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CHILDLINE INDIA
FOUNDATION

annual report
2009 - 2010

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CHILDLINE India Foundation

FROM THE DESK OF EXECUTIVE DIRECTOR

Dear Friends,

Warm Greetings to you from the CHILDLINE India Foundation (CIF) team. At CIF we are often critiqued for not showcasing our successes and our response has been 'but it's all in a days' work for CHILDLINE...it's what we do. I therefore take the opportunity to begin my account of the year 2009-2010 by sharing with you a case of rescue of a young girl from a dance bar in Buxar, Bihar.

A seventeen-year-old girl from a village in West Bengal was promised employment in Buxar, Bihar. It turned out that the agent was a human trafficker. She was forced into in to commercial sexual activities in a dance bar. Her parents tried to rescue her but were threatened by the bar owners. CIF stepped in to coordinate this case, and the intervention involved pooling in of services from CHILDLINE Purnea and Purba Medinipur. It also required the special intervention of the partner organization of CHILDLINE Allahabad which implements an anti-trafficking program in Purnea. The rescue involved an under-cover operation and linking up with the local police. CHILDLINE managed to rescue the girl as well as another. It was found that both girls were subjected to physical and sexual abuse in the dance bar. The FIR was lodged against the owners of the bar. The investigation and trial is underway. CHILDLINE is following up on the case.

Through this illustration there are a couple of points that I would like to make. Cases that involve Inter-State and Intra-State (involving more than one district within a State) coordination between CHILDLINE partners across States and districts are on the rise. We at CIF view this very positively, as the vision for CHILDLINE when we first began in 1996 was to create a national network that would be proactive in the rescue and rehabilitation of children in vulnerable situations. This is now a seamless process of cooperation that takes place in the CHILDLINE network. However, we do not face as

much success with prosecution of the traffickers and abusers - our data indicates that the number of FIRs lodged is much lower than the actual rescues that have taken place. This is due to a number of reasons: lack of resources and man-power in CHILDLINE to be able to follow through on lengthy and tedious procedure, gaps in coordination with State Child Protection mechanisms like the Child Welfare Committees (CWC), labour departments, medical officials and police, as well as non adherence to standard operating procedure by partner organizations. This is an area that we are working hard to improve and I am sure that I will have more success to report to you in coming years.

The year 2009-10 was heralded with great jubilation in the CHILDLINE network as it brought with it the launch of the **Integrated Child Protection Scheme (ICPS)**, by the Ministry of Women and Child Development (MWCD), Government of India (GOI). The first of its kind in India, this scheme brings all child protection related mechanisms and services offered by the GOI under a single umbrella and also sets in place child protection infrastructure at the State and District level. CHILDLINE has been deeply embedded within the ICPS as a critical link service that would address emergencies and link children to services for long-term rehabilitation. **The MWCD, GOI has also committed to supporting the expansion of CHILDLINE to 305 districts by 2012.** For the CHILDLINE network this means enhanced budgets, more resources, more recognition, more services to link children with, and more children to reach out to. For CIF however, the task ahead is mammoth, exhilarating, and at the same time a little daunting. Hence, much of the year 2009-2010 was focused on gearing up for the coming years.

I now would like to walk you through some key activities of CIF for the period 2009-2010.

The most ambitious project in preparation for the

rapid scale of the CHILDLINE 1098 service is the centralized call centre- we call this the **CHILDLINE Contact Centre (CCC)**. The CCC is a highly sophisticated and complex operation that involved adaptation of BPO technology to the needs of CHILDLINE. The CCC was piloted in 2007 and has now been scaled to cover 11 cities. It has been a process of great learning for the CHILDLINE partner network. Preparatory activity for connectivity to CCC for 15 more cities to CCC commenced in January 2010.

In 2009-2010 the **CHILDLINE network responded to 2.1 million calls**. 68% of calls were intervention calls. 66% users are boys and 34% users are girls. Children in the age group of 11-14 account for 44% of the users of the service. Within intervention calls, emotional support and guidance accounted for 39% of calls, medical assistance 20% of calls, shelter 16% calls, and protection from abuse 10.46%.

A comparison between calls received in previous years indicates that the calls received by CHILDLINE are not increasing. This is largely due to very low connectivity to 1098 from private service providers. CHILDLINE 1098 is a category 2 number, hence, it is not mandatory for private service providers to provide connectivity free of cost. The issue is complex involving a number of costs. Some large service providers that include Vodafone and Tata Telecom have provided free connectivity to CHILDLINE. We have yet to achieve connectivity from Reliance, Airtel and Idea. During the year under review, CIF kept up its steady 7-year-old lobby with the Department of Telecommunications, BSNL, MTNL and private service providers on toll-free connectivity to 1098. Given the gravity and seriousness of the CHILDLINE 1098 service, we have kept up our appeal to make 1098 a Category 1, unrestricted and un-metered service. We hope that we are in a position to report to you more success next year.

In response to the findings of a national study on child abuse conducted by the MWCD, GOI, coupled with the experience of 6 years of legal battle in the State vs Waters and Grant, commonly known as the Anchorage Case, and other such cases of child sexual

abuse received by CHILDLINE, CIF joined national lobby groups in the **demand for comprehensive legislation on Child Sexual Abuse**. CIF also took lead in drafting a bill that would provide a base for further consultation and development. The draft bill was submitted to the State Government of Maharashtra, as well as to the National Commission for the Protection of Child Rights (NCPCR).

In late 2008, CIF began to conceptualize a **national study on the Status of Child Protection Systems and Mechanisms in India**. It was envisioned to be a multi-layered study that takes a novel approach to looking at child protection issues by enquiring into spaces most commonly accessed by children in their every day lives or when in crisis to see how mechanisms and services mandated with child protection play out to protect children in real life situations. The primary study would cover 10 States. Adding another dimension to the study would also be a consultative process with civil society groups that would result in the evolution of a set of child protection standards for each space that the primary study enquired into. During the period of reporting the **data collection for the primary study was completed**. 10 State Consultations with civil society groups were conducted to gain perceptions of the most current child protection challenges and trends. Two national consultations were organized with experts from the child rights and child protection sphere and child protection standards were developed for seven spaces that include schools, health care settings, police stations, court rooms, mechanisms under the Juvenile Justice (care and protection) Act, residential services, and railway platforms. It is envisaged that the final report will be published in 2010.

Under the banner of the National Initiative of Child Protection (NICP), **the CHILDLINE partners organized 222 orientation and sensitization programs with representatives of the Allied Systems**. A glimpse into the detailed report that will follow indicate that CHILDLINE has conducted a significant number of orientation and sensitization programs with police and labour departments indicating that relationships between the two and CHILDLINES are being strengthened and consolidated.

Fuelled by the ICPS, this year saw the CHILDLINE network bring a lot of focus on State Governments with the objective of enabling child protection at the State and District level. The initiatives include a range of engagements with State Governments that include participation in pre-ICPS discussions at the State Government level in West Bengal, Uttar Pradesh, and Odisha to name a few States, lobbying with the IG Police at the State level to gain cooperation from the police in Jammu and Bihar, contribution for formulation of State rules for implementation of the Juvenile Justice (care and protection) Act, 2000 in Delhi and Bihar.

CIF also collaborated with the CHILDLINE partner in South 24 Parganas and together undertook **emergency relief in parts of South 24 Parganas that were severely affected by the Cyclone Aila that struck on the May 25, 2009.**

This year, CIF, a founding member of Child Helpline International (CHI), a global network of child helplines, played **host to the Asia Pacific Regional Consultation of child helplines on 14-16 January, 2010, in Mumbai.** This not only provided a great platform for CIF for learning and exchange of information and intervention strategy, but also gave CIF the opportunity to share all our innovative outreach and awareness strategies for reaching children with the delegates who represented 22 child helplines from as many nations.

Routine activities were successfully completed during the year. 154 networking and facilitating visits were conducted across the 83 cities in which CHILDLINE is functional as of March 2010. Preparatory activities were initiated for 31 new locations. The 11th Annual National Partnership Meet of CHILDLINE Directors brought together over 100 Directors of CHILDLINE partner organizations for a dynamic exchange where performance of CHILDLINE was discussed, new areas of child protection advocacy were explored and outlined, the network got an opportunity to hear from and interact with the Chairperson of the NCPCR and members of State Commissions for

Protection of Child Rights (SCPCR) from Maharashtra, Karnataka and Delhi. True to CIF's style of participatory network management, in an innovative Open House session, CHILDLINE network directors took charge and facilitated discussions on a number of issues pertaining to the functioning of the network. At this National Meet the CHILDLINE network took a significant step forward in its journey of protecting children by accepting and adopting the CHILDLINE Child Protection Policy (CPP) that had been developed through a consultative process over the last two years. The annual Regional Partnership Meets were conducted across the 4 zones for CHILDLINE Directors, Coordinators and Team Members.

The year came to a close with a series of reviews and planning within departments and as an organization as a whole. Rigorous and detailed planning was undertaken for the year ahead. With 90 new CHILDLINE's to be added to the network in 2010, a national study covering 10 states to be brought to conclusion, a CCC that has to scale up to cover the entire North and West Zone, it is needless to say we have a very eventful year ahead of us.

We count on you for your continued support and good wishes.

Sincerely,



Kajol Menon

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. Any child/concerned adult can call 1098 to access the CHILDLINE service any time of the day or night. Call 1098 - Help us care for children in distress.



Vision

A child-friendly nation that guarantees the rights and protection of all children.

Mission

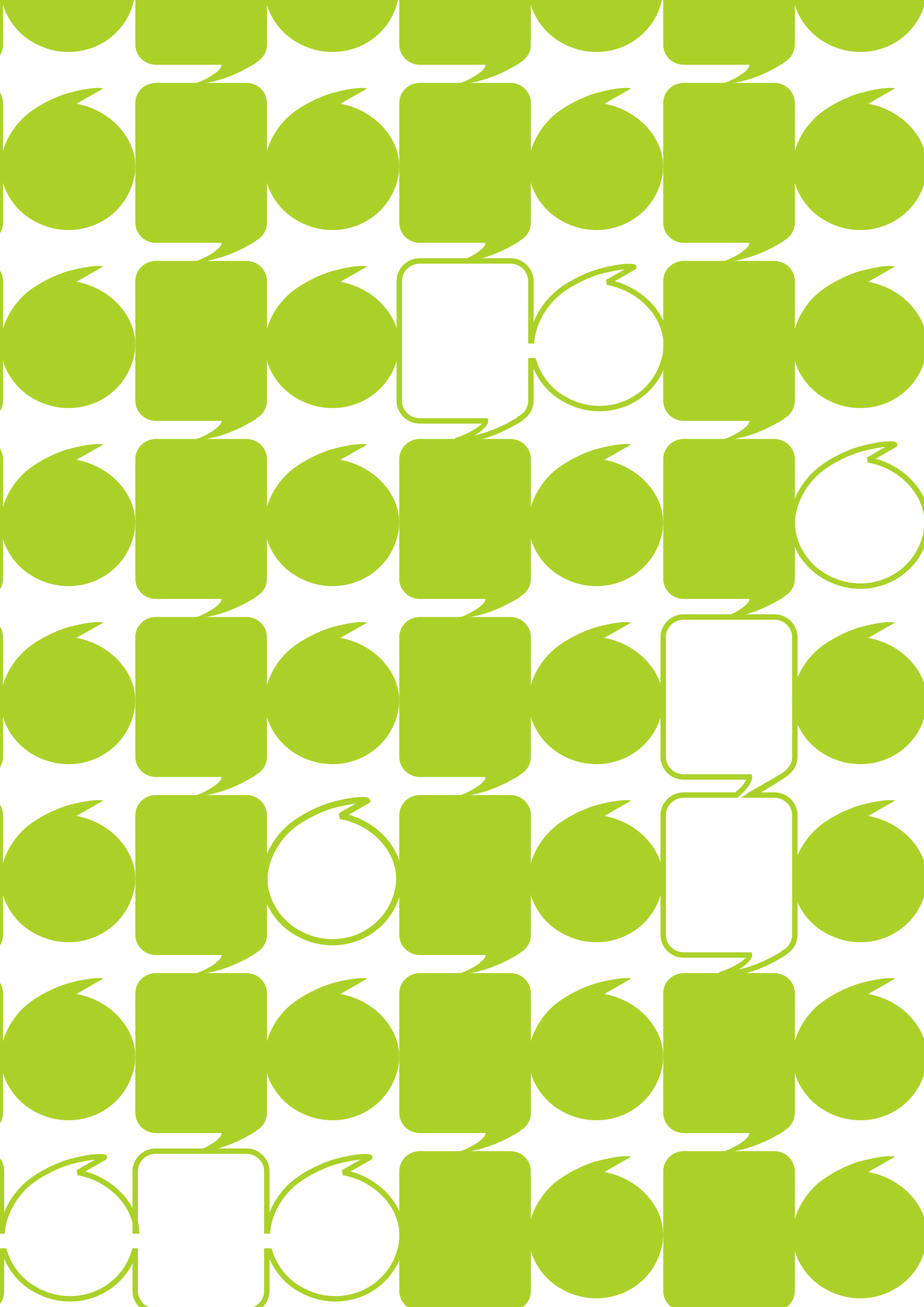
CHILDLINE will reach out to every child in need and ensure their rights and protection through the four Cs.

Connect through technology to reach the 'last mile'.

Catalyse systems through active advocacy.

Collaborate through integrated efforts between children, the state, civil society, corporates and community to build a child friendly social order.

Communicate to make child protection everybody's priority.



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*CONNECT
THROUGH TECHNOLOGY
TO REACH THE 'LAST MILE'*

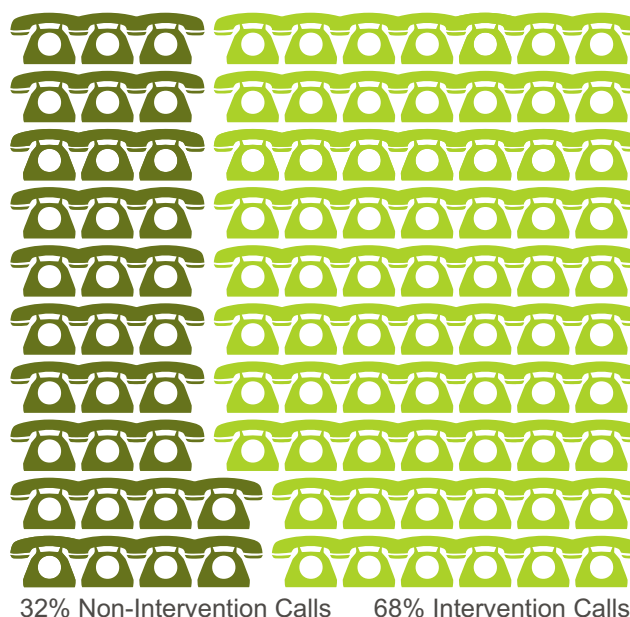
THE CHILDLINE SERVICE

CHILDLINE is functional in 83 cities/districts in 25 states and 3 union territories through its network 215 of partner organisations across India.

1098 has now matured to become a significant instrument of change in the lives of children in distress and children recognise this service.

A total of 18,021,264 calls from inception till March 2010 have been made to the CHILDLINE service. The break up of the calls received in the last year is as follows:

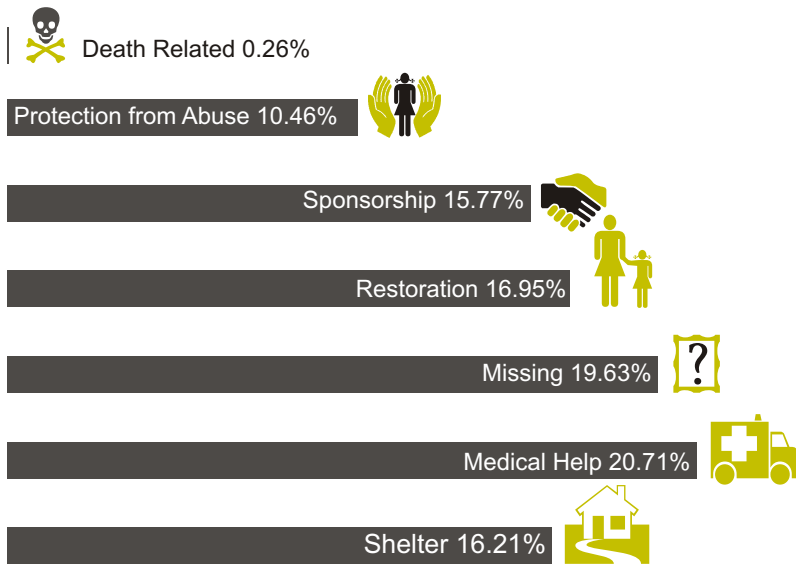
Percentage of Intervention and Non-intervention Calls



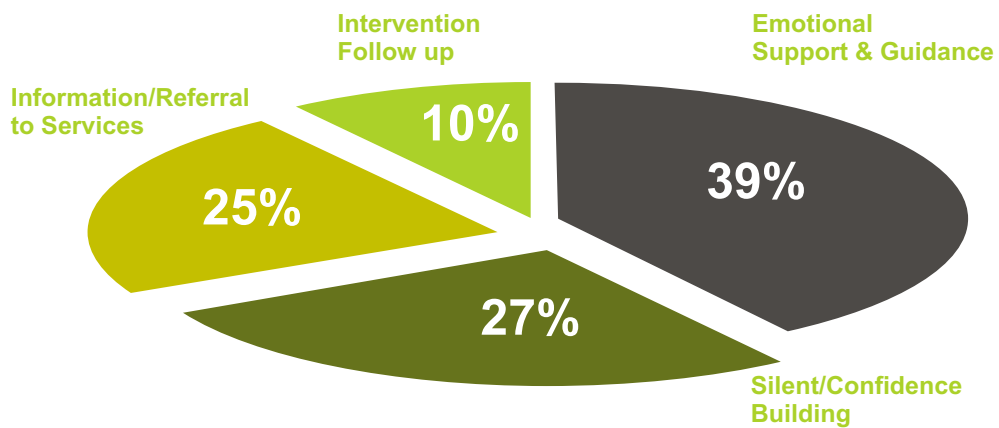
All India Call Statistics 2009-10

No. of Cities	16	28	22	17	83
Categories	North	South	East	West	Total
Medical Help	1,909	1,285	4,998	1,007	9,199
Shelter	972	3,007	2,165	1,056	7,200
Restoration	1,645	3,573	1,696	614	7,528
Protection from Abuse	869	1,834	865	1,077	4,645
Death Related	23	32	42	20	117
Sponsorship	813	876	3,411	1,905	7,005
Missing	2,438	2,059	3,044	1,179	8,720
Emotional Support & Guidance	155,022	103,181	112,003	169,225	539,431
Silent/Confidence Building	74,300	112,421	55,796	137,107	379,624
Information/Referral to Services	49,591	144,261	79,671	68,679	342,202
Intervention Follow-up	25,451	52,736	31,934	26,560	136,681
Unable to locate Caller	706	1,885	1,311	766	4,668
Intervention Calls - I	313,739	427,150	296,936	409,195	1,447,020
Awareness Building Calls	30,482	34,238	31,333	12,824	108,877
Technical Connectivity Problems	154,985	145,899	88,851	164,410	554,145
Any Other	4,902	7,872	6,774	7,148	26,696
Unclassified	223	109	531	116	979
Non Intervention Calls - II	190,592	188,118	127,489	184,498	690,697
Total I & II	504,331	615,268	424,425	593,693	2,137,717

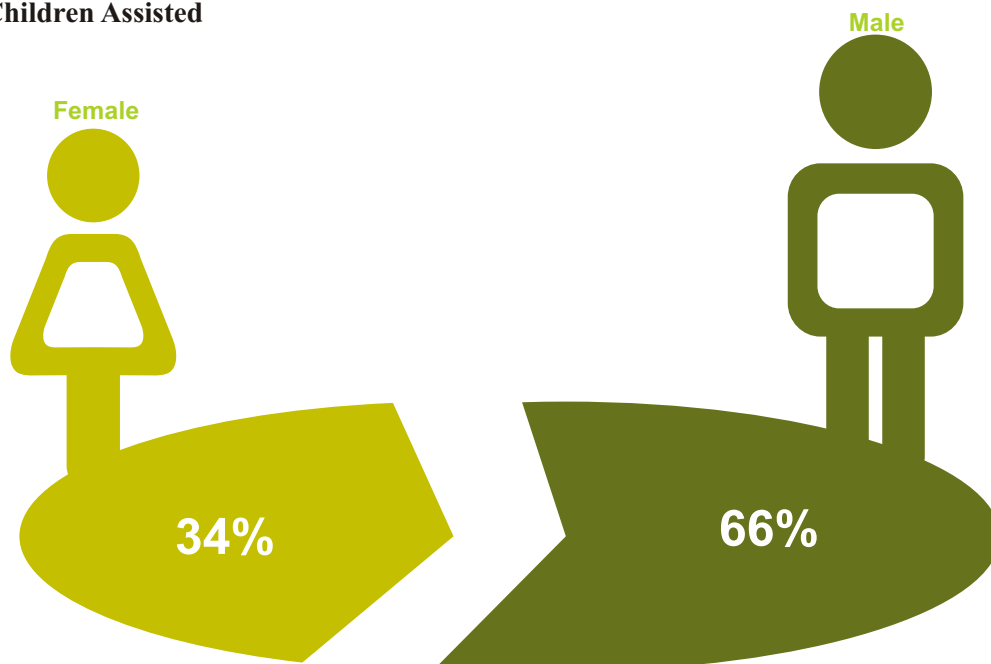
Direct Intervention Calls



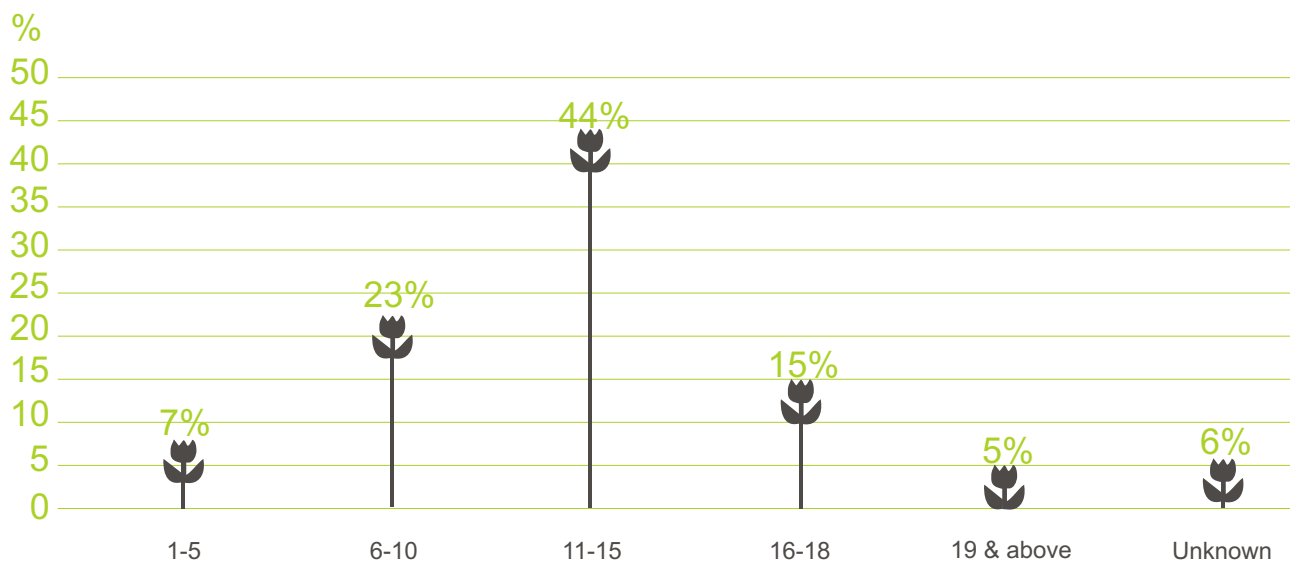
Indirect Intervention Calls



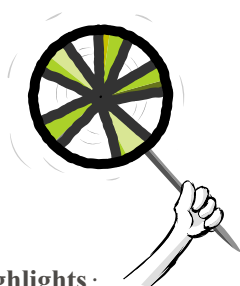
Gender of Children Assisted



Age Distribution of Children Assisted



Data source : ChildNET



Highlights

- For the year under review, out of the total calls that were received by the CHILDLINE service, 68% of those calls were for direct intervention.
- Of all the children who benefited from the CHILDLINE service, 66% were male and 34% female.
- Most of the children assisted by the CHILDLINE service were from the age group of 11 to 15 years. 67% of the children were between the ages of 6 to 15 years.
- Direct intervention calls were about missing children (19.63%), medical (20.71%) and shelter issues (16.21%).
- Calls for repatriation (16.95%) were from children who had left home and now wanted to return. 10.46% of the calls were related to abuse. In response to such calls, the CHILDLINE teams met the caller/child to assess the situation and the intervention was planned taking the child's wishes into consideration.
- Calls for sponsorship (15.77%) included the need for access to Education, Health and Foster care services.
- Calls for missing children were either from parents who reported that their child was missing, from a child who had been separated from his/her family or from a concerned adult or a CHILDLINE team member who had found the lost child.
- The highest number of indirect intervention calls was for emotional support and guidance (39%). Calls in this category come mainly from the child himself / herself when the child is emotionally upset because of family problems, peer group pressure, love relationships, school problems etc.

In India, CHILDLINE is a phone outreach based intervention model and our work begins when a call for help comes in. As soon as this happens, local CHILDLINE teams swing into action for direct intervention. Intervention covers a range of actions from rescuing children from abusive circumstances, providing immediate SOS attention, to registering a case at the police station, presenting a child to the Child Welfare Committee (CWC) in the city and developing the papers for onward action as directed by the CWC and so on.

Each 'case' has its own requirements. Some take less than an hour to resolve whereas others take months of work. CHILDLINE's operational model involves the team activating a variety of linkages among the allied system institutions such as police, municipality, health care, education and transport institutions along with the judiciary, child care NGOs, local, state and central governments.

Very often, the team has to provide unique solutions that require a relevant interpretation of legislations such as the Juvenile Justice Act and sensitise allied institutions to the issues.

SOME INTERVENTIONS THAT WERE CARRIED OUT BY CHILDLINE ACROSS THE COUNTRY

Runaway Child Reunited with His Family

Piyush, a thirteen year old boy ran away from home and came to Allahabad city. The child came to the market with his friend however got separated when he went to bring some food. The child was noticed by a concerned adult who immediately informed the police. Piyush was picked up by the police and handed over to CHILDLINE. CHILDLINE provided necessary support and care to the child. CHILDLINE contacted Piyush's father who informed that he had caught Piyush for smoking and had slapped him. CHILDLINE asked him to visit Allahabad with document proof and take custody of the child. CHILDLINE located the boy's home and he was reunited.

