CHAPTER-1

INTRODUCTION
CHAPTER -I

INTRODUCTION

1. BACK DROP:

1.1 India:

India is a large country and is located in south east Asia. Its population has a large variety of cultures. India, land of unity in diversity, is situated roughly between 8 n and 37n latitude. This vast land occupying 2.4% of total area of world is the second largest nation in terms of population size. India has population of 1.1 billion, which is 16% of total world population. With current rate of population growth (2.11% appx) India will soon replace China as a most populous nation of the world. According to the Census conducted in 2001, India had total population of 1,028,610,328 out of which population of males was 532,156,772 as against 496,453,556 number of females with overall sex ratio of 933. India is the seventh largest country in the world, and is slightly more than one third of the size of the U.S.

It has a total area of 3,287,590 km and a land area of 2,973,190 km. India is located in SouthAsia. Its neighboring countries are Pakistan on the North West, China in the North East, Nepal in the East and Sri Lanka, an island in the south (Almanac 773-774). The neighboring bodies of water are Bay of Bengal on the South East, Arabian Sea on the South West and Indian Ocean on the South. India has more than 100 cities which make up over 27% of the nation's population. India, a union of 28 states and 7 territories, is a secular Democratic Republic with a Parliamentary system of Government.

1.2. Child Population In India:

Of the total population of estimated 827 million in India in 1990, about 36 percent or about 298 million were children below the age of 14 years. Those in

Appendix-2: Map of India
the age group of 5-14 years were 23.15 percent or 191 million (India, 1992:19). Since the country's population is estimated to have increased from 844.32 million in 1991 to about 950 million in 1997, the child population in the country (5-14 years) should be about 220 million.2

1.3. Andhra Pradesh:

Andhra Pradesh is one of the 28 states of India and it is situated on the southeastern coast of India3. It is India's fourth largest state by area and fifth largest by population. Its capital and largest city is Hyderabad; Visakhapatnam, Vijayawada, Rajahmundry, Kakinada, Guntur, Warangal and Tirupati are other major cities. The State has the second-longest coastline 972 km (604 mi) among all the States in India. The official language of Andhra Pradesh is Telugu, while other languages spoken in Andhra Pradesh are Urdu, Hindi, English, Tamil and Kannada.

Andhra Pradesh lies between 12°41' and 22°N latitude and 77° and 84°40'E longitude, and is bordered by Maharashtra, Chhattisgarh and Orissa in the north, the Bay of Bengal in the East, Tamil Nadu to the south and Karnataka to the west. Andhra Pradesh is historically called the "Rice Bowl of India". More than 77% of its crop is rice; Andhra Pradesh produced 17,796,000 tonnes of rice in 2006. Two major rivers, the Godavari and the Krishna, run across the state. The small enclave (30 square kilometers (12 sq mi)) of Yanam, a district of Pondicherry, lies in the Godavari Delta in the northeast of the state. Andhra Pradesh has about 7.5 crores of population4. Andhra Pradesh has 23 districts and it also ranking high in the child labour and HIV/AIDS prevalence in the country.
1.4. Krishna District:

Krishna district is one of the 23 districts of Andhra Pradesh, which is named after the mighty river Krishna. The climatic conditions of the district are of extreme kind with hot summers and cold winters and may be classified as tropical. Krishna district has recorded a literacy rate of 70.03. The district is well advanced in field of education. Vijayawada is the major city of Krishna district and it also hub for street children as it is the largest commercial centre of this district and also there is an important railway junction being connected to Delhi, Calcutta, Madras, Hubli, Gudivada and Machilipatnam. Vijayawada also has the second largest Bus Station complex in the state is also located in Vijayawada.

1.5 Situation of Children in the country:

Despite hectic planning, welfare programmes, legislation and administrative action in the past five decades, a large majority of the Indian children continue to remain in distress and turmoil. In most families, the parents neglect them, caretakers batter them and work-places employers sexually abuse them. Though this problem of emotional, physical and sexual abuse of children in India is increasing, it has failed to capture the attention of sociologists and psychiatrists in our country. The public and the government also are yet to recognize it as a serious problem. Public indignation and professional concern is yet to be translated into positive and realistic action.

Of the 1550 million children in the world, one in every six is an Indian. The 248 million children of India thus comprise nearly 16 percent of all the world’s children.

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5 Appendix-4: Map of Krishna district
6 Appendix-5: Map of Vijayawada
7 Cross reference: 2.12.2. Situation of children in Vijayawada city in Chapter-1
8 Usha Sharma, Development of Child India, Vol-I, Page - 185
1.6 The need for CHILDLINE service in India:

Unfortunately, we live in a society where even a child with a secure family is not safe enough from abuse and breach of rights. Street children, with no shelter, no family, and no protection are especially vulnerable. And when their rights are denied, which happens quite often, they have no one to complain to, or to help them. There were a large number of services that aimed at protecting children’s rights, but they either remained untapped or were not popularized well enough for the street children to start using them.

The need was primarily to create an outreach for these children. More so the vulnerable sections, such as girls, children with disability and children with mental illness. The large number of these children, estimated by UNICEF to be around 800,000 in urban India alone, created a need gap for a nationwide helpline to help them live a better life.

CHILDLINE seeks to provide a mechanism to reach out to these children and taking care of their needs. The primary gaps that made creation of CHILDLINE necessary:

Lack of immediate assistance when needed and no access to services
In India unfortunately, a large number of children are denied their right to survival. The need for an emergency outreach service to respond to the immediate needs of children for medical assistance, shelter and protection from abuse was widely and urgently felt.

Lack of awareness about available resources

The lack of awareness amongst children / concerned adults about existing services was a primary reason for these services lacking success. A comprehensive resource directory of existing services, a mandate of CHILDLINE, helps ensure optimum utilization of services.
Lack of coordinated effort between Government and voluntary organizations
A partnership between government and non-government organizations is essential to effectively reach out to children in need. The CHILDLINE strategy therefore elicits and encourages this partnership so essential for a child friendly protection system.

Lack of children’s participation in programmes
Most programmes are not sympathetic to children’s decisions, views and opinions. They remain mere recipients of help without empathizing with their actual needs. This acts as a barrier for building trust amongst children. Children’s participation in all aspects of programme planning, implementation and evaluation is therefore an inbuilt component of the CHILDLINE service.

