



CHILDLINE SHILLONG



## CHILDLINE ANNUAL REPORT

April 2009 to March 2010

&

April 2010 to December 2010





## CHILDLINE 1098

CHILDLINE is a national 24 hours free phone emergency outreach service for children in need of care and protection. It responds to needs of children and links them to long-term services. The CHILDLINE number 1098 is a toll free number that is common in all cities in India. It responds to needs of children and links them to long-term services. CHILDLINE is currently operational in 91 cities.

### 1.1 Overview of CHILDLINE Shillong activity

CHILDLINE Shillong started on July 2001. Since its inception, CHILDLINE Shillong has played a very remarkable role in every aspect, where it responds to every child who dials 1098 and provides emergency assistance through intervention and long-term follow up.

#### Operational Strategy:

The Collaborative Organizations respond to all incoming calls, 24 hours a day and provide the necessary assistance. The Collaborative Organization must also respond when a concerned adult informs it about a child in need of care and protection.

The primary role of the CHILDLINE Nodal Organization is to ensure effective networking and training of organizations associated with CHILDLINE. The nodal organization ensures that the issues faced in responding to calls are addressed for effective functioning of the service.

CHILDLINE India Foundation is the nodal agency appointed by the Ministry of Women and Child Development, Government of India to facilitate, monitor and implement CHILDLINE service through partner organization through the country.



### 1.2 Location of CHILDLINE office (Geographical area covered under CHILDLINE Shillong)



CHILDLINE being a city-based programme covers the entire Shillong city from G.S. Road to Ladumsaw, from Shra Road to Myllem, from Nongstoin Road up to Mowngap, from Jowai Road to Ladsmith and from NEIGRIHMS TO Mawlynrei, delivering services as per the protocol and intervening the cases as and when received. Although, CHILDLINE is a city-based programme, but at times, it does intervene cases received from beyond its jurisdiction depending on the urgency of the cases.

CHILDLINE Shillong has stepped towards the 9<sup>th</sup> year of its functioning in Shillong and has played a remarkable role towards addressing the needs of children in distress.

### **CAMPAIGN OF CHILDLINE -**

**“WHEN U SEE A CHILD IN DISTRESS CALL 1098”**



### 1. CALL STATISTICS AND CASE INTERVENTION

As every call is important, CHILDLINE responds to each and every call based on CHILDLINEs credo. Since its inception, CHILDLINE Shillong has been receiving call from children as well as concerned adult reporting cases of children in distress. The below is the mentioned table is the total number of call received by CHILDLINE, Shillong since its inception in January 2001 to December 2010.

		Jul-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Mar	Apr-Dec	TOTAL
No. I	<b>Intervention</b>	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-2009	2009-10	2010	
	Medical Help	20	18	42	31	24	38	26	27	19	41	286
	Shelter (Abandon)	7	9	49	32	60	17	21	45	35	53	328
	Restoration	7	8	48	45	14	76	90	57	45	32	422
	Rescue	4	22	35	29	38	12	25	31	11	12	219
	Sponsorship	73	20	21	29	35	64	34	16	6	10	308
	Death Related	1	4	1	0	1	1	5	0	3	-	16
No. II	<b>Missing Children</b>											
	Childlost	10	14	27	15	33	13	4	8	20	12	156
	Parent asking help	3	9	23	21	27	36	20	25	14	24	202
No. III	<b>Emotional support and Guidance</b>	441	196	83	31	54	76	41	55	37	29	1043
No. IV	<b>Information</b>											
	Info.& referrals to services.	30	123	168	157	165	170	133	180	307	180	1613
	Information about Childline /Volunteers	256	307	221	165	383	543	463	491	786	293	3908
No.V	<b>Miscellaneous</b>											
	Crank	147	347	242	175	147	89	70	174	980	302	2673
	Wrong	123	214	341	485	181	600	405	740	1119	620	4828
	One sided call/Silent	93	264	363	372	381	317	276	539	971	347	3923
	Chat call	0	534	614	440	391	554	459	355	580	312	4239
	Blank	369	939	784	595	850	639	583	1043	914	507	7223
	Testing	120	321	203	292	318	207	313	372	321	123	2590
	Administrative	313	1072	543	398	489	326	345	571	508	295	4860



	Follow-up through 1098	110	474	1046	740	690	610	564	632	912	884	6662
	Technical Defect								484	848	159	1491
	Did not find/respond	0	88	12	12	0	7	4	09	-	-	132
	<b>Total</b>	<b>2127</b>	<b>4983</b>	<b>4866</b>	<b>4064</b>	<b>4281</b>	<b>4395</b>	<b>3881</b>	<b>5854</b>	<b>8436</b>	<b>4235</b>	<b>47122</b>

**CHILDLINE Case Intervention:** CHILDLINE Shillong’s intervention calls to 1098 comprises of providing medical assistance, linking children to shelter, restoring children home, tracking missing children, intervening with children who has been physically or sexually abused, providing sponsorship and other interventions related to child rights violations. Provided below is the table highlighting the intervention case statistics of CHILDLINE Shillong from the time of its inception in Shillong in 2001 till December 2010:

**Cases intervened by CHILDLINE Shillong:** CHILDLINE aims at protecting the rights of Children and ensuring access to quality service to the poorest of the poor children. Keeping this in view, CHILDLINE Shillong has been able to render quality service to children calling 1098 for mental help, repatriation, death related, emotional support and guidance, protection from abuse and sponsorship.





