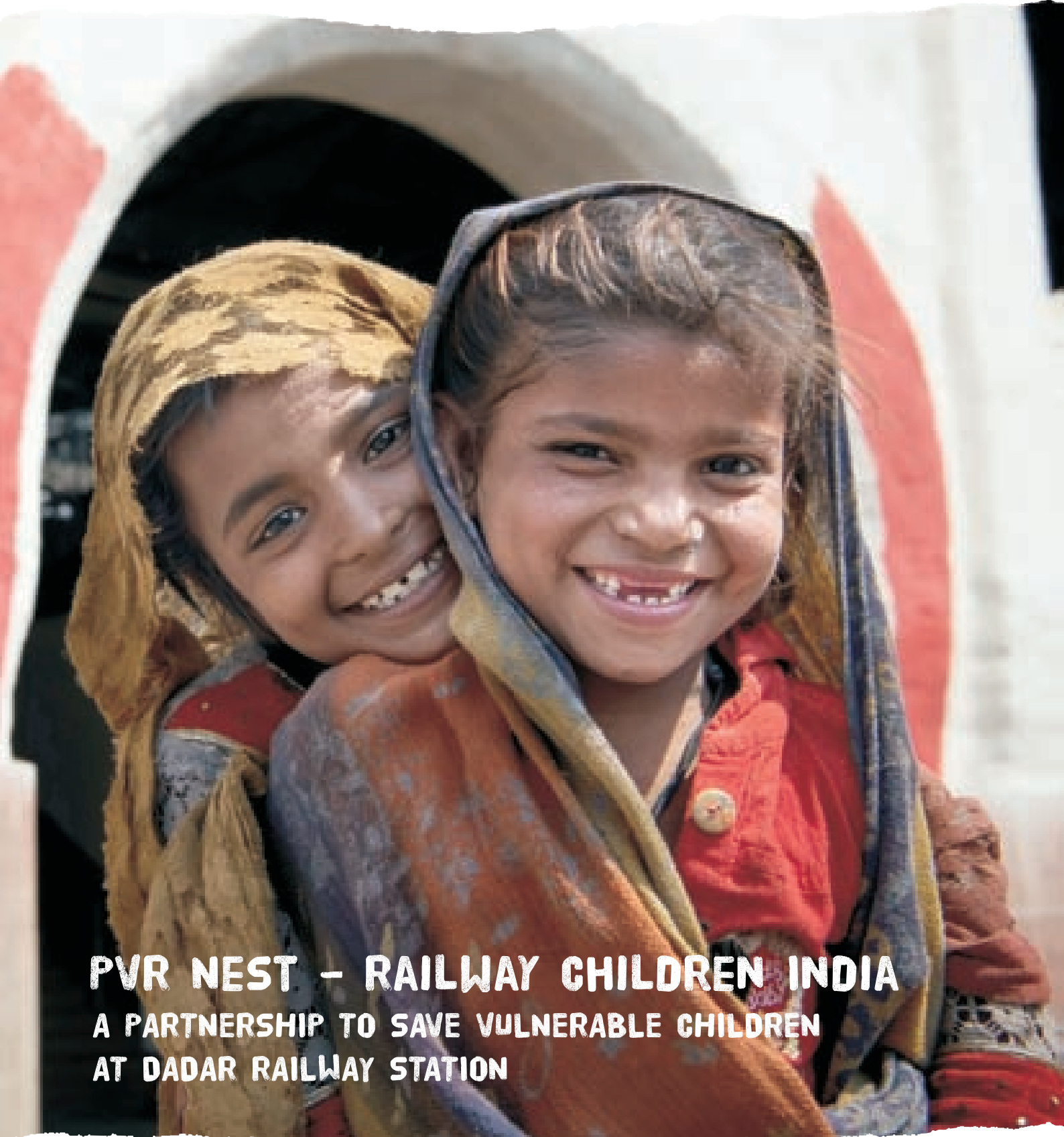




YUVA URBAN INITIATIVES



PVR NEST – RAILWAY CHILDREN INDIA
A PARTNERSHIP TO SAVE VULNERABLE CHILDREN
AT DADAR RAILWAY STATION



DISCLAIMER:

The stories are developed based on the information provided by children during the intervention. The original names of the children have been changed in the case studies to protect the identity of these children.

BACKGROUND

Across the world, there are Hundreds or thousands, perhaps millions of children that sleep alone on the streets every light. In India, every five minutes a child arrives alone at a railway station. Immediately they face violence, exploitation, trafficking and abuse. Scavenging for scraps of food they are beaten, attacked, sexually abused and even killed. The Juvenile Justice (Care and Protection) Act, 2015 (JJ Act, 2015) recognises that these children are in need of immediate care and protection and has laid down the processes for addressing these grave issues of children.

A child's journey, right from birth to the street, is often filled with negative experiences such as sexual abuse, distress migration, alcoholism and violence. Because of such negative experiences, they often have significant developmental delays and attachment disorders that can manifest in a range of challenging behaviours; often anxiousness and distress or they may manifest as anger issues is a coping mechanism. Many become reliant on substance abuse as an escape. By the time we start working with these children, their lives have already been typified by rejection, neglect, judgement and apathy from the adults around them. Reaching out to these children as early as possible while they are in a moving train or after they arrive at a railway station is important for their protection, rehabilitation and preventing them from slipping in to street life.

