

# Hello CHILDLINE

A CHILDLINE India Foundation Initiative

Edition - March 2021



**CHILDLINE** is a national, 24-hours, free, emergency phone and outreach service for children in need of care and protection.

## Message from the Executive Director's Desk

Dear all,

It gives me immense pleasure to present the second edition of Hello CHILDLINE. Through this magazine we aim to reach out to our stakeholders and our partners informing them about our events and activities. The magazine is an important tool to reach out to the masses and spread awareness about children's issues. As we enter the New Year with revived hopes and energy, we realize that pandemic is far from over. In the last quarter of the previous financial year, the second wave of the Coronavirus pandemic began to rise rapidly. Once again, CHILDLINE frontline workers sprang into action to fulfill the needs of children in need of care and protection.

This newsletter provides a glimpse of innovative events and activities, CHILDLINE's reach and visibility, interventions by CHILDLINE and case studies of CHILDLINE 1098 services. It further provides insight on events and activities conducted at local, regional and national level. CHILDLINE India Foundation has collaborated with UNICEF to create a manual for psychosocial support for children. CHILDLINE frontline workers are conducting exercises and training sessions from the manual to help the allied systems and children learn effectively. Under the guidance of the Ministry of Women and Child Development, CHILDLINE completed 18 sessions of SAMVAD (Support, Advocacy & Mental Health for children in Vulnerable Circumstances and Distress) an initiative of NIMHANS (National Institute of Mental Health and Neuro Sciences) on counselling skills of Master trainers.

We acknowledge the vital support we have received from the Union Ministry of Women and Child Development, Ministry of Railways and their administrative staff, RPF, GRP, Government of India and the State Governments. Their encouragement and inspiration has been indispensable for us. We would like to thank the Azim Premji Philanthropic Initiatives (APPI) for their continuous support towards our initiatives. Our heartfelt gratitude goes to our network of partner organizations', stakeholders including the district officials, all the statutory bodies, CWCs, donors, volunteers and the communities across the country. Our heartfelt thanks and gratitude goes to the entire CHILDLINE staff at the head office, regional resource centers, contact centers and the frontline workers. We have achieved several milestones which would not have been possible without your constant support.

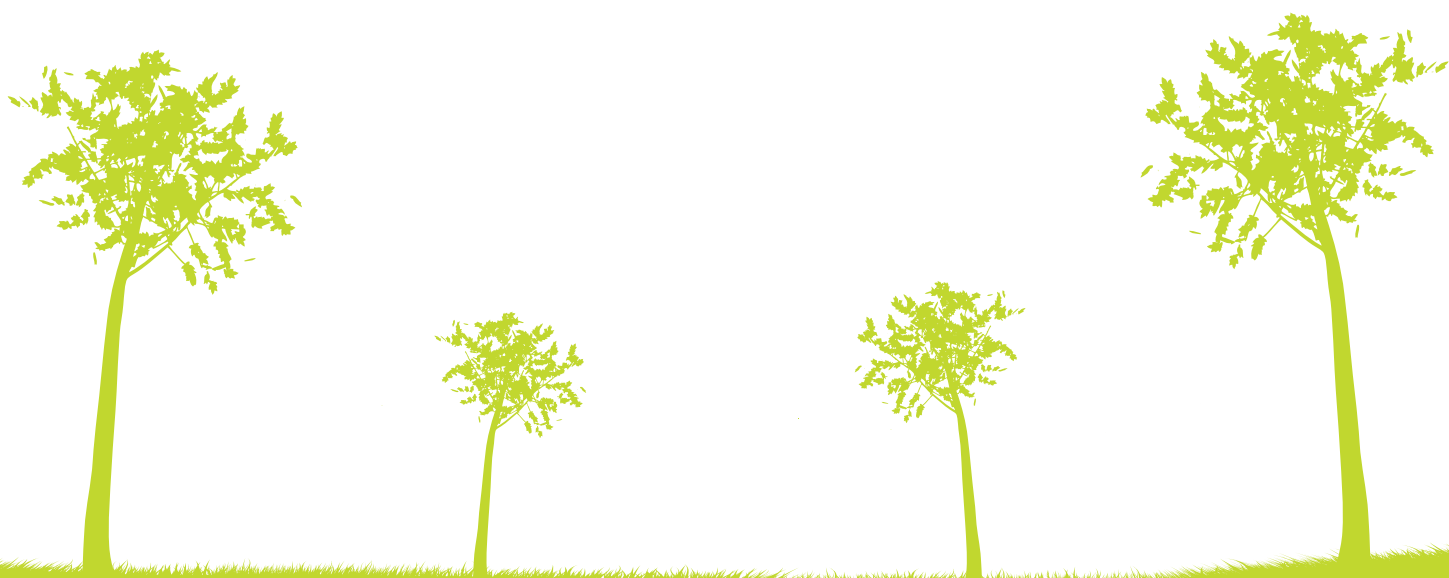
We truly hope that this Newsletter proves to be useful to all our readers.