## 2. MAJOR HIGHLIGHTS AND HAPPENINGS

**3.1. CAB meetings:** CHILDLINE Shillong has conducted a total of 9 (nine) CAB meetings between the period 2001 to 2010 during which important issues were discussed and decisions were taken.

However, two CAB meetings were held during April 2009 to December 2010 whereby various issues pertaining to children were discussed and decisions were taken accordingly.



*CAB meeting held on the 16<sup>th</sup> of February 2010 at the Conference Hall, Main Secretariat Building, Shillong, Meghalaya*

Provided below are the issues discussed and decided and follow-up done by CHILDLINE Shillong towards the implementation of the decision taken in the said meeting

### CAB Meeting held on: 16<sup>th</sup> February 2010

#### Issues Discussed

- *The meeting was attended by 29 participants comprising of Government Officials, representatives from various NGOs/Agencies/ Associations and Interns besides CHILDLINE Team.*
- *Implementation of ICPS: The Honourable Chief Secretary Shri. W.M.S. Pariat, IAS directed the Social Welfare Department to follow it up and expedite the process. The time-frame so set was one month. He further directed the department to complete signing of MOU within the financial year i.e. 2009-2010.*
- *Presentation by Social Welfare Department on the statistics of cases intervened by respective CWCs and JJBs in the state during the period 2008-09.*
- *Shelter Home for Mentally and Physically Challenged children: The Honourable Chief Secretary directed the Department of Social Welfare to call a meeting with all the NGOs working in the disability sector so as to find a specialized way to tackle the issue and the fund required for it.*
- *Setting up of Special Juvenile Police Unit (SJPU): Mr. B. R. Rana, Inspector General of Police, CID, and Police Department confirmed the setting up of SJPUs in all the Police Stations of all the districts of Meghalaya. He assured that he will provide all the details concerning the matter to CHILDLINE very soon.*
- *Police Department issued directions to all the District Units as to the procedures and modalities of handling the missing children cases.*



- The department has also written to the BSNL for a toll free number for the purpose of reporting missing cases.
- As for street children addicted to dendrite sniffing, the Honourable Chief Secretary promptly asked I.G.P CID to look into the matter.
- Since a huge number of children are found working in the coal mines, therefore, Mr. Arindom Som, IAS Commissioner & Secretary, Social Welfare Department as well as Mining, assured to do the needful pertaining to drafting of Meghalaya Mining Policy.
- Ms. M. N. Nampui, Labour Commissioner, Meghalaya shared that her Department has issued and circulated public notice to all the shops and working places warning against the employment of children in hazardous occupations.
- Task Forces for taking up driving tasks for rehabilitation and monitoring of child labours have been formed by Labour Department.
- For awareness about the Child Labour Restraint Act and the penalties provided in the Act, the Honourable Chief Secretary asked CHILDLINE and Labour Department to supply the required materials to DIPR immediately.
- He further asked DIPR to organize a meeting with the Press and other media and interact on the issue.
- Sharing on cases of children who are unable to afford the cost of schooling. Measures to link them up through programmes under SSA.
- Sr. Judith Shadaap, Executive Director of WISE Social Service Centre urged by Government support to NGOs towards rehabilitation of children.

**CAB meeting held on the 8<sup>th</sup> of December 2010 at the Conference Hall, Main Secretariat Building, Shillong, Meghalaya**



**The issues discussed and decisions taken are provided below:**

- The CAB meeting held on the 8<sup>th</sup> of December 2010 was attended by 25 participants from Allied Systems and also esteemed public organizations besides the team of CHILDLINE Shillong.
- Sharing by the Social Welfare Department on the status of the implementation of ICPS in the state of Meghalaya confirming that before winter holidays begin, there would definitely be some positive result regarding the implementation of ICPS in the state. All the necessary documents has been prepared and submitted to the Government of India as per the guidelines provided by the Centre. The department would be holding a meeting on the 13<sup>th</sup> or 14<sup>th</sup> of December 2011 to speed up the process towards implementation of ICPS.



- Labour Department has been conducting regular inspections and that till September 2010, a total of 95 inspections were made to check child labour.
- The Department of Labour has taken the initiative towards creating mass awareness on Prohibition of Child Labour for which the department has printed pamphlets in three different dialects i.e. Khasi, English and Hindi and these pamphlets contain detail information about "The Child Labour (Prohibition and Regulation) Act 1986" in the interest of public service. The pamphlets have been distributed to Jaintia Hills and to the Sub-Division Khlieriat as these are coal mine concentrated areas.
- As regards the rehabilitation package for the child labours, Labour Department has sent the proposal for National Child Labour Project (NCLP) that would support rehabilitation of the child labour.
- The Chief Secretary Mr. W. M. S. Pariat asked the Labour Department to circulate and distribute the pamphlets to other areas of Meghalaya as well, so as to sensitize a large group about prohibition of Child Labour
- Mr. Arindom Som, Commissioner and Secretary, Social Welfare Department informed about the series of meetings Meghalaya Government had with National Commission for Protection of Child Rights (NCPCR) concerning the issue of children in the coal mines of Jaintia Hills, Meghalaya.
- He informed that as per the preliminary report submitted by the Government of Meghalaya based on the survey conducted in 18 villages, the number of children working in the coal mines is only 222.
- Moreover, NCPCR has asked the Meghalaya Government to coordinate with the Education Department for the rehabilitation of children working in the coal mines. Moreover, the Deputy Commissioner is also asked to conduct a detail inquiry of the same with the help of Police Department.
- District Commission has issued order to the Labour Department to visit the coal mines in Jaintia Hills and verify whether there are children employed in those mines.
- Labour Department was asked by the Chief Secretary to intensify the publicity campaign on Child Labour (Prohibition and Regulation) Act 1986 and that, the actual prosecution should start by the beginning of 2011 thereby prosecuting those found guilty as per the provision of the law.
- Police Department proposed for a collaborative approach between Police Department and Labour Department to address the issue of child labour promptly and effectively
- The Honourable Chief Secretary said that CHILDLINE Shillong may take the initiative to report the cases of child labour to Labour Department besides reporting the matter to the concerned CWC.
- The State Police Website developed by the Police Department which is a Central Data Bank for information. The website also contains information about missing children and there is an investigating officer to trace the missing children in particular.
- Department of Social Welfare shared about the meeting with all the concerned NGOs working in the field of disability to address the issue of Shelter Home for mentally and physically challenged children. Acknowledging the crucial need to impart education to these children, the department would take up the matter with SSA for providing special education to the children with disability.
- District Social Welfare Officer of different districts of Meghalaya asked to take the initiative to identify NGOs working in the field of disability in their respective districts and call for a meeting to address the need of the destitute children with disability in their respective districts.
- To address the need of De-addiction Centre for children affected by dendrite sniffing and other drugs, the Chief Secretary asked the Social Welfare Department to revise the proposal submitted by Kripa Foundation. He asked the department to take CHILDLINE, Kripa Foundation and Health Department in the board to address the issue and come up with recommendations.