Although the child protection is on the national agenda of the government of India, as key government departments and decision-making authorities are not sanitized towards the issue, there is a lacunae in working towards child protection issues. These are mostly left on the backburner and forgotten. Which has resulted in a social set-up that is not child friendly and thus leaves children vulnerable to breach their rights. It is essential to ensure that the voices and issues of children voices and issues are heard at the policy level of the nation.

1.7. History of emerging CHILDLINE:
Jeroo Billimoria⁹, then a faculty member of the Tata Institute of Social Sciences (TISS), regularly received a number of calls from children on VT railway station, asking for help. The seeds of CHILDLINE were sown by the urgency of such calls and the fact that all of these were late in the night; after all other voluntary services were closed for the day. Each time, Jeroo had to rush out to take these children to hospitals, police stations, shelters, anywhere to get help.

⁹ She is the founder for CHILDLINE in India
The need of the hour was a day-night emergency service that these children could call at any time for help. The service had to be widespread and round the clock, keeping in mind that the street children are a mobile unit and that help might be needed at any time of the day.

A telephone outreach service, backed by an extensive, round-the-clock network of support and crisis intervention seemed to be the answer. But the critical part was to have a number that children in difficult circumstances could call in anytime, knowing that help was at hand.

The toll free number 1098 provided by the department of telecommunications proved to be an efficient link. But the most challenging aspect was yet to be handled. It was going to be no mean feat to spread the word about the hotline, to make it catchy and easy enough for every child to remember. This was important if the helpline had to be successful.

And ultimately the solution came from children who eventually had to use it. At a meeting with the street kits/youth to discuss the launch of the service, one of the children saw what all grown-ups had failed to see. And then it seemed so obvious!

"Didi\textsuperscript{10}, it’s an easy number to remember,” they said, “just – dus-nau-aath!”

There it was. Then it was decided to publicize the number as \textit{dus-nau-aath} (ten-nine-eight) instead of calling it one-zero-nine-eight.\textsuperscript{11}

This was just one of the insights coming from the grassroots level that has helped CHILDLINE to reach 81 cities as of date and respond to over 18,021,264 calls from children and concerned adults since inception till March 2010\textsuperscript{12}. In the year 2009-10 itself a total of 2,137,717 calls were serviced by CHILDLINE.

\textsuperscript{10} Means ‘Sister’ in English

\textsuperscript{11} Website of CHILDLINE India Foundation- www.childlineindia.org.in, last visited on 1st November, 2010

\textsuperscript{12} Hello CHILDLINE - June 2005, news letter from CHILDLINE Indi Foundation, Mumbai,
1.7.1. Under taking by Govt of India:

The concept of CHILDLINE as a service was evolved when children conveyed their need for assistance when they had a problem, especially when other day care services were not available. It took four years of planning with street boys, organisations working with children and the telephone department before the service could be initiated on June 20, 1996 in Mumbai as a field action project of the Department of Family and Child Welfare, Tata Institute of Social Sciences.

Two years later (June 23-25, 1998) the Ministry of Social Justice and Empowerment (SJ&E) organised a workshop to determine the need for a national phone service for children. There were 117 participants from 28 cities at the workshop to discuss the need for the service. At the workshop, it was decided that the Ministry of SJ&E would support the replication of CHILDLINE across India in a phased manner. CHILDLINE would have a national identity, retain common name, common logo, common number and a common image in terms of colour, look etc across the country. Now CHILDLINE is a unique help line for children who are in distress.

1.7.2. CHILDLINE India Foundation:

In May 1999, CHILDLINE India Foundation (CIF) was registered as a project of the Ministry of SJ &E in partnership with UNICEF, NGOs, State Government and the private sector. CIF has been appointed by the Ministry as the nodal agency to initiate and sustain CHILDLINEs across the country.

CHILDLINE 1098 service is a 24 hour free emergency phone outreach service for children in need of care and protection. CIF undertakes replication of CHILDLINE, networking and facilitation, training, research and

14 National Helplines Directory, page - 27
This is a project supported by the Union Ministry of Women and Child Development and linking state Governments, NGOs, bilateral /multilateral agencies and corporate sector. CIF is responsible for the establishment of CHILDLINE centres across the country. It also scrutinizes applications for funds, conducts follow-up with the Ministry and ensures disbursal to the CHILDLINE cities CIF also functions as a national centre for awareness, advocacy and training on issues related to child protection. CIF's functions include monitoring of service delivery, developing training modules, research and documentation, awareness and advocacy on issues related to child protection. The CIF advocates for changes in policy and the law on issues related to children.

The governing body of CIF is chaired by the Secretary – Social Justice &Empowerment and has two representatives from the Ministry of SJ&E, representatives from the Ministry of Railways, Health, Law and Judiciary, Information and Broadcasting and Telecommunications. UNICEF and the corporate sector are also represented on the Board. The Governing Board also includes representatives from academic institutions and individual members. CIF facilitates the functioning of the all CHILDLINEs across the country.

Table/graph 1.1: The Governing Body for CHILDLINE at CIF
2. INTRODUCTION ON CHILDLINE SERVICE IN INDIA:

2.1. What is CHILDLINE?

CHILDLINE is a national 24-hour toll free phone emergency and outreach service for children in need of care and protection. Any child/concerned adult can dial the toll free number 1098 to access this service. The calls range from medical assistance, shelter, protection from abuse, repatriation, emotional support and guidance, calls for information about services for children, or just calls to speak to some who cares\(^1\). It responds to the needs of children immediately and links them to long-term services, rendered by different organisations.

2.2. Vision:

The Vision of CHILDLINE is a “child-friendly nation that guarantees the rights and protection of all children”.

2.3. Mission

CHILDLINE aims at responding to the needs of every child in need and care protection through out the country and ensure that there is an integrated effort between governmental, non-governmental organisations, academic organisations, bilateral agencies, corporate sector and the community in protecting the rights of children.

2.4. Aims and objectives of CHILDLINE:

The Aims and Objectives of CHILDLINE are as follows:

- To reach out to every child in need of care and protection by responding to emergencies on 1098
➢ To ensure access of technology to the most marginalized in urban as well as rural areas and connectivity of 1098 through government telephone exchanges as well as private exchanges.

➢ To work together with the Allied Systems to create child friendly systems.