Railway Children India (RCI) works with these children at and around 10 railway stations across 7 states. RCI has been implementing this project in partnership with "YUVA Urban Initiative (YUVA)" at Dadar Railway station since November, 2019, with a mission to create and enable sustainable changes in the lives of children found at railway stations by providing immediate care and

protection, activating duty bearers and making communities responsive to the issues.

PVR NEST and Railway Children India's (RCI) partnership

PVR Nest is the Corporate Social Responsibility arm of PVR Limited- the largest film exhibition company in India. Through our programmes, we seek to minimise urban risks and in line with the UN Sustainable goals, strive to make cities livable by creating safe spaces and programmes to empower children and women.

UMMEED is a start up NGO with a vision to participate in identifying spaces within communities, reporting and accounting programmes and is presently supporting PVR NEST as a co-traveler in their work and activities.

PVR NEST and RCI have come together to protect children at Ghaziabad, Raipur and Dadar railway stations. At a railway station, children arriving alone and at risk are identified and protected from immediate risk of being abused and trafficked through 24x7 outreach. The Child Assistance Booth at the railway platform is used as a space for immediate crisis intervention. Important stakeholders at railway stations are either trained or oriented, including passenger awareness, forming safety net for children. The programme engages with children while they are in short term care. The objective of this engagement is to ensure that the child's development during the recovery and rehabilitation process is replete with experiences that enables him/her to develop his/her own identity. As a result, every child's resilience increases, and they begin to take informed decision. These decisions include reuniting with family, getting enrolled back to school and leaving the habit of sniffing glue among others.

SINCE 1ST NOVEMBER, 2019 TO 23RD JANUARY, 2020



24X7 OUTREACH IS OPERATIONAL AT DADAR RAILWAY STATION TO PROVIDE CARE AND PROTECTION TO CHILDREN ARRIVING ALONE AND AT-RISK AND NEED OF CARE AND PROTECTION.



24X7 CHILD HELP DESK (CHD) IS FUNCTIONAL AT DADAR RAILWAY STATION TO CATER TO THE IMMEDIATE NEEDS OF CHILDREN ARRIVING ALONE AND AT-RISK. THE CHD ALSO LINKS THE MISSING CHILDREN WITH THEIR PARENTS THROUGH THE RAILWAY POLICE, AND PRODUCE THEM TO THE CHILD WELFARE COMMITTEE (CWC) FOR FURTHER CARE AND PROTECTION.

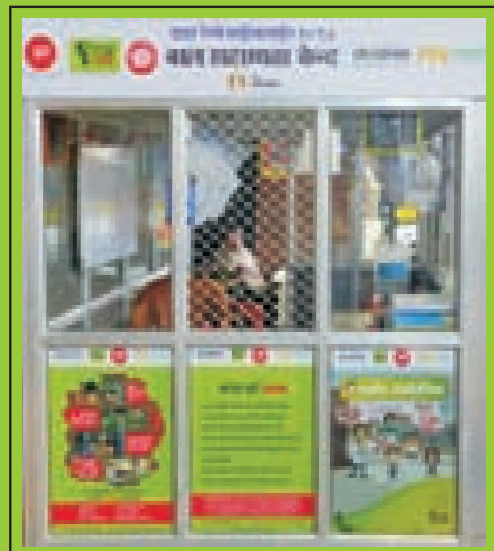


112 CHILDREN (93 BOYS: 19GIRLS) CHILDREN ARE PROTECTED AT DADAR RAILWAY STATION OUT OF WHICH 105 CHILDREN HAVE BEEN RESTORED BACK TO THEIR FAMILIES. (SINCE NOV-2019 TO 23RD JANUARY, 2020).



139 RAILWAY PROTECTION FORCE (RPF) INCLUDING COMMERCIAL STAFF HAVE BEEN TRAINED ON CHILD PROTECTION, RAILWAY SOP AND GUIDEBOOK THROUGH 4 STATION LEVEL CAPACITY BUILDING TRAININGS.

MORE ATTRACTIVE AND CHILD FRIENDLY HELP DESK (CHD)



THESE FEW SAMPLE STORIES HIGHLIGHT HOW PVR SUPPORT HAS CONTRIBUTED IN CHANGING THE LIVES OF CHILDREN.

Story 1: "Thank you for helping our girls or we would not know what to do!" -said parents of Sita and Meeta

**"WE WERE SCARED WHEN WE WERE LOST, WE THOUGHT WE MIGHT BE TRAPPED WITH WRONG HANDS. THANK YOU DID FOR THE HELP"
- SITA AND MEETA**

Sita (name changed), a-15-year girl child and Meeta (name changed) another 17-year girl child were found roaming together at Dadar railway station at platform number 4 at 8.55 pm on 6th December, 2019. They were looking frightened and looking for someone who would help them. They approached the Government Railway Police (GRP) looking for help to find an address. The lady constable found them unaccompanied and brought them to the (GRP) office. The girls were scared and asked, "Why have you kept us here? We have not done anything."The constable then contacted Child Help Desk (CHD)at

Dadar railway station and referred them for further support.

In the initial interaction, both the children shared that they were cousins and had come to Mumbai to find work. They had lost their way during their travel. When the outreach worker (female) explained about CHD and how it supports to missing children to reunite them with their parents, then both children agreed to come to CHD.

On the arrival at the CHD, both of the children have been provided food and water as they had not eaten anything since, they left home. During the counselling, they shared that they left home on 5th December, 2019 and boarded a train to go Mumbai to find work. When they reached Mumbai, they realised that they have lost and didn't know the way to go back home. Then the duo boarded a local train and arrived at Dadar station. Both of the children



shared that Sita is studying in 9th standard and her sister Meeta is studying in 11th standard in a college in Bhind district of Madhya Pradesh.

