File No.: 1/2/2021-WS-IV (e-3531848)
Government of India
Ministry of Home Affairs
(Women Safety Division)
*****

Jaisalmer House, New Delhi- 110001
Dated: 16 August, 2023

To,

Additional Chief Secretary/Principal Secretary /Secretary (Home Department) of all States/UTs

Subject- Integration of Child Helpline (1098) with Emergency Response Support System (112)– reg.

Sir/Madam,

The Ministry of Women and Child Development (MoWCD), is implementing a Centrally Sponsored Scheme "Mission Vatsalya", erstwhile Child Protection Services (CPS) Scheme, for the welfare and rehabilitation of children in difficult circumstances.

2. As per the clause 2.14 of the Implementation Guidelines, the Mission Vatsalya in partnership with States and Districts will execute a 24x7 helpline service for children as defined under the Juvenile Justice Act, 2015. The Child Helpline under Mission Vatsalya shall run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of MHA.

3. Accordingly, integration of 1098 with 112 is underway under Mission Vatsalya and is expected to be completed in four phases in the following manner:

- Phase- 1: Integration of 09 States/UTs by 07.07.2023
- Phase- 2: Integration of 02 States/UTs by 31.07.2023
- Phase- 3: Integration of 06 States/UTs by 11.08.2023
- Phase- 4: Integration of 19 States/UTs by 31.08.2023

4. The Standard Operating Procedure (SOP) has already been shared by Ministry of Women and Child Development (MoWCD) with all the States/UTs vide D.O. Letter No. CW-II-22/42/2022-CW-II dated 31.03.2023 (enclosed).

5. In view of the above, all the States/UTs are requested to follow the SOP (enclosed) for handling the 1098 calls, as and when the integration of 1098 with 112 is completed in their respective States/UTs. The details regarding Phase-wise and State/UT-wise integration are also enclosed herewith as Annexure-I.

6. This issues with the approval of competent authority.

Encl.: As above (the enclosures will be sent via email).

16/8/23

(Santosh Kumar)
Commandant (WS)
Women Safety Division
Ministry of Home Affairs
Ph. No.: 011-23071083

Copy to:-

1. Smt. Indra Mallo, IAS, Joint Secretary,
   Ministry of Women and Child Development, New Delhi- 110001

2. Shri. Kalai Selvan A., Director,
   C-DAC Thiruvananthapuram, Kerala- 695033

इन्दीवर पान्डेय, आई.ए.एस.
सचिव

INDEVAR PANDEY, I.A.S.
Secretary
Tel. : 011-23383586, 23386731
Fax : 011-23381495
E-mail: secy.wcd@nic.in

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

भारत सरकार
महिला एवं बाल विकास मंत्रालय
शास्त्री भवन, नई दिल्ली–110 001
Government of India
Ministry of Women & Child Development

G20 भारत 2023 INDIA

D.O. No. 22/36/2022-CW-II

31st July, 2023

Respected Sir,

Kindly refer to my earlier D.O. letter of even number dated 07.07.2023, wherein it was requested to issue necessary directions to the Administrations of 09 States/UTs of Andhra Pradesh, Arunachal Pradesh, Bihar, Dadra Nagar Haveli & Daman & Diu, Goa, Gujarat, Ladakh, Mizoram and Puducherry to follow protocols, as applicable under ERSS-112 in cases, where Calls of Emergency nature pertaining to children in distress situations will be forwarded from Child Helpline to ERSS-112 for immediate response. Similarly, non-emergency call received at ERSS would be transferred to Child Helpline for handling the matter.

2. In this context, it is noteworthy that transition of Child Helpline is being implemented in a phased manner. I shall be grateful, if you could kindly issue appropriate directions to the Administrations of 02 States i.e. Kerala and Tamil Nadu, which will start implementation of Child Helpline w.e.f. 31.07.2023.

With Kind Regards,

Yours sincerely,

31/7/2023

(Indevar Pandey)

Shri Ajay Kumar Bhalla
Home Secretary,
Ministry of Home Affairs,
North Block,
New Delhi-110 001

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इन्दीवर पाण्डेय, आई.ए.एस.
सचिव
INDEVAR PANDEY, I.A.S.
Secretary
Tel. : 011-23383586, 23386731
Fax : 011-23381495
E-mail: secy.wcd@nic.in

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

भारत सरकार
महिला एवं बाल विकास मंत्रालय
शास्त्री भवन, नई दिल्ली–110 001
Government of India
Ministry of Women & Child Development

G20 भारत 2023 INDIA

D.O. No. 22/36/2022-CW-II-Part(3)

7th July, 2023

As you are aware that Childline Services is defined in Juvenile Justice (Care & Protection of Children) Act, 2015 under Section 2(25) as a twenty-four hours emergency outreach service for children in crisis which links them to emergency or long-term care and rehabilitation service.

2. As per Mission Vatsalya scheme guidelines, Child Helpline will be run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) Helpline of Ministry of Home Affairs (MHA). Ministry has entrusted Centre for Development of Advanced Computing (C-DAC), Kerala as a Total Solution Provider (TSP) for automation of Child Helpline-1098 and its integration with ERSS-112.

3. In this context, takeover of Child Helpline by State Governments is in progress in a phased manner. The first phase of takeover will go live on 07.07.2023. Earlier, an O.M. dated 21.06.2023 has been sent to MHA requesting to issue necessary directions to concerned officers to answer/respond to Emergency calls forwarded by Child Helpline to ERSS-112 or vice versa (as per the case) as per the State-wise schedule of takeover of Child Helpline from existing service provider Childline India Foundation (CIF).

4. In view of the above, I would request you to issue necessary directions to the Administrations of these 09 States/UTs of Andhra Pradesh, Arunachal Pradesh, Mizoram, Bihar, Goa, Puducherry, Dadra Nager Haveli & Daman and Diu, Gujarat and Ladakh to follow protocols as applicable under ERSS-112 in cases, where Calls of Emergency nature pertaining to children in distress situations will be forwarded from Child Helpline to ERSS-112 for immediate response.

Yours sincerely,
Sd/-
(Indevar Pandey)

Shri Ajay Kumar Bhalla
Home Secretary, Ministry of Home Affairs
North Block, New Delhi-110 001

Copy to:

1. The Principal Secretaries/Secretaries, Department of Women and Child Development/Social Welfare/Social Justice of States/UTs of Andhra Pradesh, Arunachal Pradesh, Bihar, Dadra & Nagar Haveli & Daman & Diu, Gujarat, Goa, Ladakh, Mizoram, Puducherry.

2. Shri K. Selvan A, Director, C-DAC, Kerala – for information and necessary action.

(Indevar Pandey)

Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi-110 001
Website : http://www.wcd.nic.in

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Annexure-I

S. No.	Name of the State/UT	Last date of notice period	Date of forwarding of Emergency calls from WCD Control Room of 1098 to 112 Control Rooms
Phase-I States/UTs			
1	Andhra Pradesh	30.06.2023	30.06.2023
2	Arunachal Pradesh		
3	Bihar		
4	Dadra & Nagar Haveli and Daman & Diu		
5	Gujarat		
6	Goa		
7	Ladakh		
8	Mizoram		
9	Puducherry		
Phase-II States/UTs			
1	Karnataka	31.07.2023	31.07.2023
2	Andaman & Nicobar Island		
3	Chandigarh		
4	Delhi		
5	Haryana		
6	Kerala		
7	Lakshadweep		
8	Meghalaya		
9	Rajasthan		

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10	Sikkim		
11	Tamil Nadu		
12	Telangana		
13	Uttarakhand		
14	West Bengal		
Phase-III States/UTs			
1	Maharashtra	31.08.2023 (tentative)	31.08.2023 (tentative)
2	Odisha		
3	Jharkhand		
4	Jammu & Kashmir		
5	Tripura		
6	Manipur		
7	Chattisgarh		
8	Nagaland		
9	Madhya Pradesh		
10	Punjab		
11	Assam		
12	Himachal Pradesh		
13	Uttar Pradesh		

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इंद्रा मालो, भा.प्रा.से.
संयुक्त सचिव
INDRA MALLO (IAS)
Joint Secretary

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

भारत सरकार
महिला एवं बाल विकास मंत्रालय
शास्त्री भवन, नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF WOMEN & CHILD DEVELOPMENT
SHASTRI BHAWAN
NEW DELHI-110001 (INDIA)
Ph.: 91-11-23070611, 23070672
E-mail : indra.mallo@ias.nic.in

D.O. No.CW-II-22/42/2022-CW-II(e-104516)

Dated: 31st March, 2023

Dear Madam/Sir,

As you are aware that Ministry of Women and Child Development has issued guidelines of Mission Vatsalya scheme according to which States and Districts will execute the 24x7 Child Helpline '1098' service for children as defined under the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021). The Child Helpline will be run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of Ministry of Home Affairs.

2. The Standard Operating Procedures (SoPs) of Child Helpline is enclosed for implementation by the States/UTs.

3. I shall be grateful, if you kindly prepare and include financial proposal of Child Helpline under Mission Vatsalya Scheme for approval of Project Approval Board for consideration and approval. Detailed SoPs will also be available on the Ministry's website i.e. www.wcd.nic.in.

