

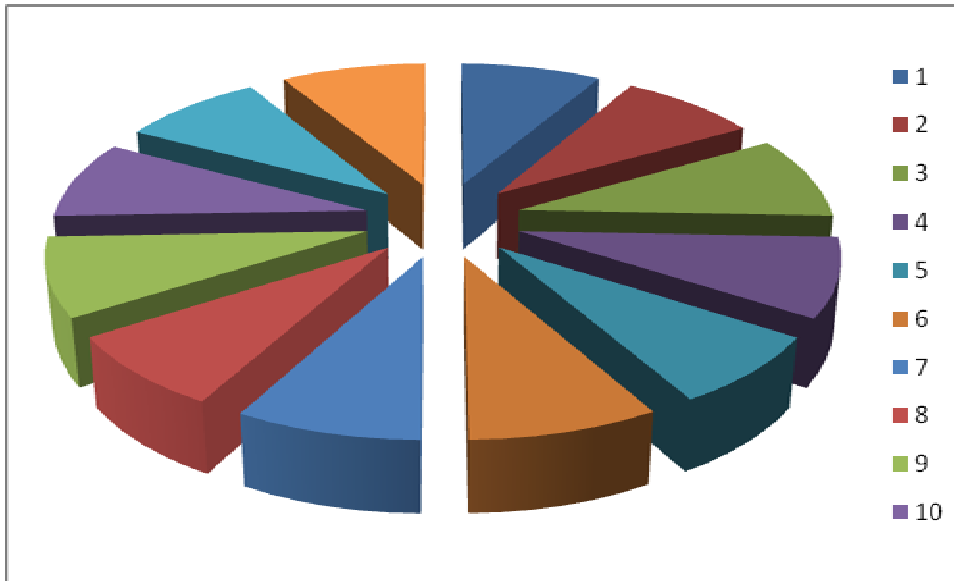
Activities Report of Puri CHILDLINE in 2009-10

Call statistics in the following format for the previous year:

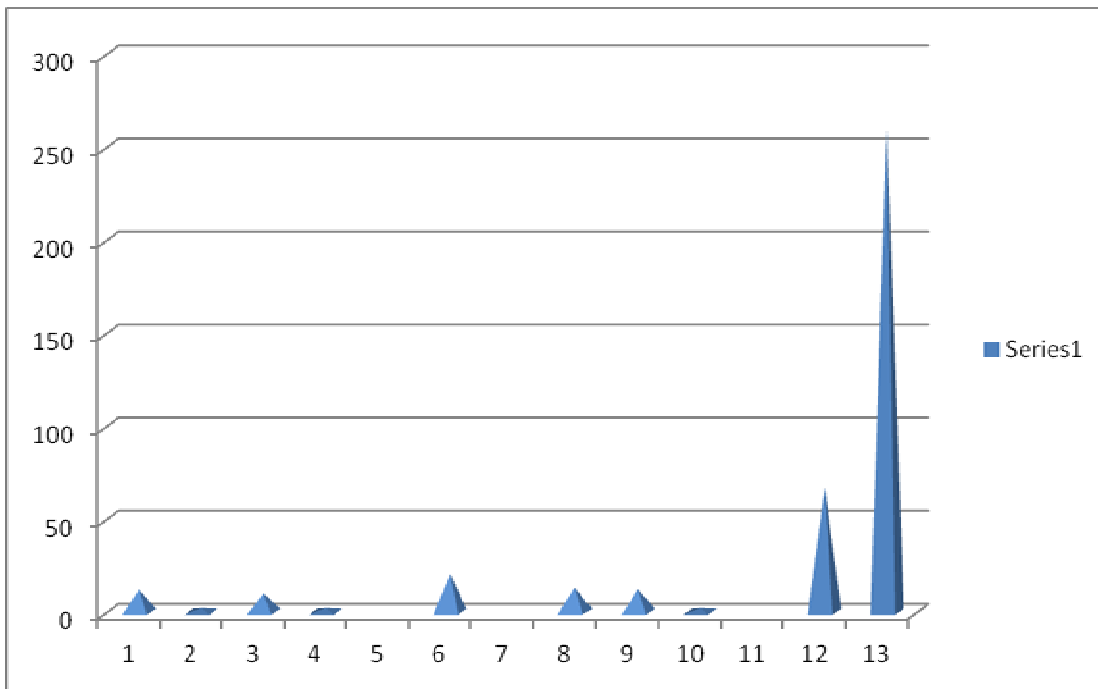
Types of calls	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March
<i>I. Interventions</i>												
Medical help	16	09	20	24	09	14	11	15	18	12	14	12
Shelter	04	03	02	03	0	02	03	02	01	01	0	02
Repatriation	04	05	39	14	03	06	11	08	10	05	06	10
Rescue	05	02	04	09	02	0	12	01	02	09	05	02
Death-related												
Sponsorship	45	46	32	16	0	30	03	0	0	02	71	20
<i>II. Missing children</i>												
Child lost	01	08	34	23	16	09	07	09	09	17	08	13
Parents asking help	06	09	17	14	08	12	06	08	06	03	05	12
<i>III. Emotional support and Guidance</i>	<i>01</i>	<i>02</i>	<i>01</i>	<i>01</i>	<i>02</i>	<i>02</i>	<i>02</i>	<i>02</i>	<i>01</i>	<i>06</i>	<i>01</i>	<i>02</i>
<i>IV. Information</i>												
Info & referrals to services	71	57	77	75	57	72	62	60	62	69	56	67

