

ANNUAL REPORT 2014-15



LOKSHAKTI SAMAJSEVI SANSTHA (LSS)

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Director's Message.....

*It is with a great pleasure that I present the progress of **Lokshakti Samajsevi Sanstha (LSS)** works and impacts over the year 2014-15. This year, as with every year has been packed full of activities related to our key theme of supporting rural people through an integrated package of interventions that includes water, Sanitation and Hygiene with community based approach , capacity building, community based advocacy, institutional development and other Capacity Development Programmes for rural livelihood enhancement. These initiatives are supported by WaterAid India, Find Your Feet and Childline India Foundation.*

*During the year **Lokshakti Samajsevi Sanstha (LSS)** worked under various Programmes in the project villages and launched the awareness and Capacity Building Programmes in different Blocks of Chhattisgarh state to develop skills, knowledge and awareness of rural people.*

The organization also initiated training and awareness programmes on WASH for community, Panchayat Raj Institutions including Panchayat Sarpanch, Secretary, Ward Member etc. and other stakeholders on right based approaches to aware the people about WASH in Nine blocks of Rajnandgaon District.

*Apart from this the interventions are on Capacity Building, Livelihood Enhancement for rural women, approaches of income generating activities to increase additional incomes, women empowerment covering two one block **Manpur** for sustainable development of community.*

Despite our progress, the need of our work remains huge. In the coming year we intend to expand our operation to provide essential supports and hopefully to continue supports to change people's live.

*I would like to thank to all our financial supporters, partners, staff and friends who have contributed to our achievements and to the continued growth of **LOKSHAKTI SAMAJSEVI SANSTHA (LSS)** as a development organization.*

RAJU SAMSON

Chief Functionary

CHAPTER- I

Organisation Background:

LOKSHAKTI SAMAJSEVI SANSTHA has been working from the beginning to support and strengthen the community around the entire Chhattisgarh. It is a non-political, non-religious, non-profit making and non-governmental voluntary social development organization with the goal to make attempts for the community development. This organization was established in the year 1986 by the community experienced personnel to fulfill the social needs of the human beings. Developed the strategies for changing the intellectual knowledge of the SC.ST. & OBCs and other downtrodden people (Basically stressed the priorities on women) and to aware them about their fundamental rights and duties on the community and how they will take the care of the environment for their self-sustenance.

LOKSHAKTI SAMAJSEVI SANSTHA is registered under Madhya Pradesh Society Registration Act 1973 in the year 1986 and since then LSS has been working in the field of development sector ear marking the high behavioral change in the community it address. The organization is also registered under FCRA, Ministry of Home Affairs, Government of India in 1987 for receiving foreign funds/donations for social development purposes.

At present the organization has been engaged in the implementation of projects viz. WASH supported by WATERAID, CHILDLINE DURG, supported by CHILDLINE INDIA FOUNDATION with the aim of improving the socio-economic standard of the people it is in the change process. It has focused its attention to eliminated poverty facilitating peoples' power and resources through its action programs in the field of health, economic and women development with the tribal and other dalits. In the process of achieving the dreams it has taken integrated development approach and community organization with the special attention to capacity building of poor and facilitating women as key group of change, believing in integrated attack on poverty and injustice.

LOKSHAKTI SAMAJSEVI SANSTHA has been established with the purpose to create a society where basic needs of every individuals irrespective of caste, creed, religion, gender and language; where justice, equality, liberty and human rights are assured; where cooperative culture is the way of life. It has aimed to create just a process of rural development where the most backward classes of Chhattisgarh state can be empowered.

CHAPTER- II

Organisaiton Mission, Vision and Objectives:

Our Mission:

The mission of LSS is to bring about awareness among poor women and men so that larger organization is built up for getting their rights and for achieving their own comprehensive development.

Vision:

- *LSS vision is creation of exploitation free society with equal rights for human being where every person has an opportunity to live with self-respect.*

Objectives:

- To make the people aware about their problems, issues and situation on social, cultural, economic life and over all environment where they live in very miserable condition.
- To access the various government facilities to villages so that the deprived people can be made self-independent.
- To implement sports, children and youth development activities.
- To promote and implement various schemes proposed by state and/or central government.
- To work for old age people and child development.
- Awareness and capacity building of Panchayati Raj Institutions.
- To organize various cultural programs for the useful knowledge dissemination.
- To work for the development of street children, establishing and operating children's home.
- To work for the people affected by natural calamities.
- To work for the elimination of violation of the human rights.
- To promote self-help groups and employment.
- Advocacy for the people centered various issues/problems.
- To influence the state and central policies.
- To promote collective efforts for community development.
- To implement water, sanitation, hygiene and other health related programs.
- To work for the women and child development.
- To strengthen the Gram Sabha (village government).
- To promote people's economic order and sustainable participatory action and development process.
- To promote awareness regarding the socio-economic and health situation.

CHAPTER- III

PROJECT ACTIVITIES (Details of Programmes)

Programme: Scaling Up Sanitation in Chhattisgarh Through Advocacy & Community Approach

➤ Programme Summary:

Lokshakti Samajsevi Sanstha with financial support of **WaterAid India** is implementing the "**Scaling up Sanitation in Chhattisgarh through Advocacy & Community Approach**" Program because we observed from our past experience that the PRI is the first legal responsible unit for implementing the WASH program at the village level. The main role of the service providers is to support the people in making this program a success. But, both PRI and service providers aren't much aware about the WASH program and due to the lack of their knowledge and interest, they do not have the capacity to avail WASH facilities in the rural villages. WASH program wasn't progressing in the Rajnandgaon district. Hence, the organisation (LSS) planned to create campaign in the Rajnandgaon district which would strengthen the PRIs, build the accountability of the service providers and creating awareness among the communities for their rights so that the program may progress speedily and the WASH program will reach to the deprived community.



