



Hello Childline

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

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Dear Readers,

Welcome to Hello CHILDLINE Newsletter. In this issue we share with you the significant happenings within the CHILDLINE Network across the country. While the summer heat held all in its unwavering grip, CHILDLINE teams determinedly pursued their mission to ensure that the rights of every child are guaranteed and protected.

These last two months had the teams engulfed in Advocacy and Awareness activities and events at all levels. Different strategies: from painting competitions for children, to setting up of children's clubs, to using state run TV and radio stations to spread awareness on the 1098 helpline, all have been highlighted in this issue of the newsletter.

The Anti trafficking movement is one that all CHILDLINE teams are committed to. Continuing our efforts in this work CHILDLINE Gorakhr has been particularly successful in roping in coolies (porters) on the railway station, to assist them in their anti – trafficking efforts. The Sub-Divisional Workshop on Child Trafficking, Early Marriage & Dowry and CHILDLINE Service was also conducted in March 2007, a report is included here.

Another key event that is reported in this issue is Mumbai CHILDLINE's Annual Review (2006-2007) which was held in Goa from 20th-23rd March. Strenuous review, critique and focused planning which characterized the workshop were wonderfully assisted by the relaxed ambience of Goa and the great levels of interaction between CHILDLINE partners.

The Mumbai CHILDLINE Picnic and the Cricket-for-Awareness match, in Jaipur, were two other fun-filled events that brought a lot of joy to both the organizers and the participants.

CHILDLINE India Foundation has released two new publications: "The National Resource Directory" and "CHILDLINE in India – An Analysis of calls to 1098".

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

As always dear readers, you are invited to send in thematic articles, your comments and suggestions for keeping this newsletter a dynamic method of communication between all of us who hold the welfare of children close to our hearts.

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

What is CHILDLINE?

CHILDLINE is a national, 24-hour, free, emergency telephone helpline and outreach service for children in need of care and protection. The **CHILDLINE** number 1098 is a toll free number that is common in all the cities of India. Initially started in Mumbai in June 1996, **CHILDLINE** is currently operational in 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.





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City Highlights and Happenings!

CHILDLINE Gorakhpur participated in an awareness rally against trafficking of children from South Asia organized by Bachpan Bachao Aandolan and other organizations. The rally started at Kolkatta and ended in Delhi. CHILDLINE Gorakhpur hosted the participants during the Gorakhpur phase. The rally aimed at increasing pressure on the government to check child trafficking. CHILDLINE Director briefed the gathering on trafficking, and laws relating to children.

200 students of Little Flower School who are part of the CHILDLINE Club also participated in the rally.

CHILDLINE Delhi successfully conducted the first NICP training with the medical fraternity. The training focused on identifying child abuse, its impact on the child and methods to deal with abused children.

Four Large hoardings for **CHILDLINE Shimla** have been sponsored by the Social Welfare Department and these have been

displayed at very crucial locations to raise awareness on CHILDLINE.

Mumbai CHILDLINE organized a one day picnic for nearly 200 children on 27th March. The children were taken to Borivli National Park. Children of the CHILDLINE partner organization were picked up from various spots and taken to the National Park along with the CHILDLINE Mumbai team and volunteers.

At the Audio Visual Centre they were shown visual

presentation on different species of snakes. This was followed by a film on tigers, and concluded with interactive games.

Post lunch the kids took the train ride to see the animals of Borivli National Park after which it was fun and play time. The kids explored all directions of the park and played on swings and trees, while the volunteers and staff recovered from the chaos and frenzy of the day, after being with 200 children.

CHILDLINE Jaipur organized "Children's Voices", a drawing competition, on 26th March 2007, for Children from Mehanat Nagar. The main objective of the programme was to provide the children with a platform to showcase their talent. They made some beautiful pictures and some even tried to depict CHILDLINE services in their drawings.



The Director and City Co-ordinator of CHILDLINE Jaipur – Nodal participated in a one day state level seminar on Juvenile Justice (care and protection) Act, 2000. The meet was attended by the Hon'ble Justice of Rajasthan High Court and judges from Supreme Court, apart from Union Minister for Law and Justice. Project Director, CHILDLINE, Jaipur, delivered a lecture on JJ Act and also highlighted the functions of CHILDLINE.

A health camp was organized on 22nd March. Information on health and health practices was provided during the camp. IEC material on CHILDLINE was disseminated. 85 people benefited from the medical checkup. 9 children were diagnosed with STD and were given medicines and provided counselling.



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Innovations at CHILDLINE !!

CHILDLINE Varanasi organized an Open House program with disabled children on 25th February 2007 in collaboration with other related NGOs and the organizing committee of “Towards 2020: A Special Olympics for Purvanchal”. The CHILDLINE team spoke about the various activities of the helpline while the children played indoor games and participated in competitions and watched the Puppet Show that were organized for them.

Intensive outreach programs and open house held in Jhugi Jhompri area has resulted in parents showing keen interest in wanting to educate their children. Few parents approached **CHILDLINE Jammu** requesting for educational assistance. CHILDLINE has approached the education system to ensure enrollment of these children and is also working towards providing sponsorship support.

Advertising of 1098 on local TV and radio channels: The Labour department of Delhi government has identified 1098 as the contact point to report child labour cases. Advertisements have been put on local channels like Delhi Aaj Tak and FM radio.

CHILDLINE Gorakhpur has initiated CHILDLINE Club in Little Flower School. The aim for forming the club is to mobilize the children and make them responsible members in local committees. An orientation for the children of class X was organized on 2nd March. They were provided orientation on CHILDLINE activities and children’s issues. Some major cases were also shared to sensitize them towards problems faced by children. During the discussion children raised a number of questions and extended their support to CHILDLINE.

Coolies Partner CHILDLINE to combat Trafficking: CHILDLINE Gorakhpur organized a meeting with 100 coolies on 19th March 2007. The meeting was organized to build a network of volunteers who would assist and alert CHILDLINE to cases of trafficking of children and girls from Nepal via Gorakhpur. During the course of meeting the coolies admitted to being aware, of the identities of some traffickers, and of the trafficking activities at the station. They help them in getting seats in the train and arrange for their lodging in Gorakhpur, and are paid very well for their services. In the end three coolies volunteered to be informers for CHILDLINE after they were assured of confidentiality. Bi-monthly meetings will be held at the station to try and recruit more volunteers. Active volunteers maybe invited to participate in the monthly meetings of CHILDLINE. The coolies have also offered their premises for further meetings of CHILDLINE.

New telephonic services for CHILDLINE Vishakapatnam: CHILDLINE office requested BSNL Visakhapatnam to print the CHILDLINE logo and message on all Telephone bills. BSNL agreed to do this and all telephone bills carry the CHILDLINE message. As a result CHILDLINE has been receiving a number of calls from public both for information regarding CHILDLINE and also seeking help on behalf of children in distress.

