhi. With this CHILDLINE is now ringing in 71 cities.

**1098 Connectivity.** CHILDLINE is available through BSNL services network in West Bengal.

Varanasi was shaken by a series of bomb blast on 7<sup>th</sup>

March 2006. All the injured including a number of young children were admitted at the nearby hospitals. **Varanasi CHILDLINE** team and volunteers rushed to the hospitals and provided day and night assistance and help to the victims. The team collected addresses of the victims and took up the

responsibility of informing their family. Some children were not given the relief money and some were forcefully discharged inspite of requiring further treatment. The matter was discussed with the hospital authority and the needful was done. CHILDLINE Varanasi is doing the follow-up.

## Innovations at CHILDLINE !!

As a continuous process of learning, Save the Children, Port Blair conducted a one-day orientation programme on the topic "Community participation", CRC and Rights of children, for **CHILDLINE Port Blair**. To build up and enhance the capacity of the team, the orientation programmes will be organized on a regular monthly basis.

### Goa CHILDLINE Initiative

**CHILDLINE Goa** conducted sessions on child sexual abuse in three schools in south Goa. These Sessions were organized as a part of an awareness campaign in high schools initiated by Jan Ugahi. Issues such as Child Sexual Abuse, Rape, Protection, and adults' role were dealt with. Information about CHILDLINE 1098 as an intervention avenue for helping children in distress and crisis situation was imparted towards the end.

A one day workshop was organised for the street children and working children on 25<sup>th</sup> February by the Goa CHILDLINE in collaboration with Jan Ugahi. The focus area was to draw the children into mainstream life. The workshop focused on Child

Rights, child labour, education, health, hygiene, nutrition etc. The workshop received an overwhelming response from the children.

Goa CHILDLINE (DonBosco) has initiated a children's Self Help Group (SHG). A bank account has also been opened in the name of the SHG.

**CHILDLINE Paschim Medinipur** developed a unique structure for increasing CHILDLINE outreach. The CHILDLINE team members were divided into two groups. The groups clubbed with the ICDS volunteers of the local area. Each ICDS volunteer covers 1000 houses in the area. This unique process of home visit along with the ICDS volunteers ensured that the message of CHILDLINE reached every household in the interior villages of Paschim Medinipur. The CHILDLINE team also attended the ICDS staff meet and discussed issues on child trafficking, child abuse and CHILDLINE intervention. This innovative process has been a great success in terms of ensuring greater outreach and gaining more volunteers to advocate on CHILDLINE.

Loyola College of Social Sciences played host to the 5-day State Juvenile Fest

organized by **CHILDLINE Thiruvananthapuram** in collaboration with Loyola Extension Services and Social Welfare Department, Government of Kerala. 71 Children from five Government Juvenile Homes, two Government Aftercare Homes, and one Government Balasadanam, Kerala participated in the fest. The children raised issues and a report has been formulated to be taken up by the Chief Minister for further action. The Director and Joint Director of Social Welfare Department; the Superintendent, Juvenile Home-Thiruvananthapuram were present on the occasion.

Thrissur Government hosted a state level sports and cultural fest on the 28<sup>th</sup>, 29<sup>th</sup> and 30<sup>th</sup> of January for the children of Government Juvenile Homes.

**CHILDLINE Thrissur** successfully organized the cultural fest. The three-day fest comprised of colorful processions, sports activities and cultural programmes. Government officials, local leaders, social workers and nearly 700 children attended the event.

**Kozhikode CHILDLINE** in collaboration with Freebirds and NSS volunteers initiated an innovative process of providing food to street

children on a daily basis. A survey conducted by CHILDLINE and Freebirds identified starvation to be the cause for beggary. Schools, colleges and institutions were requested to provide food packets on a said date of the month. Food items were also collected from Airports, marriage, birthday's celebration and other such occasions. These were then distributed in select centers of support organizations.

CHILDLINE Kozhikode also plans to organize formal/non-formal education and vocational training to draw them into mainstream education. CHILDLINE hopes to generate a situation wherein food is made available from the selected centers to all street children. This is an ongoing programme.

On the occasion of 'Merimatha Utsav' **CHILDLINE Visakhapatnam** set up awareness and information stalls at the utsav. Posters and banners were set up at strategic points of utsav grounds. A missing-child booth was also established in association with the police department. With active support from the police many missing children were successfully reunited with their families. Nearly 4 lakh people



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## Innovations at CHILDLINE !! (Contd...)

visited the utsav. CHILDLINE team provided awareness to approximately 1.5 lakh people. Post utsav there has been an increase in calls coming into CHILDLINE centres.

**CHILDLINE Cuttack** organized a one-day "Bal-Samaroh" programme for marginalized children. The main purpose of the programme was to provide children with equal opportunity to explore and

display their talents. 200 boys and girls enthusiastically participated in the programme. Participation of the disabled children and display of talent were the highlight of the programme. The programme also received wide media coverage.

**CHILDLINE Varanasi** organized a "Child Film Festival" on 16<sup>th</sup> January 2006 in collaboration with the district administration and the

dept. of Entertainment Tax. Around 1200 children from Govt. Care Home (Boys), Muslim Inter College, Kamlapati Tripathi Inter College, Vision School-Nakhigat and Dhoop Chhaon (Night Shelter for Street Children) participated in this film festival. The main idea behind organizing the film festival was to provide full entertainment to the children and to link them with society. The children were overwhelmed and enjoyed the film festival immensely, as this was a unique experience for them.

International Women's Day was celebrated in Gorakhpur on 06 March 2006. On this occasion a grand celebration was organized with vehicle rally, public meeting, sharing of experiences, motivational speeches and other cultural programmes. Around ten thousand women from different villages participated in this programme. **CHILDLINE Gorakhpur** set

up a stall at the grounds. Posters, paper cuttings, highlights of reports, photos of children helped through CHILDLINE, etc. were displayed in the Stall.

**Kota CHILDLINE** organized a slogan campaign on 20<sup>th</sup> February at the famous Godawari Dham. Participants were provided awareness on CHILDLINE services. The participants were later asked to write slogans on literacy on a 5-meter cloth. Apart from writing slogans many also wrote a "Sankalp Patr (letter) stating that they will educate at least one person.

The CHILDLINE team wrote some slogans:

Jab Hoga Shikshit Har Baccha,

Desh Banega Sabse Accha.

Shiksha Hai Anmol Ratan Padne ka Sab karo Jatan.

Aaj Hind ki Yahi Pukar Shiksha Ho Jivan Ka Saar.