➤ Project Locations:

Manpur, Mohla, Chowki, Chhuriya, Dongargaon, Dongargarh, Rajnandgaon, Chhuikhdan and Khairagarh Blocks of Rajnandgaon District of Chhattisgarh State.

➤ Project Objectives:

Objective1: Capacity building of the community, PRI representatives in 9 blocks of Rajnandgaon district to secure and access poor people's rights on WASH

Objective2: To scale up the sanitation program in 9 blocks of Rajnandgaon district and facilitate community for influencing government for proper implementation of the Total Sanitation Program

Objective3: Advocacy with district administration and state government for speeding up the implementation of WASH programme.

PROGRAMME DESCRIPTION AND ACTIVITIES:

The focused program activities are awareness and capacity building through organizing meetings and trainings, behavioral change of people towards construction of household toilets, campaign and advocacy. The progress of activities as follows:-



Community Mobilisation: community mobilization

was carried out in 14 villages of the project area during the year and reached to 1229 people including teachers, PRIs, community members etc. through rally, songs, slogan, small debate etc. to develop their understanding on WASH and rapport building.

Awareness Generation: Awareness created through Slogan/Wall Writing and Wall Murals done at 83 different places benefiting 21878 people of the area. 16 Wall Murals have been made in 14 villages of the project area covering 8321 people. The project team organized 3 **Awareness Program on MHM** in which 137 adolescent girls and women participated and learned to maintain proper hygienic measures during the menstrual hygiene. They were oriented on the ill-effects of using the traditional methods of utilizing the personal hygiene measures, use of sanitary napkins and its proper disposal after use; also oriented to make the sanitary napkins by using locally available resources at low cost.

Capacity Building: During this year trainings were organized for the capacity building of Mitanins on various WASH provisions in which 171 Mitanins participated. Also conducted 2 trainings of Masons in the project area in which 126 persons trained on various techniques of toilet construction at low cost. One exposure visit program was organized for panchayat representatives in which 21 members visited to Pali Block of Bilaspur District. Orientation programs were organized in the project area in which 232 PRI representatives, 226 Teachers and SMCs were oriented on water sanitation and hygiene. 2 trainings on CLTS were organized in which 44 persons participated including volunteers and project staff were trained.



Advocacy:

Water: Through persistent engagement with government officials and Panchayats, funds were leveraged for restoration of 161 defunct hand pumps (Rs. 523425.00), installation of 71 new hand pumps (Rs.3947380.00) and installation of Mini-Water Pipe Line Scheme in 34 villages (Rs.11171736.00) and installation of Mini Water

Pipe (Solar Pump) in 23 villages (Rs.13356000.00).

Sanitation: 3918 new household toilets have been constructed during this year in the project area villages benefiting to 21203 people; leveraged from government funds (Rs.13691400.00). Also toilets have been constructed in 259 schools and 77 ICDS Centres; the leveraged amount from government was Rs.14433585.00; benefiting to 13589 school students and 1811 children going to Anganwadi Centres. One DAP toilet is constructed in Dhori village of Manpur Block of Rajnandgaon district benefiting 4 family members including DAP.



Hygiene: During the reporting year, hygiene promotion activities were done in 91 Schools and 50 Anganwadi Centres covering 52 panchayats of the project area and provided informations on the 7 messages of hygiene and 8 stages of hand washing; benefiting to 6292 children. Constructed 13 drainage canals by panchayats in the project area benefiting 1941 people and the leveraged amount is Rs 34,72,652.00. Also constructed 2 drainage pits and 10 soak pits benefiting 1620 people and the leveraged amount is Rs 45,370.00. Another School Hygiene Promotion Program was done in 24 schools of the project area and 1665 students were given the hygiene kits in the respective schools, provided the information on hygienic activities.



Campaign: Campaign was conducted during the year to influence the local service providers and other government employees to develop their knowledge and understanding on implementation of WASH program in which 296 people participated.

Review meeting with stakeholders: Organized 9 Block Level Review Meeting with the Key Stakeholders in which the block level government officials, NBA staff, representatives of Janpad Panchayat participated. During this meeting, review was done for the block level development programs and made the strategy to accomplish the incomplete activities. Also discussion was held on the toilet construction in the gram panchayats selected for NGP. Suggestions were given for the renovation of defunct toilets is to be repaired by utilizing the funds of the other heads of Gram Panchayats. Apart from this, meetings were organized with Water & Sanitation Committees at block and panchayat level in which 934 members participated from 62 villages.



International Days: Celebrated international days like Global Hand Washing Day, World Toilet Day and World Water Day during the year in which 5447 community members including men, women and children participated in the events.

Advocacy: During the year 324 applications from 167 villages were submitted at district level related to water, sanitation and hygiene, out of which 158 applications were approved at district administration and 475 applications from 168 villages were submitted at Block level related to water, sanitation and hygiene, out of which 142 applications were approved at block level; also organized Public Hearing in Mohala, Manpur and Chowki Block in which 654 people participated and submitted their own applications. One campaign was organized **for getting the funds for sanitation/hygiene** to be released from the government in which 121 people from all the 9 blocks submitted their application on various WSH related problems.



Programme: Find Your Feet (JOHAR PROJECT)

PROGRAMME DESCRIPTION AND ACTIVITIES:

The main focuses of this program are strengthening SHGs and other CBOs, women empowerment, livelihood promotion and right based advocacy. The detail program activities are as follows:

Awareness Camps: Camp was organized in Manpur Block at the Panchayat Bhawan, Near Market Place, on 28th June 2014, in which 30 people participated. The main purpose of this mobilization camp was to bring awareness among the tribal for the government schemes don't reach to them and how their lives are affected. Another purpose was to strengthen define their capacity in making these schemes accessible to the needy and poor people. Apart from this, information was provided to them on special provisions/schemes of government for the tribal area.

