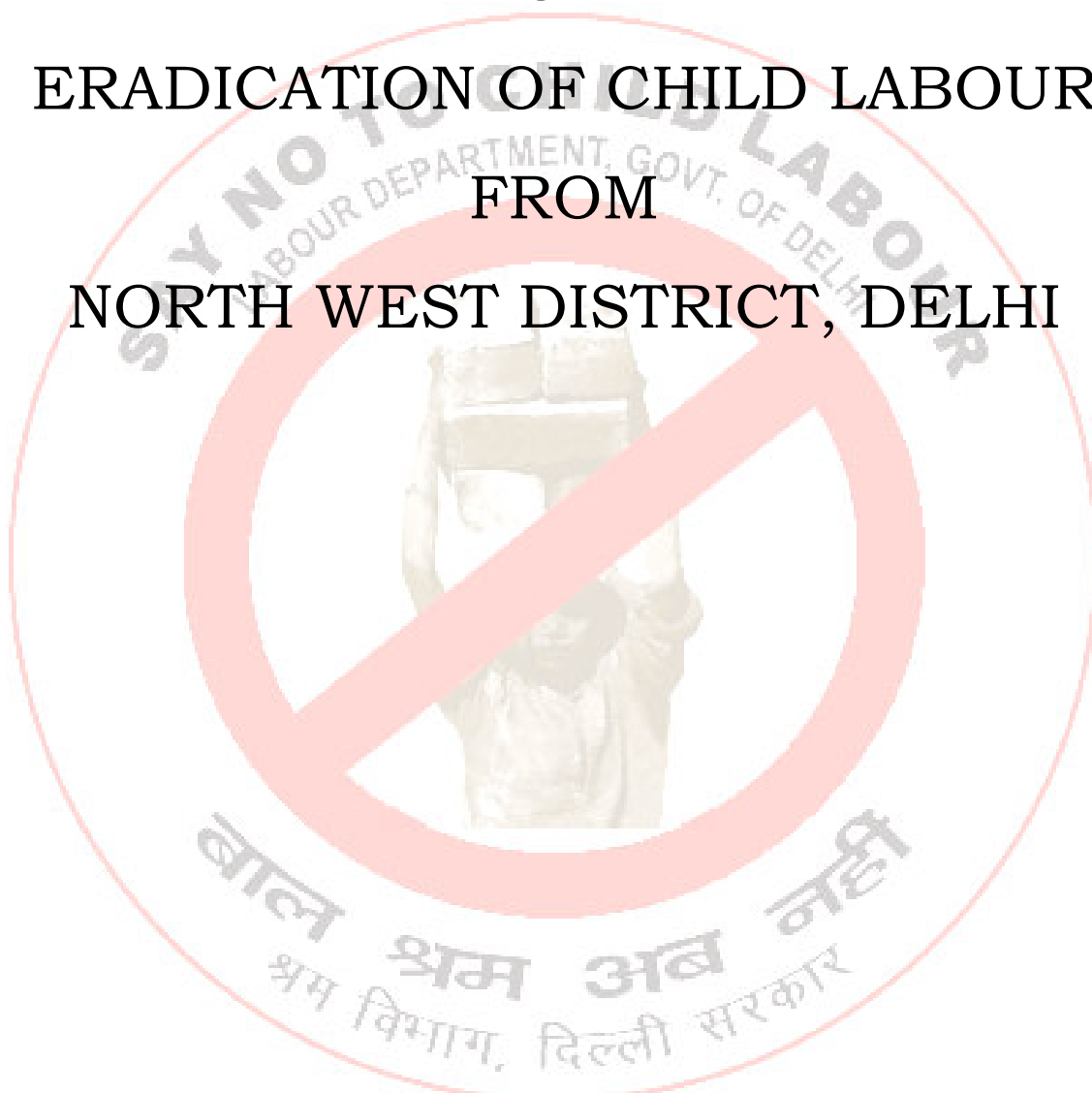


PILOT PROJECT
ON
ERADICATION OF CHILD LABOUR
FROM
NORTH WEST DISTRICT, DELHI



LABOUR DEPARTMENT
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DELHI

NOVEMBER, 2007

MAP OF DELHI



बाल श्रम अब नहीं
श्रम विभाग, दिल्ली सरकार

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I. STRATEGIC CONTEXT

1. The unleashing of Indian economy in 1990s has suddenly given an edge to the urban agglomerations in our country. Urban markets, mostly unorganized, are increasingly attracting human capital. Unfortunately, a significant number of this human capital is unskilled and it comprises a noticeable number of child workers. It is disturbing to note that a large number of these child workers are child labours, toiling in banned occupations and processes.

2. National capital territory of Delhi, like other urban agglomerations, has been witnessing the presence of significant number of child labours. Census 1991 revealed that there were 27351 child labours, whereas census 2001 computed a figure of 41899 child labour in Delhi. Voluntary agencies have come up with variant estimations, without having detailed survey. Also, being a magnate city for the neighbouring states (Bihar, West Bengal, Uttar Pradesh, Jharkhand, Haryana), it receives a large number of migrant child labours.

3. This phenomenon is associated with poverty. Economic analysis and international experience suggest possible approaches to this issue. From the economic perspective, the incomes and the number of children in household determine the potential supply of child workers. As the welfare of the household increases, the income effect of parents' wages will outweigh the incentives to supply child labour by poor households. This suggests that equitable economic growth will eventually reduce child labour.

4. On the supply side, child labour can be part of a strategy to minimize the risk of job loss by a family member, or a failed harvest. Attempts at its forced abolition are likely to fail unless accompanied by provision of an adequate safety net. On the demand side, children substitute for adults because of significant wage differentials due to labour market imperfections. Actions to break local monopolies on the labour market and to enforce labour laws would have a direct impact on the prevalence

of child labour. The existence of child labour could also be regarded as a result of discrepancy between the perceived private returns to education and social returns¹.