- *Dr. A. Laloo, Joint DHS (M) was glad to coordinate and extend the support of the Health Department towards other concerned departments/agencies and CHILDLINE as well, in creating awareness about the ill-effects of using alcohol, hard drugs and dandrute sniffing.*
- *For induction of a new member from the legal background into CAB as per the need, the Chief Secretary will ask the Law Department to identify someone to be in the CAB to assist CHILDLINE for legal intervention of cases.*
- *The Chief Secretary asked Social Welfare Department to prepare the Minutes of the said meeting as well so that a small review meeting could be held with the concerned departments and CHILDLINE to address minor issues.*

**3.2. Open house:** Open House is an open forum for children associated with CHILDLINE to address conflicts, assess, review and evaluate the service. It allows space for the CHILDLINE team along with the children to identify solutions to problems.

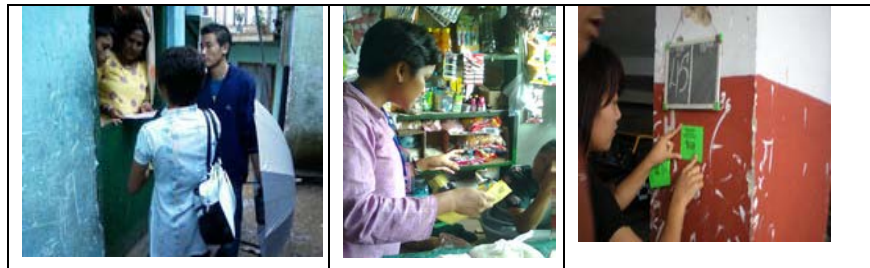
CHILDLINE Shillong too has been conducting open house regularly thereby having an interaction with the children and understanding their problems so as to get it resolved accordingly.



During the period April 2009 to December 2010, CHILDLINE Shillong conducted a total of 12 numbers of open house at different localities targeting different groups of children such as school going, non-school going, drop-outs and others belonging to different age-groups. During these, various issues were highlighted such as CHILDLINE, Child Abuse and Child Trafficking with special reference to Child Beggary, Organ trade, Flesh trade, Child Sexual abuse and how to protect themselves. Importance of education, health and hygiene, Food, Nutrition & Cleanliness, etc was also given importance. Moreover, important information was disseminated among the children concerning free services available for the community and about the ICDS Scheme and how it could be availed.

Besides, a platform was provided to the children whereby they shared about their life situation for sharing. Moral values were also inculcated during the open house being conducted. Most of these 'open house' concluded with games, songs, recreational activities and jokes as a part of entertainment for the children.

**3.3. Outreach & Awareness:** Outreach for CHILDLINE is an everyday feature. Members of the CHILDLINE team go out on the street and create awareness about CHILDLINE. This direct method of reaching out to children is the strongest method of getting the CHILDLINE message through, especially to children



Awareness in CHILDLINE is an integral part of CHILDLINE. CHILDLINEs success is measured not just by the number of calls in a city but also by the levels of awareness. The primary focus of CHILDLINE awareness to make the 1098 number known to children, show them how to call and built their confidence in



**CHILDLINE** Shillong has been rigorously involved in conducting outreach and awareness on a regular basis creating awareness on CHILDLINE 1098 services and other children related issues.

During the period April 2009 to December 2010, the team devoted more than 241 days going for outreach and awareness to different localities and areas targeting market places, taxi stands, slums, PCOs, individuals, shops, bank, Police Stations, etc sensitizing the masses about CHILDLINE and the services rendered by it through the number 1098.

As a part of awareness programme, Poster Campaign on child trafficking was carried out in all the Police Stations in Shillong thereby sensitizing the police personnel about the prevalence of child trafficking in the state and collaborative effort required to address the menace of trafficking. Film screening on child trafficking was also carried out in many of the educational institutions in Shillong while poster campaign on the same was carried out in more than 30 schools in Shillong. Poster campaign on child trafficking was also carried out in the public places as well.





Apart from this, skits were developed based on child labour, domestic work and child trafficking which were performed in a number of schools as well as in public places.



