



Annual Report 2005-06

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Note from the Honorary Secretary...

It is my pleasure to introduce the Annual Report of CHILDLINE India Foundation for the year 2005-2006. The Annual Report presents a comprehensive overview of each of the functional departments in CHILDLINE India Foundation as well as the financial reports for the year.

2006 marks the 10th Anniversary of the CHILDLINE 1098 service. So rather than preview any of the contents of the Annual Report here, I take the opportunity to look back on how it all began and where we are today.

10 years is a special stage in an organisation's life. In 10 years life changes, so its time for us to look back with the benefit of hindsight and introspect on every aspect of what we do- helping children in distress. Learning comes from what has been and growth will come from how clearly we set our sights for the future. So in a sense, this annual report is a good time to pause and reflect as we embark on the next stage of our journey.

Our first step, in 1996, took almost 3 years in the making- 3 years of understanding the needs of children on the streets of India, of figuring out how to reach them effectively, of putting in place the structure that could take the child, in distress, and mainstream his or her life. What was coming across in those early days was the need was for a toll free, 24 hour service, that could work across cities and which children could access from anywhere.

The essential concept was to put in place a tele-helpline which the children could think of as their own.

The concept of doing a social research using street children as both interviewers and respondents, seems too farfetched. Yet this is precisely what happened. The entire current *avatar* of CHILDLINE brand- the name, the logo, the way 1098 is said comes from them. They loved the concept. It still took 3 years to get a 4-digit number allotted. 1098- "*Dus..Nau..Aath*" and the Logo concept, a *bindaas* (carefree) child, came from the Street children! For the first time, a remarkable interface with marginalized children- a telephone service- almost 5 years before the word Call centres was heard in corporate corridors.

Even as early as a month old, the service was receiving serious calls- from children who were very sick and dying, children who were desperate to try anything. Was the timing right? Perhaps more than just the timing - the combination of the extended model – reaching out through existing NGOs and making the children stakeholders in developing the model,

seems to be responsible. Most models start with an idea, then the concept grows and their reach is enhanced. In CHILDLINE, convention is turned on its head, the germinators of the idea plant the seedling, then structure a model that grows, not organically, but by joining up with organisations that are already on the street. So the building blocks are really a mesh of partnerships, support and processes.

As of the end of fiscal year 2005-2006, we are servicing over 2 million calls a year from 68 cities and have recorded nearly 10 million calls since 1996. The calls are telling us a unique story; a few highlights are presented below:

- 1.7% of calls request emotional support and guidance.
- 15.8% calls are for information about child-related services.
- CHILDLINE intervenes directly in 19.6% of all calls. By international Tele-Helpline standards, this is a healthy statistic.
- The highest numbers of rescued children from abusive situations are child labourers.
- 26.9% of calls for shelter come from children who have been abandoned by their parents.
- 7.3% callers are from slums and chawls (single room tenements) and 14.1% are from buildings.
- In two years, there has been a 15% increase in calls seeking rescue from physical abuse.
- While no official statistics on child abuse in India exist, 6% of 1098 callers have sought intervention against sexual abuse.
- 30% of physical abuse is reported from workplaces.
- 35% of physical abuse reported in CHILDLINE takes place within the family and neighbourhood.

The figures reveal the effectiveness of a tele-based helpline in reaching out to marginalized children in a developing economy. However, the critical question is: How many children is our target audience? How many children do we effectively touch each year? It seems an awful lot by itself, but the scale of the problem is staggering – almost 180 million children need help. The situation will not remain as bleak- economic growth will inevitably alleviate the lives of the most marginalized and improve their health. Ideally we should be targeting a reach of 10 million children a year- that would represent a do-able goal and also end up ensuring a wide and positive impact on India's children. Needless to say, children



who grow up with the security of knowing that help is a call away might grow to be more productive members of society.

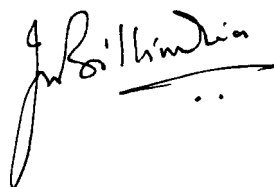
We have been encouraged by many recent initiatives of the Government of India. The Draft Consultative paper brought out by the Planning Commission for the XI th Plan, which commences next year, indicates a strong pro-partnership approach with NGOs, to tackle the issues of the development sector. With effect from 2006, the CHILDLINE project comes under the ambit of the newly expanded Union Ministry of Women and Child Development. This shows the relative importance the Government is according to children, in the process of socio-economic development. Similarly the Constitutional right to education, which has been recently added to the Constitution of India, is also welcome. States like Goa have already enacted legislation to protect children's rights and other states are actively engaged in the process.

However, the fact remains that we need to renew our energies on a colossal scale in order to ensure children all over the country, in need of help and protection, are reached effectively.

There are many partners who have helped CHILDLINE in our journey over the years and its not possible to single out everyone of them here. But we acknowledge with gratefulness their contributions to the CHILDLINE movement.

The year under review has been one of consolidation for CHILDLINE India Foundation and has been marked by the introduction of professional practices even in areas like Human Resource Management. The CHILDLINE team is one that the Governing Board is very proud of. The management structure of the organisation has become very professional over the years with a structured, decision making process and goal-oriented job profiles.

On behalf of the Governing Board of CHILDLINE India Foundation, I invite your continued support for the cause of India's marginalized children.

A handwritten signature in black ink, appearing to read 'Jeroo Billimoria', with a long horizontal flourish extending to the right.

Jeroo Billimoria
Honorary Secretary

CHILDLINE India Foundation...

Vision

To protect the rights of children in need of care and protection

Mission

CHILDLINE aims at responding to the emergency needs of every child in need of care and protection throughout the country, ensuring that there is an integrated effort between the government, non-government organizations, academic organizations, bilateral agencies, corporates and the community in protecting the rights of children.

Objectives

- i) To reach out to every child in need of care and protection by responding to emergencies on 1098 and by physically reaching out to children.
- ii) To adapt and integrate telecommunication technology, linking all districts to the service of 1098, and making it available to all children in need of care and protection.

- iii) To provide a platform for networking amongst organizations and to provide linkages to support systems that facilitate the rehabilitation of children in need of care and protection.
- iv) To work together with the Allied Systems (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community) to create child friendly systems.
- v) To advocate for services, for children, that are inaccessible, non-existent or inadequate.
- vi) To create a body of NGOs and Government organizations working within the national framework and policy for children.
- vii) To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- viii) To contribute and work towards strengthening, and participating in a global movement that addresses issues related to child protection and ensures that children's voices are heard.

About us...

CHILDLINE is India's first 24-hour, toll free, emergency phone outreach service for children in need of care and protection linking them to long-term services for their care and rehabilitation. Any child and concerned adult can call 1098 and access the CHILDLINE service any time of the day or night. Call 1098 – Help us care for children in distress.



CHILDLINE Birthday Party, Mumbai



NICP Workshop for Police Personnel, Mumbai

First Steps...

CHILDLINE started as a Field Action Project of the Department of Family and Child Welfare, Tata Institute of Social Sciences (TISS), Mumbai. In June 1996, the CHILDLINE service proved to be an efficient link between children in need, and services that exist for their rehabilitation and welfare, utilizing the existing infrastructure and systems, to ensure children their rights.

The project involved setting up a 24-hour telehelpline, manned by Counsellors and Social activists. CHILDLINE 10-9-8 (1098)- a four digit toll-free line would land any child's call on the nearest CHILDLINE call centre. 1098 was a well chosen number, in Hindi it became "*dus-nao-aaght*" a simple easy to remember number. Starting steadily, the service grew and soon calls were pouring in.

In June 1998, the Union Ministry of Social Justice & Empowerment (MSJ& E) commenced supporting the CHILDLINE project under its Integrated Street Children's Program. CHILDLINE India Foundation (CIF) was set up on 28th May 1999.

In order to avoid duplication of the service, of other child care NGOs, CHILDLINE India Foundation, forged links with them and with "Allied system" institutions (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community). So the service became, in essence,

a link service- a single window, through which a child in distress could be linked to the most effective service delivery organisation.

The partnership model proved to be a major asset: on-the-ground NGOs saw the merits of joining hands as partner organisations and taking in calls and providing the localised service. This became formalised as: the 'Nodal' Agency, providing the awareness and advocacy through, the 'Collab' Partner Agency that took in the calls and provided the intervention, and 'Support' organisations that provided the outreach service in intervention and assisted in creating awareness at locations where children in distress were most likely to be found.

Driving the CHILDLINE service...

CHILDLINE India Foundation is the central agency responsible for initiating, implementing and monitoring the CHILDLINE service and undertaking research, documentation, awareness, and advocacy in the area of child protection. Extending the network based on the unique partnership 'model' and initiation of specialized, innovative need based services, based on trends emerging from analysis of calls is a part of the CHILDLINE India Foundation mandate.

In addition, responding to emergencies such as during the Tsunami disaster in 2004, and the Jammu & Kashmir earthquake of 2005, the CHILDLINE service expands its scope to touch the lives of children in disaster situations.

Recognition from the Government of India...

CHILDLINE is India's first national level response to the ratification of the United Nations Convention on the Rights of the Child (CRC). Additionally, the CHILDLINE 1098 service receives special mention in the Juvenile Justice (Care and Protection) Act 2000.

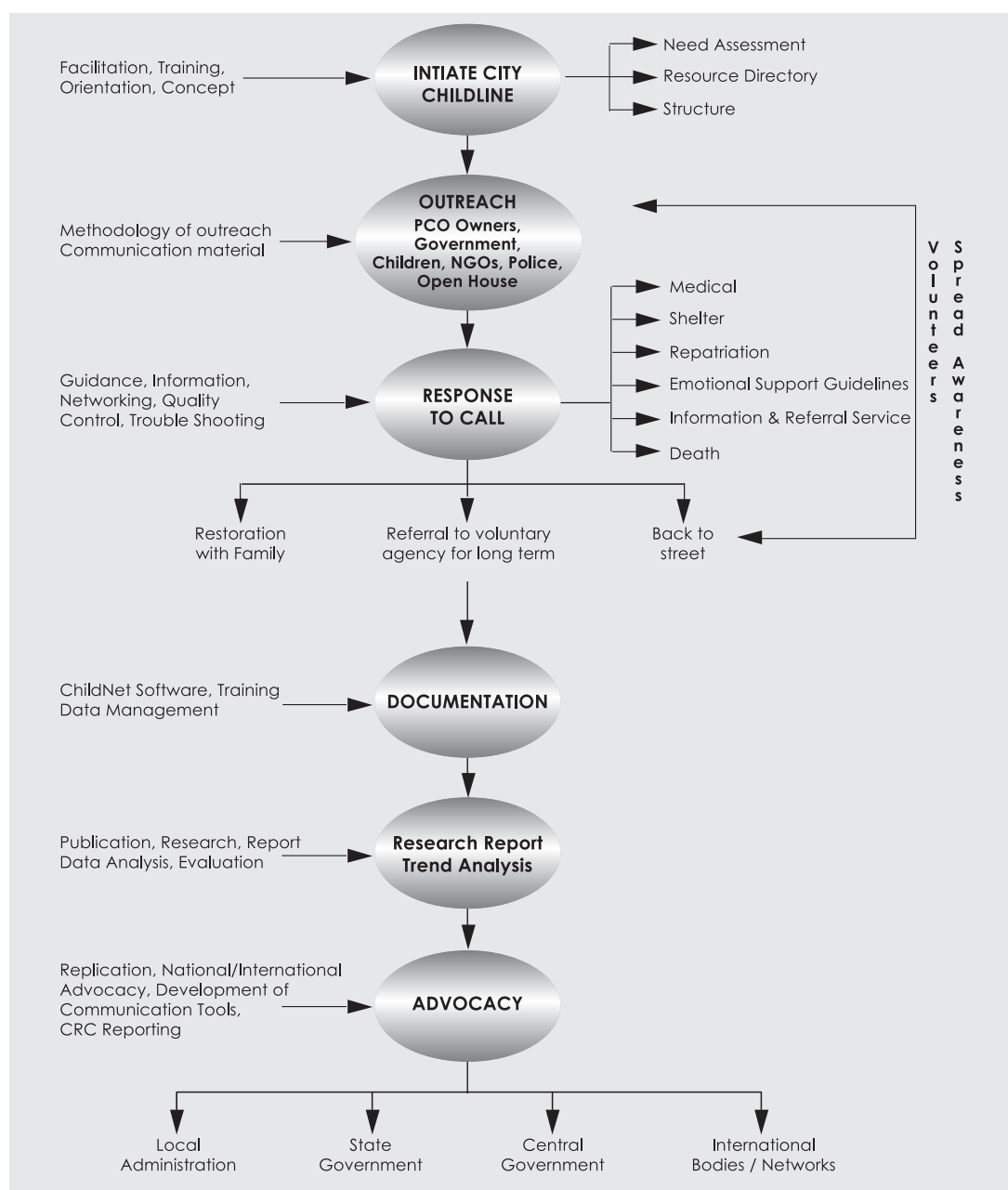
CHILDLINE today...

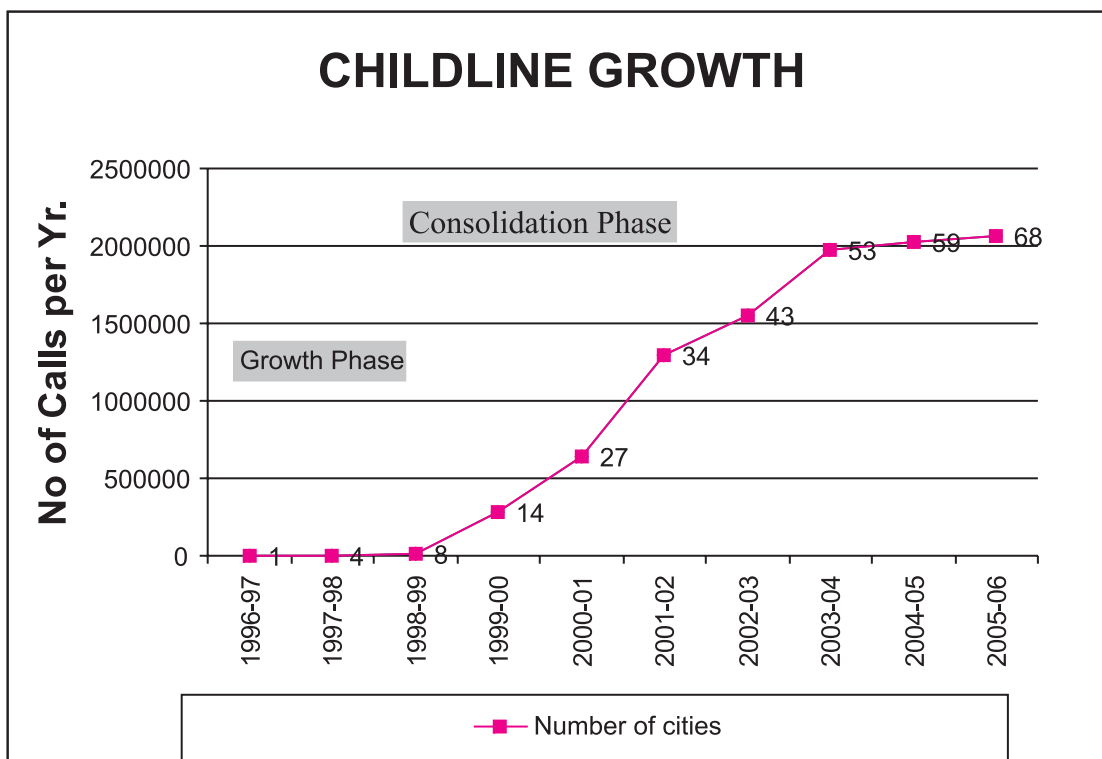
CHILDLINE now receives over 2 million calls each year, from children in need of help, across 68 cities in 22 states and 3 union territories, through its network of 161 partner organisations - this

represents 20% of all the calls received by children's help lines the world over. 1098, has now matured to become a very significant instrument of change in the lives of children in distress. Children recognize the service. As of March 2006, over 9.4 million calls had been recorded.

With effect from the end of fiscal year 2005-06, the CHILDLINE project was notified to be under the purview of the full-fledged Union Ministry of Woman and Child Development.

CHILDLINE Intervention Methodology:





Team Members implement their learning from the Play for Peace Workshop



NICP Workshop for Medical Care Personnel, Sholapur

Overview of Departmental Activities:

SERVICES

The Services department of CHILDLINE India Foundation performs the function most integral to the existence of CHILDLINE India Foundation. The department is responsible for the initiation and facilitation of the CHILDLINE services across the nation.

The mission of the Services group is to ensure that children in need of care and protection can access the 1098 service. The key responsibility of the services team is to build partnerships with local organisations, manage the service delivery parameters for optimal efficiency and initiate and facilitate CHILDLINE services in new cities across India. Over a period of time and based on experience, the department has evolved a systematic, approach to carrying out its work.

The role of Services department includes the following activities:

- Preparatory Phase
- Networking and Facilitation Phase
- Partnership Meets
- National Initiative for Child Protection
- Processing of City Grant-in-aid Applications

Activities for the reporting period:

Year 2005-06 presented us, at CHILDLINE India Foundation, an opportunity to look inwards at our basic accountability - 'listening to children and ensuring that their voices are heard'. Taking this feedback very seriously and using our tenth year as a time to introspect on our systems, practices and services, annual plans for the organization were made with the objective of maximizing the reach of CHILDLINE.

In keeping with the mandate of the organization, of facilitating CHILDLINE service in the existing locations towards strengthening the quality of service delivery, the visits conducted by the Services team to CHILDLINE cities could be summarized as follows:

Visits:

Zone	Network Visits conducted
North	11
South	36
West	27
East	31
Total	105

The scope for replication of the CHILDLINE service across the country was explored through preparatory activities in the following cities/ districts:

Zone	Preparatory Cities / Districts
West	Parbhani, Gwalior
East	Darbhanga, Sitamarhi, Bhagalpur, Aizwal & Behrampur
South	Gulbarga, Tirupati and Davangere
North	Kanpur, Meerut, Agra, Jodhpur, Gorakhpur, Shimla, Jammu, Dehradun, Ludhiana, Gurgaon.

The visits undertaken during the year to the cities in which preparatory activities were initiated could be summed as follows:

Zone	Preparatory visits conducted
North	21
West	1
East	9
Total	31

Participation in workshops/ seminars: The CHILDLINE India Foundation team participated in various workshops & meetings/ consultations from the start of this financial year. Apart from trying to address various children's issues like trafficking and child marriage, the major focus areas were child participation and disaster management.

Pilot Project with District Model of CHILDLINE in North Bihar:

In 4 economically backward districts of North Bihar viz. Sitamarhi, Darbhanga, Kishanganj and Purnea, a new District model of CHILDLINE network involving district centers, and sub centers and a state level Nodal Centre of CHILDLINE has been initiated. Sir Dorabji Tata Trust supports the pilot project, which is for 3 years.



CHILDLINE in Jammu & Kashmir:

CHILDLINE service in Jammu became operational in December 2005. The Need-Assessment Study for initiating CHILDLINE service in Kashmir is under process. The CHILDLINE model needs to be suitably adapted in J & K, given the vast geographical area, demography of the area and special needs of children. Efforts are on in this direction.

CHILDLINE in Disaster affected areas:

In the aftermath of the earthquake in Jammu & Kashmir, CHILDLINE India Foundation with the support of HDFC and Army Wives Welfare Association (AWWA) rushed relief material into the affected areas. CHILDLINE India Foundation also pursued a partnership with AWWA to set up CHILDLINE in J&K. Efforts are being made to identify other partners too. CHILDLINE in J&K is expected to be fully functional in 2006-07.



CHILDLINE reaches out to J & K earthquake victims

CHILDLINE in Cuddalore (ICCW) provided assistance in the form of medicines and food packets to households affected by flood in November 2005. Other than that, in Car Nicobar, educational material was provided for the centres.

In Andaman and Nicobar islands, Prayas is operating the CHILDLINE service at Port Blair and has started support/outreach centres in the islands of Hutbay and Campbell Bay. Another partner, CNI has set up Integrated Child Care Centres in Car Nicobar. CHILDLINE India Foundation provided support to these 11 centres in the form of educational and recreational material, so that community level childcare workers will alert CHILDLINE centres about children in need of care and protection.

In Andaman and Nicobar, CHILDLINE India Foundation placed a staff member to provide facilitation and to partially fulfil the task of

nodal. The staff worked with the partners and networked with other NGOs in monitoring the situation of orphans and setting up Child Welfare Committees on the island.

National Coordinators Meet:

The National Co-ordinators Meet was conducted in Delhi in September 2005. The focus of this Meet was to provide a platform for sharing the experiences of CHILDLINE teams, in the Children's Meets, at the city level and draw learning's from the child participation processes involved in addressing the issues concerning children's life situations through interactions with the allied systems. The Concern-for-Working-Children, Bangalore, team were key facilitators in this Meet. The Meet helped deepen insights into understanding the intricacies of involving children in problem resolution, through creative and interactive methodologies like group discussions, role-plays, and presentations.

CHILDLINE intervention in Tsunami affected areas:

CHILDLINE India Foundation and CHILDLINE partners reached out to the Tsunami disaster-affected areas. They actively participated in the rescue and relief operations. CHILDLINE India Foundation's efforts in facilitating work of these CHILDLINE centres has been in two directions:

1. Streamlining (Tsunami) CHILDLINES' to follow the patterns of regular CHILDLINES'.

The RRC South Zone held regular in-house trainings apart from the monitoring visits. During this phase, the CHILDLINES' have prepared resource directories, and have undertaken preparatory work for forming CHILDLINE Advisory Boards (CABs).

Calls received were documented as per the CHILDLINE documentation, with additional categories for disaster situation. The maximum number of calls received by these CHILDLINES' was for educational assistance. Though the number of cases of missing children and child labour were not very high, the interventions by CHILDLINES' in these cases have been significant.

Two of the Tamil Nadu CHILDLINES' – Nagapattinam and Kanyakumari – have relocated themselves outside the police station, and are operational 24 hours. Others have been attending the emergency helplines for 12-14 hours. Since inception, the CHILDLINE centres in Tamil Nadu are based

in All-Women Police Stations as per State Government directive.

2. *Providing additional inputs to enable the team to go beyond the role of regular CHILDLINES'*

To respond to the challenges of much larger population in emergency situation due to the disaster and to cater to large parts of a district, rather than a city/town.

To respond to the additional challenges of disaster and district coverage required additional team members to reach out to a particular area. For this purpose within the first month of inception sub-centres were set up, where a smaller team was put up. Therefore greater emphasis was put on teams visiting the communities located in temporary shelters and organizing activities for the children.

Capacity building programmes of CHILDLINE teams on Outreach strategies in the Tsunami affected districts:

Bal Melas: The directors of CHILDLINE organizations in the earthquake-affected areas of Kutch facilitated this training programme. It focussed on conducting Bal Melas, one of the innovative methods of integrating child rights issues through outreach strategies in post-disaster interventions.

Play for Peace: A three day residential workshop was organized to equip the CHILDLINE teams in the Tsunami affected areas with skills and knowledge on creative methods of reaching out to children, helping them to shed mental and psychological barriers caused due to the post disaster trauma. The main objective was to develop strategies, which ensure the comfort and security of children, taking both physical and mental well being into consideration in the process of child participation.

Experts from the field facilitated this workshop and helped develop folk songs, slogans and by-lines as a strategy to draw children out of their shell and prepare them to participate in all activities, as per their developmental milestones.

CHILDLINE India Foundation supports the tsunami CHILDLINES' through funds received from donors and Plan International.

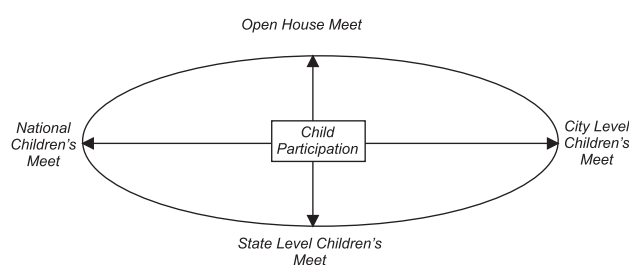
Plan for the coming year:

- CHILDLINES' to follow-up closely the status of vulnerable children through village-level assessment
- Based on the above link them to further assistance, if needed

- Form children's clubs/groups at village-levels in areas with high concentration of affected people.
- To elicit children's participation in the rehabilitation process and to achieve the above objectives.