*Children beautifully dressed for the Bal-Samaroh*

## Pin-up Board

### 'CHILDLINE Calling... Is India Listening'

The **National Children's Meet** is scheduled to take place on **31<sup>st</sup> May, 1<sup>st</sup> and 2<sup>nd</sup> June, 2006** in **Mumbai**. 200 children from across the country will come together, discuss their issues, make new friends, and experience a whole new feeling of solidarity with children from varied backgrounds and have loads of fun.

The meet will help highlight the issues faced by children across the country in the areas of health, education, labour and trafficking, protection, institutional care and housing and basic services.

The children will make their creative presentations to a group of government representatives, NGO representatives, media persons and Ambassadors from various fields. Through an active interface with representatives of the Government, efforts will be made to identify areas of intervention by the concerned allied systems. CHILDLINE India Foundation will ensure follow-up through its ongoing work at the city, state and national levels.



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## Task Force Meet–Networking and Advocacy Strategies

The second task force meet on “Networking & Advocacy” was held on the 15<sup>th</sup> and 16<sup>th</sup> of February 2006. The meet, a follow up to the first meet aimed at evolving a common strategy and systems that would eventually streamline all the advocacy initiatives and address the needs of core issues identified during the directors’ meet 2005, through formal and informal communication within the network.

### The workshop had the following broad objectives:

1. Defining the issues of Child Trafficking, Child Labour and the

implementation of the Juvenile Justice Act in context to CHILDLINE.

2. Laying out broad strategies with regards to Advocacy and Networking on the issues of Child Trafficking, Child Labour and the Implementation of The Juvenile Justice Act.
3. Specifying the roles and responsibilities of the various bodies proposed in the first meet. i.e. CITF, SCC, CIF, Collaborating agency, Nodal and the CAB

The meet began with a presentation by each issue

based group on the issues identified. Following the presentation, each of the groups deliberated on the operational definitions of the issues, operative scope and the strategies, roles and responsibilities of the proposed bodies CITF, SCC etc.

Further to this meet a core group was formulated which met on 20<sup>th</sup> and 21<sup>st</sup> of March. The work group proposed to come out with a strategy paper on the issues identified (Child labour, child trafficking and Juvenile Justice Act). A framework for the strategy paper was formulated at the meet.

### Framework for the proposed strategy paper constitutes:

Issue identification, review of the policy framework, policy level advocacy with the legislature, advocacy with the administration, development of training curriculum, continuing education of CWC and JJ board members, translation of state rules in regional language, public interest litigation, sensitisation programme.

### *Persistence and determination cuts through red tape...*

**CHILDLINE Pune** received a call on 9<sup>th</sup> March 2006 providing information on children employed in Jari industry. A team consisting of one female volunteer posing to be a prospective customer visited the spot. The owner of the establishment first displayed some of the jari work on the ground floor. Here there were only adults working. The team expressed their desire to see some more designs and were taken to the second floor of the building where only a few children were found. The team was finally taken to the third floor where a good number of children of much younger age group were found working.

Having verified the facts, the matter was reported both in writing and through personal communication to the JAPU and the Labour Commissioner’s Office. Despite the gravity of the issue no immediate action was taken. With constant pressure from CHILDLINE it was decided to carry out a raid and CHILDLINE was to accompany the team on raid.

However, on two occasions the raid was cancelled for different reasons such as the police not available, or either the social welfare officer or the labour officer not showing up. The team finally decided to meet the Labour Commissioner, who however happened to be out of town on leave. CHILDLINE approached a number of officers whose sole intention seem to be to avoid the raid. The team was passed on from one officer to another; it was like passing a ball in the court.

CHILDLINE Pune had to take a strong stance to bring action. It was stated clearly that no more letters would be sent around and, the Labour Commissioner is a member of the CAB hence it is their responsibility to the needful. CHILDLINE hinted at involving the media, which would not do any good to the reputation of the department.

Having failed in all aspects, the department finally arranged for a raid the next day, 11<sup>th</sup> March 2006. Eight minor children hailing from Bihar were rescued. They are presently placed at the Observation Home until further rehabilitation measures are taken.

The fashion designers of the industry next day visited the observation home to meet the children and tried convincing the CHILDLINE team that the children were happy working. This was their only education and livelihood to deal with poverty back home. They were enlightened on the services of CHILDLINE and were informed that the follow-up measures would be taken by CHILDLINE to ensure their rehabilitation.

CHILDLINE Pune has set up a remarkable example as to how a firm stand and persistence can help cut through the red tape and activate a lethargic government system.



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## Task Force Meet – Re-engineering and Growth

The 2<sup>nd</sup> and final working group session of the Task Force groups covering Interventions, Partnerships & coverage and Technology took place in Mumbai on the 27-28<sup>th</sup> of March 2006.

The specific end goals for this final session of the Task force groups included:

- **Detailing out each element of the proposals.**
- **Identifying and laying down procedures and parameters for implementation.**

- **Defining the action areas and clear objectives for each area.**

- **Develop a Paper covering in detail, the proposals.**

- **Defining time lines.**

In order to make the sessions productive and uniform in format across all sub groups, Kajol Menon, Executive Director, presented a Management By Objectives (MBO) format.

The framework involved defining an overall objective for each sub-group, breaking this up into Key Result Areas (KRAs) and setting measurable parameters for benchmarking each activity.

R S Giridar, Head - IT Technology Projects, E-Serve International made a very useful presentation on the contemporary technologies involved in setting up centralized Call Centres. He agreed to be a resource person for the Technology group.

Each of the sub-groups were able to make a final recommendation at the end of the meet. The recommendations will now be converted into a 'Paper' and sent to Directors of all partner organizations as well as presented to the board of trustees before being rolled out.

The structure required each group to break up the overall objectives into Key Result Areas (KRAs)

### **Training and Capacity Building as Operational Practice in CHILDLINE**

It's been ten years now that CHILDLINE has been working to ensure the rights of every child in need of care and protection. It certainly has been a rich experience that has widened the perspective of people working on various dimensions of Child Rights. Now is the time to share this experience within the network and with the development partners outside the CHILDLINE network.

At CIF the capacity building processes has been strengthened in last couple of years with more systematisation and professional inputs from experts. CIF has been able to design a Training Need Assessment module in the area of Child Rights. It is a six-grade module that enables one to locate the organisation's status with respect to perspective, skills and knowledge of the organisation regarding Child Rights. Each of these grades has 12-15 indicators on which the exercise is built. The total exercise thus covers about 85-90 indicators.

The module has been exercised with four different partners of PLAN International, in India. CIF has also conducted capacity building trainings with these partners. Training sessions following these exercises have been proved to be most influential and resourceful. The module will be gradually institutionalised as the best practices of the organisation to enhance the staff capacity and ensure quality interventions that can really make difference in ensuring rights of the children of this country.