Skit performance in the schools

Street play in Parking lot.

The skits were based on child labour and trafficking issues which happened to be the most important and burning subject at the moment. The teachers as well as the students appreciated the skit performed and very well received the message that was intended to pass to them. The Principal of the schools too gave impressive feedbacks which are recorded in the reports.

The skits were performed in more than 10 schools during the period 2009. A follow-up of the same was carried out through awareness programmes in various schools in Shillong during 2010.

Besides these, other activities that were carried out as a part of CHILDLINE awareness include one-to-one awareness, community awareness, and awareness in banks, Ward Lake, orientation to the school teachers, community leaders, headmen and other pressure groups.

**3.4. NICP workshop:** National Initiative for Child Protection (NICP) is a campaign initiated by the Ministry of Social Justice and Empowerment through the National Institute of Social Defence (NISD) and CHILDLINE India Foundation (CIF).

NICP aims to build partnership with the Allied System for protection and promotion of Child Rights.



*NICP for the Nurses under Training on the 30<sup>th</sup> November 2009*

*NICP for the Sub-Inspector, Traffic Personnel sans Sentries on the 3<sup>rd</sup> December 2009*

*NICP for the Police Personnel on the 17<sup>th</sup> December 2010*

As per the aim of NICP, CHILDLINE Shillong too has been conducting NICP training for different target groups from time to time based on the felt need of CHILDLINE Shillong.





CHILDLINE Shillong has conducted four (4) numbers of NICP Training during the period April 2009 to December 2010 as per the NICP guidelines. The trainings were organized by NISD in collaboration with CHILDLINE India Foundation (CIF) and CHILDLINE Shillong and supported by NIPCCD.

During the said training programmes, the Resource Persons and the topics covered were:

Sl. No.	Date	Topics Covered	Resource Persons	No. of Participants
1.	30 <sup>th</sup> November 2009 Venue: Nightingale Nurses Training Centre	<ul style="list-style-type: none"> <li>• Aims and objectives of NICP</li> <li>• Child Abuse and its types</li> <li>• Juvenile Justice (Care and Protection) Act 200</li> <li>• Children with Disability-Role of Health Workers</li> <li>• Group Discussions</li> <li>• Sharing by CHILDLINE Team</li> </ul>	<ul style="list-style-type: none"> <li>- Fr. J. Celia, Director, Don Bosco Youth Centre, Shillong.</li> <li>- Mr. Carmo Naronha, Director, Bethany Society, Shillong.</li> </ul>	51 Nurses under Training
2.	3 <sup>rd</sup> December 2009 Venue: Don Bosco Youth and Educational Service, Hall Shillong	<ul style="list-style-type: none"> <li>• Aims and objectives of NICP</li> <li>• Child Abuse and its types</li> <li>• Juvenile Justice (Care and Protection) Act 200</li> <li>• Child Trafficking</li> <li>• Group Discussions</li> <li>• Sharing by CHILDLINE Team</li> </ul>	<ul style="list-style-type: none"> <li>- Fr. J. Celia, Director, Don Bosco Youth Centre, Shillong.</li> <li>- Inspector K. Prasad, Officer-In-Charge, Sadar Police Station.</li> </ul>	40 Sub-Inspector, Traffic Personnel sans Sentries
3.	16 <sup>th</sup> December 2009 Venue: Don Bosco Youth and Educational Service, Hall Shillong	<ul style="list-style-type: none"> <li>• Aims and objectives of NICP</li> <li>• Child Abuse and its types</li> <li>• Juvenile Justice (Care and Protection) Act 200</li> <li>• Sharing by CHILDLINE Team</li> </ul>	<ul style="list-style-type: none"> <li>- Fr. J. Celia, Director, Don Bosco Youth Centre, Shillong.</li> <li>- Inspector K. Prasad, Officer-In-Charge, Sadar Police Station.</li> </ul>	45 Supervisors and Inspectors of Shillong Municipal Board

**3.5. Advocacy initiative taken up by CHILDLINE, with the allied systems (Decision of meetings and their implementation):** Since CHILDLINE cannot function alone; it built partnership with the Allied System which is its allies at anytime. The Allied System comprises of the Police, Social Welfare Department, Health Care, Judicial System, Labour Department, Education System, Transport System, BSNL and other Telecoms Departments, Media, Corporate Sector, Elected Representatives and the Community.

CHILDLINE Shillong is fortunate to have a strong rapport with the Allied Systems which has indeed facilitated the activities of CHILDLINE Shillong to large extent.

Provided below are few of the major meetings held with the different Allied System and the implementation of the decisions taken during the said meetings between 2009-2010:

Allied System	Issues discussed and decided	Implementation of the decisions taken
Chief Secretary, Meghalaya	<ul style="list-style-type: none"> <li>- Need for a Shelter Home for Mentally Challenged Children</li> <li>- CHILDLINE Hoardings in the major locations in the Shillong City</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Social Welfare Department</i> was entrusted with the responsibility to look into the matter of shelter home for mentally and physically challenged children.</li> <li>- CHILDLINE Shillong has been getting all the required support from the Chief Secretary as and when required.</li> </ul>
Police	<ul style="list-style-type: none"> <li>- Police support towards CHILDLINE Shillong</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Circular issue from the I.G.CID</i> directing the SPs of all</li> </ul>



