



Hello Childline

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

ISSUE 48

FEBRUARY 2007

Dear Readers,

As the New Year dawned, it brought with it new hopes, new beginnings, new surprises and new challenges. With open arms our CHILDLINES have embraced these challenges overcoming all odds. We bring to you our 48th edition filled with these enriching experiences from all corners of the country.

Other than the usual array of eventful happenings, innovations and case interventions, this issue covers the Northern Regional Co-ordinators and Team members meet, and, an overview of the Consultations on implementation of Juvenile Justice (Care and Protection of Children) Act, 2000, with the State Government of West Bengal and Uttar Pradesh, which is a first step towards understanding the status of the implementation of the JJ Act.

In our previous issue we had brought the first part on "Child Sexual Abuse: Do's and Don'ts; Response to a child- what to say and what to do". In this issue, we bring you the concluding chapters covering "Myths and Protection".

In the past two months, CHILDLINE has also been confronted with some very critical cases like trafficking, child sexual abuse, child labour, need for medical sponsorships, which our teams have painstakingly and successfully responded to. Their efforts are highlighted in the last segment of the newsletter "Making a difference: CHILDLINE interventions".

For the third time now, CHILDLINE participated in the StanChart Mumbai Marathon. This year's edition raised a record sum of over Rs 6 Crores for various charities. CHILDLINE was amongst the select few NGOs which managed to raise more than Rs 15 Lacs.

The Mumbai Kalaghoda Arts and Crafts festival held at the open air venue in South Mumbai has become a very popular fixture in Mumbai calendar. This year the organizers graciously agreed to allow CHILDLINE to park a tempo in the heart of the venue and show case our Puppet show. The show was a big success judging by the crowds around the tempo and by appreciation of kids!

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 73 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 73 cities of India :

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





City Highlights and Happenings!

CHILDLINE Puri on the eve of WORLD AIDS PREVENTION DAY, in collaboration with other local networks, organized a mass signature campaign. A charter of demands, including medical assistance for HIV infected / service facility/ community based care centre/ honararoum of Rs 2000 to be made mandatory and helpline service to be managed by NGOs, with over 18000 signatures was sent to National AIDS Control Organisation (NACO). As a part of awareness building programme competitions amongst children such as debate, drama, art etc. were conducted and certificates, gifts awarded to children. Health care campaign, leaflets, posters and stickers, test calls, street play by children and CHILDLINE Volunteers, home visits, group meetings etc. were other measures used for awareness generation.

In an Open House session organized on 25th December 2006, **CHILDLINE Jammu** reached out to nearly 150 children. CHILDLINE made a positive impact on the public through its awareness programme. CHILDLINE conducted a survey and identified 39 children wanting to go to school, 60 rag-pickers, 6 children involved in begging, and around 30 child labourers. Based on the data a plan of action has been drawn for intervention with primary focus on education.

The **Mumbai CHILDLINE** team underwent a half - day training on issues surrounding ban on Child Labour on 16th January

2007. The objective was to educate the team members on the protocol to be followed during rescue operations, communication of information, relevant laws/ sections and documents that need to be carried during rescue operations etc. The team members gained immensely from the exercise.

CHILDLINE Udaipur participated in the awareness campaign "Mukti Caravan" organized by "Bachpan Bachao Andolan". The campaign motive was to create awareness on the recent amendment in the Child Labour Act. CHILDLINE organized Open House in 3 different areas and briefed the general public about CHILDLINE services and the aforesaid amendment through songs, street plays,

short skits and general discussions, emphasising upon the fact that employing child labour is illegal and punishable under law.

The **CHILDLINE** at **Cuddalore** had started in an emergency situation during the Tsunami aftermath; and was functioning from the All Women Police Station at Cuddalore. Mainstreaming of CHILDLINE was a felt need arising due to the limitations it was facing namely: functioning only during day as opposed to round the clock 24 hour service it ought to be; only female staff was allowed at the collaborative centre since it was an all women's police station. After almost a year of perseverance on the part of the entire Cuddalore team, they have been successful in getting the required

formalities and permissions from the respective administrative departments' vis-à-vis police and telecom department. CHILDLINE now has been shifted out of the women's police station to Indian Council for Child Welfare. CHILDLINE Cuddalore now rings like all the other counterparts as an emergency 24 hour service for children in need of care and protection.

To commemorate "International Human Rights Day"

CHILDLINE Allahabad team actively participated in the "Right-to-Food" rally along with several other child rights NGOs and women welfare organizations. The rally saw the involvement of nearly 500 children from various schools, street children from the railway platform, etc. NCC students were also

CHILDLINE Rourkela organized a three day (27th – 29th December 2006) Children's Meet. The meet was attended by nearly five hundred children. The meet provided children an opportunity to discuss their region specific issues as brought forward from the previous local children's meets and children's group discussions organized at the village level. Post the discussion the local administration and children formulated a plan of action to address the issues. The local administration representatives have promised to perform their duties in order to protect and promote the rights of the children. Identifying their region specific issues, children resolved to build an atmosphere within their vicinity of responsible voting to ensure a better future for all. Taking a proactive stand children have decided to issue formal appeals to the district and state administration to address concerns such as appointment of teachers in schools, provision of educational facilities and effective implementation of the mid - day meals programme.



Children exhibit their talents at the meet



Hello Childline



involved to provide safety measures for children during the rally. CWC members were also present at the occasion.

On the occasion of Makar Sankranti, a month long Mela organized from 14th of January to 14 of February of every year at Gorakhpur. The Mela is visited not only by locals and people from all over India but also by many foreign tourists. **CHILDLINE Gorakhpur** team set up a stall on this occasion. Team members pasted CHILDLINE posters at shops, and every

corner of the Mela. Around 60 missing people including 40 children benefited from the CHILDLINE stall. People were appreciative of the effort of Government and CHILDLINE towards care and protection of children.

The effect of Nithari killings, Noida for **CHILDLINE Delhi** has been manifold. There has been much publicity of CHILDLINE, 1098 around the city. The social welfare dept. of Delhi State govt. had put around 80-100 banners in the most happening parts of the city like the secretariats, govt.

buildings, with information about CHILDLINE along with the logo. After a dialogue with the ministry, CHILDLINE has also been asked to expand its

project to the NCR regions of Delhi. All this publicity has resulted in an increase in intervention and non-intervention calls to 1098.

CHILDLINE India Foundation participated in the marathon 101 films on NGOs organized by Genesis films. The event had groups of film makers, photographers and amateurs assigned to each NGO. They had to make a film in 72 hours. Of the 101 films made the film produced by the team comprising Nazim Lokhandwalla, Dhiraj Thakur and Ruchita, of the Shari Professional school of Photography, for CHILDLINE India Foundation was adjudged amongst the best 25 and was sent for presentation at the Cape Town Film Festival in South Africa.

Innovations at CHILDLINE !!

12th January, 2007, **CHILDLINE Kota** organized a Free Medical Camp for children. Doctors examined children and distributed free medicines. Before the event, the team had spread awareness about the date and venue of the camp in advance hence maximum number of children could benefit from it.

CHILDLINE Kota distributed 14 laminated CHILDLINE posters to police stations. The display of these posters at the police stations will ensure CHILDLINE awareness not only to those employed at the police station but also to those distressed who visit the police stations for various grievances

CHILDLINE Kota, appealed to the Chief Executive Officer of Municipal Corporation (CAB member), to put up CHILDLINE hoarding in the different parts of the city as a mass awareness strategy. Recently they have successfully received official notification from Municipal

Corporation agreeing to provide 4 free hoardings, for awareness of CHILDLINE, from January to 31st March 2007.