Self-Help Groups Network: *During the reporting period total 50 numbers of SHGs have been formed with 500 members all together in 30 targeted villages. All the SHGs are being sensitised and capacitated on their role and responsibility for their active participation, group management, book keeping and made them aware on MGNREGA, ICDS, IAY, NRLM, RSVY and JSY.* All these SHGs are conducting regular monthly meeeting. 20 of the SHGs are maintaining their record by their own and 3 SHGs have started IGA programme by themselves also. Out of these three SHGSs, one is involved in doing the renting the equipments, other is engaged in trading of groceries and the third is engaged in the vegetable business. They have plans to link their SHGs with the bank in future as well for strengthening their income generating activities. These groups are in contact with our project team and they discuss on the various topics like the girl's education, government public schemes, safe drinking water, SHG member's participation in the Gram Sabha etc.

Training of SHG/CBO: Two days training was being provided to 30 SHG members (all women members) at Gondwana Bhawan, Manpur on 2nd and 3rd Sept 2014. The main purpose of this training was to strengthen people for various livelihood activities potentials. In the training, the resource person discussed on the various topics and group discussion on the different SHGs and their intervention and strategies at the field level, Group Governance/Group Dynamics, record Keeping, Bank Loan System, saving/credit system, Budgeting, Co-ordination and management, etc. The resource person also discussed on the aims and objectives of the SHG/CBO formation; he also provided the further information on the process of inter-bank linkage of SHGs.

IEC Materials: The 250 units of IEC materials on six government public Schemes (MGNREGA, ICDS, IAY, NRLM, RSVY and JSY) have been printed on Decemeber 2014 and shared with TRF, Panchayat Leader, CBOs and SHGs through PIC centre. The TRF and project staff made a clarity on different government schemes and programs. These IEC materials are being used during the meetings of SHGs/CBOs to properly guide them to avail various schemes/provisions.

Public Information Centres at PRI Level: The Public Information Centre has been established at Phoolkohodon village on 23rd August 2014. The Centre have been inaugurated by Mr. Rupchand Amila, Sarpanch. Around 40 community members participated in the program. People

do now feel easy to access the PIC and submit applications, petitions to access different government provisions.

CBOs Formation: During the year, 30 CBOs have been formed in 30 targeted villages with 608 members. The main purpose of forming these CBOs is that they can raise the problems of their respective villages at the block, district and state levels and advocate for their rights. The CBO's members were capacitated on their roles and responsibilities, leadership skill development; also oriented on 6 government schemes and advocacy approaches.

Tribal Rights Forums: 30 CBOs have been formed in the project area including 608 members and out of this 15 members have been selected as members of Tribal Rights Forum (TRF).

Training of CBO/TRF: During the year 2 trainings were organized in which 50 CBO/TRF members participated and trained on power of unity to access different government schemes. Another training was organized in the project area through which 20 CBO members were acquainted with lobbying and advocacy procedures at government offices.

Facilitate CBO/TRF alliances with other CSOs and media representatives:

Organized the state level issue based meeting at Raipur where the media representatives were invited .During this meeting the TRF members presented their issues before state level Govt officials and Media on MGNREGA, ICDSand IAY. 'Nayee Duniya' news paper had covered and published the MNREGA issues in their paper and 'Amrut Sandesh' has published the ICDS issues in their paper.

Support the TRFs to monitor implementation of public services through social audits and public hearings

Public Hearing programme was conducted on 22nd December 2014 at Hotel Venkatesh International, Phool Chowch, Raipur. In this programme Mr.Subhas Mishra , Additional commissionor of Rural Development, Raipur was the resource person of the programme and received 20 applications from STRF.

Facilitate regular meetings between CBO/TRF members and local service providers

Organized 4 interface meeting with local service providers and CBO/TRF in the project area in which 80 persons participated and discussions were held on various issues.

Promote community participation in village planning, budgeting and implementation through the Gram Sabhas

During the year CBO members and other community members were promoted to attend the Gram Sabha and participate in village planning, budgeting and implementation of various schemes. During this reporting period 29 Gramsabha has been conducted at our targeted village area where 142 CBO members had active participation; also Gram Sabha secretaries have started presenting the plans, budgets and implementations in the gramsabhas.

Training of PRI representatives and local government officials on their role in implementing public services

Organized 2 trainings through which PRI representatives and local government officials were strengthened on their roles in implementing public services and programs/activities were organized for rapport building with State Authorities.

Major Achievements:

- ◆ Formation of 50 SHGs in the targeted 30 villages comprising of 500 members. Out of these, three SHGs are engaged in doing the Income Generating Activities; one is involved in doing the renting of equipments, other is engaged in trading of groceries and the third is engaged in the vegetable business.
- ◆ Capacity building of 285 SHG/CBO members through the trainings and meetings.
- ◆ Raised the people's issues through organizing 29 Gram Sabhas during the year.
- ◆ Succeeded in reaching to 14668 people of the targeted villages through JOHAR project.
- ◆ 178 applications on various government schemes have been received in the public information centre (PIC). Out of these 178 applications, we have succeeded in bringing solution to 57 various problems on the schemes like the MNREGA, IAY, RSBY, Ration Card, Pipe Water Supply Scheme, etc.
- ◆ Children's attendance has increased to 75% in 18 Anganwadi centres of the project area.
- ◆ Promoted Institutional Delivery of 22 women and benefited them from Janni Suraksha Yojna (JSY)
- ◆ Done advocacy by TRF members on the issues of MNREGA and IAY to get release of funds.
- ◆ Leveraged Government funds for water supply in Dhodhri village of the project are through advocacy by TRF members benefiting safe drinking water to 926 villagers.
- ◆ Done advocacy by TRF members for the old-age pension and now 6 persons are receiving old age pension regularly.
- ◆ Recognition of the JOHAR project among the state level government officials.