➢ To advocate for services for children that are inaccessible, non existent or inadequate

➢ To strive for excellence in quality service to children in need of special care and protection and ensure that the best interests of the child are secured.

➢ To provide a platform of networking amongst organisations and to provide linkages to support systems which facilitates the rehabilitation of children in need of care and protection.

➢ To create a family of NGOs and Government organisations working within the framework of a national vision and policy for children.

➢ To learn form the experience of CHILDLINE and the data generated and jointly determine strategies to reach out more effectively to children.

2.5 CHILDLINE’s Credo:

CHILDLINE firmly believes that the points mentioned below are highly essential for its functioning. They are as follows

• Every Call is important

• CHILDLINE is a special family

• The child should play a role in decision making

• CHILDLINE cannot work alone

• CHILDLINE is transparent and accountable

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16 CHILDLINE Credos are crux for its functioning—“CHILDLINE at my Fingertips”—A Resource Book from CIF
2.5. **Key Concepts of CHILDLINE:**

The following are the key concepts in the ideology of CHILDLINE:

- **National:** CHILDLINE is a project of the Ministry of Social Justice and Empowerment, Govt of India in partnership with NGOs, UNICEF, the State Government and the corporate sector.

- **24 Hours:** CHILDLINE is accessible at all times.

- **Free:** Accessible to any child, irrespective of economic status. Any child/concerned adult can call 1098 free of charge.

- **Phone:** A child or concerned adult who finds a child in distress can call 1098 when s/he has the need to speak to someone.

- **Emergency:** At crisis period in the child’s life during which intervention is required. The period lasts from the time of the call to such time that withdrawing assistance would put the child back into crisis.

- **Outreach:** CHILDLINE reaches out any child who dials 1098. Additionally, CHILDLINE focuses on creating awareness about the service amongst the most marginalized group of children through extensive outreach on railway stations, bus-stops, pavements, slums, etc.

- **Services:** CHILDLINE provides emergency assistance and then refers the child to other organisations for long term rehabilitation. The services range from direct intervention such as medical assistance (hospitalisation or outpatient), protecting children from abuse, supportive (legal, shelter, repatriation) to psychological (counselling) and providing information on other services for children in the city.
• **Children in need of care and protection:** The Convention on the Rights of the Child states that a child is every human being below 18 years. Up to the age of 18 years and in extreme emergencies up to 25 years, children who are denied their rights especially street children, child labourers, children who have been abused, child victims of flesh trade, differently-abled children, child addicts, children in conflict with the law, children in institutions, mentally ill children, children affected by HIV/AIDS, children affected by conflicts and disasters, child political refugees, children whose families are in crisis.

• **Linking children:** CHILDLINE believes in emphasising that the welfare of the child is a community responsibility that needs to be shared by all concerned adults and systems.

2.6. **The Target Group for CHILDLINE:**

CHILDLINE works for the protection of the rights of all children in general. But our special focus is on all children in need of care and protection, especially the more vulnerable sections which include:

- Street children and youth living alone on the streets
- Child labourers working in the unorganized and organized sectors
- Domestic help, especially girl domestics
- Children affected by physical / sexual / emotional abuse in family, schools or institutions.
- Children who need emotional support and guidance
- Children of commercial sex workers
- Child victims of the flesh trade
- Victims of child trafficking
- Children abandoned by parents or guardians

• Missing children
• Run away children
• Children who are victims of substance abuse
• Differently-abled children
• Children in conflict with the law
• Children in institutions
• Mentally challenged children
• HIV / AIDS infected children
• Children affected by conflict and disaster
• Child political refugees
• Children whose families are in crisis

2.7 The operational strategy of CHILDLINE:

A call coming in to a CHILDLINE centre is attended to by one of the team members who work in shifts. This ensures that the calls coming in are attended to, all 24 hours at the phone – receiving centre.

Depending on the nature of the call, be it by a child or and adult, the team member responds to it effectively. This response could be by going to meet with the child first and then linking him or her to medical help, shelter, repatriation, rescue from abuse or even intensive counselling.

If the team member feels that some time will be involved in reaching out to the child in terms of physical distance, then assistance from a support organisation that is located in the vicinity of the caller is sought. After the emergency intervention measures are taken by the CHILDLINE agency the next step is to link the child with long-term rehabilitation. This involves referral and networking with other organisations providing specialised services. In this process from response to rehabilitation, the children’s participation is an integral component.
Operational Steps: The following steps depict the working of CHILDLINE:

Step – 1: DIALLING 1-0-9-8 (TEN-NINE-EIGHT)
Child / concerned adult contacts CHILDLINE by dialling 1098 or coming directly to the phone receiving centre.

Step –2: HELLO CHILDLINE
The CHILDLINE team receives and respond to the calls

Step – 3: CRISIS INTERVENTION
Direct assistance: Medical help, Shelter, protection from abuse, repatriation, death, missing children, intensive counselling
On phone: Emotional Support and guidance, information and referral to services for children, information about CHILDLINE, silent calls.

Step –4: LONG- TERM REHABILITATION
Referral and networking with other organisations providing specialised services, repatriation, involving family members, creating a volunteer base for long term follow-up of children.

2.8 The structure of CHILDLINE at local level in any city/district:

CHILDLINE functions through a network of NGOs, academic institutions, the allied systems. The focus of the service is to reach out to every marginalized child and hence programmes must be designated accordingly.

In order to implement the operational strategy, CHILDLINE works through various government and non-government organisations at both the city and district level. Each organisation in the CHILDLINE structure has a definite role to play and all interdependent and need to work with the common wave length.

The CHILDLINE structure at the city/district is based on the core philosophy of CHILDLINE partnership. CHILDLINE thus provides a platform for networking between organisations, Allied systems and Government partners.

The non-hierarchal structure formation at the city/district level also focuses on utilising existing resources and not creating any additional infrastructure. At the district level, CHILDLINE aims to strengthen existing village level mechanisms by involving village panchayats, self-help groups and ZP infrastructure.

The structure at the district level is more community based and preventive in approach so as to stem the flow of problems into urban areas. In cities, CHILDLINE takes on the community-based approach ensuring long term linkages to rehabilitate the child.

The organisations involved the city level CHILDLINE are the following:
2.8.1. CHILDLINE Advisory Board (CAB):
The CAB is the principal policy-making body of CHILDLINE at the city/district level and is responsible for ensuring the effective functioning of CHILDLINE. The board comprises of government officials, NGOs, corporates and concerned individuals. The key functions of the CAB are to review the functioning of CHILDLINE and suggest measures to enhance the service.