Enhancing children's participation in CHILDLINE:

Children's involvement in CHILDLINE has been critical since its inception. From conceptualizing the service, highlighting areas for intervention, being volunteers for the service and giving feedback in monthly Open House Forums, children have constantly paved the course charted for CHILDLINE.



Open House is an open forum during which children address conflicts, assess, review and evaluate the services of CHILDLINE. It provides space for the CHILDLINE team along with the children to identify solutions to problems. Central to conceptualizing the service, children's involvement is paramount in evaluating, suggesting and participating in any decisions regarding CHILDLINE, which in turn involves and revolves around them. One Open House was conducted every month by the CHILDLINE Cities.

Details of Open House Sessions organized during the year 2005-2006

Sl. No	Zones	No. of Open Houses
1.	North	204
2.	South	204
3.	East	204
4.	West	180

Over the last year, a series of consultative processes have been held with children, local administration and voluntary organizations at the city-level. 54 City Level Child Participation Meets (CP meets) were organized at the city levels. CP Meets provide the children with a platform to put forth their views, concerns, and suggestions before the Central Advisory Board (CAB) and the Allied System. The CAB consists of representatives from departments such as the Police Department, Hospital Authority, Institutional Heads, Department of Women and Children, Hospital Authority etc. The



Consultations have also attempted to seek commitments and responses from the relevant government agencies. Follow-up action on the emergent issues were integrated into the ongoing advocacy mechanisms within CHILDLINE.

Based on the concerns shared by children during these meets the 6 major issues identified were: Education, Housing and Sanitation, Health, Children in Institutions, Police, and Child Labour & Trafficking.

The proposed National Children's Meet, is the next step, to take this initiative to scale and arrive at an understanding of what children across the nation identify as priorities to make the nation one that respects and promotes the fulfillment of the rights of the child. The National Meet would help determine national priorities for CHILDLINE, in its future course.

Regional Workshops:

The regional meets of CHILDLINE team members for the South and Western Regions were organized during the financial year. Experts from the field facilitated these workshops, which helped the team enhance their skills and knowledge on responding effectively to calls, including those related to child sexual abuse and emotional support and guidance, with due sensitivity to the emergency and crisis needs of children calling CHILDLINE for assistance

Sl. No	Zone	Date & Venue	No. of Participants
1.	South	26 th & 27 th January 2006 28 th & 29 th January, Chennai	50
2.	West	20 th & 21 st March 2006, Nasik	35



West Zone Tele-Counselling Workshop

Advocacy Initiatives

North East Strategic Meet:

CHILDLINE India Foundation organized a meeting of all CHILDLINE partners, of the North-East, in November 2005. Regional issues and their impact on CHILDLINE functioning and their impact on children were discussed. Hon. Minister of Social Justice and Empowerment, Ms. Meera Kumar attended the Meet. Directors and coordinators from the CHILDLINES of Agartala, Guwahati, Imphal and Shillong participated in the meet. The outcome was a plan of action for Advocacy, for CHILDLINE in the North East. In response to needs expressed by local CHILDLINE partners, the Minister announced that the Ministry would set funding aside for shelters for children in the North East.



Team members enact a play at the South Zone Tele-Counselling Workshop

Letter from Ministry of Social Justice & Empowerment to State Governments:

In response to a request from CHILDLINE India Foundation the Additional Secretary, MSJ&E, issued a letter to Social Welfare, Department of Women & Child Development Secretaries of all State Government. The letter requests State Governments to ensure full implementation of the JJ Act 2000, providing budgetary allocation for CHILDLINE in new locations, encourage the initiation of CAB where CHILDLINE is operational, include CHILDLINE in all state/district committees for children and provide on-priority medical treatment facilities for children referred by CHILDLINE in all government hospitals. Many states have initiated action based on this letter. It has served as a powerful advocacy tool for the CHILDLINE network.

CHILDLINE India Foundation's regional Resource Centres (RRCs):

The three regional resource centers, at Kolkata, Delhi and Chennai, became fully functional during the year. This has helped in streamlining and facilitation of CHILDLINE service delivery at the city level within the given regions, and liaising with the ministry on grant-related matters, as also networking and co-ordination with the central government to facilitate convergence between the different ministries. This has lent close proximity of the CHILDLINE India Foundation team to the city CHILDLINES' and maximized the scope of timely intervention in trouble shooting/ crisis resolution.

Task Force Meets

The 7th National Partnership Meet, 2004-05 for CHILDLINE Organizations' Directors was held at Bhopal from 17-19 February 2005. During the Meet three Task Forces' were formed to look into the various dimensions of CHILDLINE partnership ahead viz,

1. Organisational aspects,
2. Networking and Advocacy
3. Children's issues

Task Forces' were formed to draw ideas and strategies for implementation to pave the way ahead for CHILDLINE. Task Force members were constituted taking into consideration regional representation, and structural role of CHILDLINE partnership, viz, Support, Nodal and Collaborative organizations.

However, subsequently it was decided that since the concerns pertaining to children's issues are linked to the networking and advocacy, the two groups could be combined into one. Thrust areas of the Task Forces' are as follow:

Children's Issues, Networking and Advocacy

The need to develop a deeper understanding of the protection needs of children in special conditions, vis-a-vis existing government and voluntary initiatives is imminent. It was envisaged that based on the above, networking and advocacy initiatives at different levels with NGOs & GOs' and civil society will be undertaken to bridge the gaps, namely enhancement of existing services and initiating new need based services.

Technology, Structure and Sustainable CHILDLINES'

CHILDLINE 's national experience of being a telephone outreach service has posed many challenges to service delivery vis-a-vis cost effectiveness and the reach of the service to the most

marginalized and unreached children, with minimal resources. This task force would study the potential of the ever-evolving technological developments and scope for developing alternate models for CHILDLINE functioning based on the factors such as newer technology, government / voluntary services for children available and topography of the regions etc. It would also study the cost effectiveness of the current structure of CHILDLINE, roles and responsibilities of the partner organizations at the city/district level

Objectives of the Task Force Meetings:

- To provide a platform for senior level functionaries, heads of organizations, for sharing views regarding issues concerning child rights in general and child protection in particular.
- To strengthen joint ownership of the stakeholders in CHILDLINE.
- To enhance networking between the diverse partner organizations of CHILDLINE and others in field.
- To strengthen inter-state coordination between the partners and CHILDLINE.
- To provide a forum to review issues and concerns relating to the functioning of CHILDLINE and formulate appropriate policies and protocols.
- To share experiences of city/district-wise CHILDLINES' with a view to promote experiential learning and to encourage innovations and best practices.
- To provide a platform where specialised inputs could be ensured in areas identified by the CHILDLINE partners, to improve the quality of CHILDLINE service.
- Developing strategies for increasing the Cost effectiveness of for CHILDLINE service.
- Advocacy with local bodies & State Government.
- Adapting technology to enhance CHILDLINE's functioning.

Consultative processes of the two Task Forces' were carried out as follows:

1 Task force on Children's Issues, Networking & Advocacy

- 1st Meeting – The participants arrived at a consensus on



conceptual clarity of Children's Issues & prioritisation of the issues based on the scope of CHILDLINE's intervention and a proposed model for implementation of all advocacy initiatives by the national CHILDLINE Network

- 2nd Meeting – Developing the model for intervention within the three issues identified, i.e. Child Labour, Child Trafficking and Implementation of the Juvenile Justice Act.
- 3rd Meeting of the core group comprising of 4 representatives of the task force to brainstorm and develop a strategy paper which would provide the details of operationalization of all the advocacy initiatives through the mechanisms proposed in the implementation model

2. Task Force on Re-engineering and growth of CHILDLINE

1st Meet – Recommendation were drawn up on Partnerships structures at Rural, City and District level, with clear definition of roles and performance parameters.

- Roadmap on expansion of geographic coverage with benchmarks.

- Well-defined model of social Intervention with clearly defined methods for evaluation and effectiveness measurement.
- Leveraging appropriate technologies at all levels- evaluation of technologies and recommendations.
- Key Result Areas were identified for Interventions, Partnerships, Coverage and Technology.
- Overall guidelines for the way forward were agreed to.
- Partnerships and Coverage groups were merged.

2nd Meet – The participants detailed out each element of the proposals.

- Identifying and laying down procedures and parameters for implementation.
- Defining the action areas and clear objectives for each area.
- Defining time lines.
- Develop a Paper covering in detail, the proposals.

The schedule of the task force meetings was as follows:

I	Children's issues, Networking and Advocacy	1 st Meet	15-16 December, 2005	25 participants
		2 nd Meet	15-16 Feb, 2006	25 participants
	Core group meeting	3 rd meet	20 th -21 st March 2006	4 representatives
II	Technology, Structure and Sustainable CHILDLINES	1 st Meet	8-9 Feb, 2006	29 participants
		2 nd Meet	27-28 March, 2006	26 participants

National Initiative for Child Protection... to every child a childhood!

The National Initiative for Child Protection (NICP) is an initiative towards placing child's rights on everyone's agenda. It is a campaign that aims at building partnerships with the Allied System Institutions (such as police, healthcare, the Juvenile Justice system, education, transport, labour, the media, the department of telecommunications, the corporate sector, elected representatives and civil society) with the objective of creating a child friendly environment.

Initiated by the Ministry of Social Justice and Empowerment through the National Institute of Social Defence and the CHILDLINE India Foundation (CIF), NICP hopes to achieve this by sharing an understanding of issues related to child protection, with people within the Allied Systems. NICP will be operationalized in each city by a series of sensitisation programmes, which will run across the levels of hierarchy of each Allied System. It negotiates and orients grassroots level functionaries who are the face of the system, that the child comes in contact with, and goes all the way up to the policy makers at the top end of the Government.

NICP would lead to:

- Greater access to services for children.
- Development of specialised services where they are needed.
- Allocation of resources including time, attention, money, infrastructure etc.
- Utilizing the existing infrastructure and systems to ensure children their rights.

NICP workshops:

This year, 162 workshops were conducted with different need-based allied systems which include the Police, Health, Education, Judiciary, Juvenile Justice System, Department of Child Welfare, Telecom etc, by CHILDLINE partners at the city/ district level



National CHILDLINE Task Force Meet, Mumbai

Action Research for Innovative Entrepreneurial Services (ARIES)

ARIES, a wing for innovative projects, established with the primary objective to identify emerging issues in the area of child care and protection; and promote innovative services in that area based on gaps in services.

The Anchorage Case:

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

The two men have been fined 20,000 pounds each, of which Rs 5 Lakhs will go towards the rehabilitation of the two boys who were residents of Anchorage and whose testimony in court was crucial to the case. The court also held William Michael D'Souza (manager of the Shelter Home) guilty for aiding and abetting the crime and assaulting the children. He has been sentenced to 3 years of imprisonment. . *It was the first case of a foreign national being extradited to stand trial in India - a first in India's extradition history. Since a British national has been extradited from New York pursuant to a red corner alert issued by our government,*

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

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

In October 2001, CHILDLINE received several calls reporting abuse of children from the Anchorage shelter home. In the same month, we along with our partners organizations, attended to critical medical emergencies, including a death, of children living in Anchorage. As CHILDLINE probed deeper, volunteers and the

children brought up stories of sordid violations. CHILDLINE had to push to appoint a Special Public Prosecutor or an experienced Additional Public Prosecutor to take on the challenges of this case and respond sharply to the defense.

The Anchorage case demonstrates how a single call to CHILDLINE 1098 can lead to advocacy and intervention that moves the field of child rights several steps further; how every call at CHILDLINE is a child demanding justice and accountability from the state, from civil society and from individual citizens.

CHILDLINE acknowledges the strength, courage and perseverance of Ms. Meher Pestonjee, writer, who in her interactions with these children recorded their statements and alerted activists, Ms Maharukh Adenwalla (Child Rights Activist and Human Rights Lawyer), appointed *Amicus Curae* in the case Yug Chowdhary (CHILDLINE Advocate on the case) and special public prosecutor, Vijay Nahar, in taking the case to progressive judgment against paedophilia in India.

There were many moments of frustration and challenge:

- *Witnesses turned hostile. Duncan Grant and his associates were hooked on to powerful cartels of money and power and made many (successful) attempts to bribe the children.*
- *Witnesses and foreigners accused CHILDLINE, its lawyers, Ms Adenwalla , advocate Yug Chowdhary and special public prosecutor Vijay Nahar of coercing them to testify against Duncan Grant, Allen Waters and William Michael D'Souza, manager of the shelter.*
- *Some sections of the local media highlighted declining conditions of the Anchorage shelter (funds had stopped for the shelter homes after the case was filed against Duncan Grant) and set off a debate on the ethics of bringing a shelter home to its feet.*

The order of the session's court has clearly addressed the points mentioned above:

- *It has vindicated Adenwalla and CHILDLINE of all accusations made by hostile witnesses and the defense counsel.*
- *It has also constituted a committee headed by Maharukh Adenwalla (Ms Kalindi Mazumdar and Renu Gavaskar are the other members) to look into the full rehabilitation of the children of Anchorage, prepare a scheme and present it to the Principal Judge of the Sessions Court.*

For the CHILDLINE national partnership, this judgment goes beyond justice delivered to 5 children. It comes at a time of increasing sex tourism and paedophilia in India.

Last year alone, the CHILDLINE network received 2555 calls of abuse, from children and concerned adults seeking intervention against abusive offences. Out of which 5.6 percent of calls were explicitly seeking protection from sexual abuse.

The Anchorage case has also been a springboard for CHILDLINE to think critically and act substantively towards enforcing child protection norms and standards in all shelter homes for children across India. It also gives an affirmative nod to CHILDLINE's constant endeavours against paedophilia, sex tourism, issues of neglect and abuse that are never highlighted.

Year/ date	CHILDLINE India Foundation's history with the Anchorage case
1997	CHILDLINE India Foundation had known about The Anchorage Shelter Foundation since inception in Mumbai in 1996. At a few of the NGO meetings and at the CHILDLINE annual street children parties, the CHILDLINE team had met Duncan Grant, Director and Founder of Anchorage Shelter Foundation. Duncan had even expressed an interest to collaborate with the CHILDLINE service. The team from CHILDLINE visited the shelter home at Colaba, where Duncan Grant resided with the boys. While interacting with him and the boys CHILDLINE team members were puzzled with the kind of physical interaction/ closeness that was observed between the boys and Duncan. They were also shocked to see large amounts of money being spent around loosely by Duncan.
February 2001	CHILDLINE India Foundation received a call from a volunteer who spent some time with the boys at the Anchorage Shelter. During his visits and interaction with the children, he realized that Mr. William D'Souza, Manager of the home was physically abusing the children. He regularly beat them up with sticks and bite marks were also found on the children.
February 28 th , 2001	CHILDLINE call centres in Mumbai recorded calls from children on its toll free number 1098 informing CHILDLINE that they were being physically abused and needed help. These children were staying in the Anchorage Shelter.
March 5 th , 2001	CHILDLINE contacted the child rights lawyer, Ms. Maharukh Adenwalla, after documenting these calls of abuse received by children. Ms. Adenwalla requested the Maharashtra State Monitoring Committee (the Committee is appointed by the Mumbai High Court to examine conditions in children's institutions), to visit the shelters and make note of the incidents.
May 21 st , 2001	A child from the Anchorage shelter in Murud was bought to the South Mumbai CHILDLINE call centre (located at Nair Hospital) in a very critical condition. He died the next day and the doctors mentioned that the child's health had been neglected which resulted in the death of the child. In the same month, another boy, this time from the Anchorage shelter at Cuffe Parade called CHILDLINE for medical help as he was beaten with a stick. After a medical examination, a police complaint was filed at the local Cuffe Parade Police station. Both these cases of medical neglect and physical abuse were then shared with Ms. Maharukh Adenwalla and the Maharashtra State Monitoring Committee. However, no investigation was conducted till Ms Adenwalla filed a High Court Petition
August 18 th , 2001	The Maharashtra State Monitoring Committee visited Colaba and Cuffe Parade shelters of the Anchorage Shelter Foundation. The members of the committee were: <ol style="list-style-type: none"> 1. Justice Suresh Hosbet ret'd. (Chairperson of the Committee) 2. Prof. Kalindi Muzumdar, (Vice Principal, Ret'd. Nirmala Niketan) 3. Ms. Asha Bajpai (Department of Women Studies, TISS) and 4. Prof. Sharad Bhaumik (Dept of Sociology, University of Mumbai).

	<p>The committee submitted a visit report to the Mumbai High Court stating that the children were physically abused and indicating the possibility of sexual abuse. Their salient observations were:</p> <ol style="list-style-type: none"> 1. No documentation of any sorts was maintained in the shelter. 2. Children were beaten up with cane and rubber chappals when they disobeyed. 3. The organization was not registered under the Women and Children's Institution Licensing Act after 6 years of existence. This raised suspicion amongst the committee members as to the purpose of the organization. 4. No staff member was trained in social work, psychology or child development. 5. No account was maintained regarding funds and donations received. 6. Plan for medical check-up was not present for the children. 7. Rehabilitation programmes for different age groups of children needed attention, like older boys working as pimps for gay tourist or tourist guides. 8. Children-specific documentation was absent. 9. No privacy for boys in the shelter vis-à-vis sleeping facility, toilets etc. 10. Mismanagement of funds by the staff.
October 17 th 2001	Ms. Meher Pestonji, the writer, recorded statements of Anchorage Shelter children. Children spoke about their experiences of abuse by Duncan Grant, Allan Waters and William D'Souza. in the Anchorage Shelters.
October 19 th 2001	The Bombay High Court asked the respective police stations to investigate the matter and submit the investigation report on December 5 th 2001. The order also asked CHILDLINE India Foundation to submit a Rehabilitation Plan to the Court to safeguard the interest of the children residing the shelter home.
October 20 th 2001 to October 30 th 2001	Some of the boys and volunteers in Anchorage Shelter informed Meher Pestonji and Maharukh Adenwalla that around 10 –15 boys were to be taken outside India. This alarmed all those who had been in touch with the children and it was suspected that the boys were being trafficked for immoral purposes. Therefore Maharukh Adenwalla moved the Mumbai High Court asking the Court to put a stop on children being taken out of the country, confiscating the passports and daily listing of children in the three homes. The initial intervention led to children not being allowed to leave the shelter home. This created problems for children who were school going. CHILDLINE requested Maharukh Adenwalla who appealed to the High Court to allow the boys to move out of the shelter homes. The Court instructed the police accordingly.
October 24 th 2001 till November 2001	<p>CHILDLINE filed a police complaint with the Cuffe parade police station with regards to the physical, sexual abuse of boys, organized paedophilia and sexual trafficking in Anchorage Shelter Foundation, Mumbai.</p> <p>The case was registered at the Colaba Police Station under sections 377 & 372 IPC and sections 23 & 25 of the Juvenile Justice [Care and Protection of Children] Act 2000 against Duncan Grant [British national], William D'Souza and Alan John Waters [British national]. Duncan Grant [Accused No.1] and Alan John Waters [Accused No.3] were not within the territorial jurisdiction of India when the case was registered.</p> <p>The complainant and 4 other witnesses [all children who were residents of the Anchorage shelter) in their complaint admitted to heinous sexual crimes having been perpetrated upon them. The statements of the boys showed the existence of an organized business of child sexual abuse and exploitation, that has an international dimension.</p> <p>William D'Souza [Accused No.2] attempted to bribe the complainant and other witnesses to withdraw their complaint and statements filed with Colaba Police Station. This fact has been recorded in the Supplementary Statements of the complainant and a witness, and also in their statements recorded by the Magistrate under section 164 Cr.P.C.</p> <p>Ms Maharukh Adenwalla was appointed <i>Amicus Curae</i> (friend of court) in the writ petition by the Court.</p>

November 2001	An eleven member Interim Committee (comprising of Mumbai NGOs) was formed to ensure a) safe, ethical and professional functioning of the shelter home b) safe transition for the children and volunteers of Anchorage till a new management took over the functioning of the home. CHILDLINE India Foundation coordinated this committee.
December 12 th 2001	William D'Souza [the Manager of Anchorage Shelters] was arrested
April 2002	International warrant issued for Grant and Waters
June 17 th 2002	William D'Souza released on bail by the Bombay High Court on 17th June 2002 on condition that he will not enter the jurisdiction of Colaba, Cuffe Parade and Murud Police Stations, i.e., the jurisdiction within which the Anchorage Shelters are situated.
July 3 rd 2003	Allen Waters arrested in the US and kept in custody
February 2004	Extradition proceedings begin for Waters
September 6 th 2004	Waters brought to India
June 2005	Grant extradited to India (Grant was traced to Tanzania where he had started a children's home. India did not have an extradition treaty with Tanzania. Grant escaped to the US where he was arrested)
The full term of the trial has been one-and-a-half years. The prosecution examined seven witnesses in all.	



POLICY RESEARCH AND DOCUMENTATION (PRAD) Unit

Objectives:

The PRAD Unit is the resource centre of CHILDLINE India Foundation, responsible for documenting children's voices and concerns, conduct research, prepare policy guidelines and disseminate issues related to child protection. Networking and issue-based advocacy for positive change are the major mandates of PRAD. It augments the scope of existing research, training and advocacy initiatives within the CHILDLINE network. PRAD is also responsible for forging strategic alliances with organisations, which can strengthen CHILDLINE India Foundation's ability to build capacity among our partner organisations.

Units functioning within PRAD:

Child NET Management and Development Cell

ChildNET, CHILDLINE's Customer Relationship Management software is basically a tool used by CHILDLINE India Foundation (CHILDLINE India Foundation) to fine-tune its service and to advocate for a more child friendly city / country.

Following Partner's (Directors) Meet in February 2005, a comparative study of two years call data was undertaken for the years 2003-04 and 2004-05. The results of the study will be disseminated shortly.

As CHILDLINE moved to smaller cities, infrastructure facilities created barriers to capture call data. A long-term solution to capture the data is being worked out in association with Tata Consultancy Service and Aptech Education Ltd.

Child Protection Research and Resource Centre

This initiative has been visualised to eventually become a significant resource centre for Child Protection.

Many activities have been initiated. Among them are:

National Resource Directory: This is a comprehensive database of all organisations, government, private, civil society and NGOs, which provide services for children. The compilation of the National Resource Directory is a culmination of a year's work and has been sent for publishing.

Evolution of CHILDLINE 1098: To mark the 10th anniversary, a book was commissioned on the evolution of CHILDLINE service. Over the year, interviews with partner organisations, founders,

Government of India personnel and staff was done. Manisha Gupta and Nicole Menezes are authoring the book. Tarun Chhabra, Ruhani Kaur, Sam Hollenshead, and Amir Rizvi have contributed photography. The book will be released in May 2006.

Other initiatives: National level field studies as well as Child Rights Audits are in the planning stage. A Child Resource Library is being set-up.

Study on the Implementation of the Juvenile Justice Act 2000:

An action research is planned to understand the existing initiatives on JJ Act that would empower us in working towards effective implementation, to understand the stakeholders' involvement in implementation of the act (and their limitations) and to understand possible quality standards of implementation. These three basic objectives are divided into three phases.

Phase one, is proposed to be completed by March 2006, consists of development of JJ Implementation Manual and Mapping out National Initiatives on JJ. The other two phases are proposed for next year.

The first phase of the Action Research on JJ Act, 2000 has commenced. The research investigators were appointed for North Zone, East Zone, and West Zone. The investigators were oriented on the concept of the action research prior to information collection. Interview guidelines were developed for the investigators.

So far 45 organisations have been contacted and their work, in the area of JJ Act, has been captured. Detailed analysis is in progress.



NCP workshop for Railway Officials

From the Juvenile Justice Act to an Juvenile Justice System:

The Juvenile Justice (Care and Protection) Act, 2000 was enacted to:

- Provide for proper care, protection and treatment by catering to the developmental needs of children in conflict with law and children in need of care and protection.
- Arrange rehabilitation through various institutions.