CASE STUDY – WIDOW PENSION (JOHAR PROJECT)

Village- Dhodhri, State: Chhattisgarh

Name of person in the case study: Mrs. Khembai (a widow)

Family Details/Village Details:

Dhodhri, a small village of Manpur block, is situated 90 km away from its District. This village is located in the eastern side of Manpur. The total number 926 of population is in this village and around 95% of the people are Tribal. The economic condition of the people is not good. Their livelihood is earned by the seasonal cultivation, minor forest products & labour work. The Education is very poor due to the villages being at the interior and remote areas they are not been able to access the government schemes.



Mrs. Khembai is one of the members of the village. She is a widow who makes her livelihood through daily wages work. There are in all five members in her family, of whom she alone is the earning member. However, she owns approximately 1.5 acres of land in the village but since she alone is the earning member of the family, she is unable to cultivate her land and hence has to depend only on her daily wages works. This is very difficult for her to run her family, and hence she used to be frustrated in her life. It was affecting her health as well. She was unable to accomplish all the basic needs of her children and family members. Observing her mother's problems sometimes the children also used to help her in her daily wages works.

Involvement in the project:

JOHAR project started in January 2014; of Our team member met with the person in the month of June and supported her to give an application for obtaining the widow pension. After the submission of the applications, he regularly kept in touch with our team members.

What was life like before the project?

There are in all five members in her family, of whom she alone is the earning member. However, she owns approximately 1.5 acres of land in the village but since she alone is the earning member of the family, she is unable to cultivate her land and hence has to depend only on her daily wages works. This is very difficult for her to run her family, and hence she used to be frustrated in her life. It was affecting her health as well. She was unable to accomplish all the basic needs of her children and family members. Observing her mother's problems sometimes the children also used to help her in her daily wages works.

Improvements made because of the project / how have the family/group/villagers benefitted?

The project staff was providing the information on the government schemes and its benefits in the village meetings. The women came to know about these schemes through this meeting, and then she met the project staff and shared her problems. She furnished the details information about her problems and enquired whether there is any provision of government scheme for such a women like her. The project staff listened very carefully to her problems and furnished her the information about the provisions and benefits of widow pension facility being given by the government. The lady got excited to hear about this, she asked the project staff to support her in achieving the benefits of this scheme. The project staff provided her the necessary support in preparing the application and submitting it to the panchayat through the PIC. The women submitted the application in the panchayat and done the regular follow-up on the status of the made application. Finally, her application was sanctioned and she started getting the widow pension since last three months. Now, this is supporting her family members to an extent in meeting the basic needs.

How does it make them feel to be part of the project, what have they achieved and learnt?

She is very happy with the project staff that they helped her availing the benefits of the scheme and supporting her to achieve the facility. Now she proudly attends the meetings of the SHGs and informs others about the help being provided by the JOHAR project. Observing her achievement, the other people are also getting inspired and are linking with the JOHAR project to avail the benefits of the government schemes being provided by the government.

Current challenges still faced by the family/group/villagers

According to Mrs. Khembai, she alone is the earning member of the family and getting the daily wages in the village is very difficult. So this is a concern for her still.

Hopes for the future

After accessing and getting the facilities she is much more confident and encouraged. She wants that in future others are getting motivated by her. She will apply for other schemes also with her access.

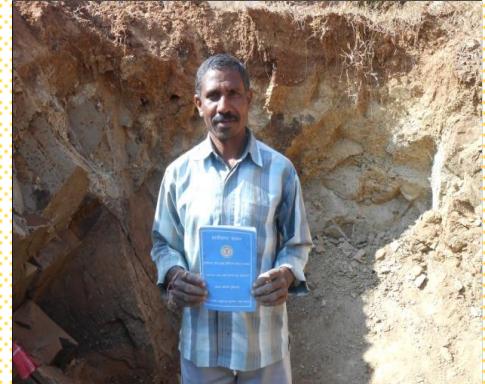
RATION CARD

Village- Dhodhri, State: Chhattisgarh

Name of person in the case study: Mr. Sonauram /Govindram

Family Details/Village Details:

Dhodri, a small village of Manpur block, is situated 90 km away from its District. This village is located in the eastern side of Manpur. The total number of population is 926 in this village and around 95% of the people are Tribal. The economic condition of the people is not good. Their livelihood is earned by the seasonal cultivation, minor forest products & labour work. The Education is very poor due to the villages being at the interior and remote areas they are not been able to access the government schemes.



Mr. Sonauram/Govindram aged 41 years is one of the members of the village. He is a villager who makes his livelihood through daily wages work. There are in all four members in his family comprising of his wife and two children, of whom he alone is the earning member. He owns approximately 50 dismial of land in the village.

Involvement in the project:

JOHAR project started in January 2014; Our team member met with the person during the field meeting with the villagers, came to know of his problems and supported him to give an application for obtaining the ration card.

What was life like before the project?

Mr. Sonauram/Govindram aged 41 years is a resident of village Dhodhri who makes his livelihood through daily wages work. There are in all four members in his family comprising of his wife and two children, of whom he alone is the earning member. He owns approximately 50 dismial of land in the village. He asked the Sarpanch of the village panchayat so many times for his ration card, but he was always neglected by the Sarpanch giving the reply that his ration card could not be made.

Improvements made because of the project / how have the family/group/villagers benefitted?

The project staff was providing the information on the government schemes and its benefits in the village meetings, where Mr. Sonauram was one of the participant. He carefully listened to the project staff and came to know about the various government schemes. During the meeting, the project staff asked the villagers to share their problems if they have any. Then, Mr. Sonauram shared that he is being able to get the ration card from the panchayat. He had asked the Sarpanch many times for his ration card but every time the Sarpanch replies that the ration card

isn't being made. Observing the situation, the project staff visits the Sarpanch and enquires him about his status. Again the Sarpanch gives the same reply. Meanwhile, the district level problem eradication camp (Jansunvai) is being organized in the headquarter of Block Ambagarh Chowki. During this campaign, the project staff visits this campaign along with Mr. Sonauram and files the complaint along with the application for his ration card. Apart from Mr. Sonauram's application, the respective panch of village Dhodhri also visits this Camp and applies for total 8 applications. Within a week, the respective village panchayat Dhodhri receives the order for making the ration card of 8 people. Receiving the order letter, the Sarpanch completes the formalities of making the ration card and hands over this ration card to Mr. Sonauram and other respective persons. In this way, he succeeds in receiving the ration card and now he is happy.