**Dr. Anjaiah Pandiri Ph.D**  
**Executive Director & Member- Secretary,**  
**CHILDLINE India Foundation**



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## Minors engaged in child labour rescued from a bangle factory!



In February 2021, CHILDLINE Mumbai, Maharashtra received information through 1098 about children working in a bangle factory in the Malad area. The children, around the age of 14 years were working in two groups of five children each. Upon receiving the information, the CHILDLINE team conducted a recce of the address and confirmed the same. A formal letter to share information about this was submitted to the Child Labour department. The Special Juvenile Police Unit (SJPU) was informed telephonically for support as well as intimation to the local police station. On 23<sup>rd</sup> February 2021, a rescue operation was conducted in coordination with the Child

Labour department, SJPU, local police and a local boy who knew the location. Before executing the rescue operation, a proper plan was prepared by the SJPU unit with the rescue teams. The rescue team was split into three member teams with responsibilities assigned to each of them. While conducting the rescue operation, two children were found working in one factory. Even though the second factory was locked from outside, children were found working inside the closed factory. A total of five children below the age of 15 years were rescued from the bangle making factory. The rescued children were brought to the Malad police station and a Tamil translator was arranged to communicate with them. During the interaction, it was learned that three children were sent by their parents to work here and the remaining two children were brought by the owner who was acquainted with the children's family living in his native village in Tamil Nadu. The children also mentioned that the employer did not harass them. Their working hours were 9 am to 10 pm and they were paid ₹ 8,000 - ₹9,000 on a monthly basis. Eventually, an FIR was filled against the employer at the local police station and the children were sent to a children's home as per the directions of the CWC.

*Child labour is a complete violation of basic rights of children, as it can cause great damage to their physical and mental health. This problem persists across the globe. Children who are engaged in child labour are deprived of education, learning opportunities and their right to a safe and secure childhood. Therefore all forms of child labour must come to an end. If you come across any child engaged in child labour. Dial 1098, now!*

## Interventions by CHILDLINE

Throughout the pandemic, CHILDLINE teams across the country have been operational round-the-clock to ensure that every child in distress has access to all child protective services. From March 2020 to March 2021, CHILDLINE carried out 12% more interventions than it did in the corresponding period of the previous year, pointing to the heightened risks and threats children have faced during the crisis. While child protection concerns such as child marriage and abuse were high even at the peak of the lockdown, towards the end of 2020, concerns such as child labour, begging and trafficking have also been on the rise. For CHILDLINE, the past year was a reminder to remain steadfast in its mission to ensure safety and well-being of children in need of care and protection.

