



**OFFICE OF THE DIRECTOR GENERAL
RAILWAY PROTECTION FORCE
(MINISTRY OF RAILWAYS)
NEW DELHI**



No. 2021/Sec (Crime)/45/72

New Delhi, Dated: 23.12.2021

**General Managers,
All Zonal Railways**

Sub: Revised Standard Operating Procedure (SOP) for the Railways'2021 to ensure care and protection of Children in contact with Indian Railways.

In supersession of the earlier Standard Operating Procedure (SOP) issued vide this office letter dated 05.03.2015 and Corrigendum dated 05.10.2015, a revised SOP has been issued in accordance with the directions of the Hon'ble High Court of Delhi in the Writ Petition (Civil) No.5365/2012 Ms. Khusboo Jain Vs. Union of India; Juvenile Justice (Care & Protection of Children) Act, 2015 further amended in 2021; Juvenile Justice (Care and Protection of Children) Model Rules, 2016; and all existing guidelines/directions etc. on care and protection of children in contact with Railways.

The revised Standard Operating Procedure (SOP) along with the Annexures is being sent herewith for implementation so as to ensure compliance of the directions of Hon'ble High Court, all the extant rules, guidelines etc. regarding care and protection of children in contact with Indian Railways.

This issues with the approval of Chairman & CEO, Railway Board.

Encl: as above.

(Sanjay Chander)

Director General/RPF

Railway Board

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Fourth Floor, Room No. 440

Copy to:-

1. Mr. Priyank Kanoongo, Chairperson, National Commission for Protection of Child Rights, 5th Floor, Chanderlok Building, 36, Janpath, Delhi-01 for information please.

2. Shri Indevar Pandey, Secretary, Ministry of Women and Child Development, Shastri Bhavan, New Delhi- 01 for information and necessary action please.
3. Shri Anurag Kundu, Chairperson, Delhi Commission for Protection of Child Rights, Govt. of NCT of Delhi, 4th & 5th Floor, ISBT Building, Kashmere Gate, Delhi-06 for information please.
4. Director Generals of Police/Assam, Andhra Pradesh, Arunachal Pradesh, Bihar, Chhattisgarh, Gujarat, Goa, Himachal Pradesh, Haryana, Jammu & Kashmir, Jharkhand, Kerala, Karnataka, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Nagaland, Odisha, Punjab, Puducherry, Rajasthan, Sikkim, Tamilnadu, Telangana, Tripura, Uttar Pradesh, Uttrakhand, West Bengal & CP/New Delhi for information please.
5. DIG/Rlys/Assam, Addl.DGP/Rlys/A.P., IGP/L&O/Arunachal Pradesh, ADGP/Rlys/Bihar, Addl.DGP/Rlys/Chattisgarh, DCP/Rlys/New Delhi, D.G.P./C.I.D.(Crime & Railways)/Gujarat, IGP/Rlys/Goa, IGP/Rlys/Himachal Pradesh, ADGP/Rlys/Haryana, ADGP/Rlys/J&K, ADGP/Jharkhand, ADGP/Rlys/Kerala, ADGP/Rlys/Karnataka, Spl. DGP/Rlys/M.P., ADGP/Rlys/Maharashtra, ADGP/Rlys/Odisha, ADGP/Rlys/Punjab, ADGP/Rlys/Rajasthan, ADGP/Rlys/TamilNadu, ADGP/Railways/Telangana, SP/Rlys/Tripura, ADGP/Rlys/U.P., SSP/Rlys/Uttarakhand, DG & IGP/Rlys/W.B., ADGP/L&O/ Meghalaya, ADGP/L&O/Nagaland, IGP/L&O/Tripura for information and necessary action please.
6. PCSCs/RPF/CR, ER, ECR ECoR, NR, NCR, NER, NFR, NWR, SR, SCR, SER, SECR, SWR, WR, WCR, ICF, CMD/KRCL, RPSF, ICF, RDSO, CORE, Construction and Director-JJR RPF Academy for information and necessary action please.
7. PCCMs/ CR, ER, ECR ECoR, NR, NCR, NER, NFR, NWR, SR, SCR, SER, SECR, SWR, WR, WCR for information and necessary action please.
8. Principal Chief Engineers/CR, ER, ECR, ECoR, NR, NCR, NER, NFR, NWR, SR, SCR, SER, SECR, SWR, WR, WCR for information and necessary action please.
9. AM/Commercial, PED/IR, ED/CE(G), ED/PM and IG/HQ Railway Board for information and necessary action please.
10. OSD to Chairman & CEO/RB for information of Chairman & CEO, Railway Board.
11. Sr. PPS to M(F), M(I), M(O&BD) & PSO to M(T&RS) for information of all Board Members.

**STANDARD OPERATING PROCEDURE (SOP) FOR RAILWAYS TO ENSURE
CARE AND PROTECTION OF CHILDREN IN CONTACT WITH RAILWAYS**

In 1989, The International community witnessed the unveiling of the United Nations Convention on the Rights of The Child. Exalted as the universal standard for the Promotion and Protection of participatory rights for Children, it established a universally accepted framework for the treatment of all children and encouraged an image of children as active holders of Rights. The Indian legal system has enacted Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021) in response to this.

Many vulnerable children are spotted by the Indian Railways officials as homeless, abandoned and trafficked for various purposes including labour, sexual exploitation and organ trade. In the aftermath of the COVID-19 pandemic and the resultant socio-economic scenario, the vulnerability of children to multiple forms of exploitation only increases. The movement of families & persons by trains in the scenario of current migratory patterns, substantiated by a loss of livelihoods & the deteriorating social protection nets mean long term consequences on the well-being of children.

In line with the 'Best Interest of the Child' principle, the duties & responsibilities of all the critical stakeholders involved in the various stages of identification, inquiry, rehabilitation, repatriation & prosecution must be clearly outlined and followed in accordance to the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021).

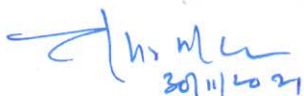
COVID-19: The Context for Children's safety and protection

The International Labour Organisation has predicted that with the COVID-19 pandemic, the world may witness an increase in child labour/forced labour and for the first time in 20 years. Though the need for micro-surveillance at the village and panchayat level is vital, close monitoring of railway stations and passenger trains coupled with the active involvement of law enforcement agencies in identification/rescue will enable a safety net that can be cast over vulnerable children. Civil society organizations and child services such as Childline should aggressively engage in the generation of awareness on the crimes against children, including trafficking, child labour and bonded labour.

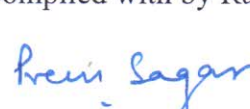
In these challenging times when traffickers have adopted new technologies and new means of trapping children, it is paramount that different government agencies, state child rights commissions, inter-governmental institutions like UNICEF and civil society organizations come together in unison to fight, protect and safeguard our children.


In keeping with this, the matter has been reviewed and, a revised Standard Operating Procedure is hereby issued in accordance with the Juvenile Justice Act (Care & Protection Act), 2015 (as amended in 2021) and the related rules, for better care and protection of the "child in contact with railways". For better appreciation in all field formations, it is issued in three parts:

- A: Background
- B: Directions of Hon'ble High Court Delhi
- C: Operative part of instructions to be complied with by Railway/RPF/GRP


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A: Background

1. "Child in Contact with Railways":

The child in contact with the railways, (hereinafter referred to as "Child"), is a child as defined in section 2(12) of the Juvenile Justice (Care & Protection of Children) Act, 2015 (as amended in 2021) as requiring care and protection and also includes any child travelling, living, working or in conflict with law, on any part of the railway premises or in any train or railway vehicle.

To elaborate,

(i). A child means any person below the age of 18 years as per the Juvenile Justice (Care & Protection of Children) Act, 2015 (as amended in 2021).

(ii) A child in need of care and protection at the station and on moving train means:

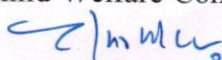
- Unaccompanied children in need of support
- Child travelling alone and is in crisis
- Missing children found at the stations or in the moving train
- Children being trafficked
- Children separated from their family either by missing the train or left out by parents
- Children run away from their homes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

Section 2 (14) of the Juvenile Justice (care and protection of children) act, 2015 (as amended in 2021) defines Child in need of care and protection which may please be referred to in case any clarification is needed.

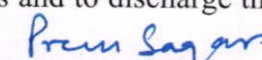
1A. Children in conflict with law may be dealt as per the provisions of **Juvenile Justice (Care & Protection) Act, 2015 (as amended in 2021)** and the rules and guidelines framed there under.

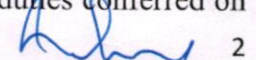
2. Child Welfare Committees (CWC):

Under section 27 of Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021), it is a requirement that (1) the State Government shall (within a period of two months from the date of notification of the Act) constitute for every district, one or more, Child Welfare Committees for exercising the powers and to discharge the duties conferred on


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such Committees in relation to children in need of care and protection under this act. (2) The Committee shall consist of a Chairperson and four other members as the State Government may think fit to appoint, of whom at least one shall be a woman and another, an expert on matters concerning children. These CWCs exercise the powers and discharge the duties conferred on such committees in relation to "children in need of care and protection". In section 29 (2) Such Committee shall have the power to deal exclusively with all proceedings under the Act relating to such children for the safety, care and rehabilitation of such children, including on the railways.