5. There have been concerted efforts on the part of government to deal with the issue of child labour. All major labour regulations prohibit the employment of child labour. However, there was a felt need to design specific law related to child labour in the country. It resulted in the enactment of Child Labour (prohibition and regulation) Act in 1986. In last twenty years, the government has built institutions to tackle the menace through enforcement as well as awareness amongst all the stakeholders. Since 12 June, 2006, Delhi is part of INDUS² project, which facilitates bridge education or vocational education for the rescued child labour. All these centres (60 in number) are being operated with the co-operation of eight non-governmental organizations. Approximately, 2000 children are utilizing these centres, out of which 350 children have been mainstreamed with normal schools.

6. Yet, the success levels have not been as desired. Children are still found picking up rags, working in dhabas, eateries, toiling in embroidery, metal polishing, and auto mechanic-workshops. Regular raids, rescue operations, repatriation have not resulted in the desired outcome. The emphasis on enforcement has not been a deterrent for the society and the market in stopping this menace.

7. An analysis of the present approach indicates following limitations:

- * *Lack of capacity in enforcement*
- * *Lack of community participation*
- * *Lack of convergence of government schemes in social sector*
- * *Lack of protocols for rescue and repatriation*

¹ Human Rights Watch, 1996, Grootaert, C. and Kanbur, R. 1995

² INDUS project is being operated in coordination with Government of India, Department of Labour, Government of United States of America and International Labour Organization for eradication of child labour.

** Lack of incentives to affect the supply side*

** Lack of incentives to affect the demand side*

8. Addressing these limitations is possible in pilot mode for specific geographical unit, which can be replicated elsewhere. On 5 July, 2007, in a high level meeting, Hon'ble Chief Minister Delhi along with Hon'ble Union State Labour Minister instructed the Labour department to find an appropriate solution to the problem of child labour and come out with a pilot project. The meeting was attended by Chairperson, National Commission for Protection of Child Rights, Secretary to Government of India along with other senior officers, Project Manager of International Labour Organization, senior functionaries of Government of NCT of Delhi.

9. The pilot project is supposed to take stock of the present gaps in the existing approach and suggest a comprehensive time-bound policy to bridge these gaps, to converge various departmental schemes, to use scientific strategy, to standardize various stages of action (rescue, repatriation, rehabilitation), to provide forward and backward linkages and to suggest innovative measures.

10. After detailed consultation with various stakeholders, North West district has been selected for the pilot project. It is the largest district in the national capital territory. In an area of 440 square kilometer, it comprises a population of 2,847,395 (2001 census). The district consists of 81 villages.

11. In 2001, the North West district had 6600 child labour. One of the most relevant indicators to find out estimation of child labour is details of out of school children. Sarva Shiksha Abhiyan (SSA), a scheme for universalization of elementary education, envisages a survey of out of school children in every nook and corner of the country. In 2003, this survey was also carried out in Delhi.

The outcome for North West district was as follows:

Out of School Children with Reasons District – North West

Out of School Children as per Survey 2003	Lack of Interest	Lack of Access	House Hold Work	Migration	Earning Compulsion	Failure	Socio Cultural Reasons
38095	2691	895	16762	5832	10685	895	6733

In last three years, 27116 children got mainstreamed in regular schooling. The details are:

List of Mainstreamed Children

Year	Children Mainstreamed in District NW
2004-05	1996
2005-06	4996
2006-07	20124

The survey result indicates the presence of significant number of children outside school owing to economic reasons despite of the concerted efforts of the government and the civic society. In the continuing effort, twenty two transitional education centres are being run to provide bridge education to more than one thousand child workers in the district. Still the task is not fulfilled.

II. NEW APPROACH

Vision

Child friendly capital state

Objective

Creating conducive environment, providing adequate safety net to the families and enforcing the existing regulations to end the evil of child labour

Strategy

There is need for paradigm shift in approaching this menace. International and domestic experience suggests that mere enforcement does not affect the supply and demand of child labour in the labour market. It needs to be seen whether current schooling system takes care

of the perceived needs of the parents and the probable child labour. A joyful learning environment and skill-based education system can retain the children in the school. Traditional skill (like Zari embroidery, gold jewellery) needs to be recognized in the skill-based employment modules. The delivery of various development schemes needs to be assured for the vulnerable family by converging all relevant development schemes at the level of family.

III. PROJECT DEVELOPMENT OBJECTIVE AND KEY INDICATORS

10. The project development objective is to eradicate the problem of child labour by providing appropriate socio-economic safety net to the children and their families; by standardizing and strengthening the enforcement; and by designing a tracking mechanism for the child labour.

11. This will be measured by the following performance indicators:

**Increasing enrolment and numbers of Transitional Education Centres: 50% increase (over the existing number) every three months, starting with January, 2008.*

** Universalization of elementary education: By 2009*

** Increasing enrolment and number of Vocational Education centres: 25% increase (over the existing number) every three months, starting with January, 2008.*

Other intermediate outputs that affect the key performance indicators will also be monitored:

** Standardizing enforcement drive*

** Facilitating social sector benefits to the families of child labour*

** Initiating Innovative skill-based employment for the adolescence*

IV. Project Components

Project Component 1: *Strengthening Institutions and building its capacities* (Rupees 100 lakh)

12. Strengthening Institutional framework is key component. At the State level, State project steering committee on Child Labour exists. However, its last meeting was held only in **April, 2007**. The decision of earlier meetings could not be disseminated for execution on time. It is necessary to have this meeting at quarterly intervals, so that necessary guidance, advice and coordination on the project is provided.

13. Delhi Child Labour Rehabilitation-cum-Welfare Society, a state level society, needs to be energised. Surprisingly, it took two years to have governing body meeting in August 2007. The society must meet every quarter to monitor the progress of the scheme.

14. District level Task Force has been constituted, however, it needs to be provided well defined role and responsibility. Delhi has multiplicity of authority as well as weak institution of Deputy Commissioner. A kind of authority through this task force will help in co-ordination at the field level and hence better output.