We at CIF would be pleased to share this module with you, and have your comments and feed back that can add value to it. For more information please contact [documentation@childlineindia.org.in](mailto:documentation@childlineindia.org.in)

### **Children Voice's**

Hello CHILDLINE introduced a new section called children voices for children. Here children can voice their opinion and concerns on various aspects related not only to CHILDLINE but also life as they experience it. CHILDLINE cities are also requested to send in any communication from children to CHILDLINE vis-à-vis postcards, drawings, poems, letters etc.



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## Mumbai Court Passes Verdict Warning Paedophiles To Stay Off India

It was one phone call on 1098, 5 years ago. A call that informed CHILDLINE about abuse of children in the Anchorage shelter run by two ex-British Royal Navy members Duncan Grant and Allen Waters. On Saturday, 18 March 2006, Additional Sessions Judge P.S Paranjpe delivered a verdict convicting the two to a sentence of 6 years of rigorous imprisonment for offences related to unnatural sex and abuse of children.

The two men have been fined 20,000 pounds each, of which Rs 5 Lakh will go towards the rehabilitation of the two boys who were residents of Anchorage and whose testimony in court was crucial to the case. The court also held William Micheal D'Souza (manager of the Shelter Home) guilty for aiding and abetting the crime and assaulting the children. He has been sentenced to 3 years of imprisonment, with a fine of Rs. 6,500.

***In a thumping, landmark order Judge Paranjpe said that he intended the verdict to send a clear message to paedophiles all over the world that India is not a destination for them. He hoped that the sentence would go a long way in wiping India off the map of international sex tourism.***

For CHILDLINE, the judgement marked the closure of a 6-year period of struggle as we collaborated and wrestled in unpredictable turns with the law enforcement agencies of Mumbai to deliver justice to the children of Anchorage. **For the CHILDLINE national partnership, this judgement goes beyond justice delivered to 5 children.**

In October 2001, CHILDLINE Mumbai received a call from a volunteer of the Anchorage shelter home in Colaba,

Mumbai, beginning CHILDLINE's association with this case.

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

While rumours were rife among NGOs, volunteers visiting the shelters and street children of the area about sexual abuse of boys in the shelter, there was no evidence that could have tipped off an investigation.

In October 2001, CHILDLINE received several calls reporting abuse of children from the Anchorage shelter home. In the same month, CHILDLINE along with partners organizations, attended to critical medical emergencies, including the death of a boy (from the Murud shelter home) brought to Nair hospital in a critical condition. Deeper probing into the matter unpacked stories of sordid violations from volunteers and the children. This marked the beginning of a long journey of investigation and legal recourse, culminating in a landmark judgement against child sex abuse. It was the first case of a foreign national being extradited to stand trial in India - a first in India's extradition history of child sexual abuse. A British national has been extradited from New York pursuant to a red corner alert issued by the Indian government. Given the complexity of the case CIF had to work on a war footing to get a Special Public Prosecutor or an experienced Additional Public Prosecutor appointed on the case to ensure successful prosecution.

Moments of frustration and challenge:

- Witnesses turned hostile. Duncan Grant and his associates were hooked on to powerful cartels of money and power and made many (successful) attempts to bribe the children.
  - Witnesses accused CHILDLINE, its lawyers, Ms Adenwalla, advocate Yug Chowdhary and special public prosecutor Vijay Nahar of coercing them to testify against Duncan Grant, Allen Waters and William Micheal D'Souza, manager of the shelter.
  - Some sections of the local media highlighted declining conditions of the Anchorage shelter (funds had stopped for the shelter homes after the case was filed against Duncan Grant) and set off a debate on the ethics of bringing a shelter home to its feet.
- The order of the sessions court has clearly addressed the points mentioned above:
- It has vindicated Adenwalla and CHILDLINE of all accusations made by hostile witnesses and the defence counsel.
  - Judge Paranjpe has specially taken the police to task for 'failing to perform their duty'.
  - He has also constituted a committee headed by Maharukh Adenwalla (Ms Kalindi Mazumdar and Renu Gavaskar are the other members) to look into the long-term rehabilitation of the children of Anchorage, prepare a scheme and present it to the Principal Judge of the Sessions court.

The Anchorage case demonstrates how a single call to CHILDLINE 1098 can lead to advocacy and intervention that moves the field of child rights

several steps further; how every call at CHILDLINE is a child demanding justice and accountability from the state, from civil society and from individual citizens.

Last year alone, CHILDLINE received 2555 number of calls of abuse from children and concerned adults seeking intervention against abusive offences. Out of which 5.6 percent of calls were explicitly seeking protection from sexual abuse. The next step for us will be to optimize this judgement to speeden our initiative against child sex abuse across the country.

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

As media reports pour in, we would like to acknowledge the strength, courage and perseverance of Ms. Meher Pestonjee, writer, who in her interactions with these children recorded their statements and alerted activists, Ms Maharukh Adenwalla (child rights activist and human rights lawyer, appointed Amicus Curiae in the case) Yug Chowdhary (our advocate on the case) and Special Public Prosecutor, Vijay Nahar, in taking the case to resounding, progressive judgement against paedophilia in India.

**The verdict comes as the National CHILDLINE partnership celebrates 10 years of 1098 in India, making our ten-year celebration historic.**



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## **CHILDLINE India Foundation's history with the Anchorage case**

**1997** Anchorage Shelter Foundation known to CHILDLINE India Foundation since its inception in 1996. CHILDLINE team interacted with Duncan Grant, Director and Founder of Anchorage Shelter Foundation at a number of occasions including CHILDLINE birthday parties. Duncan expressed interest in collaborating with CHILDLINE service.

CHILDLINE team visited the shelter home at Colaba where Duncan Grant resided with the boys. Team members puzzled at close physical interaction that was observed between the boys and Duncan. Large amounts of money spent lavishly by Duncan.

**28th February 2001** CHILDLINE call centers in Mumbai recorded calls from children of Anchorage Shelter on its toll free number 1098 informing CHILDLINE that they were being physically abused and needed help.

**5 March 2001** CHILDLINE contacted the child rights lawyer, Ms. Maharukh Adenwalla, after documenting the calls of abuse received from children. Ms. Adenwalla requested the Maharashtra State Monitoring Committee (the Committee is appointed by the Mumbai High Court to examine conditions in children's institutions), to visit the shelters and make note of the incidents.

**21st May 2001** A child from the Anchorage shelter in Murud brought to the South Mumbai CHILDLINE call center (located at Nair Hospital) in a very critical condition. He died the next day. The doctors mentioned that the child's health had been neglected which resulted in the death of the child.