With regards,

Yours Sincerely,

31/3/2023

(Indra Mallo)

Principal Secretaries/Secretaries
Department of Women and Child Development, Social Justice/Welfare,
All State Governments/UT Administrations

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Government of India

STANDARD OPERATING PROCEDURES (SoPs)

CHILD HELPLINE

MISSION VATSALYA SCHEME

Savdhanta Sanrakshnam

Towards a new dawn

Ministry of Women and Child Development
Government of India

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ABBREVIATIONS

CCL	-	Child in conflict with law
C-DAC	-	Centre for Development of Advanced Computing
CHL	-	Child Helpline
CNCP	-	Child in need of Care and Protection
CWC	-	Child Welfare Committee
DCPO	-	District Child Protection Officer
DCPU	-	District Child Protection Unit
ERSS	-	Emergency Response Support System
GIS	-	Geographic Information System
ILL	-	Internet Leased Line
JJB	-	Juvenile Justice Board
JJ Act	-	Juvenile Justice Act
JJ Rules	-	Juvenile Justice Rules
MHA	-	Ministry of Home Affairs
MIS	-	Management Information System
MPLS	-	Multi-Protocol Layer Switching
NGO	-	Non-Government Organization
NIPCCD	-	National Institute of Public Cooperation and Child Development
NIMHANS	-	National Institute of Mental Health and Neurosciences
PFMS	-	Public Financial Management System
POCSO	-	Protection of Children from Sexual Offences
POI	-	Points of Interest
PRI	-	Panchayati Raj Institution
SCPS	-	State Child Protection Society
SJPU	-	Special Juvenile Police Unit
SMS	-	Short Message Service
SoP	-	Standard Operating Procedure
TSP	-	Total Solution Provider
WCD-CR	-	WCD Control Room
WHL	-	Women Helpline
WCD	-	Women and Child Development

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1. INTRODUCTION

The Government of India enacted the Juvenile Justice (Care and Protection of Children) Act, 2015 as amended in 2021 for children in conflict with law (CCL) and children in need of care and protection (CNCP) for catering to their basic needs through proper care, protection, development, treatment, social re-integration and by adopting a child-friendly approach.

Childline Services is defined under section 2(25) in Juvenile Justice (Care & Protection of Children) Act, 2015 as a twenty-four hours emergency outreach service for children in crisis which links them to emergency or long-term care and rehabilitation service. '1098' is a national toll free 24x7 helpline number dedicated for children in difficult situations. The Protection of Children from Sexual Offences Act, 2012 as amended in 2019 and Rules made thereunder also provide role of Childline Services for reporting of cases under the Act.

The Childline Services are to be saturated from presently functional in 568 districts, 11 Bus Stands and 135 Railway Stations to all the districts, identified Bus Stands and at the Railway Stations identified by the Ministry of Railways.

The primary aim of Child Helpline Service is to support and assist any child who has fallen out of the safety net to provide emergency and immediate response and connect the child to existing long term services. This can range from providing medical, shelter, legal aid, emotional support or guidance. Childline therefore acts as a crucial link between children in distress conditions and services available for their rehabilitation, restoration or social re-integration. For children with different needs, who call in anytime, anywhere, and for anything, it acts as a one-point contact which facilitates instant access to support, advice and active intervention.

The Ministry of Women and Child Development has issued the guidelines of Mission Vatsalya scheme according to which States and Districts will execute the 24x7 Child Helpline '1098' service for children as defined under the JJ Act, 2015. The Child Helpline shall be run in coordination with State and District functionaries and integrated with the Emergency Response Support System 112 (ERSS-112) helpline of MHA.

The State/UTs shall submit their financial proposals annually regarding Child Helpline Services duly filled in the prescribed formats, along with their implementation plans for scrutiny before the Project Approval Board under Mission Vatsalya Scheme.

During the 15th Finance Commission period, Child Helpline shall be 100% funded under Mission Vatsalya by the Government of India, for all States/UTs. The funds would be released to State/UT Governments through Public Financial Management System (PFMS). States/UTs shall comply with all the guidelines issued by the Department of Expenditure, Ministry of Finance regarding procedure of release of funds and any further protocols on operation of Child Helpline issued from time to time by the Ministry.

The States/UT shall reflect the amount in the audited statement of accounts together with the necessary Utilization Certificate and Statement of Expenditure in respect of the grant for Child Helpline and submit the same to the Ministry after close of financial year.

The Utilization Certificate and Statement of Expenditure in respect of grants received for Child Helpline shall be furnished in accordance to Rule 239-240 GFR 2017 and in the Form 12C of GFR 2017. The provision of Rule 241 GFR 2017 shall also be ensured.

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2. ROLES & RESPONSIBILITIES

Child Helpline under Mission Vatsalya scheme at State Level shall be run under the overall supervision of the Additional Chief Secretary/Principal Secretary/Secretary of the Department of Women and Child Development/Social Justice & Empowerment of the State identified to implement the Mission Vatsalya scheme and District Magistrate at the district level.

State Level Monitoring and Review Committee of Mission Vatsalya Scheme headed by Chief Secretary during their meetings shall review the performance of Child Helpline at the State level and at district level, District Child Welfare and Protection Committee which is chaired by the District Magistrate shall be responsible for periodic review of Child Helpline. The review of Child Helpline must inter-alia include key performance indicators for effectiveness, impact and response time of Child Helpline.

Summary of the roles and the responsibilities of different agencies are given below:-

Sl. No.	Name of Agency	Role	Responsibility
1	C-DAC	Technology solution provider	1. Technology solution provider to integrate Child Helpline 1098 with ERSS 112. 2. Supply hardware and technically commission the WCD Control Room in State/UT. 3. C-DAC will provide training including hands-on training at the WCD Control Room and CHL Units at DCPUs. 4. Troubleshoot all technical operational issues. 5. Generate MIS and data analytics of calls.
2	State Child Protection Society (SCPS)	Overall supervision of Child Helpline under Mission Vatsalya	1. Set up 24x7 dedicated WCD Control Room (WCD-CR). 2. Set up Child Helpline Unit at all DCPUs. 3. Coordinate with allied departments for convergence strategies. 4. Set up Child Help Desk/Kiosk/ Booth at the selected Railway Stations which shall be operational round the clock.
3	District Child Protection Unit	Nodal agency under administrative control of District Magistrate to implement Mission Vatsalya scheme.	1. Supervise and monitor the day-to-day operations of the Child Helpline Unit at DCPU. 2. Coordinate rescue teams with allied SJPU, Railways, Labour, etc. 3. Coordinate to ensure production of children before the CWC/JJB as the case may be.

4	Child Helpline Unit at DCPU	Nodal Child Helpline Unit at DCPU level to attend to all calls for help for children	1. Take non-emergency calls requiring legal, psycho-social counselling or education, support landing at WCD-CR and forwarded to CHL Unit established at DCPU. 2. Assist the ERSS 112 in emergency calls as required. 3. Shall be available round the clock and provide outreach service for children in crisis linking them to emergency and long-term care and rehabilitation services.
5	Ministry of Railways	To rescue child in need of care and protection travelling, living, working or in conflict with law, on any part of the Railways premises or in train or Railway Vehicle.	1. The Railways shall provide space of 6x6 sq. feet free of cost for setting up of a Child Help Desk/kiosk. 2. Implement the SoP of 2021 issued by the DG RPF.
6	Child Helpline Desk at Bus Stands	To rescue child in need of care and protection travelling, living, working or in conflict with law, on any part of the Bus Stands.	1. The States/UTs shall provide space of 6x6 sq. feet free of cost for setting up of a Child Help Desk/kiosk at identified Bus Stand. 2. The Child Helpline Desk shall be available round the clock and provide outreach service for children in crisis linking them to emergency and long-term care and rehabilitation services.
7	Child Help Group at sub-district/Ward/PRI level	To rescue child in need of care and protection travelling, living, working or in conflict with law, in emergency situations at the sub-district level/ward/PRI.	1. States/UTs shall engage Child Help Groups/ volunteers to rush to immediate aid of children in distress situations. 2. To assist the CHL unit at DCPU on the spot in such cases.
8	Allied Departments- Labour, Police, Education, Health, Skill, rural development, Panchayati Raj, Urban Local Bodies, Municipal Authorities etc	To aid in the rescue of child in need of care and protection or in conflict with law, in emergency situations in their area of jurisdiction.	Coordinate to ensure production of children before the Medical Authorities/CWC/JJB/SJPU as the case may be.

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3. WCD CONTROL ROOM

As per the Mission Vatsalya scheme guidelines, since Child Helpline shall be run in coordination with the State and District Administration, a 24x7 dedicated WCD Control Room (WCD-CR) will be setup for Child Helpline in each State/UT and will be integrated with ERSS-112.

Ministry of Women and Child Development through C-DAC shall provide necessary technical infrastructure for setting up of WCD Control Room in all States/UTs where CHL and WHL call takers shall be co-located so as to handle women and child related calls in a single location.

The WCD-CR shall work in close coordination and supervision of State Child Protection Society (SCPS) in matters related to children.

3.1 Roles and responsibilities of States/UTs:

i. Identify State level Nodal officer and second level Nodal Officer with one of them possessing technical knowledge and expertise to support C-DAC.
ii. Provide sufficient space for setting up the WCD Control Room.
iii. WHL and CHL Call-Takers to be co-located in same control room premises.
iv. Electrical wiring with necessary power sockets for powering Call-Taking consoles.
v. Assist in establishing Multi-Protocol Layer Switching (MPLS), Internet Leased Line (ILL) and Primary Rate Interface (PRI) connectivity.
vi. Provisioning of other basic infrastructure in **WCD Control Room.**
vii. Air-Conditioned Server and Call Taker's rooms at WCD with UPS facility
viii. Facilitate conducting user-training for WHL/CHL users.
ix. Provide digital GIS Points of Interests (POIs) relevant to WHL and CHL operations.
x. Ensuring data protection at the WCD Control Room.
xi. Extend all support to C-DAC for successful installation & commissioning.
xii. Preparing a Resource Directory for linking child related calls to available services.