Child Reunited with His Family

Shaan, a five year old boy from Kanpur was missing from home since 2000. CHILDLINE Kanpur received a call from the parents requesting help. CHILDLINE Kanpur and Kochi join hands for the rescue of Shaan. CHILDLINE received the information that Shaan reached Kochi and staying in a children's home. In May 2009, CHILDLINE team member from Kochi called up CHILDLINE Kanpur and informed that a child aged 14 years from Kanpur is residing in a shelter home at Kochi. Following this, with the help of the local police, CHILDLINE Kanpur located the parents of Shaan and he was reunited with his family.

Rescue from Beggary

Kallu, a thirteen year old boy comes from a poor socio economic background. Kallu was two year old, when he lost his parents. Kallu, a mentally and physically challenged child was dependent on others to perform daily activities. He was pushed into begging since childhood by a person who claimed to be his father. He was not given care, proper food but his earnings were taken away. After knowing the story of Kallu, a concerned local lodged a complaint with the police, who in turn contacted CHILDLINE for assistance. CHILDLINE team member took the child to the CHILDLINE centre for immediate shelter. The child was taken to the Hospital for a check up as he was weak and unhealthy. Kallu was sent to the rehabilitation center for mentally and physically disabled children in Cochin and currently he is undergoing treatment at the center.

Rescue from Sexual Abuse

Meena, a fourteen year old girl from Bihar was found by a lady on the New Delhi Railway station took her to an NGO, Mahila Ayog who then requested CHILDLINE for help. CHILDLINE referred Meena to Snehalaya Home and provided counseling. During the counseling, Meena informed CHILDLINE team that she lived in Bihar but had to run away from home. It was also found that Meena and her mother were physically and sexually harassed by her grandfather. During the verification at Meena's home, it was known

that Meena's father has not been in touch with the family since a long time. CHILDLINE team filed a complaint against her grandfather and took her for a medical check-up. Meena was then produced before CWC who ordered to send her to Nirmal Chhaya Shelter Home and a case is currently on against her grandfather.

Minor Girl Rescued from Domestic Labour

Manjula, a thirteen year old girl had been working as a maid in a household in Delhi for six months. She was forced to perform domestic work for long hours and treated harshly by her employer. Manjula ran away from the house being unable to bear the torture. The police found Manjula in a horrific condition, wearing torn clothes and afraid to speak to them. CHILDLINE was contacted by the police asking for help. CHILDLINE arranged counseling sessions with Manjula. During the session, the child provided with the employer's and placement agency contact details to CHILDLINE team member. Manjula was then produced before the CWC with her employers and the placement agent. CWC issued an order to send Manjula to a Shelter Home. The FIR was registered against the placement agency and her employer, under section 26 and 23 of the Juvenile Justice (Care & Protection of Children) Act 2000.

Rescue from Child Marriage

Nina, a sixteen year old girl had lost her father at very young age. She was living with her mother who was paralyzed and could not work. Due to the sickness, Nina's mother forced her for the marriage with Shankar who is physically handicapped. Nina fought with her mother on the marriage subject. Shankar used to torture her by visiting her house. Nina was traumatized and frightened after she was sexually abused by Shankar. On a visit to her ailing mother, Nina attempted to commit suicide by jumping in the lake. CHILDLINE was contacted by a concerned lady for assistance. CHILDLINE team members brought her to the CHILDLINE office and provided necessary support and care. Nina was produced before CWC who directed to admit her to a temporary shelter home. The FIR was registered against Shankar and his family and filed a

complaint with the Child protection officer. Currently, Nina is undergoing rehabilitation.

Prosecution of a Sexual Abuser

In this intervention, Laxmi, a nine year old girl was rescued from sexual abuse. She was abducted and raped by a 24 year old man. The members of the Mahila Sangam immediately took the child to the Primary Health Centre (PHC). The Child Development Project Officer (CDPO), Chatarpur and the District Headquarters, Ganjam district, contacted CHILDLINE for urgent help. Laxmi was in critical stage when she was taken to the Primary Health Centre. Doctors at the PHC referred her to the Medical Hospital where she was provided with immediate care and medical assistance. Meanwhile, CHILDLINE approached the District Administration who directed Red Cross Society to bear the medical and educational expenses for Laxmi. The District Administration sanctioned Rs.10,000 to cover existing medical bills. FIR was lodged by Laxmi's parents. The accused was arrested and booked under section Indian Penal Code 347 and 372. Currently, Laxmi is receiving long term neurological care.

Rescue from Abuse

Sania, a seventeen year old girl was a native of Malappuram district and belongs to poor family background. Sania's father was a daily wage labourer and she was five years when her mother passed away. Sania ran away from home and went to the police station for help. CHILDLINE Malappuram was contacted by the Sub Inspector of Police, (SIP), Malappuram. CHILDLINE team members brought her to the CHILDLINE office and provided necessary support and care. CHILDLINE arranged counseling sessions with Sania and during the session, it was known that Sania's father used to often drink heavily and tortured her in the night. Being unable to bear the torture, Sania ran away from the house. Sania also provided the employer's and placement agency contact details to CHILDLINE team member. CHILDLINE team took her for medical check-up and then produced before Chief Judicial Magistrate (CJM) who ordered to send her to Shelter Home four girls.

Life of an Abandoned Baby Saved

A new born baby barely five days old was left abandoned in a forest in Paschim Medinipur. The concerned locals who came across the baby rescued the child from the forest and took her to the Rural Primary Health Centre. CHILDLINE was contacted by the Block Medical Officer of Health of Paschim Medinipur asking for immediate assistance. CHILDLINE team members admitted the child to the Midnapore Medical College and Hospital. The child was found in a critical condition and child's left eye was partially eaten up by ants in the forest. After intensive treatment, the child was recovered and then produced before the Child Welfare Committee. At present, the child has been adopted by a well-to-do couple after being placed in the Licensed Adoption Placement Agency in the district.

Rescue from Child Trafficking

CHILDLINE received a call from a man asking for help to rescue his daughter from a brothel in Pune. CHILDLINE was informed that a girl named Sunita from the neighbouring village had informed the man that his daughter Zulfia was trapped in a brothel in Pune. CHILDLINE team immediately met and spoke with Sunita in detail. Sunita revealed that several children from the village are trapped in the brothels of Pune and they are hoping to return home. CHILDLINE team contacted CHILDLINE Pune and informed the International Justice Mission, an NGO that undertakes rescue operations. 10 girls were rescued from the brothels by the rescue team, led by the International Justice Mission with help from Crime Branch, Police and the Sub-Divisional Police Officer, Diamond Harbour, South 24 Parganas. All the girls were restored to their families. The accused were arrested.

Medical Help Provided

This intervention revolved around Ram Babu Tanty, four year old boy who was diagnosed with blurred vision. Ram Babu belongs to poor family background. His father was a construction worker and mother was a house maid. Ram's family was very worried about his blurred vision and due to their poor economic condition; his family could not afford expenses for

treatment. Ram's father was very concerned about him and asked his neighbours for help, who advised him to contact CHILDLINE. CHILDLINE Rourkela was contacted by Ramu's parents requesting for assistance. CHILDLINE team member met the child and contacted a renowned hospital for adequate medical help. The required funds were raised from different sources and the operation was a success. In a few days Ram's condition improved and got his sight back completely. Currently Ram goes to school.

Rescue from Child Labour

CHILDLINE Kishanganj received a call from a concerned adult who informed that about six children are found at the Railway station to board a train to Goa. The caller was going to travel in the same train who suspected that the children and bystanders didn't have proper documentation for travelling. Just after receiving the call, CHILDLINE team member rushed to the spot and started the search for the children and found six children being accompanied by two adults at the Railway station. During the interrogation, CHILDLINE members found out that the children were going to work as labourers in the Goa Ispat Factory in a hazardous environment. CHILDLINE immediately contacted the Railway Protection Force and requested for help who took the traffickers in custody. The FIR was lodged under relevant Indian Penal Code and Child Labour Prevention Act sections. Children were provided counseling and CHILDLINE team member collected Name, Address and other details from the children as a part of documentation. After the interrogation the children were restored to their parents.

Rescue from Child Labour

Deb Mandal ran away from home after being scolded for not attending school. Deb's father, Palash Mandal tried very hard to trace and lodged a police complaint in the Jalpaiguri Kotwali Police Station. He heard about CHILDLINE and then contacted CHILDLINE Jalpaiguri requesting for help. In the meanwhile, Palash got a call from his son who informed that he had been working in a coffee shop in Srinagar, Kashmir. After receiving the details of his whereabouts, CHILDLINE

immediately established contact with Ghulam Rasul, who owns the coffee shop. He informed CHILDLINE Jalpaiguri that the child was in his custody and had made many attempts to contact his parents but wasn't able to do so. CHILDLINE Jalpaiguri contacted CHILDLINE Jammu for further assistance. The arrangements were made to send a relative and CHILDLINE volunteer to Jammu. After 19 days, Deb and his father were reunited due to the joint effort of CHILDLINE Jalpaiguri and Jammu.

Rehabilitation from Trauma

CHILDLINE Purba Medinipur received a call from a concerned adult who informed that a young girl is found in an inebriated condition. CHILDLINE team rushed to the spot and rescued Moli, a fourteen year old girl. CHILDLINE team took the child to the hospital for medical assistance. Moli was in a very critical stage when she was admitted to the hospital. Doctors said that the child has been physical abused and it is necessary to get medical examination. Moli was admitted to the Ramnagar Hospital and medical treatment was provided. With permission from the local police station and Ramnagar Hospital authority, the girl was provided temporary shelter in CHILDLINE Transit Home. In a meanwhile, counseling sessions were held with Moli. CHILDLINE contacted family members of concerned child. Moli was handed over to her parents. CHILDLINE is following up on the case.

Rescue from Drug Abuse

CHILDLINE was contacted by a concerned adult and informed about Anant, six year old destitute child living on the platform of Gwalior railway station. CHILDLINE coordinator spoke to him and then convinced Anant to accompany him to the CHILDLINE centre. During the counseling session, Anant informed CHILDLINE that he is an orphan. Anant was produced before the CWC who directed to send him to a temporary shelter home. After continuous counseling for a month by CHILDLINE team member, he confessed that his mother is alive and provided the address to CHILDLINE. CHILDLINE team with the help from the Dabra police traced the address and finally Anant was reunited to his mother.

CHILDLINE CONTACT CENTRE (CCC)

The CHILDLINE Contact Centre is a facility currently based out of Tata Consultancy Services BPO facilities at Vikhroli, Mumbai and in Nerul, New Mumbai. The 'model' for the CCC consists of infrastructure, under contract, from TCS and operations manned by CIF's personnel under direct supervision of CIF. The CCC currently services 11 cities and during the year under review, several operational protocols and processes were established at CCC are:

- a. Processes for connecting cities.
- b. Protocols for communication between CCC and CHILDLINE Collab Partners.
- c. Case Documentation Process.
- d. Call Response Quality Assurance Protocols and Processes.
- e. CCC Monitoring Processes and Protocols.

All of the protocols and processes were implemented and are currently operational.



Customer Relationship Management (CRM) Software for CCC:

The Customer Relationship Management (CRM) software for a Call Centre application is software that resides on a server at the Call centre and links the Call responding agent, the telephony switch, the Call Centre server and the database. Talisma has been kind to offer the software to CIF at a competitive price as part of their CSR. The CRM customisation and deployment will be undertaken during the forthcoming fiscal year 2010-11.

CCC Coverage:

The CCC coverage of cities continues to be a complex process due to restrictions of 1098 status in Department of Telecom's (DOT) National Numbering Plan (NNP) (in which 1098 status has been restricted to local area connectivity). While CIF parallelly lobbied with MWCD and DOT for change of category to Category I with Unrestricted access, coverage for CCC was extended to several cities using unconventional methods.

Currently, the process of connecting a city to CCC involves installing a epabx at the Collab office in the respective city. The two CHILDLINE eight digit long codes at the collab office are connected to the epabx. The Incoming calls of 1098 land on epabx triggering the epabx to generate an outbound call to CCC at Mumbai.

CCC Coverage Status:

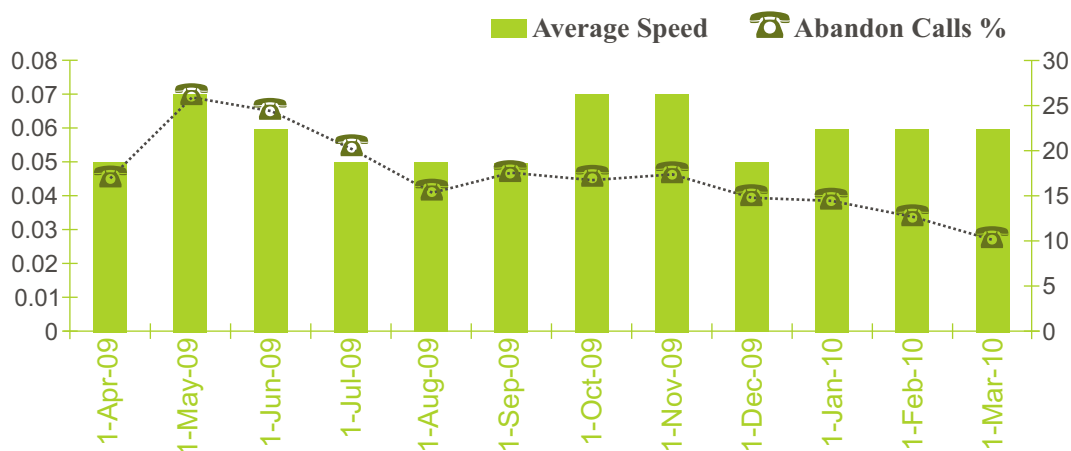
The Cities where connectivity preparation was commenced in Jan 2010 are Jammu, Shimla, Chandigarh, Gwalior, Lucknow, Kanpur, Gorakhpur, Chandauli, Varansi, Udaipur, Ahmedabad, Baroda, Ludhiana, Jaipur and Pune.

CCC calls performance during the year:

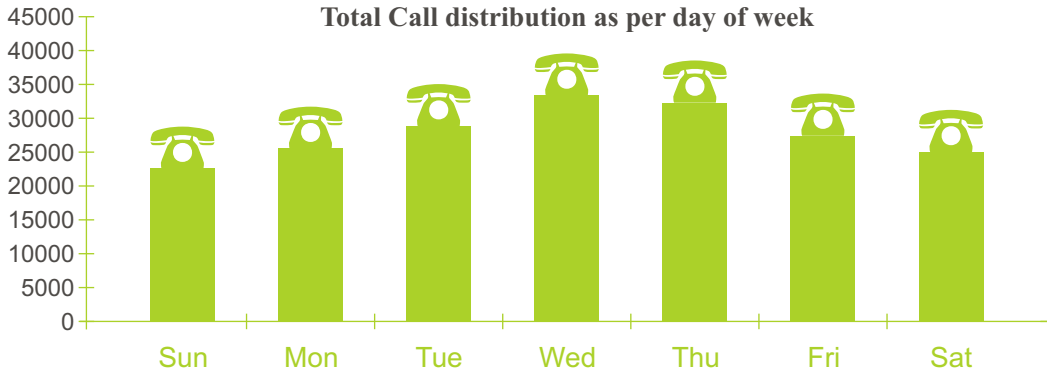
The Calls at CCC are reported into ChildNet and the Call statistics presented earlier in this chapter includes calls received at CCC. However the technology at CCC allows us to capture several aspects of call response. Presented below are graphical reviews of some of these for the year 2009-10:

AVERAGE SPEED OF ANSWER AND SERVICE LEVELS FOR EACH OF THE 12 MONTHS IN THE YEAR 2009-2010

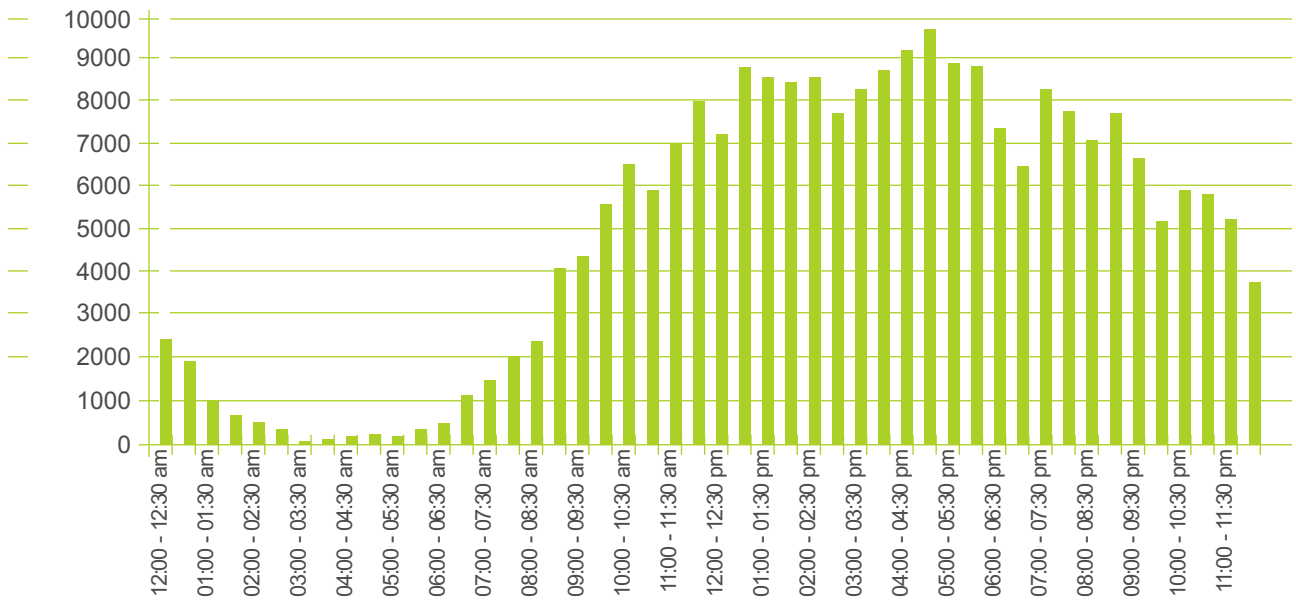
MTD Trend - Av Speed of Answer & Service Levels



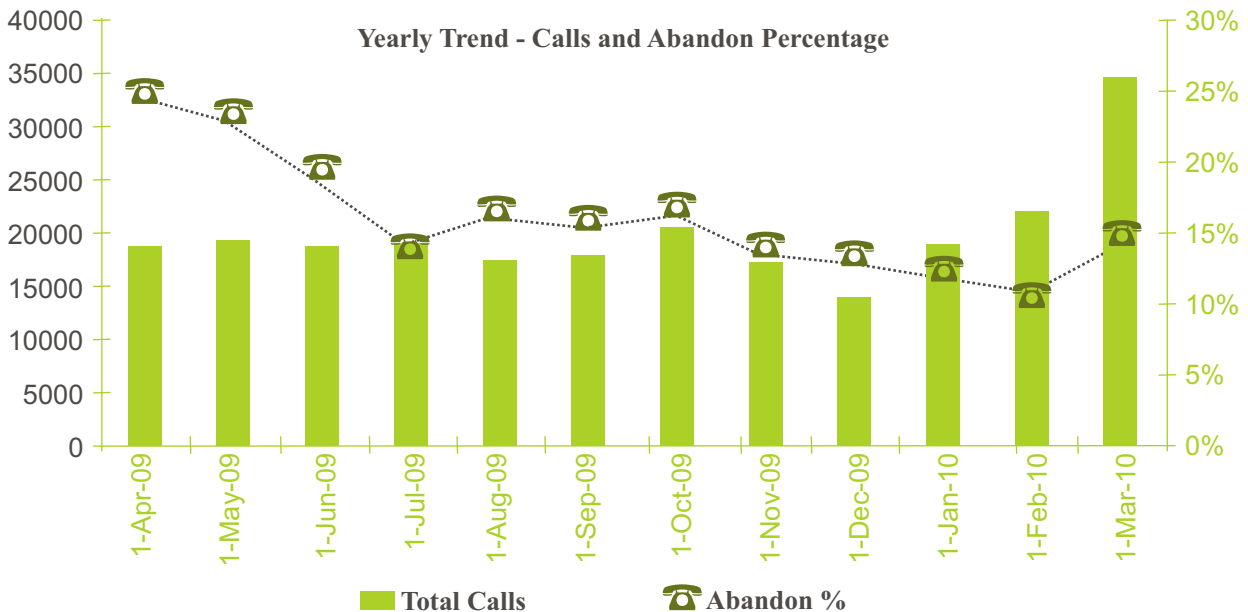
TOTAL CALLS OF THE YEAR 2009-2010 SEGREGATED BY DAY OF WEEK



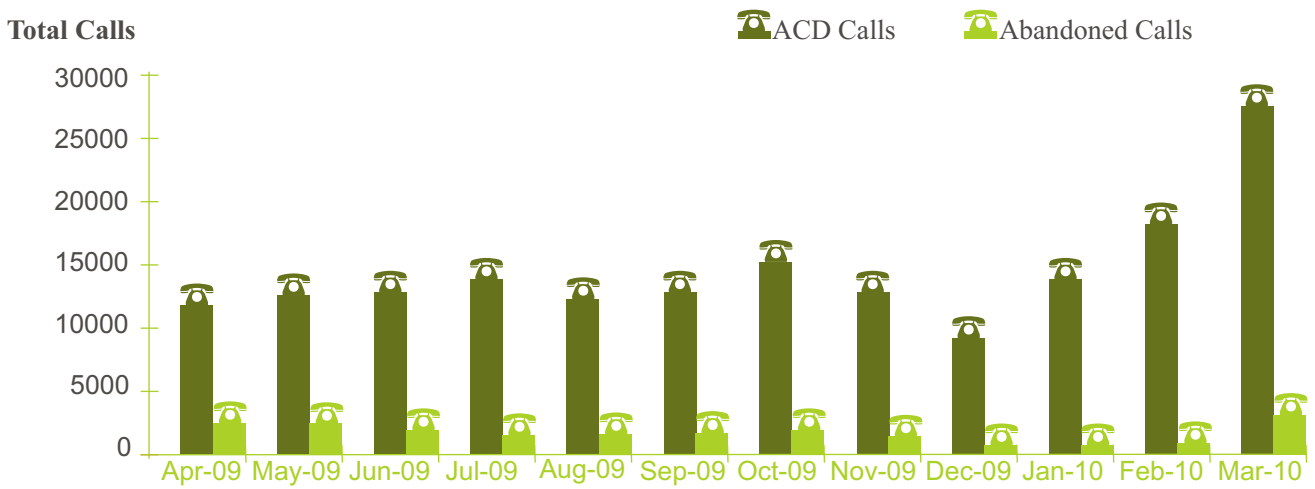
TOTAL CALLS OF THE YEAR 2009-2010 SEGREGATED BY HOUR OF DAY



YEARLY TREND: CALLS MADE AND ABANDONED PERCENTAGE FOR THE YEAR 2009-2010




Answered v/s Abandoned Calls



Total number of calls received for the year 2009-10	235340
Total number of cities as on March 2010	11
Average on call time	45 Seconds
Average calls per month	16467
Average Abandoned Calls per month	3180
Average speed of Answer	06 Seconds
Average Abandoned Time	16 Seconds

- Total number of calls has shown an increase of 85.97% in March 2010 as compared to April 2009. Overall calls have shown an increasing trend for the financial year.
- This has also resulted in higher abandon (on an average 3,180 calls get abandoned each month). The average speed of answering the calls has increased to 0.06 seconds.
- Average number of calls per month was 19,647 calls with highest number of calls received in March 2010 (34,082 calls).



*CATALYSE
SYSTEMS THROUGH
ACTIVE ADVOCACY*



CHILDLINE India Foundation (CIF) attempts to look at the macro scenario on various Child Protection issues and works with the Government of India, State Governments and Civil society organisations to bring these issues to the National agenda. CIF also discusses these issues with the CHILDLINE Network through various meets to bring all the concerned agencies on to the same platform in response to these issues. Eventually, it is through these partnership meets that CIF develops common protocols towards a more effective child protection practice.

ADVOCACY FOR CHILD SEXUAL ABUSE BILL

A study by the Ministry of Women and Child Development found that 53.22% children in India were reported to be sexually abused, out of these 50% had been abused by people who they knew or were held in a position of trust and responsibility. According to UNICEF, across the world, more than 150 million girls and 70 million boys have witnessed forced sexual intercourse or other forms of violence involving physical contact. About 19% of the world's children live in India, constituting 42% of India's population.

The figures say it all. Child Sexual Abuse is definitely a grave problem in India. Yet India has no national law on Child Sexual Abuse. The lack of a proper law against Child Sexual Abuse is a major stumbling block for child protection in India. There are many gaps in the existing laws; the legislations aren't specific to children's needs and not comprehensive as required.

The solution: A law that is comprehensive, that makes sure that loopholes in existing laws are closed, be gender neutral, specifically address circumstances of child sexual abuse and the special needs of children, establish guidelines to protect child victims and guide them through the legal process and address their needs, increase reporting and disseminate knowledge of children's rights, impose mandatory reporting, protect children and reporters from harmful exposure through confidentiality guidelines, toll the statute of limitations to encourage reporting of abuse and compensate victims.

For CHILDLINE, the need for a comprehensive legislation comes from its on the field experience with interventions on the issue. In fact, CIF has been fighting court battles with child sex offenders and one of our cases is currently in the Supreme Court. CIF approached the Maharashtra State Government, and based on the commitment from Dy Chief Minister of

Maharashtra, Shri RR Patil to address the issue with legislation. CIF took the steps to develop a draft of a proposed legislation on Child Sexual Abuse. Towards this end, several consultations were held in Mumbai. CIF was also fortunate to rope in the expertise of Michelle Mendonca of IJM and Valerie Gaimon, a talented American Lawyer to prepare a draft.

CIF also joined the National Committee for Protection of Child Rights (NCPCR) anchored consultation on the review of 'The Offences against Children's Bill and redraft of a bill to address CSA.

The CIF's draft bill on CSA was presented to the NCPCR for recommending to Ministry of Law and Ministry of Women and Child Development.

CHILD PROTECTION RESEARCH IN INDIA

CIF initiated a National Study on the Status of Child Protection Systems and Mechanisms. This National Study delves into spaces accessed by children and studies how services and systems converge for child protection.

The study focuses on educational spaces, public utility spaces, transport spaces, health care spaces, and community based service spaces. The Study comprises the following components:

1. Review of earlier studies on children in need of care and protection
2. Review of the structure of the ICPS scheme
3. Review and tracking of law, schemes, policy, budgets, expenditure for child protection
4. Analysis of 115 CHILDLINE 1098 cases studies to examine the experience with child protection duty bearers, and mechanisms
5. Survey in 10 states to cover 20 districts, 20 small towns, and 40 villages. The survey covered



interviews with duty bearers, focused group discussions with adults, children and civil society organizations

6. Case study analysis of 200 children and their families who have been successfully restored back home by stakeholders of the system
7. Developing child protection standards for spaces and services accessed by children through a process of civil society engagement and consultation.