On CHILDLINE’s request, Tata Tele Services has arranged **toll free connectivity** for the 1098 helpline number throughout Visakhapatnam, from both land line and mobile phones from 23rd January 2007.

Children were often not able to connect to 1098 when in distress and required help. This was brought to the notice of CHILDLINE team. The CHILDLINE team approached the General Manager BSNL Tele-com and requested for a hunting facility. CHILDLINE was immediately provided with a hunting facility on the 1098 number.

On the occasion of Merimatha Utsav the CHILDLINE Vishakapatnam team set up awareness and information stalls at the Utsav. Posters and banners were placed at strategic points at the Utsav grounds. A missing children’s booth was also set up in association with the police department. With active support from the police many missing children were successfully reunited with their families. Nearly 4 lakh people visited the Utsav. CHILDLINE team provided awareness to approximately 1.5 lakh people. Post the Utsav there has been an increase in calls coming into CHILDLINE centers.



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Awareness and Advocacy

Education opportunities for children: The CHILDLINE Patna staff identified 17 children living around Tripolia Hospital who had no formal education and admitted these children in non-formal school. Over a 100 children between the ages of 5-14 years, living around Tripolia Hospital who were unable to pay their school fees, CHILDLINE listed these children and presented an application to the Bihar Education Project for financial assistance.

Cricket for awareness: CHILDLINE Jaipur organized a cricket match on 9th March 2007, at Bagrana kachi basti Jaipur. The main objective behind this event was to create awareness regarding CHILDLINE – its roles and functions. The team members also arranged an

exhibition and distributed IEC material to the spectators. A routine health checkup was conducted for all the children and over the counter drugs were given as needed.

CHILDLINE Vishakapatnam organized NIPC workshops for the media persons and Municipal school teachers. Two NIPC workshops, of one-day duration each, was organized particularly for journalists and media persons from EENADU, Andhra Bhoomi, Vaartha, Andhra Jyothy, All India Radio, Doordarshan, TV9 and Sridevi TV. The workshop aimed at making media more aware of its role in the child protection system. The other one-day NIPC workshop was conducted for 40 Municipal School teachers of Greater Visakhapatnam

CHILDLINE Patna focuses its awareness drive at Railway stations: Seeing the vulnerable situation of the children at the Patna railway junction, CHILDLINE conducted a 24-hour awareness and survey programme for the children living on the railway premises. CHILDLINE staff dealt with several cases related to medical help, shelter and repatriation. The team members also spread information on CHILDLINE.

On the occasion of Basant Saras Mela CHILDLINE Patna put up a stall at Gandhi Maidan from 16th to 19th of March. CHILDLINE team distributed IEC material and enlisted 50 volunteers during this time. Many people, both adults and children visited the stall. A teacher, who visited the stall, brought her whole class of students to the stall. CHILDLINE could also restore one lost child to his parents and provided medical help for another.



An open house session, CHILDLINE Sitamarhi



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Mumbai CHIDLINe Annual Review (2006-2007)

Mumbai CHIDLINe Annual Review (2006-2007) was held in Goa between 20th - 23rd March. All Mumbai CHIDLINe partners participated in the review; altogether 27 CHIDLINe staff attended the Annual review.

The teams presented the activities of the previous year and discussed intervention cases, outreach activities, networking efforts, innovations, and challenges & learnings. Cases covered, ranged from shelter, medical conditions requiring close attention and care, abuse, restoration, rescue of child labourers, and even death. Team members specifically shared the challenges faced in some of the tough rescue and restoration cases.

Team shared their views and experience on networking & liaisoning and the significance of strengthening relationship with the allied systems like the Government Railway Police, Railway Protection Force, labour Welfare, Department of Women and Child Development (DWCD), Shelter Homes, Child Welfare Committee (CWC), Hospitals, grass root level workers, station masters, ticket collectors, railway workers, private sector and other allied systems.

Challenges faced by the team were also shared. Some of the challenges faced by the team - non-co-operation from PCO booth owners, railway officials, and police; problems in finding shelters for children, especially for mentally challenged children and children with disabilities getting rejected from shelters and CWC, financial implications for residential care of children in after care post hospitalizations, hospital delays in providing treatment because treatment is free, shortage or no PCOs in some areas and problems of connectivity, huge workloads, sometimes in dangerous conditions, low salaries, and problems faced during rescue operations due to different age (14 or 18) specified under JJ Act and Child Labour Act.

The aspect that was strongly highlighted in the review was the need for training on topics such as JJ Act, Child Rights, communication, behaviours, the need for CHIDLINe identity cards, new and innovative ways of doing outreach and Open House and reaching out to new children.

The team brainstormed on action plans for the next year and developed issue based actions plans related to *Child Labour*, *Child Beggary* and *Child Substance Abuse*.

The review concluded with visits to scenic spots of North Goa, of course including the beautiful beaches. In the evening the team went on a cruise and enjoyed the Goan folk song and dance.

Divisional Workshop on Child Trafficking, Early Marriage & Dowry and CHIDLINe service

On 20th March 2007, **CHIDLINe South 24 Parganas** in collaboration with partner organization and Sub Divisional Information and Cultural Office organized a one - day workshop on the issue of child trafficking, early marriage and dowry. The objective of the workshop was:

- (1) To create awareness among the Anganwadi workers, supervisor of ICDS project, ANM of Sub Center, representatives from CBO's and NGO's
- (2) Capacitate them to campaign against the issues.

The workshop provided an over-view of child trafficking, early marriage & the dowry system, causative factors, steps to combat the issue and measures taken by the Government and existing policies that impact these 3 issues were also discussed. *Dr. Abul Hashnat, MLA, Magrahat (West), Mr. Tapan Sarkar, District Information and Cultural Officer, Mr. Baskar Bose, CDPO, Diamond Harbour - I ICDS and Mr. Arup Das, Unit In Charge, CINI Diamond Harbour Unit (CDHU) were the speakers for the workshop. Dr. Balai Halder inaugurated the workshop.*

Recommendations from the workshop:

1. Joint action to be initiated by Information and Cultural Office, CINI – Diamond Harbour Unit, ICDS, Health Department and CBOs and NGOs to combat these issues.
2. CDHU to take initiatives in the field of Child Protection through its education and Child Protection wing.
3. Anganwadi Worker and Supervisors of ICDS to sensitize people on these issues through their Mother's meetings.
4. Information and Cultural Office to publish incidence and case studies on these issues to sensitize the public.