15. Labour department is a nodal department. It has been focussing on enforcement under various labour laws. But, it did not address the supply side of child labour. There is a need for paradigm shift in approach. The preventive aspects are much effective in achieving the objectives. The department needs to have personnel capable in understanding this approach. Also, it needs to develop its intelligence network in coordination with the 'beat police' on regular basis.

16. Childline system (1098) is crucial in collection of information about child labour. At present, five NGOs (Prayas, Don Bosco Ashalayam, Delhi Brotherhood Society, Butterflies and Salam Baalak Trust) are maintaining it in Delhi. It needs to be inter-linked with good use of Information Technology. Department of Social Welfare needs to take

action for its strengthening and modernization. Labour department must interact with Childline on bi-monthly basis for better liaisoning.

17. Police has a major role to play in enforcement and prevention. It has been envisaged under law to form a cell for the neglected children under each Police Station to address the issue of such children. It needs to be energised.

18. Every rescued child is produced before Child Welfare Committee (CWC), constituted under Juvenile Justice Act, within twenty-four hours of rescue. However, this committee (four in numbers) needs to frame a check list for each rescued child labour to facilitate better liaisoning for repatriation and rehabilitation. The format of check list is **annexed at I**.

19. Inter-State co-ordination is essential for smooth and safe repatriation of migrant child labours. A set of protocol for this purpose has been worked out in consultation with the State governments of Bihar, Jharkhand, and West Bengal. Copy is available at **Annexure II**.

20. Prosecution of the offending employer is a neglected area. There is a need for proper documentation and constructive application of various legal provisions while filing the case. A team of ten prosecutors need to be built in within the department.

21. Involvement of committed voluntary agencies is an important part of the project. These voluntary agencies help in bridging the gap between the public and the government. At present, eight voluntary agencies are partnering with the department in running the Transitional Education Centres. Some of these are not well equipped to run the centres. Also, there are other areas, like survey, awareness generation, capacity building, where we need to find competent voluntary organizations. The department intends to select such voluntary organizations by 15 December, 2007.

Sub Component: Drop-in-shelter (Rs. 25 lakh)

22. Drop-in-shelter is an important link in the chain of repatriation of migrant child labours. At present, Social Welfare Department and some Voluntary Organizations like Prayas maintain recognized children homes. The average stay for a rescued child labour is five to fifteen days. These homes need strengthening in terms of additional resources, like transport, counselors, medical etc.

23. Child Labour Welfare Society should maintain a van (of 15 passengers) for facilitating rescue operation.

Sub Component: Training (Rs. 20 lakh)

24. Training of various stakeholders needs to be organized in consultation with the recognized Institutes, like YASHADA, Pune; National Labour Institute, NOIDA. YASHADA has already developed different modules for different stakeholders. This can be utilized initially with local modifications.

25. Training of the stakeholders can be imparted by a departmental resource team. Some resource persons can be invited from recognized institutes. In all this exercise, UT Civil Services Institute may be associated.

26. A training calendar is placed at **annexure III**.

Project Component 2: Mapping (Rs. 2 lakh)

27. Mapping the pilot project area is essential to address the issue locally. This will have two components: geographical and social. Geographical mapping will identify the probable work places, like mandi, dhaba, eateries, zari units, garbage disposal places, local market area, auto-workshop places, railway stations, bus stations, transport hubs, traffic intersections, and residential colonies, which attract or employ child labours.

28. Social mapping intends to identify vulnerable groups and communities in the district. Most of these live in slum & jhuggi jhopri colonies, unauthorized colonies or on pavements. Some of them fall in the category of migrant, trafficked or homeless. After identification, these groups may be supported with appropriate social safety net in targeted manner.

29. Mapping will also include identification of local schools, police stations, transitional education centres, vocational education centres, and drop-in-shelters.

Project component 3: Designing Standing Operating Procedure (SOP)

30. Rescuing child labours from work place is a complex exercise. It needs liaison with a number of departments and agencies. The existing arrangement is much informal in character, which often creates confusion at the implementation level. This can be avoided by streamlining the procedure and by developing SOP for each stage of rescue: pre-phase, during and post-phase. A detailed SOP, defining role and responsibilities of concerned agencies is **annexed at IV**.

Project component 4: Awareness (Rs. 50 lakh)

31. Awareness is an effective weapon to address the issue. Past efforts in public awareness have helped in making the civil society, the employers and the establishments sensitive to the cause of child labour. However, there is a need for regular publicity campaign in various forms like newspaper, visual slides, posters, workshop, rallies, and community meetings/interactions.

32. Bhagidari has been a phenomenal success in building Citizen-Government partnership. It helps in reaching out to community. Also, it helps in finding local solutions. A Bhagidari workshop is intended to be organized on 14 November, 2007. Similar workshops may be organized every third months with different stakeholders.

33. An awareness campaign plan has been prepared and placed at **annexure V**.

Project Component 5: Transitional Education Centres (TEC)
(Rs. 50 lakh)

34. TECs are the bridge between the rescued child labour and the regular schooling. At present, 22 TECs are in operation in the pilot district. However, it needs strengthening in terms of resources, and personnel. A model for this has been worked out and placed at **annexure VI**. There will also be a need to standardize the arrangement of transfer of children from TECs to MCD schools.

Project Component 6: Vocational Education Centres (Rs 50 lakhs)

35. Skill-based learning is a weak link. Due to unsuitable course design and poor linkages, forward and backward, the demand for skill-based learning has been limited. Recently, Training & Technical Department has come up with relevant skill-based employment initiatives. However, there is a scope for making it more attractive for the adolescents.

36. In the present scenario, there is a need for designing courses for domestic workers, which is high in demand in city like Delhi. ITC has prepared one such course (**at annexure VII**) exclusively for domestic workers, which will be put in operation within two months.

37. Old World Hospitality Ltd. has proposed a course for training in food and beverages. This course will be targeted towards the adolescents working in dhaba, eateries etc. This is also planned to be put in place by January 2008.

38. There are certain traditional skills, like zari making, gold jewelry etc., where training components have not been standardized and formally recognized. The department intends to initiate traditional skill-based training to preserve our traditional skill as well as to facilitate the

linkages with the employment. It will be pilot effort in close cooperation with the employers of such skills.