How does it make them feel to be part of the project, what have they achieved and learnt?

He is very happy with the project staff that they helped and supported him in solving his problem. Now he proudly attends the meetings of the SHGs and informs others about the help being provided by the JOHAR project. Observing his achievement, the other people are also getting inspired and are linking with the JOHAR project to avail the benefits of the government schemes being provided by the government.

Current challenges still faced by the family/group/villagers

Presently, Mr. Sonauram is very happy availing the benefits and facilities being provided by the government through the ration card and doesn't report to have any challenges.

Hopes for the future

In future, Mr. Sonauram hopes for the getting a good employment opportunity for fetching and meeting his family's needs. Also, hopes to have his own house and a good education facility for his children.

Case study taken by:
LOKSHAKTI SAMAJ SEVI SANTHA

Programme: Durg ChildLine, Chhattisgarh

PROGRAMME DESCRIPTION AND ACTIVITIES

“Childline” is a project of the Ministry of Women and Child Development Department, Government of India. The project is specially meant for the children in need of care and protection of the age groups from 0 to 18 years. Lokshakti Samajsevi Sanstha is successfully implementing the “CHILDLINE Durg” in Durg District since July 2011. The focused programme activities and achievements during the year 2014-15 are as follows:

1. Call statistics:

Types of calls April May June July Aug. Sept. Oct. Nov. Dec. Jan. Feb. March

I. Interventions												
Medical help	5	8	7	4	4	2	5	4	2	7	1	1
Shelter	2	3	4	8	14	9	9	7	9	8	4	4
Repatriation	14	11	9	17	13	13	13	18	13	12	14	11
Rescue	7	13	17	6	7	15	10	8	16	9	10	4
Death-related	0	0	0	0	0	0	1	0	0	0	0	0
Sponsorship	0	0	0	0	0	0	0	0	0	0	0	0
II. Missing children												
Child lost	1	1	0	6	5	4	3	2	5	1	2	2
Parents asking help	1	1	0	0	0	0	1	1	1	2	0	0
III. Emotional support and Guidance		8	6	5	4	4	7	2	5	2	2	3
IV. Information												
Info & referrals to services	19	14	0	0	0	20	0	0	0	0	0	0
Information about CHILDLINE & volunteers	6	12	0	0	0	11	13	11	0	21	19	11
V. Unclassified		9	5		24		15	18	23		19	27
VI. Others		0	0	0	0	0	0	0	0	0	0	0
Did not Find (DNF)/did not respond	0	0	0	0	0	0	0	0	0	0	0	0
Crank/fun/abusive	0	0	0	0	0	0	0	0	0	0	0	0
Chat calls	0	0	0	0	0	0	0	0	0	0	0	0

Wrong	7	4	3	5	2	2	2	4	5	3	4	2
Silent	0	0	0	0	0	0	0	0	0	1	2	0
Blank	3	2	4	6	5	7	3	5	4	3	2	4
Follow up calls	37	28	23	26	23	8	12	9	22	18	21	27
Phone-testing calls	172	151	143	162	135	152	164	181	167	191	171	182
Administrative	25	21	25	29	32	35	37	34	32	53	56	51
Personal	2	1	2	3	1	3	1	6	3	1	1	3
Total	318	281	242	300	245	303	294	318	281	351	337	333

2. Number of Weekly Meetings held with team members: **51**

Issues discussed:

- a) Monthly Action Plan, Planning for O.H., Thana Visit Plan
- b) Qualitative outreach rather than quantity wise outreach
- c) Orientation on various acts (JJ, POCSO, IPC, etc.)
- d) Information on the City Action Plan and accountability to each Team member based on planned targets
- e) Case Interventions, Information about the cases
- f) Orientation SAA and reporting
- g) Reporting, GD, FIR and Case Study
- h) Discussion about open house and aanganwadi centre
- i) Discussion about case follow-up and how to help children
- j) Meeting by CIC (CAP, BICP, DCPC)
- k) Discussion on daily diary, submitting case interventions per week
- l) Discussion about the qualities of social workers
- m) Discussion about drug addiction, slum, orphan children by Ahluwaliaji
- n) Discussion about POCSO act and 100% intervention on abuse cases
- o) Reporting increased cases and outreach
- p) Outreach plan, day and night
- q) Discussion about outreach area and cases
- r) FIR, GD, Open house and daily diary
- s) Discussion about MPR and case intervention
- t) MPR and Reporting
- u) Discussion about Team Member's Problems
- v) Better orientation of open house

Number of Awareness programmes conducted: **623**

Details:

- a) Awareness meeting with support of RPF at Railway station, Durg
- b) Orientation, sensitization, awareness to client, community people and stakeholders about 1098
- c) May Day celebration with district legal aid cell and labour department
- d) CHILDLINE Durg jointly organized awareness rally with Scout and Guide
- e) Awareness Program organized with Fire Safety Unit
- f) Awareness training to JPU at Bemetara with support of DLAC and superintendent of Police.
- g) Awareness creation activity with NSS, SBI
- h) Toll free phone outreach service & brief them about the services being provided the CHILDLINE
- i) Sensitization awareness on Dental safety
- j) Training aanganwadi workers on CHILDLINE and Malnutrition

4. a) Grass roots level outreach with children and concerned adults :

Target Group	No. contacted	Nature of outreach
PCO owners	1014	Small Groups, Individual and Groups
Railway station	1076	Story , Song 1 to 1, 1 to G
Bus stops	993	Individual & Small Group
Shelter children	1051	Small group & Group
Cinema halls	628	Individual
Parks	532	Individual
Tourist places		NA
Religious places	918	Individual, Small group & Groups
Schools	747	Individual & Groups
Slums	1607	Individual, Small group & Groups
Others	250	

b) Describe Methods used for awareness:

- Story
- Magic Show
- One to One intervention
- One to Group intervention
- Games, Songs, etc.