Based on the actual problems in implementation of the act, at ground level, the act was recently amended with the passing of the Juvenile Justice (Care and Protection of Children) Amendment Bill, 2005.

Amongst the amendments one that is very significant is the newly inserted clause 62A:

“62A. Every State Government shall constitute a Child Protection Unit for the State and, such Units for every District, consisting of such officers and other employees as may be appointed by that Government, to take up matters relating to children in need of care and protection and juveniles in conflict with law with a view to ensure the implementation of this Act including the establishment and maintenance of homes, notification of competent authorities in relation to these children and their rehabilitation and coordination with various official and non official agencies concerned.”

Some states have shown a proactive approach by setting up Children's Commission and a state legislation on Child Rights/ Juvenile Justice. The Juvenile Justice bill with its current amendments is a particularly well-drafted legislation allowing for states to develop their own juvenile justice systems while providing the overarching ideology.

The task before India is to transform the JJ Act into a functional Juvenile Justice System.

An effective Juvenile Justice System will comprehensively cover all aspects of juvenile issues- both social as well as judicial, and provide a set of institutionalized mechanisms to ensure easy access to children.

CHILDLINE India Foundation has taken on the mantle of pro-actively facilitating this process, in each state. This facilitation involves getting all stake holders to come together and agree to on-the-ground structures and processes.

Publications:

The CHILDLINE bi-monthly Newsletter – ‘Hello CHILDLINE’ was published regularly. A Special Edition Newsletter on Tsunami was published in April 2005 carrying information on all the seven CHILDLINES initiated in the Tsunami affected areas.

Besides, PRAD brought out the Annual Report of CHILDLINE India Foundation for 2004-2005.

At final stages is a book on Trend Analysis of CHILDNET data.

Campaigns and Networks Cell

This cell organizes consultations with other child protection agencies on child protection issues:

- A meeting of consultants in the field of Juvenile Justice was called to discuss the parameters to study the implementation of the JJ Act and act as a catalyst in its implementation in June 2005.
- CHILDLINE India Foundation is a member of the network on Telephone Helplines and Coordination Committee for Vulnerable Children. TARSHI and CHILDLINE India Foundation jointly held a public meeting on ‘Centre-staging the role of Non Profit Help lines in Advocacy’ on August 5, 2005, at New Delhi
- Attending the 4th National Convention on Child Rights organised by CASP, May 2005 at New Delhi.
- CHILDLINE India Foundation is working closely with the Resource Centre on Trafficking, Department of Women and Child, Government of Maharashtra for the rescue and rehabilitation of trafficked children.
- The Regional Resource Centres in Kolkata and New Delhi are working in close coordination with local organizations.
- CHILDLINE India Foundation participated in the Prayas and DWCD organized National Workshop on the National Study on Child Abuse, where we committed to sharing our data and participating in the study.
- CHILDLINE India Foundation has shared its data on child violence with the DWCD for the Global study on violence against children.
- CHILDLINE India Foundation participated in the UNGASS Plus-3 meeting organized by the India Alliance for Child Rights on May 9, 2005.



Capacity Building of CHILDLINE India Foundation services team

Closely linked to the field, the CIF team was trained on child rights and perspective building, which was in turn, imparted to the CHILDLINE teams during the facilitation visits.

External trainings attended:

Since the department of PRAD deals with knowledge management, it was considered one of the areas of capacity building for a PRAD coordinator. A workshop, 'Managing Information', organised by the Centre For Science and Environment, New Delhi on 21st – 24th February 2006 was attended. The workshop dealt with the following:

1. Organising Information
2. Organising Audio Visual Information
3. Information Acquisition
4. Information Technology and Information Management
5. Information Dissemination

Networking and Advocacy initiatives:

Commonwealth Telecom Organization (CTO), an international development partnership between Commonwealth and non-Commonwealth governments, business and civil society organizations, provides international communities an effective means to bridge digital divide and achieve social and economic development, by delivering unique knowledge sharing Programmes in the use of Information and Communication Technologies (ICT) in areas of telecommunications, IT, broadcasting and Internet.

CTO in conjunction with the Centre for Telecom Policy Studies, Indian Institute of Management – Ahmedabad organized a Global Summit on Connecting Rural Communities - Emerging Technologies and Best Practice Solutions for Rural ICT Access. The Global Meet was hosted by BSNL in Cochin from 30th January to 2nd February 2006.

CHILDLINE was invited to make a presentation to highlight the issues faced by a nationwide tele-helpline. Kajol Menon, Executive Director of CHILDLINE India Foundation, in her presentation, highlighted on the issues faced by CHILDLINE. The objective was to draw the attention of all the key telecom stakeholders (Government & Private) in India on the need to support helplines like CHILDLINE 1098.

The need for a greater support from telecom sector was stressed upon. The presentation on CHILDLINE 1098 made the point, about the need for greater support from telecom sector. The organisers made it a point to address this issue in the concluding session.

Following the presentation, offers of support came from DOT, TRAI, World Space Radio, Intel, Singtel, and many of the delegates. Delegates from Africa expressed their interest to study the CHILDLINE's model in order to implement similar structures in their own country.



Kajol Menon, Executive Director, CIF at the CTO Global Summit on Connecting Rural Communities, Cochin.

Telecom connectivity:

1098 connectivity: CHILDLINE service is based on the effectiveness of the telecom networks in India to be able to allow unhindered access for children to dial 1098, in times of distress or when they need help, from any location. In the last couple of years the telecom scenario in India has changed significantly and this has impacted the number of calls we receive on the 1098 network.

India's mobile subscriber base crossed the landline subscriber base. And the gap is growing very fast. As of March 05, Mobile connections at 52.22 million had exceeded fixed line subscribers at 46.19 million. As at end December 2005, total subscriptions figure for all types had crossed the 100 million mark. BSNL, the largest fixed line service provider, had a growth of 2.58 % over previous yr, MTNL declined by 7.31%; mobile connections grew at 55% over previous year. All private service providers for fixed line also grew at rates ranging from 34.38% (Bharti) to 162% (Reliance). Clearly private telecom service providers will be here to stay and dominate the market. The connectivity from mobile phones to a BSNL landline involves BSNL / MTNL infrastructure for terminating a call on a BSNL / MTNL landline, for which currently BSNL / MTNL charges 30ps per call for termination. This has to

be paid by the service provider to BSNL / MTNL unless it is waived by BSNL / MTNL.

It is imperative that Private telecom service providers can overcome the connectivity problems; other wise private telecom service providers cannot offer the service of 1098 connectivity as a toll free service, terminating on a single landline. For CHILDLINE 1098 connectivity across all telecom service providers is now a necessity and it is only sustainable if all calls terminate on one phone at each call centre. It is not possible or viable to have separate termination phones for each and every telecom service provider. If we expect that up to 40% of future calls may come in from mobile phones, and our target is 15 million calls per annum, then the interconnectivity cost for terminating mobile and private service provider calls to the BSNL/MTNL landline at the CHILDLINE Call Centre will involve a burden on CHILDLINE, which simply cannot be borne.

Linked to the complex telecom issue is that of providing 1098 as a toll free un-metered service. A National Numbering plan has been put in place and a Telecom Regulatory Body (TRAI) regulates the service delivery aspect of the sector. Sets of 4-digit numbers have been allocated to various social sectors. The national numbering plan has only 3 digit numbers of emergency and utility services which are mandatory for every telecom service provider to provide on their service, as a toll free un-metered service. 1098 along with other help lines is classified as grade II, which are not mandatory (to be provided by service providers as a free service). This has left CHILDLINE to the mercy of private telecom service providers for seeking connectivity.

Telecom Advocacy initiatives:

Ministry of Communications & IT: We took up the issue of Connectivity of 1098 on land and mobile networks of private telecom service providers. Vide his letter dated 17th March, Under Secretary Department of Telecom, Ministry of Communications & IT, has written to say that the telecom sector is deregulated and 1098 cannot be offered as a toll free number; further he has indicated that 1098 is classified as a Category II service in the National Numbering Plan and it is not mandatory for telecom service providers to provide the service.

Telecom Regulatory Authority of India: We requested assistance of TRAI in getting all private telecom service providers to offer toll free connectivity for 1098. We met with Dr DPS Seth, Member TRAI and he wrote to all private telecom service providers to request cooperation on 1098 toll free connectivity. Subsequently all private telecom service providers wrote back to TRAI and Mr.

Rejendra Singh, Secretary TRAI wrote to Smt. Sarita Prasad, Secretary, Ministry of SJ&E on the 13th March that some private telecom service providers, such as TATA, Reliance and Airtel are interested in providing the connectivity to 1098 but want CHILDLINE India Foundation to bear the cost.

BSNL: We met with BSNL, Sr Director General as well as Director General, Engineering Services, BSNL to request them to waive the interconnect charges of connecting land and mobile calls coming from private telecom service providers to the BSNL/MTNL provided land lines at CHILDLINE Call centres. Their answer was that the decision should come as a mandate from TRAI and the Ministry of Communication & IT.

Private Telecom Service Providers: We wrote to all private telecom service providers requesting for toll free access to 1098 on their networks. Tatas' are the only private service providers who have formally responded offering to provide the toll free access.

Ministry of Railways: A proposal was submitted to the Honourable Minister of Railways, Shri Lalu Prasad, requesting for permission to set-up non-dial-able pre-connected instruments, using a hot-line, at all railway stations for direct access to CHILDLINE 1098 centres.

Department of Posts: Upon approaching the Department of Posts to allow us to set-up non-dial-able pre-connected instruments, using a hot-line, at all post offices, they have responded seeking a detailed proposal.

SPECIAL INITIATIVE: Support from PLAN International

CHILDLINE India Foundation is entrusted with the task of conducting Capacity Building workshops, for PLAN Programme Units (PUs), in the area of Child Rights Perspective and Skills. PLAN has adopted 'Child Centric Community Development (CCCD)' Approach, which is a shift from case-specific interventions to community-based interventions. This requires changes not only in programme designing at the level of partners but also some amount of attitudinal change. Trainings to core groups of PLAN PUs have been considered as a strategy to facilitate this change.

PLAN partnerships are unique and distinguished in nature. Although, it is a single agenda and only approach (CCCD) that needs to be focused on is Capacity Building, the level of understanding of PUs varied. Thus strategically it was decided to conduct the specific Need Assessments of few partners and then to develop tailor-made training designs as per the needs assessed.



The need Assessment exercise was conducted with clear objective approach. A module was developed to facilitate the existing understanding of CR approach among the co-functionaries of PU and reflection of it in the various dimensions of the programme. The module consists of three dimensions...

- a. Knowledge
- b. Skills
- c. Perspective.

The level of understanding is further divided into six parameters from 'no awareness' to 'internalisation and institutionalisation of CR practices'. Each of this category is further qualified with five or six indicators applied to each dimension.

In the year July 05 to March 06 CHLDLINE India Foundation has conducted five need assessments. The details are as follows:

Date	Programme Unit
30 Sept. 05 to 1 st Oct. 05	CAP-PLAN Hyderabad
29 th – 30 th Oct. 05	CYSD-PLAN Karanjiya
24 th – 25 th Feb. 06	SAMSKAR-PLAN, Nizamabad
08 th – 09 th Mar. 06	CASP-PLAN, Delhi

The training Need Assessments have helped developing the PU specific training modules and among the PUs (where it was conducted) it was considered as one of the best practices in capacity building.

Based on the Training Need Assessment CHLDLINE India Foundation developed three training designs- the Basic, the Moderate and the Advance. The basic module aims at developing the holistic understanding about Child Rights and their relevance to the field situation. It also focuses on basic analysing skills and also the basic understanding on the themes of Child Protection and Participation as a process of empowerment. Focus is given on the experiences that the trainees have gathered through their field work and to establish links between challenges at the field and the various aspects of Child Rights. The moderate module goes beyond and facilitates the skills of developing the interventions, based on the rights based framework. The skills of understanding and analysing the Human Rights Framework is included in this model. The Advance Module is based on the specific provisions made in the CRC and WFC and their links to the ground situation.

From July 2005 to February 2006 CHLDLINE India Foundation has conducted three trainings. The details are as follows:

Date	Programme Unit
05 th – 07 th Dec. 05	CAP-PLAN, Hyderabad
01 st – 3 rd Mar. 06	CYSD-PLAN, Karanjiya
20 th – 22 nd Feb. 06	PREM-PLAN, Chilka



National Co-ordinators Meet, New Delhi

Awareness and Advocacy

Objectives:

- Cause Equity: creating awareness of 'Child Protection' as well as of the tele-helpline 1098 amongst various segments including general public, media, corporate organizations, grant/funding agencies & trusts.
- Brand equity: creating awareness and building a credible perception of CHILDLINE India Foundation and the CHILDLINE 1098 service.
- Resource Mobilization.
- Partnerships with Corporate Social Responsibility initiatives of Corporates'.
- Media Advocacy.
- Telecom Advocacy for connectivity related issues (for the CHILDLINE 1098 service).
- Communication management covering Advertising & Public Relations.
- Management of Volunteers.

Activities & Events:

- British Telecommunications, UK (BT) and Childline UK joined hands in a 10-day trek to the Himalayas. CHILDLINE India Foundation was the chosen charity to benefit from funds raised by the trekkers. Participants to the trek included employees of BT, UK and from their sister organizations in India.
- A play, SAMMY, by Lillette Dubey, was staged at Nehru Centre, Mumbai, as a Fundraiser, on the 14th October. State Bank of India was the sponsor.
- Crossword, Mumbai, invited CHILDLINE to interact with children at the Kidzone held every Sunday for an hour at all Crosswords. A team of 6, with volunteers, presented CHILDLINE to the kids using hand puppets. 2 such puppet shows were conducted at Crosswords. This was part of a 2-show agreement with them.
- The StanChart Mumbai Marathon was conducted on Jan 15, 2006. 9 corporates including STAR TV, HDFC, Tata Telecom, Reliance Industries, Bank of America, Mphasis, Tata AIG, Sanofi Aventis, and GIC of India ran the Corporate Challenge

in support of CHILDLINE. Apart from these, 5 Dream team runners and 33 Pledgers United ran for CHILDLINE. Former "Mrs. World", Aditi Gowtrikar, ran for us as a Celebrity and helped get Media attention.

Associations and partnerships:

- A CSR partnership was developed with HDFC. They committed support for the South Goa CHILDLINE for a period of 3 years, provided a large non-cash grant to CHILDLINE for utilization in Jammu & Kashmir, post the devastating earthquake there and provided grant to install computers at several CHILDLINE city call centres.
- United Way not only obtained commitments from corporates to run in the StanChart Mumbai Marathon for us but also provided support for setting up CHILDLINE India Foundation Regional Resource Centre in Chennai and for a capacity building workshop in Mumbai.
- South Asia Regional Initiative / Equity support Program (SARI/ Equity), an international agency agreed to support with grants to CHILDLINE Goa for the programme '*Goa initiative to reduce Paedophilia, Sex Tourism and other forms of sexual exploitation of young children and women*'.
- Sir Dorabji Tata Trust formally agreed to support setting up of a new district model of CHILDLINE in four of the country's most economically backward districts in North Bihar viz. Sitamarhi, Darbhanga, Kishanganj and Purnea. The objective of the initiative is a "Programme to prevent Child Labour and sustain rehabilitation of Child Labour". The program would go into implementation year in fiscal year 2006-07.
- Stichting Kinderpostzegels Nederland (SKN), with whom dialogue had been initiated in the previous fiscal year, formally signed up to provide a grant for the 1098 City Level Awareness and Outreach Programme. Subsequently the programme, consisting of local language communication material, puppet shows and training films for managing the puppet shows was initiated and is currently under implementation.
- The CSR association with Johnson and Johnson was endorsed for the fiscal year 2006-07. The support will be for CHILDLINE Communication Tents across the country and for infrastructure development of CHILDLINE call centres. The support for the current fiscal year (2005-06) was received and regular contributions from J&J employees via a payroll-giving programme commenced.



- STAR TV's STAR Care group agreed to support CHILDLINE by telecast of CHILDLINE public awareness messages over all channels of STAR TV. This activity is expected for implementation in 2006-07.
- State Bank of India supported the Mumbai Street children's party held at Mafatlal club, Chowpatty and also sponsored other fund raising events.
- Cadbury's India provided chocolates for the Mumbai Street children's party.

Awareness Campaigns:

- The last phase of the mass media campaign titled, 'Smile' was implemented in the first quarter of fiscal year 2005-06.
- A new information booklet on the CHILDLINE 1098 service and on CHILDLINE India Foundation functioning was printed.
- A Direct Mail program was initiated with printed Direct Mailers as well as an "eVersion". Tie-ups were developed with several organizations for affinity mailing programmes.
- eBanner exchange tie-ups were done with India Infoline, DNA networks and Zzebra Communications.



'Smile' Campaign in Bangalore and Hyderabad

- Crossword agreed to carry eMailers to all its members.
- Tata AIG carried a write-up of CHILDLINE in its internal newsletter.
- Air Deccan agreed to present CHILDLINE on its Intranet. They also carried a feature on CHILDLINE in their in-flight magazine.
- Extensive media coverage for the 'Anchorage Case' was achieved. This brought into focus paedophile activities at the Anchorage shelter in South Mumbai.
- Strong press coverage of CHILDLINE was visible in national press.
- A merchant account tie-up with Citibank was implemented which allows donations to CHILDLINE to be charged to the donor's credit card.
- Online Payment gateway was set-up by Transecute International and is fully functional. We started receiving online contributions from international donors.
- A new 10th Anniversary logo was developed by O&M.



10th Anniversary Logo

CHILDLINE in Action...

Case of Minor girl abuse: *Jaya, 13 years...*

Extremely poor, father died when she was 10, 2 siblings died from illness, mother eloped with another man. Looked after by retirees at Inda, Khragpur. Nov 2005, she was persuaded by an adult to run away with him and was subjected to sexual abuse.

Call to CHILDLINE Paschim Medinipur for assistance 6 days after incident. CHILDLINE team traced Jaya, traced two uncles, who refused to look after her, put her through various medical tests and after due investigation of case background, handed her over for rehab to Child Welfare Committee, Kolkata within 4 days of complaint being registered.

Case of Child labour:

Case 1: Ranjith, 14years...

The boy was a native of West Bengal and came from a very poor family. He along with 9 other children from West Bengal were brought to Kerala for work. Ranjith was placed in a gold shop at Thrissur. Long hours of work (16 hours), with very little food and physical abuse were a part of his life. Unable to take more of this ill treatment he finally escaped from the place and came to Calicut.

Calicut Control Police referred 14-year-old Ranjith to Kozikode CHILDLINE on 11th April 2005. During the course of interactions the child gave the number of the agent. A team meeting was organized following which an Action Plan was formulated to rescue the other children. One of the lady constables, posing as a schoolteacher, called the agent informing him that Ranjith was with her. She asked the agent to come to Calicut bus stand at 5 P.M and informed that she would hand over the boy to him at the said place and time. The next day a-team consisting of Circle Inspector, Sub Inspector, the lady constable, and two police constables along with the boy arrived at the bust stand in civil dress. However, the agent did not turn up instead in his place another man was sent. He was arrested.

Based on the information given by the man, the police carried raids at three places and rescued 6 children along with the agent on 20th April 2005. All the seven children were provided shelter at the Children's Home, Calicut. The following day they were taken to the District Government Hospital for a medical check up. An F.I.R was registered and the accused (agent and owner of the Gold shop) were produced before the CJM. The accused were remanded to the Kozhikode Sub Jail for 14 days.

Ranjith along with the three other boys have been restored home, while the other 2 boys were produced before the CJM for rehabilitation.

Case 2: child labourers in Zari industry...

Delhi CHILDLINE, from 3 embroidery and Zari factories, rescued 82 children. The children were brought from Sitamarhi, Bihar. The owner of the factory brought children to Delhi on the pretext of imparting training in embroidery, instead he employed them as labourers. At the units children were made to work for long hours for a pittance amount of Rs. 300 and very little food.

Children were produced before the CWC and referred to the Government shelter home. The police caught the perpetrator and a case has been registered against him.

Case of child domestic labour:

Case 1: Muni, 14 years...

Munni aged 14 was brought to Guwahati by one of her distant relative to work as a domestic help. Her father begs for livelihood, which isn't sufficient. Munni worked for two years as a domestic servant. During these two-year period she was not provided sufficient food, leisure time, and was also physically tortured. As a result she was very weak and suffering from IV grade mal nourishment.

The matter was brought to the notice of Guwahati CHILDLINE. The child was rescued from the house and provided immediate medical assistance at the Urban Health Centre, Ulubari. For a medical check-up, the child was admitted at the Guwahati Medical College Hospital. The matter was also brought to the notice of police.

The employer was contacted and asked to come to the CHILDLINE office, and asked to bear the child's medical expense along with the monthly dues, failing which he was informed that strict legal action would be taken against him. Munni was discharged from the hospital after 12 days and the entire expense was born by the employer.

Following her discharge she was provided counselling at the centre. Munni expressed her desire to learn some vocational course that would provide her a sustainable future. Following her consent she was admitted at the Swadhar Shelter Home. Also the owner paid an amount of rupees three thousand, which has been deposited in a fixed account in the child's name.

Case 2: Bhagya, 11 years...

11-year-old Bhagya hailing from Kamam District of Vijayawada was working as a domestic worker. Her employers were Government schoolteachers. Bhagya was frequently beaten and ill treated by the owners. On 25th March 2006 the child ran away and hid in a neighbouring house.



The matter was brought to the notice of ICDS, CDPO. The case was referred to Vijayawada CHILDLINE. CHILDLINE team informed the matter to the Project Directors of NCLP and Women and Child Development. The child was given medical treatment and provided temporary shelter. Team members contacted her parents and briefed them about their daughter.

A case was filed against the employers. CHILDLINE in collaboration with NCLP and Women & Child Development presented the case before the District Collector. An order was passed to suspend the employers, who are government employees. The child meanwhile is residing at the SC/ST hostel and pursuing her education.

Case 3: Neetha, 17 years...

Neetha, 17 years of age was brought into Bangalore CHILDLINE on 10th December 2005. She was found in a public place crying with unbearable pain on her wrist, arm and back.

During the interaction she revealed that she was from Bihar and was sent to her aunt's place in Punjab to help her in domestic work. She was placed in the house of one Mr. Sharma who in turn brought her to Bangalore to work as a domestic maid.

Neetha was made to work from morning 5.00 A.M to night 11. 00 P.M. Her employers mentally and physically abused her. She was often beaten with curtain rods, chappathi roller etc. Also she was not paid any salary for the eighteen months that she served the family. 9th December 2005 both Mr and Mrs. Sharma beat Neetha very badly for breaking a cup. Following morning, 10th December 2005 Neetha ran away from the house at four in the morning.

CHILDLINE registered a FIR under IPC, 323, 324,R/W 34. She was then taken to the hospital for a medical examination. Neetha was severely injured on her left wrist, arm, back and hips. A medico-legal case was filed.

She was produced before the CWC. During this course Neetha's mother along with the employer had filed a case against the CWC in the High Court. Following hearing from both the parties the High Court passed the order whereby the employers were charged Rs. 40,000 as compensation. Neetha has been restored to her family.

Case 4: Sneha, 13 years...

A group of concerned individuals gave a written petition to Thrissur District Collector informing about a 13-year-old girl, Sneha, employed in the house of a businessman. As per the petition the child was employed in the house nearly 3 years. CHILDLINE Thrissur conducted an enquiry into the matter.

CHILDLINE team collected information through neighbouring sources. During the first home visit the family was not at home. The team was unable to contact them. On a second visit the employer was at home, though initially the wife refused to release the child she finally let go the child with the team.

The child was produced before the CWC. During the session the girl revealed that she along with other girls from her hometown, kerala, was brought to Thrissur three years back for employment. During her stay with the family they abused her. She was not paid any wages for her work.

Sneha's father was contacted who appeared before the CWC with a certificate claiming that his daughter is 17 years old. On further probing it was found that the details given were false. The child was referred to temporary short stay shelter. In the next sitting of the CWC she was transferred to Calicut Children's Home. CHILDLINE is in the process of restoring the child to her family.