The girls narrated that their father had worked in Mumbai with a tailor, Chandan (name changed) in Sewri and they had come to meet him for a job. Their father runs a general store in their native village and mother is a housewife. The head of the family is their father's older brother or Tauji. The duo has a brother who is younger than both of the sisters. Both the sisters also shared the contact number of their parents and expressed their desire restlessly to go home. The GRP contacted Chandan from the number given by the girls. He came to CHD. When their parents were contacted, it was found that their parents have registered a missing complaint at their local police station and they are searching their children restively. The Tauji informed the CHD team member that they should hand over the girls to Chandan as he is an old family acquaintance.

The CHD team member informed the family that would only hand over the girls to a parent or a family member. The family

said, "Thank you for helping our girls or we would not know what to do!". They also informed our team that they would arrive in Mumbai on 9th December, 2019.

Having understood the situation, the Social Worker explained the services available at the Girl Children's Homes where they can stay. Having heard the facilities of CCIs, both of the children expressed their desire to go to the Girls' Children's home.

After completing the Daily Diary with Government Railway Police (GRP), both of the children were produced before the Child Welfare Committee (CWC) on 6th December, 2019 and provided a short stay facility in Dongri Girl's shelter home till 9th December, 2019 as per the order of CWC. The girls' mother and Tauji arrived on 9th December, 2019 and both of the children have been restored back to their families after due verification of documents.

On 20th December, our team had a post restoration telephonic follow up and spoke to both of the children and their father and mother. It was found that both of the children were happy and continuing their education.



Story 2: Ramesh said "Bhaiya, thank you for helping us to return back to my home".

"OUR FRIEND LIVES IN MUMBAI. HE SAID IT IS A GREAT CITY AND TOLD US WE COULD TRY IN BOLLYWOOD TO BE ACTORS. WE DECIDED TO COME HERE TO TRY OUR LUCK".

On 31st December, 2019, Ramesh & Suresh (names changed) were found roaming at the ticket counter of Dadar Railway station and searching someone. Looking at the helplessness of the children, our outreach worker started talking to both of the children and invited them to the Child Help Desk (CHD) at the Dadar railway station. As both of the children arrived at CHD, they were provided food and water immediately as they had not eaten anything since, they left home. After their food, the counsellor asked both of the children to take rest and when they felt better, the counsellor started interacting with them in-depth.

During the conversation, the duo shared, "Our friend lives in Mumbai. He said it is a great city and told us we could try in Bollywood to be actors. We decided to come here to try our luck". But when they arrived their friend did not turn up to meet them. The duo also shared that they are from Uttar Pradesh and came to Mumbai by Bareilly Express on 28th December, 2019 and reached Thane

Railway Station on 29th December, 2019. Then they used local and metro trains to reach Andheri via Ghatkopar. They stayed a night in a lodge, in Andheri, Adarsh Nagar Area. "We went to Bandra and Juhu Beach and had so much fun, and have come to Dadar station to meet our friend". Both of the children shared their parents' details and finally their parents were contacted who agreed to come to Mumbai to receive their children on 2nd January, 2020. The team explained the detail process of restoration to the parents over the phone.

As their parents expressed their inability to come early, both of the children were sent to short care home in Dongri after Daily Diary entry with Government Railway Police (GRP) and medical test. During their stay, they were provided proper counselling and during the counselling, both of the children realised that they made a mistake which they won't repeat it again. On 2nd January, 2020, they were restored back to their families with the order of Child Welfare Committee (CWC). Recently our team had a telephonic follow up and found both of the children are staying in their home happily. Suresh was very happy and reconnected with our Social Worker through this conversation. He said "Bhaiya, thank you for helping us to return back to my home".



Story 3: "My daughter is in a safe and healthy environment thanks to RCI"

"MY DAUGHTER WAS NOT SAFE WITH MY NEW HUSBAND. HE HAS EXPRESSED A SEXUAL INTEREST IN MY CHILD. HE TOOK OFF HIS CLOTHES AND ASKED TO HAVE SEX WITH HER. I WAS FURIOUS AND BEAT HIM UP AND LEFT FOR MUMBAI."

On 16th November CHD team spotted Sanjana and her mother Revathi (Name Changed). The female members of the CHD spoke to them and inquired about their well-being. The mother looked very ill and could barely stand and was dizzy. The mother informed them that they were visiting their hometown. The mother had remarried but was living in fear for the safety of the 7-year-old child saying, "My daughter was not safe with my new husband. He has expressed a sexual interest in my child. He took off his clothes and asked to have sex with her. I was furious and beat him up and left for Mumbai." As observed by the team, her health was weak and she could barely stand. This case was brought to the attention of the Government Railway Police (GRP) and Juvenile Justice (Care and Protection of Children) Act, 2015 caseworker was assigned, and they observed that the child requires care and protection.

Revathi had to be counselled extensively for a whole week where it was explained to her that the child's best interest was in a children's home where she would be safe from harm and further upheaval. She initially refused, but finally agreed and the child was taken to Sion Hospital for

medical check-up after making an entry in the Daily Diary of the Government Railway Police (GRP) and placed in the Government home.