<p><b>Department</b></p>	<p>in the intervention of cases and other activities</p> <ul style="list-style-type: none"> <li>- Setting up of Special Juvenile Police Unit</li> <li>- CHILDLINE Hoardings in Police Stations</li> <li>- Uploading CHILDLINE Website in the Police Website</li> <li>- CHILDLINE to be invited to provide training to the Police Personnel</li> <li>- Joint programme between CHILDLINE and Police Department</li> </ul>	<p><i>the districts to issue orders to all the Police Stations concerned to extend necessary support towards CHILDLINE as and when required.</i></p> <ul style="list-style-type: none"> <li>- <i>Circular received concerning setting up of SJPU in all the major Police Stations in all the Districts of Meghalaya</i></li> <li>- <i>Consent letter from DGP has been issued to</i></li> <li>- <i>CHILDLINE Shillong granting permission to put up CHILDLINE Hoardings in the concerned Police Stations in the district.</i></li> <li>- <i>CHILDLINE website has been uploaded in the Meghalaya Police Website</i></li> <li>- <i>As decided, CHILDLINE members are invited by the Police to Resource during the training programmes organised for the police personnel by the department concerned.</i></li> <li>- <i>Police Department has been collaborating with CHILDLINE Shillong in organizing programmes for the children during special occasions.</i></li> <li>- <i>CHILDLINE Shillong has been receiving all the necessary from the Police Department in the intervention of cases as and when required.</i></li> </ul>
<p><b>Social Welfare Department</b></p>	<ul style="list-style-type: none"> <li>- Shelter Home for children in distressed</li> <li>- Implementation of ICPS in the State of Meghalaya</li> <li>- Shelter Home for mentally challenged children</li> <li>- CWC and Case intervention</li> <li>- CHILDLINE Website to be uploaded in the State website</li> </ul>	<ul style="list-style-type: none"> <li>- <i>The Department has introduced 10 bedded Government Shelter Home at Shillong for children in distress.</i></li> <li>- <i>Social Welfare Department, Meghalaya has already signed an MOU with the Government of India on the 1<sup>st</sup> of July 2010 towards implementation of ICPS and is in the process of registration. Moreover, rules and regulations pertaining to the scheme have also been submitted and that, the proposal for the sanction is in process.</i></li> <li>- <i>A meeting was called by the Department of Social Welfare on the 6<sup>th</sup> of December 2010, with all the concerned NGOs working in the field of disability to discuss on the issue concerned. There were 6 NGOs who volunteered to accommodate the destitute children with disability.</i></li> <li>- <i>CWC given necessary directions to effective and speedy intervention of cases referred by CHILDLINE.</i></li> <li>- <i>CHILDLINE logo and message is uploaded in the website of Social Welfare Department, Meghalaya</i></li> </ul>
<p><b>Labour Department</b></p>	<ul style="list-style-type: none"> <li>- Awareness material on Child Labour issue</li> <li>- Collaboration in organizing programme</li> <li>- Intervention on Child Labour</li> <li>- Sharing on National Child Labour Project (NCLP)</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Labour Department has been conducting regular inspections and that till September 2010, a total of 95 inspections were made to check child labour.</i></li> <li>- <i>Printed pamphlets in three different dialects i.e. Khasi, English and Hindi containing detail information about</i></li> </ul>





		<p><i>"The Child Labour (Prohibition and Regulation) Act 1986" in the interest of public service. The pamphlets have been distributed to Jaintia Hills and to the Sub-Division Khlieriat as these are coal mine concentrated areas.</i></p> <p>- Labour Department has sent the proposal for National Child Labour Project (NCLP) that would support rehabilitation of the child labour.</p>
Communication Department	- 1098 connectivity over private telecoms as well	- Besides BSNL landline, CHILDLINE 1098 is now accessible over CellOne, Reliance, Aircel, Airtel, Idea and Vodafone mobile connection.
BSNL	<ul style="list-style-type: none"> <li>- CHILDLINE logo along with message to be printed in BSNL telephone Bills</li> <li>- BSNL support towards CHILDLINE Awareness</li> <li>- Sponsorship for CHILDLINE Se Dosti Week</li> <li>- CHILDLINE messages through SMS</li> <li>- Incorporating CHILDLINE logo and message in BSNL banners and hoardings.</li> </ul>	<ul style="list-style-type: none"> <li>- CHILDLINE message is printed in the telephone bills of BSNL</li> <li>- CHILDLINE messages are printed in the pamphlets of BSNL which have been circulated to more than 2 lakhs people in the state of Meghalaya.</li> <li>- An amount of Rs.5000 was received as sponsorship from BSNL towards CHILDLINE Se Dosti Week</li> <li>- BSNL is presently working towards incorporating CHILDLINE logo and message in the banners of BSNL.</li> </ul>
DIPR	<ul style="list-style-type: none"> <li>- DIPR proposed to dedicate one hoarding to display information on CHILDLINE and children related issues</li> <li>- CHILDLINE to develop a CD containing information on the issues concerned and hand it over to DIPR for the needful</li> <li>- DIPR can give a space to incorporate CHILDLINE logo with a small message in the bottom of each of their hoarding.</li> <li>- Publish editorial on children issues.</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- Necessary documents submitted to DIPR for awareness on CHILDLINE and other important children related issues.</li> <li>- DIPR has published CHILDLINE message in few of the newspapers.</li> <li>- Public announcement on CHILDLINE, Child Rights and Child Labour has been made by DIPR on the occasion of CHILDLINE Se Dosti Week</li> <li>- Articles reflecting on children issues are published at times.</li> </ul>
Meghalaya Legal Aid Cell	- Legal intervention of CHILDLINE cases	- Through Legal Aid Cell, A CASE OF CHILDLINE has been filed at the High Court, Shillong Branch.