5) Number of Open house programmes held: **11**

Issues and problems mentioned by the children during open house:

- Less availability of infrastructure facility
- Bathroom facility (Bathroom is very small)
- Molestation by boy students to girls
- Addiction
- Seating arrangement
- MDM quality
- Play ground
- Water problem
- Building (Infrastructure) problem
- Water & Sanitation Facility Problem
- Local Community Problem
- Approach Road
- Electric & bathroom is in dirty position

Details:

- k) Awareness meeting with support of RPF at Railway station, Durg
- l) Orientation, sensitization, awareness to client, community people and stakeholders about 1098
- m) May Day celebration with district legal aid cell and labour department
- n) CHILDLINE Durg jointly organized awareness rally with Scout and Guide
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- q) Awareness creation activity with NSS, SBI
- r) Toll free phone outreach service & brief them about the services being provided the CHILDLINE
- s) Sensitization awareness on Dental safety
- t) Training aanganwadi workers on CHILDLINE and Malnutrition

Case Studies:

संतोषी महेश्वरी

बच्चे की पृष्ठ भूमि :- नाम संतोषी महेश्वरी पिता जगदेव साहू उम्र 16 वर्ष पता हरि नगर दुर्ग ।

कष्ट की/स्थिति :- 1098 पर एक व्यक्ति ने फोन कर जानकारी प्रदान की कि उसकी पुत्री जो 16 वर्ष की है को उसके सुसराल वालों ने बंधक बनाकर रख है और उसको अपनी पुत्री से मिलने नहीं दिया जाता है। टीम मेम्बर के द्वारा बालिका के घर पहुंचा गया एवं आस-पास के लोगों से बात चीत किया गया जिससे ज्ञात हुआ कि बालिका को उसके ससुराल वाले बंधक बनाकर उसके घर पर रखे हैं और उसके माता पिता को बालिका से मिलने नहीं दिया जाता ना ही किसी से भी बात करने देते हैं।

वाईल्ड लाईन से संपर्क :- बालिका के पिता द्वारा जानकारी दिया गया फिर 1098 पर फोन किया ।

वाईल्ड लाईन के हस्तक्षेप :- टीम मेम्बर के द्वारा सर्वप्रथम बालिका संतोषी महेश्वरी से मिलकर बात चीत किया गया वहा पर आस पास के लोगों से भी बात चीत किया गया थाना मोहन नगर पर भी बालिका के बारे में जानकारी दिया गया फिर C.W.C को भी बालिका को ऐस्क्यु करने में सहयोग मांगा गया था फिर बालिका संतोषी को ऐस्क्यु किया गया थाना में रिपोर्ट दर्ज करवाया गया बालिका का मेडिकल करवाया गया C.W.C प्रस्तुत किया गया फिर बालिका के माता पिता से बात चीत किया गया जिस पर माता पिता बालिका को रखने नहीं चाहते थे C.W.C आदेश पर बालिका एक हफ्ता तक दुर्ग कोलेब पर रखा गया ।

वाईल्ड लाईन द्वारा मदद :- टीम मेम्बर के द्वारा बालिका संतोषी महेश्वरी का मेडिकर करवाया गया कोलेब पर रखा गया C.W.C प्रस्तुत किया गया बालिका गृह राजनांद गाँव पर बालिका को C.W.C आदेश पर रखा गया बालिका के माता पिता को समझाया गया किया वह बालिका को अपने पास रख कर पढ़ाई लिखाई कराए ।

कार्य का परिणाम :- अभी बालिका अपने माता पिता के साथ उरला बघेरा पर रहती है और घर रहती है ।

रजिया उर्फ रोजी खातुन

बच्चे की पृष्ठ भूमि :- नाम रजिया उर्फ रोजी खातुन जिनकी उम्र 12 वर्ष है पता बनारस स्टेशन के पिछे ।

कष्ट की/स्थिति :- आउटरिच के दौरान टीम मेम्बर रेल्वे स्टेशन पहुचे थे बालिका अकेले स्टेशन पर घुम रही थी ।

चाईल्ड लाईन के हस्तक्षेप :- टीम मेम्बर द्वारा सर्वप्रथम बालिका से बात चीत किया गया उसे खाना दिया गया फिर थाने R.P.F में बालिका के बारे में जानकारी दिया गया G.D कराई गई बालिका को कोलेब चाईल्ड लाईन अफिस लाया गया बात चीत किया गया बालिका ने उपने परिवार वालों के बारे में जानकारी दिया उसकी दो बहन दो भाई हैं पिता माता हैं जो कि वाराणसी पर साड़ी बनाने का काम करते हैं। माता घर पर रहती है। और घर का काम करती है ।

चाईल्ड लाईन द्वारा मदद :- टीम मेम्बर के द्वारा बालिका से परिवार एवम् उसका पता पुछा गया वाराणसी के महिला बाल विकाश विभाग पर बालिका रोजी खातुन की जानकारी और बालिका के बताए जगह पर जाकर पुछताछ किया गया बालिका ने जो अपनी जगह बताया था वह पर बालिका का घर मिला फोन से बालिका के परिवार वालों से बात चीत किया गया बालिका को C.W.C प्रस्तुत किया गया बालिका के घर का पता करते तक बालिका गृह राजनांद गाँव पर रखा गया ।

कार्य का परिणाम :- बालिका रोजी खातुन को C.W.C वाराणसी प्रस्तुत किया गया C.W.C वाराणसी के आदेश पर बालिका को परिवार पर सौंपा गया अभी बालिका अपने परिवार पर है ।