The next morning, CHD team member Rupa Naik, provided fresh clothes and soap to Revathi and requested her to bathe. She was informed that she would be taken for a medical check-up at Sewri TB Hospital. She was given food and taken to the hospital where the doctors admitted her for treatment of tuberculosis. She was tested for HIV the next day and the reports stated that she is HIV positive. The doctors informed the team on 25th November, 2019 that she would be prescribed HIV medication. Revathi had her appointment with the doctor on 26th November to start her medication.

Our team member Rupa Naik was continuously following up with Revathi over last 2 months. She was provided basic essentials like soap, oil, clothes, toothpaste etc. Whenever she stopped her medication and the team member was counselling her constantly. This was a consistent and dedicated effort shown by the project team member.

One day Revathi said, "I really want to meet my Sanjana. How is she? Can you please help me meet her? Is she going to school?". Revathi really misses her daughter and is often found crying at the hospital. But she understands her daughter's situation and says, "My daughter is in a safe and healthy environment thanks to RCI". The team member then made a representation on behalf of the mother before the Child Welfare Committee (CWC) explaining the circumstances. The CWC then passed an

REVATHI SAID, "I REALLY WANT TO MEET MY SANJANA. HOW IS SHE? CAN YOU PLEASE HELP ME MEET HER? IS SHE GOING TO SCHOOL?"

order permitting the meeting with the help of the GRP. On 12th January 2020, 2 GRP officials escorted Sanjana from the children's home to Sewri TB Hospital and facilitated the meeting between mother and daughter. Revathi was overjoyed and was content knowing that her daughter is doing well. However, Sanjana shows reluctance and says, "My mother will beat me." Revathi's TB is under control now with continuous care and medication.

This case is particularly important and gained much attention due to the efforts of the team and the GRP, which had forwarded the case to the office of the Commissioner of Police, Mumbai.

Due to the advanced stage of her illness, Revathi may not be able to provide care and protection for her daughter for long. For a better future, Sanjana's adoption would be in her best interest and Revathi is being offered counselling for this. The CHD team member is constantly and regularly following up on the case with both Revathi and Sanjana.

Sanjana continues to live at the home and is recommended to be provided long term care and support.



Story 4: "Thank you Bhaiya, I will go to school and study hard." - Madhav

**"I LIVE IN JOGESHWARI.
I HAVE COME TO ROAM
AROUND THE CITY WITH MY
FRIEND AND HAVE A GOOD TIME.
I WANT TO EXPLORE MUMBAI."**

Madhav (name changed), a boy, was seen wandering on platform number 8 of Dadar station without an adult charge on 12th December, 2019. The team approached him and informed him about the Child Help Desk (CHD) by Railway Children India and a male member brought him to the desk. Upon inquiry, it was discovered that he is 11 years old. When they asked him about his home town, he said, "I live in Jogeshwari. I have come to roam around the city with my friend and have a good time. I want to explore Mumbai." When the team asked him about his family, he refused to say anything. It was clear that his family had no idea of his whereabouts.

The team repeatedly requested him to provide the phone number of a family member. As is the case with some children, he stubbornly refused to give any details. The team decided to give him some time to think over the situation. After some counselling, Madhav very reluctantly offered some details about his journey. "I have come to see Mumbai city with my friend. I do not want to go to school anymore." He informed the team that he studies in class 8. He gave the CHD team member his mother's phone number.

The Government Railway Police (GRP) was informed and they proceeded to call his mother and requested her to come to Dadar station along with the necessary documents. His mother immediately came to the station with the necessary papers. The GRP scrutinised the

documents and Madhav was restored back to the family with his mother. It was recommended that telephonic follow-up calls would be made every month to get updates on Madhav's progress,

On one of the follow-ups after restoration phone call on 2nd January, 2020, Madhav's mother seemed tensed about him. She said, "He is refusing to go to school. He keeps wasting time and wanders around all day. He does not attend school. I am very concerned about him." On asking her why he does not go to school, she said, "I do not know what is bothering him. Could you please come here and speak to him?". After discussion within the team, it was decided that a home visit would shed some light on the situation.

On 13th January, 2020, team member visited Madhav's home in Jogeshwari. The members counselled him on the importance of going to school. He revealed, "I did some mischief in school. My friend told me that because of this mischief, my teacher is going to fail me and I will have to repeat the year." He was afraid of failing in school and, therefore, avoiding school.

The team spoke to Madhav and explained to him that such a fear is not going to turn to be true and it is important that he attends school, studies hard and passes his exams. Madhav seems to have understood that there was no reason to be afraid of his teacher. He says, "Okay Bhaiya, I will go to school and study hard."

On the next follow up over the phone, his mother informed the CHD member that Madhav now regularly attends school and is studying well. She thanked the team for their efforts and is happy that her son is now going to school again.

Story 5: "Thank you for bringing back my son!" – Pradeep's father

"I SELL VEGETABLES OUTSIDE DADAR STATION. MY MOTHER IS DEAD AND I LIVE WITH MY FATHER. MY FATHER DRINKS A LOT (ALCOHOL). HE BEATS ME WHEN HE IS DRUNK. I DO NOT WANT TO GO HOME."

Pradeep (name changed) was found selling vegetables on platform number 6 at Dadar station on 28th December, 2019. Spotted by the Railway Police Force (RPF), he was asked why he was unaccompanied. Pradeep was extremely scared and upset and did not respond to the queries of the RPF personnel. He only said, "I do not want to go home" and began to cry. The RPF personnel contacted Child Help Desk (CHD) run by Railway Children India and Pradeep cried even more. He repeatedly said, "I will not tell you about my home, I will not show you my home". He said he was scared that the CHD team will send him home. After a lot of coaxing, he was finally told that if he did not come to the CHD, he will be sent home. It was only then that he agreed to talk to the team members.