The National Study has made significant progress in the year 2009-10. The primary data collection was completed by March 2010. The analysis of the study is in progress. The child protection standard setting process was initiated and has brought together experts from the child rights sector across the country.

The objective of the standard setting process is to create a set of bench marks which can be measured systematically over a period of time for efficiency and commitment to child rights and child protection .Six working Groups were constituted to undertake the same. A working group facilitating team and a technical team was created to assist the working groups in their discussions and documentation.

National Consultation for the research:

A Consultation on the National Study on the Status of Child Protection Infrastructure, Mechanisms, and Systems was held on July 3, 2009 at Mumbai. The meeting consisted of experts from the child rights and

child protection space. The objective of the meeting was two-fold to initiate the process of engagement with civil society groups towards the developments of standards of child protection for spaces that are accessed by children.

The panelists were Dr. Armaity Desai, Founder Trustee CHILDLINE India Foundation, Ms. Razia Ismail, Convenor, India Alliance for Child Rights Dr. Lovleen Kacker, Child Rights activist and Joint Secretary, Government of India, Mr. Harsh Mander, Director, Aman Biradari and Mr. Roland Angerer, Country Director – Plan International.

The meeting also launched six working groups to develop norms for child protection for spaces accessed by children. The outcome of the Working Groups' discussions would be a substantial contribution to the Study Report.

National Consultation for Working Groups on Child Protection Standards for Child Protection Research

The Second Phase of National Consultation for Working Groups (WGs) on Child Protection Standards was held on February 1-2, 2010 at Mumbai. The Consultation aimed at development of child protection standards in various spaces.

The July 3rd, 2010 meeting resulted in the constitution of 7 Working Groups (WGs) looking at 7 specific spaces and sub spaces that children access. The anchors who led the working groups were-Ms. Mrinalini Rao from Railway Children, Mr. Rajib Haldar from CINI Asha, Ms. Nilima Mehta from CWC Mumbai, Mr. John



Menachery from Matru Seva Sangh Institute of Social Work Nagpur, Dr. Asha Bajpai from TISS, and Ms. Arnavaz Kharas from Doorstep School. Ms. Manisha Gupta and Ms. Vidushi Kamani from START U facilitated the two day consultation.

DATA MANAGEMENT AND DEVELOPMENT: ChildNET

The data collection of calls to CHILDLINE 1098 is captured by CIF through the ChildNET software. ChildNET is customised software developed by Tata Consultancy Services (TCS) for CIF to upload the data on calls from city-level CHILDLINES to the central server at CIF. The software was updated consequent to the implementation of new intervention forms.

After the pilot phase, the updated software was introduced to the cities in April 2009. In the reporting period, the cities started using the new intervention forms and phase II of the ChildNET Software. The reporting period itself saw the software being installed and data being uploaded in 60 cities.

SENSITISATION WORKSHOPS WITH ALLIED SYSTEMS

Catalysing the allied System organisations/institutions that have a stake in Child Protection, including Police, Judiciary, Health Care Organisations, Education Institutions, Transport Undertakings, Telecom, Media, NGOs and so on. National Initiative for Child Protection (NICP) is the programme that covers CIF's annual nationwide sensitisation and awareness workshops among allied systems institutions in all CHILDLINE cities. These workshops address various issues impacting children and processes and protocols for intervention. They provide rights based perspective on child protection and sensitize personnel of allied systems organisations on dealing with affected children. NICP workshops are supported by the National Institute of Public Cooperation and Child Development (NIPCCD). In 2009-10, 222 NICP workshops were held across the country. The summary table on the right indicates the key subjects and locations

	Region	No of workshops
1	North	46
2	South	74
3	East	66
4	West	36
	Total	222





NICP WORKSHOPS CONDUCTED :

Region	Cities	Content	Allied Systems reached out to
NORTH : 16 cities	Aallahabad, Alwar, Chandigarh, Chandauli, Delhi, Gorakhpur, Gurgaon, Jaipur, Jammu, Kanpur, Lucknow, Ludhiana, Meerut, Shimla, Udaipur, Varanasi	Child Rights, Child Labour, JJ Act, CHILDLINE, Prevention of Trafficking of Women and Children Act, Media and Child Protection	Teachers, Police, Labour department, Drivers, Police, Army Personnel, Youth Clubs, Labour department, Child Welfare Committee Members, Health department, Lawyers, Medical Staff, NGOs, Government officials, Social work department, Railway Protection Force, Doctors, Media, Community Leaders
SOUTH : 26 cities	Andaman, Bengaluru, Chennai, Coimbatore, Cuddalore, Eluru, Hyderabad, Kanchipuram, Kannur, Kanyakumari, Kasargod, Kochi, Kozhikode, Madurai, Malappuram, Mangalore, Nagapattinam, Palghat, Salem, Thrissur, Tirunelveli, Trichy, Trivandrum, Vijayawada, Vishkapatnam, Wayanad	Child Protection, JJ Act, Child Abuse, Child Rights, Child labour, Street Children, Child Trafficking, CHILDLINE, Child Counselling, Right to Information Act, Missing Children, Psycho Social Problems of Children, Deviant Behaviours among Children, Child Marriage, Child Beggary	Anganwadi workers, Self help group members, Railway Police, Teachers, Doctors, Nurse, NGO members, Social, Youth Coordinators, Media, Child welfare Committee members, Media, Health department, Lawyers
EAST : 22 cities	Agartala, Berhampur, Bhubaneshwar, Cuttack, Darbhanga, Guwahati, Imphal, Jalpaiguri, Kishanganj, Kolkata, Murshidabad, Nadia, Paschim Medinipur, Patna, Purba Medinipur, Puri, Purnea, Ranchi, Rourkela, Shillong, Sitamarhi, South 24 Parganas	Child Rights, JJ Act, Child Protection Issues, Child Labour, Trafficking, Psychological Problems faced by Children, CHILDLINE, Birth & Death Registration, Migration & Immigration Registration, Implementation of NREGA, Human Right Defense System (HRDS), Child Marriage, Child Abuse, Communication Skills	Social Welfare Department, Police Department, NGO members, & Representatives of Panchayat, Slum Dwellers, Child welfare Committee & JJB Members, NSS Programme Officers, Doctors, Railway Staff Union, Primary & High School Teachers, Paediatric Department, Traffic Police, College Students, NSS Cadres, Self Help Group
WEST : 15 cities	Ahemedabad, Ahmednagar, Amaravati, Aurangabad, Baroda, Bhopal, Goa, Gwalior, Indore, Mumbai, Nagpur, Nashik, Pune, Solapur, Ujjain	Child Rights, JJ Act, Child Labour Law, Child Trafficking, Child Health Scenario in Mumbai and Street Children issues	Media, Police, Civil Surgeon, NGO members, Self-help groups, Child Welfare Mandal, Nurses, Railways, Telephone Service, Aanganwadi workers, Police Department, Bus drivers and Conductors, Teachers

NETWORKING AND ADVOCACY INITIATIVES

This year under review has seen a slew of networking and advocacy initiatives. These various partnerships auger well for CHILDLINE as it marks recognition of the benefits of implementing professional child helpline services. CIF views these breakthroughs as part of significant on-the-ground gains for child protection as a whole.

ADVOCACY WITH STATE GOVERNMENTS

Kerala: The preparatory activities were undertaken in three new districts of Kerala, with funding from the Social Welfare Department of the Kerala State. With State Government funding and commitment for expansion of the service, the Need Assessment Study, Resource Directory and District Mapping Exercise were undertaken in the districts of Kannur, Kasargod and Palakkad. The CHILDLINE service in the four locations of Malappuram, Kannur, Kasargod and Palakkad continued to be supported by the Social Welfare Department during the financial year, 2009-10.

Karnataka: The Department for Women & Child Development, Karnataka state sanctioned funds for setting up CHILDLINE in five new districts of Mysore, Davangere, Dharwad, Shimoga and Bidar. For the first time, the Karnataka government approved part support for a district model in Gulbarga, an initiative that was facilitated in the initial stages by Catholic Relief Services.

The meeting with Deputy Home Secretary, Karnataka state was held with regard to the constituting of SJPU in the state and follow up for Government of India circular to Home Secretary on Child Protection inclusion in Police Training Curriculum.

Maharashtra: During the period under review, the Head, West Regional Resource Centre, CIF met the Secretary, Department for Women and Child Development, Maharashtra, to request that the Maharashtra State Government appoint a senior advocate (Senior Advocate Lalit) to represent the state in the final hearing of the State vs Allan Waters and

Duncan Grant, due to be held in Supreme Court in September 2009.

West Bengal: On February 23, 2010, East Regional Resource Centre of CIF was invited to conduct a session on 'Role of CHILDLINE in the implementation of ICPS', organised at the State level in collaboration with Jay Prakash Institute of Social Change and supported by UNICEF. CWC and JJB members, DSWO from all districts, superintendent of various shelter homes, coordinators of CHILDLINE and other functionaries of concerned Government departments from different districts of West Bengal participated in this workshop.

The West Bengal ICPS pre-launch workshop was held on February 25, 2010 in Kolkata was participated by the Minister-in-Charge of Women and Child Development & Social Welfare, Additional Chief Secretary and Home Secretary, Principal Secretary of Women and Child Development & Social Welfare, Principal Secretary of Labour, Special Secretary of Women and Child Development & Social Welfare, Joint Secretary of Panchayat and Rural Development, Director.

A state level consultation on 'CHILDLINE and the Integrated Child Protection Scheme' in West Bengal was organized on March 20, 2010 at ICMAD, Kolkata. Mr. Soumendranath Pathak, Assistant Director, Social Welfare Department, Govt. of West Bengal inaugurated the consultation. Other participants include Mr. Rajib Halder, Additional Director, Child-In-Need Institute, Mr. Manab Roy (State Representation, Save the Children), representative from national, international organizations and networking agency, CWC and JJB members of various districts, superintendent of govt and NGO run shelter homes and CHILDLINE partners of six districts of West Bengal.

Assistant Director, Social Welfare Department elucidated the ICPS scheme and updated the participants on the State Government's role in the implementation of the scheme.

|| कार्यालय जिला पुलिस अधीक्षक, उदयपुर (SIHT) ||

पत्रांक - 13/11/2006/3000/2006 दिनांक - 13.11.2006

रामदास शर्मा बिकारी,
जिला उदयपुर।

विषय: गुणवत्ता/समस्यायुक्त बच्चों की माइक्रो अडिन (1099) सेवा में।

हस्ताक्षर विभागाध्यक्ष लेख के (1) प्रमाण पत्र के साथ प्रेषित करने के साथ ही, सेवा के अंतर्गत कार्यवाही के लिए प्रेषित करें।

1. कृपया इस पत्र के साथ प्रेषित प्रमाण पत्र के साथ ही माइक्रो अडिन (1099) सेवा के अंतर्गत कार्यवाही के लिए प्रेषित करें। प्रमाण पत्र के साथ ही प्रेषित करने के लिए प्रेषित करें।

To
The Member,
Jammu Jwalan Trust

सभाहरणीलय, किशनगंज

जिला कल्याण प्रशाखा

Dear Sir,

पत्रांक: 13/11/2006/3000/2006 दिनांक: 13.11.2006

श्रेयक :-

श्री ससोवन सी
सहायक अधीक्षक,
किशनगंज।

सेवा में

श्री ससोवन सी
सहायक अधीक्षक,
किशनगंज।

विषय: माइक्रो अडिन (1099) सेवा में।

विषय :-

माइक्रो अडिन एडवायजरी बोर्ड (कीबो) के गठन के सम्बन्ध में।

महाशय,

उपर्युक्त विषयक जिला एवं बाल विकास मंत्रालय भारत सरकार के पत्रांक-डी.

सी नं. 12/39 (92) एस.डी. दिनांक 13.11.2006 एवं आपके अनुरोध पत्र

संख्या-0151 दिनांक 30.08.2006 के आलोक में संलग्न सूची के अनुरूप चाइल्डलाइन

एडवायजरी बोर्ड का गठन किया जा रहा है।

सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

धन्यवाद।

दिवाकरभाजन,
जिला पदाधिकारी,
किशनगंज।

OFFICE OF THE DISTRICT MAGISTRATE JAMMU

CIRCULAR

children wherein about 40 children and 14 adult were the facilitators. During this period the children took up data collection in their own neighbourhood.

3. In October-November 2009, the second round of training was organized with Child Welfare Committee and the core group of Shaishav-Balsena. The aim of this training was to empower children by understanding the research analysis. This 3-days training included developing a framework for analysis, classification, tabulation and analysis. Meanwhile shaishav went on replicating the training-data collection cycle in Bhavnagar.

Thereafter the trained teams commenced field work of gathering data and analysing it.

MEETING WITH SECRETARY, WCD, for follow up on the Anchorage Case

During the period under review, the Head West Regional Resource Centre met the Secretary WCD, Maharashtra, to request that the Maharashtra State Government appoint a senior advocate (Senior Advocate Lalit) to represent the state in the final hearing of the State vs Allan Waters and Duncan Grant, due to be held in Supreme Court in September 2009.

ICPS MEET, East Regional Resource Centre

On February 23, 2010 East RRC was invited to conduct a session on 'Role of CHILDLINE in the implementation of ICPS', organised at the State Level in association with Jay Prakash Institute of Social Change and supported by UNICEF. Sreoshi from East Regional Resource Centre took the session. The CWC, JJB members, District Social Welfare Organisation (DSWO) from all districts superintendent of various shelter homes, Coordinators of CHILDLINE and other functionaries of concerned government departments from different districts of West Bengal participated in this workshop. All the participants suggested valuable opinions to improve the CHILDLINE in West Bengal.

PRE-LAUNCH WORKSHOP OF ICPS in West Bengal

The meeting was conducted on February 25, 2010 in

Kolkata which was represented by the Minister-in-Charge of Women and Child Development & Social Welfare, Additional Chief Secretary and Home Secretary, Principal Secretary of Women and Child Development & Social Welfare, Principal Secretary of Labour, Special Secretary of Women and Child Development & Social Welfare, Joint Secretary of Panchayat and Rural Development, Director and Additional Director of Women and Child Development & Social Welfare, Additional Commissioner of Police, Kolkata and IG of South Bengal and Railways, State representatives of UNICEF and Save the Children and Kjaol Menon, Executive Director, CHILDLINE India Foundation. The other participants in the meeting were Additional District Magistrates of all districts in West Bengal and Chairpersons of Child Welfare Committees from all districts in West Bengal.

WEST BENGAL STATE CONSULTATION, March 2010

A state level consultation on 'CHILDLINE and the Integrated Child Protection Scheme' in West Bengal was organized on March 20, 2010 at ICMAD, Kolkata. Mr. Soumendranath Pathak, Assistant Director, Social Welfare Department, Govt. of West Bengal inaugurated the consultation. Other participants include Mr. Rajib Haldar, Additional Director, Child-In-Need Institute, Mr. Manab Roy (State Representative, Save the Children), representative from national, international organizations and networking agency, CWC and JJB members of various districts, superintendent of govt and NGO run shelter homes and CHILDLINE partners of six districts of West Bengal.

Assistant Director, Social Welfare Department elucidated the ICPS scheme and updated the State Government's role in the implementation of the scheme.

Odisha Legal Case Interventions:

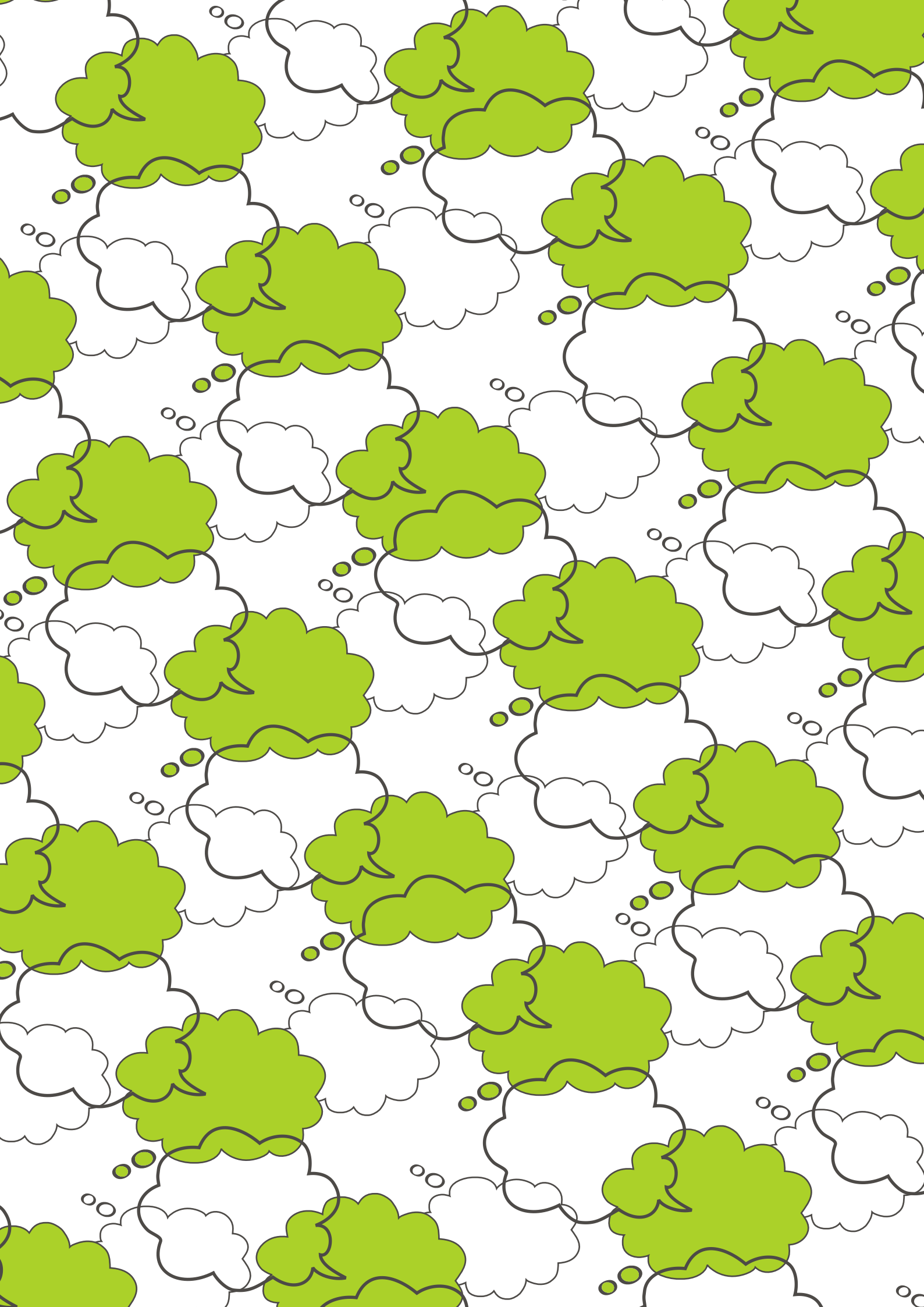
In the state of Odisha, CIF ERRC has entered into a partnership with the organization CLAP to work on legal intervention for CHILDLINE cases. Currently three Writ Petitions on child trafficking are filed in the High Court of Odisha

|| कार्यालय जिला पुलिस अधीक्षक, उदयपुर (राज.) ||
जिला उदयपुर
समयत शान्तिनाथ,
जिला उदयपुर।

दिना: बुधवार १५/०३/२०१०

The background of the page is a repeating pattern of thought bubbles. Some bubbles are filled with a vibrant green color, while others are white with a black outline. The bubbles vary in size and are scattered across the entire page, creating a dynamic and thoughtful visual environment.

*COLLABORATE
THROUGH INTEGRATED
EFFORTS BETWEEN CHILDREN,
THE STATE, CIVIL SOCIETY,
CORPORATES AND COMMUNITY*



THE CHILDLINE NETWORK IN 2009-10

The Services Department is the core of CHILDLINE India Foundation (CIF) and is responsible for the expansion of the CHILDLINE service to new locations and facilitation towards effective quality service delivery in locations where the service is currently functional.

CHILDLINE NETWORKING AND FACILITATION VISITS

CHILDLINE is now functional in 83 cities across the country with 215 partners. CIF undertakes visits to each of the ongoing cities to ensure effective quality service delivery. These visits are undertaken twice in a year. The Services team completed 154 networking visits to ensure the smooth running of the CHILDLINE service in the various cities:

Region	Visits
North	33
South	50
East	38
West	33
Total	154



CHILDLINE PREPARATORY VISITS

The MWCD has approved the expansion of CHILDLINE to 30 new locations in the year 2009-10. Preparatory activity has commenced in many locations. In-house training of the CHILDLINE team to prepare them for implementation of the CHILDLINE service has taken place in two locations. Zone-wise details of preparatory visits are outlined as under:

Region	Visits	In-house training of CHILDLINE teams
North	10	0
South	09	1
East	51	0
West	11	1
Total	35	2



REGIONAL OVERVIEW OF ACTIVITIES DURING THE YEAR 2009-10

NORTH: The region caters to 16 CHILDLINEs across the states of Rajasthan, Uttar Pradesh, Punjab, Haryana, Himachal Pradesh, Delhi, Chandigarh and Jammu & Kashmir.

ALLAHABAD

During the year, circulars were issued to the Transport Department, Railways and FM channels for broadcasting CHILDLINE message. The Additional District Magistrate (ADM) had asked for support from CHILDLINE for child labour cases of the labour department. The ADM assured that the labour department would coordinate with CHILDLINE in cases of rescue and an additional person would be brought on the job to ensure that children are speedily produced to the ADM.

ALWAR

CHILDLINE Alwar hosted second Kacchi Basti Cricket Tournament for aspiring cricketers from 20 Kacchi Bastis and created awareness on CHILDLINE. About 300 volunteers registered with CHILDLINE after the tournament.

DELHI

During the year under review, a meeting was held between CHILDLINE and Secretary Labour. After the meeting with the Secretary Labour, out of the 16 CHILDLINE cases of child labour pending for rescue, four cases have been responded to and 12 are being followed up. The Secretary WCD, Delhi State Government declared that the State Government will contribute resources to strengthen CHILDLINE



ongoing basis. The team is currently brainstorming on a proposal to strengthen CHILDLINE rescue efforts with additional funds such as vehicles, personnel to facilitate rescue.

GORAKHPUR

CHILDLINE team met porters at Roadway Bus Stand and Railways Bus Stand to orient them on their role in prevention of trafficking. It was agreed that CHILDLINE team would follow-up with the porters during their outreach and awareness programs.

The Assistant General Manager, State Bank of India sponsored funds for printing 3000 CHILDLINE stickers

CHILDLINE Gorakhpur conducted awareness camp among slum children and taxi drivers during Republic Day celebrations. The taxi drivers' were appointed as members of Caring Group.

On December 23, 2009, CHILDLINE Gorakhpur celebrated Christmas with children from slums, railway station, National Child Labor Project (NCLP) at St. Joseph's Campus. A total of 55 children participated in the programme.

CHILDLINE Gorakhpur organized an AIDS awareness camp for the Street children. A movie on HIV was screened for the children and discussion was carried out. In addition, the children were also informed about the negative aspects of consumption of drugs.

JAMMU

The Inspector General of Police has issued circular to all SHO (station officers) for cooperation to be extended to the CHILDLINE team. The CHILDLINE Jammu is part of the CDPO meetings of Directorate of Social Welfare to orient them about CHILDLINE. The Chief Medical Officer, Health and Family Welfare has issued a circular to all urban health centres and evening clinics to make them aware about CHILDLINE and seeking their cooperation.

MEERUT

On December 29, 2009, the District Probation Officer (DPO) expressed his support to conduct CAB meeting

and directed that the Municipal commissioner, District Transport officer, Basic Shiksha Adhikari, District Information Officer and District Entertainment officer should also be included in the local CHILDLINE Advisory Board.

SOUTH: This region caters to 28 CHILDLINEs across the states of Tamil Nadu, Kerala, Andhra Pradesh, Karnataka, and Andaman & Nicobar Islands

BENGALURU

On March 2, 2010, an awareness programme on Juvenile Justice Care and Protection was organised by Bengaluru University and Karnataka State Commission Protection of Child Rights (KSCPCR), Empowerment of Children and Human Rights Organisation (ECHO), National Law College, Bengaluru, Child Rights Trust and CHILDLINE Bengaluru at the Central College, Bengaluru. The programme aimed to orient the audience about JJ Act and protection of Juvenile Justice to the students so that they would have a deeper understanding of the legalities involved in children's issues and how CHILDLINE services can be used to help the victims.

CHENNAI

On September 18, SS Music TV, the official sponsors of the Chennai Marathon, captured the activities of CHILDLINE in South Regional Resource Centre for promotion of the Marathon. 32 members from CHILDLINE Chennai and CIF participated in Chennai Marathon on September 27, 2009. CHILDLINE team ran for the cause of "Say No to Child Labour."

On March 29, 2010, a Human Chain was organised by the Department of Child Labour at Anna Nagar Round Tana to create awareness on domestic child labour. Around 20 CHILDLINE Chennai members participated along with college students.

COIMBATORE

CHILDLINE Coimbatore participated in the month long exhibition organised by the District Social Welfare Office during May 2009. CHILDLINE team members initiated, anti-child beggary awareness programme with the support from the police. About

10,000 hand bills were distributed during the programme. The next multi approach movement was planned to be held along with City Corporation to rescue, warn and to rehabilitate along with CWC referring them to their respective cities. A short film was released for publicity in theaters and for local channels.

CUDDALORE

The District Collector issued a circular to Police and Health Departments to cooperate with CHILDLINE during interventions. With a view to expedite the awareness of CHILDLINE-1098, CHILDLINE Cuddalore set up a special awareness stalls at the bus stand during the festival time and a special stall at Silver Beach during the Kodai Vizha summer festival.

GULBARGA

On March 2009, CHILDLINE Gulbarga was initiated with funding from the Zila Parishad under direction of the State Ministry of Women and Child Development. The Department of Public Instruction issued a circular to all education departments about making schools an effective medium of creating awareness about CHILDLINE. The auto drivers, municipal corporators and youth groups were targeted to elicit their support in identification of cases as well as creation of awareness about the CHILDLINE Service. The SP, Police and CEO, Gulbarga District signed identity cards for the CHILDLINE team.

A one-day capacity building program for the CHILDLINE Gulbarga team on perspective building for child rights and child protection was organized in September 2009. CIF organized a capacity building





program for Gulbarga CHILDLINE on December 10th & 11th, 2009.