3.2 The Call Architecture is given at **Annexure-I.**

3.3 Infrastructure:

The technical infrastructure of WCD-CR shall consist of servers and client components shall be provided by C-DAC. The server infrastructure comprises of the following modules:

i) Application Server
ii) Database Server
iii) GIS Server
iv) Automated Call Distribution and Computer Telephone Integration
v) Voice Logger
vi) E-Mail gateway
vii) SMS Gateway
viii) Report Server

The client components consist of the workstations and IP Phones.

3.4 Space Requirement:

The WCD Control Room to be provided with adequate space and infrastructure by the concerned States/UTs. The WCD-CR may function from the premises of the State

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Department working on the child protection/welfare issues in the State. In case the State/UT Government is unable to provide space, it may function from a rented building. Efforts may be made to utilize the existing infrastructure of States/UTs instead of creation of new infrastructure.

Space requirement for each State/UT will vary as the number of call taking consoles (No. of workstations) for a State/UT depends on the category. Each Call-Taking console requires 30 sq.ft (6x5) and the Data Centre requires 100 sq. ft (10x10).

The data centre facility envisaged is common for WHL and CHL operations. For the optimum and efficient use of available resources, it is mandated that WHL and CHL Call-Takers are co-located in the same venue (WCD-CR). The Data Centre will be setup in the WHL Centre. In any case if the CHL Call-Takers sit at a different location, additional dedicated MPLS connectivity would be arranged between WCD CR and CHL unit by the State/UT.

3.5 Call Classification:

All incoming calls to 1098 may be classified into following categories:

i) Emergency calls, ii) Non-emergency calls and iii) Information calls

Emergency calls	**Non-Emergency calls**	**Information calls**
Medical/Health	Psycho-social support/ Emotional Support and guidance	Information about referral and other services
Police	Legal support	
Fire	Education	
Ambulance	Technical/ Customer Care	
Protection from abuse	Blank/Silent	
Child in conflict with law	Wrong/fun/crank	
Child Marriage	Personal calls/calls from friends and family	
Missing	Inbound other calls	
Child lost/found and identified as lost (missing)	Follow up calls	
Child labour	Administrative	
Death related		
Restoration		

3.6 Call Management:

Depending upon the category of the call, the Call Operator shall follow the below laid down procedure for transferring the call to 112 or CHL unit of DCPU:

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i) **Emergency calls:** All Emergency calls shall be forwarded by the WCD Control Rooms to ERSS-112. While forwarding the calls to 112, concerned CHL Unit also be informed of the case for intervention.

ii) **Non-Emergency calls**: Non-emergency calls on post assessment and nature of the call shall be transferred to CHL Units of DCPUs for providing necessary support and intervention as per the case.

iii) **Information Calls:** These are calls wherein caller is looking for information either pertaining to other services/schemes of the Government. The call may be handled by the Call Operators of the Control Rooms wherever information is available or may be transferred to CHL Units of DCPUs for providing information to the caller.

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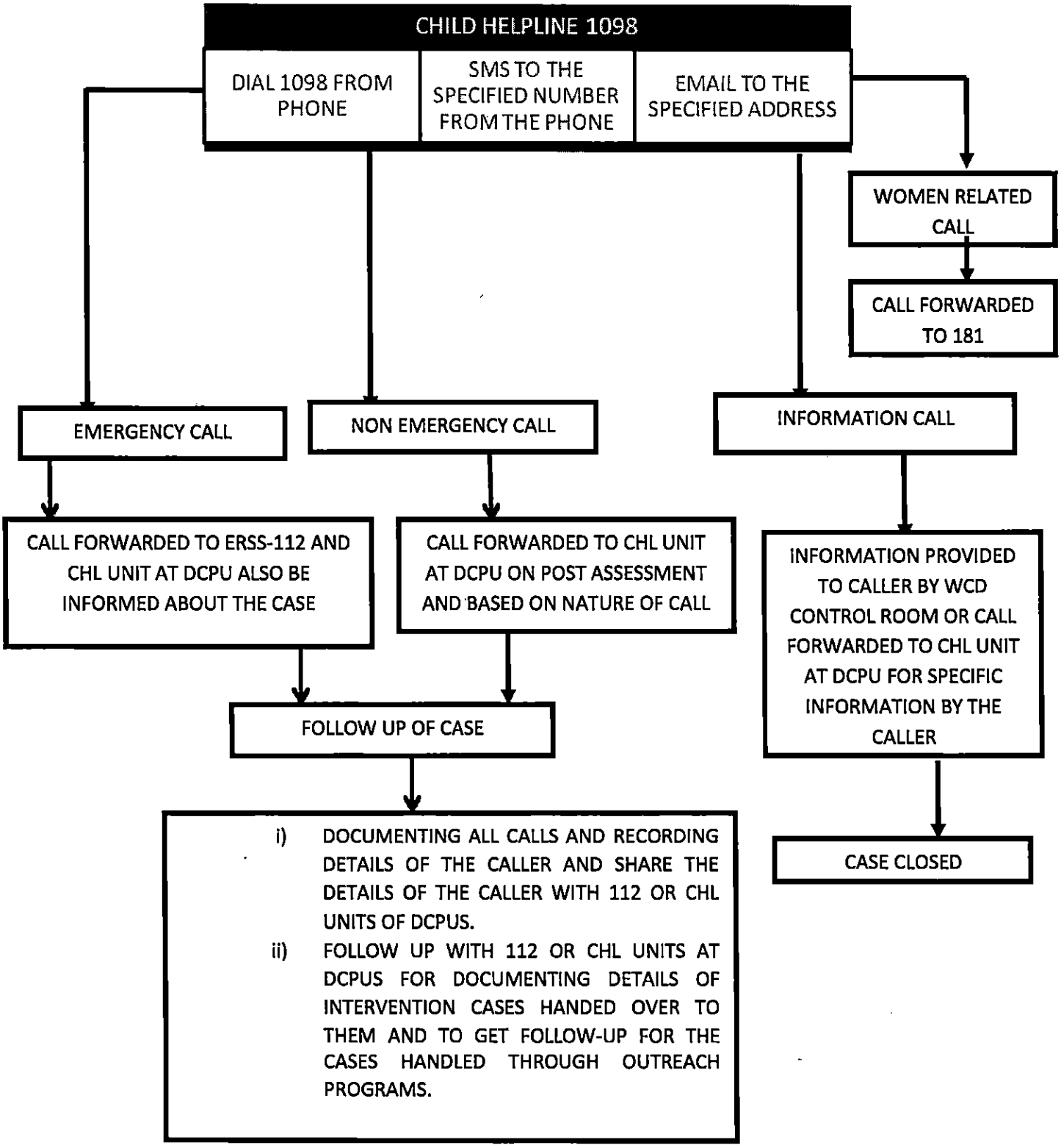
3.7 Call Flow:



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WCD Control Room shall answer the calls 24x7, 365 days in a weekly shift pattern. The State level control room for WCD will have dedicated infrastructure that can handle different types of distress signals like voice calls, SMS, emails etc. It will have specialized call takers for child related calls. A Child can seek help using following options:

i) Dial 1098 for child helpline
ii) Send SMS to the specified number from the phone
iii) Send email to the specified address

Child related help requests can be received in the ERSS also. This occurs when a person makes a call to 112 or sends SMS or panic signals to 112. The call takers assess the nature and severity of the case and if required it will be dispatched to the WCD control room.

Call Operator should be trained for answering calls and shall practice on scripts for answering various categories of calls. Whenever a call is made to 1098, call is auto-routed to concerned State's or UT's WCD Control Room. Caller's identification and caller location is obtained through Telephone Subscriber database and Location Based Services. Once a call lands on WCD-CR, a Unique ID Number is generated for each call and call is transferred to the call operator. The decision of transferring the call to CHL units shall be done within 5 minutes of the call. The responsibility of WCD Control Room includes:

i) Answering all inbound calls to 1098 and transfer the call to 112 or Child Helpline Unit at DCPUs or 181 in case of calls related to women.
ii) Documenting all calls and recording details of the caller and share the details of the caller with 112 or CHL units of DCPUs.
iii) Follow up with 112 or CHL units at DCPUs for documenting details of intervention cases handed over to them and to get follow-up for the cases handled through outreach programs.
iv) Providing information to the caller of different services/resources for the welfare of children.
v) Closing the call after seeking follow up from 112 or CHL units.

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4. CHILD HELPLINE UNIT (CHL)

A. Child Helpline Unit at DCPU:

The District Child Protection Unit working under the overall supervision of District Magistrate is the nodal agency for ensuring service delivery and care and protection of children in the district. The DCPU shall implement all child protection legislations, schemes and work for achievement of child protection goals as laid out in the Mission Vatsalya scheme guidelines.

The CHL Unit working under the overall administrative control of District Magistrate shall be available round the clock and provide outreach service for children in crisis linking them to emergency and long-term care and rehabilitation services. Each of this unit shall abide by the provisions as laid down under JJ Act, 2015 and amended in 2021 while handling cases of child.

All efforts should be made to provide space for CHL Unit in the existing DCPUs for better coordination and monitoring or in nearby building failing which rent provision has been made for CHL Units with proper security arrangement.

