

Prevent Children from Slipping into Street Life at Anand Vihar Inter-State Bus Terminal, New Delhi



Proposal Submitted By: Railway Children India
Proposal Submitted To: CSRBOX

Concept Note

RAILWAY CHILDREN INDIA

The intervention will focus on early identification of unaccompanied and at-risk children at Anand Vihar Inter-State Bus Terminal, New Delhi from slipping into street life and reunifying them with their families.

Program Title:

- Prevent Children from Slipping into Street Life at Anand Vihar ISBT, New Delhi

Program Theme:

- **Child Protection and Child Safeguarding, Emotional guidance, Child Education and Deaddiction support**

Program Duration:

- 1 year

Focussed Geography:

- Anand Vihar ISBT, New Delhi

Monitoring & Evaluation:

- Exclusive monitoring and evaluation of the project.
- Regular meeting with project implementation team

Reporting:

- Quarterly Update
- Detailed Report Annually
- Project Completion Report
- Fund Utilization Report

Program Budget:

- INR 28,84,640/-

Budget Requested:

- INR 28,84,640/-

Key Outcome:

- **500** children who arrived alone in Anand Vihar ISBT and are at risk and are in need of care and protection are identified early, protected from abuse and exploitation and reunified with their families .
- **450** reunified children are retained in their families through systematic follow up and services including emotional guidance, school enrolment, linkage with vocational training, sponsorship/scholarship and social security schemes and services school admission, linkage to vocational training and sponsorship/ scholarship schemes.
- **50** children in contact with street situation, living around AVISBT have improved access to education, health, and social protection.
- **500** ISBT stakeholders (Police Staff, Bus Conductors, Drivers, Vendors and ISBT level officials) are trained and sensitized on child protection and Child rights.
- 1 Child Help Group (CHG) with the participation of stakeholders is constituted and functional under the leadership of the DGM ISBT.
- **5000** passengers will be sensitized through campaigns and awareness programmes at Anand Vihar ISBT in 2 years of intervention.



1. About Railway Children India

Railway Children (RC) is an international non-profit organization working in India since 1996 and established its Indian liaison office (UNI-MULO05000515) in Mumbai in the year 2005. In 2013, Railway Children India (RCI) was established to scale and sustain the impact of the work and respond to the issues of children arriving at and around the railway stations in India. RCI is registered as a non-profit under Section 8 of the Companies Act. It is also registered under the NGO DARPAN of NITI Aayog, Government of India. Railway Children India's (RCI) vision is a world where no child ever has to live on street life. To make this happen we work at railway stations to identify and protect children who arrive alone and at risk thereby preventing them from slipping into street life. RCI currently works at 10 railway stations and 1 bus Terminal across 7 states protecting around 7000 children every year out of whom 90% of the children are reunified with family. Railway Children India is a Resource organization for the Indian Railways in implementing the capacity building program on Child Protection across its Zonal training centers for Railway Protection Force (RPF) and Commercial staff.

RCI Impacts in last 5 years:

Since 1996 Railway Children has worked at more than 35 railway stations and protected more than 100000 children. Railway Children has significantly contributed in the development of child protection Standard Operating Procedure by Indian Railways, as a result of which child protection issue is institutionalised within Indian Railways.

Railway Children India has emerged as a resilient and independent organisation that is now set to become self sustaining.



RCI continues to work in collaboration with every stakeholder to bring sustainable change in the lives of vulnerable children through building the resilience of their families to cope up with the adverse impact of the pandemic - COVID 19. This proposal is to seek support to strengthen and sustain the initiatives of RCI towards the protection of children arriving around Anand Vihar ISBT, New Delhi.

2. Context and Rationale

The proposal is to seek funding support to strengthen the child protection work at the Anand Vihar ISBT. RCI will work with the children protected at the Anand Vihar ISBT ensuring that all identified vulnerable children are protected from the risk of falling into child labour, substance abuse and trafficking; and support them to continue to reunite and stay with their families. We have planned to support these children post to their restoration with families with school re-enrolment and vocational training and linkage with a social security scheme to overcome their vulnerability which played as a push factor for the child to leave his/her home.

India is home to 472 million children, who are below the age of 18 years and comprise 39 per cent of the country's total population. Out of the 128.5 million children residing in urban areas, close to 7.8 million children between the ages of 0 to six years still live in the conditions of poverty and backwardness in informal settlements¹. Children in India experience problems like neglect, abuse, illiteracy, malnutrition, child labor, child marriage and criminal acts. These factors are primarily responsible for leading to detrimental effects within their lives. To make their living worthwhile and to utilize their skills and abilities for the development of the country, it is necessary to make provision of progression opportunities.