As a means of creating mass awareness regarding CHILDLINE services and activities **Jaipur CHILDLINE utilized** Mobile CHILDLINE display van during its outreach programme. Kites with '1098' painted on them, soared in the clear sky on the occasion of Makar Sankranti on 14th January 2007.

On the occasion of Christmas Day **Patna CHILDLINE**, utilized the day to spread awareness about CHILDLINE and its services to street children. Apart from this they were also provided information on the importance of health and hygiene. Nearly 80 children benefited from the programme.

Varanasi CHILDLINE organized a "Kite Festival" for street and slum children on the occasion of 'Makar Sankranti'. Competitions were organized for children.

CHILDLINE T-shirts and other prizes were distributed. In the evening cultural programme and dance competitions were organized for the children.

As a innovative method of awareness generation, group meetings were organized on the banks of the Ganges (innovatively using a boat!) Outreach activities by the way of announcements through public announcement system mounted on a autorickshaw covering major pockets in the city, and, distribution of newsletter, pamphlets and stickers for three continuous days at the Christmas Fair.

Purba Medinipur CHILDLINE attended the Panchayat meetings in various Gram Panchayatss in the District. At the meetings CHILDLINE team gave a presentation about CHILDLINE services and the need for participation by everyone in protecting the rights of children. CHILDLINE team also created awareness during the

mothers meeting organized by Anganwadi workers.

Ahmednagar CHILDLINE organized a one-day sight seeing trip for 60 slum children. Children were taken around to Ajanta Ellora, Dulatabad fort, Baug, Pravara Sangam, Laxmi Caranja, and Taj Mahal Paytan. It was a dream tour for children!

Paschim Medinipur CHILDLINE work has been much appreciated and have received immense support from the Railway Department. Over 1000 CHILDLINE stickers and posters were pasted in every platform and in train compartment by Personnel Department. S. E. Railway, Kharagpur. The Railway authorities actively participated in this and took the initiative to paste the stickers and posters in the trains and at the platforms of local stations. This initiative elicited not only monetary support from a government department but full fledged personnel involvement of the department in spreading CHILDLINE awareness.



Awareness and Advocacy

“Nine-Is-Mine” is a children’s initiative to ensure that the government commits 9% of the GDP to public expenditure on Health & Education, as promised in the National Common Minimum Program. This effort is supported by ‘Wada Na Todo Abhiyan’.

The campaign line of ‘Nine is mine’ stems from the promise made in the Common Minimum Program manifesto of the current UPA government at the centre, to commit 9% of GDP for funding children’s development issues.

Wada Na Todo Abhiyan (WNTA): Wada Na Todo Abhiyan (Keep Your Promise campaign) is a network of over 900 organizations, active in 15+ states of India. The campaign works to hold the government accountable to its promise to End Poverty & Social Exclusion – as promised in the United Nations Millennium Declaration, the National Development Goals and the National Common Minimum Program.

CHILDLINE has been represented in these meetings to assist in the ongoing processes of the network campaign basically to end poverty and also the ‘Nine-Is- Mine Declaration’.

CHILDLINE Jaipur, through repeated dialogues with the Jaipur State Government, has been successful in seeking the State Government’s assistance in facilitating CHILDLINE service. The State Government in turn has issued written to departments like police, railways, health, etc requesting them to extend their support and co-operation in implementing CHILDLINE services.

Highlights of the letters:

1. Letter to DG, Police: Support sought for establishing of Special juvenile Police Unit (SJPU) in all districts of Rajasthan; help CHILDLINE in repatriation of children to other cities; In-house trainings for police personnel on CHILDLINE

and Child Rights, and, Request to issue permission to put up posters of CHILDLINE in all police stations.

2. Letter to Divisional Railways Manager (DRM): Permit CHILDLINE to put up hoardings at the railway stations; Permission for setting up CHILDLINE booths at all railway station; Provide free travel/ VIP quota for reservation in case of repatriation of children to other cities.

3. Director Doordarshan and Director AIR: Providing space/time for telecasting of CHILDLINE message in Doordarshan and AIR in Rajasthan.

4. GM BSNL (Mobile): Requesting for Connectivity of 1098 from BSNL Mobile in Rajasthan.

Principal Secretary Health and Superintendent SMS Medical Collage: Easy availability of beds in Government hospitals and SMS Medical Collage; Requesting free treatment for CHILDLINE cases.

CHILDLINE Jammu put up a CHILDLINE stall at a children’s event ‘The Vineet Memorial Visual Making Contest’, organized by a local organization in Jammu. Through the event the message about CHILDLINE reached out to approximately 200 children from government and private schools including children from special schools, 15 teachers and 20 college students.

CHILDLINE Chandigarh Centre Coordinator nominated as Member of Juvenile Justice Board

The Centre Coordinator of Childline Chandigarh, Dr. Kulpreet Dhillon has been nominated as a member of Juvenile Justice Board by the Union Territory Administrator and Governor of Punjab, His Excellency Gen.(Retd.) S.F. Rodrigues, for a term of three years. We wish her all the best!



Shobha De, noted celebrity, author and columnist ran for CHILDLINE

The Standard Chartered Mumbai Marathon has become a major fixture for development sector organisations and generates huge excitement in the city. CHILDLINE India Foundation continues to be supported. This year six (6) corporates supported CHILDLINE: Mphasis, GIC, Sanofi Aventis, Bank of America, Tata AIG General Insurance Corporation, Star India Pvt Ltd.

In addition, five (5) Dream team runners ran for us. Mr Farrokh Kavarana, Madhusudan Menon, Ashish Kacholia, Shobha De & Kruti Sharma. Shobha De’s first ever participation in the Mumbai Marathon got a lot of media coverage.



Consultation on Juvenile Justice Act, 2000

Consultation on implementation of Juvenile Justice (care and Protection of Children) Act, 2000

One day consultations are being organized in various regions of the country to discuss, issues related to 'Child Protection' and effective implementation of the Juvenile Justice Act, in India. Organized by CHILDLINE India Foundation in association with respective State Governments. These consultations provided a platform to G.Os and NGO to share and gain consensus from the forum on the present status of implementation of the act and the barriers perceived by different organisations. Through the process, 'working committees' which evolved, drew up concrete recommendations with regard to the nature of services provided and resources (financial and human). These suggestions would be the agenda for National advocacy with the Government of India, so as to facilitate the effective implementation of the JJ Act in the state. These issues will be addressed through a nationwide campaign. The consultation desires to synergize the efforts of people working on different aspects of the same issue related to the child. Such an approach would help to address the problem holistically.

West Bengal consultation held at Kolkata on 31st August, 2006.

Key Areas of concern as identified during the seminar:

- Lack of qualitative and quantitative data on: Children in need of care & protection, Children in conflict with law, Institutional Care system

- Standards of care not established and implemented
- Inadequate infrastructure under JJ system, like constitution of: Juvenile Justice Boards, Child Welfare Committees and Special Juvenile Police Units.
- Lack of non-institutional and family based care system for children
- Skewed utilization of resources in terms of geographical spread;
- Lack of coordination and convergence of programmes/services;
- Inadequate emphasis for reintegration and restoration to families for rehabilitation;
- Inadequate budgetary allocation for child protection and resource crunch (financial and human Resource) at various levels;
- Inadequate training of functionaries under juvenile justice system

The working committee evolved is in the process of studying all the areas of concern in the State of West Bengal. After studying the region-specific issues the working committee will draw up a list of suggestions which can be practically implemented in the State.

Uttar Pradesh consultation held at Lucknow on December 5, 2006.