Information about CHILDLINE & chat volunteers	153	221	231	171	226	204	208	179	252	212	209	260
<i>V. Unclassified</i>												
<i>VI. Others</i> False ring	<i>31</i>	<i>48</i>	<i>54</i>	<i>62</i>	<i>71</i>	<i>81</i>	<i>68</i>	<i>67</i>	<i>68</i>	<i>48</i>	<i>27</i>	<i>39</i>
Did not Find (DNF)/did not respond												
Crank/fun/abusive	134	114	81	77	73	61	57	82	108	95	73	81
Chat calls												
Wrong	25	19	16	21	15	10	18	17	15	22	16	34
Silent	48	59	49	28	29	33	35	57	37	50	50	54
Blank	67	37	92	107	90	109	90	82	87	87	103	83
Follow up calls	210	122	177	190	149	191	219	178	162	212	206	187
Phone-testing calls	65	91	37	54	30	47	56	54	60	64	52	54
Administrative	106	104	101	122	111	101	88	109	107	90	106	102
Personal	24	38	11	14	19	15	18	22	18	11	14	19
<i>Total</i>	<i>1016</i>	<i>994</i>	<i>1075</i>	<i>1025</i>	<i>910</i>	<i>999</i>	<i>974</i>	<i>952</i>	<i>1023</i>	<i>1015</i>	<i>1022</i>	<i>1044</i>

DIAGRAMATIC PRESENTATION OF CALL OF THE YEAR



DEPICTION OF INTERVENTION CATEGORICALLY



To register cumulative calls a regular action of Out-Reach is undertaken by the trained personnel. Repetitive communication with all the stakeholders results in emergency calls dialed by children or concerned adults. Responding to children-in-distress is very critical which needs effective manpower and benevolence. An out-reach statistics is given for the last year;

Grass roots level outreach with children and concerned adults :

Target Group	No. contacted	Nature of outreach	Number of programmes
PCO owners	52times	Communication of free call & test	3 NICPS+5 CRC=8 Prog.
Railway station	105times	Search, rescue, awareness	5 open house
Bus stops	94times	-do-	12 participations
Shelter children	32times	Sponsorships, Awareness and follow-ups	19 open houses
Cinema halls	5times	Awareness	5 times
Parks	21times	Awareness and Open houses	10 times
Tourist places	129times	Awareness and follow ups	40times
Religious places	65times	Awareness, Rescue	33times
Schools	41times	Awareness, competitions	28times
Slums	40times	Open houses, outreach	29times
Others			
Hospitals	73times	Rescue, followup, Awareness	40times
Police Outposts	50times	Rescue, consultancy,	30times
PRI systems	26times	Awareness drive	12 times
Market Places	76times	Awareness	59times

CHILDLINE emergency action covers Rescue of missing children, abandoned new born babies, victims of abuses, children under trauma, children those are stigmatized by their own community. Restoration process is a para-legal process where children are sent to appropriate restoration units. Some children deserve Social Reintegration which is a long term negotiation activity with the community and family. Sometimes it needs to support the child beneficiary by sponsoring them financially.

