

GOVERNMENT OF TELANAGANA

From
The Commissioner,
Women Development & Child
Welfare Department,
T.S., Hyderabad.

To
The District Collectors/Magistrates,
Adilabad District,
Badradi Kothagudem District,
Jagityal District,
Jangoan District,
Jayashanker Bhupalpally District,
Jogulamba Gadwal District,
Kamareddy District,
Karimnagar District,
Komurambheem Asifabad District,
Mahabubabad District,
Mahabubnagar District,
Mancherial District,
Medak District,
Medchal-Malkajgiri District,
Mulugu District,
Nagarkurnool District,
Nalgonda District,
Narayanpet District,
Nirmal District,
Peddapally District,
Rajanna Siricilla District,
Rangareddy District,
Sangareddy District,
Siddipet District,
Suryapet District,
Vikarabad District,
Wanaparthy District,
Warangal District
Hanamkonda District,
Yadadri District.

Lr. No. 959/MV/2023, Dated: 24.05.2023.

Sub:- WD & CW Dept., - CPS – Child Helpline 1098 – staff to be recruited at districts levels - Outsourcing basis – confirmation of remuneration and positions - confirmation of Child Help Desks at Railway Station – staff pattern with salaries – qualification and experience criteria as per the SOP – age criteria on par with Mission Vatsalya staff - Regarding.

Ref:- Standard Operating Procedure (SOP) of Child Helpline received from GOI.

Attention is invited to the subject and reference above cited.

It is to inform that, as per the Standard Operating Procedure (SOP) of the Child Helpline (CHL), the human resources under Child Helpline (CHL) will be engaged for the welfare of Children in Need of Care and Protection (CNCP) and Children in Conflict with Law (CCL), who will play a vital role in the prompt and effective delivery of services as well as ensuring safety and protection of children in difficult circumstances. The staff shall be engaged on *outsource basis* and shall ordinarily be up to the 15th Finance Commission cycle i.e., up to 2025-26 subject to annual performance appraisal.

It is further to inform that, as per the Standard Operating Procedure (SOP) of Child Helpline (CHL), certain instructions are issued and the details of the same are as follows;

1. The Child Helpline (CHL) staff to be recruited on Outsourcing basis:

As per the Standard Operating Procedure (SOP), One Child Helpline (CHL) is approved to each district and the positions under Child Helpline (CHL) are to be recruited on Outsourcing basis. Further, the CHLs are to be attached to DCPU under Bala Raksha Bhavans.

2. The age criteria is considered on par with the Mission Vatsalya (CPS) staff with 21-35 years and age relaxation of 5 years to the SC/ST/BC applicants.
3. Staff pattern, the salaries of the Child Helpline (CHL) Staff, qualification and experience criteria and confirmation of no. of positions (where the range is given):

The details of the staff structure at districts levels and the salaries to be considered are as follows;

A. Human Resource at CHL Unit at DCPU:

Sl. No.	Designation of the Staff	No. of Positions	Reliable GOs / Guidelines	Education Qualification	Salary Per Month
---------	--------------------------	------------------	---------------------------	-------------------------	------------------


1	Project Coordinator	1	Present WHL drawing salaries adopting the position "Team Leader"	<p>Post Graduate degree in Social Work / Sociology/ Child Development/ Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University</p> <p>OR</p> <p>Graduate in Social work/ Sociology/ Child Development / Human Rights Public Administration / Psychology/ Psychiatry/ Law/ Public Health/ Community Resource management from a recognized university with 2 years' experience in project formulations/ implementation, monitoring and supervision in the preferably in the field of women & child development & Social welfare.</p> <p>Proficiency in computers.</p> <p>Preference may be given to personnel working in emergency help lines.</p>	28,000
2	Counselor	1	Mission Vatsalya Guidelines adopting the Position of "Counselor" under DCPU.	<p>Graduate in social work/ sociology/ Psychology/ public health/ Counselling from a recognized university.</p> <p>OR</p> <p>PG Diploma in Counselling and Communications.</p> <p>Experience:- At least 1 year of working experience with the Govt./ NGO preferably in the field of women & child Development.</p> <p>Proficiency in Computers.</p> <p>Preference may be given to personnel of working in emergency help lines.</p>	18,536

3	Child helpline Supervisors	3	G. O. Ms. No. 14 & 60, adopting the position of "Supervisor"	Graduate preferably in B.A. in social work/ computer sciences / information technology/ community sociology/ social sciences from a recognized university. Weight age for experienced candidate Proficiency in computers Preference may be given to personnel with experience of working in emergency help lines.	19,500
4	Case Workers	3	G. O. Ms. No. 14 & 60, adopting the position of "Watchman"	12 th passed from a recognized board/ Equivalent board. Good Communication Skills. Weight age for experienced candidate. Preference may be given to personnel of working in emergency help lines.	15,600

In this regard, the District Collectors/Magistrates of the said 30 districts are herewith requested;

1. To take necessary action towards the above instructions on Child Helpline (CHL), to recruit the staff in Child Helplines before **30.06.2023** following by due procedure in selecting the Outsourcing Agency for recruitment of the same.
2. The existing staff of Child Helpline (CHL) is based on the consideration of the concerned District Collector/Magistrate.

Yours faithfully


Commissioner