After giving him some food and water, the team started talking to him about how he got there and where he is from. Pradeep is 9 years old and said he studies in the BMC school in class 5. The team asked him more questions about his home and why did not want to go there. Pradeep said, "I sell vegetables outside Dadar station. My mother is dead and I live with my father. My father drinks a lot (alcohol). He beats me when he is drunk. I do not want to go

home." Pradeep also mentioned that he has a younger brother. The child was taken to JJ Hospital for a medical check-up after consideration that he needed care and protection, considering his narrative. This was done with the consent of the Government Railway Police (GRP) after making the Daily Diary entry. He was then produced before the CWC on 3rd January, 2020 and was taken into safe custody and sent to the children's home in Mankhurd.

The Child Welfare Committee (CWC) also passed an order that a home visit be conducted at the boy's house. On completion of the home visit to verify the version of Pradeep's story, a report be prepared and submitted before the CWC for further course of action.

On 7th January, 2020, on the directions of the CWC, a team of RCI went to Pradeep's home and neighbourhood for the home visit. They spoke to his father and several neighbours and children of his age living nearby. His father said, "Pradeep is very mischievous and does not listen to anyone or do anything he is told". Several people in the locality said he is very naughty.

On speaking to the various people, it came to light that Pradeep was not telling the truth about his situation. The team filed its report before the CWC on 12th January 2020 stating their findings and observations. The CWC, satisfied with the inquiry and the subsequent report and ordered that the child be restored to the family. Pradeep was, thereafter, handed over to his father. His father thanked the RCI team, "Thank you for bringing back my son!". It was recommended that telephonic follow-up be conducted after a month.

Story 6: "Thank you, Railway Children India, for supporting my daughter when I cannot give her what she needs" – Divya's mother

"MY MOTHER REMARRIED BECAUSE MY FATHER, RAJESH (NAME CHANGED) WAS A DRUNKARD. HE DRANK EVERY DAY AND WOULD BEAT UP BY MOTHER AND EVEN MY SISTER AND I. HE WOULD NOT GIVE ANY MONEY TO RUN THE HOUSE OR FOR OUR EDUCATION."

On 6th January, 2020, the outreach team found two girls Divya (name changed) and Meena (name changed) during an outreach on platform number 6 at Dadar station. On inquiry, the girls mentioned that they had come to Dadar to buy new clothes. Of the two girls, Divya, aged 14 said she lives in Thane. Female members of the team spoke to her in detail about her situation.

Divya told the members that her mother had married second time when she was 8 years old. She also has a younger sister. "My mother remarried because my father, Rajesh (name changed) was a drunkard. He drank every day and would beat up by mother and even my sister and me. He would not give any money to run the house or for our education." When her mother remarried, she sent Divya and her sister to a Girls' hostel in Vajreshwari for education.

Divya's experience in the hostel was difficult as she started falling ill very frequently. She tried to adjust for 2 years, but her health did not allow her to continue at the hostel.

Her mother, Diksha (name changed) then sent Divya to live with her grandmother. (Diksha's mother). The grandmother, Ganga (name changed) lives in Thane. Divya was happy about living with her grandmother as she had spent a lot of time with her grandmother when she was a child. She has been living with her grandmother for a year.

After this information, with the Daily Diary entry made with the Government Railway Police (GRP), Divya was sent to the children's home for care and protection. She was produced before the Child Welfare Committee (CWC). After some observations and Divya's appearance and overall demeanour, the CWC ordered a home visit at Divya's home. Team members, Rekha and Neelam visited Ganga's home on 16th January, 2020. She lives in a modest chawl. When the team members visited her, Ganga was at home, whereas her husband was away for work.

After introducing themselves, the team members explained the situation to Ganga. She told the members, "Divya was a very intelligent child. But when she started living at the hostel, she kept falling ill. She has been living here with us for about 8-9 months."

She continued, "When she came here, Divya was involved in an accident. She had a head injury and we had taken her to a specialist doctor for treatment. But Divya did not take her medicines on time and it has impacted her health. She often becomes restless and aggressive and also fallen into bad company of some girls."

Upon further inquiry, it was discovered that Divya has developed a bad temper that causes irritability to the extent that she beats up her grandmother and throws plates with food. Divya has also developed an addiction to mobile phones and is constantly making TIK TOK videos. Her grandmother is very worried about her behaviour because Divya does not like being at home at all. She gets angry when she is at home and prefers being outside.

It is apparent to the team that she is angry with her mother, who remarried and has 2 children from her second marriage. Divya feels her mother has abandoned her and her sister. Her mother's first marriage was at a very young age, later it ended in separation and her second mother-in-law is not aware of her first marriage. Her husband is supportive and also provides for Divya's treatment and other expenses. However, her mother Diksha is not in a position to support Divya and her volatile nature.

Following this the family was informed that Divya was sent to the children's home in Bhiwandi and that she is safe and well. They requested that her treatment with a psychiatrist be continued. Her mother, Diksha, told the members that she had taken Divya to a doctor in Thane for treatment, but Divya did not listen to the doctor or take the medication. "She is constantly lost in her mobile phone and has stopped going to school", said Diksha. Diksha and Ganga think it is best that Divya is kept in a hostel because she never stays at home nor does she listen to anyone. Diksha said, "Thank you Railway Children India for supporting my daughter when I cannot give her what she needs".