Counseling is also an integral part of the process in childline the counselors are either experienced or academically proficient who are induced to counsel children with psychic disorder. Most of the street and working children need intensive counseling for their Post Traumatic Stress Disorder, in some cases students from high economic back ground need childline help to overcome critical stress disorders. Childline innovates different strategies to provide its service from time to time. Some innovations were incorporated in the Methods used for awareness such as:

Focus Group Discussions, Puppet Shows, Street Plays, Distribution of Handouts, Sticking Posters at Strategic Places, Games, Group Exercises, Competitions, Mimicry, Stories of childline action. Visiting Schools, Presenting Childline action in other groups. Conducting Social audit whenever the audience needed.

Some sample case studies are appended after the real name and addressess of children are replaced with fake ones.

CASE STUDY -1

Missing of unwed girl child in need of care.

A girl child of 18(+/-) 2 name (Y)...Protocol....., Dist Puri was Produced before CWC by her brother Kalia Bhoi and childline Puri on dated 27/03/09 with an appeal to provide her shelter and medical assistance. Kalia Bhoi also has taken help from Childline (National emergency telephone service for children) to facilitate the mater as they are unlettered people.

On hearing at CWC member it transpired that (Y) was in an advance stage of pregnancy-beyond-wedlock that created stigma in the community for which the family members wanted to shift her to a safer place. In the best interest of child she was given shelter in Vijaya Swadhar, Datta Tota Puri as per the order of the committee. The committee also ratified to extend some advances medical help to (Y) in its last session on dated 15/04/09. The committee also suggested shifting the child to a specialized shelter home like Basundhara in consultation of the secretary of that agency. Kalia Bhoi, the guardian of the child did not accept the suggestion to shift her to Basundhara as the family can not afford to look after the child.

On dated 23/04/09, (y)i was taken to hospital for a check up where she was advised to get immediate admission in the presence and order of a single CWC member when the child was diagnosed that the fetus is dead. After medical investigation the ward doctor advised to collect blood for transfusion immediately to raise the level of Haemoglobin from 8% to above. None of her family members like Kalia Bhoi or her sister in law listen to it as they were afraid of donating blood. Thanks to Mr Bhaskar Jyoti Sharma. IAS Chair of Red Cross Society Puri that a unit of blood was donated free of cost and without exchange as per the request of the CWC member vide his emergency letter dated 27/08/09.

On 28th April at about 11.55 childline received a letter from Vijaya Swadhar that the child is absconded from the hospital bed though arrangement for her treatment was complete. The resource team members were in search of the child along with shared information to the police station. Member CWC also contacted the phone numbers given by the said Kalia Bhoi but it was out of range or did not respond. The member CWC felt that the child might have abducted by her own family members or relatives from the bed in the Dist. HQS. Hospital, female ward. But she was in a very critical stage of her health like risk of septicemia. The member also filed a FIR immediately to investigate the mater. In the next session on dated 09/05/09 the bench of CWC took action against the Swadhar Home, Dist HQS Hospital and also required action statement from the police.

CASE STUDY -2

MISSING CHILD

LIPA SATPATHY 14 Yrs, Female (MENTALLY RETARDED)

D/o- DULAL Ku Satpathy

At- Sukinda, Po/Dist- Angul

- Background of the child

Lipa is differently able since childhood. She is Mentally challenged and now aged about 14 years. Her parents had been in touch with specialized agencies dealing MR children. But during Rath Jatra he abandoned Lipa with a dinner plate and two empty bottles in a plastic bag.

- Distress situation/circumstances

Like other severe cases of MR children she could not perform any actions for survival. On the event of snatching a bread from a shop and eating it in a atypical manner attracted concerned people who brought her to childline. She had swelling in her feet, eyes were swollen and red, infected with diarrhoea, nausea, and high fever. She was with a swarm of flies for emitting putrid smell from her body.