Missing Children

CIF's experience and concern for addressing the issue

The Nithari case of child abuse drew the attention of the public, media and policy makers to the problem of missing children. It was realised that every missing child can be a potential victim of abuse. CHILDLINE officers across the country have been assisting parents and allied systems in finding missing children. CHILDLINE offices receive calls from children who are lost asking help to reunite with their families. Going by reported statistics from various sources, the total number of missing children possibly adds up to more than 44,000 a year on an average (based on the estimates by the National Human Rights Commission, 2006). This is based on only those cases that are reported and recorded.

Across 75 cities in India, the CHILDLINE service has received over 11 million calls (from inception to March 2007) from children and worked with 3 million children in need of care and protection. Of the total intervention calls 14 percent of interventions have been for missing children, while successful restoration of children to their families amounts to 10.82 percent (As per statistics available up to December 2006) The indication is clearly that

there is a significant discrepancy between children reported lost and children who are restored to their families. CHILDLINE centers across the country have received about 66000 calls regarding missing children in the last three years - from 2004 to 2007.

- CHILDLINE centers across the country have received about 66000 calls regarding missing children from 2004 to 2007.
- This constitutes 25% of the total direct intervention calls received by CHILDLINE during these years.
- According to the data 25% of the missing children are in the age group of 1-5 years and 64% are in the age group of 6-15 years.
- 70% of the missing children are male.
- 34% of the calls were received from the family/relatives and 15% from the allied systems (police, healthcare, education, transport, and media).

CHILDLINE services have been extended to various categories of children. Many among these categories are 'missing' children:

- Run away children
- Children who are lost

- Street children
- Trafficked children
- Children displaced from their homes and families due to conflicts/ disasters
- Children in institutions
- Working children

system around missing children simply does not exist, is a big part of the reason for such a problem. CIF believes that a first step is the design and operation of a nodal agency, defining and monitoring a Missing

Table: Zone wise Distribution of Missing Children at CHILDLINEs

Zone	2003-04	2004-05	2005-06
East	3586	4127	4807
West	4275	3451	3633
North	5810	5582	6048
South	8578	8722	7993
	22249	21882	22481

As can be seen in Table above, the maximum no. of calls received was in the South in all the three years - from 2003 to 2006. One obvious reason is that CHILDLINE has maximum representation in the South (23 CHILDLINEs). Moreover, the number of 'missing' calls in South was high in the year 2004-05 due to the Tsunami, when a large number of adults and children went missing. In the most severely affected regions, a large number of persons were not found even after a year and a sizeable number was assumed to be dead.

The fact that a system and a strict implementation of that

Children Initiative with a number of agencies networked together. Primarily, these are the police and their tracking network, Central and State government ministries, the Rail and Road transport systems, NGO's working in diverse fields (such as Rights, Gender, Trafficking, Labour, Education, Disability and Legal Systems), Shelter homes, Media and IT.

CIF is bringing out a publication on Missing Children and engaging in dialogue with different stakeholders who can advance the cause of tracking and ensure protection of missing children.



Making a Difference - CHILDLINE Intervention

CHILDLINE Nagapatinam reunites mentally challenged child with his parents...

CHILDLINE Nagapatinam received a call from a PCO operator. The operator informed the team that a child was standing near his PCO and appeared to be troubled and was not talking to anyone. The CHILDLINE team located the boy and brought him to the center where they realized that the child had a low IQ. When all attempts to get the child to talk failed, the team members gently searched the child. When the team checked the boy's shirt they noticed the label on his shirt collar that bore the name and place of the tailor. The place mentioned on the tailor label was Kumbakonam.

CHILDLINE contacted the local police who got in touch with Kumbakonam police. Kumbakonam police was successful in tracing the boy's family. The boy's family visited the CHILDLINE office and after a few counselling sessions he was handed over to his family.

Medical aid arranged...

Medical aid for Durga, a 6 year old little girl suffering from cerebral palsy was arranged by the **CHILDLINE Agartala**

team. Durga's father had heard about CHILDLINE from a friend and contacted the center asking for help. The child had not received any kind of medical treatment before this as the family simply could not afford the expense. The CHILDLINE team arranged for Durga's medical examination and was prescribed medication and physiotherapy. CHILDLINE team arranged for financial support for the treatment. The child is presently under treatment.

Medical services provided...

13th February 2007 **CHILDLINE Bangalore** received a call from RPF of Bangalore City Railway Station. A 10 -year old boy was found unconscious on the platform. The boy was severely ill and on the verge of dying. CHILDLINE team rushed the boy to the hospital. A series of test were carried out and the boy was detected with TB. Further tests revealed the boy to be infected with chicken pox. The child was admitted for a period of 20 days. Following his recovery he was discharged from the hospital.

However a day after the child was discharged, he began vomiting. Traces of blood were found in the vomit. Further tests were carried out. Tests revealed stones in his urine

that were causing the child immense pain as a result of which he could not sleep well in the night. As a precautionary measure the child had to undergo several other tests. He was diagnosed with TB Meningitis. Another line of treatment was prescribed. During the course of treatment in three different hospitals the CHILDLINE team was in regular touch with the child.

Following his recovery the team took efforts to trace his family. The child was unable to give the team much information about his family or his address, he could only give them the name of the area he came from in Patna and could only speak in Hindi. His father is a truck driver by profession and mother had passed away a few months before he had left home. She was suffering from TB. His father had sent him to Delhi for work. Here he worked as a domestic helper. He was constantly scolded and beaten by his employer. However unable to bear the ill - treatment from his employer he ran away to Bangalore. He worked only for ten days in the house.

CHILDLINE Bangalore has contacted CHILDLINE Patna to trace his family. Bangalore CHILDLINE Team has placed the child in one of the shelter homes of a support organization where he is recovering.

Nepali children rescued from circus...

A group of parents approached the local Nepal Child Welfare Foundation requesting help to rescue their children employed by a circus. Initially NCWF collaborated with a Delhi based NGO, Nepali Mitra Manch and organised a fact finding exercise. Following the exercise it was found that 19 children were employed in the circus. Of the 19, parents of 12 children were traced. Initially it was thought that the circus was situated in Lucknow but later it was found that the circus was in Kushinagar, which is 2 - hours away from Gorakhpur.

At first NCWF approached the circus and requested them to release the children. NCWF were threatened and told that there were no children employed in the circus. Also they were offered Rs. 30,000/- to hush up the matter. Along with a letter issued by the Nepal Embassy addressed to IG-Gorakhpur and (Senior Superintendent of Police) Khushinagar, NCWF fist wrote to CHILDLINE India Foundation (CIF), Mumbai and sought help. CIF put them in touch with **CHILDLINE Gorakhpur.**

CHILDLINE team along with NCWF approached the Superintendent of Police, Kushinagar. A team



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consisting of the police, CHIDLINe, NCWF and the parents reached the circus grounds. The police rescued 8 children. Four other children had been sent to Allahabad Kumbh with another member of the circus and were scheduled to return the next day. Children who were rescued confirmed the presence of more children inside the circus. The circus staff and Station Head Officer refused to cooperate in rescuing the children. The police too were rude and non-cooperative. The rescue operation was carried out without the police filing an FIR against the circus owner.