Key Areas of concern as identified during the seminar:

- Non conducive environment of government run homes.
- Difficulty in social adaptability of children brought up within institutions.
- Lack of monetary provisions

- Lack of decision making capability
- Lack of inclusive definitions of terminologies used in JJ Act
- Children's special needs are not catered to at government homes.
- Lack of co-ordination between government organisations and NGOs.
- Non clarity of roles among decision makers.

Recommendations:

1. Rehabilitation and Social Integration :

Monetary provision for education of children in homes, provision of reservations at the govt. poly-techniques and ITI schools, provision of soft loans for aspiring entrepreneurs came out of institutions , mainstreaming institutionalized children in the existing schools, provision of certified adoption agencies and foster care scheme. In addition, mechanisms for implimentation need to be clearly laid out, drafting state rehabilitation plan.

2.Services and Facilities:

Vocational training facility in the Homes, Opportunity for children to develop their skills through concrete engagement in development activities in the Homes, encouragement to the voluntary involvement of senior citizens in Home activities, special and gender-wise facilities for mentally challenged children, placement of a transit shelter Home for children, development of resource pool under special

juvenile justice fund specially to meet the emergency needs.

3.Implementation Machinery:

Formation of CWCs and JJBs in every district, Institutionalization of training on Juvenile Justice system to different stakeholders at regular intervals, appointment of Child Welfare Officer in every police station, special concessions from Railways while repatriation of children, special resource provisions for key stakeholders, facilities and infrastructure for CWC/JJBs, specific working guidelines and reporting mechanisms for all the implementation bodies, monitoring mechanisms to be established, guidelines on selection of CWC and JJB members, mass awareness about the JJ act through IEC material, coordination of CWC and JJBs across the country.

4.To study the critical areas:

Formation of working group committee to undertake state level need assessments on resources, infrastructure, capacity building, implementation mechanisms and coordination among different stakeholders; clarity on the various terms mentioned in the act such as care and protection, after care etc.; a report that states how the above mentioned recommendations are possible, what would be the role of state government, the role of central government and also the role of NGOs.



Prevent Child Sexual Abuse – Call 1098

....continued from previous issue

A List of Do's and Don'ts That Can Help Prevent Child Abuse

- Don't let anybody touch you in anyway that makes you feel uncomfortable. It's your body and you have a right to say no!
- Learn the difference between 'good touch' and 'bad touch'. 'Good touch' makes you happy. A 'bad touch' makes you uncomfortable, it can be given anybody.
- Don't obey people who give you a 'bad touch' and tell you to keep it a secret. Tell your parents or a trusted adult immediately.
- Don't accept sweets and toys from people who try to give you 'bad touch'.
- Don't receive gifts or obey people who give you a 'bad touch'.
- If you are in a room with someone you don't trust, make sure you keep the door open
- Don't let anybody show you picture of naked people or make you do the same to them.
- Don't allow any relative or friend to touch you in a 'bad way' even if they say they are doing it because they 'love you'.
- Don't allow anyone to take your on their mobile or camera if they ask you to remove your clothes or lift your clothes for such photos.
- If anyone shows you private parts of their body and asks you to touch them, immediately report it to an adult you trust. Don't be alone with such a person.

Debunking Myths:

Child Sexual Abuse is often carried out against the child, using force, trickery, bribes, threats or pressure. Sexual abuse can be physical, verbal or emotional.

MYTH: Sex exploiters are all paedophiles and strangers.

FACT: Majority of children are abused by someone they know; parents, step-parents, friends, teachers, doctors, relatives, neighbours and others.

MYTH: Child sexual abuse and commercial sexual exploitation are not a widespread problem.

FACT: Most sexual abuse of children never comes to the attention of government authorities. Secrecy and intense feelings of shame may prevent children – and adults aware of the abuse – from seeking help.

MYTH: Only girls are exposed to sexual exploitation

FACT: Although the majority of sexually abused and exploited children are girls, boys are also victims. The sexual abuse of boys is less frequently reported than the abuse of girls and has received less recognition. Because many societies expect boys and men to be in control of their emotions, other people and their environment, it is particularly difficult for boys who are targeted by other men may feel that their manhood and sexual orientation will be called into question if they reveal the abuse.

MYTH: Child sexual abuse is a recent phenomenon largely initiated by sex tourism.

FACT: The international media has brought great deal of attention to sex

tourism, but child sexual exploitation has a long history, with most abuse perpetrated by members of the local community.

MYTH: Children in prostitution choose this profession.

FACT: Children cannot choose to be involved in prostitution. They are forced into it by circumstances, are coerced, tricked or abducted, or have fled from situations of abuse and neglect. Many have a history of sexual abuse that has left them with feelings of helplessness, low self-esteem and an unhealthy perspective about sexuality.

MYTH: Sexual exploitation of children is caused by poverty.

FACT: Poverty creates conditions that can contribute to sexual exploitation, but poverty alone is not a reason why children are sold into commercial sex. Family breakdown, globalization, local culture, the low cost status of women and weak law enforcement all contribute to the exploitation of children. Some families hand over their children to agents or middlemen with full knowledge of what will happen. At times this is to relieve poverty; at others, seeking other material gain.

MYTH: Sexual abuse of children is not always damaging.

FACT: Sexual abuse of children is an act of violence. Even if there are no physical injuries, there is always psychological damage. Children who are sexually abused are denied a childhood and betrayed by a person who is in a position of authority and trust.

MYTH: The effects of sexual abuse are clear and evident.

FACT: Physical evidence of sexual abuse is rare. Because most children cannot or do not tell about being abused, it is up to the concerned adults to recognize signs of abuse. Unfortunately there is no single behaviour that proves that the child has been sexually abused. Such children may exhibit a wide range of behaviours, including:

- Difficulty concentrating in school.
- Withdrawal from family and friends.
- Sleep disturbances; depression; irritability; a sudden loss of, or increase in, appetite.
- Aggressiveness; inappropriate sexual play with peers, toys or themselves.
- Signs of regression like thumb sucking, bed wetting, or acting like an infant; alcohols and drug use.

MYTH: It does not happen in educated and affluent families.

FACT: Sexual abuse and exploitation can take place anywhere. The offenders come from all social groups, races and education and income levels. Middle and upper-class families, however, are more capable of hiding the abuse and its consequences.

A child's innocence can never be recovered, and the road back to becoming a productive member of society can be long one. Preventing the abuse and exploitation of children must become our priority.



North Region co-ordinators meet

Co-ordinators Meet: 16th-20th December, 2006

The Regional Coordinators Meet was held in **Gorakhpur** from December 16 – 20th 2006. The meet titled “**Advocacy Strategies**” was attended by 35 coordinators representing different cities in the north region. The meet was designed as a participatory workshop conducted with the objective of equipping the coordinators with the conceptual framework of child rights and skills and attitudes for a right based approach to intervention in CHILDLINE. The training

focused in bringing about a paradigm shift from a need based approach to rights based approach. It enabled participants to enhance skills to be able to identify the basic cause of problem i.e. issue identification for planning intervention strategies.

A conceptual understanding violation of rights and duty bearers was followed by skill building on **systems analysis** and **stakeholders’ analysis**. An analytic understanding of the present system is basic to the formulation of an advocacy approach and strategizing. Brainstorming was conducted on identification

of issues vis-avis System and Stakeholder analysis. Six monthly action plan was drawn up for every city based on this analysis.

Team Members Meet: 14th-15th December, 2006

The meet regional team member’s titled “Creative Strategies of reaching out to Children” was organised at **Gorakhpur** on 14th & 15th December, 2006. The sessions were facilitated by Play for Peace, a Pune based organization that has specialized skills in using creative and recreation based methods of involving people in group activities.