Roles and Responsibilities of CHL Unit at DCPU:

i) Responding to calls related to children which have been transferred from WCD Control Room and provision of rescue and outreach services for children in need of care and protection;
ii) Reaching the child in distress requiring physical intervention is expected to be completed within 30 minutes on an average;
iii) Coordinating rescue and other outreach services with the help of relevant local departments like police, administration, labour, health, railways and others;
iv) Ensuring proper documentation of all children rescued to facilitate their rehabilitation and restoration;
v) Functioning under overall supervision of the DCPU;
vi) Producing children before the Child Welfare Committee (CWC) for ensuring care and protection;
vii) Supporting the CWC in the long term rehabilitation of children, where required;
viii) Supporting a national network for the tracking of missing children;
ix) Providing data related to children rescued and rehabilitated to DCPU/SCPS for compilation of a national comprehensive database of child protection;
x) Creating awareness and ensuring access to the 1098 Child helpline number;
xi) Research, documentation, awareness and advocacy on issues related to Child Helpline;
xii) Establishing linkages with other child protection services, community and local bodies for meeting the immediate needs of children rescued;
xiii) Compiling and updating the Resource Directory of Services for children in the city.
xiv) Monthly reporting to the DCPO about the functioning of CHL unit in the district;
xv) Orientation and sensitization of various Government Departments on child protection in coordination with the DCPU and SCPS;

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B. Child Help Desk at Railway Station:

Ministry of Women and Child Development and Ministry of Railways have signed an MoU on 19.05.2015 to ensure care and protection, security and well- being of run-away, unaccompanied and trafficked children who came into contact with the Railways. A Revised Standard Operating Procedure (SoP) has been issued by DG/RPF letter No.2012/Sec(Crime)/45/72 dated 23.12.2021 for the Railways' 2021 to ensure care and protection of children in contact with the Indian Railways. The copy of revised standard operating procedure is available at https://indianrailways.gov.in/ and may be referred by States/UTs while dealing with children in contact with Railways.

The child in contact with the Railways is a child as defined in section 2(12) of the Juvenile justice Act, 2015 (as amended in 2021) as requiring care and protection and also includes any child travelling, living, working or in conflict with law, on any part of the Railways premises or in train or Railway Vehicle.

A child means any person below the age of 18 years as per the Juvenile Justice (Care & Protection of Children) Act, 2015 (as amended in 2021). A child in need of care and protection at the station and on moving train means:

- Unaccompanied children in need of support.
- Child travelling alone and is in crisis.
- Missing children found at the stations or in the moving train.
- Children being trafficked.
- Children separated from their family either by missing the train or left out by parents.
- Children run away from their homes and families.
- Children living at the station.
- Working children at the station or on train.
- Injured, ill/physically challenged children at the station.
- Abused children or vulnerable to abuse.
- Children involved in drug addiction at the station.
- Rag picking children.
- Abandoned including disabled children at the station.
- Child beggars.

One of the operative instructions of the SoP is to set up Child Help Desk/Kiosk/ Booth at the selected Railway Stations which shall be operational round the clock. The Railways shall provide space of 6x6 Sq. feet free of cost for setting up of a Child Help Desk/kiosk and cost of setting up of Child Help Desk/kiosk/Booth shall be released to the concerned State/UT.

The concerned DCPUs in coordination with Railway authorities will have the overall responsibility of implementing SoP for the Railways' 2021 to ensure care and protection of children in contact with the Indian Railways.

C. Child Help Desk at Bus Stands:

The States/UTs shall provide space of 6x6 Sq. feet free of cost for setting up of a Child Help Desk/kiosk at identified Bus Stands. The Child Helpline Desk at Bus Stand shall be available round the clock and provide outreach service for children in crisis linking them to emergency and long-term care and rehabilitation services. The overall responsibility of Child Help Desk at Bus Stands to ensure care and protection of children in distress situations shall however be of the concerned DCPUs.

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D. Child Help Group at Sub-district level/Ward/PRI:

States/UTs shall engage Child Help Groups/volunteers to rush to immediate aid of children in distress situations which will assist the CHL unit at DCPU on the spot in such cases.

Child Help Groups/volunteers are to be engaged to encourage public participation, develop synergy in efforts, promote collaborations for fostering linkages and utilize the resources for assisting the CHL unit at DCPU on the spot in such cases. The organizations under any Government initiative like Bharat Scout and Guide, NSS Volunteers, Nehru Yuva Kendras etc., or the NGOs, Self-Help Groups etc., which are already working for the similar objectives, may be identified.

Financial Support for Child Help Group is given in Annexure-IV (Part-B) under Child Helpline Unit at DCPU.

4.1 Awareness Generation and Outreach Activities:

i) The CHL Unit at district level /Child Help Desk at Railway Stations/Bus Stands and Child Help Group at sub-district/Ward/PRI will be responsible for conducting awareness and outreach activities regarding provisions of Juvenile Justice (Care & Protection of Children) Act, 2015, Mission Vatsalya Scheme guidelines and awareness about Childline-1098.

ii) Organizing active outreach programs and display of Child Helpline kiosks during Melas for providing assistance and support to children found in distress situations.

iii) DCPU shall prepare a quarterly activities calendar for CHL Unit at district level /Child Help Desk at Railway Stations/Bus Stands and Child Help Group at sub-district/Ward/PRI. These activities shall be undertaken by CHL staff in accordance to the calendar and DCPO shall make sure that such activities as covered in the calendar are conducted by the staff of CHL. The CHL staff of the district, in addition to this can also decide for additional activities to be undertaken for purposes of awareness generation.

iv) The DCPO shall be responsible for making tie up arrangements with different organizations for conducting for conducting activities with the CHL staff.

v) DCPO shall facilitate regular and periodical quarterly meetings with advocates of DSLSA.

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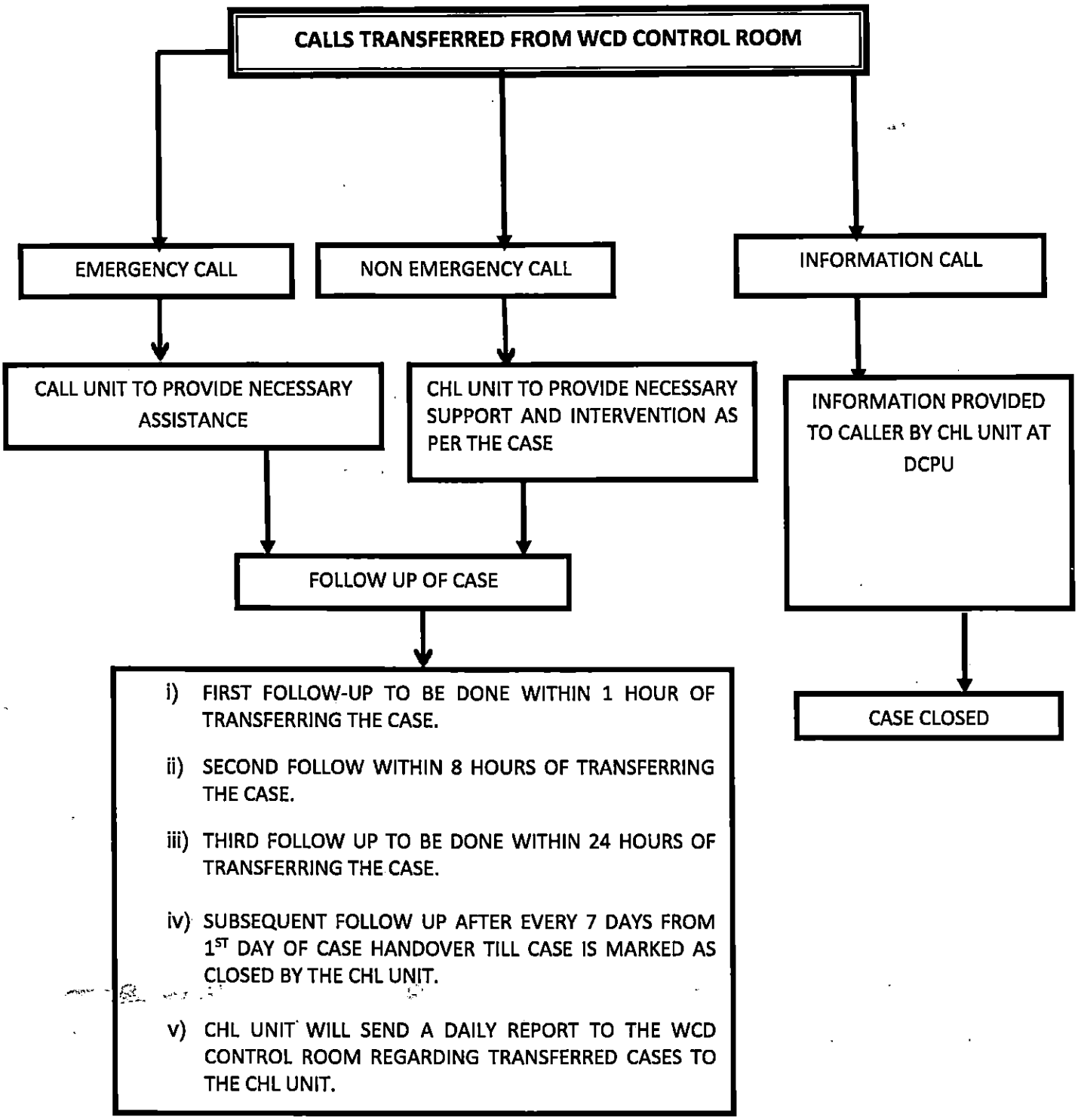
4.2 Call Flow:



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4.3 Call Management:

The CHL unit staff shall respond to the transferred calls to CHL unit of DCPU as given below:

i) **Emergency calls:** Emergency calls as forwarded by the WCD Control Rooms for assistance.

ii) **Non-Emergency calls**: Non-emergency calls on post assessment and nature of the call as transferred to CHL Units of DCPUs for providing necessary support and intervention as per the case.

iii) **Information Calls:** Calls as transferred by WCD Control room to the CHL unit. These are calls wherein caller is looking for information either pertaining to other services/schemes of the Governmentt which may be provided by the call taker.