Project component 7: Rehabilitation package (Rs. 5 lakhs)

39. Government has been implementing a large number of development schemes. However, at times, the implementing departments work parallel to each other. This also creates difficulty in assessing the gaps in delivery mechanism. A simple chart, described at **annexure VIII**, may help in providing the idea about the eligibility of family for different schemes. This analysis will help in addressing the issue of economic safety of the family of the child labour.

40. Concerned departments have been advised to designate nodal officer to facilitate the delivery of services to the child and her families. Labour Commissioner will coordinate with all these nodal officers to ensure the convergence of the schemes.

Project component 8: Monitoring and Evaluation (Rs. 10 lakh)

41. Monitoring of the pilot project will be done through different mechanism. Field inspection at each level, from labour inspector to labour commissioner, will be mandatory. The number of inspections to be carried out by labour inspector, inspecting officer, labour officer, assistant labour commissioner, deputy labour commissioner, joint labour commissioner and labour commissioner will be seven, six, five, four, three, two and one respectively, every month. It will be monitored by the labour commissioner on monthly basis.

42. A project information system will be put in place to keep a track of child and her rehabilitation. A tracking mechanism to monitor the eligibility of the concerned family and the delivery of services to it will be put in place. Suitable software will be developed and put in place by 31 December, 2007.

43. Delhi School of Social Work will be involved for evaluation of the pilot project once in six months.

V. Implementation

44. Pilot district will be mapped, socially and geographically, using field visits, available maps, Sarva Shiksha Abhiyan micro-zonation details and geographical information system. It will indicate those hotspots, where the child labours are found working. It will also help in initiating preventive measures to stop the supply and demand of the child labour. This will be completed by 15 December, 2007.

45. Rapid Assessment survey to find the extent of child labour in the district will be conducted with the help of community workers, attached with the Delhi Child Labour Rehabilitation-cum-Welfare Society. This will be completed by 30 November, 2007.

46. Awareness campaign will start with 14 November, 2007 (Children's day). Second fortnight of November will be focused on enforcement with specific inspection targets assigned to various field functionaries.

47. Implementation of other project components will be carried out within the timeline indicated against each component.

VI. Time Frame

48. The pilot project is intended to be completed in six months starting from November 2007.

VII. Financial Arrangement

49. The pilot project will need a budget of Rs. 267 lakhs. Government of NCT of Delhi has already placed a budget of Rs. 300 lakhs in this regard.

VIII. Mid-term correction

50. A mid-term evaluation of the pilot project will be carried out by the department in consultation with outside experts in the month of January, 2008.



Annexure I

CHECK LIST for Child Welfare Committee

- 1. Name of the Child:**
- 2. Father/Guardian:**
- 3. Address (Permanent/Temporary):**
- 4. Date of Birth/Age:**
- 5. Education:**
- 6. Occupation/process, as specified in the Child Labour (Prohibition & Regulation) Act, 1986, where the child was found working:**
- 7. Date from which working:**
- 8. Who brought the Child (middleman, placement agency, relative, own)**
- 9. Employer details(Name/address):**
- 10. Medical check up of the child:**
- 11. Legal action:**
 - (i) prosecution under Child Labour (Prohibition & Regulation) Act, 1986:**
 - (ii) notice details to deposit Rs. Twenty thousand as per the direction of Hon'ble Supreme Court:**
 - (iii) case under Indian Penal Code:**

Annexure II

REPATRIATION PROTOCOL

- REPATRIATED CHILD MUST BE SUPPORTED WITH CHECK LIST [RECIPIENT STATE]
- DROP-IN-SHELTERS: AVERAGE STAY (15-30 DAYS); ADMINISTRATION & MANAGEMENT [RECIPIENT STATE]
- LIAISON WITH RESIDENT COMMISSIONER CONCERNED {CWC ORDER+ CHECK LIST} [RECIPIENT STATE]
- BUILDING A TEAM OF LIAISON OFFICERS[RECIPIENT STATE]
- PROTOCOL FOR REPATRIATION WITH ADEQUATE FUNDING ARRANGEMENT (CONCERNED STATE)
- REHABILITATION OF THE RESCUED MIGRANT CHILD (CONCERNED STATE)

Annexure-III

TRAINING AND CAPACITY BUILDING CALENDER

(Schedule is for NCT of Delhi. Initially, stakeholders related to pilot district will be covered)

S.No.	Stakeholder	Hours of training	Facilitator	Location	Time
1.	Labour Inspectors	4	CLRW Society	Conference hall Of L.C. Office	22.12.2007, 05.01.2008
2.	IO/LO	3	CLRW Society	Conference hall Of L.C. Office	28.12.2008
3.	DLC/ALC	3	CLRW Society	Conference hall Of L.C. Office	27.12.2008
4.	DTF members (Education, Social Welfare etc.)	3	CLRW Society	9 District offices	January-February-March, 2008
5.	NGO/VO/Media/CWC	8	CLRW Society	Conference hall of L.C. office	03.01.2008 01.02.2008
6.	Police	3	CLRW Society	9 DCP Offices	9 days in January, 2008-February, 2008
7.	MCD Ward Committees	2	CLRW Society	12 Zones	12 days in February-March-April-May-June-July, 2008
8.	District Development Committees	2	CLRW Society	9	March-August, 2008
9.	Employee Association	3	CLRW Society	9	January-August, 2008
10.	Industry Association	3	CLRW Society	3	February-July, 2008
11.	Students (School/College)	3	CLRW Society	24	January-December, 2008

Annexure IV

STANDING OPERATING PROCEDURE

PRE RESCUE

Activity	co-ordination	convener
• selection of camp place	sdm,police,ngo,sw	lab
• clothing, food, transport	sw, ngo	lab
• health	lab	health
• psychological	ngo,lab	sw
• drop-in-shelter	sw, ngo, distt	sw
• Media management	lab	
• Legal document	lab	
• Police	lab	
• Selection of NGO	lab	

DURING

• raid/rescue	sdm, sw, ngo, police	lab
• seizure of records	police	lab
• employer's detail	sdm, police	lab

POST

• regrouping rescued children	sw, police, ngo	lab
• health check up	lab	health
• psychological support	lab, ngo	sw
• transportation	ngo, police,sw	lab
• drop-in-shelter	ngo, sw	lab
• legal prosecution	police	lab
• notice for Rs. Twenty thousand	police	lab
• check-list for each child	ngo	lab
• presentation before cwc	ngo, sw	lab
• intimation to concerned Resident Commissioner (if child is migrant)	ngo	lab

Note: sdm-subdivisional magistrate, lab-labour; sw-social welfare,ngo-non-governmental organizations.