Delhi has one of India's largest bus transport systems. Buses are the most popular means of transport catering to about 60% of Delhi's total demand. Swami Vivekanand Inter State Bus Terminal popularly known as Anand Vihar ISBT, located in East Delhi is one of the three Inter State Bus Terminals in Delhi and in operation since March 1996. The Anand Vihar ISBT, located in trans-Yamuna region and is spread over an area of approximately 25 acres and operates bus services between Delhi and focused two other states, Uttar Pradesh and Uttarakhand, and there is direct bus to Nepal. There are DTC and Cluster buses of Delhi, and many private operators also operate in the vicinity. Anand Vihar metro station is situated in the premises of ISBT Anand Vihar. Anand Vihar Railway Station is also located in close vicinity of ISBT Anand Vihar. Almost 2,000 buses operate at this transport terminal each day. The total footfall of the bus terminal is more than one lakh per day.

Railway Children India has conducted a baseline survey to assess the vulnerability of the bus terminal in term of child protection. The survey found that:

- There is no proper child protection system operational at the bus terminal where more than 1500 primary (police, bus drivers, conductors) and secondary stakeholders (Coolies, auto drivers, vendors, cleaning staff etc.) engaged into various activities. These stakeholders were not aware of child protection.

¹ Report on Status of Children in Urban India, 2016

- The bus terminal is the transit point for passengers who use the Anand Vihar Metro and Anand Vihar railway station for commute to different part of NCR.
- The survey had identified 221 children who came in contact with the bus terminal and protected 20 most vulnerable children who were in need of care and protection and reunified them with their parents through Child Welfare Committee and with the support of Local Police.
- Out of the 20 children including 4 girls, 50% of the children have moved away from home due family issues or abuses at home or place of residence. 30% of the children have come for searching work and escaped from exploitative working environment. 20% of the children protected were missing children found at the bus terminal.
- Almost one child at risk arrives at the bus terminal every day which makes the Anand Vihar ISBT an important hotspot and having lack of system would increase the possibility of child trafficking.

The survey also observed that 80 children including 30 girl children in the age group of 12 to 17 years access the bus terminal every day for rag picking. These children were living near the bus terminal along with their families. Out of these 80 children 30 were below 14 years and none of the children were attending schools.

Railway Children India (RCI) will continue to work at Anand Vihar ISBT to protect children and all protected children will be provided shelter and food and restoration. Post to the pandemic, Anand Vihar ISBT has started witnessing more children who arrive alone and in risky situation. Hence, the intervention at the Anand Vihar ISBT will be a milestone work towards Child Protection work on Bus Terminals in India.

3. Goal/Objectives

GOAL- Every child arriving in at Anand Vihar ISBT are protected from abuse and exploitation and reunified and retained In family based care.

Objectives

- To protect 550 children arriving alone and at risk at and around Anand Vihar ISBT and to sustainably rehabilitate them with family and/or long-term care home during 1 year of intervention & Develop Anand Vihar ISBT as model Inter-State Bus Terminal on Child Protection & Safeguarding.

4. Objectives and Activities

Objective-1- To protect 550 children arriving alone and at risk at and around Anand Vihar ISBT and to sustainably rehabilitate them with family and/or long-term care home during 1 year of intervention & Develop Anand Vihar ISBT as model Inter-State Bus Terminal on Child Protection & Safeguarding.

Expected Outcome-

- **500** children who arrived alone, at-risk and in need of care and protection are protected at Anand Vihar ISBT and reunified with their families and or referred to long care homes.
- **450** reunified children are staying with their families and other child-care institutions received post-restoration and rehabilitation services including counselling, school admission, linkage to vocational training and sponsorship/ scholarship schemes.
- **50** children in contact with street situation, living around AVISBT have improved access to education, health, and social protection.
- **500** ISBT stakeholders (Police Staff, Bus Conductors, Drivers, Vendors and ISBT level officials) are trained and sensitized on child protection and Child rights.
- Child Help Group (CHG) with the participation of stakeholders is constituted at AVISBT and functional under the leadership of the DGM ISBT.
- **5000** passengers will be sensitized through campaigns and awareness programmes at Anand Vihar ISBT in 1 year of intervention.