4.4 Timelines for Follow Up of Cases by CHL Unit and Closing of the Case:

Each call shall be followed up to ascertain whether the child in distress has been rescued/given medical aid/produced before CWC/JJB and temporary rehabilitation status and any other necessary intervention. CHL unit should take follow-up of cases transferred to them by WCD Control Room as per the time lines given below:

i) First follow-up to be done within 1 hour of transferring the case.
ii) Second follow-up within 8 hours of transferring the case.
iii) Third follow-up to be done within 24 hours of transferring the case.
iv) Subsequent follow-up after every 7 days from 1st day of case handover till case is marked as closed by the CHL unit.
v) CHL unit will send a daily report to the WCD Control Room regarding transferred cases to the CHL unit.

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5. HUMAN RESOURCE

States/UTs as per their population have been categorized as A, B & C (Large, Medium and Small), accordingly financial support shall be provided to each State/UT. States/UTs will be responsible for extending support and cooperation to C-DAC in setting up of WCD Control Rooms. The categorization of States/UTs is given at **Annexure-II.**

A. Human Resource at WCD Control Room:

The WCD Control Room shall consist of following contractual staff:

i) Helpline Administrator – 01
ii) Call Operators – from 12 to 18*
iii) IT Supervisor - 01
iv) Multi-purpose Staff – 03
v) Security Guard/Night Guard - 03

*Number of Call Operators at WCD Control Rooms may vary on the basis of categorization of the State/UT given at **Annexure-II.**

B. Human Resource at CHL Unit at DCPU:

The CHL Unit at DCPU shall consist of following contractual staff:

i) Project Coordinator - 01
ii) Counselor - 01
iii) Child Helpline Supervisors – 03 or 04*
iv) Case Workers - 03 or 04*

*The number of posts in the category of Child Helpline Supervisors and Case Workers would proportionately increase/decrease on the basis of population of the districts **(Refer: Annexure-V).** States/UTs shall be provided budget for CHL Unit at DCPU based on the population of the districts as approved by Project Approval Board (PAB) **(Refer: Annexure-IV (Part-B)).**

C. Human Resource at Child Help Desk at Railway Station and Child Help Desk at Bus Stand:

The Child Help Desk at Railway Station and Child Help Desk at Bus Stand shall consist of the following contractual staff:

(i) Child Helpline Supervisors - 03
(ii) Case Workers - 03

D. Welfare Measures for the CHL Staff : The Human resources engaged for the welfare of children in need of care and protection and children in conflict with law will play a vital role in the prompt and effective delivery of services as well as ensuring safety and protection of children in difficult circumstances. The staff shall be engaged on contract or outsource basis by the States/UTs and shall ordinarily be upto the 15th Finance Commission cycle i.e., upto 2025-26 subject to annual performance appraisal.

Background verification of Staff by Police is mandatory prior to their appointment, to ensure credibility and accountability of Staff. All manpower engaged under the Child Helpline shall maintain confidentiality of all records failing which suitable action may be taken.

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Contractual Staff, if any, will not be paid wages at a rate lower than the prescribed minimum wages by the States/UTs for the relevant skills/ knowledge sets. The social security benefits such as EPF, ESIC, or any other statutory benefits needs to be extended to staff engaged by the State/ District, as per extant provisions of law. Any statutory taxes / duties such as GST etc. would not be deducted from the salary of the contractual staff. The applicable taxes and duties would be payable by the respective State Government/UTs from their own budget.

The staff deployed at the institutions shall be permitted to avail 12 days leave in a year with the approval of designated authority. Further, Maternity Leave to the women staff shall not ordinarily be denied. However, in such cases while granting leave it may be ensured that the institutions stay operational at all times.

5.1 The Indicative Qualifications of staff at WCD-CR, CHL Unit at DCPU, Child Help Desk at Railway Station and Child Help Desk at Bus Stand is given at **Annexure-III.**

5.2 Financial Support for WCD Control Room is given at **Annexure-IV (Part-A).**

5.3 Financial Support for CHL unit at DCPU is given at **Annexure-IV (Part-B).**

5.4 Financial Support for Child Help Desk at Railway Station and Child Help Desk at Bus stand is given at **Annexure-IV (Part-C).**

Data Security:

Data Security is one of the most important functions and should be given high priority by all States/UTs. Any report should only be accessible to authorized personnel working in WCD Control Rooms. Servers should be kept in secured environment.

Engagement of different stakeholders at State, Districts and others for case management:

All States/UTs must make concerted efforts to work closely with all allied departments like Education, Health, Home/Police, Labour, Railways etc., in order to ensure convergence, support and cooperation during case intervention. This takes place through four main areas of collaboration: (a) case intervention (rescue, restoration with families, access to entitlements and rehabilitation); (b) orientation capacity building of allied departments to share understanding towards more effective interventions mentioned in (a); (c) co-organizing with state and district administration special campaigns, events on days of significance, awareness drives, facilitating access of schemes, (d) coordination and convergence from micro to macro level, a continued work in progress towards better child friendly services, timely effective rehabilitation and access to justice.

The feedback and findings of child protection issues intervened by CHL Units should be presented before District Magistrate/Collector for seeking guidance and support.

(i) In case of requirement of police or medical assistance, call shall be transferred to ERSS-112 to provide all possible assistance to the caller.

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6. TRAINING AND CAPACITY BUILDING

C-DAC will provide technical training including hands-on training at the WCD Control Room where WHL/CHL personnel and CHL Units at DCPUs to work on the system and to familiarize the operations of the system. Manuals required for operations will be provided by C-DAC. State/UT shall extend all support to C-DAC for conducting the training.

Ministry will also collaborate with C-DAC, National Institute of Public Cooperation and Child Development (NIPCCD), Ministry of Railways and National Institute of Mental Health and Neurosciences (NIMHANS)for capacity building of staff, developing of intervention protocols/training modules for effective implementation of the Juvenile Justice Act (Care and Protection of Children) Act, 2015 (as amended in 2021) and for providing psycho-social support to children during calls and physical interventions.

Ministry will also support outreach strategies to universalize access and use of the Child Helpline in the States/UTs.

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7. REPORTING MECHANISM

C-DAC shall develop MIS report generation modules for States/UTs for reviewing of cases and better decision making which may be customized as per specific needs of the States, if required. An MIS module shall also be prepared for the Ministry for monitoring of CHL at State and district levels. This MIS will generate data which would enable policy decision making for the best interest of the children. Reporting module based on following parameters is to be developed by C-DAC:

i) State-wise calls related to children landing at 1098.
ii) State-wise calls landing at 112 forwarded to 1098.
iii) State-wise calls forwarded from 1098 to 112 requiring specialized services of Police, fire and medical.
iv) Categorization of calls answered based on providing merely information, advice, psychosocial support or requiring physical intervention and forwarded to DCPUs.
v) Average time taken to close the call.
vi) Make Child Helpline data available on Mission Vatsalya portal.

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8. CONVERGENCE

States/UTs shall encourage convergence for Child Helpline Services with other line departments, agencies, organizations and all stakeholders for enabling a protective environment for children.

Indicative list of activities for convergence under CHL are as under:

i) Rescue by Railway Police/ Labour Department,
ii) First level intervention by Social Workers of DCPUs/SJPUs,
iii) Medical check-up by District Health Department,
iv) Tracing of family members with the help of Police/SJPUs
v) Production before the CWC,
vi) Ensure Placement of the child with a 'fit person' from civil society or 'fit institution',
vii) Legal support by Law Department and CWC,
viii) Counselling and guidance from counsellors/ Social Workers,
ix) Repatriation of the child with help of police/labour department officials/PRIs.

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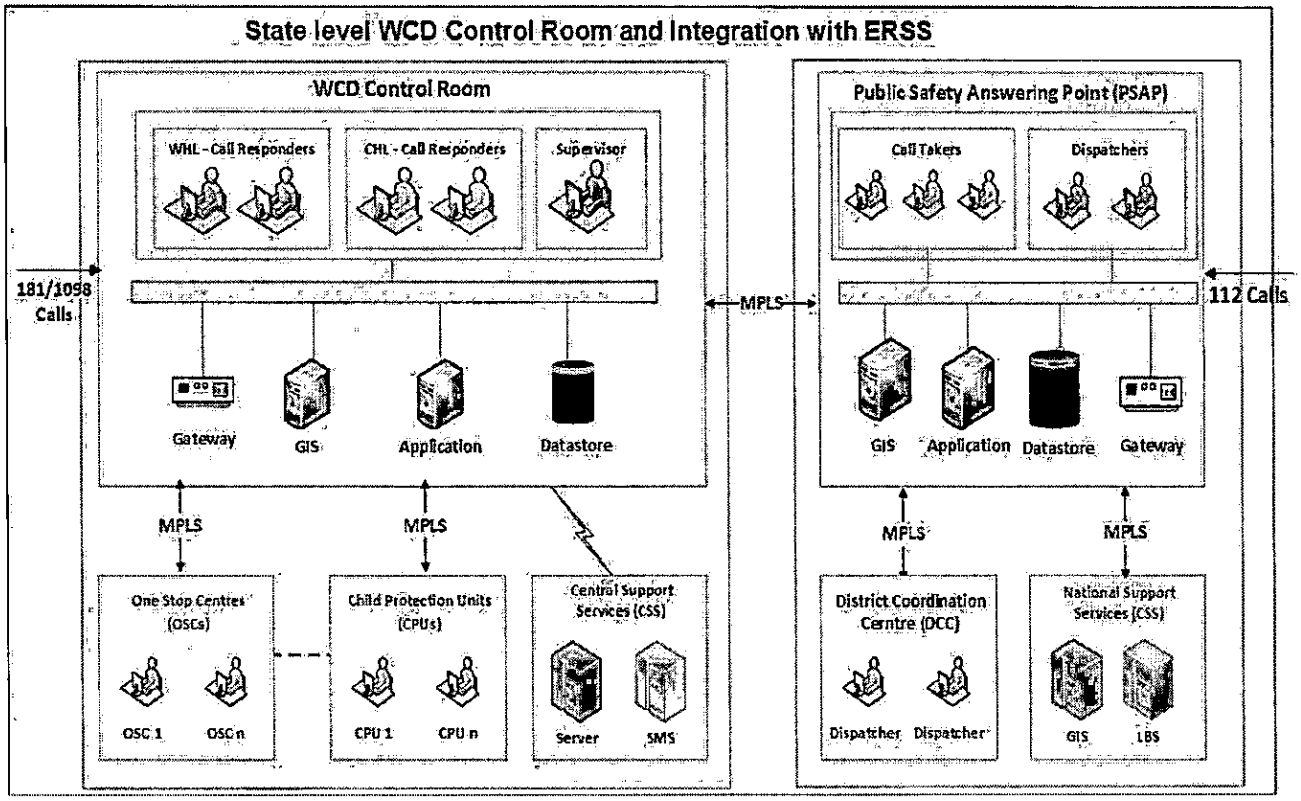
Annexure-I