Despite requesting and applying pressure on the police to file an FIR and rescue the remaining 8 children, they refused to do so.

CIF then contacted the Senior Superintendent of Police, Kushinagar to intervene. But the officer expressed his inability to do anything as the children were from Nepal and in the absence of their parents there would be issues of identification, custody etc. The rescue group pointed out to the police that any child facing exploitation irrespective of nationality has to be rescued and the CWC is the responsible body in the issue of custody. The following day CHIDLINe approached the CWC. The CWC agreed to provide shelter to the children.

The team then approached the Additional S.P of Kushinagar who assured that the rest of the children would be rescued. The children were rescued and brought to the police station. Though the rescue operation was successful there was tense atmosphere following the rescue.

The next day nearly 200 people from the circus had gathered at the police station along with the circus owner and the official. The rescue team was threatened and intimidated by the circus group. Cameras were snatched away from the team members. The team members were insistent that the police file an FIR and produce the children before the CWC.

Meanwhile the driver of the CHIDLINe team was taken away by the circus group. This was a tense moment as, the team feared for the safety of the driver. While the team was facing this situation, the CHIDLINe Collab, CIF and CHIDLINe Lucknow approached District Magistrate, Kushinagar, Additional Director General, Uttar Pradesh (based in Lucknow), Director, Ministry of Women and Child Development (Delhi) to ensure team safety. In order to ensure the safety of team the collab sent in 70 people along with media persons. Though the team safety was ensured, neither the FIR was lodged nor the children were

presented before the CWC. As a result the children had to spend the night in the police station.

The next morning instead of producing the children (8 children whose parents had not come) before the CWC, they were handed over to another NGO, who further handed the children to authorities in Nepal.

Following the rescue the team approached the District Magistrate of Kushinagar. A letter was issued to the Labour Department. The parents along with the 12 children (whose parents had accompanied the children) were taken to Lucknow for further action. The CHIDLINe team assisted in organizing the Medico Legal process. A PIL has been lodged.

CHIDLINe comes to the rescue of an abandoned Mentally Challenged baby...

22nd February **CHIDLINe Bhubaneswar** received a call informing about a new born baby left in the dustbin near a nursing home. The team rushed to the spot and was shocked to find out that the parents of the baby wished the baby to die.

During her pregnancy the mother regularly visited the hospital for check-up. In her sixth month it was detected that the child would be mentally challenged. The couple wanted to abort the

fetus but this was not possible. The baby was born pre-mature. Following the birth of the baby, the baby was detected with brain tumour.

The baby's father was a farmer by profession. His meagre income was not sufficient to bear the cost of the baby's treatment and medication. Unable to think of any other alternative and having no other resources, the parents left the baby in the dustbin to die.

The team counselled the parents and the hospital staff and requested them to hand over the baby to CHIDLINe. After receiving their consent, the baby was placed in a shelter home. When the team contacted the shelter home after two days, they were informed that the baby had passed away. This was probably because the baby was lying in the dustbin for two day unattended before CHIDLINe was called for rescue.

A run-away child falsely caught for stealing.... restored home...

A 12 year old boy was found by the Dhekiajuli police. According to the police the child was caught in the act of stealing a mobile. The police officer in-charge called **CHIDLINe Guwhati** and sought their help. The officer was not aware of legal aspects relating to a child. He was confused whether the



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child should be put in the jail or not. CHILDLINE suggested that the child should be produced before the CWC/JJB. But there was no CWC/JJB in Dhekiajuli. Finally the child was handed over to the CHILDLINE.

Though the police had accused the child of theft, the team after long conversation with the child was convinced that the child was innocent. Some one else had stolen the mobile and the police had caught him on suspicion. The child could speak only Assamese and this made it difficult for the child to communicate with the police.

The child had run away from his house in Bihar and was searching for his relatives staying in Dhekiajuli. It was at this time that the police caught him. The child was very frightened and the team had to convince the boy that they would restore him to his family. The child provided the team with his home address and phone number. On 15th February, the child's father visited CHILDLINE centre with documentary proof.

Following verification and consent form the CWC the child was handed over to his father. The father informed the team that the child was in the habit of running away from home. The team suggested the father to provide his son counseling to deal with the issue of running away from home.

6 boys rescued and restored...

CHILDLINE Jaipur received a call 13th March 2007 from a concerned adult. The caller informed that a group of 5 boys were seen wandering late in the night near a hotel. The team traced the boys and brought them to the centre.

The boys were basically from a place called Gaya. Their father was a labourer and could not afford to educate them with his income. They were sent to Jaipur to work and earn some money. The boys were accompanied by their cousin who was himself employed at Jaipur. The boys worked under the supervision of Sheikh, their relative.

Initially everything was fine. They were in regular touch with their parents and their relative was good to them. Gradually he began torturing them by not giving them food and at times only half a plate of food. They were made to work from morning to late evening and also beaten up. They were neither allowed to go home nor call their parents. Not able to take further of these treatments the boys managed to escape from the place. One boy was left behind who was rescued later. They were provided temporary shelter.

The team then contacted the boy's parents at Gaya. Sheikh had promised the parents that he would take care of the children and the

parents had trusted him. They were in for a shock when they came to know of the harassment the boys underwent. Following verification the boys were handed over to their respective parents.

CHILDLINE team wanted to take legal action against Sheikh but the parents of the boys requested not to do so. Sheikh was left with a warning of legal action if in future he attempted to employ children.

On 21st March the boys called the centre to convey that they were happy to be with their family.

HIV+ twins provided shelter...

Two boys (twins) aged 11 years found themselves all alone and abandoned following their parents death. They parents died of AIDS. Immediately after their parents death they were found to be infected with HIV. Following the diagnosis all hell broke loose. No one was willing to take care of the children and due to the stigma attached to the HIV/AIDS no one was even willing to come near the children. They were prohibited from entering courtyard and homes of people in the locality. People maintained distance from the boys.

A distant relative of the boys came to know of the ordeal the boys were going through decided to take care of them. She then contacted **CHILDLINE**

Imphal for help. The boys were provided counseling by professional counselors. As the children were undergoing counseling CHILDLINE began exploring the possibilities of finding shelter that would provide them with holistic care. The team visited several shelter homes. In the search the boys and their relative also accompanied the team. Most of the children's home provided only day care service.