Case 5: Three children...

Three children were trafficked into Bhopal. The children were from Jharkand. All the three children were placed at different places for employment. The trafficker and the employers had a joint contract.

Mohan was employed as a domestic helper. As per the contract, Mohan had to work for the family for a period of two years. The child was not happy working for the family.

On the 22nd January 2006, the child called up Bhopal CHILDLINE at 1098 wanting to be rescued. The child was taken to the police station and a case was registered against the employers.

The employers were called to the CHILDLINE center and a compensatory amount of Rs.17,800 was collected from them. With police assistance efforts were made to trace the child's family. The whole process of tracing the child's family took more than 15 days, which was frustrating for the child.

On 13th February 2006 Mohan was handed over to his family along with the amount in the presence of the police.

Case of separated child: Aibor, 14 years...

The child's parents had expired and his uncle had brought him along with his sister to Shillong. Initially he was employed in a teashop while his sister worked as a domestic servant. Shortly after his uncle's death he was taken to a nearby town to work in a tool gate. Following the closure of the tool gate a concerned adult looked after Aibor. But could not keep the child with him for long as he was moving to another village with his family.

A concerned adult brought 14-year-old Aibor to the Shillong CHILDLINE centre on 20th January 2006. The child did not remember much of his family and could only recollect his sister's pet name. Aibor's photographs were published in the local dailies. Attempts were made to arrange for shelter for the child. 29th January 2006 the local cable news carried the details of the child. 30th January CHILDLINE received a call from shop owner who had seen the news. The following day Aibor's sister called up the centre and spoke to her brother. The next day she along with the shop owner visited the centre. Following the formalities Aibor was handed over into his sister.

Case of torture of mentally challenged child: *Feroz, 14 years...*

Four boys threw Feroz into burning tyres on 28th August 2005. The child sustained 60% burns and was admitted to the Government Hospital. The police turned a blind eye towards this incident. They refuse to lodge a FIR and in turn were shielding them, as they were closely associated to one of the Minister's of U.P. Government.

Meerut CHILDLINE filed the case with the National Human Right Commission (NHRC). Following the NHRC intervention the police finally filed an FIR. The case is in the court for hearing and CHILDLINE is following up on the same. The local media covered the case. The child has been given a compensation of Rs. 10,000/-.

Case of child Accident victim: *Yatish, 12 years...*

Yatish had met with a railway accident and injured his leg.

The railway police informed Vishakapatnam CHILDLINE on 1st February 2006. Team members rushed to the spot and rescued the child. He was admitted in the Government hospital. Due to the severity of his condition his leg had to be amputated.

Yatish's parents were contacted and informed of his condition. However due to poor economic condition his parents could not look after him. The CHILDLINE team arranged for long-term shelter for the child. He was provided with artificial leg by the rehabilitation centre. Presently the child is pursuing his schooling.

Case of abandoned babies:

Case 1: One day old baby abandoned...

28th December 2006 CHILDLINE Coimbatore received a call from the Director of a Special School informing about a newborn baby girl found abandoned in the school premises. The Director found the baby at 9.30 P.M. CHILDLINE team rushed to the

school and rescued the baby. The previous day the Director had received a call from a lady informing that the baby was born the previous day at 5.00 P.M and requested the Director to look after the baby.

The case was brought to the notice of the District Social Welfare Officer. Following which the baby was produced before the CWC. Based on the instruction from the CWC the baby was entrusted into the care of a licensed Adoption Agency. Several calls and requests were received from couples keen on adopting the baby. The case was published in some of the national dailies and also broadcasted on FM Radio.

Case 2: Premature baby...

A premature baby was brought to the notice of Chandigarh CHILDLINE on 28th April 2006. The parents had abandoned the baby in the hospital and there was no way the parents could be traced. A doctor, from the emergency ward, called the CHILDLINE office informing about the baby. The baby was in need of medical care. CHILDLINE arranged sponsorship support for medications. Also a personal attendant was required to take care of the baby at the hospital.

The team contacted a number of organizations such as the Red Cross, and the Director of Social Welfare. Finally the Honorary Secretary of All India Women's Conference provided two attendants to look after the baby at the hospital. In the absence of the attendants at times the CHILDLINE team looked after the baby. With the care and medications the child's health improved remarkably. The baby was provided temporary shelter through the CWC at one of the homes run by the support organizations.

During the time of the baby's transfer to the shelter home a man came forth to claim the child. The man was recognized by one of the team members. He had earlier contacted the CHILDLINE office for monetary assistance for the baby's medical treatment.

He explained that after the child's birth, his wife had fallen ill and had to be shifted to another hospital for treatment. Since he could not afford the treatment expenses he had to abandon the baby at the hospital. Despite the man's plea the baby was not handed over to him, as he did not have the necessary documents to support his statements. He was asked to visit his village and get the necessary documents from the Sarpanch to support his statement. Only then would the baby be handed over to him.

Meanwhile the baby's mother contacted the CHILDLINE office and requested that the child not be handed over to her husband, as he is mentally unstable following a brain surgery. The mother assured



that once she is discharged from the hospital she would personally visit with the necessary documents to claim custody of the child.

The baby is presently in the care of a support organization, waiting to be reunited with its family.

Case of Child traffickers: *Rani, 17 years...*

Rani is from Majhasaur village, Mirzapur district of Varanasi. Her father had expired and her mother unable to look after the family had tried to poison the family. Rani and her siblings survived the attempt, however her mother expired. She was married off to a 40-year-old man. In reality she was sold to him for Rs. 10,000. When Rani went to the police to complain about her land being taken over by the villagers, the police sexually abused her. She was given Rs. 1000 by the police stating that he would help her. Rani was introduced to people who pulled her into the racket of child trafficking. She was sent to various places such as Banaras, Azamgarh, Ambedkar Nagar and Allahabad etc.

Rani was sent to Raja Talab to meet a prospective client, but when he did not turn up till 10.P.M late in the night she had to return to Varanasi. While waiting in the bus stand she was found by the RPF. Rani handed over the phone numbers and the SIM card containing all the information to the team.

CHILDLINE Varanasi received a call from RPF Inspector informing about having found a 17 year old at the Varanasi Cantonment railway station. The girl was brought to the CHILDLINE office by one of the team members.

The details of the case were handed over to the CWC. The next phase was to contact the Superintendent of Police. A raid was organized and the child trafficking racket was cracked down. Four men and three women involved in the racket were arrested.

After rescue, Rani was temporarily kept at a Girl's home in Lucknow and subsequently rehabilitated with her elder sister.

Case of shelter for Orphans:

Case 1: Prakash, 11 years...

Prakash hails from a very poor family. His father used to work as a daily wage worker at the brick kiln but expired in an accident. Shortly his mother too passed away. He was left with the responsibility of looking after three of his younger siblings aged 9, 7 and 4 respectively.

One of the local dailies published this story. The news, which was read by the District Magistrate, was brought to the notice of

CHILDLINE Gorakhpur. CHILDLINE team met the district official to take over the case. The children were entrusted into the care of CHILDLINE for necessary rehabilitation measures. Prakash along with his siblings were provided shelter at one of the organizations working with children.

Apart from his schooling, Prakash is also undergoing vocational training at the shelter home. The siblings are happy to be together. The case was covered in the local media.

Case 2: Roopa...

9-year-old Roopa had lost both her parents at a very early age. Her parents had succumbed to AIDS. Following their death she was taken to the State Hospital twice for HIV testing. Both test results showed negative. But her health was deteriorating day by day. She was taken to another hospital in Guwahati for a second opinion. Here the child's test result was positive.

Following the child's HIV status being revealed all hell broke loose. The child was ignored and neglected by the neighbours and villagers. Her uncle wanted to place her at a shelter where she would not have to face the hatred of people. 12th August 2005, the General Secretary of Manipur Network of Positive People called Imphal CHILDLINE to arrange for the child's shelter.

18th August 2006 the child was produced before the CWC committee. The child was provided shelter at a shelter home run for the HIV+ children.

Case of reuniting a child with family:

Case 1: 10 year old ...

In the month of March 2006 during one of its outreach programmes, the CHILDLINE Jammu team came across a 10-year-old child crying near a shop. The child was brought to the centre. Initially the child refused to give any details. Also the language spoken by the child was different and the team could not comprehend. Finally after two days the child revealed that he is from Udhampur. CHILDLINE contacted the police. The police could trace him to Panchairi and managed to trace his uncle.

During the interrogation the uncle revealed that he had brought the boy to Jammu to employ him in one of the shops. The boys' uncle was warned not to indulge in such activities as it amounts to child trafficking and he could be punished for the same. The child was finally handed over to his parents after verifying the relevant documents and obtaining a written statement from them.

Case 2: 8 year old...

Chennai CHILDLINE received a call from W-20 Police station on 11th February 2006 about a 8 year old girl found near the police station. CHILDLINE team rushed to the police station and brought the child to the centre. The child was not willing to give any information that would have helped the team. The only information gathered from the child was that her mother had left her near the bus stand and that she is from Keerapalayam village.

Since the village was closer to Cuddalore, the Cuddalore CHILDLINE team was contacted and requested to investigate the case. Team members visited the village and enquired and were able to contact the child's mother. Since her husband was an alcoholic he was not providing for the family. To cater to the families' need she was working as a domestic maid. She had sent her daughter to her mother's place at Kumbakonam.

The mother was asked to visit the CHILDLINE centre with the required documents for verification. On the 15th February, the mother visited the centre to collect her child, with her ration card as proof. The child expressed her desire to return home with her mother. Mother and daughter were provided counselling at the center before they left for their village. The child was very happy to return home with her mother.

Case 3: 7 year old...

Ranchi CHILDLINE received a call from the Ranchi G.R.P informing of a seven-year-old missing child. The child was found at the railway station. The child was unable to give much details of her home. Following 2-3 counselling sessions the team was able to make out that the child was from the nearby village of Khalari.

Khalari which is approximately 75 Km from Ranchi falls outside the 1098 connectivity. Hence it was difficult for the team to trace the address. However, with limited details that the team had collected, they visited the village and enquired with the people around. Following two-three visits and sessions with people around the village, the team was ultimately able to locate her house. Following verification the team along with the Ranchi G.R.P handed the child over to her family.

Case 4: Nagamma...

Nagamma had lost her mother in her childhood. Soon after her father remarried. Nagamma's father was an alcoholic and was not bothered about his daughter. She was ill treated by her stepmother. She was kept locked in the house and not allowed to go to school. Unable to take more of this treatment she ran away from home and was found at Tirunelveli bus stand by an auto rickshaw driver.

The auto driver brought her to Tirunelveli CHILDLINE. At the center she expressed her desire to study. The child was admitted into a school where she scored well in her exams. CHILDLINE team members meanwhile tried to contact her family. Neither her father nor any family members showed interest in receiving her. Following consistent counseling she finally agreed to visit her family during the summer vacation. CHILDLINE team accompanied her to her village. Only her aunty accepted her.

The child is keen on continuing her education and achieving something in her life. In this direction she is pursuing her higher education.

Case of Abandoned, mentally-challenged child:**Case 1: Rahul...**

Government Railway Police (GRP) referred Rahul to the Kota CHILDLINE. The police found the mentally-challenged child all alone in the railway station. Since the child could not communicate it was difficult for the team to get any information regarding his family. The child's photograph was published in the local newspaper. Since there was no shelter facility available for the mentally challenged children in Kota, he had to be referred to Jaipur. All the requisite procedure to transfer the child to Jaipur was under process. The matter was placed before the Chief Judicial Magistrate and Additional District Magistrate.

It was while these procedures were being followed that a man visited the CHILDLINE centre enquiring if the center provided shelter for girls. Meanwhile Rahul had been staying at the center for the past ten days. Upon seeing the man the child began to cry uncontrollably. This raised doubts in the minds of the team. However the man did not show any concern for the child. He was in a hurry to leave the place. The team members collected his address and phone number.

Following the man's departure the team contacted on the number and found out that the child was his son. The man was called back to the center and initially refused to acknowledge the boy as his son. As the child was mentally challenged he could not look after him. The family did not have the resources and the skills needed to look after a mentally challenged child. He was considered a burden. He had heard that institutions looked after children living on the stations. With this intention he had left the child at the station.

After a few days he had gone the station to look for his son only to be told by the vendors there that GRP had handed over the child to CHILDLINE.



The child's father was counselled and told that the family is the best place for the child to be in than in an institution. The child is presently happy to be with his family; meanwhile CHILDLINE is in a look out for alternatives such special school for the child.

Case 2: Roshni...

CHILDLINE Murshidabad received a call from the Jagunj Block Primary Health Centre, Murshidabad District regarding a 14 year old mentally disturbed child named Roshni. Roshni had been found sitting alone on the health center campus. A CHILDLINE team member brought the child to the CHILDLINE centre and through consequent interactions with the child, it was found that after her mother's death her father had abandoned the child leaving her in the care of her maternal uncle (her only relative). However, the uncle was not willing to take care of Roshni and so she left the house. The child was presented before the Child Welfare Committee (CWC). As per the CWC's order, the child was placed in a shelter home for girls in Berhampore, Murshidabad.

A doctor, who suggested that the child would be better cared for at a shelter for mentally challenged children, examined Roshni. With the intervention of the District Social Welfare Officer, Murshidabad Roshni was admitted to a shelter for mentally ill children in Murshidabad. CHILDLINE Murshidabad conducts follow up on Roshni at regular intervals.

Case of Child TB patient: Sakshi, 17 years...

During its out reach programme Udaipur CHILDLINE team came across 17-year-old Sakshi. Sakshi was suffering from T.B and her mother could afford her treatment. Sakshi was admitted into the hospital by the CHILDLINE team. During the course of treatment she was diagnosed with wounds in her lungs that required immediate medical attention. Operation was the only last resort. Since the hospital did not have the requirements to perform the operation CHILDLINE was asked to approach hospitals in Jaipur, Ahmedabad or Mumbai.

Sakshi had very little time on her hands. The doctors assured that she has three to four months. Her conditions had deteriorated as she had been constantly vomiting blood. With immediate action arrangement was made for one unit of blood. Since Sakshi was in a critical condition she could not travel for her treatment to Ahmedabad. Sakshi case details were sent across to Ahmedabad CHILDLINE. Doctors there had to say that Sakshi was in her last stages and had to undergo an operation immediately. The operation would cost three lakhs. Knowing

CHILDLINE and its activities the cost was reduced to one and half lakhs.

CHILDLINE approached the media to raise funds for the operation. One of the local dailies published the case under the title "*Sakshi Ke Ghar Nahi Jalega Khushiyo Ka Diya*". In response to the newspaper article people contributed eleven thousand rupees, sweets and gifts for Sakshi. One of the readers agreed to take up the entire expense of her operation. The sponsor accompanied Sakshi and her mother to Mumbai for the treatment. Since she was very weak she could not be operated immediately. Instead she was put on medication for two months. During this time her health conditions improved. Doctors have advised to wait for six months before the operation. Sakshi is presently at home doing well.

A very happy Sakshi visited the Udaipur CHILDLINE one fine day and expressed "*Bhayya Me Jiyugi*".

Case of lost children: Renu & Sparsha...

The Railway Protection Force found two 8-year-old girls on the platform on 5th November 2005. The girls were referred to Jaipur CHILDLINE. Initially the girls refused to give any details. They said that they do not have any one and their aunty makes them to beg for a living. The girls were placed in a shelter home.

In spite of repeated interaction they refused to give any information and expressed their interest to stay at the shelter home. 19th November 2005 Sparsha mentions that they are from Ajmer. Sparsha wanted to go home. Renu refused to go home. One of the team members accompanied Sparsha to Ajmer. When the child was taken to her home, the whole village gathered around the child and the team member. The villagers accused the team member of kidnapping Sparsha. Both the girls had gone missing on 5th November 2005. The matter was taken to the local police station. However the police had not heard of CHILDLINE. Jaipur CHILDLINE was contacted and the police obtained the details only to know later that Renu had run away from the shelter home. This further outraged the villagers who did not trust the team member.

Meanwhile a search was carried out to find Renu. She was found by a concerned adult and brought to the nearest police station at Jaipur. The news was communicated between the two stations. CHILDLINE team member along with Renu's parents traveled to Jaipur to collect the child. The parents were overjoyed to see their daughter and apologized to the CHILDLINE team.

Case of medical assistance:

Case 1: Mayank...

On the 5th September 2005 Mr. Kishanlal visits CHILDLINE Alwar seeking assistance for his sons treatment. His son, Mayank, had to undergo an operation and the family could not afford the medical expenses. Mayank had a hole in his intestine, which requiring immediate operation.

CHILDLINE team visited Mayank at the hospital. CHILDLINE interacted with the Medical Officer of the hospital and they agreed upon to operate the child free of cost. Through local resources and sponsorship support CHILDLINE mobilized an amount of Rs. 14,530 towards the medicine expenses. Following the operation and full recovery, the child was discharged from the hospital.

Case 2: Manisha...

Manisha, 15-year-old, had run away from home, as she was not happy. Her mother had expired and father had remarried. She was ill treated by her father and stepmother, following which she left the house. Manisha was once beaten up by her stepmother as a result of which her right leg was badly injured. She had to be operated and a steel rod was inserted. During her stay at the shelter home she had developed severe pain in the right leg. Kochi CHILDLINE organized for sponsorship support for her operation. Post operation she was sent back to the shelter home. Manisha made several attempts to run away from the shelter home. Every time she was handed over to CHILDLINE.

On the request of shelter home's in-charge she was placed at another shelter. Manisha was provided with counselling following which she expressed her interest to continue her education. CHILDLINE contacted District Education Officer, to obtain her Transfer Certificate. She was then admitted into a school. After three days CHILDLINE received a call informing that Manisha is not interested in studies. Hence had to be shifted out from the shelter home. Manisha was finally placed at the Government Institution for destitute girls. She appeared for her 6th Std exam. Presently she is pursuing her education at Govt. Girl's High School, Thaikkoodam.

Case 3: Kanaka & Rashmi...

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

had left these girls on their own with no proper support system.

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

Case 4: Mushafiq...

Patna CHILDLINE received a call from one of its volunteers. Mushafiq, a street child had met with a train accident and was seriously injured. CHILDLINE team rushed to the spot. The child had injured his right leg and was bleeding profusely. He was rushed to the Patna Medical College Hospital and a dairy was lodged with at the local police station.

Since the child had injured his leg, it had to be amputated. For this the doctors required the consent from his parents. With details collected from the child, CHILDLINE team was successful in finding his family. With consent from his parents, Mushafiq's right leg was amputated. Following his recovery and discharge CHILDLINE is in constant touch with the family.

Case 5: Vinod...

In a gas cylinder explosion incident Vinod sustained 40% burns. In this incident his mother and two siblings were killed. Vinod's father approached Pune CHILDLINE requesting for financial assistance in the treatment of his son. The child was admitted in a Government hospital in Pune, but was not happy with the treatment provided in the hospital.

With CHILDLINE's intervention the child was admitted at KEM hospital for further treatment. The child was provided free treatment at the hospital.

Case 6: Rafiq...

CHILDLINE 24 South Parganas received a call on 1st December 2005. 11-year-old Rafiq had injured his right eye. His friend accidentally hit him with a piece of wood, while playing. The team members took the child to the hospital. With the assistance of team members and hospital staff he was provided specialized eye check-up. The child was advised a series of test. Following these test he was admitted at the N.R.S hospital and had to undergo an operation.

CHILDLINE approached the local MLA and was successful in arranging for free bed and treatment. Rafiq was successfully operated on 7th February 2006 and discharged on 9th February. The team accompanied the child for a check up and has been keeping a follow-up.



Case of victim of natural calamities: *Shehanaz...*

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

18th January 2006 CHILDLINE team visited the house of Shehanaz. CHILDLINE team met the Bank's branch manager. The money was deposited in a joint account in the names of DC Andaman and Shehanaz's grandfather. The money will be deposited in joint account till the child turns 18. CHILDLINE team procured a receipt of the account transferred to Port Blair branch from the Branch Manager. A copy of the same was also handed over to the grandparents.

The CHILDLINE team members are following upon the status of the three lakhs rupees that the child has to receive through Prime Minister Relief Fund (Tsunami Relief Fund).

Case of restoring right to education: *10year old...*

CHILDLINE Cuddalore received a call from a concerned adult on 5th January 2006 informing about a ten-year-old girl child. The child was found on the street, weeping and informed the people around, that she is from the neighbouring town and that her employer had poured boiling hot water on her. As she was giving the information, her employer whisked her away in a sumo.

CHILDLINE team visited the bus stand to enquire about the child. When the team visited the employer's house he refused to accept that the girl is in the house. Finally when the team found the child and spoke with her, she informed that hot water had fallen on her while preparing tea. The girl had bruises on her body. A complaint was filed at the police station. The matter was placed before the Additional Superintendent of Police in Chidambaram.

Meanwhile, in a parallel investigation run by CHILDLINE, it was found that the child was from Chidambaram and was brought to Cuddalore for work. A written complaint was lodged on 8th January. 9th January the case was published in the local newspaper. Based on the orders of Superintendent of Police, the police agreed to rescue the child from the house.

However, the employer had handed over the child to the local Jamath Muslim Committee who in turn had handed over the child to the police. CHILDLINE received the child from the police. Though

initially the child refused to come with the team and expressed her interest to stay with her employer, she calmed down and gave her home details.

The child was produced before the CWC on 17th January. CHILDLINE traced the child's family in Chidambaram. On the father's request the child was admitted into school for children in difficult situation.

Case of child beggars:

Case 1: 5 child acrobats...

During outreach, Madurai CHILDLINE team came across 5 children in the age group of 10 to 16 years performing acrobatics such as passing their body through an iron ring, walking on their hands upside down, etc.

CHILDLINE team members brought the matter to the notice of the police. The children were brought to the CHILDLINE Centre. In their statement they expressed that they were made to beg by their parents. CHILDLINE contacted their parents and brought them to the center.

The parents were provided with counselling and warned not to send them for begging. CHILDLINE has assured to provide assistance for education of the children.

Case 2: Two and half year old...

11th January 2006 RPF called CHILDLINE Trivandrum and reported spotting a man with a child, begging near the Trivandrum railway station. CHILDLINE team visited the spot and identified a 40-year-old man with a two and half year old boy. The child had cigarette burns on his body and his leg was fractured. He was crying inconsolably.

When questioned the man initially replied that the child was his but later revealed that he had picked up his neighbours child in Bihar. The man's behaviour was observed to be abnormal. The child, along with the, man was produced before the CJM. The man was taken into police custody and the child was taken to the hospital. Under observation it was found that the man was mentally ill and was admitted in the Psychiatric ward. The child underwent treatment in the hospital for two days and has been placed at the Kerala Child Welfare Council Home.

Following this case the CJM called for a meeting of Police, Social Welfare Departments officials and NGO's. During the meeting an order, "Prevention of Begging in Trivandrum", was passed and the police were given the authority to arrest adults using children for begging. Stickers and banners were printed and displayed at bus

stands, shops, hospitals, railway stations, and on public transport such as buses, trains, auto rickshaws, etc. Arrested adults would be sent to jail and children to Children's Home. The Corporation has taken up the initiative of setting shelter home for beggars.

Case of Terrorism victim: Pavan, 9 years...

Pavan and his mother had gone to the nearby forest to collect firewood. While they were doing so Pavan's mother came across an abandoned packet. Just out of curiosity, she poked the packet with a stick. The packet contained a bomb and killed her and severely injured Pavan. Innumerable glass, iron pellets and splinters penetrated his body. He underwent a major operation with doctors trying their best to pick out the pellets and splinters. Although the operation saved Pavan's life, he would have to undergo another operation so that all the alien particles could be removed from his body. Pavan's father was a chronic alcoholic and could not take care of his son. CHILDLINE Agartala received a call on 20th July 2005 from a concerned adult seeking help for Pavan. CHILDLINE team members immediately conducted a home visit and took down all the details of the incident. Insurgency and terrorism is a very common problem in some of the areas of Agartala with children being most affected and vulnerable.