- Impact on Child

She was unable to express her agony for the Cerebral palsy but we could mark the level of agony from her expression for her abandonment by parents. She was morbid and helpless.

- Contact with CHILDLINE

The child was rescued by a media worker Mr Ranjit Mishra of Haldia Matha Lane, Dolamandapsahi, Puri.

- CHILDLINE intervention

The team observed her morbid condition for which they got her admitted in the DHH, Puri after extending first aid, hygiene and observation. The Childline team started extending medicinal and attendant support for 24 hours to the girl during her treatment in the DHH, Puri from 28th to 30th June. In production of the case before CWC member, an order of restoration was released but after stability of the patient. On 30th she was given escort and transport to ASRA.

- CHILDLINE impact

But she was detected with Mental Retardation and known to the shelter superintendent since long. They kept her in shelter for just 3 days in order to honor the decision of member CWC and to encourage action of CHILDLINE but THEY requested childline to shift her to appropriate shelter home meant for MR children. As there is no such shelter in the Dist, DSWO was intimated to arrange the same and a shelter for her interim management was finalised.

After inquiring the parentage childline could uncover the story of abandonment of an innocent girl child by the parent itself. A FIR is lodged against the parent in the Kumbharpada P.S. and order from CWC is released to shift her from ASRA to PATITA PABAN SEBA SANGHA in the mediation of the DSWO Puri.

CASE STUDY -3

RESCUE OF NEW BORN GIRL CHILD SRIDEVI

- Background of the child

Sridevi came in news in daily Dharitri that Koonark P.S did not respond to her illegal possession by a local couple. She was rescued from the reserve forest.

- Distress situation/circumstances

She was rescued by a man who handed her to a couple who had 3 children before. Besides the news report the police did not respond to it.

- Impact on Child

Treatment, immunisation and protection to the baby was not done properly. She had infections as she had to sleep on floor and out of community.

- Contact with CHILDLINE

Childline pressed the news at CWC and got an order for inquiry.

- CHILDLINE intervention.

An open house was organised at Konark to aware the local community on rescue of new-born. Inquiry was conducted by childline team before rescue.

- CHILDLINE impact

CWC after perusal of report ordered the IIC to handover the baby to childline. The local community also enforced the couple to surrender the baby. Media workers became active to take note of the issue. The police extended their escorts to rescue the baby from the couple.

The baby was sent to HQS hospital for check up, immunisation and treatment. Since the order was comprehensive to restore her at placement agency 'she was transferred accordingly to CWC Cuttack for care protection and social reintegration.

CASE STUDY -4

Married child.

C.N-Manoj Nayak

C/O-Manguli Nayak

At-Rebenanuagaon

Ps-Brahmagiri ps

Puri

- Background of the child

Manoj aged 16 years (as per school Leaving Certificate) son of sri Manguli Nayak and smt Nayana Nayak they are residents of Rebanuagaon, Puri. Manoj completed his 10th standard and shifted to Delhi where he worked as a daily labourer to sustain his poor parents. He is the only son with three sisters. His father is a cycle mechanic and mother is a house wife.

- Distress situation/circumstances

Rebanuagaon police called upon Manguli Nayak to inform that his son Manoj allegedly made a girl pregnant and the girl aged about 19 years now in an advanced stage of 8 month of her pregnancy. After some days the child Manoj along with Manguli came to the police station and when the matter was produced Manoj disclosed that he is no way involved in this matter and the girl is related to his extended family. He also expressed that she is 3yrs elder then that of his age. Then police suddenly put Manguli into lockup and forced Manoj to take off all the clothes and started beating his father Manguli inside the P.S. Seeing the distressed condition he agreed what the I.O. impressed him to do. The I.O. of police decided to solemnize the marriage of both of them on dt 12/08/09 at Sri Sri AlarnathDev Niyoga Committee on the presence of police.

- Impact on Child

Manoj (according to school leaving certificate D.O.B. 03/08/1993) hence ageing 16yrs. Now he stays with the girl who is a relative. And the mental condition of the child is deteriorating.