2.8.2. CHILDLINE Nodal Organisation:
The primary role of the CHILDLINE nodal organisation is to ensure effective networking, providing documentation inputs and training of organisations associated with CHILDLINE. The nodal organisation ensures that the issues faced in responding to calls are addressed for the effective functioning of the service.

2.8.3. CHILDLINE collaborative organisation:
The onus of responding to every call that comes in at 1098, 24 hours a day and provide the necessary assistance, lies with the collaborative organisation. The staff at the collaborative organisation not only provides emergency assistance but follows up with each call coming in. the organisation is also involved with extensive outreach of the 1098 number.

2.8.4. CHILDLINE support organisation:
The support organisations are responsible for responding to and follow up of all calls referred by the collaborative organisations. They cannot publicise their seven-digit number and directly respond to calls.

2.8.5 CHILDLINE resource organisations
The resource organisations provide specialised inputs and services based on the needs of the caller. The role of the resource organisation includes:
• Providing long term follow-up based on the needs of the child
• Testing 1098
• Creating awareness about CHILDLINE
2.9. Norms for CHILDLINE:

At CHILDLINE listening to children is the first step, the foundation on which the service is built. CHILDLINE need to act on these voices of children and respond to their needs. Their interventions should be planned with children, based on their needs.

It also needs to ensure that children are not afraid to speak. CHILDLINE needs to work towards a society that perceives children as having the rights to speak, to determine how they see the future, to participate in planning services for them.

CHILDLINE needs to prove that children’s voices are not being taken seriously, that children calling CHILDLINE are asking to be heard. It needs to take voices of children to policy makers, and decision makers.

CHILDLINE role is therefore to facilitate the process by which children’s voices are heard and acted upon. A society where children are encouraged to speak, a society that acts on the concerns of children and involves them – a society where there is no longer a need for CHILDLINE.

CHILDLINE aims to ensure that it is the service that both children and adults, see, think, feel and identify with as the service that protects children anywhere in India. Each CHILDLINE has evolved innovative strategies based on local needs.

2.10. CHILDLINEs in India:

Presently CHILDLINE India Foundation has 81 CHILDLINE call centres across the country. The list of CHILDLINE cities in India is given as appendix along with names of their Collaborative, Nodal and Support Organisations.

20 Appendix-6: List of CHILDLINEs in India
2.11. CHILDLINEs in Andhra Pradesh:

Andhra Pradesh is one of the largest states in India. It has five CHILDLINEs in the following cities.

1. Hyderabad, Ranga Reddy district
2. Visakhapatnam, Visakhapatnam district
3. Vijayawada, Krishna district
4. Kakinada, East Godavari District
5. Eluru, West Godavari District

The Researcher has taken up the study on CHILDLINE, Vijayawada in Krishna district as the situation of children is vulnerable²¹ in the city of Vijayawada of Krishna district and operational strategy of CHILDLINE is unique and differs from other 4 cities in Andhra Pradesh.

2.12. CHILDLINE of Vijayawada, Krishna District:

2.12.1. City of Vijayawada:

Vijayawada is the third largest city of Andhra Pradesh with an estimated population of around one million²². It is situated on the banks of the sacred river Krishna.²³ Due to the geocentric location, Vijayawada developed down the decades as the financial hub within the state of Andhra Pradesh. The presence of Kanaka Durga Temple raised its religious importance. Adding to the importance, Vijayawada is one of the largest railway junctions in the country with more than 160 long route trains passing every day. It is home to one of the biggest bus stations in the country. The national highways from Delhi, Bombay, and Calcutta to South India pass through Vijayawada.

²¹ Explained in depth under the section — 2.12.2. Situation of children in Vijayawada city in Chapter-1
²² Appendix-1: Profile of Vijayawada city with specific to children & child rights
²³ Appendix -5.: Map of Vijayawada city
The municipal area of Vijayawada is 84 sq. km. A large percentage of the population lives in slums mushrooming around markets, bus terminus, railway junction and marshaling yards, warehouses, embankments of canals and railway lines.

The climate is tropical with very warm summer weather (temp. 40°C - 48°C) in the months of March, April and May. Rainfall is mainly in the months of June, July and August, (South West monsoon) and in September, October, (North East monsoons). The climate is pleasant during the rest of the year.

2.12.2. Situation of Children in Vijayawada city:

A. Children of the street in the city of Vijayawada:

The problem of street children has become a serious one in our poverty-ridden society, which, at the same time, is getting urbanized and as a result, is facing a change in its social structure. Since children are the most vulnerable, it is not difficult to envisage the fact that the problems of poverty and illiteracy, accompanied by family disorganization, particularly with respect to parent-child relationships, would affect the child population. This would lead to problems, such as increasing number of children running away from their unpleasant environment. With thousands of children taking to the streets, solutions can never be those of an earlier era. Today, we realize the need to respect the inner strengths and abilities of these children and to build on them. Hence, our practice has to be based on understanding these children and responding adequately to the nature of the problem.

Along with the large influx of people on transit and business, come also hundreds of children, mostly between 8 and 16 years of age. They come from poor rural landless agricultural labourers' communities and from impoverished artisans/petty traders' families, from all over Andhra Pradesh and beyond.
A vast majority of these children run away from their families are not able to cope with the hardships, turmoil, the stark reality of deprivation of food and love in their large poor rural families. Children of alcoholic fathers, deserted mothers, beaten, tormented and driven out of their homes/villages for petty thefts, quarrels, come looking for a way out - for a break from hurt, pain and hunger. The majority of these children reach the city by train. Most kids live on the railway platform, in the bus terminus, on wayside eating places, shop verandahs, parks, pavements and footpaths. More than 60% of the children of the street are rag pickers.

It is impossible to have an exact count of the number of children of the street in the city, living on their own without any family/adult support. A recent survey done by the Forum reveals the number to be between 1,100 to 1500 at a given point of time, concentrated at railway station, Gandhinagar, Autonagar, city markets, mushrooming shopping complexes/restaurants/wayside tea stalls located in and around Benz Circle on Bandar Road.

