



Hello Childline

CHILDLINE is a project of the Ministry of Social Justice and Empowerment (GOI) in partnership with State Governments, NGOs, Plan, the Corporate Sector, Concerned Individuals and Children.

ISSUE 43

DECEMBER 2005

Dear Readers,

Yet another issue of 'Hello CHILDLINE'!

The year 2005 began with the after-effects of the killer tsunami and rolled up with yet another disaster –the earthquake that hit Jammu and Kashmir in October 2005.

CHILDLINE's work in the tsunami-affected areas was amply covered in the Tsunami special edition of the newsletter in April 2005.

CHILDLINE responded to those affected by the tsunami and responding to the earthquake that hit Jammu and Kashmir on October 8, 2005, a team from CHILDLINE India Foundation (CIF) visited the earthquake affected areas of Poonch and Rajouri for situation assessment. Despite handicaps such as restricted movement and inaccessibility of the region, CIF in keeping with the mandate of CHILDLINE as an emergency service for children in need of care and protection, initiated the process of starting CHILDLINE in Srinagar and in Jammu.

Towards a happier front, it was also in the month of October that CIF celebrated 9 years of CHILDLINE Mumbai as a 24-hour, free, emergency telephone Helpline and outreach service, 'reaching out' and 'being there' for children in need of care and protection. Children danced, played and enjoyed other entertainment activities such as skits, dance performances. 450 children attended the birthday party organised on 11th October 2005!

The Northeast Strategic Planning Meet, held on 7th and 8th of November 2005, was an attempt to initiate a collective effort of CIF and the Northeast CHILDLINE Partners to understand the issues faced by or affecting children in the geo-political- social context of the Northeast.

Talking about the December 2005 edition of Hello CHILDLINE, in addition to covering the usual fare of highlights, happenings, innovations, advocacy initiatives and CHILDLINE intervention cases, this issue carries an article on issues related to connectivity vis a vis private telecom services and the challenges they pose for CHILDLINE and possible redressal of the same.

Further, this newsletter also talks about the issues of shelter and repatriation of children 12% of the intervention calls received by CHILDLINE are for shelter while 6% calls for repatriation of children. Two articles in this issue of the newsletter look at situations that lead children to run away from home or get separated from parents/guardians also highlights the process involved in CHILDLINE case intervention.

Your opinions, suggestions, ideas and contributions are valuable and would therefore like to request you to write to us at documentation@childlineindia.org.in, and please let us know what you think of the new Hello CHILDLINE!

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 66 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 66 cities of India :

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





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City Highlights and Happenings!

CHILDLINE Lucknow team members visited National Child Labour Project (NCLP) schools and spoke to the teachers who agreed to teach children from this slum as well. As a result, 51 children have been enrolled into the NCLP schools and they attend classes regularly. Regular follow up is being done with the school, the children and parents to make sure that the children remain in school.

CHILDLINE Varanasi successfully rescued 29 minor girl children from red light areas in the month of October. These children had been forced into the flesh trade for a long while hence most of them were apprehensive about returning home. The girls were produced before the CWC which pronounced that the girls be counselled regularly by CHILDLINE Varanasi so that they regain their confidence to return to their respective homes.

In an interactive meet organized by **CHILDLINE Thrissur**, the Sub-Inspector, Assistant Sub-Inspector, women police officers and constables fielded questions from 50 children at the Pavaratty Police station. An Anganwadi teacher, headmaster and representative of a human rights organization also participated in the programme. Children asked many questions regarding the functioning of the police station, position of each official and their duties. They were also shown an FIR, summons, warrant etc. and the relevance and functions of each. The children as well as the police personnel seemed to have benefited by the dialogue.

On 24th October 2005, **CHILDLINE Madurai** conducted an open house at Selvabai David Child Development Centre, Madurai. 312 children, all students studying in class V to XII attended the open house. The children showed a lot of curiosity

and enthusiasm. They were informed about CHILDLINE services.

A City Level Child Participation Meet (Bal Manch), was organized by **CHILDLINE Mumbai** on 30th September 2005. The main objective of this program was to create a space where children could voice their problems before representatives of different allied systems. There were 100 children from different railway stations and shelter homes. The children presented their issues through street plays and speeches. Most of the problems articulated by children referred to abuse by police personnel, insensitivity of health care officials and issues relating to education. Children complained that they were physically and mentally harassed by the police and were not treated well in municipal hospitals. The Allied systems offered to address issues raised by the children.

Addressing the issue of corporal punishment in schools **CHILDLINE Visakhapatnam** organised a workshop that was attended by 22 children, 11 schoolteachers and 16 parents. The detrimental effects of physical, verbal punishment on the child was shared. It was agreed by all that the use of corporal punishment is criminal and that innovative ways of helping children must be employed to ensure healthy development of the child.

In September 2005 during the Ganesh Utsav, **CHILDLINE Baroda** conducted extensive outreach to Ganesh Pandals and Yuvak Mandals wherein approximately 1,600 people were informed about CHILDLINE. Information about CHILDLINE was also disseminated during the 'Clean and Green Baroda Rally' which was held on 11th September 2005. 475 people were reached through the rally.

A public awareness campaign was launched in the month of September 2005 in which **CHILDLINE Bhopal** worked with the Bhopal Police Department and Samvedna Organisation to raise awareness about abuse and exploitation of children. Awareness was created about CHILDLINE that they could seek help for any child on CHILDLINE number 1098 and the police emergency number 100.

On 24th September 2005, celebrating 'Girl Child Day' **CHILDLINE Nashik** arranged a special program for girls. 52 girls in the age group of 12 to 18 years, parents and members of the allied system attended the program. Ms. Hematai Patwardhan, Chairperson of Women's Rights Protection Committee and Child Welfare Committee member was the resource person. The rights of a girl child, trafficking, female infanticide, and parental and societal attitudes towards the girl child were discussed during the course of the program. The local print and electronic media also covered the programme.

CHILDLINE Jaipur has successfully procured a letter from the Social Welfare Department, which will ensure CHILDLINE team members easy access to government homes for children!

On 29th September 2005, **CHILDLINE Udaipur** conducted an open house at Manoharpura Kachi Basti. This basti is inhabited by members of three communities and is extremely impoverished. Most of the residents of this basti earn a livelihood through collection and sale of paper or by begging. Many children in this area indulge in petty theft. Alcohol consumption among adults and gutka consumption among children are rampant. 170 children, 16 parents, 56 teachers and 3 local leaders

attended the open house. Children voiced their issues and concerns. They articulated their problems and possible solutions for the same. Children also evaluated the CHILDLINE service and expressed their satisfaction.

CHILDLINE Patna performed a Nukkad Natak (street play) during their awareness programme in which they disseminated information about CHILDLINE to children and adults. About two hundred children had gathered to watch the play. The children promised to call CHILDLINE in case of emergency and that they would help other children in need of care and protection by calling 1098. Correspondents from The Hindustan Times and Sahara Samay provided media coverage for the programme.

Celebrating Onam, **CHILDLINE Wayanad** organized a 2 days camp for 40 children from 10 Panchayats. Mind mapping, public speaking, child rights, discussions, problems of adolescent children and personality development were the highlights of the camp. A trip to Karappuzha dam site was also organized.

CHILDLINE Wayanad organized 3 meets where children met candidates fighting the panchayat election in Wayanad District. Gram Panchayat candidates assured working towards protection of child rights and formulating programs for the welfare of children. The issues raised by children included child beggary and under-utilization of fund in Panchayat for child welfare. The candidates assured the children that they would discuss these issues at their party forums.

A Bal Parishad was organised by **CHILDLINE Solapur** in collaboration with Jivan Shikshan Kendra, Solapur on 10th October 2005. Various



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issues related to education, food and nutrition etc. were discussed during the program and an action plan was drawn to address these. Further, on 21 October 2005, CHILDLINE Solapur team was interviewed at the Akashwani Kendra, Solapur. Questions pertaining to CHILDLINE, its services, functioning, type of calls, intervention and issues facing children were discussed. This interview was aired over three episodes every Sunday at 6:30 pm on Yuva Akashwani. A copy of the interview is also available on a compact disk at CHILDLINE Solapur. CHILDLINE Solapur can be contacted at childlinewcs@sancharnet.in or 0217-273564/2723622

From 4th October to 12th October 2005, during the Durga Puja Festival, **CHILDLINE Indore** implemented a massive outreach programme to create

awareness and to help children who were separated from their parents in the crowd. Stickers and posters with the CHILDLINE logo, number 1098 and information about CHILDLINE services were put up in all public places and specially the grounds where the garbha and dandia programmes were to be arranged. The whole exercise was extremely fruitful as many children who had been separated from their parents during the festival were reunited with their families.

On 25th October 2005, **CHILDLINE Varanasi** received a call informing CHILDLINE that some students along with an NGO 'Gudia Sanstha' had rescued some girls from Shivdaspur a red light area in Manduadih in Varanasi. When CHILDLINE learnt that the girl were to be produced before the Magistrate, CHILDLINE explain

to the student and the police personnel that under the J J Act the minor girls involved in these cases would have to be produced before the Child Welfare Committee (CWC).