Finally it was agreed that the boys will continue to reside with their relative and CHILDLINE will be continuous touch till further action can be taken. CHILDLINE has contacted the State Aids Control Society and is exploring all possible means for rehabilitation of the boys.

CHILDLINE reaches out to Mentally Challenged child...

A 15 year girl was admitted in the Spinal Ward of the Medical College Hospital. She was mentally challenged and could not speak. No information could be gathered from the girl. The only information gained was from the police. The girl had met with an accident and was brought to the hospital by the police.

The case came to the notice of **CHILDLINE Jammu** director. Following a discussion with the team, and one of the team members' visited the girl at the hospital. The girl was receiving the necessary



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medical treatment from the hospital. But she was alone. As she was not able to give any details about family, it was not possible to trace her family.

Since only the Paramedical staff were present to care for the girl, CHILDLINE team decided to visit the hospital once a day and provide the necessary assistance required until any further action could be taken. Presently the child is undergoing treatment at the hospital.

Girls trafficked for work... rescued...

CHILDLINE Kolkata received a call from the local police informing about a case of rescue of three girls below the age group of 15 years. Along with girls two men were also found. The police wanted CHILDLINE to intervene in the case. The girls were handed over to the CHILDLINE team. The girls were provided shelter at the Half Way House.

The following day the girls were provided counseling. During the session the girls disclosed details to the counselor. They revealed that they are basically from Sandeshkhali, an area that is trafficking sensitive district of North 24 Parganas in West Bengal. Sandeshkhali is a village very far from the metro city of Kolkata with the socio economic status being much below the poverty

line, the area is a soft target for the traffickers. Parents of adolescent girls get easily allured by the promises made by the traffickers.

The girls stated that they were being taken to Delhi to work as domestic servants. They were accompanied by two men, Rajiv Sardar (29 years) and Ravi Sardar (18 years). The girls along with the two men were traveling by bus. When the bus reached Esplanade, a centrally located place in Kolkata, also the bus terminus, the driver and the conductor became suspicious and immediately notified the nearest police station. The police in turn contacted CHILDLINE Kolkata.

The two men were quick to realize that there was trouble brewing and immediately escaped leaving the girls behind.

The girls later revealed that all three of them were working as domestic servants in different parts of Delhi. They were placed through a placement agency. Rajiv Sardar, the trafficker, takes the children from Sandeshkhali to Delhi, promising the parents that their children will be safe and earn between Rs. 2000/- to 3000/- per month.

The matter was brought to the notice of top officials of the Kolkata Police and the team used this opportunity to bring to the attention of the police that a number of

similar incidents were recurring in Kolkata. Meanwhile on receiving information about their daughters, the parents came to meet their daughters. They were aware that their girls were taken to Delhi to work but were shocked to hear that they were left to themselves by Rajiv Sardar when there was trouble. They promised to take action against the trafficker when he would visit the village the next time.

Rajiv Sardar could not be traced. The girls were restored back to their families. While handing over the girls, the Sandeshkhali Police Station, the local Panchayat and the Self Help Group working on anti trafficking in that particular area were informed. The leader of the Women's Self Help Group agreed to keep a close watch on the girls and assured that they would inform Kolkata CHILDLINE if any such incidents happened again.

Fearing marriage girl runs away from home...

Deepa a class XII student had seen the poster of CHILDLINE at the Central Bus Stand, Kota. She dialled 1098 after reading the poster. A team member rushed to the spot and traced Deepa. On her way to the **CHILDLINE Kota** centre, she shared her story with the team member.

She was a class XII student studying in Rajasthan and was staying in a hostel. In her last board exams she failed to clear one paper. She appeared for the supplementary and once again failed to clear the paper. Following her poor performance in studies her parents pressurised her to discontinue her education and get married. As she was not willing to do this she ran away from her home.

Initially she was afraid to contact her parent but the team assured her of their support and she finally wrote to her parents to ask them to come to collect her.

The team conversed with the girl's father and tried to convince that marriage is not the solution. They were encouraged to be more supportive. Deepa's father expressed his dilemma. He stated that in their community education was not a priority for girls. But he had tried to provide her the best education much against the wishes of his caste members.

The team managed to convince the girl's father and he assured that he would not pressurise her to get married. But in turn he wanted the girl to promise that she would not run away again. At the centre the Deepa promised that she shall try to succeed and not run away. Presently the girl is with her parents.



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In the name of love girl sold...

16 – year old Shipra fell in love with Rahul little did she know that she was being taken for a ride. Rahul worked in a nearby local studio. With false promises she was taken to Uttar Pradesh. After marrying her, he physically tortured her and sold her for an amount of Rs. 20,000/-. When Shipra did not return home after two days and not knowing what had happened, her mother approached the local police station and registered a General Dairy. They then contacted Legal Aid Cell from where they got know about **CHILDLINE Nadia**.

She was advised by the team to file an FIR against Rahul. The local police station refused to file an FIR. The girl's family along with the team then approached the S.P and other administrative officials. Finally the local police under the direction of SP had to file an FIR. The police acted upon the case immediately and were successful in tracing and rescuing Shipra. She was handed over to her family. Rahul is in police custody.

Caller uses CHILDLINE service to settle personal score...

In the month of March, **CHILDLINE Mumbai** encountered a slightly

different case, which alerted them to follow their instincts and intervene every case with a very a strong and fully prepared strategy. This case had a few twists and turns.

A caller called on 1098 saying that a lady in his building was abusing her domestic help. The boy was under the age of 14 and was being made to work long hard hours, and was being illtreated. The team member on call, assured the caller that his call will be addressed and the necessary intervention steps will be taken. However, without giving the team member the substantial time to intervene, the caller kept calling again and again, pressuring the team member to go right away and address the matter. He also threatened the team member that he was recording the conversation and would go to the media if action was not taken immediately.

The team member shared his concerns with his coordinator, that he was suspicious of the caller and the nature of the call. At the same time, the team started feeling the pressure of intervening immediately, and doing the rescue as soon as possible. However the coordinator assured the team that they were doing their job just as they were supposed to, they did not have to feel the pressure

of this man who was threatening to go to the media, and that the team member should just keep documenting well, all the steps that were being taken in the intervention.

Accordingly, a team went to the building complex, to investigate the matter, whether there was a child under the age of 14 who was being mistreated, and take necessary action. On reaching the place, the team found out that, there was no boy under the age of 14 working in the house, and there was no incidence of ill treatment. The lady in the house knew exactly who was the caller, when the team told her that it was an unknown caller. It eventually turned out, that the person she named indeed was the caller who had been calling. It was her neighbor, with whom her family had a feud since several years, on extension of their flats. This man had previously used different ways of harassing this lady, like giving some false information to BMC officials who raided her house also.