लाल बाबू महतो

बच्चे की पृष्ठ भूमि :- नाम लाल बाबू महतो उम्र 12 वर्ष पिता सत्तो महतो माता कुशिलता देवी पता इजरा थाना मधुबनी जिला रिआम ।

कष्ट की/स्थिति :- बालक के बारे में जानकारी 1098 पर मिली टिम मेम्बर बालक के पास पहुंचा गया बालक अकेला था और भूखा था डरा हुआ था वह G.R.P रेल्वे स्टेशन दुर्ग पर था बालक के द्वारा बताया गया कि वह उपने बुआ के यहां उड़िसा पर रहता था और काम करता था उसके फुफा के द्वारा बालक के साथ मार पिट किया जाता था वह सुबह से कार्य पर जाता था और घर पर उसे सिर्फ काम लिया जाता था खाना भी नहीं देते थे बालक के गाँव पर सिर्फ उसकी माता और बड़े भाई रहते थे उसके द्वारा बताया गया कि पिता नहीं है इस कारण बुआ उसे अपने साथ पढ़ने के बहाने उड़िसा लाई थी और स्कूल नहीं भेजी थी घर एवं अपने दुकान पर काम लेती थी ।

चाईल्ड लाईन से सम्पर्क :- 1098 पर फोन आया बालक के बारे में जानकारी दिया ।

चाईल्ड लाईन के हस्तक्षेप :- टीम मेम्बर द्वारा बालक से बात चीत किया गया और उसे आस-पास लेकर घुमा गया ताकि बालक से दोस्ती कर सके और बालक अच्छे से अपने एवं परिवार के बारे में सही जानकारी देवें जिससे बालक का घर जल्दी मिल जाएं बालक को कोलेब लाया गया ।

चाईल्ड लाईन द्वारा मदद :- टीम मेम्बर के द्वारा बालक को कोलेब लाया गया उसकी तबियत ठीक नहीं थी इस कारण डॉ. से बालक का इलाज कराया गया फिर ठीक होने के बाद बालक से बात किया गया उसके परिवार वालों के बारे में जानकारी लिया गया और सही पता पुछा गया बालक के द्वारा अपना घर के पते के बारे में जानकारी दिया गया अपने परिवार वाले के बारे में भी बताया । चाईल्ड लाईन दुर्ग के द्वारा रिआन पुलिस थाने में बालक का घर का पता लगाया गया फिर बालक को C.W.C प्रस्तुत किया गया C.W.C आदेश पर रिआन C.W.C बालक को प्रस्तुत किया गया परिवार वालों को भी बालक से फोन पर बात कराया गया ।

कार्य का परिणाम :- बालक को C.W.C रिआन प्रस्तुत किया गया C.W.C आदेश पर बालक लालबाबू के घर मधुबनी छोड़ा गया बालक अपने परिवार वालों के साथ रह रहा है और ठिक है ।

चुनेश्वरी साहू

बच्चे की पृष्ठ भूमि :- नाम चुनेश्वरी साहू पिता का नाम वीरेन्द्र कुमार साहू माता का नाम पूर्णिमा साहू पता- ग्राम अछोटी तह.धमधा जिला दुर्ग (छ.ग.) बालिका कि उम्र 17/5 महिने ।

कष्ट की/स्थिति :- C.W.C सदस्य प्रेमलता अग्रवाल द्वारा चाईल्ड लाईन में फोन आया कि कलेक्टर के पास एक बालिका खड़ी है उसे किसी बकील ने मदद की C.W.C सदस्य सुरेश कापसे को फोन किया। चाईल्ड लाईन टीम द्वारा बालिका के पास पहुंचा गया। C.W.C सदस्य सुरेश कापसे, प्रेमलता अग्रवाल भी बालिका के पास पहुंचे। उन्होंने चाईल्ड लाईन को बालिका से बात चीत करने व अपने साथ कोलेब ले जाने को कहा। बालिका को कोलेब लाया गया। बालिका से बात चीत की गई बालिका ने बताया कि उसके माता-पिता एवं परिवार उसकी शादी करवाना चाहते हैं। पर बालिका अभी नाबालिक है इस कारण शादी नहीं करना चाहती है। इस वजह से बालिका गुरुसे में अपने घर से निकल गई। बालिका ने यह भी बताया कि वह अपने ही गाँव के एक लड़के को परसंद करती है और बालिक होने के बाद उससे ही शादी करना चाहती है।

चाईल्ड लाईन से सम्पर्क :- C.W.C सदस्य द्वारा चाईल्ड लाईन पर फोन द्वारा सूचना दी गई कि बालिका कलेक्टर परिसर में है। चाईल्ड लाईन द्वारा बालिका के पास पहुंचा गया।

चाईल्ड लाईन का हस्तक्षेप :- टीम मेम्बर के द्वारा बालिका के माता-पिता से सम्पर्क किया गया। चाईल्ड लाईन कोलेब बुलाया गया। बालिका के पिता ने बताया कि वह अपने ही गाँव के एक लड़के के साथ भाग गई थी। जिसकी रिपोर्ट उन्होंने थाने में लिखाई थी। बालिका को C.W.C में प्रस्तुत किया गया और बालिका के परिवार को भी बुलाया गया बालिका अपने माता-पिता के साथ नहीं जाना चाहती थी। इसलिए उसे बालिका गृह, राजनांदगाव छोड़ने का आदेश दिया गया टीम मेम्बर के द्वारा बालिका को बालिका गृह, राजनांदगाव छोड़ा गया।

चाईल्ड लाईन द्वारा मदद :- बच्ची को समझाइश दी गई परिवार वालों को समझाया गया कि वह अपने घर जाए और अपनी आगे की पढ़ाई करें और बालिका को बालिका गृह राजनांदगाव गाँव से वापस लाया गया C.W.C में प्रस्तुत किया गया और बालिका के परिवार को सौपा गया। अभी बालिका अपने परिवार वालों के साथ घर पर है।

टाकेश्वरी साहू

बच्चे की पृष्ठ भूमि :- बालिका का नाम टाकेश्वरी साहू उम्र 17 वर्ष पिता जशराज साहू ग्राम घोटवानी थाना धमधा जिला दुर्ग (छ.ग.)