On 28th October 2005, the CWC formed a committee to oversee the rehabilitation of the rescued girls.

Meanwhile CHILDLINE Varanasi received information from Gudia Sanstha that seven minor girls had been left behind during the last rescue operation. These girls were rescued and brought to the CHILDLINE center. Counselling sessions were regularly conducted with the girls. The girls' real names and addresses were noted. The children spoke about their traffickers and shared their traumatic experiences with CHILDLINE team members.

Most of the girls rescued belonged to West Bengal, namely Kolkata, Murshidabad, District 24 Parganas and Nadia, there was also a child from Ahmedabad. All the girls belonged to poor families.

CHILDLINE Murshidabad, CHILDLINE Kolkata, CHILDLINE South 24 Parganas and CHILDLINE Nadia with co-operation from the girls were able to stress their families. All the CHILDLINE's involved in this case also received immense help and support from the CWC's in their respective cities. West Bengal CHILDLINE's have been following up with the cases that have so far been restored. A complete report on the processes of rescue, rehabilitation, repatriation and current status of the children was submitted to the CWC.

Advocacy Initiatives

Ms. Lida Jacob, Secretary State Social Welfare Department, Government of Kerala along with Trivandrum City Police Commissioner and the Railway Station Manager have attested CHILDLINE identity cards valid up to 31st August 2006, for **CHILDLINE Trivandrum** team members!

A meeting of the CIF representative with various allied systems resulted in the following:

- The Superintendent of Railway Police, Rourkela, has given permission to set up CHILDLINE assistance booth at the railway station in 12 districts of which he is 'in-charge' including Raygada, Sambalpur, Koraput etc. He also proposed to deploy a railway police staff at the booth in case CHILDLINE Rourkela needs any help.
- The Chief Medical Officer of the Rourkela Government

hospital assured free treatment for CHILDLINE cases.

- The Sub-District Police Officer (SDPO) of Sundargarh will take the initiative of registering cases of missing/trafficked children if local police stations do not agree to do so (*as this has been recently experienced in the city*). Further, any help required from the police in the Bisra block area will be assured by the SDPO.
- A previous visit made to the Juvenile Home in Rourkela had revealed that a number of boys in the age group of 18-19 were languishing in the home since 5 years. An appeal was filed at the Orissa High Court for speedy trial. In addition, it was suggested that the 5 boys undergo some skill development, which would

help them become self-reliant. During a follow-up visit, it was found that all the 5 cases were taken up by the court and the boys had been released on bail and are presently undergoing vocational trainings. Moreover the home has made vocational training mandatory for all the boys. On the insistence of the Superintendent, Ms. Linda Majumder interacted with 48 boys staying at the home, discussed their issues and informed them about CHILDLINE.

On 5th October 2005, **CHILDLINE Goa** met with six other NGOs to discuss various issues with the Chief Secretary Ms. Kiran Dingra. The issues raised included functioning of the Child Welfare Committee, formulation of State rules for the proper implementation of the Juvenile Justice Act-2000, also discussed investigation of the Preet Mandir case where

illegal purchase and sale of babies had been undertaken under the guise of adoption, setting up of Children's Court/ Juvenile Justice Board and setting up of Goa Children's Commission.

A follow-up meeting was held on 22nd October 2005 along with the Chief Secretary; Secretary Women and Child Department; Director; Members of CWC; Special Police Officer and staff of Apna Ghar. During the meeting, a framework for a plan of action on the above-mentioned issues was prepared.

R.K. Memorial Institute Of Health, Science and Technology, a diagnostic centre in Patna, has agreed to provide free service to **CHILDLINE Patna** during case intervention. Many thanks to Dr. Vijay Shankar, the owner of the diagnostic centre, for his support to CHILDLINE.



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Innovations at CHILDLINE !!

In October 2005, **CHILDLINE Thrissur** organized a month long campaign against the consumption and sale of pan masala to children. Over 500 students, teachers, headmasters participated in the campaign. Rallies, street plays, poster exhibitions, pledges etc. helped create awareness and build a public opinion against the sale of pan masala to children.

During the Navratri festival, 13 year old Shilpa who is also the younger sister of **CHILDLINE Pune's** Centre Coordinator, along with a group of friends, performed a play on child marriage. The play also highlighted the role of CHILDLINE in protection of children. Shilpa and her friends can be credited with conducting CHILDLINE outreach among the multitudes that attended the Navratri festival programme!!

On 31st October 2005, **CHILDLINE Visakhapatnam** conducted an open house and a Diwali celebration program for street and working children of Visakhapatnam at the Railway Institute. Nearly 120 children

attended the program. Children enacted a skit depicting their life situation, burst crackers danced and had a good time. The open house was brought to a conclusion by distributing food packets among the children.

CHILDLINE Cuddalore team members conducted outreach among passengers in local trains, running between Cuddalore and Chidambaram, informed the passengers about CHILDLINE and CHILDLINE services. Some of the students travelling on the train have also offered to volunteer for CHILDLINE.

On 18th October 2005, **CHILDLINE Salem** conducted an outreach programme at an exhibition. CHILDLINE team members wore Micky Mouse and Santa Claus outfits, distributed handbills and spoke to the people about the CHILDLINE-1098. The children who came for the exhibition showed a lot of curiosity and were amused by the team member's attire. The expenses for the outreach were raised through local donor support.

CHILDLINE Purbo Medinipur distributed kites with the CHILDLINE logo, number and message on it to children at the Contai Central bus stand and among children in slums. The kites, soaring the sky with 1098 printed on them, proved to be a highly successful awareness initiative.

CHILDLINE Trivandrum city coordinator was invited to participate in a talk show jointly organised by Kairali TV and Grihalakshmi (popular women magazine) for their programme *sahayathrika* on 2nd September 2005. The topic

discussed included issues related to adolescence and children. The programme was telecasted over 5 episodes on Kairali TV.

A workshop on mental health, dealing with psychological well-being of children, was organised for team members of **CHILDLINE Jalpaiguri** in the month of October 2005. Resource persons for the workshop were leading psychiatrists, psychologist and psychiatric social workers from ANJALI, a reputed institution working in the area of mental health in Jalpaiguri.



Children participate in a campaign against Pan Masala organised by CHILDLINE Thrissur in October, 2005

Advocacy Initiatives (Contd...)

CHILDLINE Kolkatta Intervention

On 12th August 2005, Superintendent of Railway Police Howrah (SRP) invited **CHILDLINE Kolkatta** to a meeting on 'Protection of the rights of the Street Children and Women'.

The main issue discussed was vulnerability of children to various sources of abuse on the railway premises. Superintendent of Railway Police, Deputy Superintendent of Police, Inspector-in-Charge, Constable of Howrah

Government Railway Police and CHILDLINE attended the meeting. The formation of a Nodal machinery with focus on mainstreaming marginalized children and women was decided upon.

Following this a nodal body was formed, comprising eminent police officers and CHILDLINE, to combat sale of intoxicating substance and the action to be taken for ensuring proper rehabilitation of the children.

The first step the Nodal Body took was to raid the shop where the intoxicating materials like

Glue, alcohol, solution, etc. were being sold and to arrest the sellers and shop owners. They were placed before Sub Divisional Judicial Magistrate's Court u/s 25 of J.J. Act (Care and Protection) 2000, and the seized materials were sent for forensic test.

Secondly 15 children were rescued and placed under the care of CHILDLINE for proper rehabilitation.

On their second drive 2 boys in the age group of 12-15 were found sniffing glue. These boys were presented before the

Juvenile Justice Board. The board placed the boys under the care of the Observation Home. Later CHILDLINE intervened in their case and ensured that their rights were not denied.

Latest Status:

The sample of the glue has been sent for forensic test and the report is being awaited. CHILDLINE is planning to initiate such operations in other railway stations and its surrounding areas.

These initiatives also received a lot of media attention.



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1098 Connectivity

An internal 1098 connectivity service survey conducted by CIF in December 2005 revealed that with the emergence of private telecom operators 1098 does not connect through most sources.

When CHILDLINE started in 1996 there were no significant private players in the telecom sector. BSNL and MTNL have been the sole providers which according to the directive of the Department Of Telecommunications (DOT) Government Of India had to provide connectivity to 1098 free of cost. Slow but steady entry of Private Telecom Operators (PTO's) into the sector and consequent capture of the markets by them. The fact that there was no specific directive to compel them to provide toll-free connectivity to 1098. Baring few cities the connectivity to 1098 from these operators is not present.

More importantly market projections predict that the market share of these PTO's will increase and so will the market size. This will lead to many more phones (landlines and mobiles) not connecting to 1098.

To complicate the case further the 1098 number is provided by MTNL or BSNL so PTO's will have to direct the call to these networks and thus inviting an interconnect fee to this call.

A 1098 call gets redirected to the relevant call centre (depending on the caller's location) with the help of an **Intelligent Network Server (IN)**.

1098 is an emergency service for children and it is the right of every child to have access to this number either directly or through an concerned adult. Therefore it is our duty

to make sure that every telephone service provider mobile or landline provides connectivity to 1098.

2. The market size will also increase mostly based on expansion of services of the Pvt. Telecom

of land line phones. As of now, on an average, only 2% of mobile networks at the city level connect to 1098. Thus in the next 5 years, access to 1098 will be very difficult.