From the home visit, the team members concluded that Divya needs proper guidance and counselling. She prefers dressing up as men and the team has recommended counselling for her and long-term shelter and rehabilitation. Divya is now in safe environment due to the efforts of the Project team.



Story 7: Salim's parents said, "We are so grateful that he is safe."

HE HAS BEEN MUTE SINCE HE WAS A CHILD AND DOES NOT MINGLE MUCH WITH OTHERS. HE IS ENROLLED IN A SCHOOL FOR DEAF MUTE CHILDREN. IT HAS JUST BEEN A WEEK. HE USUALLY WANDERS AROUND BY HIMSELF SO WE WERE WAITING FOR HIM TO RETURN HOME. HE HAS NEVER LEFT ANDHERI LIKE THIS. WE ARE SO GRATEFUL THAT HE IS SAFE.

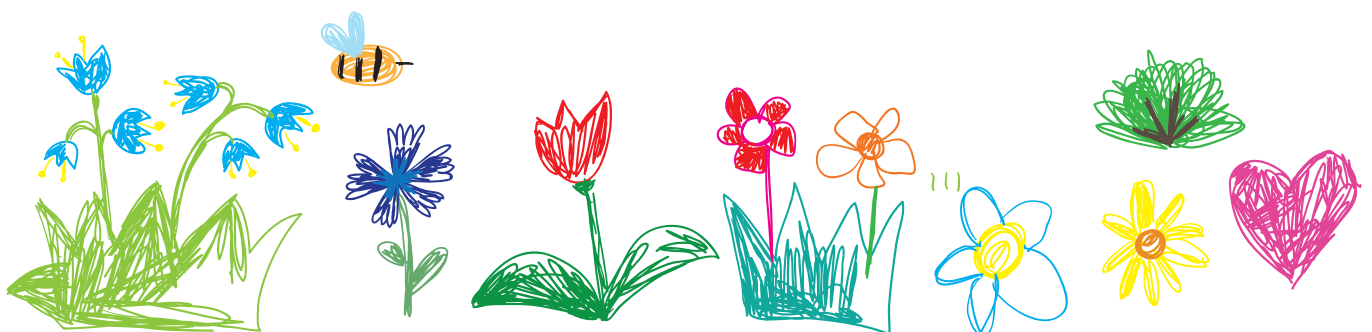
Our outreach team found Salim, aged 12, wandering on platform 8 at Dadar station on 27th December, 2019 around 5.30 pm. He was accompanied by another boy who was around the same age. The team member tried their best to communicate with Salim. However, even after many attempts and coaxing, he was not responding. After a while they understood that Salim was a special child and required a lot of patience and skill to communicate with him.

After a while, the boy accompanying Salim said that he met him at Andheri Naka. Salim was not able to talk and was repeatedly saying "Da.. Da.. Da...". The boy introduced himself as Sonu (name

changed). He thought that Salim wanted to go to Dadar and he was concerned and did not want to leave him alone. He brought him along to Dadar where they met the team members.

The children were given some food and water and they were counselled by the team members at CHD. Sonu told the team that they both lived in the same slum in Andheri. Sonu said "I have met him only a few times, but I recognise him." After consulting the team, it was decided that the children would be restored with the families. The team took the children to make the Daily Diary entry at Government Railway Police. By the time the formalities at the Government Railway Police (GRP) were completed, it was 6.30pm. Since Salim is unable to speak, it was extremely difficult to ask him his address. Thereafter, 2 male staff of the GRP accompanied the team members for the handover to the parents.

After a lot of difficulty and multiple inquiries with the boys, the team and GRP members reached the tentative address around 8.45pm. It was decided that finding Salim's parents, who is a child with special needs, was a priority and the team began to search for his family. After searching for a long time, the team met a boy who



recognised Salim. He said, "This is Salim. I have seen him wandering here very often. But I don't know where he lives or anything about his family."

The team continued the search with the knowledge that they are in the right area. After a long search, the team finally found Salim's family. They live in the corner lanes of the slums. His parents were very worried and were about to go to the police station to lodge a missing complaint. They said, "He has been mute since he was a child and does not mingle much with others. He is enrolled in a school for deaf mute

children. It has just been a week. He usually wanders around by himself so we were waiting for him to return home. He has never left Andheri like this. We are so grateful that he is safe and sound."

The team verified the documents shown by the family and the GRP handed over Salim to his parents. The case is being followed up with monthly phone calls. The team of Anjali and Rekha is planning a home visit for 23rd January to assess Salim's needs. RCI team will make an assessment and try and provide whatever he needs to help him study further.



Story 8: "My son and I are very close, but my wife does not like his presence. I want to file a case against my wife for harassing my son this way, but I am helpless"

"I REMARRIED AFTER ABDUL'S MOTHER DIED. HIS STEP MOTHER DOES NOT TREAT HIM WELL. SHE CONSTANTLY SAYS THAT SHE DOES NOT WANT THIS CHILD. I ALSO HAVE A YOUNGER SON. ABDUL CONSTANTLY CRIES BECAUSE HE MISSES HIS MOTHER."

Armaan (name changed), aged 13, was found on 17th November, 2019 at Dadar station, platform number 7. He was seen wandering at the station for at around 11 am without adult supervision by Child Help Desk (CHD) by the project team. In the interaction with Armaan, he said he is from Amravati and he is orphaned. Post this Government Railway Police made a Daily Diary entry and sent him for a medical check-up at JJ Hospital. Armaan was then escorted to the Children's home.