3. Relevant Provisions of Juvenile Justice (Care & Protection) Act 2015 (amended in 2021):

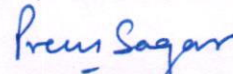
- (a) Section 31(1) provides that any child in need of care and protection may be produced before the Committee by any of the following persons namely:-
- (i) Any police officer or special juvenile police unit or a designated Child Welfare Police Officer or any officer of District Child Protection Unit or Inspector appointed under any labour law for the time being in force;
 - (ii) Any public servant;
 - (iii) Childline Services or any voluntary or non-governmental organization or any agency as may be recognized by the State Government;
 - (iv) Child Welfare Officer or probation officer;
 - (v) Any social worker or a public spirited citizen;
 - (vi) By the child himself; or
 - (vii) Any nurse, doctor or management of a nursing home, hospital or maternity home:
Provided that the child shall be produced before the CWC without any loss of time but within 24 hours excluding the time necessary for the journey.
- (b). The State Government may make rules consistent with this Act, to provide for the manner of submitting the report to the Committee and the manner of sending and entrusting the child to children's home or fit facility or fit person, as the case may be, during the period of the inquiry.
- (c). As provided in Section 28 (3) of the aforesaid Act, a child in need of care and protection may be produced before an individual member of the Committee for being placed in a Children's Home or fit person when the Committee is not in session.
- (d). Section 40 (3) of the Act provides that the CWC shall have the powers to restore any child in need of care and protection to his parents, guardian or fit person, as the case may be, after determining the suitability of the parents or guardian or fit person to take care of the child, and give them suitable directions.

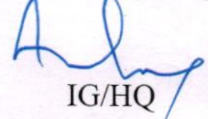
B. Operative part of directions of Hon'ble High Court of Delhi in Writ Petition No. 5365/2012

- (i) "As soon as a child is found sitting at a Railway Station, RPF, GRP/Station Master shall try to obtain name, address and other particulars of his parents/guardian/ relatives from the child, the concerned Station Master shall


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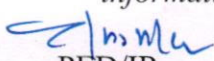

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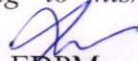

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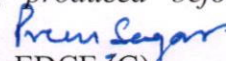

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make announcement on the public address system of the railway station with respect to the child found there and inform the local police station/ police post as well as the parents/guardian/relatives of the child about his/her being found at the Railway Station. A copy of such intimation shall forthwith be sent to the Police Station in jurisdiction of which the parents/ guardian/ relative of the child live, with a request to locate the parents/guardian/relatives of the child and inform him/her about the child having been found at the Railway Station.

- (ii) The children who arrive and stay at Railway Stations shall be produced by RPF, GRP or Railway employees before the Child Welfare Committee constituted under the aforesaid Act, at the earliest possible and in any case within 24 hours of such a child being found at a Railway station.
- (iii) The address and telephone numbers of the Committee shall be prominently displayed on the Railway Station, so as to enable the parents/ guardian/ relative of the child to approach the Committee along with the information that the children who arrive and stay at the Railway Station, are produced before the Committee.
- (iv) Every Station Superintendent/Station Master shall maintain a register in which he shall record the particulars including name, parents name, age and address of the children who arrive and stay at his Railway Station. He shall also get such a child photographed and place his photograph in the aforesaid Register, against his name, so that his/ her parents are able to identify and locate him/her without any difficulty.
- (v) Till the child is produced before the Committee in terms of this order, he shall remain in safe custody of the RPF, GRP/Station Masters and shall be given adequate care and attention including meals.
- (vi) If a child arriving and staying at a Railway Station is a girl, till the time she is produced before the Committee in terms of this order, she shall be kept in the safe custody of a responsible female member of RPF, GRP/Railways.
- (vii) Every Station Master shall provide appropriate separate space for male and female children arriving and staying at his railway station, till they are produced before the Committee in terms of this order.
- (viii) If the Child Welfare Committee is not sitting, the child shall be produced before the single member of the Committee in terms of Rule 27(4) of The Juvenile Justice (Care and Protection of Children) Rules, 2007 and in case the single member is also not accessible or the child is found at odd hours, he/she shall be dealt with in term of Rule 27 of the aforesaid Rules till the time of production before the Committee.
- (ix) The articles, if any, found with the child shall be kept in safe custody of the Station Master after preparing inventory of such articles and those articles shall be forwarded to the Committee along with the child. A copy of the inventory shall be placed in the register to be maintained in terms of this direction, against the name of child in question.
- (x) The whole of the information in respect of such children, including their photographs, to the extent publication of such particulars and/or photographs is not prohibited under the provisions of the Juvenile Justice (Care and Protection of Children) Act, 2000 or any other law for the time being in force, along with information relating to his/her being produced before the Child Welfare


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Committee, shall be made available on the website of Indian Railways, in a searchable format, so that the parents/guardian of such children are able to identify them and seek their custody.

- (xi) The respondents shall give wide publicity in leading English and vernacular newspapers, with respect to the availability of the information, on the website of Indian Railways, in respect of such children, in terms of this order.

C: Operative Instructions to be complied with by Railway/RPF/GRP

In view of the above, for better care & protection of the Child in contact with the Railways, the following instructions are issued:-

1. Child Help Group (CHG):

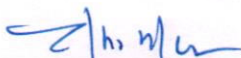
- 1.1. For the care and protection of the child on the Railways, Child Help Groups (CHG) will be established on all such stations where Child Help Desk has been made operational.
- 1.2. The CHG will comprise of Station Superintendent/Station Master/Station Director/Station Manager, the SHO (GRP), Inspector (RPF), Chief Ticket Inspector (CTI), representative of Railway Childline and SSE (works). Station Master/Station Superintendent/ Station Manager/Station Director will be the convener of the CHG and will convene the CHG meeting once every month /or more frequently when required. He will take support from Medical officer or any other official depending upon the need and requirement. The minutes of the CHG meeting will be shared with ADRM, Sr.DSC and Sr.DCM.

2. Duties of Child Help Group:

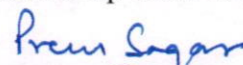
- 2.1. The Child Help Group will ensure that the instructions given vide this SOP is implemented in letter and spirit.
- 2.2. Ministry of Women and Child Development will identify and nominate the NGO who will facilitate all matters pertaining to the child in contact with the Railways at selected stations. The manning the Child Help Desk shall be done round the clock by staff of Childline/ NGO nominated by Ministry of Women and Child Development.
- 2.3. It will review and monitor the Child care and protection activities at the station. It may seek advice from CWC/ Child Line/ Reputed NGO for better protection of children at the station till the time child is handed over to CWC.
- 2.4. A monthly review report will be submitted to ADRM in the given Form-II on Annexure-II.

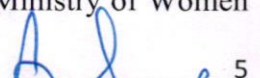
3. Child Help Desk/Kiosk/Booth at the Station:

- 3.1 At the selected stations as per Para C(1)(1.1) above, the Railways will provide space of 6x6 feet for setting up of a Child Help Kiosk/Help Desk to the Ministry of Women


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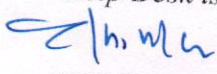

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and Child Development/ Child Welfare Department of the State Government to be manned by a CHILDLINE selected by the Ministry of Women and Child Development for the purpose. This will be free of cost and shall remain in force till the time specified in MoU to be signed between Ministry of Railways and Ministry of Women and Child Development centrally.

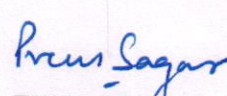
- 3.2. A telephone facility to call Child help line 1098 at the Station will be provided by the Ministry of Women and Child Development at Child Help Desk/ Kiosk at their cost.
- 3.3. The rest room facilities in the waiting rooms at stations will be made available free of cost to the rescued child at the kiosk/Help Desk and also and for the CHILDLINE team.
- 3.4. The medical facilities limited to only OPD in the railway health units will be extended to the rescued children by railways free of cost till the child is produced before the CWC.
- 3.5. A Memorandum of Understanding (MoU) has been signed between the Ministry of Railways and the Ministry of Women & Child Development for setting up Child Help Desks at the nominated railway stations. Copy of the MoU is enclosed as Annexure III. The provisions of the MoU may be kept in mind while setting up the CHD at the nominated stations.

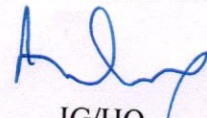
4. Procedure for taking care of the child found on Train/ Railway premises:

- 4.1. *Whenever a child is found on the railway premises by RPF, GRP/Railway employee/CHD team or other public servant or public spirited citizen, he/she may come to the aid of the child and bring him/her to the Station Master/Station Superintendent/Station Manager/Station Director or to the CHD team for production before the Station Master/Station Superintendent/Station Manager/Station Director. In case, the Child Help Desk is not functional in that particular station, the concerned Station Master/Station Superintendent/Station Manager/Station Director will intimate the Inspector(RPF) having jurisdiction over the station. The Inspector (RPF) shall arrange to provide temporary transit care and protection to the child and hand over the child to the Station Master/Station Superintendent/Station Manger/Station Director of the nearest station where Child Help Desk is functional.*
- 4.2. *Whenever, the Child is found on a train, the TTE/TC/GRP/RPF or the rescuer shall provide temporary transit care and protection till the next major station where the train is scheduled to stop and give prior information to the SM concerned regarding the child rescued in train. Further, the SM will apprise the RPF/GRP/CHD team for securing the child on arrival of the train on the platform, in case the CHD is functional at that station. In case, the Child Help Desk is not functional in that particular station, the concerned Station Master/Station Superintendent/Station Manager/Station Director will intimate the Inspector(RPF) having jurisdiction over the station. The Inspector (RPF) shall arrange to provide temporary transit care and protection to the child and hand over the child to the Station Master/Station Superintendent/Station Manger/Station Director of the nearest station where Child Help Desk is functional.*


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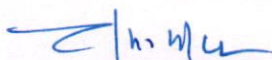

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4.3 Responsibilities of SM/SS/SD:

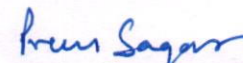
- 4.3A The SM/SS/SD of the station, where Child help Desk is functional, shall record the details of child, the person who brought the child, including his/her name, address, identity card number and phone number in the Register to be maintained by the Station Master/Station Superintendent/ Station Manager/Station Director for this purpose. He shall ensure the details of the rescued child is conveyed to RPF who will in turn ensure that it is conveyed to local police station in which the parents/ guardian/ relative of the Child lives and the 139 Help Line (Security head).
- 4.3B The Station Master/Station Superintendent/ Station Manager/Station Director, where Child Help Desk is functional, or his authorized representative shall maintain:
- Name, Address and Phone numbers of the Child Welfare Committee(s).
 - List of non-governmental organizations, Child line and Institution for children, nearest hospital with pediatric department, nearest state government children's home registered under the Act along with their address and contact numbers.
 - Name of the Police officer or special juvenile police unit or a designated police officer notified as per Section 31 (1)(i) of the Act.
 - Emergency contact numbers of the CWC and the JJB with jurisdiction over the station, Child Welfare Officers of GRP/Local Police/ RPF, nearest hospital with pediatric department, nearest state government children's home, etc should be available with the SM/SS/SD and other railway officials.
- 4.3C The Station Master/Station Superintendent/ Station Manager/Station Director, where Child Help Desk is functional, will be permitted to use the station imprest for providing meals, taking photographs of the child by RPF, meeting medical expenses, if any and production of Child to CWC by RPF through NGO at Child Help Desk/ Kiosk and towards sundry incidental expenses. He should also get the Child photographed with assistance of RPF and place his photograph in the aforesaid Register, against his name, so that his/ her parents are able to identify and locate him/her without any difficulty. The CHG will review the allocation, usage and issues if any related to imprest money at its quarterly meetings and ensure speedy resolution of issues if any.
- 4.3D The SM/SS/SD, with the help of RPF, may take the child to the nearest Aadhaar centre to verify his/her personal details, in case the child is enrolled in the Aadhaar database. This will help in proper identification of the child.
- 4.3E The SM/SS/SD will advise RPF to use the tools provided by National Crime Record Bureau (NCRB) for identification of child rescued.
- It will use UNIFY mobile App for automated photo matching for matching the photo of the child rescued with the photo of missing children available in database.


(b) It will also use the Missing persons search feature available in digital police portal.

The details regarding how to use these features have been intimated to the field units of RPF vide Letter No. DIG/P/UNIFY/2021/371 dated 12.10.2021.

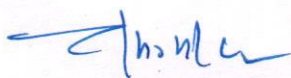

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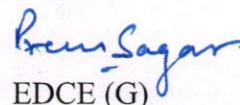
- 4.3F SM/SS/SD should make periodic announcements over the public address system regarding the Child, whenever required, without compromising the identity of the child.
- 4.3G *SS/SD/SD/Supervisor of the concerned railway department must take cognizance of contractors employed by Railway authorities using children below 18 years as laborers to complete contact deliverables and proactively disallow such practice, in case they are found to use child labour, SM/SS/SD/ Supervisor of the concerned railway department will be duty bound to lodge FIR against them under extant legal provisions.*
- 4.3H The ID cards for all CHD staff of Childline (list to be provided by Childline India Foundation) should be signed by the SS/SM/SD.
- 4.4. Once the formality of recording the details of the Child by SS/SM/SD is completed the child would be handed over to RPF, who in turn will take necessary action as per this SOP and hand over the Child to the nominated NGO at the Child Help Desk/ Kiosk, who will then produce the child before the CWC without delay. Till such time the child remains at the Child Help Desk/ Kiosk, RPF will ensure that he is in safe custody of NGO.
- 4.5 In case no NGO is working at the station or the representative of the NGO is not available, the Child Help Desk or the Station Master/Station Superintendent/ Station Manager/Station Director or the RPF or GRP personnel who has rescued the child shall produce him/her before the committee within 24 hours (excluding time necessary for undertaking journey).
- 4.6 Under no circumstances, the child is to be handed over directly to the parent, guardian or fit person without the approval of the CWC. Any SM or RPF or GRP personnel or any other person involved in such an act will be responsible for contravention of the relevant section of the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021).
- 4.7. In case of a rescued girl child, female constable of RPF will provide security. In the absence of female RPF constable, RPF can take the help of female GRP constable or a female railway employee.
- 4.8. The articles, if any, found with the child shall be listed by SM/SS/SD and list kept in register and articles kept in safe custody of the RPF and those articles shall be forwarded to the CWC along with the child. A copy of the inventory shall be placed in the register with the SM/SS/SD to be maintained in terms of this direction, against the name of child in question.
- 4.9. *The information regarding the rescued children to be maintained by SM/SS in their record/register should be in detail and as per format given in Form-1 on Annexure-1. The data maintained in the register will be shared with RPF. It shall be made use by RPF for purpose of publicity through the railway websites and 139 Help Line to trace and restore the child to parents. Once the portal is operationalized, the details of the child will be uploaded in the portal by RPF.*



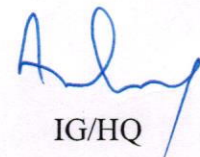
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- 4.10 The parents/guardians/fit person to whom the child is handed over will be thoroughly counseled by SM/SS/SD or RPF/GRP so that the child does not leave his/her home again in future or is not permitted by parents to undertake journey accompanied by unknown persons in the hope of employment.

5. Responsibilities of SHO/GRP and Inspector/RPF:

- 5.1. **Railway Protection Force:** The Railway Protection Force is a central security force established under the Railway Protection Force Act, 1957 primarily for the protection and safety of railway property. The RPF Act, 1957 was modified by the Parliament in the year 1985 and 2003 to include the protection of railway property, passenger area and passengers. The prevention of trafficking of women and children and the rehabilitation of destitute children is also one of the core objectives listed under the act.

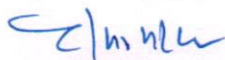
- 5.2 **Government Railway Police:** The Government Railway Police, a part of state police, is responsible generally for the prevention and detection of crime and maintenance of law and order on railways. The GRP also renders any assistance required to railway officers and the Railway Protection Force.

- 5.3 The Inspector/RPF in-charge of those stations, where Child help Desk is not functional, will ensure that the child in their custody is provided with all necessary amenities like food, drinking water, shelter, sanitation facility, medical aid if needed etc till the child is handed over to the Station Master/Station Superintendent/ Station Manager/Station Director of the nearest station where Child Help Desk is functional.

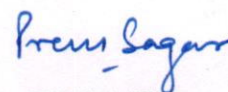
The Inspector/RPF in-charge of those stations, where Child Help Desk is not functional, will be provided with an imprest amount for providing meals, for meeting medical expenses on the child, if any and for transporting the child to the nearest Station where Child Help Desk is functional.

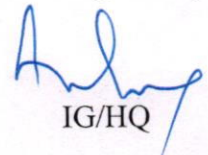
- 5.4 The SHO of the GRP and Inspector (RPF) having jurisdiction over the station shall be responsible for actions specified in this SOP and also perform the following tasks:

- (i) Briefing of GRP/RPF personnel on child protection issues, during routine meetings at the stations.
- (ii) Creating awareness among stakeholders.
- (iii) Ensuring child protection measures at the platforms.
- (iv) Ensuring production of the Child to the NGO at Child Help Desk and subsequently to CWC, if necessary as per the provisions contained in Sec 31 (1) of Juvenile Justice Act, 2015 (as amended in 2021) and Rule 18 (Chapter V) of Juvenile Justice (care & protection) Model Rules 2016.
- (v) Discharging the role under the (as amended in 2021) Act 2015 for SJPU (Station Juvenile Protection Unit) as applicable.
- (vi) Will provide support to SS/SM/SD for verifying the information given by the child during rescue.


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(vii) RPF and GRP stations should provide for Child Friendly Corners and also appoint Child Welfare Police officers (for GRP) as per JJ Act and Child Welfare Nodal Officers (for RPF) to handle the Children coming in contact with railway stations.

(viii) GRP/RPF should utilise the service of the Anti Human Trafficking Unit (AHTU) at the district for professional investigation, if it is a case of child trafficking.

5.5. The Inspector/RPF will provide access to the nominated NGO to view the CCTV surveillance network round the clock, for monitoring/ identifying Child at station/platforms, yard etc. RPF will render all possible assistance in securing the child, when required.

6. Duties of GRP/ RPF train escorting staff:

6.1. Keep unobtrusive surveillance on the suspected child/group of children travelling with or without any adult member and if found to be trafficked/ abused/ destitute/ abandoned/ lost or exploited children, shall consult with the TTE on board the train and take necessary action to protect the Child/Children.

6.2. Communicate with the Child/ Children in a child friendly manner and not in a threatening or intimidating manner.

6.3. Record the details of the Child/ Children, i.e, name, age, details of parents/guardians/relatives and their contact phone numbers/ station where boarded / destination station/ details of ticket, etc.

6.4. Inform the SS/SM/SD, GRP & RPF of the next major station in which the train halts, about such Child/ Children on board through 139 Helpline/ Security Control Room, for taking action to receive the Child/ Children on the platform of arrival of the train and to produce them before the SM/SS or other members of the Child Help Group at that station.

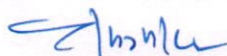
6.5. Cultivate human intelligence regarding child trafficking or children vulnerable to trafficking by interaction with coolies, vendors, IRCTC salesmen, stall keepers, tea sellers, auto/taxi drivers, contractual employees working at stations, members of NGOs active at stations and nearby areas etc. Help of OSI (open source intelligence) culled from newspaper/social media may also be taken.