- Contact with CHILDLINE

Childline first got the news from daily SAMBAD on 14/08/09. And on dt 18/08/09 Manguli Nayak contacted childline and told about the matter how they were forced to do so by the police. The girl child also states that Manoj is not involved in this but the police and family members of her has forced her to take the name of Manoj.

- CHILDLINE intervention

It was found that the child is in very problematic condition and he needs help. The child will be produced before the CWC. It came to notice that the girl child is ready to speak the truth but there is no support she is under pressure. She is now staying in Manguli's house with Manoj after police enforced to conduct the marriage. A copy of SLC and the receipt of marriage due at temple are already collected. This may be filed at H.C. Orissa as a gross violation of Child Right.

CASE STUDY -5

Missing child

Sony Matho (14/F)

S/o-Sriprasad Matho

No Permanent Address

- Background of the child

Sony aged about 14yrs daughter of Sriprasad Matho and Late Laxmi Matho belongs to a migrant family who were engaged in rag picking and Sony is involved in begging and so her other sister also. They sometimes reside in Puri railway station or near Jagannath temple.

- Distress situation/circumstances

Sony was rescued on Sep 23 by Vijyawada Childline who found her begging at the railway platform and she was under the care and protection at Navjeevan Bal Bhawan , Vijyawada till she was brought to Puri.

- Impact on Child

Sony belongs to a migrant family. She speaks both Oriya and Hindi and her state of mind is normal.

- Contact with CHILDLINE

On dt 26/9/09 Vijyawada childline contacted Puri childline over phone to inform that a child was found by them who belong to puri and please trace out the address. But as per the address given by sony no such persons were found.

- CHILDLINE intervention

On dt 02/10/09 two of the team members of Vijyawada Childline along with sony came to Puri childline for her restoration. But after arrival at the Puri Railway station the child Sony couldn't identify her parents over there. As said by Sony that she was taken to Vijyawada by a girl who insisted that she can earn more money and the girl leftover sony in the platform and went away.

- CHILDLINE impact

It is very difficult to restore the child who doesn't belong to native place or any residential connection of any relatives. The case was produced before CWC and as per the order she was sheltered at Nilachal Nari Seva Samiti till her family members are traced out. Information was given in local media channel so that it would be easy.

CASE STUDY-6

- Background of the child

Kanhu charan Das aged about 10 years son of Laxmidhar Das and Pramila Das are living in the village Basara Patna, Jatani, Khurda. He is a very innocent child and has much interest in earning and serving the family members and in the mean while he also has interest to study.

- Distress situation/circumstances

He was wearing a yellow shirt and black pant which was torn and was suffering from severe malnutrition symptoms and problem in his eye which might be due to jaundice.

- Impact on Child

The situation of family leads him to do such kind of hazardous work. When childline team went to restore the child at his home made the parents aware not to force the child to do such activities and allow him to continue study rather earning but it was worthless as he runs frequently.

- Contact with CHILDLINE

On dt 26/02/09 at about 12.50 PM a call was received from a concerned adult namely Susant Ku Swain near police line temple who informed about missing of 10yr child.

- CHILDLINE intervention

After receiving the call the team immediately rushed to the spot but it was found that the child Kanhu has been restored by childline at his home before a couple of months who was rescued in a morbid condition. And again he ran away from home and was working in a restaurant. He had jaundice due to profuse work burden by the employer. He was brought from the place to Childline office and he also stated that he is forced to earn money as his father abused him. He has never attended school and the other members of the family are engaged in certain works.

Kanhu requested that he doesn't want to go home rather he want to study.

- CHILDLINE impact

The case was then produced before CWC and keeping the view of the child and as per the order Kanhu was send to Utkal Balashram, the Govt shelter as repatriation of the child to such careless parents doesn't mean anything. Presently he is staying in the shelter home. The concerned IIC Jatani is also intimated about the matter.

CASE STUDY-7

- Background of the child

Shakuntala aged about 18 yrs is a girl with moderate disabilities. She told her name as Shakuntala Das D/o-Sanatan Das resident of Kundapur, Patamundai, Cuttack. And his elder brother is Sarat Das who is married and they all live together.