The twist of the matter was, that the lady did have a domestic help, the boy was older than 14 years, but did not know his exact age. The CHILDLINE team thought he was around 17-18 years. Immediately, they made the woman aware of the JJ Act, and the fine and imprisonment that could be imposed on her if the boy was found to be

under 18. The team members took all steps to assure that the lady would follow all the protocols, if the boy was indeed under 18; make sure that the boy went back to his family, and provide proof to the team of his return. If this was not done, then the CHILDLINE team would come with the police and labor department to rescue the child.

This case on one hand alerted the team members to be careful of people who might misuse the 1098 service for their own personal revenge; on the other hand they had a successful intervention, where a possible minor was freed from labour. An important lesson here for all CHILDLINE teams is that thorough investigation, planning and altness should be part of the intervention strategy of every team when dealing with cases.

Run away child reunited with his family...

CHILDLINE Chandigarh received a call on 17th February 2007. The caller gave information about a girl, Bhavana, found begging for money saying that she wants the money to call her brother-in-law. When the CHILDLINE team reached the spot and spoke to the girl, she informed the team that her mother had expired and father had



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married for second time. She was residing with aunt and uncle. Her father was with his second wife in Delhi. She alleged that she was physically abused by her aunt and grandmother and did not want to continue to live with them. Hence she ran away from home.

Bhavana expressed her desire to live with her sister and her husband. The girl gave the telephone number of her brother-in-law to the team. When the team called Bhavana's brother-in-law the conversation was confusing and this raised the team's suspicion.

Following further interrogation the girl finally revealed that the man she called her brother-in-law is actually her uncle's friend and her boyfriend. But the man was already married and had a two-year-old child. His wife was seriously ill and was on her death bed. Bhavana wished to run away with the man. The team members tried to contact the man once again but his cell was switched off.

Bhavana agreed to the idea of team members contacting her family. When the team contacted her family a different story was revealed. The family was worried and was searching for her. The

neighbor's also informed that Bhavana had an affair with someone and that's why she had run away. Also she was not abused by her aunt and grandmother. Following intensive counselling Bhavana was handed over to her family.

Freed from domestic work....child joins school...

CHILDLINE Vishakapatnam had received a call about a 12 year – old girl, Manu, working as a domestic worker repeatedly being abused by her employer, Dr. Shyamala. When the team reached the house, they could not find the girl. People in that area reported that the girl was already handed over to the police. Meanwhile when the team was trying to find the girl, CHILDLINE centre received a call from the police station requesting CHILDLINE to deal with the case. The child was brought to the centre.

At the centre Manu shared her details. She gave her father's name and said that he used to work in a bakery but had died of TB a year ago. Her mother sold cornflakes to earn money for the family. Her brother aged 7 had passed away in a road accident. She had gone to school, but could not

recollect the name of the school. Six months after her father's death her mother married for the second time. Her step-father was neither willing to look after the girl nor ready to accommodate her in the house. As a result regular fights took place between Manu's mother and her step-father. Often he would beat the girl and her mother. Finally one day her mother put her up for work as a domestic worker. She was physically abused by her employer and so her mother took her away and admitted her in class II, in a Municipal school and she was put to stay in a hostel. Once the child began going to school, the mother stopped visiting her. She never came to enquire about her daughter thereafter. During the summer holidays all the children went home for the holidays except Manu. One of the school teachers suggested that she could stay with her sister-in-law (Dr. Shyamala) during the vacation. Here she was made to do all the household chores and subjected to frequent physical abuse. One day she was sent out to buy a packet of salt and taking advantage of the situation Manu approached a pan shop owner for help. The pan shop owner informed the police station.

Manu was provided shelter by CHILDLINE. The team visited Dr. Shyamala's house. The first time the team was provided with misleading information. The team then visited Dr. Shyamala's house for the second time. This time the doctor's husband said they do not know anything about the girl. Finally they admitted to knowing the girl and said they had only brought her to stay with them during the vacations. She was sent back once the school re-opened after the vacations, but, the girl kept returning to their house during the weekends and hence they decided to send her to school daily from their house. The team then visited the school and met the staff. They were informed that she was not regular at school. When asked to show the attendance register they refused to show the register.

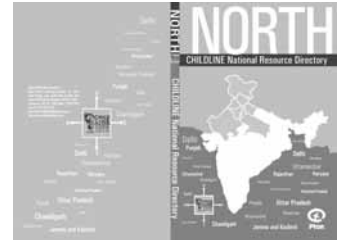
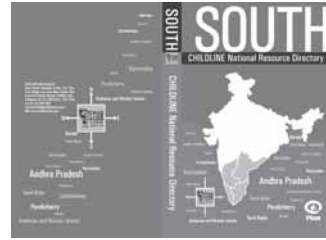
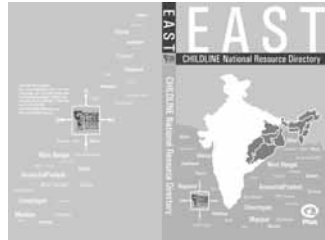
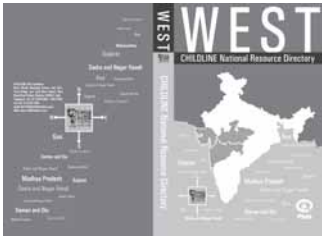
A complaint was registered with the Labour Commissioner Office and the Police. The Labour Commissioner referred the child to the Women and Child Development. Manu was admitted in a Government School. She was provided shelter in a hostel. After a few days the team visited the school to check on the child and found her to be happy and well adjusted.



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Publications



National Resource Directory

CHILDLINE a national 24-hour free phone emergency outreach service for children in need of care and protection responds to the needs of the children and links them to long term services. In many cases children have to be repatriated (children who are lost or who have run away from home and now want to go back) to another state in which case it is necessary to know appropriate organizations / services which can help out in the process. Many a time it is also necessary to access specialised services which may not be available in the city. In such cases it is necessary to have access to the contact detail of organizations providing this service closest to the city.