In the same month, another boy, this time from the Anchorage shelter at Cuffe Parade called CHILDLINE for medical help. He was beaten with a stick. After a medical examination, a police complaint was filed at the local Cuffe Parade Police station. Both these cases of medical neglect and physical abuse were shared with Ms. Maharukh Adenwalla and the Maharashtra State Monitoring Committee. However, no investigation was conducted till Ms Adenwalla filed a High Court Petition

**18th August 2001** The Maharashtra State Monitoring Committee visited Colaba and Cuffe Parade shelters of the Anchorage Shelter Foundation. The members of the committee were:

1. Justice Suresh Hosbet retd. (Chairperson of the Committee)
2. Prof. Kalindi Muzumdar, (Vice Principal, Retd. Nirmala Niketan)
3. Ms. Asha Bajpai (Department of Women Studies, TISS) and
4. Prof. Sharad Bhaumik (Dept of Sociology, University of Mumbai).

The committee submitted a visit report to the Mumbai High Court stating that the children were physically abused and hinting at sexual abuse. Their salient observations were:

1. No documentation of any sorts was maintained in the shelter.
2. Children were beaten up with cane and sole of rubber chappals when they disobeyed.
3. The organization was not registered under the Women and Children's Institution Licensing Act after 6 years of existence. This raised suspicion in the committee members on the purpose of the organization.
4. No staff member was trained in social work, psychology or child development.
5. No account was maintained regarding the funds and donations received.
6. Plan for medical check-up was not present for the children.
7. Rehabilitation programmes for different age groups of children needed attention like older boys working as pimps for gay tourist or tourist guides.
8. Children specific documentation was absent.
9. No privacy for boys in the shelter vis-à-vis sleeping facility, toilets etc.
10. Mismanagement of funds by the staff.

**17th October 2001** Ms. Meher Pestonjee, the writer, recorded statements of Anchorage Shelter children where children spoke about their experiences of abuse by Duncan Grant, Allan Waters and William D'Souza in the Anchorage Shelters.

**19 October 2001** The Bombay High Court asked the respective police stations to investigate in the matter and submit the investigation report on December 5<sup>th</sup> 2001. CHILDLINE India Foundation asked to submit a Rehabilitation Plan to the Court to safeguard the interest of the children residing the shelter home.





# Hello Childline



**20 October 2001 to 30 October 2001** Some of the boys and volunteers in Anchorage Shelter informed Meher Pestonjee and Maharukh Adenwalla that around 10 –15 boys were to be taken outside India. It was suspected that the boys were being trafficked for immoral purposes. Maharukh Adenwalla moved the Mumbai High Court asking the Court to put a stop on children taken out of the country, confiscating the passports and daily listing of children in the three homes. The initial intervention led to children not being allowed to leave the shelter home. This created problems for children who were school going. CHILDLINE requested Maharukh Adenwalla who appealed to the High Court to allow the boys to move out of the shelter homes. The Court instructed the police accordingly. The police only went to the shelter to take attendance of the children in the home.

**24th October 2001 till Nov 2001** CHILDLINE filed a police complaint with the Cuffe parade police station with regards to the physical, sexual abuse of boys, organized paedophilia and sexual trafficking in Anchorage Shelter Foundation, Mumbai. Case registered at the Colaba Police Station under sections 377 & 372 IPC and sections 23 & 25 of the Juvenile Justice [Care and Protection of Children] Act 2000 against Duncan Grant [British national], William D'Souza and Allan John Waters [British national]. Duncan Grant [Accused No.1] and Alan John Waters [Accused No.3] were not within the territorial jurisdiction of India when the case was registered.

The complainant and 4 other witnesses [all children who were residents of the Anchorage shelter] in their complaint admitted to heinous sexual crimes having been perpetrated upon them. The statements of the boys showed the existence of an organized business of child sexual abuse and exploitation that has an international dimension.

William D'Souza [Accused No.2] attempted to bribe the complainant and other witnesses to withdraw their complaint and statements filed with Colaba Police Station. This fact has been recorded in the Supplementary Statements of the complainant and a witness, and also in their statements recorded by the Magistrate under section 164 Cr.P.C.

Ms Maharukh Adenwalla was appointed Amicus Curae (friend of court) in the writ petition by the Court.

**November 2001** An eleven member Interim Committee (comprising of Mumbai NGOs) was formed to ensure

- a) Safe, ethical and professional functioning of the shelter home
- b) Safe transition for the children and volunteers of Anchorage till a new management took over the functioning of the home.

CHILDLINE India Foundation coordinated this committee.

**12 December 2001** William D'Souza [the Manager of Anchorage Shelters] was arrested

**April 2002** International warrant issued for Grant and Waters

**17 June 2002** William D'Souza released on bail by the Bombay High Court on 17th June 2002 on condition that he will not enter the jurisdiction of Colaba, Cuffe Parade and Murud Police Stations, i.e., the jurisdiction within which the Anchorage Shelters are situated.

**3 July 2003** Allan Waters arrested in the US and kept in custody

**February 2004** Extradition proceedings begin for Waters

**6 September 2004** Waters brought to India

**June 2005** Grant extradited to India (Grant was traced to Tanzania where he had started a children's home. India did not have an extradition treaty with Tanzania. Grant escaped to the US where he was arrested

**18 March 2006** Additional Sessions Judge P.S Paranjpe delivered a verdict convicting the two to a sentence of 6 years of rigorous imprisonment for offences related to unnatural sex and abuse of children and have fined 20,000 pounds each, of which Rs 5 Lakh will go towards the rehabilitation of the two boys who were residents of Anchorage and whose testimony in court was crucial to the case.

The court also held William Micheal D'Souza (manager of the Shelter Home) guilty for aiding and abetting the crime and assaulting the children. He has been sentenced to 3 years of imprisonment and a fine of Rs. 6,500.



# Hello Childline



## Media Coverage of 'Anchorage' Case

### India is not paedophile destination, says court

Sentences Duncan Grant and Alan Waters to six years' RI for sexually abusing children at their shelter homes in South Mumbai

BY OUR LEGAL CORRESPONDENT MUMBAI

WHILE sentencing Duncan Grant and Alan Waters to six years' rigorous imprisonment for sexually abusing children, Additional Sessions Judge P S Paranjape made it very clear that the objective was to "wipe out India's name from the map of sex tourism", and to send a clear message to paedophiles that "India was no more a destination for them in



### The long and lonely battle

*You need luck, persistence and unwavering witnesses to nail down affluent paedophiles*

### Britons guilty of paedophilia

Court orders six-year imprisonment for Allan Waters, Duncan Grant, who ran homes for streetboys. Each fined ₹20,000. Money to fund inmates' rehabilitation, running of shelters

The long road to justice

## Grant case: More testimonies of abuse

Second complainant outlines continuous molestation inside the Britons' shelters for street boys

## 2 Britons get jail for 'Paedophilia graver than rape' child abuse in city

TIMES NEWS NETWORK

Mumbai: "Let paedophiles around the world know that India should not be their destination in future," said additional sessions judge P S Paranjape on Saturday while convicting two Britons—Duncan Grant (62) and Allan Waters (58)—for sexually abusing young boys at Anchorage shelters in the city.