As a part of an outreach program, a street play was held at SSL Law College Gulbarga to create awareness about the CHILDLINE service. CHILDLINE in association with Chamber of Commerce & Industries and Disabled Welfare Department, Gulbarga organised sports meet for disabled children on 14th November.

KANNUR

CHILDLINE Kannur in association with District Social Welfare Department, Education, Information and Media conducted exam-related stress management telephone counseling programme for SSLC and Plus Two students to prevent stress and consequent suicidal tendencies among adolescent children.

In collaboration with KSRTC Kannur, CHILDLINE arranged training for newly appointed bus conductors. Mr. Abdul Kareem, the Depot Engineer, invited CHILDLINE to train the newly selected bus conductors about child rights during the District level Consultation. On March 15, 2010, 60 conductors participated in the programme.

KANYAKUMARI

Good Hope organized an awareness programme for school dropouts and children involved in child labour on April 14. CHILDLINE team talked about child rights and child protection through a puppet show.

CHILDLINE team arranged a psycho-social

counseling for the Sri Lankan refugee children on September 29. 50 children from 4 camps -Pazhavilai, Perumal puram, Pacodu and Kaliyakkavilai participated in the same.

CHILDLINE team members participated in the coordination meeting of NGOs by the Social Action Movement (SAM) at the Centre for Appropriate Technology (CAT) on April 14. CHILDLINE team members talked about child's rights, CHILDLINE and its role. During the meet, representatives from the NGO's discussed the major issues of children in Kanyakumari district. The NGOs requested CHILDLINE to initiate possible steps to eradicate child beggary in the district.

CHILDLINE organised a rally on Anti child labour in Vadesary on June 12. It was inaugurated by the District Collector as a gesture of his support.

KASARAGOD

CHILDLINE Kasaragod in collaboration with CIF hosted the Multi Allied Consultations at Kasaragod. Some takeaways of the consultation was to initiate an Anti child beggary camp in Kasaragod and form a District Level Committee for Child labour rescue as per the Government of India Protocol.

KOCHI

CHILDLINE Kochi, in association with Labour Department, organized awareness campaign on Anti-child labour in the district. During the awareness campaign, CHILDLINE observed Anti Child Labour Day on June 12 and seminar on Child Labour Prohibition and Rehabilitation in Ernakulam District.

CHILDLINE Kochi, Rajagiri Outreach and Cochin Corporation organized a series of workshops to create awareness on child rights, personality development and exam preparations. The workshop was attended by 3000 students who were taught methods and techniques for reducing and eradicating exam tension.

KOZHICODE

On November 19, 2009, CHILDLINE Kozhikode in collaboration with Free Birds Kozhikode organized a



programme on the world day for the prevention of child abuse. Mr. Rajeev Mallisery, Advocate delivered a talk on 'Child Rights to the children and a drawing competition on the theme of Child beggary was held on the Children's day.

HYDERABAD

On August 15, 2009, CHILDLINE awareness program was organized for children as a part of the Independence Day celebration. CHILDLINE Hyderabad Collab and Nodal conducted awareness at Kharithabad on the occasion of Ganesh festival. CHILDLINE team member interacted with the general public and distributed CHILDLINE poster and brochures.

MADURAI

CHILDLINE India Foundation in association with MaFoi Foundation provided medical help and sponsorship for children referred by CHILDLINE in Chennai, Kanchipuram and Madurai.

CHILDLINE was supported in this initiative by BSNL who created a buzz through a SMS campaign reaching

1.3 lakh Madurai Mobile subscribers. BSNL also printed the CHILDLINE message on BSNL Maduari telephone bills.

MALAPPURAM

CHILDLINE Malappuram in association with Kerala Samskarika Vedhi, an NGO in Puthu Ponnani celebrated the International Children's Books Day on April 2, 2009. 150 children participated in the programme.

On June 12, 2009, a rally and seminar on Anti-child labour was organised as part of the World Day against Child Labour. 250 students from different schools from Malappuram took part in the rally from Kottappadi to Kunnummal.

MANGALORE

CIF facilitated a meeting with CWC members and Directors of CHILDLINE Mangalore at Mangalore. 15 students from the slum area were provided transportation facility to go to school with the support from the Lions Club Mangalore, in Mangaladevi.

CHILDLINE observed 20th year of Convention on the Rights of Child (CRC) by creating awareness in schools about child rights.

CHILDLINE booths were set up at different public spaces during festivals namely Karavali Utsav and a street play to eradicate begging.

THIRUVANTHAPURAM

CHILDLINE Thiruvanthapuram with the the support from residential associations, libraries and CHILDLINE clubs in the district conducted awareness

BSNL LANDLINE		भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED			BILL MAIL SERVICE POSTAGE PREPAID
मदुरै वृत्तसंचार जिला Office of G.M., Dibrugarh, Madurai - 625 002 Service-Tel No. AAGC85578/GGT367, Fax No. AAGC855706 TIN NO : 33270640919					
Exchange Code	Operational and Telephone No.	Subscriber and Consumer No.	LR and Rate	Local Post	<p>IN CASE OF CHILDREN IN NEED OF CARE AND PROTECTION, "DIAL 1098" MADURAI CHILDLINE FOUNDATION AT FREE OF COST.</p>
0564	2281757	7015524131	TR46730096/100300	1.45	
LR Code and LR Rate	GRADE KENNET FOUNDATION HOSPITAL 34 KENNET ROAD MADURAI 625010, TN				
LR Code and LR Rate	25JUL09				
Toll Free 1098		1098		1098	
230.00		10.00		240.00	

camps in theatres, public announcements in KSRTC bus stands and clubs in the schools.

The pre-exam sessions 'Fear free exam' were conducted in various schools in the district.

CHILDLINE in association with the Labour Department organised street plays, exhibition, and painting competition for school children during the Anti Child Labour Day.

Kishori Shakthi Yojana (KSY): Under this scheme, School counselors were appointed in 163 ICDS blocks in Kerala with an aim to provide counseling to students. Child rights and CHILDLINE were part of the training module imparted to them.

During the Children's day and the Child rights week, CHILDLINE organised jeep campaign, street play, announcements, poster exhibition and awareness in railway stations from Palakkad to Thiruvananthapuram with the support of MSW students of Loyola College of Social Sciences.

In addition, phone-in programmes with the FM radios to CHILDLINE and linkages, CHILDLINE's presence in popular TV shows, linkage with government owned education channel "victors", networking with the balasabhas of Kudumbasree, write ups in newspapers and magazines related to children and sign boards in important places in the city were carried out.

TIRUNELVELI

CHILDLINE stall was set up as part of a Government exhibition from June 25 to August 09, 2009. About 1000 school children and 3,56,000 people visited the stall.

The major advocacy initiatives through the meetings include the permission to conduct awareness programme to different departments, digital boards on Childline 1098 in public places, slide shows in cinemas, advertisements in FM radio and other local channels, anti child beggary campaign and awareness programmes in all schools.

THRISSUR

"Andhivilaku" (evening lamp), an evening life skill

education programme was launched during the CHILDLINE Advisory Board on November 19, 2009. The District Administration and Thrissur Corporation were an integral part of this venture.

CHILDLINE Thrissur, in association with Vimala College Social Work Department conducted a survey of children of migrant families in and around Thrissur.

The 'Hunger Free Child', a programme for free meals for needy children two times a day, sponsored by Padmasree M.S.Menon, was launched as a subsidiary programme of "Andhivalaku" on December 29, 2009.

The Sarva Shiksha Abhiyaan came forward in conducting the evening classes for the children. CHILDLINE has been assigned the mandate to carry out this programme.

CHILDLINE Thrissur in association with Kerala Lalitha Kala Academy organised three day painting workshop for children living in slums.

CHILDLINE organised a day long summer camp for the children on May 23, 2009. CHILDLINE was promoted through stickers in K.S.R.T.C and private buses.

CHILDLINE observed World Anti-Child Labour Day on June 12, 2009 at Jawahar Balabhavan, Thrissur. The District Deputy Education Officer issued a circular to all schools on surveillance of substance abuse among the children. In addition to this, the District collector has expressed his willingness to sanction funds for awareness programmes.



TRICHY

CHILDLINE team discovered that more than 60% of the children who had been rescued from beggary in Trichy belonged to the Gandhinagar and Nagamangalam. CHILDLINE Nodal Trichy in collaboration with Department of Social Work, organized awareness programme on “Anti-Child Beggary” with the allied departments at Gandhinagar and Nagamanglam.

CHILDLINE Trichy participated in the Independence Day celebration programme at Anna Stadium in Tiruchirappalli District.

CHILDLINE Trichy created an awareness programme among the high schools in the city with an aim to prevent dropouts and improve girl child education. As a part of the programme, it distributed study materials to 150 children.

CHILDLINE- Trichy organised Children Parliaments in slum areas in the city aimed to ensure support and sensitization on child protection services.

As a part of Children's day celebrations, 50 school children who have been identified as orphans or children of single parent through children parliament members from slum areas in Tiruchirappalli. With support of doctors association, the adopted children could provided with fees, note books, and uniforms till the completion of their education.

VISHAKHAPATNAM

The Regional Manager of APSRTC issued permission to place posters in the reservation counters and other prime areas in the bus station complex.

VIJAYAWADA

CHILDLINE Vijayawada received an award of Certificate of appreciation for rescue and rehabilitation of child labourers. This was presented at the Republic Day Celebrations, by the District Collector.

CHILDLINE Vijayawada organized a workshop for the officials of Govt Railway Police (GRP) on February 17, 2010. It was attended by Circle Inspectors, Sub Inspectors and constables.

EAST: This region caters to 22 CHILDLINES across the states of West Bengal, Odisha, Bihar, Jharkhand, Meghalaya, Tripura, Manipur and Assam.

KOLKATA

During the meeting with CWC Kolkata, CHILDLINE expressed the need for uniform guidelines to be formulated for all CWCs in West Bengal for better implementation of the Juvenile Justice System.

CHILDLINE India Foundation in association with Department of Social Welfare facilitated a meeting with various stakeholders involved in the Juvenile Justice System. The meeting was to develop working and standardised procedures required in the implementation of the Juvenile Justice (Care and



Protection Act, 2000) and to form a working group with representation from shelter homes, CWCs across West Bengal. The working group would be convened by the Department of Social Welfare with CIF as the Joint Convenor to address issues in the implementation of the JJ System and build capacity of the stakeholders where CIF can facilitate inter state linkages.

On January 10, 2010, CHILDLINE Kolkata in association with the Institute of Psychological and Educational Research, organised an awareness programme on child marriage and child trafficking. A group of children from CHILDLINE performed a drama on child labour. CHILDLINE leaflets, stickers and newsletters were distributed among the children, their parents during the programme.

On February 15, 2010, CHILDLINE Kolkata Collab in association with the Don Bosco Ashalayam organized an outing for children at Aque Merina, Bandel, Hooghly. It had various activities such as rides, sessions and games and so on.

On March 20, 2010, a State-Level Consultation workshop on CHILDLINE and ICPS was held in Kolkata. The formal inauguration of the documentary film created by CHILDLINE India Foundation in Bengali directed by Subha Das Mallick on CHILDLINE was held in Kolkata. The film tells the story of a village girl who was rescued from the clutches of traffickers by CHILDLINE.

CHILDLINE India Foundation in association with CINI ASHA, Kolkata Police, Juvenile Justice Board, Kolkata and Child Welfare Committee, Kolkata conducted the first phase of the police orientation program on March 20, 2010. On the first day of the program, 16 police stations under the jurisdiction of Kolkata police were covered. Participants from Womens' Grievance Cell and Immoral Trafficking section of Lalbazar also joined the program.

AGARTALA

CHILDLINE Agartala received sponsorship for the hoarding to spread CHILDLINE buzz.

The District Magistrate also appealed to all local private telecom service providers to support CHILDLINE by providing free connectivity to 1098.

BERHAMPUR

The Yellow Ribbon Campaign "YES to prevention of child abuse" was initiated by CHILDLINE Berhampur on 14th November, 2009. The initiative was supported by Indian Society for Rural Development (ISRD), the collaborating agency of CHILDLINE Berhampur. The campaign was flagged off by Sri V.Karthikeya Pandian, IAS, District Collector and Magistrate of Ganjam District with a vision to combat abuse and violence against children.

CUTTACK

On 6 January, 2010, CHILDLINE Cuttack organised Bal Samaroh for the children. The Children from slum,

child care institutions, NCLP schools and local community participated in the event

DARBHANGA

CHILDLINE Darbhanga achieved a major breakthrough in its long effort of advocacy with the existing local block level administration when the first official meeting for the formation of CHILDLINE Block-level Advisory board.

CHILDLINE Block-level Advisory board was initiated at Manigacchi Block under the chairmanship of the BDO on February 10. The meeting was called by BDO as a chair of the CAB (Block level) for support from all existing block-level officials in enhancing the efficacy



of CHILDLINE functioning and allowing ventilation of CHILDLINE in various spheres of schemes and administrative bodies existing for the development of children.

GUWAHATI

CHILDLINE's messages were printed on the BSNL envelopes. The Joint Director of Health Service issued a circular to the Divisional Medical and Health Officer to support CHILDLINE.

IMPHAL

During the CAB meeting, it was decided that the chairperson shall approach Principal of Manipur Police Training Centre to permit CHILDLINE to conduct awareness programme on CHILDLINE. It was decided

plan, child friendly Gram Panchayat, mainstreaming of working children from most economically backward families at NCLP Schools, logistical support to ICDS centers and educational support to children from most economically backward families.

This success story has been replicated at Joypur Gram Panchayat of Khargram Block, Jagtai II, Aurangabad – I of Suti II Block, Kanchantala & Dogachhi-Nowpara of Samsherganj Block.

On March 15, 2010, during the CAB meeting Ms. Prajna Paromita Choudhury, Coordinator, CINI



Murshidabad spoke about how CHILDLINE in Murshidabad adds to the ICPS objectives and focuses on some of the requirements like issues of mentally challenged children, children with multiple disabilities. The other decisions given importance were 'dealing protocol with children' to be written at all Police Stations, 1098 connectivity on Vodafone, Aircel, Reliance, Airtel and MTS and incorporation of CHILDLINE weblink in district website.

PATNA

The ERRC, CIF was invited for their inputs and feedback to the Social Welfare Department Bihar on formation of State Rules for the Juvenile Justice Act.

The Petition to JJB under section 10&21 of the JJ Act to look into the case where three children alleged to have committed a crime was sent to jail and their pictures

were printed in the newspapers. The resident editor of Hindustan Times wrote an official apology on the issue.

The Meeting with Principal Secretary Social Welfare, Bihar resulted in a revised circular to Assistant Director Social, for speedy action and cooperation with CHILDLINE. There was a meeting with District Child Protection Unit (DCPU) for orientation and linkages to CHILDLINE. There was a meeting with Chief Secretary Bihar for formation of a State Advisory Board for CHILDLINES in Bihar.

A circular was issued to the police department officials by the Principal Secretary Home to extend cooperation to CHILDLINE.

CHILDLINE has been incorporated in NIC official websites in the five CHILDLINE districts in Bihar. BDO has issued notification and allotted office space to CHILDLINE within Block office.

CHILDLINE Patna organized a consultation with the GRP and RPF at Patna Sahib Railway station on September 22, 2009. It had 38 participants including GRP and RPF officials, and CHILDLINE Patna members. The consultation included a sharing of the case-interventions done by CHILDLINE Patna and particularly those done with the assistance of the GRP. There were discussions on the challenges faced while intervening on cases received through the railway stations. The GRP present were oriented on the various sections of the JJ Act and important relevant chapters of child protection and child-friendly legislations.

On National Girl Child Day, a programme was organized to provide gender sensitivity and gender justice. CHILDLINE Patna put up CHILDLINE stall for creating awareness on CHILDLINE at Bihar State Mahadalit rally in Gandhi Maidan.

CHILDLINE collaborated with ANM Graduation Programme. The minister for Art, Culture and Youth, Govt. of Bihar Srimati Renu Devi visited the collab (Tripolia Hospital) in her course of participation in the ANM School of Nursing for graduation ceremony.

PURI

CIF in association with Plan International organized a

district-level workshop on child marriage, child trafficking and female foeticide in Puri, Odisha. The ERRRC, CIF conducted sessions on CHILDLINE and its role in intervention on the above mentioned issues, as well the role and responsibility of Child Welfare Committees in addressing the above.

ROURKELA

The Education department issued letter to the District Inspector of Schools for wall writings on CHILDLINE message in every primary schools.

The ADM issued a circular to all RTO, Rourkela Steel Plant and PCO Booth Owner to provide free space for CL message. It will issue circular to Police Department to allow CHILDLINE to present their activities in District Crime Meeting and to DIC Department for hosting CHILDLINE website in the District website

On November 10 - 11, 2009, CHILDLINE Rourkela organised a workshop at the Gurudwara Hall, Rourkela on CHILDLINE, Human Trafficking and the Forest Rights Act. The main objective of conducting this meeting was to spread awareness among tribal girls and women on trafficking and the Forest Rights Act and the role of CHILDLINE concerning these issues. Apart from this, the rehabilitation of victims was also a major part of this sensitization programme. The participants were mainly community leaders or elected PRI members of the area. About 320 tribal people of Jharkhand, Odisha and Chattisgarh participated in the programme.

SITAMARHI

CHILDLINE Sitamarhi took out a jhaanki on a parade ground on the occasion of Republic Day celebrations. The jhaanki reflected the working pattern of CHILDLINE and was decorated with CHILDLINE banners, posters and handbills. On December 28, CHILDLINE organized a mela stall and banner hanging programme during Tajiya mela held at Hawaii field Dumra. During this period, CHILDLINE team members announced CHILDLINE's message through loud-speaker and distributed the handbills.

From January 10-15, 2010, CHILDLINE Sitamarhi set

up a stall at the Patna woollen mela organized near Janki Sthan. The people who visited the CHILDLINE Stall were provided information on CHILDLINE.

CHILDLINE Parihar set-up a CHILDLINE stall at Naranga mela ground from January 16-25, 2010. The stall was decorated with CHILDLINE banners and posters. The visitors at the CHILDLINE stall were provided information on CHILDLINE and its functioning. Around 193 cases of child-lost were reported at the CHILDLINE stall. It acted as a great exhibition of CHILDLINE functioning.

SHILLONG

The CAB meeting was chaired by Chief Secretary, Meghalaya who directed the SWD Government of Meghalaya to follow up on the implementation of ICPS. He further directed the department to complete signing of MOU within this financial year i.e. 2009-2010.

Ms. Loma Jyrwa, Additional Director of Social Welfare Department acknowledged the lack of shelter homes for children with disability and said that NGOs with special skills and professionals could be explored and grant-in-aids from government could be given to them. Honourable Chief Secretary suggested exploring the possibility of identifying the NGOs working on the issue for providing governmental assistance.

Mr. P. S. Dkhar, Director of District Information and Public Relation assured to extend support towards creating awareness on child labour and also shared his plans of putting up hoardings in Shillong and Jowai on various social issues including child labour.

CHILDLINE website link was put up on the Meghalaya State Police Website. There was a joint programme with Shillong FM (SFM) to celebrate CHILDLINE'S Birthday and a joint programme with police department on Children's Day

PASCHIM MEDINIPUR

The CDPO and Supervisor of ICDS met to establish linkages with CHILDLINE which would conduct outreach and open house in various communities of the district with the help of the CDPO.

Interventions in Aila Disaster:

CHILDLINE India Foundation in partnership with Sabuj Sangha, CHILDLINE collaborative agency in South 24 Parganas undertook rehabilitation support activities in Herambagopalpur, Achintyanagar (K Plot) and Brojoballabhpur, in South 24 Parganas district which was severely impacted by the Aila Cyclone that struck on the May 25, 2009.

The vulnerabilities of the children in the Sunderbans were compounded manifold, after the cyclone flooded the villages due to breached embankments, and that it could take 3-4 years of good monsoon to offset the damage done to water in the region.

In the first phase, milk and biscuits were distributed to more than 5000 children through the Integrated Child Development Scheme (ICDS) infrastructure for a period of 5 days till the district's ICDS mid-day meal program was re-started. The ICDS centre premises were used to conduct recreation sessions for children helping them to cope with the sudden disaster related stress. This provided some relief to their parents and guardians during the process of restoration to normalcy..

The support activities by CHILDLINE were aimed to revive the ICDS centres and restore the behaviour of school going among these children. It was important since children out of school are more vulnerable to abuse and exploitation. The support by CHILDLINE continued in the 2 mentioned GPs for 5 days from June 10-14, 2009.

During the support activities, CHILDLINE identified 5 orphan children who had lost their parents, and rehabilitated the children through the Child Welfare Committee. The support activities in Brojoballabhpur continued from June 17-23, 2009. Around 2800 children were distributed with milk and biscuits through ICDS centres and Free Primary Schools. Most importantly, the resumption of the ICDS centres and the free primary schools helped in resuming educational activities for the school children and provide an enabling environment for their protection and development.

The database of children and affected communities compiled by CHILDLINE were shared with the Sunderbans Development Board representatives from Forest Department, NGOs, District Administration officials and Minister for Forests. Further these NGOs undertook preventive programs in the affected communities, workshops with adolescent girls in temporary camps, awareness campaigns at the community level to empower them with knowledge and protect the children from potential traffickers. CHILDLINE facilitated the revival of ICDS program as a centre for protection and relief for the children, prior to exit from the affected locations.

WEST: This region caters to 17 CHILDLINES across the states of Maharashtra, Madhya Pradesh, Gujarat and Goa

AHMEDABAD

CHILDLINE in association with Lodge Fellowship 140 and Unnat organised a health check up camp for children from a slum area near V S Hospital. The doctors from the Department of Paediatrics, VS Hospital and Department of Anaesthesiology, Cancer Hospital attended the camp. The Anganwadi staff of Unnat provided services of registration, distribution of medicine and other arrangements during the camp and the staff of CHILDLINE arranged for infrastructure and launched an information campaign in the locality. In total, 96 children were examined during the camp.

AHMEDNAGAR

The Superintendent of Police agreed to issue a circular to all police stations seeking their cooperation in CHILDLINE cases. This includes providing police vehicle for the cases received late in the night. The GM/BSNL has been requested to give a circular addressed to the PCO owners seeking their cooperation in providing accessibility to 1098 service for children. CHILDLINE team is in receipt of this circular and is making use of it during outreach.

AURANGABAD

The Divisional Railway Manager permitted announcements on CHILDLINE, thrice a day.



The Education Officer has given permission for CHILDLINE hoardings in Municipal Schools.

The Labour commissioner has inserted CHILDLINE number and logo in their posters on awareness about child labour and handed over 10,000 such posters to CHILDLINE Aurangabad.

The City Coordinator is member of the project committee, initiated by Municipal Corporation & Yashada (Maharashtra State Training Unit) on child right issues.

BARODA

The Dean of Baroda Government Hospital issued a circular requesting the staff to cooperate with CHILDLINE in cases of the children referred by CHILDLINE.

The Social Defence Officer has issued a circular to all CWC members and government homes to cooperate with CHILDLINE. All India Radio made announcements about CHILDLINE during peak hours. District Collector of Baroda has been very proactive and has agreed to help for creating CHILDLINE publicity by flashing its message in local cable channels and also by showing a slide on CHILDLINE in every theatre of the city.

BHOPAL

On January 20, 2010, CHILDLINE celebrated its 10th Anniversary at Bal Bhawan, Bhopal. Baby Archana, Chief Guest for the programme (First case of Bhopal Childline) released souvenir of CHILDLINE.

On December 05, 2009, Aarambh in association with CHILDLINE organized a program for children at BHEL ground.

GWALIOR

The Radio Lemon Chaska and BIG FM agreed to create awareness on CHILDLINE every week. The District Collector and SP have signed CHILDLINE identity cards.

The Railway Manager agreed to provide space to put up CHILDLINE hoardings at Gwalior Railways station and has provided space to CHILDLINE team members to conduct CHILDLINE activities with children in the railway premises.

CHILDLINE Gwalior formed a children's group "Child Right Protective" in a slum area to create awareness about CHILDLINE services in September. CHILDLINE has formed 10 children groups with 95 child volunteers. To run these groups, CHILDLINE conducts monthly meetings and awareness programmes with them and also holds rallies and open houses.

CHILDLINE in association with Achleshwar Trust distributed books for the children in slum area. About 65 children were given books as educational support.

NAGPUR

CHILDLINE Nagpur in association with Chartered Accounts Institute, an NGO organized educational kits containing books, stationery, uniforms, and shoes amounting to Rs.500/- per kit. The total amount mobilized was Rs.100,000/-.

On January 31, 2010, CHILDLINE Nagpur team and 25 student volunteers from Matru Sewa Sangh Institute of Social Work participated in the Nagpur International Marathon which was organised on the International Day for Non-Violence by the Maratha Lancers, Nagpur.

MUMBAI

After the children were rescued from labour situation in a lighter-making factory in Dharavi when an explosion resulted in the death of children, FIR was registered and a committee of NGOs was formed to follow up on the case and act as a pressure group to ensure legal action against the employer. Labour Department has ensured

investigation into the case. There was a directive to District Collector for compensation to families of rescued children under the Child Labour Act. The CHILDLINE team is following up on the same.

CHILDLINE Mumbai organized awareness programmes on CHILDLINE in different areas of Mumbai during Ganesh Festival. The team had set up CHILDLINE kiosk, performed street play on the issue of child labour and made announcements on CHILDLINE Activities. The team members distributed CHILDLINE ribbons, posters and other awareness materials on the occasion. The CHILDLINE team members, street children and student volunteers from social work colleges like TISS and Nirmala Niketan participated in the Outreach Programme.

On January 15, 2010, CHILDLINE celebrated the Mumbai Street Children's Party at BMC Krida Bhavan, Dadar. This was the 13th CHILDLINE birthday party. The event was sponsored by Turner. 1000 street kids from across Mumbai, Thane and Kalyan and Mumbai CHILDLINE team members came together to party. A huge congregation of the Child Helpline International, Asia Pacific members, in town for a conference, also participated the party and danced with the kids.

CHILDLINE Mumbai conducted a day long sessions with delegates of Asia Pacific Child Helpline International regional meet, on outreach strategies used by them in two locations, Kherwadi area in Bandra and Dahisar. Kiosks were put up in the planned areas and the teams carried CHILDLINE messages through



loudspeakers and mikes. A street play and puppet show was performed on the issues of domestic child labour and child sexual abuse respectively..

CHILDLINE Mumbai participated in 'Celebrate Bandra festival' in Mumbai from November 15-27, 2009 to spread awareness about 'CHILDLINE 1098 emergency service through puppet shows and kiosks in different places like Bandra promenades, Carter Road and Bandstand.

A three-day street theatre workshop was conducted for the CIU team and representative from Mumbai and Thane CL from February 16 – 18, 2010 at JJ nursing home, Akxa.

UJJAIN

The Superintendent of Police agreed to issue a circular requesting all police stations and police personnel to co-operate with the CHILDLINE team. He has agreed to publish the CHILDLINE logo on the district police website.