As per the bio-data of street children registered with different member organizations, more than 95% of these children are from within the State; the rest mainly comes from other states, especially from the states of Karnataka, Tamil Nadu and Orissa.

8% to 9% of these street children constitute girl children. Many of them are also forced into child prostitution. Apart from girl children, the cases of sexual abuse of male children are also on the rise in the city.

Most of the children of the street live in dirt and filth. Some of them are severely mal-nourished and are the victims of the diseases like tuberculosis, typhoid, malaria, jaundice, hepatitis B, kidney disorders, etc. A study done by

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25 Cross reference: III. Child Abuse & its impact-Chapter-2 Literature review
the Forum points out that 35% to 40% of them are victims of substance abuse, such as, solution (thinner), ganja and alcohol. Sexually transmitted diseases, especially HIV & AIDS, are becoming rampant among them, as it is evident from the more number of cases are being reported from different member organizations.

Needless to say, the vast majority of these innocent children, unless rescued and rehabilitated at an early age, are prone to become anti-social elements. The reality of the street child is the naked and vicious face of broken home, poverty and exploitation.

**B. Child Labourers**

Apart from these children of the street who have no contact with their families, it is widely estimated that there are more than 5,000 children, at a given point of time, flow to the street from the city slums to be engaged in various works to earn a income to their families.

A recent study done by the Forum’s member organization reveals that, at 275 acres stretch Autonagar Industrial Estate alone, there are 3683 child labourers still working in the area in spite of the best efforts by the Forum’s member NGOs in the area. Among them, 1029 are children below 14 years, including 15% girl children.

The advocacy cases handled by CHILDLINE Vijayawada, run by the Forum, reveals that the cases of bonded child labour are also not so uncommon within the city.

A study conducted by one of the member organization points towards the problems faced by these working children. Apart from the hazardous and

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26 Operation Counting survey at Auto Nagar, Conducted by Forum for Child Rights
unhygienic working conditions, the children are forced to work for more than 12 hours a day, which may sometimes extend up to 16 hours. Many of them stay in the workshops’ premises and work throughout the week with no day for rest. The average wage for a child worker is only Rs. 10 a day. Many of them are paid only Rs. 5 per day. Some of them, alleging that they are only trainees, are paid only Rs. 5 to Rs. 10 a week27. Moreover, some of the employers do not care for these children when they are injured while on work or seriously sick. Presently many of the child labourers make use of the toll free number ‘1098’ to request the Forum through its CHILDLINE Bureau to intervene when they are faced with problems from their employers or when they are seriously sick.

C. Children engaged in Domestic Labour:

Perhaps, the opening of CHILDLINE may be an eye opener for the Forum to the horizon of children engaged in domestic labour. Within last two months, the CHILDLINE Bureau had to deal with a serious case of abuse and physical torture of a girl child, engaged in domestic labour. In Vijayawada, there are thousands of children, mainly girls, engaged by high-class families. A random investigation by the Forum reveals that these children are often made to work long hours continuously with no proper rest. Most of these children are not having a day of rest during the week. Some of them are not paid at all, not even having proper food or dress. Some of them are pledged by their own parents as ‘bonded labour’ for the money borrowed. The cases of sexual abuse, especially of the girl children, are not uncommon.

Many a time, the agonies of these children never come out as practically no NGOs in the city work for this most unattended and unorganized group of domestic labourers. In that regard, the city’s street children may be in a positive situation, when compared to the domestic child labour population,

27 Family Survey at Sasnapolnagar Village conducted by Navajeevan Bala Bhavan, Vijayawada.
thanks to the efforts of more than seven member NGOs of the Forum, active in their rescue and rehabilitation.

D. Socio-Economic, Cultural and Ethnic Characteristics of the Target Group:
Socially, 36% of the Primary Target Group (street children and various groups of child labourers) is from the scheduled castes and tribes; 49% belong to the backward castes and 15% to the upper castes. Economically, 80% of the children are from the families of unskilled, illiterate agricultural labour class. Religion wise, 72% of these children are Hindus, 12% Muslims and 16% Christians.

E. A Common Factor:
The children, be it a street child with no family support or child engaged in domestic child labour, or working child with family consent, all of them are mercilessly exploited in the hands of employers. They are lured by the brokers to the hazardous jobs with false promises of higher wages. In reality, they have to work 14 to 16 hours a day. Sometimes, many of them are not paid at all, and in many a case, they are severely beaten up just because they dared to ask for their promised wage; kept under cruel custody for petty charges like breaking the crockery or things of that sort.

F. City’s School Children:
The Forum also concentrates on city’s school children by organizing activities to spread awareness on Child Rights among them. Also, of late, the Forum through its CHILDLINE Bureau has to attend more number of cases of advocacy in these schools, concerning physical and verbal abuse of children by the teachers. Receiving complaints from children, the Forum had to intervene in severe cases of corporal punishment.
The joyful childhood of the school children when compared to the deprived street children and child labourers is becoming all the more a myth. The burden of bookish education is so heavy that it makes even the life of children of primary classes stressful. The acrobatics of tuition before and after school hours and the study hours after school hours within the schools make even these tiny tots to leave home at six in the morning and nest in after seven or eight in the evening. The scene of children playing in groups in evening hours has already been a museum piece of the past. Even the parents compete in the name of their children. The weight of the school bag just breaks the back of the children even at the primary level!

Without being able to cope up with the unwarranted social prestige of the parents, supposedly related to the high scores of their teenage children in the bookish exams, some of these children commit suicide before they bloom. The so-called residential hostels in the city are literally a ‘jail’ for the students inside.

It is high time that the Forum takes up the issue and make the concerned aware of the rights of the school children. Many a time, focusing on the issue of the street and working children, everybody seems to have forgotten the obvious violation of child rights in city schools! Many of the schools are ill equipped both at the level of infra structure and trained teachers with commitment for their wards.

The other groups of children in difficult situations among the target group of the city are:

- HIV/AIDS infected children,
- children addicted to substance abuse,
- children in conflict with law,
- child-victims of trafficking,
- differently abled children,
mentally challenged children and
Children whose families are in crisis—including children whose parents are
infected by the HIV/AIDS; of commercial sex workers; of substance abusers;
where parents are disabled to work due to serious illness; of prisoners; of
migrated unskilled and poor workers.