- Distress situation/circumstances

The dirty clothes of the girl indicate that she might have been abandoned since long for which she is habituated in street lives. Her health and personal hygiene is deteriorated.

- Impact on Child

She states that the elder brother of her told that we will go to Puri for your treatment and after reaching at Puri he left her alone in the street and went away.

- Contact with CHILDLINE

On dated 28/01/09 Smt. Jyostnamayee Mishra aged about 35 years, resident of PHD Colony, Qt. no 5 reported childline that she has kept a girl aged about 18 years. Smt Mishra stated that no shelter home in this territory extended special care to such cases.

- CHILDLINE intervention

After reaching near the girl it was found that she responds to common questions properly but lacks conscious behavior like other normal girls at the age. She also stated that her elder brother abandoned her in Puri. She was no more interested to return to his house as the family members used to torture her by locking her in a room, beating, not giving food etc. She was able to perform all her daily activities of her own. If she would be given proper care then she can also be cured.

- CHILDLINE impact

As per the order of CWC shakuntala was shifted to SWADHAR home in Gatirout Patna, Cuttack for further care and treatment. The parents are knowingly living the girl children to street in order to suffer. They should be aware about it.

Experiments of Emergency Response

CHILDLINE is operating since the last 10 years as a collaboration unit of the Ministry of Women & Child Development, CIF and other Multi-lateral agencies. The emergency response system promotes its human resources as team members of the 24 hour toll free telephone helpline for the children in distress. Awareness is a part of plan and a specific strategy is followed in the awareness keeping in view of the audience. During festivals the audience is volatile where childline team uses Hand-outs, Leaf-lets, Posters. If the audiences are children's group or young masses the team induces group exercises which arrive in presentation of issue related plays, one acts, street plays, puppet show etc. The Childline team keeps in mind that Brand Promotion, social issues, Legislation, Govt role on child protection, provisions of social support available in the state and centre are the component of awareness. Presentations in awareness covers all those aspects and according to the level of the audience.

Childline conducts awareness in days celebrations, Calls for Thematic Painting on ecosystem, climate change, Global warming, Puppet module awareness, Awareness during Cultural days and Festivals like Chandan Jatra, Champak Dwadashi, Rath Jatra etc gives wider scopes to cover masses, Awareness on HIV/AIDS, Sun stroke prevention awareness, diseases control, hand wash are other aspects of contribution of childline team that gives a lot of visibility of such service providers in the community.

Awareness in the shelter homes, children's homes, awareness of shelter superintendents and house mothers on Emotional support to the Orphan children in shelter homes are another aspect of childline awareness strategy. Childline team hits the most neglected and gray areas of the system to make attitude and room for the neglected children.

Advantages of physical geography of Puri city are important factors for our brand promotion and to conduct awareness in regular intervals. There are 30, 000 floating population of tourists and pilgrims who visit the city every day. The golden triangle of tourism and tribal tour operations use to start from this city many international conferences of different groups, agencies and political parties takes place in this city. It needs to intervene community from time to time and update their knowledge and perception.

- a) Community awareness on disease control, hygiene, sanitation, HIV/AIDS, Paedophilia, Child sex Abuse, education, child labour, legislations, anti-Trafficking measures and promotion of child clubs took place from time to time.
- b) Awareness among tourist and pilgrims took place with specific strategies during the year.
- c) Days celebrated with childline awareness.
- d) Awareness with important stakeholders like CWC, SJPU, Police,

We have documented our efforts of awareness that covers awareness on legislation on children, celebrated days like mother's day, world tourism day, Gandhi Jayanti, World Mental Health day, World Food day, World Hand Washing Day etc. As awareness is a part of capacity building process of the stakeholders of children we have initiated some inputs on legislations relating to children during our awareness drive. Child clubs and Balika Mandals are the main hubs of our resources of awareness. Leading children were selected as trainers and awareness workers to enhance tactical impact of the awareness drives. This year the team has registered about 12000 calls out of which 1500 interventions were performed successfully. A chart depicts the statistics of all calls received at CHILDLINE call centre.