7. Role of Travelling Train Ticket Examiner (TTE) and Ticket Collector (TC):

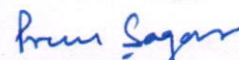
7.1. The TTE and the TC are officials of the railways who can identify children in need of care and protection in the trains. He shall remain vigilant with respect to the following situations that may indicate the need for an intervention:

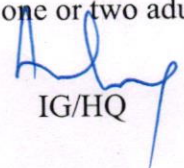
(a). Whenever a group of children board train;

(b). Whenever there are more than four to five children accompanied by one or two adults;


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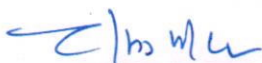

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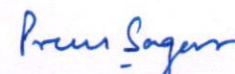
- (c). Whenever there is/ are an unaccompanied child/children;
- (d). Whenever there are children without ticket and do not have proper information about the destination or whenever children give contradictory information about their destinations.
- (e). Whenever children are being frequently shifted from one compartment to other;
- (f). Whenever children are not allowed to talk to each other or to any other persons;
- 7.2. In such situations, the TTE/TC shall take the following action:
- (a). Approach the child/children and ask him /her/them about their address and destination in a child friendly manner without intimidation and threat;
- (b). Ascertain if the child/children need help and assistance;
- (c). Inform the GRP/RPF as the case may be to ensure that in case it is suspected that the child/children is/are runaway or is/are abandoned or is/are being trafficked, the TTE/TC shall hand over the child to GRP/RPF personnel who will take the child/children in safe custody till next designated station and hand over to Child Help Group observing all formalities as specified in Act/JJ Rules.

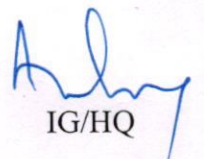
8. Training and Sensitization:

- 8.1. Training and orientation/ sensitization programs on child rights and child protection for the railway employees including officials of the RPF/GRP shall be made a part of all training programs organized at Zonal and Divisional levels.
- 8.2. The Juvenile Justice (Care & Protection) Act, 2015 (as amended in 2021) and Juvenile Justice (Care & Protection) Model rules, 2016 with later amendments and other child related legislation such as the Protection of Children from Sexual Offences 2012, etc shall be meaningfully incorporated in the syllabus of initial/refresher courses of the RPF/ GRP and Railway Training Institutions.
- 8.3. One or two day special training programs/ workshops may be conducted at all levels in collaboration with Ministry of Women and Child Development, NHRC, NCPCR, NIPCID, UNICEF and other International or Central or State level institutions working in the field of child rights, specialized police units, NGOs etc, to address specific issues, such as Child trafficking, Child Abuse and Child Exploitation to generate greater awareness among the railway officers and staff.
- 8.4. Capacity building - Inclusion of sessions on protection of children in contact with Railways in the curriculum/ calendar of Training academies where Railway officials are trained, at entry level as well as in refresher courses, shall be done.
- 8.5. Standardization of training content – Trainings of railway personnel and other stakeholders will be conducted by empanelled resource person/organizations, including those running CHDs and / or CHILDLINE, based on pre-decided training content to ensure standardization.


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8.6 Online training course will be made available, the contents of which will be created and shared amongst the stakeholders manning the CHDs. The duration of the course will be 4-5 Hours. They will be developed by JR RPF Academy and made available through its website. A training certificate will be generated on completion of the said course.

9. Awareness Generation and Preventive Strategies:

9.1 Railways shall permit display of information by Ministry of W&CD at identified major railway station indicating the location of Child Help desks at that station. Information, Education and Communication (IEC) material related to this will be developed and made available by National Commission for Protection of Child Rights.

9.2 Effort will be made to monitor movements of Migrant Families & Children by rail and to disseminate crucial government information and contacts to these families.

9.3 Railways shall make announcements at stations through public address systems regarding material provided Ministry of W&CD regarding child in need of care and protection location of the Child help desk and the Child Line Emergency contact no 1098, to enable stakeholders to identify such children and bring them to the notice of the railway or police authorities.

9.4 Awareness should be beyond the railway station premises. Restrooms, nearby hotels, public bus stands and other spaces around the railway station must also generate visual awareness on issues related to trafficking and child labor.

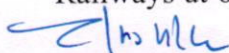
9.5 Railway CHD team of the Railway Childline shall conduct outreach and awareness at railway station premises including in halting trains and the SS/SM/SD will facilitate the same. They will require no special or additional permission to conduct the same.

10. NCPCR in association with Railway Children India has prepared a "Guidebook for Creating a Child Friendly and Protective Environment for Children in Contact with Railways" which has been circulated to GMs and DRMs by Chairman, Railway Board vide DO letter No. 2018/Trans. Cell/E/Child Protection dated 04.06.2018. Copy of the guidebook is enclosed as Annexure IV. The guidelines contained in the guidebook may be implemented by all concerned for care and protection of children in contact with Railways. However, when there is a contradiction between the guidelines contained in the guidebook and the instructions contained in the SOP, the instructions contained in the SOP will prevail till the matter is resolved by mutual consultation between the MoR and the NCPCR.

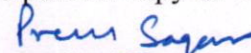
11. Special measures for protection of children distressed due to the pandemic COVID-19 formulated and communicated to Zonal Railways are enclosed as Annexure V. The monitoring of implementation of these measures may be done by CHGs, ADRMs and AGMs at station level, Divisional level and Zonal level respectively. These measures will be reviewed once the impact of the pandemic is over.


12. Future road map:

12.1 **Optional:** Setting up of open shelters in collaboration with the identified NGOs: The RWWCO and Prayas JAC society had entered into an agreement for setting up and operation of "Open Shelters" for care and protection of children in contact with Railways at 6 stations as a pilot project in the past. A copy of the MoU is enclosed as


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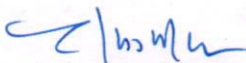

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Annexure VI. GMs of the Zonal Railways may explore the possibility of extending it to other stations.

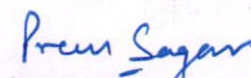
- 12.2 **Mandatory:** Security Directorate in consultation with ED (C&IS) will develop a web based application (RCPIMS – Railway Child Protection Information Management System). The idea is to capture the biometric details, photograph and other information mentioned in the SOP in respect of the children rescued by railways and make some of the information available on need to know basis to Law Enforcement Agencies, parents/guardians of children and public at large. Link to the portal for use of parents/guardians will be provided on Indian Railways website. This will also create a database for children rescued by Railways (RPF) along with an MIS which will be of immense help to the law enforcing agencies and the public. The database will establish a national-level tracking system starting from rescue, inquiry, rehabilitation, repatriation and restoration of the child. We may explore the possibility of an API (Application programming Interface) with Track Child portal being operated by MWCD to bring synergy in the efforts towards child protection.
- 12.3 Facial recognition cameras shall be installed at vantage points in sensitive railway stations identified based on past data of children rescued.


13. Coordinating Officers at Division, Zone and Railway Board:

- 13.1. ADRM shall be the nodal officer at the Divisional level. He shall be assisted by Sr.DCM, Sr.DEN (Coordination) and Sr.DSC.
- 13.2. The AGM will be the Nodal Officer at the Zonal level. He will be assisted by PCCM, PCE and PCSC.
- 13.3 AGM/ADRM may coordinate with DDG/UIDAI having jurisdiction to locate at least one aadhaar centre near every station with functional Child Help Desk so that taking the child to nearest Aadhaar centre for verification of details becomes easier.
- 13.4 ADRMs will conduct quarterly meetings with each CHD for review of SOP implementation. The meeting will be attended by members of one CHD at a time with ADRM. Such meetings will also be attended by Sr.DSC, Sr.DCM, Sr.DPO/DPO and Sr.DEN (Co).
- 13.5 ADRMs will provide for space at railway stations at the district HQ for mandatory sitting of Child Welfare Committee (CWC) at the railway station once/twice a week. It can be conducted at the SS/SM/SD's office or a conference room (if available at the station) or some other suitable place at the station. Necessary instructions will be issued by ADRM in this regard.
- 13.6 AGM will arrange for fixing of a metal board with CHILDLINE 1098 and other relevant information inside all coaches of the passenger/mail-express trains under primary maintenance of the zone concerned.
- 13.7 AGMs will also conduct quarterly review meetings on action taken for implementation of this SOP with ADRMs wherein PCSC, PCCM and PCE will also attend.

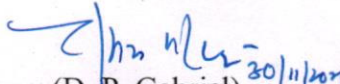

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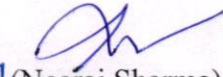

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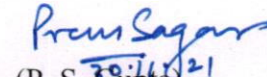

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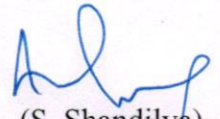

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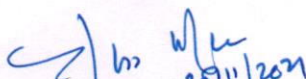
13.6. Director General, Railway Protection Force shall be the Nodal Officer at Railway Board level. He will be assisted by EDPM, IG/HQ and ED/CE (G). He will get the provisions of the SOP reviewed by a committee of PED/IR, EDCE (G), IG (HQ) and EDPM once every 5 years or sooner as per requirement.



(D. P. Gabriel) 30/11/2021
PED/IR


(Neeraj Sharma)
EDPM



(P. S. Gupta) 21/11/21
EDCE (G)


(S. Shandilya)
IG/HQ


PED/IR 30/11/2021


EDPM

EDCE (G)



IG/HQ¹⁴

Form I**Details of the Children in contact with Railways**

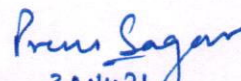
The SM/SS should maintain an Admission Register and each case shall be recorded in the register. The details shall include.