Besides the Allied System, CHILDLINE Shillong has been networking and collaborating with a huge number of NGOs/Agencies/Association/ Institutions, small Corporate, Community and individuals as well thereby receiving essential support towards case intervention as well as CHILDLINE activities as and when required.

**3.6. Visibility of CHILDLINE (CHILDLINE Message in Newspapers, BSNL Bills, and Envelopes and Banners etc):** As media plays an important role in influencing public opinion about Child Right Rights and issues relating to children and is an effective tool in creating mass awareness, therefore, CHILDLINE Shillong has built a good rapport with the Media both print and electronic.



CHILDLINE Shillong has been receiving the required support from the media interns of getting the photographs of missing children flashed in the newspaper free of cost as well as getting the media coverage during special programmes organized by CHILDLINE.

Provided below are a few of the messages published in newspapers and CHILDLINE message printed in the BSNL Telephone Bills.

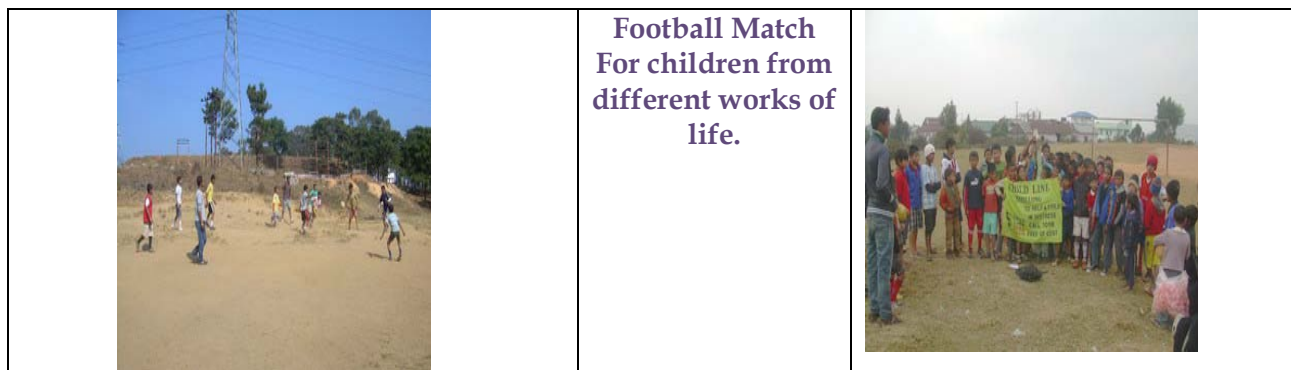


**3.7. Special Events (CHILDLINE SE Dosti Week, Birth Day Celebration of Shillong CHILDLINE etc):**

Besides conducting regular outreach and awareness programmes and intervening cases, CHILDLINE Shillong Team has shown great enthusiasm to organize various programmes for the children during special occasions.

During the period April 2009 to December 2010, a series of programmes were organized to celebrate special occasions thereby providing a platform for the children to enjoy have fun and learning as well.

The followings were the initiatives taken by CHILDLINE Shillong to organize special programmes for the children:



*The team mobilized some amount of fund to purchased t-shirts for the children in which CHILDLINE Logo was painted at the back of the t-shirts by the team themselves. To have more fun, the male team*



members too took part in the match. After the match they were taken for tea and snacks.

### CHILDLINE BIRTHDAY CELEBRATION

8<sup>th</sup> Birth Day of CHILDLINE Shillong organized at Umkaliar for Children washing vehicles at Umkaliar River, school dropouts, school going children in and around that area



The 8<sup>th</sup> Birthday Celebration of CHILDLINE Shillong was celebrated in a very festive way in collaboration with RADIO SFM 93.5. The program was a very lively one with children participating and enjoying the programme to the fullest. Children participation was highly appreciable when RJ's Real Maccoy and Bubbles organized a contest for them in the form of questions, poem recitation, singing and dancing. The winners in these activities were awarded prizes which were sponsored by a local cable network known as RI-KHASI CHANNEL. A short play was performed by a group of Mr. Bestbha from Radio SFM comprising of children on the theme "Child Domestic Work, thereby reflecting that Child Labour is against the Law"

9<sup>th</sup> Birthday of CHILDLINE Shillong.  
Date: 1<sup>st</sup> June 2010  
Program: Street Play on the theme Child Labour, Child Trafficking & Child Abuse  
Venue: Rynjah Bazaar & Polo Bus Stand



To commemorate the 9<sup>th</sup> Birthday of CHILDLINE Shillong, the interns placed at CHILDLINE performed street plays at different sites in Shillong. The streets plays mainly focused on Child Labour, Child Trafficking & Child Abuse. After the performance, a short talk was given thereby sensitizing the audience about CHILDLINE and the essence of the day as well as giving them awareness on the issues such as Child Labour, Child Trafficking & Child Abuse.


### Pre- Independence Day Celebration

Pre-Independence Day Celebration  
Date: 14<sup>th</sup> August 2009  
Venue: Jhalupara Community Hall





Pre Independence Day Celebration was organized by CHILDLINE with BSW/MSW Students placed at CHILDLINE. It was a fun filled day for children of Jhalupara and Mathura Slum with a paper flag each on their hand. The program started with Singing of National Anthem and a talk on the essence of Independence Day followed by entrainment such as action songs, musical chair, etc. Prizes were given to winners of musical chair and lunch packet with juice was distributed to all children.