2.12.3. Emergence of Forum for Child Rights, Vijayawada:

Several voluntary organizations have been working for the welfare of children
in the city of Vijayawada for many years. The last 15 years have also seen the
arrival of organizations specifically handling street children. Vijayawada is
very well known as the pioneering city in the state of Andhra Pradesh to care
for such deprived children. However, the service rendered by these
organizations though extremely commendable, remained more or less in
isolation from one another. The disadvantages of such a situation, such as lack
of a common platform for collective action for the benefit of these children at
risk, was becoming more and more obvious in the minds of several of the city
elders.\textsuperscript{28}

To remedy the situation, FORUM FOR CHILD RIGHTS\textsuperscript{29}, Vijayawada was
set up on August 14, 1997 with the then Mayor of the city, Mr. T.
Venkateswara Rao, as its Ex-Officio President. The Forum includes NGOs
working for the cause of the children at risk, activists, well-wishers and
philanthropists in the city along with Municipal Corporation and Police
Department. The Mayor, is the president of the Forum and Police
Commissioner, Municipal Commissioner, Deputy Mayor and the Asst. Labour
Commissioner are the Vice presidents of the Forum. President and Vice
presidents posts will be filled up by Position the Secretary and Treasurer will

\textsuperscript{28}A glance through Forum for Child Rights—A Report prepared by Forum for Child Rights
\textsuperscript{29}Appendix- 7 /A note on Forum Child Rights & its past under takings

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be elected from NGO sector and child rights activists respectively. There are eighteen leading NGOs are the members of the Forum.

2.12.4. Need of CHILDLINE in Vijayawada of Krishna dist:

The member organizations of the Forum mainly cater to the welfare (permanent rehabilitation) measures of the target group, especially of children of the street and child labourers. From the rights perspective, the cases of advocacy have to be handled through the coordinated platform of the Forum. The felt need was the immediate rescue and protection of children in distress. With this end in view, the Forum opened CHILDLINE Vijayawada in the year 2000, being run in collaboration with the member organizations, Municipal Corporation, City Police and other Allied Systems.

2.12.5. Setting up CHILDLINE in Vijayawada of Krishna dist:

The Crowning achievement of Forum for Child Rights is the setting up of CHILDLINE in Vijayawada City on 20th November 2000. CHILDLINE, a Project of Ministry of Social Justice and Empowerment, is a 24-hour free emergency phone service, with toll free number 1098, for children in need of care and protection. Every Child or concerned adult can dial 1098 to access this service. CHILDLINE responds to calls for medical assistance, shelter, protection from abuse, repatriation (back home), death related calls, emotional support and guidance, information and referral to services.

2.12.6. Expansion to three centers:

In the beginning the Forum for Child Rights set up CHILDLINE in Mahila Police Station Premises and later it has been shifted to Police control Room.
For the first time in India Forum for Child Rights started a extension booth for CHILDLINE, Vijayawada on platform No. 1 of Vijayawada Railway station to reach children, specially for the runaway children who are newly landing at Vijayawada Railway station. 16 staff members operate the CHILDLINE call center as well as Ext. booth round the clock. Whenever the call comes for children/concern adults for help, CHILDLINE responds to it and reach out the children. CHILDLINE works for the children up to 18 years, but for exceptional situations it also extends its help up to 25 years.

Every Child or concerned adult can dial 1098 to access this service. CHILDLINE responds to calls for medical assistance, shelter, protection from abuse, repatriation (back home), death related calls, emotional support and guidance, information and referral to services. So far in the last three years 24220 cases were dealt by Forum for Child Rights through CHILDLINE service. Most of these cases were life saving also.

2.12.7. The Need for starting CHILDLINE Extension booth at Railway Station:

Bio-data registered at different organizations confirms that more than 95% of the children of the street travels by train and flows on to the city streets. The stream of children of city streets stems from city’s railway station. The round the clock study conducted for seven days at Vijayawada railway station by the Forum, in collaboration with its member organizations, reveals that, around 34 children reach Vijayawada Station every day. Out of these, 11 children quite fresh to the street directly from their homes, located different parts of the state. Hence, around 4,000 fresh children are estimated to be arriving at Vijayawada Railway Station per year.

Only one organization is doing street presence in railway station; that too, during the day, rescuing only an average of 4 fresh children per day. The

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31 A brief report on CHILDLINE, Vijayawada, by Forum for Child Rights, December 2009

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remaining are left to their fate due to lack of street educators' presence round the lock at the railway station. Moreover, at a given time, a minimum of 60 children, both new and old, roams in and around railway station premises. They are all children of the street who have neither family nor any adult support. They form into gangs, and unless rescued in time, will join the gangs and will become eventually anti-social elements.

A survey conducted in three neighboring railway stations (Vijayawada, Tenali and Guntur) brought to light that the sniffing solution is rampant among the children roaming around railway stations, and almost half of them are addicted to this substance.

Hence, there a need to maintain round the clock CHILDLINE Extension Booth at railway station to co-ordinate the activities of street presence at railway station, in collaboration with various NGOs, Railway officials, porters, passengers, etc. Hence first time in India, CHILDLINE Vijayawada stated its extension booth with permission of the railway officials.

2.12.8 Temporary Rescue Shelter for the children rescued by CHILDLINE, Vijayawada:

The Forum could reach thus hundreds of children in distress through the advocacy activities of its main organ - CHILDLINE Vijayawada. The number of children in distress who call CHILDLINE for emergency support is on the increase. The Forum had no place of its own to give these children an immediate shelter before they are either integrated with their families or permanently admitted to one of its member organizations as per the need of each child. Hence, the pressing need for the construction of such a RESCUE SHELTER.
The Municipal Corporation rose to the occasion and responded to this need by allotting a plot worth almost Rs.70 lakhs within the heart of the city, ideally suited for the purpose.

Telugu Association of North America (TANA) provided the financial support of Rs.30 lakhs to construct a very impressive and useful two-storied building for the envisaged Rescue Shelter, CHILDLINE CENTRE and the Office of the Forum.

The top floor of the building is a Multi-Purpose Hall, to be used to conduct children gatherings and other activities for the welfare of children, especially street children & workshops for various groups of children and public, with a view to create awareness on Child Rights, Human Rights, evils of Child Labour, various child related legislations, proper health care, with a special emphasis on HIV/AIDS.

This building is envisaged to house a Counseling and Career Guidance Center for Children. Also, a Library cum Documentation Center, the first step towards developing the Forum a Resource Center on Child Rights and the related issues.