Annexure V

AWARENESS CAMPAIGN PLAN

Sl. No.	Stakeholder	Activity	Timeline	Coordinator
1	Children	Painting competition	November 3	Labour, MCD
2.	Community, MTA, RWA, NGO	Bhagidari workshop	November 14	Bhagidari cell, Labour, TCS
3.	Judiciary, Labour	Seminar	November 17	Delhi Legal Services Authority
4.	Children, Employers	Rallies, door-to-door campaign	November 15-30	Labour, Chamber of Commerce
5.	Garment Exporters	Seminar	November 30	AEPC, FICCI, Labour
6.	District level group	Rallies, distribution of posters	December 7-21	DLCs
7.	Children, Employers	Awareness competitions	January 14-February 14	DLCs, MCD, NDMC, SSA
8.	Community	Bhagidari mela	December 10	Labour

Annexure VI

Delhi Child Labour Rehabilitation cum Welfare Society **Proposed Staff Component of One TEC of 50 Children for 12 Months**

S.No.	Name of Post	No of Posts Required	Salary PM Rs.	Total Cost for One Year
1.	Educational Teacher	2	2,500.00	2500X2X12=60,000.00
2.	Clerk /Cashier	1 (for 3 TECs)	800.00*	800X1X12=9,600.00
3.	Helper (P/T)	1	2,000.00	2000X1X12=24,000.00
4.	Mid-day-meal	@5/-each child	-	50X5X25X12=75,000.00
5.	Stipend	@100/-each child	-	50X100X12=60,000.00
6.	Rent/Water/Electrics charge	-	2000/-pm	2000X12=24,000.00
7.	Misc. Expenses+ Administrative cost	-	1000/-pm+ 2000/- pm	3000X12=36,000.00
Total				2,88,600.00
Total Cost of 20 TECs= 20X2,88,600				57,72,000.00

Note: - 3 or multiple these of TECs would be assigned to one NGO

* No society will be assigned less than 3 TEC. Five TECs will have one clerk, per TEC the cost will be Rs.800/- but he would get 800X3=2400/-.

+ Books
+ Uniform
+ Bag



An Introduction



Domestic Help (DH) Value Addition Programme

Every home has its own individuality and specifics but there are some rules and duties that a Domestic Help (DH) needs to know. These programmes are an attempt to help the Lady of the House train her DH as well as highlight those issues that are pertinent to the DH, while keeping in mind some of the intricate details we normally don't seem to keep track of.

In the following pages we have attempted to list some of the basic points to be kept in mind, when initiating the training of a new DH. The list as laid down below, is not comprehensive and it may also not be uniformly applicable, but it is an indication of the direction the training should take if the transaction is to be comfortable for both parties in the long term.

1. The Basics
2. When Meeting Prospective Employer
3. Training (Daily Household activities)
4. Care of children & Senior Citizens
5. Safety / Security & Fire
6. Social Responsibility
7. First Aid

The Basics

Hygiene

A bath everyday & clothes washed.

Hands to be washed with soap before cooking / after using the toilet / bathroom.



Etiquette and Manners

Answering the telephone:

How to receive and make telephone calls.

Take messages – name of the caller, for who the call is, caller's phone number, approximate time of call,

Take a written message if she/he knows how to write.

Guests:

If known - How to seat them / greet them – namaste or any language spoken/ known by the DH.

Serve water when guests come.

Offer them tea / coffee / something cold if the employer isn't at home or is going to be late. Serve them some namkeen / chips / sweets.

If unknown – door not to be opened but caller to be addressed with the door chain latched or through the mesh door.

DH not to reveal any information to the stranger like the phone numbers of the members of the house / if they are out of station or any other such information.

In case of couriers, bill collectors and LPG suppliers, the DH must have the phone numbers of the members of the house so that she / he can call up and ask permission to accept the same. In such a situation the DH must talk to the stranger through the mesh door or with the safety latch on and while calling up the concerned person, should lock the door from inside.

Meeting Prospective Employer



Greeting

a : Namaste

b : Good morning / Good evening

c : in any other regional language (optional)

The Interview

Listen to what the employer has to say:

Employer will quiz the DH on her / his previous job, reasons for leaving the previous job, period of work experience, knowledge of work.

Answers to be given honestly to all of the above.



DH to clarify the kind of work expected of her / him and salary.

If a live-in, the accommodation that will be provided and whether or not a weekly holiday will be allowed.

DH should be frank about the kind of work she /he is already acquainted or not acquainted with.

Showing initiative

Once satisfied, the DH is to ask the employer for instructions on how the employer would like the work to be done: eg. cleaning of the house - which room first & which cleaning agent is to be used (if any) when mopping, dusting of furniture / curios etc.

Whether bed tea would have to be provided to the inmates in the morning, timings for breakfast / lunch & dinner.

In the initial stage itself, the DH should be subtly informed as to which electronic gadgets (like the PC or the Microwave) or any other gadgets/particular areas of the house not to be handled/ out of bounds for her/him.

ITC GREEN CENTRE
Plot No. 10, Sector - 32, Institutional Area
Gurgaon - 122002, Haryana Tel: 91-124-5171717

www.itcwelcomgroup.in

Training



Making of beds

Method to be adopted (day and night service DH are to be trained here by the lady of the house on bed making). DH should also be informed as to the frequency of linen change and also the segregation of linen for house inmates and guests.