The food items were sponsored by Restaurants in the City like Bombay Bites, Broadway Hotel,

		<p>Kimpau Restaurant, Silk Route Hotel, and Centre Point Hotel.</p>
<p><b>Pre-Independence Day</b>  <b>Date: 14<sup>th</sup> August 2010</b>  <b>Venue: Bosco Reach Out, Shillong.</b></p>		<p>Pre-Independence day was celebrated by CHILDLINE Shillong on the 14<sup>th</sup> of August 2010 in which the children from Rilang Shelter Home, Children selling bookmarks and few children from Umkaliar participated.</p> <p>The programme started with an introduction about the celebration and more particularly Independence Day followed by the singing of the National Anthem. CHILDLINE members including the City Coordinator were present.</p> <p>The program was facilitated by Shri.Wanphai Nongrum who illustrated the life situation of children through a painting.</p>

**Pre-Diwali Celebration**


<p><b>Pre-Diwali Celebration</b>  <b>Date: 16<sup>th</sup> October 2009</b>  <b>Venue: Jhalupara Community Hall.</b></p>		<p>The programme started with lighting of lamps by the children and welcome speech by one of the interns. The programme as a whole comprised of talks on the essence of Diwali celebration and a child-friendly talk on importance of education and ill-effect of dendrite sniffing followed by singing competition, dance competition, games and distribution of refreshments.</p>	
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**Children's Day Celebration**

<p><i>During 2009, Children's Day programme was organized at two different locations.</i></p>	
<p><b>Children's Day Programme</b>  <b>Date: 14<sup>th</sup></b></p>	<p>Children's Day programme for slum children, rag pickers, street children and others with an objective to sensitize them about the essence of children's day and to make them realize that they are building blocks of the nation. Hence, they need to adopt</p>





<p><b>November 2009</b>  <b>Venue:</b>  <b>Mathura Slum,</b>  <b>Shillong</b></p>	<p>righteous way of life.          The Chief Guest for the programme was Smt. Ampareen Lyngdoh, Minister of Education, and Meghalaya. She addressed the children in a very humble way and declared to provide nutrition and education scheme for the said children and asked teachers with her on the matter.</p> <p>Other guests were doctors from NEIGHRIMS who spoke to the children health and hygiene.          The children presented song and dance items besides reciting various poems they learnt in the said school.</p>
 <p><b>Children's Day 2009</b>  <b>Date: 14<sup>th</sup> November 2009</b>  <b>Venue: Police Officers Club,</b>  <b>Shillong</b></p>	<p>Children's Day for the underprivileged children was celebrated with great fun and enthusiasm by the Police Department at the Police Officer's Club, Shillong          Besides, the SP, SP Traffic of the District, Director's of CHILDLINE, CHILDLINE Volunteers and team members was also present. 120 children from the Street, Slums and Children earning on the Street participated in the Program.          The Program comprised of address to the children by the Superintendent of Police, address by the O/C Sadar Police Station on the Do's and Don'ts, brief talk on Dendrite sniffing by Rev. R. Laloo of Reach Ministry, Speech by Coordinators CHILDLINE.          Children were provided food and given some gifts, comprising of a winter cap each, dettol soap, chocolate and an unbreakable mug through joint efforts of the Police Department and CHILDLINE.</p>
<p><b>Pre-Children's Day Celebration</b>  <b>Date: 12<sup>th</sup> November 2010</b>  <b>Venue:</b>  <b>Community Hall, Punjabi Line, Shillong.</b></p>	<p>UCC College Umiam in collaboration with CHILDLINE Nodal Organization organized a Pre-Children's Day celebration on the 12<sup>th</sup> of November 2010 at Community Hall, Punjabi Line, and Shillong. The programme was attended by more than 100 under-privileged children.</p> <p>The programme was conducted with the sole objective to make the children feel happy and enjoy the day to the fullest as they hardly get such an opportunity to live their childhood which is lost due to the burden of earning for the family. Hence, the programme was planned in such a way so the children could enjoy as well as gain knowledge on some important issue.</p> <p>The highlights of the programme were dance and song performance, games, information on health and hygiene, education and its importance, etc.</p> <p>Besides, food, gifts and clothes were distributed to the children.</p>
<p><b>Other Programmes</b></p>	
<p><b>Outing for the children</b></p>	<p><i>19 children from Umkaliar were taken to Golflink on 24<sup>th</sup> March 2010 for an outin at Golflink which is one of the natural golf courses in the State. The children played several games like spoon race, frog race, bursting the balloons etc. They also danced and sang and had a good time with the team members, following which they were served with nutritious drinks and snacks.</i></p>