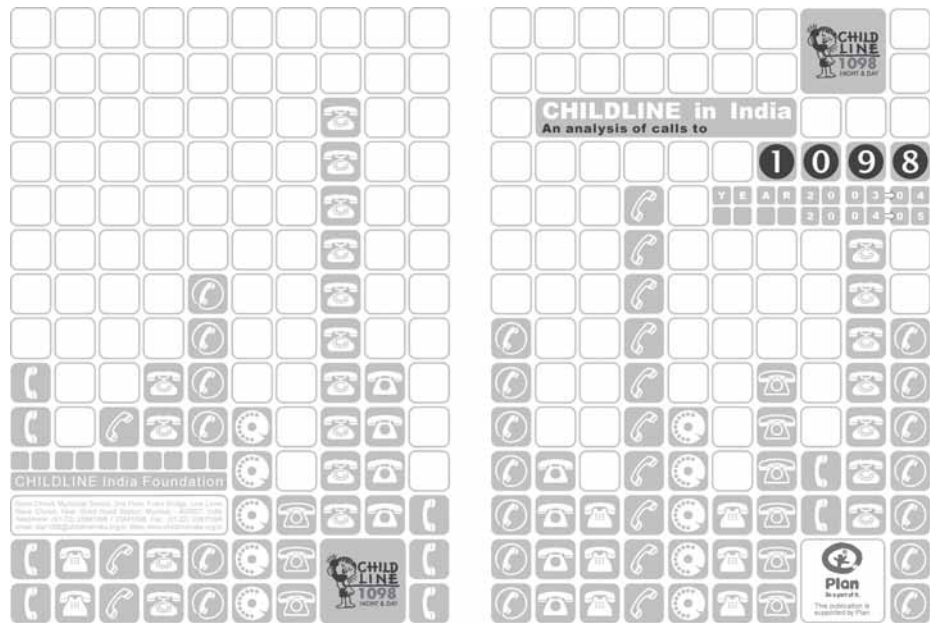
The National Resource Directory is a compilation of contact details of all organizations offering specialized services for children, in the 73 CHILDLINE cities. The Directory is presented in 4 volumes (North, South, East & West), each of the volumes presents data from a particular geographical zone of the country. The volumes are further divided on the basis of cities and type of service and has a total of 17 types of services.

CHILDLINE in India – An Analysis of call to 1098

CHILDLINE has emerged as the voice of children in India, representing the concerns of children as they express them. It is a source of primary information on the status of children. Every call received by CHILDLINE is a strong comment on the status of children in India. CHILDLINE data is critical, in not only determining the status of children in India, but also emerging trends in their conditions and also provide vital information to service providers and policy makers on the needs and vulnerabilities of children.

This publication is a comparative analysis of ChildNET data for the years 2003-04 and 2004-05. ChildNET is a step in the direction of analysing CHILDLINE data. This publication presents a national comparative analysis of CHILDLINE data

for the years 2003-04 and 2004-05. It also gives a statistical comparison of data for the same period for 55 cities. Although this data analyses the performance of CHILDLINE through only a few basic parameters it gives important feedback to cities about the impact of the service, the users of the service, reasons for calling CHILDLINE, nature of abuse faced by children, etc. It provides raw material for more indepth research and analysis on the status of children in India and highlights how child helpline (CHILDLINE) data can be critical in monitoring the status of children in India. While such data is being monitored since 1999, this is the first time that they are being published for a wider audience concerned with child care and protection. This is the first in a series of annual ChildNET publications that are to follow.





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Children at work...

- India has 12.7 million children working in the age group 5-14 years. This constitutes 5% of the population and 3.15% of the total workforce.
- According to the census report child labourers have increased by 10.68% from census 1991 to 2001
- Maharashtra, Tamil Nadu, Kerala and Andhra Pradesh there has been a decline in child workers from 1991 to 2001 whereas in Sikkim, Nagaland, Harayana, & Himachal the number of child work force has increased.
- 72% of Child workers are in Uttar Pradesh, Madhya Pradesh, West Bengal, Orissa, Andhra Pradesh, Assam and Rajasthan.
- Child Welfare organizations estimate that India has over 10 lakh children working as domestic servants and another 10 lakh working at road side eateries, hotels and restaurants.
- 20.28% of the child labour workforce in the age group of 5-14 years works on farms and fishing & forestry sectors.
- 26 paise per day per working child is the current budgeted allocation for rehabilitation
- Child labour contributes 20% to the Gross National Production (GNP)

Sl. No	State	% Share of workforce (5-14 years)
1	Andhra Pradesh	7.7
2	Arunachal Pradesh	6.06
3	Assam	5.07
4	Bihar	4.68
5	Chhattisgarh	6.96
6	Delhi	1.35
7	Goa	1.82
8	Gujarat	4.28
9	Haryana	4.78
10	Himachal Pradesh	8.14
11	Jammu & Kashmir	6.62
12	Jharkhand	5.47
13	Karnataka	6.91
14	Kerala	0.47
15	Madhya Pradesh	6.71
16	Maharashtra	3.54
17	Manipur	5.75
18	Meghalaya	8.22
19	Mizoram	12.34
20	Nagaland	8.48
21	Orissa	4.37
22	Punjab	3.23
23	Rajasthan	8.25
24	Sikkim	12.04
25	Tamil Nadu	3.61
26	Tripura	8.22
27	Uttar Pradesh	4.08
28	Uttarakhand	3.24
29	West Bengal	4.5

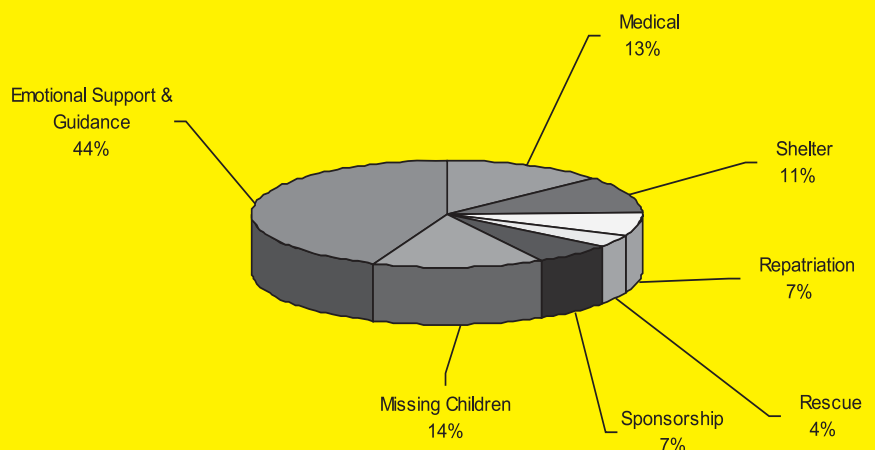
Source

The Times of India, Mumbai, June 13, 2007
 "Children of a Lesser God", India Today, November 27, 2006.