While he was being escorted, Armaan was very quiet. When the team members started leaving, he suddenly said, "Could you please call my father? I slowly remember his phone number.". The team member Rupa took the phone number and called up his father. His father, Usman, answered the phone and said, "Yes, he is my son." When another team member Rekha asked him if he lives in Amravati, he said he lives in Jogeshwari and that his son's real name is Abdul (name changed). The team requested that he should come with the relevant documents in the next day to pick up his son.

On 18th November, 2019, Usman came to meet the team. He narrated the actual situation in his family. Abdul has bakery business and is a supplier of bread. "I remarried after Abdul's mother

died. His step mother does not treat him well. She constantly says that she does not want this child. I also have a younger son. Abdul constantly cries because he misses his mother." The outreach worker explained to Abdul that he can call them if he feels very troubled or misses his mother too much. After due verification of the documents, Abdul was handed over to his father.

In the next 3 days, Abdul ran away from home again and came back to the team member at the Child Help Desk at Dadar station. He came looking for team member Rupa. His step mother had beaten him up and was constantly taunting him, saying she does not want him in the house. As Rupa was not at the desk at that time, the team contacted her immediately and she contacted his father. Usman was not aware that his son had run away from home. Abdul had borrowed Rs. 10/- from his father for breakfast. However, Rupa informed him that he had probably borrowed the money to buy a ticket to Dadar.

Abdul was escorted home. On reaching home, Usman called Rupa and informed her that they were preparing to send Abdul to Nashik to stay at a hostel. Further the project supported in enrolling Abdul in boarding school. His father was not happy with the situation and said, "My son and I are very close, but my wife does not like his presence. I want to file a case against my wife for harassing my son this way, but I am helpless"

Abdul is now living in Nashik at the hostel. He has been restored to a safe environment where he is pursuing his education. His father said, "Thank you for helping me to find a way to keep my son away from his step mother."

Story 9: The mother says, "My daughter has a safe place to live now. What more can I expect with my current situation".

"I WORK AS HOUSE HELP. I LEAVE MY DAUGHTER WITH AN OLD LADY WHO LIVES NEXT TO US, WHO TAKES CARE OF HER."

Smriti (name changed), aged 5, was found living with her mother Alka (name changed) at Dadar station on 2nd December, 2019. When the Child Help Desk (CHD) team, led by Rupa Naik spoke to her mother, they discovered that the family was living under Tilak bridge in Dadar. A slab of the bridge collapsed in November 2019. Following the risks involved, the police evacuated the area under the bridge as it was unsafe. This rendered several families living under the bridge without any shelter.

Her mother narrated her situation, "I work as house help. I leave my daughter with an old lady who lives next to us, who takes care of her." It was discovered that the old lady was not in a position to provide care and protection for the child and it was also found that they were sleeping in an inebriated state. This causes considerable risk to the child and is not a safe environment. They have no house to live. When the family started living at the station, the team intervened as Smriti was left alone for the whole day and the station was not considered safe.

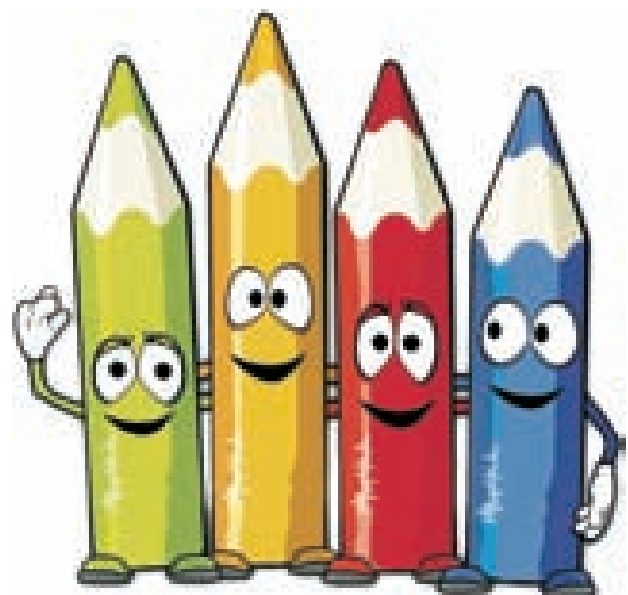
One night, while the child was asleep beside her mother, she was lifted from there and being taken outside. This was identified by the police and immediately given back to her mother. This incidence is strong example of how

the child is not safe in her living situation with her mother.

Further, to ensure care and protection for Smriti, the team was successful in convincing mother to shift her to shelter home. After following the due procedures of Daily Diary entry with RPF she was sent to the Children's Home in Mankhurd.

Later the team persuaded CWC to provide a permanent shelter for her safety and well-being. Now Smriti is in long care Children's home.

Rupa Naik follows up the case regularly. The child had some difficulty in adjusting to a new place. However, now she has adjusted and staying happily in the new place. Now she mingles with other children. Smriti can now look forward to education and a safe life for a better future. She will be admitted to a school next year. The mother continues to visit her. The mother says, "My daughter has a safe place to live now. What more can I expect with my current situation".



Story 10: "I never wanted to leave home, but had no choice. Bhaiya helped me go back home."

"I AM FROM JHANSI. I RAN AWAY FROM HOME BECAUSE MY FAMILY IS VERY POOR. MY SISTER IS DUE TO GET MARRIED IN 3 YEARS. I NEED TO EARN MONEY TO PAY FOR HER WEDDING EXPENSES."