Handing out what he said were deterrent sentences of six years' imprisonment and a fine of ₹20,000 (Rs. 16 lakh) to



TIMES NEWS NETWORK

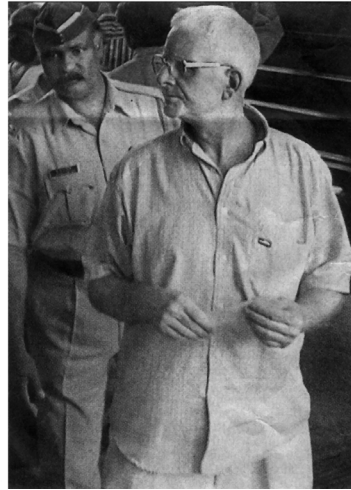
Mumbai: Terming the sexual abuse of young boys by Britons Duncan Grant and Allan Waters as "graver than rape", special public prosecutor Vijay Nahar said, "The men betrayed the trust of the children who used to call them 'Father'." He sought maximum punishment for the duo, which under Section 377 is ten years or life.

He also asked the court to consider the impact it would have on the lives of the minors. "They have wasted four crucial formative years of their lives."

Majeed Memon, counsel for the Britons, argued for a light sentence. He said Grant had come down to face the trial.

Grant and Waters stoically listened as the judge passed the sentence. When the submissions were being made for the quantum of sentence, Grant could be seen whispering to Waters at times.

After the judgment, Grant



to determine how to use the remaining fine amount for the rehabilitation of the children in the shelters.

Grant, who set up Anchorage shelters at Colaba, Cuffe Parade and Murud Janjira in 1995, operated the establishments without registering them until 2001 when the sexual abuse allegations first surfaced. Both Grant and Waters fled the country the same year and red corner notices were issued by Interpol.

Waters was nabbed in the US in 2003 and extradited to India in 2004. Grant, who went on to set up children's shelters in Tanzania, was arrested in Dar es Salaam. He surrendered to the Mumbai police in June 2005.

Defence advocates Memon said they would appeal against the verdict. The defence had claimed that the boys were paid to make the allegations. The case has attracted international attention, with a team from Fair Trials Abroad monitoring the case.

The judge relied on the ev-

## ANCHORAGE CASE

'Let paedophiles all over the world know that India should not be their destination'

— Additional Sessions Judge P S Paranjape

# JUSTICE AT LAST!



# Hello Childline



## Making a Difference - CHILDLINE Intervention

### **A new life...**

Five abandoned female infants were brought into **CHILDLINE Vijayawada** in the month of January 2006. Of the five three had been rescued from the railway station. An auto driver had found the fourth in the early hours of morning. He handed over the baby to the police. And the fifth was brought in from the Government hospital where the mother had left the baby soon after the delivery. The infants have been placed at a shelter home run by a support organization.

### **CHILDLINE reinstates children back into the family nest...**

On 10<sup>th</sup> JANUARY 2006, 14-year-old Raj was found at the Tirunelveli railway station. An auto driver brought him in to **Tirunelveli CHILDLINE**. He had run away from his hometown and had been working in a teashop for two years.

The boy did not provide much information to the team, as he was not keen on returning home. However he did give his home address. The team visited his home. Raj lost his mother at the age of nine. His father a daily wageworker married for the second time and has two children from his second marriage. Raj had never got along well with his stepmother. He often fought with her and in fit of anger broke the television and other household appliances. One day he was asked to look after the younger baby as his stepmother had to go to the market. Seizing this opportunity Raj ran away from his home.

Back at CHILDLINE the team counselled the boy and

convinced him to return home. Raj is with his family.

Illay and Venkat aged 14 were found by the police on 17<sup>th</sup> February, sleeping in the mosque at S.S. Colony, Madurai. During the interrogation the boys informed that they had come to Madurai in search of jobs with better pay. They were handed over to the **Madurai CHILDLINE**. At the CHILDLINE office the boys informed the team that they were working in a hotel at Thenkasi. When the hotel closed down they came to Madurai in search of better prospectus.

Illay and Venkat provided their address to the team. Their parents were contacted and called to the office. The parents and the boys were counselled and later they were handed over to the parents.

### **Child labour rescued...**

Shravan's father lodged a complaint with the local police station stating that a couple residing in the nearby village have kidnapped his fifteen-year-old son. The couple refused to reveal the whereabouts of the boy. According to their statement the boy had volunteered to go to Mumbai to work as his parents ill-treated him.

Though the couple was arrested, the police couldn't do much in the case. The mounting pressure of the village people compelled the police to seek the help of **CHILDLINE Trichy**. CHILDLINE Trichy was successful in tracing the agent responsible for sending Shravan to Mumbai and his whereabouts in Mumbai was revealed. With the collaborative efforts of **Mumbai CHILDLINE** and the

police, Shravan was rescued from the spot.

Shravan has been repatriated with his family and is presently continuing his education through the special school programme. Expressing their gratitude the services and activities of CHILDLINE Trichy and CHILDLINE Mumbai was greatly appreciated by the Mannachanallur police personnel.

### **New home for an HIV positive child...**

Eight-year-old Kanaka and six year old Rashmi have a very bleak future; both the sisters have been tested HIV positive. Having lost their parents, no one who was willing to take the two girls into their fold. Their immediate family had shunned away from taking the responsibility of looking after the children. Social stigma and lack of adequate awareness among the family and the villagers had left these girls on their own with no proper support system.

Through the efforts of **CHILDLINE Cuttack**, support from the District administration and the Women & Child Development Department, the sisters have been placed at the children's home.

### **CHILDLINE ensures the rights of a gifted child...**

Eleven year old Shekar was brought in to **CHILDLINE Puri** on 6<sup>th</sup> February 2006. The child could not speak. He was suffering from chronic T.B and frequent bouts of fits. As the child was mentally retarded the team was unable to gain any information pertaining to either his parents or his home address.