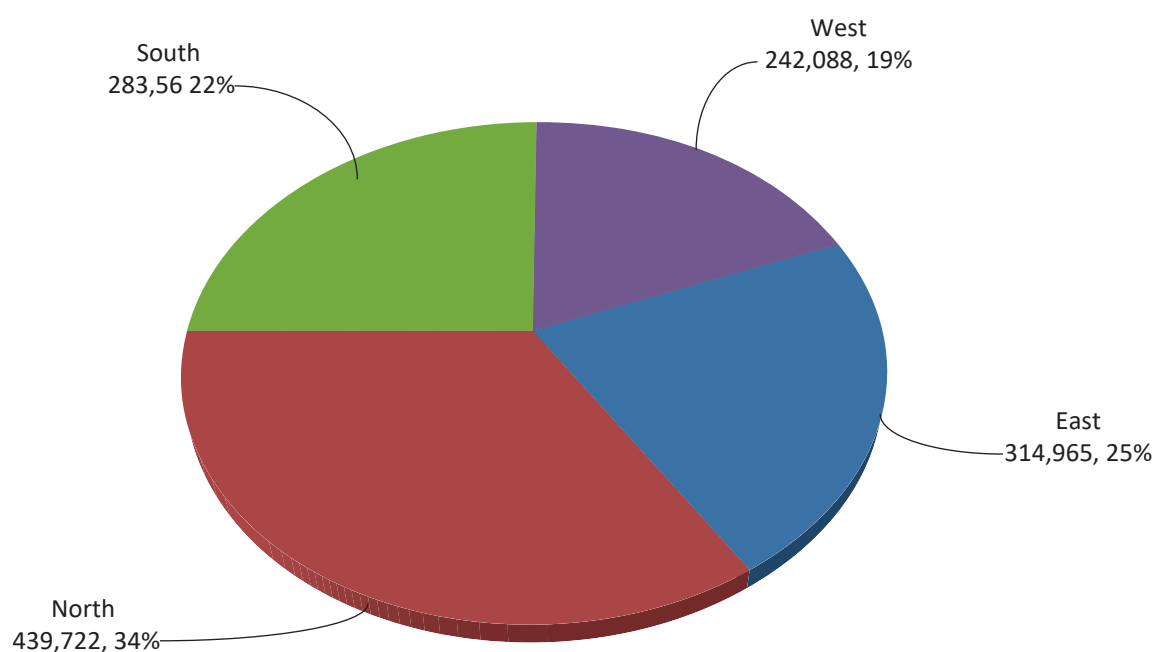
### Break-up of calls and interventions

Between 20<sup>th</sup> March 2020 and 31<sup>st</sup> March 2021, CHILDLINE answered over 5009626 calls averaging to 14084 calls per day. With respect to the regional distribution of calls, the North accounted for 34% of the total call volume, followed by the East at 25%, South at 21% and the West at 20% respectively.