- (i) Name, gender age of the child
- (ii) Aadhaar number, (if any)
- (iii) Father's Name
- (iv) Mother's Name
- (v) Name and age of siblings
- (vi) Address- Village, Police Station, District, State
- (vii) Photograph of the child
- (viii) Health of the child
- (ix) Inventory list
- (x) Reasons for child leaving home
 - (a) Family discord
 - (b) Education related
 - (c) Job related
 - (d) Any other (pl specify)
- (xi) Whether the child had been victim of any crime? If yes, then details of crime registration and identity of perpetrator (if known)
- (xii) Whether the child was found alone; with friends; with relatives; with unknown persons etc (pl provide details)
- (xiii) In case the child was found in train, provide details of date, time and train number etc Date and time of receiving and discharging each child.
- (xiv) Name and identity of the person who had referred the child or children to CHD.
- (xv) Name of the person and designation or relations with the child whom child or children have been handed over with proof identity.
- (xvi) Name/ Designation/Office/Contact no of the official / person producing the Child before the CWC. Time of departure and time of handing over at CWC.
- (xvii) A daily summary of the number of children admitted and discharged should be made records.
- (xviii) Present whereabouts of the child along with rehabilitation particulars if any

(Once (RCPIMS – Railway Child Protection Information Management System) is operationalized, this form will be filled up online and the biometric record and photograph will also be uploaded in respect of every child rescued)


PED/IR
30/11/2022


EDPM


Praveen Sagar
30.11.21
EDCE (G)


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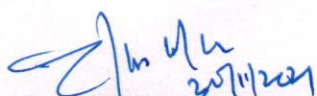
Form II -

Format of Monthly Review Report of convener of **Child Help Group** to be submitted to ADRM.

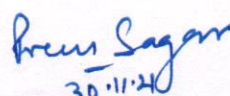
Sl. No	Case. No Brief Details of child with rescue date/time/place/ Rescuer/ circumstances, etc.	Division/ Station	Contact phone Nos. Railway & BSNL	Date & Time of producing the child/children to the NGO/Childline at Child Help Desk/Kiosk	Details of expenditure incurred from imprest for taking care of the Child


(Once (RCPIMS – Railway Child Protection Information Management System) is operationalized, this form will be shown in the dashboard)

On operationalization of RCPIMS, database containing name and photograph of child rescued with place of rescue will be placed in public domain in searchable format.


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**Memorandum of Understanding
(MoU)**

Between

The Ministry of Railways –
(herein after referred to as **First Party**.)

and

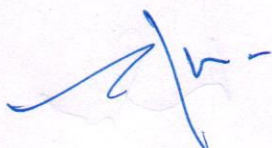
The Ministry of Women and Child Development –
(herein after referred to as **Second Party**.)

Signed on 19th May, 2015 at New Delhi

To further the association and co-operation of the above two parties in the implementation of the jointly prepared 'SOP to ensure the care and protection of the child in contact with Railways' (herecin after referred to as '**the SOP**') as envisaged in Para 3.1 of the SOP. The SOP referred herecin and below, is the Standing Operating Procedure issued vide DG/RPF letter no. 2012/Sec(Crime)/45/87 dated 05.03.2015 and shall include any amendments as are incorporated in it from time to time.

Objectives:

1. To provide clear guidelines/procedure for the functioning of the 'Child Help Desk/Kiosk' (herein after referred as **CHDK**) proposed to be set up on the platforms of selected Railway Stations.
2. To mutually agree that the guidelines/procedures outlined overleaf are binding on both parties and on the Agency/NGO/Institution nominated/authorized by the Second Party to Build/Operate/Manage/Maintain the CHDK at all selected Railway Stations as listed in Annexure-1 to the SOP. The agency/NGO/Institution nominated/authorized by the Second Party is referred herecin after as **Third Party**.



Guidelines Governing the Setting up of CHDK and its Functioning

1. Location of the CHDK

- i. An area of 6x6 square feet will be made available by the first party for setting up of the CHDK to the Second Party at all selected Railway Stations as per Annexure-1 to SOP. Terms and conditions shall be as per para 3.1 of SOP.
- ii. The location of CHDK will be proposed jointly by the SM/SS and SSE/Works of the stations and the Second Party or the authorized/nominated Third Party. This will finally be approved by the ADRM of the concerned Division after a mandatory site visit and his decision will be final and binding on the Second or Third Party as the case may be. While selecting the location it should be ensured that the CHDK does not obstruct or impede free movements of passengers & trolleys.

2. Construction of the CHDK

- i. Non permanent, light weight and waterproof material as approved by SSE/Works may be used for the construction of the CHDK at the designated location.
- ii. It may be designed and furnished in a Child friendly manner. There should not be any protuberances from the CHDK hindering the free flow of passenger movement.
- iii. The CHDK will be located within the ambit of CCTV surveillance area wherever the facility available.
- iv. The entire cost of construction, furnishing and operating including provision of electrical appliances, telephone, etc at the CHDK will be borne by the Second Party/Third Party.
- v. As and when a station is deleted from the list as per Annexure-1 to the SOP or the SOP is cancelled, the CHDK(s) will be removed by Second Party/Third Party at their own cost, within a period of thirty days, failing which it will be removed by Railway.

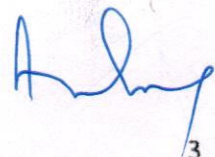
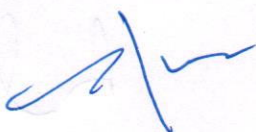


3. Operation/Management of the CHDK

- i. The CHDK is to be used only for the purpose of providing temporary/transit care for the Child in need of care and protection. The staff available on duty at the CHDK will make every effort to ensure that the procedures relating to the rescue of the Child are promptly completed and the Child is produced before the Child Welfare Committee (CWC) without any delay.
- ii. The staff deputed at the CHDK directly by the Second Party or through the Third Party will be available round the clock to offer assistance to Children in need of care and protection on the Railways.
- iii. The staff shall be in possession of a valid Id card issued by the Third Party. In addition, the staff shall submit a police verification certificate to the SM/SS of the concerned station before taking up duties at the CHDK.
- iv. The premises of the CHDK will be made available for inspections by any authorized official of the First Party.
- v. One competent staff will be nominated as the in-charge (IC) of the CHDK and he/she will furnish information as per the forms 1 and 2 given in Annexure -2 of the SOP for each individual Child rescued at that Station to the SM/SS. The names and duty times of the staff deputed for duties at the CHDK will also be submitted to the SM/SS every week.

4. Maintenance of the CHDK

- i. The CHDK will be kept in a neat and clean manner by the Second/Third Party.
- ii. The First Party will assist the Second/Third Party in the efforts to keep the CHDK neat and clean by clearing the litter during the normal course of cleaning of platforms.
- iii. Any other maintenance work required towards the infrastructure of the CHDK will be done by the Second/Third Party.
- iv. Electrical break downs and maintenance will be promptly attended by the First Party.



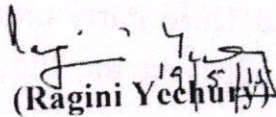
5. CCTV Surveillance

- i. Wherever the facility is available, the staff deputed for duty at the CHDK may be permitted by the Inspector RPF with the approval of DSC/Sr.DSC to have access to the CCTV monitoring and control room for the purpose of surveillance of station premises to identify Children in need of care and protection in contact the Railways.
- ii. The footage of rescue of the Child, if any, will be retained with the Inspector RPF for a period of 30 days and made available to the Second/Third Party on request at their cost.


6. Arbitration

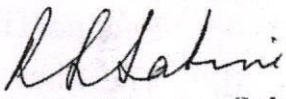
- i. Every effort will be made by all parties concerned and their representatives to function in a coordinated and cordial manner to ensure the care and protection of the Child in contact with the Railways in terms of the jointly prepared SOP issued in this regard.
- ii. In the event of any dispute the concerned ADRM will take all efforts to bring about a mutually acceptable solution.
- iii. However if all efforts to bring about an amicable settlement at the divisional level fail, appeal may be made by the aggrieved party to the AGM of the Zonal Railway. The decisions of the AGM of the Zonal Railway will be final and binding on all parties concerned.

Agreed as above.


(Ragini Yechury)

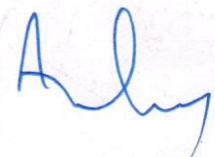
Authorized Signatory
of First Party


(रागिनी यचुरी/RAGINI YECHURY)
कार्यकारी निदेशक (ओ.सा.)
Executive Director (I.R.)
रेल मंत्रालय / Ministry of Railways
(रेलवे बोर्ड / Railway Board)
नई दिल्ली / New Delhi


(Rashmi Saxena Sahni)

Authorized Signatory
of Second Party

(रश्मि सखसेना साहनी)
(RASHMI SAXENA SAHNI)
संयुक्त सचिव / Joint Secretary
महिला एवं बाल विकास मंत्रालय
Ministry of Women & Child Dev.
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi





सत्यमेव जयते



GUIDEBOOK FOR CREATING A CHILD FRIENDLY AND PROTECTIVE ENVIRONMENT FOR CHILDREN IN CONTACT WITH RAILWAYS



NATIONAL COMMISSION FOR PROTECTION OF CHILD RIGHTS
in association with
RAILWAY CHILDREN INDIA

2018

**Guidebook for Creating a Child Friendly
and Protective Environment for Children
in Contact with Railways**

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Acknowledgements

The Guidebook for Creating a Child Friendly and Protective Environment for Children in Contact with Railways was drafted by NCPCR in collaboration with Railway Children India.

We express our gratitude to the following persons without whom this document would not have been possible.

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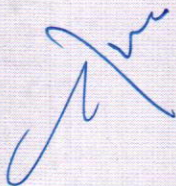
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PROTECTION OF CHILDREN IN CONTACT WITH RAILWAYS

The Problem

Every 5 minutes a child arrives alone at the major railway stations in India¹. Indian Railways is one of the largest railway network in the world². It runs 12,000 passenger trains per day connecting about 8,000 stations spread across the sub-continent³. On any given day around 2.3 crore people travel through the railways and another significant number of people access railway stations for various purposes. In this population, children are often found travelling alone in the trains, or engaged in vending, begging, rag picking and living at the station premises. Most of these children are run-away from their homes and generally those who live in difficult circumstances, belong to dysfunctional families, poverty-stricken families, broken family, overcrowding, abusive conditions at their homes, use railway network being the most easily accessible transport to get to the cities with the hope to find a better life. Thousands of children arrive at vast, chaotic railway stations and find themselves lost, alone and scared, with no idea where to go or what to do. Such children are un-accompanied, without the means of sustenance and basic amenities, are vulnerable and at risk of law-breaking or coming in conflict with law. On the other hand, traffickers use means of railways for trafficking* of children from remote parts of the country for the purpose of labour or for sexual exploitations, and so on, and are always in lookout for such vulnerable children travelling alone to meet their self-motives.

