



CHILD LINE - MALDA

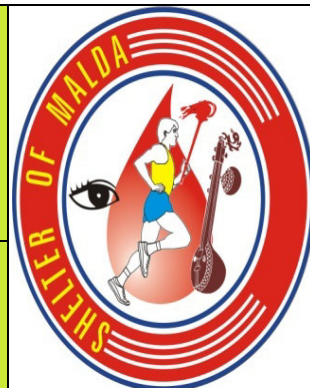
(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

BRIEF HISTORY OF CHILDLINE-MALDA **RUN BY – HAIDERPUR SHELTER OF MALDA**

Introduction :

CHILDLINE is a 24 hour emergency phone outreach service for children in need of care and protection. It also links children in need of care and protection to long term services for rehabilitations. The CHILDLINE India Foundation (CIF) is the central nodal agency for setting up and monitoring the CHILDLINE service. Additionally, CIF is responsible for undertaking process documentation and research, awareness campaigns and advocacy on issues related to strengthening the Childline service in the country.

Recognition :

CHILD LINE INDIA FOUNDATION (a project of Ministry of Women and Child Development, Govt. Of India) recognized to us as a collaborative organization for implementation of the Child Line services (1098- toll free number) at Malda District to ensure the child rights.

Installation Programme :

The installation Programme was held through press conference regarding Child Line (1098 Service) was held at Conference Hall of Malda Collectorate building on 08/08/2012 at 10.30 AM. In this regard at first we published the invitation card for the press reporters and other dignitaries of Malda district and we also distributed to the all reporters and photographers of print media and electronic media.

The press conference was started at 10.30AM at Conference Hall of Malda Collectorate building. The respected District Social Welfare Officer Smt. Sutapa Mukhopadhyay addressed to welcome all reporters and other dignitaries. The respected District Magistrate Dr. Smt. Archana, IAS, Malda introduced the activities of Child Line (1098 Service) to the all functionaries and reporters and photographers. After that the question answer regarding the Child Line (1098 Service) between District Magistrate, Malda and Reporters was continue near about one hours.



CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

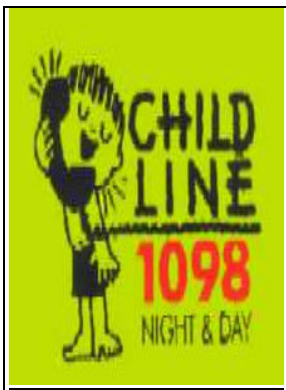
The reporters and dignitaries are participated in this press conference which is given herein below:-

- i) Md. Hasan Ali Shah, Chairman, Child Welfare Committee, Malda.
- ii) Shri Subhamoy Basu, Member, Child Welfare Committee, Malda
- iii) Sagar Goswami, Member, Child Welfare Committee, Malda
- iv) Smt. Sutapa Mukhopadhyay, District Social Welfare Office, Malda
- v) Sri. Chinmoy Sarkar, District Programme Officer, Sarba Shiksha Mission
- vi) Sri Mantu Roy, Asst. Inspector of School (Secondary Education)
- vii) Sri Samik Mukherjee, Sub Inspector of School (Primary)
- viii) Pamela Sarkar, District Coordinator, UNICEF for child marriage prevention programme
- ix) Babul Hoque, Sangbad Pratidin
- x) Horen Chowdhury, Sangbad Pratidin
- xi) Jayanta Sen, Bartamaan
- xii) Susanta Sarkar, Channel – 10
- xiii) Bubai Das, News All India,
- xiv) Probir Das, Tara Newz
- xv) Biswajit Mandal, M.C News/High T.V

After press conference the respected District Magistrate meet all the staffs of Child Line, Malda.

In this regard the video of the conference also enclosed herewith for your kind information.