### Break up of calls and interventions from January to March 2021

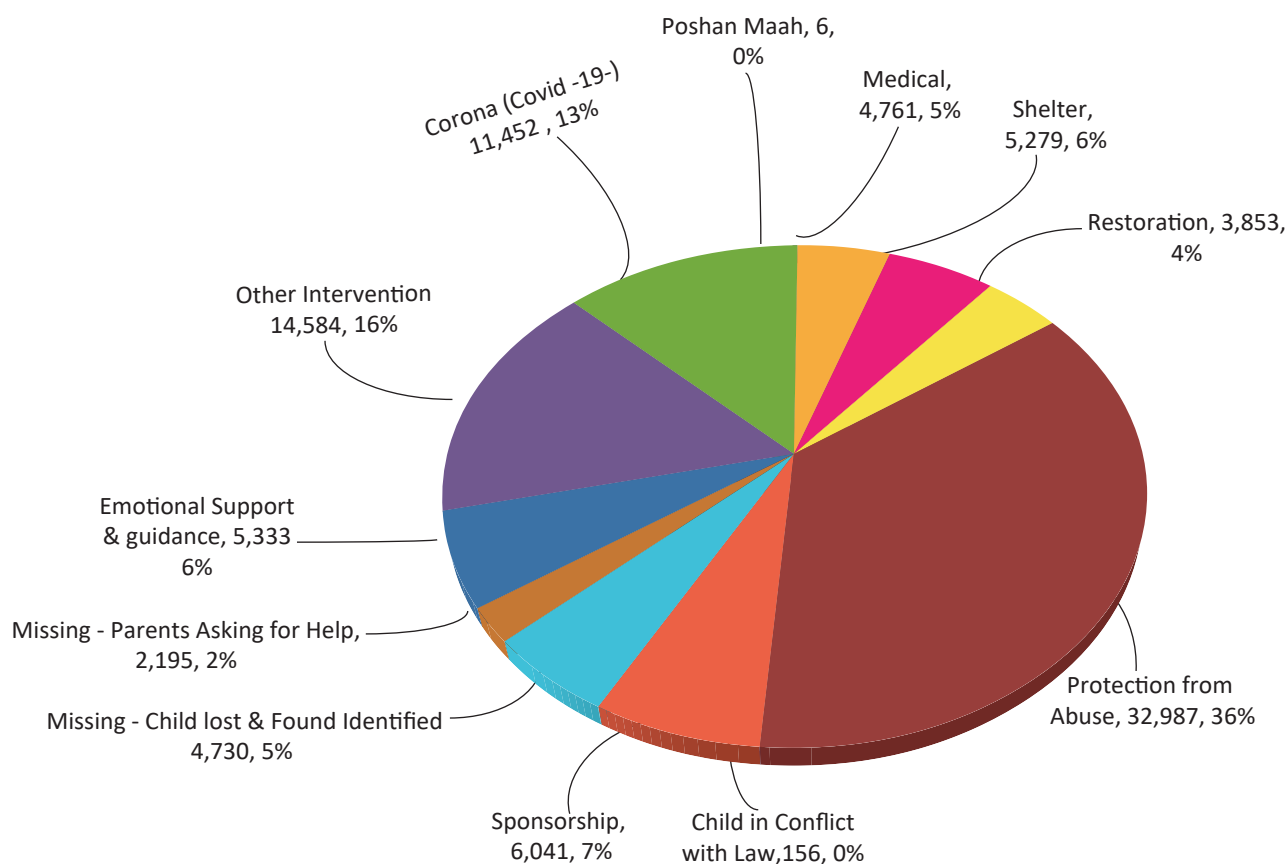
CHILDLINE 1098 services received 1280339 calls from January to March 2021. Nearly 412261 calls were received in the month of January, 413418 calls were received in February and 454660 calls were received in March.

Break up calls zone wise



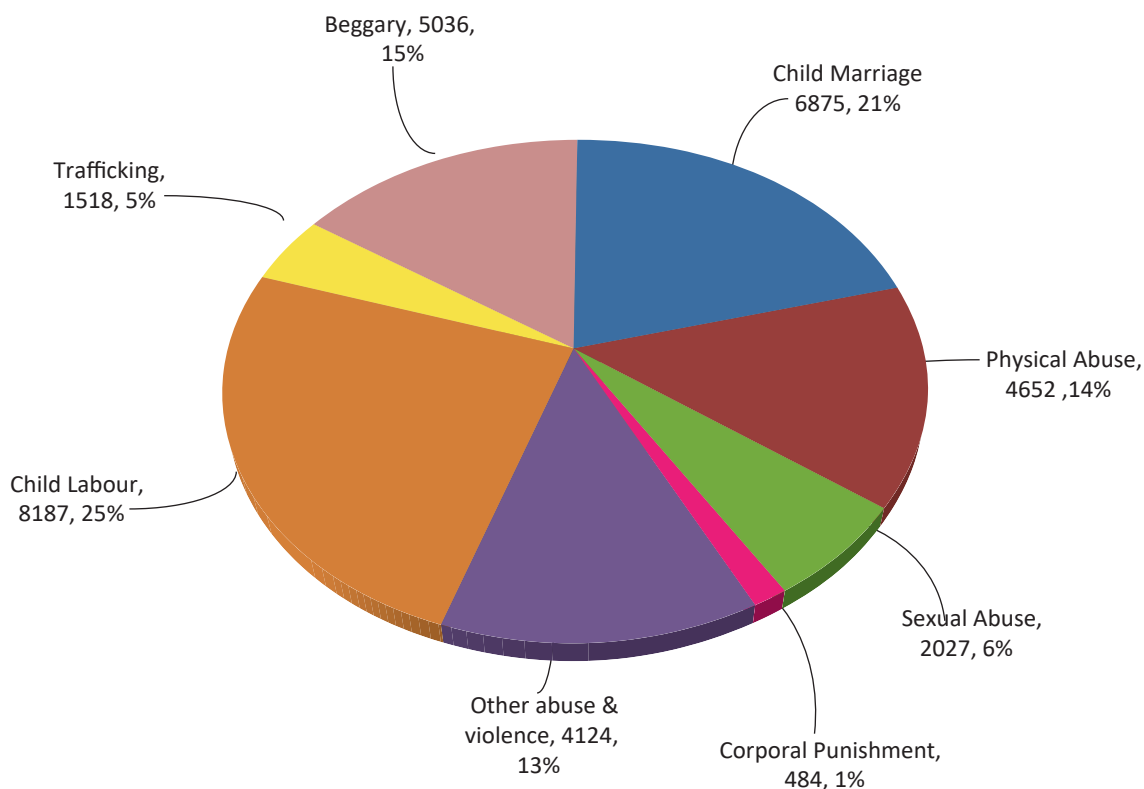
The North zone has responded to more than one-third of the total calls received followed by East at 25%, South at 22% and West zone at 19% respectively.