CHILDLINE team members consulted the doctors and surgeons who assured the team members their help. CHILDLINE team members arranged for the child to be sheltered at the Child Guidance Clinic at Agartala. When the child recovered a little he was admitted in the local primary school. On the 25th January 2006 Pavan was admitted into the State Hospital. He was discharged after 5 days on the grounds that his condition was not all that serious. CHILDLINE explored other alternative avenues for his treatment and was successful in finding an organization to support his treatment. Pavan was successfully operated on 26th February 2006.

Pavan is presently staying at the Child Guidance Clinic and continuing his education.

Case of child Commercial sex worker: Tikli, 15 years...

15-year-old Tikli had gone missing and her family approached Nadia CHILDLINE for assistance. The child hailed from a poor family. Tikli was involved with a man from her village. He was already married with a child. Without the knowledge of her parents, Tikli tied the knot with him and ran away.

Tikli was traced to a brothel in a neighbouring place called Kalna. Assistance from a local NGO working with sex workers was sought to find about Tikli. With the help of local police Tikli was rescued

from the brothel. Following her rescue she was sheltered at the short stay home. Tikli then underwent counselling. Though initially she refused to speak, she gradually opened up and spoke to the team. She is presently staying at the shelter home.

The perpetrator was arrested.

Case of child employed in a circus: Avinash, 11 years...

Avinash, an 11 year-old child was employed at the Rajkumar circus. The child would lie down and a 40 Kg stone would be broken on his chest with a hammer. The child was forced into this and could not complain to anybody. After the show he would often experience extreme pain. It was one of the spectators who called Ahmednagar CHILDLINE to inform about the child. With police assistance the child was rescued from the circus. The owner of Rajkumar Circus was taken into custody.

A written commitment was taken from the circus owner stating that he would not employ children below the age of 18. He was then released on bail. The child was meanwhile placed at a shelter home by the order of CWC.

The following day Avinash's parents along with the circus owner visited the CHILDLINE office. Meanwhile, the circus owner had sent his men to the house of the spectator and threatened her mother that if Avinash does not return to the circus they would kidnap her sister. A FIR was lodged with the local police station and the culprits were taken into custody for 3 hours and were released on bail.

Avinash was presented before the CWC and handed over to his parents.

Case of sexually abused child: 13-year-old girl...

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

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



CHILDLINE City Highlights:

North Zone

CHILDLINE Allahabad

CHILDLINE conducted a survey in five slum areas to identify child labourers. Based on the study report a school for the child labourers was initiated under the Project INDUS. The school began functioning in the month of January 2006.

CHILDLINE Alwar

The need for streetlights (expressed by children) was taken up with the Municipal Corporation, following which streetlights were installed in the community.

CHILDLINE received permission from the District administration to set up stalls during the “Prashasan ke Dwara” a programme organized at regular intervals in all the 50 wards of Alwar district.

Order issued from the Superintendent of police to all the police thanas to extend co-operation and support CHILDLINE team.

CHILDLINE Chandigarh

CHILDLINE team underwent a half-day workshop on teamwork. The session dealt with importance of teamwork, time management, discipline and conflict resolution.

On 30th November 2005, CHILDLINE organized a Child Participation Meet following which; a Children's Charter was prepared and presented to Home Secretary Government of Union Territory, Chandigarh.

1st December 2005 in a meeting with Home Secretary and Director of Social Welfare Department, issues relating to education, JJ Act, shelter etc were discussed. Post discussion a night shelter for 20 street and run away children was set.

Governor of Chandigarh has donated Rs. 1 lakh towards CHILDLINE.

CHILDLINE Delhi

Anti- Trafficking day celebrated by CHILDLINE team.

Child Rights Awareness rally organized to celebrate the Children's Day.

CIF and CHILDLINE partners invited by Social Welfare Department to review the activities of shelter home and create & allocate Juvenile Justice Fund.

Independence Day celebrated with 300 slum children.



Anti Child-Trafficking Rally, New Delhi

CHILDLINE Jaipur

Organized educational and recreational trips for children living in institutions and street children.

Organized rallies and mass awareness activities during various fairs and festivals.

CHILDLINE messages spread on the occasion of “Makara Sankranti”, through kites.

Post the out reach and Open House session, based on the demands expressed by children, two vocational training Centre for girls were started.

70 CHILDLINE team members issued identity cards signed by Director, State Social Welfare Department, Government of Rajasthan; and District Collector, Jaipur.

Three day state level training programme on Juvenile Justice Act organized with Child Welfare Committee, Juvenile Justice Board, and Social Welfare Departments.

CHILDLINE Kota

“Week for the Right of the Child” was celebrated from 14th to 20th November 2005. Sessions on medical camps, rallies and workshops on child related issues were organized.

“Week for the Girl Child” organized from 20th to 26th September 2005. A drawing competition on the theme Child Rights was organized.

Organized de-addiction camps.

Booklet highlighting the concept of CHILDLINE and case interventions circulated among the resource organization and allied system.

Organized slogan campaign on “Literacy” on 20th February 2006:

“Jab Hoga Shikshit Har Baccha, Desh Banega Sabse Accha”

“Shiksha Hai Anmol Ratan, Padne ka Sab karo Jatan”

“Aaj Hind ki Yahi Pukar, Shiksha Ho Jivan Ka Saar”

CHILDLINE Udaipur

As a part of capacity building programme, training on Juvenile Justice System was organized for the CHILDLINE team. The training focused on Juvenile Justice Act, functions of various departments, structure, role and procedures of CWC.

Training on Participation and Empowerment of children through Bal Panchayat organized for the team. Sessions focused on Child Rights and the role of Bal Panchayat as a platform for making children conscious of their rights. Creative media such as story telling, singing, theatre, painting etc were practiced and discussed.

CHILDLINE Varanasi

Child Film Festival Program -

A Children’s Film Festival was organised for children living in shelter homes and institutions on 16th January 2006. Nearly 1200 children attended in this festival. Following the film show children were provided information about CHILDLINE.



City Level Children's Meet, Kota

West Zone

CHILDLINE Ahmednagar

On the occasion of “World Health Day” a health camp was organized on 7th April 2005. 231 adults and 185 children availed the benefit from the camp.

“CHILDLINE Mitra Mandal” formed on 9th April 2005. Volunteers from the Mandal will actively participate in the CHILDLINE activities.

Second Anniversary celebrated on 14th April 2005. 450 children participated in the celebration. Slogan Competition organized for children from slums and institutions on 13th April 2005. 26 slogans written by children were used during the rally organized the following day to mark the second anniversary of CHILDLINE.

Street Play on Child Rights organized on 25th April 2005. 500 adults and 350 children attended the street play.

“Balkamgar Hatao Abhiyan” initiated. Letters issued to 207 factories requesting not to employ children. A copy also sent to Superintendent of Police requesting for cooperation in rescuing children employed in factories. This drive received positive response from the factory owners.

CHILDLINE Baroda

Arranged a one-day training on different aspects of CHILDLINE on 13th June 2005, wherein the team members were given topics for presentation. The topics given were: Documentation, CHILDLINE case handling, outreach, awareness, open house, JJ act, child rights and NICP. Doubts and concepts were clarified.

The 4th Birthday of Baroda CHILDLINE was celebrated with nearly 100 children gathered for the celebration. An international dance group Chirag Mahida performed on this occasion.

Children’s Day celebrated with 800 children. Organized puppet show, visit to the zoo and various games and entertainment activities.

CHILDLINE Bhopal

A children’s group called ‘Young Brigades’ formed. The group consists of 20 members and will function as CHILDLINE ambassadors.

CHILDLINE Goa

Bank account of the Children's Self Help Group "Aakash Children's Club" opened.

A session on Child Sexual Abuse was organised for nearly 380 children in the age group of 6 -12 years. This was followed with a session for 37 teachers. Orientation on CHILDLINE services was provided.

State Children's Meet organised on 9th March 2006. Over fifty children participated in the meet. Children expressed their needs and issues through drawings and posters.

On the occasion of "Navelim Feast" CHILDLINE set up stalls for three days. A considerable population of children and youth were drawn towards the stall.

CHILDLINE Indore

Full support received from the local media and cable network. CHILDLINE message displayed through local channels. Slide shows on CHILDLINE shown at cinema theaters.

Support received from State Bank of India to spread awareness about CHILDLINE and it's functioning. SBI sponsored for the CHILDLINE stickers.

Inter State Connectivity received through support from Police Control Rooms across the city.

CHILDLINE Kalyan

In the aftermath of July 26th & 27th heavy rains, children had lost their uniforms, books, and other educational materials. On 30th August 2005 school uniforms and books were distributed among 239 children.

CHILDLINE team participated in the child labour rescue operation on 1st June 2005. Details of rescue operation were discussed with Deputy Chief Minister. The team was also shared their experience in an interview with All India Radio, and news channels.

Actively participated in the dance bar agitation organized on 3rd May 2005. Participated in the rally, agitation, and signature campaign. The agitation and rally received wide media coverage.

CHILDLINE Mumbai

Complementary tickets arranged for 63 children to watch 'Chakachak', a film on environmental issues, by Ms.Sai Paranjpye.

A team from Child Helpline International, Japan Children's Helpline and Plan Kenya visited Mumbai CHILDLINE.

The Mumbai CHILDLINE team participated in the NGO Mela organized by Concern India Foundation from 18th to 20th November 2005. CHILDLINE team set up a stall that displayed posters and books on CHILDLINE and issues and problems of children. General public were informed about CHILDLINE structure and activities in Mumbai city.

Mumbai CHILDLINE Birthday Party was held on 11th October 2005. Around 450 children participated in the event. Children got a good opportunity to showcase their talents and skills through a CHILDLINE play, songs and dance. There were tattoo artists, face painting and games to entertain the children. Representatives from the department of Women & Child Development and Health attended the party.

CHILDLINE Nagpur

Awareness about CHILDLINE provided to children during night rounds

Through the Education Material Distribution programme nearly 100 children received educational material.

Human Rights Programmes focusing on the Rights of Children in Institutions organised on 9th July 2005.

Nagpur CHILDLINE Development Society (NCDS) formed to facilitate and support the functioning of CHILDLINE. District Collector chairs the committee.

Organised a Children's Meet, on 14th December 2005, for children of prisoners. The meet focused on helping the children to identify issues, concerns and problems faced by them. The meet was based on the basis of understanding that the children of prisoners are vulnerable and face discrimination, as result of being children of prisoners. Following the sharing DIG permitted the children to meet their parents for half an hour. The DIG also took up the responsibility to sponsor the education of ten children upto class X. Plan of action formulated to conduct similar programmes in the whole of Vidarbha region.

CHILDLINE Nashik

Celebrated "Girl Child Day" on 24th September 2005 with 52 girls in the age group of 12-18 years. On this occasion, aspects such as Rights of Girl child, attitude of people/parents towards girl child, child trafficking, and girl's position in the society were discussed.

Set up CHILDLINE stall during the Navratri Festival.

CHILDLINE Solapur

Celebrated Children's Day on 14th November 2005. Organized drawing competition for children of slum area.

Notice sent across by the President, P.C.O Owners Association to all the P.C.O owners regarding CHILDLINE and its functions. The P.C.O association has been requested to lend its full support to CHILDLINE.

At the two days State Level Workshop for Police officials organized at Police Training Centre CHILDLINE conducted a session on CHILDLINE and its activities and effective implementation of J.J. Act 2000.

CHILDLINE Ujjain

'Chalo Jalayen Deep Jahaan Andhera Ho' an awareness drive launched by CHILDLINE Ujjain during the Diwali festival for destitute children. The programme provided an opportunity to 40 street and railway to celebrate Diwali. These children were given sweets and new clothes.

Circular issued by BSNL to all the PCO owners to provide free 1098 services.

EAST Zone:

CHILDLINE Bhubaneswar

Dhaba Intervention programme initiated in the month of March 2006. As a part of intervention team members regularly visit the dhaba joints and interact with the owners and the employers. They are motivated to release children below the age of 14 and efforts are made to rehabilitate them.

Initiated a process to make Bhubaneshwar a Child-Beggar Free City. In this process team members' survey the city spots where begging is rampant and interact with the family of the child. Counselling provided to the parents and educational assistance made available for the children to continue their education.

City level Children's Participation meet organized on 28th June 2005. 100 children from attended the meet across the city. Wide public awareness as generated through media.

CHILDLINE Cuttack

Awareness stall set up on the occasion of BALIYATRA. The team reached out to nearly 10,000 people who visited the place. On

this occasion awareness material were distributed, first-aid service provided, temporary shelter arranged for missing children and 65 missing children were united with their parents.

129 children from the slum were provided sponsorship support for education.

One day "Bal-Samaroh" programme organised for the marginalized children. 200 children participated in the programme. All the children were provided with equal opportunity to explore and display their talents. Participation of disabled children and display of talent were the highlights of the programme.

CHILDLINE Kolkata

CHILDLINE was invited by IBM Ltd. to set up a stall at its Monsoon Festival. Information education and Communication material distributed among the participants. IBM club, the social welfare wing of IBM Ltd, appreciated the initiative taken by CHILDLINE to help children in need of care & protection, and assured its support and assistance to CHILDLINE whenever required.

CHILDLINE was invited by the Kolkata Police to set up a stall at its Annual "Para Football Match".

CHILDLINE team in 15 wards organized survey on the need for visual awareness material. Based on the results 20 boards with CHILDLINE messages in Hindi, Bengali and English were created and displayed at 20 different places of 10 wards. As a result CHILDLINE receives calls from these areas.

CHILDLINE Murshidabad

Children's Day celebrated with nearly 400 children on 14th November 2005. Awareness about CHILDLINE provided to children apart from Child Rights.

Under the Behaviour-change communication programme CHILDLINE awareness spread using the local folk song and dance. Programmes organized during the evening in the villages.

CHILDLINE Awareness programme organized at various locations such as bus stops, cinema halls, beedi factories, school, hospitals, police stations, gram panchayats, PCOs, etc.

CHILDLINE Nadia

Through a network of 4308 Self Help Groups (SHG), CHILDLINE is reaching out to interior villages. Children are sponsored for their education through these SHGs.



CHILDLINE Paschim Medinipur

SMS messages featuring - “If you see any child in distress, Dial – 1098” was sent across via the internet to Mobile phones of Government officials.

Sessions with Anganwadi Trainee Workers were organized to spread the CHILDLINE message across to every remote corners of the district.

In its efforts to spread the message of CHILDLINE, slide shows on CHILDLINE were displayed at five different cinema halls prior to the screening of films, and CHILDLINE messages were printed on invitation cards of prominent Hindu festivals.

Awareness generated in remote districts through mobile van.

Entire Paschim Medinipur district connected to 1098 since January 2006.

CHILDLINE Purbo Medinipur

Children’s Group formed and members of the group function as CHILDLINE volunteers.

Support and cooperation obtained from the rickshaw pullers to volunteer for CHILDLINE awareness.

Independence Day celebrated with 150 mentally and physically challenged children.

Raksha Bandhan celebrated with children from the slums, child labourers etc on 30th August 2005. The occasion was used to spread awareness about CHILDLINE and bond with children.

CHILDLINE Puri

Organized Bal-Sansad on 30th April 2005. 300 children from 30 districts of Orissa participated in the meet demanding their Right to Participation in the presence of Deputy speaker and MLAs.

CHILDLINE rescue stories published regularly in local dailies and local/state level children’s magazine “Tiki Tara”.

Organized Mobile Health check-up van cum Ambulance for children during the Car Festival.

Organized CHILDLINE awareness programme with special focus on care & protection of HIV/AIDS infected children on AIDS Prevention Day.



CHILDLINE Team Members at an Open House, Imphal

South Zone:

CHILDLINE Chennai

Workshops on Protection Against Abuse organized at 10 districts of Tamil Nadu. The workshop was organized for schoolteachers.

Organized session for a group of advocates from Germany on CHILDLINE.

A series of training programmes was organized for the team members – Play for Peace, Telephonic Conversation – A guide to reach children, CHILDLINE Rescue and Protection, Role of team members in rescue of children.

PCO survey conducted in South Chennai to explore the connectivity issue.

CHILDLINE Coimbatore

Rehabilitation Drive for children and families engaged in begging was organized on 21st May 2005. The drive was organized at various places such as bus stands, railway station, temple, markets, parks etc. Of the total 51 rescued 31 were children, especially girls with no family. Following counselling and awareness session they were restored to their respective hometowns accompanied by the CHILDLINE team.

An Auto Campaign to generate awareness about CHILDLINE was organized from 7th – 15th June 2005. The campaign covered 20 slum areas and 3000 people in Coimbatore in and around city.

Private companies like Crocodile, Vinoth Textiles, Alukkas Jewellery supported CHILDLINE in its mass awareness campaign.

Educational assistance and sponsorship support provided to 600 children from the slums.

Children Contact and Guidance Centre - Coimbatore Corporation provided space for CHILDLINE to contact children in and around the main bus terminal. Support was also provided to spread awareness about CHILDLINE in 15 bus stops.

CHILDLINE Hyderabad

Organized 14 seminars and trainings programmes through-out the state on Child Rights, Alternative Discipline and Child Participation. Over 600 B.Ed teachers, DIET Principals, Students, Sisters and Faculty participated in these series of programmes.

Organized out reach programmes in 5 urban slums with high incidence of out of school children. Para teachers, volunteers' and out of school children provided orientation on CHILDLINE and its services.

Awareness about CHILDLINE provided during the UTSAV 2005. CHILDLINE reached out to more than 4000 youths.

CHILDLINE Karaikal

Education material such as schoolbags, notebooks, stationeries, chappals were distributed to nearly 6000 Tsunami affected children.

CHILDLINE Kochi

Organized a ten-day camp for 120 children. Sessions of the ten day camp dealt with drawing, clay modeling, Child Rights, personal hygiene, food & nutrition, house keeping, first aid, fire & rescue service, traffic rules, personality development, communication skills, substance abuse etc.

Observation study on child labourers employed in saw mills conducted in the eastern region of Ernakulam district. Study revealed that majority of children were from West Bengal and Orissa. Following the study the District Administration has assigned the Labour Officer to probe into the matter.

Counselling and Tutorial programme initiated for the class X failed students.

CHILDLINE Kozhikode

Conducted a survey among beggars. Based on the survey results food packets were collected from schools and colleges, airports, marriage venue, birthday celebrations and other occasions. On a pre-fixed date the food packets were distributed among the street

children. CHILDLINE hopes to generate a situation wherein food is made available from the selected centres to all street children. This is an ongoing programme.

Child-Rights Club formed. Proposed to start similar units in every school of the district and organise district and unit level programmes on Personality Development, Vocational Training and Moral Education.

Open House organized for the children of Kozikode Juvenile Home on 9th July 2005. Games and cultural programmes were conducted and children were selected for the District Level Child Participation Workshop.

A half-day workshop on "How to Manage Problematic Children" was organized for the Juvenile Home staff.

CHILDLINE Mangalore

10th CHILDLINE Advisory Board meeting held on 4th January 2006. The board has taken the decision to organize NICP programmes for SHG members, corporators', hotel owners, panchayat members, bus drivers and conductors, and the police officials and an Anti Child Begging campaign for the general public.

23rd February 2006 Anti Child-Begging Campaign organized to create mass awareness among the public. Street plays were performed in 8 locations in and around the city.

CHILDLINE Nagapattinam

Education material such as schoolbags, notebooks, stationeries, chappals were distributed to nearly 7000 Tsunami affected children.

CHILDLINE became functional from its independent office since September 2005. Initially it was functioning from the All-Women Police Station restricting it's working hours to 9.00 A.M. to 6.00 P.M. Now CHILDLINE is operating 24 hours round the clock.

CHILDLINE Port-Blair

CHILDLINE celebrated its completion of one year on 7th January 2006. A two day programme was organized wherein nearly 250 children participated.

CHILDLINE Thrissur

Rescue operation to identify children engaged in begging organized on the 30th April 2006. Of the total rescued two restored to family and the remaining eight placed at the Juvenile Home.



4TH June 2005, awareness generated among the Hospital authorities. Nodal doctors identified from each hospital for CHILDLINE. On 10th June awareness programmes were organized in 35 police stations in the district. Cooperation was sought for CHILDLINE.

Awareness programme on drug abuse and pan masala organized for children, teachers and parents in 7 schools in the district. Taking the campaign against pan masala ahead, covers of pan masala were collected by group of volunteers and burnt at public functions. A rally was also organized to spread the message across to the society.

12th January 2006 a half-day interactive session was organized between children and police. Children were briefed about FIR, summons, warrant and other police procedures.

19th November 2005 organized interactive session between children and the Bus Operators Association. Children raised issues on concession, bus not halting at the stops, abusive language used by the bus staff etc.

CHILDLINE Tirunelveli

Sponsorship assistance provided to children through support from concerned individuals.

Sticker campaign in bus stands initiated with support from the Bus Owner's Association.

District Collector's announcement about CHILDLINE 1098 in all the government programmes.

CHILDLINE Trivandrum

Order issued by the Chief Judicial Magistrate to the city police to arrest people forcing children into begging. Rehabilitation of 42 children is under process.

Rainbow 2005 – Child Participation Workshop organised on 13th August 2005. A mixed group of 109 children from various shelter homes and Juvenile Home participated in the meet.

CHILDLINE Visakhapatnam

Study entitled "Corporal Punishment in Urban School" conducted in 7 districts. The study shed light on major punishment given by teachers, consequences violation of Child Rights. Based on the study results it is proposed to organize a campaign of Child Right Advocacy.

Open House and Diwali celebration organized for 120 street children, working children and children living in shelter homes.

CHILDLINE Wayanad

Meet the candidate' programme – Prior to the local self-government elections two sessions, one at the Panchayat level and the other at the District level, were organized with the candidates standing for the elections. At the Panchayat level meet, forty children from various panchayats interacted with four panchayat candidates. While at the District level meet nearly 30 children from various districts met 8-district candidates. In these meets children placed forth their concerns and the need for responsible governance where each child can enjoy their rights. The sessions were organized on 17th and 18th September 2005.

To every child a childhood – Nearly 248 children from 26 Panchayats and municipality limits came together to participate in this unique programme where each child shared experiences of their childhood, and what they expected it should be. Children also interacted with eminent personalities from different walks of life and representatives from CHILDLINE Advisory Board.

Teen Clubs – Formed 20 (10 girls & 10 boys) teen clubs. The objectives of the club are to create a child friendly society at local level, safeguard children against abuse, organize awareness classes and training for children & adults, promote savings among children, etc. Each teen group consists of 10-15 children. The members meet twice in a month.



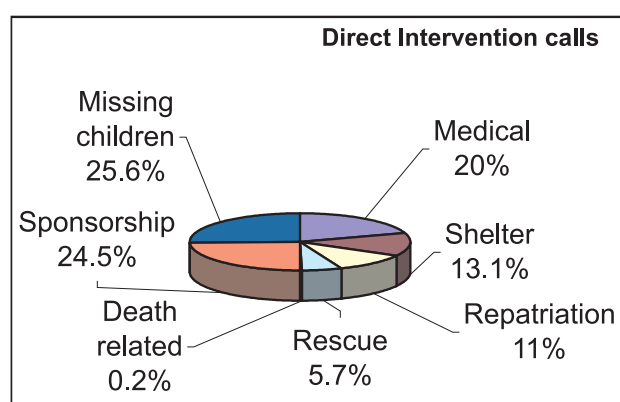
Rainbow 2005 - Child Participation Workshop, Trivandrum

ChildNet

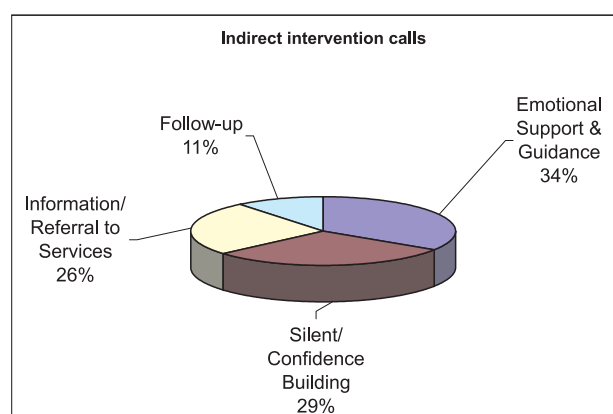
CHILDLINE HAS RECORDED A TOTAL NUMBER OF 9,429,687 CALLS FROM INCEPTION TILL MARCH 2006.