Percentage of Intervention Calls from Inception till March 2007

The following call statistics covers 71 cities

Medical	59146
Shelter	49840
Repatriation	31858
Rescue	16315
Death Related	792
Sponsorship	30013
Missing Children	62107
Emotional Support & Guidance	192266
Total	442337





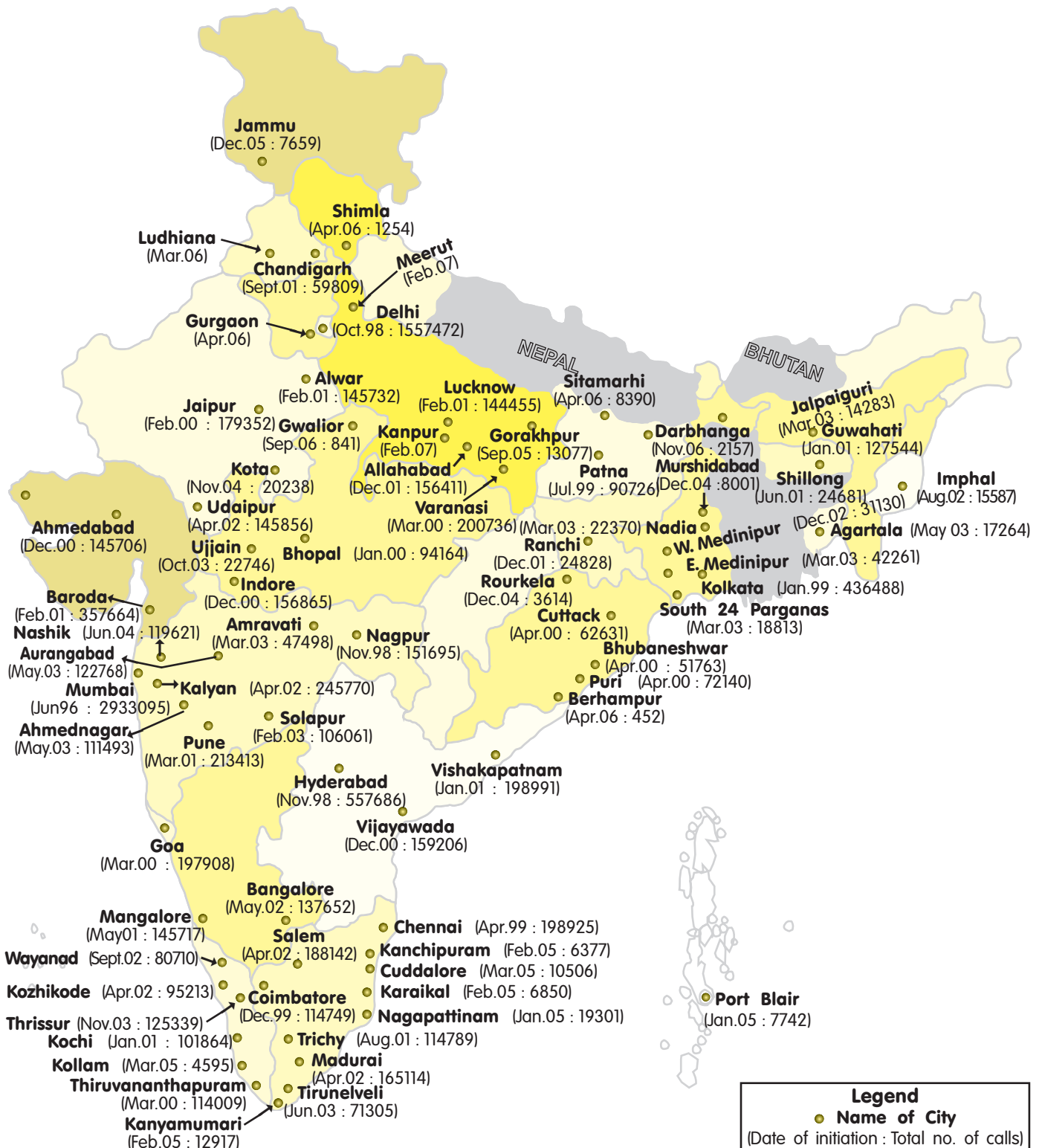
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CHILDLINE has recorded a total number of **1,14,16,571** calls from inception till March 2007

Statistics not available :

Chennai - Don Bosco = Jan-07, Feb-07, March-07





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The CHILDLINE Family

GOVERNMENT PARTNERS

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

NGO PARTNERS

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** (Shree Hanuman Vyayam Prasarak Mandal), **Aurangabad** (Aapulki Samaj Seva Sanstha), **Baroda** (Baroda Citizens Council, Dept. of Social Work, MS University), **Bangalore** (APSA, Don Bosco, NIMHANS), **Berhampur** (Indian Society For Rural Development, Organisation For Development, Integrated Social & Health Action, National Institute For Rural Motivation Awareness & Training), **Bhopal** (AARAMBH, Bhopal School of Social Sciences), **Bhubhaneshwar** (Ruchika Social Service Organisation), **Chandigarh** (Pediatric Centre - PGIMER, YTTs), **Chennai** (Don Bosco, Indian Council for Child Welfare, Department of Social Defence, Asian Youth Centre, NESAKKARAM-SEEDS), **Coimbatore** (Don Bosco, Families for Children), **Cuttack** (Basundhara, Open Learning System), **Cuddalore** (Indian Council for Child Welfare), **Darbhanga** (East and West Educational Society, Kanchan Seva Ashram, Gramoday Veethi, Sarvo Prayas Sansthan, Batika, Manav Jagruti Kendra, Gyan Seva Bharti Sansthan), **District South 24 Parganas** (School of Women's Studies, CINI - Diamond Harbour Unit, Sabuj Sangha), **Delhi** (Butterflies, Delhi Brotherhood Society, Don Bosco Ashalayam, Prayas, Salaam Balaak Trust), **East Medinipur** (Vivekananda Loksiksha Niketan, EGRA Sarada Shashi Bhushan College), **Goa** (Goa Salesian Society, Nirmala Education Society, Vikalp, Jan Ugahi), **Gorakhpur** (Purvanchal Gramin Sewa Samiti, Development Initiatives by Social Animation), **Gurgaon** (Shakti Vahini), **Guwahati** (NIPCCD, Indian Council for Child Welfare), **Gwalior** (Center for Integrated Development), **Hyderabad** (Divya Disha, SIDUR, Confederation of Voluntary Associations-COVA), **Imphal** (Dept. of Anth-Manipur University, Manipur Voluntary Health Association, Manipur Mahila Kalyan Samiti), **Indore** (Lok Biradari Trust, Indore School of Social Work), **Jaipur** (Institute of Development Studies, Jan Kala Sahitya Manch Sanstha, I-India, Vihaan), **Jalpaiguri** (Dept. of Economics - Ananda Chandra College, Jalpaiguri Welfare Organisation, Universal Progressive Study and Cultural Forum), **Jammu** (Red Cross Society), **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

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Plan

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