## Intervention calls for the period January – March 2021



36% of the calls have been received for Protection from abuse intervention followed by other intervention 16% and Coronavirus (Covid-19) related intervention by 13%.

## Core Child Protection data for the period January – March 2021



Out of total core child protection data 25% of the cases have been received for child labour related issues followed by 21% of the cases have been received for child marriage cases whereas 5% of the cases have been received by trafficking cases.

## Capacity building Initiatives

CHILDLINE Knowledge hub initiates training programs for Master trainers with the support of UNICEF

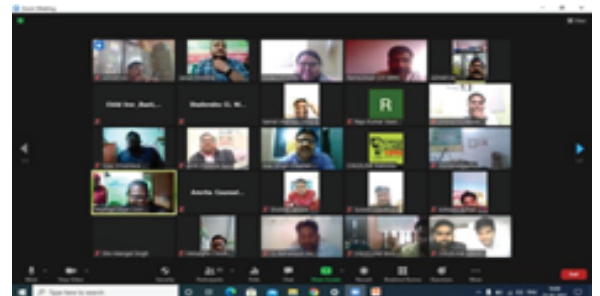


As a part of the annual programmatic plan of CHILDLINE Knowledge Hub (CKH), the Refresher Training for Master Trainers (MTs) has been initiated by CKH with support from UNICEF and technical support from New Concept. Under this activity, training sessions on issues like child labour, child marriage, child trafficking, violence against children, labour, child marriage, child trafficking, violence against children, psychological first aid for children and process documentation were facilitated in accordance with standard training manuals which has been developed

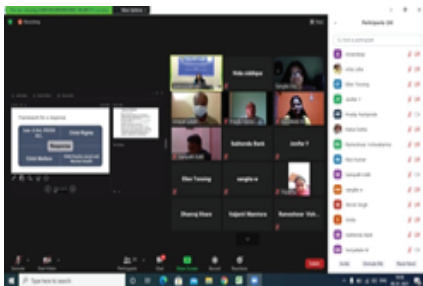
in the context of such issues. The last session was conducted on 7th January 2021.

### Training of Partner Network by Master Trainers

After completion of TOT, Master trainers organized training session for partner network. Each zone has conducted at least three training sessions in each zone in the month of February 2021. Over 800 CHILDLINE personnel have been trained.



### An online training programme to strengthen CHILDLINE's child protection initiatives by NIMHANS



A comprehensive online training programme on “Basic Child Psychosocial & Mental Health Care for Children in Difficult Circumstances” has been initiated by NIMHANS, for Master Trainers, with support from the Ministry of Women and Child Development, Government of India. The main objective of this initiative is to integrate child and adolescent mental health and wellbeing into existing child protection intervention

and policy of CHILDLINE and to equip CHILDLINE team/staff with skills to make decisions about the children's care, protection, treatment, and rehabilitation. Under this initiative, the first batch of trainers has been undergoing training on pertinent topics. Training sessions are being facilitated by resource persons from NIMHANS based on standard training modules and by utilizing the Learning Management System of NIMHANS. A total of 18 training sessions have been conducted.