Cleaning

Lady of the house to train on cleaning methods and what cleaning agent is to be used to clean-

Kitchen: utensils (wash, wipe dry & stack)

Bathrooms: (toilet bowl, wash basin, bath tub & shower curtain) bath mat, etc.

Knowledge of the various kinds of cleaning material/agents that can be used (lady of the house to train the DH)
DH to see that all the required cleaning material are available in the house. If not, then the DH is to request the lady of the house to purchase them for better maintenance of the house.

DH must be taught to use the cleaning material (or for that matter any other material) sparingly and not be lavish so that the employer is also aware that the DH is careful & not wasteful.

Setting & Clearing the table:

How to set the table

What is to be kept on the table (table mats, plates, crockery, cutlery)

When & how to clear (first the plates and then the food bowls etc with the help of a tray)

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Training – Some Do's & Don'ts

Using Gadgets

Procedure to use & clean equipment & their purpose in detail.

Details regarding refrigeration & microwaving of food - types of utensils / bowls to be used in the oven / microwave. **DO'S AND DONT'S.**



Gas Burner

Do's -

Always switch on the cylinder first and then the burner.
When cooking is finished, always switch off the cylinder first and then the burner.

Always wipe the gas burner with a cleaner

Change the gas pipe twice a year

Keep the holes of the burner clear and clean to avoid leakage

Dont's

Never switch on any electrical switch if you detect leaking of gas.

Never leave the cylinder switch ON throughout the night.

Never change the cylinders with the valve open

Microwave / Oven

Do's -

Clean the inside of the oven right after each use with a mild detergent solution, but let the oven cool before cleaning, in order to avoid injury.

Always use oven gloves when removing dishes from the oven.

Always keep the power cable or plug away from water and heated surfaces.

Dont's

Never use metallic cookware, either to heat or cook in a microwave oven.

Do not heat airtight or vacuum-sealed bottles, jars, containers

Do not operate the microwave oven when it is empty

Stand at arms length from the oven when opening the door

Liquids and other foods must not be heated in sealed containers since they are liable to explode

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Training – Some Do's & Don'ts

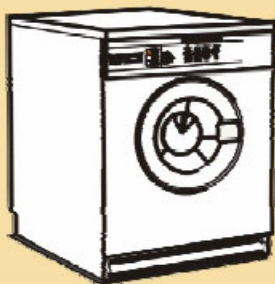
Refrigerator

Do's -

De-frost the refrigerator every alternate weekend.
Wrap the vegetables either in newspaper or vegetable pouches and keep the vegetables and fruits separately..
While cleaning the freezer use a soft detergent and soft cloth to wipe it clean.

Don'ts-

Never put in hot foodstuff
Don't clean the refrigerator with the switch on.
Never use a sharp/hard instrument while clearing the ice formed on the freezer. If necessary let the ice melt by switching off the refrigerator / freezer. This is not applicable in frost-free refrigerators.



Washing Machine

Do's-

Keep the machine away from the reach of children.
Keep the machine shutter closed when not in use.
Always close the mouth of the drain pipe when not in use to prevent insects and other pests from entering the machine.
Always check pockets for any items before putting them to wash.

Don'ts

Avoid putting in clothes with metal buttons.
Never overload the machine with clothes.
Avoid mixing coloured and white clothes together.
Avoid putting in plastic toys for washing.

Vacuum Cleaner

Do's

Always keep the collection bag inside the machine clean.
Keep the machine away from the reach of children.

Don'ts

Never use the machine where there are pieces of scattered metals.
Never let the pipe get entangled with the other body parts of the machine to prevent damage.

Training – Some Do's & Don'ts



Clothes Iron

Do's

Wipe thoroughly with a damp cloth or sponge only with the power mains off.

Never use abrasives, heavy-duty cleaners, vinegar or scouring pads.

Always ensure that the cord set is not left lying on the floor, as it could trip people. Also the cord set should be routed carefully in order to avoid touching the hot soleplate

Don'ts

Do not use metal scouring pads since they will scratch the soleplate. Avoid ironing over zippers, rivets on jeans, etc., as they will scratch the soleplate.

Do not use appliance in the presence of explosives or flammable material.

Do not use the appliance near heat sources or directly under cabinets.

Washing /drying & folding, ironing of clothes

Person responsible for the washing of clothes – Part time / DH / washing machine.

Where the clothes are to be dried / folding the washed clothes & putting them back in their respective cupboards.

Ironing - clothes to be ironed (how to iron different types of cloth) or if they are to be given to the local press-wala.

Training



Food & food preference

Storing of provisions – perishable & non-perishable. DH to check with the lady of the house regarding preparation of food - freshly prepared before every meal or once in the day, and when. Also the DH should be taught about the concepts of storage and disposal.

- Cooking preferences & type of preparation - spicy / non spicy, oily, etc.
- Tea/coffee preference: Ready made / set in a tray- tea pot, milk pot, sugar pot or simply poured in mugs - with sugar- mixed or in a sugar pot or sugar free.



Disposal of garbage

Where to dispose the garbage.

When to dispose the garbage – whether once or twice a day.

If twice whether it should be once in the morning & second in the evening/ night

Method of disposal – in a disposable bag or with a dustbin.

Segregation of organic and inorganic waste – Lady of the House can put up a green dustbin for wet garbage and a blue dustbin for dry garbage

Never mix used batteries either with dry or wet garbage, if possible try returning them back to the company.

How? Ask your local shopkeeper if he has the take back policy or try locating one.

Spring-cleaning

Cleaning of the doors / windows / bathroom tiles once a week & the kitchen once in two months.

Materials to be used in the process.