It is view of the above that we need to address the issue of 1098 connectivity from Private Telecom providers.

Cities where such 1098 connectivity has been established:

In a few CHILDLINE cities, connection to 1098 from a few mobile networks has been established automatically but with most of the cities this has been a tedious process spanning a period of a few months. From these cities and our interaction with the telecom operators we have learnt the following:

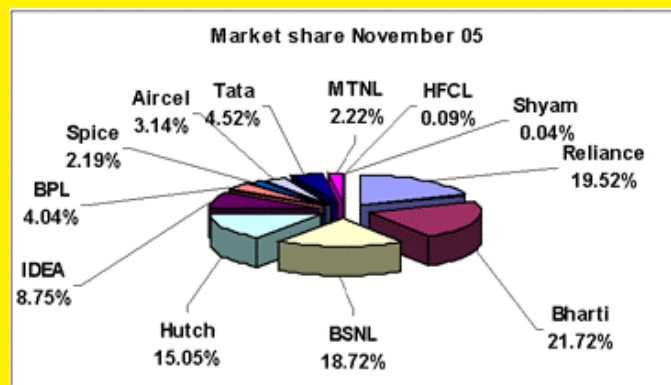
Access to IN Servers

In many telecom networks access to IN (Intelligent Network Servers) servers are restricted for outside networks therefore it is not possible to get through to 1098 from other networks besides the hosting network. For instance, if BSNL has provided CHILDLINE with the 1098 number, a person using a Hutch phone will not be able to get through. However if the draft resolution forwarded by TRAI (Telecom Regulatory Authority of India) is approved by the DOT (Department Of Telecommunications, GOI) then connectivity should be possible as it will become mandatory for all Telecom Service Providers to give all other providers access to their IN services. In any case it is mandatory for the hosting network to give access to other networks as 1098 is an emergency service.

Mobile connectivity to 1098		
Number of cities surveyed = 60		
Pvt. Telecom Operators	No. of cities where network is present	No. of cities which connect to 1098
Reliance	54	2
Bharti (Airtel)	51	3
Tata	49	2
Hutch	30	5
Idea	18	2
BPL	14	1
Spice	3	1
Aircel	13	0
Shyam	0	0
MTNL	3	3
BSNL	50	3

Source 1098 connectivity survey Dec' 05

Market Share of Mobile Subscribers



Source: COAI (Cellular Operator Association Of India)

From market projections (Mr. Alok Dalal - India Infoline) the following can be inferred:

1. The market share of Private Telecom Operators will only increase, meaning that it will eat into the market share of Govt. Telecom Operators. Therefore, a lesser number of people will have access to 1098.

operators. Thus, many more people will have access to a phone while lesser people will have access to 1098. In such a scenario 1098 will be seen as a defunct service.

3. The number of mobile subscribers will at least double in the next five years. This will in turn lead to a decrease in the use



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Interconnect fee

There is another interconnect fee which is charged by operators when they accept calls from other operators. Many Private Operators state this fee as a major hurdle to provide the 1098 service on their network. However, since DOT is committed to provide the 1098 number free of cost, we can pursue our cause!

Directing Calls

To add to this, from our discussions with various persons in the telecom sector, we have realised that it would not be possible to direct calls coming from mobiles to CHILDLINE centers which are in close proximity to the caller. And in cities where there are more than one collaborative organisation, this problem could be faced.

New instruments

Another issue which has emerged is that of new instruments, which do not connect to 1098 inspite of being routed through BSNL or MTNL network.

Based on CIF's discussion with various authorities in the telecom sector it appears that, it would not be possible to direct calls made by mobile

users to CHILDLINE centres where the number of the collaborating centres are more than one.

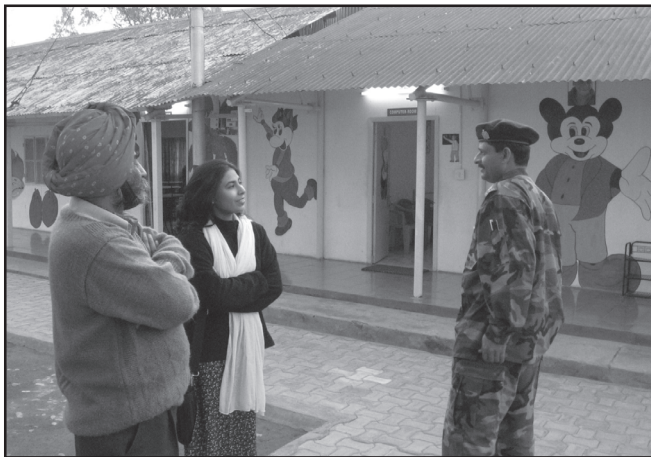
Also, the issue of non-connectivity of 1098 through public telephone boxes installed by MTNL and BSNL has been put forward to the concerned authorities in the Department of Telecommunication.

WILL 1098 EXIST IN 2010

	September' 05	October'05	November'05
Total subscribers	112.88mn	116.12mn	119.9mn
Tele-density	10.38	10.66	11.00
Fixed line	47.83mn	48.17mn	48.47mn
Additions during the month	0.39mn	0.34mn	0.28mn
Mobile	65.05mn	67.95mn	71.46mn
Total additions during the month	2.48mn	2.90mn	3.51mn
GSM additions	1.96mn	2.11mn	2.32mn
CDMA additions	0.52mn	0.79mn	1.18mn

Source: Telecom Regulatory Authority of India

CHILDLINE India Foundation's Relief Efforts during the recent South Asia Earthquake



Jammu and Kashmir in India was struck by an earthquake on October 8, 2005. Responding to the disaster, CHILDLINE India Foundation (CIF) sent in a team to assess the ground situation, to understand the relief requirements by the earthquake affected people and also to liaison with various organisations to ascertain the capacity to provide the CHILDLINE service. CIF also received intimation from the Ministry of Social Justice and Empowerment,

Government of India to take necessary action regarding the setting up of CHILDLINE service in J&K and to carry out relief work.

Learning from previous experiences of working in post disaster situations such as the earthquake in Kutch and the Tsunami in South India, CHILDLINE 1098, a 24-hour emergency telephone outreach service for children in need of care and protection, shouldered the task with efficiency. The team spent nearly two weeks in the quake-affected areas of Jammu and Srinagar including Poonch and Rajouri. CIF with the support of YTTs Chandigarh tied up with the Army Wives Welfare Association (AWWA) and distributed immediate relief material. CIF's long-term partner HDFC mobilized 3950 blankets, and 165 tons of Nestle milk powder, and winter jackets for children affected by the earthquake. The major challenges faced by the CHILDLINE team included the high security in Srinagar, restricted movement and inaccessibility of the region. Issues of concern are ensuring relief to the victims, re-building and rehabilitation.

With regards to the setting up of CHILDLINE in Srinagar, CIF is in the process of negotiation with AWWA Headquarters Delhi and is in contact with the Department of Home Science, University of Kashmir to take on the responsibility of being the nodal organisation for the service. Simultaneously, CHILDLINE is set-up in Jammu in association with the Indian Red Cross Society and started ringing on December 28, 2005.



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Shelter

Convention on the Rights of the Child (CRC) Article 27 - asserts that "State Parties recognize the right of every child to a standard of living adequate for the child's physical, mental, spiritual, moral and social development."

Homelessness denies children of their basic rights. Food, clothing and shelter are popularly accepted as the primary human needs necessary for survival. Of the three, in this article we shall talk about 'shelter'.

The ideal roof over one's head would be the one placed on the four walls of a 'home'. A home provides security, privacy and safety. Homelessness as most other social problems renders women and children more vulnerable. Thousands of orphans, street children and children in detention are deprived of love, care, protection, supervision and guidance of parents. Some children are born into homelessness such as abandoned children, children whose families live on the streets etc. Some others are rendered homeless by natural disasters such as child victims of tsunami. Yet, others run away from home, usually to bigger cities and towns, in search of a better life. Children also run away from home simply to escape the wrath of their parents or conflicts at home.

Although CHILDLINE is an emergency service, it has been CHILDLINE's mandate to link the child with long-term rehabilitation. It is in keeping with this spirit that after attending to the child's immediate needs, CHILDLINE tries its best to rehabilitate children into shelters or homes in co-ordination with its vast network of partner organisations spread across 21 States of the country.

Calls received by CHILDLINE for shelter include calls from:

- parents or adults seeking shelter for mentally challenged children,
- calls from concerned adults for an ailing street child,
- many a times street children call up or come to the CHILDLINE centre when they are not well, seeking medication and temporary shelter,
- parents or concerned adults seeking shelter for lost or abandoned girl child,
- calls for temporary or permanent shelter for lost and runaway children,
- Parents seeking shelter for children they are unable to take care of,
- shelter for disaster affected or orphaned children

A few case interventions for shelter are shared below:

In CHILDLINE intervention children are housed in temporary shelter homes during the period between the rescue and repatriation of the child, when the child's family is being traced or when either the child or the parents are undergoing counselling after the initial rescue. Citing an example, Priya and Avanti aged 3 ½ and 4 ½ years respectively were found by a concerned adult who took them to Punjabi Bagh Police Station, Delhi. On 30th November 2004, the Assistant Sub-Inspector brought the children to **CHILDLINE Delhi**. CHILDLINE arranged for the girls to be sheltered at a support organization's shelter home and were also enrolled for non-formal education. CHILDLINE team members and the police where unable to trace the children's family.