<p><b>Motorbike Stunts by trained bikers</b>  <b>Date: 20<sup>th</sup> November 2010</b>  <b>Venue: Don Bosco Technical School, Shillong</b></p>	<p>To commemorate International Child Rights Day, the CHILDLINE Nodal Organization organised a motorbike stunt show in collaboration with a group of bikers in Shillong, who volunteered to perform to entertain the children.</p> <p>The programme was held basically to make the day special for the children and create an atmosphere where they can enjoy to the fullest.</p> <p>A total of 40 children from slums and street participated in the programme. After the show, the children were provided food sponsored by CHILDLINE Nodal Organization and gifts which was sponsored by the biker's team.</p>
<p><b>Educational Programme for children</b></p>	<p><i>CHILDLINE Shillong took the initiative to introduce an educational programme providing non-formal education to the underprivileged children in slums who are non-school going, drop-outs and others. The interns placed at CHILDLINE Shillong as well as team members impart non-formal education to these children thereby spreading the light of knowledge.</i></p>
<p><b>Health Check Up</b>  <b>Date: 18<sup>th</sup> &amp; 19<sup>th</sup> the September 2010</b></p>	<p>18 children from Bangladesh Colony were taken for a Health Check-up to Ganesh Das Hospital Shillong whereby the children were prescribed with the required medicines. Some of them were suggested to undergo some tests, which were conducted at the Hospital itself. Follow-up was done by the Students and the team members and the responsibilities were given to the children's parents asking them to take their children to the Hospital for the second check-up if required.</p>
<p><b>Health Camp</b>  <b>Date: 31-5-2010</b>  <b>Venue: Thomas Jones Memorial School, Lumparing, Shillong</b></p>	<p>CHILDLINE in collaboration with District Health and Medical Office (DHMO) East Khasi Hills and the BSW students Martin Luther Christian University organized a Health Check-up for under-privileged children studying at Thomas Jones Memorial LP School. DHMO deputed two Doctors, who attended the camp. Medicines were brought from Martin Luther Christian University. 92 children benefited through this Health Camp.</p>
<p><b>CHILDLINE SE DOSTI WEEK:</b>  <b>During CHILDLINE Se Dosti Week, a series of programmes were carried to mark the occasion. The activities comprised of the followings</b></p>	
<p><b>Suraksha Bandhan</b>  <b>Date: 11-11-10</b>  <b>Police Stations in the City</b></p>	<p>During Suraksha Bandhan, Children from various areas (Slums) of the City were taken to around Police Stations to tie Suraksha Bandhan in the wrists of police personnel in the respective police stations as a sign of CHILDLINE's appreciation for their continued support towards CHILDLINE and commitment to protecting children.</p> <p>In each of these Police Stations, the children were warmly greeting by the Police Personnel and were provided tea and snacks as a gesture of their love for the children.</p>



<p><b>Public Announcement</b>  <b>Date: 12<sup>th</sup> -11-10 through</b>  <b>Directorate of</b>  <b>Information and Public</b>  <b>Relations</b></p>	<p>Public Announcements in the form of appeals was made through the DIPR to reach out to each and every area in the City. The announcements were made on Prohibition of Child Labour, Combating Child Trafficking, Child Abuse and Child Exploitation.</p>	
	<p><b>CHILDLINE Rally with Students and Children</b>  <b>Date: 13-11-10</b></p> <p>During the CHILDLINE Rally, a number of children from different areas as well as students from different Colleges and University participated along with CHILDLINE Team. The rally indeed succeeded in drawing the attention of the public and an impact in the form of awareness on Child CHILDLINE and Child Rights. CHILDLINE pamphlets were distributed and placards containing slogon on child rights carried by the children to display during the rally.</p> <p>The Rally started at 12:00noon from Police Bazaar Point Towards Kachari Point, IGP Point and finally culminated at Barik Point with permission from the concerned Authority. CHILDLINE Vehicle was decorated and was a part of the rally. Media too gave a wide coverage to the programme.</p>	
<p><b>Children's Get Together</b>  <b>Date: 13-11-10</b></p> 	<p>Children's Get together was held at the Lady Hydari Park with the permission of Division Officer Wild Life East Khasi Hills and free entry was provided to the whole group for the day. The programme started at 1:00pm with a note on the essence of Children's Day by City Coordinator followed by songs and dances performed by the children. The Director of the Collaborative Organization also spoke on this occasion. Altogether 81 children participated in the programme. BSNL sponsored Rs.5000 (Five Thousand) towards CHILDLINE Se Dosti Week which was utilized for refreshments. Besides, CHILDLINE Shillong with the help of interns mobilized some fund for gifts to the children on the said occasion.</p>	
<p><b>Pre-Christmas Celebration</b>  <i>During 2010, Pre-Christmas Celebration was organized at two different locations</i></p>		
<p><b>Pre- Christmas</b>  <b>Celebration</b>  <b>Date: 21<sup>st</sup> December</b></p>	<p>On the 21<sup>st</sup> of December 2010, a Pre-Christmas celebration was organised by</p>	



<p><b>2010</b>  <b>Venue: Community Hall, Cantonment-29, Punjabi Line, Shillong.</b></p>	<p>CMJ University in collaboration with CHILDLINE Nodal Organization and it was all initiated by the CMJ interns who worked very hard to make the programme a big success. The programme was attended by more than 145 children attending Shishu Shiksha Ghar, an informal school initiated by few concerned adults.</p> <p>Through this programme, a platform was provided to the children to express their joy and pleasure through dance, singing performance.</p> <p>The programme comprised of welcome address followed by songs, dance, recitation and games. After the formal programme, food was served to all the children and Christmas gift was presented to them. Apart from these, clothes were also provided to the children to protect them from chill winter.</p>	
<p><b>Pre-Christmas Day Program</b>  <b>Date 22<sup>nd</sup> December 2010</b>  <b>Venue: Bosco Reach-Out</b></p> 	<p>A Pre-Christmas Day Program was organized by CHILDLINE in collaboration with Enfield Bike Riders Association who sponsored food packets and clothes for children. Children from Rilan Shelter Home and other areas participated in the programme and actively took part in games, songs and other activities. The Bikers came in 25 Bikes with Santa Claus caps, sweets; they were welcome and cheered by the children. The Children sang with all of them before concluding the programme.</p>	



Compiled by CHILDLINE SHILLONG



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