CHILDLINE HAS RECORDED A TOTAL OF 2,06,9731 FOR THE FINANCIAL YEAR APRIL 2005 - MARCH 2006

Call Types	April 03 – March 04	%	April 04 — March 05	%	April 05 - March 06	%
	Total – 53 Cities		Total- 55 Cities		Total - 65 Cities	
Medical	7800		9146		10436	
Shelter	7575		7002		6911	
Repatriation	4867		4966		5778	
Rescue	2650		2555		2997	
Death Related	198		155		92	
Sponsorship	2149		2318		12861	
Missing Children	9812		9876		13463	
Emotional Support & Guidance	421813		437950		463500	
Silent / Confidence Building	431302		425028		397521	
Information / Referral to Services	308650		310777		345689	
Intervention Follow Up	159796		151460		144430	
Unable to locate Caller	3058		3593		1336	
Intervention Calls - I	1359670	68	1364826	67	1405014	68
Awareness Building Calls	67732		84414		77430	
Technical Connectivity Problems	511282		539045		557324	
Any Other	41954		40063		29963	
Non Intervention Calls – II	620968	32	663522	33	664717	32
Total I & II	1980638	100	2028348	100	2069731	100

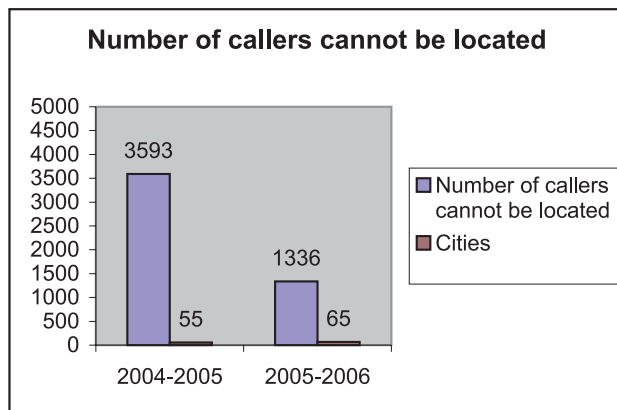


The high percentage of Sponsorship calls in the year 2005-2006 were due to large number of calls received from Tsunami affected areas for relief measures. The calls in the category of Medical mainly comes for First Aid & Hospitalisation

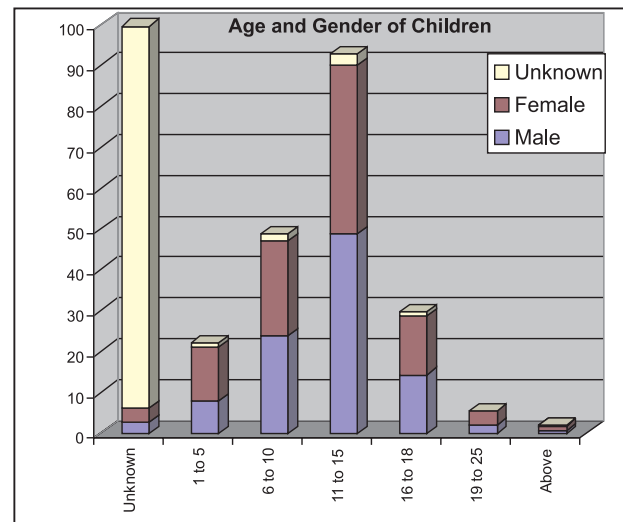


The highest number of Non-Intervention calls is for Emotional Support & Guidance. Calls in this category comes mainly from the child himself regarding poor performance in studies and due to exam pressure.

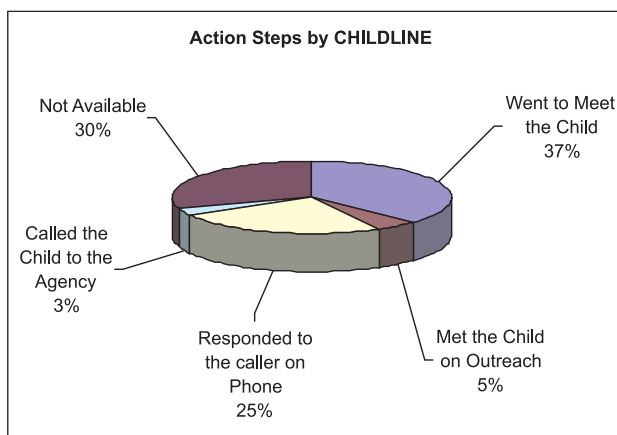




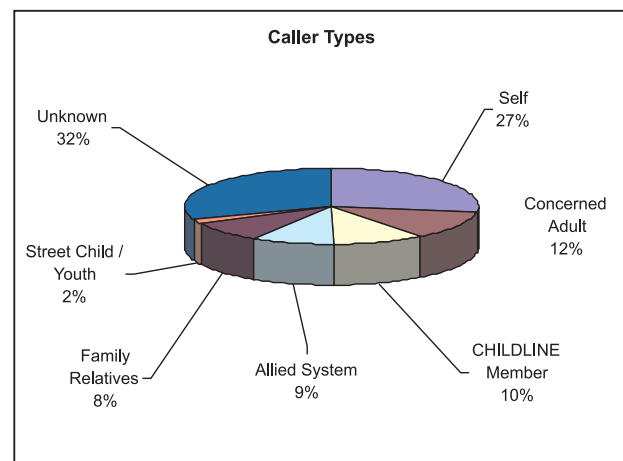
In the year 2005-2006 the number of callers which cannot be located decreased to 1336 (65 cities) from 3593 (55 cities) in the year 2004-2005. The decrease in numbers shows increased efficiency of the team during outreach.



The number of male children calling CHILDLINE is more than the number of girl children. The age group of 11 to 15 years is the largest group of vulnerable children seeking assistance followed by children in the age group of 6 to 10 years.



'CHILDLINE team goes to meet the child', is the largest. Calls coming for Emotional support and guidance are largely counselled through the phone, In case a child is found during the outreach of the team, the team member records the call at the centre. In some cases the child is also called to the agency.



High percentage of calls come from Children who seek assistance, followed by Adults who call CHILDLINE when they see a child in distress, Team members during their outreach activities also find children who need assistance. Allied system, which consists of Police Personnel, Hospital Personnel etc. also call CHILDLINE.

CHILDLINE Supporters**Individual Donors**

A J Plata

Ajay Kumar Barhubhai

Ajay Namboodiri

Anil Salvi

Antariksha

Anup Dhingra

Banu Ismail

Behram Rustom Sethna

D B Bhat

D Damodar Mithaiwala

D H Naik

Divya Disha

Diwakar Balkrishna Bhandarkar

Dr. Ajit S Telang

Dr. T T Singh

E Sudhalman

Elayne Gonsalves

F. I. Majmudar

G F Alfes

Ganesh Bangalore

Ganesh N Patel

Gautam Datta

Gurusamy

HM Billimoria

Homi E Doctor

I P Uttarkar

Inderjit Sharma

J R Pai

Johnson&Johnson Ltd - employee giving -Jan 2005

Joseph G

Jospeh and Mary Raleigh

K V Ramadas

K Venkatraman

Kappagal Math Siddaveeraiah

Kavita Jayaraman

Kripa D'Souza

L Pattarkar

L Ramchandran

Leela T Joshi

Lourdes Barreneche

M N Srinivasu

Madhav N Ware

Madhuga Hadkar

Manjunath B C

Manjunath B C

Michelle Vega

Mohit Motwani

Nadira Chaturvedi

Naresh Pasrija

Nimish Desai

Noorjehan Umer Shaikh

Norma Gasper

P V Menon

P V Rangamani

P.V.Rangamani

Pankaj Gupta

Parag Sapre

Pranav Sahay

Prashant Shah

Pratap Sharma

Priya Ranjan / Mohini Behl

R. Chandrasekar

Radhika Sharma

Rajesh Fegade

Rajesh Kadakia

Reyneld Serrao

S M Walondare

S P Dabhade

S S Mali

S S Poojari

Saily Laxman More

Sameer Gijare

Satyan Menon

Sayyed Javel Ahmed

Senthil Kumar D

Sharad Kaicker

Sherina Advani



Shobha Vijay Sawant

Shoirhand Kukreja

Soney Thomas

Thankachar P A

Tina Dhawan

Trupti Mohan

Ujwala Raje Shah

Usha Kant Shukla

V D Deorukhkar

V G Godse

V Umrigar

V Viswanathan

Vaibhav Bhalchandra Katke

Vandana S Pisharody

Venkatesh Krishnan

Y Harakrishnan

Yasmin Inani

Yateen N Shah

Yazdi Tantra

Corporate Donors

British Telecom & Childline UK

BT (INDIA) Pvt Ltd

Fairfield Greenwich Advisors

HDFC (Housing Development Finance Corporation Limited)

Johnson & Johnson Ltd.

Kijos

MK Tata Trust

Nehru Centre Auditorium

Nokia India Private Limited

Plan International (India)

Rajiv Harmalkar & Co

S K Pote

Sangam Enterprises

Santok Electricals Pvt Ltd

Sir Vithaldas D Thackersay

State bank of India

Sticting Kinderpostzepels Nederland (SKN)

Supreme Services

Tata Tea Ltd

The New India Assurance Co. Ltd.

UN Ltd

United India Insurance Co. Ltd

United Way of Mumbai

Universal for Cinema Syrup

Universal Music India Private Limited



CHILDLINE Ambulance sponsored by State Bank of India, Bhopal

Institutions

Aangan Trust

Bromsgrove School

Church of Our Lady of Salvation

Concern India Foundation

Give India

Government of India, Ministry of Social Justice& Empowerment

Group Bai B S Bengallee Girls High School

GTL Foundation

Katgara Foundation

Love Humanity

Mataji Melan Devi Society

National Domestic Worker Welfare Trust

National Institute of Public Co-operation and Child Development

National Institute of Social Defence

Nirmala Niketan College of Social Work

Sari Q

Save the Children India

Turning Point



Date : 14 October 2005

**Venue : Nehru Center Auditorium
Worli , Mumbai - 18**

Time : 7.00 p.m.

Directed By Lillete Dubey
Written By Partap Sharma

Seat No.




Sammy Play directed by Lillette Dubey , as a special performance for fund raising



**Our special thanks for
participating in the
Standard Chartered
Mumbai Marathon
'Dream Run' 2006.
We admire your spirit.**



Penant given to corporate team
Mumbai Marathon runners



Aditi Gowtrikar, "Mrs. World" runs for CHILDLINE in Mumbai Marathon, 2006



The Bombay Public Trusts Act 1950
Schedule - VIII
[Vide Rule 17(1)]

CHILDLINE India
Balance Sheet as on

FUNDS & LIABILITIES	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Trust Funds or Corpus		
Balance as per last Balance Sheet	2,502,000	2,442,000
Adjustment during the year		
Add: Corpus donation received during the year.	—	60,000
	<u>2,502,000</u>	<u>2,502,000</u>
Earmarked Funds		
Depreciation Fund	—	—
Sinking Fund	—	—
Reserve Fund	—	—
Any other Fund		
Revolving Fund		
As per last Account	10,000,000	10,030,000
Less: Transferred to Income & Expenditure A/c	—	30,000
	<u>10,000,000</u>	<u>10,000,000</u>
Purchase of Capital Assets		
As per last Account	373,756	3,326,258
Add: Receipt during the Year	170,000	—
Less: Transferred to Unrestricted Reserve	—	2,398,181
Less: WDV of Capital Assets purchased in earlier years	—	554,321
	<u>543,756</u>	<u>373,756</u>
Innovative Project (AIRES)		
As per last Account	121,369	150,252
Less: Transferred to Income & Expenditure A/c	70,161	28,883
	<u>51,208</u>	<u>121,369</u>
CIF 10th Year Activities		
As per last Account	102,051	—
Add: Receipt during the Year	—	102,051
	<u>102,051</u>	<u>102,051</u>
CHILDLINE Mumbai (Education)		
As per last Account	30,000	30,000
	<u>30,000</u>	<u>30,000</u>
National Helpline Consultation		
As per last Account	6,100	21,500
Less: Transferred to Income & Expenditure A/c	6,100	15,400
	<u>—</u>	<u>6,100</u>
Johnson & Johnson City Level Capital Expenditure		
As per last Account	437,186	125,543
Add: Receipt during the Year	2,138,262	1,739,062
Less: Transferred to Income & Expenditure A/c	740,880	1,427,419
	<u>1,834,568</u>	<u>437,186</u>
Preparatory Services (Kerla Govt.)		
As per last Account	28,750	—
Add: Receipt during the Year	—	28,750
Less: Transferred to Income & Expenditure A/c	18,667	—
	<u>10,083</u>	<u>28,750</u>
Tsunami Relief Work		
As per last Account	5,895,703	—
Add: Receipt during the Year	6,378,108	6,884,068
Less: Transferred to Income & Expenditure A/c	4,048,000	505,960
	<u>5,895,703</u>	<u>505,960</u>
	<u>4,530,405</u>	<u>6,378,108</u>
Other Earmarked Fund C/f	<u>17,102,071</u>	<u>17,477,320</u>
Balance C/f	<u>2,502,000</u>	<u>2,502,000</u>

Foundation
31st March 2006

Registration No. F-21743 (BOM)

PROPERTIES & ASSETS	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Immovable Properties		
Balance as per last Balance Sheet	—	—
Additions during the year	—	—
Less: Sales during the year	—	—
Depreciation for the year	—	—
	<u>—</u>	<u>—</u>
Investment: GOI 8% Saving (Taxable) Bonds 2003	2,400,000	2,400,000
Furniture & Fixtures & Other Assets (Schedule "A")		
Balance as per last Balance Sheet	655,918	1,432,660
Additions during the year	200,261	219,896
Less: Disposals / Adjustments during the year	11,706	554,321
Depreciation for the Year	122,394	442,317
	<u>722,079</u>	<u>655,918</u>
Loans (Secured or Unsecured)		
Loans Scholarships	—	—
Other Loans	—	—
	<u>—</u>	<u>—</u>
Advances		
To Trustees	—	—
To Employees	183,900	79,940
To Contractors	—	—
To Lawyers	—	—
To Others / Deposits (Schedule "B")	3,385,998	2,890,579
	<u>3,569,898</u>	<u>2,970,519</u>
Income Outstanding		
Rent	—	—
Interest	170,787	159,681
Other Income	7,861	39,593
Income Tax Recoverable	18,667	10,864
	<u>197,315</u>	<u>210,138</u>
Cash and Bank Balances		
(a) In Current Account with		
State Bank of India a/c no. 10271085946	1,651,499	6,470,320
State Bank of India a/c no. 10271086064	1,840,185	430,330
State Bank of India a/c no. 10066940273	96,743	56,352
In Saving accounts with		
ICICI Bank a/c no. 000401123643	3,136,636	1,606,299
(Including Quantum Optima Deposits)		
	<u>6,725,063</u>	<u>8,563,301</u>
(b) In Fixed Deposit account with State Bank of India	<u>20,340,000</u>	<u>22,240,000</u>
	20,340,000	22,240,000
(c) Cash in hand		
With the Trustee	—	—
With the Manager	45,737	68,970
	<u>45,737</u>	<u>68,970</u>
Total of Cash and Bank	27,110,800	30,872,271
Balance C/f	34,000,092	37,108,846



The Bombay Public Trusts Act 1950
Schedule - VIII
[Vide Rule 17(1)]

CHILDLINE India
Balance Sheet as on

FUNDS & LIABILITIES	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Balance B/d	2,502,000	2,502,000
Other Earmarked Fund B/d	17,102,071	17,477,320
Earmarked donation for P. R. Personnel		
As per last Account	180,000	—
Add: Receipt during the Year	—	180,000
Less: Transferred to Income & Expenditure A/c	83,074	—
	96,926	180,000
Earmarked Grant - Plan International	10,957,444	—
As per last Account	—	—
Add: Receipt during the Year	—	11,257,000
Less: Transferred to Income & Expenditure A/c	8,812,598	71,657
Less: Capital Expenditure	256,800	227,899
	1,888,046	10,957,444
AGFUND Award		
As per last Account	4,338,187	4,537,500
Less: Transferred to Income & Expenditure A/c	33,156	199,313
	4,305,031	4,338,187
Earmarked donation Stitching K.Netherland		
Received during the Year	1,170,551	—
	1,170,551	—
Earmarked donation SARIQ		
Received during the Year	263,424	—
	263,424	—
NISD/NICP		
As per last Account	—	—
Add: Transferred to Income & Expenditure A/c.	—	97,801
Less: Grant returned to NISD	—	97,801
	—	—
GOI Tsunami Relief Work		
Received during the Year	940,600	—
Less: Transferred to Income & Expenditure A/c	329,459	—
	611,141	—
Earmarked donation Cancer Patient		
Received during the Year	2,115	—
	2,115	—
Earmarked donation NISD		
Received during the Year	2,732,800	—
Less: Transferred to Income & Expenditure A/c	1,962,632	—
	770,168	—
HDFC Services Childline Goa		
Received during the Year	768,600	—
	768,600	—
Total of Other Earmarked Funds	26,978,073	32,952,951
Unrestricted Reserve Fund	2,398,181	2,398,181
Loans (Secured or Unsecured)		
From Trustees	—	—
From others	—	—
	—	—
Sundry Credit Balances		
As per last Account	13,282	67,841
Add: Additions during the year	52,482	—
Less: Payment during the year	—	2,141
Written Back during the year	65,764	52,418
	—	13,282
Balance C/f	31,878,254	37,866,414

Foundation
31st March 2006

Registration No. F-21743 (BOM)

PROPERTIES & ASSETS	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Balance B/d	34,000,092	37,108,846

Balance C/f

34,000,092

37,108,846



The Bombay Public Trusts Act 1950
Schedule - VIII
[Vide Rule 17(1)]

CHILDLINE India
Balance Sheet as on

FUNDS & LIABILITIES	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Balance B/d	31,878,254	37,866,414
Liabilities		
For Expenses	—	24,451
For Advances	—	—
For TDS on salary	—	814
For TDS on Contractors	8	—
For Sundry credit balance	—	300,000
	8	325,265
Income and Expenditure Account		
Balance as per last Balance Sheet	(1,082,833)	(1,087,088)
Less: Transferred to NISD/NICP	—	(97,801)
Add: Surplus for the Year	3,204,663	102,056
	2,121,830	(1,082,833)
Total	34,000,092	37,108,846

As per our report of even date

Dated: 21st August, 2006

For and on behalf of
S.B.Billimoria & Co.
 Sd/-
 Chartered Accountants
 Auditors

Foundation
31st March 2006

Registration No. F-21743 (BOM)

PROPERTIES & ASSETS	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
Balance B/d	34,000,092	37,108,846

Total	34,000,092	37,108,846
-------	------------	------------

Income Outstanding:

(If accounts are kept on cash basis)

Rent	-
Interest	-
Other Income	-
Total	-

The above Balance Sheet to the best of our belief contains a true account of the Funds and Liabilities and of the Property and Assets of the Trust

Dated: 21st August, 2006

Sd/-
Nawshir Mirza
Trustee



The Bombay Public Trusts Act 1950
Schedule - IX
[Vide Rule 17(1)]

CHILDLINE India
Income and Expenditure Account

EXPENDITURE	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
To Expenditure in respect of properties:		
Rates, Taxes, Cesses	—	—
Repairs and maintenance	—	—
Salaries	—	—
Insurance	—	—
Depreciation (by way of provision of adjustments)	—	—
Other Expenses	—	—
	<u>—</u>	<u>—</u>
To Establishment Expenses	895,291	1,137,283
To Remuneration to Trustees	—	—
To Legal Expenses and Professional Fees	—	59,307
To Audit Fees	—	—
To Contribution and Fees	91,184	144,636
To Amount written off:		
(a) Bad Debts	—	—
(b) Loan Scholarship	—	—
(c) Irrecoverable Rents	—	—
(d) Other Items (Advance)	30,000	1,276
	<u>30,000</u>	<u>1,276</u>
To Miscellaneous Expenses	105,010	37,793
To Depreciation	122,394	442,317
To Amount transferred to Earmarked Funds	—	—
To Loss on sale of Fixed Asset (Net)	10,405	—
To Expenditure on Objects of the Trust		
(a) Religious	—	—
(b) Educational	—	—
(c) Medical Relief	—	—
(d) Relief of Poverty	—	—
(e) Other Charitable Objects (Schedule "E")	21,941,722	9,392,411
	<u>21,941,722</u>	<u>9,392,411</u>
To Balance Surplus carried over to Balance Sheet	3,204,663	102,056
	<u>26,400,669</u>	<u>11,317,079</u>
Total	26,400,669	11,317,079

As per our report of even date

Dated: 21st August, 2006

For and on behalf of
S.B.Billimoria & Co.
 Sd/-
 Chartered Accountants
 Auditors

Foundation
for the period 1st April 2005 to 31st March 2006

Registration No. F-21743 (BOM)

INCOME	As at March 31, 2006 Rs.	As at March 31, 2005 Rs.
By Rent	—	—
By Interest		
on Securities (GOI 8% Saving (Taxable) Bond 2003)	196,209	187,894
on Loans	—	—
on Bank and Fixed Deposits	1,234,776	822,235
on Refund of Income Tax	—	2,130
	1,430,985	1,012,259
By Dividend	—	—
By Donations in Cash or Kind (Schedule "C")	1,987,810	2,209,191
By Grants (Schedule "D")	2,552,880	4,664,346
By Income from other sources		
Award	434,991	—
Fund raising events (Net)	1,940,048	994,088
Sundry Receipts	14,589	13,723
	2,389,628	1,007,811
By Sundry Credit Balances Written Back	86,936	144,840
By Transfer from Earmarked Funds		
For Innovation Project (AIRES)	70,161	28,883
For Plan International	8,812,598	71,657
For Tsunami Relief Work	5,895,703	505,960
For Johnson & Johnson (A&A activities)	740,880	1,427,419
For AGFUND	33,156	199,313
For National Consultation Workshop Delhi	—	15,400
For Medical-Armada Trust (Revolving Fund)	—	30,000
For UWM Remuneration to P R Personal	83,074	—
For GOI Tsunami Relief Work	329,459	—
For National Institute of Social Defence	1,962,632	—
For National Helpline Consultation Workshop	6,100	—
For State Government of Kerala Preparatory	18,667	—
	17,952,430	2,278,632
By Deficit carried over to Balance Sheet	—	—
Total	26,400,669	11,317,079

Dated: 21st August, 2006

Sd/-
Nawshir Mirza
Trustee



CHILDLINE India Foundation**Schedules forming part of Accounts as on March 31, 2006****SCHEDULE 'A'****Fixed Assets**

(Figures in Rs.)