A complaint was lodged with police and his photographs were telecasted with the hope of gaining any clues to his whereabouts. But all was in vain. Also no complaint of a missing child had been lodged. This is not surprising because lack of awareness, inaccessibility to services and inability to cope often compels parents to abandon their children. CHILDLINE had a tough task seeking shelter for the child, as most of the agencies seem to be reluctant to take in a disabled child. As none of them were willing to take him he stayed at the CHILDLINE office until an alternative was found. Meanwhile Shekar underwent treatment for T.B and Fits, and had showed remarkable improvement in his condition.

Seven months later Shekar was rehabilitated at the shelter home created for the "orphan-disabled children" in Bhubaneswar. Today he is at the Brother's Home in Baliapanda, Puri. Following the coverage of his case in the print media, television/radio a man came to see Shekar, but left immediately. CHILDLINE Puri is hopeful that one day some one will claim the child.

### **A Happy Reunion...**

Jenny's mother receives a call from the sisters of a shelter home on 28<sup>th</sup> March 2006 asking her to take her daughter away. The reason given was, the child was intimate with another girl and hence she cannot be kept at the shelter home. The child was beaten by the sisters. In spite of assuring that she would come in the morning to take her daughter, Jenny was handed over to a German woman the same night. The child was not allowed to either see or talk to her mother. The



# Hello Childline



child had called her mother asking her to take her away.

The German woman had been sponsoring the child for the past seven years and had taken the child to Germany with her five times.

Jenny's mother approached **CHILDLINE Goa** requesting for the release of her daughter. She also wanted the team to question the German woman's intentions, the reason for the sisters beating up her daughter and removal from the boarding just before the SSC exams.

On 31<sup>st</sup> March a team consisting of CHILDLINE staff, a counselor and the mother visited the house. The SP of Goa police was intimidated. On orders from the SP, the local police took the German woman into custody and a complaint was booked under Sec. 14 and Sec 8 of the Goa Children's Act 2005.

The child was produced before the CWC. The child was released into the custody of the mother. She is presently at Siolim with her mother. The case is being further followed up with the police.

## **Minors rescued from flesh trade racket...**

A flesh trade racket was busted in Dhauratanda town of U.P. The case came to light when the parents of one of the two missing girls approached the **Ahmednagar**

**CHILDLINE**. Both the girls hailing from economically poor background were forced into flesh trade by a couple, the alleged leaders in the trade. Upon being taken into confidence the girls revealed the details to the police. They were forced into sexual relationships with youths from very respectable families.

The couple along with eight youths have been arrested

and charged with the rape of minor girls. There is a possibility that more girls have been exploited and a CID investigation is on.

Extreme poverty forced Tabassum's father to accept a lucrative offer made by his neighbour, promising of a job for Tabassum in Kolkata. She was taken to Kolkata by the neighbour and placed with a family. The child was made to perform all the household chores. After a couple of months Tabassum was lured to Varanasi with a better job offer.

Tabassum had no clue as to what she was being led into. The trusted close family friend dragged her into flesh trade. In the red light area she became friendly with girls of her age. Tabassum and a few girls managed to escape from the red light area. They were found by the police and brought to **CHILDLINE Varanasi**. **CHILDLINE Kolkata** provided temporary shelter to the girls.

**CHILDLINE Murshidabad** was contacted to trace the family of Tabassum. Meanwhile the child's family too was desperately in search of their daughter. The news of their daughter was a silver lining in their otherwise dark life. Tabassum has been repatriated with her family.

## **CHILDLINE provides justice...**

Bela's father approached the **Ahmednagar CHILDLINE** seeking justice for the death of his minor daughter who died on 19<sup>th</sup> March 2006. In his complaint he held his daughter's husband and in-laws responsible for her death and stated that the mother-in-law forced her to consume poison.

Bela had been married two years ago and initially all was

well with the family. Bela's in-laws gradually began to demand for dowry. When the family could not meet the demands, her husband left her at her parent's house. After having stayed at her parents house for a brief period of one and half month her father-in-law took her back. Two days later Bela was dead.

Initially the police did not provide the required support. CHILDLINE team took up the matter with the DSP. The in-laws were immediately arrested. Two days later Bela's husband was also arrested.

## **Incestuous father arrested....**

3<sup>rd</sup> January 2006 **CHILDLINE Ahmedabad** received a call from an informant providing details of a 13-year-old girl in need of help. When the team visited the place the girl was initially reluctant to speak. After repeated assurances the girl revealed the fact that her father, a tantrik had been sexually exploiting her for the past three years in the name of Tantrik Vidya. This was happening with the consent of her mother.

CHILDLINE team offered her shelter at the shelter home and a complaint was lodged with the police. The Sub Inspector at first refused to lodge a complaint and was not willing to call a woman constable for questioning as per the procedures. The team approached the Police Joint Commissioner. The girl was produced before the CWC and has been provided shelter. The parents have been arrested.

## **Child marriage prevented....**

**Baroda CHILDLINE** received a call on 1<sup>st</sup> February informing about a minor girl from a Thakor family getting

married in the village. The team visited the marriage venue but was unable to verify the girl's age. The team then re-visited along with the police and inquired into the girl's age. Two different versions of age were given. The family did not have any birth certificate to support their statements. The girl stated that she was 16 years old.

After a joint meeting with city co-ordinator and the police, the parents of the girl were called to the station. A written complaint was lodged. The groom's family too was called to the station and a statement was taken from them.

Following a joint session, the girl's parents assured that only the engagement ceremony will take place and they would wait until the girl turned 18 for the wedding. A follow-up visit by the team on 14<sup>th</sup> February verified that girl was only engaged.

## **Assistance provide to Tsunami victim...**

On 17<sup>th</sup> Jan 2006, **CHILDLINE Port Blair** received a complaint from Shehanaz's grandfather. The child, a Tsunami victim, was provided an ex-gratia of Rupees five lakhs. The amount was transferred to another branch at Port Blair. However, the grandparents had not received any supporting documents for the transfer of amount. In addition, the child had also not received the sum of Rs. 3 lakhs from the Prime Minister's Relief Fund. The child's grandfather approached CHILDLINE for assistance.

The CHILDLINE team met the Bank's branch manager. A receipt for the same had been issued and handed over to the grandparents.

The CHILDLINE team members are following upon the status of the three lakhs rupees that



# Hello Childline



the child has to receive through Prime Minister Relief Fund (Tsunami Relief Fund).