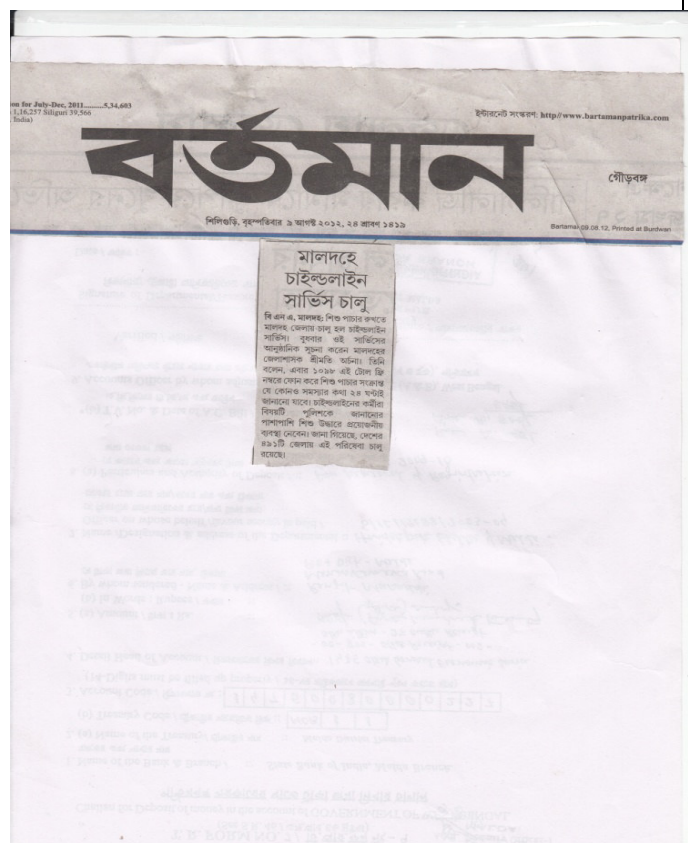


CHILD LINE - MALDA
 (A Unit of - HAIDERPUR SHELTER OF MALDA)
Piyaji More, P.O. & Dist. Malda
Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94
e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.





CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

Phone facility as 1098 (Tollfree) :

As per terms and condition of the CHILD LINE INDIA FOUNDATION, we installed two telephone numbers i.e. 03512-221094 & 03512-221096 on 22.06.2012 in favour of our organization and both the telephone numbers having Hunting facility and both the number are ringing as tollfree.

Site, Space & Accommodation :

As per terms and condition of the CHILD LINE INDIA FOUNDATION, the space of office already fixed up at Piyaji More (Hyderpur), P.O. & Dist. Malda, where the Child Help Line exists till now.

Staff :

As per terms and condition of the CHILD LINE INDIA FOUNDATION, the processing of identification of staff is going on. In this regard we also published the advertisement in local paper and send to the different ten offices of Malda including N.I.C Malda.

Mission of CHILDLINE :

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

- Connect through technology to reach the 'last mile'.
- Catalyze systems through active advocacy.
- Collaborative through integrated efforts between children, the state, civil society, corporate am community to build a child friendly social order.

Communicate to make child protection everybody's priority.

Vision of CHILDLINE :

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



CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

Objectives of CHILDLINE 1098 :

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

- (i) To reach out to every child in need of care and protection by responding to emergencies on 1098 and by physically reaching out to children.
- (ii) To adapt and integrate telecommunication technology, linking all districts to the service of 1098, and making it available to all children in need of care and protection.
- (iii) To provide a platform of networking amongst organizations and to provide linkage to support systems that facilitates the rehabilitation of children in need of care and protection.
- (iv) To work together with the Allied Systems (Police, Health Care, Juvenile Justice, Transport, Legal, Education, Communication, Media, Political and the Community) to create child friendly systems.
- (v) To advocate for services for children that are inaccessible, non-existent or inadequate.
- (vi) To create a body of NGOs and Government organizations working within the national framework and policy for children.
- (vii) To be a nodal child protection agency in the country, providing child protection services to children in need of care and protection.
- (viii) To set up innovative child protection services leveraging technological advancements in areas where such services are inaccessible, non-existent or inadequate
- (ix) To undertake research with the objectives of strengthening the CHILDLINE 1098 service, and studying new and emerging trends in child protection issue
- (x) To contribute and work towards strengthening and participating in a global movement that address issues related to child protection and ensures that children's voices are heard.

Programs and activities :

- (i) Responding to calls on the national toll free number 1098 and provision of rescue and emergency outreach services for children in need of care and protection.



CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone
emergency out reach service for children in need of
Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership
with Child Line India Foundation, State Government and other allied system.

- (ii) Coordinating rescue and other outreach services with the help of relevant local department like police, administration, labour, health, railways and others.
- (iii) Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration;
- (iv) Functioning under overall supervision of the DCPS.
- (v) Producing children before the Child Welfare Committee (CWC) for ensuring care and protection.
- (vi) Supporting the CWC in the long term rehabilitation of children, where required;
- (vii) Supporting a national network for the tracking of missing children.
- (viii) Providing data related to children rescued and rehabilitated to DCPS/SCPS for compilation of a national comprehensive database of child protection;
- (ix) Creating awareness and ensuring access to the 1098 Child helpline (CHILDLINE) number;
- (x) Research, documentation, awareness and advocacy on issues related to Child helpline.
- (xi) Establishing linkages with other child protection services, community and local bodies for meeting the immediate needs of children rescued.

Target Group :

All children in need of care and protection as listed in the target group of the ICPS.

The role and function of CHILDLINE collaborative organizations are as under :

- (i) Responding to calls received on the CHILDLINE 1098 on a 24/7 basis.
- (ii) City mapping to identify high risk areas where vulnerable children are found
- (iii) Intervention and case follow-up on a daily basis.
- (iv) Awareness and outreach in the community on a daily basis



CHILD LINE - MALDA

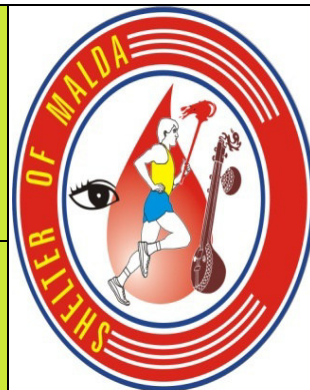
(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone
emergency out reach service for children in need of
Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership
with Child Line India Foundation, State Government and other allied system.