In the new academic year, Priya and Avanti were enrolled in a school. Priya and Avanti's snaps were aired on 'Missing Report', a Star News programme.

Fortunately a CHILDLINE team member had been watching the program and immediately identified the children. On 13th October 2005 CHILDLINE team members called the police station as directed during the programme. After repeated follow up with the said police station, on 17th October 2005, CHILDLINE received information that Priya's parents had been informed and would come shortly. However, Avanti's parents were in Nepal and would only return the following week. At last Priya's mother and uncle came to CHILDLINE and after proper verification, the child was handed over.

In India's patriarchal society, where women are considered either as necessities or as conveniences rather than individuals in their own right, the biases against the girl child are not the least bit subtle. Crimes against the girl child range from female infanticide/feticide, to sexual abuse, rape and exploitation. Within the gamut of the crimes perpetuated against her, comes abandonment; another brutal expression of societal and parental apathy towards the female sex. Despite this reality, statistics regarding the number of abandoned girl children in the country is not available.

In the month of October, **CHILDLINE Allahabad** rescued an abandoned girl child. Two students of Allahabad University heard a child crying when they stopped outside the university campus. They found that a baby had been abandoned in a near-by bush. They brought the baby to the CHILDLINE centre. CHILDLINE team members placed the baby before the CWC, which directed for the child to be sheltered at the Rajkiya Shishu Bhawan. Thus the abandoned child is presently at the shelter awaiting her parents. She will be given for adoption if her parents or relatives do not come to claim

her.

Street children usually call CHILDLINE for shelter when they or their friends are unwell, or for helping a girl child living on the street. The calls are made even when a child arrives newly in a city and does not know who to turn to. Calls for shelter from street children are also more frequent during the monsoons. Shelters provide children a space to recoup. While most children leave once they are better, some children stay on for education or skill training. Girls living on the streets call CHILDLINE for shelter and protection from abuse. Often, concerned adults call 1098 seeking shelter for children.

CHILDLINE Bangalore received a call from a concerned adult seeking help for a boy who had seen sleeping at a bus stop. Team members rushed to the spot and found an 11 year old boy. The child had high fever and seemed very weak. He was brought back to CHILDLINE centre, bathed and given fresh clothes. After a warm meal the child was given medication and made to sleep. After a while when the child felt better he told CHILDLINE team members that he had been working at a paper mart for three months but his employer accused him of stealing money and fired him without paying him his dues. The child also revealed that he had come from Dharmapuri. The next day a CHILDLINE team member accompanied the child to his former workplace and ensured that he was paid his dues. CHILDLINE team members have tried to trace his parents but so far there has been little success. Meanwhile the child has been provided with temporary shelter.

Sometimes parents call CHILDLINE seeking shelter for their children as they are unable to care for them in poverty situations. Sometimes seeking only temporary shelter till the



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family's economic condition improves and they are able to provide and care for the child again. Such a call was received at **CHILDLINE Agartala** from Pinky's mother on 25th September 2005. Pinky's father was an alcoholic and fell ill frequently. Thus it fell upon her mother to provide for the family. On receiving the call a CHILDLINE Agartala team member conducted a home visit. He found that Pinky's father had been admitted in a hospital due to which Pinky's mother had to attend to him continuously. Pinky's mother did not want to leave Pinky at home alone especially since earlier in a similar situation when Pinky had been left alone at home, she had been assaulted by a neighbour. Although the offender had been apprehended Pinky's mother did not wish to leave Pinky alone again. She therefore requested CHILDLINE to provide temporary shelter for her daughter. Taking cognisance of the situation, CHILDLINE arranged for a

temporary shelter for Pinky till her father recovers and her mother is able to care for her.

Calls made to CHILDLINE for shelter for the physically and mentally challenged are amongst the most challenging calls. Most shelter homes are reluctant to take such children, as they do not have the capacity and the resources to cater to the special needs of special children.

Hospitals do not admit these children because their condition in most instances is deplorable. Moreover, the police do not want to shoulder the responsibility, as the procedures are long drawn and cumbersome. In spite of this CHILDLINE has come forward time and time again to provide for these children. One such instance is of Chinnu. On 2nd September 2005 **CHILDLINE Visakhapatnam** received a call from the local police station informing them about a 10 year-old boy, namely Chinnu, who seemed to be mentally retarded

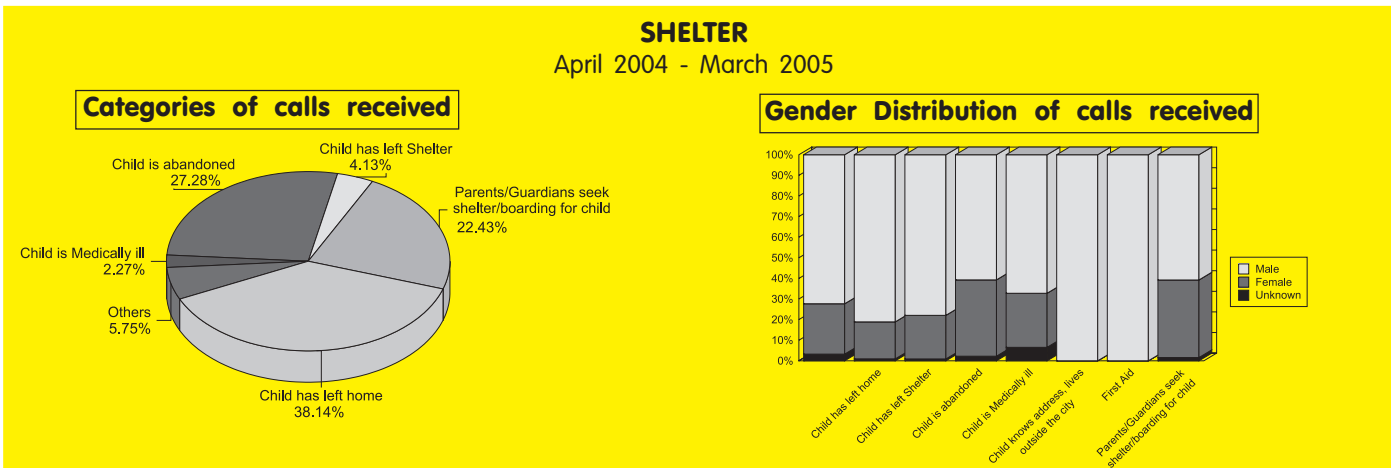
and was also mute. The child's whole body was caked with mud and dirt and had several open wounds that required urgent attention. CHILDLINE team members cleaned the child and provided first aid. The next day the child was taken to a doctor and the child underwent treatment for a month. Meanwhile CHILDLINE Visakhapatnam networked with **CHILDLINE Hyderabad** to locate a shelter home for him. On 5th October 2005, Chinnu was shifted to a shelter home for children with special needs that had been identified by CHILDLINE Hyderabad. CHILDLINE conducts regular follow up with the child and the shelter home.

This brings us to the important aspect of follow-up. CHILDLINE conducts regular follow-ups with shelter homes where children are placed. CHILDLINE follow-up usually focuses on certain areas of the child's rehabilitation in the shelter, such as gaining admission into special schools, boarding

schools etc. Since all shelters do not offer or ensure education to the child, it is CHILDLINE's responsibility to ensure that each child is referred to a shelter home that has access to education and vocational training in case of older children.

However, shelters are not easy to find. Those existing are either over crowded or have specifications concerning the kind of children they shelter. Shelters for children with mental and/or physical handicaps are especially difficult to come across and access. The government provides for special homes, juvenile homes etc. for children in need of care and protection. Yet, such services are not easily available to street children. And there is a serious non-availability of shelters homes in small towns and districts of India. Despite of all the hurdles, CHILDLINE's across the country strive continuously to ensure that every child in need of a safe haven is not deprived of it.

* All original names of children have been changed



Sharing a CHILDLINE shelter intervention case...

In August 2005, a 15-year-old girl child was found wandering on the Aurangabad station by some railway police personnel and was brought to **CHILDLINE Aurangabad**. Despite repeated efforts the child's home could not be traced. The child was presented before the CWC, which directed for the child to be provided shelter at a home - Indira Gandhi Balgruh, run by Mother Education Society. During CHILDLINE's weekly visits to CWC it was found the son of the president of the organization was sexually abusing that child. In her consequent conversation with the CHILDLINE Coordinator, the child revealed that other than engaging in sexual acts was also showing her pornographic material. CHILDLINE immediately lodged an FIR lodged under IPC 376, which is non-bailable offence. Presently the accused is behind bars. It has also come to light that other girls in the shelter were also sexually harassed, CHILDLINE has requested CWC and other district officials to institute an inquiry to know the facts and to ensure that no male members stay in the girls institute. This case was published in various newspapers and was aired on SAHARA RASHTRIYA, STAR TV, NDTV, Local cable network, ETV MARATHI. Follow up on this case is on and we hope to bring you the updates in the next newsletter.