Vinit (name changed) was found on platform number 7/8 at Dadar station on 1st November, 2019 by Government Railway Police (GRP) at 10 pm. On inquiry, it was found that he is 14 years old and had run away from home. The GRP contacted the team at Child Help Desk (CHD) who immediately sent a team member to speak to Vinit.

After initial conversation Vinit began to cry profusely. The team member offered him support and counselled him. He said, "I am from Jhansi. I ran away from home because my family is very poor. My sister is due to get married in 3 years. I need to earn money to pay for her wedding expenses." He cried for a long time because of the constant pressure he has been to earn money to support his family. After some counselling and assurance, he was able to speak again. "My father died and I have an old mother, 2 sisters and one younger brother who needs my help."

Vinit was extensively counselled about his outlook towards the situation while being sensitive to the responsibility that Vinit has at an early age. He was shouldering responsibility beyond his age and capacity. However, it was apparent that he had not made the decision out of his will and felt pressured to take such a decision that could potentially harm him.

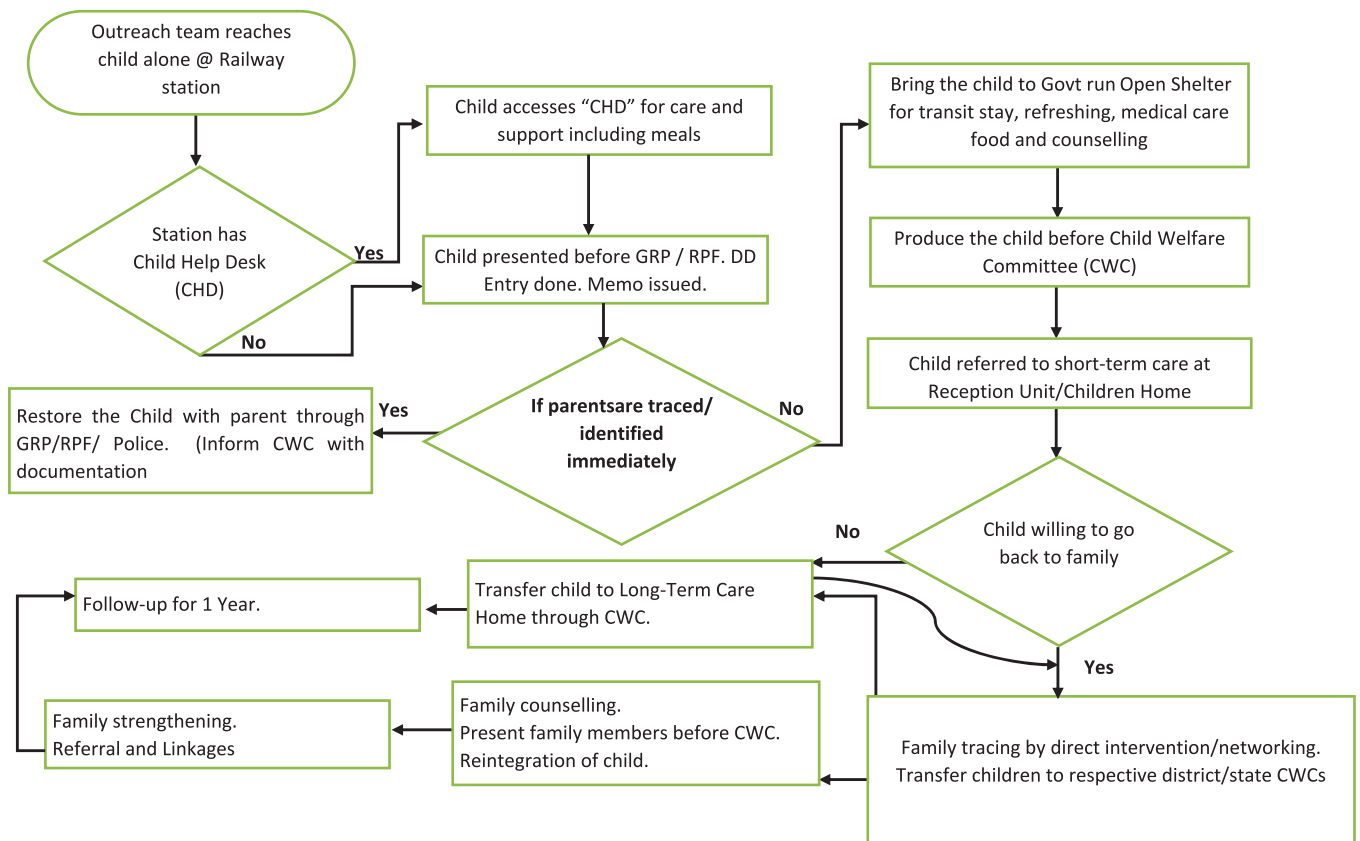
Vinit's age made it a case for care and protection. The Daily Diary entry was made and he was sent for medical check-up with the help of GRP. Following this, he was sent to Dongri Children's Home for short term care. He was produced before the Child Welfare Committee (CWC) with Rupa Naik and a GRP official on 4th November, 2019.

Vinit's mother was contacted over the phone. She was very concerned about her son and did not know where he had gone. She was keen on bringing him back home. The team informed her about the process and the documents that would be required to restore him.

On 22nd November, 2019, Vinit was restored to his family. His mother had come to Mumbai and took him home. Vinit tearfully said, "I never wanted to leave home, but had no choice. Bhaiya helped me go back home."



PROCESS INTERVENTION FLOW CHART OF 24X7 STATION LEVEL PROGRAMME





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