Emphasis was laid on the potential of actions in games, towards engaging children and people at large. Learning was action based, where the group was engaged in games, action songs and group activities. These strategies were customised to the CHILDLINE service, for application in outreach, open house, etc. The participants also had an opportunity of facilitating similar activities with groups of children. The meet concluded with an action plan on the use of different methods in school outreach, with children of shelter homes, at railway stations in community outreach and in open houses.



Puppet show at Mumbai Kalaghoda fair.

Outreach kit for 1098 awareness: Awareness & Advocacy team successfully concluded the production of the 1098 outreach kit for awareness. The kit comprises a Puppet kit with four puppets and a foldable backdrop (that folds into a kit), a booklet with complete scripts and a CD containing an instructional film on how to use the kits. The booklet is also being done in 8 regional languages.

The puppet show was test run at the Mumbai Kalaghoda Fair and was extremely popular with children and adults alike.



Making a Difference - CHILDLINE Intervention

A 14 year old rape victim saves herself from being trafficked to Nepal...

A 14 year old girl was being taken on the Shaheed Express, to be sold, when she alerted the co-passengers through gestures about the ill intentions of the woman who was accompanying her. The co-passengers pulled the chain and had the woman caught. The Women's Police Station where the girl was kept informed **CHILDLINE LUCKNOW**. By the time the CHILDLINE team member reached the police station, the in charge of the police station refused to hand over the girl, saying that it was his case. But after persuasion and awareness about the JJ Act, the girl was handed over to the CHILDLINE team.

After the much traumatic incident the child had gone through, the team had a tough time breaking ice with the tight lipped girl. Eventually she shared that she was a daughter of a poor labourer. She was studying in 6th std and was responsible for taking care of her younger brother since her mother had expired three years back. Her three elder sisters were married and settled in their respective families.

A woman had recently shifted to their locality and befriended the family. The woman offered to take her out for sight seeing one day

and asked her to bring some money along once her father had left for work. She was excited as it was the first time in her life that someone was taking her for sight seeing so she did everything as told. The woman took her to the railway station saying they would be back by evening. The girl was taken to the woman's in-laws house to her husband in Sitamarhi, Bihar. The girl was raped for 5 days by the woman's husband, in which the woman also helped by stuffing the girls mouth with cloths and holding her hands when she was being raped. One day the girl overheard a conversation between the couple talk about taking her to Nepal to sell her off. It was during her train journey to Nepal that she sought help of the fellow passengers.

CHILDLINE Lucknow contacted CHILDLINE Delhi and they in turn got in touch with the girls father, who had filed a missing report with the local police. As per orders from CWC Lucknow, she was restored to her family.

CHILDLINE provides medical assistance to three children...

CHILDLINE Ahmednagar received a request for medical sponsorship from an aggrieved father of an 11 year girl suffering from a tongue disease. The cost of the operation quoted by the doctor was Rs.50, 000/-

which her family, who are slum dwellers, were unable to bear. Within a span of few days CHILDLINE was approached by two more families whose children were suffering from the same disease, appealing CHILDLINE to help due to their inability to fund their children's operation.

CHILDLINE approached the Zilla Parishad Rural Hospital doctor with a request to waive the operation expenses for the three sick children. The doctor readily agreed and the three children were sent for thorough medical examination. The children were operated on consecutive days. The medicines were sponsored by the hospital. After 5 days of post operative care all the children are now back home and recuperating.

CHILDLINE restores a challenged child back to a secure future...

CHILDLINE South 24 Parganas received a call on 6th January from Mandirbazar Police Station, requesting CHILDLINE to provide shelter to a mentally challenged 12 year old girl found loitering alone at the railway station.

During the counselling sessions, she was unable to give any clue of her address; hence her restoration was difficult. In

the meanwhile the child was placed in a shelter home run by one of the CHILDLINE support organizations. When produced before the Chairperson, Child Welfare Committee, she was referred to one of the mentally challenged homes in Jalpaiguri. But before that she would have to undergo treatment at an institution for mentally-challenged children. Sabita was admitted there and treated for 14 days.

Following consultations with Jalpaiguri and Kolkata CHILDLINE the most appropriate shelter for this girl was found at the outskirts of Kolkata. An institution specially run for the mentally-challenged children with trained professionals' catering to every need of the children. CHILDLINE South 24 Parganas in collaboration with Kolkata CHILDLINE placed the girl child in the residential institution.

Rescued child-labour restored to family...

CHILDLINE Kochi rescued a domestic labour from a house in Kochi. A native of Salem, the child had discontinued her education after 2nd std. She was brought to Kochi by an agent, for remuneration of Rs. 5000/- to the agent of which Rs. 4000/- was paid to her parents.



Hello Childline



As per the court order CHILDLINE placed her at a centre for rehabilitation of street children (girl). Though her parents came to Kochi with the documents to claim the child, the Magistrate did not hand over the child to them. The court ordered verification of her family, hence a letter was sent to her native village office. As per the response received from local authorities the family was found unfit to look after the child. The court passed orders to provide shelter for the child at the government shelter home, until further orders.

The child was keen on continuing her education. She was admitted to a nearby school. During this period her parents neither contacted her nor the CHILDLINE centre. Meanwhile, she became anxious and wished to return home. CHILDLINE once again approached the Chief Judicial Magistrate. The Magistrate suggested seeking the possibility of an Institutional support in her native place. The help of **CHILDLINE Salem** was sought to find a shelter in her native place. As this process was underway, her parents came to the CHILDLINE office to take the child home. Immediately Salem CHILDLINE was contacted and they agreed to receive her and continue her education in her native place. Necessary orders to this effect were sought from the court. One of the staff members of CHILDLINE Kochi

accompanied the child to Salem and handed her over to Salem CHILDLINE.

2 year old rescued from the clutches of abusive father...

CHILDLINE Calicut received a call from a concerned adult informing about a 2-year old child being physically abused by her alcoholic father. The child's mother had run away with another man abandoning her child and husband. The father was unable to look after the child and requested for shelter support. CHILDLINE team informed him about the CWC and asked him to produce the child before the CWC.

The child was produced before the CWC and following the directions from the CWC, the child is presently placed in a shelter home.

Abandoned girl child placed in foster care...

CHILDLINE Allahabad has been witnessing a rise in the cases of abandonment of newly born babies in the district, mostly girl babies. One of the Allahabad team members found a 2 day old baby girl lying abandoned at a roadside. She was immediately provided shelter and produced before the CWC. The child is presently placed under foster care.

Missing mentally-challenged reunited with family ...

CHILDLINE Kota was informed by the principal of a government school about a mentally-challenged child found wandering in the vicinity. The only information gathered from the child was his name and his father's name. Since there were no shelter homes that sheltered mentally-challenged children, he was provided shelter at CHILDLINE center. Thereafter attempts were made through print media to trace the boy's family. The child often kept repeating "Aneda Jaous, Kajuri Aneda". With these clues the team tried to trace a village "Aneda" in Bhilwada district but Bhilwada police couldn't trace the boy's family there. Once again the team searched for Aneda in the telephone directory and found 'Amreli and Aneda'. From Jaipur exchange the exchange numbers of Amreli was taken. The police control room of Amreli was contacted and it was then learnt that Aneda village is in Vadia Tehsil, Bhavnagar district.

Through Vadia police station Aneda police chowki was informed about the lost child. Twenty minutes later CHILDLINE received a call from Nanji bhai, the child's maternal uncle, from Vadia. On 2nd December, the child's parents came to CHILDLINE Kota. They were overjoyed to see their child. They revealed to CHILDLINE that he had

been missing for the past one and half months from a mental hospital in Ahmedabad. The parents had left no stone unturned to find the boy but to no avail. They had also published his details in newspaper and television. They had almost given up hope of finding their son. The parents were very grateful to CHILDLINE for restoring the him safe and sound.