Call Architecture:



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Annexure-II

Category of States/UTs: Based on the data of population as per 2011 Census, States/UTs have been categorized in categories A, B and C. The categorization of States/UTs is similar to that of Women Helpline. All States/UTs have been classified as under:

i) Category A : Population size more than 60 lakh
ii) Category B : Population size between 10-60 lakh
iii) Category C : Population size less than 10 lakh

Sl. No	States/UTs
Category-A (Large)	
1	Uttar Pradesh
2	Maharashtra
3	Bihar
4	West Bengal
5	Madhya Pradesh
6	Tamil Nadu
7	Rajasthan
8	Karnataka
9	Gujarat
Category-B (Medium)	
10	Andhra Pradesh
11	Odisha
12	Telangana
13	Kerala
14	Jharkhand
15	Assam
16	Punjab
17	Chhatisgarh
18	Haryana
19	Delhi
20	Jammu & Kashmir
21	Uttarakhand
Category-C (Small)	
22	Himachal Pradesh
23	Tripura
24	Meghalaya
25	Manipur
26	Nagaland
27	Goa
28	Arunachal Pradesh
29	Puducherry
30	Mizoram
31	Chandigarh
32	Sikkim
33	A & N Islands
34	Dadra & Nagar Haveli and Daman & Diu
35	Lakshadweep
36	Ladakh

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Annexure-III

Indicative Qualifications and Roles and Responsibilities of staff for Child Helpline:

A. WCD CONTROL ROOM				
S. No	**Position**	**Number of Staff**	**Qualification**	**Roles & Responsibilities**
1	Helpline Administrator	01	• Any person having a Masters in Law/ Social Work/ Sociology/Social Science/Psychology with at least 5 years' experience of working on child related relevant domains in an administrative set-up with a Government or Non-Government project/programme and preferably with at least 1-year experience of counselling either within or outside the same set-up. • She/he should be preferably a resident of the local community so that local human resource and expertise is utilized for effective functioning of the centre.	i) The Helpline Administrator will be in charge for the overall smooth functioning of CHL. ii) She/he will ensure prompt and meaningful response towards every call received at the Helpline. iii) She/he will be responsible to monitor and intervene (if required) in any ongoing calls. iv) She/he will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child. v) She/he will ensure effective convergence with concerned agencies/ institutions. vi) She/he will facilitate redressal of issues related to non responsiveness of State agencies/institutions in collaboration with Director, WCD. vii) She/he will be responsible for making schedules for the team and managing the team in such a way that the Helpline is up and active 24 hours a day seven day a week. viii) She/he will be responsible for preparing daily, weekly and monthly reports and preparing periodical reports. ix) She/he will be responsible for formulating Resource Directory containing information about the relevant State and private authorities/institutions/ individuals related to child protection and child rights. x) She/he will be responsible for conducting advocacy meetings to create good working culture between

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				CHL and different service providers. xi) She/he will conduct awareness generation activities within community to raise awareness around CHL. xii) She/he will monitor the functioning of CHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team. xiii) She/he will be responsible for day-to-day management of CHL team and reporting to Director, WCD and any other competent authority as and when required.
2	Call Operator	12 to 18	Can be outsourced to any person having good communication skills in Hindi, English and / or regional languages and having requisite qualifications and experience of working on telecom / web based relevant systems.	i) She/he will attend the calls; do primary referrals, does data entry and forward serious cases and cases which need first point counselling to Helpline Administrator. ii) She/he will provide information about the Government Schemes and programmes related to Child protection and Child Rights. iii) She/he will provide all the assistance to children applying for any such above mentioned schemes or programmes and guide them through the process to be adopted for accessing the same. iv) She/he will help the Helpline Administrator in attending missed calls. v) She/he will be responsible for other work as assigned by the Helpline Administrator.
3	IT Supervisor	01	The IT services could be outsourced to any person who is a graduate with at least diploma in computers/ IT etc with a minimum of 3 years' experience in data management, process documentation	i) The IT staff will look after the technological aspect of CHL and ensure that it remains functional at all times. ii) She/he would follow strict proceedings to maintain privacy with regard to data generated and will ensure that name and other details of aggrieved child

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			and web-based reporting formats, video conferencing at state or district level with government or Non-Governmental/ IT based organizations.	remain confidential in each step of case history documentation. iii) She/he would draft the daily/monthly/quarterly report based on the MIS, web based data collection which would be approved at the level of the Helpline Administrator for submission. iv) She/he with the help of Helpline Administrator will formulate the resource directory containing information about the relevant State and private authorities/institutions/individual related to child protection.
4	Multi-purpose Staff	03	The multi-purpose activity could be outsourced to any person who is literate with knowledge/ experience of working in the relevant domain	i) She/he would be responsible for maintaining hygiene and sanitation at Helpline. ii) She/he will be responsible for the house keeping at CHL.
5	Security Guard/ Night Guard	03	The services could be outsourced to any person having at least 2 years' experience of working as security personnel in a government or reputed organization at the district/state level. He/she should preferably be retired military / para-military personnel.	i) She/he will be responsible for the overall security of Helpline Centre. ii) She/he would be responsible for safety of all capital assets, furniture and equipment at CHL.

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B. CHILD HELPLINE UNIT AT DCPU				
S. No.	**Position**	**Number of Staff**	**Qualification**	**Roles & Responsibilities**
1	Project Coordinator	01	Post Graduate degree in Social Work /Sociology/ Child Development/Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University. OR Graduate in Social Work/Sociology/ Child Development/ Human Rights Public Administration/ Psychology/Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & Child Development / Social Welfare. Proficiency in Computers. Preference may be given to personnels of working in Emergency Helplines.	i) Overall responsible for supervision and management of Child Helpline Unit at DCPU. ii) Developing strategy for districts that he/she is directly responsible for Childline network and facilitation based on call trends analysis and other qualitative data generated. iii) Capacity building of team during visits. iv) Laisoning with local administration for advocacy. v) Providing data on initiatives taken up towards Institutionalizing Child Rights in functioning of allied systems at the district level. vi) Needs assessment of district, organizing advocacy initiatives and regional networks & campaigns. vii) Responsible for developing good networking and linkages with the Anganwadi workers and members of panchayat/local bodies at community/block levels.

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2	Counselor	01	Graduate in Social Work /Sociology/Psychology/ Public Health/ Counselling from a recognized university. OR PG Diploma in Counselling and Communication. **Experience:** At least 1 year of working experience with the Govt./NGO preferably in the field of Women &Child Development. Proficiency in Computers. Preference may be given to personnels of working in Emergency Helplines.	Each Child Helpline Unit at District level shall have a counselor for providing counseling services to children coming in contact with CHL Unit and shall work in close coordination with counselor in DCPU. Calls requiring urgent nature of psycho-social support/Emotional Support and guidance shall be handled by the counselor on priority.
3	Child Helpline Supervisor	from 03 to 04	Graduate preferably in B.A in Social Work/ Computer Sciences/Information Technology/ Community Sociology/Social Sciences from a recognized university. Weightage for experienced candidate Proficiency in Computers Preference may be given to personnels having experience of working in Emergency Helplines.	i) Each Child Helpline Supervisor at district level shall work as a link between the community and the CHL unit at District Child Protection Unit. ii) Responsible for taking calls transferred from WCD Control Room at the CHL unit and taking appropriate action as per the provisions of Juvenile Justice (Care & Protection of Children) Act, 2015. iii) Responsible for identifying families and children at risk and offer necessary support services. iv) Tending to child related needs like medical, shelter, restoration and nutrition to children in need of care and support. v) Assisting Project Coordinator in organizing awareness activities and

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				outreach programmes.
4	Case Worker	from 03 to 04	12th passed from a recognized Board/ Equivalent Board. Good Communication Skills. Weightage for experienced candidate. Preference may be given to personnels of working in Emergency Helplines.	Case workers shall assist Child Helpline Administrator in the implementation of CHL unit at DCPU, intervention of cases, awareness activities and outreach programmes.