2.12.9. Structure of CHILDLINE at Vijayawada, Krishna district:
The structure of CHILDLINE at Vijayawada, Krishna district are slightly differs where compare with other CHILDLINE structures in India. Its structure made up on the local situations and advantages, which has been accepted by CIF, the governing organization of CHILDLINEs’ in India.

2.12.9.1. Role of the Forum-Collaborative & Nodal Organization:
Forum for Child Rights acts as the both Nodal and Collaborative organization for CHILDLINE Vijayawada. Initially, the CHILDLINE India Foundation objected Forum to play the both roles. But later after two rounds of the
Ms. Jaroo Bilmoria, the then Executive Director of CIF, agreed that the Forum can perform dual responsibilities as it a net of civil society, not a single organization. Finally in the Directors meeting of 2004, held at Chennai, the CIF shown example of the Forum as an example for the umbrella network.

2.12.9.2 Support and Resource Organizations:
The member organizations of the Forum act as the support organizations of the Forum although they are not receiving the grant form GoI as the Support organizations. CHILDLINE Vijayawada developed friendly relations with the other NGOs with in the city and out of the city and refer the children to different organizations based on the need of the children and as per the intake policy of the organization. CHILDLINE Vijayawada has developed a resource directory with addresses of 54 NGOs of different categories, police stations, hospitals, blood banks etc. CHILDLINE Vijayawada maintains good rapport with all NGOs and allied systems.

2.12.9.3. Role of CHILDLINE Advisory Board (CAB):
CHILDLINE Advisory Board (CAB) has been constituted under the chairpersonship of the District Collector as per the prescribed structure of CHILDLINE and as per the G.O.MS.No.4 (Women Development & Child Welfare & Disabled Welfare (JJ) Department, Government of A.P.), dated 29.1.2002. CAB comprises of representatives from the support and resource organizations, reputed academic institutions, government functionaries and representatives from allied systems—Police, Healthcare, Judicial System, Juvenile Justice System, Education System, Transport System, Labour System, Media, DoT, Corporate Sector, Elected Representatives and reputed senior citizens from various fields. As on date CAB has met four times and discussed about various issues under the Chairmanship of the Collector; the following of the dates of the CAB Meetings.

32 Appendix-9: List of Support organizations & allied systems for CHILDLINE, Vijayawada
33 'CHILDLINE – 1098'- An article on CHILDLINE Vijayawada in “Arama” women monthly magazine, June 2004 – P 17&18
2.12.9.4: Child Welfare Committee (CWC):

The Child Welfare Committee is a judiciary body formed under Juvenile Justice Act 2000 as amended in 2006. JJ Act has two branches to deal with the issues of the children namely Juvenile Justice Board and Child Welfare Committee. Juvenile Justice Board deals with the children in conflict with law whereas the CWC deals with all the children who need Care & Protection. CWC is a five member committee with one chairman and four members in which one must be a woman.

In Vijayawada the Committee formed based on following Government Orders (GOs)

1. GO. Rt.No.21, WD, CW&DW(JJ)Dept, dated 29.4.03
2. GO. Ms.No.29, WD, CW&DW(JJ)Dept, dt-4.7.03
3. From the Director, JW, CS&WSC, Hyd. Lr. No. p2/640/05, dt22.2.06

The Child Welfare Committee (CWC) started in Vijayawada from November 2006. The members of Child Welfare Committee (CWC), Vijayawada are as follows:

Fr. Thomas Koshy - Chairman
Mr. Noel Harper - Member
Mr. M. C. Das - Member
Mrs. Rajamani - Member
Mrs. Radha Reddy - Member

The committee meets every Tuesday at Rescue Shelter of CHILDLINE to examine the cases to provide necessary care & protection to the children such as Shelter, Who needs help to go back home (out station children), Orphans, needs medical help, Missing children, Abandoned babies etc. All the cases are deeply examined and orders Dist Probation Officers (DPO) to conduct home
enquiries such as family background, financial situation etc based on which the children are provided required help.

Abandoned babies are handed over to Women and Child Welfare Dept to make necessary arrangements for the adoption after completion of all the efforts to trace the parents. CWC also deals with cases like Sexual abuse, Child labour etc and has an authority to issue summon and take legal action on the accused.

The children who are habitual to street life and addicted to solutions and drugs are referred to Govt children’s home of Juvenile Justice Department. So that they learn discipline and get rid of the bad habits.

So far more than 1000 children are supported by the CWC Krishna by providing necessary care & protection. The City Coordinator of CHILDLINE, Vijayawada also attends the CWC meeting every Tuesday.

2.12.10: Hierarchy of the staff in CHILDLINE, Vijayawada:

The Secretary of the Forum acts as the Director for the CHILDLINE, Vijayawada. He/She is the Director for the both Nodal and Collab projects. Under him the, the City Coordinator acts as the over all incharge for the projects and three centres. Under the city Coordinator, city Coordinator, Part time counselor (earlier this position was called as paraprofessional), team members and volunteers perform their duties accordingly. The Coordinator of CHILDLINE also does the additional duties as the coordinator of the Forum for Child Rights.

2.12.11: The work flow of CHILDLINE, Vijayawada, Krishna district:

The hierarchy of roles of organization and work flow can shown with the chart given below:
Chart 1.3: The work flow of CHILDLINE Vijayawada

- CHILDLINE Advisory Board
  - FFCR Executive Committee
    - Director
      - Child Welfare committee
      - City Coordinator
        - Center Coordinator
          - Call Center
          - Rly. Stn. Ext booth
          - Rescue Shelter
            - House mother at Rescue Shelter
              - Team Member
              - Team Member
              - Team Member
              - Team Member
              - Team Member
              - Team Member
            - Part time Counselor
              - Volunteer
              - Volunteer
              - Volunteer
2.12.12. Organizational Behaviour:

All the staff members in the CHILDLINE project has the work and mingle like the family members. They fulfill the credo of CHILDLINE that is ‘CHILDLINE is a special family’. Right from the director to the volunteers all of them work with responsibility and commitment.

2.12.13. Review and Monitoring:

The functioning of CHILDLINE monitored by the secretary of the Forum for Child Rights and the Forum Executive committee also once in a month discuss about the functioning of CHILDLINE. Further CHILDLINE is being reviewed and guided by CHILDLINE Advisory Board (CAB) in the city.