Face scarred with burns, girl seeks CHILDLINE support...

CHILDLINE Chandigarh received a call from a distressed 15 year old girl. She shared with the team that while cooking at home, for her family, she had accidentally burnt herself. The girl underwent treatment for 2 months. Despite the treatment the incident had scarred her face. Due to this she was subject to ridicule and was often the laughed at in school. Eventually not being able to handle the situation, she discontinued her education. Her father being a rickshaw puller could not afford any further treatment. The girl shared with CHILDLINE that she yearns for a normal lifestyle once again.

CHILDLINE Chandigarh moved ahead with a two-pronged approach to help her deal with the current situation. As a first step they began counselling her regularly to instill the much needed confidence in which she was totally lacking. They



Hello Childline



encouraged her to accept her present reality and adapt to her situation. While on the other hand they made immense efforts to raise medical sponsorship. Following enquiries it was learnt that the girl needed to undergo a series of surgeries amounting to Rs. 30,000. CHILDLINE received Rs. 25,000 through personal donation following discussion with CHILDLINE supporters. The girl was accompanied by the donor to the surgeon where modalities for the first phase of surgery have been worked out.

CHILDLINE extends its gratitude to such magnanimous supporters who assist us in our mission to reach out in the best possible way to each child in distress.

19 year old girl robbed and battered by Army soldier who promised her marriage...

CHILDLINE Varanasi, through GRPF received the case of a 19 year old girl. The girl, a 2nd yr B.Com student from Assam, was lured with the promise of marriage by an Army soldier. She eloped with him to Maharashtra. Enroute her jewelry and mobile phone were stolen by her companion. She was battered badly and abandoned in an injured state thinking to be dead.

Fellow passengers came to her rescue and helped her reach Varanasi station

where she was handed over to the GRPF. With the help of **CHILDLINE Guwahati** and the police control room her family back in Assam was traced and contacted. Having assured the family of full support in taking the perpetrator to task, the girl was restored back to her family after proper verification.

Presently Guwahati CHILDLINE is following up the case, supporting the girl to come out of her state of shock.

CHILDLINE comes to the rescue of victims of Institutional abuse and neglect...

CHILDLINE Kanchipuram received a call from a victim of institutional abuse pleading for rescue. The victim then accompanied by other inmates of the same institution met the CHILDLINE team and gave a detailed description of the poor condition at the place. They informed that all the children were subject to poor treatment, neglect, poor quality of food and continuous threats from the administrators if any one complained about the situation. CHILDLINE issued a formal complaint to the women police Sub Inspector. Prompt action was taken and an enquiry was made by the Sub Inspector the same evening. The director of the institution has been given a stringent warning of making amends in the facilities and care of children lest the institution would be closed

down. The children who wished to be rescued were sent back to their native places after due formalities were completed. The children were grateful to CHILDLINE staff for rescuing them from a home where their life was quite miserable.

6 year old destined to a life of beggary, rescued by CHILDLINE...

The GRPF, Tirunelveli informed **CHILDLINE Tirunelveli** about a father and son duo living in dire circumstance at the railway station. The father was unwell and the young boy was begging for their survival. CHILDLINE came to their rescue and got the father admitted to Tirunelveli Govt. Hospital for immediate medical assistance. The father was encouraged to enroll the child in a formal school to which he agreed. The boy has thus been provided with proper shelter and education. CHILDLINE's intervention has ensured his life is steered in the right direction; there will be continuous follow up to review his progress.

Runaway boys restored to their families...

Two 10th Std boys, native of Madurai, ran away from home after being pulled up by their teacher for robbing the teacher's money. The boys had borrowed a book from their teacher and to

their utter surprise found Rs. 1000/- in it. The next day the teacher asked them to disclose the amount but they didn't after which, the teacher complained to their respective parents. Fearing the parents' wrath the boys decided to flee with the amount and boarded a bus which reached them to Coimbatore.

At Coimbatore they were found by the task force member and were handed over to **CHILDLINE Coimbatore**. The boys were provided with temporary shelter while they traced the whereabouts of the boys' families. While the boys were given emotional guidance the concerned teacher was contacted and requested to forgive the boys and allow them to resume their studies. The parents were contacted but they explained their inability to come to Coimbatore to collect the boys. A team member accompanied the boys to Coimbatore. After verification and completing the necessary formalities the boys were handed over to their respective families.

9 year old lost child's residence traced after massive search by Gorakhpur CHILDLINE ...

A concerned adult called **CHILDLINE Gorakhpur** and informed about a 9-year old child crying on the streets. As the CHILDLINE member reached the given address, they found the girl profusely



Hello Childline



crying for her mother. The child's mother had asked her to wait at that place in the afternoon, however till evening there was no trace of the mother. The only information the girl was able to give was that she belonged to Babhnauli. The child was taken to a short stay home for children. The team started working on that one clue they had about the name "Babhnauli". The very next morning taking assistance from local police they tried to track the girl's family in not one or two but three villages called "Babhnauli", but to no avail. This didn't dampen the team's spirits.

The very next day they began their massive search for the child's home, this time they came across yet another "Babhnauli" in Khalilabad, District. In the fourth attempt the team was successful in tracing the girl's house in "Babhnauli" of Khalilabad. The girl was restored back to her family in the presence of the Gram Pradhan.

Congratulations to the team for their concerted efforts to bring the case to a logical end however challenging it may seem.

Run away girl child falling prey to flesh trade and trafficking rescued and restored...

CHILDLINE Jalpaiguri received a call one night from the Superintendent of a home for destitute girls, stating that they had received a 15-year old girl. They

informed she was originally from Gangtok, Sikkim. She had run away from home without informing anybody and had arrived at Siliguri. She stayed on the roads in Siliguri for quite sometime and had even worked as a sex worker. As a sex worker she earned Rs. 2300/- per month. She was rescued from the Tenzing Norgay Bus Stand, Siliguri by the local police and was produced before the Sub Divisional Court. She was referred to the girl's shelter home.

At the shelter home the girl had provided her address. Upon request from the Superintendent of home, CHILDLINE contacted Sikkim Police to confirm the address. CHILDLINE Jalpaiguri also got in touch with Gangtok Police requesting them to trace the girl's family member. The address provided by the girl was found to be correct; the family had not lodged a missing diary.

The following week, two CHILDLINE team members along with the Superintendent accompanied the child to Gangtok. On reaching the house the team found the house to be locked. The neighbours informed the team that the girl's mother had fled with another man leaving her younger daughter in the custody of her maternal grandmother. The team visited the maternal grandmother. Here in the presence of the local police and the community the girl was handed over to her grandmother and reunited with her younger sister.

CHILDLINE rescues a child from the clutches of beggary, mainstreaming her into formal education...

In March 06' **CHILDLINE Mumbai** came across a 10 year old girl begging at a railway station in Central Mumbai. On probing, it was found that she and her sister were forcibly made to beg by their mother. They did not have a father. When the team found the mother begging in the vicinity and tried convincing her about the child's right to education, health and a good life, she merely shrugged them off and took away her daughter. On the teams outreach later the girl was found again and this time she expressed her keen interest in pursuing her studies. After obtaining the child's consent, she was taken to the Mankhurd Observation Home and presented before the CWC. They decided to keep her in the observation home. When her mother got to know of it, she tried pressurizing the Observation home authorities to release her. The child was shifted from the Govt. observation home to another girl's shelter home as per the CWC orders.