C. CHILD HELP DESK AT RAILWAY STATION AND BUS STAND

S. No.	Position	Number of Staff	Qualification	Roles & Responsibilities
1	Child Helpline Supervisor	03	Graduate preferably in B.A in Social Work/ Computer Sciences/Information Technology/ Community Sociology/Social Sciences from a recognized university. Weightage for experienced candidate Proficiency in Computers Preference may be given to personnels having experience of working in Emergency Helplines.	i. The staff available on duty at the Child Help Desk will make every effort to ensure that the procedures relating to the rescue of the child are promptly completed and the child is produced before the Child Welfare Committee (CWC). ii. The staff deputed at the Child Help Desk shall be available round the clock to offer assistance to children in need of care and protection on the Railway Stations/Bus Stands. iii. The staff of Child Help Desk will review and monitor the child care and protection activities at the Railway Stations/Bus Stands. iv. The staff of Child Help Desk will provide the reports of each case to the concerned DCPUs. v. Child Help Desk shall conduct regular awareness and outreach at the premises of Railway Stations/Bus Stands.
2	Case Worker	03	12th passed from a recognized Board/ Equivalent Board. Good Communication Skills. Weightage for experienced candidate. Preference may be given to personnels of working in Emergency Helplines.	

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Annexure-IV

A. Financial Support for WCD Control Room:

I. Category A (Large States/UTs)

S. No.	Items of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	20,00,000
	Sub-total (A)	**20,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, Computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS, Genset for uninterrupted power supply in hilly, North East and hard to reach areas)	8,00,000
	Sub-total (B)	**8,00,000**
(C)	**Recurring Expenditure (per annum)**	
1	Child Helpline Management @ Rs.5.75 lakh per month including insurance@ Rs.330/- per person (Rent, salaries, water, electricity, postage, stationary, photocopy, documentation, travel, training and capacity building, maintenance of systems, etc.)	69,00,000
2	Telephone rent @Rs.55,000/- per month	6,60,000
	Sub-total (C)	**75,60,000**
	Total (A) + (B) + (C)	**1,03,60,000**

II. Category B & C (Medium and Small States/UTs)

S. No	Items of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	20,00,000
	Sub-total (A)	**20,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, Computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS, Genset for uninterrupted power supply in hilly, North East and hard to reach areas)	7,00,000
	Sub-total (B)	**7,00,000**
(C)	**Recurring Expenditure (per annum)**	
1	Child Helpline Management @Rs.4.25 lakh per month including insurance@ Rs.330/- per person	51,00,000

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	(Rent, salaries, water, electricity, postage, stationary, photocopy, documentation, travel, training and capacity building, maintenance of systems, etc.)	
2	Telephone rent @Rs.35,000/- per month	4,20,000
Sub-total (C)		**55,20,000**
Total (A) + (B) + (C)		**82,20,000**

B. Financial Support for CHL Unit at DCPU:

Category of Districts: As per 2011 Census, district-wise population is available for 640 districts. Based on the information of the population for 640 districts, five categories for providing financial support for CHL Unit at DCPU have been made. The Indicative list of districts as per population criteria, based on population Census-2011 is at **Annexure-V.**

The budget for CHL Unit at DCPU for districts which have been newly created/re-organized shall be subject to approval of Project Approval Board (PAB) under Mission Vatsalya Scheme on the basis of the population of the district submitted along with the financial proposal by State/UT.

As per Census 2011, 640 districts have been categorized as under:

S. No.	Population Size	Number of districts as per Census 2011	Man power of CHL Unit (Indicative)
I	Less than 1 lakh	26	8
II	1 lakh – less than 10 lakhs	169	8
III	10 lakhs – less than 30 lakhs	320	8
IV	30 lakhs – less than 60 lakhs	113	8
V	60 lakhs and more	12	10

I. Population size less than 1 lakh:

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	5,00,000
Sub-total (A)		**5,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS etc.)	2,50,000
Sub-total (B)		**2,50,000**
(C)	**Recurring Expenditure (per annum)**	
1	Remuneration of CHL unit at DCPU including insurance@ Rs.330/- per person	20,88,000

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2	Child related contingency fund including costs for medical, shelter, restoration, nutrition etc.	80,000
3	Administrative Expenditure (rent, water, electricity, postage, stationary, telephone with STD, photocopy, documentation, etc.)	3,00,000
4	Travel Expenses/Hiring of Vehicle	1,50,000
5	Child Help Group at Sub-district level/ward/PRI	80,000
Sub-total (C)		**26,98,000**
Total (A) + (B) + (C)		**34,48,000**

II. Population size from 1 lakh – less than 10 lakhs:

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	5,00,000
Sub-total (A)		**5,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS etc.)	2,50,000
Sub-total (B)		**2,50,000**
(C)	**Recurring Expenditure (per annum)**	
1	Remuneration of CHL unit at DCPU including insurance@ Rs.330/- per person	20,88,000
2	Child related contingency fund including costs for medical, shelter, restoration, nutrition etc.	1,00,000
3	Administrative Expenditure (rent, water, electricity, postage, stationary, telephone with STD, photocopy, documentation, etc.)	3,00,000
4	Travel Expenses/Hiring of Vehicle	1,50,000
5	Child Help Group at Sub-district level/ward/PRI	80,000
Sub-total (C)		**27,18,000**
Total (A) + (B) + (C)		**34,68,000**

III. Population size from 10 lakhs – less than 30 lakhs:

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	5,00,000
Sub-total (A)		**5,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS etc.)	2,50,000

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	Sub-total (B)	**2,50,000**
(C)	**Recurring Expenditure (per annum)**	
1	Remuneration of CHL unit at DCPU including insurance@ Rs.330/- per person	20,88,000
2	Child related contingency fund including costs for medical, shelter, restoration, nutrition etc.	1,25,000
3	Administrative Expenditure (rent, water, electricity, postage, stationary, telephone with STD, photocopy, documentation, etc.)	3,00,000
4	Travel Expenses/Hiring of Vehicle	1,50,000
5	Child Help Group at Sub-district level/ward/PRI	80,000
	Sub-total (C)	**27,43,000**
	Total (A) + (B) + (C)	**34,93,000**

IV. <u>Population size from 30 lakhs – less than 60 lakhs:</u>

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	5,00,000
	Sub-total (A)	**5,00,000**
(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS etc.)	2,50,000
	Sub-total (B)	**2,50,000**
(C)	**Recurring Expenditure (per annum)**	
1	Remuneration of CHL unit at DCPU including insurance@ Rs.330/- per person	20,88,000
2	Child related contingency fund including costs for medical, shelter, restoration, nutrition etc.	1,50,000
3	Administrative Expenditure (rent, water, electricity, postage, stationary, telephone with STD, photocopy, documentation, etc.)	3,00,000
4	Travel Expenses/Hiring of Vehicle	1,50,000
5	Child Help Group at Sub-district level/ward/PRI	80,000
	Sub-total (C)	**27,68,000**
	Total (A) + (B) + (C)	**35,18,000**

V. <u>Population size from 60 lakhs and more:</u>

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (one time)**	
1	One time grant for Site readiness (refurbishment cost, working cubicles, minor civil/electrical works etc.)	5,00,000
	Sub-total (A)	**5,00,000**

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(B)	**Non-recurring Expenditure (once in five years)**	
1	Furniture, computers/laptops and other office equipment (tables, chairs, computer tables, air conditioner, cupboards, photocopier-cum-scanner machine, UPS etc.)	3,00,000
	Sub-total (B)	**3,00,000**
(C)	**Recurring Expenditure (per annum)**	
1	Remuneration of CHL unit at DCPU including insurance@ Rs.330/- per person	25,80,000
2	Child related contingency fund including costs for medical, shelter, restoration, nutrition etc.	1,75,000
3	Administrative Expenditure (rent, water, electricity, postage, stationary, telephone with STD, photocopy, documentation, etc.)	4,00,000
4	Travel Expenses/Hiring of Vehicle	1,75,000
5	Child Help Group at Sub-district level/ward/PRI	1,00,000
	Sub-total (C)	**34,30,000**
	Total (A) + (B) + (C)	**42,30,000**

C. <u>Financial Support for Child Help Desk at Railway Station and Child Help Desk at Bus Stand*:</u>

S. No.	Item of Expenditure	Amount (in Rs.)
(A)	**Non-recurring Expenditure (once in five years)**	
1	Furniture and other office equipments (computer/laptop, tables, chairs, photocopier-cum-scanner machine, UPS etc.)	1,00,000
	Sub-total (A)	**1,00,000**
(B)	**Recurring Expenditure (per annum)**	
1	Remuneration of Child Help Desk Staff including insurance@ Rs.330/- per person	14,76,000
2	Administrative Expenditure (child related contingency fund including costs for medical, shelter, restoration, nutrition, water, electricity, postage, stationary, telephone, photocopy, documentation, travel etc)	1,00,000
	Sub-total (B)	**15,76,000**
	Total (A) + (B)	**16,76,000**

*The budget of Child Help Desk at Railway Station shall be subject to renewal of MoU with the Ministry of Railways. Similarly, the budget of Child Help Desk at Bus Stands shall be subject to locations identified by States/UTs.