- (v) Awareness and outreach in the community on a daily basis
- (vi) Monthly open house with children who are users of the CHILDLINE service and to understand issues that concern them
- (vii) Internal meetings once a week to discuss cases and follow-up
- (viii) Submission of monthly reports to the Nodal Organization.

Role of CHILDLINE as a collaborative organisation :

a. Case Intervention and follow up :

1. Ensure that all calls are responded to and recorded in and appropriate manner with no delay as per guidelines and protocols developed by CIF, and keeping the best interest of the child in focus.
2. Ensure that all interventions calls received on CHILDLINE 1098 are responded to and followed up on as per the intervention protocols prescribed by CIF.
3. Ensure that all cases sourced through outreach are responded to and recorded to an appropriate manner with no delay as per guidelines and protocols developed by CIF, and keeping the best interest of the child in focus.
4. Plan with the Resource Organisations for the long-term rehabilitation of the child, based on the needs of the child, keeping the best interest of the in focus.
5. Interact with the allied systems to enhance effectiveness of intervention.

b. Documentation :

1. Ensure that all calls and cases are documented and updated from time to time both manually as well as entered into the computer assisted data management system using ChildNET (or other such) software.
2. Maintain documents such as call register, petty cash register, message book, reporting phone testing, correspondence file, case files of long term cases, files on outreach activities / open house, inventory of assets acquired From GOI/CIF sources, and any other document that may be required.
3. Maintain minutes of all meetings.
4. Submit reports to the CIF – of financial matters and activities- as per as per the requirements of CIF.



CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail : haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

c. Phone Connectivity and Testing :

1. Ensure that two telephone lines are installed at the CHILDLINE centre and ongoing facility to be available on the phone.
2. Ensure that the CHILDLINE telephones are operational at all times.
3. Test connectivity from different telephone exchange areas in the city/district.
4. Conduct outreach amongst PCO owners, to make them CHILDLINE friendly.

d. Organising Meetings / Training :

1. Organise weekly meetings of CHILDLINE staff and maintain documentation of the same.
2. Organize periodical meetings with volunteers and maintain documentation of the same.

e. Outreach:

1. Prepare a monthly outreach plan in consultation with the nodal organization and support organization to make children and the client system aware of the Child Protection activities, focusing on the most marginalized child in the day.

f. Coordination :

1. Forward application for grant in aid to CIF in the given format and on time.
2. Submit reports to the CIF – of financial matters and activities as per need.
3. Internet connection is available at the CHILDLINE call centre for communication and coordination with other CHILDLINE partners and CIF.
4. Facilitate coordination of activities with Nodal Organization and support organization(s).

g. Resource Mobilisation :

Raise necessary resources for child protection activities.



CHILD LINE - MALDA

(A Unit of - HAIDERPUR SHELTER OF MALDA)

Piyaji More, P.O. & Dist. Malda

Ph. No. 1098 (Tollfree), Ph. & Fax : 03512-2210 98 / 96 / 94

e-mail :

haiderpurshelterofmalda@rediffmail.com

CHILD LINE is a national 24 hour free phone emergency out reach service for children in need of Care & Protection.



A Project of The Ministry of Women & Child Development, Govt. of India in partnership with Child Line India Foundation, State Government and other allied system.

Call Register :

City :- Malda		Month- july 16th to August 31st,	year 2012									
Calls 25		First Interventio	Multiple Intervention, if any									
I Intervention			Medical	Shelter	Restoration	Repatriation	Protection from abuse	Child in Conflict with Law	Sponsorship	Missing	ES&G	Total
Medical Help		1	1	1	1					1	1	
Shelter												
Restoration (within the country)												
Repatriation (outside the country)												
Protection from abuse		16									10	
Child in Conflict with Law												
Sponsorship												
Referred by another CHILDLINE		4										
II Missing Children												
Child Lost		26	1	20	17							
Parents Asking Help												
III Emotional Support & Guidance		7										
Total I to III			1	20	17					26		
IV Unclassified *												
V Information												
Information & Referral to service		5										
Information About CHILDLINE & Volunteers		2										
VI Supportive calls												
Follow up calls: At City Level		28										
Follow up calls: calls for cases from other CLs												
Phone Testing												
Did Not Find\Did Not Intervene												
VII Silent/Confidence building												
VIII Technical defects												
Blank		67										
Wrong												
One-sided communication												
IX Fun calls												
Crank\Fun\Abusive												
Chat Calls												
X Others												
Personal Calls												
Administrative calls		83										
Total - I to X*												