Care of Children & Senior Citizen



Care of children & Senior Citizens

- Strict routine to be followed.
- Food & drink to be prepared as per instructions, and given at the correct time.
- Medicines to be given at the prescribed time.
- Care to be taken to see that the bathrooms are always kept dry so that the possibility of slipping is diminished.
- Babies/toddlers and the old need to be taken for a walk – in such cases they should be made to walk near the curb in the direction opposite to that of the traffic. Hygiene to be maintained – bath to be given regularly (in the case of Senior citizens the bath water to be kept ready – as per their liking)
- In case of senior citizens who can walk but cannot run, make sure they carry a bright coloured walking stick while crossing the road so that drivers are careful and slow down. (Delhi Traffic Police – Road Safety Rules/ www.delhitrafficpolice.nic.in)
- Children to be watched if taken to the playpen.



Safety & Security

Knowing the person:

The DH must be verified by the police / Resident Welfare Association.
The owners of the house must have the following information about the DH: Full name and permanent address, occupational background.

Knowing the household:

DH must know the name of the employer(s) entire household so that mails and messages can be taken for the right person. He / she must know the mobile numbers of the employers to be able to contact them in case of emergency!! Must know which neighbor to go to in case of a problem / emergency.

House

Entry points to the house: Doors - If there is more than one entry point, which one is to be kept locked at all times. Windows closed / opened (as per the preference of the employer). Till fully acquainted - ask for identification before opening the door / check from the peephole.
The DH must take the responsibility of checking that all the latches and hooks for every door and window have been properly bolted every night.

Safety & Security

Answering the door bell

a) When the person is not known to the family – Call the lady of the house and confirm & only then allow entry to the house (if no one at home). b) Sales person / others – The employer's whereabouts not to be informed or any other information regarding the family / house. Put the door chain and then talk to the stranger! Shut the door before going to get water for them or to ask the employers, if at home, what is to be done.

Part timers

He / she must keep a tab on the activities of the part timers. Whether they would be allowed access to the entire house, if not, which are the restricted areas. *MUST KNOW: The garbage man, milkman, cable wala, newspaper wala & car cleaner, etc.*

Fire & Emergencies

DH must be trained in the different categories of fires:

Category A: Ordinary combustible materials such as paper wood, trash and cloth, etc. (Action – Water, Water-CO₂, CO₂, DCP)

Category B: Flammable liquids & Chemicals, Paints, Varnishes and Solvents (Action – Foam, CO₂, DCP)

Category C: Flammable and Combustible Gases : LPG/CNG
Action - CO₂, DCP

Category C: Electrical / Electronic Equipment / Appliances

(CO₂-- Carbon dioxide, DCP--Dry chemical powder : Source - Safety handout of Maurya)

Social Responsibility

Literacy

In case the lady of the house has free time, she can encourage the maid to learn to read and write, to the extent of opening & operating her / his own bank account. It can be carried out in two ways:

1. Dotted lines - The lady of the house can write down the name of the maid as a dotted line and the maid can draw over them, once in a day so that she can write her name when needed for the bank functionalities.
2. Total literacy - If the maid is interested the lady of the house or for that matter any fully literate person on the house can take out time according to convenience and start teaching her from the grass-root level.



Water Conservation

The lady of the House must train the DH how to conserve water, in the following areas:

1. Shutting taps tightly to prevent dripping.
2. Making sure that the tap is not running needlessly while washing dishes.
3. Using a bucket sprinkler, instead of a hosepipe while watering the flowers, washing car, driveway, or pet animals.
4. Using a bucket and a mug instead of a shower while taking a bath.

First-Aid Application

Accidents can happen anytime to anybody. Being prepared to meet them can make all the difference, which is why the knowledge of First-Aid is so important. This is also why Johnson & Johnson have prepared this First-Aid Guide.

Surface Wounds

1. Cleanse the wound and the surrounding area gently with mild soap and water; rinse. Bolt dry with sterile pad or clean dressing.
2. Treat the wound to protect against contamination. Savlon antiseptic liquid can be used for both cleaning and treating the wound.
3. Cover the wound to absorb fluids and protect wound from further contamination. (Handle only the edges of sterile pads or dressings.)
4. Medicated dressings like Band-Aid are very convenient for small wounds as it protects the wounds from dirt while the antiseptic helps the wound heal faster.
5. For larger wounds cover with sterile pads or gauze and tape to secure the pad and keep it in place. Adhesive tape like Johnsonplast is ideal for this purpose.

Deep Wounds & Serious Burns

Should be cleansed by professional medical personnel. Treat for bleeding and shock.

Caution: Be alert for signs of infection such as hot, painful reddening around wound, swelling, chills or fever. Call a doctor immediately.

Be sure your family is immunized against tetanus every 5 years.

Any wound is tetanus-prone. Check with doctor to see if an injection is needed.

First-Aid Application

Bandaging

Emergency bandages can be devised from clean handkerchiefs, scarves, sheets, belts, socks or stockings.

Bandages should be snug but not tight enough to interfere with circulation:

1. Always leave victim's fingertips or toes exposed when a splint or bandage is applied to arms or legs.
2. Loosen bandage if swelling, discoloration or a cold, numb or tingling sensation occurs in fingers or toes.

Never apply a tight bandage to the victim's neck

Nosebleed

Signs to look for: Bleeding from one or both nostrils.

What to do:

1. Loosen clothing around neck. Tell person to sit down with head bent forward or to lie down with head and shoulders raised.
2. Tell person to breathe through mouth.
3. If bleeding is from front of nose:
 - a. Pinch nostrils together for five minutes.
 - b. Place cold, wet towels or clothes over nose and face.
 - c. If bleeding continues, insert a small sterile pad in one or both the nostrils. (DO NOT use cotton or anything with loose fibers). Be sure pad is extending from the nostril. Pinch nostril together. If bleeding persists, call a doctor.
4. If bleeding is from back of nose, take person to hospital or call a doctor immediately.
5. Ice cube to be placed on the bridge of the nose.

First-Aid Application

Burns

Burns may be classified according to the degree of seriousness:

1. First Degree Burns – involving superficial layers of skin and characterised by redness or discolouration, mild swelling and pain.