## **CHILDLINE** **arranges for free** **medical** **treatment...**

One-year-old Sonali was suffering from a heart disease. She needed to undergo a heart surgery but her family could not afford medical expense. The child's father visited the **Kolkata CHILDLINE** requesting for help. CHILDLINE team visited the family to verify the details. The team explored the possibilities of arranging for a free treatment. None of the hospitals were willing to provide free treatment. Finally the team contacted Hridaya Foundation in Hyderabad. The hospital agreed to perform the operation free of cost, and sponsored for the parents stay and their return journey.

Sonali is undergoing treatment at Hyderabad. CHILDLINE Kolkata expresses gratitude to Hridaya Foundation.

## **Missing children** **repatriated...**

**Nadia CHILDLINE** received a call on the 18<sup>th</sup> February 2006 about a twelve-year-old boy roaming near the railway station. The CHILDLINE team rushed to the station and brought the child to the CHILDLINE office. Upon inquiry the child revealed the name of his village and the five railway stations that is close to his house. The child did not know the exact address. CHILDLINE team contacted the police control room and got the details of the control room and the police station situated around the five railway station areas mentioned by the child.

CHILDLINE team contacted the various police stations and were able to locate the child's

address by nightfall. The child's mother was contacted who spoke to her son over the phone. The child's elder brother came to the CHILDLINE office to take the boy back home.

A domestic worker found Sohan loitering listlessly in Kolkata. The child appeared to be in a dazed state and did not know where to go. She took him with her to her house. The child stayed with the family and was treated like a family member.

However after a short period the domestic worker got married. Following her marriage the situation did not remain the same. The child was neglected and ill treated by the family. He was very badly traumatized by the whole experience. Not being able to take more of the harassment Sohan ran away in the hope of finding his own family. Sohan was rescued from the railway station by the **CHILDLINE** team of **South 24 parganas**, upon receiving a call from a gentleman. He was placed at a Shelter home run by the organisation.

A few days later Sohan was taken to the nearby Police Station for registering a complaint. On the way to the police station Sohan saw an old lady who resembled his grandmother. On seeing her, the child remembered his mother's name and his home address at Kukrahati, South 24 Parganas. A team member accompanied the child on the said address. It took a daylong effort to find his mother and grandmother.

Sohan was repatriated with his family in the presence of the panchayat members.

## **Rehabilitation** **assistance** **provided...**

**CHILDLINE Patna** came across four boys during one of the outreach programmes at

the Patna railway station. All the four boys were addicted to Solvent. The boys had run away from home and were staying at the railway station. During the interaction with the team members, the boys expressed eagerness to join some vocational course, as they wanted to be independent and earn some living. The CHILDLINE team counselled the boys and were later admitted for a drug de-addiction programme.

Following the de-addiction programme the boys will be enrolled for a vocational course.

## **Runaway boys** **return home...**

**CHILDLINE Kota** received a call on 24<sup>th</sup> March providing information regarding two boys at the Kota railway station who were lost and wanted to go home. The CHILDLINE team visited the station and brought the boys to the CHILDLINE office. During the interaction the boys revealed that they were beaten up by their teacher and asked to leave the school. Both were studying in class six. One of the boys also informed that his father wanted him to discontinue studies and do some work.

After leaving the school the boys boarded a train and reached Shri Nagar. They stayed the whole night at the station. The next day they boarded a train to Sawai Madhavpur. After being away from home for two days the boys were feeling guilty and wanted to return home. But, they boarded the wrong train that brought them to Kota. One of the boys gave a contact number to the team. The boys' families were informed about their whereabouts in Kota. One of the boy's parent visited the CHILDLINE Kota office. The boys were overjoyed to see the parent and were very

eager to go home. The boys were handed over to the parent in the presence of the CHILDLINE team.

## **Shelter Provided...**

Eight-year-old Anu and five year old Hari lost their father in early childhood. The children's father was murdered by their own mother. The mother was having an extra-marital affair, which the father did not approve of. As a result there were constant fights and often the father beat their mother. Being frustrated with the fights and the violence the mother planned to kill the father. She arranged for five men to enter her house in the night to murder him. The second child witnessed the murder. The incident was also witnessed by one of the neighbours who informed the police promptly. The children's mother was arrested. Both the children were handed over to **CHILDLINE Trichy**. CHILDLINE produced the children before CWC. Anu and Hari have been referred to Fit Person Institution for rehabilitation.

## **Abusive father** **warned...**

Megha and Roshini aged 14 and 13 were constantly abused by their alcoholic father. They were beaten up and forcefully sent to work. On receiving the information **Mangalore CHILDLINE** team made a home visit to investigate the matter. Their father stated that he never abused his daughters. However during discussion with Megha, Roshini and the neighbours it was clear that the father did abuse them. He later apologized to the team and assured that he would not repeat this in future. CHILDLINE team gave a strict warning that legal action will be taken if further complaints were received.



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## CHILDLINE Team gets creative

हैलो बेटा बात करो...

मुसीबत में हमें याद करो  
हमारा नम्बर है १०९८  
चाइल्ड लाइन तुम्हारे साथ है  
आज यही यह वादा करो  
किसी से भी मत डरो

हैलो बेटा बात करो...

रात हो या दिन हो  
पास हो या दूर हो  
जब भी कोई मुसीबत आए  
चाइल्ड लाइन का नम्बर घुमाएँ

हैलो बेटा बात करो...

कोई बिछडा है, कोई बेघर है,  
कोई विकलांग है, कोई रोगी है,  
कोई बाल मजदूर है, कोई शोषित है,  
कोई बिमार है, कोई गरिबी से लाचार है  
अब मत देर करो

हैलो बेटा बात करो...

आओ हम सब एक हो जाए  
इन बच्चों का पुर्नवास करवाएँ  
हर एक बच्चो को विश्वास दिलाएँ  
स्वास्थ्य और शिक्षा की व्यवस्था करवाएँ  
चाइल्ड लाइन का नम्बर घर-घर पहुचाएँ

हैलो बेटा बात करो...