## CHILDLINE Intervenes a case of Child Restoration.



Ramu Deb's nine-month old daughter, Rima Deb was living in a Dubbasakhala under a police station in Dhalai, Tripura. CHILDLINE received this information about Rima from the Child Development Project Officer (CDPO). The CDPO further informed CHILDLINE that Rima's father had poured Kerosene oil on her mother and set her on fire. The mother was hospitalized at the Kulai district hospital and is in a serious condition. Rima's father is in the police custody on charges of domestic violence. Rima was staying at her uncle's house on an emergency basis.

Upon receiving all the information, CHILDLINE team members reached Rima's uncle's home, who then requested CHILDLINE to place the Rima in the Government shelter home for better care and protection. Accordingly, CHILDLINE Dhalai team collected all of Rima's necessary documents and submitted a letter to CWC Dhalai to arrange for a shelter home. After submitting the letter along with the decisions taken at the prior CAB (CHILDLINE Advisory Board) meeting, CHILDLINE managed to keep Rima at the hospital on a temporary basis, while awaiting the CWC's order. The bench of magistrates issued an order to transfer Rima from the hospital to Agartala Government home. Currently, Rima is under the supervision of the CHILDLINE Dhalai team.

### CHILDLINE rehabilitates a child abuse survivor

Risha, age 17, was living with her parents in the Thiruvannamalai district of Tamil Nadu.



She was studying in class 10 in a government school, and she had to dropout of school due to reasons unknown. Risha then started going to work in Tirupur, making her frequency to visit home to once or twice a month.

Raman, a boy living near the village was in love with Risha. During her visit back home, she was sexually abused by Raman. She is now eight months pregnant. CHILDLINE received information about the case during an outreach from the DCPO (District Child Protection Officer). The CHILDLINE team member and the DCPU staff visited Risha's home to inquire

about her. CHILDLINE Thiruvannamalai provided Emotional Support Guidance and counselling to Risha and her mother along with guidance on the FIR filing process. After presenting the child before CWC (Child Welfare Committee) and completing the due diligence process, Risha is now in safe custody of her parents. Currently, she is safe and in good health at a girls reception home.

Child sexual abuse is a gross violation of child rights. It destroys the innocence of childhood. It not only has damaging effects on the overall personality of the child but on his or her ability to develop and maintain close relationships. If you know or come across any victim of child sexual abuse, Dial 1098, now!

*\*names have been changed to protect identity.*

## Outreach Activity: Open House

An open house forum for children associated with CHILDLINE to address conflicts, assess, review and evaluate services of CHILDLINE 1098. It also provides space for children to raise issues and identify solutions to problems along with the CHILDLINE team.

### Telangana

CHILDLINE Khammam conducted an open house session at Pedamandaya village. The Senior Inspector, ALO, AWTs, ASHA workers, Mandal Education Officer and secretary, Sarpanch and village elders attended this meeting along with children. The issues addressed by the children were:



1. Lack of Toilets
2. Need for library
3. Lack of night kitchen shed
4. Illegal activities in school premises.

All the concerned officials responded positively to issues raised by children and assured to initiate immediate action towards their best interest.

### Maharashtra

Railway CHILDLINE Mumbai Central celebrated Holi in the open house with children living on pathway near Mumbai Central Railway station. Over 13 children and 02 adults participated in the open house. Pamphlets and snacks were distributed to the children. Following points were covered at the Open House:



- **The importance of Washing Hands**
- **Precautions while playing Holi**
- **Importance of a Mask and Sanitizer**
- **Issues that children are facing**

### Jammu & Kashmir

CHILDLINE Udhampur organised an open house session at Panchayat Dhandal, Udhampur. The open house session was attended by the heads of Panchayat, Sarpanch and Naib Sarpanch, parents and children. CHILDLINE addressed several issues related to children, especially child labour and child marriage. They also enlightened the parents and the panchayatheads about the special Govt. schemes for children. The team assured complete assistance to any child in distress.



### West Bengal

On 25th February 2021, an open house session was conducted by Railway CHILDLINE Kharagpur with approximately 14 children at Kharagpur Railway Station and Bogda side.