The Director of WCD agreed to provide space to put up CHILDLINE hoardings at five major areas in the city. BSNL has agreed to print CHILDLINE information on the telephone bills for two months.

The Nest' Urban Community Development (UCD) Initiative, Pune paid a visit to CIF to gain an understanding of CHILDLINE 1098 service and its functions and to explore potential areas of collaboration. The WRRC coordinated and facilitated the said visit.

NEED ASSESSMENT STUDY (NAS)

Each city or district is unique with its own set of needs and services available and its own set of child related issues and problems. The Need Assessment Study (NAS) is one such systematic study of the city/district that determines the needs of children and the needs of CHILDLINE. This study is conducted with the help of the city/district level organizations or academic institutions and involves both children and adults as participants and interviewers.

The Need Assessment Study Report comprises of secondary data of the city/district that would provide

the general information of the city and situation of children in the city. Primary research with children and adults provides the basic profile of the children, socio-economic status of the children, problems/issues faced, services available, kind of services the children need, their expectations, existing helpline services, kind of service they require and their expectation from the same. The city Resource Directory, a compilation of all organizations in the city/district working with children, provides detailed information on all the child related services available in the city/district like the organization's intake policy, target focus, contact person apart from the name and address of the organization.

The City/District Mapping provides an overall view of the situation such as spotting of areas where the various

categories of children are likely to be found, areas where calls are expected from, availability of resources such as NGOs, police stations, hospitals, school etc; administration offices and prominent areas in the city such as bus stands, railway stations etc. and mapping of existing government and non-government activities for child protection in the city.

The NAS provides an insight to questions like "Why is CHILDLINE needed?, Why would children call up a helpline?, Whether CHILDLINE is needed at all?" During the year NAS was carried out in Ghaziabad, Faridabad, Jabalpur, Khandwa, Neemach, Ratlam, Surat, Bhavnagar, Sagar, Palani, Sivaksi, Thiruvannamalai, Vellore, Tirupathi, Darjeeling, North 24 Pargannas and Burdwan. These studies were funded by Stichting Kinderpostzegels Nederland.

PARTNERSHIP MEETS DURING THE YEAR

CIF's regional meets provide the critical platform necessary for the network to grow, learn and flourish. The meet allows for the sharing of best practices and addressing some of the challenging issues affecting CHILDLINES. These meetings provide renewed energy amongst the network on how to best serve the needs of children.



Meets during the year

Region	Dates	City	Participants
North	September 11- 12 , 2009	Lucknow	Team Members
	September 11- 12 , 2009		Coordinators
	September 17, 2009		Directors & Coordinators
South	October 26-27, 2009	Kochi	Team Members
	October 28-30, 2009		Coordinators
	October 31, 2009		Directors & Coordinators
East	December 14-15, 2009	Kolkata	Team Members
	December 16-18, 2009		Coordinators
	December 19,2009		Directors & Coordinators
West	October 21-22, 2009	Mumbai	Team Members
	October 23-25,2009		Coordinators
	October 26,2009		Directors & Coordinators
National	November 25-27, 2009	Delhi	CHILDLINE Directors

CHILDLINE NATIONAL PARTNERSHIP MEET

The 11th National Partnership Meet (NPM), the annual meeting of CHILDLINE Directors, was held in Delhi from December 25 – 27, 2009. This meet witnessed sharing of achievements, challenges and strategies of the CHILDLINE network.

The CHILDLINE network appreciated CIF lobbying and advocacy efforts with the Government of India and sought to actively take part in these efforts. To address this, the creation of a CHILDLINE taskforce was proposed. This taskforce would brainstorm and create the required structure and process flow to make sure the network could actively participate in the lobbying and advocacy efforts of CHILDLINE.

The two day deliberations touched upon issues from creating structure and process flow to make sure the network could actively participate in the advocacy efforts, into a more technologically advanced service delivery model. The CHILDLINE network accepted the transition to the Centralized Contact Centre model of operations. However, operational difficulties faced during the transition were a major concern. CIF committed that it would create an email complaint box to ensure prompt action on complaints and to review the process.

The lack of connectivity to 1098 has created a negative impact on the number of calls being received by CHILDLINE 1098. CIF acknowledged that connectivity is complex and that there is limited control. CIF has been engaged in advocacy on this issue both locally and nationally with constant follow up over the last six years. It was decided that CIF would put together a system with clear roles from local to national that would be built into the networking and facilitation services to the city by CIF.

The State Commissions for Protection of Child Rights (SCPCR) indicated the great potential and scope for collaboration with CHILDLINE and their keenness to work with CHILDLINE on child protection issues that would require the Commission's intervention.

The key take away from the session with the NCPCR was that the Chairperson acknowledged the role of CHILDLINE in catalyzing child protection in the country. She committed willingness of the NCPCR to holding public jury with CHILDLINE on cases in all states of the country. She invited the involvement of CHILDLINE in finalizing the draft offences against Children Bill.



REGIONAL DIRECTORS' AND COORDINATORS' MEETS DURING THE YEAR

NORTH

Directors and Co-ordinators Meet, September 2009

The Directors and Co-ordinators Meet was held in Lucknow on September 17, 2009 and CHILDLINE directors and coordinators shared the achievements by the CHILDLINES. During the meet, discussions were held on the challenges faced by CHILDLINE in terms of service delivery, managing teams and resources, advocacy and networking and the use of technology.

SOUTH

Directors and Co-ordinators Meet, October 2009

This meet held in Kochi on October 31, 2009 focused on the plan of action for the southern region. In addition, it also served as a platform for the various CHILDLINE cities to discuss the achievements during the year, best practices, innovations and challenges they had faced during interventions. The meet was organized at Rajagiri College of Social Sciences, Kochi on October 31, 2009.

EAST

Directors and Co-ordinators Meet, December 2009

CHILDLINE Directors and Coordinators expressed the need to further strengthening the functioning of CHILDLINE by linkage with innovative programme under ICPS on issue specific projects such as

trafficking. The meet also discussed the roles and indicators prepared by the co-ordinators for nodal, collab, support and sub-centre and the plan of action prepared subsequently city wise, for assessment of CHILDLINE performance.

WEST

Directors and Co-ordinators Meet, October 2009

CHILDLINE Directors and Coordinators shared the developments in CHILDLINE across cities, the barriers such as inadequate grant provision, connectivity issues and absence of complete CHILDLINE structure. CHILDLINE directors and coordinators expressed the need to have necessity of a volunteer bank and necessity to improve documentation. In addition, the meet also served as a platform for the various CHILDLINE cities to share their achievements and their best practices.

REGIONAL COORDINATORS' MEET

NORTH

Co-ordinators Meet, September 2009

The 11th CHILDLINE Northern Region meet for Coordinators was held from September 11- 12, 2009 at Lucknow. CHILDLINE team members from northern region participated in the event. During the meet, discussions were held on CHILDLINE Service Delivery, Managing Teams and Resources, Advocacy and Networking and use of Technology.

SOUTH

Co-ordinators Meet, October 2009

The 11th CHILDLINE Southern Region meet for Coordinators was held from October 28-30, 2009. The meet was inaugurated by Dr. Fr. Prasanth, Director, CHILDLINE Kochi, Nodal. The meet discussed child trafficking, child labour and beggary issues and its legal provisions and the Right to Information Act and its relevance to CHILDLINE.

EAST

Co-ordinators Meet, December 2009

The 11th CHILDLINE Eastern Regional meet for Co-ordinators was held at the IITD Thakurpukur from December 16-18. The Presentations on legal intervention in child-labour cases, legal intervention: protocols and challenges, advocacy initiatives, advocacy with police administration and ICPS were held.

WEST

Co-ordinators Meet, December 2009

The 11th Western Regional meet for Co-ordinators was held at the RCF Jet Guest House, Mumbai, from October 23-25, 2009. The team members discussed the concept Child Labour, Magnitude & Western scenario, Child Labour and Bonded Labour: legislations and application was held during the meet.

REGIONAL TEAM MEMBERS' MEET 2009-2010

NORTH

Team Members Meet, September 2009

The 10th Northern Region Team Members meet was held from September 11-12, 2009 at Lucknow. During the meet, workshops on child labour and non-negotiables on child labour with a focus on social/community mobilization/ motivation and discussion on important systems in a village community was held during the meet..

SOUTH

Team Members Meet, October 2009

The 11th CHILDLINE Southern Region Team Members Meet was held at Kochi from October 26-27, 2009. During the meet, sessions for the team members were on understanding and dealing with child sexual abuse cases and role of CHILDLINE .

EAST

Team Members Meet, December 2009

The 11th CHILDLINE Eastern Region Team Members Meet was held from December 14-15, 2009 at Kolkata. During the meet, the speakers elaborated on various skills that team members need like understanding needs of children, active listening, attending and listening skills responding skills, principles of responding etc.

WEST

Team Members Meet, October '09

The 11th Western Region Team Members Meet 2009 was held at Mumbai from November 21-22, 2009. The topics covered during the meet were child labour, concept, magnitude, western scenario on intervention protocols specific to child labour cases etc.

TASK FORCE MEETINGS, MUMBAI



Taskforces

The network acquires invaluable knowledge and expertise from members through its taskforces. During the year, two task forces met: task force on Child Protection Policy and Task force on Missing Children's initiative. Each taskforce steers the strategic direction of CHILDLIBE and enables CIF to work with and for its



partners.

Task Force Meet on Child Protection Policy(CPP) for CHILDLINE

CIF had reviewed and discussed the norms critical to the policy, and a draft document shared with the Task Force members on June 17, 2009 at Mumbai. The Task Force had the objective of recommending the final CPP to the National Partnership Meet 2009. Members of the Task force include: Bijli Malik from IPER Kolkata, Sreelekha Roy from VHAT Agartala, Kasturi Mahapatra from OLS Cuttack, Mausooof Serwer from Crescent Education Kishanganj, Archana Sahay from AARAMBH Bhopal, Mary Arokia from YUVA Mumbai, Fr. Alphonse from Don Bosco Anbu Chennai, Sheila Devaraj from APSA Bengaluru, Fr Dilraj from Asmita Varanasi, Anuradha Sahasrabudde from Dnyana Devi Pune, Veena Lakhumalani from CINI Kolkata, Vasudeva Sharma from CRT Bengaluru, Sudhir Sabat from ISRD Behrampur and Debasis Rath from RUSH Puri. In addition members of Core Committee CIF were a part of the task force.

CHILDLINE partners welcomed the idea and minimum norms and operationalising guidelines for policy were finalised through group work. The two resource persons- Ms.Veena Lakhumalani from CINI-Asha, CHILDLINE Kolkata partner and Frances Rebello from Plan International shared their experiences. Ms.Veena Lakhumalani of CINI Asha, CHILDLINE Kolkata presented the CP policy of CINI-Asha and focused on the non-negotiable norms that the

organisation has chosen to incorporate as the minimum norms.

Frances Rebello from Plan International, made a presentation on need for a clear Child Protection Policy, common understanding and definition of child protection across the network and operational problems in implementation of the CP policy at ground level.

The Taskforce recommended that the network members should adopt common minimum norms of child protection in the form of Child Protection Policy for CHILDLINE, and a presentation of the Policy document, for adoption at the National Partnership Meet, November 2009.

CHILDLINE PROTECTION POLICY (CPP) Adopted

During the CHILDLINE India Foundation, National Partnership Meet at Delhi in November 2009, CHILDLINE network accepted and adopted the CHILDLINE Child Protection Policy (CPP). CHILDLINE partners would sign the document as part of the modified MOU with CIF. CIF would build in training on implementation of the CPP into the agenda of the partnership meets from 2010 onwards.

CHILDLINE Child Protection Policy which forms a guideline for both the CHILDLINE India Foundation and CHILDLINE project of partner organizations. The policy has been formed with a view to ensure practices of the highest standards of child protection amongst CHILDLINE's stakeholders. Therefore it works for all those involved in service delivery.

CHILDLINE Child Protection Policy states that "CHILDLINE 1098, a child rights organisation, is committed to the protection and wellbeing of children." Taking this commitment forward, CHILDLINE adopted a Child Protection Policy to ensure practice of the highest standards of child protection amongst its stakeholders involved in service delivery, create mechanisms to ensure prompt action in case of a violation, minimise the potential for violations by de-risking CHILDLINE spaces, ensure respect for child rights and child protection amongst all its stakeholders, and ensure highest levels of integrity, honesty, and

commitment of its personnel to the objectives of CHILDLINE. This child protection policy articulates CHILDLINE's aspiration and commitment to practicing the highest level of child protection in its operations.

The policy is a comprehensive document providing the definition of child; the definition of child protection. It also outlines the code of conduct for personnel of CIF, CHILDLINE projects and associates of CHILDLINE when interacting with a child; The Whistle Blower Policy, framed to ensure that there is an appropriate redressal mechanism in place to ensure prompt and fair action in case of a child protection violation.

CHILDLINE network has also developed a set of operational guidelines which will be incorporated into all the process and functions of the network right from human resource management, protecting children in CHILDLINE, protection of children being referred by CHILDLINE into shelter homes and protection of children in disaster situations. This would ensure that there are a proper set of guidelines for CHILDLINE team members to follow in any given situation. There is also a response framework for any alleged, witnessed or suspected violation of the child protection violation outlined in the child protection policy. They are a set of ideal norms that the network will strive to work towards.

CHILDLINE Child Protection Policy provides details on recruitment, performance appraisal, staff development and capacity building, associates of CHILDLINE and partnership agreements.

The policy focuses on protecting children in CHILDLINE. Some of the provisions in the policy state that all CHILDLINE spaces should be accessible to children. They also make provisions for participation of children in CHILDLINE programs. Some of the provisions here are - children will not participate in events unless it is relevant to them and even if relevant, the program should not be detrimental to the health of the child; participation in any program should be only with informed consent of the child; purpose of the participation must be made clear to the child; children should play a key role in planning any event that they

will participate in.

CHILDLINE must also protect the dignity, identity, and privacy of the children it comes in contact with and therefore representation of children in the media must follow guidelines provided in the JJ Act 2000.

The policy also focuses on protection for children in disaster situations when children are vulnerable to be trafficked, go missing or being adopted illegally. Therefore safety of vulnerable groups such as pregnant women, children and disabled is of primary importance. So the child protection issues related to these categories have to be put in practice. The policy therefore focuses on the pre-disaster preparedness during relief phase and recovery and rehabilitation phase.

Task Force Meet on CHILDLINE Missing Children Initiative

The National CHILDLINE Task Force comprising of CHILDLINE Directors (Ms. Archana Sahay, Ms.Kasturi Mahapatra, Ms. Sreelekha Roy, Dr. Tha, Mr. Debasis Rath, Mr. Mausof Serwer and Mr.Sudhir Sabat) met on the Missing Children Initiative in Mumbai on June 18, 2009.

CIF made a presentation on the concepts, issues and dimensions of the Missing Children's issues and a draft intervention model. The group deliberated on this model and evolved an intervention plan strategy. This included the need for capacity building of intervention teams, developing clearer guidelines to handle such cases and a multi city, time bound, intervention involving other initiatives, NGO's Governments and Media. The Taskforce recommended that the intervention plan should be implemented as a pilot initiative.

CHILD SEXUAL ABUSE (CSA) AWARENESS CAMPAIGN LAUNCH

In 2008, CIF debated the issue of CSA in its internal meets as well as at national partnership meets. Based on these consultations, the CSA project was launched in Mumbai in May 2009 to create greater awareness amongst stakeholders (parents and teachers) on

identifying cases of CSA, as well to sensitize them to the issue. During the period of reporting, there were sensitisation workshops for parents and teachers of 22 BMC schools and a training programme for a community based NGO in Mumbai.

CIF INTERNAL CAPACITY BUILDING WORKSHOPS

Mid term review

In October 2009, mid term review involving all the staff members of CIF across the four regions was held at Mumbai. Besides, departments shared the progress on activities, relevant projects of the organization. It also included inputs/debried to the teams on Need Assessment Studies, National Study on Child Protection and Child Protection Policy. The Intervention Protocols were refined based on brainstorming and feedback from the Services teams, based on the ground realities of case interventions in the varied child protection issues, by CHILDLINES across the country.

Induction of new staff

The Induction of CIF is aimed at orienting the new recruits not only about CHILDLINE service but also a broader perspective of child protection. 21 Personnel from Services, CSI, Finance and Administration Department participated in this week long programme.

Review meet

This year the annual review of CIF saw a departure from the normal approach in light of huge expansion envisaged under the ICPS and the urgent need for CIF to get systems in order to be able to cope with rapid

growth and scale. A national strategy and planning meet was organised for its senior staff with central theme of gearing up structures, systems, and planning to undertake the rapid expansion envisaged under the ICPS.

INTERNATIONALFORA

CHI Board Member's Meet

Kajol Menon, ED, CIF, member of the Governing Board, CHI, attended participated in CHI's Annual Board Meet at Amsterdam from October 29th – 30th, 2009.

External Workshops

Child Helpline International held a regional consultation of helplines in the MENA region at Morocco in November, 2009. The meeting gathered 40 participants from 16 countries. The consultation included a session an Outreach conducted by Nishit Kumar, Head Communications and Strategic Initiatives, from CIF.

Asia Pacific Child Helpline International (CHI) Meet

The Asia Pacific CHI meet was held in Mumbai from January 14th -16th, 2010. The gathering drew 44 participants from 22 countries including member child helplines, regional partners such as Unicef, Plan and War Child UK along with representatives from ministries and other stake holders.

The three days witnessed a stimulating and engaging environment with new and potential child helplines and regional partners networking and learning from one another. The main focus of the three day conference



was on Fundraising, Outreach and New Communication Technologies, giving participants several innovative ideas and practices to take back with them. The event included a session on Outreach conducted by Nishit Kumar, Head Communications and Strategic Initiatives, from CIF.

The participants got an opportunity to witness CHILDLINE India's exemplary outreach model at the grass roots where they conducted outreach and awareness activities in community pockets of Mumbai along with Mumbai CHILDLINE team. The participants supported the CHILDLINE India team in staging street plays, puppet shows, distributing flyers, phone-testing and talking to allied systems like the police. The highlight of the three-day event was the participation of all delegates at the annual Mumbai children's party conducted by Western Regional Resource Centre, CIF.

External Workshops

TISS Round Table meet on Children in Media: Nishit Kumar, Head CSI, CIF was invited as a panelist on the Round Table meet organized by TISS on Children in Media on June 24, 2010.

UNICEF State Meet on ICPS in Madhya Pradesh: The workshop on Juvenile Justice and preparation for ICPS brought together Juvenile Police, CWC members, government officials, NGOs, and institutions of social work. Nishit Kumar, Head CSI & Madhavi Mhatre, Head WRRC represented CIF at Meet. Nishit Kumar made a presentation on the role of CHILDLINE and ICPS.

STRATEGIC INITIATIVES

Password Access System (PAS)

CIF in collaboration with Mphasis initiated the Password Access System, a comprehensive online reporting and MIS system. The PAS will be a custom access link on the CIF website that would allow all CIF personnel to login with their CIF email identities. The PAS will provide a full reporting and MIS system for all services teams of CIF. The department worked with an external appointed supervisor for the PAS and has

completed development of the PAS structure brief on HTML. The PAS system was presented to all RRC heads and all department heads and their suggestions were incorporated. We appreciate the pro bono support by Mphasis. The project is expected to be completed and go on stream in next fiscal year.

PROJECTS

- Sir Dorabji Tata Trust (SDTT) supported North Bihar Project: The SDTT support for the North, Bihar project came to an end as on February 2010.
- Karnataka state and Catholic Relief Services (CRS) supported Gulbarga district project: CSI department joined hands with the services team of CIF to visit Gulbarga and conducted an in-house capacity building meet. During the year, a strategy meet was held at Gulbarga.
- Child Protection Centre (shelter) projects: The Agartala based Anwasha Child Protection shelter moved into the third year with continued support of C&A Mode KG, Germany. In addition, funds from the Melting Pot event (The Oberoi group in association with Rotary Club Mumbai and 19 International Consulates in Mumbai) were received for Child Protection Shelters in Bhopal and Nagpur. The project funding ended March 31st 2010.





COMMUNICATE
TO MAKE CHILD
PROTECTION
EVERYBODY'S
PRIORITY

A key mandate of CHILDLINE India Foundation (CIF) is to promote the cause of Child Protection through Awareness and Advocacy within the society. To achieve this, CIF has been continuously working towards strengthening the brand equity of CHILDLINE and raising resources from public and private trusts, corporates, events and other initiatives.



EVENTS

The Joy of Giving Week' (JGW) September-October 2009

The Joy of Giving Week' (JGW) is a unique initiative, organized by Give India, is an opportunity for NGOs to raise money, resources and awareness. CHILDLINE having its coverage in 83 cities organized various events across India during the JGW 09. The CHILDLINE partners carried out the campaigns in Mumbai, Delhi, Kolkata, Jammu, Gorakhpur, Baroda and Ahmedabad. Various activities like drawing and essay competitions, Dandiya, parties and outings for the under privileged children, awareness and outreach about 1098, tambola and games for fund raising etc. were held in different CHILDLINE cities.

In Kolkata, CHILDLINE partnered with Park Hotel to host a party for children in need. In Delhi, Park Hotel again partnered CHILDLINE and raised funds through tambola and 'Cheesecakes for a Smile' campaign.

In Ahmedabad, CHILDLINE organized a week long outings for children who visited the zoo, the Shatabdi express at Gomtipur Station, the Sabarmati Ashram. In addition, Art and craft, dandiya, drawings were also organized for them. The small town of Gorakhpur

found altruism was in full strength as small merchants and businesses came forward to print leaflets, donate resources and host tables to raise money for CHILDLINE.

In Jammu, painting competitions was organized in association with the Zilla parishad officials where in Mumbai, the corporates came out in full strength to support the initiatives of CHILDLINE during JGW. The Tata Tele Services, Mphasis Software, Deolitte both encouraged their employees to contribute and also patronized the cafeteria set up in these organizations by volunteers of CHILDLINE to raise funds during JGW.

Delhi Half Marathon, November 2009

The Delhi Half Marathon was formally launched by Procam on August 27, 2009. The marathon gives the city of Delhi a platform to come together for a common cause. Running for a cause has become one of the most successful ways to raise money from friends and family. The event took place on November 1, 2009. The venue was the Central Services Cultural and Sports Ground, Vinay Marg. Two corporates that participated in support of CHILDLINE were Fluor Daniel and Sanofi Aventis. Sanofi Aventis has run for CHILDLINE third time in a row both in Delhi and Mumbai Marathons. Ms. Preet Dhupar ran as a Dream Runner. This was her fourth consecutive run for CHILDLINE.

During the award function organized by Concern India, CIF received the award for being the NGO with highest number of donors/ contributors. Preet Dhupar bagged the award for being highest Pledge Raiser in the female category of Dream Runners.





Mumbai Marathon, January 2010

The Standard Chartered Mumbai Marathon 2010 was held on January 17. The Mumbai Marathon is perhaps the single most watched and certainly a highly prestigious charity event in India. We are proud to say in the 2010 edition close to 500 people supported CHILDLINE.

There were ten corporate teams which supported the CHILDLINE cause.

The Corporate Challenge teams participated with full strength of 30 runners each, the companies were Axis Bank, Hindustan Petroleum Corporation Ltd, Sanofi Aventis, STAR TV and Tata AIG. Other corporate organization was Cross Tabs, Deloitte, HDFC, Nickelodeon and Vodafone. The runners joined the children and the CHILDLINE team and had lots of fun running the 6 kms walk with mega phone and the CHILDLINE banners.

The five Dream Team runners were Mihir Doshi (CEO,

Credit Suisse), Sunil Rawlani (VP, HDFC Insurance), Anup Maheshwari (VP, DSP Blackrock), Monica Tata (VP Marketing, Turner India) and Shobha De (writer, journalist).

Mr. Mihir Doshi participated for the Marathon third year in a row in support of CHILDLINE.

Mr. Sunil Rawlani had registered for the Half Marathon category and began his run from the Sea Link with no hope or intentions of finishing the race. His passion and commitment to CHILDLINE kept him going till he reached the finish line.

Shobha De with all her energy and passion, was charged up at the start line with the CHILDLINE flag, she went on to cheer every CHILDLINE supporter who was at the race. Ms. De was also the highest pledge raiser for CHILDLINE.

The other CHILDLINE supporters who ran and raised pledges were Gurpreet Singh, Shweta Baisiwal, Sudeep Sahay and Shashi Raghunandan. Shahid Kapoor made a special appearance with Sponge Bob and Dora from Nickelodeon on the day of the Marathon.

March-End Special Event

On March 29, 2010, CHILDLINE hosted a special fund raising event for its donors and supporters in Mumbai. HPCL and Vodafone sponsored the evening. Over 200 guests from the corporate sector, financial institutes, banks and individuals came together in support of CHILDLINE. Paintings, sculptures and photographs provided at cost by the Art n Soul Gallery and Three Blind Mice and jewellery by Queenie Dhody as well as



artefacts donated by Vodafone were sold during the event. A special mention to our volunteer Neeta Dharnidharka who helped organise the event. The Honourable Trustees of Childline, Dr.Armaity Desai, Mr. Nawshir Mirza, Mr. Farrokh Kavarana and Ms Kajol Menon, Executive Director, CIF, addressed the audience about the impact and growth of the CHILDLINE service.

AWARENESS CAMPAIGNS

CHILDLINE Online Campaign

The search engine optimization (SEO) with Google was renewed. This allows CHILDLINE to be amongst the top five entries in Google search for any of 20 relevant words.

- Google Adwords campaign, which is a pay-per-click service, started from January in which CHILDLINE comes on the right side of Google search, under sponsored links.
- A five-month campaign tie-up with Cricinfo was done for a combination of exposures through links and banners in order to coincide with the cricket season. The tie-up has resulted in over 10 million impressions.

All these have resulted in doubling our website traffic.

CHILDLINE Social Media Initiatives

CHILDLINE is now on Twitter, Facebook and eBlog as part of the social media initiatives.

'HELP ME FLY' Campaign for Donor Support

A new film has been produced, "Help Me Fly". The 30 second film has been released for a limited time on HBO, Cartoon Network, POGO and Warner Brothers channels. In January, as part of a tie up with OOH Media, the film commenced broadcast on over 5000 screens in 20 leading cities. The screens were placed at entertainment/leisure locations like prime cinema multiplexes and at leading restaurant chains across the cities. A brochure based on the same campaign has been published and is already in use. Online banners based on the same campaign have been put up on the Cricinfo website.

New 1098 Awareness Campaign

A campaign was developed covering cable TV scrollers, cinema slides and FM Radio. The campaign includes animated scrollers coming on local cable TV networks about 25-28 times a day, four- five radio spots on FM Radio channels and slides during every show at all leading cinemas in the cities. The campaign ran during February-March period in seven-eight selected cities in the north and west zones.