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Repatriation / Restoration

"In the little world in which children have their existence, whosoever brings them up, there is nothing so finely perceived and so finely felt, as injustice." ... Charles Dickens

It is often the feeling of injustice, sometimes real sometimes imagined, that urges children to runaway from home. Some of the common reasons for children running away from home include fights with siblings or parents, anticipation to experience adventure with friends, fear after stealing money, failure in exam, violence at home, forced labour, physical or sexual abuse or perceived threat of abuse.

CHILDLINE, a 24 hour emergency service, often responds to the needs of children who have run away from home. Citing an intervention of CHILDLINE, on 18th September 2005 **CHILDLINE Bhubaneswar** received a call from a government railway police personnel informing them about a girl child who had been found wandering on the platform. A CHILDLINE team member brought the child Riya to CHILDLINE and a temporary shelter was arranged for her. During the consequent discussion with the CHILDLINE Co-ordinator Riya, a student studying in class 10th said she belonged to a poor family and that her father was mentally challenged and her mother was a homemaker. Riya added that her brother was a daily labourer and the only earning member in the family. The child said that her brother would regularly physically abuse her and her mother. Unable to bear the humiliation, she ran away from home.

Riya's residence was traced and a home visit was conducted and Riya, her mother and brother were counselled. Her brother apologised and assured CHILDLINE team members that he would behave more sensitively towards his

mother and sister. Riya was then repatriated to her family. CHILDLINE Bhubaneswar conducts regular follow-ups.

Of the total number of intervention calls received by CHILDLINE, 6% calls are for repatriation. Calls for repatriation are made either by concerned adults who find a lost or a run away child or by



Creating awareness about CHILDLINE, Kota during a networking programme with the Sarva Shiksha Abhiyan in October 2005

children themselves. Calls for repatriation are also made by members of allied systems such as railway police personnel, hospital staff etc. Often parents call CHILDLINE seeking help to find a lost or a missing child. Other than calls that seek repatriation, efforts are made to repatriate children rescued from child labour, trafficked children, street children, mentally or physically handicapped children, runaway or lost children and children seeking shelter.

Repatriating a lost child or a child located somewhere away from home to her/his home is not always easy. The task is all the more challenging when the child is unable to give the address of her/his residence. This is often the case when the child being helped is either very young or not familiar with the local language or may even be mentally challenged. Such was the recent experience of CHILDLINE Visakhapatnam. On

9th October 2005, **CHILDLINE Visakhapatnam** received a call from a concerned individual seeking shelter for a 9-year-old mentally challenged boy. The child had been found by the caller wandering on the street and was caked with mud and dirt. CHILDLINE team members rescued the child, bathed him and helped him wear fresh clean clothes. A temporary

shelter was also organised for the child. Meanwhile, CHILDLINE team members lodged a missing child's report at the local police station and with the railway police. All shelter homes were intimidated as well. After much efforts, on 17th October 2005, CHILDLINE team members were able to trace the child's records in a school for mentally challenged children. The child residential address and phone number were noted. On conducting a home visit, it was found that the child's parents had moved to another location. With help from the neighbours, the child's parents were traced and informed about their child. The same evening the child's parents came to the CHILDLINE centre. After proper verification, the child was handed over to the parents in the presence of police personnel and media representatives. The child is presently enrolled in a special children's school.

Another category of children repatriated by CHILDLINE are victims of child labour rescued by CHILDLINE. These may include individual children working as domestic labour or children rescued through raid on sweatshops, red light areas etc. Despite the best efforts of CHILDLINE it has been an experience that many parents of girl children, who was forced into the flesh trade, are reluctant to accept them back. Calls are also received from children who manage to escape or runaway from their employers and seek aid. Sharing a recent experience, a concerned adult called **CHILDLINE South 24 Parganas** seeking help for 16-year-old Tarun who had run away from home and was seen wandering near the Sarisha bus stand. A CHILDLINE team member rescued the child, brought him to the centre, and provided shelter for the night. The child told CHILDLINE team members that his family lived in Cooch Behar near Jalpaiguri, and that due to financial constraints his father had forced him to work at a tea stall. Tarun's employer would beat him regularly. Unable to bear the humiliation and abuse any longer, he fled from his work and his home.

Yet, Tarun expressed an earnest desire to return home. Thereafter, **CHILDLINE Jalpaiguri** was contacted and details about the child were shared. Meanwhile, the child was provided temporary shelter. CHILDLINE Jalpaiguri successfully traced the child's family and the child was repatriated home. Constant follow-up will be maintained to ensure that Tarun is safe.

Sometimes parents force their children to work as they cannot afford to feed them and sometimes children fall victim to trafficking. For instance the case of four children who were rescued by **CHILDLINE Patna**.



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A government railway police personnel sought help for the children through 1098. The children were brought to the CHILDLINE centre and were provided temporary shelter with a partner organisation.

During the counselling sessions, the children voiced a tale of trafficking, abuse and deprivation. It was found that the children belonged to very poor families living in West Champaran district of Bihar. A local agent promised their parents to arrange for jobs for these children, which would ensure a fixed income and assured them that the children will be well cared for. Instead they were made to go door to door to vend snacks and were beaten regularly. One day, the children found an opportunity to run away and thus made their way to Patna.

The children also disclosed their phone number and the name of their village. CHILDLINE immediately contacted the parents and asked them to come to the CHILDLINE centre with documents required for verification. After proper verification, the children were handed over to their parents in the presence of the Office in Charge of the Government Railway Police, Patna Junction.

CHILDLINE also receives calls from parents seeking help to find a missing or lost child. In such a situation, CHILDLINE helps the parents file a missing persons report at local police

stations and all shelter homes and partner organisations are also intimidated and street children who are in touch with CHILDLINE are informed. In addition, the media is also involved for wider awareness and search. Sometimes it works the other way round and CHILDLINE comes across children in need of care and protection through media reports. Citing an example, an article in "The Samaj" a local newspaper in Cuttack informed the readers about 3 siblings who had been abandoned by their mother and were living on the streets of Cuttack. On reading this article, **CHILDLINE Cuttack** rescued these children and brought them to the CHILDLINE centre. The children were produced before the Chairperson of the Child Welfare Commission, who directed that the children to be placed at a shelter home run by the CHILDLINE Collaborative organisation.

Among the three siblings Raju, Chotu and Silli, Raju who was the eldest told CHILDLINE team members that after their father's death, their mother along with the children was asked to leave the house by their paternal grandparents. Having no place to go and no income to feed the children their mother abandoned them on the outskirts of the city. Being the eldest Raju decided to work so that he and his younger siblings would not have to go hungry. The bus-stop at Badambari in

Cuttack became their shelter. Raju would earn a living by selling newspapers. One day Silli fell ill and much of the money earned by the child had to be spent on her medicines and treatment. A passer-by noticed their plight and began contributing regularly towards their food and clothing.

The newspaper reported the above story. Reading the article the maternal grandmother of the children found out about the children and came to the CHILDLINE office. After proper verification, the children were handed over to their grandmother.

Children seeking help for their friends also make calls to CHILDLINE and sometimes children call to seek help for children whom they might not know personally but who need help. This is where the extensive outreach and awareness drives of CHILDLINE are most obviously successful. Citing a case where two high school students who called **CHILDLINE Bangalore** seeking help for a 13-year-old schoolchild who had approached them for help. The boys were asked to come with the child to the CHILDLINE centre. CHILDLINE expressed their appreciation to the older children for calling CHILDLINE and for helping the younger child. From the consequent conversation with the younger boy, Govind, it was found that he had skipped school and come to the city with an older

boy from his school who later abandoned him. Govind had been in the city for three days approached the his rescuers when his money got over. Govind's address and telephone number was noted and he was repatriated to his family the next day.

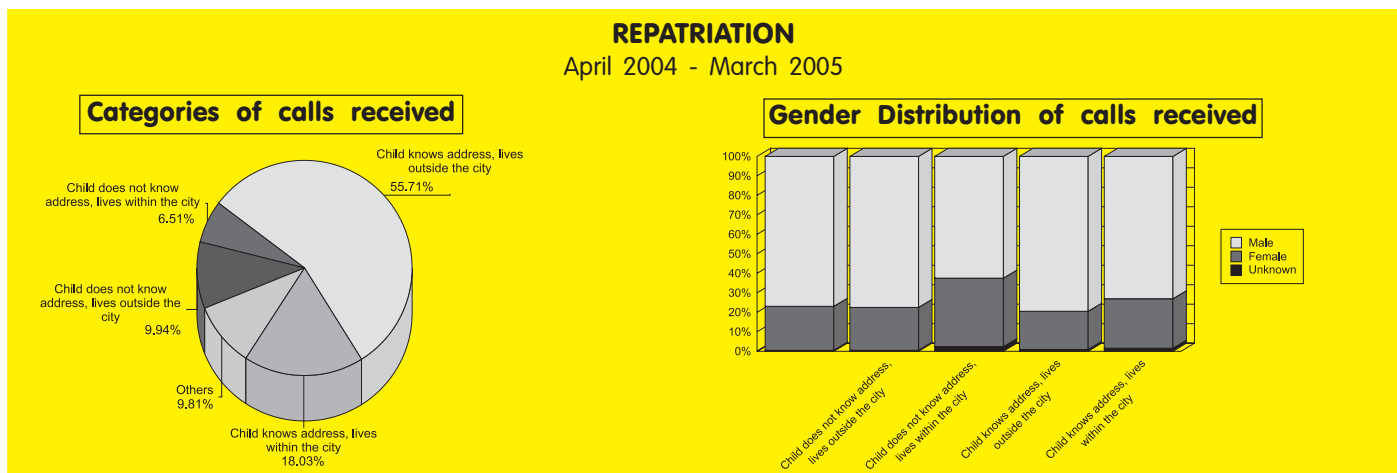
A point to be noted is that many a times children who have run away from their homes are not willing to go back. At such times, the child is counseled and her/his fears and inhibitions addressed. As far as possible, a child is repatriated only when s/he fully ready to go back.