Trafficking in India

Child trafficking may be defined as 'any person under 18 who is recruited, transported, transferred, harboured or received for the purpose of exploitation, either within or outside a country.'

Trafficking is an organised global crime that violates the basic human rights. It is one of the most serious issues plaguing India. National Crime Records Bureau (NCRB) records as many as 8,132 cases of human trafficking in India in the year 2016. Out of the 15,379-people trafficked, 58.7 percent were children, exposing them to violence, abuse, and exploitation.

There are legal provisions to combat trafficking in India such as Immoral Traffic (Prevention) Act, 1956 (ITPA), Section 370A of Criminal Law (Amendment) Act 2013, Protection of Children from Sexual offences (POCSO) Act, 2012.

In 2017, to address the issue of trafficking from the point of view of prevention, rescue and rehabilitation, a comprehensive Bill called the Trafficking of Persons (Prevention, Protection and Rehabilitation) Bill 2017 has been introduced by the government of India.

1. Data source: Survey by Railway Children, an Organisation working with children in contact with Railways since 1996 in India.

2. <http://pib.nic.in/infonug/infyr98/inf1198/i1011981.html>

3. http://www.indianrailways.gov.in/railwayboard/uploads/directorate/finance_budget/Budget_2015-16/White_Paper-English.pdf

Acknowledging the seriousness of the issue and following the directions of the High Court of Delhi, Ministry of Railways with the support of Ministry of Women and Child Development and National Commission for Protection of Child Rights (NCPCR) prepared and issued '**Standard Operating Procedure (SOP) for Railways to ensure Care and Protection of Children in Contact with Railways**'⁴ in accordance with the Juvenile Justice (Care & Protection of Children) Act and the related Rules for better care & protection of the children in contact with Railways. This SOP is presently being implemented at 35 major stations of the country in a phased manner with the support of CHILDLINE India Foundation (CIF)/NGOs nominated by Ministry of Women & Child Development.

The JJ Act creates a legal framework for the perception of the rights of all children whether alleged or found to be in conflict with law or children in need of care and protection. Child is defined as a person who has not completed 18 years age.

Ministry of Railways intends to implement SOP at all major stations of the country in a phased manner, it would, however, take time to provide such network at each of the railway stations.

The problem is wide spread across all the railway stations in the country and there is a need to provide safety and security to the children coming in contact with railways. There are already significant number of NGOs working at railway stations or in nearby areas for protection of such vulnerable children. ***Keeping the best interest of the child, the railway machinery functioning at the railway stations with the support of the willing NGOs working at the railway stations, along-with other stakeholders may voluntarily provide protection and security to the children within the wider purview of SOP.***

Best interest of child means the basis for any decision taken regarding the child, to ensure fulfilment of his basic rights and needs, identity, social well-being and physical, emotional and intellectual development (Section 2(9) of JJ Act)

I. Objective behind Preparing this Document

To ensure every child at risk, travelling or arriving alone or travelling in groups with an adult using railways should be attended and taken care of by the Government or Non-Government stakeholders present at the railway stations.

II. Who all can Support in Creating a Protective Environment for Children at the Railway Station?

In a railway station the key stakeholders to ensure protection for children are those who all are entrusted for operationalizing the railway station in an effective manner; i.e. Station Master/ Station Superintendent TTE/TC, other commercial and technical railway staff,

4. SOP for Railways is available at the Website of NCPCR (www.ncpcr.gov.in).

Railway Protection Force (RPF), Government Railway Police (GRP), and so on. There are secondary stakeholders who are equally important in creating protective environment for children which includes:

- ✓ Coolie/porters
- ✓ Vendors at the station
- ✓ Cleaning staffs
- ✓ Passenger/ commuters
- ✓ Escort/s of passengers
- ✓ Taxi, auto rickshaw and cycle rickshaw drivers
- ✓ Public spirited citizens

In addition to these stakeholders there are NGOs who are already working at different railway stations and nearby areas to address the issue.

Identifying and reaching out to every child in contact with Railways is the need of the hour. Thus, any NGO already working at the station and willing to offer its services at the railway premises for the protection of children may be encouraged. This will enable in identifying, rescuing and rehabilitating more number of children coming in contact with Railways for various purposes.

Study on 'Child Reunification Processes in India' conducted by Railway Children, an NGO has revealed that almost half of the children left their home due to fear of punishment, feeling neglected or lonely and without having perceived goal or destination. Such children use Railway as travel mode and become vulnerable and are in need of care and protection. Timely rescue of these children save their future.

III. How the Protection of Children in Contact with Railways can be ensured?

Ministry of Railways has circulated the '**Standard Operating Procedure for Railways to ensure care and protection of children in contact with Railways**' (herewith SOP) based on the provisions of JJ Act and directions of the Delhi High Court. A collaborative effort from Railway Officials operating at the Station with NGO functioning at Railway Station or in nearby area for the cause of children along with other stakeholders can enable a child friendly environment at the railway station. Convergent approach between all the stakeholders can identify and provide care and protection to every child at risk arriving alone or passing through the station.

IV. What could be the Mechanism to Safeguard Children's Rights at the Station Premises?

SOP circulated by the Ministry of Railways clearly defines the mechanism to ensure care and protection for the children in contact with railways, and that is already being implemented in selected stations. As the issue is widespread, Railway officials functioning

at the non-SOP stations may volunteer to enable a protective environment for children by involving different stakeholders and adopting the following strategies at the station;

1. Creating Awareness and Sensitisation at Station

The public-address system at the Railway Station may inbuilt messages towards safety and security of children. The announcements about CHILDLINE/helpline numbers and contact point/Child Help Desk at the station may be inbuilt in the regular announcements of trains at the Station.

Announcements on lost and found children along with the message on how passengers and other people accessing station can voluntarily provide support to a child in need of care and protection can also be built into the system.

The information in regard to Child Help Desk/Child Helpline may also be displayed through electronic boards/posters/banners at the identified locations. NGOs may also conduct awareness events at the station.

2. Maintenance of Record of the Children Found at the Station

Station Master/Station Superintendent or his/her authorised representative may maintain a register to record the details of the child found. Whenever a child is found at the railway premises, s/he may be handed over to RPF/GRP or voluntary organisation operating at the station who would make the child comfortable and record/facilitate to record particulars of the child in the register maintained with the station master as per the format in SOP (Form I). RPF/GRP as per their official procedure shall also ensure a Daily Diary/General Diary entry.

Mandatory Reporting of found child

Under Section 32 of JJ Act, it is mandatory for any individual/police officer/functionary of any organisation to give information to nearest Childline/police station/CWC/DCPU within twenty-four hours or hand over the child to a child care institution

Not reporting under Section 32 within 24 hours shall be an offence.

3. Referral of Found Children under the Care and Protection Processes (JJ Act)

As per JJ act whenever a child is found at the railway premises, s/he is required to be produced before Child Welfare Committee (CWC) for which procedure has been detailed in Section V of the document.

A per Section 27 of JJ Act, 2015. CWC is constituted for every district for exercising the power in relation to children in need of care and protection. CWC shall consist of a chairperson and four other members of whom at least one shall be a woman and another, an expert on the matters concerning children.

4. Operation of an NGO at the Station

As per SOP, at the stations approved for implementation of SOP, Ministry of Women & Child Development is responsible to identify and nominate an NGO who will facilitate all matters pertaining to the child in contact with the railways. At non-SOP stations, pending implementation of SOP, Station Master/Station Superintendent may consider facilitating safety and security to children at the station with the help of RPF/GRP or NGO already functioning at the station/nearby area or willing to work at station.

5. Station Master/Station Superintendent can form a Child Help Group (CHG)

To ensure protection of every child coming in contact with Railways, Station Master/Station Superintendent can form a child help group (CHG) comprising Station Master (SM)/Station Superintendent (SS), Inspector-RPF, Station House Officer (SHO)-GRP and Chief Ticket Inspector (CTI) for well-coordinated work on child protection at the station. The group may also have a representative from voluntary organisation/ NGO as a regular member to facilitate care and protection of children. Station master as nodal officer may play the key role and take support of SSE (Works), Medical Official or any other official depending upon the need and requirement.

6. Child Help Desk (CHD)

A Child Help Desk with approximate space of 6'x6' may be set up at the platform which can be operational for 24 hrs. with the support of RPF/GRP or any willing/identified NGO working at the Railway Station. The objective of operating Child Help Desk shall be to;

- keep a vigil at the railway station
- coordinate with all the concerned departments
- provide immediate care and support to children identified at station
- assist people who refers or wants to share information about any lost and found child
- raise awareness in public, and
- keep and maintain registers and IEC materials

7. Creating and Maintaining a Contact Directory

For safety and security of children found at the stations a contact diary of the following may be maintained/displayed at the Railway station and GRP/RPF station.

- a. Name, address and phone numbers of the Child Welfare Committee(s) and Juvenile Justice Board (JJB).

As per Section 4 of the JJ Act, 2015. JJB is constituted for every district for exercising powers relating to children in conflict with law. JJB shall consist of a Metropolitan Magistrate or a Judicial Magistrate of First Class (Principal Magistrate) and two social workers of whom at least one shall be woman.

- b. List of NGOs, CHILDLINE and Institutions for children, nearest hospital with paediatric department, nearest State Government children's home with their address and Contact numbers.
- c. Name of the police officer or Special Juvenile Police Unit (SJPU) or a designated police officer notified as per Juvenile Justice (Care and Protection of Children) Act, 2015.