## Psychosocial Support for Children during COVID-19

CHILDLINE India Foundation in collaboration with UNICEF and NGO Prothsahan have put together a manual - Psychosocial Support for Children during COVID-19 with the purpose of providing adults, caregivers, children and adolescents a tool to understand COVID-19 and how it can be prevented, while keeping stress and anxiety away.

The manual has helped its readers to understand the implications of a pandemic on mental health and psychosocial well-being of children, including the increased risk of violence and abuse. It also aims to provide resources for caregivers to help engage with children positively and freely. This manual can be used with two age groups of children, the younger children (6-10 years) and adolescents (11-19) years.

CHILDLINE frontline workers have conducted various learning and development sessions for children and stakeholders across the country on the basis of the exercises and learnings from this manual



CHILDLINE Hingoli, Maharashtra conducted a Psychosocial Support training session for DCPU and WCD staff.



South Goa DCL conducted a session on Psychosocial Support based on the manual for 7 children.



A story telling session based on PSS manual section 15 was conducted by CHILDLINE Gandhinagar, Gujarat.



The CHDK Kurnool, Andhra Pradesh conducted a session on psychosocial Support for 60 children of an English medium school near the railway station.



CHILDLINE Doda, Jammu & Kashmir conducted a meeting with CWC, Mahila Shakti Kendra and Sakhi with regard to PSS manual implementation.



Training session based on PSS manual by CHILDLINE Balod, Chattisgarh.

## **CHILDLINE finds an abandoned newborn child outside its office!**

On a bright afternoon of 21<sup>st</sup> February 2021, CHILDLINE Nagaur, Rajasthan a team member left his desk to follow the cries coming from the entrance of the CHILDLINE office. He found an abandoned child wrapped in warm clothes outside the office. Upon detailed enquiry, it was found that an unknown person had left the child outside the CHILDLINE office at around 12.15 pm. The same was informed to the CHILDLINE team and on his direction the CWC (Child Welfare Committee) and local police was updated. The CHILDLINE Nagaur team then took the child to the hospital for medical examination. The medical staff on duty examined the child and began treatment. After which, the senior doctor supervised the treatment and monitored the child's progress. Upon receiving all the information, two CWC members visited the hospital to obtain further information. Post treatment the baby was handed over to the CWC for further care and protection. The CWC ordered the child to be placed in an infant home in Nagaur. While following up, the CHILDLINE team member informed the north CCC (CHILDLINE Contact Center) of the current situation and the case was closed.



## CHILDLINE Visibility and Outreach

### Telangana



Wall painting providing information about CHILDLINE 1098 services was done at 11 locations in Vikarabad, mainly at schools and panchayat buildings. Wall painting was also done in Mancherial and Gadwal districts while advocating with panchayat members and local leaders. These initiatives were undertaken by CHILDLINE as a part of the constructive and deliberate engagement with stakeholders on-ground in Telangana.

### Tamil Nadu

CHILDLINE Puddukottai aimed to improve visibility and awareness of CHILDLINE services by displaying banners at a tea stall.



### Karnataka



CHILDLINE Mandya participated in child marriage awareness rally organised by the District Administrative personnel. The programme aims to spread awareness about child marriage and its impact on children, child rights and CHILDLINE 1098 services through slogans, placards, banners

### Maharashtra

To increase awareness and visibility, a banner with details of CHILDLINE 1098 was mounted at the District Collectors office in Nagpur, Maharashtra.



### Chhattisgarh



Several awareness programmes on COVID-19 were conducted through poster and pamphlet distribution, wall writings, slogan writings, etc. by all the Units of Chhattisgarh. CHILDLINE conducted several mass awareness campaigns to highlight the importance of COVID-19 precautionary measures.

## **Glimpse of innovative activities by CHILDLINE during the lockdown**

### **Karnataka**



In March, CHILDLINE Kalaburagi collaborated with a humanitarian aid foundation and organised the RTE Act 2009 Awareness Campaign. The campaign was inaugurated near the office of the Deputy Commissioner. Announcements via loudspeakers were done through an auto rickshaw in Kalaburagi city and village. CHILDLINE sensitized around 350 children and over 700 adults.