School Campaigns

As a part of the on-going School campaigns, about 900 schools across 55 cities were contacted. About 75000



children were involved in a variety of sensitization campaigns. Schools were also keen on involving the parents in these programs. About 8000 students from 15 schools in Delhi and Gurgaon participated in an essay / painting competition, giving expression to their sentiments and views on child rights

Direct Mailers

In an effort to mobilise resources and raise the level of awareness about CHILDLINE, CIF, sent out two lakh direct mailers to prospective donors such as subscribers of the India Today magazine, elite clubs, and various high net worth individuals during the year 2009-10. These dispatches coincided with Diwali and the year end rush in March.



Corporate Social Responsibility Activities for the year under Review

Deloitte

Deloitte and CHILDLINE have built a rewarding partnership over the years. This is reflected in Deloitte employees supporting CHILDLINE on the annual Impact day in Mumbai. This year the actual events on Impact day, June 11, were preceded by Deloitte employees being briefed by CIF's PRAD team on conducting an important social study among households on perceptions of Child Protection (CP), issues of CP in spaces in or near homes where children are present and awareness of CP structures. Deloitte employees fanned out to allocated areas in Mumbai to do the door to door study.

The annual Deloitte IMPACT Day celebration began with a zest to make a difference. This year's IMPACT day was celebrated on June 11, 2010, very accurately symbolised what the day stands for- 'an important act'. About 60 committed employees of Deloitte reached their designated shelter homes at Juhu and Khar, to do their bit and help contribute to a better life for those less privileged than themselves.

An energetic group of 20 employees along with the boys at the Juhu shelter home played lesson imbibing games on Juhu beach. Games were conducted by both Deloitte employees and CHILDLINE team members. Simultaneously, the 1098 song was taught to the children in order to inculcate this number into their minds. These games saw a positive response from the



children too. Not only did they play games suggested by the employees but roped in the employees to play their games too.

Amidst this bustle, fun activities were also being conducted at both the shelter homes. These included darts, hoola hoops and Yoga to name a few. The end of the day saw a collection of over 600 survey sheets (including previously filled surveys), coloured walls, a showcase of talent, a bunch of inspired employees feeling proud to have supported a cause, and a smile on the face of the children.

Mphasis

Mphasis volunteer base was created in 2006. The group has been doing outreach and awareness building for CHILDLINE on railway platforms, slums as well as corporate offices on a regular basis. A team of 25 employees was mobilized to create the Password Access System for the third phase of the CHILDLINE website. It is now being piloted at the head office.





Raffles Fashion Institute

Raffles Fashion Institute conducted a sponsored fashion show by their students and a portion of the ticket proceeds came to CHILDLINE India Foundation. They also sensitized their audience of over 100 people about the CHILDLINE 1098 service.

ICICI I-Mint Card

A loyalty redemption program was initiated by Citibank, Axis Bank, ICICI and I-Mint for their card holders enables customers to redeem their reward points in favour of CHILDLINE.

Times of Money

The CHILDLINE donor page has been uploaded onto their online investment portal which allows people to donate from all over the world.

Axis Bank

The tie up with Axis Bank was renewed wherein 1% of the total amount swiped by the customer on the day of his/her birthday is contributed by the bank to CHILDLINE.

Turner

Turner initiated Internal Fund raising with employees to raise money for Christmas gifts for 1000 children in CHILDLINE Mumbai. The employees at Turner raised money by having in-house activities like selling snacks, auctioning caricatures etc. They also sponsored the Mumbai CHILDLINE Birthday party. Turner employees volunteered actively on that day and also created the invitation card, banners and back drop.

Vodafone

On March 18, 2010, CHILDLINE had organized an outreach programme in association with Vodafone employees to spread awareness about Child Protection. About 100 Vodafone employees dedicated themselves to the CHILDLINE cause. March 18, 2010, the Vodafone Corporate Office Terrace looked like it has undergone a makeover. A tent was set up for and employee/volunteers for the day, dressed in Vodafone red T-shirts, CHILDLINE Team along with children from Yuva, Hamara Foundation and CHILDLINE Intervention Unit's shelters attended. It was mid morning, and the summer sun was bright, highlighting the enthusiasm and zest of the people standing at the terrace.

After briefing, the gathering split into three groups. Each group had CHILDLINE team members also, to assist them. The groups spread out to three different locations: Lower Parel Station, J. K. Marg and Mahalaxmi Signal.

They set about distributing fliers, sticking stickers and posters in small shops as they spoke to the owners, dialing in to 1098 from phone booths to make sure the numbers connected, urging people to save the number 1098 into their phones and to call whenever they saw a child in distress. The effect was such that the whole area was buzzing with questions about 1098. Some volunteer's enthusiasm also took them to a nearby Radio: Red FM's office and do a spontaneous awareness live on air. It also resulted in three cases of children in distress being reported while on outreach.

Back to base at the Vodafone office terrace, around lunchtime: the volunteers were greeted by CHILDLINE and the kids; with whom the employees had an impromptu dance session. This set the ball rolling for fun games, in which each employee participated with a child buddy for the day. There was also a sessions with colours, where they painted Mugs, bags, bookmarks, greeting cards with their little buddies.

ISB: "Shadow a CEO"

CIF received a fund of Rs 83,000 through Shadow a

CEO programme at ISB. The programme maps some CEOs and students bid money to spend a day with the CEO. The highest bidder gets to spend the day with the CEO and the amount bid goes to the charity of their choice. Then the CEO also puts in an amount equal, more or in multiple of the students amount which comes again to the charity.

PUBLICATIONS

ChildNET National Trend Analysis Report

CIF's 'CHILDLINE Calling Is India Listening: Analysis of Calls to 1098' is based on the data compiled from April 2008 to December 2008. It was released in March 2010.

The report covers national trends as well city level data on caller types, problems and interventions carried out by the CHILDLINE teams. The data provided by the cities has been utilised to compliment the ChildNET data. The first edition of the report has been used extensively by CHILDLINE partners and other child rights organisations to represent the problems of marginalised children in India.

ESSENTIALS OF CHILD PROTECTION IN HINDI

This publication provides basic concepts and information on child protection for any organization or individuals who would want to understand or work on child protection issues. This document was first published in English in October 2008. The Hindi version was produced in August 2009, during the reporting period.



'Hello Childline' Newsletter

The Hello Childline Newsletter, the bimonthly publication serves as a crucial tool to share information about Child Protection and best practices in CHILDLINE service. It covers various events and activities of CHILDLINE across the country, successful cases where different CHILDLINES that have been able to restore, reunite lost and runaway children with their families.

Hello Childline is a medium to share different experiences of CHILDLINE with the entire network which in turn enhances service delivery, as we are constantly learning from each others diverse experiences!

The newsletter covers cases, interventions, events. It serves to keep the network informed and connected. During the reporting period, three issues of the newsletter were published.

Annual Report Award

CHILDLINE India Foundation (CIF) won CSO Partners' Outstanding Annual Report Awards 2010 for the Voluntary Sector in Large Category. The award ceremony took place on March 06, 2010 in New Delhi and was organised by FMSE, Credibility Alliance and Spatial Access. This award is for the voluntary sector to showcase the most important tool for demonstrating their good work, best practices, accountability and transparency for building organizational credibility. The awards attracted over 240 entries this year.



Name of the Public Trust : CHILDLINE India Foundation
For the year ended 31st March, 2010

Registered No: F - 21743 (Bom)

- 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 outstanding for more than one year and the amounts written off, if any; _____ Rs.361,617/- (Includes TDS Receivable) W/off: Rs.Nil.
- i) Whether tenders were invited for repairs or construction involving expenditure exceeding Rs.5,000/- ; _____ Yes
- 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 ; _____ No
- 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 ; _____ Not Applicable
- t) Any special matter which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner. _____ Not Applicable

Mumbai
Dated: 27th September 2010For S.B.Billimoria & Co.
Chartered Accountants
Registration No.101496WKalpesh J. Mehta
Partner
Membership No.48791

THE BOMBAY PUBLIC TRUSTS ACT, 1950. **SCHEDULE IXC (Vide Rule 32)**

Statement of income liable to contribution for the year ended : 31st March, 2010

Name of Public Trust : CHILDLINE India Foundation.

Registered No: E - 21743 (Bom)

	Rs.	Rs.	Rs.
I. Income as shown in the Income and Expenditure Account (Schedule IX)			69,285,025
II. Items not chargeable to Contribution under Section 58 and Rule 32 :		-	
(i) Donations received from other Public Trusts and Dharmadas ...		7,989,696	
(ii) Grants received from Government and Local authorities		32,945,282	
Grants received from Government of India	24,378,986		
Grants received from Government of Karanataka	164,439		
Grants received from Government of Kerala	2,021,825		
Zilla Panchayat Gulbarga	840,947		
NIPCCD	5,539,085		
(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		70,351	
(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 ...		1,728	
(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 ...		-	
			41,007,057
Gross Annual Income chargeable to contribution Rs.			28,277,968

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.

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

S.B. Billimoria & Co.
 Chartered Accountants
 Dated: 27th September 2010

Trustee
 Dated: 24th September 2010

THE BOMBAY PUBLIC TRUSTS ACT, 1950.
Name of Public Trust : CHILDLINE India Foundation,
BALANCE SHEET AS AT 31st MARCH, 2010
SCHEDULE VIII [Vide Rule 17(1)]

FUNDS & LIABILITIES	As At	As At
	31st March 2010	31st March 2009
Trusts Funds or Corpus:-		
Balance as per last Balance Sheet	3,835,613	3,807,613
Adjustment during the year		
Add: Corpus Donations received during the year	117,500	28,000
	3,953,113	3,835,613
Other Earmarked Funds:-		
Depreciation Fund	-	-
Sinking Fund	-	-
Reserve Fund	-	-
Other Earmarked Funds (Schedule 'A')	23,444,376	29,044,210
	23,444,376	29,044,210
Unrestricted Reserve Fund		
As per last account	2,398,181	2,398,181
GOI - Block Grant:-		
As per last account	9,343,899	53,430
Add: Received during the year	93,297,685	60,679,678
Less: Transferred to Income A/c	23,648,000	16,633,219
Less: Paid / Payable to the Organizations	70,534,702	34,755,790
Less: Bank Charges / Postage	-	200
	8,458,882	9,343,899
GOI - Tsunami Relief:-		
As per last account	611,141	611,141
Balance C/f	38,865,693	45,233,044

PROPERTIES & ASSETS	As At	As At
	31st March 2010	31st March 2009
Immovable Properties:-		
Balance as per last Balance Sheet	-	-
Additions during the year	-	-
Less: Sales during the year	-	-
Depreciation upto date	-	-
	-	-
Investments:-		
GOI 8% Savings (Taxable) Bonds 2003	3,852,000	2,400,000
	3,852,000	2,400,000
Fixed Assets:-		
(Schedule 'B')		
Balance as per last Balance Sheet	1,312,648	1,289,243
Additions during the year	1,280,784	371,121
Less: Disposals / Adjustments during the year	115,975	35,578
Less: Depreciation for the Year	282,680	312,138
	2,194,777	1,312,648
Capital Work in Progress - Capital Advance	423,966	-
Loans (Secured or Unsecured):-		
Good/ doubtful		
Loans Scholarships	-	-
Other Loans	-	-
	-	-
Balance C/f	6,470,743	3,712,648

FUNDS & LIABILITIES		
	As At 31st March 2010	As At 31st March 2009
Balance B/d	38,865,693	45,233,044
<u>NISD</u>		
As per last account	24,878	24,878
<u>NIPCCD</u>		
As per last account	(202,747)	31,507
Add: Received during the year	5,973,091	3,790,185
Less: Transfer to Income & Expenditure A/c	5,539,085	4,024,439
	231,259	(202,747)
Liabilities:-		
For Expenses	2,665,644	-
For Advances - Childhelpline International	1,106,690	-
For Rent and other deposits	-	-
For TDS / Professional Tax	71,031	205,077
For Block Grant	5,570,534	-
For Stale Cheque Liabilities	62,490	59,476
	9,476,389	264,553
Income and Expenditure Account:-		
Balance as per last Balance Sheet	33,408,958	22,183,207
Add: Surplus for the Year	7,952,354	11,225,751
	41,361,312	33,408,958
Balance C/f	89,959,531	78,728,686

PROPERTIES & ASSETS		
	As At 31st March 2010	As At 31st March 2009
Balance B/d	6,470,743	3,712,648
Advances/Deposits:-		
To Trustees	-	-
To Employees	-	37,001
To Contractors	-	-
To Lawyers	-	-
To Others / Deposits	1,627,745	4,332,231
To Income Tax Recoverable	204,657	243,335
	1,832,402	4,612,567
Income Outstanding:-		
Rent	-	-
Interest Accrued	1,531,289	765,521
Other Income	783,175	73,800
Prepaid Expenses	186,236	-
Debit Balance in Earmarked Fund - SDTT	1,063,732	507
	3,564,432	839,828
Cash and Bank Balances:-		
(a) In Current Account with		
State Bank of India a/c no. 10271085946	6,972,852	8,624,106
State Bank of India a/c no.10271086064	13,501,756	22,062,303
State Bank of India a/c no.10066940273	55,371	971
	20,529,979	30,687,380
In Saving accounts with		
ICICI Bank a/c no. 000401148565 (Kolkata)	1,065	34,152
ICICI Bank a/c no. 000401148566 (Delhi)	44,737	3,365
ICICI Bank a/c no. 000401148567 (Chennai)	20,161	37,382
HSBC Bank a/c no. 030-536247-001	169,920	169,920
AXIS Bank a/c no. 465010100017499	26,808	25,888
	262,691	270,707
In Saving accounts with		
ICICI Bank (Quantum Optima) (Net) a/c no. 000401123643	7,713,612	3,305,969
	7,713,612	3,305,969
Cash Bank Balance C/f	28,506,282	34,264,056
Balance C/f	11,867,577	9,165,043

FUNDS & LIABILITIES		
	As At 31st March 2010	As At 31st March 2009
Balance B/d	89,959,531	78,728,686
Total	89,959,531	78,728,686

As per our report of even date

S.B.Billimoria & Co.
Chartered Accountants

Mumbai

Dated: 27th September 2010

PROPERTIES & ASSETS	As At	As At
	31st March 2010	31st March 2009
Balance B/d	11,867,577	9,165,043
Cash Bank Balance B/d	28,506,282	34,264,056
(b) In Fixed Deposit account with State Bank of India	36,041,138	35,240,000
with AXIS Bank	11,211	10,000
with ICICI Bank	13,500,000	-
	49,552,349	35,250,000
(c) Cash in hand With the Trustee	-	-
With the manager	33,323	49,587
	33,323	49,587
Total of Cash and Bank	78,091,954	69,563,643
Total	89,959,531	78,728,686

Income Outstanding:

(If accounts are kept on cash basis)

Rent	NIL
Interest	NIL
Other Income	NIL
Total	<u>NIL</u>

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.

Trustee

Mumbai

Dated: 24th September 2010

Name of the Public Trust: CHILDLINE India Foundation
Income & Expenditure for the year ending 31st, March 2010
Schedule - IX (Vide Rule 17(1))

EXPENDITURE	1st April 2009 to 31st March 2010	1st April 2008 to 31st March 2009	INCOME	1st April 2009 to 31st March 2010	1st April 2008 to 31st March 2009
To Expenditure in respect of properties:			By Rent	-	-
Rates, Taxes, Cesses	-	-	By Interest		
Repairs and maintenance	-	-	on Security (GOI 8%	172,829	192,000
Salaries	-	-	Saving Bond 2003)		
Insurance	-	-	on Loans	-	-
Depreciation			on Bank and Fixed Deposit	3,985,046	3,421,066
(by way of provision				4,163,821	3,613,066
of adjustments)					
Other Expenses	-	-	By Dividend	-	-
	-	-	By Donations in Cash or Kind	1,539,017	3,865,532
To Establishment Expenses	4,761,234	2,435,118	By Grants (Schedule 'D')	24,378,986	16,828,927
To Remuneration To Trustees	-	-	By Income from other		
To Remuneration (in the case of a math) to			sources		
the head of the math, including his			Award	300,000	-
household expenditure, if any.	-	-	Fund raising event (net)	9,293,707	6,050,381
To Legal Expenses	10,000	6,025	Birthday Party	259,760	25,000
To Audit Fees	-	-	Gen Radio Mirchi Rasta	-	255,000
To Contribution and Fees	1,264,340	235,824	Roko		
To Amount written off:			HSBC Childline Birthday	-	170,000
(a) Bad Debts	-	-	Party 2008		
(b) Loan Scholarship	-	-	Insurance Claim for loss by	154,521	-
(c) Irrecoverable Rents	-	-	fire (Net loss of fixed assets		
(d) Other Items (Advance)	-	-	by Fire Rs.115,822)		
			Sundry Receipts	60,666	62,900
				10,068,654	6,563,281
To Miscellaneous Expenses	90,317	100,737			
To Depreciation	282,680	312,138			
Balance C/f	6,408,571	3,089,842	Balance C/f	40,150,478	30,870,806

As per our report of even date

S.B.Billimoria & Co.
Chartered Accountants

Mumbai
Dated: 27th September 2010

(In Rupees)

EXPENDITURE	1st April 2009 to 31st March 2010	1st April 2008 to 31st March 2009	INCOME	1st April 2009 to 31st March 2010	1st April 2008 to 31st March 2009
Balance B/d	6,408,571	3,089,842	Balance B/d	40,150,478	30,870,806
To Amount transferred to Earmarked Funds	-	-	By Transfer from Earmarked Funds Schedule 'A'	23,595,462	16,874,683
To Loss on sale of Fixed Asset	-	23,078	NIPCCD	5,539,085	4,024,439
				29,134,547	20,899,122
<u>To Expenditure on Objects of the Trust</u>					
(a) Religious	-	-			
(b) Educational	-	-			
(c) Medical Relief	-	-			
(d) Relief of Poverty	-	-			
(e) Other Charitable Objects (Schedule 'C')	54,924,100	37,431,257			
	54,924,100	37,431,257			
To Surplus carried over to Balance Sheet	7,952,354	11,225,751	By Deficit carried over to Balance Sheet	-	-
Total	69,285,025	51,769,928	Total	69,285,025	51,769,928

TRUSTEE

Mumbai

Dated: 24th September 2010

RECEIPTS AND PAYMENTS ACCOUNT FOR THE PERIOD 1ST APRIL 2009 TO 31ST MARCH 2010

Receipt	Total	Payment	Total
Opening Balances			
Cash	49,587	Fixed Assets	1,280,784
Bank & FD Bal.			
SBI D. N. Road A/c 10271086064	22,062,303	GOI 8% (Taxable) Saving Bond	3,852,000
SBI D. N. Road A/c 10271085946	8,624,106		
SBI Hughes Road A/c 10066940273	971	Deposit	722,174
ICICI Bank - Mahalaxmi (Net)	3,305,969	Establishment Expenses	4,484,426
ICICI Bank - Kolkata	34,152		
ICICI Bank - Delhi	3,365	Legal & Professional Fees	10,000
ICICI Bank - Chennai	37,382		
Axis Bank	25,888	Miscellaneous Expenses	90,317
HSBC A/c No.030-536247-001	169,920	Capital Work in Progress	423,966
SBI Fixed Deposits	35,240,000		
Axis Bank Fixed Deposits	10,000	Expenditure on Object of the Trust	53,954,376
Corpus Donation	117,500	<u>Block Grant</u>	
Block Grant for Partner Organisations	93,297,685	2008-09	3,883,178
		2009-10	61,080,990
NIPCCD Grant	5,973,091	Capital Purchase from Earmarked Funds	343,203
Repayment of Advances	17,819,594	Advance for Expenses	14,604,108
CHI Advance for Expenses	3,821,256	Amount Receivable	13,500
Awards	300,000	Prepaid Exp	186,236
Grant	730,986	TDS & Professional Tax of PY paid	205,077
Earmarked Fund	17,626,626	Repayment of CHI Advance towards expense	2,714,566
Donation	1,539,017	Earmarked Grant returned	351,020
Interest on GOI 8% Saving Bond	154,354		
Interest	2,461,355	Closing Balances	
Maturity Proceeds of GOI 8% Bond	2,400,000	Cash	33,323
Sale of Assets	153	SBI D. N. Road A/c 10271086064	13,501,756
		SBI D. N. Road A/c 10271085946	6,972,852
I.T. Refund A.Y. 2007-08	49,555	SBI Hughes Road A/c 10066940273	55,371
Interest on IT Refund	5,946	ICICI Bank - Mahalaxmi (Net)	7,713,612
		ICICI Bank - Kolkata	1,065
Fund Raising Event	8,678,805	ICICI Bank - Delhi	44,737
Birthday Party	259,760	ICICI Bank - Chennai	20,161
Insurance Claim	270,343	Axis Bank	26,808
		HSBC	169,920
Grant Receivable	73,800	SBI Fixed Deposits	36,041,138
Sundry Receipts	60,666	ICICI Bank Fixed Deposits	13,500,000
Refund of Deposit	248,174	Axis Bank Fixed Deposits	11,211
TDS Payable	71,031		
Stale Cheques	3,014		
Interest accrued of previous year	765,521		
	226,291,875		226,291,875

As per our report of even date

Childline India Foundation

Schedules forming part of accounts as at March 31, 2010

SCHEDULE 'A'

OTHER EARMARKED FUNDS

Name of Other Earmarked Funds	Years	Opening Balance (1.4.09) Rs.	Add: Received during year Rs.	Less:	Less: Capital Expenditure (CIF& Partner Organisation) Rs.	Less: Transfer to Income & Expenditure A/c Rs.	Less: Written Back Rs.	Add: Transfer to Balance Sheet Rs.	Closing Balance (31.3.10) Rs.
				Returned/ Adjustments during the year Rs.					
a) Revolving Fund									
Sir Dorabji Tata Trust	2009-10 2008-09	10,000,000 10,000,000	- -	- -	- -	- -	- -	- -	10,000,000 10,000,000
AGFUND Award	2009-10 2008-09	3,936,967 3,936,967	- -	- -	- -	- -	- -	- -	3,936,967 3,936,967
b) For CIF Internal Costs									
Govt. of Karnataka - Earmarked for Preparatory Activities	2009-10 2008-09	- -	780,000 -	- -	48,360 -	164,439 -	- -	- -	567,201 -
HDFC - for 'Head' Salary	2009-10 2008-09	66,639 600,000	- -	- -	- -	66,639 533,361	- -	- -	- 66,639
HDFC - for Sexual Abuse	2009-10 2008-09	502,400 -	- 550,000	- -	58,500 -	176,208 47,600	- -	- -	267,692 502,400
Hope Foundation for Childnet Training	2009-10 2008-09	- 14,260	- -	- 14,260	- -	- -	- -	- -	- -
Pirojsha Godrej Foundation - for upgradation of Server	2009-10 2008-09	- 300,000	- -	- -	300,000 84,968	- -	- -	- -	- -
Pirojsha Godrej Foundation - Centralized Call Centre	2009-10 2008-09	500,000 -	500,000 500,000	- -	- -	- -	- -	- -	915,032 500,000
The India Cements Ltd, Chennai CL	2009-10 2008-09	443,654 -	- 500,000	- -	- -	- 56,346	- -	- -	443,654 443,654
Empowerment ARIES Innovative Project	2009-10 2008-09	45,959 47,133	- -	- -	- -	- 1,174	- -	- -	45,959 45,959
Plan International - PRAD Activities	2009-10 2008-09	1,334,466 (577,106)	8,256,859 6,752,669	12,256 80,725	- 67,954	8,802,856 4,692,418	- -	- -	776,213 1,334,466
c) For CIF Outreach / Involvement									
Tsunami Relief	2009-10 2008-09	2,639,427 3,329,129	- -	338,764 -	- -	- 689,702	- -	- -	2,300,663 2,639,427
Esther Benjamin Trust Earmarked Grant for Circus Rescue	2009-10 2008-09	297,626 -	- 543,443	- -	- -	111,110 245,817	- -	- -	186,516 297,626
Earmarked for Bihar Flood Relief	2009-10 2008-09	33,997 -	- 33,997	- -	- -	- -	- -	- -	33,997 33,997
HDFC - for Bihar Flood Relief	2009-10 2008-09	74,767 -	700,000 800,000	- -	- -	70,351 725,233	- -	- -	704,416 74,767
General Earmarked for Kids of Mumbai	2009-10 2008-09	- -	17,000 -	- -	- -	1,665 -	- -	- -	15,335 -
RJF CIF Intervention Unit	2009-10 2008-09	135,721 -	950,863 878,900	- -	24,465 62,860	936,272 680,319	- -	- -	125,847 135,721

Childline India Foundation

Schedules forming part of accounts as at March 31, 2010

SCHEDULE 'A'

OTHER EARMARKED FUNDS

Name of Other Earmarked Funds	Years	Opening Balance (1.4.09) Rs.	Add: Received during year Rs.	Less: Returned/ Adjustments during the year Rs.	Less: Capital Expenditure (CIF & Partner Organisation) Rs.	Less: Transfer to Income & Expenditure A/c Rs.	Less: Written Back Rs.	Add: Transfer to Balance Sheet Rs.	Closing Balance (31.3.10) Rs.
d) For Partner's Operating Cost									
HDFC - for Childline Amravati	2009-10 2008-09	144,781 144,781	- -	- -	- -	- -	- -	- -	144,781 144,781
Govt. of Kerala - Earmarked for Kerala CL	2009-10 2008-09	517,823 1,134,171	1,938,597 2,155,551	- -	- 9,995	2,021,825 2,761,904	- -	- -	434,595 517,823
RCM - Earmarked for Shelter Home	2009-10 2008-09	1,575,000 -	132,245 1,575,000	- -	- -	1,168,827 -	- -	- -	538,418 1,575,000
SDTT for CHILDLINE - Bihar	2009-10 2008-09	2,068,636 4,638,355	2,450,000 1,500,000	- -	- -	5,582,368 4,069,719	- -	1,063,732 -	- 2,068,636
Volkart for salary of CIF Mumbai Partners	2009-10 2008-09	349,471 -	- 500,000	- -	- -	224,939 150,529	- -	- -	124,532 349,471
Zilla Panchayat Gulbarga Childline	2009-10 2008-09	850,000 -	- 850,000	- -	- -	840,947 -	- -	- -	9,053 850,000
C&A Mode KG Grant for Agartala Shelter Enhancement	2009-10 2008-09	(507) 531,221	1,087,443 872,338	- -	60,481 102,126	780,711 1,301,940	- -	- 507	245,744 -
Catholic Relief Service for Lucknow CP Meet	2009-10 2008-09	6,240 6,240	- -	- -	- -	- -	- -	- -	6,240 6,240
Catholic Relief Service for Gulbarga NAS & Support to Partner Orgs.	2009-10 2008-09	- 510	420,471 -	- -	- -	409,254 510	- -	- -	11,217 -
SARIQ Earmarked for Childline Organisation	2009-10 2008-09	52,184 82,472	- -	- -	- -	10,473 30,288	- -	- -	41,711 52,184
Stitching K Netherland	2009-10 2008-09	2,324,749 2,804	- 4,078,923	- 1,146,931	- -	2,012,686 610,047	- -	- -	312,063 2,324,749
e) For Capex Expenditure									
J&J Capital Expenditure	2009-10 2008-09	635,468 635,468	- -	- -	- -	- -	- -	- -	635,468 635,468
United Way India for Capital Expenditure	2009-10 2008-09	- 79,927	- -	- -	- 54,000	- 25,927	- -	- -	- -
Purchase of Capital Equipment	2009-10 2008-09	156,484 373,756	- -	- -	66,429 217,272	- -	- -	- -	90,055 156,484
f) For Other Expenses									
CIF Decennial Activities	2009-10 2008-09	16,574 16,574	- -	- -	- -	- -	- -	- -	16,574 16,574
Childline - Mumbai Education Project	2009-10 2008-09	17,017 27,500	- -	- -	- -	- 10,483	- -	- -	17,017 17,017
Children Emergency & Rehabilitation	2009-10 2008-09	115,779 257,049	170,176 98,651	- -	- -	73,351 239,921	- -	- -	212,604 115,779
Responding to Children in Distress	2009-10 2008-09	181,081 97,144	154,942 85,382	- -	- -	140,541 1,445	- -	- -	195,482 181,081
Sensitization Initiative for Child Protection	2009-10 2008-09	21,300 12,030	1,030 9,270	- -	- -	- -	- -	- -	22,330 21,300
Earmarked Grant for Hospital & Medical Response	2009-10 2008-09	- -	67,000 -	- -	- -	- -	- -	- -	67,000 -
TOTAL		29,043,703	17,626,626	351,020	343,203	23,595,462	-	1,063,732	23,444,376
Total Previous Year		25,690,385	22,284,124	1,241,916	814,207	16,874,683	-	507	29,044,210