SJPU is a unit of the police force of a district or city or, as the case may be, any other police unit like railway police, dealing with children and designated as such for handling children under Section 107-Section 55 of the JJ Act, 2015.
- d. Emergency contact no. of Child Welfare Committee, JJB with the jurisdiction over the station, Child Welfare Officer of the GRP/Local Police/RPF.
- e. Contact details of District Child Protection Unit (DCPU).

DCPU is a child protection unit for a District established by the state government as a focal point for child protection services in the district as per Section 26 of JJ Act, 2015

8. Capacity building trainings for RPF/GRP and Child Protection Committee members

Trainings may be conducted with the support of RPF training institute in collaboration or support from expert NGOs who are willing to offer their service. Periodic capacity building trainings would enhance knowledge of the concerned members which will contribute in creating a child friendly atmosphere at the railway station.

V. Procedure to be Followed to Provide Care and Protection to the Child found at Railway Stations and Trains in Context of SOP

A. Steps to protect a child found at Railway Station:

1. The Child will be brought to the Station Superintendent (SS)/Station Master(SM) by RPF or GRP or by voluntary organisations/or any person.
2. The SS/SM shall ensure that Child's details are recorded in register maintained by Station Superintendent/Station master and place photograph of the child in the register with assistance from GRP, RPF or NGO in the system.

Production before CWC

As per (Sec 31 of JJ Act), Any child in need of care and protection may be produced before CWC without any loss of time but within 24 hours by any of the following:

- Police Officer/ SJPU/DCPU/Child Welfare Police Officer
- Officer of DCPU/Inspector under Labour law
- Public Servant
- Child Welfare Officer/Probation Officer
- Childline Service or NGO
- Social worker /public-spirited citizen/nurse, doctor, management of any medical institute
- Child himself

3. The SS/SM shall ensure the details of the rescued child is conveyed to RPF/GRP who will in turn ensure that details of the child is conveyed to,
 - (i) local police station in which the parents/guardian of the child live and,
 - (ii) RPF Help Line.
4. After recording the details of the child, child would be handed over to the RPF/GRP who in turn will take necessary action.
5. Meanwhile, periodic announcements over the Public Address System regarding the child may be made.
6. RPF/GRP will ensure the Daily Diary (DD) entry of the child before handing over the child to NGO/CHILDLINE/Child Help Desk (CHD) at the station or Child Welfare Committee.
7. Child then can be produced before Child Welfare Committee (CWC) by NGO/CHILDLINE or directly by RPF/GRP without any delay.
8. In case the rescued child is girl, she should be provided shelter in waiting room and a woman constable of RPF may provide security. In the absence of Women RPF constable, RPF can take the help of women GRP constable or a Railway women employee.

B. Steps for Taking care of the Child found in Train

1. GRP/RPF shall consult with the TTE on board and take necessary action to protect the child/children.
2. TTE/TC/GRP/RPF shall provide temporary transit⁵ care and protection to the child till the next scheduled major station.
3. GRP/RPF to facilitate immediate need like drinking water, food or first aid to the child, if required during transit care in the train.
4. GRP/RPF will try to establish rapport with the child/children by interacting with him/her in a child friendly manner.
5. GRP/RPF will record details of the child/children.
6. Inform the SS/SM, GRP & RPF of the next major station in which train halts about such child/children on board through security help line/Security Control Room for taking action to receive the child/children at the station on arrival of the train.
7. After reaching at the railway station, the rest of the procedures shall be followed as detailed under Section V(A).

5. Temporary transit care and protection for the child means making child feel comfortable by providing safe space/seat in the running train, separated from the accompanied by any suspected adult/peers, if any

VI. Role & Responsibility of Primary Stakeholders at the Station

A. Station Superintendent/Station Master

The Station Superintendent (SS) or Station Master (SM) is the head of the Station and is responsible for the all matters pertaining to the Railway Station. S/he ensures smooth running of trains, issue of tickets, goods handling, parcel handling and accounting of station earnings along with the passenger safety and protection. Thus SS/SM being the key person is also responsible for safety and security of children in railway premises. SS/SM being the convenor of Child Help Group (CHG), may ensure:

1. Convening of meetings of the CHG as and when required.
2. Involve with the Child Welfare Committee, CHILDLINE (1098 service) and reputed NGOs for protection of children as per law.
3. Establish/facilitate documentation system to record details of each child mentioned in the Section IV (2) above.
4. After proper documentation of the child, to ensure that child is produced before Child Welfare Committee and proper procedure is followed as detailed in Section V (A).
5. If the rescued child is a girl, provide Railway's woman employee in the absence of women constable of RPF and GRP to ensure the safety of the girl child.
6. Facilitate periodic announcements over the public address system regarding any missing/ trafficked child, whenever required.
7. As the convenor of the CHG, SS/SM may facilitate awareness events at the station level with help of NGOs.

B. Inspector-Railway Protection Force (RPF) and Station House Officer (SHO)- Government Railway Police (GRP)

1. The Inspector of RPF and SHO of GRP are entrusted with a key role to create a child protection mechanism at the railway station. They would ensure:
 - a) Meeting immediate needs of the child.
 - b) Child to be brought to SS/SM.
 - c) Daily Diary (DD) entry.
 - d) In case of girl child, a female constable to be deputed to accompany with the outreached/rescued girl child.
2. The child found/ rescued is in safe custody of NGO at Child Help Desk at the station (if existing) till the time the child is produced before CWC.
3. The information of child found/rescued/outreachd child is conveyed to the RPF Help Line and the local Police station where the parents/guardians/relative of the child live in.

4. Keep unobtrusive surveillance on suspected child/group of children travelling with or without any adult member on routine basis by RPF/GRP train escorting staff.
5. Provide access to operating NGO to view the CCTV surveillance network for monitoring/identifying child at the Station/Platform, yard etc.
6. SHO-GRP discharge the role as mandated in the Juvenile Justice (Care and Protection of Children) Act-2015 for Special Juvenile Police Unit (SJPU).
7. Briefing of RPF/GRP personnel on child protection issues during routine meetings, at the stations.
8. Create awareness on child protection among stakeholders, such as, porters, vendors, passengers, TTEs, TCs and cleaning staff. This could include organizing orientation/sensitization sessions for these groups at the railway premises etc.

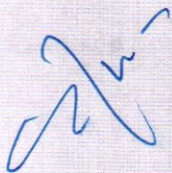
C. Train Ticket Examiner (TTE) and Ticket Collector (TC)

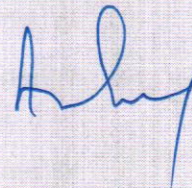
1. The TTE and the TC are officials of the railways who can identify children in need of care and protection in the trains. S/he shall remain vigilant with respect to the following situations that may indicate the need for an intervention:
 - a. Whenever a group of children board train.
 - b. Whenever there are more than four to five children accompanied by one or two adults.
 - c. Whenever there is /are unaccompanied child/children.
 - d. Whenever there are children without ticket and do not have proper information about the destination or whenever children give contradictory information about their destinations.
 - e. Whenever children are being frequently shifted from one compartment to other.
 - f. Whenever children are not allowed to talk to each other or to any other person.
2. In such situation, the TTE/TC shall take following action:
 - a. Approach the child/children and ask him/her/them about their address and destination in a child friendly manner without intimidation and threat.
 - b. Ascertain if the child/children need help and assistance, provide transit care and protection to the child till the next scheduled major stations.
 - c. Inform the GRP/RPF as the case may be to ensure that in case it is suspected that child/children is/are runaway or is/are abandoned or is/are being trafficked.
 - d. Hand over the child to RPF/GRP personnel, then RPF/GRP shall take necessary actions to protect the child/children and follow procedures as mentioned in Section V.

D. Duties of Railway Protection Force (RPF), Government Railway Police (GRP) train escorting Staff

Keep unobtrusive surveillance on suspected child/group of children travelling with or without any adult member. If found to be trafficked/abused/destitute/abandoned/lost or exploited children, following action may be taken:

1. Immediately consult with TTE/TC on board and take necessary action to protect the child/children and follow procedures as mentioned in Section 5(B).
2. Communication with the child/children in child friendly manner and record the important details of the child/ children i.e. name, age, details of parents/guardians/ relatives and their contact phone numbers, station where boarded, destination station, details of tickets etc.
3. Take necessary actions to protect the child/children and follow procedures as mentioned in Section 5(B).





NCPCR's POCSO e-box

E-mail: pocsoebox-ncpcr@gov.in, www.ncpcr.gov.in

Mobile: 9868235077

When you get an unsafe touch, you may feel
bad, confused and helpless

You need not feel "bad" because it's not your fault



Press This Button



National Commission for Protection of Child Rights

5th Floor, Chanderlok Building, 36, Janpath, New Delhi-110001

Ph.: 011-23478200, Fax: 011-23724026

Website: www.ncpr.gov.in • Lodge your complaint at: www.ebaalnidan.nic.in

MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI

No.2021/Sec(Crime)/42/A/04

New Delhi, Dated 02.07.2021

✓ General Managers

All Zonal Railways
CMD /KRCL.

Sub:- Guidelines for care and protection of children in distress due to COVID-19 pandemic

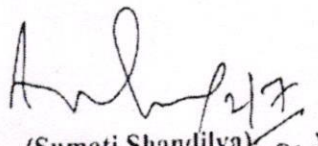
Indian Railways have played a major role in providing transport to people in distress during the COVID-19 Pandemic. It has also reached out and provided assistance to the needy during this crisis. Reports are regularly being received that children in distress due to loss of one or both the parents or parents being indisposed or impoverished due to pandemic have left such children helpless at this critical juncture. These children are vulnerable to Human Trafficking, Child Labour and illegal adoption which is a matter of great concern.