During the child's stay in the observation home and the girl's shelter, the mother created scenes at both places to get back the custody of the child. She often blackmailed the child emotionally which disturbed the child. The CWC later declared the case as

"Parent's Unfit". The child's progress in the shelter was very good and her performance in school was remarkable. In July 2006, when some reporters of a renowned newspaper met the child, she clearly informed that she was happy living in the shelter. In the same month, her mother once again tried to obtain her custody by showing a photocopy of a permission letter by the CWC to release the girl but since it was not an original letter, the shelter-in-charge refused to give the custody of the child. In the month of October 2006, the mother along with the local community leaders threatened the team members over the phone time to give the custody of the child. However, the team was undeterred by this. The team has been regularly visiting the child once a month for follow- up till date and she is enjoying her stay in the shelter and taking keen interest in her studies. She has been able to score than 80% marks in her exams. The child has been mainstreamed into formal school and is leading a happy life. The case was brought to a logical conclusion.

Shelter provided to a runaway child...

CHILDLINE Murshidabad received a call from Berhampur GRPF about a child labourer who had run away from his place of work in Kolkata in order to reach back home in



Hello Childline



Guwahati but instead reached Murshidabad. The child during counseling revealed that his father had expired when he was an infant of two and his mother had hence remarried. The step father ill-treated him. Later this boy was sent to Kolkata where he worked at a sweet shop for 8 months. There too the child wasn't paid any money for his services neither was he treated properly by the rude shop owner. Hence the boy ran away from Kolkata in the hope to reach home. This is when he was found by Berhampur GRPF and handed over to CHILDLINE. CHILDLINE Guwahati was given details about the child to contact his family. But the family did not respond to the news that the boy was in custody of CHILDLINE. Then the team decided to produce the child before CWC. The CWC passed orders for his shelter at a boy's shelter home where the boy is living a content life without any burdens of rebuke or ill treatment.

Domestic child labour rescued from abusive employers...

CHILDLINE Baroda received a call from a concerned adult informing that a child was locked in a house by her employers for the past 3 days and was shouting for help. The child residing with the employers and had been serving them

for the past five years. She was constantly made to work and was abused, both physically and verbally, by the employers.

CHILDLINE immediately took action and verified the information provided by the caller. The team approached the police for assistance to rescue the child. Initially the police were reluctant to help but when the girl showed her willingness to be rescued, they extended their support. In her statement to the police she clearly stated that she did not want to stay in the house any longer due to harassment.

CHILDLINE was given custody of the child. The team took her to 'State Home for Women'. In order to take further action, it was necessary to get the child's actual birth date as there was discrepancy in the age told by her and the physical appearance. Two team members went to her area of residence at Palej and visited the school the child was studying earlier in. On checking the records, she was found to be 19 years of age. A copy of the certificate ascertained from her school was given at 'State Home for Women'. But as per medical records her age was estimated between 13 to 15 years. Since the upper age of beneficiaries of the shelter home was 14 years, she was provided temporary shelter there. The girl expressed her satisfaction and happiness for the help and support and for rescuing her from the abusive environment.

Missing child returns home... & reveals gory details of sexual abuse...

Ahmednagar CHILDLINE

received a case of a missing girl who had left for school on 11th September 2006 but does not return home in the evening. The parents go to the school and enquire about their daughter. They are informed that she had not come to the school. The parents lodge a missing person's complaint and approach CHILDLINE Ahmednagar on 22nd October 2006. They had read about CHILDLINE in the local newspapers.

A few days later the girl's father called up CHILDLINE and informed that his daughter was found in Pune and is now back home. She was then brought to CHILDLINE Ahmednagar. During the interaction she revealed a very horrifying tale.

Preliminary investigation by CHILDLINE team revealed that the girl was sexually abused by her boyfriend and 2 more of his friends, and another boy she met when she ran away from home, repeatedly in hotels and residence at Ahmednagar, Pune and Rahuri for a period stretching over two months. A FIR was lodged at the police station. Following this perpetrators were arrested under section 376, 366, 342, 506, and 34 of the IPC. They were produced before the Judicial Magistrate and

remanded to police custody. The two women involved could not be arrested as they are absconding.

Meanwhile the girl also underwent a medical examination. The test revealed that the girl was twelve weeks pregnant. She was admitted in the Civil Hospital for MTP (Medical Termination of Pregnancy). But since she had not completed fifteen weeks, it was decided to conduct the MTP after completion of fifteen weeks. The CHILDLINE team provided all the possible support and assistance post the MTP.

Though her family was ready to take her, she refused to go home and the locality. Her perpetrators were from the same locality. She was provided temporary shelter for a period of one month. During this period one of the team members visited her daily and provided counseling and support. She was produced before the CWC and was transferred to Rescue Home for Women at Mumbai. She is undergoing counseling and is keen on continuing her education. CHILDLINE Ahmednagar is conducting regular follow up on both the child and the court case filed.

Bangle factory child labourers rescued...

CHILDLINE Mumbai received information about some child labourers being abused in a bangle factory. Since the address was very



Hello Childline



vague it was difficult to find the locality. The area and surrounding areas were mapped and eventually, the team member realized that the entire area had small scale hazardous industries where children were employed. The entire area was sensitive. For any rescue operation, a well-planned strategy would be required. On 5th Oct 2006 an observation was conducted by representatives of CHILDLINE and the area labour officer. The team found bangle-making unit had around 11 boys in the age group of 11 to 17 years. They were working on extremely rusted machines sparks emanated from them harmful to their eyes and skin. The children were undoubtedly working in hazardous conditions. On 17th October, 06' CHILDLINE planned a rescue operation.

Officials present at the Rescue Operation:- Asst Labour Commissioner, Malad Area Labour Officer, Police Inspector, Police Sub-Inspector and BMC Officials.

It took 2 hours from 11 a.m. – 1 p.m. to convince the police officials about the procedure and legality. At 1 p.m. the team reached the location and rescued 11 children. 8 children were below 18 years and 3 were above 18 years of age. The children narrated on their way to the police station that they bought their own vegetables and cooked their own food; they woke up at 8 a.m. in the morning and worked the whole day

without breaks and their day ended at 11 p.m. in the night. Children revealed that they were paid Rs.1000 a month and that their parents were unaware that they were being made to work here.

These children were sent to the Local Hospital for medical check-up and then taken to the Children's Home. On 18th October, 2006, the case was presented before the CWC.

Despite issues like lack of co-ordination and organization between various departments to conduct a joint rescue exercise, lack of in-depth knowledge about the provisions and nuances of the law and procedures thereof the team pulled off the rescue operation quite successfully. CHILDLINE team will work towards filling the loopholes in the future learning from their enriching experiences case by case.

Rs.8 lakhs raised for a bone marrow operation of a 4 year old girl...

On 6th December, 2006 a distressed parent approached CHILDLINE pleading for medical sponsorship for his 4 year old daughter suffering from a bone marrow disease. The girl's family is of a modest economical background, were unable to bear the cost of operations and medicines estimated at Rs.10 lakhs. Since the girl was critical and needed immediate medical

attention. CHILDLINE team swung into immediate action and sought sponsorship from as many sources as possible: local NGOs, personal donors, funding organizations, appeals through local and national newspapers. Their efforts proved fruitful and within a span of 10 days the team was able to raise Rs. 8 lakhs as sponsorship. This has ensured that 4 year old sick child will get all the required treatment to pull her life out of danger.

CHILDLINE Mumbai conducts an organized rescue operation to save 5 children from child labour...

CHILDLINE Mumbai team had received prior information about exploitation of child labourers from a local area in Mulund. Accordingly a rescue operation was planned. 2 team members along with the Sub – Inspector and Labour Officer reached the spot. The state appointed rescue team took charge of the 5 boys and started the inquiry of the hotel owner, while the police officer conducted the Panchanama. During this process the father of the hotel owner came in and tried to bribe the Labour Officer to no avail. The children were immediately rescued and taken to the police station accompanied by the Labour Officer and the CHILDLINE team members.