Assets	Gross Block				Depreciation				Net Block	
	As at April 01, 2005	Additions during the year	Disposals/ Adjustments during the year	As at March 31, 2006	Upto April 01, 2005	Additions during the year	Disposals during the year	Upto March 31, 2006	As at March 31, 2006	As at March 31, 2006
Furniture & Fixtures (10%)	800,358	60,049	22,839	837,568	519,599	30,263	11,133	538,729	298,839	280,759
Computer (60%)	2,770,858	35,210	—	2,806,068	2,722,912	39,337	—	2,762,249	43,819	47,946
Office Equipment (15%)	726,343	105,002	—	831,345	399,130	52,794	—	451,924	379,421	327,213
Total	4,297,559	200,261	22,839	4,474,981	3,641,641	122,394	11,133	3,752,902	722,079	655,918
Previous Year	4,631,984	219,896	554,321	4,297,559	3,199,324	442,317	—	3,641,641	655,918	

SCHEDULE 'B'

	Year ended March 31, 2006 Rs.	Year ended March 31, 2005 Rs.
ADVANCES		
1 Others		
A&A Class 84 Event Delhi	—	20,000
A&A Musical Events AGFUND	—	300,000
A&A Music Album	11,452	11,452
B.T. Trek	1,000	—
Marathon 2006	5,000	—
City level Advance	60,000	—
Preparatory Research Work	55,000	—
NICP Workshop (NISD/NICP)	800,190	540,300
NISD Directors Workshop Mumbai	123,375	—
Childline Goa (HDFC)	171,000	—
AGFUND City Level	667,310	426,350
AGFUND City Level Salaries	81,300	—
Plan International Tsunami Relief work	784,992	960,000
Plan International Child Participation	249,100	—
Other Advances	89,680	3,000
Tsunami Relief Work General	30,613	—
Telecounselling (Johnson & Johnson)	49,000	—
Plan International City Level Advances	51,514	74,900
Tsunami Relief Work-GOI	7,335	364,800
General Tsunami Relief Work	-	10,000
A & A - H. Chaurasiya	-	13,240
GOI Preparatory Research Work	-	45,000
Review Meeting	-	15,000
Software - Tally Package	-	20,000
	3,237,861	2,804,042
2 Deposits		
Post Office for Business Reply Card	500	500
Rentals (BMC)	2,700	2,700
Electricity (BMC)	2,287	2,287
Telephone (RRC)	3,500	3,500
Rental (RRC)	71,600	8,000
Leaseline	55,000	55,000
Mineral water	1,200	1,200
Cell Phone/MTNL	7,000	7,000
Gas Connection	350	350
Sundry Deposit	4,000	6,000
	148,137	86,537
TOTAL (1 + 2)	3,385,998	2,890,579

	Year ended March 31, 2006 Rs.	Year ended March 31, 2005 Rs.
SCHEDULE 'C'		
Donations in Cash or Kind		
Donation for CLB	54,500	78,003
Donation in Kind	—	2
General Donations	1,933,310	2,131,186
TOTAL	1,987,810	2,209,191

SCHEDULE 'D'		
Grants		
Government of India -CIF	2,446,603	2,379,827
Government of India -CLB	—	171,908
National Institute of Social Defence(NICP Workshop)04-05	—	849,000
National Institute of Social Defence(CIF) Directors Workshop	—	799,800
National Institute of Social Defence(CIF) Regional Meet	—	278,720
UNICEF- Project co-operation	—	185,091
NISD Para-Professional / Co-ordinator Meet West Zone 2004	106,277	—
TOTAL	2,552,880	4,664,346

SCHEDULE 'E'		
Other Charitable Objects		
*Salaries/ Honorarium (Refer Note)	2,593,535	*4,087,498
Preparatory/Monitoring Phase	882,941	841,117
CLB - Activities	164,610	113,012
Street Children Scheme	86,894	148,678
Research & Documentation	60,588	362,725
Awareness & Advocacy	48,014	27,105
National Co-ordinators Meet Delhi	986,053	—
Aramada Trust Expenses	—	30,000
NICP Workshop (NISD)	785,596	120,865
Preparatory Research Work	—	51,260
National Task Force Meet (NISD)	268,037	—
Tsunami Relief Work	329,459	505,960
GOI Governing Board Meeting Expenses	20,624	—
General Governing Board Meeting Expenses	19,045	500
State Govt. of Kerala Preparatory Services	18,667	—
National Helpline Consultation	6,100	—
Regional Co-ordinators/Para-professional Workshops	—	572,906
Partnership Meet (Directors)	—	666,701
Training & Development	—	40,061
City Level Cost	—	67,180
Preparatory/Monitoring -J & J Expenses	740,880	1,427,419
Plan Int. Tsunami Relief Work Expenses (Refer Note)	5,238,217	—
Tsunami Relief Work - General	657,486	—
General Expenses	35,987	14,171
Remuneration to P. R. Personnel	83,074	—
Empowerment (ARIES)	70,161	28,883
R & D Expenses - Plan International (Refer Note)	8,812,598	71,657
Local Development Cost - AGFUND	18,000	10,000
R & D Expenses - AGFUND	15,156	189,313
National Consultation Workshop Delhi	—	15,400
TOTAL	21,941,722	9,392,411

*Note : Includes an amount of Rs.19,19,884 (*Previous year Rs.7,51,844) paid to consultants, accountants & administrative staff which in the view of the management is incurred towards charitable objects.



THE BOMBAY PUBLIC TRUSTS ACT, 1950**Schedule IX-C****(Vide Rule 32)****Statement of Income liable to contribution for the year ended : 31st March, 2006****Name of Public Trust** : CHILDLINE India Foundation**Registered No** : E - 21743 (Bom)

	Rs.	Rs.
I. Income as shown in the Income and Expenditure Account (Schedule IX) (Excludes transfer from Earmarked Funds)		8,448,239
II. Items not chargeable to Contribution under Section 58 and Rule 32 :	—	
(i) Donations received from other Public Trusts and Dharmadas	—	
(ii) Grants received from Government and Local authorities	2,552,880	
(iii) Interest on Sinking or Depreciation Fund	—	
(iv) Amount spent for the purpose of secular education	—	
(v) Amount spent for the purpose of medical relief	—	
(vi) Amount spent for the purpose of veterinary treatment of animals	—	
(vii) Expenditure incurred from donations for relief of distress caused by scarcity, drought, flood, fire or other natural calamity	—	
(viii) Deductions out of income from lands used for agricultural purposes :		
a. Land Revenue and Local Fund Cess	—	
b. Rent payable to superior landlord	—	
c. Cost of production, if lands are cultivated by trust	—	
(ix) Deductions out of income from lands used for non-agricultural purposes :		
a. Assessment, cesses and other Government or Municipal taxes	—	
b. Ground rent payable to the superior landlord	—	
c. Insurance premia	—	
d. Repairs at 10 per cent of gross rent of building ...	—	
e. Cost of collection at 4 per cent of gross rent of buildings let out	—	
(x) Cost of collection of income or receipts from securities, stocks, etc. at 1 per cent of such income	—	
(xi) Deductions on account of repairs in respect of buildings not rented and yielding no income, at 10 per cent of the estimated gross annual rent	—	2,552,880
Gross Annual Income chargeable to contribution Rs.		5,895,359

Certified that while claiming deductions admissible under the above Schedule, the Trust has not claimed any amount twice, either wholly or partly, against any of the items mentioned in the Schedule which have the effect of double deduction.

Dated: 21st August, 2006**Trust Address :**

CHILDLINE India Foundation
2nd Floor, Nana Chowk Municipal School,
Frere Bridge Low Level, Nana Chowk,
Mumbai - 400 007.

For S.B. Billimoria & Co.
Chartered Accountants
12, Dr. Annie Besant Road,
Opp. Shiv Sagar Estate,
Worli, Mumbai

Sd/-
Nawshir Mirza
Trustee

CHILDLINE India Foundation

Schedules forming part of Accounts as at March 31, 2006

SCHEDULE 'F'

NOTES TO ACCOUNTS

1 Significant Accounting Policies

- a) Financial Statements of the Trust are prepared on cash receipts and disbursements basis other than for capital expenditure (fixed assets), interest and grant receivable which are accounted for on accrual basis.
- b) Fixed assets are stated at cost less accumulated depreciation. Cost includes all expenses relating to acquisition and installation of these assets. Depreciation is charged on written down value basis at rates prescribed in the Income Tax Act, 1961
- c) Donations received for restricted revenue funds will be taken to the 'Funds and Liabilities' in the Balance Sheet. Expenditure incurred will be disclosed under the head "Expenditure on the Objects of the Trust" in the Income and Expenditure Account, with an equivalent amount disclosed under the head "Transfer from Earmarked Funds" in the Income and Expenditure Account. Amounts received towards Capital Expenditure will be shown under Earmarked Funds and expenditure incurred, if any, will be debited to the earmarked fund.



**Report of An Auditor Relating to Accounts
Audited Under Sub-section (2) of Section 33 & 34
And Rule 19 Of The Bombay Public Trusts Act**

Registered No: E - 21743 (Bom)

Name of the Public Trust : CHILDLINE India Foundation

For the year ended 31st March, 2006

a) Whether accounts are maintained regularly and in accordance with the provisions of the Act and the rules;	Yes
b) Whether receipts and disbursements are properly and correctly shown in the accounts;	Yes
c) Whether the cash balance and the vouchers in the custody of the manager or trustee on the date of audit were in agreement with the accounts;	Yes
d) Whether all books, deeds, accounts, vouchers or other documents or records required by the auditor were produced before him;	Yes
e) Whether a register of movable and immovable properties is properly maintained, the changes therein are communicated from time to time to the regional office, and the defects and inaccuracies mentioned in the previous audit report have been duly complied with;	Yes
f) Whether the manager or trustee or any other person required by the auditor to appear before him did so and furnished the necessary information required by him;	Yes
g) Whether any property or funds of the Trust were applied for any object or purpose other than the object or purpose of the Trust;	No
h) The amounts of outstandings for more than one year and the amounts written off, if any;	Rs.3,42,971 (Includes TDS Receivable) W/off: Rs.30,000.
i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5,000/-;	Not Applicable
j) Whether any money of the public trust has been invested contrary to the provisions of Section 35;	No
k) Alienations, if any, of the immovable property contrary to the provisions of Section 36 which have come to the notice of the auditor;	Not Applicable
l) All cases of irregular, illegal or improper expenditure, or failure or omission to recover monies or other property belonging to the public trust or of loss or waste of money or other property thereof, and whether such expenditure, failure, omission, loss or waste was caused in consequence of breach of trust or misapplication or any other misconduct on the part of the trustees or any other person while in the management of the trust;	None
m) Whether the budget has been filed in the form provided by rule 16A ;	Yes
n) Whether the maximum and minimum number of the trustees is maintained;	Yes
o) Whether the meetings are held regularly as provided in such instrument ;	Yes
p) Whether the minute books of the proceedings of the meeting is maintained;	Yes
q) Whether any of the trustees has any interest in the investment of the trust ;	No
r) Whether any of the trustees is a debtor or creditor of the trust ;	No
s) Whether the irregularities pointed out by the auditors in the accounts of the previous year have been duly complied with by the trustees during the period of audit ;	Yes
t) Any special matter which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner.	None

Mumbai

Dated:

For **S.B. Billimoria & Co.**
Chartered Accountants
Sd/-
Chartered Accountants

CHILDLINE India Foundation Complies: Credibility Alliance Norms

1. Identity

Principle: The Organization should exist and be registered

Existence

- The organization has been in existence for a minimum of 1 year from date of registration (✓)
- The physical address given by the organization is verifiable (As per Disclosure 2)

Legal Status

- The organization is registered as Trust/Society/Section 25 Company (As per Disclosure 2)
- Registration documents of the organization are available on request (✓)

2. Visions and Impact

Principle: The organization be able to state what it is aiming to do and that it can also state achievement related to its Aim/Vision/Purpose/Objectives

- A shared vision / purpose / objective is articulated beyond the registration documents (✓)

Impact /Achievement/out put /Performance

- The organization has defined indicator, which will measure its performance against its stated objectives (✓)

3. Governance

Principles: The organization is committed to and practise good governance specially because voluntary organization draws upon public funds.

- The organization has a governing board by whatever name called (✓)
- Composition of the board:
 - ♦ At least 2/3 of Board members are unrelated by blood or marriage (✓)
 - ♦ Not more than half the board members have remunerative roles (✓)
- The Board meets at least twice a year with quorum (✓)
- All remuneration and reimbursements to board members are to be disclosed (As per Disclosure 6)
- Minutes of Board Meetings are documented and circulated (✓)
- A Board Rotation Policy exists and is practised (✓)
- The board approves programmes, budgets, annual activity reports and audited financial statements (✓)
- The Board ensures the organization's compliance with laws and regulations (✓)

4. Operations

Principles: The organization must conduct its Programmes and Operations efficiently and effectively in the public interest

Programme

- Activities to be in line with vision /purpose/objectives of the organization (✓)

Management

- Appropriate systems be in places for:
 - ♦ Periodic programme planning/monitoring/review (✓)
 - ♦ Internal control (✓)
 - ♦ Consultative decision – making (✓)

Human Resources

- Clear roles and responsibilities for personnel (including volunteers) exist (✓)
- All personnel are issued a letter of contract/ appointment (✓)
- Appropriate personnel policy is in place (✓)



5. Accountability and Transparency

Principles: Organizations be accountable and transparent to internal and external stakeholders

Accountability:

- Signed audited statement are available: balance sheet, income and expenditure statement, receipts and payments account, schedules to these, notes on account and the statutory auditor's report (✓)

Transparency

- The organization's Annual Reports be disseminated/ communicated to key stakeholders and available on request every year with in 8 months of the end of the organization's financial year (✓)
- The organization must disclose in its annual report, the salary and benefits of its Head, the 3 highest paid staff members and the lowest paid staff members (✓)
- The distribution of staff according to salary levels must be disclosed in the annual report (✓)

Disclosures as per Credibility Alliance Norms

1. Origin and brief history of the organization:

CHILDLINE – 1098 is the first and only emergency tele - help line service for children in need of care and protection. Since its inception in 1996, CHILDLINE today rings in 68 cities across the nation responding to a wide array of needs of children, ranging from medical assistance, shelter, rescue, repatriation/restoration, sponsorship, death related to emotional support and guidance.

CHILDLINE, is a unique model of networking partnership between Government Departments, Department of Telecommunications, Academic Institutions, NGOs, Corporate sector, concerned individuals and of course the children.

CHILDLINE India Foundation (CHILDLINE India Foundation) is the central agency responsible for initiating, implementing and monitoring the CHILDLINE services and undertaking research, documentation, awareness, and advocacy in the area of child protection. CHILDLINE India Foundation also undertakes the initiation of specialized innovative need based services based on trends emerging from analysis of calls

2. Registered Address:

CHILDLINE India Foundation
Nana Chowk Municipal School, 2nd Floor,
Frere Bridge (low level), Nana Chowk,
Near Grant Road Station, Mumbai – 400 007
Tel. No – 022 2384 1098, 022 2388 1098
Fax. No – 022 2381 1098
Email: dial1098@childlineindia.org.in
Website: www.childlineindia.org.in

Regd. Under the Societies Registration Act 1860 – No 717, 1999 (BBS of 28/5/1999)

Regd. Under the Bombay Public Trusts Act 1950 – No. F – 21743 (BOM) of 10/1/2000

Regd. Under Sec. 12 A of Income Tax Act, No. DIT (E)/MC/12-A/ 34326/99-2000

3. Name and Address of main Bankers:

- State Bank of India, D.N. Road Branch, Fort, Mumbai – 400 001
- ICICI, Ground Floor, Zenith House, Keshavrao Khadye Marg, Mahalaxmi, Mumbai - 400 034

4. Name and Address of Auditors:

Ms. S.B Billimoria & Co
Chartered Accounts
12, Dr. Annie Besant Road,
Opp. Shiv Sagar Estate,
Worli, Mumbai – 400 018

5. Staff details: Distribution of staff according to salary levels

Slab of gross salary (in Rs.) plus benefits paid to staff	Male staff	Female staff	Total staff
5000<	3	—	3
5000 - 10,000	7	4	11
10,000-25,000	8	11	19
25,000 - 50,000	1	1	2
50,000 – 1,00,000	—	—	—
1,00,000 >	—	—	—
Total	19	16	35

6. Reimbursements to Board members/Trustees/ Shareholders:

We are not reimbursing any travel and communication expenses for any of the Board Members/ Trustees/ Shareholders.

7. Total national visits by all staff during the reporting period:

156 total visits were undertaken to various CHILDLINE cities during the reporting period.

8. Total international visits by all staff during the reporting period:

During the year the staff made 2 international visits to Hanoi, Vietnam and Amsterdam. Donors sponsored all travel expenses of staff members.

9. Networks/Linkages:

CHILDLINE a network of 161 organizations works for children in need of care and protection. It's a network of Government organizations, Academic Institutions, NGOs, Corporate sector, and concerned individuals.

CHILDLINE Grants Disbursed by the Ministry of Social Justice and Empowerment

Grant-in-aid disbursed for CHILDLINE projects under Integrated Program for Street Children for the year 2005-2006:

NORTH ZONE:

State/UT	City	Organisation	Amount Disbursed (Rs.)
Chandigarh	Chandigarh	Post Graduate Institute of Medical Education and Research	3,57,963/-
Chandigarh	Chandigarh	Youth Technical Training Society	41,659/-
Delhi	Delhi	Butterflies	5,49,120/-
Delhi	Delhi	Delhi Brotherhoods Society	5,49,120/-
Delhi	Delhi	Don Bosco Ashalayam*	5,37,234/-
Delhi	Delhi	Prayas(Collab)	5,49,120/-
Delhi	Delhi	Salaam Balak Trust	5,44,970/-
Rajasthan	Jaipur	Indian Institute of Data Interpretation & Analysis (I-INDIA)	4,32,320/-
Rajasthan	Jaipur	Institute of Development Studies	1,16,760/-
Rajasthan	Jaipur	Jan Kala Sahitya Manch Sanstha	58,000/-
Rajasthan	Jaipur	Vihaan	58,000/-
Rajasthan	Kota	Utkarsh Sansthan	3,26,418/-
Rajasthan	Udaipur	Seva Mandir	4,14,679/-
Rajasthan	Udaipur	Udaipur School of Social Work	1,16,760/-
Uttar Pradesh	Allahabad	Diocesan Development and Welfare Society	2,14,328/-
Uttar Pradesh	Lucknow	National Institute of Public Cooperation and Child Development	31,242/-
Uttar Pradesh	Varanasi	Dr.Shambhunath Singh Research Foundation	4,12,343/-
Uttar Pradesh	Varanasi	Gandhi Adhyayan Peeth	58,092/-
Uttar Pradesh	Varanasi	Gramyanchal Sewa Samiti	58,000/-

SOUTH ZONE:

State/UT	City	Organisation	Amount Disbursed
Andhra Pradesh	Hyderabad	Divya Disha	2,27,660/-
Andhra Pradesh	Vijayawada	Forum for Child Rights	3,75,520/-
Andhra Pradesh	Vijayawada	Forum for Child Rights	1,01,560/-
Andhra Pradesh	Vishakapatnam	Andhra University - UGC DRS Programme	1,16,760/-
Andhra Pradesh	Vishakhapatnam	Priyadarshini Service Organisation	4,32,320/-
Karnataka	Bangalore	Association for Promotion of Social Action	2,27,609/-
Karnataka	Bangalore	BOSCO	4,50,320
Karnataka	Mangalore	School of Social work, Roshini Nilaya	1,01,560/-
Karnataka	Mangalore	Young Men's Christian Association	3,75,520/-
Kerala	Kochi	Don Bosco Sneha Bhavan	4,26,916
Kerala	Kozhikode	Association for the Welfare of Handicapped	1,87,038
Kerala	Kozikode	Farookh college	50,780/-
Kerala	Thrissur	St. Christina Home	3,75,520/-



Kerala	Thrissur	Vimala college	1,01,560/-
Kerala	Trivandrum	Don Bosco Veedu Society	4,32,320/-
Kerala	Trivandrum	Loyola Extension Services	58,380/-
Kerala	Wayanad	Hilda Trust	1,01,560/-
Kerala	Wayanad	JVALA	1,87,740/-
Tamil Nadu	Chennai	Asian Youth Center	39,200/-
Tamil Nadu	Chennai	Directorate of Social Defense	87,036
Tamil Nadu	Chennai	Don Bosco Anbu Illam	5,11,513
Tamil Nadu	Chennai	Indian Council for Child Welfare	4,82,403
Tamil Nadu	Coimbatore	Don Bosco Anbu Illam Social Service Society	4,32,320/-
Tamil Nadu	Madurai	Grace Kennet Foundation Hospital	4,24,421
Tamil Nadu	Salem	Don Bosco abu Illam Social Service Society	3,75,520/-
Tamil Nadu	Salem	Young Women's Christian Association	58,380
Tamil Nadu	Thirunelveli	Thirunelveli Social service Society - Saranalayam	3,47,997
Tamil Nadu	Trichy	Soc Sead	3,75,520/-

EAST ZONE:

State/UT	City	Organisation	Amount Disbursed
Assam	Guwahati	Indian Council For Child Welfare (ICCW)	3,71,795/-
Bihar	Patna	Balsakha	1,99,987/-
Jarkhand	Ranchi	Samadhan	28,877/-
Jarkhand	Ranchi	XISS	1,14,235/-
Jarkhand	Ranchi	YMCA	4,32,320/-
Manipur	Imphal	Dept of Anthropology, Manipur University	49,310
Manipur	Imphal	Manipur Voluntary Health Association (MVHA)	3,72,950/-
Orrisa	Bhubaneswar	Ruchika Social Service organisation	1,93,659/-
Orrisa	Cuttack	Basundhara	3,70,150/-
Orissa	Cuttack & Puri	Open Learning System	1,01,548/-
Orissa	Puri	RUSH	3,75,520/-
Tripura	Agartala	Voluntary Health Association of Tripura (VHAT)	2,92,761/-
West Bengal	Jalpaiguri	Ananda Chandra College	86,500/-
West Bengal	Jalpaiguri	Jalpaiguri Welfare Organisation (JWO)	2,95,720/-
West Bengal	Jalpaiguri	Universal progressive Study & Cultural Forum (UNIPROSCUF)	3,75,171/-
West Bengal	Kolkata	Busteee Local Committee	78,400
West Bengal	Kolkata	CINI ASHA	2,62,453/-
West Bengal	Kolkata	CLPOA	1,36,000/-
West Bengal	Kolkata	Don Bosco Ashalayam	5,22,120/-
West Bengal	Kolkata	IPER	78,400/-
West Bengal	Kolkata	Loreto Day School	78,400/-
West Bengal	Kolkata	SEED	78,400
West Bengal	Nadia	Karimpur Social Welfare Society	45,400/-

West Bengal	Nadia	Sreema Mahila Samity	3,75,468/-
West Bengal	Nadia	Sudhiranjan Lahiri Mahavidyalaya	86,500/-
West Bengal	Paschim Medinipur	Prabuddha Bharati Sishutirtha	3,48,990/-
West Bengal	Paschim Medinipur	Vidyasagar School of Social Work	1,25,160/-
West Bengal	Purba Medinipur	Vivekananda Lokshiksha Niketan	3,71,200/-
West Bengal	South 24 Parganas	CINI - Diamond Harbour Unit	3,75,520/-
West Bengal	South 24 Parganas	School of Women's Studies, Jadavpur University	50,780/-

WEST ZONE:

State/UT	City	Organisation	Amount Disbursed
Gujarat	Ahmedabad	ASAG	2,27,660/-
Gujarat	Ahmedabad	Gujarat Vidyapith	Nil
Gujarat	Baroda	Baroda Citizen Council	4,32,320/-
Gujarat	Baroda	MS University	1,16,760/-
Madhya Pradesh	Bhopal	AARAMBH	4,19,587/-
Madhya Pradesh	Bhopal	Bhopal School of Social Sciences	1,16,760/-
Madhya Pradesh	Indore	Indore School of Social Work	1,16,760/-
Madhya Pradesh	Indore	Lok Biradari Trust	3,53,177/-
Madhya Pradesh	Ujjain	Madhya Pradesh Institute of Social Sciences	1,16,780/-
Madhya Pradesh	Ujjain	Sewa Bharti	2,64,680/-
Maharashtra	Henagar	Snehalaya	1,79,955/-
Maharashtra	Aurangabad	Aapulki Samaj Sewa Sanstha	3,75,520/-
Maharashtra	Goa	Goa Salestian Society	4,28,000/-
Maharashtra	Goa	Nirmala Education Society	1,15,716/-
Maharashtra	Goa	Vikalp	58,000/-
Maharashtra	Kalyan	AASARA	4,32,320/-
Maharashtra	Mumbai	AASARA	78,324/-
Maharashtra	Mumbai	Academy for Mobilizing Rural Action through Education	3,74,836/-
Maharashtra	Mumbai	Bal Prafula	5,49,120/-
Maharashtra	Mumbai	Hamara Foundation	78,242/-
Maharashtra	Mumbai	Prerna	69,251/-
Maharashtra	Mumbai	Society for Nutrition, Education and Health Action	55,267/-
Maharashtra	Mumbai	Youth for Unity and Voluntary Action	4,96,951/-
Maharashtra	Nagpur	Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha	4,05,758/-
Maharashtra	Nagpur	Bapuji Bahujan Samaj Kalyankari Bahuddeshiya Sanstha	58000/-
Maharashtra	Nagpur	Indian Social Service Unit of Education	58000/-
Maharashtra	Nagpur	Matru Sewa Sangh, Institute of Social Work	1,16,717/-
Maharashtra	Nagpur	Varadaan	58,000/-
Maharashtra	Nashik	Navjeevan World Peace and Research Foundation	4,25,600/-
Maharashtra	Pune	Dnyana Devi	4,55,320/-
Maharashtra	Solapur	Walchand College of Arts and Science	99,713/-



Media Coverage of 'Anchorage' Case

India is not paedophile destination, says court

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

BY OUR LEGAL CORRESPONDENT
MUMBAI

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



The long and lonely battle

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

Britons guilty of paedophilia

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

The long road to justice

Grant case: More testimonies of abuse

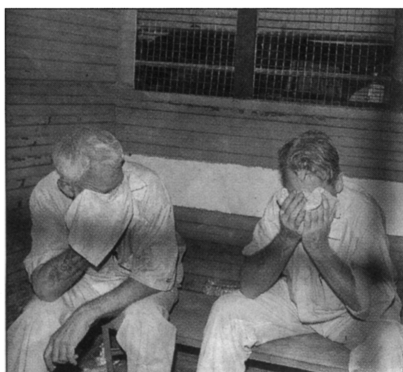
Second complainant outlines continuous molestation inside the Britons' shelters for street boys

2 Britons get jail for child abuse in city

TIMES NEWS NETWORK

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

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



TIMES NEWS NETWORK

Mumbai: Terming the sexual abuse of young boys by Britons Duncan Grant and Allan Waters as "graver than rape", special public prosecutor Vijay Nahar said, "The men betrayed the trust of the children who used to call them 'Father'."