- **Activity 1: 24hr outreach at the Anand Vihar ISBT-** RCI will conduct 24 x 7 outreach at Anand Vihar ISBT to provide care and protection to children arriving at the Bus Terminal. Our team will collaborate with Local Police, District Child Protection Unit and Child Welfare Committee, and ISBT Authorities to ensure that no child becomes a victim of abuse and exploitation at the Bus Terminal.
- **Activity 2: 24x7 Child Help Support -** RCI team will provide 24x7 Child Help Support to meet the immediate need of Children Protected. Our team having the requisite skill to outreach children immediately will cater to their immediate needs like emotional guidance, clothing, food, water, medical support and reunification with parents.
- **Activity 3: Restoration of children with families or refer them to long term care-** Child Welfare Officer will work with every child and his family to facilitate the smooth restoration process. This process will include family tracing, discussion with family members, identifying the factors that pushed the child to gravitate away from home. Families are supported to fulfil the statutory process for restoration. Effort is made to improve the parent-child relationship and mitigate any existing indifferences.. In family tracing takes time, then the child is referred to short term institutional care.
- **Activity 4: Post restoration support to reunified children-** RCI will provide post-restoration support to the reunified children and their families. The post-restoration support includes re-enrolment in school, emotional guidance, linking with vocational training, nutrition-why? , healthcare and de-addiction support, and sponsorship/ scholarship schemes in collaboration with network partners.
- **Activity 5: Training and Sensitization of ISBT authorities, drivers, conductor, and vendors at the ISBT-** RCI will conduct quarterly training for ISBT authorities, drivers, conductors, and vendors at the Anand Vihar ISBT every quarter on Child protection mechanisms and related laws to ensure care and protection of children in contact with ISBT. Passenger awareness campaigns will be carried out quarterly.
- **Activity 6: Formation & Facilitation of Child Help Group (CHG) at the ISBT -** RCI will work to create and facilitate Child Help Groups at the Anand Vihar ISBT to ensure involvement of ISBT Senior

Management in Child Protection work at the Bus Terminal. RCI will work closely with DGM & GM of Anand Vihar ISBT to ensure stakeholder involvement and sustainability of the intervention.

- **Activity 7: Awareness Campaign at the Bus Terminal-** RCI at the Anand Vihar ISBT will conduct awareness campaigns every quarter. These awareness campaigns will be conducted in form of street theatre, audio-visual presentations, and one-to-one information dissemination. These campaigns will be for 7 days (one week) during the special days including Universal Children’s Day, Girl Children Day, Day against Child Sexual Abuse and National Youth Day. Awareness materials related to the event will be designed and translated into local languages and used in the form of print and digital medium.
- **Activity 8: Rehabilitation of children living in street situation around AVISBT:** RCI would work with the children and their families living in street situation around AVISBT. At least 50 children including 20 girl children would be regularly engaged with education, life skills, and health and hygiene activities through behavioral change communication. 10 children having substance abuse would be referred to de- addiction centers for their treatment and rehabilitation. RCI would also promote alternative livelihood among young children and support them to gain vocational skill training and start up their own small enterprises and decent employment.

5. Monitoring and Evaluation

- The project will be executed with the support of a team of 7 program staff at the intervention location. All these team members are well experienced and conversant on child protection issues within the overarching framework of the Juvenile Justice framework and rights - especially in Bus Terminal and in JJ system.
- The staff will be guided and monitored by a Project Management Team. Project performance will be monitored and evaluated quarterly through the Project’s monitoring and evaluation (M&E) system. M&E will be both internal (to be done by those involved in project implementation), and external (to be done by a contracted independent firm and/or individual not involved in project implementation).
- The progress of the project will be reported in the form of a progress reported quarterly . Both the narrative report and the financial report would be submitted to the donor every quarter. In addition to this, the donors would be updated from time to time on the going activities through email communication. The annual progress report of the project would be shared within one month of completion of the project.
- All the project staff will be under the supervision of the Program Manager of RCI. Each project staff associated with the project would be monitored as per the monthly and daily action plan submitted and approved by RCI. The Program Manager will undertake accompaniment visits to project areas and ensure technical input to the project staff at the field level every quarter.
- The Sr. Program Manager and the Chief Executive Officer of the organization would visit half-yearly to project areas to assess whether work is proceeding according to plan, and if sudden or unexpected shifts or reversals have occurred that must be attended to proceed towards intended goals and objectives.
- The monitoring will be followed by a review of the action plan in the quarter where existing gaps and changing requirements are accommodated.

- Participation of children is at the Centre of the program model. The basic principle of the program is to create an environment and choices for children where they can take decisions for themselves from the choices available.
- At RCI, ensuring the quality of every program in tandem with the values benchmarked is paramount. Every quarter, the RCI will conduct an in-depth program assessment and quality audit (on alternative quarter) to review the outcomes and the functioning of the process as against the set objectives. Critical feedback will be shared within RCI, and measures will be taken to further the improvement of the program.