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Annexure-V

Indicative list of districts as per population criteria, based on population Census-2011:

S. No.	Population Criteria	Number of districts	Name of districts
1	Less than 1 lakh	26	Dibang Valley, Anjaw, Lahul & Spiti, Upper Siang, Nicobars, Mahe, North Sikkim, Tawang, Longleng, Diu, Lower Dibang Valley, Yanam, Saiha, Lakshadweep, Serchhip, Kiphire, East Kameng, Lower Subansiri, Upper Subansiri, West Kameng, Kolasib, Kinnaur, Mamit, Kurung Kumey, Peren, East Siang.
2	1 lakh – less than 10 lakhs	169	North & Middle Andaman, Tirap, West Siang, Lawngtlai, Champhai, Leh(Ladakh),West Sikkim, Narayanpur, Tamenglong, Zunheboto, Kargil, New Delhi, South Garo Hills, Chandel, Lohit, South Sikkim, Changlang, Lunglei, Phek, Wokha, Papum Pare, Ukhrul, Daman, Mokokchung, Tuensang, Karaikal, Dima Hasao, The Dangs, Kishtwar, Bishnupur, South Andaman, Rudraprayag, Mon, Bijapur, Ribhoi, Champawat, Bageshwar, Shupiyan, Kohima, Churachandpur, East Sikkim, Ramban, Ganderbal, Debagarh, Reasi, East Garo Hills, Samba, Uttarkashi, Dadra & Nagar Haveli, Dhalai, Dimapur, Bilaspur, West Khasi Hills, Chamoli, Bandipore, Jaintia Hills, Aizawl, Doda Thoubal, Kulgam, Kullu, Baudh, Hamirpur, Imphal East, Lohardaga, Punch, Senapati, Chirang, Pithoragarh, Imphal West, Chamba, Una, Sirmaur, Khunti, Dakshin Bastar, Dantewada, Kodagu, Udhampur, Pulwama, Panchkula, Perambalur , Harda , Gajapati, Jharsuguda, Solan, Central Delhi, Porbandar , Narmada, Barnala, Simdega, Fatehgarh Sahib, Subarnapur, Nuapada, Shahid Bhagat Singh Nagar , Malkangiri , Kathua, Faridkot, Tehri Garhwal, Almora, Sheikhpura, South Goa, Rajouri, West Garo Hills, Umaria, Sheohar, Koriya, Hailakandi, Jaisalmer, Rupnagar, Dhemaji, Garhwal, Sheopur , North Tripura, Arwal, Dindori, Kodarma, Latehar, Alirajpur, Kandhamal, The Nilgiris, Bongaigaon, Uttar Bastar Kanker, Anuppur, Badgam, Ariyalur Burhanpur, Mansa, Nalbari, Datia, Jamtara, Dhamtari, Tapi, Shimla, Kapurthala , Wayanad, North Goa, Kabeerdham, East Khasi Hills, Neemuch, Udalguri, Ashoknagar, Sindhudurg, Jashpur, Pratapgarh, Kupwara, Mahoba, South Tripura, Kokrajhar, North Delhi, Rewari, Pakur, Muktsar, Mahendragarh, Darrang, Fatehabad, Ramgarh, Baksa, Puducherry, Nainital, Karbi Anglong, Morigaon, Jhajjar, Nayagarh, Kurukshetra, Rayagada, Bangalore Rural, Chitrakoot, Sahibzada Ajit Singh Nagar, Moga, Mandi.
3	10 lakhs – less than 30 lakhs	320	Lakhisarai, Baramula, Goalpara, Panna, Chamarajanagar, Jhabua, Gumla, Mahasamund, Sirohi, Sambalpur, Lakhimpur, Rajwal , Chatra,

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			Mandla, Chandigarh, Rohtak, Karur, Gadag, Saraikela-Kharsawan, Shahdol, Golaghat, Gadchiroli, Kaithal, Anantnag, Ramanagara, Mewat, Narsimhapur, Jorhat, Hamirpur, Idukki, Bundi, Shrawasti, Tarn Taran, Jehanabad, Sidhi, Ambala, Jagatsinghapur ,Chikmagalur, Sahibganj, Sivasagar, Rajsamand, Yadgir, Hingoli, Udupi, Singrauli, Dhenkanal, Washim, Pathanamthitta, Bhandara, Panipat, Dhaulpur, Korba, Yamunanagar, Nabarangapur , Lalitpur, Baran, Karimganj, Srinagar, Hoshangabad, Guna, Theni , Kamrup Metropolitan, Chikkaballapura, Damoh, Thiruvarur, Anugul , Katni, Sirsa, Wardha, Baghpat, Kasaragod, Khandwa (East Nimar), Sehore, Godda, Dumka, Gondiya, Garhwa, Dibrugarh, Tinsukia, Navsari, Raisen, Jind, Sawai Madhopur, Sivaganga, Mandsaur, Patan, Ramanathapuram, Munger, Seoni, Auraiya, Koraput, Barwani, Bathinda, Dungarpur, Koppal, Gandhinagar, Jhalawar, Bastar, Tonk, Kanshiram Nagar, Uttara Kannada, Kendrapara, Tikamgarh, Sonipat, Ratlam, Karauli, Vidisha, Bargarh, Deoghar, Raigarh, Pashchimi Singhbhum, Karnal, Bhadrak, Dharmapuri, Kangra, Shajapur, Amreli, Gurgaon, Kamrup, Jammu, Kolar, Rajnandgaon, Chittaurgarh, Rajgarh, Bharuch, Dewas, Mahamaya Nagar, Betul, Kalahandi, Sant Ravidas Nagar (Bhadohi), Etawah, Hoshiarpur, Haveri, Kaushambi, Ratnagiri, Nagapattinam , Pudukkottai, Janjgir – Champa, Kaimur (Bhabua), Dausa, Bhiwani, Gautam Buddha Nagar, Nandurbar, Udham Singh Nagar, Balangir, Sangrur, Kannauj, Osmanabad, Chitradurga, Khagaria, Dakshin Dinajpur, Jalaun , Kishanganj, Barpeta, Dehradun, Puri, Balaghat, Bhind, Bidar,Valsad, Buxar, East Delhi, Sant Kabir Nagar, West Tripura, Shivpuri, Namakkal, Hazaribagh, Cachar, Hisar, Thoothukkudi, Shimoga, Surendranagar, Jamui, Chhatarpur, Etah, Hanumangarh, Hassan, Kanpur Dehat, Banswara, Banda, Kendujhar, Mandya, Faridabad, Akola, Jajapur, Jalor, Parbhani, Jyotiba Phule Nagar, Darjiling, Dharwad, Sonbhadra, Mainpuri, Kanniyakumari, Khargone (West Nimar), Krishnagiri, Farrukhabad, Bagalkot , Hardwar, Patiala, Saharsa, Sonitpur, Raichur, Palamu, Virudhunagar, Davanagere, Dhubri, Kota, Chandauli, Jalna, Morena, Ganganagar , Kottayam, Ujjain, Jhansi, Madhepura, Firozpur, Pilibhit, Gwalior, Banka, Mahesana, Pali, Churu, Dhule, Bokaro, Dakshina Kannada, Chhindwara, Kachchh, Anand , Sundargarh, Dohad , Alappuzha, Jhunjhunun, Balrampur, Dindigul, Jamnagar, Bijapur, Dhar, Jalandhar, Chandrapur, Mau, Nawada, Satna, Supaul, North East Delhi, Khordha, Erode, South West Delhi, Purbi Singhbhum, Gurdaspur, Kheda, Baleshwar, Rampur, Vizianagaram, Surguja, Bikaner, Rewa, Bhopal, Sagar, Panch Mahals, Ambedkar Nagar, Thanjavur, Bhilwara, Sabar Kantha, Giridih, Bellary, Latur, Jabalpur, Basti, 42Tiruvannamalai,

			Faizabad, Tiruppur, Amritsar, Mirzapur, Firozabad, Mayurbhanj, Kannur, Aurangabad, West Delhi, Mathura, Bharatpur, Nizamabad, Siddharthnagar, Gopalganj, Gulbarga, Ajmer, Bid, Buldana, Barmer, Cuddalore, Cuttack, Fatehpur, Raigarh, Kollam, Bilaspur, Sikar, Tumkur, Dhanbad, Mahrajganj, Srikakulam, Tiruchirappalli, Bhojpur, South Delhi, Adilabad, Junagadh, Yavatmal, Khammam, Palakkad, Araria, Koch Bihar, Sangli, Nagaon, Nalanda, Bhavnagar, Y.S.R., Amravati, Ranchi, Puruliya, Rohtas, Sri Potti Sriramulu Nellore, Begusarai.
4	30 lakhs – less than 60 lakhs	113	Mysore, Satara, Shahjahanpur, Uttar Dinajpur, Medak, Bhagalpur, Madurai, Udaipur, Katihar, Tirunelveli, Mumbai, Kozhikode, Deoria, Unnao, Banas Kantha, Thrissur, Pratapgarh, Ballia, Bara Banki, Purnia, Indore, Ernakulam, Thiruvananthapuram, Nagaur, Siwan, Durg, Nanded, Prakasam, Rae Bareli, Sitamarhi, Gonda, Meerut, Coimbatore, Viluppuram, Saharanpur, Salem, Bahraich, Nalgonda, Vaishali, Ludhiana, Bulandshahr, Birbhum, Warangal, Ganjam, Kushinagar, Bankura , Ghazipur, North West Delhi, Aligarh, Alwar, Varanasi, Budaun, Bijnor, Jodhpur, Aurangabad, Thiruvallur, Karimnagar, Sultanpur, Rajkot, Jalpaiguri , Kolhapur, Pashchim Champaran, Vellore, West Godavari, Darbhanga, Hyderabad, Saran, Maldah , Kancheepuram, Kheri, Mahbubnagar, Kurnool, Raipur, Anantapur, Hardoi, Malappuram, Muzaffarnagar, Vadodara, Chittoor, Jalgaon, Samastipur, Visakhapatnam, Solapur, Gaya, Agra, Gorakhpur, Bareilly, Sitapur, Madhubani, Jaunpur, Kolkata, Krishna, Ahmadnagar, Kanpur Nagar, Lucknow, Azamgarh,, Chennai, Nagpur, Ghaziabad, Moradabad, Belgaum, Muzaffarpur, Haora, Guntur, Purba Medinipur, Purba Champaran, East Godavari, Nadia , Rangareddy, Hugli ,Patna, Paschim Medinipur, Allahabad.
5	60 lakhs and more	12	Surat, Nashik, Jaipur, Murshidabad , Ahmadabad, Barddhaman, South Twenty Four Parganas, Mumbai Suburban, Pune, Bangalore, North Twenty Four Parganas, Thane.

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