

DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT
GOVT. OF NCT OF DELHI
1-A, CANNING LANE, K.G. MARG, NEW DELHI
(CHILD PROTECTION UNIT)



F. No. 61(872)/Telephone Policy/DD(CPU)/DWCD/2015/27365-88 Dt.: 01.10.2015

**STANDARD OPERATING PROCEDURE ON TELEPHONE POLICY
FOR CHILDREN IN GOVT. RUN CHILD CARE INSTITUTIONS**

With reference to Rule 58(4) of The Delhi Juvenile Justice (Care & Protection of Children) Rules 2009 - "The officer –in-charge" shall, in special circumstances or as per orders of the Board or Committee, allow a juvenile or child to make telephonic communication with his parents or guardians or relatives". The Department of WCD, GNCTD hereby defines telephone policy for children housed in child care institutions and for necessary compliance by the institutions as under:

1. All children shall have the right to be in touch with their parents, guardians or relatives during their period of stay in the institution for overall physical and emotional well being.
2. Family ties through telephonic conversation shall be promoted and maintained in accordance with care plans enabling the child to overcome the stress, anxiety and emotional instability that he/ she goes through at times when placed under institutional care.
3. Phone calls will be made to Care Givers/Guardians/Parents as per the records of the child under instructions of the Child Welfare Committees.
4. The concerned Superintendent or welfare officer shall ensure that any individual / person making contact or is communicating with the child is safe, reliable & suitable for the child's well being.
5. The child care institution shall provide telephone facilities within the premises for children to make one phone call per week on a date/ time as recommended and decided by the officer-in-charge.
6. A separate telephone facility shall be provided within the institution in a specially designated room / area to maintain dignity of communication process between the child and his family in the presence of Welfare Officer/Counsellor.

7. The child shall not be allowed to talk to any other person/ unknown individual other than the parent/guardian or relative as recorded in the register without exception.
8. The concerned officer-in-charge shall maintain a register containing telephone numbers of the parents, guardian or immediate relative of the child whom the child shall telephonically communicate with.
9. A register for all outgoing calls shall be maintained by the welfare officer in the institution with the information: Name of the child, date, time and duration of call and name of the person (in relation) spoken to.
10. The officer in charge in consultation with the CWC, shall fix the time slot for each child to talk to his parent / guardian on a weekly basis or as directed by the competent authority.
11. Mobile usage shall not be permitted in the home for the children. No staff shall allow the child to talk to his family/ relatives through his personal mobile, unless authorized by Superintendent.
12. Children shall, periodically be given the privilege to interact with their family, relatives or guardians on special occasions, festivals and celebrations and provide them the opportunity to share their happiness with their close ones.
13. In case of any emergency or depending on the physical / mental state of the child or on special request of the child, he/ she shall be allowed to make telephone call to his family/ relatives in the presence of the concerned staff or as designated by the superintendent and as per directions of the CWC.
14. A separate telephone line with STD will be applied for by each Superintendent, and used specifically for this purpose. A designated space will be allocated where Welfare Officers can remain within the room.

**Sd/-
Saumya Gupta
Director (WCD)**

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Copy to :-

1. The Chairperson, Child Welfare Committee-I, Nirmal Chhaya Complex, Jail Road, Delhi.
2. The Chairperson, Child Welfare Committee-II, Kasturba Niketan Complex, Lajpat Nagar, Delhi.
3. The Chairperson, Child Welfare Committee-III, Sewa Kutir Complex, Kingsway Camp, Delhi.
4. The Chairperson, Child Welfare Committee-IV, NPS School for Deaf, Phase-I, Near Delhi Police Appt., Mayur Vihar, Delhi.

5. The Chairperson, Child Welfare Committee-V, Sanskar Ashram Complex, Dilshad Garden, Delhi.
6. The Chairperson, Child Welfare Committee-VI, Asha Kiran Complex, Avantika, Rohini, Delhi.
7. The Chairperson, Child Welfare Committee-VII, Nirmal Chhaya Complex, Jail Road, New Delhi
8. The Chairperson, Child Welfare Committee-VIII, VCH-II, PWD Barracks, B-Block, Kalkaji, Delhi.
9. The Superintendent, Phulwari Children Home for Boys-I, Alipur, Delhi.
10. The Superintendent, Ashiana Children Home for Boys-II, Alipur, Delhi.
11. The Superintendent, Ujjawal Children Home for Boys-I, Lajpat Nagar, New Delhi.
12. The Superintendent, Uday Children Home for Boys-II, Lajpat Nagar, New Delhi.
13. The Superintendent, Anupama Children Home for Girls-I, Nirmal Chhaya Complex, Jail Road, New Delhi.
14. The Superintendent, Anukriti Children Home for Girls-II, Jail Road, New Delhi.
15. The Superintendent, Village Cottage Home-I, (for Boys & Girls), Kasturba Niketan Complex, Lajpat Nagar, New Delhi-24.
16. The Superintendent, Village Cottage Home-II, (for Boys & Girls), PWD Barracks, B-Block, Kalkaji, New Delhi.
17. The Superintendent, Village Cottage Home-III, (for Boys & Girls), Kasturba Niketan Complex, Lajpat Nagar, New Delhi-24.
18. The Superintendent, Bal Niketan, Nirmal Chhaya Complex, Jail Road, New Delhi.
19. The Superintendent, Balika Greh, Nirmal Chhaya Complex, Jail Road, New Delhi-64.
20. The Superintendent, Sanskar Ashram for Boys-I, Dilshad Garden, Opp. G.T.B. Hospital, Delhi-32.
21. The Superintendent, Sanskar Ashram for Boys-II, Dilshad Garden, Opp. G.T.B. Hospital, Delhi-32.
22. The Superintendent, Sanskar Ashram for Girls, Dilshad Garden, Opp. G.T.B. Hospital, Delhi-32.
23. The Superintendent, Children Home for Girls-III, Nirmal Chhaya Complex, Jail Road, Delhi.
24. The Superintendent, Children Home for Girls-IV, Nirmal Chhaya Complex, Jail Road, Delhi.

Sd/-
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Director (WCD)