What to do:

- A. Apply a cool, wet cloth or immerse in cold water. Do not use ice.
- B. Gently dab the affected area with a clean cloth, and then cover it with a dry, non-stick sterile pad or clean cloth if necessary.
- C. Usually medical treatment is not necessary. However if severe symptoms are present, consult a doctor immediately. Be alert for signs of shock.

2. Second Degree Burns are characterized by a red or spotted appearance, blisters, deep burns, considerable pain and swelling and a wet appearance on the surface of the skin.

What to do:

- A. Same as that for first degree burns. If the arms and legs are affected keep them raised above heart level.
- B. Medical treatment may be necessary depending on the location and extent of the burn.
- C. Second-degree burns may be deep and serious. Be alert for signs of shock and infection.

3. Third Degree Burns are characterized by deep tissue destruction with a white or charred appearance, (complete loss of all layers of skin), no pain.

What to do

- A. Treat for shock if necessary.
- B. Do not touch or cough over burnt area. If the face is burnt, keep the person sitting so that he can breathe easily. Person should be kept under continuous observation for breathing difficulties.
- C. If arms or legs are affected keep them raised above heart level.
- D. Apply a cold pack ONLY to the face, hands or feet.
- E. Cover burns with a non-stick sterile pad or a clean cloth.
- F. Move person to hospital immediately.

First-Aid Application

(Contd.)

Remember

Do not clean, brush or break blisters.

Do not remove any clothing that sticks to burns.

Do not apply grease, ointment or any medication to a severe burn.

Do not use cotton or a cloth with loose fibers to cover burns.

Heat Exhaustion

Signs to look for:

Fatigue, irritability, headache, feeling of faintness, cold, clammy skin and a lot of perspiration.

What to do:

- A. Person should be made to lie down in a cool, shaded area or an air-conditioned room. Raise feet.
- B. Massage legs towards heart
- C. Give cold salt water ($\frac{1}{2}$ teaspoon to $\frac{1}{2}$ glass of water) or cool sweetened drinks, especially iced tea and coffee, every 15 minutes until person recovers.
- D. Do not let person sit up, even after feeling recovered. Person should rest for a little while longer.

Sun Stroke (Heat Stroke)

Signs to look for:

Extremely high body temperature (104 F or higher); hot, red, dry skin, absence of sweating; rapid pulse; convulsions; unconsciousness.

Caution: Sunstroke is a life-threatening emergency.

What to do:

- A. Get a doctor immediately.
- B. Lower body temperature quickly by placing person in partially filled up tub of cool, not cold water. (Avoid overcooling).
Briskly sponge person's body until temperature is reduced.

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Form to be filled by DH

FIRST NAME:

SURNAME:

DATE OF BIRTH:

PLACE OF BIRTH:

SEX:

MARRIED / UNMARRIED:

NO. OF DEPENDENTS:

PERMANENT ADDRESS:

PRESENT ADDRESS:

PREVIOUS EMPLOYMENT:

(Give name of person worked for)

ADDRESS & TELEPHONE No. OF PREVIOUS EMPLOYER:

EDUCATION:

NAME OF SCHOOL:

SCHOOL DROP OUT:

YES / NO

LEVEL OF EDUCATION:

(Specify up to which class)

Form to be filled by DH

REFERENCE:

CONTACT TELEPHONE NO.:

POLICE VERIFICATION DONE:

YES / NO

SKILLS:
(Please specify)

COOKING:

BAKING:

ANY OTHER:

Annexure VIII

Convergence of Government Schemes for Rehabilitation Package for each rescued child Labour

Please tick (√) mark against the schemes which are available to the child and his/her family

Child ID No:-

Name:-

Age:-

Sex:-

Category : SC/ST/OBC/Minority

Family details:

Address :

TEC details:

Evaluator's Name:

Name	Relationship	Age (years)	Education (Illiterate, Class)	Occupation (casual, regular, wage/self)	Income (monthly) (In rupees)	Home (own/ Rented)	Overall observation about economic condition

Department	Food & Civil Supplies				Social Welfare						
	(1)				(2)						
Schemes	(i) BPL Ration Card	(ii) APL Ration Card	(iii) Annapuran Yojana	(iv) Antyodaya Yojana	(v) Un-employment Allowance to disabled persons.	(vi) Financial Assist. to widows for self employment	(vii) Pension for women of deceased Husbands.	(viii) Assistance to weaker section girls/women for self employment.	(ix) Financial Assistance to lactating and nursing mother of weaker sections.	(x) Old age pension schemes	(xi) Benefits under Aganwadi Yojana

Convergence of Government Schemes for Rehabilitation Package for each rescued child Labour

Please tick (√) mark against the schemes which are available to the child and his/her family
Child ID No:-

Department	Industries	Welfare of SC/ST/OBC/ Minorities				
	(3)	(4)				
Schemes	(xii) Support from Industry Department	(xiii) Merit scholarship to SC/ST/OBC/ Minorities students (school and college level)	(xiv) Vocational and Technical scholarship to SC/ST/OBC/ Minorities students	(xv) Availability of Hostel for SC/ST boys/girls students	(xvi) Interest free loan for technical education to SC/ST/OBC/other weaker section	(xvii) Financial Assistance to SC/ST for self employment through DSCFDC

Convergence of Government Schemes for Rehabilitation Package for each rescued child Labour

Please tick (√) mark against the schemes which are available to the child and his/her family
Child ID No:-

Department	Directorate of Education		Directorate of Higher Education	Directorate of Technical Education	Urban Development	District Administration		MCD/NDMC			
	(5)		(6)	(7)	(8)	(9)		(10)			
Schemes	(xviii) Free supply of text books	(xix) Subsidy for school uniforms	(xx) Provision for financial Assistance for students of economically backward section for higher education	(xxi) Financial assistance to students of SC/St/ OBC/ Minorities communities	(xxii) Houses for weaker section (JNNURM)	(xxiii) Availability of PMRY Loan	(xxiv) Availability of SJSRY	(xxv) Mid-day Meal in MCD Schools	(xxvi) Free Books	(xxvii) School Uniform	(xxviii) Old age pension