During verification procedure parents are required to bring a copy of the missing persons report to the CHILDLINE centre, in case of a lost or a missing child. When children are repatriated, which is mostly the case with rescued or runaway children, verification is done with help from local police station and also through investigation with neighbour.

In order to ensure follow-up services are available for a child once s/he is repatriated, CHILDLINE contacts an NGO near the child's home. The NGO is briefed about the child and requested to conduct regular follow-up.

Confirming our belief that the family and home is the best mould for a child's emotional and social development and recognising the best interest of the child, CHILDLINE is constantly trying to repatriate children.

* All original names of children have been changed





Hello Childline



Making a Difference - CHILDLINE Intervention

Helping a child open a bank account...

Murali, a 17-year-old boy was helped by his uncle to find a job in a hotel after his father passed away two years back. Murali's mother was often ill so it fell upon Murali to provide for himself and his mother. It is at the hotel that Murali met a **CHILDLINE Tirunelveli** team member. In the consequent conversation with CHILDLINE team member Murali requested assistance to open a bank account. The boy was asked to visit the CHILDLINE center the next day. The next day a CHILDLINE team member accompanied Murali to the bank. As the boy is a minor the account was opened with CHILDLINE as the official guardian of the child. He is happy and has already started saving money.

A child gets free medical aid...

On 3rd September 2005 a woman called **CHILDLINE Kota** seeking medical aid for her 2-year-old son. She informed that although she had managed to have one of the child's eyes operated she did not have the funds to get the other eye treated. She asked if CHILDLINE could help her. CHILDLINE Kota has been able to form a group of doctors who attend to CHILDLINE cases on priority bases and many times do so for free!. Similarly for this case the CHILDLINE team approached Dr. Sudhir Gupta who performed the surgery free of cost.

A street child seeks help for a friend...

A street child called **CHILDLINE Vizag** on 13th October 2005, seeking help for a friend who had fallen from a running train. CHILDLINE team members immediately went to the public

hospital where the railway employees had rushed the child. CHILDLINE team members had all the tests prescribed by the physicians conducted. Simultaneously the child's photograph and address was released in newspapers towards tracing his family. The child had to undergo an operation and sadly had to lose a toe. CHILDLINE team members successfully tracked the child's uncle and contacted him. The same evening the child's parents came to the CHILDLINE center and the child was handed over to the parents in the presence of the railway police and doctors. CHILDLINE team members conduct regular follow-ups.

Providing medical attention and shelter to a young girl...

This was not the first time Rani had runaway from an orphanage. However, this time she was found and handed over to **CHILDLINE Kochi** by Central Police Station, Ernakulam. After Rani's father re-married he put Rani in a orphanage from where she had runaway and was readmitted in a new orphanage before she ran away again. At the time she was found, Rani had a severe leg injury. CHILDLINE team members admitted her in Medical Trust Hospital. It was found that the child already had a steel plate fitted into her leg and that this had become infected, now it warranted immediate attention. The next day an surgery was done successfully and after three days, Rani underwent a plastic surgery to cover the scars. After a week the child was discharged from the hospital and is presently at a shelter home. Rs. 8000 was spent on Rani's treatment which was covered by sponsors found by CHILDLINE.

Repatriating a child victim of domestic labour...

A doctor called **CHILDLINE Pune** seeking help for 12-year-old Nasreen, who had been admitted in his hospital after being severely assaulted by her employer. By the time CHILDLINE team members reached the spot NDTV had already aired 'the story'. As a consequence, members of various Muslim religious groups and Muslim political parties thronged the clinic seeking custody of the child. CHILDLINE with the help from the Deputy Commissioner of Police (DCP) ensured that only select people have access to the child. Through conversations with the child, CHILDLINE found that she was originally from Hyderabad. **CHILDLINE Hyderabad** was thus contacted and details about Nasreen were shared so that her family could be traced. Meanwhile, Nasreen was admitted to the Observation Home. Arrangements were made for a CHILDLINE Pune team member to accompany a police constable to repatriate the child. After proper verification the child was repatriated to her family. In the context of Nasreen's story, Ms. Inu Stephen represented CHILDLINE India Foundation upon invitation by NDTV for a discussion on Domestic Child Labour.

De-addicting children....

On 5th October 2005, 15 year old Suchitra called **CHILDLINE Imphal** seeking help for two friends who were indulging in drug abuse. Suchitra's friends Ranjana and Savita, both 14 years of age, along with some male friends had tried a pinch of a powdered mixture prepared by crushing some prescription pills. The children had taken the mixture during the school recess and after some time they started to feel

very uneasy. This is when Suchitra called CHILDLINE seeking help for her friends. CHILDLINE team members rushed to the spot and found that the girls had not lost complete consciousness yet. The CHILDLINE team also found that the mixture was made using one tablet of Sinarest and another tablet of Paracetamol. As first aid the children given some lemon juice and were made to rest a while.

Later the girls expressed apprehension in returning to their respective homes. A CHILDLINE team member visited both the families and told them what had happened. The parents were counseled not to panic nor take any extreme steps against the children. They were made to understand that the children needed their understanding and support and that providing the same was the best way to handle the situation.

The girls were then sent back to their respective homes. During their interaction with the girls CHILDLINE team members made a note of their friends who were involved in substance abuse. On 7th October 2005, CHILDLINE met the two girls again for an intensive counseling session. Through these girls other children have also been contacted and efforts are on to help these children give up their habit.

Facilitating reconciliation...

A concerned adult brought an 8-year-old street child named Raju to **CHILDLINE Ujjain**. Raju did not want to go back home because his mother used to beat him everyday. The child was counseled and he finally agreed to return home. CHILDLINE team members also counseled the child's mother and advised her not to beat the child. The team conducts follow up regularly and presently the child lives with his parents and seems happy.



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Providing support and guidance...

Four boys were brought to **CHILDLINE Vijayawada** on 16th September 2005. During the consequent interactions with the boys CHILDLINE team members found that the children were students of a High School in Vijayawada. The children revealed that they had left their hostel and gone to Hyderabad because the warden of the hostel had scolded them for having '*pan parag*' (a chewing tobacco), to which they were addicted. After staying at Hyderabad for two days they started to feel very lonely and scared and so called an aunt and informed that they were staying in a hotel. The aunt informed CHILDLINE Vijayawada. CHILDLINE team members advised the boys against addiction of any sort and enthused them to think about their future. The boys were then taken to the hostel. CHILDLINE team members also spoke to the hostel warden and the children were handed over to their parents.

Tracing victims of trafficking...

On 3rd October 2005, three youth walked into the **CHILDLINE Rouerkela** center looking very tense. They were at first hesitant, but after some informal discussion, they opened up and disclosed that their sisters were missing. The three girls had left the village without informing anyone. The boys shared their sisters' photographs with CHILDLINE and requested assistance in finding them. *(Although the number 1098 has not been ringing at CHILDLINE Rouerkela since the last 6 months CHILDLINE team members have been working throughout and took up this case as well.)* CHILDLINE members took down all the details that the boys had shared. The boys felt that their sisters have been taken to Delhi by an agent/ mediator/ pimp called Khairul a resident of the

same village. Khairul had a reputation for enticing and cajoling girls from various villages and trafficking them to Delhi.

CHILDLINE Rouerkela immediately contacted **CHILDLINE Delhi** for assistance. CHILDLINE Delhi responding quickly and managed to trace the trafficked girls. All the three girls were found working as domestic labour. When contacted, the girls refused to return to their families. CHILDLINE Delhi team members were not allowed to speak to the children alone. Efforts are still on to get the three girls back to their homes.

A child gets her due...

CHILDLINE Guwahati received a call from a girl aged 16 years. She had been working part-time for Mr. Pramuk at Sarumotoria, Guwahati paid Rs. 300/ per month. Recently having secured a better job she wished to leave the part-time job. However, Mr. Pramuk, her employer, harassed her to continue working for him and refused to pay her pending salary if she did not meet his demand. Feeling harassed the girl dialed 1098 and asked for help. CHILDLINE Guwahati intervened and through successive follow up ensured that Mr. Pramuk paid the child Rs. 800.00/ that was due to her and promised not to trouble her again.

Rehabilitating a victim of trafficking...