### **Kerala**

CHILDLINE Trivandrum conducted an awareness programme for 200 students on the topic of "How to face exams without fear & how to reduce stress during exams". The session was conducted and managed by CHILDLINE counselors.



### **Assam**



In Assam, CHILDLINE Units of Jorhat, Udalguri and Darrang conducted 16 awareness programmes regarding COVID-19 preventive measures, social distancing and CHILDLINE 1098 Services including psychosocial support

### **Telangana**

In Telangana, 26 religious leaders of the Vikarabad district were sensitized on the issue of child marriage. The session highlighted the importance of the role of the religious leaders in ending child marriage including legal provisions under the Prevention of Child Marriage Act 2006. Around 58 police constables were oriented by CHILDLINE in Vikarabad district on non-disclosure of the identity of the child under Sec. 74 of the Juvenile Justice Act 2015.



### **Uttar Pradesh**



Glimpse of an awareness session on CHILDLINE 1098 activities at a school in Firozabad, Uttar Pradesh

## Capacity building initiatives by Railway CHILDLINE

### Varanasi, Uttar Pradesh



A meeting of networking & collaboration was organized by CHILDLINE India Foundation in association with Azim Premji Philanthropic Initiatives at the Station Director's Office at Cantt Railway Station on 24<sup>th</sup> February 2021. The discussion focused on the care and protection of children coming in contact with the railways. The meeting was presided over by the Director, Cantt Railway Station, members of the Child Welfare Committee and

the Railway Protection Force. An officer in-charge of Indian Railway Police and Officer in charge of the shelter home explained in detail about their consent and contribution on suggestions and mutual coordination in relation to the problems faced during their intervention.

### Delhi

A campaign to help children overcome addiction of intoxicating substances was held on 25<sup>th</sup> March at Old Delhi railway station. The children were sensitized about the ill-effects of substance abuse.



### CSMT- Mumbai, Maharashtra



A training and sensitization session was conducted by Child Help Desk at Chhatrapati Shivaji Maharaj Terminus to sensitize the newly joined female RPF officers on duty. The purpose of the training session was to introduce CHILDLINE 1098 services, and provide brief information on the SOPs w.r.t. the role and responsibilities of the RPF towards any child who comes in contact with railways staffs.

### Howrah, West Bengal



A skill and capacity building workshop was conducted by the APPI team at Darjeeling, West Bengal. A review of team activities was also conducted at the event.

## Child Help Group Meetings

Child Help Groups (CHGs) are formed according to the Standard Operating Procedures at each railway station. The railway authorities, Divisional Railway Manager and ADRM (Additional Divisional Railway Manager) are people in the CHG committee. The station director can be nominated as the head of the CHG meetings. The CHILDLINE station level partners facilitate the CHG meetings every quarter

### CSMT - Mumbai



During the meeting the Railway CHILDLINE CSMT discussed the case data from April - December 2020. Issues discussed were to create a team that will visit the homes of children in other states. When vulnerable children are identified at the Railway station it is extremely important to identify their reason of running away from home.

### Old Delhi Railway Station - Delhi

A glimpse of the Child Help Group Meeting held at Old Delhi Railway Station in February 2021.



### KSR Railway Station - Bengaluru



In January 2021, a CHG meeting was held at the KSR station. SM, CMI, JGM, RSDC Consultant, SI-GRP and RPF, IRSDC supervisor, TTE, SLP director, CHDK Coordinator and team members and the following issues were discussed:

- 1) Shifting of Child Help Desk(CHDK) to Platform nos. 1, 2 or 5
- 2) Joint outreach with RPF
- 3) Display the CHILDLINE hoardings at railway premises.
- 4) Requirement of stakeholders support for intervention, especially, while rescuing Oriya and Bengali children.

Decision: Everyone agreed to shift CHDK to platform nos.1, 2 or 5. RPF SI suggested meeting the Inspector for the Joint outreach activity. Now KSR station has many hoardings with CHILDLINE 1098 details. Outcome: Got the written permission letter from IRSDC to shift the CHDK to platform number 2.



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