2.12.14. Finances:

The CHILDLINE, Vijayawada receives the funds from Ministry of Social Justice and Empowerment, Govt. of India under the scheme of Street Children. CHILDLINE receives approximately Rs. 6 lacs from the Ministry for running of both Nodal and Collab Projects (enhanced budget). But whereas CHILDLINE spends approximately Rs. 10 lacs every year. All excess expenditure over the income will be borne by the Forum, its mother organization. And other expenses especially for medical cases will be borne by the Forum’s member organizations depends upon situation.

2.12.15. Calls and cases dealt by CHILDLINE Vijayawada during 2001-2009:

So far in nine years of its service CHILDLINE, Vijayawada dealt with 24220 cases and some of them life saving also. The cases, which CHILDLINE is getting, are being increased year by year. The statistics are as follows:
### Table/graph No. 1.4: Case calls received by CHILDLINE, Vijayawada of Krishna District during 2001-2009

<table>
<thead>
<tr>
<th>CASES</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. Interventions</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical help</td>
<td>38</td>
<td>47</td>
<td>44</td>
<td>12</td>
<td>31</td>
<td>13</td>
<td>83</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>Shelter</td>
<td>65</td>
<td>487</td>
<td>388</td>
<td>330</td>
<td>464</td>
<td>1025</td>
<td>897</td>
<td>577</td>
<td>563</td>
</tr>
<tr>
<td>Repatriation</td>
<td>75</td>
<td>279</td>
<td>488</td>
<td>691</td>
<td>800</td>
<td>1428</td>
<td>2065</td>
<td>2657</td>
<td>2108</td>
</tr>
<tr>
<td>Rescue</td>
<td>70</td>
<td>72</td>
<td>77</td>
<td>73</td>
<td>118</td>
<td>353</td>
<td>229</td>
<td>200</td>
<td>109</td>
</tr>
<tr>
<td>Death-related</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>0</td>
<td>--</td>
<td>4</td>
<td>--</td>
<td>--</td>
<td>0</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>0</td>
<td>8</td>
<td>16</td>
<td>5</td>
<td>15</td>
<td>9</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Reffered by another CL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td><strong>II. Missing Children</strong></td>
<td>85</td>
<td>453</td>
<td>1049</td>
<td>1296</td>
<td>1206</td>
<td>888</td>
<td>861</td>
<td>701</td>
<td>435</td>
</tr>
<tr>
<td>Child lost</td>
<td>32</td>
<td>85</td>
<td>120</td>
<td>265</td>
<td>236</td>
<td>198</td>
<td>121</td>
<td>110</td>
<td>58</td>
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<tr>
<td>Parents asking help</td>
<td>53</td>
<td>368</td>
<td>929</td>
<td>1031</td>
<td>970</td>
<td>690</td>
<td>740</td>
<td>591</td>
<td>377</td>
</tr>
<tr>
<td><strong>III. Emotional support and Guidance</strong></td>
<td>22</td>
<td>27</td>
<td>46</td>
<td>29</td>
<td>28</td>
<td>23</td>
<td>8</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>355</td>
<td>1374</td>
<td>2116</td>
<td>2436</td>
<td>2662</td>
<td>3743</td>
<td>4147</td>
<td>4162</td>
<td>3225</td>
</tr>
</tbody>
</table>

*Source: Records of CHILDLINE-Vijayawada of Krishna district*
3. THE RESEARCH PROBLEM:

3.1. Concept of the Study:

The researcher intends to study is to assess and analyze the quality of service rendered by CHILDLINE, Vijayawada in Krishna district to the children approached to CHILDLINE when they were in need of care and protection. The researcher attempts to assess the impact of CHILDLINE by the study of its structure and functioning. The study will take into consideration of nature of calls and cases received by the CHILDLINE Center, interventions done by CHILDLINE in response to the calls, the role of NGOs, allied systems involved, support from general public and measures of rescue, protection and rehabilitation and repatriation the children, based on the existing data available at CHILDLINE centre. The study will also assess the quality of services rendered by CHILDLINE's Rescue Shelter and also to know the level of satisfaction of the target group and support systems about the functioning and services of CHILDLINE with the help of primary data34.

3.2. Objectives/ Research Questions:

The following research Questions are formulated by the researcher

1. What is CHILDLINE and CHILDLINE Vijayawada and how its works?
2. What are the types of calls received by CHILDLINE?
3. What is the nature of cases received by CHILDLINE?
4. What is the nature of interventions done by CHILDLINE?
5. Has every child, who sought help, been reached by CHILDLINE?
6. To assess the quality of services rendered by CHILDLINE's Rescue Shelter?

34 Cross reference: Chapter-3- Research Methodology
7. To know the level of satisfaction of target group and support systems about the services of CHILDLINE.
8. To know the some of the impact/ outcomes.

3.3. Hypotheses:

Keeping the above objectives in the mind the following hypotheses for the present study is formulated.

1. The researcher assumes that CHILDLINE, Vijayawada is attending all the calls/ made by children.
2. The researcher assumes that interventions are being done as per the best interest of the child.
3. The researcher assumes that the level of satisfaction of target group and support systems about the services of the CHILDLINE is satisfactory.
4. The researcher assumes that CHILDLINE is tool for Forum for Child Rights make Vijayawada city a Child Friendly.

3.4. Scope of the study:

The present study is a qualitative statistical analysis on the CHILDLINE project. The study covers the CHILDLINE project of Vijayawada, being run by Forum for Child Rights, Vijayawada, Krishna District, Andhra Pradesh. This study is a case study of CHILDLINE project of Vijayawada in Krishna District through review of literature, analysis of data collected and assessment of the impact of CHILDLINE services by directly interacting & interviewing the target group.

35 Cross reference: Profile of Sample in Chapter-3 Research Methodology
3.5. Plan of Study:

The Study is proposed to be organized as follows:

Chapter – I: Introduction
Chapter – II: Literature Review
Chapter – III: Methodology
Chapter – IV: Analysis of the services offered by CHILDLINE, Vijayawada during 2001-2009
Chapter – V: Assessment on services of CHILDLINE at Rescue Shelter
Chapter – VI: Impact assessment on CHILDLINE services
Chapter – VII: Observations, Suggestions and Conclusion