CHILDLINE Ahmednagar received a call from a concerned adult on 4th September 2005, informing them about 12 year old Payal who had been trafficked to Ahmednagar from West Bengal. The caller claimed that the child had been sighted many a times at notorious lodges where flesh trade was

rampant. CHILDLINE team members were able to track Payal on 6th September 2005 at 11.30 am near central bus stand at Ahmednagar. CHILDLINE members found that Payal could only speak Bengali therefore took the help of a Bengali sex worker and communicated with her. Payal was brought to Ahmednagar by an agent posing to be her maternal aunt. She was then handed over to the local pimps who regularly supply minors for flesh trade.

Payal was escorted to a shelter home after a medical check up. No case has been register in the local Police station because of the strong nexus between agents, pimps and the police. Also the police are usually busy ensuring 'Bandobast' i.e. making security arrangements for various political leaders and do not intervene effectively. It has been the experience of CHILDLINE Ahmednagar that the police, Women and Child Welfare Department and the CWC do not have the infrastructure, promptness and will to work on the issue of minor's rescue, repatriation and rehabilitation.

Since Payal only knows Bengali it was felt that it would be in the best interest of the child for her to be sent back to her home state. Therefore a CHILDLINE Ahmednagar team member handed over the child to **CHILDLINE Kolkatta**. Here the girl was presented before the CWC in Kolkatta. The CWC directed CHILDLINE to conduct a home visit. It was found during the home visit that Payal had 6 sisters and the economic condition of the family was very poor. Unfortunately Payal's parents refused to accept her. Payal is currently sheltered at a partner organization's shelter home which is also sponsoring her education.

A child rescued from labour, abuse and is repatriated..

Sarath had been brought from Tanjore in Tamil Nadu to

Campbell bay by one of his relatives to earn a living. After a few days, Sarath's employer began to abuse him verbally and denied him food. **CHILDLINE Port Blair** met the employer and told him the consequences of employing child labour. The employer promised never to employ a child and handed over the child to CHILDLINE. On 29th October 2005 Sarath was taken to Port Blair by ship. **CHILDLINE Chennai** was contacted and details about the child were shared so that the child's family could be traced. A CHILDLINE Port Blair team member accompanied the child to the CHILDLINE Chennai center and on 8th November CHILDLINE Chennai repatriated the child back to his native place at tangavore.

Two CHILDLINEs' network to repatriate a child...

On 6th October 2005, **CHILDLINE Kolkatta** rescued Rajan a 14-year-old boy from Sealdah Railway Station, Kolkatta. The child told CHILDLINE team members that he was originally from Chapadanga, Malbazar in Jalpaiguri. Details about the child were shared with **CHILDLINE Jalpaiguri** so that the child's parents could be traced. Repeated calls were made to Malbazar Police Station and the officer on duty informed CHILDLINE Jalpaiguri team members that Chapadanga was outside their jurisdiction. And hence CHILDLINE would have to contact Kranti Out Post.

The same day Kranti Out Post was contacted and details about the child was given. Meanwhile, CHILDLINE Kolkatta was regularly briefed about the progress made. On 12th October 2005, as per the directions given by the Kranti Out Post, Rajan's cousin came to the CHILDLINE Jalpaiguri office. Upon questioning, the cousin said that Rajan had been working as a labourer at Siliguri. But one day in early October he



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had left Siliguri without informing anybody. The cousin told CHILDLINE team members that Rajan was the sole breadwinner in the family after his father passed away some years ago. After proper verification Rajan's cousin was informed that Rajan was presently in custody of CHILDLINE Kolkata. A CHILDLINE Kolkata team member brought the child to the CHILDLINE center at Jalpaiguri. And Rajan was handed over to his cousin on the same day.

A local leader sponsors a light...

During an outreach programme conducted by **CHILDLINE Shillong** at a school, one of the students, Glen, voicing his problem shared that he could not study because there is no electricity in his house. A home visit was conducted during which it was found that Glen, his brother, his sister and their parents together with two uncles and an aunt stayed in a

rented house of two small rooms without electricity. One of Glen's uncles had met with an accident and since then was bed-ridden. Another uncle also sharing the same roof is mentally challenged since birth. The child's father is a casual laborer and his mother works as a domestic help.

On the same day CHILDLINE team members met the local MLA of that area and requested him to sponsor a solar lantern for Glen, his bother and his

sister so that they can study even after sunset. The next day the MLA along with the CHILDLINE team members visited Glen and his family. The MLA spoke to the parents about their role and responsibilities towards their children and donated an amount of Rs. 1000/- to the mother to purchase the lantern. Glen and his parents thanked the MLA and CHILDLINE for the assistance. The MLA assured CHILDLINE his support whenever required.

Trafficking in West Bengal

Purba Medinipur along with some other districts of West Bengal like South 24 Parganas, Murshidabad, Nadia etc., are trafficking prone areas. In view of the recent spurt in calls seeking CHILDLINE intervention in cases related to trafficking. CHILDLINE decided to take up this issue with the district police authority. CHILDLINE with help from Superintendent of Police, Purba Medinipur tracked two agents based in Delhi and also apprehended a local agent who was put behind bars.

CIF facilitated the entire process including consultation with the lawyers, CID department, and experts and

with other prominent NGOs like Prerna. CIF representative was present during visit to the village and also the lodging of the FIR along with the victims in the local police stations. CIF is constantly following up with the city about the progress of the cases.

As the local police were not proactive, an appeal was made by CHILDLINE to the West Bengal Women's Commission. Based on the initiative taken by the West Bengal Women's Commission, an enquiry was conducted by CID West Bengal.

Recently CID has submitted their report after completing the enquiry, to West Bengal Women's Commission, which has been forwarded to CHILDLINE by them.

In attempting to identify families that were potential victims for

agents involved in trafficking CHILDLINE Purba Medinipur put together the following after a detailed investigation with different placement agencies.

Most of the families of trafficked children are landless laborers working in the agricultural field. Monthly income of these families is below 1000/- per month. Some of the children belong to families are involved in small businesses like bidi making, tea stall owner, fishing etc. Most of the children came belonged to families that had only a single earning member. Others family members are engaged in domestic work. Trafficked girls either did not have access to schools or had been made to drop out and spent their time doing domestic work or remained at home. Dowry system was also cited as a reason.

2,571 cases of kidnapping and abduction of children for purposes that qualify as forms of trafficking were reported to the police, accounting for a 10.7 percent increase compared to the previous year when 2,322 cases were reported.

Among other crimes related to trafficking:

171 cases were reported for procurement of minor girls

24 cases were of buying of girls for prostitution

36 cases of selling of girls for prostitution

722 for exposure and abandonment of children

... these are only the official figures, those that go unreported add to the sordid tale!

Source: Crime in India 2003 National crime Bureau Records

CHILDLINE Birthday Party!



CHILDLINE Mumbai (CIF) celebrated CHILDLINE birthday party on 11th October 2005, at Birla Krida Kendra, Charni Road (W). The party provided space and opportunity to street children to demonstrate their talents, enjoy music and dance and to create awareness about the services provided by CHILDLINE. Nearly 450 children actively participated in the celebration. They came from different areas of Mumbai. Children participated in different activities such as games, face painting, tattoo painting etc. and also sang cultural songs and staged a play. The party was a huge success!



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North-East strategic meet

A special meet of all the partners from Northeast was organised primarily to understand the regional issues and the impact on CHILDLINE functioning as well as impact on children. The meeting was organised for two days combining the visit of Hon. Minister of Social Justice and Empowerment, Ms. Meera Kumar.

Directors and coordinators from the CHILDLINEs of Agartala, Guwahati, Imphal and Shilong participated in the meet. The meeting was facilitated by Ms. Kajol Menon, Executive Director, CIF and Mr. Ashish Damle, Head: PRAD. The agenda of the meeting was structured in two parts. In the beginning all the cities presented their local issues and concerns with regard to CHILDLINE functioning. The second part of the meeting was dedicated to brainstorming the alternatives to combat the issues

The issues were broadly categorised in the matrix of stakeholders and implications.

Category of issues →	Impacting Children	Impacting CHILDLINE Functioning	Contextual issues
Stakeholders ↓			
CHILDLINE (1)	A	B	C
CIF (2)	A	B	C
State (State and /or Central Govt.) (3)	A	B	C

presented by the CHILDLINE Representatives.

The categorisation in this matrix helped the group discussing further strategies. The broad contextual issues were mainly related to the social situation around like social unrest etc. These issues were understood as the context so that instead of trying to combat them we can concentrate on better functioning possibilities in the given situation. This thought led to major decision that in certain cases CHILDLINE will

need to change its existing model to adapt the situation around and combat the hardening regional issues of children.

Issues like trafficking, drug and sexual abuse and AIDS were discussed more as a regional issues mainly due to its widespread in the region. The group expressed that as a CHILDLINE we need to have our intervention strategies at place with regard to such sensitive and hardcore issues of child protection.

The issues related to coordination among the CHILDLINEs were also discussed as a serious concern. Especially in the context of child trafficking it is important to ensure flow of information with authenticity and accuracy. The group decided to have such meetings frequently (may be once in a quarter) to review and follow up the cases and overall functioning.