Rehabilitation of such children is also a major concern for our society, and as a responsible citizen of India and member of a premier organization, we should proactively come forward to help in rehabilitation efforts launched by various state agencies, NGOs & stakeholders. We must identify, secure and rehabilitate them before they are sucked in the dark web of human trafficking. Many other organizations and NGOs, are also working hard to protect their rights and for their proper rehabilitation.

In light of above, it is planned to launch an initiative for their protection and proper rehabilitation under code name "REACH OUT, SECURE & REHABILITATE". An Action Plan to be adopted for the "Care and Protection of Children in Railways" in the present COVID-19 Pandemic has been prepared and is enclosed as Annexure - 1 for your guidance. The action plan has already been communicated to Hon'ble Minister of Women & Child Development by Hon'ble MR.

You are requested to kindly implement the action plan in letter and spirit. A nodal officer in the division and a nodal officer at the zonal level may please be nominated to coordinate and oversee the implementation of the action plan. As an immediate measure, a Video Conference may be got conducted to pass on the message to the ground level.

Enclo : As above


(Sumati Shandilya)

Inspector General/HQ

Railway Board

Tele: No. 011-23385836

Email ID. sumati.shandilya@gov.in4th Floor, Room No. 434

Copy to:- PCSCs, All Zonal Railways and KRCL for necessary action and compliance.







Action Plan for care and protection of children in distress coming in contact of railways due to ongoing pandemic COVID-19

Several cases are coming to notice where children are facing difficulty due to the impact of pandemic like loss of one or both parents, parents driven to poverty due to unemployment, child being compelled to work as child labour, being forced to leave home after argument with parents since both parents and children are traumatised by the pandemic etc. Such children are soft targets for human traffickers and we must identify, secure and rehabilitate them before they are sucked in the dark web of human trafficking.

Indian Railways is already playing a major role in rescue of children by implementing the SOP finalized in consultation with MWCD in 2015 wherein the NGO identified by MWCD collaborates with RPF, Station Superintendents, TTEs, GRP staff in the Child Help Groups (CHG) and operates the Child Help Desks (CHD) at the station level to identify, secure and rehabilitate children in need of care and protection. The CHDs are presently in operation at 132 stations.

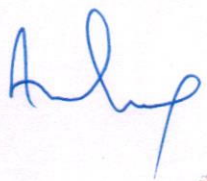
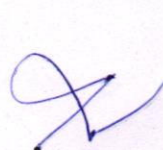
In order to intensify the efforts further and ensure that we reach out to every child under distress due to pandemic coming in contact with railways, the following action plan needs to be implemented in collaboration with all stakeholders including the NGO designated by MWCD:

1. Intensive sensitization of RPF personnel, GRP personnel, station staff, TTEs and other railway and private employees working at railway stations, CCTV control rooms and in trains:
 - a) To keep watch over children orphaned due to COVID being offered for adoption through social media and bring it to the notice of the CWC.
 - b) To identify children found at or nearby stations or in trains who are unaccompanied by adult, appears nervous or scared, dishevelled, dirty, agitated or are crying.
 - c) To identify children travelling in groups with unrelated adult/(s) seemingly not familiar with each other and appearing silent or withdrawn. It is a tell tale sign of children being trafficked.
 - d) To keep themselves informed about any child/children orphaned or in distress due to COVID in villages/towns near the station.
 - e) To keep in touch with nearby hospitals to collect information about any child orphaned/in distress due to COVID.

2. The personnel mentioned in Para 1 will reach out to children so identified and try to secure and rehabilitate them in co-ordination with NGOs, other stakeholders and concerned institutions of the State/UT governments including CWC.



3. The personnel mentioned in Para 1 will also be sensitized to provide special attention to the children impacted due to the spread of pandemic COVID-19 and will be guided to sensitize people in the nearby areas and passengers visiting stations regarding the services and facilities available nearby for children in distress situations. They will work in coordination with concerned officials of State/UT government, CWC, active NGOs and other stakeholders in this regard.
4. As an immediate measure, a Video Conference with Senior Railway Officers in the field will be conducted to pass on this message to the ground level.
5. In addition, field formations of RPF will identify counsellors from among lady RPF personnel in the field to provide immediate counselling to children so identified and secured.
6. Field formation will nominate one Nodal RPF personnel for each child so secured and identified who will be responsible from the time the child is secured to the time of his/her rehabilitation. In case the child is sent to children home, the nodal RPF staff will visit him/her there regularly and take stock of his/her well being. Necessary report will be made in case anything is found unusual/amiss or objectionable.
7. The coordination mechanism with the NGOs will be standardized and extended further to stations where no CHD is functional and may also cover the NGOs involved in child rescue active in areas beyond railway boundaries.
8. The senior officers in the field will also supervise the process of rehabilitation of children rescued by Indian Railways.



Annexure VI

MoU between RWWCO and Prayas JAC Society for setting up and operation of Open Shelters at 6 stations for care and protection of children in contact with Railways.

The MoU has been executed between the Railway Women Welfare Central Organization, (RWWCO), registered under Cooperative Societies Act, 1912, the RWWCO is the apex body of the chain of Women's Welfare Organizations spread across all zones of Indian Railways, engaged in the task of welfare of Railwaymen/women and their families and Prayas JAC Society, a national level, non-profit, child centric organization, which is also a registered society under the Society Registration Act, also registered with 'DARPAN PORTAL of NITI AAYOG'. The organization has been working with the marginalized, vulnerable, distressed, deprived, destitute and also with children coming in contact with Railways from past three decades through multiple programs such as child protection, juvenile justice, emergency helpline number for distressed children (CHILDLINE 1098), running children home/ shelters as 'fit institution', education, nutrition, health, vocational training & life skill programs. The organization has 46 Homes/Shelters for children, women & adults including emergency helpline number (CHILDLINE-1098) and is supported by the Ministry of Women & Child Development, CHILDLINE INDIA FOUNDATION/ State Governments etc in 09 States/UTs, namely Delhi, Bihar, Jharkhand, Gujarat, Assam, Arunachal Pradesh, Haryana, Andaman & Nicobar Islands and Rajasthan. The organization is presently controlled and managed by the 25 member Governing Body of Eminent persons.

The Agreement is being executed between the Railway Women Welfare Organization and Prayas JAC Society to set up Open Shelters and Child Help Desks, (CHD) on pilot basis at the following six railway stations, namely, Delhi, Ahmedabad, Jaipur, Danapur, Samastipur and Guwahati for care and protection of vulnerable and distressed children coming in contact with the Railways.

The Railway Board directed the concerned General Managers of the Zonal Railways regarding 'Pilot for setting up of Open Shelters' for its implementation and to ensure care and protection to large number of distressed, runaway, separated, trafficked and vulnerable children at the Railway Station or near the areas surrounding the Railway Station. The Open Shelter will be run on 24x7 hour's basis and would provide basic services such as nutrition, psycho-social support, and medical aid etc. It will be used as transit in restoring the

children with their families by following the laid down process under Juvenile Justice (Care & Protection of Children) Act, 2015.

The Open Shelter are being be set up at one of the Platforms at all the six Railway stations for providing care & protection to vulnerable children coming in contact with Railways, RPF & GRP,(Railway Protection Force & Government railway Police), child helpline/CHD and others concerned at the Railway Stations or at any place adjacent to the railway station.

These Shelters are of approx 2000 square feet of accommodation which accommodates 25 children and provides immediate relief to them by way of providing basic services, such as, nutrition, psycho-social support, medical aid and would be used as a transit in restoring the children with their families by following laid down process in Juvenile Justice (Care & Protection of Children) Act 2015 & Model Rules, 2016.

Each Shelter is segregated into the following: Dormitory-(1000 square feet), 2 Bathrooms (25 square feet each), person-in-charge room/counselling room/office room (500 square feet) and one store room (125 square feet). The Railway authorities are providing space for setting up Open Shelter and also space for setting up Childline (1098) which functions as Child Help Desk, (CHDs) to Prayas JAC Society. One care taker has been provided by RWWO through the concerned Railway Division to guard the property and look after the assets.

All the operational expenditure required for running the Open Shelter and of running the Child Help Desks are being provided by the Prayas JAC Society. Day to day petty maintenance of the building and electricity and water will be provided by concerned by Railways. However, charges for water and electricity consumed are to be paid by Prayas JAC Society to the Railways.

The Prayas JAC Society should have valid registration or recognition certificate of 'FIT INSTITUTION', duly declared under the Juvenile Justice (Care & Protection of Children) Act 2000/2006/2015. The Open Shelters will become operational after all necessary clearances and licenses have been obtained by the 'Prayas JAC Society' from concerned Governments and will remain operational during the validity of these clearances/licenses. Responsibility of running the Open Shelter would be that of Prayas JAC Society. Any legal matters arising out of running of Open Shelters and its settlement including expenditure thereof shall be sole responsibility of Prayas JAC Society. RWWO will be completely indemnified from such disputes/legal matters and any expenditure thereof.

Further, in terms of Railway Board directives apart from the mechanism set up by MWCD and respective State Governments for ensuring proper running of the shelter as per law by Prayas JAC Society, an 'Oversight Committee' are being set up by the concerned Divisional Railway Manager (DRM) these would keep an oversight to ensure optimum standards of care and protection at the Shelter/CHDs. The Women Welfare Organisations and Prayas JAC society would have representatives on this Oversight Committee apart from Members of Child Welfare Committee (CWC), District Child Protection Unit (DCPU), concerned Station Master/Station Superintendent, concerned RPF Post In charge, concerned Inspector GRP, Assistant Personnel officer (APO) and Assistant Engineer (AEN).

The MOU will be governed by Railway Board's directives. The allotment of accommodation has been done initially for a period of 5 years, extendable by another 5 years at the end of first 5 years.