CHILDLINE India Foundation
Schedule forming part of Accounts as at March 31, 2010
SCHEDULE 'B'
Fixed Assets

Assets	Gross Block			Depreciation				Net Block		
	As at April 01, 2009	Additions during the year	Disposals/ adjustments during the year	As at March 31, 2010	Upto April 01, 2009	Additions during the year	Disposals/ adjustments during the year	Upto March 31, 2010	As at March 31, 2010	As at March 31, 2009
Furniture & Fixtures (10%)	1,167,785	165,408	121,860	1,211,333	624,149	51,999	15,994	660,154	551,179	543,636
Computer (60%)	3,154,371	1,079,182	296,007	3,937,546	3,038,134	133,783	295,847	2,876,070	1,061,476	116,237
Office Equipment (15%)	1,322,299	36,194	38,880	1,319,613	669,524	96,898	28,931	737,491	582,122	652,775
Total	5,644,455	1,280,784	456,747	6,468,492	4,331,807	282,680	340,772	4,273,715	2,194,777	1,312,648
Previous Year	5,354,416	371,121	81,082	5,644,455	4,065,173	312,138	45,504	4,331,807	1,312,648	

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31st, 2010

SCHEDULE 'C'

Other Charitable Objects

	April 1, 2009 to March 31, 2010 Rs.	April 1, 2008 to March 31, 2009 Rs.
* Salaries/ Honorarium (Refer Note)	10,909,438	4,364,238
Awareness & Advocacy	5,087	45,531
CLB - Activities	88,225	48,637
Child Helpline International	-	44,480
Communication & Strategic Initiative	-	28,916
Director Workshop Expenses - UP, Lucknow	-	19,388
Director Workshop Expenses - Chennai	-	952
Preparatory / Monitoring Expenses	455,420	407,580
General Service City Level Expenses	530,630	73,072
Radio Mirchi Rasta Roko	-	160,139
Street Children Scheme - Inspection Charges	3,309	311,185
Childline Birthday Party	166,377	138,917
General Administration Bill desk	1,686	-
General Expenses (Refer Note)	237,724	37,373
GOI Awareness & Advocacy	5,028,558	4,561,348
GOI Centralised Call Centre Expenses	4,425,495	2,816,585
GOI Research & Documentation	1,684,914	1,550,659
GOI Services Expenses	1,637,292	1,521,974
GOI Legal Intervention	91,879	237,731
GOI Staff Training	523,519	163,430
NIPCCD NIP Workshop	2,285,846	1,594,980
NIPCCD Regional Meet Expenses	1,833,145	1,413,366
NIPCCD Director Workshop	1,230,837	1,016,093
NIPCCD- Child Protection workshop	57,768	-
NIPCCD Cons with Allied Multy Allied System - East	40,673	-
NIPCCD Cons Multy Allied System - South	47,368	-
NIPCCD - Missing Children Workshop	43,448	-
Sub Total	31,328,638	20,556,574
Earmarked Expenses	-	-
C&A Anwasha Child Shelter Home - Agartala	780,711	1,301,940
CLB Education Project	-	10,483
CRS Need Assessment Study - Gulbarga	409,254	510
EBT Circus Rescue Project	111,110	245,817
Empowerment (AIRES) Innovative Project	-	1,174
General Earmarked for Kids of Mumbai	1,665	-
General Tsunami Relief Work	-	689,702
Emergency & Rehabilitation	73,351	239,921
Respond Children in Distress	140,541	1,445
GOK - Earmarked for Preparatory Activities & Project cost	164,439	-
HDFC Earmarked for Bihar Flood	70,351	725,233
HDFC Earmarked for Sexual Abuse	176,208	47,600
HDFC Earmarked for Head Salary	66,639	533,361
RJF CIF Intervention Unit (Refer Note)	936,272	680,319
RCM - Earmarked for Shelter Home	1,168,827	-
SDTT Earmarked for Bihar Childline	5,582,368	4,069,719
State Govt of Kerala for Kerala CL	2,021,825	2,761,904
India Cements for Chennai CL	-	56,346
UWM for capital purchase	-	25,927
Volkart for salary of CIF Mumbai Partners	224,939	150,529
Zilla Panchayat Gulbarga	840,947	-
Plan International (Refer Note)	8,802,856	4,692,418
SARIQ Childline Organisation Expenses	10,473	30,288
SKN A&A Activities, NAS & Partner Organisations	2,012,686	610,047
Sub Total	23,595,462	16,874,683
TOTAL	54,924,100	37,431,257

Note 1: Includes an amount of Rs.1,963,689/- (Previous Year Rs.1,606,044/-) paid to consultants, accountant and administrative staff which in the view of the management is incurred towards charitable objects.

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2010

<u>SCHEDULE 'D'</u>	April 1, 2009 to March 31, 2010 Rs.	April 1, 2008 to March 31, 2009 Rs.
Grants		
Government of India -CIF	23,648,000	16,633,219
Government of India -CLB	259,580	153,250
GOI Street Children	471,406	-
NISD Cood Meet Calicut	-	42,458
Total	24,378,986	16,828,927

CHILDLINE India Foundation

Schedules forming part of accounts as at March 31, 2010

SCHEDULE 'E'

NOTES TO ACCOUNTS

1 Significant Accounting Policies

- a) Financial Statements of the Trust are prepared 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. Assets acquired out of earmarked donations or received free are carried at nominal value.
- c) Depreciation is charged at the following rates:

Computer	: 60%
Office Equipment	: 15%
Furniture & Fixtures	: 10%

Assets less than Rs.5,000/- are charged to revenue expenditure.
- d) Donations received for restricted revenue funds are taken to the 'Funds and Liabilities' in the Balance Sheet. Expenses incurred are disclosed under the head "Expenses on the Objects of the Trust" with an equivalent amount disclosed under the head "Transfer from Earmarked Funds" in the Income and Expenditure Account. Amount received towards purchase of Fixed Assets, are shown under 'Earmarked Funds' and expenditure incurred, if any, will be debited to such earmarked fund.
- e) The insurance claim received includes value for fixed assets acquired out of earmarked donations that are destroyed in the fire.
- f) From 2009-10 the foundation has adopted the accrual basis of accounting. As a consequence the expenditure for the year and income for the year are higher by Rs.2,479,408/- & Rs.769,675/- respectively, and the surplus of Income over Expenditure is lower by Rs.1,709,733/-
- g) Previous year figures are regrouped wherever necessary to conform to this year classification.

CHILDLINE INDIA FOUNDATION COMPLIES: CREDIBILITY ALLIANCE NORMS

1. Identity

Principle

- The Organisation should exist and be registered

Existence

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

Legal Status

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

2. Visions and Impact

Principle

- The organisation 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/Output /Performance
- The organisation has defined indicator, which will measure its performance against its stated objectives (✓)

3. Governance

Principles:

- The organisation is committed to and practice good governance especially because voluntary organisation draws upon public funds.
- The organisation 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 practiced (✓)
- The board approves programmes, budgets, annual activity reports and audited financial statements
- The Board ensures the organisation's compliance with laws and regulations (✓)

4. Operations

Principles

- The organisation 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 organisation (✓)

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

- Organisations 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 organisation's Annual Reports be disseminated/ communicated to key stakeholders and available on request every year within 8 months of the end of the organisation's financial year (✓)
- The organisation 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

Origin and brief history of the organisation

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 83 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 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.

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

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 -400034

Name and Address of Auditors

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

Reimbursements to Board members /Trustees/Shareholders

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

No.	Name	Positions	Salary (P.A)
1	Mr. D.K Sikri	Chair Person	Nil
2	Mr. S K Ray	Member	Nil
3	Mr.Sudhir Kumar	Member	Nil
4	Dr. (Ms) Armaity Desai	Member	Nil
5	Mr. Nawshir Mirza	Member	Nil
6	Mr. Piyush Pandey	Member	Nil
7	Dr. Parasuraman	Member	Nil
8	Jeroo Billimoria	Member	Nil
9	Mr. F. C. Kohli	Member	Nil
10	Mr. Farrokh Kavarana	Member	Nil

DISTRIBUTION OF STAFF ACCORDING TO SALARY LEVELS:

Gross Salary including benefits to staff	Male	Female	Total
Below 5000	2	0	2
5000-10000	7	4	11
10000-25000	17	16	33
25000-50000	9	6	15
50000-100000	0	3	3
Above 100000	0	0	0

Head of the organisation (including honorarium) : Rs.82,000/- pm
Highest paid full time regular staff : Rs.82,000/- pm
Lowest paid full time regular staff : Rs. 4440/- pm

Total National visits by all staff during the reporting period:

During the year, 189 national visits were made. Out of this 154 were Networking visits, 35 prep visits and 2 In house training. Total expenditure for the National visits was 1778000.

Total International visits by all staff during the reporting period:

During the year the staff made two 2 international visits to Amsterdam and Morocco.

Name	Designation	Country	Purpose
Kajol Menon	Executive Director	Amsterdam	Board Member's Meet
Nishit Kumar	Head, Communication & Strategic Initiatives	Morocco	3rd Middle East and North Africa Regional Consultation for Child Helpline International

The donors sponsored all the travel expenses for the visits of the staff members.

Networks/Linkages

CHILDLINE, a network of 215 organisations works for children in need of care and protection. It's a network of Government organisations, Academic Institutions, NGOs, Corporate sector, and concerned individuals.

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2009-10 as on 31st March, 2010

State	City	Organisation	Role of the Organisation	Pending Grant (2008-09)	Disbursement towards 1st installment (2009-10)	Disbursement towards 2nd installment (2009-10)	Total Disbursement (2009-10)
Tamil Nadu	Chennai	Don Bosco Anbu Illam Social Service Society	Collab		261786	518000	779786
Andhra Pradesh	Hyderabad	SIDUR	Support		32100	93000	125100
Tamil Nadu	Coimbatore	Don Bosco Anbu Illam Social Service Society	Collab	214000	210447	518000	942447
Kerala	Trivendrum	Don Bosco Veedu Society	Collab		216160	518000	734160
Kerala	Kochi	Don Bosco Sneha Bhavan	Collab		215267	518000	733267
Kerala	Kozhikode	Association for Welfare of the Handicapped	Collab		176144	518000	694144
Karnataka	Mangalore	Young Men's Christian Association	Collab		172660	518000	690660
Kerala	Trivendrum	Loyola Extension Services	Nodal		58380	180000	238380
Tamil Nadu	Trichy	SOC SEAD	Collab		187760	518000	705760
Tamil Nadu	Chennai	Indian Council for Child Welfare	Collab		230338	515900	746238
Tamil Nadu	Salem	The Salem Don Bosco Anbu Illam Social Service Society	Collab		177757	518000	695757
Karnataka	Mangalore	School of Social Work, Roshni Nilaya	Nodal		50780	180000	230780
Kerala	Wayanad	JVALA	Collab		187646	518000	705646
Kerala	Thrissur	St. Christina Holy Angel's Home	Collab		176543	518000	694543
Tamil Nadu	Chennai	Asian Youth Centre	Support		39200	93000	132200
Tamil Nadu	Tirunelveli	Tirunelveli Social Service Society	Collab		187760	518000	705760
Andhra Pradesh	Vijayawada	Forum For Child Rights	Collab		187760	518000	705760
Andhra Pradesh	Vijayawada	Forum For Child Rights	Nodal		50780	180000	230780
Andhra Pradesh	Hyderabad	Divya Disha	Collab		227660	518000	745660
Kerala	Trivendrum	Trivendrum Social Service Society	Support		29000	93000	122000
Tamil Nadu	Coimbatore	Families For Children	Support		28010	93000	121010
Kerala	Thrissur	Vimala College	Nodal		50780	180000	230780
Tamil Nadu	Madurai	Grace Kennet Foundation	Collab		216160	518000	734160
Karnataka	Bengaluru	Bengaluru Oniyavara Seva Coota	Collab	227660	226972	518000	972632
Andhra Pradesh	Vishakapatnam	UGC DRS Programme, Dept of Soc. Work, Andhra University	Nodal		58380	180000	238380
Kerala	Kozhikode	Farook College	Nodal		50780	180000	230780
Kerala	Wayanad	Hilda Trust	Nodal		50780	180000	230780
Tamil Nadu	Salem	Young Women's Christian Association	Nodal		50780	180000	230780
Andhra Pradesh	Vishakapatnam	Priyadarsini Social Organisation	Collab	216160	190660		406820
Tamil Nadu	Trichy	Bishop Heber College	Nodal		50780	180000	230780
Karnataka	Bengaluru	APSA	Collab		227540	518000	745540
Kerala	Kochi	Rajagiri College of Social Sciences	Nodal		58380	180000	238380
Kerala	Kanyakumari	Kottar Social Service Society	Collab		179897	518000	697897
Tamil Nadu	Cuddalore	Indian Council for Child Welfare	Collab		100024	518000	618024
Tamil Nadu	Kanchipuram	Asian Youth Centre	Collab		184614	518000	702614
Tamil Nadu	Nagapattinam	Avvai Village Welfare Society	Collab		177891	518000	695891
Tamil Nadu	Chennai	Department of Social Defence, Chennai	Nodal		47383	180000	227383
Andaman & Nicobar	Cambell Bay	Prayas	Support	45200	22700		67900
Tamil Nadu	Tirunelveli	Centre For Empowerment of Women	Nodal		48620	180000	228620
Andhra Pradesh	Eluru	Social Service Society	Collab		186510	518000	704510
Andhra Pradesh	Hyderabad	COVA	Support	8357			8357
Andaman & Nicobar	Port Blair	Prayas Juvenile Aid Centre Society	Collab	186002	187760	180000	373762
Andaman & Nicobar	Hut-bay	Prayas Juvenile Aid Centre Society	Support	22478	22700	518000	45178
Rajasthan	Udaipur	Udaipur School of Social Work	Nodal	44780	58380	518000	283160
Rajasthan	Jaipur	Indian Institute of Date Interpretation & Analysis (I-India)	Collab		216160		734160
Rajasthan	Udaipur	Seva Mandir	Collab	136480	216160	518000	870640
Rajasthan	Kota	Utkarsha+ Sansthan	Collab	118693			118693
Delhi	Delhi	Delhi Brotherhood Society	Collab		274560	518000	792560
Uttar Pradesh	Varanasi	Sri Shanti Vikas Seva Sansthan	Support	27640	29000	518000	56640
Uttar Pradesh	Allahabad	Diocesan Development & Welfare Society	Collab	91033	216160	518000	825193
Delhi	Delhi	Butterflies	Collab		274560		792560
Chandigarh	Chandigarh	Post Graduate Institute of Medical Education & Resesearch (PGIMER)	Collab	95390	216160		829550

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2009-10 as on 31st March, 2010

State	City	Organisation	Role of the Organisation	Pending Grant (2008-09)	Disbursement towards 1st installment (2009-10)	Disbursement towards 2nd installment (2009-10)	Total Disbursement (2009-10)
West Bengal	Murshidabad	Gorabazar Shahid Khudiram Pathagar	Support	22700	22700		138400
West Bengal	Murshidabad	Child In Need Institute	Nodal	50280	50780	93000	281060
Odisha	Brahmapur	Indian Society for Rural Development	Collab		187760	180000	705760
Odisha	Behrampur	Organisation For Rural Development Integrated Social Health Action (ODISHA)	Support		22700	518000 93000	115700
Odisha	Behrampur	NIRMATA	Nodal		22700		115700
West Bengal	East Medinipur	Egra College	Noda	49613	50780	93000	100393
Maharashtra	Kalyan	AASARA	Collab	144970	216160	518000	879130
Maharashtra	Mumbai	AASARA	Support	2010	39200		41210
Maharashtra	Nagpur	Matru Sewa Sangha Institute of Social Work	Nodal	58380	58380	180000	296760
Madhya Pradesh	Indore	Lok Biradari Trust	Collab		141127	518000	659127
Madhya Pradesh	Ujjain	Madhya Pradesh Institute of Social Science Research	Nodal		48858	180000	228858
Maharashtra	Nasik	Navjeevan World Peace & Research Foundation	Collab		213047	518000	731047
Maharashtra	Solapur	Akkalkot Education Society	Collab		167058	518000	685058
Maharashtra	Nagpur	Bapuji Bahujan Samaj Kalyan Bahuudheshiya Sanstha	Support		29000	91582	120582
Maharashtra	Mumbai	YUVA Urban Initiatives	Collab		246097	518000	764097
Gujarat	Ahmedabad	Ahmedabad Study Action Group	Collab		202776	518000	720776
Madhya Pradesh	Bhopal	AARAMBH	Collab		203764	518000	721764
Goa	Goa	Nirmala Education Society	Nodal		38206	180000	218206
Gujarat	Baroda	Faculty of Social Work, MS University	Nodal		50630	180000	230630
Madhya Pradesh	Bhopal	The Bhopal School of Social Sciences	Nodal		31804	180000	211804
Maharashtra	Nagpur	Varadaan	Support	58064	28995	93000	121995
Maharashtra	Ahmednagar	Snehalaya	Collab		179956	518000	697956
Madhya Pradesh	Indore	Indore School of Social Work	Nodal		51193	176270	227463
Maharashtra	Nagpur	Apang Va Niradhar Bahuddeshiya Kalyankari Sanstha	Collab	73800	204057		204057
Gujarat	Baroda	Baroda Citizens Council	Collab		202200	518311	720511
Maharashtra	Pune	Karve Institute of Social Service	Nodal	102465	61580	180000	241580
Maharashtra	Solapur	Walchand College of Arts & Science	Nodal			128278	186342
Maharashtra	Aurangabad	Aapulki Samaj Seva Sanstha	Collab		115022	518000	633022
Maharashtra	Pune	Dnyana Devi	Collab		186743	518110	704853
Maharashtra	Mumbai	Childline India Foundation-Mumbai Nodal	Nodal		79580	180000	333380
Goa	Goa	Vikalp Trust	Support		29000	93000	122000
Maharashtra	Amravati	Shree Hanuman Vyayam Prasarak Mandal	Collab	166343	187760	488000	778225
Maharashtra	Aurangabad	DILASA	Nodal		47544	180000	227544
Gujarat	Ahmedabad	Gujrat Vidyapeeth	Nodal		61543	180000	241543
Goa	Goa	Janugahi	Collab		147162	518000	665162
Maharashtra	Mumbai	Hamara Foundation	Collab		213272	488000	701272
Madhya Pradesh	Gwalior	Centre For Integrated Development	Collab		158928	518000	676928
Uttar Pradesh	Chandouli	Gramyanchal Sewa Samiti	Collab		187760	518000	872103
Tamil Nadu	Madurai	Madurai Inst of Social Sciences	Nodal		34220	180000	214220
Tamil Nadu	Chennai	Mazzarello Magalir Nalvazhvu Maiyam SSS (Marialaya)	Collab			178250	178250
Jharkhand	Ranchi	Samadhan	Collab			94786	94786
Bihar	Purnea-Raupauli	Batika	Sub Centre			31500	31500
Bihar	Darbhanga-Jalley	Batika	Sub Centre			31500	31500
Andhra Pradesh	Hyderabad	Centre for Social Initiative & Management	Nodal			20000	20000
Bihar	Purnea-Baisi	Akhil Bharatiya Gamin Vikas Parishad	Sub Centrel			31500	31500
West Bengal	Jalpaiguri	Ananda Chandra College	Nodal		50780		230780
Meghalaya	Shillong	Impulse NGO Network	Nodal		50719	518000	50719
Odisha	Rourkela	DISHA	Collab		185153		703153
Odisha	Rourkela	Shraddha	Support		22700		22700
West Bengal	Murshidabad	Palsa Pally Unnayan Samiti	Collab		187760		187760

Statement of Grant disbursement by CIF to its partners and to CIF for its admin grant for 2009-10 as on 31st March, 2010

State	City	Organisation	Role of the Organisation	Pending Grant (2008-09)	Disbursement towards 1st installment (2009-10)	Disbursement towards 2nd installment (2009-10)	Total Disbursement (2009-10)
Bihar	Kishanganj-Thakurganj & Pothia	Compeering Society for Social Work & Research	Sub Centre			31500	31500
Bihar	Darbahnga-Singhwara	Gramoday Veethi	Sub Centre			31500	31500
Bihar	Darbahnga-Keoti	Gramoday Veethi	Sub Centre			31500	31500
Bihar	Purnea	Tatvasi Samaj Nyas	Collab			77500	77500
Bihar	Purnea-Barhara Kothi	Tatvasi Samaj Nyas	Sub Centre			31500	31500
Bihar	Purnea-Kaswa	Parivesh Purn-Jagaran Sansthan	Sub Centre			31500	31500
Bihar	Darbhanga-Baheri	Gyan Seva Bharti Sansthan	Sub Centre			31500	31500
Bihar	Patna	Nari Gunjan	Support			19667	19667
Bihar	Patna	East & West Educational Society	Nodal			30000	30000
Bihar	Kishanganj	East & West Educational Society	Nodal			22000	22000
Bihar	Darbhanga	East & West Educational Society	Nodal			20000	20000
Bihar	Kishanganj-Tulsia (Teragachh & Dighalbank)	Koshi Gramin Vikash Sansthan, Araria	Sub Centre			31500	31500
Bihar	Darbhanga	Kanchan Seva Ashram	Collab			132500	132500
Rajasthan	Kota	Alarippu	Collab			89823	89823
NCR	Ghaziabad	Asha Deep Foundation	Collab			82375	82375
Bihar	Sitamarhi	Pratham Mumbai Education Initiative	Collab			132500	132500
Bihar	Sitamarhi-Parihar	Pratham Mumbai Education Initiative	Sub Centre			31500	31500
Uttar Pradesh	Agra	Childhood Enhancement Through Training and Action (CHETNA)	Collab			107197	107197
Bihar	Sitamarih-Bairginia	Pragati Ek Prayas	Sub Centre			31500	31500
Bihar	Sitamarih-Riga	Pragati Ek Prayas	Sub Centre			31500	31500
Bihar	Sitamarih-Sonbarsa	Pragati Ek Prayas	Sub Centre			31500	31500
Maharashtra	Mumbai	Childline India Foundation (Nodal India) - Admin grant	Nodal		9130250	14517750	23648000
			Total Rs.	3883178	27495051	62804473	94182702

CHILDLINE
DOSTS OF
2009-10

Corporate Patrons

Axis Bank
Mphasis
HDFC Bank
HSBC Bank
Hindustan Petroleum Corporation Ltd
Times of Money
Vodafone

Institutional Funders

Catholic Relief Services
Pirojsha Godrej Foundation
Rotary club of Bombay (Melting pot)
R. Jhunjhunwala Foundation
S K Oil Terminals (P) Ltd
Turner International India Pvt Ltd

Grant Partners

Ministry of Women and Child Development,
Government of India
National Institute of Public Cooperation and Child
Development
State Government of Kerala
Zilla Panchayat Gulbarga, State Government of
Karnataka
Sir Dorabji Tata Trust

Mumbai Marathon Corporate Challenge Teams

Axis Bank
Hindustan Petroleum Corporation Ltd
Sanofi Aventis
STAR TV
Tata AIG

Mumbai Marathon Corporate Supporting Teams

Cross Tabs
Deloitte
HDFC
Nickelodeon
Vodafone

Mumbai Marathon Dream Makers Category

Anup Maheshwari
Mihir Doshi
Monica Tata
Shobha De
Sunil Rawlani

Mumbai Marathon Individual Runners

Ashok Wadhwa
Gurpreet Singh
Sameer Malay
Shashi Raghunandan.
Shweta Baisiwal,
Sudeep Sahay
T J Mathew



Delhi Marathon Corporate Challenge Teams

Fluor Daniel
Sanofi Aventis

Delhi Marathon Dream Team Runners

Preet Dhupar

Marathon Pledge Donors

Abhilash Mishra
Deepak Jaggi
Surajit Sen
Vandana Trivedi Rajesh

School Patrons

Anand Ashram, Palghar
A.S.D. Topiwalla High School, Malwan
Bhandari Education Society's High School, Malwan
Bridge International school, Kolkata
B.W. New English Medium School, Latur
Carmel Convent School Primary, Khanpur
Chatrapati Shahu Vidyalaya, New palace, Kolhapur
Childrens's Academy, Malad East,
Childrens's Academy, Kandivili East
Childrens's Academy, Malad East
Childrens's Academy, Kandivili East
D.A.V. Public School, Audh, Pune
De Nobili Matriculation H S School, Madurai
Delhi Public School, Kolkatta
Delhi Public School, Maruti K, Gurgaon
Diamond Jubilee High School
Dnyaneshwar Vidyalaya, Latur
Doon Heritage School, Siliguri
Goutham Model School
Gyan Mata Vidya Vihar, Nanded
Holy Cross Convent, Kolhapur
Holy Cross High School, Goa
Indian Model School, Solapur
Jayprabha English School, Kolhapur
JSPM's Blossom Public School, Pune
Kilbil St. Joseph's High School, Nashik
Kids' Kingdom Public School, Nanded
K.N. Kela High School, Nashik
Loreto Convent, Darjeeling
Manovikas English Medium School, Goa
Millenium National School, Pune
M.K. High School, Borivali
Mount Carmel Convent School, Pune
Nalini Shantarama Pant Walawalkar, Kolhapur
NSS Hill Spring International School, Mumbai
OPG School, Dwarka
Our Lady of Lourdes High School, Goa
Padamshri Sumatibai Eng. Medium High School, Solapur

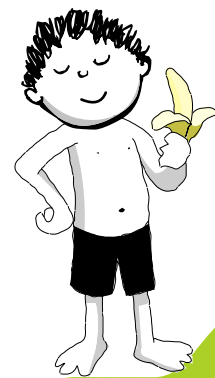
Paramount School, Kalinpong
Pathways World school, Gurgaon
Podar International School, Pimpri
Podar International School, Aurangabad
Podar International School, Nashik
Presentation Convent, Madgaon
Presidium school, Delhi
Raja Narayanlal Lahoti English School, Latur
Regina Mundi High School, Chicalim, Goa
Sacred Heart of Jesus HS, Goa
Saptarshi Gyanpeeth, Darjeeling
Scottish High Int School, Guraon
Shree Ambalal Premji Patel High School, Nashik
Sri Siddeshwar English Medium School
Sri Venkateshwara Int School, New Delhi
SNBP School & Junior College, Pune
SSPM Secondary Day School, Pune
S.S.P.M. Day School, Pune
St. Anthony's Boy's School, Darjeeling
St. Alphonsa School, Kalewadi, Pune
St. Gabriel's Higher Secondary School
St. George's Grammar School
St. Joseph's Secondary School, Orlem
St. Joseph High School, Solapur
St. Joseph's High School, Vadodara
St. Joseph's Convent, Darjeeling
St.Paul's Boy's School, Dadar
St.Theresa School Mangoor Hill
St. Theresa Girls H.S.School, Darjeeling
St. Xavier's High school, Cuttack
St. Francis Xavier's High School Bamanvad, Goa
Sunrise English Medium School,Siliguri
St. Aloysius H S Benaullim, Goa
St.Jude's High School, Goa
St. Theresa's High School, Goa
St. Thomas High School, Goa
Tagore International School, Gurgaon
The Future Foundation School, Kolkata
Vidya Vardhini English Medium School, Pune
Vishwa Bharti Public School, Delhi
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Communication &

Strategic Initiatives : Nishit Kumar, Shreeja Kanoria, Sonu Karwa, Shashi Shikha

Special Projects : Carlyle Pereira, Marina Fernandes

CCC : Denis Rodrigues

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

NGO PARTNERS

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SOUTH:

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WEST:

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1098



CHILDLINE India Foundation

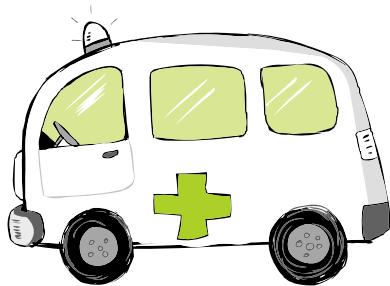
Vision

A child-friendly nation that guarantees the rights and protection of all children.