Amidst the owner hurling accusations on CHILDLINE and threatening the children to keep mum, the children weren't able to co-operate in the investigations.

Meanwhile, Senior Inspector and Labour Officers reasoned that the case does not come under any act as these children are above 14 years and no one had forced them to work. They are working by their own will and every month the owner was paying them Rs. 1500/-, hence there is no question of filing a case against the owners. Further, CHILDLINE reiterated the criteria of "0 to 18 years old children", and if they are found working they would be counted as child labourers. It is a crime to keep children as employee in any occupation. Thus the CHILDLINE team was able to convince the police and an FIR was lodged. Here again the owner tried to manipulate the process by suggesting that they can offer another persons name (dummy candidate) against whom the FIR could be lodged but, finally CHILDLINE members ensured that the guilty were booked under the relevant acts. Children later expressed that the owners beat them. Police then arrested the owner. After the medical examination of three children, they were all found to be below 14 years. On the same day, the children were presented before CWC. Further decisions and follow up would be taken up under the directions of CWC.



Hello Childline



The Awareness and Advocacy Department released a poster campaign to create awareness among allied system on CWC and JJB procedures.

PROCEDURES OF THE CHILD WELFARE COMMITTEE (CWC)

Step-by-step procedures to be followed by the CWC in the process of rehabilitation

1. Child is brought before the CWC for the first time.
2. Child is taken to the CWC by the police or the parent/guardian.
3. Child is taken to the CWC by the police or the parent/guardian.
4. Child is taken to the CWC by the police or the parent/guardian.
5. Child is taken to the CWC by the police or the parent/guardian.
6. Child is taken to the CWC by the police or the parent/guardian.
7. Child is taken to the CWC by the police or the parent/guardian.
8. Child is taken to the CWC by the police or the parent/guardian.
9. Child is taken to the CWC by the police or the parent/guardian.
10. Child is taken to the CWC by the police or the parent/guardian.

Child Welfare Committee (CWC) is a statutory body constituted under the Child Welfare Act, 1960. It is the highest authority in the field of child welfare in the district.

Functions of CWC:

- 1. To receive and inquire into all reports of child abuse, neglect, or exploitation.
- 2. To receive and inquire into all reports of child labor, child prostitution, or child trafficking.
- 3. To receive and inquire into all reports of child marriage.
- 4. To receive and inquire into all reports of child delinquency.
- 5. To receive and inquire into all reports of child in need of care and protection.
- 6. To receive and inquire into all reports of child in need of medical attention.
- 7. To receive and inquire into all reports of child in need of educational facilities.
- 8. To receive and inquire into all reports of child in need of shelter.
- 9. To receive and inquire into all reports of child in need of financial assistance.
- 10. To receive and inquire into all reports of child in need of any other form of assistance.

Procedure for the CWC:

1. The CWC is constituted by the Government of India.
2. The CWC is headed by a Chairperson, who is a member of the Government.
3. The CWC consists of members from various departments, including Health, Education, Social Welfare, and Police.
4. The CWC meets regularly to discuss and decide on the cases referred to it.
5. The CWC has the power to direct the police, medical authorities, and other agencies to take action on the cases referred to it.
6. The CWC has the power to recommend the Government to take action on the cases referred to it.
7. The CWC has the power to monitor the implementation of the orders and recommendations issued by it.
8. The CWC has the power to conduct inquiries into the cases referred to it.
9. The CWC has the power to call for reports from the police, medical authorities, and other agencies.
10. The CWC has the power to conduct any other function that may be entrusted to it by the Government.

STEP-BY-STEP PROCEDURES OF THE JUVENILE JUSTICE BOARD (JJB)

1. The child who is taken charge of, is brought before the JJB within 24 hours.
2. The JJB is to be formed for any case and the JJB will be constituted before the child is brought before the JJB.
3. The child is to be brought before the JJB within 24 hours.
4. The JJB is to be formed for any case and the JJB will be constituted before the child is brought before the JJB.
5. The child is to be brought before the JJB within 24 hours.
6. The JJB is to be formed for any case and the JJB will be constituted before the child is brought before the JJB.
7. The child is to be brought before the JJB within 24 hours.
8. The JJB is to be formed for any case and the JJB will be constituted before the child is brought before the JJB.
9. The child is to be brought before the JJB within 24 hours.
10. The JJB is to be formed for any case and the JJB will be constituted before the child is brought before the JJB.

Child Welfare Committee (CWC) is a statutory body constituted under the Child Welfare Act, 1960. It is the highest authority in the field of child welfare in the district.

Functions of CWC:

- 1. To receive and inquire into all reports of child abuse, neglect, or exploitation.
- 2. To receive and inquire into all reports of child labor, child prostitution, or child trafficking.
- 3. To receive and inquire into all reports of child marriage.
- 4. To receive and inquire into all reports of child delinquency.
- 5. To receive and inquire into all reports of child in need of care and protection.
- 6. To receive and inquire into all reports of child in need of medical attention.
- 7. To receive and inquire into all reports of child in need of educational facilities.
- 8. To receive and inquire into all reports of child in need of shelter.
- 9. To receive and inquire into all reports of child in need of financial assistance.
- 10. To receive and inquire into all reports of child in need of any other form of assistance.

Procedure for the CWC:

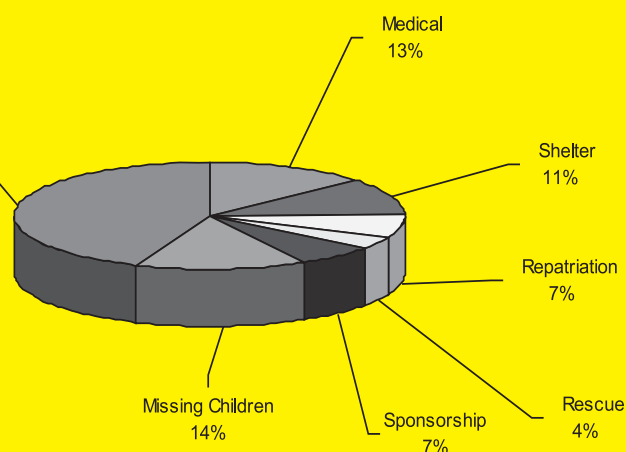
1. The CWC is constituted by the Government of India.
2. The CWC is headed by a Chairperson, who is a member of the Government.
3. The CWC consists of members from various departments, including Health, Education, Social Welfare, and Police.
4. The CWC meets regularly to discuss and decide on the cases referred to it.
5. The CWC has the power to direct the police, medical authorities, and other agencies to take action on the cases referred to it.
6. The CWC has the power to recommend the Government to take action on the cases referred to it.
7. The CWC has the power to monitor the implementation of the orders and recommendations issued by it.
8. The CWC has the power to conduct inquiries into the cases referred to it.
9. The CWC has the power to call for reports from the police, medical authorities, and other agencies.
10. The CWC has the power to conduct any other function that may be entrusted to it by the Government.