कष्ट की/स्थिति :- बालिका टाकेश्वरी साहू उम्र 17 वर्ष पिता जशराज साहू के द्वारा बताया गया कि वह अपने ही गाँव के एक लड़का नाम शेखर वर्मा से प्रेम करती थी और शादी करके भिलाई पर रहती थी और उसके पिता के द्वारा हमेशा बालिका टाकेश्वरी को हमेशा किसी आदमी के साथ रहने के लिए कहा जाता था बालिका के नहीं कहने पर उसके साथ मार पीट गाली गलौज किया जाता था। उसके पिता के द्वारा अपने मित्र के घर भेज दिया गया था और बालिका के साथ अश्लील हरकत और जबरदस्ती विनोद पटेल के द्वारा किया गया। बालिका के पिता ने शेखर नाम के लड़के के बारे में थाना धमधा में रिपोर्ट लिखवाई।

चाईल्ड लाईन से सम्पर्क :- C.W.C सदस्य द्वारा चाईल्ड लाईन पर फोन द्वारा सूचना दी गई कि यहां पर एक बालिका है जिसे आप कोलेब पर रखो।

चाईल्ड लाईन का हस्तक्षेप :- बालिका को कोलेब चाईल्ड लाईन में रखा गया बालिका डरी हुई थी जिसके कारण बालिका कोई भी जानकारी नहीं दे रही थी। एक दिन के बाद बताया गया कि उसने पुरी घटना के बारे में जानकारी दी। बालिका को पुनः C.W.C प्रस्तुत किया गया और चाईल्ड लाईन ने C.W.C से आग्रह किया बालिका का मेडिकल करने हेतु आदेश करे। इस दौराण बालिका से बात-चित किया गया वह अपना मेडिकल नहीं करवाना नहीं चाहती उसने चाईल्ड लाईन के द्वारा पूछा गया कि अपना मेडिकल क्यों नहीं करना चाहती बालिका के द्वारा बताया गया कि मेरे पिता ने कई लोगों के पास भेजा था जिसके कारण मैं अपना मेडिकल नहीं करना चाहती।

कार्य का परिणाम :- बालिका को पुनः C.W.C प्रस्तुत किया गया C.W.C आदेश पर बालिका को राजनांदगाव गाँव पर सुरक्षित पहुंचाया गया बालिका कि माता जो कि दुर्ग पर रहती है जिसको समझाई दि गई कि वह बालिका को सुरक्षित अपने पास रखे। C.W.C आदेश पर दिनांक 13.03.2015 को दुर्ग C.W.C प्रस्तुत किया गया C.W.C आदेश पर उसकी माता को सौपा गया। अभी बालिका टाकेश्वरी गंजपारा दुर्ग में रहती है।

प्रिया मरकाम

बच्चे की पृष्ठ भूमि :- बालिका का नाम प्रिया मरकाम उम्र 17 वर्ष दो माह, पिता बलराम मरकाम पता कुन्द्रा पारा दुर्ग थाना सिटी कोतवाली दुर्ग ।

कष्ट की/स्थिति :- बालिका प्रिया मरकाम के द्वारा बताया गया कि वह पहले अपने पिता के कहने पर डांस करने के लिए अन्य शहरो में जाया करती थी। बालिका कि माँ सौतेली है जिसके कारण वह उसे अपने साथ नहीं रखती है और मार-पीट भी करती है। बालिका अपने परिवार को करीबन 50 से 60 हजार रूपये मासिक कमाकर दिया करती थी। उसी दौरान बालिका को एक युवक परांद आ गया और उसने यंगक से एवं उसके साथ रहने लगी। किंतु उसे मालूम नहीं था कि युवक पहले से ही शादी-शुदा था। बालिका प्रिया मरकाम अपने पति के साथ बाहर डांस करने जाती थी। शादी हो जाने के कारण वह अपनी कमाई को अपने माता-पिता को देना बंद कर चुकी थी जिसके कारण प्रिया के पिता की आर्थिक स्थिति गडबडाने लगी थी जिससे तंग आकर उसके पिता ने युवक पर झूठा केस कर दिया। बालिका के पिता के पास अपने आरोप को साबित करने के लिये कोई सबूत नहीं था।

चाइल्डलाईन का हस्तक्षेप :- जानकारी प्राप्त होने के पश्चात् बालिका प्रिया मरकाम को चाइल्डलाईन के कोलाब केन्द्र में लाया गया। बालिका का मेडिकल कराया गया, बाल कल्याण समिति को फोन से जानकारी प्रदान की गई। थाना प्रभारी श्री राजेश साहू एवं महिला आरक्षक के द्वारा बालिका को बाल कल्याण समिति के समक्ष नहीं प्रस्तुत करने के लिये विनती की गई। फिर भी बालिका को दिनांक 18 फरवरी 2015 को बाल कल्याण समिति के समक्ष प्रस्तुत किया गया।

कार्य का परिणाम :- बालिका को दिनांक 19 फरवरी 2015 को बाल कल्याण समिति के आदेश पर बालिका गुह, राजनांदगाँव में रखा गया। दिनांक 25 फरवरी 2015 को बाल कल्याण समिति के पुनः आदेश के अनुसार बालिका को बालिका गृह, राजनांदगाँव से लाकर बाल कल्याण समिति के समक्ष प्रस्तुत किया गया जहाँपर उन्होंने बालिका को उसके परिवाजनों को सौंप दिया।