Mission

CHILDLINE will reach out to every child in need and ensure their rights and protection through the 4 Cs. It will :

- **Catalyze** systems through active advocacy.
- **Collaborate** through integrated efforts between children, the state, civil society, corporates and community.
- **Connect** through technology to reach the “last mile”.
- **Communicate** to make child protection everybody's priority.



Objectives of CHILDLINE India:

- 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.
- 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.
- To provide a platform of networking amongst organisations and to provide linkages to support systems that facilitates the rehabilitation of children in need of care and protection.
- 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.
- To advocate for services for children that are inaccessible, non-existent or inadequate.
- To create a body of NGOs and Government organisations working within the national framework and policy for children.
- To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- 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.

The CHILDLINE service, which has been developed and managed by CHILDLINE India Foundation (CIF), is a 24-hour, toll free phone outreach service linking children in need of help and protection to organisations run by government departments as well as those run by civil society agencies. Children or concerned adults dial the number 1098 and are connected to the CHILDLINE service in their city.

Street children and youth living alone on urban streets, child labourers especially in the unorganized sector, children who have been abused, child victims of the flesh trade, differently-abled children, child addicts, children in conflict with the law, children in institutions, mentally ill children, children affected by



HIV/AIDS or other long term diseases, children affected by conflicts and disasters, child political refugees, children whose families are in crisis, gender linked abortion of female foetuses, undernourished children, illiterate children are among the host of issues plaguing children in India.

At present, CHILDLINE operates in 82 cities and/towns across the country and services over two million calls a year.

It all began as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences (TISS), Mumbai, in 1996. In June 1998, the Ministry of Social Justice and Empowerment (MSJ&E), Government of India, introduced a unique partnership model for implementation of the CHILDLINE service that paved the way for the setting up of a 24-hour tele-helpline, CHILDLINE 10-9-8 a toll-free line that would land any child's call on the nearest CHILDLINE call centre.

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- the Government has requested CHILDLINE to act as a catalyst in bringing together State agencies and voluntary agencies at the local level to ensure implementation of the Act.

CIF recognised quite early on that Child Protection was not recognised in India beyond sweeping legislations. Consequently CIF was invited to make submissions for the 10th Plan. In order to put in place a process framework for implementation of Child Protection, CHILDLINE India Foundation joined hands with The National Institute of Social Defence and developed a program: 'National Initiative for Child Protection (NICP)'. This has subsequently become the framework for the MWCD initiated Integrated Child Protection Scheme program (ICPS).

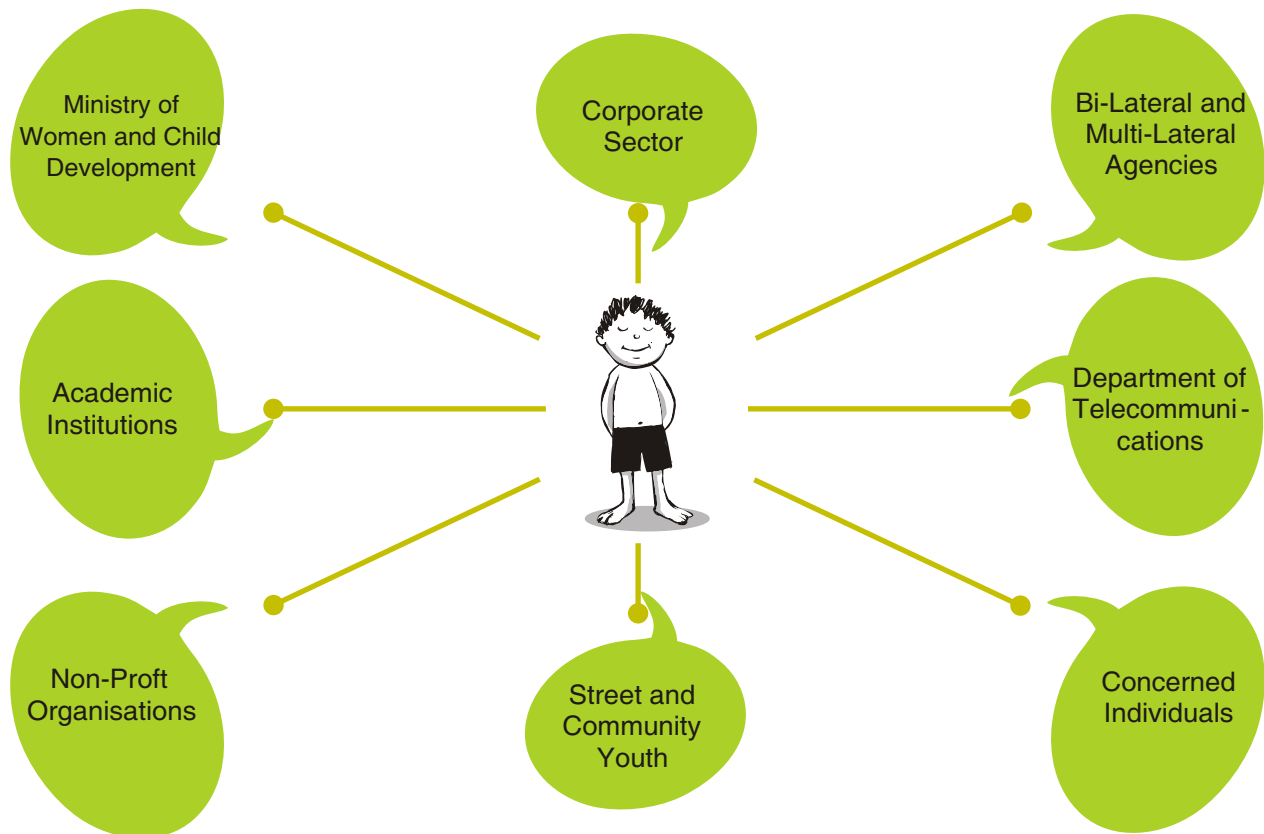


Programmes and Activities

- Responding to calls on the national toll free number 1098 and provision to rescue and offer emergency outreach services for children in need of care and protection;
- Coordinating rescue and other outreach services with the help of relevant local departments like police, administration, labour, health, railways and others;
- Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration, where necessary;
- Producing children before the Child Welfare Committee (CWC) to ensure care and protection.
- Supporting the CWC in the long-term rehabilitation of children, where required.
- Supporting a national network for the tracking of missing children.
- Providing data related to children rescued and rehabilitated for the compilation of a national comprehensive database of child protection.
- Creating awareness and ensuring access to the 1098 Child helpline (CHILDLINE) number.
- Creating research, documentation, awareness and advocacy on issues related to the Child helpline.
- Establishing linkages with other child protection services, community and local bodies to meet the immediate needs of children rescued.

The CHILDLINE Model

CHILDLINE is a unique partnership between the Government of India, Department of Telecommunications, Voluntary agencies, Academic institutes, the corporate sector, children and the community:

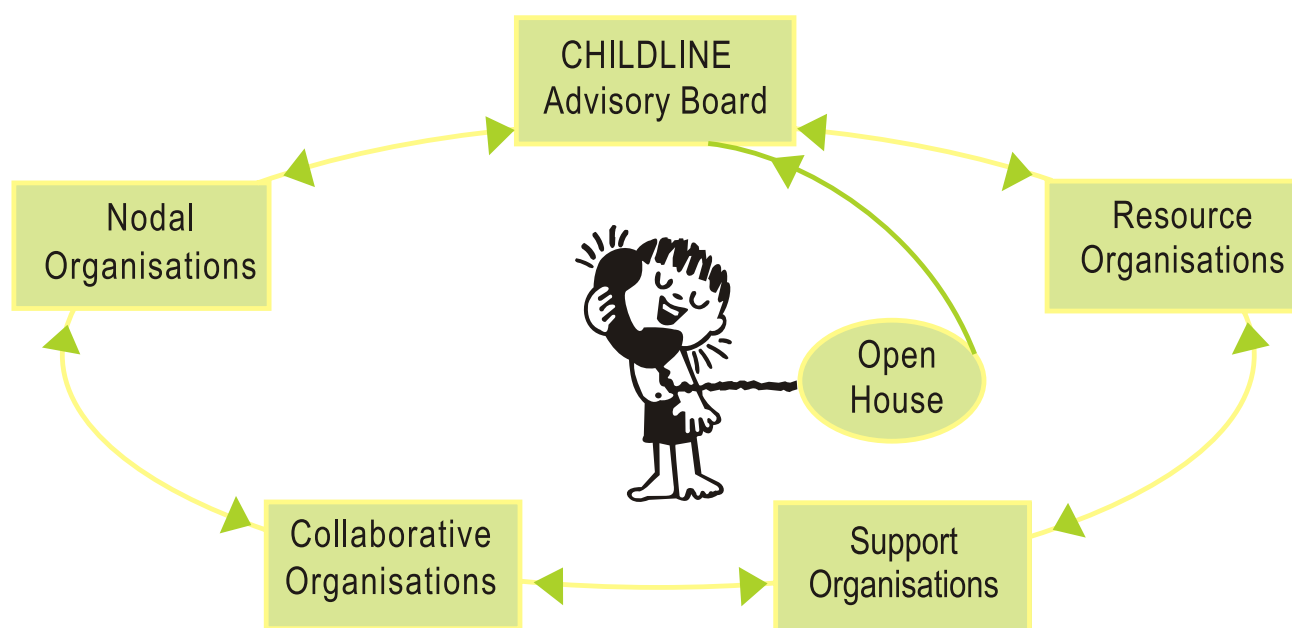


CHILDLINE is the crucial link between children in need of care and protection and the available services. For children with different needs, who call in anytime, anywhere, and for anything, we act as a one-point contact, which facilitates instant access to support, advice, active intervention or just a listening ear. We connect children in emergency on one end of the phone line to a well-connected network of services- Services that already exist. No new shelter, no new hospital, no new infrastructure is built.

We at CHILDLINE believe that for a helpline to be successful and effective in reaching out to the millions of children deprived of their childhood, we need to work in a partnership framework. A framework that recognizes that:

- A helpline cannot operate in isolation
- All partners involved in the helpline share a reciprocal relationship
- Each partner has clear and definite roles in the partnership model. This leads to a feeling of joint ownership towards the model.
- All partners share the vision, mission and the success of the model.

CHILDLINE Operational Structures and Processes



Nodal Organisation

The nodal organisation in CHILDLINE is usually an academic institute or Non Government Organisation with networking, training, coordination and research skills. The City coordinator, who is supervised by the Nodal Director ensures creation of a protective environment for children at the city level.

CHILDLINE Collaborative

(Emergency Intervention) Centres

These are voluntary agencies, which shall function as the call centre for CHILDLINE. They work 24 hours and respond to calls that are received on the 1098 CHILDLINE service. The centre coordinator manages a team that intervenes in emergency cases and conducts outreach and networking activities.

CHILDLINE Support Agencies/ Sub-Centres

Under every CHILDLINE Collaborative Partner (also called the Collaborative Centre), there will be, approximately, 5 to 7 Sub-Centres in districts (and 1-3 support agencies in cities) as per the specific need in the district/city, according to the nature of the population and geographical spread in the district. A team of three CHILDLINE staff members assisted by two volunteers

from the Mahila Samakhya members, anganwadi workers, teachers, and woman members of the panchayat assist the Sub-Centre staff at the taluka and village levels. They will follow up on children who have returned to the village and provide information when children are being recruited and help the local community to prevent child labour.

CHILDLINE Advisory Board or District Advisory Committee (DAC)

Usually headed by the Collector and having the District Officers for Health and Education, major NGO like Mahila Samakhya and others stimulate the development of the programme in the district.

Resource Organisations

These organisations act as centres for referral by CHILDLINE. They include the various organisations and institutions providing services for children or work on children's issues. They also participate in outreach and awareness programmes for CHILDLINE.

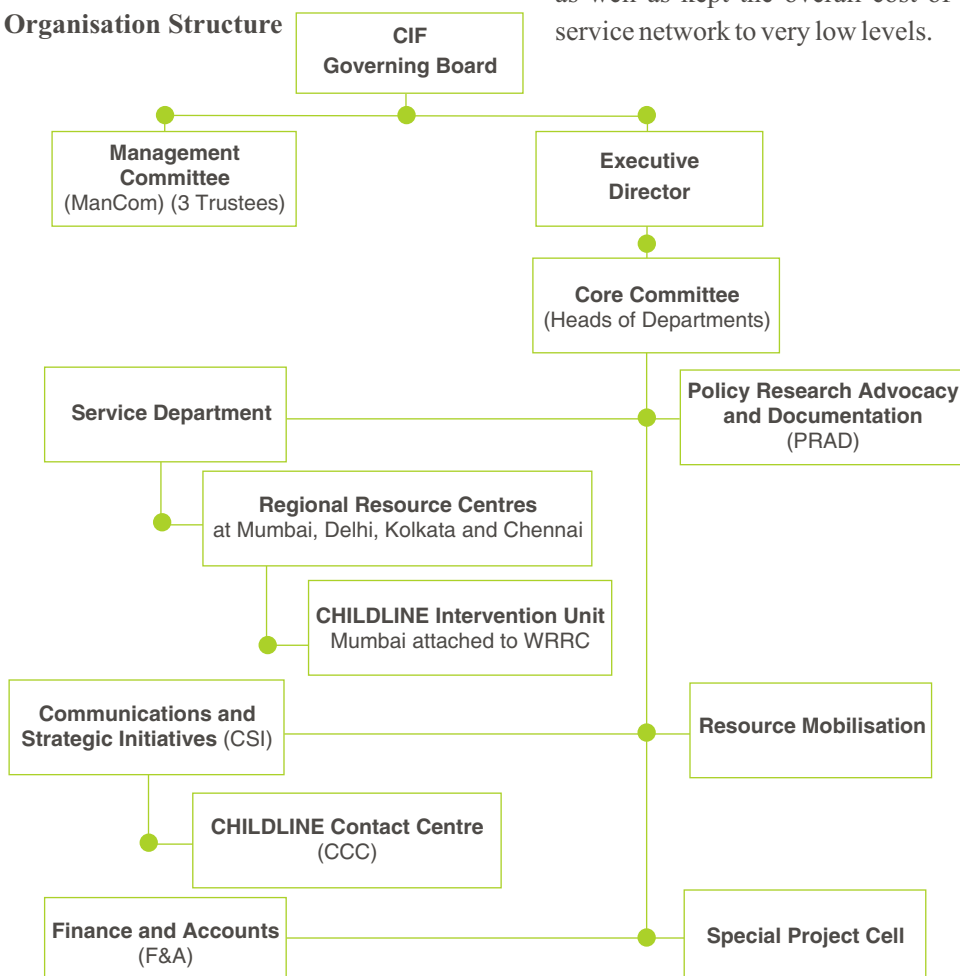
Institution Building- the CIF Way

In order to manage this growth, CIF has adopted several management practices and technologies, such as:

- a. Setting up of Regional Resource Centres at Delhi, Kolkata, Chennai and Mumbai to manage CHILDLINE service organisations in each region.
- b. Implemented the EMIS and ChildNet software, developed specifically for CIF by TCS to capture the rich data from children's calls/cases.
- c. Adopted an MBO based structured goal-driven management system with professional HR practices.
- d. External Research agency conducted evaluation of the CHILDLINE Service.
- e. Adopted best practices in accounting systems meeting with Credibility Alliance norms (CIF is a founder member of Credibility Alliance- set up to promote transparent accounting standards amongst NGOs).
- f. Developed and implemented a CHILDLINE Partnership model – a system that leverages the innate strengths of NGOs, Educational institutions and other on-the-ground organisations without duplicating services.
- g. Obtained international funding support for the Policy Research Advocacy and Documentation (PRAD) group in order to build the capacity of that team, fund advocacy, research and other initiatives of that group.
- h. Adopted innovative 'Twining' practices amongst new and established CHILDLINE city operations, which provide demonstrative and experiential learning. This has proved to shorten the learning curve for the new teams
- i. Extensively documented and published manuals and position papers on various aspects of CHILDLINE services as well as Child Rights perspectives.

These practices enhanced our management efficiency as well as kept the overall cost of managing a large service network to very low levels.

CIF Organisation Structure

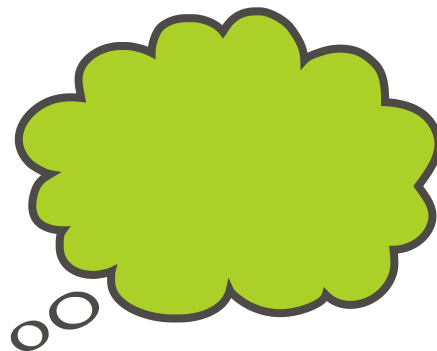


A Departmental Overview

Services: The Services Department provides vital support to CHILDLINE partner organisations to ensure quality standards of the CHILDLINE services delivery, from intervention in cases received by CHILDLINE, creating awareness about the service, networking and advocacy at city level, through networking and facilitation visits to the CHILDLINE cities. Grant-in-aid to the CHILDLINE partners is recommended every year, based on the assessment of performance done by the Services team. The Regional Resource Centre teams in the four metros assist the department, by overseeing the service in their regions.

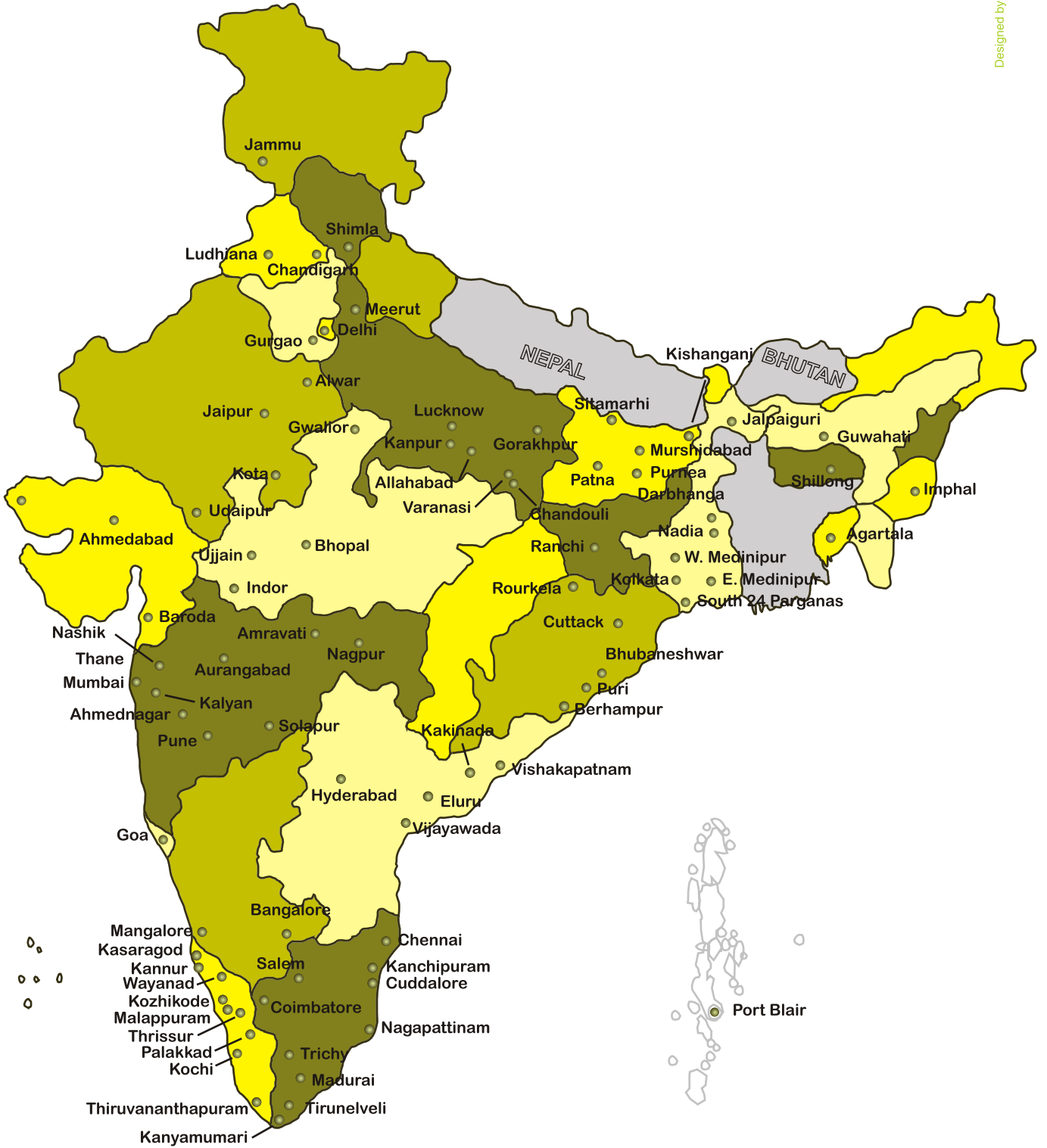
PRAD: The Department of Policy, Advocacy, Research and Documentation (PRAD), undertakes issue-based research to generate qualitative as well as quantitative analytical information to sensitize stakeholders on Child-Protection issues and Child Rights.

CSI: The Communication and Strategic Initiatives department creates awareness about Child Protection as well as of the tele-helpline 1098 amongst various segments including general public, media, corporate organisations, grants/ funding agencies & trusts, Communication management covering Advertising & Public Relations, Telecom Advocacy for connectivity related issues (for the CHILDLINE 1098 service). CCC (CHILDLINE Contact Centre), Management of Website, Advocacy with MWCD and other ministries, Media Relationships, Publishing - "Hello Childline" Newsletter and Annual report, Donor Relationship management, Institutional fund raising, Monitoring & Evaluation and Reporting of donor-aided projects. The department captures data from CHILDLINE calls, on the ChildNet software and publishes output reports.



Resource Mobilisation: The department has been set up to provide a sustainable retail fund raising for CIF's growing needs. Retail funds cover donations from individuals and use a variety of initiatives to reach donors. At present the team is working on innovative programmes in schools, events like the Mumbai and Delhi Marathons, cause tie ups with financial institutions, direct mailer programmes etc.

Finance and Administration: The department supervises the implementing and monitoring, finance and administration systems, including budget allocation, MIS and reporting, financial reports of partners, disbursements, co-ordination and fulfilment of Statutory obligations such as dealing with Internal/External/Statutory auditors, reports to Charity Commissioner, Ministry of Finance, Income tax returns and so on. They also provide administrative support in terms of HR, Infrastructure, Office space etc.



Legend
● Name of City



HEAD OFFICE

2nd Floor, Nana Chowk Municipal School,
Frere Bridge, Low Level,
Near Grant Road Station,
Mumbai 400 007
Tel: 91 22 - 23881098
Fax: 91 22 - 2381 1098



North Regional Resource Centre

F/F 252 K Sant Nagar
East of Kailash
New Delhi -110065
Tel: 011-2461 6948; 011-46088923
Fax: 011-46568834

South Regional Resource Centre

No.3, First Floor (Rear Building),
Srinivasa Murthy Avenue
(Opp Adyar Ananda Bhavan),
Adyar, Chennai -600 020
Tel: 044 - 2443 1098; Telefax: 044-24401098

East Regional Resource Centre

CHILDLINE India Foundation
AB 15, Sector - 1,
Salt Lake city,
Near PNB, Kolkata- 64,
Tel: 033-4065 6086
Fax: 033 23559453

West Regional Resource Centre

Shop No 7, Nagree Terrace,
Soonawala Aguiry Lane, Mahim (W),
Mumbai 400 016
Tel: 022-2444 1098

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CHILDLINE India Foundation

Email: dial1098@childlineindia.org.in
Web site: www.childlineindia.org.in



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Union Ministry of Women
and Child Development.