6. Child Safeguarding

- RCI is committed to actively safeguarding and protecting children within their intervention.
- RCI will carry out thorough background checks when appointing staff and will never employ someone who has a previous record or concerns with regards to their behavior.
- All child protection incidents that take place within or outside the organization that comes to the attention will be documented and actions will be carried as guided by the organizations safeguarding policy.
- RCI will carry out an audit and review of child protection policy and discuss recommendations for amendments throughout the course of this agreement.
- RCI will ensure that all its employees are being trained on child safeguarding and its procedures.

7. Sustainability of the program

- **Funding:** The budget is highly rationalized and RCI will continue its effort to raise long term funding for the project including continued exploration with corporate and institutions. RCI will collaborate with Government of India to partially support the project at Anand Vihar ISBT demonstrating the need and model.
- **Stakeholder Participation:** The project will mobilize networks that are delivering services for children, women, differently abled and other vulnerable population and link them with the child protection mechanisms established within the district. The key stakeholders at the ISBT and Communities will be involved in the project and collaboration with the district child protection unit will influence the allied departments to allocate resources to sustain the child protection mechanisms created at Anand Vihar ISBT, New Delhi

8. Organizational governance and policies

RCI is governed by an active board, which meets every quarter and approves the strategy, annual plan and budget. There are three Directors on the board, one with a corporate governance background, another is a financial management expert and the third heads the fundraising department of a large international NGO. The Chief Executive Officer reports to the board.

Railway Children India has a well-established management structure in place to take care of day-to-day responsibilities of both Programmes and Administration. The Chief Executive leads a group of Senior Managers who are functional heads, and the group is called the Senior Management Team (SMT). This team steers the organisation and ensures that all the team members are a part of critical decision-making process.

The financial team regularly reviews the flow of income and expenditure to RCI as per the finance policy. The Procurement committee in RCI ensures transparency and accountability in selection of vendors and purchases. RCI has a comprehensive child safeguarding policy in place to protect and safeguards all the children who come in contact with the programme. This policy clearly defines the

procedures to be established towards preventing, reporting and responding to child abuse and exploitation within the programme. In order to anchor the child safeguarding process within RCI and its partner, it has a dedicated Child Safeguarding Lead. Additionally, we have a Child Protection Committee (CPC) which regularly monitors and investigate the case/ complaints if any. A policy for Prevention, Prohibition and Redressal of Sexual Harassment at Workplace (POSH) is in place to ensure the safety of all employees from all forms of sexual harassment. This policy is in line with the spirit and requirements of the Vishaka judgement and The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. In addition to the above, RCI is governed by 7 policies namely, work from home, whistle blowing, IT, Data Protection, Duty of care, Anti Bribery and Corruption and Code of Conduct.

9. Branding opportunities

1. Branding for the donor will be included in communications across all program activities, materials, spaces, and social media platforms
2. The donor logo with the agreed branding guidelines will be used in posters, banners, and other communication materials during ISBT level campaigns and initiatives
3. All activity and promotion at the Bus Terminal will display the donor's logo.
4. During the interface meeting with the district officials and district level workshop with govt officials, banners and standees with the donor's logo will be displayed for greater visibility. RCI, with the help of the donor shall explore media opportunities to highlight the success and impact of the joint initiative



10. Employee Engagement

This project presents a fantastic opportunity to engage staff, providing opportunities for them to get involved in activities to equip them with key safeguarding skills and make them feel connected to the cause.

Skills based volunteering and pro-bono work: Railway Children India are the leading expert in working with vulnerable children at risk in and around railway stations & bus terminals. We deliver high

impact through a relatively small organization and limited resources. Skills based volunteering can therefore deliver significant value and we can provide opportunities for staff to use their expertise to support our work. For example:

1. Lead passengers' awareness campaigns within the Anand Vihar ISBT on child protection.
2. Spend a day with Outreach team at ISBT
3. Support outreach activity
4. Support joint campaigns around national and international child rights day.
5. Provide consultations and advice in areas where we have little expertise to enable us to work on projects which we may not otherwise be able to undertake.
6. E-volunteering opportunities are available. example
 - a) Creating voices for children living in street situation on social media.
 - b) Joining e-poster campaign on child rights.

12. Compliance Details:		
Organization Name	Railway Children India (RCI)	
Year of Establishment	2013	
Organization Website	www.railwaychildren.org.in	
Registration details	<ol style="list-style-type: none"> 1. Section 25 (now 8) company registration no- U85100DL2013NPL260371 2. NITI Aayog Registration No- DL/2017/0158900 3. Registered U/s 12A of the Income Tax Act 1961- AAGCR7058GE20140 4. Registered Under Section 80 G- No- AAGCR7058GF20213 5. FCRA Registration No. 231661885 	
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