Percentage of Intervention Calls from Inception till December 2006

The following call statistics covers 69 cities

Medical	56573
Shelter	48294
Repatriation	29921
Rescue	15297
Death Related	740
Sponsorship	29015
Missing Children	59714
Emotional Support & Guidance	187067
Total	426621

Emotional Support & Guidance
44%





Hello Childline

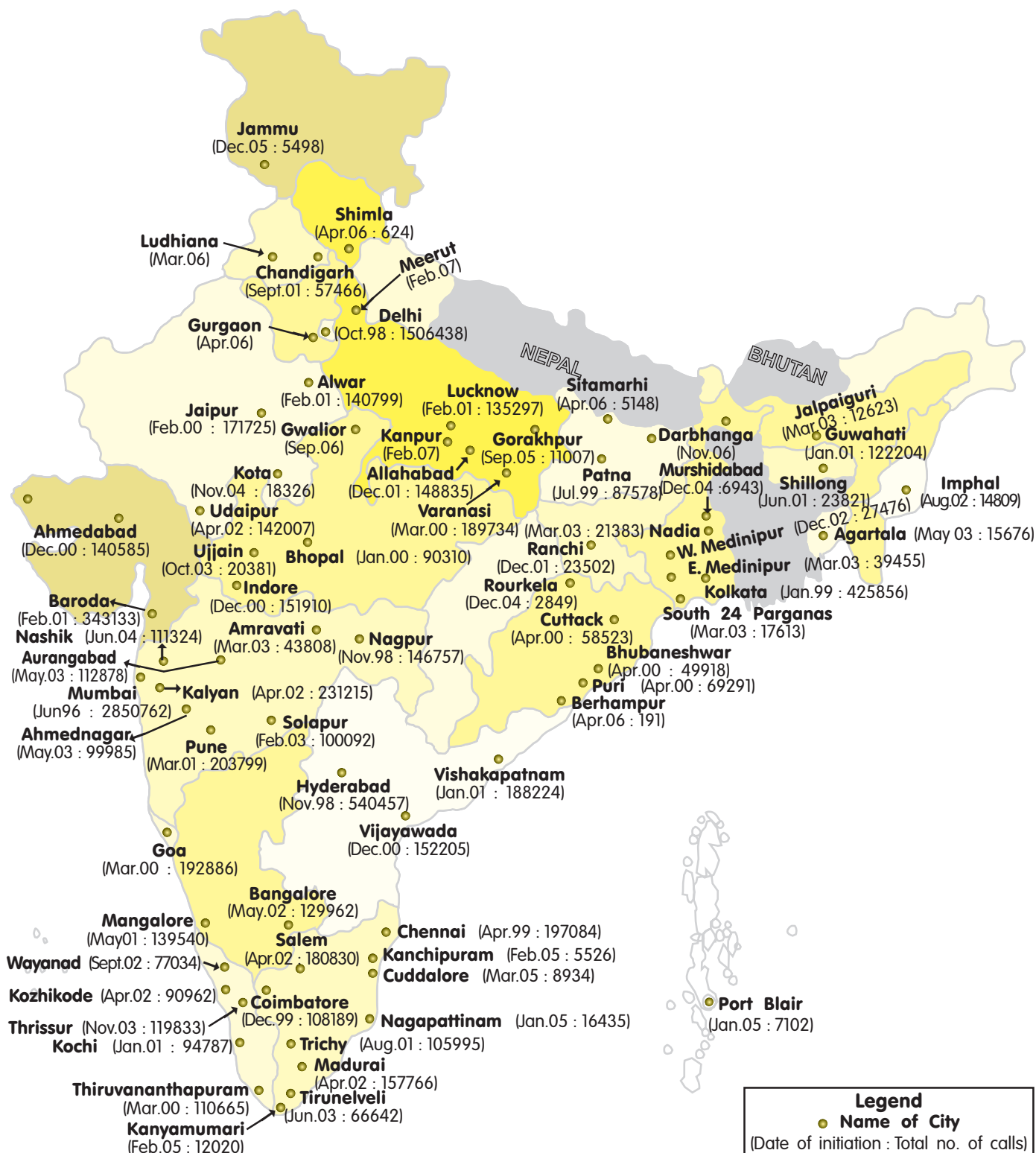


CHILDLINE has recorded a total number of **1,09,58,457** calls from inception till December 2006

Statistics not available :

Coimbatore - Nov 06

Trichy - Oct 06





Hello Childline



The CHILDLINE Family

GOVERNMENT PARTNERS

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

NGO PARTNERS

Agartala (Voluntary Health Association of Tripura), **Ahmedabad** (Ahmedabad Study Action Group, Gujarat Vidyapith), **Ahmednagar** (Snehalaya Project), **Allahabad** (Diocesan Development and Welfare Society), **Alwar** (Nirvanavan Foundation), **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), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, National Institute For Rural Motivation Awareness & Training), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation, 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), **Darbhanga** (East and West Educational Society, Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan, Batika, Manav Jagruti Kendra, Gyan Seva Bharti Sansthan), **District South 24 Parganas** (School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **East Medinipur** (Vivekananda Lok Siksha Niketan, EGRA Sarada Shashi Bhushan College), **Goa** (Goa Salsian Society, Nirmala Education Society, Vikalp, Jan Ugahi), **Gorakhpur** (Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation), **Gurgaon** (Shakti Vahini), **Guwahati** (NIPCCD, Indian Council for Child Welfare), **Gwalior** (Center for Integrated Development), **Hyderabad** (Divya Disha, SIDUR, Confederation of Voluntary Associations-COVA, 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), **Jammu** (Red Cross Society), **Kalyan** (Aasara), **Kanchipuram** (Asian Youth Centre), **Kanpur** (Subhash Children's Society), **Kanyakumari** (Kottar Social Service Society), **Kochi** (DonBosco Sneha Bhavan, Rajagiri College of Social Sciences), **Kolkata** (Bustee Local

Committee, Cini Asha, CLPOA, Don Bosco Ashalayam, IPER, Loreto Day School, SEED), **Kota** (Rajasthan Bharat Scouts & Guides, Utkarsh Sansthan), **Kozhikode** (AWH, Farook College), **Kutch** (Janpath, Marag, Shaishav, Gantar, Saraswatam, Gram Swaraj Sangh), **Lucknow** (NIPCCD, HUM), **Ludhiana** (SGB International Foundation, Vocational Resource Rehabilitation Training Center for Blind), **Madurai** (Grace Kenett Foundation Hospital, Madurai Inst. of Social Sciences), **Mangalore** (YMCA, Roshni Nilaya), **Meerut** (Janhit Foundation), **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 Bahujaan Samaj Kalyan Bahuddheshiya Sanstha, ISSUE, Matru Sewa Sangh, Varadaan), **Nashik** (Navjivan World Peace and Research Foundation), **Nagapattinam** (Avvai Village Welfare Society), **Patna** (East and West Educational Society, Bal. Sakha, Tripolia Social Service Hospital, Nari Gunjan), **Port Blair** (Prayas), **Pune** (Dnyanadevi, Karve Institute of Social Service), **Puri** (Rural and Urban Socio-Cultural Help, Open Learning System), **Ranchi** (Xavier's Institute of Social Service, YMCA, Samadhan, Chhota Nagpur Sanskritik Sangh), **Rourkela** (DISHA, SHRADHA), **Salem** (Don Bosco, YWCA), **Shillong** (Bosco Reach Out, Impulse NGO Network), **Shimla** (Himachal Pradesh Voluntary Health Association, Population Research Centre), **Sholapur** (Walchand College of Arts and Science, Department of Social Work, Akalkot Education Society), **Sitamarhi** (East and West Educational Society, Pratham, Pragati Ek Prayas, Nav Jagruti, Nisha Mahila Vikas Sansthan), **Thirunelveli** (Saranalayam - TSSS, Centre for Empowerment of Women & Children), **Thiruvananthapuram** (Don Bosco Veedu, Loyola Extension Services, Trivandrum Social Service Society), **Thrissur** (St. Christina-Holy Angels Home, Vimala Community Extension Centre), **Trichy** (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).

CONTRIBUTIONS

CIF Team

EDITORIAL TEAM

Michelle, Nishit, Ajitha

This Publication is supported by



BOOK POST



To,

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