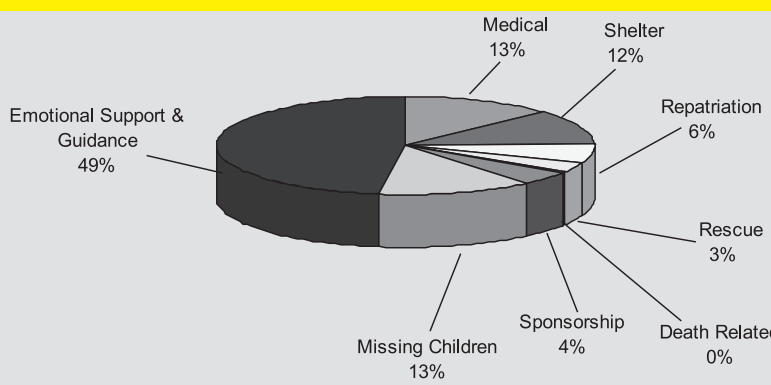
The net outcome of the meeting was:

- Acknowledge the need of recognising Northeast as a separate zone for better monitoring and facilitation
- The CHILDLINE model needs modification in order to combat the regional issues especially insurgency in Imphal
- In order to combat trafficking coordination among CHILDLINE partners needs to be strengthen

Percentage of Intervention* Calls from inception to October 2005

The following call statistics covers 67 cities

Medical	43414
Shelter	39131
Repatriation	21443
Rescue	11172
Death Related	567
Sponsorship	14977
Missing Children	44548
Emotional Support & Guidance	160638
Total	335890



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



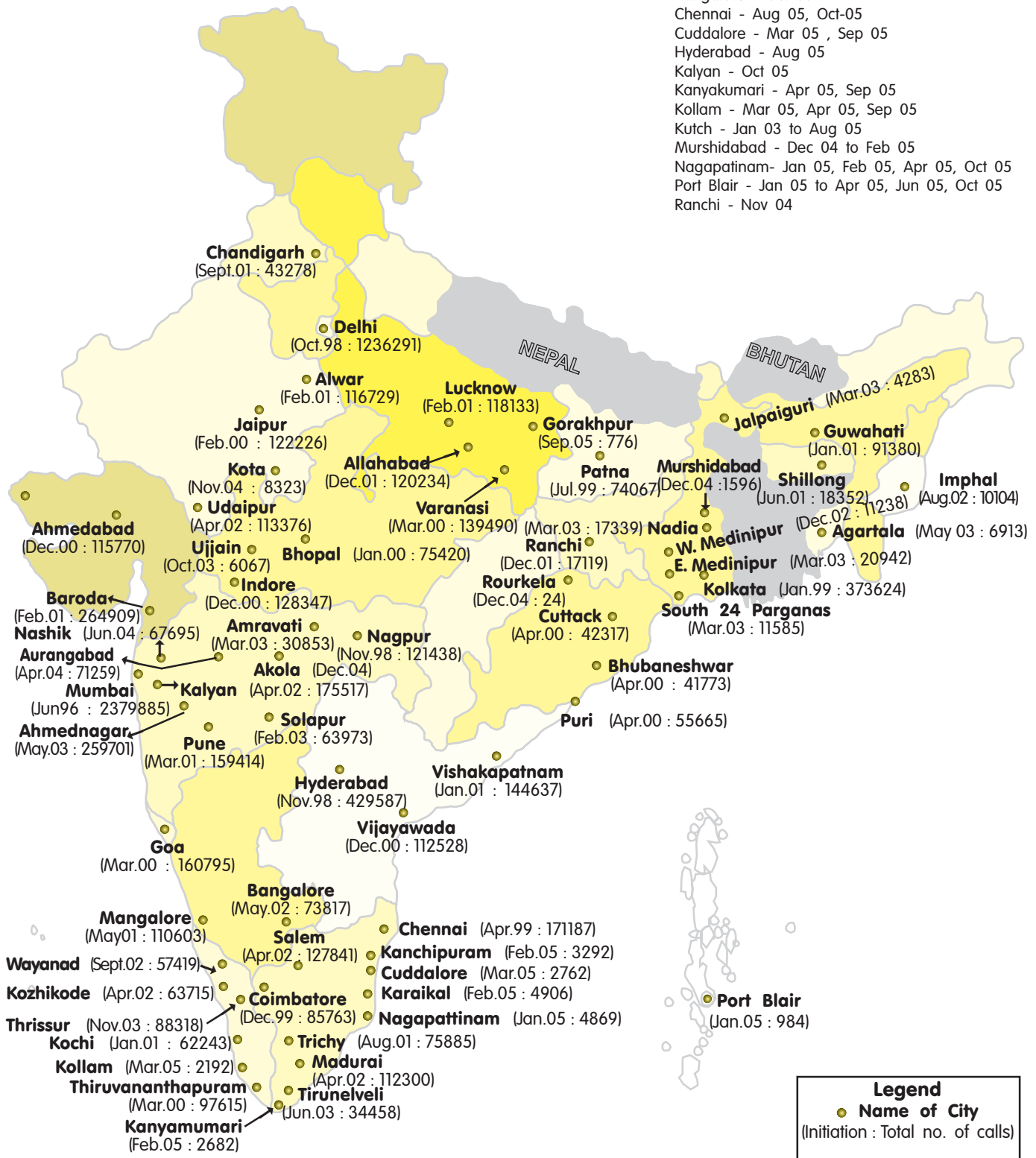
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CHILDLINE has recorded a total number of **88,12,203** calls from inception till October 2005

Statistics not available :

- Amravati - Sep 04, Oct 04, Jan 05, Aug 05
- Akola - Apr 05 to Oct 05
- Aurangabad - Oct 04
- Bangalore - Oct 05
- Chennai - Aug 05, Oct-05
- Cuddalore - Mar 05 , Sep 05
- Hyderabad - Aug 05
- Kalyan - Oct 05
- Kanyakumari - Apr 05, Sep 05
- Kollam - Mar 05, Apr 05, Sep 05
- Kutch - Jan 03 to Aug 05
- Murshidabad - Dec 04 to Feb 05
- Nagapatinam- Jan 05, Feb 05, Apr 05, Oct 05
- Port Blair - Jan 05 to Apr 05, Jun 05, Oct 05
- Ranchi - Nov 04



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



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The CHIDLIN Family

GOVERNMENT PARTNERS

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

NGO PARTNERS

Agartala (Voluntary Health Association of Tripura), **Ahmedabad** (Ahmedabad Study Action Group, Gujarat Vidyapith), **Ahmednagar** (Snehalaya Project), **Akola** (Jaibajrang Mandal), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **Amaravati** (College of Social work, Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, Don Bosco, Makkala Sahay Vani, NIMHANS), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation, SIET), **Chandigarh** (Pediatric Centre - PGIMER, YTTS), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, New Hope Area Development Programme, NESAKKARAM-SEEDS, Samajam Boy's Home), **Coimbatore** (Don Bosco, Families for Children), **Cuttack** (Basundhara, Open Learning System), **Cuddalore** (Indian Council for Child Welfare), **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 Lok Siksha Niketan), **Goa** (Goa Salsian Society, Nirmala Education Society, Vikalp, Jan Ugahi), **Gorakhpur** (Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation), **Guwahati** (NIPCCD, Indian Council for Child Welfare), **Hyderabad** (Divya Disha, SIDUR, Confederation of Voluntary Associations-COVA, St. Francis College for Women), **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), **Kalyan** (Aasara), **Kanchipuram** (Asian Youth Centre), **Kanyakumari** (Kottar Social Service Society), **Karaikkal** (Society for Rural Development), **Kochi** (DonBosco Sneha Bhavan, Rajagiri College of Social Sciences), **Kolkata** (Bustee Local Committee, Cini Asha, CLPOA, Don Bosco Ashalayam, IPER, Loreto Day

School, SEED), **Kollam** (Nehru Yuva Kendra), **Kota** (Rajasthan Bharat Scouts & Guides, Utkarsh Sansthan), **Kozhikode** (AWH, Farook College), **Kutch** (Janpath, Marag, Shaishav, Gantar, Saraswatam, Gram Swaraj Sangh), **Lucknow** (NIPCCD, HUM), **Madurai** (Grace Kenett Foundation Hospital, Madurai Inst. of Social Sciences), **Mangalore** (YMCA, Roshni Nilaya), **Mumbai** (AAMRAE, Aasara, BalPrafulta, CIF, Hamara Club, Prerana, YUVA, Sneha), **Murshidabad** (CINI Murshidabad Unit, Palsapally Unnayan Samiti, Shahid Khudiram Pathagarh), **Nadia** (Sudhiranjan Lahiri Maha Vidyalaya, 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** (Bal Sakha, East West Educational Society), **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), **Sholapur** (Walchand College of Arts and Science, Department of Social Work, Akalkot Education Society), **Thirunelveli** (Saranalayam - TSSS), **Thiruvananthapuram** (Don Bosco Veedu, Loyola Extension Services, Trivandrum Social Service Society), **Thrissur** (St. Christina-Holy Angels Home, Vimala Community Extension Centre), **Trichy** (SOC SEAD, 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).

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