मेरी चाइल्डलाइन प्यारी-प्यारी ।

मेरी चाइल्डलाइन मुझको भाती ।।  
सच्चाई की राह पर चलना सिखाती ।  
सदा बच्चों को अधिकार दिलाती ।।  
प्रेम भाव का पाठ पढ़ाती ।  
मेरी चाइल्डलाइन मुझको भाती ।।

चाहे पढ़ाई हो या हो खेल ।

या हो जीवन का कोई मोड़ ।।  
हौसला बढ़ाती राह सुझाती ।  
मेरी चाइल्डलाइन मुझको भाती ।।

ममता के आँचल में रखकर ।

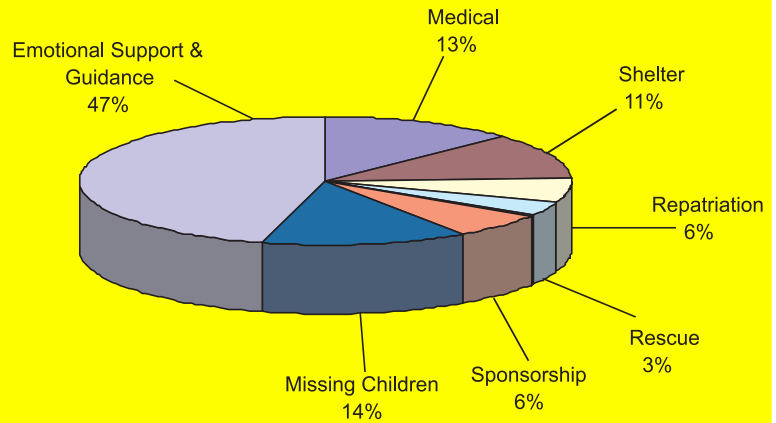
मेरा सब दुःख हर लेती ।।  
उज्ज्वल भविष्य की कामना करती ।  
मेरी चाइल्डलाइन मुझको भाती ।।

Ujjain CHILDLINE

## Percentage of Intervention\* Calls from inception to March 2006

The following call statistics covers 67 cities

Medical	47522
Shelter	41838
Repatriation	23837
Rescue	12309
Death Related	598
Sponsorship	23712
Missing Children	50686
Emotional Support & Guidance	169610
<b>Total</b>	<b>370112</b>



\* Of the total number of calls received on 1098 the above mentioned categories comprise intervention calls



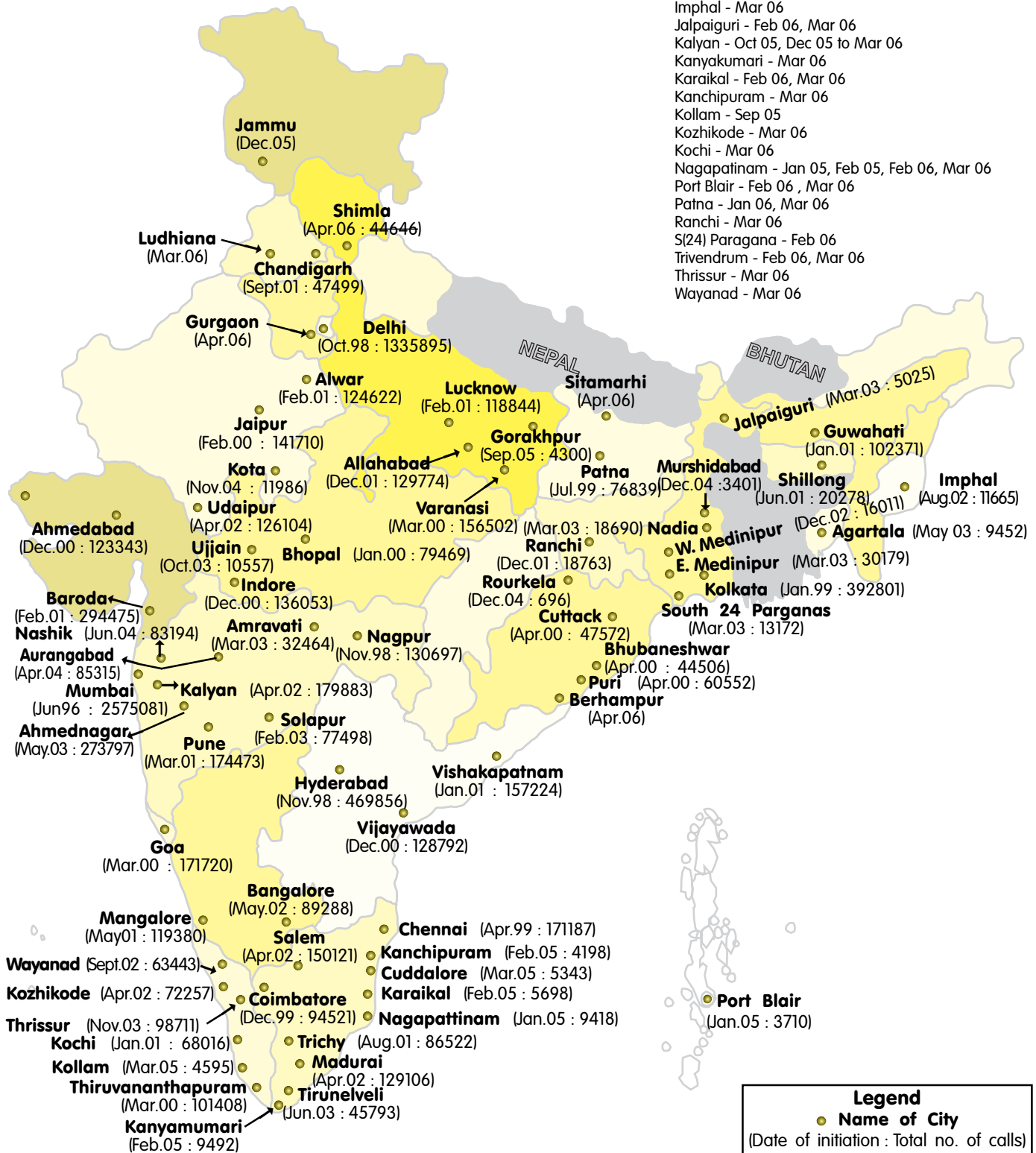
# Hello Childline



CHILDLINE has recorded a total number of **96,29,687** calls from inception till March 2006

**Statistics not available :**

- Amravati - Sep 04, Oct 04, Jan 05, Jan 06
- Aurangabad - Oct 04
- Ahmedabad - Mar 06
- Bangalore - Mar 06
- Chennai - Aug 05, Oct 05 to Mar 06
- Hyderabad - Mar 06
- Imphal - Mar 06
- Jalpaiguri - Feb 06, Mar 06
- Kalyan - Oct 05, Dec 05 to Mar 06
- Kanyakumari - Mar 06
- Karaikal - Feb 06, Mar 06
- Kanchipuram - Mar 06
- Kollam - Sep 05
- Kozhikode - Mar 06
- Kochi - Mar 06
- Nagapattinam - Jan 05, Feb 05, Feb 06, Mar 06
- Port Blair - Feb 06, Mar 06
- Patna - Jan 06, Mar 06
- Ranchi - Mar 06
- S(24) Paragana - Feb 06
- Trivendrum - Feb 06, Mar 06
- Thrissur - Mar 06
- Wayanad - Mar 06



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



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## The CHILDLINE Family

### GOVERNMENT PARTNERS

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

### NGO PARTNERS

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