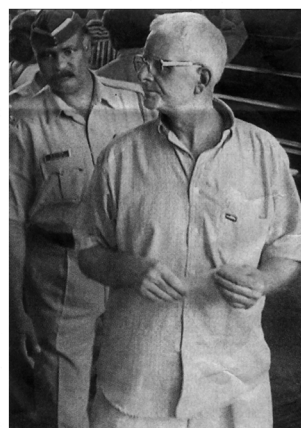
He sought maximum punishment for the duo, which under Section 377 is ten years or life.

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

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

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

After the judgment, Grant



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

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

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

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

The judge relied on the ev-

ANCHORAGE CASE

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

— Additional Sessions Judge P S Paranjape

JUSTICE AT LAST!

माता-पिता की भूल की सजा भोग रहे अभागे किरन और प्रियंका

इलाहाबाद। स्नेहाश्रय के स्नेह में पल रही है, किरन और प्रियंका। इनके जीवन की कहानी में स्नेह और प्यार शून्य हो जाता अगर उन्हें डायोसिजन डेवलपमेंट एण्ड वेलफेयर सोसायटी के चाइल्ड लाइन ने अपनाया न होता। मां बाप के भूल की सजा इन बच्चियों को झेलनी पड़ी। प्रियंका किरन के पिता जबलपुर के रहने वाले थे, और अपनी पत्नी को छोड़ वह किसी अन्य युवती से

प्यार करते थे। प्रियंका किरन के पिता और

► बीमारी से पिता मरे मां ने खाया जहर

► फादर डिसूजा ने दिखायी बच्चों को नई राह

उनकी जन्म देने वाली मां ने शादी नहीं की थी। मगर जबलपुर छोड़कर साथ ही कहीं दूर अपना आशियाना बनाने की तैयारी की और वे लोग विलासपुर आ गये।

प्रियंका और किरन का जन्म विलासपुर में ही हुआ और इनके जन्म के पाँच-छः साल बाद इनके सिर से पिता का साथ, उठ गया। और मां ने भी अपना अंत जहर खाकर कर लिया। मां बाप के बिना प्रियंका और किरन की जिन्दगी दुःख के सागरों में डूब

गयी। विलासपुर में रहने वाले प्रियंका और किरन के मुहबोले ताई-ताया ने उन्हें कुछ समय अपने साथ रखा लेकिन इसके बाद वे भी उन्हें मारने पीटने लगे। मारपीट को न सहना पड़े इसी कारण वे अपने रिश्तेदारों के घर से भाग निकली।

न सिर पर आसमा और न पैरों के नीचे जमीन प्रियंका और किरन की स्थिति दयनीय हो गयी है और भागते-भागते वे फतेहपुर पहुंच गयी। फतेहपुर की

जीआरपी ने इन दोनों बच्चियों को पकड़ा और इन्हें काफी पूछताछ के बाद डायोसिजन डेवलपमेंट एण्ड वेलफेयर सोसायटी के चाइल्ड लाइन इलाहाबाद के हवाले कर दिया। चाइल्ड लाइन के संयोजक शशिभूषण पाण्डेय ने बताया कि अब ये बच्चियां यही रह रही हैं। किरन प्रियंका ने स्नेहाश्रय को ही अपना घर मान लिया है और वहां पर उन्हें अपने की कमी नहीं महसूस होती है। किरन और प्रियंका की करुणामय जिन्दगी को सशक्त और उनके भविष्य को उज्ज्वल



बनाने के लिए रेमण्ड डिसूजा(निदेशक)ने उन्हें बोर्डिंग में भेजकर पढ़ाने का निर्णय दिया है। किरन और प्रियंका के अपने ने तो उन्हें जिन्दगी में दुख ही दुख दिया

लेकिन डीडीडब्ल्यूएस के लोगों ने उनकी बिखरती जिन्दगी को मुख के साचे में संजो दिया। अब ये दोनों बहने स्नेहाश्रय की स्नेह में हमेशा रहना चाहती हैं।

बच्चों का जीवन ऐसे बदल सकता है



अबराअर अहमद

केस-1

16 साल की तुलसी सोढाला स्थित चौधरी सीनियर सैकण्डरी स्कूल की प्रतिभाशाली छात्रा हैं। इससे पहले वह बस्सी कानोता स्थित मोहनपुरा गांव के आसपास भीख मांगकर स्वयं का और अपने चार छोटे भाई-बहनों कंचन, रोशनी, सीमा व कैलाश का पेट पालती थी।



आज सुबह 10.00 बजे से 10.30 बजे तक एफ एम रेडियो पिक सिटी पर 'मेट्रो 141 U R THE BEST' कार्यक्रम सुनें। आज के मेट्रो 141 पर आधारित प्रश्नों के उत्तर दें और जीते आकर्षक उपहार।

वह युवावस्था की दहलीज पर थी और हर तरफ से निगाहें उसकी तरफ थीं। वह दरअसल गाड़िया लुहारों में से थी। मां-बाप क्या मरे उसके ऊपर दुखों के पहाड़ टूट पड़े। तब उसे बेचना चाह रहे थे। इसी दौरान कानोता बस स्टैंड स्थित एसटीडी बूथवाले ने चाइल्ड लाइन को फोन बुलाया। आज तुलसी आई इंडिया के भांकरोटा स्थित गंगा आवास गृह में अपने भाई-बहनों के साथ पढ़ाई करने के साथ खुशी-खुशी रह रही हैं।

केस-2

17 मई को दो बच्चे दो साल का रवि व 5 साल का विकास रुसएमएस अस्पताल में अपनी मां के शव के पास थे। उनकी मां कोई बीमारी से मर गई थी। दोनों बच्चे अनाथ हो गए थे। एसएमएस में हर आने वाला इन बच्चों की किस्मत पर आंसू बहा रहा था। जब मृत मां के शव को कर्मचारी ले जाने लगे तो 'बच्चे फूट-फूट कर रोने लगे। इसी बीच अस्पताल के कर्मचारियों ने चाइल्ड लाइन को फोन किया।

आधे घंटे में आई इंडिया के कर्मचारी वहां आए और रोते-बिलखते रवि और विकास को अपने साथ ले गए। अब ये अनाथ बच्चे बालिका गृह गंगा में अपना बचपन

बिता रहे हैं। जुलाई में रवि को नर्सरी में और विकास को पहली कक्षा में भर्ती कराया जाएगा।

केस-3

आठ सरल की पूजा, 5 साल की आरती और सात साल का मुकेश तीनों भाई-बहन हैं। ये रहने वाले नसीराबाद के पास गांव के रहने वाले हैं। इनके पिता ने किसी अन्य जाति में शादी की तो गांव वालों ने इनके माता-पिता को गांव से बाहर कर दिया। दोनों पति पत्नी बच्चों के साथ जयपुर में मजदूरी करने आ गए। पति जब मरा तो आरती गर्भ में थी। उनकी मां भी टीबी से मर गई। मानसरोवर में सुने मकान में रहने



क्या चाइल्ड लाइन

यह राष्ट्रीय स्तर पर 24 घंटे जारी रहने वाली आपातकालीन टोल फ्री फोन सेवा है। जो बच्चे संकट में हैं, या बिछुड़ गए हैं, उनकी मदद करना ही इसका उद्देश्य है। चाइल्ड लाइन नंबर 1098 भारत के समस्त शहरों में सामान्य रूप से निःशुल्क है। मुम्बई में 1996 में शुरू हुई चाइल्ड लाइन वर्तमान में 66 शहरों में कार्यरत है। चाइल्ड लाइन का मकसद 18 साल तक के परेशान हाल बच्चों के पास पहुंचकर उन्हें शरण, मेडिकल, पुनर्वास, बचाव, मानसिक समर्थन और गाइडेंस देना है।

वाले इस परिवार के बिलखते बच्चों को देखकर किसी ने चाइल्ड लाइन को फोन किया। आज ये बच्चे खुश हैं। रोजाना स्कूल जाते हैं। ये भी गंगा में रह रहे हैं।

यह तीन केस चाइल्ड लाइन के महत्व को समझाने में काफी हैं। आप अगर अपने आसपास जरूरतमंद बच्चों को देखें तो उन्हें सही जगह पहुंचाकर उनकी मदद कर सकते हैं। राज्य में समाज कल्याण विभाग के सहयोग से संचालित इस चाइल्ड लाइन को आई इंडिया समेत अन्य संस्थाओं का संरक्षण प्राप्त है। आपको सिर्फ इतना करना है कि कोई अनाथ या जरूरतमंद बच्चा देखते ही टोल फ्री नंबर 1098 पर डायल कर दें। आई इंडिया की सचिव आभा गोस्वामी ने बताया कि चाइल्ड लाइन के जरिए आने वाले बच्चों को राज्य सरकार व स्वयंसेवी संस्थाओं के माध्यम से संचालित आवास गृहों, बालिका गृहों आदि में रखा जाता है।

उन्होंने बताया कि बच्चे का पता चलते ही पहली प्राथमिकता बच्चे को उसके मां-बाप तक पहुंचाना है। अगर बच्चा अनाथ है तो फिर वह इन गृहों का सदस्य बन जाता है। संस्था ने पिछले साल 245 बच्चों को उनके घर पहुंचाया। पिछले साल में औसतन 120 बच्चों का पुनर्वास किया गया।

कहां-कहां हैं चाइल्ड लाइन

जयपुर अगरतला,

अहमदाबाद, अकोला, इलाहाबाद, अलवर, अमरावती, औरंगाबाद, बड़ौदा, बंगलौर, भोपाल, भुवनेश्वर, चंडीगढ़, चैन्नई, कोयम्बटूर, कटक, कुडलौर, दिल्ली, जिला साउथ 24 फरगना, ईस्ट मेदनीपुर, गबोआ, गुवाहाटी, हैदराबाद, इम्फाल, इन्दौर, जलपाईगुड़ी, कल्याण, कांचीपुरम, कन्याकुमारी, कराईकल, कोची, कोलकाता, कोल्लम, कोटा, कोशीकोड, कच्छ, लखनऊ, मंगलौर, मुम्बई, मुर्शिदाबाद, नोयडा, नागपट्टनम, नागपुर, नासिक, पटना, पोर्टब्लेयर, पुणे, पुरी, रांची, राउरकेला, सलेम, शिलांग, शोलापुर, त्रिचूर, त्रिची, उदयपुर, उज्जैन इत्यादि।

आप कैसे करें मदद

अगर आपको कोई बच्चा किसी फुटपाथ पर रोता मिले या परेशान दिखे या वह मां-बाप से बिछुड़कर आ गया है तो तुरन्त उसको दिलासा दें और डायल कर दें 1098, इस नंबर पर डायल करते ही चाइल्ड लाइन के कर्मचारी मदद के लिए आएंगे।



Missing child reunited with family

Staff Reporter

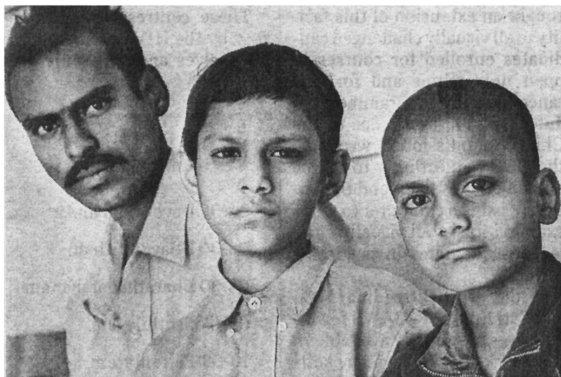
THIRUVANANTHAPURAM: It was the outcome Mammed Sherief had fervently hoped for. His nine-year-old son who was missing for nearly five months was reunited with him at the Don Bosco Veedu Society & Childline here on Wednesday morning.

Sherief, a small-scale vendor from Anantapur in Andhra Pradesh, was out of town when Mabasha along with his seven-year-old brother, Gosmudeen, disappeared from the house along with their mentally ill mother in September last.

The boys were reportedly taken for begging in Bangalore by their mother.

However, Mabasha ran away from his mother and boarded a train, which brought him to Kerala. The boy was finally rescued by the personnel of the Railway Protection Force on September 30 and handed over to the officials of Childline after he was found wandering at Trivandrum Central Railway Station.

Meanwhile, Childline officials collected the necessary details about the boy and passed the information to their branches in



HAPPY REUNION: Mabasha (centre) with his father and brother at Childline in the city on Wednesday.

Vijayawada, Vishakapatnam and Hyderabad along with Mabasha's photograph. But this turned out to be of little help.

The tearful reunion came after Childline officials contacted one of the boy's uncles through a telephone number, which Mabasha managed to recall, nearly two months after his stay at the shelter.

However, the reunion was further delayed as his uncle

failed to inform his father about the development immediately. Gosmudeen was traced from a hospital in Bangalore following the death of his mother.

Philip Parakatt, director, Don Bosco Veedu Society & Childline, said Sherief and Gosmudeen came to the shelter around 6 a.m. on Wednesday and received Mabasha. They left for Bangalore by train in the afternoon.

चंडीगढ़ भास्कर

ग़ज़ब शह का ग़ज़ब अखबार

चंडीगढ़ • पंचकुला • मोहाली • शुक्रवार • 13 जून, 2003

चाइल्ड हेलप लाइन

पिटार्ड से छिन जाती है बच्चों की मुस्कान

बच्चों की हर मुश्किल का इलाज

■ बलविंदर कौर

चंडीगढ़, 12 जून। संपदा स्कूल जाने से डरने लगी थी क्योंकि स्कूल में अध्यापक द्वारा उसे पीटा जाता था। धीरे-धीरे उसके मन में स्कूल के प्रति डर बढ़ने लगा और उसने स्कूल जाना कम कर दिया। ऐसे में उसके पेरेंट्स के लिए भी यह चिंता बन गई और वह स्कूल में अध्यापक की शिकायत भी नहीं कर सकते थे क्योंकि बच्चे के नंबर कम होने का भी डर था। ऐसे में उनको पीजीआई में शुरू की चाइल्ड हेलपलाइन के बारे में जानकारी हुई। जहां बच्चों की हर प्रकार की समस्याओं का हल किया जाता है। संपदा के मामलों ने फोन पर सारी बात बताई और शीघ्र से हेलपलाइन के कर्मचारी स्कूल में गए। स्कूल के अध्यापकों को बातों-बातों में समझाया और उन्हें पता भी नहीं बला कि उनके खिलाफ कोई शिकायत की गई है। अब संपदा योजना खुश होकर स्कूल जाती है।

पीजीआई में चाइल्ड हेलप लाइन फोन नंबर 1098, सितंबर 2001 में शुरू की गई थी ताकि यहां का कोई भी बच्चा किसी भी प्रकार के जुल्म का शिकार न हो और हर बच्चे के चेहरे

पर मुस्कान हो। यहां पर बच्चों की हर मुश्किल का इलाज है। बच्चों के लिए यह ऐसी जगह है, जहां पर उनकी हर समस्या का हल है। भले ही वह घर में मां-बाप का या फिर स्कूल में टीचर का जुल्म ही क्यों न हो।

हेल्प लाइन दरअसल भारत सरकार के एक प्रोजेक्ट के तहत सोशल जस्टिस और एंपावरमेंट विभाग द्वारा शुरू की गई है। हेल्प लाइन भारत में 40 से अधिक शहरों में चल रही है। 24 घंटे चलने वाली हेल्प लाइन पर फोन करने से कोई पैसा भी नहीं लगता यानी कि यह टोल फ्री नंबर है।

पीजीआई के एक हिस्से में चल रही, इस हेल्प लाइन में अभी तक 23 हजार कॉल्स आ चुकी हैं और एक महीने में करीब डेढ़ हजार कॉल्स

आ जाती हैं। हेल्प लाइन की इंचार्ज डॉ. प्रभजोत कौर बल्ली का कहना है कि यहां बहुत सारी साइलेंट और क्रैक कॉल्स भी आती हैं। यहां बच्चों का इतना ध्यान रखा जाता है कि इन कॉल्स को भी गंभीरता से लिया जाता है। उन्होंने बताया कि जब फोन पर आगे से कोई भी बोलता नहीं है तब भी हेल्प लाइन के कर्मचारी

उनको हेल्प लाइन के संबंध में जानकारी देते रहते हैं। बहुत बार ऐसा भी हुआ है कि आधी रात को कोई झूठी बात बता देता है और हेल्प लाइन कर्मचारी पहुंच जाते हैं मगर वहां कुछ भी नहीं होता।

हेल्प लाइन के लोकप्रिय होने का अंदाजा इस बात से लगाया जा सकता है कि बच्चों के अलावा

यहां बड़े भी कॉल्स करते हैं। इनमें वह लोग भी हैं, जिनके बच्चे उनको परेशान करते हैं। हेल्प लाइन बहुत सारे लापता हुए बच्चों को वापस उनके घर में पहुंचा चुकी है। घर से भागे हुए

बच्चों को टेम्पेरी शैल्टर देकर उन्हें कुछ समय तक रखा जाता है। यहां जितने भी घर से भगे या फिर लापता हुए बच्चे प्राप्त हुए हैं, उनको उनके घर तक पहुंचाया गया है। हेल्प लाइन में इस समय 9 कर्मचारी काम कर रहे हैं। हेल्प लाइन के कार्डसिलिंग क्लॉनिक में जरूरत पड़ने पर बकौल, पुलिस, सेवा भारती और साइकैट्रिस्ट की भी सहायता प्राप्त की जा सकती है।

डॉ. बल्ली ने बताया कि हेल्पलाइन का लक्ष्य गरीब बच्चों की सहायता करना है। यहां बीमार बच्चों का मुफ्त इलाज करवाया जाता है और अगर इलाज पर पैसा ज्यादा लगे तो उसको किसी संस्था को सौंप दिया जाता है। हेल्प लाइन को बच्चों को शैल्टर देने के लिए जगह की समस्या आ रही है। शैल्टर के लिए उनको किसी और संस्था की सहायता प्राप्त करनी पड़ती है। किसी भी प्रकार की कॉल आने पर स्थिति के अनुसार बच्चे के घर में जाकर या उसे वहां बुलाकर कार्डसिलिंग की जाती है। बच्चों की शिकायत के आधार पर स्कूलों में जाकर टीचर्स को कार्डसिलिंग की जाती है। मां-बाप के खिलाफ शिकायत करने पर घर में जाकर बच्चों के मां-बाप को समझाया जाता है।



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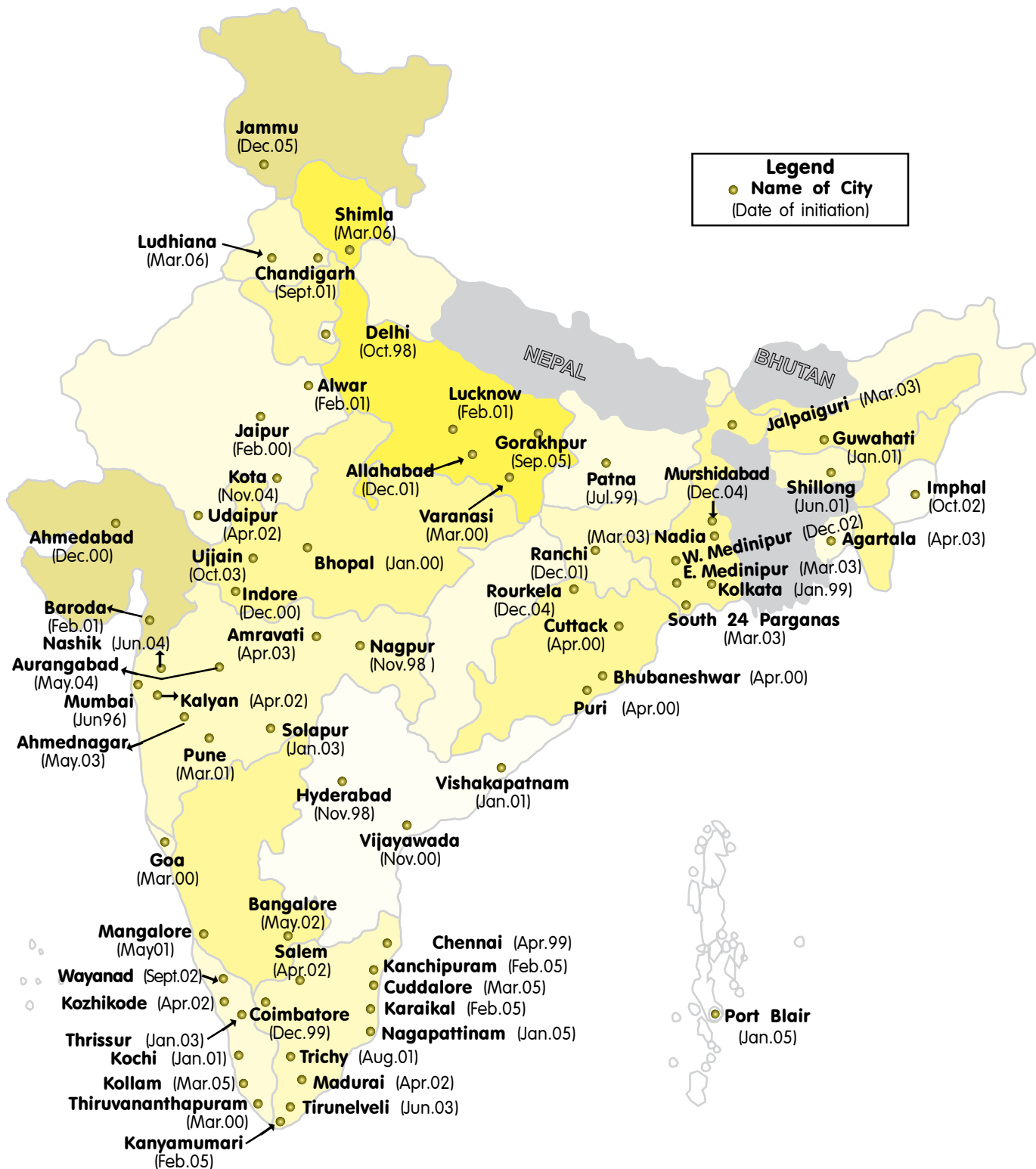
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